

**TOPIC : AP.MEESEVA Online portal form**

**BY :**

**K . Samatha**

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## SECTION – 01

### INTRODUCTION :

- **MeeSeva** (translates as '**At your service**') is a good governance initiative that incorporates the vision of National eGov Plan "Public Services Closer to Home" and facilitates single entry portal for entire range of G2C (Government to Citizens) and G2B (Government to Business) services.
- MeeSeva was launched in Chittoor district in Andhra Pradesh India on 11 April 2011 with offering 10 services to the citizens.
- After the AP State re-organisation Act 2014 MeeSeva contains two different portals for the states of Andhra Pradesh and Telangana.
- Here we have made Requirements analysis and requirements gathering of the Mee seva portal .
- Here we have used FIGMA tool for designing the basic prototype of the Mee seva portal .
- FIGMA tool is best for designing any prototype based part .



## Integrated Services Delivery Gateway



### [Application for Petrol pump Dealership](#)

**DEPARTMENT LOGIN**

Username :

Password :

[Forgot Password?](#) [Unlock User](#)


[LOGIN](#)

**APPLICATION SEARCH**

Check Mee Seva Certificate (Application Number)  [GO](#)

Know Your Application Status (7 Digits ID, Application No)  [Go](#)

**CHIEF MINISTER**



**Sri N. Chandrababu Naidu**  
Hon'ble Chief Minister  
Government of Andhra Pradesh

- QUICK LINKS**
- [MeeSeva Award Documents](#)
  - [MeeSeva Services Offered](#)
  - [MeeSeva Services Forms](#)
  - [MeeSeva Handbook](#)
  - [Citizen Charter](#)
  - [ESD Rules](#)
  - [Documents Needed For Each Service](#)
  - [Beneficiarywise Details Report\(FM\)](#)
  - [MeeSeva SLA Dashboard](#)



Dear users please contact the following officials through SMS/Email/Phone for any complaints relating to meeseva centers such as

- If any official and / or operator demands extra money for an e-services
- Refuses to provide receipts for cash received
- Refuses to provide a specific citizen's service

Mr. K. Bhagat Mobile No: 91 , email: pmu.bhagath@gov.in  
Mr. M Rambabu Mobile No:9618426677, email: ramababu.matta@ap.gov.in

[Click here](#) to Download Bhuseva-Hand Book.

- MEE SEVA TEAM CONTACTS**
- PMU MAIL ID :**  
pmu.meeSeva@gmail.com
  - HELP DESK MAIL ID :**  
helpdesk.meeSeva@ap.gov.in
  - CALL CENTER -1800 425 4440 & 1100**
  - MEE SEVA FIELD CONTACTS**

**MeeSeva Certificate Stationery- RFP - 2018.** [Click here](#)

U\ BAI circular on Date of Birth, Gender and Name Change [Click here](#)

To avail YuvaNestham Attendance Service, citizen should provide eKYC in MeeSeva Centers located in the same Mandal where he/she was registered in the Praja Sadhikara Survey (PSS).

Pre-bid clarifications for RFP under Adarana - Corrigendum ADARANA (vii) - [Click here](#)

"RFP for Selection of Suppliers to Supply tools under ADARANA Scheme" for occupations Carpentry, Laundry, Pottery, Musical Bands, Hair Dressing, Weaving and Milk Cans - RFP No - ADARANA (vii) - 11/2018. [Click here](#)

Corrigendum to RFP for Selection of TPJA to inspect tools supplied under



**MeeSeva Online Portal** [➔](#)

**Aadhaar. 'U' CL**  
application learning content

**Apply Incentives-IT Policy** [➔](#)

**My Brick-My Amaravati** [➔](#)

**AWARDS & RECOGNITION**

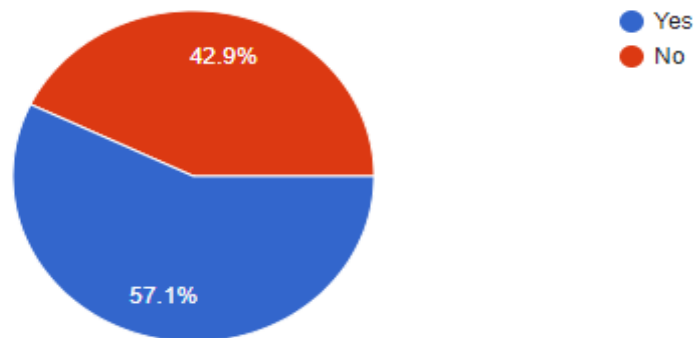


## SECTION – 02:

### Review - 01

1 . Whether you have applied your meeseva requests through online website form

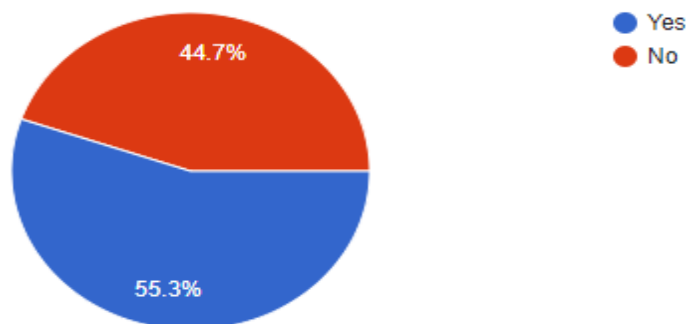
49 responses



- Here even though most of the response we got the people were on the way of using these online form portal . So it is useful to everyone and the same time it was not used at most .

2 . Whether all your problems are cleared at your meeseva counters by applying through online website

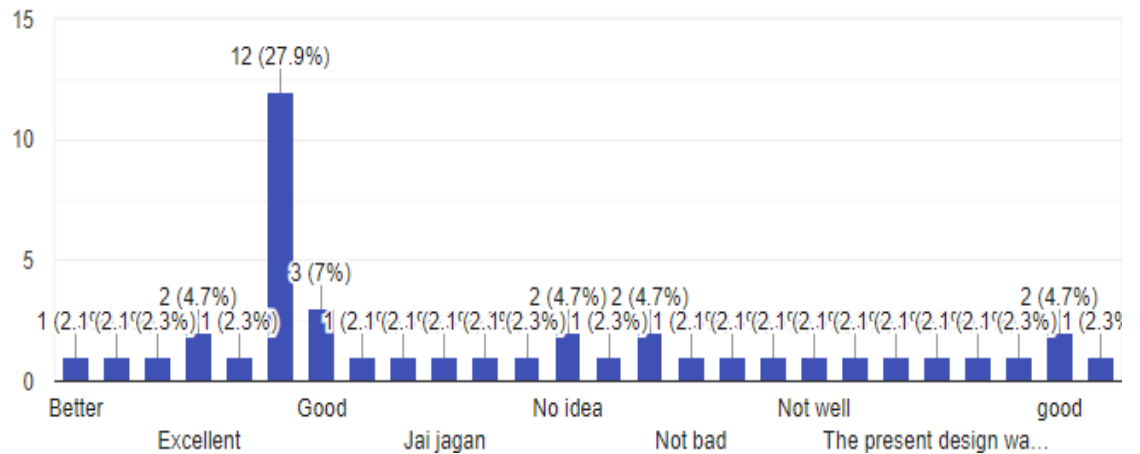
47 responses



- Here the most of the users were supporting like problems were cleared and they like interested at their work .

