Mo Seba Kendra

Mo Seba Kendra

The Mo Seba Kendra scheme is a Govt. of Odisha (GoO) initiative being implemented in PPP mode to establish at least one digital kiosk called Mo Seba Kendra (MSK) in each GP (6798 GPs) and at least one MSK per 25000 population in urban area (114 ULBs) in Odisha. The Mo Seba Kendra will be well equipped with all kind of IT infrastructure to delivery all kinds of online services to the citizens in an efficient manner at affordable cost in their locality. The citizen of the State will have the freedom not to visit government offices for any services. They will get the G2C (Government to Citizen) services from the nearby Mo Seba Kendra in his/her locality without any hassle.

The Mo seba kendras will be IT enabled ICT platform (Digital Kiosk) through which all kind of G2C & B2C services will be delivered to the citizen. It is fully equipped with all kind of digital infrastructure to deliver the online services to the citizen.

Citizen will get the hassel free services from their door step/near to their locality & it will be very cost effective & ontime service delivery could be done with proper tracking system.

Vision of Mo Seba Kendra

Mo Seba Kendra

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The people of the State will have the freedom not to visit government offices for any services. They will have the option of online services or professionally run *Mo Seba Kendra* or door delivery.

Role of Mo Seba Kendra Stakeholders

Mo Seba Kendra

SDA (State Designated Agency).

The SDA will look after the overall implementation of the scheme across the state and issue guidelines, approvals and standard operating procedures (SOPs)

Odisha Computer Application Centre (OCAC) is the SDA who looks after the overall implementation of the scheme across the state and issue guidelines,.

The SDA shall facilitate on-boarding of VLEs/ULEs on OdishaOne portal and provide the necessary user credentials {only through SCA} to the VLEs/ULEs. Release of commission to SCA and VLE/ULE on regular basis as per defined commission structure.

The SDA shall track of the services delivered and reconciliation of accounts.

The SDA shall ensure regular and timely distribution of commission charges to all the stakeholders in their bank account / wallet maintained in OdishaOne portal.

SDA will do the enhancement of service basket under OdishaOne portal.

Role of Mo Seba Kendra Stakeholders

Mo Seba Kendra

SCA (Service center Agency)

The Service Centre Agency (SCA) is responsible to set up, operate and manage the Mo Seba Kendra network in all the five (5) zones across the state of Odisha to deliver various G2C and B2C services to the citizens through Mo Seba Kendra network as per the standards and norms prescribed by OCAC.

The SCA is responsible for setting up & managing Mo Seba Kendra kiosks in the urban and rural areas in the districts allocated to it with at least one Mo Seba Kendra in each Gram Panchayat and at least one Mo Seba Kendra for 25000 population in urban area.

Training: Training to the VLEs/ULEs is most import for successful implementation of the scheme, particularly to get desired outcomes.
SCA to train the kiosk owners on various aspects of Mo Seba Kendra (CSC 3.0) project, particularly the delivery of services through OdishaOne portal.

Monitoring: The Service Centre Agency (SCA) shall monitor the functioning of the kiosks regularly and provide adequate support for their smooth functioning.

Role of DEGS

Mo Seba Kendra

- The District e-Governance Society constituted by the GoO under the chairmanship of District Collector in each district is responsible, on behalf of Government, to coordinate and monitor the implementation and operation of the Mo Seba Kendra (CSC 3.0) Scheme in the respective districts

- The District e-Governance Society shall facilitate training programs for the kiosks in coordination with the Service Centre Agency (SCA)

