



सत्यमेव जयते  
Government of India  
Ministry of Social Justice and Empowerment



**SUPPORT FOR MARGINALIZED INDIVIDUALS  
FOR  
LIVELIHOOD & ENTERPRISE  
(SMILE)**

**NATIONAL PORTAL FOR TRANSGENDER PERSONS  
DEPARTMENT OF SOCIAL JUSTICE AND EMPOWERMENT**

**User manual  
to  
Fill application for Transgender Certificate & IDCard**

## CONTENT

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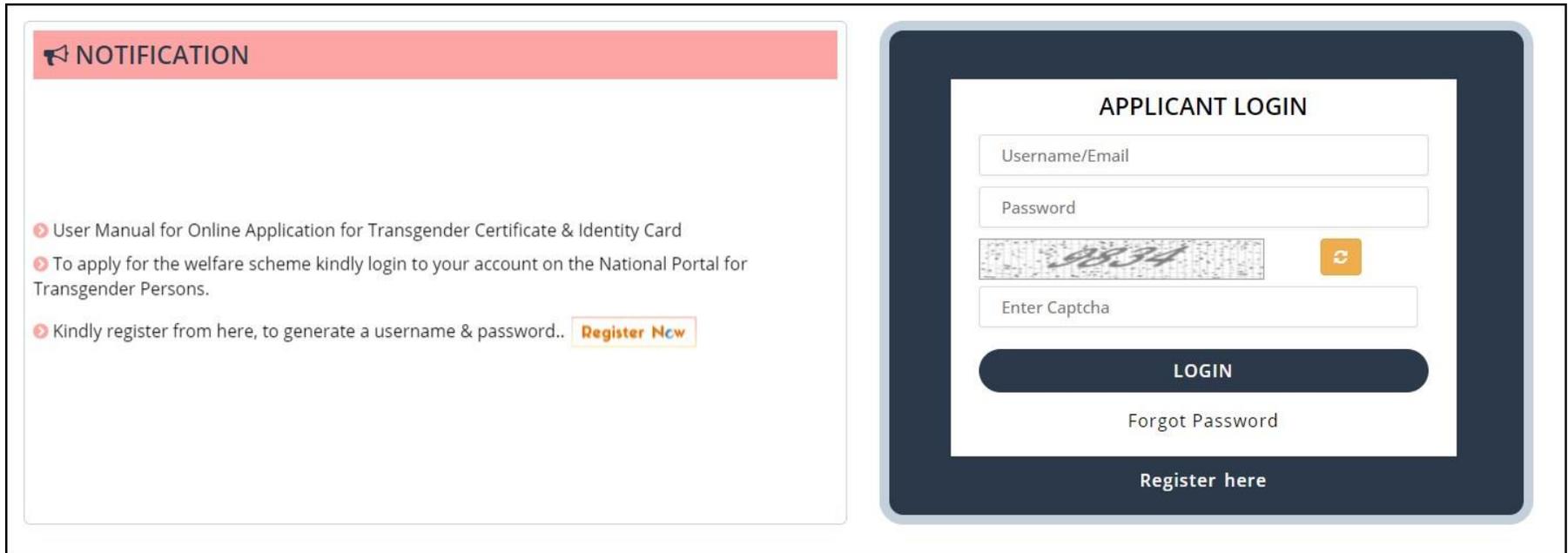
# 1 Homepage

- This is Home page of the website <http://transgender.dosje.gov.in/>



## 2 Login

- At the homepage, you are required to access the online **Registration** page.



The screenshot displays two main components of a web application interface. On the left is a notification box with a red header and three bullet points. On the right is a dark blue login form titled 'APPLICANT LOGIN' with input fields for Username/Email, Password, and a Captcha, along with a 'LOGIN' button and links for 'Forgot Password' and 'Register here'.

**NOTIFICATION**

- User Manual for Online Application for Transgender Certificate & Identity Card
- To apply for the welfare scheme kindly login to your account on the National Portal for Transgender Persons.
- Kindly register from here, to generate a username & password.. [Register Now](#)

**APPLICANT LOGIN**

Username/Email

Password

Enter Captcha

**LOGIN**

[Forgot Password](#)

