

# ServicePlus

## Service Definer Guide

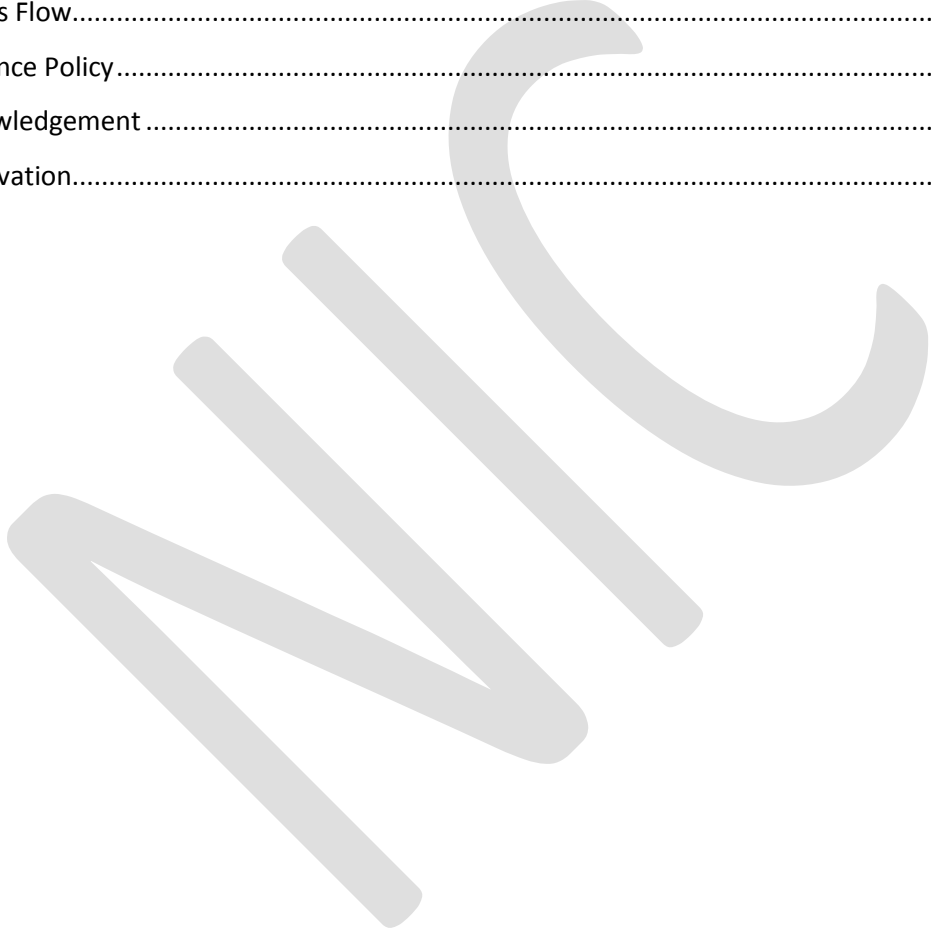
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This document gives an overview of ServicePlus features that can be used by various Government Departments to define online services and provide timely delivery to Citizens of India

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## **Citizen Service**

**Q- What is Citizen Service? What is the role of ServicePlus in Citizen Service?**

**A-** Government services available for Citizens are termed as Citizen Service. ServicePlus allows any department at any level of government to define and configure its service in terms of beneficiary profile, service charges, payment mechanism, service delivery modes, application form and backend processes.

**Q- Who can avail Citizen Service?**

**A-**Citizen Service could be availed by citizens having a Computer, an Internet connection, and a web browser compatible to access ServicePlus.

**Q- Who can define a Citizen Service on ServicePlus?**

**A-**Citizen Service can be defined by any authorized government official of a department after log-in to ServicePlus with user name and password.

**Q- What is required for defining a Citizen Service on ServicePlus?**

**A-**Citizen Service can be defined by entering the required information in the **form fields** of mandatory tabs. This is explained in section-1 of this document.

# 1. Definition

## Q- How to start definition process of a Service in ServicePlus?

A-Service Definition process starts by entering information details in **form fields** of Definition tab. The information needed for defining a service is given below:

1. **Language-** You can define a Service in multiple languages. The First language should be English.

After selecting the language, give following details:

**Service Name-** Name of the service.

**Service Description-** Details of the service.

**Service Name Abbreviation-** Abbreviated form of the Service Name.

Language	Service Name	Service Description	Service Name Abbreviation
English	Birth Certificate	Birth registration of citizens	BC
Hindi	-----	-----	-----
Bengali	-----	-----	-----

You can add name of the service in multiple languages. Use '**Add**' button to save the details.

2. **Your service is a part of standard services?**

ServicePlus has an annexure of Standard Service Groups. E.g. 'Birth and Death Certificate' group covers 'Birth Certificate' and 'Death Certificate' services.

