

# **ServicePlus**

## **Service Definer Guide**

### **(SDG V6.0)**

**June, 2019**

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<b>List of Abbreviations</b>	
<b>G2B</b>	Government to Business
<b>G2C</b>	Government to Customer
<b>G2G</b>	Government to Government
<b>G2E</b>	Government to Employees
<b>FIFO</b>	First In First Out
<b>eKYC</b>	Electronic Know Your Customer
<b>SC</b>	Scheduled Caste
<b>ST</b>	Schedule Tribe
<b>DO</b>	Designated Officer
<b>CSC</b>	Common Service Center
<b>DA</b>	Department Admin

Note: All the fields are mandatory to be updated

## 1. General Details

a) Provide name of the service along with a brief description about the service and a short abbreviation. You can provide these details in multiple languages.

- **Service Name:**
- **Service Description:**
- **Service Name Abbreviation:**

*(Provide the name, description and Abbreviation of the service here. The abbreviation should be 5 characters in length. The abbreviation will be used as a prefix in the application reference number.)*

b) Is this service a Regular Service or Legacy Service?

- Regular       Legacy

c) To which Standard Service Group does this service belong?

(Standard Service Groups are the classifications of services defined in eTaal. E.g. 'Birth and Death Certificate' group covers 'Birth Certificate' and 'Death Certificate' services. List of Standard Service Groups is given in [Annexure II](#)).

d) Is citizen required register on ServicePlus to apply for this service?

- Yes       No

e) Under which category does this service fall? –

*(Please select any one of the appropriate category.)*

- **Government to Business (G2B)**
- **Government to Citizen (G2C)**
- **Government to Employee (G2E)**
- **Government to Government (G2G)**

f) Who is the beneficiary of this service?

*(This will be based upon the category of the service. More than one beneficiary may be selected for respective category of the service.)*

If G2B –  Institution

If G2C –  Community  Family  Group  Individual  Institution

If G2E –  Individual  Institution

If G2G –  Institution

g) What is the type of your service?

[Refer Annexure II for description](#)

h) Does this service comes under State Service Delivery Act?

*(There are certain States (e.g.: Tripura) enacted the State Service Delivery Act. As per the Act, if the service is not as per the defined service level or in case the applicant is not satisfied, then he/she can lodge a grievance which will be redressed through a proper workflow. A state has to deliver its service(s) as per the Service Level defined under this Act.)*

Yes                       No

**i) What is the Service Delivery Level of this service?**

*(Service level is a duration within which the officials shall deliver the applied service to the respective applicant. You can mention the Service Level and its Unit in (Day/Week).)*

**j) Does this service deliver applications basis 'First in First out (FIFO)'?**

*(First In First Out (FIFO) mode ensures that the applications received first will be processed first; if FIFO mode is not adopted, then the applications can be processed in any order)*

Yes                       No

**k) Is there any further action required after application delivery or rejection?**

*(If there is a need to take any further action after the application is delivered or rejected. Further action taken shall override the decision taken by the previous task.)*

Yes                       No

**l) Is Aadhaar based eKYC required to apply for this service?**

*(If in a service, eKYC is enabled, the applicant needs to provide his/her Aadhaar number in order to fill in the details in the application form. Demographic details of the applicant shall be fetched. Also, Aadhaar configuration is required to be completed in this case.)*

Yes                       No

If **Yes**, the department needs to configure Aadhaar Authentication Channel. Please refer [Additional Configuration Section](#) for [Aadhaar](#) and [eKYC](#) configuration details.

## 2. Coverage

Coverage defines the set of Service Unit(s), from where applications for a service can be submitted and who are responsible to deliver the applied service(s).

A Service Unit can be an urban local government (such as municipality), a rural local government (such as a gram panchayat) or the field office of a Line Department such as Circle Office.

