

TAMILNADU E-GOVERNANCE AGENCY,
490, ANNA SALAI, NANDANAM, CHENNAI – 35.

Common Service Centers (CSC) - Certification of CSCs –
Compliance Check list for District Field inspection Team.

A: General Information on the CSC:

Date of Request by SCA	Date of Receipt by SDA	Date of visit by Field Team for physical verification	Date of submission of report to the District Officer (District Collector)	Date of receipt of Compliance Report from the District Officer at the TNeGA.	Date of Certification /approval by SDA

CSC Code:	CSC Village:									
Panchayat:	Taluk:									
Block:	District:									
Villages covered by the CSC:	<table border="0"> <tr> <td>Village 1:</td> <td>Distance from CSC (Km):</td> <td>Village 1:</td> </tr> <tr> <td>Village 2:</td> <td></td> <td>Village 2:</td> </tr> <tr> <td>Village3:</td> <td></td> <td>Village 3:</td> </tr> </table>	Village 1:	Distance from CSC (Km):	Village 1:	Village 2:		Village 2:	Village3:		Village 3:
Village 1:	Distance from CSC (Km):	Village 1:								
Village 2:		Village 2:								
Village3:		Village 3:								

CSC Location Address with Pincode:			
Name of the VLE:		Qualification and age of the VLE - Documentary proof required.	
VLE arrangement with SCA	<input type="checkbox"/> Franchisee <input type="checkbox"/> Profit Sharing arrangement (Please enclose the Business Plan document signed between the VLE and SCA)		
Contact Phone Nos:	CSC: VLE:		

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490, ANNA SALAI, NANDANAM, CHENNAI – 35.

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Compliance Check list for District Field inspection Team.

	District Coordinator of the SCA:	
Email id:	CSC:	
	VLE:	
	District Coordinator of the SCA:	
Sign board (BRAND NAME) fixed outside the center in clear visibility and readable format (English and Tamil)	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Whether the center was Open during the inspection authority's visit? (Working hours should be minimum 48 hours per week with a minimum of 4 hours a day on all days, on all Sundays and Public Holidays except National Holidays)	Working hours should have been displayed at the CSC for the Public. <input type="checkbox"/> YES <input type="checkbox"/> NO	
Is the CSC displayed with the information on the contact details like Telephone, Mobile Nos, e-mail ids of the CSC, VLE, SCA District Coordinator and the District Collector.	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Complaints & Suggestion book available in the CSC for recording complaints and suggestions from the Public?	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Suitable MIS software tool available in the CSC which is being maintained by VLE to record and report complaints? (The VLE should send weekly Report to the District Collector / TNEGA on the Complaints and suggestions and Action taken)	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> Standard <input type="checkbox"/> Self developed tool

B: Facilities (Non IT):

S.No	Facilities	Availability	Remarks on compliance / deviation if any.
1.	Space available in the CSC (Minimum 150 Sq ft)	<input type="checkbox"/> YES <input type="checkbox"/> NO	Length: Breadth:
2.	Is the CSC location Secured? (Should be concrete roofed, cement Flooring,	<input type="checkbox"/> YES <input type="checkbox"/> NO	

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S.No	Facilities	Availability	Remarks on compliance / deviation if any.
	pucca walls to protect water leak, space for 2 – 3 persons, storage, good ventilation & lighting and space for parking, display boards etc with secured doors)		
3.	Is well furnished? (Service Counters, Help-Desk, Secured storage space, seating arrangements for customers and furnishers for PC, Printers, Connectivity equipments, UPS, batteries, Gen-Set etc)	<input type="checkbox"/> YES <input type="checkbox"/> NO	
4.	Insurance arrangement done for security against damage or trespassing etc	<input type="checkbox"/> YES <input type="checkbox"/> NO	
5.	Is the CSC location accessible to public?	<input type="checkbox"/> YES <input type="checkbox"/> NO	
6.	VLE Availability during inspection	<input type="checkbox"/> YES <input type="checkbox"/> NO	
7.	Is Electricity connection available at the center?	<input type="checkbox"/> YES <input type="checkbox"/> NO	Input Voltage:
8.	Is back up Generator available? Please mention Brand, capacity & model No. The Capacity of the Gen-Set should be 125% of the UPS capacity.	<input type="checkbox"/> YES <input type="checkbox"/> NO	
9.	Are the Services along with Price List displayed in the CSC?	<input type="checkbox"/> YES <input type="checkbox"/> NO	
10.	Is Telephone line available? The contact details of the CSC, VLE, District Coordinator of SCA, Taluk Officer and District Collector displayed:	<input type="checkbox"/> YES <input type="checkbox"/> NO	
11.	Serially numbered Manual Receipt book or Computerised (Electronic) Receipt book available?	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> Manual <input type="checkbox"/> Computerised

