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CSC 2.0 Implementation Action Plan in Tripura

1. Preamble:

CSC is the front-end delivery points for Government, private and social sectorservices to rural citizens of India. CSCs are positioned as a 'Change Agent' to boost the rural entrepreneurship. It uses ICT to integrate social and commercial goals of allstakeholders. CSC creates the structure to become the front-end delivery points for government, private andsocial sector services and deliver services in the areas of telecom,agriculture, health, education, entertainment,, banking andfinancial services, etc.

CSC 2.0 scheme 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 AccessProgramme – National Rural Internet Mission and deliver various citizen-centric to citizens in rural areas.

The Common Service Center scheme 2.0 proposes:-

- Integrated approach to ensure availability of online services.
- To provide necessary support infrastructure needed for smooth operations&seamless delivery of services.
- Empower DeGS under SDA for establishment of CSCs at GP level.
- VLEs would interact directly with SDAs through DeGS.
- Technology driven relationship among stakeholders.

The CSC 2.0 envisages four core components

- The CSC network
- CSC Connect services portal/Apna CSC Portal
- State/UT-level help Desk
- Services offered through MMPs

Whereas the Departments and Agencies of Tripura State are gearing up to deliver citizen services in electronic mode on an ambitious scale and hence expansion of the CSCs as key citizen interface points has become very essential.

CSC2.0 scheme implementation guidelines have been formulated by DeitY in Dec'2015. Based on that, State Designated Agency (SDA) i.e. Tripura State Computerisation Agency (TSCA) has derived the following action plan and narratives for implementing this scheme in timely and effective fashion in Tripura. Various stakeholders are responsible to take-up key activities of this scheme. It is deemed requested from all the stakeholders to follow the action plan for effective utilization of resources and timely completion the listed activities.

2. Abbreviations/ Definitions:

i. B2C refers to Business to Citizen service(s)

ii. CSC refers to Common Service Centre(s)

iii. CSC SPV India Ltd refers to the Special Purpose Organization established by the GoI

iv. Citizen Service is a generic term that refers to a service(s) that is offered to the citizen through the Common Service Centre

v. DM refers to District Magistrate (of the District)

vi. DeGS means and refers to the District e-Governance Society in a given district under the chairmanship of the District Magistrate concerned

vii. DeitY refers to the Department of Information Technology, GoI

viii. SDA refers to Service Delivery Agency, the nodal body in the state that facilitates the electronic delivery of citizen services

ix. e-Pariseva Kendra Centres also refers to the service delivery channels that are functional in the state

x. G2C refers to Government to Citizen Service(s)

xi. Government, GoT, unless the context specifies, will refer to the Government of Tripura

xii. GoI: refers to the Government of India

xiii. TSCA refers to Tripura State Computerization Agency a society of Directoirate of Information Technology (DIT) to promote IT programs

xiv. Lease Rentals refers to the monies payable by a VLE in respect of the premises

xv. Security Deposit refers to the amount to be deposited with the SDA or its authorized agency to enable the VLE to carry out service delivery operations

xvi. Services Charges refers to the charges payable by the service seeker in respect of a citizen service

xvii. State, unless specified, shall mean the State of Tripura

xviii. VLE stands for the 'Village Level Entrepreneur' and refers to a private person (including an entity where permissible) who is responsible for operating and managing the CSC.

