

FREQUENTLY ASKED QUESTIONS

1. WHAT IS DIGIPAY?

DIGIPAY is new Aadhaar Enabled Payment Service(AEPS) which has been launched by CSC e-Governance Services India Limited in collaboration with The National Payments Corporation of India (NPCI) using Aadhaar at locations where CSC has been acting as Business Correspondent.

2. WHO CAN REGISTER IN DIGIPAY?

Village Level Entrepreneurs (VLE) can only register in DIGIPAY

3. WHAT ARE THE SERVICES OFFERED IN DIGIPAY?

Services Offered:

- (i) Cash Withdrawal
- (ii) Balance Enquiry
- (iii) Money Transfer

4. WHAT IS THE PROCESS FOR ENABLING DIGIPAY?

Customer should have an Aadhaar (Unique ID as issued by UIDAI) number linked with any bank account (bank should be a part of AEPS network) where customer has an account. The registration process shall be as per the procedures laid down by the bank providing AEPS service.

5. WHAT IS THE MINIMUM REQUIREMENT TO PERFORM TRANSACTION IN DIGIPAY?

Customer's bank account must be linked with their Aadhaar no.

6. WHAT IS REQUIRED FOR TRANSACTING VIA DIGIPAY?

- (i) Aadhaar No.
- (ii) Bank's Name
- (iii) Amount
- (iv) Fingerprint/IRIS



7. HOW VLE CAN CHECK HIS DIGIPAY BALANCE?

VLE can check his Digipay Balance by visiting in DIGIPAY PASSBOOK.VLE has to daily check his Digipay Balance by using SYNC option.

8. HOW VLE CAN SEND HIS DIGIPAY BALANCE TO HIS BANK ACCOUNT?

VLE has to send the payout request by using PAYOUT option in DIGIPAY

9. HOW MUCH AMOUNT VLE HAS TO LEAVE IN DIGIPAY BALANCE?

VLE has to leave Rs 1000 in DIGIPAY BALANCE

10.WHAT IS MINIMUM AMOUNT VLE INITIATE PAYOUT REQUEST IN DIGIPAY?

VLE can send the payout request of minimum amount of Rs 500 or more.

11. WHICH ACCOUNT OF VLE WILL GET CREDITED AFTER PAYOUT REQUEST?

Amount will get credit in VLE's bank account registered in DIGITAL SEVA PORTAL

12.HOW MUCH TIME PAYOUT AMOUNT WILL TAKE TO GET CREDIT IN VLE BANK ACCOUNT?

VLE can send payout request of their Digipay balance using two payment options – NEFT or IMPS. There will be no charges implied through NEFT. Through IMPS charges will be implied as follows:

Upto Rs 25,000	Rs 5+GST
Above Rs 25,000 to Rs 2,00,000	Rs 10+GST

VLE can do Payout of their Digipay balance from 8 AM to 6 PM.

