CSC Newsletter

New!
Common
Wealth
Express

While you were away

Å " Want to apply to the Government for a land record copy, a pension, a scholarship, licence, permit, certificate? Want to pay a bill or tax or duty? How about getting some information on crop loans, or some expert advice on farm practices, or financial services? Do this from your own village using U ˙ Wc a d i h Y f 3 ˙ 8 c b Ñ h ˙ \ U j Y ˙ c b Walk across to a nearby electronic service centre run by someone w ho knows exactly what to do and will be happy to help you for a small fee. All this and more was what was promised when the Government approved the National e -Governance Plan (NeGP) in May, 2006.

Nothing much has happened since then, right? It was a promis e that was forgotten and things continued as usual, right? Wrong! A quiet revolution has been sweeping the country. Many people may not have noticed. Some people may have noticed a little thing here and a little change there. But a lot has happened. And it   is all part of a large game plan of staggering proportions by any standard, worldwide.

Slowly but steadily, different arms of the government have been making the transition from a slow, bureaucratic system to a modern, fully digital system in which all services are available online. Some of them, like the Ministry of Corporate Affairs and the Ministry of External Affairs have set up facilitation centres, where, if citizens wish, they can go and avail of the services in a comfortable environment..

Somethin g the citizen rarely expects in a government office! Over 600 services of various departments of central and state [c j Y f b a Y b h g ˙ ˙ `] _ Y ˙ Å Å ˙ U f \ electronically   ì anytime, anywhere.

P h v v d j h · i u r p

Almost invisibly, citizen service cent   ers (or Common   Service s   Centers)   have mushroomed over the country. How many, you may ask. How would a few hundred or even a few thousand make any difference in a country o Z ˙ = b X] U Ñ g ˙ g] n Y 3 ˙ H \ Y ˙ it is happening on an unparalleled scale, several times bigger than anything like it anywhere in the world. More than 83,000 CSCs have sprung up across the country and the number is expected to cross 1 00,000 by March, 201 %" ˙ H \ Y f Y Ñ g ˙ a c f Y " ˙ H \ take this number to 2,50,000 by 2012 to cover all Panchayats.

So does this mean it has all been done and the dream has been realized? Not quite. Of the 1100 or so services that are targeted for delivery a little over half o   r 600 are now available. Even among those, the service is not available at all offices offering that service or in all states. There are still many locations that have no service cent   ers in their vicinity. But an exciting journey has begun for the country   and the results are now palpable.

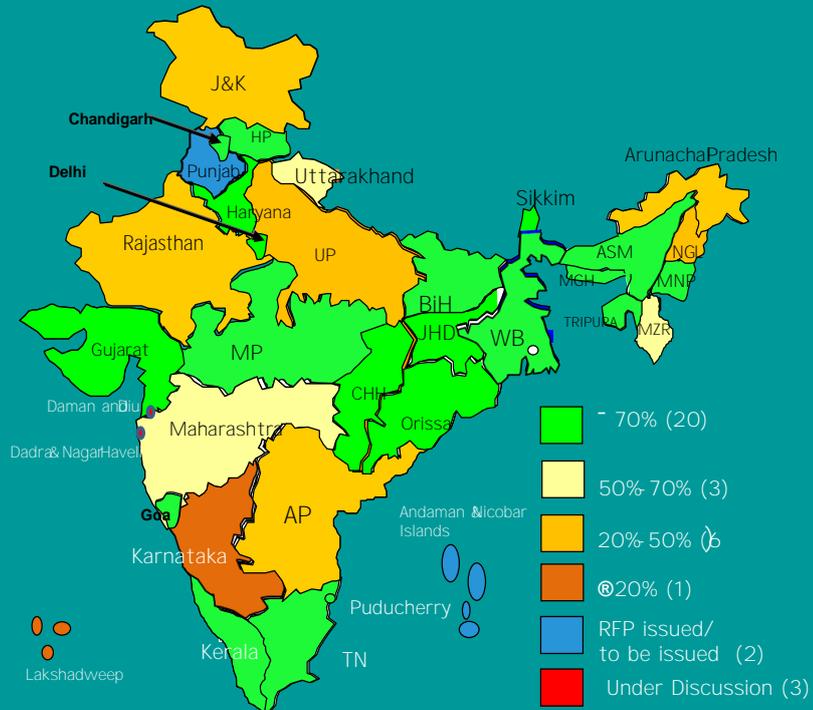R, Chandrashekhar, Chairman,
CSC eGovernance Services India Ltd

CSC

CSC Status at a Glance (July, 2010)

˝ CSC rolled out - 83,569

Map of India showing CSC implementation status by state:

