

CSC Newsletter

May, 201

Skill development through CSCs

Skilled people are the backbone of a growing economy. The knowledge and skills of people will be a major determinant of the pace at which the Indian economy grows. National Skill Development Mission (NSDM), has a target of imparting skills to different employable areas to 50 crore people by the end of 2015 through appropriate skill development efforts.

The target is huge for India, especially given the present situation we are faced with. There is a shortage of skilled personnel on one hand and on the other, there is widespread

inefficiency is where the Common Services Centres (CSCs) are providing their participation in community level programs.

Leveraging CSCs for developing skilled people is one of the modes that Planning Commission is exploring. Department of Information Technology (DIT) is in discussion with Planning Commission to work out the way forward. CSC SPV is expected to play a strong role as an enabler. During the initial discussions with NSDM and Planning Commission it was proposed that CSCs can be leveraged for skills development tasks such as skills mapping, imparting employment training, and job placement. Also with its existing ICT infrastructure the CSC network can be leveraged by the Government to provide development training and other related activities.

Based on inputs received from some Service Centres (SCA), there is little doubt that CSCs are willing to be providing skill development courses. For instance in Kashmir areas that interest VLEs include: Handlooms and crafts; Hospitality & Tourism; Information Technology; Automobile; Healthcare; Education, etc.

A number of CSCs are already imparting vocational training through IGNOU, DOEACC Society, Maharashtra Knowledge Corporation Ltd, IT training centre of Intel and Microsoft. The CSC network is now in the process of collating the best practices on imparting



vocational training through CSCs. Further, the SPV is developing proposals that various Ministries will execute, and is also finalizing a baseline survey that will be under taken by the VLEs for skill mapping.

While the discussions are still progressing, right now only a fraction of the entire CSC network is delivering services related to skills training in rural India. However, as the talks between Planning Commission, NSDM and DIT conclude on a positive note, CSCs would be playing a major role in changing how we impart skills training at the rural level.

K p " v j k u " k u u w g í " "

CSC Implementation Status [í í í í í 0 Page 2](#)

U v c v g " W r f c v g < " i U i k o m i n i s t r y Page 3 í í 0

U E C " R t q h k n g < " L (M " D R a g e m " N v f í í í

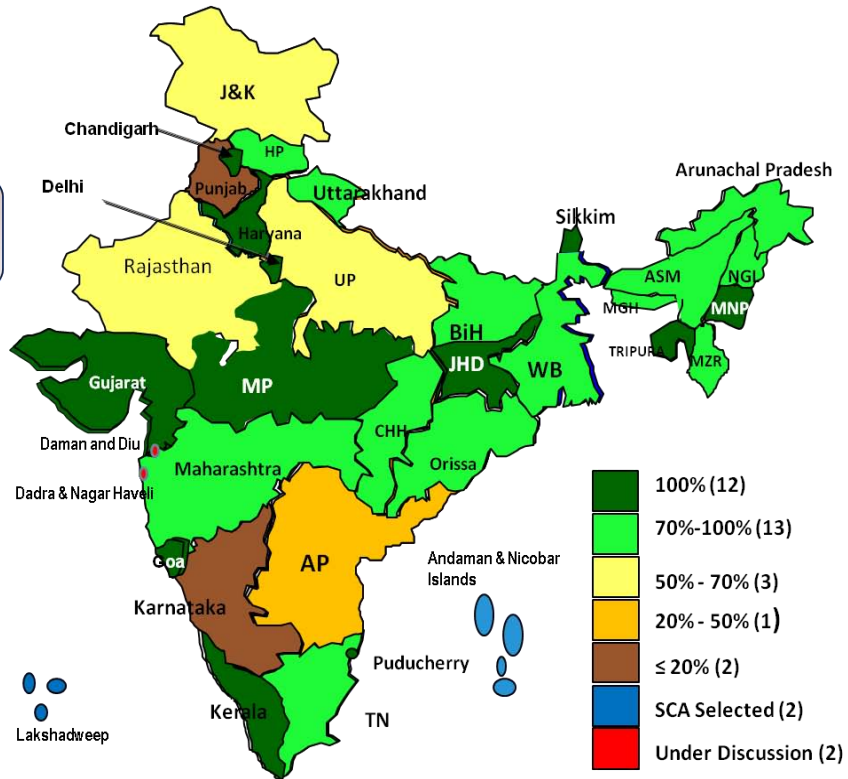
Picture Gallery.. [í í í í í í í í í 0 Page 5](#)

