

**Draft Framework
For
Establishment
Of
100,000 Common Services Centres**



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Draft Framework for Establishment of 100,000 Common Services Centres

1.0 Background

- 1.1 Advances in Information and Communication Technologies have made it possible today to provide a whole range of high-quality and cost-effective services relating to video, voice and data content through a single communication channel using appropriate terminal equipment. This opens up a whole realm of possibilities for provision of e-government, entertainment, education, telemedicine, e-commerce, info-services, etc. ubiquitously. Government of India is committed to leveraging these advances in Information and Communication Technologies (ICT) for the benefit of the citizens, especially those in rural and remote areas. It is therefore considered necessary to create a network of access points termed Common Services Centres¹ (CSCs) throughout the country as outlets for such services.
- 1.2 This Draft Framework brought out by the Department of Information Technology (DIT), Government of India, outlines the policy framework, strategy and contours of financial support of government for rapid proliferation of CSCs across the country. It is intended that this Framework would create an enabling environment for establishment of 100,000 Common Services Centres in the rural areas by the year 2007 to provide all possible government and private services. Annexure-I of the Framework indicates a list of possible government and private services, grouped in various categories, which can be provided through the CSCs. The key assumptions in formulating this Framework are detailed at Annexure-II.

¹ A Common Services Centre is an ICT-enabled Service Delivery outlet providing a range of services to the people in the village / town in which it is located. Various nomenclatures e.g., Common Services Centre, ICT Kiosk, Community Information Centre, e-Community Centre, Rural Service Delivery Points, Village/Rural Knowledge Centre, etc. currently exist in the country for such Integrated Service Delivery Centres, providing similar services to citizens. For the sake of clarity and uniformity, throughout this document, all such Centres are universally termed as Common Services Centres (CSCs).

2.0 Implementation Structure

- 2.1 Implementation of a mission-oriented project of this size and scope would pose significant challenges of project management at the national level as also in exploiting opportunities to achieve significant economies of scale in the identification, customization and implementation of the physical and digital infrastructure required for the project. Further, many of the potential citizen-centric services would lend themselves to aggregation at the national level. To serve the above objectives and to enable the State-specific implementation plans to benefit from such economies of scale, aggregation of best practices, content providers, etc. DIT would select a National Level Service Agency (NLSA)².
- 2.2 State governments would also have to play a major role in facilitating the establishment of a large number of CSCs, particularly in the rural areas. State governments have to put in place an appropriate institutional mechanism for such support. The first step would be to designate a State-level agency that would be responsible for facilitating the implementation of this Scheme through its field formations and/or the district administration in the entire State. In this context, the role of the district administration and local self-government bodies would need to be clearly delineated. State governments would also need to take necessary legal and policy measures to enable the CSCs to come into being, attain sustainability and deliver the services as contemplated in this Framework.
- 2.3 The Scheme would be rolled out to establish 100,000 CSCs across the country with an equitable geographical spread to the extent feasible, through a three-tier structure for the States. At the first (CSC) level would be the local Village Level Entrepreneur³ (VLE- loosely analogous to a franchisee). At the second/middle level would be an entity termed the Service Centre Agency⁴ (SCA – loosely analogous to a franchiser). At the third level would be the agency designated by the State to facilitate implementation of the Scheme

² A detailed description of the role of the NLSA may be seen at para 3.1

³ Role of VLE may be seen at para 3.3

⁴ Role of SCA may be seen at para 3.2

within the State. These three tiers would function in accordance with this Framework and the further Guidelines issued from time to time by the Department of Information Technology, Government of India, either directly or through the designated National Level Service Agency which would be responsible for the overall planning and management of the project at the national and state level in close co-ordination with the DIT and the State Governments.