J&K, Chandigarh, HP, Delhi, Punjab, Haryana, Uttarakhand, Rajasthan, UP, ArunachaPradesh, Sikkim, ASM, NGL, MGH, MNP, BiH, JHD, WB, TRIPURA, MZR, Gujarat, MP, Daman and Diu, CHH, Dadra & NagarHaveli, Maharashtra, Orissa, Goa, Andaman & Nicobar Islands, AP, Karnataka, Puducherry, Lakshadweep, Kerala, TN

Legend:
- ˃ 70% (20)
- 50%- 70% (3)
- 20%- 50% () 6
- ®20% (1)
- RFP issued/ to be issued (2)
- Under Discussion (3)

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

The Latest in CSC .

| Item	Status
Apex Committee Meeting on NeGP	16th Juily 2010
RFP Issued	Karnataka, Punjab
Online Monitoring Tool Installed	46,100
Wisitex ICT Ratan Award - 2010	J&K Bank

VLE Training on Online Monitoring Tool in Manipur

Jharkhand is the first State in the country to adopt the CSC Scheme. Three SCAs appointed viz., Zoom Developers, Alternatives for India Development (AID) and UTL for setting up of 4562 CSCs¬ one per each Gram Panchayat.

The State Government introduced five certificate services (E-Nagrik sewa) for issue of Caste, Income, Residence, Birth and Death certificates through the CSCs at pilot locations–East Singbhum, Dhanbad, Giridih, Chatra, Hazaribag, Deoghar, Gu mla. Nagarik Portal is being developed through which the citizen can track his application status. Under the process, every Block was given two accesses as Incharge of Certificates and Operator. The SCAs/CSCs are given access as Administrators with NIC as the main Administrator. By the end of 2009, over 1lakh applications were processed. The collective earnings of the 100+ CSCs involved in the process were Rs 10 lakhs while the State Government too earned Rs 5 lakh by way of offset through G2C revenue.

The CSCs of Palamu were engaged by District Administration for photography of booths during elections. The CSCs have also been engaged by the Department of Animal Husbandry for 19th Cattle Census data digitization. The Commercial Tax Department has decided to use the CSCs to act as Facilitation Centers for online filing of Commercial tax returns. The VLEs would be trained by the department and would act as consultants for filing of returns even at the remotest location of the State. The service on e-registration or e-nibandhan is being provided through urban CSCs in Jharkhand.

Recently, the State of Jharkhand has decided to undertake a pilot project for Financial Inclusion. There is a possibility of notifying the CSCs/ VLEs as BCs (Business Correspondents) to ake up the Financial Inclusion work in Jharkhand .
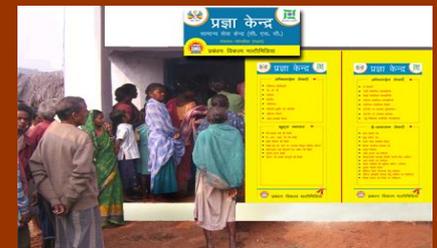
SCA	Total CSCs to be set up	Rolled out as on July 2010
UTL	2943	2943
ZOOM Developers	1019	1019
AID	600	596
	4562	4556

Kerala State IT Mission

Kerala State IT Mission is an autonomous nodal IT implementation agency under the Govern ment of Kerala who has set up 2200+ Akshaya Centers at the panchayat level in Kerala. Akshaya centers have been integrated with the CSC Scheme and the SCA (KSITM) has proved to be one of the best whose uptime performance on the Online Monitoring Tool is mo re than 80%. Akshaya, an innovative and ambitious project is aimed at bridging the digital divide, address the issues of ICT access, basic skill sets and availability of relevant content. Akshaya was started as an e - literacy project in 2002 in Malappuram district of Kerala. It started with creating the micro entrepreneurs in each panchayat. After successful pilot it was rolled out in the rest of the State. Over time Akshaya took the responsibility of becoming a citizen service centre. Akshaya has to its cr edit over Rs 200 crores worth transactions besides providing multitude of services. Presently Akshaya has 2234 Akshaya e - Kendras spread all over the state on an average two in each panchayat. Prime objective of Akshaya is:

‹ Bridge the digital divide (e - lite racy to the masses)
‹ Bringing citizen service to the door step of public
‹ Providing one stop shop for all citi zen services (G2C & B2C)
‹ Giving a citizen friendly face to the government

e - Gov Projects by KSITM

1. Aasthi - Asset Management System
2. Broadband Connectivity for Rural Government Offices
3. Chief Minister's Sutharya Keralam
4. Citizen's Call Centre (155300)
5. Content Management Framework
6. Digital Workflow Sy stem - MESSAGE
7. Digitization of Govt Records
8. e_Krishi
9. e -Pay, e -payment, e procurement
10. FRIENDS
11. ICT for Women
12. Integrated Govt Services Gateway
Ã Ã " U b X ˙ a U b m ˙ a c f Y

Recognition by mBillionth Awards South Asia 2010

Mobile - based citizen services provi ded by KSITM have come in for recognition by the Grand Jury of the mBillionth Awards South Asia 2010. Certificate of Recognition have been given for the project M - Governance for *"initiating a cost effective, efficient and round - the - clock government informa tion system"* and Dr.SMS (M - Health) for "launching a mobile - based project that delivers health - related information via SMS".

