

User Manual for GAD

[General Administration Department]

[For CHOiCE centre]

CMC Limited



User Manual (GENERAL ADMINISTRATION DEPARTMENT), Release 1.0

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Preface

Purpose

The *User Manual* describes the basic functionality of General Administration Department (GAD) for the following services:

- *SC/ST Certificate.*
- *OBC (Other Backward Class) Certificate*
- *LOCAL RESIDENCE Certificate.*
- *INCOME Certificate.*

Audience

This *User Manual* is necessary for anyone working in GAD (General Administration department), be it the data providers or the data entry operators.

Prerequisites

This *User Manual* assumes that you are familiar with functionality of activities related to the GAD.

In addition to the above, the *User Manual* also assumes that

- **Data provider** is familiar with every functionality of GAD for ease of collection of data
- **Data Entry Operator** is familiar with the operational details of GAD in order to enter the data correctly

Applicability statement

This document describes the functionality of GAD.

Software/hardware Requirements

This section lists the software/hardware required for running GAD:

- Server End
- Sun Solaris on Sun Server
- Linux (For Thin Client)
- Jboss-Tomcat (ENS)
- Apache-Tomcat
- JDK
- ENS – Cell Phone/Fax/Email
- Netscape
- Digital Signature
- Oracle 8i Database on Sun Server
- Mithi

- Client End
- Thin Client or PC Client with Linux Red Hat 9.0 or Windows 2000, Window XP
- Biometric Device
- Smart Card Reader or IKEY
- Digital Signature
- Oracle Driver
- Mithi

Document usage description

This *User manual* is composed of the following chapters:

Chapter 1, Introduction

This chapter introduces *GAD (General Administration Department)*.

Chapter 2, Menus/Commands

This chapter explains each menu item of GAD and it's processes in brief and describes how the various functions are to be accessed.

Chapter 3, Instructions for using the screens

This chapter describes the stepwise instructions for using the services of (GAD).

Notational Conventions

Note these typographical conventions when reading this user manual.

Convention	Meaning
*	This shows the field is a mandatory field for GAD Application.
↓	⇩ This is for Drop Down List.
⊙	⊙ is used for Radio Buttons. Clicking in a circle will display dot inside the circle, this means that the data item is selected. If you do not want to select the data item, again click in a circle, dot will disappear; this means that data item is not selected now.
☑	☑ is used for check boxes. Check mark in a block denotes that the data item is selected, if you don't want to select the data item, click inside the block and leave the box blank.

Customer Support

We value and appreciate your comments as a user of the four services under GAD (General Administration Department) and reader of our manuals. If you would like to contact us, please write or e-mail or make phone call to us at the following address, phone number and e-mail id.

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CHAPTER

1**Introduction**

This chapter gives a brief overview of GAD Services.
There are four GAD Services.

1. SC/ST Certificate.
2. OBC (Other Backward Class) Certificate.
3. LOCAL RESIDENCE Certificate.
4. INCOME Certificate.

It describes the functionality of the process in brief.

What is SC/ST or OBC Certificate

- SC/ST or OBC certificate is a proof that a person is a member of Government recognized backward castes.
- SC/ST or OBC Certificate is needed if a person belongs to a caste or sub-caste, which is listed as a Scheduled Caste (SC) or Scheduled Tribe (ST) or Other Backward Class (OBC), and if the person wishes to take benefit from the reservation for that category by law.
- SC/ST or OBC certificate is needed in the following cases:
 - School admissions
 - College admissions
 - Competitive examinations
 - Scholarships
 - Employment in reserved category
 - Government subsidies
 - Housing and self-employment schemes
 - Allotment of house sites
 - Assignment (grant) of land
 - Election (as candidate)

SC/ST or OBC certificate is issued from the Collectorate for Urban cases and from SDO office for rural cases.

Overview

For getting SC/ST or OBC certificate applicant can apply at the choice center. Applicant must have the following eligibility criteria.

Scheduled Caste / Scheduled Tribe :-

- For S.C/S.T. certificate, the applicant (or at least one member of the family) must be the resident of the state from 1950 or before.
- For migration from one state to the other after 1950, the following conditions must be fulfilled -
 - The applicant must have the caste certificate of the previous state
 - The applicant's caste must also be present in the caste list of the migrated state.
 - The central government's instruction, mentioning that the applicant has been rehabilitated / forced to stay in the migrated state under central govt. scheme, is required.

Other Backward Class :-

- The applicant (or at least one member of the family) must be a resident of state from 1984 or before.
- The economic status (cremilayer / non-cremilayer) of the applicant is an important eligibility criterion for O.B.C. certificate. The applicant is considered for issuing caste certificate on the basis of the following cases -
 - The yearly family income of the applicant should not exceed Rs.2,00,000/- or more for the last three years.
 - The father of the applicant should not possess such amount of property, for which he has to pay the property tax.

The system will give tentative time duration for the delivery of the SC/ST or OBC certificate. The applicant can receive the Certificate from the choice center.

What is Local Residence Certificate

- Local Residence certificate is a proof that a person is a permanent resident of Chhattisgarh.
- It is required to sit for P.E.T (Pre-Engineering Test) / P.M.T (Pre-Medical Test) etc. This certificate can also be used as residence proof certificate required as an enclosure to apply for SC/ST certificate etc.

Overview

For getting Local Residence certificate applicant can apply at the choice center. Applicant must have the following eligibility criteria.

According to F-9-1/PS/2001/GAD/1-3, dated 19.04.2002, the basic eligibility criteria for applying for Local Residence Certificate are –

- i. (a) If the candidate is born in Chhattishgarh OR
- ii. If he/she OR -
 - (b) Anyone of his guardians, OR
- (c) his legal guardian (if nobody of his guardians are alive), has resided in Chhattishgarh for 15 years continuously, OR
- iii. If anyone of his guardians -
 - (a) is a state govt. servant
 - (b) is a central govt. servant in Chhattishgarh

- iv. (a) he himself, or,
(b) His guardian has any immovable property, industry or any trade in this state for the last five years.

Beside the above condition he/she must fulfill at least one condition given below:

- A. The candidate got his education from any educational institute of Chhattishgarh for at least 3 years, OR
- B. The candidate has passed the following examinations from any education Institution of Chhattishgarh, OR
- (1) He/She must have passed Higher Secondary examination or Class VIII examination, if the minimum educational qualification to enter any organization or govt. service is Graduation.
 - (2) He/She must have passed Class VIII examination, if the minimum educational qualification to enter any organization or govt. service is Higher Secondary or Equivalent.
 - (3) In other cases, class IV examination.

