

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

NAME OF CATEGORY: USE OF ICT FOR DEVELOPMENT BY NON- GOVERNMENT INSTITUTIONS

1. Coverage – Geographical and Demographic :-

(i) Comprehensiveness of reach of delivery centres,

107 districts across six States of UP, Bihar, WB, Odisha, Assam & TN

(ii) Number of delivery centres

More than 26000 CSCs (Common Service Centres)

(iii) Geographical

(a) National level – Number of State covered

6

(b) State/UT level- Number of District covered

107

(c) District level- Number of Blocks covered

1748

Please give specific details:-

26000 CSCs in each Gram Panchayat across 107 districts of six States
i.e. UP, Bihar, WB, Odisha, Assam & TN

(iv) Demographic spread (percentage of population covered)

Serve 280 million population of these six States i.e. 52% of total
population of these six States

2. Situation Before the Initiative (Bottlenecks, Challenges, constraints etc with
specific details as to what triggered the Organization to conceptualize this project):

1. Lack of self employment
2. Lack of IT Infrastructure
3. Lack of delivery channels for both Government & Consumer Services
at Gram Panchayat Level.
4. Inherent malpractices that were a deterrent while availing Govt.
Services
5. Low computer literacy due to unavailability of training infrastructure at
GP level.

3. **Scope of Services/Activities Covered**(Extent of computerization in terms of
number of services computerized, Process that have been re-engineered, Services
which depends on these processes, Analysis/re-design of process workflows –before
(as is) and after (To be) reengineering , level of automation (number of services
computerized) #

19 Educational courses, 452 Financial Inclusion (BC centres), E-
Commerce, Consumer Utilities, 17 Govt. services including land
record, birth, death, income, caste & other e-District services.

4. Strategy Adopted

(i) The details of base line study done,

Done by IL&FS in 2005-06, Business Study done by MART in 2011 for
creating sustainable and viable Business model for CSCs &
Sustainable Business Modeling done by Mckinsey in 2013

(ii) Problems identified

1. Demographics of five states are completely different from each
others.

2. Literacy is relatively co-related to asset ownership and semi pucca / pucca house.
3. Radio & bicycle is deeply penetrated in all the States.
4. Apart from education (Comp Education, Tutions and Vocational education) telemedicine has high acceptance in these States.
5. G2C services or Quasi- G2C services are commonly demanded in CSCs network villages
6. Media exposure is moderate in these States but relatively correlated to prosperity index.

(iii) Roll out/implementation model,

1. It is an e-governance project where all G2C services are being delivered through this network.
2. Viability of the business was derived through considering G2C business.
3. B2C business can be created on bases of the footfall of rural citizen in CSC through G2C business.
4. G2C Business will give clientele for B2C services in CSCs

(iv) Communication and dissemination strategy and approach used.):

1. Newspaper advertisements,
2. Miking at major village market places
3. Creating awareness camps and programme on the benefit of this scheme
4. Rewarding performers and showcasing success stories
5. Informative brochures and banners in vernaculars

5. **Technology Platform used-**

(i) Description,

Broadband, VSAT & Data Card connectivity used with a State of art Level III Data centers situated in Kolkata with secured Oracle ERP & Portal at Front-end with 99.5% uptime

(ii) Interoperability

All transactions through Sahaj portal are online and ensure real time fulfillment and recording.

(iii) Security concerns

Financial transaction executed by Village Entrepreneurs must be secured. This has been ensured through high level secured and encrypted payment gateway with close pre-paid wallet.

(iv) Any issue with the technology used

NA

(v) Service level Agreements(SLAs) (Give details about presence of SLA, whether documented, whether referred etc. #)

As per Master Service Agreements signed with concerned State Departments.

6. **Adherence to Service Level Agreement (SLA)** – Give details about presence of SLA whether documented, whether referred etc, certificate from user department is mandatory #)

Provided in attached document

7. Citizen Centricity (Give specific details on the following#)

(i) Impact on effort, time and cost incurred by user,

Started in 2007 with 200 employees (currently over 1000 employees) with 89 District and State Offices across six States.

(ii) Feedback/grievance redressal mechanism,

16X7 Call Center with access through toll free number. In addition, field teams follow-up and resolve complaints on day to day basis.

(iii) Audit Trails,

Transparent scheduled Internal Audit System

(iv) Interactive platform for service delivery,

www.sahaj.co.in

(v) Stakeholder consultation

Clear feedback mechanism in place through online medium, calls or social media.

8. User convenience (Give specific details about the followings #)

(i) Service delivery channels (Web, email, SMS etc.)

Through State of Art front end Portal (Web)

(ii) Completeness of information provided to the users,

Robust training mechanism in place for introductions, refresher & awareness building to ensure the complete information is passed on to the last mile. Real time dissemination of information is possible and practiced through mails, the portal and SMS.

(iii) Accessibility (Time Window),

Available 24X7 at the disposal of Village Entrepreneurs. Usually accessed by them during working hours.

(iv) Distance required to travel to Access Points

Centers present at GP level within 0-5 Kms.

(v) Facility for online/offline download and online submission of forms,

Both modes available

(vi) status tracking

Status tracking are done offline.

9. Cost to user (Give details about impact on Service charge paid, travel cost, indirect cost incurred by the user, number of payment channels, etc. #)

Since these centers are located in interior rural, the service charge paid is depend upon type of service requested i.e. Rs. 30 for land records and Rs. 20 for other certificates as decided by SDA (State Designated Agency) or Central Govt. There is low indirect cost incurred by the user because it is in his/her local village only. The cost of service is paid in cash to Entrepreneur.

10. Efficiency Enhancement (Give specific details about the following #)

(i) Volume of transactions processed,

23 Lacs transactions are processed in last four months in UP alone

(ii) Coping with transaction volume growth

It is growing at 15% of transaction volume compared to same period last year.

(iii) Time taken to process transactions,

Maximum 15 days. Depends upon type of services from Govt. departments (CeG in UP)

(iv) Accuracy of output,

99.9% accuracy of output which is also dependent on earlier uploading of data by State Govt.

(v) Number of delays in service delivery

NA

11. Problem Resolution and Query Handling(Give details about availability of help desk, query resolution mechanism, single window resolution, interactive interface etc. #)

In order to address the grievances of VLEs/Citizen, Sahaj has established a CRM Department and a 16X7 Call centre. The VLEs can log complaints/grievances through the Call Centre by using the Toll-Free telephone number (18004190250). As a follow up, it has deployed its team in each District to provide the CSCs day-to-day support. Along with this, each CSC maintains a query/complaints register where Citizen Complaints are recorded for resolution.

12. Innovation(Give details on extent to which the service is unique compared to other similar services, impact on number of steps required, identification and removal of bottlenecks/irrelevant steps etc. #)

The entire manual way of availing Govt. services were shifted into transparent, Convenient and user friendly IT system.

