e-District Manipur

User Manual

For

On line e-District Applications

Submitted to: MSITS, Government of Manipur

Submitted By: Nelito Systems Limited
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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:**

<table>
<thead>
<tr>
<th>Department Category</th>
<th>Service</th>
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<tbody>
<tr>
<td><strong>Revenue</strong></td>
<td>Application for Domicile Certificate</td>
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<td></td>
<td>Application for Income Certificate</td>
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<td></td>
<td>Application for OBC/SC/ST Certificate</td>
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<td></td>
<td>Application for Permanent Resident Certificate</td>
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<td></td>
<td>Application for Land Valuation Certificate</td>
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<td>Application for Land Mutation Certificate</td>
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<td><strong>Employment Exchange</strong></td>
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<td>Application for Renewal of Registration in Employment Exchange</td>
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<td></td>
<td>Application for Updating Qualification or Experience or both in Employment Exchange</td>
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<tr>
<td></td>
<td>Application for Transfer of Registration to New Employment Exchange</td>
</tr>
<tr>
<td></td>
<td>Submission of Application against Vacancy</td>
</tr>
<tr>
<td><strong>RTI and Grievance</strong></td>
<td>Application for Submission of Right To Information (RTI)</td>
</tr>
<tr>
<td></td>
<td>Application for Lodging of Grievance</td>
</tr>
<tr>
<td><strong>Social Welfare</strong></td>
<td>Application for Registration under Indira Gandhi National Old Age Pension Scheme</td>
</tr>
<tr>
<td></td>
<td>Application for Registration under Manipur Old Age Pension Scheme</td>
</tr>
<tr>
<td></td>
<td>Application for Registration for Unemployment Allowances assistance to person with disabilities.</td>
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<tr>
<td></td>
<td>National Family Benefit Scheme</td>
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<td></td>
<td>Indira Gandhi National Disability Pension Scheme</td>
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<td>Indira Gandhi National Widow Pension Scheme</td>
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<td><strong>Electoral Services</strong></td>
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<td>Application for objecting inclusion or seeking deletion of name in Electoral roll</td>
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<td>Registration</td>
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<tr>
<td>----------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------</td>
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<tr>
<td></td>
<td>Application for Hindu Marriage Certificate</td>
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<tr>
<td></td>
<td>Application for Special Marriage Certificate</td>
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<tr>
<td>Department Category</td>
<td>Service</td>
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<td>RD &amp; PR</td>
<td>Application for Birth Certificate</td>
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<td></td>
<td>Application for Death Certificate</td>
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<td>Education</td>
<td>Registration of Children with Special Need</td>
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<td>YAS (Youth &amp; Sports)</td>
<td>Incentive State Sports Awards</td>
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<td></td>
<td>Registration in School Games Federation</td>
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<td></td>
<td>Registration in RCC Program</td>
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**HOME PAGE**

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

Step1:- Upon Clicking the Manipur State eService Portal Link Home Page will be displayed to Applicant:
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 CSC/Citizen Radio button, Click here to Login With ePramaan (Register Link) , a Registration Page will be opened as below:

(FOR NEW CITIZEN REGISTRATION)

1) Click on “New User? Register Here
1) Choose proper option
1) Applicable for registration with Aadhaar Only

a) For Registration without Identity proof
a) For Registration without any Identity Proof citizen need to fill up the following form.

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

Once verified the following form will display.
a) Citizen need to fill up Username, Password, emailed & Additional Information.
User Manual for e-District applications

Citizen Registration Form

Personal Information
- Name: [Redacted]
- Username: [Redacted]
- Password: [Redacted]
- Confirm Password: [Redacted]
- Date of Birth: [Redacted]
- Email: [Redacted]

Identity Information
- Aadhaar: [Redacted]

Contact Address
- House / Flat / Block No.: [Redacted]
- Landmark: [Redacted]
- Street: [Redacted]
- City / District: [Redacted]
- State: [Redacted]
- Pin Code: [Redacted]

Additional Information
- Security Question: What was the name of your elementary / primary school?
- Security Answer: [Redacted]

Note: This form is a screenshot of the Citizen Registration Form for e-District applications. It includes fields for personal information, contact details, and additional questions. The form is used for registering citizens with e-District services, ensuring they are verified and can access the necessary services online.
a) Once clicked on Signup the following page will display.
a) User can edit their profile after verifying themselves from below form.

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.
c) Provide OTP

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.

CITIZEN LOGIN

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:

How to change Password?

- 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”

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.

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
9. 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.

