

ServicePlus

(ServicePlus User Manual 2019-2020)

User Manual

NICSI-ServicePlus

No part of this document shall be reproduced without prior permission of Director General, National Informatics Centre.

Panchayat Informatics Division

National Informatics Centre

Department of Information Technology

Ministry of Communication & Information Technology

Table of Contents

1.0 Introduction	5
1.1 Purpose of this document.....	6
1.2 Minimum System Requirements	6
1.3 Operating Instructions	6
2.1 Citizen section on Home page	14
2.2 Register Yourself	14
Form Field Details	15
2.3 Citizen- Login.....	18
2.3.1 Forgot Password	19
2.4 Apply for services.....	21
2.4.1 For Registered Citizen	21
2.4.2 For Unregistered Citizen	35
2.5 Track Application Status.....	40

List of Figures

Figure 1 ServicePlus Home Page	7
Figure 2 Home Option	7
Figure 3 Services	8
Figure 4 About Us	9
Figure 5 Features	10
Figure 6 Request for Demo	11
Figure 7 Select State option	12
Figure 8 Language option	12
Figure 9 ServicePlus Dashboard	13
Figure 10 Newly Launched SERVICES	13
Figure 11 Find a Report of Interests	13
Figure 12 Citizen Section	14
Figure 13 Register Yourself	15
Figure 14 Enter OTP	17
Figure 15 Citizen Login	18
Figure 16 Forgot Password	19
Figure 17 Forgot Password (How can we help you)	19
Figure 18 Forgot Password (Enter Login ID)	20
Figure 19 Forgot Password (Modify Password)	21
Figure 20 Manage Profile (View Profile)	22

Figure 21 Manage Profile (Edit Profile).....	23
Figure 22 Manage Profile (Change Password).....	24
Figure 23 Manage Profile (Update eKYC)	25
Figure 24 Apply for services (View all available services)	26
Figure 25 View Application Status (Track Application Status).....	29
Figure 26 Action to be taken by applicant.....	30
Figure 27 Action to be taken by applicant- Payment Details	31
Figure 28 View Incomplete Application.....	32
Figure 29 View Status of Application (Revalidate Payment)	33
Figure 30 View Status of Application (Modify Submissions).....	34
Figure 31 List of Services Offered Across The Country (All States)- Category Wise.....	36
Figure 32 List of Services Offered Across The Country (All States)- Service Type Wise	36
Figure 33 Category Wise Service Chart & State Wise Chart.....	37
Figure 34 List of Services Offered Across The Country (All States).....	37
Figure 35 Track Application Status	40
Figure 36 Track Application Status-Central Govt (Track on the basis of)	41
Figure 37 Track Application Status- State Govt.....	41

1.0 Introduction

ServicePlus is an *Integrated Service Delivery Software Framework* which is developed for an easy, secured and timely delivery of Government Services to Citizens, Business, Employees, and Government departments. This Software Application has been envisaged as part of Phase II of the e-Panchayat MMP.

ServicePlus (<http://www.serviceonline.gov.in>) is a generic application to provide an electronic delivery for all the services provided by The Government to the citizen. The Government of India, State Governments and Local Governments are providing various services to benefit the citizens at Centre, State or Local level primarily Government to Citizen (G2C) and Government to Business (G2B). The services provided are either demand driven or mandated by the legislation. The services provided by Government can be categorized as following:

- ❖ **Regulatory Services:** Regulatory services are services like trade license, permit for construction of a building etc. that can be denied by the Government.
- ❖ **Statutory Services:** Statutory services are services like Issuance of Birth/Death certificate which cannot be refused by Government.

- ❖ **Developmental Services:** Developmental Services are services or schemes provided by Government for the benefit of citizens like NREGS, IAY, Old age Pension etc.
- ❖ **Consumer Utilities Service:** Services like bill payment and other utility services.

1.1 Purpose of this document

This document attempts to describe the operational aspects of ServicePlus application with a view to assist all those who will use it. The document provides step-wise instructions for handling various aspects of the software with visual screens for easy and better understanding.

1.2 Minimum System Requirements

ServicePlus is a web-based application. To access Service Plus website, following are the minimum system requirements:

- 1) Desktop computer or Laptop
- 2) Internet Connection
- 3) Web Browser
 - (i) Internet Explorer 9.0 +
 - (ii) Google Chrome
 - (iii) Mozilla Firefox

1.3 Operating Instructions

Website visitors can view the Home Page as soon as they connect to the ServicePlus website, i.e. <http://www.serviceonline.gov.in>. Website visitors will be able to create an account on fulfilling the required criteria and then use their Login credentials to Log-in on *ServicePlus*.

Home Page

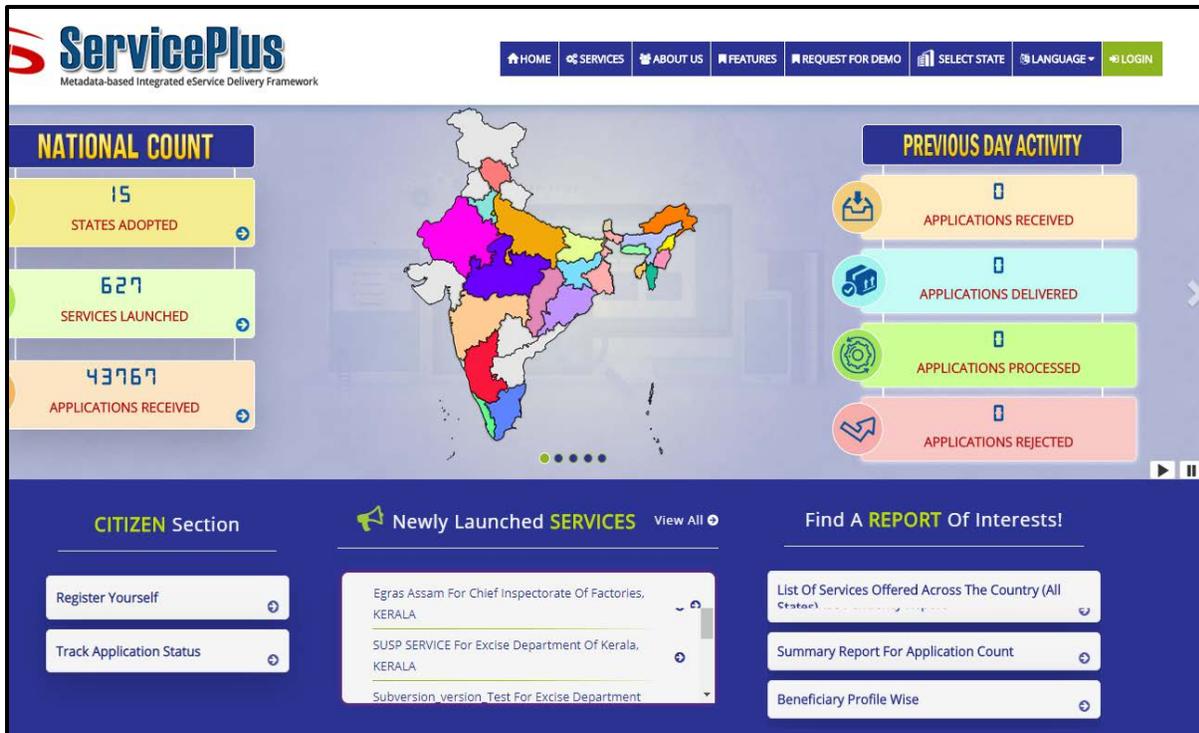


Figure 1 ServicePlus Home Page

Home Page contains useful information and links related to **ServicePlus** application. The common features available on **Home Page** can be viewed by any website visitor without login.

HOME- This option allows the user to return to the home page.



Figure 2 Home Option

SERVICES- This option directs the user to "Newly Launched SERVICES".

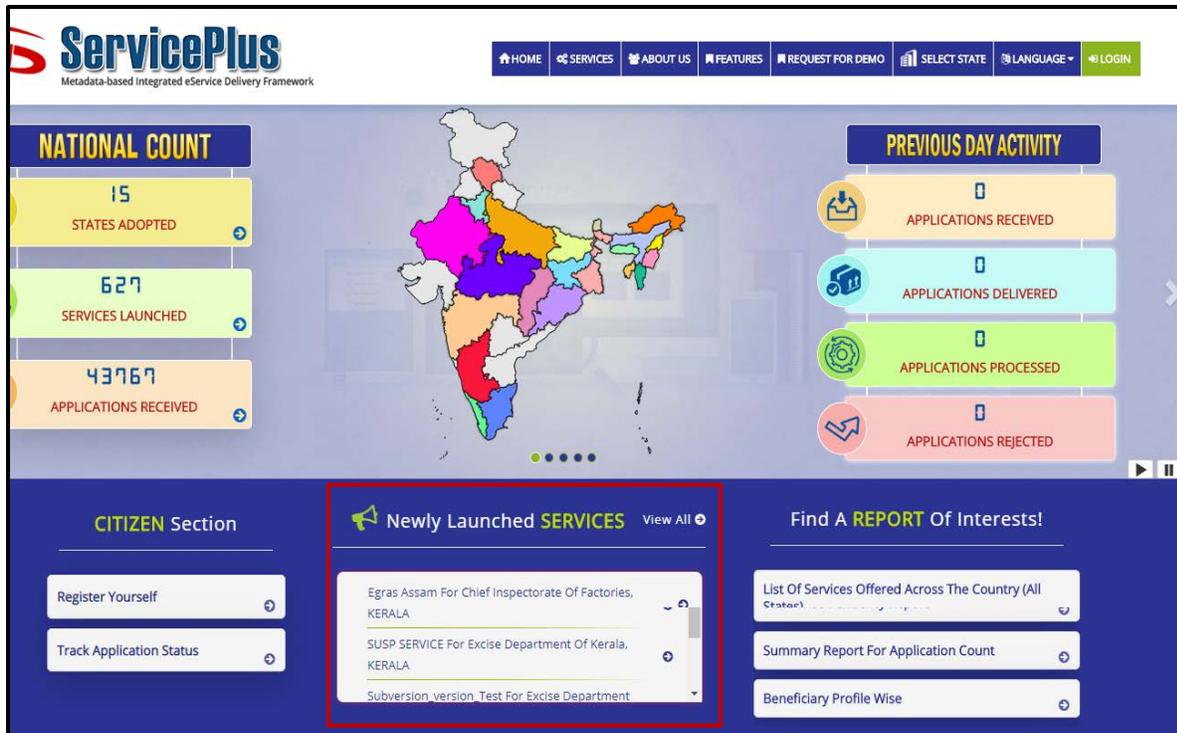


Figure 3 Services

ABOUT US- This option directs the user to the introduction of ServicePlus.

ServicePlus - Easy and Intuitive Application

Developed as part of Panchayat Enterprise Suite (PES) under e-panchayat Mission Mode Project (MMP)

"Make all Government services accessible to the common man in his locality, through common service delivery outlets, and ensure efficiency, transparency, and reliability of such services at affordable costs to realize the basic needs of the common man."

ServicePlus is a unified platform based on multi-tenant architecture for delivering electronic-services to citizens, an application which is quick to learn and easy to use with minimal effort or very less skill set.

The services provided by Government via ServicePlus can be categorized as following:

1. **Regulatory Services:** The services like trade licence, permit for construction of a building etc. that can be denied to citizens.
2. **Statutory Services:** The services like Issuance of Birth/Death certificate which cannot be refused to citizens.
3. **Developmental Services:** The services or schemes provided by Government for the benefit of citizens like NREGS, IAY, Old age Pension etc.
4. **Consumer Utilities Service:** Services like bill payment and other comes under utility services.



Deploy once and Configure many

ServicePlus provides all types of components and modules one needs to define, configure and commission an e-service. It involves modules like, Service Definition, Service Coverage, Target Beneficiary, Creation of application forms and output certificates, Applicable Service Charges, Work Flow Player's & tasks mapping and others. SP covers all these modules at the stages like apply, verify, provision and commission required in the process of delivering an e-service as part of Service Life Cycle. [Prod](#)



Figure 4 About Us

FEATURES- This option directs the user to “Why to choose ServicePlus?”