Online Monitoring Tool Based Top 20 CSCs for [C r t k n . " 4 2 3 3 i " i W i r i v i k i o i g Page 6](#)



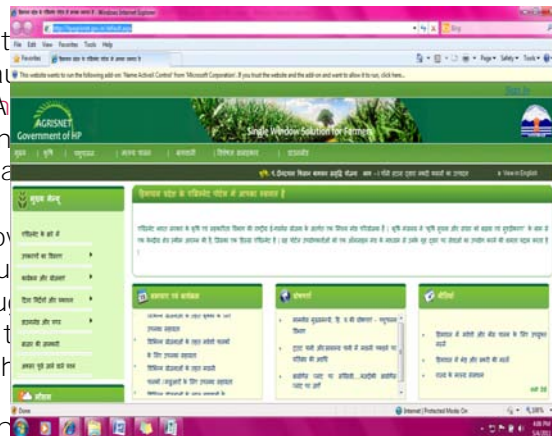
CSC Implementation Status

CSCs rolled out as on April 30, 2011: 94,786



**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. Cabinet has approved the National Rollout of District Mission Mode Project to be implemented in all 640 districts of the country over a period of 4 years.
2. Jharkhand:Garhwa, one of the worst Naxal hit region of Jharkhand, has managed to start banking through Pragma Kendras as per State Government guidelines.
3. Jharkhand:Pragma kendras (CSCs) will function like Panchayat banks to speed up payment to MGNREGA workers' in the State.
4. Himachal Pradesh: The Ministry of Agriculture Government of Himachal Pradesh has launched the AGRISNET Portal www.hpagrisnet.gov.in. A wide range of services and information public schemes; facility for soil health cartography and seasonal information sowing of crops, vegetables, flowers; downloading of application forms from Agricultural departments will be available through CSCs. Further, farmers can also obtain cultural advisory services offered through NET with the help of Lok Mitra Kendras.
5. Sikkim:Forty five VLEs cleared the DOEAO exam in the State.



B-GOVERNANCE SERVICES INDIA LIMITED



Public services closer home

State Update: Sikkim



Winds of transformation

Bestowed with unique culture and beautiful landscape, Sikkim is a picture of perfection and purity. The transformational change that ICT has brought about world over, has not left Sikkim untouched.

The State government is adapting well to ICT. Under the Common Services Centers (CSCs) project, the State has finished 100%-rollout 45 CSCs set up across the State. Infrastructure Leasing and Financial Services Education and Technology Services Division (IL&FSD) was selected as the Service Centre Agency (SCA) in the State in November 2009. The

SCA, since then has been closely working towards improving the way services are delivered to rural citizens

The SCA has also been engaged in revamping the CSC infrastructure, which includes installation of V CSCs, and replacing the old machines with new ones. Besides this, in the last year 2010 1500 school teachers, 609 Panchayat functionaries, and 800 students have been trained through the CSCs ongoing e gram. There was an IT certification training of 1600 school teachers that was also conducted under the SSG programme.

Strategies ahead

The State Govt. is also in the process of organizing awareness campaign in Gangtok and Namchi. In another programme, 45 VLEs cleared the DOEACC CCC exam in Sikkim. The Government of Sikkim expects that in future SCA would add many more of B2C & G2C through CSCs and make the Sikkim CSCs much more self sustainable

be reengineered to make them amenable to computerization and adding more services through CSCs so that they become much more sustainable. CSCs should evolve into integrated citizen centric centers through which citizens can pay their utility bills, register births and deaths and even obtain trading and d

are being offered through CSCs in NREGA Data Entry Job, Biometric Ration Card Preparation, computer training for Govt. School teachers.



