

Problem Statement

Tech Seva

TECHSEVA helps people to
reach MEESEVA





What is TECHSEVA

“TECH SEVA “ service to citizens. The main aim of the “TECH SEVA” is making services easier for the people. One Page that gives information about all the certificates needed to apply for a particular service and also the nearest MEESEVA centres location and also we are providing the details of the MEESEVA centres are available district wise.

Mainly people face problems as they are not having proper awareness about the service to apply for that and sometimes we may forget to carry the certificates. Then they need to come on other day for the service. Through this application we want to solve those problems faced by the many people. People has to carry the all the certificates provided here.

TECHSEVA is like a preparation for the people to enter into MEESEVA with all stuff and all. That is full knowledge about the service what they want to get from MEESEVA. As we are providing nearest MEESEVA locations people can reach without facing trouble.

Tech Seva

Why we use TECHSEVA



Customer Discovery

1. Identify who will use your product?

The people who are facing problem to apply anything at “MEESEVA”

The people who spent their time for standing at MEESEVA and not fulfill the work

The people who spent money as in the form transportation from Home/office to “MEESEVA”

2. Ask what is the problem?

As people are not aware of the proper information about the services they may miss some certificates to carry along with them, and here the problem is they do not know which was they didn't carry till the MEESEVA people done verification till then they have to stand in queue. Here there are wasting their money as well as time. This is the main problem faced by many people in our survey.

3. Classify top 3 problem is to be solved.

- a) Complete documentation about the services provided at the MEESEVA and documents required to apply for a particular service etc.
- b) Through GOOGLE maps nearest MEESEVA centres can be identified.
- c) We are saving the people time and as well as money as we shown in our survey.

Tech Seva



Survey outcome

- We talk with **24** people for this survey.
- We gather the common requirements of the people to reach MEESEVA are “HOURS , “RUPEES”.
- Mainly we identified the following problems from them. By not knowing
- The nearest locations of the MEESEVA at new places.
- Date of Birth certificate actual requirements.
- What kind of documents need to submit for VOTER-ID

Tech Seva

Solution Statement

“TECHSEVA” will Provide users to gather and verify all documents needed for the service and also providing nearest MEESEVA centres from your present location

