MEESEVA USER MANUAL

FOR

DEEPAM GAS CONNECTION

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DEEPAM GAS CONNECTION

Government of Andhra Pradesh launches “DEEPAM GAS CONNECTION SCHEME” to women who are in Below Poverty Line (BPL) Families in Rural areas with the main objective is to provide relief to women from drudgery of cooking with firewood and to improve the health status of the Rural women folk. The Government of Andhra Pradesh has been paying refundable Security Deposit to PSU Oil Companies on behalf of the beneficiaries for release of LPG connections by PSU Oil Companies towards cylinder & regulator deposit. Citizen needs to apply through MeeSeva franchise.

Category Type	B
User Charges	INR 10/-
Challan Amount	NA
Documents Required	♦ Application Form ♦ Bank passbook
SLA	15 Working days

Table 1: Service Information at Glance

Note: The asterisk (*) denotes mandatory requirement of documents.

Procedure for Processing the Request at Department: -

Procedure for processing at Mandal Revenue officer: -

- Select “Deepam Gas connection” from Application Processing. It has been depicted in figure 1.

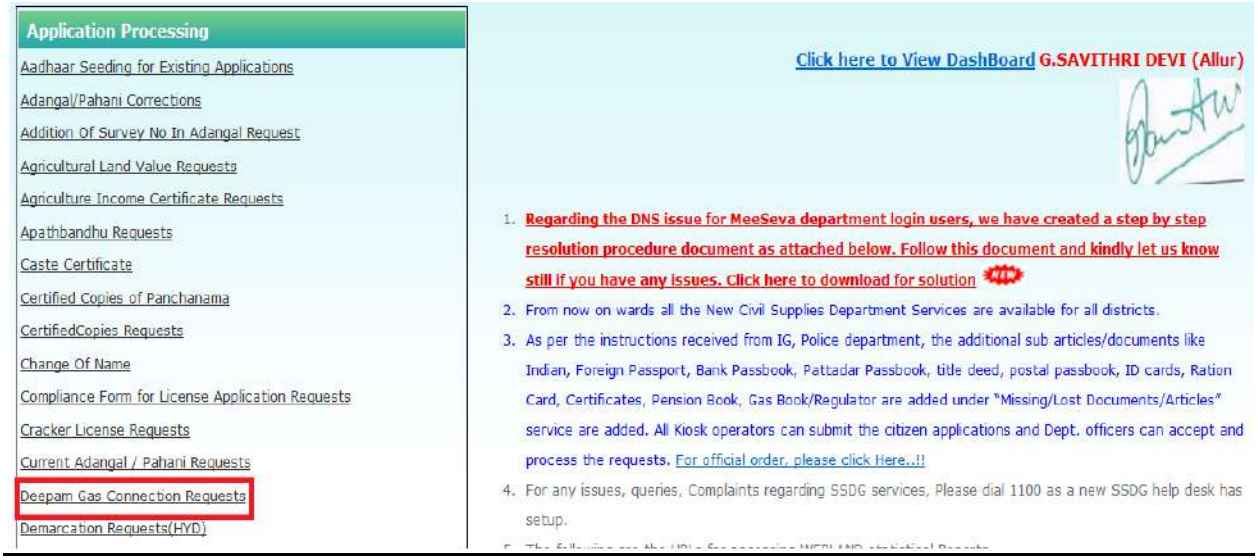


Figure 1: Deepam Gas connection Process link under Application Processing

- After selection of “Deepam Gas connection” link, processing window will be displayed. It has been depicted in figure 2.

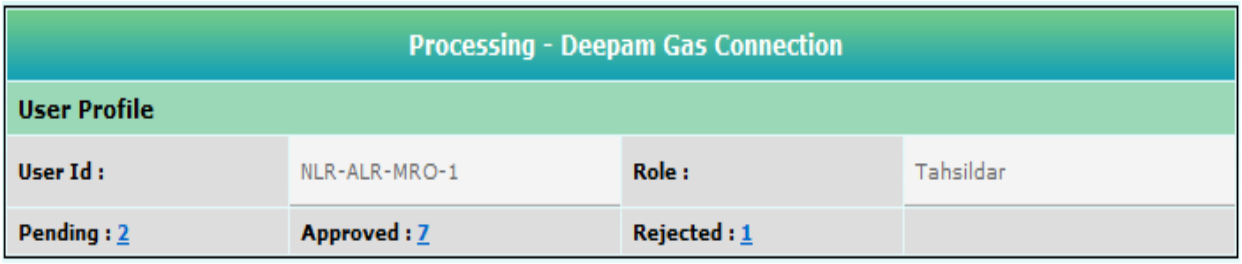


Figure 2: MRO processing window in Deepam Gas connection screen

- Clicks pending as depicted in figure 3.

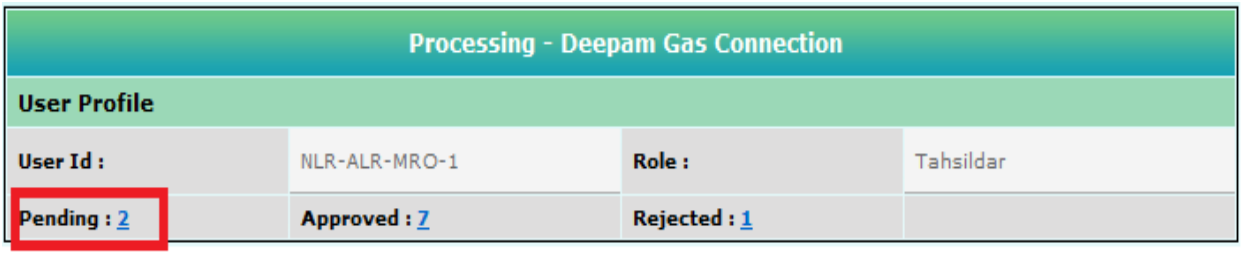
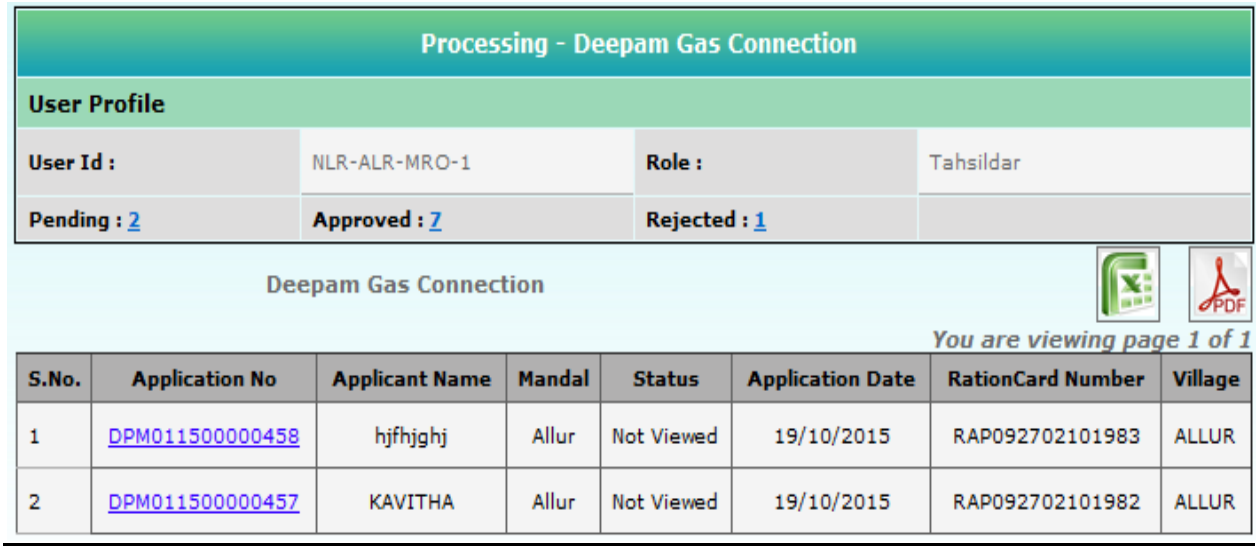


Figure 3: Selection of requests in MRO processing window

- All “Pending” Requests are displayed as depicted in figure 4.



