COMMON SERVICES CENTERS (CSC) SCHEME

ENABLING STATE LEVEL CSC ROLL

Instruction Manual for the State Coordinators

Infrastructure Leasing & Financial Services Ltd.

July 2008
Enabling State Level CSC Roll out

1. BACKGROUND

1.1 The intent of this document is to detail out the activities that are to be carried out to enable the CSC roll-out in the States/UTs, which is expected to be completed within the specified timeframe. The activities have been listed as per the experiences and learning from the three States, viz., Haryana, Jharkhand and West Bengal that have completed one year of the CSC implementation. The Common Services Centers (CSC) Scheme, which is being implemented in a Public Private Partnership (PPP) model, involves stakeholders of various categories, viz., Central Ministries, State Governments, Service Centre Agencies, Service Providers and the NLSA. Each of the above stakeholders has a crucial role to play for smooth implementation and success of the Scheme. However, at the State level, there are three important players who play a major role to complete the rollout in a time-bound manner. They are:

- State Designated Agency (SDA)
- Service Centre Agency (SCA)
- National Level Service Agency (NLSA)

1.2 There are defined milestones at the State level to be accomplished by each of the above three stakeholders and each of them has a unique role to play to reach the same milestone. Keeping in view, the vastness of the project, these milestones have been grouped into two categories/phases as shown below:

   a. Pre-SCA selection Phase (Up to the MSA signing)
   b. CSC Rollout Phase (After the MSA signing)

2. Pre-SCA Selection Phase

2.1 In the pre-SCA selection phase, preparatory steps are being carried out in each State/UT to draw up a schedule for implementation and roll out as per the CSC Guidelines. The implementation strategy at the state level needs to align with the respective State’s needs and ongoing initiatives. Accordingly, over the last two years, various steps have been taken to sensitize the State Governments on the concept, business model and other related aspects of the CSC Scheme. Based on the feedback received, through interactions with the State, broad parameters for implementation of
the Scheme have been outlined in order to formulate a state specific approach for implementation in most States.

2.2 A Generic CSC RFP was prepared and circulated to all the States/UTs. Based on the CSC RFP template, the State Governments have issued the state-specific RFPs for selection of the Service Centre Agencies for setting up and operating the CSCs in the States.

2.3 The key milestones that have been identified, to measure the progress during the Pre-SCA phase is outlined below:

a. Sensitisation of the State Government
b. Notification of the State Designated Agency with a Nodal Officer
c. State Empowered Committee Formation
d. CSC Strategy Finalisation
e. State Cabinet Approval of the Scheme/RFP
f. Release of funds to the States (Revenue Support)
g. SCA Mobilisation
h. Sensitisation of various Content and Service Providers
i. Identification of the G2C Services and sensitization of the Government Departments to enable the delivery of services through the CSCs when they would be ready
j. SWAN RFP Issuance/ Bill of Materials Approval
k. CSC RFP Issuance
l. CSC Bid Evaluation
m. SCA Selection
n. Issuance of Letter of Intent (LOI)
o. Signing of the Master Service Agreement (MSA)
3. CSC Rollout Phase

3.1 Pursuant to the MSA signing, the challenge lies in completion of the CSC rollout as per the milestones/timelines prescribed in the MSA. Although the prime responsibility lies with the SCAs who are mandated to set up the centers as per the contractual obligation, it is of utmost importance to consider this as a team effort by the three main stakeholders: the SCA, the SDA and the NLSA to complete the CSC rollout in a smooth manner within the defined timeframe.

3.2 The major activities that are to be carried out to enable the CSC rollout in the States upon completion of the MSA signing by the State Government with the selected SCAs are listed below. Each of the three players (SDA/SCA/NLSA) has specific roles to play to accomplish each of the following milestones, the details for which are listed in Table 1. These activities are tried out in three States which have completed one year of the implementation period. These States are Haryana, Jharkhand and West Bengal.

