



While you were away

Rains are considered the harbinger of good news, happiness and times of plenty. As the length and breadth of the country soaks in the monsoon showers, a new beginning has been made in CSCsS as well. From July 2010, CSC e-Governance Services India Limited, the Special Purpose Vehicle created for CSCs has taken over the role of NLSA from IL&FS and henceforth will be responsible for program management of the CSC scheme and as well as monitoring of the CSCs across the country.

One of the critical roles that the CSC SPV is expected to play is that of a single point interface for the delivery of a national programmes like the census, national awareness campaigns and coordinated disaster relief measures, among others. The SPV can significantly facilitate utilization of the CSCs for creating awareness regarding various Bharat Nirman Programmes like National Rural Employment Guarantee Scheme, Sarva Shiksha Abhiyaan, Antyodaya Yojana etc.

While it is critical that we focus on issues related to sustainability and viability of CSCs, it is equally important not to lose sight of our ultimate objective of empowering the citizens of this country especially those whose hitherto have been underserved and belong to the marginalized sections of the society.

Therefore, the role of CSCs and VLEs is not just enabling delivery of G2C and B2C services but more importantly that of a change agent and



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catalyst for community development. These centers are a network of 100,000 micro enterprises and businesses delivery services to the citizens. Towards this end, it is essential that the CSCs remain open and accessible to the citizens.

As the weather changes around us so does everything else in our lives for the only constant in life is change.

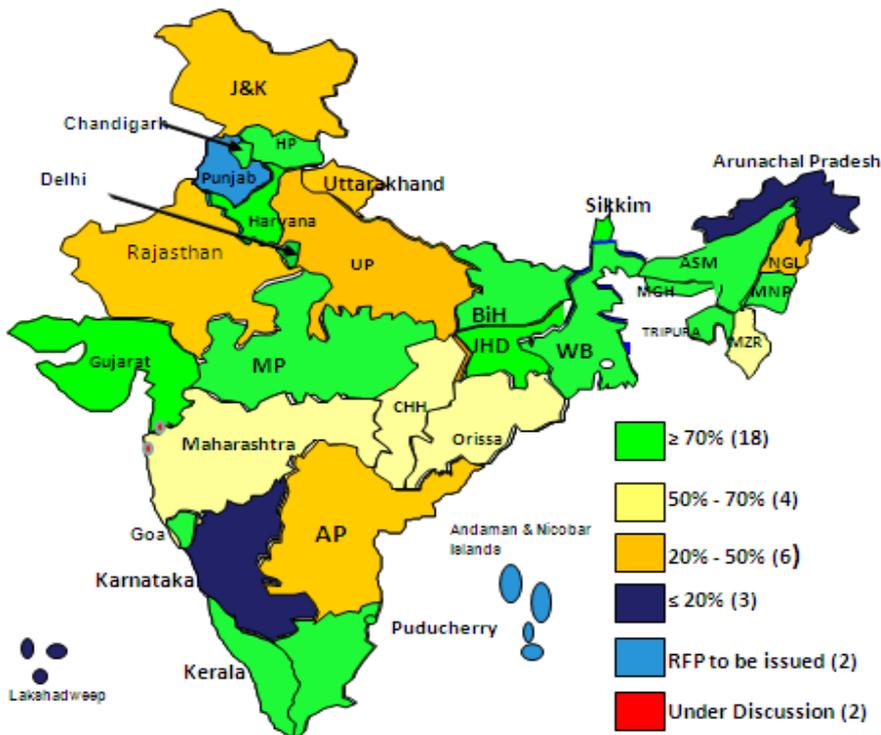
“The choice is not whether to embrace change or avoid it, the choice is whether to drive it with a plan or be overtaken by it without one”

–R. Chandrashekhar
(Secretary Department of IT & Chairman CSC SPV)

CSC Implementation Status Total CSC Rollout (As on 30th June 2010) - 80,669

CSC Status (June, 2010)

CSC Rolled out: 80,669
in 29 States/UTs



*Jharkhand, Haryana reported 100% CSC rollout, however due to termination of SCA in Haryana, 561 out of 1159 CSCs are non operational. Similarly, in Tripura due to selection of new SCA 133 CSCs are non operational

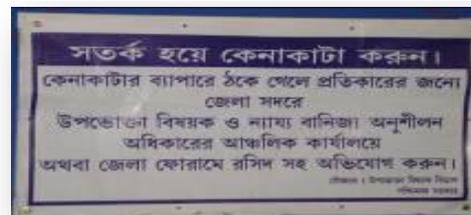
The Latest in CSC.

