

## FREQUENTLY ASKED QUESTIONS ON ANUMATI SOFTWARE

### 1. How to access the online software?

Type the url address as <https://dca.gov.in/anumati/> in any browser. The following screen appears. Click on the login link



The screenshot displays the homepage of the Department of Consumer Affairs, India. At the top, there is a header with the government logo and the text 'उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण विभाग' and 'DEPARTMENT OF CONSUMER AFFAIRS'. Below this is a navigation menu with links for 'About us', 'Logins', 'FAQs', 'Order and Circulars', and 'Contact Us'. A large blue banner features the title 'Online System For Clearance of Emblems and Names' and an illustration of a document and a pencil. Below the banner, there is a 'Welcome to Department of Consumer Affairs (Emblems and Names)' section with a paragraph of text and a 'READ MORE' button. To the right, there is a portrait of the Hon'ble Minister, Shri Piyush Goyal. The footer contains various logos including 'Digital India', 'Make in India', 'india.gov.in', 'GOI web directory', 'data.gov.in', and 'myGov', along with a list of links: 'Feedback', 'Website Policies', 'Contact Us', 'Web Information Manager', 'FAQ's', 'Disclaimer', 'Help', and 'Terms & Conditions'. The page is dated 'Last Updated: November 9, 2021'.

2. It takes you to the following Screen

The screenshot shows the homepage of the Department of Consumer Affairs. At the top, there is a header with the Government of India logo and the text 'उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण मंत्रालय' and 'MINISTRY OF CONSUMER AFFAIRS, FOOD & PUBLIC DISTRIBUTION'. Below this is the department's name in Hindi and English: 'उपभोक्ता मामले विभाग' and 'DEPARTMENT OF CONSUMER AFFAIRS'. A navigation menu includes 'About us', 'Logins', 'FAQs', 'Order and Circulars', and 'Contact Us'. There are four prominent buttons for login: 'Sub Registrar Login click Here', 'Ministry / Department Login click Here', 'State Nodal Officer Login click Here', and 'Admin Login click Here'. The footer contains various logos like 'Digital India', 'Make in India', 'india.gov.in', 'GOI web directory', 'data.gov.in', and 'myGov'. It also includes a feedback section and a copyright notice: 'Website Content Managed by Department of Consumer Affairs, Ministry of Consumer Affairs, Food & Public Distribution, Government of India. Designed, Developed and Hosted by National Informatics Centre (NIC). Last Updated: November 9, 2021'.

3. Now click on the appropriate log in link as above as per the category you fall. It will take you to the login page as below:-

[Back To Home](#)

The login page features the Government of India logo and the text 'सत्यमेव जयते'. It has a 'Login Id' field with the placeholder 'Enter your Login Id', a 'Password' field with the placeholder 'Enter your password', and a 'Forgot Password?' link. A 'Log in' button is at the bottom. To the right is an illustration of two people using face recognition technology, with icons for a key, an eye, a lock, and a shield above them.

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4. Type the Login id and Password you have received through the State Government / Department of Consumer Affairs, Government of India. The following screen appears

The screenshot shows the 'User Profile' update form in the Anumati system. The page header includes 'Anumati' with a menu icon and '( Sub Registrar )' with a user profile icon. The main heading is 'Please Update Profile'. The form fields are as follows:

First Name	Last Name	Email Id
<input type="text"/>	<input type="text"/>	<input type="text"/>
Mobile No	Designation	State
<input type="text" value="0"/>	<input type="text"/>	JAMMU AND KASHMIR
District	Sub District	Address
BANDIPORA	Ajas	<input type="text"/>

Below the form is a purple 'Update Form' button. At the bottom of the page, the footer reads: 'NIC @2021 | Developed By : Copyright © Department of Consumer Affairs 2021'.

5. Upon the first successful login user has to set his profile details as given above. Mobile number should be properly updated as **later OTPs will be sent to this mobile number** for password reset, alerts etc.