Pilot e-Literacy Project through CSC, Sikkim (Hee Yangthang CSC, West Sikkim)

Mr. Verma says that all departments will have powerful serv-

Management Information System (MIS), videoconferencing facility in all the Panchayat Ghars, telemedicine facility (to be made available till the Public Health Centre) are also

To set all ICT projects rolling, the State is making use of its IT infrastructure. A team comprising of 20 hardware engineers, 25 software developers, 10 managerial staffs and around 50 local operators spread across all the remote locations in Sikkim is also provides a strong support to the State.

SCA Profile: J&K Bank



J&K Bank as per OMT

- Planned: 1109
- Rolled Out: 545
- Connectivity Enabled: 422
- Registered on OMT: 119

M - At Your Doorstep

One of the most difficult States in India because of its geography, road infrastructure, lack of modern transportation, various conditions and law and order situation, the implementation of the CSC project in Jammu and Kashmir was going to be a challenge. Given the outreach of J&K Bank, the responsibility of implementation of the Scheme was entrusted to it as a special case. It received a recommendation from the State Government to DIT, GOI.

The Bank started implementation of the project in February 2009. The target for the State was 1109 CSCs. It has managed to set up 545 Centres to cover all 22 districts. Despite difficult conditions, the SCA so far has successfully rolled out 545 CSCs.

To encourage more VLEs to come forward, the SCA has been acting as a facilitator. Its JK Bank CSC Finance Scheme which provides VLEs loan at a subsidized interest rate for setting up their Centre has been a knock out. A loan amount of upto 10 lacs (approx) is provided.

Service Profile

- z Authorized loan documentation Centres: Designating Khidmat Centres as authorized loan documentation centers was the first revenue generating service VLEs offered. On an average, VLEs in the State earn within the range of Rs 3000 to 15000 depending on the volume of business. This service significantly contributes to income generation for them.
- z Financial Inclusion (FI) Programme: The SCA has approved VLEs to act as BC for offering services under FI programme. About 219 centers have already been identified for providing different services under FI. These include right from credit awareness about the banking products, collection & disbursement of small value remittances, sale of insurance, mutual funds and pension products etc. The Bank recently also tied up with FINO for providing smart cards to social security beneficiaries. Khidmat account holders to facilitate collection of payments from Khidmat centers. Few selected centers have already started such payments under pilot project and these services will be made available to other CSCs soon.
- z Utility & education services: Air & railway ticketing, mobile recharges, DTH recharges, payment of insurance premium, DISH TV recharging. Khidmat Centres have also been designated as IGNOU study centres. DOEACC society has agreed to grant permission to Khidmat Centers for registration of candidates for DOEACC certified CCC course. MoUs with Jammu University, JKBOPEE, JKBOSE and DSEK have also been signed to offer their services through CSCs.
- z Telecom Services: Both Aircel & Airtel services are available through Khidmat Centres. In addition, they have also provided SAT for connectivity. Other services offered include internet surfing, DTP, digital photography, and scanning etc.



Picture Gallery

Tripura: Basix and IL&FS organized a homeopathy health camp in the State. Prior to the camp, VLEs actively took part in the awareness program. During the camp the patients too got a chance to interact with Homeopathy Practitioners.



