Tamil Nadu eGovernance Agency
Makkal Portal

User Manual

Version: 01

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1. INTRODUCTION

Makkal Portal is digital service developed by Tamil Nadu e-Governance Agency TNeGA. It aims to help residents of Tamil Nadu to view their personal information available in various departments, to update their details. It provides a single window access to all residents of the demographic data available across various departments and allows to make changes to personal information after due Aadhar authentication.

Features of Makkal Portal:

- Residents can search their details after logging in using mobile/OTP and update the details after Aadhar authentication using Registered mobile/OTP.
- Residents can add additional identifiers like PAN card, Passport or any other Government issued personal documents.
- Residents can add their residential address along with uploading necessary supporting documents.
- Residents can submit requests for change in demographic details like name, date of birth.

Requirements:

Supported Web browsers include:

- Google Chrome
- Microsoft edge
- Mozilla Firefox

2. VIEW & UPDATE PROFILE:

- After successful login into Makkal Portal using Resident login, System displays the default User Dashboard:
  a) View and update Profile
  b) Grievance History (IIPGCMS)
  c) Citizen Wallet Nambikkai Inaiyam
  d) Track Service Request
- Click on view profile to view personal demographic information.

a. PERSONAL INFORMATION:

i. Click on update option to update the personal information provided against each field.
   a) Full Name in English
   b) Full Name in Tamil
   c) Father's full name in English
   d) Father's full name in Tamil
   e) Mother's full name in English
   f) Mother's full name in Tamil
   g) Spouse's full Name in English
   h) Spouse's full name in Tamil
   i) Date of Birth
   j) Date of Birth Type
   k) Gender
   l) Marital Status
   m) Name of the religion
   n) Caste
   o) Community
   p) Education Attained
   q) Live Status
   r) Current Occupation
   s) Income Category
   t) Option to upload Photo

- **Note**: Number of Updates allowed against following fields

    Name: 2

    Gender: 1

    DOB: 1

ii. Upload supporting documents either from logged in device or from Citizen Wallet.

iii. Submit the change for approval.

iv. Upon successful submission, system shall generate Service request number for reference. Use the Service request number and track the status of the Service request against Track Service Request.

> Dear "Name", thank you for updating your details. Please note the service request number **"SRXXXX"** to track your update status.
>
> Okay

b. ADDRESS DETAILS:

i. Click on update option to update the Address details provided against each field.
   Permanent/current:

   a) From – To—
   b) House/Door/Flat Number in English
   c) House/Door/Flat Number in Tamil
   d) Building Name/Plot Number in English
   e) Building Name/Plot Number in Tamil
   f) Block Name/ Number in English
   g) Block Name/ Number in Tamil
   h) Street Number/Name in English
   i) Street Number/Name in Tamil
   j) Village Name in English (in case of rural)
   k) Village Name in Tamil (in case of rural)
   l) Sub District name in English (in case of rural)
   m) Sub District Name in Tamil (in case of rural)
   n) Panchayat Samiti in English (in case of rural)
   o) Panchayat Samiti in Tamil (in case of rural)
   p) Gram Panchayat in English (in case of rural)
   q) Gram Panchayat in Tamil (in case of rural)
   r) Post Office Name in English
   s) Post office Name in Tamil
   t) Landmark in English
   u) Landmark in Tamil
   v) District Name in English
   w) District name in Tamil

x) Pin code

y) Geocode

z) Latitude & Longitude

Address Details

Current Address

From	To
07/01/1998	07/01/2020
House/Door/Flat Number in English	House/Door/Flat Number in Tamil
Text	Text
Building Name/Plot Number in English	Building Name/Plot Number in Tamil
Text	Text
Block Name/Number in English	Block Name/Number in Tamil
Text	Text
Street Number/Name in English	Street Number/Name in Tamil
Text	Text
Ward Number in English	Ward Number in Tamil
Text	Text

