E-services at your fingertips

Target Audience: People in rural areas

Category: Mobile/Web App; Sector: E-governance

Mission: An app to provide information on Community Service Centres, which provide different types of public and private services in rural areas.

Vision: To provide a platform to gather all information regarding Government, Private and Social Sector services at fingertips freely thorough web/mobile app.

Background & Potential Uses: The Government has approved a Common Services Centers (CSCs) Scheme for providing support for establishing more than 1 Lakh CSCs in 600,000 villages of India. The Scheme envisions CSCs as the front-end delivery points for Government, private and social sector services to rural citizens of India, in an integrated manner.

With the help of this app, people can locate the closest Community Services Centre in their districts. As some services may not be available at the Community Services Centre in any district, people would waste both energy and time in visiting the centre. The app would allow the people to check the available services.

People would be able to easily avail public and private services including but not limited to enrolment & job cards under MGNREGS, copy of Record of Rights, telemedicine enabled diagnostics, access to financial services such as insurance & micro finance, utility services such as payment of utility bills, employment services such as vocational, soft skills and language training, booking of tickets, recharge of mobile phones etc, available at CSCs. This apart, it would also help monitoring the implementation of this scheme in rural areas. It would make the system accountable and more

efficient.

Development of App: The dataset on District-wise Community Service Centers (CSC) Roll out and Connectivity is available on the Data Portal India at http://data.gov.in/dataset/district-wise-community-service-centerscsc-roll-out-and-connectivity.

The dataset is available in CSV format.

A GIS based map of Community Service Centers with available services linked to it can be developed. The data on the map should be searchable through a user-friendly interface by locating on map or by using the name of place (including localities within villages, towns or cities) or by using the pin-code.

Problem area: District and zone information is available but the information on address needs to be gathered to make this app more useful. Moreover, services available at the centers would also be required. Here's some information I found on internet:

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Online and offline services provided with CSCs in Assam as on August 2012 is available here http://online.assam.gov.in/documents/58452/284410/CSC+Status+Report_Aug2012_Assam-1.pdf?version=1.0.

Other useful information such as total CSCs roll out, transaction details of services i.e Name of service, number of CSCs offering the services, rates, etc are also available.

Information on services provided by CSCs in Himachal is also available at http://hp.gov.in/sugam/.

Likewise, information available for other states can be collected.