

# Welcome Kit for Common Service Centre (CSC)

## Village Level Entrepreneurs (VLEs)



## Welcome to the CSC Ecosystem

Congratulations on becoming a part of the 11 Lakh strong Common Service Centre (CSC) family as a Village Level Entrepreneur (VLE) You would have already received your 12 digit CSC ID and the login password and started this exciting journey. The concerned District Team Member will visit you shortly to provide handholding support and demonstrate various services.

**CSC e-Governance Services India Limited**, a Special Purpose Vehicle (CSC SPV), was incorporated in July, 2009 to provide a centralized, collaborative framework for service delivery to citizens through Common Service Centers, while ensuring the viability and sustainability of the initiative.

As a VLE, you are now at the forefront of empowering your community by offering digital services such as Utility Bill Payments, e-recharge, PAN services, Social Welfare schemes, Financial Services, Educational & Skill Development courses, Healthcare, Agriculture services, Digital Literacy, and Travel related services among others, and bridging the gap between government and citizens.

This Welcome kit will guide you through your roles and responsibilities, the functioning of the Digital Seva Portal, Digipay App and e-Grameen Store App and others, and how to manage and deliver services effectively.

### 1. Requirements for a functional CSC

1. Adequate business space. The Recommended space is minimum of 50 sq ft or above.
2. Following hardware and software are recommended
  - a. Minimum of 1 PC (Desktop/Laptop) loaded with the latest Windows Operating system, preferably having Google Chrome/Mozilla and having internet.
  - b. Power Back-up (UPS / Genset etc)
  - c. Minimum 1 Printer (Deskjet/Laser)
  - d. Digital / Web Camera
  - e. Internet Connectivity (Broadband / Wi Fi / Data Card etc)
  - f. Furniture
  - g. Biometric and or Iris Devices required for Digipay / Banking / Aadhaar and other services requiring Bio Authentication

## 2. Common Service Centres: Creating Wave of Rural Entrepreneurship

Even today, in remote parts of the country, citizens often have to travel to distant cities for basic services. For instance, in some panchayats, an MNREGA worker may need to go 70-80 kilometers to reach a bank branch, losing a day's wages in the process. This results in a loss of both time and money. However, with CSC centers now established in almost every panchayat across the country, essential services are available at citizens' doorsteps.

Operating a CSC has become a career path for Village Level Entrepreneurs (VLEs). Many VLEs earn significant monthly incomes by offering Government and other related services to citizens through Common Service Centers. Thus, CSCs not only empower rural communities but also create promising entrepreneurial opportunities. These VLEs are creating employment opportunities in rural India.

CSCs offer assisted access to e-services in India, focusing on enhancing governance. Apart from delivering essential government and public utility services, CSCs also deliver a range of social welfare schemes of central and state government financial services, educational courses, skill development courses, healthcare, agriculture services, and digital literacy.



### 3. Role of a Village Level Entrepreneur (VLE)

As a Village Level Entrepreneur (VLE), you play a crucial role in connecting the digital world to your community. You are the primary contact point for citizens accessing digital services at the local level and your contribution is vital in enabling digital inclusion.

Maintaining a good appearance of your center is essential. This involves ensuring general cleanliness, an organized workspace, and a professional setup that creates a welcoming environment for citizens. Additionally, it is important to effectively communicate the availability of services at your center. Having proper signage, which clearly displays the services offered, not only helps in promoting the services but also instils confidence among citizens visiting your center..

To assist you in this, a sample board design is provided below for your reference



For more details & approved designs you can visit the CSC Jaankari Suvidha Portal on <https://jaankari.csccloud.in/>.

## 4. Overview of Digital Seva Portal

The Digital Seva Portal (DSP) allows you to access and deliver a wide range of services under the CSC scheme. This user-friendly portal facilitates real-time service delivery, ensuring transparency, efficiency, and seamless transaction management.

Through the DSP, VLE can provide various services including Government-to-Citizen (G2C) services, Business-to-Citizen (B2C) services, banking and financial services, state-centric services, and many more.

Majority of services on DSP are carried out using the CSC Wallet, which is created immediately along with the creation of your CSC ID. Please ensure that your wallet is sufficiently funded so that the transactions can be carried out successfully. A certain minimum balance needs to be maintained in the wallet. The process of activation is explained in the video below.

For your convenience, the process of wallet activation and an introductory video on the DSP process flow is provided below.

