

GOVERNMENT OF ODISHA  
REVENUE AND DISASTER MANAGEMENT DEPARTMENT

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No. RDM-EGOV-EGOV-0001-2020- *5087* /R&DM Dated 31.01.2020

From

Dr. Usharani Sahoo, OAS (S),  
Joint Secretary to Government.

To

All Collectors/  
All ADMs-cum-DRs.

**Sub: Preparatory arrangement for implementation of 'Mo Sarkar' in all Tahasil and Registration offices.**

Madam/Sir,

I am directed to refer to D.O. No. 2100 dated 10.01.2020 of ACS, Revenue & DM Department in which instructions were issued regarding preparatory arrangements for on-boarding of all Tahasil and Registration offices under the ambit of 'Mo Sarkar' and to say that every Citizen visiting these offices shall be treated with dignity, professionalism and in an ethical manner. To capture the data of Citizens visiting these offices for various purposes, helpdesk applications for Tahasil and Registration offices have been developed and integrated with 'Mo Sarkar' portal. The helpdesk application designed for Tahasil office is available in the DWIST (Dynamic Web Information System for Tahasils) (<http://dwistodisha.nic.in>). Similarly, the helpdesk application of Registration office can be accessed through IGR Portal (<https://www.igrodisha.gov.in>) with the respective login id and password in the Department login. Details like name, mobile number, age, gender, purpose of visit and registered date & time shall be captured in these applications. One responsive and responsible tech-savvy office staff of Tahasil and Registration office may be entrusted to capture the data of Citizens visiting these offices w.e.f. 01.02.2020. The overall responsibility of correctness of the entry in helpdesk application shall lie with the concerned Tahasildar/ Registering officer.

Hence, you are requested to instruct the Tahasildars and Registering officers under your jurisdiction to ensure the correctness of entry of the above details of the Citizens visiting these offices in helpdesk applications. The SOPs for helpdesk applications of Tahasil and Registration offices are enclosed herewith for reference.

This may please be accorded '**Top Priority**'.

Yours faithfully,

*Usharani Sahoo*  
21/01/2020  
Joint Secretary to Government

Memo No. 5088 / R&DM Dated 31.01.2020

Copy forwarded to PS to Additional Chief Secretary to Government, Revenue & DM Department for kind information of Additional Chief Secretary.

  
Joint Secretary to Government

Memo No. 5089 / R&DM Dated 31.01.2020

Copy forwarded to DLR&S, Odisha/IGR, Odisha/ all RDCs for kind information and necessary action.

  
Joint Secretary to Government

Memo No. 5090 / R&DM Dated 31.01.2020

Copy forwarded to all Special Secretaries/ all Additional Secretaries of Revenue & DM Department for kind information and necessary action.

  
Joint Secretary to Government

Memo No. 5091 / R&DM Dated 31.01.2020

Copy forwarded to CEO, OCAC for kind information and necessary action.

  
Joint Secretary to Government

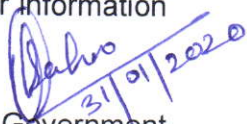
Memo No. 5092 / R&DM Dated 31.01.2020

Copy forwarded to all Sub-Collectors for information and necessary follow up action.

  
Joint Secretary to Government

Memo No. 5093 / R&DM Dated 31.01.2020

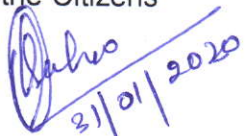
Copy forwarded to DDG&SIO, NIC/Project Head, e-Registration for information and necessary action

  
Joint Secretary to Government

Memo No. 5094 / R&DM Dated 31.01.2020

Copy forwarded to all Tahasildars/ all Registering officers for information and necessary action.

They are requested to ensure the correctness of entry of details of the Citizens visiting their offices for various purposes in helpdesk applications.

  
Joint Secretary to Government

## SOP for Helpdesk Module of Tahasil Office

The page can be accessed at <http://dwistodisha.nic.in>. Then Click on the Departmental Users button and use Bhulekh departmental users credentials to login to the page. The following screen will appear after logging in by the user.

The screenshot shows the 'Tahasil Web Information' interface. The header includes the Odisha state emblem and the text 'Tahasil Web Information', 'Dynamic Web Information System for Tahasils (DWIST)', and 'Government of Odisha'. Below the header, a navigation bar shows 'District:Khurda', 'Tahasil : Khurda', 'Name : 2003-tah', 'Designation : 2003-tah, Tahasildar', and 'Logout'. The main content area is titled 'Visitor Registration' and contains a form with the following fields: 'Name of Visitor' (text input), 'Mobile No.' (text input), 'Age' (text input), 'Gender' (radio buttons for Male, Female, Transgender, Others), 'Service' (dropdown menu), and 'Visit Date' (text input with format mm/dd/yyyy). At the bottom of the form are three buttons: 'Save' (blue), 'Cancel' (red), and 'View Record' (orange). A red warning message states '! All fields are mandatory.'

- Enter all the fields shown on above screenshot. Then save it by clicking "Save" Button.
- To view details of visitors, click "View Record" Button.

