



MEESEVA USER MANUAL

FOR

**“ISSUANCE OF INCOME & ASSET CERTIFICATE FOR
ECONOMICALLY WEAKER SECTIONS (EWS)”**

By

APOnline

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ISSUANCE OF INCOME & ASSET CERTIFICATE FOR ECONOMICALLY WEAKER SECTIONS (EWS)

1. INTRODUCTION:

1.1 About Income & Asset Certificate for Economically Weaker Sections (EWS):

Economically Weaker Sections (EWS) is a term used to refer to those citizens or households with income below a certain threshold level. Though there may be other economic factors in deciding on the economic weakness of the citizen/household, income is the dominant criterion. However, the definition of EWS may include those categorized as “Below Poverty Line (BPL)”.

Benefit of reservation under EWS can be availed upon production of an Income and Asset Certificate issued by a Competent Authority. The person belonging to EWSs who are not covered under the scheme of reservation for SCs, STs, and OBCs shall get reservation in direct recruitment in civil posts and services in the Government of India.

To avail this service, citizen needs to apply through visiting nearest MeeSeva Franchise along with the required KYC documents.

Important Note:

- Persons who are not covered under the scheme of reservation for SCs, STs and OBCs and whose family has gross annual income are to be identified as EWSs for benefit of reservation.
- Income shall also include income from all sources i.e. salary, agriculture, business, profession, etc., for the financial year prior to the year of application.

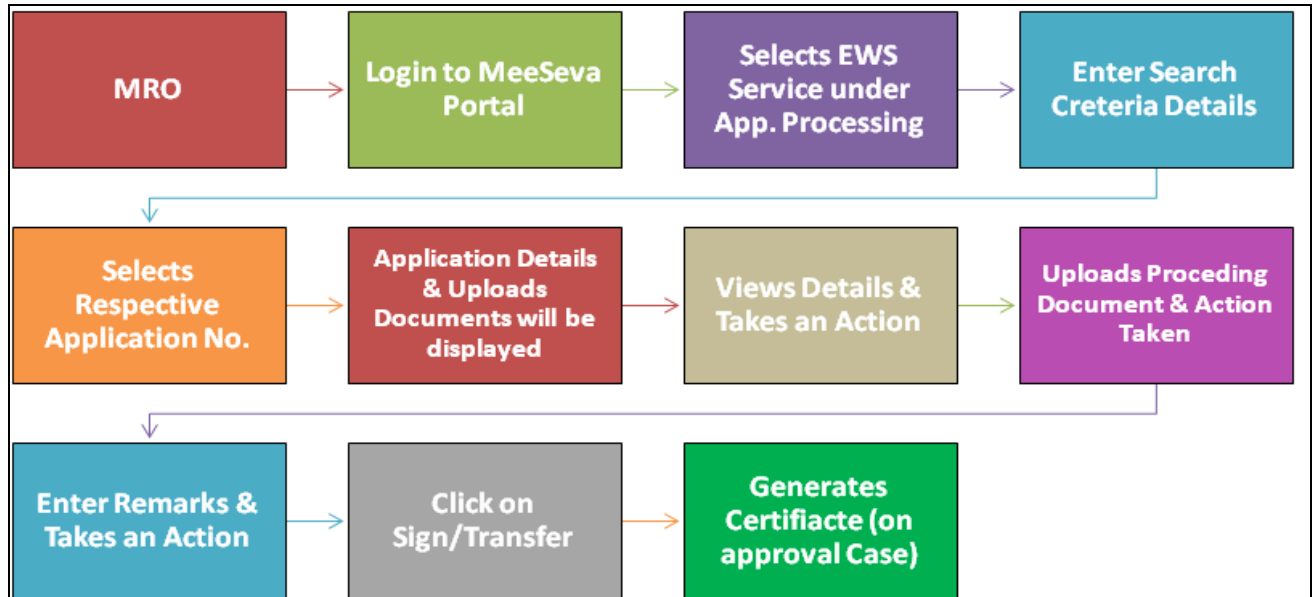
1.2 Service Details:

Table 1: Service Details

Category Type	B
Department	Revenue
Issuing Authority	MRO
User Charges	45/-
SLA	30 Days
Documents Required	<ul style="list-style-type: none">• Application Form*• Ration Card/EPIC Card/Aadhaar Card*• Copy of IT Returns/Pay Slip• Affidavit• Photo*

2. WORK FLOW DIAGRAM:

The following is the Process flow diagrams by Tahsildar (MRO) for processing the requests of Income & Asset Certificate for Economically Weaker Sections (EWS);



Diagrams 1: Work Flow Process by Tahsildar

3. PROCEDURE FOR PROCESSING REQUESTS OF EWS:

3.1 MRO PROCESS:

MRO (Tahsildar) login to MeeSeva Portal with their secured credentials & Digital Token as shown in below figure;



Figure 1: MRO Login (Username & Password)

- MRO logs in with their Username & Password and Click on '**LOGIN**'.