3. **Your service can be applied from state only or from any state of India?**
4. **The service is available to registered users only or for all users without registration?**
5. **Do you have any other URL where more information about the service is available?**
6. **Whether the service is a kiosk service or normal service? [Ref. Kiosk service (pg.23)]**
7. **Whether the defined service belongs to National/State Project?**

(a) National Project is a scheme implemented at the national level by the Government which covers urban and/or rural area of different States/UTs.

(b) State Project is the scheme implemented at the State/UT level by the Government which covers urban and/or rural areas.

8. **Service is a part of which National or State Project?**

9. **What is the category of Service?**

E.g. G2B, G2C, G2E, G2G or others.

**G2B-** Government to Business covers interaction between Government and the business sector.

**G2C-** Government to Citizen covers interaction between Government and the Citizen.

**G2E-** Government to Employees covers interaction between Government and the Employees.

**G2G-**Government to Government covers internal and external interaction within the Government.

**Others-** There may be some other categories. If there is any other category then mention it.

**10. What is the Type of Service?**

Service may be Consumer Utility or Developmental or Regulatory or Statutory.

**Consumer Utility Service-** Service which covers wants and needs of consumers falls in this type.

**Developmental-** Service which Supports Promotion of People and the Society.

**Regulatory-** Service restricted according to rules or principles.

**Statutory-** Services which cannot be denied by the providing agency as denial of that service is punishable under a statute.

**11. What is the Class of the Service?**

Service can be classified as Primary or Derived.

Primary Services are those services which are direct and immediate.

Derived Services are those services which are formed or developed from other services.

If your service is '**Derived**' then you can mention the source Primary Service.

**12. What is the source of delivery of the Service? Whether service will be delivered through ServicePlus or any External Application?**

(a) If External Application is used for service delivery, then you can specify the "**Service URL**".

**13. What is the Service Level?**

Service level is the time with-in which a service should be delivered to the applicant after receiving the application. You can mention the Service Level and then Unit (Day/Week).

**14. Whether Service is Periodic or one time?**

Periodic service is a service recurring at regular intervals. You can give the value for periodicity and the unit (Day/Week).

## 2. Coverage

**Q- What is the coverage (Area, where the service will be available) of the service?**

**A-Service Coverage can be defined very easily. Service Definer can specify who will offer and activate the service and the administrative body responsible for providing the service in a particular area.**

**1. Who will define the service?**

**Service Definer-** Service Definer is the person who defines the service. A Service can be defined and activated by the service definer. The service can be provided by the Service Definer too.

**2. Who will provide the service to applicant?**

**Service Unit-** Service Unit (Administrative body) will be responsible for processing applications and delivering the services to the applicants for services which are available within its coverage area.

**3. Service will be available at which location?**

**Type of Location-** Service Definer can specify whether coverage of service will be **urban or rural**. Select either 'Urban' or 'Rural' or 'Line Department' from the drop down list.

**Urban Area-** Urban area coverage will be based on Municipal Corporation, Municipality, Line Department.

**Rural Area-** Rural area coverage will be based on Zilla Parishad, Panchayat Samiti, Gram Panchayat, and Line Department.

**Line Department-** Line department area coverage will be applicable for those services which are available at either state level or district level.

**A Service Definer can specify the area in which the service will be offered.** Based on the definition, the service will be available in an area.

**E.g. Type of Location can be defined in the following manner:**

State	
District	
Urban	Rural
Municipal Corporation	Zilla Parishad
Municipality	Block Panchayat
Line Department	Gram Panchayat
	Line Department

### 3. Definer's Address

**Q- What is meant by Definer's Address? What is the purpose of capturing Definer's details?**

**A- The term 'Definer' signifies the person defining a service. Service Definer's detail can be used for further communication related to the Service. The details required are as follows:**

Contact Person	Name of the Service Definer
Address	Address of the Service Definer
Postal Code	-----
District	-----
State	-----
Email Id	-----
Contact No.	-----



## 4. Beneficiary Profile

**Q- What is meant by 'Beneficiary Profile'?**

**A- The term 'Beneficiary' is used for the person who will get benefit of the service. Service Definer can specify the type of beneficiary for a service based on the entitlement.**

**Q- Who is the Beneficiary of your service?**

**A- A Service can be used to provide benefits to a Community, a Family, a Group, Individuals, or an Institution. Service Definer can also define a service for different combinations of beneficiaries, i.e. (Community + Family) or (Family + Individual) or (Individual + Institution).**

A beneficiary will be entitled for availing the services based on his/her entitlement.

