We proudly announce the re-launch of our monthly CSC Newsletter with the name “CSC -Nav Jeevan”, drawing itself from “Nav & Jeevan” a Sanskrit word imbibing the essence of ‘Nav’-‘New’ and ‘Jeevan’- the ‘Life’. CSC Nav Jeevan is intended to present before you the leap of New Life to our rural Indian Population.

CSCs rejuvenate and infuse a new thrust and rush adrenalin to the life of existing Rural Development by catalyzing Social- Economic, Technological & Financial growth. Access to affordable & reliable basic utility services, ways and means to improve the per capita income of rural India; training rural manpower & opening up of new job opportunities for them; providing easy and affordable access to e-Commerce & focusing upon e-literacy of the rural population; computer kiosks, telecom connectivity, tele-medicine, electronic land Records, setting up of rural bazar (an e-commerce solution), financial inclusions; etc. all form the change agents to impart a renovated look to rural India.

Our endeavor is to instill a new life in the heart of rural India by reducing the space and time boundaries, reaching upto the most remote and disadvantageous section of the community, promote transparency and accountability, and thereby to strengthen the decentralized governance and manage systems through an improved access to information and services. It is an alternative delivery point, for citizens to unbiased access to government services, where all citizens irrespective of their economic, social and cultural backgrounds can get fair and transparent access to services. It not only demonstrates precision and efficiency but also aims to remove operational ambiguities.

This design of citizen-centric services through rural connectivity and information processing solutions, cost-effective delivery stations (kiosks) and enabling village level entrepreneurship. Village level entrepreneurship is contributing to a sustainable structure and changing the ways of delivering services at the national level by forming the largest network of its kind in the world.

CSCs surely are heading their way distinctively with a mission to create new ways of living for an overall advancement and bring **Nav Jeevan to our Rural India...**

- Editor
Tele Homeopathic Project

About the Project:

In the Year 2009, Health Dept. of Govt. of Tripura in association with IL&FS implemented Tele-Homeopathy Project in the state. This project has been effectively utilizing the benefits of information and communication technologies to reach rural masses. This project also aims at providing quality care services to rural patients in the districts of Tripura in an integrated manner where by every case is accounted, classified and closed with a proper solution. Besides, it is being catered to a population of 3,432,000 spread across 10 blocks in four districts. To increase its reach within the rural masses the IT Dept. has envisaged a plan to roll out this service at a Gram Panchayat level with the help of CSC (Common Service Centre) in Tripura on a pilot basis for the next one year.

Initially, this service will start from two Gram Panchayat—Uttar Majlishpur & Nidaya under Jirania & Kathalia Blocks. VLE’s who run these institutions are being trained by the implementing agency with the help of homeopathy specialist from the state homeopathy college. The training module includes Observation (patient registration, history taking, tele-consultation), Patient registration and Medicine Identification which will be last for the next two weeks. Success of this pilot project depends upon how these VLE’s get themselves proficient enough to understand the patient symptoms & the treatment thereafter.

Service Architecture:

These Centres (currently, which are running in Blocks) are well connected with National Institute of Homeopathy NIH Kolkata & SHH (State Homeopathy Hospital) Agartala with a customized Web based application module designed and developed by IL&FS. This web enabled module allows the homeopathic pharmacist to capture all the information relevant to the symptoms of the patient after the screening. The patient case history can be seamlessly escalated between the secondary and tertiary care hospital as when required. In order to facilitate seamless online consultation with patients from these Centres across 10 locations a real time consultation facility was established in the outpatient doctor consultation room at Homeopathy Hospital with required video conferencing software and access to module for doctor validation and sending the signed prescription online. Apart from setting up these infrastructures on the ground in 10 locations, the integrator has also set up a mini data centre for maintaining electronic medical records and connectivity network operations centre (NOC) with an ICT enabled real time doctor consultation at homeopathy hospital.