Once profile details are filled in, the following screen will appear

The screenshot shows the dashboard in the Anumati system. The page header includes 'Anumati' with a menu icon and 'Shiv Gupta ( Sub Registrar )' with a user profile icon. The main heading is 'Dashboard'. The dashboard contains three cards:


Applications Received	Applications Processed	Pending Applications
0	0	0

Below the dashboard is a large grey area. At the bottom of the page, the footer reads: 'NIC @2021 | Developed By : Copyright © Department of Consumer Affairs 2021'.

6. The dashboard above shows the number of Applications received by the Government (sent by the user), processed and pending applications. Clicking on any of these three links will provide details.

7. How to forward a reference to the Central Government?

On the above screen, on the left panel, there is a link called “Apply for new Names / Emblems”. Click on the link and it takes you to the following screen


Anumati ☰ Shiv Gupta ( Sub Registrar ) 

[Dashboard](#) | [Apply for new Name / Emblem](#) | [View Applications](#)

**Name and Emblems** | [Name and Emblems](#)

### Name of Applicant

Proponent First Name *	Proponent Last Name *	Designation *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Email Id *	Mobile No *	Landline Number
<input type="text"/>	<input type="text"/>	<input type="text"/>
State *	District *	Pincode *
<input type="text" value="Select State"/>	<input type="text" value="--select--"/>	<input type="text"/>
Address-1 *	Address-2	
<input type="text"/>	<input type="text"/>	
Organisation Type *	Working Area *	
<input type="text" value="--select--"/>	<input type="text" value="select"/>	
Name of Organisation/Company *		
<input type="text"/>		
Proposed Name To be Used *	Proposed Emblem To be Used *	
<input type="text"/>	<input type="button" value="Choose File"/> No file chosen	
	<small>(only .jpg, .jpeg, .png or .pdf file allowed and maximum size is 2Mb) ( Files with double extentions are not allowed (ex:- 2.file2.doc) )</small>	
Supporting Document*		
<input type="button" value="Choose File"/> No file chosen		<input type="button" value="Add More"/>
<small>(only .jpg, .jpeg, .png, .gif, .pdf, .PDF, .doc, .docx file allowed and maximum size is 5Mb) ( Files with double extentions are not allowed (ex:- 2.file2.doc) )</small>		
Audio/Video Upload	Remarks	
<input type="button" value="Choose File"/> No file chosen	<input type="text"/>	
<small>(only mp4, mp3, MOV, AVI, WEBM, MP4, MP3 file allowed and maximum size is 20 Mb) ( Files with double extentions are not allowed (ex:- 2.file2.doc) )</small>		
Brief activity of the organization *		
<input type="text"/>		
<input type="button" value="Submit Form"/>		

+ 

Please keep all relevant attachments scanned readily in pdf, doc, jpg, png formats whichever applicable. Fill in all relevant information in the above screen. Attach scanned copies of relevant documents and submit.

### 8. How to view / trace the submitted applications?

Anumati

Shiv Gupta ( Sub Registrar )

Dashboard

Apply for new Name / Emblem

View Applications

### Registered Applications

Show 10 entries Search:

Sr.No	App.No	Proponent Name	Name Of Organisation	Reg.Date	No of Days pending	Status
1	DL20210011	Anuj (Developer)	IT Software	2021-11-09 14:27:45	0	InProcess

Showing 1 to 1 of 1 entries

Prev 1 Next

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Click on the view applications link to view submitted applications.

