

# DIGITAL SEVA OPERATIONAL MANUAL



# DIGITAL INDIA



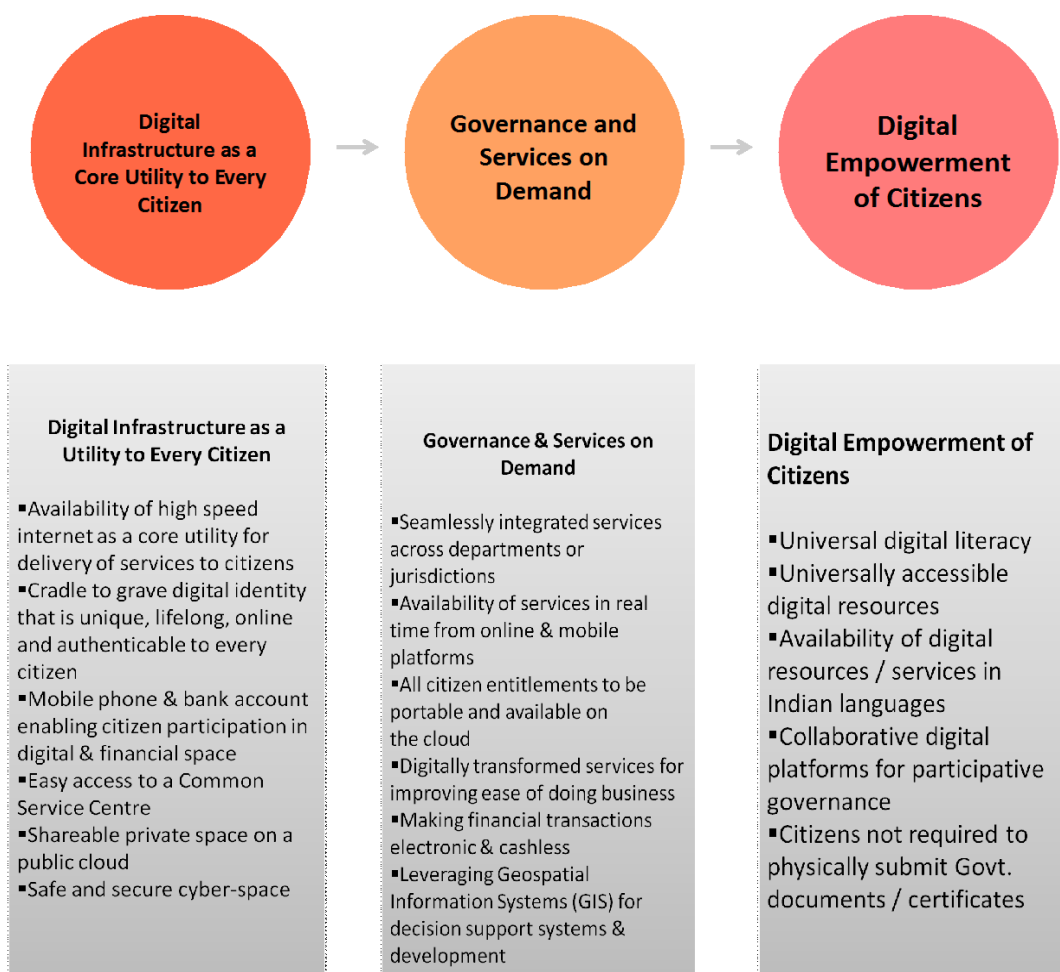
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# 1. CSC Introduction

- I. Common Services Centers (CSCs) are a strategic cornerstone of the Digital India programme. CSCs are envisaged as assisted front-end ICT (Information and Communication Technology) enabled centres for delivery of various G2C (Government to Citizen) and other B2C (Business to Citizen) services to the citizens. These are managed and operated by local skilled entrepreneurs. The service portfolio, including G2C services, enable a sustainable rural enterprise providing employment opportunities to local population.
- II. CSC e-Governance Services India Limited is a Special Purpose Vehicle (CSC SPV) incorporated under the Companies Act, 1956 by the Ministry of Electronics and Information Technology (MeitY), Government of India, to interalia monitor the implementation of the Common Services Centers Scheme. It provides a centralized collaborative framework for delivery of services to citizens through CSCs, besides ensuring systemic viability and sustainability of the scheme.
- III. The focus of this programme is to bring transformation to realize IT (India Talent) + IT (Information Technology) = IT (India Tomorrow).
- IV. From the learnings of implemetation of CSC Scheme, government launched the CSC Scheme



## Digital India PROGRAMME

Reference to: <http://digitalindia.gov.in/frameset.aspx?main-area>



as CSC 2.0 to achieve its vision of delivering various services to citizens at Gram Panchayat level. The vision of CSC 2.0 is 'One Panchayat, One CSC'. It envisages establishment of **2.5 lakh CSCs** covering all Gram Panchayats in the country to provide e-services to citizens. CSC 2.0 aims to further improve the availability and accessibility of services to the rural population.

CSCs today are prescribed as one of the service delivery points in rural India. They are positioned as change agents, promoting rural entrepreneurship and building rural capacities and livelihoods. They focus towards the digital development, catalyzing rural entrepreneurs & social inclusion.

## 1.1 Vision & Mission of CSC SPV

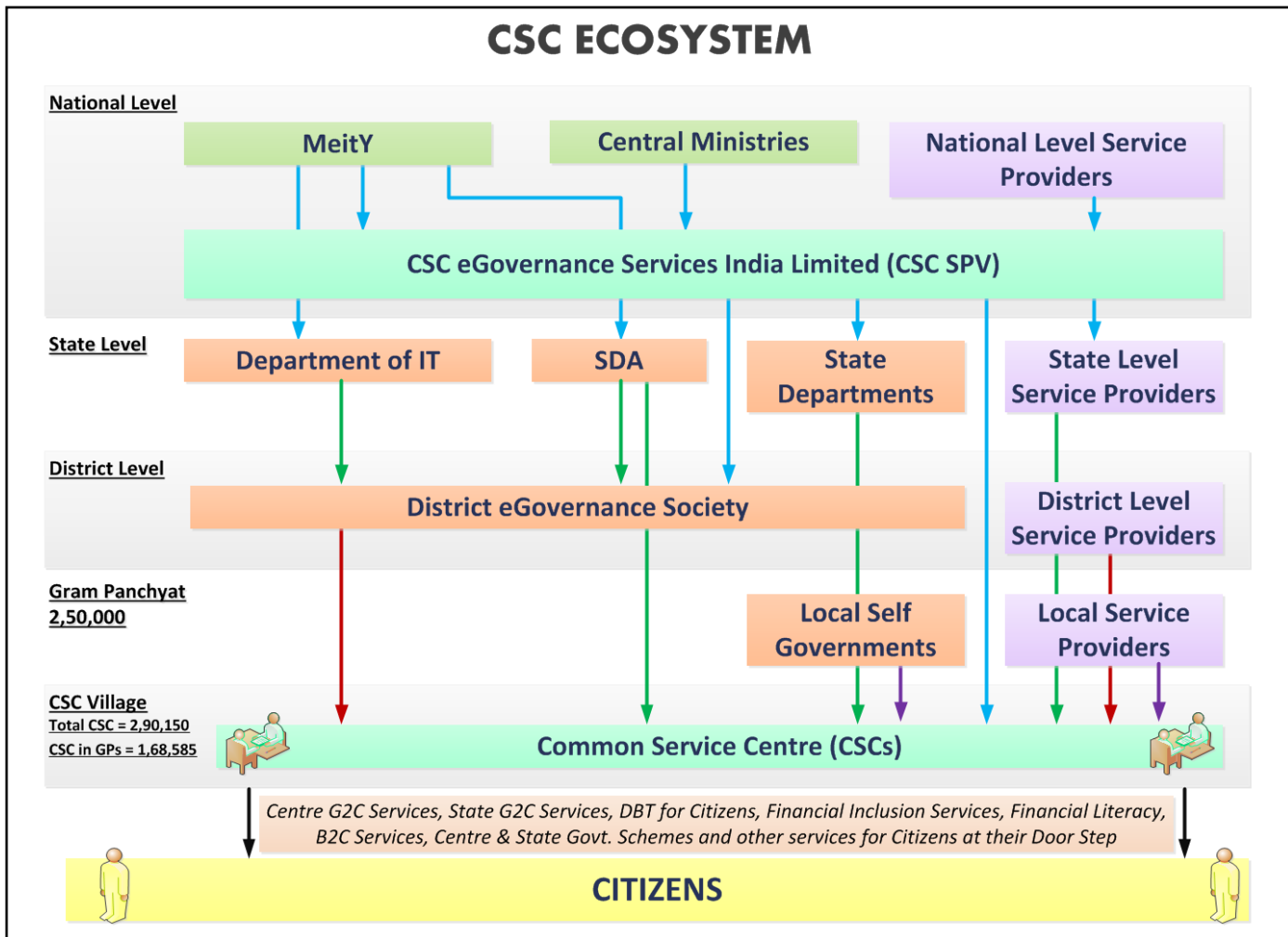
- I. To develop CSCs as a dependable, reliable and ubiquitous IT enabled network of Citizen Service Points connecting local population with the Government departments, business establishments, banks, insurance companies and educational institutions, with an impact on primary, secondary and tertiary sectors of the country's economy.
- II. The mission of CSC SPV is to enable provision of government, private and social sector services to citizens at doorsteps, at affordable cost and in a transparent manner through the CSCs.