Processing - Deepam Gas Connection

User Profile

User Id :	NLR-ALR-MRO-1	Role :	Tahsildar
Pending : 2	Approved : 7	Rejected : 1	

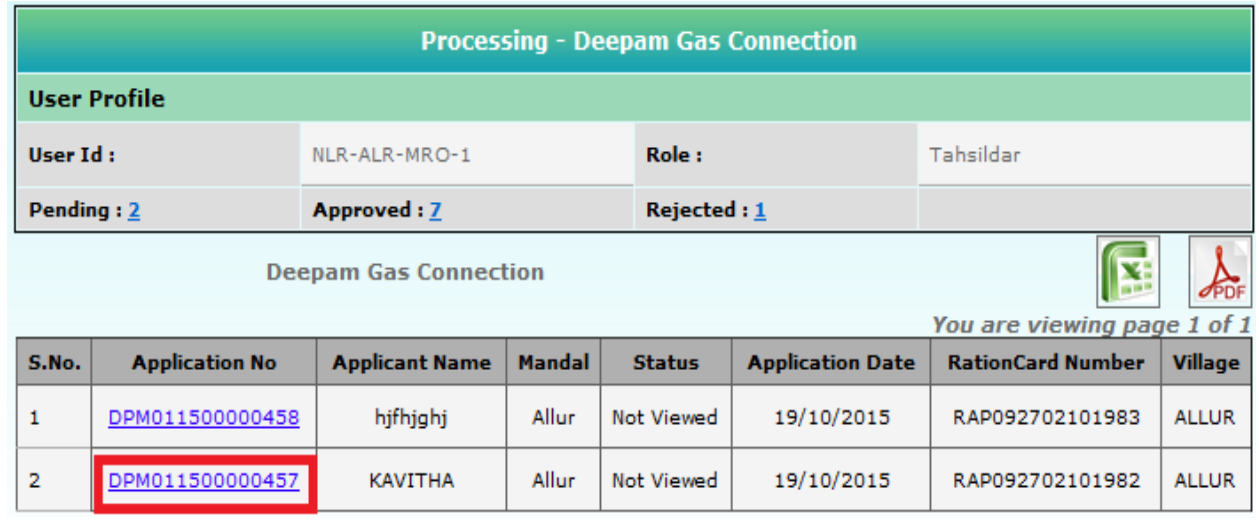
Deepam Gas Connection

You are viewing page 1 of 1

S.No.	Application No	Applicant Name	Mandal	Status	Application Date	RationCard Number	Village
1	DPM011500000458	hjfhjghj	Allur	Not Viewed	19/10/2015	RAP092702101983	ALLUR
2	DPM011500000457	KAVITHA	Allur	Not Viewed	19/10/2015	RAP092702101982	ALLUR

Figure 4: Requests in MRO processing window

- Select the Request which has to be processed as depicted in figure 5.



Processing - Deepam Gas Connection

User Profile

User Id :	NLR-ALR-MRO-1	Role :	Tahsildar
Pending : 2	Approved : 7	Rejected : 1	

Deepam Gas Connection

You are viewing page 1 of 1

S.No.	Application No	Applicant Name	Mandal	Status	Application Date	RationCard Number	Village
1	DPM011500000458	hjfhjghj	Allur	Not Viewed	19/10/2015	RAP092702101983	ALLUR
2	DPM011500000457	KAVITHA	Allur	Not Viewed	19/10/2015	RAP092702101982	ALLUR

Figure 5: Request selection in MRO processing window

- After selection of the request, request details page will be displayed as depicted in figure 6.

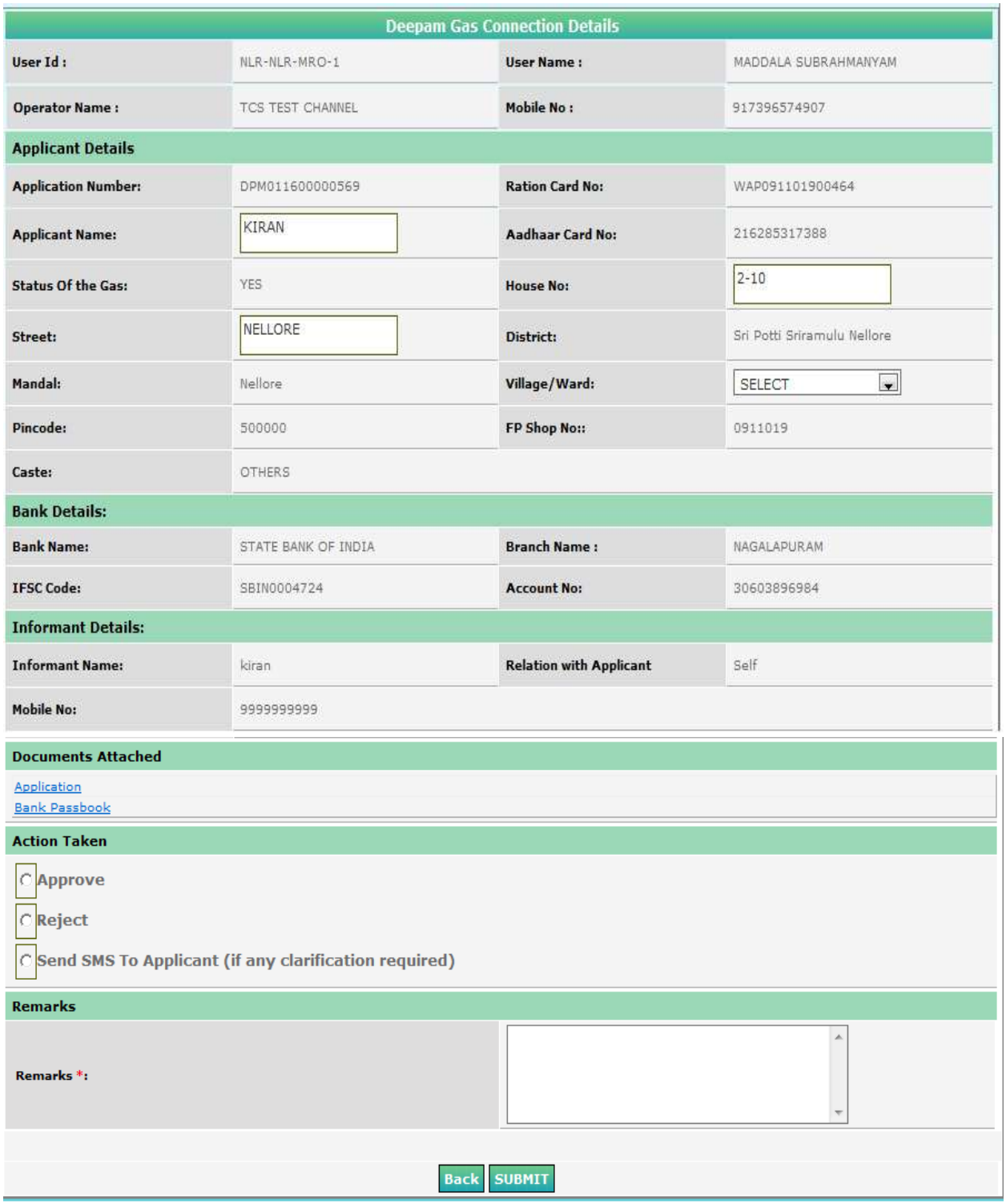


Figure 6: Request details page of MRO login

- Download all the attached documents from “Documents Attached” panel by clicks links (If Documents attached) as depicted in figure 7.