13. Sustainability (Give details about Self sustainability of these w.r.t Organization (hiring trained staff, training etc.), financial (Scope for revenue generation, Cost benefit analysis of the project etc. #)

1. Since these are pull services, with proper awareness building, footfall to avail these services is assured
2. To further ensure sustainability of these centers, Sahaj has introduced a host of much needed consumer services again on the portal

14. Adaptability Analysis

(i) Measures to ensure adaptability and scalability

1. Marketing and awareness campaigns for maximum adaptability of these services
2. Capacity Building of entrepreneurs for delivery of these services to rural citizens through these CSCs
3. Hassle-free Business and payment models that make adoption easy.

(ii) Measures to ensure replicability

1. Same services can be available in all other States due to robust and innovative IT systems through plug and play

mode with Govt. Department portal

(iii) Restrictions, if any, in replication and or scalability

1. For delivery of online services, the data has to be digitalized which is lacking in some of the States.

(iv) Risk Analysis

NA

15. Privacy & Security Policy - (Give details about security technique deployed , use of digital signature, encryption etc #)

1. Transactions are through authorized entrepreneurs.
2. Secure sign in mechanism for designated entrepreneurs only.
3. Payment gateway with secured close wallet.
4. All entrepreneurs are registered with and monitored by center designated agency.

16. E-inclusion(Give details about availability of local language interface, Online submission of forms, length and breadth of services made available online, universal accessibility of the application).

Currently available in English and Hindi however, all training and information content is in vernacular. There are significant number of services in much needed Financial services, eLearning, G2C services & Consumer services

17. Result Achieved/ Value Delivered to the beneficiary of the project-(share the results, matrices, key learning's, feedback and stakeholders statements that show a positive difference is being made etc):

(i) To organization

Refer self certification of Project Head

(ii) To citizen

Refer self certification of Project Head

(iii) Other stakeholders

Refer self certification of Project Head

18. Extent to which the Objective of the Project is fulfilled-(benefit to the target audience i.e.G2G, G2C, G2B, G2E or any other, size and category of population/stakeholder benefited etc): **Refer self certification of Project Head**

19. Comparative Analysis of earlier Vs new system with respect to the BPR, Change Management, Outcome/benefit, Change in legal system, rules and regulations

Refer self certification of Project Head

20. Other distinctive features/ accomplishments of the project:

Refer self certification of Project Head

This is just an indicative list of indicators, Applicant can add more information based on suitability of the project nominated.

Bringing **e-Governance** to the **Citizen's Doorstep**



Sahaj's Reach



SAHAJ

Sahaj e-Village Limited

An NeGP Initiative

1. SAHAJ - AN NEGP INITIATIVE - BRIDGING THE DIGITAL DIVIDE

Introduction

Sahaj e-Village Limited : Who We Are

Sahaj e-Village Limited (SAHAJ) was incorporated in May, 2007 as a Special Purpose Vehicle to function as an Service Centre Agency (SCA) under National e-Governance Plan (NeGP) to implement the Common Services Centre (CSC) scheme. Sahaj has been selected as SCA in six States viz Assam, Bihar, Odisha, Tamil Nadu, Uttar Pradesh and West Bengal through open competitive bidding process. The State Governments of these six States awarded Sahaj the job to set up, operate and maintain 28,000 plus CSCs mainly at the Gram Panchayat level of these States out of the total 1,00,000 CSCs targeted to be set up under the CSC scheme in the entire country.

State-wise Roll out Mandate

The State-wise mandated roll out figures are as follows:- Assam : 2,833 CSCs, Bihar : 5,565 CSCs, Odisha : 3,648 CSCs, Tamil Nadu : 1,045 CSCs, Uttar Pradesh : 8,118 CSCs and West Bengal : 6,797 CSCs. Sahaj has established its infrastructure upto the Gram Panchayat level in these States for delivery of various services to the citizens right at their doorstep.

State-wise Roll out and connectivity status

Today, in terms of number, Sahaj is the largest SCA as it has already established a massive network of more than 26,000 CSCs across these six States covering 107 districts spread over 1,386 blocks. More than 16,000 of these centres are connected through V-SAT, broadband and Data Card to its Level 3 Data Centre located in Kolkata.

Entrepreneurial revolution by Sahaj

In creating this amazing network of CSCs, which is the largest of its kind in the area of ICT in the country, Sahaj has created not only a platform for delivery of Government to Citizen Services (G2C) and Government to Government Services (G2G) as well as Business to Citizen (B2C) services, but has also ushered in an entrepreneurial revolution in rural India as each of its CSC is owned and managed by a Village Level Entrepreneur (VLE). In creating over 26,000 CSCs in the above noted 6 States, Sahaj has created an equal number of rural entrepreneurs who are increasingly becoming the main source of information, services and products to the rural citizens. If these CSCs are the cornerstones of economic change, the VLEs are acting as catalysts to usher in the social change.

Core Values of Sahaj

Sahaj has adopted the following core values for carrying out the CSC business and discharging its business obligation:

- Integrity
- Trust
- Customer Centricity
- Experimentation, and
- Accountability

Some of the important components of our Core Values may be indicated below –

1. Integrity

- Apply the code of ethics in taking organizational decisions
- Be sensitive to situations and directives that conflict with the core values laid down by Sahaj
- Be disciplined in following organizational policies and procedures
- Act in an honest manner

2. Trust

- Make and keep promises
- Accept and respect individuals unconditionally
- Be responsible towards financial commitments

3. Customer centricity

- Demonstrate high sense of urgency towards serving internal and external customers
- Be proactive in spotting problems as well as in providing solutions
- Totally engage stakeholders in decisions that concern them
- Seek continuous feedback

4. Experimentation

- Be curious
- Try new and different ways to address efficiency, productivity, revenue, cost and error reductions
- Have the courage to question “Why” and improve processes
- Handle resistance to new ways of thinking and working

5. Accountability

- Own up decisions and actions
- Commit to outcomes
- Go beyond the role boundaries
- Inspire colleagues to achieve goals
- Crack the constraints

Core Purpose of Sahaj

Empowering rural India using Sahaj's world class ICT enabled infrastructure led by an inspired team of village entrepreneurs and engaged employees for delivering both Government and consumer products and services.

2. RESOURCES AT COMMAND OF SAHAJ

2.1 Sahaj is equipped with adequate resources to undertake the proposed jobs as would be evident from the following paragraphs.

Wide Network of CSCs

2.1.1 As already stated, Sahaj has established a wide network of 26,000 plus CSCs in six States to deliver various services to the rural citizens, more than 16,000 of these Centres are connected to its Data Centre through V-SAT, and Broadband from BSNL or other ISPs and Data Card. Thus, Sahaj has reached to more than 280 million people living in the rural areas.

State of the Art Data Centre

2.1.2 Sahaj has set up a State of the Art level-3 'Data Centre' at Salt Lake, Kolkata, to maintain its portal and electronic connectivity. A 16x6 'Call Center', that has agents trained in multiple vernaculars, has been setup to service the issues of customers. The financial transaction gets recorded in Oracle ERP. The IT deployment is completely integrated and is certified for ISO 27001. To support this level of transaction, Sahaj invested heavily on the robust infrastructure. What it has today an uptime of 99.5 % on an average. The Data Centre is completely manned in-house. Sahaj has partnered with leading Internet Service Providers (ISP) like Tata Communications, Airtel, Hughes and Tata Telecommunication Services. At the network level, there is a complete redundancy which helps in achieving uninterrupted access by the VLEs residing in the remotest corners of the country. The in-house team comprising of experienced system, network, data base and the application engineers work on a 24X7 routine to ensure uptime.

