

INTRODUCTION

Citizens' primary interaction with the government is for obtaining various services. National eGovernance Plan (NeGP) was envisioned with the ultimate objective of bringing public services closer to homes of citizens as articulated in the Vision Statement of NeGP,

"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"

In an attempt to fulfill this vision, many central and state governments are developing separate software to provide services to citizens. However, such efforts with hard-coded service delivery rules are not empowering the citizen on the most important need of the citizen viz., to know their eligibility for various services offered by the Government. Also, because of the hard-coded nature of these service delivery solutions, the information about a service is not fully aligned with the associated transaction service, thereby harassing the citizen. Finally, the time taken to e-enable a service is almost the same for all services.

ServicePlus attempts to address these issues by providing a single, unified, metadata-based portal to citizen and government alike where any service can be defined, accessed,

delivered and monitored. ServicePlus facilitates any Central or State Government department or local governments (Panchayats, Municipalities etc.) to define all the metadata related to service like service definition, service coverage, target beneficiary, applicable submission modes, applicable service charges, creation of application forms and intermediate documents, application life cycle and output certificate. ServicePlus is one of the applications developed as part of Panchayat Enterprise Suite (PES) under e-panchayat Mission Mode Project (MMP) (<http://epanchayat.gov.in>). ServicePlus is user friendly software for all the operators, applicants and also for higher officials, because application form, its submission, verification and editing processes are very easy.

FEATURES

❖ ServicePlus facilitates Government

- Provides an easy-to-use, wizard-like interface to quickly configure and launch a service
- The configuration can be used for a transparent delivery of both informational and transactional services to citizens and in efficient monitoring of service delivery
- Performance of individual functionaries and/or offices can be monitored through various reports and corrective action taken to ensure efficient and transparent delivery of services



REGISTER YOURSELF

Personal Details

Full Name *

Gender *

Address Line 1 *
(eg: House No., Flat No., Building No., Plot No., Lift No., ...)

Address Line 2
(eg: Building Name, Block Name/No., Street Name/No., Mohalla, Sector No., Sector Name ...)

Address Line 3
(eg: Floor No., Gate No., Major/Minor Landmark, Area No., Suburb)

Select Country *

Select State *

Pin Code *

Mobile No *

❖ **Facilities for Citizens**

- Citizens can easily access various services across the country through a single portal
- ServicePlus provides facility for online registration of citizens along with their preferences for alerts on various types of services
- Online repository is available for citizens to upload and manage their various documents; these documents can be directly linked to the required enclosures while applying for a service thereby obviating the need to upload the same documents time and again for each service
- Citizens can track their applications submitted for various services irrespective of the mode of submission of application (online, offline or kiosk)

- Citizens can subscribe to various alerts and announcements related to services

❖ **Facilities for SCAs**

- Bulk registration of kiosks
- Activation/De-activation of kiosks
- Both CSC and non-CSC kiosks supported

❖ **Facilities for Kiosk Operators**

- Apply and track applications on behalf of citizens

❖ **Technical Features**

- ServicePlus is a generic, configurable, open-source based multi-tenancy framework which can be used by each tenant (the department or local government) to

Renewal of Licence for Bars (FL 3)

Licence Details

Licence Number / അനുമതി നമ്പർ *

Name of the Bar / അനുമതി നൽകുന്ന സ്ഥലം *

Address of the Bar / അതിന്റെ അനുമതി നൽകുന്ന വിലാസം *

Date of Original Issue / അനുമതി നൽകുന്ന തീയതി *

Date of Last Renewal (If Not Renewed till now, then Please enter the Date of Issue) / അനുമതി നൽകുന്ന തീയതി *

Licencee Details

Name / പേര് *

Address / വിലാസം *

configure their services as per their requirement

- The Service Definer can specify the types of enclosures and photographs required along with other details such as attestation requirement, photograph size etc.
- A service can be configured for one or more modes of application submission such as by post, in person, online or through kiosk
- Payments can also be taken from application through multiple modes such as in cash, Cheque, DD, online or through eTreasury
- Payments can be taken multiple times in multiple stages
- A powerful Form Designer is available using which elegant, dynamic forms for applicants and/or officials can be designed in a few minutes
- Javascripts can be attached to forms to provide the required dynamism and user friendliness
- Forms can be downloaded and filled in offline mode and submitted for further processing
- Document designer is available to design various service-specific templates for certificates, letters, acknowledgment slip, emails and SMS
- Notification Designer allows the Service Definer to

declaratively specify the requirement of email and/or SMS notifications at pre-defined trigger points