Key Services

‹ e - Filing of tax returns for Commercial Taxes by traders
‹ e - Payment of selected utility bills, KSEB, Regional Transport Authority, Local Self Government Institutions, Welfare Fund Boards, Universities, KSFE etc
‹ Online submission of application for Ration card.
‹ Online registration for Comprehensive Health Insurance for APL families.
‹ E - Ticketing for railway, air travel etc.
‹ e - Content on education, career building, health, agriculture, and law in Malayalam.
‹ Second l evel courses and multimedia aided training programmes, Intel Learning, IGNOU, DOEACC
‹ Medical Transcription training.
‹ Platform for transactions between buyers and sellers through e - krishi (www.e - krishi.org)
‹ Forum for p ublic grievances redressal to District Collectors, key officials and Ministers
‹ Rural e - banking & financial services
‹ Micro insurance
‹ Nodal centre for implementing community web portal.

URL Akshaya Centre www.akshaya.kerala.gov.in

Uptime performance of Akshaya CSCs in Online Monitoring Tool is 80% to 100%, one of the best in the Country

National Population Register   (NPR)

National Population Project is an initiative taken by Government of India with the aim to have data of citizen   s in digitized form. The Registrar General of India (RGI   ) has decided to utilize the network of the Common Services Centers (CSC) for digitizing the Schedules of National Population Register (NPR) and also capture of biometric images (10 finger prints and both IRIS). This data will be shared by RGI with UIDAI f   or allotment of UID number. Thus, the CSCs have been identified to partner with RGI for allocation of UID numbers.

To check the feasibility of the project, a pilot project is being conducted in twenty locations across seven States. Shri Shankar Aggarwal,   Joint Secretary, Department of Information Technology visited three locations at Indore in Madhya Pradesh to witness the progress of NPR Data Digitization and Multi   - Modal Biometric enrolment project. Till date around 66000+ residents with 55000+ Digitizati   on and around 45000+ Biometric enrolments have been enumerated.
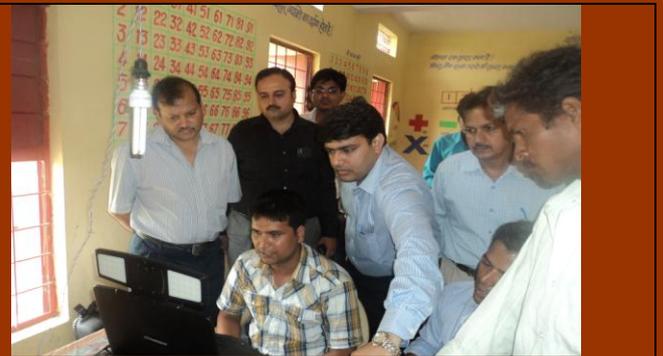
Block Level Sensitisation Meeting   and VLE Training   in Tripura

Apex Committee Meeting

The APEX Committee meeting on the NeGP was held under the Chairmanship of the Cabinet Secretary in Vigyan Bhawan on 16th July 2010 and was attended amongst others by Nandan Nilekani, Chairman, UID Authority of India; Sam Pitroda, Advisor to the Prime Minister; Som Mittal, President NASSCOM and Kiran Karnik, former President NASSCOM.

It was informed that of the 1100 G2C and B2C services targeted for e-delivery, over 600 services of various Central and State Government Departments are now available electronically. 14 mission mode projects (MMPs) namely MC21, Pensions, Central Excise, Income Tax, Passport, Banking & Insurance, Land Records, Road Transport, Common Services Centre, e-Courts, EDI, National Service Delivery Gateway (NSDG) and India Portal have already commenced delivery of services and the remaining MMPs out of the 27 projects are expected to start delivering e-services by 2014. It was mentioned that Government Office would go paperless by 2011

The Committee deliberated on the hurdles and issues that needed to be tackled to accelerate the whole transition.

The meeting took stock of progress made so far and the major impediments and made certain recommendations. These included formation of Project Teams, constitution of Special Purpose Vehicles, Strategic Control and Standard out of many more

Jammu & Kashmir Bank bags Wisitex ICT Ratan Award - 2010

The Jammu and Kashmir Bank on 23rd July bagged an award for establishing people-friendly common service centres, popularly called as the Khidmat centres, across the State of J&K. The Minister for Science and Technology, Aga Syed Rohulla, presented the Wisitex ICT Ratan 2010 to the J&K Bank Chairman, Dr Haseeb A Drabu at a conference at Hotel Grand Lalit, Srinagar. The conference was jointly organized by the State Government and the major players of IT industry to discuss the role of information technology in e-Governance in Jammu & Kashmir.

