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 Skills Development Mission (NSDM), has a target of imparting skills in different employable areas to 50 crore people by the year 2022 through appropriate skill development efforts.

The target is huge for India, especially given the paradoxical situation we are faced with. There is a shortage of skilled personnel on one hand and on the other, there is widespread unemployment of the ‘educated’. The gap in terms of skill deficiency is where the Common Services Centres (CSCs) Scheme is expected to pitch in with their experience in enhancing people’s 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 round of discussions with NSDM and Planning Commission it has been proposed that CSCs can be leveraged for skills development tasks such as skills mapping, imparting pre-employment training, and job placement. Also with its existing ICT infrastructure, CSC network can be leveraged by the Government to offer skill development training and other related activities.

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

A number of CSCs are already imparting vocational courses through IGNOU, DOEACC Society, Maharashtra Knowledge Corporation Ltd, IT training course of Intel and Microsoft. The CSC SPV is now in the process of collecting 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.

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1. Cabinet has approved the National Rollout of e-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 Pragya Kendras as per State Government guidelines.

3. Jharkhand: Pragya 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.hpgrisnet.gov.in. A wide range of services and information about public schemes; facility for soil health cards; topographically and season-wise information on sowing of crops, vegetables, flowers; downloading of application forms from Agriculture and allied departments will be available through the CSCs. Further, farmers can also obtain the agricultural advisory services offered through AGRISNET with the help of Lok Mitra Kendras.

5. Sikkim: Forty five VLEs cleared the DOEACC CCC exam in the State.
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&FS-ETS) 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 by providing education, banking and other value added services through the CSC’s.

The SCA has also been engaged in revamping the CSC infrastructure, which includes installation of V-SATs in all CSCs, and replacing the old machines with new ones. Besides this, in the last FY 2010-11, more than 1500 school teachers, 609 Panchayat functionaries, and 800 students have been trained through CSCs ongoing e-literacy programme. There was an IT certification training of 1600 school teachers that was also conducted under the SSA 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, the SCA would add many more of B2C & G2C through CSCs and make the Sikkim CSCs much more self sustainable!

Mr. Rajesh Verma, Principal Director, IT, Government of Sikkim says that, “Procedures in the Government would be re-engineered to make them amenable to computerization and e-governance 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 driving licenses.” He further says, “it would be ideal if all online transactions could be secured by a fool proof mechanism of digital signature and biometric like fingerprint and IRIS recognition.” Currently, some G2C & B2C services that are being offered through CSCs include—MNREGA Data Entry Job, Biometric Ration Card Preparation, basic computer training for Govt. School teachers.

Mr. Verma says that all departments will have powerful servers for back office computerization. He adds, “A working Management Information System (MIS), videoconferencing facility in all the Panchayat Ghars, telemedicine facility (to be made available till the Public Health Sub-Centre) are also being worked out.” The State is also in the process of rolling out Suvidha Services.”

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.
‘Khidmat’ - At Your Doorstep

One of the most difficult States in India because of its geography, road infrastructure, lack of modern transportation, weather conditions and law and order situation, the implementation of the CSC project in Jammu and Kashmir was going to be tough. Given the outreach of J&K Bank, the responsibility of implementation of the Scheme was entrusted to it as a special case after 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 - also called Khidmat 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 Rs.1.60 lacs (approx) is provided.

Service Profile

- **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-Rs 15000 depending on the volume of business. This service significantly contributes to income generation for them.

- **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 creating awareness about the banking products, collection & disbursement of small value remittances, sale of insurance, mutual fund and pension products etc. The Bank recently also tied up with FINO for providing smart cards to social security benefit account holders to facilitate collection of payments from Khidmat centers. Few selected centers have already started making such payments under pilot project and these services will be made available to other CSCs soon.

- **Utility & education services**: Air & railway ticketing, mobile recharges, DTH recharges, payment of insurance premiums, & DISH TV re-charging. Khidmat Centres have also been designated as IGNOU study centres. DOEACC society has also agreed to grant permission to Khidmat Centers for registration of candidates for DOEACC certified CCC course. MoUs with Kashmir University, JKBOPPE, JKBOSE and DSEK have also been finalized to offer their services through CSCs.

