

User Manual for CSC India National Portal

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Introduction

- The Government of India has formulated the National e-Governance Plan (NeGP) with the vision of providing all government services in an integrated manner at the doorstep of the citizen, at an affordable cost.
- The Common Services Centers (CSC) Scheme envisages setting up more than 100,000 internet enabled ICT centres named as Common Services Centers (CSC) in the Public Private Partnership (PPP) mode in rural areas.
- Each CSC is run by a Village Level Entrepreneur (VLEs) selected who is selected by the Service Centre Agencies (SCAs), the private sector partners under the CSC Scheme.
- The CSCs are envisioned as the front end service delivery points, for government, social and business services in rural India.

**The CSC e-Governance Services India Ltd, Under Companies Act 1956,
with the objectives of:**

- Ensuring systemic viability and sustainability of the CSC Scheme
- Monitoring the outcomes being achieved by the CSCs
- Enabling delivery of G2C and B2C services via the CSCs
- Providing a standardized framework for collaborative decision making
- Catalysing and maintaining content aggregation on an on-going basis
- Building stakeholder capacity
- Looping best practices

Revenue generated from services offered through this Portal will also be shared with the SCAs and VLEs based on terms to be separately agreed upon.

Target Audience

- Village Level Entrepreneur (VLE)/CSC Operators
- Service Center Agencies (SCAs)
- State Designated Agencies (SDAs)
- Service Providers, whose services are being delivered via the Portal.
- Independent Content writer
- CSC SPV Team and its partners- DIT, BSNL, DOEACC Society, Banks, etc.

Purpose

The portal will be used by different user for various purposes:-

1. Village level entrepreneur (VLE):-

- Government to Citizen Services (G2C)
- Business to Citizen Services (B2C)
- Skill development training
- Financial inclusion services to citizens online
- Different transaction reports
- Analyse the business in an effective manner.
- Log complaints regarding any transaction and other than transactions.
- Communication with other Stakeholders

2. Service Centre Agency (SCA):-

- SCA will use online portal for managing the VLE effectively and can have an eye on the business trends with the help of user friendly reporting tool.

3. State Designated Agency (SDA):-

- SDA will be report regarding the monthly updates, various reports with the photographs etc with the help of reporting tool.

4. CSC-SPV/DIT: -

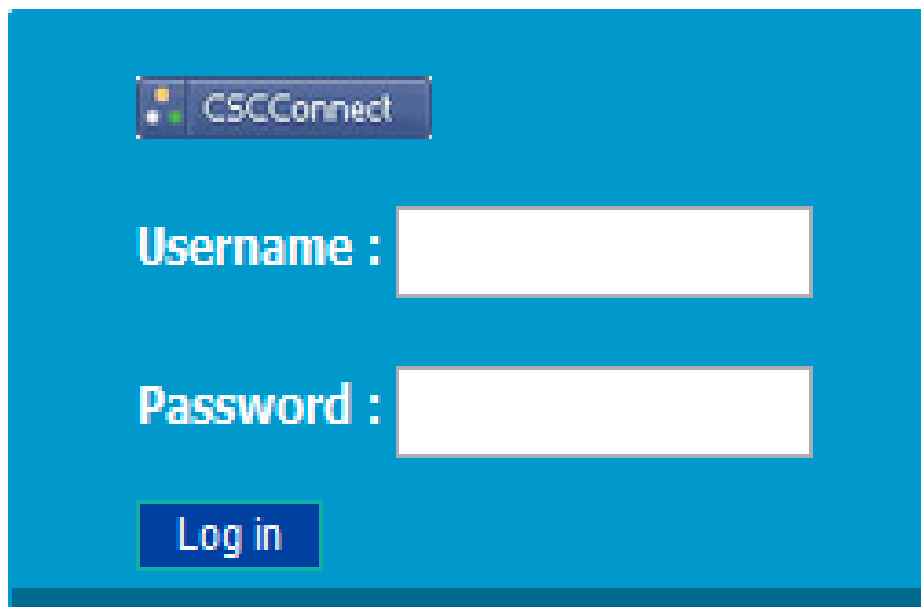
- SPV will be using the project monitoring tool to monitor the different projects under SPV and DIT.

Village Level Entrepreneur

CSC (VLE): – CSC is the outlet operated (and mostly owned) by Village Level Entrepreneur (VLE) for delivering various government and non-government services to the end consumers which are normally villagers.

VLE Registration/Login

- To use the online national portal, VLE need to register on portal first.
- If he is coming first time to the portal, he will click on the **CSC-Connect Tab** which is available on the login screen.



