Common Service Centers 2.0 – An Initiative to Deliver Services to Citizens

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Flow

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3. Issues with csc 1.0
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4. Csc 2.0
1. Introduction – the concept of common service centers

• The concept of common service centers (csc) was floated (in 2007)
  • Under the national e-governance plan by the department of electronics and information technology (diety), government of india to achieve a **digitally empowered society**
  • To forge the social goals of government and the commercial goals of firms through information technology to benefit the rural people through **public private partnership**
  • To use information and communication technology (ict) at the village level to deliver government, and private services in agriculture, health, education, utilities, and entertainment **cost effectively**

• The goal was to form 100,000 csc so that 1 csc serves 6 villages (by 2007)
• Csc met the initial expectations in rural areas, atleast in andhra pradesh, by
  • Promoting rural entrepreneurship somewhat
  • Enhancing capacities of communities through digital literacy in a limited way

• This success story forms the evolution of csc 1.0 project
• It also threw up several challenges and issues which spurred csc 2.0
2. Csc 1.0 in andhra pradesh

• The three-tier model of csc 1.0 is as follows:
  • The state designated agency (o/o esd), which monitors and implements the scheme in the state, and identifies private firms through a market mechanism (tier 1)
  • The identified private firms (called service center agencies [sca] ) set up the csc (tier 2)
  • Sca would appoint village level entrepreneurs (vle) to manage the csc (tier 3)
    • Csc would be set up in predefined locations based on population and geography
    • Vle has to invest for internet connectivity, office space, and stationery
    • Sca would host servers to provide log in ids to vle
  • Diety offered a maximum revenue support of rupees 3304 per csc per month for viability
    • Esd releasing a revenue support of rupees 2441 per csc per month for vle in some districts

• Csc 1.0 in andhra pradesh – a bird’s eye view:
  • The o/o esd is the sda
  • Three scas have been identified in 2011 to set up csc whose contract ends in 2017
  • As of 24/10/15, we have rolled out 5454 csc (against a target of 2770) offering a wide bouquet of services (aadhaar enrollment, insurance, banking, pensions, ticketing)
  • Diety provided a grant of rupees 18.58 crores for this scheme; As on date, o/o esd has rupees 14.90 crores under this head
2. Csc 1.0 in andhra pradesh: meeseva ...

• Csc 1.0 aligned with “meeseva”, an e-government initiative of the government

• In the 1990s,
  • Government had been using information technology for data processing
  • E-seva (2001) was limited to providing bill payment services in the twin cities
  • Citizens had to wait indefinitely for ink-signed government certificates (income, caste)
    • Bred corruption and citizens lost faith in the system

• A goal was to enable citizens to obtain a government certificate in 15 minutes
  • This resulted in “meeseva” which was launched in Chittoor district (November 2011)

• A csc offers 2 types of services
  • Category A: Those requests for certificates which could be delivered within 15 minutes in a csc kiosk (already verified and digitally signed caste certificates and income certificates)
  • Category B: Certificates which required verification by field officers (patta certificates)
    • Category A - 2,48,90,544 (41.73%); Category B – 3,47,61,869 (58.27%); 316 Services with 35 departments on board
    • Total Transactions – 5,96,52,413 (24th Oct 2015)
    • Revenue (69 services), Agriculture (35 services), and Registration (17 services)
2. Csc 1.0 in andhra pradesh: meeseva ...

- Leakage and exploitation by touts was handled by
  - Making all csc adhere to a uniform façade, process model, and delivery
  - Displaying citizen charters prominently in all csc
  - Incentivizing village level entrepreneurs (1,16,442 entrepreneurs as on date) to adhere to esd rules
  - The ap it (esd) rules, 2011 gave legal sanctity to digitally signed certificates

- Centralized architecture
  - The meeseva - csc web based system was hosted in the state data center
  - Digitally signed records were centrally stored in the state certificate repository (scr)
  - The department official used a log in to access meeseva portal where s/he could act upon and update the citizen’s request, and upload the digitally signed certificate onto scr
  - Certificates were signed in bulk digitally and stored in scr which could be retrieved via the unique application number by the vle
2. Csc 1.0 in andhra pradesh: meeseva ...