[https://drive.google.com/file/d/1Nc7riCgqBKghUB7pHbqGEaNVZRBPT4Pv/view?usp=drive\\_link](https://drive.google.com/file/d/1Nc7riCgqBKghUB7pHbqGEaNVZRBPT4Pv/view?usp=drive_link)

**Important Note: Bio Authentication will be mandatory for all VLEs each month. Upon their first login every month, VLEs will receive an automated notification on the Digital Seva Portal prompting them to complete Bio Authentication. Please note that transactions will only be allowed with successful Bio Authentication once a month**

### 4.1 Wallet Topup

The following video explains the Wallet Topup process using various banking / UPI channels:

[https://drive.google.com/file/d/1BnHiaw-PEA5x4NrWi6JXDnKY1bbGjb9\\_/view?usp=drive\\_link](https://drive.google.com/file/d/1BnHiaw-PEA5x4NrWi6JXDnKY1bbGjb9_/view?usp=drive_link)

It is also possible to topup the wallet using Digipay

<b>Step 1:</b> Open DigiPay account either in the form of mobile application or browser
<b>Step 2:</b> Login into the system through respective User ID and password
<b>Step 3:</b> Go to Wallet Top-up option under DigiPay
<b>Step 4:</b> Enter your details along with the amount to be recharged
<b>Step 5:</b> After completion of scanning process, DSP wallet will be recharged
<b>Step 6:</b> After successful transaction, receipt can be downloaded from DigiPay dashboard and same will be reflected under your wallet details in Digital Seva Portal



## DSP Portal Logging in Tips & Tricks

1. Do not share your Login Details & Wallet Pin with anyone.
2. Periodically change your portal password & wallet pin – preferably every 15 days. Choose a strong password as per the guidelines on DSP.
3. In case of repeated failure on any login / services, please clear the Temp Files, Cookies & Data Cache.
4. Regularly check notifications & alerts on the portal to stay updated on the actions that require your attention for smooth operations.



## 5. List of Services You Can Provide

The following are some of the key services that you can offer as a VLE:

### G2C Services

- PAN Card Services
- Passport Applications
- \*Birth/Death Certificates
- \*Land Records
- Utility Bill Payments (Electricity, Water, Gas)
- Pension Schemes such as NPS

### B2C Services

- Mobile/DTH Recharges
- Travel Ticket Bookings (Bus, Flight)

### Education and Skill Training Services

- NIELIT certified programs
- NIOS programs
- Preparation for Govt Jobs
- Employability enhancement programs
- CSR Project execution

### Financial Services

- Loan Lead Generation
- National Pension Scheme (NPS)
- DigiPay

### Health Services

- Telemedicine and Tele-consultation

- Pradhan Mantri Jan Arogya Yojana (PM-JAY)

### Agriculture

- Agriculture
- Tele Consultancy (Crop and Livestock advisory to farmers)
- CSC e-Agri Portal - (<https://agri.csccloud.in>)
- All types of Agri products and tools of different brands (Seeds, Fertilizers, Pesticides, equipment etc.)
- B2B Services (for License holders VLE / FPO / Society)
- B2C Service (for individuals/VLE)
- Soil Testing (Soil Health card and Recommendations)

### PM Welfare Scheme

- Pradhan Mantri Kisan Maandhan Yojana
- E-Shram Yojana
- Pradhan Mantri Samman Nidhi Yojana
- Pradhan Mantri Fasal Bima Yojana
- Pradhan Mantri Laghu Vyapari Maandhan Yojana

**\*State specific services are available in some states.**

## 6. Other Services with Eligibility Criteria

### 6.1 DigiPay

DigiPay is a Fintech Platform, developed by CSC SPV to help increase financial inclusion in the country. Once your centre has been visited by District Manager / District coordinator, then based on satisfactory report you will be on boarded on to Digipay Platform for enabling your ID for transactions.

#### Services Offered:

• Cash Withdrawal
• Cash Deposit
• Mini Statement
• Balance Enquiry
• Domestic Money Transfer
• Micro ATM
• Aadhar Pay
• Digital Seva Portal Wallet Top up.

#### Benefits

- Financial Inclusion: Enables people in rural areas to access basic Banking Services without having to visit traditional bank branches.

The process for registration can be seen in the following video.

