

Gram Panchayat Chail

Online Portal — How to Use

मेरी पंचायत पोर्टल — उपयोग मार्गदर्शिका

A simple guide for each type of user: what they can do, the steps to do it, and where the result appears.

Portal address: <https://maripanchayat.com>

Contents

Contents	2
1. Getting started	3
2. Visitor (no login needed)	5
3. Citizen (नागरिक)	6
4. Ward Member (वार्ड सदस्य)	8
5. Panchayat Secretary (पंचायत सचिव)	9
6. Up-Pradhan (उप-प्रधान)	11
7. Pradhan (प्रधान)	12
8. Super Admin	13
9. How a certificate request moves	14

(If the list above is empty, right-click it in Word and choose **Update Field**.)

1. Getting started

Who uses the portal

User	What they do
Visitor (no login)	Reads the website, files and tracks complaints, downloads forms, checks a bill or certificate.
Citizen (नागरिक)	Applies for certificates, downloads them, files complaints, sees tax bills, books the community hall.
Ward Member (वार्ड सदस्य)	Checks applications and complaints of their own ward, updates ward works.
Secretary (पंचायत सचिव)	Runs the office: checks applications, collects fees, keeps the family register, publishes notices.
Up-Pradhan (उप-प्रधान)	Handles complaints and prepares Gram Sabha meetings.
Pradhan (प्रधान)	Gives final approval for certificates and signs resolutions.
Super Admin	Manages users, certificate forms, website content and settings.

Change the language (Hindi / English)

1. The portal opens in Hindi.
2. Click  **English** in the dark strip at the very top of any page (or choose the language at the bottom of the page).
3. Click  **हिन्दी** to go back to Hindi.

 **Where you see it:** The whole website changes language at once and stays that way on every page you open.

Log in

1. Click **Login / लॉगिन** at the top right.
2. Type your **Email ID** and **Password**.
3. Click **Send OTP (OTP भेजें)** — a 6-digit code is sent to your email.
4. Type the code and click **Log in (लॉगिन करें)**.

 **Where you see it:** You go straight to your own dashboard (citizen, office or admin). On the test server the code **482916** can be used if “Demo OTP” is shown.

Log out

1. Click **Logout (लॉगआउट)** at the top right or at the bottom of the left menu.

 **Where you see it:** You return to the home page.

Accounts for trying the portal

Password for all accounts below is **Demo@123** (Super Admin: **Admin@12345**).

User	Email	Notes
Super Admin	admin@panchayat.test	Full control
Pradhan	pradhan@panchayat.test	
Up-Pradhan	uppradhan@panchayat.test	
Secretary	secretary@panchayat.test	

User	Email	Notes
Ward Member	member1@panchayat.test ... member7@panchayat.test	Number = ward number
Citizen (new)	citizen@panchayat.test	Empty account, ward 1
Citizen (with sample data)	sunita.verma@gmail.com	Has applications, a certificate and bills

2. Visitor (no login needed)

The menu at the top has: Home, Services, Complaints, Dev. Works, Meetings, Downloads, Emergency, Pay Tax and Login.

Read news and information

1. Open the home page: banner, **What's new?**, officials, schemes and photos.
2. Click **Read more** for the About page (wards, members, office address and timings).
3. Click **View all** under Photo Gallery for all photos.

👁 **Where you see it:** Everything here is added by the Panchayat office (sections 5 and 8), so new notices appear automatically.

File a complaint

1. Menu **Complaints** (शिकायत).
2. Fill name, mobile, ward, category (road, water, street light...), location and details.
3. Click **File Complaint**.
4. Note the **ticket number** shown (e.g. GRP-CHL-2026-0005).

👁 **Where you see it:** The complaint goes to the office Ticket Desk (Secretary, Up-Pradhan, Ward Member).

Track a complaint

1. Menu **Complaints** → section **Track**.
2. Enter the ticket number and the same mobile number → **Check Status**.

👁 **Where you see it:** Shows the current status (Open, Assigned, In Progress, Resolved) as updated by the office.

See works, meetings, downloads and emergency numbers

1. **Dev. Works:** budget, each work with progress bar and status.
2. **Meetings:** Gram Sabha notices, minutes, resolutions, plans and tenders (PDFs to download).
3. **Downloads:** application forms and scheme documents.
4. **Emergency:** helpline numbers (tap to call on a mobile).

