GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 1643
TO BE ANSWERED ON: 10.12.2025

DISTRICT E-GOVERNANCE SOCIETY

†1643. SHRI GANESH SINGH:

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

(a) whether any independent impact evaluation has been conducted on the District eGovernance Society (DeCS)'s performance and quality of digital service delivery since 2014;
(b) if so, the key findings especially in aspirational areas like Satna district of Madhya Pradesh;
(c) the number of districts across the country which have effectively implemented CSCs (Common Service Centers), DigiLocker, online certifications, public service delivery etc. under eGovernance, Digital India, and DeGS since 2014; and
(d) whether any measurable improvement in efficiency, transparency and accountability in Government services has been observed as a result of digital services during the above period?

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI JITIN PRASADA)

(a) to (d): The District e-Governance Society (DeGS) is part of the district administration and is headed by the District Collector for overseeing the expansion of the CSC network and implementing e-services.

DeGSs facilitate the delivery of citizen-centric services online, ensuring they are accurate, efficient, and simple to access. They help monitor government schemes and public services to ensure they are effectively administered at the district level.

DeGS have been established in all States/UTs including in all 55 districts of the state of Madhya Pradesh.

Significant improvements in efficiency, transparency, and accountability in government services have consistently been observed as a result of digital services (e-governance) during the period since 2014. The Digital India programme has been the primary driver of this transformation, leveraging initiatives such as Aadhaar, UPI, DigiLocker, DBT and various e-governance platforms, like Umang, CSC and DeGS, to deliver concrete outcomes.

Aadhaar has simplified authentication in banking, welfare delivery and public services through biometric verification, helping eliminate duplicates and improving service access. Over 142 crore digital identities have been issued, forming the backbone of India's digital public infrastructure.

UPI has emerged as a global benchmark for secure digital payments, empowering citizens and small businesses. Today, it has over 490 million users, 65 million merchants and 675 participating banks, and supports 600–700 million transactions per day.

DBT, powered by Aadhaar authentication, has ensured direct delivery of welfare benefits to eligible beneficiaries, reducing leakages and fraud. Cumulatively, over ₹45 lakh crore has been transferred, resulting in significant savings for the public exchequer.

The UMANG platform offers citizens access to 2,360+ digital public services through a single interface, improving ease of access.

Common Services Centres (CSCs) act as access points for digital services in rural and semi-urban areas, with over 5.67 lakh centres, covering nearly 90% of Indian villages. The list of services being delivered through CSCs and State / UT wise and district wise number of CSCs are available at https://www.csc.gov.in/

DigiLocker enables paperless governance through secure digital document storage and verification. More than 61.5 crore users have been issued 840 crore documents, and it is integrated with around 2,000 government services.

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