Why to choose ServicePlus?

Become a Developer with 3Ds (Drag-Drop-Done)

ServicePlus is fully geared for Single-Window services under Ease of Doing Business. It is achieved by anyone who knows their business and understands the processes that drive it irrespective of any coding knowledge. ServicePlus empowers officials with simple drag-and-drop interface that makes even complicated processes seem easy. One can take control of every detail without any support.



Cross Platforms? No worries; An Easy Data Integration Across Platforms.

ServicePlus facilitates the data flow with the existing Government bodies like DigiLocker, CSC e-wallet, eTaal, e-Sign, Aadhaar and many more as and when required. It provides a visual approach to connect to these data sources and embed data elements directly into the application. It facilitates one to design data models and configure business logic directly.



Integration with Aadhaar, DigiLocker and PayGov

ServicePlus provides seamless integration with popular customer centric services like Aadhaar, DigiLocker and PayGov. ServicePlus is a one-stop solution which gives Indian citizen access in availing various pan India e-Gov services, and supports Aadhaar-based authentication mechanisms for service access.



Create an Application of Your Unique Business Needs

An app to successfully compete your business needs. ServicePlus application is pre-loaded with an easy to integrate features like Form Builder – to create custom quote forms and improve lead flow; Push Notifications – to reach out to your customers; Custom Filter – more focused on task(s); web-service(s) Registration – to pull and push data to department/state owned system(s); Multi-tenancy - Add logo, choose the required features and build a service as per your needs.



Strong Data Analytics Boost Your Business Value; Fulfill Your Vision and Strategize Mission

ServicePlus analytics provides Business with real-time dashboards and drill-down reports that are easily configured. Decision making nowadays is largely driven by data where talent only helps to explore data to support their decision making. Precisely, it's a data collaboration tool capable to visualize. Select how you want to display data from a variety of gauges and chart types; including bars, columns, pie, doughnut, pyramid etc. ServicePlus owns 3 broad categories to divide data i.e. Central, State and District. Service Level category and Application Level category has in total 34 KPIs to chase.



Figure 5 Features

REQUEST FOR DEMO- When a user wants demo of ServicePlus, he/she can select this option. It includes 3 tabs:

1. Service Description- It provides:

- Service Details
- Who can apply for this Service?

- How to submit Application & Enclosure Details?
- What will applicant get as a Service Deliverable?

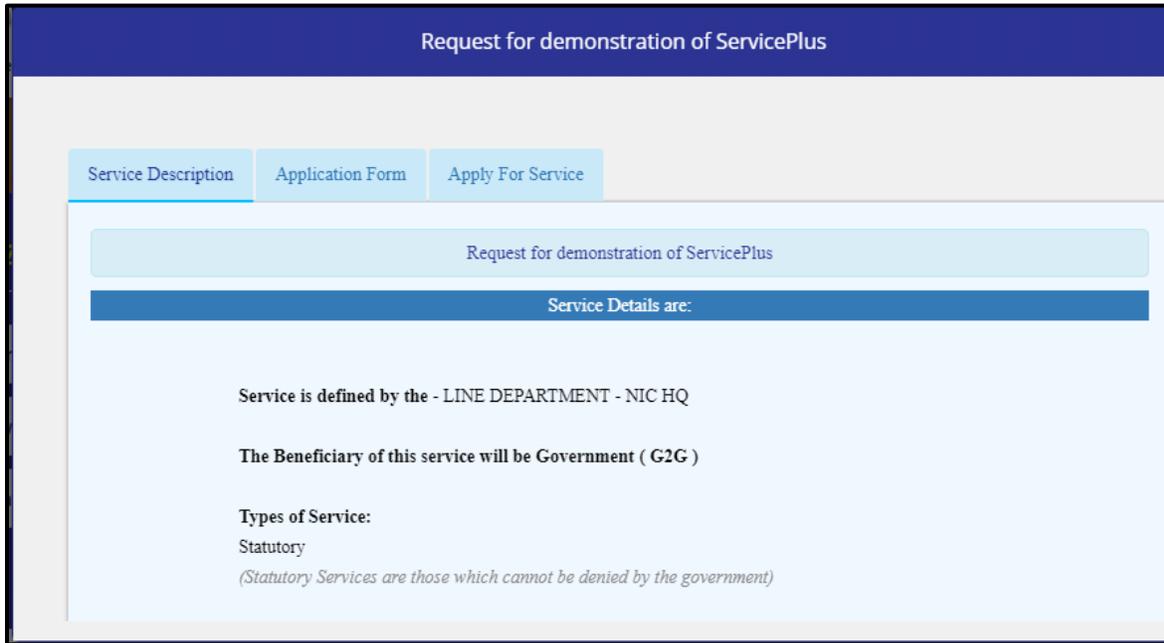


Figure 6 Request for Demo

- 2. Application Form-** Organization can apply for demo of ServicePlus.
- 3. Apply for Service-** To submit the application, user needs to download the *Service Definer Guide* document(s) and upload the filled-in/signed form/template in 'Attach Enclosures' screen.

SELECT STATE-This field allows the user to select a state in which he wants to apply for a service. The user can select the state of his choice from the drop-down list.



Figure 7 Select State option

LANGUAGE- This field allows the user to select the language in which he wants to use the software application. The user can select the language of his choice from the drop-down list which contains the supporting languages.



Figure 8 Language option

SERVICEPLUS DASHBOARD—A website visitor can view the ServicePlus Dashboard which contains the charts based on the total number of services defined in different states. You can view group wise or category wise or beneficiary wise or type wise total number of services available in different states also.

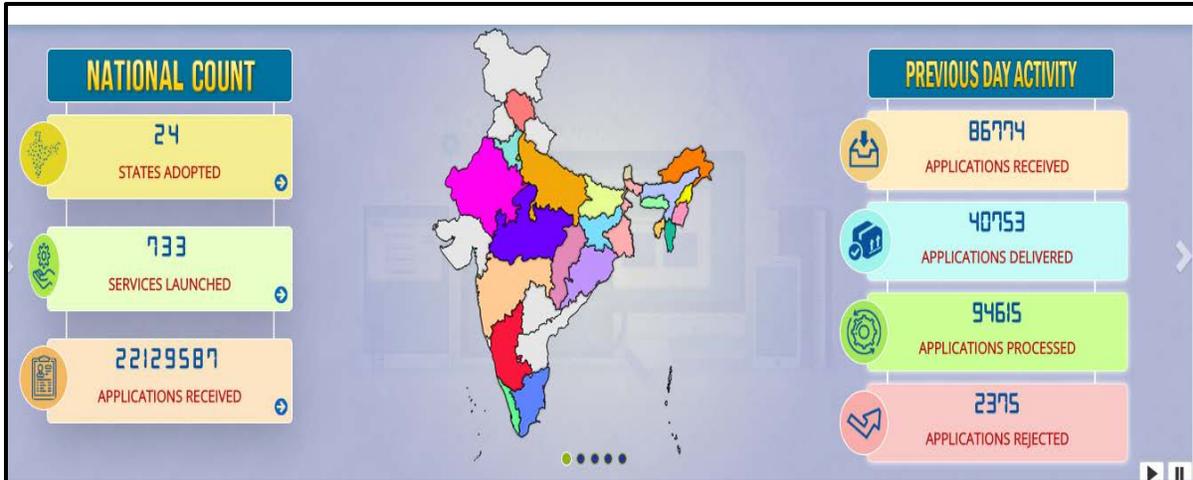


Figure 9 ServicePlus Dashboard

Newly Launched SERVICES- This section contains the list of new services in ServicePlus.

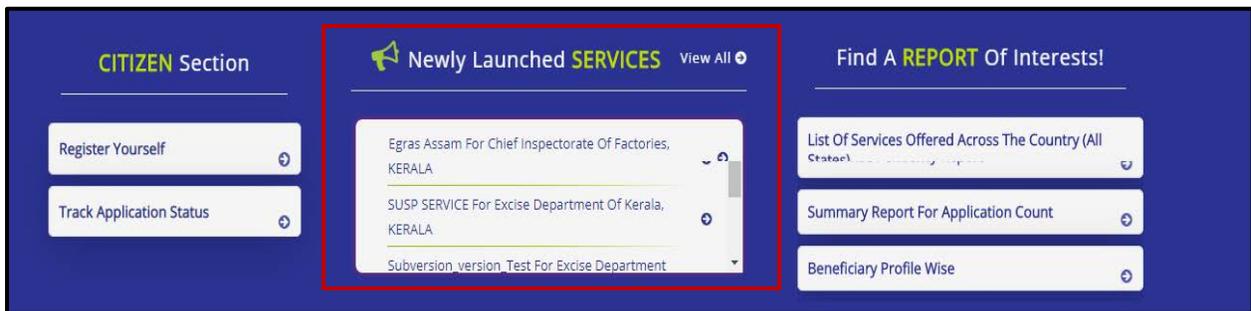


Figure 10 Newly Launched SERVICES

Find A Report of Interests-This section contains links related to list of services offered across all the states, summary report for application count, service category wise, service type wise, beneficiary profile wise, application count. A website visitor can view any or all these reports.

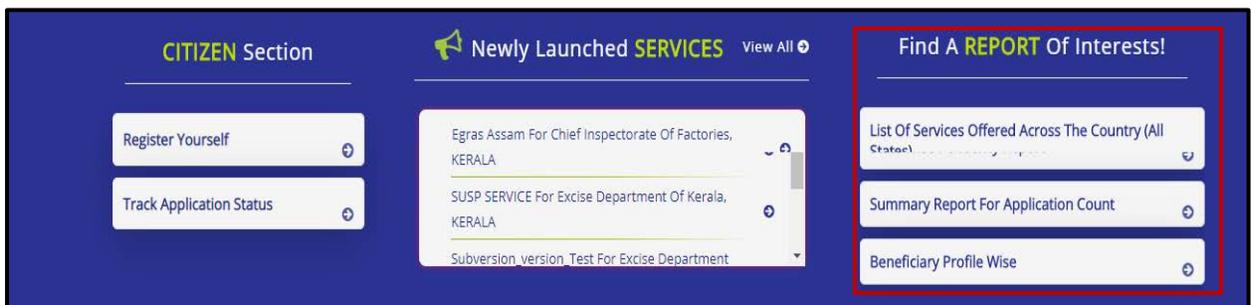


Figure 11 Find a Report of Interests

2.1 Citizen section on Home page

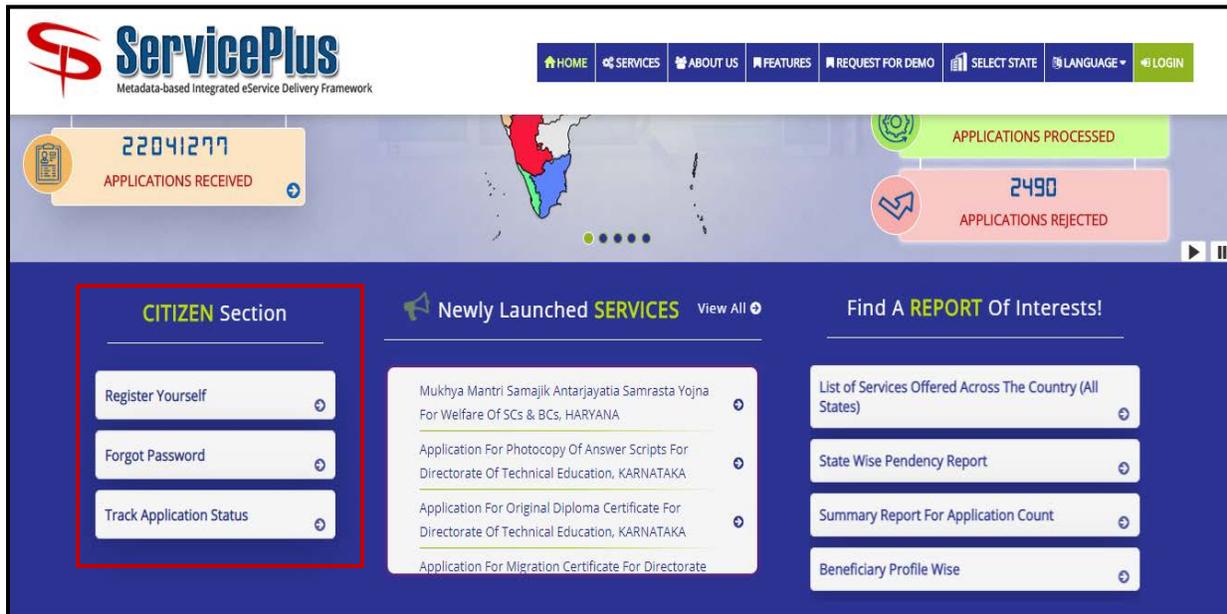


Figure 12 Citizen Section

Citizen section is on the left side of the **ServicePlus** Home Page with the following sub-sections:

- **Register yourself**- This option is used by the applicant to create an account on ServicePlus.
- **Forgot Password**- This option is used by the registered applicant when he forgets his password on ServicePlus.
- **Track Application Status**- This option is used by the applicant (registered and unregistered) to track the status of an application.

