सत्यमेव जयते

Department of Electronics and Information Technology
Ministry of Communications and Information Technology
Government of India

Digital India
Power To Empower

IMPLEMENTATION GUIDELINES FOR THE PROJECT "CSC 2.0- A WAY FORWARD"

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Contents

1. Preface

Title: Guidelines for implementation of "Common Services Centre 2.0 – A way forward" under Digital India Programme

Abstract: This document is intended for State Governments/UT Administrations and District Administrations as guidance for executing the CSC 2.0-A way Forward in the States/UTs. The document describes CSC 2.0 along with its objectives, governance mechanism, role and responsibilities of the stakeholders.

CSC 2.0- A Way Forward

CSC 2.0, approved in August 2015, aims to establish self sustaining network of 2.5 lakhs CSC centres at Gram Panchayat (GP) level under Digital India- Pillar 3-Public Internet Access Programme – National Rural Internet Mission and deliver various citizen centric services. The model of CSC 2.0 is envisaged as transaction based and service delivery based model, delivering a large bouquet of e-services through a single delivery technological platform, which would increase the sustainability of the CSCs across the country.

- **Implementing Agency :** CSC e-Governance Services India Ltd **(**CSC SPV)

- **Project Duration :** 4 Years.

Distribution

This is a controlled document and is intended to be distributed to:

1. All State/UT Administration/ Nodal/Line Departments/ SDAs
2. All Associated Nodal Ministries/Departments and Associated Public Authorities
3. District Administration and DeGS
4. CSC e-Governance Service India Ltd. (CSC SPV)

2. Abbreviations

S No.	Abbreviation	Definition
1.	API	Application Program Interface
2.	B2B	Business to Business
3.	B2C	Business to Citizen
4.	CSC	Common Services Centre
5.	CSC-SPV	CSC- Special Purpose Vehicle- CSC e-Governance Service India Ltd.
6.	DeitY	Department of Electronics & Information Technology
7.	DeGS	District e-Governance Society
8.	DHQ	District Head Quarter
9.	DIO	District Informatics Officer
10.	EC	Empowered Committee
11.	e-TAAL	Electronic Transaction Aggregation and Analysis Layer
12.	G2C	Government to Citizen
13.	G2G	Government to Government
14.	GoI	Government of India
15.	GP	Gram Panchayat
16.	MCIT	Ministry of Communications and Information Technology
17.	MMP	Mission Mode Project
18.	MSA	Master Service Agreement
19.	NeGP	National e-Governance Plan
20.	NLR	National Level Resources
21.	NLSA	National Level Service Agency
22.	NOFN POT	National Optical Fiber Network Point of Terminal
23.	PRI	Panchayati Raj Institute
24.	PRSG	Project Review and Steering Group
25.	SDA	State Designated Agency
26.	SDC	State Data Centre
27.	SCA	Service Centre Agencies
28.	SHQ	State/UT Head Quarter
29.	SIO	State Informatics Officer
30.	SLR	State Level Resources
31.	SSDG	State Service Delivery Gateway
32.	SWAN	State Wide Area Network
33.	TP	Third Party
34.	VLE	Village Level Entrepreneur

3.   Scheme background

3.1   **National e-Governance Plan (NeGP)** launched in 2006 consists of 44 Mission Mode Projects (MMPs). The CSC is one of the 44 MMPs which deliver all the e-services at the grass root level with the ultimate objective to bring public services closer to the citizens.

3.2   Initially the Common Service Centre Scheme was approved by the Government of India in September 2006 under NeGP. The scheme aimed for the establishment of one lakhs ICT enabled front-end service delivery outlets, equitably spread across rural India in the ratio of one CSC per six villages, thereby covering all six lakhs villages. CSCs were envisaged as internet enabled centres allowing access of government, private and social services to citizen.

3.3   The objective of the CSC is to provide e-services in the locality of citizens, by creating the physical service delivery infrastructure for accessing various e-services. The CSC is envisaged to be a Change Instrument that would provide a structured platform for socially-inclusive community participation for development. An individual or organization functioning as a Change Agent, would run the CSC. It is the community participation and collective action, not ICT alone, which would lead to sustainable socio-economic development and long-term rural prosperity.