Item	Status
Online Tool Installation Completed	42,512
MoU signed for Electricity Bill Collection Services	Himachal Pradesh
Services from Social Welfare launched	Tamil Nadu
e-Procurement Service introduced through the CSCs	West Bengal

Government of Meghalaya has decided to roll out 10 services through CSCs by July 2010.

- Permanent Residential Certificate
- ST Certificate
- Caste Certificate
- Permission for Special Events
- Electoral Roll
- Ration Card
- Income Certificate
- Birth/ Death certificate
- MPSC Registration
- Domicile

Consumers Affairs Department in West Bengal are using the CSCs (Tathya Mitra Kendra) for awareness building of consumers on their rights. Each such CSC level VLE will get Rs. 600 per year



Introduction to CSC e-Governance Services

As per the CSC Scheme policy, a Special Purpose Vehicle (SPV) has been formed, so that the Government can progressively migrate to an e-Governance platform and enable services through the CSC network. The CSC SPV which is named as “CSC e-Governance Services India Ltd” has been incorporated under the Companies Act 1956 on 16th July 2009. The Company has also received the Certificate for Commencement of Business on 12th August 2009. The shareholders of the SPV include Government of India through 1 Golden share, State Governments – up to 44.5 % shares, SCAs – up to 44.5 % shares and Financial Institutions – up to 11 % shares.

The SPV is proposed to adopt various roles. At the basic level, the SPV is conceptualized to monitor the CSC Scheme and its outcomes on behalf of the Government at the National and State levels. In brief, key roles would include:

- a. Facilitating Government Outreach through CSCs
- b. Providing a standardized monitoring framework for collaborative decision making process with State Governments and SCAs
- c. Catalyzing and maintaining content aggregation on an on-going basis
- d. Enabling Government functioning through the CSCs
- e. Facilitating G2C Service Readiness
- f. Monitoring the outcomes being achieved by the CSC
- g. Building Capacity of all stakeholders
- h. Facilitating in Deployment of Services
- i. Looping Best Practices

The CSC ecosystem is expected to eventually comprise more than one lakh VLEs, 20 SCAs, 35 SDAs and a host of public and private entities as service providers. Managing a dynamic ecosystem of such diversity and complexity would require a dedicated entity at the heart of the network to seamlessly manage and maintain these relationships, and to ensure continual systemic viability and stability. The SPV is expected to function as the anchor agency, stepping in to strengthen interrelationships and linkages where ever necessary.

In sum, while the CSCs are primarily entrepreneur driven business entities, standing or falling largely on the basis of their commercial sustainability; it will be the task of the SPV to not only ensure that these business objectives are met by managing the CSC network as an economically viable eco-system, but also to ensure that the basic public-policy mandate and purpose of the CSC project remains the central objective of the programme.

Assam



The State Government of Assam began the implementation of the CSC Scheme in April 2008 by appointing two Service Agencies (SCAs) viz. SREI Sahaj and Zoom Developers Pvt. Ltd. branded as Arunodoi centres. The SDA of Assam is AMTRON (Assam Electronics Development Corporation Ltd.). 3771 CSCs have been rolled out by June 2010 out of the total 4375 planned across the State. The CSC Scheme in Assam has moved forward by becoming one of the leading States in the country by pioneering in several G2C initiatives. The first e-District project in the country was launched in Goalpara district of Assam. Similarly, Kamrup district has become the first district in the country to issue Stamp Vendor license to the VLEs. Six districts have issued notification and more than 300 VLEs have been trained so far on implementation. The State Government also issued the Gazette Notification finalising the services and the rates to be delivered through the CSCs.

