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

Applicant (Citizen / Business)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 3rd Floor, Technology Bhawan Bailey Road, Patna - 800015





Applicant User Manual	Bihar RTPS and Other Services on ServicePlus
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Amendment Log

Version	Date	Change	Brief Description	Sections
Number		Number		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: <u>http://serviceonline.bihar.gov.in</u>: -



Note: -

- (i) Applicant, Executive Assistant, Verifying Officer and Designated Officer of Bihar must use URL:<u>http://serviceonline.bihar.gov.in</u> 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) <u>http://serviceonline.bihar.gov.in</u>will best work in <u>Mozilla Firefox Browser</u> 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: <u>http://serviceonline.gov.in</u>: -



1.3 System Configuration for working of ServicePlus: -

(i) **Pre-requisites:** -

SN	User Type	Hardware and Software Pre-Requisites
1	Applicant	• 32 bit or 64 bit Computer / Laptop with Windows OS installed.
	(Citizen / Business)	 Webcam, Scanner, Printer etc installed. Mazilla Firefox browser installed (neasesser) for photo
	Dusinessy	• Mozina Firefox browser installed (necessary) for photo capturing through Webcam.
		Adobe Flash Player for Mozilla Firefox installed
		(necessary) for photo capturing through Webcam.

(ii) Installation of "Mozilla Firefox" Browser: -

- Download itfrom<u>https://mozilla_firefox.en.downloadastro.com/</u>.
- 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: <u>https://get.adobe.com/flashplayer/otherversions/</u>



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.

	Step: 1 of 3				
Adobe Flash Player Adobe State Player See 1 Windows 10/Windows 8 See 2 FP 32 for Firefox - NPAPI	Optional offers Yes install the free McAfee Security Scar Plus utility to check the status of my construction within to modify existing antivitus program or PC scar more Yes install McAfee Safe Connect to keep my online activities and personal instant models and person	Terms & conditions: By clicking the "Download now" button, you acknowledge that you have read and agree to the Adobe Software Licensing Agreement.			
System requirements If your operating system/browser combination is not displayed, refer to the Archived Flash Player versions page. Copyright © 2019 Adobe, All rights reserved. Terms of tise Privacy Lookies		Note: Your antivirus software must allow you to in the software. Download now Total size: 20 MB			

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

obe Flash Player Installer	50 		
Update Flash Player Preferences			
Security updates and enhancements are periodically release that can be downloaded and installed automatically.	sed for Adobe Fla	ish Playe	er
IMPORTANT : Your update options have recently changed	Learn More		
Choose your update option:			
 Allow Adobe to install updates (recommended) 			
 Notify me to install updates 			
 Never check for updates (not recommended) 			
	Next		

2. Process of getting Services through ServicePlus

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 (<u>http://serviceonline.bihar.gov.in</u>).
- 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, सार्वजानिक))
- 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 अंतर्गतजारी))
- 8. MGNREGA Job Card (मनेरगा जॉबकार्ड)
- 9. Health Insurance Smart Card (issued under Plans of Ministry of Labour) (स्वास्थ्यबीमा स्मार्टकार्ड (श्रम मंत्रालय की योजना केअंतर्गतजारी))
- 10. Pension Document (with Photo) (पेंशनदस्तावेज (फोटोसहित))
- 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 is 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 <u>http://serviceonline.bihar.gov.in</u>.Login here, download, and print.

(ii) RTPS Counter Mode: -

- Applicants need to submit Application in prescribed Application Form duly filledin 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 (<u>http://serviceonline.bihar.gov.in</u>).
- 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 (<u>http://serviceonline.bihar.gov.in</u>).
- Officers (Work Flow Players) are advised to read "Officer User Manual" provided in "User Manual" section of the homepage (<u>http://serviceonline.bihar.gov.in</u>).
- 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 (<u>http://serviceonline.bihar.gov.in</u>).

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 (<u>http://serviceonline.bihar.gov.in</u>).
- 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 <u>http://serviceonline.bihar.gov.in</u>. 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 (<u>http://serviceonline.bihar.gov.in</u>).
- 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 (<u>http://serviceonline.bihar.gov.in</u>).

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 ().

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

3.1 How to Register New User?

3.1.1 First, new user has to register him / her through "**Register Yourself**" link of "**Citizen Section**" at top right corner (one time). The interface is follow: -

<u>File Edit View History Bookmarks Tools Help</u>		🗢 – a ×
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सामान्य प्रशासन विभाग (GAD): + आवासीय, जाति एवं आय प्रमाण-पत्र की सेवाएँ	Email m pankajurp98@gmail.com	Citizen Section Register Yourself
समाज कल्याण विभाग (SWD): + समाजिक सुरक्षा योजनाओं की सेवाएँ	Image: No. Image: No. Image: Image: Image: No. Image: No. Image: Image: Image: Image: No. Image: No. Image: Im	Forgot Password
श्रम संसाधन विभाग (LRD)की सेवाएँ +	Password 🖲 *	Report Section
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3.1.2 Fill the form and click **[Validate].**OTP(s) will be sent to your E-Mail-ID and Mobile No.:-

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3.1.3 Enter the OTP(s) and click on [Validate].