The system will give tentative time duration for the delivery of the local residence certificate. The applicant can receive the Certificate from the choice center.

What is Income Certificate

- Issue of income certificate is a proof of the exact amount earned by a person. It can be required for getting loan, some grants etc.
- The income certificate is valid for 3 years from the date of issue of the certificate.
- In case of increase or decrease of income of the certificate holder, the validity of the certificate will not exist. The certificate holder has to collect a separate income certificate.
- Income certificates are needed for the following purposes:
 - Subsidized allotment of housing sites by government.
 - Weaker sections' boarding Scholarships etc.
- Income certificates cannot be used for income tax purpose.

Overview

For getting Income certificate applicant can apply at the choice center. Applicant must have the following eligibility criteria.

- The applicant must be the resident of Chhattisgarh.

The system will give tentative time duration for the delivery of the income certificate. The applicant can receive the Certificate from the choice center.

CHAPTER

2**Menus/Commands**

This chapter lists down the purpose of all the menu and sub menu items of GAD for Choice Centre user.

The LogIn Screen

The user has to click the Continue button in the USERNAME/PASSWORD AUTHENTICATION and BIOMETRIC AUTHENTICATION screen to enter in the common menu screen. The user has to give his/her User Name, Password in the screen and Thumb Impression in the biometric device to authenticate him/her and log in into the common menu screen for CHOICE.

The Common Menu Screen

In this screen, the user can select any of the services under CHOICE, by clicking on the name of the services under General Administration Department (GAD) like SC/ST Certificate, OBC Certificate etc.

The GAD Menu Item

Menu for GAD services appears as:

SC/ST Certificate	Invokes all the sub menus for choice centre user under SC/ST Certificate
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Income Certificate	Invokes all the sub menus for choice centre user under Income Certificate
Local Residence Certificate	Invokes all the sub menus for choice centre user under Local Residence Certificate.
OBC Certificate	Invokes all the sub menus for choice centre user under OBC Certificate

The Sub Menu Items under SC/ST Certificate Menu

Details of the Sub Menus under SC/ST Certificate appear as

New Application	<ul style="list-style-type: none"> • This Process will be used when an applicant comes to submit an application for SC/ST Certificate. • After clicking the application menu item for SC/ST Certificate, the entry screen for application data will be displayed to the entry operator.
Query Status	<ul style="list-style-type: none"> • After clicking the query status menu item a screen will appear where the user can see the current status of any submitted application. The user can also enter some searching criteria (like application number, from date, to date, applicant's name) to locate the required application quickly.
Temporary SC/ST Certificate Printing	<ul style="list-style-type: none"> • After clicking this menu item, the details of approved applications will be displayed in tabular format. • The application details will be displayed user-wise i.e. an authority will be allowed to access only details of approved-applications under his/her authorization domain. • The user can click on the application number of any of the application detail, and then the certificate will be displayed on the screen. The user has to click on the print button to print the certificate.
Permanent SC/ST Certificate Printing	<ul style="list-style-type: none"> • After clicking this menu item, the details of approved applications will be displayed in tabular format. • The application details will be displayed user-wise i.e. an authority will be allowed to access only details of approved-applications under

	<p>his/her authorization domain.</p> <ul style="list-style-type: none"> The user can click on the application number of any of the application detail, and then the certificate will be displayed on the screen. The user has to click on the print button to print the certificate.
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The Sub Menu Items under Income Certificate Menu

Details of the Sub Menus under Income Certificate appear as

New Application	<ul style="list-style-type: none"> This Process will be used when an applicant comes to submit an application for Income Certificate. After clicking the application menu item for Income Certificate, the entry screen for application data will be displayed to the entry operator.
Query Status	<ul style="list-style-type: none"> After clicking the query status menu item a screen will appear where the user can see the current status of any submitted application. The user can also enter some searching criteria (like application number, from date, to date, applicant's name) to locate the required application quickly.
Certificate Printing	<ul style="list-style-type: none"> After clicking this menu item, the details of approved applications will be displayed in tabular format. The application details will be displayed user-wise i.e. an authority will be allowed to access only details of approved-applications under his/her authorization domain. The user can click on the application number of any of the application detail, and then the certificate will be displayed on the screen. The user has to click on the print button to print the certificate.

The Sub Menu Items under Local Residence Certificate Menu

Details of the Sub Menus under Local Residence Certificate appear as

New Application	<ul style="list-style-type: none"> • This Process will be used when an applicant comes to submit an application for Income Certificate. • After clicking the application menu item for Income Certificate, the entry screen for application data will be displayed to the entry operator.
Certificate Printing	<ul style="list-style-type: none"> • After clicking this menu item, the details of approved applications will be displayed in tabular format. • The application details will be displayed user-wise i.e. an authority will be allowed to access only details of approved-applications under his/her authorization domain. • The user can click on the application number of any of the application detail, and then the certificate will be displayed on the screen. The user has to click on the print button to print the certificate.
Status query of Local Resident Application	<ul style="list-style-type: none"> • After clicking the status query menu item a screen will appear where the user can see the current status of any submitted application. The user can also enter some searching criteria (like application number, from date, to date, applicant's name) to locate the required application quickly.

The Sub Menu Items under OBC Certificate Menu

Details of the Sub Menus under OBC Certificate appear as

New Application	<ul style="list-style-type: none"> • This Process will be used when an applicant comes to submit an application for OBC Certificate. • After clicking the application menu item for OBC Certificate, the entry screen for application data will be displayed to the entry operator.
Query Status	<ul style="list-style-type: none"> • After clicking the query status menu item a screen will appear where the user can see the current status of any submitted application. The user can also enter some searching

	<p>criteria (like application number, from date, to date, applicant's name) to locate the required application quickly.</p>
Temporary OBC Certificate Printing	<ul style="list-style-type: none"> • After clicking this menu item, the details of approved applications will be displayed in tabular format. • The application details will be displayed user-wise i.e. an authority will be allowed to access only details of approved-applications under his/her authorization domain. • The user can click on the application number of any of the application detail, and then the certificate will be displayed on the screen. The user has to click on the print button to print the certificate.
Permanent OBC Certificate Printing	<ul style="list-style-type: none"> • After clicking this menu item, the details of approved applications will be displayed in tabular format. • The application details will be displayed user-wise i.e. an authority will be allowed to access only details of approved-applications under his/her authorization domain. • The user can click on the application number of any of the application detail, and then the certificate will be displayed on the screen. The user has to click on the print button to print the certificate.