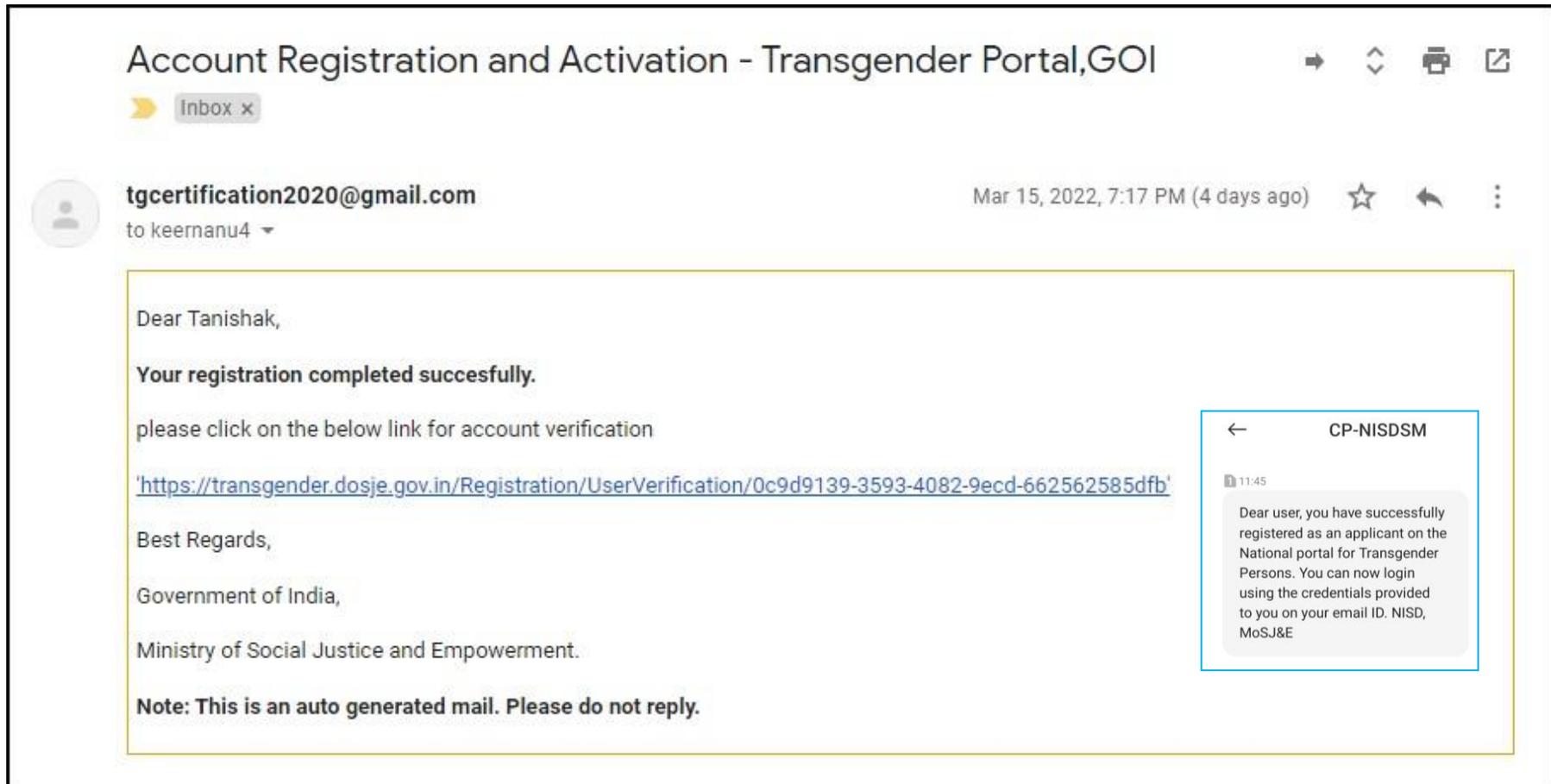
[Register here](#)

- For creating a new account, you need to click on the '**Register here**'.

- Type Name, Email ID, and write 10- digit contact number.
- Select state and district.
- Enter the **CAPTCHA** text and click on **REGISTER**.

The screenshot shows a web interface with a dark blue header containing navigation links: "CANT LOGIN", "REGISTRATION" (highlighted in red), "GARIMA GREH LOGIN", and "LIST OF NGOS". Below the header is a white registration form titled "APPLICANT REGISTRATION". The form contains the following fields: "Full Name", "E-mail", "Mobile Number", a dropdown menu for "-Select State-", and another dropdown menu. Below these is a CAPTCHA image showing the number "5234" and a refresh button. An "Enter Captcha" input field is provided. At the bottom of the form is a large dark blue "REGISTER" button and a "Login here" link.

- Once registration completed, the auto-generated **email** sent to user with the credential by confirming link also receive **SMS**.



The image shows a screenshot of an email and an SMS message. The email is titled "Account Registration and Activation - Transgender Portal,GOI" and is from "tgcertification2020@gmail.com" to "keernanu4". The email content includes a greeting, a confirmation of successful registration, a link for account verification, and a note that it is an auto-generated mail. The SMS message is from "CP-NISDSM" and contains a similar confirmation message.

Account Registration and Activation - Transgender Portal,GOI

Inbox x

tgcertification2020@gmail.com  
to keernanu4

Mar 15, 2022, 7:17 PM (4 days ago)

Dear Tanishak,

**Your registration completed succesfully.**

please click on the below link for account verification

<https://transgender.dosje.gov.in/Registration/UserVerification/0c9d9139-3593-4082-9eccd-662562585dfb>

Best Regards,

Government of India,  
Ministry of Social Justice and Empowerment.

