Empowering Women

The women in rural India largely remain marginalized particularly with reference to access to Information Communications Technology (ICT) based services. While in case of the urban women, ICT has brought about significant changes in lifestyle, and contributed to a better living, it is important that rural women too are encouraged to move forward and adapt ICT skills. That’s eventually going to help achieve healthy growth rates for the industry as well as the country.

The above understanding holds greater significance given the backdrop that industry forecasts reveal that there would be a shortage of skilled ICT professionals in the next decade. One approach to augment IT workforce would be to introduce and familiarize women, both old and young, with the use and benefits of technology.

In this context, Government has decided to launch one of the most ambitious rural projects under the Common Services Centers Scheme – empowering women through “Women Digital Literacy” program, starting later this month.

The origins of the scheme lie in the recognition of the fact that CSCs can be an effective tool to help women acquire digital literacy that won’t only help them further their education, but will also help gain employment, start their own business, and be socially and politically active, and independent.

Under this Digital Literacy program, 25,000 women will be trained on DOEACC’s Course of Computer Concept (CCC). The training will be provided through the CSC network. Besides training, the Government has also made provisions for providing financial support to women who take part in this training, and the Village Level Entrepreneur’s (VLE’s) who will teach.

As the Government undertakes more and more e-Governance programs in rural India, thereby giving a thrust to more employment opportunities, women with CCC certification are surely expected to benefit with better prospects as many of the jobs generated in the course require a CCC certification.

Log on to read the guidelines on the Women Digital Literacy Program on http://www.csc-india.org.

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State Update: Punjab...............................Page 3
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Online Monitoring Tool Based Top 20 CSCs for May, 2011 Uptime.........................Page 6
CSC Implementation Status

CSCs rolled out as on May 31, 2011: 95,280

Snippets from the CSC ecosystem...

1. **Assam**: At five non-electrified CSC locations in the State, solar power PV packs installed.
2. **Rajasthan**: Shri Ashok Gehlot, Chief Minister of Rajasthan inaugurated the G2C service of issuing digitally signed bonafide certificate across the State.
4. **Tamil Nadu**: The State launches its first BC at Kilsirupakkam village, Thiruvannamalai district.
5. **Tripura**: Reserve Bank of India (RBI) Governor Dr. D. Subbarao inaugurates North East India’s second RBI branch in Agartala on May 20, 2011.
6. **CSC SPV**: issues work order to M/s Hughes Communication India Ltd for procuring, installation and commissioning of 2500 VSATs in the difficult areas.
7. **Lakshadweep**: Information Technology Services Society and CSC SPV sign an MOU to set up 10 CSCs, one in each inhabited island.

*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.*

Mr. R S Sharma on his visit to a CSC in Jharkhand talks to citizens.
State Update: Punjab

Punjab has a target of establishing and operating 2,112 rural Common Service Centers (CSCs) in the State as a part of the CSC Scheme. Punjab State e-Governance Society (PSEGS) identified as the State Designated Agency (SDA) is facilitating implementation of the scheme. The State was recently also through with the process of Service Centre Agency (SCA) finalization and selection.

With that, the CSC scheme has been initiated in bid zones 1-6 on Oct 10, with AISECT, Basix, and a Consortium of Vakrangee and Calance as the selected SCAs.

On the connectivity front, the Punjab Circle of BSNL has been approached to make broadband connections to CSCs available at subsidized rates under the USOF rural broadband plans. BSNL has agreed to consider the request favorably. Further efforts are underway to sign the agreement to make CSCs as Direct Selling Agents (DSAs) for BSNL products.

SCA progress

So far, 250 CSCs have been established in Punjab. The Vakrangee-Calance Consortium has made quick progress, by already crossing the 40% rollout targets in bid zone-2 ahead of the due date. In bid zones 1 & 3, AISECT has crossed 20% rollout targets while, BASIX, affected by recent policy changes in the microfinance sector, was unable to make significant progress.