2.4 The SCAs would be identified through an appropriate open, competitive selection process to be managed by the National Level Service Agency in consultation with the State-designated agency. A State level committee that would include representatives of the State Government and Government of India would oversee this process. The SCAs would be required to submit their proposals for establishing and operating a number of CSCs to be indicated in the Request For Proposals (RFP) for three to five years. The RFP would clearly indicate that a prospective SCA needs to cover at least 40% of the Gram Panchayat locations in each Block within a district. The SCAs would in turn select the VLEs for operating the CSCs in accordance with this Framework and the further detailed procedures to be laid down by the DIT/NLSA in consultation with the State-designated agencies.

2.5 It is felt that depending on the intended services and capabilities of the CSCs, it is possible to configure them in three categories, which are given in Annexure VI. These categories may be modified, if considered necessary, after further consultations with the NLSA, SCAs and with the State-designated agencies. At the appropriate stage of the SCA selection process, the SCAs, in consultation with the NLSA and the State-designated agency, would decide on the specific category of CSC to be established at a particular location. The RFP would invite proposals for a number of packages in a State. Each package would consist of one or more districts such that the number of packages is not less than two in each State and not more than the number of districts (i.e., one district per package). The number of packages would be determined by the NLSA/ State-

designated agency taking into account the prevailing conditions and other relevant factors.

3.0 Roles of various entities

3.1 National Service Agency (NLSA)

3.1.1 The NLSA is expected to carry out effective project management and ensure speedy implementation through SCAs leading to a roll-out of 100,000 CSCs by 2007.

3.1.2 The NLSA would act as a catalyst to coalesce focused partnerships for content, services, technology, training, software, etc. that would form the backbone of the implementation process. It would also harness national level resources by effectively integrating State/Central infrastructure, knowledge, administrative expertise and manpower into project planning and implementation.

3.1.3 The NLSA would provide economies of scale through centralised mobilization of resources, particularly financial and underwriting the same, standardization of design, content and processes into an easily replicable collaborative framework for all the stakeholders. The NLSA would also create appropriate type standardization in the design of CSCs by providing suitable branding/logo for which DIT would prescribe separate Guidelines.

3.1.4 The NLSA would also incorporate and integrate best practices across a variety of activities and stakeholders. More importantly, the NLSA would adopt a market-driven approach to achieve rapid socio-economic change, consistent with the States' development goals and objectives.

3.2 Service Centre Agency (SCA)

3.2.1 The SCA would be responsible for working with the NLSA and/ or the State-designated agency towards identifying the required applications and services, harnessing the network, identifying and training the VLE, establishing the CSC (either directly or through the VLE), supplying, aggregating and updating the content (this would include entering into appropriate commercial agreements with local third party content/ service providers) and also addressing various requirements of the CSCs from time to time.

- 3.2.2 The SCA, in accordance with the Guidelines prepared by the DIT/NLSA, would have to enter into suitable agreements with VLEs clearly delineating their respective roles, responsibilities and service-level liabilities.
- 3.2.3 The SCA, partnering with NLSA, is further required to conduct a detailed benchmark survey for the specific State / area to assess demand and viability, identify content, create appropriate service package, evaluate the suitability of a location for establishing a CSC, etc.
- 3.2.4 In the event of a suitable SCA not being available for difficult locations, a State / Central government agency (e.g., Regional Postal Authority) may be assigned the role of SCA to implement the Scheme.
- 3.2.5 Annexures III contains suggested Eligibility Criteria for SCA.

3.3 Village Level Entrepreneur (VLE)

A VLE should have all the qualities necessary to sub-serve the basic objectives of the CSC. The quality of service at the CSCs would be as effective as the quality of persons running them. Selection and proper training of the VLE therefore would play a vital role in making the CSC a success. Given the rural environment in the country, the VLE is also required to be an effective 'change agent' i.e., to change the mindset of the rural citizen. Annexure- IV contains suggested Eligibility Criteria for VLE.