### 3 .How was the design of meeseva online application form ?

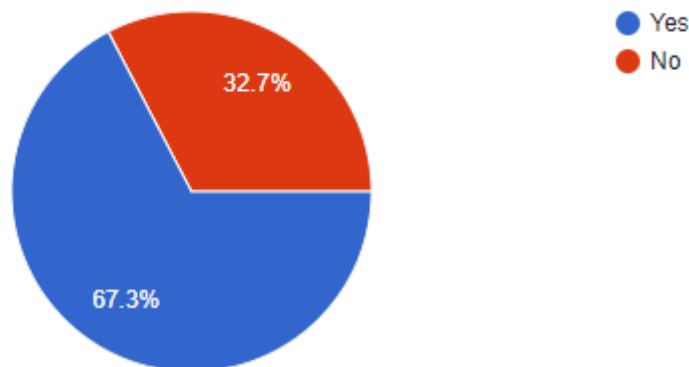
43 responses



- About the design the people were like supported it was good and at some were like not satisfied with design .

### 4 . Whether you were comfortable with the present design of meeseva application form

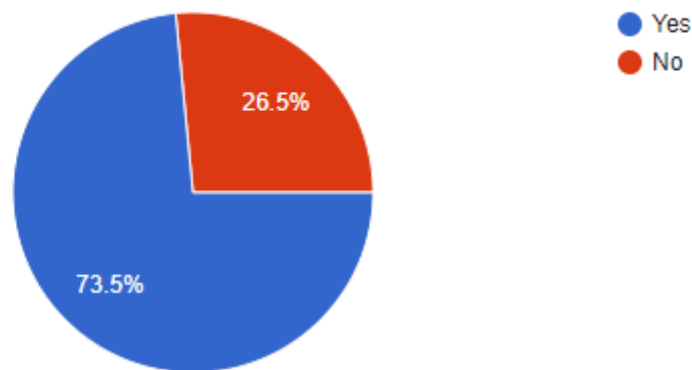
49 responses



- Most the online users were feeling comfortable with the present design and were it was like easy to understand .

5 . Whether all the information provided in the online application of meeseva was in the correct manner

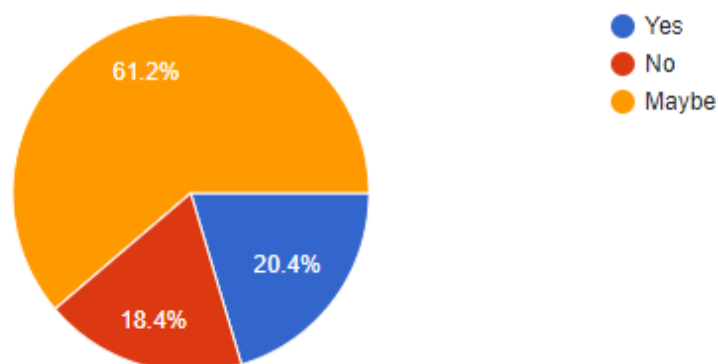
49 responses



- All the informations that were highlighted in the form were like all correct at some how it may not at sure .

6 . Each and every beneficial statements of the people were provided in the online website

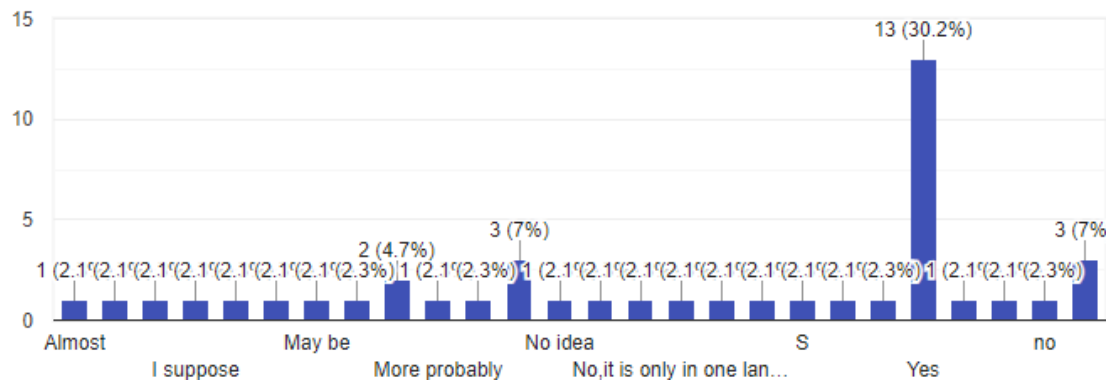
49 responses



- Most of the users are like they were not sure about the whether the information were correct are not .

## 7 . Whether the online meeseva application form were understandable to everyone ?

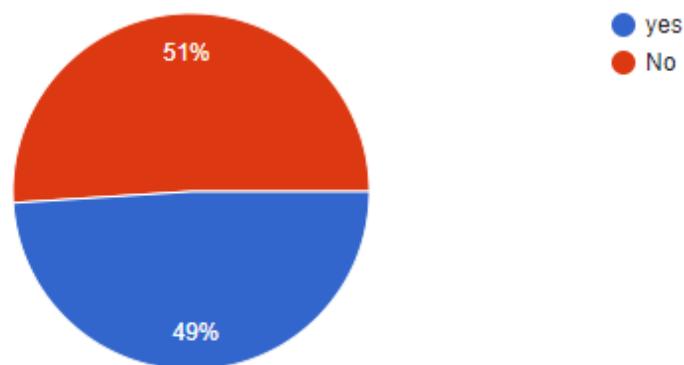
43 responses



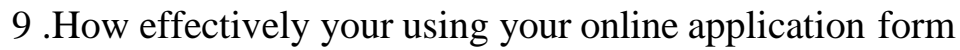
- The most users were like were they are understanding everything that were provided .