Check a tax bill

1. Menu **Pay Tax** (कर भुगतान) → **Find a bill by its number**.
2. Enter the bill number printed on your notice (e.g. DMD-CHL-2026-0002).

👁 **Where you see it:** Shows the amount, due date and whether it is paid. Bills are paid in cash at the Panchayat office for now.

Check if a certificate is genuine

1. Scan the QR code on the certificate with a phone, **or** open maripanchayat.com/verify and type the certificate number.

👁 **Where you see it:** Shows whether the certificate is valid, with the holder's name and certificate type.

3. Citizen (नागरिक)

Create an account

1. Click **Login** → tab **Register (पंजीकरण)**.
2. Fill full name, email, mobile, Aadhaar (optional), ward and a password (at least 8 characters with letters and numbers).
3. Click **Register and continue**, then log in with email, password and OTP.

👁 **Where you see it:** You land on your **Citizen Dashboard**.

Apply for a certificate

1. Menu **Services (सेवाएँ)** → choose a certificate (residence, caste, income...) → **Apply Now**.
2. Fill in the form and attach the documents asked for.
3. Click **Save Draft** to finish later, or **Submit Application** to send it.
4. Note the application number (e.g. APP-2026-0008).

👁 **Where you see it:** Your application appears in **Services** → **My Submitted Applications** and on your dashboard. Drafts are under **Saved Drafted Applications**. At the office it appears in the Secretary's queue.

Follow your application

1. Open the application from your dashboard.
2. The status and a timeline show every step (submitted, ward verification, verified, approved...).
3. If the office **returns** it for correction, the reason is shown — click **Edit & Submit**, correct it and submit again.

👁 **Where you see it:** You also get an email whenever the status changes.

Pay a certificate fee (if the service has one)

1. After submitting, the application page shows the **fee amount and bill number**.
2. Pay this amount in cash at the Panchayat office, telling them the bill number.

👁 **Where you see it:** Once the office records it, the page shows “fee paid” with a receipt PDF. The certificate can only be approved after the fee is paid.

Download your certificate

1. When the application is approved, open it.
2. Click the green **Download Certificate PDF** button (or **View / Print**).

👁 **Where you see it:** Also listed under **Services** → **Approved/Rejected Applications**. The PDF has the Panchayat letterhead, QR code, seal and Pradhan's signature.

Complaints and messages

1. Dashboard → **New Complaint** to file a complaint (your details are filled in).
2. Dashboard → **Message an official** → choose the Pradhan, Secretary or a Ward Member → write → **Send Message**.

👁 **Where you see it:** Your complaints are under **My Tickets**; replies from officials are under **Received Messages** on the dashboard.

Link your family register (परिवार रजिस्टर)

1. Menu **Services** → **Pending User Mapping**.
2. Enter your family register number (e.g. PR-CHL-0001) and your relation to the head of family → **Send link request**.

👁 **Where you see it:** The request shows as pending until the Secretary approves it. After that, the same panel shows your family details, and your family's house tax and water bills appear under **My Dues**.

See your bills and receipts

1. Dashboard → **My Dues & Receipts**.

👁 **Where you see it:** Top: unpaid bills (house tax, water, rent, hall booking, fees) with bill number and due date — pay them at the Panchayat office. Bottom: paid bills with a **receipt PDF** to download.

Book the community hall

1. Dashboard → **Community Hall Booking** (or Pay Tax → Community Hall Booking).
2. The left side shows dates already booked. Choose a free date, write the purpose → **Book this date**.
3. Pay the booking fee at the Panchayat office within 72 hours, quoting the bill number shown.

👁 **Where you see it:** Under **My Bookings** the booking shows "Awaiting payment", then "Confirmed" after payment. If not paid in 72 hours the date is released for others.

Update your profile or password

1. Dashboard → **My Profile (मेरी प्रोफ़ाइल)**.
2. Change name, mobile, ward or preferred language → **Save changes**.
3. To change the password, fill current and new password → **Change password**.

4. Ward Member (वार्ड सदस्य)

A Ward Member sees only their own ward. After login the dashboard shows the ward directory, ward issues and messages.