## 1.2 Objectives of CSC SPV

- I. Ensuring systemic viability and sustainability of the CSC Scheme.
- II. Expanding the scope of delivery of G2C & B2C services to rural citizens.
- III. Expanding access to larger market for rural population.
- IV. Providing a standardized framework for collaborative decision making.
- V. Catalyzing and maintaining content aggregation on an on-going basis.
- VI. Non-discriminatory access to e-Services to rural citizens by making the CSCs complete service delivery centres, utilizing the backend infrastructure already available with other Govt departments/agencies.
- VII. Expansion of self-sustaining CSC network till Gram Panchayat level - 2.5 Lakhs CSCs i.e. at least one CSC per Gram Panchayat.
- VIII. Strengthening the institutional framework for the rollout and project management, thereby, supporting the State and District administrative machinery and handholding of the VLEs through local language Help Desk support.
- IX. Encouraging women as VLEs.
- X. Making the entire network neutral for all service providers (no exclusivity) integrated to market and sell products and services in Rural India.
- XI. Building stakeholder capacity.



## 2. CSC Institutional Structure



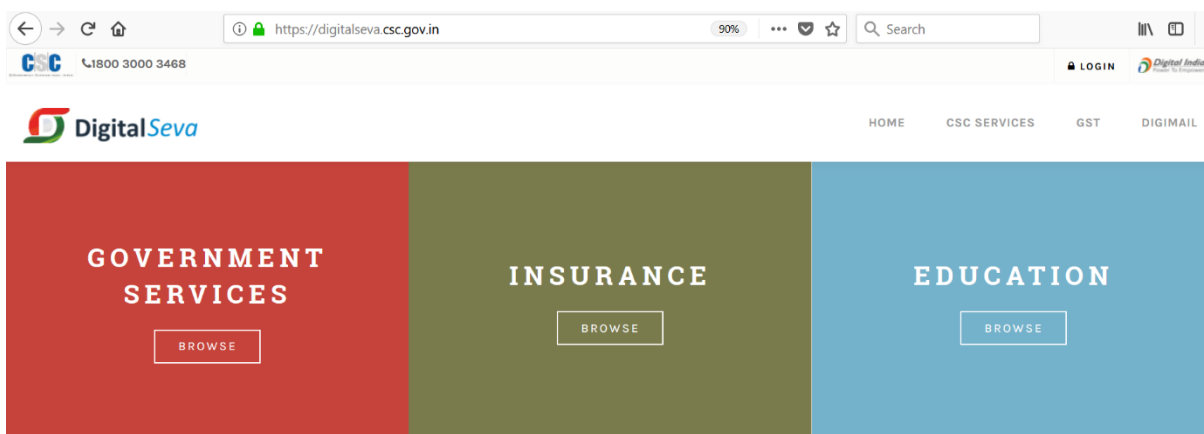


### 3. CSC SPV Technology Platform – DIGITAL SEVA

- i. In order to optimize the design, development, deployment, update and access service delivery, CSC SPV developed a central portal called “DIGITAL SEVA”.



- ii. The Portal has a secure pre-paid cash management system for VLEs, who manage the same using internet banking, mobile banking (IMPS), and credit/debit card.



#### FEATURED

DIGITAL SEVA PORTAL V2.0

INSURANCE

- iii. As per the vision of CSC 2.0 to enhance & strengthen the CSC network, CSC SPV has launched the new technology platform - digitalseva.csc.gov.in - with advance security features.

**This platform is the backbone of the entire CSC network.**

- iv. Approximately **1.5 crore transactions** happen per month through this platform.

### 4. CSC's Services Catalogue

- I. CSC SPV offers number of services to VLEs to make their CSC centre financially viable. The services include G2C and B2C services, financial inclusion and educational services. The company continuously strives to identify and add new services to enhance the service spectrum/portfolio.
- II. **G2C Services:** Delivery of Government service through the CSCs is driven by the Government, both Central and State. There has been significant variation in the delivery of G2C services with some States as Andhra Pradesh, Madhya Pradesh, Kerala, Rajasthan, Odisha, Haryana and Gujarat performing very well; while in other cases it shall improve with the implementation of the e-District scheme. It is true that with the implementation of e-District across the country, there shall be significant improvement in the delivery of G2C services to citizen through CSCs. CSC is also developing common application portal for Odisha with the concept of a single platform for all G2C services.



- III. The citizen needs services other than G2C services to actively participate in nation building. CSCs meet the requirement of the citizen in enabling him to get information, knowledge and skills for overall development. Such services are enabled by the CSC SPV.

The list of CSC service catalogue is as follows;

S No	Service Name
1.	Digi Pay – AePS
2.	Insurance
3.	Banking
4.	Pension
5.	Aadhaar Services
6.	UCL
7.	Digital Seva Kendra (DSK)
8.	UJALA
9.	LED MMU
10.	Sanitary Napkins
11.	Railway Ticketing (IRCTC)
12.	Passport Applications
13.	Education
14.	Health Care Services
15.	Skill Development
16.	CSC VLE Bazaar
17.	GST
18.	Electricity Bill Payment
19.	Election
20.	WiFi Choupal
21.	New Services
22.	Help Desk and Ticker Generation



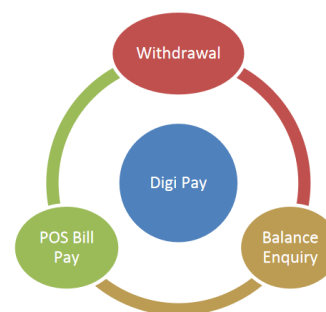
## 4.1 Digi Pay (AePS)

CSC SPV in collaboration with NPCI has launched Aadhaar Enabled Payment System (AePS) at all CSC locations across the country. This system is based on Aadhaar authentication of an individual, which reduces the threat of fraud and malicious activities. Aadhaar will facilitate 'anytime, anywhere' authentication to its beneficiary.

The purpose is to achieve inter-operability between banks for Aadhaar-based payment transactions.

The Digi Pay application will enable CSCs to cater to the need of financial services in far flung and areas deprived of basic banking facilities in the country.

VLEs can also leverage on the footfall at their centre and play a vital role in making a cashless society as per the vision of Government.



### Video Guide:

- Commision Structure: [https://www.youtube.com/watch?v=Gwo9iss7F\\_Y#action=share](https://www.youtube.com/watch?v=Gwo9iss7F_Y#action=share)
- Submit your Complaint: <https://www.youtube.com/watch?v=fghG9JHcnB4>
- Other Videos: <http://www.netsamadhan.in/search?q=digipayor>  
<https://www.youtube.com/watch?v=E6Rox0f3kZE>

### Manual Guide:

- <http://register.csccloud.in/digipay/>

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## 4.2 Insurance

CSC SPV obtained license from the Insurance Regulatory and Development Authority (IRDA) in 2013 to work as an authorized intermediary to market life and non-life insurance products through the Rural Authorized Persons, i.e. the VLEs. CSCs started offering General, Health and Life Insurance policies to the people living in rural areas of India.





**Collection of Renewal Premium:** CSCs across the country can also collect insurance premium towards renewal of life insurance policies.

### **RAP REGISTRATION PROCESS**

All VLE's can register for RAP Insurance service through Digital Seva Portal. The URL to register for this service and appear for the IRDAI exam is <http://13.126.173.165/insurance/>

The below process flow depicts the life cycle of becoming a RAP from VLE.



- The registration and licensing fee is Rs. 350 for the first attempt.
- A VLE can reappear for exam by paying a fee of Rs. 175, if they are unable to clear their exam in the first attempt.
- The training modules are available in English, Hindi, Gujarati and Bengali. We are in the process of adding modules in more regional languages.
- The examination can be given in English, Hindi, Gujarati and Bengali language from Monday-Friday between 10 AM - 4 PM (excluding Saturday, Sunday & Gazetted holidays).
- The exam is of one hour duration, which comes in Multiple Choice Questions.
- A laptop/desktop with internet connection and web camera are required to attempt the exam.