- Process Flow Designer allows any type of workflow to be configured in ServicePlus; it provides mechanisms to define converging and diverging gateways to control the flow
- Tasks in a process flow can be configured as Official, Applicant or Web Service task. ServicePlus seamlessly routes the applications through these tasks.
- A service can be configured to mandate FIFO rule at the service level. It can also be configured to allow for bulk processing and/or call back at specific tasks
- ServicePlus provides seamless integration with external applications through web service; Web service can be used at the form level to validate or populate the form or at the task level.
- A service can be configured to optionally use DSC and bar code
- ServicePlus is integrated with NDML & SBI ePay payment Gateways, eTreasury (Kerala), CSC eWallet, NSDG/SSDG and eTaal
- A separate link is generated for each service when it is launched which can be used to embed the service link in

Birth Certificate

Form 1

GOVERNMENT OF JHARKHAND
 DEPARTMENT OF PLANNING AND DEVELOPMENT
 (DIRECTORATE OF STATISTICS AND EVALUATION)
 जनक प्रमाणपत्र / BIRTH CERTIFICATE

(जन्म प्रमाणपत्र/जनक प्रमाणपत्र, 1949 की धारा 12(1) तथा द्वाप्राप्त जन्म प्रमाणपत्र/जनक प्रमाणपत्र, 2009 धारा 13 के अंतर्गत जारी किया गया है।)
 (Issued under Section 12(1) of Registration of Births and Deaths Act, 1949 and Rule 8(1) of the JHARKHAND Registration of Births and Deaths Rule 2009)

यह प्रमाणित किया जाता है कि निम्नलिखित सूचना जन्म के प्रमाणपत्र/जनक प्रमाणपत्र से ली गयी है जो कि (जन्म/जनक प्रमाणपत्र) के संदर्भ में दर्जित है।
 This is to certify that the following information has been taken from the original record of birth which is the register for (local area/body) Municipality/ Ward - of Districts of Jharkhand.

नाम / Name : तिथि / Sex :
 जन्म तिथि / Date of Birth : जन्म स्थान / Place of Birth : , Municipality - , Ward - (Jharkhand)
 पिता का नाम / Name of Father : Mat. माता का नाम / Name of Mother : Mat.
 जन्म के समय के ठेका नम्बर / Address of Person at the time of birth of the child : () पालक (पिता का पता) / Permanent Address of Person : ()

पंजीकरण नम्बर / Registration Number : पंजीकरण तिथि / Date of Registration :
 दिनांक / Issued on (dd/mm/yyyy) :
 तिथि / Date of Issue :

Digitally signed by Authorized Signatory
 अधिकृत अधिकारी का पता / Address of Issuing Authority :
 : Postkey Office
 Sub-Division : Sahr_7310.getCityName(L,Block), District :

*This registration record has not been verified by the Registrar. It is not for legal purposes unless so stated.
 This certificate has been generated digitally signed by electronic means.
 This is approved by authorized signatory of related office.

DUPLICATE COPY SERIAL NO. -

COUNCIL OF HIGHER SECONDARY EDUCATION, ODISHA
 BHUBANESWAR

MEMORANDUM OF MARKS
 HIGHER SECONDARY EXAMINATION

THIS IS TO CERTIFY THAT **RAJI** SON / DAUGHTER OF **BHASKAR CHINA** / **SUDHANSUBA** OF **JUPITER +2 SCIENCE COLLEGE, KHORDHA** HAS PASSED THE **ANNUAL EXAM - 2010** AND IS PLACED **SECOND** DIVISION THE SUBJECT IN WHICH THE CANDIDATE WAS EXAMINED AND MARKS OBTAINED UNDER AS

ROLL NO.	REGN. NO.	STREAM
372M	15422	SCIENCE (REGULAR)

