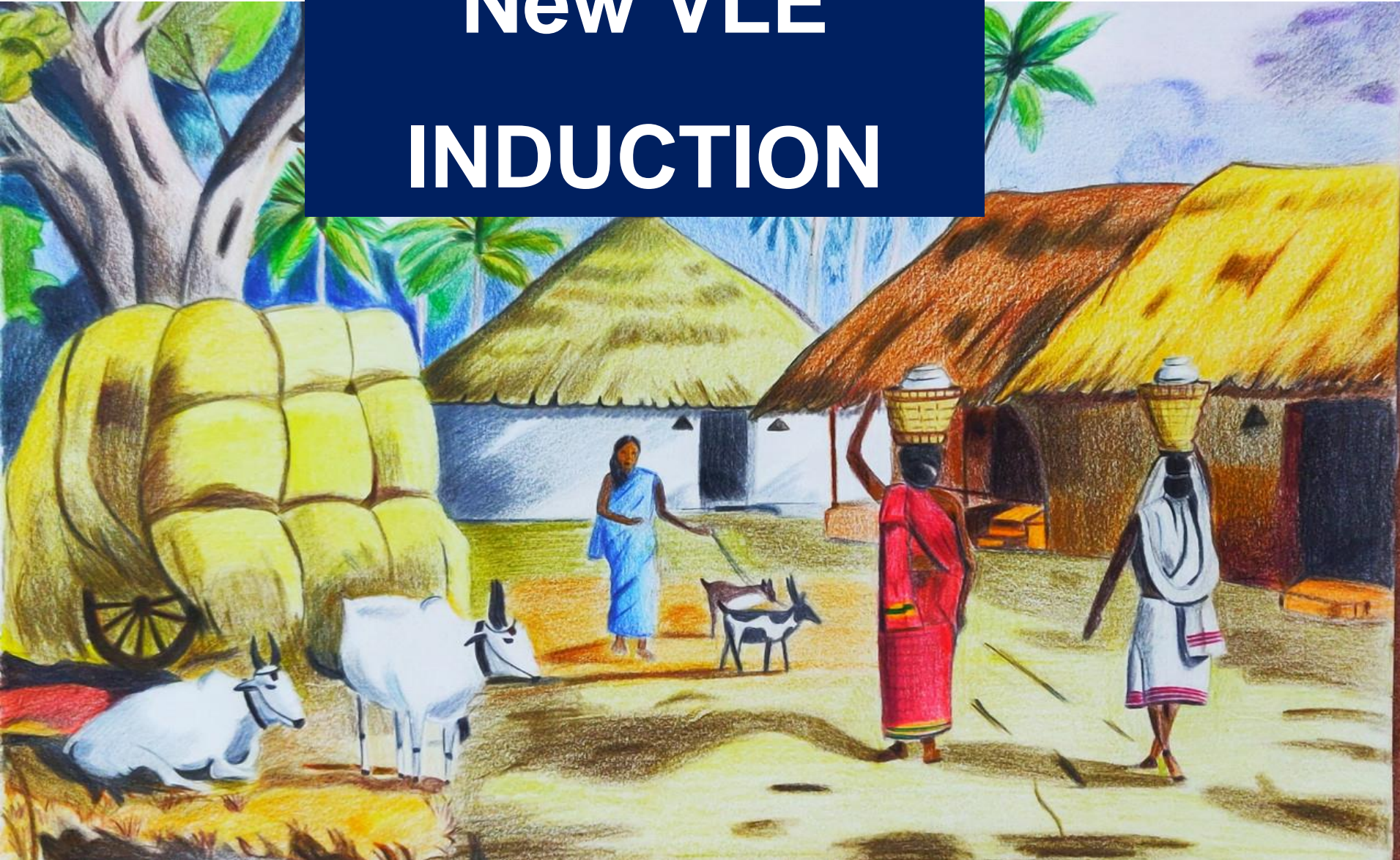


New VLE INDUCTION



TOPICS



Your Trusted Neighbourhood Kiosk

S.N.	Topics
1	About the Company
2	Formation of CSC SPV
3	Stakeholders of CSC 2.0
4	Key-features of CSC 2.0
5	Vision of CSC
6	9 Pillars of Digital India
7	CSC - Ecosystem
8	What is CSC 2.0 Scheme
9	CSC Values
10	CSC Subsidiaries
11	Benefits of CSC
12	Service Delivery Mechanism

S.N.	Topics
13	DSP Portal
14	Who is VLE?
15	Category of Products & Services
16	Information gathering platforms about CSC
17	What is Capacity Building ?
18	Aspirations of FY 2023-24
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20	
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About the company



1

CSC e- Governance Service India Limited is a Special Purpose Vehicle (CSC SPV) incorporated under the Companies Act, 1956 by the Ministry of Electronics and Information Technology (MeitY)

2

It provides a centralized collaborative framework for delivery to services to citizens through CSCs, besides ensuring systematic viability and sustainability of system.

3

They are the access points for delivery of various digital services to villages in India, thereby contributing to a digitally and financially inclusive society.

4

They are positioned as change agents, promoting rural entrepreneurship and building rural capacities and livelihoods.

5

They are enablers of community participation and collective action for engendering social change through a bottom-up approach with key focus on the rural citizen

6

CSCs are the access points for delivery of essential public utility services, social welfare schemes, healthcare, financial, education and agriculture services, apart from host of B2C services to citizens in rural and remote areas of the country

Formation of CSC-SPV

Formation of CSC-SPV

- CSC-SPV was Incorporated under Companies Act, 1956 on 16 July, 2009.
- CSC-SPV was Incorporated as a Special Purpose Vehicle to -
 - Make the CSC Network Robust
 - Oversee the Operations and Management of the CSC Network
- CSC-SPV Functions as per the Provisions of Companies Act, 1956
- Its Framework and Policies are made by its Board of Directors

Stakeholders of CSC 2.0

A National Level

- MeitY
- CSC-SPV
- National Level Resources

B State Level

- State Nodal Department
- State/UT Administration
- CSC-SPV State Team
- State Level Resources

C District Level

- District E-Governance Society (DeGS)
- District level Resources

D GP Level

- VLE

Key Features of CSC 2.0

A self-sustaining network of 2.5 lakh Common Service Centres in Gram Panchayats.

Large bouquet of e-services through a single delivery platform.

Standardization of services and capacity building of stakeholders.

Localised Help Desk support.