4. CSC roll-out: Major Milestones/ Broad Activities (Upon signing of the MSA)

   a. Formation of the CSC Project Team
   b. Setting up of the CSC Project Office
   c. Sensitisation of the Government Officials (State and District level)
   d. Awareness and Media Strategy
   e. Capacity Building of the Team Members
   f. Project Review and Monitoring
   g. CSC Location Identification
   h. VLE Selection and Training
   i. Finalisation of the Connectivity Plan
   j. G2C Services Enablement
   k. B2C Service Enablement
   l. Formation of the Empowered Committee and Monitoring Committee and holding regular meetings
   m. Certification of the CSCs
   n. Revenue Support Disbursement
   o. CSC Launch
   p. CSC Portal

The steps to be followed under each of the above activity are detailed out in Table 1.
<table>
<thead>
<tr>
<th>Description</th>
<th>SDA/State Government</th>
<th>SCA</th>
<th>NLSA</th>
<th>Timeline</th>
<th>Remark/ Tasks Completion Status</th>
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</table>
| **Formation of CSC Project Team**                | ● Appointment of the Nodal Officer  
● Appointment of District Nodal Offices from the SDA  
● Appointment of District / Block Nodal Officer | Appointment of State Head, District Manager, Dedicated person for Government Lisoning, MIS and reporting, Service enablement team (B2C and G2C), Technical Team, for Connectivity, SCA Data center, SCA Portal and IT infrastructure | ● Appointment of a dedicated Coordinator to facilitate the CSC programme.  
● Facilitate the SDA to draft the letter for appointment of Nodal Officers at various level | Quarter 1 |
| **Setting up of Project Office**                 | ● Arrangement of office space for Nodal Officer, member of the SCAs and the NLSA Coordinator | ● Setup separate Offices at the State level and District levels | ● Facilitate the SCA and the SDA whenever required | Quarter 1 |
| **Sensitization of various Stakeholders**        | ● The SDA is to issue a letter/GO to the District Administration broadly covering the following:  
- Introducing CSC project and roles and responsibilities of District Administration  
- Introduction of the SCAs  
- Role of the SDA & the NLSA | ● Facilitation of the State government in Sensitization  
● Develop awareness programme for the citizens | ● Explain the SDA the need for State level sensitization  
● Draft letters on behalf of the SDA/IT Secretary for circulation to the various departmental heads/District level authorities/stakeholders  
● Prepare concept note, brochures on the CSC Scheme for circulation to the departments  
● Facilitate the SDA in all types of documentation/ follow up work | Quarter 1 |
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<tr>
<th>Description</th>
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<tr>
<td>Awareness and media strategy (Parallel Activity)</td>
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<tr>
<td>• Draft letter from DC/DM to block level authorities on CSC project</td>
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<td>• Sensitization of all state departments, Regular Workshops and meetings to be conducted by the SDA</td>
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<td>• Sensitization all Department Head &amp; Divisional Workshop</td>
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<td>• Logo Development and finalization</td>
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<td>• Initiation and finalization the Media strategy and awareness campaigns</td>
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<td>• Comply to guidelines issued by the SDA on Branding, Logo and other aspects</td>
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<td>• Assist to develop the CSC logo and follow up with the State Government for approval of the same</td>
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<td>Quarter 1</td>
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<td>Capacity Building of Teams (Parallel Activity)</td>
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<td>• Training of the SDA team members on the CSC Scheme, certification process, review and monitoring, data entry in the SMART database, etc</td>
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<td>• Training of SCA field team frequently</td>
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<td>• Explain the Nodal Officer the need for training of th SDA team on the CSC Scheme, certification process, review and monitoring, SMART database</td>
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<td>• Facilitate the training programme</td>
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<td>• The NLSA may propose Training Modules for Capacity Building of this SDA and State Team / District Administration</td>
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<td>Quarter 1/ Quarter 2</td>
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| Project Review and Monitoring      | • Monthly review meetings with the SDA, SCA, NLSA under chairmanship of State IT Secretary/ Head / Nodal Officer of the SDA  
• Instruction for monthly Review Meeting at DC/DM level with District Manager, SCA for CSC progress status, once a month and forwarding Minutes to the SDA  
• Monthly Progress Report to be asked from the SCA  
• Monitor the rollout progress as per the milestones prescribed in the MSA and issue notification in case of failure of meeting the milestones/deadlines  
• Call for a regular review meeting on monthly basis and invite the DIT officials to attend the same | • Provide timely status to the SDA and NLSA for project review meeting  
• Attend the review meeting at the district level and share the minutes of the meeting with SDA and NLSA  
• Prepare a proper Roll Out Plan and share the plan with SDA  
