Uttar Pradesh Common Service Center Project (UPCSC) Under NeGP (National E-Governance Plan)

EMPOWERING RURAL LIVES BY BRIDGING THE DIGITAL DIVIDE.....

Vayam Technologies Ltd. is responsible for setting up and operations of 6400 Common Service Centers (Jan Seva Kendras) in 30 districts of the state of Uttar Pradesh on Public Private Partnership model.

CONTRACT NAME: UPCSC Project

LOCATION: Lucknow

CLIENT DESCRIPTION

UPDESCO (UP Development Systems Corporation) is the State Designated Agency monitoring the Common Service Center Project in state of Uttar Pradesh

TOTAL CONTRACT VALUE: 500 Cr

TARGET AUDIENCE

This is a Citizen centric project targeting rural population of 30 districts of the state of UP

PROJECT DESCRIPTION

CSC project is one of the Mission Mode Projects under National E-Governance Plan. Mission of a Common Service Center is to "***Deliver Government and Business services to rural citizens closer to their home at affordable costs".*** The CSCs are operated by the local IT educated youth termed Village Level Entrepreneurs (VLEs) who deliver Government to Citizen and Business to Customer Services thus catering to needs of the rural population

There are over 6400 CSCs operational and delivering G2C services including application for various certificates, citizen benefit schemes, passport, election i.d., etc. apart from delivering a host of B2C services like Banking, Insurance, Tele-Medicine, Agriculture Consultancy, Education and Skill Development Services.

CHALLENGES

- Availability of required Connectivity and Power
- Availability of educated and IT skilled manpower in rural areas who can manage the service delivery system
- Acceptability of the Digitally signed certificates, issued through these CSCs, at various government departments
- Breaking the nexus between the Tehsil level officials and the local middlemen who have traditionally been fleecing the gullible rural citizens

SOLUTION OFFERED

- All District HQs were connected by the Government with the State Data Center through OFC leased line connectivity

- Departments were connected to the State Portal for easy access through secured login for providing services of various departments
- Last mile connectivity was provided by the ISPs to enable access to the State portal
- Solar power UPS were provided to tackle the power deficiency issues
- Local youth were encouraged to become VLE (Village Level Entrepreneurs) for handling the service delivery system
- Capacity Building and regular training sessions are carried out for these VLEs to enable them to adapt to new technology and learn about new services
- Capacity Building exercises were carried out jointly with the Government to ensure that the Government officials learn to work with new systems and adopt technology
- Digital signature were provided to the Block and Tehsil level officials for issuance of the digitally signed certificates
- Media campaigns were carried out jointly with the Government to create awareness towards the project and for ensuring acceptability of the digitally signed certificates

BENEFITS TO THE CLIENT/SOCEITY

- Single-point delivery system for Citizen-centric services in a convenient and efficient manner
- Enhance the accountability, transparency, and responsibility of the government towards the needs of the citizens.
- Empower the rural citizen through information dissemination and market linkages,"
- Bridge the technological divide between the urban and rural masses.
- Offer and monitor all types of training and extension programs, giving a platform to the rural sector to access regional, national and international markets.
- Citizen can apply for certificates and file applications under various citizen benefit schemes without having a need to visit to district HQ for the same. Citizen gets digitally signed certificates from the CSC itself
- Bank Account Holders can get an easy access to the banking services like deposit and withdrawal of their money and direct transfer of their grants, pensions, etc.
- Citizens can apply for life and non-life insurance policies through CSCs and can get his claim processed through the same
- Citizen gets an easy access to world class medical consultancy services across the world while sitting at his village itself
- Application for Passport, Election i.d. card, Unique I.D., etc are done through CSCs and the citizen does not need to travel to faraway places for the same
- CSCs act as a window to knowledge and learning where students and other learners have an easy access to computer education, coaching and skill development services.
- Primary data collection centers and data warehouse will be the source of authentic statistical data used for various analytical and decision support purposes
- A wide range of information services like whether forecast, new farming techniques, crops to be sowed, etc. can easily be accessed from these CSCs