Service enablement

Rakesh Passan, the Project Manager from Vakrangee noted that although the Scheme is still in early stages, they have done cumulative business of approximately eight lakhs through CSCs. Services like sale of recharge vouchers of mobile & direct to Home (DTH) services, LIC policies bring in bulk of the revenue. The SCA is also working towards enabling ticketing services for tours & travel as well as electricity bills.
They are also working towards providing railway ticketing and BSNL one point services on priority basis. Passan said that they tried to capitalize on the existing computer centers at village level. Preference was given to converting such centers into CSCs, where they exist in easily accessible locations in a village.

AISECT’S project manager, Sanjeev Sarpal, felt while they are making steady progress towards CSC rollout there is a need for greater public awareness, for which they are proposing to launch a public campaign through an I.T. Van soon. Sarpal said, that in their CSC network, services like travel ticketing, educational services including six-month Diploma in Computer Applications (DCA) courses are being offered at some CSCs. He said, although electricity bill services are being provided through SUWIDHA currently, the margin offered is not very remunerative.

Anoop Kaul from BASIX informed that currently micro-insurance and micro-credit facilities are being provided through CSCs in the State. The SCA is also scheduled to launch the retail sale of cattle feed and solar devices through their CSC network soon. The SCAs expressed hope that G2C services through e-District will be launched in a systematic manner once pilots in Nawanshahr & Kapurtala are successfully completed.

In the remaining zones (7-10), comprising Districts Sangrur, Barnala, Mansa, Bhatinda, Moga, Faridkot, Muktsar, Ferozpur Punjab is making steady progress. The process of SCA selection has started and the approval for financial bid opening is expected to come in June.

<table>
<thead>
<tr>
<th>Zone No</th>
<th>Districts</th>
<th>SCA Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Gurdaspur</td>
<td>AISECT</td>
</tr>
<tr>
<td>2</td>
<td>Amritsar, Teran Tarn</td>
<td>Vakrangee &amp; Calance</td>
</tr>
<tr>
<td>3</td>
<td>Hoshiarpur, Nawanshahr</td>
<td>AISECT</td>
</tr>
<tr>
<td>4</td>
<td>Jalandhar, Kapurtala</td>
<td>BASIX</td>
</tr>
<tr>
<td>5</td>
<td>Luchiana, Fatehgarh, Saheb</td>
<td>BASIX</td>
</tr>
<tr>
<td>6</td>
<td>Patiala, Rupnagar, Mohali</td>
<td>BASIX</td>
</tr>
</tbody>
</table>
Spanco Ltd., with its dedicated business unit caters to Government’s ambitious National e-Governance Plan (NeGP). This business unit is focused on projects involving citizen services and Government modernization programs like NREGA, PDS, UID, e Municipality, NPR, e-District, CSCs, Employment exchange. Some of the projects being managed by Spanco are e-Seva in Andhra Pradesh, CSCs in Maharashtra, Integrated check post project in Madhya Pradesh, UIDAI project in Maharashtra.

Spanco was appointed as a Service Center Agency (SCA) in Maharashtra in September 2008. The SCA bagged the contract for setting-up and operating 3,689 (including both rural and urban) Common Services Centers (CSC) in Pune & Konkan division for a period of four years. The above two regions collectively covered 10 districts, namely, Mumbai, Thane, Raigarh, Ratnagiri & Sindhudurg (All Konkan) and Pune, Satara, Sangali, Kolhapur & Sholapur (All Pune). These two regions comprised of 12,649 villages apart from urban populace. Each CSC caters services to four-six villages. Out of the total number of CSCs to be set up in Maharashtra; Spanco accounts for 31.22%.

**Services through SCA’s CSC network**

The SCA is currently making available G2C services like birth/death certificate, farmer certificate, farm labor certificate, dongri certificate, income certificate, certificates for sportsmen non-creamy layer, certificates for open category women, caste certificate, domicile, affidavits, residence, sr. citizen & solvency certificate, issuance of new ration card, increase/decrease units in ration card, separate ration card, vibhakta ration card.

