Govt. of Bihar
Right to Public Service (RTPS) Act
And
Other Online Services

Executive Assistant/ Verifying Officer/
Designated Officer

User Manual

For
Online Services on ServicePlus
http://serviceonline.bihar.gov.in

Under
Bihar e-District Mission Mode Project

Of
Department of Information Technology (DIT)

Technical Support by

Govt. of India
National Informatics Centre (NIC)
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Amendment Log

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<td>31/01/2019</td>
<td>-</td>
<td>First release</td>
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1. Introduction to Bihar RTPS and Other Services on ServicePlus

1.1 Bihar Right To Public Service (RTPS) Act and other Services are configured on ServicePlus software framework of NIC for online operation. The homepage of online services of Bihar is available at URL: [http://serviceonline.bihar.gov.in](http://serviceonline.bihar.gov.in):

Note:

(i) Applicant, Executive Assistant, Verifying Officer and Designated Officer of Bihar must use URL: [http://serviceonline.bihar.gov.in](http://serviceonline.bihar.gov.in) to apply for or to process RTPS and other services.

(ii) Online Applicant (Citizen or Business) should use left menu of the homepage. Executive Assistant, Officer and Admin should use “Officer / Admin Login” given at top-right corner of the homepage.

(iii) [http://serviceonline.bihar.gov.in](http://serviceonline.bihar.gov.in) will best work in Mozilla Firefox Browser for Photo Capture through Webcam.
1.2 **ServicePlus** is a meta data based integrated, configurable, e-Service delivery and grievance redressal software framework of NIC. It is available at URL: [http://serviceonline.gov.in](http://serviceonline.gov.in) - 

![ServicePlus](image)

1.3 System Configuration for working of ServicePlus:

(i) **Pre-requisites:**

<table>
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<tr>
<th>SN</th>
<th>User Type</th>
<th>Hardware and Software Pre-Requisites</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Executive Assistant (EA)</td>
<td>• 32 bit or 64 bit Computer / Laptop with Windows OS installed.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Webcam, Scanner, Printer etc installed.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Mozilla Firefox browser installed (necessary).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Adobe Flash Player for Mozilla Firefox installed.</td>
</tr>
<tr>
<td>2</td>
<td>Officer (Verifying Officer,</td>
<td>• 32 bit or 64 bit Computer / Laptop with Windows OS installed.</td>
</tr>
<tr>
<td></td>
<td>Designated Officer etc.)</td>
<td>• Scanner, Printer etc installed.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Mozilla Firefox browser installed (recommended).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Java 1.8 for 32 bit / 64 bit Windows OS installed.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Digital Signature Certificate (DSC) Driver from DSC Token installed.</td>
</tr>
</tbody>
</table>
(ii) **Installation of “Mozilla Firefox” Browser:**

- Download it from [https://mozilla_firefox.en.downloadastro.com/](https://mozilla_firefox.en.downloadastro.com/).
- Install it as “Standard” installation type.
- Disable “Pop-up Blocker” for all sites.
- **JavaScript** is enabled by default and it should be kept enabled.

(iii) **Installation of “Adobe Flash Player” for Mozilla Firefox Browser:**

Visit URL: [https://get.adobe.com/flashplayer/otherversions/](https://get.adobe.com/flashplayer/otherversions/)

Choose Operation System installed in your Computer / Laptop.

Choose “FP 32 for Firefox – NPAPI” for Mozilla Firefox Browser.
Un-check all “Optional offers” and click on [Download now] button for download flash player installer.

After completion of installer download, double-click on the installer to do the installation. Press [Next] and then click on [Finish].
2. Working of Services on ServicePlus

2.1 User Types on ServicePlus:

Users of ServicePlus can be categorized as (i) Applicants (Citizen or Business), (ii) Executive Assistant (EA), (iii) Verification Officer (VO), (iv) Designated Officer (DO), and (v) Admin (Administrator). User details are given below:

<table>
<thead>
<tr>
<th>SN</th>
<th>User Type / Task</th>
<th>Description, Role and Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Applicants (Citizen or Business) / Application Submission</td>
<td>Apply either Online or through RTPS Counter / Citizen Facilitation Centre (CFC) for getting services. For Online Application, they need to Sign-up (one time) and Login to ServicePlus. For Application through RTPS Counter / CFC, they need to go to the concern RTPS Counter / CFC with filled-in prescribed Application Form for submission. Please refer “Applicant User Manual”.</td>
</tr>
<tr>
<td>2</td>
<td>Executive Assistant (EA) / Entry &amp; Delivery</td>
<td>Enter Application details at RTPS Counter / CFC, provide Acknowledgement, and deliver printed Certificate to Applicant. Please refer both “Applicant User Manual” and “Officer User Manual”.</td>
</tr>
<tr>
<td>3</td>
<td>Verifying Officer (VO) / Verify &amp; Forward</td>
<td>Take action on Application either applied Online or through RTPS Counter / CFC. VO will enter Verification details and forward the Application to Designated Officer (DO) for further necessary action. Please refer “Officer User Manual”.</td>
</tr>
<tr>
<td>4</td>
<td>Designated Officer (DO) / Approve &amp; Issue</td>
<td>DO (CO, RDO, CDPO, SDO / Authorizes Officer by SDO, Authorizes Officer by DM etc) can take action (Approve &amp; Issue, Forward, Reject, Return back, Callback etc) on Application forwarded by VO after Verification entry. Please refer “Officer User Manual”.</td>
</tr>
<tr>
<td>5</td>
<td>Admin / Manage User</td>
<td>Administrators can manage creation and activation of Users (EA, VO, DO etc) at Panchayat (RLB), Block/Circle, ULB, Sub-Division, District and Department levels. Please refer “Admin User Manual”.</td>
</tr>
</tbody>
</table>

Note:

- User Credential for Administrators will be created and communicated to them by ServicePlus Team.
- User Credential for Officers (EA, VO, DO etc) will be created and communicated to them by Administrators.
- Administrators and Officers need not register on ServicePlus. Only, the Password and User Profile need to be updated after first login.
- Task of Verification Officer (VO) can be performed by Executive Assistant (EA) or Designated Officer (DO) depending on service / infrastructure.
2.2 Process of getting Services through ServicePlus

2.2.1 Process of getting RTPS Services

(A) Application Submission: -

Applicants are advised to don’t apply again and again for a new Certificate if previously issued Certificate is still valid. Instead, they should use the same Certificate again and again for different purposes.

Applicant (Citizen) can apply for RTPS Services in two modes - (i) Online and (ii) through RTPS Counters.

(i) Online Mode: -

- Applicants can apply online any-time (24 x 7) through any-means (Desktop, Laptop, Tablet, Smartphone etc having Internet connection) from any-where (Home, Office, Internet Dhaba, Kiosk, Common Service Centre (CSC), Citizen Facilitation Centre (CFC) etc).

- Online Applicants are advised to go through “Applicant User Manual” before applying in ServicePlus for getting services. Download it from “User Manual” section of the homepage (http://serviceonline.bihar.gov.in).

- Applicants need to sign-up (one time), login, fill Online Application Form, upload Attachment(s) (scanned copy of service specific document at least the mandatory (*) document), and submit the Application. So, before applying for any service, they are advised to keep ready the scanned copy of those documents preferably in small sized PDF format.

- Optional / mandatory Aadhaar based Authentication (by Name Matching and OTP on Registered Mobile) facility is available depending on service. Applicants should authenticate themselves through Aadhaar based Authentication.

- Applicants will get online Acknowledgement along with copy of Application submitted. Download / print it for future use.

- If Aadhaar based authentication not done, Applicants need to upload any one of the 12 types of Identity Cards recognized by Election Commission of India listed here: -

  1. Voter ID Card (मतदाता पहचानपत्र)
  2. Passport (पासपोर्ट)
  3. Driving License (ड्राइविंग लाइसेंस)
4. Service ID Card (Centre, State, Public Sector) (सर्विस पहचान पत्र (केंद्र, राज्य, सार्वजनिक))
5. Passbook (with Photo issued by Bank / Post Office) (पासबुक (फोटो सहित बैंक /द्वारा जारी))
6. PAN Card (पैंकार्ड)
7. Smart Card (issued under Plans of Ministry of Labour) (स्मार्टकार्ड (श्रम मंत्रालय की योजना के अंतर्गत जारी))
8. MGNREGA Job Card (मनेरगा जॉबकार्ड)
9. Health Insurance Smart Card (issued under Plans of Ministry of Labour) (स्वास्थ्य बीमा स्मार्टकार्ड (श्रम मंत्रालय की योजना के अंतर्गत जारी))
10. Pension Document (with Photo) (पेंशन दस्तावेज (फोटो सहित))
11. Govt. ID Card (issued to MP, MLA, MLC) (सरकारी पहचान पत्र (सांसद, विधायक और विधान परिषद सदस्यों को जारी))
12. Aadhaar Card (आधारकार्ड)

