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e-Services

Common Services Centres 2.0 (CSC 2.0)

Common Services Centre (CSC) programme is an initiative of the Ministry of Electronics & IT (MeitY), Government of India. CSCs are the access points for delivery of various electronic services to villages in India, thereby contributing to a digitally and financially inclusive society.

Need of Common Services Centres (CSCs)

Common Service Centre Programme is designed to support the access for digital initiatives of Government for rural India. Lack of infrastructure and service delivery medium was one of the hurdles for the complete digitization of the country. On one hand when the nation is going towards more and more digitization of governance and service delivery. The lack of support system was nullifying the whole objective of governance as still majority of the Indian Population still reside in rural area as most of the e-governance initiatives are lying underutilized.

Common Service Centre (CSC) Scheme

- This is one of the Mission Mode Projects under Digital India programme. Initially the CSC Scheme was approved by the Government of India in September 2006 under NeGP.
- The scheme aimed for the establishment of one lakhs ICT enabled front-end service delivery outlets, equitably spread across rural India in the ratio of one CSC per six villages, thereby covering all six lakhs villages.
- CSCs were envisaged as internet enabled centres allowing access of government, private and social services to citizen.
- The Scheme was implemented on PPP mode – Government (DIT, SDA, CSC SPV), Service Centre Agency (SCA) and VLE. SCA was supposed to get Revenue Support (viability gap grant).

About Common Services Centres 2.0 (CSC 2.0)

- Based on the assessment of CSC scheme, the Government launched the CSC 2.0 scheme in 2015 to expand the outreach of CSCs to all Gram Panchayats across the country.
- Under the Digital India programme, at least one CSC (preferably more than one) is envisaged in 2.5 lakh Gram Panchayats for delivery of various electronic services to citizens across rural India. This would include strengthening and integrating the existing 100,000 CSCs under the CSC scheme and making operational an additional 1.5 lakh CSCs in Gram Panchayats.

- It envisions the development of CSCs as a reliable and ubiquitous IT-enabled network of citizen service points connecting local population with government departments, business establishments, banks, insurance companies and educational institutions, with an impact on primary, secondary and tertiary sectors of the country's economy.
- CSC 2.0 is a service delivery oriented entrepreneurship model with a large bouquet of services made available for the citizens through optimum utilization of infrastructure already created in the form of SWAN, SSDG, e-District, SDC, and NOFN/BharatNet.
- CSC - Common Service Centres, has been set up by the Ministry of Electronics & IT under the Companies Act, 1956 to oversee implementation of the CSC scheme. Common Service Centres (CSC) scheme provides a centralized collaborative framework for delivery of services to citizens through CSCs, besides ensuring systemic viability and sustainability of the Scheme.
- Implementing Agency : CSC e-Governance Services India Ltd (CSC SPV)

Key Features of CSC 2.0 scheme

- A self-sustaining network of 2.5 lakh CSCs in Gram Panchayats
- Large bouquet of e-services through a single delivery platform
- Standardization of services and capacity building of stakeholders
- Localised Help Desk support
- Sustainability of VLEs through maximum commission sharing
- Encouraging more women as VLEs

Objectives of CSC 2.0

- Non-discriminatory access to e-Services for rural citizens by making CSCs complete service delivery centres, utilizing the infrastructure already created in terms of other Mission Mode Projects.
- Expansion of self-sustaining CSC network till the Gram Panchayat level – 2.5 lakh CSCs, i.e. at least one CSC per Gram Panchayat, more than one preferred.
- Empowering District e-Governance Society (DeGS) under the district administration for implementation.
- Creating and strengthening the institutional framework for rollout and project management, thereby supporting the State and District administrative machinery and handholding of VLEs through local language Help Desk support.
- Enablement and consolidation of online services under single technology platform, thereby making the service delivery at CSCs accountable, transparent, efficient and traceable, with a technology-driven relationship between all stakeholders.
- Providing Centralized Technological Platform for delivery of various services in a transparent manner to the citizens.
- Increasing sustainability of VLEs by sharing maximum commission earned through delivery of e-services and encouraging women to join as VLEs.

Significance of the Scheme

- Transparent and timely delivery of government and other eServices at affordable cost.
- Reducing citizens' efforts and resources in availing services within their localities by eliminating their visit to Government offices for the same.
- Integrated framework for delivery and dissemination of various government initiatives and benefits through ICT enablement.

- Introducing change agents for skill development, education and trainings, financial inclusion and indirect employment generation.
- Acting as last mile distribution units for various governments' direct benefits to marginalised/backward communities.
- Encouraging more and more participation of women to become VLEs and increasing their contribution in the social and economic development.
- The CSCs are acting a medium for rural citizens to get digitally empowered and interact with the government and its agencies.

Achievements So Far

- CSCs are present across the Country – In all the 2 States and 8 UTs.
- CSCs are providing services through CSC National Portal and Various State Portals.
- More than 52 Central Government Services are available on CSC National Portal.
- Apart from, a large number of State Govt Services are also available on CSC National Portal.
- The number of State Services varies from State to State – in the range of 20 – 170 Services.

