

- ✓ G2C
- ✓ G2B
- ✓ G2G
- ✓ G2E

### INTRODUCTION

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

*"Make all Government services accessible to the common man in his locality through common service delivery outlets and ensure efficiency, transparency, and reliability of such services at affordable costs to realize the basic needs of the common man"*

In an attempt to fulfill this vision, Central and many State Governments have developed their own software to provide services to citizens. Though appreciable, such efforts with hard-coded service delivery rules are not empowering the citizen on the most important need viz., to know his/her eligibility for various services offered by the Government. Also, because of the hard-coded nature of these service delivery solutions, the information service is not fully aligned with the associated transaction service, leading to harassment of the citizen.

ServicePlus attempts to address these issues by providing a single, unified, metadata-based portal to citizen and Government alike where any service can be defined, accessed, delivered and monitored. It facilitates the Government department in the recording of all the rules associated with the

Service and uses these rules to deliver the service. ServicePlus is one of the applications developed as part of Panchayat Enterprise Suite (PES) under e-panchayat Mission Mode Project (MMP) (<http://epanchayat.gov.in>).

### FEATURES

#### ❖ ServicePlus facilitates Government

- In defining all the rules associated with the Service
- In quick, efficient and transparent delivery of both informational and transactional services to citizens and in efficient monitoring of application processing.
- In defining the workflow for each service.
- To make official transactions more secure through the use of digital signatures (optional).
- In monitoring the performance of individual functionaries and take corrective action to discipline them or provide support system to enable them.
- In defining its Grievance Redressal Policy as per the State's Service Delivery Act in terms of provisions for designated officers, appellate authorities and duration for grievance redressal etc.
- In defining its kiosk policy in terms of the role and charges of kiosks

**ServicePlus**  
Service Delivery Framework

Home | Select state | Select | Choose Theme: Default Theme | Select Language: Language

**Citizen Section**

- Register Yourself
- Check your entitlement
- Find Details of given service
- Track application status
- Check Grievance Policy of state
- View State Holiday List

**Kiosk Section**

- Kiosk Registration

**Report Section**

- List of Service offered across the country (All State)
- Summary Report For Application Count
- Service Category Wise
- Service Type Wise
- Beneficiary Profile Wise

**GIS Section**

- View GIS Reports

**About Service Plus**

The Ministry of Panchayati Raj (MoPR) has undertaken e-Panchayat Mission Mode Project (e-Panchayat MMP) with a view to introduce and strengthen e-Governance in Panchayati Raj Institutions (PRIs) across the country and build associated capacities of the PRIs for effective adoption of the e-Governance initiative.

**ServicePlus Dashboard**

**Total Number of Service(s)**

State	Total Number of Service(s)
MAHARASHTRA	20
CHHATTISGARH	2
ODISHA	1

**Supporting Docs**

- CBT-(Download)
- CBT-(Play Online)
- Presentation
- Brochure
- User Manual
- Service Definer Guide

**Orders / Circulars**

- General Circular No. 36/2011, F. No. 2/3/2011-CL V, Government of India (Attachment 1).
- CPAO/Co-ord/e-revision/Pre-2006/2010/1000 (Guidelines on processing pre-2006 pension revision through e-revision software) (Attachment 2).

# ServicePlus

## Online Public Service Delivery Framework

- In defining kiosk registration service for identifying kiosk operators
- ❖ **ServicePlus facilitates Citizen**
- To query the system on his or her entitlement to various services across the country through a single portal
  - To register and define his or her profile and also manage a repository of all enclosures
  - By providing information services which are fully aligned with the actual service delivery
  - To apply for a service online
  - By sending proactive alerts on the launch of new services based on registered profile and by providing frequent updates over e-Mail and SMS on the status of the submitted application
  - By obviating the need to submit the same documentation again and again to the Government for same or different services
  - To access all types of services through a single portal
  - By providing an integrated online grievance submission and redressal facility
- ❖ **ServicePlus facilitates Kiosk Operators**
- To apply against kiosk registration service
  - Provide services to citizens using secure user credentials
  - Manage financial transactions with the Government
- ❖ **ServicePlus - Technical Features**
- Integration with payment gateway
  - Output Certificates with 2D bar codes
  - Digital Signatures for officials
  - UID compliant
  - Configurable workflow engine
  - Calendar facility configurable up to district level
- Facility to design application forms, output certificates and any intermediate document to be submitted by any official in the workflow
  - Facility to generate State-specific portals
  - E-wallet for managing kiosk accounts
  - Facility for integration with back-end applications
  - Selective interfaces available on mobile
  - SMS/Email Based Alerts/Notification
  - Strong Authentication Mechanism
  - Multilingual Support using UNICODE
  - Based on Open Source technologies
  - Supports Internet Explorer, Mozilla Firefox, Google Chrome
  - Is web-based and available 24X7

### TARGET USERS

- Citizens
- Rural Local Bodies (Village Panchayats, Block Panchayats, District Panchayats)
- Urban Local Bodies (Corporations, Municipalities, Town Areas)
- State Line Departments
- Central Line Ministries/Departments
- Private kiosk operators

### HOW TO ACCESS?

A demo site is available to facilitate trainings and hands-on sessions. For actual data entry, users should visit <http://www.serviceonline.gov.in>.

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



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