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

NATIONAL INFORMATICS CENTRE **NIC**

ServicePlus
eService Delivery Framework

Prepared by: Shri Ashok Kumar, Senior Technical Director & e-District MMP Coordinator, NIC Bihar State Centre, Patna.

Reviewed &
Approved by: Shri Rajesh Kumar Singh, Deputy Director General & State Informatics Officer, NIC Bihar State Centre, Patna.

Amendment Log

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

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**: -

Note: -

(i)   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.

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

(iii) http://serviceonline.bihar.gov.inwill 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	Applicant (Citizen / Business)	• 32 bit or 64 bit Computer / Laptop with Windows OS installed. • Webcam, Scanner, Printer etc installed. • Mozilla 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 itfromhttps://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/
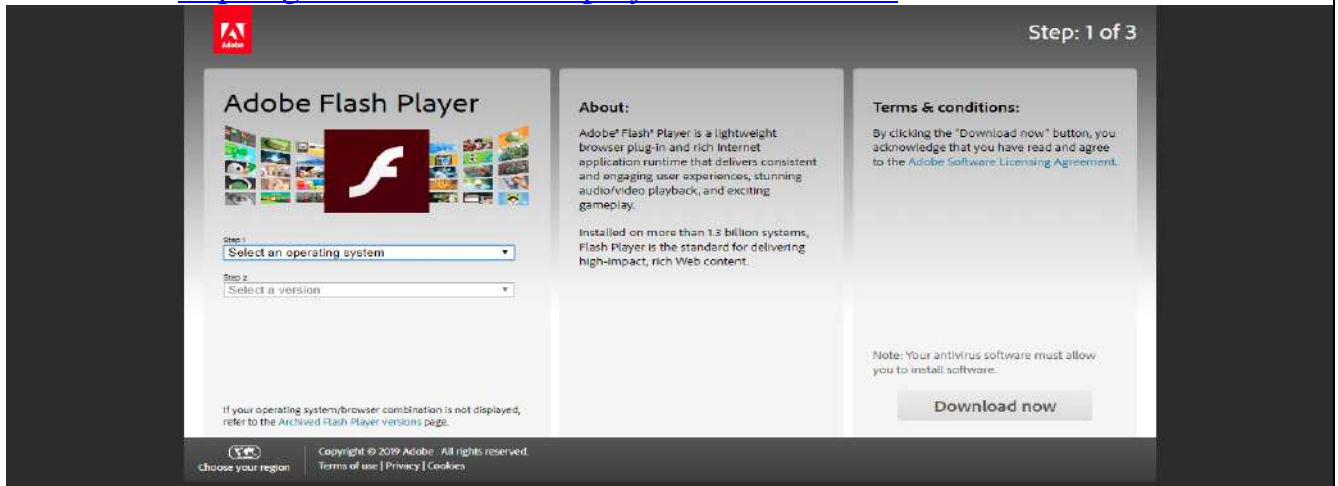
Choose Operation System installed in your Computer / Laptop.
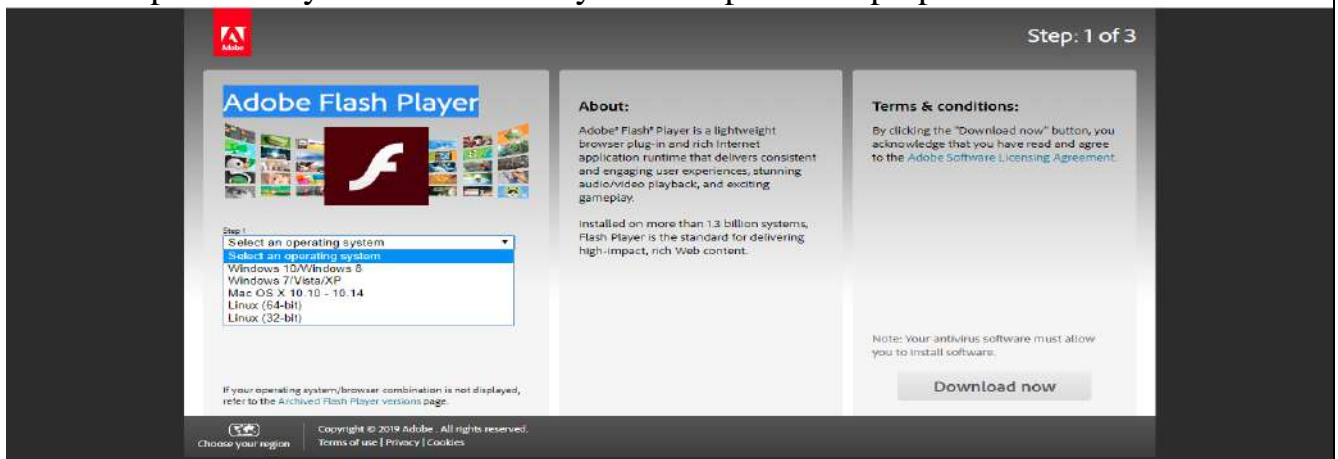
Choose "FP 32 for Firefox – NPAPI" for Mozilla Firefox Browser.
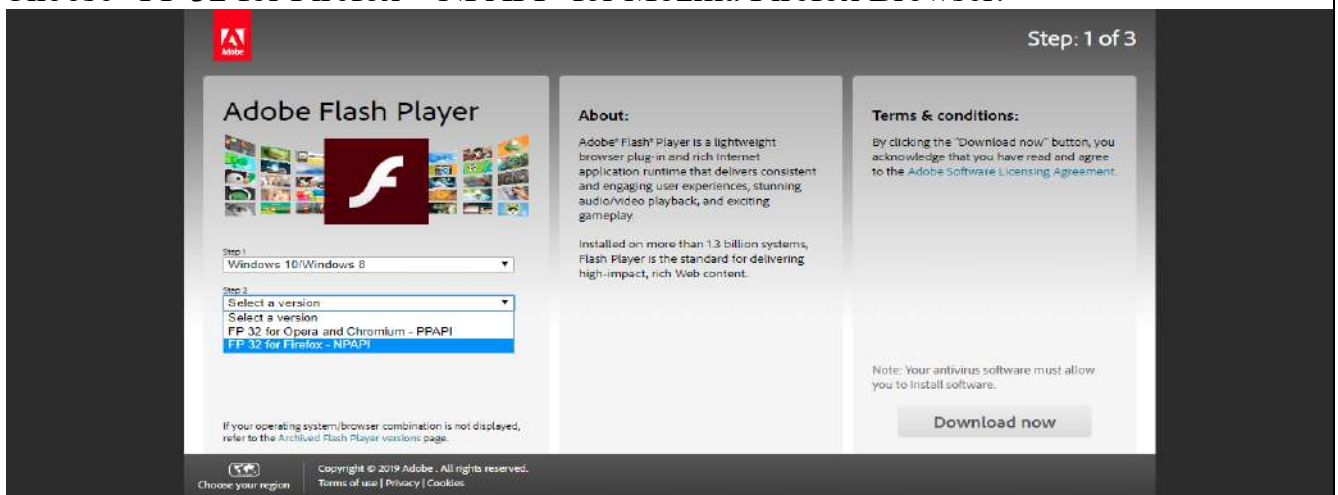
Un-check all "Optional offers" and click on **[Download now]** button for download flash player installer.