[https://drive.google.com/file/d/1us9mzV0xIAH9H4Y14wXgp8sSjZHqCWRx/view?usp=drive\\_link](https://drive.google.com/file/d/1us9mzV0xIAH9H4Y14wXgp8sSjZHqCWRx/view?usp=drive_link)

- Accessibility: Makes banking and financial services available to those who might not have easy access to traditional banking infrastructure
- Computer/Laptop or Android Smart Phone
- Biometric Devices (Fingerprint/ IRIS)
- Internet Connectivity
- Printer (For Receipt)
- UPS for Power Back up
- Micro ATM Device

For complete information on Digipay please visit CSC Jaankari portal at:

<https://jaankari.csccloud.in/digipay-main.html>



## 6.2 Banking Services

CSC e Governance Services India Ltd provides opportunity to limited number of VLEs to provide banking services to citizens by becoming a Bank Business correspondent after fulfilling certain conditions. A **Bank Business Correspondent (BC)** is an authorized agent who acts on behalf of a bank to provide banking and financial services in underserved or rural areas, to increase financial inclusion by extending banking services to areas where physical bank branches may not be present.

Bank Business Correspondents play a critical role in enhancing financial inclusion and connecting rural populations to formal banking systems. They are also playing a role effectively in Urban and Metro Locations across the country. They are a key component in driving economic growth through broader financial access.

CSC e Governance Services India Ltd is Corporate BC for all major Public and Private sector banks and their Regional Rural Banks.

### Why should you become a Bank BC?

#### (1) Sizable Income from BC operations

BCs can generate significant income through BC operations. In addition to transaction-based commissions, banks provide attractive commissions on Loan Lead Generation and NPA Recovery. Many banks also offer incentive for mobilization of deposits in the accounts opened through BCs.

#### (2) Promoting Financial Inclusion

- Reaches under-banked and un-banked populations in remote areas.
- Provides essential banking services to those with limited access to traditional banks.

### Who can become a Bank BC

- VLE should have IIBF certification.
- VLE should have Minimum qualification 12<sup>th</sup> Pass.
- VLE CIBIL Score should be more than 650+ (CIBIL Requirement may vary bank to bank).
- Should not be an existing BC of any bank.
- VLE should have valid Police Clearance Certificate.
- Should be an Active and Transacting VLE in CSC Platform
- VLE should have been associated with the CSC Ecosystem for a minimum of 6 months.
- VLE should have Laptop/Desktop, printer and Biometric.
- VLE should have Basic knowledge of computers and banking services.

The availability of code would depend on the requirement of the banks and VLEs Centre distance from the banking branch

For complete information on banking products and services please visit CSC Jaankari portal at <https://jaankari.csccloud.in/banking-services.html>.

**A complete list of the available banks is given below:**

**PSU Banks**

Indian Bank  
Central Bank of India  
Punjab National Bank  
State Bank of India  
Bank of Baroda  
UCO Bank  
Bank Of India

Tripura State Co-Operative Bank Ltd  
Tripura Gramin Bank  
Prathma UP Gramin Bank  
Bangia Gramin Vikas Bank  
Sarva Haryana Gramin Bank  
BRKG Bank  
Mizoram Rural Gramin Bank  
Utkal Gramin Bank  
Chhatisgarh Gramin Bank  
RGB Bank  
Himachal Gramin Bank  
Baroda Gujrat Gramin Bank  
Meghalaya Rural Gramin Bank  
Punjab Gramin Bank  
Vidarbha Konkan Gramin Bank  
Madhya Pradesh Gramin Bank  
Uttarakhand Gramin Bank  
Manipur Gramin Bank

**Pvt Sector Banks**

IDBI Bank  
Axis Bank  
HDFC Bank

**Regional Rural Banks (RRB)**

Baroda U.P Gramin Bank  
Dakshin Bihar Gramin Bank  
Rajasthan Marudhar Gramin Bank

**6.3 National Pension Scheme (NPS)**

The National Pension Scheme is a Post Retirement benefit scheme regulated by the Pension Fund Regulatory Authority of India (PFRDA). This scheme has now been made available to all citizens including the unorganised sector workers. This scheme is being offered through CSCs under licence by PFRDA. You can help your community in planning for their retirement and at the same time earn attractive instant commissions on each transaction

For complete information on banking products and services please visit CSC Jaankari portal at <https://jaankari.csccloud.in/nationalpesion-services.html>.

## 6.4 Tour & Travel

Under the CSC Safar Portal, VLEs can provide a wide range of travel-related services, including train, air, and bus ticket bookings, hotel reservations, forex services, and tour packages.

### Train Ticket booking through IRCTC

To register for IRCTC services, please visit <https://cscsafar.in/>. Below are the requirements for registration:

1. **Mobile Number & Email ID:** These should not be pre-registered on the IRCTC Portal.
2. **IRCTC Registration Fees:** INR 1180/- (Inclusive of GST) - Non-Refundable.

