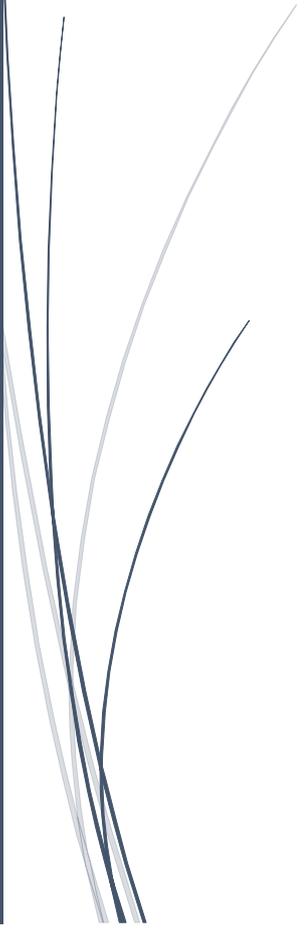మీ సేవ

సులభంగా, వేగంగా

Introduction

What is Mee Seva?

"Mee Seva" is a Telugu phrase which means "At Your Service"., i.e. service to citizens. It is a good governance initiative that incorporates the vision of National e-Governance Plan "Public Services Closer to Home" and facilitates single entry portal for entire range of G2C& G2B services.

The Government of United AP has introduced MEE SEVA Project through State Service Delivery Gateway (SSDG) on 11-03-2013 in Andhra Pradesh and bringing the services to the Public in the same year.

The citizens can find Mee Seva initiative in Police Applications hyderabadpolice.cgg.gov.in

User or applicant will know the progress or status of his/her application

Objective:

The objective of Mee Seva is to provide smart, citizen centric, ethical, efficient and effective governance facilitated by technology. The initiative involves universal and non-discriminatory and non-arbitrary delivery of many government services to citizens & businessmen of all strata with improved efficiency, transparency and accountability with the government.

The Kinds of Services:

There are mainly four categories of services provided by the police Department through Mee Seva portal to the citizens.

1) Missing Documents/ Articles
2) Permission for Bandhobust
3) Issuance of Certificates for (Character, Antecedents, No objection for Vehicle)

1) **Missing Documents/ Articles** In the Missing Documents/ Articles category, for most of the documents and Articles, process is well defined. But, of late, there has been delays due to summoning the public to the police stations for personal verification of the individuals because the regular occurrence is that the citizens uploaded unclear and blank documents while uploading petitions in the Mee Seva Portals. Sometimes, the documents uploaded along with petitions are not sufficient to process the application further. To have clarity on these documents, personal visits by the citizens to the police stations are required and this causes delays.

The following services are to be felt needed to be served through Mee seva portal.

S. No	Sub-Services	Documents to be uploaded in the old process	Recommended documents for processing	SOP for Verification by Police	Fee in Rs/-	SLA Period
1	Bonafide certificate	1. Citizen petition 2. Address proof 3. ID proof	1. Citizen petition 2. Address proof 3. ID Proof 4. Xerox copy of Missing Document (Not Mandatory	1. Verify the uploaded documents 2. If the uploaded documents are relevant, clear and complete, approval certificate can be issued. 3. If the uploaded documents are irrelevant or not clear, the application can be rejected with remarks.	145	7 days
2	Bank Passbook	1. Citizen petition 2. Address proof 3. ID proof	1. Citizen petition 2. Address proof 3. ID Proof 4. Xerox copy of Missing Document (Not Mandatory)	1. Verify the uploaded documents 2. If the uploaded documents are relevant, clear and complete, approval certificate can be issued. 3. If the uploaded documents are irrelevant or not clear, the application can be rejected with remarks.	145	7 days
3	Bond certificate/ Bonds	1. Citizen petition 2. Address proof 3. ID proof	1. Citizen petition 2. Self-Affidavit 3. Address proof 4. ID Proof 5. Xerox copy of Missing Document (Not Mandatory)	1. Verify the uploaded documents 2. If the uploaded documents are relevant, clear and complete, approval certificate can be issued. 3. If the uploaded documents are irrelevant or not clear, the application can be rejected with remarks.	245	21 days
4	Cell Phone	1. Citizen petition 2. Address proof 3. ID proof	1. Citizen petition 2. Address proof 3. ID Proof 4. Xerox copy of Missing Document (Not Mandatory)	1. Verify the uploaded documents 2. If the uploaded documents are relevant, clear and complete, approval certificate can be issued. 3. If the uploaded documents are irrelevant or not clear, the application can be rejected with remarks.	145	7 days
5	Certificates	1. Citizen petition 2. Address	1. Citizen petition 2. Address proof 3. ID Proof 4. Xerox copy of	1. Verify the uploaded documents 2. If the uploaded documents are relevant, clear and complete, approval certificate can be issued.	145	7 days