The image shows a login interface for CSC Connect. It features a blue background. At the top left, there is a logo with the text 'CSCConnect'. Below the logo, there are two white input fields: 'Username :' and 'Password :'. At the bottom left, there is a blue button with the text 'Log in'.

Figure 1:- CSC Connect Tab

- A new pop up will open, where VLE need to enter the CSC ID & Password.



Figure 2:- VLE Log-in Window

- After authentication, VLE will land on registration page and enter the required data and **submit**.

VLE Detail

CSC ID: *

VLE Name: *

CSC Name: *

Gender: Male Female

Last Educational Qualification: *

Father/Husband Name: *

CSC Detail

State: *

District: *

Block: *

Tehsil: *

Gram Panchayat: *

CSC Location:: *

Village Census Code: *

Village Population: *

Type Of Area: Rural Urban

Operating Village Name:: *

CSC Address Shop/House No. *

CSC Address(cont.) Gali/Muhalla/Sector etc. *

Is CSC Located in the Grampanchayat location: Yes No

Nearest City/Town: *

Post Office: *

Pin Code: *

Landmark *

Landline Number (STD Code + Phone) + *

Mobile Number *

Email address: *

Alt. Email ID *

Is CSC address and Residential address is same? Yes

Res Address Shop/House No. *

Res Address(cont.) Gali/Muhalla/Sector etc. *

District: *

Nearest City/Town: *

Post Office: *

Pin Code: *

Landline Number (STD Code + Phone) + *

Figure 3:- VLE Registration Page 1

General Information about CSC Outlet

Connectivity Type: *

Speed: *

Monthly Charge: *

Power Backup: Yes No

Power Backup in hours: *

No of computers: *

Space In CSC Outlet: *

Employee: *

OMT DATA

SCA Name:

SCA ID:

I agree that you may publish my all the detail publicly

Figure 4:- VLE Registration Page 2

- Once the VLE submit the detail, he will receive an Email and SMS to verify the Email ID & Mobile number.
- To Verify the Email ID and mobile number, click on the link given in the Email and need to enter the OMT ID and Verification password, received on SMS.

Please enter your CSC ID and the SMS Activation code below:

CSC ID:

Activation Code:

Resend Your Activation Code [Click Here](#)

Figure 5:- Activation Window

Please Enter Your Details:

CSC ID:

Email ID:

Mobile No:

Figure 6:- Re-generation of Activation Code

- Once VLE enter the correct detail, The VLE will be registered on portal.
- If VLE will not verifying the Email and Mobile number, VLE account will be blocked and cannot log-in in the portal
- In the case where SMS is not received by VLE, he can get the Email and SMS after entering the email and mobile number.
- Email ID and mobile number is verified, account will be activated.
- To start using E-Commerce services and start transacting the same, VLE need to create his/her Prepaid Wallet.

VLE Wallet Creation

- To create prepaid wallet, VLE need to log-in through CSC-Connect.
- Click on **Click here** to Create wallet-

