CSCs will fulfill Hon' PM's vision of Gram Swaraj

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CSC will fulfill
Hon' Prime Minister Shri Narendra Modi's
vision of Gram Swaraj - a self reliant and sustainable village.

CSCs can support the government in this mission:-

- By promoting digital literacy
- Providing every rural citizen information, knowledge and skills
- Establishing Digital Doctor, Digital Banker and Digital Teacher in every panchayat
- Setting up CSC Grameen e-Store in every panchayat to enable villagers to access products and services
- Operating, managing and maintaining BharatNet and provide quality connectivity to every person / institution
- Supporting Panchayats in digitising all its activities and making its functioning more transparent and accountable
HIGHLIGHT

DigiPay Contest for VLEs (27 April to 27th May)

During DigiPay contest from 27 April to 27th May, top 5 VLEs will be awarded for maximum transactions.

Eligibility:
VLE has to do a minimum total transaction amount of Rs. 3 lakh and provide successful cash withdrawal transactions to a minimum 300 unique customer/citizens.

Prize would be given to Top 5 who serve the maximum number of unique citizens/customers with successful Cash Withdrawal transactions during the contest period.
HIGHLIGHT

Special discount offer for VLE INS Certification

To Sell Insurance Products especially General Insurance and New Life Insurance products, VLEs need to be RAP or VLE INS Certified.

Those VLEs who are not RAP of VLE INS Certified may register for VLE INS Certification.

Due to Corona Virus Lockdown, the fees for VLE INS Course training and certification has been reduced to Rs. 1 from Rs. 200/-

You are requested to take benefit of reduced fee of Rs. 1/- only and get VLE INS Certified in 15 hours.

The Link for VLE INS Course and Certification: http://15.206.9.238/vleinsurance/

This scheme is valid only for a week from 26th April 2020 (Sunday) till 03rd May 2020 (Sunday).

Please take advantage of this scheme and register in maximum numbers to start earning from Insurance services.
LEAD

UIDAI allows CSCs to offer Aadhaar updation facility

The Unique Identification Authority of India (UIDAI) has allowed Common Service Centres to offer Aadhaar updation facility.

“To make Aadhaar updating easier for citizens, UIDAI has permitted CSCs, which are designated banking correspondents of banks, to offer Aadhaar update services. Around 20,000 such CSCs will now be able to offer this service to citizens,” Hon’ Minister Shri Ravi Shankar Prasad said in a tweet.

CSC Academy has trained over 2 Lakh+ Candidates on Cyber Security

Congratulations, CSC Academy has trained over 2 Lakh+ Candidates on Cyber Security.
LEAD

All VLEs are enabled for booking of the gas cylinder

All VLEs are enabled for booking of the gas cylinder for all the OMCs. Please visit Digital Seva Portal and book LPG cylinder.
IMPACT

CSC Grameen E-Store: Redefining eCommerce in Rural India

There are serious challenges facing the country in terms of supply of essential services during lockdown. Maharashtra’s Bhadrawati tehsil is no exception. Thanks to woman VLE Mamta Sarda who is easily facilitating supply of essential items through eGrameen Store. She runs her CSC at Ghodpeth Village (Bhadrawati Tehsil of Chandrapur district in Maharashtra). With the help of her online Kirana Shop, she is providing supply of all the essential items.

This model of rural eCommerce is more important at a time when an increasing number of coronavirus hotspots are being identified across the country and various state governments are enforcing complete lockdown. With the number of Covid-19 cases increasing in Maharashtra, the state government is enforcing complete lockdown in all districts. CSC eGrameen Stores are delivering essential supplies to the villagers living in remote areas. Customers are able to get the supplies after feeding their location details in eGrameen Store app. CSC Grameen Stores are redefining the availability of products in Rural India to every household.

Call it the CSC eCommerce model. A large chunk of households in Ghodpeth Village (Bhadrawati Tehsil of Chandrapur district in Maharashtra) have had access to fresh fruits and vegetables at affordable prices—at rates much lower than what the local vegetable and fruits market or the handcart vendor would charge. This was made possible by CSC eGrameen Store of woman VLE Mamta Sarda using the concept of buying on its head. Instead of the farmer coming all the way to markets where the middleman would fleece them, the VLE went to their doorstep. As a result, customers could get the fresh products daily, making the farm-to-fork concept a reality long before retail chains began doing so in the metros. While the spread of virus infections has alarmed customers, for VLE Mamta this means taking additional precautions.