### **POLICY SOURCING**

Once a VLE becomes licensed RAP, Insurance service will be enabled on Digital Seva Portal. A RAP can sell the following Insurance products through CSC Digital Seva Portal.



PRODUCT	DETAILS	COMMISSION
Life Insurance	Term & Variable Insurance Plan	5% of Premium
Life Insurance	KHATA – Single Premium Plan	8.5% of the Premium
Motor Insurance	Third Party (Liability) Insurance	Rs 50 Per Policy
Motor Insurance	Motor Package Policy(First Party)	10% of the Own Damage Premium
Personal Accidental Insurance		15% of the Premium
Health Insurance	Insurance for Individual & entire family	15% of the Premium
Pradhan Mantri Fasal Bima Yojana (Non Loanee Farmers)	Kharib & Rabi Season Crop Insurance	Rs 30 per Application
Fire and Allied Perils	Protection against loss or damage to property due to fire or perils	10% of the Premium
Farmer Package Policy	Covers both the personal assets of the farmer and also the assets which help him in earning his livelihood.	15% of the Premium
Agriculture Pump Set Insurance	Provides cover for Centrifugal Pump Sets and submersible pump sets used for agricultural purposes only.	15% of the Premium
Cattle Insurance	Insurance of Mitch Cows, Goats etc	15% of the Premium

**\*\*The commission will be given on the Premium, excluding Taxes\*\***

- A VLE earns 80% of commission rate mentioned in above table.
- VLE gets instant commission for the policy sold and they also get amount of policy page at Rs. 5 (taxes inclusive) per page.
- Policy will be issued & handed over to the Customer instantly.

#### Video Guide:

- [https://www.youtube.com/results?search\\_query=csc+insurance+Net+samadhan](https://www.youtube.com/results?search_query=csc+insurance+Net+samadhan)
- <https://www.youtube.com/watch?v=lfATH9EdkC8>
- <https://www.youtube.com/watch?v=4Q-hKntbLfc&feature=youtu.be>

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## 4.3 Banking

### Financial Inclusion in India

In the last couple of years, India has witnessed important developments that have significantly impacted the delivery of financial inclusion (FI) services right up to the grassroots. The term "financial inclusion" has gained momentum in past few years, as a result of findings about 'financial



exclusion and its direct correlation to poverty'. With that, achieving FI became a common objective for many central banks and Governments among the developing nations.

In India, the big push came on April 26, 2010, when Reserve Bank of India (RBI), as part of its FI mandate issued guidelines to Banks for delivery of financial services through the Common Services Centres (CSCs). The RBI in its Annual Policy Statement for the year 2010-11, allowed banks to engage companies (excluding Non Banking Financial Companies (NBFCs) registered under the Indian Companies Act, 1956, as Business Correspondents (BCs) in addition to individuals/entities permitted earlier. Further, the RBI allowed banks to engage the Common Service Centres' Operators / Village Level Entrepreneurs as BCs.

Further, February 15, 2011 was another landmark day, as "Swabhiman" Scheme was formally launched. The objective of the Scheme is to "make banking facility available to all citizens". Besides this, Department of Financial Services, Government of India issued instructions to Banks to appoint CSC as the Business Correspondent. Specifically, these initiatives and some other related developments set in motion the financial inclusion agenda in the country.

### Registration Process for "BANK MITR EXAM":

All VLE's can register for Bank Mitr through Digital Seva Portal. The URL to register for this service and appear for exam is <http://164.100.115.10/banking/>

The below process flow depicts the life cycle of becoming "BANK MITR" from VLE.

### Commission:

Initial implementations indicated that when banking is linked with disbursement of rural Government scheme benefits and wages, a BC can earn a minimum of Rs. 3000 per month, per CSP. Currently many VLEs are earning more than Rs. 20, 000 per month.

### Video Guide:

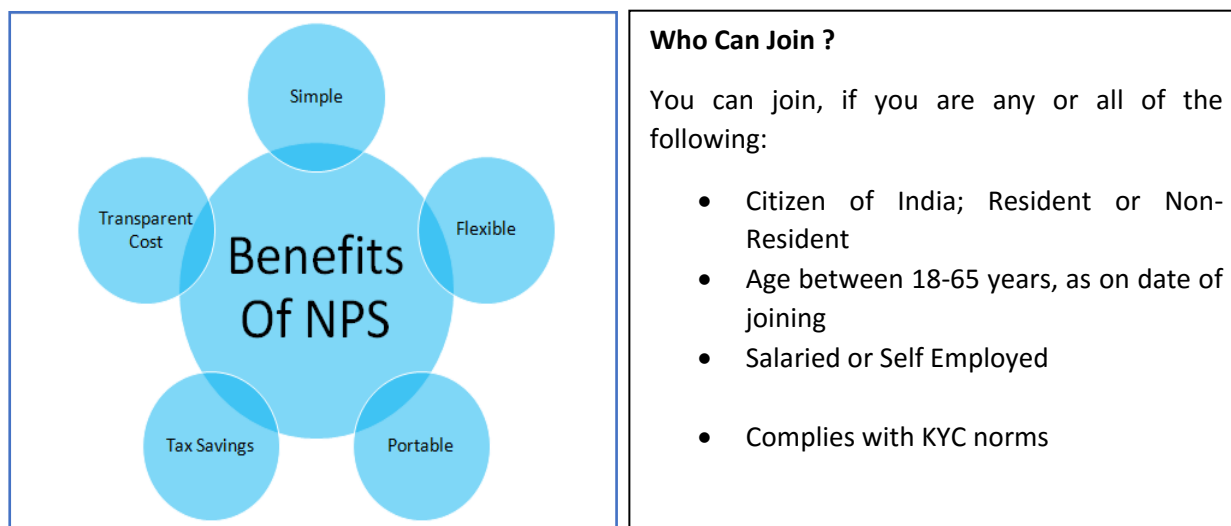
- How to register for Bank Mitra  
<https://www.youtube.com/watch?v=MniZokBSNr8&feature=youtu.be>
- <https://www.youtube.com/watch?v=GIH7EvdWK1s>
- <https://www.youtube.com/watch?v=ZvTatWZtRKQ>

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## 4.4 Pension

National Pension System (NPS) is a contributory pension scheme which is highly efficient, technology driven system to save small amounts today, to build a fund for life's second innings.



Through CSC, Individuals can contribute for retirement into this restricted-withdrawal account.

$$\text{Contribution} + \text{Investment Growth} - \text{Charges} = \text{Accumulated Pension Wealth}$$

Particulars	Tier I
Option of selection of the Account	Mandatory
Withdrawal Facility Available	Conditional & Restricted Withdrawal
Minimum Contribution at the time of A/c opening	Rs. 500
Minimum amount of subsequent contribution	Rs. 500
Minimum Contribution Required per year	Rs. 1000
Minimum no. of contribution per year	One
Frequency of contribution permitted	Unlimited

### Subscriber Registration


- VLE to select National Pension Scheme (NPS) Service under Financial Inclusion on the <https://digitalseva.csc.gov.in> Portal.
- Put Aadhaar Number of Subscriber and run the authentication process
- VLE needs to facilitate the customer to fill the form carefully.
- Subscriber needs to fill the details of nominee. If nominee is minor, then guardian details are also required. After filling the nominee details, kindly **click on Add tab** so that details are successfully uploaded.
- Subscriber can select maximum 3 nominees.
- Upload Subscriber Signature - Upload image with extension jpg or png or jpeg and maximum allowed size is 12kb
- After finishing VLE can pay the amount from the wallet and provide the receipt to subscriber.
- VLE to send the physical copy of the Subscriber form to the address mentioned in the footer

VLE to click on "Additional contribution" tab for the payment of additional contribution.

Put 12 digit PRAN number of the subscriber

Put the contribution amount and pay the amount from CSC wallet.

Print the receipt and give it to the subscriber.



of the form.

Subhash Rana, M/s Alankit Assignments Limited, Alankit House, 4E/2, Jhandewalan Extension, New Delhi 110005"

### Additional Contribution

Charge Head	VLE Service Charge(Instant)
Initial Subscriber Registration	Rs. 100
Initial Contribution	Rs. 16 (Minimum)
All Subsequent Contribution	



#### Video Guide:

- Cash Deposit - <https://youtu.be/VXFoU3VeTMg>
- <https://www.youtube.com/watch?v=pn2DMu9fFwU>
- <https://www.youtube.com/watch?v=5fXHqazeD-o>

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## 4.5 Aadhaar Services

Aadhaar is a 12 digit individual identification number issued by the Unique Identification Authority of India on behalf of the Government of India. This number serves as a proof of identity and address, anywhere in India. Aadhaar letter received via India Post and e-Aadhaar downloaded from UIDAI website are equally valid. Any individual, irrespective of age and gender, who is a resident in India and satisfies the verification process laid down by the UIDAI, can enrol for Aadhaar.

