

Common Services Centres Creating Rural Entrepreneurship Redefining Governance



- A **CSC** is an IT enable front-end delivery points for Government, private and social sector services to rural citizens of India in an integrated and seamless manner.
- A **CSC** is managed by Local unemployed, educated youth providing opportunities for direct and indirect employment.
- **CSC** aims to provide access to information, backed with relevant infrastructure and end-to-end services that would allow rural population, the opportunities to enhance their quality of life

- The Initial CSC Scheme was introduced in September, 2006.
- The basis of Setting up : 1 CSC per 6 Villages. There were around 6 lakh villages across the country. So in total 1 lakh CSCs were to be Set up.
- The Scheme was implemented on PPP mode – Government (DIT, SDA, CSC SPV), Service Centre Agency (SCA) and VLE. SCA was supposed to get Revenue Support (viability gap grant).
- SCA was used to be selected through open Tendering process. SCA was prime driver of Scheme implementation.
- The Scheme was mandated to be implemented over a period of 5 years.

GoI approved CSC 2.0 under Pillar-3 of Digital India Programme in August, 2015 with the following objectives -

- ❖ **Expansion of a self-sustaining CSC Network till Gram Panchayat level- One CSC in each GP to cover 2.5 Lakh GPs of the Country.**
- ❖ **Empowering DeGS under District Administration for implementation**
- ❖ **Enablement and consolidation of online services under one Universal Technology Platform**
- ❖ **Direct interaction of VLE with Government with empowered DeGS managing the CSC outlet network**
- ❖ **Manpower Support at State and District levels**
- ❖ **Increasing sustainability of VLEs by sharing maximum commission (atleast 80:20) earned through delivery of e-services and encouraging women as VLEs.**

Nine Pillars of Digital India



The New CSC Project was Approved by the Government in August, 2015 under Pillar-3 of Digital India Programme

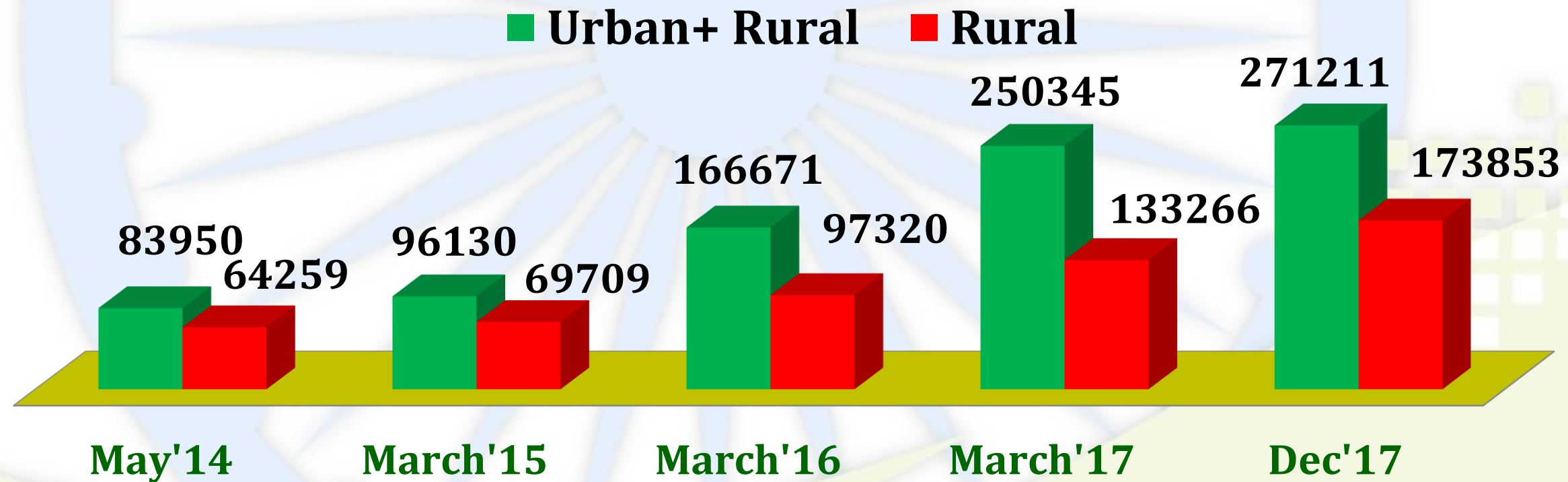
¥	Transparent and timely delivery of government and other eServices at affordable cost.
¥	Reducing citizens' efforts and resources in availing services within their localities by eliminating their visit to Government offices for the same.
¥	Integrated framework for delivery and dissemination of various government initiatives and benefits through ICT enablement.
¥	Introducing change agents for skill development, education and trainings, financial inclusion and indirect employment generation.
¥	Acting as last mile distribution units for various governments' direct benefits to marginalised/backward communities.
¥	Encouraging more and more participation of women to become VLEs and increasing their contribution in the social and economic development.
¥	The CSCs are acting a medium for rural citizens to get digitally empowered and interact with the government and its agencies.

