

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 3608
TO BE ANSWERED ON: 22.03.2023

FUNCTIONAL COMMON SERVICE CENTRES

3608. SHRI JAYADEV GALLA:

Will the MINISTER OF ELECTRONICS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) the details of data of functional Common Service Centres (CSCs) throughout the country along with the number of services provided until now based on provision of Certificates Financial Inclusion, DTP, Photocopying, Telecom (Mobile recharge), Miscellaneous services and Internet (Web surfing), particularly in Andhra Pradesh, district-wise;
- (b) whether Village Level Entrepreneurs (VLEs) under the scheme earn revenue by providing these services;
- (c) if so, the average revenue earned per CSC classified, State/UT-wise including the district-wise details for the State of Andhra Pradesh;
- (d) whether the Government is providing monetary support to the VLEs for their service;
- (e) if so, the details thereof along with the monetary support provided, State/UT-wise;
- (f) whether there exists a formal redressal mechanism for CSCs not performing their functions; and
- (g) if so, the details thereof along with the number of complaints received under such mechanism and if not, the reasons therefor?

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI RAJEEV CHANDRASEKHAR)

(a): As on 31 January, 2023, the total number of functional CSCs across the country was 5,23,208, including 4,15,228 CSCs functional at the Gram Panchayat (GP) level. The district wise details of functional CSCs throughout the country, including in Andhra Pradesh, are at Annexure-I. Over 400 services are being delivered through CSCs across the country, including in Andhra Pradesh. These includes government services, financial services and services related to Aadhaar, various social welfare schemes, education, telemedicine, travel bookings, utility payments, etc. The details of various services being provided through CSCs across the country, including Andhra Pradesh, are at Annexure-II.

CSCs are run on a self-sustainable basis by Village Level Entrepreneurs (VLEs), and CSC e-Governance Service India Limited ("CSC SPV"), a company, makes available services through CSCs. The VLE is responsible for operating the CSC and meeting its business expenses. It is the choice of the VLE to provide other services that are not available on CSC SPV's Digital Seva Portal, such as services related to desktop publishing (DTP) course, photo copying and Internet (web surfing).

(b) and (c): CSC SPV has apprised that VLEs operating CSCs are entrepreneurs and their income is dependent on the services provided by them, for which they receive a prescribed amount of commission from the citizen for delivery of services. The revenue-sharing between CSC SPV and VLEs is in the ratio 20:80.

(d) and (e): No monetary support is provided by the Government to VLEs.

(f) and (g): CSC SPV has apprised that the users of CSCs may lodge their grievances through the Centralised Public Grievance Redress and Monitoring System (CPGRAMS) portal of the Government of India. The details of grievances received by CSC SPV and their disposal are as follows, as on 17.3.2023:

- (i) Grievances received: 7,074; and
- (ii) Grievances disposed of: 7,044.

State- and Union-territory-wise number of CSCs

(as on 31.1.2023)

S.N.	State/Union territory	Total number of CSCs (urban and rural)	Functional CSCs at the Gram Panchayat level
1	Andhra Pradesh	10,148	7,556
2	Arunachal Pradesh	211	158
3	Assam	12,606	11,517
4	Bihar	54,356	48,660
5	Chhattisgarh	19,143	15,305
6	Goa	234	174
7	Gujarat	15,669	10,998
8	Haryana	19,585	13,729
9	Himachal Pradesh	5,225	4,594
10	Jharkhand	21,674	18,958
11	Karnataka	9,655	6,317
12	Kerala	7,479	5,833
13	Madhya Pradesh	44,406	33,696
14	Maharashtra	57,024	44,422
15	Manipur	958	780
16	Meghalaya	954	849
17	Mizoram	419	286
18	Nagaland	518	359
19	Odisha	17,395	15,273
20	Punjab	11,211	7,799
21	Rajasthan	23,553	19,098
22	Sikkim	112	96
23	Tamil Nadu	14,510	9,786
24	Telangana	7,100	5,098
25	Tripura	1,856	1,577
26	Uttar Pradesh	1,20,076	95,579
27	Uttarakhand	9,450	7,007
28	West Bengal	25,448	23,026
29	Andaman and Nicobar Islands	91	63
30	Chandigarh	133	10
31	Dadra and Nagar Haveli and Daman and Diu	106	72
32	Delhi	4,233	176
33	Jammu and Kashmir	7,284	6,125
34	Ladakh	101	88
35	Lakshadweep	10	10
36	Puducherry	275	154
	Total	5,23,208	4,15,228

