



# 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

**View & Update Profile**

**Personal Information**

Full Name in English  
Rajesh Poongavanam

Father's Full Name in English  
Alamelu Ranganathan

Mother's Full Name in English  
Mani Ranganathan

Spouse's Full Name in English  
Alamelu Ranganathan

Date of Birth  
07/01/1994

Name of the Religion  
Hindu

Live Status  
Alive

Date of Birth Type  
Verified/Declared/Approx

Caste  
General

Current Occupation

Gender  
Male

Community

Income Category

Marital Status  
Married

Education Attained

[History Of Changes](#)

**Edit to update**

**Upload Image**

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

Name: 2

Gender: 1

DOB: 1

- Upload supporting documents either from logged in device or from Citizen Wallet.
- Submit the change for approval.

**Personal Information**

Full Name in English  
Rajesh Poongavanam

Father's Full Name in English  
Alamelu Ranganathan

Mother's Full Name in English  
Mani Ranganathan

Spouse's Full Name in English  
Alamelu Ranganathan

Date of Birth  
07/01/1994

Name of the Religion  
Hindu

Date of Birth Type  
Verified/Declared/Approx

Caste  
General

Gender  
Male

Community

Marital Status  
Married

Education Attained

**2 updates left**

Select Supporting Documents

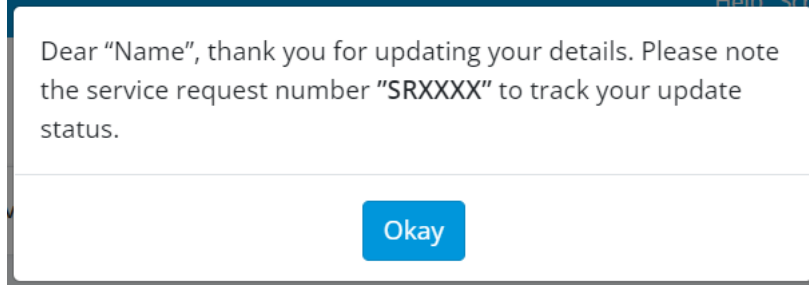
Upload Document

**Submit**

**Edit**

**Upload Image**

- 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.



**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

07/01/1998

House/Door/Flat Number in English

Text

Building Name/Plot Number in English

Text

Block Name/Number in English

Text

Street Number/Name in English

Text

Ward Number in English

Text

Municipal Corporation in English

Text

Town Panchayat in English

Text

Post Office Name in English

Text

Landmark in English

Text

District Name in English

Text

Pincode

Text

To

07/01/2020

House/Door/Flat Number in Tamil

Text

Building Name/Plot Number in Tamil

Text

Block Name/Number in Tamil

Text

Street Number/Name in Tamil

Text

Ward Number in Tamil

Text

Municipal Corporation in Tamil

Text

Town Panchayat in Tamil

Text

Post Office Name in Tamil

Text

Landmark in Tamil

Text

District Name in Tamil

Text

Geocode

Text

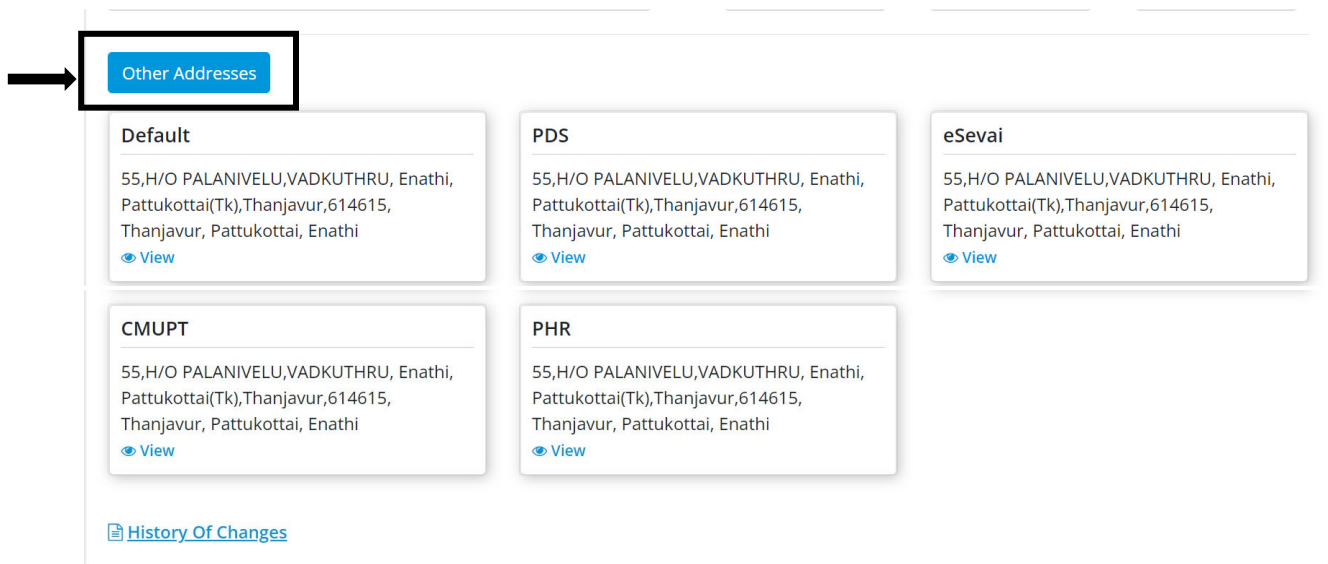
Latitude

Text

Longitude

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.



