CSC (Common Service Centres) scheme is a National Initiative of Government of India. More than one lakh Lokmitra Kendras are being set up by the Central Government to benefit and facilitate about 6 lakhs villages in the country. The main objective of the entire process is to bring the country into the streamline through the ongoing communication revolution. The CSC Scheme started in 2006 with the main objective of improvement in the quality life of individuals as well as the communities in rural population. CSCs are run by Village Level Entrepreneurs (VLEs) who are appointed by SCA (Service Center Agencies) to run and manage there CSCs. The CSCs focus on rural entrepreneurship & market mechanism and offers a multitude of services in area of e-Government, education, health, agriculture, retail etc. The Services in the scheme are G2C Services like and records, registration of vehicles, employment exchange, ration cards, identification cards, pension schemes, road transfer, railway tickets, electoral services, telephone bills. The CSC scheme is popularly known as Lokmitra Kendra project in Himachal Pradesh. This aims to establish 3366 e-Governance centres at Panchayat level in the state. For implementation purpose the state has been divided into three divisions- Shimla division (Shimla, Solan, Kinnaur, Sirmaur), Kangra division (Kangra, Chamba, Una), Mandi division (Mandi, Bilaspur, Hamirpur, Kullu, LahaulSpiti). Two private partners were selected as SCA for implementing the scheme in Himachal Pradesh out of which M/s Zoom Developers Pvt. Ltd. operates in Kangra Division covering Kangra, Una and Chamba Districts and Consortium of M/s Terasoft Ltd. and M/s GNG trading Pvt. Ltd. operates in Shimla and Mandi Divisions.
Institute of Management Technology Ghaziabad (IMT) Research Centre have done a study on Lokmitra Kendras. IMT is working together with Centre for Sustainable Development Sundernagar for surveying the regulation of these Kendras in District Mandi. In this advantages of the services and the problems related to these kendras are discussed with the CSCs owners and the Beneficiaries. Dr Neeraj Awasthy, Jitender Verma, Anant Saxena and Asha Thakur conducted the survey in Balh, Sundernagar and Mandi blocks of Distt Mandi. The objective of the survey is to highlight the practical problems being faced by Lokmitra Kendras and the people in accessing various services being provided on the portal in the state. The data so collected will be analyzed by researchers of IMT – Ghaziabad and sustainable business model will be suggested for the smooth running of these kendras so that they can make substantial contribution in the development of the rural areas. A Report will be prepared on the basis of the survey, which will be shared with Government of India, the State Government and the departments concerned with implementation of the projects.

Posted in: Censud NGO, Entrepreneurship, Rural Development | Tagged: Censud, CSC, CSD, Himachal Pradesh, IMT, Mandi, VLE | With 1 comments