Figure 7: Documents details page of MRO login

Note: - Here MRO Sends SMS to citizen if any additional Details required

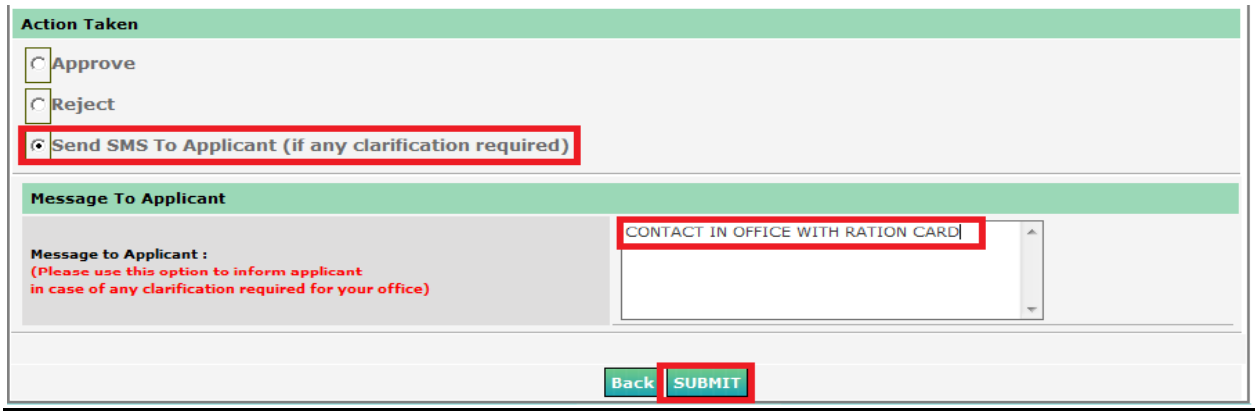


Figure 8: Send SMS in request details page

Note: - Here **Applicant Name, House No, Street, Village Name**. Fields are Editable .Based on field report Tahsildar wants edit these Fields if required as depicted in figure 9.

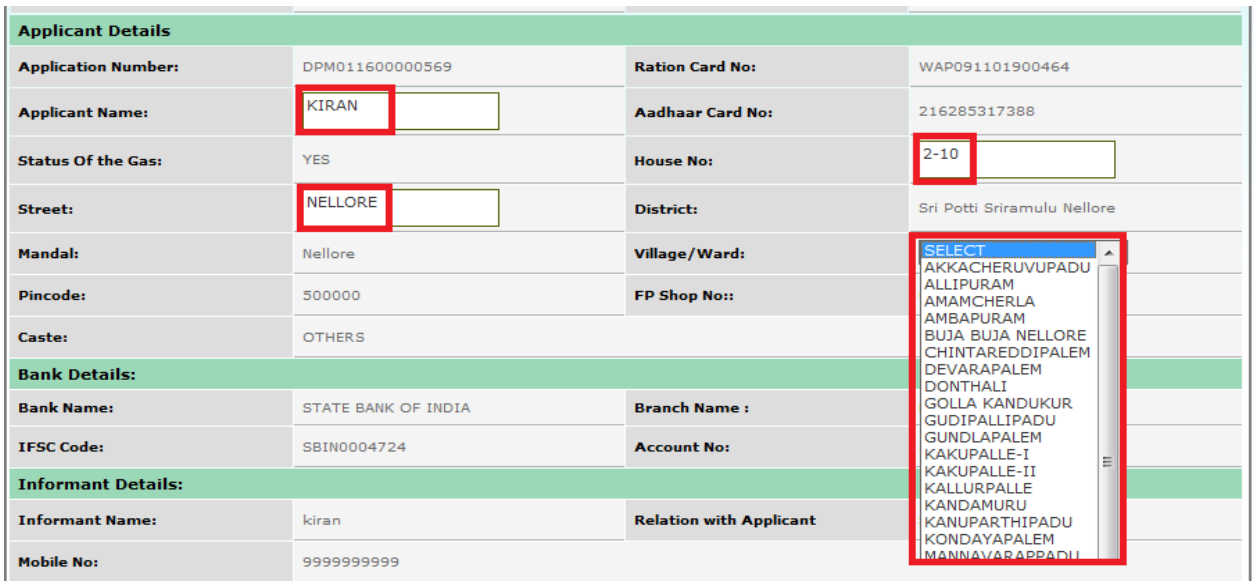


Figure 9: Editable Fields

- Based on field report Tahsildar wants approve the request select **Approve** as depicted in figure 10.
- Note: - Based on Tahasildhar action (either Accept/Reject), status (either Approved/Rejected) is generated.

Figure 10: Action taken in request details Page

- Select oil company, Gas Agency and enter remarks, clicks Submit as depicted in following figure 11.

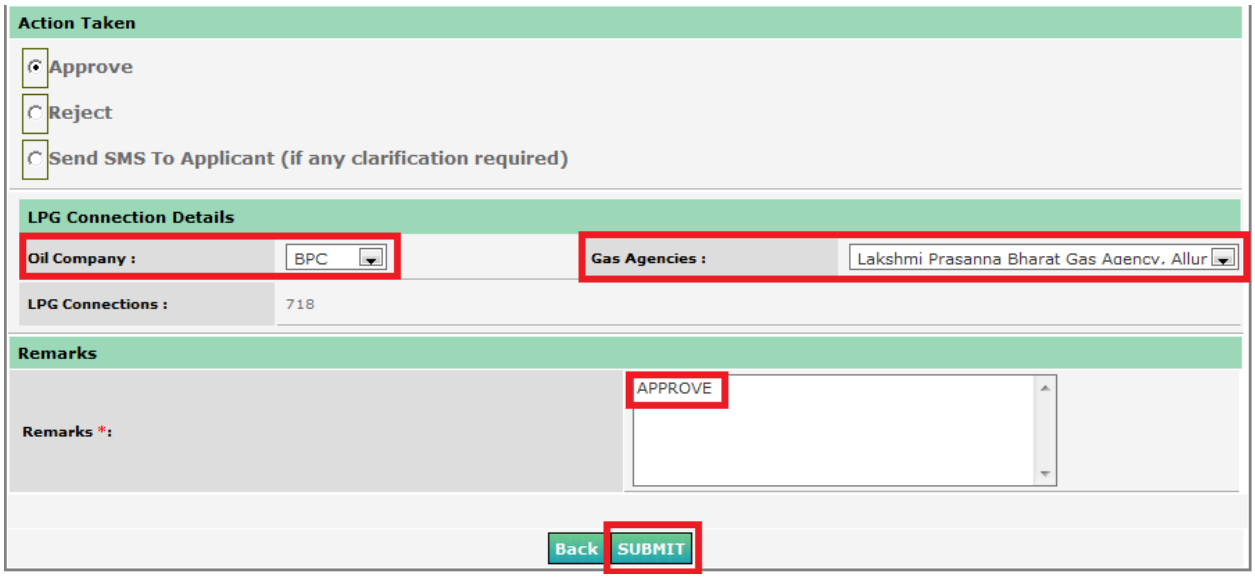


Figure 11: Action taken in request details Page

- After clicks “submit” button **“updated successfully”** Message will be displayed as depicted in following figure 12.

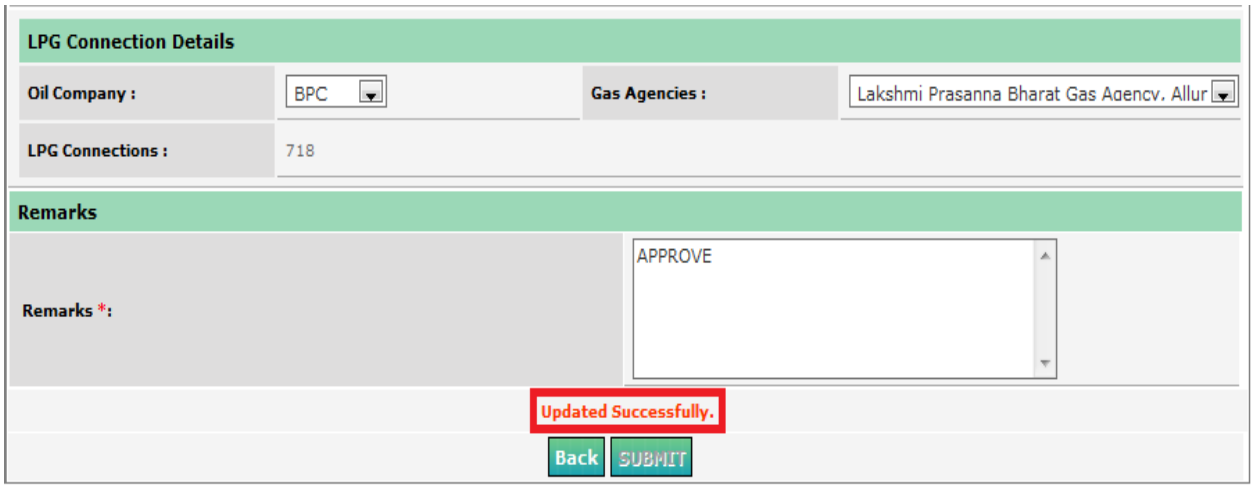


Figure 12: Signing Message

Note: - After Approval, Customer Received Message Like your request for (Deepam Gas connection) has been accepted Vide application Number XXXXXXXXXXXX Transaction Number XXXXXXXXXXXX Request is Approved.

