

Frequently Asked Questions (FAQs) – DAANVEER

1. What is DAANVEER?

DAANVEER is a people-led initiative of the Ministry of Panchayati Raj that enables general public and organisations to voluntarily donate computers to verified Gram Panchayats and contribute towards strengthening digital infrastructure at the grassroots.

2. Who can donate under DAANVEER?

Any individual, group, organisation, institution, CSR partner or other interested citizen can contribute towards donating a computer to an eligible Gram Panchayat.

3. How can I donate a computer?

The donation can be made digitally through the **DAANVEER module on the Meri Panchayat App**. You can select a Gram Panchayat, choose a computer bundle available through DigiHaat, make the payment and track the delivery.

4. Can I choose the Gram Panchayat to which I want to donate?

Yes. You can select a verified Gram Panchayat from the list available on the DAANVEER platform and make the donation to the Panchayat of your choice.

5. Can I donate to my own Gram Panchayat?

Yes. If your Gram Panchayat is listed as an eligible Panchayat requiring a computer, you can select it and make the donation.

6. Where do I access DAANVEER?

DAANVEER is available through the **Meri Panchayat App**.

7. Do I need to register separately on DigiHaat?

No. You do not need to create a separate account or register again on DigiHaat. Your authenticated details from the Meri Panchayat App are carried forward as part of the integrated process.

8. What happens after I select a Gram Panchayat?

Once you select the Gram Panchayat and click “**Donate Computer**”, you are redirected to DigiHaat. The relevant Panchayat and delivery details are already populated, making the process simple and reducing the need for manual entry.

9. What computer can I donate?

DAANVEER provides **curated and standardised computer bundles** through DigiHaat, aligned with the technical specifications prescribed under the initiative. The available options can be viewed on the DigiHaat page after selecting the Gram Panchayat.

10. Is the donation limited to a computer alone?

The curated bundles may include a **desktop computer along with a UPS and printer**, depending on the configuration selected by the donor.

11. How do I make the payment?

After selecting the preferred computer bundle on DigiHaat, you can proceed with the available online payment option and complete the donation.

12. Do I have to arrange delivery to the Gram Panchayat?

No. The delivery process is integrated into the platform. The selected Gram Panchayat's delivery address and recipient details are pre-populated, and the equipment is delivered to the designated Panchayat.

13. Can I track my donation?

Yes. The donation and delivery process can be tracked digitally. The Gram Panchayat Secretary is required to acknowledge receipt after delivery and upload a photograph of the installed computer.

14. How will I know that the computer has reached the Gram Panchayat?

After receiving the computer, the **Gram Panchayat Secretary acknowledges the receipt and uploads a photograph** of the installed computer through the platform. This provides confirmation of the donation and its utilisation.

15. Will I receive any acknowledgement for my donation?

Yes. Once the donation is successfully completed and the prescribed acknowledgement process is completed by the Gram Panchayat, the donor can receive appropriate **digital acknowledgement/appreciation** through the platform.

16. Can two people jointly donate a computer?

DAANVEER is working towards enabling a **co-donor facility** so that two individuals can be recognised as joint donors. The functionality for recording two donor names is being enabled, while a split-payment facility is also being explored.

17. What happens if the computer is damaged during delivery or there is an issue with the order?

An **escalation and replacement mechanism** is available for addressing delivery-related issues. The donor may contact the designated State team for assistance in resolving any issue.

18. What if I face a technical problem while using DAANVEER?

For any **technical, operational or transaction-related issue**, the user may contact the **designated DAANVEER/State team** of the concerned State/UT for assistance.

19. Can I donate a computer to a Gram Panchayat that is not shown on the platform?

Only **verified Gram Panchayats with identified requirements** are currently made available on the platform. If a Gram Panchayat requiring a computer is not listed, the requirement may be taken up with the concerned **State/UT Panchayati Raj Department** for verification and onboarding.

20. Why should I donate through DAANVEER?

DAANVEER provides a **simple, transparent and trusted mechanism** for contributing directly towards the digital infrastructure of Gram Panchayats. Your contribution can help a Panchayat access digital governance platform more effectively and strengthen delivery of services to citizens.

A computer donated today can help a Gram Panchayat serve hundreds of citizens better tomorrow.