CHAPTER

3
**Instructions for using the
screens**

This chapter deals with the step wise instructions for using all the screens of the services under General Administration Department (GAD) for CHOiCE Centre user.

Instructions For Application in SC/ST Certificate

- After clicking the 'New Application' menu under 'SC/ST Certificate', a screen containing general instructions along with information about eligibility and fees will appear. This screen also contains two buttons named 'Application form' and 'Back'.
- The user has to click on the Application form button for entering into the application form screen. The user can see the keyboard layout for hindi language by pressing the 'Keyboard Layout' button which will also appear at the top right side of the application entry screen.
- All the fields marked with red coloured '*' are mandatory fields.
- Firstly, the user has to select the application location. For this, he/she has to click on the select button beside the Tahsil field. In the right side of the screen, a text field and a 'go' button will come. The user can either enter any tahsil name & click on the go button or only clicks on the go button to invoke the list of tahsil, sub-division and district (if the user supplies any tahsil name to the text field, the list will be populated based on that name). From this list the user has to select the required tahsil, then sub-division and district fields under application location will be automatically populated. For Raipur tahsil data is already populated, the user does not have to select any tahsil.
- In the general information part, the user has to enter data in the applicant name field. The user has to enter data in first name of the applicant (middle name & last name fields are not mandatory).
- Applicant's father's name is not mandatory, the user can left this fields blank if the applicant gives no data.
- In the candidate's details part, the user has to enter data in the candidate name field. The user has to enter data in first name of the candidate (middle name & last name fields are not mandatory).
- In the sex field, the user can check any one of the two radio buttons (male and female).
- In the date of birth field, the user can enter date, month and year in 'DD/MM/YYYY' format by only selecting from the list.
- The user has to click any of the three radio buttons for husband, father, and mother's name of the candidate for entering data in the field for husband/father/mother's name of the candidate. If the sex field is selected, as male then husband's name radio button will be disabled, otherwise all the three radio buttons will be enabled. Husband/father/mother's name is not mandatory, the user can left this field blank if the applicant gives no data.
- The user can select candidate's relation with applicant from the list available for this field.
- The user has to click on the select button beside the caste field (mandatory). In the right side of the screen, a text field and a 'go' button will come. The user can

- either enter any caste name & click on the go button or only clicks on the go button to invoke the list of caste/class serial no., caste name and category name (if the user supplies any caste name to the text field, the list will be populated based on that name). From this list the user has to select the required caste, then category and caste/class serial no. fields will be automatically populated.
- In the present and permanent address in the residential information section, the user can enter data in full address, P.O. box no. and pin code (as the fields are not mandatory, the user can left this field blank if the applicant gives no data). But he/she has to give either rural or urban address. For this the user has to select the address type (Rural or Urban) by clicking any of the radio buttons.
 - For 'Urban', an option will come to select the district name in the right side of the screen after clicking the select button beside the city field. Based on the given district name, a list of City will come. From this list the user has to select the required city. Then the user has to click on the select button beside the ward field to select the required mohalla or ward. A field for entering the name of the mohalla with a go button will appear in the right side of the screen for searching the wards based on the mohalla name. A list of ward along with its mohalla, city, tahsil, sub-division and district will come in the right side of the screen based on the previously selected city. Then the user has to select the required mohalla or ward. Based on the selected mohalla or ward, the tahsil, sub-division and district will be automatically populated.
 - For 'Rural', a list of search criteria will come to select a particular gram in the right side of the screen after clicking the select button beside the gram field. The user has to click on the select button beside the district field to invoke the list of districts. Then he/she has to select the required district name from the list. Then he/she has to click on the select button beside Tahsil field to invoke the list of tahsils situated in the district selected previously. Then he/she has to select the required tahsil name from the list. Then he/she has to click on the select button beside block field to invoke the list of blocks situated in the tahsil selected previously. Then he/she has to select the required block name from the list. Then he/she has to click on the select button beside gram panchayat field to invoke the list of gram panchayats situated in the block selected previously. Then he/she has to select the required gram panchayat name from the list. Then he/she has to click on the select button beside gram field to invoke the list of grams situated in the gram panchayat selected previously. Then he/she has to select the required gram name from the list. Based on the selected gram, the gram panchayat, patwari circle number, block, tahsil, sub-division and district fields will be automatically populated in the application form.

If the permanent address is same as the present address, user can click on the 'yes' radio button before entering the data for permanent address. All the data entered for present address will automatically be populated for permanent address.

- In the 'details before 1950' section, the user can enter data in village/city name, patwari circle number, tahsil, district, name of the head of the family residing at the given address on 10/08/1950 and relation of head of the family with the Applicant (can select from list). These fields are not mandatory.
- In the 'details after 1950' section, the user can enter year wise (starting year, end year) details of Address, where candidate / his Father / Mother / Guardian stayed after 1950. These fields are not mandatory.
- The user can select any of the two buttons (yes or no) for the field 'Does the candidate or candidate's father / mother / guardian own SC/ST certificate before preparing this application' .
- The user can also enter data in the field 'Details of any other certificate which proofs caste of the candidate (if any)' . This is not mandatory.
- In the correspondence details section, the user can enter data in phone number, mobile number, e-mail id, fax number. For postal address, a question is asked where the correspondence address is same as residential address. If the user clicks on 'yes' radio button, then he/she does not have to enter any postal address. But he/she has to enter the postal address in the 'please specify the correspondence address' field if he/she selects 'no' radio button.
- There are two buttons named 'Next (Age)' and 'Reset (Phir Se)' at the end of the first screen. If the user wants to delete all the entries he/she has made and to start again, he/she can click the 'Reset' button. If the user wants to go to the next screen, he/she has to click the 'Next' button.
- After clicking the 'Next' button, the errors (if any) will be displayed like mandatory fields are left blank, character value is inserted in numeric field etc. Until the screen will be error free, the user will not be able to go to the next screen.
- After entering all the required fields properly and clicking the 'Next' button, the same screen will appear in display mode with all the entered data and with two buttons named 'Edit (Sudharna)' & 'Continue (Sahamat)' at the top and bottom of the screen. If the user wants to change some field's value after seeing the whole screen, he/she has to click the 'Edit' button. Then all the fields will become editable. Otherwise the user can click the 'continue' button to go to the next screen.
- The next screen is for annexure entry. The required annexures will be automatically listed in this screen. The user has to click on the browse button beside every annexure in the list. Then he/she has to add the scanned image of the annexure from the respective folder displayed in the dialog box where he/she has previously saved the scanned images of the annexure after scanning. The user can also see the attached annexure by clicking the show image button.
- After adding the required annexures, the user has to press the submit button for going to the next screen. If any error (e.g. mandatory annexure is not attached

etc.) is found in this page, then the error will be shown after this. The user can also click the reset button if he/she wants to re-enter the annexures.

