


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- 
- 
- Home
- UPSC
  - Current Affairs IAS
  -    
  - Quiz IAS
  -      
  - UPSC News Editorial (/Eng)
  - Answer Writing ( /Eng)
  - UPSC Essay (/Eng)
  - UPSC GS (/Eng)
    - UPSC GS 1 ( /Eng)
    - UPSC GS-2 ( /Eng)
    - UPSC GS-3 ( /Eng)
    - UPSC GS-4 ( /Eng)
  - Kurukshetra ( /Eng)
  - Yojana ( /Eng)
  - IAS Strategy for Prelims
    - General Studies
    - CSAT
  - IAS Strategy for Mains
    - IAS GS 1
    - IAS GS 2
    - IAS GS 3
    - IAS GS 4
  - IAS Test Series
- Himachal HPAS
  - Himachal Daily Current Affairs
  -   
  - Daily Himachal GK Quiz

- Himachal HPAS
- Himachal News Editorial (Hindi/Eng)
- Answer Writing (Hindi /Eng)
- Himachal Essay (Hindi/Eng)
- Giriraj
  - Magazine
  - Giriraj Quiz
- Himachal
  - Himachal
  - Himachal Himachal
- HP Government Schemes
- Himachal Himachal Himachal Himachal
- Syllabus Prelims Himachal HPAS
  - GENERAL STUDIES
  - CSAT
    - English
    - Hindi
- Syllabus Mains Himachal HPAS
  - English,Hindi,Essay & One Optional
  - HPAS GS 3
  - HPAS GS 2
  - HPAS GS 1
- Himachal HPAS Test Series
- All You need to Know about Himachal HPAS
- HARYANA HCS
  - Haryana Current Affairs
  - Himachal Himachal Himachal
  - HCS Quiz
  - Himachal Himachal Himachal
  - Haryana News Editorial (Hindi/Eng)
  - Answer Writing (Hindi /Eng)
  - Haryana Essay (Hindi/Eng)
  - HR Government Schemes
  - Himachal Himachal Himachal Himachal
  - Syllabus Mains Haryana HCS
  - Syllabus Prelims Haryana HCS
  - HCS Prelims Test Series

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- [Punjab PCS Current Affairs](#)
- [Daily Quiz Punjab PCS](#)
- [Punjab News Editorial \(Eng\)](#)
- [Answer Writing \(Eng\)](#)
- [Punjab Essay \(Eng\)](#)
- [All you need to know about Punjab PCS Exam 2021](#)
- [Syllabus Prelims Punjab PCS](#)
  - [General Studies](#)
  - [Prelims GS 1](#)
- [Syllabus Mains Punjab PCS](#)
  - [PCS GS 1](#)
  - [PCS GS 2](#)
  - [PCS GS 3](#)
  - [PCS GS 4](#)
  - [Online PUNJAB PCS TEST SERIES 2020](#)
- [CSAT](#)
  - [CSAT English](#)
  - [Punjab PCS CSAT](#)
- [Concept Mindmaps](#)
  - [Polity \(Hindi / Eng\)](#)
  - [Geography \(Hindi / Eng\)](#)
  - [Environment \(Hindi / Eng\)](#)
  - [History \(Hindi / Eng\)](#)
  - [Economics \(Hindi / Eng\)](#)
  - [Science and Technology \(Hindi / Eng\)](#)
  - [CSAT Concepts \(Hindi / Eng\)](#)
  - [Maps \(Hindi / Eng\)](#)
  - [Art and Culture \(Hindi / Eng\)](#)
  - [International Affairs \(Hindi / Eng\)](#)
  - [Punjab PCS Concepts](#)
  - [Himachal HPAS Concepts \(Hindi / Eng\)](#)
  - [Haryana HCS Concepts \(Hindi / Eng\)](#)
  - [Rajasthan RAS Concepts \(Hindi / Eng\)](#)
- [Concept Quiz](#)
  - [Polity Quiz \(Hindi/Eng\)](#)

