

Government of Rajasthan  
Office of the Chief Secretary

CSC-Circular – 1

Sub.: Regarding Establishment of Common Service Centers (CSCs) in Rajasthan

Earlier, Government of Rajasthan had taken a decision to provide services related to various departments in an integrated and easily accessible manner to people residing in the State. For this purpose, an E-Governance system by the name of E-Mitra had been developed and implemented enabling people residing in both rural as well as urban areas to avail citizen centric services of Govt. Departments/PSUs, either through Counters or through a Web Portal. A similar project is being implemented through Common Service Centers, a scheme under National e-Governance Plan, DIT, Govt. of India by setting up 6626 CSCs in Rural Rajasthan which would be managed by Women Entrepreneurs. The Common Service Centres (CSCs) would be setup under the brand name of the e-Mitra(Lokmitra and Janmitra)

CSC is one of the core projects of the National e-Governance Plan, approved by Government of India in May 2006, as part of its commitment in the National Common Minimum Program to introduce e-governance on a massive scale.

The CSC Scheme is aimed at making all government services accessible to the common man in his locality. CSC is one of the three infrastructure pillars of e-governance that the government is committed to setup, to ensure “anytime anywhere” delivery of citizen centric services.


While the project is a Central Scheme aimed at covering the whole nation, its implementation is decentralized enabling entrepreneurship to flourish locally on a PPP model creating a conducive environment for the private sector and NGOs to play an active role in implementation of the CSC Scheme, thereby becoming a partner of the Government in the development of rural India.

The PPP model of the CSC scheme envisages a 3-tier structure consisting of –

1. Rajcomp:- *State Designated Agency* (SDA) responsible for managing the implementation over the entire State.
2. District e-Mitra Society: - To act as an arm of SDA at district level to execute and monitor the CSS scheme.
3. *Service Center Agency/Agencies* (SCAs) to be appointed by SDA, that will be responsible for opening of minimum 6626 CSCs; and
4. *CSC operator* (called Village Level Women Entrepreneur or VLWE) to be appointed by SCA;


Government of Rajasthan has already authorized electronic delivery of services and detailed orders regarding levy of services charges have already been issued vide Circular No.5(194)/DOIT/Tech/04/ML-8 dated 25-01-2005. All Departments, Public Sector Units, Societies, Local Bodies and other Government Agencies having direct public interface should try to provide services through this integrated mechanism for the benefit of citizens.

All the MOUs/Agreements signed earlier between DOIT&C and stakeholder departments will be applicable mutatis mutandis in respect of CSC scheme s also. The scheme would be implemented by the Department of IT&C.

  
Chief Secretary

F5(364)/DOIT/Tech/09/1208 dt: 08/06/09.  
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2. Principal Secretary to Hon'ble Chief Minister.
3. Chairman, Board of Revenue, Ajmer/All Addl. Chief Secretaries.
4. Pr. Secretary, Finance
5. All Pr. Secretaries/Secretaries/All Divisional Commissioners.
6. All Collector/H.O.D.s
7. .....

  
Secretary, I.T. & C.