



‘Instant services turn us into users of soft tomorrow’



About Sahaj



Started operation in 2007 and created world's largest e-Service Centers on an internet kiosk model

In 23 states *

Present in 23 States covering 469 districts, 4484 blocks with more than 1,53,000 Sahaj Mitrs



Sahaj is the largest SCA (Service Centre Agency) entrusted by Govt. of India to undertake e-governance programmed in some States

Expanding business operations to small towns and pan India presence

- Sahaj journey started in 2007 with only 6 centers and 3 services. Today we are present in 23 States of India with over 30 or more services.
- 1,53,000+ Sahaj Kendras
- One lakh fifty three thousand happy Sahaj Mitr
- Business opportunity with Govt services as well as well know Brands national and international.
- Easy to understand business model with personalized portal access and wallet services.
- Excellent customer services through its Call center and Sales personals at state level always at your services.
- Sahaj Retail Limited won The Economic Times Champions of Rural Markets Award and many prestigious awards for its phenomenal work in promoting Digital India Project.



SAHAJ-Core Values



Our flexible attitude and ability to offer a gamut of services based on our own communication infrastructure effectively provides a tailored service, catering to all our individual requirements – be it our own channel partners, Corporate or Government.

SAHAJ LINE OF BUSINESS



Financial Inclusion

Banking Correspondent

Sahaj AEPS
DMT
BBPS

Micro ATM

E Commerce

Amazon Easy

Financial Services

Life Insurance

Motor Insurance

Health Insurance

Liberty Shookeeper Insurance

Government Services

PAN

NIC UP

E-Stamping

Mo Seva Kendra

E-Siksha

E-Learning

Tech Mahindra

Earn More

Elogi

EGI

Fastag

Entertainment

Zee 5

Hoichoi

EPICON

Utilities

IRCTC

TAX2WIN

NB-SB PDCL

UPPCL

For internal training & circulation



Operations

For internal training & circulation

How to be a Sahaj Mitra



1. Register yourself through the online portal Sahaj.<https://retail.sahaj.co.in/web/guest/home>.
2. There are various schemes for acquiring the channels. Depending on the schemes, various services are available. The fee is dependent upon scheme opted.
3. To be eligible to become an SM one need to be minimum 12 pass. The prospect should hold a bank account with net banking facility. Prospect should be able to furnish proof of identity/address. Prospect should have a decent laptop/Desktop, with good internet speed.

DO's

- Respect your customers.
- Be Honest.
- Take responsibility.
- Always put yourself in customers boots.
- Express your Gratitude

Don'ts

- Don't make things overly complicated.
- Don't be indifferent.
- Don't treat customers as transactions.
- Don't ignore customer feedback.
- Don't be afraid of complaints.

Registration Process



SM will click on “New Registration” option under Registration tab

SAHAJ CORPORATE REGISTRATION English

Registration

- New Registration >
- Know Registration status >
- Continue Registration >
- How to Register?

Password

Forgot Password ?

Login

Protecting lives & assets
Guaranteeing peace of mind

11:17
15-12-2021

Registration Process



SM will choose 'Entity Type', 'Category' and 'Area' and click on 'Continue'

The screenshot shows a web browser window with the URL `retail.sahaj.co.in/web/guest/registration?p_p_id=SMRegistration_WAR_SMRegistration&p_p_lifecycle=0&p_p_state=normal&p_p_mode=view&actionType=registration`. The page features a yellow header with the SAHAJ logo and navigation links for 'SAHAJ CORPORATE', 'REGISTRATION', and 'English'. A left sidebar contains a menu with 'Primary Details' (highlighted), 'Addresses', 'Bank Details', 'References', and 'Upload Documents'. The main content area is titled 'Do not pay cash to anybody for availing any service of SAHAJ' and contains a registration form. The form includes: 'Entity Type' with 'Individual' selected (indicated by a green checkmark) and 'Business' as an alternative; 'SM Category' set to 'Sahaj Mitra'; 'Area Opted For' with a dropdown menu open showing 'Rural' and 'Urban' options; and a field for 'Mention Your PM (Distributor) ID' with a 'Validate' button. A large orange arrow points to a red 'Continue' button at the bottom of the form. The footer contains contact information, a 'See FAQs' link, and a 'Partner with us' link. The Windows taskbar at the bottom shows the time as 11:18 on 15-12-2021.