4.   CSC 2.0 -Introduction

4.1   **Digital India** is a highly ambitious programme to prepare India for a knowledge future with a focus on three areas: Digital Infrastructure as a Utility to Every Citizen; Governance & Services on Demand; Digital Empowerment of Citizens. The programme has nine strong pillars and CSC 2.0 is being implemented under the pillar 3-"Public Internet Access Program- Rural Internet Mission"- of the programme.

4.2   The CSC 2.0 envisages establishment of at least 2.5 lakhs CSCs covering all Gram Panchayats of the country over a period of four years. This would also include strengthening and integrating the existing one lakh CSCs already operational under the existing CSC Scheme and making operational an additional 1.5 lakhs CSCs at Gram Panchayat (preferably at GP premises). It is envisaged as a service/transaction oriented model with a large bouquet of services made available at the CSCs for delivering to the citizens.

5. Key Implementation Objectives and Envisaged Outcomes

5.1 Objectives

5.1.1 Non-discriminatory access to e-Services to rural citizens by making the CSCs complete service delivery centres, utilizing the backend infrastructure already created in terms of other MMPs.

5.1.2 Expansion of self-sustaining CSC Network till the Gram Panchayat level-2.5 Lakhs CSCs i.e. at least one CSC per Gram Panchayat, more than one preferred.

5.1.3 Empowering District e-Governance Society (DeGS) under District Administration for implementation.

5.1.4 Creating and strengthening the institutional framework for the rollout and project management, thereby, supporting the State and District administrative machinery and handholding of the VLEs through local language Help Desk support.

5.1.5 Enablement and consolidation of online services under one technology platform, hence, making the service delivery at CSCs outlets accountable, transparent, efficient and traceable, with a technology-driven relationship between all stakeholders.

5.1.6 Providing Centralized Technological Platform for delivery of various services in a transparent manner to the citizens.

5.1.7 Increasing sustainability of VLEs by sharing maximum commission earned through delivery of e-services and encouraging women as VLEs.

5.2 Envisaged Outcomes

5.2.1 A self sustaining network of 2.5 lakh Common Services Centres delivering e-services to citizens, with one CSC in each Gram Panchayat (more than one would be preferred).

5.2.2 Direct interaction of VLE with Government with empowered DeGS managing the CSC outlet network in the district with an aim to increase sustainability.

5.2.3 Setting a regime for increased entrepreneurial spirit of VLEs by regularizing their share in the revenue earned through delivery of services.

5.2.4 Increased transactions of CSCs through enablement of large bouquet of services by State/UT and other service providers.

5.2.5 Consolidated delivery of services through a universal technological platform at all the CSCs across the nation, thereby making the e-services, particularly G2C services, accessible any where across the country.

5.2.6 A regular framework of technological driven monitoring of the CSC network through the universal technological platform, thereby making the service delivery at CSCs outlets accountable, transparent, efficient and traceable, with a technology-driven relationship between all stakeholders.

6. Implementation Framework

6.1 CSC 2.0 is a complete entrepreneurship model, with State/UT Administration leading to enablement of the factors that would lead to self sustenance of the CSC outlets.

6.2 CSC SPV is the implementing agency for rollout of CSC 2.0 and the implementation would be done through the involvement of State-UT Administration/ State Designated Agency (SDA)/ District e- Governance Society (DeGS)

6.3 In case the State/UT requires support from a Third Party (TP) to set up and operationalize the CSC network in identified Districts, the State/UT Administration may engage a TP through a suitable mechanism at the respective DeGS level and would be functional under the framework of DeGS. These CSCs under the rollout of such TP/s would be compulsorily transacting through the universal CSC technological platform that would be developed for CSC 2.0 and would comply with the revenue sharing guidelines of the project.

6.4 It is required that a collaborative effort of all concerned Departments / Ministries like Department of Telecom, Ministry of Panchayati Raj, Ministry of Rural Development etc. is essential to take forward the expansion of CSC Network for an enhanced process of service delivery.

6.5 CSC 2.0 recommends that revenue sharing with the VLEs is at least 80% of the income from the commission on the transactions and balance 20% shall be apportioned to other stake-holders, leading to sustainability of VLEs.

6.6 CSC 2.0 envisages development of an integrated universal technological CSC platform to improve the service delivery. The platform would be a secured cloud based platform and CSC SPV would be required to make it live for the rollout of CSC 2.0.