Anumati

Shiv Gupta ( Sub Registrar )

Dashboard

Apply for new Name / Emblem

View Applications

### Application Details

Application No:- DL20210011 Application Date:- 2021-11-09 14:27:45

Proponent Name:- Anuj Kumar Designation:- Developer

Email Id:- anuj.doca@gmail.com Phone No:- 0999999999 Landline Number:-01111111111

State:- DELHI District:- NEW DELHI

Address-1:- New Delhi-1

Address-2:- New Delhi-2

Pincode No:-110096 Name of Organisation Type:-Company

Working Area:- CHANDIGARH CHHATTISGARH DELHI

Name of Organisation/Company:-IT Software

Proposed Name:-Jai Hind Logo - Logo Attachment

Remarks:-NA

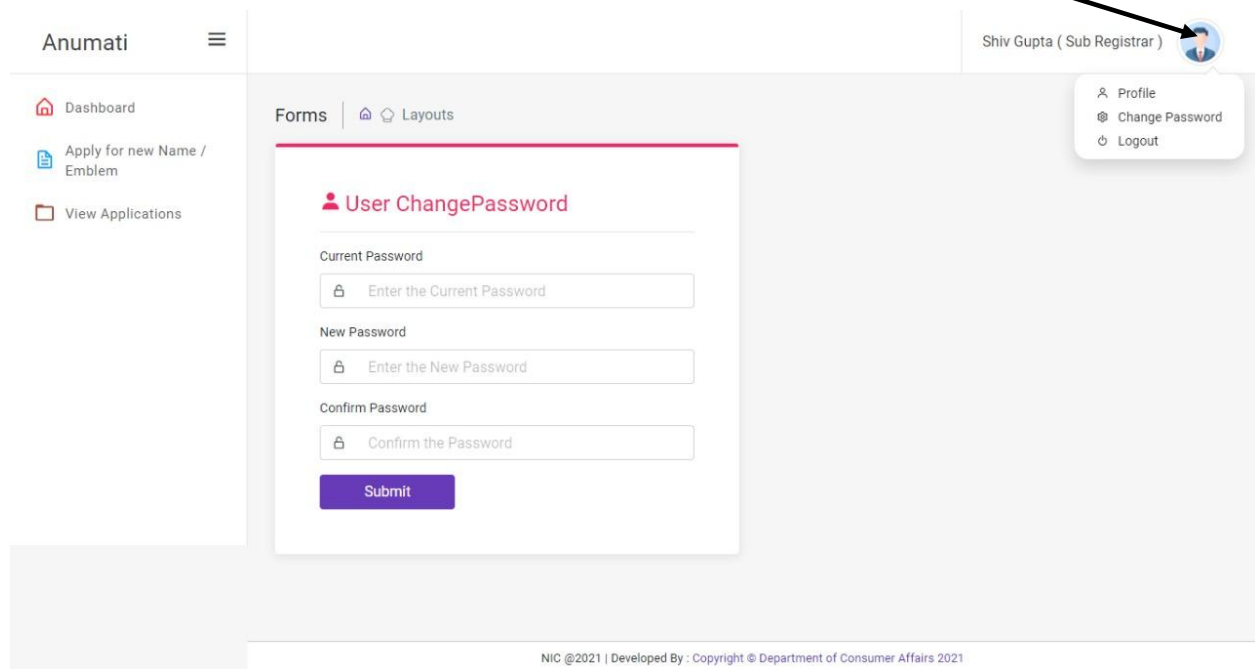
Brief Activity:-NA

Attached File:- Document, Document,

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## 9. How to change the password?

On the top left corner where the user id is shown,



The screenshot shows the Anumati web application interface. In the top right corner, the user's name "Shiv Gupta ( Sub Registrar )" is displayed next to a profile icon. A dropdown menu is open, showing options: "Profile", "Change Password", and "Logout". The main content area displays a "User ChangePassword" form with three input fields: "Current Password" (with placeholder "Enter the Current Password"), "New Password" (with placeholder "Enter the New Password"), and "Confirm Password" (with placeholder "Confirm the Password"). A purple "Submit" button is located below the form. The footer text reads "NIC @2021 | Developed By : Copyright © Department of Consumer Affairs 2021".

On clicking the Change Password link, the above screen appear. Enter the current password, the new password and confirming the new password, the password is reset.

## 10. For any technical help who should be contacted?

For any Technical Assistance, call 011-23391689

## 11. For any policy related clarifications who should be contacted?

For policy clarifications, call 011-23387737