

# LOK MITRA KENDRA



## Implementation Guidelines

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Department of IT, Shimla, Himachal Pradesh



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## **PREFACE**

Title: Guidelines for implementation of “Lok Mitra Kendra” with the support of SITEG

Abstract: This document is intended for State Government and District Administrations as guidance for executing the Lok Mitra Kendra policy in the State of HP. The document describes Lok Mitra Kendra policy along with its objectives, governance mechanism, role and responsibilities of the stakeholders.

### **Lok Mitra Kendra**

Lok Mitra Kendra aims to establish self-sustaining network at Gram Panchayat (GP) level under the SITEG society with an objective to deliver various citizen centric services. The model of Lok Mitra Kendra is envisaged as transaction based and service delivery based model, delivering a bouquet of e-services through a single delivery technological platform, which would increase the sustainability of the Lok Mitra Kendras across the state.

### **Distribution**

This is a controlled document and is intended to be distributed to:

1. Government of HP/ Nodal/Line Departments/ SDAs
2. District Administration and DeGS
3. Lok Mitra Kendras

**Abbreviations-**

| SNo | Abbreviation | Definition   |
|-----|--------------|--|
| 1.  | API          | Application Program Interface                                      |
| 2.  | B2B          | Business to Business   |
| 3.  | B2C          | Business to Citizen  |
| 4.  | CSC          | Common Services Centre   |
| 5.  | CSC-SPV      | CSC- Special Purpose Vehicle- CSC e-Governance Service India Ltd.  |
| 6.  | DIT          | Department Information Technology Shimla HP                        |
| 7.  | DeGS         | District e-Governance Society                                      |
| 8.  | DHQ          | District Head Quarter  |
| 9.  | DIO          | District Informatics Officer                                       |
| 10. | EC           | Empowered Committee  |
| 11. | G2C          | Government to Citizen  |
| 12. | G2G          | Government to Government   |
| 13. | Gol          | Government of India  |
| 14. | GP           | Gram Panchayat   |
| 15. | LMK          | Lok Mitra Kendra   |
| 16. | MCIT         | Ministry of Communications and Information Technology              |
| 17. | MMP          | Mission Mode Project   |
| 18. | SLA          | Service Level Agreement  |
| 19. | SITEG HP     | Society for Promotion of IT & e-Governance Himachal Pradesh Shimla |
| 20. | SLR          | State Level Resources  |
| 21. | SLSA         | State Level Service Agency   |
| 22. | SDC          | State Data Centre  |
| 23. | PRI          | Panchayati Raj Institute   |
| 24. | PRSG         | Project Review and Steering Group                                  |
| 25. | SDA          | State Designated Agency  |
| 26. | SDC          | State Data Centre  |
| 27. | SCA          | Service Centre Agencies  |
| 28. | SHQ          | State/UT Head Quarter  |
| 29. | SIO          | State Informatics Officer  |
| 30. | SLR          | State Level Resources  |
| 31. | SSDG         | State Service Delivery Gateway                                     |
| 32. | SWAN         | State Wide Area Network  |
| 33. | SITEG        | Society for Promotion of IT & eGovernance                          |

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|     |     |                            |
|-----|-----|----------------------------|
| 34. | TP  | Third Party                |
| 35. | VLE | Village Level Entrepreneur |
| 36  | EDM | eDistrict Manager          |

## **1. Lok Mitra Kendra Background-**

### **1.1. Concept**

E-Governance is the application of Information-Technology in the processes of Government functioning to ensure the highest standard of services to the citizens by providing instant access to selected Government information, and interfaces for communicating with the various government functionaries, wherever and whenever they need it. The Government of Himachal Pradesh is committed to provide the general public, especially living in distant rural areas of the State, with the benefits of using Information Technology (IT) in Governance at their doorstep.

Since The State has improved its potential of Internet facility and has proved its potential as a powerful and effective means of disseminating information, it is here that the importance of having good government web-enabled interfaces comes into light. The Web-enabled Government-Citizen Interface, named Lok Mitra Kendra is one such step of the Himachal Pradesh State Government in that direction.

