Future of CSCs

J Satyanarayana
Secretary
Dept of Electronics & IT
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Agenda

- Vision

- Challenges

- Future

Current Status of CSCs

- 1,28,724 CSCs established

- 1,12,000 are connected

- 63,000 are operational

- 6.8 cr e-Transactions in CSCs in 2013
  - National average of 100 TPM per operating CSC

Challenges faced by CSC's

- Very few G2C services
- Poor Connectivity
- Unreliable Power
- Lack of visibility/ image
- No BPR in G2C services
- Absence of integrated services
- Lack of common platform for service delivery

Vision

Vision 2006 :

Make all Government services accessible to the common man in his/ her locality

Vision 2014 :

Provide Integrated e-Services to the citizens & businesses in a customer-centric way

3 Paradigm Shifts ...

1. Quantity to **QUANTILITY** (Quantity + Quality)

2. System-Centricity to **Citizen-Centricity**

3. Translation to **Transformation**

3 Process Changes …

1. Individual Services to **Integrated Services**

2. Onus-on-Citizen to **Onus-on-Government**

3. Outputs to **Outcomes**

6 Thumb Rules & 6 Artifacts
for Process Transformation

THUMB RULES

1. Elimination
2. Optimization
3. Standardization
4. Integration
5. Automation
6. Self-Service

PROCESS ARTIFACTS

1. Forms
2. Business Rules
3. Workflows
4. Reports, MIS, Dashboards
5. KM Structures
6. Delivery Channels

Mere BPR won't do !!
- adopt a 4-Pronged Approach to Transformation

Transforming Process

- Eliminate
- Simplify
- Automate
- Base on Trust
- Integrate
- Join Up
- Legislate

Using Technology

- Enterprise Architecture
- Standards
- Unified Databases
- SOA
- Mobile
- Cloud

Transformation

Transforming Channels

- Multiple Channels
- 24x7
- Access
- Common Service Centres
- Mobile services
- Self-Service
- Licensed Intermediaries

Transforming People

- Training
- Change Management
- CRM skills
- Empowerment
- Education
- Awareness

CSCs of the future

- Number
  - 1.2 lakhs to 2.5 lakhs (1 per GP)
- Location
  - Co-located with GP
- CSCs to be transformed to Village Knowledge Centres
  - With healthcare, education, agriculture, e-learning & skill development
- Change of role of CSCs
  - as agents of transformation delivery

Thank You

secretary@deity.gov.in