

**LOKPAL OF INDIA**  
**Plot No - 6, Vasant Kunj Institutional Area - Phase II**  
**New Delhi - 110070.**

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Complaint No(s) : 3461/2022

Date : 20<sup>th</sup> February, 2023.

**Coram : Justice Pradip Kumar Mohanty**  
**Acting Chairperson**

**Shri Dinesh Kumar Jain**  
**Member**

**Dr.Indrajeet P Gautam**  
**Member**

**ORDER**

Perused the Office Memorandum dated 05<sup>th</sup> January, 2023 from Ministry of Electronics & Information Technology (MeitY) enclosing therewith the reply/response received from M/s CSC e-Governance Services India Limited (CSC SPV) in compliance with the Order dated 22.11.2022 passed by the Full Bench of the Lokpal of India in respect of Complaint No. 3461/2022.

2. The complainant is a Village Level Entrepreneur (VLE) in the Common Service Centres (CSC) Scheme. It appears that the complainant had been requesting that he be allowed to enroll for providing services that he had applied for such SARAL, E-Disha, Mukhyamantri Pariwar Samridhi Yojana and several others. He had also alleged that the selection process for authorizing CSC Centres to provide UIDAI Aadhaar Services was not transparent and there was corruption in it. It appears that, in this regard, he has entered into correspondence with District Informatics Centre, Panipat and some other district-level officials of Panipat District. But his request has remained unresolved for long.

3. He had requested for an audit enquiry to compare the number of services provided by him as compared to other CSCs that have been authorized to provide services under SARAL Haryana and Aadhaar.

4. The Full Bench vide Order dated 17.08.2022 had observed that it is necessary to ensure that agencies who deliver public services are selected in an objective and transparent manner. Further, the Bench had directed that the complaint be sent to the Ministry of Electronics and Information

Technology (Meity) and the Secretary, MeitY be asked to look into the grievances of the complainant and take further necessary action. In the same order, it was directed that the action taken report may be submitted to the office of the Lokpal of India within a period of six (06) weeks, i.e. on or before 05.10.2022.

5. In compliance with the Order of the Full Bench dated 17.08.2022, a report of the MeitY vide Office Memorandum dated 26.09.2022 was received in the Registry of the Lokpal of India. The report states that "*as per the UIDAI mandate*, any VLE who is a Bank BC through CSC SPV and has a valid UIDAI Supervisor/Operator certificate with the UIDAI specified hardware/infra is eligible for Aadhar UCL Service. It has also been mentioned in the said report that as the complainant is not a Bank BC through CSC SPV, he is not eligible for the UCL service.

6. The Full Bench perused the report of MeitY and observed that as explained in their reply, an eligibility criteria is being followed as per the scheme guidelines for allowing VLEs to offer Aadhar UCL service. Apparently, the complainant does not meet the eligibility conditions. In view of this, the Bench allowed this part of the complaint to rest.


7. The Bench further observed that the report has not considered some other issues raised in the complaint, viz. that he has not been allowed to enroll for providing services that he had applied for such as SARAL, E-Disha, Mukhyamantri Pariwar Samridhi Yojana and several others.

8. The Bench observed that the report submitted by MeitY does not cover all the aspects that were directed to be looked into in the Order dated 17.08.2022 and MeitY was directed by the Full Bench vide order dated 22.11.2022 to submit a report in respect of the remaining allegation viz. he has not been allowed to enroll for providing other services that he had applied for such as SARAL, E-Disha, Mukhyamantri Pariwar Samridhi Yojana. The report was required to be submitted to the Registry of the Lokpal of India within a period of six (06) weeks from the date of receipt of the order, i.e. on or before 06.01.2023.

9. In compliance with the aforesaid Bench Order dated 22.11.2022, a report vide Office Memorandum dated 05.01.2023 has been received from MeitY enclosing therewith with the reply/response received from M/s CSC e-Governance Services India Limited (CSC SPV).

10. MeitY has explained that the services under Mukhyamantri Pariwar Samridhi Yojana have not yet been integrated with the Digital Seva Portal of CSC SPV.

11. As regards providing services under E-Disha, it is informed that E-Disha portal is owned by District Informatics Officers (DIO) at district level in the State of Haryana. Further, it is mentioned that the E-Disha Portal is also not integrated with the Digital Seva Portal of CSC SPV.
12. In respect of enrolment for providing services under SARAL, the Ministry has informed that as per the policy of CSC SPV, the complainant has not achieved the performance target transactions of fifty (50) transactions/month, due to which he has not been given access to services under SARAL.
13. The Division Bench has perused the reply of the MeitY. The Bench observed that as services under Mukhyamantri Pariwar Samridhi Yojana and E-Disha have not been integrated with the Digital Seva Portal of CSC SPV in the State of Haryana, it was decided not to pursue this part of the allegations made by the complainant any further.
14. As regards the policy of CSC SPV for providing access to services under SARAL, the Bench is of the view that prescribing an eligibility criteria in terms of number of transactions to be done, restricts the number of channels available to citizens for accessing government schemes. This defeats the very purpose for which CSCs were set up. In view thereof, MeitY & CSC SPV are requested to revisit this policy.
15. With these directions, the complaint is disposed of.

  
Court Master  
Lokpal of India

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