B2C services like Photography, DTP, Photocopy, Computer Education, sale of pre-paid mobile phone cards, Satellite TV - installation and recharging, Online ticket booking for Rail and Airline are offered in Arunodoi CSCs

State	SCA	Total CSCs to be set up	Roll out as on June 2010	Connectivity enabled as on June 2010
Assam	ZOOM developers	1542	1051	574
	SREI SAHAJ	2833	2720	2710
		4375	3771	3284



Chaya Rani Das a B.Ed graduate from Amaranga Gram Panchayat, Kamrup, was looking for a permanent job. She was very happy to spot out an advertisement about the CSC project and was keen to apply for the position of a VLE. She expressed her keen interest to SCA (Zoom) officials to be self employed.

In January 2009, she started her CSC in her village and opted for BSNL connectivity. This was the first internet connection serving a population of more than 9000 people in her Gram Panchayat. Soon she realized that if rural citizens are trained on the internet, they will save precious time, money and energy that might be otherwise spent on traveling to far flung areas for small chores. To overcome these challenges, she has trained more than 1,000 citizens on the usage of the internet. She visited schools and colleges to educate students about the advantages of using the computer and the internet. This has been extremely beneficial in getting regular customers. She has trained 40 students out of which 26 have received completion certificates in computer learning. Chaya Rani has managed to increase the number of PCs in her CSC from 2 to 4, in the period of just one year.



AMTRON URL: www.amtron.in

Zoom Developers Pvt. Ltd.

Zoom Developers is one of the leading SCAs in the country having their presence in 9 states as shown below with a mandate of setting up of 13,635 CSCs across the country. In fact, Zoom would be setting up approximately 10% of the proposed CSCs across the country.

The State wise CSCs are highlighted below:

S.No	States	No. of total CSCs to be set up	Rolled out Status as on June
1	Jharkhand	1019	1019
2	Bihar	1537	1537
3	Assam	1542	1051
4	Orissa	3236	2455
5	Manipur	399	378
6	Himachal	1296	1110
7	Chhattisgarh	1898	1211
8	Rajasthan	2572	452
9	Mizoram	136	80
		13635	9293

Key Services: Utility Bill Collection in Orissa, Rajasthan, Birth/ Death certificates, Stamp Vendors in Assam, IRCTC, Air and Bus Ticketing, Payworld services, Insurance services, computer education, DTH recharge, and Mobile recharge are being provided through CSCs.

Rural Marketing Innovations

- Vaccination campaign through NRHM
- Participation in village fairs
- Sponsoring local Sports Activities
- Organizing the vocational Courses & Capacity building program through various NGOs
- Cultural promotion by local artists

Visit Zoom at:
www.zoomdevelopers.com



VLE Training conducted in Assam

A first of its kind, a two day training program was conducted at Jorhat for 100 VLEs where top level officials from Intel participated. The foremost objective of the training was to make the VLEs technically competent in trouble shooting and in PC assembling by using Intel processor.

Once these VLEs become partners with Intel, it will not only boost Intel business but will also enable VLEs to become a helping hand in trouble shooting of PC deployed by various government agencies for e-Governance projects for smooth delivery of services in rural Assam where PC penetration is ever growing.



VLE training conducted in Mizoram

VLE Training program was held on the 18th and 19th June 2010 in Aizawl, Mizoram in presence of the Hona'ble IT Minister.



Tamil Nadu: Roll out of Government Services under e-District Programmes

Social Welfare Services

The Honourable Minister for Information Technology & the Honourable Minister for Social Welfare of Government of Tamil Nadu, launched six services of Social Welfare Department for delivery of services to citizen through CSCs. These services are being provided through the CSCs of SREi Sahaj in districts of Dharmapuri, Krishnagiri, Vellore & Tiruvannamalai, under the e-District programme.

