

**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)
Bihar State Centre
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Amendment Log

Version Number	Date	Change Number	Brief Description	Sections Changed
1.0	31/01/2019	-	First release	-

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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>: -

The screenshot shows the homepage of the Bihar RTPS and Other Services on ServicePlus. The header includes the following elements:

- Logos for Digital India, Bihar Prashasnik Sudhar Mission Society, and ServicePlus.
- Text: "लोक सेवाओं का अधिकार एवं अन्य सेवाएँ", "RTPS and Other Services", and "(e-District Mission Mode Project)".

The main content area is divided into three columns:

- Left Column (Menu):**
 - लोक सेवाओं का अधिकार की सेवाएँ (RTPS Services):**
 - सामान्य प्रशासन विभाग (GAD): आवासीय, ज्वेलि एवं आय प्रमाण पत्र की सेवाएँ
 - समाज कल्याण विभाग (SWD): सामाजिक सुरक्षा योजनाओं की सेवाएँ
 - श्रम संसाधन विभाग (LRD) की सेवाएँ
 - राजस्व एवं भूमि सुधार विभाग (R&L) की सेवाएँ
 - अन्य सेवाएँ (Other Services):**
 - Services of Labour Resources Department (LRD)
 - Services of Health Department
 - बाह्य सेवाएँ (External Services):**
 - Transport Department
- Central Column:**
 - Profile picture of श्री नीलीश कुमार, माननीय मुख्यमंत्री.
 - Text: "राष्ट्रीय ई-शासन योजना के अंतर्गत ई-जिला मिशन मोड परियोजना के तहत विहार सरकार के सूचना प्रौद्योगिकी विभाग, विहार प्रशासनिक सुधार मिशन सोसाइटी एवं विभिन्न सेवा प्रदाता विभागों की राष्ट्रीय सूचना विज्ञान केंद्र के सर्विसप्लस सॉफ्टवेयर फ्रेमवर्क के माध्यम से संयुक्त पृष्ठ।"
 - Text: "Joint initiative of Department of Information Technology, Bihar Prashasnik Sudhar Mission Society and different Service Provider Departments of Govt. of Bihar under e-District Mission Mode Project of National e-Governance Plan through ServicePlus Software Framework of National Informatics Centre."
 - उपयोग निर्देश (Usage Instructions)
 - उपयोगकर्ता पुस्तिका (User Manual)
 - महत्वपूर्ण डाउनलोड (Important Download)
 - अक्सर पूछे जाने वाले प्रश्न (Frequently Asked Questions) FAQ's:
 - नागरिक सामान्य प्रशासन विभाग (GAD) की ऑनलाइन RTPS सेवाएँ कैसे प्राप्त करें ?
 - नागरिक समाज कल्याण विभाग (SWD) की ऑनलाइन RTPS सेवाएँ कैसे प्राप्त करें ?
 - कारोबारी एवं नागरिक श्रम संसाधन विभाग (LRD) की ऑनलाइन सेवाएँ कैसे प्राप्त करें ?
 - सेवा के लिए शुल्क का भुगतान कैसे करें (How to pay fee for Service) ?
 - ऑनलाइन फॉर्म में टाइप कैसे करें (How to type in Hindi in Application Form) ?
 - तकनीकी सहायता कैसे प्राप्त करें (How to get Technical Support) ?
 - How do I look for Services based on my profile ?
 - How to apply for a service ?
 - How to track my application status online ?
 - How can I lodge a grievance for deficient Service ?
- Right Column (Navigation):**
 - LOGIN
 - Citizen Section:**
 - Register Yourself
 - Forgot Password
 - Track Application Status
 - Report Section:**
 - Summary Report for RTPS Services
 - Summary Report for Other Services
 - Support Section:**
 - Bihar Services on ServicePlus Presentation
 - ServicePlus Presentation
 - Brochure
 - Service Definer Guide
 - Helpdesk and Social Media:**
 - e-Mail: [serviceonline@doj\(bihar\)atdoj\(dot\)in](mailto:serviceonline@doj(bihar)atdoj(dot)in)
 - Bihar ServicePlus on Facebook
 - Bihar ServicePlus on Twitter

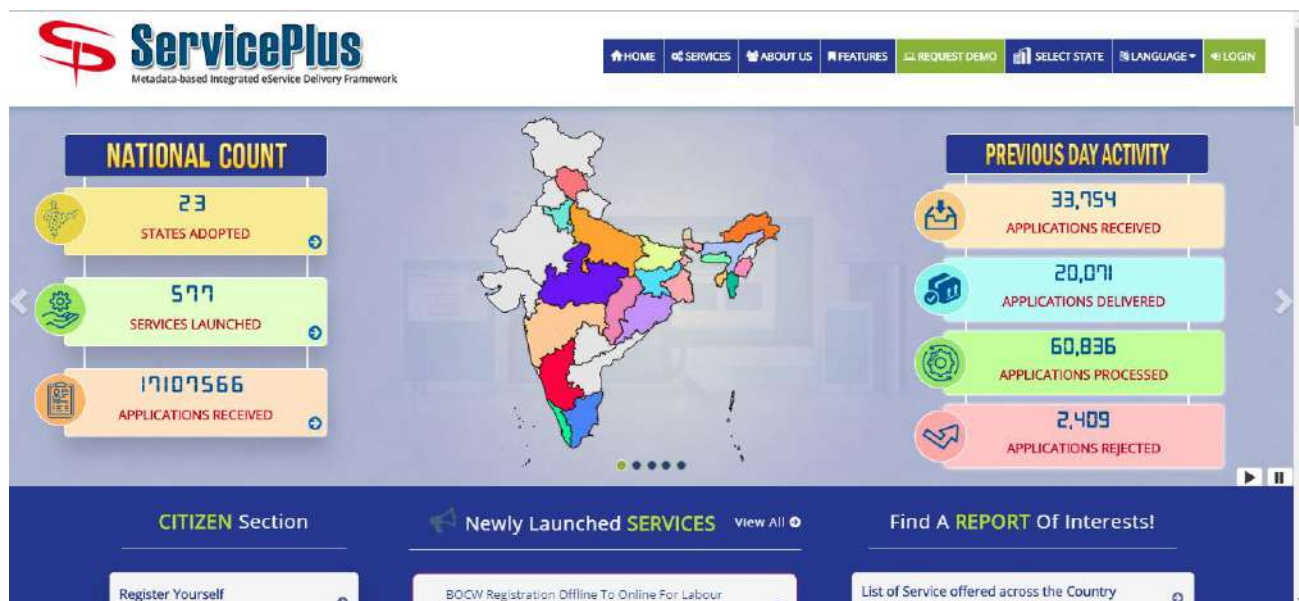
The footer contains the following information:

- Logos for Digital India, india.gov.in, myGov, and National Informatics Centre.
- Disclaimer: Content and data owned by respective Service Provider Departments, Govt. of Bihar.
- Developed and hosted by: National Informatics Centre, Ministry of Electronics & Information Technology, Government of India.
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Note: -

- Applicant, Executive Assistant, Verifying Officer and Designated Officer of Bihar must use URL: <http://serviceonline.bihar.gov.in> to apply for or to process RTPS and other services.
- 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.
- <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> :-



1.3 System Configuration for working of ServicePlus: -

(i) Pre-requisites: -

SN	User Type	Hardware and Software Pre-Requisites
1	Executive Assistant (EA)	<ul style="list-style-type: none"> • 32 bit or 64 bit Computer / Laptop with Windows OS installed. • Webcam, Scanner, Printer etc installed. • Mozilla Firefox browser installed (necessary). • Adobe Flash Player for Mozilla Firefox installed.
2	Officer (Verifying Officer, Designated Officer etc.)	<ul style="list-style-type: none"> • 32 bit or 64 bit Computer / Laptop with Windows OS installed. • Scanner, Printer etc installed. • Mozilla Firefox browser installed (recommended). • Java 1.8 for 32 bit / 64 bit Windows OS installed. • Digital Signature Certificate (DSC) Driver from DSC Token installed.

(ii) Installation of “Mozilla Firefox” Browser: -

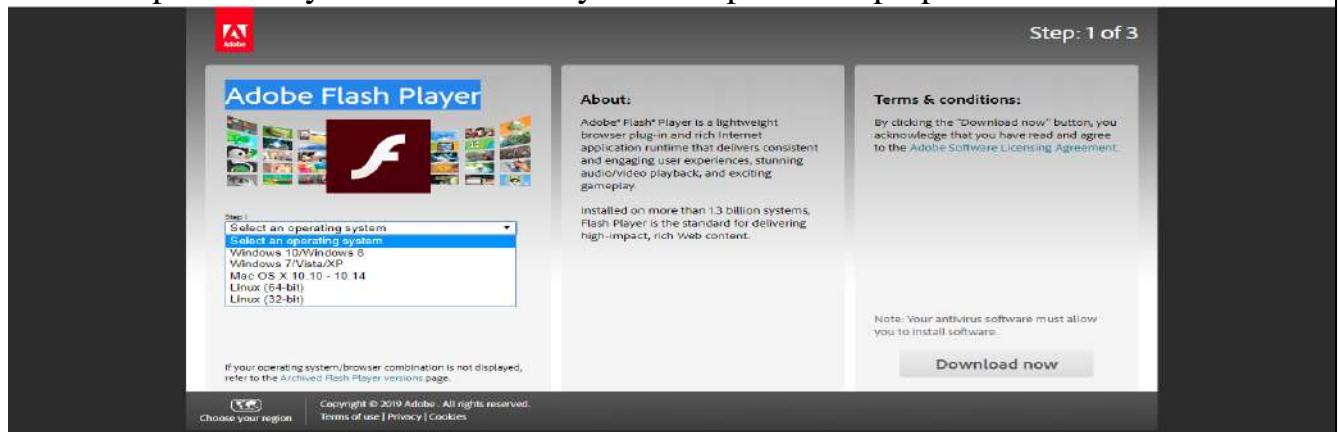
- Download it from https://mozilla_firefox.en.downloadastro.com/.
- Install it as “**Standard**” installation type.
- Disable “**Pop-up Blocker**” for all sites.
- **JavaScript** is enabled by default and it should be kept enabled.

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

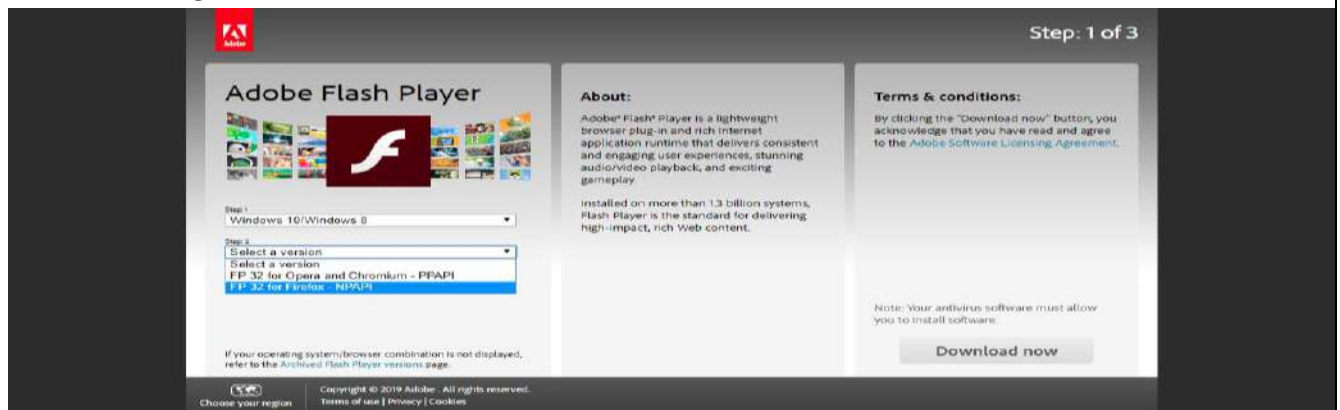
Visit URL: <https://get.adobe.com/flashplayer/otherversions/>



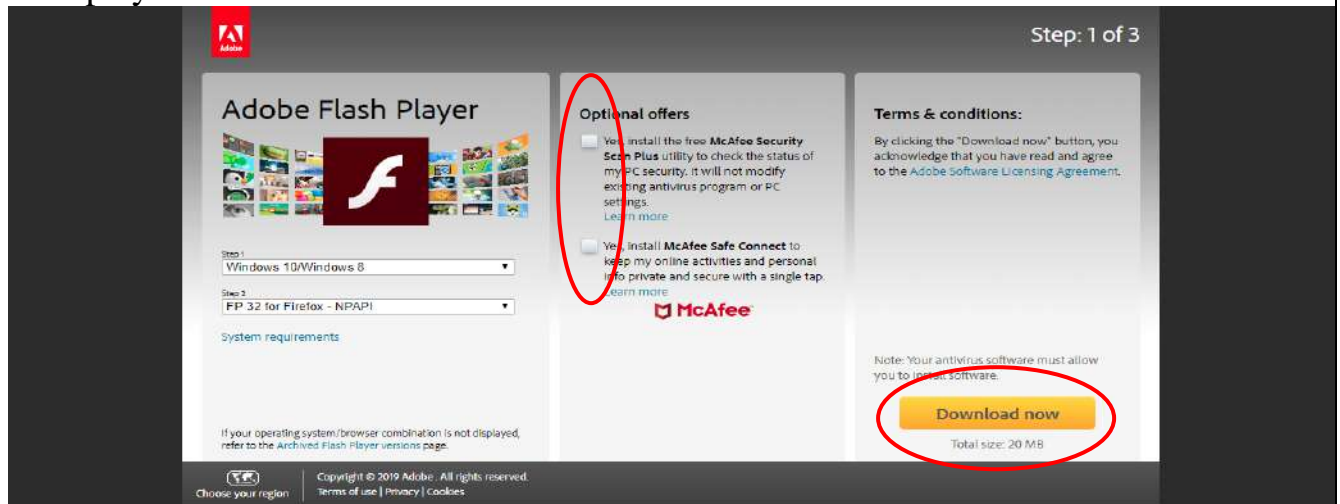
Choose Operation System installed in your Computer / Laptop.