• To complete the rollout as per the milestones prescribed in the MSA  
• To submit regular reports to the SDA and attend the meetings called by the SDA on regular basis  
• To meet the action plan targets suggested by the SDA/State Government and submit compliance report if asked for the same | • Coordinate with the SDA to organize the meeting  
• Inform the SCAs on behalf of the SDA  
• Prepare the Action Plan that would be discussed in the meeting with the progress made  
• Attend the Review Meeting and give suggestions on the roll out plan as prescribed in the RFP/MSA  
• Prepare the MoM, get it signed by the State IT Secretary/Nodal Officer and share with the SCA  
• Prepare the Action Plan for the coming month as discussed in the meeting and note the progress made  
• Assist the SCAs in meeting the prescribed milestones of the CSC rollout  
• Assist the SDA in monitoring the SCAs as prescribed in the MSA | All Quarters |
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| CSC Location Identification | • List of Identified Location to be shared with the SCA if finalized from the Government’s side  
• The SDA is to send notification to the District Authorities on allocation of space in Govt. premises (GPs) through the Panchayat Department if decided to locate the CSC at the GP level  
• Helping the SCA to get Electricity connection and approval  
• Providing Government premises to house the CSC on nominal rent basis or free of cost (if agreed by | • Conducting field survey, and identification of location, sharing information with the District administration, the SDA and the NLSA  
• Providing data for CSC monitoring tool, to the SDA/NLSA in prescribed format (SMART format)  
• The SCA to consider connectivity as a prime parameter in CSC location identification and setup  
• The SCA has to follow State Government’s instruction if State Government is involved in | • Assist the SDA is issuing letters to the SCAs in case of delay in the rollout process  
• Invite the DIT Officials to attend the review meeting  
• Facilitating with Ecosmart list of probable CSC locations  
• Share the available BSNL location data with the SCAs  
• If the CSCs are to be located in Government Premises/GPs, then the NLSA is to assist the SDA in drafting the letters /notification for circulation.  
• Once the locations are finalized, enter the same in the SMART database | Quarter 1 |
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<tr>
<td>the State Government to assist the SCA in location identification)</td>
<td>location identification. Otherwise, the SCA may select at its own discretion based on the survey/viability option, etc provided the basic guidelines are followed</td>
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</table>
| VLE selection and training   | • Share the database on SHG members, NGO database, if any with the SCA for VLE selection  
• Advise the SCA to put an advertisement for the VLE selection as per the criteria mentioned in the RFP  
• Assist the SCA in drafting the advertisement for the VLE selection in local language  
• To check whether the VLEs are appointed as per the criteria prescribed in the RFP/MSA  
• Approval of the SCA-VLE agreement | • Initiate the process of selection of the VLEs based on the entrepreneurship skills or as agreed upon in the MSA  
• Tie-ups with Organizations like NYKS / Ex - Army Service Board, Rural Development Department, NGOs, Employment Exchange, PMRY for potential VLE database  
• The draft SCA-VLE agreement to be submitted for the SDA’s approval  
• Release advertisement in the local newspapers for VLE selection  
• Tie up with Financial Institutions for loan requirement of the VLEs | • Facilitation in tie-ups with Organizations like NYKS / Ex Army Service Board, Rural Development Dept., NGOs, Employment Exchange, PMRY, department of post for potential VLE database  
• Assist the SCA in drafting the VLE advertisement in local language  
• To assist the SDA in reviewing the SCA-VLE agreement as per the MSA  
• Assist the SDA in drafting the necessary documents, if any, on behalf of the SDA regarding VLE selection | Quarter 1/ Quarter 2 |                                  |
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| **Connectivity** | • Facilitating the SCA in Meetings, discussions and tie-ups with various Service Providers  
• Monitor the SCAs connectivity options whether it is in line with the CSC Guidelines (broadband) | • Conduct VLE Training on periodic basis  
• Set up systems in accordance with the Complaint and suggestion system required under the CSC Scheme | | |  
| | | • Explore connectivity options  
• Share the phase-wise connectivity plan with the SDA/NLSA  
• Arrange to provide connectivity at the CSCs within the specified time frame  
• Connectivity guidelines to be followed as prescribed in the RFP (Broadband) | • Facilitate the SCA for various available connectivity options  
• To assist the SDA in monitoring the connectivity options being adopted by the SCAs | Quarter 1/ Quarter 2 |
| **G2C Services Enablement (Parallel Activity)** | • Develop G2C Enablement Framework as per the Document circulated to the State Anchors  
• Identify key departments and key G2C services  
• Organise a State Level Seminar with all the Departmental Heads, | • Follow up with the State Government/ SDA for delivery of the G2C services  
• Participate in the State/Division/District Level Seminar and request the concerned authorities for speedy | | |  
| | | • Assist the SDA in developing the G2C Framework (as per the Guidelines circulated)  
• Assist the SDA in identifying the key G2C services  
• Follow up to organize the State Level/District Level seminars | All Quarters |
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<td>chaired by the Chief Secretary for sensitization of delivery of the G2C Services through the CSCs</td>
