

Mobility

Puraseva Application



February 2019

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About this Manual

Any efficient government service will enable residents to apply online for license and permits from the convenience of their home or office 24 x 7. Online Registration is also an opportunity for government to increase revenue, reduce workload and heighten customer satisfaction.

eGovernments Citizen Services Mobile Application include grievance management, and payment integration for Property Tax, Vacant Land Tax, Water Charges.

Conventions

The following table describes the conventions used in this manual.

<i>Note:</i>	Note provides extra information about a step or concept. Notes are contained in grey boxes.
UI Element	To describe screen elements such as buttons, drop-down lists, the name of the element is in bold .
<i>References</i>	All references are in <i>italics</i> . Reference also contain hyperlinks and help you to quickly navigate to related content
<i>Navigation ></i>	Arrow '>' notation describes the flow of navigation in the application. For example, the following navigation means "on the Left Panel , Click Application and then click Grievance Redressal. "

	<p><i>Left Panel > Application > Grievance</i></p> <p><i>Redressal</i></p>
--	--

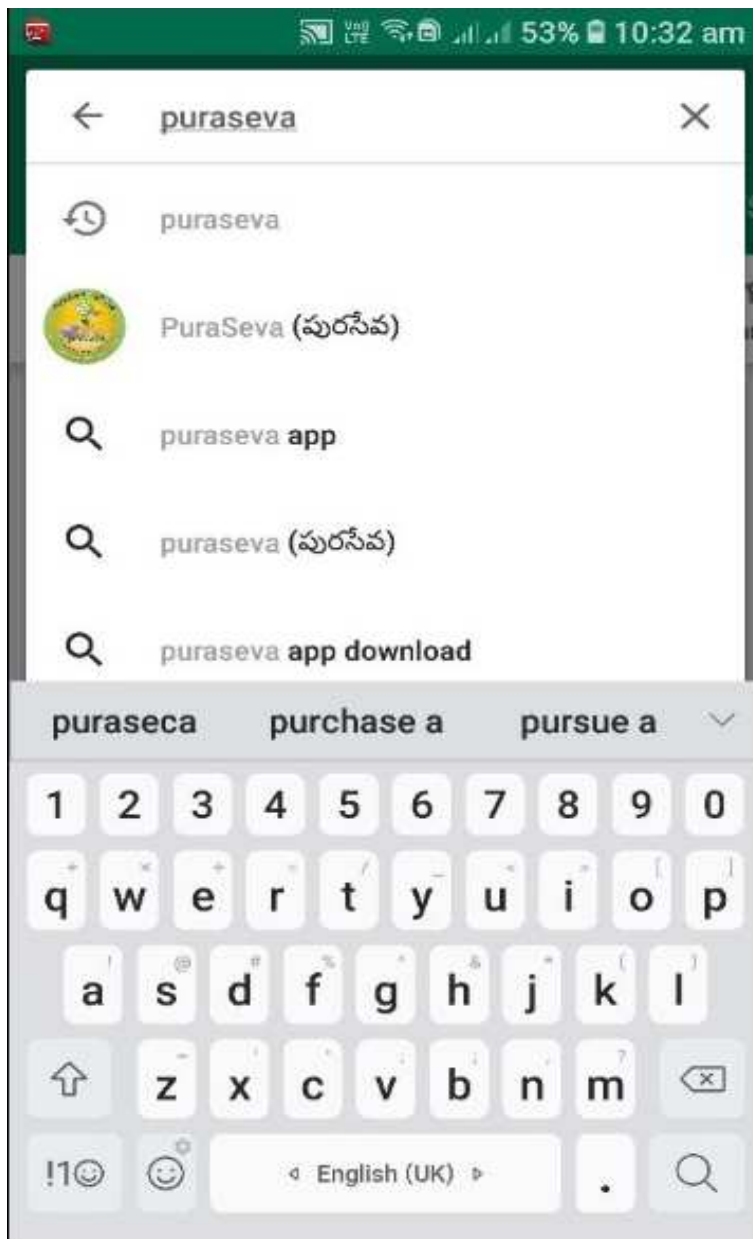
Further Help

In case you need further help, please call +91 80 4125 5708 or send an email to contact@egovernments.org

Downloading puraseva

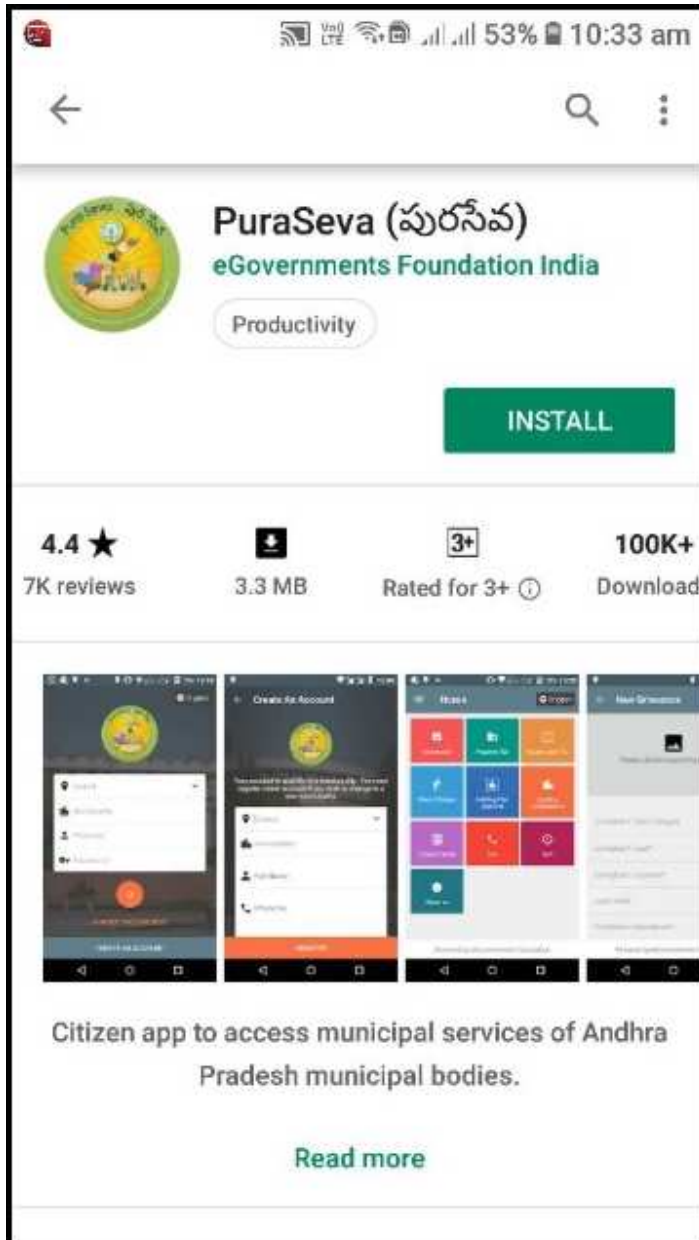
1. Go to Google store by clicking on the Google Play store Icon on your Android Smartphone
2. Type "**puraseva**" at search box, as shown in Figure 1

