Quoting Peter A Cohen here, it is implied that every little step on the path is meaningful, to finally reach till the end!

Republic Day’s vibrant parade in the Capital, comprised of tableaux of the Ministry of IT and Communication showcasing the NeGP Theme Song “Hath Pakarlo Saath Chalein”. The kaleidoscope of colors represented Common Service Centers (CSCs) providing e-Services at the door steps.

The tableaux of other states like Tripura, Manipur and Tamil Nadu demonstrated that how Basic IT Literacy / e-Literacy programs play a major role in helping Common Service Centers (CSCs) to support the rural population to acquire the required skill sets, not only to increase their flexibility and prospects to avail the essential services, but also to add to their employability; significantly helping them to come at par with the urban population.

The bucolic charm of Rural India is augmenting gradually and progressively through various trainings and certifications being imparted to the rural society in skill development programs through Common Service Centers (CSCs). A step by step way forward to our goals, is a combined effort of Common Service Centers (CSCs), Village Level Entrepreneurs (VLEs) and Service Center Agencies (SCAs).

Each progressive step takes us one step closer to achievements and gives us a headway to advance to the next step encouragingly. Keep stepping forth till the next month’s Nav Jeevan Edition.

- Editor
Skills and knowledge are the driving forces of economic growth and social development for any country. At present, the capacity of skill development in India is around 3.1 million persons per year. The 11th Five Year Plan envisions increasing this capacity to 15 million annually. Further, India has a target of creating 500 million skilled workers by 2022. In order to achieve this target, it is critical that a holistic approach is taken that ensures building employable skills, encourages lifelong learning and efficiently links employers with employable skilled workers. Further, to ensure success, skill development programs must reach out to and impact the rural population.

Since, the Common Services Centers (CSCs), (established across the Country under the National e-Governance Plan) are located in rural areas and are equipped with the ICT infrastructure required to deliver online services, it is felt that Central Ministries and State Governments can employ them for following initiatives/schemes:

Skills Mapping: CSCs can undertake activities to assess skill deficiency, map availability of skilled workers and local employment opportunities. They can conduct local surveys and gather business intelligence regarding the availability of local employers, job opportunities they provide and potential employees eligible to apply for the positions.

Pre-employment Training: CSCs can be used to impart vocational training and distant learning courses that allow citizens to acquire employable skills. Further, CSCs can impart coaching classes to students to supplement formal education. Already a number of CSCs are offering courses from IGNOU, DOEACC Society, Maharashtra Knowledge Corporation Ltd, Intel and Microsoft. Popular courses include e-literacy training, spoken English and soft skill.

Job Placement: CSCS can offer a number of job placement services in rural areas, including matching citizen profile with available job openings, skills assessment, job counseling, and job application submission and provide virtual interviewing facilities. Already a number of CSCs are offering job placement services through Chaakri.in. Further, States like Maharashtra, have decentralized their employment exchange services offered by Directorate General of Employment & Training (DGETs), and are offering them through CSCs.

Monitoring Job Placement: CSCs that offer training and job placement services, are in the best position to track local job placements. Further, since they have a relationship with citizens placed through them, they can offer lifelong learning courses that a citizen needs to upgrade his skills for career progress.

Currently a number of skill development programs are being delivered through CSCs across the country:

DOEACC Society’s “Course on Computer Concepts” (CCC): In June 2010, DIT approved DOEACC Society to train and certify one lakh CSC Operators/ VLEs in DOEACC’s “Course on Computer Concepts” (CCC). Once certified, the VLE is expected to provide the CCC course training to citizens in villages. The CCC course is designed as a basic-level IT literacy program for learners with little or no experience with computers and has gained distinct recognition among Central and State Government.
Departments as a criterion to secure employment. It is offered in e-learning mode through CSCs and is currently available in 10 Indian languages. Additionally, DIT is also funding a Women Digital Literacy Scheme that will train 25,000 rural women across 10 States, with limited or no prior computer skills, in the CCC Course.

