

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 4198
TO BE ANSWERED ON: 18.03.2026

COMMON SERVICE CENTRES IN ODISHA

4198. DR. SAMBIT PATRA:

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

- (a) the number of Common Service Centres (CSCs) established in Odisha under the CSC 2.0 during the last five years;
- (b) the number of CSCs sanctioned, operationalised and currently functional in Odisha, district-wise;
- (c) the details of number and categories of services presently delivered through CSCs in Odisha including Government-to-Citizen (G2C), Business-to-Citizen (B2C), financial services, digital literacy, healthcare and other services;
- (d) the total number of beneficiaries served annually through CSCs in Odisha during the last five years, district and year-wise; and
- (e) the steps taken by the Government to improve citizen experience and service quality under the said scheme especially in the coastal and tribal areas of Odisha?

ANSWER

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

(a) to (e): As on 31st January 2026, A total of 21,404 Common Services Centre (CSCs) were functional in the state of Odisha. The number of CSCs registered and functional in the State of Odisha can be seen at **Annexure-I** and **Annexure-II**.

More than 800 services are being delivered to the citizens through these CSCs, including Government-to-Citizen (G2C), Business-to-Citizen (B2C), financial services, healthcare, digital literacy etc. All the services provided by CSCs can be seen at <https://csc.gov.in/>.

Year wise and district wise transactions in respect of providing services to citizens through CSCs, in the State of Odisha, is at **Annexure-III**.

Following steps are being taken to enhance the citizen experience and deliver services more effectively:

1. Performance monitoring through centralized dashboards to track transactions and service delivery at each CSC

2. Developed a centralized grievance redressal mechanism to address issues raised by Village Level Entrepreneurs (VLEs) and citizens
3. Capacity building and training programmes for VLEs to improve service quality and operational efficiency
4. Regular field visits and monitoring at the grassroots level to ensure operational effectiveness of CSCs
5. Developed a dashboard for VLE performance/ranking to promote competitiveness and better service delivery

ANNEXURE-I

DISTRICT WISE REGISTERED CSCs in ODISHA FOR LAST FIVE YEARS

S.No.	District Name	2021-22	2022-23	2023-24	2024-25	2025-26 (upto Jan 2026)
1	Anugul	667	751	863	1,046	1,095
2	Balangir	1,555	1,784	1,952	2,251	2,350
3	Baleshwar	1,830	1,953	2,070	2,434	2,448
4	Bargarh	1,011	1,141	1,245	1,481	1,524
5	Bhadrak	956	1,052	1,114	1,397	1,476
6	Boudh	311	396	445	517	527
7	Cuttack	1,684	1,983	2,233	2,629	2,789
8	Deogarh	254	300	320	354	384
9	Dhenkanal	695	813	933	1,104	1,116
10	Gajapati	358	492	554	659	672
11	Ganjam	1,970	2,223	2,491	3,253	3,415
12	Jagatsinghapur	798	911	985	1,194	1,254
13	Jajapur	1,109	1,288	1,456	1,804	1,882
14	Jharsuguda	371	465	513	554	575
15	Kalahandi	1,272	1,591	1725	2,024	2,196
16	Kandhamal	374	414	453	558	601
17	Kendrapara	1,034	1,150	1,219	1,519	1,543
18	Kendujhar	805	929	1,010	1,393	1,463
19	Khordha	982	1,162	1,320	1,668	1,768
20	Koraput	514	664	767	899	964
21	Malkangiri	364	420	472	616	654

22	Mayurbhanj	1,293	1,520	1,725	2,160	2,234
23	Nabarangpur	812	941	1,017	1,211	1,335
24	Nayagarh	604	652	689	836	877
25	Nuapada	537	672	718	843	908
26	Puri	1,104	1,305	1,450	1,782	1,816
27	Rayagada	491	610	672	829	883
28	Sambalpur	606	722	824	962	989
29	Sonepur	441	498	526	599	609
30	Sundargarh	1,086	1,344	1,451	1,714	1,731
	Total	25,888	30,146	33,212	40,290	42,078

Source: CSC e-Governance Services India Limited

Note: The number of registered CSCs in the above table are given as cumulative figures.

