GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
RAJYA SABHA
UNSTARRED QUESTION NO. 3421
TO BE ANSWERED ON: 25.03.2021

CREATION OF COMMON SERVICE CENTRES

3421:   SHRI PRASHANTA NANDA:

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

(a)   the number of Common Service Centres created under the programme during the last three years;
(b)   the details of activities conducted under the financial inclusion aspect of the programme along with the implementation model;
(c)   the details of collaborations made for implementation of accessibility to solar equipment's such as solar street light under the programme; and
(d)   the monitoring mechanism of the programme including any provision for feedback from the community regarding its efficacy?

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI SANJAY DHOTRE)

(a): The number of Common Services Centres (CSCs) created under the programme during the last three years are as follows:

Year	Functional CSCs (Urban +Rural)	Functional CSCs at GP level
FY 2020-21*	3,73,850	2,78,058
FY 2019-20	3,60,873	2,68,385
FY 2018-19	3,45,246	2,28,547

*Data as on 31st January 2021

(b):   Under the Financial Inclusion aspect, Government of India through Ministry of Electronics & IT initiated the Digital Financial Awareness and Access (DFIAA) in November, 2016 under the Digital Saksharta Abhiyan (DISHA). The main objective of the programme was to conduct awareness sessions on digital finance options available for rural citizens as well as enabling various mechanisms of digital financial services such as Unstructured Supplementary Service Data (USSD), Unified Payment Interface (UPI), Cards/Point of Sales (PoS), Aadhaar Enabled Payment System (AEPS) and eWallet etc. Under this initiative, more than 2 crore rural citizens and more than 27 lakh Merchants have been trained/ enabled. Further, sensitization drives were carried out at 650 districts and 5,735 blocks throughout the country.

Further, one of the special outcomes envisaged under the currently running Pradhan Mantri Gramin Digital Saksharta Abhiyaan (PMGDISHA) scheme involves the candidates to carry out cashless transactions using digital financial tools (USSD/ UPI/ eWallet/ AEPS/ Card/ PoS) to encourage financial inclusion in the country's economy.The outcome measurement criteria include undertaking at least 5 electronic payments transactions by each beneficiary using UPI (including BHIM app), USSD, PoS, AEPS, Cards, Internet Banking.

Apart from that Financial Inclusion awareness programme is being conducted in "Digital Village Pilot Project" of this Ministry, to stimulate the awareness about financial product and services such as Banking, Insurance, Digital Payments, Pension etc. Key Activities Involved-

- Organizing a camp by inviting the village residents
- Detailing village residents about financial tools and government promoted financial schemes
- Also providing handouts to the residents, listing the detail of financial products and services

(c): Ministry of Electronics & Information Technology, Government of India is funding the "Digital Village Pilot Project" covering 700 villages from the country which is being implemented by M/s CSC e-Governance Services India Limited. One of the deliverables of the project is to provide eight (8) Solar Street lights at prominent locations of each of these 700 villages by the Common Service Centre (CSCs).CSC e-Governance Services India Ltd (CSC -SPV) has collaboration with D'LITE Company for promoting Solar Equipment.

(d): Mechanism has been built to monitor the implementation of programme through a Project Review and Steering Group (PRSG) with representatives from Ministries/Departments - Panchayati Raj Institution, Rural Development, Telecommunications, Expenditure, NITI Aayog and representatives from three states/UTs on rotational bases. Till date 5 PRSGs were conducted.
The implementing agency - M/s CSC e-Governance Services India Limitedhas integrated some G2C services with Rapid Assessment System (RAS) platform for collecting feedbacks from citizens/community, who are availing such services from Common Services Centers(CSCs). CSC also captures the daily footfall of beneficiary and also maintained a visitor register gauge the beneficiary feedback/remark on VLE behavior and its application.

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