M.P. State Electronics Development Corporation Ltd

SOP (Standard Operating Procedure) For Migration Module

Purpose:

To provide a structured procedure for managing family migration requests within the Samagra portal, ensuring a standardized approach to processing migration, maintaining accurate family records across locations, and facilitating smooth transitions for citizens.

Stakeholders:

❖ **Stakeholders** : The Key stakeholders for the process are as follows:

S. No.	Stakeholders	Role
1	Citizen (Applicant)	Initiates the migration request by providing necessary details and completing e-authentication.
2	Gram Panchayat/Ward Operator	Reviews, approves, or rejects migration requests based on verification of the submitted information.

❖ **Prerequisites** :

➢ Access to the Samagra portal and a valid Samagra Family ID.
➢ Mobile number linked to a family member with e-KYC completion.
➢ Necessary documents for migration (e.g., proof of new address).

❖ **Procedure:**

S.No.	Details	Responsibility
1	**Initiation of Migration Request:** • Citizen accesses the Samagra portal (https://samagra.gov.in), clicks on "Request Migration," and enters the Family Samagra ID and a member's e-KYC verified Samagra ID.	Citizen (Applicant)
2	OTP Verification: • System displays the linked mobile number; an OTP	Citizen (Applicant)

	is sent for verification. The citizen enters this OTP to proceed.	
3	Selection of Migration Type: • Three options for migration are available: -Inter-District -Intra-District -Within Local Body	Citizen (Applicant)
4	Input of New Location Details: • Based on the selected migration type, the citizen provides details of the new location, including district, local body, GP/Ward, and address details. Document upload (proof of address is compulsary) follows.	Citizen (Applicant)
5	E-Authentication: • Citizen completes e-authentication through Aadhaar verification via OTP or biometric.	Citizen (Applicant)
6	Submission of Migration Request: • After e-authentication, the migration request is submitted, and a confirmation download option appears. The request is forwarded to the GP/Ward for further action.	Citizen (Applicant)
7	GP/Ward Operator Login and Review: • GP/Ward Operator logs into the Samagra portal, navigates to migration requests, and views pending requests.	Gram Panchayat/Ward Operator
8	Request Verification: • Operator reviews the existing and new location details, along with uploaded documents. They can access remarks and supporting information.	Gram Panchayat/Ward Operator
9	Approval or Rejection of Request: • Operator either approves or rejects the request based on verification. Reasons for rejection are mandatory if the request is not approved.	Gram Panchayat/Ward Operator

10	**Completion and Notification:**	Gram Panchayat/Ward Operator
	• On approval, migration details are updated in the system, and the citizen is notified. In case of rejection, reasons are shared with the citizen, allowing them to correct or resubmit their request.	