

**GOVERNMENT OF MEGHALAYA**  
**INFORMATION TECHNOLOGY & COMMUNICATIONS DEPARTMENT**

**NOTIFICATION**

**Dated: Shillong the 22<sup>nd</sup> February, 2017**

**No. MITS.10/2015/90** Whereas the CSC 2.0 was approved by the Government of India, and aims to establish self sustaining network of 2.5 lakhs CSC centres in the country at Gram Panchayat (GP) level under Digital India- Pillar 3-Public Internet Access Programme – National Rural Internet Mission and deliver various citizen centric services;

And whereas, the model of CSC 2.0 is envisaged as transaction based and service delivery based model, delivering a large bouquet of e-services through a single delivery technological platform, which would increase the sustainability of the CSCs across the country;

And whereas the Implementing Agency is CSC e-Governance Services India Ltd (CSC-SPV) for a project duration of 4 Years, with a target of setting up 1000 CSCs in Meghalaya;

Therefore, as per para 4.7 of the MoM of the State Apex Committee on Digital India meeting held on 13<sup>th</sup> Dec'16, the Governor of Meghalaya is pleased to notify the roles and responsibilities of the key stakeholders for CSC 2.0 project, with immediate effect.

The key stakeholders shall have the following roles and responsibilities in accordance with the CSC 2.0 guidelines of GoI:

**1) CSC e-Governance Service India Ltd. - CSC-SPV**

CSC-SPV shall be the implementing agency for the project and would provide suitable program management support to MeitY and State administration for successful implementation of the project. The functions of CSC-SPV would be in perpetuity even after completion of the project for sustainability of CSCs across the nation. The main activities to be undertaken by CSC-SPV, but not limited to, are as follows:

- i. CSC-SPV would develop a national level universal CSC technological platform for implementation of CSC 2.0. This would comprise of some key performance indicators (KPIs) like: financial management, human resource management, MIS and reporting, service delivery, help desk, capacity building and integration of all other portal across all the States etc.
- ii. CSC-SPV would act as co-ordinating agency for development, enablement, on-boarding and delivery of services centrally through the universal CSC technological platform. This will



- ensure a standard list of services that would be available at all CSCs, irrespective of the location.
- iii. To enable and manage the local language Help Desk for handholding of Village Level Entrepreneurs (VLEs).
  - iv. CSC-SPV would undertake capacity building and entrepreneurship training programme to cover all the existing CSCs and the new CSCs in a periodical manner.
  - v. CSC-SPV would undertake monitoring and assessment of scheme across all the CSCs periodically.
  - vi. CSC-SPV would support State for creation of national and state branding.

## **2) State Nodal Department**

As per para 4.2 of the MoM of the State Apex Committee on Digital India meeting held on 13<sup>th</sup> Dec'16, the Meghalaya Information Technology Society (MITS), under the Information Technology & Communications Department, Government of Meghalaya shall be the State Nodal Department for the smooth implementation of the CSC 2.0 project in Meghalaya. The other stakeholders like DeGS, would be functioning under the guidance of nodal department. The responsibilities of State Nodal Department are as follows:

- i. To issue necessary guidance for implementation and management of the project in the State.
- ii. To implement migration plan for integrating existing CSCs into the new scheme.
- iii. To collaborate with stakeholders including line departments to ensure that various services, training and capacity building initiatives are implemented in the State.
- iv. To ensure identification and enablement of additional G2C services on the universal service delivery platform.
- v. To enable integration of all State portals including the utility service providers with the universal CSC technological platform.
- vi. To increase sustainability of CSC outlets in the State by undertaking various programs, schemes and activities with CSC - SPV.
- vii. CSCs may be leveraged for delivery of services under "Digital Panchayat" initiative of Ministry of Panchayati Raj.
- viii. To review, monitor and assess the scheme on regular basis for smooth implementation and timely completion of rollout of CSCs.
- ix. To submit project status report to MeitY on monthly basis.
- x. As per para 4.4 of the MoM of the State Apex Committee on Digital India meeting held on 13<sup>th</sup> Dec'16, the Commissioner & Secretary IT&C Department, Govt of Meghalaya shall explore and devise a policy for revenue sharing amongst stakeholders as per CSC 2.0 guidelines.

### 3) State Level Resources (SLR):

The CSC 2.0 provides State level resource to support the State Nodal department for smooth implementation. There would be two types of resources in the State purely on contractual basis; 1) State Level Resources at State Headquarters (SHQ); 2) State Level Resources at District Headquarters (DHQ)/DeGS. As per para 4.5 of the MoM of the State Apex Committee on Digital India meeting held on 13<sup>th</sup> Dec'16, these resources will be selected and recruited through CSC-SPV with no cost implication to the State.

**3.1 SLR at SHQ:** These resources would be reporting to the State Nodal Department and would be responsible for the following:

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- i. To support State for program management in the State and complete co-ordination with stakeholders.
- ii. To co-ordinate with district teams, national team and CSC-SPV teams for smooth implementation.
- iii. To co-ordinate with other State departments for enablement of services into the universal CSC platform and to enable integration of existing services/portals into the same.
- iv. To collect, collate and analyse various MIS reports and Impact Assessment reports from all the districts.
- v. To co-ordinate with State Administration and District teams for review meetings on the progress of the project.
- vi. To support State Administration for any other activities assigned by the State nodal department for successful rollout of the project.

