DIRECTORATE OF TREASURIES AND ACCOUNTS
GOVERNMENT OF MANIPUR

USER MANUAL

mPension Manipur
Ver 1.0

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Prepared by :

NATIONAL INFORMATICS CENTRE
MANIPUR STATE CENTRE
GOVERNMENT OF INDIA

CONTENTS

1 INTRODUCTION

Photograph of every pensioner drawing service pension from the Directorate of Treasuries, Government of Manipur is required to be updated every six months either by personal appearance of the pensioner at the treasury office or by home visits of treasury officials to the residence of the pensioner (in case of illness/old age).

In order to ease the burden both on the pensioners and treasury officials, an online solution called "***mPension*** Manipur" has been introduced whereby the pensioners, instead of visiting the treasury offices, can make their periodic photograph updations online through a smartphone or a desktop/laptop.

mPension is a Web App and provides facilities to the pensioners to send feedbacks and make queries online. It also notifies pensioners on the status of photographs submitted and the responses of their queries.

The App uses Artificial Intelligence techniques to detect liveness of the pensioner being photographed and will allow upload of only photographs taken from living persons.

1.1 Salient features of ***mPension***

mPension is Web App and a pensioner can use it to

- Upload photograph for updation
- Check validity period of the last photograph updation
- Send feedbacks and queries to the concerned Treasury Office
- Receive messages from the Treasury Office.

1.2 Requirements for using ***mPension***

The ***mPension*** web app and can be used and installed on any of the following devices

1) A smartphone with a built-in camera (Both Android and IOS)
2) A desktop or laptop with webcam

1.3 Standard operating procedure

(a) The ***mPension*** Web App is to be used by pensioners wishing to update pension photographs online.

(b) The photograph of the pensioner will be taken while holding the front page of a leading daily newspaper (local/national) of the day in front of the chest.

(c) The app verifies liveness of the pensioner being photographed. Therefore, while the photograph is being taken, the pensioner has to perform some facial movement in front of the camera as instructed by the application like smiling, opening of mouth, turning of face etc before being permitted to upload a photo.

(d) For pensioners with face movement disability, special permission has to be obtained from concerned Treasury Officer for enabling upload of the photo without face movement.

(e) Pensioners will be permitted to take photograph using ***mPension*** only after 150 days and before 365 days from the previous photograph updation.

If more than one year has elapsed after the last photograph updation, the pensioner has to physically visit the treasury office for photograph updation after prior approval from the Directorate of Treasuries and Accounts.

(f) Photograph uploaded by a pensioner has to be approved by the Treasury Officer from the concerned treasury.

(g) Pensioners can see the status of the uploaded photograph by clicking the "Check Last Photo Status".

(h) Pensioners can give feedback or raise query to concerned Treasury Officer by clicking "Feedback/Queries".

(i) Reply to queries raised by a pensioner and message from the concerned Treasury Officer can be seen by clicking "Check Message".

(j) Pensioner can see broadcast messages from the concerned Treasury Officer.

(k) Pensioners will be allowed to take any number of photographs during the permitted period but only the last photograph submitted during the period will be considered for verification and updation by the treasury office.

2   Installation and Operation

2.1   Installation

The **mPension** Web App is available at the site https://pensionmanipur.nic.in/app. Open a browser on your Desktop/Laptop/Android/IOS device and enter the above URL on the address bar of the browser. To install it on the device, click the **Install** button seen on the landing page. It can be also used without installing on the device.

2.2   Login

Provide Treasury, PPO Number, Date of Birth and Bank Account Number and click on the LOGIN button.

Fig:- 1

2.3 Main Menu

After successful login, the main menu of Manipur Pension App will be displayed. Information regarding Last photo date, Date of next photo and Broadcast message from Treasury will be displayed.