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(RTPS Services)	गर की सेवाएँ	Email Id * pankajnrp98@gmail.com		LOGIN
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राजस्व एवं भूमि सुधार विभाग (R&	LR) की सेवाएँ + उप Us			Summary Report for RTPS Services
अन्य सेवाएँ (Other Services)	उप मह	resend(1/2)		Support Section
Services of Labour Resource	es Department +			Bihar Services on ServicePlus Presentation
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3.1.4 After successful verification, **[Submit]** the form. Your account will be created and a success message will be displayed on screen.

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लोक सेवाओं का अधिकार की सेवाएँ (RTPS Services)		
सामान्य प्रशासन विभाग (GAD): आवासीय, जाति एवं आय प्रमाण-पत्र की सेवाएँ	* resend(1/2) (111) Citizen Sec Register Yoursei	lion
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राजस्व एवं भूमि सुधार विभाग (R&LR) की सेवाएँ	+ GT 2Z6ng2 C Summary Report	for RTPS Services
अन्य सेवाएँ (Other Services)	Type the security code as shown in the above image	for Other Services
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Note: - The E-Mail Address & Password (provided above) would be your User Credential for ServicePlus.

3.2 How to Edit/ Update User Profile ?

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

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3.2.2 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.

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Manage Profile ~								# Home	> Dashboard	4
View Profile(Citizen)										
Edit Profile(Citizen)		Voter ID No./EPIC								
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 View Status of Application 		Address Line 2		Danapur						
Manage Enclosures <		Address Line 3		patna						
Messages & Alerts <		Country *		India		•				
 Lodge Grievance 		State *		BIHAR		•				
		Select District *		PATNA		•				
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		Mobile Number *		+91	8005	5532211				
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		Landline No.		+91						
		Email Id : *		warijkmr@	@gma	il.com				
		Receive Alert on Email Whenever Status of my application changes							Ó	
serviceonline.gov.in/citizenRegistrationEdit.do	OWASP_CSRFTC	DKEN=ZR4C-11BK-48XR-HOVD-IZUB-5YU8-M4ZO-3C42								Ŧ

<u>Note:</u>- The Users should enter their valid Mobile No. and e-Mail Address to get Service related alerts / information from ServicePlus.

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3.3 How to Reset Password ?

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

मितार सरवार सुच्चा प्रविधिकी विभाग	ल्लोक मोताओं का अखिकाम पत्नं अल्प मोतापें LOG IN	× s
सिक सेवाओं का अधिक (RTPS Services) सामान्य प्रशासन विभाग (GAD): आवासीय, जाति एवं आय प्रमाण-पत्र समाज कल्याण विभाग (SWD): समाजिक सुरक्षा योजनाओं की सेवाएँ श्रम संसाधन विभाग (LRD)की सेवाएँ राजस्व एवं भूमि सुधार विभाग (R&L	 warijkmr@gmail.com Z6N5E8 the constant of the const	tion d n Status tion n tor RTPS Services
अन्य सेवाएँ (Other Services) Services of Labour Resources Department (LRD) Services of Health Department	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 ?	Summary Report for Other Services Support Section Bihar Services on ServicePlus Presentation ServicePlus Presentation Brochure Service Definer Guide

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.

Serv Metadata-based In	Integrated eService Delivery Framework	Route and
Menu	≡ Parthemes Language	🧯 Warij kumar
Manage Profile	Manage Profile / Change Password	
Edit Profile(Citizen) Change Password	Old Password *	
 Apply for services View Status of Application 	Confirm Password *	
Messages & Alerts		et 🛛 🙁 Close
		DIA

Page **16** of **34**

3.4 How to Use Forget Password?

3.4.1 Find "Forgot Password" link in "Citizen Section", click it and go ahead. Select the Choice "I am a Citizen" and click on [Next]: -