Machineries and Equipments

2.1.3 The Sahaj Common Services Centres have normally been provided with two Laptop computers, one Digital Camera of more than 7 mp capacity, one Printer-cum-Scanner (MFD), one Laser Printer, electronic connectivity through V-SAT, one web camera. Necessary power back up in the form of Generator set, UPS and Inverter for providing services to the citizens are available at the Sahaj CSCs. With these infrastructure facilities, these Centres can deliver and implement any ICT based government services.

Renowned Partners

2.1.4 Sahaj has entered into partnership with Hughes Communication / Airtel/ Tata Net/ to maintain this ICT based connectivity (through V-SAT/Data Card) with the Common CSCs. The servers and network devices are from hp and Cisco. Sahaj has also arranged for establishing BSNL broadband connectivity at the CSCs. It has partnered with Microsoft for its e-Learning courses. It has a tie-up with IRCTC for railway ticket booking, with State Power Corporation for electricity bill collection to name a few.

Network of Offices and Manpower

2.1.1.5 Sahaj e-Village Limited has established district level offices in 85 districts across the six States where it has made its presence felt. The activities of the Company are implemented through the above mentioned network of District Offices manned by capable technical personnel and specialists; each district is headed by a District Manager and a group of districts has been put under a Zonal Manager. The District Manager is assisted by a team of 5-7 persons comprising one G2C Services Executive, one CRM-IT Executive, one Accounts Executive, one Office Executive and 2-4 Executives / Consultants looking after monitoring, Sales, Marketing, Logistics, etc. The Executives / Consultants must be a graduate from any recognized University and they must have specialized knowledge in the respective field.

3. CSC SCHEME IN DIFFERENT STATES

3.1 Sahaj Common Services Centres are known in different names in different States. In Assam they are known as “Sahaj Arunodoi Kendra”, in Bihar they are “Sahaj Vasudha Kendra”, in Odisha they are recognized as “Sahaj Jana Seba Kendra”, in Tamilnadu they are regarded as “Sahaj Makkal Ganini Maiyamm”, in Uttar Pradesh they are “Sahaj Janseva Kendra”, and in West Bengal they are called “Sahaj Tathya Mitra Kendra”.

3.2 A brief introduction of CSC Scheme being implemented by Sahaj e-Village Limited in different States is given below as an overview.

Arunodoi Kendra : CSC in Assam

3.2.1 The CSC in Assam is known as “Arunodoi Kendra”. The Assam Electronics Development Corporation Limited (AMTRON) is the State Designated Agency (SDA) of e-Governance in Assam and it is monitoring and supervising the implementation of CSC Scheme in Assam under the guidance and control of IT Department, the Nodal Department in Assam. Sahaj is functioning as the Service Centre Agency (SCA) in 18 Districts and mandated to set up, operate and maintain 2,833 Arunodoi Kendras mainly at the Gram Panchayat level in Assam – 1,303 CSCs in Eastern Assam while 1,530 CSCs in Western & Northern Assam. A Master Service Agreement (MSA) was executed with the IT Department, Government of Assam and AMTRON in March 2008, for implementation of CSC Scheme in these two Zones. The MSA has been extended till 31 March, 2016. Sahaj has set up all the mandated 2,833 Centres and has been operating and maintaining them. Around 1,900 CSCs are digitally connected to the Sahaj Data Centre.



Vasudha Kendra : CSC Scheme in Bihar



3.2.2 The CSCs in Bihar are known as “Vasudha Kendras”. The Bihar State Electronics Development Corporation Limited (BELTRON) has been appointed as the State Designated Agency (SDA) for implementation of the CSC scheme in the State under the guidance and control of IT Department, the Nodal Department. Sahaj has been functioning as the Service Centre Agency (SCA) under a Master Service Agreement (MSA) executed with IT

Department, Government of Bihar and BELTRON in September 2007, to set up, operate and maintain 5,565 Vasudha Kendras mainly at the GP level across 27 Districts under 5 Divisions viz Patna (1,347 Centres), Tiruth (1,728 Centres), Munger (774 Centres), Purnia (833 Centres) and Magadh (883 Centres). The MSA has been extended till March 2017. To date, 5,400 plus CSCs have been rolled out across these Divisions. Out of them around 4,000 Centres are digitally connected to Sahaj Data Centre through V-SAT, Broadband or Data Card.

Jana Seba Kendra : CSC Scheme in Odisha



3.2.3 The CSC in Odisha is known as “Jana Seba Kendra”. Odisha Computer Application Centre (OCAC) is the State Designated Agency (SDA) for implementation of the CSC scheme in the State under the guidance and control of State IT Department, the Nodal Department. Sahaj is the Service Centre Agency (SCA) under two Master Service Agreements (MSA) executed with IT Department, Government of Odisha and OCAC in June, 2008 and November, 2008 to set up,

operate and maintain 3,648 Jana Seba Kendras mainly at the GP level across 16 Districts under 3 Zones as follows: Zone-2 (1,366 Centres in 5 Districts), Zone-4 (1,136 Centres in 6 Districts) and Zone-6 (1,146 Centres in 5 Districts). Till date, 2,600 plus CSCs have been rolled out across these three Zones and out of them around 1,900 Centres are digitally connected to Sahaj Data Centre through V-SAT, Broadband or Data Card.



Makkal Kanini Maiyamm: CSC Scheme in Tamil Nadu

3.2.4 The CSC in Tamil Nadu is known as “Makkal Ganini Maiyamm Kendra”. Tamil Nadu e-Governance Agency (TNeGA) is the State Designated Agency (SDA) for implementation of

the CSC scheme in the State and the State IT Department is the Nodal Department for CSC Scheme. Sahaj is the Service Centre Agency (SCA) under a Master Service Agreement (MSA) executed with IT Department, Government of Tamil Nadu and TNeGA in July, 2008 to set up, operate and maintain 1,045 Kendras mainly at the GP level across 4 Districts viz Krishnagiri, Dharmapuri, Thiruvannamalai and Vellore under North-East Zone. However, TNeGA, having regard to satisfactory implementation of CSC Scheme in the assigned Zone, awarded Sahaj the implementation of CSC Scheme in The Nilgiris. Till date, 1059 CSCs have been rolled out across these 5 Districts and out of them around 900 Centres are digitally connected to Sahaj Data Centre through V-SAT, Broadband or Data Card.