- Geography Quiz (हिंदी/Eng)
- Environment Quiz (हिंदी/Eng)
- History Quiz (हिंदी/Eng)
- Economics Quiz (हिंदी/Eng)
- Science and Technology Quiz (हिंदी/Eng)
- CSAT Concepts Quiz (हिंदी/Eng)
- Maps Quiz (हिंदी/Eng)
- Art and Culture Quiz (हिंदी/Eng)
- Punjab PCS Concepts Quiz
- Himachal HPAS Concepts Quiz (हिंदी/Eng)
- Haryana HCS Concepts Quiz (हिंदी/Eng)
- Rajasthan RAS Concepts Quiz (हिंदी/Eng)
- Mains
  - UPSC Answer Writing (हिंदी/Eng)
  - HPPSC Answer Writing (हिंदी/Eng)
  - Haryana HCS Answer Writing (हिंदी/Eng)
  - Punjab PCS Answer Writing
- Exam Blogs
  - UPSC Exam Blogs
  - Himachal Exam Blogs
  - Punjab exam Blogs
  - Haryana Exam Blogs
  - Rajasthan Exam Blogs
  - E-Magazine
    - E-Magazine for HPAS
    - हिमाचल प्रदेश का हिंदी-हिंदी
    - E-Magazine for Punjab PCS
- UPCOMING EXAMS
  - National Exams
  - Himachal Pradesh Exams
  - Punjab Exams
  - Test Series Planner
- About US
- Sign Up
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Click on Drop Down for Current Affairs

## *April 4th, 2020*

### *Topic:- Precautionary measure towards COVID 19*

#### *What is the news?*

*▪ Punjab citizens can now use the Cova app to order grocery, other essentials.*

#### *Context:-*

▪ Punjab citizens can now use the government's unique COVA App to request for delivery of essential goods and

grocery amid the COVID-19 clampdown.

### ***Why this app?***

- The government has expanded the App to cover such delivery, thus reaching out more effectively to the people amid complaints that many of the delivery contact numbers were being found unavailable, busy or invalid by many citizens.
- The vendors were also finding it difficult to deal with the high number of incoming orders and deliver to the right addresses.
- Under this initiative, the App, available on Android PlayStore and iOS AppStore, will facilitate the delivery of grocery and essential goods, as notified by the government, through local vendors.

### ***Aim: -***

- The move is aimed at helping citizens access essential services during the lockdown easily, while also enabling vendors to maintain the supply and deliver to people's homes with appropriate passes.
- This module shall enable the vendors to register themselves as suppliers and enlist their delivery executives for passes. This shall also empower the district administration to approve/reject the vendor, and also act as a monitoring authority if a complaint is registered by the citizen on the grounds of overpricing or adulteration.

## **Features :-**

- The feature has been built into the App with support from Uengage Services Private Limited, who has worked pro bono with the government team on this initiative.
- The citizen shall only need to select his/her location and the App shall populate the nearby vendors. The citizen can place an order on the App itself and pay post-delivery of the items.
- This is an additional feature in the App which was already providing solutions to help citizens access authentic information, report gatherings, access medical advice from doctors. It may be recalled that the interactive citizen mobile application was launched by the Punjab Government through its innovative Digital Punjab Team.

(Source:- The Tribune)

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- E-Magazine
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- [HPAS Quiz](#)
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- [HP Mindmaps](#)
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- [HPAS Prelims Test Series](#)

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- [UPSC Current Affairs](#)
- [UPSC Quiz](#)
- [UPSC Editorials](#)
- [UPSC Mindmaps](#)
- [UPSC E Magazine](#)
- [UPSC Free Mock Test](#)
- [UPSC Prelims Test Series](#)

### Punjab PCS

- [Punjab Current Affairs](#)
- [PPSC Quiz](#)
- [Punjab Mindmaps](#)



- Punjab Editorial
- Punjab E-Magazine
- PPSC Free Mock Test
- PPSC Prelims Test Series

## Haryana HCS

- Haryana Current Affairs
- HCS Quiz
- HCS Editorials
- HCS Mindmaps
- HCS E-Magazine
- HCS Free Mock Test
- HCS Prelims Test Series

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- [संघीय लोकसेवा आयोग \(UPSC\) परीक्षा](#)
- [संघीय लोकसेवा आयोग \(UPSC\) परीक्षा](#)
- [संघीय लोकसेवा आयोग \(UPSC\) परीक्षा](#)

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