Project Funding:

Dept. of Information Technology of Tripura Government is going to fund the entire pilot phase project for the year ending FY 2011-12. With each patient registration the VLE is going to earn Rs. 10 for the first time and Rs. 5 for every subsequent visit. Medicines will be distributing free of cost at every counseling. These two centers have been selected on the basis of affordability, availability and alternative methods of health care system developed in the following Gram Panchayat.
Department of Information Technology Tableau for Republic Day Parade 2012

*Haath Pakar Lo Saath Chalein, Hum Raah Chalein Din Raat Chalein*

Embodying the spirit of partnership, the Department of Information Technology’s Tableau represents the silent revolution sweeping across India – the revolution of *Public Services Closer Home* brought to us by the government joining hands with private sector, NGOs and even village Level Entrepreneurs. This is being conveyed on the Tableau beautifully through mime.

These Lines penned by world renowned Lyricist Gulzar and composed by Ustad Iqbal Ahmed Khan represent the vision of the National e-Governance Plan (NeGP) which is enabling availability of Public Services to the most rural and remotest corner of India. The song has been sung by Kavita Krishnamoorthy, Suresh Wadkar, Jaspinder Narula and Imran Khan.
VLE Success Stories

Akhilesh Jaiswal is a graduate and before becoming a VLE, he worked as a sales man in a garment shop.

He focused on MPEB Electricity Bill Collection and MP Online Service from his center and started Kiosk Banking Service from 11 September 2009 through his CSC Dhar. Initially, he has started a weekly campaign in his locality to increase awareness among the villagers about this service. He educated his village people and they agreed to open the saving accounts in his Common Service Center.

He explained them the importance of a bank account; initial he had opened 16 Bank Saving Account and now he is handling the transaction of around 2100 Saving Account with the transaction amount of Rs. 19,18,223/-. 

VLE of the December Month

Based on OMT performance

Chandra Bhushan Kumar

of Bihar of SREI SCA, is adjudged,

“the VLE of the Month”

SCA of the December Month

Based on Transactions Data provided to CSC-SPV -

CMS Computers is adjudged,

“the Best SCA of the Month”

Anand Sharma is an undergraduate and used to sell utensils of stainless and other metal products and maintains a strong customer network.

When he came to know that NREGS payment and Kiosk Banking services are provided through CSC’s (Common Service Centers) he decided to start CSC (Common Service Center) at Kesoori District (Dhar) for providing kiosk banking services and NREGS; wages payments for the one in need.

He started the services by opening 16 bank accounts of job card holders from 23rd March 2010 and now he is providing wages payments to 335 job card holders comfortably through his center.

Success followed by Educating the Village people

Strong Customer Network results in Success

Success followed by Educating the Village people
December 2011 Highlights

- Maharashtra government has made it mandatory to issue computerized 7/12 land extracts from December 1.

- Identity Card to Every Adult Resident of the Country under NPR; No Card being issued by UIDAI---CSCs are given an opportunity to undertake demographic data entry and bio-metric enrollment work under the NPR.

- Intel plans World Ahead Healthcare learning programme through Akshaya Centers in Kerala.

- District e-Governance society Mokokchung will be organising e-literacy programme from December 6 to 9 at GHS Changtongya with Sentilemla of Common Service Centre Operator Changtongya as resource person.
  - http://www.nagalandpost.com/ChannelNews/State/StateNews.aspx?news=TkVVUzEwMDAxMDA5Mg%3D%3D-iLwP8aB%2Ft8%3D

- Jharkhand will be the first state in India to extend GIS (Geographical Information System) facilities to Common Service Centres popularly known as Pragya Kendras — which aim to provide electronic delivery of public services to the masses.

- Lt. Governor Sh. Bhopinder Singh to Inaugurate e-dweep Centres (CSCs) in Andaman & Nicobar Islands.
  - http://andamanchronicle.com/content/view/5000/27

- A Coordinator of Akshaya Project reminisces the journey in operating e-Governance centers in Kerala.

- The Hon’ble Lt Governor, Lt Gen (Retd) Bhopinder Singh, PVSM, AVSM today inaugurated the 1st Common Service Centre (CSC) set up under the National e-Governance Plan (NeGP) at a function held at the Community Hall, Dairy Farm.
  - http://db.and.nic.in/pressarchives/fileuploaded/file.php?id=121211

- The tribal-dominated Mayurbhanj, geographically, the largest district in Odisha has successfully launched the e-district software application to ensure quick delivery of the services and ensure the transparency in the process. Official sources said under the project, the citizens could apply at the nearest Jana Seva Kendra (CSC) and take the delivery of the document at the same centre.

