RAS User Application Workflow

1. User login with the credentials. User needs to generate OTP by entering registered Email id or Password.

After Generating OTP
Re Send OTP

User can re Send the OTP if the registered no is wrong or there is delay in OTP

After Entering Valid OTP user will redirect to home Page.

2 Services

User will see the assigned services on the home page of the user
3. Feedback

User will redirect to feedback page after clicking on the particular service. This page will open the feedback questions related to the assigned services. These questions are questions added in the feedback set.
User can give their feedback and clicks on submit button.

User can see more services on clicking Here or Services tab from left navigation and give more Feedbacks.
4. FAQ

User can see the FAQ’s for any issues.

For a particular service of a department, the user can provide feedback only once. But, for different services of different departments, the user can provide more than one feedback. Feedback once submitted, cannot be changed.

1. Can I provide more than one feedback?
2. Are all the questions mandatory?
3. Do all the questions have similar weighting?
4. What are the channels to provide feedback?
5. Can a user resubmit a feedback form?
1 User receive the Question and Answers option from the TD-GOVRAS name on the registered mobile number as per the configured feedback SMS.

How would you like to rate our Passport Renewal Service? Type "RAS DIT 7_0" for Poor OR Type "RAS DIT 7_10" for Excellent OR Type "RAS DIT 7_5" for Average and send it to 9223166166.

2. User will receive the confirmation message after successfully receiving of message.