**a) Is this service for Rural area or Urban area?**

*A service may be available for rural areas, or urban areas, or both. The officials of the selected area department office will be assigned for service delivery.*

Rural                       Urban

**b) Who are responsible for providing the service in the selected area?**

*All the department(s) & its hierarchy of the area selected above will be responsible for delivering the service. The officials of this location will be responsible to take action(s) on applications.*

### 3. Service Definer's Address

**a) Provide contact details of the Service Definer who can be contacted by an applicant for any query regarding the service?**

1. Contact Person Name -
2. Address -
3. Postal Code -
4. District -
5. Email-Id -
6. Contact Number – *(Mobile Number or Landline Number)*

*(Service Definer is the role played by the official of the Department owning the service. Service Definer's contact details can be used for future reference related to a service.)*

### 4. Beneficiary Profile

What is the type of beneficiary who will receive the service - *(Individual, Family, Group or Institution)* A beneficiary type can be further divided, basis various conditions of application submission.

**a) If beneficiary is a Group, what is the min. and max. Size of the group?**

**b) Please specify the parameters, if any, and their allowed values which define the profile of the beneficiary**

Profile Parameter	Allowed Values

*(Profile parameters narrow down the beneficiary group. For e.g., a service may be exclusively for SC and ST. In this case, Caste would be the profile parameter and SC and ST would be the allowed values which this parameter can take. The beneficiary can be applicable to additional categories as well, i.e. definer can add as many beneficiary criteria as required.)*

### 5. Submission Mode

- **What are the different modes through which the applicant can apply for the service?**

***Online, Kiosk, In Person**, are the available options and more than one option can be selected. For Legacy services, the only mode of submission available shall be In Person.*

- Online** *(applications can be submitted by each applicant through online portal directly.)*
- Kiosk** *(applications can be submitted through a kiosk desk.)*
- In-person** *(applications can be submitted physically to a data entry operator of an office of submission location.)*

- **Does this service need the feature of Acknowledgement slip to be generated without uploading the required documents?**

*When the applicant submits the application at the Kiosk or at Data Entry Operator desk, there are possibilities due to poor connectivity or no information on pre-requisites the applicant is not able to scan and upload the required enclosures/documents. ServicePlus facilitates to provide acknowledgement slip to the applicant without uploading the required enclosures.*

**NOTE:** In this case, application will not be considered as submitted, until all enclosures are uploaded.

Yes       No

- **Please specify the type of Kiosk who can submit the application on behalf of an applicant**

- CSC Kiosk    Government Kiosk    Other Kiosk

- **(Based upon the selection of type of kiosk who may submit the application, the service shall be available only to the respective kiosk to apply. There are cases when the service(s) may not be available to any specific type of kiosk.)**

- **Please specify the address where the application has to be submitted in “In Person” mode. (Centrally Submitted or Service Unit Wise)**

- Address-
- Postal Code-
- District

*(In centrally Submitted mode, there need to an address where the application has to be submitted. If it is service unit wise, then the address of each service unit where the service is available shall be captured at the time service activation by DO.)*

- **Are there any enclosures to be uploaded by the applicant while applying for a service?**

Yes       No

- **If Yes and if enclosures are mandatory to be provided by the applicant, what would be the type of enclosures? Please provide the details in the following format:**

Enclosure Mandatory (Yes/No)	Type of Enclosure	Enclosure Max Size	Max Size in	Allowed File Type	Sort Order	Documents Recommended
Yes	Residential Proof	(<5MB)	MB/KB	JPG, ZIP, DWG, JPEG, PNG, PDF, KML, KMZ, GIF		Trade License, AADHAAR Card, Income Tax Payment Receipts

- **Is there any additional document required with the application?**

Yes       No

- **Is the applicant required to fill in any document in a pre-defined format and attach with the application?**
  - Yes       No
  
- **If yes, please provide the below details:**
  - **Name of the document**
  - **Is it Mandatory?**
    - Yes       No
  - **In case of multiple documents, please provide the display order.**
  - **Please provide the format of document(s).**

## 6. Service Charge

*There may be a service charge associated with a service. If there is a service charge related payment/refund to be made by/to the applicant at any stage of the application processing life cycle, the respective details are captured here. Also, payment may be made multiple times through different payment modes. Depending upon the number of charge/refund possibilities, the following details need to be captured.*

- **Whether the charge will be used at the time of application submission?**
  - Yes       No
  
- **Charge defined refers to which mode of application submission? (*In Person, Kiosk, Online (Applicant applying directly)*).**
  - In Person       Kiosk       Online
  
- **If *Kiosk*, please specify the type of Kiosk for which the charge is to be defined (*CSC Kiosk, Government Kiosk, Other Kiosk*).**
  - CSC Kiosk       Government Kiosk       Others
  