JanSeva Kendra : CSC Scheme in Uttar Pradesh

3.2.5 The CSC in Uttar Pradesh is known as “Jan Seva Kendra”. Centre for e-Governance



(CeG) is the State Designated Agency (SDA) for implementation of the CSC scheme in the State under the guidance and control of State IT Department, the Nodal Department of CSC Scheme in Uttar Pradesh. Sahaj is the Service Centre Agency (SCA) under two Master Service Agreements (MSA) executed with IT

Department, Government of Uttar Pradesh and CeG in April, 2008 to set up, operate and maintain 8,118 Jan Seva Kendras mainly at the GP level across 24 Districts under 2 Zones as follows : Zone-II (3,669 Centres in Varanasi, Vindhyachal and Allahabad Divisions), Zone-IV (4,449 Centres in Lucknow, Basti and Gorakhpur Divisions). To date, 7,200 plus CSCs have been rolled out across these two Zones and out of them around 6,000 Centres are digitally connected to Sahaj Data Centre through V-SAT, Broadband or Data Card.

In the words of Neha Yadav, VLE, Bakshika Taalab, Lucknow, “Sahaj has become a platform to make not only my life but the life of every individual in my village or locality easy, and has made our future successful & smooth. My Sahaj Center has brought many essential services to the people of my village. Especially, educational services like eLearning courses including computer courses like C.C.A. Combo M.S. Windows 7, Tally, Page Maker etc. have proved to be truly helpful for the students. The process of enrolling students for eLearning courses is also quite simple. Through the eGovernance services offered by Sahaj people can save all the time and money required to go to a “Tahseel” to get their work done.”

Dharampal, another VLE from Uttar Pradesh says, “I have taken Sahaj center two years before. At that time there were no Government services available at centers, but as soon as we started providing Government services from our Sahaj Centers I have been benefitted a lot. Now people of my village are getting facility of certain services - for example birth, death, income, land

certificates from our centers in their own village. Previously for availing these services they use to go to faraway places, but now Sahaj has given them these facilities which now saves their time & money both. Now all the village people are very happy since they get all these services in their own village.”

Tathya Mitra Kendra : CSC Scheme in West Bengal

3.2.6 The CSC in West Bengal is formally and popularly known as “Tathya Mitra Kendra”.

West Bengal State Rural Development Agency (WBSRDA) is the State Designated Agency (SDA) for implementation of the CSC scheme in the State under the guidance and control of State Panchayat & Rural Development (P&RD) Department, the Nodal Department of CSC Scheme in West Bengal. Sahaj is the Service Centre Agency (SCA) under 8 Master Service Agreements (MSA)



executed with P&RD Department, Government of West Bengal and WBSRDA in April, 2007 and July, 2009 to set up, operate and maintain 6,797 Tathya Mitra Kendras mainly at the GP level across 18 Districts under 8 Zones as follows : Zone-1 (780 Centres in 3 Districts), Zone-2 (649 Centres in 4 Districts, Zone-3 (935 Centres in 2 Districts), Zone-4 (966 Centres in 2 Districts), Zone-5 (894 CSCs in 2 Districts), Zone-6 (978 Centres in 2 Districts), Zone-7 (932 Centres in 2 Districts) and Zone-8 (763 Centres in 2 Districts). To date, 6,300 plus CSCs have been rolled out across these 8 Zones and out of them around 5800 Centres are digitally connected to Sahaj Data Centre through V-SAT, Broadband or Data Card.

4. ROLL OUT OF SERVICES IN DIFFERENT STATES UNDER NEGP

Sahaj : Going Beyond Delivery of Government Certificates & Records

4.1 The National e-Governance Plan (NeGP), takes a holistic view of e-Governance initiatives across the country, integrating them into a collective vision, a shared cause. NeGP is a plan of the Government of India to make all government services available to the citizens of India via electronic media. The ultimate objective is to bring public services closer home to citizens, as articulated in the following Vision Statement of NeGP.

"Make all Government services accessible to the common man in his locality, through common service delivery outlets, and ensure efficiency, transparency, and reliability of such services at affordable costs to realise the basic needs of the common man"

4.2 While introducing the NeGP to the nation in May, 2006, Department of Information Technology, Government of India, identified 80 government services under 15 categories for delivery to the citizens through the CSC Network across the country. It was envisaged that the list was not exhaustive; the Central Government Ministries and Departments and the State Governments may add more services to the list for delivery to the citizens through the ICT enabled network of CSCs. The list of those 80 services is enclosed.

4.3 Sahaj e-Village Limited, in its mandated 107 Districts across six States viz Assam, Bihar, Odisha, Tamil Nadu, Uttar Pradesh and West Bengal, has established a massive Networks of CSCs, as already stated, and operating them through its franchises, the Village Level Entrepreneurs (VLEs) and deployed them for delivery of the listed services wherever and whenever these services have been rolled out within its jurisdiction. Thus today, Sahaj e-Village Limited has been regarded as an integral part of NeGP in the country in letter and spirit. In its NeGP initiative, Sahaj has been utilising its CSC network for delivery of e-Governance services as have been rolled out in various States as indicated in the Table below. In many States, Sahaj was instrumental in getting the services launched through its relentless persuasion of the government authorities and its die-hard attitudes for bringing more and more government services to the CSC fold to make them sustainable.

SL NO.	SERVICES	CATEGORY	DISTRICT	STATE
1	e-District Services	Citizen Services, Social Welfare, Land Property	Rae-Bareilly, Gorakhpur, Sitapur	Uttar Pradesh
2	SSDG Services		All the Districts	Uttar Pradesh
3	e-District Services	Citizen Services, Social Welfare, Land Property	Aurangabad, Gaya, Nalanda	Bihar
4	RTPS Services		All the Districts	Bihar
5	e-District Services	Citizen Services, Social Welfare, Land Property	Goalpara and Sonitpur	Assam
6	e-District Services		Krishnagiri, Thiruvannamalai, Vellore	TamilNadu
7	e-Governance Services	Citizen Services	Bongaigaon, Dibrugarh, Sibsagar	Assam
8	Staff Selection Commission Exam Application	Employment	All the Districts	West Bengal
9	Post-Matric Scholarship Application for Minority Communities	Education	All the Districts	West Bengal
10	Electricity Bill Collection	Utility Services	All the Districts, except Kolkata	West Bengal
11	Electricity Bill Collection		Madhyanchal	Uttar Pradesh
12	Electricity Bill Collection		Coastal Districts	Odisha
13	Electricity Bill Collection		All Districts	Bihar

14	Data Entry under MGNREGA	Business	Jehanabad, Arwal, Rohtas, Munger, Kaimur, Begusarai, Vaishali	Bihar
15	Data Entry of Pre-Matric Scholarship Applications for Minority Communities	Business	All Districts	West Bengal
16	Data Collection and Data Entry of KVIC Loan Applications	Business	All Districts	West Bengal & Assam
17	Data Entry of Electoral Roll	Business	10 Districts	Odisha

4.4 Out of the above noted 17 Services, the following services have been made available by the respective State Government as a consequence of relentless persuasion of Sahaj e-Village Limited with Government authorities and Sahaj winning award of various projects through open bidding process. All these initiatives were undertaken by Sahaj with the sole objective of bringing government services to the basket of services for delivery through CSCs to make the CSCs financially viable.