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

2.   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.
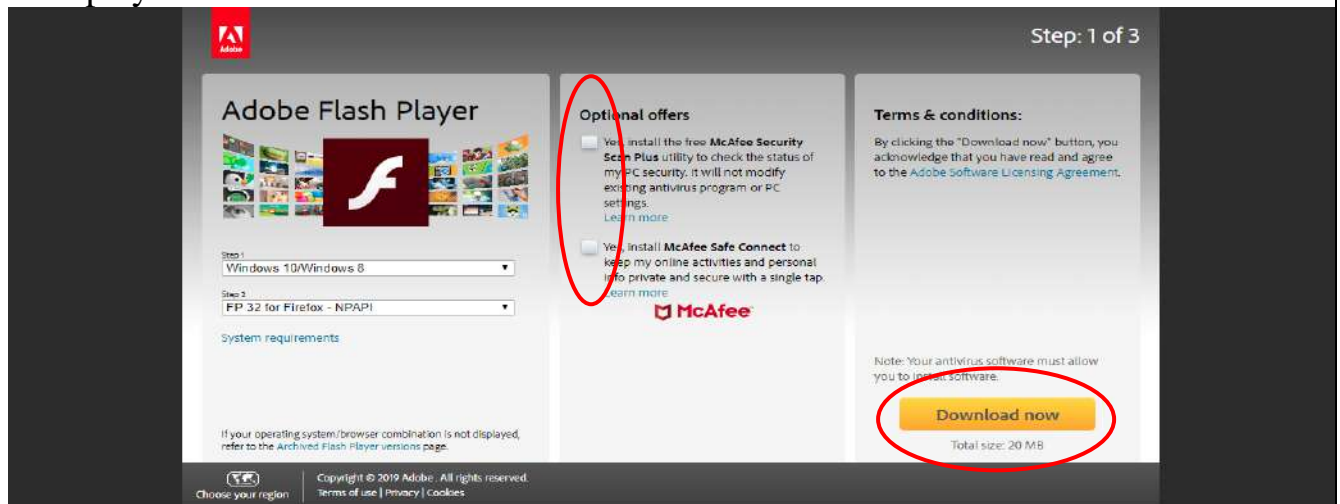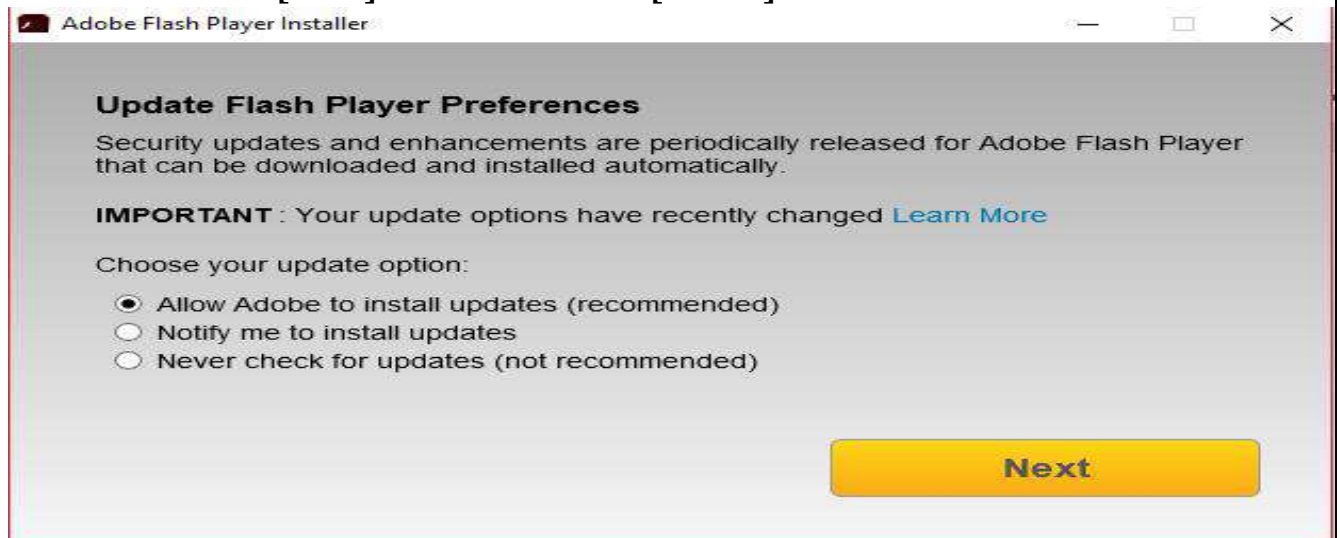
Applicant (Citizen) can apply for RTPS Services in two modes - (i) Online and (ii) through RTPS Counters.

(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 (**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, 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, विधायकऔर 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 **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   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 ( ).

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: -

3.1.2 Fill the form and click **[Validate].**OTP(s) will be sent to your E-Mail-ID and Mobile No.:-

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

3.1.4 After successful verification, **[Submit]** the form. Your account will be created and a success message will be displayed on screen.