2.2 Register Yourself

To register as a *Citizen* on *ServicePlus*, you need to enter data in the mandatory fields of the *Registration form* and submit it. Your account is generated after successful submission of *Registration Form*.

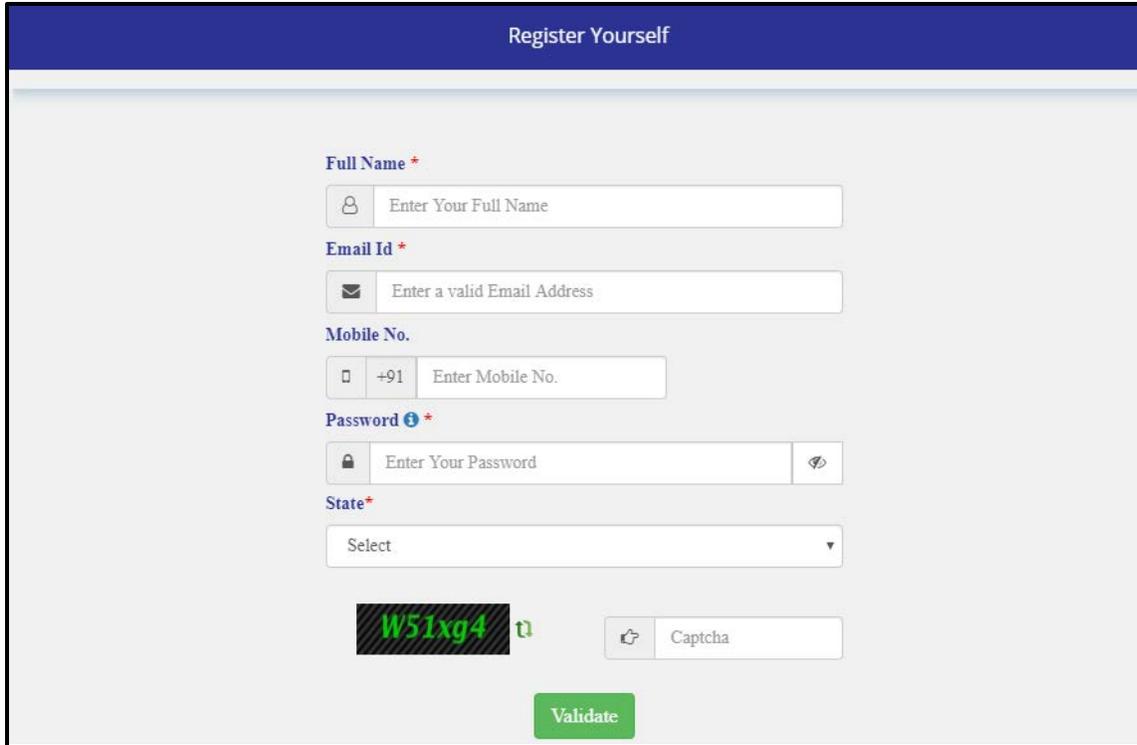
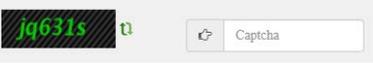


Figure 13 Register Yourself

A user can create an account by clicking on the option “Register Yourself” provided in the “CITIZEN Section” menu on the left side of the Home page screen. As soon as the user clicks on the option “Register Yourself”, a pop-up opens with the Registration Form. The user should fill all the mandatory fields provided in the form. Account is created on successful submission of the Registration Form.

Form Field Details

S. No	Field Name	Explanation
1.	Full Name*	<p>Field Description- Enter your full name in the given text-box.</p> <p>Validation- Only alphabetic characters should be entered in this field. Mandatory Field</p>
2.	Email ID*	<p>Field Description-This field specifies to enter your email address (i.e. the name which identifies an electronic post office box on a network where e-mail can be sent). The email Id becomes your Login Id. The email address once entered, cannot be used to create any other Citizen User account on "ServicePlus". Enter your email Id in the given text-box.</p>

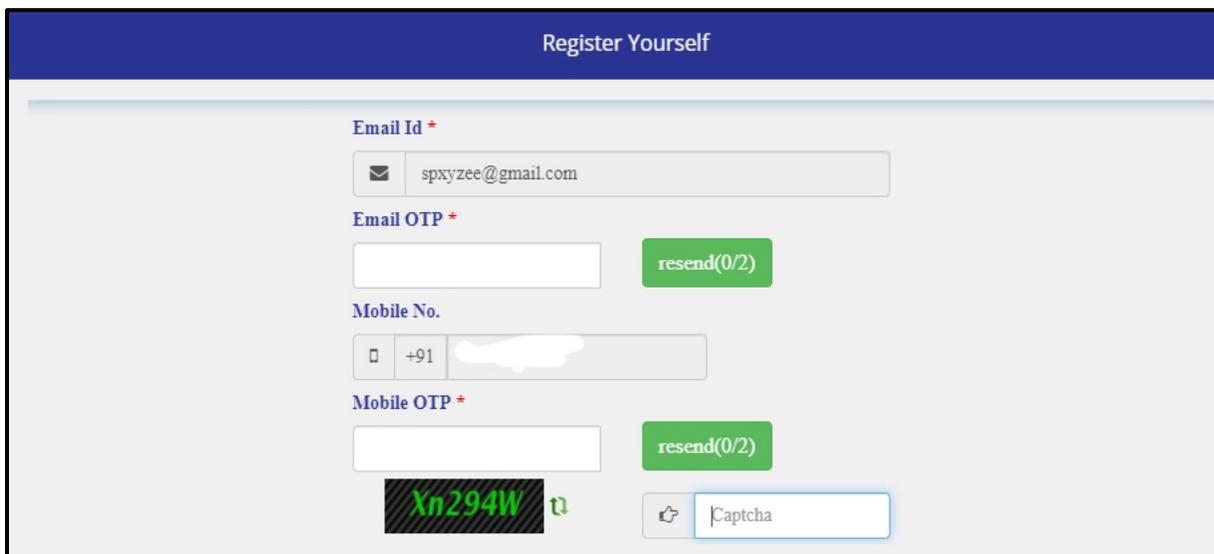
		<p>Validation- Email Id should be in a valid format (i.e. abc@gmail.com). Email Id should not be used to create any other citizen user account earlier as it will be unique for each user.</p> <p>Mandatory Field</p>
3.	Mobile No.	<p>Field Description-This field specifies to enter your mobile number in the given text-box.</p> <p>Validation- Only numeric characters can be entered in this field.</p> <p>Optional Field</p>
4.	Password*	<p>Field Description-This field specifies the Password (Combination of alphabets and numeric characters) to secure the User account. Enter the password of the length minimum 8 to maximum 15 characters with one special character in the given text-box.</p> <p>Validation- Alphanumeric values should be entered in this field. Mandatory Field</p>
5.	State*	<p>Field Description-This field specifies to select the state in which you are residing from the dropdown list.</p> <p>Validation- N/A</p> <p>Mandatory Field</p>
6.	Enter Captcha	<p>Enter words (captcha) in the text-box as they appear in the given image.</p> 

To create a user Account on **ServicePlus**, you need to follow the steps given below:

1. Click on the hyperlink *Register Yourself* given in the *Citizen Section* on the left side of *ServicePlus* homepage. The *Registration form* will open.

2. Enter the mandatory fields.
 - **Full Name:** Enter your full name in the given text-box.
 - **Email Id:** Enter valid Email Id in the given text-box which will be used as your Login ID.
 - **Mobile number:** Enter your 10-digit mobile number in the given text-box.
 - **Password:** Enter password of your choice using 8 to 15 characters with at least one special character (*[#\$%^&+=]), one numeric, one small case and one upper case letter.
 - **State:** Select the state from the dropdown list.
3. **Word Verification:** Enter words (captcha) in the text-box as they appear in the given image.
4. Click *Validate*.
5. An OTP is sent to the registered number or email ID or to both for the field which is mandatory in selected state.

Alert: An OTP has been send to your email ID abc@gmail.com & mobile no xxxxxxxxxx. Please note that the OTP received is for single use only and is valid for 15 minutes from the time of request.
6. Enter OTP and Word Verification text.



The screenshot shows a registration form titled "Register Yourself". It contains the following fields and elements:

- Email Id ***: A text input field containing "sxyzee@gmail.com".
- Email OTP ***: A text input field and a green "resend(0/2)" button.
- Mobile No.**: A dropdown menu showing "+91" and a text input field.
- Mobile OTP ***: A text input field and a green "resend(0/2)" button.
- Captcha**: A box displaying the text "Xn294W" and a "Captcha" input field.

Figure 14 Enter OTP

7. : Click *Back* to go back to the registration screen.
8. : Click *Submit* to save details. On successful registration, message is displayed: “You have successfully registered on <http://serviceonline.gov.in/>. Please log in to the application using your login credentials.”

2.3 Citizen- Login

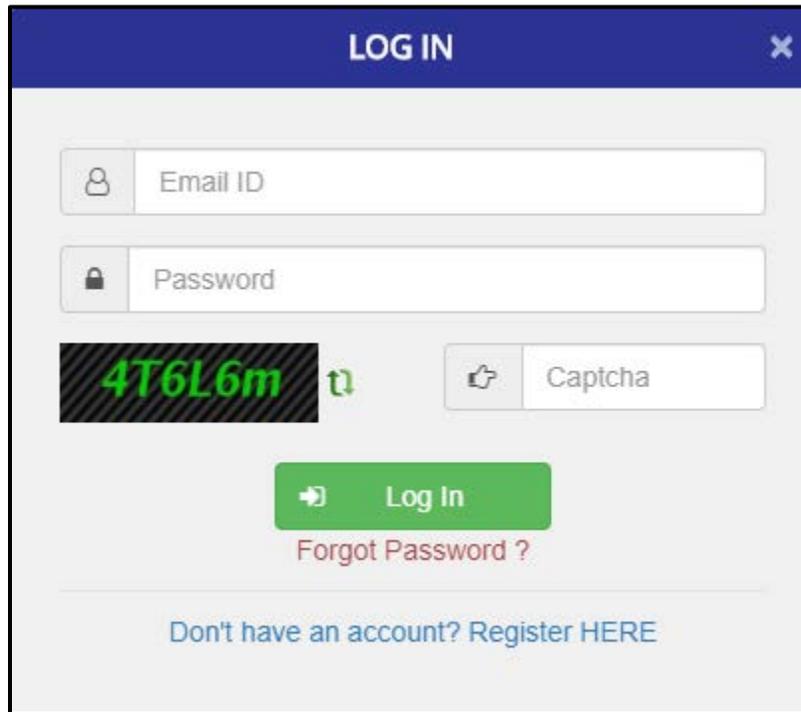
The image shows a 'LOG IN' window with a blue header and a close button. It contains four input fields: 'Email ID' with a person icon, 'Password' with a lock icon, a 'Word Verification' field showing '4T6L6m' with a 'u' icon, and 'Captcha' with a hand icon. Below the fields is a green 'Log In' button with a right-pointing arrow, a 'Forgot Password ?' link, and a 'Don't have an account? Register HERE' link.

