

Suvidha Citizen User Manual



GOVERNMENT OF KARNATAKA

TABLE OF CONTENTS

TABLE OF CONTENTS	2
GENERAL INFORMATION	4
Overview	4
Objective of the Manual	4
Organization of the Manual	4
PRODUCT SUMMARY	5
Suvidha Citizen Interface	5
Government User Interface	6
Super Admin Interface	6
GETTING STARTED	7
Language Selection	7
District Selection	8
User Login	10
Sign Up	10
Sign In	12
Forgot Password	14
USING THE PLATFORM	16
Home screen	16
Home	16
About Us	16
Sign in/Sign up	17
Continue as a Guest	18
Scheme Discovery	19
Search for a particular scheme by name/keyword	19
Search for schemes if scheme details are not known	20
By answering profile questions	21
By selecting the desired category of assistance	24
Scheme Specific Eligibility Check	26
Scheme Details	26
Check Eligibility	28
Apply Procedure	31
Suvidha Platform Application Process	31
Schemes Dashboard	45
My Schemes	46
Saved	46
Draft	46
Applied	47

Withdraw Application	47
View Application	48
Enrolled	49
Profile	50
Notifications	51
Figure 62: Notifications button under Profile screen	51
Manage Profile	52
Delete Account	55
Logout	56
Edit/Add User	57
Toggle Button for Individual and Business	60

1. GENERAL INFORMATION

1.1. Overview

Suvidha is introduced to help people recognize and identify the schemes they are eligible for and directly apply from the platform. The platform asks the beneficiary for simple demographic questions on a strict need to know basis. The list of schemes that a person may be eligible for is given based on the responses received. It also shows information for applying to relevant schemes. In addition to that, the user can browse schemes by selecting a particular category in which he is looking for assistance such as Pension, Housing, Agriculture, Education, Employment, etc.

1.2. Objective of the Manual

The User Manual contains all essential information for the user to make full use of the platform. The manual contains an overview of the platform functions and capabilities, and step-by-step platform access and usage procedures.

1.3. Organization of the Manual

The user's manual consists of the following sections:

- **General Information** section gives an overview of Suvidha and outlines various sections elaborated in this manual.
- **Product Summary** section provides a general overview of the platform. The summary outlines the platform website link.
- **Getting Started** section explains how to access Suvidha
- **Using The Platform** section provides a detailed description of various platform functionalities.

2. PRODUCT SUMMARY

Suvidha is a path breaking product that not only facilitates the citizen's to discover and apply for Government schemes implemented by various state departments but also enables digital transformation within the government departments by providing an electronic medium through which applications submitted by the citizen's are processed.

Suvidha Platform has following three interfaces

- Citizen Interface
- Government User Interface
- Super Admin Interface

2.1. Suvidha Citizen Interface

Suvidha citizen interface can be operated through mobile devices, laptops, desktop, etc. that are connected to the internet, using the links provided below:

- Link for Web Application: <https://suvidha.karnataka.gov.in/homeUse>

Suvidha citizen interface serves the following purposes:

- Empower citizens by helping them identify the schemes/services for which they are eligible.
- Assisting the citizens in applying for schemes/Services.
- Real time application status tracking.

Suvidha enables citizens in scheme discovery and applying procedures. There are two ways to find schemes from the platform which are listed below:

1. **Search for Schemes/Services if the name is known:** Citizens can search for a scheme by entering the name or keyword of the scheme.
2. **Search for Schemes if no details are known:**
 - **By answering profile questions:** Citizens can find the most suitable schemes by answering general profile questions. Based on the responses provided for profile questions, "Schemes For You" gets updated. Schemes under section "Schemes For You" are categorised as per area of assistance that the user might be looking for. Users can select the desired category and click on the scheme for running the eligibility check.
 - **By selecting the desired category of assistance:** Schemes in Suvidha are categorised into different areas of assistance like pension, agriculture, etc.. Citizens may select a particular category displayed under "Schemes For You" to

browse the schemes. All the schemes relevant to the selected category will be displayed. Users can click on the scheme to run eligibility test.

In addition to that, users can apply either through Suvidha Platform or can get the information on "How to apply".

1. **Get the information:** Citizens are able to get the required documents and application information if they are eligible for the scheme.
2. **Suvidha Platform:** Citizens can apply directly from the "Suvidha" platform. Platform has features like KYC & uploading of documents to facilitate the complete application procedure.

2.2. Government User Interface

Suvidha government user interface can be operated through mobile devices, laptops, desktop, etc. that are connected to the internet, using the links provided below:

- Link for Web Application: <https://suvidha.karnataka.gov.in/admin>

Suvidha assists government users to process the application. Suvidha government user interface serves the following purposes:

- Verification of the various eligibility attributes of the beneficiary.
- Prioritizing the verified applicants using the AI feature of Suvidha.
- Disbursement of all kinds of benefits.

2.3. Super Admin Interface

Super admin Interface serves the following purposes:

- Configuration of eligibility, priority, benefit and reporting rules of a scheme.
- Creating the workflows for the government user.

3. GETTING STARTED

The Getting Started section explains basic personalization features such as Language selection, District selection, sign-up and user log-in.

3.1. Language Selection

Language Selection is the first page which appears when a user opens the website. Users need to select their preferred language before accessing the Suvidha platform. On selection of the language, all text will appear in the chosen language

Following are the available language options:

- Kannada
- English

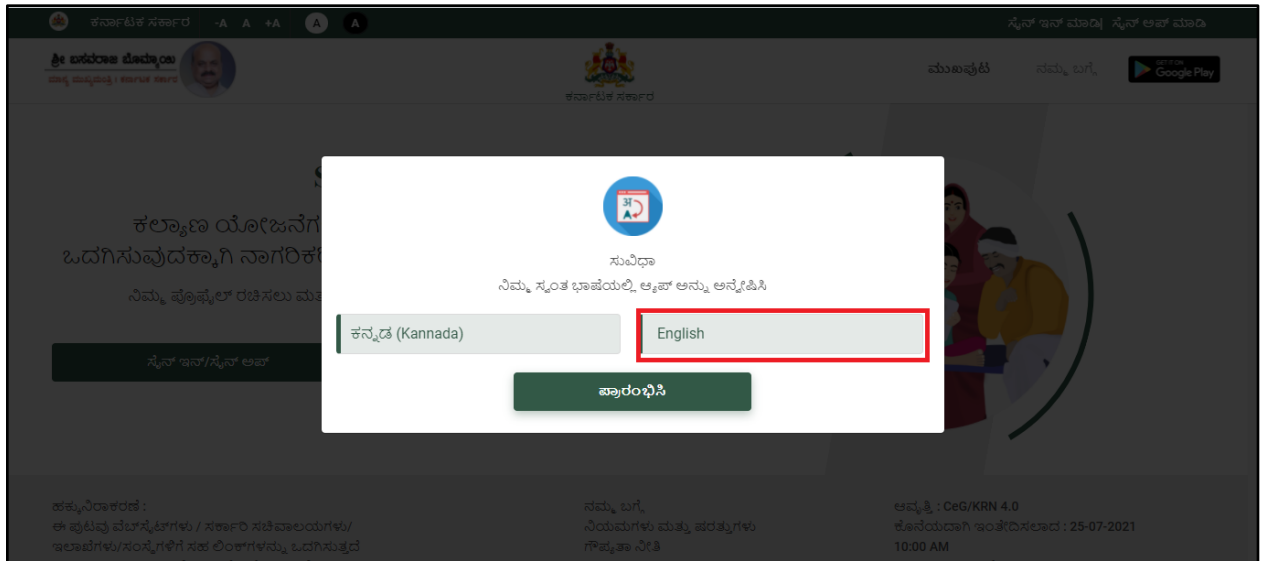


Figure 1: Snapshot of the Language Selection

3.2. District Selection

After selecting the preferred language, the user is moved to the district selection page, where the user needs to select the district which they would like to proceed with.

Also, the user can search any district from the "Search District" option.

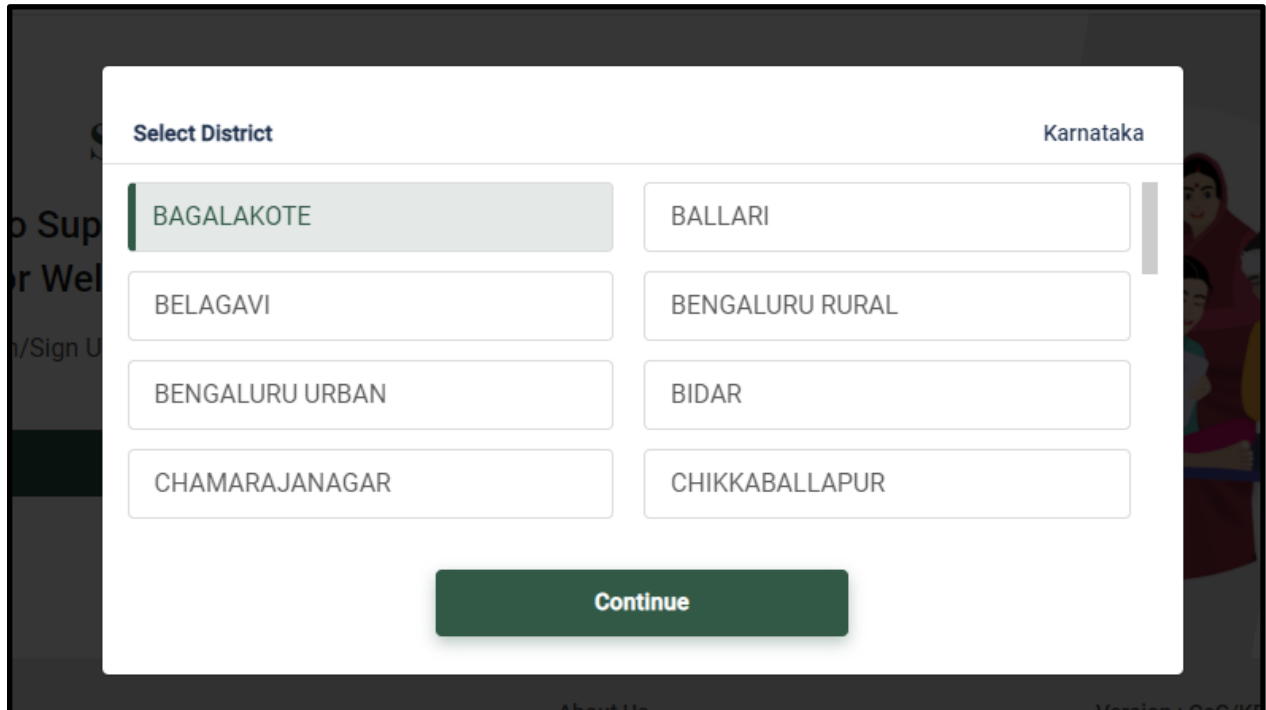


Figure 2: Snapshot of the district selection screen

Users have an option to modify the district at a later stage by clicking on the “District Name” which appears on the top right-hand corner of the page.

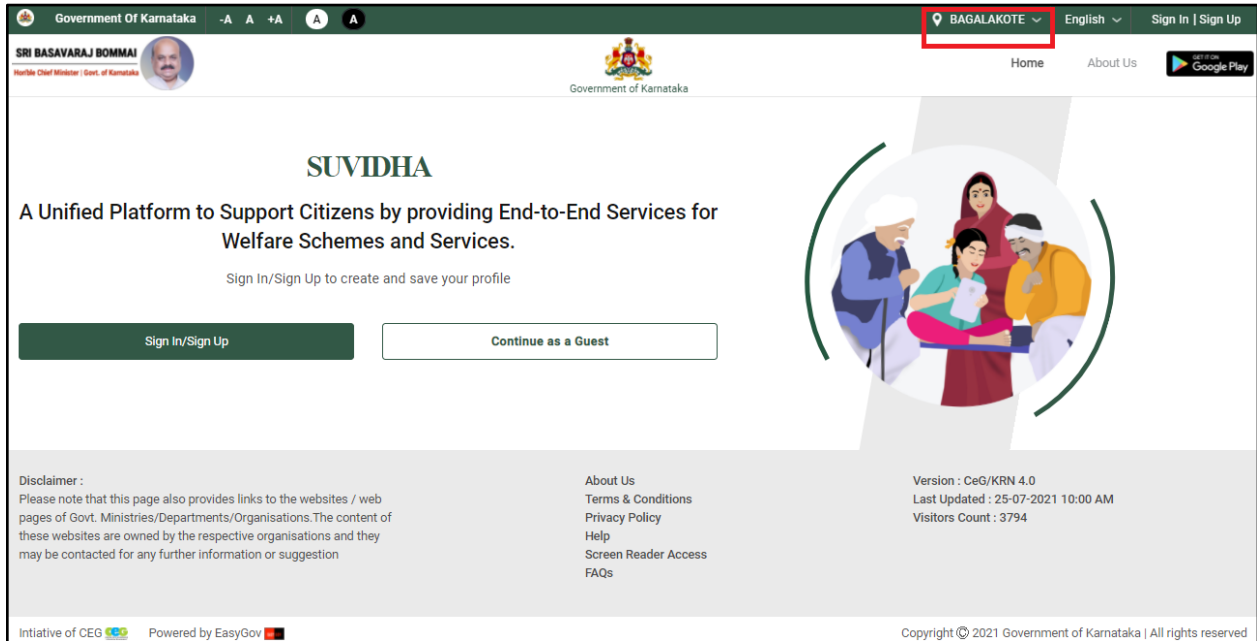


Figure 3: Home page of the platform showing “Change Location” option marked with red ink

3.3. User Login

The users can register themselves on Suvridha using Sign in/ Sign up which appears in the centre of the page as well as at the top right-hand corner of the web page.

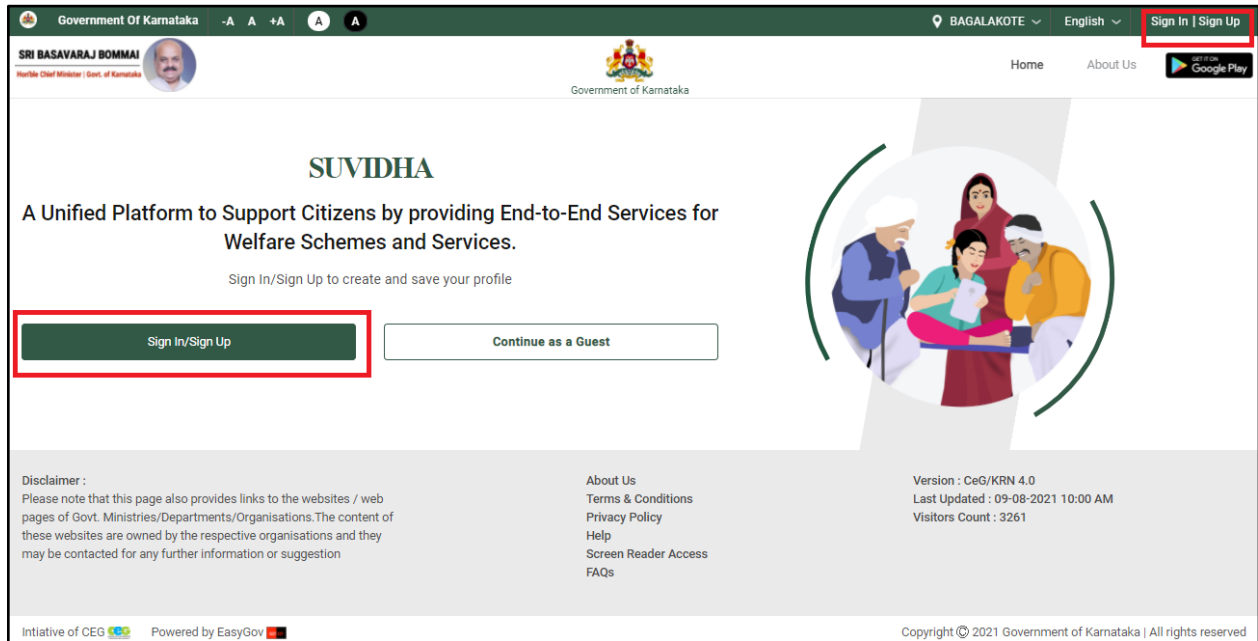


Figure 4: Snapshot representing User Login tab

3.3.1. Sign Up

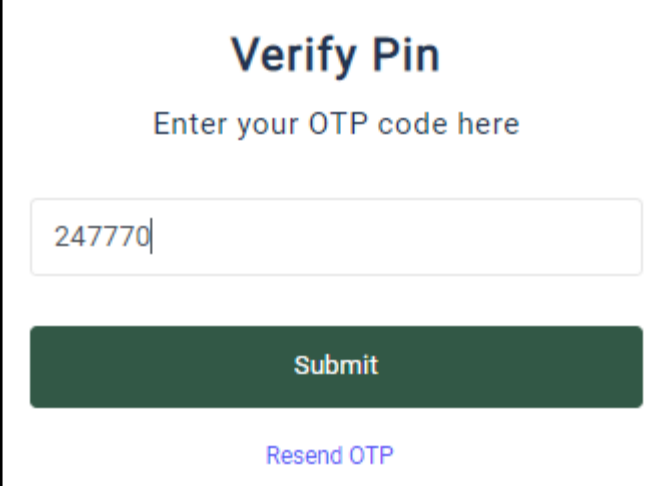
In order to apply for any government scheme, the user is required to register in Suvridha. However, user registration is not required during the scheme discovery phase. If the user hasn't registered earlier, he/she can sign-up by clicking on the "SignUp" button on the top hand corner of the page.

- Once the user clicks on the button, he needs to enter his mobile number.
- Click on the "Request OTP" button.

The image shows a 'Sign Up' form. At the top, the heading 'Sign Up' is displayed in a large, bold font. Below the heading, the instruction 'Enter your 10 digit phone number' is shown. There is a text input field with the placeholder text 'Phone'. Below the input field is a large, dark green button with the text 'Request OTP'. At the bottom of the form, there is a link that says 'Already have an account? Sign In'.

Figure 5: Sign-up screen

- After entering the mobile number, the user will be asked to enter the OTP received on his mobile phone.
- Click on the submit button.



Verify Pin
Enter your OTP code here

Submit

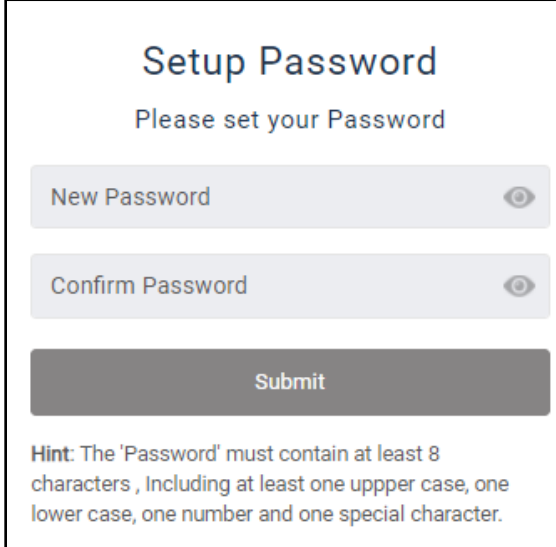
[Resend OTP](#)

Figure 6: OTP Verification screen

Setup Password

- Enter a password of your choice*
- Enter Confirm Password
- Click on Submit button

** The 'Password' must contain at least 8 characters, including at least one uppercase, one lower case, one number and one special character.*



Setup Password
Please set your Password

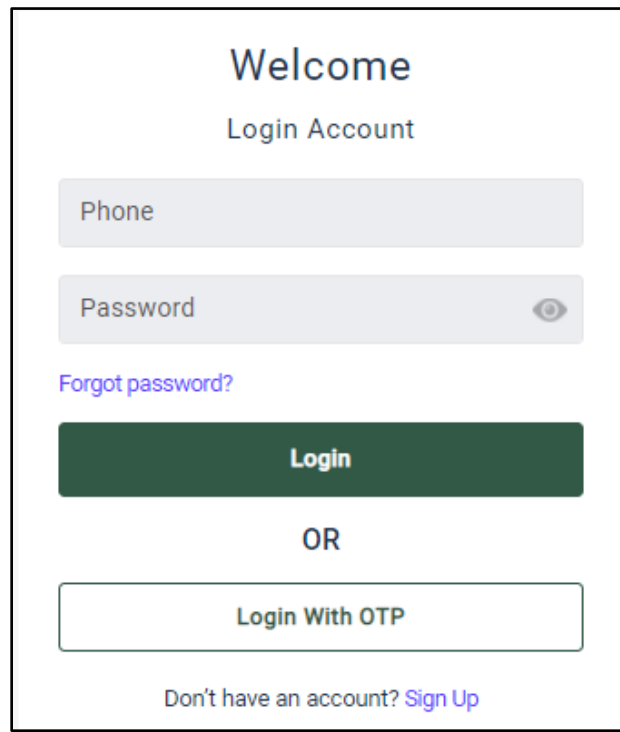
Submit

Hint: The 'Password' must contain at least 8 characters , Including at least one upper case, one lower case, one number and one special character.

Figure 7: Create a password screen

3.3.2. Sign In

If the user has already registered, he/she can sign-in by clicking on the "Sign in" tab. Once the user clicks on the sign-in button the user needs to enter his credentials.

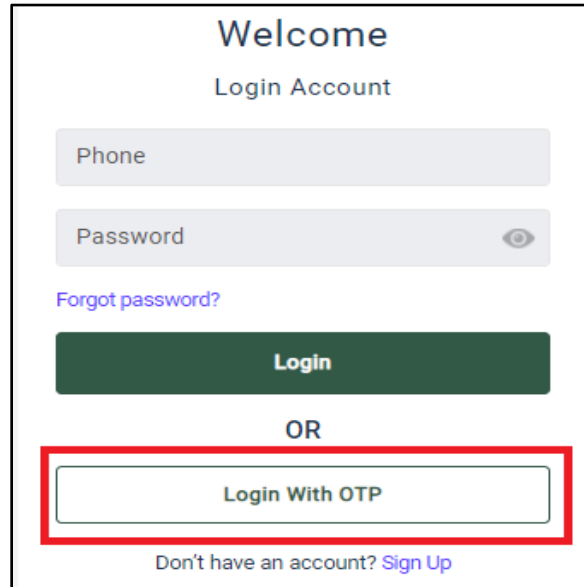


The image shows a sign-in screen with the following elements:

- Header: "Welcome" in a large blue font, followed by "Login Account" in a smaller black font.
- Input fields: A light gray "Phone" input field and a "Password" input field with a toggle eye icon on the right.
- Link: A blue link "Forgot password?" located below the password field.
- Buttons: A dark green "Login" button and a white "Login With OTP" button with a dark border.
- Separator: The word "OR" centered between the two buttons.
- Footer: A link "Don't have an account? Sign Up" at the bottom.