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): -
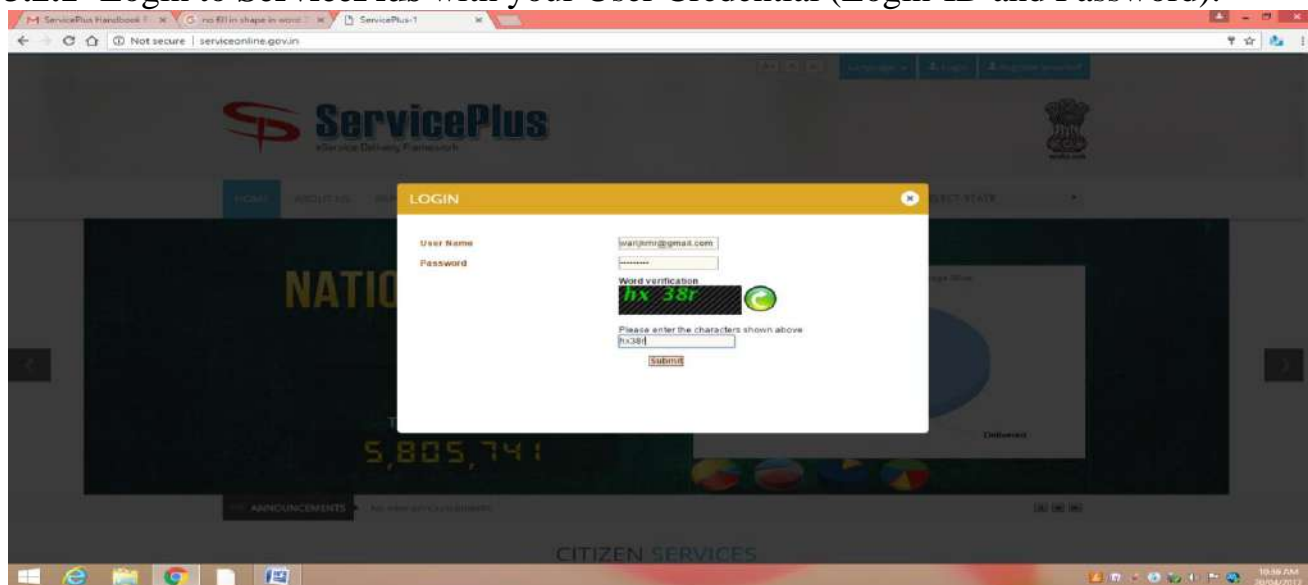
3.2.2 After login, you will get ServicePlus Welcome page. Go to **"Manage Profile"** =>**"Edit Profile"**. You can update your profile details like Address, Mobile No., e-Mail Address etc.
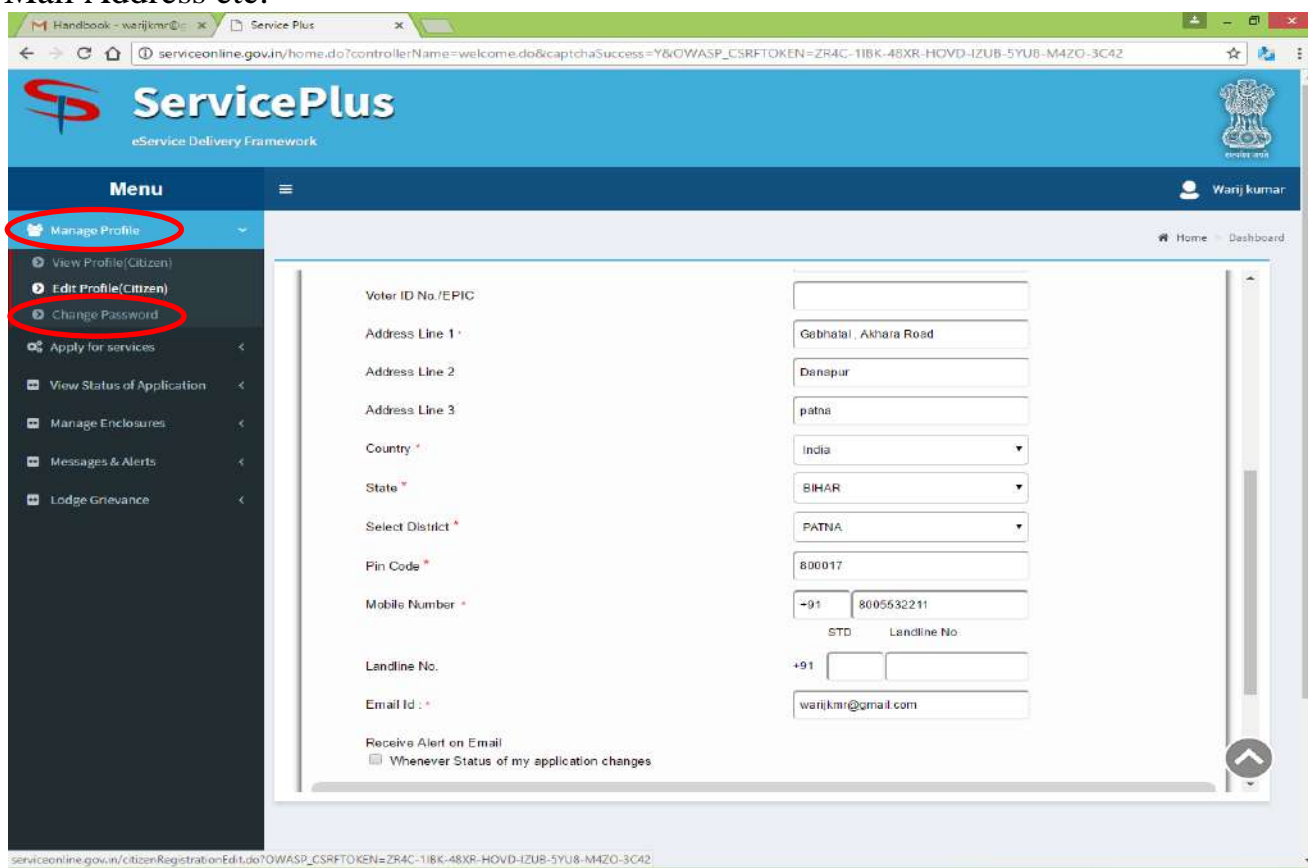
Note:- The Users should enter their valid Mobile No. and e-Mail Address to get Service related alerts / information from ServicePlus.

3.3   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.