- The next screen is for payment information. The whole payment details like head wise payment description (like service charge, court fee stamp charge etc.), payment amount, quantity etc. will appear in a list. Here all the values will be displayed in non-editable mode. Total amount to be paid will also be displayed. The user has to only select the payment mode (cash or cheque or DD) from a list. If the payment mode is other than cash, then he/she has to enter value in cheque/demand draft no., cheque/demand draft issue date and bank/branch name.
- The user has to click the 'View Detail' for viewing the data entered in the application form and has to print the page by clicking the print button. As long as the user does not take the print, the submit button will not be enabled for saving the data into the database.
- After clicking the submit button, a question is asked whether the applicant has signed the print out of the application or not. The user has to press the 'OK' button to open the screen for digital signing.
- The user has to first enter his smart card in to the smart card reader and press the button 'start signing'. A small window will appear for entering the PIN for the smart card. After giving the PIN properly, the 'OK' button will be enabled. The user has to press the 'OK' button to save the information into the database.
- After this a message box is invoked saying that 'The data has been sending to the server, please wait...'. After pressing the 'OK' button, an acknowledgement will appear on the screen with the unique application reference number and other relevant details. The user has to click on the print button to print the acknowledgement.

**Instructions
For
Status Query of Application in
SC/ST certificate**

After clicking the status query menu item under SC/ST certificate, a screen will appear where the user can view the status of any application or more than one applications. The user can view the status of all application entered by clicking the search button or for viewing the status selectively, he/she can give data in the searching criteria (like application number, application date (from), application date (to), applicant's name and caste) and click on the search button and based on those searching criteria the current status of the application along with other information will be displayed like below:

Applicati on refer ence num ber	Appli catio n date	Candid ate's name	Applic ant's name	Caste	Catego ry	Applic ation Status	Reaso n	Rem arks	Due date

For entering data in the caste field as searching criterion, the user has to click on the select button beside this field, a window will open containing the list of castes. The user has to select any caste name from the list and click on ok.

**Instructions
For
Temporary SC/ST Certificate
Printing**

- After clicking the 'Temporary SC/ST Certificate Printing' menu under SC/ST certificate, a screen will appear for displaying the list of approved applications (by tahsildar) for printing the certificate in a tabular format.
- The tabular screen for displaying the approved applications has several columns like application number, application date, applicant's name, candidate's name, category and caste.
- The application details will be displayed user-wise i.e. an authority will be allowed to access only details of approved-applications under his/her authorization domain.
- The user has to click on the application number of any of the application detail, and a new screen will appear containing recipient's name and recipient's address fields. The user has to give data in these two fields and then has to click on the next button. Then the temporary certificate will be displayed on the screen. The user has to click on the print button to print the certificate. If he/she wants to go back to the previous screen, he/she can press the 'Back' button.

**Instructions
For
Permanent SC/ST Certificate
Printing**

- After clicking the 'Permanent SC/ST Certificate Printing' menu under SC/ST certificate, a screen will appear for displaying the list of approved applications (by SDM) for printing the certificate in a tabular format.
- The tabular screen for displaying the approved applications has several columns like application number, application date, applicant's name, candidate's name, category and caste.
- The application details will be displayed user-wise i.e. an authority will be allowed to access only details of approved-applications under his/her authorization domain.
- The user has to click on the application number of any of the application detail, and a new screen will appear containing recipient's name and recipient's address fields. The user has to give data in these two fields and then has to click on the next button. Then the permanent certificate will be displayed on the screen. The user has to click on the print button to print the certificate. If he/she wants to go back to the previous screen, he/she can press the 'Back' button.

Instructions For Application in Income Certificate

- After clicking the ‘New Application’ menu under ‘Income Certificate’, a screen containing general instructions along with information about eligibility and fees will appear. This screen also contains two buttons named ‘Application form’ and ‘Back’.
- The user has to click on the Application form button for entering into the application form screen. The user can see the keyboard layout for Hindi language by pressing the ‘Keyboard Layout’ button which will also appear at the top right side of the application entry screen.
- All the fields marked with red coloured ‘*’ are mandatory fields.
- In the general information part, the user has to enter data in the applicant name field. The user has to enter data in first name of the applicant (middle name & last name fields are not mandatory).
- The user has to enter data in the candidate name field. The user has to enter data in first name of the candidate (middle name & last name fields are not mandatory).
- In the sex field, the user can check any one of the two radio buttons (male and female).
- In the age field, the user has to enter numeric data, as it is a mandatory field.
- The user has to click any of the three radio buttons for husband, father, and mother’ s name of the candidate for entering data in the field for husband/father/mother’ s name of the candidate. If the sex field is selected as male then husband’ s name radio button will be disabled, otherwise all the three radio buttons will be enabled. Husband/father/mother’ s name is not mandatory, the user can left this field blank if the applicant gives no data.
- The user has to click on the select button beside the caste field (mandatory). In the right side of the screen, a text field and a ‘go’ button will come. The user can either enter any caste name & click on the go button or only clicks on the go button to invoke the list of caste name and category name (if the user supplies any caste name to the text field, the list will be populated based that name). From this list the user has to select the required caste, then category and caste/class serial no. fields will be automatically populated.
- In the residential address section, the user can enter data in full address, P.O. box no. and pin code (as the fields are not mandatory, the user can left this field blank if the applicant gives no data). But he/she has to give either rural or urban address. For this the user has to select the address type (Rural or Urban) by clicking any of the radio buttons.
 - For ‘Urban’, the list of mahalla, ward no., ward name, city, tahsil will come in the right side of the screen after clicking the select button beside the ward field. Then the user has to select the required ward. Based on the selected ward, city, tahsil, sub-division and district will be automatically populated.
 - For ‘Rural’, a text field and a ‘go’ button will come in the right side of the screen after clicking the select button beside the gram field along with three list boxes like district, sub-division and tahsil. The user has to first

select the district name, sub-division name and tahsil name. Then he/she can either enter any initial letters of gram name & click on the go button or only clicks on the go button to invoke the list of grams along with its patwari circle number, gram panchayat, block, tahsil, sub-division and district (if the user supplies any any initial letters of gram name to the text field, the list will be populated based that letters). From this list the user has to select the required gram. Based on the selected gram, the gram panchayat, patwari circle number, block, tahsil, sub-division and district will be automatically populated.