Figure 8: Sign-in screen

The user can also login with OTP, by clicking on the "Login on OTP" button.



The image shows a mobile login screen with the following elements:

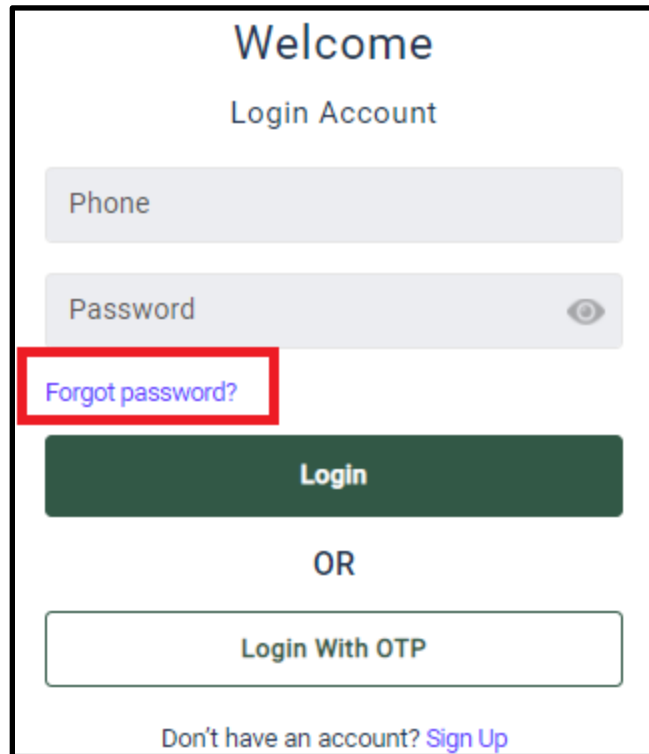
- Header: "Welcome" in a large font, followed by "Login Account" in a smaller font.
- Form fields: A "Phone" input field and a "Password" input field with an eye icon for toggling visibility.
- Link: A blue link labeled "Forgot password?" below the password field.
- Buttons: A dark green "Login" button and a white "Login With OTP" button with a red border.
- Text: The word "OR" is centered between the "Login" and "Login With OTP" buttons.
- Footer: A link "Don't have an account? Sign Up" at the bottom.

Figure 9: Login with OTP screen

3.3.2.1. Forgot Password

If in case a user forgets the login credentials, then the user needs to follow these steps:

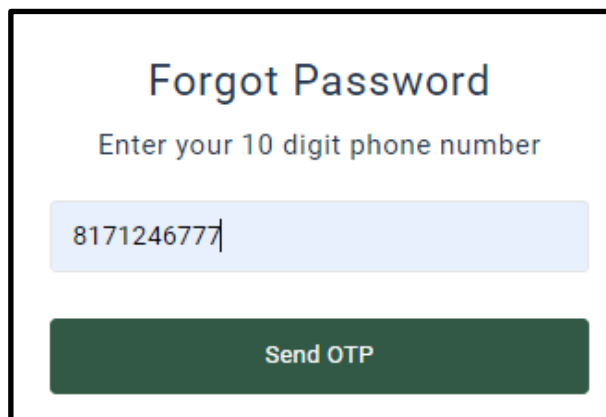
Step 1: Click on the "Forgot Password?" tab as shown in the visual below.



The image shows a login screen with the following elements: a "Welcome" header, a "Login Account" subtitle, a "Phone" input field, a "Password" input field with an eye icon, a "Forgot password?" link highlighted with a red box, a dark green "Login" button, the text "OR", a white "Login With OTP" button, and a footer link "Don't have an account? Sign Up".

Figure 10: Login screen showing "Forgot Password" button

Step 2: The page will be redirected to the forgot password screen wherein the user needs to enter the mobile number. Then, click on the "Sent OTP" button to proceed further.



The image shows a "Forgot Password" screen with the following elements: the title "Forgot Password", the instruction "Enter your 10 digit phone number", a light blue input field containing the number "8171246777", and a dark green "Send OTP" button.

Figure 11: Forgot Password screen to enter phone number

Step 3: After entering the mobile number, the user will be redirected to the "Phone Verification" screen, wherein the user needs to enter the OTP received. Then click on the "Submit" button to continue.

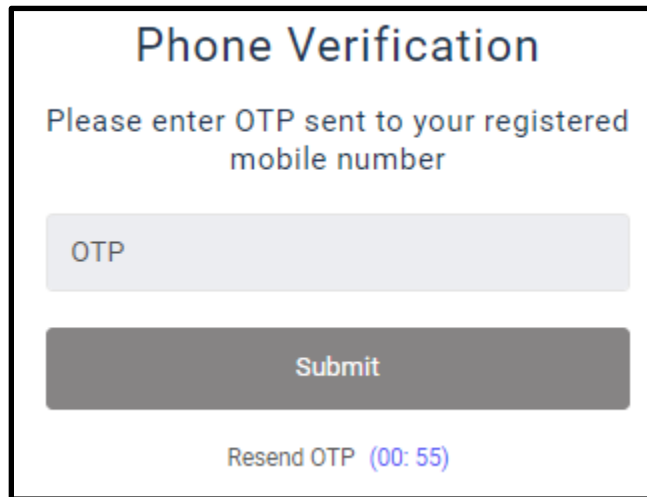


Figure 12: Snapshot of the Verification screen

Step 4: After clicking the "Submit" button, the user will be redirected to the "Setup Password" screen, wherein the user will be asked to enter the new password. Then, click on the "Submit" button to complete the login process.

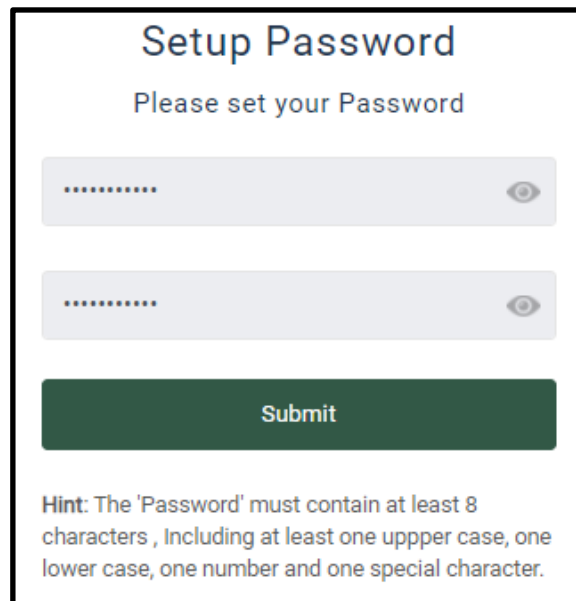


Figure 13: Snapshot of the setup password screen

4. USING THE PLATFORM

This section provides a detailed description regarding various features available in the platform. Both description and visual aid are used to clearly demonstrate the functionality.

4.1. Home screen

The starting point of Suvridha portal is the home screen, which hosts all the functionalities at one place.

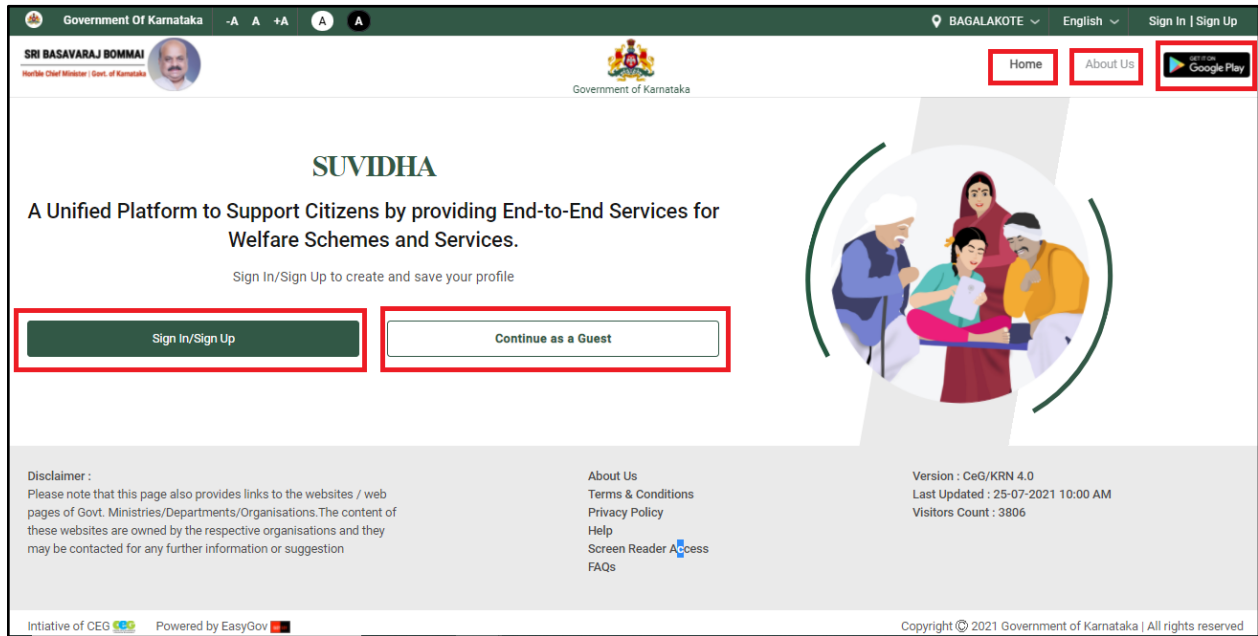


Figure 14: Home screen

Home screen consists of various buttons which are as follows:

4.1.1. Home

This is the Home screen button which redirects the user to Home Screen.

4.1.2. About Us

This will contain the description of the Suvridha. Users can go through the details to understand the Suvridha application. Besides About us, Terms & Conditions, Privacy Policy, FAQs applicable over the application are provided here.

4.1.3. Sign in/Sign up

Please refer section 3.3 [User Login](#)

The entire process of scheme discovery and apply after signing in/ sign up on Suidha portal can be visualized as per the diagram mentioned below:

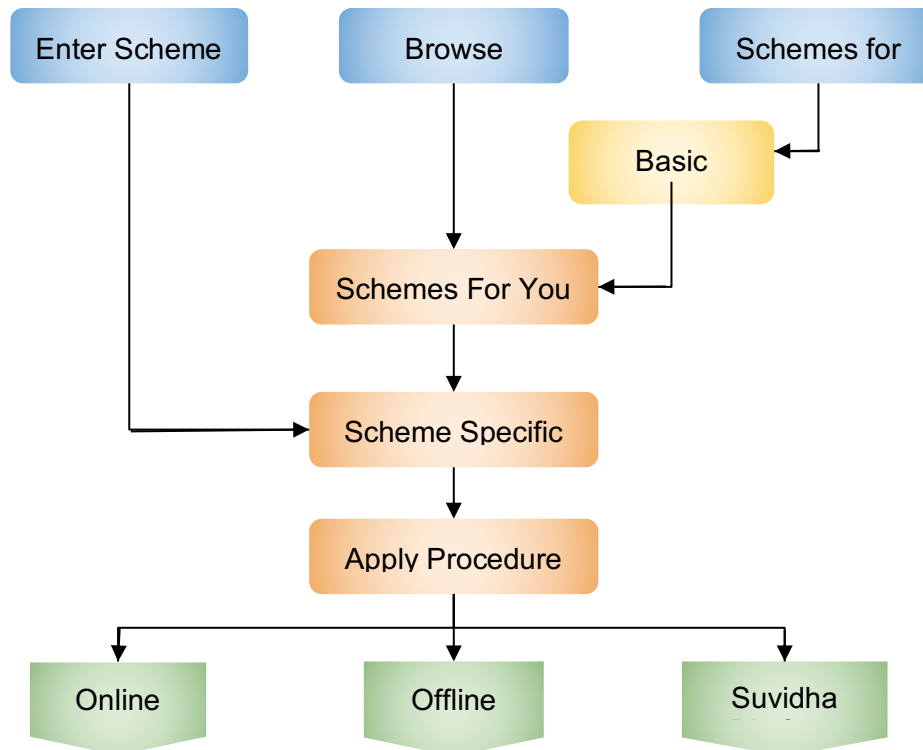


Figure 15: Process Flow for the "Suidha" Registered User

4.1.4. Continue as a Guest

This feature enables users to proceed with eligibility checks without registering on Suidha. To know the apply procedure the user needs to Sign in/Sign up. The entire process of scheme discovery and apply for guest user on Suidha portal can be visualized as per the diagram mentioned below:

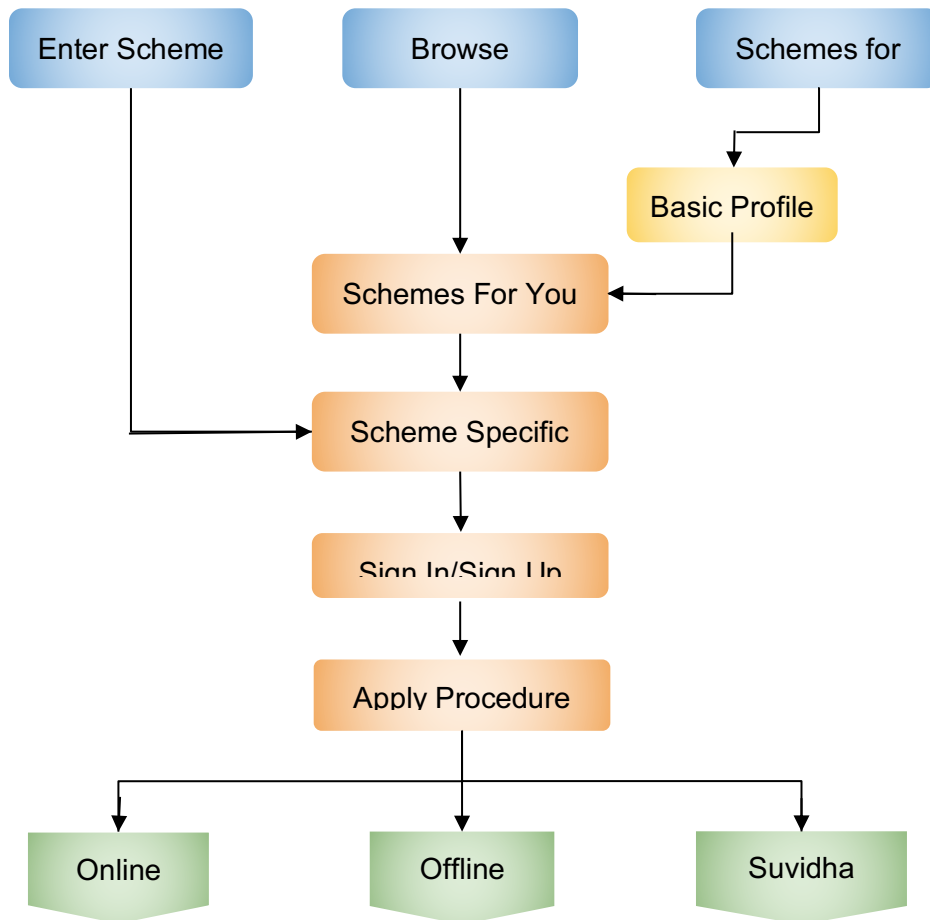


Figure 16: Process Flow for the "Suidha" Guest User

4.2. Scheme Discovery

The user can browse schemes in three ways:

4.2.1. Search for a particular scheme by name/keyword

The user can directly search for a scheme by entering its name/keyword of the scheme.

Steps for searching the scheme by entering the key word of the scheme:

- Enter any keyword related to the scheme in the search bar.
- For instance, a user enters "Accident" as a keyword for searching the scheme. The screen will show schemes related to the keyword. Here, four schemes (Accident Assistance, Accident Benefit, Accident Life Savior Program, and Accident Relief Fund) are visible on the screen.

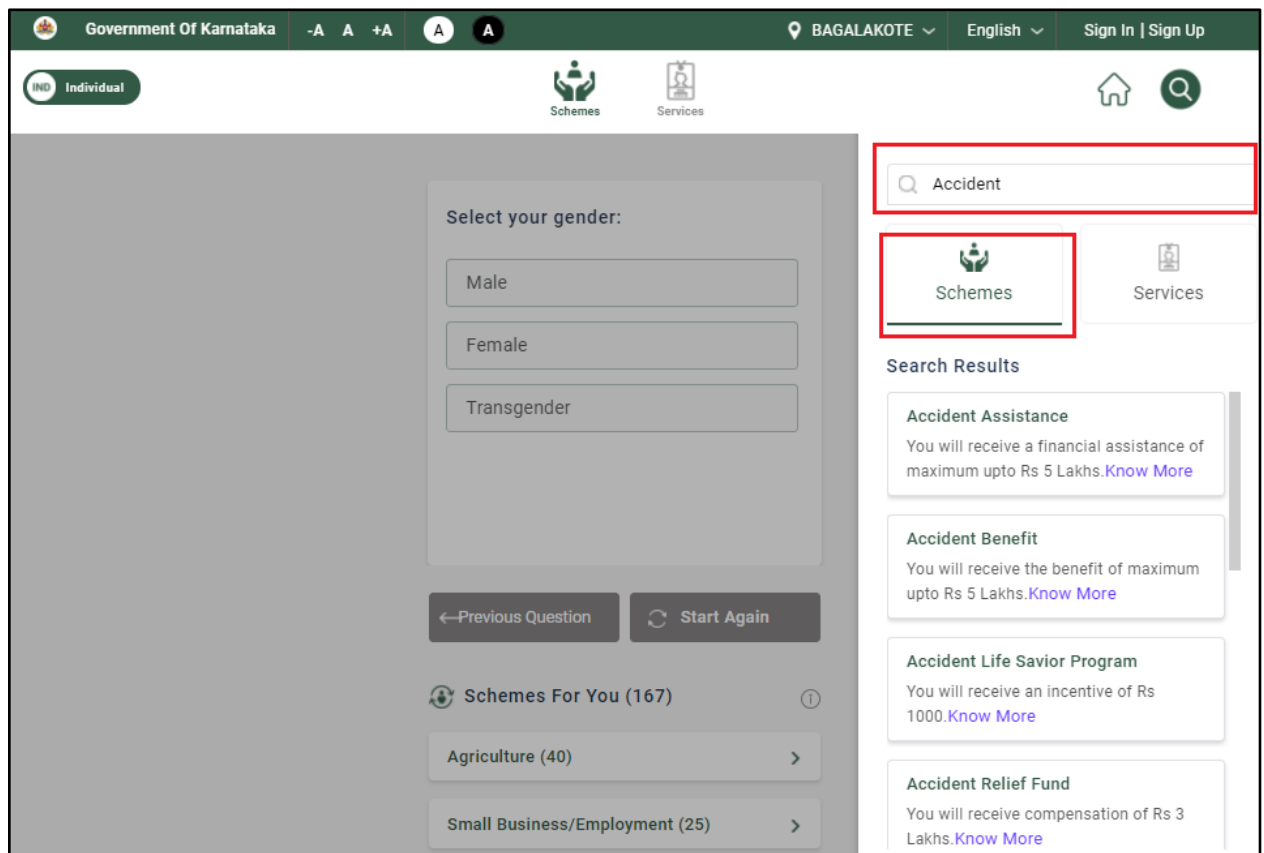


Figure 17: Snapshot showing schemes upon entering "Accident" as a keyword

Steps for searching the scheme by Scheme Name:

- Enter the name of the scheme in the search bar.
- For example, if a user is looking for "D.Devaraj Urs Self Employment Loan Scheme - Direct Loan (D. Devaraj Urs Backward Classes Development Corporation)", the user will be directed to the page where this scheme is labelled.

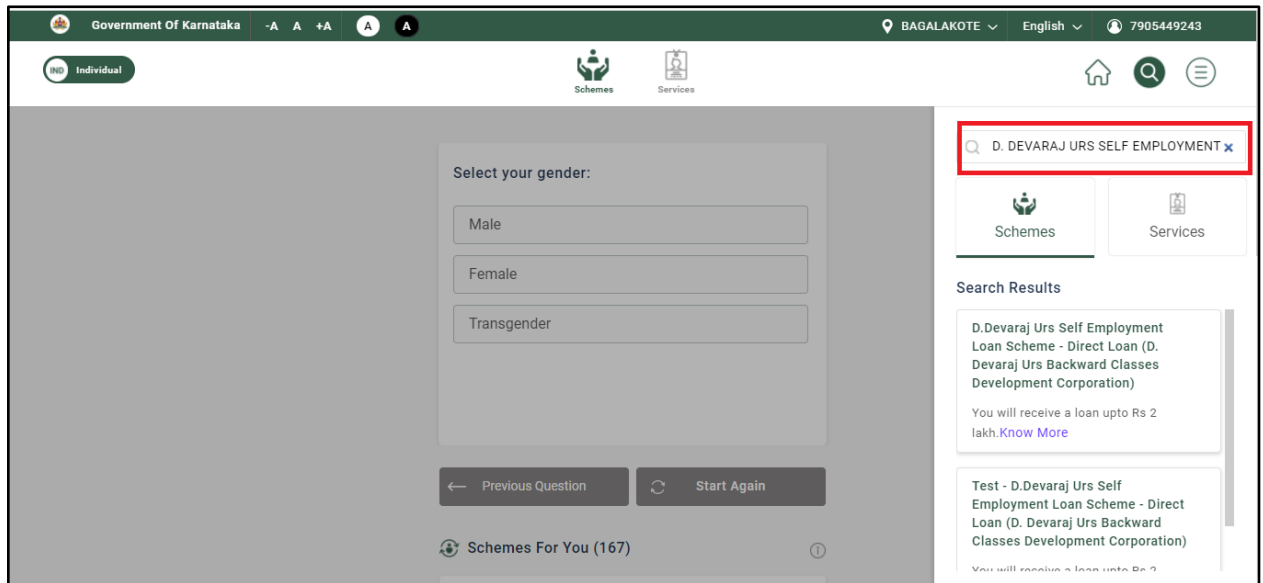


Figure 18: Snapshot showing the scheme with Scheme Name

Note: Further process is shown in the "[Scheme Specific Eligibility Check](#)" section.