Way Forward

- 'High time and travel transaction cost', low digital literacy and 'low awareness' are among the key challenges faced by CSCs in rural India. These challenges should be tackled to make the programme more effective. Additional camps should also be set up by the government.
- The PPP model of the CSCs presently lacks a strong grievance redressal mechanism in case of failure in providing a G2C service for any reason. Government should ensure long term sustainability of these centres and an accountability gap should also be filled.
- A strong accountability mechanism ensures a formal route for grievance registration and redress, regular government supervision and monitoring of the centres for enforcement of mandates, transparency through mandatory display of rate-list for all services offered.
- Identifying areas specific challenges and developing a hierarchical framework of challenges would help decision-makers develop and implement effective strategies for delivering integrated e-services to citizens at CSCs.

E-Dakhil Portal

- This is a web application for E-filing of consumer complaints named "edaakhil.nic.in" that has been developed by NIC for the purpose.
- Need for E-Dakhil Portal
- Earlier, the complainant had to visit the District Commission and State Commission for filing of the complaint. Along with this, they had to manually go to the bank to make a draft to be submitted as court fees and the paperwork was cumbersome.

About E-Dakhil Portal

- E-filing was launched by National Consumer Dispute Redressal Commission (NCDRC) on 7th September, 2020.
- This digital software for filing consumer complaints has the many features like e-Notice, case document download link & VC hearing link, filing written response by opposite party, fling rejoinder by complainant and alerts via SMS/Email.

- The e-daakhil portal empowers the consumer and their advocates to file the consumer complaints along with payment of requisite fees online from anywhere for the redressal of their complaints.
- It also facilitates the consumer commissions to scrutinize the complaints online to accept, reject or forward the complaint to the concerned commission for further processing.
- To facilitate the rural consumers for e-filing, it has been decided to integrate the Common Service Centres (CSC) with the e-daakhil portal. As many consumers at Gram Panchayat level may either not have access to electronic modes of communication or unable to use the tools, they may avail the services of CSCs in filing their complaints in the Consumer Commission. The work for integration of this portal with CSC is in under process.

Significance of the portal

- The eDaakhil portal allows consumers to file complaints at their convenience, from anywhere, diminishing the requirement of their physical presence at consumer commissions.
- It also allows for consumer commissions to scrutinise these online submitted complaints and accept, reject or forward these to the concerned commission for further processing.
- With the enactment of Consumer Protection Act, 2019, which has stated specific provisions for filing of complaint online, E-Daakhil portal will prove to be a boon to the aggrieved consumers.
- Now, the court will reach the houses of the complainant in India, where the complainants can avail the portal to pay their fees online through UPI, Internet Banking, Debit Card, etc.

Status of its implementation

- E-filing was launched by National Consumer Dispute Redressal Commission (NCDRC) on 7th September, 2020. Delhi was the first state to implement it on 8th September, 2020.
- Later Maharashtra, Andaman & Nicobar Islands, Bihar, Chhattisgarh, Jharkhand, Gujarat, Chandigarh, Andhra Pradesh, Odisha, Uttar Pradesh, Madhya Pradesh, Punjab, Karnataka & Haryana implemented facility of e-filing in their respective States/UTs.
- Department of Consumer Affairs had been proactively following up with the States/UTs to launch e-filing. Total 444 locations are covered including NCDRC, State Commissions and District Commissions.

Way Forward

- Low digital literacy and 'low awareness' are among the key challenges faced in urban area and especially in rural India. These challenges should be tackled to make the programme more effective.
- As it has been linked to the Common Service Centres(CSCs) the drawbacks associated with them will affect the e-Dakhil initiative. The easy access to CSCs should be ensured along with the skilled youth to make the CSC fruitful.
- The ease of filling may increase the unnecessary complaints lodging. There should be a mechanism that irrelevant complaints would not hamper the judicial activities of service envisioned.
- Consumer commissions should be made more effective by increasing the skilled work force to tackle the high number of complaints.

E-Gram Swaraj Portal

E-Gram Swaraj aims to bring in better transparency and strengthening the e-Governance in Panchayati Raj Institutions (PRIs) across the country through decentralized planning, progress reporting and work-based accounting.

Need for eGram Swaraj Portal

With the enormous amount of funds under the Central Finance Commission being given to over 2.5 lakhs Panchayats; it is necessary to have a robust system for effective monitoring of public expenditure by means of a holistic system capturing the entire gamut of activity right from the stage of planning to monitor the various stages of work, recording the expenditure incurred for the works to providing a complete details of the asset created.

About the e- Gram Swaraj

- This is one of the applications developed as part of Panchayat Enterprise Suite (PES) under e-panchayat Mission Mode Project (MMP) of Ministry of Panchayati Raj (MoPAI).
- E- Gram Swaraj aims to bring in better transparency and strengthening the e-Governance in Panchayati Raj Institutions (PRIs) across the country through decentralized planning, progress reporting and work-based accounting.