Sustainability of VLEs through maximum commission sharing

Encouraging more women as VLEs

Vision of CSC



Your Trusted Neighbourhood Kiosk

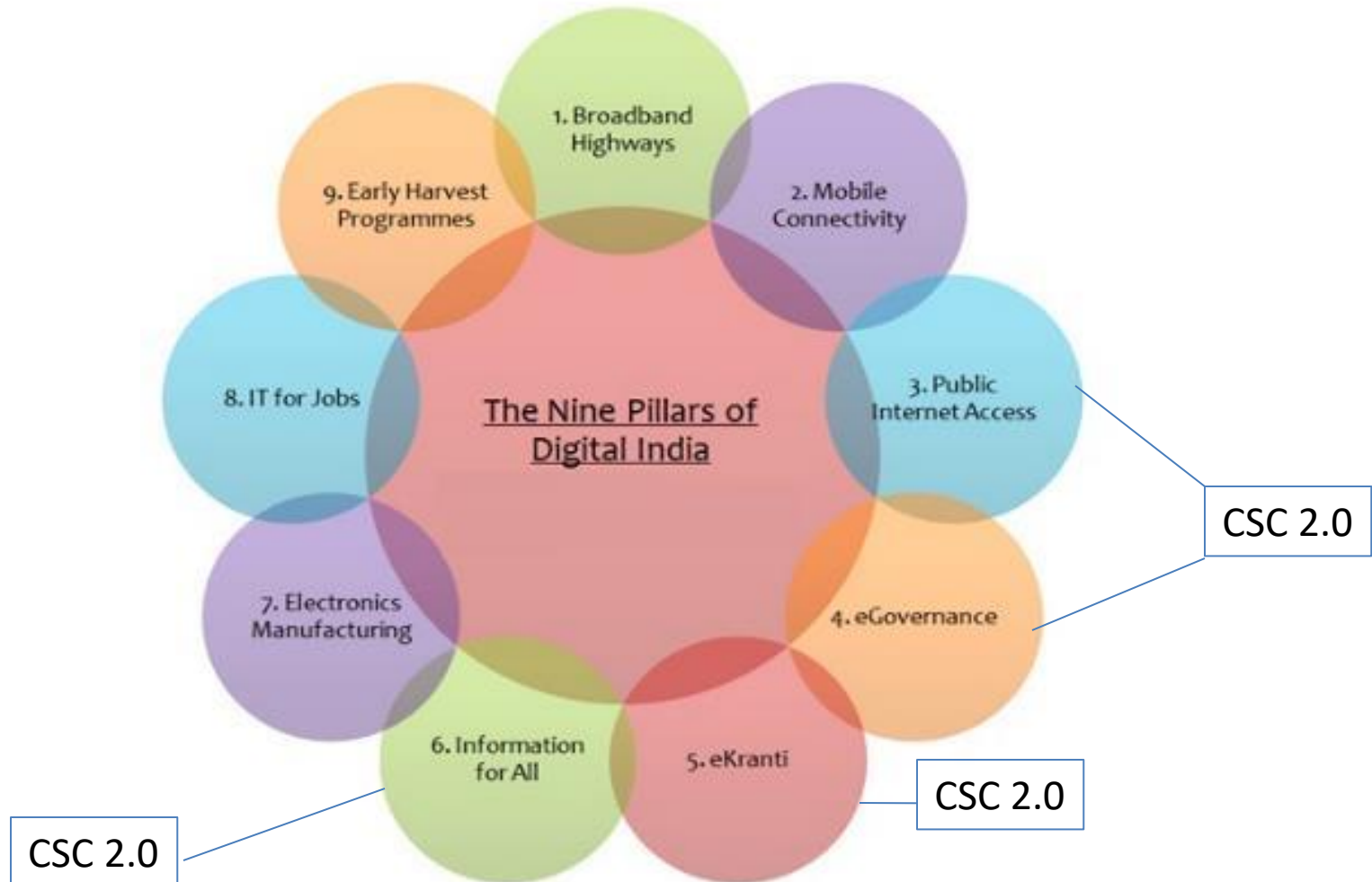
Our Vision

To develop CSC's 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.

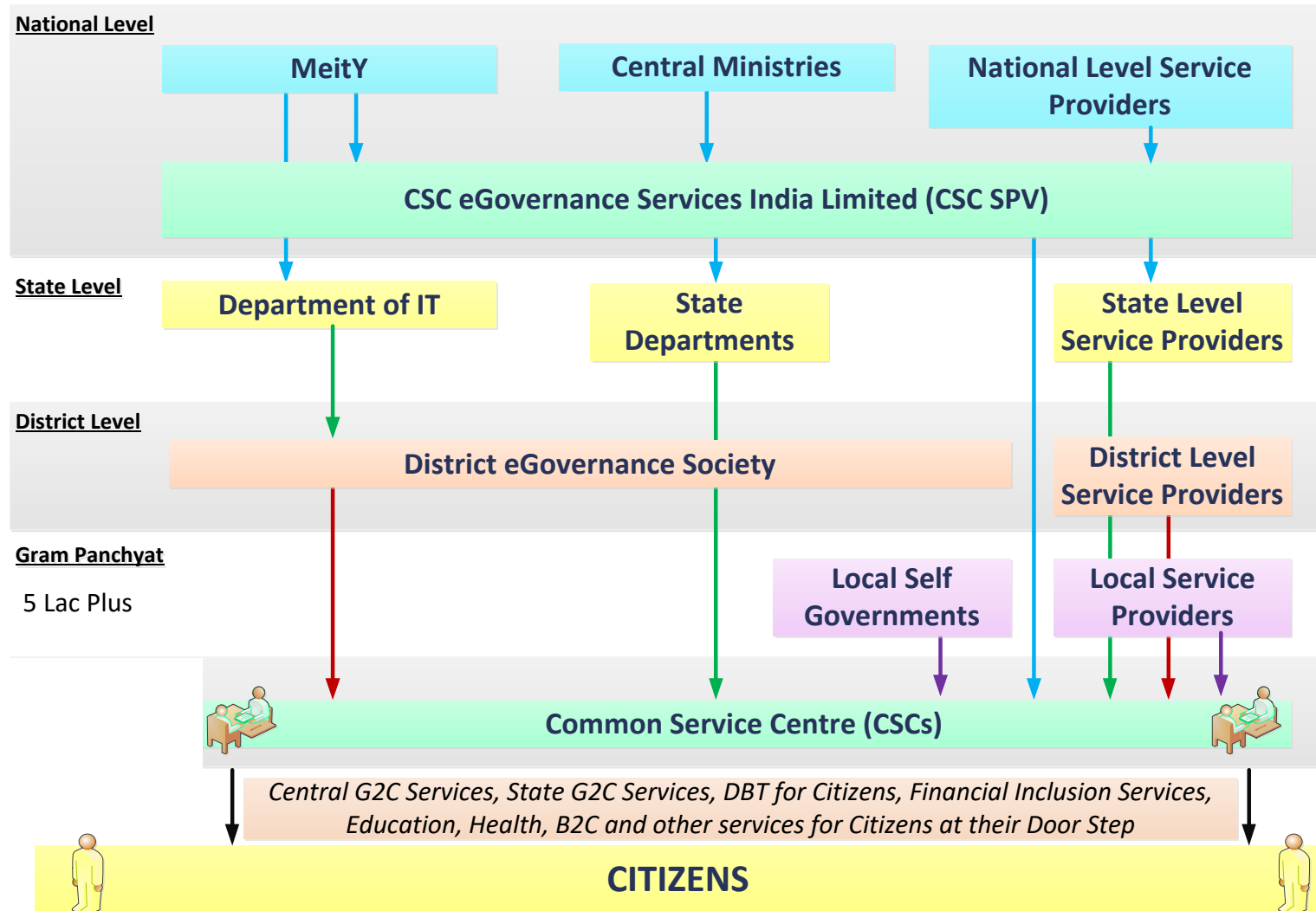


9 Pillars of Digital India

The aim of the scheme is to provide digital access and to make e-governance services available to the citizen at their doorstep specially those who are living in the rural India.



