

OPPORTUNITY INFRASTRUCTURE

# Common Service Centre (CSC)

## WHAT THIS INSTITUTION IS

A Common Service Centre (CSC) is a physical access point — usually a small shop or office — where citizens access government digital services with the help of an operator. CSCs exist because most government services have moved online, but many citizens cannot navigate these portals themselves. The person running a CSC helps you fill out forms, upload documents, make payments, and complete applications for everything from Aadhaar to scholarships to certificates. CSCs are run by private individuals called Village Level Entrepreneurs (VLEs) who earn commissions on each transaction — the VLE is a private entrepreneur, not a government employee.

### WHY THIS MATTERS TO YOU

If you need to fill a scholarship application, get an Aadhaar update, register on a job portal, apply for a certificate, or access any online government service and cannot do it yourself, the CSC is the most common place to get it done.

## GOVERNANCE

LAW / POLICY	SCOPE
Digital India Programme (MeitY)	Framework for government digital service delivery
CSC Special Purpose Vehicle (SPV) Guidelines	Establishes Common Service Centres as the offline front door to online government
e-District Mission Mode Project	Enables certificate and application processing through CSCs
State-specific Government-to-Citizen (G2C) service integration	Varies by state; determines which services are available at CSCs

- **Centre:** CSC e-Governance Services India Limited (CSC SPV), under Ministry of Electronics and IT (MeitY)
- **State:** State Designated Agency (often state IT department or NIC)
- **District:** District e-Governance Society (DeGS), headed by District Collector
- **Implementation models (two routes):**
  - **Through a District Service Provider (DSP)** — third-party contractor empanelled by CSC SPV or the state; the DSP appoints and supervises VLEs in the territory. In UP under CSC 3.0, two DSPs operate per district; the DSP is the service-access provider and network manager for all CSCs in its territory, and is responsible for VLE selection (with DeGS approval), training, supervision, and certificate-flow management. The DSP must also run a district office with at least three experienced staff dedicated to G2C services. (The central CSC 2.0 Guidelines call this third-party route "TP"; "DSP" is the UP CSC 3.0 naming used since 16 November 2020.)
  - **Directly through DeGS** — the district society itself appoints and supervises VLEs
- **Centre level:** VLE (Village Level Entrepreneur) — the private operator running the CSC
- **Funding:** VLEs earn commissions on transactions; no government salary



## KEY POSITIONS

POSITION	RESPONSIBILITY
VLE (Village Level Entrepreneur)	Runs the CSC – handles all transactions, assists citizens, operates equipment
VLE assistants	Many busy CSCs have 1-2 assistants for data entry and scanning (locally hired)
District Manager (DeGS)	Oversees CSC operations in the district from the Collectorate

## MANDATED SERVICES

- Process scholarship applications through the National Scholarship Portal – form filling, document uploads, status tracking
- Provide Aadhaar enrolment and update services (where authorised)
- Process certificate applications: caste, income, domicile, birth/death (in states where digitised)
- Register citizens on employment portals (National Career Service (NCS)), skill training schemes (Pradhan Mantri Kaushal Vikas Yojana (PMKVY)), and apprenticeship portals
- Provide banking correspondent services: account opening, deposits, withdrawals for select banks
- Facilitate insurance (PMJJBY, PMSBY) and pension (APY) enrolment
- Offer Tele-law (free legal advice via video call) and Tele-medicine services
- CSC density per area is set by the State/UT. Central CSC 2.0 minimum is 1 CSC per Gram Panchayat with more preferred. In UP under CSC 3.0, two DSPs operate per district, and the mandate is at least 2 CSCs per Gram Panchayat and at least 2 CSCs per 10,000 urban population.
- Entrepreneurship and skills training for VLEs is the responsibility of CSC SPV (with on-the-ground training delivered by the DSP in the UP model); CSC Academy is the SPV-affiliated body that runs the online and certificate courses that VLEs and citizens both access through the CSC network.

## LINKED SCHEMES

- **National Scholarship Portal** – CSC is the primary offline access point for scholarship applications
- **Aadhaar** – CSCs serve as authorised enrolment and update centres
- **Ayushman Bharat (PMJAY)** – CSCs help create Ayushman cards and check eligibility
- **PM-KISAN** – registration and status check
- **PMJJBY / PMSBY / APY** – insurance and pension scheme enrolment
- **Tele-Law** – free legal advice for eligible citizens via video call facilitated through CSC

## HOW TO LOCATE

**Portal:** [locator.csccloud.in](http://locator.csccloud.in) – search by state, district, block, or village for all registered CSCs with VLE name and contact

**Also:** Ask at the Block Development Office or panchayat office; in rural areas, ask for the "CSC wala" or "online centre"



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## KEY FACILITIES

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A functioning CSC should have: at least one computer with internet, a printer and scanner for document processing, a biometric device for Aadhaar-based authentication, a webcam, and basic seating for citizens. The CSC branding and service list should be displayed.

## WHAT A FUNCTIONING CSC LOOKS LIKE

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- The VLE is present during regular hours and the equipment is working
- The centre is open the minimum hours notified by the DeGS – in UP, 8 hours on working days and 4 hours on Sundays/public holidays unless otherwise prescribed
- Scholarship applications, certificate applications, and Aadhaar services are actively being processed
- The G2C service list at the centre matches the national CSC service list and the State's notified e-District services
- The service list and fee chart are displayed – charges match the State Government GO-prescribed rates and the citizen charter / rate list is displayed prominently
- If a fee was paid, citizens may request a receipt against it
- Citizens can complete an application from start to finish in a single visit (form, documents, upload, payment)
- The VLE can explain which services are available and what documents are required
- The biometric device and internet connection are operational
- Unannounced closures or relocations are reported to the DSP / DeGS at least 3 days in advance

## GRIEVANCE REDRESSAL

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**During service delivery.** The first point of contact is the VLE (Village Level Entrepreneur). Fee overcharging, service denial, and equipment-failure complaints are raised here first; official fees are on [csc.gov.in](http://csc.gov.in).

**After service.** Escalation is to the DSP (where applicable) or directly to the District e-Governance Society (DeGS), headed by the District Collector. The State Designated Agency (typically the state IT department or NIC) handles state-level grievances.

**External.** CSC SPV (CSC e-Governance Services India Limited) operates a grievance portal at [csc.gov.in](http://csc.gov.in) → Grievance. Citizen helpline 14599 (9:30 AM to 6:00 PM, Monday to Saturday); landlines 011-49754923 / 24; email [helpdesk@csc.gov.in](mailto:helpdesk@csc.gov.in). VLEs raise tickets via the Digital Seva Portal ([digitalseva.csc.gov.in](http://digitalseva.csc.gov.in)) and can also call 14599. MeitY's grievance channel at [meity.gov.in](http://meity.gov.in) is the central ministry route. Centralised Public Grievance Redress and Monitoring System (CPGRAMS) ([pgportal.gov.in](http://pgportal.gov.in)) is the consolidated escalation. Service-specific grievances (National Scholarship Portal (NSP), Aadhaar, e-District) go through their respective portals; CSCs are only the access point.

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