Services offered are:

- Moovalur Ramamirtham Ammiyar Ninaivu Marriage Assistance Scheme,
- EVR Maniammaiyyar Ninaivu Widows daughter Marriage Assistance Scheme
- Annai Theresa Ninaivu Orphan Girls Marriage Assistance Scheme
- Dr Dharmambal Ammiyar Ninaivu Widow Re-Marrriage Scheme
- Anjugam Ammiyar Ninaivu Inter caste Marriage Assistance Scheme
- Tamil Nadu Government Girl Child Protection Scheme

Revenue Department Services

The application for the following services of the Revenue Department have been developed by NIC and UAT they are also ready for launch in the month of July, 2010,

1. Community Certificate
2. Nativity Certificate
3. Income Certificate
4. No Graduate in the family Certificate
5. Legal Heir ship Certificate
6. Solvency Certificate
7. Inter caste marriage Certificate

मुरहद्दी पंचायत मुख्यालय में वसुधा केंद्र शुरू

सांगरहाडी । पूर्व राष्ट्रपि डॉ. ए.पी.जे. अब्दुल कलाम ने मिनर 2010 के माध्यम प्रस्तुत कर उभरे साकार किया है। उनका कहना है सरकार को ई-गवर्नेंस क्षेत्र के प्रामाणिक स्तर पर प्रखंड के मुरहद्दी पंचायत मुख्यालय में वसुधा केंद्र के शुभारंभ के दौरान शिक्षाविद ने कही। दरभंगा प्रखंड के सार्वजनिक ट्रेनर मुकेश व किशोर कुमार ने केंद्र में मिलने वाली सेवाओं को विस्तार पूर्वक लोगों को ज्ञानवर्धनी दी। उन्होंने उपस्थित लोगों को राज्य व केंद्र सरकार के कार्यक्रमों के अन्तर्गत आरटीआई सेवा इस केंद्र में मिलेगी। इस मौके पर रिटायरड शिक्षक रामप्रतीप प्रकाश, मुख्यालय सहायक देवी, प्रभाती चिकित्सक डॉ. उमेश मिश्रा आदि मौजूद थे। (ए.स.)

सूची में सुधार की मांग

सांगरहाडी । राज्य के कला एवं संस्कृति मंत्र के प्रदेश मंत्री श्री. अमरेश कुमार जीवास्वलय ने सूची कंप्यूटर सूची को एक पत्र लिखकर ग्रामीण पर्यटन विकास के लिए प्रकाशित सूची में संशुद्धी जिला का

नाम नहीं अंकित रहने पर कठोर अपील प्रकट की है। ऐतिहासिक एवं धार्मिक दृष्टि से अतिरिक्त में अरुणी महादेवजी परमेश्वर स्थानवर्ती इस क्षेत्र की दुर्ग विशेष पर महत्वपूर्ण प्रकट करने हुए उन्होंने जल्दबाजी सूची में सुधार कर संशुद्धी जिला का नाम अंकित करने की मांग की है। (हि.प्र.)

राज्य की बैठक में निर्णय

सांगरहाडी । राज्य के शिक्षा प्रखंड अखंड मन्त्री चौधरी की अध्यक्षता में कार्यकर्ताओं की एक बैठक हुई। बैठक को संबोधित करते हुए उपस्थितों ने कहा कि प्रखंड क्षेत्र की दर्जनों सरकारी योजना का काम अक्षुण्ण रहने से विकास की गति धीमी हो गयी है। राज्य सरकार के कार्यक्रमों में प्रदेश में सब रते अक्षरसहज की पूर्वा करते हुए विकासकों ने कहा कि जब प्रतिनिधि एवं आम जनता अपने आप को देने सहभाग कर रहे हैं। विकासकों ने इसके खिलाफ संघर्षित प्रतिरोध करने की आवश्यकता पर बात किया। बैठक में सचिव, योजना डॉ. मुन्ना साहू, उमर अंशुदी ने भी विचार रते। (हि.प्र.)

SIKKIM EXPRESS

OF THIS LAND FOR ITS PEOPLE

SBI starts IT enabled kiosk banking channel in Sikkim



11 जून 2010 हिसार/आसपास

एकल सेवा केन्द्रों को मिलेगा पूर्ण सहयोग : खोखर

ग्रामीण हरियाणा में कृषि ज्ञान व सेवाओं के विस्तार के लिए कार्यशाला का आयोजन

जय बजो बजुड

हिसार, 11 जून। पल्लव शिक्षा हरियाणा कृषि विश्वविद्यालय के कृषि महाविद्यालय की डॉन डॉ. सुचेता खोखर ने आज 10 जून को होटल मिड टाउन हिसार में कृषि विज्ञान केंद्रों के सीनियर को-ऑर्डिनेटों व विस्तार शिक्षा निदेशालय के वरिष्ठ वैज्ञानिकों की एक दिवसीय कार्यशाला का अरंभ किया।