7. Stakeholders and their responsibilities

The key stakeholders in CSC 2.0 are indicated as below:

7.1 National Level

At the national level, the scheme will be implemented under the pillar three of the Digital India Programme by CSC SPV as the implementing agency.

7.1.1 Department of Electronics and Information Technology (DeitY)

DeitY being the nodal department would provide suitable policy support for the implementation of the project. DeitY would monitor the progress of the rollout of CSC 2.0 under PRSG.

7.1.2 CSC e-Governance Service India Ltd. - CSC-SPV

CSC SPV shall be the implementing agency for the project and would provide suitable program management support to DeitY and State/UT Administration for successful implementation of the project. The functions of CSC SPV would be in perpetuity even after completion of the project for sustainability of CSCs across the nation. The main activities to be undertaken by CSC SPV, but not limited to, are as follows:

7.1.2.1 CSC SPV would develop a national level universal CSC technological platform for implementation of CSC 2.0. This would comprise of some key performance indicators (KPIs) like: financial management, human resource management, MIS and reporting, service delivery, help desk, capacity building and integration of all other portal across all the States/UTs etc.

7.1.2.2 CSC SPV would act as co-ordinating agency for development, enablement, on-boarding and delivery of services centrally through the universal CSC technological platform. This will ensure a standard list of services that would be available at all CSCs, irrespective of the location.

7.1.2.3 To enable and manage the local language Help Desk for handholding of VLEs.

7.1.2.4 CSC SPV would undertake capacity building and entrepreneurship training programme to cover all the existing CSCs and the new CSCs in a periodical manner.

7.1.2.5 CSC SPV would undertake monitoring and assessment of scheme across all the CSCs periodically.

7.1.2.6 CSC SPV would support State/UT for creation of national and state branding.

7.1.3 National Level Resources (NLR)

NLR would be providing a suitable support for program management (including administrative and financial management and complete co-ordination with stakeholders), Coordinating with States/UT teams for smooth implementation of the project.

7.2 State Level

At the State Level, the State/UT Administration/SDA and (DeGS)/ TP will extend suitable support and co-operation to CSC SPV for smooth implementation of the project in the State/UT.

7.2.1 State-UT Administration/ State Nodal Department

The State/UT Administration would identify a nodal department for the smooth implementation of the project. The other stakeholders like SDA/DeGS/TP, wherever applicable, would be functioning under the guidance of nodal department. The responsibilities of State/UT Administration are as follows:

7.2.1.1 To issue necessary guidance for implementation and management of the project in the State/UT.

7.2.1.2 To implement migration plan for integrating existing CSCs into the new scheme.

7.2.1.3 To collaborate with stakeholders including line departments to ensure that various services, training and capacity building initiatives are implemented in the State/UT.

7.2.1.4 To ensure identification and enablement of additional G2C services on the universal service delivery platform.

7.2.1.5 To enable integration of all State/UT portals including the utility service providers with the universal CSC technological platform.

7.2.1.6 To increase sustainability of CSC outlets in the State/UT by undertaking various programs, schemes and activities with CSC SPV.

7.2.1.7 CSCs may be leveraged for delivery of services under "Digital Panchayat" initiative of Ministry of Panchayati Raj.

7.2.1.8 Selection of State/UT level resources for supporting the program management in the State.

7.2.1.9 To review, monitor and assess the scheme on regular basis for smooth implementation and timely completion of rollout of CSCs.

7.2.1.10 To submit project status report to DeitY on monthly basis.

7.2.2 <u>**State Level Resources (SLR):**</u>

The CSC 2.0 provides State/UT level resource to support the State/UT Administration (nodal department) for smooth implementation. There would be two types of resources in the State/UT purely on contractual basis; 1) State/UT Level Resources at State/UT Headquarters (SHQ); 2) State Level Resources at District Headquarters (DHQ)/DeGS.

7.2.2.1 <u>**SLR at SHQ:**</u> These resources would be reporting to the State/UT nodal department and would be responsible for the following:

7.2.2.1.1 To support State/UT for program management in the State/UT and complete co-ordination with stakeholders.

7.2.2.1.2 To co-ordinate with district teams, national team and CSC SPV teams for smooth implementation.

7.2.2.1.3 To co-ordinate with other State/UT departments for enablement of services into the universal CSC platform and to enable integration of existing services/portals into the same.