Advantages of IRCTC Registration through CSC

- **Lifetime Validity:** The Agent ID is valid for a lifetime without any additional cost (subject to IRCTC's terms and conditions).
- **Unlimited Ticket Booking:** VLEs can book unlimited tickets.
- **Attractive Commissions:** VLEs earn commissions on every ticket booked.

### Flight Ticket / Bus Ticket / Hotel booking:

No registration fee is required to avail these services. These are accessible to all CSC VLEs through the Digital Seva Portal or [https://cscsafar.in](https://cscsafar.in/) using CSC Connect. VLEs can earn attractive commissions and markups on every booking.

For complete information on Travel & Tour services please visit CSC Jaankari portal at <https://jaankari.csccloud.in/tours-travels-main.html>

The following video has details for availing all of the above services.

[https://drive.google.com/file/d/1WyGy\\_g4t49ix7WEi4waSiK9wwlQhbVFe/view?usp=drive link](https://drive.google.com/file/d/1WyGy_g4t49ix7WEi4waSiK9wwlQhbVFe/view?usp=drive_link)

## 6.5 Insurance services

CSC SPV offers a lucrative opportunity for VLEs to earn a steady income with minimal effort by providing general (motor, health, and others) and life insurance services. To engage in the Insurance Business, VLEs must be certified as either a **Rural Authorized Person (RAP)** or **VLE INS**. CSC SPV collaborates with various leading companies in the insurance sector, providing a broad range of products and services.

### Benefits of Certification under CSC SPV

- Online hassle-free licensing.
- Over the counter policy issuance.
- Access to multiple companies under one portal.
- VLEs can sell both Life & General Insurance products.

Life Insurance	General Insurance – Motor, Health & others
<ol style="list-style-type: none"> <li>1. India First Life</li> <li>2. Life Insurance Corporation (LIC)</li> <li>3. Shriram Life</li> <li>4. Tata AIA Life</li> <li>5. SBI Life Insurance</li> </ol>	<ol style="list-style-type: none"> <li>1. Bajaj Allianz</li> <li>2. Chola MS</li> <li>3. Go Digit</li> <li>4. HDFC ERGO</li> <li>5. ICICI Lombard</li> <li>6. IFFCO TOKIO</li> <li>7. New India Assurance</li> <li>8. Reliance General</li> <li>9. SBI General</li> <li>10. United India</li> <li>11. Universal Sampo</li> <li>12. Star Health and Allied Insurance</li> <li>13. Tata AIG</li> <li>14. Agriculture Insurance Company (Cattle Insurance)</li> </ol>
Life Insurance Renewal Premium Collection	
<ol style="list-style-type: none"> <li>1. India First Life</li> <li>2. Life Insurance Corporation</li> <li>3. Shriram Life</li> <li>4. Tata AIA Life</li> <li>5. SBI Life Insurance</li> <li>6. Max Life Insurance</li> <li>7. ICICI Prudential Life Insurance</li> </ol>	

### Process Flow for Becoming a Licensed RAP / VLE INS

- Step 1:* Register for RAP / VLE INS by logging into Digital Seva Portal and click on Insurance option.
- Step 2:* Under that select **VLE INS/RAP Registration** option and click on **RAP Registration**.
- Step 3:* Fill all details of RAP registration form.
- Step 4:* Pay the prescribed fee for RAP or for VLE INS (as required).
- Step 5:* You will get the Login ID & Password for training & examination.

*Step 6:* Once you complete the online modules you can take the exam as per the process.

*Step 7:* On clearing the exam, you get the IRDA certificate to carry out Insurance business through CSC SPV.

For complete information on Insurance products and services please visit CSC Jaankari portal at <https://jaankari.csccloud.in/insurance-main.html>

The Process for registration & certification for RAP is explained in the following video:

[https://drive.google.com/file/d/1CyPycjxelgxDcxWLKSDvITEXPvOQ8kbV/view?usp=drive\\_link](https://drive.google.com/file/d/1CyPycjxelgxDcxWLKSDvITEXPvOQ8kbV/view?usp=drive_link)

## 6.6 Grameen e-Store

CSC Grameen E-Store is an e-Commerce initiative by CSC SPV to facilitate digital ordering and doorstep delivery. It not only opens up business opportunities for the VLEs, contributing to their financial betterment, but also promotes “**Vocal for Local**” movement by partnering with Local manufacturers like SHGs, Farmers, MSMEs, and others.