3. Activities and Stakeholders for implementing CSC2.0 scheme:

Phase	Activities	Responsibility	Action Plan	Status/ Remarks
	Set State level policy, VLE Selection norms, regulatory matters and Migration plan	SDA-TSCA	• SDA will discuss VLE selection criteria with State Administration, DeGS, and CSC-SPV looking CSC2.0 scheme guidelines defined by DeitY and publish the VLE selection criteria for the state • State Level policy for CSC rollout will be discussed with State Administration to decide degree of integration with relevant state government policies and finalize for rollout new CSCs • SDA-TSCA will discuss with existing SCAs (M/s Basix and M/s Computer Print) for migrating the existing CSCs as per CSC 2.0 scheme plan. • VLEs interested in migrating SDA and DeGS will plan to accommodate on CSC2.0	
	Enter into MoUs with Service Providers	DeGS	• MoU needs to be signed with all the service providers as fast as possible. • The terms & conditions and SLA should be defined while signing the MoU.	
	Selection of State level manager for supporting the program management	SDA-TSCA	• SDA will publish the advertisement for hiring State manager from open market. • Candidates will be evaluated as per selection criteria and interviews will be conducted. • Interview panel will be constituted to evaluate the suitable candidate • Based on the recommendation of interview panel, offer will be placed for best suitable candidate.	Completed
	Selection of District level manager for supporting the program management	DeGS	• DeGS will publish the advertisement for each district separately for hiring District managers from open market. • Candidates will be evaluated as per selection criteria and	Ongoing

			interviews will be conducted. • Interview panel will be constituted to evaluate the suitable candidate • Based on the recommendation of interview panel, offer will be placed for best suitable candidate.	
Management	Provide Guidance for implementation and management of the project	SDA-TSCA	• CSC 2.0 needs to be assessed during implementation of CSC network and proper support should be extended. • SDA will enforce the standard for e-service delivery with requisite Service Level Agreements (SLAs) for service delivery by variousDepartments and Service Providers.	
	Identification and enablement of additional G2C services on the CSC-SPV service delivery platform (APNA CSC Portal)	SDA-TSCA, CSC-SPV	• SDA-TSCA will discuss with all the potential Departments and Organizations to identify and enable more and more G2C services through CSC platform. • CSC-SPV will assist in integrating these G2C services on CSC universal technology platform.	
	Co-ordinate with agency for Development, enablement, on-boarding and delivery of services centrally through the universal CSC technological platform	CSC-SPV	• CSC-SPV will make sure the CSCs sustainable by enabling more services for delivery at the CSC outlets and undertaking various programmes to increase the sustainability. • CSC-SPV will ensure the mandatory integration of State Services, TP Services, e-District&SSDG services, Utility services and other government department services on APNA CSC platform.	
	Co-ordinate with Panchayati Raj Institute (PRI) / Rural Development Department for availability of space at GP/other locations for CSCs to operate	DeGS	• DeGS will discuss with SDA and CSC-SPV for selection of suitable CSC location. • DeGS may plan the location within GP office or Point of Termination (PoT) of NOFN or other appropriate public building in Rural/Urban/ Semi Urban areas. • DeGS will perform the demand analysis based on local requirements, viability having base populationsupporting them and the financial sustainability • Wherever CSC location is likely to be decided by Third Party it should be duly approved by DeGS.	

	Supervise the District Manager and other District resources for coordination at various levels	DeGS	• DeGS will supervise the District Managers for coordination at various levels. • Wherever required, DeGS will take-up the issues with District Managers for understanding the District Administration setup and workflow • DeGS will NOT involve district managers into their routine administrative work.
	Financial Support& Sustainability	CSC-SPV	• In CSC 2.0 scheme, operations and management of the CSCs will be self-sustainingbased on the income generated through delivery of online services. • All the other aspects related to finance, accounting and expenditures for implementation of CSC 2.0 will be taken care by CSC-SPV • In CSC 2.0 scheme, revenue sharing between VLEs and other stakeholders will be in ratio of 80:20. • CSC-SPV will provide full assistance in implementation ofscheme. • CSC-SPV will resolve VLEs issues related toservice delivery. • CSC-SPV will support for creation of national and state branding of CSC scheme for Trip-ura. • CSC-SPV will provide a standardized frameworkfor quick and collaborative decisionmaking by any stakeholder
Execution	Operate, Manage and Build the VLEnetwork and Business	DeGS	• DeGS will selectVLEs as per selection criteria. • DeGS will ensure the training of VLEs and the operations of the CSC Network in the district • DeGS will ensure the CSC's Common National brandingalong with Stateco-brandingand no private other branding for standardized nation-wide user experience • DeGS will ensure the mandatory display of the Government Orders (GOs) and rate list in the CSC outlet this should be visible to citizens. • If CSC performance will not find suitable, DeGS will decide the replacement of VLE or relocation of CSCs.