Figure 1. Puraseva installation from Google Playstore



3. You can see the result of your actions as below Figure 2

Figure 2:Playstore results



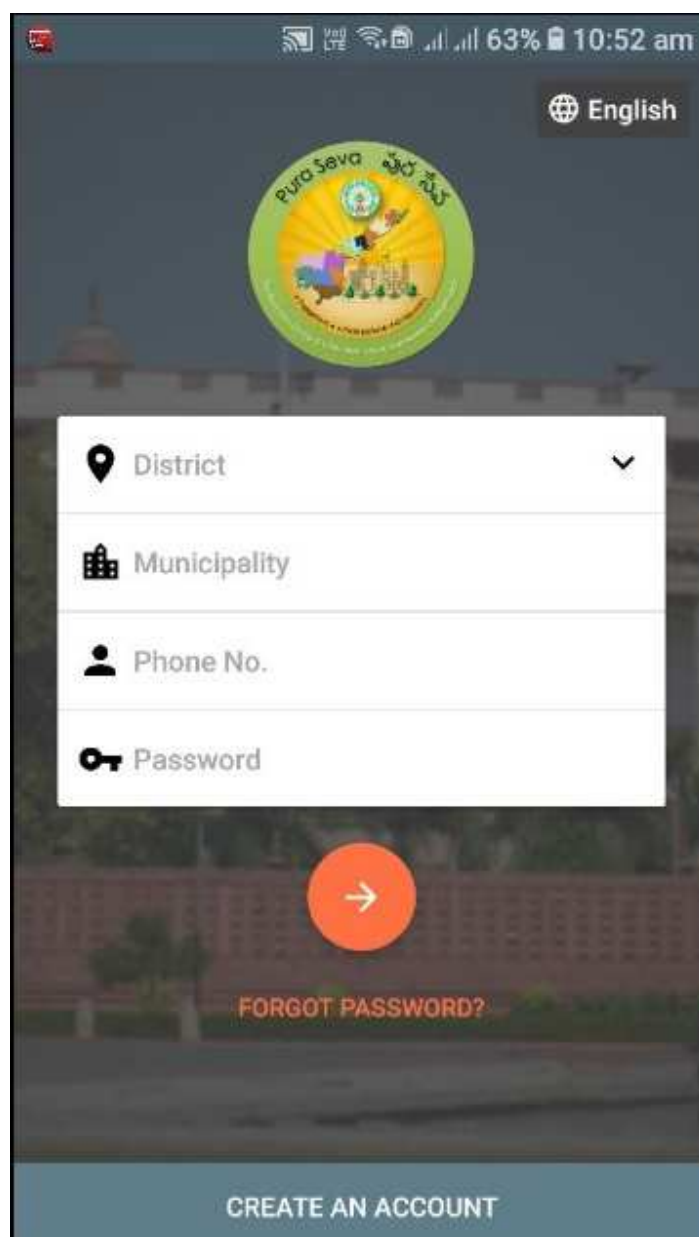
4. Click on the “**Install**” button to install the App

Registering and Signing in

Creating the Account

Once you downloaded the Application from play-store, when you open it the screen appears as shown in Figure 3

Figure 3: Creating the Account



To Register click on the **Create an Account** button enter the details as follows

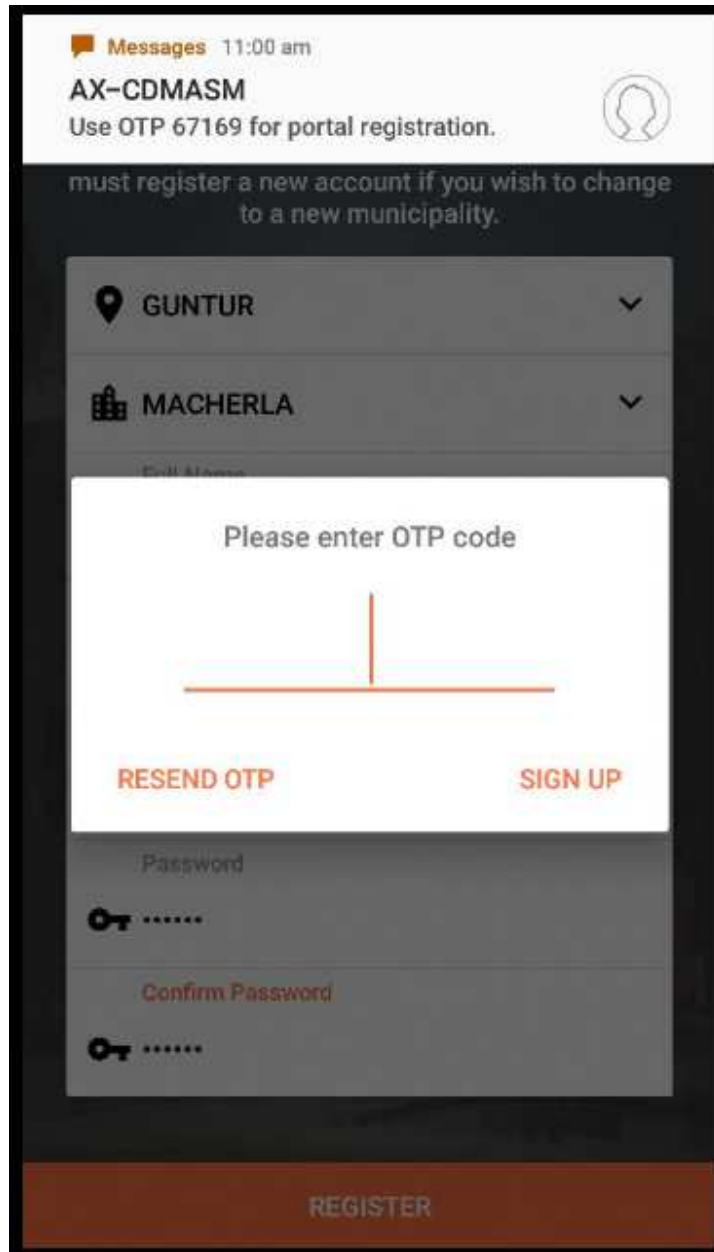
Figure 4 : Creating account

The screenshot shows a mobile application interface for creating an account. At the top, there is a status bar with icons for signal, Wi-Fi, battery (62%), and time (10:58 am). Below the status bar is a dark header with a back arrow and the title "Create An Account". A message states: "Your account is specific to a municipality. You must register a new account if you wish to change to a new municipality." The form consists of several input fields, each with an icon and a label: a location pin icon for "District" (with a dropdown arrow), a building icon for "Municipality", a person icon for "Full Name", a phone icon for "Phone No.", an envelope icon for "Email Address (Optional)", a key icon for "Password", and another key icon for "Confirm Password". At the bottom of the form is a large orange button labeled "REGISTER".