3.2 SELECTION OF SERVICE:

MRO (Tahsildar) selects respective service under Application Processing as shown in below figure;

Application Processing	
<p>Claims Under Andhra Pradesh Dotted Lands Requests</p> <p>22-A List Service Application Processing</p> <p>Aadhaar Seeding for Existing Applications</p> <p>Adangal/Pahani Corrections</p> <p>Addition Of Survey No In Adangal Request</p> <p>Agricultural Land Value Requests</p> <p>Agriculture Income Certificate Requests</p> <p>Allotment of Govt. Land for Laying of approach roads to the layouts Application Processing</p> <p>Apathbandhu Requests</p> <p>APPLICATION FOR REGISTRATION OF COASTAL AQUACULTURE FARM (FORM-1)</p> <p>Caste Certificate</p> <p>Certified Copies of Panchanama</p> <p>CertifiedCopies Requests</p> <p>Change Of Name</p> <p>Compliance Form for License Application Requests</p> <p>Issuance of Income & Asset Certificate for Economically Weaker Sections(EWS)</p> <p>Issuance Of Local Status Certificate</p> <p>Issue of ORC for Inam Lands</p> <p>Issue Of Small And Marginal Farmer Certificate</p> <p>Issue of Tonch Map Requests</p> <p>Land Conversion Requests</p> <p>Late Registration Birth/Death Requests</p> <p>Late Registration of Birth(0.1-1 year) Requests</p> <p>Late Registration of Death(0.1-1 year) Requests</p> <p>Local Candidate Certificate Requests</p> <p>Localization Of Properties Requests(HYD)</p> <p>Meeseva Centre Application Requests</p> <p>Miscellaneous Application Requests</p>	<p>are added under "Miscellaneous" category. All Kiosk operators and Dept. officers can access the same.</p> <p>4. For any issues, queries or complaints, please dial 1100 as a toll-free number.</p> <p>5. The following are the reports available on the portal:</p> <p>1.Registration-Revenue Statistics https://webland.ap.gov.in/reports/registration-revenue</p> <p>2.Pattadar Passbook Requests https://webland.ap.gov.in/reports/pattadar-passbook</p> <p>3.Mutation requests Reports https://webland.ap.gov.in/reports/mutation</p> <p>4.Mutation requests Reports https://webland.ap.gov.in/reports/mutation</p>

Figure 2: Selection of Service (EWS)

- Operator Selects '**Issuance of Income & Asset Certificate for Economically Weaker Sections (EWS)**' from list of Services under Application Processing.

3.3 SEARCH CRITERIA:

- Issuance of Income & Asset Certificate for Economically Weaker Sections (EWS) Application Form will be fetched from Server as shown in below figure;

Tahsildar Processing - Issue of Income & Asset Certificate for Economically Weaker Sections(EWS)			
User Profile			
User Id :	CTR-VAD-MRO-1	Role :	Tahsildar
Search Criteria			
From Date:	04/11/2011	To Date:	26/03/2019
Request Status:	Select ▼		
Get Details			

Figure 3: Search Criteria

2. MRO eneter the Search Criteria Details as shown in below figure;

Tahsildar Processing - Issue of Income & Asset Certificate for Economically Weaker Sections(EWS)			
User Profile			
User Id :	CTR-VAD-MRO-1	Role :	Tahsildar
Search Criteria			
From Date:	04/11/2011	To Date:	25/03/2019
Request Status:	<div style="border: 1px solid black; padding: 2px;"> Not Viewed ▼ Select Not Viewed Open Approved Rejected </div>		
Get Details			

Figure 4: Selection of Request Status – Under Search Criteria

- Request Status to be selected with; 'Not Viewed/Open/Approved/Rejected'.

