

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
STARRED QUESTION NO. *149
TO BE ANSWERED ON: 29.07.2026

ACHIEVEMENTS OF NeGP, CSCs AND DeGS

***149. SHRI GANESH SINGH:**

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

- (a) the major achievements of the National e-Governance Plan (NeGP), Common Service Centres (CSCs) and District e-Governance Societies (DeGSs) since their inception;
- (b) whether the Government has undertaken any assessment of their impact on digital inclusion, ease of access to Government services, transparency, citizen satisfaction and rural service delivery and if so, the details thereof;
- (c) the number of CSCs currently operational, services delivered and beneficiaries covered, State and district-wise including Madhya Pradesh particularly Satna district;
- (d) the details of role played by DeGS in implementing e-District and Digital India initiatives at the district level along with the outcomes achieved thereof; and
- (e) the steps being taken by the Government to further strengthen CSCs and DeGS as last-mile digital service delivery institutions under the vision of Digital India?

ANSWER

MINISTER OF ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI ASHWINI VAISHNAW)

(a) to (e): A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN THE REPLY TO LOK SABHA STARRED QUESTION NO. *149 FOR 29.07.2026 REGARDING “ACHIEVEMENTS OF NeGP, CSCs AND DeGS”

(a) to (e): National e-Governance Plan (NeGP):

The National e-Governance Plan (NeGP) was approved by the Government in May 2006 with the vision of making all Government services accessible to the common man in his locality, through common service delivery outlets, and to ensure efficiency, transparency and reliability of such services at affordable costs. The foundational digital infrastructure created under NeGP includes:

- State Data Centres (SDCs),
- Statewide Area Networks (SWANs),
- State Service Delivery Gateways (SSDGs) and
- Common Services Centres (CSCs).
- NeGP also resulted in Mission Mode projects such as Passport, Land Record Management, e-Office, Computerisation of Public Distribution System, etc.

Digital India Programme:

The Government launched the Digital India Programme in July 2015, under which the National e-Governance Plan (NeGP) was subsumed. At its core, the programme promotes three interconnected goals: strengthening digital infrastructure, delivering government services digitally, and empowering citizens through digital literacy and employment.

During the recent AI Impact Summit, President Macron of France stated that India has built foundational DPI which no other country in the world has built.

Key Digital Public Infrastructure initiatives:

India has developed the unique digital public infrastructure which has enabled large scale digital solutions for our people.

Aadhaar:

- Over 1.44+ billion Aadhaar numbers have been generated.
- Through Aadhaar-linked Direct Benefit Transfers (DBT), cash benefits from various welfare schemes (318 Schemes of 56 Ministries) are directly transferred into beneficiaries' bank accounts. This has done with the requirement of multiple documents and eliminated duplicate or fake beneficiaries. Over Rs. 52 lakh crore has been transferred through DBT nationwide.

Unified Payments Interface (UPI):

- UPI serves more than 55.49 crore individuals, 6.5 crore merchants, and connects 731 banks on one platform, making it the world's largest digital payment system.
- UPI powers 85% of India's digital payments and nearly 50% of global real-time digital payments.

DigiLocker. The platform has over 71.66 crore registered users, with more than 936.03 crore documents issued by 2,822 onboarded issuers.

Unified Mobile Application for New-age Governance (UMANG): The platform offers 2,575 services for individuals, including 48 services integrated by the Government of Madhya Pradesh.

e-Sanjeevani facilitates quick and easy access to doctors and medical specialists directly from your smartphone. The platform has served over 48 crore patients across the country.

MeriPehchaan/National Single Sign-On (NSSO) is a user authentication service wherein single set of credentials can provide access to multiple online applications or services. Currently, 17,540 services of various Ministries/States have been integrated with NSSO.