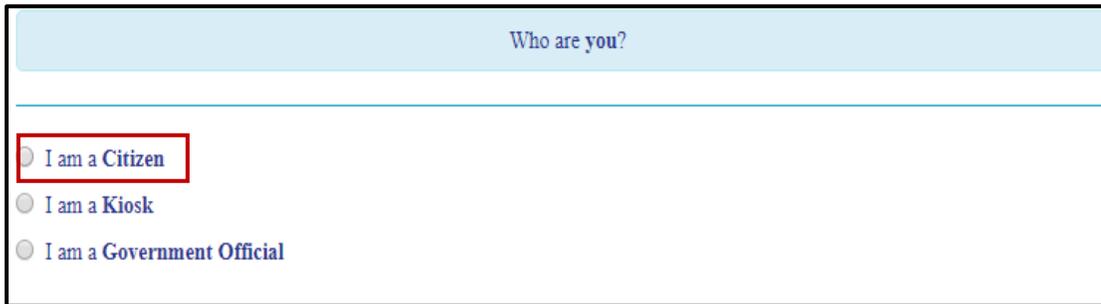
Figure 15 Citizen Login

- **LOGIN-** As the user clicks on *Login*, a pop-up window with the following fields will appear:
- **Email ID-** User should enter the Email ID which was entered at the time of registration.
- **Password-** User should enter the password which was entered at the time of registration.
- **Word Verification-** This field is security code for verification of the user.
- **Log In-** After filling all the fields, click 'Log In' button.
- **Forgot Password-** If user forgets password then click *Forgot Password* and provide the required

information about your account to change the old password.

- **Don't have an account? Register HERE-** On click, it will open *Citizen Registration* form in new window.

2.3.1 Forgot Password

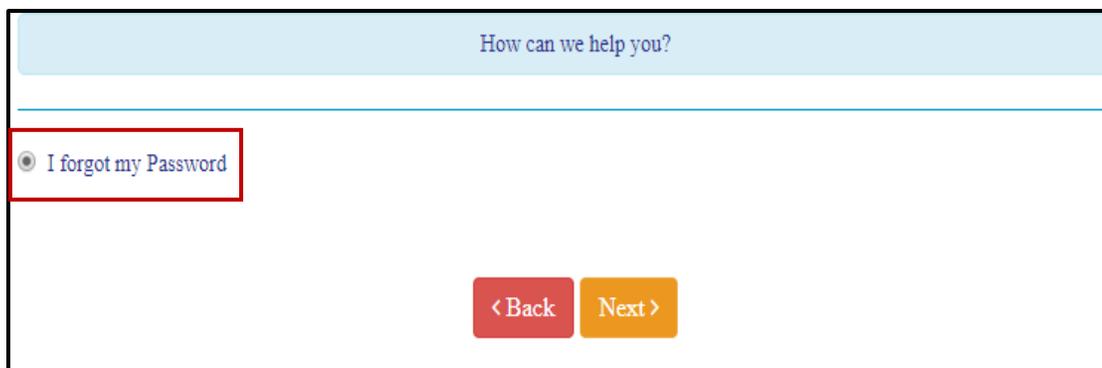


The screenshot shows a form titled "Who are you?" with three radio button options: "I am a Citizen", "I am a Kiosk", and "I am a Government Official". The "I am a Citizen" option is selected and highlighted with a red rectangular box.

Figure 16 Forgot Password

Forgot Password: As soon as the user clicks on the option *Forgot Password*, a pop-up window will open with question "Who are you?"

- *I am a Citizen*
 - *I am a Kiosk*
 - *I am a Government Official*
- Applicant should select "*I am a Citizen*" and click *Next*.
- New screen appears "*I forgot my password*".



The screenshot shows a form titled "How can we help you?" with a single radio button option: "I forgot my Password". This option is selected and highlighted with a red rectangular box. At the bottom of the form, there are two buttons: a red button labeled "< Back" and an orange button labeled "Next >".

Figure 17 Forgot Password (How can we help you)

- User Selects *“I forgot my password”*. Click *Next* to move to next screen or *Back* to move to previous screen.
- Enter your Login ID in *“My Login ID is”* which is your email ID that you entered at the time of registration.

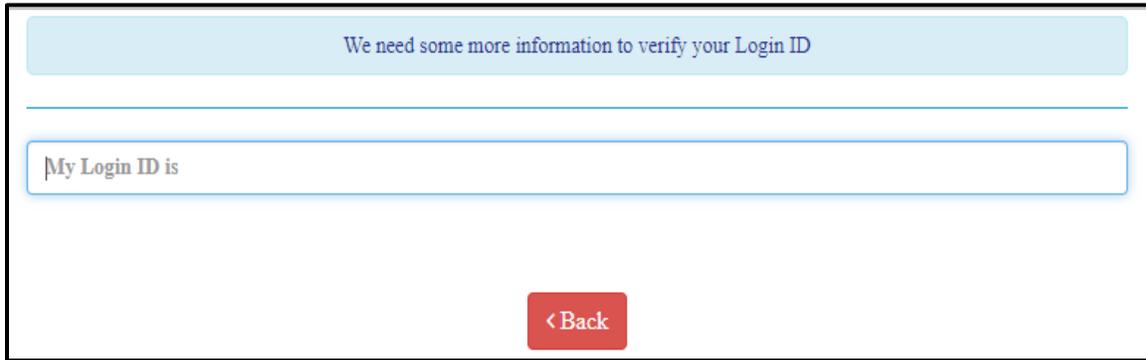


Figure 18 Forgot Password (Enter Login ID)

- Click on  **Submit**.

A message is displayed *“ServicePlus has sent a verification link on your Email ID abc@gmail.com. Please confirm your Email ID by clicking on the link and enter the verification code which has been sent on your Email ID. The Verification code and the link are for one time use only. Verification link and the code is valid for 24 hrs from the time of request.”*

User should click on the link sent on the Email ID and then following fields are displayed under *“Modify your ServicePlus Password”*:

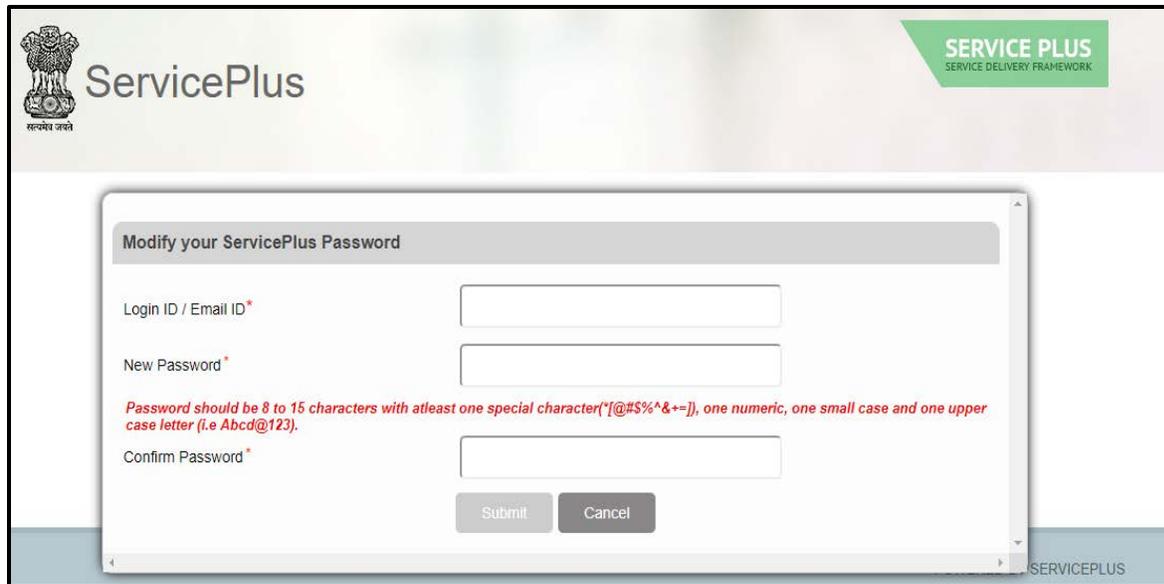


Figure 19 Forgot Password (Modify Password)

- **Login ID/Email ID*:** Enter your login ID/ Email ID.
- **New Password*:** Enter new password.

Message is displayed below New Password: *“Password should be 8 to 15 characters with atleast one special character (*[!@#\$%^&*+=]), one numeric, one small case and one upper case letter (i.e. Abcd@123).”*

- **Confirm Password:** Re-enter the new password here.
- **Submit:** Submit to save data.
- **Cancel:** Click *Cancel* if user does not want to change password. A pop-up appears *“Are you sure you want to cancel the form?”* Click OK or Cancel.

If user clicks OK, message is displayed *“Your password has been modified successfully”*.

2.4 Apply for services

2.4.1 For Registered Citizen

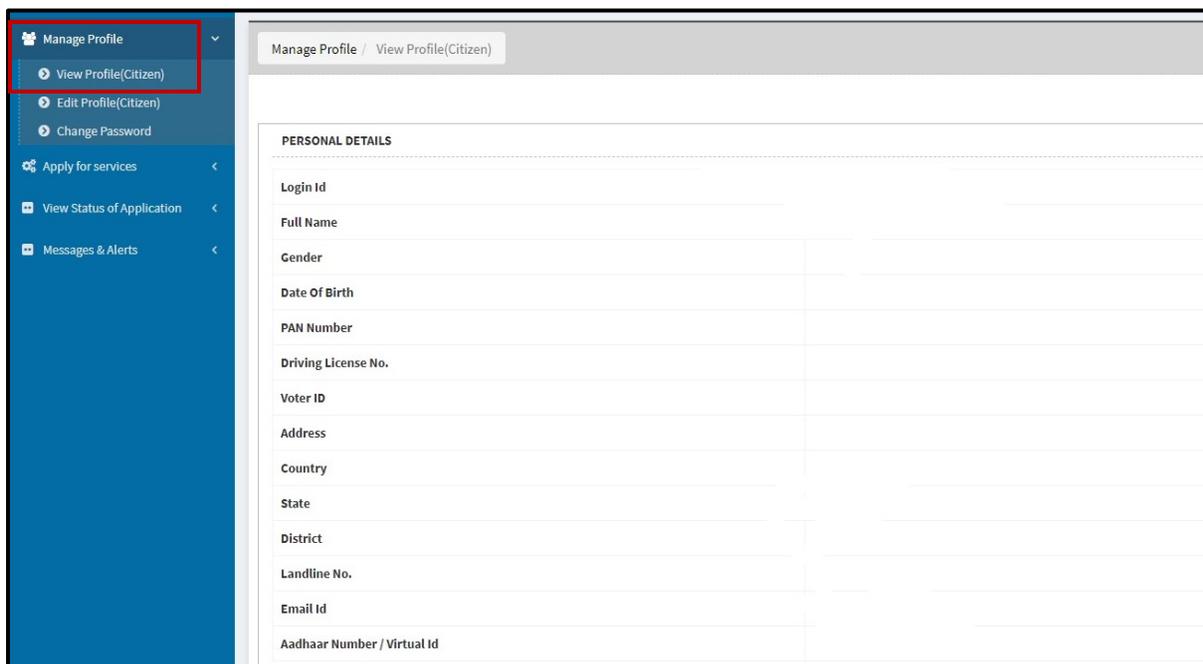
Once you log in to your account by using your *User Name (Login Id)* and *Password*, you can use the provided options available in left menu:

- **Manage profile** (View Profile, Edit Profile, Change Password, Update eKYC).
- **Apply for services** (View all available services),
- **View status of application** (Track application status, View Incomplete Application, Revalidate Payment, Modify Submissions).