**Akshaya’s e-literacy Campaign in Kerala:** The Akshaya Center’s digital literacy project was first piloted in Malappuram district of Kerala in 2003, with the aim of training at least one person from each household in basic computer literacy concepts. It was expected that each participant would enroll into a 15 hour digital literacy course spread over 10 sessions. To ensure successful implementation, the entrepreneurs operating the Akshaya centers were assigned a list of households from which a member was to be trained. Each Akshaya center was meant to cater to approximately 1000 households within the radius of its location. The Government subsidized most of the expenditure during the e-literacy training phase, with each household member paying only a small training fee. The State and Panchayats paid up to Rs 120/- and each household paid Rs 20/- to train one member of the household. By the end of the first phase, the project had succeeded in covering 90% of the households, based on which the initiative was scaled up across the State of Kerala.

**Chaakri.co.in:** (SCA), SREI Sahaj, launched Chaakri, an online job portal for the rural workforce. This service is offered through the CSCs. Skilled workers looking for jobs are required to register themselves and their CVs at the CSC. The Recruitment Team matches the requirement of the registered CVs with potential employers. Srei Sahaj also offers skill building and upgradation of the rural youth to make them suitable for the relevant job. Thus, the business model is based on the market driven demand, nitrating an exclusive system for a 360° solution after carrying out a skill gap analysis and providing suitable candidates to all the employers. Chaakri.co.in has vacancies for sales executive, office assistant, carpenters, plumbers, electricians, courier boys, drivers, security guards,asons, fitter, welder, barbers etc. For rural women, it offers jobs such as front office executive, data entry operators, beauticians, healthcare assistants etc. Chaakri would cater manpower requirement for various sectors like FMCG, FMCD, Telecom, Retail, Manufacturing, Construction, Facility Management, BFSI, etc.

**IGNOU Courses:** Indira Gandhi National Open University has partnered with two Service Center Agencies (SCA)- Srei Sahaj and AISECT- to successfully offer a number of its courses through the CSC Network. These partnerships enable the delivery of international quality skill development vocational programmes at affordable costs to the rural population of India. An estimated 100 million below poverty line rural youth across the country stands to benefit through these partnerships. IGNOU’s diploma and certification courses are offered in the e-learning mode and include courses in IT & Management, Hardware & Networking as well as Livelihood & Vocational Education courses. The SCAs are responsible for administration of the programmes, including enrolments, registration, fee collection and evaluation, while IGNOU does the certification directly.

**IL&FS ETS Skill Development Program:** CSC-SPV has entered into Memorandum of Understanding (MoU) with IL&FS ETS on 19th August 2011 for using CSCs as authorized Counseling centers for identification, sensitization, screening and selection of the youth by Village Level Entrepreneurs (VLEs) for various skill development programs of IL&FS ETS. In this, IL&FS ETS will provide training, orientation and other requisite material for promotional activities to the VLEs through SCAs and make them aware of the program at free of cost. VLEs then need to identify local youths who would fit into the skill development training and sensitize & motivate the youths to come forward for the training. The program will create employment opportunities for rural below poverty line (BPL) youth and IL&FS will be tracking the placement and progress of trained manpower. 191 VLEs participated in the training organized in Jammu & Kashmir in the month of August-September 2011 and approximate 454 students were referred and enrolled by VLEs for skill development. IL&FS ETS and CSC-SPV are now working for replicating the success in other States.
Dhanbad is the first district of India to have successfully implemented the unique and innovative idea of Video visitation using VC facility between Jail and Pragya Kendras (CSCs) at every block HQ. This facility allows the inmate inside the jail and their relatives outside to communicate video conferencing using State Wide Area Network (SWAN i.e JharNet).

Video visitation is the use of video conferencing systems and software to allow inmates of a jail and visitors (friends, family members, relatives etc) to interact without physically meeting or travelling to jail campus. It has dramatically improved the productivity of jail staff as well as security of jails. It has provided inmates and their family members a psychological security as they could interact with ease, convenience, clarity, privacy and at lesser cost.