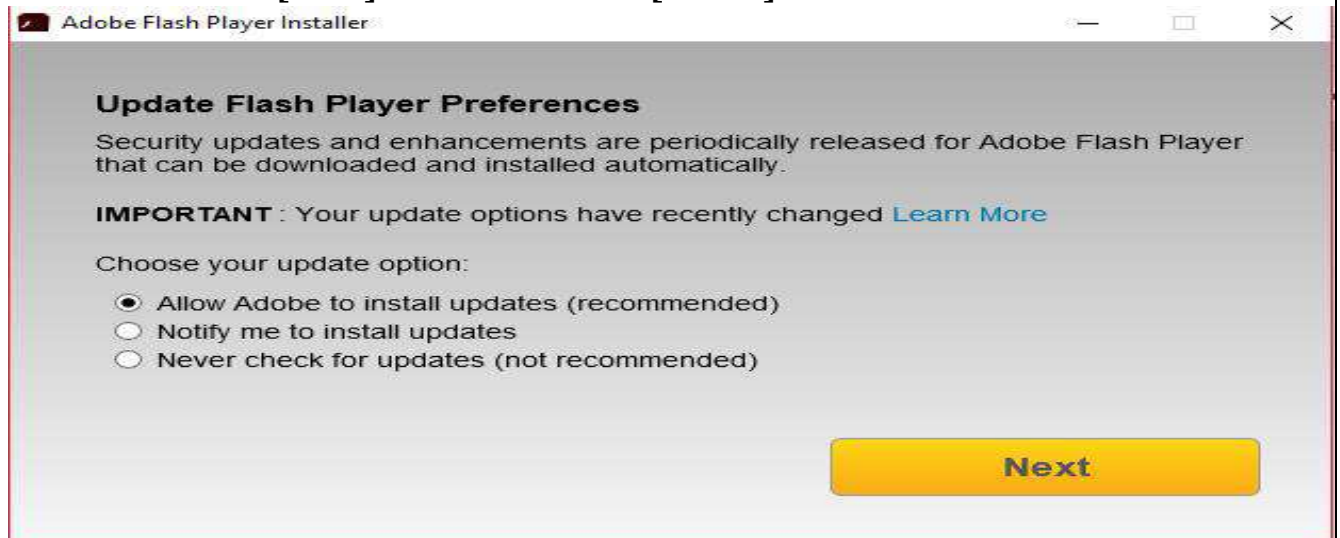
Choose “FP 32 for Firefox – NPAPI” for Mozilla Firefox Browser.



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: -

SN	User Type / Task	Description, Role and Function
1	Applicants (Citizen or Business) / Application Submission	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”.
2	Executive Assistant (EA) / Entry & Delivery	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”.
3	Verifying Officer (VO) / Verify & Forward	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”.
4	Designated Officer (DO) / Approve & Issue	DO (CO, RDO, CDPO, SDO / Authorizes Officer by SDO, Authorizes Officer by DM etc) can take action (Approve & Issue, Forward, Reject, Return back, Callback etc) on Application forwarded by VO after Verification entry. Please refer “Officer User Manual”.
5	Admin/ Manage User	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”.

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 पहचानपत्र (केंद्र, राज्य, सार्वजनिक))
 5. Passbook (with Photo issued by Bank / Post Office) (पासबुक (फोटो सहित बैंक / डाकघर द्वारा जारी))
 6. PAN Card (पैनकार्ड)
 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 पहचानपत्र (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),

Block, Circle, Urban Local Body (Nagar Panchayat / Nagar Parishad / Nagar Nigam), Sub-Division, District, Division, Department etc) - only as per the jurisdiction of Applicants and themselves. It means, EA should not accept Applications pertaining to other Office.

- 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): -

SN	Task (↓) / Action (⇒)	Online Applicant / Executive Assistant (EA) (Entry & Delivery)	Verifying Officer (VO) (KC, CI, Authorized Staff etc) (Verify & Forward)	Designated Officer (DO) (CO, RDO, CDPO, SDO / Authorizes Officer by SDO, Authorizes Officer by DM, Others etc) (Approve, Issue, Reject & Callback)
1	Application submission Online [Online Applicant]	<ol style="list-style-type: none"> 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. 	<ol style="list-style-type: none"> 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)]	<ol style="list-style-type: none"> 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.	-
3	Field level Physical	-	To be done.	-

	Verification			
4	Verification entry	-	1. Enter Verification details. 2. Forward to DO.	-
5	Approval of Application	-	-	Either approve the Application or forward it to next higher level for approval.
6	Issue of Certificate / License / Sanction Letter	-	-	Issue the Certificate / License by signing it with DSC / e-Sign Ink-sign / un-signed (system generated) etc.
7	Delivery of Certificate / License / Sanction Letter to Applicant	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.	-	-

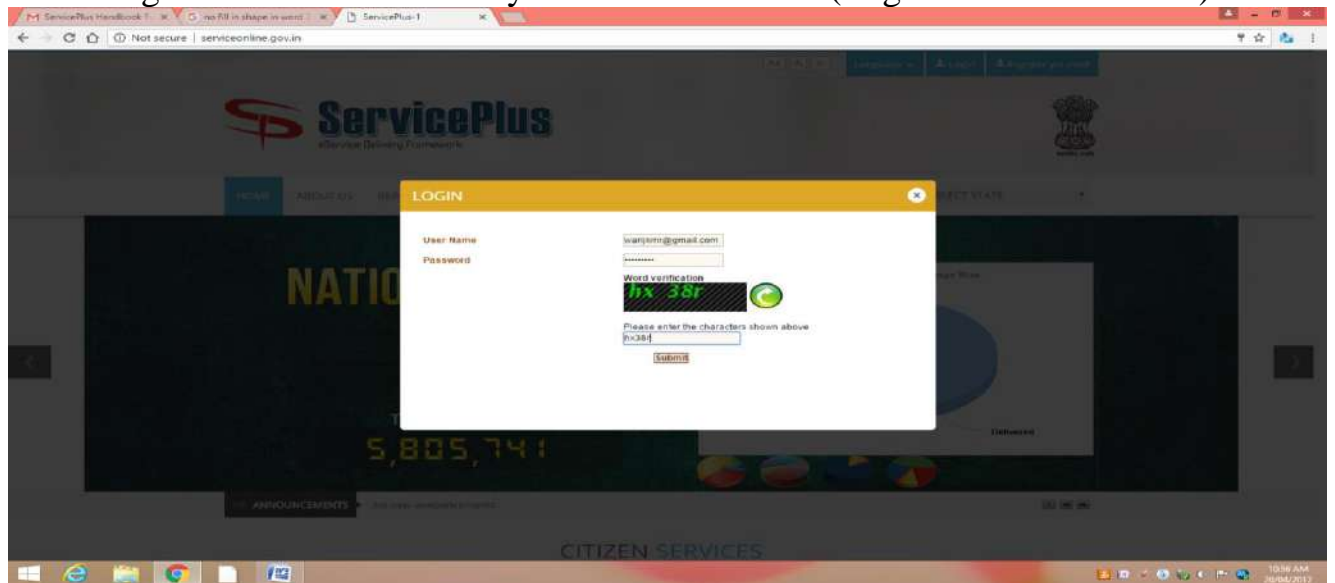
Note: -

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.

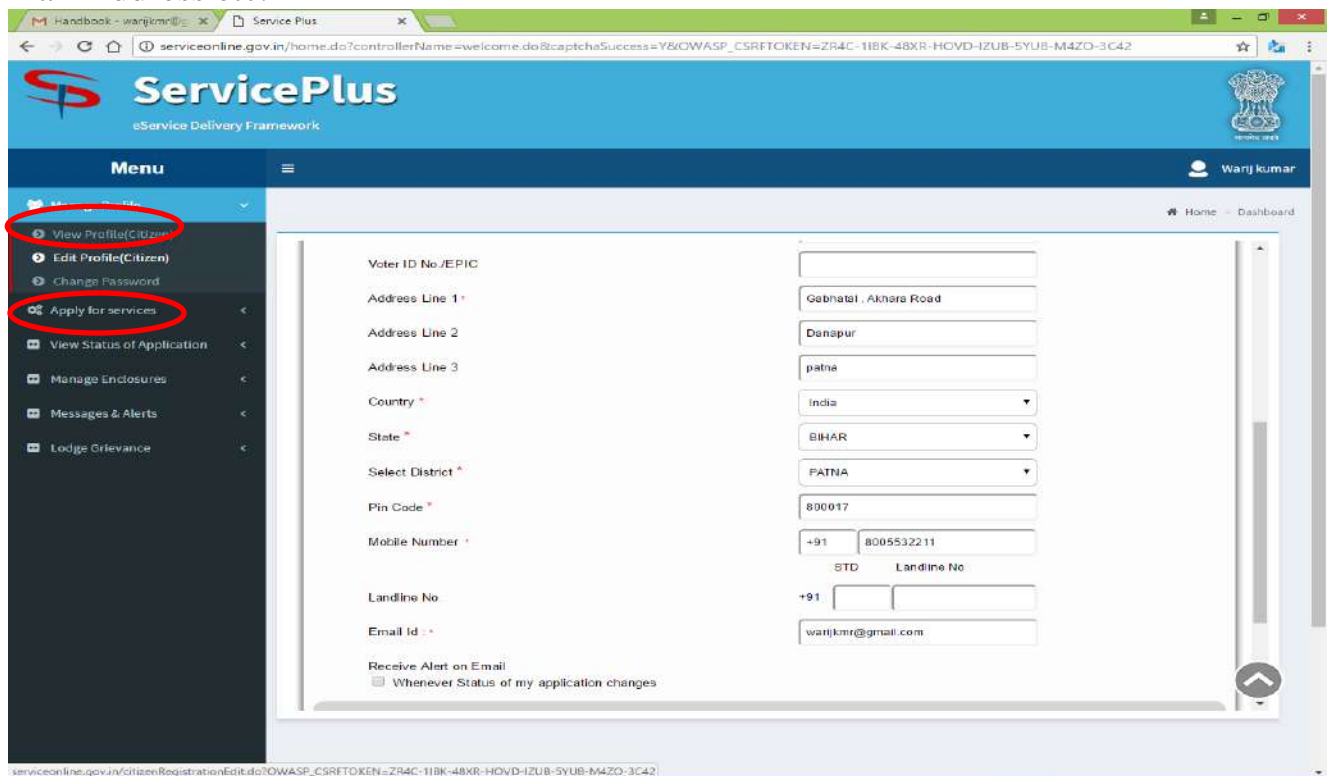
3. Management of User Credentials (User-ID, Password & Profile)

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.

