



## INSTANT SERVICES FOR THE SMART CUSTOMERS OF TOMORROW



# About Sahaj





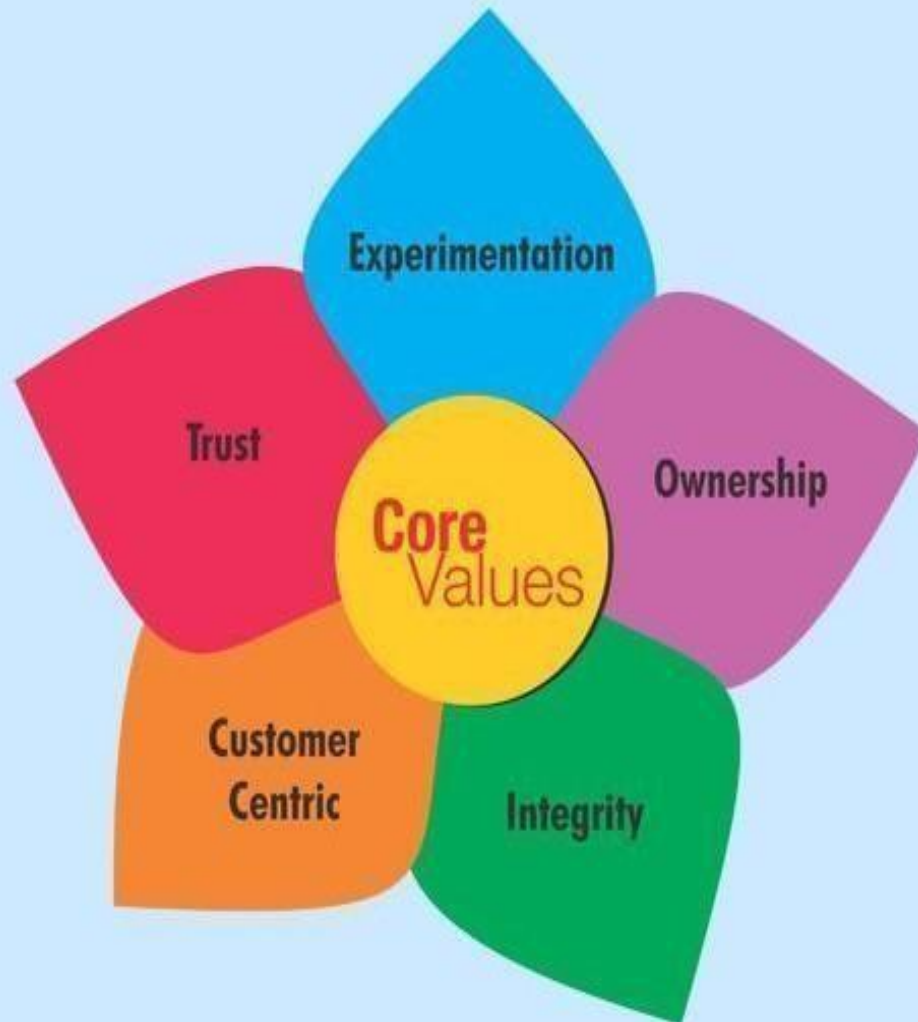
# Why Sahaj



- 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.
- 2,10,000+ 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

Micro ATM

DMT

## Financial Services

Motor Insurance

## Travel & Tourism

IRCTC

Red Bus

Flight Ticket

## Government Services

PAN

TAX2WIN

Mo Seva Kendra

Umang

NIC UP

## E-Siksha/Sahaj Guru

E-Learning

Tech Mahindra

LORE

Edunguru

## Entertainment

EPICON

Moonfrog

EGI

Fastag

## Bill Payments

LIC Premium

NB-SB PDCL

BBPS

Earn More

DOCONLINE

For internal training & circulation



# Operations

For internal training & circulation



# Eligibility to become Sahaj Mitr



- Minimum Qualification required is Class 12 Pass.
- The prospect should have a valid PAN Card and Aadhar Card.
- The prospect should hold a bank account with net banking facility.
- The Prospect should have a decent laptop/Desktop, with speedy internet connection.
- The prospect should have a professional area(either owned or rented) to carry out the business.



