

## Minutes of Meeting

A review meeting was convened under the chairmanship of Honorable Secretary (RDD) and in the esteemed presence of Dr.D.K. Tyagi (COO-CSC-SPV) on 02.03.2017 at Bandhakam Bhavan, Marzban path, Fort Mumbai . Various issues of establishing aaple sarkar sewa Kendra were discussed and mutually consensus decisions were taken as follows:

### 1. Current Status:

Csc-spv has been given the mandate to open CSC in all 27879 GPs though the appointment of VLE, by Government of India. As per the GR dated 11 th August 2016 of GOM, about 19400 GPs have either independently or in cluster already resolved to have these CSCs as ASSKs and hence these many CSCs shall be operating as ASSK now and gradually more and more GPs shall be encouraged to go for independent ASSKs. All the CSCs that CSC-SPV opens in different GPs shall deliver all the services of CSC-SPV while those among them which have been given work as ASSK shall be delivering additional services of G2G, G2C and NIC software as mentioned in the GR.

### 2. About the status of appointment of VLEs for ASSK centers in 19400 GPs.

- As it has already be resolved that all the operators at the village level who were working for erstwhile Sangram project in Maharashtra have to be given first opportunity to work as ASSK-KCs as they have the relevant experience and knowledge of the system. After all of them who have shown willingness have been accommodated, CSC-SPV shall appoint fresh applicants for ASSK as well as other CSCs.
- CSC-SPV informed that out of all the Sangram operators who applied for ASSK centers, more than 15000 have been already on-boarded. However, about 3200 operators who applied for ASSK are yet to be on-boarded, as they have applied for the centers that have not been approved by GPs as independent ASSKs.
- ✓ Secretary directed that it is our responsibility to give these people opportunity to work as ASSK-KCs and hence taluka level meetings should be conducted in presence of BDO and TM of CSC-SPV wherein these still to be on-boarded operators should be called and shown list of the approved ASSK centers wherein there is no appointment still and they should be asked to choose among these.
- ✓ In case he or she chooses a ASSK center in the taluka available, he or she will be given this center to operate and he or she will then be carrying out responsibilities as ASSK-KC and shall be paid Rs. 6000 as per GR.
- ✓ In case some erstwhile Sangram operator is not willing to move to a center within the same taluka that is approved, he may be appointed as regular VLE\_ CSC for the village for which he or she is demanding and in future when GP resolves for independent ASSK there he or she will be given work of ASSK. But this choice has to be his or hers and it should be made clear that for now, till GP resolves there to have an independent ASSK work not involve GP's work and hence will not fetch 6000 rupees as mentioned in GR.

### 3. About the new ASSK-KC for the project :

After we ~~(CSC-SPV)~~ have called all these operators and given them choice to join nearby available ASSK center and after this exercise is complete, new VLE should be appointed on these still unassigned ASSK centers and other GPs who are not going to have independent ASSK. This exercise has to be completed by 15<sup>th</sup> of March 2017 as we need to expedite establishment of these centers. After this date, if there are some ASSK

centers that are not opted by these operators, CSC-SPV should appoint fresh VLEs for these centers. In any case we should have all ASSK centers start in this month and VLEs for those GPs that do not have independent ASSK centers should also get appointed so that CSC facilities are available in all GPs.

4. About the block level and district level manpower:

- a) Then the issue of block level and district level manpower was discussed. Secretary informed that fundamental principle is the same – all willing and capable persons from erstwhile Sangram project should be absorbed in a suitable role in the new project. CSC-SPV informed that they had obtained a list of all the people working for Sangram for Mahaonline in December 2015 and all these were given calls for interview. CSC-SPV informed that only 498 people appeared for the same and about 100 people have been taken up. These numbers do not include data entry operators at taluka and ZP level. The main problem seems to be requirement of educational qualification. CSC-SPV informed that many of these do not have qualification as per their guidelines and these guidelines are for whole of India. Secretary informed that as earlier system was working fine and these resources were instrumental in that system's success, their absorption is good for the system itself. Also, it has been government's commitment that none of the earlier resource who is willing to work should be denied opportunity for the same. And thus, it was decided that persons who have otherwise qualified in the interview, except for want of educational qualification, should be absorbed at a level befitting their educational qualification. This however should not generally lead to reduction of monthly earnings of these in case their designation changes under new project. Also, if CSC-SPV is denying anyone absorption, they should inform along with the reasons for the same to the department.
- b) Other than these resources, there were 702 VLEs at taluka level and 170 at zp level, who were doing mostly the data entry operations for priya-soft and other software. Secretary directed that the same principle of giving first opportunity to willing persons from Sangram has to be applied. Government GR however does not have VLEs at taluka and zp level. This is because project is being funded from untied funds of GPs. However, even taluka and zp must do data entry in various NIC software and also maintain their records in a computerized manner. Thus we need to formulate a scheme for data entry and other related works and therat we should give preference to these people in case they show willingness. Department should draft this as early as possible. At taluka level, however, there is huge viability of CSC centers and thus CSC-SPV stated that they will offer erstwhile taluka VLEs (702) as their regular VLEs at taluka level. They requested however that Panchayat Samitis should make space available for these CSCs. It was decided that this would be deliberated while making up a scheme as mentioned herein.

5. Payment of ASSK-KCs and CSC-SPV:

since the beginning of the project, it was discussed that these operators have come on board on different dates and performance is uneven. Though payment is not on transaction basis but work to be done and deliveries along with SLAs are mentioned in GR. About three months have been given in the same for completion and updating of certain work/ registers/ records. Given that this is the beginning of the project and even operators need time to get trained and used to, it was decided that for first three months department shall not look into deliveries and SLAs for individual months. These operators would be paid for the first month on a pro rata basis

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from the date of joining and from next month they will be paid full 6000 rupees, till end of three months. Most of the VLEs would be completing three months by March end and then we will look into the deliverables as per GR for first three months. The SLAs should not be enforced till 31<sup>st</sup> march. CSC-SPV was asked about the number of transactions that are being done now to realize the status of the services being received by GPs. It was told that these numbers are picking up but not all VLEs are working at the same speed. It was decided that we must inform all VLEs to start working in right earnest and if all the work expected at the end of march, especially updation of priyasoft is achieved than we may not look into monthly SLAs. However these will have to be enforced from 1<sup>st</sup> April onwards. Finally GPs should pay only if they get consummate services.

**6. About the payment to CSC-SPV**

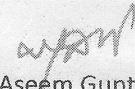
it said that they have already started incurring expenses since a week before November for development as well as deployment of the whole system even if operators are coming on stages. Also it said that we have already purchased as well as ordered some computer replacements, printers, papers etc. as well as stared incurring expenses on some taluka and district level resources and these resources cannot be paid in partial if operators come on board. They requested that first few months when VLEs are getting on-board gradually they should be paid their dues without looking at number of VLEs on-boarded at a particular day. It was decided that for now payment to CSC-SPV shall be in the ratio of the payment done to VLES only as finally GPs get services through these centers and should pay only if they get the service. CSC-SPV's payments then should also be connected to these deliveries. CSC-SPV may submit details of expenditure incurred by it till date however.

The meeting ended with vote of thanks to the chair.



(Vaibhav Deshpande)

Chief (CSC-SPV)



(Aseem Gupta)

Secretary (RDD)