RAS User Application Workflow

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

		RAS is a continuous feedback system for e-services
Login for fee	dback	delivered through various NeGP platforms and e-Gov applications
Email id	Pleaser enter your Email id	
Mobile No	or Pleaser enter your Mobile no.	
	GENERATE OTP	D D D D D D D D D D D D D D D D D D D

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After Generating OTP

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		ox us feedback system for e-services
Login for feedback	applicat	ions
Mobile No 9891160219		
OTP Number Pleaser enter your Passw	ord Resend OTP?	AAA

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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.

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# FAQ		
Logout	Please select a service for which you want to give your feedback. Select Department	
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2 Services

User will see the assigned services on the home page of the user

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3. Feedback

User will redirect to feedback page after clicking on the particular service . This page will opens the feedback questions related with the assigned services. These questions are questions added in the feedback set.

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Q Feedback	Passport Renewal			
# FAQ			S 99998	87766
Description Logout	Kindly Provide your valuable Feedback to us.			
	Ques 1 How is your experience at Passport Seva	Kendra?		
	Poor Average Excellent			
	Ques 2 Based on your awareness of our online s	ervice how it is different than othe	r govt departments?	
	⊖ Better			
	Ques 3 Is there any changes required in renewa	l process?		
	No			
	Ques 4 How much do you agree or disagree with	h the following statements about t	he online service?	
	Statements	Satisfied	Neutral	Unsatisfied
	I am pretty satisfied with the service	0	0	0
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User can give their feedback and clicks on submit button.

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

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4. FAQ

User can see the FAQ's for any issues.



RAS User Mobile Application Workflow

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 <u>9223166166</u>.



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

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