B2C services—like railway ticket booking (IRCTC), LIC premium payment, prepaid recharges, recruitment service, RTI application, DTH recharge, BSNL bill collection, post paid, landline & WLL, other mobiles post paid bill collection, PAN card application by UTI, are also available through the SCA’s CSC network.

**VLE Support Programs**

The SCA conducts regular trainings and awareness programs for grooming VLEs. Recently a two-day training was organized to instill basic IT skills & knowledge in VLEs. The SDO and tehsil level training initiatives involving revenue officials were conducted in districts like Sindhudurg, Raigad, Mumbai, Pune and Solapur. SDO level training conducted in Raigad District in May 2011, resulted in an instant rise in transactions from 3000 in April to 5600. The VLE also issued the highest ever — 86,329 certificates— in the month of May. Besides this, VLEs from 10 districts also successfully conducted 29 Public Fairs in the same month to provide the certificates to citizens. Each Public Fair recorded issuance of approx 450 Certificates in one day.

To further support smooth roll out and delivery of services, the SCA provides VLE support through:

- A toll free helpdesk for providing quick assistance to VLE

<table>
<thead>
<tr>
<th>S. no</th>
<th>District Name</th>
<th>Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Pune</td>
<td>19502</td>
</tr>
<tr>
<td>2</td>
<td>Kolapur</td>
<td>16078</td>
</tr>
<tr>
<td>3</td>
<td>Solapur</td>
<td>11341</td>
</tr>
<tr>
<td>4</td>
<td>Sangli</td>
<td>12527</td>
</tr>
</tbody>
</table>

The SCA also supported the DOEACC CCC exams conducted recently. The SCA’s VLE registered fairly good performance. About 81 VLEs had applied for the first batch of CCC Exam, and now it is expected that over 71 would participate in second batch, to be held at the end of this month.

To further support smooth roll out and delivery of services, the SCA provides VLE support through:

- Regular tehsil visits by SCA team to ensure improvement in support from the Tehsil officials to the VLEs.

- Leading districts on the basis of G2C transactions recorded in May

- A toll free helpdesk for providing quick assistance to VLE
**Jharkhand:** Unique Identification Authority of India’s (UIDAI) director general, Mr. R S Sharma, visited a Pragya Kendra at Badu panchayat, of Ranchi district along with NREGS Commissioner, State Disability Commissioner and other UIDAI officials. Local citizens and other officials were also present. Mr. Sharma was happy to observe the NREGS wage disbursal happening through the Pragya Kendra -cum- Panchayat Bank which operates on the SBI Kiosk banking model.

Connected through a simple data card, the operations were flawless. The other visitors too were impressed with the fact that banking service was being made available without the usual smart cards; point of sale and biometric authentication of each beneficiary. Mr. Sharma suggested, “The authentication should gradually be switched over to Aadhar.” The NREGS Commissioner too nodded and confirmed that the entire system could easily be integrated with the UID systems.

**Rajasthan:** On May 12, 2011 Shri Ashok Gehlot, Chief Minister of Rajasthan inaugurated the G2C service of issuing digitally signed bonafide certificate in the State. On that occasion the E-Sugam Portal too was launched. Earlier, issuing of digitally signed bonafide certificate was running on a pilot only in Jaipur District but following the launch, the service will be available across the State. At the event, the Chief Minister received his bonafide certificate.

The simple procedure involved in availing the service requires the citizen to either download the application form from the website or visit a kiosk. After the submission of the filled form along with mandatory enclosures, the applicant is issued an e-receipt by the Kiosk, besides an SMS which goes to the applicant and issuing authority (IA). The IA examines the enclosures and if found alright, IA signs the certificate, or else found otherwise, IA asks the applicant to submit correct enclosures again. An SMS is sent to the applicant informing them about the ready status of their certificate, following which they are allowed to collect it from the kiosk concerned or directly from the IA.
**Tamil Nadu:** The State launched its first Business Correspondent (BC) service at Kilsirupakkam village, Thiruvannamalai district. The ceremony was inaugurated by Mr. Anandarayanan, AGM, Central Bank of India. Following the inauguration, already over 325 citizens registered for enrollment by submitting account opening forms and other documents.

