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भारत सरकार  
GOVERNMENT OF INDIA  
संचार और सूचना प्रौद्योगिकी मंत्रालय  
MINISTRY OF COMMUNICATIONS AND IT  
इलेक्ट्रॉनिकी और सूचना प्रौद्योगिकी विभाग  
DEPARTMENT OF ELECTRONICS AND  
INFORMATION TECHNOLOGY  
इलेक्ट्रॉनिक्स निकेतन/ELECTRONICS NIKETAN  
6,सी.जी.ओ. कॉम्प्लेक्स / 6,C.G.O. COMPLEX  
नई दिल्ली /New Delhi-110003  
Website : www.deity.gov.in

दूरभाष/Tele:

असो पत्र सो :

D.O.NO..... 2(1)/2013-CSC (Vol-I)

दिनांक/Dated...25<sup>th</sup> August, 2015...

**Subject: Approval of "CSC 2.0: A way forward" project- regarding.**

**Dear Sir,**

As you are aware, Government of India has launched the ambitious program of "Digital India" with a vision to transfer India into a digitally empowered society. Establishment of Common Service Centres is an integral part of Digital India initiatives. Based on the learning from the existing CSC scheme and the feedback received from various Stake holders including the State Governments, Government of India has now approved CSC 2.0 under the Digital India program. This envisages the expansion of self sustaining CSC Network till the Gram Panchayat level by setting up 2.5 lakhs CSCs within four years. This would include strengthening and integrating the one lakh CSCs already operational under the existing CSC Scheme and making an additional 1.5 lakhs CSCs operational up to the Gram Panchayat level.

2. CSC e-Governance Service India Ltd. (CSC SPV), a special purpose vehicle under DeitY, was established with the key mandate of program management support to DeitY for the existing CSC Scheme and to ensure the sustainability of CSCs across the country by enabling delivery of a range of services to citizens at affordable cost. The CSC 2.0 project will be implemented by CSC e-Governance Services India Limited (CSC SPV) under the policy guidance of Department of Electronics and Information Technology (DeitY), Govt. of India. Under this Project, it is proposed to strengthen the CSC network by ensuring standardization of service availability and ensuring capacity building of all stakeholders involved.

3. The CSC 2.0 project under the Pillar 3 of Digital India Programme, aims to deliver end-to-end e-services to citizens in an integrated manner, utilising various services and backend infrastructure available through the existing Mission Mode Projects as well as other infrastructure projects under Digital India like- BharatNet/ NOFN. Therefore, CSC 2.0 model is envisaged as transaction based and service delivery based model, delivering a large bouquet of e-services through a single delivery platform, which would increase the sustainability of the CSCs across the Country.



**ELECTRONICS INDIA**  
Billion Needs Million Chips

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- Expansion of self sustaining CSC Network till the Gram Panchayat level-2.5 lakhs CSCs i.e. one CSC per Gram Panchayat.
- Creating and strengthening the institutional framework for the rollout and project management, thereby, supporting the State and District administrative machinery and handholding of the VLEs through local language Help Desk support.
- Empowering District e-Governance Society (DeGS) under District Administration for implementation.
- Enablement and consolidation of online services under one technology platform, hence, making the service delivery at CSCs outlets accountable, transparent, efficient and traceable, with a technology-driven relationship between all stakeholders.
- Increasing sustainability of VLEs by sharing maximum commission earned through delivery of e-services and encouraging women as VLEs.

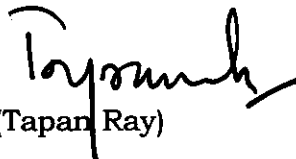
4. As mentioned above, one of the key objectives of CSC 2.0 is to involve District e-Governance Society (DeGS) for implementation, monitoring and support of the CSC scheme. The scheme envisages providing manpower resources both to the SDA as well as to DeGS for enabling them to perform the desired role function, such as, assistance, coordination for execution of project till delivery of e-Governance services, monitoring and assessment. Help Desk Support will also be provided by CSC SPV.

5. The necessary guidelines regarding the roles & responsibility of various stakeholders and implementation roadmap will be issued separately. As indicated earlier, the onus of driving the implementation of the Scheme lies with DeGS which would be supported by CSC SPV suitably. Hence, it is advised that necessary direction may be issued to the districts for enabling a proper assessment of the existing CSC Scheme up to the Gram Panchayat level and to empower the DeGS according to the implementation roadmap for CSC 2.0. The State Government may also take appropriate action for setting up of DeGS, wherever required, in order to ensure that the scheme is implemented and monitored appropriately at the district level.

6. I would request the State Government / UT Administration to take necessary initiatives towards preparatory framework for the smooth implementation of the CSC 2.0 Project.

With Regards,

Yours sincerely,

  
(Tapan Ray)

To  
All Chief Secretaries  
State Government / UT Administrations.

Copy for information:

1. Dr. Dinesh Tyagi  
CEO, CSC e-Governance Services India Limited  
6 CGO Complex, Lodi Road  
New Delhi 110003

*o/c letter issued on 26/8*

Tapan Ray  
Additional Secretary  
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