2.4.1.1 Manage Profile

This enables user to manage his profile by following options:

2.4.1.1.1 View Profile (Citizen)

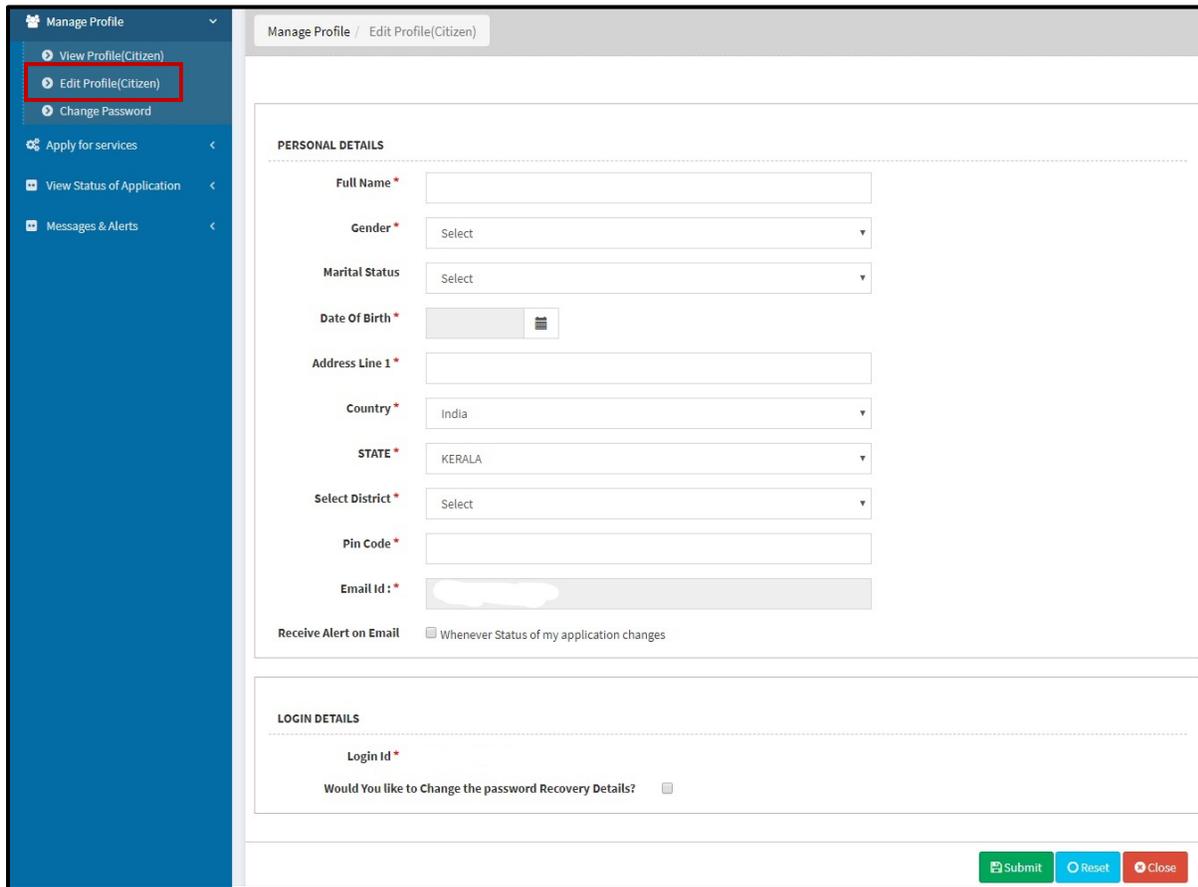


PERSONAL DETAILS	
Login Id	
Full Name	
Gender	
Date Of Birth	
PAN Number	
Driving License No.	
Voter ID	
Address	
Country	
State	
District	
Landline No.	
Email Id	
Aadhaar Number / Virtual Id	

Figure 20 Manage Profile (View Profile)

The user can view his Personal Details in this option that includes Login ID, Full Name, Gender, Marital Status, Father's Name, Passport Number, Date of Birth, PAN Number, Driving License Number, Voter ID, Address, Country, State, District, Mobile Number, Email ID and Aadhaar Number/ Virtual ID.

2.4.1.1.2 Edit Profile (Citizen)



The screenshot shows a web interface for editing a citizen's profile. On the left is a blue sidebar with navigation options: 'Manage Profile' (expanded), 'View Profile(Citizen)', 'Edit Profile(Citizen)' (highlighted with a red box), and 'Change Password'. Below these are 'Apply for services', 'View Status of Application', and 'Messages & Alerts'. The main content area is titled 'Manage Profile / Edit Profile(Citizen)'. It contains two sections: 'PERSONAL DETAILS' and 'LOGIN DETAILS'. The 'PERSONAL DETAILS' section has the following fields: 'Full Name *' (text input), 'Gender *' (dropdown menu), 'Marital Status' (dropdown menu), 'Date Of Birth *' (calendar icon), 'Address Line 1 *' (text input), 'Country *' (dropdown menu with 'India' selected), 'STATE *' (dropdown menu with 'KERALA' selected), 'Select District *' (dropdown menu), 'Pin Code *' (text input), and 'Email Id : *' (text input). Below these is a checkbox for 'Receive Alert on Email' with the text 'Whenever Status of my application changes'. The 'LOGIN DETAILS' section has a 'Login Id *' field and a checkbox for 'Would You like to Change the password Recovery Details?'. At the bottom right, there are three buttons: 'Submit' (green), 'Reset' (blue), and 'Close' (red).

Figure 21 Manage Profile (Edit Profile)

The user can edit his Personal Details and Login Details in this option.

PERSONAL DETAILS that can be edited are Full Name, Gender, Marital Status, Father's Name, Passport Number, Date of Birth, PAN Number, Driving License Number, Voter ID, Address Line 1, Country, State, District, Pin Code, Mobile Number, Landline Number and Email ID.

User can also opt for "Receive Alert on Email" by selecting check-box. If user selects this, then email is sent to the him/her whenever status of the application changes.

LOGIN DETAIL

User can opt for "Would you like to Change the Password Recovery Details?" then the following fields are displayed.

- **Password Hint Question*:** Enter hint question.

- **Password Hint Answer***: Enter password.
- **Confirm Password Hint Answer***: Enter the password again.

: On click of *Submit*, changes will be submitted, and message appears “*Successfully Submitted*”.

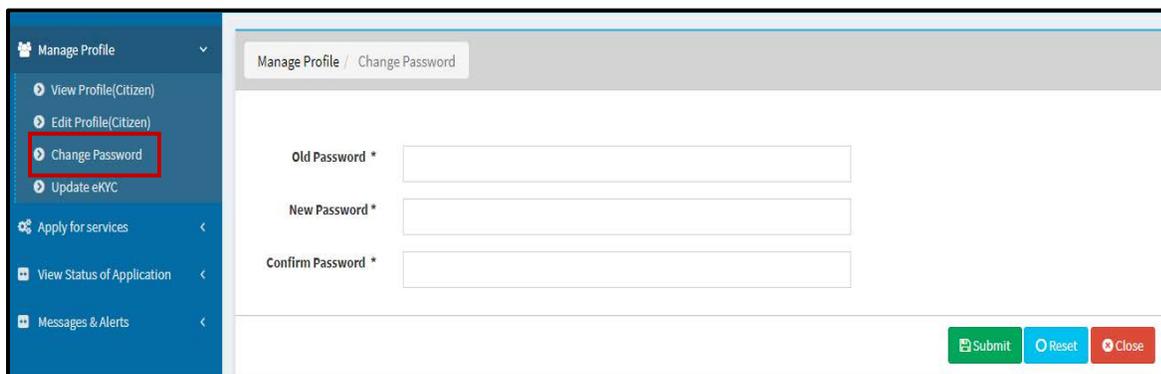
: On click of *Reset*, the values from fields will be removed.

: On click of *Close*, a pop-up will appear “*Are you sure you want to close the form?*” If user clicks:

- *OK*: User is directed to previous page.
- *Cancel*: To cancel.

2.4.1.1.3 Change Password

User can change his/her password for Login here.



The screenshot shows a web interface for 'Manage Profile'. On the left is a navigation menu with options: View Profile(Citizen), Edit Profile(Citizen), Change Password (highlighted with a red box), and Update eKYC. Below this are sections for 'Apply for services', 'View Status of Application', and 'Messages & Alerts'. The main content area is titled 'Manage Profile / Change Password' and contains three input fields: 'Old Password *', 'New Password *', and 'Confirm Password *'. At the bottom right of the form are three buttons: 'Submit' (green), 'Reset' (blue), and 'Close' (red).

Figure 22 Manage Profile (Change Password)

- **Old Password***: Enter old password here.
- **New Password***: Enter new password here.
- **Confirm Password***: Re- enter new password here.

2.4.1.1.4 Update eKYC

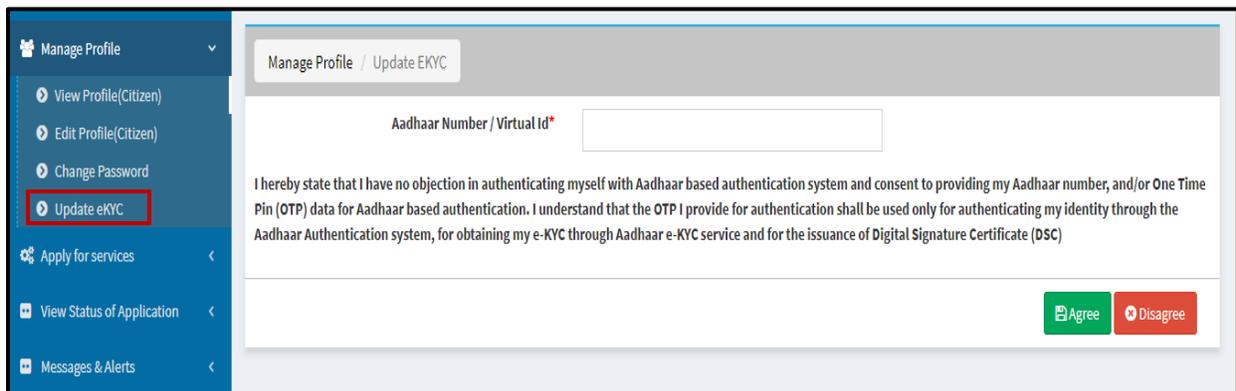
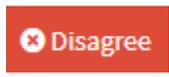


Figure 23 Manage Profile (Update eKYC)

Aadhaar Number/ Virtual ID*: Enter your valid Aadhaar number here.

Declaration: *“I hereby state that I have no objection in authenticating myself with Aadhaar based authentication system and consent to providing my Aadhaar number, and/or One Time Pin (OTP) data for Aadhaar based authentication. I understand that the OTP I provide for authentication shall be used only for authenticating my identity through the Aadhaar Authentication system, for obtaining my e-KYC through Aadhaar e-KYC service and for the issuance of Digital Signature Certificate (DSC)”.*

 : If User clicks *Agree*, data is updated.

 : If User clicks *Disagree*, data is not saved.

2.4.1.2 Apply for services

User can apply for services from here.