1. Select the **District** from the dropdown
2. Select the **Municipality** from the dropdown.

3. Enter the Full name, Phone Number, email & Password, click on **Register** button to register in the municipality.

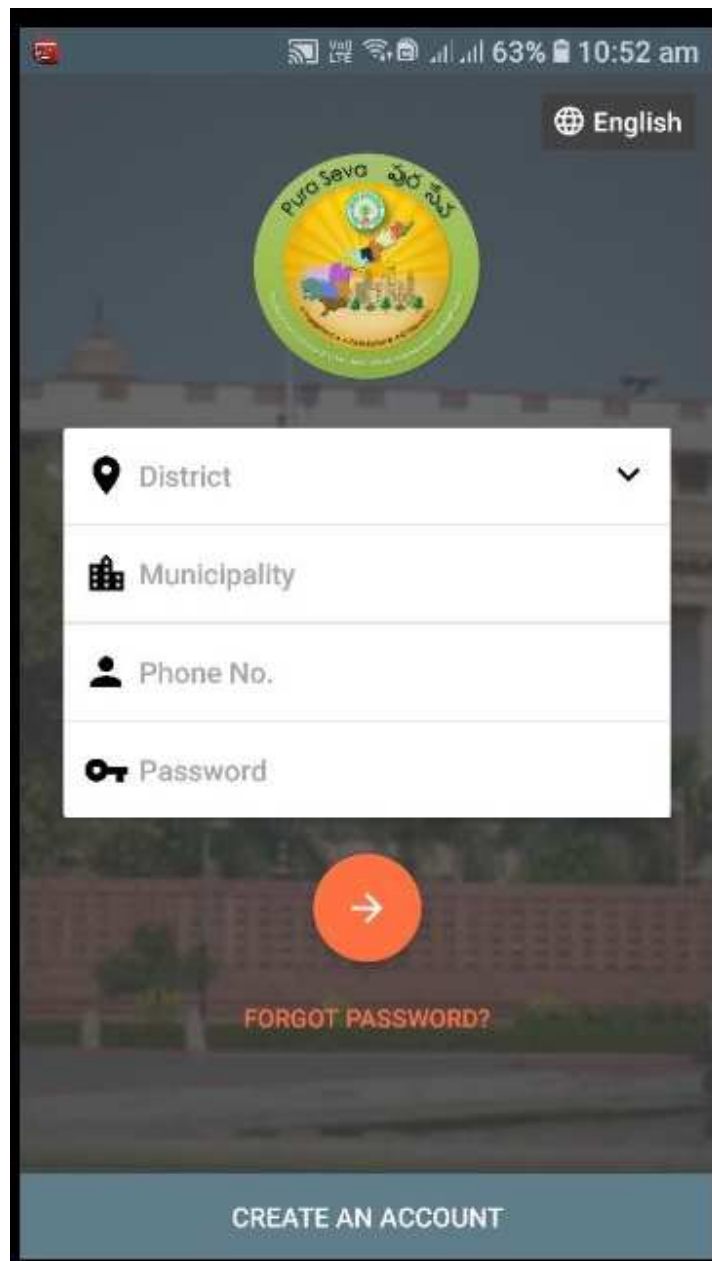
Figure 5: Enter the OTP.



4. Enter the OTP received to the registered mobile number and click on **Sign-up** button which will take you to the home page.

Signing into the App

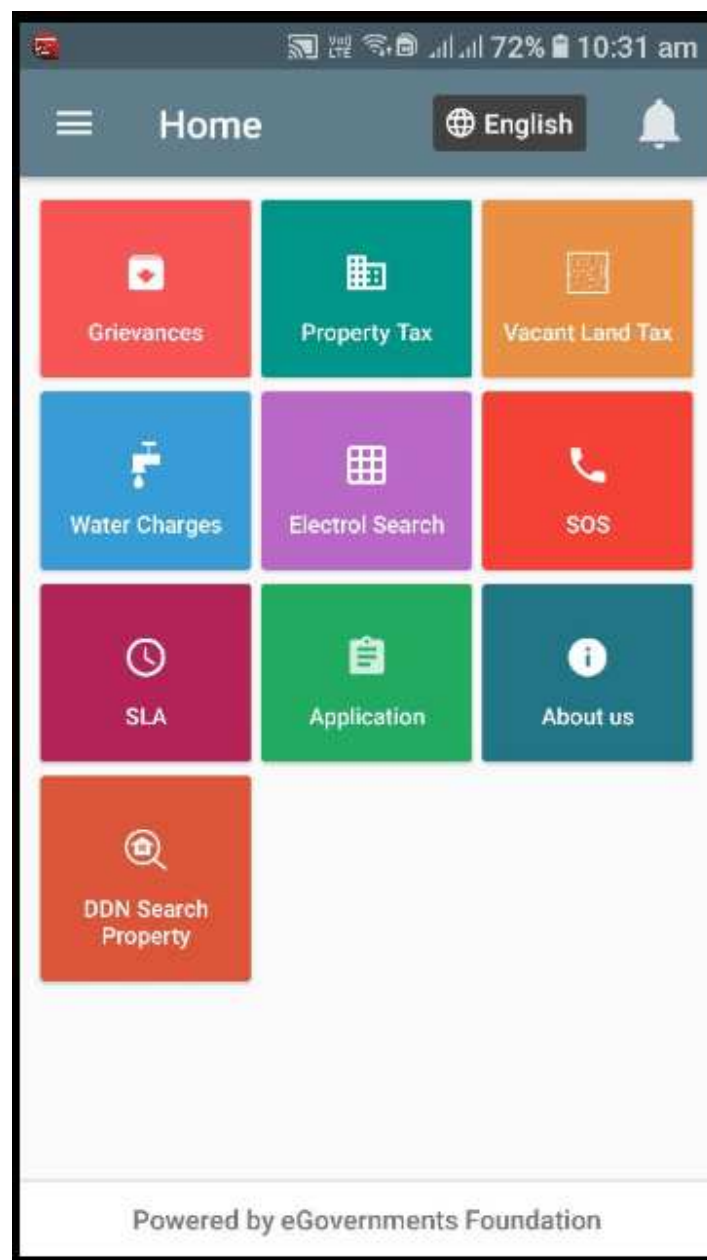
Figure 6: Signing in to app



1. Select the **District** & **Municipality** from the Dropdown.
2. Enter the Phone number, password and click on the **arrow** symbol to sign in.

Home page

Figure 7: Homepage



The Homepage screen shows the different services can be availed by citizen such as listed below.

- Grievance
- Property Tax
- Vacant Land Tax
- Water Charges
- SOS
- SLA and about us.

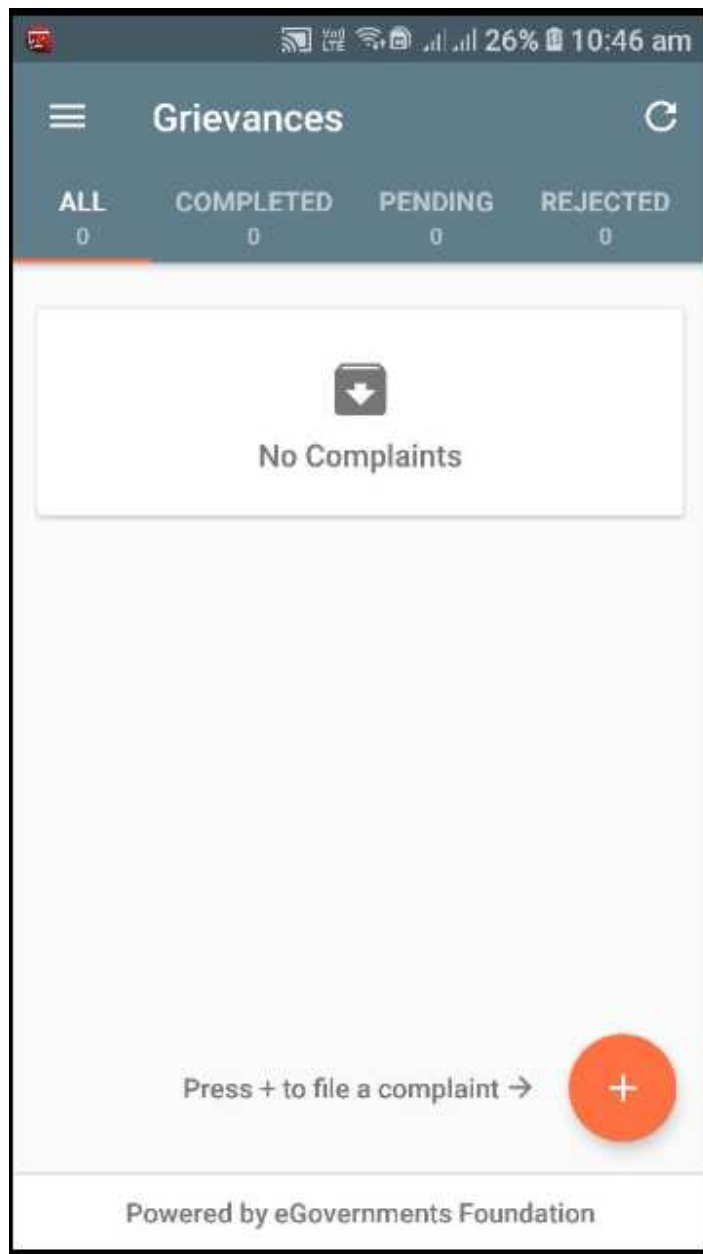
Grievance

Citizens need to register their grievances in Puraseva in order to get them redressed quickly and in a transparent manner.