Registration Process



Mobile no. will be verified via OTP

The screenshot shows the Sahaj Mitra Registration web page. The browser address bar displays the URL: `retail.sahaj.co.in/web/guest/registration?p_p_id=SMRegistration_WAR_SMRegistration&p_p_lifecycle=0&p_p_state=normal&p_p_mode=view&actionType=registration`. The page header includes the SAHAJ logo, "SAHAJ CORPORATE", "REGISTRATION", and "English". A left sidebar lists navigation options: Personal Details (Primary Details, Addresses), Bank Details, References, and Upload Documents. The main content area is titled "Sahaj Mitr Registration" and features a warning: "Do not pay cash to anybody for availing any service of SAHAJ". The registration form includes fields for Entity Type (Individual selected), SM Category (Sahaj Mitr), and a field for PM (Distributor) ID with a "Validate" button. Below this is the "Phone & Email" section with fields for Mobile Number (with a "Verify Mobile" button) and Email Id (with a "Check Availability" button). A modal window is overlaid on the form, displaying the message: "We have sent an OTP to your mobile number", "OTP valid for 15 minutes", and "Please enter the 4-digits OTP here". A red "Continue" button is at the bottom of the modal. The text "Primary Mobile Number" is partially visible on the right side of the page.

Email will be verified within the system

Registration Process



After filling-up PAN No. Name & Date of Birth is fetched

Browser tabs: Inbox (6,834) - anirban.aich@sahaj | PAN Card - Sahaj | Registration - Liferay DXP

Browser address bar: uat2.sahaj.co.in/web/guest/registration?p_p_id=SMRegistration_WAR_SMRegistration&p_p_lifecycle=0&_SMRegistration_WAR_SMRegistration_impli...

SAHAJ CORPORATE REGISTRATION English

Marital Status: Single | Nationality: Indian

Upload Documents

Upload Photo: Kansiram Photo.jpeg (A Digital Or A Scanned Photo)

Select Address Proof: Aadhar | Enter Aadhar Card Number: XXXXXXXX

Upload Aadhar Card: Pancard.jpeg

Data Fetched Successfully

Permanent Residence Address

Registration Process



After filling-up Aadhar No. Address is fetched

'City' needs to be filled up manually and 'District' will be selected from Dropdown box

↑ Upload Aadhar Card

ADHR.jpg

Data Fetched Successfully

Permanent Residence Address

Address

City / Town / Gram Panchayat

State

-Select-

District

Block

Pincode

Show all



Type here to search



31°C

ENG

15:20:24

23-11-2021



Registration Process



SM will verify the details

Personal Details

ENTITY TYPE	Individual
SM CATEGORY	Param Mitr
AREA OPTED FOR	Rural
MAP TO PM ID	
REFERRAL SAHAJ MITRA ID	

Personal Details

NAME	Mr. KANSHI RAM KALIYAMOORTHY
DATE OF BIRTH	14/01/1996
GENDER	Male
MARITAL STATUS	Single
NATIONALITY	Indian

Registration Process



SM will verify the details. SM will click on submit after reviewing his details

The screenshot shows a web browser window with the URL uat2.sahaj.co.in/web/guest/registration?p_p_id=SMRegistration_WAR_SMRegistration&p_p_lifecycle=0&_SMRegistration_WAR_SMRegistration_impli.... The page features a yellow header with the SAHAJ logo and navigation links for 'SAHAJ CORPORATE', 'REGISTRATION', and 'English'. The main content area is titled 'Documents Uploaded' and contains the following fields:

- YOUR PHOTO: Kansiram Photo_3.jpeg (Preview)
- IDENTITY PROOF TYPE
- IDENTITY PROOF PHOTO: new pan.jpg (Preview)
- IDENTITY PROOF NUMBER: HSXPK1125A
- ADDRESS PROOF TYPE: Aadhar
- ADDRESS PROOF PHOTO: (Preview)
- ADDRESS PROOF NUMBER

At the bottom of the form, there are two buttons: 'Edit' and 'Submit'. The 'Submit' button is highlighted with a red box. Below the form, there is a dark blue footer with three sections: 'HAVE A QUESTION IN MIND? See FAQs', 'GET IN TOUCH WITH US Contact Us', and 'BE OUR BUSINESS PARTNER Partner with us'. The Windows taskbar at the bottom shows the time as 15:28:25 on 23-11-2021.

Registration Process



SM will get his 16 Digit Sahaj Id. SM will also receive the ID, Password and Pin in his registered phone no, and email id

The screenshot shows a web browser window with the URL `uat2.sahaj.co.in/web/guest/registration?p_p_id=SMRegistration_WAR_SMRegistration&p_p_lifecycle=0&_SMRegistration_WAR_SMRegistration_impli...`. The browser tabs include 'Inbox (6,835) - anirban.aich@sah...', 'PAN Card - Sahaj', and 'Registration - Liferay DXP'. The website header features the 'SAHAJ' logo and navigation links for 'REGISTRATION' and 'English'. A central modal window displays a thumbs-up icon and the text: 'Congratulations Registration form submitted successfully! Thank you for your interest to become a Param Mitra. Your SAHAJ MITR/PARAM MITR id is **1908682231052494**. You may also call us at our toll free number 8388-088-088'. The background shows a sidebar menu with options like 'Personal Details', 'Primary Details', 'Addresses', 'Bank Details', 'References', and 'Upload Documents'. A user profile for 'Anil kumar' is visible. The footer contains links for 'HAVE A QUESTION IN MIND? See FAQs', 'GET IN TOUCH WITH US Contact Us', and 'BE OUR BUSINESS PARTNER Partner with us'. The Windows taskbar at the bottom shows the search bar and various application icons.

Roll-out Fees payment Process



SM to login with user id and password

Reaching last-mile banking
Changing the banking landscape

SAHAJ

SAHAJ CORPORATE REGISTRATION English

Login

Forgot Password ?

Login

Establishing secure connection...

Type here to search

12:37 10/06/2020

Roll-out Fees payment Process



SM will choose the scheme from the dropdown box and click on submit

The screenshot shows a web browser window with the URL `uat2.sahaj.co.in/web/guest/eAgreement`. The page title is "Select Plan Code". The form contains two dropdown menus for "Plan Code", separated by "OR". The first dropdown is set to "DSTB10K". To the right of the second dropdown is a red "Search" button. Below the dropdowns, the selected scheme details are displayed:

- SCHEME CODE :DSTB10K
- SCHEME AMOUNT :10000.00
- SCHEME Services :Bharat Pay Registration, Bharat Pay Transaction, BULK_DEAL, EL FRANCHISE MODEL, EL FRANCHISE MODEL RENEWAL, BSEB FEES COLLECTION, Computer Fundamental Institutional Model, Religare, RGICL, FASTAG, FASTAG_Rollout_Payment, UTIITSL PAN, CYBER-PLAT, OXXY, RURAL MPOWER, Royal Sundaram, BIHAR_AGRICULTURE, HDFC LIFE, ACKO, Advanced Tally ERP 9, CERTIFICATE IN COMPUTER APPLICATION, COMPUTER FUNDAMENTALS, ELO_CORELDRAW_SINGLE, Domestic DATA Entry Operator, Dream Weaver, DTP, Hardware and Networking, INTERVIEW ETIQUETTES, JOB - TRAINER, MICROSOFT_EXCEL_2010, MICROSOFT_POWERPOINT_2010, MICROSOFT_WORD_2010, Pagemaker, ELO_PHOTOSHOP_SINGLE, Tally ERP 9, TYPO LESSON, WINDOWS_7, SARKARI-PARIKSHA, COMPUTER TODAY

A red box highlights the "submit" button at the bottom left of the form area.

