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 CSCs 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 Abhiyan, Antyodya 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 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. Chandrashekar
(Secretary Department of IT & Chairman CSC SPV)
CSC Status (June, 2010)

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

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

*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.**

<table>
<thead>
<tr>
<th>Item</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Tool Installation Completed</td>
<td>42,512</td>
</tr>
<tr>
<td>MoU signed for Electricity Bill Collection Services</td>
<td>Himachal Pradesh</td>
</tr>
<tr>
<td>Services from Social Welfare launched</td>
<td>Tamil Nadu</td>
</tr>
<tr>
<td>e-Procurement Service introduced through the CSCs</td>
<td>West Bengal</td>
</tr>
</tbody>
</table>

**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 Arunudoi CSCs.

<table>
<thead>
<tr>
<th>State</th>
<th>SCA</th>
<th>Total CSCs to be set up</th>
<th>Roll out as on June 2010</th>
<th>Connectivity enabled as on June 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assam</td>
<td>ZOOM developers</td>
<td>1542</td>
<td>1051</td>
<td>574</td>
</tr>
<tr>
<td></td>
<td>SREI SAHAJ</td>
<td>2833</td>
<td>2720</td>
<td>2710</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4375</td>
<td>3771</td>
<td>3284</td>
</tr>
</tbody>
</table>

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.
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:

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

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 Maniammaiyar Ninaivu Widows daughter Marriage Assistance Scheme
- Annai Theresa Ninaivu Orphan Girls Marriage Assistance Scheme
- Dr Dharmambal Ammiyar Ninaivu Widow Re-Marriage 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
Workshop on Social Welfare Services

Held at Tiruvannamalai on 4.6.2010

Held at Vellore on 10.6.2010
Sikkim Express

SBI starts IT enabled kiosk banking channel in Sikkim

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