4.2.2. Search for schemes if scheme details are not known

There are two ways to look for a scheme if the user has no prior knowledge of schemes.

4.2.2.1. By answering profile questions

The user can find out best-suited schemes by responding to general profile questions. With every response for the question, the number of schemes under "Schemes For You" gets modified.

Steps to proceed:

- Click on the "Select your gender" question to proceed forward.

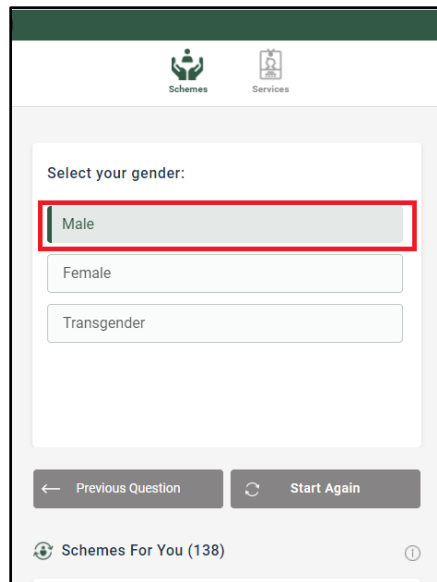


Figure 19: Profile screen with first question "Select your gender"

- User needs to answer a set of questions which includes gender, age, caste, education, etc.
- The user can select more than one response for a few questions such as "Select the type of disability you are suffering from" and click on the "Next" button to submit the response and proceed to the next question.

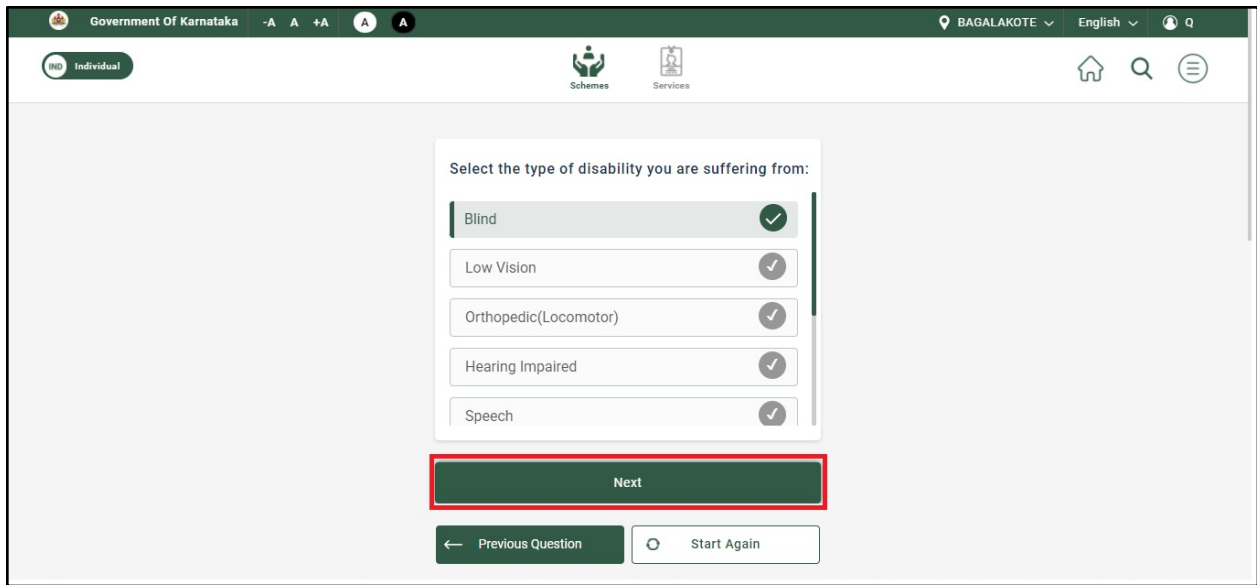


Figure 20: Snapshot of the "next" tab

- Additionally, the user has the following options to proceed with next question:
 - a. Click on the "Previous Question" button to go back to the previous question (use this option, if the response provided for the previous question needs modification).

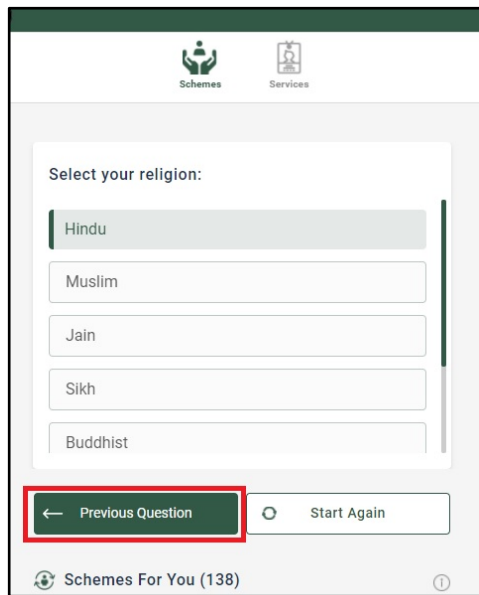


Figure 21: Snapshot showing "religion" question with "Previous Question" button

- Click on the "Start again" tab to restart the profile at any time.

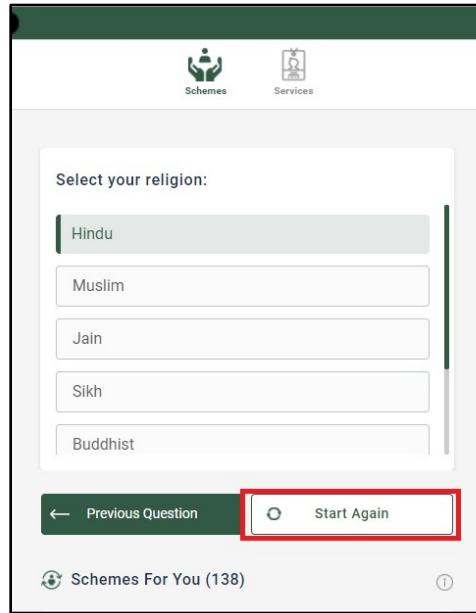


Figure 22: Snapshot showing "religion" question with "Start Again" button

- The outcome of completing the profile questions will be a list of scheme categories displayed under "Schemes For You". Users need to select a particular category against which they are looking for schemes. Once selected a list of possible schemes is displayed.

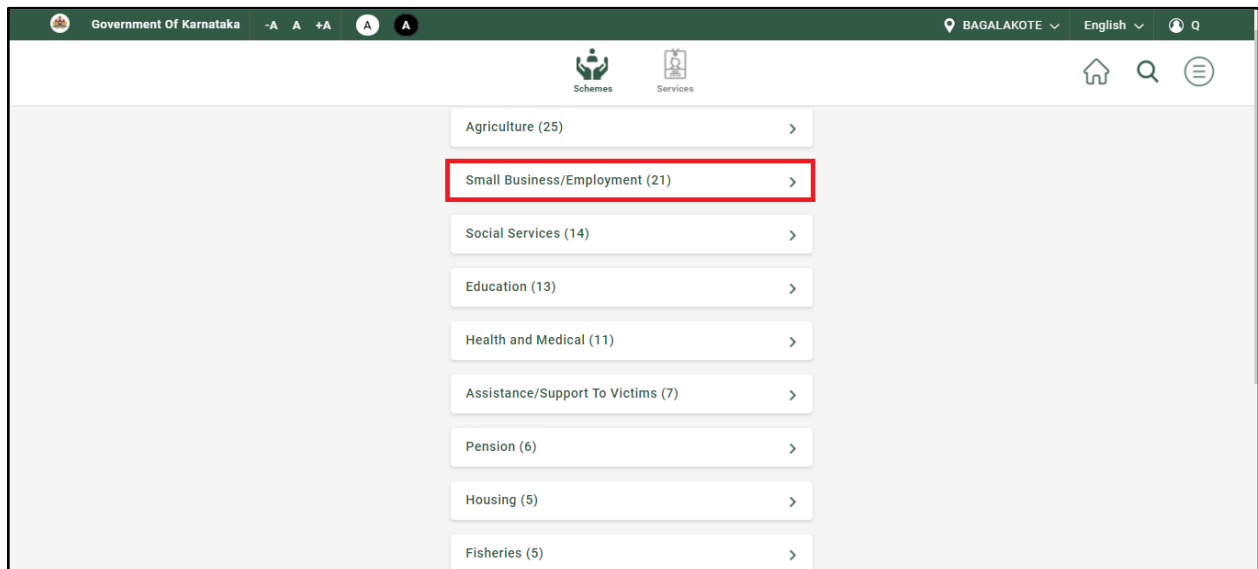


Figure 23: Snapshot of "Intent" screen

- Once the user has reached the "Intent" screen, the user has to select any of the "Intent" for which he is looking for. For instance, the user selects "Small Business/Employment" as an "Intent", he will be shown questions relative to this intent, as shown below:

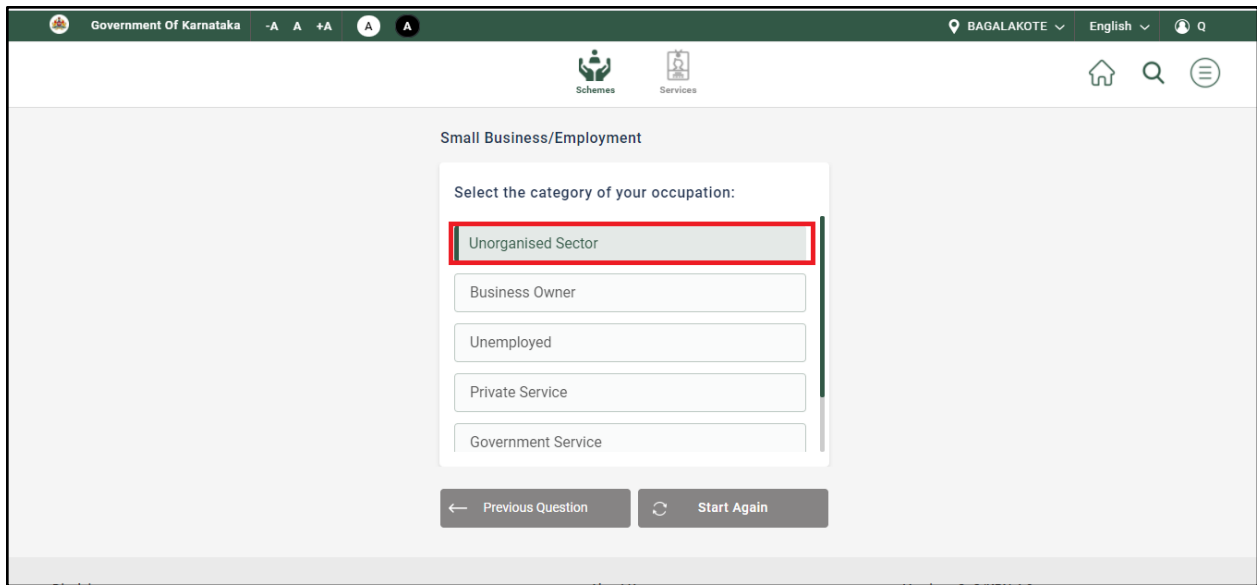


Figure 24: Snapshot of "Intent-based question" screen

- After responding to the questions related to the selected category, he will be shown a list of schemes based on his answers as shown below:

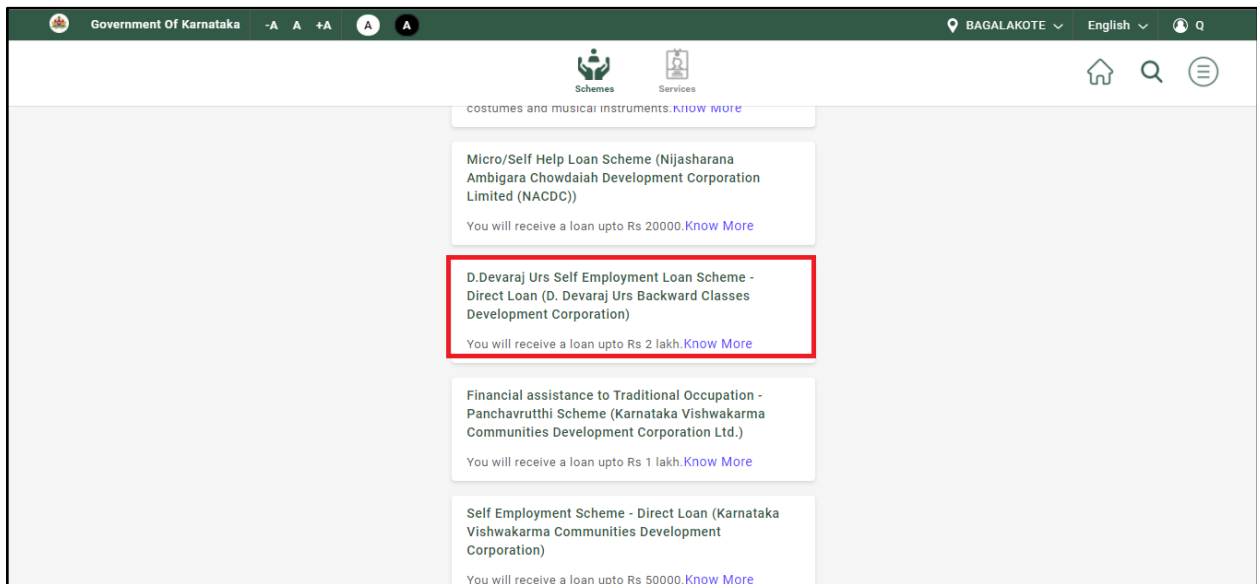


Figure 25: Snapshot of the schemes under Small Business/Employment "Intent"

Note: Further process is shown in the "[Scheme Specific Eligibility Check](#)" section.

4.2.2.2. By selecting the desired category of assistance

Sometimes the user wants to search for a particular scheme in a category (also known as "Intents"). These "Intents" further list down associated schemes on the basis of responses submitted. For example, Pension, Education, Travel, Health and Medical, Agriculture are some of

the categories defined. In order to navigate this option, the user is required to click in the section as highlighted in the visual below.

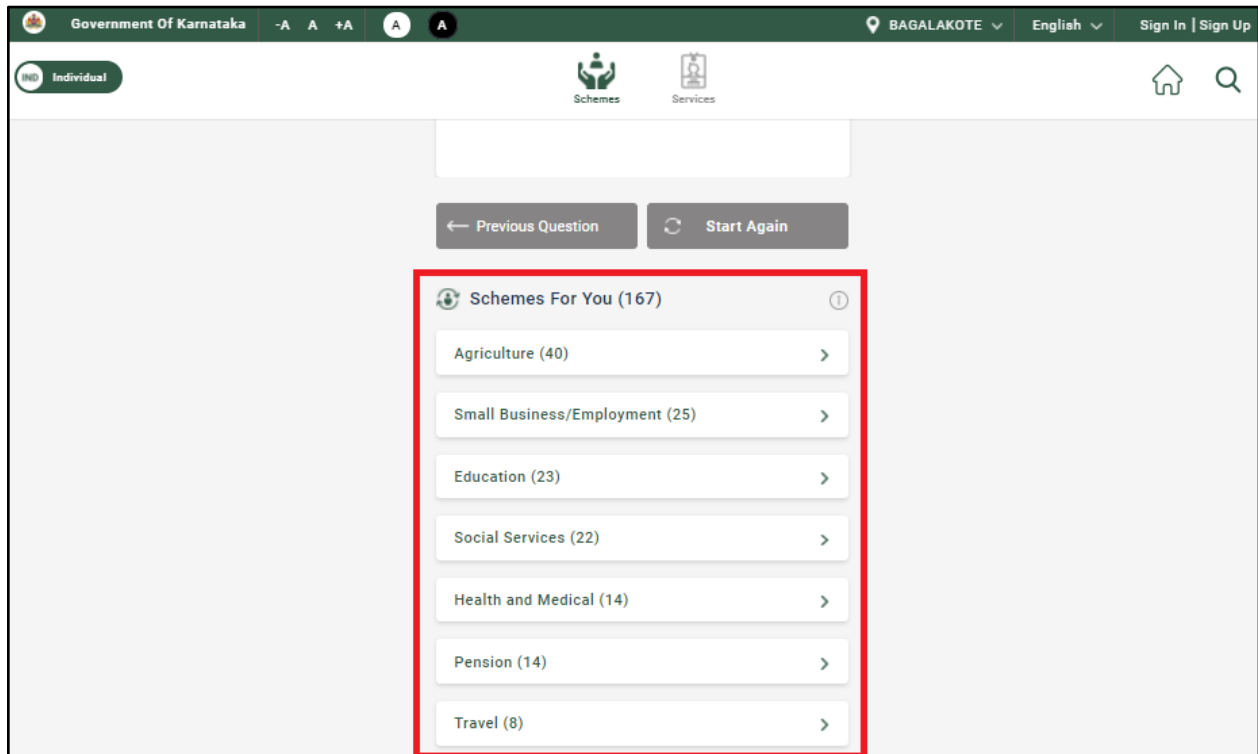


Figure 26: List of categories (“Intents”) screen

Steps to proceed:

- Click on any of the categories as listed under the “Schemes For You” tab.
- Click on the desired category to get a list of schemes of the selected category.
- Click on the scheme to check the eligibility.

Note: Further process is shown in the [“Scheme Specific Eligibility Check”](#) section.

4.3. Scheme Specific Eligibility Check

Once the users reach the screen where list of schemes are visible to them, they have two options:

- Click on **Know More** button to get scheme details
- Click on **Scheme Name** to run scheme eligibility check

4.3.1. Scheme Details

Click on the “**Know More**” to view scheme details. Following scheme related information is displayed:

1. **Benefits Details:** Brief description of the benefits associated with the scheme.
2. **Eligibility Information:** Brief description of scheme eligibility such as age, occupation, education, etc.
3. **Documents required:** Brief description of the documents required such as Aadhaar Card, Proof of Address, etc.

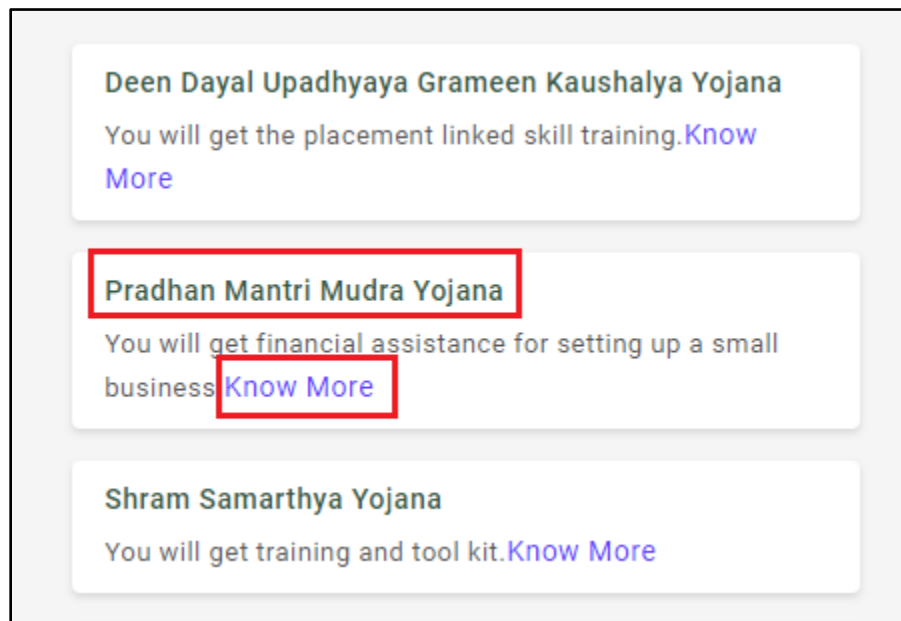


Figure 27: “List of Schemes” screen with “Know More” highlighted

Care should be taken that the displayed information is not comprehensive and is only for introducing a scheme to the user. Exact list of documents will be displayed once the user completes the scheme specific eligibility check.

Pradhan Mantri Mudra Yojana ✕

Benefit:
You will get financial assistance for setting up a small business.

Eligibility:
You should be aged above 18 years.

Documents Required:
Caste Certificate, Business Proposal, Resident Certificate, etc.

Figure 28: Snapshot of the "Pradhan Mantri Mudra Yojana" scheme details

4.3.2. Check Eligibility

Click on the **"Scheme Name"** to run the scheme specific eligibility check.

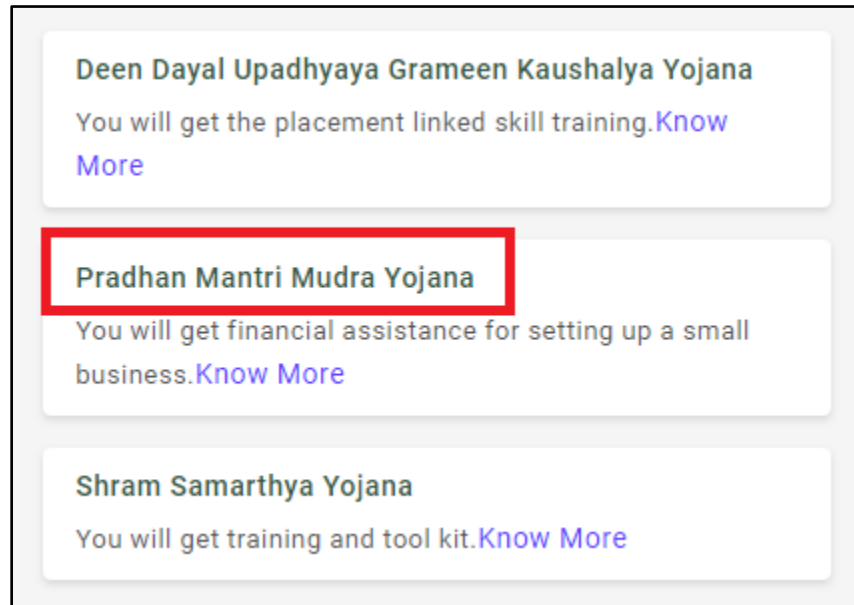


Figure 29: Snapshot of the scheme name page

Each scheme has its own eligibility rules. During the eligibility check, questions required to assess the eligibility will be displayed. User responses to these questions can have two outcomes:

- **User is not eligible for the scheme** - If the user does not meet the eligibility criteria after responding to a particular eligibility question, a message is displayed "Sorry, You are not eligible". Refer to the visual as displayed below.