On tapping the Grievance in the home page citizen can view the list of grievances registered, rejected, completed.

To register a Grievance

Figure:8 Grievance homepage



Click on the + button to register the grievance

Figure 9: Registering new grievance

The screenshot displays a mobile application interface for registering a new grievance. At the top, the status bar shows the time as 10:48 am and the battery level at 26%. The app's header is titled "New Grievance" with a back arrow on the left and a forward arrow on the right. Below the header, there is a section for uploading supporting pictures, indicated by a camera icon and the text "Please upload supporting picture(s)". A red circular button with a white camera icon is positioned to the right of this section. The form consists of several fields: "Complaint Type Category" with a dropdown arrow, "Complaint Type*" with a dropdown arrow, "Complaint Location*" with a location pin icon, "Land Mark", and "Complaint Description*". At the bottom of the screen, it says "Powered by eGovernments Foundation".


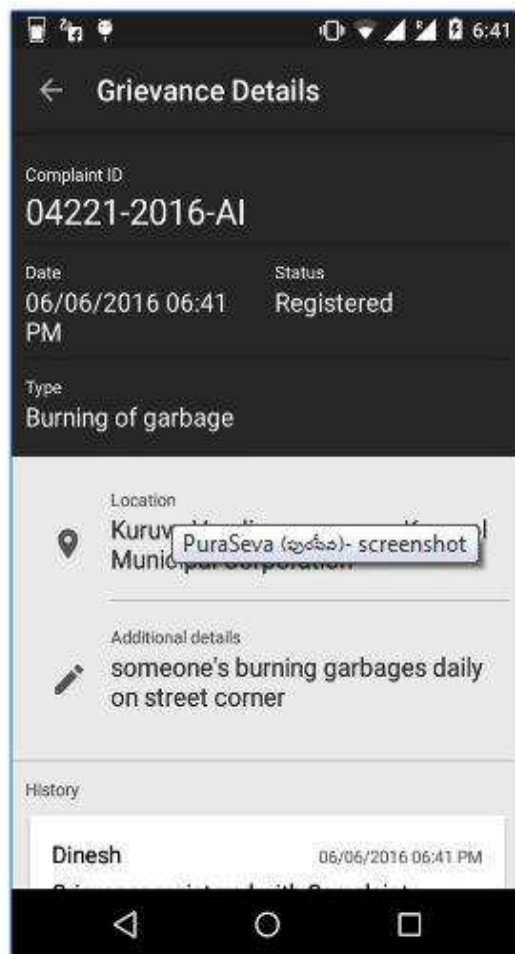
1. Click on the **camera** symbol to upload or take a new photo of the complaint.
2. Select the **category type** and **complaint type** from the dropdown
3. Select the location of the complaint.
4. Enter the landmark.
5. Enter the complaint description in detail and click on the  button to register the complaint.
6. The grievance status can be checked on clicking the grievance as shown in Figure:8

Figure 10: Grievance status



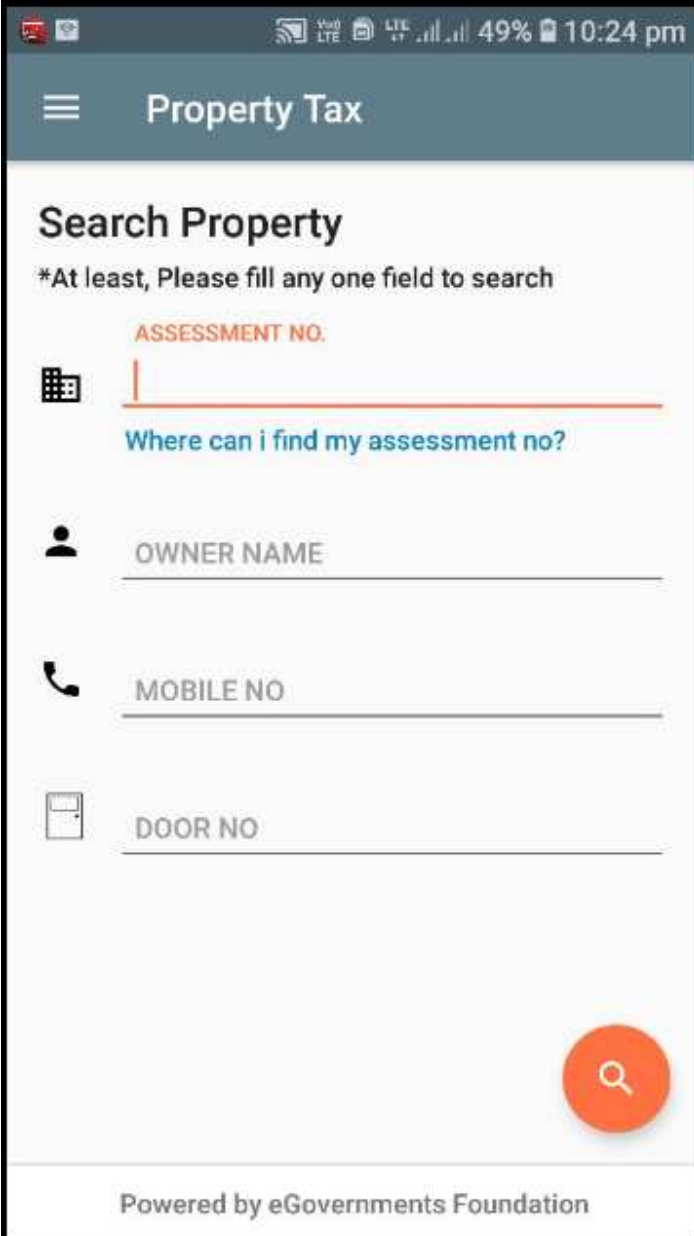
Property Tax

Puraseva enables a Property Tax feature to search and pay the Property tax charges online by the Citizen.

To search and pay property tax

1. On the homepage tap on the Property tax the screen as shown in the Figure 11

Figure 11: search property



The screenshot displays a mobile application interface for searching property tax. At the top, there is a status bar with icons for signal, LTE, battery (49%), and time (10:24 pm). Below the status bar is a dark blue header with a hamburger menu icon and the text "Property Tax". The main content area is white and titled "Search Property". Below the title, there is a note: "*At least, Please fill any one field to search". There are four search fields, each with an icon to its left: "ASSESSMENT NO." (calculator icon), "OWNER NAME" (person icon), "MOBILE NO" (phone icon), and "DOOR NO" (door icon). A blue link "Where can i find my assessment no?" is positioned below the first field. At the bottom right, there is a large orange circular search button with a white magnifying glass icon. At the very bottom, there is a footer that reads "Powered by eGovernments Foundation".

