



## e-District Manipur

# User Manual For On line e-District Applications

Submitted to: MSITS, Government of Manipur



Submitted By: Nelito Systems Limited





#### USERGUIDE

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#### PURPOSE

This guide is intended to show how to submit the Application electronically, how it is handled and process of its execution and procedure to check details and delivery of final output.

This guide will help:

- 1. Citizen To login and apply for a service.
- 2. Kiosk Operator To apply for the citizen.
- 3. Departmental Users To process the citizen application.

#### INTRODUCTION

e- District is a State Mission Mode Project under the National e-Governance Plan. The project aims to target high volume services which are to be undertaken through backend computerization to electronically enable the delivery of these services through Applicant/CSC Operator.

Government of Manipur envisions that e-district delivers some of the services through the state administration with use of Information and Communication Technology (ICT).

The e-District initiative of the Department of Information Technology (DIT), Ministry of Communication and Information Technology (MCIT), and Government of India (GOI) has been identified as one of the Mission critical Projects at the State level. The project aims at providing support to the basic administrative unit that is "State Administration" to enable content execution of services, which would





optimally leverage and utilize the three infrastructure pillars, the State Wide Area Network (SWAN) for connectivity, State Data Centre (SDC) for secure and fail safe data storage, and Common Service Centers/Kiosk/Department counters as the primary front-ends for service delivery to deliver services to the citizens at their doorstep.

#### WHAT IS E-GOVERNANCE & NEGP?

National E-Governance Plan in India is taking initiatives to introduce E-Governance system across the country. This is the application of information and communication technology (ICT) for delivering government services, exchange of information, communication, transactions and integration of various stand-alone systems and services between Government-to-Citizens (G2C), as well as back office processes and interactions within the entire government frame work. Though government services will be made available to the citizens in a convenient, efficient and transparent manner, a large-scale digitization of records is going down to enable simple, reliable access over the internet. The main objective of this plan is to bring public services closer to the citizens. E-governance has the potential to get multi-dimensional changes and a fruitful effect which will be beneficial for everybody including industry and citizens.

#### AUDIENCE

User with Technical and Non-Technical background will find this guide helpful in using the application.

#### What is e-Service Portal ?

To fulfill the vision of providing an easy and convenient services to the citizens through remote access primarily through Common Service Centre (CSCs)/PFCs, Manipur e-District project is created under the National e-Governance Plan (NeGP). The main objective of developing State eservice Portal (SP) along with Manipur e-District is to provide all citizens with outlets where they can access the services under a single interface mechanism in the form of the Portal.

#### **1.3** What are the functions of State eService Portal?

• Information Dissemination: The portal will provide information about Government departments, line ministries, and web links of these departments. It will provide information about Government structure in the state, service key notifications to the offerings and business and citizen community. Content

Architecture of the Portal shall be in accordance with State Portal Framework (SPF).





• Shall be accessible from a variety of channels: The portal can be accessed via a variety of established channels, including Common Service Centers, Government Service delivery counters, PFCs etc.

• Shall exchange information & services seamlessly across State Government departments. This exchange should be in accordance with SPF.

#### FUNCTIONALITY OF ESERVICES PORTAL:

The functional requirements of the proposed Service are described below in terms of process. A process may be defined as a particular activity that an Actor can perform. An Actor is a user with a specific role. The following table gives a brief description of each process field in the process that follow:

1. The System will be able to identify user logging into the system as defined by the login component

2. The System will enable receiving of the application as per the Application Receipt component.

3. The System will display a message regarding successful or unsuccessful completion of any transaction.

4. The System will allow concerned officials to view the service request only on authenticated login as per login process.

5. System has facility to map Remarks with role, service, district and action taken.

6. The System will be able to save the application data and route it to the concerned Officer.

7. The System will be able to notify the concerned Officer about the new and pending applications through e-District application dashboard.

8. The System will allow concerned Officer to accept/reject/revert/send back any service request application.

9. The System will request the Officer to compulsorily provide comments in case of any action taken.

10. The officer must be able to download the application from the System.

11. The System will enable the officer to order verification as per the Verification component.

12. The System will allow the Officer to enter/select query parameters for the Report and then display the results for the query to Officer.

13. The System will allow the Officer to approve the application by using his digital signature.





14. Certificate output security features barcode and QR code used in

15. Citizen can verify the authenticity of the certificate through the certificate verification module present in the login screen in eDistrict portal. If a valid certificate number is entered and submitted then the corresponding certificate pdf is fetched from the repository and displayed.

#### Services which are part of the current scope and are offered to the citizen are listed below:

Department Category	Service					
Revenue	Application for Domicile Certificate					
	Application for Income Certificate					
	Application for OBC/SC/ST Certificate					
	Application for Permanent Resident Certificate					
	Application for Land Valuation Certificate					
	Application for Land Mutation Certificate					
Employment Exchange	Application for Registration in Employment Exchange					
	Application for Renewal of Registration in Employment Exchange					
	Application for Updating Qualification or Experience or both in					
	Employment Exchange					
	Application for Transfer of Registration to New Employment Exchange					
	Submission of Application against Vacancy					
RTI and Grievance	Application for Submission of Right To Information (RTI)					
	Application for Lodging of Grievance					
Social Welfare	Application for Registration under Indira Gandhi National Old Age					
	Pension Scheme					
	Application for Registration under Manipur Old Age Pension Scheme					
	Application for Registration for Unemployment Allowances assistance to					
	person with disabilities.					
	National Family Benefit Scheme					
	Indira Gandhi National Disability Pension Scheme					
	Indira Gandhi National Widow Pension Scheme					
Electoral Services	Application for Inclusion of name in Electoral Roll					
	Application for correction of particulars					
	Application for transposition of entry in Electoral roll					
	Application for inclusion of name by Overseas Electors -Form 3					
	Application for objecting inclusion or seeking deletion of name in					
	Electoral roll					





Registration	Non-Encumbrance Certificate			
	Application for Hindu Marriage Certificate			
	Application for Special Marriage Certificate			
Department Category	Service			
RD & PR	Application for Birth Certificate			
	Application for Death Certificate			
Education	Registration of Children with Special Need			
YAS ( Youth & Sports)	Incentive State Sports Awards			
	Registration in School Games Federation			
	Registration in RCC Program			

### HOME PAGE

#### URL : https://eservicemanipur.gov.in/

**Step1:-** Upon Clicking the Manipur State eService Portal Link Home Page will be displayed to Applicant:





eDistrict	Manipur	Digital Ind. Power To Empower	ia rer Require ora
Notifications	e-Services	Quick Links	Login
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helps in improving governance	Employment Exchange Youth Affairs and Sports	Transaction	
esk.edistrictmn@nic.in			
About the Portal Site Contents owned	and updated by concerned Departments a For any query regarding this w	Noticy Accessibility Statement Disclaimer Link To and co-ordinated by Department of Information vebsite Please Contact Web Master. ce visitors :	

#### CITIZEN REGISTRATION

**Step 2:**-Once the Applicant is redirected to the Manipur State Portal Home Page, Applicant can register him/her self to State Portal to avail the available Services by Clicking on Register Link.

Upon Clicking on O CSC/Citizen Radio button, <u>Click here to Login With ePramaan</u> (Register Link), a Registration Page will be opened as below:

(FOR NEW CITIZEN REGISTRATION)

1) Click on "New User? Register Here





सन्यमं उत्तर Ministry de Extra Government of India		аl e-Authentication			सी डे CDF	の ) C
			Home Download	is Unlock Your Account	Register S	ign In
	Welcome to e-Pramaan         New User? Register here         Username / Aadhaar Number         Password         Capitcha         Capitcha	Captoha Authers are deser Captoha Authers are deser mcd oja to Login Eorgia Passwortd d from third parties. Never pro	ana/live U C C			

1) Choose proper option

	HIV OF Electronics & IT Government of India		HIOT C-Pro				सी CE	डैक AC
				Home	Downloads	Unlock Your Account	Register	Sign In
	Citize	n Registration						
	Kind	ly choose any one of the below optio	on:					
	Ø R	egistration using Aadhaar Number						
	© R	egistration without Identity verification (n	iot recommended)					
सी डैक CDAC	प्रगत संगणन विकास केंद्र CENTRE FOR DEVELOPMENT OF ADVANCED COMPUTING						2016   All 1	ights reserved
सी डैक CDAC	प्रगत संगणन विकास केंद्र CENTRE FOR DEVELOPMENT OF ADVANCED COMPUTING						2016   All (	ights reserved





1) Applicable for registration with Aadhaar Only

			Home D	ownloads l	Inlock Your Account	Register
Cit	izen Registration					
	Kindly choose any one of the b	elow option:				
	Registration using Aadhaar Nur	nber				
	Aadhaar					
	Choose OTP medium	© Mobile © Email				
		Consent for Aadhaar Au	thentication			
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		JANYZZ				
		Verify through e-KYC				
		ification (not recommended)				

a) For Registration without Identity proof

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CONSTITUEN OF HEAR		and the second second second second	101	Downloads	Unlock Your Account	Register	Signin
	Citizen Registration				_		
	Kindly choose any one of the below option:						
	C. Registration using Aadhaar Number						
	Registration without identity verification (not in	ecommended)					
	Continue						
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a) For Registration without any Identity Proof citizen need to fill up the following form.