		• If VLE would like to come out from CSC business, DeGS will decide to relocate the CSC or appoint new VLE. • DeGS will develop a suitable mechanism for effective interaction with VLEs for timely resolution of implementing issues. • A monthly/weekly meeting may be planned with VLEs whosoever are having pending issues for time bound resolution. • A WhatsApp group may be setup among District VLEs for quick interaction and issue resolution. • Assist VLE for the availability of power and solar backup etc • Assist VLE for availability of connectivity through State infrastructure or NOFN node where-ever possible.	
	Provide B2C, G2C services to Citizensas per the direction of the SDA	CSC-VLE,	• CSC-VLE needs to maintain the CSC Business Hours holistically. The Business Hr. should be properly displayed and readable outside and within VLE office area. • The Office hygiene needs to maintained by VLEs • VLE needs to invest in the Capex and Opex of the CSC outlet including the connectivity • VLEs will offer the G2C, B2C and other services as per committed rate list and malpractice should be obtained by any mean. • VLEs should properly maintain the Service register, Rate Chart and Invoice Receipt. • VLEs will maintain the proper internet connectivity to the citizens through Proper Internet Service Providers. • VLE needs to utilize the resources optimally and follow the innovative practices to secure 75-80% of revenue fromthe commission on the transactions and increase the profitability. • VLEs needs to register more and more B2C and G2C services and facility	
	Setup Local Language VLE Help Desk	CSC-SPV	• Local Level Helpdesk will be setup with suitable manpower, hardware & software managed by CSC SPV • The location and extension of Help Desk will be managed by	

		CSC SPV after consultation with SDA. • The Helpdesk will provide information and handholding support for establishing CSCs and will also address the VLE concerns and grievances, and provide support for rendering services and for other operational issues. • CSC-SPV will define an escalation matrix along with SLA for timely resolution of issues after consultation with SDA and DeGS. • The Help Desk will function in co-ordination with SDA, DeGS and State & District Level teams for timely closing the issue tickets and issue resolution. • CSC SPV would undertake capacity building and entrepreneurship training programme/workshops to cover all the existing CSCs and the new CSCs in a periodical manner • Share and replicate best practices from other States to the VLEs and DeGS	
	Upgradation of CSC Connect and APNACSC Portal	CSC-SPV	• Enable integration of G2C including the utility service providers with the universal CSC technological platform • Share the Usage, Benefits and Rate Chart of new services integrated on Apna CSC platform • Encourage VLEs for registering for new services and best used services of other states.	
	Co-ordinate with SDA-TSCA and District Managers, DeGS	State Manager	• Work with District Managers, CSC-SPV and DeGS for selection of VLEs, CSC locations and enabling factors ensuring smooth operations of CSCs • State will co-ordinate with other Departments for enablement of services into the universal CSC platform and to enable integration of existing services/portals into the same. • Support SDA-TSCA for any other activities assigned by SDA-TSCA for successful rollout of the project	
	Support State Manager, DeGS in program management and last mile implementation in all	District Managers	• Co-ordinate with State Manager, DeGS, CSC-SPV teams, TSCA-SDA for effective rollout • Support DeGS for redressing VLEs' issues locally under their purview as well those raised by the Help Desk	