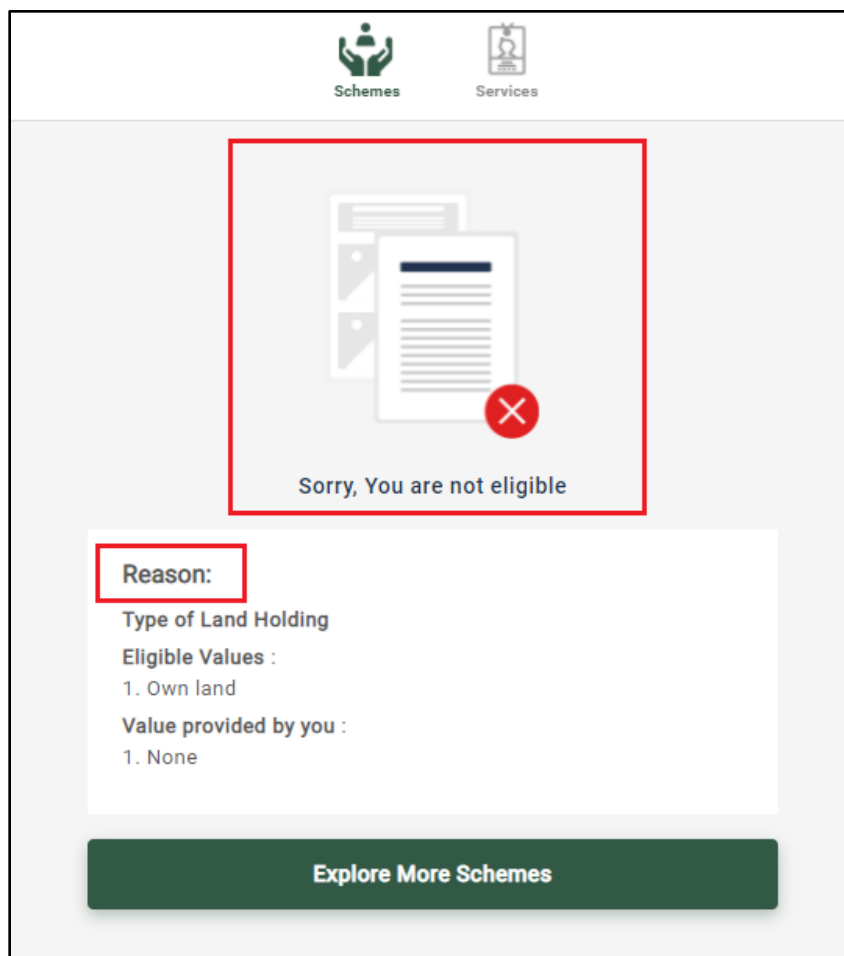


Figure 30: Snapshot of the non-eligible screen page

Also, Reason for not being eligible is provided to the user here. As highlighted in the above screenshot, the eligibility criteria and the value provided by the user both are mentioned in the non-eligible screen page.

- **Users are eligible for the scheme** - If the user meets the eligibility criteria (evaluated through a series of eligibility questions), he is redirected to the scheme benefit screen. Users can apply for the scheme directly through Suvidha Platform or can utilise the information provided in "Apply procedure". This depends on the scheme apply procedure defined by the government department.

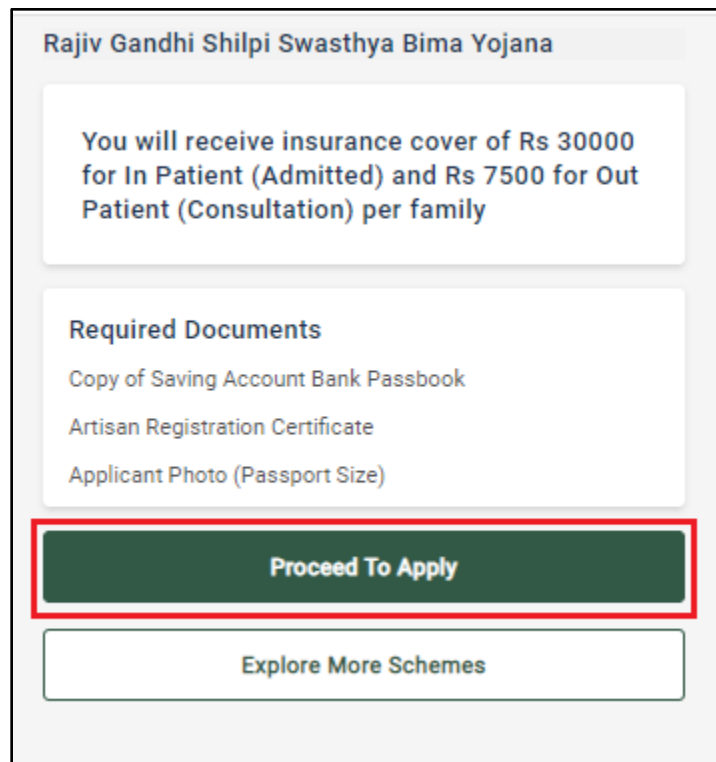


Figure 31: Snapshot of the "Proceed to Apply" button

From the benefit screen, the user can select:

- **Proceed to Apply:** The user can apply for the scheme either online or offline or through Suidha Platform.
- **Explore More Schemes:** On clicking on the "Explore More Schemes", the user is redirected to the schemes dashboard which is explained in the following section.

4.4. Apply Procedure

Once the user has completed scheme discovery and narrowed down to a particular scheme, next they have to apply to avail the benefit. The platform has the capability that allows the user to apply for the scheme. Depending upon the apply method defined by the government department for a particular scheme, following are the options available in Suvidha:

Following are the procedures to apply available:

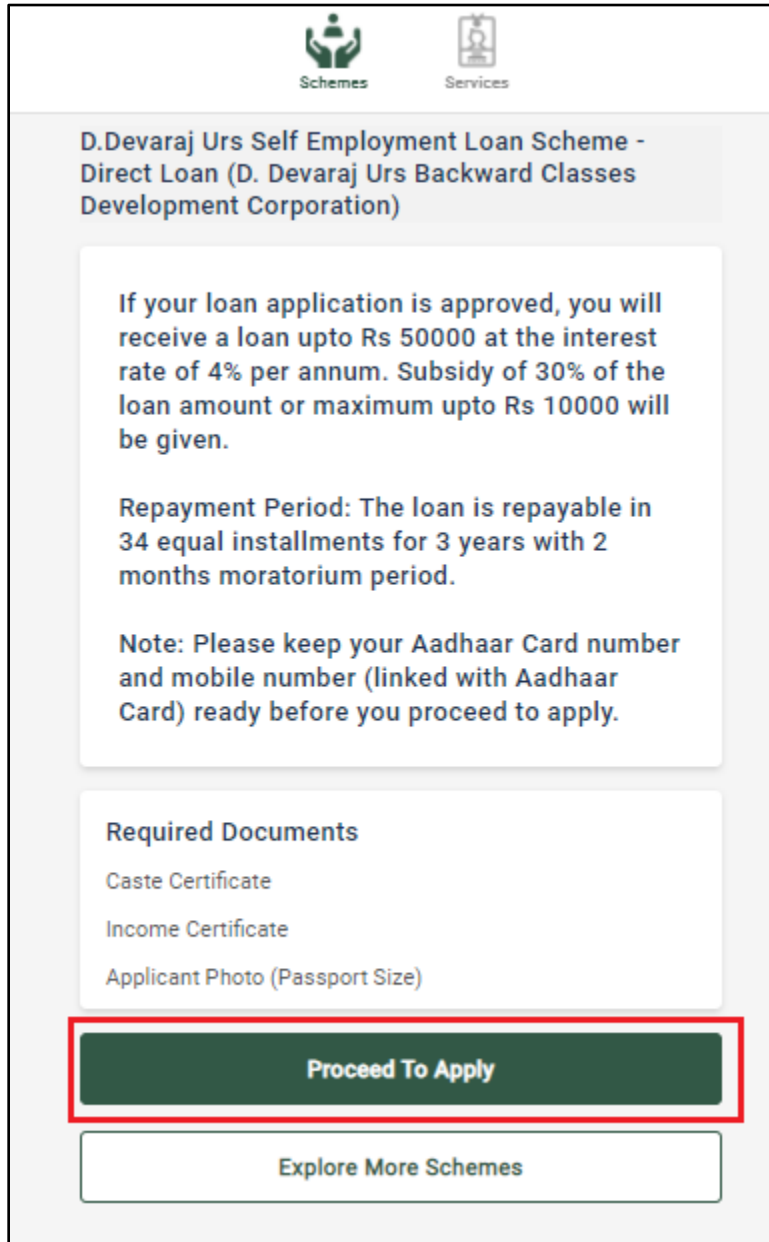
- **Online:** In this case the user can apply online for the scheme. An embedded link of the respective government portal is provided, which redirects the user to the concerned department portal.
- **Offline:** In this case the user has to visit a particular Government department to apply offline for the scheme. Details such as Government department name and link to application form is provided.
- **Suvidha Platform:** In this case the user can apply directly through the Suvidha Platform and the application flows to the concerned department.

4.4.1. Suvidha Platform Application Process

“D.Devaraj Urs Self Employment Loan Scheme - Direct Loan (D. Devaraj Urs Backward Classes Development Corporation)” is one of the schemes whose procedure to apply is through the “Suvidha” platform. The user can apply and check their status from the dashboard.

Steps for “Suvidha Platform” process:

Step 1: Click on the "Proceed to Apply" button.



The screenshot shows a mobile application interface for the 'D. Devaraj Urs Self Employment Loan Scheme - Direct Loan (D. Devaraj Urs Backward Classes Development Corporation)'. At the top, there are two icons: 'Schemes' (hands holding a person) and 'Services' (ID card). Below the title, a text box provides details: 'If your loan application is approved, you will receive a loan upto Rs 50000 at the interest rate of 4% per annum. Subsidy of 30% of the loan amount or maximum upto Rs 10000 will be given.' It also states the 'Repayment Period: The loan is repayable in 34 equal installments for 3 years with 2 months moratorium period.' A 'Note' asks users to keep their Aadhaar Card number and mobile number ready. Below this, a 'Required Documents' section lists 'Caste Certificate', 'Income Certificate', and 'Applicant Photo (Passport Size)'. At the bottom, there are two buttons: a green 'Proceed To Apply' button (highlighted with a red border) and a white 'Explore More Schemes' button.

Figure 32: Snapshot of the "Proceed to Apply" button

Note: A list of required documents is displayed. User needs to click on "Proceed to Apply". If they have these documents.

Step 2: eKYC is conducted for the user. This is done by DigiLocker. Aadhar number of the user is required to proceed with eKYC. The Aadhaar Number has to be entered in the "Enter Aadhaar Number to continue with DigiLocker" field and then click on the "Next" button.



Figure 33: Snapshot of the "DigiLocker" screen

In case the user for any reason wants to exit "DigiLocker" or wants to return to the previous page i.e. "Proceed To Apply". Then the user has to click on "Return to Centre for e-Governance".



Figure 34: Snapshot of the "Return to Centre for e-Governance" button

A pop-up will be displayed asking "Are you sure you want to return to Centre for e-Governance?". By clicking on "Yes", the user will be redirected to the "Proceed to Apply" page.



Figure 35: Pop-up screen for "Return to Centre for e-Governance" highlighting "Yes"

Step 3: Enter the OTP and click on the "continue" button.

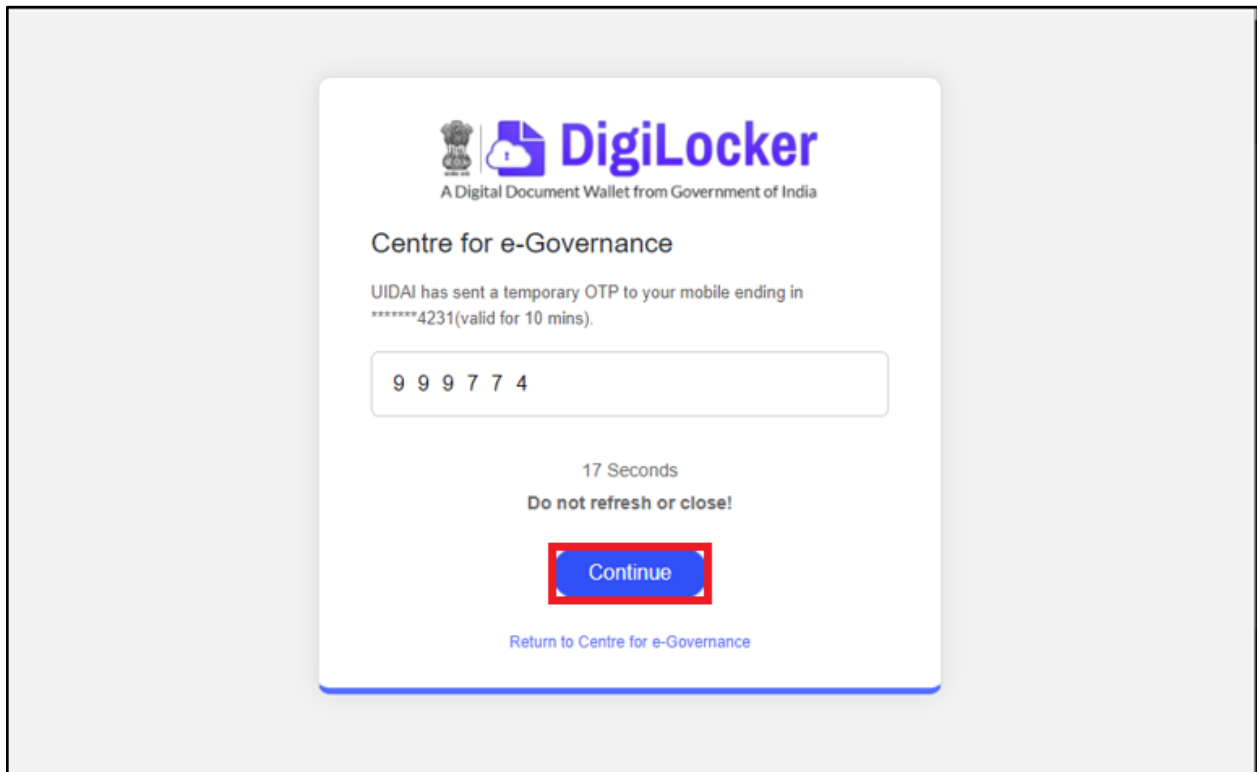


Figure 36: DigiLocker screen asking OTP

Step 4: The DigiLocker will fetch all your data as shown in the visual below, the user has to click on the "Allow" button to proceed forward.

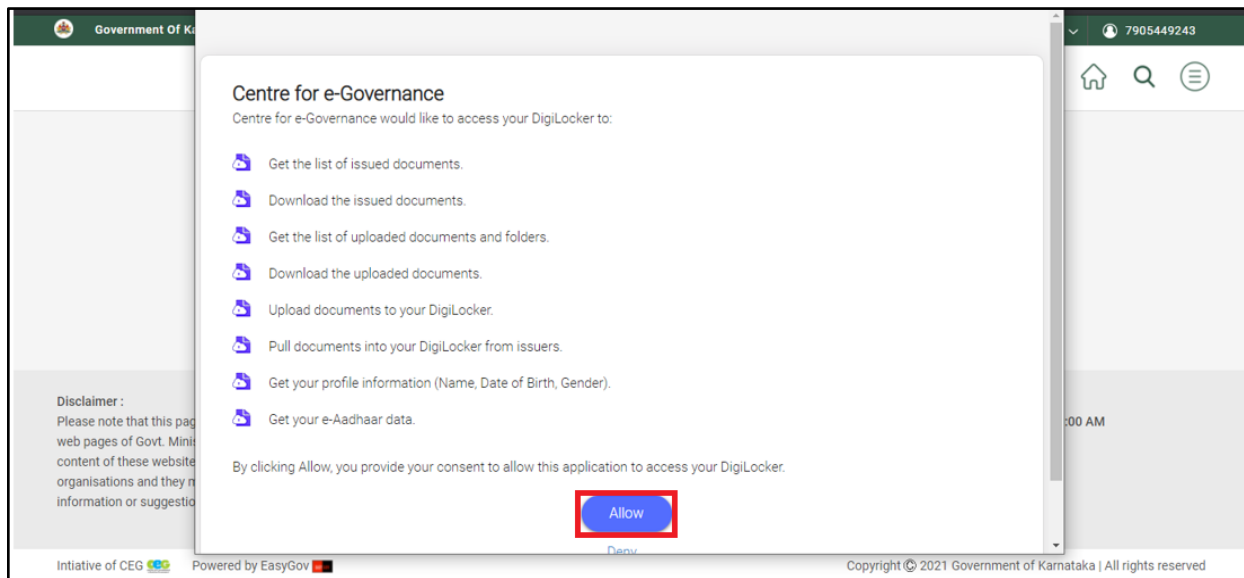


Figure 37: "Digilocker" screen to fetch data by clicking on "Allow" button

Note: If a user clicks on the "Deny" button, the user will be redirected to the "Proceed to Apply" screen page.

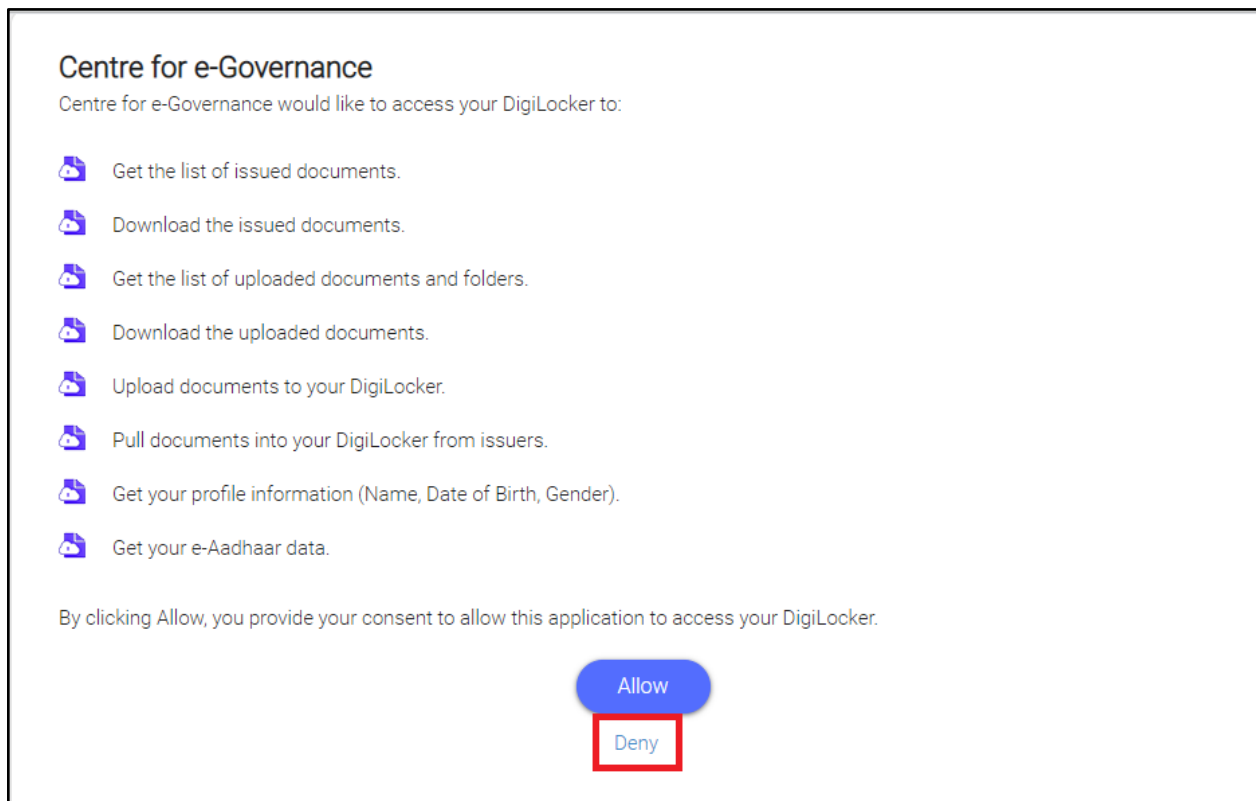
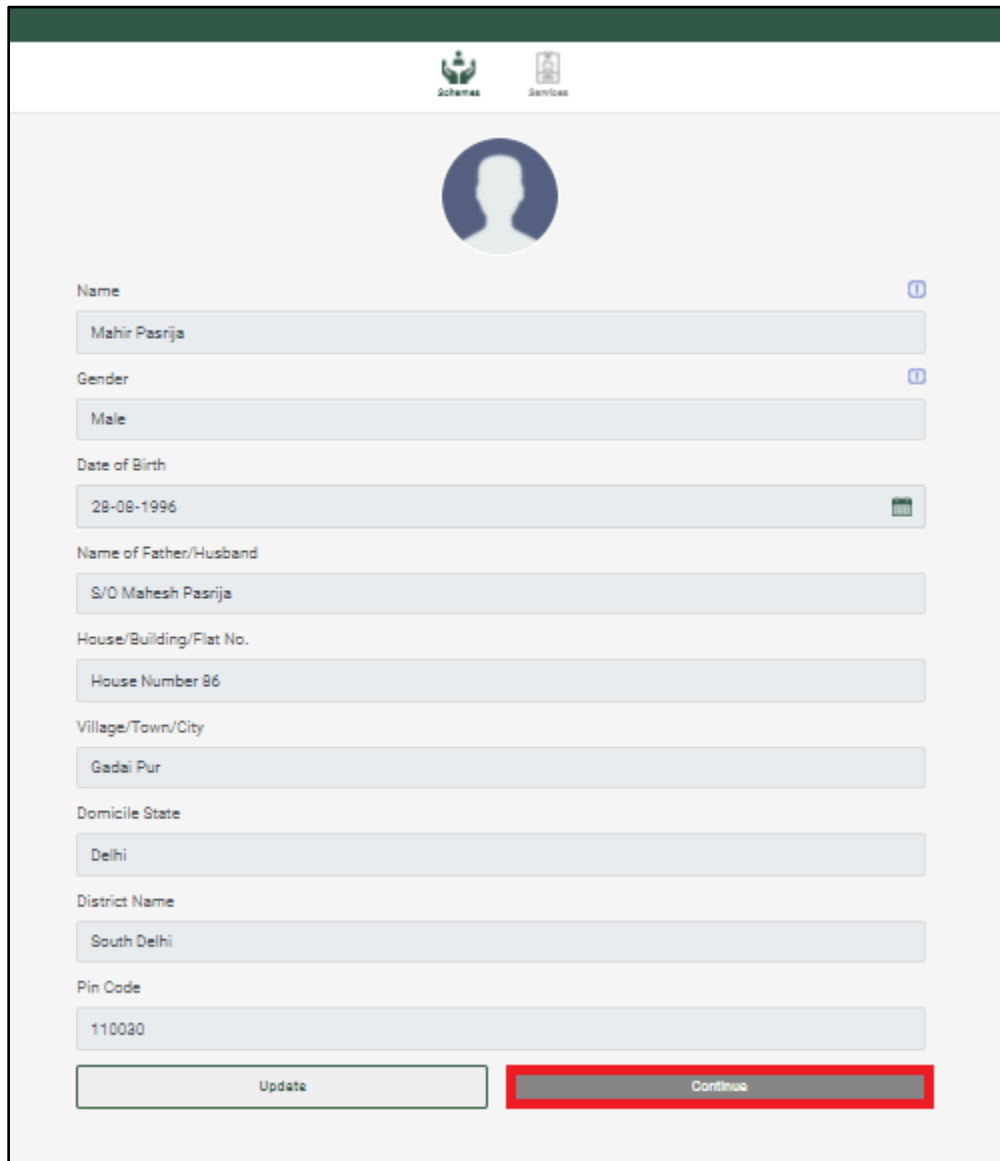


Figure 38: Snapshot of the "Deny" button if a user rejects to access the data from digilocker

Step 5: Once the user has given the access to his/her DigiLocker data, a KYC screen will appear wherein the user will verify the data as shown in the screenshot below. Then, click on the “Continue” button to proceed further.