- **Telecom Services**: Both Aircel & Airtel services are available through Khidmat Centres. In addition, they have also been provided V-SAT for connectivity. Other services offered include internet surfing, DTP, digital photography, and scanning etc.
Tripura: Basix and IL&FS organized a tele-homeopathy health camp in the State. Prior to the camp, VLEs actively took part in awareness and sensitization drives. VLEs organized sensitization rally’s, put up banners, & interacted with the villagers. During the camp the patients too got a chance to interact with Homeopathy Pharmacist.

Jharkhand: Shri Welfred Lakra, Secretary, MNREGA, Central Government visits Pragya Kendras and interacts with VLEs
April 2011: CSC Uptime Performance

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) wave before Khidmat Centre was set up. Rakesh Khajuria’s zeal to take IT to his village convinced J&K Bank, the SCA in Jammu & Kashmir that he could be an entrepreneur under the CSC Scheme. His CSC was opened up to a population of over 10,000 people (from Patti and surrounding villages). 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 home a fairly good monthly income of up to Rs 20,000.

Through his CSC, Khajuria provides number of services like printing of ID cards & wedding 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 computer learning through his CSC. Recognizing his performance, Department of Information Technology, Government of India had honoured Rakesh Khajuria during the 14th National Conference on e-Governance in Aurangabad in February, 2011. Khajuria was one of the top 25 top performing VLEs based on the uptime performance recorded by CSC Scheme’s online monitoring tool.
<table>
<thead>
<tr>
<th>State</th>
<th>G2C</th>
<th>B2C</th>
</tr>
</thead>
<tbody>
<tr>
<td>Andhra Pradesh</td>
<td>Information services of Agriculture &amp; Cooperation Department, Utility services (Electricity, BSNL bill payment), Online Form Filing, Form submission, Certificates Land Record Services</td>
<td></td>
</tr>
<tr>
<td>Assam</td>
<td>G2C, CSCs as stamp vendor for selling of non-judicial Stamp and Stamp paper Certificates, Pension, Grievances, Jamabandi, Utility services (Electricity bill payment)</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>
<tr>
<td>Bihar</td>
<td>G2C, RTI service, Birth Death, Caste, Income and residential certificates, NREGA Services, Public Grievance Redressal System</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>
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<tr>
<td>Chhattisgarh</td>
<td>G2C: VLEs appointed as Choice Agents</td>
<td></td>
</tr>
<tr>
<td>Gujarat</td>
<td>G2C, Land Records, Utility services (Electricity bill payment), Birth Certificate, Death Certificate, forms</td>
<td></td>
</tr>
<tr>
<td>Haryana</td>
<td>G2C, Nakal of Land Records, Caste, Domicile Certificates, Social Welfare Schemes, India Gandhi Vivah Shagun Yojna (IGPVS), Ration cards</td>
<td></td>
</tr>
<tr>
<td>Himachal Pradesh</td>
<td>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)</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>
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<tr>
<td>J&amp; K</td>
<td>G2C: Financial Inclusion (Banking Correspondents)</td>
<td></td>
</tr>
<tr>
<td>Jharkhand</td>
<td>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 disbursement Other digitization works</td>
<td>Railway ticketing Mobile Recharge 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</td>
</tr>
<tr>
<td>State</td>
<td>Services Through CSCs (G2C/B2C)</td>
<td></td>
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</tr>
</tbody>
</table>
| 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-creamy layer, Marriage, Senior Citizen, student’s income etc)  
Disbursal of social sector scheme benefits (Financial help to freedom fighters, Indira Gandhi Awas Yojna, Jannachi 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-PW; 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, JavaScript/Java/SQ |
| 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  
Tele-homeopathy                                                                               |
### Uttar Pradesh

**G2C**

- e-District services, Lokvani services, NREGA digitization work, Print outs of unsigned Land Records
- Certificates: Caste, Domicile, Handicapped, Income, Death and Birth.

**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

### Uttarakhand

**G2C**

- Services available at [www.indg.in](http://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

### West Bengal

**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

### Manipur:

DOEACC Manipur conducted a two day training programme for 20 VLE's from March 31 - April 1, 2011 at Imphal.
CSC In The News...

You can also follow us on twitter.com/CSC_India and page www.facebook.com/cscscheme. VLEs are encouraged to sign-up on these page and participate in the discussions.

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