	theGram Panchayats		• Provide handholding support to VLEs and to facilitate the capacity building and training activities conducted by CSC SPV • Collect field level information and progress status of CSCs lying under the district jurisdiction. • Support District Administration/ DeGS for any other activities assigned byDistrict Administration/DeGS for successful rollout of the project	
Monitoring & Control	Review, monitor and assess the scheme on regular basis	SDA-TSCA	• Undertake monitoring and assessment of scheme for smooth implementation and timely completion of rollout of CSCs • Submit project status (MIS) report and Impact Assessment reports to DeitY on monthly basis • Review that the CSCs follow the branding and display guidelines of the project	
	Monitor achievements of the outcomes by the CSCs	CSC-SPV	• Use the technological platform for tracking 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	
	To collect, collate and analyse various MIS reports	State Manager, District Managers	• Collect the transaction and CSC performance data from all the districts and submit to SDA-TSCA on monthly basis • Conduct regular field level assessments of CSCs through Geo-Tagged application support • Conduct and participate in the review meetings on implementation progress with DeGS, State Administration, SDA, CSC-SPV etc	

4. Process of Selection of the VLE/ CSC Operator and Training:

Selection of right kind of entrepreneurs for managing the operations of a CSC is a key determinant for the success of the Scheme. It is important that the CSC operator has a personal stake in the success of the CSC. Hence, the entrepreneurial capability becomes the first and foremost requirement of a CSC operator/ VLE. (S)he has to have the capacity to make the minimum required investment in establishment of the basic infrastructure. While (S)he is likely to emerge as an employment provider in due course of time as the business picks up, it is important that the person possesses the basic skills in computers applications/ operations.

Keeping the above in view, the respective DM shall be responsible for the selection of the VLEs/ CSC Operators within their jurisdiction as they would eventually take the ownership of these operators and the CSCs. In case of areas under the Municipal Corporations, the selection of the CSC Operators shall be made by the concerned DM. There can be multiple CSC/VLEs with-in single municipal corporations and Nagar Panchayat areas depending upon the feasibility and sustainability of the CSC business.

By way of broad guidelines, which may be suitably adjusted as considered appropriate by the concerned DMs, it is suggested that, in so far as feasible, preference may be given to the local talented youth in selection of the suitable candidates. Again, it is for the DM to decide the mode and method of selection i.e. by inviting applications through advertisements or walk- in-interviews etc. as they deem appropriate so long as the process is kept objective and transparent.

On being selected, the VLE/ Operator shall be required to enter into an Agreement with the DeGS, with back-to-back reference to the Agreement signed between the SDA and the concerned DeGS, governing the terms and conditions of authorisation, withdrawal of authorisation, code of conduct etc. The agreement will be for an initial period of three years and shall be extended periodically subject to satisfactory performance of VLE. The Standard Model Agreement shall be prepared by the SDA to assist the DeGS in this behalf.

The selected VLEs/ Operators would be imparted necessary orientation training in order to enable them to start their operations, followed by hand-holding support and in-between refresher training sessions with-in the training lab at district level under the aegis of the District e-Governance Society for the purpose. The SDA shall facilitate the engagement for imparting planned training to the VLEs/ Operator and limited number of their staff for which the expenditure would be met out of the funds available with the TSCA. However, the travel and boarding/ lodging related expenses shall be borne by the VLE/ Operator.

The working and performance of the VLE/ CSC Operator shall be monitored regularly by the State and DeGS to determine the business turnover, service quality and other factors.

5. Educational qualifications for Selection of CSC/VLEs:

A VLE should have minimum 12th standard passed. A VLE should be an IT literate having any certification in computer education (preference will be given to those who have completed CCC course from NIELIT. If he/she doesn`t have CCC course, than same course must be completed within 6 months after registration without fail).

 i.   From the Village concerned where the CSC is located;
 ii.   From any of the villages in case of a cluster of the villages of the same Gram Panchayat (GP)
 iii. From the Block/ Tehsil within which the CSC is situated if none of the VLE interested/ identified from same Gram Panchayat.

