MEESEVA USER MANUAL

FOR

"ENCUMBRANCE CERTIFICATE (CAT - A)"

By

Approval Authority

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Change Note History

Ref. No	Release Date	Version No.	Section No.	Page No.& Line No	Remarks
NA	NA	NA	NA	NA	NA

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ENCUMBRANCE CERTIFICATE (CAT - A)

1. INTRODUCTION:

1.1 About Encumbrance Certificate:

An encumbrance certificate is evidence that the property in question is free from any monetary and legal liabilities. It is to be obtained from the Registrar Office Concerned. Encumbrance certificate is the certificate issued by the Registrar of Properties pertaining to a particular piece of land about the transaction made during the period you apply for. If there was sale, mortgage, settlement, Will, Gift or other deeds etc., and the parties executed and beneficiaries, date of transaction, amount etc will be there for that period and can get history of transactions. To avail the Encumbrance Certificate Service, Citizen needs to apply through MeeSeva Franchise.

1.2 Service Details:

Table 1: Service Details

| Category Type	A
Department	Registration
Issuing Authority	SRO
User Charges	35/-
SLA	15 - 30 Min
Documents Required	NA

1.3 Abbreviations:

Table 2: Definitions

EC	Encumbrance Certificate
SRO	Sub Register officer
Kiosk	MeeSeva Kiosk Operators
SDC	State Data Center

2. WORK FLOW DIAGRAM:

The following is the Process flow diagrams by Kiosk Operator for placing citizen`s request for Encumbrance Certificate (CAT-A);
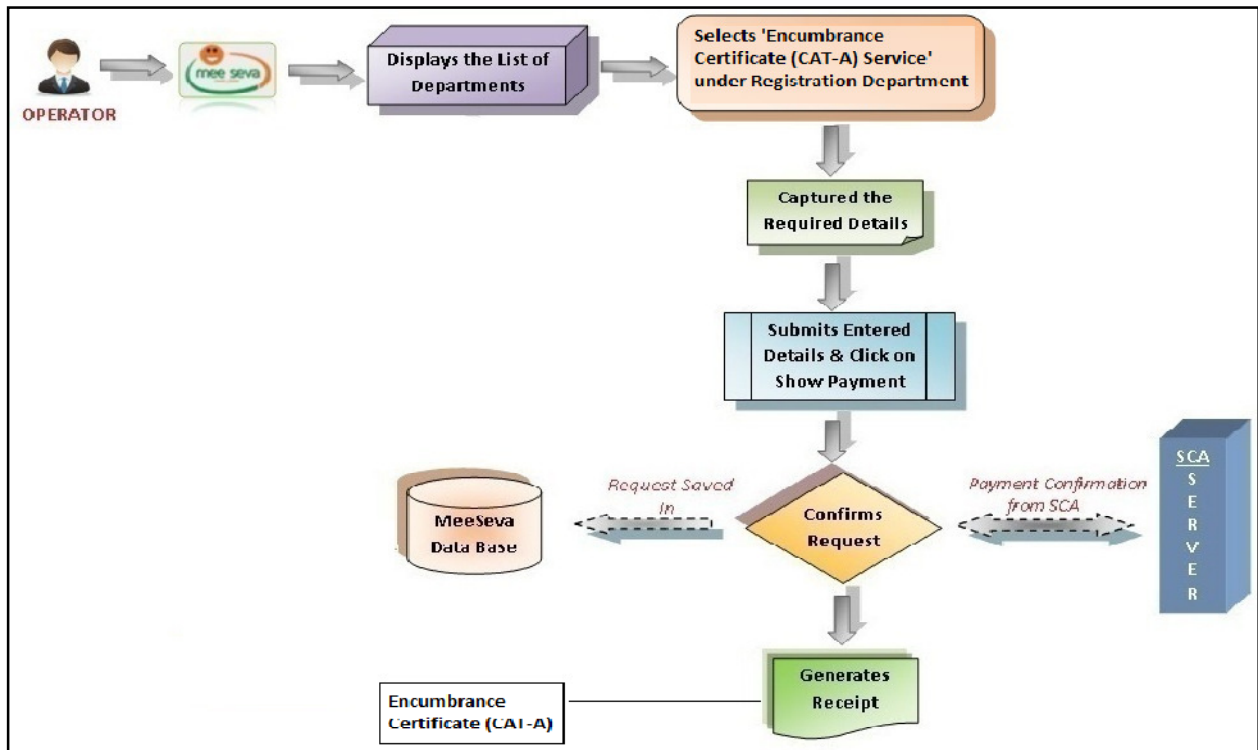
Diagrams 1: Work Flow Process by Kiosk Operator

