

CSC Newsletter

February, 2011

CSCs Make Further Strides

VLEs felicitated Recognizing the importance of Common Services Centers in development of rural areas and delivery of key public services, village level entrepreneurs (VLE) were felicitated at the 14th National Conference of e-Governance held at Aurangabad on February-10, 2011.

The VLEs chosen were based on the duration the CSC has been operational during the period as verified through the Online Monitoring Tool (OMT) between August 1, 2010 to January 19, 2011. The OMT is a software tool for monitoring and recording the uptime performance of CSCs across the country.

It is expected that such recognition will now become a regular feature not only the National Conference but will also be carried out at other state and national level Fora.

Financial Services extended through CSCs The month of January saw a significant traction building around offering financial inclusion (FI) services through the CSCs. It may be recalled that the Reserve Bank of India, Reserve Bank of India has granted permission to Banks to engage even non-profit companies as Business Correspondents. The State Bank of India (SBI) has appointed UTL as their BC in Jharkhand. Keeping pace, the State is in the process of issuing a circular to all Government departments so that proper and coordinated steps are taken to make FI successful. Further, in the North East, the second phase of training on FI services was organized for VLEs at Guwahati. Financial services are expected to improve footfalls at the CSCs, and also act as a step forward in making the CSC Scheme a success.



VLEs at the 14th National Conference on e-Governance at Aurangabad, Feb-10, 2011



A snapshot from an awareness camp

Snippets From The CSC Ecosystem

State Report:

Gujarat: Realizing A Digital Dream

SCA Partner: Reliance Communications

With an intensive CSC network of 1818 centers, RCOM is further adding to the momentum around the CSC Scheme in Maharashtra

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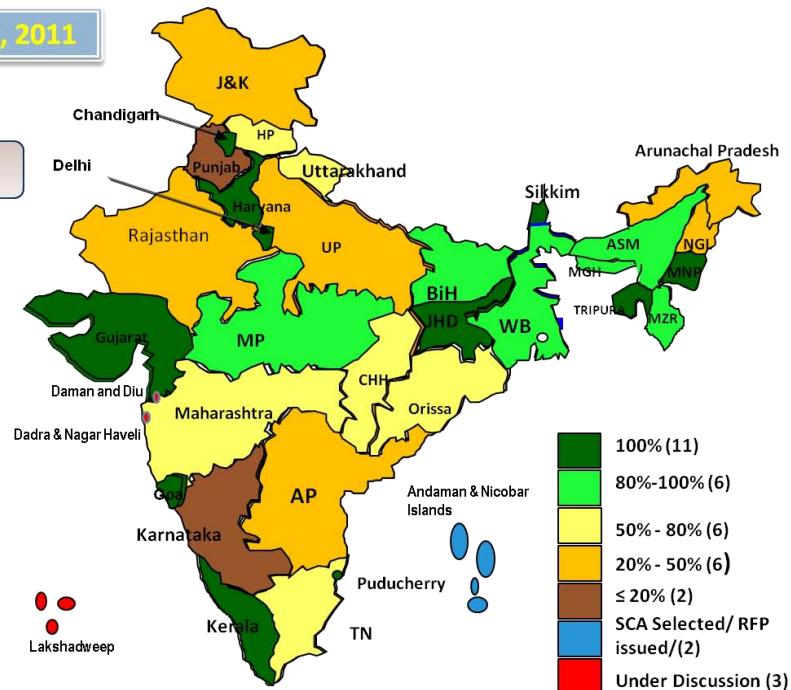
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CSC Implementation Status

Progress as on January 31, 2011

• CSCs rolled out: 88,689



*Due to termination of SCAs in Andhra Pradesh, Haryana, Maharashtra, Madhya Pradesh, Tamil Nadu, UP and Uttarakhand around 4700 CSCs are reported to be non operational

1. Jharkhand: JTL (SCA in Jharkhand) signed Agreement with State Bank of India and Bank of India for enabling Business Correspondent (BC) tasks through the CSCs. was appointed as Business Correspondent (BC) in Jharkhand.
2. Jharkhand: VLEs of Palamu district (in Jharkhand) have been appointed as advisors under the District Legal Service Agency (DLSA).
3. West Bengal: An Agreement was signed in West Bengal (with Post and Telegraph Department) for delivering insurance services of the Postal Department through CSCs.
4. West Bengal: Health and Family Welfare Department of West Bengal will utilize the services of CSCs for different issues particularly on NRHM matters.
5. Andhra Pradesh: CMS in Andhra signed an agreement with BSNL for starting Rural Retail Chain services, soon to be launched through CSCs.
6. Andhra Pradesh: An Master Service Agreement (MSA) was signed for implementing CSC project for establishing 639 CSCs by September, 2011.
7. Tamil Nadu: Launched TVS motor booking in all CSCs after the pilot was successful in Krishnagiri district. The State also launched online motor insurance scheme in all CSCs for four wheel vehicles.
8. Tamil Nadu: Launched online rural matrimonial services in all CSCs.
9. Tripura: State initiated the PRM (Panchayat Raj Institution) Mission Mode Project of Rural Development Department.
10. Tripura: Started training village level entrepreneurs (VLE) Home Tuition Project.
11. Chhattisgarh: Process of initiating implementation of CHOICE Center service centers in Chhattisgarh was started.
12. Jammu & Kashmir: Khidmat Centres have been designated as IGNOU study centers. Also registration of four IGNOU courses were launched through CSCs.
13. Madhya Pradesh: An MSA was signed in Madhya Pradesh with AISECT for 257 CSCs in January 2011.
14. Madhya Pradesh: Has launched pilot District projects through the CSCs in five districts covering five Districts. The Tehsils names are Indore, Khurai in Sagar, War in Shivpuri, Dabra in Gwalior, and Aaron in Guna. Over 5000 applications have been received for various services through the CSCs.