Assisted delivery of services through Common Service Centres (CSCs)

- The CSC Scheme, a strategic cornerstone of NeGP approved in September 2006, was restructured as CSC 2.0 in August 2015 under Digital India, with the objective of establishing at least one CSC in each of the approximately 2.5 lakh Gram Panchayats in the country.
- CSCs are delivering a wide range of Government-to-Citizen (G2C), Business-to-Citizen (B2C), financial, educational, healthcare, utility, agriculture and other digital services. Over 800 digital services are being delivered through the CSC network, benefiting crores of citizens every year.
- State-wise (including MP) and district-wise (including Satna) list of CSCs may be seen at www.csc.gov.in. Total functional CSCs are as follows:

	As of May, 2014	As of May, 2026
Number of CSCs	83,950	5,01,731

- 2,56,743 Gram Panchayats have been covered with CSCs.
- During the financial years 2025-26, a total of 4854.03 lakh transactions were carried out through the CSC network while during 2014-15, a total of 457.29 lakh transaction was carried out, reflecting the scale of citizen-centric services availed through CSC network
- State-wise transaction details are enclosed at **Annexure-I** while district-wise transaction details for Madhya Pradesh, including Satna district, are enclosed at **Annexure-II**.

e-District Mission Mode Project (MMP): The e-District MMP has enabled electronic delivery of high-volume citizen-centric services such as certificates (income, caste, domicile, birth and death), pensions, revenue services and licences at the district level. Nearly 2,000 e-District/e-Government services across all 36 States/UTs have been integrated with DigiLocker and the e-District platform, enabling anytime, anywhere access to citizens.

District e-Governance Societies (DeGS): DeGS are registered societies under the respective State Governments and District Administrations. They function as the nodal institutional mechanism at the district level and sub district levels for implementation and monitoring of e-District, CSC and other e-Governance/Digital India initiatives, including rollout of district service delivery infrastructure, capacity building, and coordination among district-level departments and stakeholders.

Assessment of digital initiatives:

- The Government has, from time to time, undertaken assessment and impact studies of e-Governance initiatives under the Digital India Programme through periodic monitoring, stakeholder consultations and independent third-party evaluations.
- In 2025, a survey-based study titled “Digital India Program: Citizen Feedback & Actionable Insights” was conducted to assess digital adoption and its evolving impact. The study found that 90% of respondents were aware of and had used digital services, particularly Aadhaar, UPI/BHIM, Digilocker, Ration Card services and other digital services. Further, 71% accessed Digital India services at least once a month, of whom 77% reported increased usage over time. Additionally, 88% of respondents expressed pride in India’s Digital Public Infrastructure, such as Aadhaar and UPI, and its growing global recognition.
- The third-party evaluation of Electronic Governance scheme was conducted through India Institute of Public administration (IIPA), Delhi in November, 2025. The study has highlighted that the Digital India Programme has significantly transformed citizen service delivery by leveraging technology to improve access to information and integrate government services. It has enhanced transparency, reduced service delivery time, promoted paperless and faceless governance, expanded digital inclusion, and empowered citizens through improved social and economic outcomes.

Further, the following assessment was also undertaken to evaluate the impact of Common Services Centres (CSCs):

- An independent impact assessment of the Common Services Centres (CSC) Scheme (CSC 1.0) was carried out by the Centre for Innovations in Public Systems (CIPS), Hyderabad.
It emerged from the assessment study of CSC 1.0 that the CSC initiative holds substantial potential for viability, and long-term sustainability. The CSC scheme is indeed a powerful vehicle not only for the efficient and effective delivery of citizen services but also for promoting entrepreneurship among the rural population and spurring socio-economic developmental activity.
- A mid-term impact assessment of CSC 2.0 was carried out by the Indian School of Business (ISB), Hyderabad. The report analysed that CSCs reduced citizens' travel distance by 27.25 km, travel time by 40.43 minutes, waiting time by 69.45 minutes, travel cost by ₹52.12, and wage loss by ₹179.44 per transaction.
- End-Term Impact Assessment was conducted by the Academy of Management Studies (AMS). The assessment reported that 98% of beneficiaries were able to obtain the required services through CSCs, 93% perceived a positive impact on their lives and 95% expressed satisfaction with the services delivered through CSCs.