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Personal information   Provide a link of the l	Grant Name *     G	
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a	Control of	
a	oz3hs	
	ED Accept, "Reme" and "Robies" of a Hyperbase.	

a) For Registration with Aadhaar citizen need to fill up the below form





	Home	Downloads	Unlock Your Account
iliana Danishadian			Using e-Mail Using Mobile
itizen Registration			rising woode
Kindly choose any one of the b	elow option:		
Registration using Aadhaar Nur	nber		
Aadhaar	607098776325		
Choose OTP medium	Mobile    O Email		
	Consent for Aadhaar Authentication	0	
Aadhaar number, Name a identity information only fo	en Aadhaar number, hereby give my con and Fingerprint / Ins for authentication with x authentication and notifications e-Prama DR for the purpose of authentication	UIDAL e-Pramaan will	use the
	I Agree O I Disagree		
Captona	9myz2		
	9axyz2		
	0	;	
	Verify through e-KYC		
O Registration without identity ver	ification (not recommended)		

a) eKYC OTP verification

सन्यमंत्र तपत Ministry of Electronics & IT Government of India				/////	CL	डेक
Government of most		Home	Downloads	Unlock Your Account Using e Mail Using Mobile	Register	Sign In
	Aadhaar eKYC OTP Verification OTP 173996 El Autoliti my mobile number and email is receive	id from Aad	naar.			
	Verry Back Re-generate OTP for Aadhaar e-KYC					
भी डेंक् । अभार संगणन विकास केंद्र ССМПС - ССМПК FOR DEVISIONMENT OF ADV	ANCED COMPUTING				2016   A8	righta reserved

a) Once verified the following form will display.





adhaar number has been su	ccessfully ventiled.
our Aadhaar data has been p	re-populated, kindly fill other details to proceed.
izen Registration	Form
	mitust
Personal Information	
. Given Name *	Hrubikesh Chakrabotty
Usemane *	
Password *	Passound must be of least E characters hing and must be a combination of upper
	carea, hower carea, numbers and non-alphanumaric characters exclusing apace character.
Confirm Password *	
Date of Birth *	3 May 1980
	(Mobile Number or Email Id is mandatory)
Verified Mobile Number	9163019400
Email Id	Rinnity ontar valid E-mail bit ().a kor@yyy.322)
Identity Information	
Aadhaar	607098776325
Contact Address	
House / Flat / Building	12/7¢
Landmark	Banuaree Pukur Kabarathan
Street	Ostad Amer Khan Sarani
Locality	Handevpur
City / District	South 24 Pergenesi
State	WEST BENGAL
Pin Code	200082
Additional Information	
Security Question *	- Select -
Security Answer *	
Personal Message *	This Personal Message will be displayed every time you high to e-Pressen etc. T
	site is an authentic site only if the same personal message given sturing registration displayed.
Captena *	
	Captone interesters are case sensitive.
	ncekro2
	a
Accept "Terms" and "Policies	
	Sign Up

a) Citizen need to fill up Username, Password, emailed &Additional Information.





adhaar number has been su	
our Aadhaar data has been j	pre-populated, kindly fill other details to proceed.
zen Registration	Form
	anistrum.
Personal Information Given Name *	Hrishikesh Chekraborty
Username *	hrishiraju Usemanie available
Password *	
	Passworth must be at least 8 characters hing and must be a combination of upper case, haver case, numbers and non-alphanismeric characters sectioning space
Confirm Password *	churachan
Date of Birth *	3 May 1980
	(Mobile Number or Email Id is mandatory)
Verified Mobile Number	8163019400
Email Id	hchakraborty@gmail.com
	Randig onter vetid E-molt Id (La avegysyczzz)
Identity Information	
Aadhaar	607098776325
Contact Address	
House / Flat / Building	12/76
Landmark	Bassifies Pullier Kabarathan
Street	Oited Amir Khan Sarani
Locality	Handevgur
City / District	South 24 Forganas
State	WEST BENGAL
Pin Code	700082
Additional Information	(F)
Security Question *	What was the name of your elementary / primary school?
Security Answer * Personal Message *	Nava Nalanda
The address interacting to	Today in Mine This Personal Measurement for estimation of the second second measurement of the second secon
	of aptropoint.
Captcha *	ncekro2 Capitolia Inflatry are case semiflive
	ncekro2
	0
Accept "Terms" and "Policies	
	Sign Up





a) Once clicked on Signup the following page will display.

r Profile	
Personal Information	
Given Name	Hrishikesh Chakraborty
Date of Birth	03 May 1980
Verified Mobile Number	9163019400 🖌
Email Id	hchakraborty@gmail.com 🗙 (not venified) <u>Send verification link</u>
Identity Information	
PAN	No PAN provided.
Aadhaar	607098776325 🗸 To synchronize profile data with Aadheer <u>Click her</u>
Contact Address	
House / Flat / Building	12/7c
Landmark	Basusree Pulkur Kabarsthan
Street	Ostad Amir Khan Sarani
Locality	Haridevpur
City / District	South 24 Parganas
State	WEST BENGAL
Pin Code	700082
Additional Information	
Personal Message	Today is Mine
	Edit User Profile





a) User can edit their profile after verifying themselves from below form.

Government of India Government of India Government of India		national e-Authentication Service	Downloads	Services	Manage Profile
	Verify User				
	Usemame	hrishiraju			
	Password Captcha				
		Capitche letters are case sensitive			
		dm mm q2			
		Submit			

a) Once complete the following page will display







- a) Once appropriate state selected it will redirect to e-District page, which will fetch the following fields from e-Pramaan.
- b) Click to register.





TO THE	DIU	Digital India
uzer-1044404545	UID(Aadhaar)	607098776325
	Mobile Number*	9163019400
Demail and Diu +	District *	Please Select
	Middle Name	
⊙Male ⊜Female ⊜Transgender	Status *	©Married .©Unmarried
03/05/1880	Occupation *	
700082	Address *	12/7c, Basusree Pukur Kabarshan, Neter Amerikan Sarah Kandanan
	user-1044696645 Damas and Du +	UID(Aadhaar) user-10445945 UID(Aadhaar) Mobile Number * Damas and Du • Middle Name Middle Name Middle Name Male © Female © Transgender Status *

#### c) Provide OTP

Arrestly of Eachanics & arrest	र्शी डेक Срас
Home Downloads Unit	lock Your Account Register Sign In inge Mail ing Mabile
11 Зар Канан инин Экен жа СООС скити гол огусориали ог лаулисар сомиллыс	2016   A8 rights reserved

Upon Clicking on Submit Button, Applicant will be registered with State eservice Portal and can be able to Login into State Portal. Once verified and logged in User will be able to view the list of service, his inbox etc. in e-District.





## HOW TO LOGIN IN STATE E SERVICES PORTAL?

The application allows only the authentic users to login to the system.

There are ADHAAR based authentication mechanisms implemented in the system:

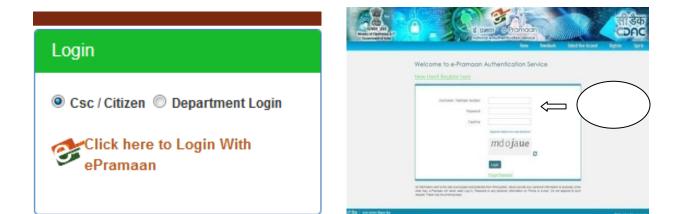
User id and Password combination. User needs to enter the correct username and password.

) eDistric	t Manipur	Power To Empoy	Ver Realts o
HOME CSC LIST	TRANSACTION COUNT APPLICATION	STATUS FAQ CONTACT	
lotifications	e-Services	Quick Links	Login
orem ipsum dolor sit amet,	Revenue	Government of Manipur	🖱 Csc / Citizen 🖲 Department Logir
Iuliam in venenatis enim Read	RD and PR/ MAHUD/ Health	Exam Results	Department Login
Curabitur porttitor ante eget endrerit adipiscing. Maecenas	RTI	Elector Search by EPIC	
at magna accumsan, Read	Social Welfare	MSPDCL	Login
honcus neque id, fringilla lolor Nullam in venenatis mim Read more	Election	MPSC Online	Logui
Curabitur pordipiscing	Education	CPIS (Formely MGEL)	

Step 3:- Applicant has to provide his Login Credentials like Login Id and Password to avail the Services:







Enter the OTP and submit for verification : -



#### Link: Imaging page after successful login







Once Applicant is successfully logged in, Applicant can access the list of Services by Clicking on Service :-

a) Dist	rict Manipur	Digital India Power To Empower	Z
यून 🕑 New Applicat	ion/ৰংশীয়া গ্ৰন্থিকৈসল 🕑 Submitted Application/শ্বকিলখিৰা গ্ৰন্থিকসন		<mark>≗</mark> к
Department Wise Ser	vice List		
Revenue Depart	ment/বেৰেন্সিউ দিগাৰ্ৱেন্ট	Download Offline form	Apply Online
Education Depa	rtment/ইতুকেসন দিশাৱেকি		
Rural Developm	ent & Panchayati Raj/রবেল ডিংলগমের অমসু: গঞ্চায়েত র	गज	
• Youth Affairs an	d Sports/মুখ একজের অমসুং স্পোটস দিগার্ক্লেট		
	জার টি.আই দিপার্ক্লেট		
RTI Department			
RTI Department     Social Welfare			_

#### How to change Password?

<sup>2</sup> Click on "Change Password"

#### If any Citizen forgot his/her password:

Citizen can recover / regenerate password from E-Pramaan Link through his/her ADHAAR no.

,Phone No. or E-mail Address.





#### Click on the link "Forgot Password"

<sup>®</sup> A new window appears, enter username Or ADHAAR no. and Phone no. or valid Email-Id (Email ID should be registered in user's details), click on Submit button.

<sup>®</sup> OTP will be sent to phone for re-enter Password and to user's registered Phone No, Mail-ID, user has to login into his registered email account and get his password details.

Now Applicant/CSC Operator has to first choose the Department from list of Departments and corresponding Services will be displayed to Applicant/CSC Operator.

**Step :-** Upon choosing the Department, List of Services will be displayed to Applicant/CSC Operator. Now Applicant/CSC Operator has to click on Service Name as: **'Application for Domicile Certificate'**. Upon Clicking the Service Name Application Form will be displayed to Applicant/CSC Operator.