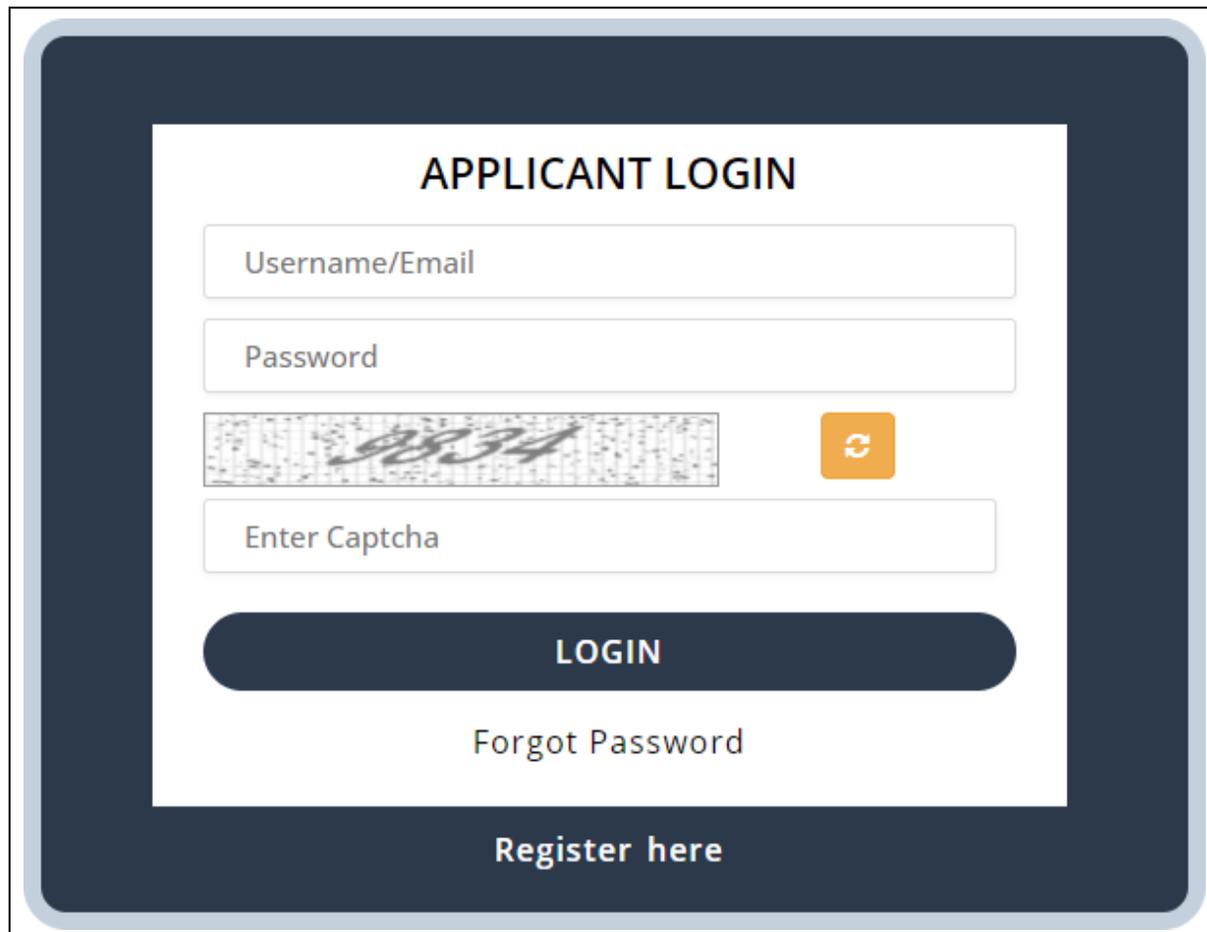
**Note: This is an auto generated mail. Please do not reply.**

CP-NISDSM

11:45

Dear user, you have successfully registered as an applicant on the National portal for Transgender Persons. You can now login using the credentials provided to you on your email ID. NISD, MoSJ&E

- After this process you need to login with the credentials that have sent through mail (i.e. username/ Email ID, and Password) in the same portal. Enter the **CAPTCHA** text and click on **SIGN IN**.
- Now users have all details like **password and email ID** for “**LOGIN**”



The image shows a screenshot of a web form titled "APPLICANT LOGIN". The form is set against a dark blue background with rounded corners. It contains the following elements from top to bottom: a text input field labeled "Username/Email", a text input field labeled "Password", a CAPTCHA image showing the number "9834" with a refresh button to its right, a text input field labeled "Enter Captcha", a large dark blue button with the text "LOGIN" in white, a link labeled "Forgot Password", and a link labeled "Register here" at the bottom.