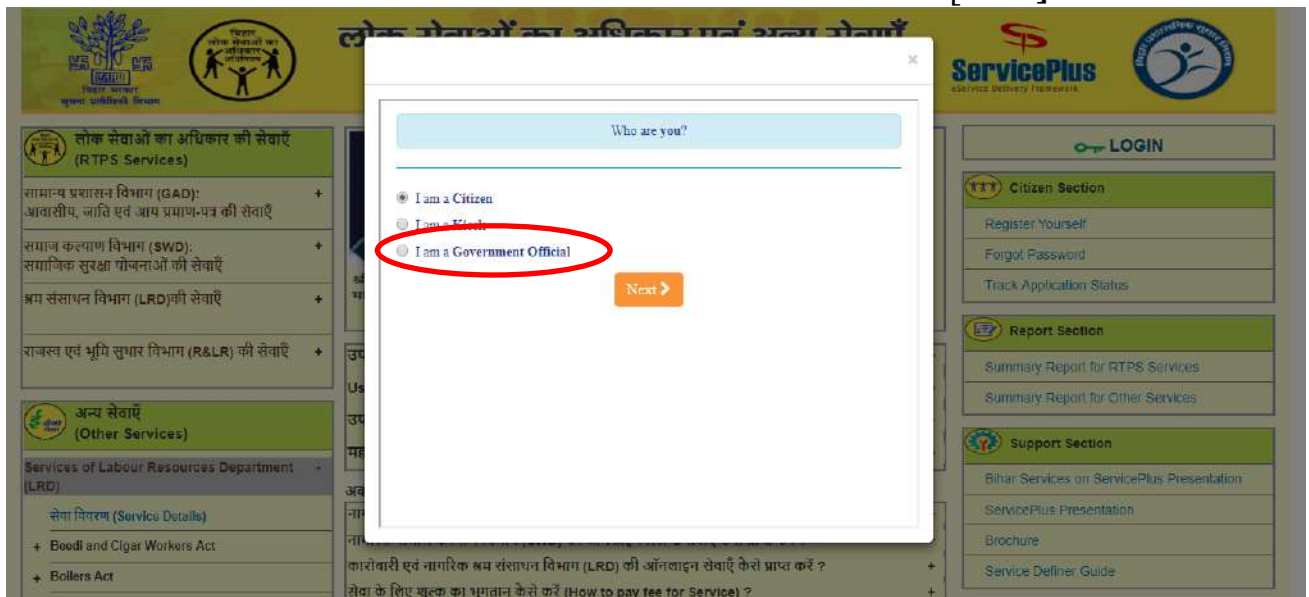
3.2 How to Reset Password?

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

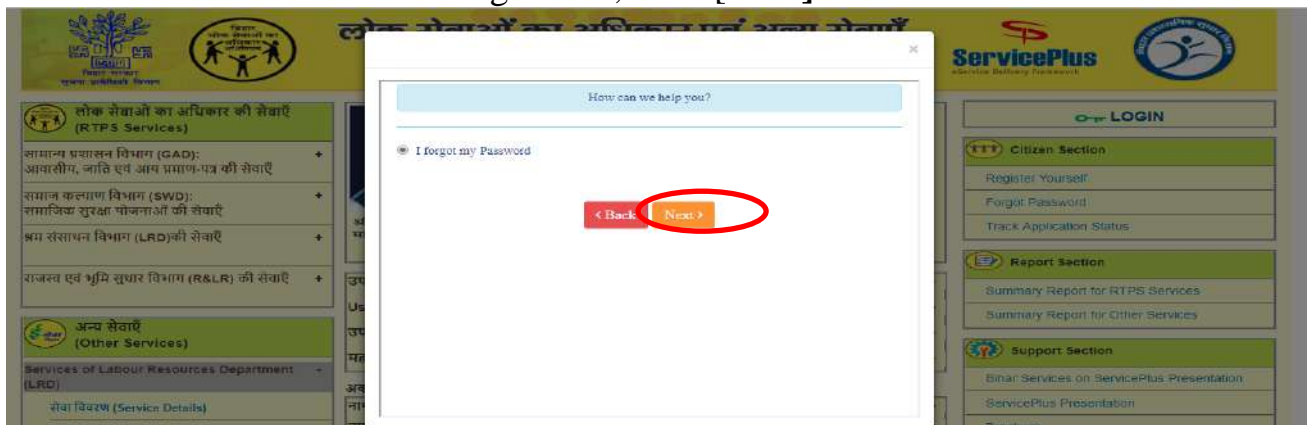
3.3.2 After successful login, you will get the **Welcome** page. In left menu, you will see the option **Manage Profile**. Choose the option **Change Password**. Enter your Old Password, New Password, confirm New Password and then click on [**Submit**]. You will get success message.

3.3 How to Use Forget Password?

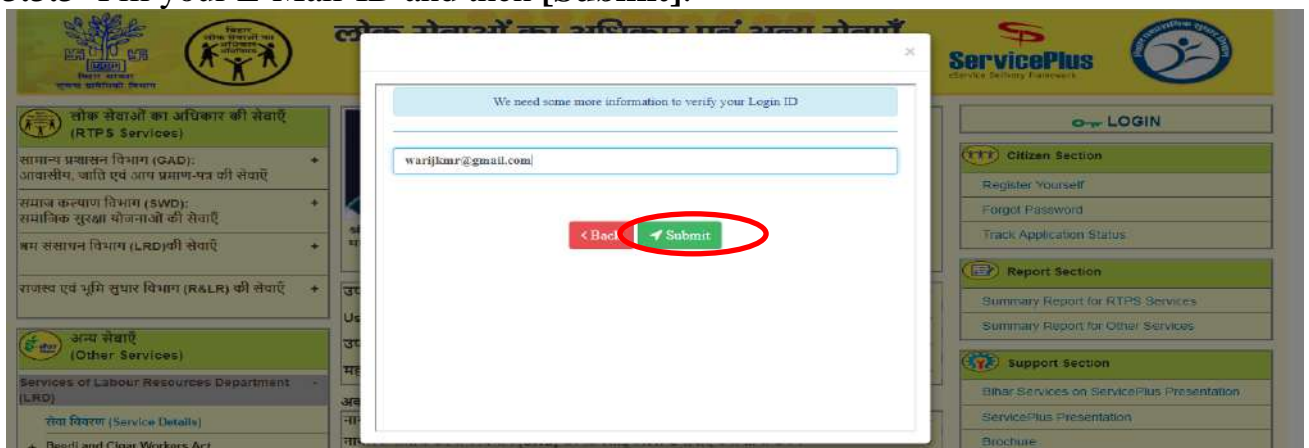
3.3.1 Find “Forgot Password” link in “Citizen Section”, click it and go ahead. Select the Choice “I am a Government Official” and click on [Next]: -



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



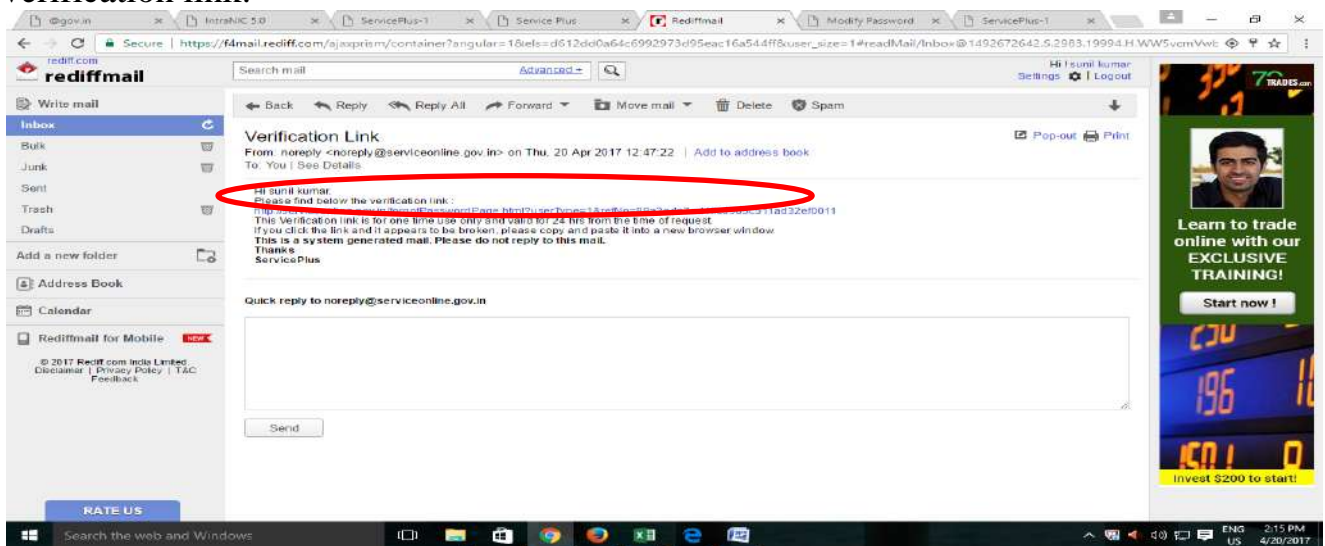
3.3.3 Fill your E-Mail-ID and then [Submit]: -



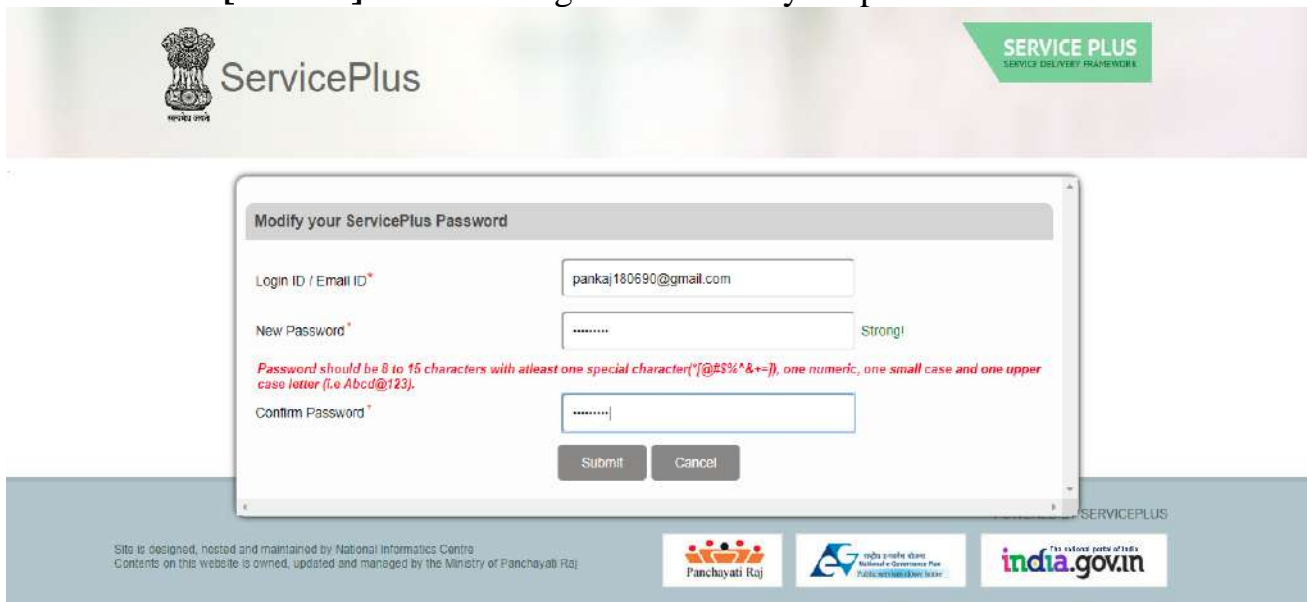
3.3.4 You will get the following message: -



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>.

