

No.

Dated, New Delhi, the 17 November, 2015

Memorandum

CSC e-Governance Services India Limited
 Electronics Niketan, 3rd Floor Deity
 6 CGO Complex, Lodhi Road
 New Delhi - 110003 Tel: 011 24301349

National e-Governance Plan (NeGP) envisages making all the government services accessible to the common man in his locality and ensure efficiency, transparency and reliability of such services at affordable costs to realize the basic needs of common men. Common Services Centre (CSC) Scheme is one of the strategic corner stone of the Government vision to empower communities especially those in rural areas by enabling them to access information, knowledge and skills through the intervention of Information, Communication and Technology (ICT).

2. Government of India has recently formulated CSC 2.0 Scheme in pursuance of the Government's commitment to set up one CSC at each of the 2.5 lakh Gram Panchayats to provide public services to citizens living in the rural areas. This would also include strengthening and integrating the one lakh CSCs already set up and operational under the existing CSC Scheme and operationalising and additional 1.5 lakh CSCs at Gram Panchayat level. The new model is basically service delivery oriented model with an effort towards optimum utilization of infrastructure created in the form of SWAN, SSDG, e-District, SDC and other ICT infrastructures created by the State. The new Scheme aims at establishing these 2.5 lakh CSCs under Digital India – Pillar 3 – Public Interest Access Programme – National Rural Internet Mission and deliver various citizen centric services. CSC SPV is the implementing agency for rollout of CSC 2.0 and the implementation would be done through the involvement of various stakeholders like : State/UT administration / State Designated Agency (SDA) / District e-Governance Society (DeGS) in the respective State/UTs.

3. The CSC 2.0 scheme provides that State Designated Agency (SDA) will be responsible for project implementation and management of the Scheme in the State. SDA will implement the migration plan to integrate existing CSCs into the new Scheme. It will coordinate with the CSC-SPV for smooth implementation of the Scheme. SDA will also collaborate with the CSC-SPV and other stakeholders to ensure that national level and State level G2C services are rolled out through the CSCs in the State. The Scheme provides manpower support to the SDA to ensure implementation of a robust functional/transacting CSC outlet network in the State. The State-wise number of State level manpower resources is shown at **Annexure-A**. These resources will be reporting to the Chairman/Chief Executive Officer, SDA. These resources would be assisting the SDA as well as the DeGS to perform their desired role functions. They would also be handholding the VLEs, supporting them for smooth implementation and would act as a catalyst for sustainability of CSCs. The roles and responsibilities of State Level Resources are detailed at **Annexure-B**.

4. The State Level Resources would be managed by SDA. SDA shall be responsible for selection and on boarding of State level resource(s) called Project Manager. The State nodal Department shall constitute a selection and appraisal committee for the purpose of selection of the State level resources. The committee shall comprise of Secretary IT/ Secretary (In-Charge of CSC Project) of the State, SIO from NIC and one representative of CSC SPV. Their engagement will be purely on "Contractual" basis for one year and necessarily further extendable year-wise for a maximum period of 4 (four) years after due performance evaluation by the committee. In case the performance of any

resource is not found up to the mark by the committee, the committee may decide to replace the resource. These resources should be domicile of same State. Necessary Guidelines for performance evaluation will be issued by CSC-SPV. The monthly remuneration of each Resource shall not be more than as provided below (inclusive of all taxes).

| Resource Cost Description | Year-1 | Year-2 | Year-3 | Year-4 | Total |
|---------------------------|--------|--------|--------|--------|---------|
| Cost per Resource/Month | 51713 | 56884 | 62573 | 68830 | 240000 |
| Annual Cost/Resource | 620556 | 682608 | 750876 | 825960 | 2880000 |

Fund towards payment of their salary will be placed by CSC-SPV at the disposal of the respective SDA. The qualification criteria for selection of candidates are enclosed as **Annexure-C**.

4. Chairmen/Chief Executive Officer, SDAs are requested to take immediate measures for recruitment of these manpower resources as per the selection criteria prescribed above. The selection and recruitment of these manpower resources has to be completed by **30 November, 2015**. The details of selected and engaged persons are to be informed to the following official by **1st week of December, 2015**.

Shri Nepal Chandra Sen
Head of Operations, CSC 2.0
CSC e-Governance Services India Limited (CSC-SPV)
Electronics Niketan
6, CGO Complex
New Delhi - 110003

For any further clarifications, Shri Nepal Chandra Sen may please be contacted over mobile No. +91 7065536999 or at nepal.chandra@csc.gov.in.

