Future of CSCs

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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

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<tr>
<th>THUMB RULES</th>
<th>PROCESS ARTIFACTS</th>
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<td>1. Elimination</td>
<td>1. Forms</td>
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<td>2. Optimization</td>
<td>2. Business Rules</td>
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<td>3. Standardization</td>
<td>3. Workflows</td>
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<td>4. Integration</td>
<td>4. Reports, MIS, Dashboards</td>
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<td>5. Automation</td>
<td>5. KM Structures</td>
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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

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
e-Kranti

Transforming e-Governance
for
Transforming Governance
Thank You

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