- **Will the charge be defined centrally or service unit wise?**
  - Centrally       Service Unit Wise
  
- **If the charge is *centrally*, then please answer below mentioned fields,**
  
- **If the charge is *service-unit wise*, then is there any default charge which is applicable for all service units?**
  - Yes       No
  - If yes, how much is the default charge?**
  
- **Is the same service charge applicable to all applicants or it is based on the profile of the beneficiary?**
  - Yes       No
  - If the charge is based on *beneficiary profile*,**



Please specify the *general charge* for all the beneficiaries

OR

If the charge is variable, please specify the charge for respective beneficiary types:

Beneficiary Type	Applicable Charge

- If the charge is based on input provided by the applicant, please give details of the [business rule](#). Refer [Annexure I](#) for further details.
- Please define the charge distribution among Central Government, State Government, Urban Local Body, Rural Local Body etc.
- What is the mode of payment through which the applicant can pay the charge?
  - Bill Desk
  - CSC eWallet
  - SBI ePay
  - Kerala eTreasury
  - eGras Haryana
  - eWallet
  - eGras Tripura
  - PayU Bizz
  - Paytm
  - Karnataka One
  - eGras Rajasthan
  - Odisha iFMS
  - eGras Jharkhand
  - eGras Meghalaya
  - eGras Assam

**NOTE: For any other type of payment gateway, please provide the payment integration document.**

## 7. Payment Configuration Details

In case of online payment mode, there are certain details required for ensuring security (Checksum, Security ID) as well as part unique identification based on State/department (Merchant ID) and other details depending on business rules to charge an applicant. These details are specific to an individual payment gateway among which Merchant Id and checksum are 2 mandatory fields.

### **a) Will the payment mode details be provided 'Centrally' or 'Service Unit Wise'?**

In case the Payment Gateways are to be used '**Service Unit Wise**', 'Designated officer' has to provide the above details for each Service Unit before activating the service.

Currently we have the following payment modes in ServicePlus:

#### **i. Bill Desk**

- Merchant ID-
- Security ID-
- Checksum key-

#### **ii. CSC e-Wallet**

- Product ID-
- Merchant ID-
- Private Key
- Public Key

#### **iii. SBI e-Pay**

- Merchant ID-
- Checksum Key-

#### **iv. Kerala e-Treasury**

- Department code-
- Payment type-
- Treasury code-
- Office code-
- Period-
- Major Head-
- Service Dept. Code
- Service Unit Name
- HOA1
- HOA2
- HOA3
- HOA4
- From Date
- To Date

- Tax Id
- Pan No
- Party Name
- Address1
- Address2
- Address3
- Pin code
- Mobile

**v. E-Gras (Haryana)**

- DTO –
- STO –
- DDO –
- Dept. Code –
- Full Name
- City Name
- Service Dept. Code
- Service Unit Name
- Address
- Pin code
- Remarks
- Email
- Phone
- Valid Upto
- P type
- Scheme Name
- Scheme Name1 (upto Scheme Name9)
- Fee Amount1 (upto Fee Amount10)
- Scheme Count
- Bank Code
- Date Flag
- CSC Bank Code

**vi. E-Wallet**

- Service Name
- Service Code
- Department Description
- Request ID
- E-wallet User Id
- Password
- Other Detail
- District
- Taluk
- Village
- Patta No

- Customer Name
- Customer Contact No

**vii. E-GRAS Tripura**

- DTO
- STO
- DDO
- Department Code
- Full Name
- City Name
- Service Dept. Code
- Service Unit Name
- Address
- Pin code
- Remarks
- Email
- Phone
- Valid Upto
- P type
- Scheme Name
- Scheme Name1 (upto Scheme Name9)
- Fee Amount1 (upto Fee Amount10)
- Scheme Count
- Bank Code
- Date Flag
- E-GRAS User ID
- App Key

**viii. PayUBizz**

- Merchant Key
- Product ID
- First Name
- Phone
- Email
- Salt

**ix. PayTm**

- **Merchant Id** – Need to be taken from Pay-tm
- **Email (Optional)** – May be selected from the application form
- **Mobile No (Optional)** – May be selected from the application form
- **Merchant Key** – Need to be taken from Pay-tm
- **Restrict Payment Mode** – YES/NO

If yes, select

- **Payment Mode** – Credit/Debit card or Wallet, Net Banking  
If Credit/Debit card is selected,
- **Payment Type** – Select Credit Card or Debit Card

If Wallet, Net Banking is selected,

- **Payment Type** – Select Net Banking or Pay-tm Wallet or EMI or UPI

If Net Banking is selected,

- **Bank Name** – Select respective bank. If No, all the types of payment modes shall be available for the applicant to make the payment.