Each individual needs to enrol only once which is free of cost.

Each Aadhaar number will be unique to an individual and will remain valid for life. Aadhaar number will help you provide access to services like banking, mobile phone connections and other Government and non-Government services in due course.

#### Benefits of UID (Aadhaar)

- Bank Account Opening
- PAN Card
- Passport
- Mobile Number
- Railway/Bus/Flight Reservation
- Gas connection
- Jeevan Praman

#### Services being offered through Aadhaar:

- Aadhaar number is expected to provide access to a host of services like banking, mobile phone connections, driving license and other Government and non-Government services in due course. This number is expected to serve as a proof of identity and address, anywhere in India.

VLEs of CSC SPV can avail the delivery of Aadhaar Services through its Common Service Centres by registering himself / herself with CSC SPV and his/her centre will be known as Aadhaar Permanent Enrolment Centres (PEC).

#### Video Guide:

- Biometric Exception Enrolments. <http://youtu.be/7pybzLqD2G4>
- Biometric Updation <http://youtu.be/PKzvbvWwOmU>
- UID Correction within 96 Hours <http://youtu.be/bXantghds7w>
- Demographic Update <http://youtu.be/geh7pMr5Tq4>
- DMS Pick up <http://youtu.be/XKCIBW48TQg>
- E-Aadhaar <http://youtu.be/5SQudakZnOQ>
- EOD Report <http://youtu.be/06MxEn61cl8>
- End of Day review by Supervisors <http://youtu.be/06MxEn61cl8>
- Force Capture <http://youtu.be/J0dntvHGE6Y0>
- Head of Family based enrolments <http://youtu.be/QeYRC6nbQSQ>
- Packet Sync and Export <http://youtu.be/VisiHzLq-JM>
- POI and POA <http://youtu.be/OaF7tMjXmXy>
- Packet Upload by SFTP <http://youtu.be/f1SqqQgYcGA>
- Please find below new link for Aadhaar Training videos (AadhaarMargdarshak). <https://www.dropbox.com/s/srk4mqwzd8o9ggy/Aadhaar%20Operator%20Margdarshak.zip?dl=0>
- Aadhaar Child Enrolment Training Video

<https://www.youtube.com/watch?v=wnn-ZNx45aUhttps://www.dropbox.com/s/keg9s83t647eku9/Aadhaar%20Child%20Enrolment%20Training%20Video.mp4?dl=0>

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## 4.6 UCL

UCL stands for Update Client Lite. UIDAI developed the software through which a resident can update his/her Demographic data and other information.

- Demographic Data:
  1. Name
  2. Address
  3. Age/DOB
  4. Gender
  5. Mobile
  6. Email





- Other Information
  1. Photograph
  2. Information sharing disclosure
  3. Local language

### **Benefits of UCL**

- Through UCL you can update any Demographic record within 24 hours
- Resident can update his Demographic details and Photograph only
- Each Update costs only Rs. 25
  1. TAX - Rs. 3.81
  2. VLE Share 80% - 16.95 (including TDS)
  3. Wallet Deduction – 08.90

### **Hardware Requirements**

- Laptop Specification
  1. 2Ghz,Dual core or later
  2. 3GB RAM or higher
  3. 160GB HDD
  4. Dedicated USB 2.0 Port(minimum 5 ports)
  5. Note: (Windows Vista/any 64 bit Operating System is not supported)
  6. Latest Java should be installed
- Single Fingerprint Device Model
  1. Morpho - MSO 1300
  2. Secugen
  3. 3M CSD 200i
  4. Mantra MFS 100

### **Pre-Requisites**

- Administrator should have the 3 digit Registrar Code provided by UIDAI
- Administrator should have the 4 digit Enrolment Agency Code provided by UIDAI
- Administrator should have the Station ID to be assigned to the system
- Administrator should have the Enrolment agency specific user name and password to register the enrolment client.
- The enrolment client/UCL users (operators/supervisors) should have applied for an UID
- Administrator should need Document verifier, who is a government retired person of Class C & above
- Administrator should have corresponding windows login created in the system
- System should be connected to Internet.
- Verifier required for Documents checking
- Resident must be enrolled earlier in Aadhaar process for UCL

### **How does UCL Work?**

- Update Request: This tab helps to fetch the resident information upon single fingerprint (any finger) authentication of resident.
- Demographic: This tab helps operator to edit and update demographic information of resident & information sharing consent.

- References: This tab imposes operator to upload documents of proof based upon the updates made to resident's information.
- Photograph: This tab is optional and used to update photographs of resident.
- Review: This tab helps operator to check the changes made on the resident's information before confirmation.

#### Manual Guide:

- [https://drive.google.com/file/d/1s12GxM5q\\_jpX3VE-dsvVMCpljGaeiLvm/view?usp=sharing](https://drive.google.com/file/d/1s12GxM5q_jpX3VE-dsvVMCpljGaeiLvm/view?usp=sharing)

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## 4.7 Digital Seva Kendra (DSK)

DSK stands for Digital Seva Kendra. CSC has started DSK to provide digital services easily to urban citizens. Although, we provide Aadhaar service in most of states through VLEs but it seems very difficult to provide these services in urban areas. Therefore, CSC started DSK mainly with a focus on urban areas for providing services easily.

CSC hires operators for different areas and provides them all devices related to the service within government premises.

#### Necessary information about centre and operator: -

##### Centre selection:

- Centres will be opened at government premises as per the guidelines of UIDAI.
- Written approval from the government department required (Annexure-I).
- Room, electricity, Internet, Table, Chair etc will be provided by the department.
- Operator and Hardware will be managed by CSC SPV.

##### Eligibility Criteria for Operator:

- The candidate must be between the age group of 18-30 years.
- If the candidate wants to apply as a DSK Operator in CSC, he / she need to be 10 +2 pass.
- The candidate must have NSEIT certificate as Aadhaar Supervisor.

##### Documents of Operators

- Voter ID Card/Aadhaar Card as POI (Proof of ID).
- Aadhaar Card as a POA (Proof of Address).
- Bank Pass Book First page/ Cancelled cheque.
- PAN No. / Acknowledgement slip
- Resume

State will share the offer letter with Operators after credentials being activated by UIDAI.

### **Centre Deployment:**

- Needs to coordinate with HO to bring the hardware for the centres.
- Centre should be well promoted before opening.
- Invite media and Local newspapers in inauguration.
- Details of active centres will be entered in MIS.

### **Manual Guide:**

<https://drive.google.com/file/d/16YeSHlxQyJIXhbHUsizeJDjtxeM0vAPRr/view?usp=sharing>

### **Point of Contact:**

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## **4.8 UJALA**

The initiative is part of the Government of India's efforts to spread the message of energy efficiency in the country. UJALA scheme aims to promote efficient use of energy at the residential level; enhance the awareness of consumers about the efficacy of using energy efficient appliances and aggregating demand to reduce the high initial costs thus facilitating higher uptake of LED lights by residential users.

### **For operations kindly refer enclosed process manual.**

Major role to be played by VLEs under this Service:

- Procurement of Ujala products through Digital Seva Portal.
- Sale of Ujala products as per the listed MRP.
- Mandatory entry of the product issuance to each customer. This data will be required to process VLE payment.
- VLEs who have received stock, have to punch on Digital Seva Portal.

### **Ujala Products financials**

S.No	Product	MRP	VLE Commission (Exclusive GST)	TDS	Net VLE Commission
1	LED-Bulb	70.00	4.00	0.20	3.80
2	*LED- Tube light	220.00	9.00	0.45	8.55
3	*Fan	1200	37.00	1.85	35.15

### **Manual Guide:**

[http://118.185.194.112/newsletter/images/User%20Manual%20for%20UJALA%20Products\\_V1.0.pdf](http://118.185.194.112/newsletter/images/User%20Manual%20for%20UJALA%20Products_V1.0.pdf)



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## 4.9 LED MMU

### CSC PROMOTES LED BULB MANUFACTURING UNIT IN PURSUIT OF ITS MISSION TO CREATE ECO VILLAGES

- CSC SPV launched the service for LED Bulb Manufacturing to achieve our mission of converting rural villages into “LED Villages”.
- Our aim is to create 100 such villages in year 2017.

#### BENEFITS OF CSC LED BULBS:-

- LED products of CSC lasts longer because no ballast is required to ignite the bulb. Solid-state technology means that all light is generated electronically, eliminating the need for a physical spark. This means that less parts of the fixture can break, further reducing maintenance time. LED driver is so strong that it can manage high and low voltages in the Villages.
- LED usage among our VLEs is on a steady increase in the light of Digital India and LED Village project. We will also help VLEs to get following registrations for their LED Setups:
- Units are available as per the usage:
  - Pro LED MMU Unit
  - Basic LED MMU Unit
  - Small Kit for Home Use
  - LED Raw Material

LED light bulbs can be used anywhere to save energy and money. Available in a variety of shapes and sizes, these high-quality LED bulbs utilize state-of-the-art, high-performance technology and extremely durable.

