

Common Services Centers / Atal Seva Kendras

[e-Governance Services India Ltd.](#)

Common Services Centers (CSC) scheme is one of the mission mode projects under the Digital India Programme.

The Common Services Centers (CSC), also called as Atal Seva Kendras in Haryana have been established in most of the Gram Panchayats of the District Sirsa.

These CSCs / ASKs are the access points for delivery of essential public utility services, social welfare schemes, healthcare, financial, education and agriculture services, apart from host of B2C services to citizens in rural and remote areas of the country. It is a pan-India network catering to regional, geographic, linguistic and cultural diversity of the country, thus enabling the Government's mandate of a socially, financially and digitally inclusive society.

- G2C
- Business to Citizen
- Financial Inclusion
- Education
- Agriculture
- Health Services
- Digitize India
- DigiPay

Objectives of CSC 2.0 Scheme

Based on the assessment of CSC scheme, the Government launched the CSC 2.0 scheme in 2015 to expand the outreach of CSCs to all Gram Panchayats across the country.

Under CSC 2.0 scheme, at least one CSC will be set up in each of the 2.5 lakh GPs across the country by 2019. CSCs functioning under the existing scheme will also be strengthened and integrated with additional 1.5 lakh CSCs across the country.

CSC 2.0 scheme would consolidate service delivery through a universal technology platform, thereby making e-services, particularly G2C services accessible to citizens anywhere in the country.

Key Features of CSC 2.0 scheme

- A self-sustaining network of 2.5 lakh CSCs in Gram Panchayats
- Large bouquet of e-services through a single delivery platform
- Standardization of services and capacity building of stakeholders
- Localised Help Desk support
- Sustainability of VLEs through maximum commission sharing
- Encouraging more women as VLEs

Services being delivered through CSCs / ASKs

Government to Citizen

One of the key mandates of CSC scheme is to deliver Government to Citizen (G2C) services. Various G2C services of Central Government Ministries and departments, apart from State-specific services have been integrated on the Digital Seva portal for delivery to citizens in rural and remote areas of the country through the network of CSCs.

Bharat BillPay :

Bharat BillPay is a Reserve Bank of India (RBI) conceptualised system driven by National Payments Corporation of India (NPCI). It is a one-stop bill payment platform for all bills – electricity, mobile, broadband and landline, DTH, Gas, Water, etc - across India with certainty, reliability and safety of transactions.

Two primary participants of Bharat BillPay are:

- Bharat Bill Payment Central Unit (BBPCU) – which implements operational, technical and business standards for the entire system and its participants. The National Payments Corporation of India (NPCI) functions as the BBPCU.
- Bharat Bill Payment Operating Units (BBPOUs) - BBPOUs are authorized operational units, working as per the standards set by BBPS. BBPOUs will on-board billers, aggregators and payment gateways; and set up agent network and customer touch points to handle bill payments through different delivery channels.

With CSC SPV becoming a BBPOU, CSCs can provide Bharat BillPay service and further enable the villagers to pay their Electricity, Water, Gas, DTH and Broadband & Landline Post Paid bills.

FASTag through CSCs

FASTag is an Electronic Toll Collection system in India operated by NHAI. FASTag is a simple to use, reloadable tag which enables automatic deduction of toll charges and lets you pass through the toll plaza without stopping for cash transaction. The tag employs Radio-frequency Identification (RFID) technology and is affixed on the vehicle's windscreen after the tag account is active. It is currently operational at more than 425 toll plazas across national and state highways.

CSC SPV has partnered with NHAI to dispense FASTags through the network of CSCs. VLEs will dispense FASTags at the toll plazas after procuring them through the Digital Seva Portal; register customer details on portal and affix the tag on the car.

Passport

Ministry of External Affairs partnered with CSC SPV in 2014 to launch Passport Seva services through CSCs across the rural hinterland. Services available through CSCs include filling and uploading of Passport Application Form, payment of fee and scheduling of appointment for visit to Passport Kendra. During 2016-17, around 2.19 lakh Passport applications were submitted through the CSC network across the country.

PAN Card

Applications for new PAN Card are processed through CSCs in collaboration with UTI Infrastructure Technology And Services Limited (UTIITSL) and National Securities Depository Limited (NSDL). PAN Card service through NSDL was introduced for CSCs in February 2016. During 2016-17, 28.94 lakh Applications for PAN Card have been submitted through CSCs.