1. Staff Selection Commission Exam Application submission : Through Persuasion
2. Post-Matric Scholarship Application Submission : Through Persuasion
3. Electricity Bill Collection : Through Persuasion
4. Data Entry under MGNREGA Projects : Through Persuasion and Tender
5. Data Entry of Pre-Matric Scholarship Application : Through Tender
6. Data Collection & Data Entry of KVIC Application : Through Tender
7. Data Entry of Electoral Roll : Through Tender

4.5 All the above noted jobs are included in the list of services identified by the DIT, GoI. But, during the initial years of the newly introduced NeGP, there were confusions in the minds of government authorities regarding implementation process, engagement of private partners for delivery of services to the citizens without observing due tendering process and above all the persisting doubt about the efficacy of hitherto unknown ICT based e-Governance kiosks. Therefore, getting a service from any government authority has been much more difficult. Under this backdrop, it was quite natural that Sahaj e-Village Limited had to face innumerable difficulties and hurdles in getting these services launched and rolled out through the CSC Network. It has invested its scarce resources in the business, the potentiality of which was mostly guess work due to its unknown business terrain.

4.6 But, Sahaj e-Village Limited did the more commendable job by bringing some very important services which were not even identified by the DIT, the Nodal Department of NeGP. Sahaj identified these services as doable ones through CSC Network and left no stone unturned to get these services launched through the CSCs. The same strategy of persuasion as well as participation in tendering process has been adopted by Sahaj while these services were rolled out in different States/Districts. These services are shown in the following Table.

SL NO.	SERVICES	DISTRICT	STATE
1	Preparation of EPIC	10 Districts viz Khurda, Puri, Jagatsinghpur, Koraput, Kalahandi, Malkangiri, Sonepur, Nuapara, Jharsugoda	Odisha
2	Training to the elected PRI Representatives and functionaries	Kushinagar and Maharajganj	Uttar Pradesh
3	Demographic Data Digitization for NPR	16 Districts	Uttar Pradesh
4	Demographic Data Digitization for NPR	12 Districts	Assam
5	Establishment of Permanent UID Centre	All Districts	Bihar
6	Skill Development project	19 Districts	Uttar Pradesh
7	Election Webcasting	Bhubaneswar, Cuttack, Jharsugoda, Dhenkanal	Odisha
8	Election Webcasting	24 Districts	Uttar Pradesh
9	Election Webcasting	5 Districts	Bihar
10	Establishment of Data Centre for Health Department	5 Districts viz East and West Champaran, etc	Bihar
11	Electoral Registration	All Districts	Bihar
12	Women Digital Literacy Programme	Selected Districts	All States

4.7 Apart from the above, Sahaj has been offering a bouquet of ICT dependent commercial services to the citizens through its CSC network at an affordable and competitive price. As laid down in the RFP and MSA of all the States, the selected and appointed SCAs are to provide hosts of B2C/B2B services through the CSCs so that the CSCs can earn revenues from non-government services to them keep afloat in CSC business in absence of any government services. Some of the important non-government services are mentioned below –

SL NO.	SERVICES	DISTRICT	STATE
1	e-Learning Courses	All mandated Districts	All the six States of Sahaj presence
2	Mobile top-up		
3	DTH Re-Charge		
4	Life Insurance		
5	General Insurance		
6	Consumer Utility Products & Services		
7	Financial Inclusion	Selected Districts	
8	Affinity - Micro Insurance	All mandated Districts	
9	Agri Project		
10	Mutual Fund		

11	PFRDA - National Pension Scheme		

4.8 While providing any e-Governance service or any other citizen centric services, Sahaj follows the following process.

- Providing services through single window to citizens.
- Providing access to all irrespective of digital divide.
- Providing Interface and applications to overcome language, cultural and procedural barriers.
- Integration of backend systems across all departments to ensure seamless flow of information.
- Avoiding redundancy and inconsistency of data.
- Secure online transactions and confidentiality of data.
- Making Information available to the citizen for their purpose and at their convenience.

Impact of Service Roll out

4.9 The amount of pain Sahaj took in arranging the services and making them available for the citizens of rural areas through its CSC Network has produced far reaching impact on the rural life of the six States of Sahaj presence. However, though the return from the handsome investment made by Sahaj for establishing CSC Infrastructure in six States of its presence has not been at all encouraging, yet its impact on rural life is easily distinguishable. We can mention them point-wise for bringing them to the kind knowledge of the Hon'ble Judges of National Awards for e-Governance 2014-15 Committee.

1. Around 16000 rural entrepreneurs are earning their livelihood from the CSC business.
2. CSCs are gradually turning out to be one-stop shops.
3. Rural people of the areas, where e-Governance services have been launched, get the delivery of government certificates and records at ease, at desired point of time on any day, at affordable cost and by spending minimum energy, time and resources.
4. The government and various Service Providers are accepting the CSCs as their ICT based delivery hub for their services.
5. CSCs have brought on-line transaction as well as searching facilities to the rural areas even down below the Gram Panchayat level.
6. The facilities that used to be enjoyed by urban people a few years back, now being enjoyed by the rural folks at similar considerations.
6. CSCS are gradually emerging as changing agents in the rural areas and thus bridging the digital divide.

Dr. Dinesh Tyagi, CEO, CSC SPV says, “Sahaj is working at ground level through 8000 Common Service Centres in Uttar Pradesh to encourage the development of rural entrepreneurship. I think this is a great initiative by Sahaj. Some CSC are involved in banking related work, some insurance, while some are involved in providing G2C Service with the help of the Government. Sahaj has definitely played a big role in the establishment of Common Service Centres not only in Uttar Pradesh, but in six other states in India. They have been doing a lot of good work in encouraging rural entrepreneurship and generating employment in the rural sectors. Many programs are being launched; the UID service is also scheduled to be launched soon in Uttar Pradesh. With so many services to offer, Sahaj is definitely a one stop shop for rural citizens”.

5. IMPORTANT SERVICES BEING DELIVERED THROUGH SAHAJ CSC NETWORK

Some Important e-Governance Services

5.1 Sahaj e-Village Limited is delivering hosts of e-Governance and other services through its CSC Network in the six States of its presence. It is also implementing various government projects and providing revenue platform for the Village Level Entrepreneurs. Some of the important services are briefly described and appended below.

A. E-Governance Services

5.2 e-District Services

e-Districts

5.2.1 *e-District Services are going on in the following 13 e-Districts in the pilot phase in the six Sahaj States—*

1. Goalpara and Sonitpur Districts in Assam
2. Aurangabad, Gaya and Nalanda Districts of Bihar
3. Krishnagiri, Thiruvannamalai and Vellore in Tamil Nadu
4. Rae-Bareilly, Sitapur and Gorakhpur in Uttar Pradesh
5. Bankura and Jalpaiguri in West Bengal

Launch of e-District/SSDG/RTPS Services

5.2.2 15 e-District Services in Goalpara and Sonitpur were launched in April 2011, having integration with the Portal and Payment Gateway. However, due to absence of poor connectivity at government end, the number of transactions in e-Districts is not very encouraging. During the financial year 2012-13 and 2013-14, on an average around 8,000 transactions happened through CSCs per year.

