



## HIGHLIGHT



### COVID-19 Awareness creative display at CSC centers

Dear VLEs,

With a 21-day lockdown announced by the Government to combat Coronavirus pandemic across the country, it is our duty to assist citizens with access to digital services of telemedicine, banking etc.

We are sharing with you few creatives in this mail which you can take print-outs and display at your CSCs. These creatives are meant for creating awareness among citizens regarding access to online G2C services and some Government Apps.

Download the creatives from the link:

[https://drive.google.com/open?id=1p7OHjyIDA2D\\_QHFV1r09WB92H9dGOc\\_P](https://drive.google.com/open?id=1p7OHjyIDA2D_QHFV1r09WB92H9dGOc_P)

All VLEs have to take print outs of these creatives and display at their CSC prominently.

VLEs will get Rs. 1000 for displaying the creatives. Once the VLE puts up the creatives at the CSC, he/she will have to click 1-3 good quality photos of the same and upload on the given link: <http://pmevent.csc-services.in/?r=sessionimage/event&date=2020-03-29>

After this, the VLE has to click photos of the creatives every 10 days for three times.

The amount will be released only after the VLE uploads photos on the link provided.

Let us rise to the occasion and help needy citizens with essential services during these trying times!





## HIGHLIGHT



### e-Pashu Chikitsa Service launched in Haryana

New Delhi, March 31st, 2020: Today, Shri O. P. Yadav, Hon'ble Minister of State, Social Justice and Empowerment and Sainik and Ardh Sainik Welfare (Independent Charge) launched Animal Telemedicine Facility (e-Pashu Chikitsa) in Haryana.

While inaugurating the program through Video Conferencing, Hon' Minister mentioned that the more than 3 lakh CSCs have played a significant role in Digital India initiatives of the Government. He said that Village Level Entrepreneurs have revolutionized India by empowering women, marginalized communities and rural citizens and providing opportunities for access of various government and other services to them. Now, with the launch of e-Pashu Chikitsa service, VLEs are taking forward the agenda of the government in serving the farmers and animal keepers of underserved community especially those living in the Rural India.

Shri Raja Sekhar Vundru, Principal Secretary, Department of Animal Husbandry, Government of Haryana appreciated the efforts of the CSC VLEs and congratulated CSC team and Haryana Animal Husbandry department for starting this service in Haryana. Dr. O. P. Chikkara, DG, Haryana Animal Husbandry Department said, "In the state, we are providing the service through 7 polyclinics and 22 diagnostic labs. This initiative will add immense value in the online treatment of animals in Haryana."

Dr. Gurdial Singh, VC, Lala Lajpat Rai University of Veterinary and Animal Husbandry (LUVAS)- Hisar said, "I wish the Village Level Entrepreneurs of CSC all the best and hope they will truly be the harbingers of revolution in the field of ePashu Chikitsa in India and enable us to create empowered society. My university will always support CSCs in enabling delivery of services." While welcoming the participants to the program, Dr. Dinesh Tyagi, CEO, CSC SPV said, "Government of India has recently launched guidelines for Telemedicine. In the current scenario, Telemedicine assumes special significance. Telemedicine for animals is very important. I am very thankful to Government of Haryana who has allotted us space in Mahendragarh for ePashu Chikitsa. In this service, scientists can provide consultancy through online. We are working on all the services for rural people towards building empowered and digitally inclusive society." CSC officials from state and central team were also present during the online inauguration of the service.