Roll-out Fees payment Process



SM will be redirected to payment page from where he will make the payment

The screenshot shows a web browser window with the URL uat2.sahaj.co.in/web/guest/sahaj-recharge-type. The page title is "Recharge Type" and it includes a "Know Your Wallet !" link. Three recharge options are listed: "Instant Skash Recharge", "Instant Skash Recharge (Turant)", and "Fast Recharge". The "Instant Skash Recharge (Turant)" option is highlighted with a red rectangular box. A blue arrow points from this box to a circular callout bubble containing the text "Currently Active". Below the recharge options, a large orange-bordered text box contains the text: "SM will get the option of selecting Payment Gateway" for paying the Roll-out Fees." The footer of the page includes "Copyright © 2021 Sahaj. All rights reserved.", "Sahaj Corporate", "Downloads", and "Contact Us". The Windows taskbar at the bottom shows the time as 10:43:32 on 07-12-2021.

Password Change Process on 2nd time log-in



At the time of second log-in SM will be asked to change his default password to continue with his services.

param mitr - sujit.buduk@sahaj | Sahaj Mitr Registration - Sahaj | EAgreement - Liferay DXP

uat2.sahaj.co.in/web/guest/eagreement?p_p_id=eagreementcontroller_WAR_eAgreementController&p_p_lifecycle=1&p_p_state=normal&p_p_mode=view&eagreementcon...

Change Password

Please change password before proceeding.

Enter Old Password Enter New Password

Re-enter New Password **Change Password**

Copyright © 2021 Sahaj. All rights reserved. Sahaj Corporate Downloads Contact Us

Type here to search 15:28:54 13-12-2021



SKASH

SKASH Recharge Process



SAHAJ CORPORATE REGISTRATION English

Reaching last-mile banking
Changing the banking landscape

SM will enter his
16 digit login ID
and Password

Login

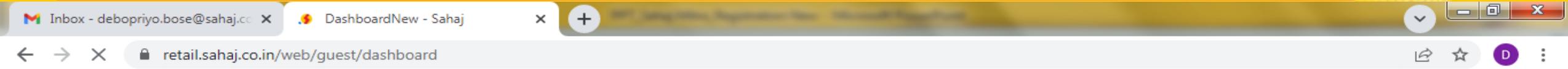
[Forgot Password ?](#)

Login



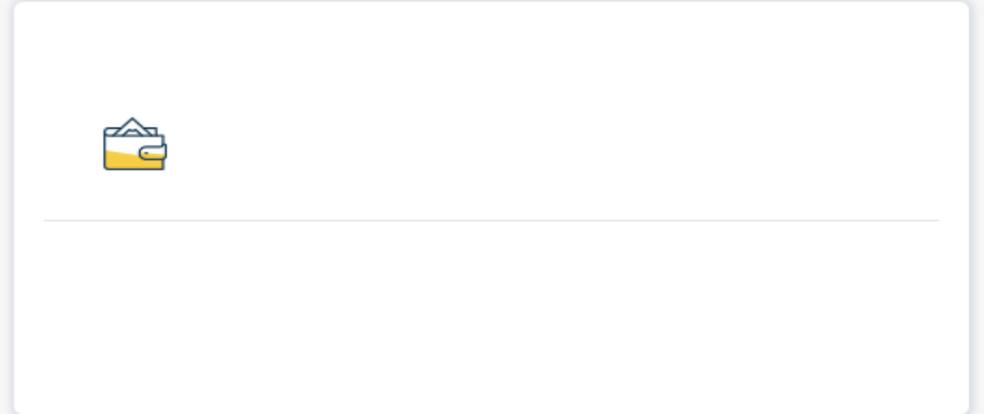
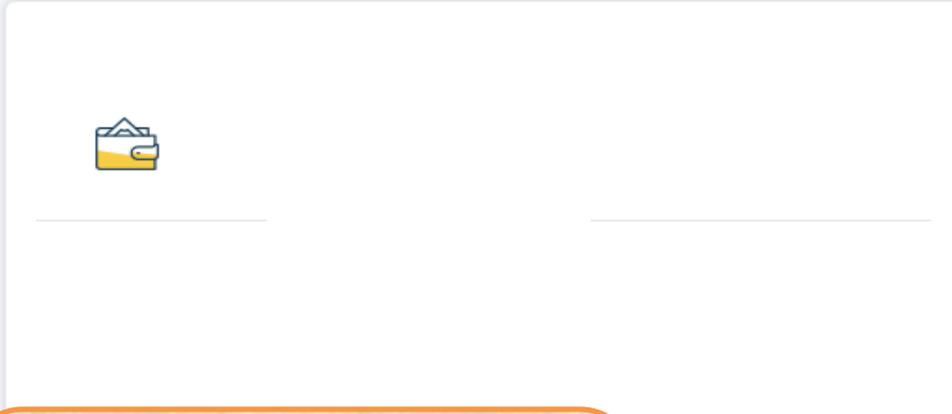
SKASH Recharge Process