# Rules and Regulations



## 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.



# How to become Sahaj Mitr



- The prospect should visit Sahaj Portal website- [www.retail.sahaj.co.in](http://www.retail.sahaj.co.in)
- The prospect will register himself by filling up the details required.
- The prospect will pay the Roll-out Fees as per the scheme code suggested/opted.
- The prospect will be activated instantly after successful payment.



# Registration Process

SAHAJ

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

The screenshot shows a web browser window with the URL [retail.sahaj.co.in/web/guest/home](https://retail.sahaj.co.in/web/guest/home). The page features a yellow header with the SAHAJ logo and navigation links: SAHAJ CORPORATE, REGISTRATION (highlighted with a red box), and English. A dropdown menu for REGISTRATION is open, showing options: New Registration (with a right arrow), Know Registration status (with a right arrow), Continue Registration (with a right arrow), and How to Register? (with a right arrow). An orange arrow points from the REGISTRATION tab to the New Registration option. Below the header, the main content area has a background image of a family (a man, a woman, and a child) with the text "Protecting lives & assets" and "Guaranteeing peace of mind". On the right side, there is a login section with a Password field, a Forgot Password? link, and a red Login button. The bottom of the page shows a Windows taskbar with various application icons and a system clock displaying 11:17 on 15-12-2021.

# Registration Process



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

Browser tabs: Fwd: New SM Onboarding - debc x Sahaj Mitr Registration - Sahaj x

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

SAHAJ CORPORATE REGISTRATION English

**Primary Details**

- Addresses
- Bank Details
- References
- Upload Documents

**Anil kumar**  
Sahaj Mitra

Anil Kumar is part of Sahaj since last 4 years. Sahaj has helped him to develop and stand up as an established entrepreneur.

**Do not pay cash to anybody for availing any service of SAHAJ**

**Entity Type**

☒ Individual ☐ Business

**SM Category**  
Sahaj Mitr

**Area Opted For**  
-Select-  
Rural  
Urban

**Mention Your PM (Distributor) ID**

**Footer:**

- HAVE A QUESTION IN MIND? [See FAQs](#)
- GET IN TOUCH WITH US [Contact Us](#)
- BE OUR BUSINESS PARTNER [Partner with us](#)

Sahaj Corporate | Downloads | Terms & Condition(SRL) | Contact us | Sitemap

SUBSCRIBE TO NEWSLETTER FOLLOW US

11:18 15-12-2021



# Registration Process



Mobile no. will be verified via OTP

Fwd: New SM Onboarding - deb x Sahaj Mitr Registration - Sahaj x

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

SAHAJ

SAHAJ CORPORATE REGISTRATION English

## Sahaj Mitr Registration

**Do not pay cash to anybody for availing any service of SAHAJ**

Entity Type  
☒ Individual ☐ Business

SM Category  
Sahaj Mitr

Mention Your PM (Distributor) ID

Phone & Email

Mobile Number

Email Id

Alternate Mobile Number:

OPTIONAL

Primary Mobile Number

We have sent an OTP to your mobile number

OTP valid for 15 minutes

Please enter the 6 digits OTP here

Personal Details

Primary Details

Addresses

Bank Details

References

Upload Documents

Milon nandi  
Sahaj Mitra

Milon Nandi is connected with Sahaj for more than 9 years. He is very happy to be a part of the Sahaj family and is earning good.

Email will be verified within the system

# Registration Process

SAHAJ

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

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

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

SAHAJ-PAN-Oct-2,...csv

Type here to search

15:17:57 23-11-2021

# Registration Process

SAHAJ

After filling-up Aadhar No. Address is fetched

The screenshot displays the SAHAJ Registration Process web application. The browser's address bar shows 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 header includes the SAHAJ logo, "SAHAJ CORPORATE", "REGISTRATION", and a language dropdown set to "English".

On the left side, a yellow callout box contains the text: **'City' needs to be filled up manually and 'District' will be selected from Dropdown box**.