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

A Contraction of the second se	Colors along it and along a start along a st	X ServicePlus Vervice Delivery Franceott
लोक सेवाओं का अधिकार की सेवाएँ (RTPS Services)		
सामान्य प्रशासन विभाग (GAD): आवासीय, जाति एवं आय प्रमाण-पत्र की सेवाएँ	 I forgot my Password 	Citizen Section
समाज कल्याण विभाग (SWD): समाजिक सुरक्षा योजनाओं की सेवाएँ		Forgot Password
अम संसाधन विभाग (LRD)की सेवाएँ		Track Application Status
राजस्व एवं भूमि सुधार विभाग (R&LR) की सेवाएँ		Summary Report for RTPS Services
अन्य सेवाएँ (Other Services)	उप	Summary Report for Other Services Support Section
Services of Labour Resources Department (LRD)		Bihar Services on ServicePlus Presentation
सेवा विवरण (Service Details)	नाः	ServicePlus Presentation

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

The second fragment	लो-	We need some more information to verify your Login ID	ServicePlus
(RTPS Services)			o LOGIN
सामान्य प्रशासन विभाग (GAD): आवासीय, जाति एवं आय प्रमाण-पत्र की सेवाएँ	+	warijkmr@gmail.com	Citizen Section
समाज कल्याण विभाग (SWD): समाजिक सुरक्षा योजनाओं की सेवाएँ	+		Register Yourself Forgot Password
अम संसाधन विभाग (LRD)की सेवाएँ	+ म	<bac submit<="" td="" v=""><td>Track Application Status</td></bac>	Track Application Status
राजस्व एवं भूमि सुधार विभाग (R&LR) की सेवाएँ	+ उप Us		Summary Report for RTPS Services
अन्य सेवाएँ (Other Services)	उप मह		Summary Report for Other Services
Services of Labour Resources Department (LRD)	- अव		Bihar Services on ServicePlus Presentation
सेवा विवरण (Service Details)	नाः		ServicePlus Presentation
+ Beedi and Cigar Workers Act	नाम्		Brochure

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

🗅 ©gov.in 🛛 🗙 🗋 Intra	NIC 5.0 × C ServicePlus-1 × Service Plus × Rediffmail	× C Modify Password × ServicePlus-1 ×	🔺 – 🔿 🗙
\leftarrow \rightarrow C \blacksquare Secure https://f	4mail.rediff.com/ajaxprism/container?angular=1⪕=d612dd0a64c6992973d95eac16a	544ff&user_size=1#readMail/Inbox@1492672642.S.2983.19994.H	I.WW5vcmVwb 📀 🕈 🛧 🗄
rediffmail	Search mail Advanced +	Hilsunil kumar Settings ✿ I Logout	7 TRADES.om
₽ Write mail	🔶 Back 🔦 Reply 🔦 Reply All 🥕 Forward 🔻 🛅 Move mail 🔻 💼 De	elete 😵 Spam 🗸	
Inbox C	Verification Link	🖾 Pop-out 🖨 Print	
Bulk	From: noreply <noreply@serviceonline.gov.in> on Thu, 20 Apr 2017 12:47:22 Add to ad</noreply@serviceonline.gov.in>	Idress book	
Junk 👿	To: You See Details		
Sent	Hi sunil kumar, Please find below the verification link :		
Trash 🗑	http://section.org/line.cov/informolPasswordPage.html?userTyne=1&refNo=89a2ede7o118 This Verification link is for one time use only and valid for 24 hrs from the time of request.	Accorrad32ef0011	Learn to trade
Dratts	If you click the link and it appears to be broken, please copy and paste it into a new browser wit This is a system generated mail. Please do not reply to this mail. Thanks	ndow.	online with our
Add a new folder	ServicePlus		EXCLUSIVE
Address Book			TRAINING:
📅 Calendar	Quick reply to noreply@serviceonline.gov.in		Start now !
Rediffmail for Mobile			UCY
© 2017 Rediff.com India Limited.			1
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3.4.6 Fill and [Submit] the following form to reset your password: -

Revise and	ServicePlus		SERVICE PLUS SERVICE DELIVERY FRAMEWORK
	Modify your ServicePlus Passw	ord	î
	Login ID / Email ID*	pankaj180690@gmail.com	
	New Password*		Strong!
	Password should be 8 to 15 characters case letter (i.e Abcd@123).	with atleast one special character(*[@#\$%^&+=]),	, one numeric, one small case and one upper
	Confirm Password *	Submit Cancel	
Site is designed, hoste Contents on this websi	d and maintained by National Informatics Centre te is owned, updated and managed by the Ministry	of Panchayati Raj	servicePlus
		Dago 19 of 24	
		rage 10 01 34	