		proof 3. ID proof	Missing Document (Not Mandatory)	3. If the uploaded documents are irrelevant or not clear, the application can be rejected with remarks.		
6	Credit/ Debit Card	1. Citizen petition 2. Address proof 3. ID proof	1. Citizen petition 2. Address proof 3. ID Proof 4. Xerox copy of Missing Document (Not Mandatory)	1. Verify the uploaded documents 2. If the uploaded documents are relevant, clear and complete, approval certificate can be issued. 3. If the uploaded documents are irrelevant or not clear, the application can be rejected with remarks.	145	7 days
8	Driving License	1. Citizen petition 2. Address proof 3. ID proof	1. Citizen petition 2. Address proof 3. ID Proof 4. Xerox copy of Missing Document (Not Mandatory)	1. Verify the uploaded documents 2. If the uploaded documents are relevant, clear and complete, approval certificate can be issued. 3. If the uploaded documents are irrelevant or not clear, the application can be rejected with remarks.	145	7 days
9	Foreign Passport	1. Citizen petition 2. Address proof 3. ID proof	1. Citizen petition 2. Self-Affidavit 3. Address proof 4. ID Proof 5. Xerox copy of Missing Document (Not Mandatory) 6. Newspaper Ad	1. Verify the uploaded documents 2. After thorough verification at field level, and if the uploaded documents are relevant, clear and complete, approval certificate can be issued. 3. If the uploaded documents are irrelevant or not clear, the application can be rejected with remarks.	1045	45 days
10	Gas (LPG) book/ Regulator	1. Citizen petition 2. Address proof 3. ID proof	1. Citizen petition 2. Address proof 3. ID Proof 4. Xerox copy of Missing Document (Not Mandatory)	1. Verify the uploaded documents 2. If the uploaded documents are relevant, clear and complete, approval certificate can be issued. 3. If the uploaded documents are irrelevant or not clear, the application can be rejected with remarks.	145	7 days
11	Govt. Records	1. Citizen petition 2. Address proof 3. ID proof	1. Citizen petition 2. Self-Affidavit 3. Address proof 4. ID Proof 5. Xerox copy of Missing Document (Not Mandatory)	1. Verify the uploaded documents 2. After thorough verification at field level, and if the uploaded documents are relevant, clear and complete, approval certificate can be issued. 3. If the uploaded documents are irrelevant or not clear, the application can be rejected with remarks.	145	**10 days**
12	ID cards	1. Citizen petition 2. Address proof 3. ID proof	1. Citizen petition 2. Address proof 3. ID Proof 4. Xerox copy of Missing Document (Not Mandatory)	1. Verify the uploaded documents 2. If the uploaded documents are relevant, clear and complete, approval certificate can be issued. 3. If the uploaded documents are irrelevant or not clear, the application can be rejected with remarks. 4.for below 18 years of the applicant	145	7 days

