

Common Service Portal – Frequently Asked Questions

Question: What is Common Service Portal (CSP)?

Answer: Common Service Portal (CSP) is one stop solution for online delivery of services to citizens in a time bound and hassle free manner.

Question:How to avail the online services through the CSP?

Answer: To avail the services, Citizen has to:

- ✓ Register and create the profile on CSP.
- ✓ Get the profile validated.
- ✓ Upload the documents on CSP in his/her profile.
- ✓ Get the documents validated.

Question: How to register on the Portal?

Answer: To register, Citizen has to create a profile on the CSP by providing Contact information and demographic details.

Question: Does Citizen need to visit ATVT/JSK/ e-Gram centre for profile validation if he has already provided Aadhar details at the time of registration?

Answer: No, if Citizen has provided the Aadhar details, the profile will automatically get validated on the basis of details available in Aadhar/UID database.

Question: How the documents uploaded in the Citizen profile will be validated?

Answer: Citizen has to visit nearest ATVT/JSK/ e-Gram centre with the originals to get the documents validated which he/she has uploaded in the profile.

Question: What are the technical specifications for uploading documents?

Answer: The file size should not be more than KB. The document should be clearly legible.

Question: What are the payment options available?

Answer: Citizen canmake payments online through:

- ✓ Debit/Credit cards
- ✓ Net-Banking
- ✓ e-Wallet

Question: How do I make cash payment?

Answer: Once online application has been submitted, Citizen can visit nearest ATVT/JSK/e-Gram centre to make the cash payments.

Question: What to do when I cannot find my locality in the list?

Answer: Try to search the locality by typing the name in the text box provided or you can contact us via the given phone no. or email-id to send request for including your locality.

Question: What should I do if my application remains for more than the specified number of days?

Answer: Please contact the concerned authority on the contact numbers or email address provided in the "Contact Us" section.

Question: How can I view the status of my application?

Answer: This can be seen from the 'Track Your Application' link on the home page. You can also check this by sending an SMS - ----- to -----.

<p>Question: How can I apply/register if I am less than 18 years old?</p> <p>Answer: If you are less than 18 year old then any one of your parent or legal guardian can add your profile to his/her registered account and then apply through it.</p>
<p>Question: What do I do if I do not have a valid Aadhaar Number?</p> <p>Answer: Aadhaar Number is not mandatory for registration or applying for services, you can do this through other available identity documents also.</p>
<p>Question:What happens to my application if I do not get the uploaded supporting documents validated?</p> <p>Answer: Your application will get rejected if the mandatory documents for the applied service are not validated within specified time-lines</p>
<p>Question:Can I delete the uploaded documents?</p> <p>Answer: Once you availed any service on the basis of documents uploaded, you cannot delete those documents.</p>
<p>Question:Can I edit my application after submission?</p> <p>Answer: No, application cannot be edited after submission; however you can save your application and submit it later.</p>
<p>Question:What is the time frame in which a citizen can reapply for a service?</p> <p>Answer: A citizen is allowed to re-apply for a service once if his previous application has been rejected by the competent authority. Citizens are advised not to re-apply, if they do not meet the eligibility criterion for the application.</p>
<p>Question:How do I receive my Certificate?</p> <p>Answer: Citizen can select the mode of delivery of service from the following at the time of application:</p> <ul style="list-style-type: none"> ✓ Scanned document via e-Mail ✓ Original document via Post ✓ Citizen can collect the document from ATVT/JSK/ e-Gram
<p>Question:What happens to my profile if I forget the login details?</p> <p>Answer: Your profile can be retrieved at any point of time. You need to have the mobile number used for registration that you submitted at the time of creating the profile. If your mobile is no longer valid then you may contact the CSP team to retrieve your account. Please note that no duplicate accounts can be created.</p>
<p>Question:How to disable the 'Pop-Up Blocker' in case it is enabled?</p> <p>Answer:</p>
<p>Question: How can I view all my previous transactions?</p> <p>Answer: Citizen can Log-In to the CSP and view all the previous transactions in the Dashboard area.</p>