Realising the Digital Dream

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Services Centers Scheme (CSC) in Gujarat), the State is striking a modernization drive of the villages. And this as a result is helping the rural folks to enter the digital age. Interestingly, now entered the ranks of cities where use of computers is a part of everyday life. What is further commendable is that all 18000 villages in Gujarat are electrified.

Besides, the CSC network is actively being used by important State Departments. Department accesses a lot of information on damage incurred in the times of various calamities, through these centres. Various educational programs and movies too are run through these centres. During times of emergency, Government also communicates with the citizen.

G2C Services offered Birth Certificate, Death Certificate, Document for Caste Certificate, Income Certificate, Tax Collection Receipts, Land Right Records Services (ROR & 8A), Application Forms of various development Schemes through Gujarat Portal, ITI Application Form, Data Entry work for Govt Departments like Health, Electricity Bill payment.

B2C services offered Ticketing of Railways, Airlines, Utility Bill payments (Telephone, Mobile, DTH etc), Market linkages for Agriculture Commodities, DTP work.

Q&A: Neelkanth Mattar, Consultant eGram Project, Gujarat

Gujarat is one of the few states with 100% CSC rollout. However, G2C services rollout is still a long way to go. Neelkanth Mattar, Consultant for CSC Project in Gujarat shares an update Service enablement and much more...

Q. Gujarat is one of the few states with 100% CSC rollout. Can you update us on how the G2C Services are coming along the State.

A. e-Gram center under eGram Vishwagram Society of Department of Panchayat is rolling out Gujarat Portal developed by NIC in coordination with Department of Science & Technology which is integrated solution for all G2C services. All departments are in the process of making more and more services digital. Department of Revenue and Department of Energy have already rolled out some services. Department of Panchayat too readying nine services to be rolled out through the portal.

Q. In terms of taking services closer to rural people, how successful have the eGram Societies been? Can you quote examples?

A. While in the year 2008, approx 5.5 lacs Land Right records were generated through eGram, approx 12 lacs Land Right records were generated in 2009 through eGram and 27 lacs in 2010. Besides this, all eGram centers are collecting electricity bills. These examples demonstrate how successful the project has been.

Q. What are the challenges in rolling out other G2C services in the State?

A. Many Departments are still in the process of manually converting the applications into digital platform. But with the rollout of Gujarat Portal this challenge will also be overcome.

Q. How has the state been tackling the challenge of capacity building?

A. Gujarat has two modes of trainings. While through BISAG all 13695 eGram CSCs can see at a time any capacity building training being relayed from the State, through the TSTSP, Department of Panchayat has outsourced work related to Technical support and Training Service to Private Sector companies like HCL, CMC, NIIT, ITI, NIIT, APTECH, CMS etc. These are taking training from concerned department/application developer and then providing training to Village Computer Entrepreneur in their mandatory monthly visit to eGram center. We also circulate the training content files to all eGram centers.

Customizing Needs

Reliance Communications Ltd. (RCOM) is one of the Service Center A appointed to implement the Common Service Centre (CSC) scheme in ra, Madhya Pradesh, Uttrakhand and Gujarat. RCOM has already rollout of 1755 CSCs in Madhya Pradesh, 1545 CSCs in Uttrakhand a in Gujarat till date.

In Maharashtra, RCOM is implementing CSC project in Nagpur Division constituting of Nagpur, Wardha, Bhandara, Gondia, Chandrapur & districts. Despite the prevailing difficulties in Gadchiroli & Chandrapur highly naxal affected and having poor infrastructure, RCOM has n successfully rollout CSCs.



Through its network of CSCs, RCOM has not only opened employment avenues for people from assigned rural territory, but also have given the much required push to the CSC project which is aiming to develop the zeal of entrepreneurship in rural India. CSCs, as a matter of fact, are now being increasingly recognized as one of the parameters to map development in an otherwise agriculture intensive rural economy. Nagpur, Bhandara & Gondia have already achieved 100% rollout target till Jan 2011.

RCOM has also started delivering the G2C services on a pilot basis through the CSCs in the five districts of Maharashtra. Each CSC is now offering a bouquet of B2C services, which are customized according to the needs of the people. The center provides services ranging from the most basic services like telecom, PCO, education, DTH & Mobile recharging to ticketing, insurance etc., enriching rural life.

