Empowerment of communities is not an easy task. It involves access to information, ability to use that information and achieve desired objectives and finally hold those responsible accountable. Individuals and institutions that act as catalyst in this process i.e. are able help bring about this change are perhaps single most essential element in the process. To help CSCs perform their role as catalyst even better, DOEACC is offering CCC training and certification for VLEs which will not only improve their own skills but will also create another revenue earning opportunity of them.

Over the years CSCs have done an excellent job of creating relevance in local communities as well as governance institutions through their ability to connect the hitherto under-served communities to decision makers. Three stories in the current issue highlight the critical role CSCs play in the lives of rural communities.

The stories from Odisha & Himachal Pradesh showcase the use of ICT for empowering citizens. In Odisha, new initiative of electronic gateway system has been established through which citizens now can file online RTI complaints/appeal to the State Commission online through the CSCs. While in the HP initiative, grievances of people can now be tracked ensuring better monitoring at all levels. Given the information asymmetry existing in rural India, these services will act as Manna from heaven. The story from Jharkhand showcases how CSCs can help serve the needs of the poorest of poor - especially those whose needs which not always apparent but can make a significant difference to the lives of people. Under trials and their families perhaps may not be the most obvious target audience for CSCs but Jharkhand has demonstrated that CSCs can be used even for inmates and the video conferencing enabled through CSCs can greatly reduce stress among prisoners regarding the well-being of their family members. Kudos to Jharkhand for original thinking!

On similar tracks the Commonwealth Express is chugging along spreading the message about empowerment through ICT across the length and breadth of the country. Over Five Lakh Seventy Thousand people have so far explored the exhibits on the train and it is expected that by the time train reaches back to Delhi on 1st October 2010, this number would cross Six Lakh. The halts for the remaining journey are in the newsletter. Happy Train Spotting!
Progress So Far (As on 31st August 2010)

• CSC rolled out - 83,685

*Jharkhand, Haryana reported 100% CSC rollout, however due to termination of SCA in Haryana, 561 out of 1159 CSCs are non operational. Similarly, in UP, TN, Uttarakhand, Maharashtra, AP, due to cancellation of contract around 4000 CSCs are non operational.

<table>
<thead>
<tr>
<th>Item</th>
<th>Status/ States</th>
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<tbody>
<tr>
<td>Online Tool Installation Completed</td>
<td>47001</td>
</tr>
<tr>
<td>CSC workshops being organized by ASSOCHAM</td>
<td>Delhi</td>
</tr>
<tr>
<td>DOEACC Training for VLEs on CCC commenced</td>
<td>Mizoram</td>
</tr>
<tr>
<td>Online RTI application filling started through CSCs</td>
<td>Orissa</td>
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Tamil Nadu was one of the first states in the country to formulate a comprehensive IT policy as early as 1997, which was revised in the year 2002. This was to leverage IT to herald prosperity in the State and thereby turn Tamil Nadu into a Knowledge-empowered State.

ECZITE – Empowering citizens through Information Technology—a monthly newsletter by IT department of the State is released with a view to increase awareness about the activities undertaken by the State departments in making services available to the citizens at their doorsteps, using the tools offered by ICTs and to share best practices among the departments to enhance the efficiency of the Government.

Online Social welfare schemes like the marriage assistance scheme were launched under the e-District project wherein the citizens can file online applications at the Common Services Centers (மக்கள் கணினி மமயம்) and avail their benefits. The Adi Dravidar post-metric scholarship scheme was launched, through which students can ascertain the status of their scholarship application through the Common Service Centers and receive mobile SMS alerts on the benefits sanctioned. Online Agricultural land ownership details (Patta extracts) are also being issued through Common Services Centers. (http://taluk.tn.nic.in/)

Sahaj – CSC Auto Campaign launch by Krishnagiri District Collector

Launch of web based Social welfare scheme by Minister of Social Welfare and Information Technology

Tamil Internet exhibition at the world Classical Tamil Conference, Coimbatore

People’s Computer Centers, at Venkatapuram & Devasamudram Village in Krishnagiri district

Press coverage on Online Scholarship launch

EcZITe – Monthly newsletter to empowering citizens through IT
Sahaj e-Village under the Common Service Center Scheme under NeGP has strongly begun to bridge the digital divide in more than 100 districts, across 60,000 villages and thereby benefitting up to 200 million rural citizens in the States of West Bengal, Assam, Tamil Nadu, Uttar Pradesh, Bihar and Orissa.

