

DAANVEER

Donate a Computer to Your Gram Panchayat • Donor Module

USER MANUAL

CONTENTS

1. Introduction	3
1.1 Purpose of the Module	3
1.2 Who Should Use This Manual	3
1.3 Benefits.....	3
1.4 Scope	3
2. System Requirements.....	4
3. User Roles	5
4. Download Application	6
5. Splash Screen, Language Selection & Terms of Service and Privacy	6
6. Donor Registration & Login	7
7. Donor Management	9
7.1 List of Panchayats in Need of Computer	10
7.2 Select Gram Panchayat and Proceed with Donation	10
7.3 Track My Order Status	11
7.4 Feedback.....	12
7.5 My Donations.....	13

1 INTRODUCTION

DAANVEER is a computer donation initiative available in the Meri Panchayat mobile application. It allows individuals and organizations to donate computers to eligible Gram Panchayats across India. Through the integration of Meri Panchayat and DigiHaat (ONDC), donors can select a Gram Panchayat, purchase a computer through DigiHaat, track the donation status, and receive a Certificate of Appreciation after the donation is successfully completed.

1.1 Purpose of the Module

The DAANVEER (Donor Module) enables individuals and organizations to donate computers to Gram Panchayats through the Meri Panchayat mobile application. This manual explains the complete donation process from registration to certificate download.

1.2 Who Should Use This Manual

This manual is intended for donors who want to donate computers to Gram Panchayats using the Meri Panchayat application.

1.3 Benefits

✓ A transparent, verified way to identify Gram Panchayats that genuinely need computers.	✓ End-to-end tracking of a donation, from order placement through delivery and acknowledgement.
✓ An official, electronically generated Certificate of Appreciation from the Ministry of Panchayati Raj.	✓ A direct contribution towards digital empowerment of Gram Panchayats and the Viksit Bharat @2047 vision.

1.4 Scope

This manual covers the complete donor journey including registration, login, selecting a Gram Panchayat, placing a donation through DigiHaat, tracking the order and downloading the certificate.

2 SYSTEM REQUIREMENTS

Supported Devices / Browsers

The Meri Panchayat app is a mobile application for Android and iOS smartphones; it is not a browser-based portal. Information on the minimum supported OS version was not available in the provided presentation and will be confirmed as per the system configuration.

Internet Requirement

An active internet connection (mobile data or Wi-Fi) is required at all times — to register, log in, browse the list of Gram Panchayats, place a donation order, and refresh order-tracking status.

Device Compatibility

A smartphone with a working camera (for the profile photo and other camera-based features) and the ability to receive SMS (for mobile-number/OTP verification) is required, along with sufficient storage for the app and any photos or invoices it stores.

3 USER ROLES

DONOR	CITIZEN	GP SECRETARY
Registers on the app to donate a computer. Selects a Gram Panchayat and places an order via DigiHaat. Tracks status, views history, downloads Certificate.	Views Panchayat info, works, notices & services. Can view donations made to their Gram Panchayat. Accesses overall donation details nationwide.	Receives the donated computer for the Gram Panchayat. Acknowledges receipt in the application. Enables the donor to download the Certificate.

Citizen and Gram Panchayat Secretary roles are outside the scope of this donor-focused manual and are shown here for context only.

4 DOWNLOAD APPLICATION

STEPS

- A. Open Google Play Store.
- B. Search Meri Panchayat.
- C. Click Install.
- D. Open the application.

5 SPLASH SCREEN, LANGUAGE SELECTION & TERMS OF SERVICE & PRIVACY

DESCRIPTION

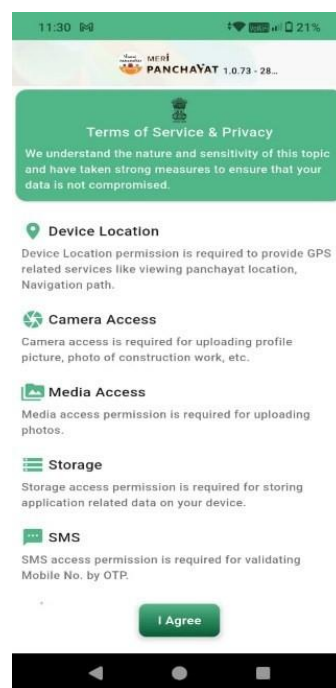
When the application is opened, the Splash Screen is displayed. The user clicks Next, selects the preferred language, reviews the Terms of Service and Privacy Policy, and clicks I Agree to continue.