7.2.2.1.4 To collect, collate and analyse various MIS reports and Impact Assessment reports from all the districts.

7.2.2.1.5 To co-ordinate with State/UT Administration and District teams for review meetings on the progress of the project.

7.2.2.1.6 To support State/UT Administration for any other activities assigned by the State/UT nodal department for successful rollout of the project.

7.2.2.2 <u>**SLR at DHQ/DeGS**</u>: These resources would be reporting to the District Administration/ DeGS. These resources may preferably be selected from the concerned district for the ease of locale management. These resources would be responsible for the following:

7.2.2.2.1 To support DeGS in program management and last mile implementation in all the Gram Panchayats within the respective District Administration.

7.2.2.2.2 To co-ordinate with SLR HQ teams, CSC SPV teams and National team for effective rollout.

7.2.2.2.3 To work with DeGS for selection of VLEs, CSC locations and enabling factors ensuring smooth operations of CSCs

7.2.2.2.4 These resources would support DeGS for redressing VLEs' issues locally under their purview as well those raised by the Help Desk.

7.2.2.2.5 To provide handholding support to VLEs and to facilitate the capacity building and training activities conducted by CSC SPV.

7.2.2.2.6 To conduct regular field level assessments of CSCs within the district. These assessments would be conducted through Geo- Tagged application support while undertaking field visits to CSCs.

7.2.2.2.7 To co-ordinate with DeGS for review meetings on implementation progress.

7.2.2.2.8 To collect field level information and progress status of CSCs lying under the district jurisdiction.

7.2.2.2.9 To support District Administration/DeGS for any other activities assigned by District Administration/DeGS for successful rollout of the project.

7.2.3 <u>**District Administration/ District e-Governance Society (DeGS):**</u>

District e-Governance Society (DeGS) under the District Magistrate/District Collector would play a key role towards the last mile implementation and monitoring of the rollout. The District e-Governance Society (DeGS) would be supported suitable by CSC SPV in this regard and would be responsible for the following:

7.2.3.1 Selection/identification of VLEs and the operations of the CSC Network in the district. This would include:

  i. To co-ordinate with Panchayati Raj Institute (PRI) / Rural Development Department for availability of space at GP/other locations for CSCs to operate.,

  ii. To assist VLE for the availability of power and solar backup etc.

  iii. To assist VLE for availability of connectivity through State/UT infrastructure or NOFN node where-ever possible. However, it would be the responsibility of VLE to invest in the Capex and Opex of the CSC outlet including the connectivity.

7.2.3.2 The DeGS will ensure that the CSCs follow the branding and display guidelines of the project.

7.2.3.3 The DeGS will supervise the district resources for coordination at various levels.

7.2.3.4 The DeGS shall create a suitable mechanism towards effective interaction with VLEs for timely resolution of implementing issues.

7.2.3.5 The attrition as well as relocation of the VLEs will be managed locally by the DeGS and accordingly included in CSC 2.0.

7.2.3.6 In case State/UT Administration desires implementation through a TP, then the TP would be functional under District Administration/DeGS.

7.2.3.7 Wherever, there is termination or expiry of MSAs (Master Service Agreement) with any third party, it will automatically be taken over by the DeGS.

7.2.3.8 DeGS will assist State nodal department to issue necessary GOs for leveraging CSCs to deliver various services of other departments like: PRI, Rural Development and other public service providers.

7.2.4 <u>Village Level Entrepreneur:</u>

A local Village Level Entrepreneur (VLE) would be responsible to bear the entire capital and operational expenditure involved in making the CSC operational. VLE is also expected to deliver various services to citizens as per the direction of the State/UT Administration.

8   Integrated Approach for Implementation

8.1   CSC 2.0 has four cornerstones – The CSC outlet network, Consolidated delivery of e-Services through a Universal Technological Platform, Shaping socioeconomic behaviour by strengthened institutional framework, and Local Language VLE Help Desk. There would be a technological driven relationship between all the stakeholders to make the rollout traceable and accountable.

