MEESEVA USER MANUAL

FOR

INTEGRATED CERTIFICATE
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Integrated Certificate requests are applied by the citizen through the MeeSeva centers. This request can be accessed by the MRO and processed. The processing steps and screens are provided below.

**Procedure for Processing the Request at MRO:**

- Select “Integrated Certificate Requests” from Application Processing, like shown in the below screen 1.

![Figure 1: Integrated Certificate Requests Process link under Application Processing](image1)

- Select from Date, to Date, select service, Request Status, and click on Get Details Button as depicted in figure 2.

![Figure 2: Select Application in MRO Login](image2)

Select the Request which has to be processed as depicted in figure 3.

![Figure 3: Select application in MRO Login](image3)
Request Details page will be displayed as depicted in figure 4.

![Integrated Application Details](image1)

![Certificate Details](image2)

![Permanent Address](image3)

![Postal Address](image4)

![Documents Attached](image5)

![Verifcation/Proceeeding Documents](image6)

Figure 4: Request Details Page
♦ Verify the Application and download all Documents and forward the application with remarks to VRO as depicted in below figure 5.

![Figure 5: Forwarding Application in MRO Login](image)

Procedure for Processing the Request at VRO:

♦ Select “Integrated Certificate Requests” from Application Processing, like shown in the below screen 6.

![Figure 6: Integrated Certificate Requests Process link under Application Processing](image)
Select from Date, to Date, select service, request Status, and click on Get Details Button as depicted in figure 7.

![Figure 7: Select Application in VRO Login](image)

Select the Request which has to be processed as depicted in figure 8.

![Figure 8: Select application in VRO Login](image)

Request Details page will be displayed as depicted in below figure 9.
### Integrated Application Details

<table>
<thead>
<tr>
<th>User Id</th>
<th>TMPL-VRO-1</th>
<th>Tahsildar /RDO Name</th>
<th>Srujan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operator Name</td>
<td>TCS TEST CHANNEL</td>
<td>Mobile No</td>
<td>9663828222</td>
</tr>
</tbody>
</table>

### Applicant Details

<table>
<thead>
<tr>
<th>Application No</th>
<th>CGG0118000025312</th>
<th>Applicant Name *</th>
<th>RAGHAV</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relation Name</td>
<td>BROTHER</td>
<td>Gender</td>
<td>Male</td>
</tr>
<tr>
<td>Date of Birth</td>
<td>22/03/1987</td>
<td>Application Date</td>
<td>01/08/2018</td>
</tr>
<tr>
<td>Amount</td>
<td>45</td>
<td>Delivery Type</td>
<td>Manual</td>
</tr>
</tbody>
</table>

### Certificate Details

<table>
<thead>
<tr>
<th>Caste Claimed *:</th>
<th>Agarw</th>
<th>Caste Category *:</th>
<th>BCD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caste Serial No</td>
<td>SL No1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Issued Caste Certificate In Posti</td>
<td>No</td>
<td>Education Certificate Contains Caste:</td>
<td>No</td>
</tr>
<tr>
<td>Purpose of Caste Certificate</td>
<td>study</td>
<td>Religion</td>
<td>Animist</td>
</tr>
<tr>
<td>Status</td>
<td>MRO forwarded to VRO</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Permanent Address

<table>
<thead>
<tr>
<th>State</th>
<th>Andhra Pradesh</th>
<th>Locality/Landmark</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Door No*</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>District</td>
<td>Krishna</td>
<td>Mandal</td>
<td>Gannavaram</td>
</tr>
<tr>
<td>Village/Ward*</td>
<td>TELPALE</td>
<td>Pincode</td>
<td>523423</td>
</tr>
</tbody>
</table>

### Postal Address

<table>
<thead>
<tr>
<th>Door No</th>
<th></th>
<th>Locality/Landmark</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>District</td>
<td>Krishna</td>
<td>Mandal</td>
<td>Gannavaram</td>
</tr>
<tr>
<td>Village/Ward*</td>
<td>TELPALE</td>
<td>Pincode</td>
<td>523423</td>
</tr>
<tr>
<td>Mobile</td>
<td>8125607654</td>
<td>Phone</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
<td></td>
<td>719556986004</td>
</tr>
<tr>
<td>MRO Remarks</td>
<td>Forward</td>
<td>VRO Remarks</td>
<td></td>
</tr>
<tr>
<td>MRT Remarks</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Documents Attached

- [example.pdf](#)

### Verification/Proceeding Documents

<table>
<thead>
<tr>
<th>Check list</th>
<th></th>
<th>Choose File</th>
<th>No file chosen</th>
</tr>
</thead>
</table>

- Remarks(Max. 500 Characters)*: 

---

**Figure 9: Request Details in VRO Login**
♦ Verify MRO remarks and download all Documents for Field verification as depicted in below figure 10.

![Screen shot of MRO remarks verification](image1)

**Figure 10: Documents download**

♦ After Field verification upload checklist, and forward the application with remarks to MRI as depicted in below figure 11.

![Screen shot of checklist upload](image2)

**Figure 11: Forward to RI screen**
♦ On successful submission a message displays like Forwarded to RI as depicted in below figure 12.

![Figure 12: forward success message](image)

**Procedure for Processing the Request at MRI:**

♦ Select “Integrated Certificate Requests” from Application Processing, like shown in the below screen 13.

![Figure 13: Integrated Certificate Requests Process link under Application Processing](image)

1. Regarding the DNS issue for MeeSeva department login users, we have created a step by step resolution procedure document as attached below. Follow this document and kindly let us know still if you have any issues. Click here to download for solution.