The screenshot shows a KYC verification interface. At the top, there are icons for 'Schemas' and 'Services'. Below these is a circular profile icon. The main area contains several text input fields, each with a label and a value. The fields are: Name (Mahir Pasrija), Gender (Male), Date of Birth (28-08-1996), Name of Father/Husband (S/O Mahesh Pasrija), House/Building/Flat No. (House Number 86), Village/Town/City (Gadai Pur), Domicile State (Delhi), District Name (South Delhi), and Pin Code (110030). At the bottom, there are two buttons: 'Update' and 'Continue'. The 'Continue' button is highlighted with a red border.

Figure 39: KYC screen highlighting with “Submit” button

Note: If the user wants to update his KYC details, he/she can click on the “Update” button.

House Number 86
Village/Town/City
Gadai Pur
Domicile State
Delhi
District Name
South Delhi
Pin Code
110030
Update Continue

Figure 40: KYC screen highlighted with "Update" button

On clicking the "Update" button, the user will be shown a "Attention" screen, the user can do two things:

1. Either the user can click on the "Proceed" button, he will be redirected to the "DigiLocker" screen.

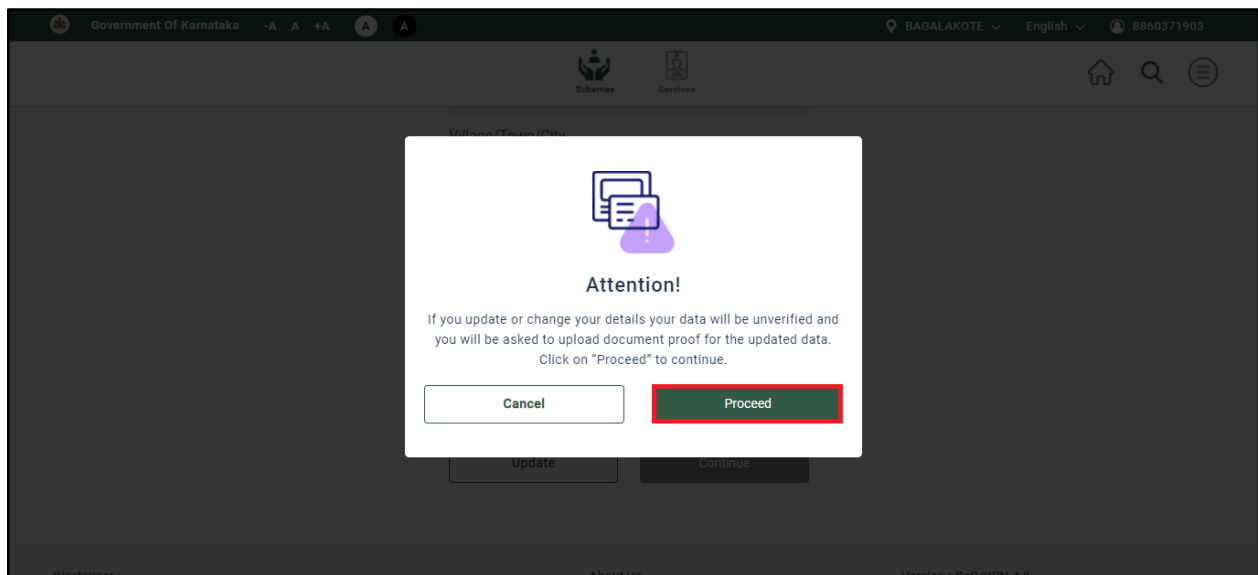


Figure 41: "Attention" pop-up screen to update the data highlighting "Proceed" button

2. Or the user may cancel the update by clicking on the "Cancel" button, and will be redirected to the same KYC screen.

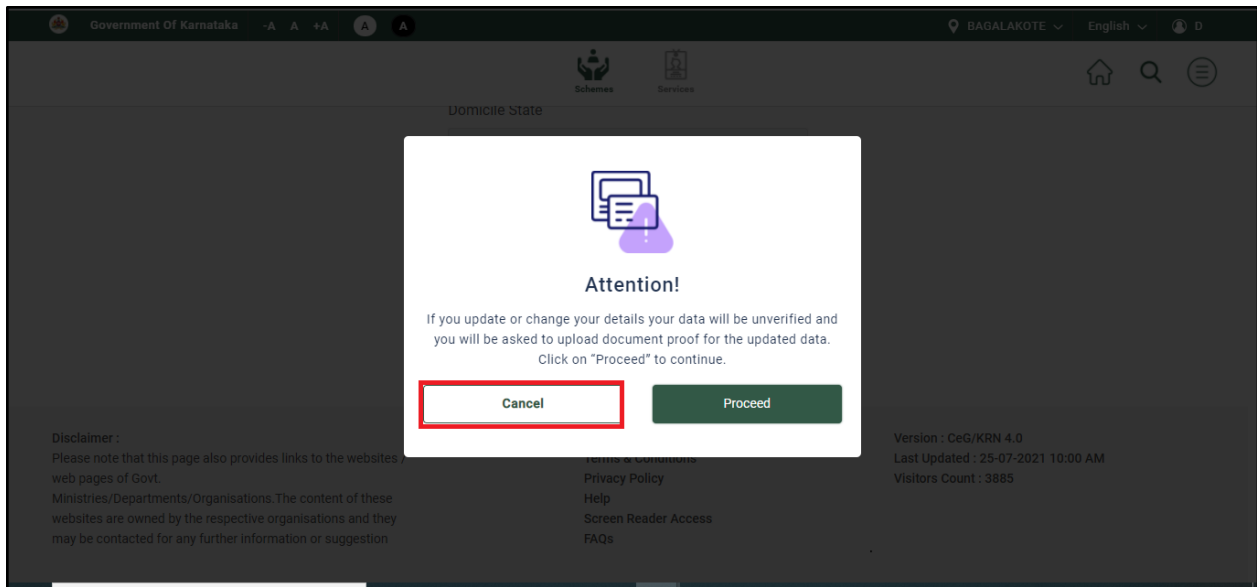


Figure 42: Attention" pop-up screen highlighting "Cancel" button

Step 6: Once the user has verified the data, he/she will have to provide some more details.

Figure 43: Application Form screen

While filling the application details, the user has to upload his documents. For instance, in the below visual the user has been asked to upload his Caste Certificate.

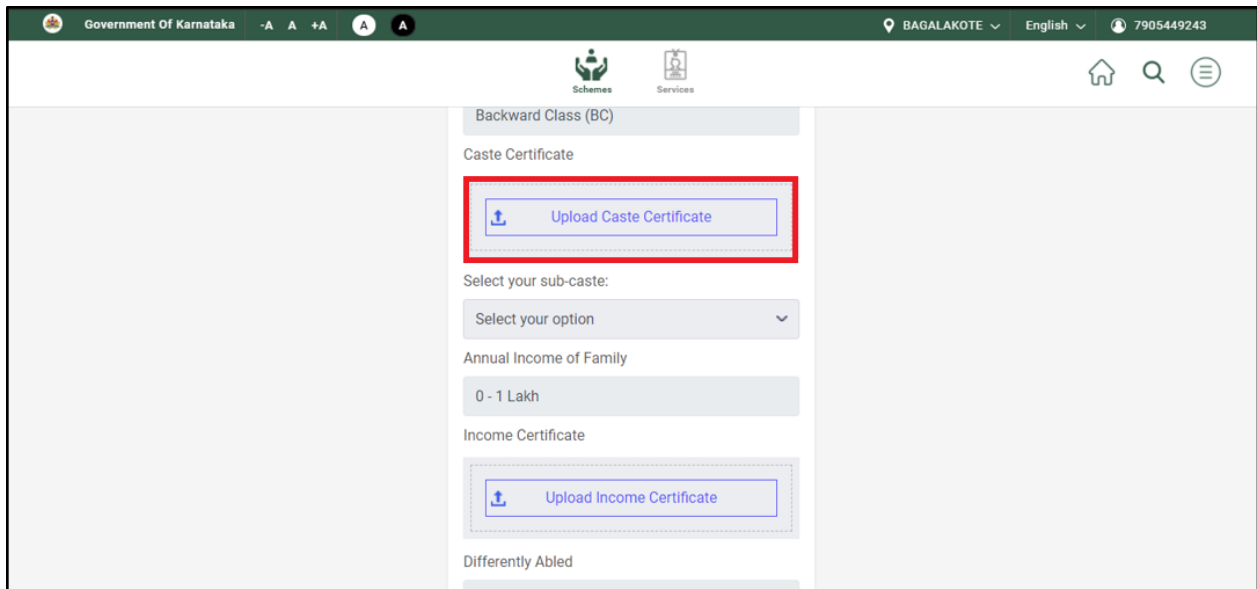


Figure 44: Application Form screen asking to "Upload Caste Certificate"

On clicking the "Upload Caste Certificate", the user will be able to browse the certificates from the computer and can upload the same.

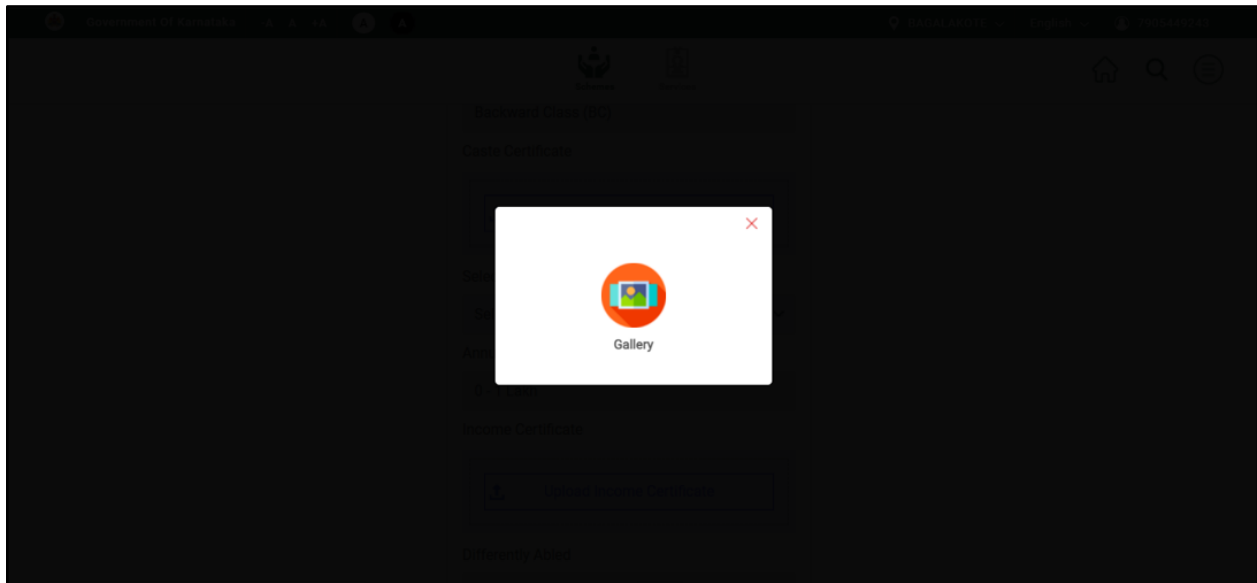
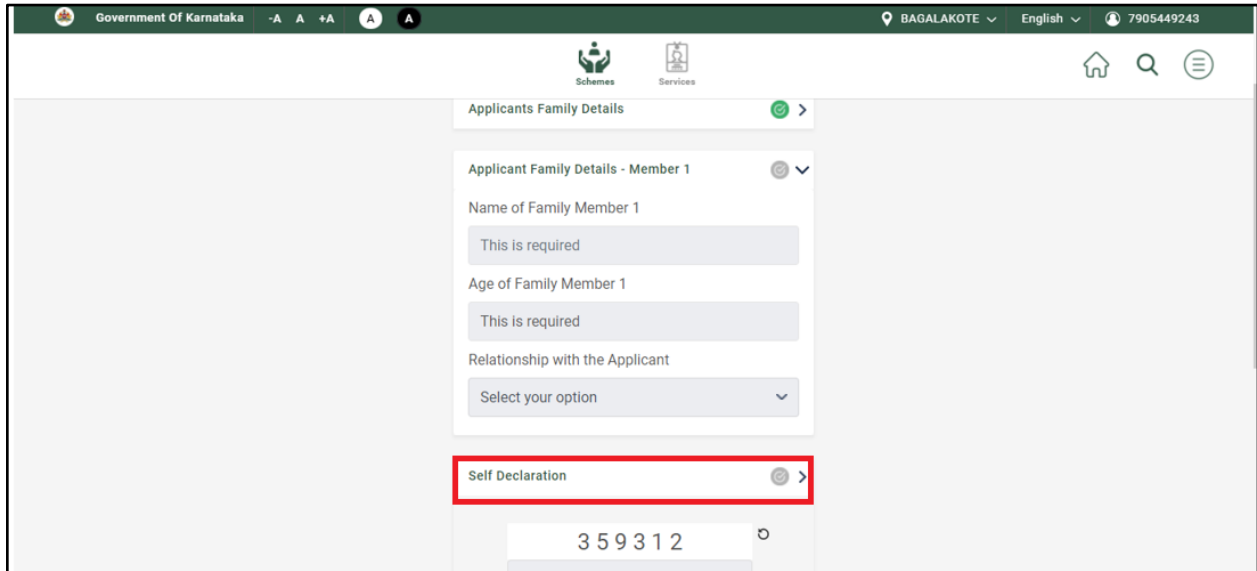


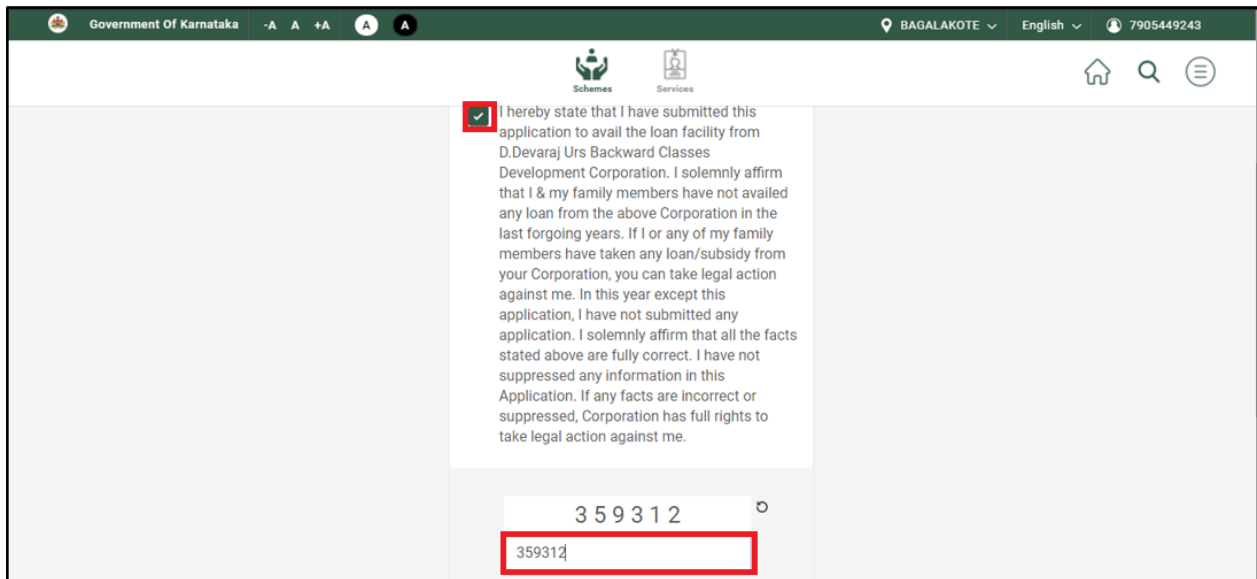
Figure 45: On clicking the "Upload Caste Certificate", pop-up appears with 'Gallery' button

Towards the end of the form, the user has to check the "Self Declaration", by clicking on the check box, and also enter the captcha as shown in the below screenshot.



The screenshot shows a web application interface for the Government of Karnataka. The header includes the logo, location (BAGALAKOTE), language (English), and a user ID (7905449243). The main content area is titled "Applicants Family Details" and contains several input fields: "Name of Family Member 1", "Age of Family Member 1", and "Relationship with the Applicant". Below these fields, a "Self Declaration" button is highlighted with a red rectangular box. At the bottom of the form, a captcha "3 5 9 3 1 2" is displayed.

Figure 46: Self Declaration button on application Form screen



The screenshot shows the same application form interface as Figure 46. The "Self Declaration" button is now checked, and the text of the declaration is visible. The text reads: "I hereby state that I have submitted this application to avail the loan facility from D.Devaraj Urs Backward Classes Development Corporation. I solemnly affirm that I & my family members have not availed any loan from the above Corporation in the last forgoing years. If I or any of my family members have taken any loan/subsidy from your Corporation, you can take legal action against me. In this year except this application, I have not submitted any application. I solemnly affirm that all the facts stated above are fully correct. I have not suppressed any information in this Application. If any facts are incorrect or suppressed, Corporation has full rights to take legal action against me." Below the text, the captcha "3 5 9 3 1 2" is displayed, and the input field for the captcha is filled with "359312", which is highlighted with a red rectangular box.

Figure 47: Consent checkbox and captcha fill in provided screen

The user also needs to check the "Terms & Conditions" and finally click on the "Submit" button to proceed further.

Government Of Karnataka -A A +A A A BAGALAKOTE English 7905449243

Schemes Services

stated above are fully correct. I have not suppressed any information in this Application. If any facts are incorrect or suppressed, Corporation has full rights to take legal action against me.

3 5 9 3 1 2

359312

Terms & Conditions

Save Submit

Disclaimer : Please note that this page also provides links to the websites /

About Us Terms & Conditions

Version : CeG/KRN 4.0 Last Updated : 25-07-2021 10:00 AM

Figure 48: "Terms & Conditions" check-box and "Submit" button screen

Note: The user at any point can edit the form, by clicking on the "Edit" button as shown below.

Government Of Karnataka -A A +A A A BAGALAKOTE English 7905449243

Schemes Services

10000

How many members are there in your family excluding you?

1

Name of Family Member 1

AASTHA

Age of Family Member 1

25

Relationship with the Applicant

Sister

Edit Submit

Figure 49: Application Form edit screen

Step 7: Once the user has finished the KYC details, the next screen will be the “DBT Karnataka” where, department, scheme name, Beneficiary ID, Beneficiary name will be auto-fetched as shown below:

DBT Karnataka

Identity Validation Service

Department
Backward Classes Welfare Department

Scheme
Chaitanya Subsidy Cum Soft Loan Scheme

Beneficiary ID
81261004020000000000

Beneficiary Name
Rishabh Pandey

Name As per Aadhaar

Aadhaar Number

The consent is taken from the beneficiary physically in a prescribed format.

Submit

Figure 50: DBT Karnataka screen

The user needs to fill in the “Name as per Aadhaar” and “Aadhaar Number”, and finally click on the “Submit” button by checking the “Consent”. The Aadhar details provided here should be the same as provided for eKYC.

DBT Karnataka

Identity Validation Service

Department
Backward Classes Welfare Department

Scheme
Chaitanya Subsidy Cum Soft Loan Scheme

Beneficiary ID
81261004020000000000

Beneficiary Name
Rishabh Pandey

Name As per Aadhaar
RISHABH PANDEY

Aadhaar Number
579337396464

The consent is taken from the beneficiary physically in a prescribed format.

Submit

Figure 51: Consent checkbox and Submit button on DBT Karnataka screen

Step 8: After submitting the “DBT”, the user will be redirected to the “eSign” screen as shown below. The user needs to enter the “Aadhaar Number” and “Name in Aadhar”. Then click on the “Submit” button as shown below.