Entitlement values for specifying a beneficiary could be his/her Marital Status, Caste, Physical Status, Minority Category, Occupational Status, Educational Status, Economic Status, Gender, Land Holding Status, Age Group, Welfare Type, Residence, Ownership of land, Institution type, Religion, Income Source.

S.No.	Type of Beneficiary	Entitlement Type	Entitlement Values
1.	Community		
2.	Family		
3.	Group		
4.	Individual		
5.	Institution		

If there are different types of beneficiaries of a service based on their entitlement, it can also be defined in the beneficiary profile section.

Use '**Add**' button to add a chosen combination.

## 5. Submission

**Q- What is meant by ‘Submission’?**

**A-Submission signifies the mechanism of application submission.**

**Q-What is the Mode of Submission of application for the service? How you want to define it?**

A-Mode for Submission signifies the method by which the application will be submitted by the applicant to the concerned office.

Service Definer can select one or more options to specify the mode of submission of the application for a service. The modes that can be used for submission of application may be:

1. By Post- An applicant can submit the application through postal services.
2. Kiosk- An applicant can submit the application through Kiosk. Kiosk operator will submit the application on behalf of the applicant.
3. Online- An applicant can submit the application through the Internet after creating his/her citizen profile.
4. Personally-Service Unit- An applicant can personally submit the application at the Service Unit which will process the application and then deliver the service to the applicant.

**Q-Where do you want to receive the application? Is there a particular location for receiving the application or it will be received at service unit?**

Place of Submission is the office at which the application will be received. Service Definer can select either ‘Centrally Submitted’ or ‘Service Unit Wise’.

1. **Centrally Submitted**- A Service Definer can specify the address where applications for a service can be centrally submitted. Details of Address with postal code, district and state will be required. If the application can be submitted centrally then give the address details.
2. **Service Unit Wise Submission**- A Service Definer can specify the provision for submission of application at service units where the service is available for applicant.

**Q-Is any document (Enclosure) required with the application?**

Enclosure is the document attached with the application. Service Definer can select either ‘Yes’ or ‘No’ to specify whether enclosures are required for the service or not. If ‘Yes’ is selected the give the details of the enclosures.

Service Definer can specify the type of enclosure, form of enclosure (Original/Photocopy), Unattested/Attested, Recommended Document and make an enclosure **Optional/Mandatory**.

O/M	Enclosure	Original/Photocopy	Attestation	Documents Recommended
<input type="checkbox"/>	1.Affidavit	<input type="checkbox"/> Original	<input checked="" type="checkbox"/> Gazetted Officer	1. Voting Card
<input type="checkbox"/>	2.Birth Proof	<input checked="" type="checkbox"/> /Photocopy	<input type="checkbox"/> Self	2. 10 <sup>th</sup> Certificate
<input type="checkbox"/>	3.BPL Proof		<input type="checkbox"/> Notary	3. Telephone Bill
<input type="checkbox"/>	4.Caste Proof		<input type="checkbox"/> Not Required	4. SC/ST Certificate
<input type="checkbox"/>	5.Death Proof			5. ROR
<input type="checkbox"/>	6.Identity Proof			6. Hospital Record
<input type="checkbox"/>	7.License Proof			7. Ration Card
<input type="checkbox"/>	8.Mool Niwas			8. Primary School Certificate
<input type="checkbox"/>	9.Physically Challenged Proof			9. Handicap Certificate
<input type="checkbox"/>				10. Parivar Register Copy

	10.Ration Card 11.Residential Proof 12.Other			11. OBC Certificate 12. Income Certificate 13. Driving License 14. Electricity Bill 15. Copy of Khatuni or Kisan Bahi 16. BPL Certificate 17. Certificate from patwari/sarpanch/parshad 18. Certificate from Sarpanch/Parshad 19. Certificate from ward member and Executive officer
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Click on 'Add' button to save the selection.

**Q-Is Photograph required with the application?**

You can specify whether photograph is required with the application or not.

You can also specify the number of photographs, Attested/Unattested, photograph type, photograph color, photograph size can also be determined.

Attestation	Photograph Type	Photograph Color	Photograph Size
<input checked="" type="checkbox"/> Gazetted Officer <input type="checkbox"/> Self <input type="checkbox"/> Not Required	<input checked="" type="checkbox"/> Single <input type="checkbox"/> Group	<input checked="" type="checkbox"/> Black & White <input type="checkbox"/> Colored	<input checked="" type="checkbox"/> Passport Size <input type="checkbox"/> Postcard Size <input type="checkbox"/> Stamp Size

Click on 'Add' button to save the selection.

## 6. Charge

### Q-What is meant by Charge? How it could be defined for a service in ServicePlus?

A-Charge is the amount taken from the applicant as processing fee at the time of submission of application. As a Service Definer you can easily define the Charge Amount required for a Service. The following details will be needed for defining charge for a service:

#### 1. Service Charge Applicability

##### (A) Is Service Charge required for the service?

If 'Yes', then whether it is same for all beneficiaries or different for different beneficiaries?