• Economic performance of csc 1.0 – meeseva project
  • Investment was rupees 9 crores and launched with three sca (aponline, cms, sreeven)
  • Total number of transactions is 5.96 crores as on date
  • The csc 1.0 – meeseva project has made rupees 980 crores and eds benefitted by rupees 41 crores (2011-till date)
    • Departments’ share : 20-28%
    • Certificate stationery costs : 3-5%
    • Esd share : 4-28%
    • Sca share : 9-14%
    • Vle : 32-47%
Three stages of e-government maturity are recognized in the literature:

1. Informational: offers static web content and some downloadable forms (81%)
2. Transactional: users can transact (pay fines, check pensions, upload tax form) (12%)
3. “One stop” shop: offers comprehensive array of services to each citizen (7%)
   - Csc 1.0 - meeseva is yet to mature from the transactional stage

Where does India stand with reference to ICT usage?

The ICT developmental index (idi), developed by the United Nations International Telecommunication Union, compares ICT performance between countries.

Idi based on 3 clusters of 11 ICT indicators:

- Access (fixed telephone subscriptions per 100 persons, mobile connections per 100 persons, internet bandwidth per user, percentage of households with computer, percentage of households with internet): 40%; rank is 132
- Use (percentage of individuals using internet, wired broadband connections per 100 persons, wireless broadband connections per 100 persons): 40%; rank is 133
- Skills (adult literacy rate—persons above 15 who can read, write, do math; secondary gross enrollment ratio, tertiary gross enrollment ratio): 20%; rank is 121
- Overall idi for India is 129 / 166 (November 2014)
3. Issues with csc 1.0: (a) Digital “illiteracy” ...

- In support with these broad trends of sinking digital literacy, our analysis of csc 1.0 - meeseva transactions this year pointed to the following trends:
  - For the period 1-1-15 to 30-9-15, a mandal (total number of mandals in state is 704) recorded 20,593 meeseva transactions, on average
    - 481 mandals (69%) were below this average which is disturbing
    - Maximum number of transactions per mandal: 2,79,000; guntur, vishakapatnam, vijaywada being top 3
    - Only 9 mandals breached the 1,00,000 mark
    - The least number of transactions recorded was 22 at maredumalli mandal in east Godavari
    - 10 mandals did not cross the 2000 mark, of which 5 are in east Godavari, the district with the highest functional literacy
  - Disturbing questions:
    1. Are rural people fully aware of csc 1.0 – meeseva project?
    2. Is the “number of transactions” a good indicator of success of this project?
    3. Is government justified in charging the citizen for some information of the citizen which the government owns? We are even allowing private firms to capture profits from this
  - There is a thinking that government services must be minimized at cscs while simultaneously enhancing businesses that interface with rural livelihoods
3. Issues with csc 1.0: (b) Departmental inadequacy

- Of the 316 services offered in csc
  - About 130-135 services are being used by citizens with high frequency
  - Around 70 are seasonal in nature
  - The rest are recording zero and very low number of transactions since 2011
  - Despite the existence of electronic delivery, department is following manual processes

- Disturbing questions
  1. Is there a need for all services to be electronically enabled in a department?
     - A beginning has been made here: those services with nil transactions are being abolished
  2. How to sensitize the departments in this and how best to enable digital literacy here?
     1. 75,000 tablets have been distributed to mandal level officials and ~15,000 have been trained in tablet usage
     2. 148 engineering colleges have been identified in the mandals; their students and faculty have been asked to train the mandal officials in tablets and computer usage (Institute of e governance has prepared the course curriculum and is coordinating this)
4. Csc 2.0

- Goi approved the csc 2.0 in 8/15 with feedback from the issues in csc 1.0
- Main features
  - Setting up 2.5 lakhs csc in four years (integrate and strengthen the existing 1 lakh csc) with a focus on **sustainability and viability**
  - Each gram panchayat must have a csc (in ap, we have 13,000 gram panchayats)
  - The district e governance society (degs) must implement the csc network in the districts
    - Deogs, chaired by the collectors, are operational in ap; they sanction csc and monitor the sca
  - The shares of transaction charges (between esd, sca, departments, and vle) needs to be recast to ensure that vles receive a higher share; more women as vle
  - This will be implemented by the csc e governance services india limited (csc spv) guided by diety
- At this juncture, there are two possible models for csc 2.0
  1. Existing sca would be pushed down to the district level and deogs would be implementing the decentralized contracts instead of the central contract by esd
  2. The csc may be taken over by the state (degs) as in karnataka
- Detailed guidelines on the roles of various stakeholders in csc 2.0 are awaited
Thanks

End of presentation