## 8 . Was the advertisements that were scrolling are usable

49 responses



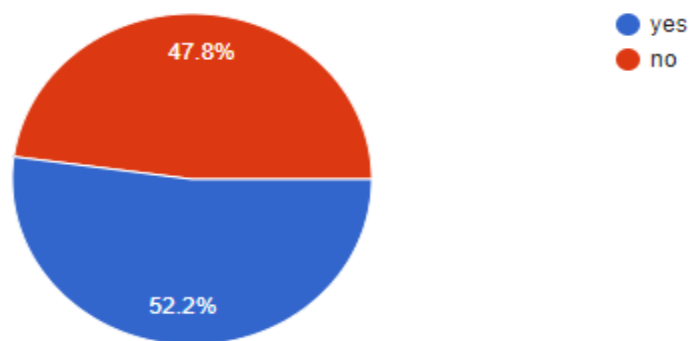




- Here most of the users were supported that not very known to the online portal form

11 . Do think because of the bad design of application form people were not using the website

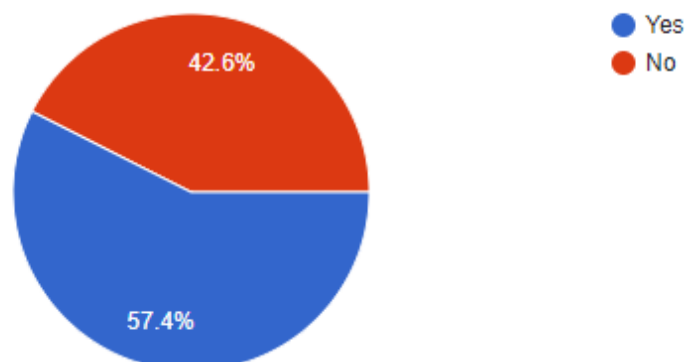
46 responses



- Here the users were supported like the design were bad .

12 . Whether you think that the other states online website form are more attractive than our state website design ?

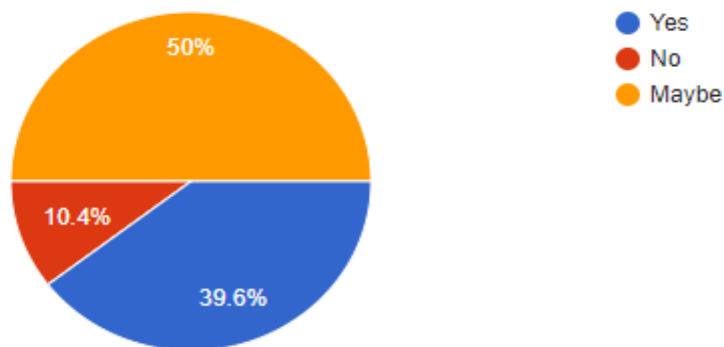
47 responses



- The users were interested that the other state forms were attracting their potal and they were not so interested with this form .

13 . Whether you think there must be a change in the online application form

48 responses



- Here the users were not so sure that whether there must in portal .

14 . How well is the government is interested in the design part of any online website pages?

36 responses

No
Good
Not showing interest in design online website pages
No idea
I don't know
good yrs
Poor
Design Should be considered
Jai jagan
Not very good
Not at all Intrested.
Weather they need any updates them design will be change

- Here the people are like the government was not much interested in the design part .

## 15 . What was your opinion on the design of meeseva online application form

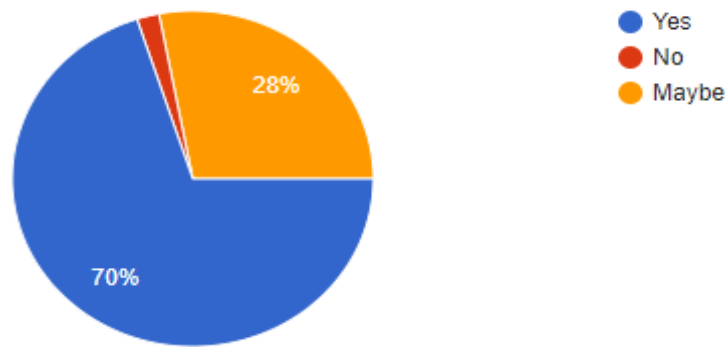
50 responses

Good
Nothing
Excellent
No idea about the online application form
No captions
I have not yet used that
Good and useful
good supr
No
Design is good with the required information
It is user friendly
Jai jagan

- Here the people were like they are interested to change to the web page at some causes and also at some point .

Was this google form is easy and enough effective for the users

50 responses



- The people are very much satisfied with the google form . Most felt very easy to fill the form and novist users may gin an idea on it .

**Note :**

- From this google form and from the reviews of the people it was concluded that the people were still excepting some more changes in the front end of the page and they were also satisfied with present design .
- And at the same time the people were like they supported that government participation must be very essential and they also must should show their intreset in the design part for attracting many people for there comfortable usage .
- From the responses that we have yet received the people were like more interested in **close end question** type only than the **open end questions** and they feel very easier for filling the review .

## SECTION – 03

### Review – 02 :

#### FUNCTIONALITIES :

1. Login credentials
2. Department wise services
3. Citizen wise services
4. Application status of mee sava certificates
5. Updated links and news
6. Others

#### REQUIREMENT ANALYSIS AND DESIGN :

##### Login credentials:

It is an necessary authentication for people to have their services according to their need

Here User can make use of forgot password link and also Unlock link for their errors at the time of login .

##### Department wise services :

There are at total of 153 services provided by the meesava centres

In old portal people doesn't even know the services that are available

There are at total of 36 departments which can provide their services at independently .

##### Citizen wise services :

In this citizen wise departmental services we will have only limited services that are provided to the people of paying of their bills .

It will be different from the department wise services

### **Application status :**

When we login to the portal this will show the status of the certificate of the people of their approval status .

### **Updated links and services :**

This will have all the important links and updates of the services that are available to the people at any time.