C: Facilities (IT):

TAMILNADU E-GOVERNANCE AGENCY,
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S.No	Facilities	Qty	Availability	Remarks on compliance / deviation if any.
1.	Whether computer available (As per minimum specifications as per RFP, MSA as indicated below.)	Min 2 PCs.	<input type="checkbox"/> YES <input type="checkbox"/> NO	Brand of Computer_____ and number (Please run any IT tool and attach the print out)
2.	Processor: Intel Pentium IV 3.0 Ghz, 2MB Cache, 800 Mhz FSB or AMD 64 3000+ or higher	1	<input type="checkbox"/> YES <input type="checkbox"/> NO	
3.	Motherboard: Intel Original 945/945 G Chipset or Equivalent or higher	1	<input type="checkbox"/> YES <input type="checkbox"/> NO	
4.	Memory: 512 MB DDR 2 SD RAM or higher	1	<input type="checkbox"/> YES <input type="checkbox"/> NO	
5.	Hard Drive: 160 GB SATA /IDE 7200 RPM or higher	1	<input type="checkbox"/> YES <input type="checkbox"/> NO	
6.	Optical Drive: 52X CD RW / DVD R Combo or higher	1	<input type="checkbox"/> YES <input type="checkbox"/> NO	
7.	Floppy Drive: 3.5" 1.44 MB FDD	1	<input type="checkbox"/> YES <input type="checkbox"/> NO	
8.	Speakers: Set of speakers	2	<input type="checkbox"/> YES <input type="checkbox"/> NO	
9.	Graphics Card: Intel On Board GMA 900 Integrated Graphics or equivalent	1	<input type="checkbox"/> YES <input type="checkbox"/> NO	
10.	Audio sound: Intel On Board High Definition audio system or equivalent	1	<input type="checkbox"/> YES <input type="checkbox"/> NO	
11.	LAN: On Board integrated 10/100MBps LAN	1	<input type="checkbox"/> YES <input type="checkbox"/> NO	
12.	Fax/Modem: 56.6 KBps Internal or higher	1	<input type="checkbox"/> YES <input type="checkbox"/> NO	
13.	I/O Ports: Serial Port – 1, Parallel port – 1, USB 2.0 Port – 6, PS/2 Port – 2, VGA Port -1, RJ 45 LAN Port – 1, Audio Port – 1 or higher	---	<input type="checkbox"/> YES <input type="checkbox"/> NO	
14.	Keyboard: USB or PS/2 or Serial, 107 Keys, Wired or	1	<input type="checkbox"/> YES <input type="checkbox"/> NO	

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S.No	Facilities	Qty	Availability	Remarks on compliance / deviation if any.
	Wireless			
15.	Mouse: USB or PS/2 or Serial, Optical 2 button scroll, Wired or Wireless	1	<input type="checkbox"/> YES <input type="checkbox"/> NO	
16.	Monitor: 15" Colour CRT / LCD TFT Monitor or higher	1	<input type="checkbox"/> YES <input type="checkbox"/> NO	
17.	Operating System: OS which delivers the functional performance of Microsoft Windows XP Professional / Linux or above	1	<input type="checkbox"/> YES <input type="checkbox"/> NO	Please provide details of OS, version etc
18.	Security: Antivirus, Recovery software, Remote Access & Monitoring	-----	<input type="checkbox"/> YES <input type="checkbox"/> NO	
19.	Warranty: 3 years on-site warranty	---	<input type="checkbox"/> YES <input type="checkbox"/> NO	
20.	Date of Installation of the PCs. (Warranty starts from the date of installation.)	2	<input type="checkbox"/> YES <input type="checkbox"/> NO	Date of installation: (The copy of the Installation certificate to be submitted)
21.	Printer (Laser / Dot Matrix): 9 pin, 300 CPS, 80/132 Col and to withstand power supply fluctuation of 90-270 volts. (Mention Make and model No.)	1	<input type="checkbox"/> YES <input type="checkbox"/> NO	Date of installation: (The copy of the Installation certificate to be submitted)
22.	MFD (B&W /Colour) especially for photo printing, scanning and copying. 16 PPM in Black and 12 PPM in colour supports Windows and Linux. (Mention Make and model No.)	1	<input type="checkbox"/> YES <input type="checkbox"/> NO	Date of installation: (The copy of the Installation certificate to be submitted)
23.	Digital Camera (Minimum 3 Megapixel, CCD Sensor, Integrated Flash, Internal Memory and expandable external	1	<input type="checkbox"/> YES <input type="checkbox"/> NO	