If same Charge is applicable to all applicants then select 'All Applicant' but if different amount to be charged for different categories, then select 'Charge based on the beneficiary profile'.

All Applicant	Based on Beneficiary Profile

#### 2. Service Charge Details (All Applicant)

##### 2.1 If same service charge is applicable for 'All Applicant', then what are the different categories (Charge Types) for which service charge is needed?

**Charge Type** (Category of Charge), i.e. Application charge, Certificate Approval charge, Certificate Output charges, Core, Printing charges, Scanning charges, Service charges of the Kiosk Operator per Unit, Support charge, Other taxes, The Government Fee and User charges.

**Charge Amount-** Charge amount is the quantity of money.

Charge Category	Charge Amount
Application Charge	Rs.
Certificate Approval Charge	Rs.
Certificate Output Charges	Rs.
Core	Rs.

You can make a combination of charge type and charge amount. Use 'Add' button to save the combination.

##### 2.2 What is meant by Service Charge Distribution?

Service Definer can distribute the charge amount between the authorities involved in Processing the Application from application submission to Service Delivery.

	Charge Distribution Type	Percentage	Amount	
<input checked="" type="checkbox"/>	Central Government Charge	%	Rs.	
<input checked="" type="checkbox"/>	State Government Charge	%	Rs.	
<input checked="" type="checkbox"/>	Kiosk Charge	%	Rs.	
<input checked="" type="checkbox"/>	Urban local body(ULB)	%	Rs.	
<input checked="" type="checkbox"/>	Rural local body(RLB)	District Panchayat	%	Rs.
		Block Panchayat	%	Rs.
		Gram Panchayat	%	Rs.

### **2.3 What is meant by Payment Mode?**

Service Definer can specify Mode of payment (Methodology of paying money). Service definer can specify whether mode of payment is Cash, Cheque, Demand Draft(DD), Internet Banking, Mobile Payment, Non Judicial Stamps, Revenue Stamps, or Treasury Challans.

Mode of Payment	
<input checked="" type="checkbox"/> Cash	
<input type="checkbox"/> Internet Banking	
<input type="checkbox"/> Online Payment	
<input type="checkbox"/> Non Judicial Stamps	
<input type="checkbox"/> Revenue Stamps	
<input type="checkbox"/> Treasury Challans	
<input type="checkbox"/> Cheque	In Favour of
<input type="checkbox"/> DD	In Favour of

### **2.4 What is meant by Payment location?**

Service Definer can specify the location where the service charge will be paid. If payment will be collected at a central location irrespective of service unit then you can select 'Centrally Submitted' else 'Service Unit Wise'. If payment is 'Centrally Submitted' then give details of Bank account where the money will be collected by mentioning 'In favor of' for Cheque/DD.

## **3. Service Charge Details (Based on Beneficiary Profile)**

If service charge is based on beneficiary profile, then what are the parameters on which the service charge amount will be defined?

**3.1 If Service Charge is 'Based on Beneficiary Profile' then what is the 'General Charge for All Beneficiaries'?**

General Charge for All Beneficiaries

What is the charge amount for special group?

Give **Variable Charge Details for Special Group**, i.e. 'Charge amount' according to 'Type of Beneficiary', 'Entitlement Type', Click on 'Select Criteria' and 'Add Combination' to save a combination.

**3.2 How the Service Charge will be distributed between the authorities involved in application processing?**

**Service Charge Distribution-** Service Definer can distribute the charge amount between the authorities involved in Processing the Application from application submission to Service Delivery similar to 'All Applicant' case given above.

**3.3 How the applicant will pay the service charge?**

**Payment Mode-** Service Definer can specify Mode of payment (methodology for paying the money), i.e. Cash, Cheque, Demand Draft(DD), Internet Banking, Mobile Payment, Non Judicial Stamps, Revenue Stamps, Treasury Challans etc. similar to 'All Applicant' case given above.

**3.4 The Service Charge will be collected at which location?**

**Payment location**- Service Definer can specify the location where the service charge will be collected. If payment will be collected at a central location irrespective of service unit then you can select 'Centrally Submitted' else 'Service Unit Wise'. If payment is 'Centrally Submitted' then give details of Bank account where the money will be collected by mentioning 'In favor of' for Cheque/DD.



# 7. Deliverable

**Q- What is ‘Deliverable’ of a Service?**

A- Service Deliverable is the thing which is delivered to the applicant after application processing. Based on the application details, different types of deliverables can be created and delivered to the applicants.

**Q-What are the Types of Service Deliverables?**

Depending on the type of service, Deliverable may be Output Certificate/Report, Monetary and Kind etc.