The image shows a web page titled "ESign". In the center, there is a white box with the heading "Enter Aadhaar Number and Name". Below the heading, there are two input fields: "Aadhaar Number:" and "Name In Aadhaar:". Below these fields is a blue button with the text "Submit", which is highlighted with a red border.

Figure 52: "ESign" screen

Step 9: Once the user has submitted the application, he/she can download the application, by clicking on the "Download Application" button.

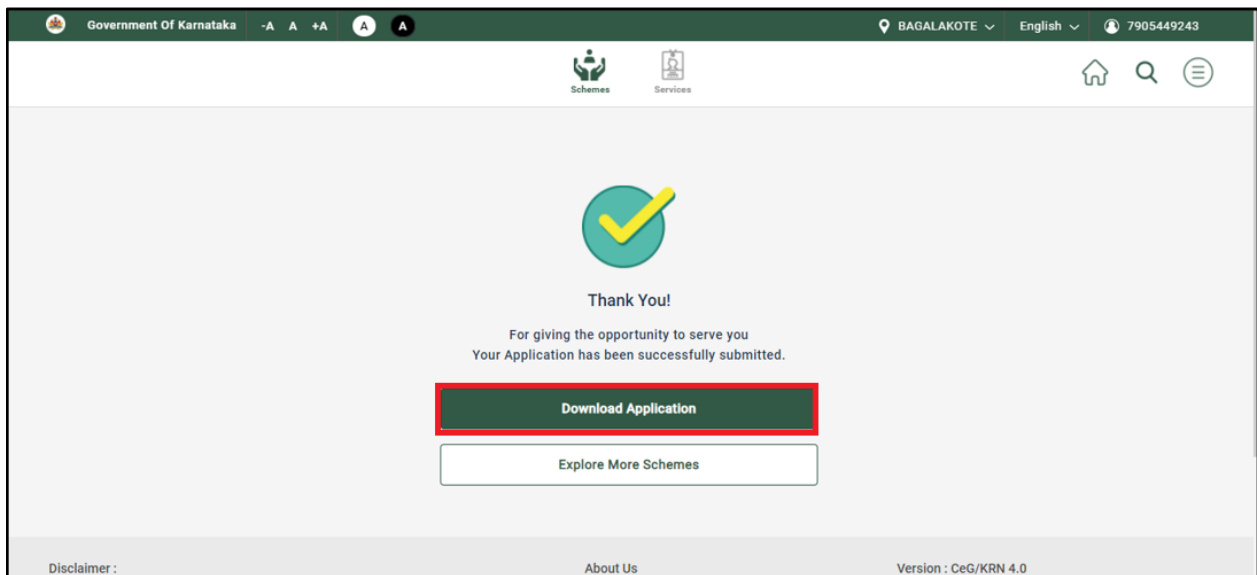


Figure 53: Submitted the application screen highlighting "Download Application"

4.5. Schemes Dashboard

Users can track their actions on Suvidha on the Schemes dashboard page. A brief description of the features of the dashboard is provided here.

- **My Schemes:** "My schemes" has four segments namely, Saved, Draft, Applied and Enrolled schemes. Users can check the status of applied schemes or can withdraw their application through this tab.
- **View All:** The user can click on the "View All" button, then he/she will be redirected to the screen showing various categories of the schemes of the state.

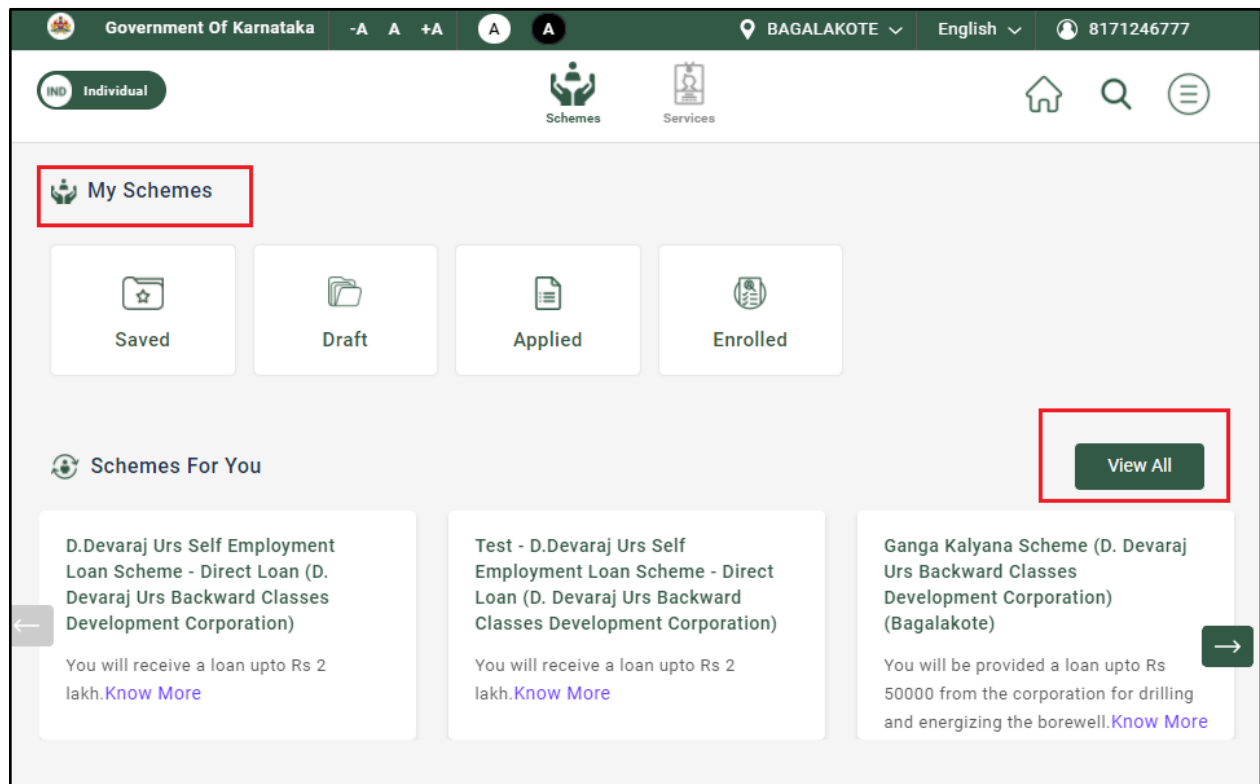


Figure 54: Snapshot of the Schemes Dashboard of the user

4.5.1. My Schemes

“My Schemes” is categorised into Saved, Draft, Applied and Enrolled as explained below.

4.5.1.1. Saved

Saved schemes are those when a user completes a scheme specific eligibility check and turns out to be eligible for the scheme, then the scheme will automatically be saved under this section.

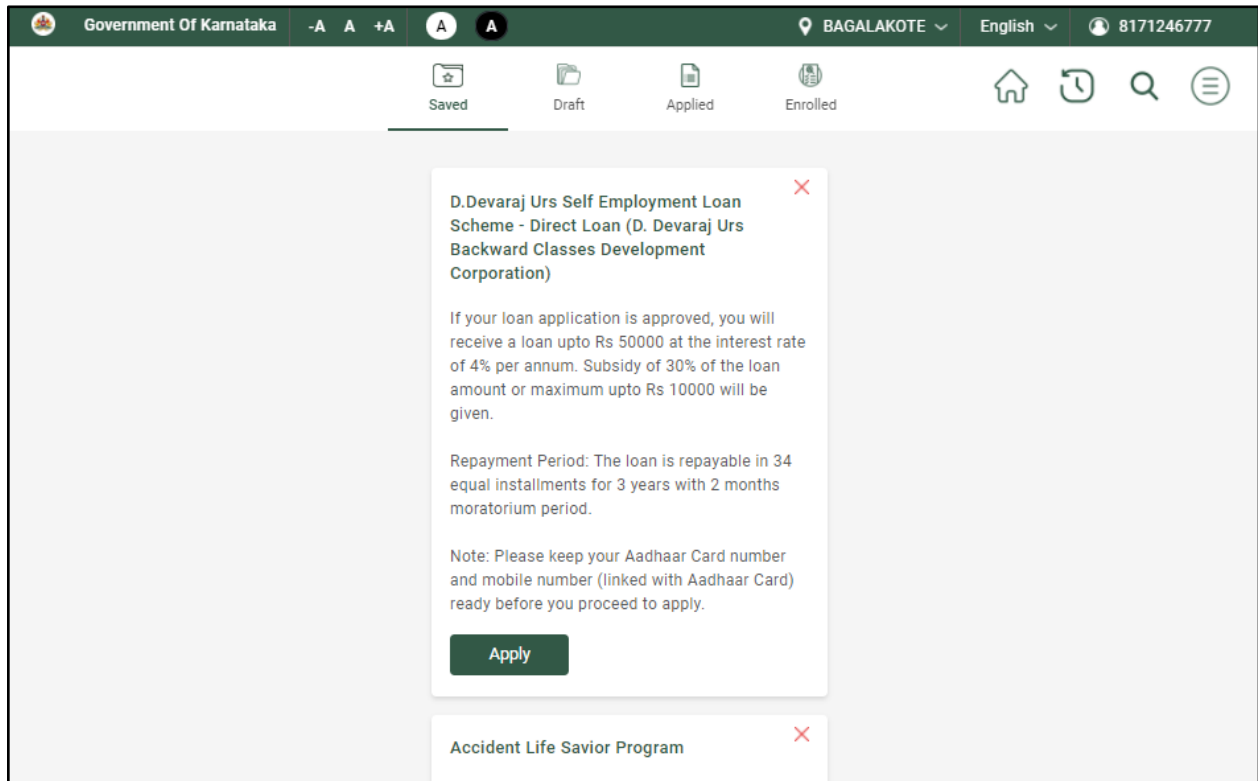


Figure 55: “Saved” schemes screen

4.5.1.2. Draft

Draft Schemes are those when a user has completed the application form but has not yet submitted the application.

4.5.1.3. Applied

Applied Schemes are those when a user has submitted the application. The relevant status of application of an applied scheme by the user reflects here.

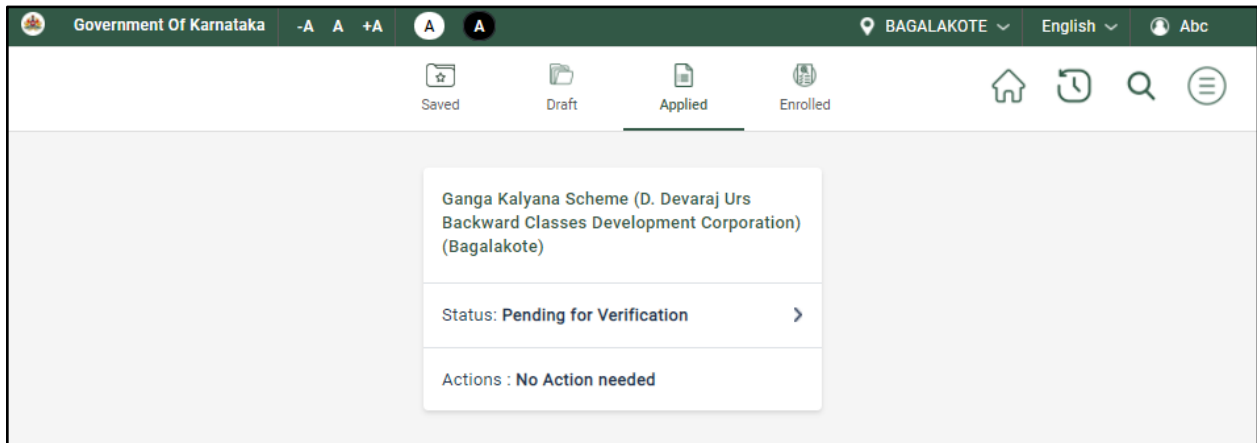


Figure 56: "Applied" Schemes screen

4.5.1.4. Withdraw Application

The users can also withdraw any application submitted by them. On clicking the "Status" for the particular scheme, two actions are possible: "Withdraw Application" and "View Application". Please refer to the flow of steps provided below for the same.

Step 1: Click on Status

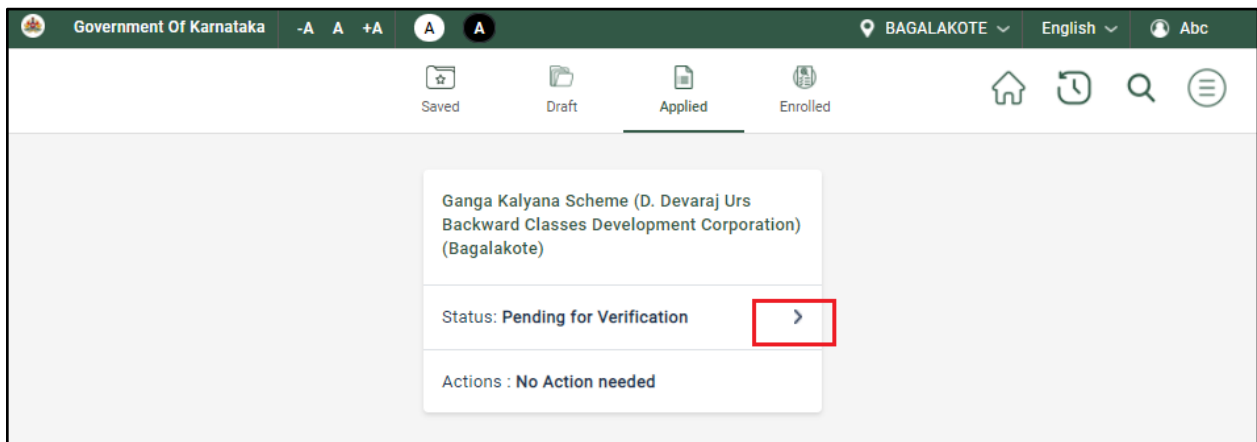


Figure 57: Applied schemes screen showing status of the application



Step 2: Click on three dots

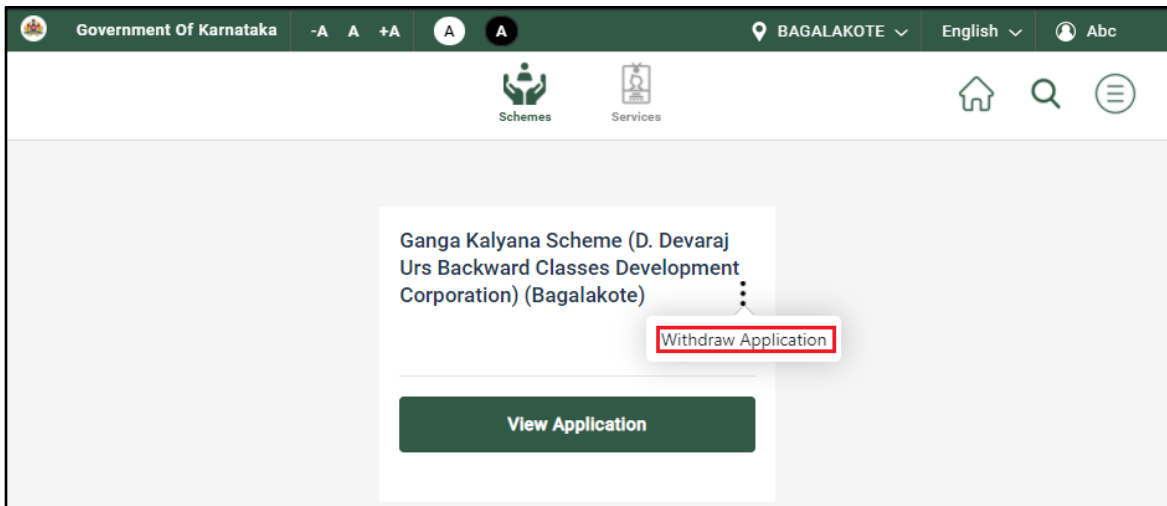


Figure 58: "Withdraw" application button screen

Step 3: Click on Withdraw Application

4.5.1.5. View Application

The user may also view the application by clicking on the "View Application" button as shown below.

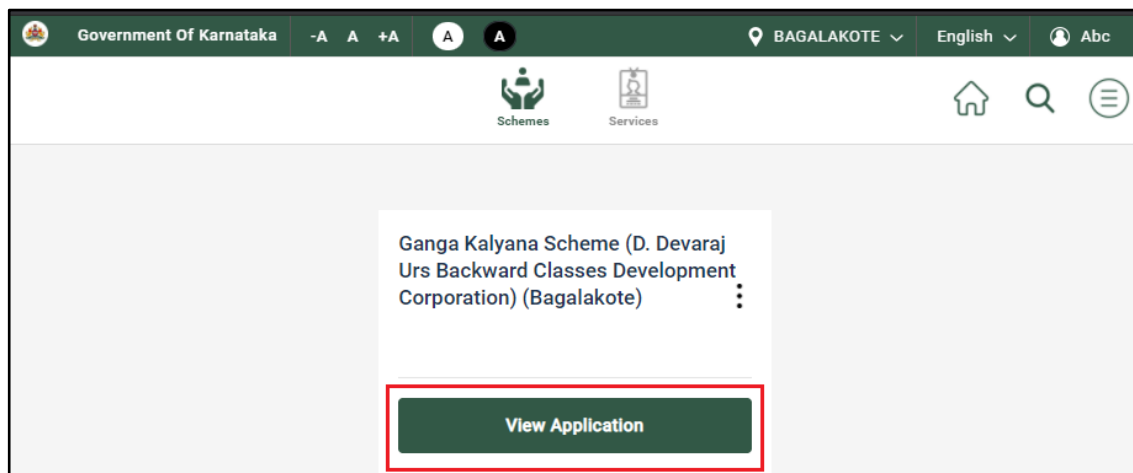



Figure 59: "View Application" button screen



Once the application is opened the user may download the application, by clicking on the  download button.

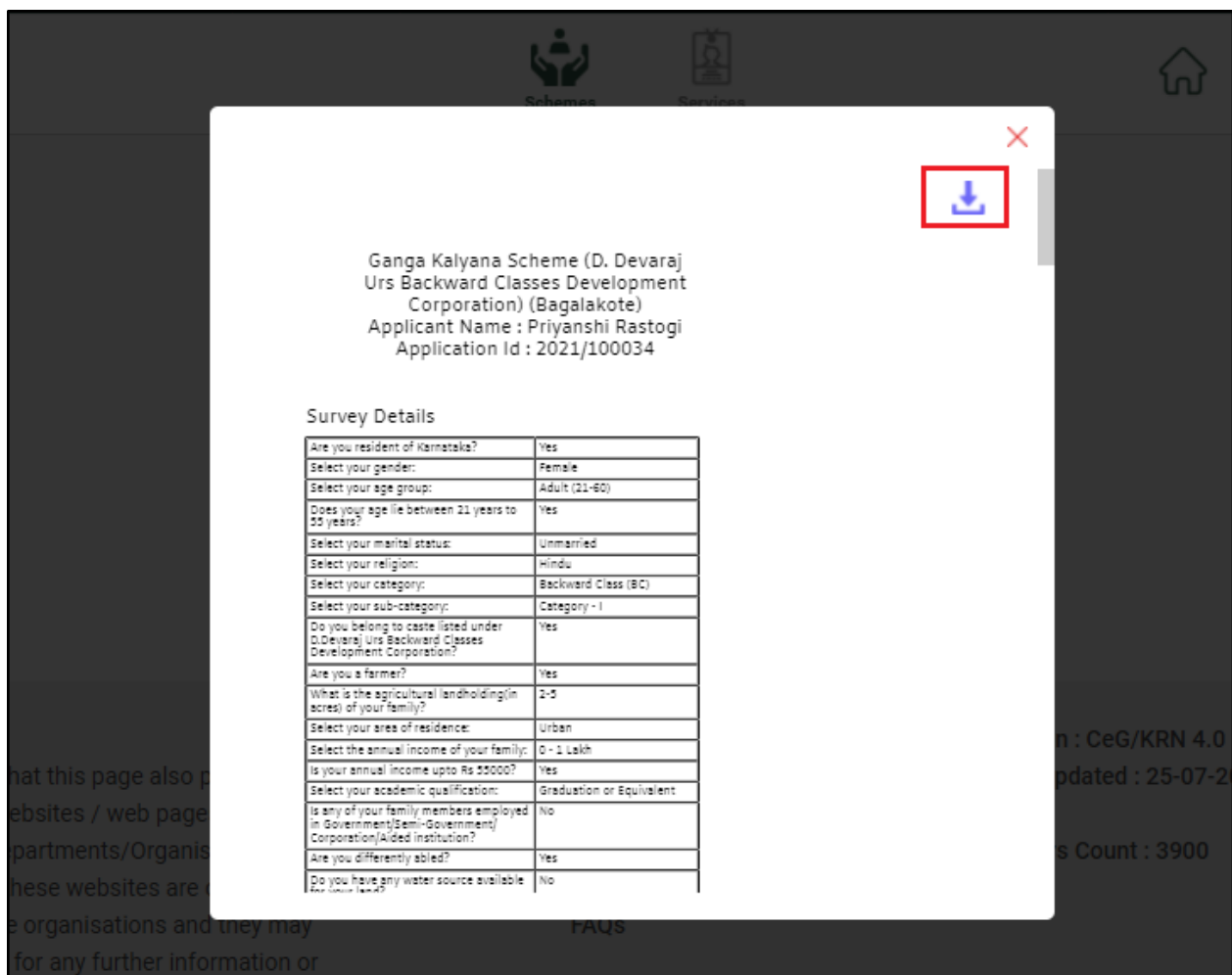



Figure 60: Download scheme screen highlighting the "Download" Button

4.5.1.6. Enrolled

Enrolled Schemes are those when a government user has verified the application and approved the beneficiary to be enrolled for the grant of benefit.

4.6. Profile

Users can view, edit, delete, filter, and update their details using the Profile menu. By clicking on  the icon, the user can access the Profile menu. As shown in the below figure, the user can:

1. View Notifications
2. Manage Profile
3. Delete Account
4. Logout

Profile menu is enabled only for the registered users. This feature is not available for guest users.