- In the 'Income details' section, the user has to click on the select button beside the profession field for entering data in this field. A list of profession will appear in the right side of the screen. The user has to select the required profession name from the list.
- In the same section, the user has to enter the annual income in rupees. This is a mandatory field.
- The user has to select any reason for the requirement of the income certificate list, which will appear in the right side of the screen after clicking on the select button beside the 'why the certificate is required' field.
- In the correspondence details section, the user can enter data in phone number, mobile number, e-mail id, fax number. For postal address, a question is asked where the correspondence address is same as residential address. If the user clicks on 'yes' radio button, then he/she does not have to enter any postal address. But he/she has to enter the postal address in the 'please specify' field if he/she selects 'no' radio button.
- The user should enter the delivery details section. He/she has to select the delivery mode (kiosk or courier) from the list. If he/she selects kiosk then delivery address part will be disabled. Otherwise, for delivery address, a question is asked whether the delivery address is same as residential address or not. If the user clicks on 'yes' radio button, then he/she does not have to enter any delivery address. But he/she has to enter the delivery address in the 'please specify' field if he/she selects 'no' radio button.
- There are two buttons named 'next' and 'reset' at the end of the first screen. If the user wants to delete all the entries he/she made and to start again, he/she can click the 'reset' button. If the user wants to go to the next screen, he/she has to click the 'next' button.
- There are two buttons named 'Next (Age)' and 'Reset (Phir Se)' at the end of the first screen. If the user wants to delete all the entries he/she has made and to start again, he/she can click the 'Reset' button. If the user wants to go to the next screen, he/she has to click the 'Next' button.
- After clicking the 'Next' button, the errors (if any) will be displayed like mandatory fields are left blank, character value is inserted in numeric field etc. Until the screen will be error free, the user will not be able to go to the next screen.

- After entering all the required fields properly and clicking the 'Next' button, the same screen will appear in display mode with all the entered data and with two buttons named 'Edit (Sudharna)' & 'Continue (Sahamat)' at the top and bottom of the screen. If the user wants to change some field's value after seeing the whole screen, he/she has to click the 'Edit' button. Then all the fields will become editable. Otherwise the user can click the 'continue' button to go to the next screen.
- The next screen is for annexure entry. The required annexures will be automatically listed in this screen. The user has to click on the browse button beside every annexure in the list. Then he/she has to add the scanned image of the annexure from the respective folder displayed in the dialog box where he/she has previously saved the scanned images of the annexure after scanning. The user can also see the attached annexure by clicking the show image button.
- After adding the required annexures, the user has to press the submit button for going to the next screen. If any error (e.g. mandatory annexure is not attached etc.) is found in this page, then the error will be shown after this. The user can also click the reset button if he/she wants to re-enter the annexures.
- The next screen is for payment information. The whole payment details like head wise payment description (like service charge, court fee stamp charge etc.), payment amount, quantity etc. will appear in a list. Here all the values will be displayed in non-editable mode. Total amount to be paid will also be displayed. The user has to only select the payment mode (cash or cheque or DD) from a list. If the payment mode is other than cash, then he/she has to enter value in cheque/demand draft no., cheque/demand draft issue date and bank/branch name.
- The user has to click the 'View Detail (bibaran dekhe)' for viewing the data entered in the application form and has to print the page by clicking the print button. As long as the user does not take the print, the submit (darj kare) button will not be enabled for saving the data into the database.
- After clicking the submit button, a question is asked whether the applicant has signed the print out of the application or not. The user has to press the 'OK' button to open the screen for digital signing.
- The user has to first enter his smart card in to the smart card reader and press the button 'start signing'. A small window will appear for entering the PIN for the smart card. After giving the PIN properly, the 'OK' button will be enabled. The user has to press the 'OK' button to save the information into the database.
- After this a message box is invoked saying that 'The data has been sending to the server, please wait...'. After pressing the 'OK' button, an acknowledgement will appear on the screen with the unique application reference number and other relevant details. The user has to click on the print button to print the acknowledgement.

**Instructions
For
Status Query of Application in
Income certificate**

After clicking the status query menu item under Income certificate, a screen will appear where the user can view the status of any application or more than one applications. The user can view the status of all application entered by clicking the search button or for viewing the status selectively, he/she can give data in the searching criteria (like application reference number, application date (from), application date (to), applicant's name and candidate's name) and click on the search button and based on those searching criteria the current status of the application along with other information will be displayed like below:

Application reference number	Application date	Applicant's name	Application Status	Due date

Instructions For Income Certificate Printing

- After clicking the 'Certificate Printing' menu under Income certificate, a screen will appear for displaying the list of approved applications for printing the certificate in a tabular format along with some searching criteria like application reference number, application from date, application to date and applicant's name.
- The tabular screen for displaying the approved applications has several columns like application number, application date, applicant's name, application status, due date.
- The user has to enter data in the receiver's name and click on the search button to display the list of approved applications. He/she can enter data in all/some of the searching criteria to display records selectively.
- The application details will be displayed user-wise i.e. an authority will be allowed to access only details of approved-applications under his/her authorization domain.
- The user has to click on the application number of any of the application detail, and then the certificate will be displayed on the screen. The user has to click on the print button to print the certificate. If he/she wants to go back to the previous screen, he/she can press the 'Back' button.