View all available services

As user clicks on *“View all available services”* from left menu in *Apply for services*, screen with following details is displayed:

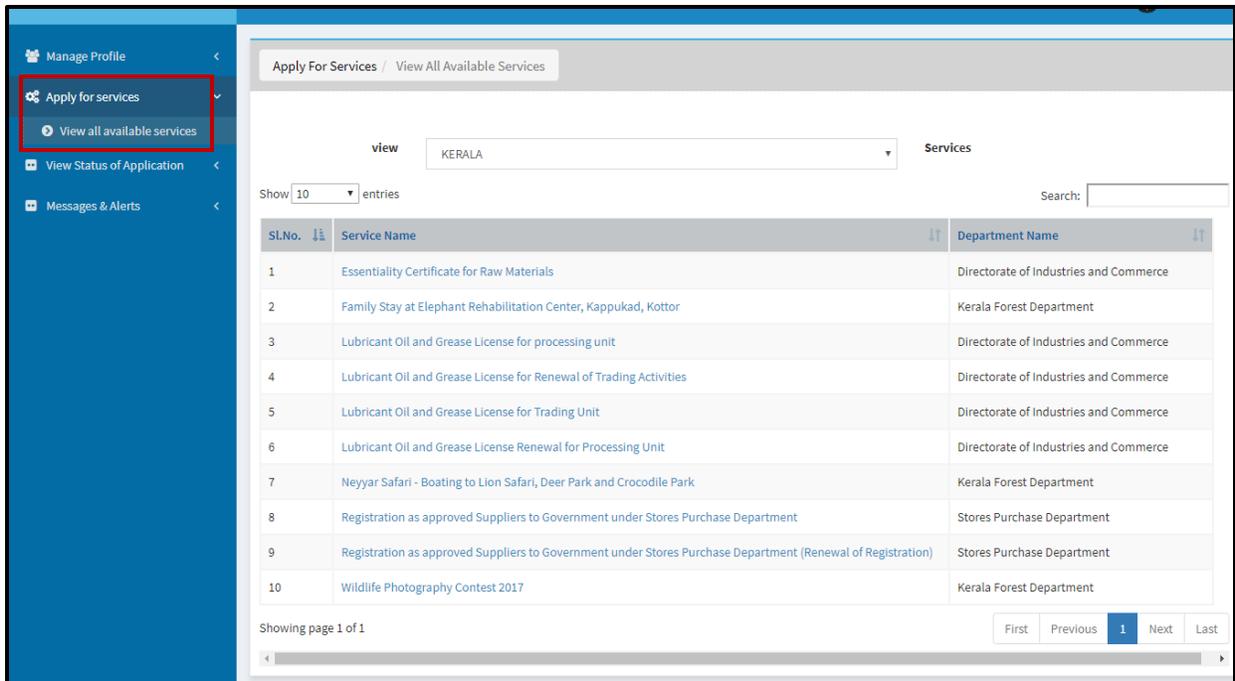


Figure 24 Apply for services (View all available services)

View: User can select the State from dropdown list for which he wants to view the services. All the services for that state will be displayed below.

Search: User can search the service by entering service name in the search field.

All the services are available in tabular form:

S. No: Serial Number.

Service Name: All the services are listed in list column.

Department Name: Department Name of the service is displayed.

As soon as the user click on a service, the user is directed to application form of that service. User fills all the mandatory fields and enter the captcha.

 **Draft**: If user clicks draft button, the details are saved, but the form is not submitted. User can complete the form later.

 **Submit**: When user clicks *Submit*, user gets preview of his/her form before final submission.



: If user clicks *Close*, a pop-up appears “*The data of current page will not be saved. Are you sure you want to close the form?*”

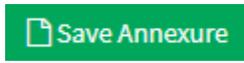
If user clicks *OK*, he is directed to previous screen.

If user clicks *Cancel*, he stays on same screen.



: If user clicks *Reset*, all the data from fields is removed.

Further options are displayed if enclosures are required to submit application on click of *Submit*.

-  **Edit** : To edit the entered data.
-  **Attach Annexure** : On click the user is directed to next screen “Attach Enclosure(s)” that includes following fields: Type of Enclosure, Enclosure Document, Issued by, Issued Date, Reference Number, File/Reference. This field is mandatory in some services.
 -  **Save Annexure** : Save the data.
 -  **Cancel** : Cancel the task.
 -  **Back** : Go back to the previous page.
-  **Submit** : Final Submission if there is no enclosure required.
-  **Cancel** : To cancel submission.
-  **Print** : To print the preview of application form.
-  **Export to PDF** : To export form to PDF format.
-  **Click here to initiate new application** : To fill another form, click this tab. User is

directed to new application form.

When user clicks Save Annexure, it directs user to next screen that includes the following option:

- : This option appears if Charge is defined in Service Definer.
- : To cancel the form.
- : To print payment details.
- : Download PDF of payment details.

As the user clicks “*Make Payment*” he/she is directed to next screen where he/she can do the payment (if applicable for that service).

- : Payment submission.
- : Entered values are deleted.
- : Cancel the form.

On click of “*Make Payment*” Application Acknowledgement, Application Summary and List of Enclosures (if any) are displayed on screen to user. Application Reference Number is generated and is displayed in Application Summary.

User can print and export it to PDF by selecting “*Print*” tab and “*Export to PDF*” tab respectively.

2.4.1.3 View Status of Application

User can perform following task here:

2.4.1.3.1 Track Application Status

User can track status of his/her application here. As soon as the user selects “*Track application status*” following tabs appear:

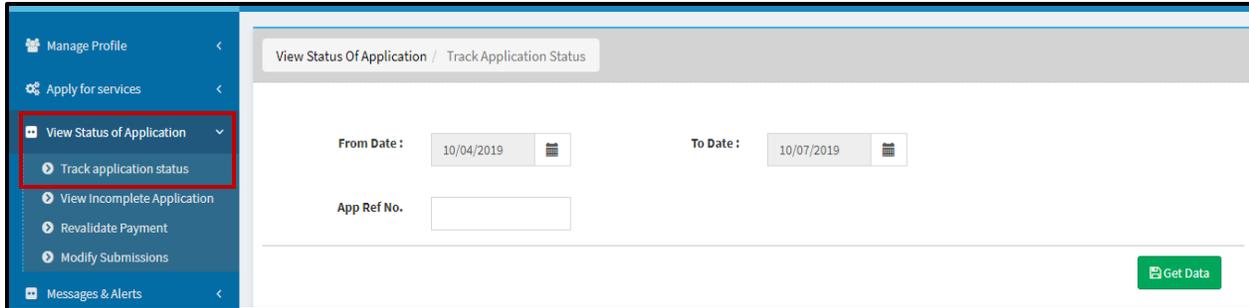


Figure 25 View Application Status (Track Application Status)

- **From Date:** Start Date.
- **To Date:** End Date.
- **App Ref No.:** User can enter application reference number which was generated after successful submission of application form.
- : User can fetch data about the status of application.

As soon as user clicks “Get Data” the following data is displayed in tabular form: S. No, Service Name, Application Reference no, Submission Date, Due Date and Current Status.

User can view Submitted Application Form and Acknowledgement Slip and can upload Enclosure(s) if required by clicking the “Current Status” of application.

If Current Status is “Waiting for Applicant’s Response”, then user can click it and perform following actions which are applicable in the service:

Action to be taken by Applicant: Click the link “Click Here”.

User can be asked to attach enclosures if rejected or additional enclosures are required and can submit the form.

Application Form Detail ✕

***Action to be taken by an applicant**

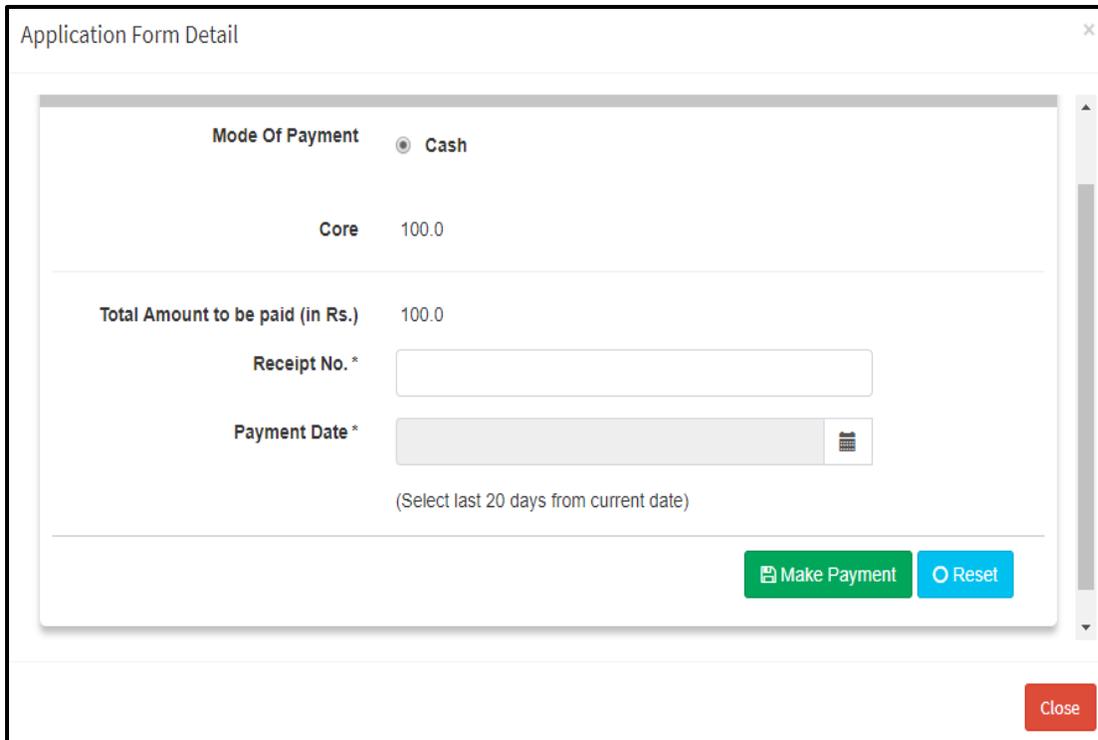
You are required to provide enclosure(s) and make payment. Please [click here](#) to proceed.

S.No.	Task Name	Submitted Details by the applicant	Documents generated by the system	Status	Remarks
1	Application Submission	View	APPLICATION SUBMISSION	Completed	NA
2	Task1	NA	Nil	Forwarded	NA
4	Task2	NA	Nil	Under Process	NA

Close

Figure 26 Action to be taken by applicant

Payment Details: User needs to make payment as per the requirement.



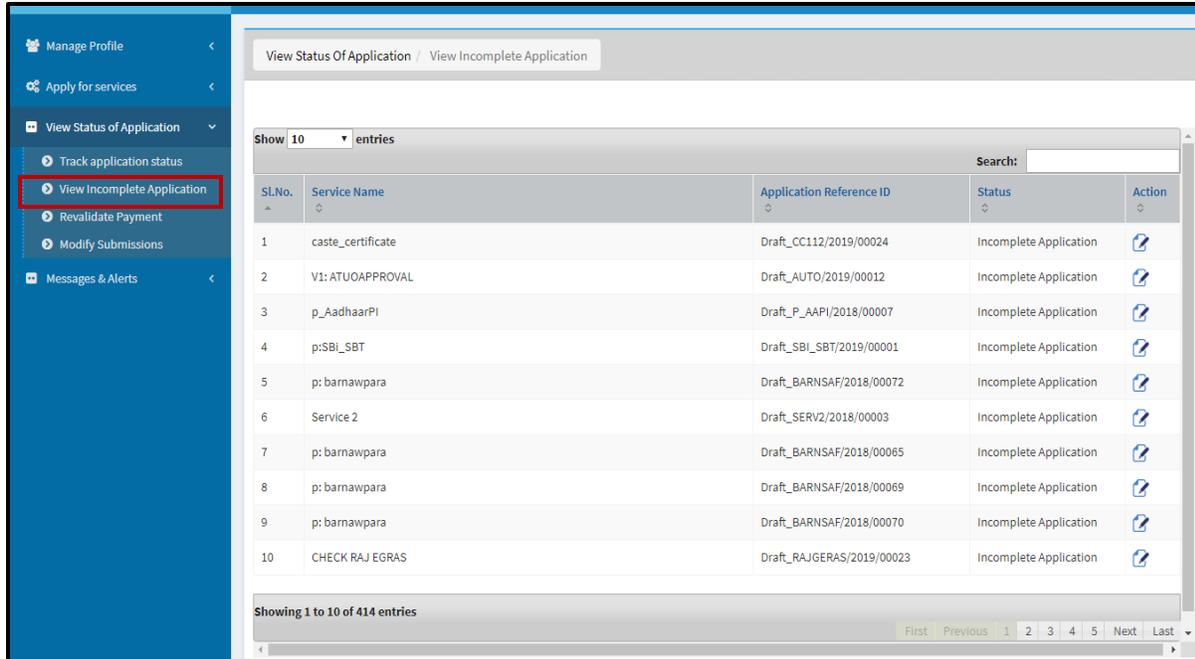
The screenshot shows a web application window titled "Application Form Detail". Inside the window, there is a form with the following elements:

- Mode Of Payment:** A radio button is selected for "Cash".
- Core:** The value is 100.0.
- Total Amount to be paid (in Rs.):** The value is 100.0.
- Receipt No. *:** An empty text input field.
- Payment Date *:** A date picker field with a calendar icon. Below it, the text "(Select last 20 days from current date)" is displayed.
- Buttons:** At the bottom right of the form area, there are two buttons: "Make Payment" (green) and "Reset" (blue).
- Close Button:** A red "Close" button is located at the bottom right corner of the window.

