

**Government of Tripura  
State Mission Management Unit  
Tripura Rural Livelihood Mission  
Rural Development Department**

F.No.6 (12) - RD (TRLM)/2022/.....6474-78

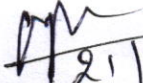
Dated: 21/07/2023

**MEMORANDUM**

Mobile CSC van has been provided to 27 SHGs federation (VO/CLF) under different blocks with a view to ensure better Government to Citizen (G2C) services in the rural community. The mobile CSC Van will act as a door step focal point in delivery of Government to Citizen (G2C) service. The Mobile CSC Van shall be run by the concerned VO/CLF in a self-sustainable revenue model. For systematic management in running the Mobile CSC Van by the VO/CLF a Standard Operating Procedure (SOP) has been developed.

In view of the above, the concerned VO/ CLF should be oriented on the Standard Operating Procedure (SOP) for systematically managing the Mobile CSC Van. The SOP should be strictly adhered to by all the Concerned.

**Enclo: As stated**

  
21/7/23  
(Prasada Rao Vaddarapu, IFS)  
Chief Executive Officer  
Tripura Rural Livelihood Mission

Copy to:

1. The PS to the Principal Secretary, IT, Department for kind information of the Principal Secretary
2. The Secretary R.D Department for kind information.
3. All District Mission Manager (DM & Collector), DMMUs for kind information and necessary action please.
4. The Director, IT Department for kind information.
5. All BMMs, BMMUs of  
Chawmanu/Dumburnagar/Ganganagar/Manu/Ambassa/Raishyabari/Karbook/Killa/Ompi/  
Amarpur/Silachari/Mungiakami/Padmabil/Tulasikhar/Damcherra/Dasda/Jampui Hill/  
Jampuijala/Charilam/Rupaichari/Satchand/Bokafa/Pecharthal/Belbari/Hezamar/Lefunga/  
Mandwi for information and necessary action.

**STANDARD OPERATING PROCEDURE (SOP)  
FOR  
MOBILE-COMMON SERVICES CENTRE (CSC)**

**MANAGED BY CLUSTER LEVEL FEDERATION (CLF)/  
VILLAGE ORGANISATION (VO) OPERATED BY SHG  
MEMBERS**

**UNDER  
COMMON SERVICE CENTER 2.0  
OF  
DIGITAL INDIA INITIATIVE**



## **PURPOSE:**

The purpose of the Standard Operating Procedure (SOP) is to establish procedures for ensuring proper handling of Government to Citizen (G2C) services that are assigned to the Mobile CSCs. To ensure G2C services conform to citizen needs and applicable guidelines. For Mobile CSCs to act as a door step focal point in Delivery of Government to Citizen (G2C) services. A G2C service is properly handled when:

- It is acknowledged and assigned appropriately in an efficient manner.
- It is resolved or completed in accordance with the service commitments defined in this SOP.
- The citizen is kept informed on the progress of the application.
- Both the citizen and Village Level Entrepreneur (VLE) agree that a service is provided or a problem has been resolved.

## **BACKGROUND:**

- Common Service Center (CSCs) are the primary delivery channel for Government to Citizen (G2C), Business to Consumer (B2C), public utility services, healthcare, social welfare schemes etc. in rural and remote areas.
- Under CSC 2.0 scheme of Ministry of Electronics and Information Technology (Meity), Govt. of India, every GP should have atleast 1 (one) CSC within the GP area. CSCs are managed by VLEs in self-sustaining revenue model and no financial assistance is being provided to VLEs.
- SHG members who would operate mobile CSCs shall act as a VLE.

## **ABOUT THE PROJECT:**

- A total of 27 nos. Mobile CSC vans have been provided to 27 SHG federations (VO/CLF) in 27 different tribal dominated blocks.
- Mobile CSCs would be managed by SHGs higher level Federation (CLF/VO) in self-sustaining revenue model in aspirational blocks and tribal dominated areas.
- Mobile CSC vans will be registered in the name of concerned District E-Governance Society (DEGS). This Van will be handed over to the selected SHGs higher level Federation (CLF/VO) for operation.
- The selected SHGs will be responsible for operation and maintenance of Mobile CSC vans and other IT components.