3.2 How to Create Document Repository?

3.2.1 Login to ServicePlus select option "Manage Enclousre" from left menu: -



3.5.2 Click on "Document Repositry" and it will list down all uploaded documents: -

G rest web service tutorial - ×	ESTful Web Services Ma 🗙 🔤 Convert XML data into Ra 🗙 🋓 Best XML parser for Java 🗙 🕞 Grmail 🛛 🗙 🕒 Est XML parser for Java 🗴 🕞 Grmail
\leftrightarrow \rightarrow C \odot serviceonline.gov.in	home.do?controllerName=welcome.do&captchaSuccess=Y&OWASP_CSRFTOKEN=QWI8-IU40-QQ9T-FSD6-84H0-PC11-DX2Y-XCSC
Servi eService Delivery F	cePlus ramework
Menu	≡S sunil kumar
🐮 Manage Profile 🛛 🗸	₩ Home > Dashboard
✿ Apply for services <	Document Repository 🕀 help
• View Status of Application <	My Documents
•• Manage Enclosures •	Show 10 • entries Search:
Document Repository	Type of Enclosure ← Document ◇ Source ◇ Validity ◇ File/Refrence ◇ No data available in table
 Messages & Alerts 	Showing 0 to 0 of 0 entries FirstPrevious Next Last
D Lodge Grievance <	
	Attach New Document
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	Page 19 of 34

3.5.3 For uploading Documents, use Drop Down List for providing Document description. Choose the appropriate file from your Computer and click [**Submit**]: -

G rest web service tutorial - ×	🕨 RESTful Web Services Me 🗙 🗙	🖗 Convert XML data into R 🗙 🗙	🔌 Best XML parser for Java 🗙	G Gmail	× 🗅 Service Plus 🛛 🗙	
\leftrightarrow \rightarrow C () serviceonline.gov	.in/home.do?controllerName=	welcome.do&captchaSuccess	=Y&OWASP_CSRFTOKEN=QV	VI8-IU40-QQ9T-FSD6-84H	0-PC1I-DX2Y-XCSC	☆ :
•• Manage Enclosures	×					A
Document Repository						
Messages & Alerts	<					
Lodge Grievance	Select Enclosure(s)* Aadhaar Card Name of Document * Aadhaar Card Choose File d3.pr Validity/expiration dat 31/05/2017	T T I J I I I I I I I I I I I I I I I I	Attach Net	Norument		
incla.gov.in	राष्ट्रीय ई शासन योजना National e-Governance Plan Public service closer home	Panchayati Raj				
			Site is de	esigned, hosted and mainta	ined by National Informatics Centr	e
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Ap	plicant User Manual	Bihar RTPS and Other Services on ServicePlus
4.	How to Apply for Se	rvice (Application Submission) ?
4.1	1For Block / Circle level	Services: -
4.1 htt hor wit	1.1Primary Way tp://serviceonline.bihar.g mepage and click it. You th your User Credential an	(Online) - Applicant should visit <u>cov.in</u> , find required service from the left menu of the will be directed to the service specific page. Login there and apply for the service:-
	Beedi and Cigar A	ct - Application for Grant of License Form 1 (Rule 3 and 4)
	Ŭ	Service Details Forgot Username/Password
	The Service Name in English is :Beedi and Cigar Act - Application for Gr	ant of License Form 1 (Rule 3 and 4) (AGLF)
	Description: Beedi and Cigar Act - Application for Grant of License Form	1 (Rule 3 and 4)
	This service falls under Other Services group and can be applied from Ir	dia by Registered applicants.
	This service does not belong to any project.	
	This service is intended for Business Units.	
	User can access the service on the department's website through the be	low link:
	http://serviceonline.gov.in/serviceLink.html?serviceToken=Bd49YUsR9d	5088 <csrf.token uri="http://serviceonline.gov.in/serviceLink.html"></csrf.token>
	Alternatively, the service can be accessed through http://serviceonline.ge	ov.in
	The type of this Service is Regulatory.	
	Application does not follow FIFO model for application processing.	
	This service has no End date.	

<u>Note</u>: - The above interface is an example for a service only.

4.1.2Alternative Way(RTPS Counter) -Executive Assistant should visit <u>http://serviceonline.bihar.gov.in</u> and login with User Credential through "Login" link on top right corner of the homepage. You will get the Welcome Page of ServicePlus. Choose "Apply for Services" from Menu bar.



A list of services will be displayed. Search for the required service and click it: -