3. MRO selects Search Criteria details to fetch the applications as shown in below figure;

Search Criteria

From Date:

To Date:

Request Status: Not Viewed ▼

Get Details




Figure 5: Selection of Request Status – Under Search Criteria & Click Get Details

- Search Criteris Details to be captured with; From Date, To Date, Request Status.
- Once Details ae Captured, MRO click on '**GET DETAILS**'.

3.4 LIST OF REQUESTS (for Processing):

List of Citizen requests will be shown in dash board as shown in below figure;

Issue of Income & Asset Certificate for Economically Weaker Sections(EWS) Requests From: 25/03/2019 To: 25/03/2019							
Show 10 ▼ entries						Search: <input type="text"/>	
S.No.	Application No	Applicant Name	Father Name	Mandal	Village	Status	Application Date
1	IEW011900000129	Kiran	Babu Rao	Vadamalapeta	VADAMALA	Not Viewed	25/03/2019
						Previous	Next




Figure 6: List of Requests

- Details will be displayed with; S.No., Application No., Applicant Name, Father Name, Mandal, Village, Status, Application Date.

3.5 APPLICATION FORM: (for processing)

Application Form of Selected Application Number details will be shown in below figure;

Issue of Income & Asset Certificate for Economically Weaker Sections(EWS)- Application Form			
User Id :	CTR-VAD-MRO-1	Portal User Name:	TestMRO
Operator Name:	TCS TEST CHANNEL	Mobile No:	9603828222
Income Applicant Details			
Application No:	IEW5011900000129	Aadhar No:	123412341234
Applicant Name* :	Kiran	Father Name* :	Babu Rao
Gender:	Male	Date of Birth:	24/11/1985
Caste:	OC	Sub Caste:	Chowdary
Permanent Address			
Door No :	11-12-13	Locality/Landmark :	Chittoor X Roads
District:	Chittoor	Mandal :	Vadamalapeta
Village/Ward* :	VADAMALA	Pincode :	533121
Postal Address			
Door No:	11-12-14	Locality/Landmark :	X Roads
State :	Andhra Pradesh		
District:	Ananthapuramu	Mandal :	Agali
Village/Ward :	AGALI	Pincode :	53124
Mobile :	8008566695	Email:	
Ration Card No:		Delivery Type:	Manual
Income Certificate Details			
Gross Annual Income includes Salary, Agriculture, Business, Profession etc., for the financial year prior to the year of application(Applicant/His/Her Family)*	250000.00		
5 Acres of agricultural Land and above*:	YES	Residential flat of 1000sq.ft. and above*:	YES
Residential plot of 100sq.yards and above in notified municipalities*:	YES	Residential plot of 200sq.yards and above in areas other than the notified municipalities*:	YES
Declaration: 1) I hereby declare that the above mentioned information furnished to the best of my knowledge.If information and declaration is found false, I am liable for prosecution 2)I don't belong to SC/ST and BC/OBC Caste			
Documents Attached			
01~ePowerColl.pdf 02~ePowerColl.pdf 03~ePowerColl.pdf 04~ePowerColl.pdf 05~AP Logo.jpg			
Action Taken *			
<input type="radio"/> Accept <input type="radio"/> Reject <input type="radio"/> Application Transfer to Other Mandal <input type="radio"/> Send SMS To Applicant (if any clarification required)			
Upload Document			
Tahsildar Proceedings Upload:	<input type="button" value="Choose File"/> <input type="text" value="No file chosen"/>		
Remarks :*	<input type="text"/>		
<input type="button" value="Sign"/> <input type="button" value="Back"/>			

Figure 7: Application Form – for processing

- MRO verifies – Income Applicant Details, Permanent Address, Postal Address Details, Income Certificate Details, Upload Documents.
- If MRO requires any clarification in applicant details, MRO will conduct the field level enquiry with Sub ordinates.
- If there are any corrections in Permanent Address details, MRO is having a provision is to modify the details.