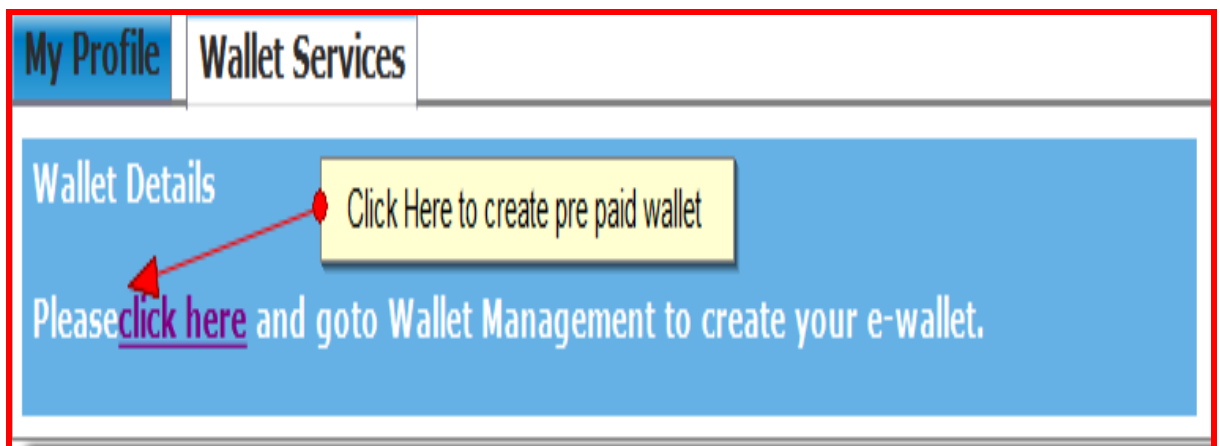


Figure 7:- Go to Wallet Creation

- Enter the data in the mentioned fields

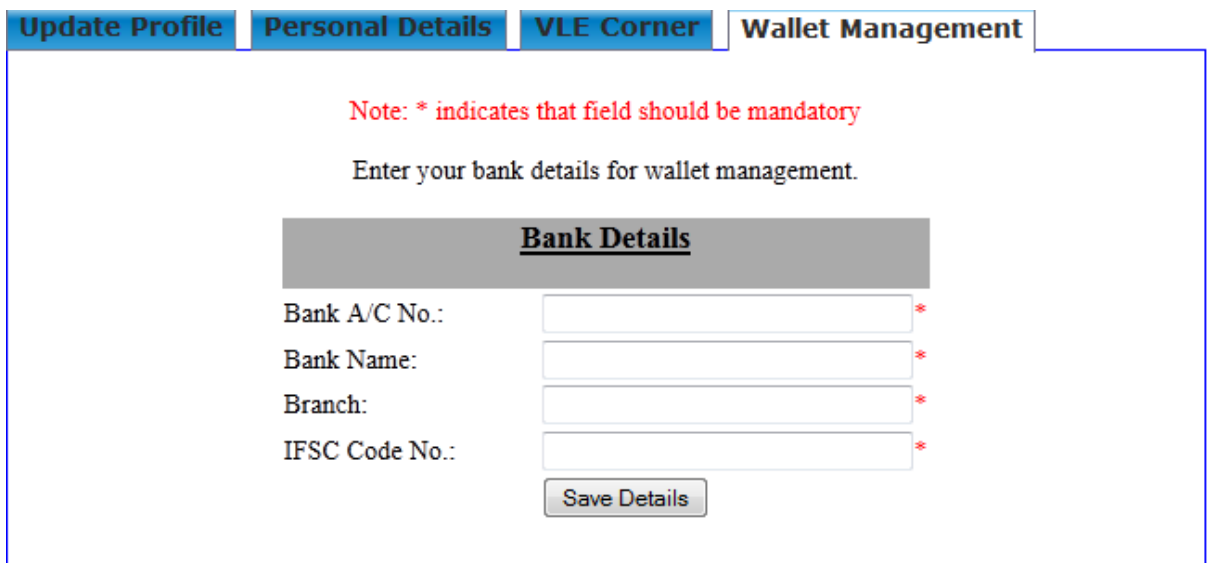
A screenshot of a web interface showing a form for entering bank details. At the top, there are four tabs: 'Update Profile', 'Personal Details', 'VLE Corner', and 'Wallet Management'. Below the tabs is a red note: '* indicates that field should be mandatory'. Below the note is the text 'Enter your bank details for wallet management.' Below this is a grey header with the text 'Bank Details'. Below the header are four input fields: 'Bank A/C No.', 'Bank Name', 'Branch', and 'IFSC Code No.'. Each input field has a red asterisk to its right. Below the input fields is a 'Save Details' button.

Figure 8:- Wallet Creation

- In case, SCA is not registered, Wallet will not be created. And In case, SCA is registered, wallet will be created.



Figure 9:- Create Your Wallet

- Once pre-paid wallet will be created and message will be display as shown below:-

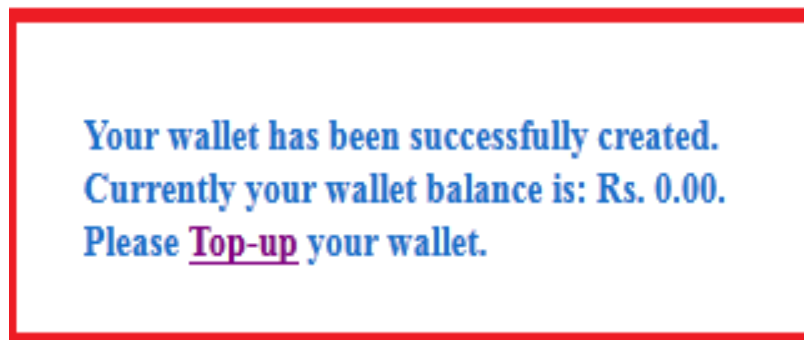


Figure 10:- Wallet Creation Message

- At the same time, VLE will receive the Wallet password on SMS to start transaction.
- To top up the prepaid wallet, VLE need to click on **Top-up** your wallet in the above mentioned screen and VLE will be redirected to:-