**Certificate/Report** – Certificate/report delivered as output of a service. e.g. Birth Certificate, Caste Certificate.

The Validity period, 2D bar code and charges for additional copies can also be mentioned on the output certificate/Report.

It can also be mentioned that whether the output certificate can be used as Birth Proof, BPL Proof, Caste Proof, Death Proof, Identity Proof, License Proof, Mool Niwas, Physically Challenged Proof, Residential Proof etc.

Based on the submission of the application, output certificate can be delivered through Post, Kiosk, Online, Personally at Service Unit.

<b>Submission \ Delivery</b>	<b>Personally-Service Unit</b>	<b>By Post</b>	<b>Kiosk</b>	<b>Online</b>
Personally-Service Unit	Yes	Yes		
By Post	Yes	Yes		
Kiosk	Yes	Yes	Yes	
Online	Yes	Yes		Yes

**Monetary** - Money delivered as output of a service. e.g. Scholarship.

Monetary benefit may be variable or fixed. Fixed Monetary benefit is the deliverable amount which is same for every beneficiary and Variable Monetary benefit is the deliverable amount which is based on the beneficiary criteria and entitlement.

<b>Mode of Payment</b>	<b>Collection Account</b>
<input checked="" type="checkbox"/> Cash	
<input type="checkbox"/> Cheque	In Favour of-----
<input type="checkbox"/> DD	In Favour of-----
<input type="checkbox"/> Internet Banking	

**Kind** –Physical thing delivered as output of a service. e.g. Food, Clothes.

<b>Type of Kind</b>	<b>Description</b>	<b>Quantity</b>	<b>Unit</b>
Emergency Service			
Food Grain			
Health Services			
Public Utility Services			
Others			

## 8. Application Form

**Application Form is a document used to get the details of an applicant and his/her requirement.**

**Q- How can a Service Definer create an 'Application Form' for a Service in ServicePlus?**

A-Application form can be designed within few minutes in ServicePlus by defining the form fields to get required information. For designing an Application Form, Type of Beneficiary, Entitlement type, Template Name, number of rows, number of columns, Seal of service providing agency etc. will be required.

**Q-What is Application Template Name?** Service Definer can give a name to application template.

**Q-What is Page Size?** Service Definer can select the size of the application template.

**Q-Number of Rows?** Service Definer can define no. of rows in application template.

**Q-Number of Columns?** Service Definer can define no. of columns in application template.

**Q-What is the status of Template? Active/Inactive?** Service Definer can define an application and keep it in define mode or activate the application template by selecting the option 'Active'.

**Q-Whether Declaration is Required?** Service Definer can define whether declaration is required in application template or not.

**Q-Is there any Image on the Top of the Application Form?** Service Definer can define whether any image is required at the top of the application form. Service Definer can browse image from specific location where it is saved to place it on the upper part of the Application Form.

**Q-Top Image is placed at right/left side of the Application Form?** Service Definer can place the image either at right or left or at center of application.

**Q-Is there any Header in the Application Form? If yes then What is the Header name?** Service Definer can give the Header name in the application form.

**Q-Who is Beneficiary of the service?** Service Definer can select the 'Type of Beneficiary' for the service.

**Q-What are the required Application Form Fields?**

Service Definer can add field set like, Name of the Applicant, Address of the Applicant, Date of Birth, and Mobile Number etc. in the application form. Inter field validation (>, >=, <, <=) can be used to mention various conditions applicable for availing the services. e.g. the age limit for the applicant. Inter field validation can be mentioned in application form.

Application Form	
Name of the Applicant	-----
Date of Birth	-----

**Q- Is there any Footer in the application form?** Service Definer can give the Footer name in the application form.



## 9. Output Certificate

**Q-What is the layout of 'Output Certificate' of the service? Other Certificates are issued during the processing of the application too? How to define an 'Output Certificate'?**

**A-**Output Certificate is the Certificate issued as deliverable to the applicant. Service Definer can easily create 'Output Certificate'. Service Definer can also create other certificates issued during the application processing. All Certificates can be mapped with different stages of application processing and linked to the information given in the application form. Output certificate will be based on the actions taken by work flow players at different stages of Application processing. Name, language etc. will be required for defining an Output Certificate template. A Service Definer can define more than one template as Output Certificate and activate them.

Template Name	
Language	-----
Add Variable	-----

### Sample Output Certificate-

<u>Birth Certificate</u>	
This is to Certify that Baby-----D/O Shri.....(Applicant) was born on (DOB)-----at.....(Birth Time)at-----Place(Birth Place).	
Authorized Signatory	

# 10. Appearance

**Q-Is appearance of the applicant/beneficiary required during application processing?**

**A- Appearance (Physical Presence)** of the applicant may be required during the processing of application for a service. Service Definer can define, when and where the applicant will appear, what documents to be carried at the time of appearing at the office, whether the periodic appearance is required and if required then what will be the periodicity of appearance.