### **Others :**

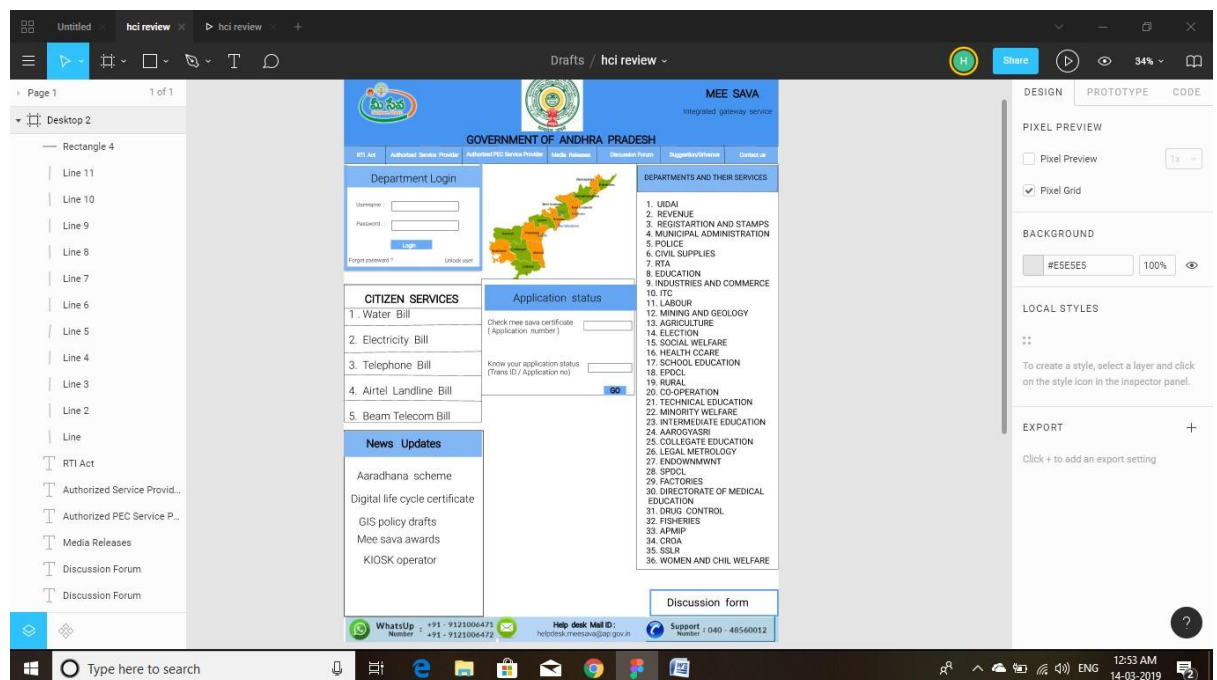
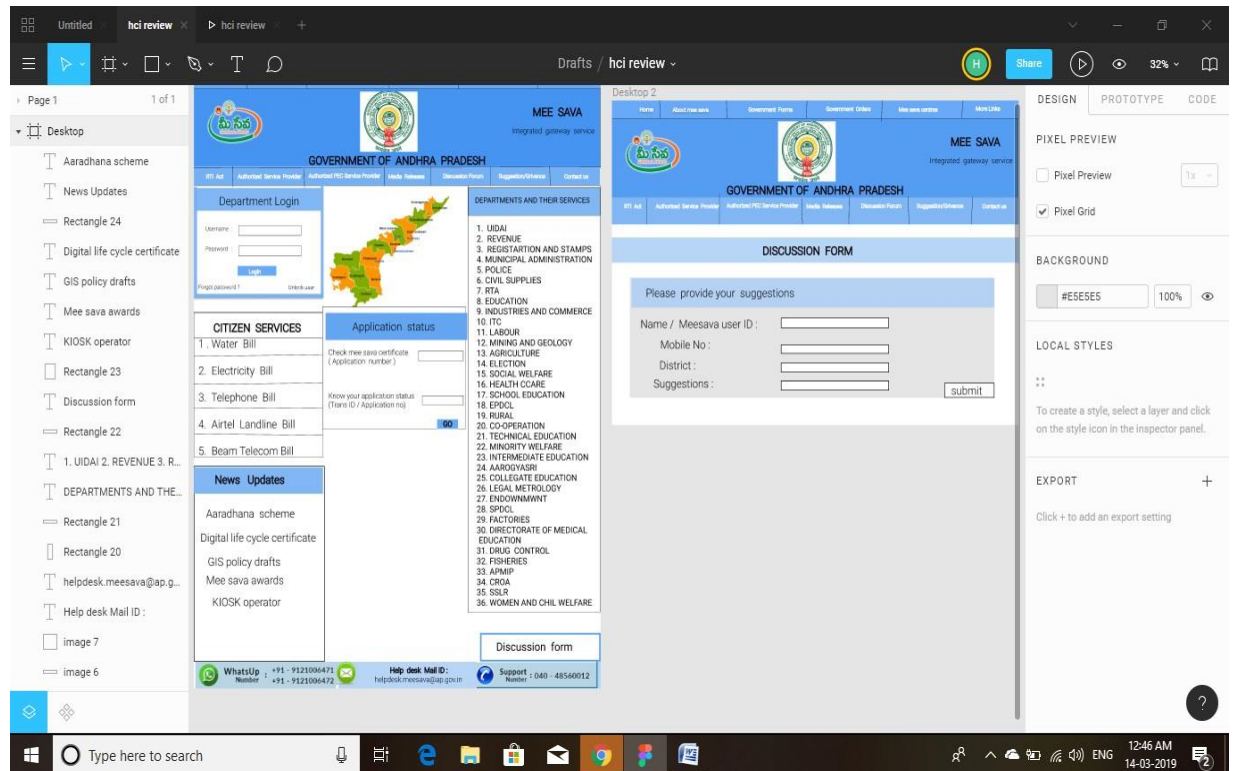
Here we have added at most important factors like whats app number , Mail ID and and helpline number

