



ENTREPRENEUR SELECTION

TRAINING & SUPPORT FOR PERSONS WITH DISABILITY

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Common Service Centres (CSCs)

In 2006, **Ministry of Electronics & Information Technology, Govt of India** formulated the '**National E-Governance Plan**' (N-eGP) with the vision of providing all government services in an integrated manner at the doorstep of the citizen, at an affordable cost, through the **Common Service Centres** established in every district, block and Panchayat of India.

The **Common Services Centres (CSCs)** are internet enabled access points for delivery of various Digital Services (e-Services) to the citizens. The CSCs enable citizens to avail the Government and other services closer to their locality in a transparent and timely manner. The ability of CSCs to avoid direct interaction of citizens with Government offices brings transparency, accountability and efficiency in the delivery of services through a reduced turnaround time.

The Centre for Rehabilitation and Advancement of Disabled (Trust Cradle) is a non-profit organization registered in Delhi. Working in association with **World Health Organization** and **United Nations** agencies in India, **Trust Cradle** aims to bring equal opportunities to youth with disabilities and undertake activities for their economic inclusion and rehabilitation through skill development and employment and dignified livelihood. It also works as for integrating people with government schemes creating last mile connectivity between government policies and people and people with disabilities.

In our continued endeavour to empower persons with disabilities through information and employment, **Trust Cradle** has taken the initiative to set up **Common Service Centres** (100 Nos.) in different localities of Delhi including slum areas. This initiative would serve not only as a powerful network of efficient and effective delivery of service to citizens, but also for promoting entrepreneurship among **Persons with Disabilities**.

Objective of CSCs

The primary objective of the CSC is to provide e-governance services within the reach of the citizen, by creating the physical service delivery Information and Communication Technology (ICT) infrastructure.

It helps in making a transparent service delivery mechanism and eliminating citizens' effort in visiting government offices.

CSCs also aim to provide every individual an access to internet and access devices, in rural and remote areas where the ICT intervention is very low, thereby, reducing/eliminating the digital divide.

CSCs play a significant role in enabling universal access to plethora of e-Services for citizens and acting as cornerstone for the citizens' digital empowerment, hence creating a transparent governance ecosystem.

The CSC is positioned as a Change Agent - that would promote rural entrepreneurship, build capacities and livelihoods majorly in rural areas, enable community participation and collective action for social change - through a bottom-up model.



Advantages of CSCs

Transparent and timely delivery of government and other e-Services at affordable cost.

Reducing citizens' efforts and resources in availing services within their localities by eliminating their visit to Government offices for the same.

Integrated framework for delivery and dissemination of various government initiatives and benefits through ICT enablement.

Introducing change agents for skill development, education and trainings, financial inclusion and indirect employment generation.

Acting as last mile distribution units for various governments' direct benefits to marginalized/backward communities.

Encouraging more and more participation of people from weaker sections to become VLEs and increasing their contribution in the social and economic development.

The CSCs are acting a medium for rural citizens to get digitally empowered and interact with the government and its schemes.





List of services provided by common service centres

1. Government to Consumer (G2C)

Various Government Services like Birth/ Death Certificate, Forms Download and Submission, Property Tax and Registration, Bus Pass, Railway Ticket, Passport, Licenses, Permit, Subsidies etc. are provided by CSC centres at one place for convenience of citizens. Detail of services provided by centres are:

- ▶ Insurance Services
- ▶ Passport
- ▶ Premium Collection Services of LIC, SBI, ICICI Prudential, AVIVA DHFL and Other Insurance Companies
- ▶ E-Nagrik & E- District Services {Birth/ Death Certificate etc.}
- ▶ Pension Services
- ▶ NIOS Registration
- ▶ Telemedicine
- ▶ PAN Card
- ▶ Electoral Services
- ▶ E-Courts and Results Services
- ▶ State Electricity and Water Bill Collection Services
- ▶ Digitize India
- ▶ Cyber-Gram
- ▶ Services of Department of Post

2. Business to Consumer (B2C)

- ▶ IRCTC, Air and Bus Ticket Services
- ▶ Mobile and DTH Recharge
- ▶ English Speaking Course
- ▶ E-Commerce Sales (Book, Electronics, Households Items etc.)
- ▶ Agriculture Services
- ▶ CSC Bazaar
- ▶ E-Learning





3. Business to Business(B2B)

Services like Market Research, Rural BPO (Data Collection, Digitalization of Data) comes under B2B.