Swacch Bharat Abhiyan

Swacch Bharat Abhiyan is the biggest ever cleanliness drive launched by the Government in 2014 to clean the streets, roads and infrastructure of the country. In 2016, Ministry of Urban Development partnered with CSC to facilitate online applications through CSCs for construction of individual household toilets across the country under the campaign. During 2016-17, 5.26 lakh applications for individual household toilets were submitted through CSC network under Swacch Bharat Abhiyan.

Pradhan Mantri Awas Yojana

Pradhan Mantri Awas Yojana (PMAY) is an ambitious housing scheme of the Government for creating affordable housing units for urban poor. Although, entire urban area of the country will be covered under the scheme, the initial focus is on 500 select cities.

In November 2016, a MoU was signed between Ministry of Housing and Urban Poverty Alleviation (MHUPA) and CSC SPV for receiving PMAY applications through CSCs. The service is being provided by 60,000 CSCs located in urban areas across States/ UTs. During 2016-17, 27.97 lakh Applications were submitted through CSC network under Pradhan Mantri Awas Yojana (PMAY) scheme.

FSSAI

Food Safety and Standards Authority of India (FSSAI) partnered with CSC SPV in July 2016 to provide Food Business Operator (FBO) registration service through CSCs. This initiative is aimed at registering a large number of unregistered FBOs in the country with the FSSAI through the vast network of CSCs. Under the service, Registration Certificate is auto generated after filing of online application through CSC. During 2016-17, 95,603 applications for FBO Registration have been submitted through CSCs.

Soil Health Card

Soil Health Cards are issued by the Government to farmers with crop-wise recommendations of nutrients and fertilizers required for individual farms to help them improve productivity through judicious use of inputs. Launched as a scheme in 2015, the Government plans to issue these cards to 14 crore farmers.

Ministry of Agriculture & Farmers Welfare signed a MoU with CSC SPV in December 2016, to engage CSCs in the Soil Health Card scheme. During 2016-17, 1.24 lakh farmer registrations have taken place through CSCs across 23 States.

e-District

Districts are the de facto front-end of government. The e-District project has been conceptualized to improve the experience of G2C interactions for citizens at the districts through seamless delivery of various services like certificates, licences, Ration Card, disbursement of social welfare pensions, online filing of RTI, land registration, land records, Government taxes, utility bill payments, etc.

e-District services of 11 States and 3 Union Territories are available on Digital Seva portal. These States/ UTs are: Assam, Chhattisgarh, Haryana, Jharkhand, Madhya Pradesh, Nagaland, Odisha, Punjab, Tripura, Uttarakhand, West Bengal, Dadra & Nagar Haveli, Daman & Diu and Puducherry. During 2016-17, 40.51 lakh transactions have been made on Digital Seva portal for e-District services.

Election Commission Services

The Election Commission of India, in its endeavour to improve enrolment and correct data errors in the electoral rolls for hassle free elections, has partnered with CSC SPV for delivery of various electoral registration forms and EPIC printing through CSCs. So far, the Electoral Registration Management System (ERMS) of Tripura, Punjab, Chhattisgarh, Jharkhand, Bihar, Tamil Nadu, Gujarat, Haryana, and Maharashtra have been integrated with Digital Seva Portal.

During 2016-17, CSCs have 34,780 Electoral Registration Forms in these nine States, where as 56.18 lakh EPIC have been printed and delivered through the CSC network in these nine States.

Useful Links [Digital Financial Transaction Awareness Programme District Manager Under CSC 2.0 Interested to become a CSC To Download CSC Song CSC Information Security Statement](#)

Business to Citizen

Mobile Recharge

Mobile Recharge of all the 14 Telecom Service Providers can be done through the Digital Seva Portal. This service connects with the Telecom Service Providers to enable customers recharge their mobile real time. The payments can be made through the e-wallet available through the Digital Seva Portal.

Mobile Bill payments

Mobile Bill payments of 8 Telecom Service Providers can be done through the Digital Seva Portal. This service connects with the Telecom Service Providers to enable customers to pay their mobile bills real time.

DTH Recharge

Dish TV Recharge of all six DTH operators can be done through the Digital Seva Portal.