## **INTRODUCTION:**

### **COMMON SERVICE CENTER (CSC):**

CSC is a service outlet, which will be located in a centralized location of a town/village which is owned and operated by a VLE. Citizens can walk-in to the CSC and can avail the services. A VLE would be assisting the citizens. The main idea behind having VLE is to help the citizens in availing services in a hassle free manner. VLE has to enter into an MOU with the CSC-SPV for providing services to the citizen with all terms and conditions required for running the operations in day to day manner.

### **MOBILE COMMON SERVICE CENTER (CSC)**

Some GP/VCs in remote areas cannot be covered due to scarcity of population and hilly nature. To cover these areas, mobile CSCs have been introduced. EECO vehicle (4 wheeler) along with necessary equipment like laptop, internet connection, printer, PVC card printer, wall mounted fan to be made functional. These mobile vans are to operate in the designated service area and deliver door step service. A fully functional CSCs to be set up on a van to deliver G2C services in the remote area.

### **INFRASTRUCTURE OF EACH MOBILE CSC:**

- Customized vehicle (Maruti Suzuki EECO) with commercial registration.
- Two (2) nos. laptop.
- All-in-one colour printer.
- PVC Card Printer.
- Photo Printer.
- Uninterrupted power supply (UPS).
- Bio-metric Morpho device.
- Web Camera.
- 4G Hotspot Router.
- Mounted Fan
- Miscellaneous items (A4 size paper, printer ink/ tonner etc).



## **SCOPE:**

This Standard Operating Procedure applies to G2C services available for VLEs. The Common Services Centre identified by the District e-Governance Societies of Tripura in collaboration with CSC-SPV and approved by the Tripura e-Governance Society of Tripura must strictly adhere to this SOP from the date of approval.

## **ROLES & RESPONSIBILITIES OF STAKEHOLDERS:**

### **CSC LEVEL**

- a. CSC operations are envisaged to be operated and managed by the CSC operator who will be formally authorized for the purpose under the authority of the concerned VO/CLF.
- b. The CSC operator, through his CSC, should act as a service delivery point where She delivers services through which the population of the catchment area benefits.
- d. The CSC operator shall be bound by a Non-Disclosure Agreement to be executed and a code of conduct in this behalf.
- e. The concerned VO/CLF shall have the sole discretion to withdraw any or all authorizations to the CSC operator without prior notice.
- f. The concerned VO/CLF will retain the right to withdraw the authorization and get the premises vacated with one month's notice in the case of any defaults or unsatisfactory performance, misrepresentation, fraud, misconduct, embezzlement/ misappropriation of funds on the CSC operator part.
- g. The CSC operator will endeavour without any prejudice to provide all services to the rural citizens.
- h. The CSC Operator has to charge the exact amount required for providing the service requested by the citizen, any violation on this will be considered as corrupt practices for which penal action will be initiated against the CSC Operator.
- i. The CSC operator shall provide the citizen with a payment receipt indicating the service availed and requisite charges for the same (mandatory).
- j. The CSC operator should not use their own emblems/watermarks in the certificates issued.
- k. The change of location of the CSC shall not be entertained without the approval of DeGS.
- l. The CSC operator should not sub-lease or nominate another person to run the CSC.
- m. The CSC operator photo, details of address, contact no's, mail id with a copy of document of approval of DeGS may be displayed in the CSC.



- n. The CSC operator may be instructed to display list of services, fee for each services and time limit to deliver the service.
- p. The CSC Operator has to collect the prescribed charges for the delivery of services requested by the citizen. Collection of excess amount/denial of services to any citizen on scrutiny may lead to penal action/cancellation of CSC Operator
- q. The CSC Operator shall be provided with authenticated ID cards by the respective DeGS.

**ELIGIBILITY CRITERIA FOR SELECTION OF VO/CLF FOR MANAGING THE MOBILE CSC VAN:**

- Viable & active VO/CLF should be selected for managing the Mobile CSC Van.
- The VO/CLF selected should be registered in the NRLM MIS.