A close-up view of the three buttons at the bottom of the form: 'Save' (blue), 'Cancel' (red), and 'View Record' (orange).

Sino	Name	Mobile Number	Age	Visit Date	
1	R K saho	9876533333	23	2020-01-31	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
2	test	9999999999	23	2020-01-14	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
3	tikina	8977676767	43	2020-01-30	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

- if you want to modify the details of any one of the visitor, then click the "Edit" button of the Grid, then modify that and update the record by clicking "update" button.

# SOP for Helpdesk Module of Registration Office

## Helpdesk Activity:

1. User Login: <https://www.igrodisha.gov.in/>
2. Then click on Department Login

The screenshot shows the homepage of the Inspector General of Registration, Revenue & Disaster Management Department, Govt. of Odisha. The page features a navigation bar with links for Home, About Us, Notification, Tender, Staff Directory, and Contact Us. Below the navigation bar, there are profiles of key officials: Shri Naveen Patnaik (Hon'ble Chief Minister), Shri Sudam Marmdi (Hon'ble Cabinet Minister), Shri C.J. Venugopal, IAS (Member, Board of Revenue), Shri P.K. Mohapatra, IAS, ACS (Additional Chief Secretary), and Shri B. Parameswaran, IAS (IGR, Odisha). A large banner image depicts a registration office with staff and citizens. The main content area includes a 'Registration Status' bar chart showing data for Today (187), Monthly (27177), and Yearly (330696). There are also sections for 'Existing User? Login', 'New User? Register Now', 'Department Login' (highlighted with a red box), and 'Track Application Status'. A 'Know your Sub-Registrar Office' section lists various services like Regd. & Stamp Duty Calculator, Model Deed, Acts & Rules, Stamp Act and Rules, Marriage Act, Public Service Delivery Timeline, Document Registration Procedure, Online Payment of Registration Fees, and Online Payment of Stamp Duty. A vertical 'Help Desk Support' button is visible on the right side.

3. The following login screen will be displayed

The screenshot shows the 'DEPARTMENT LOG IN or SIGN UP' screen. The page has a green and blue background with silhouettes of people in a professional setting. The login form includes fields for USERNAME (pre-filled with 'puri\_help'), PASSWORD, and ENTER CODE (pre-filled with '675764'). There is a CAPTCHA image showing the number '675764' and a 'LOGIN' button. A 'Back to Home' button is also present. At the bottom, there are links for 'Forgot User ID?', 'Forgot Password?', and 'New User registration'.

4. After Successful Login Helpdesk Entry Screen will be shown.

5. To entry in English, →click on English.

Inspector General Of Registration  
Revenue & Disaster Management Department  
Govt. Of Odisha

PURI HELP DESK  
HELP DESK  
PROFILE LOGOUT

Help Desk Activity

English Odia

Citizen Details

Name: NAME Gender: Male Age: Age  
Mobile Number: Mobile Number Email: Email Address  
Address: Address Details

Enquiry Details

Purpose Of Visit: Deed Registration Enquiry Date: 31-Jan-2020  
Comment/Remark: Remark

Submit Clear

HELP DESK ACTIVITY DETAILS From Date: 1-Jan-2020 To Date: 31-Jan-2020 Show

REQUEST ID	NAME	MOBILE NUMBER	TYPE OF SERVICE	DATE	PROBLEM TYPE	REMARK	ACTION
E/156/2020/00025	କ୍ରୁଷ୍ଣା ପାଣ୍ଡା	୯୭୮୫୧୭୦୯	ଓଡ଼ିଆ ଚିଠି	31-Jan-2020	ENQUIRY	ଉପସ୍ଥାପନା ନୁହେଁ	Edit
E/156/2020/00011	krushna panda	9778519709	Encumbrance Certificate	30-Jan-2020	ENQUIRY	Transaction Not showing in EC certificate	Edit
E/156/2020/00010	SUJIT SINGH	8260398444	Deed Registration	30-Jan-2020	ENQUIRY	deed copy not received	Edit
E/156/2020/00009	SUJIT SINGH	8260398444	Deed Registration	30-Jan-2020	ENQUIRY	form3 not received at tehsil	Edit

Inspector General Of Registration  
Revenue & Disaster Management Department  
Govt. Of Odisha

PURI HELP DESK  
HELP DESK  
PROFILE LOGOUT

Help Desk Activity

English Odia

Citizen Details

Name: ASUTOSH SAMAL Gender: Male Age: 30  
Mobile Number: 9778851970 Email: ASUTOSH@GMAIL.COM  
Address: ACHARYA VIHAR, BHUBANESWAR

Enquiry Details

Purpose Of Visit: Deed Registration Enquiry Date: 31-Jan-2020  
Comment/Remark: DEED COPY NOT RECEIVED

