

**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
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1. Introduction to Bihar RTPS and Other Services on ServicePlus

1.1 Bihar Right To Public Service (RTPS) Act and other Services are configured on **ServicePlus** software framework of NIC for online operation. The homepage of online services of Bihar is available at URL: <http://serviceonline.bihar.gov.in>: -

लोक सेवाओं का अधिकार एवं अन्य सेवाएँ
RTPS and Other Services
(e-District Mission Mode Project)

ServicePlus
eService Delivery Framework

लोक सेवाओं का अधिकार एवं अन्य सेवाएँ (RTPS Services)

- सामान्य प्रशासन विभाग (GAD): आवसीय, जाति एवं आय प्रमाण पत्र की सेवाएँ
- समाज कल्याण विभाग (SWD): समाजिक सुरक्षा योजनाओं की सेवाएँ
- श्रम संसाधन विभाग (LRD): श्रम संसाधन सेवाएँ
- राजस्व एवं भूमि सुधार विभाग (R&LR): राजस्व एवं भूमि सुधार सेवाएँ

अन्य सेवाएँ (Other Services)

- Services of Labour Resources Department (LRD)
- Services of Health Department

बाह्य सेवाएँ (External Services)

- Transport Department

Joint initiative of Department of Information Technology, Bihar Prashasnik Sudhar Mission Society and different Service Provider Departments of Govt. of Bihar under e-District Mission Mode Project of National e-Governance Plan through ServicePlus Software Framework of National Informatics Centre.

श्री भीमेश कुमार
माननीय मुख्यमंत्री

उपयोग निर्देश
Usage Instructions

उपयोगकर्ता पुस्तिका (User Manual)

महत्वपूर्ण डाउनलोड (Important Download)

अक्सर पूछे जाने वाले प्रश्न (Frequently Asked Questions) FAQ's:-

- नागरिक सामान्य प्रशासन विभाग (GAD) की ऑनलाइन RTPS सेवाएँ कैसे प्राप्त करें?
- नागरिक समाज कल्याण विभाग (SWD) की ऑनलाइन RTPS सेवाएँ कैसे प्राप्त करें?
- कारोबारी एवं नागरिक श्रम संसाधन विभाग (LRD) की ऑनलाइन सेवाएँ कैसे प्राप्त करें?
- सेवा के लिए शुल्क का भुगतान कैसे करें (How to pay fee for Service)?
- ओपेन कॉर्म में हिंदी में टाइप कैसे करें (How to type in Hindi in Application Form)?
- तकनीकी सहायता कैसे प्राप्त करें (How to get Technical Support)?
- How do I look for Services based on my profile?
- How to apply for a service?
- How to track my application status online?
- How can I lodge a grievance for deficient Service?

LOGIN

Citizen Section

- Register Yourself
- Forgot Password
- Track Application Status

Report Section

- Summary Report for RTPS Services
- Summary Report for Other Services

Support Section

- Bihar Services on ServicePlus Presentation
- ServicePlus Presentation
- Brochure
- Service Definer Guide

Helpdesk and Social Media

- e-Mail: [serviceonline@doibihar\[at\]gov\[dot\]in](mailto:serviceonline@doibihar[at]gov[dot]in)
- Bihar ServicePlus on Facebook
- Bihar ServicePlus on Twitter

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Note: -

- Applicant, Executive Assistant, Verifying Officer and Designated Officer of Bihar must use URL: <http://serviceonline.bihar.gov.in> to apply for or to process RTPS and other services.
- Online Applicant (Citizen or Business) should use left menu of the homepage. Executive Assistant, Officer and Admin should use “Officer / Admin Login” given at top-right corner of the homepage.
- <http://serviceonline.bihar.gov.in> will best work in **Mozilla Firefox Browser** for Photo Capture through Webcam.

1.2 ServicePlus is a meta data based integrated, configurable, e-Service delivery and grievance redressal software framework of NIC. It is available at URL: <http://serviceonline.gov.in>:-



1.3 System Configuration for working of ServicePlus: -

(i) Pre-requisites: -

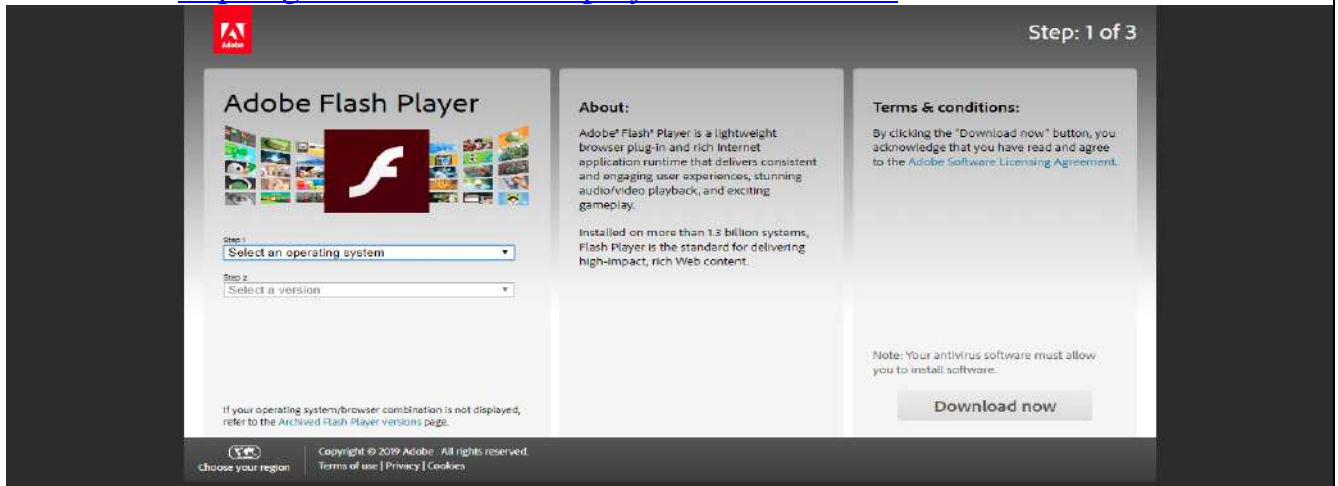
SN	User Type	Hardware and Software Pre-Requisites
1	Applicant (Citizen / Business)	<ul style="list-style-type: none"> 32 bit or 64 bit Computer / Laptop with Windows OS installed. Webcam, Scanner, Printer etc installed. Mozilla Firefox browser installed (necessary) for photo capturing through Webcam. Adobe Flash Player for Mozilla Firefox installed (necessary) for photo capturing through Webcam.