Jharkhand Shri Welfred Lakra, Secretary, MNREGA, Central Government visits Pragma Kendras and interacts with VLEs



April 2011: CSC Uptime Performance

SNo	VLE Name	State Name	District Name	CSC Name	SCA Name	No of days up	No of Hours in (HH:MM:SS)
1	Chandrabhushan kumar	Bihar	East Champaran	Purandra	SREI	30	672:25:11
2	Harsha A Chavan	Maharashtra	Sindhudurg	Shirgaon	SPANCO	30	666:49:01
3	Suresh Babu	Kerala	Thrissur district	Guruvayoor Municipality	KSITM	30	560:38:26
4	Prashant Tamrakar	Madhya Pradesh	Sagar	Maharajpur	AISECT	30	487:11:38
5	Gajendra Dhoriya	Madhya Pradesh	Morena	Jotai	AISECT	30	474:10:57
6	Awadesh Verma	Uttar Pradesh	Hardoi	Harpalpur	SREI	30	449:36:07
7	Saroja Maurya	Uttar Pradesh	Allahabad	Shawadeeh	SREI	30	443:49:08
8	Indrajit M Shinde	Maharashtra	Latur	Lamjana	CMS	30	421:52:49
9	Angad Kumar	Bihar	Lakhisarai	Saidpura	SREI	30	407:59:00
10	Salahuddin Khan	Uttar Pradesh	Mahrajganj	Eaksarwa	SREI	30	405:53:01
11	Nasim Ali	Uttar Pradesh	Sitapur	Jadaura	SREI	30	404:55:08
12	Debendra Karna	Orissa	Sambalpur	Basantpur	SREI	30	403:05:42
13	Priyanka Jain	Rajasthan	Banswara	Arthoona	CMS	30	399:51:23
14	Shashidhar K Gupta	Bihar	West Champaran	Gahiri kothi	SREI	30	390:20:48
15	Mohanish Ranjan	Uttar Pradesh	Gazipur	Dildar Nagar	SREI	30	378:34:39
16	Chet Singh	Uttar Pradesh	Varanasi	Chuppey Pur	SREI	30	369:00:05
17	Nitin V Vetel	Maharashtra	Auranagabad	Csc Sultanpur	CMS	30	367:38:12
18	Harish Bhatia	Uttarakhand	Haridwar	Nayapur	RComm	30	362:09:27
19	Sunil K Mangaraj	Orissa	Koraput	Kakiriguma	SREI	30	360:45:51
20	Sanilal Ahake	Madhya Pradesh	Chhindwara	Kohliya	RComm	30	359:38:38

VLE Success Story of J&K Bank

VLE Name: Rakesh Khajuria
 State: Jammu & Kashmir
 District/Block: Samba Village: Patti
 Monthly income: Rs 20,000
 Email: cscpatti@gmail.com

Village Patti in Samba District was untouched by the information technology (IT) revolution. The SCA in Jammu & Kashmir that he could be an entrepreneur under the CSC Scheme was opened up to a population of over 10,000 people (from Patti and surrounding areas). Prior to that, people had to walk miles to even get themselves clicked. The Khidmat Centre not only brought convenience to the lives of these villagers but also helped him bring a good monthly income of up to Rs 20,000.

Through his CSC, Khajuria provides number of services like printing of ID cards & lamination, designing, scanning & printing of documents. Various job forms too are available through his Khidmat Centre. Khajuria also enrolls school students of his village for learning through his CSC. Recognizing his performance, Department of Information Technology, Government of India had honoured Rakesh Khajuria during National Conference on e-Governance in Aurangabad in February, 2011. Khajuria was one of the top 25 successful VLEs in the country.



e-GOVERNANCE SERVICES INDIA LIMITED



राष्ट्रीय ई-गवर्नेंस योजना
 National e-Governance Plan

Public services closer home

Services Through CSCs (G2C/B2C)

State	Services in Brief
Andhra Pradesh	G2C Information services of Agriculture & Cooperation Department Utility services (Electricity, BSNL bill payment), Online Form Filing, Form submission, Certificates Land Record Services
Assam	G2C CSCs as stamp vendor for selling 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, Java, JavaScript
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, Java, JavaScript
Chhattisgarh	G2C:VLEs appointed as Choice Agents
Gujarat	G2C Land Records, Utility services (Electricity bill payment), Birth Certificate, Death Certificate, forms
Haryana	Nakal of Land Records, Caste, Domicile Certificates, Social Welfare Schemes, India Gandhi Vivah Shagun Yojna (IGPVSY), Ration cards
Himachal Pradesh	G2C Agricultural Advisory services, Sanadhan, 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)
Jharkhand	G2C NREGA MIS Data Entry Service, Digitization of national 18th cattle survey data, Jail Sakshatkaar, 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