2. Enter the Assessment number or Owner name or Mobile number or door number.
3. Click on the search icon to **search** the assessment details, the screen appears as shown in the Figure 12

Figure 12 : view property tax

View Property Tax

₹ 450	₹ 0
CURRENT TOTAL	CURRENT PENALTY
₹ 300	₹ 0

VIEW BREAKUPS	TOTAL
	₹ 750

[VIEW PAYMENT HISTORY](#)

Payment Details

AMOUNT TO PAY*

750

MOBILE NO*

9700886855

EMAIL ADDRESS

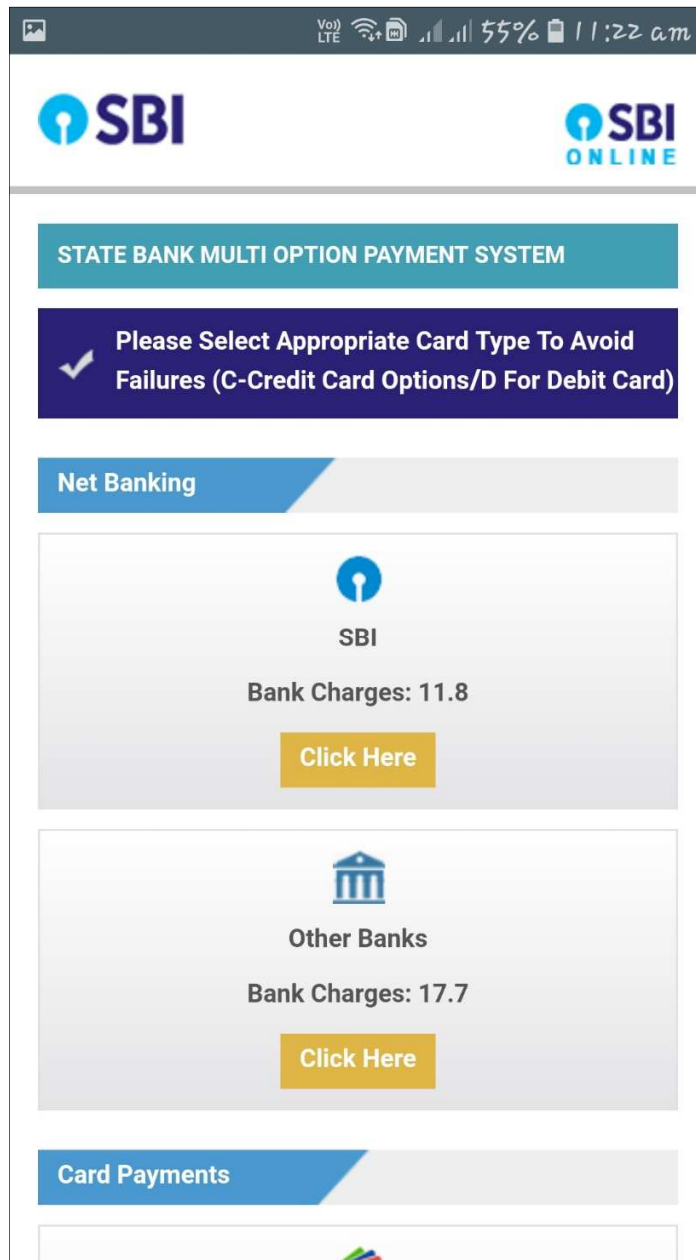
Pay using any Visa / Master (Debit / Credit) cards issued by any Bank.

[PAY](#)

Powered by eGovernments Foundation

4. Enter the email address and click on the **Pay** button, it redirects to the payment gateway page.

Figure 13: Pymment gateway



5. Select the payment type and finish the payment. A pdf will be generated as a part of receipt for further reference.

Water Charges

Puraseva enables Water charges feature to search and pay the Water chargers online by the Citizen.

To search and pay the Water charges

1. On the homepage tap on the water charges, the screen will appear as shown in figure 13

Figure 13 : water charges

The screenshot shows a mobile application interface titled "Water Charges". At the top, there is a status bar with icons for signal, Wi-Fi, LTE, and battery at 48%, along with the time 10:31 pm. Below the status bar is a dark blue header with a hamburger menu icon and the text "Water Charges". The main content area is white and features the heading "Search Water Connection" followed by the instruction "*At least, Please fill any one field to search". There are four search criteria listed, each with an icon and a text input field: "ASSESSMENT NO." with a calendar icon, "CONSUMER NO" with a house icon, "OWNER NAME" with a person icon, and "MOBILE NO" with a phone icon. Each input field has a blue link below it: "Where can i find my assessment no?", "Where can i find my consumer no?", and "Where can i find my owner name?". A red circular search icon is located at the bottom right of the form area. At the very bottom, there is a footer that reads "Powered by eGovernments Foundation".

2. Enter the Assessment number or Consumer number or Owner name or Mobile number.
3. Click on the **search** icon to search the assessment details, the screen appears as shown in Figure14.

Figure 14 : Pay water chargers

The screenshot shows a mobile application interface for paying water charges. At the top, the status bar displays the time as 10:30 pm and battery level at 48%. The app title is "Water Charges".

₹ 960	₹ 0
CURRENT TOTAL	CURRENT PENALTY
₹ 0	₹ 0

VIEW BREAKUPS	TOTAL
	₹ 960

[VIEW PAYMENT HISTORY](#)

Payment Details

AMOUNT TO PAY*
960

MOBILE NO*
9700886855

EMAIL ADDRESS

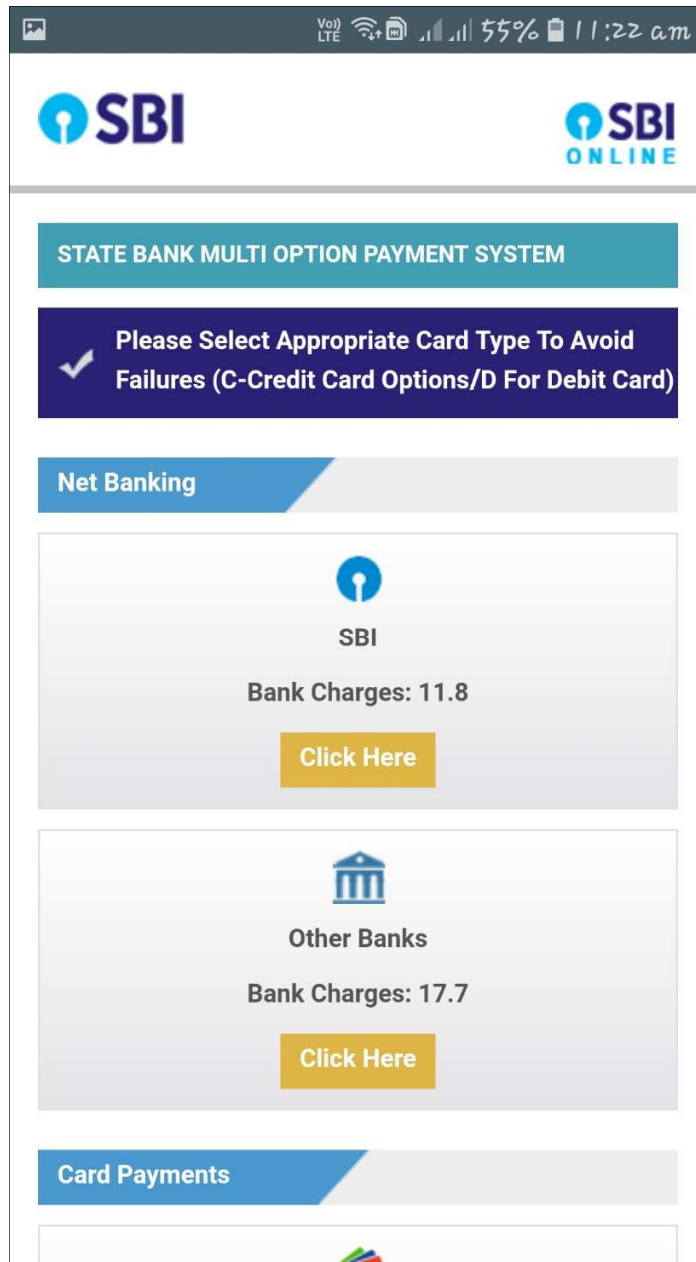
Pay using any Visa / Master (Debit / Credit) cards issued by any Bank.