**3.2 SLR at DHQ/DeGS:** These resources would be reporting to the District Administration/ DeGS. These resources may preferably be selected from the concerned district for the ease of locale management. These resources would be responsible for the following:

- i. To support DeGS in program management and last mile implementation in all the Gram Panchayats / Village (s) within the respective District Administration.
- ii. To co-ordinate with SLR HQ teams, CSC-SPV teams and National team for effective rollout.
- iii. To work with DeGS for selection of VLEs, CSC locations and enabling factors ensuring smooth operations of CSCs
- iv. These resources would support DeGS for redressing VLEs' issues locally under their purview as well those raised by the Help Desk.
- v. To provide handholding support to VLEs and to facilitate the capacity building and training activities conducted by CSC SPV.
- vi. To conduct regular field level assessments of CSCs within the district. These assessments would be conducted through Geo-



- Tagged application support while undertaking field visits to CSCs.
- vii. To co-ordinate with DeGS for review meetings on implementation progress.
  - viii. To collect field level information and progress status of CSCs lying under the district jurisdiction.
  - ix. To support District Administration/DeGS for any other activities assigned by District Administration/DeGS for successful rollout of the project.

#### **4) District Administration/ District e-Governance Society (DeGS):**

District e-Governance Society (DeGS) under the Deputy Commissioner (DC) would play a key role towards the last mile implementation and monitoring of the rollout. The District e-Governance Society (DeGS) would be supported suitable by CSC-SPV in this regard and would be responsible for the following:

- i. Selection/identification of VLEs and the operations of the CSC Network in the district. This would include:
  - (a). To co-ordinate with Community & Rural Development Department for availability of space at village/other locations for CSCs to operate.
  - (b). To assist VLE for the availability of power and solar backup etc.
  - (c). To assist VLE for availability of connectivity through State infrastructure or NOFN node wherever possible. However, it would be the responsibility of VLE to invest in the Capex and Opex of the CSC outlet including the connectivity.
- ii. The DeGS will ensure that the CSCs follow the branding and display guidelines of the project.
- iii. The DeGS will supervise the district resources for coordination at various levels.
- iv. The DeGS shall create a suitable mechanism towards effective interaction with VLEs for timely resolution of implementing issues.
- v. The attrition as well as relocation of the VLEs will be managed locally by the DeGS and accordingly included in CSC 2.0.
- vi. DeGS will assist State nodal department to issue necessary Government Orders (GOs) for leveraging CSCs to deliver various services of other departments like: Community & Rural Development Dept and other public service providers.


#### **5) Village Level Entrepreneur (VLE):**

A local Village Level Entrepreneur (VLE) would be responsible to bear the entire capital and operational expenditure involved in making the



CSC operational. VLE is also expected to deliver various services to citizens as per the direction of the State administration.

The roles and responsibilities of the abovementioned stakeholders may be revised from time to time as deemed appropriate.



(D. P. Wahlang)

Commissioner & Secretary to the Government of Meghalaya  
Information Technology & Communications Department

**Memo No. MITS.10/2015/90-A Dated: Shillong, the 22<sup>nd</sup> February, 2017**

**Copy to:**

1. P.S. to Chief Minister for favour of kind information of the Chief Minister.
2. P.S. to Deputy Chief Minister for favour of kind information of the Deputy Chief Minister.
3. P.S. to Minister, IT&C Dept, for favour of kind information of the Minister.
4. P.S. to Chief Secretary for favour of kind information of the Chief Secretary.
5. Additional Secretary, Ministry of Electronics & IT (MeiTY) ,Government of India, Electronics Niketan, 6 C.G.O Complex, Lodhi Road New Delhi-110003, in reference to D.O Letter No.2(1)/2013 -CSC(Vol-I) dtd 25/08/2015 , for favour of kind information.
6. P.S. to Additional Chief Secretary for favour of kind information of the Additional Chief Secretary
7. All Principal Secretary / Commissioner & Secretary / Secretary to the Govt of Meghalaya for kind information
8. All Administrative / Heads of Departments , Government of Meghalaya
9. Director, Ministry of Electronics & IT (MeiTY) ,Government of India, Electronics Niketan, 6 C.G.O Complex, Lodhi Road New Delhi-110003, for kind information.
10. CEO, CSC eGovernance Services India Ltd, 6 CGO Complex, Lodhi Road New Delhi -110003 for kind information.
11. All Deputy Commissioners for kind information
12. Director, DIPR, Meghalaya for kind information
13. Director, Printing & Stationery Dept, Shillong, for publication in the officials gazette.
14. Joint Secretary, IT&C Dept, for kind information
15. SIO & STD, NIC Meghalaya, for favour of information and with request to post this Notification on the State Portal and DIT Meghalaya website
16. Special Officer, IT&C Dept for kind information
17. All SIOs, JIOs, IT&C Dept for kind information
18. PC - SeMT for kind information
19. CSC-SPV State Resource (CSC e-Governance Service India Ltd.) Meghalaya for kind information and necessary action.

(D. P. Wahlang)

Commissioner & Secretary to the Government of Meghalaya  
Information Technology & Communication Department