**x. KarnatakaOne**

- Karnataka One user Id
- Karnataka One password
- Full Name
- Mobile
- Email
- Dept. Id
- Dept. Name
- Base service ID
- Service Name

**xi. Rajasthan e-GRAS**

- Merchant Code
- Department Code
- Full Name
- City Name
- Address
- Pin
- Email
- Phone
- Location Code
- Scheme Count
- Filler
- Remarks
- HOA1
- Registration

**xii. Odisha iFMS**

- Department Name
- Department Code
- Full Name
- City Name
- Address
- Pin
- Email
- Phone
- P-type
- Scheme Count
- Scheme Name (Scheme Name10)
- Scheme Description (Scheme Desc10)

- Fee Amount (upto Fee Amount10)
- Security District

**xiii. Jharkhand e-GRAS**

- Receipt Hear Code
- Department Id
- Full Name
- Pan
- Additional Info
- Treasury Code
- Office Code
- Security Code

**xiv. E-GRAS Meghalaya**

- Department Code
- Payment Type
- Treasury Code
- Office Code
- Major Head
- HOA1 (upto HOA9)
- Remarks
- Name
- Address
- Mobile
- Pan
- Pin code
- Amount1 (upto Amount9)

**xv. E-GRAS Assam**

- Department Code
- Payment Type
- Treasury Code
- Office Code
- Period
- Major Head
- Remarks
- HOA1 (upto Hoa9)
- Amount9 (upto Amount9)
- Pan No
- Name
- Address1
- Pin code
- Mobile

## 8. Additional Configuration

*(This section allows to capture details related to third party integrated Government undertaken system(s))*

Following are pre-integrated 3<sup>rd</sup> Party System(s) and respective details which need to be captured as part of Application processing:

- **Rapid Assessment System (RAS)**
  - State ID (mandatory)
  - Department ID (mandatory)
  - Service ID (mandatory)
  - Contact Details to be taken from (mandatory) (*User Registration / Application Form*)-
  
- **Digi-Locker Issuer Model**
  - Issuer ID (mandatory)
  - Doc ID (mandatory)
  - API Key (mandatory)
  
- **Aadhaar Integration**
  - AUA Code (mandatory)
  - Sub AUA Code (mandatory)
  - License Key (mandatory)
  
- **E-Sign Integration**
  - ASP ID(mandatory) -
  - Please specify if additional verification is required on Signer's Name?  
 **Yes**                       **No**

If selected as 'yes' system verifies if the eSign updated on user's profile and eSign on the document are of the same person or not.
  
- **E-KYC Integration**

*Following is the list of eKYC attributes that is from eKYC. You may map these attributes with any attribute (of same type) as per your preference.*

<b>Name of Citizen</b>	<b>Country</b>
<b>Gender</b>	<b>PIN Code</b>
<b>DOB</b>	<b>Post Office</b>
<b>Care Off</b>	<b>Language</b>
<b>House</b>	<b>Name of Citizen (Local Language)</b>
<b>Street</b>	<b>Gender (Local Language)</b>
<b>Landmark</b>	<b>DOB (Local Language)</b>
<b>Locality</b>	<b>Care Off (Local Language)</b>
<b>Village/Town/City</b>	<b>House (Local Language)</b>
<b>Sub District</b>	<b>Street (Local Language)</b>
<b>District</b>	<b>Landmark (Local Language)</b>
<b>State</b>	<b>Locality (Local Language)</b>

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<b>Village/Town/City (Local Language)</b>	<b>Country (Local Language)</b>
<b>Sub District (Local Language)</b>	<b>PIN Code (Local Language)</b>
<b>District (Local Language)</b>	<b>Post Office (Local Language)</b>
<b>State (Local Language)</b>	<b>Image</b>

## 9. Application Form/Action Form

A section where you can define: *Application Form* – which will be used by an applicant for Requesting a Service & *Action Form* – which will be used by Task Officials to capture/verify details/documents while performing actions.