- Ministry of Labour & Employment has suggested that the Common Service Centers being set up in the rural areas by Department of Information Technology can be used as outreach centres for Employment Exchanges for online registration by job seekers.

- Shri Sachin Pilot, the Minister of State for Communications and Information Technology informed Rajya Sabha today in a written reply has informed further that under the national e-governance programme, 9 Common Service Centres (CSCs) have been set up in Leh (Jammu and Kashmir) and six in Tawang (Arunachal Pradesh).

- As the Right to Public Services in Bihar went online; people can file online applications for obtaining caste, income and domicile certificates etc. and the officials who don’t perform the common man’s jobs within a stipulated timeframe will face a fine of up to Rs. 5,000.
December 2011 Highlights

A meeting was held at Kasrawad (Khargone) for Farmer's registration and its benefits. SDM Kasrawad also attended this meeting and provided information regarding the benefits of farmers registration. In this VLE (Kasrawad) also provided all the information regarding Farmer's Registrations and provided satisfaction to the farmers.

Japanese delegates visited Common Service Center (NICT), Nalcha, Madhya Pradesh, India
FICCI in association with DIT had organized the 6th International Conference & Exhibition on 7th - 9th December at Pragati Maidan, New Delhi. The exhibition had active participation from international players in the telecom industry from countries like China, Netherlands, Belgium and Canada. It was decided that the various Service Center Agencies (SCAs) would be invited by CSC-SPV to showcase their achievements under the CSC Scheme. SCA's participated : SPANCO, SREI Sahaj, GNG Group, BASIX. SCAs (through PPTs / Brochures / Placards / Posters / Video Clips) showcased their USPs in their respective Zones along with the achievements (services offered, reach, etc). Events at this level are a good mode to market the CSC Scheme on a public forum.
Innovative work done at CSC Kasrawad, Distt. Khargone. Teh "Kotwars" (Chowkidar) are now getting their salaries at CSC-SBI-NICT Kiosk Banking Counters. News published on 8th Nov’11 on Raj Express at Kasrawad.  


Digitally Signed Khatauni will be soon available through all CSC’s of Uttar Pradesh. Department of Revenue, GoUP has entered into an agreement with Service Centers Agencies of CSC Project on 15th Dec 2011 to carry out the services through CSC’s. Enhancing our CSC both in terms of physical & financial matters. G2C Services are now flourishing through CSC’s and creating a new revolution in the field of e-Governance. Thanks Government of Uttar Pradesh for showing confidence in SCA’s.

CSC awareness Week workshop in Avankha village of Dinanagar Block, Gurdaspur district, Punjab

AISECT received E India Award 2011
Media Coverage
State Updates

Agartala:

- Natunbazar ADC village is one of the remotest areas in Amarpur block. It is approximately 100 km far from Agartala. The communication is not so well and local people cannot get full facility of various services. But from last one year they are getting e-service from our CSC, on the other hand people are getting all other services like tailoring, insurance & other services like B2C which are available from that CSC which are given by BASIX. Our VLE, Butan Sutradhar is trying to increasing B2C services; also he has arranged 17 tailoring customers, who are getting trained from tailoring teacher.

Calcutta:

- DIT organized Milan Mela: Conference & Exhibition in December, where various players in the telecom industry from across the country. SREI Sahaj and BASIX showcased their achievements under the CSC Scheme through PPTs / Brochures / Placards / Posters / Video Clips) and showcased their USPs in their respective Zones along with the achievements (services offered, reach, etc).

Dhanbad District:

- Jail sakhshatkar is a SWAN based video-conferencing facility between CSC Co-ordination centres at Blocks HQs and jails so that relatives can talk and meet their relatives @ Rs 10 per 15 min slot. The service is operational in Dhanbad district on a pilot basis. The service integrates SWAN and CSC.