The services of Grameen e-Store Services are accessible through the “Grameen e-Store VLE APP”, which can be downloaded from the Google Play Store and Apple App Store. VLEs can register as per the process outlined in the [Onboarding Process Video](#)

[https://drive.google.com/file/d/1SDU4j6Rc2eAAa0FO5X6DA2E9vd-S3rHM/view?usp=drive\\_link](https://drive.google.com/file/d/1SDU4j6Rc2eAAa0FO5X6DA2E9vd-S3rHM/view?usp=drive_link)

Most products available on the CSC Grameen e-Store VLE App are priced competitively compared to other e-commerce platforms and traditional channels. As a new VLE, you can also purchase essential products for your CSC center, such as laptops, printers, desktops, desktop accessories, biometric devices, mATM, and many more, at better-than-market prices. You can also buy Coolers, ACs, Kitchen and home appliances, Food items and many more from this app.

Apart from products purchase you can get extra discounts in 4 Wheelers and 2 Wheelers and can earn even by referral of 4 Wheeler, 2 Wheeler and even cement. Please contact your SPOC of Grameen eStore of your state for any help.

For complete information on Grameen e-Store please visit CSC Jaankari portal at <https://jaankari.csccloud.in/grameen-estore-main.html>

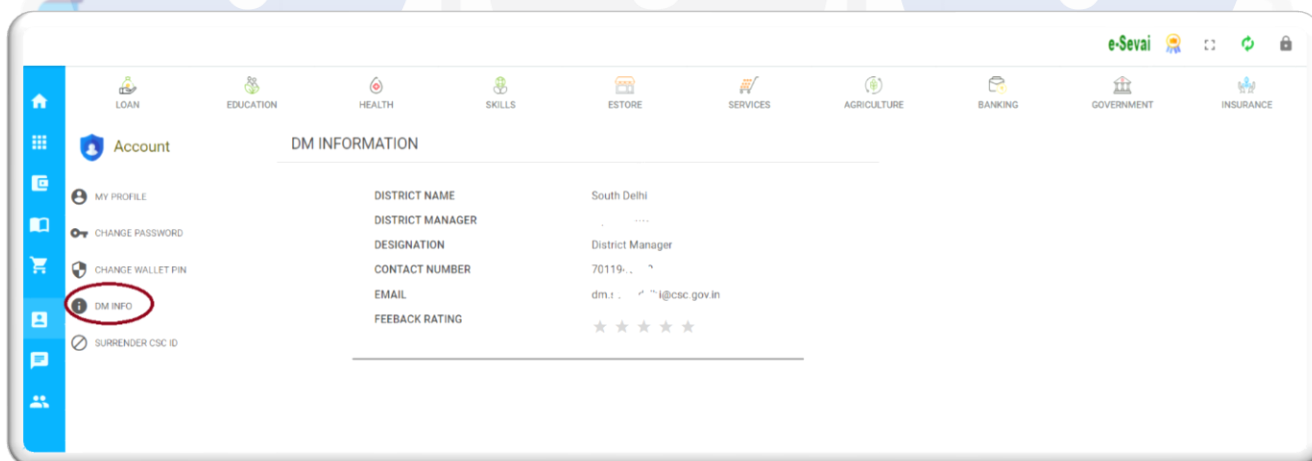
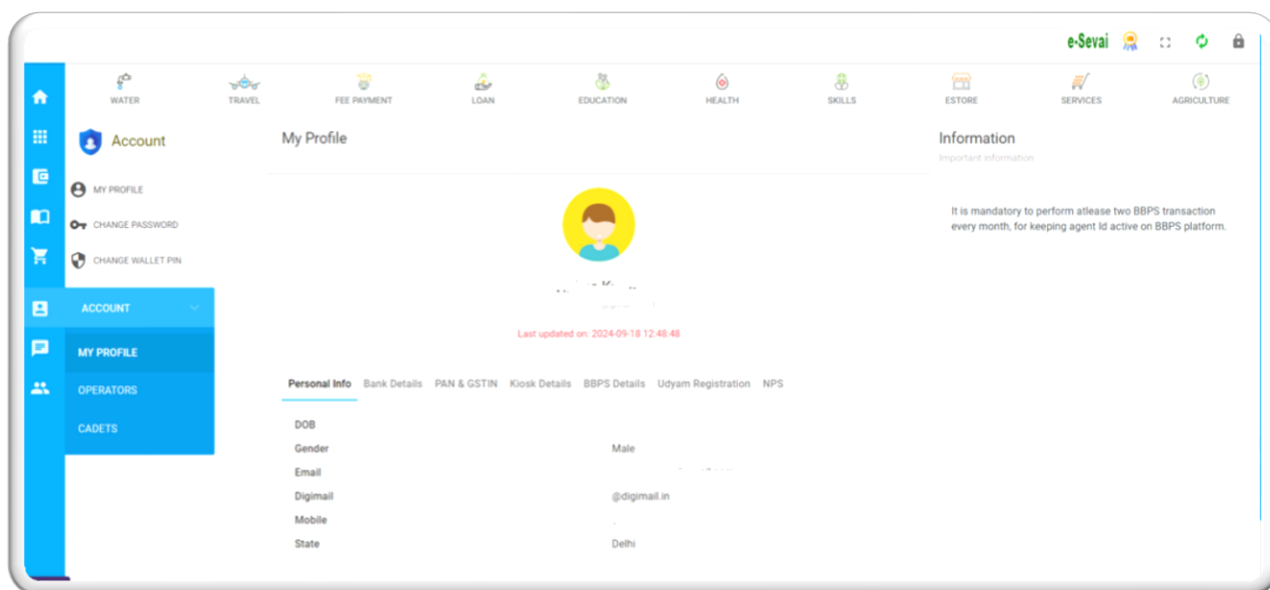
**More than 800 services are provided under the CSC umbrella. To know more visit Jaankari Suvidha Portal:**<https://jaankari.csccloud.in/>