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S.No	Facilities	Qty	Availability	Remarks on compliance / deviation if any.
	storage and 3x Digital zoom) (Mention Make and model No.)			
24.	Web Camera (Intelligent Face tracking, VGA sensor for low light video capture, Built in microphone, low distortion, 1.3 MP resolution still photo capability, USB 2.0 high speed connectivity) (Mention Make and model No.)	1	<input type="checkbox"/> YES <input type="checkbox"/> NO	
25.	Biometric Device (CMOS optical sensing, 500 dpi, USB 1.1 or 2.0 interface, compatible to Windows 2000 / XP /Linux, storage capacity of more than 500 templates, Facility to store and match the template on the device, latent print image removal and encryption of fingerprint templates)			
26.	<input type="checkbox"/> UPS (Min 800 VA on-line UPS) <input type="checkbox"/> Battery (2 hrs back up) <input type="checkbox"/> Generator (Min 1KVA Genset) <input type="checkbox"/> Alternate Sources including non-renewable energy sources	1 1 set 1	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> UPS (Make & capacity) <input type="checkbox"/> Battery (Make & AH value) <input type="checkbox"/> Generator (Make & model) <input type="checkbox"/> Alternate Sources including non-renewable energy sources
27.	Internet Connectivity (Primary with minimum 256 KBps)		<input type="checkbox"/> YES <input type="checkbox"/> NO	
28.	Internet Service Provider (ISP)		<input type="checkbox"/> BSNL <input type="checkbox"/> Airtel <input type="checkbox"/> Tata Indicom <input type="checkbox"/> Tulip <input type="checkbox"/> Reliance	Please mention the scheme or Plan. Please enclose the payment receipt of ISP.

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S.No	Facilities	Qty	Availability	Remarks on compliance / deviation if any.
		<input type="checkbox"/> Others		
29.	Quality of connectivity	<input type="checkbox"/> 256 kbps <input type="checkbox"/> 512 kbps <input type="checkbox"/> Above		Please mention the data speed observed during inspection. _____ KBps or _____ MBps
30.	Internet Connectivity (Secondary with minimum 256 KBps)	<input type="checkbox"/> YES <input type="checkbox"/> NO		
31.	Internet Service Provider (ISP)	<input type="checkbox"/> BSNL <input type="checkbox"/> Airtel <input type="checkbox"/> Tata Indicom <input type="checkbox"/> Tulip <input type="checkbox"/> Reliance <input type="checkbox"/> Others		Please mention the scheme or Plan. Please enclose the payment receipt of ISP.
32.	Quality of connectivity	<input type="checkbox"/> 256 kbps <input type="checkbox"/> 512 kbps <input type="checkbox"/> Above		Please mention the data speed observed during inspection. _____ KBps or _____ MBps
33.	Office Utility Software and IT tools (Like MS Office or Open Office latest version compatible with MS Office, Image Editor, Scanning, Net meeting etc)	<input type="checkbox"/> YES <input type="checkbox"/> NO		Specify the Software & Version 1) _____ _____ 2) _____ _____ 3) _____ _____
34.	SCA Portal/ Application [Mention the url]	<input type="checkbox"/> YES <input type="checkbox"/> NO		

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Note: Please add sheets to provide additional information on services provided by CSCs.

E: Feedback on the CSCs:

a) Feedback / Remarks from the VLE:

Signature with date and Name of the VLE.

b) Feedback / Remarks on the CSC and VLE from the Village Panchayat Official:

Signature with date and Name of the Village Panchayat Official.

c) Feedback / Remarks from the Citizen 1: (To be obtained from two local citizens)

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Signature with date and Name of the Citizen 1.

d) Feedback / Remarks from the Citizen 2:

Signature with date and Name of the Citizen 2.

e) Feedback / Remarks from the Field Inspection Team:

Signature with date, Name and Designation of the Field Inspection Team. (ELCOT, NIC, SCA District Coordinator and Govt. official nominated by the District Collector)		
Signature with Date	Name of the Official	Designation of the Official

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Annexure: Please take Photograph of the (1) External (2)Internal view of the CSC and the VLE by the digital camera available with VLE & attach the three photo print outs taken through the colour MFD printer available in the CSC. The print outs should be certified by the Field Inspection Team.