G d Y U _] b [˙ c b ˙ h \ Y ˙ c WWU g] c b ž ˙ 8 f ˙ 8 f U b h f U b ˙ a Uncommercial bank, J&K Bank takes itself as a development financial institution in the State and has a role beyond banking to provide various kinds of services to the people. Meanwhile, the Reserve Bank of India (RBI) in its unique decision has permitted J&K Bank to utilize the services of Khidmat Centres as its Business Correspondents (BC) across the State. Under this model all basic banking services offered by J&K Bank would be available to the customers at Khidmat Centres. Notably, J&K Bank is the only financial institution in the country to implement the CSC Scheme as an SCA.

Dr Haseeb A. Drabu. Chairman. J&K Bank

eKhidmat Centre. J&K

An exhibition train on the theme of Information Technology and Sports was flagged off jointly by Minister of Railways and Minister of State Communicati   ons & IT on the 24 June 2010 from Safdarjung Railway Station, New Delhi. The train is running across the length and breadth of the Nation, jointly by Department of Information Technology (DIT), Ministry of Communications and Information Technology and Mini   stry of Railways. The train is 15   - coaches long, including 6 exhibition coaches for DIT and 5 exhibition coaches for Ministry of Railways. The itinerary covers 48 halts across 24 States, with the journey ending on 1st of October, coinciding with the inaugur   ation of Commonwealth Games 2010.

DIT is exhibiting and demonstrating its capability, capacity and the work done by its affiliated entities in the fields of e   - governance, infrastructure, technology relevant to rural India, language interfacing technology,   etc. H c ˙ ` Y j Y f U [Y ˙ Z f c a ˙ h \ Y ˙ Y l \ ] V] h] c b ˙ h f U] b Ñ g ˙ c i h f Y U W \ ˙ U W f c g Information and Communication Technology by different departments and states. Some of the applications demonstrated are state specific in which th   e train is scheduled for halts. This will give the citizens an opportunity to experience firsthand various applications under one roof and create awareness about the e   - enablement of Government to Citizen services such as Land Records, Driving Licenses, Uti   lity Bill payment, and Grievance redressal etc. The Information and Communication Technology exhibition coaches also accommodated the achievements and promises of the Indian IT and ITES industry, given that they are key players in the IT success story of I   ndia.

One coach has been dedicated to the Common Services   Centers   Scheme which aims to establish 250,000 broadband enabled   centers   to provide Public, Private and Social services to 250,000 panchayats across the country.

The "IT Story of India" is being   told through the 6 coaches by way of backlit translites, front   - lit digitally printed posters, short informational films, etc. To reach out to the common man in an effective manner as much as possible, the content of the back   - lit translites are being made   available in regional languages in addition to English, and the language changeover would happen in 10 languages (as and when the train enters such a State). LCD panels are used to display dynamic content in the form of slideshows across most of the coache   s, and in the 6th coach, a special arrangement has been made to showcase brief informational films on IT and e   - Governance in an auditorium   - type environment and also for interactions with general visitors and visitors from media. Some of the interactive des   _ g ˙ U b X ˙ X] g d ` U m ˙ c Z ˙ W Y f h U] b click of the mouse make the exhibits interesting.   .

Anyone   could move inside the exhibition
coaches.. even on wheel chairs..

Commonwealth Express attracts city public

JALANDHAR, JUNE 27
Encompassing the glorious journey of the XIX Commonwealth Games, Delhi 2010, the Commonwealth Express, a special publicity train halted at the city railway station here today. The train remained open for visitors from 10 am to 7 pm.

8 . . @ . .
Authority of India (UIDAI) to issue a Unique Identification Number (UID) with biometric recognition to every resident. It is expected that by latter part of this year, the UIDAI will begin issuing UIDs and roll out 600 million UIDs in a phased manner by 2014. UID enrolment will be done with the help of State Government machinery and other Registrars. Banks can benefit by synchronizing opening of bank accounts for those who will be enrolled through this exercise. This project is a unique opportunity to leverage UID, bank accounts and mobile telephony services. Using UID for fulfilling KYC (Know Your Customer) for small value accounts will facilitate financial inclusion. In a country with deep penetration of mobile phones, this is expected to give a boost to the financial inclusion while ensuring the integrity of financial

Excerpts from address by Usha Thorat, Deputy Governor, RBI at the Tenth Annual International Seminar on Policy Challenges for the Financial Sector at Washington, June 2   -4, 2010

Editorial Team