Common Services Centres
Creating
Rural Entrepreneurship
Redefining Governance
Digital India is an ambitious programme of the Government of India with a vision to transform India into a digitally empowered society.

The focus areas are:
- Creation of a countrywide digital infrastructure as a utility for every citizen, ensuring governance and services on demand and digital empowerment of citizens.
- Common Services Centers (CSC) (Hindi: सवासेवाकेंड) are multiple-services-single-point model for providing facilities for multiple transactions at a single geographical location. Common Service Centers is a definite model for innovative rural micro-enterprises in India which is run and managed by a VLE (Village-Level Entrepreneur).
<table>
<thead>
<tr>
<th>Central (10)</th>
<th>State (14)</th>
<th>Integrated (7)</th>
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<tbody>
<tr>
<td>Income Tax</td>
<td>Agriculture</td>
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<td>Immigration</td>
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<td>UID</td>
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<td>e-Biz</td>
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<td>Insurance</td>
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<td>Passport</td>
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<td>Pension</td>
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<td>e-Office</td>
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<td>MCA 21</td>
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<td>Post (New)</td>
<td>Education</td>
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<td>Health</td>
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<td>PDS</td>
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</table>
Develop a platform to enable Government, private and social organizations to integrate social & commercial goals for benefit of the rural citizens.

Common Service Centre
Multiple Services
Multiple Transaction Points

G2C Communication
Common Information Dissemination for all G2C communication, Health, Education, Agriculture, HRD, Employment, Rights, Disaster Warnings etc.

Information
Interactive kiosks Voice and Local Language Interface

C2G Kiosk
Grievances Complaints Requests Suggestions

Edutainment
Multi-functional space for group interaction Entertainment Training Empowerment

E-Governance & E-Services
Transactions: Market, Banking Records & Information Documentation Digital Services Travel & Transport Post & Telecom

Common Service Center - Infrastructure

- 100–150 sq. ft. space
- Minimum 1 PC with UPS
- Minimum 1 Printer
- Digital/Web Camera
- Genset/Inverter/Solar
- OS and other application software
- Broadband Connectivity
- Trained and incentivized manpower

CSC KIOSK: enabled with PC(s), printer(s), scanner(s), UPS, digital/web camera & broadband connectivity.

Additional equipment in the form of projection systems, biometric devices, etc., may be included, as and when required.
Closer links between Government & Citizens

Higher administrative efficiency & reduced red tape

Cost-effective access to Government Services

new employment opportunities in rural India

Timely delivery of critical Information & Services

Structured system to manage issues of health, Education etc...
Govt. Service Delivery Mechanism

Citizens can access services through Internet

Rural / Urban users can use services through CSC Centres

Internet
Common Service Centres (CSC)

State Data Centre
SHQ
Collector’s Office
Tehsil / Taluks

Application Layer
REGISTRATION
TRANSPORT
MUNICIPALITIES

UIDAI

State Wide Area Network (SWAN)

Govt. Deptts & Ministeries (including Subordinate offices)

STATE PORTAL

UIDAI

SHQ
Collector’s Office
Tehsil / Taluks
• One CSC in each GP to cover 2.5 Lakh GPs of the Country.
• Enablement and consolidation of online services under one Universal Technology Platform.
• Creating & strengthening institutional framework for rollout & project management.
• Non-discriminatory access to e-Services to rural citizens.
• Empowering DeGS.
• Manpower Support at State and District levels.
• Capacity Building of the VLEs (EDP)
• Setting up of Helpdesk at State HQ.
• Common Branding of CSCs.
Services
### CSC Service Portfolio

<table>
<thead>
<tr>
<th>Government To Citizen (G2C) Services</th>
<th>Business To Customer (B2C) Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Election Commission of India (EC) Services</td>
<td>✓ Electricity Bill collection in various states</td>
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<tr>
<td>✓ Unique identification Authority of India (UIDAI) Services</td>
<td>✓ Data Card Recharge</td>
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<tr>
<td>✓ Passport Services</td>
<td>✓ DTH Recharge</td>
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<tr>
<td>✓ Banking Correspondent (27 banks)</td>
<td>✓ CSC Bazaar – e commerce/shopping service</td>
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<tr>
<td>✓ National Institute of Open Schooling (NIOS) services</td>
<td>✓ Mobile Bill Payments</td>
</tr>
<tr>
<td>✓ PAN Card Services</td>
<td>✓ Mobile Recharge</td>
</tr>
<tr>
<td>✓ Pension Fund Regulatory Development Authority (PFRDA) services</td>
<td>✓ E learning</td>
</tr>
<tr>
<td>✓ NIELIT services</td>
<td>✓ Premium Collection</td>
</tr>
<tr>
<td>✓ Agricultural Services</td>
<td>✓ Insurance</td>
</tr>
<tr>
<td>✓ Health Care Services</td>
<td>✓ Travel – IRCTC/AIR Tickets/Bus Bookings</td>
</tr>
<tr>
<td>✓ State e district/SSDG services</td>
<td>✓ Brilliants- medical/IAS/IIT/Banking courses</td>
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<td>✓ Online Training</td>
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<td></td>
<td>✓ CSC Rozgar</td>
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<td>✓ Skill Development</td>
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</tbody>
</table>
Services

- Aadhaar enrolment
- eAadhaar Printing
- Demographic Data Update
- Biometric Data Update
- Database Seeding
- Best Finger Detection
- Authentication User Agency
- Authentication Service Agency