Municipal Corporation in English	Municipal Corporation in Tamil
Text	Text
Town Panchayat in English	Town Panchayat in Tamil
Text	Text
Post Office Name in English	Post Office Name in Tamil
Text	Text
Landmark in English	Landmark in Tamil
Text	Text
District Name in English	District Name in Tamil
Text	Text
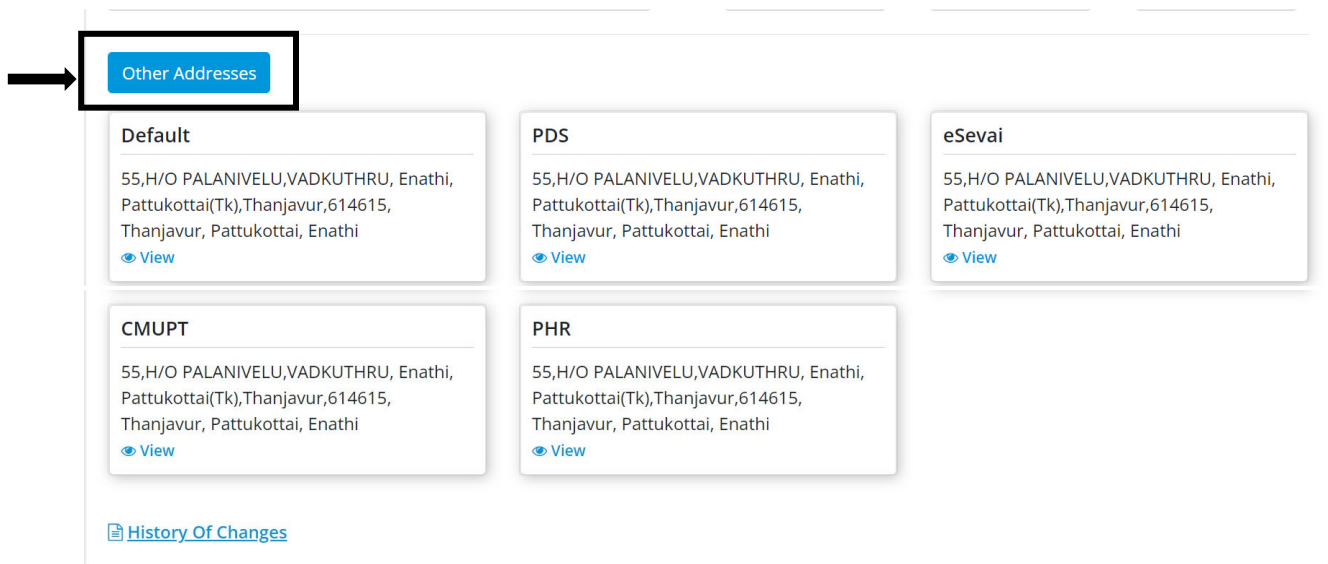
Pincode	Geocode	Latitude	Longitude
Text	Text	Text	Text

ii. Upload supporting documents from logged in device.

iii. Submit the change for approval.

iv. Upon successful submission, system shall generate Service request number for reference. Use the Service request number and track the status of the Service request against Track Service Request.

v. Click on Other Addresses. View address information available from other departments.

c. FAMILY DETAILS

i. View the Family details represented pictorially (From PDS and DPH)

Family Details

History Of Changes

d. CONTACT INFORMATION

i. View the Registered Mobile Number against Registered Department/Scheme. Also, the From and To Date with respect to departments will be displayed.

ii. View the Registered Landline Number against Registered Department/Scheme. Also, the From and To Date with respect to departments will be displayed.

iii. View the Registered Email ID against Registered Department/Scheme. Also, the From and To Date with respect to departments will be displayed.

Contact Information

Mobile Number

Registered Mobile Number	Registered with Department/Scheme	From	To
9887473228	UIDAI		
9827473228	PDS		
7887473228	Labour Department		

Landline Number

Landline Number	Registered with Department/Scheme	From	To
044- 227372	Labour Department		

Email

Email	Registered with Department/Scheme	From	To
Xvxvdgd.ssh@gmail.com	UIDAI		
Xvxvdgd.ssh@gmail.com	Labour Department		

History Of Changes

Note:

Click on History of Changes to check the following details: Data Element, Original Value, New Value, Date Updated.

History Of Changes

Show 10 ⌄ entries   Search:

Sr.No	Data Element	Original Value	New Value	Date Updated
1	..	..	..	..
2	..	..	..	..
3	..	..	..	..
4	..	..	..	..

Showing 1 to 4 of 4 entries   Previous **1** Next

3. CITIZEN WALLET NAMBIKKAI INAIYAM

i.   After successful login into Makkal Portal using Resident login, System displays the default User Dashboard:

      a) View and update Profile

      b) Grievance History (IIPGCMS)

      c) Citizen Wallet Nambikkai Inaiyam

      d) Track Service Request

ii.   Click on Citizen Wallet Nambikkai Inaiyam.

iii. View the count of documents available in the citizen wallet.