Financial capacity to initially invest an amount of about Rs. 1.00 lakh in Hardware and supporting infrastructure and expanding the same subsequently

6. Authorisation of the VLE/ Service Provider for delivery of Services under this Scheme :

Upon successful completion of the orientation training, the selected VLE/ CSC Operator would be issued a formal letter of Authorisation, under the authority of IT Department of the State, to act as the authorised person to transact the complete basket of services covered under this Scheme. This authorisation shall be valid for all the services notified to be delivered through the CSCs and the concerned line Departments are deemed to have authorised the CSCs for the purpose. The Authorisation Letter shall specify the period of Validity of such authorisation and shall be displayed prominently at the CSC premises at all times.

The concerned DeGS shall issue Identity Cards to the VLEs/ CSC operator valid for the period of authorisation. The CSC operator, in turn, shall be required to issue Identity Cards to the staff engaged by him to carry out the operations for the CSC.

It is highlighted that this Scheme is notified following a private business model in self-sustainable mode wherein the VLE/ CSC Operator, in his or her individual capacity, acts as an authorized agent or a 'franchisee' to enable electronic delivery of citizen services as per the vision and model envisaged by the Government. While this scheme envisages positive returns for the VLE/ CSC Operator, no guarantee of income is provided herein. The VLEs success will be determined by his or her desire, dedication, efforts, knowledge, experience, entrepreneurial/ financial/ other capacity, ability to follow directions and personal talent. As with any business, the results can vary and the VLE is expected to the risks attendant with the CSC Scheme. The CSC scheme provides authorization to VLE to deliver electronic services on behalf of Government. It does not create any right or automatically entitle VLE to be provided with employment of permanent or temporary nature in government.

7. Provision for CSC Premises:

For adherence to Government controls, citizen convenience, service delivery experience and other protocols, it has been decided to operate the CSCs from Government/Gram Panchayat (GP) owned premises, in so far as feasible. The CSC premises should also have appropriate location for IT operations and Internet Connectivity, easy access to public, size, design and standardization for proper branding. It is likely that the CSC Operations may be carried out from ready built up space in Government/ GP owned buildings.

The CSC facility and the NOFN connection points are proposed to be co-located that would have the provision for a full-fledged computer training lab consisting of about 15 to 20 seats. In addition, facilities of drinking water, toilets for ladies and gents, place for power back-up facilities, and some minimal parking of two-wheelers/ cycles etc. would be provided.

Keeping in view that CSC space is available in a number of Government/ Community owned buildings (e.g. Educational Institutions – schools/ Colleges/ ITIs/ Polytechnics/ Gram Panchayat Office, Social Welfare Centres etc.), which remain under-utilised or have spare capacity, it has been decided to optimally use such space. While it is feasible to earmark such space for CSC operations in these buildings on permanent basis, there may be a situation that such premises are available only for a short period. The CSCs would be made operational from such identified space to begin with.

The respective DMs will authorise to identify the suitable locations for establishment of CSCs in the Rural & Urban Areas, and identify the suitable government/ community buildings where such built up space is available for use as a CSC premises on long term/ short term basis. Instructions should be issued by the concerned Government Departments in this behalf.

The DMs would avoid selection of space within all women/ girls Institutions if provision of independent access to such site is not available.

Accordingly, the DMs shall identify the most suitable locations for establishment of the CSCs operation within the minimum time at the earliest and inform the SDA/ IT Department in this behalf.

8. Lease Rentals for the CSC Premises:

The CSC premises established within the Government/ Community owned premises/ locations shall be made available to the authorized VLEs/ CSC Operators on a nominal lease basis. It has been decided that the lease rentals may be charged @ 5% of the revenue income of the CSC subject to a minimum of Rs. 500/- per month. The VLE would be under obligation to maintain the premises in a good condition and shall be responsible for its normal upkeep and security. The amount of lease rentals in respect of already constructed space will be paid to the concerned owner department through the approved administrative structure, which shall be used by the owner departments for proper maintenance of such premises. As for the dedicated buildings to be constructed for the CSCs as per the standard designs, the lease rentals would be deposited with the respective owner organisation. As for the buildings constructed with NABARD funds, the lease rentals would be deposited with the respective DeGS and the amount so collected shall be used for the maintenance of such buildings.