Education Services

NDLM-DISHA:

The Department of Electronics & Information Technology (DeitY), under Ministry of Communication & Information Technology, initiated a Scheme for IT Mass literacy in 2014. The first phase of the programme, called National Digital Literacy Mission (NDLM), was launched in August 2014 to provide basic digital literacy to 10 lakh citizens in select blocks of each State/UT by covering one person from every digitally illiterate household. The second phase of the programme, named as Digital Saksharata Abhiyan (DISHA) was

initiated in December 2014 with the objective of providing basic digital literacy training to 42.50 lakh citizens. Grassroots government functionaries like ASHA and Anganwadi workers and authorized ration dealers were also covered under this scheme. CSC SPV achieved the targets under the NDLM-DISHA scheme by October 2016, much ahead of the project deadline. Over 100 lakh citizens were registered under the scheme for digital literacy training, of which 87.68 lakh were trained and 53.46 lakh certified.

Pradhan Mantri Gramin Digital Saksharta Abhiyan (PMGDISHA): Following the successful implementation of NDLM-DISHA scheme, Government of India launched a new digital literacy scheme in February 2017, specifically targeted at rural areas of the country. 'Pradhan Mantri Gramin Digital Saksharta Abhiyan (PMGDISHA)' envisages digital literacy training to six crore citizens in rural areas, thereby reaching out to 40% of rural households by covering one member from every digitally unskilled household. CSC SPV has been engaged as the Implementing Agency for the scheme.

Cyber Gram Yojana:

Cyber Gram Yojana is part of the Multi-Sectoral Development Programme (MsDP) being implemented by the Ministry of Minority Affairs. Under this programme, basic digital literacy training is imparted to students from minority community, especially girls studying in Madrasas. During 2016-17, the project has been implemented in four States, namely West Bengal, Uttar Pradesh, Tripura and Rajasthan. During the period, 1.88 lakh Madrasa students have been registered under this programme, of which 1.55 lakh have been trained and 1.43 lakh certified.

NABARD Financial Literacy Programme:

CSC SPV collaborated with NABARD to provide financial literacy training to rural citizens. A pilot of the Financial Literacy Programme (FLP) was implemented in Madhya Pradesh and Chhattisgarh in February-March 2014, through which 10,102 beneficiaries received training. Following the success of the pilot, the programme was extended to Himachal Pradesh, Rajasthan, Jharkhand, Bihar and Uttar Pradesh. The Programme was implemented in 2015 through 3,010 CSCs in these States and trained over 100,000 beneficiaries on financial aspects like expenses, savings and investment options.

Legal Literacy Programme:

CSC SPV partnered with the Department of Justice under the Ministry of Law & Justice and UNDP in February 2015 to implement the Legal Literacy Programme through 50 CSCs in Palamu, Garhwa and Latehar districts of

Jharkhand. The programme was aimed at providing training to citizens, especially from marginalized communities on legal rights and duties. Following Jharkhand, the project was extended to Rajasthan in November 2015, where 2,000 VLEs across 32 districts participated.

Other Education Courses:

NIELIT Courses: National Institute of Electronics and Information Technology (NIELIT) is an autonomous scientific society under MeitY that provides professional education through non-formal sector. CSCs provide facilitation services for students of NIELIT, such as:

- Online Registration/ Fee Collection of Students
- Online Examination Form Submission
- Printing of Exam Admit Card

CSC BCC Course:

In an effort to achieve basic computer literacy in an inclusive manner, CSC SPV provides the Basic Computer Course (BCC) with emphasis on hands-on training. The programme equips a person to use computers in professional and personal space.

National Institute of Open Schooling (NIOS) Service: The National Institute of Open Schooling (NIOS) and CSC SPV have partnered to provide facilitation services for NIOS students. Under this partnership, CSCs can promote open schooling in rural India, register students, pay registration and examination fee, provide admission status and declare results.

Online English Speaking Course (GOLS): CSC SPV has partnered with Gurukul Online Learning Solution (GOLS) to provide the 'Online English Speaking Course', which is targeted at the rural youth to teach them English in a simple and interactive way.

Learn English:

Learn English is an English language course which delivers supplementary learning. The course content is certified by the British Council and is specially designed to learn English easily.

Tally Certified Programme:

Tally Certified Programme from Prompt Enterprise is a two-month course, designed to learn Tally ERP9 through e-content.

Tally Kaushal Praman Patra:

Tally Education has introduced a certification on Tally ERP 9 - Tally Kaushal Praman Patra through the CSC platform. Candidates who are interested in Tally and want to pursue it as career choice can opt for this course.

Introduction to GST:

Tally has introduced a new course on GST, 'Introduction to GST' through the platform of CSC. This course is useful for any citizen who wants to update his/ her knowledge on GST. Sarkari Pariksha: Sarkari Pariksha is an online platform for helping students prepare for both the State and Central Government exams