Under the old system of face to face visitation, a relative visits a jail, seeks appointment while the jail inmate is transferred from the housing area to the visitor area. The meeting is held with the visitor in the open area and the jail inmate inside a netter area. There is a lack of privacy and at the same time, meeting is a chaos as it is held in crowds. Further, as the visitor has to travel to long distances to jails, they could not come at regular intervals.

In the new system, a visitor goes to a nearby block CSC (Pragya Kendra) and applies for an appointment. The VLE at the CSC gets the appointment either on phone or on the online scheduling system. The jail authorities verify the applicability of the appointment as per the Jail manuals and either approves or rejects the appointment. On approval, the visitor visits the nearest block CSC and pays Rs 10 for a 15 min video-conferencing session. The VLE starts the VC session at his end while jail operator starts it at his end. The visitor has to submit details of his identity and his relation with the jail inmate which is documented for security reasons. The jail authorities can record the VC if required.

As the facility is on SWAN (JharNet is operational in 200 blocks), practically any block of the State can access the service. Integration of the SWAN and CSC facilities has resulted not only in an innovative citizen convenience facility, the government has approved the rate of Rs 10 for a VC session to be charged by VLEs adding to the income of the VLEs.

Video visitation has been implemented in Dhanbad divisional jail since the last one year and is available at all 8 block HQ CSCs with success. While the results are encouraging, publicity is being enhance so as to make the facility known to the masses. As all jails and CSCs already have the required IT infrastructure, the service is all set to be replicated across the state.
REPUBLIC DAY CELEBRATIONS

The tableaux of the Ministry of IT and Communications rolls down Rajpath during the Republic Day Celebrations in the Capital on 26th January 2012.

The DIT Tableau depicted the spirit of partnership in NeGP and showcased the NeGP Theme Song “Haath Pakar Lo Saath Chalein”.

Tableaux and Republic Day Celebrations in Delhi, Manipur, Tripura, and Tamil Nadu
MEDIA COVERAGE

Govt giving power to public voice: Omar

Laying foundation of JK State Data Centre (JKSDC) in Civil Secretariat premises here, the CM said that the State Government has initiated a programme of establishing Data Centres to provide core infrastructure for supporting e-governance making service delivery to people fast and to the point.

"State Data Centres would act as a central repository of the State providing secure data storage, disaster recovery and remote management functions. It would also act as a mediator and convergence point between people and the government and provide efficient electronic delivery between various departments and businesses, the CM said.

CM said that the Government has a plan of connecting all the villages through a State Wide Area Network (SWAN) and Common Service Centres (CSCs) with this central repository system to create direct people-government link and help to address public grievances and ensure delivery process smoothly all across the State.

"Establishment of Data Centres and SWAN along with CSCs would give further push to our efforts of bringing common man closer to the government and giving power to their voices. Threat of my government is to improve governance through technology and simplify processes of service delivery to the people by avoiding multiple trips and making e-governance rule the roost in this regard," the CM said.

CM said the State Data Centres will enable State Departments to host their services on a common infrastructure leading to ease integration and management ensuring computing resources and the support connectivity adequately and optimally.

He said these services would be extended to government agencies, utilities and businesses through the connectivity infrastructure to be rolled out as SWAN. The CM asked the Information and Technology Department to fast track the initiatives to achieve the results in a time bound manner.

Speaking on the occasion, the Minister for Information and Technology, Syed Ashab Rehman said that JKSDC would provide round-the-clock service availability to the Government departments, business establishments and general citizens.