The main content area shows a section titled "Permanent Residence Address". Above this section, a message "ADHR.jpg" and "Data Fetched Successfully" is displayed, enclosed in a red rectangular box. Below this, the "Permanent Residence Address" section contains several input fields: "Address", "City / Town / Gram Panchayat", "State" (a dropdown menu currently showing "-Select-"), "District" (a dropdown menu), "Block" (a dropdown menu), and "Pincode".

The Windows taskbar at the bottom shows the system clock as 15:20:24 on 23-11-2021, along with the temperature (31°C) and language (ENG).



# Registration Process



SM will verify the details

Browser tabs: Inbox (6,835) - 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

## Verify Your Registration

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

**Personal Details**


**Primary Details**

**Addresses**

**Bank Details**

**References**

**Upload Documents**

 **Anil kumar**  
Sahaj Mitra

Anil Kumar is part of Sahaj since last 4 years. Sahaj has helped him to develop and stand up as an established entrepreneur.

SAHAJ-PAN-Oct-2....csv

Show all

Type here to search

30°C 15:28:17 23-11-2021

# Registration Process



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

Browser tabs: Inbox (6,835) - anirban.aich@sahaj, PAN Card - Sahaj, Registration - Liferay DXP

URL: 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

Documents Uploaded

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		

Edit Submit

SAHAJ-PAN-Oct-2,...csv

Windows taskbar: Type here to search, 15:28:25 23-11-2021

# Registration Process

SAHAJ

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@sahaj", "PAN Card - Sahaj", and "Registration - Liferay DXP". The Sahaj logo is visible in the top left corner of the page. A sidebar on the left lists navigation options: "Personal Details", "Primary Details", "Addresses", "Bank Details", "References", and "Upload Documents". The main content area displays a "Congratulations" message with a thumbs-up icon, stating "Registration form submitted successfully!". A red box highlights the text: "Thank you for your interest to become a Param Mitra. Your SAHAJ MITR/PARAM MITR id is **1908682231052494**." Below this, it says "You may also call us at our toll free number 8388-088-088". A large orange circle on the right side of the screen contains the text "Sahaj Id will be of 16 digits." The bottom of the page features a footer with 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, task view, and several open applications including Edge, File Explorer, and various office software.

SAHAJ

REGISTRATION

Personal Details

Primary Details

Addresses

Bank Details

References

Upload Documents

Anil kumar

Anil Kumar is part of Sahaj since last 4 years. Sahaj has helped him to develop and stand up as an established entrepreneur.

Continue

Wishes

Wishes

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

SAHAJ Id will be of 16 digits.

HAVE A QUESTION IN MIND?  
See FAQs

GET IN TOUCH WITH US  
Contact Us

BE OUR BUSINESS PARTNER  
Partner with us

SAHAJ-PAN-Oct-2,...csv

Type here to search

30°C

ENG

15:28:43  
23-11-2021



# Roll-out Fees payment Process



SM to login with user id and password

Inbox (3,431) - sayantani.kar@sre | airtel.in | HOME - Liferay DXP | uat2.sahaj.co.in/web/guest/home

SAHAJ SAHAJ CORPORATE REGISTRATION English

Reaching last-mile banking  
Changing the banking landscape

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

Inbox (6,836) - anirban.aich@sahaj | PAN Card - Sahaj | EAgreement - Liferay DXP | +

uat2.sahaj.co.in/web/guest/eAgreement

English

**Select Plan Code**

Plan Code  
DSTB10K

OR

Plan Code

Search

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

submit

SAHAJ-PAN-Oct-2.....csv

Show all

Type here to search

30°C

ENG

15:31:05  
23-11-2021

# Roll-out Fees payment Process

SAHAJ

Inbox - debopriyo.bose@sahaj.co.in x CB Calendar\_2022 - Google Sheets x Sahaj Recharge Type - Sahaj x +

retail.sahaj.co.in/web/guest/sahaj-recharge-type

English

Welcome Abhijeet

HOME >

Banking >

Government Services >

Bill Payments >

Insurance >

E-Learning >

Entertainment >

Travel & Tourism >

Fastag >

My Business >

PAN & Tax >

Recharge Type

Wallet Type

Non-Govt Skash

Know Your Wallet !