**Himachal Pradesh:** VLE workshops on delivery of G2C and B2C services was organized in two districts of HP. While 20 VLEs participated in District Una workshop, 39 VLEs were a part of the workshop at Noopur.
## May 2011: CSC Uptime Performance

<table>
<thead>
<tr>
<th>S. No</th>
<th>VLE Name</th>
<th>State Name</th>
<th>District Name</th>
<th>CSC Name</th>
<th>SCA Name</th>
<th>No of days up</th>
<th>No of Hours UP in (HH:MM:SS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>H A Chavan</td>
<td>Maharashtra</td>
<td>Sindhudurg</td>
<td>Shirmaon</td>
<td>SPANCO</td>
<td>31</td>
<td>735:12:09</td>
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<tr>
<td>2</td>
<td>Awadesh Verma</td>
<td>Uttar Pradesh</td>
<td>Hardoi</td>
<td>Harpalpur</td>
<td>SREI</td>
<td>31</td>
<td>716:31:18</td>
</tr>
<tr>
<td>3</td>
<td>Chandrabhushan Kumar</td>
<td>Bihar</td>
<td>East Champaran</td>
<td>Purandra</td>
<td>SREI</td>
<td>31</td>
<td>690:21:39</td>
</tr>
<tr>
<td>4</td>
<td>Suresh Babu</td>
<td>Kerala</td>
<td>Thrissur</td>
<td>Guruvayoor Municipality</td>
<td>KSITM</td>
<td>31</td>
<td>586:23:34</td>
</tr>
<tr>
<td>5</td>
<td>Saroja Maurya</td>
<td>Uttar Pradesh</td>
<td>Allahabad</td>
<td>Shawaodeh</td>
<td>SREI</td>
<td>31</td>
<td>488:05:16</td>
</tr>
<tr>
<td>6</td>
<td>Mahesh C Kesari</td>
<td>Uttar Pradesh</td>
<td>Allahabad</td>
<td>Dusauti G.T Road</td>
<td>SREI</td>
<td>31</td>
<td>447:38:05</td>
</tr>
<tr>
<td>7</td>
<td>Nandkishor Ramteke</td>
<td>Maharashtra</td>
<td>Nagpur</td>
<td>Awandi</td>
<td>Reliance Comm.</td>
<td>31</td>
<td>442:31:06</td>
</tr>
<tr>
<td>8</td>
<td>Munish Singh</td>
<td>Madhya Pradesh</td>
<td>Satna</td>
<td>Naina Samaaniya</td>
<td>AISECT</td>
<td>31</td>
<td>416:43:39</td>
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<tr>
<td>9</td>
<td>Harish Bhatia</td>
<td>Uttar Pradesh</td>
<td>Hardiwar</td>
<td>Nayapuri</td>
<td>Reliance Comm.</td>
<td>31</td>
<td>413:36:05</td>
</tr>
<tr>
<td>10</td>
<td>Indrajit M Shinde</td>
<td>Maharashtra</td>
<td>Latur</td>
<td>Lamjana</td>
<td>CMS</td>
<td>31</td>
<td>399:13:18</td>
</tr>
<tr>
<td>11</td>
<td>Priyanka Jain</td>
<td>Rajasthan</td>
<td>Banswara</td>
<td>Arthoona</td>
<td>CMS</td>
<td>31</td>
<td>398:23:14</td>
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<tr>
<td>12</td>
<td>Debendra Karna</td>
<td>Orissa</td>
<td>Sambalpur</td>
<td>Basanpur</td>
<td>SREI</td>
<td>31</td>
<td>393:54:58</td>
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<tr>
<td>13</td>
<td>Mohanish Ranjan</td>
<td>Uttar Pradesh</td>
<td>Gajipur</td>
<td>Dildar Nagar</td>
<td>SREI</td>
<td>31</td>
<td>389:15:39</td>
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<td>14</td>
<td>Saed M H Naqui</td>
<td>Uttar Pradesh</td>
<td>Rai Bareli</td>
<td>Masterganj</td>
<td>SREI</td>
<td>31</td>
<td>387:30:51</td>
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<tr>
<td>16</td>
<td>Hitesh Gupta</td>
<td>Himachal Pradesh</td>
<td>Shimla</td>
<td>Ghanahatti</td>
<td>GNG</td>
<td>31</td>
<td>384:31:07</td>
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<tr>
<td>17</td>
<td>Dharamraj</td>
<td>Himachal Pradesh</td>
<td>Kullu</td>
<td>Nauli</td>
<td>GNG</td>
<td>31</td>
<td>376:07:59</td>
</tr>
<tr>
<td>18</td>
<td>Firoj Khan</td>
<td>Uttar Pradesh</td>
<td>Chandoli</td>
<td>Muhammadabad</td>
<td>SREI</td>
<td>31</td>
<td>375:28:25</td>
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<tr>
<td>19</td>
<td>Palvindar Singh</td>
<td>Punjab</td>
<td>Taran Taran</td>
<td>Bhikivind</td>
<td>Vakrangee</td>
<td>31</td>
<td>372:56:59</td>
</tr>
<tr>
<td>20</td>
<td>Madhu Bala Joshi</td>
<td>Rajasthan</td>
<td>Sri Ganganagar</td>
<td>Birmana</td>
<td>Zoom</td>
<td>31</td>
<td>368:16:51</td>
</tr>
</tbody>
</table>