## 7. VLE Support System

CSC has established a comprehensive support system to assist VLEs in resolving any issues or addressing queries related to CSC services.

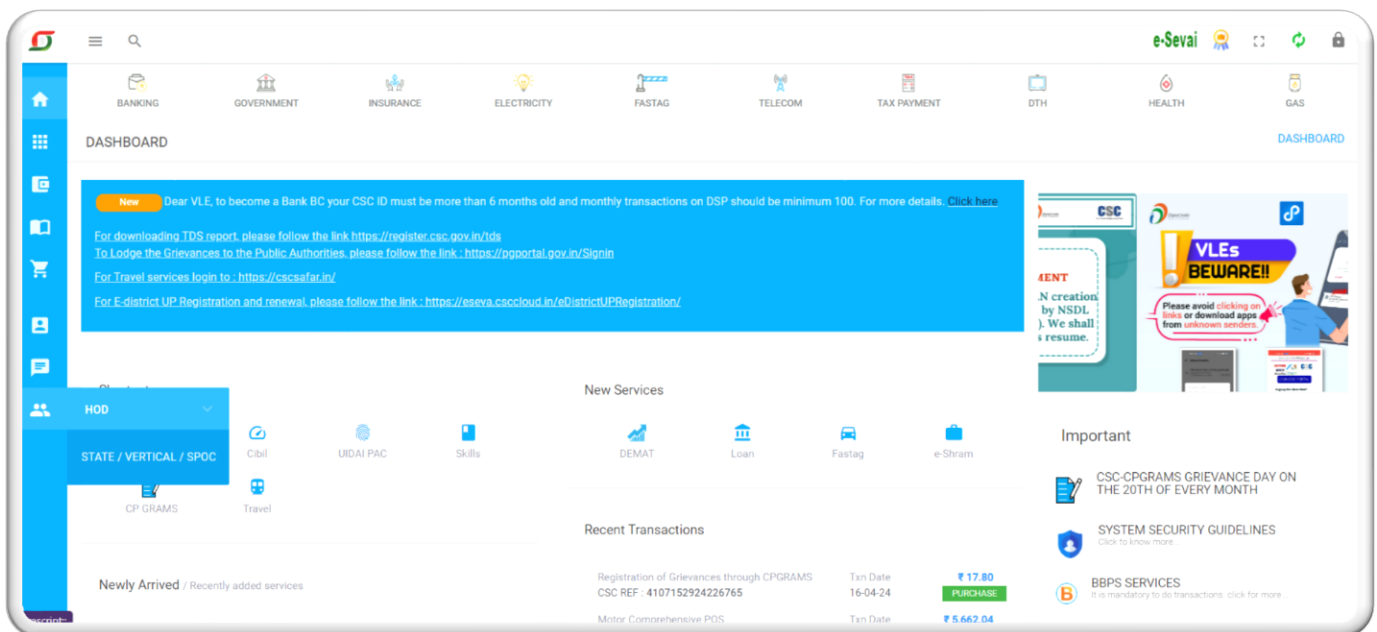
### 1. Escalation Matrix

- The first point of contact for support is your respective District Manager. Their contact details, including email ID and mobile number, can be found in the Profile section of the DSP. The District Manager will guide and support you for all CSC-related matters.