VLE Mamta says that rural India makes up 70 per cent of India and the market is highly under-penetrated. “Rural customers are incredibly aspirational. They have access to the Internet and want quality products,” said Mamta Sarda. She further added, “Though they do have access to the Internet and consume its content, they do not perform transactions online. It is a cultural thing and CSC has an advantage as VLEs are locals—people who they personally know and trust to facilitate the e-commerce retail.”

Marginal farmers like Kamlesh Kelkar in Chandrapur may be in a minuscule minority amidst the overwhelming sea of farm distress enveloping the country today. But VLEs like Mamta Sarda are reaching out to them by modernising and building new fruits and vegetables (F&V) supply chains. In the process, they’re linking farmers to the market and disintermediating the traditional supply chain.
"This model is a win-win solution for VLEs and farmers. There is potential to transform the lives of villagers and farmers also," says VLE Shivshankar Kumar who runs CSC eGrameen Store in Reladih Gram Panchayat, Bundu Block, Jharkhand.

In Andhra Pradesh, in last one month, 1500 eGrameen stores are already opened. The target is to open more than 15,000. In the state of Gujarat, these stores are actively reaching to the village customers during lockdown.

eGrameen Store model offers vegetables that are directly brought to the market from the field. The weekly market also offers consumers options to buy many seasonal vegetables at their doorsteps. In terms of prices, since there are other competing vending outlets, some even close to ten meters in the vicinity of the weekly farmers markets, the prices are competitive.

In this way, CSC eGrameen Stores are empowering customers and farmers, thus presenting inclusive model of development of our villages. CSC eGrameen Stores are also generating huge employment opportunities, and presenting the model of job-led Economic growth.
VLEs sanitize places, make people corona-conscious in Maharashtra

VLE Valmik Ananda Mahale is helping citizens in the village - Kunzar, Block- Chalisgaon, Jalgaon (Maharashtra) through CSC services like DigiPay and Banking. The VLE also visited several villages while carrying sanitary materials, equipments and masks to create awareness on coronavirus. Additionally, he sanitized various locations.

VLE Aakash Mule is helping tribes in Chamorshi, Gadchiroli through DigiPay service.
VLE distributes free masks in Manipur

An initiative 'Free Masks for All' in Manipur, was started in the wake of COVID-19 pandemic, by VLE Pauthienhen with the support of the two District Managers of CSC Churachandpur to safeguard citizens against Coronavirus. The initiative, launched on 7th April 2020, aims to provide free masks to the citizens. Till date, more than 5000 masks have been distributed to each and every corner of the district using CSC Centres as delivery points.

Hope Children's Home is an Orphanage for Girls under the India Gospel League Salem Ministry. It is located at New Lamka, Churachandpur, near Rayburn High School, Manipur. Among many other significant moves towards the public in this charitable service, the two District Managers visited Hope Children's Home on 21st April 2020 and distributed free masks to all the children and staffs.

Apart from distribution of free masks, the two District e-facilitators created awareness of how to get rid of the pandemic Coronavirus by imparting different inputs.
Meet Corona Warriors from West Bengal

CSC VLE and Bank Mitra of Allahabad Bank Samrat Majumdar distributed rice, dal, mustard oil and vegetables to 150 needy families in Bangaon block, North 24 Parganas district, West Bengal.

VLE Mr. Gopal Dandapat of Andharia GP, Binpur 1 block, Jhargram district is travelling 15-20 kms everyday across the interiors of Jangal Mahal Areas to help the poor tribal villagers to withdraw Social Security amounts from their accounts. He is moving door to door to the citizens for extending this service at this time of pandemic to the poor people in the area.
VLEs in West Bengal are reaching out to the oldage pensioners and citizens at their doorsteps to withdraw pensions from their accounts during lockdown.

VLE: Mr. Debasis Mandal  
District: Nadia  
Block: Ranaghat I  
GP: Kalinarayanpur

Ever since the lockdown began, VLE Debashis Mandal of Kalinarayanpur gram panchayat, Nadia district, West Bengal has withdrawn Rs. 4.50 lakh through DigiPay, helping senior citizens with their old age pension at their doorsteps.

VLE: Mr. Shakpada Jana  
District: Paschim Midnapore  
Block: Narayangarh  
GP: Gramraj
HDFC Bank Mitra helping villagers in Gujarat during lockdown

Post the countrywide lockdown to curb the spread of Coronavirus, HDFC Bank Mitras are working as the frontline warriors in Gujarat.

As the government has exempted banking facilities under the Covid-19 lockdown, CSC VLEs who function as Banking Correspondents (BCs) and Bank Mitras have been working hard to enable citizens to access their entitlements. CSPs are helping daily wages labourers, widow pensioners, local customers to withdrawal their money from bank.