- Applicants should ensure to submit their Application only at respective office - Rural Local Body (Gram Panchayat / Panchayat Samiti / Jila Parishad), Block, Circle, Urban Local Body (Nagar Panchayat / Nagar Parishad / Nagar Nigam), Sub-Division, District, Division, Department etc) - as per their jurisdiction. It means, they should not apply at other Office, which are not under their jurisdiction.

- Information about Application Submission, Service Readiness / Delivery, Application Rejection etc will be sent to the Applicants through SMS / E-Mail.

- Certificate / Sanction Order will be delivered to the Applicants online in their ServicePlus Inbox at http://serviceonline.bihar.gov.in. Login here, download, and print.

(ii) RTPS Counter Mode:

- Applicants need to submit Application in prescribed Application Form duly filled-in and ink-signed with prescribed Attachment(s) to Executive Assistant (EA) at the RTPS Counter of respective office - Rural Local Body (Gram Panchayat / Panchayat Samiti / Jila Parishad), Block, Circle, Urban Local Body (Nagar Panchayat / Nagar Parishad / Nagar Nigam), Sub-Division, District, Division, Department etc) - as per their jurisdiction.

- Executive Assistants (EA) are advised to go through “Applicant User Manual” before applying in ServicePlus on behalf of Applicants for getting services. Download it from “User Manual” section of the homepage (http://serviceonline.bihar.gov.in).

- Executive Assistants (EA) should ensure to receive Applications of respective Office - Rural Local Body (Gram Panchayat / Panchayat Samiti / Jila Parishad),
Executive Assistants (EA) will login with their user credentials and fill Online Application Form on behalf of the Applicant. They will print online Acknowledgements (2 copies on single page), provide one copy to the Applicant, and attach other copy to the Application Form submitted by the Applicant for office record and physical verification.

Information about Application Submission, Service Readiness, Application Rejection etc will be sent through SMS / E-Mail.

Certificate / Sanction Order will be delivered to the Applicants from the same RTPS Counter where they have applied on production of the Acknowledgement and valid Identity Card / Authorization Letter.

Executive Assistants (EA) are advised to go through “Officer User Manual” before taking action (Verification Entry and Forwarding) on Applications. Download it from “User Manual” section of the homepage (http://serviceonline.bihar.gov.in).

(B) Application Processing (Verification, Approval, Issue, Delivery, Rejection, Callback etc): -

Before taking action (first time) on RTPS Applications submitted: -

Executive Assistants are advised to read both "Citizen User Manual" and "Officer User Manual" provided in “User Manual” section of the homepage (http://serviceonline.bihar.gov.in).

Officers (Work Flow Players) are advised to read "Officer User Manual" provided in “User Manual” section of the homepage (http://serviceonline.bihar.gov.in).

Admin Users are introduced to manage and authenticate User Credentials of other users like Executive Assistant (EA), Circle Officer (CO), Rural Development Officer (RDO), Child Development Project Officer (CDPO), Sub-Divisional Officer (SDO) or Officer authorized by SDO, Officer authorized by District Magistrate (DM), Designated Officer (DO) etc of the respective office - Rural Local Body (Gram Panchayat / Panchayat Samiti / Jila Parishad), Block, Circle, Urban Local Body (Nagar Panchayat / Nagar Parishad / Nagar Nigam), Sub-
Division, District, Division, Department etc) -level. Identified Admin Users are advised to read "Admin User Manual" provided in “User Manual” section of the homepage (http://serviceonline.bihar.gov.in).

2.2.2 Process of getting Other Services

(A) Application Submission: -

- Applicant (Citizen or Business) can apply for Other Services in Online mode only.

- Applicants can apply online any-time (24 x 7) through any-means (Desktop, Laptop, Tablet, Smartphone etc having Internet connection) from any-where (Home, Office, Internet Dhaba, Common Service Centre (CSC), Citizen Facilitation Centre (CFC) etc).