2. From now onwards all the New Civil Supplies Department Services are available for all districts.
Select from Date, to Date, Status, select service and click on Get Details Button as depicted in figure 14.

![Figure 14: Select Application in MRI Login](image1)

Select the Request which has to be processed as depicted in figure 15.

![Figure 15: Select application in MRI Login](image2)
♦ Request Details page will be displayed as depicted in below figure 16.

<table>
<thead>
<tr>
<th>Integrated Application Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>User Id:</strong></td>
</tr>
<tr>
<td><strong>Operator Name:</strong></td>
</tr>
<tr>
<td><strong>Tahsildar /RDO Name:</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Applicant Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Application No:</strong></td>
</tr>
<tr>
<td><strong>Relation Name:</strong></td>
</tr>
<tr>
<td><strong>Date of Birth:</strong></td>
</tr>
<tr>
<td><strong>Amounts:</strong></td>
</tr>
<tr>
<td><strong>Certificate Details:</strong></td>
</tr>
<tr>
<td><strong>Caste Claimed:</strong></td>
</tr>
<tr>
<td><strong>Caste Category:</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Permanent Address</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>State:</strong></td>
</tr>
<tr>
<td><strong>District:</strong></td>
</tr>
<tr>
<td><strong>Village:</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Postal Address</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>District:</strong></td>
</tr>
<tr>
<td><strong>Village:</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Documents Attached</th>
</tr>
</thead>
<tbody>
<tr>
<td>oti-sample.pdf</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Verification/Proceeding Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Remarks:</strong></td>
</tr>
</tbody>
</table>

**Figure 16: Request Details in MRI Login**
- Verify MRO, VRO remarks and download all uploaded documents and VRO report for verification as depicted in below figure 17.

![Screenshot of MRI Login interface]

**Figure 17: Documents download in RI login**

- Upload check list and forward the application with remarks to Dy. MRO as depicted in below figure 18.

![Screenshot of MRI Login interface with check list and remarks]

**Figure 18: Forward to Dy. MRO in MRI Login**

- Click on Forward to Dy. MRO a Message will be displayed like Forwarded to Dy. MRO as depicted in below figure 19.

![Screenshot of MRI Login interface with Forwarded to DyMRO message]

**Figure 19: Application Transfer Message in MRI Login**
Procedure for Processing the Request at Dy. MRO:

- Select “Integrated Certificate Requests” from Application Processing, like shown in the below screen 20.

![Integrated Certificate Requests Process link under Application Processing](image)

**Figure 20: Integrated Certificate Requests Process link under Application Processing**

- Select from Date, to Date, select service, Status, and click on Get Details Button as depicted in figure 21.

![Selecting application in Dy. MRO Login](image)

**Figure 21: Selecting application in Dy. MRO Login**

- Select the Request which has to be processed as depicted in figure 22.

![Selecting application in Dy. MRO Login](image)

**Figure 22: Selecting application in Dy. MRO Login**
Request page will be displayed as depicted in below figure 23.

![Integrated Application Details Table]

---

**Figure 23: Request page**
♦ Verify the MRO, VRO, RI remarks and download all uploaded documents as depicted in below figure 24.

![Figure 24: Download documents](image)

♦ Upload the Checklist, forward the application with remarks to MRO as depicted in below figure 25.

![Figure 25: Forwarding Application in Dy. MRO Login](image)

♦ Click on Forward to MRO a Message will be displayed like Forwarded to MRO as depicted in below figure 26.

![Figure 26: Forwarding Application Message in Dy. MRO Login](image)
Procedure for Processing the Request at MRO:

- **Note:** Here Process can be done in two ways.

- **Type1:** If MRO is competent authority, MRO only approve the Application

- **Type2:** If MRO is not competent authority, MRO will forward the application to RDO/Sub Collector

  **Note:** Here we are Processing Type 1:

- Select “Integrated Certificate Requests” from Application Processing, like shown in the below screen 27.

  ![Screen 27](image)

  **Figure 27: Integrated Certificate Requests Process link under Application Processing**

- Select from Date, to Date, select service, Status, and click on Get Details Button as depicted in figure 28.

  ![Screen 28](image)

  **Figure 28: Selecting application in MRO Login**
Select the Request which has to be processed as depicted in figure 29.

Figure 29: Selecting application in MRO Login

Download all attached Documents and Check lists of VRO, MRI and Deputy MRO from “Documents Attached” panel by click on links. Like shown in the below screen 30.

Figure 30: Documents and Check lists in MRO Login
Based on the field verification reports uploaded by VRO, MRI, Dy, and MRO the following marked fields can editable by MRO as depicted in figure 31.

![Figure 31: Editable field in MRO login](image1)

Now MRO can take action (either Accept/Reject). Like shown in the below screen.

Note: - Based on MRO action (either Accept/Reject), status (either Approved/Rejected) is generated.

If MRO wants to accept the request by clicking on the “Accept” Radio button. After selecting the Radio button (“Accept”), MRO enter “Remarks” and click on “Sign” button Like shown in the below screen 32.

![Figure 32: Action taken in MRO Login](image2)
Click on “Sign” button “Integrated certificate” is generated. Like shown in the below screen 33.

Once the Application is approved, the citizen will receive Message like “Your Request for Integrated Certificate Request has been Accepted Vide Application No: CNDXXXXXX Transaction No TTCNDXXXXXX please collects your Certificate at MeeSeva-XXXXXX”.

Once the request is approved by Department, and then Integrated Certificate will be dispatched through courier to the citizen’s address if Delivery Type is Post local/ post Non Local.

If Delivery Type Is Manual, then citizen collect the Integrated Certificate from franchisee where he/she applied for the Certificate.