Fast Recharge

SM will get the “Fast Recharge” Payment Gateway for recharging the wallet

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# Password Change Process on 2<sup>nd</sup> time log-in



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

The screenshot displays a web browser window with multiple tabs open: 'param mitr - sujit.buduk@sahaj...', 'Sahaj Mitr Registration - Sahaj', and 'EAgreement - Liferay DXP'. The address bar shows the URL '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...'. The website's header features the 'SAHAJ' logo and a navigation menu on the left with items like 'Welcome', 'Banking', 'Insurance', 'E-Learning', 'My Business', 'Bill Payments', 'Travel & Tourism', 'Fastag', 'Entertainment', 'HOME', and 'Government Services'. A central modal window titled 'Change Password' is overlaid on the page. It contains the instruction 'Please change password before proceeding.' and three input fields: 'Enter Old Password', 'Enter New Password', and 'Re-enter New Password'. A red 'Change Password' button is positioned at the bottom right of the modal. The footer of the page includes copyright information 'Copyright © 2021 Sahaj. All rights reserved.' and links for 'Sahaj Corporate', 'Downloads', and 'Contact Us'. The Windows taskbar at the bottom shows the search bar and various application icons, with the system clock indicating 15:28:54 on 13-12-2021.





# SKASH Recharge Process

SAHAJ

HOME - Sahaj

retail.sahaj.co.in/web/guest/home

SAHAJ

SAHAJ CORPORATE REGISTRATION English

Reaching last-mile banking  
Changing the banking landscape

SM will enter his  
16 digit login ID  
and Password

Login

Username

Password

Forgot Password ?

Login

14:54  
30-09-2019

# SKASH Recharge Process

SAHAJ

Inbox - debopriyo.bose@sahaj.co.in x DashboardNew - Sahaj x +

retail.sahaj.co.in/web/guest/dashboard

English

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

Warning icon

[https://retail.sahaj.co.in/web/guest/dashboard#layout\\_48374](https://retail.sahaj.co.in/web/guest/dashboard#layout_48374)

12:55 16-02-2022



# SKASH Recharge Process

SAHAJ

Inbox - debopriyo.bose@sahaj.co.in x DashboardNew - Sahaj x

retail.sahaj.co.in/web/guest/dashboard

English

SAHAJ

एरिया मैनेजर कल्याण साहू मोबाइल नंबर 6290823146 | एरिया मैनेजर साकिब खान- 6290823146 | लखनऊ एरिया मैनेजर प्रांजल श्रीवास्तव मोबाइल नंबर 93300025

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

Our Offers

Check out our latest offers

Fastag

PAN & T...

https://retail.sahaj.co.in/web/guest/skash-recharge

12:57 16-02-2022



# SKASH Recharge Process



Inbox - debopriyo.bose@sahaj.co.in x Sahaj Recharge Type - Sahaj x

retail.sahaj.co.in/web/guest/sahaj-recharge-type

English

Welcome

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

Recharge Type

Wallet Type

-Select-

- Select-
- Non-Govt Skash
- Govt Skash

Know Your Wallet !

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

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# SKASH Recharge Process- Fast Recharge



English



Welcome  
Abhijeet

HOME >

Banking >

Government Services >

Bill Payments >

Insurance >

E-Learning >

Entertainment >

Travel & Tourism >

Fastag >

My Business >

PAN & Tax >

## Recharge Type

Wallet Type

Non-Govt Skash

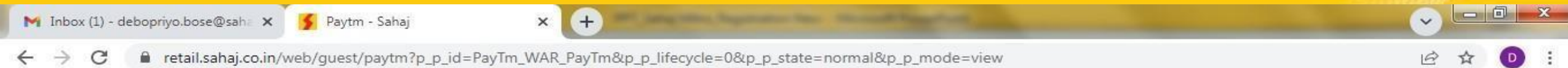
[Know Your Wallet !](#)

Fast Recharge

**SM will get the “Fast Recharge” Payment Gateway for recharging the wallet**

# SKASH Recharge Process- Fast Recharge

SAHAJ



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 scanned also.**

*Thank  
you!*