**ELIGIBILITY CRITERIA FOR SELECTION OF SHG MEMBERS WHO SHALL WORK AS CSC OPERATOR:**

Each Mobile CSC van shall be operated by 2 identified SHG members and a driver. The following criteria maybe followed for selection of SHG members who shall work as operator.

- The SHG member who shall work as operator shall be selected by the concerned VO/CLF managing the Mobile CSC Van.
- The SHG member who shall work as operator should be from active and registered SHG in the NRLM MIS.
- The SHG member belonging to a particular SHG should be under the fold of VO/CLF.
- The SHG member should be at least minimum 10th standard passed.
- The SHG member should have certification on any computer course.
- The SHG member should be active and potential.
- They identified SHG member shall meet the existing norms of DeGS.

**TRAINING FOR THE SELECTED SHG MEMBERS WHO SHALL WORK AS CSC OPERATOR:**

- The SHG member selected for operating the mobile CSC van shall be trained with the support of CSC concerned District officials.



- The District officials of CSC shall provide handholding support for providing services through the mobile CSC van.
- Refreshers training after 6 month of deployment may be conducted for the CSC mobile van operator with the support of CSC District officials.

### **ELIGIBILITY CRITERIA FOR SELECTION OF DRIVER WHO SHALL BE DRIVING THE MOBILE CSC VAN:**

Each Mobile CSC van shall be operating in the field. So, a driver is required for driving the mobile CSC van. The following criteria maybe followed for selection of driver:-

- The SHG member who shall work as driver shall be selected by the concerned VO/CLF managing the Mobile CSC Van.
- The SHG member who shall work as driver should be from active and registered SHG in the NLRM MIS.
- The SHG member belonging to a particular SHG should be under the fold of VO/CLF.
- The SHG member should be at least minimum 8th standard passed.
- The SHG member should have completed training on driving and is having a commercial driving license.
- The SHG member should be active and potential.

### **OPERATIONAL COST FOR RUNNING THE MOBILE CSC VAN:**

The Mobile CSC Van shall be run by the Concerned VO/CLF in a self-sustainable model for which the below given points are to be followed:-

- The Mobile CSC Van shall be under full control of the concerned VO/CLF including its placement during halt.
- The Financial Inclusion/ Bank linkage Sub-Committee of concerned VO/CLF shall look into the operation of the Mobile CSC Van.
- The operational cost for running the mobile CSC van shall be borne by the concerned VO/CLF from the income made through running the mobile CSC van.
- The Concerned VO/CLF should have a separate bank accounts for financial management of the Mobile CSC Van operated by three members of the Financial Inclusion/ Bank linkage Sub-Committee as authorized signatories.



- The Concerned Financial Inclusion/ Bank linkage Sub-Committee of that VO/CLF shall avail loan of Rs. 2lakh (with interest rate and repayment schedule as applicable) from the Community Investment Fund (CIF) as a working capital.
- The loan amount shall be repaid within 18-24 months.
- The income made through the services provided by the mobile CSC van will be the income of the concerned VO/CLF.
- The operator and driver of the mobile CSC van shall be paid by the concerned VO/CLF from the income made through running the mobile CSC van (50% of the total income made every month shall be paid to the operator and driver. Out of the 50% fund operator will get 70% i.e 35% each & remaining 30 % for the driver).
- The maintenance cost of the mobile CSC van shall be borne by the concerned VO/CLF from the income made through running the mobile CSC van.
- Proper/separate books of accounts are to be maintained by the concerned VO/CLF for the mobile CSC Van.
- CSC has linked the service settlement accounts with the Saving Bank account of the operator. The operator has to submit/transfer daily service charges received in to the bank account of the VO/CLF from the services provided to the customer.
- CSC State team shall provide monthly report on the services provided and income made by the Mobile CSC Van to the concerned VO/CLF.
- Month-wise plan and calendar are to be prepared by the concerned VO/CLF for the movement of the mobile CSC van in the field.
- Movement register are to be maintained by the concerned VO/CLF for the mobile CSC Van.
- Day wise Log sheet for the movement made by the mobile CSC van are to be maintained by the concerned VO/CLF.
- Day wise register for the services provided by the mobile CSC van are to be maintained by the concerned operator duly verified and signed by the Bank linkage Sub-committee member of the concerned VO/CLF.
- The tentative Services and income through the Mobile CSC Van is given in **Annexure-I**.
- The tentative monthly operational expenditure for running the mobile CSC van is given in **Annexure-II**.
- Any dispute related to the Mobile CSC Van while operation shall be resolved by the District e-Governance Society in consultation with the DMMU of TRLM.