Common Services Centres Ecosystem



Common Service Centers 2.0 Scheme

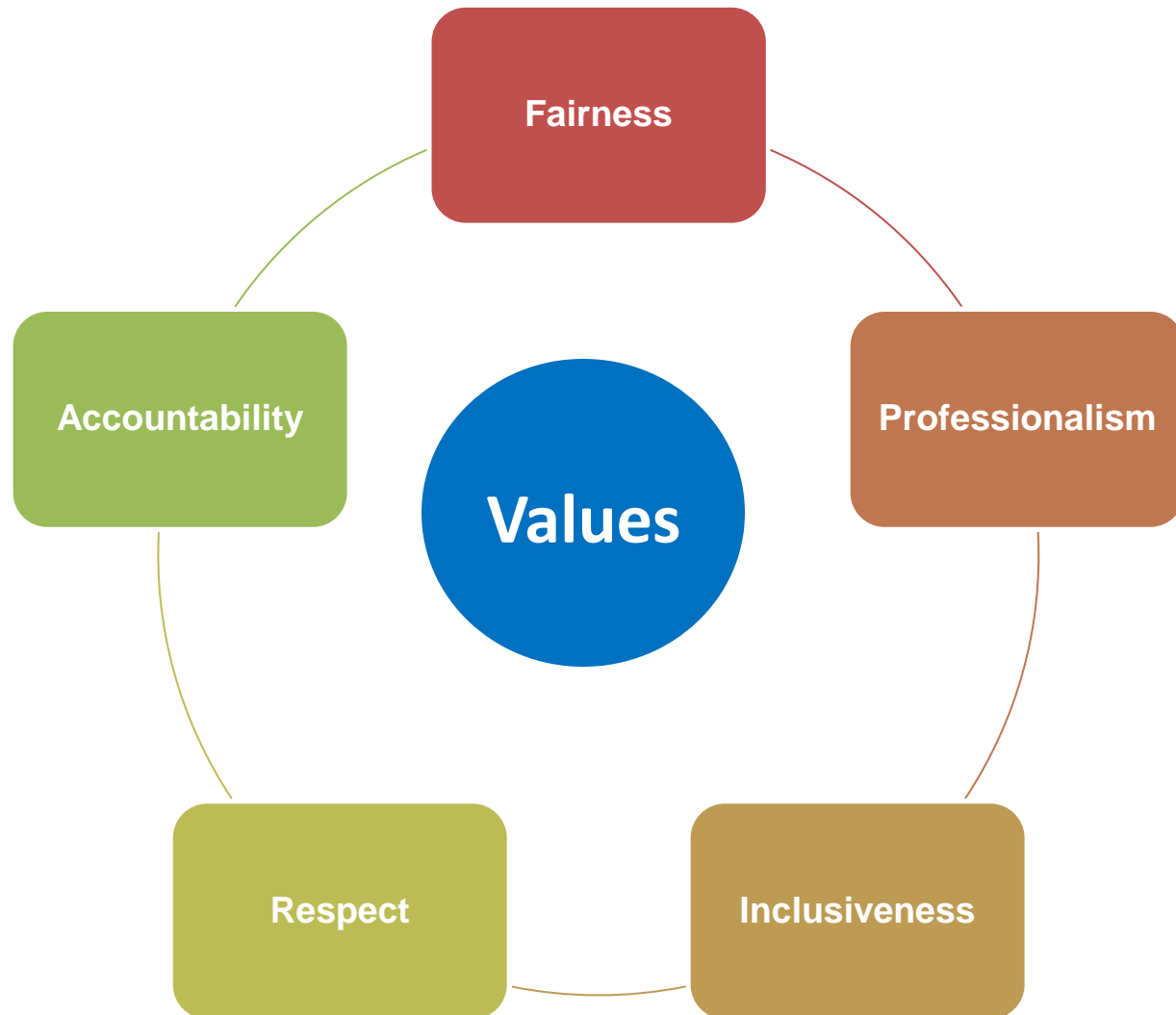


Based on the assessment of Common Service Centre Scheme, the Government launched the common **Service Centers 2.0** scheme in 2015 to expand the outreach of Common Service Centers to all Gram Panchayats across the country.

Under CSC 2.0 scheme, at least one Common Service Center will be set up in each of the 2.5 lakh **Gram Panchayats (GP)** across the country under Digital India- Pillar **3-Public Internet Access Programme** – National Rural Internet Mission and deliver various citizen centric services.

Common Service Centers 2.0 Scheme would consolidate service delivery through Universal technology platform, thereby making e-services, particularly G2C service accessible to citizens anywhere in the country.

CSC Values



CSC Subsidiaries



Your Trusted Neighbourhood Kiosk



CSC Wifi Choupal

- Optical fibre installation and management by CSCs
- Internet Service Provider
- System Integration

CSC Academy

- Well equipped with educational infrastructure
- Executed various CSR initiatives

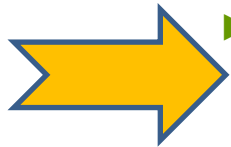


CSC eGrameen Store

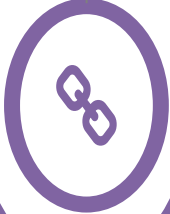
- Started in March 2020 (during lock down)
- 1.54 Lakh estores registered
- 30 Lakh + orders generated worth 300 crores
- Tata Digital & HDFC are share holders

BENEFITS OF CSC

BENEFITS TO CITIZEN



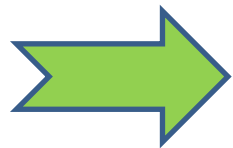
► Delivering government services in urban/rural areas by establishing closer links between Government & Citizens



► Timely delivery of critical information & services through structured system to manage issues of health, Education etc...



