**Brief Background and prepatory requirement for the meeting**

1. Establishing 'Common Service Centres' (CSC) across Haryana would be critical to enabling delivery of citizen services in electronic mode. The CSCs that would be branded as "*Haryana e-Seva*" shall serve as the main channels for delivery of citizen services from various Departments and Agencies of the Government and has been recognised as one of the basic IT infrastructure components under the National eGovernance Plan (NeGP). The CSCs shall be located conveniently at a village level and will be operated by a private individual called the 'Village Level Entrepreneur' (VLE).

2. Haryana state is planning to roll-out about 2,500 CSCs of which 1,600 would be in the rural areas and 900 in the urban areas. This will be done in a progressive manner and the first phase would involve the establishment of 500 CSCs by March 2014 and the remaining at a later date in a planned manner. The number of CSCs in each district will depend on the size of the population and the distribution across the various villages, towns and cities. Consequently, each CSC is envisaged to cater to a population of roughly 10,000 residents.

3. The financial viability of the CSCs is an important criteria and for this reason office space with electrical power is being provided in any suitable Government owned building. It is also important that to ensure that Internet connectivity is available in such locations and the office space so selected is conducive for IT enabled operations and conveniently accessible to the public. It has been observed that Panchayat Ghars, Rajiv Gandhi Kendras, Choupals, spare rooms in Govt. educational institutions etc. that has about 150 sq. ft. of space with power line will be sufficient to meet with initial requirements.

4. Such accommodation will be a temporary measure for about two to three years and plans are being worked out to construct new Government owned premises across the state, that will be focal points for IT services and IT education that is promoted by several Government schemes from time to time.

5. The IT services support for Panchayats under the ePanchayat Project and the tie-up with CSC India, a services aggregation special purposes company that has been floated by Govt. of India are also being planned to be serviced through the CSCs to make it relevant to the citizen while enhancing the revenues to the CSC. The UHBVN/DHBVN has also come forward to get their metering, billing and collection services supported

by the CSCs for which nominal service charges would be paid by them to the CSCs.

6. The state has also established the Haryana Knowledge Corporation (HKCL) that will be bringing about computer literacy in a big way through some of the well established computer based learning programs. This will be of particular relevance to the rural sector targeting the youth. The CSCs are expected to eventually expand to provide these learning services also.

7. The District IT Societies which have been re-christened as District IT cum e-Governance Societies under your chairmanship, will be playing a pivotal role in rolling out the e-Services delivery through the CSC and also enabling the service fulfilment in the electronic mode from the backend by facilitating the Government Departments.

8. A dedicated organizational unit called the Electronic Service Delivery Agency (ESDA) has been established for this purpose.

9. For the services provided by the CSCs to the citizens, a nominal service charge is also being approved by the state and about 70 to 80% of the transaction based fee would be passed on to the CSC. The remaining portion of the revenue will be passed on to the District IT cum eGovernance Societies after retaining a small portion for the ESDA to meet with the costs related to software developments, IT Management and Operations.

10. For the proposed meeting, it would be useful to carry out a preliminary assessment of your district so as to:-

a) Identify temporary Government accommodation of approx. 150 sq. ft. with power connection and where BSNL or other service provider is available for Internet connectivity for immediate establishment of CSCs

b) For such locations ensure that the geographic jurisdiction of the CSCs is to be clearly established keeping in mind the population coverage of approximately 10,000 per CSC

c) Identify possible locations of 300 sq ft. in schools or other Government locations where a new building can be constructed

d) Ensure that temporary accommodation and the location for the permanent building is located in the same village, preferably in close proximity so that there are no transition issues faced in future.