### RBI Governor visits Tripura

Giving banking operations in Tripura a thrust, Reserve Bank of India (RBI) Governor Dr. D. Subbarao inaugurated the North East India’s second RBI branch in Agartala on May 20, 2011. Speaking at the occasion, Dr. Subbarao urged various banks in the State to educate citizens about using banking facilities, which in return will help generate demand for banking products and services.

He also requested the State Financial machinery to include finance in school curriculum which will result in increasing financial literacy in the State.
<table>
<thead>
<tr>
<th>State</th>
<th>Services in Brief</th>
</tr>
</thead>
</table>
| Andhra Pradesh     | **G2C**: Information services of Agriculture & Cooperation Department  
 Utility services (Electricity, BSNL bill payment), Online Form Filing, Form submission, Certificates  
 Land Record Services  
**B2C**: Job Trainer, Basic Computers, Typo Tutor  
Interview etiquettes  
MS Office  
Certificates: Hardware & Networking, Diploma in Advanced Computing (DAC), HTML, JavaScript/ Java/SQ |
| Assam              | **G2C**: CSCs as stamp vendor for selling of non-judicial Stamp and Stamp paper  
Certificates, Pension, Grievances, Jamabandi, Utility services (Electricity bill payment)  
**B2C**: Job Trainer, Basic Computers, Typo Tutor  
Interview etiquettes  
MS Office  
Certificates: Hardware & Networking, Diploma in Advanced Computing (DAC), HTML, JavaScript/ Java/SQ |
| Bihar              | **G2C**: RTI service, Birth Death, Caste, Income and residential certificates, NREGA Services, Public Grievance Redressal System  
**B2C**: Job Trainer, Basic Computers, Typo Tutor  
Interview etiquettes  
MS Office  
Certificates: Hardware & Networking, Diploma in Advanced Computing (DAC), HTML, JavaScript/ Java/SQ |
| Chhattisgarh       | **G2C**: VLEs appointed as Choice Agents  
**B2C**: Computer Education; Window OS, MS Office  
Life Insurance; General Insurance; DLF Pramerica Life Insurance; Bharti AXA General insurance; Future General Life Insurance  
Pin Recharges of all Major Telecom Service Providers  
E-top Up of all Major Telecom Service providers  
DTH Services of all Major DTH Service providers: TATA Sky DTH selling  
Utility Bill Payment of all Major Service providers  
SIM Selling of Airtel; SMS Based Services; Song dedication;  
Mobile Recharge; DTH Recharge;  
Astrology; Matrimony; Employment Services; Railway Ticket Booking; Bus Ticket Booking; Hotel Booking |
| Gujarat            | **G2C**: Land Records, Utility services (Electricity bill payment), Birth Certificate, Death Certificate, forms  
**B2C**: Job Trainer, Basic Computers, Typo Tutor  
Interview etiquettes  
MS Office  
Certificates: Hardware & Networking, Diploma in Advanced Computing (DAC), HTML, JavaScript/ Java/SQ |
| Haryana            | **G2C**: Nakal of Land Records, Caste, Domicile Certificates, Social Welfare Schemes, India Gandhi Vivah Shagun Yojna (IGPVSY), Ration cards  
**B2C**: Job Trainer, Basic Computers, Typo Tutor  
Interview etiquettes  
MS Office  
Certificates: Hardware & Networking, Diploma in Advanced Computing (DAC), HTML, JavaScript/ Java/SQ |
| Himachal Pradesh   | **G2C**: Agricultural Advisory services, e-Samadhan, Application for elector registration,  
Various application forms (elector registrations, Himachal Pradesh Public Service Commission, forms for Forest, Agriculture, Animal Husbandry, Horticulture and Fisheries etc)  
HPSEB Bill Collection  
PAN card Application  
Land Revenue Records (G2C)  
**B2C**: Computer Education; Window OS, MS Office  
Life Insurance; General Insurance; DLF Pramerica Life Insurance; Bharti AXA General insurance; Future General Life Insurance  
Pin Recharges of all Major Telecom Service Providers  
E-top Up of all Major Telecom Service providers  
DTH Services of all Major DTH Service providers: TATA Sky DTH selling  
Utility Bill Payment of all Major Service providers  