→ C ① ③ serviceonline.ge								
	ov.in/home.do?controllerNam	ne=welcome.do&captchaSuccess=Y&OWASP_CSRFTOKEN=RCKE-7373-K7YZ-LD2F	P-YTUH-75G8-	8T9I-OC0V				\$
Serve eService Delive	icePlus							
Мепи	=						_ As	shok Kuma
Manage Profile <							Home :	> Dashboa
Apply for services								_
View Services	Apply for services						Ħ	help
view services		Mau Cam	dene					
View Status of Application <	View All	Services	ices					
Manage Enclosures <	Show 10 V entrier	s			Se	earch:		
Mossoger C Alerte	SI.No. 🔺	Service Name	ି ଚ	ervice Category	·	Service L	evel	\$
Messages & Alerts	1 Cor	stract Labour Act - Renewal contract labour registration		G2B	Regulatory	NA		
	2 Bov	vi Boating at Adavi		G2C	Consumer Utility Service	NA		
Lodge Grievance C	3 Mot	or Act - Application for Renewal of Certificate of Registration Form I (Rule 4 and 8)		G2B	Regulatory	NA		
	4 Not	ary Online Renewal		G2C	Regulatory	NA		
	5 Mar	riage Certificate		G2C	Statutory	NA		
	6 Biha	ar Social Security Pension Service		G2C	Statutory	42 Day		
	7 Sho	ops and Establishment Act - Application for Digitization of Existing Shops and Establishments		G2B	Regulatory	NA		
	8 Sho 8 (Ru	ops and Establishment Act - Application for Amendment of Certificate of Registration Form No-I le 4)	v	G2B	Regulatory	NA		
	9 Onl	ine Ticket Booking for Agastyarkoodam Package Visit - Off Seasonal		G2C	Consumer Utility Service	NA		
	10 Cor	stract Labour Act Amendment Registration of Establishments employing Contract Labour		G2B	Regulatory	NA		_
	Showing page 1 of 6					123456	levt Las	

Note: - Both Online Applicant and Executive Assistant (EA) on behalf of Applicant can use above interface (Alternative Way) with their User Credentials.

4.2 For Sub-Division level Services: -

The software interface is same as above. The Executive Assistant (EA) has to enter the CO level Application Ref. No. to fetch CO level data and Certificate automatically to counter-sign it at SDO level.

4.3 For District level Services: -

The software interface is same as above. The Executive Assistant (EA) has to enter the SDO level Application Ref. No. to fetch data and Certificate automatically to countersign it at DM level.

4.4 Filling & Submission of Application Form

4.4.1 Fill the **Application Form** carefully and **Save Draft**.

		फॉर्म / Form-XII
n Charles	Application For	निवास प्रमाण-पत्र हेतु आवेदन-पत्र (अंवलाधिकारी स्तर से) rm for issuance of Residence Certificate from Circle Officer Level
		आवेदन का विवरण / Details of Application
सेवा का प्रकार / Type of Servic	e *	
🔿 सामान्य/General	🔿 तत्काल/Tatkal	
लिंग / Gender *		अभिवादन / Salutation *
ं पुरुष / Male 💿 स्त्री	/ Female 🛛 तृतीय लिंग	I / Third Please Select V
	Gender	
Applicant's Name * 🥹		आवेदक / आवेदिका का नाम *
आप प्रमाण-पत्र में किसका नाम देन	ता चाहेंगे / Whose name you w	want to
mention in Certificate ? *	 गिना / Father 	
- un rhusband		
Father's Name *@		पिता का नाम *
ग्ता / Address:-		
ाज्य / State *		जिला / District *
		
ਸ਼ਰੂਸਤੱਕ / Sub-Division * Please Select		प्रस्ताङ सह अचल / Block cum Circle * Please Select
ांचायत / Panchavat		वार्ड संस्था / Ward No.
Please Select	~	
गम (Village) / मोहल्ला (Town)		डाकघर / Post Office *
गना / Police Station *		
नेवास का प्रकार / Type of Resid	lence *	आवेदन का उदेश्य / Purpose of Application
🗩 स्थायी	🔾 अस्थायी	
आवेदक का फोटो / Applicant's bhotograph		
Browse No file selected.)	
۲		
		दस्तावेज चयन सची / Document Check List
पालक। करागे गये टस्तावेजो की स	नी / Enclosure attached alon	ng with Application Form (Conoral)
े फॉर्म-XIV स्वयं शपथ-पत्र	Enviouare undereu dioli	.g
ply to the Office *	T)
	-	·
		Word verification
		628afK
		Please enter the characters shown above
		PL Submit PL Submit
		Subject Budget Budget
<u>ote: -</u>		
<u>ote: -</u>		

For capturing photograph online through Webcam "Adobe Flash Player for Mozilla Firefox need to be installed in the Computer / Laptop".

4.4.2 You can either [**Submit**] the application or save it in [**Draft**] mode. After [**Draft**] saving, you may get following options: -

🖹 Edit	🖺 Attach Annexure	🙁 Cancel	🖨 Print	Export to PDF	C Click here to initiate new application
--------	-------------------	----------	---------	---------------	--

- (i) You can modify your application using **[Edit]** option.
- (ii) You can use **[Attach Annexure]** to attach required documents. You can attach annexure by choosing appropriate files from your Computer or from your document Depository on ServicePlus or by scanning the files if you have attached Scanner. File type supported is PDF and Image. You are suggested to use PDF/image files as small as possible.