The project envisages various direct/indirect social as well as economic benefits to the rural masses:

- Better dissemination of government information at the remotest corner, resulting in better awareness among rural masses about various Govt. Schemes and bringing in transparency.
- Saving the time & cost of people visiting District headquarters time and again for getting information, lodging complaints & inquiring their status etc.
- Employment generation by opening up of Lok Mitra Kendras throughout the State in the private sector.
- Facilitating the growth of Internet Service Providers (ISPs) throughout the State.

The objective of the Lok Mitra Kendras is to provide e-services in the locality of citizens, by creating the physical service delivery infrastructure for accessing various e-services. LMK is envisaged to be a Change Instrument that would provide a structured platform for socially- inclusive community participation for development. It is the community participation and collective action, not ICT alone, which would lead to sustainable socio-economic development and long-term rural prosperity.

## **2. LMK/CSC Policy of Himachal Pradesh**

### **2.1. Introduction**

The policy envisages establishment of at least 5000 number of LMKs in the State of Himachal Pradesh by leveraging the existing CSC infrastructure in the State. At present, there are 3800 CSCs in the State while 2400 out of these are LMKs.

The aim of this policy is to ensure last mile services delivery through LMKs in the State of Himachal Pradesh.

### **2.2. Current Status of LMKs**

To get the LMK ID, VLE need to submit online request to get Lok Mitra Kendra (LMK) ID by uploading details on <http://lmk.gov.in> portal. Following documents are required while applying for LMK ID:

- Photo ID Proof
- Address Proof
- Affidavit
- NOC from concerned Tehsildar/ Naib Tehsildar/ BDO/ Panchayat Pradhan/ Panchayat Secretary (from any of them) may be taken to certify the need to have an LMK and the Applicant belongs to that Gram Panchayat/Ward.

After filling in the application on LMK Portal, District Manager verifies the details and submit application to respective District Administration/ DeGS to approve the application. Once application is approved by the District Administration/ DeGS, LMK ID is assigned to the VLE by IT Department.

Currently there are 1810 active LMKs in the State and they are providing following services:

- HPSEB Bill Collection
- Nakal Jamabandi
- IPH Water Bill Collection

### **2.3. Need for a new Policy**

With an objective to leverage the full potential of Himachal Online Seva e-District portal and in view of CSC 2.0 guidelines issued by MeitY GoI, there is need to re-visit the existing LMK guidelines in the State.

Following are the reasons/grounds which justify the need to re-visit current LMK policy of the state:-

- a) To leverage full potential of all the existing CSCs for the platforms like e-District especially in view of COVID19 crisis. Existing CSC network of the State can be utilized to increase the penetration and accessibility of e-District portal by citizens across the State.
- b) Leveraging CSC 2.0 framework with stronger monitoring mechanism.
- c) Enablement and consolidation of online services under one technology platform, hence, making the service delivery at CSCs outlets accountable, transparent, efficient and traceable, with a technology-driven relationship between all stakeholders
- d) Entrepreneurship based market driven model making the LMKs self-sustainable. It has been felt that there is need to create an enabling environment with minimum basic requisite criteria which allows the young entrepreneurs to set up LMKs at local Gram Panchayat and ULB level as per local needs and sustainability.

### **3. SALIENT FEATURES OF POLICY**

#### **3.1. Objective**

The Himachal Online Seva Portal is the common platform of the State Government to provide Government Services Online to the Citizens. CSC technological platform will be integrated with electronic service delivery platforms of the State Government like Himachal Online Seva (e-District portal) through CSC Connect. This will ensure that VLEs get a single and universal platform for service delivery. The CSC SPV shall provide access to the Nodal Departments of the Dashboard and MIS Reports for the transactions done through LMKs.