JKEDI organises awareness programme for Khidmat Center operators

ST NEWS SERVICE
PAMPORE: For ensuring synergy and put across the message of the Entrepreneurship in general and Seed Capital Fund Scheme (SCFS) and Schemes of National Minority Development Fund Corporation (NMDFC) in particular to the wider audience and reinforce the permission of these schemes in far flung and backward areas across the State, Jammu and Kashmir Entrepreneurship Development Institute (JKEDI) organised a one day awareness programme for operators of Khidmat Centres of Srinagar, Budgam and Pulwama Districts at JKEDI, Sempora Pampore on Friday.

The programme was aimed to enable the unemployed educated youth of the adjoining areas of these Khidmat centres to reap the benefits of various schemes implemented by the institute.

The programme was second in the series of 12 awareness programmes being organised by the JKEDI to acquaint the Khidmat centre operators with the basic and other parameters of various schemes being implemented by the institute and therefore enable educated unemployed youth to reap the full benefits of the same.

Programme was formally inaugurated by JKEDI Incharge Academics, Dr. S.K. Islam. Speaking on the occasion, Dr. Islam gave a brief introduction of the institute and emphasised on the importance of entrepreneurship and the essential need to learn and understand the opportunities available in the field entrepreneurship.

A total of 65 participants attended the programme, the participants were provided by Jammu and Kashmir Bank Limited.

Caste certificates at your doorstep

Source: DNA. | Last Updated 03.15.20/01/12

Indore: If things go well, people will no more have to go to tehsil offices for getting their caste, income and birth certificates as they could avail the basic services in their own locality.

The Common Service Centre (CSC) project of the IT department, which is being initially implemented in five districts including Indore, is in the final stage of implementation.

A training of the officials in this regard was conducted at the district collectorate on January 20. "Once the service is started, people will avail basic services from the CSCs located in their localities", SDM Jitesh Singh told DNA.

In the initial stages, a total of 7 services including caste certificate, domicile certificate, RTI application, copies of Khatra, income certificate, birth certificates and others will be made available at the CSC.
SUCCESS STORIES

Mr. Jaiprakash Sah of Pakur District, Jharkhand, a former district coordinator of Zoom Developers has set an example by enabling G2C service in his district despite lack of an SCA. He has personally taken the district authorities in confidence and has been able to get issue of certificates through E-nagarik Sewa enabled across the district.

Here is what he has to say:

“मैं जय प्रकाश साहा पाकूड़ जिले के प्रजा केंद्र का जिला समन्वयक के पद पर कार्यरत हूँ। मैं जुम कोस्ट वर्डिस जो प्रजा केंद्र का संचालन कर रहा था, उससे कार्यरत था।

जुम डिविजन के जाने के बाद मैंने अपना कार्य क्षेत्र बनाये रखा है। वहाँ के सभी VLE से सम्पर्क बनाकर उनके उपर कार्य और दावियों के लिए जानकारी दिया है। आर्थिक तंत्री के कार्य कर वै मे VLE के हिस्से में अपना योगदान दे रहा हूँ।

ई नागरिक सेवा के लिए मैंने जिला प्रशासन में जाकर ई नागरिक सेवा के कार्यान्वयन के लिए अपना विचार व्यक्त किया। अब दलबन्द के बाद पाकूड़ जिले में इस सेवा का लाभ करने के लिए मैंने उपयुक्त एवं जिला सुलझना पदाधिकारी को लेन्सर किया। विजिके फलस्वरूप इस सेवा का पुनर्स्थापन पाकूड़ जिले के सभी लोग में हो गया है। इसको सुखारूप से बदलने के लिए दीन-सत मेहनत कर रहा हूँ। इसके बाद एक सत्याप के अंतर S.D.O आफिस में इसका पुनर्निर्माण होने जा रहा है। इसकी सभी औपचारिकता पूरी कर ती गई है। आमला कदम नगरपालिका आफिस में जम मुख्य भ्रमणक संबंध के लिए होगा।

