1. **What is Mobile- Seva and its ESMS services?**

*Thank you for availing Mobile-Seva platform. It is a National initiative on Mobile governance which enables government departments and agencies in the country to provide electronic services through various mobile channels viz. SMS, USSD, IVRS and m-Apps.*

1. **What is the registration process with Mobile Seva?**

*Thank you for availing Mobile-Seva platform. The department need to login under Mobile- Seva portal:* [**http://services.mgov.gov.in/**](http://services.mgov.gov.in/)*. Post which they need to create an account with User\_Id which gets approved by the MSDP and the user gets registered.*

1. **What are Push SMS services?**

*Thank you for availing Mobile-Seva platform. Push SMS services can be used by the departments to send information, notifications, alerts, etc to the citizens through SMS.*

1. **What are Pull SMS services?**

*Thank you for availing Mobile-Seva platform. Citizens can use this service to seek information regarding departmental service from the departments.* ***Short Code 166 / 51969 / 9223166166*** *have been allocated by the Department of Telecommunication, Government of India to access government services available through SMS.*

1. **What is an IVRS service?**

*Thank you for availing Mobile-Seva platform. It is a technology that allows a computer to interact with humans through the use of voice and*[*DTMF*](https://en.wikipedia.org/wiki/Dual-tone_multi-frequency_signaling)*tones input via a keypad.*

1. **What is an USSD service?**

*Thank you for availing Mobile-Seva platform. Unstructured Supplementary Services Data (USSD) is a session based service unlike SMS which is a store and forward service. USSD services are provided with two different service features:*

* *USSN (Unstructured Supplementary Services Notify)*
* *USSR (Unstructured Supplementary Services Response)*

*More details please check the link:*[**https://mgov.gov.in/msdp\_ussddetail.jsp**](https://mgov.gov.in/msdp_ussddetail.jsp)

1. **What is m-Appstore service?**

*Thank you for availing Mobile-Seva platform. Mobile applications store (m-Appstore) has been created to facilitate development and deployment of suitable applications for delivery of public services through mobile devices. The store is based upon service oriented architecture and cloud based technologies using open standards as far as practicable.*

1. **Please share the User manual and integration document.**

*Thank you for availing Mobile-Seva platform. Please check the link for the following:*

* *User Manual-* [**https://mgov.gov.in/msdp\_services\_usermanual.jsp**](https://mgov.gov.in/msdp_services_usermanual.jsp)
* *Integration Document -*[**https://mgov.gov.in/msdp\_services\_usermanual.jsp**](https://mgov.gov.in/msdp_services_usermanual.jsp)

1. **Please provide the sample of Agreement with sample letter of TRI exemption?**

*Thank you for availing Mobile –Seva platform. Request you to send your registered Email- Id and User\_Id, we will mail you accordingly.*

1. **What is the duration of agreement made?**

*Thank you for availing Mobile-Seva platform. The Duration of the Agreement is for 2years from the date of signing it.*

1. **What is our prevailing SMS’s services rate? If, get changed time period to notify the department?**

*Thank you for availing Mobile-Seva platform. Request you to send us your Sender\_ID and registered Email-Id; we will mail you the Annexure. Prior to 30 days we will notify you via mail regarding any rate changes.*

1. **What is Long code?**

*Thank you for availing Mobile-Seva platform.  Long Code SMS Services also known as a dedicated phone number or large number or virtual mobile number, is the reception mechanism used by business to receive voice calls and SMS Messages.*

1. **What is Short Code?**

*Thank you for availing Mobile-Seva platform. Short codes, or short numbers, are short digit sequences, significantly shorter than telephone numbers that are used to address messages in the Multimedia Messaging System (MMS) and short message service (SMS) systems of mobile network operators. In addition to messaging, they may be used in abbreviated dialing.*

1. **What are the Long Code and Short Code numbers?**

*Thank you for availing Mobile-Seva platform*

* *Long Code No – 9223166166*
* *Short Code No- 166, 51969*

1. **What is daily SMS limit and how to increase it?**

*Thank you for availing Mobile-Seva platform. There is no specific limit for SMS, however initially 100 SMS’s are allotted on the registered User-Id which he can increase by following steps:*

**Login**: [**https://services.mgov.gov.in/**](https://services.mgov.gov.in/)*-> Manage Account -> Update Account -> Daily SMS limit -> Update*

1. **What is threshold balance and how to increase it?**

*Thank you for availing Mobile-Seva platform. Threshold alert to receive notification when the account balance crosses a minimum.*

*Mobile-Seva provide minimum threshold of 10000 SMS’s. Department need to mail on* [**msdp@cdac.in**](mailto:msdp@cdac.in) *in order to increase it.*

1. **How to send various types of SMS’s by using portal?**

*Thank you for availing Mobile-Seva platform. One can send 3 types of SMS’s via using portal:*

* *QUICK SMS- when an SMS needs to be sent to an individual person.*
* *GROUP SMS- When the SMS needs to be sent group wise.*
* *BUILK SMS- This mode of SMS is sent via Excel file*.

