

# **Creation of KYC account for DMS**

*(with Video Verification)*

# Creating a KYC User

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).
4. Click the following **unique URL** (or Copy & paste in browser) for creation of KYC User Account:  
<https://esign.e-mudhra.com/OrganizationKYC/UI/newkycaccount.jsp?x=VFVGSVFURTNPVEE0T0E9PQ%3D%3D>

# Enter your Information

org.app.e-mudhra.com//newkycaccount.jsp?x=VFVGSVFURTNPVVEE0T0E9PQ==

**emudhra** ORG

## MAHARASHTRA STATE ELECTRICITY DISTRIBUTION COMPANY LTD - KYC Enrolment

Enrolling your KYC Account is a simple online procedure. Please fill this online form, and submit the information. Our round-the-clock validation team will process your enrolment soon.

### 1 YOUR INFORMATION

<input type="text" value="Name *"/>	?	Organization Unit *	<input type="text" value="Search"/>	?
CPF No. (starting with 0) [eg. 01234567]				
<input type="text" value="Employee ID"/>	?	<input type="text" value="Date of Birth *"/>		
<input type="text" value="Mobile Number *"/>	?	Date	Month	Year
<input type="text" value="Email ID *"/>	?	Gender *		
<input type="text" value="PAN *"/>	?	<input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Other		

**CONTINUE**

### Enrolment Process

- ✓ Enrolment requires KYC Account user information to submit. Enter your details in the place provided.
- ✓ Complete Mobile & Email Verification through OTP.
- ✓ Upload scanned copies of Photo, PAN and Organization ID.
- ✓ Set your desired Username (minimum 6 and maximum 25 characters) & PIN (6 digit numeric PIN), this required at the time of login.
- ✓ Submit details and proceed for Video Recording in order to complete the enrolment process.

The name should be as per the PAN database

Enter all your details. Enter your personal mobile and personal email ID.

Search -> Operations /Finance /HR /Projects and select the respective Wing

Click Continue

### 2 DOCUMENT ATTACHMENTS

### 3 USER CREDENTIALS

### 4 RECORD VIDEO

# DOCUMENT ATTACHMENTS

## 2 DOCUMENT ATTACHMENTS

Upload Your Photo \* ?

+ Drag and drop file or [Click to upload](#)

Upload only maximum of 1 MB (jpg, png) file

Upload PAN \* ?

+ Drag and drop file or [Click to upload](#)

Upload only maximum of 5 MB (jpg, png, pdf) file

Upload Organizational ID Proof \* ?

In case the employee is not having Organization ID card, a letter from HR / Signatory can be provided.

Select Document Type

+ Drag and drop file or [Click to upload](#)

Upload only maximum of 5 MB (jpg, png, pdf) file

Upload Photo, PAN & Employee ID as per the given specifications  
(Photo < 1 MB Documents < 5 MB)

↑  
Click Continue

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).

# Verify your Mobile & Email (via different OTPs)

Select the desired username.  
If your email is [abc@gmail.com](mailto:abc@gmail.com) then it is suggested to keep the username 'abc' only.

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

Select the desired 6 digit PIN. This PIN is required during every eSign.

The screenshot shows a registration form with four steps: 1. YOUR INFORMATION, 2. DOCUMENT ATTACHMENTS, 3. USER CREDENTIALS (highlighted in blue), and 4. RECORD VIDEO. The 'USER CREDENTIALS' section contains the following fields and buttons:

- Desired Username \* (with a help icon ?)
- Desired PIN \* (with a help icon ?)
- Confirm PIN \* (with a help icon ?)
- SMS OTP \* (with a 'Get OTP' button)
- Email OTP \* (with a 'Get OTP' button)
- A checkbox for 'I agree to terms of [Subscriber Agreement](#) which shall be eSigned on successful account creation.'
- 'SKIP' and 'CONTINUE' buttons.

Red arrows point from the annotations to the 'Desired Username' field, the 'Get OTP' buttons, and the 'CONTINUE' button.

Click Get OTP to receive OTPs and enter the same in the adjoining field.