**Instructions
For
Application in Local Residence
Certificate**

- After clicking the 'New Application' menu under 'Local Residence Certificate', a screen containing general instructions along with information about eligibility and fees will appear. This screen also contains two buttons named 'Application form' and 'Back'.
- The user has to click on the Application form button for entering into the application form screen. The user can see the keyboard layout for Hindi language by pressing the 'Keyboard Layout' button which will also appear at the top right side of the application entry screen.
- All the fields marked with red coloured '*' are mandatory fields.
- Firstly, the user has to select the application location. For this, he/she has to click on the select button beside the Tahsil field. In the right side of the screen, a text field and a 'go' button will come. The user can either enter any tahsil name & click on the go button or only clicks on the go button to invoke the list of tahsil, sub-division and district (if the user supplies any tahsil name to the text field, the list will be populated based on that name). From this list the user has to select the required tahsil, then sub-division and district fields under application location will be automatically populated. For Raipur tahsil data is already populated, the user does not have to select any tahsil.
- In the general information part, the user has to enter data in the applicant name field. The user has to enter data in first name of the applicant (middle name & last name fields are not mandatory).
- Applicant's father's name is not mandatory, the user can left this fields blank if the applicant gives no data.
- If applicant's name and candidate's name is similar, then the user has to only click the yes radio button. The applicant's name will be automatically populated in the candidate's name field. If the user selects the no, then he/she has to enter data in the candidate's name field. The user has to enter data in first name of the candidate (middle name & last name fields are not mandatory).
- In the sex field, the user can check any one of the two radio buttons (male and female).
- In the candidate date of birth field, the user has to enter date, month and year in 'DD/MM/YYYY' format by only selecting from the list. This is a mandatory field.
- The user has to click any of the three radio buttons for husband, father, and mother's name of the candidate for entering data in the field for husband/father/mother's name of the candidate. If the sex field is selected as male then husband's name radio button will be disabled, otherwise all the three radio buttons will be enabled. Husband/father/mother's name is not mandatory, the user can left this field blank if the applicant gives no data.

- For entering data in 'Profession of the candidate's father' field, the user can press the select button beside the field 'Profession of the candidate's father'. In the right side of the screen, a list of profession will come. From this list the user can select the required profession name.
- Birth place of candidate field is not mandatory, the user can left this fields blank if the applicant gives no data.
- In the residential information section, the user can enter data in full address, P.O. box no. and pin code (as the fields are not mandatory, the user can left this field blank if the applicant gives no data). But he/she has to give either rural or urban address. For this the user has to select the address type (Rural or Urban) by clicking any of the radio buttons.
 - For 'Urban', an option will come to select the district name in the right side of the screen after clicking the select button beside the city field. Based on the given district name, a list of City will come. From this list the user has to select the required city. Then the user has to click on the select button beside the ward field to select the required mohalla or ward. A field for entering the name of the mohalla with a go button will appear in the right side of the screen for searching the wards based on the mohalla name. A list of ward along with its mohalla, city, tahsil, sub-division and district will come in the right side of the screen based on the previously selected city. Then the user has to select the required mohalla or ward. Based on the selected mohalla or ward, the tahsil, sub-division and district will be automatically populated. For police station, the user has to click on the select button beside the police station field. A list of police stations will come in the right side of the screen based on the previously selected city. Then the user has to select the required police station name.
 - For 'Rural', a list of search criteria will come to select a particular gram in the right side of the screen after clicking the select button beside the gram field. The user has to click on the select button beside the district field to invoke the list of districts. Then he/she has to select the required district name from the list. Then he/she has to click on the select button beside Tahsil field to invoke the list of tahsils situated in the district selected previously. Then he/she has to select the required tahsil name from the list. Then he/she has to click on the select button beside block field to invoke the list of blocks situated in the tahsil selected previously. Then he/she has to select the required block name from the list. Then he/she has to click on the select button beside gram panchayat field to invoke the list of gram panchayats situated in the block selected previously. Then he/she has to select the required gram panchayat name from the list. Then he/she has to click on the select button beside gram field to invoke the list of grams situated in the gram panchayat selected previously. Then he/she has to select the required gram name from the list. Based on the selected gram, the gram panchayat, patwari circle number,

block, tahsil, sub-division and district fields will be automatically populated in the application form.

- In the 'Details of Places where Candidate Resided after Birth' sub section of the 'Details of location, profession and education' section, the user has to give details of place of birth year wise (from year & to year). This sub section is mandatory.
- In the 'Details of Professions and Places of Work' sub section of the 'Details of location, profession and education' section, the user can give details of place of work profession wise & year wise (from year & to year). This sub section is not mandatory.
- In the 'To what extent Educated and Details of Places of Education' sub section of the 'Details of location, profession and education' section, the user can give details of places of education, education level wise (To what extent educated). These sub section is not mandatory.
- For entering data in the field 'Candidate's is Local Resident of which District', a text field and a 'go' button will come in the right side of the screen after clicking the select button beside the 'Candidate's is Local Resident of which District' field. The user can either enter any initial letters of district name & click on the go button or only clicks on the go button to invoke the list of districts (if the user supplies any initial letters of district name to the text field, the list will be populated based that letters). From this list the user has to select the required district. This field is mandatory.
- The user has to enter in the field 'Since when (year) candidate is in that district', as this is mandatory.
- In the other details section, the user has to select any of the two radio buttons (yes & no) for the field 'Is Candidate's Name Enlisted in Voter's List?'.
- In the 'reason for certificate' and 'any other reason', the user can enter data if applicant gives data. They are not mandatory.
- In the correspondence details section, the user can enter data in phone number, mobile number, e-mail id, fax number. For postal address, a question is asked where the correspondence address is same as residential address. If the user clicks on 'yes' radio button, then he/she does not have to enter any postal address. But he/she has to enter the postal address in the 'please specify' field if he/she selects 'no' radio button.
- There are two buttons named 'next (age)' and 'reset (phir se)' at the end of the first screen. If the user wants to delete all the entries he/she made and to start again, he/she can click the 'reset' button. If the user wants to go to the next screen, he/she has to click the 'next' button.
- After clicking the 'next' button, the errors (if any) will be displayed like mandatory fields are left blank, character value is inserted in numeric field etc.

Until the screen will be error free, the user will not be able to go to the next screen.

