Celebrating Empowerment

In the remotest villages of India to the cities that are in the midst of all initiatives that are driven towards the rural connect programs and the welfare schemes, the winds of change technology is striking are, perhaps not unheard of. As a matter of fact, India got lucky to show the world media too what the tools of information technology are bringing to its plate as American President Barrack Obama during his high profile visit to India (from Nov 6-9) briefly interacted with a nondescript Kanpura village of Rajasthan ' s Ajmer district via video-conferencing (VC) . Hundreds of villagers flocked the gram panchayat office where a large screen for the VC was put up.

This is the power of information technology and innovation that is touching the rural India like never before. In this edition of November CSC Newsletter, we are pleased to bring to our sincere readers some snapshots of the key developments that helped CSC scheme, an integral part of Government' s e-governance agenda to keep its pace.

Perhaps, some key developments in Jharkhand and Kerala, helped the two states stand out from the crowd. The introduction of e-filing of commercial taxes via the CSCs ' in Jharkhand, is estimated to assist over five lakh traders based in remote areas to file commercial taxes online. While Jharkhand leaps forward to an e-filing platform, Kerala celebrated the success of Akshaya Centers by launching a massive awareness campaign.

Various training and IT skill enhancement programs were conducted in the far flung states of the north-east including Assam, Meghalaya, and Sikkim, besides orientation camps for the village level entrepreneurs held in Jharkhand. While different states are doing things at their own pace, the fact is that ensuring and enabling service delivery, via the ' CSC thread ' is what is binding all together.

~ Editor

In this issue…

State Report:

- *Jharkhand—*Walking The Steady Road

Key SCA Partner—GNG:

- **GNG enables Himachal to leap forward into an era of information technology**

Newsbytes From the States:

- **Kerala launches an awareness campaign to celebrate success of Akshayas.**

- **Tamil Nadu launches e-District services for the Revenue Department.**
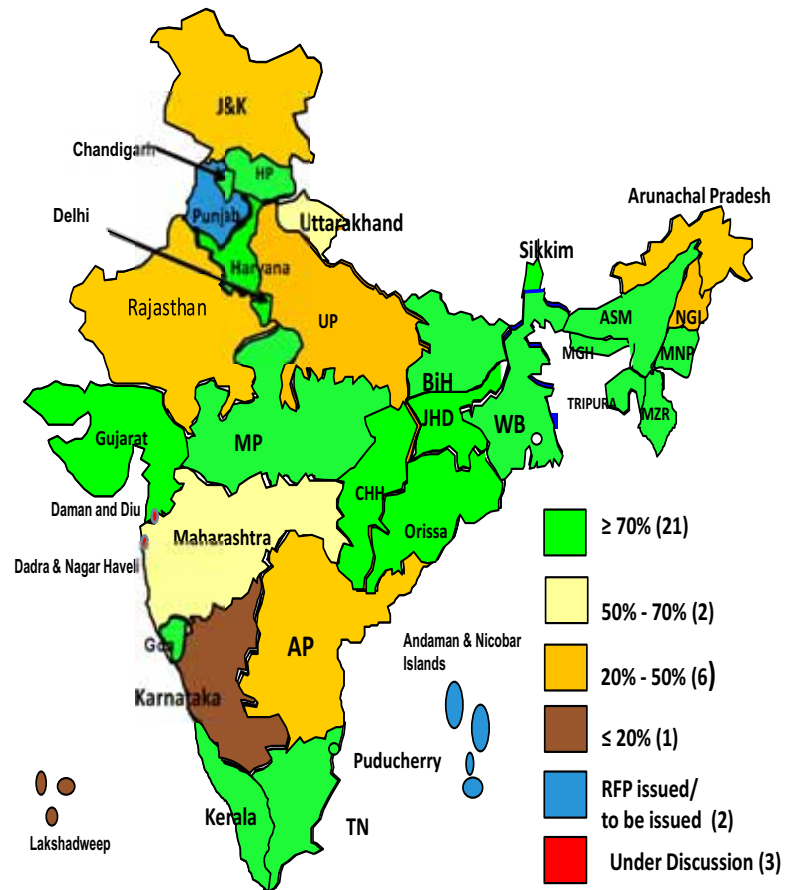
Snippets from the CSC Ecosystem