STEPS

- i. Open the Meri Panchayat application.
- ii. Click Next.
- iii. Select the preferred language.
- iv. Click Set Language.
- v. Review the Terms of Service and Privacy Policy.
- vi. Click I Agree.



Splash Screen



Language Selection

6 DONOR REGISTRATION & LOGIN

Purpose

This section explains how a new donor can register in the application and how an existing donor can log in to access the Donor Module.

→ **NAVIGATION:** *Splash Screen* → *Language Selection* → *Terms & Privacy* → *Role Selection* → *Registration/Login*

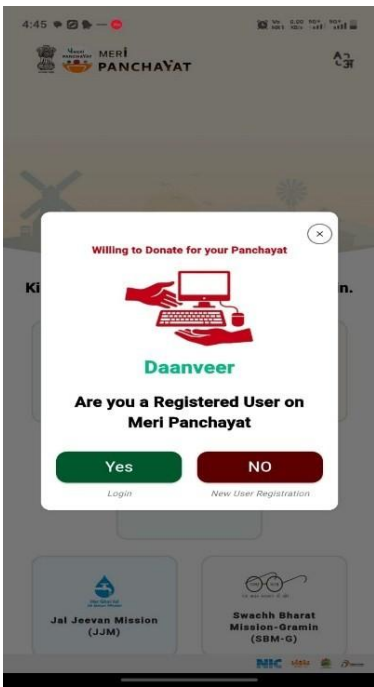
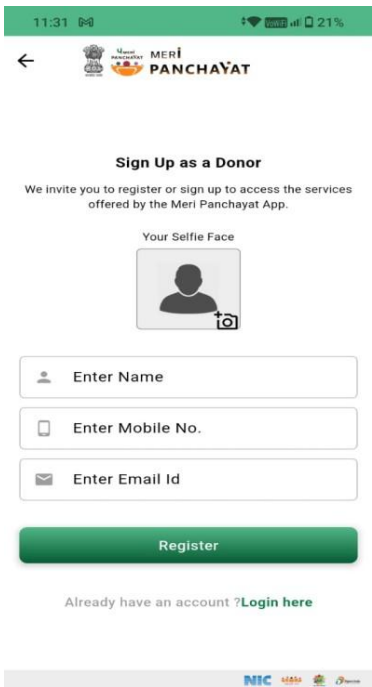
Description

After accepting the Terms and Privacy Policy, the Role Selection screen is displayed. The user selects Citizen Login & New Registration to continue. New users need to register by entering the required details and creating a 4-digit mPIN. Existing users can log in using their registered mobile number and mPIN.

Registration Process

Select Citizen Login & New Registration.

- vii. Click New Registration.
- viii. Enter the required details: Name, Mobile Number, Email ID (Optional), Capture or upload a profile photograph (Optional).
- ix. Create and confirm a 4-digit mPIN.
- x. Click Register to complete the registration.

 Kindly Choose Your Preferred Role to Login. Role Selection	 New Registration	 Create mPIN
---	--	---

Login Process

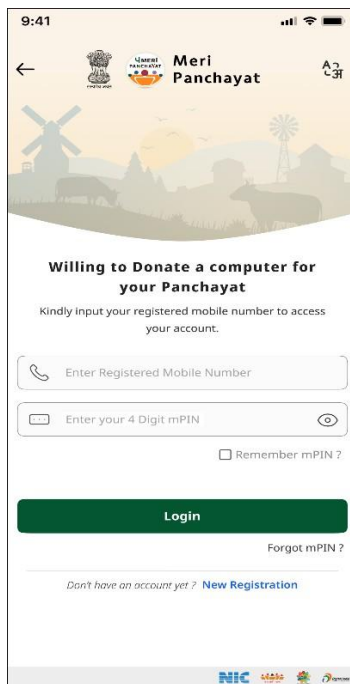
Step

- If you are a new user, complete the registration process first. Existing users can log in directly using their registered mobile number and 4-digit mPIN, skipping the create-mPIN step.

