

भारत सरकार  
GOVERNMENT OF INDIA  
संचार और सूचना प्रौद्योगिकी मंत्रालय  
MINISTRY OF COMMUNICATIONS AND INFORMATION  
TECHNOLOGY  
सूचना प्रौद्योगिकी विभाग  
DEPARTMENT OF INFORMATION TECHNOLOGY  
Website: www.mit.gov.in

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संख्या 8(31)/2010-EGPMU

दिनांक 03.08.2012

No.....

Date.....

To  
The Secretary, IT  
All State Governments

**Sub: Minutes of the 10<sup>th</sup> Empowered Committee meeting on CSC and Guidelines thereof**

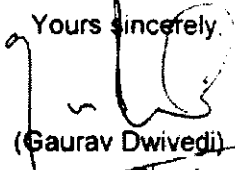
Sii.

Please find enclosed herewith minutes of the 10<sup>th</sup> Empowered Committee meeting held on 06.07.2012 along with guidelines issued on CSC by this Department (DeitY)

These guidelines relate to following issues deliberated in the Empowered Committee meeting and decision taken thereon

- i. Recognition and integration of ICT enabled kiosks
- ii. Release of revenue support
- iii. CSCs in Naxal affected areas and less-populated cluster of villages
- iv. Extension of CSC Scheme till March 2017
- v. CSCs at Panchayat Bhawan
- vi. On G2C transactions

All the states are requested to take further necessary action in view of minutes and guidelines issued.

Yours sincerely,  
  
(Gaurav Dwivedi)  
Director 3.8.12



**Guidelines for States / UTs pursuant to decisions of the Empowered Committee on CSC scheme in Meeting held on 06.07.2012**

**Recognition and integration of ICT enabled kiosks**

- i. States / UTs may consider integrating various rural and urban CSC-like kiosks established under other programmes with the CSC network established in the State/UT. States will need to develop a formal co-branding strategy for the kiosks proposed to be integrated.
- ii. All such kiosks which are proposed to be integrated with the CSC scheme would mandatorily need to have the minimum infrastructure as prescribed for CSCs and will need to be registered on the CSC Portal and OMT.
- iii. Such CSC-like centres will not be eligible for any revenue support. Revenue support will be paid only to CSCs established under the CSC scheme under the 16 criteria.

- iv. States / UTs may examine all such cases, and present a self-contained proposal to DeitY for formal approval towards integrating these CSC-like kiosks with the CSCs. The actual integration with CSCs through CSC Portal and OMT will be carried out after DeitY's approval.

**2. Release of revenue support**

States / UTs should ensure release of revenue support to the SCAs as per the terms and conditions of the Master Service Agreement. It must be ensured that the revenue support is released only for the operational CSCs, i.e. if:

- CSC is registered on the Online Monitoring Tool and shows uptime
- It is doing online transactions

States / UTs must ensure expeditious and timely release of revenue support to SCAs to enable effective CSC operations.

The details of payment of revenue support must be reflected in the monthly report submitted to DeitY by States / UTs to facilitate proper financial planning / monitoring

**3. CSCs in Naxal affected areas and less-populated cluster of villages**

- i. DeitY proposes to re-examine the MSA with respect to the special problems faced by States / UTs in establishing CSCs in Naxal-affected and less-populated clusters of villages. States / UTs should provide district-wise information regarding the names and total number of CSC

locations in Naxal-affected areas (as per the MHA list). This information may kindly be made available by 18<sup>th</sup> August, 2012.

- ii. States / UTs should also provide district-wise information regarding the names and number of CSCs which serve a village cluster of less than 3000 population. This information may kindly be made available by 18<sup>th</sup> August, 2012
- iii. For both these groups of CSCs, States / UTs may indicate whether CSC's have been established; the willingness of the SCAs to continue operation of CSCs already established; difficulties if any, in establishment or operation of CSC's in such areas .
- iv. It is proposed to entrust the DeGS with the responsibility to manage & operate CSCs identified through (i) and (ii) above wherever SCA's have been unable or are unwilling to establish the same. The Revenue support for such CSCs would be paid to DeGS. States / UTs may indicate their willingness for this arrangement and submit a formal proposal for this purpose
- v. This guideline is only for the purpose of seeking proposals from States at this stage, and must not be construed as an approval to modify the scope of work of the SCAs or to transfer operational CSCs to DeGS.

#### **4 Extension of CSC Scheme till March 2017**

DeitY confirms that States / UTs may take appropriate and timely action to extend the validity of Master Service Agreement entered into with the SCAs till March 2017 without any additional financial implication.

States / UTs may note that revenue support is payable to SCAs only for a total period of 4 years as per the MSA without any additional financial implication.

The States are requested to inform DeitY as and when the MSA with the SCAs is extended.

#### **5. CSCs at Panchayat Bhawan**

The CSC scheme guidelines envisaged leveraging the existing infrastructure in rural areas such as Panchayat Bhavans for setting up CSCs.

The States may take an appropriate decision to relocate CSCs from private premises to Panchayat bhavans / BNRGSK (Bharat Nirman Rajiv Gandhi Seva Kendra), with concurrence of the SCA and the concerned departments. This would enable continuity in CSC operations and synergy with development schemes at the

Panchayat level, as well as better recognition and convenience to the local population. 6.

**6. On G2C transactions:**

States shall bestow special attention on increasing the number of G2C Services, dovetailing the CSC scheme with the e-District project. The number of G2C transactions per month shall be monitored closely and enhanced.