[PAY](#)

Powered by eGovernments Foundation

4. Enter the email address and click on the **Pay** button, it redirects to the payment gateway page, the screen appears as shown in Figure 15.

Figure 15 : Payment gateway page



5. Select the payment type and finish the payment. A pdf will be generated as a part of receipt for further reference.

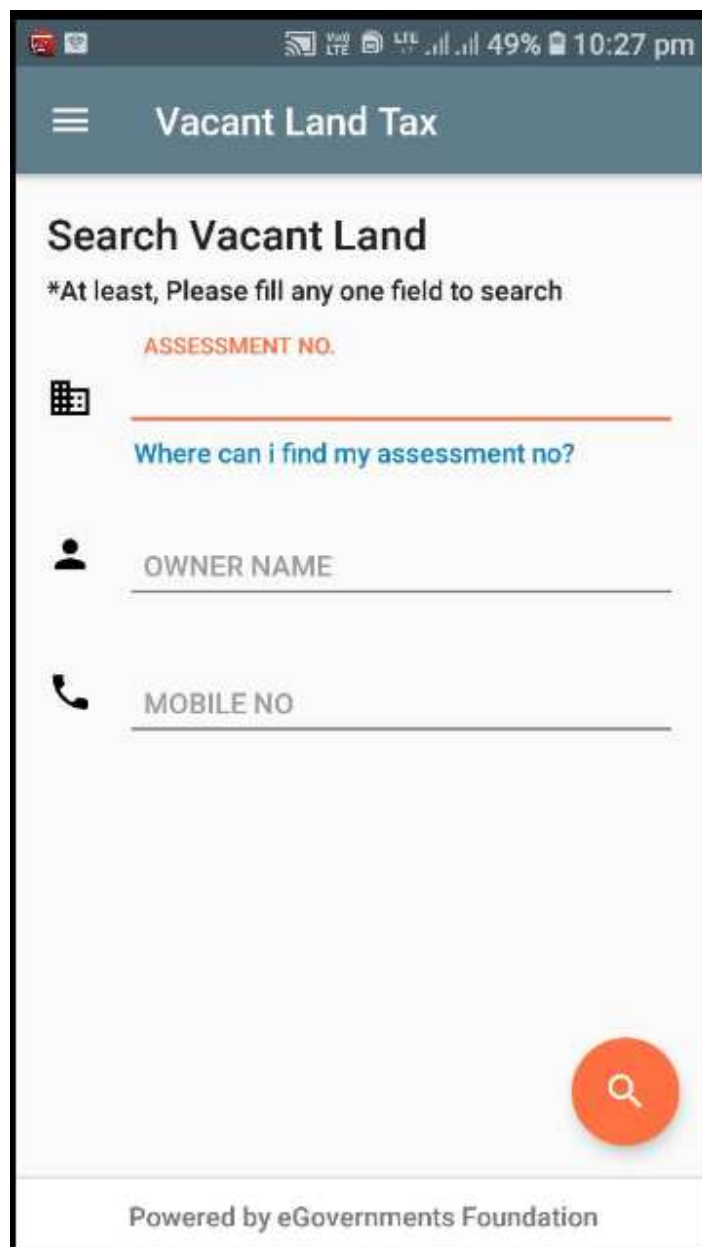
Vacant Land Tax

Puraseva enables a Vacant Land Tax feature to search and pay the Vacant land tax charges online by the Citizen.

To search and pay vacant land tax

1. On the homepage, tap on the Vacant Land tax the screen is shown in Figure 16

Figure 16: Vacant Land tax



The screenshot shows a mobile application interface for 'Vacant Land Tax'. At the top, there is a status bar with icons for signal, LTE, battery (49%), and time (10:27 pm). Below the status bar is a dark blue header with a hamburger menu icon and the text 'Vacant Land Tax'. The main content area has a white background with the title 'Search Vacant Land' and a note: '*At least, Please fill any one field to search'. There are three search fields, each with an icon to its left: 'ASSESSMENT NO.' with a calendar icon, 'OWNER NAME' with a person icon, and 'MOBILE NO' with a telephone icon. Each field has a horizontal line for text input. A blue link 'Where can i find my assessment no?' is positioned below the first field. At the bottom right, there is a red circular button with a white magnifying glass icon. At the very bottom, a footer reads 'Powered by eGovernments Foundation'.

2. Enter the Assessment number or Owner name or Mobile number or door number.
3. Click on the **search** icon to search the assessment details, the screen appears as shown in Figure 17

Figure 17 : view vacant land

View Property Tax

₹ 450	₹ 0
CURRENT TOTAL	CURRENT PENALTY
₹ 300	₹ 0

VIEW BREAKUPS

TOTAL
₹ 750

VIEW PAYMENT HISTORY

Payment Details

AMOUNT TO PAY*
750

MOBILE NO*
9700886855

EMAIL ADDRESS

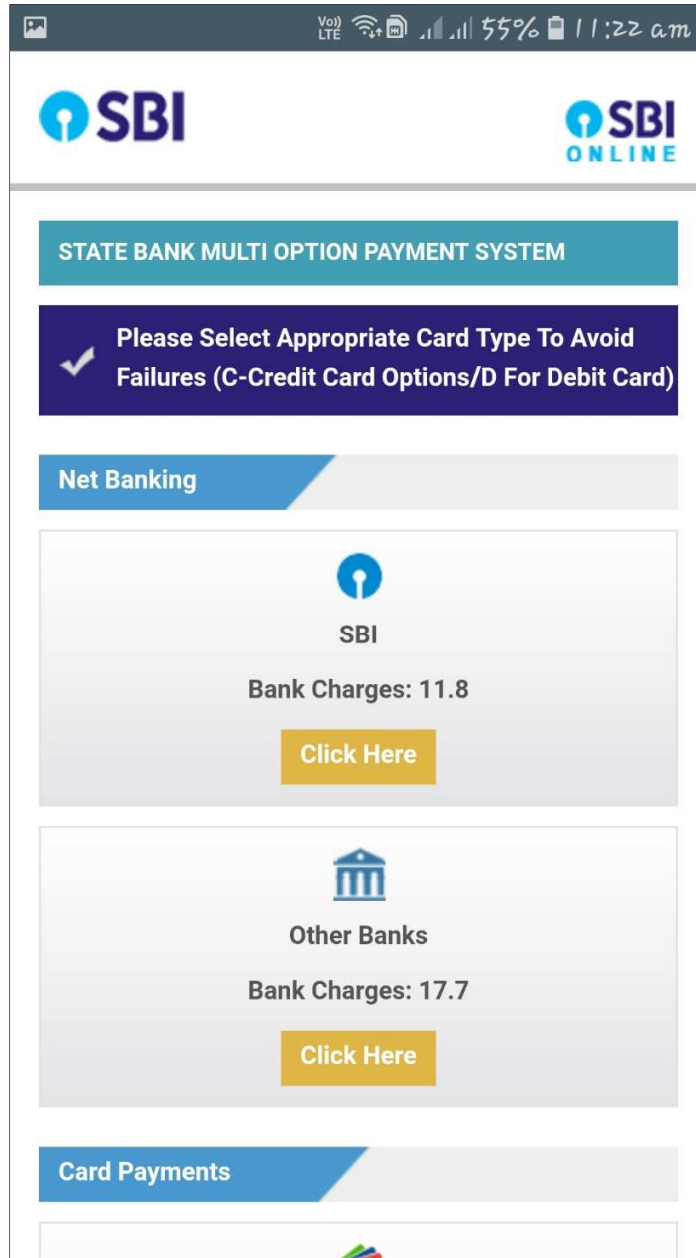
Pay using any Visa / Master (Debit / Credit) cards issued by any Bank.