#### How and where to check new and pending applications?

There two scenarios for New and Pending Applications . i.e one from the Applicant perspective and the other from the department user perspective.

#### Citizen / CSC :

1) When Citizen / Applicant is filling a form for selected service and just saved but not submitted , then the new form will be available in saved application tab in user login dash board for future submission.

The saved application will be automatically moved to submitted application tab folder once it is submitted finally after filling complete form.

2) But if the form is submitted Once then it will be shown in Submitted application tab and its application status can searched by clicking on the appropriate No.

#### **Department User**





The application received from Citigen / CSC user for processing will be available and shown in logged in user **INBOX** as pending.

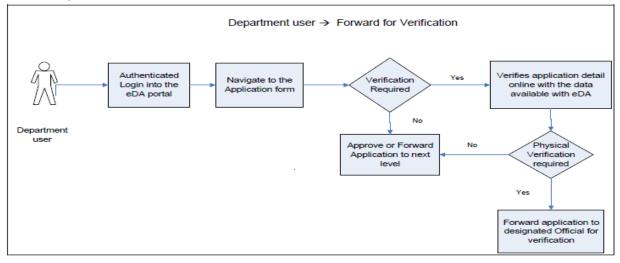
When one department official will forward the application form for further process to next level it will again reflect in the User **INBOX** for processing and need attention for action on it (like Reject, forward, Approve/Issue).

As per the Action taken the form will be moved to OUTBOX, or Rejected Application, Approved application and Signed Application Folder/Bin.

#### **APPLICATION PROCESS FLOW /STAGES :**

Application will be processed as per the department work flow and Department User ID along with password is provided by the DIT System Admin . Applications functionality has been built in accordance with department process flow and for all departments same verification , forward and approval model have been adopted.

Services delivered and covered under each department having its own form and has differences in form only and In this User manual we will



#### DOMICILE/PERMANENT RESIDENT CERTIFICATE (PRC)/ ST/SC CERTIFICATE:

- 1. Citizens will apply online.
- 2. The online application will be routed to and received by the concerned SDO (i.e. the SDO of the Division in which the application resides/ applicable).





- 3. The SDO will forward the application to the concerned circle SDC for verification if required.
- 4. If the SDC is not connected online, the SDO may send the application for verification manually, otherwise the same process would be done in online mode.
- 5. The SDC will, after necessary verification, forward the application to the SDO, either manually (in case the SDC is not connected online) or in online mode.
- 6. If the SDO is empowered to approve and sign, he may issue the certificate with his Digital Signature.
- 7. If SDO is not empowered to approve and sign, he may forward the application with the reports received from circle SDC to the SDC Head Quarter (HQ)/ Branch Officer (BO) in the DC Office.
- 8. The SDC (HQ) /BO will forward the application to the ADC or DC for approval and issue of digitally signed certificate.
- 9. In case, SDC (HQ) is not available, the SDO may directly forward the application to ADC/DC
- 10. In case, the DC/ADC is not satisfied with the reports attached, he may send back the application to the concerned SDC/ SDO for re-examination. The SDO/SDC, after re-examination, may send back to the DC/ADC with the necessary information sought and issue of the certificate.

#### **OBC Certificate:**

- 1. Citizens will apply online.
- 2. The online application will be routed to and received by the concerned SDO (i.e. the SDO of the Division in which the application resides/ applicable).
- 3. The SDO will forward the application to the concerned circle SDC for verification if required.
- 4. If the SDC is not connected online, the SDO may send the application for verification manually, otherwise the same process would be done in online mode.
- 5. The SDC will, after necessary verification, forward the application to the SDO, either manually (in case the SDC is not connected online) or in online mode.
- 6. SDO will then forward the application with the reports received from circle SDC to the SDC Head Quarter (HQ)/ Branch Officer (BO) in the DC Office.
- 7. The SDC (HQ) /BO will forward the application to the ADC or DC for approval and issue of digitally signed certificate.
- 8. In case, SDC (HQ) is not available, the SDO may directly forward the application to ADC/DC
- In case, the DC/ADC is not satisfied with the reports attached, he may send back the application to the concerned SDC/ SDO for re-examination. The SDO/SDC, after re-examination, may send back to the DC/ADC with the necessary information sought and issue of the certificate/document.

#### Income Certificate:





- 1. Citizens will apply online.
- 2. The online application will be routed to and received by the concerned SDO (i.e. the SDO of the Division in which the application resides/ applicable).
- 3. The SDO will forward the application to the concerned circle SDC for verification if required.
- 4. If the SDC is not connected online, the SDO may send the application for verification manually, otherwise the same process would be done in online mode.
- 5. The SDC will, after necessary verification, forward the application to the SDO, either manually (in case the SDC is not connected online) or in online mode for approval and signature.
- 6. If the SDO is empowered to issue the certificate, he may sign and issue the digitally signed certificate.

#### RD&PR/MAHUD DEPARTMENT:

#### APPLICATION FOR BIRTH CERTIFICATE :

- 1. Citizens will apply online.
- 2. The online application will be routed to the Dealing Assistant(DA) by eDA.
- 3. The DA verifies the application alongwith supporting documents.
- 1. The DA forwards the application alongwith remarks for approval and rejection, respectively to BDO /Registrar.
- 2. BDO /Registrar reviews the application details based on the remarks given by the DA and approves the application along with the Digital Signature and intimates CSC regarding approval of application.
- 3. If application is not correct with supporting documents BDO / MO rejects the application providing the reason for rejection in the comments tab.
- 4. The applicant receives a notification of approval/rejection with reason via SMS/e-mail.
- 5. The Applicant can Collect the Digitally Signed Birth Certificate from CSC Center in case of Approval



## e–District MMP Manipur User Manual



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User Manual for e-District applications





#### APPLICATION FOR DEATH CERTIFICATE :

- 1. Citizens will apply online.
- 2. The online application will be routed to the Dealing Assistant(DA) by eDA.
- 3. The DA verifies the application alongwith supporting documents.
- 4. The DA forwards the application alongwith remarks for approval and rejection, respectively to BDO /Registrar / MO.
- 5. BDO / Municipality officer reviews the application details based on the remarks given by the DA and approves the application along with the Digital Signature and intimates CSC regarding approval of application.
- 6. If application is not correct with supporting documents BDO / MO rejects the application providing the reason for rejection in the comments tab.
- 7. The applicant receives a notification of approval/rejection with reason via SMS/e-mail.
- 8. The Applicant can Collect the Digitally Signed Birth Certificate from CSC Center in case of Approval

#### Processing of Service request- Department (In e-District Scope)

- After successful submission of Application, eDA will route the Application to Dealing Assistant (DA) for reviewing the Application details along with the supporting documents. Now DA can perform following actions:
- If Application details are correct then DA Approves the Application along with the remarks /recommendation and Forward the Application to BDO / Municipality Officer.
- BDO / MO receives the application in the inbox and reviews the applications with supporting document as per remark / recommendation given by DA. :
- If CONVINCED, BDO / MO APPROVES the Application along with the Digital Signature and intimates CSC regarding Approval of Application.
- If NOT CONVINCED, Employment Officer REJECTS the Application and updates the database providing the reason for rejection in the comments tab, Citizen receives a notification of Rejection with reason.
- The Applicant is notified of the final application status via SMS/e-mail.
- The Applicant can Collect the Digitally Signed Birth Certificate from CSC Center in case of Approval





#### **RTI DEPARTMENT SERVICE DETAILS:**

#### APPLICATION FOR SUBMISSION OF RIGHT TO INFORMATION (RTI)

1. Citizens will apply online.

2. The online application will be routed to the concerned First Appellate Authority, Assistant Public Information Officer (APIO) by eDA.

3. The APIO verifies the application alongwith supporting documents as per the rule.

4. APIO can approve / reject the application alongwith recommendation / remarks for approval and rejection, respectively.

5. APIO approves the application and will forward the application to PIO for further processing.

6. The PIO (Public Information Officer) reviews the application details based on the recommendation given by the APIO and along with supporting documents. Now PIO compiles the Requested Information and intimates Applicant once the Requested Information is ready to be delivered.

Now Applicant can collect the Requested Information as per of the Delivery Component.

#### APPLICATION FOR LODGING OF GRIEVANCE

- 1. Citizens will apply online.
- 2. The online application will be routed to the concerned First Appellate Authority, Assistant Public Information Officer (APIO) by eDA.
- 3. The APIO verifies the application alongwith supporting documents as per the rule.
- 4. APIO can approve / reject the application alongwith recommendation / remarks for approval and rejection, respectively.
- 5. APIO approves the application and will forward the application to PIO for further processing.
- 6. The PIO (Public Information Officer) reviews the application details based on the recommendation given by the APIO and along with supporting documents. Now PIO compiles the Requested Information and intimates Applicant once the Requested Information is ready to be delivered.





7. Now Applicant can collect the Requested Information as per of the Delivery Component

#### DASHBOARD USE:

- > After successful user login official dashboard will be showing.
- To access the particular application user needs to clicked on corresponding "Select"
- <sup>></sup> In this page there are three tabs : New Application, Saved Application, Submitted Application.
- <sup>></sup> To view and Apply new Application click on "New Application" option.
- > For Saved Application click on "New Application" option.
- > To view Saved application and final submition , click on Saved application and open for submit.
- To Know the status of application and view the Submitted application, click the Submitted application tab.
- > User can logout from his/her account by clicking on "Logout" link.

