

Date:



E-GOVERNANCE SERVICES INDIA LIMITED

No.

Dated, New Delhi, the 17 November, 2015

CSC e-Governance Services India Limited
Electronics Niketan, 3rd Floor Deity
6 CGO Complex, Lodhi Road
New Delhi - 110003 Tel: 011 24301349

Memorandum

National e-Governance Plan (NeGP) envisages making all the government services accessible to the common man in his locality and ensure efficiency, transparency and reliability of such services at affordable costs to realize the basic needs of common men. Common Services Centre (CSC) Scheme is one of the strategic corner stone of the Government vision to empower communities especially those in rural areas by enabling them to access information, knowledge and skills through the intervention of Information, Communication and Technology (ICT).

2. Government of India has recently formulated CSC 2.0 Scheme in pursuance of the Government's commitment to set up one CSC at each of the 2.5 lakh Gram Panchayats to provide public services to citizens living in the rural areas. This would also include strengthening and integrating the one lakh CSCs already set up and operational under the existing CSC Scheme and operationalising and additional 1.5 lakh CSCs at Gram Panchayat level. The new model is basically service delivery oriented model with an effort towards optimum utilization of infrastructure created in the form of SWAN, SSDG, e-District, SDC and other ICT infrastructures created by the State. The new Scheme aims at establishing these 2.5 lakh CSCs under Digital India – Pillar 3 – Public Interest Access Programme – National Rural Internet Mission and deliver various citizen centric services. CSC SPV is the implementing agency for rollout of CSC 2.0 and the implementation would be done through the involvement of various stakeholders like : State/UT administration / State Designated Agency (SDA) / District e-Governance Society (DeGS) in the respective State/UTs.

3. The CSC 2.0 scheme provides for District Administration as the main driving force for smooth implementation of the scheme in the Gram Panchayats/local bodies in the respective districts. This would enable direct interaction of VLE with the Government and would enable transparency, tractability and increase sustainability of the CSCs. DeGS/District Administration under DM & Collector/Deputy Commissioner would be responsible for rollout of CSCs, identification of VLEs, monitoring of rollout and handholding of VLEs within the district. The Scheme provides manpower support to DeGS to ensure implementation of a robust functional/transacting CSC outlet network in the district. There would be 2 (two) resources (2 District Managers) at the district level reporting to DM & Collector/Deputy Commissioner heading the DeGS and based out at DeGS office. These resources would be handholding the VLEs, supporting them for smooth implementation and would act as a catalyst for sustainability of CSCs. The roles and responsibilities of District Level Resources are detailed at **Annexure-A**.

4. The District Level Resources would be managed by DeGS. The DeGS shall identify and select these manpower resources by following a transparent selection process. They would be selected through a panel comprising of DeGS (DC/DM)- Chairman and other stakeholders like DIO, District PRI

Official and representative from CSC SPV. These resources should be domicile of same district. Their engagement will be purely on "Contractual" basis for one year and necessarily further extendable year-wise for a maximum period of 4 (four) years. The extension after one year shall be subject to Performance Evaluation. Necessary Guidelines for evaluation will be issued by CSC-SPV. The monthly remuneration of each Resource shall not be more than as provided below (inclusive of all taxes).

Resource Cost Description	Year-1	Year-2	Year-3	Year-4	Total
Cost per Resource/Month	25857	28442	31286	34415	120000
Annual Cost/Resource	310284	341304	375432	412980	1440000

Fund towards payment of their salary will be placed by CSC-SPV at the disposal of the respective DeGS. The qualification criteria for selection of candidates are enclosed as **Annexure-B**.

4. Chairmen, DeGS' are requested to take immediate measures for recruitment of these manpower resources as per the selection criteria prescribed above. The selection and recruitment of these manpower resources has to be completed by **30 November, 2015**. The details of selected and engaged persons are to be informed to the following official by **1st week of December, 2015**.

Shri Nepal Chandra Sen
Head of Operations, CSC 2.0
CSC e-Governance Services India Limited (CSC-SPV)
Electronics Niketan
6, CGO Complex
New Delhi - 110003

For any further clarifications, Shri Nepal Chandra Sen may please be contacted over mobile No. +91 7065536999 or at nepal.chandra@csc.gov.in.

Enclosure : Annexure-A : Roles and Responsibilities of District Level Resources
Annexure-B : Qualification Criteria

(Dr Dinesh Kumar Tyagi)
Chief Executive Officer

To
All D.M. & Collectors/Deputy Commissioners

Copy to :
The Secretary IT/Secretary (In-Charge of Project) of All State Governments/UT Administration with a request to issue necessary advisory to the DM & Collectors of his State/UT in this behalf so that the requested recruitment gets completed by 30.11.2015.

(Dr Dinesh Kumar Tyagi)
Chief Executive Officer

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ANNEXURE-A

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ROLES AND RESPONSIBILITIES OF DISTRICT LEVEL RESOURCES

1. Supporting DeGS in Program management and last mile implementation in all the Gram Panchayats within the respective District Administration.
2. Coordinating with State teams, CSC SPV teams and National team for smooth implementation.
3. Working with DeGS for selection of VLEs, CSC locations and enabling factors ensuring smooth operations of CSCs.
4. These resources would be the first point of contact for redressing VLEs' issues and the issues raised at the Help Desk.
5. These resources would facilitate the capacity building and training activities conducted by CSC SPV and State/UT in the district for increasing sustainability of CSCs.
6. Co-ordinating with other State/UT departments along with State teams for enablement of more services into the CSC platform and integrating existing services/portals into the universal CSC technological platform.
7. Conducting regular field level assessments of CSCs within the district. It is proposed to provide Geo- Tagged application support to these resources for undertaking regular field visits of CSCs within their operational district providing a hand-holding support to VLE.
8. Co-ordinating with DeGS for review meetings on implementation progress within the district.
9. Supporting DeGS in implementation, decision making and all other activities as assigned by the DeGS

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ANNEXURE-B

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ELIGIBILITY CRITERIA FOR SELECTION OF DISTRICT LEVEL MANPOWER RESOURCES

District Manager

Following is the eligibility criteria for recruitment to the post of District Manager :

1. Essential Qualifications :

- (i) Graduate in any Discipline
- (ii) Must have at least CCC level proficiency in computer from NIELIT
- (iii) Minimum of two (2) years of relevant work experience preferably in IT/ e-Governance/ IT related project co-ordination and program management in related fields
- (iv) Should be able to communicate in English and local language.
- (v) Should be aged between 24-35 years as on 01.12.2015
- (vi) Should be the resident of same District

2. Desired skills :

- (a) Prior project management experience
- (b) Experience in the domain of IT projects, IT infrastructure deployment/ software development, hardware, networking, security management in IT projects
- (c) Good people management and communication skills
- (d) Result oriented and self-motivated for working in rural areas and cross reporting structure
- (e) Experience in e-Governance related projects of organisations / departments/ NGO/ Non-Profit Organization
- (f) Willingness to travel across the district at the Gram Panchayats.