

**GOVERNMENT OF PUDUCHERRY  
DIRECTORATE OF INFORMATION TECHNOLOGY**

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No. 280/PeGS/CSC/D3/2015-16/3158

Puducherry, the 18-08-15

**MEMORANDUM**

Sub: DIT – Roles and Responsibilities of CSC-SPV, DeGS and PeGS - Reg.

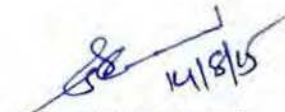
Ref: 1 Letter No. No. 280/PeGS/CSC/D3/2015-16/2961 dated 12-06-2015 of the Directorate of Information Technology, Puducherry.

2. Letter No. Nil dated 22-05-2015 of the CSC-SPV, New Delhi

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On engagement of CSC-SPV, New Delhi for handholding support to the existing CSCs/establishing of new CSCs, the roles and responsibilities of all stakeholders involved in the CSC scheme is appended herewith as annexure.

The CSC-SPV, PeGS, DeGS are therefore requested to adhere to the roles and responsibilities defined in the annexure. A separate MOU will be signed for revenue sharing towards rendering of **G2C** services at CSCs.

  
(Dr. A.S. SIVAKUMAR)  
Director (IT)

Encl.: As above

To

1. The Chief Executive Officer  
CSC e-Governance Services(India) Ltd  
Electronics Niketan  
3<sup>rd</sup> Floor, DeitY  
No.6, CGO Complex, Lodhi Road  
NEW DELHI 110003
2. The Convenor  
Puducherry e-Governance Society  
Puducherry
3. The Chairman  
Puducherry District e-Governance Society  
Department of Revenue and Disaster Management  
Puducherry.
4. The Chairman  
Karaikal District e-Governance Society  
Karaikal
5. The Director  
Local Administration Department  
Puducherry.

## Common Services Centre

### Roles & Responsibilities

#### **1. CSC level**

- a. CSC operations are envisaged to be operated and managed by the selected Village level Entrepreneur (VLE) who will be formally authorized for the purpose.
- b. The VLE, through his CSC, should act as a service delivery point where he delivers services through which the population of the catchment area benefits.
- c. VLEs shall be responsible for making investments on his Hardware requirements, connectivity charges, electricity expenditure, manpower and other operating costs for efficient management of the facility and delivery of services.
- d. He shall be bound by a Non Disclosure Agreement to be executed and a code of conduct in this behalf.
- e. The Government shall have the sole discretion to withdraw any or all authorizations to VLE without prior notice.
- f. The Government will retain the right to withdraw the authorization and get the premises vacated with one month's notice in the case of any defaults or unsatisfactory performance, misrepresentation, fraud, misconduct, embezzlement/ misappropriation of funds on the VLE's part.
- g. The VLE will endeavour without any prejudice to provide all services to the rural citizens.
- h. The CSC Operator has to charge the exact amount required for providing the service requested by the citizen, violating which will be considered as corrupt practices for which penal action can be initiated against the CSC Operator.
- i. The VLE shall provide the citizen with a payment receipt indicating the service availed and requisite charges for the same (mandatory).

#### **2. CSC SPV**

- a. Provide program management support to the SDA-PeGS for rolling out the CSC Scheme.
- b. Undertake visioning and planning at a macro level while providing the right strategy, framework and guidance to all stakeholders for effectively managing the implementation of the CSC scheme in full swing in UT of Puducherry.
- c. Execute the selection of VLEs in coordination with DeGS and submit all the necessary documents to DeGS.
- d. Monitor the operations of the CSC Scheme to enable SDA-PeGS to review its progress from time to time and to take appropriate timely corrective measures.
- e. Lay down operating and financial disciplines within the CSC system.
- f. To train the VLE on various aspects of the CSC business, particularly, the delivery of G2C services.

