Working of Suvidha portal



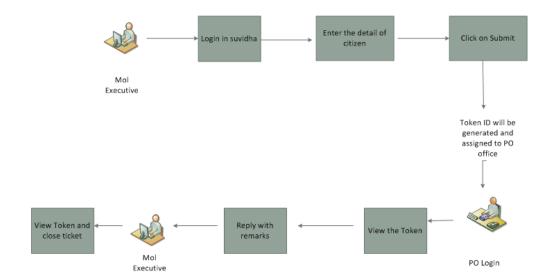
(A Joint Venture between Govt. of Maharashtra & TCS)

Contents

1.Executive Summary	3
2.Workflow Diagram :	3
3. Getting Started:	4
3.1 Procedure to Login into Suvidha application:	4

1.Executive Summary

MahaOnline Ltd, a Joint venture company between Government of Maharashtra and TATA Consultancy Services, is pleased to inform successful implementation of Suvidha portal. This document comprise of working of suvidha portal. This document is produce in interest of training users of department willing to use efficiently. Document provides stepwise procedure with relevant Screen shot of various activities in system.



2. Workflow Diagram :

3. Getting Started:

3.1 Procedure to Login into Suvidha application:

<u>Steps</u>

- 1. Enter the URL : <u>http://suvidha.mahaonline.gov.in/Forms/Home.aspx</u> in address location bar.
- 2. The screen shown below is displayed.



MOL Executive Login:

S = Mahaonline HelpLine = × ← C Louvidha.mahaonline.gov.in/Admin/LogIn.aspx	·····································
Maha mline Limited (4 Sect Verture between Gott of Waharadors & YCS)	(Online Ticket Management System)
Application Home About Us Complaint Register Complaint Register	Login Detail : Login Id 1334 Password
Dash Board Ticket Dash Board	Log In Reset Password

- 1. Enter the details of citizen as shown in screen below
- 2. Assign to respective developer / project office
- 3. Click on Submit

Online Ticket System	* Marked Selds are man	datory			Milind Sutar
Ticket Lock	Name :*	Milind			
Log Details					
Open Ticket Details	Email Id :	milind.sutar@mahaonline.gov.in			
Close Ticket Details	Mobile No		Land Line No:		
Re-Assign Tickets					
Assigned Tickets	District :"	Amravati •	Taluka "	Amravati •	
Grievance Desk	Category *	Citizen •	Service Type *	G2C Services •	
· Grievance	SubService Type :*	7-12 Extract	Status *	Open •	
Other					
User Manual	Call Category .*	Voice •			
E-District Report	Details (*	Test			
LogOut					
· LogOut					_
	Call Transfer	Charge Manager •	Transfer To	Amol Ahire •	
	File Upload	Choose File No file chosen	No file cho	sen	

4. Token id will be generated as shown in screen below.

🔿 🗈 Mahaonline HelpLine =, 🛛 🗶 More protection. The most 🗴 🎍 Mozila Firefox Star	n Page x +			-	×		
👻 🕏 uvidha mahaonine.gov.in /Termu/TicketLock.aspe	X Q Search	☆ 1		• •	ŧ	9	=
	Ticket Log successfully, Your Token Number is : 325203						
	<u> </u>						
trad surifla mahantine govin							

5. Also mail will be sent to email id provided by citizen.



Developer Login/ Project Office:

☆] ≡
(Online Ticket Management System)
Login Detail :
Login Id 1114
Password
Log In Reset Password

1. After login screen below will be displayed

Maha <u>mlime</u> limited (A Joint Verbure between Gost. of Maharashira & TCS)						(On				
Developer Tickets			Developer Tickets					Amol /	Ahire	
• Home	Enter Toc	ken Number:-	Sear	:h						
Report	Ticket	Name	Detail	Service	Sub	Date	Ticket Created	Developer	ViewFile	Upda
Tickets Report	325178	Milind	2020125-0	G2C	7-12	02/01/2016	By Milind	Done		0
Log Out		in the second se	Test	Services			Sutar	Done		Θ
Log Out	323706	test	test	G2C Services	7-12 Extract	30/12/2015	Milind Sutar	Open		

2. Select status as shown in screen below

C Suvidha.mahaonline.gov.in/Role/Remark.	aspx?TNo=325178		© ■ Support (Online Ticket Management System)
Developer Tickets		Developer Remarks	Amol Ahire
> Home	Status :*	select status	
Report	Remark :*	In Progress Pending Done	
Tickets Report			
Log Out	File Upload:	Obver Ch. Mr. Ch. shares	
➢ Log Out		Choose File No file chosen	
		Submit Go Back	

← → C 🗋 suvidha.mahaonline.gov.in/Role/Remar	k.aspx?TNo=325178		☆ =
Maha interesting (A loss Vertue between Start, of Nakasativa & TCS)			(Online Ticket Management System)
Developer Tickets		Developer Remarks	Amol Ahire
Home	Status :*	Done	
Report	Remark :*	Ticket Closed (Test)	
Tickets Report			
Log Out	File Upload:		
Log Out	The opload.	Choose File No file chosen	
		Submit Go Back	

3. Enter Remark and Click on Submit

MOL Executive Login:

- 1. Select status as shown in screen below
- 2. Enter the closing remark as shown in screen below

🗲 🎯 suvidha.mahaonline.gov.in/Forms/ClosingRemark.aspx?RTNo=3	325178			C ^e Q Search		☆□	•	^	
Maha <u>mline</u> Limited (A Joint Verlure Between Good, of Maharabira & TCS)					(On				
Online Ticket System			Closing Rema	arks		Milind Suta	r .		
Ticket Lock	Tocken No.	325178	Category:-	Citizen	Name:-	Milind			
Log Details	Mobile No		Email Id	milind.sutar@mahaonline.g	jov.in				
Open Ticket Details Ocose Ticket Details	District	Amravati	Taluka	Amravati					
Re-Assign Tickets	Developer Status	Done	Service Type	G2C Services	Transfer To	Amol Ahire			
Assigned Tickets	Details	Test							
Grievance Desk									
➢ Grievance	Status :*	Close	•						
Other	Closing Remark :*	close (Test)							
▹ User Manual		Close (lest)							
E-District Report									
LogOut	Submit G0) Back							
> LogOut	a a a a a a a a a a a a a a a a a a a								

3. Click on Submit

🗘 .:: Mahaonline HelpLine ::. × +						-	0	×
📀 🛞 suvidha. mahaonline.gov.in /Forms/ClosingRemark.aspx?RTNo=325178		X Q Search	合自	۵	÷	ft 1	ø	=
أتناجي والجليل ويعدين والعام ا								
i ni ni que put e la la la luciera ;								
	Submit							
	ОК							
والتلاحي المتجدين الالتحكاد والتحك								