3. PROCEDURE FOR APPLYING ENCUMBRANCE CERTIFICATE:

3.1 KIOSK PROCESS:

- Kiosk Operator login to SCA Portal with their secured credentials and click on MeeSeva Services link.
- Page will be re-directed to MeeSeva Portal, where list of Departments will be visible, where operator to select the required department for processing the Citizens request.
- Kiosk Operator selects 'Encumbrance Certificate (CAT - A) under Registration Department.
- The below mentioned is the Process at Kiosk operator for applying Encumbrance Certificate (CAT-A).

3.2 LIST OF DEPARTMENTS: (Selection)

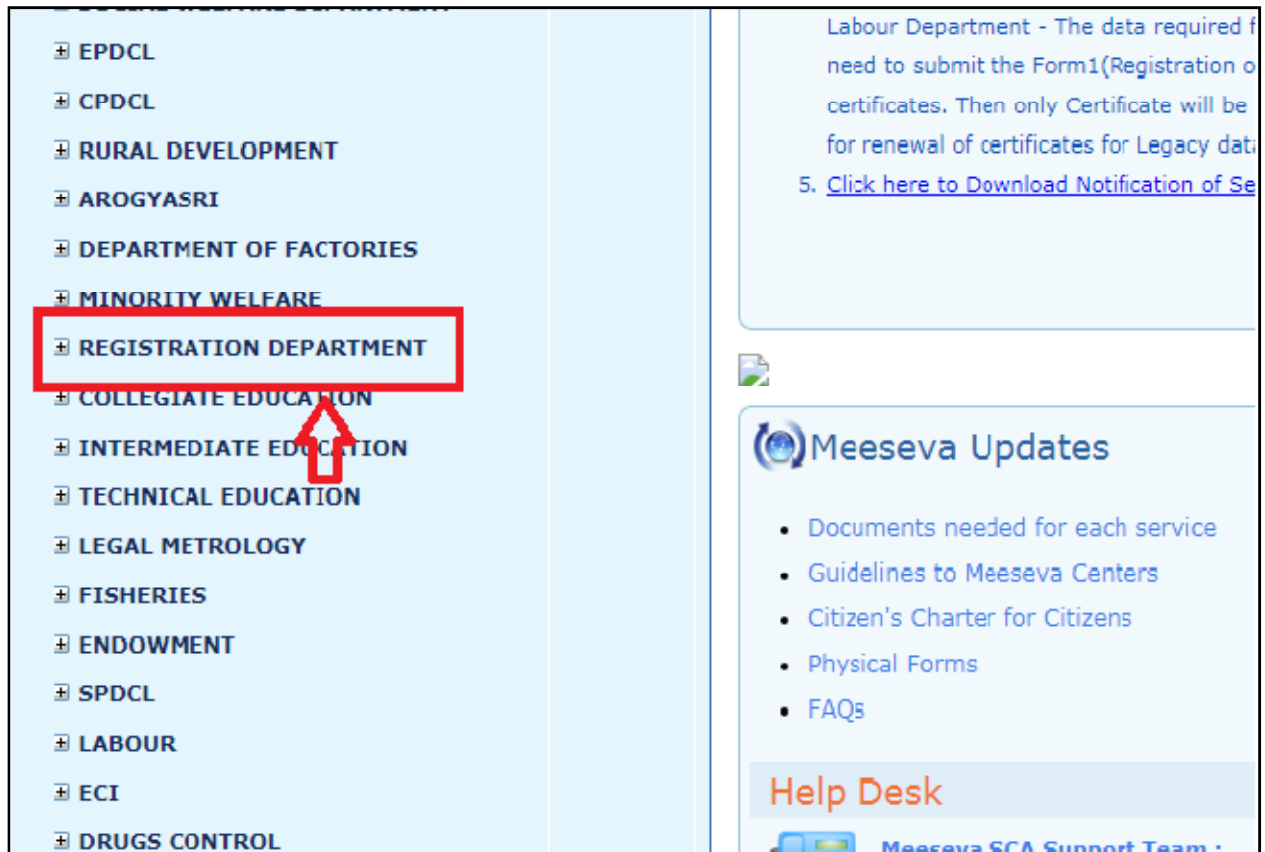After successful login, the list of Departments will be visible to Kiosk operator as shown in the below figure;

Figure 1: List of Departments

- Operator select the Respective Department **'Registration Department'** for applying Encumbrance Certificate.