### 3 Dashboard

- After "**Login**" dashboard with components are visible to the applicant
- Now applicant have to select "**Apply for TG Certificate/CARD**" (1st tab)

English

**SUPPORT FOR MARGINALIZED INDIVIDUALS FOR LIVELIHOOD & ENTERPRISE**  
NATIONAL PORTAL FOR TRANSGENDER PERSONS  
DEPARTMENT OF SOCIAL JUSTICE AND EMPOWERMENT

Government of India  
Ministry of Social Justice and Empowerment  
Shastri Bhavan, New Delhi

Welcome as **LOGOUT**

### DASHBOARD

Registration Number : BR/Kat/2020/1906

A one stop portal for Transgender persons to avail welfare measures such as scholarships, skill development & employment, composite medical health insurance, transgender certificates & identity card among other services. The Applicant also has the provision to submit grievances and queries.

**APPLY FOR TRANSGENDER CERTIFICATE/IDENTITY CARD**

**SCHOLARSHIP**

**GRIEVANCES / COMMUNICATION**

## New Application Process

- Applicant has to select “New Application” in Transgender Certificate/ID Card Option

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Shastri Bhavan, New Delhi

Welcome as [LOGOUT](#)

[← Back](#)

### Dashboard (Transgender Certificate & Identity Card)

Registration Number : BR/Kat/2020/1906

The Portal provides the facility for transgender person to apply for certificate and identity card from across the country without physical interface through a seamless end to end mechanism. The Transgender certificate & identity card are nationally recognised and provided by the Ministry of Social Justice & Empowerment, the certificate is a mandatory document to avail the welfare measures being provided under the SMILE scheme.

**New Application**      **Application Status**      **Change Request / Withdraw**

**SMILE**

- TG Certificate & Identity Card
- Scholarships
- Skill Development & training
- Grievance Redressal/ Communication

- By clicking 'New application' you can see two "Category" options

The screenshot shows the registration page of the National Portal for Transgender Persons. At the top left, there is a language dropdown menu set to 'English'. The main header features the 'SMILE' logo on the left, which includes the text 'SUPPORT FOR MARGINALIZED INDIVIDUALS FOR LIVELIHOOD AND ENTERPRISE'. In the center, the text reads 'SUPPORT FOR MARGINALIZED INDIVIDUALS FOR LIVELIHOOD & ENTERPRISE', 'NATIONAL PORTAL FOR TRANSGENDER PERSONS', and 'DEPARTMENT OF SOCIAL JUSTICE AND EMPOWERMENT'. On the right, the Government of India emblem is displayed above the text 'Government of India, Ministry of Social Justice and Empowerment, Shastrri Bhavan, New Delhi'. A user session bar shows 'Welcome as' followed by a 'LOGOUT' button. Below this, there are two navigation buttons: 'Back to Dashboard' and 'Back to List'. The registration number 'BR/KAT/2020/1906' is prominently displayed. A 'Category' dropdown menu is open, showing three options: '-Select-', 'Transgender Certificate & Identity Card', and 'Revised Transgender Certificate & Identity Card (Section 7 of Transgender Persons (Protection of Rights) Rules, 2020)'. A 'Save & Next' button is located to the right of the dropdown. The footer contains the copyright notice: 'Copyright © 2020 National Portal For Transgender Persons, Department of Social Justice and Empowerment'.

- For selection of **Category 1 & 2** please refer to Transgender Persons Protection of Rights (Rules) 2020.
- <https://transgender.dosje.gov.in/docs/TG%20RULES,%202020.pdf>

## 4 Transgender certificate & Identity card

Welcome as **LOGOUT**

REGISTRATION NUMBER : BR/KAT/2020/1906

← Back to Dashboard ← Back to List

Category \*  
Transgender Certificate & Identity Card

Applicant State \*  
Bihar

Applicant District \*  
Katihar

Given Name (in Capital Letters) \*  
AS

Changed/Chosen Name (in Capital Letters) \*  
NAME

Preferred name to be printed on the Certificate \*  
-Select-

Parent/Guardian \*  
Parent/Guardian Name

E-mail \*  
infndev@infilbnet.ac.in

Mobile \*  
9725639307

Gender assigned at birth \*  
-Select-

Gender Requested in Application \*  
-Select-

Date of birth (Day/Month/Year) \*  
dd-mm-yyyy

Educational Qualification \*

Annual Income \*  
-Select-

Upload Document \*:  
Documents to be uploaded in the form of a PDF/jpg/jpeg, not exceeding the size limit of 1 MB

Select Document  
-Select-  
Aadhaar Card  
Pan Card  
Birth Certificate  
Voter ID Card  
Ration Card  
Passport  
Bank Passbook  
MGNREGA Card  
Caste Certificate (SC/ST/OBC/Others)

Upload  
Choose File No file chosen  
Upload

Permanent Address  Same as Correspondence address  
Address \*  
City \* Pin Code \*  
City \* Pin Code \*