- Online Applicants are advised to go through “Applicant User Manual” before applying in ServicePlus for getting services. Download it from “User Manual” section of the homepage (http://serviceonline.bihar.gov.in).

- Applicants need to sign-up (one time), login, fill Online Application Form, upload Attachment(s) (scanned copy of service specific document at least the mandatory (*) document), pay Fee (if applicable), and submit the Application. So, before applying for any service, they are advised to keep ready the scanned copy of those documents preferably in small sized PDF format.

- Applicants will get online Acknowledgement. Download / print it for future use.

- Applicants should ensure to submit their Application only at respective Office - Rural Local Body (Gram Panchayat / Panchayat Samiti / Jila Parishad), Block, Circle, Urban Local Body (Nagar Panchayat / Nagar Parishad / Nagar Nigam), Sub-Division, District, Division, Department etc) - as per their jurisdiction. It means, they should not apply at other Office, which is not under their jurisdiction.

- Information about Application Submission, Service Readiness, Application Rejection etc will be sent to the Applicants through SMS / E-Mail.

- Certificate / License will be delivered to the Applicants online in their ServicePlus Inbox at http://serviceonline.bihar.gov.in. Login there, download, and print.

(B) Application Processing (Verification, Approval, Issue, Delivery, Rejection, Callback etc): -

Before taking action (first time) on Applications submitted: -
- Officers (Work Flow Players) are suggested to read "Officer User Manual" provided in “User Manual” section of the homepage (http://serviceonline.bihar.gov.in).

- Admin Users are introduced to manage and authenticate User Credentials of other users at different levels. Identified Admin Users are suggested to read "Admin User Manual" provided in “User Manual” section of the homepage (http://serviceonline.bihar.gov.in).

2.3 Name (English) to ( ) Conversion

For auto conversion of Name (English) to ( ) in Application Form, press [Space] after typing every word in Name (English). For example, type “Ashok [Space] Kumar [Space] Mehta [Space]” in Name (English) for auto conversion to " " in ( ).
## 2.3 Application Processing (Submission, Verification, Approval, Issue, Delivery etc): -

<table>
<thead>
<tr>
<th>SN</th>
<th>Task (🗑)</th>
<th>Online Applicant / Executive Assistant (EA)</th>
<th>Verifying Officer (VO) (KC, CI, Authorized Staff etc)</th>
<th>Designated Officer (DO) (CO, RDO, CDPO, SDO / Authorizes Officer by SDO, Authorizes Officer by DM, Others etc)</th>
<th>Action (⇌)</th>
<th>(Entry &amp; Delivery)</th>
<th>(Verify &amp; Forward)</th>
<th>(Approve, Issue, Reject &amp; Callback)</th>
</tr>
</thead>
</table>
| 1  | Application submission Online [Online Applicant] | 1. Login, fill online Application Form and attach required documents.  
2. Do Aadhaar based Authentication (if available in the service), pay Fee (if required) and Submit.  
3. Download / print online Acknowledgement. | 1. Pull Application.  
2. Take print-out of Acknowledgement, Application Form and Attachment(s) for field-level Verification. | - |  |  |  |
| 2  | Application submission at RTPS Counter [Executive Assistant (EA)] | 1. Verify Application whether it is complete.  
2. Enter data.  
3. Take print-out of Acknowledgement and provide its one copy to Applicant and attach another copy to physical Application Form for field level Verification. | Pull Application. | - |  |  |  |
<p>| 3  | Field level Physical | - | To be done. | - |  |  |  |</p>
<table>
<thead>
<tr>
<th>Verification</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Verification entry</td>
<td>1. Enter Verification details. 2. Forward to DO.</td>
</tr>
<tr>
<td>5</td>
<td>Approval of Application</td>
<td>Either approve the Application or forward it to next higher level for approval.</td>
</tr>
<tr>
<td>6</td>
<td>Issue of Certificate / License / Sanction Letter to Applicant</td>
<td>Issue the Certificate / License by signing it with DSC / e-Sign Ink-sign / un-signed (system generated) etc.</td>
</tr>
<tr>
<td>7</td>
<td>Delivery of Certificate / License / Sanction Letter to Applicant</td>
<td>1. The Certificate will be delivered online in the ServicePlus Inbox of the Applicant, if applied online. 2. EA will deliver printed Certificate to the Applicant at RTPS Counter, if applied at RTPS counter. 3. The Applicant has to go to the concern RTPS Counter with Acknowledgement and valid Identity Card / Authorization Letter to collect it.</td>
</tr>
</tbody>
</table>