## LEAD

### SBI CSPs (VLEs) to receive special compensation during Coronavirus

#### Compensation:-

- Additional 3000/- INR monthly Incentive to be paid
- Rupees 2/- INR Per Txn Additional Incentive-
- 10 Lacs coverage given by SBI in case if unfortunate death of CSP/ one Sub Ko (working in place of CSP) due to COVID-19
- 1500 additional to be paid by SBI for Sanitizer/Detol/Surgical Gloves/Mask

#### Follow below instructions to avail above compensation :-

- To avail 3000/- INR, CSP must work minimum 21 days in a month
- To avail 2/- INR per txn, Must perform minimum 40 TXN in day and Max Cap in a day is 150/-INR @ day
- To avail 1500/- INR, submit bills at branch and branch will reimburse. Tax will be paid extra if GST invoice.
- 10 Lac Coverage amount to be paid to family Ko or Sub Ko

**Note: Above all compensation is applicable from 1st Mar'20 onwards.**



The infographic features the CSC and SBI logos at the top. The main heading reads 'SBI CSPs (VLEs) to receive special compensation during Coronavirus'. It lists the same compensation details and instructions as the main text. At the bottom, it includes three icons with instructions: 'FREQUENTLY WASH YOUR HANDS' (handwashing icon), 'WEAR MASK IF YOU Cough/SNEEZE' (mask icon), and 'AVOID TOUCHING FACE WITH UNWASHED HANDS' (hand icon). A note states 'All VLEs use proper sanitization while working at CSC Centers'. A small text box at the bottom right provides WHO guidelines for COVID-19: 'Novel Coronavirus (2019-nCoV) advice for the public: WHO's standard recommendations for the general public to reduce exposure to and transmission of a range of illnesses are as follows, which include hand and respiratory hygiene, and safe food practices.'



## LEAD



### **COD a boon for everyone**

By Dr. Dinesh Tyagi

#### **The Govt will be able to improve efficiency and citizens will be saved from the unnecessary hassle of visiting various offices**

Recently, students of a college in Delhi University, while being acquainted with the “Digital India” initiative of the Narendra Modi Government, were asked how many of them had gone to a Government office for availing services. About 90 per cent of them raised their hands. When they were asked how many of them would like to go back to the Government office for availing its services, the response was a big, resounding “No” from almost all of them. Asked to give a reason for this response, many of them cited long queues, uncooperative staff, being made to run from one counter to the other, rudeness, tardiness and the lackadaisical attitude of Government servants, as some of the factors that would prevent them from going back. And this was not just restricted to departments run by State administrations, it also included offices run by the Central Government.

The writing on the wall is clear. Given a choice, no one, particularly the new generation, wants to visit Government offices to get the simplest of work done. The experience of visiting a Government office, even if it is equipped with computers and air conditioners and other modern amenities, has not been very good for common citizens, particularly the younger generation, which is short on time and patience and has gotten used to getting what they want at the click of the mouse or a tap on a touchscreen. Apart from this, the inconvenience of travelling from their place of residence or work to the Government department, the time required to be spent on getting the job done, procedural ambiguity and availability of alternatives for such service delivery, play a major role in putting people off Government offices.

Today, there are various products being purchased through endless e-commerce platforms and services being availed through technological platforms where citizens need not visit the brick and mortar shops/offices. In view of these emerging technological advancements, the expectations of citizens have enhanced significantly and they are willing to pay for services delivered to them at their doorstep and the convenience of making payment at the time of delivery of services, which is called Cash on Delivery (COD).

In fact, it was Flipkart, which after its launch in 2007, revolutionised e-commerce through its COD payment model. Thanks to the COD model, Flipkart's products reached far-flung areas of the country. People, who did not have the facility of online banking or credit cards, were the ones who propelled the COD model.





## LEAD



A Nielsen Global Connected Commerce Survey report says that about 83 per cent of shoppers in India favour utilising cash for all their online purchases. Customers also hesitate to input card information because of different online frauds and hacking. It says that the larger part of the payment made by buyers for online stores like Flipkart, Amazon and so on, was COD, where 72 per cent were from significant urban communities and 90 per cent from small towns.

The online retail sector is booming and COD is a major contributor to this. Despite the fact that e-wallets and internet banking services are on the rise, the COD payment model is still preferred by a large section of society. Payment choices like internet banking, credit and debit cards and e-wallets cater to just 30 per cent of online purchases as compared to COD. One sector, which could further boost the COD payment model, is the delivery of Government services. Citizens generally require birth certificates, domicile/residence certificates, caste certificates, income certificates, ration card, election card, school/college certificate, marriage certificate, land records, land registration documents, various permissions/licences for doing business and organising social functions/events and so on. Filing Government challans or taxes, getting various licences are some other services that could be delivered at home.