The main menu has buttons for Take Photo, Check last photo status, Feedback/Queries, Check message and Logout. Pensioners can click on these buttons to perform the specific task. Screenshot of mPension Main Menu is shown in Fig:- 2.
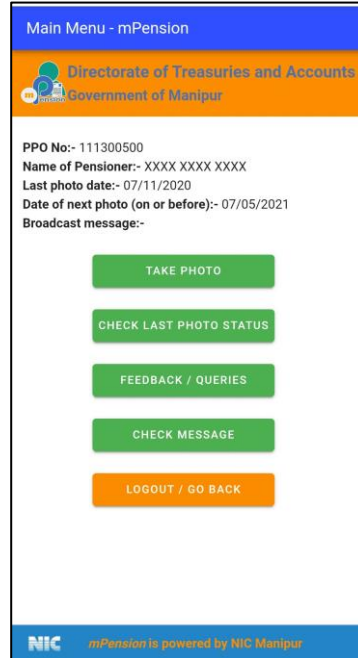
Fig:- 2

2.4 Check Photo

Pensioners can use Take Photo button to capture their photo and submit it to their respective treasury. At any point of time before final Upload, pensioner can retake photo if they desire to. Once Uploaded, the photo will be available to the treasury for verification. Screenshot of Take Photo and Retake Photo page is shown in Fig:- 3 and Fig:- 4.
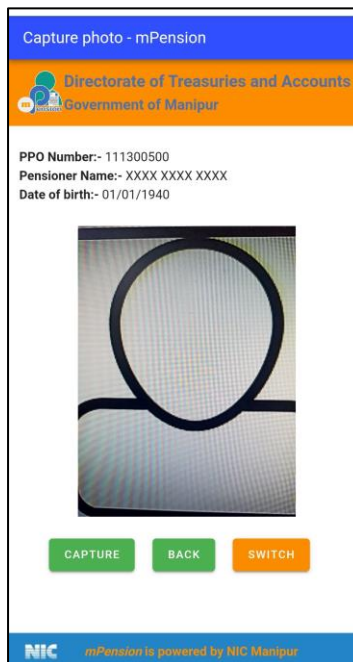
Fig:- 3   Fig:- 4

2.5   Check Status

After final Upload of photo in previous step, status of the action taken by the treasury officer is available in this menu after clicking the Check Status button. Screenshot of **mPension** Check status is shown in Fig:- 5.
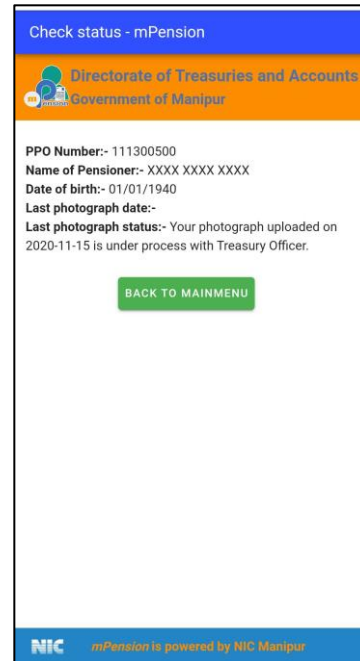

Fig:- 5

2.6   Feedback/Queries

Pensioners can use this button to give feedbacks and ask queries to the treasury. To submit a feedback / queries, pensioners need to select a type and write description in the space provided. Upon successful submission, a message will be displayed. Screenshot Feedback/Queries is shown in Fig:- 6.
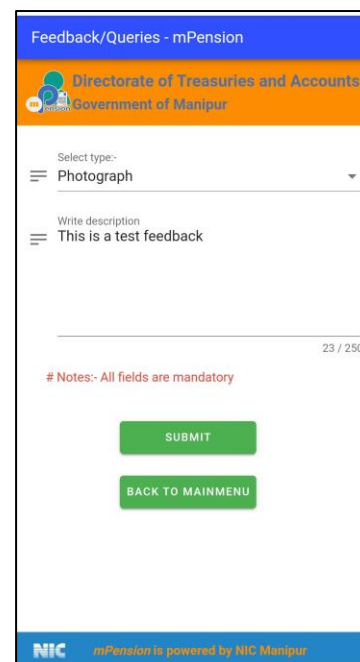

Fig 6

2.7   Check messages

Pensioners can use this menu to check status of their queries sent to the treasury. The replied message will have subject starting with "Re:". They can also see messages from their Treasury Officer. For message from Treasury Officer, there will be no "Re:" in the subject.   Screenshot of *mPension* Check messages is shown in Fig:- 7.

Fig:- 7

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