B-GOVERNANCE SERVICES INDIA LIMITED



राष्ट्रीय ई-गवर्नेंस योजना
National e-Governance Plan

Public services closer home

Services Through CSCs (G2C/B2C)

Kerala	G2C Utility services (Electricity, BSNL, water bill payment); Agricultural services
MP	G2C MP Online Services, Financial Inclusion (Banking Correspondents)
Maharashtra	G2C Land Records Affidavits Utility services (Electricity bill payment, Water connection), Certificates (Birth, Death, Caste, Domicile, Non-Resident, U/O #) 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), Stone crusher license, Stone Mine License. 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 B2C Big TV; BSNL; BSNL; Dish TV; Idea MSEDCL Reliance CDMA/GSM (PostPaid); Suvidha IRCTC; Suvidha LIC; Suvidhaa Mobile Recharge Tata CDMA Recharge; Tata Sky Virgin Mobile; Mobile Recharges; Mobile and DTH recharge
Mizoram	e-District Services
Orissa	G2C Birth and Death certificates, property tax, Utility services (Electricity and BSNL), trade license B2C Job Trainer, Basic Computers, Typo Tutor Interview etiquettes MS Office Certificates: Hardware & Networking, Diploma in Advanced Computing (DAC), HTML/Java/Script
Rajasthan	G2C Utility services (Water; Electricity bill payment), Land Records, Salary computerization Certificates: Bonafide; Income; Caste Certificate, Renewal of Ration Card Form for PAN Card & new Ration Cards B2C Bill Payment for: Mobile; Landline; WLL, Ticket Booking Revaluation Form, Deposition of Exam Fee & Application Forms Selling of: Stamp Papers; Revenue ticket; Addition & deletion of name in Ration Card
Sikkim	G2C MNREGA Data Entry Job, Biometric Ration Card Preparation B2C Basic Computer Training for Govt. School teachers (G2G)
Tamil Nadu	G2C Electoral services, Transport, Grievances
Tripura	G2C MNREGA Data Entry Job, Biometric Ration Card Preparation Telehomeopathy

Services Through CSCs(G2C/B2C)

Uttar Pradesh	<p>G2C e-District services, Lokvani services, NREGA digitization work, Print outs of unsigned Land Records Certificates: Caste, Domicile, Handicapped, Income, Death and Birth.</p> <p>B2C Job Trainer, Basic Computer education, Typo Tutor Interview etiquettes MS Office Certificates: Hardware & Networking, Diploma in Advanced Computing (DAC), HTML, JavaScript Java/SQ IGNOU Diploma in Advance Computing IGNOU Certificates in: SQL, Flash, HTML, JavaScript Tally ERP Training in spoken English Janta Plus Accident Policy Gramian Suraksha Motor Insurance IRCTC</p>	Land Records
Uttarakhand	<p>G2C Services available at www.indg.in (India Development Gateway) Income, Caste, Haisiyat, Domicile & Character Certificate through Janadhar Services (State initiative) B2C Recharge: Airtel, Idea, Vodaphone, LIC Premium, Dish TV, Big TV, Tata Sky, IRCTC services, Airlines</p>	(State initiative)
West Bengal	<p>G2C Registration, Employment Exchange, Awareness campaign, Utility services (Electricity, BSNL payment), Postal services, Agricultural Services B2C Job Trainer, Basic Computers, Typo Tutor Interview etiquettes MS Office Certificates: Hardware & Networking, Diploma in Advanced Computing (DAC), HTML, JavaScript/ Java/SQ</p>	Airlines

Manipur:DOEACC Manipur conducted a two day training programme for 20 VLE's from April March 31 2011 at Imphal.