**Other Addresses**

Default	PDS	eSevai
55, H/O PALANIVELU, VADKUTHRU, Enathi, Pattukottai(Tk), Thanjavur, 614615, Thanjavur, Pattukottai, Enathi <a href="#">View</a>	55, H/O PALANIVELU, VADKUTHRU, Enathi, Pattukottai(Tk), Thanjavur, 614615, Thanjavur, Pattukottai, Enathi <a href="#">View</a>	55, H/O PALANIVELU, VADKUTHRU, Enathi, Pattukottai(Tk), Thanjavur, 614615, Thanjavur, Pattukottai, Enathi <a href="#">View</a>

CMUPT	PHR
55, H/O PALANIVELU, VADKUTHRU, Enathi, Pattukottai(Tk), Thanjavur, 614615, Thanjavur, Pattukottai, Enathi <a href="#">View</a>	55, H/O PALANIVELU, VADKUTHRU, Enathi, Pattukottai(Tk), Thanjavur, 614615, Thanjavur, Pattukottai, Enathi <a href="#">View</a>

[History Of Changes](#)


### c. FAMILY DETAILS


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





Family Details

Family Information Source: PDS,

  
**Prasad Ranganathan**  
(You, Head of Family)  
 • Relation with HoF:  
 • Start Date:  
 • End Date:


  
**Alamelu Ranganathan**  
(You, Head of Family)  
 • Relation with HoF: Wife  
 • Start Date: 2/2/1994  
 • End Date:


  
**Balakrishnan Ranganathan**  
• Relation with HoF: Son  
• Start Date: 2/12/2000  
• End Date:


  
**Govindan Ranganathan**  
• Relation with HoF: Son  
• Start Date: 12/12/2005  
• End Date:


[History Of Changes](#)

Family Information Source: DPH,

  
**Prasad Ranganathan**  
(You, Head of Family)  
 • Relation with HoF:  
 • Start Date:  
 • End Date:

  
**Alamelu Ranganathan**  
(You, Head of Family)  
 • Relation with HoF: Wife  
 • Start Date: 2/2/1994  
 • End Date:

  
**Balakrishnan Ranganathan**  
• Relation with HoF: Son  
• Start Date: 2/12/2000  
• End Date:

  
**Govindan Ranganathan**  
• Relation with HoF: Son  
• Start Date: 12/12/2005  
• End Date:

[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
Xxxvvgd.ssh@gmail.com	UIDAI		
Xxxvvgd.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

- After successful login into Makkal Portal using Resident login, System displays the default User Dashboard:
  - View and update Profile
  - Grievance History (IIPGCMS)
  - Citizen Wallet Nambikkai Inaiyam
  - Track Service Request
- Click on Citizen Wallet Nambikkai Inaiyam.

Email: tnesevaihelpdesk@tn.gov.in | Toll Free Number :1100 Help Screen Reader Access A- A+ A English Welcome, User Name

Welcome to Makkal Self Service Portal

Dashboard

Notification Please update your profile using "View & Update Profile"

Notification You have not updated your profile for "XX" days, please update your profile at the ea

View & Update Services Availed (from eSevai) Availed:9 Scheme Eligible Documents Available:6 Citizen Wallet View Document | Add Document

Scheme Enrolled Availed:9 Benefits Availed Availed:7 Grievance History (from IIPCCMS) Track Service