- After entering all the required fields properly and clicking the 'next' button, the same screen will appear in display mode with all the entered data and with two buttons named 'edit (shudharna)' & 'continue (age)' at the top the screen. If the user wants to change some field's value after seeing the whole screen, he/she has to click the 'edit' button. Then all the fields will become editable. Otherwise the user can click the 'continue' button to go to the next screen.
- After clicking the continue button, a new page will appear displaying all the data entered in the application form and the user can print the page by clicking the print button. Or he/she can click on the close button to close the page.
- The next screen is for annexure entry. The required annexures will be automatically listed in this screen. The user has to click on the browse button beside every annexure in the list. Then he/she has to add the scanned image of the annexure from the respective folder in the dialog box where he/she has previously saved the scanned images of the annexure after scanning. The user can also see the attached annexure by clicking the show image button.
- After adding the required annexures, the user has to press the submit button for going to the next screen. If any error (e.g. mandatory annexure is not attached etc.) is found in this page, then the error will be shown after this. The user can also click the reset button if he/she wants to re-enter the annexures.
- The next screen is for payment information. The whole payment details like head wise payment description (like service charge, court fees etc.), payment amount, quantity etc. will appear in a list. Here all the values will be displayed in non-editable mode. Total amount to be paid will also be displayed. The user has to only select the payment mode (cash or cheque or DD) from a list. If the payment mode is other than cash, then he/she has to enter value in cheque/demand draft no., cheque/demand draft issue date and bank/branch name.
- Then the user has to click on the submit button to save the entered data into the database. After clicking the submit button, a question is asked whether the applicant has signed the print out of the application or not. The user has to press the 'OK' button to open the screen for digital signing.
- The user has to first enter his smart card into the smart card reader and press the button 'start signing'. A small window will appear for entering the PIN for the smart card. After giving the PIN properly, the 'OK' button will be enabled. The user has to press the 'OK' button to save the information into the database.
- After this, a message box is invoked saying that 'The data has been sending to the server, please wait...'. After pressing the 'OK' button, an acknowledgement will appear on the screen with the unique application reference number and other relevant details. The user has to click on the print button to print the acknowledgement.

Instructions For Local Residence Certificate Printing

- After clicking the 'Certificate Printing' menu under Local Residence certificate, a screen will appear for displaying the list of approved applications for printing the certificate in a tabular format.
- The tabular screen for displaying the approved applications has several columns like application reference number, application date, applicant's name.
- The application details will be displayed user-wise i.e. an authority will be allowed to access only details of approved-applications under his/her authorization domain.
- The user has to enter data in the receiver's name and click on the application number of any of the application detail, and then the certificate will be displayed on the screen. The user has to click on the print button to print the certificate. If he/she wants to go back to the previous screen, he/she can press the 'Back' button.

**Instructions
For
Status Query of Application in
Local Residence certificate**

After clicking the status query menu item under local residence certificate, a screen will appear where the user can view the status of any application or more than one applications. The user can view the status of all application entered by clicking the search button or for viewing the status selectively, he/she can give data in the searching criteria (like application reference number, application date (from), application date (to), applicant' s name and candidate' s name) and click on the search button and based on those searching criteria the current status of the application along with other information will be displayed like below:

Applicati on refer ence num ber	Appli catio n date	Applicant' s name	Candidate 's name	Applicatio n Status	Remar ks	Reason for user consideratio n or rejection	Due date

Instructions For Application in OBC Certificate

- After clicking the 'New Application' menu under 'OBC Certificate', a screen containing general instructions along with information about eligibility and fees will appear. This screen also contains two buttons named 'Application form' and 'Back'.
- The user has to click on the Application form button for entering into the application form screen. The user can see the keyboard layout for Hindi language by pressing the 'Keyboard Layout' button which will also appear at the top right side of the application entry screen.
- All the fields marked with red coloured '*' are mandatory fields.
- Firstly, the user has to select the application location. For this, he/she has to click on the select button beside the Tahsil field. In the right side of the screen, a text field and a 'go' button will come. The user can either enter any tahsil name & click on the go button or only clicks on the go button to invoke the list of tahsil, sub-division and district (if the user supplies any tahsil name to the text field, the list will be populated based on that name). From this list the user has to select the required tahsil, then sub-division and district fields under application location will be automatically populated. For Raipur tahsil data is already populated, the user does not have to select any tahsil.
- In the general information part, the user has to enter data in the applicant name field. The user has to enter data in first name of the applicant (middle name & last name fields are not mandatory).
- Applicant's father's name, mother's name and husband's name are not mandatory, the user can left these fields blank if the applicant gives no data.
- In the candidate's details part, the user has to enter data in the candidate name field. The user has to enter data in first name of the candidate (middle name & last name fields are not mandatory).
- In the sex field, the user can check any one of the two radio buttons (male and female).
- In the date of birth field, the user can enter date, month and year in 'DD/MM/YYYY' format by only selecting from the list.
- The user has to click any of the three radio buttons for husband, father, and mother's name of the candidate for entering data in the field for husband/father/mother's name of the candidate. If the sex field is selected, as male then husband's name radio button will be disabled, otherwise all the three radio buttons will be enabled. Husband/father/mother's name is not mandatory, the user can left this field blank if the applicant gives no data.
- The user can select candidate's relation with applicant from the list available for this field.
- The user has to click on the select button beside the caste field (mandatory). In the right side of the screen, a text field and a 'go' button will come. The user can

- either enter any caste name & click on the go button or only clicks on the go button to invoke the list of caste/class serial no., caste name and category name (if the user supplies any caste name to the text field, the list will be populated based on that name). From this list the user has to select the required caste, then category and caste/class serial no. fields will be automatically populated.
- In the present and permanent address in the residential information section, the user can enter data in full address, P.O. box no. and pin code (as the fields are not mandatory, the user can left this field blank if the applicant gives no data). But he/she has to give either rural or urban address. For this the user has to select the address type (Rural or Urban) by clicking any of the radio buttons.
 - For 'Urban', an option will come to select the district name in the right side of the screen after clicking the select button beside the city field. Based on the given district name, a list of City will come. From this list the user has to select the required city. Then the user has to click on the select button beside the ward field to select the required mohalla or ward. A field for entering the name of the mohalla with a go button will appear in the right side of the screen for searching the wards based on the mohalla name. A list of ward along with its mohalla, city, tahsil, sub-division and district will come in the right side of the screen based on the previously selected city. Then the user has to select the required mohalla or ward. Based on the selected mohalla or ward, the tahsil, sub-division and district will be automatically populated.
 - For 'Rural', a list of search criteria will come to select a particular gram in the right side of the screen after clicking the select button beside the gram field. The user has to click on the select button beside the district field to invoke the list of districts. Then he/she has to select the required district name from the list. Then he/she has to click on the select button beside Tahsil field to invoke the list of tahsils situated in the district selected previously. Then he/she has to select the required tahsil name from the list. Then he/she has to click on the select button beside block field to invoke the list of blocks situated in the tahsil selected previously. Then he/she has to select the required block name from the list. Then he/she has to click on the select button beside gram panchayat field to invoke the list of gram panchayats situated in the block selected previously. Then he/she has to select the required gram panchayat name from the list. Then he/she has to click on the select button beside gram field to invoke the list of grams situated in the gram panchayat selected previously. Then he/she has to select the required gram name from the list. Based on the selected gram, the gram panchayat, patwari circle number, block, tahsil, sub-division and district fields will be automatically populated in the application form.