3.6 ACTION TAKEN:

MRO takes an action based on the application details as shown in below figure;

1. APPROVAL CASE:

If application details are genuine, MRO select '**Accept**' and process the request as shown in below figure;

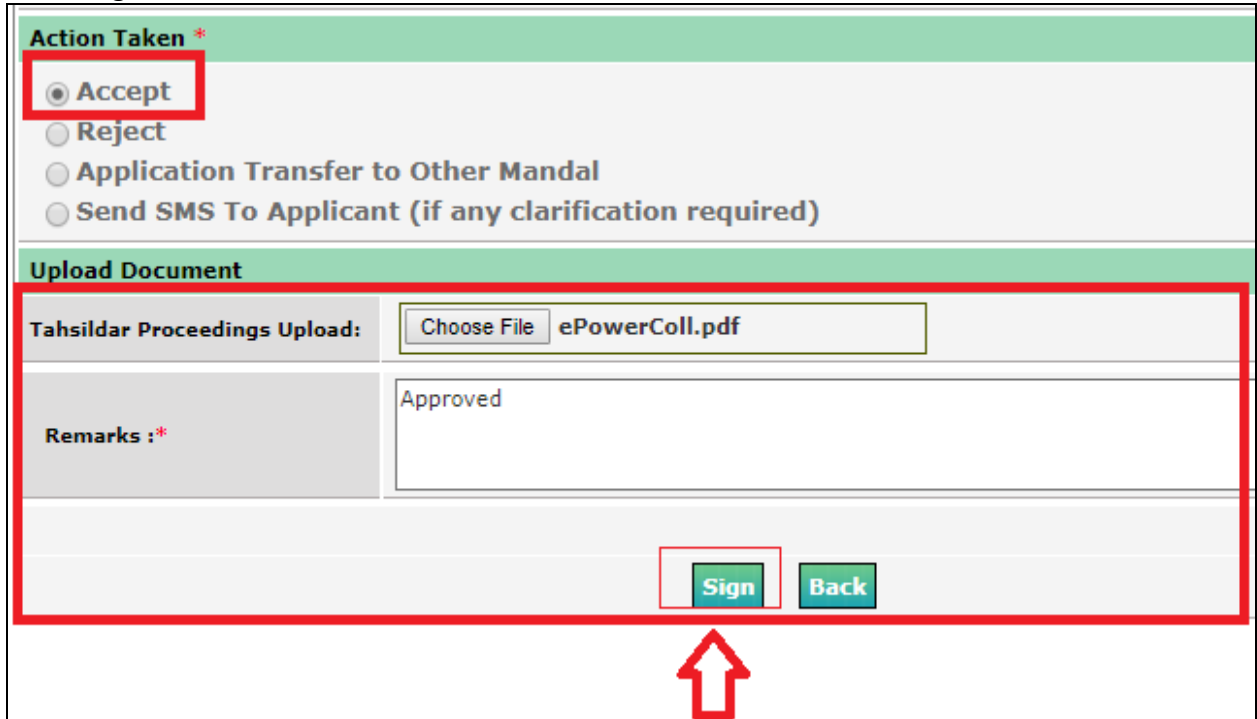
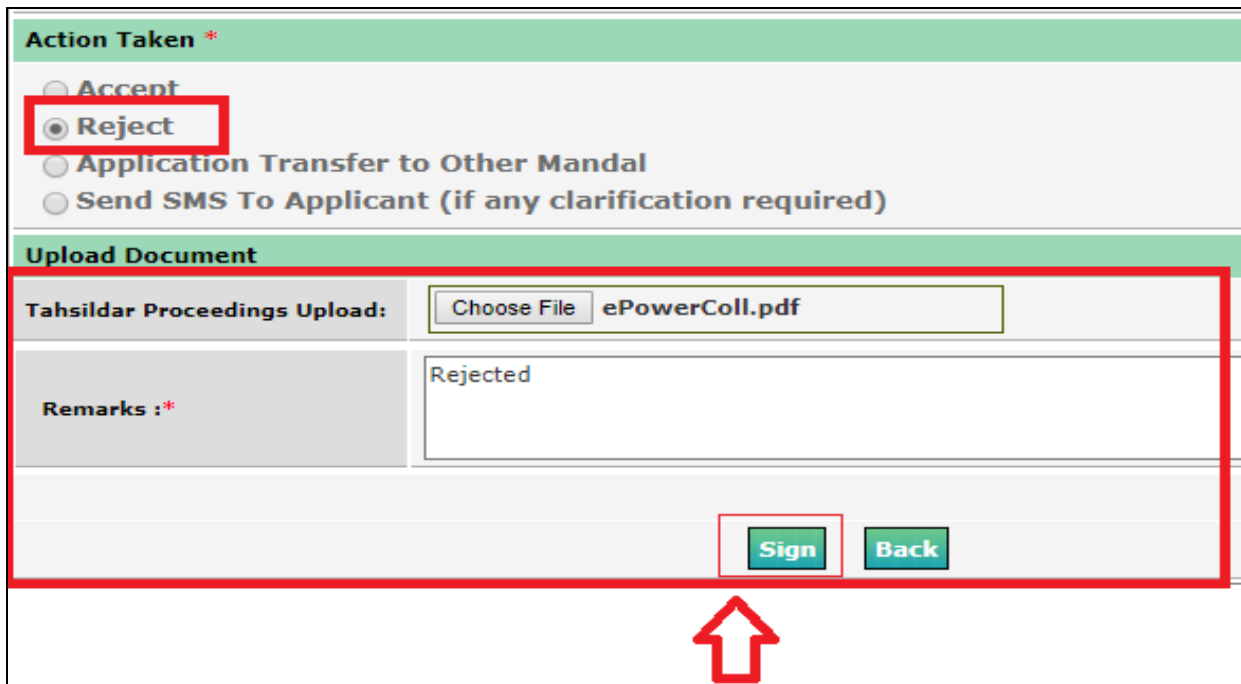


