Creation of KYC account for DMS

(with Video Verification)

Pre-requisite

1. Keep the soft copy your **passport size photo** (jpg/png size: max 1MB), **your Employee ID card** (pdf, size: max 5 MB) & **PAN Card*** (pdf, size: max 5MB) ready for processing the application.
    - Documents required for Organization KYC account as per Govt. of India guidelines.
    - This e-Sign account is created at personal level (verifying personal Documents).
    - Designation wise e-Sign account can't be created.
    - Passport size photo should be cropped properly so that face should be clearly visible.
    - ***Please take photo/scan original documents. Photo/scan of Xerox documents will be rejected.***

2. Please perform KYC operations in Desktop/Laptop with a camera (required for video verification). You can also do KYC via a Smartphone with a good camera.

3. Kindly upload documents on individual stable internet data connection (Mobile/ Hotspot/ Home Wi-Fi) only. Please don't upload documents on Unstable/Shared/Firewalled internet connection (Corporate Wi-Fi).

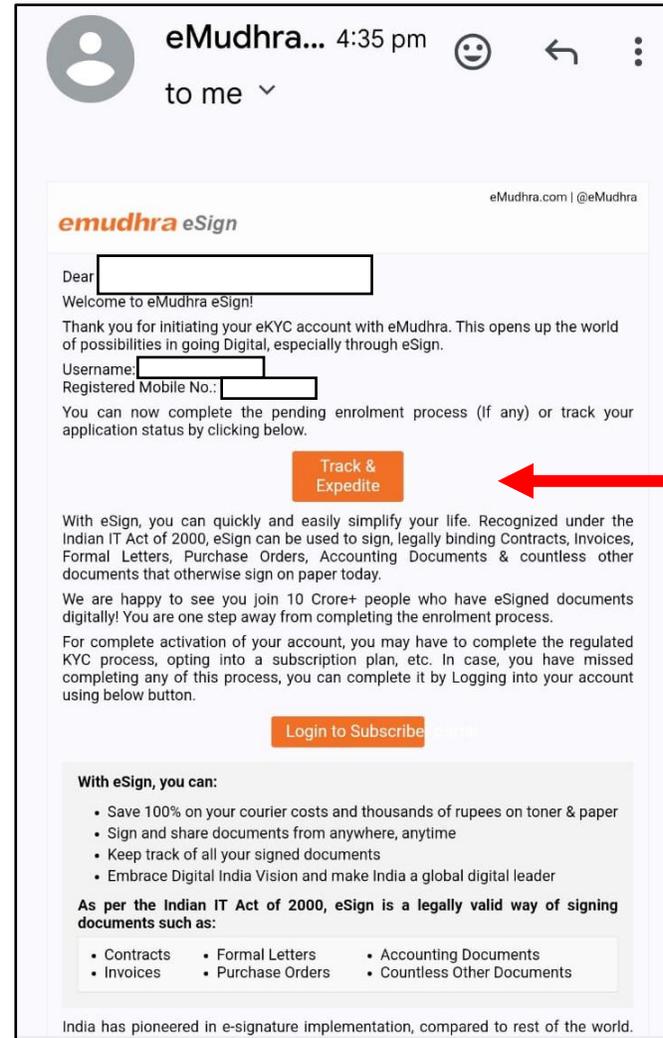# 1. Contact Authorized Signatory

Please call the following Authorized Signatory

1. **Shri Laxman Kandod, Corporate Office: 82910 41611**

2. **Smt Meghna Panchal, Corporate Office: 90820 18475**

Kindly send them your Mobile Number, Personal email ID and your department name over SMS/WhatsApp.

2. Email from e-Mudhra

Shortly, You will receive following type of Email from e-Mudhra on your given Email ID

Please click Track and Expedite Button

3. Proceed through Mobile & OTP

Complete/Renew KYC Enrolment

If you have not yet submitted your KYC, Please proceed with the 'KYC enrolment as a new user'.

Indian | Foreign

Mobile *   GET OTP

Mobile OTP*

AUTHENTICATE & PROCEED

OR

Track your KYC enrolment status.