**Note:**

Computer related works like “Print-out of Acknowledgement, Application Form and Attachment for Online Application“, “Verification Entry” and “Forward to Designated Officer (DO)” may be done by Executive (EA) on behalf of Verifying Officer(VO) depending on service / infrastructure available.
3. Management of User Credentials (User-ID, Password & Profile)

3.1 How to Edit / Update User Profile?

3.1.1 Login to ServicePlus with your User Credential (Login-ID and Password): -

3.1.2 After login, you will get ServicePlus Welcome page. Go to “Manage Profile” => “Edit Profile”. You can update your profile details like Address, Mobile No., e-Mail Address etc.

**Note:** The Users should enter their valid Mobile No. and e-Mail Address to get Service related alerts / information from ServicePlus.
3.2 How to Reset Password?

3.3.1 Login to ServicePlus with your User Credential (Login-ID and Password):

3.3.2 After successful login, you will get the Welcome page. In left menu, you will see the option Manage Profile. Choose the option Change Password. Enter your Old Password, New Password, confirm New Password and then click on [Submit]. You will get success message.
3.3 How to Use Forget Password?

3.3.1 Find “Forgot Password” link in “Citizen Section”, click it and go ahead. Select the Choice “I am a Government Official” and click on [Next]:

![Screen 1]

3.3.2 You will find the following screen, click [Next]:

![Screen 2]

3.3.3 Fill your E-Mail-ID and then [Submit]:

![Screen 3]
3.3.4 You will get the following message:

```
ServicePlus has sent a verification link on your Email ID panjay@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.
```

3.3.5 Login to your e-Mail account, find E-Mail sent by ServicePlus and click on verification link:

3.3.6 Fill and [Submit] the following form to reset your password:
4. How to Manage Digital Signature Certificate (DSC)?

Java 1.8 should be installed on your computer for working of Digital Signature Certificate (DSC). Further, install the respective Driver of your DSC in your Desktop / Laptop, if not installed earlier.

4.1 Digital Signature Certificate (DSC) Driver installation: -

Install DSC driver from the DSC token.

4.2 Java Installation (Java 1.8): -

(a) Download Java 1.8: -

Download Java 1.8 32 bit or Java 1.8 64 bit depending on your system configuration (32 bit or 64 bit Windows OS) from https://www.oracle.com/technetwork/java/javase/downloads/java-archive-downloads-javase7-521261.html.

(b) Install Java 1.8: -

- Go to Control Panel ➔ Program ➔ Java ➔ Security ➔ tick “Enable Java content in the browser”.


- Go to Control Panel ➔ Program ➔ Java ➔ Advance ➔ Default Java for browsers ➔ tick “Mozilla family”.

- Go to Control Panel ➔ Program ➔ Java ➔ General ➔ Temporary Internet Files ➔ Settings ➔ Delete All Files.
4.3 **DSC Registration in ServicePlus**

**Step-1:** Login with **Designated Officer User Credential.** Insert your **DSC** in USB Port.

**Step-2:** In the Menu sidebar, choose “**DSC Management**” →”**Unregister DSC**” to un-register the current DSC by clicking on **X** icon under the column.

Click on **[OK]**.
**Step-3:** Click on “Register your DSC” from left menu under the tab “DSC Management”.

If NICD Sign client is not installed on your system, you will get the below mentioned message.

![Message box indicating the need to install NICD Sign client](image)

**Step-4:** In order to install NICD Sign client on your machine, click on “Download DSC API” from the left menu under the tab “DSC Management”.

You may download the client separately for Windows, Mac OS and Linux by clicking on the respective icons. On download of the respective zip file, extract the files as below: -
Step-5: Install the client on your machine by clicking on NICDSign.exe (for windows):

Step-6: If clicked on [Yes], in case the browser settings are not completed on your system, you will get the below message:
Step-7: On click of [OK], another message will pop with an option of Yes/No. If Java 1.8 is not installed on your system, you will get the below message. On click of [No], setup will be closed whereas, if clicked on [Yes], you will be directed to Java installation / download page of Oracle.

