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पंचायती राज मंत्रालय  
भारत सरकार  
11वीं मंजिल, जीवन प्रकाश बिल्डिंग,  
25, के.जी. मार्ग, नई दिल्ली-110001  
MINISTRY OF PANCHAYATI RAJ  
GOVERNMENT OF INDIA  
11th FLOOR, JEEVAN PRAKASH BUILDING,  
25, K.G. MARG, NEW DELHI-110 001

D. O. N-19013/3/2015-e-Panchayat

December 18, 2015

Dear

Besides internal automation, electronic delivery of services is another key objective of e-Panchayat Mission Mode Project under 'Digital India' programme of the Government of India. In order to provide non-discriminatory access to e-Services to rural citizens, the Department of Electronics & Information Technology (DeitY) is implementing the Common Service Center (CSC 2.0) scheme wherein CSCs are being rolled out across the country to serve as a one-stop, front-end e-services delivery points of the Government and other services in rural India. These CSCs are providing a broad portfolio of services at local level such as Aadhaar enrolment/updation, financial inclusion, utilities payments, education services, health services, skill development and e-commerce services, etc. DeitY has also recently issued the guidelines on CSC 2.0 wherein the roles and responsibilities of all the stakeholders are also mentioned. Furthermore, BharatNet is also gradually being rolled out by Department of Telecommunications (DoT) to equip all Gram Panchayats (GPs) with high-speed broadband connectivity, over the next few years.

2. In order to leverage the imminent high-speed connectivity at Panchayat level (*under BharatNet*) to provide an integrated electronic delivery of services at Panchayat level, it is suggested that States/UTs may consider co-locating these CSCs in the GP premises (*preferred option*) or provide them space near the GP Bhawans, so that the GP premises are the hub for service delivery at local level. To enable co-location of CSCs in Panchayats, the State Government will need to provide space to the CSC in the GP Bhawan (*room of approx. 150 sq ft.*), where equipment can be kept and locked (*for security*). The additional room for this purpose can be built under any scheme where such an activity is permissible. Provisioning power and internet connectivity for CSCs may also be considered by the State Government.

3. While finalizing the list of State/UT-level services and its pricing, the State/UT may take into consideration the local requirements as well as sustainability of the CSCs. Suitable arrangements would need to be worked out between the State Panchayati Raj dept. and the concerned State Designated Agency of CSC scheme for harmonization of working between CSCs and Panchayats. Alternatively, the GPs may be permitted to negotiate with the CSCs regarding sharing of expenses on the services being provided, income, payment of rent, etc. State Government may clearly define the roles and responsibilities of the Gram Panchayat viz-à-viz CSC and may also decide on the appropriate implementation mechanism.


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4. The services offered through CSCs would give a major fillip to the service delivery eco-system at local levels, thus strengthening grassroots level democracy through Panchayati Raj. This ministry will continuously share best practices (*successful models*) where CSCs and GPs are working in synergy. States are also requested to share best practices to showcase successful models in the working of CSCs in Panchayats.

5. A brief note on CSC scheme; the guidelines issued by DeitY on CSC 2.0 and the State-wise coordinators of the CSC programme have been e-mailed to all State Govts and may also be seen on the Ministry's website at <http://www.panchayat.gov.in> > Correspondence with States > e-Panchayat.

6. This Ministry is looking forward to your support in this endeavor.

Yours sincerely,

  
18/11/15  
(A K Goyal)

To

Principal Secretaries, Panchayati Raj and Rural Development Departments, All States/UTs.

Copy to:

1. Secretary, DeitY
2. Secretary, Ministry of Rural Development
3. CMD, BBNL
4. CEO, CSC-SPV

*for information please*

Copy to:

1. PPS to SPR