Save & Next

- Select respective State & District
- Enter Chosen/Given name correctly
- Select Gender request carefully
- Respective other details
- Upload essential documents as per Transgender Persons Rules 2020
- And finally residential details

For **technical** query please email us on [tgcertification2020@gmail.com](mailto:tgcertification2020@gmail.com)  
**General** doubt clarification call on 011-20893988, [satvik.nisd@gmail.com](mailto:satvik.nisd@gmail.com)



## SUPPORT FOR MARGINALIZED INDIVIDUALS FOR LIVELIHOOD & ENTERPRISE

NATIONAL PORTAL FOR TRANSGENDER PERSONS  
DEPARTMENT OF SOCIAL JUSTICE AND EMPOWERMENT



Welcome pqr

LOGOUT

### Upload Photo , Signature & Affidavit

#### Upload Photo

Upload Your Passport Size(Max 1 MB) Photo :

img.JPG



#### Upload Signature

Upload Signature :

sign.JPG



#### Upload Affidavit

Upload Affidavit

affidavit.jpg

- After **Save & Next** applicant redirect to **uploading section**
- Please **upload** passport photo , signature or thumb impression
- And prescribed **Affidavit** format <https://transgender.dosje.gov.in/docs/Affidavit.pdf>

## 5 Declaration Applicant details

- As applicant declare their details correctly to **Final Submit**.
- Now applicant have to **wait for 30 days\*** to receive TG Certificate & I-Card

The screenshot displays the user interface of the National Portal for Transgender Persons. At the top, the header includes the SMILE logo, the text "SUPPORT FOR MARGINALIZED INDIVIDUALS FOR LIVELIHOOD & ENTERPRISE", "NATIONAL PORTAL FOR TRANSGENDER PERSONS", and "DEPARTMENT OF SOCIAL JUSTICE AND EMPOWERMENT". On the right, it features the Government of India logo and the text "Government of India, Ministry of Social Justice and Empowerment". A user is logged in, indicated by "Welcome pqr" and a "LOGOUT" button.

The main content area is titled "Declaration" and contains two sections for editing: "Personal Information" and "Photo/Signature", each with an "Edit" button.

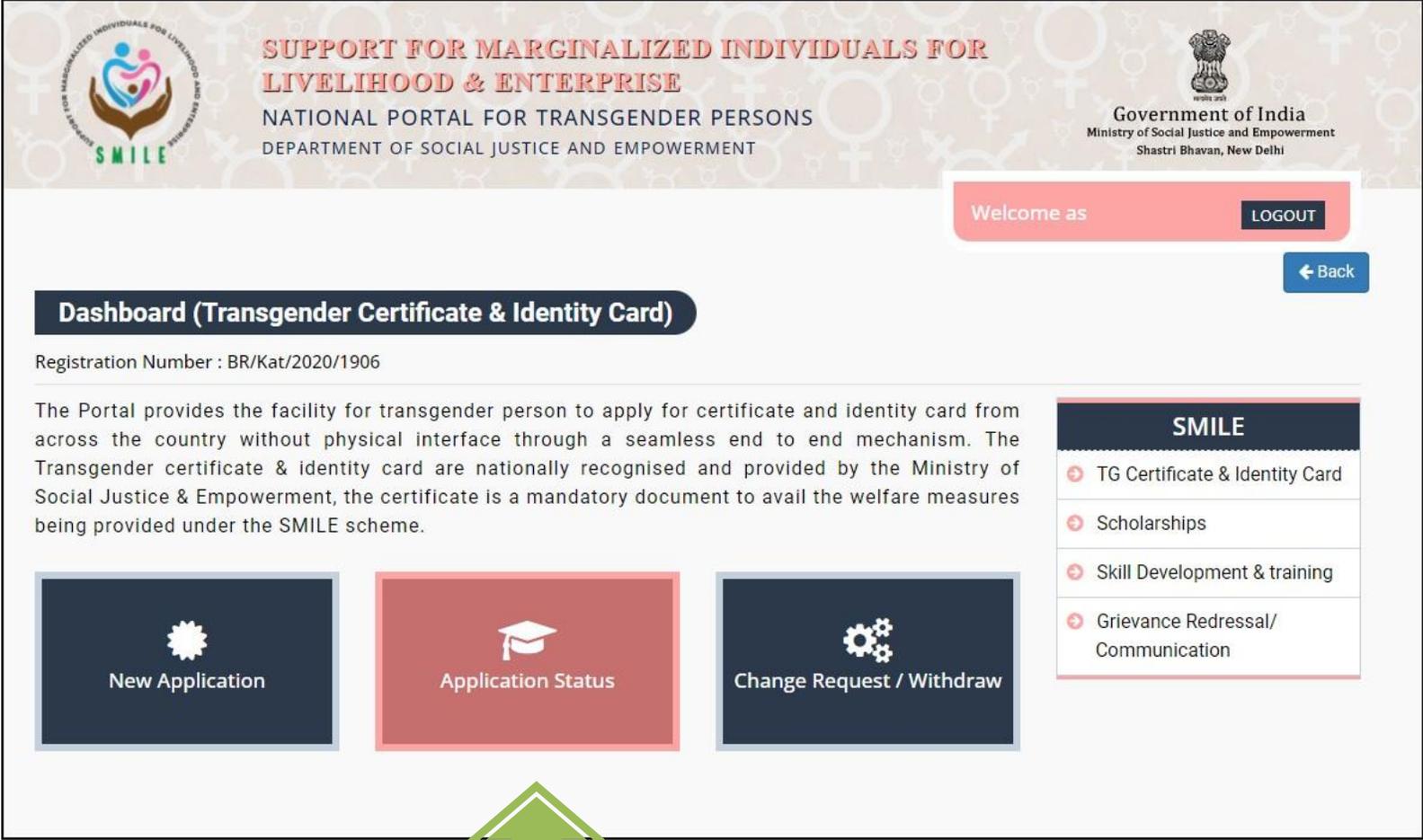
Below this is another "Declaration" section. It contains a list of terms and conditions, a date field (3/1/2022), a place field (Anand), and a note: "Note: Unsigned application is liable to be rejected and no correspondence will be entertained". A signature field is present with a "Signature of the applicant:" label and a "STU" label.