► Increase administrative efficiency and provide cost-effective access to Government Services



BENEFITS TO GOVERNMENT

► Create new/additional revenue stream for the centre. As the services are rolled out on commission per transaction basis

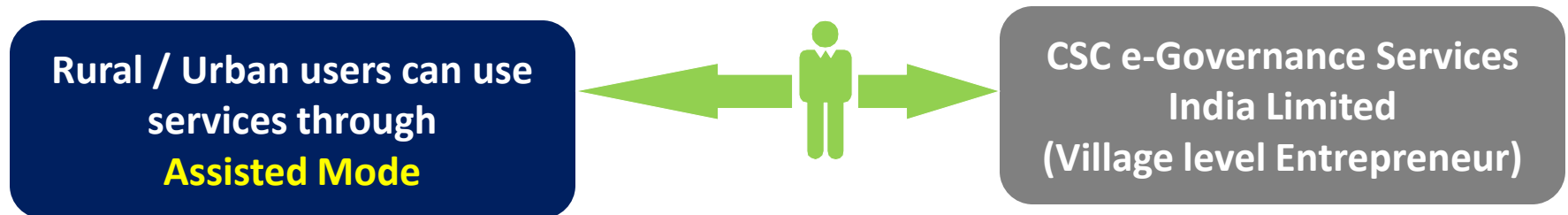
► Delivering essential government services such as PAN Card, Election ID, UID etc.

► Greater exposure to other products & services offered through the centre. E.g. greater awareness of students about the courses offered through the centres

Service Delivery Mechanism

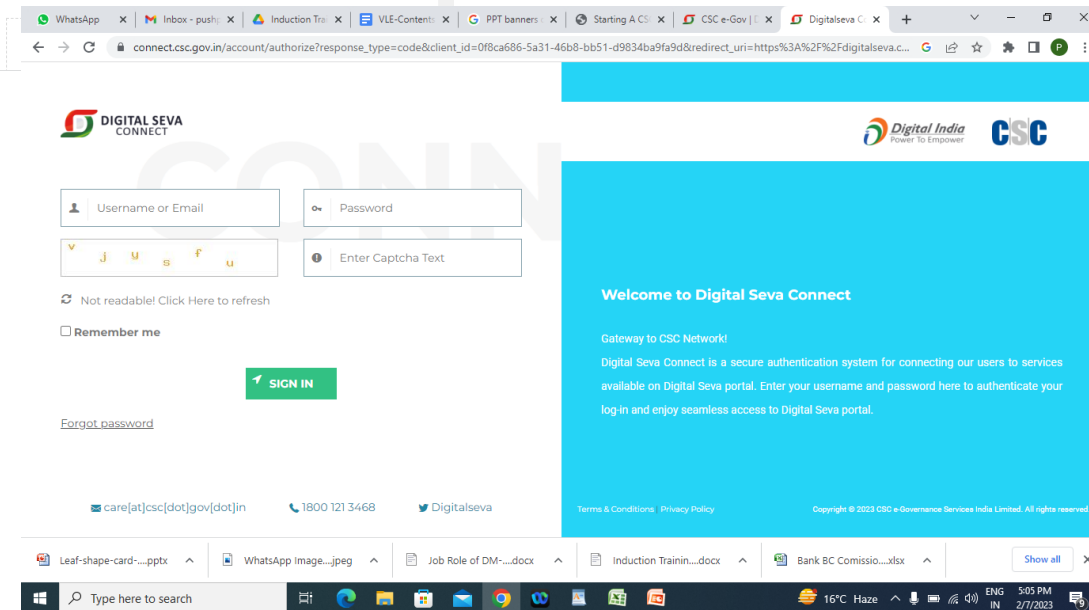
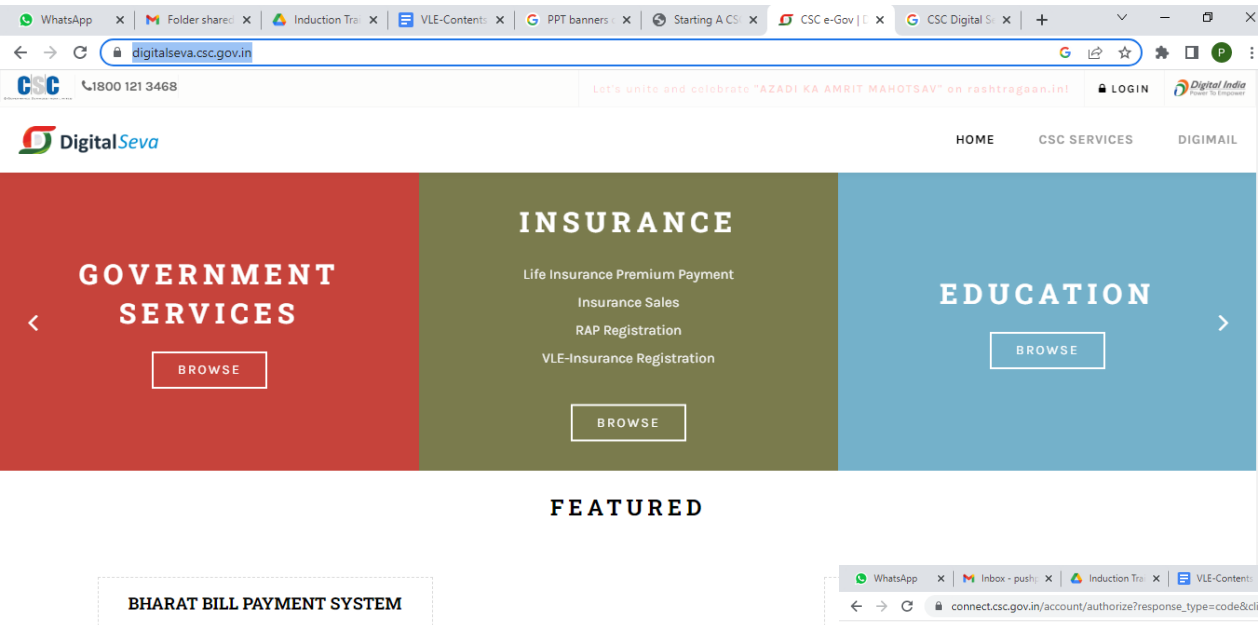


Citizens can directly access the services through Government portals




Citizens can access the services through common service centers on assisting mode via Village Level Entrepreneur

CSC Digital Service Portal (DSP)



