MEESEVA USER MANUAL

FOR

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DEEPAM GAS CONNECTION

Government of Andhra Pradesh launches “DEEPAM GAS CONNECTION SCHEME” to women who are in Below Poverty Line (BPL) Families in Rural areas with the main objective is to provide relief to women from drudgery of cooking with firewood and to improve the health status of the Rural women folk. The Government of Andhra Pradesh has been paying refundable Security Deposit to PSU Oil Companies on behalf of the beneficiaries for release of LPG connections by PSU Oil Companies towards cylinder & regulator deposit. Citizen needs to apply through MeeSeva franchise.

<table>
<thead>
<tr>
<th>Category Type</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Charges</td>
<td>INR 10/-</td>
</tr>
<tr>
<td>Challan Amount</td>
<td>NA</td>
</tr>
</tbody>
</table>
| Documents Required | ♦ Application Form  
♦ Bank passbook |
| SLA           | 15 Working days |

*Table 1: Service Information at Glance*

*Note:* The asterisk (*) denotes mandatory requirement of documents.

**Procedure for Processing the Request at Department:** -
Procedure for processing at Mandal Revenue officer:

- Select “Deepam Gas connection” from Application Processing. It has been depicted in figure 1.

![Mandal Revenue officer's screenshot](image)

1. Regarding the DUN 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.
2. From now onwards, all the civil supplies department services are available for all districts.
3. As per the instructions received from IG, police department, the additional sub articles/documents like Indian, Foreign Passport, Bank Passbook, Pattadar Passbook, title deed, postal passbook, ID cards, Ration Card, Certificates, Pension book, Gas Bill/Regulator are added under “Missing/lost Documents/Articles” service is added. All Kiosk operators can submit the citizen applications and Dept. officers can accept and process the requests. For official update, please click here.
4. For any issues, queries, complaints regarding SSDG services, please dial 1100 as a new SSDG help desk has setup.
5. The following are the civil supplies services’ services details.

![Screen capture](image)

**Figure 1: Deepam Gas connection Process link under Application Processing**

- After selection of “Deepam Gas connection” link, processing window will be displayed. It has been depicted in figure 2.

![Processing - Deepam Gas Connection](image)

**Figure 2: MRO processing window in Deepam Gas connection screen**

- Clicks pending as depicted in figure 3.

![Processing - Deepam Gas Connection](image)

**Figure 3: Selection of requests in MRO processing window**
♦ All “Pending” Requests are displayed as depicted in figure 4.

![Figure 4: Requests in MRO processing window](image)

♦ Select the Request which has to be processed as depicted in figure 5.

![Figure 5: Request selection in MRO processing window](image)
After selection of the request, request details page will be displayed as depicted in figure 6.

![Request Details Page](image)

Figure 6: Request details page of MRO login
Download all the attached documents from “Documents Attached” panel by clicks links (If Documents attached) as depicted in figure 7.

![Figure 7: Documents details page of MRO login](image)

Note: - Here MRO Sends SMS to citizen if any additional Details required

![Figure 8: Send SMS in request details page](image)

Note: - Here Applicant Name, House No, Street, Village Name. Fields are Editable. Based on field report Tahsildar wants edit these Fields if required as depicted in figure 9.
Based on field report Tahsildar wants approve the request select **Approve** as depicted in figure 10.

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

**Figure 10: Action taken in request details Page**

Select oil company, Gas Agency and enter remarks, clicks Submit as depicted in following figure 11.

**Figure 11: Action taken in request details Page**
After clicks “submit” button “updated successfully” Message will be displayed as depicted in following figure 12.

**Figure 12: Signing Message**

**Note:** - After Approval, Customer Received Message Like your request for (Deepam Gas connection) has been accepted Vide application Number XXXXXXXXXXXX Transaction Number XXXXXXXXXXXX Request is Approved.

**Note:** - Now Request is at Agency end.

**Procedure for processing at Agency:** -

- Select “Deepam Gas connection requests” from Application Processing. It has been depicted in figure 13.

**Figure 13: Deepam Gas connection Process link under Application Processing**
- After selection of “Deepam Gas connection” link, processing window will be displayed. It has been depicted in figure 14.

![Deepam Consumer Number Alloted Details](image_url)

**Figure 14: Agency processing window in Request screen**

- Select from date & to date by using calendar controls as depicted in figure 15.

