## GOVERNMENT OF ODISHA REVENUE AND DISASTER MANAGEMENT DEPARTMENT

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No. RDM-EGOV-EGOV-0001-2020- 5087 /R&DM Dated 31.01.2020

From

Dr. Usharani Sahoo, OAS (S), Joint Secretary to Government.

То

All Collectors/ All ADMs-cum-DRs.

### Sub: Preparatory arrangement for implementation of 'Mo Sarkar' in all Tahasil and Registration offices.

#### Madam/Sir,

I am directed to refer to D.O. No. 2100 dated 10.01.2020 of ACS, Revenue & DM Department in which instructions were issued regarding preparatory arrangements for on-boarding of all Tahasil and Registration offices under the ambit of 'Mo Sarkar' and to say that every Citizen visiting these offices shall be treated with dignity, professionalism and in an ethical manner. To capture the data of Citizens visiting these offices for various purposes, helpdesk applications for Tahasil and Registration offices have been developed and integrated with 'Mo Sarkar' portal. The helpdesk application designed for Tahasil office is available in the DWIST (Dynamic Web Information System for Tahasils) (http://dwistodisha.nic.in). Similarly, the helpdesk application of Registration office can be accessed through IGR Portal (https://www.igrodisha.gov.in) with the respective login id and password in the Department login. Details like name, mobile number, age, gender, purpose of visit and registered date & time shall be captured in these applications. One responsive and responsible tech-savvy office staff of Tahasil and Registration office may be entrusted to capture the data of Citizens visiting these offices w.e.f. 01.02.2020. The overall responsibility of correctness of the entry in helpdesk application shall lie with the concerned Tahasildar/ Registering officer.

Hence, you are requested to instruct the Tahasildars and Registering officers under your jurisdiction to ensure the correctness of entry of the above details of the Citizens visiting these offices in helpdesk applications. The SOPs for helpdesk applications of Tahasil and Registration offices are enclosed herewith for reference.

This may please be accorded 'Top Priority'.

Yours faithfully, 2020 Joint Secretary to Government

Memo No. 5088 / R&DM Dated 31.01.2020

Copy forwarded to PS to Additional Chief Secretary to Government, Revenue & DM Department for kind information of Additional Chief Secretary.

Joint Secretary to Government

Memo No. 5089 /R&DM Dated 31.01.2020 Copy forwarded to DLR&S, Odisha/IGR, Odisha/ all RDCs for kind information and necessary action.

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Joint Secretary & Government

Memo No. 5090 /R&DM Dated 31.01.2020

No. 5070 / Rabin Dated OnenLocal Copy forwarded to all Special Secretaries/ all Additional Secretaries of Revenue & DM Department for kind information and necessary action.

Joint Secretary to Government

Memo No. 5091 /R&DM Dated 31.01.2020 Copy forwarded to CEO, OCAC for kind information and necessary action.

Joint Secretary to Government

Memo No. 5092 /R&DM Dated 31.01.2020

Copy forwarded to all Sub-Collectors for information and necessary follow up action.

Joint Secretary to Government

Memo No. 5093 / R&DM Dated 31.01.2020 Copy forwarded to DDG&SIO, NIC/Project Head, e-Registration for information and necessary action

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Joint Secretary to Government

Memo No. 5094 /R&DM Dated 31.01.2020

Copy forwarded to all Tahasildars/ all Registering officers for information and necessary action.

They are requested to ensure the correctness of entry of details of the Citizens visiting their offices for various purposes in helpdesk applications.

Joint Secretary to Government

# SOP for Helpdesk Module of Tahasil Office

The page can be accessed at <u>http://dwistodisha.nic.in</u>. Then Click on the Departmental Users button and use Bhulekh departmental users credentials to login to the page. The following screen will appear after logging in by the user.

			eb Information formation System for Tahasils (DWI isha	ST)
District:Khurda	Tahasil : Khurda	Name : 2003-tah	Designation : 2003-tah, Tahasildar	Logout
Mo Sarkar Tahasil Info Entry	Visitor Reg	stration		
	! All fields are	mandatory.		
		Name of Visitor : Name of Visitor Mobile No. : Mobile Number Age : Gender : Male Great	ie OTransgender Others	
		Service :Select Visit Date : mm/dd/yyyy Save Canc	el View Record	

- Enter all the fields shown on above screenshot. Then save it by clicking "Save" Button.
- To view details of visitors, click "View Record" Button.

Save Cancel	View Record

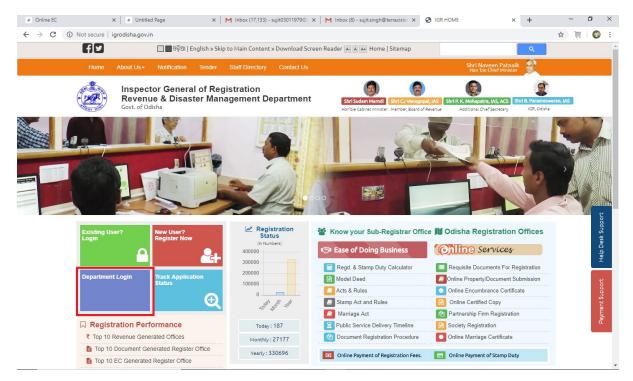
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2	test	9999999999	23	2020-01-14	Edit Delete
3	tikina	8977676767	43	2020-01-30	Edit Delete

- if you want to modify the details of any one of the visitor, then click the "Edit" button of the Grid, then modify that and update the record by clicking "update" button.

# SOP for Helpdesk Module of Registration Office

## Helpdesk Activity:

- 1. User Login: https://www.igrodisha.gov.in/
- 2. Then click on Department Login



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## 3. The following login screen will be displayed

- 4. After Successful Login Helpdesk Entry Screen will be shown.
- 5. To entry in English,  $\rightarrow$  click on English.

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# 6. To entry in Odia $\rightarrow$ Click on Odia

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