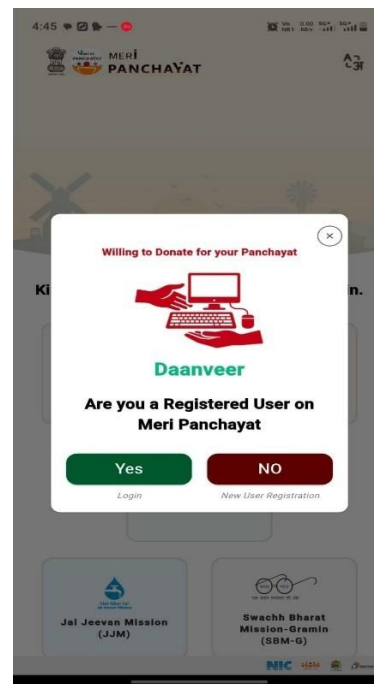
xi. Enter the registered mobile number.

xii. Enter your 4-digit mPIN.

xiii. Click Login to access the application.



Enter Mobile Number



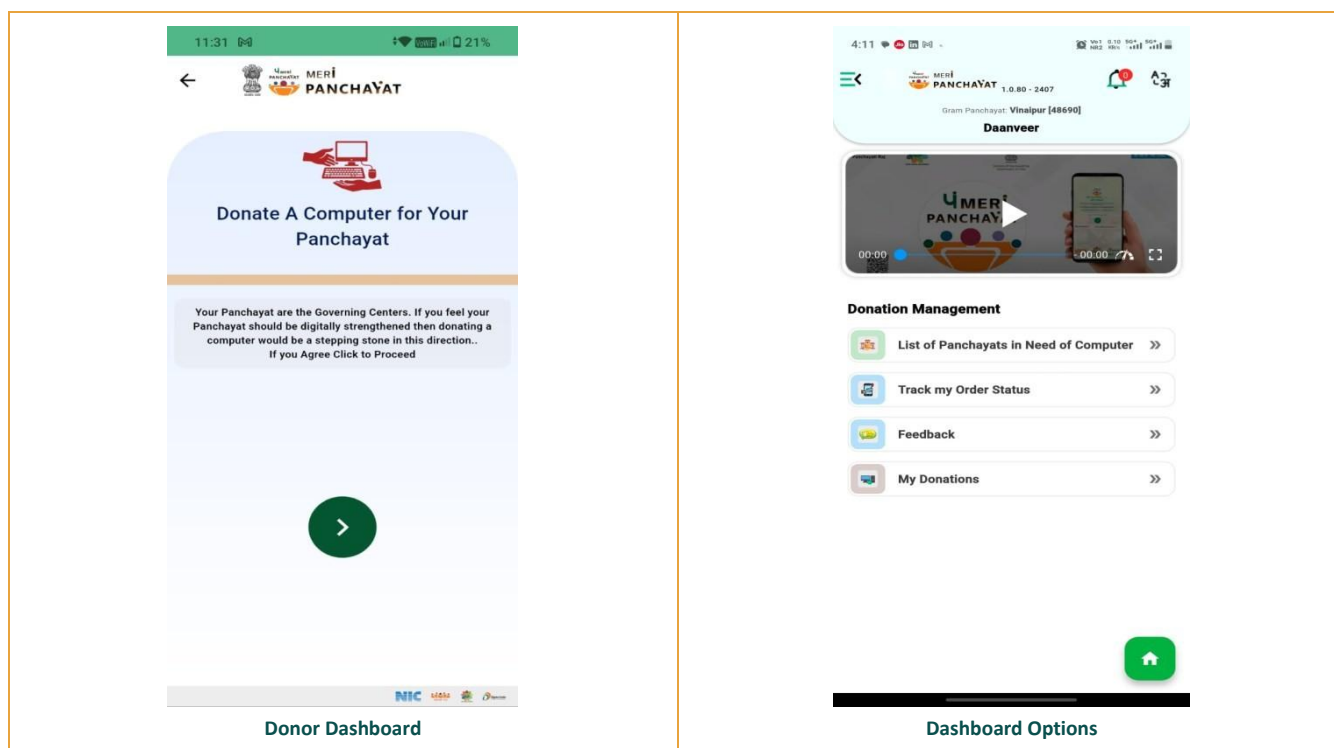
Enter mPIN & Login

7 DONOR MANAGEMENT

DESCRIPTION & PROCESS FLOW

After successful login, the Donor Dashboard is displayed. From this screen, the donor can access all the services available in the DAANVEER module. The dashboard provides the following options:

A List of Panchayats in Need of Computer — View the list of Gram Panchayats eligible for computer donation.	B Track My Order Status — View the current status of the donation order.
C Feedback — Share feedback about the donation process.	D My Donations — View the details and history of previous donations.