**Q-How could you define ‘Personal Appearance’ of an applicant for a service?**

**A-Service Definer** can specify whether personal appearance is required for the service by choosing either radio button ‘Yes’ or ‘No’. If personal appearance is required, then Service Definer can specify:

When to appear	Where to Appear	Documents to be Carried	Is Periodic Appearance Required
<input checked="" type="checkbox"/> After Approval of Application <input type="checkbox"/> Application Submission <input type="checkbox"/> Collect Deliverable <input type="checkbox"/> Verification <input type="checkbox"/> Others	At <input checked="" type="radio"/> central location    At <input type="radio"/> Service Unit	<input checked="" type="checkbox"/> Affidavit <input type="checkbox"/> Birth Proof <input type="checkbox"/> BPL Proof <input type="checkbox"/> Caste Proof <input type="checkbox"/> Death Proof <input type="checkbox"/> Identity Proof <input type="checkbox"/> License Proof <input type="checkbox"/> Mool Niwas <input type="checkbox"/> Other <input type="checkbox"/> Physically Challenged Proof <input type="checkbox"/> Ration Card <input checked="" type="checkbox"/> Residential Proof <input type="checkbox"/> STHAI NIWAS	<input checked="" type="radio"/> Yes <input type="radio"/> No
	Address of the location		Time for Periodic Appearance

**Q-Others can collect Deliverable of the service on behalf of the applicant?**

**A-Service Definer** can specify whether Deliverable of the service can be collected by others by choosing either ‘Yes’ or ‘No’. If ‘Yes’ then Service Definer can specify what documents to be carried by other:

Documents to be Carried
<input checked="" type="checkbox"/> Affidavit <input type="checkbox"/> Birth Proof <input type="checkbox"/> BPL Proof <input type="checkbox"/> Caste Proof <input type="checkbox"/> Death Proof <input type="checkbox"/> Identity Proof <input type="checkbox"/> Mool Niwas <input type="checkbox"/> Other <input type="checkbox"/> Physically Challenged Proof <input type="checkbox"/> Ration Card <input checked="" type="checkbox"/> Residential Proof <input type="checkbox"/> STHAI NIWAS

# 11. Process Flow

**Q- What is Process Flow? How it works?**

**A- Process Flow is the methodology by which an application is processed by the work flow players in an office from receiving application to delivering the service to the beneficiary.**

**Q-Is application processed in single task (one by one)?**

**A- If application is processed step by step then Service Definer can select Single Task (one by one) processing. Different Tasks can be performed at different stages by the authorized persons at the office. e.g. application collection can done by an official at the first stage and then application and document verification can be done at second stage by other official, further approval can given at the third stage by another official and delivery can be given by authorized official.**

Task Name	First Task	Service level (Maximum time period for the task)	Reminder Time Period	Escalation Time period (if task is pending)	Map Successor Tasks	Digital Signature	Action Edit/Delete
Application Collection	Yes	10 days	7 days	10 days	<input checked="" type="checkbox"/> Verification & Approval <input type="checkbox"/> Service Completed <input type="checkbox"/> Service Reject		
Verification & Approval	No	10 days	7 days	10 days	<input type="checkbox"/> Application Collection <input checked="" type="checkbox"/> Service Completed <input type="checkbox"/> Service Reject	Yes	

**Q-Is application processed through Multiple tasking (parallel tasking)?**

**A-An application can be forwarded to different work flow players at the same time to complete all tasks simultaneously to deliver the service as early as possible. One work flow player (Govt. official) can also perform more than one task scheduled at any stage, e.g. application collection, verification and then approval or forward the tasks to other work flow players. Service will be delivered only when all the tasks are completed. Digital Signature can also be used to ensure the authenticity of the document.**

Task Name	First Task	Service level (Maximum time period for the task)	Reminder Time Period	Escalation Time period	Map Successor Tasks	Digital Signature	Action Edit/Delete
Application Collection	Yes	10 days	7 days	10 days	<input checked="" type="checkbox"/> Verification & Approval <input checked="" type="checkbox"/> Service Completed <input checked="" type="checkbox"/> Service Reject		
Verification & Approval	No	10 days	7 days	10 days	<input checked="" type="checkbox"/> Application Collection <input checked="" type="checkbox"/> Service Completed <input checked="" type="checkbox"/> Service Reject	Yes	

## 12. Official Parameters (Internal Communication)

**Q-Is there any need of parameters to be entered by the officials during application processing?**

**A-** Parameters entered in an application by an official during the application processing are official parameters. They facilitate the Internal Communication between Work Flow Players (Officials involved in application processing). Official Parameters can be mapped with the fields in Application Form and Output Certificate. An officer can make required entries through Official Parameters to perform the desired action on an application in ServicePlus.

