डॉ. अरुणा शर्मा, आई.ए.एस.
स‍चिव

Dr. Aruna Sharma, I.A.S.
Secretary

Dear

Kindly refer to the D.O. letters vide No. 2(1)/2013-CSC (Vol-1) dated 09th December, 2015 and 25th January, 2016 of the Additional Secretary, DeitY regarding implementation of CSC 2.0 in your State / UT. The implementation status has been reviewed and it is felt necessary that the State /UT Administration may take following actions to expedite implementation of the project.

(i)   The CSC 2.0 Project under Digital India envisages that CSCs will have a **common national branding along with State/UT co-branding** to ensure a standardized nation-wise user experience. The Common Branding Logo that was circulated earlier has been modified and the new modified Logo is enclosed. It is requested to implement the modified Common Branding of CSCs uniformly across the States/UTs. Kindly use the same for the Service Centers opened by the State at their own initiative as it will enable to have unique number to all such centers.

(ii)   As per the reports received from the States/UTs, around 1.78 lakhs CSCs have been setup across the States/UTs. Keeping in view of the Government's commitment, it is necessary that primacy may be accorded to make these CSCs operational at the earliest for delivery of various services to the citizens.

(iii)   The Digital India Programme envisages establishment of a self sustaining network of Common Services Centers for easy access in 5 km. radius for delivery of various citizen centric services. With a view to implementing this vision, it is essential that G2C services are mandatorily delivered through CSC network. The State Governments and UT Administrations are, therefore, requested to put in place on priority necessary mechanism for delivery of all important e-Governance Services like utility bill collection, Ration Card, Land Records, pension payment, Election Commission Services, Public Service Commission and various Recruitment Boards' services and issuance of various certificates like birth & death, caste, OBC, Income, Domicile etc through the CSCs. It is, therefore, desirable to allow integration of various service Portals with the on-line CSC Universal Portal. This would support in monitoring the performance of CSCs across the Country in standardized format.

(iv)   The new CSC project under Digital India Programme also provides for manpower support to the State Designated Agency (SDA) as well as the District e-Governance Society (DeGS) for smooth and speedy implementation of the CSC project. It is required to complete the selection and recruitment of these manpower resources by the end of March, 2016 so as to empower the SDAs and the DeGSs for seamless implementation of CSC project.

(v)   This CSC 2.0 Project attaches a lot of importance to training and capacity building of VLEs for making them self sustaining and running a successful business at CSC outlet. CSC SPV, the implementing agency, has already requested the State Nodal Department for selection of Training Institutes for conducting a Capacity Building & Entrepreneurship Development Programme for the VLEs. A large number of States have already selected such Training Institutes and the training programme has already started. The selection of Training Institutes should be completed, if not already done, by this March end for commencing the training programme in March, 2016 itself. The incharge of Digital Seva will be empowered to execute digital literacy programme and all such G2C & B2C services.

2.   In view of the above, it is requested that necessary directions may kindly be issued to all concerned including District Administrations for immediate action within a definitive timeline. In this regard, the nodal officer from CSC SPV (Shri Nepal Chandra Sen, Head of Operations, CSC 2.0, mobile: +91 7065536999, e-mail: Nepal.chandra@csc.gov.in) may be contacted by the State/UT Nodal Department as well as the District Administration for further support.

Kindly upload status with geo-tagging (http://survey.csc.gov.in/branding), so that the connectivity issues at these centers are taken up on priority.

With regards

Yours sincerely,

(Dr. Aruna Sharma)

Chief Secretaries of all States / Administrations of Union Territories

Copy for information:

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