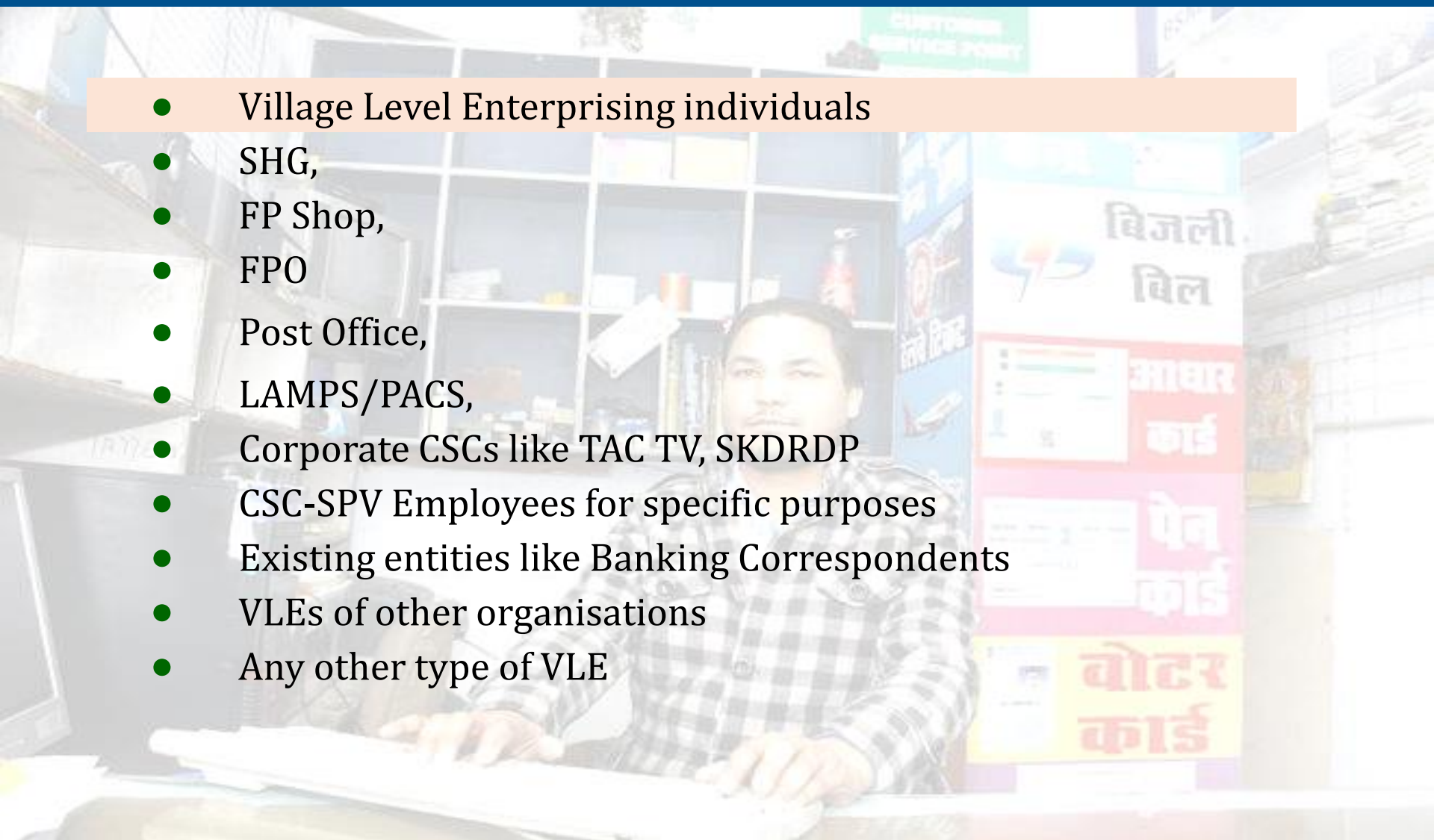
<https://digitalseva.csc.gov.in/>

Who is VLE?

A man in a checkered shirt is sitting at a desk in a CSC kiosk, looking at a computer monitor. The kiosk has various signs, including "CUSTOMER SERVICE POINT" and "बिल" (Bill).

VLE's are **Village Level Entrepreneur** who delivers various government and non-government services to the end consumers from the CSC outlet (mostly owned).

Types of VLE?

- 
- Village Level Enterprising individuals
 - SHG,
 - FP Shop,
 - FPO
 - Post Office,
 - LAMPS/PACS,
 - Corporate CSCs like TAC TV, SKDRDP
 - CSC-SPV Employees for specific purposes
 - Existing entities like Banking Correspondents
 - VLEs of other organisations
 - Any other type of VLE

Eligibility to become a VLE

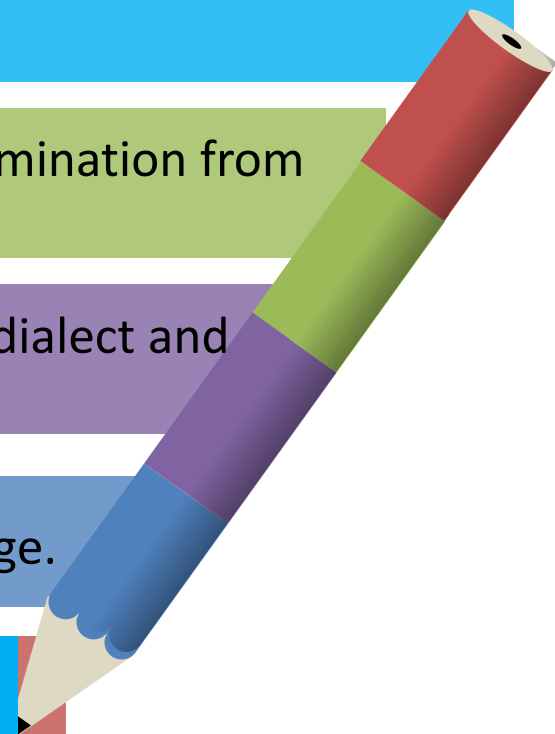
The Age of Applicant should be minimum 18 years on the date of his/her application.

Applicant should preferably have passed the 10th level examination from a recognized Board of Secondary Education.