**Q-What is Official Parameter Template Name?**

**A-** It is the name given to the template in which official parameters are defined.

**Process Level-** Service Definer can select the **process level** at which official parameters will be used.

**Rows and Columns-** Service Definer can enter the number of rows and columns.

**Do you want to Link Application Attribute with the Official Parameters?-** Service Definer can take a decision by selecting either radio button 'Yes' or 'No'.

**Example-**

<b>Form for Reporting by SEM/Mobile Team</b>	
<b>Repair of Hand Pump – Service</b>	
Complaint Token No.	
Complaint Receive Date	
Location of the Hand Pump 1.District 2.Block 3.Gram Panchayat 4.Village 5.Hand Pump location	1. 2. 3. 4. 5.
Date of Complain attended	
Reason of not repair a)Tube Well collapsed b)Tube Well completely dried up c)Riser pipe with cylinder fell inside Tube Well	
Signature of Complainer/Users Date:	
Signature of SEM/Fitter Mistry of Mobile Team	

# 13. Grievance Policy

**Q-What is Grievance Policy? What is the purpose of Grievance Policy?**

**A-**Grievance Policy is the policy defined by the administrative authorities with given time lines for delivery of citizen service. Purpose of Grievance Policy is to ensure timely delivery of service according to the 'Service Delivery Act' of State.

**Q-Is service defined by you comes in the list of services with provision for Grievance Redressal?**

**A-**If your State has a Grievance Policy based on Service Delivery Act then it can be implemented for those services which have provision for Grievance Redressal.

Service Definer can view the State Grievance Policy and then take a decision on covering a service under Service Delivery Act of the State.

<b>Grievance Policy</b>	
Name of the State Service Delivery Act	Pre-defined
Date on which it will come into effect	Pre-defined
Whether this service is covered under the Service Delivery Act	<input checked="" type="radio"/> Yes <input type="radio"/> No

# 14. Acknowledgement

**Q-What is the purpose of defining 'Acknowledgement' Certificate?**

**A-**The purpose of delivering 'Acknowledgement' Certificate to the applicant is to communicate that the application has been received by the concerned office.

**Q-How could you create 'Acknowledgement' Certificate?**

**A-**Service Definer can create 'Acknowledgement' Certificate for a service very easily in ServicePlus. Acknowledgement Certificate will be based on the information gathered through application form. For defining an Acknowledgement Certificate, a service definer needs to give a Template Name, Select language, Select and Add Variable.

<b>Template Name</b>	
<b>Language</b>	----- -----
<b>Fields (Add Variable)</b>	1.Name of Applicant 2. Address
.....	----- -----

A Service Definer can define more than one template as Acknowledgement slip but only one will remain active at a time.

Sample Acknowledgement Certificate-

**Application Acknowledgement**

Application Submission Date:

Dear: Citizen Name

Thank you for using ServicePlus.

You application for Service Name has been successfully submitted.

Application Summary

Application Reference Number is:-----

Payment received ----- via (mode of payment)

The service will be delivered on or before: Due Date

Deliverables of the service is/are:

For any query, contact following officers:

<u>Service Contact Officer</u>	<u>Service Delivery Officer</u>
<u>Document(s) required</u>	<u>Documents Submitted</u>

# **Kiosk Service**

**Q- What is Kiosk? How it works in ServicePlus?**

**A-** Kiosk is a place from where a citizen can apply for a service.

**Q- Who can work as a Kiosk Operator?**

**A-**A person can work as a Kiosk Operator only after registering on ServicePlus and then get authorization and recharge the Kiosk Account with more than required minimum balance amount.

**Q-What is Kiosk Authorization Service? What is its defining process?**

**A-** 'Kiosk Authorization Service' is a service that can be used to authorize a 'Kiosk Operator'. Definition process of Kiosk Authorization Service is almost similar to Normal Citizen Service except few form fields of the tabs.

**Q-What is Kiosk Recharge Service? What is its defining process?**

**A-** 'Kiosk Recharge Service' is a service that can be used to recharge the account of a 'Kiosk Operator'. Definition process of Kiosk Recharge Service is almost similar to Normal Citizen Service except few form fields of the tabs.