#### Video Guide:

<https://www.youtube.com/watch?v=qNEUJfkZclQ>

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## 4.10 Sanitary Napkins

### CSC SPV Sanitary Napkin Assembling Unit

- CSC SPV has launched first of its kind MMU unit for manufacturing sanitary napkins at their CSC Kendra in Telengana State. Almost 15 women VLEs are working in this unit.
- Only 12% of India's 355 million menstruating women use sanitary napkins and approximately 88% of Indian women are using clothes, archer and husk sand.
- CSC SPV aims to encourage and increase awareness among women to use sanitary pads, by "creating awareness of menstrual hygiene"

### The main Agenda of Unit Setup:

- Women Hygiene in India
- Following the Traditional approach till date
- Earning their livelihood in their house.
- A growth rate of over 25% to 45% is expected in India for the sanitary napkins market, which holds a huge potential and excellent profit margin for the assembling.

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## 4.11 Railway Ticketing (IRCTC)

CSC e-Governance Services India Limited is delivering various IRCTC services through the Common Services Centers network pan India. Till August 2017, total 28,220 CSCs delivering the service across the country.

### **Video Guide:**

- <https://www.youtube.com/watch?v=-XMNkHguLo>

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## Passport Applications

The Ministry of External Affairs, along with CSC e-Governance Services India Limited, has launched Passport related services through the vast network of Common Services Centres (CSCs) across rural hinterland.

The CSCs facilitate filling and uploading of Passport application form, payment of applicable fee (through debit/credit card or through SBI Internet banking/challan mode) and scheduling of appointment for the visit to the Passport Seva Kendra (PSK) at nominal charge not exceeding Rs. 100. As per the appointment schedule, an applicant visits the PSK for completion of application submission process (including collection of digital photographs/ biometrics, verification of supporting documents and approval).

### Video Guide:

- <https://www.youtube.com/watch?v=5s1evXzauZ8>
- <https://www.youtube.com/watch?v=4in-7RBC9T4>

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## 4.12 Education

Education Services leverage Information and Communication Technologies to create awareness and empower citizens on digital technologies, financial management, and legal rights and facilitate educational services in rural areas.

### Tally Certification:

Tally Certified Program is a transaction service that CSC has launched through Digital Seva Portal. It is an online process, where candidates have to choose one correct answer from the given options.

### e-Legal Consultancy:

Citizens, particularly in rural locations are not aware about legal entitlements which the Constitution has provided. As a result of this, they are trapped in various legal cases and are not aware of how to sort them or with whom to discuss the matter.

In order to reduce the gap and provide legal help, CSC SPV collaborated with National University of Juridical Sciences (NUJS) to provide e legal consultancy through a pool of lawyers using the platform



of CSCs spread across India. The service seeks to provide legal consultancy to citizens through the CSCs present in rural locations at their doorsteps.

### **Open Schooling:**

The National Institute of Open Schooling (NIOS) and CSC SPV joined hands to make CSCs as NIOS Facilitation Centres. Under this partnership, CSCs can promote Open Schooling in rural India, Register Students, Pay Registration and Examination Fee; Know the Status of Admission, and Declare Results.

### **Khan Academy:**

Khan Academy is an NGO working to provide world-class education absolutely free of cost. Anyone can visit their website and register as a student, parent or teacher and begin their learning journey.

### **IIT/JEE/BITSAT/NEET Preparation:**

CSC VLEs can now sell test preparation for IIT and Medical entrance exams. This product will be available for all exams across India, including Board exams. This product guarantees score improvement by pointing out careless mistakes and other reasons why students lose marks.

### **FREE Education (PMGDISHA/Cyber Gram Yojana/ English Speaking Course)**

- **PMGDISHA:** Pradhan Mantri Gramin Digital Saksharta Abhiyaan is the scheme to make six crore persons in rural areas, across States/UTs, digitally literate, reaching to around 40% of rural households by covering one member from every eligible household. The Scheme would empower the citizens in rural areas by training them to operate computer or digital access devices (like tablets, smart phones etc.), send and receive e-mails, browse Internet, access Government services, search for information, undertake digital payment etc, and thereby enable them to use the Information Technology and related applications especially Digital Payments to actively participate in the process of nation building. The Scheme aims to bridge the digital divide, specifically targeting the rural population including the marginalised sections of society like Scheduled Castes (SC) / Scheduled Tribes (ST), Minorities, Below Poverty Line (BPL), women and differently-abled persons and minorities.
- **Cyber Gram Yojana:** Multi-sectoral Development Programme (MsDP) aims at improving the socio-economic conditions of minorities and providing basic amenities to them for improving the quality of life of the people and reducing imbalances in the identified minority concentration areas.

As we are living in a digital society, it is felt that to achieve the objective of programme, it is necessary to equip the targeted group with knowledge of Information and Communication Technology (ICT) and enabling them to use ICT services in their day to day work. This will bring them greater access to information and new forms of social interaction and cultural expression which ultimately leads to achievement of the objectives of programme.

### **CCC / CCC+:**

These courses are designed at imparting basic level IT literacy to the common man. This programme has essentially been conceived with an idea of giving an opportunity to the common man to attain computer literacy thereby contributing to increased and speedy PC penetration in different walks of life.





After completing the course the incumbent would be able to use the computer for basic purposes of preparing his personnel/business letters, viewing information on Internet (the web), receiving and sending mails, preparing his business presentations, preparing small databases etc. This helps the small business communities, housewives, etc. to maintain their small accounts using the computers and use Information Technology to the best of their advantage. This course is, therefore, designed to be more practical oriented.

### **Super 30 (Books/Sample paper):**

CSC SPV has collaborated with iScholar i30 for providing IIT-JEE and engineering entrance exam coaching through Digital Seva. Considered one of the toughest exams, less than 1% succeed due to the enormous syllabus, constantly evolving paper setting patterns and ever increasing cut-off percentages.

### **Legal Literacy Programme:**

Legal literacy is seen as a tool to bring change at the grassroots level. The project aims to spread legal literacy and awareness related to rights by conducting sessions by gathering 40 participants from neighbouring areas. It also strengthens rural people so that they know and understand the primary levels of laws, recognize them and challenge injustices much more forcefully.

### **Tele – Law:**

Department of Justice and CSC e-Governance Services India Limited for mainstreaming legal aid to the marginalised communities through Common Services Centers (CSC). Tele-Law means the use of communications and information technology for the delivery of legal information and advice.

This e-interaction between lawyers and citizens would be through video-conferencing infrastructure available at the CSCs. The concept of Tele-Law is to facilitate delivery of legal advice through a panel of lawyers stationed at the State Legal Services Authorities (SALSA) and CSC. The project initiates to connect citizens with lawyers through video conferencing facilities by the Para-Legal Volunteers stationed at identified 1800 Panchayats.

### **Investor Awareness Programme (IAP):**

The 'Investor Awareness Programme' (IAP) is conceived to educate the prospective rural investor so that they understand the benefit of saving, investment and capital formation/ accumulation. The objective of this project is to enable CSCs to become Investor Education Hubs by hosting awareness sessions focused on the rural investor. The project is rolled out in collaboration with Ministry of Corporate Affairs.

### **NIELIT Facilitation Centre:**

National Institute of Electronics and Information Technology (NIELIT) CCC and BCC Courses. DOEACC is the joint Scheme of Ministry of Information Technology (Department of Electronics) and All India Council for Technical Education (AICTE). AICTE is a statutory body for the development of technical education, which includes computer education, in the country.



The Scheme is administered by the DOEACC Society, an autonomous body of the Ministry of Information Technology, Government of India. The objective of the Scheme is to generate quality manpower in the area of Information Technology (IT) at the national level, by utilizing the facilities and expertise available with the training institutions/ organizations in the non-formal sector. Under the Scheme, computer training institutions/organizations in the non-formal sector are granted authorization for conducting specified Levels of courses, subject to their meeting well defined norms and criteria.