Note: - Now Request is at Agency end.

Procedure for processing at Agency: -

- Select “Deepam Gas connection requests” from Application Processing. It has been depicted in figure 13.

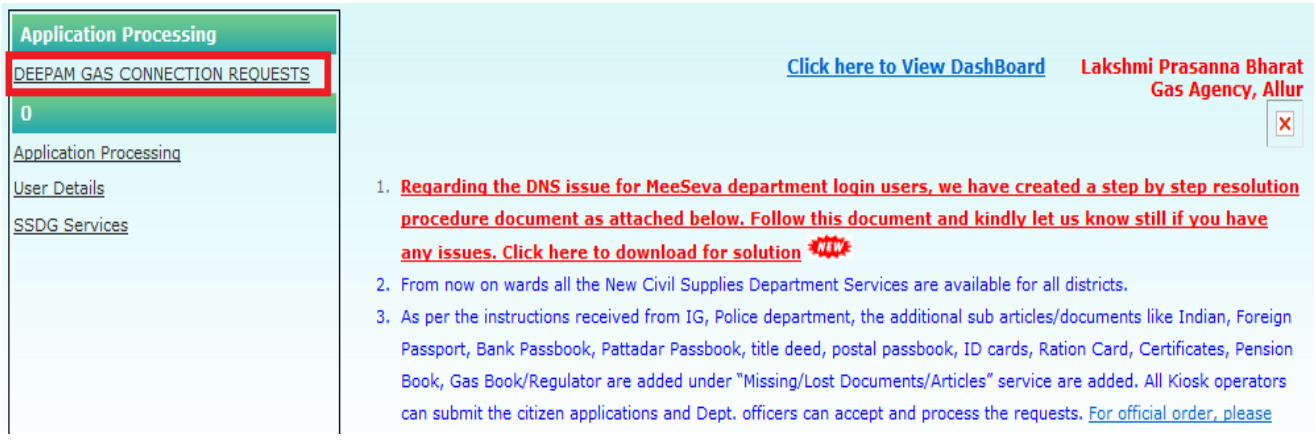


Figure 13: Deepam Gas connection Process link under Application Processing

- After selection of “Deepam Gas connection” link, processing window will be displayed. It has been depicted in figure 14.

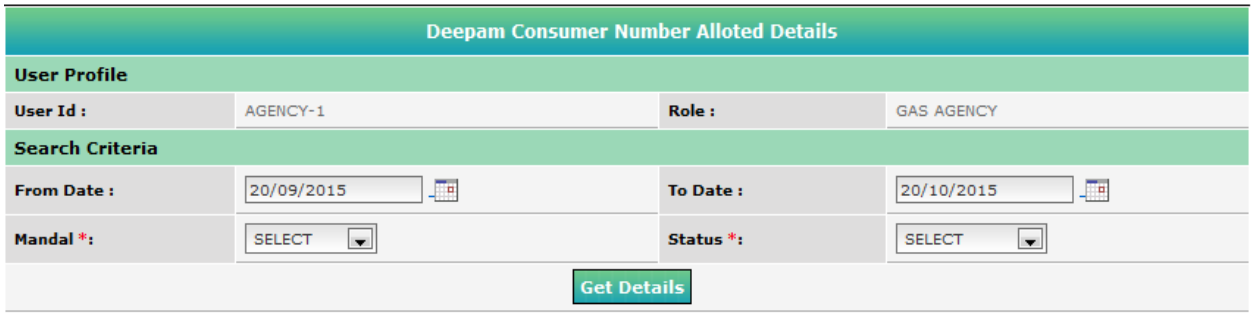


Figure 14: Agency processing window in Request screen

- Select from date & to date by using calendar controls as depicted in figure 15.

Note: - Here, to date must be prior to Current date.

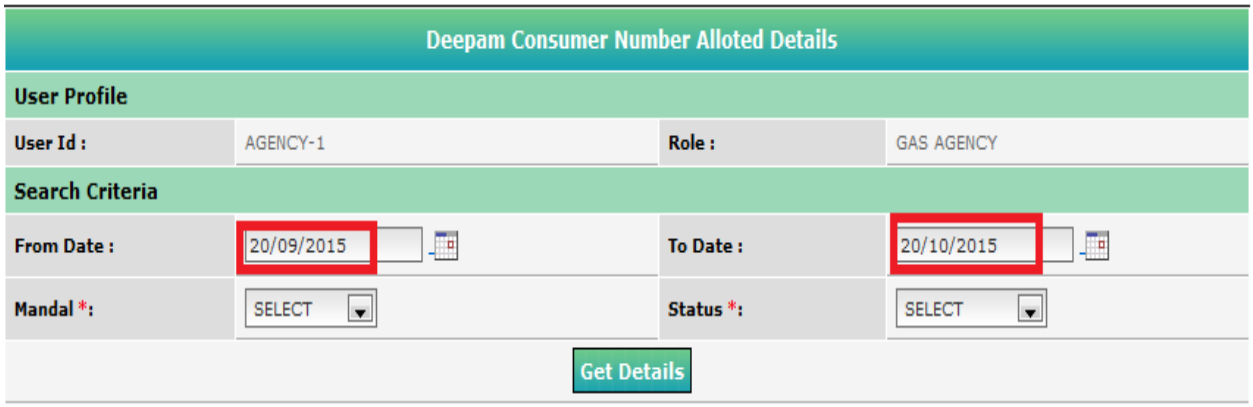


Figure 15: Selection of dates in Agency processing window

- Select “Mandal” from request Mandal drop down list as depicted in figure 16.

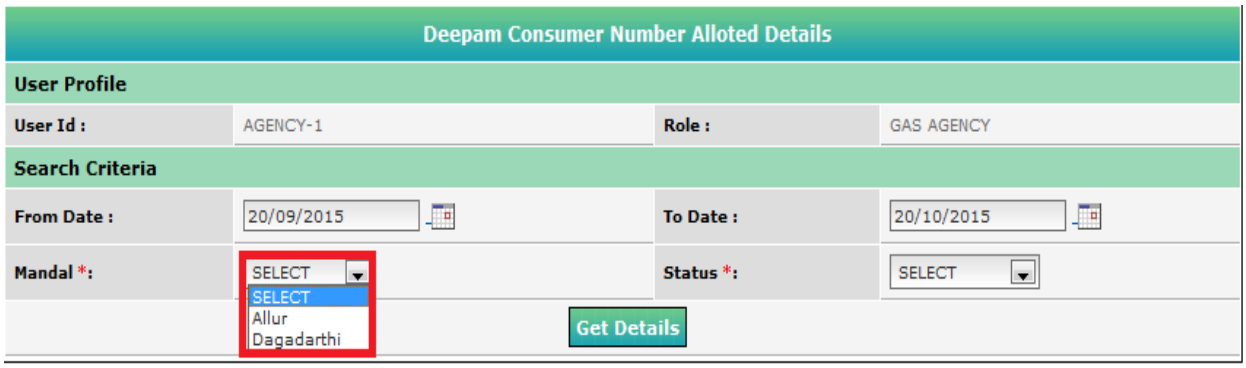


Figure 16: Selection of Mandal in Agency processing window

- Select Status (To be Allotted) and Click “Get Details” button to display requests as depicted in figure 17.