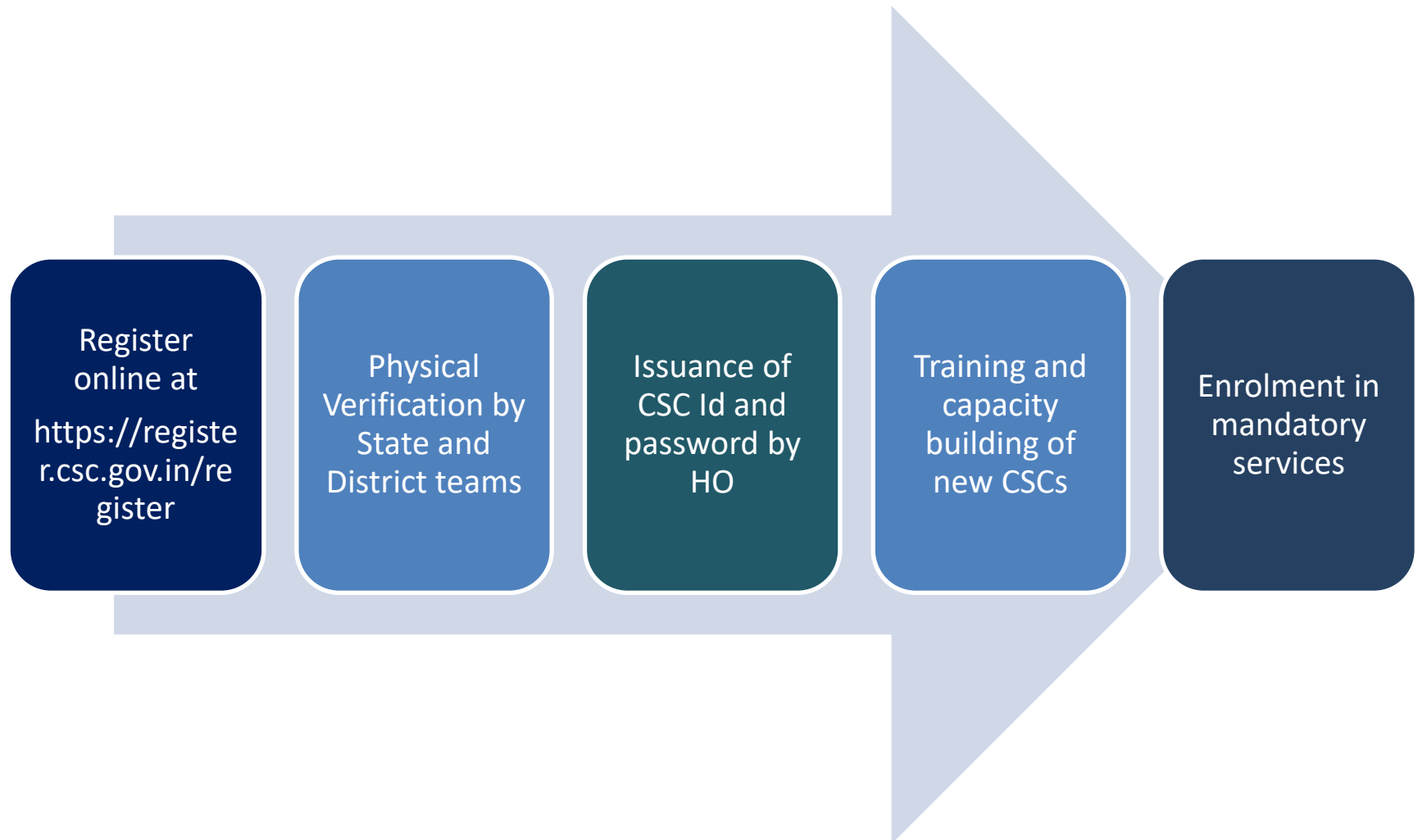
Applicant should be fluent in reading and writing the local dialect and should also have basic level knowledge of English language

Prior Knowledge in basic computer skills would be advantage.

Applicant should be motivated enough to be prime driver of social change and disperse his or her duties with utmost dedication.



How to become a Village Level Entrepreneur ?



VLE Registration Process

It is a simple and easy process to register as a VLE in the CSC ecosystem. Registration is free of cost. Use the below URL: <https://register.csc.gov.in/register>

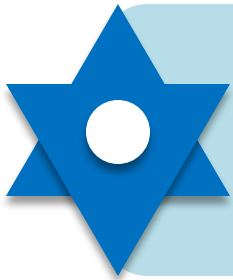


If you are selecting the application type as CSC VLE, it is mandatory to have a TECH Certificate **Number (Telecentre Entrepreneur Course)**.

Please register at <http://www.cscentrepneur.in/register> for TEC



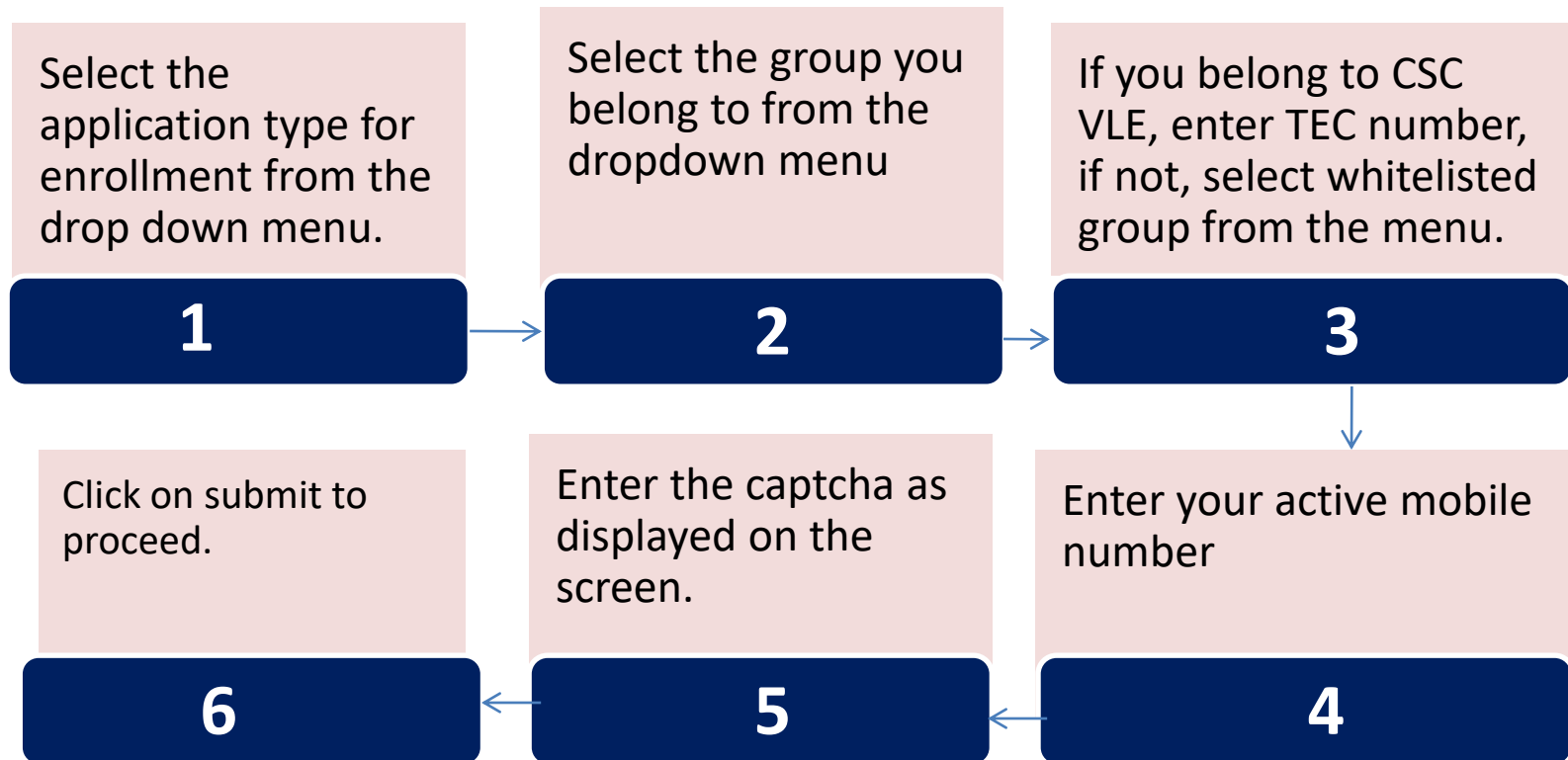
For registering under the specific schemes like SHG, FPO, Banking etc. You should select the white listed group from the dropdown menu.