Multiple forms can be created as per the requirement. There can be only one Application form in activated mode at a time.

The application form with respect to the service to be defined may be attached alongwith.

- **Is this Application Form (for Applicant) / Action Form (for official)?**

Yes       No

- **Do you want to add Form Header?**

Yes       No

*(If 'Yes', please provide the header details.)*

- **Do you want to add Form Footer?**

Yes       No

*(If 'Yes', please provide the Footer details.)*

- **Do you want to add Declaration?**

Yes       No

*(If 'Yes', please provide the Declaration details.)*

- **Do you want to add Help message?**

Yes       No

*(In case Help message is required, either capture URL of the help document or upload the help document you want to be displayed at the time of capturing Form (online))*

- **Do you want the application form/annexure to be e-signed by the applicant?**

Application Form       Annexure       Both

*This feature can be used if you want the applicant to e-sign his documents/application form during submission.*



- **Standard Fields**

*Any field which you need specific to the service can be defined with the help of drag & drop field Type and to which you can define data type length etc. Refer [Annexure II](#) for different type of fields available.*

- **Special Fields**

*All the generic fields are available with drag and drop feature functionality. On click of the dropped field; you can select specific features to it. Refer [Annexure II](#) for different type of fields available.*

- **Beneficiary Fields**

*(Applicable in case beneficiary details are being filled and the fields are generated on the basis on criteria selected in Beneficiary tab (Section 4).) Refer [Annexure II](#) for different type of fields available.*

- **Workflow Elements (Available only in case of Action Forms of Officials only)**

- **Validation & Function (via Service specific javascript functions)**

*There are scenarios where you need to add may be just 1 more fields/value to the existing Application form or need to link 2 fields available on the form. This feature functionality of binding javascript can be applied to Application form at any stage of defining to its launched status as well. Refer [Annexure II](#) for details.*

## 10. Process Flow

- **Does the service involve Auto Approval Process?**

Yes       No

*(Sometimes, the service (ex: online ticket booking) may not have any workflow. In such cases, the certificate is issued to the applicant based upon the inputs given by him/her.)*

**If yes, please provide the details of the business rule based on which the service request will be approved.**

- **In case, there is a workflow involved in processing the application, please provide the details of the task(s) involved in the processing of the application:**

*(Tasks may be of four types: **Official, Applicant, Web Service and Timer**. Application Submission is always the first task which is performed by the applicant {online applicant, data entry operator or kiosk}. Official task is a task which is carried out by officials belonging to Government Departments who are involved in processing the application. Applicant task is a task which is to be performed by the applicant. A web service task is a task which is performed by a web service exposed by an external application.)*

- Please provide the process flow for the service by providing the mapping between the tasks:**  
*(In order to define the process flow, it is required to indicate the order in which the tasks will be executed. Start with Application Submission task (which is always the first task) and name the tasks which succeed each task. If the application moves to multiple tasks from a task (the flow is diverging), then specify all the tasks to which it is going in the “To Task” column. If the application is received from multiple tasks (the flow is converging), then specify all the tasks from which it is converging in the “From Task column). In case there is a conditional divergence or convergence, then specify the conditions in the Conditions column. Refer Annexure for Example)*
- Which field in the application form determines to which office the application has to be submitted?**

Application form field	Service Unit type

*(An application is automatically routed to the appropriate office (service unit) based on the information provided by the applicant. For e.g. As per the coverage, application is to be submitted at the District office of the department, then District attribute in the application form may be given over here. When the applicant will select his own district, the application shall be routed automatically to his respective district office.*

*This is to avoid discrepancy in the application submission location.)*

- Please provide the designation of the ‘Designated Officer’ who will adopt the service at respective service units as per the coverage:**

Service Unit Type	Department/Local Body	Designation

*(A Designated Officer is an official who will be responsible for activating/adopting the service in respective service unit. Here, provide the name of the line department or local government (panchayat, municipality etc.) and the designation which would be assigned this responsibility.)*

- Please specify the user task mapping?**  
*(In case there are multiple levels in the coverage, you need to define which task shall be performed by which level)*