What started as an electronic means of public services delivery to rural India, has today transformed into a one-stop solution for a wide range of services. Out of the targeted 28006 total CSCs to be set up by Sahaj, they have already rolled out 20000+ CSCs across the six States – offering services as varied as education, electricity and telephone bill collection, railway ticket reservation, mobile recharge services, insurance services and matrimonial services. Some B2C services also offered are: mobile top-ups, internet surfing, train ticket booking, digital photography etc.

SREI Sahaj achieved an important breakthrough in carrying out total cash transaction in a single day (in the month of August) in the State of West Bengal which peaked to Rs. 89 Lakhs – a testimony of the power of IT and entrepreneurship in serving rural citizens.

SREI has partnered with the leading insurance providers – DLF Parmerica Life Insurance, Tata AIG Life and National Insurance Company in order to bring insurance products to the doorsteps of rural customers. The services are life insurance, personal accident insurance, four-wheeler insurance and household insurance. Sahaj Academy – The training wing has embarked upon an ambitious mission to set up Skill Development Centers across all districts. Chaakri.co.in – Sahaj’s blue collared job portal has employed 1200 candidates in the last 6 months. They have also tied up with Tata Sky to offer Tata Sky Set Top Boxes through CSCs. SREI also offers e-learning courses under ETWLS.

**G2C Services offered:**

- Social Welfare Services like training, Copy of Record of Rights (Tamil Nadu)
- Issuing of Duplicate receipts, doing new registrations, electricity bill collection through the CSCs, bill payments and collections for fixed line and post paid mobile telephones (West Bengal)
- e-District services (Uttar Pradesh and Assam)
- District services (Uttar Pradesh and Assam)

**Bhawana Singh**

**Income from Sahaj Online Services:** Rs. 94530

**CSC Location:** Hardoi, Uttar Pradesh

Today Bhawana Singh is a successful entrepreneur earning sufficient income with a respectable position in the society. Every month, her performance and subsequent income level keeps growing steadily. She started her venture into the world of information technology by taking interest in the CSC Scheme implemented by SREI Sahaj. Today she has chalked out an opportunity of earning potential for herself which also helps her fellow villagers immensely by providing valuable information and services.

**Karthik Jayaraj**

**Income from e-learning:** Rs. 3600

**CSC Location:** Krishnagiri, Tamil Nadu

Physically disabled Karthik with help of CSCs has earned respect and a standard source of income. Today he successfully runs his CSC, drives his Maruti car, and yearns to instill hope, encourage and share resources with fellow VLEs.
Web enabled Adi Dravidar Scheme (Tamil Nadu)

The Tamil Nadu Government launched a web-enabled Adi Dravidar scholarship scheme with complete workflow system at the State, District and Institutional levels. The new portal – http://edistrict.tn.gov.in under NeGP will reduce the delays in issuing scholarships and make the status of the scholarship application available online which can be viewed through the CSCs by needy students, their parents and even Public officials.

This procedure would enable transparency in providing the scholarships to students studying in colleges. The complete business flow would be maintained right from the receipt of the application from a public access point like a CSC to the sanctioning of the scholarship till the completion of scholarship disbursement to the students by the District Adi Dravidar Officers. Apart from this, there would be a provision of tracking the work flow at every level. The status of the scholarship would be made available to the students and institutions online and there would also be a facility to view the various monitoring reports by the Senior Officers in the Department.