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<tr>
<td>• Organise Division/District level seminars for sensitization of delivery of the G2C Services through the CSCs</td>
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<td>• The SDA to consult with Departmental Heads on one to one basis and facilitate to extend the G2C Services through the CSCs</td>
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<td>• Initiation of MOU for G2C Services (between the Department and the SCA)</td>
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<td>• Initiation of MOAs for Utility Services (Utility Provider and the SCA)</td>
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<td>• Assist the Departments/Utility Service Providers in finalizing the transaction charges and the payment mechanism</td>
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<td>• Follow up with the Departments delivery of the G2C services</td>
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<td>• Offer hands on support if needed to the departments for speedy delivery of the services</td>
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<td>• Initiate Meeting with the State Departments in assistance with the SDA and finalise on the modalities of the G2C Services</td>
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<td>• Finalise the transaction charges and the payment mechanism of the G2C Services/Utility Services</td>
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<td>• Enter with an MOU with the Departments/Utility Service Providers whose services are to be delivered through the CSCs</td>
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<td>• To initiate pilot projects for G2C service delivery and suggest the State Government to replicate the same to all the Districts</td>
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<td>• Facilitate the meetings between the SDA, State Departments and the SCAs in finalizing the modalities for delivery of the G2C Services</td>
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<td>• Helping the SDA/ Departments/SCAs to finalise the MOU and follow up to sign the same</td>
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<td>• Follow up with the Departments to finalise the timeframe of the G2C services and fill up the format given in Guidelines circulated</td>
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<td>• To initiate pilot projects for the G2C service delivery and suggest the State Government to replicate the same to all the Districts</td>
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<td>to provide the timeframe of the G2C services as per the prescribed format</td>
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<td>• Setting up of the Monitoring Committee and organize regular meeting</td>
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<td>(Circulated to the State Anchors)</td>
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<td>• Facilitate the SCA to enablement of the B2C services as and when required</td>
<td>• Identification of B2C Services and tie-up</td>
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<tr>
<td>• Executing tie-ups with service providers</td>
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<td>• For Details refer B2C Enablement Manual Note enclosed separately</td>
<td>• Facilitate the SCA for various services</td>
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<td>• For Details refer the B2C Enablement Manual Note enclosed separately</td>
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<tr>
<td>B2C Service Enablement (Parallel Activity)</td>
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<td>All Quarters</td>
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<td>• To set up an Empowered Committee for overseeing the CSC Implementation</td>
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<td>• To attend the Empowered Committee Meeting/Monitoring Committee Meeting upon intimation by the SDA</td>
<td>• To follow up with the SDA to organize the Empowered Committee Meeting, Monitoring Committee Meeting on regular basis</td>
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<td>status in the State</td>
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<td>• Discuss the rollout issues and seek Government support wherever required</td>
<td>• Assist the SDA to send intimation to the Committee Members / DIT Officials/ SCAs</td>
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<td>• To organize regular Empowered Committee Meeting and intimate the DIT</td>
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<td>• To follow the suggestions / instructions given by the Empowered Committee/</td>
<td>• Finalise the agenda and the agenda notes and circulate the</td>
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<td>Officials/ NLSA/SCAs</td>
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<td>• To set up a Monitoring Committee to coordinate with functionaries of various</td>
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<td>concerned Government Departments as well as district level officers for ensuring smooth implementation of the CSC Scheme</td>
<td>Monitoring Committee on the rollout issues</td>
<td>same to the Committee Members in advance</td>
<td>Quarter 2/ Quarter 3/ Quarter 4</td>
<td>Certification of the CSCs</td>
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<tr>
<td>• To organize regular Monitoring Committee Meeting and intimate the DIT Officials/ NLSA/SCAs</td>
<td>• Prepare presentations for the meeting</td>
<td>• Initiate the certification process and facilitate the SDA to finalise the plan for certification</td>
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<td>• Finalise the Certification Plan issue notification for the same (Refer Certification Guidelines)</td>