VLE are earning about Rs. 30,000+ per month from Aadhaar enrolment
Services

National Digital Literacy Mission (NDLM)
CSCs to become NIOS Facilitation Centers
NIELIT Facilitation Centers
Implement E literacy - making one individual in every family IT literate
Women empowerment through e literacy
Use of CSCs for Adult Literacy
Use of CSCs for promoting Investor Awareness and Financial Literacy
5,000 VLE's are enabled to offer Health services; Services offered

► Telemedicine for Humans
► Telemedicine for Animals
► Diagnostics
► Tele Ophthalmology
National Optical Fibre Network (NOFN)

► Bharat Broadband Network Limited (BBNL), a Special Purpose Vehicle (SPV), set up by GoI, Ministry of Communication & IT, Department of Telecommunications for the establishment, management and operation of National Optical Fibre Network (NOFN)

► CSC SPV & BBNL has signed MoU for utilisation of CSCs in roll out of National Optical Fibre Network (NOFN) across the country

► Target is 2.50 lacs GPU connected through NOFN
Financial Services

Bank

Allahabad Bank
Andhra Bank
Bank of Baroda
Bank of India
Bank of Maharastra
Baroda Rajasthan Gramin Bank
Baroda U.P Gramin Bank
Canara Bank
Catholic Syrin Bank
Central Bank of India
Chhattisgarh Gramin Bank
Corporation Bank
Dena Bank
Federal Bank
Himachal Gramin Bank
IDBI Bank
J&K Bank
Jharkhand State Co-operative Bank

Bank

Kashi Gomti Gramin Bank
Kerala Gramin Bank
Oriental Bank of Commerce
Punjab Gramin Bank
Punjab National Bank
Sarva U.P Gramin Bank
State Bank of Bikaner & Jaipur
State Bank of Hyderabad
State Bank of India
State Bank of Mysore
State Bank of Patiala
State Bank of Travancore
Syndicate Bank
UCO Bank
Union Bank of India
Utkal Gramin Bank
Vanchal Gramin Bank
Vijaya Bank

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<th>Life Insurance</th>
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<td>Kashi Gomti</td>
<td>Shriram General</td>
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<tr>
<td>Andhra Bank</td>
<td>Gramin Bank</td>
<td>Life Insurance</td>
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<tr>
<td>Bank of Baroda</td>
<td>Punjab Gramin</td>
<td>Religare</td>
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<tr>
<td>Bank of India</td>
<td>Bank</td>
<td>(Renewal)</td>
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<td>Bank of Maharastra</td>
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ROLE OF CSC IN DBT
DBT RELATED CSC ECO SYSTEM

- TECHNOLOGY & PRODUCTS
- AADHAAR
- MANPOWER
- CMS
- AADHAAR SEEDING
Cumulative Aadhaar Generated

- 25 Crore - Dec, 2012
- 50 Crore - Nov, 2013
- 75 Crore - Jan, 2015
- 100 Crore - Apr, 2016

Aadhaar Generation (INR in Cr.)

- 2014: 1.2
- 2015: 2.5
- 2016: 7.88
- Total: 11.58

No. of PECs

- 2014: 2640
- 2015: 5097
- 2016: 9639
- Total: 17376
DBT RELATED CSC ECO SYSTEM

- DBT
- TECHNOLOGY & PRODUCTS
- AADHAAR
- MANPOWER
- CMS
- AADHAAR SEEDING
TECHNOLOGY & PRODUCTS

AEPS – Withdrawal (Launched)
Aadhaar Seeding – Bank Accounts (Launched)
Every time the VLE wants to do a transaction he/she will self-authentication over Aadhaar Platform.

Once the Authentication is done the VLE will be able to offer withdrawal services to customers using AEPS. Withdrawal is a three-step process.
AEPS WITHDRAWAL - A THREE STEP PROCESS

Step 1 - Withdrawal

Customer Bank: Oriental Bank of Commerce
Customer Aadhaar Number: 8733 0785 2507
Amount: 100

Next
AEPS - TRANSACTION SLIP

Your Transaction is Successful

Transaction Details

Date: 01/02/16
Time: 15:04:26

VLE Name: Shivam Gupta
VLE ID: AS123456

VLE's Location: M-135/9 Shastri Nagar Saraswati Vihar North West Delhi Delhi 110052
Terminal: 12:7E:32:0A

Customer Aadhaar Number: 01234567890

STAN: 000000
RRN: 0000000000000000

UIDAI Authority: CSC

Transaction Status: CSHFIG_ERR_150040
Transaction Status Message: Pin code not found.

Transaction Amount: 100.00
Customer Bank IIN: 607646
Customer Bank Name: United Bank of India
Transaction Id: 160202150400115458
Transaction Type: WD

The VLE Hands over cash to the customer.

AEPS - Aadhaar Enabled Payment System
MANPOWER SUPPORT

- Self-sustaining network of 2.5 lakhs CSC centres at Gram Panchayat (GP) level (at least one CSC at each Gram Panchayat)
- Manpower Support at the State and District level, 1-3 resources per State / 2 resources per District. (PAN India recruitment will be completed by Oct, 2016)
- All CSCs are to have a common look and feel across the country “DIGITAL SEWA”
DBT RELATED CSC ECO SYSTEM

- TECHNOLOGY & PRODUCTS
- AADHAAR
- MANPOWER
- CMS
- AADHAAR SEEDING

DBT
AADHAAR SEEDING

Customer visits CSC location for Aadhaar Seeding

NPCI Server

CSC Operator

...Authenticates the customer using Aadhaar
...After Authentication enters other details
...provides customer with unique transaction reference no.

Access the customer data
...Run a Demo Auth
...Process all the successful transactions

Once Seeding is done
DBT can happen in the Seeded account