Click Continue

# Video Verification

1 YOUR INFORMATION

2 DOCUMENT ATTACHMENTS

3 USER CREDENTIALS

4 RECORD VIDEO

To complete your KYC enrolment, video KYC verification is mandatory as per Government guidelines. Please complete the video recording process by clicking the below button.

[PROCEED TO VIDEO RECORDING](#)

Click 'Proceed to Video Recording'

# Video Verification

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

org.app.e-mudhra.com wants to

- Use your camera
- Use your microphone

[Allow](#) [Block](#)

## 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](#)

### 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.

### 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.

### Additional Information:

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

Click 'Allow' to use camera & microphone.

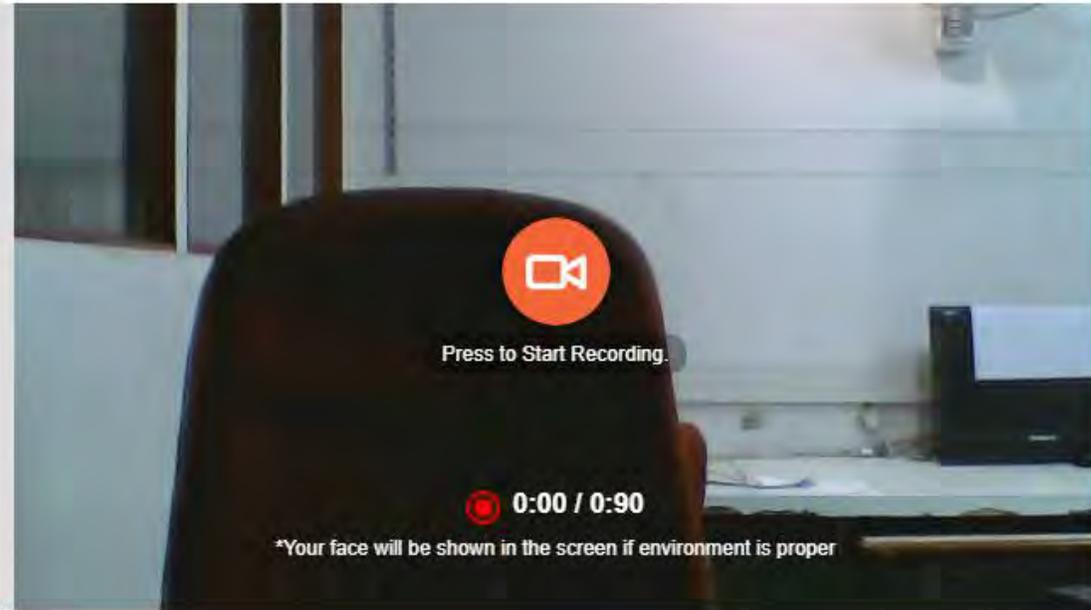
Click 'Continue'

# Video Verification

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Language : English

Record your video for eSign



Click on the "START RECORDING" button and follow the below instructions.

Read I am abc, applied for eSign with eMudhra. 1-9-7 is the Code for this Video.

Show PAN Card

Show Organization ID Card

**START RECORDING**

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.

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

## 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 'Start Recording'

# Video Verification Instructions

- The video should be recorded within 60 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.

# Account Approval

Video Recording

**Video Recording is Successfully Submitted!**

Your request will be processed soon! Thank you.

Our officers will review the request and process soon,  
any discrepancies will notify through email.

Once the KYC account is submitted, the Authorized Signatory of MSEDCL (Mr L.N. Kandod, Manager (HR), HOIT Mob: 8291041611) will approve it. The KYC application will be forwarded to eMudhra which will approve your account (as per GOI guidelines) within 24 hours and inform you via Email.

# 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: <a href="mailto:dmsadmin@mahadiscom.in">dmsadmin@mahadiscom.in</a>	Email: <a href="mailto:portal_admin@mahadiscom.in">portal_admin@mahadiscom.in</a>

**eMudhra Support for KYC approval issues:**

**[esign.support@emudhra.com](mailto:esign.support@emudhra.com)**

**Tel: +91 80 4615 6966**