The State Nodal Department will coordinate with different Departments to bring in different services online on Himachal Online Seva portal (e-District portal) and these services would be further delivered through LMKs. With this arrangement, all LMKs can access citizen centric services available on Himachal Online Seva portal through CSC SPV portal.

Both CSC SPV and Himachal Online Seva portal will facilitate integration among the two platforms on agreed terms.



### **3.2. All existing CSCs to be re-branded as LMKs**

The Common Service Centres in Himachal Pradesh is branded as Lok Mitra Kendras (LMKs), as per approval of the State Government during the initiation of the Project. In view of the latest guidelines, there will be no distinction between Common Service Centres (CSCs) and Lok Mitra Kendras (LMKs).

The CSC SPV shall be the implementing agency and will provide support to State Administration for successful implementation of the Project as per clause 7.1.2 of the CSC 2.0 guidelines.

The District Administration/ DeGS will be empowered for the selection of VLEs through suitable mechanism as per Clause 9.2 of CSC 2.0 guidelines, which is reproduced below:

*“The State/UT Administration would empower the DeGS for selection of VLEs through suitable mechanism. The State/ UT Administration and District Administration would be suitably supported by CSC SPV in this regard. The State/UT would have the flexibility of selecting the VLEs for setting up of CSC Network at the Gram Panchayat level under various combinations as suitable to the prevailing conditions. For the purpose of selection of VLEs in the region the State/UTs may invite application through DeGS or SDA and select the VLEs through a panel chaired by DM/DC heading DeGS and other members like-representatives of NIC (District Informatics Officer-DIO), CSC-SPV or any other member. However, the VLEs after selection would be functioning under DeGS. In order to empower the women, preference may be given to women as VLEs. Necessary policy guidelines may be issued by the State/UT in this regard. The DeGS would have to ensure that VLE will be linked with proper Aadhaar authentications or any other relevant authentication as per the decision of the State/UT Administration.”*

The criteria for selection of existing CSCs or LMKs would be as under:-

- a) The list of existing VLEs will be shared by the State Level Resources (SLRs) at DHQs with the District Managers. The detail will have the information regarding the VLE and infrastructure as per Annexure A (Point 8.0).
- b) The District Managers will verify the details and submit report to the District Administration/ DeGS which will be forwarded by District Administration to the State IT Department.

- c) Efforts would be made by the District Administration to provide space to the VLEs as per location of CSCs mentioned at Clause 9.1 of CSC 2.0 guidelines, which is reproduced below:

*“CSCs may be located within the Gram Panchayat Office or Point of termination (PoT) for the National Optic Fibre Network (NOFN) or other appropriate public building in Rural/ Urban/ Semi Urban areas. In case, it is not possible to locate the CSC within one of these institutions, the CSC may be set up under the guidance of DeGS near by the Gram Panchayat Office, preferably in a government building or any other place(private/public building)having good footfall and where NOFN horizontal connectivity will be made available. Establishment of additional CSCs in the Gram Panchayat area may be decided by the State / UT, after demand analysis based on local requirements, viability having base population supporting them and the financial sustainability. The State/UT has the option to set up the CSCs at desired locations including at urban or semi-urban areas based on the footfall and citizens covered in that area. These CSCs, at urban or semi-urban areas, would be over and above the CSCs proposed in CSC 2.0 at Gram Panchayat level. These additional CSCs would be operational through universal CSC technological platform and would be covered under the monitoring and assessment framework of CSC 2.0. Wherever location of the CSC is likely to be decided by Third Party it would be duly approved by DeGS under District Collector/Magistrate. Preference would be given to the location suggested by DeGS. There is no viability gap funding to any party in the project.”*

- d) On the basis of report by District Managers and further recommendations of DeGS, CSC ID will be provided to such existing LMKs if CSC ID was not assigned.