Figure 8: On Approval Case – Accept

- MRO Uploads 'Proceedings Document' & enter 'Remarks', click on **SIGN** for approval of Request.

2. REJECTION CASE:

If application details are mis-matching, MRO select '**Reject**' and process the request as shown in below figure;



Action Taken *

☐ Accept

☒ **Reject**

☐ Application Transfer to Other Mandal

☐ Send SMS To Applicant (if any clarification required)

Upload Document

Tahsildar Proceedings Upload: Choose File ePowerColl.pdf

Remarks :* Rejected

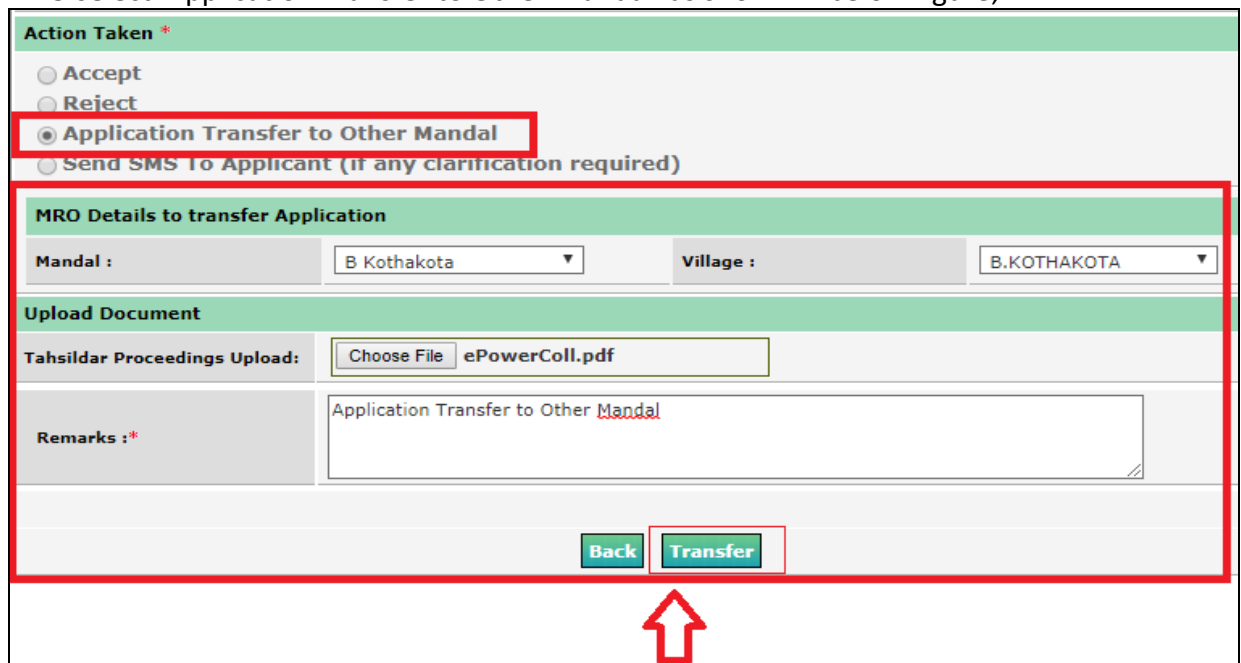
Sign **Back**

Figure 9: On Rejection Case - Reject

- MRO Uploads 'Proceedings Document' & enter 'Remarks', click on **SIGN** for Rejecting of Request.

