

## **PROCESS OF LED MMU PROJECT**

- A) PURCHASE**
- B) REPLACEMENT**
- C) TRAINING**
- D) CSC WILL BUY BACK FINISHED PRODUCT FROM ITS VLE WITH TWO MODELS**

### **PURCHASE**

- 1) VLE has to log in to the CSC portal
- 2) VLE has to select the product "LED BULB MMU"
- 3) One unit SKD consists of raw materials for 300 LED bulbs of 9 watts
- 4) The cost of 1 unit is INR 35000/-
- 5) VLE then make the payment online through the CSC portal
- 6) Online receipt will be generated instantly
- 7) Material delivery TAT will be 25 working days
- 8) CSC SPV will share the dispatch /Docket details on the portal
- 9) VLE can track the order status online

### **REPLACEMENT**

- 1) VLE has to check the SKD material within 7 days from the date of receipt of material
- 2) If the material found to be faulty, VLE has to intimate the concerned state team, send the photos and mention the description and Quantity of damaged material over email.
- 3) The concerned SPOC from State office will verify the magnitude of damage in the material and write email to CSC Head office confirming the specific item and its Quantity to be replaced. CSC Head office will arrange replacement of exact Quantity with immediate effect.
- 4) The dispatch cost of replacement will be borne by CSC SPV

### **TRAINING**

- 1) A thorough training program video tutorial will be shared along with the material.
- 2) YouTube link (of training video) will be shared with VLEs

- 3) In case of any further doubt after watching the training videos, there will be a SPOC trainer whom can be contacted
- 4) If the doubt persists further, the VLE shall contact HO SPOC Trainer to resolve his doubts related to training

### **CSC WILL BUY BACK FINISHED PRODUCT FROM ITS VLE WITH TWO MODELS**

#### **A. Buy Back from Unit Order:**

- 1) VLE will put its finished product Quantity as per ordered unit on CSC Portal
- 2) After putting finished product Quantity details on portal VLE has to send its 50% of finished product to their state capital / Delhi HO on his own courier charge
- 3) CSC will test (Quality Check) all the finished product with testing rules and parameters. CSC will reject all the wrong manhandled products
- 4) If VLE wants his rejected bulbs back at his destination, CSC will send it back. Courier charges will be borne by VLE else CSC will destroy the rejected pieces
- 5) CSC will send confirmation email to VLE stating number of successfully qualified finished product for buyback.
- 6) Within 25 working days of confirmation, CSC will transfer the amount of buyback (Rs 63/- per bulb Inclusive GST) Quantity into VLEs account (in registered bank account with CSC ID).
- 7) Invoice should be raised by VLE in the name of CSC e-Governance as per his/her state GST rules

#### **B. Buy Back from Raw Material Order:**

- 1) VLE will put its finished product Quantity (as per Raw material order) on CSC Portal
- 2) After putting finished product Quantity details on portal VLE has to send its 25% of finished product to their state capital / Delhi HO on his own courier cost
- 3) CSC will test the entire finished products with testing rules and parameters. CSC will reject all the wrong manhandled products
- 4) If VLE wants his rejected bulbs back to him CSC will send it back. Courier charges will be borne by VLE else CSC will destroy the rejected pieces
- 5) CSC will send confirmation email to VLE stating number of successfully qualified finished product for buyback

- 6) Within 25 days of confirmation, CSC will transfer the amount of buyback Quantity to VLEs account (in registered bank account with CSC ID).
- 7) Invoice should be raised by VLE in the name of CSC e-Governance as per his/her state GST rules.

### **WARRANTY FOR VLE**

- 1) Warranty of LED Bulb will be for 2 years. from the date of delivery of material
- 2) If the consumers come with faulty/damaged/fused bulb, the VLE will test/examine the bulbs, there can be the following reasons for the bulbs to become faulty:
  - a) Due to manufacturing defects
  - b) Fault due to wrong connections
  - c) Damaged or intentionally damaged
  - d) Soldering issue (Dry solder/excess solder/shorting due to improper soldering)
- 3) No replacement will be given in case of point b)/c)/d).
- 4) In case of point a), the immediate replacement will be given within 2 years from the date of delivery of the material. The state office will have the stock for replacement. VLE will contact the state team for the same. The state team will verify the bulbs and if found the same worthy of replacement, will take those bulbs and handover fresh bulbs to the VLEs. Warranty for consumer will be on pro rata basis.