If the permanent address is same as the present address, user can click on the 'yes' radio button before entering the data for permanent address. All the data entered for present address will automatically be populated for permanent address.

- In the 'Service Details' section, the user can enter data service-wise in the respective fields for father, mother and husband. He/she can also enter data in the fields for service details in case of death or permanent disability for father, mother and husband. These fields are not mandatory.
- In the 'Property details' section, the user can enter data in the various fields regarding property. These fields are not mandatory.
- In the correspondence details section, the user can enter data in phone number, mobile number, e-mail id, fax number. For postal address, a question is asked where the correspondence address is same as residential address. If the user clicks on 'yes' radio button, then he/she does not have to enter any postal address. But he/she has to enter the postal address in the 'please specify the correspondence address' field if he/she selects 'no' radio button.
- There are two buttons named 'Next (Age)' and 'Reset (Phir Se)' at the end of the first screen. If the user wants to delete all the entries he/she has made and to start again, he/she can click the 'Reset' button. If the user wants to go to the next screen, he/she has to click the 'Next' button.
- After clicking the 'Next' button, the errors (if any) will be displayed like mandatory fields are left blank, character value is inserted in numeric field etc. Until the screen will be error free, the user will not be able to go to the next screen.
- After entering all the required fields properly and clicking the 'Next' button, the same screen will appear in display mode with all the entered data and with two buttons named 'Edit (Sudharna)' & 'Continue (Age Barhe)' at the top and bottom of the screen. If the user wants to change some field's value after seeing the whole screen, he/she has to click the 'Edit' button. Then all the fields will become editable. Otherwise the user can click the 'continue' button to go to the next screen.
- The next screen is for annexure entry. The required annexures will be automatically listed in this screen. The user has to click on the browse button beside every annexure in the list. Then he/she has to add the scanned image of the annexure from the respective folder displayed in the dialog box where he/she has previously saved the scanned images of the annexure after scanning. The user can also see the attached annexure by clicking the show image button.
- After adding the required annexures, the user has to press the submit button for going to the next screen. If any error (e.g. mandatory annexure is not attached etc.) is found in this page, then the error will be shown after this. The user can also click the reset button if he/she wants to re-enter the annexures.
- The next screen is for payment information. The whole payment details like head wise payment description (like service charge), payment amount, quantity etc. will appear in a list. Here all the values will be displayed in non-editable mode. Total amount to be paid will also be displayed. The user has to only select the

payment mode (cash or cheque or DD) from a list. If the payment mode is other than cash, then he/she has to enter value in cheque/demand draft no., cheque/demand draft issue date and bank/branch name.

- The user has to click the 'View Detail' for viewing the data entered in the application form and has to print the page by clicking the print button. As long as the user does not take the print, the submit button will not be enabled for saving the data into the database.
- After clicking the submit button, a question is asked whether the applicant has signed the print out of the application or not. The user has to press the 'OK' button to open the screen for digital signing.
- The user has to first enter his smart card in to the smart card reader and press the button 'start signing'. A small window will appear for entering the PIN for the smart card. After giving the PIN properly, the 'OK' button will be enabled. The user has to press the 'OK' button to save the information into the database.
- After this a message box is invoked saying that 'The data has been sending to the server, please wait...'. After pressing the 'OK' button, an acknowledgement will appear on the screen with the unique application reference number and other relevant details. The user has to click on the print button to print the acknowledgement.

**Instructions
For
Status Query of Application in
OBC certificate**

After clicking the status query menu item under OBC certificate, a screen will appear where the user can view the status of any application or more than one applications. The user can view the status of all application entered by clicking the next button or for viewing the status selectively, he/she can give data in the searching criteria (like application number, application date (from), application date (to), applicant's name and caste) and click on the search button and based on those searching criteria the current status of the application along with other information will be displayed like below:

Applicati on refer ence num ber	Appli catio n date	Candid ate's name	Applic ant's name	Caste	Catego ry	Applic ation Status	Reaso n	Rem arks	Due date

For entering data in the caste field as searching criterion, the user has to click on the select button beside this field, a window will open containing the list of castes. The user has to select any caste name from the list and click on ok.

**Instructions
For
Temporary OBC Certificate
Printing**

- After clicking the 'Temporary OBC Certificate Printing' menu under OBC certificate, a screen will appear for displaying the list of approved applications (by tahsildar) for printing the certificate in a tabular format.
- The tabular screen for displaying the approved applications has several columns like application reference number, application date, applicant's name, candidate's name, category and caste.
- The application details will be displayed user-wise i.e. an authority will be allowed to access only details of approved-applications under his/her authorization domain.
- The user has to click on the application number of any of the application detail, and a new screen will appear containing recipient's name and recipient's address fields. The user has to give data in these two fields and then has to click on the next button. Then the temporary certificate will be displayed on the screen. The user has to click on the print button to print the certificate. If he/she wants to go back to the previous screen, he/she can press the 'Back' button.

Instructions For Permanent OBC Certificate Printing

- After clicking the 'Permanent OBC Certificate Printing' menu under OBC certificate, a screen will appear for displaying the list of approved applications (by SDM) for printing the certificate in a tabular format.
- The tabular screen for displaying the approved applications has several columns like application number, application date, applicant's name, candidate's name, category and caste.
- The application details will be displayed user-wise i.e. an authority will be allowed to access only details of approved-applications under his/her authorization domain.
- The user has to click on the application number of any of the application detail, and a new screen will appear containing recipient's name and recipient's address fields. The user has to give data in these two fields and then has to click on the next button. Then the permanent certificate will be displayed on the screen. The user has to click on the print button to print the certificate. If he/she wants to go back to the previous screen, he/she can press the 'Back' button.