Subject	Max. Marks	Marks Obtained	
ENGLISH	100	43	ZERO FOUR THREE
MIL (ORIYA)	100	52	ZERO FIVE TWO
PHYSICS PAPER-I	70	47	ZERO FOUR SEVEN
PHYSICS PRACTICAL	30	24	ZERO TWO FOUR
CHEMISTRY PAPER-I	70	45	ZERO FOUR FIVE
CHEMISTRY PRACTICAL	30	26	ZERO TWO SIX
MATHEMATICS PAPER-I	100	45	ZERO FOUR FIVE
STATISTICS PAPER-I	70	45	ZERO FOUR FIVE
STATISTICS PRACTICAL-I	30	28	ZERO TWO EIGHT

ENVIRONMENTAL EDUCATION A
 GRAND TOTAL IN FIGURES 355
 IN WORDS (THREE FIVE FIVE)

PASS MARKS	DIVISION
Theory - 30%	First - 60%
Practicals - 40%	Second - 50%
Aggregate - 35%	Third - 35%

DEALING ASSISTANT VERIFICATION ASSISTANT SECTION OFFICER CONTROLLER OF EXAMINATION

State Wise Pendency Report

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State Wise Pendency Report

S.No.	State	Launched Service(s)	Applications									
			Within SLA		(SLA + 7 days)		SLA + (8 to 15 days)		SLA + (more than 15 days)		Total	
			Under Process	Delivered	Pending	Delivered	Pending	Delivered	Pending	Delivered	Pending	Delivered
1	CHHATTISGARH	5	0	7822	1	2224	4	2508	10644	59842	10649	72396
2	JHARKHAND	5	100167	612014	8920	21016	7408	17834	135274	71534	151602	722398
3	KERALA	9	7	2001	2	12	2	12	154	69	158	2094
4	MAHARASHTRA	21	915	620310	1434	72672	1838	35187	161315	81456	164587	809625
5	MEGHALAYA	8	257	61	144	37	58	40	10	2	212	140
6	ODISHA	1	28	142	4	23	3	13	147	15	154	193
7	TRIPURA	12	5065	21448	865	2420	618	1946	4815	4782	6298	30596
Total Count		61	106439	1263798	11370	98404	9931	57540	312359	217700	333660	1637442

Note :
 1. SLA stands for Service Level Agreement (calculated in working days).
 2. SLA is assumed to be 7 days in case not specified for a service.
 3. The delivered columns display the count of all delivered applications, including both delivered and rejected statuses.

This report is generated by <http://serviceonline.gov.in> on Feb 23, 2016 1:28:14 PM

- various portals. In addition, ServicePlus also generates department and State-specific pages, if required
- Service-specific reports can be configured to quickly meet some of the service-specific reporting requirements
 - ServicePlus provides a configurable facility to add tenancy extensions through MVEL
 - ServicePlus is fully responsive and can be viewed in user-friendly manner in any device
 - Various reports for monitoring the pendency of applications and performance of officials are available
 - Multilingual Support using UNICODE
 - Based on Open Source technologies
 - Supports Internet Explorer, Mozilla Firefox, Google Chrome
 - Is web-based and available 24X7
- Rural Local Bodies (Village Panchayats, Block Panchayats, District Panchayats)
 - Urban Local Bodies (Corporations, Municipalities, Town Areas)
 - State Line Departments
 - Central Line Ministries/Departments
 - Work Flow Players (Department and Panchayat officers)
 - SCAs
 - Kiosk Operators

HOW TO ACCESS?

A demo site is available to facilitate trainings and hands-on sessions. Actual services can be defined and launched in <http://www.serviceonline.gov.in>.

The site is accessible using Internet Explorer 7.0 and above or Mozilla Firefox 4.0 and above.

For obtaining details of user ID and password, a letter may be addressed by the concerned State Government department to National Informatics Centre or Ministry of Panchayati Raj.

TARGET USERS

- Citizens



Panchayat Informatics Division
National Informatics Centre
 Department of Information Technology
 Ministry of Communications & Information Technology
 Government of India
 A Block, CGO Complex, Lodhi Road, New Delhi - 110003



Ministry of Panchayati Raj
 Government of India
 7, Krishi Bhawan
 New Delhi-110001