# REVENUE DEPARTMENT : DOMICILE/PERMANENT RESIDENT CERTIFICATE (PRC)/ ST/SC CERTIFICATE:

(SampleForm)





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Accepted file types: pdf, jpeg,	jpg, gif, png /অমাৰ	া ফাইল মথল : pdf	t,		
peg, jpg, gif, png					
Sr. No./মথং মলাও		Desur	nent Name/চে চাংগী মমিং	Delete/মুথওণা	

**Step 5:-** Now Applicant/CSC Operator has to fill the Application Form with the Required Supporting Documents and Save the Application.

- ✓ Once the Application will be Saved Successfully, Applicant/CSC Operator can perform the Following Actions:
  - Applicant/CSC Operator can take the Print of Application by Clicking on Print eForm Button.



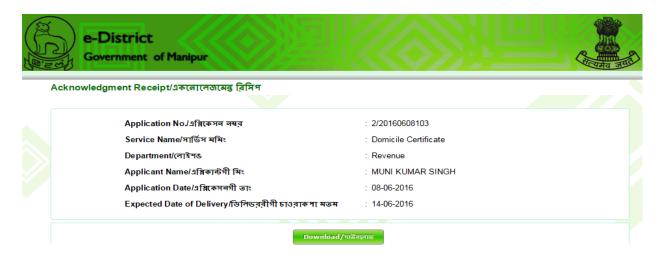


- Finally on clicking on Save button, application will take you to Payment option if fees required.
- Otherwise if Payment / Fees is not applicable , an Acknowledgement receipt will be generated,
   Which can be downloaded for application reference no. on clicking download button.
- Applicant/CSC Operator can proceed the Application by Clicking on Show Payment Button.
- Applicant/CSC Operator can return to the Home Page by Clicking on Cancel Button.

Sele	ect Document*	SELECT V Add	
	Serial No.	Doc Name	Delete
1		Scanned copy of the self-signed declaration form	×
2		Birth Certificate	×
3		Voter Id	×
4		Present Residential Proof (Electricity Bill/Water Bill/Telephone Bill)	×

#### Acknowledgement receipt

- ✓ Once the Application is Successfully Submitted and Payment is done (If required) an Acknowledgement Receipt will be generated.
- ✓ Applicant/CSC Operator can take print of Acknowledgement Receipt by Clicking on Download Button.







#### PROCESS FLOW OF ISSUANCE OF DOMICILE CERTIFICATE

- 11. Citizens applied online for domicile certificate through CSC or from state web portal.
- 12. The online application will be routed to and received by the concerned **SDO** (i.e. the SDO of the Division in which the application resides/ applicable).
- 13. The SDO will forward the application to the concerned circle **SDC** for verification if required.
- 14. If the SDC is not connected online, the SDO may send the application for verification manually, otherwise the same process would be done in online mode.
- 15. The SDC will, after necessary verification, forward the application to the SDO, either manually (in case the SDC is not connected online) or in online mode.
- 16. If the **SDO** is empowered to approve and sign, he may issue the certificate with his Digital Signature.
- 17. If SDO is not empowered to approve and sign, he may forward the application with the reports received from circle SDC to the **SDC Head Quarter (HQ)**/ Branch Officer (BO) in the DC Office.
- 18. The SDC (HQ) /BO will forward the application to the ADC or DC for approval and issue of digitally signed certificate.
- 19. In case, SDC (HQ) is not available, the SDO may directly forward the application to ADC/DC
- 20. In case, the DC/ADC is not satisfied with the reports attached, he may send back the application to the concerned SDC/ SDO for re-examination. The SDO/SDC, after re-examination, may send back to the DC/ADC with the necessary information sought and issue of the certificate.

#### Documents to be uploaded by citizen at the time of online submission of Application

For Domicile/Permanent Residence Certificate/ ST/SC Certificate:

- i. Voter ID of applicant or of parents.
- ii. Any identity proof of the applicant.

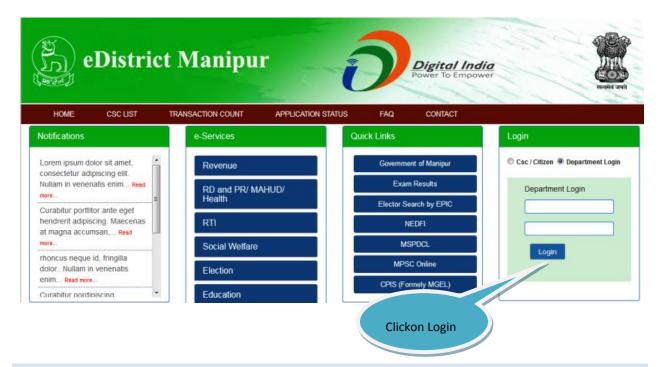
#### DEPARTMENTAL LOGIN

Once the Application will be successfully submitted, Application will be routed to Concern Departmental Officer. Now concern Officer will Login into the e-District Manipur Portal by providing his Login Credentials and Verify the Application Details and can perform the necessary action.

The User Login interface / screen is same for all department (Viz. Revenue, Employment Exchg., Election, Registration, Social welfare etc.) and depending on the individual ID mapped to specific department, application will redirect and open the inbox of officials for application process.







#### **SDO – SUB DIVISIONAL OFFICER**

**Step 1:-** Once the Application will be successfully submitted, Application will be routed to **Revenue Department SDO**. Now **SDO** has to open the Manipur State Portal Link and has to choose Departmental Login, then Login Page will be displayed to **SDO**.

Step 2:- Now the SDO has to provide his Login Credentials and click on Login Button:

**Step 3:-** Upon submitting the correct Login Credentials **SDO** will be redirected to the Departmental Application.

- ✓ Now the **SDO** will be redirected to the List of Services.
- ✓ **SDO** can choose My Inbox / service name & list of Application will be available for review.





e-District Government of Mar	nipur			Carata State
Home		Reset Password		onekapan Logout
My Inbox	Inbox Outbox			
Approved Applications	XXXX X X XXXX			
Signed Applications	Application No./এমিকেগন নম্বর Applicant Name/এমিকাউগী মিং Initiator/ঘাউদোকলিবা Ap	oplication Date/এম্লিকেগনগী তাং	Sender/খারিবা মি	Stagename/ইসভেস মমিং
Rejected Applications	Domicile Certificate, total of service: 2			
Update Registration Employment	▲ Income Certificate, total of service: 1			
Exchange				
	Obc Certificate, total of service: 1			

**Step 4:- SDO** can review the Application Details and can perform the following Actions:

- Reject
- Send for Physical Verification to SDC circle
- Send Forward to SDC HQ / BO
- Send forward ADC
- Send forward to DC





#### Domicile Certificate/ডোমিসাইন সাটিফিকেটকী এপ্লিকেশণ

APPLICATION NO : 2/20170629131			
Applicant Details/এপ্লিকান্টণী মনী মথোং			
Salutation /ইকাই থুমণবা"	Mr.	Applicant Name/এপ্লিকান্টগী মিং*	DAVID
Relationship with Applicant/এश्निकान्টগ মরী	● Father		
Father's/Husband's First Name/ইপাগী/ইপুরোইবগী অহানবা -	LAISHRAM	Father's/Husband's Middle Name/ইমাগী/ইমুরো -	ইবগী ম্যাইগী IBOMCHA
মিং* Father's/Husband's Last Name/ইপাগী/ইপুরোইবগী অরোমবা	SINGH	মিং Aadhar No./অধ্যার লম্বর	
Re Record a case realized and a case realized and a case of the contract of the case of the contract of the case o	SINGH		
Gender *	Male	District *	Imphal West 👻
Sub Division/সব ডিভিসন*	Lamphel	Circle/সার্কল	SDC Imphal West(Cen
Pin Code/পিন কোড*	795004	Email Id/ইমেল আই.দি	
Mobile No./(মাবাইল লম্বর		Circle in which Application need to be proceed/করমবা SDC Imphal West(Cen – সার্কণদা এয়িকেসন মধ্য চংখগদগে	
Specify Issuing Authority		Kiosk/CSC ld	
Application Submitted By/এয়িকেসন পিশিনলকলিবা"	Self		
Permanent Address /অশেংবা লৈফম			
House/Door No /যম/ (ঢার নম্বর		District *	Imphal Maat
Sub Division/সব ডিডিসন*	Lamphel	Circle/সার্কল	Select/খলবীসি 🔍
Post Office/গোষ্ট ওফিস	Lamphelpat	Police Station/গৃলিস ষ্টেসল*	MPHAL
Assembly Constituency/এসেমরী কলটিট্যুয়েলী	Uripok	Locality/খুন/(লকাই*	LAMPHEL SANAKEITHEL
Pin Code/পিন কোড*	795004		
Present Address(হৌতিক লৈফম			
ls Permanent and Present Address is same?/(ইজিক	$\checkmark$		
লৈরিবা মক্ষমগা অশেংবা লৈক্ষমগা মান্নবরা ? House/Door No./যুম/ দোর লম্বর		District *	Imphal West 🗸
Sub Division/সব ডিভিসন *	Lamphel	Circle/সার্কল	Select/খনবীসি 👻
Locality/যুন/লৈকাই	LAMPHEL SANAKEITHEL	Pin Code/সিন কোড *	795004
Domicile Details/ডোমিসাইলগী অকুশ্বা ৱাবোল			
EPIC No. (if issued)		Serial Number in Electoral Roll	
ls Domicile earlier issued to Applicant?/এগ্নিকান্টভা ডেমিসাইন পিথিবা লৈবরা ?*	Yes 👻		
Purpose of Domicile Certificate/ডোমিসাইন সাটিকিকেটগী	ADMISSION	Type of Domicile Certificate/ডোমিসাইন সাটিফিল	চট মথব^ Domicile By Birth
মর্ম*			
Birth Detail/গোকগাগী অকুশ্বা রাবোল			
Date of birth*	02/02/1994	Place of Birth/(পাকপা মক্ষ*	Manipur
District *	Imphal West 🔍		
Residence Detail/লৈরিবাণী অকুপ্পা রাবোল			
The Date & the Year from which Applicant is	02/02/1994	Total Period of Stay in years/লৈয়রকগগী চহী মশিং	23
residing/এপ্লিকান্টনা লৈরকপগী চহি অমসুং ভরিক*			
Give Details by which you claim yourself to a Domicile of I Ownership of Immovable Property in Manipur/মণিপুরদা	lanipur/মণিগুব ডোমিসাইনগী মকুপ্বা মবোল		
Ownership of Immovable Property in Manipur/মাণপুরণ৷ (লংবা য়াদরবা বন			
Continuous Residence in Manipur for the last 10	1		
years/মণিপুরদা চহি ১০ দগী লৈরকপা Education/এজুকেসন			
Payment Details/খিথিবগী অকুষ্না মবোল Gov. Fees	0.0	Service Fees	0.0
Cov. Fees Postal Fees	0.0	Service Fees Total Fees	0.0
Attachment Details/এটাচম্দেউণী অকুশ্বা ৱাবোল			
Upload documents/চঙদবা যাদবা চে চাংশিং :			
1. Voter ID of applicant or of parents			
2. Any identity proof of the applicant			
3. Other required Documents 1			
4. Other required Documents 2			
5. Other required Documents 3			