Figure 27 Action to be taken by applicant- Payment Details

2.4.1.3.2 View Incomplete Application

This enables user to view and complete his/her incomplete form.



View Status Of Application / View Incomplete Application

Show 10 entries

SL.No.	Service Name	Application Reference ID	Status	Action
1	caste_certificate	Draft_CC112/2019/00024	Incomplete Application	
2	V1: ATUOAPPROVAL	Draft_AUTO/2019/00012	Incomplete Application	
3	p_AadhaarPI	Draft_P_AAPI/2018/00007	Incomplete Application	
4	p:SBI_SBT	Draft_SBI_SBT/2019/00001	Incomplete Application	
5	p: barnawpara	Draft_BARNSAF/2018/00072	Incomplete Application	
6	Service 2	Draft_SERV2/2018/00003	Incomplete Application	
7	p: barnawpara	Draft_BARNSAF/2018/00065	Incomplete Application	
8	p: barnawpara	Draft_BARNSAF/2018/00069	Incomplete Application	
9	p: barnawpara	Draft_BARNSAF/2018/00070	Incomplete Application	
10	CHECK RAJ EGRAS	Draft_RAJGERAS/2019/00023	Incomplete Application	

Showing 1 to 10 of 414 entries

First Previous 1 2 3 4 5 Next Last

Figure 28 View Incomplete Application

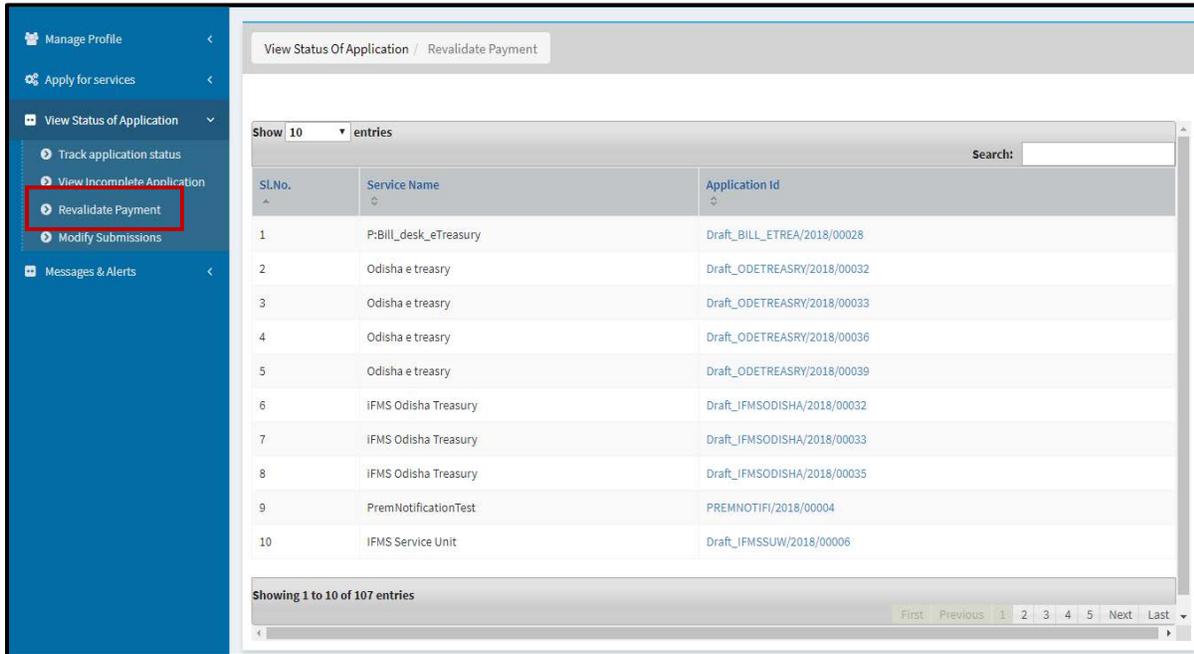
When user clicks *Draft* while applying for service, a draft reference number is generated which is used by the user to view his/her incomplete application.

User selects “*View Incomplete Application*” from “*View Status of Application*” in left menu, a screen opens including:

- **SI. No.:** Serial Number.
- **Service Name:** Name of service.
- **Application Reference ID:** Draft Reference Number.
- **Status:** Status of application form.
- **Action:** User can click  icon to complete his/her application form.

On click of *Action icon*, user is directed to application form so that user can complete and submit his/her application form. After successful submission of application form, *Application Reference Number* is generated.

2.4.1.3.3 Revalidate Payment



View Status Of Application / Revalidate Payment

Show 10 entries

Search:

Sl.No.	Service Name	Application Id
1	P:Bill_desk_eTreasury	Draft_BILL_ETREA/2018/00028
2	Odisha e treasury	Draft_ODETREASRY/2018/00032
3	Odisha e treasury	Draft_ODETREASRY/2018/00033
4	Odisha e treasury	Draft_ODETREASRY/2018/00036
5	Odisha e treasury	Draft_ODETREASRY/2018/00039
6	IFMS Odisha Treasury	Draft_IFMSODISHA/2018/00032
7	IFMS Odisha Treasury	Draft_IFMSODISHA/2018/00033
8	IFMS Odisha Treasury	Draft_IFMSODISHA/2018/00035
9	PremNotificationTest	PREMNOTIFI/2018/00004
10	IFMS Service Unit	Draft_IFMSSUW/2018/00006

Showing 1 to 10 of 107 entries

First Previous 1 2 3 4 5 Next Last

Figure 29 View Status of Application (Revalidate Payment)

When the user login to his/her account, he/she is directed to this screen and the list of applications is displayed which are pending for revalidation.

When the payment is not completed, user can view the status in this option. On click of Revalidate Payment, following fields are displayed in tabular form:

- **S.no:** Serial Number.
- **Service Name:** Name of service.
- **Application ID:** Draft reference number is displayed.

If payment is completed, acknowledge slip is displayed when user clicks the Application ID.

2.4.1.3.4 Modify Submissions

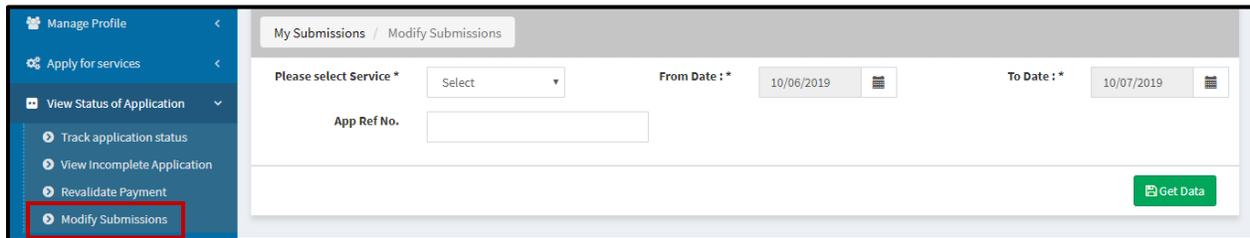


Figure 30 View Status of Application (Modify Submissions)

Modify Submissions is used for refund. On click of Modify Submissions, following fields are displayed:

- **Please Select Service*:** The services for which refund is applicable are displayed in dropdown list.
- **From Date:** Start Date.
- **To Date:** Date until the user wants to see data. User can only select till present date.
- **App Ref No.:** Application Reference Number.
-  **Get Data**: On click of *Get Data*, user gets the following data:
 - **SI.No.:** Serial Number.
 - **Application Reference No:** Reference Number of application generated after successful submission of application form.
 - **Action:** On click of link in *Action*, the user is directed to *Applicant Refund*. He/she should enter the details.
 - **Submit:** To submit *Applicant Refund*. A message is displayed: “*Successfully Submitted*”.
 - **Reset:** To reset entered details.
 - **Cancel:** To cancel submission. A popup is displayed: “*Are you sure you want to close the form?*” Click Ok or Cancel.

2.4.1.4 Feedback Form

On click, feedback form is displayed with following fields:

- **Feedback Related to:** Select *General* or *Service* from the radio buttons.

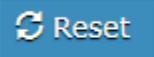
If user selects *General*,

- **Feedback:** Enter the feedback.

If user selects *Service*,

- **Services:** Select service from the dropdown list.
- **Application Number:** Select your application number from the dropdown list.
- **Feedback:** Enter the feedback.
- **Satisfaction Level:** Select Unsatisfied or Satisfied from the radio button.

-  : To Submit.

-  : Click *Reset*, all the data from fields is removed.

-  : To close the form.

2.4.2 For Unregistered Citizen

User clicks  on homepage and is directed to the “*Newly Launched Services*”. User clicks  to view services of all states.

User can view services of Central and states individually in 2 divisions: *Category Wise* and *Service Type Wise*.

1. **Category Wise:** Services are categorized based on *Service Category* (*G2B, G2C, G2G, G2E, Others*).

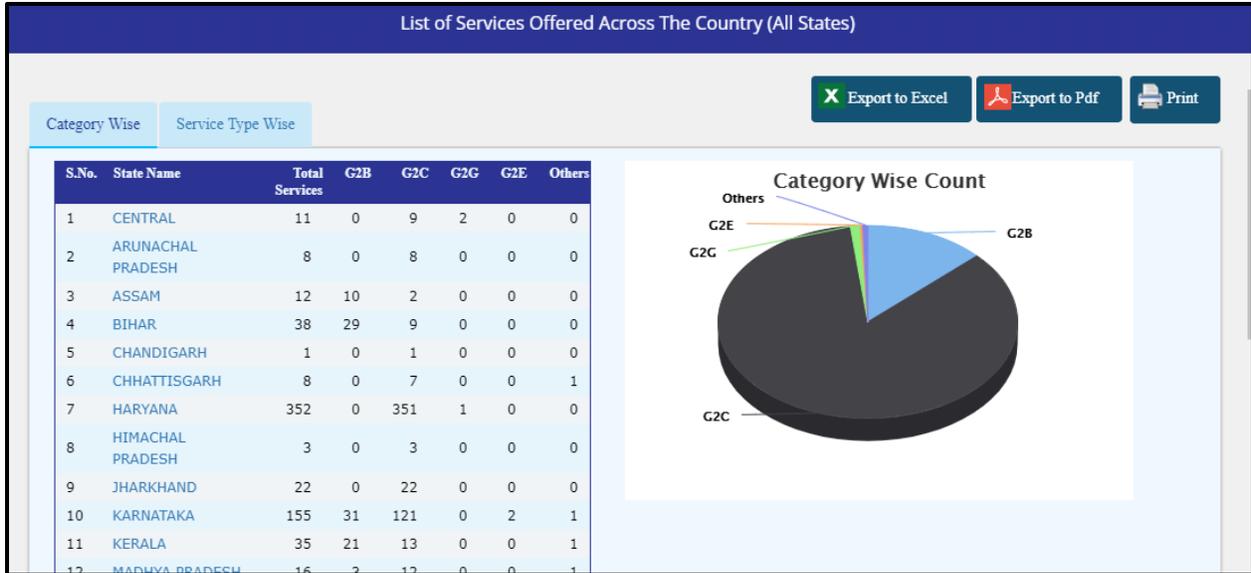


Figure 31 List of Services Offered Across The Country (All States)- Category Wise

2. Service Type Wise: Services are categorized based on *Type of Service (Consumer Utility, Developmental, Regulatory and Statutory)*.



Figure 32 List of Services Offered Across The Country (All States)- Service Type Wise

Once user clicks on any state, he/she is directed to the list of services in that state. Service distribution in state are represented in pie-chart as *Category Wise Service Chart* and *Service Wise Chart*.