In Bihar 5 certificate services were launched in May 2012, in Nalanda, in July, 2012 in Aurangabad and Gaya Districts in August, 2012. In Bihar also integration with our Portal and Payment Gateway happened for delivery of these services. The transaction number is moderate – around 1.30 lakh transactions per year on an average. Again all these e-District services are being delivered across the State of Bihar as Right to People Services (RTPS) through the CSC network. These services are not delivered through the Portal, but around 7 lakh transactions are taking place in a year across Sahaj's 27 Districts where we it is operating.

In Tamil Nadu, the services have been launched during 2011 to 2013. 4 certificate services of Revenue Department and 3 services of social welfare of Social Welfare Department. About 1.20 lakh transactions take place through CSC network in the above noted 3 e-Districts of Tamil Nadu.

In West Bengal, the services have been launched in the above noted two Districts in the last part of 2011-12. At present only caste Certificate, Domicile Certificate and Income Certificates are issued through CSC network in these two Districts.

In Uttar Pradesh, 6 certificate services like Income, Domicile, Caste, Birth, Death certificates are delivered through CSC network in 3 e-Districts. Apart from e-District services, there are 26 SSDG services launched and being delivered across the State since 01 August, 2012. During the peak season of July – November, on an average 7 lakh transactions happened per month through their system across 24 Districts of our operations in Uttar Pradesh while during lean season the transaction declined to around 1 – 2 lakh transactions per month.

No. of CSCs activated

5.2.3 Roll out of e-District services has widely helped the SCA in activating the CSCs in different Districts across the six States of our operations. In Assam, around 100 CSCs are offering the e-District services through our system despite poor connectivity at government end and discouraging power situation. In Bihar around 1,000 CSCs are functional for delivery of e-District services in 3 pilot e-Districts. And for delivery of RTPS services, around 4000 CSCs are active across our 27 Districts. In Tamil Nadu, around 600 CSCs are offering the e-District services. In Uttar Pradesh, the number of activated CSCs for delivery of e-District/SSDG services is around 5000, whereas, when the SSDG services were introduced in August, 2012, there were only around 1,500 CSCs which were offering products and services to the citizens.

Benefit/usefulness for Citizen

The delivery of service in form of digitally signed certificates at Sahaj CSCs in own Gram Panchayat has greatly helped in easing the life of rural people who had earlier to invest money and time for travelling long to Block and District office for getting these services. Exploitation by involvement of intermediaries is also minimal. Also this has helped in getting service within defined timeline.

5.3 Staff Selection Commission Services

These services mainly submission of application on-line for appearing before the competitive examinations being conducted by West Bengal Staff Selection Commission for recruitment against vacancies of various government departments and download of Examination Results, Admit Card, Duplicate Admit Card, etc. These services are available across the State of West Bengal. During 2013-14 around 2.25 lakh applications were submitted through our CSCs across 18 Districts of our operations in response to 3 competitive recruitment examinations. And revenue of around Rs 27 lakh was earned by the VLEs from these services.

Benefits

The jobseekers of remote areas can easily submit the application on-line through Sahaj CSCs. As a result, the candidates of rural areas with least investment of time, energy and money can take part in competitive examinations and get the chance of selection for various posts for which they are eligible, which was not possible earlier when the on-line system through CSC network was absent. Now, they are not required to go to the town for submission of Application for appearing in the competitive examinations. This saves their money, time and energy.

5.4 Electricity Bill Collection



Sahaj e-Village Limited has been collecting bills from the low and medium volt consumers of electricity in West Bengal, Odisha, Bihar and Uttar Pradesh. The commission received from electricity bill collection has been the major source of income of the VLEs in West Bengal. The average number of bills that are collected from the consumers in a month through the CSCs is around 6

lakh in West Bengal and total value of these bills is approximately Rs 32 crore. The dues of the service provider i.e. West Bengal State Electricity Distribution Company Ltd is remitted to them through electronic means on T+1 day basis and there has not been a single complaint of deviation from this norm. This is the only steady on-line service available to the CSCs in West Bengal.

Benefits

Now, the rural consumers can pay their dues against power consumption through the CSCs working close to their residence. It saves their precious time, energy and scarce resources. On the other hand, the Electricity Distribution Company gets their bills collected in consideration of nominal commission without maintenance of any collection centre.

5.5 Aadhaar Enrollment

Aadhaar is a 12 digit individual identification number issued by the Unique Identification Authority of India (UIDAI) on behalf of the Government of India. This number will serve as a



proof of identity and address, anywhere in India. Any individual, irrespective of age and gender, who is a resident in India and satisfies the verification process laid down by the UIDAI can enroll for Aadhaar.

Having regard to the essentiality of Aadhaar Number in everyday life of Indian citizens, UIDAI has decided to establish permanent UID Centres

across the country. Permanent enrolment centers are required to facilitate the enrolment of residents left out in the camps organized by the Registrars in the past. These centers will have all the devices & enrolment client required for doing enrolments as well as Demographic and Biometric Updates. They would also serve as Update centers - both for biometric and demographic update.

Sahaj having partnered with CSC e-Governance Service India Limited (CSC-SPV) has undertaken to establish Permanent UID Centres in Bihar and Uttar Pradesh. Sahaj Aadhaar Kendras can be utilized in more than one ways. Apart from enrolments and updates, these Kendras can also be used for other services like finding the status of Aadhaar enrolments, e-Aadhaar letter printing and Lost UID enrolments.

5.6 Electoral Registration Services

Voter ID card is an important document that every Indian must have. Other than exercising voting right, the card has lots of other benefits like authentic identification proof, supporting document for submission loan application in bank, for availing of utility services, etc and it is owned by any person who is at least 18 years or more age.

Sahaj CSCs are now providing the service of online application for Addition of Name in Electoral Roll in Bihar. As a result, now people simply come to Sahaj CSCs and at minimal rate of Rs 10 getting their application registered for addition of name in Electoral Roll. An acknowledgement slip is also provided with Application No. which may be used for viewing the status of their Voter ID card or also for other future use. After application, Citizen on their registered mobile gets SMS for document verification for creation of EPIC Card and delivery of EPIC Card. This saves time, money and effort of people and hence they are getting their EPIC Card in easy and comfortable manner.

Mr. Shailesh Srivastava, Principal Systems Analyst, NIC said “sahaj through its portal which is integrated with our websites is enabling us in delivering income certificate, pass certificate, death certificate, pension schemes, rural employment schemes and more. We are very thankful to Sahaj for partnering with the State Government in delivering these G2C services. Two vital things introduced by Sahaj include – Firstly employment generation, now people can find a job close to home. Sahaj has also generated employment by appointing VLEs at their centres. Secondly they have been imparting training to children from the rural area in IT and other sectors as they may not be able to travel long distances to cities like Lucknow and Agra to avail these education facilities. Lastly, Sahaj has enabled all services to come close to the homes of people in the rural sector so that they do not have to waste time and money in traveling. In future we hope to roll out many G2C services with the Government through Sahaj like Voter ID, Election Webcasting, etc. We hope that Sahaj will keep supporting the UP Government the way it has been doing so far delivering these services.”