Jharkhand:

- E-district has usually been delivered through facilitation centres across the various pilots that have been initiated. In Jharkhand, an alternate model has been adopted wherein CSCs located in Panchayats have been authorized to operate as Facilitation centers. The pilot has been nitiated in one block (Kanke) of Ranchi district. Connectivity is one major issue. The model is unique as it involves empowerment of Government functionaries till the Panchayat levels and integration of Port Blair & Andaman Island:

- 10 CSC Centers were launched by Hon. Lt. Gov. on 12th Dec 2011. Within 15 days CSC were able to collect 89% of the electricity bills. Total transaction Numbered 22,000 and total money collected was Rs. 69 Lacs/ -

- Additional G2C Services have been launched, it is expected that the end of Financial year, in Andamans Islands CSC would be offering 15+ G2C Services to the citizens.
State Updates

Rajasthan:

- Awards and e-Gov districts for December 2011 month are Jaipur, Jhunjhunu, Nagaur, Pratapgarh and Dholpur.
- Video Conferencing cum review meeting was held with all Tehsildar to ensure the delivery of digitally signed certificates service at every tehsil.
- Local Service providers (LSPs) have been chosen through open tendering process to set up e-Mitra kiosks in urban areas of 27 districts. Rest 6 districts are in process of rebidding. LoI has been issued to all 4 LSPs i.e. M/s CMS Computers Ltd, M/s Aksh Optifiber Ltd, M/s Silver Touch Ltd and M/s Virmati Software & Telecommunication Ltd.

Tripura:

- GMTD, BSNL, Tripura has given an approval of appointing all the "Common Service Center" of Tripura as DSA for Selling Recharge/Top up etc. The development has already been communicated further to Basix (SCA) to get the agreement signed, with this Tripura become the 2nd state after Arunachal Pradesh (In India) to get this opportunity to work with BSNL as a Direct Sales Agent (DSA). This service would be third in a row as far as G2C is concerned in the State of Tripura.
- Fatikroy CSC is under Kumarghat Block, Dist –North Tripura. In this CSC the VLE is Gurupada Chakraborty and Field Supervisor is Jutan Das took a new initiative for providing tailoring services, to enhance the livelihood of the common people and as an additional source of income to the family. We were able to register 23 Tailoring customers. In 3 months tailoring classes they were taught : Drawing, Paper Cutting, Cloth Cutting, Hand Stitching, Machine Stitching and Machine Maintenance. The Overall tailoring training is successful. Now, they are getting order from the local market. After all the success we are planning to make them in to a SHG & to provide them market linkage.

Ukhrul District:

- Workshop was organised by District e-Governance Society, Ukhrul in Association with DIT, Government of Manipur and Manipur State Information Technology Society (MSITS) in Ukhrul district headquarter on 20th Dec 2011. The workshop was on “Delivery of Services through the Common Service Centres (CSCs)”; under NeGP, our state anchor, Mr. Shiladitya Sarkar, SPV, Regional Co-ordinator NE, DIT, Gol was there too share on the best practices of other states and convergence of National schemes with CSC scheme.

Uttarakhand:

- Data Entry work of Pregnant Women and Child Tracking System (MCTS – Mother & Child Tracking System) is to be initiated across 29 CSCs in Almora District on Pilot basis. A Training / Workshop Session is scheduled to happen on the software application of the Health Mission to train 29 VLEs to do the Data Entry Work (Online / Offline) of the URHM under MCTS. The training will be provided by the officials of the Health Department of the respective District.
- CSCs will operate as facilitation centers of the Commercial Tax Department for Registration of Dealers, e-filing of Returns, e-Tendering, etc. Officials of the department will be training the Master Trainers, who further will provide the training to the VLEs on Block Level and regular help will be provided, as and when needed, by the HelpDesk made available by the Department at the State Level.
Due to termination / rebidding of SCAs in Andhra Pradesh, Bihar, Chhattisgarh, Haryana, Jharkhand, Karnataka, Punjab, Rajasthan, Tamil Nadu, and Uttarakhand around 20396 CSCs are reported to be non operational.

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

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