Figure 33 Category Wise Service Chart & State Wise Chart

User can search the service in the *Search* option by entering the service name. The list of services includes the following information:

S.No.	State Name	Service Name	Launched Date	Service Category	Type of Service	ServiceLevel
1	KERALA	Application for Issuance of NOC, Import Permits and EVC of Spirit	27/05/2019	G2B	Regulatory	Not Defined
2	KERALA	Inter Division Toddy Tapping and Transport Permit	06/05/2019	G2B	Regulatory	Not Defined
3	KERALA	Essentiality Certificate for Raw Materials	29/03/2019	G2B	Regulatory	30 Days
4	KERALA	Lubricant Oil and Grease License Renewal for Processing Unit	29/03/2019	G2B	Regulatory	30 Days
5	KERALA	Lubricant Oil and Grease License for processing unit	29/03/2019	G2B	Statutory	30 Days
6	KERALA	Lubricant Oil and Grease License for Renewal of Trading Activities	29/03/2019	Others	Statutory	30 Days
7	KERALA	Lubricant Oil and Grease License for Trading Unit	29/03/2019	G2B	Statutory	30 Days
8	KERALA	Renewal of Licence for Bars (FL 3)	14/03/2019	G2B	Regulatory	7 Days
9	KERALA	Application for FL 3 (Fresh License for Bars)	01/03/2019	G2B	Regulatory	45 Days
10	KERALA	Online Reservation for Agastyaarkoodam Visit 2019	03/01/2019	G2C	Consumer Utility Service	Not Defined

Figure 34 List of Services Offered Across The Country (All States)

- **S.No.:** Serial Number.
- **State Name:** State for which user wants to view the services.
- **Service Name:** Name of the service.
- **Launched Date:** Date on which service was launched.
- **Service Category:** Service Category (G2B, G2C, G2G, G2E, Others).
- **Type of Service:** Type of Service (Consumer Utility, Developmental, Regulatory and Statutory).
- **Service Level:** Total turnaround time from application submission to delivery of service.

User clicks on *Service Name* to apply for that service. New screen appears, and the following tabs are displayed:

- **Service Description:** User can view *Service Details, Who can apply for this Service, How to submit application and enclosure details* and *what will applicant get as service deliverable*.
- **Application Form:** User can view application form. User can click on Back to go to previous page.
- **Apply For Service:** User can apply for service by filling the form. He/she should enter data in all mandatory fields.

Word Verification  : Enter words (captcha) in the text-box as they appear in the given image.

 : When user clicks *Submit*, user gets preview of his/her form before final submission.

 : If user clicks *Reset*, all the data from fields is removed.

Further options are displayed if enclosures are required to submit application on click of Submit:

-  : To edit the entered data.
-  : On click the user is directed to next screen “Attach Enclosure(s)” that includes following fields: Type of Enclosure, Enclosure Document, Issued by, Issued Date, Reference Number, File/Reference. This field is mandatory in some services.
 -  : Save the data.
 -  : Go back to the previous page.
-  : Final Submission if there is no enclosure required.
-  : To print the preview of application form.
-  : To export form to PDF format.

-  **Click here to initiate new application** : To fill another form, click this tab. User is directed to new application form.

When user clicks *Save Annexure*, it directs user to next screen that includes the payment options (if applicable):

-  **Make Payment** : This option appears if Charge is defined in Service Definer.
-  **Print** : To print payment details.
-  **Download PDF** : Download PDF of payment details.

As the user clicks “*Make Payment*” he/she is directed to next screen where he/she can do the payment.

-  **Make Payment** : Payment submission.
-  **Reset** : Entered values are deleted.

If there is no payment option, on click of *Save Annexure*, user is directed to next screen with following options:

-  **Submit** : Final Submission.
-  **Print** : To print the document.
-  **Download PDF** : Download PDF of document.

On click of “*Make Payment*” or “*Submit*” Application Acknowledgement, Application Summary and List of Enclosures (if any) are displayed on screen to user. Application Reference Number is generated and is displayed in Application Summary.

User can print and export it to PDF by selecting “*Print*” tab and “*Export to PDF*” tab respectively.

2.5 Track Application Status

Both registered and unregistered users can track their application from here. This option is available on the homepage in Citizen Section. Registered users also get an option to track their application from *Track Application Status* in *View Status of Application*.

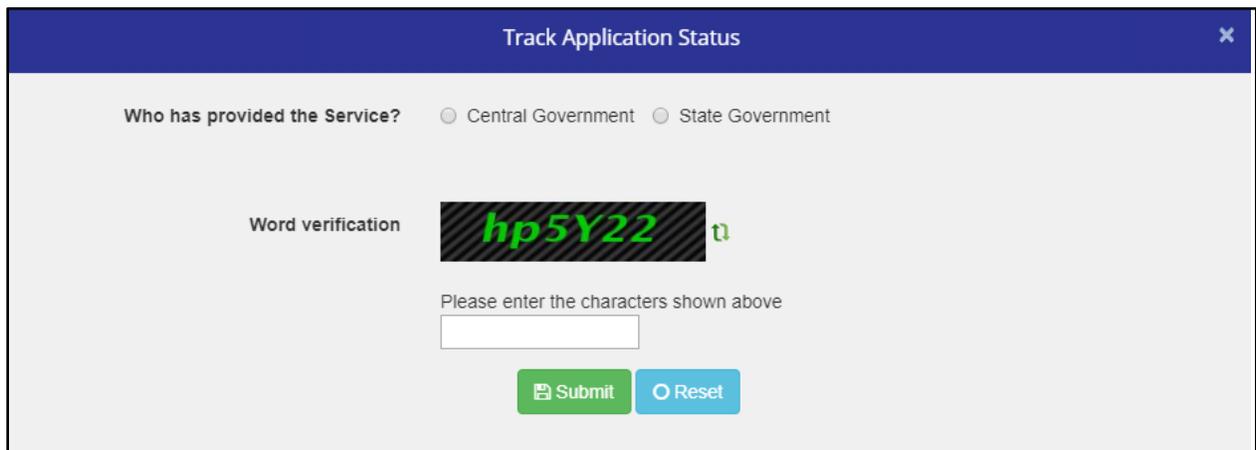
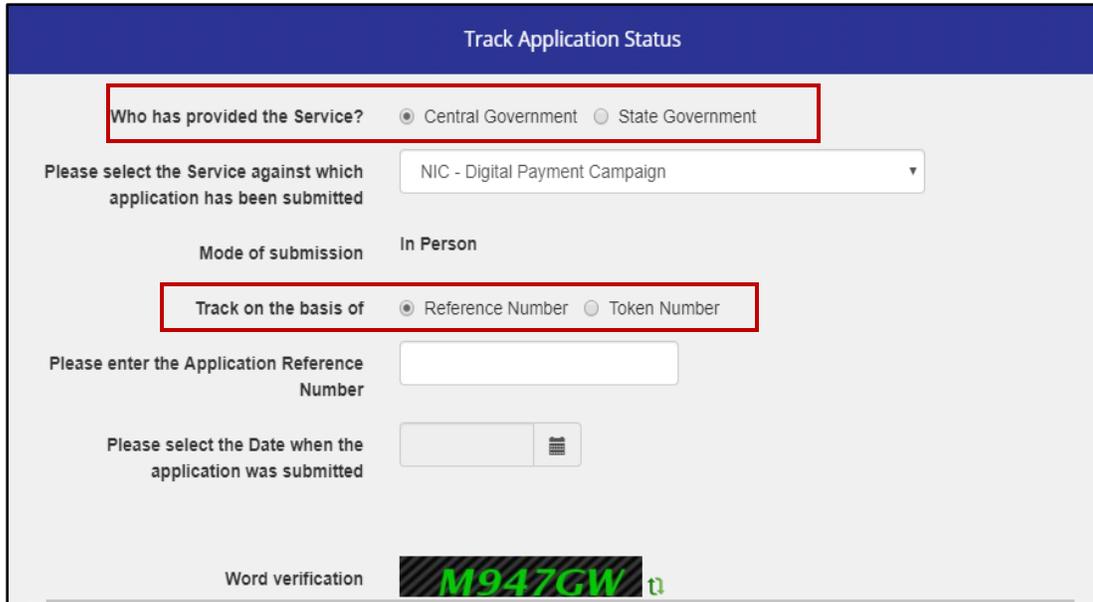


Figure 35 Track Application Status

1. User should select an option from *Who has provided the Service?* By selecting a radio Button:
 - **Central Government:** If user selects Central Government:
 - Select the Service against which application has been submitted from the dropdown list.
 - Select a field from “*Track on the basis of*” by selecting the radio button.
 - Enter the application Reference Number/ Receipt (Token) Number.
 - Select the *Date* when the application was submitted.



Track Application Status

Who has provided the Service? Central Government State Government

Please select the Service against which application has been submitted: NIC - Digital Payment Campaign

Mode of submission: In Person

Track on the basis of Reference Number Token Number

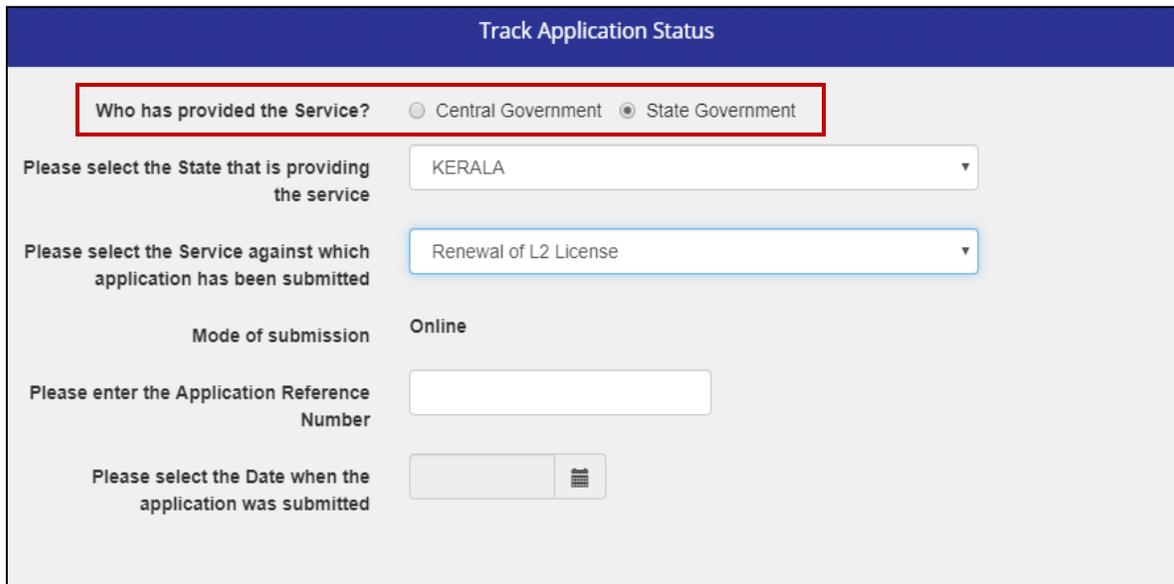
Please enter the Application Reference Number: [Empty text box]

Please select the Date when the application was submitted: [Calendar icon]

Word verification: M947GW

Figure 36 Track Application Status-Central Govt (Track on the basis of)

➤ State Government: If user selects State Government:



Track Application Status

Who has provided the Service? Central Government State Government

Please select the State that is providing the service: KERALA

Please select the Service against which application has been submitted: Renewal of L2 License

Mode of submission: Online

Please enter the Application Reference Number: [Empty text box]

Please select the Date when the application was submitted: [Calendar icon]

Figure 37 Track Application Status- State Govt

- Select the State that is providing the service.
- Select the service against which application has been submitted.
- Enter the application Reference Number/ Receipt (Token) Number.

- Select the *Date* when the application was submitted.

2. **Word Verification**   : Enter words (captcha) in the text-box as they appear in the given image.

3.  : Click *Submit*.

4.  : If user clicks *Reset*, all the data from fields is removed.

On click of *Submit*, Status of Application is displayed.