जोम डिविजन के नहीं रहने के कारण मुझे कार्य के संपर्क में बहुत तरह के दिक्षा की सामना करना पड़ रहा है। इन सभी कार्यों के संबंध में मैं अपना योगदान एवं जिला सुलझना पदाधिकारी को धन्यवाद दूँ। इसके बाद CSC SPV के राष्ट्रीय साधन का योगदान एवं उन्नताप्रदी बातों से मैं अपना उच्च क्षमता को बनाये रखा, जिसका मैं इकूल जुनन हूँ।”

BEST VLE (JAN 2012)
BASED ON OMT PERFORMANCE

YOGITA SUNIL VISHWASRAO
CSCOMT ID– M H032200123, SCA NAME - SPANCO LTD,
STATE - MAHARASHTRA, DISTRICT - PUNE,
BLOCK - JUNNAR, CSC VILLAGE - ANE

SCA OF THE MONTH (JAN 2012) BASED ON

AVERAGE NUMBER OF TRANSACTIONS CALANCE / HUGHES,
WITH 2,183 TRANSACTIONS IN JAN’12

AVERAGE REVENUE GENERATED PER CSC CALANCE / HUGHES,
WITH RS. 686,848/- COLLECTED AS REVENUE IN JAN’12

AVERAGE COMMISSION EARNED AKASHAYA CENTERS
WITH A TOTAL EARNING OF RS. 22,268/- AS COMMISSIONS IN JAN’12
HIGHLIGHTS OF JANUARY 2012

Mr. Sandeep Kumar, Director Dept. of Finance & Services, Ministry of Financial Govt. visited CSC Panchola (Sanwer), Narwar, Ujjainia on 21st January 2012.

Mr. Umesh Kumar Gupta, Joint Secretary Dept. of Finance & Services, Ministry of Financial Govt. visited CSC Piwdai (Indore) on 22nd January 2012, along with Mr. Mahendra Gupta (CTO, NICT) and Mr. Ajay Sadhu (GM, NICT).

VLEs of the respective centers have provided all the needed information to them and shown them the Financial inclusion activities at their common service center.

SERVICES UNDER THE SSDG PROJECT GOT LUNCHED IN MANIPUR

STATE PORTAL, SERVICE DELIVERY GATEWAY (SSDG) was launched on 26th Jan 2012 by the Chief Secretary, Government of Manipur. The State Portal, SSDG & e-forms is a project formulated under the National e-Governance Plan (NeGP) to fulfill the vision of providing Government services to the citizens in an easy and convenient manner with the help of Information Technology. The total number of the services which will be served via the State Portal is 19 and related to the Dept. of Food & Civil Supplies, Registration, and Land Settlement & Employment Exchange.
HIGHLIGHTES OF JANUARY 2012

Certificate of Merit to NICT CSC- SBI kiosk Banking for being rated amongst TOP 50 Financial Inclusion Project in India during 2011, in an assessment across government, corporate, financial and public sector. It is also published as a case study in inclusion magazine. The Certificate of the same is presented by Mr. Vijay Mahajan (CEO, BASIX) to Mr. Mukesh Hajela (CEO, NICT) and Mr. Mahendra Gupta (CTO, NICT) on Financial Inclusion Day, 5th January 2012 at New Delhi.

CSC SPV SIGNS BC AGREEMENT WITH SBI, 30TH DECEMBER 2011

36 VLEs from the various districts of the State has been assimilated together in Imphal East to train themselves on the functionality of the SSDG Project. These VLEs have been selected on the basis of their pro-activeness, entrepreneurial minds and well versed with the scheme.

A Stall of NICT-CSC managed by VLEs of CSC Project for "Farmers Registration" at Antyodaya Mela at District Mandsour on 8th January 2012. The VLEs who participated in this are

1. Rajesh Puri Goswami CSC, Rinda),
2. Gopal Patidar (CSC, Daloda Station),
3. Bherulal Dhakad (CSC, Fatehgarh),
4. Radheyshyam Kumawat (CSC Bhalot)
Rajasthan has created a new milestone by delivering more than 1 lakh digitally signed certificates (Income, Caste, Bonafide & Solvency) from all Tehsils on end to end basis for rural masses.