PAY

Powered by eGovernments Foundation

4. Enter the email address and click on the **Pay** button, it redirects to the payment gateway page, the screen as shown in the figure 18

Figure 18 : Payment gateway page



5. Select the payment type and finish the payment. A pdf will be generated as a part of receipt for further reference.

Electrol Search

Puraseva enables an Electrol Search feature to search the voter ID online by the Citizen.

Figure 19 : Electrol search



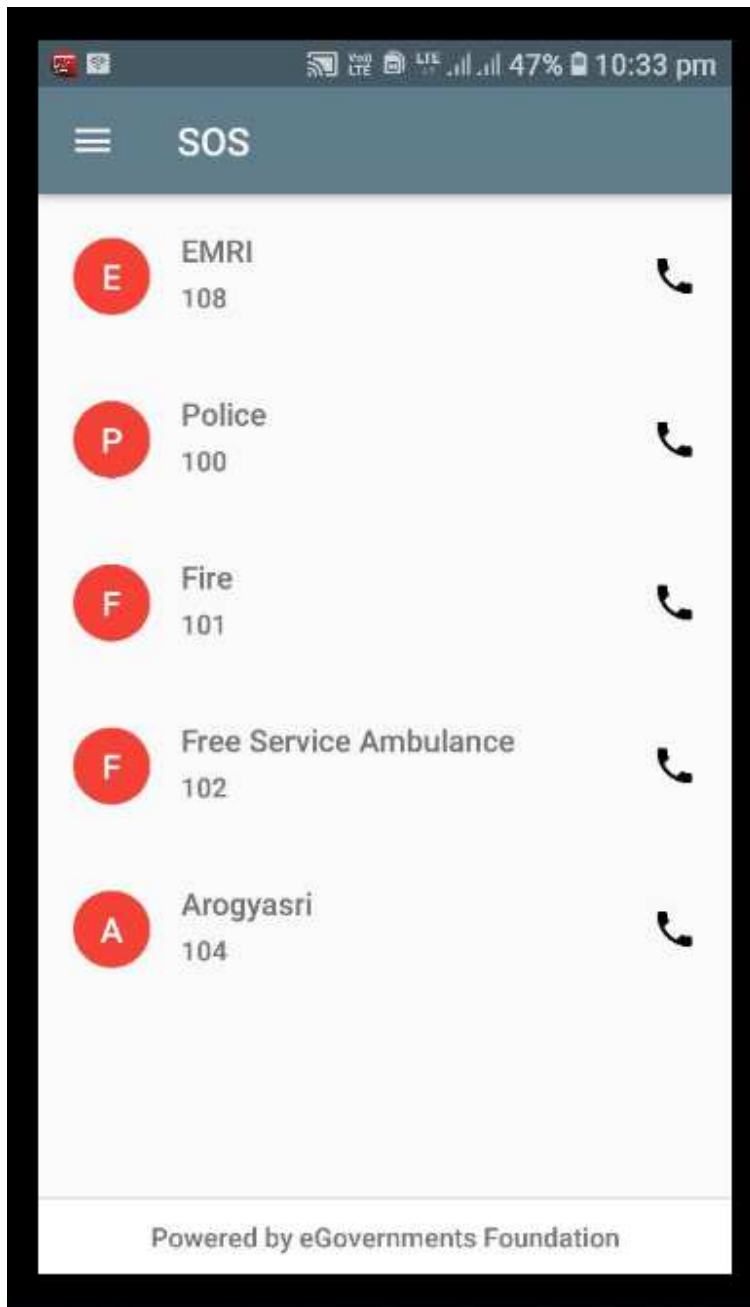
The screenshot shows a mobile application interface for 'Electrol Search'. At the top, there is a status bar with icons for signal, Wi-Fi, battery (47%), and time (10:32 pm). Below the status bar is a dark blue header with a hamburger menu icon and the text 'Electrol Search'. Underneath the header, there is a link 'ऑनलाइन आवेदन करें/Apply Online' and a link 'मदद/Help'. The main content area has two tabs: 'विवरण द्वारा खोज/Search by Details' (which is active) and 'पहचान-पत्र क्र. द्वारा खोज/Search by EPIC No.'. The 'विवरण द्वारा खोज/Search by Details' form contains the following fields: 'नाम/Name *' with a text input field containing 'Name (Required)'; 'पिता / पति का नाम (Father's/Husband's Name)' with a text input field containing 'Father's/Husband's name (Optional)'; a radio button selection for 'उम्र/Age' (selected) and 'जन्म तिथि/DoB'; a dropdown menu for 'Select Age from List'; and a dropdown menu for 'लिंग/Gender' with the text 'Select Gender from List'.

Enter the details as mentioned to search the name is registered or not in the electoral list

SOS

Puraseva enables a SOS feature that enables citizen to contact the emergency numbers online.