- g. The CSC SPV in coordination with DeGS will be required to get into suitable agreements with the VLEs clearly delineating their respective roles, responsibilities and service-level liabilities indemnifying State Government from any responsibilities whatsoever in present and for future, including any claim on temporary/contractual/permanent employment with State Government/or any other State Agency. Once the CSC SPV has entered into an agreement with the VLEs, the DeGS would be responsible for maintaining documents and database of information related to the VLEs.
- h. Sensitize the villagers about the benefits from the CSC and will promote the use of CSCs in the rural areas through the state-level and local promotion campaigns.
- i. Ensure adequate back-end support to the VLE.
- j. Monitor the VLE at all times and provide adequate support for their smooth functioning.
- k. The Revenue sharing timelines needs to be adhered by CSC SPV
- l. Incorporate the changes in the citizen service charges as regulated by SDA.

### **3. District level - DeGS**

- a. Both Pondicherry and Karaikal have a District eGovernance Society (DeGS) in place.
- b. The selection of CSC Operators/ VLEs would be made by the respective DeGS and would forward the applications to SDA after verification and location infrastructure audit for final approval.
- c. The District e-Governance Society shall be responsible for administrative control, supervision and monitoring the working of the CSCs within its jurisdiction.
- d. Will also address any problems faced on account of smooth operations of the CSC, including technical, data and other operational matters.
- e. Conduct routine random and periodic audits and inspections for any deviations.
- f. Robust Grievance Redressal system should be set and a toll free number to be provided to citizens for registering the complaints and appropriate action shall be initiated by DeGS in a timely manner.

### **4. State Designated Agency – PeGS**

- a. Facilitate e-readiness of the State.
- b. Provide policy, regulatory and other support at State level.
- c. Coordinate, manage & monitor the receipt & utilization of financial support received from the State Government / Government of India.
- d. Facilitate integration of the existing ICT enabled and other Government Schemes into the CSC Scheme.
- e. Approve the CSC operators/ VLEs based on the input provided by DeGS.
- f. Coordinate and facilitate interactions between the CSC SPV and State Government Departments, District Administration for enabling delivery of Government services through CSCs, in an integrated manner.
- g. Undertake appropriate training and capacity building programs to gear up the State Departments to facilitate Government services through the CSCs.
- h. Undertake the necessary steps to promote and publicize the CSCs amongst all stakeholders as well as the rural customers.

## **VLE Eligibility & CSC Infrastructure**

### **1. CSC Location criteria**

- a. The aim of the CSC scheme is to establish 100,000 rural kiosks across the country with an equitable distribution, 1 for every 6 census villages.
- b. The CSC SPV/ DeGS is free to locate the CSCs anywhere within a Taluk within the overall ceiling as prescribed above. The CSC SPV/ DeGS would need to ensure that, not more than 1 (one) CSC is established in 1 (one) revenue village.
- c. For implementation of service delivery through NoFN scheme, if the location of Gram Panchayats falls nearby to already existing CSCs, the existing CSC should be getting first preference to operate the CSCs in the Gram Panchayats.
- d. Proper written communication needs to be sent to the existing CSC operator providing sufficient time frame for responding or a meeting shall be convened for the same conveying the message of allocating Gram Panchayats location for opening of CSCs. As there is a criteria that there can be only one CSC in a GP jurisdiction, in the absence of willingness to shift the existing CSC to GP building/NOFN location, a new VLE may be identified by cancelling the existing VLE.
- e. The CSCs shall start operations only after getting clearance from DeGS and formal approval from PeGS.
- f. The DeGS should submit the final list of CSC locations to PeGS for mandatory approval. The CSC locations shall be finalized only with the approval of PeGS.
- g. No Capital Subsidy is envisaged under the CSC Scheme.

### **2. VLE Eligibility Criteria**

- a. The VLE should be a youth above 18 years of age.
- b. The VLE must have passed the 10th level examination from a recognized board as minimum level of educational qualification.
- c. The VLE should be fluent in reading and writing the local dialect and should also have basic level knowledge of English language.
- d. Prior knowledge in basic computer skills would be a preferred advantage.
- e. The VLE should be motivated enough to be a prime driver of social change and disperse his/her duties with utmost dedication and honesty.

