MeeSeva Citizen Portal Frequently Asked Questions

1. **How to get user ID & Password for MeeSeva Citizens Portal?**

Ans: Open the below link in any web browser and click on **"New Registration"**. After clicking on new registration link you will be redirected to registration page. Fill the required details in registration form then you will get the User ID & Password.

   https://onlineap.meeseva.gov.in/CitizenPortal/UserInterface/Citizen/Home.aspx

2. **My user id got locked. How can I unlock?**

Ans: **"Unlock User"** link is available left side of the page in MeeSeva Citizen Portal, by clicking on this link you will get OTP to your registered mobile number. Enter OTP number in displayed page then your user id will be unblocked.

3. **I forgot my password, how can I reset my password?**

Ans: **"Forgot Password"** link is available left side of the page in MeeSeva Citizen Portal by clicking on this u can reset your password.

4. **I did transaction in MeeSeva Citizen Portal, amount was deducted from my online account or debit/credit card but transaction failed. How can I get refund? How much time will take for refund?**

Ans: For failure transaction, the amount will be refund within 4-7 bank working days. Because, it will take time for reconciliation with respective Department/Banker.

5. **How can I get approved certificate?**

Ans: Login to MeeSeva Citizen Portal with your user credentials, click on **"My Transactions"**. In this click on transaction ID then click on print certificate.
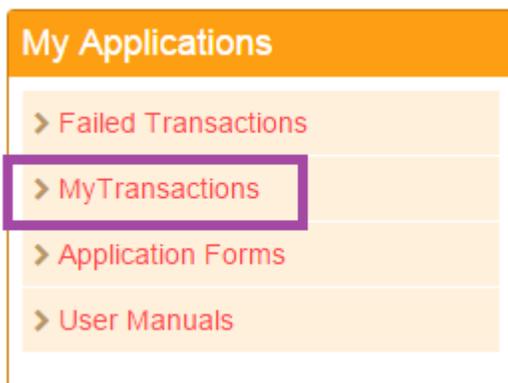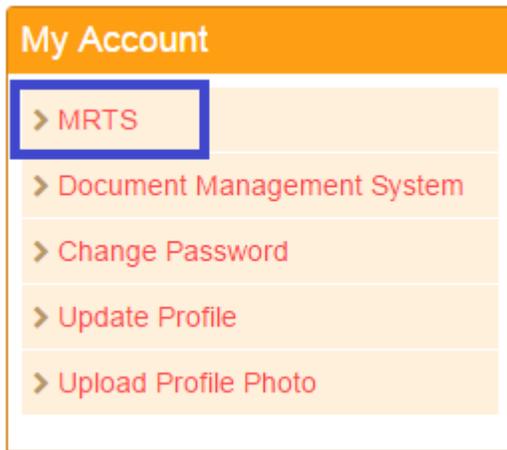

6. **How will I know that my transaction has been completed?**

Ans: You will get transaction receipt and SMS alert for successful transaction. You can also know the transaction status in MeeSeva Portal (ap.meeseva.gov.in) by giving the application number in **"Transaction Status"**.
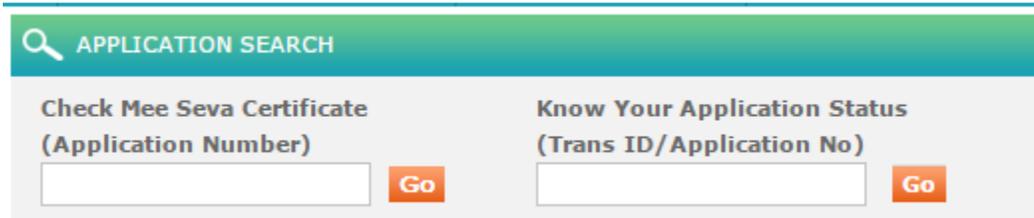
Note: For faster resolution of the queries you can raise a request in **MRTS** (MeeSeva Request Tracking System), you will find the MRTS link after log in to the MeeSeva Citizen Portal.