7.1 List of Panchayats in Need of Computer

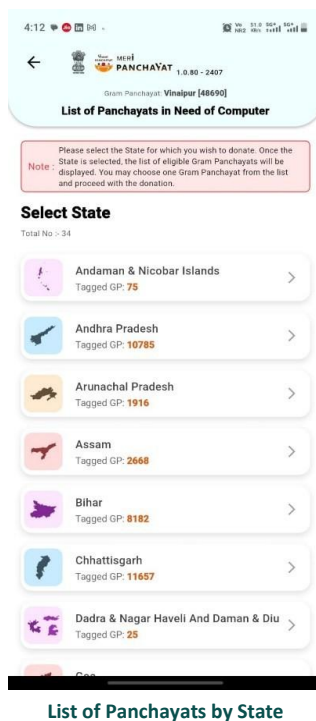
This option allows the donor to view the list of Gram Panchayats that require computers for donation.

STEPS

- xiv. From the Home Screen, select List of Panchayats in Need of Computer.
- xv. The system displays the list of States along with the number of eligible Gram Panchayats available for computer donation.
- xvi. Select the desired State. The system then displays the list of eligible Gram Panchayats available for donation in the selected State.

Note

- Only Gram Panchayats that are eligible to receive computer donations are displayed.



7.2 Select Gram Panchayat and Proceed with Donation

STEPS

- xvii. Use the Search option to locate a specific Gram Panchayat from the list.
- xviii. Select the desired Gram Panchayat.
- xix. Click Proceed.
- xx. The system displays the selected Gram Panchayat details, including the Secretary's contact information and delivery address.
- xxi. Review the displayed information.
- xxii. Click Ready! Navigate to DigiHaat & Place Order to proceed with placing the order.
- xxiii. The system redirects the donor to the DigiHaat portal to complete the purchase process.

Note

- Verify the Gram Panchayat details before proceeding to DigiHaat.
- After the order is placed on DigiHaat, the donor can track the order status through the Meri Panchayat application.

Gram Panchayat Details

Review & Proceed

Redirect to DigiHaat

7.3 Track My Order Status

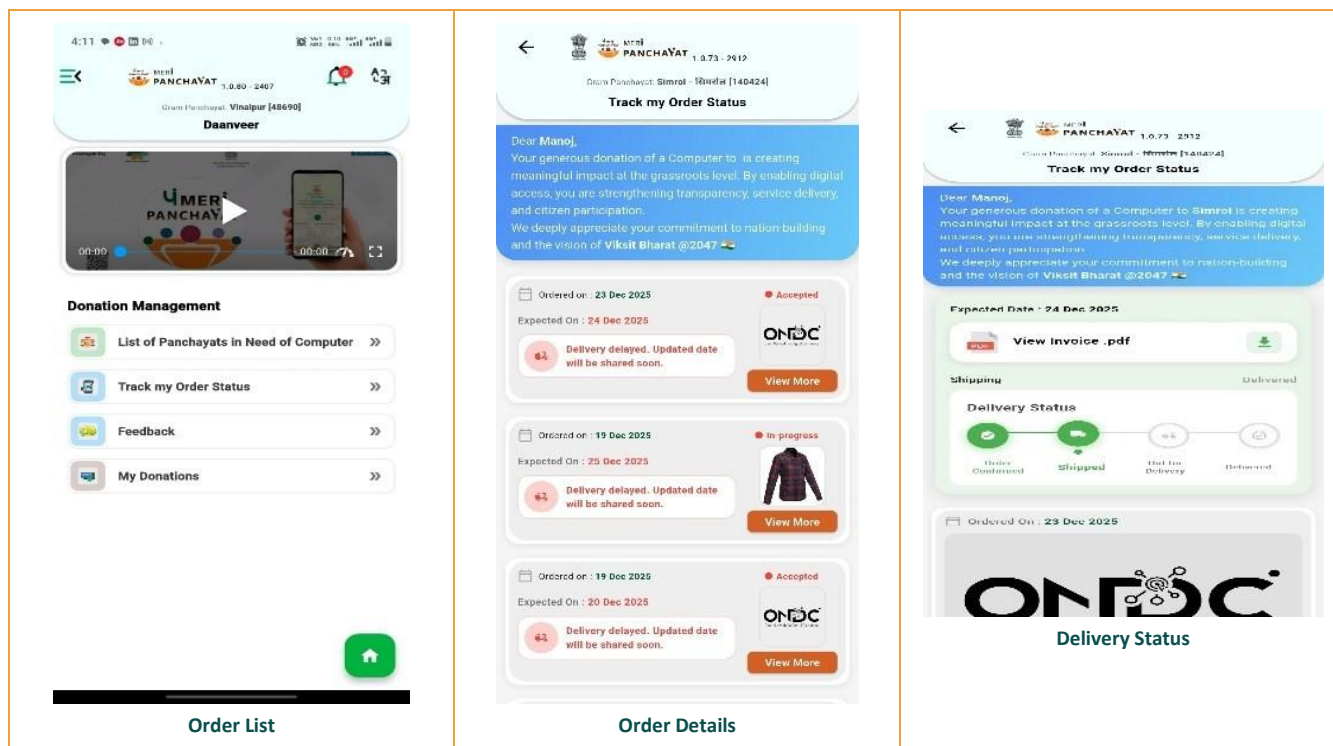
This option allows the donor to view and track the status of all computer donation orders placed through the application.