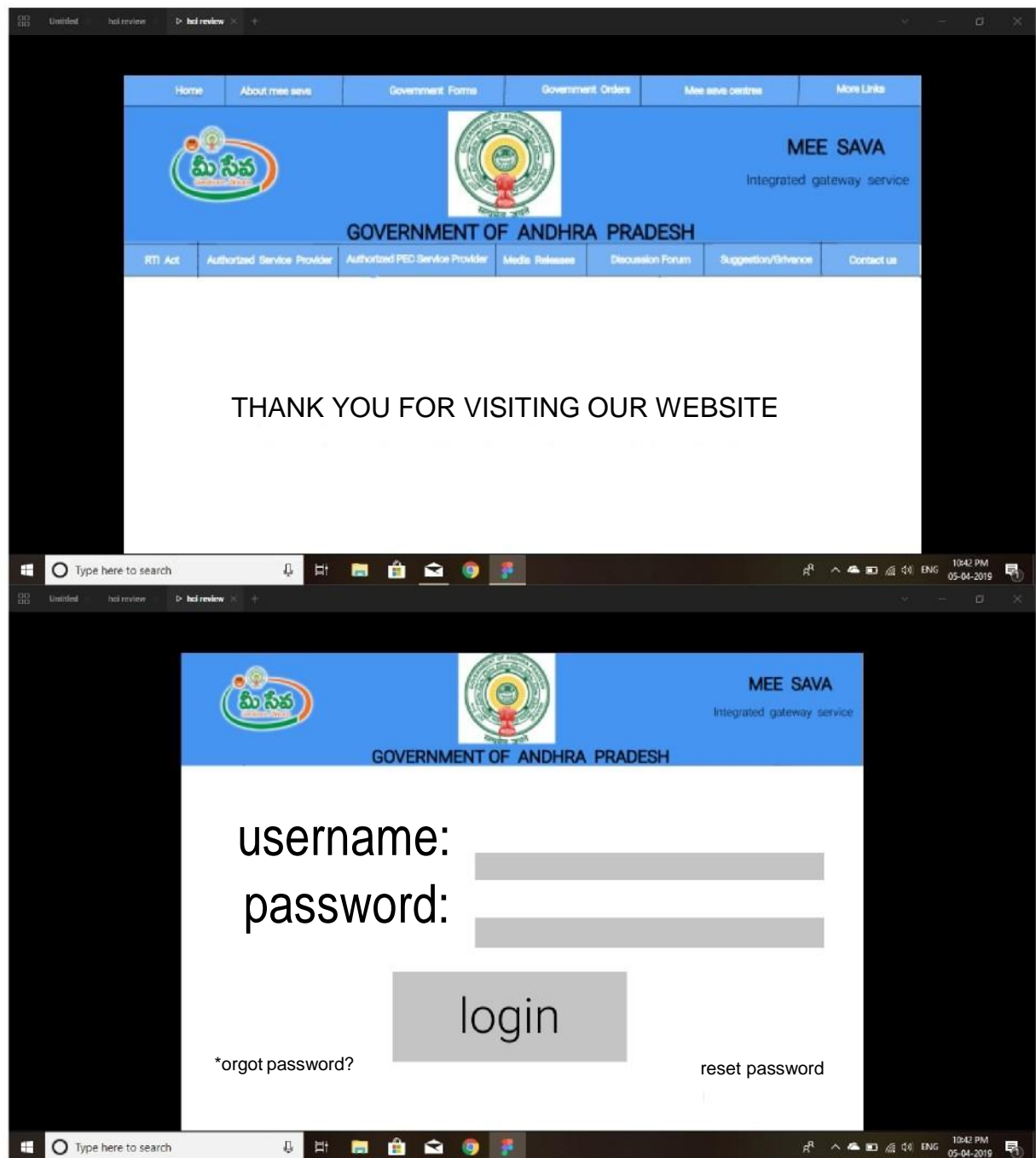
ORIGINAL WEBSITE DESIGN :







# PROTOTYPE DESIGN :





hnl review

Home About mee seva Government Forms Government Orders Mee seva centres More Links

  **MEE SAVA**  
Integrated gateway service



**GOVERNMENT OF ANDHRA PRADESH**

RTI Act Authorized Service Provider Authorized PEC Service Provider Media Releases Discussion Forum Suggestion/Grievance Contact us

NAME :

HALL TICKET NUMBER :

Type here to search

  **MEE SAVA**  
Integrated gateway service

**GOVERNMENT OF ANDHRA PRADESH**

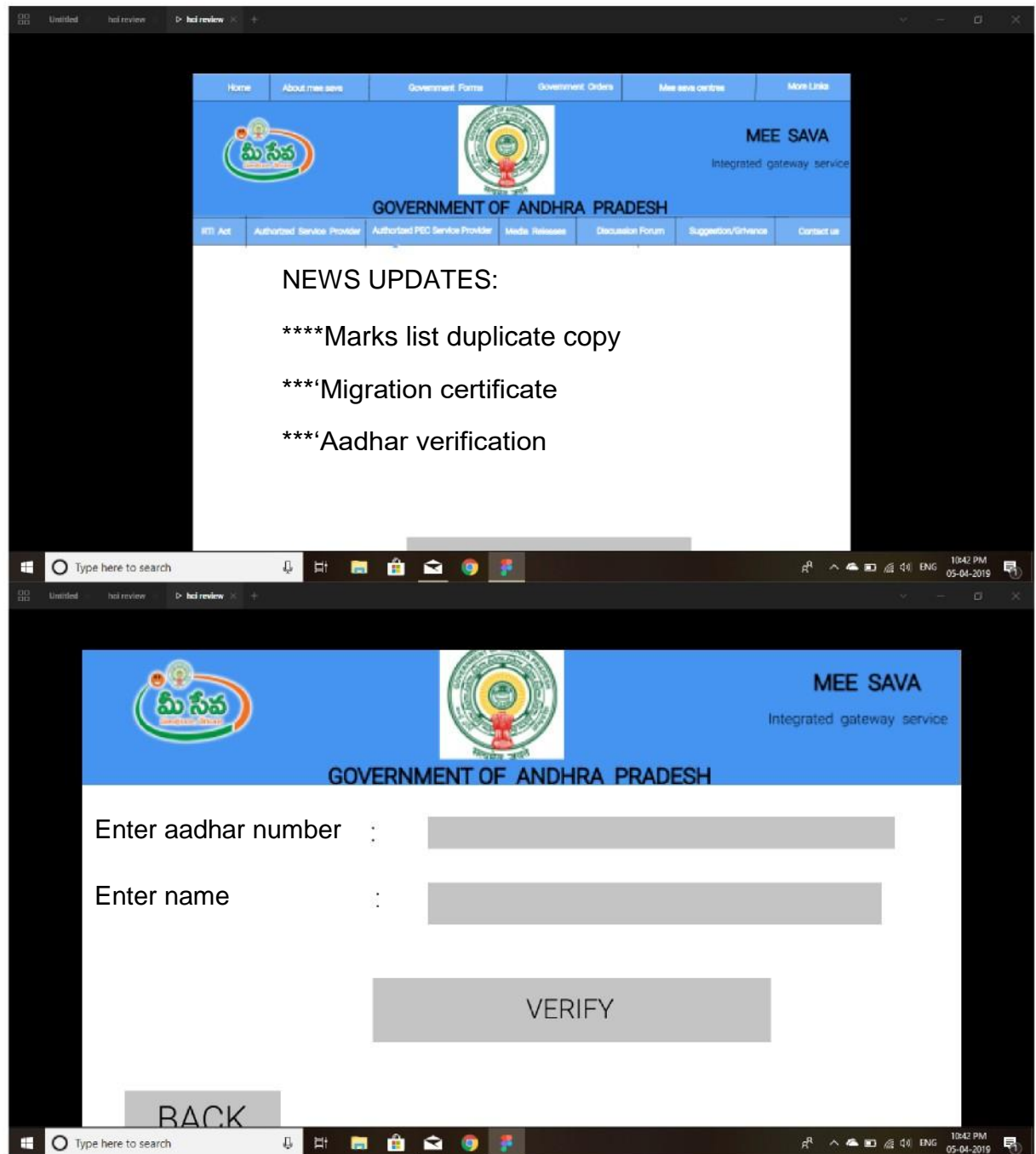
Enter username:

Enter otp :

New password



BACK CREATE

Type here to search



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Home About meesava Government Forms Government Orders Meesava centres More Links

  **MEE SAVA**  
Integrated gateway service

**GOVERNMENT OF ANDHRA PRADESH**



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ENTER YOUR C)UARIES HERE:

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Integrated gateway service

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RTI Act Authorized Service Provider Authorized PEC Service Provider Media Releases Discussion Forum Suggestion/Service Contact us

**DISCUSSION FORM**

Please provide your suggestions

Name / Meesava user :

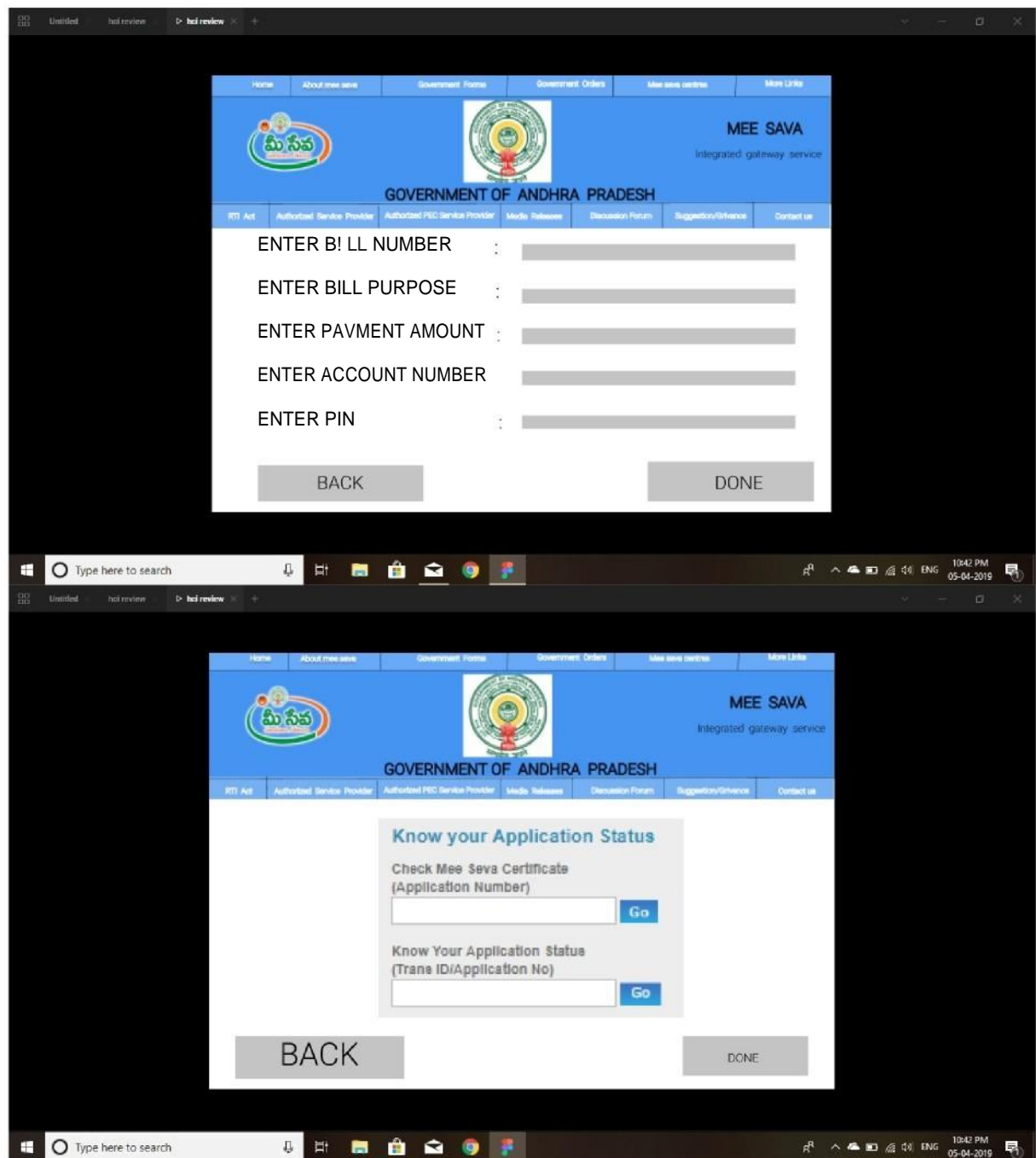
Mobile No :

District :

Suggestions :

submit

BACK





## SECTION – 04 :

### Review – 03 :

### EVALUATION REPORT

#### Design team :

17MIS0355-B.PRANAY SAI

17MIS0380-K.TEJESH

17MIS0470-K.THOMAS DEEPAK

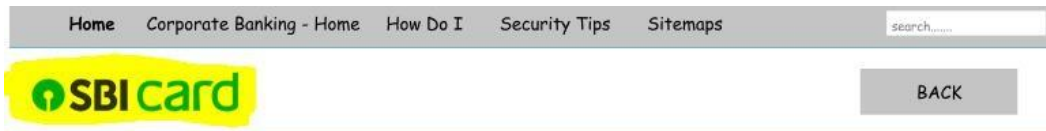
17MISO486-G.SRINIVASA REDDY

### EVALUATION SHEET

1.logo	1	2	3	4	5
2.layout	1	2	3	4	5
3.button usage	1	2	3	4	5
4.picture usage	1	2	3	4	5
5.Font	1	2	3	4	5
6.Alignment	1	2	3	4	5
7.Navigation	1	2	3	4	5
8.Colour usage	1	2	3	4	5



# 1. LOGO



Enjoy premium benefits and luxury



SBI Card ELITE

Get free movie tickets worth Rs. 6,000 every year

[Learn more](#)

[Apply Now](#)



Doctor's SBI Card (in association with IMA)

Complimentary Professional Indemnity Insurance with Sum Insured of Rs. 10 Lakhs

[Learn more](#)

[Apply Now](#)



# Internet Banking !

Welcome to Personal Internet Banking

CUSTOMER ID

(CARE: Username and password are case sensitive.)