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**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 along with supporting documents.
   1. The DA forwards the application along with 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.
4. If application is not correct with supporting documents BDO / MO rejects the application providing the reason for rejection in the comments tab.
5. The applicant receives a notification of approval/rejection with reason via SMS/e-mail.
6. The Applicant can Collect the Digitally Signed Birth Certificate from CSC Center in case of Approval
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 along with supporting documents.
4. The DA forwards the application along with 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”
- In this page there are three tabs: New Application, Saved Application, Submitted Application.
- 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 submission, 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)
### eDistrict Manipur User Manual

**Domicile Certificate**

#### Applicant Details

- **Relationship with Applicant:**
  - [ ] Father
  - [ ] Husband
  - [ ] Mother

- **Father’s/ Husband’s First Name:**

- **Father’s/ Husband’s Last Name:**

- **Gender:**

- **Sub Division:**

- **Pin Code:**

- **Mobile No.:**

- **Specify issuing Authority:**

- **Application Submitted By:**

- **Applicant Name:**

- **Father’s/ Husband’s Middle Name:**

- **Father’s/ Husband’s Mobile No.:**

- **Email Id:**

- **District:**

- **Circle:**

- **Kosh/CSC ID:**

---

**Note:** Symbol Asterisk (*) indicates Mandatory.
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.

**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.
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.
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.
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
### District MMP Manipur

**User Manual**

**Application ID:** [ID Number]

<table>
<thead>
<tr>
<th>Applicant Details</th>
<th>Date of Birth</th>
<th>Gender</th>
<th>Address Details</th>
<th>Nature of Application</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>DOB</td>
<td>Male/Female</td>
<td>Present Address</td>
<td>Temporary Address</td>
</tr>
<tr>
<td>Father's Name</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mother's Name</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mobile No.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email Address</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Permanent Address**

<table>
<thead>
<tr>
<th>House/Office No.</th>
<th>State</th>
<th>District</th>
<th>Police Station/PSI's Name</th>
</tr>
</thead>
</table>

**Domicile Details**

<table>
<thead>
<tr>
<th>EPIC No. (If issued)</th>
<th>Serial Number in Electoral Roll</th>
<th>Type of Domicile Certificate</th>
</tr>
</thead>
</table>

**Address Details**

<table>
<thead>
<tr>
<th>Date of Birth</th>
<th>Place of Birth/Residence</th>
</tr>
</thead>
</table>

**Residential Details**

<table>
<thead>
<tr>
<th>Residential Details</th>
<th>Date of Birth</th>
</tr>
</thead>
</table>

**Payment Details**

<table>
<thead>
<tr>
<th>Service Fees</th>
<th>Total Fees</th>
</tr>
</thead>
</table>

**Attachment Details**

- Upload documents:
  - [File Name]
  - [File Name]

1. Voter ID of applicant or of parent
2. Any identity proof of the applicant
3. Other required documents 1
4. Other required documents 2
5. Other required documents 3
6. Passport size Photograph
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:

- ✓ **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.
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.
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.

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

- Re却 (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.
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 downloading 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.

   ![Image of Approved Applications folder](image)

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

   ![Image of EnterSafe Certificate Register](image)

   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.
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.
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.
**User Manual for e-District applications**

### eDistrict Manipur

**Marriage Certificate**

- **Date of Marriage**: 
  - **Name**: 
  - **Father's Name**: 

- **Place of Marriage**: 
  - **Name**: 
  - **Father's Name**: 

- **Date of Birth**: 
  - **Age (years)**: 

- **Present Address**: 
  - **Street/Locality/Block**: 
  - **City/Town**: 
  - **District**: 
  - **Post Office/PS**: 
  - **Pin Code**: 
  - **Police Station**: 

- **Relation Before Marriage**: 
  - **Name**: 
  - **Father's Name**: 

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**nexito Solutions that perform**
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.
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)

1. 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.
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.
Registration of Children with Special Needs/Handicapped Children

**Applicant Details**

- **Applicant First Name**
- **Applicant Last Name**
- **Relationship with Applicant**
- **Father/Hubby's First Name**
- **Father/Hubby's Last Name**
- **Father/Hubby's Middle Name**
- **Father/Hubby's Email**

**Child Details**

- **Child Date of Birth**
- **Type of Disability**
- **Degree of Disability**

**Parent's Permanent Address**

- **House/Door No.**
- **Block/Sub Block**

**Mandatory Documents**

1. Scanned copy of the self-verified declaration form
2. Family Photo
3. Medical or Disability Certificate
4. Any Age proof
5. Income Certificate of Father

**Accepted file types**: pdf, jpeg, jpg, gif, png

---

**Select Document**: Add

---

**Submit**
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 download and print the Digitally Signed Birth Certificate from CSC Center in case of Approval.
Sample Birth Form
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 along with supporting documents.
4. The DA approves/rejects the application along with 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.
  - 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.
  - 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 along with supporting documents.
4. The DA approves/rejects the application along with 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:
- 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.
- 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 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. DAYS0 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
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.
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.

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 is notified of the final application status via SMS/e-mail.

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 along with supporting documents.
4. The DA approves/rejects the application along with 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 upon 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.
  - 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 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. DAYS0 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:

1. **Application for registration for Children with Special needs:**
2. Citizens will apply online.
3. The online application will be routed to the District Co-ordinator by eDA.
4. **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.
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.

□ Click on "Add"
□ 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:

□ 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”:

□ Only Approving authority can “Approve ” any application, If verification reports OK then DPS approves and digitally sign the certificate.

When to Select “Reject”

□ 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)

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

![Status Search Page]

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.

How to install Java & Dongle Drivers?

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