



DR. Sunita Chaudhary

Role of Common Service Centres (CSCs) in Educational Services Delivery: With Special Reference to the CSC Bal Vidyalaya Initiative

Post Doctoral Fellow ICSSR, New Delhi India

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Abstract: *The Education is a concurrent subject under the Indian constitution, with the centre (Ministry of Education) and states sharing responsibility (Departments of Education). The state and district administration have traditionally overseen and handled the management of education. Within many rural and disadvantaged communities, access to education means access to a better future. It is widely recognized that CSC could play a key role in supporting educational and socio-economic development CSCs can be used in all areas of education. In this context, CSC Bal Vidyalaya is promoting education through technology as an innovative initiative.*

Key Words : Education, CSC (Common Service Centre), CSC Bal Vidyalaya.

The concept of common service centre (CSC) was introduced by the Government of India in 2006 to bridge the digital divide and to take governance to the doorsteps of the rural populace. Common Service Centre is a single window internet Kiosk meant to provide access to the various scheme, services, and records to people living in rural areas. CSCs are telecentres that are established under the framework of the Indian National e-Governance plan. The CSCs are expected to facilitate citizens' access to path public and private services in rural areas.

To bring Government of India e-Services to the doorsteps of the rural population and create a financially and digitally inclusive society, CSCs were established. CSCs are also aimed at promoting rural entrepreneurship and building rural capacities and livelihoods through community participation and collective action.

In the initial phase of enactment of the mission, the target was to have one CSC for every six villages. Thus one lakh CSC were planned to be opened. The target was revised in 2015 to have one CSC in every Gram Panchayat of India. India has 2.5 lakh Gram Panchayats. Thus, the target was to have 2.5 lakh CSCs preferable in the gram panchayat premises by the end of 2019. In this second phase, an expansion of CSCs was termed CSC 2.0. The total no. of CSCs registered is 3.71 lakh.

Objectives of the Study- The objects of the current study are to study various programs of educational services which are provided by CSCs. To know the benefits to be derived from the delivery of educational services and to study the concept of the CSC Bal Vidyalaya initiative.

Research Methodology- To analyze the various educational programmes under the common service center, secondary data have been used. As the subject matter focuses on the analysis of CSC Bal Vidyalaya, the information has been collected from the department of information and technology websites. Besides this, the analysis of newspapers, reports, and authentic online data also from the part of data.

Educational services Delivery by CSC- Educational service delivery is being ensured by CSC through the following programs.

NDLM-DISHA (national digital literacy mission- digital saksharta abhiyan) - The Department of Electronics Information Technology (Deity), under the Ministry of Communication and Information Technology, initiated a scheme for IT Mass literacy in 2014.³ Digital literacy is the ability of individuals and communities to understand and use digital technologies for meaningful actions within life situations.⁴ The first phase of the program, called National Digital Literacy Mission (NDLM), was launched in August 2014 to provide basic digital literacy to ten lakhs residents in select blocks of each state/UT by covering one individual from each digitally uneducated family. In December 2014, the second phase of the Digital Saksharta Abhiyan (DISHA) program was launched with the aim of educating 42.50 lakh people on the fundamentals of digital literacy. The ASHA and Anganwadi personnel, as well as approved ration sellers, were included in the coverage of this program. By October 2016, CSC had already surpassed the

Corresponding Author / Joint Authors

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NDLM-DISHA scheme's anticipated completion date. More than 100 lakh people signed up for the program for digital literacy training, of which 87.68 lakh received training, and 53.46 lakh received certification. Pradhan Mantri Gramin Digital Saksharta Abhiyan (PMGDISHA), subsequent the effective implementation of the NDLM-DISHA Scheme, the Government of India launched a new digital literacy scheme in February 2017 and primarily aimed at the nation's rural areas. The Pradhan Mantri Gramin Digital Saksharta Abhiyan (PMGDISHA) aims to provide digital literacy training to six crore rural residents, reaching 40 percent of rural households by taking care of one member from each family with no access to the internet. As the organization charged with carrying out the plan, CSC has been hired.

Cyber Gram Yojna- The Multi-Sectoral Development Program (MSDP), which is being carried out by the Ministry of Minority Affairs, includes the Cyber Gram Yojna. According to section 2(C) of the National Commission for Minority Act of 1992, the project is intended to benefit students in grades 6 through 10 who are members of a minority community and live in areas covered by a multi-sector development programme⁶ and under this program, basic digital literacy training is informed to students from the minority community, especially girls studying in Madrasas. The program was carried out in four states-West Bengal, Uttar Pradesh, Tripura, and Rajasthan-during the 2016-17 academic year. Under this program, 1.88 lakh Madrasa students have registered during the course of the period, of whom 1.55 lakh have received training, and 1.43 lakh have received certification.

NABARD Financial Literacy Programme - Rural residents, received financial literacy training thanks to a partnership between CSC and NABARD. Following the success of the pilot, the Financial Literacy Program (FLP) was expanded to Himachal Pradesh, Rajasthan, Jharkhand, Bihar, and Uttar Pradesh. The pilot of the FLP was carried out in Madhya Pradesh and Chhattisgarh in February and March 2014, providing training to 10.102 recipients. Over 100,000 beneficiaries received financial education in these states through the program's implementation in 2015 through 3010 CSCs, including lessons on spending, saving, and investment possibilities.