SIM Selling of Airtel; SMS Based Services; Song dedication;  
Mobile Recharge; DTH Recharge;  
Astrology; Matrimony; Employment Services; Railway Ticket Booking; Bus Ticket Booking; Hotel Booking |
| J& K               | **G2C**: Financial Inclusion (Banking Correspondents)  
**B2C**: Job Trainer, Basic Computers, Typo Tutor  
Interview etiquettes  
MS Office  
Certificates: Hardware & Networking, Diploma in Advanced Computing (DAC), HTML, JavaScript/ Java/SQ |
| Jharkhand          | **G2C**: NREGA MIS Data Entry Service, Digitization of national 18th cattle survey data, Jail Sakhatkaar, postal products, stamp vendor, Fixation of Government transaction rates, digitization of Kendu leaves collectors data  
Issue of Certificates  
Online filing of VAT returns  
NREGA Wage disbursal  
Other digitization works  
**B2C**: Railway ticketing  
Mobile Recharge |
<table>
<thead>
<tr>
<th>State</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kerala</td>
<td><strong>G2C</strong>&lt;br&gt;Utility services (Electricity, BSNL, water bill payment);&lt;br&gt;Agricultural services</td>
</tr>
<tr>
<td>MP</td>
<td><strong>G2C</strong>&lt;br&gt;MP Online Services, Financial Inclusion (Banking Correspondents)</td>
</tr>
<tr>
<td>Maharashtra</td>
<td><strong>G2C</strong>&lt;br&gt;Land Records&lt;br&gt;Affidavits&lt;br&gt;Utility services (Electricity bill payment, Water connection), Certificates (Birth, Death, Caste, Domicile, Non-creamy layer, Marriage, Senior Citizen, student’s income etc)&lt;br&gt;Disbursal of social sector scheme benefits (Financial help to freedom fighters, Indira Gandhi Awas Yojna, Janmachi Mryutyuchi, National Old Age Pension Scheme, Poor Family Finance Scheme, Sanjay Gandhi Yojna),&lt;br&gt;Stone crusher license, Stone Mine License.&lt;br&gt;Birth Certificate; Caste Certificate; Domicile Certificate; Dongari Certificate; Duplicate Ration Card; Farmer Certificate; Income Certificate; Increase/Decrease Unit in Ration Card; Issue New Ration Card; Residence Certificate&lt;br&gt;<strong>B2C</strong>&lt;br&gt;Big TV; BSNL; BSNL-PW; Dish TV; Idea&lt;br&gt;MSEDCL Reliance-CDMA/GSM (PostPaid);&lt;br&gt;Suvidha IRCTC; Suvidha LIC; Suvidhaa Mobile Recharge&lt;br&gt;Tata CDMA Recharge; Tata Sky&lt;br&gt;Virgin Mobile; Mobile Recharges; Mobile and DTH recharge</td>
</tr>
<tr>
<td>Mizoram</td>
<td>e-District Services</td>
</tr>
<tr>
<td>Orissa</td>
<td><strong>G2C</strong>&lt;br&gt;Birth and Death certificates, property tax, Utility services (Electricity and BSNL), trade license&lt;br&gt;<strong>B2C</strong>&lt;br&gt;Job Trainer, Basic Computers, Typo Tutor&lt;br&gt;Interview etiquettes&lt;br&gt;MS Office&lt;br&gt;Certificates: Hardware &amp; Networking, Diploma in Advanced Computing (DAC), HTML, JavaScript/Java/SQ</td>
</tr>
<tr>
<td>Rajasthan</td>
<td><strong>G2C</strong>&lt;br&gt;Utility services (Water; Electricity bill payment), Land Records, Salary computerization&lt;br&gt;Certificates: Bonafide; Income; Caste Certificate,&lt;br&gt;Renewal of Ration Card&lt;br&gt;Form for PAN Card &amp; new Ration Cards&lt;br&gt;<strong>B2C</strong>&lt;br&gt;Bill Payment for: Mobile; Landline; WLL,&lt;br&gt;Ticket Booking&lt;br&gt;Revaluation Form, Deposition of Exam Fee &amp; Application Forms&lt;br&gt;Selling of: Stamp Papers; Revenue ticket;&lt;br&gt;Addition &amp; deletion of name in Ration Card</td>
</tr>
<tr>
<td>Sikkim</td>
<td><strong>G2C</strong>&lt;br&gt;MNREGA Data Entry Job, Biometric Ration Card Preparation&lt;br&gt;<strong>B2C</strong>&lt;br&gt;Basic Computer Training for Govt. School teachers (G2G)</td>
</tr>
<tr>
<td>Tamil Nadu</td>
<td><strong>G2C</strong>&lt;br&gt;Electoral services, Transport, Grievances</td>
</tr>
<tr>
<td>Tripura</td>
<td><strong>G2C</strong>&lt;br&gt;MNREGA Data Entry Job, Biometric Ration Card Preparation&lt;br&gt;Tele-homeopathy</td>
</tr>
</tbody>
</table>
# Services Through CSCs (G2C/B2C)