- b. In case the District Manager is unable to help / resolve your concern, you may escalate to the service SPOC (Single Point Of Contact) at the State level. The State SPOC details are also available on DSP in the Profile section.
- c. The State Head is available for further escalation at the State Level in case the problem is not resolved and their details are also available on the DSP profile section.
- d. If required, you may also contact the respective Service Business Head at the Head Office. The final level of escalation in the system remains with the Managing Director & CEO CSC SPV. All contact details are all available on the DSP “My Profile” section.



## 2. Digital Channel

- a. There is a “Ticketing System” available on DSP. All transaction related issues need to be raised through the DSP ticket process. A ticket number will be automatically generated which may be used to track the response within a set time frame. The short video below outlines the ticketing process.

[https://drive.google.com/file/d/14EYRXi-RVX6kqBMLLkXe211c4SODcpIX/view?usp=drive\\_link](https://drive.google.com/file/d/14EYRXi-RVX6kqBMLLkXe211c4SODcpIX/view?usp=drive_link)

- b. There is a dedicated Helpline number **14599** available from Monday to Saturday from 9:00 AM to 6:00 PM, where you may call for any queries that you might have, related to the portal, services and any other queries

## 8. Dos and Don'ts for VLEs

By following these Do's and Don'ts, you will build a reputation of trust and efficiency in your community, driving digital transformation and making essential services more accessible.

Do's
<b>Provide Quality Customer Service:</b> <ul style="list-style-type: none"> <li>Treat every citizen with respect, and professionalism.</li> <li>Ensure timely and accurate delivery of services.</li> <li>Clearly explain processes and charges to citizens and provide a receipt for every transaction.</li> </ul>
<b>Follow CSC Guidelines:</b> <ul style="list-style-type: none"> <li>Adhere strictly to the protocols and guidelines provided by CSC SPV. Refer to CSC guidelines (<a href="https://digitalseva.csc.gov.in/web/legal">https://digitalseva.csc.gov.in/web/legal</a>)</li> <li>Regularly check for updates and announcements on the Digital Seva Portal.</li> <li>Use only the official CSC Channels for communication, avoid fraudulent Social Media handles. Please refer to the last page of this document (Welcome Kit) for the official channels.</li> <li>Obtain a Police Clearance Certificate yearly, as mandated.</li> </ul>
<b>Maintain Transparency:</b> <ul style="list-style-type: none"> <li>Charge citizens only the approved service fee as mentioned on the portal.</li> <li>A rate chart for Government Services is to be prominently displayed at your center.</li> <li>Issue valid receipts for every transaction, and maintain a transparent records of all activities.</li> </ul>
<b>Promote Digital Literacy:</b> <ul style="list-style-type: none"> <li>Educate your community about the benefits of digital services available through your CSC centre.</li> <li>Encourage people to use digital payment options like DigiPay.</li> </ul>
<b>Ensure Security of Data:</b> <ul style="list-style-type: none"> <li>Maintain the privacy and confidentiality of citizen data.</li> <li>Follow data security measures when handling sensitive information of citizens such as Aadhaar and financial records.</li> </ul>
<b>Keep Infrastructure Up-to-Date:</b> <ul style="list-style-type: none"> <li>Equip your self with the necessary hardware to provide services efficiently.</li> <li>Keep your Digital Seva Portal account and software updated to the latest versions.</li> </ul>
<b>Provide Correct and Valid Information:</b> <ul style="list-style-type: none"> <li>Verify documents submitted by citizens with originals to ensure validity.</li> <li>Ensure accuracy when entering information into the portal to avoid processing errors.</li> </ul>
<b>Engage in Training Programs:</b> <ul style="list-style-type: none"> <li>Regularly participate in training sessions and workshops conducted by CSC SPV to stay updated on new services, technologies, and processes.</li> <li>Stay informed through the communications sent out by CSC SPV.</li> </ul>
<b>Maintain Professional Conduct:</b> <ul style="list-style-type: none"> <li>Always dress neatly and maintain a clean, welcoming CSC centre.</li> <li>Communicate clearly and politely with citizens, building trust and goodwill in your community.</li> </ul>
<b>Use Official Channels for Support:</b>

- For any technical issues or questions about services, utilize the official CSC helpdesk or grievance redressal system for assistance.

