GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 4443
TO BE ANSWERED ON: 20.08.2025

COMMON SERVICE CENTRES IN TAMIL NADU

4443.   SHRI MALAIYARASAN D:

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

(a) the number of operational Common Service Centres (CSCs) across the country, State-wise particularly in the State of Tamil Nadu, district-wise;
(b) the range of Government and private services currently being offered through CSCs in rural and semi-urban areas;
(c) whether the Government has conducted any assessment of the accessibility, service quality and digital literacy support provided by CSCs in Tamil Nadu;
(d) the steps being taken by the Government to strengthen CSC infrastructure, enhance citizen awareness and ensure financial viability of Village Level Entrepreneurs (VLEs) running CSCs; and
(e) the details of specific measures being taken by the Government to ensure that CSCs in Tamil Nadu's remote and tribal areas are fully functional and digitally equipped?

ANSWER

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

(a) to (e): Common Services Centres (CSCs) are established throughout the country to provide citizen-centric services. State and district wise details of operational CSCs, including Tamil Nadu, are available on the website https://csc.gov.in/.

The services, provided by CSCs, includes Government to Citizen (G2C) and Business to Consumer (B2C) services. List of services is at Annexure.

The Impact assessment of "CSC 2.0: A way forward" project was conducted by CSC e-Governance Services India Limited in 28 States and 1 UT, including Tamil Nadu, in the year 2024.
The project CSC 2.0 has been successfully implemented on a self-sustainable and entrepreneurship model by the Government and has completed w.e.f. 31.03.2024. However, CSC e-Governance Service India Limited takes regular steps for expansion of CSC ecosystem and to strengthen CSC infrastructure, enhance citizen awareness, financial viability of Village Level Entrepreneurs (VLEs). These include:

- Deeper penetration into remote and underserved regions.
- Service diversification in areas such as education, healthcare, agriculture, financial inclusion, and skill development.
- Enabling CSCs to deliver a range of Central and State Government services.
- Capacity-building programmes and skill training for VLEs.

CSC e-Governance Services India Limited (CSC SPV) monitors the functionality of the CSCs, including CSCs located in remote and tribal areas of Tamil Nadu. These measures include:

- Enabling CSCs for the delivery of digital services.
- Conducting training programmes for Village Level Entrepreneurs (VLEs).
- Hand-holding and supports to VLEs through CSC SPV's central, state, and district level teams. The functionality of CSCs is continuously monitored through transaction data and periodic field inspections by the CSC SPV's state and district teams.

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Source: *CSC e-Governance Services India Limited*

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