Menu		Ξ					🏳 Themes 🛛 🧯 Shubham Rastogi
Manage Profile	<	ATTACH ENCLOSURE(S)					
C Apply for services	•	Type of Enclosure *	nclosure Document *	Issued By	Issued Date	Reference Number	File/Reference *
View all available services		फॉर्म-XIV स्वयं शपथ-पत्र (निवास प्रमाण-पत्र के					Choose File No file chosen
•• View Status of Application	<	लिए)	Select v				Scan
•• Messages & Alerts	<	ż					Setch from DigiLocker
							Save Annexure Cancel + Back

<u>Note: -</u>

This interface will come for Online Application. Application through RTPS Counter may not need "Attach Annexure" interface.

4.4.4 You can view filled Application Form or Attachment to verify whether it is filled / uploaded correctly. Also, you can [**Print**], [**Download**] Application or Attachment. Finally, [**Submit**] the Application.

or Applicant: -						
4.4.5 Aadhaar Authentication for Applicant: -						
Page 24 of 34						
	Page 24 of 34					

Applicant may get optional / mandatory Aadhaar No. based authentication facility depending on service / mode of application submission. If Aadhaar No. entered by Applicant will match with Name of Applicant, OTP will be sent to the Aadhaar registered Mobile No. of the Applicant. Enter the OTP and click [**OK**].

- (i) If Aadhaar Authentication done successfully by online Applicant, the Certificate / License will be delivered in the ServicePlus Inbox of the Applicant. Applicants need not go anywhere to get the service.
- (ii) If Aadhaar Authentication not done by online Applicant, the Applicant needs to upload any one of the 12 Identity Cards recognized by Election Commission of India (refer the list given above in section 2.1 (A) (i)).
- **4.4.6** After Application Submission, Acknowledgement will be generated.
- Online Applicants will get Online Acknowledgement and Application Details. They are suggested to download it.
- (ii) Executive Assistant will get 2 copies of the **Acknowledgment**. They should download it, print and give one copy of the Acknowledgment to the Applicant and attach other copy to the physical Application Form.

Page account	लोव (२	न्न सेवाओं का अधिकार बिहार सरकार आवेदक का विवरण)	\bigcirc
आवेदक की पावती	7	सेवा का प्रकार : ऑनलाइन/Online	आवेदन की तिथि: 24/09/2018
सेवा का नाम	: निवास प्रमाण-पत्र का निर्गमन (अंचल अधिकारी)		
नाम निर्दिष्ट लोक सेवक	: अंचल अधिकारी		
आवेदन संख्या	: BRCCO/2018/00140		
आवेदक का नाम	: श्री कुणाल कुमार		
पिता का नाम	: श्री गुप्ता सिंह		
माता का नाम	: सुनैना देवी	जिला	: JEHANABAD
अनुमंडल	: JEHANABAD	अंचल	: GHOSHI
पंचायत / वार्ड संख्या	: BHARTHU / 12	गॉव / मोहल्ला	: guneri
आवेदक का मोबाइल नंबर	: 8405904603		
सेवा प्रदान करने की समय अवधि	: १० कार्यदिवस	सेवा प्रदान करने की समय प्रस्तावित तिथि	: 06/10/2018
उपलब्ध कराए गए अनुलग्नकों की सूची	: फॉर्म-XIV स्वयं शपथ-पत्र		
नोट :- समय सीमा के अधीन सेवा प्राप्त नहीं होने पर अनुमंडल	अधिकारी के समक्ष ३० दिनों के अंदर अधील दायर किया जा सकता है।		

5. Application Submission through Executive Assistant at RTPS Counter

5.1 RTPS Counters and Executive Assistants (EA): -

RTPS Counters are provisioned at Panchayat, Block, Circle, Sub-Division, District, and Department levels by General Administration Department (GAD) for providing Services covered under Bihar RTPS Act. Executive Assistants (EA) are the first level interface at RTPS Counters for providing assistance / services to Applicant (Citizen) under Bihar RTPS Act. EA will use ServicePlus to enter Application details (and Verification details in some cases) and forward the Application to CO, RDO, CDPO, SDO, DM etc level for further necessary action.