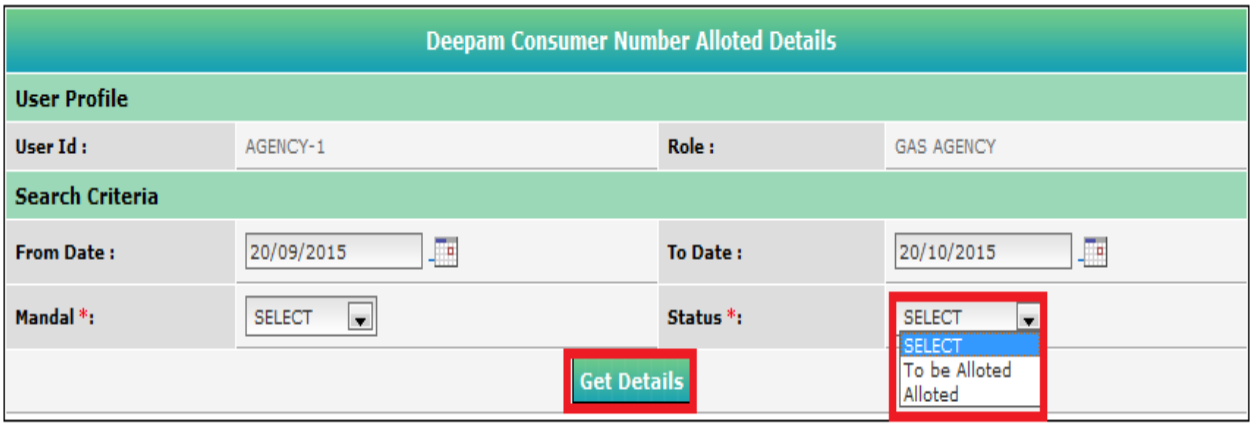


Figure 17: Get Details button in Agency processing window

- All “**To be allotted**” Requests are displayed as depicted in figure 18.

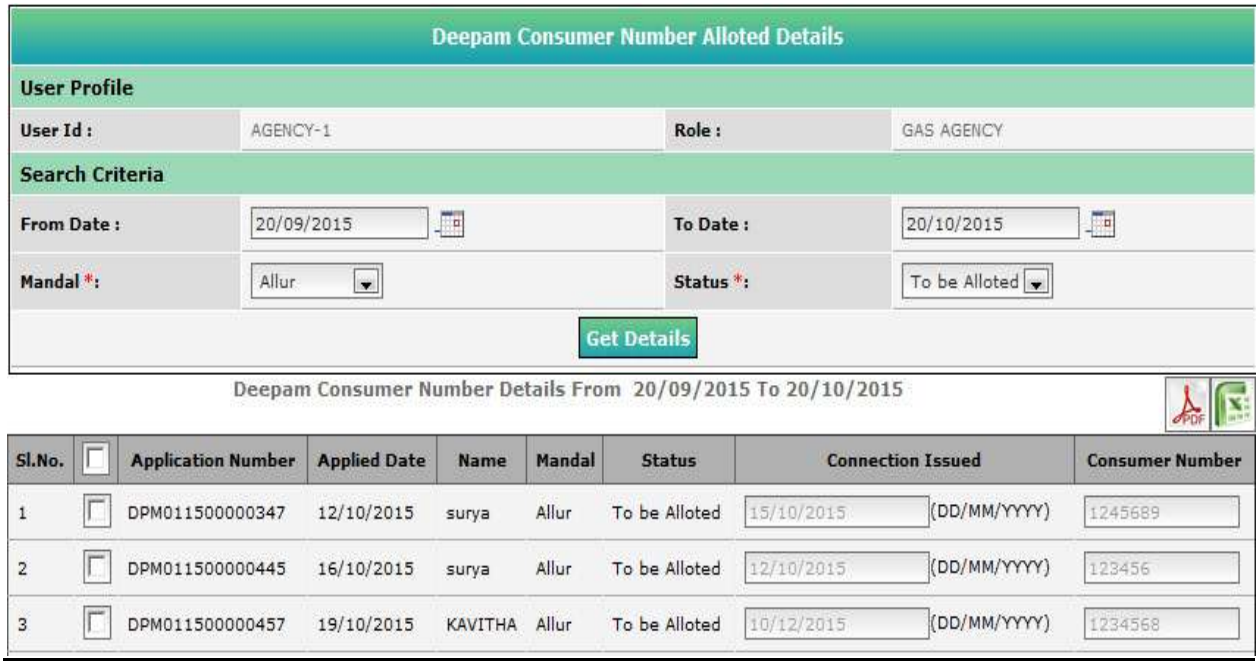


Figure 18: Requests in Agency processing window

- Click on the Request which has to be verifying at Agency side, if there is any Modifications/Wrong Dealer. **Agency** can forward the application to DSO with **Reason** for corrections as depicted in figure 19.

Sl.No.		Application No	Applied Date	Name	Mandal	Status	Connection Issued	Consumer Number
1	☐	DPM011500000293	09/10/2015	LAKSHMI G	Nellore	To be Alloted	(DD/MM/YYYY)	
2	☐	DPM011500000412	12/10/2015	TEST	Nellore	To be Alloted	(DD/MM/YYYY)	
3	☐	DPM011600000566	04/02/2016	kumar phani	Nellore	To be Alloted	(DD/MM/YYYY)	
4	☐	DPM011600000567	04/02/2016	adi	Nellore	To be Alloted	(DD/MM/YYYY)	
5	☐	DPM011600000569	04/02/2016	P KIRAN	Nellore	To be Alloted	(DD/MM/YYYY)	

View LPG Application Details

Applicant Details

Application Number:	DPM011500000293	**Ration Card No:**	WAP064200200184
Applicant Name:	LAKSHMI G	**Aadhaar Card No:**	748961572349
Status Of the Gas:	YES	**House No:**	17-1-388/c/9
Street:	cdgdfg34	**District:**	Sri Potti Sriramulu Nellore
Mandal:	Nellore	**Village/Ward:**	DONTHALI
Pincode:	575785	**FP Shop No::**	0642002
Caste:	OTHERS	**Reason:**	Select Modifications Wrong Dealer

Forward to DSO

Updated Successfully

Figure 19: Forward to DSO for Modifications/Wrong Dealer

- If there is no modifications, Select the Request which has to be processed and enter **Connection Issued Date**, **Consumer Number** and clicks **Submit** button as depicted in figure 20.

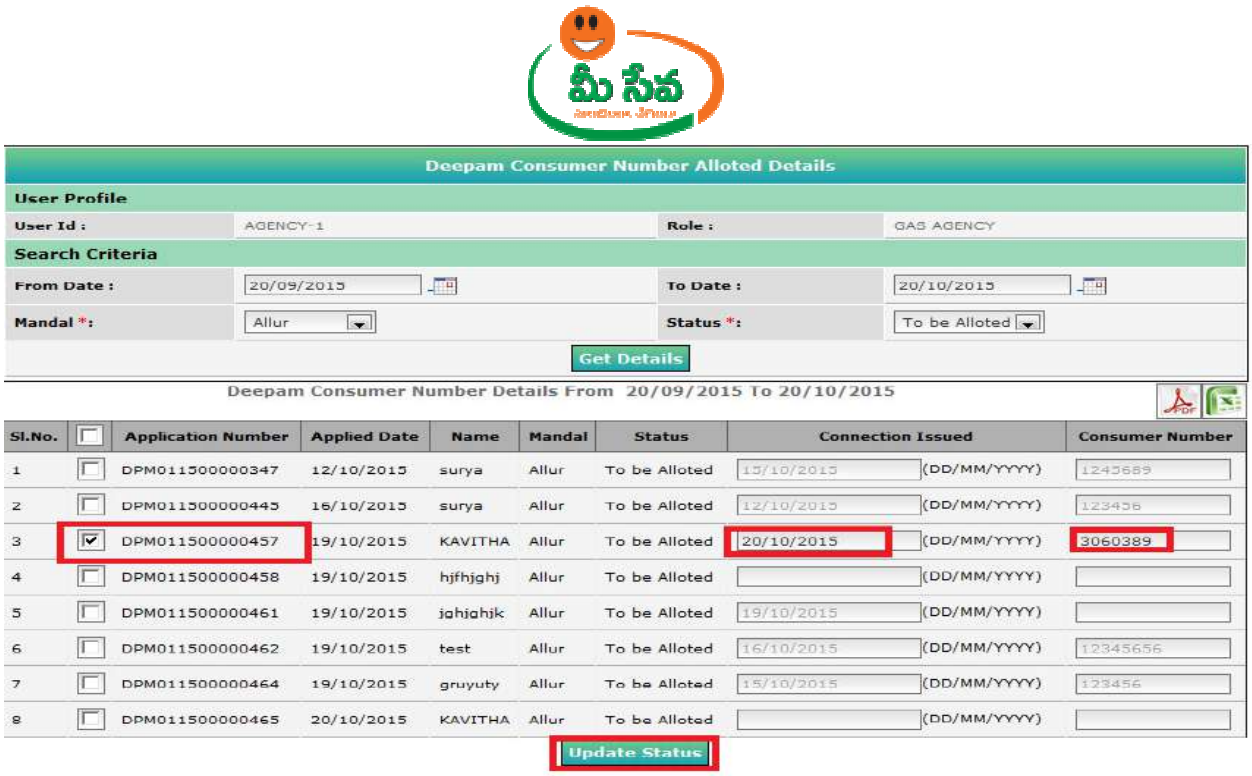


Figure 20: Request select and status updating in Agency processing window

- After Clicks Update status button "**updated successfully"** Message will be displayed as depicted in figure 21.