Source: CSCe-Governance Service India Limited

Details of services offered through CSCs

S.no. Service

- 1 Aadhaar services**
 - 1.1 Aadhaar generation
 - 1.2 E-KYC and authentication services
 - 1.3 Aadhaar printing
 - 1.4 Aadhaar updates (UCL)
- 2 Central Government to Citizen services**
 - 2.1 Ayushman Bharat Yojana related services
 - 2.2 Pradhan Mantri FasalBima Yojana related services
 - 2.3 Pradhan Mantri Ujjwala Scheme related services
 - 2.4 Pradhan Mantri Shram Yogi Maandhan Yojana related services
 - 2.5 Pradhan Mantri Kisan Maandhan Yojana related services
 - 2.6 Pradhan Mantri Kisan Samman Nidhi Yojana related services
 - 2.7 Pradhan Mantri Merchant Pension Yojana related services
 - 2.8 Pradhan Mantri Kisan Credit Card Yojana related services
 - 2.9 Pradhan Mantri Street Vendor's Atma Nirbhar related services
 - 2.10 E-Shram registrations
 - 2.11 Election Commission related services
 - 2.12 Passport applications
 - 2.13 Income-tax (Permanent Account Number) applications
 - 2.14 Swachh Bharat Abhiyan related services
 - 2.15 Food Safety and Standards Authority of India registration/licence
 - 2.16 Jeevan Pramaan related services
 - 2.17 Udyam Jyoti Parichay related services
 - 2.18 Submission of recruitment applications
- 3 State Government to Citizen services**
 - 3.1 E-District services
 - 3.2 Public Distribution System related services
 - 3.3 Labour registration services
 - 3.4 E-Stamping related services
 - 3.5 Vehicle registration and driving licenses applications
 - 3.6 Recruitment services
 - 3.7 Municipal services
 - 3.8 SwasthBima related services
 - 3.9 FasalBima Yojana related services
- 4 Education services**
 - 4.1 Digital Literacy
 - 4.2 Online courses of the National Institute of Electronics and Information Technology, National Institute of Open Schooling, Indira Gandhi National Open University, Indian Institutes of Technology and private universities
 - 4.3 Various courses of the CSC Academy
- 5 Legal services**
 - 5.1 Tele-legal consultation services
 - 5.2 E-Courts related services
- 6 Financial inclusion services**
 - 6.1 Banking services
 - 6.2 DigiPay (Aadhaar Enabled Payment System) services

- 6.3 Insurance services
- 6.4 National Pension System and Atal Pension Yojana related services
- 6.5 FASTag services
- 6.6 Credit information company registrations
- 7 Tours and travels**
- 7.1 Indian Railways Catering and Tourism Corporation's services
- 8 Utility bill payment services**
- 8.1 Bharat Bill Payment System
- 8.2 Electricity bill payment
- 8.3 Water bill payment
- 8.4 Liquefied petroleum gas booking
- 9 Healthcare services**
- 9.1 Telemedicine
- 9.2 Medicine sale
- 9.3 StreeSwabhiman Yojana related services
- 10 Business to Citizen/ Business to Business services**
- 10.1 Grameen E-Store
- 10.2 Distribution of products
- 10.3 Agriculture services
- 10.4 Recharge of mobile phone and Direct To Home(DTH)
- 10.5 Income-tax return filing
- 11 Skill development**

Source: CSCe-Governance Service India Limited