1. **How to create group?**

*Thank you for availing Mobile-Seva platform.*

***Login****:* [**https://services.mgov.gov.in/***-*](https://services.mgov.gov.in/-)*> Group Setting -> Add group -> Enter group name and click on the ADD icon.*

1. **What is Secure Key and how it gets generated?**

*Thank you for availing Mobile-Seva platform . Secure key usually refers to the password or alphanumeric key that end users enter to access a local area network. A security key is a resource for a specific security protocol that helps secure the local network. The network security key differs from other network keys used to determine network addresses.*

***Generation*** *–* ***login:***[**https://services.mgov.gov.in/***-*](https://services.mgov.gov.in/-)*> Manage Account -> Generate Key.*

*An OTP will be sent to your registered mobile no enter it and click on SUBMIT*.

1. **What is SSL error? How to rectify it?**

*Thank you for availing Mobile-Seva platform. SSL (Secure Socket Layer) connection errors occur when you are trying to connect to an SSL-enabled website and department is unable to make a secure connection to the website's server.*

***Rectification****- Please implements SSL code in your application. For sample or steps please refer the following* [**https://mgov.gov.in/msdp\_techarticle.jsp**](https://mgov.gov.in/msdp_techarticle.jsp)

1. **How to generate Performa Invoice and AMC Invoice?**

*Thank you for availing Mobile-Seva platform. Procedure for generation of Performa and AMC Invoice are:*

* ***Performa Invoice-*** *login:* [**https://services.mgov.gov.in/***-*](https://services.mgov.gov.in/-) *->Bill Details -> Generate Performa.*
* ***Annual Maintenance Cost-*** *login:*[**https://services.mgov.gov.in/-**](https://services.mgov.gov.in/-) *->Bill Details -> Generate AMC Report.*

1. **What is utilization report and usage report?**

*Thank you for availing Mobile-Seva platform. The utilization Report/ Usage Report give information organizations on how, where and how much of their resources are being used.*

***Login-*** [**https://services.mgov.gov.in/***--*](https://services.mgov.gov.in/--)*> Summery Report -> under which you will get your all SMS usages month wise and day wise. You can even download the same for future reference.*

1. **How to transfer SMS balance from main account to sub accounts?**

*Thank you for availing Mobile-Seva platform. For transferring SMS balance please do the following steps:*

***Login****-* [**https://services.mgov.gov.in/***--*](https://services.mgov.gov.in/--)*> Manage Account -> Balance Transfer*

*Select the sub-account from the drop down menu, fill the respective fields and click on* ***Transfer button.***

1. **What is Sender\_ID?**

*Thank you for availing Mobile-Seva platform. Sender\_id use to be selected by the department respectively. Sender\_id is used to send SMS.*

*The Sender\_id must be of* ***6 Alphabet.***

1. **How to generate payment receipt?**

*Thank you for availing Mobile-Seva platform. To generate payment receipts please follow the steps:*

***Login-***[**https://services.mgov.gov.in/***--*](https://services.mgov.gov.in/--)*> Bill Details -> Payment History -> Click on the Download Arrow.*

*Your payment receipt will get downloaded.*

1. **How to solve Connection Time out Error?**

*We regret for the inconvenience caused. Request you to check the Telnet from your server to our IP and Port; you also need to check whether the code SSL (STTP) certificate is implemented properly or not.*

1. **What to do in IP not White listed error?**

*We regret for the inconvenience caused. Request you to send your Application Public IP address to our email id-* [**msdp@cdac.in**](mailto:msdp@cdac.in)*. We will contact you via phone and email.*

1. **What to do in IVRS Data upload fail issue?**

*We regret for the inconvenience caused. Kindly check the file size, format and excel file. Also, request you to check the voice code is generated successfully post uploading file.*

1. **What is the per text SMS length?**

*Thank you for availing to Mobile\_Seva. The Per text SMS length are as follows:*

*English - 160 characters. Any other Language –70 Characters.*

***For detail please check*** *-* [**https://services.mgov.gov.in/smsCalculator.jsp**](https://services.mgov.gov.in/smsCalculator.jsp)

1. **What to do if unable to login in Portal?**

*We regret for the inconvenience caused. Request you to mail us on* [**msdp@cdac.in**](mailto:msdp@cdac.in) *with screenshot. You can also reset your password.*

*Also, please check our password policy below:*



1. **What if the portal becomes inaccessible?**

*We regret for the inconvenience caused. Request you to mail us on* [**msdp@cdac.in**](mailto:msdp@cdac.in) *with screenshot and URL details.*

1. **What to do in PULL SMS API related error?**

*We regret for the inconvenience caused. Please provide your keyword, IP, Port details to* [**msdp@cdac.in**](mailto:msdp@cdac.in)*. We will check and update you.*