डॉन डॉ. सुचेता ने कहा कि समय के साथ कृषि उत्पादन के तरीकों व माध्यमों में कई बदलाव आए हैं जहां किसानों को भी समय के अनुसार नई तकनीकों को अपनाना चाहिए। उन्होंने एकल सेवा केंद्रों को पूर्ण सहयोग देने का विस्तार किया। इस अवसर पर हरियाणा कृषि विश्वविद्यालय के निदेशक, कृषि विस्तार डॉ. एन. धनखड़ व डॉ. एन. एम. एम. ने हरियाणा कृषि विश्वविद्यालय के सहयोग से हरियाणा के ग्रामीण इलाकों में हरियाणा एकल सेवा केंद्रों को माध्यम से कृषि ज्ञान व सेवाओं को विस्तार



वरिष्ठ वैज्ञानिकों की एक दिवसीय कार्यशाला को संबोधित करते वकाल।

को प्रत्यक्ष योजना को सुधार को है। हम योजना के अंतर्गत राज्य के सभी कृषि विज्ञान केंद्रों में कम्प्यूटर व ब्राउज़र इंटरनेट कनेक्शन उपलब्ध करवाना गया है और विश्वविद्यालय परिसर में पांच कम्प्यूटरों वाली टीम भी स्थापना की गई है।

किसानों को प्रत्यक्ष सेवा के नाम से एक क्लब चेंदल भी विकसित किया गया है जिससे बाध्य से किसानों तक कृषि संबंधी जानकारी उपलब्ध करवायी जा सकती है। आईस प्रिन्सिपल सत्यनारायण ने कहा कि एकल सेवा केंद्रों के अग्रदूत एक सहायक की सुविधा मिलने हुए विश्वविद्यालय में उपलब्ध व विकसित ज्ञान को किसानों तक पहुंचाया। गुड व जल की जांच

की रिपोर्ट को भी ऑनलाइन उपलब्ध करवाया जाएगा। हरियाणा में ई-विश्व एकल सेवा केंद्र परियोजना के प्रोजेक्ट मैनेजर ए.के. शर्मा ने को-ऑर्डिनेटों को परिचयान में बाध्य की गुणवत्ता पर विस्तार से जानकारी दी और कहा कि किसान संबंधी सूचनाओं को एकल सेवा केंद्रों को माध्यम से दिए जाने पर इन केंद्रों की ग्रामीण सेवा प्रचल भी महान को बल मिलेगा। विश्वविद्यालय शिक्षा विभाग के वरिष्ठ वैज्ञानिक डॉ. नरेंद्र सिंह डोगर व डॉ. अशुतोष ने अपने विचार रखते हुए कहा कि इस परामर्श विभाग से विश्वविद्यालय व किसानों को बीच मिलने जला जमीन से लेब फोटोकॉपी सुदृढ़ होगा।

सकारात्मक बदलाव को अपनाएं किसान

भास्कर न्यूज . हिसार

हरियाणा कृषि विश्वविद्यालय के कृषि विज्ञान केंद्रों के वरिष्ठ कोऑर्डिनेटों और विस्तार शिक्षा निदेशालय के वरिष्ठ वैज्ञानिकों के प्रशिक्षण के लिए होटल मिड टाउन ग्रैंड में कार्यशाला हुई।

विश्वविद्यालय की डॉन और कार्यक्रम की मुख्य अतिथि डॉ. सुचेता ने कहा कि किसानों को कृषि उत्पादन के तरीकों और माध्यमों में आए बदलाव के अनुसार नई तकनीकों को अपनाना चाहिए। उन्होंने एकल सेवा केंद्रों को पूर्ण सहयोग देने का यकीन दिलाया। इस दौरान हरियाणा कृषि विश्वविद्यालय के निदेशक, कृषि विस्तार डॉ. जेएस धनखड़, आईएलएफएस के वाइस प्रेसीडेंट जीवीवी सत्यनारायण मौजूद थे।

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