Services Enabled So:Far

G2C:Affidavits, Income Certificate, Caste certificate, Non Creamy Layer certificate, Domicile Certificate, Death & Birth Certificate
B2C:Mobile Services (Prepaid/Post Paid), PCO Services, DTH Services & Recharges, Railway Reservation services, Bus/Hotel Booking, Tours & Travels, Air Booking, Insurance Services, Study Material on various education programs, Computer Courses from some CSCs, Electricity Bill Payment, Telephone Bill Payment, Astrology Services, Weather Forecast, Agriculture related information Services

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Success Story from Gadchiroli

VLE Name: Abdul Nasir Hashmi
Location: Kurkheda
Taluka: Kurkheda
Dist: Gadchiroli
State: Maharashtra

Abdul Nasir Hashmi is the first VLE who started giving online training to the students for PMT & PET tied up. He tied up with www.shriyash.com online coaching to take the initiative forward. With that Abdul was able to organize for the first ever training given online in the Gadchiroli District.

Besides training he is now also offering various other services like railway reservation, computer education like Application Software and Hardware Training. Truly living by the entrepreneurial spirit, he also started an NGO named Paryamodya which helps students to crack the techniques of exam writing. Abdul is currently earning approx 3,000 to 10,000 rupees per month.



Success Story from Nagpur

VLE Name: Nikhil Dhanvijay
Location: Bhiwapur
Taluka: Bhiwapur
District: Nagpur
State: Maharashtra

Nikhil Dhanvijay, a VLE from Nagpur district took the initiative of offering G2C services manually from his CSC centre. Dhanvijay is offering government services forms like Caste certificate, Gap Certificate, etc in his centre, and is also helping the villagers to fill the form. As a part of his commitment to his motto of bridging the digital gap, he provides the villagers information about various other government scheme Apart from that, he is also doing B2C services like DTP and Xerox services which increase the his monthly revenue. His monthly earnings are 8,000 rupees approx.

Picture Gallery

Jharkhand: Bank of India has appointed UTL as their BC in 6 blocks. Correspondent in the State of Jharkhand. Six blocks have been allocated to Bank of India for Financial Inclusion activities.



the blocks. Banks were advised to appoint Service Centres as BC so that all panchayat based CSCs could turn into outlets. At the same time, Banks had been advised to open 1000 lite branches in atleast 1/3rd of the allocated blocks.

SBI and BOI too had appointed UTL as their BC to provide banking facility to rural citizens at their doorsteps. Both banks now provide banking in 100 blocks out of the 140 blocks allocated in phase 1.

Kerala: UTL services delivery network now provide Intel's latest curriculum for 2,200 customer service centres (CSCs) across the state. In the picture, the Director, Akshaya Services, Kerala, Korath V. Mathew, speaks at the Akshaya roundtable that was held in Technopark. Looking left are: Ishita Roy, Director, Kerala State IT Centre; Mr James Varghese, Principal Secretary, Education, Kerala; and Mr Anjan Ghosh, Regional Director - Corporate Affairs, Akshaya, Intel.



Assam: The second phase of training on Financial Inclusion services was organized for VLEs from January 17, 2012 at Guwahati.



Picture Gallery

Jammu and Kashmir: A one day awareness programme organized at the State capital Srinagar, by J&K Bank



Arunachal Pradesh: A one day workshop on National e-Governance Plan (NeGP) cum awareness on CSC was organized for District e-Governance Society (DeGS) by the Department of IT, Science and Technology on January 12, 2011 at Itanagar, Arunachal Pradesh. A CSC stall was also there to provide all the necessary information related to CSC and its services.



Picture Gallery

Manipur: Zoom Developers in association with Department of Information Technology, Govt. of Manipur organised a one day training cum seminar on Entrepreneurship Development for VLEs of Common Service Centres (CSC) in Imphal. Chief Guest Mr. R. Sudan Jt. Secretary IT stressed on the importance of being a Village level Entrepreneur to run the CSC successfully. He also cited few examples of VLEs earning handsome remuneration by offering B2C services. During the programme, Zoom Developers demonstrated to the VLEs on how to use the portal for online transactions. Other speakers talked about various business opportunities like Seed Collection Center, Floriculture etc.



Tripura: In order to effectively utilize CSC's to provide health services to the rural community, Homeopathy services will be started in 10 blocks for a period of 12 months (starting January). VLE would charge Rs. 10 for the first time as a registration fee, and Rs. 5 for the subsequent consultation per citizen.

Medicines will be given free of cost. These VLE's would be assisted by Homeopathy Specialists at the nearest Homeopathy centres of respective blocks conducted by the Implementing agency IL&FS. If the pilot gets success, then the same would be handed over to the Dept. of Tripura to roll out the project through all the CSCs.



The Health Department of Tripura had launched Homeopathy Services for the rural community in 2009 with the help of IL&FS ETS in almost 10 blocks of the State. These 10 centers are connected with National Institute of Homeopathy, and a few other Homeopathy Hospitals across India in order to provide health facilities.

Jharkhand M Lather Republic Day Parade.