- DeGS shall be responsible for recommendation and approval of new kiosks, withdrawal of kiosks, termination of the kiosk and migration of existing kiosks to the new Mo Seba Kendra (CSC 3.0) scheme.
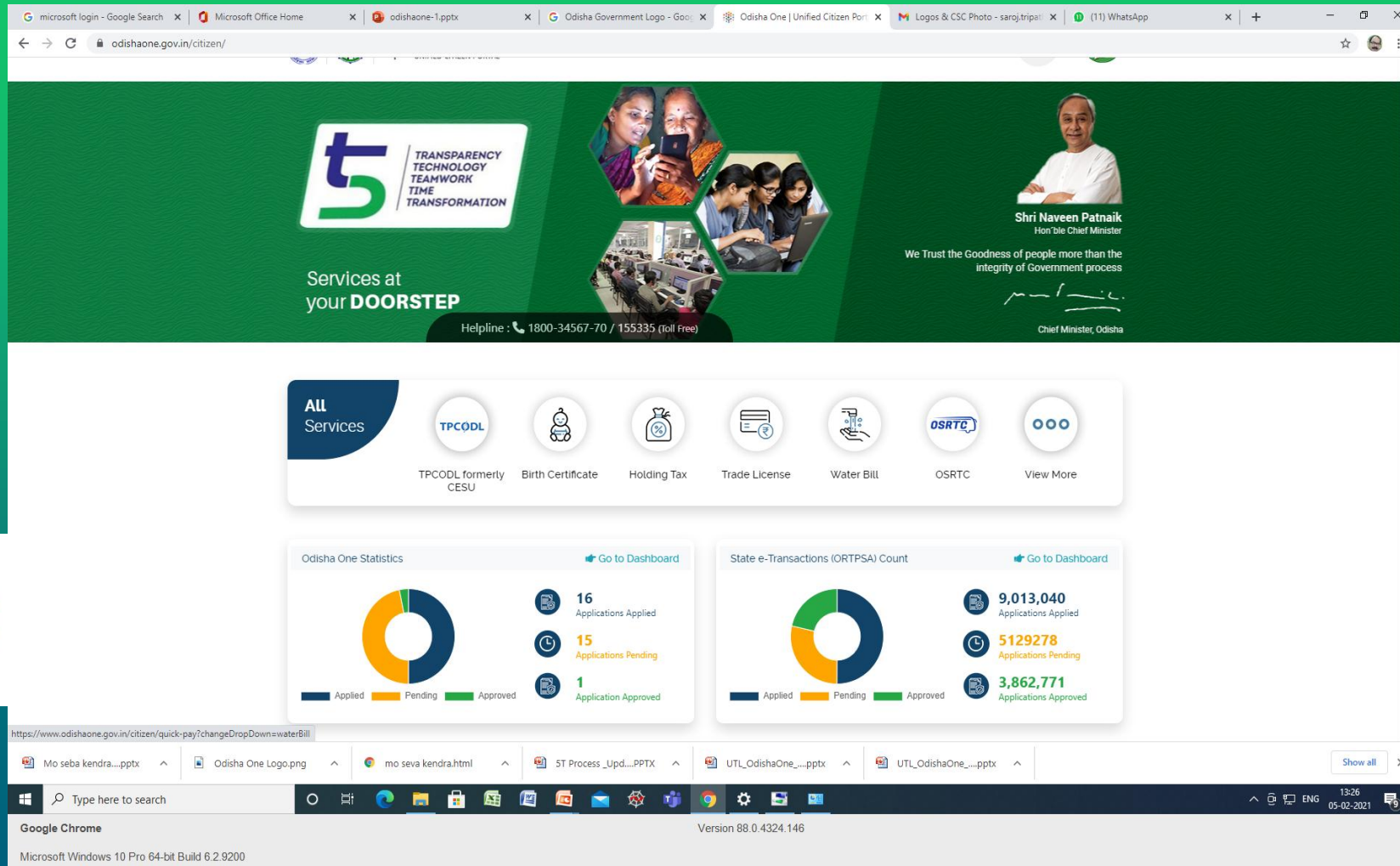
Training

Mo Seba Kendra

- Training: Training to the VLEs/ULEs is most importent for successful implementation of the scheme, particularly, for desired outcomes.

- It is the responsibility of the SCA to train the kiosk owners on various aspects of Mo Seba Kendra (CSC 3.0) project Particularly the delivery of services through OdishaOne portal.

- The trainings will be conducted in multiple phases covering induction training, intensive, refresher etc.