5.2 Action of Executive Assistants (EA): -

5.2.1 For Block / Circle level Services: -

(i) In case of Application submitted at RTPS Counter: -

- (a) EA will verify the completeness of the Application and Attachment(s) and ensure that the jurisdiction of the Application (**Panchayat or Block / Circle**) is correct.
- (b) EA will enter details of Application in ServicePlus.
- (c) EA will generate Acknowledgement in 2 copies one for Applicant and other for Office use. EA will give the Applicant copy of Acknowledgement to the Applicant.
- (d) EA will attach Office copy of Acknowledgement to the filled-in Application submitted by Applicant and provide it to Halka Karnchari or concern Authorized Staff for field level Verification.
- (e) EA will enter Verification Report of Halka Karmchari or concern staff with his / her "Recommendation" and optionally upload scan copy of "Verification Report of Halka Karmachari / or concern staff" as Attachment. EA will then forward the Application to CO / RDO / CDPO level for further necessary action.
- (f) After "Approval and Issue of Certificate" from CO / RDO / CDPO level, EA will take printout of the Certificate and provide it to the Applicant.

(ii) In case of Application submitted Online: -

- (a) EA will print Online Acknowledgement and Application Form submitted by Applicant, if Aadhaar authentication done successfully.
- (b) EA will print Online Acknowledgement, Application Form, and valid Identity Card submitted by Applicant, if Aadhaar authentication not done.
- (c) EA will provide the printed Online Acknowledgement, Application Form, and / or Identity Card to Halka Karnchari / concern staff for field level Verification.

- (d) EA will enter Verification Report of Halka Karmchari or concern staff with his / her "Recommendation" and optionally upload scan copy of "Verification Report of Halka Karmachari / or concern staff" as Attachment. EA will then forward the Application to CO / RDO / CDPO level for further necessary action.
- (e) After "Approval and Issue of Certificate" from CO / RDO / CDPO level, Certificate will be delivered in ServicePlus inbox of the Applicant.

5.2.2 For Sub-Division level Services (RTPS Counter mode only): -

- (a) EA will verify the completeness of the Application and Attachment(s) and ensure that the jurisdiction of the Application (Block/Circle => Sub-Division) is correct.
- (b) EA will enter CO / RDO / CDPO level Certificate No. and click on [Get Data] to search and fetch the data entered at CO / RDO / CDPO level.
- (c) If data found, EA will generate Acknowledgement in 2 copies one for Applicant and other for Office use. EA will give the Applicant copy of the Acknowledgement to the Applicant and attach Office copy of the Acknowledgement to the filled-in Application submitted by Applicant.
- (d) EA will forward the Application to SDO level with his / her "Recommendation" and "Remarks" (optional).
- (e) After "Approval and Issue of Certificate" from SDO level, EA will take printout of the Certificate and provide it to the Applicant.

5.2.3 For District level Services (RTPS Counter mode only): -

- (a) EA will verify the completeness of the Application and Attachment(s) and ensure that the jurisdiction of the Application (Block/Circle => Sub-Division => District) is correct.
- (b) EA will enter SDO level Certificate No. and click on [Get Data] to search and fetch the data entered at SDO / CO level.
- (c) If data found, EA will generate Acknowledgement in 2 copies one for Applicant and other for Office use. EA will give the Applicant copy of the Acknowledgement to the Applicant and attach the Office copy of the Acknowledgement to the filled-in Application submitted by Applicant.
- (d) EA will forward the Application to DM level with his / her "Recommendation" and "Remarks" (optional).
- (e) After "Approval and Issue of Certificate" from DM level, EA will take printout of the Certificate and provide it to the Applicant.

6. How to Download/ Print Certificate?

6.1 When Certificate will be ready for Delivery, the Applicant will get SMS / e-Mail alert for the same. Now, Applicant or Executive Assistant (EA) can login in ServicePlus with their User Credentials to download it.

6.2 Click on "View Status of Application" and choose option "Track Application Status": -



6.3 Choose Application Status "**Delivered**" from drop down list. You can also see your Application Status as Initiated, Under Process, and Rejected. Click on [Get Data]: -

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Bihar RTPS and Other Services on ServicePlus



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1 Application Submission Custom ACK Completed	Custom ACK Completed
2 T1 - Application Verifier <u>Output Certificate</u> Delivered	Output Certificate Delivered
Showing 1 to 2 of 2 entries HrsPrevious 1 Next	FirsPrevious 1 Next Last

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6.6 By clicking on "**Output Certificate**" the new tab will appear with your Certificate. You can download your Certificate: -

बिहार सरकार Government of Bihar कार्यालय का नाम / Name of Office जिला / District : JEHANABAD, अनुमंडल / Sub-Divison : JEHANABAD, अंचल / Circle : GHOSHI फॉर्म / Form - XIII निवास प्रमाण पत्र / Residence Certificate (बिहार सरकार के प्रयोजनार्थ) प्रमाणपत्र संख्या / Certificate No. : BRCCO/2018/00140 जारी करने की तारिख / Date of Issue : 24/09/2018 प्रमाणित किया जाता है कि श्री कृणाल कुमार (Shri KUNAL KUMAR) पति श्री गुप्ता सिंह (Shri GUPTA SINGH), माता श्रीमती सुनैना देवी (Smt. SUNAINA DEVI), ग्राम / नगर - guneri, डांकघर - kartahi, पुलिस स्टेशन - guruea, पंचायत - BHARTHU, प्रखंड - GHOSHI , अनुमंडल - JEHANABAD, जिला - JEHANABAD, राज्य - बिहार के स्थायी निवासी हैं । स्थान : GHOSHI दिनांक : 24/09/2018 Kamlesh CO Ghosi Block WF (हस्ताक्षर अंचलाधिकारी / Signature Circle Officer)