3.4 State Government & State-designated Agency

- 3.4.1 State Governments intending to participate in the Scheme would designate an Agency, which would work with DIT and/ or the identified NLSA to facilitate implementation of the Scheme. For this purpose the State-designated agency would be responsible for providing all assistance in implementation of this Scheme through its field formations and/or the district administration in the entire State. The State-designated agency would also co-ordinate with other State Government departments and agencies to help bring in a basket of e-governance applications and services as relevant in the respective State.
- 3.4.2 The CSCs would perform the role of front-end delivery points for administration and welfare governance. For that purpose, State governments would need to take necessary legal and policy measures to enable the CSCs to come into

being, catalyze all e-governance services to be delivered through the CSCs and ensure that all possible government programs are appropriately designed and aligned, taking into cognizance the presence of CSCs at Panchayat / Village levels, as the case may be.

3.4.3 The issue of economic sustainability has been the prime concern for the CSCs. While the primary responsibility for ensuring sustainability of a CSC rests with the NLSA/SCA/VLE, the State government would, in consultation with the DIT, indicate a roll-out plan for the various e-governance applications.

3.4.4 States would help the SCAs and/ or the NLSA to identify suitable sites for the CSCs. States would also consider providing grant assistance to those SCAs / VLEs in the form of land by the States to be combined with provision of grant support from Gol for construction of permanent structure for such CSCs.

3.5 Department of IT, Govt. of India

Department of IT has evolved this Framework as a part of its mandate to implement the Mission Mode Project of Support Infrastructure under the National E-Governance Plan. One of the main objectives is to bring synergy with other infrastructure-related initiatives of Department of IT viz., State Wide Area Network (SWAN), State Data Centre (SDC) and various other Mission Mode Projects (MMPs) initiated by Central and State line ministries and departments. To this effect, Department of IT would provide calibrated support through policy interventions and appropriate financial support to create the basic infrastructure for 100,000 CSCs. The DIT would also facilitate the NLSA and the State Government to enter into appropriate arrangements for the implementation of this Scheme. Annexure-VI indicates the hardware configuration for the CSCs. Annexure-VII indicates the suggested features for the wireless equipment to be deployed in the CSCs.

4.0 Non-financial & Financial Support for CSCs

4.1 Support from Department of IT, Govt. of India

4.1.1 Non-Financial

Department of IT would issue appropriate directive to the State Government to meet the connectivity requirements of the SCA/ VLE for the CSCs, through the

State Wide Area Network (SWAN) from the nearest block headquarters level Point-of-Presence (PoP) through appropriate wireless/ terrestrial connectivity. Usage of SWAN by the CSCs would be free-of-cost for the first five years. Cost of any terminal equipment and ISP charges would be to the account of the SCA / VLE.

4.1.2 Financial

It is intended that the financial resources for the project would be mobilized at the national level through the NLSA. The DIT would work with various departments in the Central and State Governments to crystallize the various e-governance services to be routed through the CSCs. Central and State Government financial grant (recurring/non-recurring, cash/services) and other support would be calibrated suitably to maximize entrepreneurial effort and ensure sustainability of CSCs. Further it is recognized that a project of this magnitude would need financial resource mobilization from financial markets as term loans, equity, suppliers credit, etc. Government financial support could also be suitably packaged to enable such fund mobilization.

4.2 Support from State Government

4.2.1 Non-Financial

The non-financial support from State Governments would be as per the conditions given in Annexure-V of this Framework. Further, the State government may also use the CSCs for imparting training / BPO work, and optimally leverage the VLEs for primary data collection / validation at village level and online compilation / consolidation subject to independent verification by appropriate government authorities. All these services would be paid for by the State government to the SCA / VLE on mutually agreed Terms and Conditions.

4.2.2 Financial

State Governments would work with the DIT to evolve a set of government services and assigned work such as training, education, data collection, etc. which would provide a stream of financial support facilitating achievement of overall sustainability of the CSCs. If necessary, appropriate revenue sharing model, in this regard, would be devised by the State Departments between

themselves and the respective SCAs/VLEs. State governments would also offer limited exclusivity to the SCA by not supporting a similar later initiative within the same catchment area of the CSCs during the initial three to five year period.

