

Annexure IV

NIELIT, Shimla

Roles & Responsibilities of State Project Manager

1. CSC Rollout Phase- Operations Phase.
2. Post CSC Rollout Phase- Assessment and Improvement Phase.
3. The nature of job would involve the person from rollout till successful running of the CSC outlets. The Manager at the state level would be assisted by Assistant Managers. Specifically the job description for both the phases is as follows:-
 - I. Assisting and supporting SDA in Project implementation and management of the Scheme in the State.
 - II. Coordinating with State Designated Agencies and NPMU for smooth implementation of the scheme, including registration on online monitoring tool and Apna CSC Portal
 - III. Collaborating with CSC SPV, DeGS and other stakeholders, to assist SDA in implementation of National level services and capacity building initiatives in the State.
 - IV. Assist SDA to build mechanism for delivery of more and more G2C services in the state and enable integration of the same with Apna CSC Portal for seamless service delivery.
 - V. Assist SDA in regular monitoring of the service level parameters and help desk support for smooth resolution of VLEs concerns.
 - VI. Supporting the District e-Governance societies (DeGS).

Role and responsibilities of the District Manager

1. Supporting DeGS in Program management and last mile implementation in all the Gram Panchayats within the respective District Administration.
2. Coordinating with State teams, CSC SPV teams and National team for smooth implementation.
3. Working with DeGS for selection of VLEs, CSC locations and enabling factors ensuring smooth operations of CSCs.
4. These resources would be the first point of contact for redressing VLEs' issues and the issues raised at the Help Desk.
5. These resources would facilitate the capacity building and training activities conducted by CSC SPV and State/UT in the district for increasing sustainability of CSCs.
6. Co-ordinating with other State/UT departments along with the State teams for enablement of more services into the CSC platform and integrating existing services/portals into the universal CSC technological platform.
7. Conducting regular field level assessments of CSCs within the district. It is proposed to provide Geo-Tagged application support to these resources for undertaking regular field visits of CSCs within their operational district providing a hand-holding support to VLE.
8. Co-ordinating with DeGS for review meetings on implementation progress within the district.
9. Supporting DeGS in implementation, decision making and all other activities as assigned by the DeGS.