3.3 SELECTION OF SERVICE:

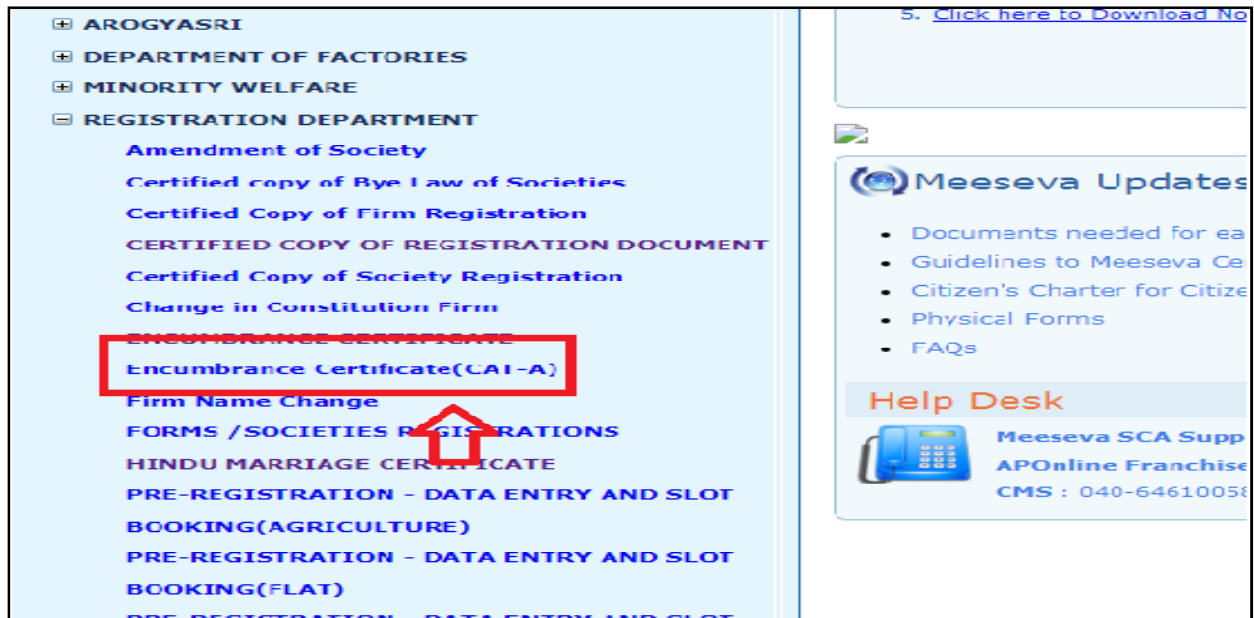Kiosk operator selects 'ENCUMBRANCE CERTIFICATE (CAT-A)' from list of Services as shown in below figure:

Figure 2: Select Encumbrance Certificate (CAT-A)

- Operator Selects **'Encumbrance Certificate (CAT-A)'** from list of Services under Registration Department.

3.4 APPLICATION FORM:

1. Encumbrance Certificate Application Form will be fetched from Sever as shown in below figure:

Figure 3: Encumbrance Certificate Application Form

- By click on Encumbrance Certificate (CAT-A) Link, application form will be fetced from Sever where Kiosk operator to Capture the Search Details for fetching the Documents.
- Documents Details will be dipslayed - where Operator to select/Capture with; Name of the District, Period From (DD/MM/YYYY), Select DRO, Period To (DD/MM/YYYY), Document Number, Document Year (year should be less than or equal to current year).

2. Operator to Capture the required Details and click on **'Get Documents'** as shown in below figure:

Figure 4: Click on Get Documents

- If Citizen is not having an Idea of SRO, a Provision is provided to kiosk operator to click on **'Find SRO'**.
- By click on it, the page will be re-directed to *Department of Registration & Stamps Portal* where Operator can find the SRO based on the District.
- Once the Details are Captured - Name of the District, Select SRO, Document Number, Document Year (year should be less than or equal to current year), Operator click on **'GET DOCUMENTS'**.