B. OFF-Line Services – Data Entry/Digitization



6.1 Data Entry under MGNREGA Project

Data Entry of MGNREGA project documents is done in Bihar. The service started in 2011 in Jehanabad District and in subsequent years, 6 other Districts (Begusarai, Arwal, Munger, Kaimur, Rohtas and Vaishali) utilised the CSC network for data entry under MGNREGA

project. However, from mid 2013-14, the service discontinued in all the Districts, except Jehanabad due to engagement of Data Entry Operators by Government at Block level for this job. Around 200 CSCs used to be engaged for this job in those 7 Districts in Bihar.

6.2 Data Digitization of Pre-Matric Scholarship Application

This project was earned by Sahaj e-Village Limited for VLEs through open tender. Around 13 lakh records were digitized by 150 VLEs across the State of West Bengal.

6.3 Data Entry of Electoral Roll

For the last three financial years and in the current one, Sahaj has been implementing the job in some selected Districts like Jharsugoda, Subarnapur, Bolangir, Malkangiri, Kalahandi, etc

Districts of Odisha. We have been awarded this job through open tendering process. This job includes printing of Electoral Roll and Supplementary Roll. Data Entry of around 1.00 lakh records for revision of Electoral Roll are done through our CSCs every year. Besides, printing of million of pages are also done through our CSCs for revision of Electoral Roll purpose.

6.4 Demographic Data Digitization for NPR



Sahaj has implemented this job in Assam and Uttar Pradesh. We have done more than 350 lakh records digitized including biometric data capturing in 16 Districts of Uttar Pradesh and 12 Districts of Assam through trained Sahaj team.

6.5 Preparation of Elector's Photo Identity Card (EPIC)

This job also has been awarded to us through open tender process. We are doing this job only in Odisha. Around 1.00 lakh EPIC Cards are generated and delivered to the Election Department every year.

C. Capacity Building

7.1 Training to the VLEs

Sahaj imparts different types of training as a capacity building exercise. Orientation training is



imparted at the time of induction of any VLE to Sahaj CSC family. Normally, it is a 3-day training programme. It focuses on the NeGP vision, concept of e-Governance, Sahaj Business Model and the role to be played by a CSC in the implementation of CSC Scheme in its locality. This type of training is imparted District-

wise by organizing Orientation Training Camp at the District Headquarters or at any venue of convenience.



Second type of training is imparted prior to launching of any new Services and products. It may be done by organizing camp or through Portal Flash. It provides the features of the goods and services, the delivery process, the commercials, etc. It provides a FAQ on the goods and services.

The third type of training is the refresher training provided to the operational VLEs. It recapitulates the entire Sahaj business process and over-all knowledge on the on-board products and services. It also highlights the changes made in the service delivery process and commercials of any existing services and products, if any.



There are another set of training programme. The target group is the inactive VLEs. The main purpose of this kind of training is to motivate the inactive VLEs to do the CSC business and also to ascertain the prospect of any inactive VLE doing the CSC business again so that necessary planning can be made to replace any unwilling and given up VLE.

7.1 e-Governance Training to elected PRI Representatives

We got this job of imparting training on e-Governance to the elected PRI representatives and functionaries of Kushinagar and Maharajganj Districts of Uttar Pradesh in 2012-13 through open tendering process. We have provided training to around 16000 elected PRI representatives in these two Districts.

7.2 Skill Development



We have earned this project in Uttar Pradesh through open tender. We have been mandated to impart placement linked skill training to 9500 selected beneficiaries on different trades in 19 Districts during the current financial year. The process has already started and we are confident that within the target date of 31 March, 2015, the training programme will be

completed. Selected VLEs of these Districts will act as Centre Head. The VLEs will also arrange training venues on rental basis for this programme.

7.3 Women Digital Literacy Programme



This is a NEILIT sponsored Programme. Under this programme, training on basic computer literacy is imparted to the selected women beneficiaries. Sahaj has been implementing this Programme since 2012 and till date we have imparted training to 22500 women candidates in Assam, Bihar, Odisha, West Bengal and Uttar Pradesh through our CSC Network.

7.4 e-Learning courses

In order to provide the rural students with world class education, Sahaj develop Sahaj e-Siksha courses which overcomes the various challenges whilst providing education in rural domain. Through network of Common Service Centres, Sahaj e-Siksha course have touched lives of approx. 20000 students in the year 2013-14. Some of the key features of the courses are enlisted below :



- Content is Encrypted: Secures 100% Information
- Online Progress Report of Students- Tracked by Sahaj, VLE & Students
- Real Time Assessments
- Student Can Study Chapters As Many Times S/he Wishes
- Reference(Hard Copy) Provided Along with Online e Learning
- Online Certificate Authentication Mechanism
- Local Language along with English
- Agnostic to Operating System

From last 7 years Sahaj have impacted lives of thousands of students by providing them accessible, affordable and quality education which enhances their skills, knowledge and

employability. Following are the few impacts which Sahaj have made in the rural education domain.

- Placement Assistance to Students and Enhance Employability
- Young Scholar Awards to outstanding performers
- Inclination towards Digital Education have Developed
- Up with Momentum: Students Active on Social Media – Facebook, Gmail, Whatsapp
- VLEs upgrading to new technologies like Thin Client Technology helping them in Cost Optimization
- Socially and Technical Empowerment of Girls/Women in Village

Despite the major challenges of poor supply of electricity, internet connectivity, Sahaj is successfully providing quality education through Information, Communication and



Technology driven e-Learning courses. The courses are tailor-made, with a voice over in regional language, covering computer fundamentals courses like computers today, computer fundamentals, certificate in computer application to professional courses like

Photoshop, Advanced Tally ERP 9 (Certified from Tally), Microsoft Package 10 (Certified from George Telegraph Training Institute), Hardware and Networking, etc.

D. Other Service

8.1 Election Webcasting



Sahaj has been doing this project for the last three years in Bihar, Odisha, Assam and Uttar Pradesh. We carried out webcasting in around 1000 selected Polling Stations of Bihar during the general elections to Bihar Legislative Assembly in 2011. We have done this exercise in bye-elections from a few Assembly Constituencies of Bihar and Odisha. We have conducted this programme in Municipal Elections in

Bhubaneswar and Cuttack Municipal elections in 2013 and also in 11 Districts of Uttar

Pradesh in 2012. Lastly, during 2014 General Elections to the Loksabha, we carried out this exercise in Assam, Bihar, Odisha and Uttar Pradesh. Taking together we have conducted this programme in about 2,500 Polling Stations during the recent Parliament elections.

8.2 Financial Inclusion (FI) through Customer Service Point



Financial Inclusion is the process of ensuring access to appropriate financial products and services needed by vulnerable groups such as weaker sections and low income groups at an affordable cost in a fair and transparent manner by mainstream Institutional players.

