Citizen Login

1) Open your system's browser, ensure your system is connected to the internet

2) Enter the given URL in the address bar of the browser:
   https://mcdonline.nic.in/

3) Citizen to Click on "**Citizen Login**"

4) If your Mobile number is registered, you can login directly. No need to register again.

5) If your mobile No. is not registered, please "**Click for Sign Up"** (at the bottom of the page)

6) Registration page will open, fill mandatory information and then click on **Submit** button

7) You will be redirected to **Citizen Login** Page with message "Registered successfully. Now, login with Registered Mobile No:98xxxxxx66".

8) On entering registered Mobile number and getting OTP you can Login in the system.

9) On successful login, you will be redirected to **Online Services Page**.

10) Click on **"Registration of Birth & Death"**, your login account will be opened with previous details of birth/death registration if any, in your login account.

11) General instructions may also be read by the Citizen for self-help.

12) Search Legacy options :

The Legacy data (old data) will be available as per digitization. (Data prior to 2008 has not been digitized). The following steps may be followed in order to download/view certificate for an older record of birth/death:

   i. User (citizen or hospital, as the case may be) has to log in to the RBD application and click on **Search/Print Certificate** option.

   ii. **For Birth Certificate:**
   - Searching can be done using –
     Registration No. alone (mandatory)
         OR
     DOB, Gender, Mother's name and Father's name (mandatory fields)**.**
   - After filling the mandatory details mentioned above, the user has to click the **check box** of certification and then click on the **Submit** button.
   - If the data is available in respect of the entered searching parameters, it will be reflected.

- The user will now have to click on the Action tab available against the concerned application and options like – **View and Download certificate**, **View Birth Form, Add Name** and **Correct details** will appear.
  [**NOTE** : **Add Name** and **Correct details** options will be available only after the certificate has been generated by MCD i.e. when the status against the respective application displays "**Certificated Generated**".]
- The user may select and proceed as per his requirements.

*[**Mechanisms for name addition/correction have been explained in Sr. No.13 (D) and (E).]*

iii. For Death Certificate:

- Searching can be done using –

  Registration No. alone (mandatory)

  OR

  Date of death, Gender, Mother's name and Father's name (mandatory fields)**.**
- After filling the mandatory details mentioned above, the user has to click the **check box** of certification and then click on the **Submit** button.
- If the data is available in respect of the entered searching parameters, it will be reflected.
- The user will now have to click on the Action tab available against the concerned application and options like – **View and Download certificate**, **View Death Form** and **Correct details** will appear.
  [**NOTE** : **Correct details** options will be available only after the certificate has been generated by MCD i.e. when the status against the respective application displays "**Certificated Generated**".]

- The user may select and proceed as per his requirements.

*[**Mechanism for correct of details have been explained in Sr. No.13(E).]*

iv. If record is not found

- The user (citizen) should enquire from **CRR** (Central record Room) about his/her data.

13) Subsequently, you will be prompted on the page asking for the following:

a) Birth Registration –

[Note : Please keep your ID proof, affidavit (if you apply after 21 days), SDM approval (if you apply after one month) and other required documents as per the applicability ready. Also, keep the PDF scanned copies handy.]

Using following steps you can register to obtain Birth Certificate:

i.   FilltheBirthRegistration-formcorrectlywithallmandatoryfieldsandclickon
     Submit. It will not allow submission unless mandatory items are filled.

ii. On successful submission of the form, it will redirect to the fee payment gateway section and the fee, if applicable, can be submitted using online payment gateway for debit/credit / Internet banking etc

iii. Once the payment process is completed, the application will be submitted for the approval of the respective Sub-registrar/ Registrar, you will be notified regarding approval or rejection via SMS and eMail.

iv. If application is approved, the certificate will be available for download to the citizen in the dashboard under the **Action** tab available against the submitted application.

b) Death Registration–

[**Note :** Documentary proof of Your IDs (Like Aadhaar ID, Ration card etc), death cremation / burial ground slip, MLR etc as per applicability ready before proceeding with the registration process. Please keep ready PDF scanned copies.]

Following steps may be followed

i. Fill the death Registration-form correctly with all mandatory fields and click on **Submit.** It will not allow submission unless all mandatory parameters are filled.

ii. It will redirect you to Payment gateway if any late fee is applicable

iii. Once the payment is successful, the application will be submitted for approval of Sub-Registrar/Registrar, you will be notified approval and rejection via SMS and email.

iv. If application is approved, the certificate will be available for download to the citizen in the dashboard under the **Action** tab available against the submitted application.

[**Note:** In case of domiciliary birth/death , if the citizen applies for certificate, using his own login from anywhere, the application will route to the concerned Sub-registrar/ Registrar even within 21 days bracket.]

c) Still Birth Registration-– Using following steps you can register to obtain Certificate:

i. Fill the Still Birth Registration-form correctly with all mandatory fields and click on Submit. It will not allow submission unless mandatory items are filled

ii. Please attach all required documents as needed during registration

iii. On successful submission of the form, it will direct you for the payment fees, if any applicable.

iv. Once the payment is successful, the application will be submitted for approval of Sub-Registrar/Registrar, you will be notified approval and rejection via SMS and email.

v. If application is approved, the certificate will be available for download to the citizen in the dashboard under the **Action** tab available against the submitted application.

D) Application for Name addition

[**Note :** This option will be available on the citizen's dashboard, in the **Action** tab, after successfully receiving the birth certificate for the child]

- The citizen can log in to his account and from the dashboard, the **ACTION** tab has to be clicked. Furthermore, the **Add Name** option has to be clicked.
- The respective birth form will open up where the name of the child can be entered.
- After filling the "**Name of the Child**" parameter, the user can click on the **Submit** button. (Necessary relevant documents may be uploaded, if required).
- The application will be then forwarded to the concerned MCD officials for approval.
- Once the approval is received from the MCD officials, the user can download the birth certificate from the **ACTION** tab available in the dashboard by choosing the **Download Birth Certificate** option.

E) Application for Name Correction

[**Note :** This option will be available on the citizen's dashboard, in the **Action** tab, after successfully receiving the birth/death certificate]

- The citizen can log in to his account and from the dashboard, the **ACTION** tab has to be clicked. Furthermore, the **Correct details** option has to be clicked, against the respective birth/death application.
- The respective birth/death form will open up where the name of the **child/mother/father** (in birth form) OR name of the **deceased** (in death form) can be corrected by choosing **Major correction** or **Minor correction** option from the selection boxes available in the form against the respective name fields.
- After making the necessary corrections in the respective parameters, if any, the user can click on the **Submit** button. (Necessary relevant documents may be uploaded, if required).
- The application will be then forwarded to the concerned MCD officials for approval.
- Once the approval is received from the MCD officials, the user can download the new birth/death certificate from the **ACTION** tab available in the dashboard by choosing the respective **Download Birth Certificate** or **Download Death Certificate** option.