

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 2766
TO BE ANSWERED ON: 05.08.2026

COMMON SERVICE CENTRE NETWORK IN BIHAR

2766. SHRI ARUN BHARTI:
DR. D. PURANDESWARI:
SHRI RAJESH VERMA:
SMT. SHAMBHAVI:
SHRI ATUL GARG:
DR. LATA WANKHEDE:

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

- (a) the total number of Common Service Centres (CSCs) operationalized at the Gram Panchayat level during the year 2025-26 across the country, State-wise including the States of Bihar, Andhra Pradesh, Uttar Pradesh and Madhya Pradesh;
- (b) the total volume and value of digital transactions including utility bill payments and banking services, processed through the CSC network, State-wise including Bihar, Andhra Pradesh, Uttar Pradesh and Madhya Pradesh during the last one year;
- (c) the number of rural Village-Level Entrepreneurs (VLEs) specifically women and marginalized individuals, operating these centres, State-wise including Bihar, Andhra Pradesh, Uttar Pradesh and Madhya Pradesh;
- (d) whether the Government has received reports of VLEs overcharging citizens for basic digital services and certificate generation and if so, the details thereof, State and district-wise particularly Jamui, Khagaria and Samastipur of Bihar, Rajahmundry of Andhra Pradesh, Ghaziabad of Uttar Pradesh and Sagar of Madhya Pradesh Lok Sabha Constituencies; and
- (e) the specific monitoring and penal mechanisms being implemented by the Government to ensure strict adherence to the prescribed service tariffs across all CSCs, State-wise including Bihar, Andhra Pradesh, Uttar Pradesh and Madhya Pradesh?

ANSWER

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

(a) to (e): As on 30.06.2026, 4,07,122 CSCs were functional at the Gram Panchayat level (rural) across the country. These CSCs are operated/run by Village Level Entrepreneurs (VLEs) which includes women VLEs. A total number of 70,069 CSCs are run by women across the country. The State/UT-wise details of these CSCs/VLEs, women VLEs including the States of Bihar, Andhra Pradesh, Uttar Pradesh and Madhya Pradesh, are as follows:

State/UT	Total no. of CSCs/Total No. of VLEs	No. of rural CSCs/No. of VLEs (rural)	No. of women VLEs
Andhra Pradesh	10,709	7,021	2,893
Arunachal Pradesh	221	160	38

Assam	15,652	14,373	2,976
Bihar	62,561	55,597	3,548
Chhattisgarh	20,944	17,035	2,671
Goa	220	162	113
Gujarat	16,097	11,535	2,052
Haryana	16,970	11,819	1,932
Himachal Pradesh	5,895	5,164	1,021
Jharkhand	21,289	18,707	2,374
Karnataka	15,526	11,689	7,923
Kerala	7,899	6,146	3,871
Madhya Pradesh	38,293	28,421	4,172
Maharashtra	52,952	39,851	9,705
Manipur	875	709	30
Meghalaya	1,013	915	322
Mizoram	572	438	92
Nagaland	527	363	139
Odisha	19,450	17,017	2,034
Punjab	10,265	7,146	1,529
Rajasthan	17,379	13,540	2,834
Sikkim	237	206	29
Tamil Nadu	18,240	12,112	3,642
Telangana	6,729	4,413	1,357
Tripura	1,900	1,531	297
Uttar Pradesh	1,10,183	86,817	8,413
Uttarakhand	8,839	6,435	940
West Bengal	23,845	21,598	1,989
Andaman and Nicobar	108	73	22
Chandigarh	104	0	20
Dadra & Nh, D&D	118	77	16
Delhi	3,884	0	395
Jammu And Kashmir	6,939	5,836	582
Ladakh	46	37	6
Lakshadweep	16	16	4
Puducherry	290	163	88
Total	5,16,787	4,07,122	70,069

A wide range of citizen centric e-services including Government-to-Citizen (G2C), Business-to-Citizen (B2C), financial and banking, financial services, utility bill payments, insurance, pension, are provided to citizens through the network of CSCs. The State/UT-wise total volume and value of digital transactions including Bihar, Andhra Pradesh, Uttar Pradesh and Madhya Pradesh in last one year (i.e. FY 2025-26) are as follows:

State/UT	No. of transactions (in Lakh)	Value of transactions (in Rs. Crore)
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Andhra Pradesh	167.30	3599.93
Arunachal Pradesh	1.81	65.94
Assam	118.17	1985.56
Bihar	510.82	13238.83
Chhattisgarh	215.69	6008.67
Goa	1.31	14.45
Gujarat	125.13	3671.56
Haryana	146.17	4453.62
Himachal Pradesh	81.43	624.80
Jharkhand	181.13	3477.15
Karnataka	124.89	1666.00
Kerala	47.31	684.35
Madhya Pradesh	223.24	5705.35
Maharashtra	340.53	10296.77
Manipur	3.12	74.49
Meghalaya	10.57	123.90
Mizoram	3.97	175.72
Nagaland	2.33	51.34
Odisha	245.82	4149.63
Punjab	54.13	2919.39
Rajasthan	413.32	13681.52
Sikkim	0.66	16.75
Tamil Nadu	120.98	1897.54
Telangana	37.62	1985.46
Tripura	23.23	412.69
Uttar Pradesh	1177.55	25186.38
Uttarakhand	71.95	1317.07
West Bengal	341.11	7928.20
Andaman & Nicobar	1.39	15.32
Chandigarh	0.41	582.23
Dadra & NH, D&D	0.78	9.47
Delhi	21.55	1126.97
Jammu & Kashmir	35.76	547.19
Ladakh	0.10	1.44
Lakshadweep	0.07	0.63
Puducherry	2.69	49.69
Total	4854.03	117745.99

Complaints relating to overcharging by VLEs are received through the various grievance redressal mechanisms. Such complaints are examined and appropriate action, wherever warranted, is taken in accordance with the prescribed guidelines. The number of complaints for overcharging in Jamui, Khagaria and Samastipur of Bihar, Rajahmundry of Andhra Pradesh, Ghaziabad of Uttar Pradesh and Sagar of Madhya Pradesh Lok Sabha Constituencies are as follows:

State	District	Total
Andhra Pradesh	East godavari	1
Andhra Pradesh	Eluru	1
Andhra Pradesh	Kakinada	1
Bihar	Jamui	4
Bihar	Khagaria	3
Bihar	Samastipur	9
Madhya Pradesh	Sagar	4
Uttar Pradesh	Ghaziabad	9

State/UT-wise and district-wise no. of such complaints, received till date may be seen at <https://workdrive.publicmgovcloud.in/external/d3492ea281cdb9a0d16a2669db37950c>.

Complaint and grievance redressal mechanism has been implemented to address the issues of citizens as well as VLEs. Further, the prescribed rate list of the services has been made mandatory for all CSCs to display at every centre. To strengthen smooth service delivery and grievance mechanism, the following steps are taken:

- Monitoring the transactions carried out by CSCs on a regularly basis,
- Inspections of CSCs through the State and district teams,
- A dedicated toll-free number (14599) is operational for timely grievance redressal. Further a chatbot has also been developed.
- Appropriate disciplinary action, including warning, suspension or deactivation of CSC IDs, is taken in cases of violation.
- The complainant may take recourse to filing an FIR under the relevant provisions of the Bharatiya Nyaya Sanhita (BNS), as an appropriate legal remedy.