STEPS

- xxiv.** From the Home Screen, select Track My Order Status.
- xxv.** The system displays the list of all donation orders along with their Order Date, Expected Delivery Date, and Current Delivery Status.
- xxvi.** Select View More for the desired order.
- xxvii.** The system displays the complete order details, including: Invoice, Delivery status, Ordered item details, Delivery address, Recipient (GP Secretary) details.
- xxviii.** Track the order using the delivery status displayed on the screen.

Note

- The delivery status is updated based on the latest information received from the delivery partner.
- The delivery journey is displayed as Order Confirmed → Shipped → Out for Delivery → Delivered.
- The invoice can be viewed and downloaded, if available.



7.4 Feedback

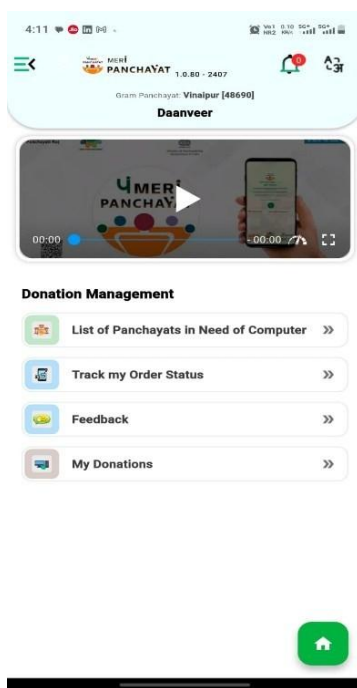
This option allows the donor to submit feedback, suggestions, or report issues related to the donation process and the Daanveer module.

STEPS

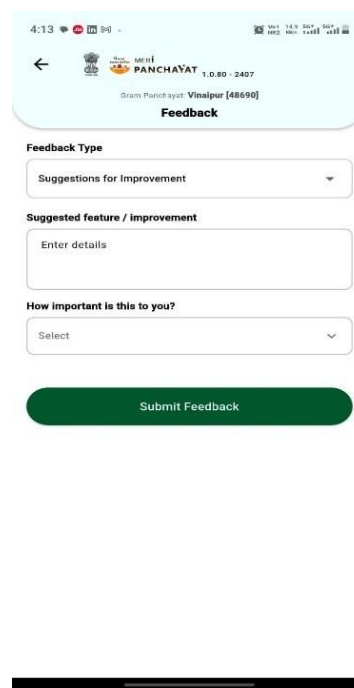
- xxix.** From the Home Screen, select Feedback.
- xxx.** Select the appropriate Feedback Type from the drop-down list.
- xxxi.** Enter the details of your suggestion, feedback, or issue in the Suggested Feature / Improvement field.
- xxxii.** Select the priority level under How important is this to you?
- xxxiii.** Review the information entered.
- xxxiv.** Click Submit Feedback to submit your feedback.