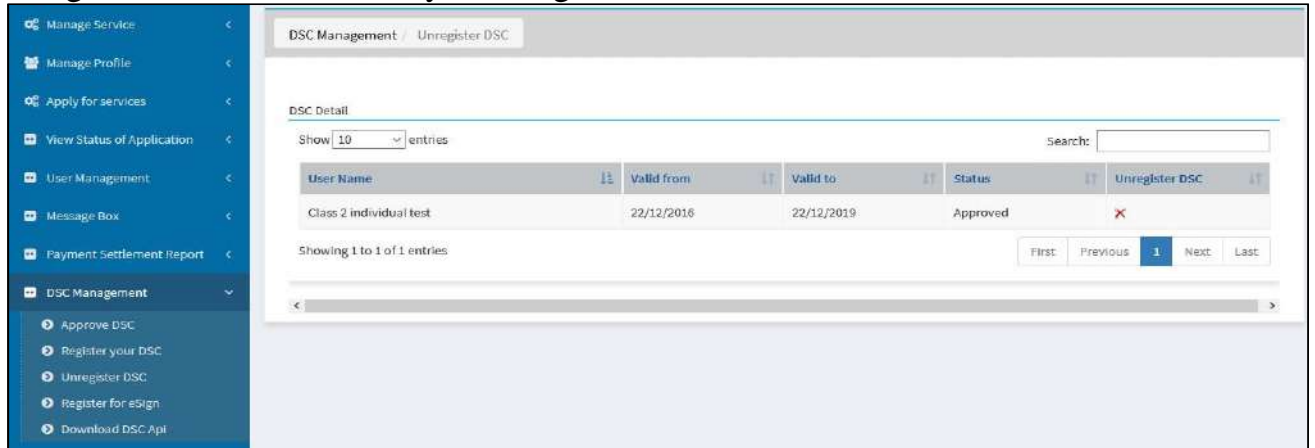
(b) **Install Java 1.8: -**

- Go to **Control Panel → Program → Java → Security** → tick “Enable Java content in the browser”.
- Go to **Control Panel → Program → Java → Security → Edit Site List → Add the ServicePlus URL <http://serviceonline.bihar.gov.in>**. Bring “Security Level” to “Medium”.
- 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: -

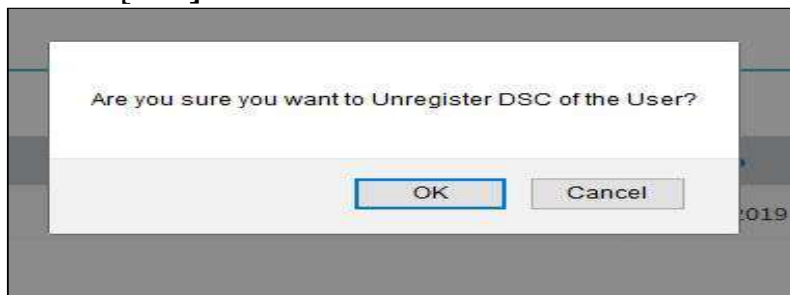
Step-1: Login with **Designated Officer User Credential**. Insert your **DSC** in USB Port.

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.



The screenshot displays the 'DSC Management / Unregister DSC' page. On the left is a sidebar menu with options like 'Manage Service', 'Manage Profile', 'Apply for services', 'View Status of Application', 'User Management', 'Message Box', 'Payment Settlement Report', and 'DSC Management'. The 'DSC Management' menu is expanded, showing 'Approve DSC', 'Register your DSC', 'Unregister DSC', 'Register for eSign', and 'Download DSC Api'. The main content area shows 'DSC Detail' with a search bar and a table of DSC entries. The table has columns for 'User Name', 'Valid from', 'Valid to', 'Status', and 'Unregister DSC'. One entry is visible: 'Class 2 individual test' with 'Valid from' 22/12/2016, 'Valid to' 22/12/2019, and 'Status' 'Approved'. An 'X' icon is present in the 'Unregister DSC' column for this entry. Below the table, it says 'Showing 1 to 1 of 1 entries' and includes pagination controls (First, Previous, 1, Next, Last).

Click on [OK].



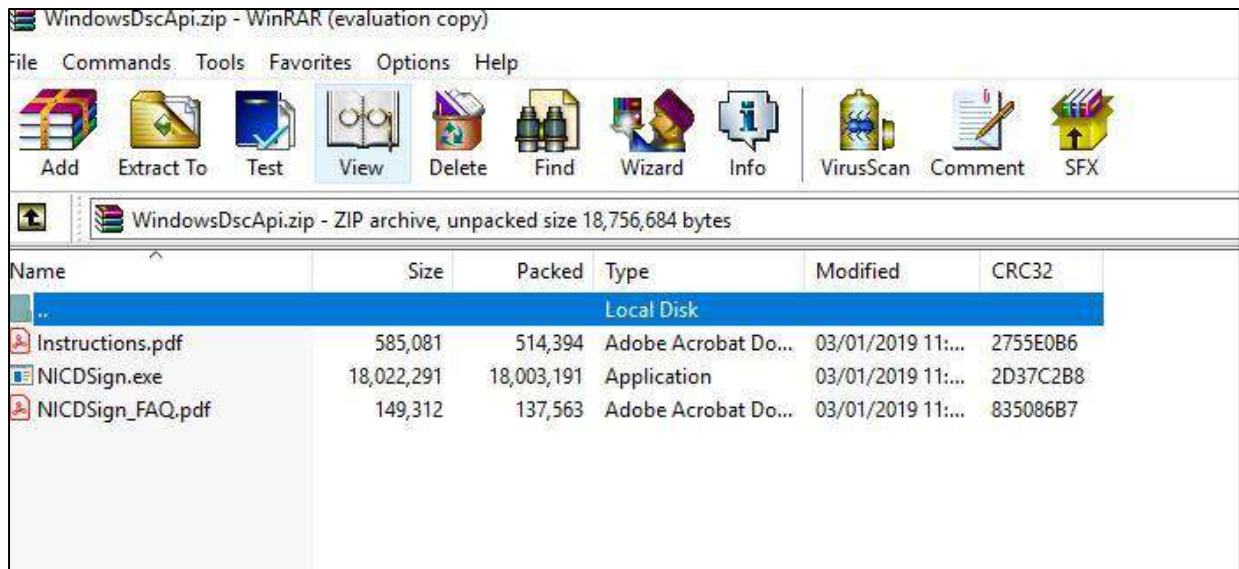
Step-3: Click on “**Register your DSC**” from left menu under the tab “**DSC Management**”.

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



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: -



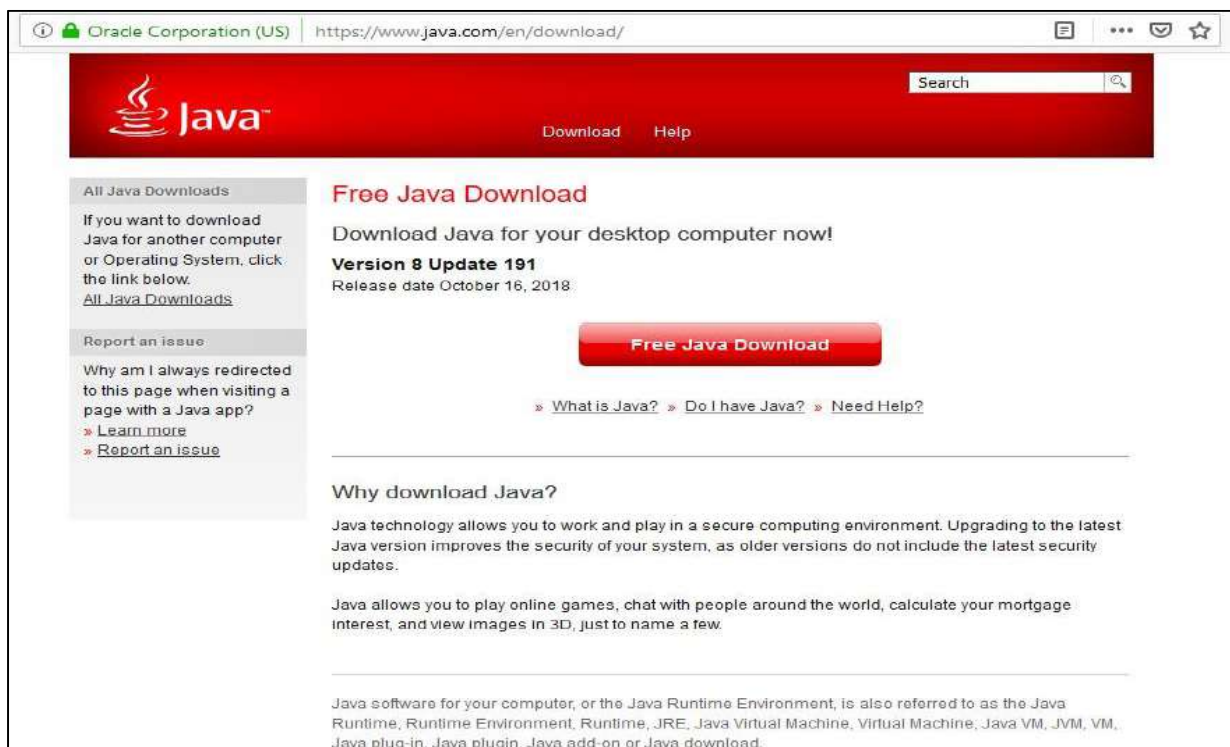
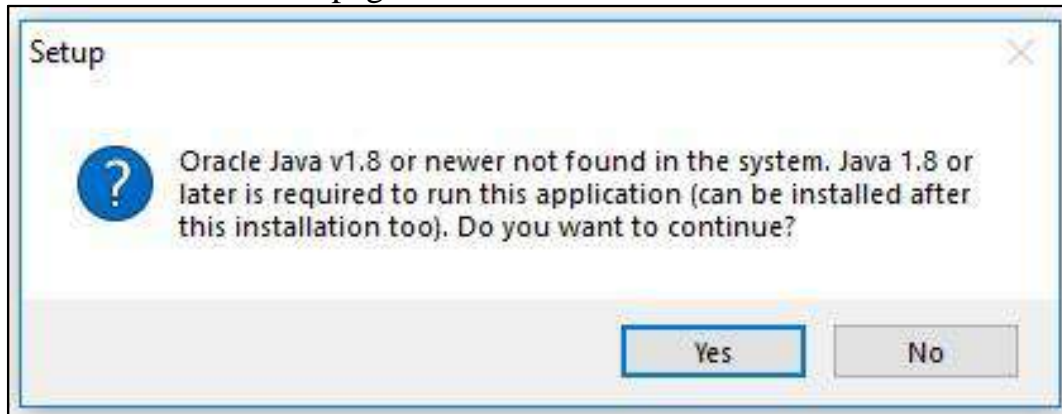
Step-5: Install the client on your machine by clicking on **NICDSign.exe**(forwindows):