A modal dialog box is overlaid on the screen, asking "Do you wish to finally submit the data?" with two buttons: "Submit later!" and "Submit Now!".

At the bottom left, there is a checkbox labeled "I agree" and a "Final Submission" button. At the bottom right, there is a "Previous" button.

## 6 Status of Application

- Status of application can be check by clicking “**Application Status**”



The screenshot displays the user interface of the SMILE National Portal for Transgender Persons. At the top, the header includes the SMILE logo on the left, the portal's title "SUPPORT FOR MARGINALIZED INDIVIDUALS FOR LIVELIHOOD & ENTERPRISE" and "NATIONAL PORTAL FOR TRANSGENDER PERSONS" in the center, and the Government of India logo and name on the right. A user login bar shows "Welcome as" followed by a "LOGOUT" button and a "Back" button. Below the header, a dark blue banner reads "Dashboard (Transgender Certificate & Identity Card)". The user's registration number "BR/Kat/2020/1906" is displayed. A paragraph explains the portal's purpose: "The Portal provides the facility for transgender person to apply for certificate and identity card from across the country without physical interface through a seamless end to end mechanism. The Transgender certificate & identity card are nationally recognised and provided by the Ministry of Social Justice & Empowerment, the certificate is a mandatory document to avail the welfare measures being provided under the SMILE scheme." Below this text are three main action buttons: "New Application" (dark blue), "Application Status" (red), and "Change Request / Withdraw" (dark blue). A large green arrow points upwards to the "Application Status" button. On the right side, a "SMILE" menu lists: "TG Certificate & Identity Card", "Scholarships", "Skill Development & training", and "Grievance Redressal/ Communication".

- Applicant can check status regarding any correction/ modification/ rejected/pending **acceptance** also received **SMS** and process completed.



**SUPPORT FOR MARGINALIZED INDIVIDUALS FOR LIVELIHOOD & ENTERPRISE**

NATIONAL PORTAL FOR TRANSGENDER PERSONS

DEPARTMENT OF SOCIAL JUSTICE AND EMPOWERMENT



**AD-NISDSM**

12:00

Dear Applicant, Your Transgender Certificate & Identity card has been generated, you can download it from the National Portal of Transgender Persons through your login ID and Password. NISD, MoSJ&E

REGISTRATION NUMBER. GJ/GAN/2022/15824

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**Active Applications**

SrNo	Category	Given Name	Changed/Chosen Name	Date of Birth	Status	Date of Application	Application Number	State of Submission of Application	Application Remarks/If Any	Certificate	I Card	Action
1	Transgender Certificate & Identity Card	PQR	STU	01-01-2000	Submitted	01/03/2022	Gj/Gan/2022/15824-Gj/Gan/2022/12486	Submission Successful	-	-	-	<a href="#" style="background-color: #FFC107; padding: 2px 5px; text-decoration: none;">View</a>

## 7 Change Request/Withdrawal application

- Here we provided any applicant want to correction/modification/withdrawal regarding application

The screenshot shows the SMILE portal dashboard. At the top, there is a header with the SMILE logo on the left, the text "SUPPORT FOR MARGINALIZED INDIVIDUALS FOR LIVELIHOOD & ENTERPRISE NATIONAL PORTAL FOR TRANSGENDER PERSONS DEPARTMENT OF SOCIAL JUSTICE AND EMPOWERMENT" in the center, and the Government of India logo and name on the right. Below the header, there is a "Welcome as" message with a "LOGOUT" button and a "Back" button. The main content area is titled "Dashboard (Transgender Certificate & Identity Card)" and displays the registration number "BR/Kat/2020/1906". A paragraph explains the portal's purpose. On the right, there is a "SMILE" menu with options: "TG Certificate & Identity Card", "Scholarships", "Skill Development & training", and "Grievance Redressal/ Communication". At the bottom, there are three buttons: "New Application", "Application Status", and "Change Request / Withdraw". A large white arrow with a black outline points to the "Change Request / Withdraw" button.