4.3 **Support from NABARD**

It has been decided by the Union Government that financial support from NABARD under the Rural Infrastructure Development Fund would be extended for establishment of Village/ Rural Knowledge Centres across the country. The financial support would be in the form of a loan to the State government for onward disbursement to the Agencies willing to establish such Centers. Considering the similarity between the services proposed to be provided by Village/ Rural Knowledge Centres and the CSCs, State government may decide to avail the facility to be provided by NABARD for establishing such Centers. The detailed Terms and Conditions in this regard would be communicated separately by NABARD.

5.0 **Procedure for Implementation**

- 5.1 DIT, through an appropriate process would identify a National Level Service Agency (NLSA), which would initiate various project level activities as per the provisions of this Framework.
- 5.2 The National Level Service Agency may create and appropriate detailed framework, which would further appropriately delineate roles and responsibilities and mutual obligations between various stakeholders in accordance with the provisions of this Framework.
- 5.3 State Governments willing to participate in this Scheme would communicate to the Department of IT, GOI, their willingness to implement the Scheme, the name and other details of the State-designated Agency and the officials concerned. An appropriate contractual framework between the DIT, NLSA and the State Government/ State designated Agency would be established thereafter.
- 5.4 Participating State Governments would thereafter notify i) the Policy and Procedures outlining the details of the commitments of the various stakeholders, ii) States' policies and timelines to make government services available through the CSCs, ii) revenue sharing policy between relevant

stakeholders, if any, iii) Service Level Agreements (SLAs) with SCAs and/ or VLEs

- 5.5 In order to trigger the implementation process and give it the requisite initial momentum, the DIT, GOI will invite Expression of Interest from SCAs who would be interested in being empanelled for the implementation. Such empanelled SCAs would be invited by the DIT/NLSA for developing appropriate implementation strategies etc. for the CSCs. At an appropriate time, the NLSA/ State designated agency would invite the empanelled SCAs for the final selection process.
- 5.6 While submitting its EoI, besides providing relevant background information, the SCA may be required to furnish all the details pertaining to their conceptualization of the business model, layout of proposed CSCs in the concerned district(s), selection schema for the VLEs, etc. and their training schedule agreement between SCA and VLEs, etc.
- 5.7 The NLSA and/ or the State-designated agency would undertake final selection of the SCAs. Assistance of Dept. of IT, GOI and the State NIC Unit could be utilised while undertaking the selection. The SCAs in turn, would work in coordination with the NLSA to select the VLEs.
- 5.8 The participating State Governments would, in consultation with DIT, GOI/ NLSA, constitute an appropriate State Level Project Monitoring Committee with representatives from the Department of IT, GOI, State NIC Unit and others concerned to review and monitor the process of the implementation.
- 5.9 The SCA would be required to make the CSC operational within 45 days from the date of receipt of approval in this regard.
- 5.10 An agreement would be signed between the selected NLSA, SCA and the State designated Implementing Agency on behalf of the State Government to guarantee the revenue commitments with reference to Para 4.2.2 in respect of State Government Services to be provided through the CSCs. The agreement would cover, inter-alia other Terms and Conditions, as required under the provisions of this Framework.

List of Annexures to the Draft Framework of Department of IT for CSC Scheme

- I Possible Services related to various Economic and Social Sectors which can be delivered through rural Common Services Centres**
- II Key Assumptions for the CSC Framework**
- III Suggested Eligibility Criteria of Service Centre Agency**
- IV Suggested Eligibility Criteria of Village Level Entrepreneur**
- V Roles & Responsibilities of State Government participating in CSC Scheme**
- VI Indicative Configuration for CSCs of three Categories**
- VII Required Configuration / Architecture of the Wireless Infrastructure to be harnessed with SWAN Point-of-Presence at the Block Hqrs.**
- VIII Level of support from Department of IT, Govt. of India**

Possible Services related to various Economic and Social Sectors which can be delivered through Rural Common Services Centres

Following is an indicative list of possible Government and Private Services which can be delivered through the Common Services Centres. The list is not exhaustive and many other services can also be provided which may be useful to rural community.