3.4   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**]: -
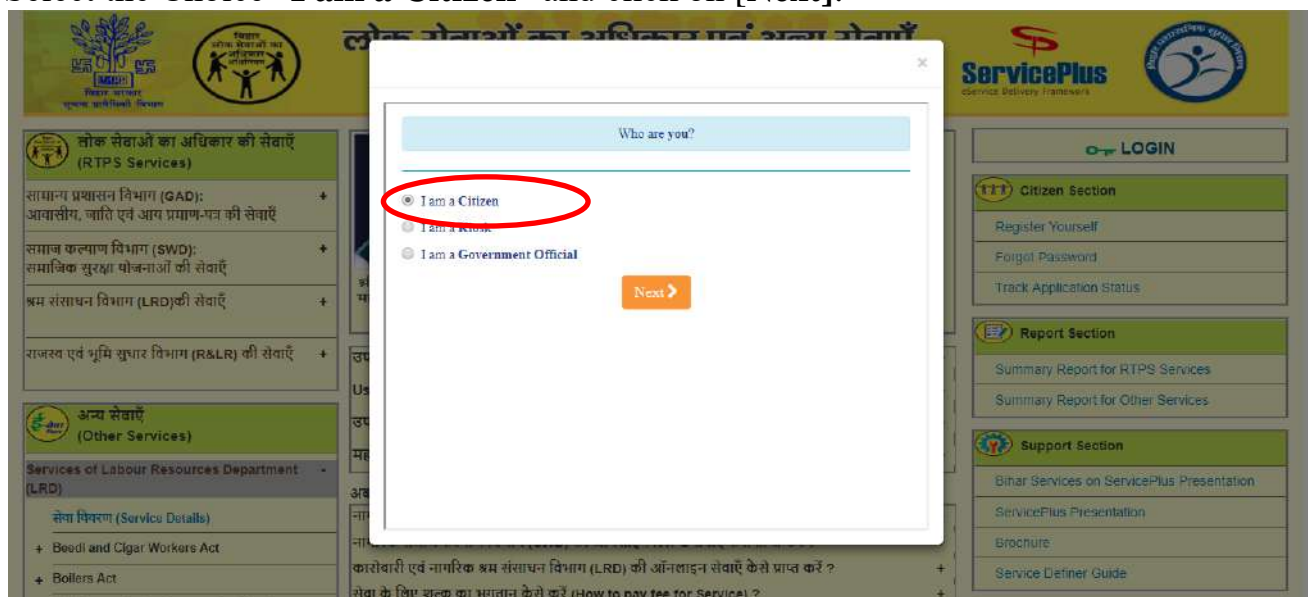
3.4.2 You will find the following screen, click [**Next**]: -
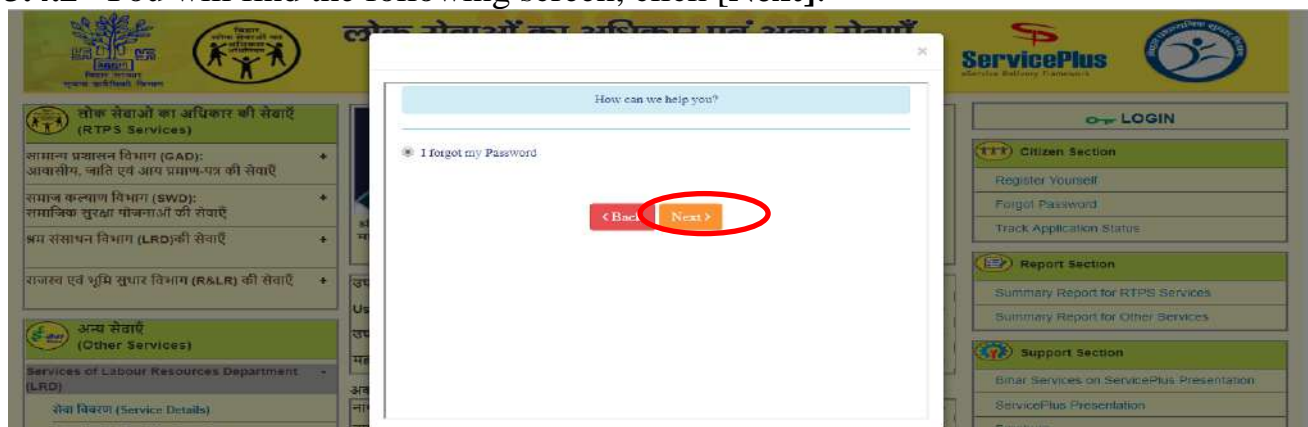
3.4.3 Fill your E-Mail-ID and then [**Submit**]: -
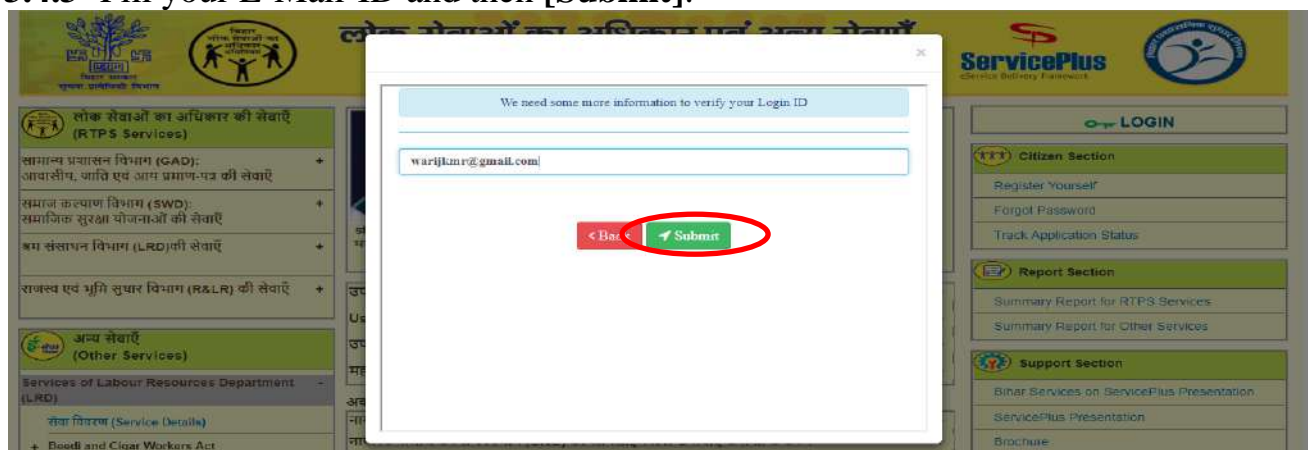
3.4.4 You will get the following message: -