Verify an application from your ward

1. Dashboard → **Ward Issues** → click the application (button **Verify residence**).
2. Check the details and documents.
3. Write a remark and click **Ward verification complete (वार्ड सत्यापन पूर्ण)**.

👁 **Where you see it:** The application goes back to the Secretary's queue marked "Ward verified", and the citizen sees this step in their timeline.

Handle ward complaints

1. Dashboard → open a complaint of your ward.
2. Change the status, add a note → **Update**.

👁 **Where you see it:** The citizen sees the new status when tracking the complaint.

Update works in your ward

1. Left menu **Update ward works** (or **Works in Ward**).
2. Click **Edit** on a work → change progress %, expenditure, status or add photos → **Save**.

👁 **Where you see it:** The public **Dev. Works** page shows the new progress immediately.

Messages

1. Use **Messages** in the left menu to read and reply to citizens and the Secretary.

5. Panchayat Secretary (पंचायत सचिव)

Process applications

1. Dashboard → **Application Queue** → open an application.
2. Check details and documents, then choose: **Send to ward member for verification, Verified — forward to Pradhan, Return to citizen for correction** or **Reject** (write a remark when returning or rejecting).

👁 **Where you see it:** Forwarded applications appear in the Pradhan's **Pending Approvals**; returned ones appear back with the citizen for correction.

Record a payment at the office counter

1. Left menu **Tax & Fee Desk (कर एवं शुल्क डेस्क)**.
2. Search by bill number or family register number.
3. When the person pays, click **Cash received (नकद प्राप्त)** → confirm.
4. Click the receipt number to print the receipt PDF.

👁 **Where you see it:** The bill moves to "Paid" in the citizen's **My Dues** with the receipt. A paid hall booking becomes "Confirmed"; a paid certificate fee allows the Pradhan to approve.

Raise tax bills

1. Tax & Fee Desk → **Raise a bill**.
2. **Single bill:** choose type (house tax, water, rent), the family or citizen, title, amount, due date → **Raise bill**.
3. **All families:** choose house tax or water, period and amount → **Raise for all families** (families already billed for that period are skipped).

👁 **Where you see it:** Bills appear in the desk list and in each family's **My Dues**. To cancel an unpaid bill use **Cancel** (cancelling a certificate fee bill waives the fee).

See all receipts

1. Tax & Fee Desk → **Receipt register**.

👁 **Where you see it:** Every receipt with date, bill, payer, cash/online and amount.

Keep the family register

1. Left menu **Family Register (परिवार रजिस्टर)** → **+ Add family**: register number, head of family, ward, address, property ID, water connection and members.
2. Under **Pending linking requests**, click **Approve**, or write a remark and click **Reject**.

👁 **Where you see it:** Approved citizens see their family details and family bills in their account.

Publish a notice

1. Dashboard → **Publish Notice** (or left menu **Publish & Update** → **Notices**) → **+ Add New**.
2. Write the title in Hindi and English, tick **Show in "What's new?"** → **Save**.

👁 **Where you see it:** The notice appears at the top of **What's new?** on the home page.

Add meetings, resolutions, works, tenders, downloads, photos

1. Left menu **Publish & Update**, choose the section, then **+ Add New** or **Edit**.
2. Attach PDFs or photos where needed → **Save**.
3. Resolutions are saved as **Draft** — the Pradhan signs them.

👁 **Where you see it:** Meetings, resolutions, plans and tenders show on the **Meetings** page; works on **Dev. Works**; documents on **Downloads**; photos in the **Gallery**.

Handle complaints

1. Dashboard → **Complaint Ticket Desk** → open a ticket.
2. Assign it, change the status, add a note → **Update**.

👁 **Where you see it:** The citizen sees the update when tracking the ticket.

6. Up-Pradhan (उप-प्रधान)

Handle complaints

1. Dashboard → **Ward Complaints** → open a complaint → change status → **Update**.

👁 **Where you see it:** The citizen sees the new status.

Prepare a Gram Sabha meeting

1. Dashboard → **Meeting Preparation** → **+ Schedule a meeting**.
2. Enter title, date & time, venue, agenda and attach the notice PDF → **Save**.
3. To change it later, click **Edit meeting / upload notice**.