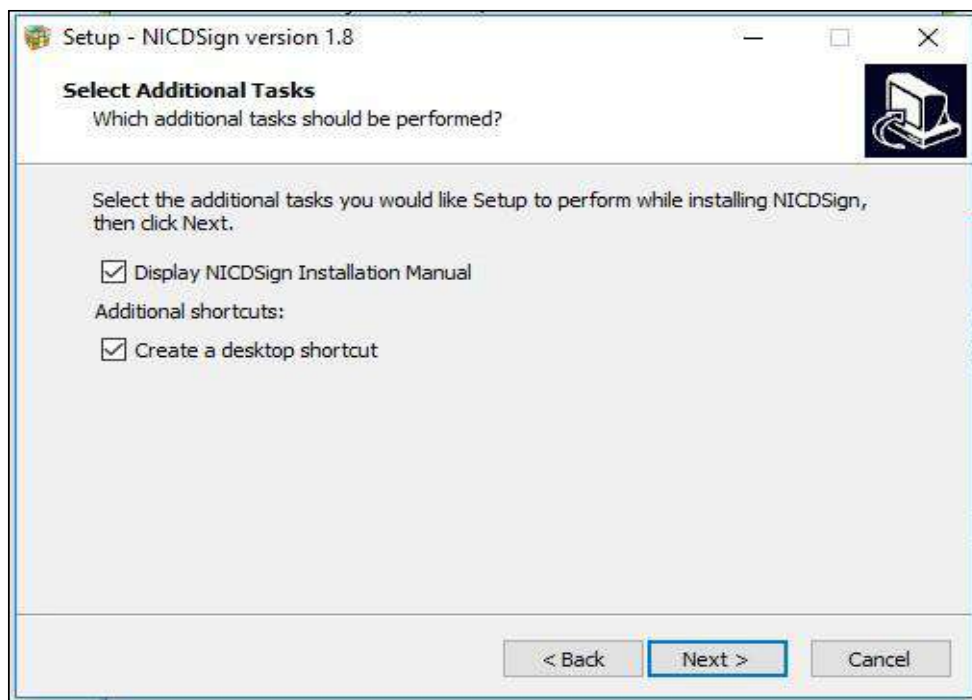
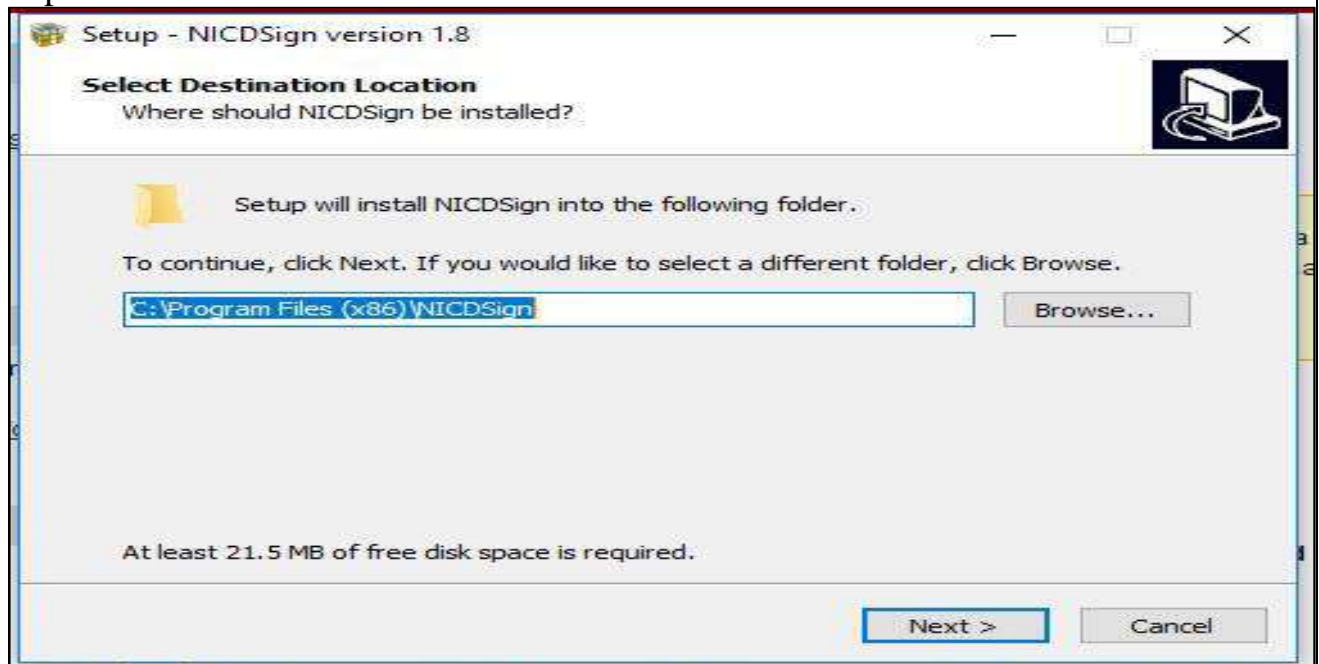
Step-6: If clicked on [Yes], in case the browser settings are not completed on your system, you will get the below message: -

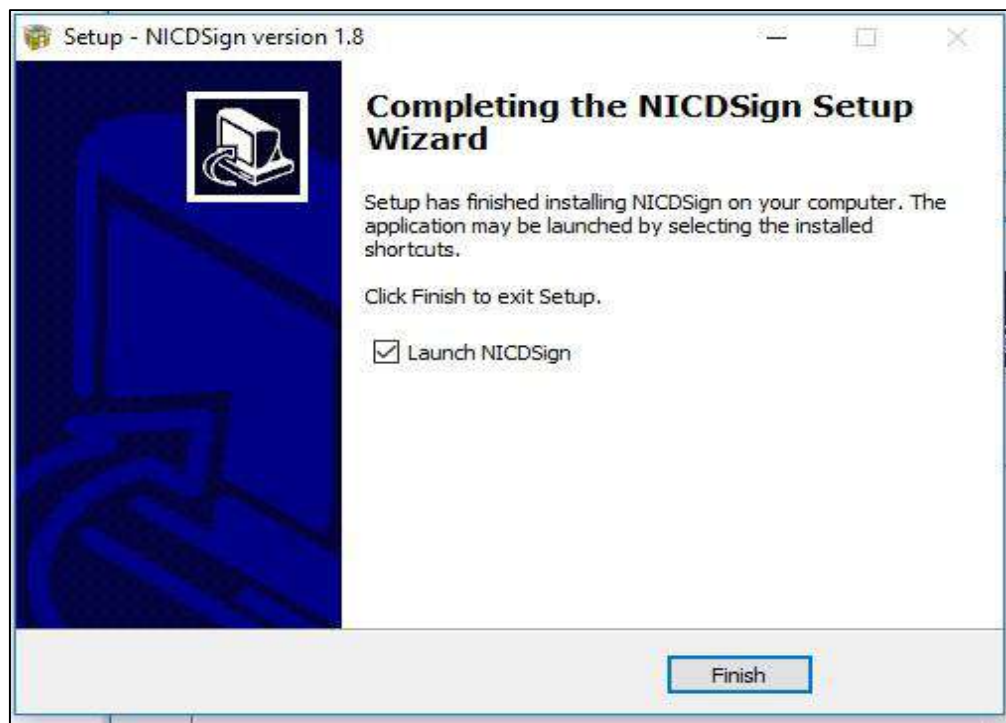
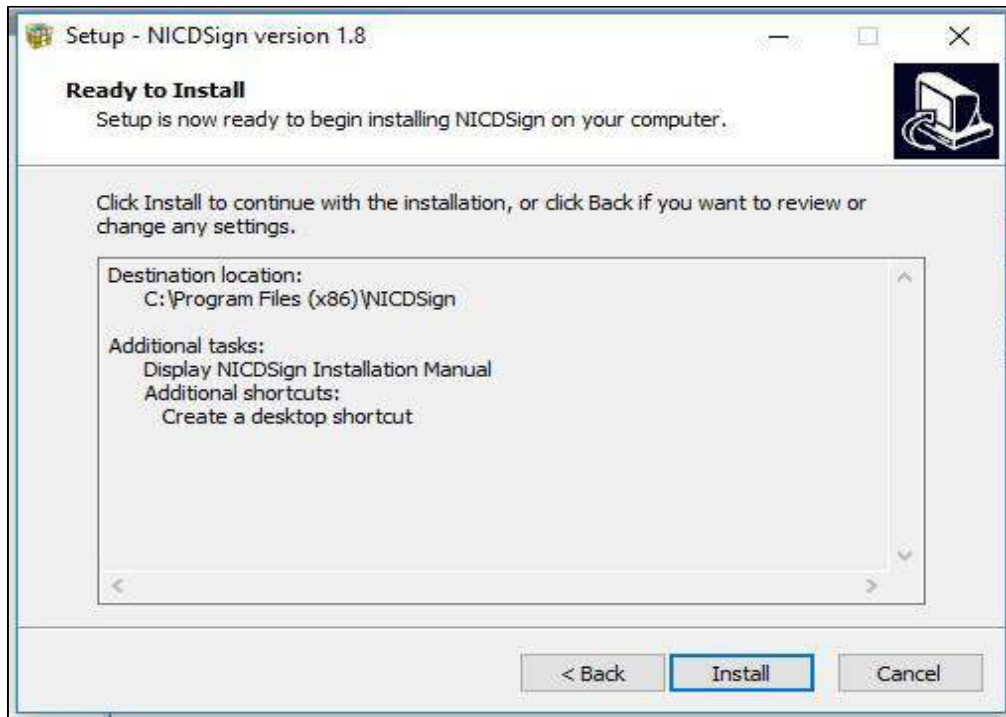


Step-7: On click of [OK], another message will pop with an option of **Yes/No**. If Java 1.8 is not installed on your system, you will get the below message. On click of [No], setup will be closed whereas, if clicked on [Yes], you will be directed to Java installation / download page of Oracle.

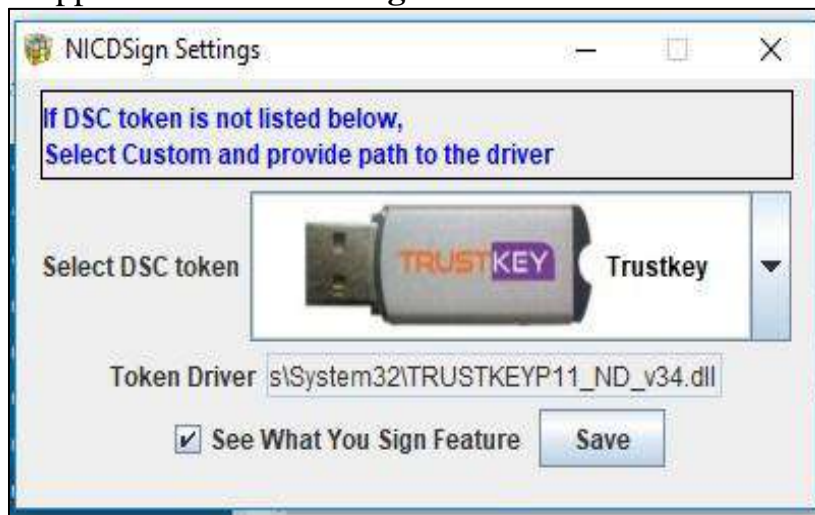


Step-8: Further, on successful installation of Java, you may continue with **NICD Sign** setup as below: -





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”**.



4.4 DSC Activation in ServicePlus: -

Step-1: Login with Department Admin / State Admin User and approve DSC: -

DSC Management / Approve DSC

DSC Detail

Show 10 entries Search:

Sl.No.	User Name	Valid from	Valid to	Status	Approve
1	Class 3 individual test	22/12/2016	22/12/2019	Not Approved	<input type="checkbox"/>
2	Class 2 individual test	22/12/2016	22/12/2019	Not Approved	<input type="checkbox"/>

Showing 1 to 2 of 2 entries

First Previous 1 Next Last

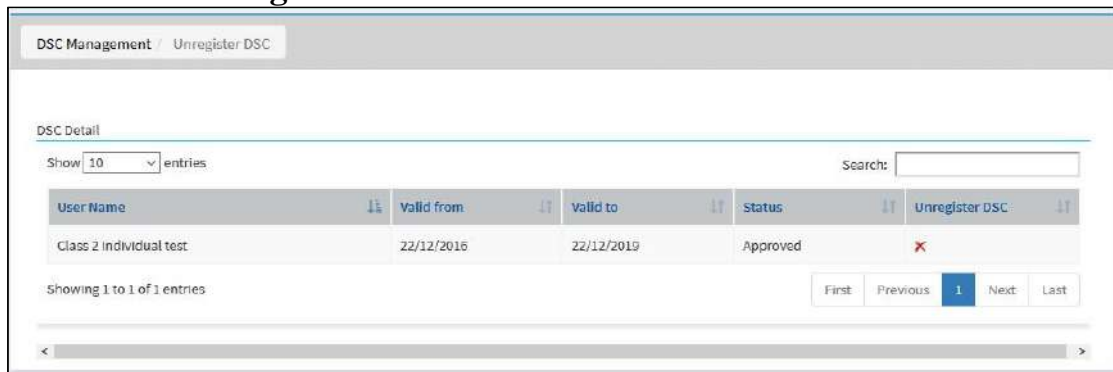
Are you sure you want to Approve the DSC of the User?

OK Cancel

Selected DSC has been successfully Approved

OK

Step-2: Once approved, status may be viewed from “Unregister DSC” in left menu under “DSC Management”.

