Subject: CSC DIVAS Celebrate by North 24 Parganas welfare association on behalf of CSC e-Governance Services India Limited, CSC-SPV dated on 16th July, 2016

Objective:
Guidelines for implementation of “Common Services Centre 2.0 – A way forward” under Digital India Programme

Abstract: This document is intended for State Governments/UT Administrations and District Administrations as guidance for executing the CSC 2.0-A way Forward in the States/UTs. The document describes CSC 2.0 along with its objectives, governance mechanism, role and responsibilities of the stakeholders.

The model of CSC 2.0 is envisaged as transaction based and service delivery based model, delivering a large bouquet of e-services through a single delivery technological platform, which would increase the sustainability of the CSCs across the country.

Implementing Agency: CSC e-Governance Services India Ltd (CSC SPV)

Scheme background
1 National e-Governance Plan (NeGP) launched in 2006 consists of 44 Mission Mode Projects (MMPs). The CSC is one of the 44 MMPs which deliver all the e-services at the grass root level with the ultimate objective to bring public services closer to the citizens.

2 Initially the Common Service Centre Scheme was approved by the Government of India in September 2006 under NeGP. The scheme aimed for the establishment of one lakhs ICT enabled front-end service delivery outlets, equitably spread across rural India in the ratio of one CSC per six villages, thereby covering all six lakhs villages. CSCs were envisaged as internet enabled centres allowing access of government, private and social services to citizen.

3 The objective of the CSC is to provide e-services in the locality of citizens, by creating the physical service delivery infrastructure for accessing various e-services. The CSC is envisaged to be a Change Instrument that would provide a structured platform for socially-inclusive community participation for development. An individual or organization functioning as a Change Agent, would run the CSC. It is the community participation and collective action, not ICT alone, which would lead to sustainable socio-economic development and long-term rural prosperity.

**CSC 2.0 -Introduction**

1 Digital India is a highly ambitious programme to prepare India for a knowledge future with a focus on three areas: Digital Infrastructure as a Utility to Every Citizen; Governance & Services on Demand; Digital Empowerment of Citizens. The programme has nine strong pillars and CSC 2.0 is being implemented under the pillar 3-“Public Internet Access Program- Rural Internet Mission”- of the programme.

2 The CSC 2.0 envisages establishment of at least 2.5 lakhs CSCs covering all Gram Panchayats of the country over a period of four years. This would also include strengthening and integrating the existing one lakh CSCs already operational under the existing CSC Scheme and making operational an additional 1.5 lakhs CSCs at Gram Panchayat (preferably at GP premises). It is envisaged as a service/transaction oriented model with a large bouquet of services made available at the CSCs for delivering to the citizens.

**Key Implementation Objectives and Envisaged Outcomes**

1 Non-discriminatory access to e-Services to rural citizens by making the CSCs complete service delivery centres, utilizing the backend infrastructure already created in terms of other MMPs.

2 Expansion of self-sustaining CSC Network till the Gram Panchayat level-2.5 Lakhs CSCs i.e. at least one CSC per Gram Panchayat, more than one preferred.

3 Empowering District e-Governance Society (DeGS) under District Administration for implementation.
4 Creating and strengthening the institutional framework for the rollout and project management, thereby, supporting the State and District administrative machinery and handholding of the VLEs through local language Help Desk support.

5 Enablement and consolidation of online services under one technology platform, hence, making the service delivery at CSCs outlets accountable, transparent, efficient and traceable, with a technology-driven relationship between all stakeholders.

6 Providing Centralized Technological Platform for delivery of various services in a transparent manner to the citizens.

7 Increasing sustainability of VLEs by sharing maximum commission earned through delivery of e-services and encouraging women as VLEs.

**Envisaged Outcomes**

A self sustaining network of 2.5 lakh Common Services Centres delivering e-services to citizens, with one CSC in each Gram Panchayat (more than one would be preferred).

Direct interaction of VLE with Government with empowered DeGS managing the CSC outlet network in the district with an aim to increase sustainability.

Setting a regime for increased entrepreneurial spirit of VLEs by regularizing their share in the revenue earned through delivery of services.

Increased transactions of CSCs through enablement of large bouquet of services by State/UT and other service providers.

Consolidated delivery of services through a universal technological platform at all the CSCs across the nation, thereby making the e-services, particularly G2C services, accessible anywhere across the country.

**CSC e-Governance Service India Ltd. - CSC-SPV**

CSC SPV shall be the implementing agency for the project and would provide suitable program management support to DeitY and State/UT Administration for successful implementation of the project. The functions of CSC SPV would be in perpetuity even after completion of the project for sustainability of CSCs across the nation. The main activities to be undertaken by CSC SPV, but not limited to, are as follows:

CSC SPV would act as coordinating agency for development, enablement, on-boarding and delivery of services centrally through the universal CSC technological platform. This will ensure a standard list of services that would be available at all CSCs, irrespective of the location.

CSC SPV would undertake capacity building and entrepreneurship training programme to cover all the existing CSCs and the new CSCs in a periodical manner.
CSC SPV would undertake monitoring and assessment of scheme across all the CSCs periodically.
CSC SPV would support State/UT for creation of national and state branding.

National Level Resources (NLR)

NLR would be providing a suitable support for program management (including administrative and financial management and complete co-ordination with stakeholders), Coordinating with States/UT teams for smooth implementation of the project.

State Level

At the State Level, the State/UT Administration/SDA and (DeGS)/ TP will extend suitable support and co-operation to CSC SPV for smooth implementation of the project in the State/UT.

District Administration/ District e-Governance Society (DeGS):

District e-Governance Society (DeGS) under the District Magistrate/District Collector would play a key role towards the last mile implementation and monitoring of the rollout. The District e-Governance Society (DeGS) would be supported suitable by CSC SPV in this regard and would be responsible for the following :

The DeGS shall create a suitable mechanism towards effective interaction with VLEs for timely resolution of implementing issues.

Village Level Entrepreneur:

A local Village Level Entrepreneur (VLE) would be responsible to bear the entire capital and operational expenditure involved in making the CSC operational. VLE is also expected to deliver various services to citizens as per the direction of the State/UT Administration

Services :

More than 150 services enabled in APNA CSC portal & 36 E-District services for citizens. Here followed some services :
1. Pan Card
2. Passport
3. Aadhar Service
4. Digital Shaksharta Abhiyan
5. DTH, Mobile recharge
6. Insurance sell & premium collection
7. Skill Development
8. Apna Dhan
9. Financial Inclusion
10. Apollo Tele health
11. Swatch Bharat
12. Recruitment Services etc.

CSC DIVAS

CSC's have celebrated CSC DIVAS on 16th July of every year. A followed by new guidelines of Diety to establish a society of each districts by vles. On 16th July 2016 a North 24 Parganas Vle Welfare Society has been conducted a workshop cum celebration where more than 150 vles had attend that event.

All vles have shared their business ethics to other vles. They have under oath from that day to deliver all e-services for common citizens. Some snaps are being attach below:
Conclusion
“CSC 2.0- A Way Forward” under the objective of Digital India Programme- “To transform India into digitally empowered society and knowledge economy”- aims to bridge the gap of digital divide by creating a network of self sustaining human assisted e-service delivery centers in the neighborhood of rural citizens.

After its implementation, it is envisaged that there would be a network of self sustaining CSC outlets in all the Gram Panchayat across the nation, delivering essential government services and other life changing services to the citizens, under the handholding support from the District/State-UT administration and CSC SPV.