### **3.3. Selection of new VLE/ Location:**

- a) Selection of right kind of entrepreneurs for manning and managing the operations of CSCs is a key determinant for the success of the Scheme. It is important that the CSC Operator has a personal stake in the success of LMK. Hence, the entrepreneurial capability becomes the first and foremost requirement of a CSC Operator/ VLE. He has to have the capacity to make the minimum required investment in establishment of the basic infrastructure (Desktops/Laptops, Printer,

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Scanner, Internet connection and Power backup) along with the basic skills in computers applications/ operations.

- b) Keeping the above in view, the respective Deputy Commissioners/SDMs shall be responsible for the selection of the VLEs/ CSC Operators within their jurisdiction as they would eventually take the ownership of these Operators and the CSCs.
- c) New VLEs will be selected as per the guidelines mentioned at Clause 9. Point 9 from guidelines is reproduced below

*“The selection of VLEs and CSC location under CSC 2.0 would be undertaken by State/UT Administration and DeGS, supported by CSC SPV suitably.”*

- d) In so far as feasible, preference may be given to the local talented youth in selection of the suitable candidates. The concerned Deputy Commissioners/SDMs will recommend the applications for allotting CSC ID with following criteria preference:-

| <b>Minimum Educational qualifications</b>                                     | <b>Order of preference</b>  | <b>Other requirements</b>  |
|---|---|--|
| 10 <sup>th</sup> with Diploma/Certificate course in Computers/IT Application. | (i) Women belonging to local Gram Panchayat/ ULB as the case may be.<br>(ii) Male entrepreneur of the Gram Panchayat/ ULB.<br>(iii) From the Block/ Tehsil within which the CSC is situated | Financial capacity to invest in hardware and supporting infrastructure and expanding the same subsequently |

- e) Only CSC ID to the new VLEs would be provided only after the recommendation of District Administration/ DeGS. For this purpose, CSC District Manager will provide application data to District Administration for approval on weekly basis.

### **3.4. CSC-SPV LMK integration workflow**

CSC SPV would maintain an advance amount with State Nodal Department in terms of Master prepaid wallet for all the transactions through CSC SPV portal. The advance amount of CSC SPV would be deducted for every transactions as per agreed pricing and sharing structure.

The LMK will provide the services of Himachal Online Seva as per following steps:

- a) On CSC SPV portal there will be a Himachal Online Seva services link which will redirect to CSC page of Himachal Online Seva portal.
- b) The LMK will be taken directly to services through single sign-on using CSC-Connect.
- c) The CSC-SPV will deposit advance amount in the specified bank account of IT Department. The bank will intimate the details of transaction through an API of Himachal Online Seva Portal. The details will include reference id of the bank (UTR number, etc), date and time of transaction, amount, service provider code and mode of payment.
- d) The amount value will be credited in the virtual wallet of CSC-SPV maintained in Himachal Online Seva (e-district) portal for transactions other than electricity billing and HRTC services. Different system is being adopted for electricity and HRTC services.
- e) The LMK will be able to do transactions only if there is enough balance in virtual wallet.
- f) To perform a payment transaction, payment gateway of CSC-SPV will be used as per the existing process which debits the individual VLE account and provides the transaction status back to the portal, accordingly.
- g) For each transaction, the amount will be debited from virtual wallet and intimation regarding sharing of the service charges will be provided to Bank by Himachal Online Seva Portal through an API to be provided by the designated bank. The sharing will take place as per the arrangement made for online transactions done through payment gateway. The information regarding sharing of amount will be provided in API.
- h) Receipt/ Acknowledgement is generated from Himachal Online Seva portal
- i) Himachal Online Seva portal will provide an online interface to check on the detailed MIS reports and fund availability in master prepaid account of CSC-SPV. This

interface would be equipped to send in an email/ SMS alert to CSC-SPV for the need to load the master wallet.

- j) Both CSC-SPV and Himachal Online Seva are required to participate in reconciliation and settlement procedures on agreed periodicity.
- k) Any changes in the technical or operational arrangements would be done with mutual consent for improvement of service delivery.

