



# Bringing Digital Services to the Last Mile: Raminfo's Mobile CSC Rollout in Tripura

## Challenge

In Tripura's remote hills and tribal hamlets, access to basic government services has long been limited, not due to a lack of intent, but because of difficult terrain, low population density, poor connectivity, and the high cost of building permanent infrastructure. While the state implemented fixed-location Common Service Centers (CSCs) under the CSC 2.0 scheme, many Gram Panchayats (GPs) and Village Councils (VCs) were left underserved.

For the citizens living in these areas, accessing services like Aadhaar enrollment, income certificates, or welfare schemes meant long travel, lost income, and reduced access to entitlements.

Recognizing the need for an innovative, mobile-first solution, the Directorate of Information Technology (DIT), Government of Tripura, introduced **Mobile Common Service Centers** (MCSCs) that would bring digital services directly to the doorsteps of citizens.

## Solution

**DIT Tripura** partnered with **Raminfo** to design, supply, and operationalize **58 Mobile CSCs**, extending doorstep digital services to the state's most excluded geographies. Each Mobile CSC was conceived as a fully functional, self-contained unit housed within a modified commercial vehicle, tailored for rural terrains and mobile operations.

Raminfo's solution was a turnkey delivery model that combined logistics, hardware integration, and field-readiness, all within a tight 90-day window. Each unit included:

- **Modified commercial vehicle** (Maruti EECO) with work counters, power systems, paper and ink supplies, mounted fans, and branded exteriors.
- **Digital equipment:**
  - Two laptops
  - All-in-one printer and photo printer
  - PVC card printer
  - Biometric scanner for Aadhaar and identity services
  - Web camera
  - 4G hotspot router with 1-year data plans
  - UPS system with 6-hour backup



Each mobile unit was designed to be deployed across multiple villages in a block, following a rotational schedule. Once the vehicles and IT infrastructure were delivered, Raminfo completed final installation and validation onsite, ensuring every van was fully functional.

## Impact

The rollout of Mobile CSCs marked a significant leap in democratizing digital services across Tripura's hardest-to-reach communities. The initiative delivered tangible, multi-dimensional impact:

- **Expanded Digital Inclusion**
  - Reached previously unserved GPs and hamlets in tribal and remote areas.
  - Enabled access to 100+ G2C and B2C services, including Aadhaar enrollment, digital identity verification, telemedicine consultations, and financial services.
- **Improved Governance Delivery**
  - Reduced dependency on physical offices and eliminated travel barriers.
  - Increased efficiency, transparency, and accountability in last-mile service delivery.
- **Youth Engagement and Entrepreneurship**
  - Created livelihood opportunities for local, trained Village Level Entrepreneurs (VLEs).
  - Built digital and business skills within communities.
- **Cost-Effective Public Service Delivery**
  - Minimized infrastructure costs through mobile setups instead of permanent structures.
  - Enabled dynamic scheduling to serve multiple villages per block on a rotating basis.
- **Empowerment Through Information**
  - Fostered digital literacy and awareness among rural citizens.
  - Created access to government schemes, grievance redressal, and financial inclusion.

Raminfo's successful implementation of Mobile CSCs in Tripura demonstrates how public-private collaboration can bridge the digital divide in India's most remote regions. By transforming vehicles into digital empowerment hubs, the project brought governance closer to citizens and laid the foundation for scalable, inclusive digital ecosystems.