Receive Online RTI application from CSC Centers (Orissa)

Orissa Information Commission launched 3 new initiatives viz: Internet Filing System, Touch Screen Computer and Video Conferencing Facility. Shri D.N. Padhi, Hon’ble State Chief Information Commissioner inaugurated the new initiative of electronic gateway system through which citizens now can file online complaints/appeal to the State Commission online through the CSCs. The State Commission has made this system very much accessible to citizens by receiving online complaints in plain paper and the second appeal in Form ‘E’ on its web site www.orissasoochanacommission.nic.in. All the complaints and appeals would get a system generated case registration number (CRN) which can be used to directly check the status of the petition on the State Commission web site through the CSCs. The fees can be paid through credit or debit cum ATM card. Online application of information is also made available by PIO of Orissa Information Commission. Information seekers can take advantage of the facility of internet payment for e-filing of complaint/ first appeal. This is facilitated with the support of HDFC Bank. The State Commission is planning to make this facility available at all the Common Service Centers at the Block level and also at the headquarters of the bigger Gram Panchayats and small towns. Apart from the services on the website, a toll free helpline (BSNL) and a touch screen computer are the other means to track cases in the Orissa Information Commission.
Jammu & Kashmir Bank bags Wisitex ICT Ratan Award 2010

The Jammu and Kashmir Bank on 23rd July bagged an award for establishing people-friendly common service centres, popularly called as the Khidmat centres, across the State of J&K. The Minister for Science and Technology, Aga Syed Rohulla, presented the Wisitex ICT Ratan 2010 to the J&K Bank Chairman, Dr Haseeb A Drabu at a conference at Hotel Grand Lalit, Srinagar. The conference was jointly organized by the State Government and the major players of IT industry to discuss the role of information technology in e-Governance in Jammu & Kashmir.

Speaking on the occasion, Dr Drabu said, “Apart from being a commercial bank, J&K Bank takes itself as a development financial institution in the State and has a role beyond banking to provide various kinds of services to the people. Meanwhile, the Reserve Bank of India (RBI) in its unique decision has permitted J&K Bank to utilize the services of Khidmat Centres as its Business Correspondents (BC) across the State. Under this model all basic banking services offered by J&K Bank would be available to the customers at Khidmat Centres.

Notably, J&K Bank is the only financial institution in the country to implement the CSC Scheme as an SCA.

Dr Haseeb A. Drabu, Chairman, J&K Bank

Online Monitoring Tool – Tracking CSC (Rajasthan)

Looking at the geographical spread of Rajasthan and the involvement of multi stake holders in the CSC project, the Government of Rajasthan has developed an online management information system to monitor the scheme on a real time basis. The tool facilitates tracking as par milestone and reviews actual project accomplishments, minimizes the risk and enables timely corrective measures.

**Modules**
- Project Monitoring System
- Monitoring of VLEs
- MIS for CSC Location
- Pendency Report
- Grievance Monitoring
- Monitoring SCA visits for sensitization activities
- Online certification of CSCs (Assigning, Inspection & Approval)

**Knowing Your VLEs**
- Check complete profile of VLEs with photo
- Location SCA’s VLEs
- Parliamentary Constituency /Assembly/ Division /District/
- Block /Tehsil/ Police Thanas of VLEs
- Parameter based search

**Management Information System**
- Progress charts/ status with Timelines
- Resource persons /nodal Office
- Project status
- Exceptional reports
- Connectivity plan /status
- Sensitization & Awareness efforts

**Reference Section and Library**
- REPs/ MOUs/ Notices/ circulars/ Letters
- Minutes of meetings
- Detail of funds
- Fund Transfer Mode
- Account Details
- Utilization Certification (Ucs)
- Gallery (Photos/ Important Events)

The tool defines a proper payment mechanism and takes into account the calculation of revenue support, liquidity damages and penalties. It also covers Online Grievance Redressal mechanism.
Pragya Kendras bring Prison inmates together (Jharkhand)

The long queues of relatives and friends waiting to meet the under trials and prisoners lodged in Dhanbad Jail are a common sight in Jharkhand. Not in future any more, thanks to Pragya Kendras. To address the issue the Government of Jharkhand has initiated prison e-interviews through Pragya Kendras.