Residence Detail/লৈরিবাণী অকুশ্বা রাবোল				
The Date & the Year from which Applicant is residin এগ্লিকাটণা দৈরকণগী চহি অমস্ৎ তরিক*	9/ 30/03/1981	Total Period of Stay in years/দেয়রকপগী চহী মণিং	35	
Give Details by which you claim yourself to a Domicil	e of Manipur/মণি পুর ডোমিসাইনগী মকুপ্বা মরোল			
Ownership of Immovable Property in Manipur/মণিপুর (লংবা য়াদরবা শন	দ্য			
Continuous Residence in Manipur for the last 10 ye মণিপুরদা চহি ১০ দগী লৈরকপা	ars/ 🕑			
Education/এজুকেসন				
Payment Details/খিথিবগী অকুপ্পা মরোল				
Gov. Fees	0.0	Service Fees	0.0	
Postal Fees	0.0	Total Fees	0.0	
Attachment Details/এটাচমেন্টগী অকুশ্বা রাবোল				
Mendatory Document : 1. Voter Id. 2. Birth Certific ate. 3. Scanned copy of the self-signed declaration. 4. Present Residential Proof (Electricity Bil/Wa 5. Property Details (If Owner of Property). 6. Educational Certificate (If Educated).				
Serial No.		Doc Name		View
1	Voter ID of applicant or of parents			<b>•</b>
2	Any identity proof of the applicant			
				Download All ( Zip File )
Note Sheet Applicant Kiosk/CSC/Citizen Comments : Submitted Date and Time : 06/06/2016 13:13:28				
Verification Report				
+ Add				
Process Action				
Process Action Action Taken Approve				
	<b>v</b>			
Action Taken Approve		Submit Print eform		

Here the SDO will forward the application to the concerned **circle SDC** for verification & report if required.





If the SDC is not connected online, the SDO may send the application for verification manually, otherwise the same process would be done in online mode.

### How to reject any application?

- If verification reports are not OK then Approving Authority rejects the application with Justification and the intimation is given to the applicant via status & SMS.
- "Reject" button needs to be selected
- > Needful comments should be written into the field "Remarks"
- Confirmation should be given by clicking "Submit and Finish" button in the alert massage
- Application Status shows as application has been Rejected and will be parked in Rejected application container of Login officials.

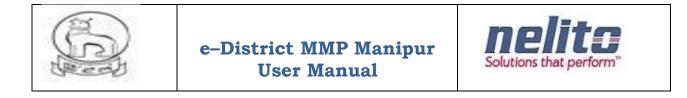
## **SDC – SUB DEPUTY COLLECTOR (CIRCLE)**

**Step 1:-** Now the Application will be routed to **Revenue Department SDC.** Now **SDC** has to open the Manipur State e-service Portal Link and has to choose Departmental Login, then Login Page will be displayed to **SDC**.

**Step 2:-** Now the **SDC** has to provide his Login Credentials and click on Login Button.

**Step 3:-** Upon submitting the correct Login Credentials **SDC** will be redirected to the Departmental Application:

- ✓ Now the **SDC** will be redirected to the List of Services.
- ✓ **SDC** can choose the Service name and list of Submitted Application will be available for review.



e-District Government of Man	nipur					A A A A A A A A A A A A A A A A A A A
Home				Reset Password	Bantee Singh I	Konthoujam Logout
My Inbox	Inbox Outbox					
Approved Applications	«««« « » »»»»»					
	Application No./এপ্লিকেসল লম্বর	Applicant Name/এমিকার্টগী মিং	Initiator/হাউদোকলিবা	Application Date/এম্লিকেসলগী ভাং	Sender/থারিবা মি	Stagename/ইসভেস মমিং
	Domicile Certificate, total of service	se: 1				
	Income Certificate, total of service	e: 2				
	Obc Certificate, total of service: 1					

Step 4:- SDC can review the Application Details and can perform the following Actions:

- Can Take out of print eform and download attached documents for verification.
- Uploading of physical verification report
- Forward or resend to SDO for further process

SDC will, after necessary verification and uploading of report forward the application to the SDO again, either manually (in case the SDC is not connected online) or in online mode.



# e–District MMP Manipur User Manual



District *	Imphal West	T			
Residence Detail/লৈরিবাগী অকুশ্বা ৱাবোল					
The Date & the Year from which Applicant is residing/এয়িকাটণা লৈরকণগী চহি অমস্ ভরিক	02/02/1994		Total Period of Stay in years/লৈয়রকপগী চহী মণিং	23	
Give Details by which you claim yourself to a Domicile of	Manipur/মণিগুর ডোমি	সাইনগী মকুপ্পা মবোল			
Ownership of Immovable Property in Manipur/মণিসুরদা (লংবা য়াদরবা লন					
Continuous Residence in Manipur for the last 10 years/মণিপুরদ্য চহি ১০ দগী লৈরকপ্য	$\checkmark$				
Education/এজুকেসন					
Payment Details/খিথিবগী অকুম্বা মবোল					
Gov. Fees	0.0		Service Fees	0.0	
Postal Fees	0.0		Total Fees	0.0	
Attachment Details/এটাচমেন্টণী অকুদ্বা ৱাবোল					
Upload documents/চঙদবা য়াদবা (চ চাংশিং :					
1. Voter ID of applicant or of parents					
2. Any identity proof of the applicant					
3. Other required Documents 1					
4. Other required Documents 2					
<ol> <li>Other required Documents 3</li> <li>Passport size Photograph *</li> </ol>					
Serial No.			Doc Name		View
					Download All ( Zip File
Note Sheet					
Applicant Kiosk/CSC					
Comments : Submitted					
Date and Time : 29/06/2017 18:33:11					
Verification Report					
+ Add					
Process Action					
Action Taken Approve / Issue	•				
Is Verified* SELECT	•				
Comment*					
Submit					

Print eform





## **SDO – SUB DIVISIONAL OFFICER**

**Step 1:-** Once the Application is forwarded /return back again to SDO after physical verification , Application will be routed to **Revenue Department SDO by eDA**. Now **SDO** has to login again through Manipur State Portal Link and choose Departmental Login.

Step 2:- Now the SDO has to provide his Login Credentials and click on Login Button:

**Step 3:-** Upon submitting the correct Login Credentials **SDO** will be redirected to the Departmental Application.

- ✓ Now the **SDO** will be redirected to the List of Services.
- ✓ SDO can choose My Inbox / service name and list of Submitted Application will be available for review.

e-District Government of Man	ipur					
Home				Reset Passwo	ord Bantee Sin	gh Konthoujam Logout
My Inbox	Inbox Outbox					
Approved Applications	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~					
	Application No./এমিকেসল লম্ব্র	Applicant Name/এমিকান্টগী মিং	Initiator/হাউদোকলিবা	Application Date/এম্লিকেসলগী তাং	Sender/থারিবা মি	Stagename/ইসভেস মমিং
	Domicile Certificate, total of service	e: 1				
	2/20160606101	Longjam Satyabati Devi	Kiosk/CSC/Citizen	06/06/2016	Kiosk/CSC/Citizen	Application submitted to SDO
	A Income Certificate, total of service	:e: 2			,	
	Obc Certificate, total of service:	1				

Step 4:- At this stage SDO can perform the following Actions:

- Reject (As per the remarks in verification report by SDC if any), otherwise
- Approve (if empowered )
- Send Forward to SDC HQ
- Send forward ADC





Send forward to DC

Here the SDO will forward the application to the concerned **SDC HQ / BO (** located in DC office) online if connected for further process .

The SDC (HQ) /BO will forward the application to the ADC or DC for approval and issue of digitally signed certificate.

In case, SDC (HQ) is not available, SDO may directly forward the application to ADC/DC

# ADC / DC FOR APPROVAL

When the Application will reach at ADC / DC's inbox for approval, the respective ADC / DC will login into their system & can open and view the same for verification and will approve with digitally signed signature.

In case, the DC/ADC is not satisfied with the reports attached, he may send back the application to the concerned SDC / SDO for re-examination or reject .

## APPROVAL AND CERTIFICATE GENERATION

Once the application is verified and found valid through departmental process, the concerned SDO / ADC / DC will approve and put his Digital Signature in the certificate.