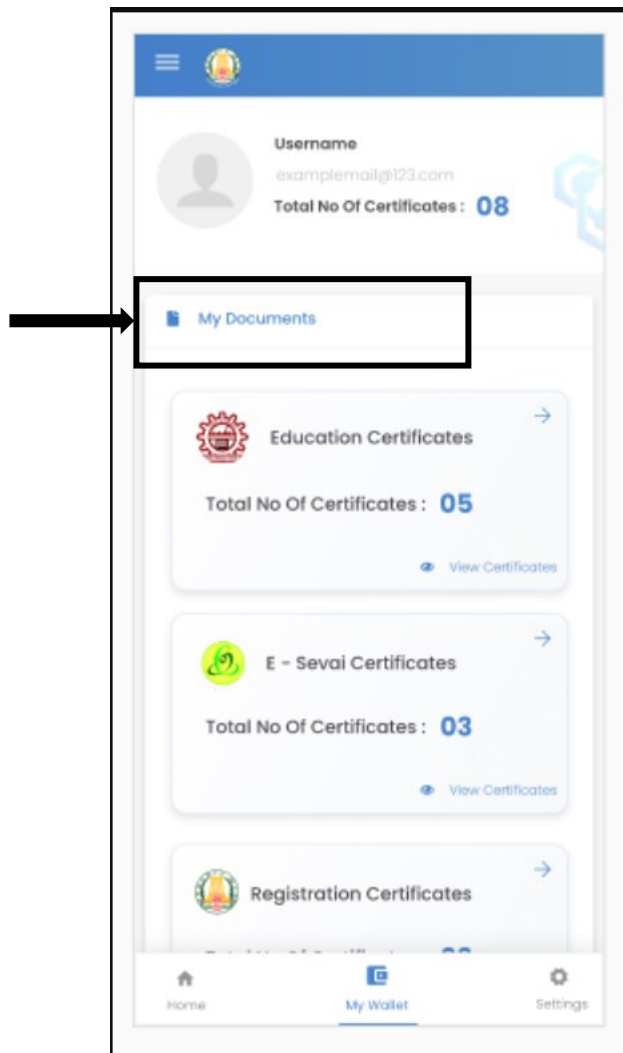
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- iii. View the count of documents available in the citizen wallet.
- iv. Under “Citizen Wallet Nambikkai Inaiyam” – two options shall be provided.
  - View document (to view documents available in citizen wallet)
  - Add document (to add document in the citizen wallet)

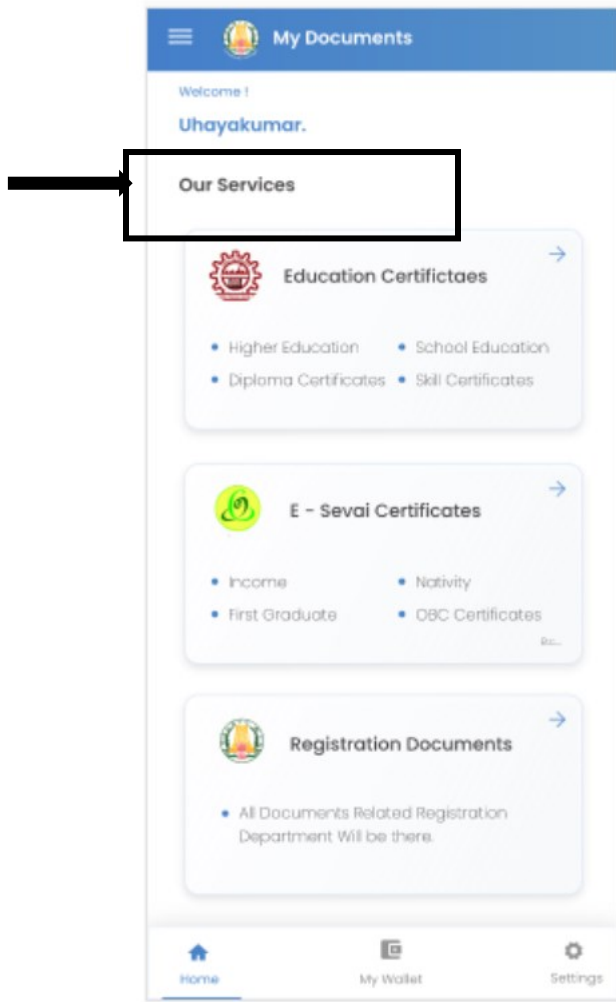
Citizen Wallet Nambikkai Inaiyam

View Document Add Document

- 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


Email: tnesevaihelpdesk@tn.gov.in | Toll Free Number :1100 Help Screen Reader Access A- A A+ English Welcome, User Name 


 Welcome to Makkal Self Service Portal 


Dashboard


**Notification** Please update your profile using "View & Update Profile"


**Notification** You have not updated your profile for "XX" days, please update your profile at the ea


 View & Update


 Services Availed (from eSevai) **Availed:9**


 Scheme Eligible

 Citizen Wallet **Documents Available:6**  
View Document | Add Document

 Scheme Enrolled **Availed:9**

 Benefits Availed **Availed:7**

 Grievance History (from IIPGCMS)

 Track Service

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- ii. Click on Track Service Request.
- iii. Enter the Service request number.
- iv. Enter the captcha.
- v. Click on check status.

**Track Service Request**

Enter Service Request Number

Enter Captcha

Captcha

**E8N<sup>a</sup>b** | 

**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:
- View and update Profile
  - Grievance History (IIPGCMS)
  - Citizen Wallet Nambikkai Inaiyam
  - Track Service Request

Email: tnesevailhelpdesk@tn.gov.in | Toll Free Number :1100

Help Screen Reader Access A- A+ A- English Welcome, User Name

Welcome to Makkal Self Service Portal

Dashboard

Notification Please update your profile using "View & Update Profile"

Notification You have not updated your profile for "XX" days, please update your profile at the ea

View & Update

Services Availed (from eSevai) Availed:9

Scheme Eligible

Citizen Wallet Documents Available:6 View Document | Add

Scheme Enrolled Availed:9

Benefits Availed Availed:7

Grievance History (from IIPGCMS)

Track Service

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- 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