Once your KYC is successfully verified by eMudhra CA officers, use the 'Existing User Login Credential' to eSign the Subscriber Agreement and activate your KYC.

Username *

PIN *

LOGIN

1. Enter Your Mobile no.

3.Click Authenticate & Proceed

3. Enter OTP

2. Click GET OTP

4. Enter Applicant Information

1. Enter your PAN no.

2. Enter your full name as per PAN

3. Enter your CPF no.

4. Enter your Date of Birth as per PAN

5. Select Gender

6. Click Next

5. Upload Documents

KYC enrollment For **Organization**

Fill the below form details to create / complete an KYC Account for your organization. Before completing this form, please keep th
Steps for Organization section

ORGANIZATION DETAILS

Organization Name
Maharashtra State Electricity Distribution Company Ltd

Organization type
Government / PSU

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1 APPLICANT INFORMATION

██████████View More

[CHANGE]

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2 UPLOAD FILE

APPLICANT DOCUMENTS

1. Upload Passport Size Photo. →

Applicant Photo * ?

[Drag and drop file or Click to upload]

Upload only jpg, png file.

Applicant PAN Proof* ?

[Drag and drop file or Click to upload]

Upload only jpg, jpeg, png, pdf file.

← **2. Upload PAN Card.**

3. Select Organization ID card →

Organization ID Card of Applicant * ?

[Select Document Type ▾]

[Drag and drop file or Click to upload]

Upload only jpg, jpeg, png, pdf file.

← **4. Upload MSEDCL ID Card.**

Note: Please make sure that any uploaded/scanned document is fully readable and keep the **ORIGINALS** of the **SAME DOCUMENT** handy during video recording.

[SUBMIT]

6. Setup User Credentials

If your email is abc@gmail.com then it is suggested to keep the username 'abc' only.

You will not be required to enter your username during eSign.

1. Enter Desired Username.

2. Enter desired 6-digit PIN.

3. Click Get OTP

4. Enter email OTP

Video Verification Instructions

- The video should be recorded within 45 Seconds. Hence, please keep the below documents ready in your hand:

  - *PAN Card*

  - *MSEDCL ID Card*

- **Read out loudly the statement: "I am (Your Name) applied for eSign with eMudhra. ABC is the code for this video."**

- **ABC** is the unique 3-digit code which will be displayed during the Video recording. **If you don't read out the code, your KYC will be rejected.**

- You should show your PAN card & ID Card as below. Hold with your fingers on the edges and show it at least for **4-5 Seconds. The contents should be clearly visible to the viewer.** *If documents are unclear, then KYC will be rejected.*

Hold Your Card like this

- In the video, your face should be clear, bright and without any cap, MASK, headgear, eyeglasses, headphones or other accessories.

Video Verification pre-requisite

org.app.e-mudhra.com//RecordVideo.jsp

org.app.e-mudhra.com wants to

📹 Use your camera

🎤 Use your microphone

Allow   Block

Language : English

Welcome to Record your video for eSign!

Language English

✅ Video should be recorded within 90 Seconds.

- PAN Card
- Organization ID Card

✅ Hold the mentioned documents with your fingers on the edges and show it at least for 4-5 Seconds in Video.

✅ In the video, your face should be clear, bright and without any cap, headgear, eyeglasses, headphones or other accessories. Click Continue to proceed.

Continue

⏺ 0:00 / 0:90
*Your face will be shown in the screen if environment is proper

Please keep only ORIGINAL DOCUMENTS FOR NON-AADHAAR KYC Types and hold with your fingers on the edges and show it at least for 4-5 Seconds.

ⓘ Note: Please note that your Video recording will be rejected if the video and audio are not clear.