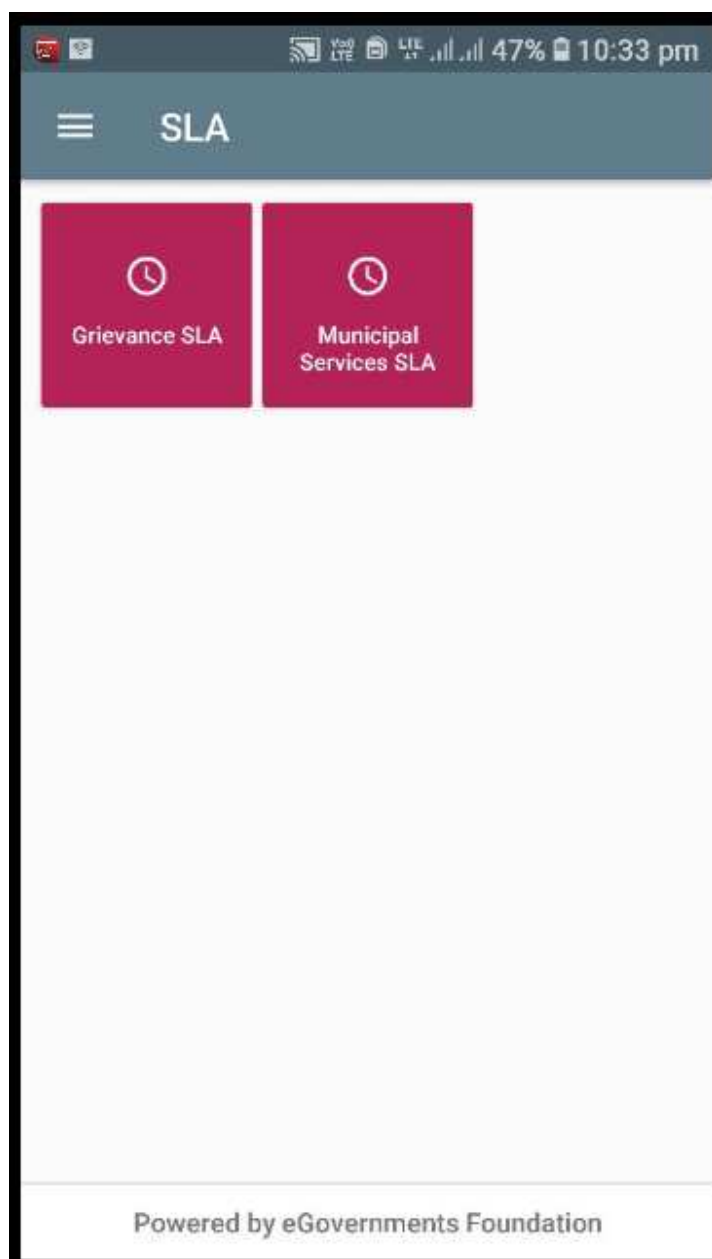
Figure20: SOS



SLA

Puraseva enables a SLA (Service level agreement) feature to check the service time taken to address complaints raised by the Citizen.

Figure21: SLA

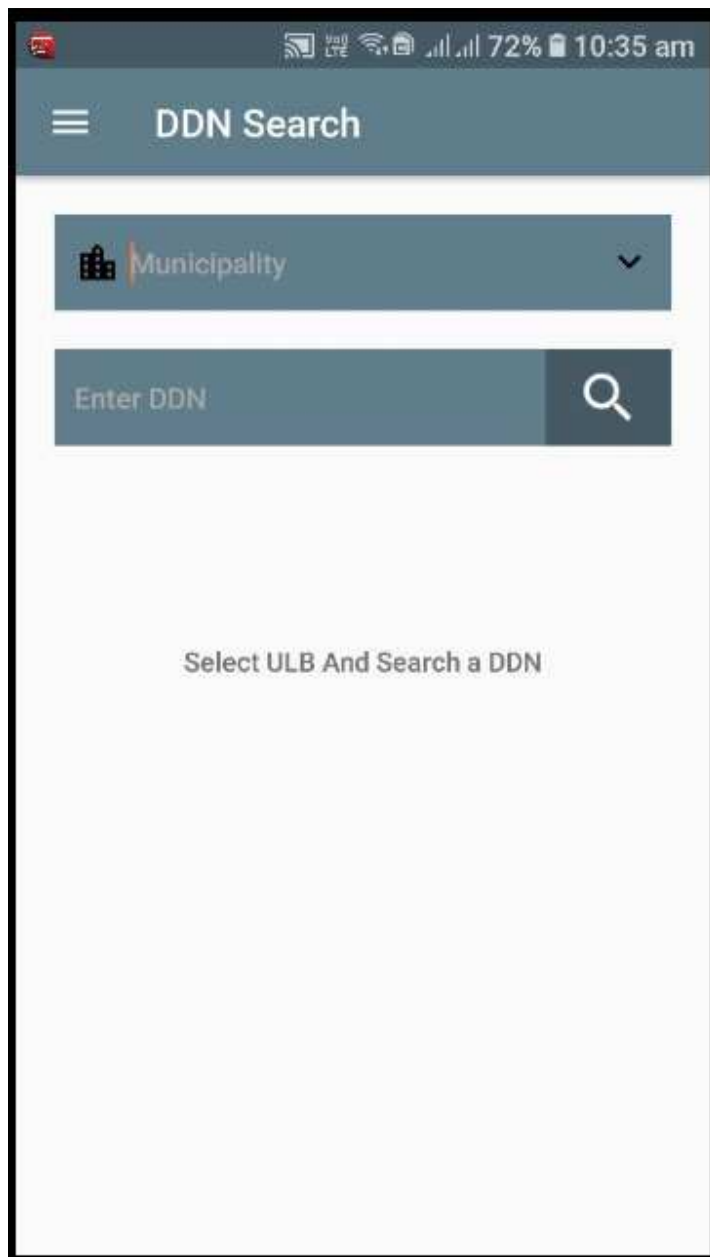


Download the PDF by clicking the Grievance SLA & Municipal Services SLA.

DDN Search

Puraseva enables a DDN Search feature to search the issued specific Digital Door number online by the Citizen.

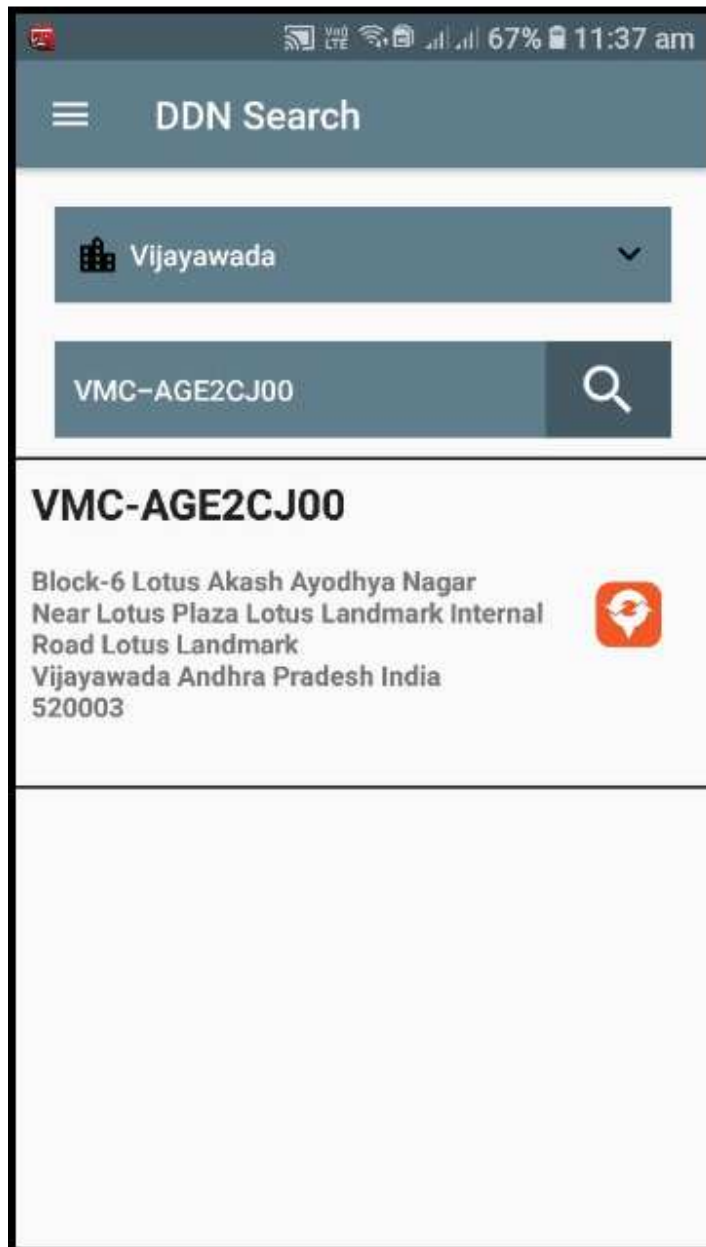
Figure22: DDN search



1. Select the Municipality from the dropdown

2. Enter the Digital Door Number(DDN) click on **search** button the screen appears as shown in the figure.

Figure23: DDN search results



THE END