#### Video Guide:

- <https://www.youtube.com/watch?v=JZPHoFV91jY>
- <https://www.youtube.com/watch?v=LT9qeLpfjRI>
- <https://www.youtube.com/watch?v=QTDqB6DgyXw>
- <https://www.youtube.com/watch?v=S6RCBd09Wgw>

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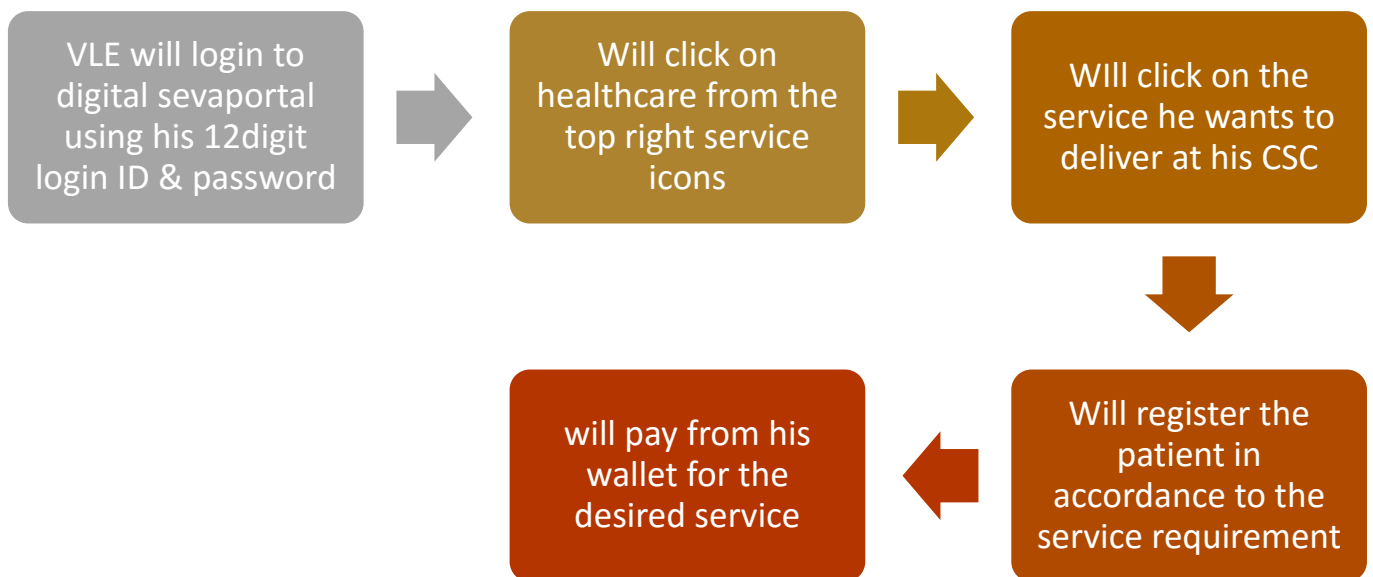
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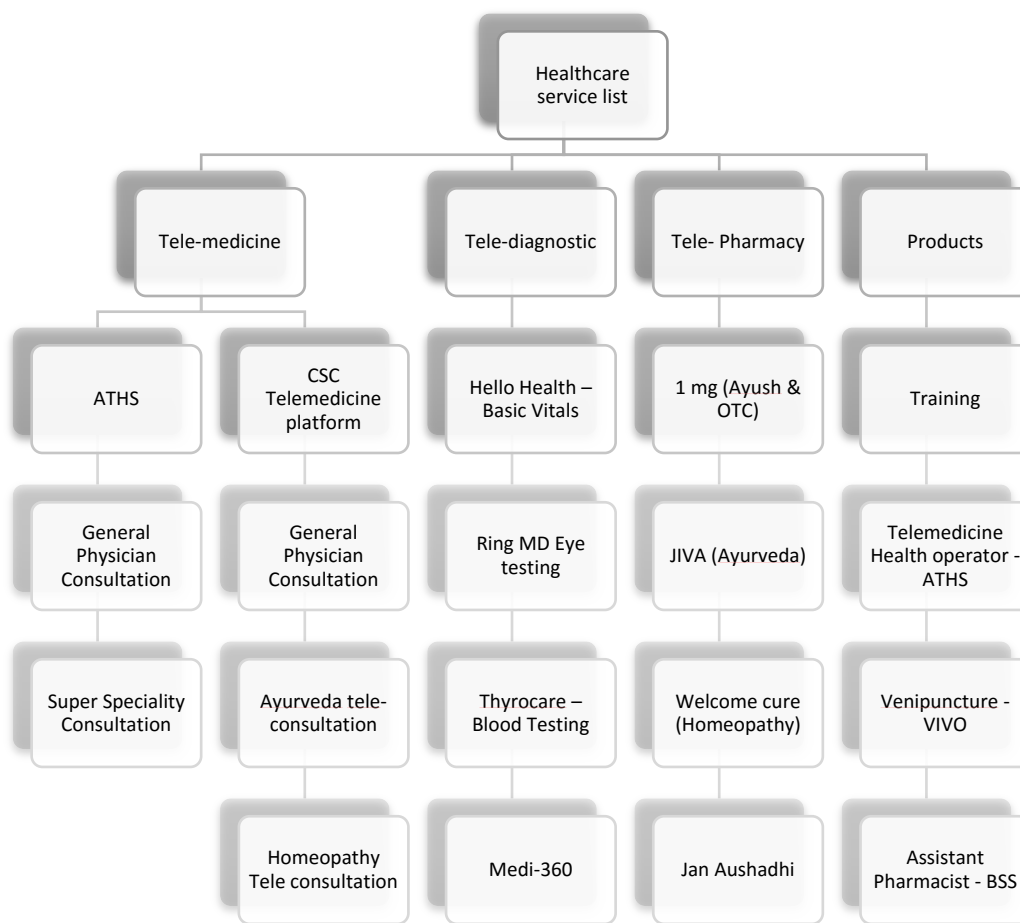
## 4.13 Health Care Services

CSC Healthcare Services endeavours to provide holistic & affordable healthcare solutions to the masses in rural and remote areas of the country, through one-stop delivery points i.e Common Services Centers.

CSC aims to bridge the need Vs demand gap by providing assisted digital access to basic healthcare facility to save time, money, efforts & energy. CSC is offering all the services to rural India at affordable rates, using the 'Digital Seva' portal.

**Service Access process flow:**





## Healthcare Services delivery through CSC

<p><b>Tele-medicine</b> (Video Interaction of a patient with doctor)</p>	<p><b>Diagnostics</b> (Indicative basic diagnostic test)</p>	<p><b>Medicines</b> (Generic medicines Prescription based medicine delivery for Allopathy and Homeopathy)</p>	<p><b>Health Products</b> (Ayurvedic and OTC products)</p>	<p><b>Homoepathy Health Plans</b></p>
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**Video Guide:**

- [https://www.youtube.com/watch?v=FVJWa\\_80qi4](https://www.youtube.com/watch?v=FVJWa_80qi4)
- <https://www.youtube.com/watch?v=jK-NTE6ldtk>



- <https://www.youtube.com/watch?v=SrYiwaJ4sHY>

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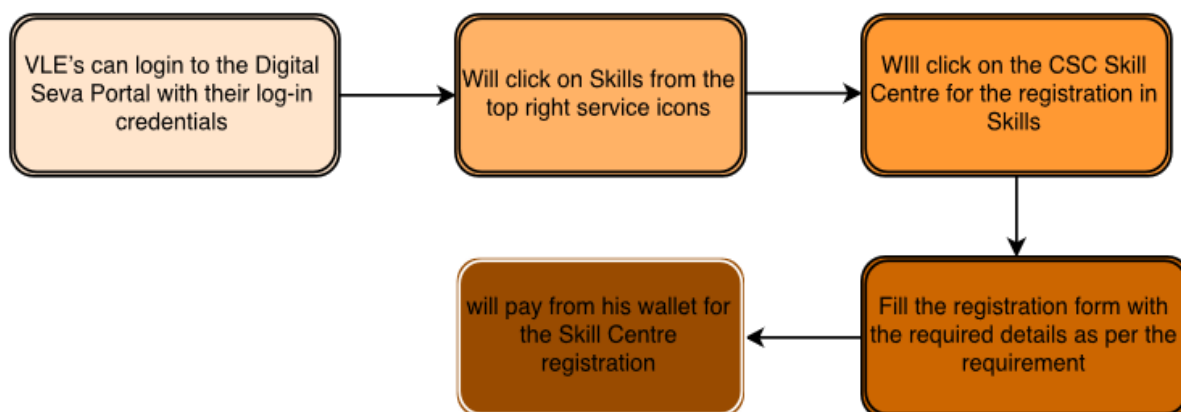
## 4.14 Skill Development

Skill India is an initiative of the Government of India launched with the objective to empower the youth of the country with skill sets which make them employable and more productive in their work environment. Our National Skill Mission is chaired by the Hon’ Prime Minister, Shri Narendra Modi himself.