SAHAJ



- Welcome
- HOME >
- Banking >
- Government Services >
- Insurance >
- E-Learning >
- Bill Payments >
- Entertainment >
- My Business >**
- Fastag >
- PAN & Tax >
- Travel & Tourism >

|| आप सभी सहज मित्रों को सूचित किया जाता है कि वोटर ID कार्ड आवेदन के लिए दिए गए लिंक <https://play.google.co>



SM will click on "My Business" tab



SKASH Recharge Process



- My Business
- Draft Application
- VLE Ledger
- SKASH Recharge**
- Track Benefit
- Benefit Receipt Confirmation
- View Transaction History
- Capacity Building Quiz
- Manual SKASH Recharge
- Training Corner
- SM Appl Mapping
- Allocate fund
- PM Process
- Reports
- Duplicate Receipt
- Fastag
- PAN & Tax

एरिया मैनेजर कृष्णीय साहू मोबाइल नंबर 6290823172 | उत्तराखण्ड एरिया मैनेजर साकिब खान- 6290823146 | लखनऊ एरिया मैनेजर प्रांजल श्रीवास्तव मोबाइल नंबर 9330025

SM will select "SKASH Recharge" option from the dropdown list

Our Offers

Check out our latest offers



SKASH Recharge Process



- Welcome
- HOME >
- Banking >
- Government Services >
- Insurance >
- E-Learning >
- Bill Payments >
- Entertainment >
- My Business >
- Fastag >
- PAN & Tax >
- Travel & Tourism >

Recharge Type

Wallet Type [Know Your Wallet !](#)

-Select-
-Select-
Non-Govt Skash
Govt Skash

Instant Skash Recharge (Turant) Fast Recharge

SM will select "Non-Govt SKASH" option from the dropdown list of "Wallet Type"

SKASH Recharge Process



- Welcome
- HOME >
- Banking >
- Government Services >
- Insurance >
- E-Learning >
- Bill Payments >
- Entertainment >
- My Business >
- Fastag >
- PAN & Tax >
- Travel & Tourism >

Recharge Type

Wallet Type [Know Your Wallet !](#)

Non-Govt Skash

Instant Skash Recharge Instant Skash Recharge (Turant) Fast Recharge

Currently Active

SM will get the option of selecting Payment Gateway” for recharging the wallet

SKASH Recharge Process- Instant SKASH(Turant)



- Welcome
- HOME >
- Banking >
- Government Services >
- Insurance >
- E-Learning >
- Bill Payments >
- Entertainment >
- My Business >
- Fastag >
- PAN & Tax >
- Travel & Tourism >

Recharge Type

Wallet Type [Know Your Wallet !](#)

