1 Introduction

Seva Sindhu is an initiative of Govt of Karnataka to deliver the Government services at the doorsteps of the citizens. Seva Sindhu will be integrated with various service delivery channels of Govt of Karnataka, citizen service centers such as Bangalore One, CSC Centers, Karnataka One, Atalji Jana Snehi Kendra and Bapuji Kendras and aims to bring to all departmental services on one platform. The objective is to provide Government services in a cashless, faceless and paperless manner. It is step towards provision of accessible, cost-effective, accountable and transparent government services to citizens.

Seva Sindhu provides a hassle free service delivery through reduced turnaround time, minimized visits to avail services and reduced opportunity cost. Seva Sindhu also aids the department in simplifying the processes of the department by removing cumbersome, time consuming and non-value add steps, thereby enhancing the citizen service delivery mechanism.

Browser Compatibility of Seva sindhu Portal

The Sevasindhu Portal is best Supported browser versions are Internet explorer 9+, Mozilla 50+ and Chrome 52+.

2 Getting Started

Registering New User

New users need to register in the SEVA SINDHU Portal for availing the departmental services. Personal details and contact details are captured during registration.
2.1: Enter the URL http://Sevasindhu.karnataka.gov.in in the web browser, the home page is displayed and Click on **New User Registration**

2.2: Read the **Steps for user registration**
2.3: Click on **New users register here**

2.4: Enter Your **Aadhar Number** and Click on **Next**
2.5: Enter OTP and Click on Continue

2.6: Click on Allow
2.7: Enter Your **E-mail id, Mobile Number, Password and Captcha** and Click on **Submit**

2.8: **Verification Display Will shows on Screen and Click on OK**
2.9 : Enter E-mail **OTP** and Mobile **OTP** and Click on **Validate**

![Image of a web page showing user input fields for email and mobile OTP with a validation button]

Note: It may be possible that, due to heavy load on servers, OTP and Verification link notification does not get delivered on time. If not received, you can close this window and follow any of the below options:
1. Login to Sevasindhu Application using your mobile no and password clip entered during registration and retry for verification.
2. Wait for some time and as soon as you receive the notification(s), click the verification link shared along with the OTP. After that, you will be able to login and apply for services.

3.0 : After Click on **Validate** citizen details are saved and a user account is created on Sevasindhu portal

![Image of a web page showing a message about successful registration]

You have successfully registered on https://serviceonline.gov.in/karnataka. Please login to the application using your mobile No and password clip.
3 Citizen Services

Overview of Citizen Services
Citizens who are already registered in the Sevasindhu portal can:

- Request Departmental Services
- Track the status of the application they have submitted through the Sevasindhu portal
- View the History of Transactions done through the Sevasindhu portal

Requesting Departmental Services
Citizens can apply for departmental services listed in the Sevasindhu portal by online mode.

In online mode, citizens have to:

1. Log on to the Sevasindhu Portal
2. Select the particular departmental service
3. Fill in the application form
4. Submit the form.
5. Fee Payment
On successfully submitting the online application form, an acknowledgement number is generated.

Tracking Status
Citizens are able to track the status of the application Form they have submitted, using the acknowledgement number they received on the successful submission of the Application Form.
Step 3.1: Enter the URL http://Sevasindhu.karnataka.gov.in in the web browser, the home page is displayed and click on Departments & Services

Step 3.2: Click on Higher education Department and select Application for Provisional Degree Certificate. Alternatively, you can search for Application for Provisional degree Certificate in the search option.
Step 3.3: Click on **Apply online**

![Application for Migration Certificate](image1)

- Eligibility: Candidates who have completed their Diploma course in Karnataka are only eligible to apply for Migration Certificate.
- Supporting Documents:
  1. Attach the copy of the marks cards of all semesters/years (including all attempts), duly attested by the Principal / notary / gazetted officer (*File type: PDF/JPEG. File size: less than 200KB each*)
- **Application Fee**: Rs 600
- **Service Charges** (Free for Online Submission): Rs 25
- **Delivery Time (Days)**: 7
- **Procedure for applying**:
  a) Application submission (Online, CSC centres)
  b) The application is routed to Principal of the respective Polytechnic college. After approval from the Principal, it is forwarded to the Caseworker in Department of Technical Education.
  c) Application is verified by the Caseworker and is forwarded with remarks to the Superintendent.
  d) Application is verified by the Superintendent and is forwarded with remarks to the Registrar.
  e) Application is verified by the Registrar and is forwarded with remarks to the Assistant Director.
  f) Application is verified by the Assistant Director and is either approved or rejected. If approved, the application is forwarded to the Deputy Director.
  g) Application is verified by the Deputy Director and is forwarded with remarks to the Joint Director.
  h) Joint Director either approves or rejects after verification.
  i) If approved, hard copy of the migration certificate is dispatched.

Step 3.4: Enter the username, password/OTP, captcha and click on **Log In** button

![Password Entry](image2)
Step 3.5: Fill the Applicant Details & Photocopies details

Step 3.6: Verify the details. If details are correct, select the checkbox ("Yes") & Submit
Step 3.7: A fully filled form will be generated for user verification

Step 3.8: Click on **Attach annexures**
Step 3.9: Attach the annexures and click on **save annexures**

Step 3.10: Saved annexures will be displayed and **click on e sign and Make Payment** to proceed.
Step 3.11: Click on I agree with above user consent and eSign terms and conditions and Select authentication type to continue

Step 3.12: Enter Aadhar Number and click on get OTP
Step 3.13: Enter **OTP** and click on **Submit**

Step 3.14: Select the **Mode of Payment** and click on **Make Payment** to proceed
Step 3.15: Select preferred payment method (Credit Card/Debit Card/Internet Banking), enter the required details and click on make payment

Step 3.16: After payment is successful, acknowledgement will be generated. Acknowledgement consists of applicant details, application details and the payment details for applicant’s reference.
Step 3.17 : To download the certificate, go to the sevasindhukarnataka.gov.in and click on Registered Users Login Here

Step 3.18 : Once the login page is open, enter your username, password/OTP, captcha and click on Submit.
Step 3.19: Click on **View Status of Application** --> Track application status. Enter Application Reference Number (you can refer to Acknowledgment/SMS to get Application Reference Number) and click on **Get Data**.

Step 3.20: Check Current Status of the application. If it is delivered, Click on **Delivered**.
Step 3.21: Under Issue Document(s), click on **Output certificate**

Step 3.22: Provisional Degree Certificate will be downloaded. You can print the certificate.