3.4.5 Login to your e-Mail account, find E-Mail sent by ServicePlus and click on verification link: -
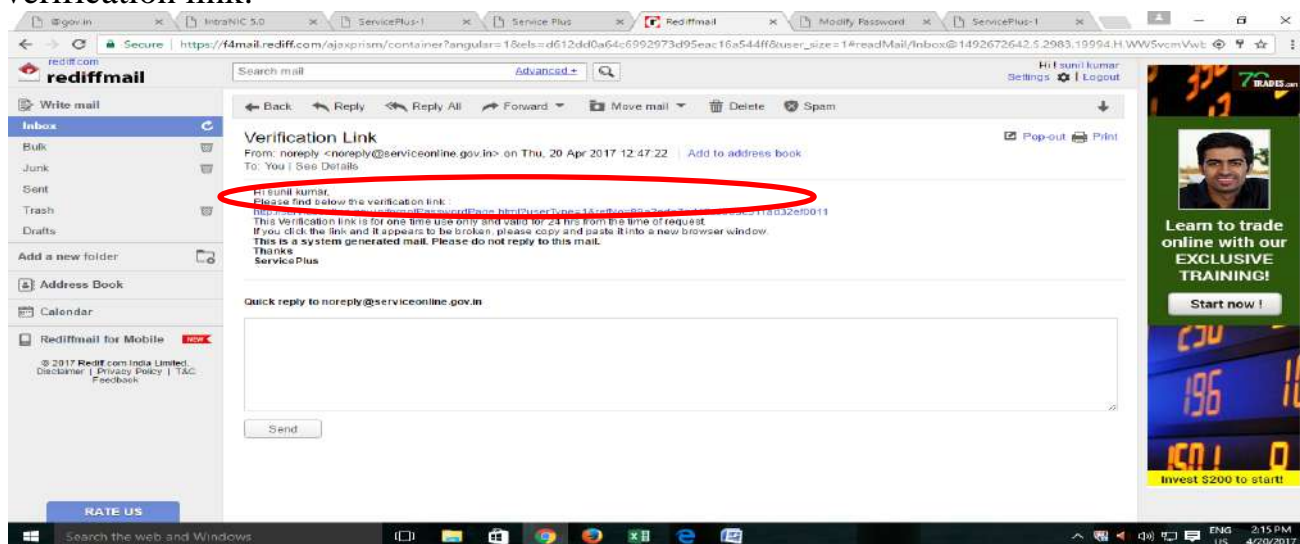
3.4.6 Fill and **[Submit]** the following form to reset your password: -

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: -

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

4.   How to Apply for Service (Application Submission) ?

4.1 For Block / Circle level Services: -

4.1.1 Primary Way (Online) - Applicant should **v**isit **http://serviceonline.bihar.gov.in**, find required service from the left menu of the homepage and click it. You will be directed to the service specific page. Login there with your User Credential and apply for the service:-

Note: - The above interface is an example for a service only.