## 11. Deliverable (Documents)

*(One or more documents may be delivered to the applicant at different stages of the processing. These could be Output, Rejection, Intermediate and Acknowledgement).*

- **Please provide the details of the documents/certificates to be given to the citizen at different stages of application processing and the details associated with it:**
  - **Name of the document**
  - **Name of the task at which it is to be generated**
  - **Type of document (*Output, Rejection, Intermediate, Acknowledgement*)**
    - Output**       **Rejection**       **Intermediate**       **Acknowledgement**
  - **Is QR Code required?**
    - Yes**       **No**
  - **Mode of delivery of the document (*Online, In-Person, By Post*):**
    - Online**       **In Person**       **By Post**
  - **Whether the document is to be digitally signed?**
    - Yes**       **No**

*If Yes, please specify if it is to be signed using DSC (token based signature) or eSign. If eSign, please provide the necessary details as per [Section 2](#) of this document.*
  - **Provide a sample copy of the document**

## 12. Service Mapping with Other Services and External Data

- **Is this service requires data to be fetched from any other service which is configured in ServicePlus?**
  - Yes**       **No**

If yes, please provide the service details which is available in ServicePlus. For fetching the data of any other service, consent of Department Head of that service will be required.
- **Is this service requires data to be fetched from any externally uploaded data set?**
  - Yes**       **No**

If yes, please provide the external data in excel format.

## 13. Privileges & actions of officials

Please provide details of privileges, responsibilities that should be assigned to officials, forms to be filled in and actions that they have to take to complete a task. Give the following details for each official task:

- **Name of the task:**
- **The Office and designation of the official who will be carrying out the task**

*(If the task has to be performed by an official, then you need to specify the office and the designation of the official who will do the task. In turn, [Department Admin \(DA\) will assign Official\(s\)](#) to the Designations responsible to complete the task(s))*

- **Details of the information, if any, which the official needs to provide while processing the task:**

*(While doing the task, sometimes, the official may need to submit some information. If there is any such information to be provided, you may provide the details of the information as requested along with the format of the form for capturing the information (if such a form is available). Also, please specify if any fields included in this form to be linked with some other form attributes.*

- **If any format is available in which this information is to be captured, pl. provide the details as follows:**

- **Name of the form**
- **Format/Layout of the form (pl. provide a printed/pdf/doc form)**
- **Business rules/validations to be applied in the form**

- **Can the official reject any enclosure/document submitted by the applicant?**

**Yes**       **No**

*(Sometimes the enclosures provided by the applicant may not very clear or the official may have some doubt with respect to the document. In such cases, the official may be required to reject the enclosures provided by the applicant and ask for fresh copies of the same enclosures to be uploaded by the applicant)*

- **Can the official ask for additional enclosures from the applicant?**

**Yes**       **No**

**If yes, please specify the name and type of the enclosure(s) which the official can ask for a new enclosure?**

*(Sometimes the official may need the privilege to ask the applicant for additional enclosures as supporting documentation. If this is the appropriate task, then privilege may be given to the official for asking for additional documents.)*

- **Is the official required to take payment from the applicant in the task?**

**Yes**       **No**

**If yes, in what mode will the payment be accepted and how much?**

- **Is the official responsible for generating any document?**

**Yes**       **No**

*(If the official is required to generate an intermediate document in this task, then the same may be mentioned here)*

**If Yes, please specify the name(s) of the documents to be generated:**

- **Is the official required to upload any document?**

**Yes**       **No**

If Yes, please specify the name(s) of the documents that the official is required to upload:

- Please provide the following information about the documents that the official will be dealing with in this document:

Document to be generated	Documents to be uploaded and merged with the generated document	Is it mandatory to digitally sign the document?	The task(s) to which these documents have to be sent?

- If there are multiple users in the next task(s), does the official have the privilege to select the user(s) to which the application should be sent?

Yes       No

If Yes, please specify the users.

- In case there are multiple tasks after the current task, does the official have the privilege to select the tasks where the application should go?

Yes       No

If Yes, please specify the tasks.

- Should the official be allowed to take decisions on multiple applications in one go (bulk application processing)?

Yes       No

- What action can the official take to complete the task?

Forward       Recommended       Not recommended       Deliver

Reject       Partially Deliver       Partially Reject

- Can the official be allowed to Callback a forwarded application?