To run the DSC properly, computer system should have Java version (jre-7u51-windows-i586) and the DSC dongle driver installed.





ome	-		_			Res	et Password	Ningthoujam G	eoffrey 🔃
y Inbox pproved Applications	Appro	ved Applications/এমিকে « « » »»»»	শন মারে						
		Application No./ এল্লিকেসন নম্ব	Service Name/ সার্ভিস মমিং	Applicant Name/ এমিকান্টগী মিং	Initiator/ হাউদোকলিবা	Application Date/ এগ্নিকেসনগী ভাং	Sender/থারিবা মি	Sent date/ থারকলিবা তাং	Stagename ইসভেস মমি
	0	4/20160526101	Obc Certificate	ishani	Kiosk/CSC/Citizen	26/05/2016	Ningthoujam Geoffrey	26/05/2016	Application Approved
	•	4/20160525108	Obc Certificate	HRISHIKESH CHAKRABORTY	Kiosk/CSC/Citizen	25/05/2016	Ningthoujam Geoffrey	25/05/2016	Application Approved
	۰	3/20160526101	Income Certificate	raja	Kiosk/CSC/Citizen	26/05/2016	Ningthoujam Geoffrey	26/05/2016	Application Approved
	۰	12/20160530101	SC Certificate	amit	Kiosk/CSC/Citizen	30/05/2016	Ningthoujam Geoffrey	30/05/2016	Application Approved
	۲	12/20160529101	SC Certificate	raja	Kiosk/CSC/Citizen	29/05/2016	Ningthoujam Geoffrey	30/05/2016	Application Approved

# STEPS FOR INSERTING DSC INTO CERTIFICATE :-

After application is approved by designated officer, it will be available and shown in his own Approved Applications folder .

On clicking the Approved application, list will show up with application number and Applicant name.

Now, one need to insert the DSC (Digital Signature dongle) prior to start process nd select the radio button at left of application number for which DSC is required.

System may show some security warning of jave, ACCEPT the check box and run. Next screen will guide you to Sign on the Selected Application by clicking mouse. DSC serial number will be confirmed and Certificate loaded will be shown.

Once done the signed application will be moved and appear in Signed Application folder at the left .

For down loading the Certificate available at signed folder , just Click on the Application No. and it will be stored in users own download folder / or any other system location.





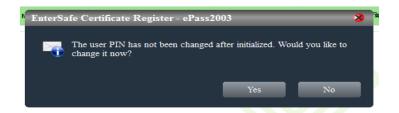
# **DIGITAL SIGNING STEPS :**

1. The officer who Approves the Application and have the DSC dongle can sign the certificate.

Application appeared in Approved Applications folder can be selected for digital sign only.

e-District Government of M	lanipur								
Home	_		_				Reset Passwo	ord Dr. David E	langbam Logoui
My Inbox	Appro	oved Applications/এরি	কেশন য়াবে						
Approved Applications	«««		26						
		Application No./এমিকেসন নন্ধ্ব	Service Name/সার্ভিস মমিং	Applicant Name/এমিকান্টগী নিং	Initiator/হাউদোকলিবা	Application Date/এম্লিকেসনগী ভাং	Sender/খারিবা মি	Sent date/খারকলিবা তাং	Stagename/ইশভেস মমিং
	0	12/20160610101	SC Certificate	Vijay PRAKASH	Kiosk/CSC/Citizen	10/06/2016	Dr. David Elangbam	10/06/2016	Application Approved
					Certificate lo	paded			

Now insert the DSC dongle or already have dongle inserted prior to open the Approved folder.

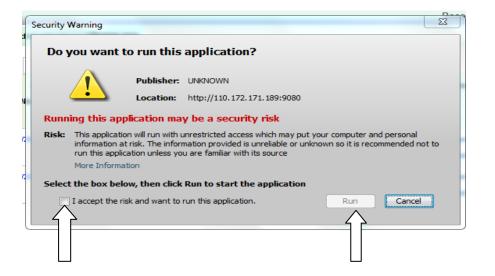


Click on No button, if password need not be changed now. Otherwise officer can change and note on Diary. If password is lost Dongle will be useless.

2. When Approved folder is selected and Application radio button is marked a Java pop will appear on screen. So for this Java security warning pop up, immediately tick mark the check box by mouse clicking and select run.







ly Inbox	Appro	oved Applications/ଣ	প্লিকেশন যাবে						
pproved Applications	~~~~		» »						
ejected Applications		Application No./এমিকেসন নম্বর	Service Name/শার্ভিগ মমিং	Applicant Name/এমিকান্টগী মিং	Initiator/হাউদোকলিবা	Application Date/এম্লিকেসনগী তাং	Sender/খারিবা মি	Sent date/থারকলিবা তাং	Stagename/ইসত্তেস ম্রমিং
	0	12/20170601103	SC Certificate	HEMAM MOUSMI DEVI	Kiosk/CSC	01/06/2017	LOKESHOR BRAHMACHARIMAYUM	02/06/2017	Application Approved

3. Now Select the application radio button singly or multiple for digital signing.

4. After this Click on "Sign Select file " button at the bottom.

5. The same Java warning pop up may appear, Just accept and select run.

6. System will automatically confirm the authorized user name and serial number. If dongle serial matched with the Stored data, next a pop up will appear to put the DSC password.

7. Type the Password in the Box provided. And press ok.

8. Selected application will get Digitally Signed and transferred to SIGNED APPLICATION folder after a short period.

9. Can be viewed in the Signed folder and download also.





	T OF MANIPUR L OFFICER Imphal West DISTRICT
	CERTIFICATE the 08-06-2016
Application No. 2/20160608103	
This is to certify t MUNI KUMAR SINGH S/o BANI KANTA S AB/10,LAMPHELPAT village/town within La District, Manipur State.	-
He/She is not related to me.	
ldentified by - Bantee Singh Konthoujam,SDO	Signature Designation with Office Seal

# csc operator

Once the Application is approved by the Concern Officer, Applicant can visit to the nearest Kiosk / CSC Operator and Print the Certificate (If Applicable).

## HINDU MARRIAGE AND SPECIAL MARRIAGE SERVICE

- 1. For obtaining Marriage certificate from registration Department, user need to apply online and request for **Physical Verification & Appointment date**, Certificate will be issued upon verification and in person only.
- 2. Hindu Marriage can be registered within 1 month from the date of marriage.
- 3. The Husband should be 21 years and the Wife 18 years on the date of marriage.
- 4. Hindu Marriage can be registered at the Office of the Marriage Registrar within whose jurisdiction the marriage ceremony was performed or the place of residence of either the Bride or Groom is situated.
- 5. Neither of the party should have a spouse living at the time of the marriage.





- 6. 1.Invitation Cards.
  - a. 2. Photo of the ceremony
  - b. 3. Proof of Date of Birth of the Bride and Groom.
  - c. 4. Address proof of Bride and Groom.
  - d. If the above could not be uploaded at the time of filing eForms, Invitation card, photo of the ceremony and affidavit mentioning the above may be uploaded but the remaining documents should be with the parties at the time of registration.
- 7. If the status of the Bride or Groom is widow/widower, Death certificate of previous Husband or Wife would be necessary.
- 8. If the status of the Bride or Groom is a divorcee, Divorce decree of the competent court would be necessary.
- 9. 2 (two) Passport size photograph of the Husband and Wife should be presented to the Marriage Registrar at the time of signing the Marriage Register.
- 10. At the time of registration the parties should be present with 3 witnesses
- 11. As Marriage Certificate will be issued from concerned Authority in your District jurisdiction, you are required to choose the correct District in the field "Please select the district where you want your form to be processed" or your Application may be rejected by Authorities.





) eDistrict Manip	our	Ð	Digital India Power To Empower	
মুম 🕜 New Application/অধৌযা এয়িকেসন 🕑 Subm Jarriage Certificate/নৃয়োবেগী সাটিকিকেটকী এগ্নিকেসন	itted Application/খাঝিল	থঁৰা এপ্লিকেসল		<mark>گ</mark> ہ
Note/सक्र उद्दर्श भारत्म के Model and Asterisk (*) Indicates Mandatory				
Date of Marriage/শূহোৎবগী ভাং*		Place of Marriage (with suff to locate the place)/লুছোংবর্গ		
Name & Percentage of Parties/গাটিগী মিং অমসুং গারণেব্রেস				
Name" Father's Name"	Husband		Wife	
Date of Birth* Age(in years)				
Political environment (14) Prima	Husband		Wife	
Street/Locality/ক্টীট/(শকাই*				
City/Town/সিটি/টাউল				
District *	Select/খনবীমি		Selectশনবীশি 💌	
Post Office/গোষ্ট ওফিস				
Pin Code/গিন (কান্ত*				
Police Station/পুলিস (ষ্টসল				
Present Addressi(হীজিক লৈফন				
ls Permanent and Present Address is same?/(ইাজীক দৈরিবা মডমগা অপেংবা দৈডমগা মায়বরা ?				
	Husband		Wife	
Street/Locality/স্টাট/লৈকাই				
City/Town/সিটি/টাউন				
District Post Office/পোষ্ট ওঝিস	Select/থনবীদি		Select/থলবীনি 💌	
Pin Code/পিন কোড				
Police Station/পূশিস ষ্টেসন				