### Skills Services Description

#### 1. CSC Skill Centre-

It is a great opportunity for VLEs to work in the skill space by registering their CSCs as CSC Skill Centres. On successful registration VLE could avail the various services under Skill Development:



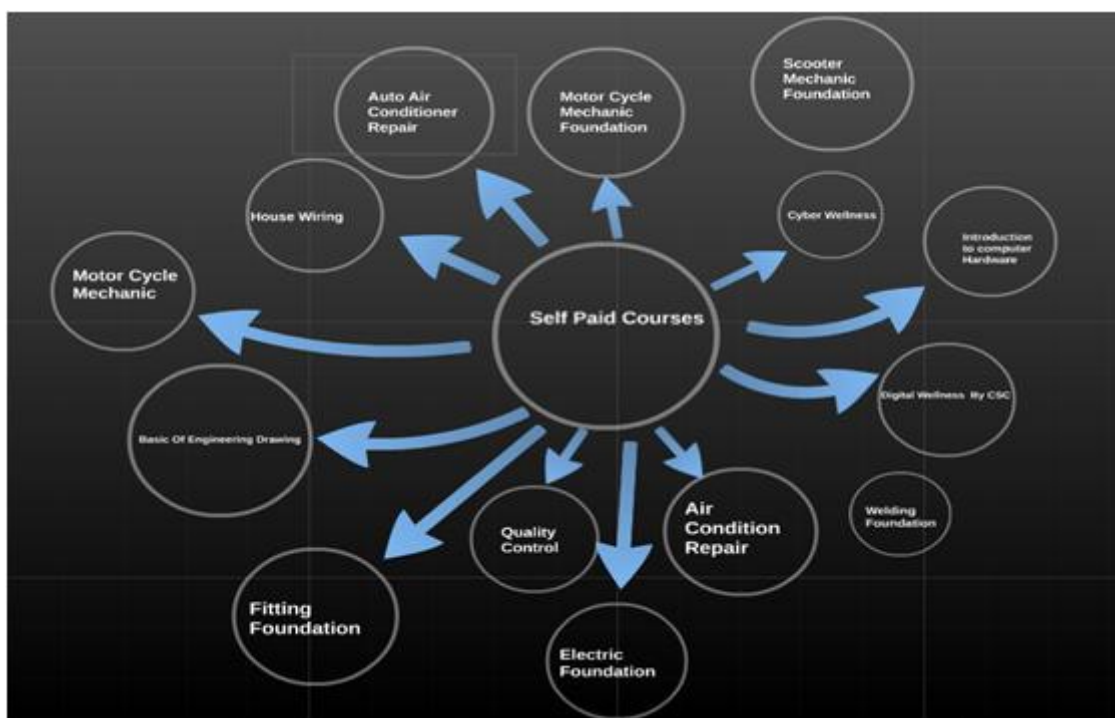
- A. Government Scheme
  - a. Recognition of Prior Learning Scheme
  - b. Persons with Disability Scheme
- B. Self-paid Courses
- C. Learning Management System

#### 2. Self-paid Courses



CSC E-Governance Services India Limited has taken a unique initiative with the aim towards refining the skills of candidates at any point of time. These are independent courses offered by CSC SPV; no government scheme is involved in these courses. These courses focus on providing skill training in the rural areas which can be locally accessed by the rural youth and get certified and become eligible for suitable employment opportunities in Industry sector or start their own business in their locality itself.

CSC, along with leading Industry partners, enables Learning & Skilling using CSC Skill Self Paid Courses, which are self-paced, interactive and virtually simulated using process simulation tools. These courses/content are created with the help of Industry experts having domain expertise & experience. The candidates may pay for the available courses and acquire new skills through CSCs. Training will be imparted in 14 different courses under this Programme.



### 3. CAD Course-

CSC SPV has collaborated with SIEMENS to provide opportunities in field of advanced skills using Solid Edge CAD tool: A Siemens PLM Software. Get ready to solve real life design problems with streamline creation.

CAD software can be used to create two-dimensional (2-D) drawings or three-dimensional (3-D) models. CAD technology is used in the design of tools and machinery and in the drafting and design of all types of buildings, from small residential types (houses) to large commercial and industrial structures. This software is used by architects, engineers, drafters, artists, and others to create precision drawings or technical illustrations.

CAD software is used to increase the productivity of the designer, improve the quality of design, improve communications through documentation, and to create a database for manufacturing. CAD output is often in the form of electronic files for print, machining, or other manufacturing operations.

Candidates become eligible after this course for jobs like: 2D CAD Draftsman, 3D Rendering Artist/Visualize, Interior Designer, CAD Draftsman Civil, Art Installation Designer, CAD Operator and CAD Counsellor.

**Target Audience** - Candidates from ITI, Diploma, B. Tech and M. Tech background.

**Sector/ Industry** - Automobile/ Architectural/ Civil/ Structural/ Mechanical/ Construction/ Art & Design/ Training companies.

**Video Guide:**

- <https://www.youtube.com/watch?v=rTL6hBTajlY>
- [https://www.youtube.com/watch?v=U\\_1zwbTMhRc](https://www.youtube.com/watch?v=U_1zwbTMhRc)
- <https://www.youtube.com/watch?v=zWhU3CXq6wk>
- <https://www.youtube.com/watch?v=c3ULEJAAArc>

**Manual Guide:**

- <https://drive.google.com/file/d/15kOH-3eEgA5HKFmhqaWir3dScXwdT6kL/view?usp=sharing>

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## 4.15 CSC VLE Bazaar

The journey started in 2016 when Hon' Minister for Electronics & IT, Shri Ravi Shankar Prasad purposed that government must take initiative in building up rural platform. Prime focus for VLE Bazaar is to emerge as a strong player in the rural market by carefully identifying gaps in the rural market and crafting the right product offering for consumers. Our mission is to help these artisans create sustainable livelihoods for their families through the sale of their unique crafts. We create economic opportunities for artisan groups around the country where livelihoods, communities, and craft traditions are marginal or at risk. We offer access to new markets, business training, eco-effective processes and design innovation through a network of partners to promote sustainable growth and community well-being.

The initiative will transform the practice of this culturally rich and marketable craft into a competitive and profitable economic activity, benefiting not only 2,000 women artisans directly, but also their families, communities.

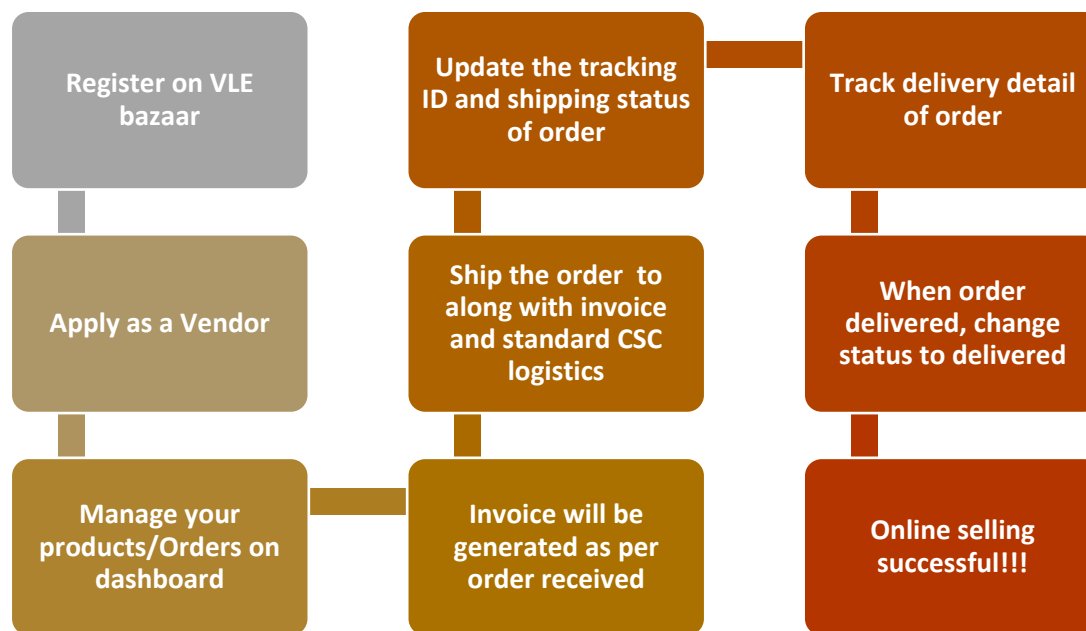




### Process flow for buying on VLE Bazaar



### Process flow for being a seller on VLE Bazaar



#### Video Guide:

- <https://www.youtube.com/watch?v=HGnhYqo26gI>
- <https://www.youtube.com/watch?v=aGnXeC8LdCs>
- <https://www.youtube.com/watch?v=4m-PAdbrRwg>

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## 4.16 GST

With the implementation of Goods and Services Tax (GST) from 1st July 2017, all the Taxpayers are expected to file their periodic returns. CSC e-Governance Services India Limited has rolled out GST Return filing service through its network of more than 2.5 lakh Common Services Centers (CSC).