S.No.	Category	Services
1.	Agriculture	1.1 Crop Production (Seed Varieties, Irrigation etc.)
		1.2 Tools (Procurement, Marketing, Hiring)
		1.3 Marketing
		1.4 Pricing
		1.5 Financing (Micro credit)
		1.6 Crop Insurance
		1.7 Weather Reports
		1.8 Disaster Warnings
2.	Animal Husbandry	2.1 Animal Health & Veterinary Services
		2.2 Finance & Schemes
		2.3 Animal Breeds
		2.4 Production (Best Practices)
		2.5 Livestock Development
3.	Citizen Services	3.1 Procedures
		3.2 Documentation
		3.3 Forms
		3.4 Contact Directory
		3.5 Grievance / Redressal
		3.6 Schemes & Benefits
		3.7 Birth & Death Certificates
		3.8 Matrimonials
		3.9 STD, PCO, Cyber café
		3.10 FAQs
4.	Health	4.1 Vaccination Schedule
		4.2 Maternity Care
		4.3 Family Planning
		4.4 Medicines
		4.5 Ambulance Services and Transportation
		4.6 Hospital / Primary Health Centres Information
		4.7 Blood Bank
		4.8 Life Saving Drugs
		4.9 Doctor's Database
		4.10 Appointment with Doctors
		4.11 e-Diagnostics
		4.12 Materials Management System (Medicines)

....Contd.

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S.No.	Category	Services
5.	Education	5.1 School / College / University Information
		5.2 Syllabus
		5.3 Education Results
		5.4 Education Abroad
		5.5 Schemes / Scholarships
		5.6 Counselling / FAQs
6.	Land / Property	6.1 Land Records
		6.2 Property Transfer and Registration
		6.3 Property Tax
		6.4 Property Rules & Regulation
		6.5 Land Income Certificates
7.	Employment	7.1 Job Opportunities (Exchange)
		7.2 Registration
		7.3 Self Employment Schemes
8.	Social Welfare	8.1 Schemes & Benefits
		8.2 Directory of NGOs
		8.3 Citizen Rights
9.	Utility Services	9.1 Applications
		9.2 Outstanding Bill Statement
		9.3 Bill Collection on various Utilities
		9.4 Grievance Redressal
10.	Business	10.1 Procedures
		10.2 Documentation
		10.3 Forms
		10.4 Schemes (Subsidy Loans)
		10.5 Compliances with Rules & Law (VAT, RTO)
		10.6 DTP, data entry work, BPOs
11.	Panchayat Matters	11.1 Birth Certificate
		11.2 Death Certificate
		11.3 Utility Connection (water etc.)
		11.4 Property Transfer and Registration
		11.5 Tax Rules
		11.6 Tax Payments
		11.7 License & Concessions
		11.8 Permits
12.	Consumer Welfare	12.1 Consumer Rights
		12.2 Consumer Courts
		12.3 Legal Assistance
13.	Environment	13.1 Pollution Control Information / Forms
		13.2 Environment
		13.3 Grievance / Redressal
14.	Tourism & Transport	14.1 Room Availability / Booking
		14.2 Booking of Long Distance Bus Tickets
		14.3 Information on Transport Routes, Sight seeing places

....Contd.

S.No.	Category	Services
15.	Entertainment	15.1 Video & Cable TV for screening of cinema etc.
Total Category:		15
Total Services:		80