3.5 DOCUMENT DETAILS:

1. A pop up will be populated after click open 'Get Documents' as shown in below figure:

Figure 5: Click on Submit

- By click on Get Documents, a pop up will be populated with Document No., Reg Year (whcih was captured earlier).
- Operator click on **'SUBMIT'** for fetching the document Details.

2. Document details will be fetched form Server based on Doc No., & Reg Year as shown in the below figure:

Figure 6: Click on Post (for Posting Doc Details)

- Documemnt Details will be dipslayed with (Non Editable); SRO, SRO Jrdn, Colony, Flat No., Apartment, House No., Build Village, BVillage Alias, Plot NO., Sy.No., Agn Village, AVillAgis, Extent, BuiltUp Area.
- Once the Details are verified by Citizen & Kiok Operator, Operator click on **'POST'**.

3.6 APPLICATION FORM:

Kiosk Operator to capture the Details Once Citizen Details are Posted as shown in below figure:

Figure 7: EC Application Form (After posting Details)

- Once the Document Details are Posted, the page will be re-directed to Encumbrance Certificate (CAT-A) application form where Operator to Capture the required fields.
- *(*) marked fields are mandatory in the Application Form*.

3.7 APPLICANT DETAILS:

Operator to Capture the Applicant Details in Application form as shown in below figure:

Figure 8: Capture Applicant Details

- Applicant Details to be Captured with; Application Number (auto filled), Aadhaar Card No., Applicant Name*, Property Owner Name*
- If Aadhaar Details are availble in Server, A provison is provided to operator to capture **'Aadhaar Number'** & click **'Pre-Fill'** where applicant details will be auto-fetched.

3.8 PERMANENT ADDRESS DETAILS:

Operator to Capture the Applicant Permanent Address Details (in application form) as shown in below figure:

Figure 9: Capture Permanent Address Details

- Permanent Address Details to be Captured with; Door No., District*, Mandal*, Village/Ward*, Pin Code, Mobile*, Email, Delivery Type.
- **For Category A type Services, the Deliverty Type is Manual.**

3.9 PAYMENT DETAILS:

Once the application form is filled by operator, he/she to click on 'Show Payment' as shown in below figure:

Figure 10: Click on Show Payment

- Once by click on **'Show Payment'**, Payment particulars will be fetched from Server with; Challan Amount, User Charges, Service Charges.

3.10   SEARCH DOCUMENTS:

1. Operator to click on **'Search Documents'** for verifying the Documents as shown in below figure:

Figure 11: Click on Search Documents

2. By Click on **'Search Documents'**, Encumbrance Documents List will be fetched from Server as shown in below figure:

Figure 12: List of EC Documents

- Encumbrance Documets List will be displayed with; S.No., Select All (chekc Box), Application No.

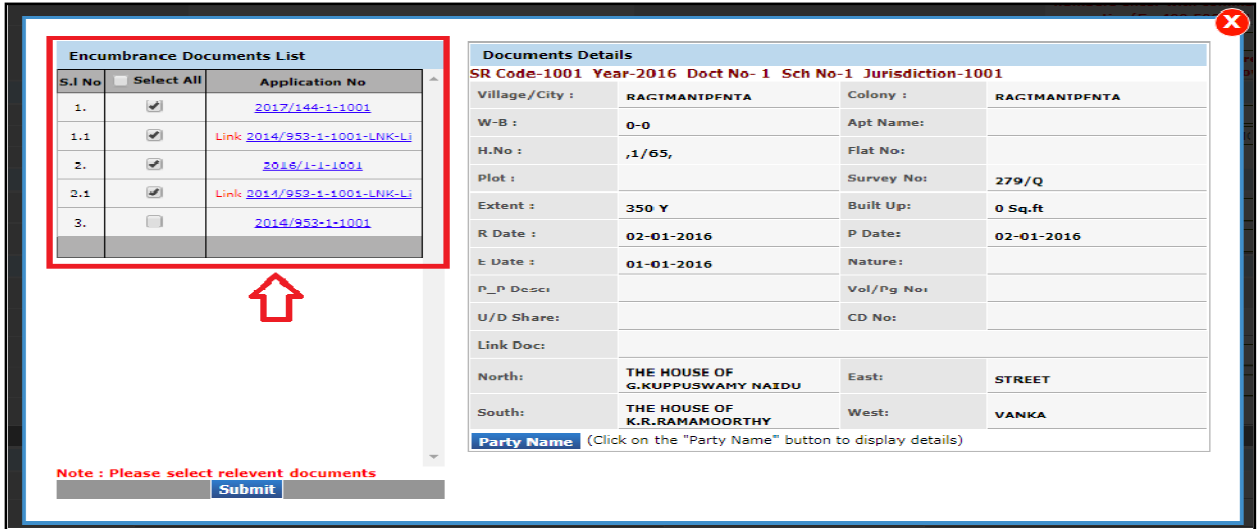**3.** Operator Select the list of Documents List as shown in below figure:

Figure 13: Selection of Document

- A Provision is Provided to Operator to Select Multiple Documents lists by click on Check Box.
- A Provison is provided to view the Document details, by click on required Application No.

3.11   SUBMISSION OF DETAILS:

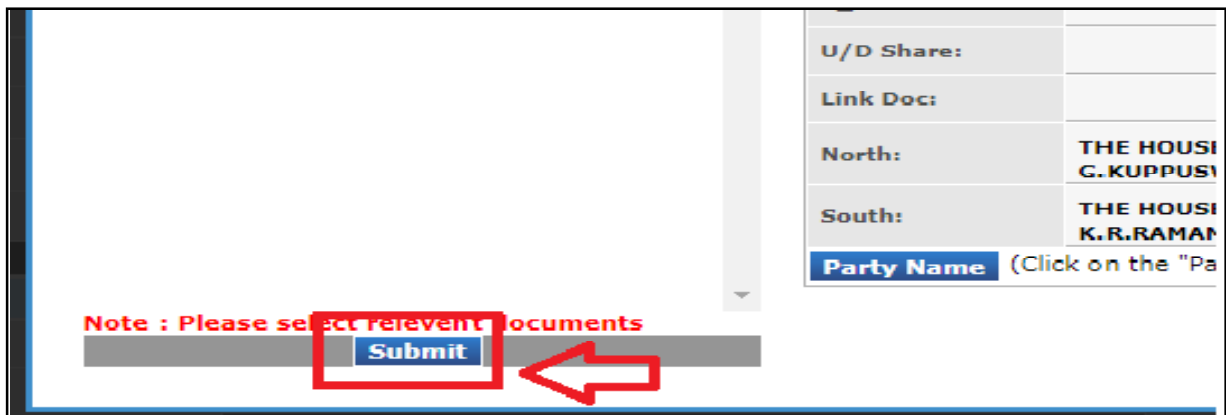**1.** Once the Details are Verified, operator click on **'SUBMIT'** as shown in below figure:

Figure 14: Click on Submit

- Operator click on **'SUBMIT'** after verifying the Encumbrance Certificate Documents List.
- By Click on Submit, the Page will be re-directed to Payment Particulars, which are to be collected from Citizen.

2. Operator click on **'Confirm Payment'** for confirming the Payment for Encumbrance Certificate as shown in below figure:

Figure 15: Click on Confirm Payment

- Once the fee Particulars are Collected from Citizen, Operator click on **'Confirm Payment'**.
- By Click on it, a new pop uip will be populated with Payment Mode selection.

3. Payment Mode Selection popup will be populated where operator to select the type as shown in below figure:

Figure 16: Click on Complete Payment

- Payment Mode Selection Details will be displayed with; Payment Mode, Total Amount, Grand Total.

- Operator to click on **'Complete Payment'** for Submission of request.

3.12   ACKNOWLEDGMENT RECEIPT:

Once the Payment is done, an acknowledgment Receipt will be generated as shown in below figure:

Figure 17: Acknowledgment Receipt

- Once the request is successfully inserted, an acknowledgment receipt will be generated from Server.
- Operator generates the print of the acknowledgment and handovers to CItizen.

3.13   ENCUMBRANCE CERTIFICATE:

Encumbrance Certificate Format is shown in below figure:

Figure 18: Encumbrance Certificate

- Operator genertaes the Certificate of EC by click on **'Print Cerificate'** in Acknowledgment Receipt.
- Print Certificate Label will be binded in Acknolwedgement Receipt.
- Operator generates the print of Encumbrance Certificate and handovers to Citizen.

4. <u>APPROVALS:</u>

Table 3: Approval Authorities

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