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<td></td>
<td>• Draft the Minutes of the Meetings and get approval of the same and circulate to the Committee Members/ DIT/ SCAs/ NLSA</td>
<td>• Design the Certification format and Guidelines as per the RFP/MSA</td>
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<td>• Insist upon taking actions as decided by the Committee Members and follow up for due compliance of the same with the SDA/SCA</td>
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<tr>
<td></td>
<td>• Insist upon taking actions as decided by the Committee Members and follow up for due compliance of the same with the SDA/SCA</td>
<td>• Share the same with the SDA for</td>
<td></td>
<td>Certification of the CSCs</td>
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<td></td>
<td>• Suggest the SCA to submit requests for certification of the CSCs for which the rollout has been completed</td>
<td>• To make sure that the CSCs have been rolled out as per the certification criteria prescribed in the RFP</td>
<td></td>
<td>• Finalise the Certification Plan issue notification for the same (Refer Certification Guidelines)</td>
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<td></td>
<td>• Finalise the Certification Plan issue notification for the same (Refer Certification Guidelines)</td>
<td>• Submit the list of CSCs to the SDA that have been rolled out and ready for certification.</td>
<td></td>
<td>• Initiate the certification process and facilitate the SDA to finalise the plan for certification</td>
<td></td>
</tr>
<tr>
<td>Description</td>
<td>SDA/State Government</td>
<td>SCA</td>
<td>NLSA</td>
<td>Timeline</td>
<td>Remark/ Tasks Completion Status</td>
</tr>
<tr>
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</tr>
</tbody>
</table>
|             | • Create a Certification Team involving the district/ block level officials  
• Train the Certification Team to undertake the certification process as per the RFP/MSA  
• Review the certification reports submitted by the Certification Team  
• Issue letters to the SCAs to certify the CSCs which meet the prescribed criteria | • Submit the request for CSC certification with a request for release of the revenue support as per the MSA  
• To cooperate with the SDA’s Certification Team to carry out the certification process | their approval  
• Assist the SDA in completing the certification process on timely basis |         |                                |
| Revenue Support | • To send the request to the DIT, GOI for release of the 1st instalment as per the CSC Guidelines after completion of minimum preparatory steps on the CSC Scheme in the State  
• Upon receipt of the GOI Sanction, the SDA is to open a Bank Account exclusively for the CSC Scheme and send the details to the DIT, GOI | • Submit the request for CSC certification with a request for release of the revenue support as per the MSA  
• To abide by the financial guidelines as laid down in the RFP and as instructed by the SDA  
• For details of the accounting, auditing, etc, may refer “Revenue Support Disbursement Process” | • To read and understand the “Revenue Support Disbursement Process” circulated by the DIT  
• To assist and guide the SDA in documentation work and to follow the procedure as laid down in the “Revenue Support Disbursement Process”  
• To follow up with the SCA for timely submission of the documents related to the release of the revenue support | Quarter 2/Quarter 3/Quarter 4 (as per the MSA) |                                |
<table>
<thead>
<tr>
<th>Description</th>
<th>SDA/State Government</th>
<th>SCA</th>
<th>NLSA</th>
<th>Timeline</th>
<th>Remark/ Tasks Completion Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>• DIT, GOI releases 50% of the 1st instalment and sends the request for release of the State’s share (50%) to the Department of Expenditure, Ministry of Finance, GOI through Additional Central Assistance (ACA)</td>
<td>• The SDA is to send a proposal to the State Finance/ Planning Department with a request to release the ACA sanctioned by the GOI under NeGP.</td>
<td>• The fund has to be credited to the same CSC Project Bank Account opened exclusively by the SDA for the CSC project.</td>
<td>• The details regarding accounting, auditing would be available in the “Revenue Support Disbursement Process” circulated by the DIT, GOI</td>
<td>• To follow up with the SDA for release of the revenue support to the SCAs on timely basis</td>
<td></td>
</tr>
<tr>
<td>Description</td>
<td>SDA/State Government</td>
<td>SCA</td>
<td>NLSA</td>
<td>Timeline</td>
<td>Remark/ Tasks Completion Status</td>
</tr>
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<tr>
<td>CSC Launch</td>
<td>The SDA to visit sample roll out CSCs for verification on time to time basis and select CSC for a formal launch • To invite dignitaries from GOI/States and organize for a formal launch • To involve media for regular update of the progress for general awareness to the citizens</td>
<td>Complete the roll out process by 365 days from the signing of the MSA • Cooperate with the SDA in identification of a CSC for a formal launch • Replicate the experiences from the model CSCs/ pilot CSCs to other districts</td>
<td>Facilitate the SDA and SCA in launching of the CSC project • To prepare the documents/brochures and assist in awareness campaign • Find local media people for regular update on the CSC scheme and for creating general awareness</td>
<td>End of Quarter 4</td>
<td></td>
</tr>
<tr>
<td>Others</td>
<td>CSC related Portal needs to be prepared and Hosted</td>
<td>Start preparing the Back-end process of Portal and others</td>
<td>Helping out both SDA and SCA to develop the CSC portal</td>
<td>Quarter 3/Quarter 4</td>
<td></td>
</tr>
</tbody>
</table>
5. Summary