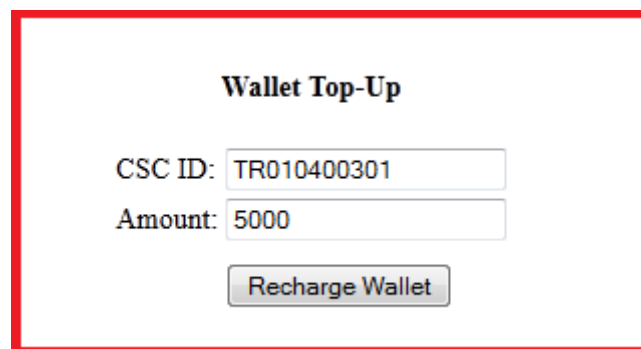
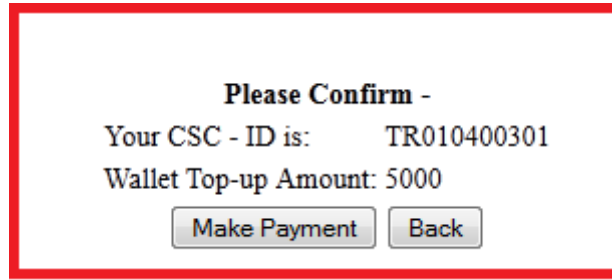


Figure 11:- wallet Top-up

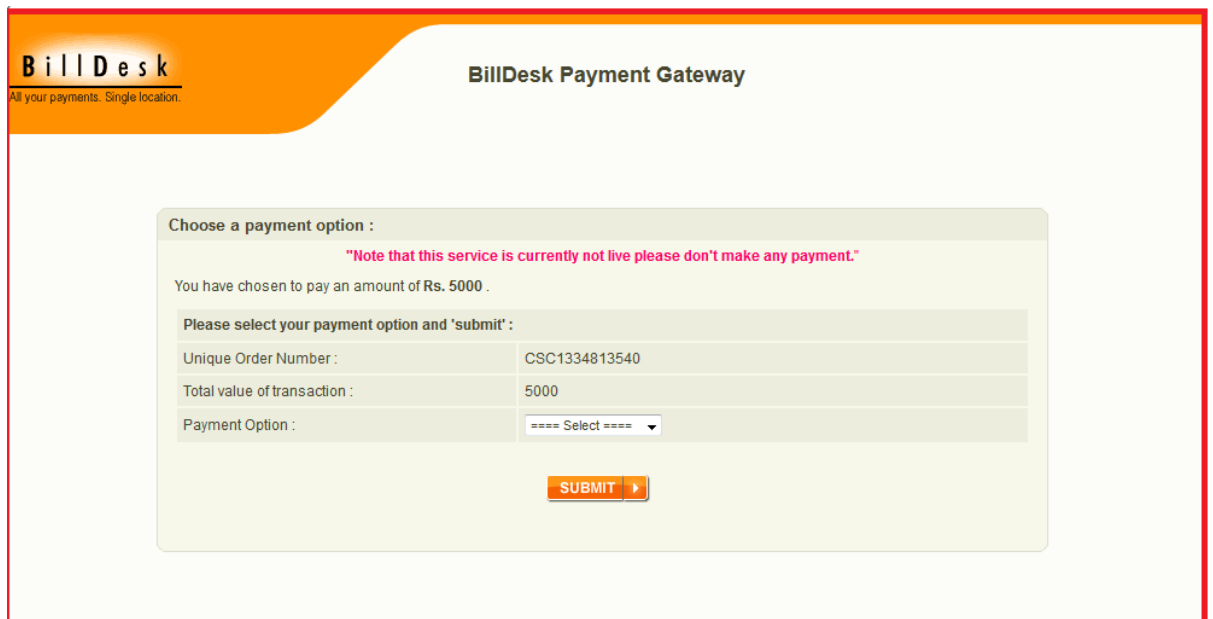
- After clicking “Recharge Wallet”. Portal will redirect VLE on Payment Gateway to **make Payment**



A confirmation window with a red border. The text inside reads: "Please Confirm - Your CSC - ID is: TR010400301 Wallet Top-up Amount: 5000". Below the text are two buttons: "Make Payment" and "Back".

Figure 12:- Confirmation Window for Top-up

- Select the **Payment Option**.



The BillDesk Payment Gateway interface. The header includes the BillDesk logo and the text "All your payments. Single location." and "BillDesk Payment Gateway". The main content area contains a form with the following elements:

- Section: "Choose a payment option :"
- Message: "Note that this service is currently not live please don't make any payment."
- Text: "You have chosen to pay an amount of Rs. 5000 ."
- Section: "Please select your payment option and 'submit' :"
- Form fields:
 - Unique Order Number : CSC1334813540
 - Total value of transaction : 5000
 - Payment Option : [Dropdown menu with text "**** Select ****"]
- Submit button: "SUBMIT" with a right-pointing arrow.

Figure 13:- Payment gateway