

CCE Important Points

1. In case of not receiving user id & password, citizen needs to click on forgot password option on portal and enter the registered mobile number, Username & Password will be sent on registered mobile number.
2. If payment got deducted from citizen's bank account and he/she did not received the username and password, in that case citizen needs to wait for 24 to 48 hours to get the username and password on his/her registered mobile number.
3. While registration, if shows phone number does not exist then please wait as your amount will be refunded within 7-10 days.
4. If transaction on the portal is not successful, payment got deducted from the user bank account, Please wait as amount will be refunded within 7-10 days.
5. In case of certificate download queries, citizen must completed 10 assessments first, then he/she needs to appear for the final online exam, on clearing the final exam successfully citizen will be able to download the certificate online.
6. CCE username and certificate number are same, citizen can apply for new CSC registration with this number.
7. After successfully completion of the first assessment, the next assessment will automatically gets unlock.
8. User needs to enter correct details in CCE form as per ID proof. As per the CCE policy there is no option to change profile details.
9. Please find the attached User manual SOP and FAQs available at <http://www.cscentrepneur.in/>

10. FAQ's of final online proctored exam.

- a. Total number of questions in the final exam: 50 questions.
- b. Type of questions: Multiple Choice.
- c. Pass percentage: 50%
- d. Timings for final online exams: 10:00 am to 05:00 pm (Monday to Saturday)
- e. Minimum system requirements for online and remote proctored exam
- f. Windows 10 OS with Ram 4 GB
- g. Web cam integrated or external
- h. Internet connectivity with 1 Mbps speed
- i. Sitting Room with minimum disturbance and Good light quality.