- They can submit request by clicking on “**Change request/Withdrawal**” option

## CHANGE REQUEST/WITHDRAW APPLICATION

Application Number : \*

BR/Kat/2020/1906-BR/Kat/2020/5097

Select : \*

Change Request

Category \*

Transgender Certificate & Identity Card

Select \*

-Select-

-Select-

Change Given Name/Chosen Name/Preferred name to be printed on the certificate

Upload Documents (PAN/Aadhar/Birth Certificate/Voter ID card/Passport/Ration Card Etc.)

Change Address (Correspondence/Permanent)

Upload Photo and Signature

Upload Affidavit

SrNo	Given Name	Changed/Chosen Name	Certificate Name	Date of Application	Application Number	State of Submission
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In **Change Request** option you can change (Section 6 of Transgender Persons (Protection of Rights) Act 2019

- Name (Given/Chosen)
- Upload documents (PAN card, Ration card, Aadhar card etc.)
- Address change
- Photo
- Signature
- Affidavit

## In **Change Request** option you can change (Section 7 of Transgender Persons (Protection of Rights) Act 2019)

**CHANGE REQUEST/WITHDRAW APPLICATION**

**Application Number : \***  
BR/Kat/2020/1906-BR/Kat/2022/12741

**Select : \***  
Change Request

**Category \***  
Revised Transgender Certificate & Identity Card (Section 7 of Transgender Persons (Protection of Rights) Rules, 2020)

**Select \***

- Select-
- Select-
- Change Given Name/Chosen Name/Preferred name to be printed on the certificate
- Upload Documents (PAN/Aadhar/Birth Certificate/Voter ID card/Passport/Ration Card Etc.)
- Change Address (Correspondence/Permanent)
- Upload Photo and Signature
- Upload Affidavit
- Upload certificate of Identity under section 6 or 7 of TG Act 2019
- Upload certificate of medical Intervention

Name (Given/chosen)  
Upload documents  
(Ration, Aadhar, PAN  
Card etc.)  
Address change  
Photo  
Signature  
Affidavit  
Transgender Certificate  
under section 6 and 7  
Medical intervention  
certificate

- And in **withdrawal** request option you can withdraw your application from portal yourself.

The screenshot displays the 'CHANGE REQUEST/WITHDRAW APPLICATION' page on the National Portal for Transgender Persons. The page header includes the SMILE logo, the portal's title, and the Government of India logo. A 'Welcome as' notification and a 'LOGOUT' button are visible in the top right. A 'Back to Dashboard' button is located below the notification. The main form contains four dropdown menus: 'Application Number' (BR/Kat/2020/1906-BR/Kat/2020/5097), 'Select' (Withdraw Application), 'Category' (Transgender Certificate & Identity Card), and 'Select' (-Select-). A green 'Submit' button is at the bottom left of the form area.

## 8 Grievance & Satisfaction Form

Dashboard (Grievance Redressal/Communication)

Registration Number : BR/Kat/2020/1906

### GRIEVANCES/COMMUNICATION

Applicants can post their grievances pertaining to delay in the certification process or any other technical or general issue which would be then forwarded to the concerned authority for resolution at the earliest. An Applicant satisfaction form is also being provided to the applicant to submit their suggestions and ideas for improvement in the process.