Key Assumptions for the CSC Framework

- a. Common Services Centres, set up in rural areas i.e. in Panchayats or Villages, to deliver various information and services to the villagers, would need special financial and other support of government while such initiatives in urban areas can become sustainable, merely by allowing them to deliver government services or in many cases, even without that. Key ancillary objectives in setting up such centers in rural areas are to empower rural communities, create equal opportunity, foster income / employment generation and in general, human development through high economic and social returns.
- b. This Framework aims to encourage and promote public-private partnership (PPP) in the rural ICT domain by encouraging establishment of these Common Services Centres on an entrepreneurship model at the Panchayat or Village level and to create opportunities for non-government or private entities to play a major role in actual implementation of the Scheme. Common Services Centres should be owned and operated only by local village entrepreneurs to the extent feasible.
- c. Each and every Common Services Centre would necessarily support multi-service-delivery. The service package would be a judicious mix of all the possible government and private services, information and other localized services which may be needed by the local community. The content would essentially be in the local language. Annexure-I of this Framework indicates a list of possible services, sub-grouped in various categories, which can be provided through these CSCs.
- d. Sustainability of the CSCs, through estimated revenue streams for the delivered services, would receive prime attention while architecting the CSCs' business model. The location for the CSC in a Panchayat or village would be selected keeping in view the imperatives for sustainability from a revenue generation angle. The package of services would also be decided accordingly.
- e. Department of IT would effectively support, both in terms of policy measures and financial grants, the roll out of CSCs throughout the country. The State Department of IT/ E-Governance, or in the absence of one, such department as designated by the State Government, would be the facilitating department at the State level. States intending to avail of this Scheme would need to identify an appropriate agency (State PSU/ Organization/ Society) to facilitate operationalization of the Scheme under the direction of the State IT department. The IT department could also directly play this role if it so decides. GOI/ State Government financial support may be disbursed through the identified State-designated implementing agencies.
- f. A Village Level Entrepreneur (VLE) on his own is unlikely to have either the managerial or technical skills to sustain a CSC and to continuously identify and support various services needed by the local community. It is therefore imperative, (as experience in all cases so far demonstrates) that there is a requirement of a tier above the village entrepreneur, which would provide the business and technical support to this activity. This entity is hereafter referred to as the Service Centre Agency. This entity typically may support 100 or more CSCs in a district/ part of a State. A local administration or the State government itself may

play the role of Service Centre Agency, but this should ordinarily not be resorted to, unless other options are not found feasible.

- g.** The establishment of CSCs in remote rural areas would help achieve equitable ICT growth in the country and help bridge the Digital Divide.

Suggested Eligibility Criteria of Service Centre Agency

- a. The SCA should have adequate domain knowledge and preferably operational experience of running CSCs/ kiosks within the Indian villages at the time of submission of its EoI. However, other agencies could also be considered subject to certain other eligibility criteria.
- b. The SCA, as an aggregator and provider of services, should have identified application packages for some services running, at least in 5 categories out of the 15 service categories indicated in the Annexure-I. The proposed services by SCA for the Scheme should have revenue streams leading to operational break-even within 12 months of the launch of the CSCs. Services apart from the list in Annexure-I can also be provided at the CSC, if those would result in social or economic enrichment of the local community.
- c. The SCA, before submission of EoI for any specific state or district area, should preferably have
 - i) conducted a benchmark detailed survey for that specific state or area to assess viability,
 - ii) defined key variables necessary for demand estimation,
 - iii) identified package of services to be offered and
 - iv) type of content necessary for the local community.
- d. The SCA should also work out the following required for the bid process
 - i) the revenue sharing policy with the other stake-holders including Panchayat / Village Level Entrepreneurs,
 - ii) selection mechanism with schedule for the Village Level Entrepreneurs.
 - iii) training program and schedule for the entrepreneurs,
 - iv) cost of each CSC including non-recurring cost to be incurred on networking and computing hardware, licensed software and site preparation (excluding the cost for any civil construction) and recurring cost to be incurred on connectivity, telephone and other utility items at the designated rates,
 - v) a specific business model proposed to be followed by him upto the break-even period.
- e. The State / Central Government may offer limited exclusivity to any particular SCA for any region or village. It would however consider and provide financial support to any other SCA in the same region only when further roll-out / expansion exercise is initiated.
- f. The EoI to be submitted by the SCA should indicate specific plan for adequate training programme and schedule for the VLEs indicating the number of man-days required for mandatory orientation training.