<table>
<thead>
<tr>
<th>State</th>
<th>G2C</th>
<th>B2C</th>
</tr>
</thead>
<tbody>
<tr>
<td>Uttarakhand</td>
<td>Services available at <a href="http://www.indg.in">www.indg.in</a> (India Development Gateway) Income, Caste, Haisiyat, Domicile &amp; Character Certificate through Janadhar Services (State initiative)</td>
<td>Recharge: Airtel, Idea, Vodafone, LIC Premium, Dish TV, Big TV, Tata Sky, IRCTC services, Airlines</td>
</tr>
<tr>
<td>West Bengal</td>
<td>Registration, Employment Exchange, Awareness campaign, Utility services (Electricity, BSNL payment), Postal services, Agricultural Services</td>
<td>Job Trainer, Basic Computers, Typo Tutor Interview etiquettes MS Office Certificates: Hardware &amp; Networking, Diploma in Advanced Computing (DAC), HTML, JavaScript/Java/SQ</td>
</tr>
</tbody>
</table>

## Fillers

**Madhya Pradesh:** A one day training was organized for trainers on e-District Project at District Sagar by AISECT.

**AISECT** organized technical training for VLEs of Gurdaspur District, Punjab.
CSC In The News...

New mission mode projects on education, health and PDS

In your MP really working for you?

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