Also, make sure your mobile number has already been whitelisted.

Steps Registration Process

Follow the simple steps and complete the registration process:



VLE Registration - Documentation

Following documents mentioned below are required while doing the registration:

1

Applicant's Photo

2

Proof of Address

Aadhar Card (primary)
Driving License
PAN
Passport

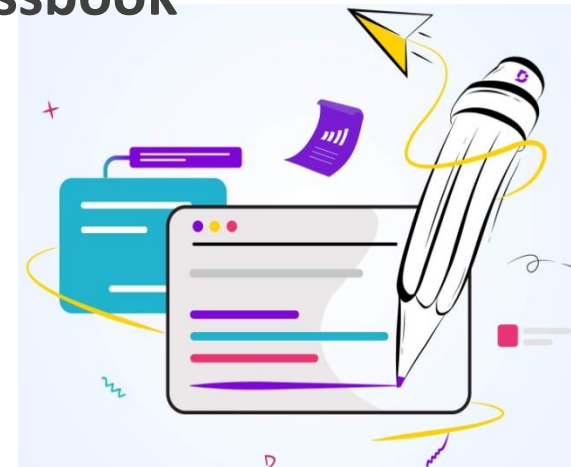
3

Proof of Identity

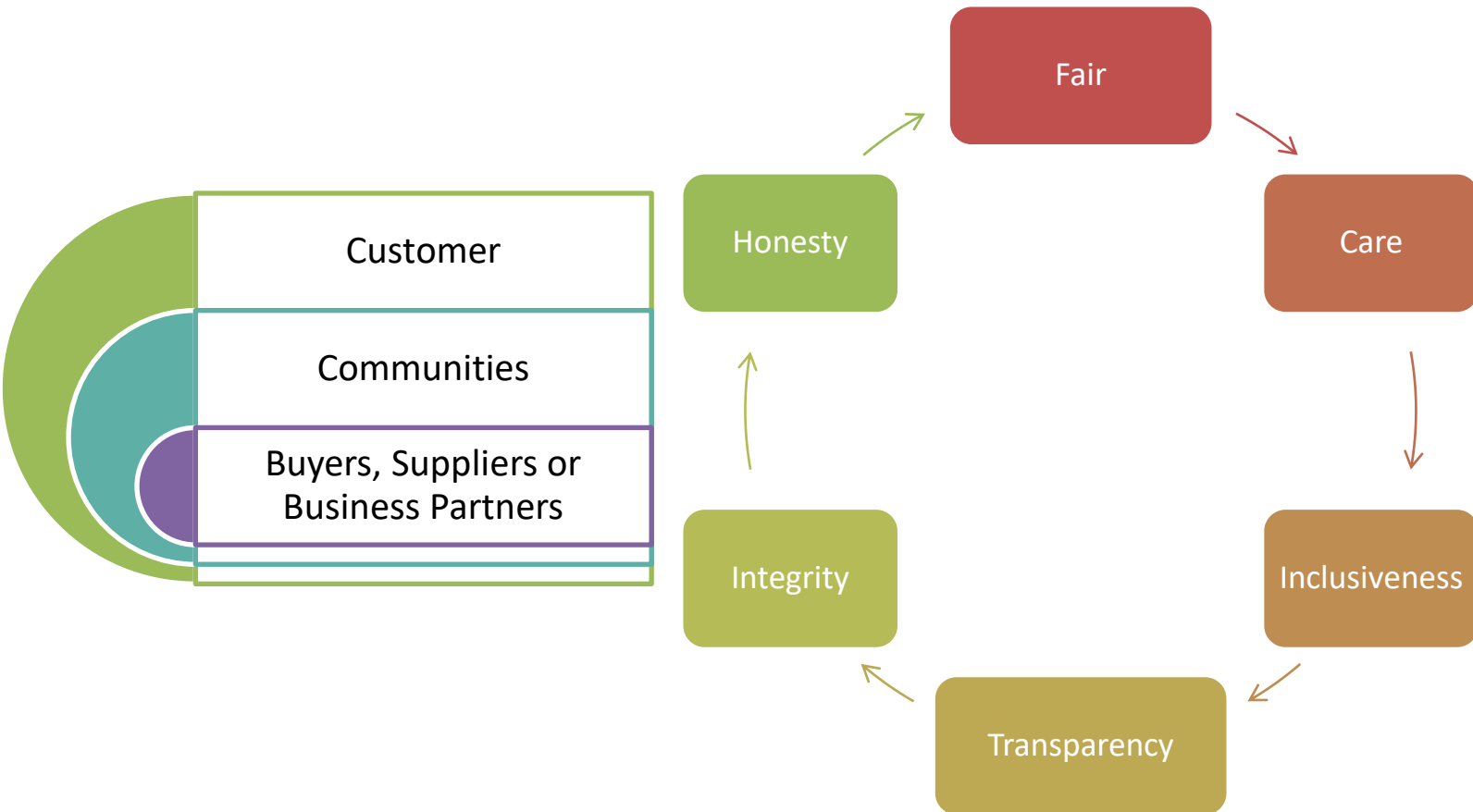
Aadhar Card (primary)
Voter ID
Ration Card
Passport

4

Cancelled Cheque or Bank Passbook



VLE – Maintain Ethics



Category of Products

Agriculture

Health

Financial

Education &
Skill

Legal

Travel

PM Welfare

G2C

B2C

Wi-Fi Choupal

Others

Category of Products

Pradhan Mantri Welfare Schemes

1. Ayushman Bharat Yojana
2. PM - Kisan Maan-dhan Yojana
3. PM Street Vendor's AtmaNirbhar Nidhi Yojana
4. PM Fasal Bima Yojana
5. PM - Shram Yogi Maan-dhan Yojana
6. PM - Kisan Samman Nidhi Yojana
7. PM - Laghu Vyapari Maandhan
8. (NPS Traders)
9. PM - Kisan Credit Cards Yojana
10. E-Shram Registrations

Aadhar (ASK)

1. Enrollment
2. Demographic Updation
3. Document Updation
4. Biometric Updation
5. E-KYC & Authentication
6. Printing of Card

Agriculture

1. CSC e Agri
2. Agri Tele-Consultation & E – Pashu Chikitsa
3. Nursery & Seed Production
4. Soil Testing Center
5. Protected Cultivation & Organic Farming
6. Kisan E-Mart
7. Agricultural Government Schemes
8. Drone Pilot Training Facility

