

1. About CSCeWorks Project

As we have many skilled people in rural areas who have migrated due to Covid 19 Situation are unable to find works as many of them are in their villages and also trying to establish themselves in the market by opening new shops or services offerings. Also as of now there is no App in rural India where Skilled works can register and offer their services and also customers in Rural India can avail those services from the skilled workers using the mobile app. CSC eWorks APP helps the skills workers to connect with the potential service seekers in their local areas. This will enhance the prospects of the work seeking methodology of skilled workers and also service providers in rural areas. CSC SPV will be utilising the CSC Network in App Downloads and registering service providers and also promoting the app.

2. Scope of the project

CSC eGovernance will be developing 3 Apps i.e CSC Grameen eWorks APP & CSC Service App and CSC eWorkDelivery app. All the 3 apps will be developed in both Android Versions and IOS Versions. All the 3 apps will be hosted on CSC Servers with necessary security firewalls and also will be scalable to handle load. The Apps will be owned by CSC eGovernance Services India Ltd.

3. CSC Grameen eWorks APP Features

a. Registration

i. As Citizen

1. Mobile Based Authentication
2. Name
3. Address
4. GPS Location
5. Email ID
6. After registration and downloading app he will be able to place order for any service request with nearest service provider.
7. Type of issue
8. Place Service Request from Nearest Services Provider
9. Rating the Service after work completion.

4. CSC Grameen Service App for Service Provider

1. Mobile Based Authentication
2. Name
3. Address 1
4. Address 2 Shop Name

5. GPS Location
6. Distance of Service – 5 Km or 10 KM.
7. Email ID
8. Experience – No of Years
9. Service Offerings
10. Timings
11. Certifications if Any
12. Express Service Delivery
13. Rates also he can add

5. CSC Grameen eWork Delivery App

1. After registration and download
2. CSC Grameen eservice provider will be able to see the service requests of the customers with issues.
3. GPS Location will also be visible for him to reach the customer location easily.
4. He can accept or reject service request.
5. If he accepts
 - a. He can SMS/call the customer and inform the visit timing
 - b. He will go to customers place with tool kits
 - c. Swipe the service request after completion
 - d. Collects the Digital Payments
 - e. Enters the amount he received in the APP
6. He can generate the MIS reports for himself.

6. Service List for Customers

1. Carpenters
2. Furniture works
3. Sofa Repair works
4. Painters
5. Interior Designers
6. Plumbers
7. Bathroom Cleaning
8. Tile work
9. Floor Polishing works
10. AC Repair
11. Car Cleaning & Washing
12. Electricians

- a. New Wiring
- b. Lights /Lighting
- c. Fans
- d. Fuse
- e. Switch Boards
- f. Geysers

13. Electronics Repairs

- a. TV
- b. Refrigerator
- c. Mixer
- d. Grinder
- e. Washing Machine
- f. RO Water Purifier
- g. Microwave

14. Welding Works

15. Glass Works

16. Civil Construction Works

- a. House construction worker
- b. Apartment Construction worker
- c. Daily Wage Labour
- d. Mestri
- e. Centring Worker

17. Gardening / Indoor Plants

18. Computers & Peripheral Repairs

- a. Laptops
- b. Desktops
- c. Anti Virus Installations
- d. Printers
- e. Scanners
- f. Xerox Machines
- g. Fax Machines
- h. Modems & Switches & Wifi

19. Mobile Phone Repairs

20. Cleaning & Pest Control

21. Physiotherapy Services

22. Pooja Services – Poojari

23. Beauty & Mahanadi Services – Only for Women by Women.

24. Tax Consulting Services

25. Insurance Services
26. Haircut Services
27. Disinfection Services
28. Printing Services
29. Home Tuition Services
30. Nursing Services
31. Tailoring Services
32. Catering Services /Cooking
33. Decorators
34. Music Teachers
35. Nadaswaram/Bands/ Musicians /Singers
36. Vaasthu Services
37. Tent House Services
38. Car Rentals
39. Lift Repair & Maintenance
40. Marriage Halls/Banquets halls
41. Sewerage Services
42. Water Tank Cleaning
43. Gas Stove Repair Service
44. Tyre Puncture Service
45. Drivers on Call
46. Watchman for Apartments
47. Lift Boy
48. Courier Services
49. Domestic Maid Service

7. Payment Model

- a. The Service Provider will have to enter the price in order app after completion of the work,
- b. Customers can pay him in Cash/Digital Payment
- c. After Payment service provider need to swipe the service order
- d. Service Order will be closed
- e. Online Payment facility will also be available.

8. Roles

- a. **Platform:** CSC Grameen eWorks will provide the App Platform for improving the service delivery to rural citizens empowering local skilled service providers.
- b. **Service Provider:** He needs to provide the service as per the work agreement with the customers as per agreed price.
- c. **Customer:** He will be able to pay the agreed amount after the work and also need to rate the service providers. Based on feedback the Service providers will get next work. Customers can also complaint about service provider through App.

CONFIDENTIAL