7. Important Notice for Fee Payment (if any)

Fee Payment may be applicable for some Non-RTPS Online Services. Fee Payment is done through **OGRAS Payment Gateway** of **Finance Department, Govt. of Bihar** on behalf of **Service Owner Department**.

For this, fill online Application Form for the specific service, attached required Annexure and do [Make Payment]. You will be directed from ServicePlus to OGRAS.

On **OGRAS**, select proper "**Period Year**". Also, select "**Payment Mode**" as "**e-Payment**" only and then "**Select Bank**" from which you want to do online payment through Net Banking / Debit Card / Credit Card etc (refer screen-shot given below). After Payment, let the control re-direct from **OGRAS** to **ServicePlus** automatically.

<u>NOTE: -</u>

- 1. Please never select "**Payment Mode**" as "**Payment over the bank counter** (**Cash/Cheque**)", because Services on ServicePlus work in online mode only.
- 2. Please don't "**Refresh**" or "**Close**" or "**Interrupt**" the Internet Browser during transitions between **ServicePlus** and **OGRAS** for payment.
- 3. After Payment, download / print the "**Payment Acknowledgement / Receipt**" from **Bank / OGRAS** for future reference.
- 4. Sometimes, "Success" Payment Status from OGRAS to ServicePlus comes late and it remains "Pending" (may be for several days). Please wait and do "Payment Re-validation" and do not pay again if payment has already been deducted from your account.
- 5. Application will be processed, only if **ServicePlus** receives "**Success**" Payment Status from **OGRAS**.
- 6. Re-payment can be done only if previous payment attempt is "Failure".
- 7. Payment is collected by **OGRAS** on behalf of **Service Provider Department**. Payment once done cannot be claimed to be refunded back from **NIC** or **ServicvePlus** end, in any case.

OGRAS Payment Interface: -

HER REF	Online Finance De	Governi partment, G	ment Receipt A	ccount System OGRAS
			Welcome PANKAJ	
	Make Payment S	Sign Out		
			Department Details	
		Desertement	Labour , Employment and Training Department	nt
		Department:	Araria	
		Office:	Labour Superintendent, Araria-1	
		Treasung	Vikash Bhawan	
		Payment Head:	Tax	
		Scheme Name:	RECEIPT UNDER LABOUR RELATED ACTS	
		Period Year*:	Year V Period V	
			Account Details	
	Serial No.	Account	No	Amount
	1 R023000		1010001-00-01	40.0
		Total A	mount	40.0
			Payer/Remitter Details	
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	select	Bank: Selec	t Bank Name	
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8. Functions and Responsibility of Executive Assistant

Executive Assistant (EA) should refer following sections of this User Manual: -

- 4. How to Apply for Service (Application Submission)?
- 5. Application Submission through Executive Assistant at RTPS Counter
- 6. How to Download / Print Certificate?

9. Helpdesk / Technical Support

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

- (a) Panchayat / Block / Circle / Sub-Division / District / Department level Executive Assistant,
- (b) Block / Circle / Sub-Division level IT Assistant through Executive Assistant,
- (c) District IT Manager through Block / Circle / Sub-Division level IT Assistant,
- (d) DIO / ADIO of NIC District Centre and Department IT Manager though District IT Manager, and
- (e) ServicePlus Team of NIC Bihar through DIO / ADIO of NIC District Centre and Department IT Manager.

10. Abbreviation used

ADIO	Addition District Informatics Officer
CDPO	Child Development Project Officer
CFC	Citizen Facilitation Centre
CO	Circle Officer
CSC	Common Service Centre
DIO	District Informatics Officer
DIT	Department of Information Technology
DM	District Magistrate
DO	Designated Officer
DSC	Digital Signature Certificate
EA	Executive Assistant
GAD	General Administration Department
KC / CI	Karamchari / Circle Inspector
MMP	Mission Mode Project
OGRAS	Online Government Receipt Account System
OTP	One-Time Password
RDO	Rural Development Officer
RTPS	Right To Public Service Act
SDO	Sub-Division Officer
URL	Uniform Resource Locator

Applicant	User	Manual
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VO	Verification Officer