![Java Install Message](https://via.placeholder.com/150)

![Java Download Page](https://via.placeholder.com/150)
Step-8: Further, on successful installation of Java, you may continue with NICD Sign setup as below:

![Image of NICD Sign setup process]

1. Select Destination Location:
   - Setup will install NICDSign into the following folder.
   - To continue, click Next. If you would like to select a different folder, click Browse.
   - Example: `C:\Program Files (x86)\NICDSign`

2. Select Additional Tasks:
   - Select the additional tasks you would like Setup to perform while installing NICDSign, then click Next.
   - Display NICDSign Installation Manual
   - Additional shortcuts:
     - Create a desktop shortcut
Officer User Manual

Bihar RTPS and Other Services on ServicePlus

Setup - NICDSign version 1.8

Ready to Install
Setup is now ready to begin installing NICDSign on your computer.

Click Install to continue with the installation, or click Back if you want to review or change any settings.

Destination location:
C:\Program Files (x86)\NICDSign

Additional tasks:
Display NICDSign Installation Manual
Additional shortcuts:
Create a desktop shortcut

< Back Install Cancel

Setup - NICDSign version 1.8

Completing the NICDSign Setup Wizard

Setup has finished installing NICDSign on your computer. The application may be launched by selecting the installed shortcuts.

Click Finish to exit Setup.

- Launch NICDSign

Finish

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Step-9: Once installed, you need to make sure that installed application is running on your system. The same may be checked in the taskbar. If DSC Drivers are not installed, please make sure to install the respective DSC drivers and select the respective token in the application of **NICD Sign**.

Step-10: Once saved, you need to unplug and re-plug the DSC Token. When the configuration is complete, please click on **Register DSC** from the left menu under the tab **“DSC Management”**.
Step-11: Enter the “Token Password” and click on [OK].

Step-12: Current status of DSC may be viewed from “Unregister DSC” Link in left menu under “DSC Management”: -
4.4 DSC Activation in ServicePlus: -

Step-1: Login with **Department Admin / State Admin User** and approve DSC: -
Step-2: Once approved, status may be viewed from “Unregister DSC” in left menu under “DSC Management”.

Step-3: On signing the certificate, you will get a below sample preview of the document to be signed. Click on [Confirm Sign] to sign the document.
5. How to take Action on Application (Approve, Issue, Reject, Forward, Return, Callback etc)?

5.1 Login to ServicePlus using your Login Credentials. You will get Welcome page. Select the “Message Box” and go to “Inbox”.

5.2 You will get following page “Select Service” from the list, “Select Task” from List. It lists T1-Verify or T2-Approve, or T3-Issue or its combination, depending on your role. If you have more than one role, then you have to first Verify, then Approve, and then finally Issue the License or Certificate. Select “From Date” and “To Date” to see the Application of that period. Now click [Get Data].
5.3 You will get following screen which contains the list of Applications. Now, perform an **Action (Pull and Take Action)**. “Pull” action will pull the application for your action and you can take action on pulled application by “Take Action”.

5.4 After choosing an action you will get following screen, if you are Verifier. Now, if you want to verify, click on the radio button in front of “Verify True” or “Verify False” and click on [Submit].
5.5 You will get following screen, if you are Approver and Issuer. Now, if you want to approve, click on the radio button in front of “Approve and Issue” and click on [Submit].

Note: - Depending on the Service and your Role, you may get slightly different “Action Form” explained above.

5.6 After [Submit], you will find the following Screen: -
Here, you will get following Options / Actions: -

- **View Document** will show you the PDF of the Certificate to be issued by you.
- If you click on [Submit], Certificate will go to the Applicant.
- If you click [View Form], you can view the Applicant’s Form.
- If you click on [Cancel], the whole process will be cancelled.
- If you click on [Back to Inbox], you will be redirected on your Inbox.

(a) **View Document** Screen - It will show you the Certificate online. You may download is in your local computer for printing.

(b) **Issue of Certificate** - In the screen of Section 5.6, you will get message: **DSC is optional. How would you like to proceed?** You will get 3 options: “**Digitally Sign Document**”, “Unsigned Document” and “Upload Ink Signed Document”.

(i) **Digitally Signed Document** option will digitally sign the Certificate online.