Citizens should be able to avail services through online processes where they can attach various documents as required by the Government and the Government/institutions concerned should send the certificate/licences/documents to their residence/office after finishing the verification and other due processes. Citizens are willing to pay the courier charges and “fee” as prescribed by the Government.

COD for Government-to-Citizen (G2C) services is one business model which can do wonders for both the Government as well as the people. While the Government will be able to cut costs in terms of office set-ups and improve efficiency, citizens will be saved from the unnecessary hassles of visiting Government offices.

The COD payment model from delivery of G2C services would have multiple advantages in terms of reduced carbon emissions as people won't have to drive to the service centres. There will be massive time saving and fewer man-days lost as well. It will cut graft and the system of touts as officers/staff will process the applications on a “first come, first serve” basis and reduce undue favouritism. The COD payment model for G2C services will redefine the process and character of Government services and bring out the “service” part in the true sense. COD for G2C services will be a game-changer for enhancing transparency in Government service delivery.





## IMPACT



### How CSC Telemedicine is being used on the frontlines of the Coronavirus crisis in Rural India

43 years old MGNREGA worker Bhure Lal Gaur was feeling lousy for days with headaches, sore throat and difficulty breathing through his nose. He was also suffering from Urine Infection. He lives in village Silpuri, post Padwar (District Jabalpur, Madhya Pradesh) and the nearest hospital is at 35 km distance from his village. This is the time when Hon' Prime Minister announced 'total lock-down' for the next 21 days in the wake of Coronavirus pandemic. Bhure Lal was worried that a trip to a doctor's clinic will be violation of 'total lock-down' as well as it might make him sicker.

"I had no desire to go into that cesspool of bacteria and viruses," said Bhure Lal.

Considering his critical condition, the VLE Arun Lodhi informed him about the telemedicine service provided at his CSC. VLE visited Bhure Lal's home and helped consult a doctor through video-conferencing, explaining him problem in detail and getting medicines prescribed. The VLE provided printout of prescription and helped the patient buy medicines from nearest medical store. Bhure Lal is feeling well and taking the medicines prescribed by the doctor. Now he is happy that he has got relief from unbearable pain.

Similarly, in Susunigaria Panchayat of East Singhbhum, Jharkhand, VLE Dr. Rajani Sodera is providing free Telemedicine consultancy to villagers in the wake of Coronavirus pandemic. She says, "The first case of the 2019–20 coronavirus pandemic in India was reported on 30 January 2020 and since then I am creating awareness and providing free Telemedicine consultancy to citizens in East Singhbhum."

CSC Telemedicine has emerged as a front-line weapon against the Covid-19 pandemic. A large number of women, infirm, and old who otherwise are unable to visit the hospital for healthcare in Covid-19 pandemic are being supported through CSC telemedicine. Presently, apart from homeopathy, the CSC framework supports Ayurvedic and Allopathic tele-consultations too. With the addition of diagnostics and e-market for medicines, CSCs are full-fledged Digital Doctor Kendras in Rural India.





## INITIATIVE



### VLE Society Shivpuri donated in PM Relief Fund

To combat the novel coronavirus pandemic, CSC VLE Society Shivpuri donated Rs. 11000 in PM Relief Fund. Society Chairman Vaibhav Srivastav and Secretary Keshav Sharma donated the Cheque to the SDM Shri Ashish Tiwari.

कोलारस-Csc-VLE सोसाइटी शिवपुरी द्वारा आज पीएम राहत कोष में 11000 की सहयोग राशि का चेक SDM आशीष तिवारी कोलारस को सोसाइटी अध्यक्ष वैभव श्रीवास्तव एवम सचिव केशव शर्मा ने सौंपा



### 2 lakh cases registered under Tele-law

CSC SPV has registered 2 lakh cases under Tele-law. Congratulations to all VLEs for this milestone.