4. Educational Services

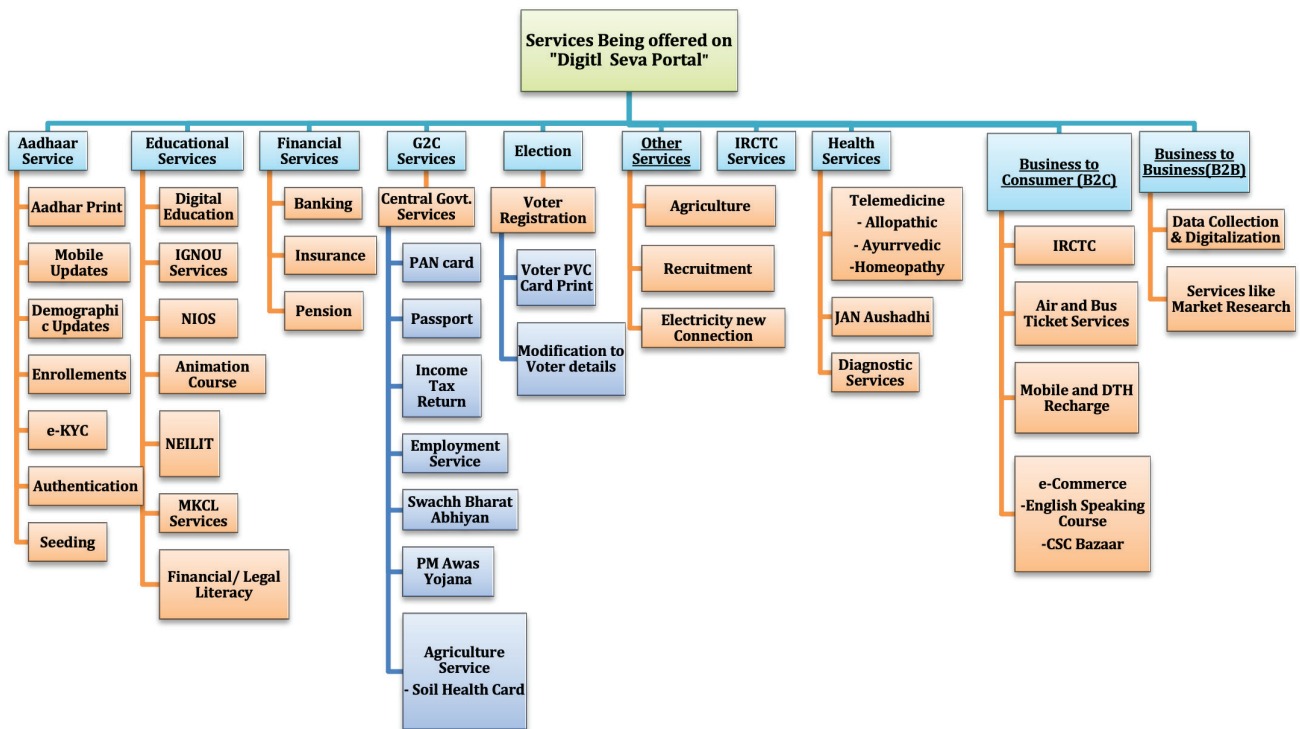
IGNOU Services: Examination Form, Results declaration, Students Admission or Offering courses from IGNOU etc. services being provided by CSC.

Digital Literacy: It includes Computer Courses, provide It skills Anganwadi Workers and authorized Ration Card Holder, Investor Awareness Programs, Financial Literacy programs etc.

MKCL Services: The Maharashtra Knowledge Corporation Limited (MKCL) has been offering various vocational and technical courses through online mode.

NIELIT Services: Online Registration/Fee Collection, Online Examination Form submission and printing of examination.

NIOS Services: CSC act as NIOS Facilitation Centers for promotion of Open Schooling in Rural Areas, Registration of Students, Payment of Examination Fees, Declaration of Results





5. Financial Inclusion

Financial Services like Banking, Insurance and Pension are provided to Citizens in Rural and Remote Areas, particular Women and marginalized Communities, to secure their livelihood.

Banking: Variety of Banking services like Deposit, Withdrawal, Balance Enquiry, Statement of Accounts, Recurring Deposit Accounts, Overdraft, Retail Loan, General Purpose Credit Card, Kisan Credit Card, Credit Facilities to Borrower etc. can be availed through CSC. It has partnered with 42 public and private sector and regional rural banks.

Insurance: CSC is providing Insurance products and services through Authorized Village Level Entrepreneur (VLE). In addition, services for 'Life Insurance', Health Insurance, Crop Insurance, Personal Accident, Motor Insurance etc. is provided.

Pension: CSCs promote the National Pension System in Rural and Semi- Urban Areas through Opening Tier 1 and Tier 2 Accounts, Deposit Contribution etc.

6. Other Services

Agriculture: To avail the agriculture services, Farmer registration is done. It helps the farmers to receive advisories related to it from experts. In addition, many other services like Weather Information, Soil Information is also provided to the citizens.

Recruitment: Notification for Recruitment in Indian Navy, Indian Army, Indian Air Force is provided.

Income Tax Filing: Income Tax Returns can also be filed through CSC where manual is available in English and Hindi both.

How common service centre can serve in an Urban Region

We are considering the example of Delhi. As it's a densely populated metropolitan city, Common Service Centres in Delhi can be a one-stop service point, linking urban and rural citizens through information and communication technology at citizen access points to government, private and public organizations such as banks, insurance and other service providers in the private sector.

Below mentioned are the major goals of the CSC that is curated for every rural and urban citizen of the Delhi:

1. To offers high quality digital and Internet services such as web browsing, community development, digital banking and financial related services, to enhance communication means, to enhance regional development, to grow your business and lifestyle.
2. To offer insurance facilities to the people of Delhi such as loans, insurance, micro-credit and much more.

3. As part of the extended CSC features, telemedicine and remote health camps have also been planned for the citizens of Delhi, where we can provide a medium entity for the provider and consumer.
4. To generate e-government services such as Financial services, Transportation facilities, Postal services, Government Application Forms and much more.
5. Initiated by CSC e-Governance Services India Pvt Ltd in Delhi, a project for Digital India that works to digitize tangible records and stacks papers kept in log rooms or government offices, government agencies and small non-governmental organizations.

Benefits of common service centers



Eligibility for common service centres:

To Start a CSC (Common Service Centres) in a region, any participant must have Eligibility to Participate in CSC Scheme, which are as follows:

1. A participant is expected to have entrepreneurial ability, strong social commitment.
2. Legal- the participant Aadhar Card with linked PAN, Email-id, and bank account.
3. Age-Applicant must have attained the age of 18 years.
4. Qualification-Person should preferably have passed the Matriculation Level Examination or equivalent from recognized board.
5. Other Requirements:
 - Applicant should have fluency in reading and writing the local language.
 - Should have the basic knowledge of English Language and Computer Skills.





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