The Government has undertaken various measures to further strengthen CSCs as last-mile digital service delivery centres, which include:

- Expansion of broadband connectivity through BharatNet to Gram Panchayats and rural institutions. As of June 2026, a total of 2.21 lakh Gram Panchayats (GPs) has been made service-ready under the BharatNet Project across the country
- Expansion of the portfolio of citizen-centric digital services through CSCs
- CSC e-Governance Service India Limited has developed and implemented an AI-based Segmentation Module in the SPECTA platform for data-driven monitoring and analysis of CSC operations. The module leverages Artificial Intelligence (AI), Machine Learning (ML) and Large Language Models (LLMs) to rank Village Level Entrepreneurs (VLEs) based on service delivery and transaction patterns and to categorize CSC services into appropriate business segments

- Chief Secretaries/Chief Administrators of States/UTs have also been requested in respect of strengthening the participation of State/UT Governments and District e-Governance Societies (DeGS) in CSC project implementation, VLE selection along with integration of State/UT e-District services with the CSC portal to improve VLE sustainability and citizen-centric service delivery.
- Enhancing the Digital Seva Portal, integration of additional Central and State Government services with digital seva portal alongwith Capacity building and skill development of Village Level Entrepreneurs (VLEs)
- Improving service delivery mechanisms and working in close coordination with Central Ministries, State Governments.

Annexure-I

**State/UT-wise status of transactions through CSC ecosystem (portal + non-portal)
during Financial Year 2025-26**

State/UT	No. of Transactions (Vol in lakh) during FY 2025-26
Andhra Pradesh	167.3
Arunachal Pradesh	1.81
Assam	118.17
Bihar	510.82
Chhattisgarh	215.69
Goa	1.31
Gujarat	125.13
Haryana	146.17
Himachal Pradesh	81.43
Jharkhand	181.13
Karnataka	124.89
Kerala	47.31
Madhya Pradesh	223.24
Maharashtra	340.53
Manipur	3.12
Meghalaya	10.57
Mizoram	3.97
Nagaland	2.33
Odisha	245.82
Punjab	54.13
Rajasthan	413.32
Sikkim	0.66
Tamil Nadu	120.98
Telangana	37.62
Tripura	23.23
Uttar Pradesh	1177.55
Uttarakhand	71.95
West Bengal	341.11
State Total	4791.28
Andaman & Nicobar	1.39
Chandigarh	0.41
Dadra & NH D&D	0.78
Delhi	21.55
Jammu & Kashmir	35.76
Ladakh	0.1
Lakshadweep	0.07
Puducherry	2.69
UT Total	62.75
GRAND TOTAL	4854.03

Annexure-II**District wise Transaction in FY 2025-26 in the state of Madhya Pradesh**

Sl. No	District Name	Total Transactions in FY-2025-26 (In Lakh)
1	Agar Malwa	2.20
2	Alirajpur	1.97
3	Anuppur	2.19
4	Ashok Nagar	4.34
5	Balaghat	7.04
6	Barwani	2.07
7	Betul	5.93
8	Bhind	3.42
9	Bhopal	2.82
10	Burhanpur	1.67
11	Chhatarpur	7.29
12	Chhindwara	7.62
13	Damoh	3.63
14	Datia	4.24
15	Dewas	4.10
16	Dhar	3.39
17	Dindori	3.00
18	East Nimar	2.28
19	Guna	3.75
20	Gwalior	3.51
21	Harda	0.81
22	Hoshangabad	2.10
23	Indore	3.58
24	Jabalpur	13.13
25	Jhabua	2.04
26	Katni	5.16
27	Khargone	3.97
28	Mandla	4.73
29	Mandsaur	3.38
30	Morena	6.21
31	Narsinghpur	3.12
32	Neemuch	1.99
33	Mauganj	0.73
34	Niwari	1.52
35	Panna	2.94
36	Raisen	3.32
37	Rajgarh	4.46
38	Ratlam	3.37
39	Rewa	5.16
40	Sagar	7.16
41	Satna	5.43

42	Sehore	2.01
43	Seoni	28.36
44	Shahdol	3.04
45	Shajapur	2.80
46	Sheopur	1.45
47	Shivpuri	3.87
48	Sidhi	3.36
49	Singrauli	3.15
50	Tikamgarh	2.91
51	Ujjain	4.54
52	Umaria	2.02
53	Vidisha	3.43
54	Maihar	0.70
55	Pandhurna	0.83
GRAND TOTAL		223.24