5.1 To understand in more detail, the approach or how to carry out the above activities, some sample formats and methodology/guidelines are enclosed along with this document as mentioned below:

i. Formats of the letters that are to be drafted on behalf of the State Government for circulation

ii. Formats of the Minutes of the Meetings that are too be drafted

iii. Copies of the MOUs that are signed with the Utility Service Providers/Government Departments/Department of Posts/Others

iv. Sample SCA-VLE Agreement

v. Certification Process/Checklist/Training Material

vi. G2C Enablement Framework


5.2 In brief, to complete the rollout process in an effective manner, the State Coordinators may identify and prioritise activities and divide them into quarterly activities keeping in line with the State Level Implementation Plan. As indicated above, some of the activities are parallel activities and some are sequential. Also some are one time activity and some are ongoing activities.

5.3 The activities that are completed need to be highlighted under the column headed - “Remarks/Tasks Completed”. The reasons for delay in case of non completion of any tasks need to be mentioned. The status of the above list of activities needs to be updated on monthly basis. All the above mentioned activities are to be completed within a period of one year.

5.4 The tentative NLSA team size is indicated below:

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Activities</th>
<th>NLSA State Team Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Pre-SCA Phase</td>
<td>One</td>
</tr>
<tr>
<td>2.</td>
<td>CSC Rollout Phase</td>
<td>One-State Government One-SCA Enablement</td>
</tr>
<tr>
<td></td>
<td>For Bigger States</td>
<td>Two- State Government Two-SCA Enablement</td>
</tr>
</tbody>
</table>
The State Anchors may contact the following officials for central level assistance:

<table>
<thead>
<tr>
<th>Sl. No:</th>
<th>Activities</th>
<th>Core Team</th>
<th>Contact details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>SCA Enablement / B2C Services</td>
<td>Ninad V and Sudhakar S</td>
<td><a href="mailto:Ninad.vengurlekar@ilfsets.com">Ninad.vengurlekar@ilfsets.com</a>, <a href="mailto:Sudhakar.Sathyanarayanan@ilfsets.com">Sudhakar.Sathyanarayanan@ilfsets.com</a></td>
</tr>
<tr>
<td>2.</td>
<td>Connectivity</td>
<td>Roy Mathew</td>
<td><a href="mailto:roy.mathew@ilfsets.com">roy.mathew@ilfsets.com</a>, <a href="mailto:roy.office@gmail.com">roy.office@gmail.com</a></td>
</tr>
<tr>
<td>3.</td>
<td>SMART (Monitoring Tool)</td>
<td>Noble John</td>
<td><a href="mailto:noble.john@ilfsets.com">noble.john@ilfsets.com</a></td>
</tr>
<tr>
<td>4.</td>
<td>Telemedicine</td>
<td>Prem Anand</td>
<td><a href="mailto:PremAnand.S@ilfsets.com">PremAnand.S@ilfsets.com</a></td>
</tr>
<tr>
<td>5.</td>
<td>CSC Website</td>
<td>Roy Mathew/Yash Patwal</td>
<td><a href="mailto:roy.mathew@ilfsets.com">roy.mathew@ilfsets.com</a>, <a href="mailto:roy.office@gmail.com">roy.office@gmail.com</a>, <a href="mailto:yash.patwal@ilfsets.com">yash.patwal@ilfsets.com</a>, <a href="mailto:yash.ilfsets@gmail.com">yash.ilfsets@gmail.com</a></td>
</tr>
<tr>
<td>6.</td>
<td>G2C Services</td>
<td>Monisha/ Ruchira</td>
<td><a href="mailto:monisha.borthakur@ilfsets.com">monisha.borthakur@ilfsets.com</a>, <a href="mailto:monisha.borthakur@gmail.com">monisha.borthakur@gmail.com</a>, <a href="mailto:ruchira.mukherjee@ilfsets.com">ruchira.mukherjee@ilfsets.com</a>, <a href="mailto:ruchira.mukherjee@gmail.com">ruchira.mukherjee@gmail.com</a></td>
</tr>
<tr>
<td>7.</td>
<td>SCA Portal</td>
<td>Noble John/ Dinesh Deo</td>
<td><a href="mailto:noble.john@ilfsets.com">noble.john@ilfsets.com</a>, <a href="mailto:dinesh.deo@ilfsets.com">dinesh.deo@ilfsets.com</a></td>
</tr>
<tr>
<td>8.</td>
<td>State Activities</td>
<td>Parveen, Rajesh, Jayanta, Monisha</td>
<td><a href="mailto:parveen.bansal@ilfsets.com">parveen.bansal@ilfsets.com</a>, <a href="mailto:parveen.iit@gmail.com">parveen.iit@gmail.com</a>, <a href="mailto:rajesh.prasad@ilfsets.com">rajesh.prasad@ilfsets.com</a>, <a href="mailto:rajeshprsd@gmail.com">rajeshprsd@gmail.com</a>, <a href="mailto:jayanta.basu@ilfsets.com">jayanta.basu@ilfsets.com</a>, <a href="mailto:monisha.borthakur@ilfsets.com">monisha.borthakur@ilfsets.com</a>, <a href="mailto:monisha.borthakur@gmail.com">monisha.borthakur@gmail.com</a></td>
</tr>
<tr>
<td>9.</td>
<td>CSC RFP</td>
<td>Monisha</td>
<td><a href="mailto:monisha.borthakur@ilfsets.com">monisha.borthakur@ilfsets.com</a>, <a href="mailto:monisha.borthakur@gmail.com">monisha.borthakur@gmail.com</a></td>
</tr>
<tr>
<td>10.</td>
<td>CSC Newsletter</td>
<td>Vashima Shubha</td>
<td><a href="mailto:vashima.shubha@ilfsets.com">vashima.shubha@ilfsets.com</a></td>
</tr>
</tbody>
</table>
Sample CSC LOGO/Names