👁 **Where you see it:** The meeting appears on the public **Meetings** page and on the dashboard under "Upcoming Gram Sabha Preparation".

Reply to citizens

1. Dashboard → **Citizen Messages** → write a reply → **Send Message**.

👁 **Where you see it:** The citizen sees it under **Received Messages**.

Publish notices and photos

1. Left menu **Publish & Update** → **Notices** or **Photo Gallery** → **+ Add New**.

👁 **Where you see it:** Home page "What's new?" and the Gallery.

7. Pradhan (प्रधान)

Approve a certificate

1. Dashboard → **Pending Approvals**.
2. Click **Approve (स्वीकृत)** in the list, or open the application and click **Approve — issue certificate**.
3. Other choices: **Send back to Secretary**, **Return to citizen for correction**, **Reject** (with a remark).

👁 **Where you see it:** The citizen immediately gets the **Download Certificate PDF** button and an email. The certificate carries the Pradhan's name, signature and seal. (If the fee is unpaid, the Approve button appears only after the office records the payment.)

Sign a resolution

1. Dashboard → **Pending Approvals** lists draft resolutions from the Secretary.
2. Click **Sign (हस्ताक्षर)** → confirm.

👁 **Where you see it:** The resolution shows as **Passed** on the public **Meetings** page.

Monitor works

1. Dashboard → **Works Monitoring** shows priority works with progress.
2. Click **Update works progress** to edit them.

👁 **Where you see it:** Changes show on the public **Dev. Works** page.

Messages, fees and family register

1. Read and answer citizens in the **Citizen Inbox**.
2. The Pradhan can also use **Tax & Fee Desk**, **Family Register** and **Publish & Update** exactly like the Secretary (section 5).

8. Super Admin

After login the Super Admin sees the admin panel. The left menu also links to the office pages (applications, complaints, fees), so the Super Admin can do everything the officials can, including approving certificates.

Add or change officials and users

1. Left menu **Users / Officials** → **+ Add New** (or **Edit**).
2. Enter name, email, mobile, role (Pradhan, Secretary, Ward Member...), ward for members, and a password.
3. Tick **Show on website** for officials who should appear on the home/About pages. Untick **Active** to block an account.

👁 **Where you see it:** The person can log in and lands on the dashboard of their role.

Manage certificate services and forms

1. Left menu **Services / Certificate Forms** → **Edit** a service or **+ Add New**.
2. Set name (Hindi / English), fee (0 = free), days to issue, form fields, documents to upload and the certificate text.

👁 **Where you see it:** Citizens see the updated form under **Services** → **Apply Now**; the fee is billed automatically when they submit.

Manage website content

1. Left menu **Website Content**: Notices, Meetings, Resolutions, Plans, Tenders, Works, Downloads, Emergency Contacts, Schemes, Photo Gallery, Wards, Complaint Categories.
2. Choose one → **+ Add New / Edit / Delete**. Fill the Hindi and the English fields; attach PDF or photo where needed → **Save**.

👁 **Where you see it:** Changes appear on the matching public page right away (e.g. Downloads → Downloads page, Schemes → home page band, Emergency Contacts → Emergency page).

Change settings

1. Left menu **Settings**.
2. Update Panchayat name, address, phone, email, office hours, home page text, budget figures, bill/receipt number prefixes and hall booking fee.
3. Upload the Panchayat logo, Pradhan's signature and seal for certificates, then click the **certificate preview** link to check → **Save**.

👁 **Where you see it:** Header, footer, home page and contact details change across the site; new certificates use the uploaded signature and seal.

9. How a certificate request moves

#	Who	What they do	Where it shows
1	Citizen	Applies and submits	Citizen: My Applications · Secretary: Application Queue
2	Secretary	Sends to the ward member	Ward Member: Ward Issues
3	Ward Member	Verifies residence	Secretary: queue, marked “Ward verified”
4	Secretary	Verifies and forwards; records the fee if any	Pradhan: Pending Approvals
5	Pradhan	Approves	Citizen: Download Certificate PDF + email
6	Anyone	Scans the QR code	Verification page shows “valid”

The Secretary and Pradhan can also approve small cases faster: the Pradhan (or Super Admin) can approve directly without the ward step.