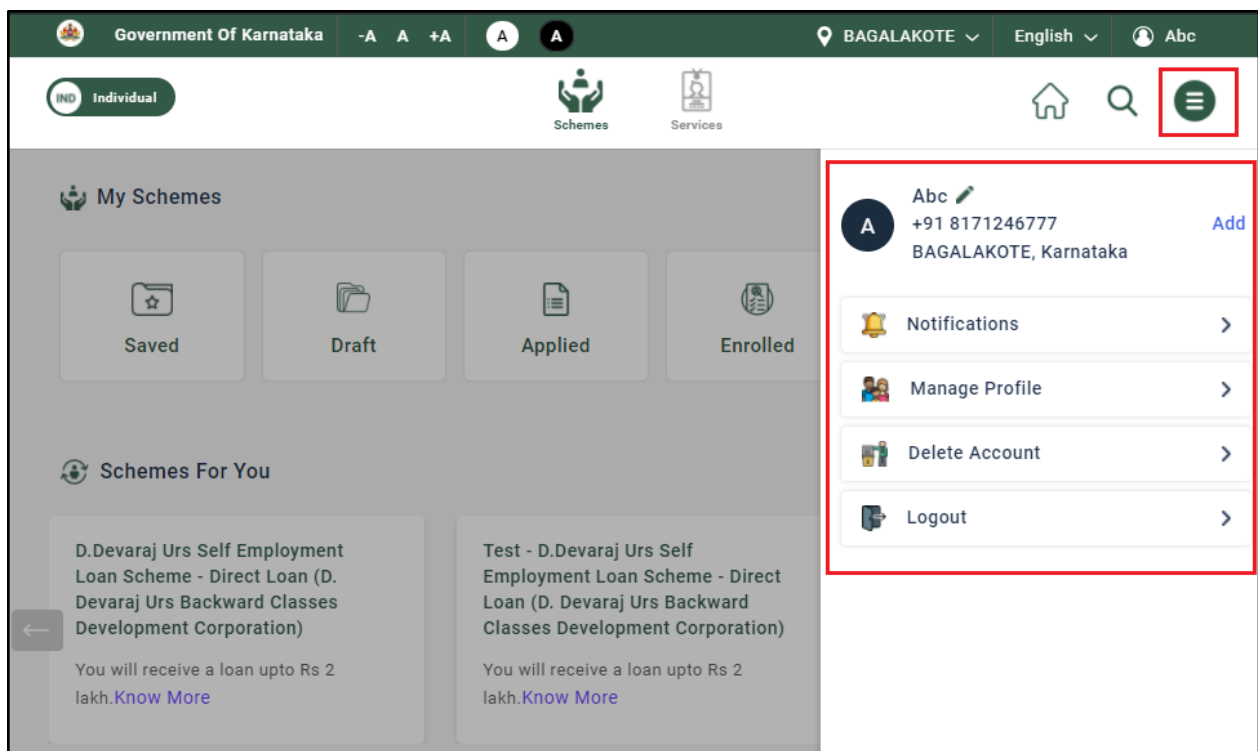


Figure 61: Profile screen for registered users

4.6.1. Notifications

This section covers the notifications which are raised while any update has been done in any scheme status.

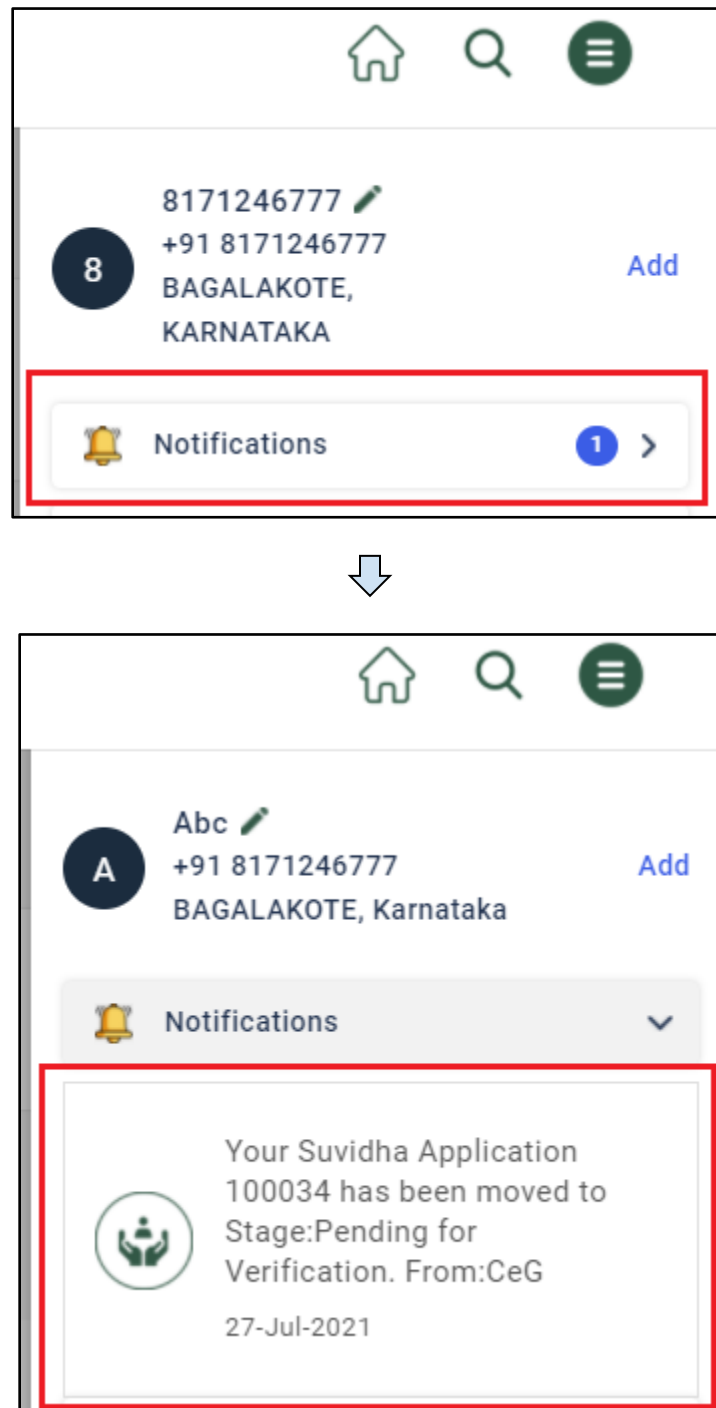


Figure 62: Notifications button under Profile screen

4.6.2. Manage Profile

This section allows users to manage their details. All the information of the user is stored under different categories as shown in the visual below

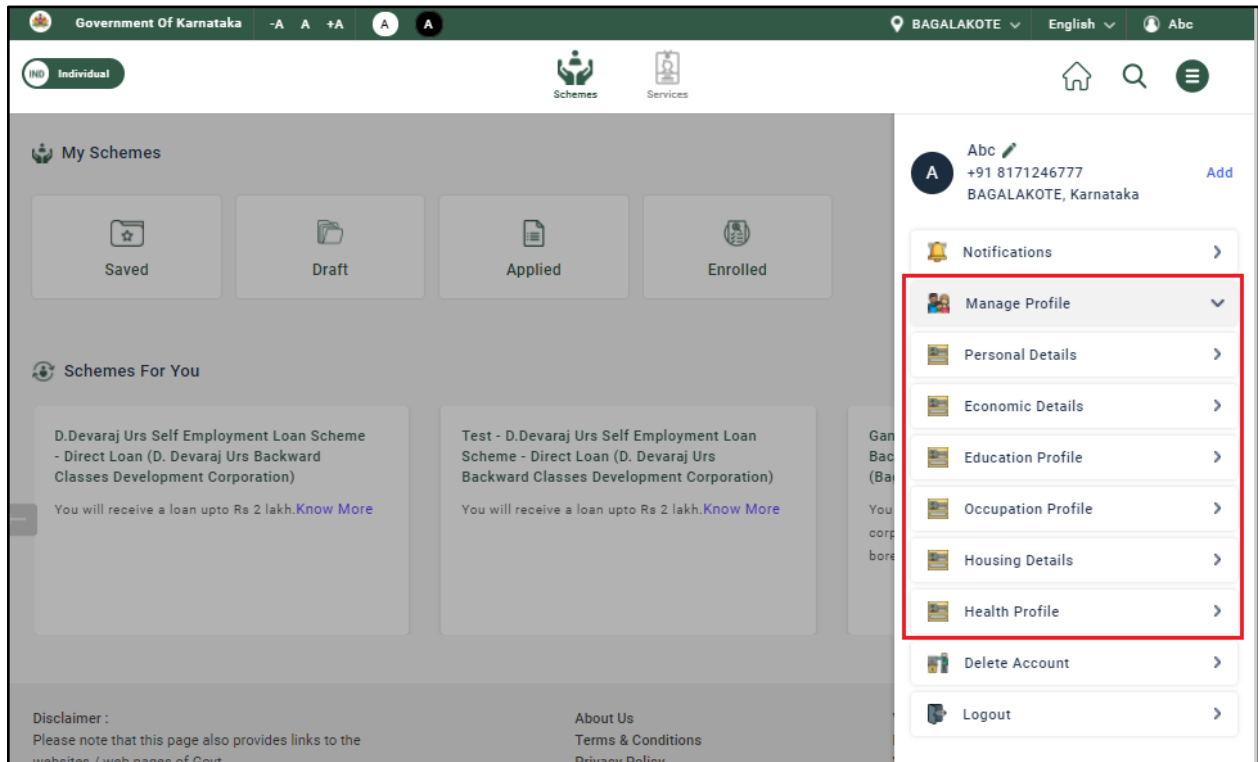


Figure 63: Manage Profile button under Profile screen

The user may update any of the profile details, one such instance has been discussed below:

- On clicking the "Personal Details", the user is redirected to the "Personal Details" screen page.

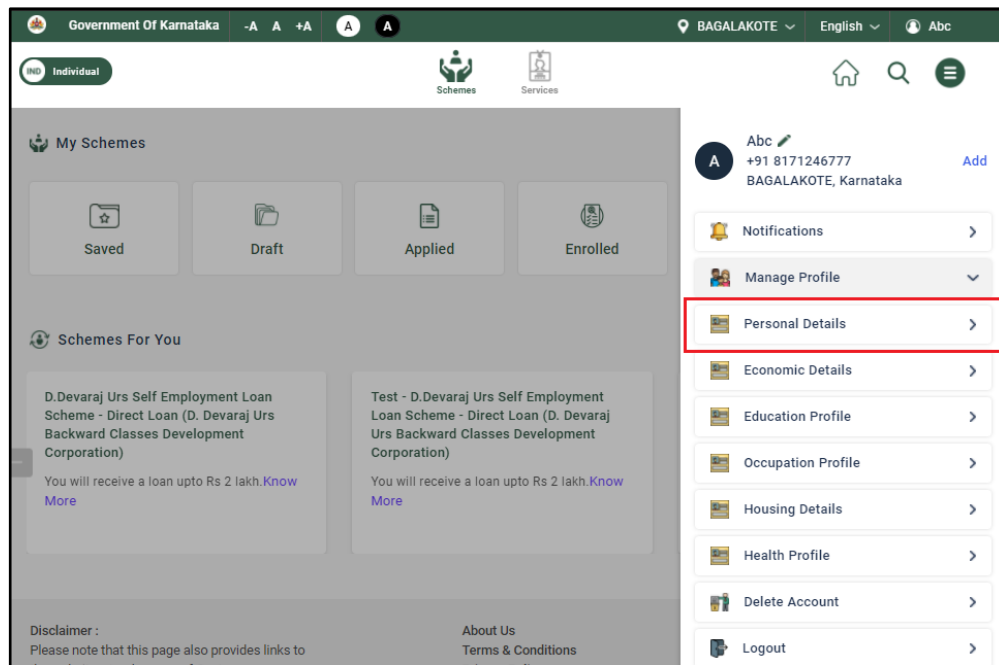


Figure 64: "Personal Details" under Manage Profile

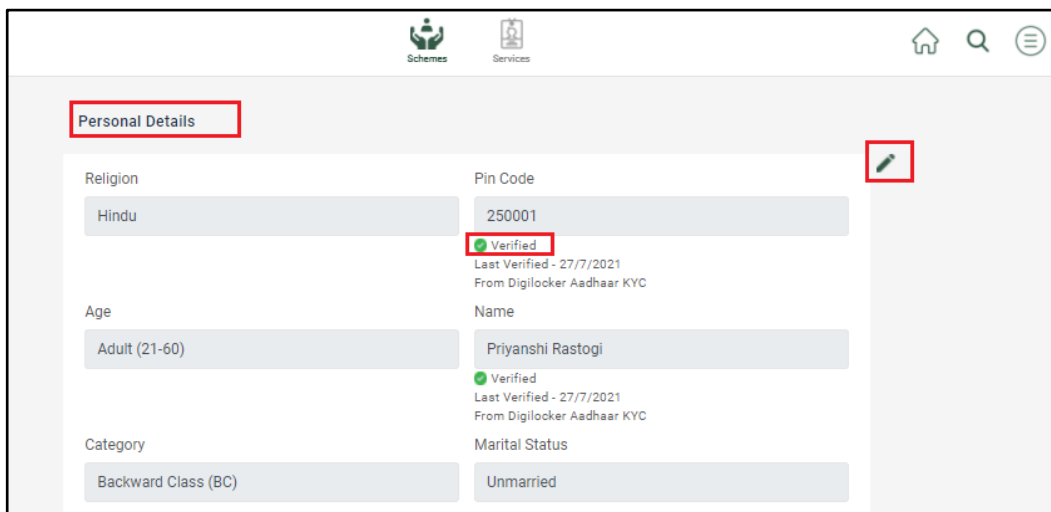



Figure 65: "Personal Details" screen

Some of the data in this "Personal Details" screen has been verified from the DigiLocker Aadhaar KYC. The user may update the data by clicking on the  edit button. Finally click on the "Save" button by updating the fields.

Government Of Karnataka -A A +A A A BAGALAKOTE English Abc

Schemes Services

Verified
Resident of Karnataka
Yes

Verified
House/Building/Flat No.
170/3

Verified
Domicile State

Verified
District Name
Me

Verified
Name of Father/Husband
D/O: Sushil

Verified
Sub-Caste
Category - II (A)

Cancel Save

Figure 66: "Save" button after editing the "Personal Details"

4.6.3. Delete Account

The user can delete his/her account by clicking on the "Delete Account" button as shown below.

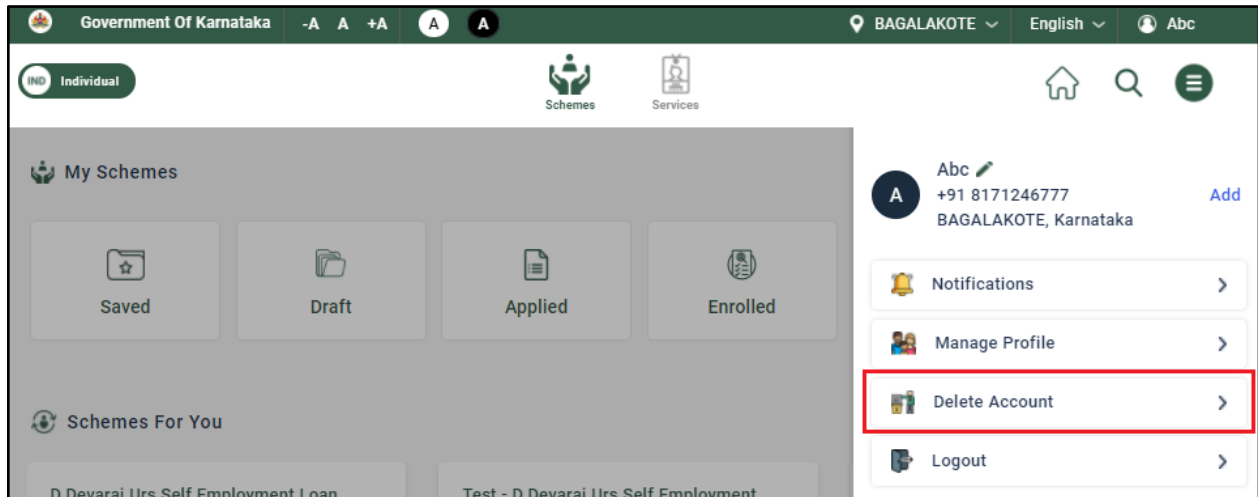


Figure 67: "Delete Account" under Profile screen

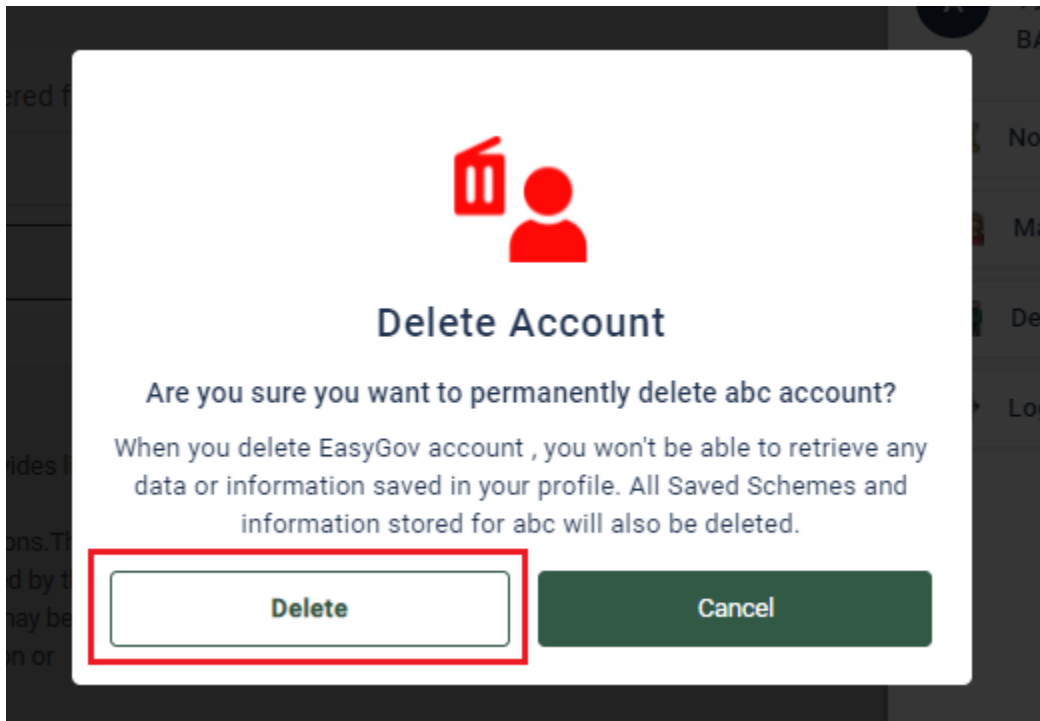


Figure 68: "Delete" button to delete an account

4.6.4. Logout

The user can also logout on clicking the "logout" button available on the screen. If a user wants to logout, click on the "logout" button to proceed. Also, if a user needs to login with different login credentials, the user can log out the previous login details from the "logout" button.

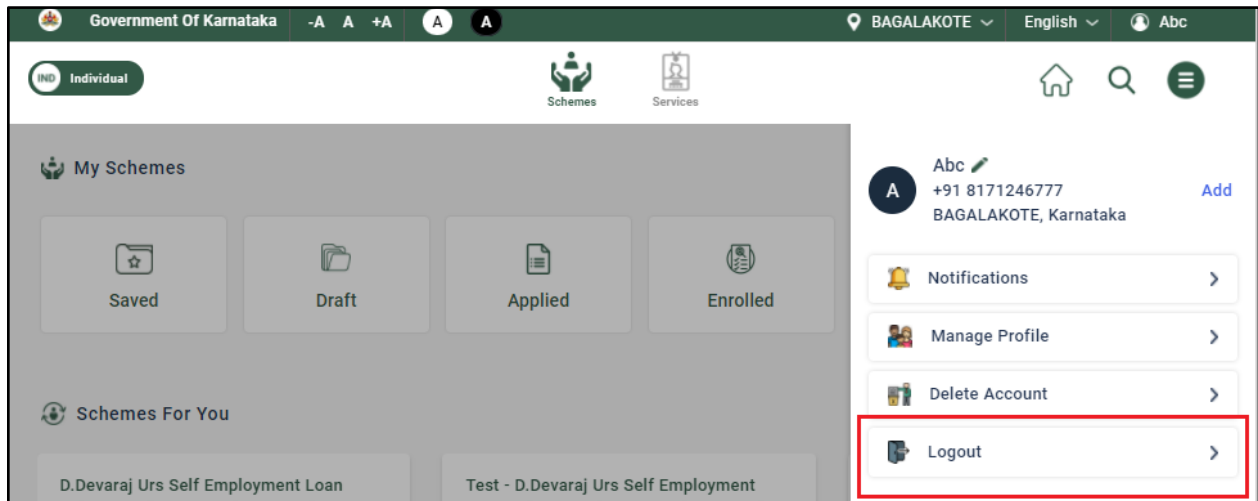


Figure 69: "Logout" button under Profile screen

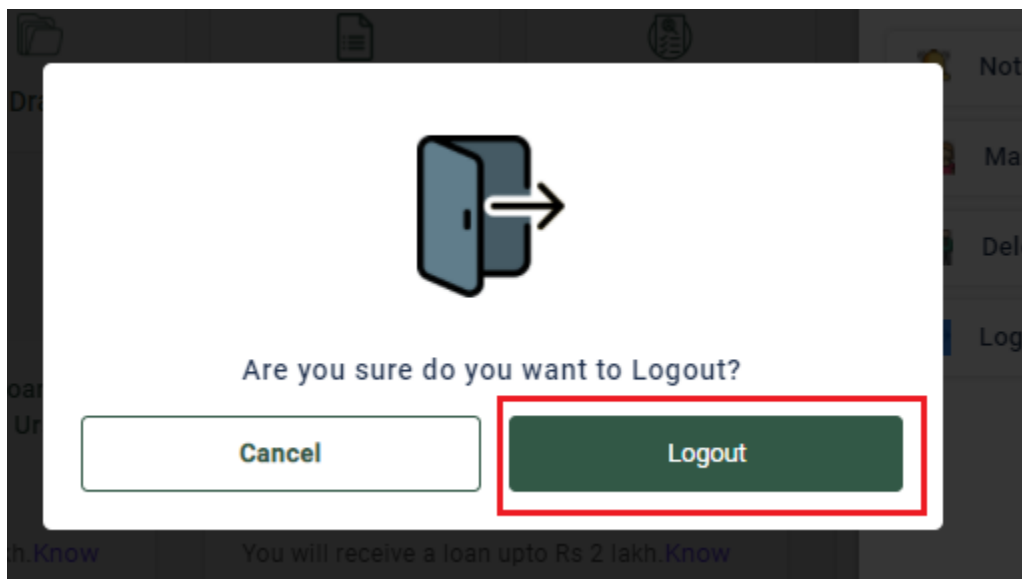



Figure 70: "Logout" button to logout from an account

4.6.5. Edit/Add User

- The user may also change his login details by clicking on  the edit icon as shown below.