Ease of accessing e-Gov Applications

ODISHA ONE
UNIFIED CITIZEN PORTAL

Mo Seba Kendra

Key features

- Single window online service delivery platform
  - www.odishaone.gov.in
  - Bilingual

- Mobile App
  - Apply for service from anywhere & anytime

- Dashboard for
  - Officers to monitor service delivery timeline
  - Citizen for monitoring their application status

- Payment gateway
  - ICICI, HDFC, AXIS bank, PayTM
  - IFMS   i FMS | Odisha
  - Wallets
  - More payment Gateways to be integrated

Role of Mo Seba Kendra Stakeholders

Mo Seba Kendra

VLE/ULE

VLE/ULE (Village Level Entrepreneur/Urbal Level Entrepreneur)

The VLE(s)/ULE(s) are responsible for setting up and operating the Mo Seba Kendra at field level. They are the true interface to the citizens and deliver services to citizens.

ULE/VLE needs to establish all required infrastructure at their center.

Qualification: VLE/ULE should be minimum 10th Pass & Computer literate.

ULE/VLE should not be have any Criminal /frdulent activity record.

ULE/VLE needs to complete the center branding as per guideline & design approved by SDA

Operational time line: ULE/VLE need to operate their centers from 9AM to 6PM except govt holiday/festival.

Government's Priority

Mo Seba Kendra

- Timely delivery of Services
- Citizen to avoid visit to Government offices
- Hassle free Service delivery at doorstep
- Electronic mode of service delivery
- Assisted service delivery facility (Mo Seba Kendra)
- Ease of accessing e-Gov applications (OdishaOne)
  - Single URL for availing all services
  - Single credential to avail all services
  - Avoid repeated entry of generic information
  - Odia Language interface
  - Online Payment

Implementation framework

Mo Seba Kendra

OCAC — Odisha Computer Application Center
SDA

SAHAJ
SCA

VLE/ULE   **VLE/ULE**   **VLE/ULE**   **VLE/ULE**
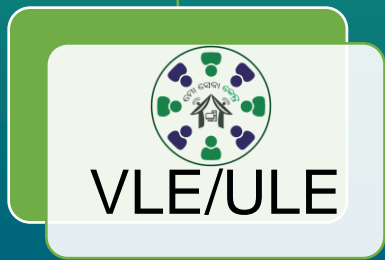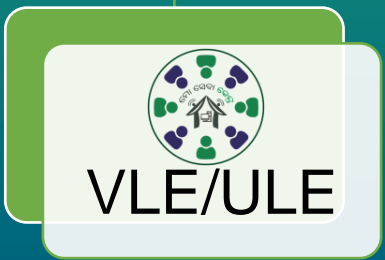
Documents required to apply Mo Seba Kendra

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Mo Seba Kendra

- Minimum 120-150 Sqft shop.

- Duly Filledup Mo Seba Kendra application form.

- Passport size photograph

- 10th Education qualification certificate

- Computer literacy certificate

- Valid police verification report

- Bank account details

- Ensure the Infrastructure availability.

How to onboard a Mo Seba Kendra

Mo Seba Kendra

- SCA will Identify the person for every GP
- Application received from Citizen
- SCA district coordinator/representative will collect application form & other required supporting documents.
- District co-ordinator will review the submitted application form & supportings
- Collect documents will be send to state office.
- Documents will be re-verified in SCA state office officials.
- After verification of the documents MSk registration process will be initiated & submitted in Odishaone portal.
- After successful submission of MSK application application will flow to DEGM for an approval.
- DEGM will review the application . Once DEGM approved an application MSK ID will be generated & mail will be sent to MSK

Infrastructure of Mo Seba Kendra.

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Mo Seba Kendra

Laptop

Internet

Online Portal

Desktop

Kiosk

Biometric

Printer

Scanner

POS

Inverter

Financial Implication on SHG/Federation

Mo Seba Kendra

(a)Infra Establishment Cost			
SL NO	Infra Description	Qty	Approax Cost
1	Desktop/Laptop	1	35000/-
2	Printer(MFP)	1	15000/-
3	Fingerprint Scanner	1	4000/-
4	Power Backup(Inverter)	1	15000/-
5	Mo Seba Kendra Fee(One Time)		5500/-
6	B2C License Fee(One Time)		7700/-
7	Branding		10000/-
8	Working Capital		10000/-
	Total(a)		101700/-

(b)Operational Cost			
Sl	Description	Qty	Approx Cost
1	Shop Rent	1	3000/-
2	Internet Connectivity/Month	1	500/-
	Total Cost(b)		3500/-

Mo Seba Kendra Owner's viabilities.