8.2   The CSC Outlet Network

The CSC 2.0 envisages setting up of CSC outlets that would provide direct access of various life changing e-services to citizens. The key features of CSC Outlet Network are as follows:

8.2.1   <u>Branding:</u> CSCs will have a common national branding along with State/UT co-branding, to ensure a standardized nation-wide user experience. National and State branding will be displayed at the CSC and no private other branding will be allowed. It would be mandatory to display the Government Orders (GOs) and rate list in the outlet and should be visible to citizens. CSC SPV would be required to provide a suitable monetary support to each authenticated VLE for the same.

8.2.2   <u>Infrastructure:</u> An ideal CSC comprises of ICT infrastructure like computer/laptop, printer, scanner, web camera, broadband connectivity, biometric device and suitable power backup for uninterrupted delivery of services; however it would be sole responsibility of VLE to invest in the necessary infrastructure. The decision to upgrade the facilities at the CSC will be taken by the VLE based on the activity-levels and sustainability of the centre.

8.2.3 **Connectivity:** The State/UT will suitably devise a standardized connectivity strategy by establishing common connectivity provision for CSC Network across the State/UT through the infrastructure available like NOFN/BSNL/ISP. However, it would be the responsibility of VLE to avail a suitable connectivity for CSC at his own expenditures for uninterrupted service delivery, without which CSC will not be considered as operational.

8.2.4 **CSC Operations**: A local Village Level Entrepreneur (VLE) would be responsible to operate the CSC outlet and make it transactional. The number of services offered by a CSC and the number of successfully completed transactions will determine the sustainability of the CSCs. The commission earned through service delivery would be directly credited to the VLE wallet, managed by CSC SPV.

8.3 Consolidated e-Service Delivery through Universal CSC Technological Platform

8.3.1 **Universal CSC Technological Platform**

CSC 2.0 envisages development and deployment of a robust universal technological platform for consolidated delivery of services to the citizens. The platform would be a cloud based aggregation platform that would enable the VLE to deliver service of any State/UT from its CSC.

The CSCs will offer a standard list of services across the country supplemented by State/UT specific services. 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.

The universal CSC technological platform will be connected through an appropriate open API to the eTaal enabling transaction counts at national level on real time basis.

The services platform will include a cash management system for the VLEs (pre-paid wallet, mobile payment solutions, etc) as well as a MIS reporting system to enable seamless reconciliation of transactions across various service providers along with financial settlement across all stakeholders.

8.3.2 **e- Service Application development**

In CSC 2.0, various e-Services applications are envisaged for development other than the services that have already been identified in other MMPs. These service applications will be

integrated with the universal CSC technological platform for unified delivery. The following would be required for the same:

8.3.2.1 It is recommended that State/UT will issue a suitable Government Order to this effect, to deliver these services through CSCs and the services are integrated with the universal CSC platform by following e-Governance standards and cross-linking of various inter department data.

8.3.2.2 Integration of e-District services with the universal CSC technological platform.

8.3.2.3 The identification and application development of G2C services shall adhere to the Integrated Framework for delivery of services of the eDistrict MMP.

8.3.3 Consolidated Delivery of e-Services:

CSC 2.0 envisages consolidated delivery of e-services through CSCs, therefore in this regard the State/UTs, with suitable support from CSC SPV, would be required to make the CSCs sustainable by enabling more services for delivery at the CSC outlets and undertaking various programmes to increase the sustainability. For achieving the goal of consolidated delivery, following would be required to be implemented:

8.3.3.1 All respective service applications will be integrated with the proposed universal CSC technological platform (managed by CSC-SPV) for all the services. This includes mandatory integration of the State/UT portals, TP portals, the e-District services as well as portals of utility services and other government department portals not included in e-District.

8.3.3.2 All State/UT/TP and other B2C service providers participating in the CSC eco-system will also be required to integrate their services with the universal CSC technological platform and ensure that all VLEs transact through this platform without which CSCs will not be considered as a part of the CSC Scheme.

8.3.3.3 The State/UT shall ensure the standard for e-service delivery and enforce the same with requisite service level agreements (SLAs) for service delivery by various Departments and Service Providers.

8.3.3.4 For sustainability of the CSCs, it is essential that all the possible e-services are created and made operational during the first year of the project. The State / UT may adopt a policy for ensuring availability of minimum portfolio of active services, including those made available through the state initiatives/SSDG/e-District, etc, under this project.