Jharkhand

West Bengal

Haryana

Bihar
CSCs in Haryana, Jharkhand and West Bengal

Jharkhand

Press Release on Tathya Mitra, West Bengal

West Bengal

VLE Awarded by SREI in West Bengal for highest revenue generation in a month

CSC Review Meeting
List of Enclosures

1. Project Team - Related Documents
2. Sensitisation and Capacity Building – Related Documents
3. Review Meetings – Minutes, Formats, Guidelines
4. CSC Rollout Issues - Show Cause Notice, Consortium Issues, VLE Agreements, etc
5. CSC Certification Process
6. Documentation – State Progress Reports
7. List of MOUs
   a. Power
   b. Telephone
   c. G2C Services
   d. E-Literacy
9. G2C Enablement Framework (circulated earlier, not enclosed in this report)
10. Revenue Support Disbursement Process (circulated earlier, not enclosed in this report)
Government of West Bengal  
Land & Land Reforms Department  
Writers' Buildings,  
Kolkata- 700 001.

No.102-Budget/ LI/O/1B-71/2006  
Dated, the 24th August, 2007.

From: D. Bandyopadhyay,  
Joint Secretary to the Govt. of West Bengal.

To: Sri R.K. Maity,  
Joint Secretary to the Govt. of West Bengal,  
P & RD Department,  
63, N.S. Road,  
Jessop Building (1st Floor),  
Kolkata- 700 001.

Subject: Memorandum of Understanding for services through  
Common Services Centres under NeGP.

Ref: Your Memo No. 5824/P&RD/COM/5M-8/2004/Pt.IV dated 03.08.2007.

Sr.,  

In inviting a reference to the subject under caption, I am directed to send herewith two sets of MOU with my seal and signature at the appropriate places.

One set of the same may please be sent back to this Department after execution from your end to facilitate this Department to issue Notification in this respect at an early date.

Encl. As stated above.

Yours faithfully,

Joint Secretary

[Signature]  
24.8.07
MEMORANDUM OF UNDERSTANDING

THIS MEMORANDUM OF UNDERSTANDING is entered into this 24th day of August, 2007 between Land & Land Reforms Department, Government of West Bengal, India AND

The West Bengal State Rural Development Agency, under Panchayat and Rural Development Department, Government of West Bengal, India, Office at 1st Floor, Jessop Building, 63, Netaji Subhash Road, Kolkata- 700 001, appointed and acting in the capacity of the State Designated Agency (SDA) supporting the Department of Information Technology, Ministry of Communications and Information Technology, Government of India, in implementation of the Common Services Centers (CSC) Project under the National e-Governance Plan represented by the Joint Secretary, Panchayat & Rural Development Department and Joint Secretary, WBSRDA e-Gov Cell, hereinafter called the “SDA” which term shall mean and include the proposed Special Purpose Vehicle (SPV) to be constituted for aggregation, deployment and management of content and services in the operational phase of the CSC Project; and its successors, legal representatives & assigns.