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Mo Seba Kendra

SL	G2C services	TXN Cnt	Inc(Rs)	SL	B2C services	TXN Cnt	Income rev.(Rs)
1	Energy department services	300	1200	1	IRCTC ticket	20	200
2	Revenue & disaster dept. services	30	480	2	Aadhar enable payment services & DMT	100	300
3	Food supply & consumer welfare services	30	480	3	Utility bill services	200	800
4	Health & family warfare services	10	160	4	PAN card services	50	400
5	Higher education dept services	2	32	5	Income tax filing service (Tax2win)	10	2750
6	Housing & urban development	50	800	6	Banking services		
7	School & mass communication	10	160	7	General insurances	10	100
8	Commerce & Transport	20	100	8	Health insurances	1	500
				9	Job registration	20	400
				10	E-learning services	10	6000
			3412				**11450**
Total income/month			**14862**				

Mo Seba Kendra

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- Must be A Women SHG/Federation

- Minimum One member of th SHG/Federation or the person(Female) if engaged by the SHG must have passed 10th Standard(Matric). (Preference will given to higher Academic qualification.)

- Must be capable of operationg computer/Laptop/Smartphone.

- Well conversant with local language/dialect and able to read & write Odia & English.

- Must be from same Locality(GP).

- Must not be a Loan Defaulter from any Bank or Federation/SHG.

- Must Have good communication skill.

- Should have sound Knowledge on Cash management and record keeping.

- Must have KYC Documents like Aadhar/Voter ID/PAN

- Must have ability to deposit the Security amount of Rs 5000/- for G2C Services and Rs 7700 for B2C Services with the Service Center Agency(SCA).

Benefits of Rural Citizen.

Mo Seba Kendṛa

- Mo Seba kendras are creating bridge between Rural & Urban

- Digital /Online seba to Rural citizen.

- Transperancy of the service delivery.

- Application Tracking clarity to the citizen.

- Government service availability @ the door step of every villages.

- Avoid corruption.

- Faster service

- Cost & time effectiveness

- Avoid visit to Govt offices.

MSK Owner's Benefits.

Mo Seba Kendra

- MSK owner will be the renounded person in their locality

- MSK Owner will run the Center independently & He will be a financial viable center

- G2C service delivery endpoint Govt counter.

- MSK owner will be established as a businessman in their area.

Service charges to Citizen & VLEs

Mo Seba Kendra

❑ For all Govt. services Service charges to Citizen Rs 20/-

❑ For utility & OSRTC bus ticket Service charge Rs 5/-

Total MonthlyCommission on the transactions of VLE/ULE	VLE/ULE Share	SCA Share	SDA and otherstake-holder's share
Up to Rs. 2500/-	80%	15%	5%
More than Rs.2500/-	85%	15%	0%

Assisted mode of Service Delivery

Mo Seba Kendra

- G2C,G2B & B2C service delivery facilitation point.

- Physical Touch Points for delivery of services locally

- Minimum one **Mo Seba Kendra (MSK)** in **Each GP** **(6798 GPs)**

- One **MSK** per 25000 population in urban area **(114 ULBs)**

- 8000+ **MSKs** to be opened

- **MSK**s will provide services through OdishaOne

- **MSK** will use prepaid wallets to provide service

- SREI Infrastructure Finance Ltd selected as (Service Centre Agency (SCA)

- SCA to build VLE/ULE Network , operate and manage MSK

- MoU signed by OCAC with SCA on 14.01.2021

- Honb'l CM has inagurated MSK on dtd.05/03/2021.