				gazetted officer signature is mandatory for attestation by guardian.		
13	Indian Passport	1. Citizen petition 2. Address proof 3. ID proof	1. Citizen petition 2. Self-Affidavit 3. Address proof 4. ID Proof 5. Xerox copy of Missing Document (Not Mandatory) 6. Newspaper Ad	1. Verify the uploaded documents 2. If the uploaded documents are relevant, clear and complete, approval certificate can be issued. 3. If the uploaded documents are irrelevant or not clear, the application can be rejected with remarks.	1045	30 days
14	Insurance Certificate	1. Citizen petition 2. Address proof 3. ID proof	1. Citizen petition 2. Address proof 3. ID Proof 4. Xerox copy of Missing Document (Not Mandatory)	1. Verify the uploaded documents 2. If the uploaded documents are relevant, clear and complete, approval certificate can be issued. 3. If the uploaded documents are irrelevant or not clear, the application can be rejected with remarks.	145	7 days
15	Marks Memo	1. Citizen petition 2. Address proof 3. ID proof	1. Citizen petition 2. Self-Affidavit 3. Address proof 4. ID Proof 5. Xerox copy of Missing Document (Not Mandatory)	1. Verify the uploaded documents 2. If the uploaded documents are relevant, clear and complete, approval certificate can be issued. 3. If the uploaded documents are irrelevant or not clear, the application can be rejected with remarks. 4.for below 18 years of the applicant gazetted officer signature is mandatory for attestation by guardian.	145	7 days
16	Pattadar Passbook	1. Citizen petition 2. Address proof 3. ID proof	1. Citizen petition 2. Self-Affidavit (Rs 100 Stamp Paper) 3. Address proof 4. ID Proof 5. Xerox copy of Missing Document (Not Mandatory)	1. Verify the uploaded documents 2. If the uploaded documents are relevant, clear and complete, approval certificate can be issued. 3. If the uploaded documents are irrelevant or not clear, the application can be rejected with remarks.	245	15 days
17	Pension Book	1. Citizen petition 2. Address proof 3. ID proof	1. Citizen petition 2. Address proof 3. ID Proof 4. Xerox copy of Missing Document (Not Mandatory)	1. Verify the uploaded documents 2. If the uploaded documents are relevant, clear and complete, approval certificate can be issued. 3. If the uploaded documents are irrelevant or not clear, the application can be rejected with remarks.	145	7 days
18	Postal Passbook	1. Citizen petition 2. Address	1. Citizen petition 2. Address proof 3. ID Proof	1. Verify the uploaded documents 2. If the uploaded documents are relevant, clear and complete,	145	7 days

		proof 3. ID proof	4. Xerox copy of Missing Document (Not Mandatory	approval certificate can be issued. 3. If the uploaded documents are irrelevant or not clear, the application can be rejected with remarks.		
19	Share certificate	1. Citizen petition 2. Address proof 3. ID proof	1. Citizen petition 2. Self-Affidavit 3. Address proof 4. ID Proof 5. Xerox copy of Missing Document (Not Mandatory)	1. Verify the uploaded documents 2. If the uploaded documents are relevant, clear and complete, approval certificate can be issued. 3. If the uploaded documents are irrelevant or not clear, the application can be rejected with remarks.	245	21 days
20	Title Deed	1. Citizen petition 2. Address proof 3. ID proof	1. Citizen petition 2. Self-Affidavit 3. Address proof 4. ID Proof 5. Xerox copy of Missing Document (Not Mandatory) 6. Newspaper Ad	1. Verify the uploaded documents 2. If the uploaded documents are relevant, clear and complete, approval certificate can be issued. 3. If the uploaded documents are irrelevant or not clear, the application can be rejected with remarks.	245	7 days
21	Transfer Certificate (TC)	1. Citizen petition 2. Address proof 3. ID proof	1. Citizen petition 2. Address proof 3. ID Proof 4. Xerox copy of Missing Document (Not Mandatory)	1. Verify the uploaded documents 2. If the uploaded documents are relevant, clear and complete, approval certificate can be issued. 3. If the uploaded documents are irrelevant or not clear, the application can be rejected with remarks. 4.for below 18 years of the applicant gazetted officer signature is mandatory for attestation by guardian.	145	7 days
22	Vehicle Fitness Certificate	1. Citizen petition 2. Address proof 3. ID proof	1. Citizen petition 2. Address proof 3. ID Proof 4. Xerox copy of Missing Document (Not Mandatory)	1. Verify the uploaded documents 2. If the uploaded documents are relevant, clear and complete, approval certificate can be issued. 3. If the uploaded documents are irrelevant or not clear, the application can be rejected with remarks.	145	7 days
23	Vehicle Insurance	1. Citizen petition 2. Address proof 3. ID proof	1. Citizen petition 2. Address proof 3. ID Proof 4. Xerox copy of Missing Document (Not Mandatory)	1. Verify the uploaded documents 2. If the uploaded documents are relevant, clear and complete, approval certificate can be issued. 3. If the uploaded documents are irrelevant or not clear, the application can be rejected with remarks.	245	7 days
24	Vehicle Registratio	1. Citizen petition	1. Citizen petition 2. Address proof	1. Verify the uploaded documents	245	7 days