## **FINANCE, REVENUE AND SUSTAINABILITY**

### **REVIEW MEETING**

- The Concerned VO/CLF has to review the performance of the Mobile CSC Van on weekly basis and provide monthly report to the BMMU. The BMMU need to facilitate the VO/CLF for compilation of the report. The same report has to furnish by the VO/CLF to the DeGS and DMMU, TRLM.
- Concerned District Mission Management Unit may review atleast once in every three months. The minutes of the meeting has to be forwarded to the office of the State Mission Management Unit
- Concerned Block Mission Management Unit may convene a review meeting once in every two months. The minutes of the meeting has to be forwarded to the office of the District Mission Management Unit.
- Concerned VO/CLF may convene a review meeting every month. The minutes of the meeting has to be forwarded to the office of the Block Mission Management Unit.

### **INSPECTION:**

- The official of the State Mission Management Unit may Visit/Inspect a minimum of 2 to 3 Mobile CSC Vans bi-monthly.
- The official of the District Mission Management Unit may Visit/Inspect a minimum of 2 to 3 Mobile CSC Vans on monthly basis.
- The official of the Block Mission Management Unit may Visit/Inspect all mobile CSC Van on monthly basis.

### **GRIEVANCE REDRESSAL:**

All the Grievances of the stakeholders and grievances on VLEs may be addressed in a time bound manner say 10 days from receipt by the concerned VO/CLF and the respective DeGS. A quarterly Training /Orientation program cum Grievance redressal meeting may be conducted for all the CSC Operator.



## Indicative Services and income through the Mobile CSC Van:

SL No	Services	App rox TXN Per VLE Per Mon th	Commission (Approx)	Approx Earnings	Remarks
<b>Banking &amp; Insurance Service</b>					
1	Digipay	450	6	₹ 2,700.00	
2	Insurance(GI &LI)	5	120	₹ 600.00	
3	Banking Service	300	Commission Basis	₹ 7,000.00	
4	NPS	5	184	₹ 920.00	
<b>Health, Legal &amp; Post office Service</b>					
5	Tele-Law	20	Commission Basis	₹ 1,300.00	
6	Dak-Mitra	30	15% on parcel price	₹ 225.00	Price considered as 50/- per parcel
7	IFFCO eBazar	30	4% on product price	₹ 200.00	Product price considered 5000/-
8	Jiva Ayurveda	30	17% on product price	₹ 1,700.00	Product price considered 10000/-
<b>Geameen e-Store Products, Automobile &amp; E-Mobility</b>					
9	Nestle Product	30	15% on product price	₹ 750.00	Product price considered 5000/-
10	Unibic Product	5	23% on product price	₹ 4,600.00	Product price considered 20000/-
11	Pran Bevarages Pvt Ltd	20	30% on product price	₹ 3,000.00	Product price considered 10000/-
12	Tata Commercial Car Booking	1	3000-5000	₹ 3,000.00	
13	Mahindra Car booking	1	4200 - 5000	₹ 4,200.00	
14	Tata Passenger Car Booking	1	2800-5000	₹ 2,800.00	
15	PIAGGIO Auto	1	3000-4500	₹ 3,000.00	
16	Motovolt e-Cycle	1	2500-3500	₹ 2,500.00	
17	Prestige Products	2	15% on product price	₹ 150.00	Product price considered 1000/-
18	Other Mobile Accesories	10	17% on product price	₹ 850.00	Product price considered 5000/-
<b>State Govt. Services for Rural Areas</b>					
19	E-District	50	20	₹ 1,000.00	
20	BOCW Registration	50	30	₹ 1,500.00	
21	BOCW Benefits Reg	10	30	₹ 300.00	
22	E-Jami(Khatiyar) Services	20	10	₹ 200.00	
23	Fassal Bima – PMFBY	50	30	₹ 1,500.00	
24	AG Tripura Pensioner services	5	22	₹ 110.00	
<b>PAN India Services</b>					