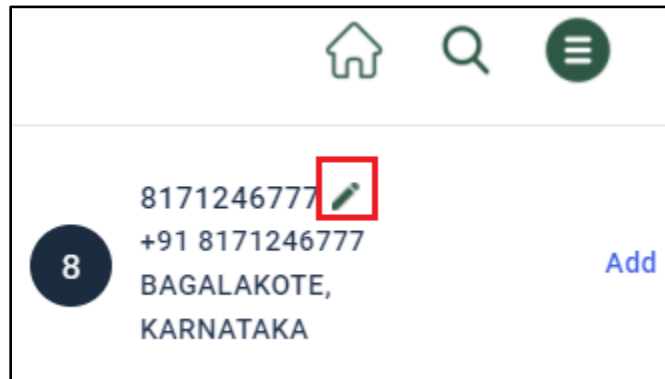


Figure 71: "Edit" button to edit user

On clicking the edit icon, the user will be asked to change the name as shown below, and finally click on the "Save" button.

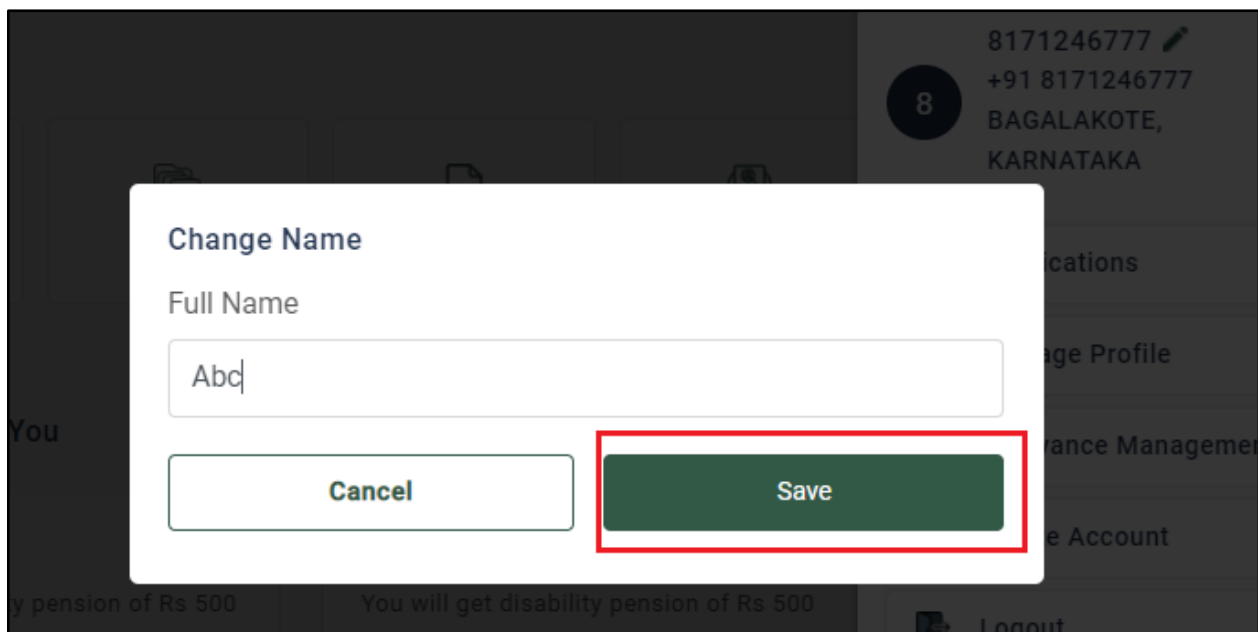


Figure 72: "Edit" screen by entering the user name

- The user may also add his/her profile by clicking on the “Add” button as shown below.

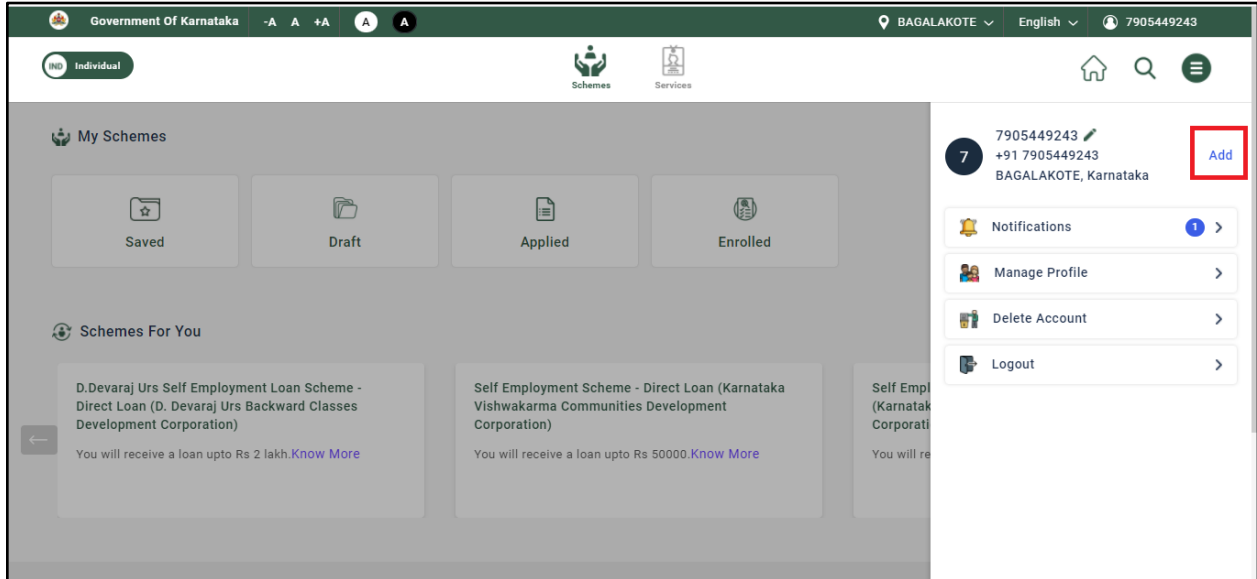


Figure 73: “Add” button to add a profile

- After clicking on the “Add” button, the next screen visible to the user will be “Add Profile”, wherein the user can edit the “Full Name” and “Relation” and finally click on the “Save” button.

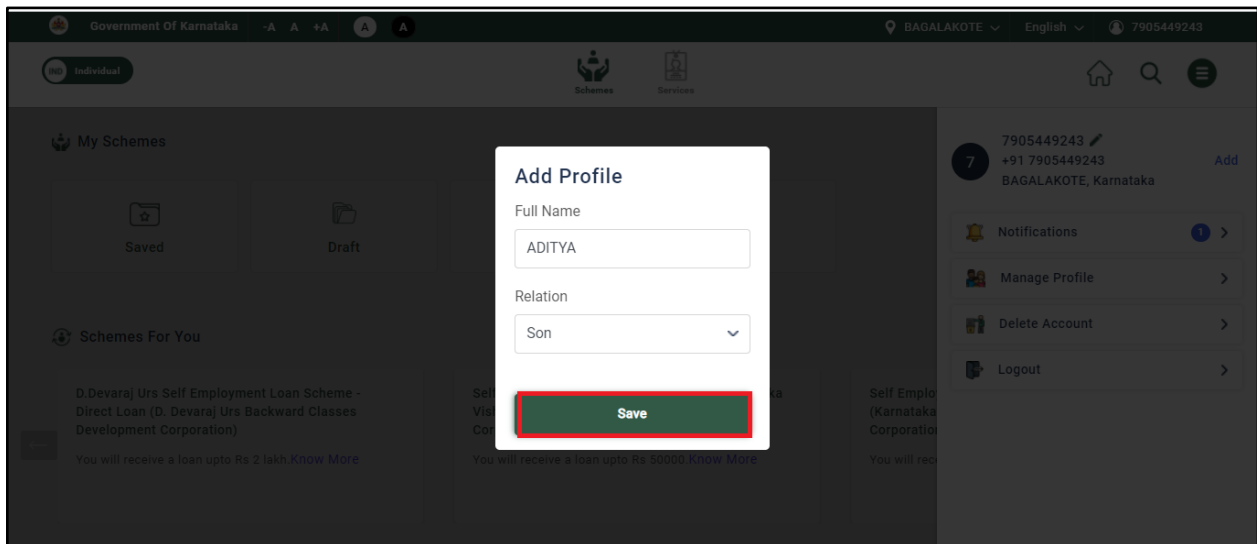


Figure 74: Saving the new profile by entering the details

- The user may also change the location details from this section as shown below. Click on the "Change" button, and the next screen will be "Confirm Your location", update the state and district and click on the "Confirm" button.

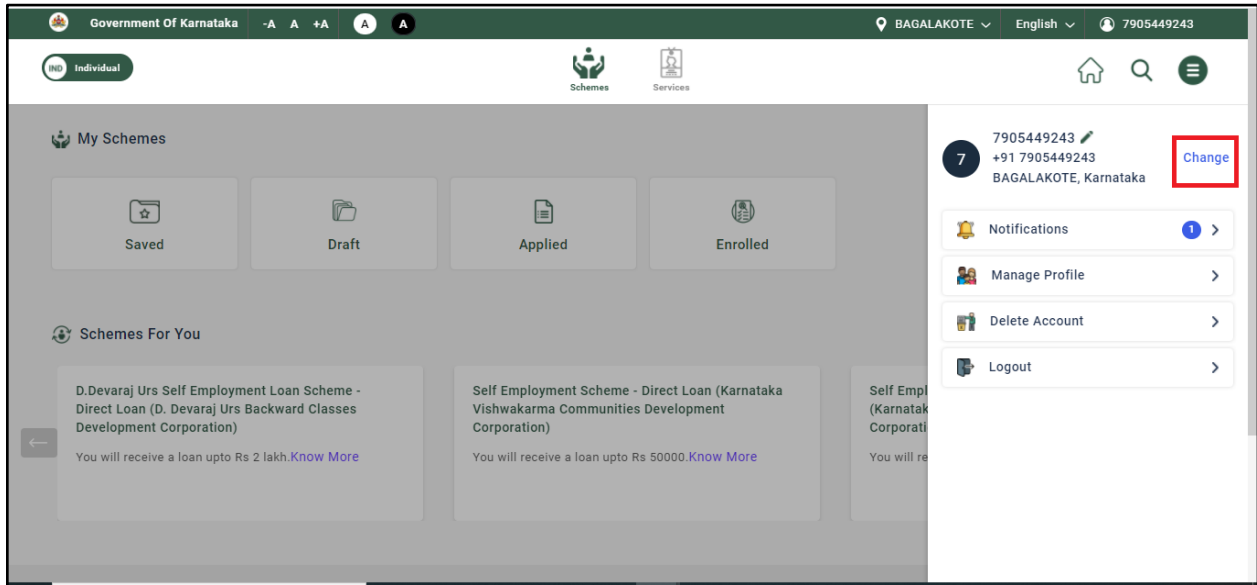


Figure 75: "Change" button to change the location of the user

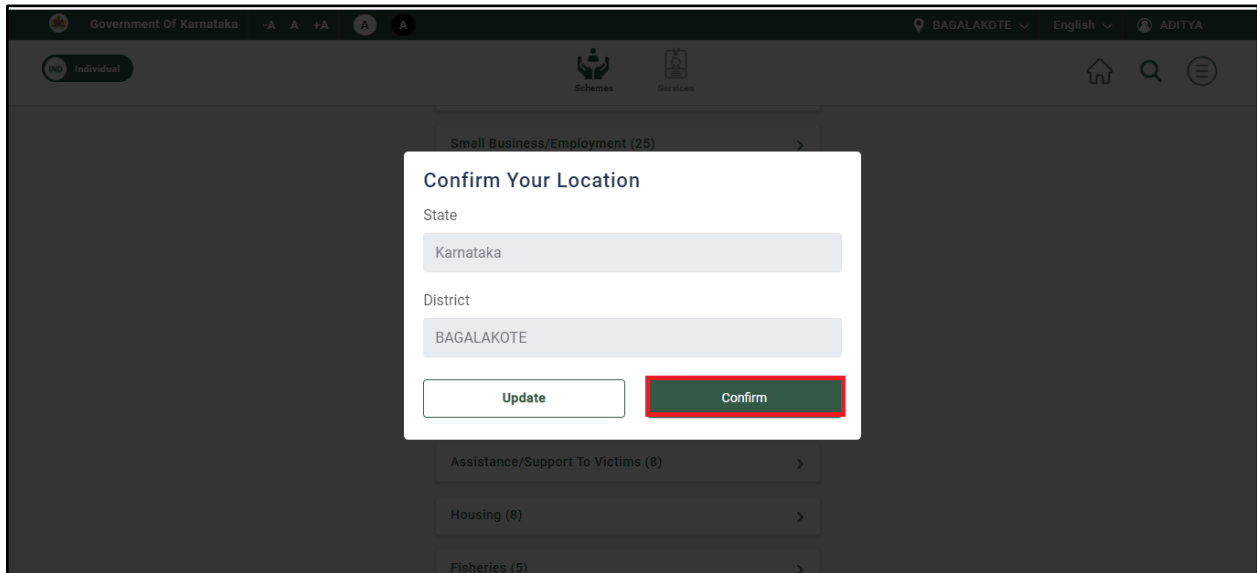


Figure 76: "Confirm" button to confirm the location of the user

4.7. Toggle Button for Individual and Business

There is also a Toggle button which enables the user to navigate through G2C or G2B services. On clicking the "Individual" toggle button, it enables the user to view only G2C services.

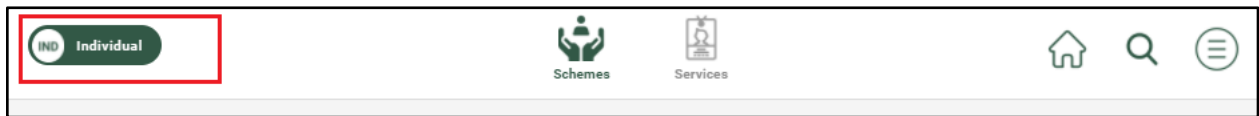


Figure 77: "Individual" toggle button (G2C Services)

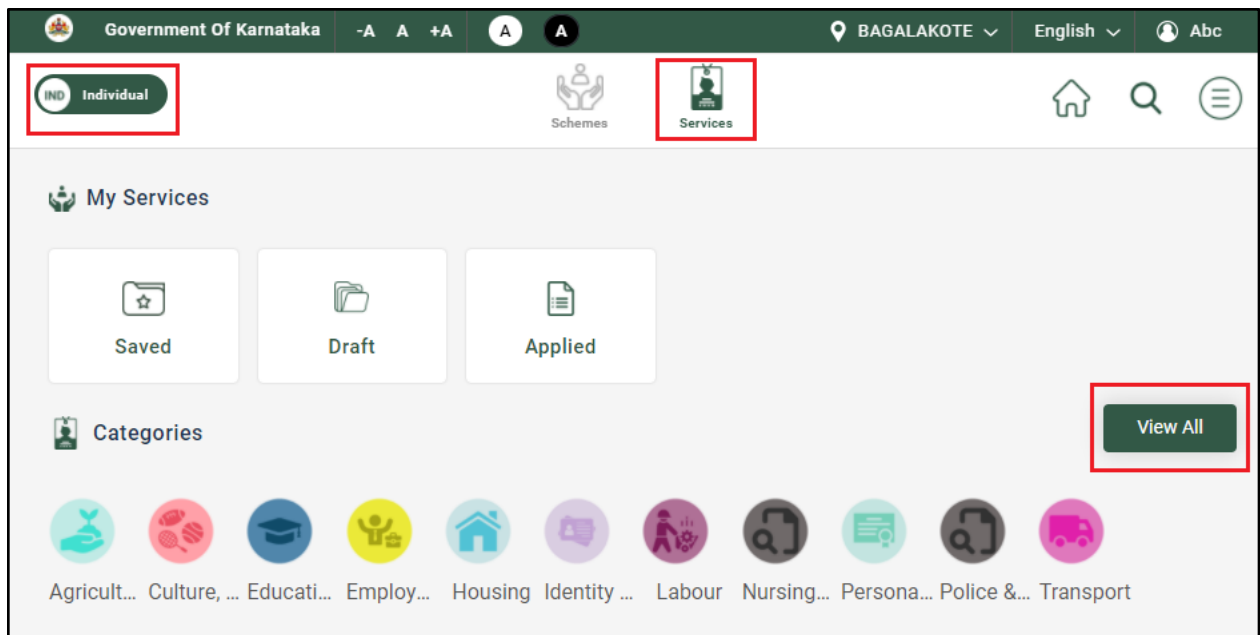


Figure 78: Services under "Individual" toggle screen



Click on the "View All" button to view all the categories under "Individual" toggle (G2C Services) as shown in the below screenshot.

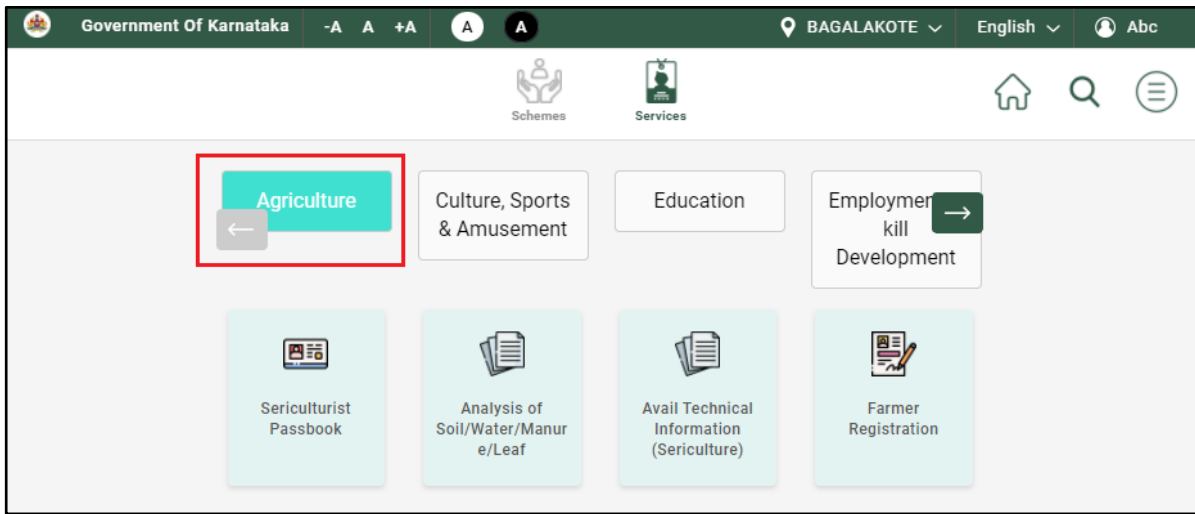


Figure 79: G2C Services (Individual toggle) under Agriculture category

On clicking the "Business" toggle button, it enables the user to view only G2B services. The user will be asked to update his/her location while proceeding to the "Business" screen page.

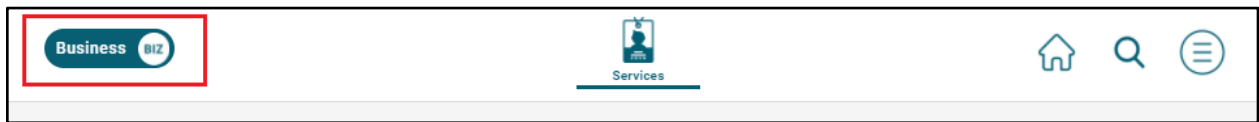


Figure 80: Business toggle button (G2B Services)



After clicking on the "Business" toggle, the user needs to confirm the location as shown below.

Figure 81: "Confirm Your Location" screen



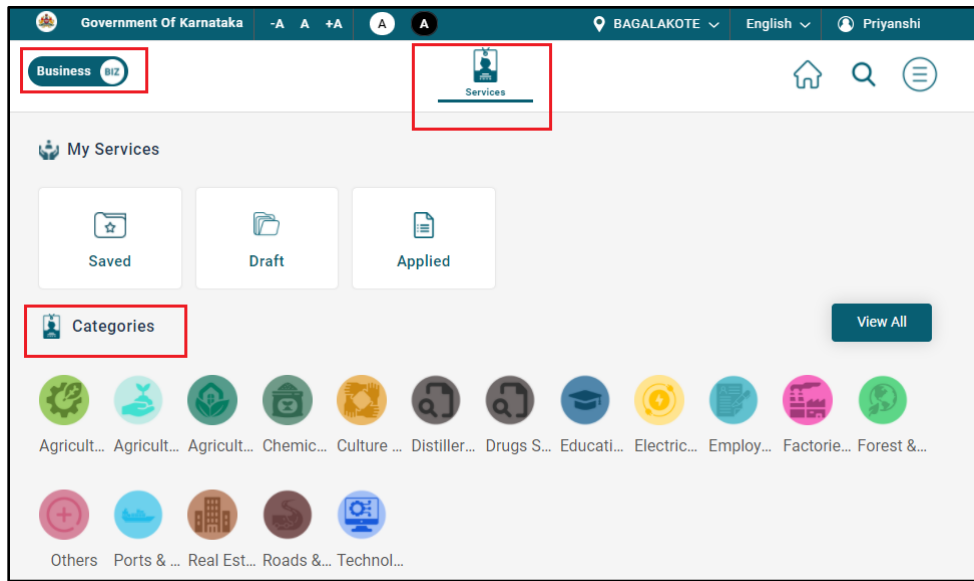


Figure 82: "Business" Toggle (G2B Services) screen

On clicking the "View all" button, the user can view all the categories under "Business" (G2B Services).

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