	য়াদবা (চ চাংশিং :				
Select Document*		Select/থনবীসি	•	+ Add	
Accepted file types: pdf	, jpeg, jpg, gif, png /ञ	ম্যাবা ফাইল মখল : pdf, j	ipeg, jpg, gif, png		
ttachment Details/এট্যচমেৰ	টগী অকুশ্বা ৱাবোল				
	Serial No.		Doc Nan	ne	Delete
eclaration					
1) We declare that a Hind On(Date)/তাং*	u marriage was solemni	ised between us/ঐথোয় ত	ানীগী মরক্তা হিন্দুগী লুহোৎবগী থৌর 08-08-2017	ম অমা পাংখোকয়ে হায়লা ফোংদে	ন্ধী
At(Place)/মক্ষ*					
In accordance to our cust মৃত্যু ইল্লা ঐথ্যেয় অনীনা নুযোগ			een living together as hunband	and wife ever since the m	narriage./ঐথোয়গী চৎলবীগী অমসৃং পাংথোকথিবা থৌঃ
		~	লুহোংবা মত্তমদা ই পুরোইবা / লোইন	বী লৈখিদে।	
			দা ঐথোয় অনিমক অপংবা অঙাওবা		
c) I/Ĵ	(The Husband) have	completed the age of 21	l(twenty one)years and/( মপুরে	াইবা) ) <mark>চহী</mark> ২১ (কুনমখোই) মপুং	- ফারে
Smt.	(The Wife)have the ag	je of 18(eighteen)years.	At the time of marriage the co	nsent of the/( (লাইনবী ) চহী	১৮ ( তরানিসাল ) শুরে। লুহোংবা মত্তমদা লোইনবী
ওইগদৌরিবা অসিগী					
	./অহল লমনশিং শ্রী	(Hereinaf	ter the name and percentage,	age, address and/( মসিগী	মখা ভারকপদা মিং অমসৃং পারি পুরি, চহী, লৈফম, অমা
ওইগদৌরিবা অসিগী guardians of the wife, Shri লমনশীংগী মরি)	./অহল লমনশিং শ্রী	(Hereinaf	ter the name and percentage,	age, address and/( মসিগী :	মথা ভারকগদা মিং অমস্ৎ গারি পুরি, চহী, লৈফম, অমস
guardians of the wife, Shri				age, address and/( মসিগী :	মশা ভারকগদা মিং অমস্ং গারি গুরি, চহী, গৈন্ডম, অময
guardians of the wife, Shri লমনশীংগী মরি)	ns) had been obtained f	or the marriage./অদু লুহোৰ	বগী ওইনা (লীবনি।	age, address and/( মসিগী :	মখা ভারকগদা মিং অমস্ং গারি গুরি, চহী, গৈন্ডম, অময
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After submission of the Application for Marriage certificate, the applicant will be given an appointment and called for a physical verification, which will be informed through online and will be notified by status Search option of application no.

# DA LOGIN ( REGISTRATION DEPARTMENT USER ) FOR APPOINTMENT & VERIFICATION PROCESS





Received Application will be first processed by Dealing Asstt. And upon login by User, application will be shown in inbox . select by clicking on the application no. and the application will open. DA need to verify the form along with the attach document.

The applicant will be given an appointment and called for a physical verification, which will be informed through online and will be notified by status Search option of application no.

# EMPLOYMENT EXCHANGE REGISTRATION

- 1. All the details and Verify before submitting the page. The Department will not be responsible for the errors at the User-end.
- 2. The Registration Process consists of providing Basic Details, Qualification & Experience .
- 3. Click on 'Add' to enter further details.
- 4. Please fill in the mandatory fields.
- 5. Registration is valid for 3 years with a grace period of 2 months for renewal.

# Employment Exchange Department Service Details:

# Application for Registration in Employment Exchange:

- 6. Citizens will apply online.
- 7. The online application will be routed to the Registration Clerk (RC).
- 8. The RC verifies the application along with supporting documents.
- 9. The RC approves/rejects the application along with recommendation/remarks for approval and rejection, respectively.
- 10. The RC will forward the application to the Employment Officer (EO).
- 11. The EO verifies the application details based on the recommendation given by the RC and approves the application along with the Digital Signature and intimates to applicant regarding approval of application. Once the Application is approved a new Registration No. will be allocated and issued to the applicant.
- 12. Or, the EO rejects the application based on the recommendation given by the RC and updates the database providing the reason for rejection in the comments tab. The applicant receives a notification of approval/rejection with reason via SMS/e-mail.

13.





## Processing of Service request- Department (In e-District Scope)

- 1. After successful submission of Application, eDA will route the Application to Registration Clerk and notifies the Registration Clerk to review the Application details along with the supporting documents. Now Registration Clerk can perform following actions:
- If Application details are correct then Registration Clerk Approves the Application along with the remarks /recommendation and Forward the Application to Employment Officer.
- If Registration Clerk finds that Application Details are not correct in any perspective then Rejects the Application along with the remarks /recommendation and forwards the Application to Employment Officer.
- 2. Employment Officer receives the application; eDA notifies the Employment Officer to review the Application details along with the recommendation given by Registration Clerk. Now Employment Officer will verify all the details and can perform the following actions :
- If CONVINCED, Employment Officer APPROVES the Application along with the Digital Signature and intimates to Applicant regarding Approval of Application.
- If NOT CONVINCED, Employment Officer REJECTS the Application and updates the database providing the reason for rejection in the comments tab, Citizen receives a notification of Rejection with reason.
- 3. The Applicant is notified of the final application status via SMS/e-mail.
- 4. The Applicant can collect the Renewed Registration Card from the CSC Center in case of Approval.

## Processing of Service request- Department (In e-District Scope)

- After successful submission of Application, eDA will route the Application to Employment Officer and notifies the Employment Officer to review the Application details along with the supporting documents. Now Employment Officer will forward the Application to Registration Clerk for verification. Once the Verification is done Registration Clerk forwards the Application back to Employment Officer. Now Employment Officer can perform the following actions based on the Verification Report :
- If verification report stating that the Applicant is eligible to transfer his Registration to New Employment Exchange then Employment Officer Approves the Application. On clicking on the Approval button Employment Officer should be redirected to a Search Page where Employment Officer can perform the search operation based on the Registration No. Now based on the Registration No. Registration Form should be displayed to Employment Officer. Now





Employment Officer will forward the Registration Form to New Employment Exchange Officer along with the Reason for Transfer. Applicant gets the intimation regarding Approval of Application.

- If verification report stating that the Applicant is not eligible to transfer his Registration to New Employment Exchange then s/he can Rejects the Application and Applicant gets the intimation regarding Rejection of Application.
- 2. Employment Officer in New Employment Exchange receives the Registration Form; eDA notifies the Employment Officer to review the Registration details (In Non-editable Mode) along with the Supporting Documents. Now Employment Officer will verify all the details and Register the Application. Once the Registration is done, a new Registration No. needs to be generated against the Application and Applicant gets the intimation regarding the Registration of Application in New Employment Exchange.
- 3. The Applicant is notified of the final application status via SMS/e-mail.
- 4. The Applicant can collect the New Registration Card from the CSC Center in case of Registration in New Employment Exchange.





ৰ 🕑 New Application/ৰাণৌৰা এগ্লিকেস egistration in Employment Exchang		এরিকেসন	4
Note/মঙ্গওইবা: Symbol Asterisk (*) Indicate	s Mandatory		
Applicant Name/এয়িকাটগী মিং Nother's Name* Gender* Marital Status/লূহোৎলবা /লূহোৎচিবা* Caste/আভি* Area/এরিয়া* Aadhar No,/অধ্যায় লম্বর*	Select/ধনমীনি Select/ধনমীনি Select/ধনমীনি Select/ধনমীনি	Father's Name/ইঘায়ী মিং Email Address/ফংবা যৌজীক Date of birth* Spouse Name/নৃহোংলবা নুণা নত্রগা নুণীয়ী মিং Religion/ধর্ম Contact No / ঐণ্যান্ডদা নম্বর*	
Present Address/ছৌজিক লৈফন			
Address/(লফন" District "	Select/খনবীমি	City/Town/অটিবিগ সহর নত্রণ্য সহর মঢ়া" Pin Code/পিন (কান্ত *	
Permanent Address /আশংৰা লৈক্ষ			
⊟ Is Permanent and Present Address i Address/দৈক্ষ* District *	is same?/(ইাজীক দৈরিবা মফনগা অপেংবা দৈহনগা 	মাল্লবরা ?* City/Town/অটিবা সহর নত্রণা সহর মচা* Pin Code/পিন (কান্ত *	
Certificate Details।স্যটিডিকেটকী অকুশ্বা বাবে			
State Belongs Certificate No./ষ্টেটভা লৈব	গা	Remarks/রিমাকস	





# EDUCATION DEPARTMENT SERVICE DETAILS:

#### Application for registration for Children with Special needs :

1. Citizens will apply online.

2. The online application will be routed to the **District Co-ordinator** by eDA.

**3. Children with Special Need District Coordinator** will verify the details, if all the details mentioned in application are correct then approve the application and register the request.

Note: If **District Coordinator** found that the applicant details or supporting documents are incorrect in any perspective then he can forward the application to **Block Coordinator** for Physical Verification manually (out of e-District Scope). Once the Physical Verification is done **Block Coordinator** will intimate to **District Co-ordinator** manually (out of e-District Scope). Now **District Coordinator** will provide Approval or Rejection for Application.

Now Applicant/CSC Operator has to fill the Application Form with the Required Supporting Documents and Submit the Application.

- ✓ Once the Application will be Saved Successfully, Applicant/CSC Operator can perform the Following Actions:
  - Applicant/CSC Operator can take the Print of Application by Clicking on Print eForm Button.
  - Finally on clicking on Submit button, the application will be submitted to department.
  - And if Payment / Fees is not applicable , an Acknowledgement receipt will be generated, Which can be downloaded for application reference on clicking download button.

Else Applicant/CSC Operator can return to the Home Page by Clicking on Cancel Button.