8.4 Local Language VLE Help Desk

It is envisaged to set up Local Level Helpdesk with suitable manpower, hardware & software managed by CSC SPV. The location and extension of Help Desk to State/UTs (as may be deemed necessary) would be managed by CSC SPV and supported by State/UT Administration wherever required. The Helpdesk will provide information and handholding support for establishing CSCs and further, this will also handle/address VLE concerns and grievances, and provide support for rendering services and for other operational issues. For G2C service related issues, respective State/UTs would be the first point of contact for issue resolution and for other services their respective service providers. There would be a suitable escalation matrix along with SLA for timely resolution of issues. The Help Desk would function in co-ordination with State/UT level and district level teams for timely closing the issue tickets and issue resolution.

9 CSC Location and Village Level Entrepreneur (VLE) Selection

The selection of VLEs and CSC location under CSC 2.0 would be undertaken by State/UT Administration and DeGS, supported by CSC SPV suitably. Following is recommended for the selection of CSC location and selection of VLEs:

9.1 Location of CSCs

9.1.1 CSCs may be located within the Gram Panchayat Office or Point of termination (PoT) for the National Optic Fibre Network (NOFN) or other appropriate public building in Rural/ Urban/ Semi Urban areas.

9.1.2 In case, it is not possible to locate the CSC within one of these institutions, the CSC may be set up under the guidance of DeGS near by the Gram Panchayat Office, preferably in a government building or any other place (private/public building) having good footfall and where NOFN horizontal connectivity will be made available.

9.1.3 Establishment of additional CSCs in the Gram Panchayat area may be decided by the State / UT, after demand analysis based on local requirements, viability having base population supporting them and the financial sustainability.

9.1.4 The State/UT has the option to set up the CSCs at desired locations including at urban or semi-urban areas based on the footfall and citizens covered in that area. These CSCs, at urban or semi-urban areas, would be over and above the CSCs proposed in CSC 2.0 at Gram Panchayat level. These additional CSCs would be operational through universal CSC technological platform and would be covered under the monitoring and assessment framework of CSC 2.0.

9.1.5 Wherever location of the CSC is likely to be decided by Third Party it would be duly approved by DeGS under District Collector/Magistrate. Preference would be given to the location suggested by DeGS. There is no viability gap funding to any party in the project.

9.2 VLE Nomination/Selection

The State/UT Administration would empower the DeGS for selection of VLEs through suitable mechanism. The State/ UT Administration and District Administration would be suitably supported by CSC SPV in this regard. The State/UT would have the flexibility of selecting the VLEs for setting up of CSC Network at the Gram Panchayat level under various combinations as suitable to the prevailing conditions. For the purpose of selection of VLEs in the region the State/UTs may invite application through DeGS or SDA and select the VLEs through a panel chaired by DM/DC heading DeGS and other members like- representatives of NIC (District Informatics Officer-DIO), CSC-SPV or any other member. However, the VLEs after selection would be functioning under DeGS. In order to empower the women, preference may be given to women as VLEs. Necessary policy guidelines may be issued by the State/UT in this regard.

The DeGS would have to ensure that VLE will be linked with proper Aadhaar authentications or any other relevant authentication as per the decision of the State/UT Administration.

10 Implementation Schedule

The CSC 2.0 is proposed to be implemented and made operational over a period of 48 months. By the end of the project, it is expected that at least one (more preferred) self sustaining CSC will be available in each Gram Panchayat successfully delivering e-services to citizens. Detailed timelines for implementation will be issued by CSC SPV.

11   Finance, Revenue and Sustainability

The CSC 2.0 has been designed to ensure delivery of online services through ICT enabled access points. It is expected that the operations and management of the CSC Scheme will be self-sustaining based on the income generated through delivery of online services.

11.1   All the aspects related to finance, accounting and expenditures for implementation of CSC 2.0 would be managed by CSC SPV.

11.2   It is expected that commission/service charges will be paid for each service successfully rendered at a CSC to VLE through online process immediately. For increasing the sustainability of VLEs, CSC 2.0 recommends that revenue sharing between VLE and other stake-holders is in ratio of 80:20. To ensure transparent transfer of funds to VLE and other stake-holders the State/UT Administration would be required to devise a policy for revenue sharing between the stakeholders.