**Grievances/Communication**

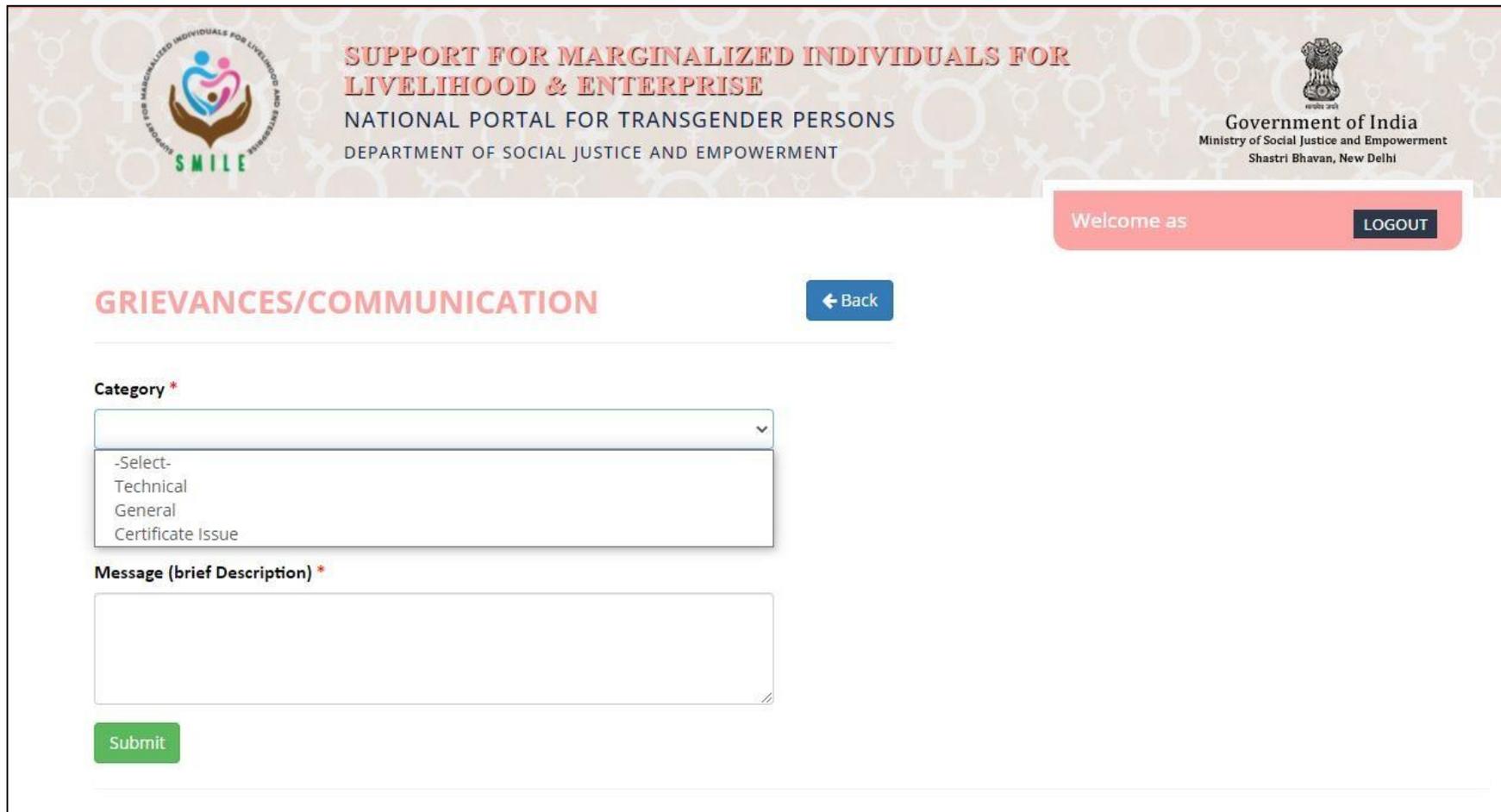
**Applicant Satisfaction form**

#### SMILE

- TG Certificate & Identity Card
- Scholarships
- Skill Development & training
- Grievance Redressal/Communication

- In **grievance section** you can send query regarding TG certification on general and technical issues.

- Select Respected category and **write** brief description about your issues/problem



The screenshot displays the 'GRIEVANCES/COMMUNICATION' section of the National Portal for Transgender Persons. The header includes the SMILE logo, the portal's title, and the Government of India logo. A navigation bar shows 'Welcome as' and a 'LOGOUT' button. The main form area contains a 'Category' dropdown menu with options: '-Select-', 'Technical', 'General', and 'Certificate Issue'. Below this is a 'Message (brief Description)' text area and a 'Submit' button.

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Ministry of Social Justice and Empowerment  
Shastri Bhavan, New Delhi

Welcome as [LOGOUT](#)

### GRIEVANCES/COMMUNICATION

[← Back](#)

**Category \***

-Select-  
Technical  
General  
Certificate Issue

**Message (brief Description) \***

Submit

- In **Satisfaction form**, this process can be completed after whole process done

**APPLICANT SATISFACTION FORM**

**Name**

**Email**

**How satisfactory was the process to fill up the application form?**

1 2 3 4 5 6 7 8 9 10

**How satisfied are you from the grievance redressal mechanism?**

1 2 3 4 5 6 7 8 9 10

**How satisfactory was the overall process of obtaining the transgender certificate & Identity card for you?**

1 2 3 4 5 6 7 8 9 10

**Please provide any additional feedback/comments**

**Submit**

## 9 Contact details

- If you have any technical/general queries please **contact us** on following details

### CONTACT US

#### GENERAL

 011-20893988  
 satvik.nisd@gmail.com

#### TECHNICAL

 +91 79 23268299  
 tgcertification2020@gmail.com



10:00 AM to 17:00 PM  
Monday to Friday

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