### **3. CSC Infrastructure Requirement**

- a. Comfortable working space of at least 150 - 200 sq ft
- b. Atleast 2 nos. PC with Licensed Windows 7 or above operating system.  
With at least 120 GB Hard Disc Drive; At least 512 MB RAM; CD/DVD Drive.
- c. UPS with 2 hrs battery backup.
- d. Printer/ Color Printer.
- e. Web cam/digital camera.
- f. Scanner.
- g. Biometric devices.
- h. Broad band/Wireless data card with at least 512 kbps speed for browsing & data uploading over internet.
- i. 4 Chairs & 1 Table (office table) .
- j. Public place with safety and convenience

**4. Minimum Working Hours for CSC**

- a. Urban – 8 AM to 8PM & Rural 9 AM to 6 PM. On all Sundays and public holidays, excluding the National Holidays, CSCs shall function for a minimum of five hours from 9AM to 2 PM. (The Shop and Establishment Act as applicable in the Union territory of Puducherry will be adhered to, if relevant.)
- b. Documents Required from VLE for CSC Setup
  - i. Color Photo's (Mandatory).
  - ii. ID Proof ( Voter ID , Driving License) (Mandatory).
  - iii. 10th,12th, Diploma Mark sheet Copy(Mandatory).
  - iv. Address Proof (Electricity Bill, Ration Card, Mobile Bill) (Mandatory).
  - v. Pan Card Copy(Mandatory).
  - vi. Bank Statement of last three months.
  - vii. Domicile Certificate.
  - viii. Reference Letters-2 (From any 2 renowned person ).
  - ix. Character Certificate (From Police Station or School).



**GOVERNMENT OF PUDUCHERRY**  
**DIRECTORATE OF INFORMATION TECHNOLOGY**

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No.280/DIT/ CSC/ D3/2015-16/3353

Puducherry, dated 25-11-2015

MEMORANDUM

Sub: DIT – Roles & Responsibilities of CSC-SPV, DeGS and PeGS – Revised Guidelines - Issued- Reg

Ref: 1. This Directorate Memo No.280/PeGS/CSC/D3/2015-16/3158 dated 18-08-2015  
2. The D.O. letter No.2(1)/2013-CSC/Vol.II dated 25-08-2015, of DeitY, New Delhi.  
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Consequent on engagement of CSC-SPV, New Delhi, for handholding support to the existing CSCs/establishing of New CSCs, the roles and responsibilities of all the stake holders were framed and communicated vide this Directorate's letter first cited under reference.

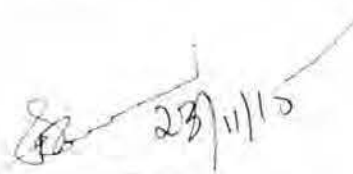
The Govt. of India, under 'Digital India Programme' has approved CSC 2.0 vide reference second cited (copy enclosed) with a vision to transfer India into digitally empowered society. This envisages the expansion of self sustaining CSC Network till the Gram Panchayat level. All the 98 Gram Panchayat in the Union Territory of Puducherry are equipped with high bandwidth internet connectivity through Bharathnet, the erstwhile National Optical Fibre Network project. The Local Administration Department, Puducherry has provisioned the space of Gram Panchayat building on free of cost to set up Common Service Centres. During the launch of Digital India Programme in the first week of July 2015 by Hon'ble Prime Minister, the CSC-SPV was asked to set up some of the CSCs in the Gram Panchayat buildings and to have Video Conference as a mark of inauguration. After the inauguration, the Common Services Centres are contuning. Based on modified scheme CSC 2.0, the guidelines already issued is revised as follows.

**Under CSC location critera 1(b)**

The CSC SPV/ DeGS has to house the CSCs in the Gram Panchayat Building where NOFN connection is readily available. The CSC SPV/ DeGS would need to ensure that, not more than 1 (one) CSC is established in 1 (one) Gram Panchayat village and ensure the viability to sustain.

The CSC-SPV, PeGS, DeGS are therefore requested to adhere to the revised guidelines. The CSC-SPV, New Delhi is also requested to provide Help Desk Support for handholding of VLEs .

Encl.: As above

  
(Dr. A.S. SIVAKUMAR)  
DIRECTOR(IT)-CUM-CONVENOR(PeGS)

To:

1. The Chief Executive Officer, CSC e-Governance Services(India) Ltd  
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2. The Convenor, Puducherry e-Governance Society, Puducherry
3. The Collector-Cum-Chairman, Puducherry District e-Governance Society, Puducherry
4. The District Collector-Cum-Chairman, Karaikal District e-Governance Society, Puducherry