CSC in the News

CSC
e-GOVERNANCE SERVICES INDIA LIMITED

राष्ट्रीय इ-गवर्नेंस योजना
National e-Governance Plan

Public services closer home

Progress as on October 31, 2010

- CSC rolled out - 85,506

J&K

Chandigarh

HP

Delhi

Punjab

Uttarakhand

Arunachal Pradesh

Haryana

Sikkim

Rajasthan

UP

ASM

NGL

MGH

MNP

BiH

JHD

WB

TRIPURA

MZR

Gujarat

MP

CHH

Daman and Diu

Orissa

Maharashtra

Dadra & Nagar Haveli

Andaman & Nicobar Islands

Goa

AP

Karnataka

Puducherry

Kerala

TN

Lakshadweep

≥ 70% (21)

50% - 70% (2)

20% - 50% (6)

≤ 20% (1)

RFP issued/
to be issued (2)

Under Discussion (3)

Due to termination of SCAs, some CSCs are non operational in Andhra Pradesh, Haryana, Maharashtra, Tamil Nadu, Uttar Pradesh and Uttrakhand.

Snippets from the CSC ecosystem…

1. E-Siksha programme was launched in Assam by the SDA (AMTRON) at Dhubri District.
2. Basic IT training was organized for Sikkim Armed Police (SAP) Personnel and local unemployed youth in Panthang CSC of the state.
3. AISECT, one of CSC's service provider was selected among the final four at the Schwab Social Entrepreneur Of The Year Award 2010.
4. The Agricultural Department of Andhra Pradesh conducted an awareness programme for the VLEs of Karimnagar District to facilitate delivery of agri-based services to the citizens.
5. Kerala State IT Mission Team signed an MoU with CHIAK (comprehensive Health Insurance Agency of Kerala) for issuing Rashtriya Swasthaya Bima Yojna cards to BPL families.
6. In Rajasthan a state level agreement was signed by Rajasthan State Roadways Transport Corporation for sale of roadways tickets to citizens through the CSCs.

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Pragya Kendra: Jharkhand

Clouds of change: Under the Common Services Centres scheme, the state of Jharkhand is envisaged to set up 4562 CSCs. Despite the fact that 85% of the state is naxal inflicted and also a difficult terrain, Jharkhand has managed to do fairly well. Service centre agencies of Jharkhand namely – Zoom Developers, UTL, and AID – reported 92% rollout as on Oct 31, 2010.

Digitization of ration cards: The news on the e-district project, the pilot of which is being done in Ranchi too is encouraging. The digitization of six lakh ration cards for Public Distribution System (PDS) has been handed over to the SCA of the district. The Jharkhand CM has directed that the digitization of all ration cards of the State will be done through CSCs on similar lines.

A merger with a difference: The fact that the overall CSC ecosystem of the state served as a platform towards the enabling smooth delivery of services to the people, has helped Jharkhand stay in news. Significantly, the Rural development Department and National Rural Employment Guarantee Act (NREGA) Commissioner has initiated Financial Inclusion through Bank of India to facilitate NREGA wage disbursal through the CSCs. Bano block of Simdega District has been taken up as a pilot, along with Kanke (block of Ranchi) and Baghmara.

Jharkhand goes the e-filing way: Over five lakh small traders based in the remote areas of Jharkhand can now go for online filing of the commercial taxes. Now a simple and transparent process, before the launch of the service by the state earlier this month, it was a cumbersome practice, as it involved collection at the block level service centres. The state commercial taxes department's public notice listed as many as 261 Pragya Kendras (or facilitation centres), at the block and district headquarters where traders, with annual turnover of over Rs 40 lakh, can file their tax returns without going through the trauma of standing in long queues and dealing with uncooperative officials.