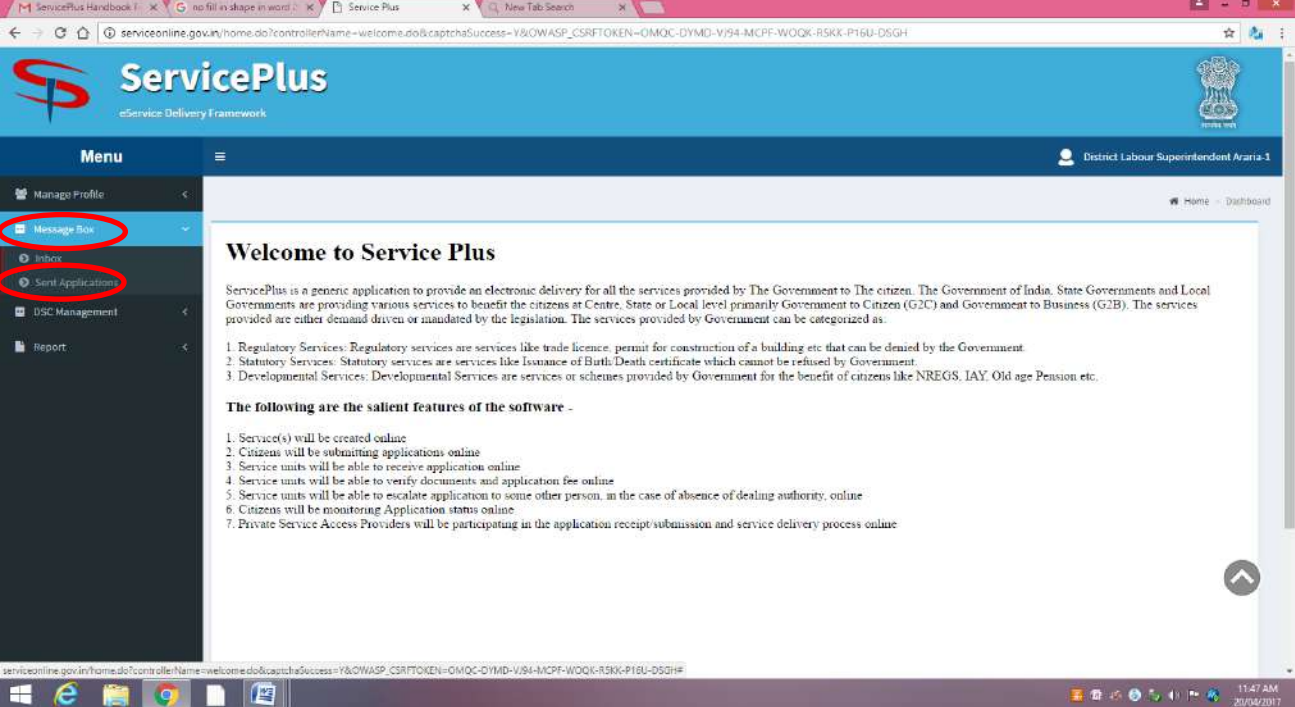


Step-3: On signing the certificate, you will get a below sample preview of the document to be signed. Click on [Confirm Sign] to sign the document.



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**”.



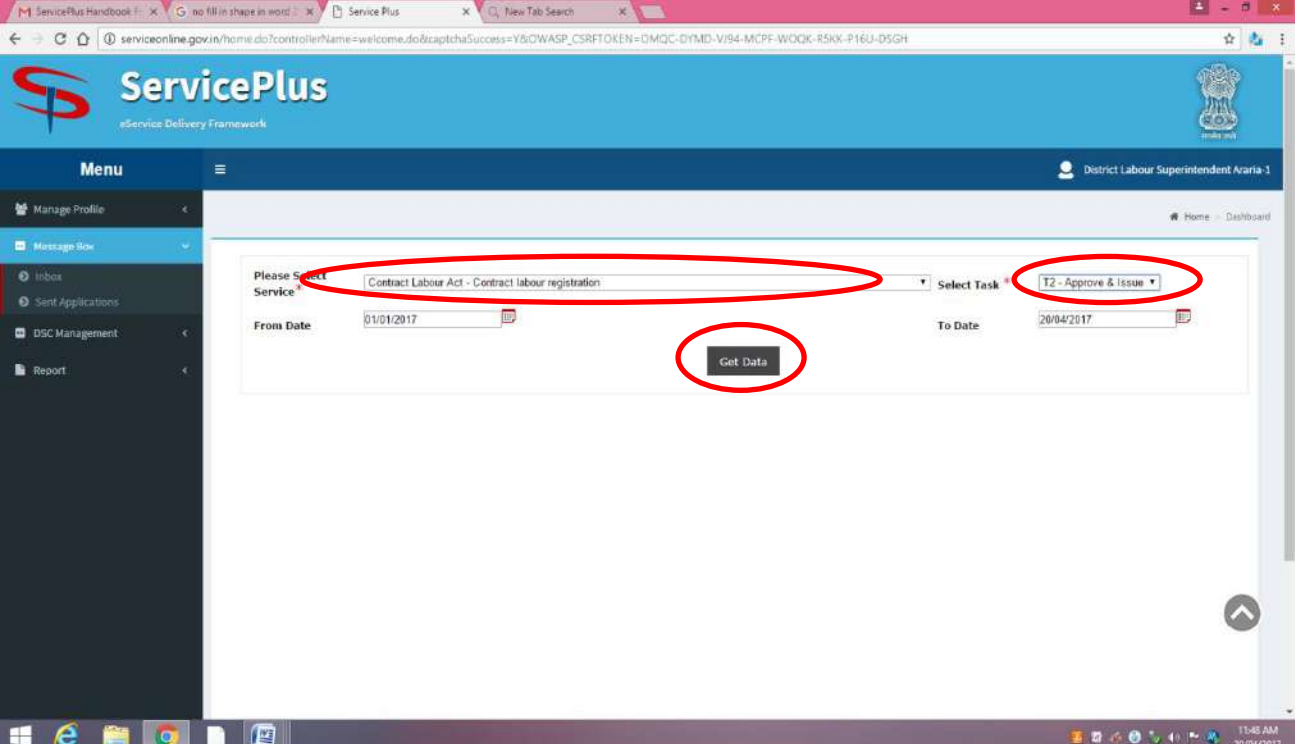
The screenshot shows the ServicePlus web application interface. The left-hand menu has 'Message Box' and 'Inbox' highlighted with red circles. The main content area displays a 'Welcome to Service Plus' message. Below the welcome message, there is a list of salient features of the software:

- 1. Regulatory Services: Regulatory services are services like trade licence, permit for construction of a building etc that can be denied by the Government
- 2. Statutory Services: Statutory services are services like Issuance of Birth/Death certificate which cannot be refused by Government
- 3. Developmental Services: Developmental Services are services or schemes provided by Government for the benefit of citizens like NREGS, IAY, Old age Pension etc.

The following are the salient features of the software -

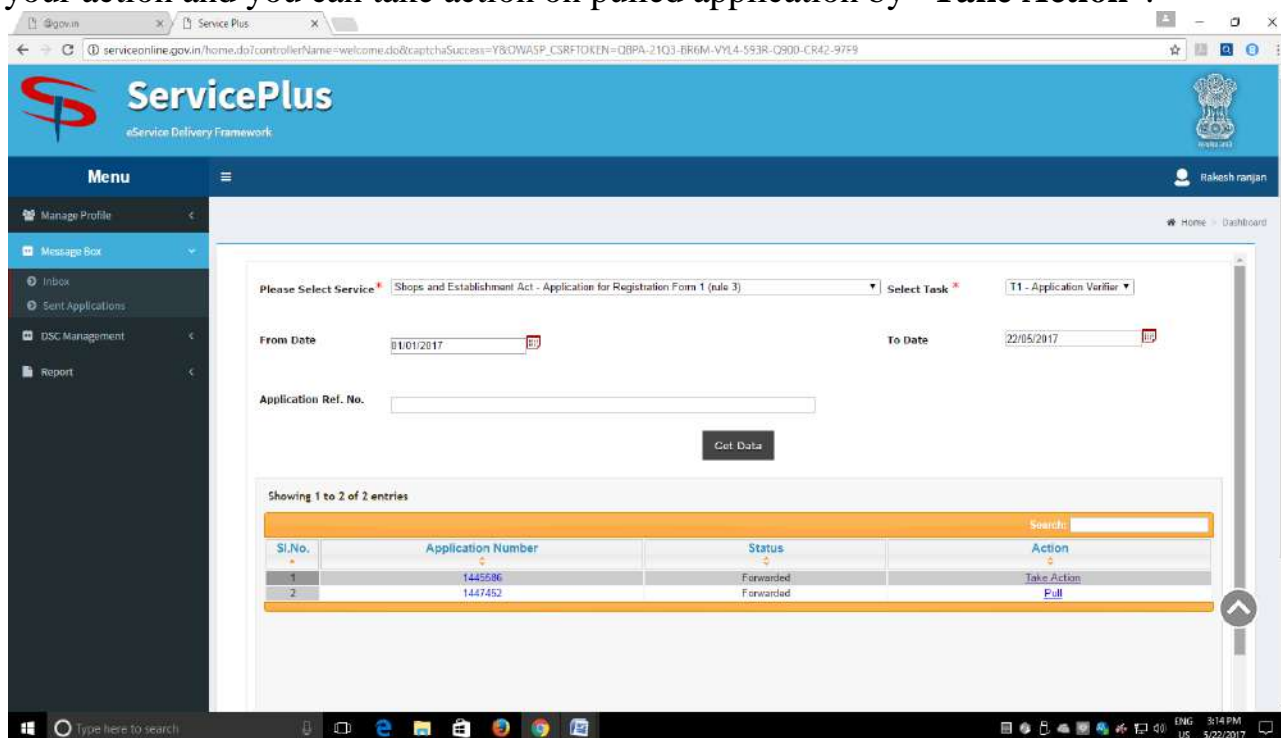
1. Service(s) will be created online
2. Citizens will be submitting applications online
3. Service units will be able to receive application online
4. Service units will be able to verify documents and application fee online
5. Service units will be able to escalate application to some other person, in the case of absence of dealing authority, online
6. Citizens will be monitoring Application status online
7. Private Service Access Providers will be participating in the application receipt/submission and service delivery process online

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**].

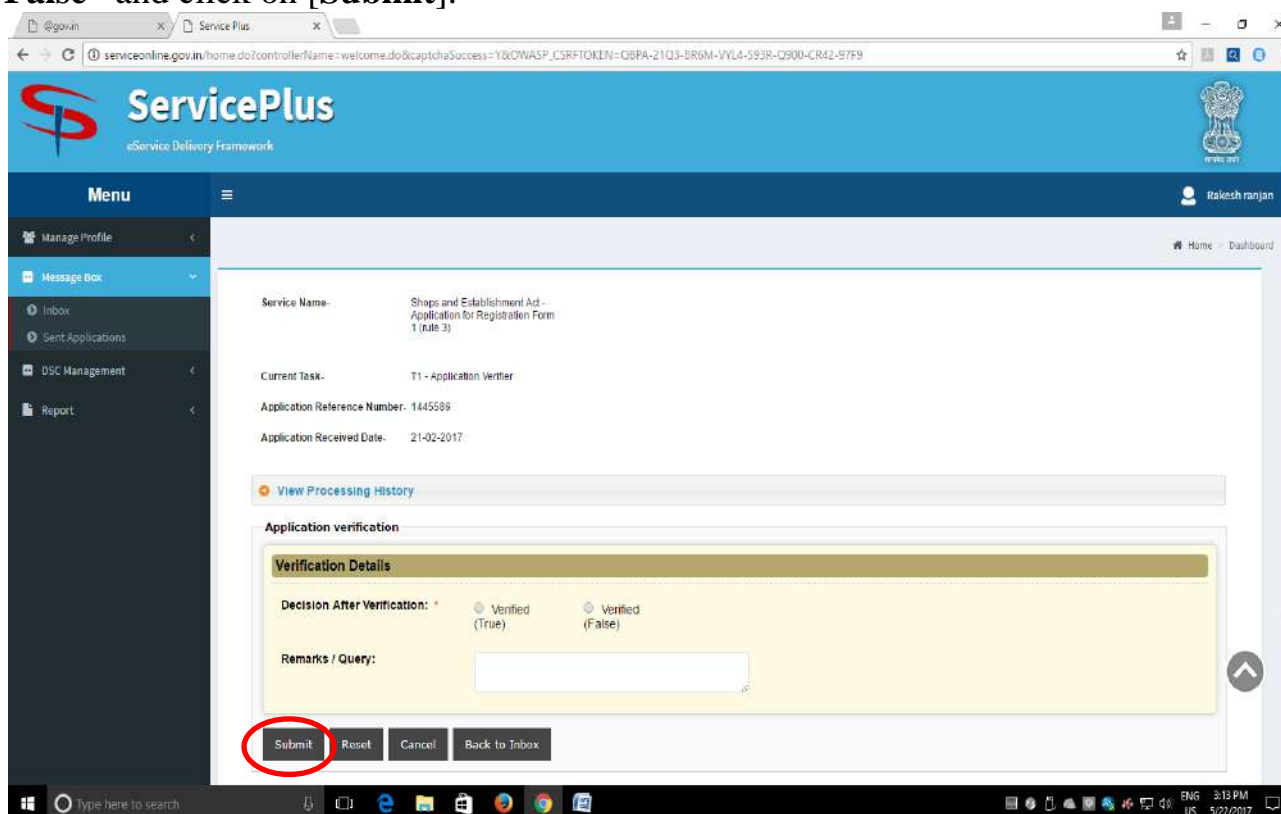


The screenshot shows the 'Select Service' page in the ServicePlus application. The 'Please Select Service' dropdown is set to 'Contract Labour Act - Contract labour registration'. The 'Select Task' dropdown is set to 'T2 - Approve & Issue'. The 'From Date' is 01/01/2017 and the 'To Date' is 20/04/2017. The 'Get Data' button is circled in red.

