

CSC 2.0 Frequently Asked Questions

What is CSC?

Under the National e-Governance Plan (NeGP) formulated by the Department of Electronics and Information Technology (DEITY), Ministry of Communication and Information Technology, Government of India, the Common Services Centers (CSCs) are conceptualized as ICT enabled, front end service delivery points for delivery of Government, Social and Private Sector services in the areas of agriculture, health, education, entertainment, FMCG products, banking and financial services, utility payments, etc.

How CSC works?

CSC e-Governance Services India Limited is a Special Purpose Vehicle (CSC SPV) and is connecting local population with the Government departments, banks, and insurance companies and with various service providers in private sector using IT-Enabled network of citizen service points.

Who is a VLE?

VLE is Village Level Entrepreneur who delivers various government and non-government services to the end consumers from the CSC outlet (mostly owned)

What are the minimum requirements to become a VLE?

- a) Should have a valid Aadhaar number.
- b) The VLE should be a village youth above 18 years of age.
- c) The VLE must have passed the 10th level examination from a recognized board as minimum level of educational qualification.
- d) The VLE should be fluent in reading and writing the local dialect and should also have basic level knowledge of English language.
- e) Prior knowledge in basic computer skills would be a preferred advantage.
- f) The VLE should be motivated enough to be a prime driver of social change and discharge his/her duties with utmost dedication and honesty.

What are the benefits of Registration?

Registration helps the users to be on-boarded on the Digital Seva Portal post a quality check. Post the verification, the VLE would be entitled for an official Digital Seva e-mail ID.

What all are the System requirements for registering on CSC?

- a) At least 120 GB Hard Disc Drive.
- b) At least 512 MB RAM.
- c) CD/DVD Drive.
- d) UPS PC with Licensed Windows XP-SP2 or above operating system.
- e) With 4 hrs battery backup/Portable Genset.
- f) Printer/ Colour Printer.

- g) Web cam/digital camera.
- h) Scanner.
- i) Internet connection with at least 128 kbps speed for browsing & data uploading over internet.

What would be my responsibilities as a VLE?

- a) Public place with safety and convenience.
- b) Availability of Kiosk from 08:00 AM to 08:00 PM.
- c) To deliver the services smoothly to the users as available on Digital Seva Portal.

When would I be able to avail CSC services after acceptance of my application?

Once the account has been created, you would receive a welcome email regarding the digital seva link along with the credentials used.

How to register on CSC?

To register on CSC, simply follow the following steps:

- a) Visit the URL <http://register.csc.gov.in>
- b) Click on “Click here to apply” button displaying on the homepage.
- c) Enter your aadhaar number, select the authentication type and further add the Captcha Text. Click on “Submit” button”
- d) After aadhaar authentication, your aadhaar information will be displayed along with the form.
- e) Please fill the details under the tabs, Kiosk, Banking, Document and Infrastructure.
- f) Review your details and click on “Submit” button to register yourself and an application ID will be generated.
- g) You will receive an acknowledgement email regarding successful completion of your application on your registered email address.

How can I check the status of my application after completing the registration?

- a) Visit the URL <http://register.csc.gov.in>
- b) Click on “Applications” menu and select “Application Status” option.
- c) Enter your application id and Captcha Text. Click on “Submit” button.