	n Certificate	2. Address proof 3. ID proof	3. ID Proof 4. Xerox copy of Missing Document (Not Mandatory)	2. If the uploaded documents are relevant, clear and complete, approval certificate can be issued. 3. If the uploaded documents are irrelevant or not clear, the application can be rejected with remarks. 4. Verify E challan on lost vehicle RC		
25	**Bio-metric entry card**	1. Citizen petition 2. Address proof 3. ID proof	1. Citizen petition 2. Address proof 3. ID Proof 4. Xerox copy of Missing Document (Not Mandatory	1. Verify the uploaded documents 2. If the uploaded documents are relevant, clear and complete, approval certificate can be issued. 3. If the uploaded documents are irrelevant or not clear, the application can be rejected with remarks.	145	7 days
26	**Voter ID**	1. Citizen petition 2. Address proof 3. ID proof	1. Citizen petition 2. Address proof 3. ID Proof 4. Xerox copy of Missing Document (Not Mandatory	1. Verify the uploaded documents 2. If the uploaded documents are relevant, clear and complete, approval certificate can be issued. 3. If the uploaded documents are irrelevant or not clear, the application can be rejected with remarks.	145	7 days
27	**Any Other Document /Articles**	1. Citizen petition 2. Address proof 3. ID proof	1. Citizen petition 2. Address proof 3. ID Proof 4. Xerox copy of Missing Document (Not Mandatory	1. Verify the uploaded documents 2. If the uploaded documents are relevant, clear and complete, approval certificate can be issued. 3. If the uploaded documents are irrelevant or not clear, the application can be rejected with remarks.	145	days

RECOMMENDATIONS

There are 24 services that used to be served through Mee Seva portal. The last four that are Bio metric entry card, Bonafide Certificate, Voter Id and any other Documents / Articles are recommended to be added to the existing services.

By adding the additional four services the government of Telangana is delighted to serve the public in a more helpful manner through Mee seva portal.

To standardize the existing process in the service delivery that happens through Mee Seva portal, certain recommendations for improvement of the process are being considered.

There are a few recommendations for the following services. The following three documents are very important, the loss/ missing of which requires Newspaper Advertisement and Self-Affidavit. So, the verification of the documents are services also takes additional effort and time.

Passports: The delay mostly happens in case of issue of certificates for missing Passports. Due to lack of standardised procedure to verify whether the missing passport cases are genuine or not, the process is being delayed. Without confirming the Genuity of the case, the processing of the application is not possible because of the sensitivity of the case. Despite personal visits by the missing passport petitioners, the issue of missing passport certificate is being delayed.