# e–District MMP Manipur User Manual



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# **PROCESSING OF SERVICE REQUEST- DEPARTMENT RD&PR / MAHUD :**

- After successful submission of Application by citizen, eDA will route the Application to Dealing Assistant (DA) for reviewing the Application details along with the supporting documents. Now DA can perform following actions:
- If Application details are correct then DA Approves the Application along with the remarks /recommendation and Forward the Application to BDO / Municipality Officer.
- BDO / MO receives the application in the inbox and reviews the applications with supporting document as per remark / recommendation given by DA. :
- If CONVINCED, BDO / MO APPROVES the Application along with the Digital Signature and intimates CSC regarding Approval of Application.
- If NOT CONVINCED, Employment Officer REJECTS the Application and updates the database providing the reason for rejection in the comments tab, Citizen receives a notification of Rejection with reason.
- The Applicant is notified of the final application status via SMS/e-mail.
- The Applicant can down load and print the Digitally Signed Birth Certificate from CSC Center in case of Approval





# Sample Birth Form

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## YOUTH AND SPORTS DEPARTMENT SERVICE DETAILS:

## A.APPLICATION FOR INCENTIVE SPORTS AWARD

- 1. Citizens will apply online.
- 2. The online application will be routed to the **Dealing Assistant (DA)** by eDA.
- 3. The DA verifies the application alongwith supporting documents.
- 4. The DA approves/rejects the application alongwith recommendation/remarks for approval and rejection, respectively.
- 5. The **DA** will forward the application to the **Joint Director**.
- 6. The **Joint Director** verifies the application details as per parameter and forward to **Director** with his/her comments /remarks .
- 7. The **Director** sorts the list of application based on search parameters like Approved / Rejected Application and prepares a list for approved application. Then manually forwarding to Commissioner for approval and release of fund.

#### **Processing of Service request- Department (In e-District Scope)**

- After successful submission of Application, eDA will route the Application to Dealing Assistant and On login by DA, eDA will enable the DA to review the Application details along with the supporting documents. Now Dealing Assistant can perform following actions:
- If Application details are correct with all perspective then Dealing Assistant Approves the Application along with the remarks /recommendation and Forward the Application to Joint Director.
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- Joint Director will sort Application as per Approved / rejected parameters and then forward the Application along with the remarks /recommendation to the Director.
- Director will view the application as per the approved / rejected list and prepares a final approved list. The approved list will be sent manually to commissioner for approval and release of fund.
- The Applicant can Collect the Incentive, Track Suits and Certificate from Department as per of the delivery component of Services in case of Approval.

## **B. APPLICATION FOR RCC PROGRAM**

- 1. Citizens will apply online.
- 2. The online application will be routed by eDA to the concerned Dealing Assistant (DA) of department.
- 3. The DA verifies the application alongwith supporting documents.
- 4. The DA approves/rejects the application alongwith recommendation/remarks for approval and rejection, respectively.
- 5. The **DA** will forward the application to the **Joint Director.**
- 6. The **Joint Director** reviews the application details as per parameter and registers the application under RCC program .





#### **Processing of Service request- Department (In e-District Scope)**

- After successful submission of Application, eDA will route the Application to Dealing Assistant and On login by DA, eDA will enable the DA to review the Application details along with the supporting documents. Now Dealing Assistant can perform following actions:
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- If Application details are not correct then Dealing Assistant rejects the Application along with the remarks and the Applicants are intimated .
- Joint Director will sort Application as per Approved / rejected parameters and then forward the Application along with the remarks /recommendation to the Director.
- The Applicant is notified of the final application status via SMS/e-mail.
- The The Applicant can Collect an ID card from Department as per of the delivery component of Services in case of Approval.

## C. APPLICATION FOR REGISTRATION IN SCHOOL GAMES FEDERATION

- 1. Citizens will apply online.
- 2. The online application will be routed by eDA to the concerned **DYASO** of department
- 3. DAYSO Verifies the Application Details and incorrect applications are rejected with reason. For legitimate applicants departments Conduct the Sports and Competition. DYASO will Approve the Application who has qualified in Sports and Competition and forwards the Application to **Joint Director** for further Processing.
- 4. **DYASO** will Reject the Application who has disqualified in Sports and Competition and intimates to Applicant regarding the rejection of Application by stating the reason.
- 5. **Joint Director** receives the application review the Application details along with the supporting documents and registers the Application under School Games Federation.
- 6. The Applicant is notified of the Final Application Status via SMS/e-mail.
- 7. The Applicant gets the intimation via SMS/e-Mail of Final Application Status as per of the delivery component of Service





# Sample Incentive State sports Award application form

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Login				
Citizen / CSC      Operation Department				
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Login				

Screen for Department Officials for Login to process

## A. APPLICATION FOR INCENTIVE SPORTS AWARD

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- 3. The DA verifies the application alongwith supporting documents.

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7. The **Director** sorts the list of application based on search parameters like Approved / Rejected Application and prepares a list for approved application. Then manually forwarding to Commissioner for approval and release of fund.

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- The The Applicant can Collect an ID card from Department as per of the delivery component of Services in case of Approval.

# C. Application for Registration in School Games Federation





- 1. Citizens will apply online.
- 2 The online application will be routed by eDA to the concerned **DYASO** of department.
- 3. DAYSO Verifies the Application Details and incorrect applications are rejected with reason. For legitimate applicants departments Conduct the Sports and Competition. DYASO will Approve the Application who has qualified in Sports and Competition and forwards the Application to **Joint Director** for further Processing.
- 4. **DYASO** will Reject the Application who has disqualified in Sports and Competition and intimates to Applicant regarding the rejection of Application by stating the reason.
- 5. **Joint Director** receives the application review the Application details along with the supporting documents and registers the Application under School Games Federation.
- 6. The Applicant is notified of the Final Application Status via SMS/e-mail.
- 7. The Applicant gets the intimation via SMS/e-Mail of Final Application Status as per of the delivery component of Service

## EDUCATION DEPARTMENT SERVICE DETAILS:

- i. Application for registration for Children with Special needs :
- 14. Citizens will apply online.
- 15. The online application will be routed to the **District Co-ordinator** by eDA.
- 16. **Children with Special Need District Coordinator** will verify the details, if all the details mentioned in application are correct then approve the application and register the request.

Note : If **District Coordinator** found that the applicant details or supporting documents are incorrect in any perspective then he can forward the application to **Block Coordinator** for Physical Verification manually (out of e-District Scope). Once the Physical Verification is done **Block Coordinator** will intimate to **District Co-ordinator** manually (out of e-District Scope). Now **District Coordinator** will provide Approval or Rejection for Application.



# e–District MMP Manipur User Manual



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2. Family Photo					
3. Medical or Disability Certificate					
4. Any Age proof					
5. Income Certificate of Father					
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# STATUS SEARCH AND CERTIFICATE GENERATION

Once the Application is approved, Applicant can visit to the nearest Kiosk Operator. Now based on the Acknowledgement receipt Kiosk Operator can search for the Current Status of Application and provide the Certificate to Applicant.

Firstly Kiosk Operator has to click on Status Search Link and corresponding Status Search Page will be visible to Kiosk Operator:

#### Admin Roles and Responsibilities:

Following are the roles and responsibilities of District Admin:

- Create a user
- Update a user
- Deactivate a user
- Define service workflow
- Reports and MIS

## 7.1 Create a User:

District Admin needs to enter the correct username and user ID , for successful login to home page .

Example: To create a user with Name "Abdul Rasid", please follow the below steps:





Admin has to put the name that is "M Abdul" and a USER ID ,if record does not exists, Admin has to check with the USER ID serial. Before entering details, system admin has to create userID ,if userID is not present then only use this userID.If this user ID is present it means another user already uses this ID, in this case admin has to create a new userID.

<sup>2</sup> Click on "Add"

<sup>®</sup> System Admin has to fill the fields .If email-Id data is not with District Admin, District Admin has to fill with "**dummy@email.com'**, Display name will be first name and last name for example display name will be for this user is *Abdul Rasid* 

- ?
- After this select Department and Designation, District name, DSC Sr. No and Date of Birth.
  - If The user is Active, choose Yes. Otherwise No for inactive user.

#### Update a user:

<sup>®</sup> System Admin needs to enter the correct username and password, After successful login home page will appear.

### When to select "Forward":

Respective departmental user can view the application details as well as the attached supporting documents; by clicking forward action one official can forward the application to another official to take necessary action. Every official has this access right.

#### When to select "Approve"

<sup>®</sup> Only Approving authority can "Approve " any application, If verification reports OK then DPS approves and digitally sign the certificate.

#### When to Select "Reject"

<sup>®</sup> Only approving authority can Reject any application. If verification reports are not OK then DPS rejects the application with Justification and the intimation is given to the applicant via SMS.

#### Steps for Sending Back the application

There is an option to Send Back an application to the previous user as per the workflow for further information is required,.





Status search of Application (available in home screen)

/	t <b>rict</b> nent of Manipur					
Home	About us	Our services	Tenders	FAQ	Application Status	
	Status Sea	rch/থাক থিবা				
	Application No./. নশ্বর*	গ্রমিকেসন		Searc	ch/খিৰা Reset/য়িসট	

Now Kiosk Operator has to provide the Application No, based on the Application No. Applicant Details will be visible on Status Search Page:

Application No. Service Name Department Applicant Name Application Date Status Download

: 2/20141229103 : Domicile Certificate : Revenue : Ramesh Kumar Gandhi : 29-12-2014 : Application Approved : Download

Upon Clicking on Download Link corresponding Certificate will be downloaded:

## PASSWORD RESET/ CHANGE BY DEPARTMENT USER

Department user can also change their password for security reason as and when necessary through their own login screen. Once logged in system will display the name of logged in user and RESET option





are available on top of screen for changing of password .

e-District Government of	Manipur
Home	Reset Password Ningthoujam Geoffrey Logout
My Inbox	Details Of Reset Password/গাসৱার্ণ রিসেটকী অকুগা মরোল
Approved Applications	Details/অকুশ্য মরোল
	Old Password/শিরবা পাসরার্দ*
	New Password/অধৌবা পাসৱার্দ*
	Confirm password/কলফন গাসৱাৰ্দ*
	Submit

# How to install Java & Dongle Drivers?

Step 1 : Copy JAVAINSTALL folder from Pendrive to Desktop & extract it.