Legal Literacy Programme - CSC partnered with the department of justice under the Ministry of Law and Justice and UNDP in February 2015 to implement the legal Literacy program through 50 CSCs in palamu, Garhwa, and Latehar districts of Jharkhand. The program's main objective was to educate citizens-particularly those from underrepresented groups-about their legal obligations and rights.⁸ The purpose of the mission is to visualize knowledge through legal education that lends dignity to people.⁹ Following Jharkhand, the project was extended to Rajasthan in November 2015, where 2000 VLE (village level entrepreneurs) across 32 districts participated.

Other Education Courses - The National Institute of Electronics and Information Technology (NIELT) is a meity-affiliated autonomous scientific society that offers professional education through non-formal channels. CSCs facilitate NIELIT students' access to services like online registration and fee collection, online examination submission, and exam admit card printing.

CSC BCC course- The basic computer course (BCC), which places a strong emphasis on hands-on training, is offered by CSC in an effort to attain basic computer literacy in an inclusive manner. The training prepares one to use computers both at work and at home.

National Institute of open schooling (NIOS) Service- For the benefit of NIOS students, CSC and the National Institute of Open Schooling (NIOS) have joined to offer facilitation services.¹⁰ Nios is an open school to cater to the need of a heterogeneous group of learners. Provide an opportunity to school dropouts to complete their education up to class 12th.¹¹ Through this arrangement, CSCs can support open education in rural India, enroll students, pay registration and exam fees, inform parents of their child's enrollment status, and announce test outcomes.

Online English Speaking Course (GOLS)- In order to teach English to rural kids in an engaging and simple manner, CSC has teamed with Gurukul Online Learning Selection (GOLS) to offer the Online English Speaking Course.



Learn English- Learn English is a course that provides supplemental instruction in the English language. The course material is approved by the British Council and has been specifically created to make learning English simple.

Tally Certified Programme- Designed to teach Tally ERP9 (enterprise resource planning) using e-content, the tally certified program from prompt enterprise is a two-month course.

Tally Kaushal Praman Patra- Through the CSC platform, tally education has introduced the Tally Kaushal Praman Patra certification for Tally ERP9 (enterprise resource planning). Candidates can choose this course if they are interested in Tally and wish to pursue it as a case option.

Introduction to GST- A new GST course called Introduction on GST "Through the Platform of CSC" has been released by Tally. Any citizen who wants to improve their understanding of GST can benefit from taking this course. Sarkari Pariksha: Sarkari Pariksha is an online platform for helping students prepare for both the state and Central Government Exams.

CSC Bal Vidyalaya - a new initiative- CSC Bal Vidyalaya is an initiative for promoting education through technology. It is a flagship initiative of CSC Academy. It is a strong network of pre-schools across the country, especially in rural India. Through CSC Bal Vidyalaya, high-quality education will be made available in the villages. CSC Bal Vidyalaya intends to deal with these issues in order to transcend accessibility barriers to technological resources and qualified teachers.

CSC Bal Vidyalaya was launched on 6th July 2020, till January 2022; more than 175 CSC Bal Vidyalaya have been opened in 128 districts of 22 States. (Punjab, Haryana, Chhatisgarh, Jharkhand, Uttar Pradesh, Gujarat, Rajasthan, Maharashtra, Uttar Pradesh, and Himachal Pradesh. CSC Bal Vidyalaya's vision is to inspire every child, especially in rural India, for overall growth through safe, inclusive, and technology-enabled playful early childhood care and education.¹⁵ It focuses on joyful learning for children in the age group of 3 to 6 years. These pre-schools function primarily at Nursery and KG or LKG and UKG. It also focuses on preparing children how to learn rather than on what the teacher wants to teach.

The objective behind it is to make them lifelong independent learners, and for that, how identifying the barriers becomes important for us. CSC believes in evolving pedagogy, which makes education more experiential, holistic, integrated, inquiry-driven, learners-centered, discussion-based, flexible, and of course, enjoyable.

Source: cscbalvidyalaya.cscacademy.org- CSC Bal Vidyalaya also have been able to create a niche in the field of early childhood care pedagogy, and the adoption of digital content for playful learning by children is an integral and ongoing part of the process.

Summary- This paper would help with a strategy for introducing educational services through CSCs and playing a catalytic role in this endeavor for rural transformation and citizen empowerment. Digital literacy has been widely recognized as one of the keys to economic and social development for both individuals and nations in the 21st century. Digital literacy assumes paramount importance at an individual level for truly and fully leveraging the potential of the Digital India program. It provides the citizens the ability to fully exploit the digital technologies to empower themselves. It helps them seek better livelihood opportunities and become economically secure. It is believed that CSCs will bring rapid socio-economic change in rural India. CSCs, with its extensive e-reach and availability of ICT infrastructure in rural India, are best poised to provide educational services ranging from content dissemination to monitoring support; with their coverage in 6,00,000 villages and innovative use of technology, CSCs can assist the Government in achieving 100 percent functional literacy in a defined time frame at a lesser cost. The Government can leverage the CSCs network in achieving the National IT policy's one of the major objectives of making one individual in every rural family digitally literate.

CSCs can also be a major channel for promoting financial literacy and creating investor awareness in rural



India. CSCs are also creating awareness among rural citizens on alternate and open systems of learning. It can extend the reach of open schooling and open University system in India. Apart from these, CSCs can deliver innovative and relevant ICT-led vocational education programs.

Of course, several challenges such as the capacity building of VLEs, appropriate physical infrastructure, awareness, connectivity, and appropriate content in local languages for educational services still persist. But these challenges are being addressed collectively by all the state holders. It is only through a collective solution that CSC will be able to fulfill the objective of educational service delivery in real terms.

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