Non-Govt Skash

Instant Skash Recharge **Instant Skash Recharge (Turant)** Fast Recharge

**SM can select
"Instant SKASH
Recharge (Turant)"**

SKASH Recharge Process- Instant SKASH(Turant)



- Welcome
- HOME >
- Banking >
- Government Services >
- Insurance >
- E-Learning >
- Bill Payments >
- Entertainment >
- My Business >
- Fastag >
- PAN & Tax >
- Travel & Tourism >

Amount to be recharged can not be less than 50 and more than 999990

Skash Recharge

Enter Amount to be added
7000

Payment Mode

- Debit Card
- Credit Card
- Net Banking
- UPI

SM will enter the recharge amount and select the "Payment gateway mode"
Payment Gateway modes available:
'Debit Card, Credit Card, Net banking & UPI'
Additional Charged will be levied depending on the Payment Mode

Additional Charges

01	Bank Charges	0.00
02	SGST	0.00
03	CGST	0.00
04	IGST	0.00
05	UTGST	0.00

Total Payable Amount 0.00
[View Service Charges](#)

Proceed

SKASH Recharge Process- Instant SKASH(Turant)



Debit Card

Credit Card

SAHAJ RETAIL LIMITED

SAHAJ RETAIL LIMITED

< GO BACK

< GO BACK

SAHAJ RETAIL LIMITED Order

Amount to be paid

₹7,074.34

Transaction ID: 9882209

SAHAJ RETAIL LIMITED Order

Amount to be paid

₹7,074.34

Transaction ID: 9882216

SELECT AN OPTION TO PAY

SELECT AN OPTION TO PAY



paytm

Pay easily using your saved payment methods



paytm

Pay easily using your saved payment methods



Debit Card

Card Number

Card Expiry Date

CVV

[Help](#)

PAY ₹ 7,074.34



Credit Card

Card Number

Card Expiry Date

CVV

[Help](#)

PAY ₹ 7,074.34

SM will provide the Debit Card / Credit Card details and complete the payment.

SKASH Recharge Process- Instant SKASH(Turant)



Net Banking

UPI



Payment through ICICI Bank

ICICI Bank Savings A/c / Pockets Wallet

ICICI Bank Corporate A/c

User ID

[Get User ID](#)

OR

Registered Mobile Number

SAHAJ RETAIL LIMITED

[← GO BACK](#)

SAHAJ RETAIL LIMITED Order

Transaction ID: 9882237

Amount to be paid

₹7,000

PAY INSTANTLY USING QR CODE

Scan QR code using Paytm or your preferred UPI app



[Click to enlarge](#)

SELECT AN OPTION TO PAY

UPI

UPI Address is unique payment address that is linked to a bank account. [Know More](#)

PAY ₹ 7,000

**SM will provide the Net Banking/ UPI details and complete the payment.
For UPI QR Code can be used also.**

SKASH Recharge Process- Fast Recharge



English

Welcome
Abhijeet

Recharge Type

Wallet Type

Non-Govt Skash

[Know Your Wallet !](#)

Instant Skash Recharge

Instant Skash Recharge (Turant)

Fast Recharge

**SM can select
"Fast Recharge"**

SKASH Recharge Process- Fast Recharge



- Welcome Abhijeet
- HOME >
- Banking >
- Government Services >
- Insurance >
- E-Learning >
- Bill Payments >
- Entertainment >
- My Business >
- Fastag >
- PAN & Tax >
- Travel & Tourism >

Amount to be recharged can not be less than 50 and more than 999990

Skash Recharge

Enter Amount to be added
7000

Payment Mode

- Debit Card
- Credit Card
- Net Banking
- UPI

SM will enter the recharge amount and select the "Payment gateway mode"
Payment Gateway modes available:
'Debit Card, Credit Card, Net banking & UPI'
Additional Charged will be levied depending on the Payment Mode

Additional Charges

01	Bank Charges	0.00
02	SGST	0.00
03	CGST	0.00
04	IGST	0.00
05	UTGST	0.00

Total Payable Amount 0.00
[View Service Charges](#)

Proceed

SKASH Recharge Process- Fast Recharge



Debit Card



Sahaj Retail Limited
Cancel

₹7074.34

Card

Debit card is supported

Card Number

Card Holder Name

MM/YY

CVV

Secure my card as per RBI guidelines

Pay Now

Debit Card



Sahaj Retail Limited
Cancel

₹7074.34

Card

Debit card is supported

Card Number

Card Holder Name

MM/YY

CVV

Secure my card as per RBI guidelines

Pay Now

SM will provide the Debit Card / Credit Card details and complete the payment.