VLE NAME : - BHOYA PRADIPBHAI SHUKKARBHAI
BC : - HDFC BANK
DISTRICT : - VALSAD, GUJARAT
MARCH TRANSACTIONS: - 267
Total amount disbursed in March: - Rs. 573260/-
APRIL TRANSACTION: - 910
Total amount disbursed in April: - Rs. 953820/-
VLE Smt. Leelaben Sachinkumar Ninama runs her CSP at Dahod Gujarat. She had disbursed Rs. 11,79,270/- to more than 1500 citizens during lockdown period.
VLE NAM: NINAMA LILABEN SACHINKUMAR
DISTRICT: DAHOD
BC: HDFC
NO OF TRANSACTIONS IN APRIL: 1737
TOTAL AMOUNT disbursed in the month of April: Rs. 11,79,270/-

VLEs in Gujarat spreading awareness on ArogyaSetu App

VLEs in Gujarat have been engaged in spreading awareness about the App and getting citizens to download the App on their smartphones. State team is motivating the VLEs to get 100 per cent App downloads in their villages. Many of them have already done the same.

VLEs Hitesh Kadam from Kheda district and Martin Patel from Chhota Udepur district of Gujarat conducted awareness on COVID 19 and distributed free masks.
VLE Marn Patel requested community to install Aarogya Setu application in their mobile phones.

Banking Services at doorsteps through DigiPay in Gujarat

With the recent permission by the government for enabling rural CSCs to operate, CSCs in Gujarat are providing financial services to citizens.

VLE Name: Hareshbhai Rathva
Village: Panvad, Taluka: Kawant
District: Chotaudepur, Gujarat
STATE SCAN

VLE NAME - Dharmendra Patel  
LOCATION – Kharna Village Teh- Mansa, Dist- Gandhinagar, Gujarat  
VLE Dharmendra Patel did 26 transactions through DigiPay in a single day.

Vle Nikuj Vitthalbhai Bavliya working digipay in lockdown time. He is also take care of precautions and social distancing.. He is also doing hdfc BC work.total rs 65500/- transaction done by him and continue.. Really he is doing great job in lockdown time.

VLE NAME : NIKUNJ VITHTHALBHAI BAVLIYA  
BLOCK : JALALPORE  
DISTRICT : NAVSARI
CSCs to function as donation acceptance points for PM CARES Fund

CSCs across the country can now function as donation acceptance points, which are approved by SBIEPAY and help citizens.
Standard Operating Procedures (SOPs) during the phase of COVID-19 pandemic

Dear VLEs,
Please follow all these Standard Operating Procedures (SOPs) during the phase of COVID-19 pandemic at your Common Service Centres (CSCs).

Best Practices at CSCs

- Wearing of face cover is compulsory in all CSCs
- All persons in charge of CSCs shall ensure social distancing as per the guidelines issued by Ministry of Health and Family Welfare
- No CSCs shall allow gathering of 6 or more persons
- Spitting in CSCs and vicinity shall be not allowed
- Smoking inside CSCs is banned
- Eating Ghar, laloo or inside CSCs is banned
- If possible, temperature screening may be done while entering CSCs, and provide sanitizers at convenient places
- Persons over 65 years & children below 5 years should not enter CSCs
- Large gatherings at CSCs is not allowed
- Frequent cleaning of common surfaces and mandatory hand washing shall be monitored
- Eating by staff at CSC should be stopped
- Unnecessary communication leading to CSCs on good hygiene should be taken up

Information to district administration & police

CSCs shall keep the district and police informed before starting operations and follow the instructions issued by them strictly including the timing for operations.

Simple ways to prevent the spread of COVID-19 at CSCs

- Make sure the workspaces are clean and hygienic
- Surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards) need to be wiped with disinfectant regularly
- Why? Because contamination on surfaces is one of the main ways that COVID-19 spreads

Promote good respiratory hygiene in the CSCs

- Display posters promoting respiratory hygiene
- Ensure that tissue rolls and/or paper tissues are available at CSCs, for those who develop a sniffly nose or cough at work, along with hand gel for hygienically disposal of them

Infection Prevention

Need hygiene is the single most important practice to reduce the transmission of infectious agents in healthcare settings. It is important to ensure the availability of hand rub outdoors at all times in the CSC Centre to ensure hand hygiene compliance.

Equipment disinfection

- It is mandatory that equipment and surfaces are to be cleaned and disinfected using disinfectants available once daily and after every citizen’s contact
- Citrus-based hand sanitizers and surfaces that can contribute to the spread of infections include:
  - Monitors/Laptops/Keyboards
  - Biometric devices
  - Mobiles
  - Stationery/Ink jets
  - Glasses/Pen
  - Door handles
  - Other items and surfaces in office