Suggested Eligibility Criteria of Village level Entrepreneur

- a. The entrepreneur should have studied upto class 10th Standard in the secondary curriculum.
- b. The entrepreneur need not essentially have prior computer training while it may be a desirable qualification for selection. The training programme to be instituted by the SCA should include adequate man-hours of hands-on training on computer and peripheral systems, operation of UPS and Gensets, software application packages and bare minimum trouble shooting exercise.
- c. The entrepreneur should have ability and extra ordinary skill to communicate to the people in the local language and he should demonstrate the ability to learn. He should have skills to help others articulate their own needs. He should be able to organize and inspire a team of rural citizens.
- d. It is desirable for the entrepreneur to understand the business basics, to be understanding and responsive to the local and regional market demands and to demonstrate keenness for local adaptation and delivery of quality service.

Roles & Responsibilities of State Government participating in CSC Scheme

- a.** An institutional framework would be evolved by the State government so that CSCs which are established under the instant Scheme, can use the State Wide Area Network (SWAN) free of cost upto Block level and the wireless connectivity below the Block level for the purpose of delivering the services to the rural citizen for a maximum period of 5 years. The wireless connectivity to be deployed below the block level is considered to be a critical infrastructure in the whole network which should have adequate inter-operability with the SWAN. VII outlines the details of the connectivity requirements and other features required for the last mile wireless network.
- b.** The State government, in consultation with the NLSA, would adopt a revenue sharing model acceptable to the SCA and the Village Level Entrepreneur, with a revenue guarantee (in kind) through government services embedded in it.
- c.** An operational framework would be evolved by the State Government
 - i)** authorizing CSCs to plug into existing service delivery mechanism of the government,
 - ii)** to provide a time-bound commitment to Department of IT, GoI, to e-enable the government services to be provided through CSCs with the applicable revenue commitments as indicated above in sub-para c & d.
 - iii)** authorizing CSCs to provide those government services,
 - iv)** to share the revenue with the SCA / VLE for all the government services to be provided through CSCs.
- d.** The above framework of the State Government would enable the CSCs to have an appropriate mix of services to meet the operational expenses and to become sustainable within a reasonable break-even period of 12 months. Annexure-I outlines the features for the possible mix of service package along with a suggested list of services which may be delivered through the CSCs.

Indicative Configuration for CSCs of three Categories

S.No.	Items	Category Configuration		
		A	B	C
1.	Computer	Items under S. Nos. 1-9	Items under S. Nos. 1- 10	Items under S. Nos. 1-11
2.	Broadband Connectivity			
3.	Printer (Photo Printing Quality)			
4.	Scanner			
5.	Digital Camera with zoom facility			
6.	Telephone			
7.	UPS with 4 hrs battery backup			
8.	Software license			
9.	Generator Set			
10.	Equipment for Edutainment, Entertainment and other Specialised Services (e.g. Telemedicine) including community display devices			
11.	Wireless Eqpt, Antenna, Tower & Commissioning			

Required Configuration / Architecture of the Wireless Infrastructure to be harnessed with SWAN Point-of-Presence at the Block Hqrs.