4.1.2 Alternative Way(RTPS Counter) -Executive Assistant should visit **http://serviceonline.bihar.gov.in** 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: -
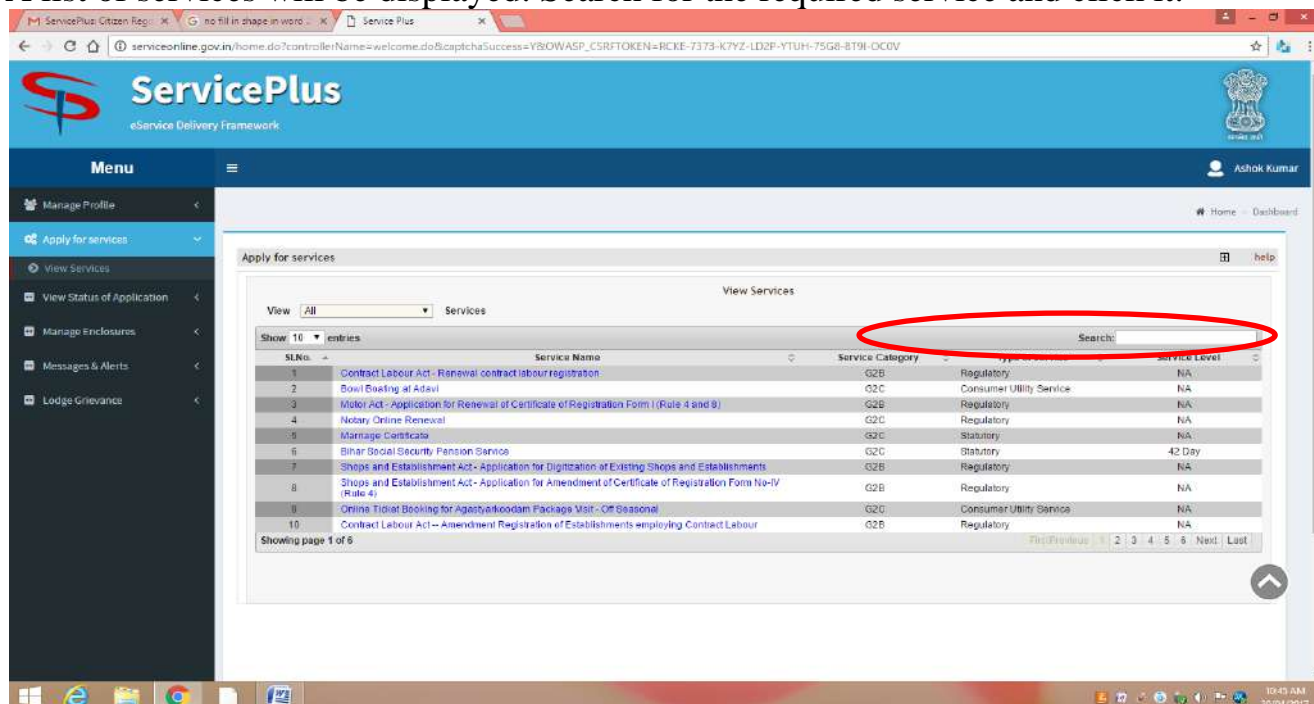
Note: - Both Online Applicant and Executive Assistant (EA) on behalf of Applicant can use above interface (Alternative Way) with their User Credentials.

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 counter-sign it at DM level.

4.4   Filling & Submission of Application Form

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

Note: -

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: -

(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.

Note: -

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.

4.4.5 Aadhaar Authentication for Applicant: -

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.

(i)   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.

	लोक सेवाओं का अधिकार बिहार सरकार (आवेदक का विवरण)		
आवेदक की पावती	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	गाँव / मोहल्ला	: guneri
आवेदक का मोबाइल नंबर	: 8405904603		
सेवा प्रदान करने की समय अवधि	: 10 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 30 दिनों के अंदर अपील 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.
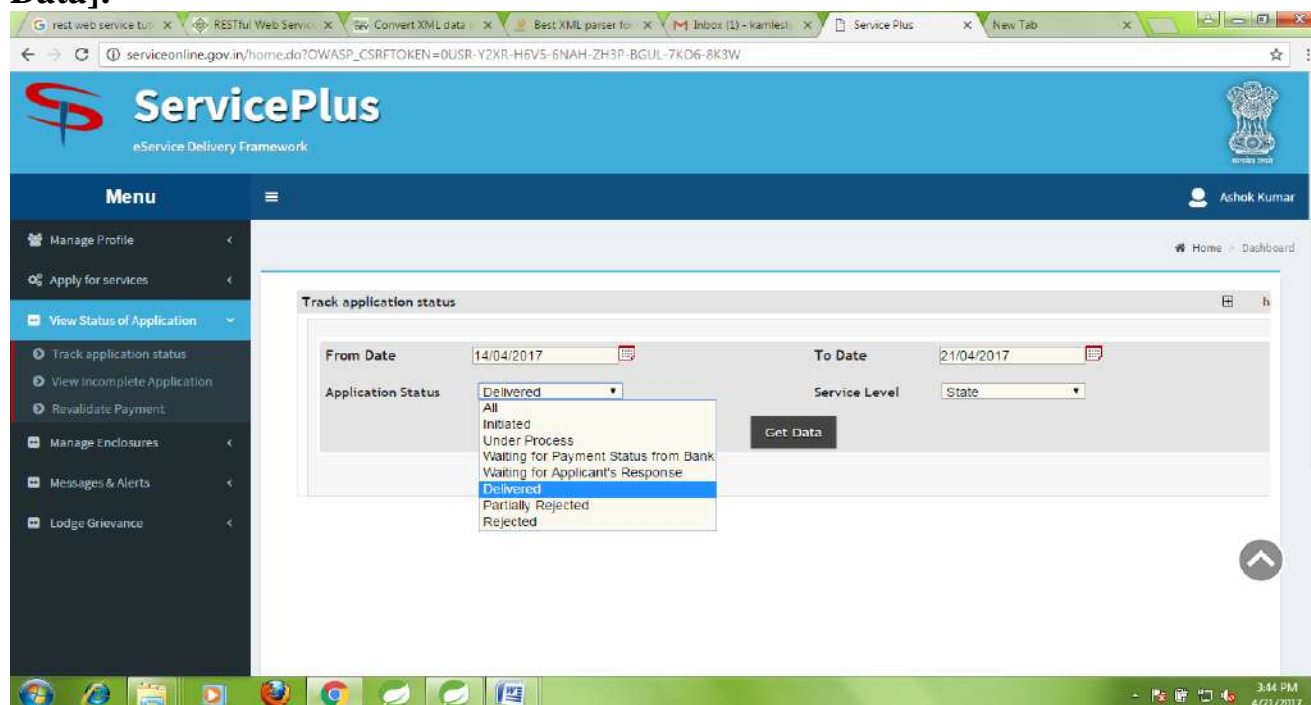
6. How to Download/ Print Certificate?