(ii) **Unsigned Document** option will issue system generated Certificate without Digital Sign or Ink Sign.

(iii) **Upload Ink-Signed Document** option will give you interface to upload Ink Signed Document. For this, first download Certificate in PDF format. Take its printout,
ink-sign it, put your official seal and scan it in PDF format. Now, you must upload this Certificate to complete the process.

(c) **Upload Ink-Signed Document** option will give you interface to upload Ink Signed Certificate in PDF Format.

![Image of Upload Ink-Signed Document interface]

(d) After [Submit], you will find the following Screen with success message.

![Image of success message]

**Note:**

“Verify” and “Approve & Issue” action may be taken by Designated Officer (DO) in Bulk in case of some services (like GAD services under RTPS Act).

However, it is suggested to take Bulk “Verify” action on up to 25 Applications and Bulk “Approve & Issue” action on up to 5 Applications at a time only.
5.7 To Call Back an Application, Login to ServicePlus using your Login Credentials. You will get Welcome page. Select the “Message Box” and go to “Sent Application”.

5.8 You will find the following screen. Select Service for which you want to callback an application. Select task on which you want to callback. Select date and check the checkbox named “View only the application available for callback” and click on [Get Data].
5.9 Now, you will find the following screen with the list of applications which is available for call back. Click the arrow in front of the application which you want to call back.

5.10 You will find the following screen with message “The last action performed by you will be cancelled, and the application will be moved back to your inbox. Would you like to continue?”. Click on [Yes].
5.11 You will find the following screen. Fill a valid reason, attach document if any available, and [Submit].

5.12 You will get success message as "Application Called Back Successfully". Click on [OK]. Now the application will show in your inbox as a fresh application and last action taken by Work Flow Player is canceled.
6. **Helpdesk / Technical Support**

For any type of Technical Support, please contact following in order:

(i) Block IT Assistant,
(ii) District IT Manager through Block IT Assistant,
(iii) DIO / ADIO of NIC District Centre though District IT Manager, and
(iv) ServicePlus Group of NIC Bihar through DIO / ADIO of NIC District Centre.

7. **Abbreviation used**

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADIO</td>
<td>Addition District Information Officer</td>
</tr>
<tr>
<td>Admin</td>
<td>Administrator</td>
</tr>
<tr>
<td>CDPO</td>
<td>Child Development Project Officer</td>
</tr>
<tr>
<td>CFC</td>
<td>Citizen Facilitation Centre</td>
</tr>
<tr>
<td>CO</td>
<td>Circle Officer</td>
</tr>
<tr>
<td>CSC</td>
<td>Common Service Centre</td>
</tr>
<tr>
<td>DIO</td>
<td>District Information Officer</td>
</tr>
<tr>
<td>DIT</td>
<td>Department of Information Technology</td>
</tr>
<tr>
<td>DM</td>
<td>District Magistrate</td>
</tr>
<tr>
<td>DO</td>
<td>Designated Officer</td>
</tr>
<tr>
<td>DSC</td>
<td>Digital Signature Certificate</td>
</tr>
<tr>
<td>EA</td>
<td>Executive Assistant</td>
</tr>
<tr>
<td>KC / CI</td>
<td>Karamchari / Circle Inspector</td>
</tr>
<tr>
<td>MIS</td>
<td>Management Information System</td>
</tr>
<tr>
<td>NIC</td>
<td>Nation Informatics Center</td>
</tr>
<tr>
<td>OS</td>
<td>Operating System</td>
</tr>
<tr>
<td>OTP</td>
<td>One-Time Password</td>
</tr>
<tr>
<td>PDF</td>
<td>Portable Document Format</td>
</tr>
<tr>
<td>RDO</td>
<td>Rural Development Officer</td>
</tr>
<tr>
<td>RTPS</td>
<td>Right To Public Service Act</td>
</tr>
<tr>
<td>SDO</td>
<td>Sub-Division Officer</td>
</tr>
<tr>
<td>SMS</td>
<td>Short Message Service</td>
</tr>
<tr>
<td>USB</td>
<td>Universal Serial Bus</td>
</tr>
<tr>
<td>VO</td>
<td>Verification Officer</td>
</tr>
<tr>
<td>WFP</td>
<td>Work Flow Player</td>
</tr>
</tbody>
</table>