3. APPLICATION TRANSFER TO OTHER MANDAL:

MRO select 'Application Transfer to Other Mandal' as shown in below figure;



Action Taken *

☐ Accept

☐ Reject

☒ **Application Transfer to Other Mandal**

☐ Send SMS To Applicant (if any clarification required)

MRO Details to transfer Application

Mandal : B Kothakota **Village :** B.KOTHAKOTA

Upload Document

Tahsildar Proceedings Upload: Choose File ePowerColl.pdf

Remarks :* Application Transfer to Other Mandal

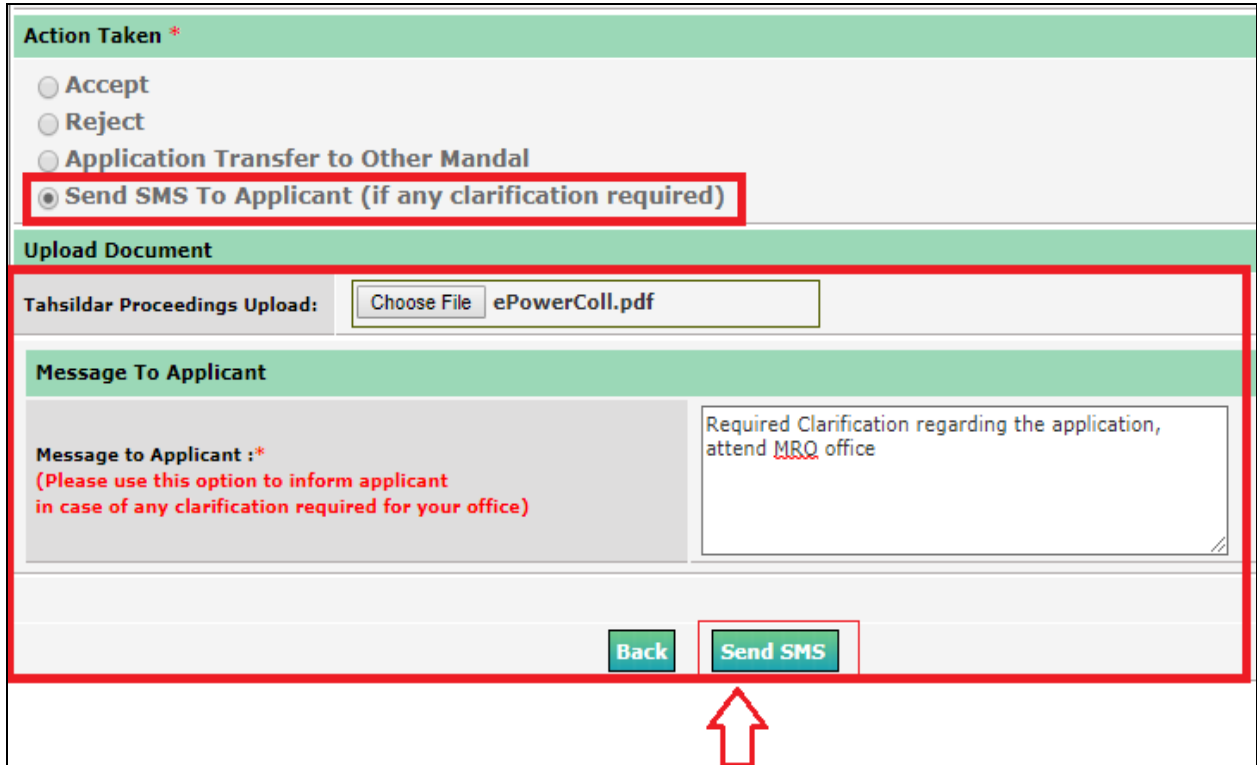
Back **Transfer**

Figure 10: Application Transfer to Other Mandal

- If application is not related to MRO jurisdiction, MRO is having a Provision to Transfer to the respective Mandal by select '**Application Transfer to Other Mandal**'.
- MRO to Capture Details with; Mandal, Village.
- MRO Uploads '**Proceedings Document**' & enter '**Remarks**', click on **TRANSFER** for transfer to respective mandal.