- ❖ **CSCs are present across the Country – In all the 29 States and 7 UTs.**
- ❖ **CSCs are providing services through CSC National Portal and Various State Portals.**
- ❖ **52 Central Government Services are available on CSC National Portal.**
- ❖ **Apart from, a large number of State Govt Services are also available on CSC National Portal. The number of State Services varies from State to State – in the range of 20 – 170 Services.**

STATUS OF FUNCTIONAL CSCs AS ON 31.12.2017

Particulars	Achievement
Total No. of Functional CSCs pan India as on 31.12.2017 (Incl GP)	2,71,211
No. of Functional CSCs pan India at GP level as on 31.12.2017	1,73,853
No. of GP in the Country	2,52,919

Status of Functional CSCs : Urban+Rural : : Rural



New Govt Initiative in Making CSCs as Instrument of Digital Empowerment & Inclusiveness

Women Empowerment

- 13204 women VLEs in May'14 to 46,000 Plus VLEs in Dec'17.
- 2 National level Workshops for Women VLEs organised in Delhi. 4500 Women VLEs Participated
- PM Awarded a number of Women VLEs
- Minister (E&IT) Awarded more than 100 women VLEs
- Special Award announced for Women VLEs

Inclusive Approach

- Maha Dalit Woment Trained in E-Governance.
- They are Operating CSCs

Employment Generation

May'14 : 1.68 lakh
Dec'17 : 10.80 lakh

First Time

VLEs Participated in ICEGoV International Conference

No. of Services

May'14 : 32
Dec'17 : 350

Sustainability

Commission Earned By VLEs :

2013-14 : Rs 7.50 Cr
2016-17 : Rs 585.78 Cr
2014-15 to 2016-17 :
Rs 1166.98 Cr

KEY SERVICES THROUGH CSC NETWORK (Digital Seva Platform)

50 Central Government Services. 20 – 300 State Govt Services – Varies from State to State

G2C Services -

- ❖ Central Govt Services (Passport, PAN card, PMAY, Vendor Registration under FSSAI, Swachh Bharat Abhiyan, Pradhan Mantri Fasal Bima Yojana, Soil Health Card, etc.)
- ❖ E-District/SSDG Services (Caste, Domicile, Income, etc Certificates, land records, etc)
- ❖ Aadhaar Services (enrolment, updation, Aadhaar Card Printing)
- ❖ Election Commission Services

B2C Services – e-Recharge, bill collection, e-Commerce, IRCTC berth Reservation

Financial Services -

- ❖ Banking Services (deposit , withdrawal , remittance)
- ❖ Insurance Services (premium collection , policy)
- ❖ Aadhaar Enabled Payment System (AEPS)

Educational Services –

National Digital Literacy Mission, (NDLM) – Digital Saksharata Abhiyan (DISHA) / Pradhan Mantri Gramin Digital Saksharata Abhiyan (PMGDISHA), Cyber Gram Yojana, National Institute of Open Schooling (NIOS), National Institute of Electronics & Information Technology (NEILIT) Courses, animation course, accounting, Legal Literacy, Investors' Awareness Programme

Skill Development – data entry operator, electric, auto mechanic, Scheme for Differently Abled Persons (PWD),

Utility Services - Bharat Bill Payment, Electricity Bill Payment , Water Bill Payment

Health Services – Tele consultation, Jan Aushudhi

Connectivity Services - Wi-Fi Choupal

DETAILS OF TRANSACTIONS DONE THROUGH CSC ECOSYSTEM AS ON 31 DECEMBER, 2017

SERVICES	No. of Transactions (Vol in Lakh)			During 2017-18
	Dec'17	2016-17	Apr'16 - Dec'17	
A. SERVICES ON DIGITAL SEVA PORTAL				
e- Recharge	1.9	92.2	161.7	69.50
Aadhaar Printing	5.02	103.69	137.52	33.83
E-District Services	4.2	43.06	90.76	47.70
Electricity Bill Payment	4.67	48.91	89.12	40.21
PAN Card Applications	9.55	31.99	92.14	60.15
Election Services - EPIC Printing	1.6	55.35	72.64	17.29
Aadhaar Update	3	32.32	71.17	38.85
Pradhan Mantri Awas Yojana	0	27.94	45.67	17.73
Other Services	2.6	4.73	28.09	23.36
Insurance Premium Collection	1.47	10.47	21.88	11.41
Pension Services	0.02	2.12	10.56	8.44
Labour Services	0.72	3.19	9.23	6.04
IRCTC	0	6.32	8.26	1.94
Swachh Bharat Abhiyan	0.42	5.26	8.13	2.87
Aadhaar Seeding	0	0.36	5.71	5.35
Passport Applications	0.31	0	4.46	4.46
Other G2C services	0.3	2.2	3.66	1.46
Educational Service	0.36	0.88	3.7	2.82
FSSAI	0.36	3.09	3.59	0.50
Pradhan Mantri Fasal Bima Yojana	1.69	0	4.22	4.22
Tour and Travels	0.18	0.47	1.5	1.03
Health care Services	0.02	0.26	1.11	0.85
Other Services	0.14	2.71	4	1.29
TOTAL PORTAL SERVICES	38.53	477.52	878.82	401.3

Transactions on CSC National Portal (Digital Seva)

DETAILS OF TRANSACTIONS DONE THROUGH CSC ECOSYSTEM AS ON 31 DECEMBER, 2017

SERVICES	No. of Transactions (Vol in Lakh)			
	Dec'17	2016-17	Apr'16 - Dec'17	During 2017-18

B. SERVICES THROUGH CSC SPV NETWORK - Other than Portal (linking with Digital Seva Portal)

Aadhaar Generation	8.19	568.02	799.89	231.87
Banking - BCAs	44.88	321.01	652.76	331.75
Banking - AEPS (Successful)	50.18	28.36	343.98	315.62
NDLM-DISHA : Certified	0	35.3	35.3	0
PMGDISHA : Certified	4.84	0	48.68	48.68
Other Than Portal Total	108.09	952.69	1880.61	927.92

Thank You!



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