Enclosure : Annexure-A : List of State-wise strength of State-level manpower
Annexure-B : Roles and Responsibilities of State Level Resources
Annexure-C : Qualification Criteria


(Dr Dinesh Kumar Tyagi)
Chief Executive Officer

To
The Chairman/Chief Executive Officer, all SDAs

Copy to :

The Secretary IT/Secretary (In-Charge of Project) of All State Governments/UT Administration with a request to issue necessary advisory to the SDA of his State/UT in this behalf so that the requested recruitment gets completed by 30.11.2015.


(Dr Dinesh Tyagi)
Chief Executive Officer

Date:



E-GOVERNANCE SERVICES INDIA LIMITED

ANNEXURE-A

CSC e-Governance Services India Limited
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| STATE-WISE NUMBER OF STATE LEVEL RESOURCES UNDER CSC 2.0 SCHEME | | |
|---|----------------------|------------------------------|
| SL NO. | STATE | NO. OF STATE PROJECT MANAGER |
| 1 | Andaman & Nicobar | 1 |
| 2 | Andhra Pradesh | 1 |
| 3 | Arunachal Pradesh | 1 |
| 4 | Assam | 2 |
| 5 | Bihar | 2 |
| 6 | Chandigarh | 1 |
| 7 | Chhattisgarh | 2 |
| 8 | Dadra & Nagar Haveli | 1 |
| 9 | Daman & Diu | 1 |
| 10 | Delhi | 1 |
| 11 | Goa | 1 |
| 12 | Gujarat | 2 |
| 13 | Haryana | 2 |
| 14 | Himachal Pradesh | 1 |
| 15 | Jammu & Kashmir | 2 |
| 16 | Jharkhand | 2 |
| 17 | Karnataka | 2 |
| 18 | Kerala | 1 |
| 19 | Lakshadweep | 1 |
| 20 | Madhya Pradesh | 2 |
| 21 | Maharashtra | 2 |
| 22 | Manipur | 1 |
| 23 | Meghalaya | 1 |
| 24 | Mizoran | 1 |
| 25 | Nagaland | 1 |
| 26 | Orissa | 2 |
| 27 | Puducherry | 1 |
| 28 | Punjab | 2 |
| 29 | Rajasthan | 2 |
| 30 | Sikkim | 1 |
| 31 | Tamil Nadu | 2 |
| 32 | Telerngana | 1 |
| 33 | Tripura | 1 |
| 34 | Uttar Pradesh | 3 |
| 35 | Uttaranchal | 1 |
| 36 | West Bengal | 1 |
| | TOTAL | 52 |

Date:



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ANNEXURE-B

Roles & Responsibilities of State Project Manager

The detailed job description of the SPMU CSC Manager is broadly divided into 2 parts :

1. CSC Rollout Phase - Operations Phase
2. Post CSC Rollout Phase - Assessment and Improvement Phase
3. The nature of job would involve the person from rollout till successful running of the CSC outlets. The Manager at the state level would be assisted by Assistant Managers. Specifically the Job description for both the phases is as follows :
 - (i) Assisting and supporting SDA in Project implementation and management of the Scheme in the State.
 - (ii) Coordinating with State Designated Agencies and NPMU for smooth implementation of the Scheme, including registration on online monitoring tool and Apna CSC Portal.
 - (iii) Collaborating with CSC SPV, DeGS and other stakeholders, to assist SDA in implementation of National level services and capacity building initiatives in the State.
 - (iv) Assist SDA to build mechanism for delivery of more and more G2C services in the state and enable integration of the same with Apna CSC Portal for seamless service delivery.
 - (v) Assist SDA in regular monitoring of the service level parameters and help desk support for smooth resolution of VLEs concerns.
 - (vi) Supporting the District e-Governance societies (DeGS).

Date:



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ANNEXURE-C
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ELIGIBILITY CRITERIA FOR SELECTION OF STATE LEVEL MANPOWER RESOURCES

State Project Manager

Following is the eligibility criteria for recruitment to the post of State Level Project Manager :

1. Essential Qualifications :

- (i) Graduate in any discipline
- (ii) Must have at least CCC level proficiency in computer from NIELIT
- (iii) Minimum of four (4) year of work experience preferably in IT/ e-Governance/ IT related project co-ordination and program management in related fields
- (iv) Should be proficient in verbal and written communication in English.
- (v) Should be able to communicate in Local Language.
- (vi) Should be aged between 24-35 years
- (vii) Should preferably be the resident of the same State.

2. Desired skills :

Some of these skills may be given more weightage during the selection process. These could be -

- (i) Prior project management experience
- (ii) Experience in the domain of IT Projects, IT infrastructure deployment / software development, hardware, networking, security management in IT projects/ IT enabled service project co-ordination
- (iii) Good people management and communication skills
- (iv) Result oriented and self-motivated for working in rural areas and cross reporting structure
- (v) Experience in e-Governance related projects of organisations / departments/ NGO/ Non-Profit Organization
- (vi) Willingness to travel across the districts at the Gram Panchayats.