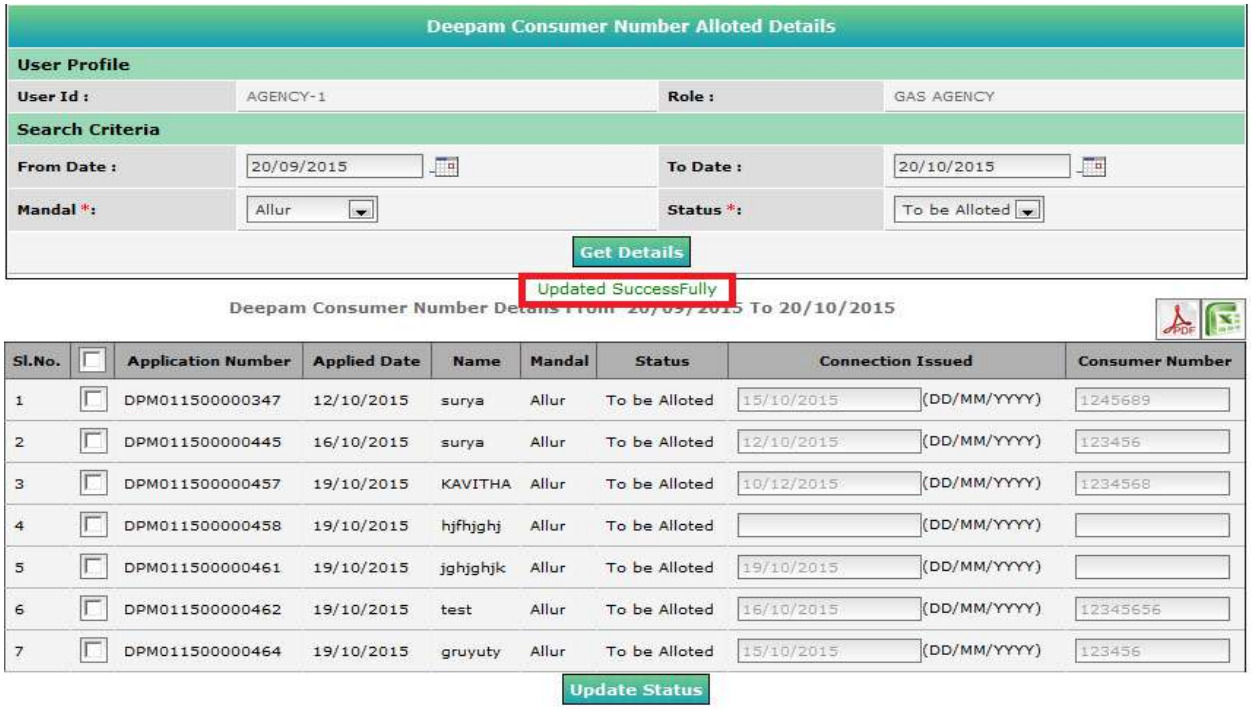


Figure 21: Status Updated Message

Procedure for processing at District Supply officer: -

In DSO process the following facilities have to be provided.

a. Only Forwarded by Gas Agencies requests should appear in the login

b. In Case of Correction - Edit option should be provided to the following fields. - Applicant Name, House No, Street, Village Name.

c. In Case of the Agencies change - All Gas agencies belongs to that Mandal should appear so that the DSO can select the correct one.

d. A provision provided to DSO to Re Forward the requests to Gas Agencies, which are forwarded by the Gas Agencies for the corrections.

- Select “Deepam Gas connection” from Application Processing. It has been depicted in figure 22.

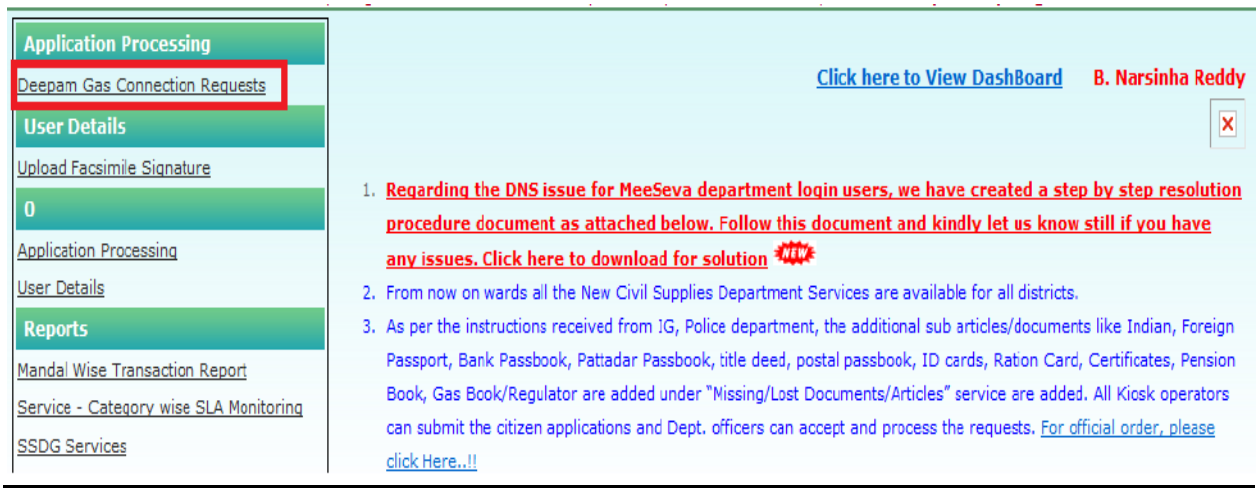


Figure 22: Deepam Gas connection Process link under Application Processing

- After selection of “Deepam Gas connection” link, processing window will be displayed. It has been depicted in figure 23.

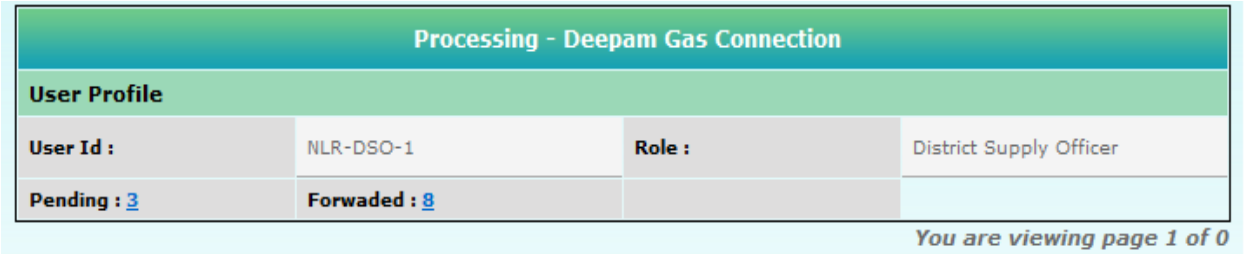


Figure 23: DSO processing window in Deepam Gas connection screen

- Clicks pending as depicted in figure 24.