Yes       No

- Is the official allowed to reject any document approved/delivered by another official?

Yes       No

If yes, which official shall perform this activity and with respect to which official (Task).

## 14. Business Rules

*These business rules are MVEL driven; which are generally applied post Application/Action form submission and also, eligible to handle exceptional scenarios. For this MVEL Function needs to*

defined and captured as per required scenario. This MVEL function thereafter is available for selection in the Business Rules Tab.

- **Where do you want the Business Rules to be triggered?**

Yes       No

If yes, please provide the following details:

**Which Function (MVEL defined logics) you want to be invoked at the selected trigger point?**

Business Rule (in words)	Trigger point at which this rule should be executed (select any one)
Business rule 1	After Form Submission, Before Loading Enclosures, Before making payment, After making Payment, Before executing a task, After Executing a task, On a Gateway
Business Rule 2	After Form Submission, Before Loading Enclosures, Before making payment, After making Payment, Before executing a task, After Executing a task, On a Gateway

## 15. Notification Designer

- **Do you want to send any notification to the applicant/work flow player during application processing?**

*Both Email and SMS may be selected*

Email       SMS

- **Please provide the following details for each SMS and email notification:**
- **In case of SMS notification, please provide the following details for sending SMS:**
  - **To whom SMS will be sent?**
  - **What would be the trigger point?** (*Application form submission, Application pull, Callback, Reminder time, Task completion and Task mapping*)
  - **What will be the content of the SMS?**
- **In case of Email notification, please provide the following details for sending the mail:**
  - **Who will send the mail?**
  - **To whom mail will be sent?**

- **Anyone to be marked in 'CC'?**
- **What would be the trigger point?** (*Application form submission, Application pull, Callback, Reminder time, Task completion and Task mapping*)
- **What will be the subject of the email?**
- **What will be the content (body) of the email?**

## 16. ANNEXURE I

- **Forms to be submitted by Applicant**

Please provide a Sample Application Form for each of the Service(s).

- **ServicePlus supports various types of Data Types as mentioned below:**

- ✓ Full Name
- ✓ Short Name
- ✓ Address Email
- ✓ Date
- ✓ Date & Time
- ✓ Image
- ✓ Mobile Number
- ✓ Aadhar Number/Virtual ID
- ✓ Department Hierarchy

And so on.

- **Please provide sample and details of the following for each form that the applicant needs to submit at different point of time:**
  - ✓ Name of the form
  - ✓ The step at which the applicant needs to submit the form
  - ✓ Format/Layout of the form
  - ✓ Business Rules/Validations to be applied in the form
- **Please provide any reference service(s) document.**
- **Integration with Government Undertaken 3rd Party System(s) –**
- **Applicant Impacted 3rd Party System: -**
  - ✓ To be Integrated 3rd Party System(s) –
  - ✓ Business Rule(s) applicable on Charge with sample scenario(s) –
  - ✓ Copy of Integration document –
- **Non-Applicant Impacted 3rd Party System: -**
  - ✓ Currently Integrated 3rd Party System(s) –
    - **eTaal:**

- eTaal ID with appropriate Service Name
- **CAS:**
  - To be Integrated 3<sup>rd</sup> Party System(s) –
  - Business Rule(s) applicable on Charge with sample scenario(s) –
  - Copy of Integration document –
- **Please provide any reference to Application Process Flow for each of the Service(s).**
- **Please Provide Task details as below: (Red one will generate notification)**