Submit Clear

HELP DESK ACTIVITY DETAILS From Date: 1-Jan-2020 To Date: 31-Jan-2020 Show

REQUEST ID	NAME	MOBILE NUMBER	TYPE OF SERVICE	DATE	PROBLEM TYPE	REMARK	ACTION
E/156/2020/00011	krushna panda	9778519709	Encumbrance Certificate	30-Jan-2020	ENQUIRY	Transaction Not showing in EC certificate	Edit
E/156/2020/00010	SUJIT SINGH	8260398444	Deed Registration	30-Jan-2020	ENQUIRY	ok	Edit
E/156/2020/00009	SUJIT SINGH	8260398444	Deed Registration	30-Jan-2020	ENQUIRY	ok	Edit

## 6. To entry in Odia → Click on Odia

https://igrodisha.gov.in/HelpDes: x Sent Mail - asutosh.samal@terra: x +

igrodisha.gov.in/HelpDesk/RequestLogger.aspx

Inspector General Of Registration  
Revenue & Disaster Management Department  
Govt. Of Odisha

PURI HELP DESK  
HELP DESK  
PROFILE LOGOUT

English **Odia**

ନାମ: NAME \*      ଲିଙ୍ଗ: ଚୂଳି ପୁରୁଷ \*      ବୟସ: Age \*

ମୋବାଇଲ ନମ୍ବର: Mobile Number \*      ଇ-ମେଲ: Email Address

ଠିକଣା: Address Details

ଅନୁସନ୍ଧାନ ବ୍ୟବସ୍ଥା

ଗଣନା ତାରିଖ: ବଦଳା ପତ୍ରିକାଗଣ \*      ଅନୁସନ୍ଧାନ ତାରିଖ: 31-Jan-2020 \*

ଟିପ୍ପଣୀ: Remark

ଜନ ବନ୍ଦୁ    ଦ୍ଵିତୀୟ ବନ୍ଦୁ

HELP DESK ACTIVITY DETAILS      From Date: 1-Jan-2020      To Date: 31-Jan-2020      Show

Search: Search by Request Id

REQUEST ID	NAME	MOBILE NUMBER	TYPE OF SERVICE	DATE	PROBLEM TYPE	REMARK	ACTION
E/156/2020/00025	ଅକ୍ଷୟ ଚନ୍ଦ୍ର	୯୮୭୬୫୪୩୨୧୦	ପତ୍ରିକା ପ୍ରମାଣପତ୍ର	31-Jan-2020	ENQUIRY	ଅର୍ଚିତକର ଦେଖା ନୁହେଁ	Edit
E/156/2020/00011	krushna panda	9778519709	Encumbrance Certificate	30-Jan-2020	ENQUIRY	Transaction Not showing in EC certificate	Edit
E/156/2020/00010	SUJIT SINGH	8260398444	Deed Registration	30-Jan-2020	ENQUIRY	deed copy not received	Edit
E/156/2020/00009	SUJIT SINGH	8260398444	Deed Registration	30-Jan-2020	ENQUIRY	form3 not received at tehal.	Edit

https://igrodisha.gov.in/HelpDes: x Sent Mail - asutosh.samal@terra: x +

igrodisha.gov.in/HelpDesk/RequestLogger.aspx

Inspector General Of Registration  
Revenue & Disaster Management Department  
Govt. Of Odisha

PURI HELP DESK  
HELP DESK  
PROFILE LOGOUT

English **Odia**

ନାମ: ଅକ୍ଷୟ ଚନ୍ଦ୍ର \*      ଲିଙ୍ଗ: ଚୂଳି ପୁରୁଷ \*      ବୟସ: ୩୦ \*

ମୋବାଇଲ ନମ୍ବର: ୯୮୭୬୫୪୩୨୧୦ \*      ଇ-ମେଲ: Email Address

ଠିକଣା: ଆଗାଧି ବିହାର, ଭୁବନେଶ୍ଵର

ଅନୁସନ୍ଧାନ ବ୍ୟବସ୍ଥା

ଗଣନା ତାରିଖ: ପତ୍ରିକା ପ୍ରମାଣପତ୍ର \*      ଅନୁସନ୍ଧାନ ତାରିଖ: 31-Jan-2020 \*

ଟିପ୍ପଣୀ: ଅର୍ଚିତକର ଦେଖା ନୁହେଁ

ଜନ ବନ୍ଦୁ    ଦ୍ଵିତୀୟ ବନ୍ଦୁ

HELP DESK ACTIVITY DETAILS      From Date: 1-Jan-2020      To Date: 31-Jan-2020      Show

Search: Search by Request Id

REQUEST ID	NAME	MOBILE NUMBER	TYPE OF SERVICE	DATE	PROBLEM TYPE	REMARK	ACTION
E/156/2020/00011	krushna panda	9778519709	Encumbrance Certificate	30-Jan-2020	ENQUIRY	Transaction Not showing in EC certificate	Edit
E/156/2020/00010	SUJIT SINGH	8260398444	Deed Registration	30-Jan-2020	ENQUIRY	deed copy not received	Edit
E/156/2020/00009	SUJIT SINGH	8260398444	Deed Registration	30-Jan-2020	ENQUIRY	form3 not received at tehal.	Edit