## STATE SCAN

### CSC VLEs helping the poor through DigiPay during Covid-19 pandemic

38 years old Ummed Kanwar is a daily wage worker, lives in Aluda, a small Village in Dausa district of Rajasthan. It is situated 17km away from Dausa. Due to coronavirus lockdown, she found herself out of job, instantly unable to afford food. On 26th March, Hon' Finance Minister Smt. Nirmala Sitharaman announced a relief package to help fight the Covid-19 outbreak. For Ummed Kanwar like labourers, the package includes a mix of food security and direct cash transfer benefits. VLE Mahesh Kumar Saini is actively creating awareness on the relief package in his village. Ummed Kanwar came to his CSC and received direct cash transfer benefit of Rs. 1000 immediately through DigiPay. This immediate relief will shield her and her children during the ongoing Covid-19 pandemic.

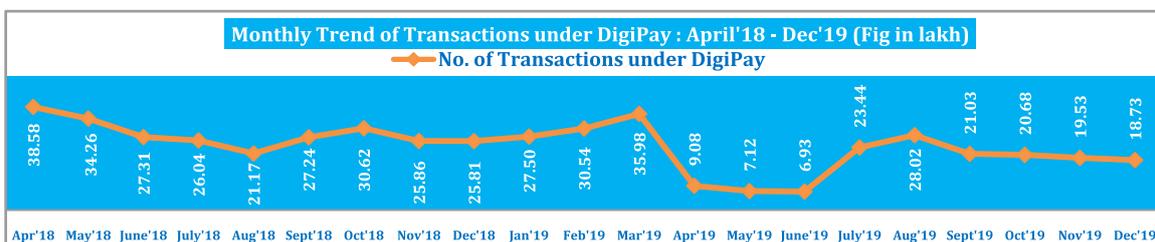
Another beneficiary Gopal Lal Rager is 51 years old MGNREGA worker from Aluda village. His leg was fractured in an accident. Due to lockdown, he was unable to buy essential food items in absence of cash withdrawal. VLE went to his residence and facilitated withdrawal of payment under MGNREGA. In rural areas, where 70% of Indians live and are often completely dependent on cash, CSC has become platform for cash withdrawal through DigiPay. This system facilitates disbursement of government entitlements like payment under MGNREGA, social security pension, Handicapped, and Old Age Pension, etc of any Central or State Government bodies, using Aadhaar and authentication thereof as supported by UIDAI.

This system is based on demographic and biometric/iris information of an individual, which eliminates the threat of any fraud and non-genuine activity. Aadhaar facilitates 'anytime, anywhere, anyhow' authentication to its beneficiary.

- During the Financial Year 2017-18, in total 422.16 lakh transactions for a total withdrawal of Rs 4,302.78 crore have been made at CSCs under DigiPay Project.
- Thereby, during the period from April, 2017 to December, 2019, in total 927.66 lakh successful transactions for a total withdrawal of Rs 9,250.80 crore were made through CSCs under DigiPay.

During the period from April, 2018 to December, 2019, a total of 505.52 lakh transactions have been made through the CSCs.

The Monthly trend of transactions under DigiPay during April, 2018 to December, 2019 is shown in the Chart below –





# Others

## Navratri Special Offer: Free TEC Course for VLEs

This is a golden opportunity for all VLEs to get free registration and certification under TEC.



## Toppr is available at an affordable price

Toppr is an e-learning content for Class 5th -12th students. CSC SPV offers special price for the children of VLEs. This offer is valid till 30th April, 2020.

| Subscription                                       | Special price for CSC VLE Family | Normal CSC Selling Price |
|--|----------------------------------|--------------------------|
| One Year Academic Plan (Validity upto April, 2021) | Rs 650                           | Rs 1800                  |



## Others



### CSC Service with Safety and Compassion in times of Covid-19



watch video here:

<https://www.youtube.com/watch?v=W3dXp3XSTw4&feature=youtu.be>