Task(T)	Task Name	Performing Designation	Allowed
-	Application submission	<ul style="list-style-type: none"> <li>• Applicant</li> <li>• DEO</li> <li>• Kiosk</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Actions:</b> (only one at a time)</li> <li>• <b>Document(s):</b> Enclosure/Annexure/Certificates</li> <li>• <b>Forward to Task:</b> Conditional Business Rules</li> </ul>
T 1	Application Verification	<ul style="list-style-type: none"> <li>• SO</li> <li>• CA</li> </ul>	<ul style="list-style-type: none"> <li>• Application submitted by an applicant with attached Enclosures</li> <li>• <b>T1 – Verification Task with Acknowledgement slip</b></li> <li>• Forward to Task 2 with <b>SO Official Form*</b></li> <li>• Documents: Action Form</li> <li>• <b>Return to Applicant for Enclosures with an alert notification</b></li> </ul>
T 2	Verification by Competent Authority	<ul style="list-style-type: none"> <li>• CA</li> </ul>	<ul style="list-style-type: none"> <li>• Forward to Task 3 with <b>CA Official Form*</b></li> <li>• Documents:</li> <li>• <b>Reject Service with Non Candidature Letter* rejection certificate to applicant</b></li> </ul>
T 3	Appointment Letter forwarding by AS or by JS and LA or by CA	<ul style="list-style-type: none"> <li>• AS</li> <li>• JS &amp; LA</li> <li>• CA</li> </ul>	<ul style="list-style-type: none"> <li>• Forward to Task 4</li> <li>• Forward to Task 5</li> </ul>
T 4	Final approval action by AS or by JS and LA or by CA	<ul style="list-style-type: none"> <li>• AS</li> <li>• JS &amp; LA</li> <li>• CA</li> </ul>	<ul style="list-style-type: none"> <li>• Forward to task 5</li> <li>• <b>Deliver Service with Certificate of Practice* output certificate to applicant</b></li> </ul>
T 5	Approval by Law minister	<ul style="list-style-type: none"> <li>• Min</li> </ul>	<ul style="list-style-type: none"> <li>• Deliver Service with Certificate with DSC/eSign.</li> <li>• DSC output certificate to applicant</li> </ul>
-	Dispatch	<ul style="list-style-type: none"> <li>• Clerk</li> </ul>	<ul style="list-style-type: none"> <li>• Dispatch of letters</li> </ul>

- **Please give details of the business rule applicable on Service Charge with sample scenario(s).**
- **List of applicable officials:**
  - Department Admin (DA) –
  - Department Designation(s) and associated Official(s) –



S. No.	Department Admin	Designation	Officials	Email ID (Mandatory)	Mobile Number (Optional)
1					
2					
3					
4					
5					
6					
7					

- **Business Rule(s) applicable on Charge with sample scenario(s) –**
- **Does your service includes refund?**  
 Yes       No

If yes please provide the refund procedure for your payment gateway.

## 17. ANNEXURE II

- **Category of Service(s)**

*Definition*

- **Primary Service** – A Primary Service is the main service for which the applicant originally applies. For e.g., Issuance of Passport is a Primary Service.
- **Legacy Service**- Legacy services are those services which are used to digitize old data. A legacy service may be linked to a Primary or Derived Service. This service can be applied through Data entry operator only. It is by default set as G2G service. Hence, Legacy services are not visible to general public and kiosk operators.
- In case if legacy service is selected, you just need to provide the service category and type of service.

- **Types of Service**

*Definition*

- **Consumer Utility Service**- Service which covers need and want of consumer(s) fall in this type, e.g.: Telephone (MTNL) bill payment, electricity bill payment etc.
- **Developmental**- Services which Supports development of People and the Society, e.g.: NREGS, IAY, Old age Pension etc.
- **Regulatory**- Service that can be restricted according to rules or principles, e.g.: trade license, permit for construction of a building etc.
- **Statutory**- Services which cannot be denied by the providing agency as denial of that service is punishable under a statute, e.g.: Issuance of birth/death certificate)

- **Standard Field**

*Example: Service is only valid for **Late Defense Officers** only, following are simple step:*

- *drop-down field will be dropped on the form*
- *Click on the drop-down →*
  - *Click on “Field Property”, edit the*
    - *field name = “Salutation”*
    - *Parent = “Defense” \*/shall be in edit mode when an option of field is selected as “Defense” \*/*
    - *Is this a mandatory field? = Check*
  - *Click on “Add Choices”, edit*
    - *Option 1 = “Lt.”*
    - *Option 2 = “**Late**”*
    - *Option 3= “Deputation”*
    - *Option 4 = “...”*
  - *Help = any help message*

- **Special Field**

*Examples:*

- *Name field will always have alphabets in text area.*
- *Form is applicable only for citizen above 18 years- Date picker need to have years before year 2000 this month today’s date.*

- **Validations & Function**

*Following needs to be done: -*

- *Service specific javascript functions → write & save Java script function*
- *Validation & Function tab → Modify the saved application/action form click on “validation & function” tab → map the event to the form field with the help of Java script saved in “Service specific javascript functions” )*