Important Note

Only applicant should appear for video verification. Any impersonation or identity theft is a criminal offence, liable for imprisonment and fine, under the provisions of Information Technology Act, 2000 and shall be dealt severely by eMudhra Limited.
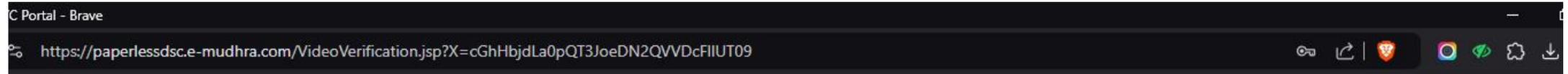
Additional Information:

1. **Name** :abc
2. **Date of Birth** :07-Apr-1986

Instructions

1. Make sure that internet connectivity is available throughout the recording.
2. Make sure that the video and audio being recorded are audible and visible clearly.
3. Answer the question displayed above and click next button until you answer all the questions.
4. Once the questions are answered you will get option to preview the video and audio that is recorded.

Click 'Allow' to use camera & microphone.

Click 'Continue'

Video Verification pre-requisite

Ensure face is properly visible.

Click Start Recording

Follow these instructions during Video Recording. Otherwise, KYC will be rejected.

7. Perform Video Verification

https://paperlessdsc.e-mudhra.com/VideoVerification.jsp?X=cGhHbjdLa0pQT3JoeDN2QVVDcFIIUT09

eMudhra eKYC Portal

Video Verification for KYC enrolment

1 Enrolment **2** Record Video **3** Application Status

6-7-1 is the code for this video. Please read.

0:6 / 0:45

*Your face will be shown in the screen if environment is proper

Your video recording has started, please follow instructions below.

Read / पढ़िए — I am ▬▬▬▬▬ applied for **KYC** with eMudhra. **6-7-1** is the Code for this Video.

1. Read out this complete statement with code.

Show / दिखाए — Org ID Card

Show / दिखाए — PAN Card

2. Show your MSEDCL ID Card and PAN card properly so that contents are clearly visible.

Note : When holding ID's and documents, please refer image below.

STOP RECORDING

Important Note

Only applicant should appear for video verification. Any impersonation or identity theft is a criminal offence, liable for imprisonment and fine, under the provisions of Information Technology Act, 2000 and shall be dealt severely by eMudhra Limited.

Enrolment Information:

1. **Organization Name**: Maharashtra State Electricity Distribution Company Ltd
2. **Signer ID**: salvemadhukar
3. **Date of Birth**: 25-Sep-1971
4. **Video Code**: 671

7. Perform Video Verification

Wait for few seconds to process video. Do not interrupt.

**Check Preview. Ensure video is proper.
Otherwise re-record the video to avoid rejections.**

KYC Status

You will directed to this Screen showing your KYC Status. The MSEDCL's Authorized Signatory will forward it to eMudhra which will approve your account (as per GOI guidelines) within 24 hours and inform you via Email

Enrolment for KYC - (325220241212173637409)

Fast Track Your Application

This is an unified interface to track and expedite your KYC enrolment (325220241212173637409). request. You can view actionable steps against this enrolment and perform necessary actions (whatever application) to fast track your request. Please ensure all actions are completed, which helps eMudhra to process your application in an expedited manner.

Pending from Subscriber

Enrolment Information

Name	SAL** ******** *********RAO	Email	sal*****************com	Mobile	916****597
KYC Type	ORGANIZATION-GOVERNMENT	PAN	AWS****76K	Certificate	NA
Org. Name	Maharashtra State Electricity Distribution Company Ltd	Org. Unit	BILLING AND REVENUE		

List of Actions

#	Actions	Status
1	Enrolment Information	Completed
2	Applicant Mobile Verification	Completed
3	Applicant Email Verification	Completed
4	Applicant Video Verification	Completed
5	Applicant Photograph	Completed
6	Applicant Credential Setup	Completed
7	Authorized Signatory Approval of Applicant	Awaiting
8	eMudhra: Approval of Application	Awaiting
9	Applicant eSign	Awaiting