SKASH Recharge Process- Fast Recharge



Net Banking



Sahaj Retail Limited

Cancel

₹7007.66



Net Banking



ICICI



Kotak



SBI



HDFC

Show all Banking Options

UPI



Sahaj Retail Limited

Cancel

₹7000.00



UPI



Pay Using QR Code

Enter UPI ID or Phone Number

Verify & Pay



**SM will provide the Net Banking/ UPI details and complete the payment.
For UPI QR Code can be used also.**

A large, light gray graphic on the left side of the slide, resembling a stylized globe or a network of interconnected nodes. It has a curved, hemispherical shape with a grid of small, rounded rectangular cells. The graphic is semi-transparent and overlaps the text.

Training Corner in Sahaj Portal

For any Information related to Services of Sahaj, SM can Click on the Training corner for details.

The screenshot shows a web browser window displaying the Sahaj retail website dashboard. The browser's address bar shows the URL retail.sahaj.co.in/web/guest/dashboard. The website header is yellow with the Sahaj logo on the left and navigation icons on the right, including a 'Training' button. A red arrow points to this button. Below the header, a red banner contains a warning message in Hindi: 'मित्र, खतांनी सर्विस के लिए आपके SRL wallet (Non Govt) में पर्याप्त रिचार्ज होना अनिवार्य है ! खतांनी करने के बाद SRL wallet में, किये गए खतांनी कि राशी नहीं होने कि दशा में'. Below this, two wallet balance cards are displayed: 'SRL SKASH WALLET' with a balance of ₹ 741.36 and 'SeVL SKASH WALLET' with a balance of ₹ 0.00. A 'Our Offers' section follows, with a 'COMING SOON' banner at the bottom. The browser's taskbar at the bottom shows the time as 11:43 on 23-03-2021.

English

Training

मित्र, खतांनी सर्विस के लिए आपके SRL wallet (Non Govt) में पर्याप्त रिचार्ज होना अनिवार्य है ! खतांनी करने के बाद SRL wallet में, किये गए खतांनी कि राशी नहीं होने कि दशा में

Wallet Type	Balance	Last Recharge
SRL SKASH WALLET	₹ 741.36	₹ 7500 on 2020-10-15
SeVL SKASH WALLET	₹ 0.00	₹ 0 on

Our Offers

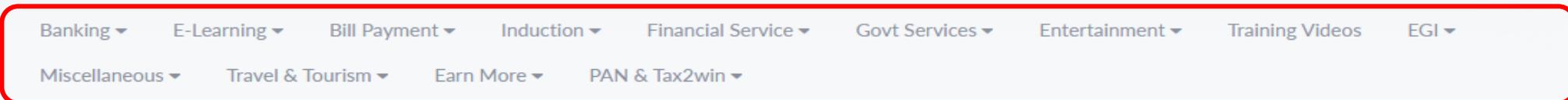
Check out our latest offers

COMING SOON

<https://retail.sahaj.co.in/web/guest/training-corner>

11:43
23-03-2021

SM can get details about any Services of Sahaj



For any issues you can call our Customer Care No.

83880 88088



SPEAK  **UP**
We Care!

SAHAJ

For any query kindly reach out to
your.concerns@sahaj.co.in
support@sahaj.co.in

For text message/SMS
 +91 7596022933

For Whatsapp
 +91 7605082854



भरोसा खास है, सहज पास है

Thank
you!!