Note

- Ensure all required fields are completed before submitting the feedback.
- Submitted feedback will be reviewed by the concerned team for further action.
- The feedback option can be used to submit suggestions for improvements, report issues, or share your experience with the application.



Feedback Form



Submit Feedback

7.5 My Donations

This option allows the donor to view all donations made through the Daanveer module, track their status, and access donation-related documents.

STEPS

- E.** From the Home Screen, select My Donations.
- F.** The system displays the list of all donations made by the donor.
- G.** Select the required donation and click View More.
- H.** The system displays the complete donation details, including the Gram Panchayat details, donated item, invoice, and current donation status.

✓ CASE 1 — DONATION SUCCESSFULLY DELIVERED

If the donated item has been successfully delivered and accepted by the Gram Panchayat, the system displays:

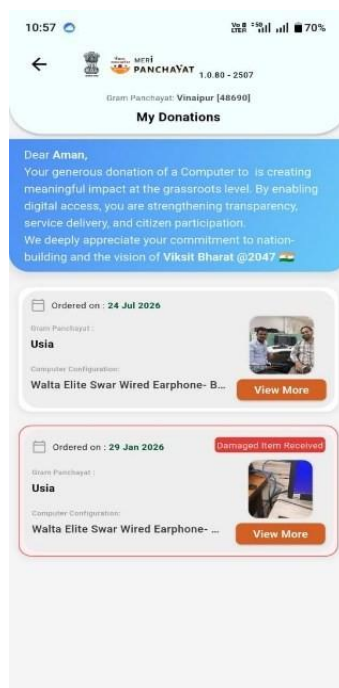
- Invoice of the donated item.
- Computer Acknowledgement Photo submitted by the Gram Panchayat Secretary.
- Delivery date of the donated item.
- Certificate / Acknowledgement by Gram Panchayat for download.
- Contact Support option for assistance, if required.

STEPS

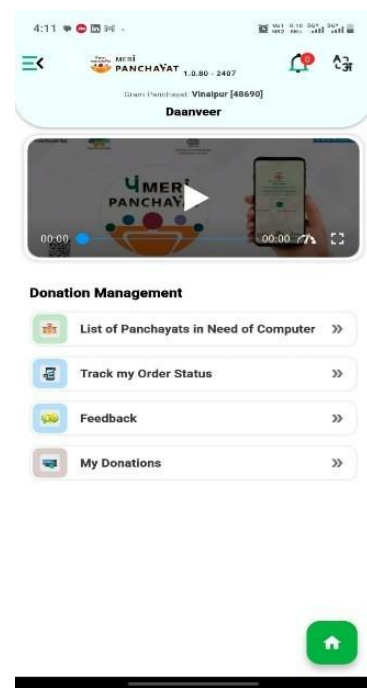
- xxxv.** Review the donation details and acknowledgement photo.
- xxxvi.** Click View Invoice to view the invoice.
- xxxvii.** Click Certificate / Acknowledgement by Gram Panchayat to download the acknowledgement certificate.
- xxxviii.** Use the Email option under Contact Support if any assistance is required.



Donation Delivered



Acknowledgement & Invoice



Download Certificate

⚠ CASE 2 — DAMAGED ITEM REPORTED

If the Gram Panchayat Secretary reports that the donated item has been received in a damaged or defective condition, the system displays:

- Invoice of the donated item.
- Photograph of the damaged item uploaded by the Gram Panchayat Secretary.
- Delivery date of the donated item.
- Rejection remarks submitted by the Gram Panchayat Secretary.
- Replace Damaged Item link option.
- Contact Support option with the official support email.

STEPS

- xxxix.** Review the photograph of the damaged item.
- xl.** Read the rejection remarks submitted by the Gram Panchayat Secretary.
- xli.** Click Replace Damaged Item to initiate the replacement process.
- xlili.** If additional assistance is required, click the Email button under Contact Support to contact the support team.

■ Note

- If the donated item is accepted by the Gram Panchayat, the donor can download the acknowledgement certificate.
- Please do not place another order for the replacement item until your current replacement request has been processed and resolved.
- If the donated item is reported as damaged or defective, the donor can initiate the replacement process using the Replace Damaged Item option.
- Refunds are not permitted. Only replacement of damaged or defective items will be processed in accordance with the applicable replacement policy.
- The Contact Support option is available in both cases to assist the donor with any donation-related queries.



Replace Damaged Item