### **3.5. Revenue Sharing**

The Revenue sharing will take place as under:

- a) The commission/ service charges will be paid to VLE through online process immediately for each G2C service successfully rendered at a CSC. The revenue sharing will be in the ration of 80:20, wherein 80% will be paid to VLE and remaining 20% will be equally shared between CSC SPV and IT Department.

| S.no | Share to VLE | Share to CSC-SPV | Share to IT Department |
|------|--------------|------------------|------------------------|
| 1    | 80%          | 10%              | 10%                    |

For State Government G2C Services: The service charges, net of the share/ amount, payable to the CSC-SPV, would be apportioned in the same ratio as above.

- b) For State Government G2C Services the service charge, net of the share/ amount payable to the CSC-SPV, would be apportioned equally between CSC SPV and IT Department.
- c) Any subsequent changes in the services or pricing will be as per the mutual consent among CSC-SPV, State Nodal Department i.e. IT Department.
- d) The finance revenue and sustainability shall be ensured as per the Clause 11 of the guidelines.
- e) A MoU will be signed with CSC SPV for efficient delivery of the services to the citizens by taking the approved service charges and sharing of revenue between the stakeholders.
- f) All the clauses of “Implementation Guideline for the project CSC 2.0” would be followed by each stakeholder for the implementation of the project.
- g) The copy of the guidelines is at Annexure B.

### **3.6. CSC SPV Resources at State and District level**

As per clause 7.2.2 of the guidelines, the State Level Resources (SLR) at State Head Quarters (SHQ) would report to the State Nodal Department, i.e., Department of Information Technology, Himachal Pradesh and State Level Resources (SLR) at District Headquarters would be reporting to the District Administration/ DeGS. The responsibilities of these resources would be as per the guidelines.

### **3.7. Stakeholders and their responsibilities**

#### **3.7.1. CSC e-Governance Service India Ltd. - CSC-SPV**

CSC SPV shall be the implementing agency for the Project and would provide suitable Program Management support to State Nodal Department for the successful implementation of Project. The functions of CSC SPV would be in perpetuity, even after completion of the Project, for sustainability of CSCs across the nation.

The main activities to be undertaken by CSC SPV, but not limited to, are as follows:

- a) CSC SPV would develop a national level universal CSC technological platform for implementation of CSC 2.0. This would comprise of some key performance indicators (KPIs) like: financial management, human resource management, MIS and reporting, service delivery, help desk, capacity building and integration of all other portal across the State.
- b) CSC SPV would act as coordinating agency for development, enablement, on-boarding and delivery of services centrally through the universal CSC technological platform. This will ensure a standard list of services that would be available at all CSCs, irrespective of the location.
- c) To enable and manage the local language Help Desk for handholding of VLEs.
- d) CSC SPV would undertake capacity building and entrepreneurship training programme to cover all the existing CSCs and the new CSCs in a periodical manner.
- e) CSC SPV would undertake monitoring and assessment of scheme across all the CSCs periodically.
- f) CSC SPV would support State for creation of national and state branding.
- g) CSC SPV will retain the right to withdraw authorization and get the premises vacated within three months' notice in the case of any defaults or unsatisfactory performance, misrepresentation, fraud, misconduct on the VLE's part. Depending on the severity

of the case, the CSC SPV shall have the role discretion to withdraw any or all authorizations to VLE without prior notice.

**3.7.2. State IT Department/ Nodal Department:**

The IT Department would identify a nodal department for the smooth implementation of the project. The other stakeholders of the project in the State would be functioning under the guidance of nodal department. The responsibilities of State/UT Administration are as follows:

- a) To issue necessary guidance for implementation and management of the project in the State.
- b) To collaborate with stakeholders including line departments to ensure that various services, training and capacity building initiatives are implemented in the State
- c) To ensure identification and enablement of additional G2C services on the universal service delivery platform and to enable integration of all State portals including the utility service providers with the universal CSC technological platform
- d) To increase sustainability of CSC outlets in the State by undertaking various programs, schemes and activities with CSC SPV.
- e) Selection and management of State level resources for supporting the program management in the State.
- f) To review, monitor and assess the scheme on regular basis for smooth implementation and timely completion of rollout of LMKs.
- g) In case of any violation of the policy guidelines, take/ recommend appropriate action.