In Case eMudhra issues observations, then you may have to re-upload the document or re-record the video.
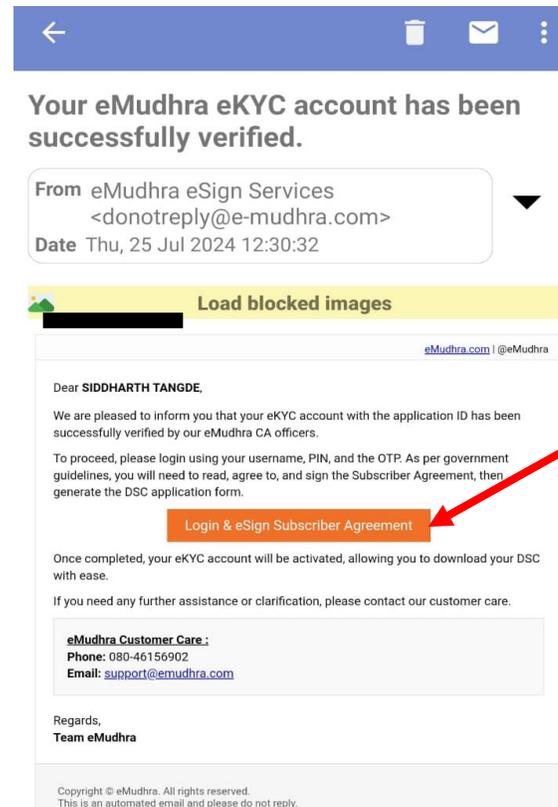
Check your E-mail

After KYC process is completed, please check your registered email inbox for an email from eMudhra asking you to sign Subscriber Agreement.

Signing of Subscriber Agreement

- As per the recent instructions of Govt of India guidelines, all users after their KYC need to read, agree to and sign the Subscriber Agreement to continue their eSign services from eMudhra from July-2024.

- After successful approval of KYC application from eMudhra, you will get following email from eMudhra to your registered email:

Click here to Login

Login Screen

If Login Successful, then following Subscriber Agreement will open:

Scroll Downward to read the agreement

eMudhra eKYC Portal

Transaction Through

Subscriber Agreement

You need to read and agree for the subscriber agreement by eSign.

≡ Jl4d9DRvIWseeM5PR7TsZnaSz14ziMoinvRUQWZSFLII3mqNIHPeAFBen03eN...   2 / 4   — 100% +   ⊡ ↺   ↓ 🖨 ⋮

eKYC account holder shall agree and confirm that DSC issued or eSign services would only be used in accordance with IT Act, and Rules & Regulations made thereunder.

During the lifetime of eKYC account, CA may introduce additional terms and publish it in the online systems, and prominently provide the link to updated terms in the eKYC account access interface.

In case eKYC account holder do not agree on the updated terms he should stop using services and CA will deactivate the account.

eKYC account holder shall undertake that the confidentiality of the PIN will be retained and maintain exclusive access to OTP send by CA for authentication purpose.

☐ I hereby confirm that I have read and agree to the terms outlined in the Subscriber Agreement. I consent to the creation of my KYC account with eMudhra using the provided details. I commit to keeping my login information confidential.

Click Checkbox to agree

Reject   **Agree & eSign**

Click Agree & eSign

A Licensed Certifying Authority in India, under CCA, Government of India
Visit CCA website for more info at www.cca.gov.in

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Close this Window

After signing the Subscriber Agreement, following window will open. Do Nothing. Just close this Window.

KYC Completed

- **You eSign KYC is Complete.**

- **Now you can eSign in DMS.**

- **Kindly remember that after 2 years, you'll have to again perform the KYC process to continue eSign services.**

- **After expiry of KYC, "Invalid request" error may come.**

Support

In case of any issue, please contact:

(kindly send screenshots of error on email for quick resolution)

eSign & DMS issue	RAPDRP/DMS Login Issues
Email: dmsadmin@mahadiscom.in	Email: portal_admin@mahadiscom.in

MSEDCL's Authorized Signatory for KYC
1. Shri Laxman Kandod, Corporate Office: 82910 41611
2. Smt Meghna Panchal, Corporate Office: 90820 18475

eMudhra Support for KYC approval issues:
esign.support@emudhra.com
Tel: +91 80 4615 6966