Services enabled: Digitization of data, MIS entry for NREGA, e-filing, examination results, video conference in jail.

Key SCA Partner: GNG

GNG is a Service Centre Agency implementing the CSC scheme in association with the State Government in the rural areas of Himachal Pradesh. A part of Terra software, GNG has a network of about 1500 Lok Mitra Kendras, which includes some difficult terrains — Lahaulstipi, Kinnour, Sirmour. Total CSCs to be rolled out stands at 2070.

Through this network, GNG has not only opened up employment avenues for the rural population, but also given the much required 'push' to develop rural entrepreneurship. This is a new facet of development in the otherwise agriculture intensive rural economy.

Each CSC has on offer a bouquet of B2C and G2C services, which are customized according to the needs of the rural people to empower them and uplift their standard of living. These Lok Mitra Kendras are the epitome of decentralization of technology, development and sustainable growth. The Lok Mitra Kendras provide most basic services such as education, banking, insurance etc. to enrich and nourish the lives of the have-nots of the country. The path is rugged, more milestones are yet to be set…

Services enabled in HP so far…

Electoral card; HPSEB bill collection; e-Samadhan; agri-business; IRCTC - Train Booking/Bus Booking/Tour & Travel Packages; financial insurance services; online insurance; certificate computer courses: IETS, DOEACC; Educational Courses: E-PGDM, BBA, PGDCA; vocational courses, among others.

VLE : Vijay Kumari
GP: Roat - II
District.: Kullu
Villages Covered: 13
Panchayat population: 3000

Vijay Kumari's continuous efforts at creating awareness has made CSC scheme successful in her panchayat villages. She tops the category of our Women Entrepreneurs. She provides online business services i.e. General Insurance – Motor, Health, DTH Sale, PAN Card Services, computer education (going to upgrade to DOEACC) through which her income has significantly increased within a short period of her joining the CSC scheme.

VLE: Sh. Raghuvir Singh
GP: Gopalpur
District: Shimla
Villages Covered: 5
Panchayat population: 3500

Raghuvir Singh is someone with lots of zeal and enthusiasm. He would go out of his way to introduce each and every service being offered in his panchayat, located in a remote location. He started his CSC offering with basic mobile recharge services and is now initiated all other services like insurance, computer educational courses etc. He has set good example for the rest of the VLEs by earning a respectable position among his fellow villagers.

National e-Governance Plan
Public services closer home

Newsbytes From The States

(Above from left): IT Awareness camp by AMTRON & a health camp were organized at Jorhat, Assam by SREI. (Below from left): A VLE training camp and a CSC awareness camp at Assam.

Shillong, Meghalaya: DOEACC Meghalaya, conducted a two day training programme in the mid week of October to train the VLE's and to emancipate their IT proficiency. The batch of 30 VLE's were amongst the first four groups that participated from the East Khasi Hills for this purpose. The Instructor delivered a lecture on the basic IT Skills. which will help VLE's to be a smooth channel for delivering the upcoming G2C & B2C services in the State of Meghalaya.

Sonitpur, Assam: The one day exhibition organized to showcase G2C services to visitors by Assam State IT Dept. also served as an IT Awareness camp for the citizens. On this occasion, IT Department distributed the "Best VLE Certificate" to the future rural entrepreneurs providing the best services to the citizens at their respective CSC's across 27 districts of Assam. Smt. Gita Das Saikia, VLE from Sonitpur district was facilitated with a desktop computer for submitting highest number of G2C applications (More than 940).

Newsbytes From The States

Thiruvananthapuram, Kerala: The Akshaya centre's, which began as facilitators for e-literacy programmes, have now got an official recognition as the notified service centers'. Akshaya center, that was earlier launched by Kerala State Information Technology Mission as an initiative to address the backwardness of Malappuram district, is now bringing benefits of technology to the entire population of the State.