11.3   In order to ensure the financial sustainability of CSCs a large bouquet of G2C, B2C, Educational, Financial Inclusion, UIDAI enrolment and various other services would be enabled in the universal CSC platform with suitable support from CSC SPV.

12   Training and Capacity Building

The CSC 2.0 gives lot of importance to training and capacity building of VLEs for making them self sustaining and running a successful business at CSC outlet. Therefore, it is proposed to undertake compulsory "Entrepreneurship Training" covering all the VLEs at least once during the period of implementation. This would also include covering existing VLEs. CSC SPV would be required to undertake the training workshops across the nation with co-ordination of State/UT and District administrative machinery under the aegis & collaboration of State/UT and District administration.

13   Monitoring and Assessment

The CSCs would be service delivery channel for various services to citizen and would create ease to access services in their locality. In order to achieve the objectives of CSC 2.0, a regular monitoring and assessment framework be established at various levels vis-à-vis mid-course corrections during the implementation.

13.1 Monitoring

The monitoring of CSC 2.0 would be undertaken at National Level, State/UT level and District level. The State/UT and District level monitoring would be undertaken at grass root level for monitoring of last mile implementation.

13.1.1 To create an effective monitoring of CSC network at all levels, it is proposed to create regular automated MIS reports at macro level for nation-wide monitoring and micro level for last mile monitoring. In this regard, a suitable software application would be developed by CSC-SPV, which in turn would consolidate the monitoring data received online from State/UT.

13.1.2 For smooth monitoring and assessment at all levels, CSC SPV would be required to generate automated MIS Reports and Monthly Progress Reports. Following responsibilities would be undertaken by CSC SPV for monitoring and report generation:

13.1.2.1 Compulsory online monitoring of all the CSCs through a Monitoring and Assessment module as a part of universal CSC technological platform and interfacing the same with e-Taal for national level monitoring.

13.1.2.2 Generation of MIS reports and Dashboards for monitoring progress of the operations and transactions of CSCs, and providing regular MIS status reports for the DeitY, State/UT Government and DeGS.

13.1.2.3 The Nodal Officer at each level would be given an access to a panel that would display the health of the project at each level. The DM/DC heading DeGS would be given a deeper access of the health of CSC outlets lying within the jurisdiction of the district.

13.1.2.4 The State/UT and District teams under their respective State/UT and District administration would be required to update the reports and present the same to their respective officers on regular basis.

13.1.2.5 The National Team along with CSC SPV would provide in depth gap analysis reports on services delivery trends on monthly basis and suggestions to all stakeholders for making CSC a self-sustaining model.

13.1.3 National Level

At national level the rollout would be monitored & reviewed by PRSG constituted by DeitY.

13.1.4 State/UT Level

The monitoring at State/UT level would be undertaken by a State Level Committee under the Chairmanship of the Head of the Nodal Department which will be supported by State/UT Level Resources and CSC SPV.

13.1.5 District Level

The monitoring at the district level would be undertaken by District e-Governance Society (DeGS) supported by District Level Resources.

13.2 Assessment

To create an effective framework of assessment at various levels, the implementation of CSC 2.0 needs to be assessed during and post implementation of CSC network. It is envisaged that CSC-SPV would undertake suitable impact assessment for assessing the rollout of the scheme during and post implementation of scheme.

The State/UT and District administration machinery would be required to support these assessments in terms of infrastructure support, inputs and direction of the assessments. It would be desirable that CSC SPV would hold brain storming sessions with the State/UT and District administration to chalk out an effective and insightful plan of assessments.

13.2.1 Periodic Field Level Assessments

13.2.1.1 It is proposed to assess the rollout through regular and periodic field level assessment during the implementation phase. The assessments would be done by State and District level resources with suitable geo-tagged application for the assessment.

13.2.1.2 State/UT Administration would be required to monitor the assessments conducted by SLRs through regular field visits.

14 Conclusion

"CSC 2.0- A Way Forward" under the objective of Digital India Programme- "To transform India into digitally empowered society and knowledge economy"- aims to bridge the gap of digital divide by creating a network of self sustaining human assisted e-service delivery centers in the neighborhood of rural citizens.

After its implementation, it is envisaged that there would be a network of self sustaining CSC outlets in all the Gram Panchayat across the nation, delivering essential government services and other life changing services to the citizens, under the handholding support from the District/State-UT administration and CSC SPV.

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