**3.7.3. District Administration/ District e-Governance Society (DeGS)**

- a) Each District has a District IT cum e-Governance Society (DeGS), of which the Deputy Commissioner (DC) is the Chairman. The selection of VLEs would be made by the respective Deputy Commissioners. The DeGS shall be responsible for administrative control, supervision and monitoring the working of the LMKs within its jurisdiction. It will also address any problems faced on account of smooth operations of the LMK, including technical, data and other operational matters.
- b) Selection/ identification of VLEs and the operations of the CSC Network in the district.

- c) The DeGS will ensure that the CSCs follow the branding and display guidelines of the project.
- d) The DeGS will manage and supervise the State Level Resources deployed at DHQs for coordination at various levels.
- e) For any default as per policy guidelines, the District Administration may ask for independent enquiry through local administration, i.e., SDM/ Tehsildar/ EDM or any other officer that they feel is capable to do so. The findings of the enquiry shall be forwarded by District Administration to Nodal Department along with proposed action.

#### **3.7.4. Village Level Entrepreneur**

A local Village Level Entrepreneur (VLE) would be responsible to bear the entire capital and operational expenditure involved in making the CSC operational. VLE is also expected to deliver various services to citizens as per the direction of the State Nodal Department.

#### **3.8. Monitoring:**

The monitoring at the district level will be undertaken by District Administration/ District e-Governance Society (DeGS) supported by State Level Resources (SLRs) deployed at Districts.

- a) District Administration/ District e-Governance Society (DeGS) will hold quarterly reviews of the Project in terms of quality of delivery of service by the LMKs.
- b) The SLR at District HQ will provide the data for review. The SLR will also provide reports to District Managers deployed by State Nodal Department in the Districts, as and when required.
- c) CSC District Managers shall ensure that quarterly meetings are held for the reviews of the LMK project in consultation with the respective District Administration.
- d) Any default by the LMKs in terms of quality of service delivery, overcharging or any other non-adherence to the guidelines will be brought by the CSC District Managers (EDMs) to the notice to the District Administration/ District e-Governance Society (DeGS). The default may also come to the notice of District Administration through a complaint received either online or through manual mode. The District Administration may ask for independent enquiry through local administration, i.e., SDM/ Tehsildar/ EDM or any other officer that it deems fit. The findings of the enquiry



shall be forwarded by eDistrict Managers (EDMs) to the State Nodal Department for appropriate action.

- e) The State Nodal Department will ask CSC-SPV to take appropriate action, which includes, but not limited to, following:
  - i. Blocking of CSC ID for minimum 1 month to maximum 3 months for the first default by a particular LMK.
  - ii. A penalty of Rs 500/- per incident.
  - iii. Both of the above
  - iv. Blocking of CSC ID for 6 months to 1 year for 2<sup>nd</sup> default.
  - v. Permanent blocking of CSC ID for more than 2 defaults.
- f) EDM at the district level shall assist DeGS and Deputy Commissioner in monitoring, evaluation, meetings/reviews of the e-District project for providing services through LMK at district level.

\*\*\*\*\*

**Annexure A**

**List of existing CSCs/LMKs details will have following details:-**

1. Name of VLE:
2. Mobile number:
3. District:
4. Block/ Town:
5. Panchayat/ Word
6. Village/ Location of CSC/ LMK:
7. Address:
8. E-Mail :

**Infrastructure details:**

1. Computer/ Laptop (Y/N):
2. Printer (Y/N):
3. Scanner (Y/N):
4. Web Camera (Y/N):
5. Broadband Connectivity(Y/N):
6. Biometric Device(Y/N):
7. Aadhaar Kit (Y/N):
8. Suitable Power Backup(Y/N):
9. Space in Sq. Mtrs. :