As part of the Financial Inclusion program, Sahaj has been closely working

with various public sector banks as business correspondent. We are working with about 15 public sector banks and are assisting the rural folk, to open no-frill accounts and also do banking transactions in their village itself. We have opened close to 3000 BC points and have enrolled more than 10 lakh customers.

6. POLICY COMMITMENT OF SAHAJ

Adherence to SLA

6.1 In order to execute various assigned tasks within timeline and in quality manner, Company has involved dedicated teams of employees under Business Development, Government, Operations, Technical vertical and has engaged a large Field force. The task of both rollout of services and its effective delivery and implementation on time has been/is being taken greater care at each point of time.

Problem Resolution and Query Handling



6.2 In order to address the grievances of VLEs/Citizen, Sahaj has established a CRM Department and a 16X7 Call centre. The VLEs can log complaints/grievances through the Call Centre by using the Toll-Free telephone number (). As a follow up, it has deployed its team in each District to provide the CSCs day-to-day

support. Along with this, each CSC maintains a query/complaints register where Citizen Complaints are recorded for resolution.

Privacy and Security Policy

6.3 Sahaj has established a State of the Art level-3 Data Centre to maintain its connectivity with CSCs, payment aggregation, roll out of services and the link with service providers. The



Data Centre is maintained in association with CISCO and HP. It is built on an area of approximately 2,000 sq. ft. The Data Center houses racks and equipments with an ability to cater to all the CSCs.

Some of the salient features are -

- 24x7x365 onsite security
- Silent alarm and automatic notification
- N+1 redundancy at all levels
- Smoke detection and fire suppression integrated with Building Management System
- CISCO powered network with 99.5% availability
- Connectivity from multiple ISPs
- 24x7 NOC monitoring
- IDS and IPS installed
- Motion-detection for lighting and CCTV coverage.

Objectives of Establishing Data Centre -

1. 99.5 per cent uptime
2. Secured transactions
3. Planned infrastructure maintenance by switching over to failover without impacting the availability.
4. Ability to service peak concurrent loads of 3,000 users.

That's not all. The current DC is scalable up to 20 per cent increase in load. The bandwidth provided by ISP can scale up to 10 per cent depending upon incoming traffic.

Innovation-Inclusion

6.4 This is a unique model where ICT enabled infrastructure has been created upto Gram Panchayat both with objective to provide livelihood to Rural educated unemployed youth along with providing services to rural citizen at their doorstep for which they had to travel long to Block/District. Through its ICT enabled Centre (CSCs) Sahaj has made life of rural people easy by offering gamut of Services at their doorstep.

7. FORWARD

CSC Business – Hitherto unknown Business Model

7.1 Sahaj e-Village Limited like other Service Centre Agencies (SCAs) of CSC Scheme has experienced certain difficulties while implementing the Scheme as per the provisions of Master Service Agreements (MSAs) as well as Request For Proposals (RFPs) floated by different SDAs for selection of SCAs. As the CSC Scheme was hitherto unknown in Indian economic life when it was first introduced in the country in 2006, it could not be foreseen how difficult it would be to identify and select VLEs, set up the Centres, provide connectivity, maintain the Centres and get services for the CSCs. It was totally an unknown terrain and the challenges involved in carrying out all these activities could not be visualized at the time of submission of bid for CSC Scheme. So the SCAs thought that within the stipulated time frame it would be possible to roll out the mandated number of CSCs, make them operational and provide services to make them viable. Therefore, they did not pay much importance to some of the provisions of the existing MSA, which have included stringent punitive measures in case the SCA fails to deliver in time. But the State Designated Agencies did not spare the SCAs on this count and imposed monetary penalties while releasing viability gap grants in many States.

Commitment of Sahaj e-Village Limited

7.2.1 Yet Sahaj has been out in the field to implement the CSC Scheme in the six States of its operations with dedication, commitment and a sense of obligation to play an active part in bridging the digital divide and bringing the e-Governance to the doorstep of citizens living in rural and remotest areas and thus fulfilling the dream of NeGP mission. Bearing this in heart, Sahaj has set up 26,000 plus CSCs in the rural areas of 107 Districts across six States. It has established Centres at remotest locations like deep inside the Sundarbans, disturbed locations like Darjeeling, extremist prone areas like Kokrajhar, Koraput, Jangal Mahal. Its duty did not end there. Sahaj has been maintaining this wide network of CSCs. For this purpose, it has established Corporate office, a State of the Art Level-3 Data Centre, Head Office at the State Capital and Regional Control Centres at the District Headquarters and deployed skilled

manpower at the Corporate, State and District level to run its operations. And today, Sahaj has emerged as the largest SCA in the history of CSC Scheme. All these did not come free. Sahaj has made capital investment of Rs 200 crore for building these CSC infrastructures; it is spending around Rs 3.50 crore every month as operational expenditure to keep the CSCs afloat.

7.2.2 At the initial stage of establishing these Centres, in most of the CSC locations, no facility of digital connectivity was available; the rural areas were infested with poor electricity supply and total absence of awareness not only among the rural masses, but even among the government institutions. Sahaj has provided connectivity through V-SAT, Data Card, WiFi and also arranged broadband connectivity wherever available; it has arranged alternative power supply in the form of Gen Set and UPS.

7.2.3 Sahaj commitment has not ended there. It was more important to ensure survival of the CSCs. The CSCs must run and the business must bring revenues for the CSC Operators as well as the SCA. Therefore, it was obligatory on the part of Sahaj to bring goods and services for delivery through its CSC Network across the States. And Sahaj brought a basket full of non-government services, as already mentioned earlier, for the rural citizens through the CSCs. But without government services, the CSCs are like other small business entities of rural areas. Availability of Government services establish the credibility of a CSC and make the NeGP vision a reality. Since the CSC Scheme was hitherto an unknown business concept and a new bird of bringing changes in the rural economic life, and given the tradition of government control and persisting doubts about the role of business communities, it has been a difficult task to roll out government services through the CSC Network. Therefore, Sahaj's day out has been relentless persuasion of government authorities at different levels for roll out of government services and delivery through the system of SCA. The extent of success recorded by Sahaj in this arena is evident from the statements made in Chapter-4 of this proposal.

e-Governance Award – Recognition for CSCs

7.3 We would not ask for the e-Governance award for establishing a wide Network of CSCs. We would like to bring forth that small entrepreneurs of villages believed in the CSC Scheme, invested their most scarce resources in their CSCs and kept their faith in the model for years together despite non-roll out of any government services for a long period. And Sahaj can proudly tell the world that by establishing the huge chain of CSCs, by bringing hosts of non-government services for the CSCs, by bringing government services through relentless persuasion, it has been trying to make the NeGP vision coming true. It feels pride in the fact that today it has become an integral part of NeGP vision. We feel that National e-Governance Award to Sahaj would be the recognition of all the above and it would be a recognition of the Implementability of CSC Scheme in the country, 66% of whose geographical areas constitute rural areas and around 70% of its population are rural and where the people now enjoys the facilities of urban civilization courtesy die-hard attitude of unknown rural entrepreneurs.