

Checklist — Common Service Centre (CSC)

Pre-Visit Section

2A Institution-specific particulars [PRE]

- CSC code (must match csc.gov.in) — text
- State-specific branding (from public listing): CSC (national) / Jan Seva Kendra (UP) / Saral Kendra (Haryana) / Lok Seva Kendra / Other state name
- VLE owner name (from public listing) — text
- Implementation model (from public listing): Third-party DSP / DeGS / Direct
- Composite or stand-alone (from public listing): Stand-alone CSC / Co-located with bank or other shop

2B Public displays expected at this institution [PRE — informational]

- CSC signboard + MeitY logo
- Working hours displayed (including holidays)
- List of services offered + official fees
- VLE certificate from CSC SPV
- Grievance mechanisms (CSC SPV, state Designated Agency, CPGRAMS, central helplines)
- List of G2C services available

2C Pre-loaded scheme list [PRE — informational, no Kobo field]

- CSC G2C services (Aadhaar, PAN, passport, scholarship, insurance, DigiLocker, e-Shram, ration, utility bills, driving licence, e-District, banking, health, agriculture, tax)
- Banking BC services (PMJDY, micro-ATM, DBT)
- PM-JAY enrolment (where applicable)
- Insurance enrolment (PMJJBY / PMSBY)
- Shops and Establishments Act compliance (where state applies)

Section 1 — On-arrival logging

Standard.

Section 2 — Observation: Infrastructure

2.2 Institution-specific facilities [OBS]

- Computer with internet? — Y/N
- Printer present? — Y/N [photo]
- Scanner present? — Y/N

- Biometric device (fingerprint) for Aadhaar auth? — Y/N
 - Backup power (UPS / generator / inverter)? — Y/N
 - Customer chairs / waiting area? — Y/N
 - CSC signboard + MeitY logo visible? — Y/N [photo]
 - Working hours displayed (including holidays)? — Y/N [photo]
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Section 3 — Observation: Documents displayed

3.2 Institution-specific displays [DOC]

- List of services offered + official fees displayed? — Y/N [photo]
 - VLE certificate from CSC SPV displayed? — Y/N [photo]
 - Grievance mechanisms displayed? — Y/N [photo]
 - List of G2C services available (compared to national CSC list) displayed? — Y/N [photo]
 - Shops and Establishments Act compliance displayed (if state applies it to CSCs)? — Y/N/NA
 - Does the displayed fee chart match the official CSC SPV rates for 3 common services (Aadhaar update, PAN, one scholarship)? — Y/N
 - Transaction log / sample bill visible? — Y/N [photo]
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Section 4 — Interview: Admin

4.1 Identification — institution-specific dropdowns

- Designation of person met (dropdown): Village Level Entrepreneur (VLE) / Assistant / Other
- Reporting line: CSC e-Governance Services India Limited (SPV) + State Designated Agency / DSP (if applicable)

4.5 Institution-specific quantitative items [ADMIN]

- Average daily customer footfall — integer [not_known_allowed]
- Services offered (multi-select): Aadhaar / PAN / passport / scholarship / insurance / DigiLocker / e-Shram / ration / utility bills / driving licence / e-District / banking / health / agriculture / tax / other
- Top 3 most-used services (short text)
- Is this a DSP-implemented CSC? — Y/N
- Is there a District Service Provider (DSP) office in the district with at least 3 staff? — Y/N/NA + short text
- Number of trainings / re-certifications attended last year (from CSC Academy or others) — integer [not_known_allowed]
- Number of CSCs mandated / present in this panchayat / urban area (state-specific awareness) — integer [not_known_allowed]
- Period of inoperation permitted before licence cancellation (state-variable awareness) — short text
- Can a named service (e.g., scholarship application) be initiated today without appointment? — Y/N
- Connectivity reliability in last 30 days (working hours divided by total scheduled hours) — [type: decimal] [not_known_allowed]

- Any unannounced closures or relocations in last 6 months? — Y/N + short text
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Section 5 — Interview: Beneficiary

5.1 Beneficiary type — institution-specific dropdown

- Beneficiary type: First-time customer / Regular customer / Banking BC customer / Other
- Service sought (short text)
- **Target:** interview 3 visitors — ideally mix of services.

5.5 Institution-specific beneficiary items [USER]

- Fee paid — integer ₹
 - Number of visits for this service — integer
 - Service completed today? — Y/N
 - Documents asked for matched the official list? — Y/N
 - Did you receive a printed bill / receipt for the service? — Y/N
 - Were you charged the official government-advised rates? — Y/N
 - VLE helpfulness — Poor / Average / Good
 - Any problem with unannounced closure or relocation? — Y/N + details
 - Have you ever faced issues with service delivery at this CSC? — Y/N + details
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Section 6 — Closing

Standard.