To address this, it is recommended that **the responsibility of verifying the missing passport cases may be entrusted with the Special Branch Police.**

Land Document / Sale deed: There is no uniform procedure in the processing of missing Land documents across the state through Mee seva portal. As there is absence of standard procedure for issuance of land documents in any of the circulars or manuals. There is ambiguity at the ground level as to how these documents are to be issued. To bring uniformity and avoid whatever delays in processing the missing land document applications, certain recommendations are considered. **The documents listed in the above table are to be uploaded.**

Share/Bonds documents: One more important missing document in the processing of which application, the public is facing inconvenience is **Share/Bonds documents**. In the processing of missing share documents as well, it is recommended to upload a few more documents along with the old list of documents to be uploaded along with the petition. **The documents listed in the above table are to be uploaded.**

2) Event Permissions

Proposed/Recommended SOP for grant of all event permissions to be given at ACP Level (Mee seva Procedure).

NOTE:
ACP Level Events Permission
Speaker in Marriage functions/Religious functions/Baarath/processions/Loud speaker use in festivals, Bonalu, Ganesh festival, Milad-un-Nabi.
Total SLA period-7 working days

I) Conditions for Rallies, Religious processions & Public/Political meetings.

SPECIFIC CONDITIONS:

1. The applicant should provide sufficient volunteers to control the participants during the meeting.
2. The Organizer has to ensure that nobody should raise any provocative slogans/or make any provocative speech and play provocative/objectionable songs which spread the communal feelings and disturb the peaceful climate.
3. The Organizer should ensure that no untoward incidents take place during the meeting.

GENERAL CONDITIONS: (Sl.No.9 to 30 conditions given by Cyberabad)

1. The management should not cause any inconvenience to the people on the road and local people and also to the nearby residents.
2. The meeting should be organized above mentioned date and time only.
3. There should not be any Law & Order problem.
4. The organizer of meeting should be held responsible for any disorderliness violence injuries loss of life etc., the licensee would be liable for the prosecution in case of any such incident.
5. There should be no loud music & DJ causing inconvenience to the residents and others.
6. No inconvenience is to be caused to the general public.
7. No obstruction is caused to free flow of traffic.
8. No Drone Cameras and Fireworks are allowed.
9. Adequate CC Cameras should be installed Covering entry/exit points, public places, parking areas and rally routes as per TS Public Safety Measures (Enforcement) Act-2013.
10. The Organizers shall arrange signage's showing parking place, media, women and VIPs/VVIPs etc.
11. In the rally/Procession the entire route of the rally event from beginning to end has to be video graphed and CD to be submitted to Local SHO.

12. The sound of the loud speakers shall not excess 45 decibels as per G.O.Ms.No.172 dated 12-10-2010, in which issued orders to maintain ambient air quality standards in respect of Noise. The Organizer must follow the rules of sound system as per Supreme Court rules.
13. No DJ is permitted.
14. Display of Nude Dances /acts/Films, obscene Gestures etc during the rally is strictly prohibited and no professional dances can be organised.
15. No obscene posters, nude/semi-nude advertisements in daily Newspapers or on hoardings or in any media etc., shall be used in the marketing of the event.
16. None of the spectators should be allowed to indulge in drunkenness or misbehavior. Any such instance should be promptly isolated and dealt with.
17. All Invitees shall be informed of these restrictions well in advance
18. The responsibility for security purely lies with the organizer.

3) Issuance of certificates

Private or public organizations while giving jobs to candidates do conduct verification of the character and antecedents of the candidates. For this, they require services of the police departments. In certain cases, the candidates are made pay personal visits to the police stations which is unwarranted.

In addition to the above services, police services are required for issuance of No Objection certificates for transfer of vehicles, verification of Tenants, servants, drivers or any other individuals.

For all the above-mentioned services, personal visits by the candidates upon whom the enquiry or verification are required is not recommended.

The standard procedure is that those who require police verification and enquiry of individuals whose services are sought need to apply through Mee seva portal.