WHEREAS

A. Department of Information Technology, Government of India is setting up 100,000+ ICT enabled Common Service Centers ("CSC") across the country in rural areas on public/private partnership model. Department of Information Technology has appointed IL&FS as ‘National Level Service Agency’ (NLSA) for project development, implementation and monitoring of the ‘Common Service Centre (CSC) Scheme.

B. IL&FS as NLSA is engaging with various service providers who can or will be interested to utilize the network of CSC for sale / purchase of various product and services in rural areas.
C. SDA is the State Designated Agency, which will monitor the CSC project for its entire life cycle and look into the day-to-day operations of the 8797 identified CSCs across the state being set up by Two Service Centre Agencies namely: SREI Sahaj e-Village Limited (A subsidiary of SREI Infrastructure Finance Limited) in consortium with WIPRO Limited for Darjeeling, Jalpaiguri, Coochbehar, Uttar Dinajpur, Dakshin Dinajpur, Malda, Murshidabad, Nadia, South 24 Paraganas, Purba Medinipur, Bankura, Birbhum, Hooghly and Howrah districts and Reliance Communications in consortium with SAMTECH for Burdwan, Purulia, North 24 Paraganas and Paschim Medinipur districts. They will also be responsible for looking into the process of providing/enabling the G2C services to the Common Services Centres.

D. Land & Land Reforms Department is a department of Government of West Bengal, providing Government to Citizen services for the listed services of (i) preparation a copy of Record of Rights and (ii) Collection of Land Revenue. This Department is interested in using the infrastructure and network of Common Services Centre (CSC) for providing Government to Citizen services.

E. The SDA is committed to enabling internet based transaction services at the accredited CSCs using the WBSWAN [West Bengal State Wide Area Network] as the connectivity option for delivery of services online to the citizens spread across the state of West Bengal. SDA will be assisting requisite training to VLE through the selected SCAs for services and marketing; and enabling them to obtain necessary license and certification for offering services.

F. The terms & conditions of arrangement for promotion, marketing, distribution in rural areas shall be mutually decided and agreed upon between the Land and Lands Reforms Department and SDA. So far as the sale of online services and pricing is concerned, the CSC operator will charge at the following rates which will be shared by the concerned Village Level Entrepreneur, SCA and the Department as per agreed rate.
(i) Rs.10 per page as the cost of copy of Record of Right plus a maximum of Rs. 10 for the service provided by him to the concerned land owner.

(ii) Not exceeding Rs.10 as service charge per individual RAIYAT for collection of Land Revenue. Cess from the raiyats, deposit the same with the concerned Block Land and Land Reforms Office on proper receipt and hand over the money receipt to the land owner.

H. Land & Land Reforms Deptt. shall not have any right of exclusivity for utilizing the CSC network.

I. This Memorandum of Understanding only record the broad principle accepted by the Parties hereto for a future agreement, and does not in any way create binding obligations on them.

The Parties are therefore entering into this Memorandum of Understanding:

1. The CSC network, comprising the Village Level Entrepreneur (VLE), Service Centre Agency (SCA), any other designated citizen service delivery point and the Special Purpose Vehicle (SPV) would be made available for the delivery of various products and services of Land & Land Reforms Department.

2. Land & Land Reforms Department agrees to provide its services to people in rural areas of West Bengal by utilizing the CSC network.

3. The terms and conditions for providing services including pricing would be decided between the Land & Land Reforms Department and the SDA. So far as the sale of online services and pricing is concerned, the CSC operator will charge at the following rates:
   (i) Rs.10 per page as the cost of copy of Record of Right plus a maximum of Rs. 10 for the service provided by him to the concerned land owner.
(ii) Not exceeding Rs.10 as service charge per individual RAJYAT for collection of Land Revenue, Cess from the raiyats, deposit the same with the concerned Block Land and Land Reforms Office on proper receipt and hand over the money receipt to the land owner.

4. This Memorandum of Understanding only record the principle accepted by the Parties for future agreement and does not in any way create binding obligations on the parties.

This Memorandum of Understanding is hereby executed on the date specified above

For and on behalf of
West Bengal State Rural Development Agency appointed and acting in the capacity of the State Designated Agency (SDA) for the CSC Project

By: SiK. Malhotra
Joint Secretary
P&D Dept., Govt. of West Bengal

Shri Ranjit Kumar Maiti, Joint Secretary, P&D Dept, Govt. of West Bengal
For and on behalf of
West Bengal State Rural Development Agency

By:

Shri Debashis Bandopadhyay, Joint Secretary to the Govt. of West Bengal
For and on behalf of Bengal’s Land & Land Reforms Dept.
Land & Land Reforms Department, Govt. of West Bengal