iv. Under "Citizen Wallet Nambikkai Inaiyam" – two options shall be provided.
   o View document (to view documents available in citizen wallet)
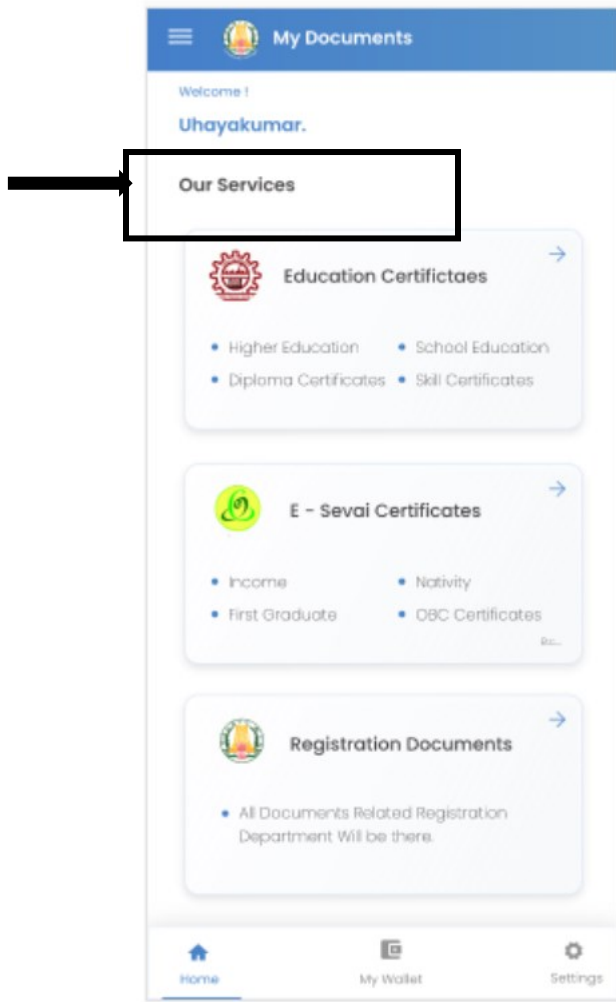
   o Add document (to add document in the citizen wallet)

v. Click on "View Document". It routes to the "My Documents" page of citizen wallet where in all the available documents can be viewed.
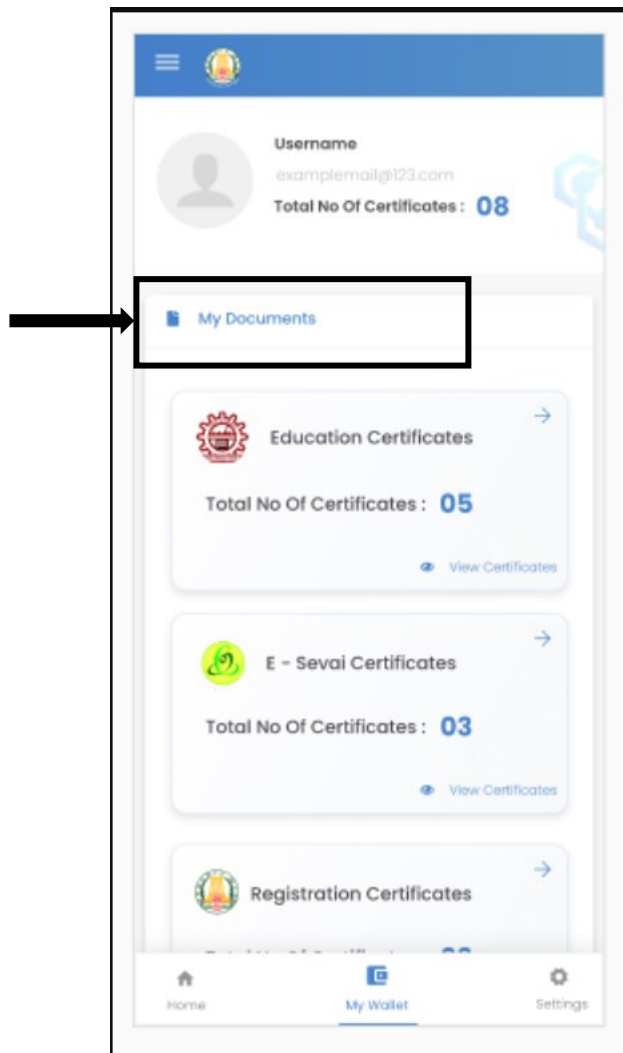
vi. Click on "Add Document". It routes to the "Our Services" page of citizen wallet to add documents to the wallet.

4. TRACK SERVICE REQUEST

i. After successful login into Makkal Portal using Resident login, System displays the default User Dashboard:

    a) View and update Profile

    b) Grievance History (IIPGCMS)

    c) Citizen Wallet Nambikkai Inaiyam

    d) Track Service Request

ii. Click on Track Service Request.

iii. Enter the Service request number.

iv. Enter the captcha.

v. Click on check status.

vi. The SR Number, Details, Requested Date, and status is displayed.

Service Request Status

SR Number	Details	Requested Date	Status
SRXXXX123		01/12/2021	In Progress

5. GRIEVANCE HISTORY

i. After successful login into Makkal Portal using Resident login, System displays the default User Dashboard:

    a) View and update Profile

    b) Grievance History (IIPGCMS)

    c) Citizen Wallet Nambikkai Inaiyam

    d) Track Service Request

ii. Click on Grievance History. The Grievance details are obtained from "Inclusive Public Grievance CM Helpline Management System" (IIPGCMS).

iii. The following details will be displayed: Grievance Date, Grievance Id, Grievance Description, Status.

Grievance History

Show 10 ⇕ entries   Search: [   ]

Sl.No ⇅	Grievance Date ⇅	Grievance Id ⇅	Grievance Description ⇅	Status ⇅
1				
2				
3				
4				

Showing 1 to 4 of 4 entries   Previous **1** Next