USER MANUAL
FOR
COVID-19 DEATH APPEAL AND CERTIFICATE REQUEST
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1. Overview

New functionality is introduced in death information portal for submitting covid19 death appeal request. If family member could not find the deceased person in the declaration list, he/she can submit an appeal request which will be sent to death certified institution for review and confirmation after which it will be forwarded to district covid death ascertaining committee (CDAC) for approval. Appeal request will be reviewed based on new ICMR guideline and new ICMR certificate shall be generated and distributed to family. Family member who already received “Death Declaration Document” can submit request for new ICMR certificate format if required. Such requests will be sent directly to covid death ascertaining committee (CDAC) for approval. 

As per the Government order, "Death Declaration Document" given to the relatives of the deceased persons by the Department of Health and Family Welfare Govt of Kerala are valid document for processing request for the ex-gratia payment.

2. Appeal request process

** MB : Medical Bulletin

**CDAC : Covid Death Ascertaining Committee
3. **Appeal request submission for public**

1. Type below URL in any browser in your computer (preferably Google chrome)  

2. Applicant must select “APPEAL REQUEST”.

3. Applicant enter his/her mobile number and verify the received OTP.

4. After successful OTP verification appeal entry screen will be shown.
5. Applicant will have to enter following mandatory information
   a) LSGD death registration key number & certificate copy
   b) Name of the deceased as in LSGD death certificate
   c) Age
   d) Gender
   e) Name of father/ husband/ mother
   f) Mobile number as in hospital records
   g) Permanent address as in LSGD death certificate
   h) District
   i) LSGD name
   j) Date of death
   k) Place of death
   l) Death reported district
   m) Name of local body issuing death certificate
   n) Name of death certified hospital
   o) Upload relevant hospital records copy
   p) Applicant information

6. Applicant can review the entered data again, review disclaimer and submit the request.

7. After successful submission application will be sent to death certified hospital for processing and will be then forwarded to district covid death ascertaining committee (CDAC) for approval.

8. After successful submission application number will be sent to applicant’s mobile number.

9. New certificate as per ICMR guideline will be signed and distributed after district covid death ascertaining committee (CDAC) approval.
# eHealth Kerala

## COND/DEM环 APPEL REQUEST

### INFORMATION OF THE DISABILITY
- **DD/GR Certificate for Benner**: 
  - **Name of Beneficiary**: [Name]
  - **Address**: [Address]
  - **Category**: [Category]
  - **Age**: [Age]
  - **Sex**: Male/Female
  - **State**: [State]
  - **District**: [District]
  - **Municipality**: [Municipality]
  - **Pin Code**: [Pin Code]
  - **Telephone**: [Telephone]
  - **Email**: [Email]
  - **DD/GR Certificate No.**: [Certificate No.]
  - **DD/GR Certificate Date**: [Date]
  - **DD/GR Certificate Expiry Date**: [Expiry Date]
  - **DD/GR Expiry Date**: [Expiry Date]
  - **DD/GR Certificate Authority**: [Authority]

### INCOME STATUS OF THE BENEFICIARY
- **Monthly Income**: [Income]
  - **Source**: [Source]
  - **Others**: [Others]

### MEDICAL HISTORY OF THE BENEFICIARY
- **Diseases**: [Diseases]
  - **Diagnosis**: [Diagnosis]
  - **Treatment**: [Treatment]
  - **Medication**: [Medication]

### FAMILY DETAILS
- **Father's Name**: [Name]
  - **Father's Occupation**: [Occupation]
  - **Father's Monthly Income**: [Income]
  - **Mother's Name**: [Name]
  - **Mother's Occupation**: [Occupation]
  - **Mother's Monthly Income**: [Income]

### APPLICANT INFORMATION
- **Name**: [Name]
  - **Age**: [Age]
  - **Gender**: Male/Female
  - **Occupation**: [Occupation]
  - **Address**: [Address]
  - **Telephone**: [Telephone]
  - **Email**: [Email]

### SUPPORTING DOCUMENTS
- **DD/GR Certificate**: [Certificate]
- **Medical Certificate**: [Certificate]
- **Family Certificate**: [Certificate]
- **Miscellaneous**: [Certificate]

### OTHER INFORMATION
- **Reason for Appeal**: [Reason]
- **Additional Information**: [Information]

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**Note**: All information provided is for validation purposes only and does not constitute medical advice. Always consult a healthcare professional for medical advice.
4. Appeal request status for public
   1. Applicant can check the status of the application through “Check Your Request Status” inside “APPEAL REQUEST”.
   2. Applicants must enter date of death and application number/mobile number.
   3. If the entered data matches the request will be listed along with its status.

5. Certificate request process

   **Certificate Request Process**

   **Step-1**
   Submit Request

   **Step-2**
   Request Review & Approval By District CDAC

   **Step-3**
   ICMR Certificate Issue & Distribution

**CDAC : Covid Death Ascertaining Committee**
6. **Certificate request submission for public**

1. Type below URL in any browser in your computer (preferably Google chrome)
   

2. Applicant must select “ICMR CERTIFICATE REQUEST”.

3. Applicant enter his/her mobile number and verify the received OTP.

4. After successful OTP verification certificate request screen will be shown.
5. Applicant will have to enter following mandatory information
   a) LSGD death registration key number & certificate copy
   b) Death declaration document number & copy received from health department.
   c) Name of the deceased as in LSGD death certificate
   d) Name of father/ husband/ mother
   e) Age
   f) Date of death
   g) Death reported district
   h) Name of local body issuing death certificate
   i) Applicant information

6. Applicant can review the entered data again, review disclaimer and submit the request.

7. After successful submission application will be sent to district covid death ascertaining committee (CDAC) for approval.

8. After successful submission application number will be sent to applicant’s mobile number.

9. New certificate as per ICMR guideline will be signed and distributed after district covid death ascertaining committee (CDAC) approval.
7. If applying through PHC/ Akshaya center
   1. In case if applicant is not able to submit through online, he/she can visit nearest PHC/Akshaya center to get the application submitted through online.
   2. PHC/Akshaya center staff will have to collect all required mandatory information and document copy to submit request. A blank application template is available in [https://covid19.kerala.gov.in/deathinfo](https://covid19.kerala.gov.in/deathinfo)
   3. PHC/Akshaya center must selected correct information in “Data Entered By” Field.
   4. Deceased person’s family member’s name and contact number must be correctly entered along with their id proof.