

MIBIZ CSC CITIZEN ADVISOR PLATFORM FLOW DIAGRAM



USER REGISTRATION
(INDIAN/NON RESIDENT INDIAN)
REQUEST FOR VERIFICATION
PDA / POI + OTP



COMMUNICATION PLATFORM
PERSONAL & COMMUNICATION DETAILS
[NAME, COUNTRY, DISTRICT, PINCODE, MOBILE NUMBER, STATE, GENDER, ADDRESS, EMAIL]
GRIEVANCE DESCRIPTION, SUBJECT, ATTACHEMENTS
APPLICATION STATUS - EFILE NUMBER
COMMUNICATION CONCERNS TO
[NAME OF CITIZEN, DATE OF RECEIPT, RECEIVED BY DEPARTMENT, COMMUNICATION DESCRIPTION, ATTACHED DOCUMENT]
FILE STATUS REPORT
[CURRENT STATUS, DATE OF ACTION, OFFICER NAME, OFFICER DESIGNATION, CONTACT ADDRESS, REMARKS, EMAIL ADDRESS, CONTACT NUMBER]



CITIZEN DASHBOARD
ONLINE REQUEST
ADVISORY MANAGEMENT
PUBLIC UTILITY SERVICES
PUBLIC GRIEVANCE REDRESSAL
TRACKING APPLICATION STATUS
EFILE REPORT TRACKING
INVOICE REPORT TRACKING
TECHNICAL SUPPORT
SALES SUPPORT
MANAGE ACCOUNTS



PAYMENT GATEWAY
PAYMENT GATEWAY
PAYU / PAYPAL / CCAVENUE / AXIS BANK
CARD SWIPE MACHINE | POS TERMINAL
MEMBERSHIP FEE / SERVICE FEE



eOFFICE
CITIZEN (STATUS REPORT) USERS, INDIAN, NRI
EFILE
EPAYMENT
VENDOR
HR
STATISTICS REPORT
MEDIA
REFERRAL
SUBSCRIPTION
PAYMENT GATEWAY REPORTS



ALERTS
EMAIL
USER REGISTRATION
SUBSCRIBE
COMMUNICATION STATUS
EFILE STATUS
PAYMENT SERVICE
MEMBERSHIP RENEWAL
FORGET PASSWORD RECOVERY

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