

O&M Institutional Arrangements

- **Gram Panchayat (GP) Responsibility:** The ultimate responsibility for the O&M of every CSC lies with the Gram Panchayat.
- **Caretaker Model (SHG Integration):** Most CSCs are managed by designated caretakers, often members of local **Self-Help Groups (SHGs)**, who receive training in cleaning and maintenance.
- **Dedicated Funding:** A government provision (established in July 2020) provides **₹9,000 per month** from the 15th Finance Commission Grant for each functional CSC to cover operational costs:
- **Revenue Models:** GPs are encouraged to adopt **Pay-and-Use models** to generate additional revenue for sustainability, especially in high-traffic areas like markets or bus stands.

Functionality Status in 2026

- **Widespread Infrastructure:** UP has scaled CSC construction to over 58,000 GPs, with more than **56,000 complexes already reported** as constructed and geotagged on the SBM-G dashboard.
- **Technical Standards:** To be considered functional, CSCs must have 24/7 water supply (typically via submersible pumps and overhead tanks), separate facilities for men and women, and a design that is "divyang-friendly" (accessible to persons with disabilities)
- **Monitoring Systems:**
 - **Digital Tracking:** Functional status and financial progress are monitored through a web-based IMIS system and mobile apps.
 - **Third-Party Verification:** The state uses third-party surveys and citizen feedback (through initiatives like Swachh Sarvekshan Grameen) to validate quality and usage.

Ongoing Challenges

- **Inclusivity Gaps:** Recent assessments indicated that while coverage is high, many units still lack adequate electricity for night access or specialized menstrual product disposal facilities.
- **Maintenance Consistency:** Inconsistent upkeep in remote areas remains a challenge, often linked to delays in fund disbursement or lack of technical expertise for plumbing repairs at the village level.