Under the National e-Governance Plan (NeGP) Jharnet (Jharkhand SWAN) is used to connect all 8 blocks of Dhanbad district, and the Pragya Kendras (Common Service Centers) to coordinate e-connectivity. The kith and kin of the prison inmates can now request for a meeting time slot through the nearest Pragya Kendra. The Jail authorities would fix the time slot and communicate through the same channel. Two studios have been created in the Jail to facilitate Video Conference with family and friends through the Pragya Kendras.

Dhanbad deputy commissioner Sunil Kumar Burnwal — who was earlier State IG (prisons) — said that the move would greatly reduce stress among Prisoners regarding the well-being of their family members as most often they do not get an opportunity to interact with them due to the tremendous rush at the jail gate during meeting hours.

This arrangement is indeed a good case study of how public access points like CSCs can help to leverage technology to overcome the infrastructural and man power constraints and help in bringing people together.

e-Samadhan (Himachal Pradesh)

The e-Samadhan (Online Public Grievance Redressal system) was developed for the State of Himachal Pradesh with the twin objective of providing the citizens with an 'anywhere, anytime' grievance redressal mechanism and at the same time ensuring better monitoring at all levels of the Government. It was launched by the honorable Chief Minister of the State Sh. Prem Kumar Dhumal. The e-Samadhan service was formally initiated through the Common Services Centers (CSCs) in May 2010.

Under this, the Village Level Entrepreneur (VLE) would assist a citizen visiting the Common Services Center (CSC) in filing his query/ grievance through the e-Samadhan portal (http://esamadhan.nic.in) and also help him track the progress of his application. The Department of Information Technology, Government of Himachal Pradesh has issued a notification authorizing the VLE to charge the citizen Rs 4/- for filing each application. This service would strengthen the role of CSCs as channels for quick redressal of citizen grievances and as a means for the Government to better serve the common man.
An exhibition train on the theme of Information Technology and Sports was flagged off jointly by the Minister of Railways and Minister of State Communications & IT on the 24 June 2010 from Safdarjung Railway Station, New Delhi. The train is running across the length and breadth of the Nation, jointly by Department of Information Technology (DIT), Ministry of Communications and Information Technology and Ministry of Railways. The train is 15-coaches long, including 6 exhibition coaches for DIT and 5 exhibition coaches for Ministry of Railways. The itinerary covers 48 halts across 24 States, with the journey ending on 1st of October, coinciding with the inauguration of Commonwealth Games 2010.

In the month of August the exhibition train passed through Jharkhand, Orissa, Chhattisgarh, Andhra Pradesh, Tamil Nadu and Kerala.

The remaining haults for the train are as follows:

- Secundrabad: 18.09.2010 18.09.2010 2200 2 Days
- Andhra Pradesh: 21.09.2010 2300 3 Days
- Tamil Nadu: Agra City U.P NCR 22.09.2010 0600 22.09.2010 to 23.09.2010
- Kerala: 23.09.2010 2200 1 Day
- Madurai: 26.09.2010 1900 2 Days
- Nirman Naka Delhi: 1 Day
- Patiala: Sahibabad Delhi Area NR 29.09.2010 0300 29.09.2010 30.09.2010 0200 1 Day
- Patel Nagar Delhi: 30.09.2010 0300 30.09.2010 01.10.2010 0200 1 Day
- Delhi Safdarjung: 0300 02.10.2010 2 Days

DOEACC Training

DOEACC Mizoram had organized a two day training session for the CSC Village Level Entrepreneurs (VLEs) to enhance their skills on the elementary Computer Education which would help them to generate revenue, thereby making the CSC’s financially sustainable, facilitating them for the effective delivery of the G2C Services to citizens & in enhancing IT literacy amongst the community. The training module consisted of elements of Word Processing, Spread sheet, preparing presentations and Internet browsing etc, with a total duration of 48 hours.

This training session was jointly conducted by the Department of Information Technology, the Local SCA (Zoom Developers) & the VLEs. Mizoram’s training was the first in its kind amongst the 23 locations across the country. The first batch of training was held on the 26th and the 27th of August 2010. As many as 30 VLEs from Aizawl district attended the programme. The training also involved regular online tests with mentoring from the DOEACC Faculty at regular intervals.