This is definitely helping to improve financial sustainability of rural entrepreneurs. For making this landmark Government has awarded the best Tehsildars for their effective, efficient and timely delivery of digital signed certificate service. This has boosted confidence level of all other stakeholders and motivated them for inclusion of other G2C services under CSC framework.
HIGHLIGHTES OF JANUARY 2012

The T.N. Govt. has decided to roll out the e-District project in 26 more districts following the successful implementation of the project in six districts. At the district level, a District e-Governance Society (DeGS) has to be formed for implementing the project.


After successfully implementing the e-District pilot project in six districts, the Tamil Nadu Government will extend the project in the remaining 26 districts. This is to help citizens use the electronic mode to access government-to-citizen services such as issuing birth or death certificates.


Kerala Online Gateway will benefit citizens, as they will be able to fill the form electronically (both online and offline) through Internet services including Common Service Centre (CSCs) outlets and submit the application electronically.


Govt bets on eBiz project to improve the country’s ‘ease of biz’ ranking. Roll-out expected in Nov 2012.


E-District projects introduced in five districts of the Madhya Pradesh.


The submission of the applications for Kerala Medical/ Agricultural/ Veterinary/ Fisheries/ Engineering/ Architecture degree courses can be submitted through Akshaya centres (CSCs).


Working paper about CSCs by IIM-Bangalore Professors recommends “to expand the range of services available at the telecentres by embedding all government programmes and services (both G2C and G2G), to gain from the economies of scope and strengthen management information systems as well.”


The e-governance roadmap for 10 key departments of the Orissa government is expected to be readied in six months, keeping in tune with the IT department’s commitment to improve service delivery through adoption of latest technologies.


Sh. Abhishek Singh, Director (I.T), DIT, GoI on progress of e-District project which seeks to channelize public services through CSCs.


Mr. Sajad Wani, Executive (IT), J&K Bank was interviewed about the Financial Inclusion through Khidmat Centers in Jammu & Kashmir.


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VLEs are encouraged to sign up on these pages and participate in the discussions, give feedbacks and share their inputs.

http://twitter.com/CSC_India
http://commonservicescenters.blogspot.in
https://www.facebook.com/cscscheme
Due to termination / urban and non operational centers of SCAs in Andhra Pradesh, Bihar, Chhattisgarh, Delhi, Goa, Haryana, Jharkhand, Tamil Nadu, Uttar Pradesh and Uttarakhand around 9422 CSCs have been affected as reported by SCAs.

**CONNECTIVITY STATUS**

BSNL: Out of the total 97,439 CSC locations, BSNL has covered 73,063 locations (out of these 36,494 are covered through DSL; 1,062 EVDO; 11,318 WiMax Phase I; and the remaining 24,189 are covered by WiMax Phase II). Over the last month, BSNL has made progress and has covered 806 new WiMax Locations. The increased WiMax II covered locations are in Andhra Pradesh (11), Assam (68), Bihar (90), HP (86), Jharkhand (25), Karnataka (35), NE States (103), Orissa (146), Tamil Nadu (26), Chennai (11), UP (141) and Uttarachal (64).

Online Monitoring Tool (OMT): At the end of the month January 2012, the total registration has reached 63,185 from across 31 States. During the month of January 2012, a total of 926 CSCs were registered, out of which Maharashtra contributed 238 registrations. Around 83,470 CSC IDs across 31 States and around 200 IDs have been created for users to login using the online monitoring system.

The count of CSCs reported up at least once in 7 days ending 31 January is 13,011 (21%). State wise analysis reveals that 47% of the States contribute towards 74% of the Pan India Uptime. The States of Tripura, Jammu & Kashmir, Goa, Kerala and Tamil Nadu have steadily performed much above Pan India average. Tripura, Goa and Jammu & Kashmir have maintained the CSC uptime well.