4. **CLARIFICATIONS REQUIRED: (by applicant)**

MRO click on 'Send SMS to Applicant' for clarifications of applications as shown in below figure;



The screenshot displays the MRO interface with the following elements:

- Action Taken ***: A list of radio buttons where **Send SMS To Applicant (if any clarification required)** is selected and highlighted with a red box.
- Upload Document**: A section with a 'Tahsildar Proceedings Upload:' label, a 'Choose File' button, and a file named 'ePowerColl.pdf'.
- Message To Applicant**: A section containing a text area for the message and a 'Send SMS' button. The text area contains the message: "Required Clarification regarding the application, attend MRO office".
- Buttons**: 'Back' and 'Send SMS' buttons are located at the bottom of the form.

A red arrow points to the 'Send SMS' button.

Figure 11: Send SMS to Applicant

- If MRO required any clarification of citizen application (which was placed at kiosk operator), MRO is having a Provision to Send SMS to application regarding Clarifications.
- MRO Uploads '**Proceedings Document**' & enter '**Remarks**', click on **SEND SMS** for clarifications required by applicant/citizen.

3.7 APPROVAL CASE:

A Confirmation Message will be fetched from Server once request is approved as shown in below figure;

Transfer to Other Mandal
Applicant (if any clarification required)

Upload: No file chosen

Approved

Your Application has been Approved.




Figure 12: Approval Message

- Once Request is approved, a confirmation message will be fetched from Server with '**Your Application has been Approved**'.
- A '**Print Certificate**' label will be binded once the request is approved.
- For generating the Certificate, Click on '**PRINT CERTIFICATE**'.
- On Approva/Rejection case, an SMS will be sent to citizen regiseted mobile number regarding the Status.

3.8 CERTIFICATE: (EWS)

Income & Asset Certificate for Economically Weaker Sections (EWS) approval certificate as shown in below figure;




Government of Andhra Pradesh	
INCOME & ASSET CERTIFICATE FOR ECONOMICALLY WEAKER SECTIONS	
Application No	 IEW S 011900000129 Date : 25/03/2019
VALID FOR THE YEAR 2018-19	
This is to certify that Shri/Smt./Kumari KIRAN son/daughter/wife of BABU RAO permanent resident of 11-12-13 village/Street VADAMALA Post Office VADAMALA District CHITTOOR in the State/Union Territory ANDHRA PRADESH Pin Code 533121 Whose photograph is attested below belongs to Economically Weaker Sections, Since the gross annual income* of his/her 'family'** is below Rs.8 lakh(Rupees Eight Lakh Only) for the financial year 2018-19 . His/her family does not own or possess any of the following assets***:	
I. 5 acres of agricultural land and above; II. Residential flat of 1000sq.ft.and above; III. Residential plot of 100sq.yards and above in notified municipalities; IV. Residential plot of 200sq.yards and above in areas other than the notified municipalities;	
Shri/Smt./Kumari KIRAN belongs to the OC(Chowdary) caste Which is not recognized as a Scheduled Caste, Scheduled Tribe and Other Backward Classes(Central List)	
Signature with seal of Office  Name TestMRO Designation MRO Mandal VADAMALAPETA	
Recent Passport size photo attached photograph of the applicant 	
*Note: Income covered all the sources i.e.salary,agriculture,bussiness,profession,etc. **Note: The term "Family"for this purpose include the person,who seeks benefits of reservation, his/her parents and siblings below the age of 18 years as also his/her spouse and children below the age of 18 years. ***Note: The property held by a "Family" in different locations or different place/cities have been clubbed by applying the land or property holding test to determine EWS status.	

Figure 13: Income & Asset Certificate for Economically Weaker Sections (EWS) Certificate

- Once the request is approved, an SMS will be sent to citizen registered mobile number.
- Citizen to visit MeeSeva franchise (where request is placed) for collecting certificate.
- Based on the Application Number or Transaction ID, Kiosk Operator Search the details and generates the Certificate, hand overs to Citizen.



4. APPROVALS:

Table 2: Approval Authorities

Inspected By	Date	Signature
Ragavendra Rao Jakka		
Approved By	Date	Signature
B. Bala Kishore		