- a. Department of IT has noted that connectivity with adequate capacity upto the CSC level is the most important factor to provide services to the rural citizen. It was also noted that some of the current CSC initiatives by the non-government entities have used local arrangements for connectivity with the network service providers at the usual tariff for leased lines.
- b. Considering the requirement of fast proliferation of e-Governance services upto the block level and below the block level, Department of IT, under the NeGP Core Infrastructure project, has already taken initiatives to establish State Wide Area Network (SWAN) across the country with full funding support for capital and operational expenses for five years. Further, under the SWAN activity, the states would be supported for wireless connectivity at the block level so that villages located within 10-15 kms radius around the block can be connected.
- c. Keeping the above in view this instant Framework therefore seek to create an enabling environment and an institutional mechanism so that Common Services Centre which may be established through this Scheme, may avail of connectivity and capacity of SWAN upto the block level using the wireless connectivity below the block level. This institutional mechanism would necessarily delineate the ways and means and mutual terms and conditions to use this SWAN network and the bandwidth capacity free of cost by the CSCs for providing various services through the CSCs. However, all paid services, e.g. ISP, connection / call charges to PSTN, if any, are required to be paid for.
- d. Further, to achieve the technical goals of the Community Service Center architecture, the last mile wireless infrastructure, to be deployed by the CSC Service Centre Agency (SCA), for connecting with SWAN, should have the following features:
 - **Wireless broadband connectivity:** The CSC should be able to easily connect wirelessly in select locations and outdoor areas in the identified Gram Panchayat / Village to various applications and services, at any time.
 - **Operation in multiple frequency bands:** The system should be able to operate in multiple frequency bands (licensed and license exempt, if required) and over a wide range of channel bandwidths.
 - **Multiple device support:** for both connectivity and application access & usage - The wireless network should be able to support desktops, laptops, PDAs, and similar devices.
 - **Support for industry and international standards:** The wireless network should support industry and international standards to ensure lower costs and interoperability with different vendor equipment.
 - **Scalability and adaptability:** The wireless network should be able to arbitrarily grow while offering increased performance levels that will be demanded in the future. The wireless network should be able to potentially expand to provide future connectivity to

any device, at any time, at any location (within the identified Gram Panchayat / Village, or at a nearby location within the specified coverage area).

- **Broadband connection speeds:** The wireless network should be able to provide adequate bandwidth to support typical rural applications and services, e.g. Distance Education, Tele-medicine, Entertainment etc., concurrently at reasonable number of locations.
- **Reliability and durability:** In the CSC Scheme last mile wireless network is recognized as a critical infrastructure and should not have a single point of failure. Fail-over and redundancy mechanisms should be embedded to ensure high availability of the wireless infrastructure.
- **Robust error correction:** This would allow the system to be deployed in less than ideal radio conditions.
- **A centralized management solution:** It is expected that Service Centre Agency would be required to control and manage host of CSCs established within a large area (may be a district) from a central location. Tools should therefore be available for efficient management of such infrastructure and to ensure that critical maintenance can be performed quickly with minimal disruption to the network community.
- **Quality of Service (QoS):** The wireless network should support latency- and packet loss-sensitive applications such as streaming media, and it should have the ability to dynamically allocate bandwidth based on priority.
- **Security:** It is intended that several government services would be provided through the CSCs wherein relevant data would flow from the secured State Data Centre and through secured SWAN. It is therefore required to have robust but easy to use security solutions, transparent to the user wherever possible, woven throughout the wireless infrastructure to ensure confidentiality and integrity of all data passing over the entire network.

Level of Department of IT support

- a.** Appropriate Directive would be issued to the State governments to create institutional mechanism so that Common Services Centres, established under this instant Scheme, can use part of the SWAN and also State Data Centre, as necessary, for delivering services to the rural citizen. Accordingly, wherever wireless base stations are available at the block level as a part of the SWAN, CSCs may get connected to those wireless base stations through the wireless transceiver equipment deployed at CSCs. Network connections of CSCs with SWAN would not warrant any connectivity charges from the SCAs or the Village Level Entrepreneurs, as the case may be. However, ISP charges would be applicable as per usage.
- b.** Department of IT has worked out the indicative configuration of the hardware for three categories of CSCs which may be as given in the Annexure-VI.
- c.** Department of IT has also noted that last mile connection between the SWAN and the CSC would be either between the wireless base station located at Block Hqr. and the wireless transceiver equipment located at the CSC or through a dedicated dial-up PSTN connection between the SWAN and the CSC.
- d.** Department of IT is working on a standard branding/ identification Scheme for all the CSCs which would be established under this Scheme. All CSCs would be required to adopt a common logo with a standard nomenclature. Guidelines for this would be communicated separately.