CSC SPV has built a filing application on Digital Seva Portal and a support function has been created to help the Village Level Entrepreneurs (VLEs) operating these CSCs across India in filing periodic returns of the Taxpayers.

**VLEs can deregister for GST number if the turnover is less than 20 lakhs as the notification from Government of India specifies that the eCommerce operators having an aggregate turnover of less than Rs 20 lakhs/10lakhs (Special states) are not required to register under GST.**

### Video Guide:

- <https://www.youtube.com/watch?v=IPagco6hnA>
- <https://www.youtube.com/watch?v=wwMxwEH940s>
- <https://www.youtube.com/watch?v=U0Gg11IhIR4>
- <https://www.youtube.com/watch?v=xenwzb4UZLU>

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## 4.17 Electricity Bill Payment

CSC e-Governance Services India Limited entered into agreement with various Electricity Distribution Corporations (Discoms) of States/Union Territories for collection of electricity consumption bills through CSC Network. Till September, 2017, system integration for payment of electricity bills through CSC network on Digital Seva Portal has been completed for 12 States and 3 Union Territories.

### Video Guide:

- <https://www.youtube.com/watch?v=wPO4ZnrziOO>
- <https://www.youtube.com/watch?v=JNKa85a44PY>

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## 4.18 Election

- I. CSC SPV executed a MoU in 2013 with the Election Commission of India for delivery of various Electoral Registration Services through CSC Network pan India. To facilitate online services of Election commission to be rendered leveraging the network in all the States and Union territories of India are as follows.

S No	Current Set of Service
1	Application for Addition of Name in the electoral rolls
2	Application for Deletion of Name in the electoral rolls
3	Application for Modification of Name / other details in the electoral rolls
4	Application for Transposition of Name in the electoral rolls
5	Printing of EPIC card in color (New or Duplicate) at the CSC
6	Search Services Name in Electoral Roll, Name of Polling Station, Status of Application , Status of Grievance etc.
7	Registration of complaint

- II. Currently, the various services including forms and EPIC printing services are being provided in the states of Punjab, Haryana, Chhattisgarh, Bihar, Jharkhand, Gujarat, Tripura and Tamil Nadu. It is proposed to integrate the CSC SPV portal with the central portal of the Election Commission of India so that the services could be rolled out in the other states also and made easily accessible to all citizen across the country

### Video Guide:

- <https://www.youtube.com/watch?v=wPO4ZnrziO0>
- <https://www.youtube.com/watch?v=JNKa85a44PY>

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Sachin pal Singh	Manager	sachinpal.singh79@nic.in	9760287973
Monidipa Sen	Manager- Logistics	monidipa@csc.gov.in	9711870494
Rajesh Seth	HOD	rajesh.seth@csc.gov.in	9810216196

## 4.19 Wifi Choupal

**CSC Wi-Fi Choupal Services India Private Limited** is a subsidiary incorporated under Companies Act 2013 by CSC e Governance Services India Limited, a special purpose vehicle (SPV) set up by Ministry of Electronics and Information Technology, Government of India to enable internet connectivity at Gram Panchayat.

To realize the vision of Digital India programme into digitally empowered society and knowledge economy CSC Wi-Fi Choupal was introduced to enable last mile delivery of internet connectivity through Wi-Fi/Wireless and bridge the urban rural divide.

CSC Wi-Fi Choupal initiative encapsulates enabling of Wi-Fi Service in 2.5 lakh Gram Panchayat by deploying low cost infrastructure thereby delivering services at an affordable price and reliable access of internet. CSC Wi-Fi Choupal makes requisite policy for facilitating internet service by integrating it with BharatNet end point/or any other service providers at Gram Panchayats (GP) providing last mile connectivity.

Wi-Fi Choupal essentially facilitates a Service Delivery ecosystem which can be used to deliver the following services:-

- Hi Speed Internet Access across village
- Free Wi-Fi calling solution
- Video Calling between local Smartphone possible without using telecom billing
- Streaming of Audio/Video Content (entertainment, edutainment and infotainment) over Smartphone and Tablets
- Mobile Commerce

Plan Name	Price	Data Allowance	Duration
CSCDS-10	₹10/-	500MB	for 10 days
CSCDS-25	₹25/-	2GB	for 15 days
CSCDS-50	₹50/-	4.5GB	for 28 days
CSCDS-90	₹90/-	8.5GB	for 28 days
CSCDS-100	₹100/-	12GB+ unlimited*	for 28 days
CSCDS-250	₹250/-	25GB+ unlimited*	for 28 days
CSCDS-500	₹500/-	60GB+ unlimited*	for 28 days
CSCDS-950	₹950/-	125GB+ unlimited*	for 28 days

डिजिटल इंडिया का सपना, हर गाँव का हो वाई - फाई अपना

### Video Guide:

- <https://www.youtube.com/watch?v=A15L516ayV8>
- [https://www.youtube.com/watch?v=mnMQP\\_rQzV0](https://www.youtube.com/watch?v=mnMQP_rQzV0)
- <https://www.youtube.com/watch?v=C7Ckv37eI9A>



### Manual Guide:

- <https://drive.google.com/file/d/19anpXP8t83x3pEajsouK9SL2FJkijQ9t/view?usp=sharing>

### Point of Contact:

Name	Designation	Email Id	Contact
Shivendra Singh	Executive	shivendra.singh90@nic.in	9958706859
Vishal Batra	Executive	vishal.batra97@nic.in	8571854229
Ashive Tyagi	Executive	ashive.tyagi@csc.gov.in	9717276683
Jyoti Rani	Senior Executive	jyoti.rani@csc.gov.in	7532030643
Rishabh Bhalaiak	Assistant Manager	rishabh.bhalaiak@csc.gov.in	9971946425
Madhur Kumar	Assistant Manager	madhur.kumar@csc.gov.in	9971875999
Gaurav Kumar	Project Manager	gaurav.k12@nic.in	8468869333
Pankaj Dang	CTO	pankaj.dang@csc.gov.in	9899976819
Abhishek Singh	COO	abhishek.singh@csc.gov.in	9953858615

## 4.20 New Services

CSC SPV is taking necessary steps to increase the number of services on Digital Seva portal which can help VLEs to generate maximum revenue.

VLE can check the newly arrived services in the dashboard after logging in to [digitalseva.csc.gov.in](http://digitalseva.csc.gov.in) (as shown in the below screenshot). After the launch of new service, a mail will be sent on Digi Mail along with the guide or manual. The information on new services will also published in Newsletters and in various WhatsApp groups.

**All manual, guides or new services will also be available at below link:**

- <http://vlebazaar.csc.gov.in/csc-manual>



## 4.21 Help Desk and Ticket Generation

For any problems or queries related to the portal, you may raise a ticket and we will ensure that you receive a solution of the same as described below:

- Mention the appropriate “Subject” of the query and should be minimum 3 characters long.
- Select the “Category” of which your query belongs to from the drop down.
- Select the “Product / Service” of which your query belongs to from the drop down.
- Write the descriptive description of the query/issue in the “Message” box. It should be minimum 12 characters long.

Click on “**Submit**” button to generate the ticket.

In case of any further queries VLE can call from his registered Mobile number at **1800-3000-3468**.

**CSC SPV introduced** Digital Seva Portal V2.0 (Beta) which comes with enhanced features and more user friendly interface. VLEs can check the new features of portal like **account details update, profile update and others** at below links.

<https://www.youtube.com/watch?v=Df2moGS1mzs&feature=youtu.be>

The screenshot displays the DigitalSeva portal interface. At the top left, the DigitalSeva logo is visible. The user profile shows Sarthik Sachdeva with the email address Sasarthik2103@digimail.in. The navigation menu on the left includes Dashboard, Services, Wallet, Passbook, Orders, Account, Support, and Tickets (highlighted with an orange box). The main content area shows the 'TICKETS' menu with options: CREATE TICKET, OPEN TICKETS, CLOSE TICKETS, and PENDING TICKETS. The 'CREATE TICKET' option is selected, leading to the 'New Ticket' form. The form has a sub-header 'New Ticket' and a sub-text 'Create New Ticket For VLE'. Below this, there is a section 'Select your concern area' with two buttons: 'I HAVE A GENERAL QUERY' (highlighted with an orange box) and 'I HAVE DONE A TRANSACTION'.





Election services



Aadhaar enrollment  
& Printing



PMGDISHA



Passport &  
PAN Card



IRCTC



Health &  
Telemedicine



Insurance, Pension  
& Banking



Skill development



PMAY



Wi-Fi Choupal



LED & Solar  
Projects



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