**Note:** Here, to date must be prior to Current date.

![Deepam Consumer Number Alloted Details](image_url)

**Figure 15: Selection of dates in Agency processing window**

- Select “Mandal” from request Mandal drop down list as depicted in figure 16.

![Deepam Consumer Number Alloted Details](image_url)

**Figure 16: Selection of Mandal in Agency processing window**
♦ Select Status (To be Allotted) and Click “Get Details” button to display requests as depicted in figure 17.

![Deepam Consumer Number Alloted Details](image1)

**Figure 17: Get Details button in Agency processing window**

♦ All “To be allotted” Requests are displayed as depicted in figure 18.

![Deepam Consumer Number Alloted Details](image2)

**Figure 18: Requests in Agency processing window**
♦ Click on the Request which has to be verifying at Agency side, if there is any Modifications/Wrong Dealer. **Agency** can forward the application to DSO with **Reason** for corrections as depicted in figure 19.

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Application No</th>
<th>Applied Date</th>
<th>Name</th>
<th>Mandal</th>
<th>Status</th>
<th>Connection Issued Date</th>
<th>Consumer Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>DPM011500000253</td>
<td>09/10/2015</td>
<td>Lakshmi G</td>
<td>Nellore</td>
<td>To be Alloted</td>
<td>DD/MM/YYYY</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>DPM011500000412</td>
<td>12/10/2015</td>
<td>Test</td>
<td>Nellore</td>
<td>To be Alloted</td>
<td>DD/MM/YYYY</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>DPM011600000566</td>
<td>04/02/2016</td>
<td>Kumar Phani</td>
<td>Nellore</td>
<td>To be Alloted</td>
<td>DD/MM/YYYY</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>DPM011600000567</td>
<td>04/02/2016</td>
<td>Adi</td>
<td>Nellore</td>
<td>To be Alloted</td>
<td>DD/MM/YYYY</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>DPM011600000569</td>
<td>04/02/2016</td>
<td>P Kiran</td>
<td>Nellore</td>
<td>To be Alloted</td>
<td>DD/MM/YYYY</td>
<td></td>
</tr>
</tbody>
</table>

![View LPG Application Details](image)

**Figure 19: Forward to DSO for Modifications/Wrong Dealer**

♦ If there is no modifications, Select the Request which has to be processed and enter **Connection Issued Date**, **Consumer Number** and clicks **Submit** button as depicted in figure 20.
After clicking the Update status button, the message "updated successfully" will be displayed as depicted in Figure 21.

Figure 20: Request select and status updating in Agency processing window

Figure 21: Status Updated Message
Procedure for processing at District Supply officer:

In DSO process the following facilities have to be provided.

a. Only Forwarded by Gas Agencies requests should appear in the login

b. In Case of Correction - Edit option should be provided to the following fields. - Applicant Name, House No, Street, Village Name.

c. In Case of the Agencies change - All Gas agencies belongs to that Mandal should appear so that the DSO can select the correct one.

d. A provision provided to DSO to Re Forward the requests to Gas Agencies, which are forwarded by the Gas Agencies for the corrections.

- Select “Deepam Gas connection” from Application Processing. It has been depicted in figure 22.

- After selection of “Deepam Gas connection” link, processing window will be displayed. It has been depicted in figure 23.
- Clicks pending as depicted in figure 24.

**Figure 24: Selection of requests in DSO processing window**
- All “Pending” Requests are displayed as depicted in figure 25.

**Figure 25: Requests in DSO processing window**
- Select the Request which has to be processed as depicted in figure 26.

**Figure 26: Request selection in DSO processing window**
After selection of the request, request details page will be displayed as depicted in figure 27.

![Figure 27: Request details page of DSO login](image-url)
If Reason for forwarding is **Modifications** Edit the required Details (Applicant Name, House No, Street, and Village Name) and submit the application as depicted in figure 28.

**Figure 28: Editable fields in DSO login**

If Reason for forwarding is **Wrong Dealer** select Oil Company, Mandal, Gas Agency and submit the application as depicted in figure 29.

**Figure 29: Updating Wrong Dealer Details in DSO login**
After clicks “submit” button “updated successfully” Message will be displayed as depicted in following figure 30.

![Figure 30: Signing Message](image)

**Note:** - Now Request is at Agency end. After Forwarding DSO with Modification, agency login again and enter **Connection Issued Date**, **Consumer Number** and clicks **Submit** button.