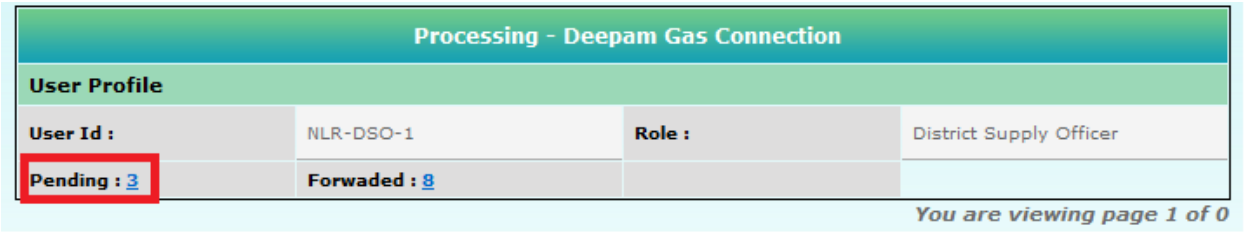
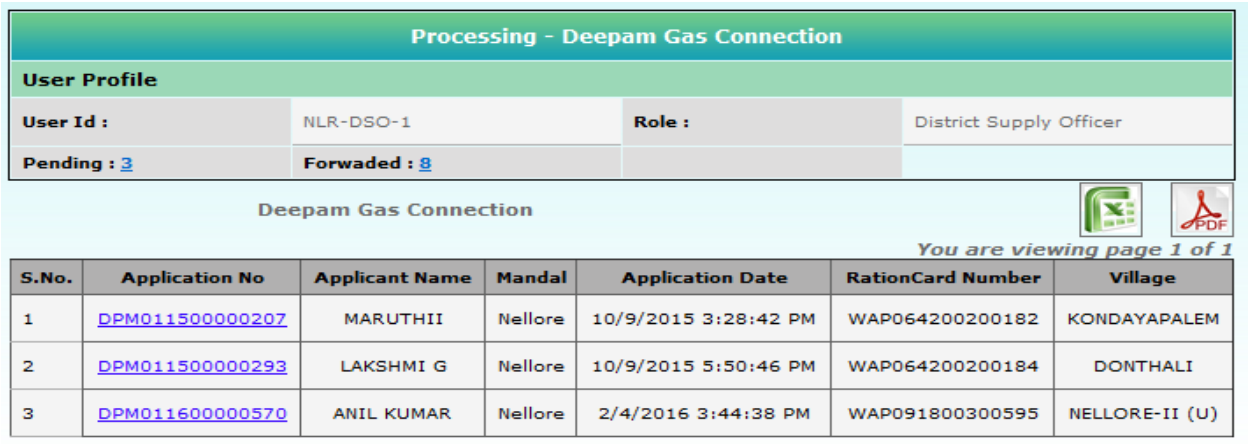


Figure 24: Selection of requests in DSO processing window

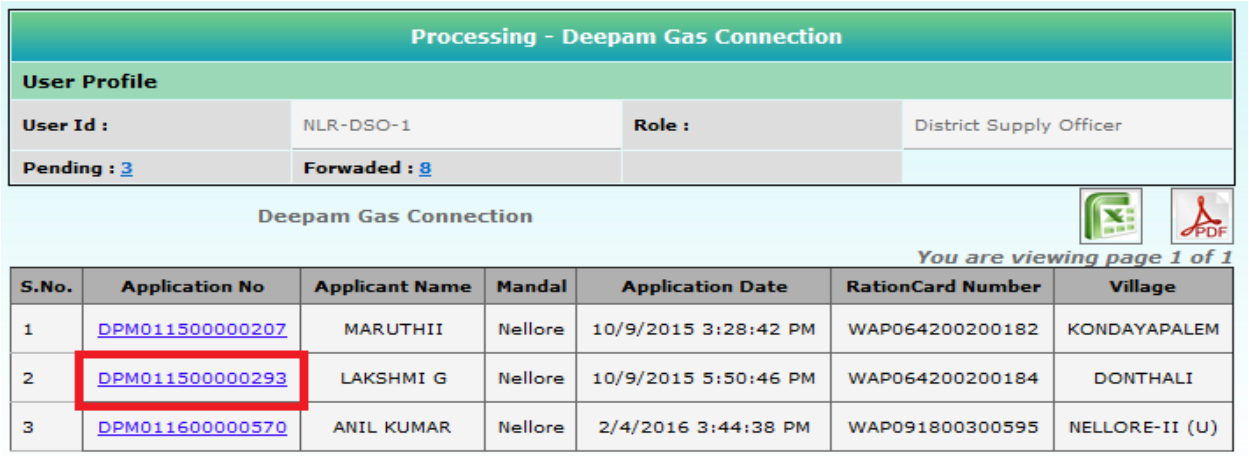
- All "Pending" Requests are displayed as depicted in figure 25.



S.No.	Application No	Applicant Name	Mandal	Application Date	RationCard Number	Village
1	DPM011500000207	MARUTHII	Nellore	10/9/2015 3:28:42 PM	WAP064200200182	KONDAYAPALEM
2	DPM011500000293	LAKSHMI G	Nellore	10/9/2015 5:50:46 PM	WAP064200200184	DONTHALI
3	DPM011600000570	ANIL KUMAR	Nellore	2/4/2016 3:44:38 PM	WAP091800300595	NELLORE-II (U)

Figure 25: Requests in DSO processing window

- Select the Request which has to be processed as depicted in figure 26.



S.No.	Application No	Applicant Name	Mandal	Application Date	RationCard Number	Village
1	DPM011500000207	MARUTHII	Nellore	10/9/2015 3:28:42 PM	WAP064200200182	KONDAYAPALEM
2	DPM011500000293	LAKSHMI G	Nellore	10/9/2015 5:50:46 PM	WAP064200200184	DONTHALI
3	DPM011600000570	ANIL KUMAR	Nellore	2/4/2016 3:44:38 PM	WAP091800300595	NELLORE-II (U)

Figure 26: Request selection in DSO processing window

- After selection of the request, request details page will be displayed as depicted in figure 27.

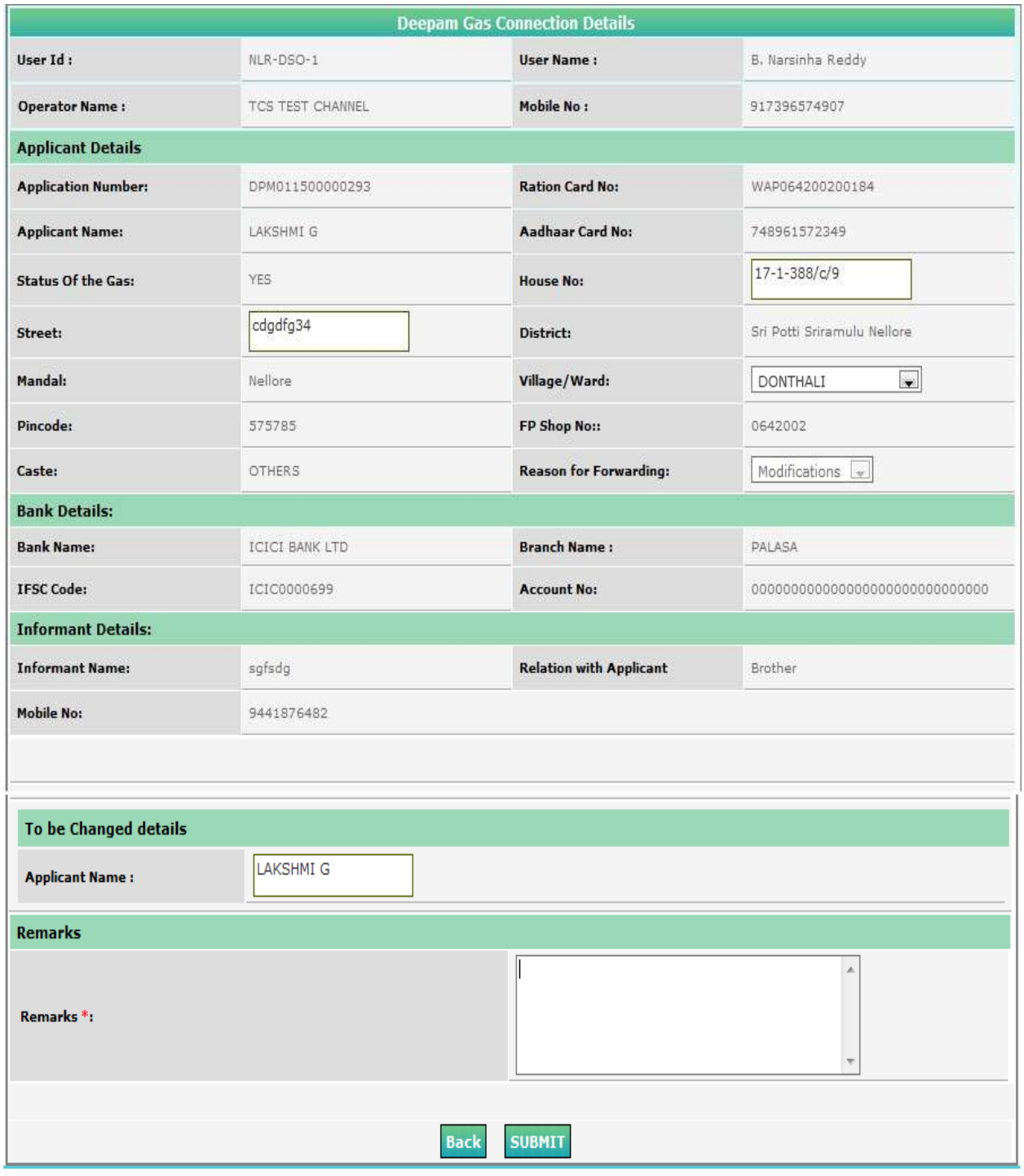


Figure 27: Request details page of DSO login

- If Reason for forwarding is **Modifications** Edit the required Details (Applicant Name, House No, Street, and Village Name) and submit the application as depicted in figure 28.