Features

- Panchayat Profile: Maintains Panchayat profile with Election Details, Elected Members, Committee, etc.
- Planning: Facilitates the planning of activities and action plan creation
- Progress Reporting: Records the physical and financial progress of approved activities
- Accounting: Facilitates the work-based accounting and monitoring of funds
- Technical architecture supports inter-operability with other PES products
- Simple and User-Friendly
- Assets available on Gram Manchitra GIS
- Web-based and available 24X7

Significance

- eGramSwaraj will assist in enhancing the credibility of Panchayats which would induce greater devolution of funds to PRIs.
- The eGram Swaraj portal/app will provide panchayats a single interface to prepare and implement their gram panchayat development plan (GPDP).
- Furthermore, eGramSwaraj provides a platform for effective monitoring by higher authorities.
- The project seeks to completely transform the functioning of Panchayati Raj Institutions (PRIs), making them more transparent, accountable and effective as organs of decentralized self-governing institutions. This will make democracy truly decentralized.
- This also captures the wishes, suggestions and resolutions that are put forward in the Gram Sabha.
- This will enable intelligent convergence of funds from different sources of funds for an activity, thereby ensuring that the available funds are utilized to the maximum possible extent and at the same time important activities are not abandoned due to lack of funds.
- The portal will boost participatory local level planning by panchayati raj institutions (PRIs), to identify needs, levels of delivery and the enhancements desired by the people in each sector.

How it had worked so far?

- Around 2.6 lakh Gram Panchayats Profile have been created under the Portal.

- More than 8.7 lakh elected representative are active on the Gram Swaraj Portal for the purpose of accountability and ensuring the timely updation of schemes.
- Geo-tagging of the assets has been initiated in around more than 2 lakh GPs (~80%).
- The Ongoing Physical Progress can be assessed in more than 1 lakh GPs (~42%) under the Portal.
- Around 2000 Gram Panchayat Development Projects has been listed on the Portal.
- Financial Reporting of around 2.3 lakh (~88%) gram panchayats has been listed.
- Audit Plans of around 1.2 lakh (~43%) GPs has been updated.
- Around 47000 Audit Reports have been Generated in 2020-21.

Way Forward

- For the efficient functioning and enhanced capacity the training and skilling to the PRIs should be ensured.
- To garner the maximum benefit and transparency the literacy level of the elected representatives should be enhanced.
- The systems of accountability should be in place by duly empowering gram sabhas, so that citizens are able to hold PRIs to account for any inadequacies in service delivery.
- For the purpose of Geo-tagging the infrastructure facilities internet services etc and tagging equipments should be ensured.

SAATHEE Portal

SAATHEE (State-wise Actions on Annual Targets and Headways on Energy Efficiency) is a portal for State Designated Agency (SDA) for state level activities in the energy conservation sphere.

Need of the SAATHEE Portal

A lot of pilot projects for energy intensive sectors such as MSME and Agriculture have taken place. To make the India an energy efficient country by measuring the missions under the National Action Plan on Climate Change (NAPCC) and to fulfill its commitments to reduce the emission intensity to 33-35% by 2030 compared to 2005 level, as part of commitments made during COP 2 require the real time assessment of the initiative taken by the states. For this purpose Power Ministry-backed Bureau of Energy Efficiency (BEE) has developed this Management Information System (MIS).

How the Portal will work?

NMEEE is one of the eight national missions under the National Action Plan on Climate Change (NAPCC) launched by the Government of India in the year 2008.

- Portal 'SAATHEE' will facilitate real-time monitoring of the progress of implementation of various energy conservation endeavours at state level.
- It will be useful in capturing the physical and financial status/ progress of Energy Efficiency activities being implemented by States/ UTs across the country.
- It will facilitate real-time monitoring of the progress of implementation of all the Energy Efficiency and Energy Conservation endeavours such as demonstration projects, awareness campaigns, capacity building workshops, etc. being carried out by SDAs at the state-level.
- It will also help in decision making, coordination, control, analysis, and implementation and enforcement of the compliance process for various energy consumers at the pan India level.

- This MIS portal would present the physical and financial progress of SDAs in the form of multiple reports and provide tracking of progress made by the SDAs
- The portal shall also facilitate BEE in providing information regarding best practices, major achievements and upcoming important events of each SDA.

Way Forward

For the real-time monitoring of the progress of implementation of all the Energy Efficiency and Energy Conservation endeavours data should be available at real time from different states. So efficient data procurement should be ensured.



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TOP 100
ALL INDIA RANKING
CSE 2020

8	9	12	13	14	16	17	19	20		
24	26	28	30	31	36	38	41	45	50	
51	52	55	56	58	59	67	68	70	71	73
74	76	78	83	84	85	86	89	93	98	100

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CSE 2019

3	6	10	11	16	17	21	22	28			
30	33	38	39	42	44	46	53	54	59	66	69
70	72	77	78	80	82	84	86	87	94	97	98

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ALL INDIA RANKING
CSE 2018

2	3	5	7	27	36	37	40	44	49		
51	52	56	58	62	74	81	89	92	94	98	100

TOP 100
ALL INDIA RANKING
CSE 2017

3	10	19	31	33	35	40	41	44	45	48		
54	57	63	64	68	71	75	77	80	83	93	97	100