# Kiosk Authorization Service

## 1. Service Definition

**Q- What is Kiosk Authorization Service?**

**A-Kiosk Authorization Service is the service defined by the service definer to authenticate a Kiosk Operator registered on ServicePlus.**

**Q-What is required to define Kiosk Authorization Service?**

**A-Service Definer can define Kiosk Authorization Service after selecting radio button 'Yes' for the field "Is This a Kiosk Service?" in the definition tab. After selecting 'Yes', some fields will disappear in the form and few new fields will appear.**

### **Disappearing Fields:**

1. URL at which more information about the service are available.
2. Does this service belong to?
3. Service classification.
4. Service is periodic

### **New appearing Fields:**

1. Whether This Service is? Kiosk Authorization Service or Kiosk Recharge Service?  
\*Select "Kiosk Authorization Service".
2. Maximum No. of Kiosk at each location.
3. Maximum locations for each Kiosk operator.
4. Minimum Kiosk Amount (In Rs).

### **Some fields will have values by default:**

1. Select Service Category – G2B.
2. Select Type of Service- Regulatory
3. Service Delivery through- Service Plus



## 2. Coverage

Q- What will be coverage of Kiosk Authorization Service?

A- Coverage is the area where service will be available after its adoption and then activation by Service Unit. Kiosk Authorization Service will be available at Zilla Panchayat level.

Service Definer can define the coverage area in the similar manner to Citizen Service. All fields in the tab will be same.

## 3. Definer's Address

Service Definer will enter his/her details in a manner similar to Citizen Service.

## 4. Submission

'By Post' and 'Personally- at Service Unit' options will not be available in Kiosk Authorization Service.

Service Definer can define either 'Kiosk' or 'Online' or both as mode of application submission.

## 5. Charge

Service Definer will enter form field details in a manner similar to Citizen Service.

## 6. Deliverable

Service Definer will define the deliverable of the service. "Certificate can be used as proof of Authorized location for Kiosk".

## 7. Application Form

Service Definer will enter form field details in a manner similar to Citizen Service.

## 8. Output Certificate

Service Definer will enter form field details in a manner similar to Citizen Service.

## **9. Appearance**

Service Definer will enter form field details in a manner similar to Citizen Service.

## **10. Process Flow**

Service Definer will enter form field details in a manner similar to Citizen Service.

## **11. Official Parameters**

Service Definer will enter form field details in a manner similar to Citizen Service.

## **12. Grievance Policy**

Service Definer will enter form field details in a manner similar to Citizen Service.

## **13. Acknowledgement**

Service Definer will enter form field details in a manner similar to Citizen Service.

# Kiosk Recharge Service

## 1. Definition

**Q- What is Kiosk Recharge Service?**

**A-Kiosk Recharge Service is the service defined by the service definer to credit money in authenticated Kiosk Operator's account on ServicePlus.**

**Q- What is required to define Kiosk Recharge Service?**

**A-Service Definer can define Kiosk Recharge Service after selecting radio button 'Yes' for the field " Is This a Kiosk Service?" in the definition tab. After selecting 'Yes', some fields will disappear in the form and few new fields will appear.**

### **Disappearing Fields:**

1. URL at which more information about the service are available.
2. Does this service belong to?
3. Service classification.
4. Service is periodic

### **New appearing Fields:**

1. Whether This Service is? Kiosk Authorization Service or Kiosk Recharge Service?  
\*Select "Kiosk Recharge Service".

### **Some fields will have values by default:**

1. Select Service Category – G2B.
2. Select Type of Service- Regulatory
3. Service Delivery through- Service Plus

## **2. Coverage**

Q- What will be coverage of Kiosk Recharge Service?

A- Coverage is the area where service will be available after its adoption and then activation by Service Unit. Kiosk Recharge Service will be available at Gram Panchayat level.

Service Definer can define the coverage area in the similar manner to Citizen Service. All fields in the tab will be same.

## **3. Definer's Address**

Service Definer will enter his/her details in a manner similar to Citizen Service.

## **4. Submission**

'By Post' and 'Personally- at Service Unit' options will not be available for Kiosk Recharge Service.

Service Definer can define either 'Kiosk' or 'Online' or both as mode of application submission.

## **5. Application Form**

Service Definer will enter form field details in a manner similar to Citizen Service.

## **6. Process Flow**

Service Definer will enter form field details in a manner similar to Citizen Service.

## **7. Grievance Policy**

Service Definer will enter form field details in a manner similar to Citizen Service.

## **8. Acknowledgement**

Service Definer will enter form field details in a manner similar to Citizen Service.

## **Service Activation**

**Service Definer** can activate the service after filling form fields of mandatory tabs.

Service can be activated either in two step process, i.e. first **Freeze** and then **Activate**.

Or

In one step process, i.e. **Freeze and activate**.

**Activated Service** will be visible to **Service Unit Administrators** for adoption.

Service Unit Administrators can adopt the service and after assigning **work flow players** (Govt. officials involved in application processing) **activate** the service in either two or one step process explained above. **Citizen Service** will be accessible to **Entitled Citizens** and Kiosk Service will be accessible to **Kiosk operators** after activation.