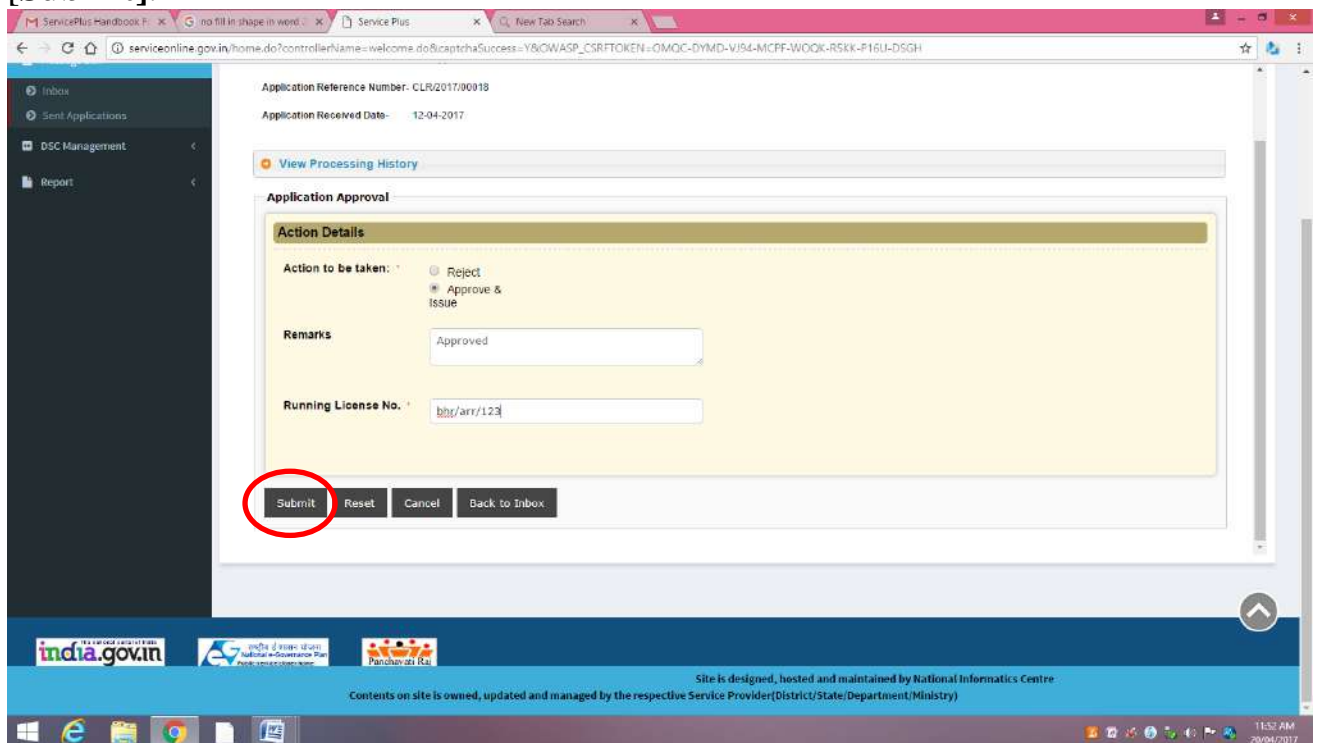
5.3 You will get following screen which contains the list of Applications. Now, perform an **Action (Pull and Take Action)**. “**Pull**” action will pull the application for your action and you can take action on pulled application by “**Take Action**”.



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**].



Application Reference Number: CLR/2017/00018
Application Received Date: 12-04-2017

View Processing History

Application Approval

Action Details

Action to be taken: Reject Approve & Issue

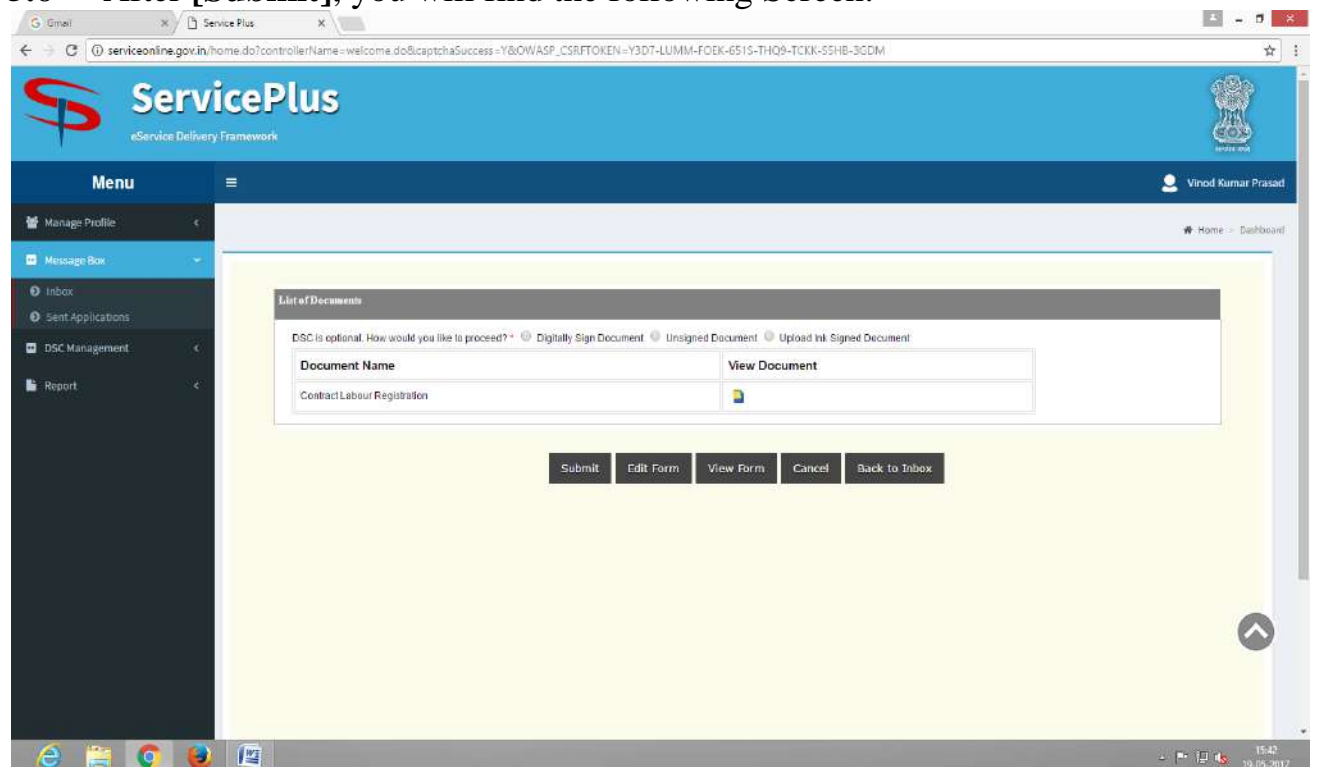
Remarks: Approved

Running License No.: bht/arr/123

Submit Reset Cancel Back to Inbox

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: -



ServicePlus
eService Delivery Framework

Menu

- Manage Profile
- Message Box
- Inbox
- Sent Applications
- DSC Management
- Report

Vinod Kumar Prasad

Home - Dashboard

List of Documents

DSC is optional. How would you like to proceed? Digitally Sign Document Unsigned Document Upload Ink Signed Document

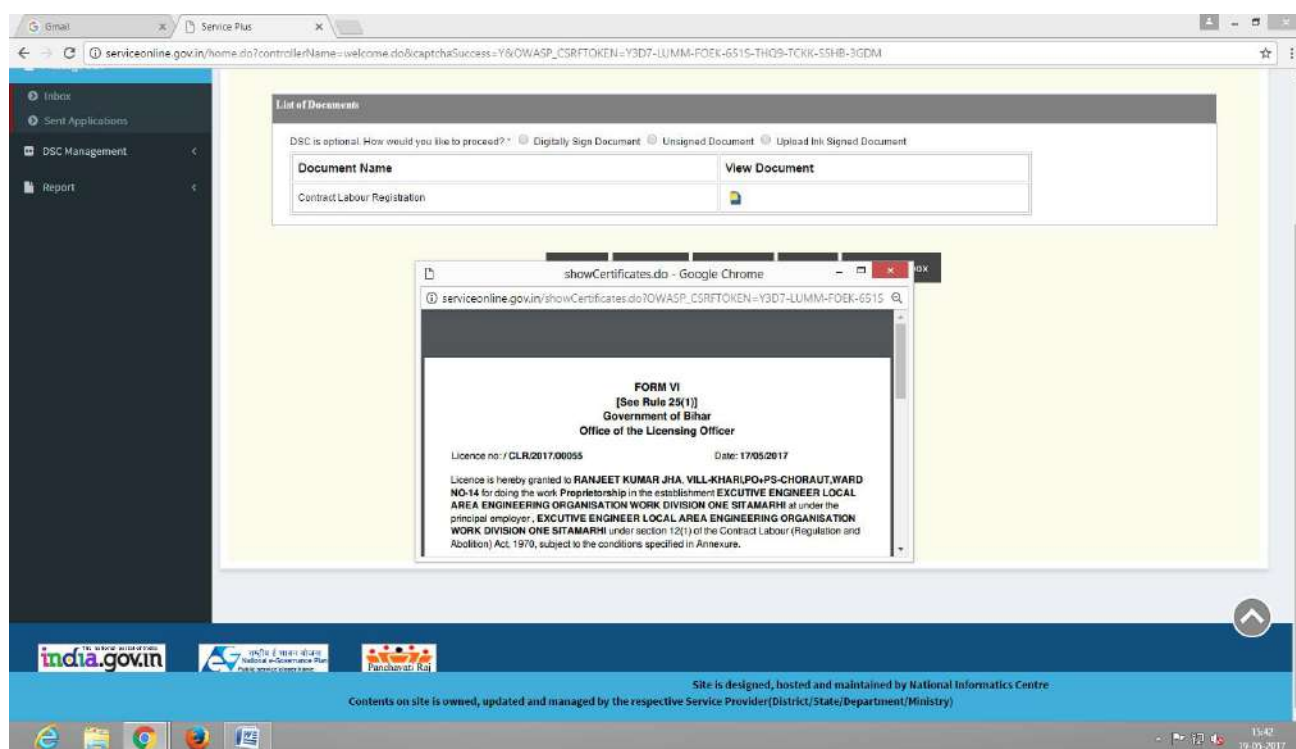
Document Name	View Document
Contract Labour Registration	

Submit Edit Form View Form Cancel Back to Inbox

Here, you will get following **Options / Actions**: -

- **DSC** is optional. How you like to proceed? (i) Digitally Sign Document, (ii) Unsigned Document, and (iii) Upload Ink Signed Document. Select here suitable method for Service Delivery.
- **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.