- Total services to be provided: more than 430 service
  Integrated 95 services as of now, 100 more services under integration

List of Available G2C services

Mo Seba Kendra

| At present Available Integrated services		
SL	Name of the Department	No of Services
1	Commerce & Transport	1
2	E & IT Department	1
3	Energy Department	1
4	Food Supply & Consumer Welfare Department	6
5	Health & Family Welfare Department	4
6	Home Department	7
7	Housing & Urban Development Department	5
8	Labour & ESI Department	27
9	Revenue & Disaster Management Department	9
10	School and Mass Education Dept	10
11	Skill Development & Technical Education	24
	Total	95

List of Upcomming G2C services

Mo Seba Kendra

Upcomming G2C service list		
SL	Name of the Department	No of Services
1	Agriculture & Farmers Empowernment	25
2	Commerce & Transport	50
3	Cooperation Department	2
4	E & IT Department	7
5	Energy Department	18
6	Excise Department	16
7	Finance Department	19
8	Fisheries and ARD Department	15
9	Food Supply & Consumer Welfare Department	10
10	Forest & Environment Department	22
11	General Administration and Public Grievance Department	14
12	Handloom,Textiles & Handicrafts Department	2
13	Health & Family Welfare Department	8
14	Higher Education Department	3
15	Home Department	41
16	Housing & Urban Development Department	12
17	Industry Department	16
18	Information & Public Relation	1
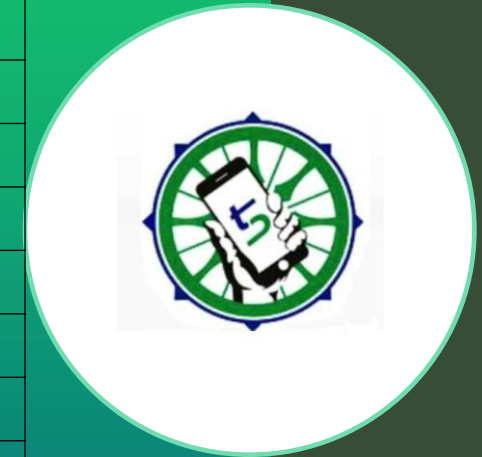
List of Upcomming G2C services

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Mo Seba Kendra

		Upcomming G2C service list	
	SL	Name of the Department	No of Services
	19	Labour & ESI Department	7
	20	Law	1
	21	MSME Department	22
	22	Odia Language Litereture & Culture Department	3
	23	Revenue & Disaster Management Department	24
	24	Rural Development Department	1
	25	SC & ST Development Department	1
	26	School and Mass Education Dept	13
	27	Science & Technology Department	1
	28	Skill Development & Technical Education	32
	29	Sports & Youth Department	4
	30	SSEPD Department	13
	31	Steel & Mines Department	7
	32	Tourisim Department	7
	33	Water Resource Department	2
	34	WCD & Mission Shakti Department	2
	35	Works Department	2
	36	Grand Total	423
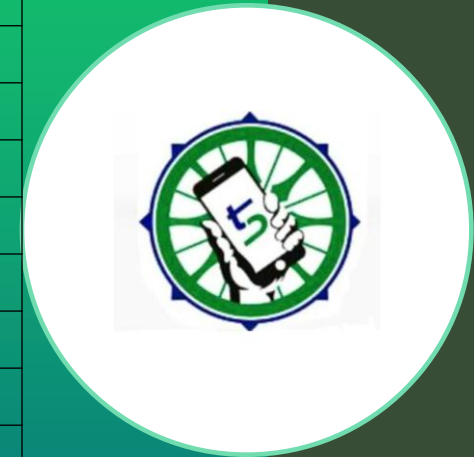
List of Available B2C services

Mo Seba Kendra

At present Available B2C Services	
SL	**Name of the Department**
1	IRCTC ticket
2	Aadhar enable payment services & DMT
3	Utility services
4	PAN card services
5	Income tax filing serivce (Tax2win)
6	Banking services
7	General insurances
8	Life & Health insurances
9	Job registration
10	E-learning services
11	OTT platform services.

Mo Seba Kendra Establishment Plan for Mission Shakti

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Mo Seba Kendra

MSK Establishment Plan																
	FY 2021-22(338)				FY 2022-23(1000)											
	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-2
SHG	85	100	85	68	100	100	100	100	100	80	80	80	80	80	80	20
Cumulative	85	185	270	338	438	538	638	738	838	918	998	1078	1158	1238	1318	1338

Some view from Innauguration Day:--

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Mo Seba Kendra

Branding of Mo Seba Kendra

Branding Mo Seba Kendra

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Mo Seba Kendra

Thank you from Mo seba Kendra....