ANNEXURE-II

DISTRICT WISE FUNCTIONAL CSCs in ODISHA FOR LAST FIVE YEARS

S.No.	District_Name	2021-22	2022-23	2023-24	2024-25	2025-26 (Till Jan'26)
1	Anugul	456	436	519	592	619
2	Balangir	1,029	1,070	1,120	1282	1,142
3	Baleshwar	1,186	1,213	1,352	1480	1,410
4	Bargarh	691	696	745	821	785
5	Bhadrak	589	595	691	803	791
6	Boudh	219	239	287	376	288
7	Cuttack	975	1,156	1,278	1,437	1,381
8	Deogarh	164	200	205	212	207
9	Dhenkanal	421	542	582	648	636
10	Gajapati	220	324	349	387	327
11	Ganjam	1,141	1,366	1,511	2,015	1,541
12	Jagatsinghapur	497	640	618	732	744
13	Jajapur	679	750	865	1054	847
14	Jharsuguda	236	236	284	332	312
15	Kalahandi	757	844	1,178	1,402	979
16	Kandhamal	255	297	360	520	329
17	Kendrapara	664	696	763	920	786
18	Kendujhar	520	630	723	841	748
19	Khordha	630	683	782	996	966
20	Koraput	310	341	416	469	428
21	Malkangiri	277	301	343	408	273
22	Mayurbhanj	785	1,013	1,164	1,359	1,171
23	Nabarangpur	534	615	624	656	658
24	Nayagarh	402	380	419	523	500
25	Nuapada	340	387	432	520	423
26	Puri	627	767	834	1,033	939
27	Rayagada	293	371	478	540	468
28	Sambalpur	390	429	464	545	512
29	Sonepur	265	318	304	343	319

30	Sundargarh	708	874	896	1,047	875
	Total	16,260	18,409	20,586	24,293	21,404

Source: CSC e-Governance Services India Limited

Note: The number of registered CSCs in the above table are given as cumulative figures.

ANNEXURE-III

DISTRICT WISE TRANSACTIONS IN LAST FIVE YEARS IN ODISHA
(in Lakh)

District Name	2021-22	2022-23	2023-24	2024-25	2025-26 (Till Jan'26)
Anugul	4.63	3.79	3.35	5.39	2.85
Balangir	16.24	10.25	11.76	14.67	9.74
Baleshwar	16.56	11.43	11.99	17.26	13.99
Bargarh	8.20	5.37	5.94	7.96	4.24
Bhadrak	8.14	4.31	5.89	8.15	5.16
Boudh	2.24	1.26	1.62	2.79	1.68
Cuttack	12.20	7.04	8.83	14.86	13.66
Deogarh	1.45	1.00	1.05	1.51	0.75
Dhenkanal	4.10	3.20	2.97	5.22	8.42
Gajapati	2.96	1.94	2.14	3.51	2.02
Ganjam	15.30	9.66	11.08	17.43	7.79
Jagatsinghapur	5.80	3.45	4.20	6.85	4.91
Jajapur	6.69	4.53	4.85	8.17	24.48
Jharsuguda	2.12	1.79	1.54	2.99	1.40
Kalahandi	13.66	8.22	9.89	13.35	7.93
Kandhamal	4.23	3.25	3.07	4.36	2.76
Kendrapara	8.72	5.39	6.31	9.84	6.86
Kendujhar	7.85	4.58	5.69	9.65	12.02
Khordha	7.07	3.78	5.12	9.82	5.51
Koraput	3.88	2.94	2.81	5.11	2.27

Malkangiri	2.78	2.23	2.01	3.08	1.23
Mayurbhanj	12.95	7.48	9.37	17.00	9.21
Nabarangpur	9.58	7.08	6.94	10.09	9.68
Nayagarh	3.91	2.82	2.83	5.00	2.61
Nuapada	5.02	3.05	3.63	4.76	2.81
Puri	8.57	5.30	6.20	11.54	6.00
Rayagada	5.04	3.30	3.65	5.71	6.93
Sambalpur	3.87	2.84	2.80	5.21	3.05
Sonepur	7.50	4.82	5.43	6.82	4.51
Sundargarh	13.82	9.12	10.00	14.04	7.65
Total	225.07	145.20	162.97	252.12	192.12

Source: CSC e-Governance Services India Limited