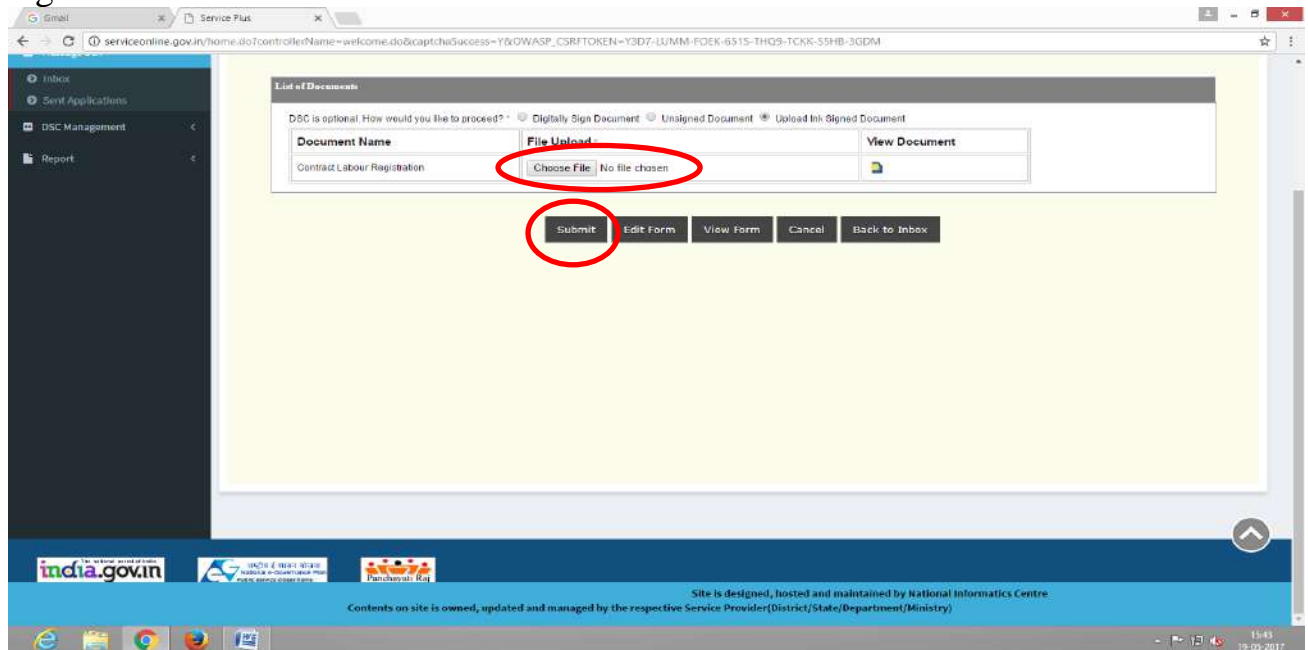


(b) **Issue of Certificate** - In the screen of **Section 5.6**, you will get message: **DSC is optional. How would you like to proceed?** You will get 3 options: “**Digitally Sign Document**”, “**Unsigned Document**” and “**Upload Ink Signed Document**”.

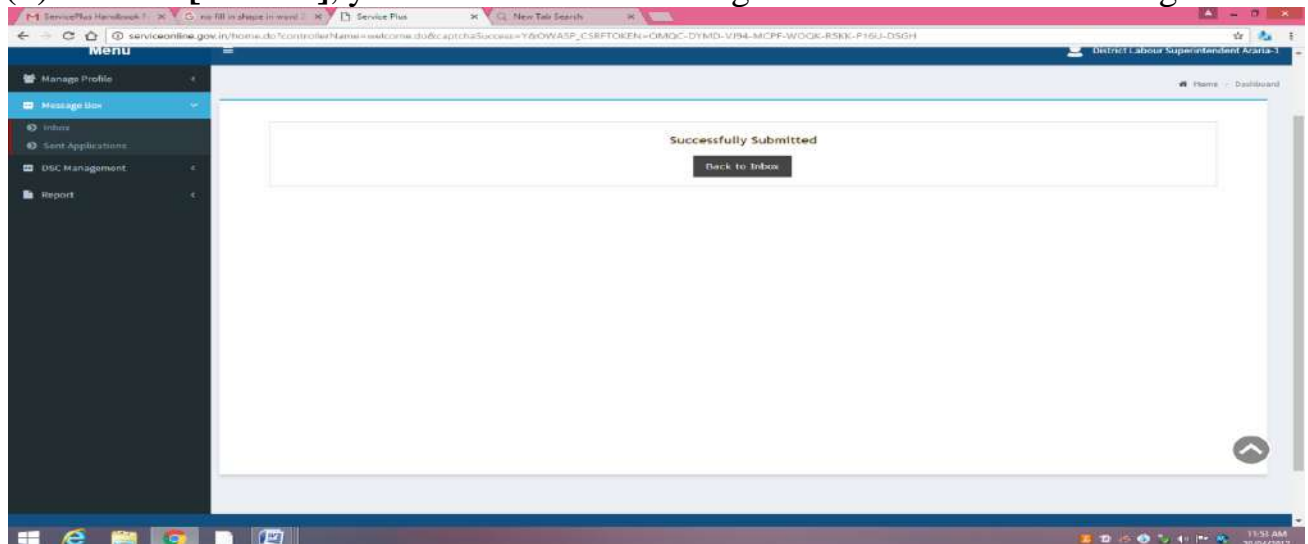
- Digitally Signed Document** option will digitally sign the Certificate online.
- Unsigned Document** option will issue system generated Certificate without Digital Sign or Ink Sign.
- Upload Ink-Signed Document** option will give you interface to upload Ink Signed Document. For this, first download 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.



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

ServicePlus
Metadata-based Integrated eService Delivery Framework

Menu

- Manage Profile
- Message Box
 - Inbox
 - Sent Applications
- DSC Management
- Reports

ABOUT SERVICE PLUS

Welcome to Service Plus

ServicePlus 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:

1. Regulatory Services: Regulatory services are services like trade licence, permit for construction of a building etc that can be denied by the Government.
2. Statutory Services: Statutory services are services like Issuance of Birth/Death certificate which cannot be refused by Government.
3. Developmental Services: Developmental Services are services or schemes provided by Government for the benefit of citizens like NREGS, IAY, Old age Pension etc.

The following are the salient features of the software -

1. Service(s) will be created online
2. Citizens will be submitting applications online
3. Service units will be able to receive application online
4. Service units will be able to verify documents and application fee online
5. Service units will be able to escalate application to some other person, in the case of absence of dealing authority, online
6. Citizens will be monitoring Application status online
7. Private Service Access Providers will be participating in the application receipt/submission and service delivery process online

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].

ServicePlus
Metadata-based Integrated eService Delivery Framework

Message Box / Sent Applications

Please select Service: Issuance of Caste Certificate at CO level -V 1

Select Task: Approval of General Application

From Date: 01/01/2016

To Date: 30/01/2019

App Ref No.:

View only the applications available for callback

Get Data

Applicant Name	Application Id/Number	Application Applied On	Application Received in System	Application Due Date	Current Status	Cancel Your Last Action
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5.9 Now, you will find the following screen with the list of application which is available for call back. Click the arrow in front of the application which you want to call back.

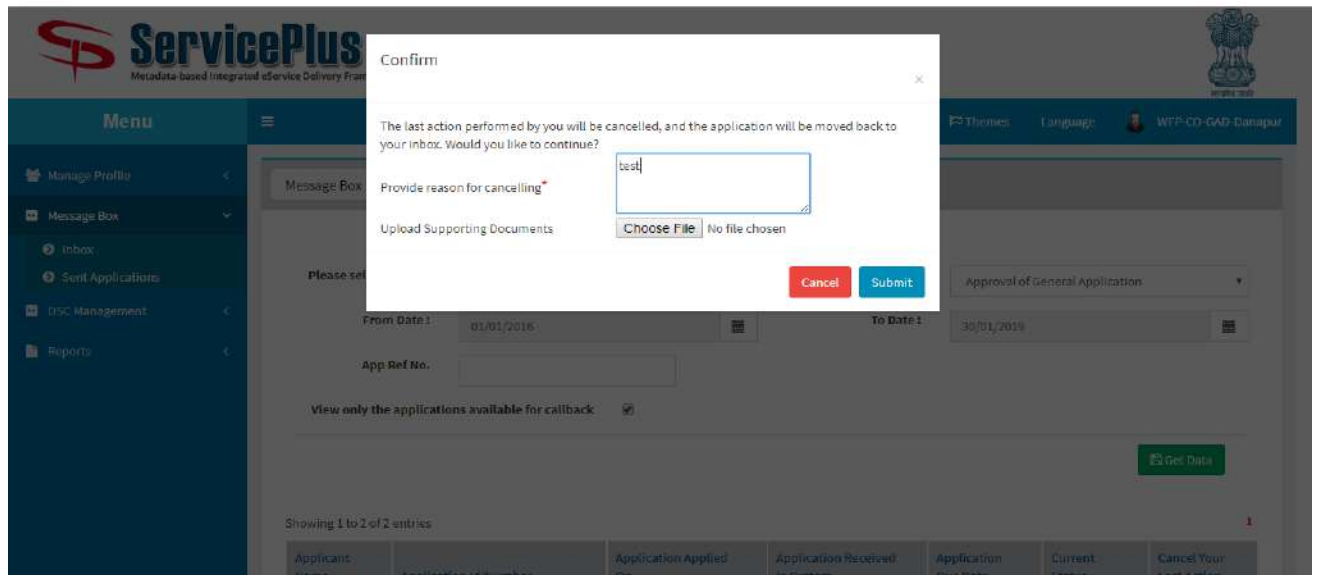
The screenshot shows the 'Sent Applications' page in ServicePlus. The left sidebar contains navigation options: Manage Profile, Message Box, Inbox, Sent Applications, DSC Management, and Reports. The main content area has filters: 'Please select Service' (issuance of Caste Certificate at CO level -V 1), 'Select Task' (Approval of General Application), 'From Date' (01/01/2016), 'To Date' (30/01/2019), and 'App Ref No.' (empty). A checkbox 'View only the applications available for callback' is checked. A 'Get Data' button is present. Below the filters, it says 'Showing 1 to 2 of 2 entries'. A table displays the following data:

Applicant Name	Application Id/Number	Application Applied On	Application Received in System	Application Due Date	Current Status	Cancel Your Last Action
APPLICANT	BCCCO/2019/00075	29/01/2019	29/01/2019	09/02/2019	Delivered	
APPLICANT	BCCCO/2019/00076	29/01/2019	29/01/2019	09/02/2019	Delivered	

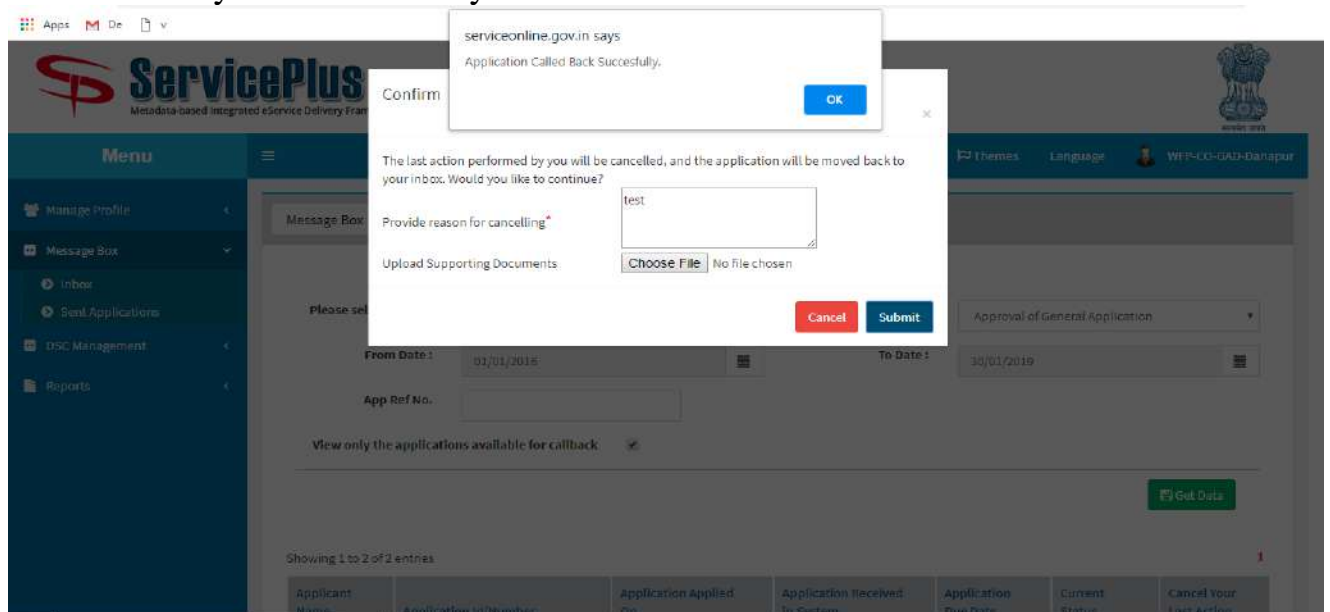
5.10 You will find the following screen with message “The last action performed by you will be cancelled, and the application will be moved back to your inbox. Would you like to continue?”. Click on [Yes].

The screenshot shows the same 'Sent Applications' page as in 5.9, but with a confirmation dialog box overlaid. The dialog box has the title 'Confirm' and the 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?'. There are two buttons: 'No' (red) and 'Yes' (blue). The background page is dimmed.

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 through District IT Manager, and
- (iv) ServicePlus Group of NIC Bihar through DIO / ADIO of NIC District Centre.

7. Abbreviation used

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