

## **1. What is Makkal Portal?**

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.

## **2. Why should I use Makkal Portal?**

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.

## **3. How do I get started with Makkal Portal?**

Click on the URL link and navigate to the website page. Login through the mobile number.

## **4. What are the key 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.

## **5. What supporting software is needed to open Makkal Portal?**

No specific software required to open Makkal Portal. Enter the URL in the latest chrome browser on desktop/laptop/mobile.

## **6. What if I do not receive the OTP on my mobile phone?**

You shall get an option to resend OTP to entered mobile number after predefined time.

## **7. What if I enter wrong Captcha?**

You shall get notified to re-enter correct captcha and get option to reset the captcha using the reset option.

## **8. What if I am logged in and try to log in again?**

If you choose to invoke multiple instances, “Already Logged In” message will be displayed.

## **9. After successful Aadhaar AUA, if my Aadhaar information is not displayed?**

You will get an option to proceed for Aadhaar based e KYC.

**10. What happens if I refresh my URL?**

Your session will be closed.

**11. What should I do when I see list of identities at the time of log in ?**

You can verify your identity from the list by selecting the details clicking on the check box.

**12. Is there any restriction in number of updates against different fields?**

Yes, The Number of Updates allowed against Name is 2, Gender is 1, DOB is 1.

**13. In which languages can I submit the details?**

You can update and submit your details in Tamil, English.

**14. What are the specific necessary documents required for update of different fields?**

The specific necessary documents to be uploaded against each field will be listed when you click on drop down button.

**15. How can I submit my Supporting documents?**

Click on Upload Document. Select the documents from the logged in device. Click on Submit.

**16. After successful submission, how to use the Service request number to track the status of the Service request?**

Go to dashboard. Click on Track Service Request. Enter the Service Request Number and Captcha. The status will be displayed.

**17. How should I know the changes made to my details before?**

Click on History Of Changes. You can see the following details: Data Element, Original Value, New Value, Date Updated.

**18. How many days will it take to update the details?**

It will take 2-3 working days to update your request.

**19. My update service request got rejected for invalid documents. What does this mean?**

Upload the documents having clear mention of the specific field from the given list against the field to not get rejected. If it gets rejected, upload the document again according to the remarks given.

For example, for the update request of Name, if the document submitted is not clear, the service request gets rejected. You will have to submit the document again

## **20. What is the purpose of Citizen Wallet Nambikkai Inaiyam?**

Using “Citizen Wallet Nambikkai Inaiyam” you can add documents to the citizen wallet using Add document option and you can view the documents available in citizen wallet using View document option.

## **21. What is the source of Grievance history?**

The Grievance details are obtained from “Inclusive Public Grievance CM Helpline Management System” (IIPGCMS).

## **22. What details can be obtained from Grievance history?**

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

## **23. What should I do if the portal stops responding or displays an error?**

Refresh the browser. Log out and log in again. Use a different browser. Ensure your Internet connectivity is working. If none of this works send an email at [tnesevaihelpdesk@tn.gov.in](mailto:tnesevaihelpdesk@tn.gov.in) or call the Toll Free Number :1100

## **24.I have a question that was not answered in FAQ. What should I do?**

Call the Toll Free Number :1100 or send an email at [tnesevaihelpdesk@tn.gov.in](mailto:tnesevaihelpdesk@tn.gov.in). You can visit the centre from the contact us details provided on the welcome page.