

GOVERNMENT OF INDIA  
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY  
**LOK SABHA**

**STARRED QUESTION NO. \*244**  
TO BE ANSWERED ON: 06.08.2025

**COMMON SERVICE CENTRES IN URBAN AREAS**

**\*244. SHRI TEJASVI SURYA:**

Will the Minister of ELECTRONICS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) the number of Common Service Centres (CSCs) located in urban areas in the country;
- (b) the number and percentage of urban CSCs meeting standardised digital service standards which are as per the 2024 monitoring survey;
- (c) the details of the standards prescribed for CSCs as per the said survey; and
- (d) the details of the plans related to future expansions of CSC and the extra/additional services likely to be offered thereat?

**ANSWER**

MINISTER FOR ELECTRONICS AND INFORMATION TECHNOLOGY  
(SHRI ASHWINI VAISHNAW)

- (a) to (d): A Statement is laid on the Table of the House.

**STATEMENT REFERRED TO IN REPLY TO LOK SABHA STARRED QUESTION NO. \*244 FOR 06.08.2025 REGARDING “COMMON SERVICE CENTRES IN URBAN AREAS”**

(a) to (d): Common Services Centres (CSCs) are established throughout the country to provide citizen-centric services. The network of CSCs continues to grow, with more than 5.6 lakh centres presently functioning across India, including around 1.24 lakh in urban regions.

Village Level Entrepreneurs who operate the CSCs use the Digital Seva Portal (DSP) for delivering quality citizen-centric services:

- CSC e-Governance Services India Limited ensures consistency, transparency, and enhanced service delivery across the Portal.
- DSP supports secure, multilingual, and user-friendly service delivery with performance monitoring to maintain service quality.

Government takes regular steps for expansion of CSC ecosystem including:

- Deeper penetration into remote and underserved regions.
- Service diversification in areas such as education, healthcare, agriculture, financial inclusion, and skill development.
- Technology-led innovation, including the integration of AI, IoT, and Blockchain for more efficient and advanced service delivery.

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