Over 2,200 centers' are open across the state with at least two centers' (e-Kendra) in every village panchayat. Akshayas have grown from being a facilitator for e-literacy programme to being a facilitator of government to citizen (G2C) services. In another development to commemorate the success of Akshaya, an awareness campaign called "Akshaya Janasevana Prajarana Yathra" was organized across the state. This involved moving a decorated caravan from Kasargode (northern most district) to Thiruvananthapuram (the state capital in the southern most district).
The caravan was flagged off by Chief Minister through a Video conference which was broadcast in all districts. It was attended by the Akshaya entrepreneurs. In each districts processions were organized and also cultural programs to receive the caravan. The ten day caravan was a big success.

Kolkata, West Bengal: The State Designated Agency of West Bengal has developed a dedicated web-based module to provide assistance to bidders intending to perform activities related to e-procurement through the CSCs. Thirty two VLEs have been authorised for delivering the services across the 18 districts in the pilot phase. P&RD Dept. State Govt. has issued the G.O. for enabling the delivery of the services related to online bid submission though CSCs. As on Oct 31, 2010, 5,578 CSCs have been rolled out against the target of 6797 CSCs as reported by the State Government.

In another development, the model CSC at the SDA headquarter run by Self Help Group (SHG) members have started operating and are currently providing online services like railway ticket booking and mobile recharges..

Newsbytes From The States

Krishnagiri, Tamil Nadu: Adding one more feather in its cap, Tamil Nadu launched e-District services for the Revenue Department on Oct 15. A web based workflow system handles the complete workflow right from receipt of applications from CSC to the final approval of the certificate by the Revenue Divisional Officer (ST certificate), Tahsildar (SC, Deserted Women & Income certificate (above Rs.50,,000), Zonal Deputy Tahsildar (BC/MBC , No Graduate in the family, Income – less than Rs.50,000). The workflow covers five levels namely village, firka, zone, taluk and revenue division.

The web based application will initially be operational in five taluks of Krishnagiri District. It will subsequently be extended to five districts, namely Ariyalur, Coimbatore, Nilgiris, Perambalur Tiruvarur. The system provides the citizen the facility to view the status of the application through the website. The system has been developed using Open Source Technology – JSP, Servlets, Posgres, SQL. 2D Barcode has been adapted for any where verification using mobile. The application has been integrated with digital certificates for signing and verifying the certificate. DIT Pavilion put up at the IITF . Follow the link to get more details…(http://edistrict.tn.gov.in/certificates_csc for filing of applications for Certificates and http://edistrict.tn.gov.in/revenue for backend processing by Revenue Department).

New Delhi: DIT Pavilion put up at the IITF (from Nov 14-27) showcased various public and social sector services such as Copy of Record of Rights, Applications for Job Card Under MGNREGA. One of the main attractions was a model CSC displaying various services including e-learning and e-Education which can be accessed in the villages through CSCs across the length and breadth of the country. Other applications and information related to e-Security, e-Procurement, Online Registration of Companies etc. are also on display. Shri Shashi Kant Sharma, Secretary, DIT inaugurated the CSC, and Shri Sachin Pilot visited the CSC.

CSC In The News…

मुलाकातियों को बंदी से मिलने अब जेल जाने की जरूरत नहीं

अपने गांव–पंचायत से कर सकेंगे बात

पंचायत भवन में चलेंगे प्रज्ञा केंद्र : डीसी

तकनीकी क्षेत्र में आगे आ रहीं युवतियां

गांव–गांव में आएगी
ई–गवर्नेंश से क्रांति

एक छत के नीचे मिलेंगी सुविधाएं

कंडाघाट में ग्राम सुगम केंद्र पर बांटा ज्ञान

पंचायत चुनाव

दिसंबर तक सभी पंचायतों में प्रज्ञा केंद्र

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