S.No	Services Providing	Documents to be submitted in the Existing Procedure	Recommended documents	SOP for Mee Seva services (Verified by Local Police)	Fee	SLA Period
1	Character /Antecedent Certificate (for Private Job)	1. Citizen Petition 2. Address Proof 3. Id proof	1. Citizen petition 2. Address proof 3. ID Proof	1. Verifying in CDAT APP 2. Verifying in Verify 24x7 APP 3. Verifying in MO Offenders APP 4. Enquiry at nearby his Locality	145	7 days
2	NOC for transfer of vehicle	1. Citizen Petition 2. Address Proof 3. Id proof	1. Citizen petition 2. Address proof 3. ID Proof 4. Vehicle RC xerox copy	1. Verifying in CDAT APP 2. Verifying in Verify 24x7 APP 3. Verifying in MO Offenders APP 4. E- Challan Pending 5. CCRB Records	145	7 days by DCP Crimes
3	Certificate for Drivers – Requested by Companies/ Institutions	1. Citizen Petition 2. Address Proof 3. Id proof	1. Citizen petition 2. Address proof 3. ID Proof 4. Letter from concerned company on Letter head	1. Verifying in CDAT APP 2. Verifying in Verify 24x7 APP 3. Verifying in MO Offenders APP 4. Enquiry at nearby his Locality	245	7 days
4	Certificate for Drivers - Individual	1. Citizen Petition 2. Address Proof 3. Id proof	1. Citizen petition 2. Address proof 3. ID Proof 4. Letter from concerned company on Letter head	1. Verifying in CDAT APP 2. Verifying in Verify 24x7 APP 3. Verifying in MO Offenders APP 4. Enquiry at nearby his Locality	145	7 days
5	Tenant Verification	1. Citizen Petition 2. Address Proof 3. Id proof	1. Citizen petition 2. Address proof 3. ID Proof	1. Verifying in CDAT APP 2. Verifying in Verify 24x7 APP 3. Verifying in MO Offenders APP 4. Enquiry at nearby his Locality	145	7 days
6	Servant verification	1. Citizen Petition 2. Address Proof	1. Citizen petition 2. Address proof 3. ID Proof	1. Verifying in CDAT APP 2. Verifying in Verify 24x7 APP 3. Verifying in MO Offenders APP	145	7 days

			3. Id proof	4. Enquiry at nearby his Locality		
7	Gap certificate for Students	1. Citizen Petition 2. Address Proof 3. Id proof	1. Citizen petition 2. Address proof 3. ID Proof 4. Last Bonafide Certificate/Marks memo/Pass certificate	1. Verifying in CDAT APP 2. Verifying in Verify 24x7 APP 3. Verifying in MO Offenders APP 4. Enquiry at nearby his Locality	145	7 days
8	Entry pass for Defence Area etc	1. Citizen Petition 2. Address Proof 3. Id proof	1. Citizen petition 2. Address proof 3. ID Proof 4. Letter from concerned company on Letter head	1. Verifying in CDAT APP 2. Verifying in Verify 24x7 APP 3. Verifying in MO Offenders APP 4. Enquiry at nearby his Locality	245	7 days
9	Internship verification for Students	1. Citizen Petition 2. Address Proof 3. Id proof	1. Citizen petition 2. Address proof 3. ID Proof 4. Letter from the Principal of the concerned Educational Institution on Letter head	1. Verifying in CDAT APP 2. Verifying in Verify 24x7 APP 3. Verifying in MO Offenders APP 4. Enquiry at nearby his Locality and at the institute he studies in.	145	7 days

Previously there used to be 11 services that are available in the Category "Issuance of certificates".

➢ In that list, there were "verification certificate for Jobs" and "verification certificate for Jobs (Private)" in the list. They were combined with Character/ Antecedent certificate. For Drivers verification, there used to be two separate verifications that are for Companies and Institutions. They are combined into one verification.