

HINDU

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# Time-saving process for issue of certificates

Staff Reporter

**HYDERABAD:** Authorities have finally geared up to address applicants' woes at eSeva centres.

Responding to a news report "e-seva centres in old city in poor state," published in these columns on Tuesday, authorities have decided to accept applications for issue of certificates by MRO offices and then issue a receipt for the same instead of scanning the application in front of the applicant.

A statement from the Chief Minister's Office said a dedicated team of operators would work at the back-end for scanning the application. The proposed changes would save time as the existing practice of scanning the entire application before the applicant was consuming lot of time.

## THE HINDU IMPACT

**Transaction time will come down from 20 minutes to 3 minutes, say authorities**

Authorities said that this would result in reducing the transaction time from 20 minutes to just three minutes.

### High-speed scanners

This apart, high-speed scanners were also being purchased and would be supplied to all centres.

Further, authorities have decided to open more counters for receiving Mee Seva

applications as only one counter was earmarked for it now.

The authorities explained that as per the present practice, all the applications received at Mee Seva counter are scanned and transmitted to the MRO's office.

The MRO would download the received applications and after verification would issue digitally signed, electronically verifiable certificate and forward it to the Mee Seva counter to be passed onto the applicant.

"The step was necessitated as sending the applications through courier could have resulted in some missing cases," the statement from the CMO said.