

FROM THE EDITOR'S DESK

My dear readers of Journal of Extension Education,

You all may be aware that the 'Common Service Centre' (CSC) was launched in India during 2006 as part of Government of India's National e-Governance Plan (NeGP) to serve as access points for delivery of Government-to-Citizen (G2C) e-Services. It has been a self-sustainable entrepreneurship model which is run by Village Level Entrepreneurs. This initiative is also a part of NeGP – Agriculture, that envisages providing relevant information and services to the farming community, private sectors and other stakeholders through the use of ICTs, to supplement and strengthen the existing delivery channels. The objective of CSC 2.0 project that was launched in 2015, was to set up at least one CSC in 2.50 lakh *Gram Panchayats* across India.

Sharma et al's (2021) research study offers the following implications to improve the working of CSCs in rural settings. They could also help in enhancing the delivery of agricultural extension services through CSCs.

1. *Government regulations and policies* : New CSC services are being added off and on. The government plays a critical role in CSCs such as identifying possible locations for new CSCs so that longer travel time and transaction costs can be minimized.
2. *Allocation of funds and necessary resources*: Basic infrastructure is key to the success of CSCs in rural settings and the government has set up nodal agencies in all states of India to provide hand holding and to manage the functioning of CSCs.
3. *Necessary training programmes for all stakeholders* : Government and other agencies involved in the management of the CSCs in rural India need to arrange training programmes for CSC operators and managers on the latest technological updates, new services in CSCs, interoperability issues, and language-related problems, among other issues.
4. *Awareness programmes for stakeholders*: New CSC services are being added off and on. The government and other private agencies need to arrange awareness programmes for the villagers on the newly added services and their benefits.
5. *Minimising travel time and transaction cost*: In rural settings, the time and travel costs borne by citizens in visiting CSCs are critical. It is important to note that CSCs were utilized to provide teleconsultation to more than 30,000 citizens across India during the COVID-19 pandemic lockdown. This is one of the several examples where CSCs are contributing in the sustainable development of the country.

This issue of JEE has papers on topics such as expenditure pattern of farm families and empowerment of women through microfinance. Do send your feedback on these papers to editorextension@gmail.com.