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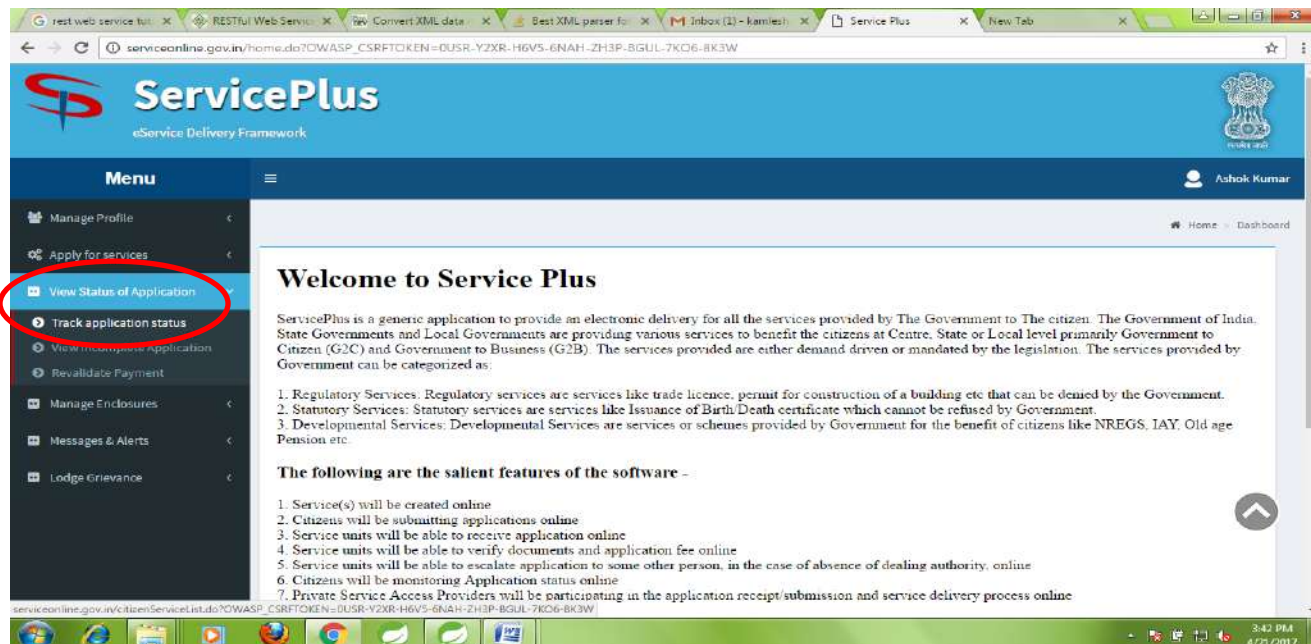
6.3 Choose Application Status "**Delivered**" from drop down list. You can also see your Application Status as Initiated, Under Process, and Rejected. Click on **[Get Data]: -**

6.4   You may get list of Delivered Services. Click on "**Delivered**": -

6.5   Select the option "**Output Certificate**": -

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 कुणाल कुमार (Shri KUNAL KUMAR) पति श्री गुप्ता सिंह (Shri GUPTA SINGH), माता श्रीमती सुनैना देवी (Smt. SUNAINA DEVI), ग्राम / नगर - guneri, डाकघर - 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.

NOTE: -

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: -

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

VO	Verification Officer