USERNAME

PASSWORD

LOGIN

RESET

First time user ? Register


Forgot password ?

Virtual keyboard

FAQ'S

Download & Register YONO to access all your Banking and Lifestyle needs. Know More.

HomeCorporate Banking - HomeHow Do ISecurity TipsSitemaps



BACK


FINANCIAL GOAL CALCULATOR

Home > Learn > Tools & Calculators > Goal Planner

Introduction

My Goal

Result



This calculator computes the amount you need to invest each month to reach a specific financial goal. All you need to do is state how much you want to accumulate, the period within which you need to achieve your target and the investment return you expect. Based on these parameters, you will obtain the amount you need to invest each month.

Next



### Why SBI Loans ?

SBI welcomes you to explore the world of premier Banking in India. SBI comes to you on the solid foundation of trust and transparency of SBI.

01. Our Values

02.Values to Customer

03.Our Presence

A

- The logo position differs in each page .
- The logo is not similar.
- They gave buttons on the logo
- They gave text beside logo inspite they can give it in the next line.

## 2. layout

**SBI HOME LOANS**

Switch your home loan to SBI

Save big!

“ I wasn't charged any processing fee when I switched my home loan to SBI. What a huge relief! ”  
- an SBI Customer

**Presenting SBI Gram Seva.**  
Empowering and developing villages from the grassroots.

SCHOOL

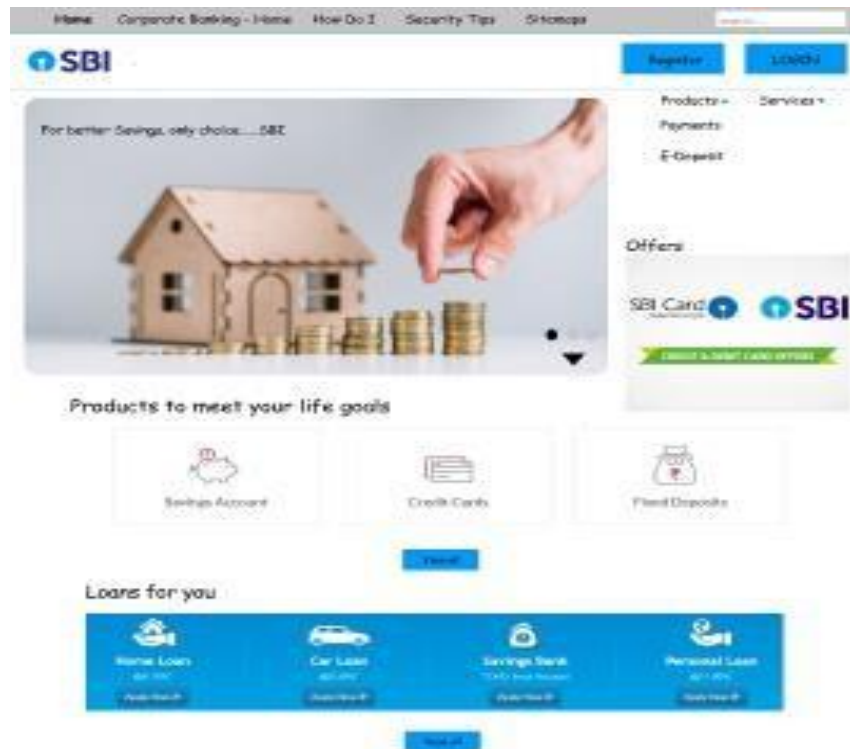
GAS STATION

Activate Windows  
Go to Settings to activate Windows.

13 / 17 > details

Resto

- Images are not aligned in a proper manner which makes the screen awkward.
- In such case we can make the height and width of both the images same.

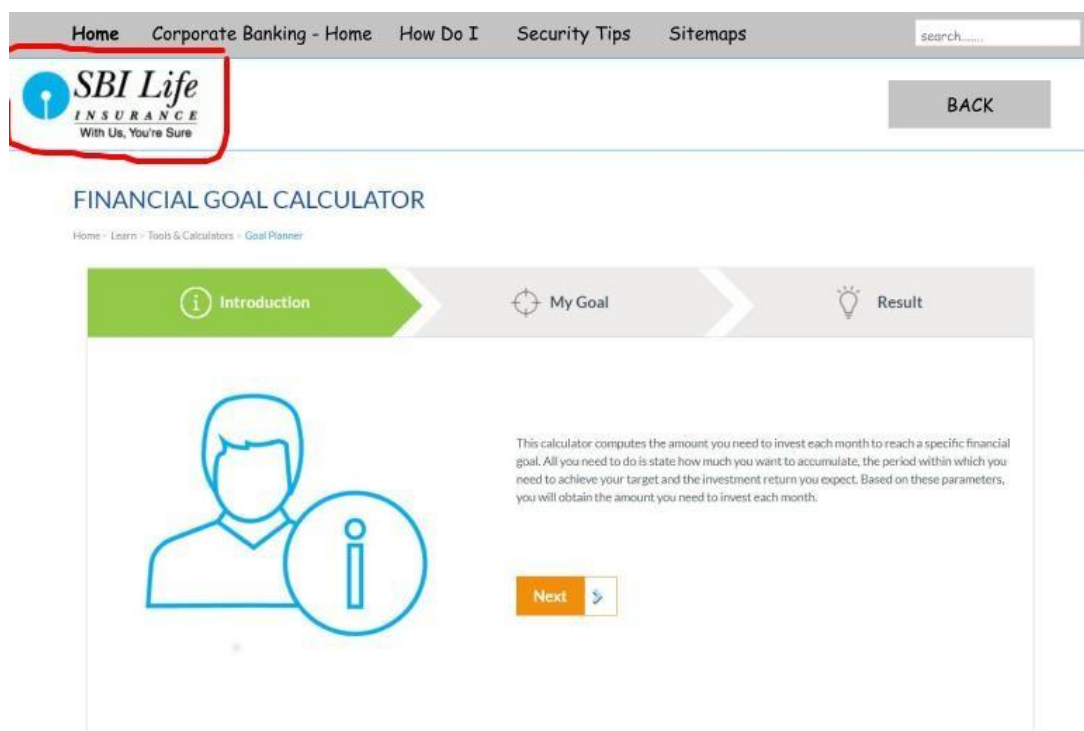


### 3. **Button usage**

- In the below first case the third button is not navigating to any page, it has not been given any functionality.
- In the second case reset password button is given but the button is not working whereas other buttons like login, forget password etc.. Are working.