#### **Regularity in Transactions**

- Please login & carry out transactions regularly – non transacting CSC IDs may be deactivated after a certain period.

### **Don'ts**

#### **Don't Deny Service:**

- Never refuse service available through CSC to any eligible citizen based on personal bias or discrimination.
- All citizens, regardless of background, should have equal access to services

#### **Don't Engage in Fraudulent Practices:**

- Never engage in any unethical activities such as forging documents, providing false information, or conducting unauthorized transactions.
- Refrain from using illegal shortcuts for quicker processing of services.
- Do not use Customers' Credit or Debit Card for recharging your Wallet

#### **Don't Leave Your Centre Unattended:**

- Always ensure that your CSC centre is operational during working hours. Leaving the centre unattended may cause inconvenience to citizens and result in a loss of business.

#### **Don't Share Your Login Credentials:**

- Never share your CSC ID, password, wallet PIN or any other CSC credentials with anyone.
- Unauthorized access to your account could lead to fraud or misuse of services.

#### **Don't Tamper with Equipment:**

- Avoid tampering with CSC SPV provided hardware and software. If any issues arise, contact the official support team for assistance.

#### **Don't Ignore Complaints:**

- Never neglect or ignore citizen complaints or concerns. Address their issues professionally, or escalate them through the appropriate channels if needed.

#### **Don't Spread Misinformation:**

- Ensure you provide accurate and up-to-date information about services available at CSC. Misinforming citizens can lead to confusion and distrust.

## 9. Official Mail-Ids of Different Departments

Here are some important CSC Services Email IDs

Department and their Email-Ids	
To know more about <b>CSC Wallet</b> , write us at:	praveen.kumar@csc.gov.in
To raise your concern contact <b>Helpdesk</b> and write us at:	helpdesk@csc.gov.in
To know more about <b>Aadhaar</b> write us at:	cscuid@csc.gov.in
To know more about <b>DigiPay</b> , write us at:	digipay@csc.gov.in
To know more about <b>CSC Health</b> write us at:	health@csc.gov.in
To know more about <b>Insurance</b> , write us at:	insurance@csc.gov.in
To know more about <b>CSC Grameen e-Store</b> write us at:	support@cscstore.in
To know more about service of <b>Axis Bank</b> , write us at:	axisbank@csc.gov.in
To know more about <b>CSC Safar</b> write us at:	cscsafir@csc.gov.in
To know more about <b>Unimoni</b> services, write us at:	csc.support@unimoniindia.com
To know more about <b>Fastag</b> services, write us at:	fastag@csc.gov.in
To know more about service of <b>HDFC Bank</b> , write us at:	hdfcfi@csc.gov.in
To know more about <b>Loan</b> , write us at:	loanbazar@csc.gov.in
To know more about <b>NPS service</b> , write us at:	pension@csc.gov.in
To know more about <b>PAN Cardservice</b> , write us at:	abhirendra.pal@csc.gov.in
To know more about <b>DTH Recharge</b> service, write us at:	sandeep.jangra@csc.gov.in
To know more about <b>Recharge</b> services, write us at:	jyoti.prakash@csc.gov.in
To know more about <b>CSC Skills</b> , write us at:	skills@csc.gov.in
To know more about <b>Tele-Law</b> , write us at:	Rahul.srivastava@csc.gov.in
To know more about <b>CSC DigiSign</b> , write us at:	esign@csc.gov.in
To know more about <b>PM Vishwakarma</b> , write us at:	ashish.mishra@csc.gov.in
To know more about <b>GeM</b> service, write us at:	pulkit.sethi@csc.gov.in
To know more about <b>CSC Marketing</b> , write us at:	marketing@csc.gov.in
To know more about <b>TEC Registration</b> , write us at:	tec.support@cscacademy.org
To contact the <b>Vigilance Department</b> , write us at:	vigilance@csc.gov.in

Being a CSC VLE, you are not only enhancing your livelihood as an Entrepreneur but also supporting and guiding your local community by providing Citizen Centric Services and also providing Skilling and Education opportunities to the community specially Youth to become self-independent financially.

Welcome once again to the CSC family, and we wish you success in your journey as a Village Level Entrepreneur!

**For more information, visit:**

CSC GOV: <https://www.csc.gov.in>  
CSC SPV: <https://cscspv.in/>  
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