25	E-Shram Registration & Update	30	16	₹ 480.00	
26	Jeevan Praman (Life Certificate)	5	10	₹ 50.00	
27	Ayushmaan Bharat	5	20	₹ 100.00	
28	PMSYM/PMKYM/NPS-Traders	5	20	₹ 100.00	
29	PM-KISHAN	10	20	₹ 200.00	
30	Kisan Credit Card –KCC	5	40	₹ 200.00	
31	PAN Card	20	7	₹ 140.00	
32	Passport	5	100	₹ 500.00	
33	Flight Ticket	5	100	₹ 500.00	
34	Train Ticket	20	20	₹ 400.00	
35	Mobile,DTH Recharge	40	5	₹ 200.00	
36	Gas Cylinder Booking	10	1	₹ 10.00	
<b>Educational Services</b>					
37	AAHARAN Educational App for TBSE	10	381.6	₹ 3,816.00	
38	English SPOKEN TUTORIAL (IIT Bomabay)	1	355	₹ 355.00	
39	Olympaid	5	34	₹ 170.00	
40	BCC	5	125	₹ 650.00	
41	BCIT	3	189	₹ 567.00	
42	NEILT	2	142	₹ 284.00	
43	Sarkari Pariksha	2	95	₹ 190.00	
44	CSC Bal Vidyalaya	10	150	₹ 1,500.00	
<b>Tentative Monthly Income</b>				<b>₹ 54,517.00</b>	

**Indicative Monthly Operational Expenditure of a Mobile CSC:**

As per the Tentative services and income through the Mobile CSC Van per month is expected to be Rs. 54,517.00 (which may increase or decrease based on the mobility and services provided by the Mobile CSC Van). Below given is the indicative monthly operational expenditure based on the tentative income projected (which may increase or decrease based on the mobility and services provided by the Mobile CSC Van).

<b>Sl.no</b>	<b>Expenditures</b>	<b>Amount in Rs. (Approx.)</b>
1	A4 size paper for providing acknowledgement/ service payment receipt	1500
2	Printer Ink/ Tonner	1200
3	Internet charges	500
4	Electricity ( for charging battery)	500
5	Petrol	9000
6	2 nos. dedicated Operator (from the 50% cost, operator shall be paid 70% i.e 35% each)	19080
7	Driver (from the 50% cost driver shall be paid 30%)	8200
8	Other miscellaneous expenditure	2000
	<b>Total</b>	<b>41,980</b>

**Annexure-III****Example-: illustration for making payment to Operator and Driver operating the Mobile CSC Van**

1. As per the clause mentioned in the SOP, out of the income made per month through the Mobile CSC Van 50% shall be used for making payment to the Operator and Driver engaged.
2. If the income for any particular month is Rs.100 then taking 50% which is Rs.50 shall be used for making payment to the Operator and Driver.
3. Now, out of Rs.50 again for the operator the percentage shall be 70% and for the driver shall be 30%. Which means Rs.35 (i.e Rs. 17.5 each operator) shall be used for making payment to Operator and Rs.15 shall be used for making payment to the Driver.
4. In case one member is engaged both as operator and driver, she will receive payment for both engagement as per the norms.



**1. Format for movement register of the Mobile CSC Van:**

Sl.no	Date	Place of movement	Purpose of movement	Starting time	Returning time	Signature of OBs

**2. Format for maintaining log sheet for movement of the Mobile CSC Van:**

Sl.no	Date	Place of movement	Purpose of movement	Starting time	Closing time	Starting Km	Closing Km	Total Km travelled during the day	Signature of OBs

**3. Format for maintaining day wise register for the services provided by the Mobile CSC Van:**

Sl.no	Date	Type of service provided	Service transaction reference number	Amount of service charge paid by the customer	Signature of the customer