Category of Products



Your Trusted Neighbourhood Kiosk

Health Services

1. Telemedicine
2. Diagnostic Services
3. Phlebotomy Training
4. MediKaBazaar
5. Health & wellness medicines and OTC products
6. CSC Wellness Centers
7. PNB Patanjali Rupay Credit Card
8. Welcome cure Health Packages
9. Ayushman Card

Grameen E-Store

Legal

1. Tele Law
2. E-Court Services
3. National Mission on Cultural Mapping

Other Products

1. Stree Swabhiman Initiative
2. Gramin Naukri Portal
3. ALIMCO Registration
4. SPARSH Defence Pension Services Portal
5. Dak Mitra
6. E-Sign
7. FastAG
8. Online Recruitment Management System
9. CIBIL Report

E-Mobility & Other Smart Products

1. Rural E-Mobility
2. Renewable Energy
3. Solar Microgrid
4. Smart Products
5. Rural Cinemas

Tours & Travel

Registration/Booking/ Cancellation /Refund

1. Train
2. Bus
3. Flight
4. Hotel Booking

G2C Products - Services



Your Trusted Neighbourhood Kiosk

Central G2C Services

1. PAN Card Services
2. Water & Electricity Bill
Payment Services
3. ITR Filing
4. Jeevan Pramaan
5. Passport
6. E-Stamp
7. Government E-marketplace
(GeM)
8. Udyam Services

State G2C Services

1. E-District Services
2. PDS (Public Distribution
Services)
3. Labour Registration
Services
4. E-Vahan – Sarathi
Transport Services
5. Municipal Services

B2C Services

1. Bharat bill pay system - State
2. CSC Dhwani
3. CSC e-Vigyapan
4. Diginame
5. Mobile, DTH recharge & Bill
Payment
6. CSC e-wallet recharge

Financial Inclusion & Services

1	Account Opening	24	Block Debit card
2	Cash Deposit(own bank)	25	Launch Complaints
3	Cash Deposit(other bank-EPS/Rupay Card)	26	Track Complaints
4	Cash withdrawal (on us)	27	Request for SMS alert/email statement (if mobile no./e-mail is already registered)
5	Cash withdrawal (off us)	28	Pension Life Certificate authentication through Jeevan Praman(Aadhaar enabled)
6	Fund transfer (own bank)	29	Recovery /collection upto bank approved limits
7	Fund transfer (other bank-AEPS/Rupay Card)	30	Apply for Rupay debit cards
8	Balance enquiry (own bank)	31	Passbook update
9	Balance enquiry (other bank-AEPS/Rupay Card)	32	Loan request initiation for Personal Loan
10	Mini Statement	33	Loan request initiation for Vehicle Loan
11	RD opening	34	Loan request initiation for Home Loan
12	Enroll for Micro Accidental Death Insurance	35	Lead generation for Current Account
13	Enroll for Micro Life Insurance	36	Request initiation for Mutual Fund
14	Enroll for Social Security Pension Scheme	37	Request initiation for Life Insurance
15	Cheque Collection	38	Request initiation for Health Insurance
16	Aadhaar Seeding	39	Request initiation for Motor insurance
17	Mobile Seeding	40	Sukanya Samriddhi Account (SSA)
18	IMPS	41	National Pension Scheme(NPS) Account Opening
19	NEFT	42	National Pension Scheme(NPS) Status Check
20	Request for new Cheque book	43	Sovereign Gold Bond(SGB)
21	Stop payment of cheque	44	Floating Rate Saving Bond(FRSB)
22	Cheque status enquiry	45	Senior Citizen Savings Scheme(SCSS)
23	Renewal of TD/RD	46	Public Provident Fund(PPF)

Education & Skills

Skill Development

1. DTH Set Top Box Installation and Service Technician
2. Cyber Security
3. Digital Wellness
4. Soft Skills and Personality Development
5. Retail Sales Associate
6. 2W Delivery Associate
7. Yogyata Application
8. Skilling of Divyang Citizens
9. CSC Gramin Naukri Portal
10. NCS (National Career Service)
11. CSC Help Desk & Complaint Management System
12. Haryana Skill Development Mission - HSDM
13. Artificial Limbs Manufacturing Corporation of India (ALIMCO)
14. National Handicapped Finance and Development Corporation (NHFDCL)
15. Optical Fiber Splicer

This is not the end ...
Many More in the plate.....

Education

1. PMGDISHA
2. **Competitive Exams:**
3. Sarkari Pariksha
4. Adda 247
5. **Financial Accounting :**
6. GST Advance & GST Advance Kit
7. Basic Computer Course (BCC)
8. National Institute of Open School
9. IEEE Blended learning program
10. Infosys Springboard Program
11. Diploma in Computer Application
12. Vidyakul online coaching class
13. Microsoft product and Services
14. G D Goenka University Form
15. Tally Education Training courses:
16. Tally Kaushal Parman Patra (Tally KPP)
17. GST Using Tally ERP
18. Telecentre Entrepreneur Course
19. Certification in Stock Market BSE Institute Limited
20. Symbiosis Centre for Distance Learning
21. Amity University Online
22. Kutuki-Learning for Pre School Children

Learning Platforms



<https://www.facebook.com/cscscheme/>



https://twitter.com/CSCegov_



<https://www.youtube.com/@CSCSCHEME>



<https://jaankari.csccloud.in/>



<https://csc.gov.in/newsletters>



CAPACITY BUILDING

What is Capacity Building?



Activities that strengthen the knowledge, abilities, skills and behavior of individuals, and improve institutional structure and processes, so that the organization can efficiently meet its goals in a sustainable way. – Ku and Yuen-Tsang

Need of Capacity Building in CSC

*CSC is having approx **2800 employees** headcount including the HQ employees, State Head Quarters and District level teams. CSC also touched the partnering with VLE's around **5.5 Lac**. The trainings and information are broadcasting through various channels in CSC currently.*

In this scenarios CSC is facing the lot's of challenges in terms of delivery the systematic and standardized trainings to their Employees and VLE's.



ASPIRATIONS FOR FY 2023-24

- **EACH AND EVERY GP HAVING ONE CSC ACTIVE EVERY MONTH**
- **EACH AND EVERY VILLAGE HAVING ONE ACTIVE CSC EVERY MONTH**
- **EACH AND EVERY REGISTERED CSC BECOMING ACTIVE**
- **ALL THE 1.0 LAKH PLUS BC POINTS BECOMING ACTIVE**
- **MONTHLY TRANSACTIONS FOR EACH DISTRICT SHOULD CROSS 75K**
- **EACH AND EVERY DISTRICT SHOULD BE PROFIT CENTRE**
- **CSC-SPV SYMBOLISES TRUST, DEPENDABILITY, STATE OF THE ART SERVICE DELIVERY**
- **WHENEVER ANY SERVICE IS DISCUSSED, PEOPLE SHOULD REMEMBER CSC**



Your Trusted Neighbourhood Kiosk

Thank You