- In the above case the SBI logo is acting as the home button if it is in all cases then it can be

Acceptable. so in spite of that back button or home button can be used for navigation.

**Forgot password was not given any functionality while others were given.**

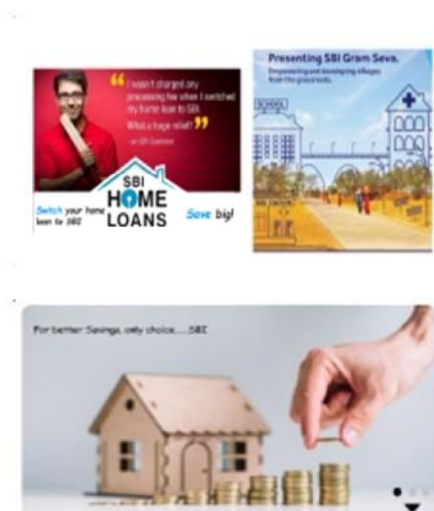


The screenshot shows the SBI Internet Banking login interface. At the top, the SBI logo is on the left and "Internet Banking !" is on the right. Below the logo, it says "Welcome to Personal Internet Banking". The main form area has a "CUSTOMER ID" label with a blue underline, followed by a note "(CARE: Username and password are case sensitive.)". Below this are two input fields: "USERNAME" and "PASSWORD", each with a white input box. At the bottom of the form are two blue buttons: "LOGIN" and "RESET". Below the buttons, there are four links: "First time user ? Register", "Forgot password ?" (which is highlighted with a red rectangle), "Virtual keyboard", and "FAQ'S". At the very bottom, there is a footer text: "Download & Register YONO to access all your Banking and Lifestyle needs. Know More."

**when it is clicked on virtual keyboard the back text is not there .as it is in same page the text should also be there**

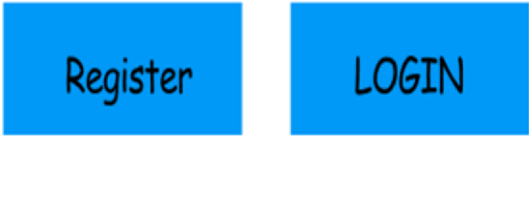


6. PICTURE USAGE  
IT WAS PERFECT BUT IN SOME CASES THE BACKGROUND IS NOT VISIBLE.



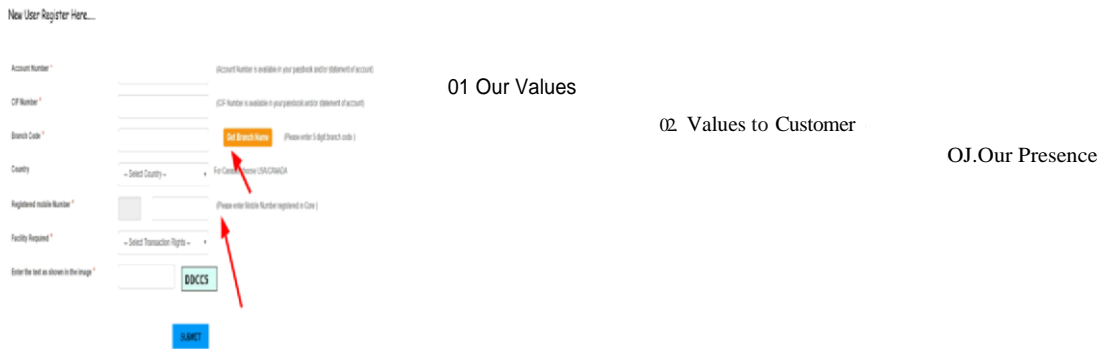


5.FONT



Both can be in capitals only so that it looks uniform.

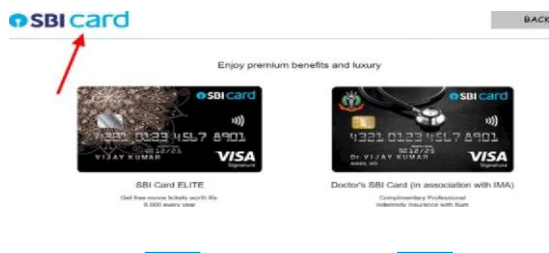
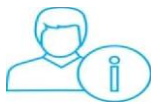
6.ALIGNMENT



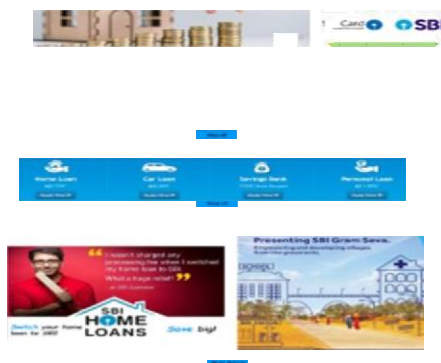
In the above alignment is not proper

## 7.NAVIGATION

- EVERY PAGE HAS A PROPER CONNECTIVITY BUT THE LOGO USED FOR NAVIGATION TO HOME PAGE SHOULD BE THERE IN ALL CASES IN SOME CASES IT FAILS .
- And also here in this case logo also navigates to main page and back also navigates to main page inspite of the confusfomn they can give it to the logo itself so that in all cases



## 8.COLOVRVSAGE



It apted the interface and it was too good.

## SECTION - 05

### Conclusion :

- This project concludes that AP mee seva portal systems and about its services at the people platforms .
- From the google form reviews we surveyed about the requirements analysis from the different group of peoples
- In that review we have concluded that the present website portal systems were not good enough to the people according to the interface design .
- After that review according to the people's answers we have designed a prototype that similar to the original portals but in which in we have excluded some of the unnecessary quires .
- After that design it will be very easy to all type of users also and also mentioned about the requirements that were gathered at that review .
- At last we had evaluated the prototype design according to the principles of evaluation techniques .
- Here we have evaluated the other website based on the evaluation techniques .
- This evaluation techniques involves of design , layout , button usage and some of the other principles .
- It is the final view of the project .