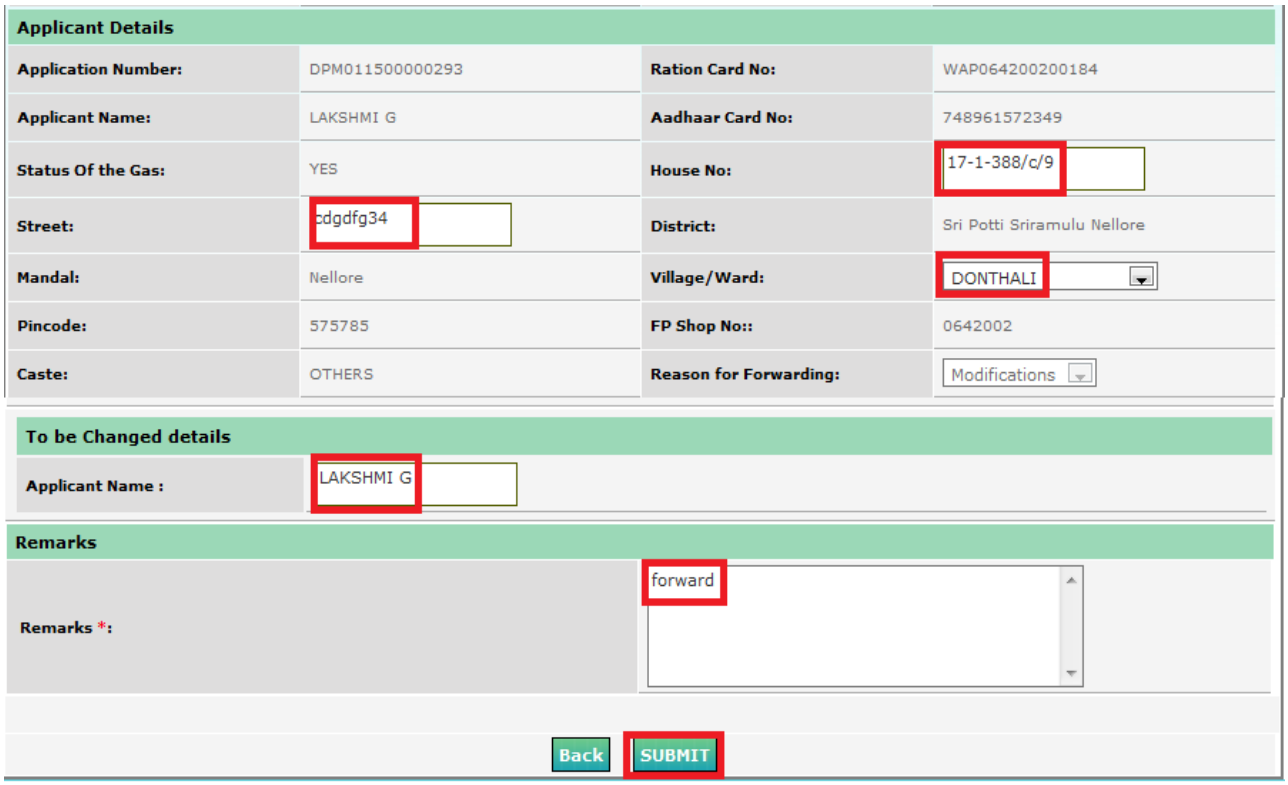


Figure 28: Editable fields in DSO login

- If Reason for forwarding is **Wrong Dealer** select Oil Company, Mandal, Gas Agency and submit the application as depicted in figure 29.

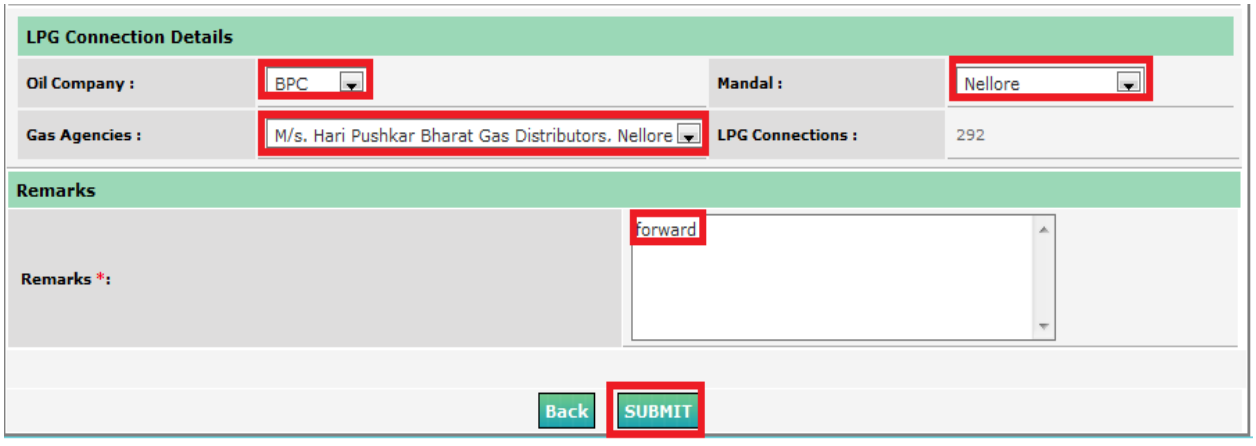


Figure 29: Updating Wrong Dealer Details in DSO login

- After clicks “submit” button **“updated successfully”** Message will be displayed as depicted in following figure 30.

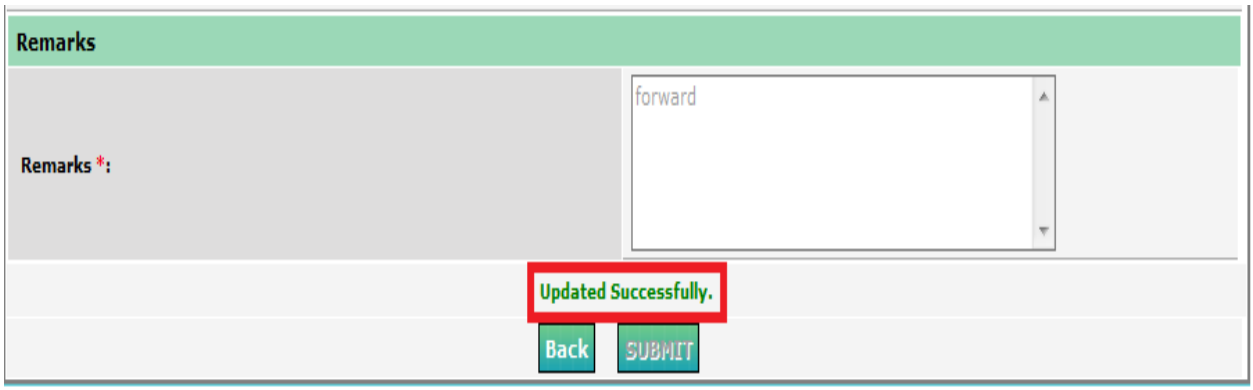


Figure 30: Signing Message

Note: - Now Request is at Agency end. After Forwarding DSO with Modification, agency login again and enter **Connection Issued Date**, **Consumer Number** and clicks **Submit** button