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

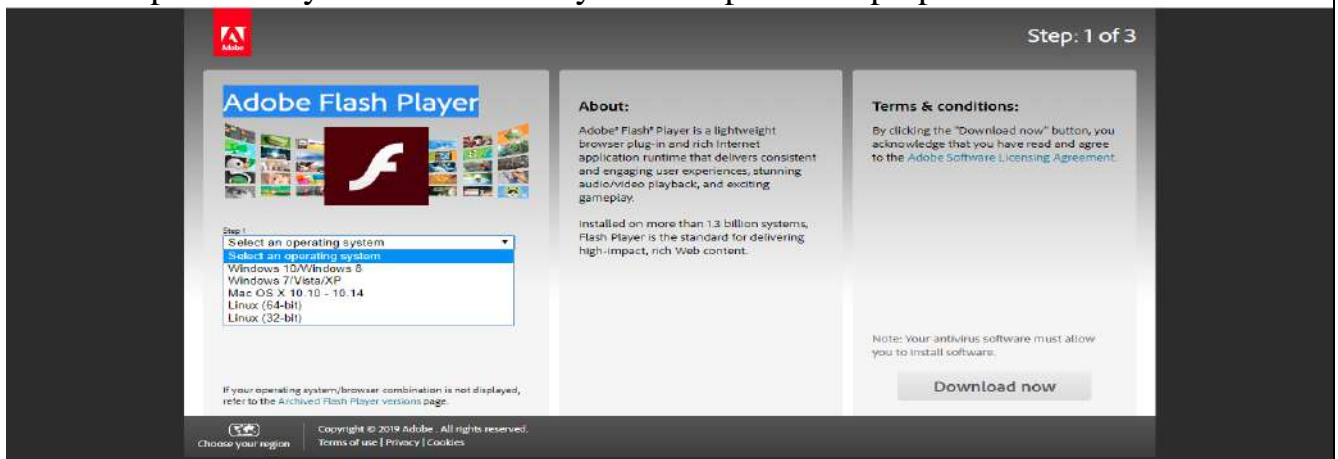
- Download it from https://mozilla_firefox.en.downloadastro.com/.
- Install it as “Standard” installation type.
- Disable “Pop-up Blocker” for all sites.
- JavaScript** is enabled by default and it should be kept enabled.

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

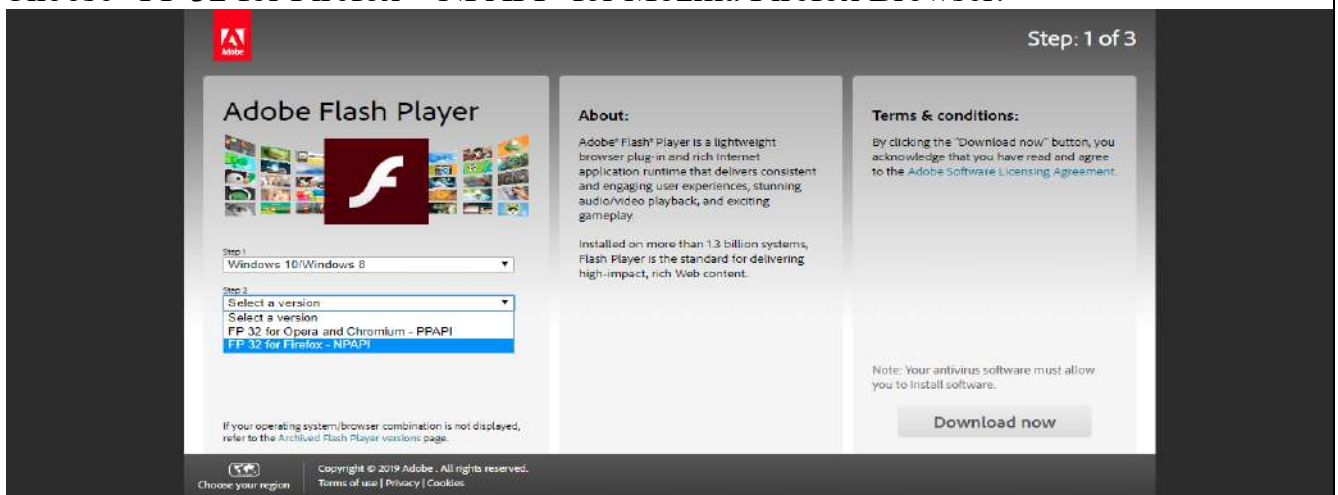
Visit URL: <https://get.adobe.com/flashplayer/otherversions/>



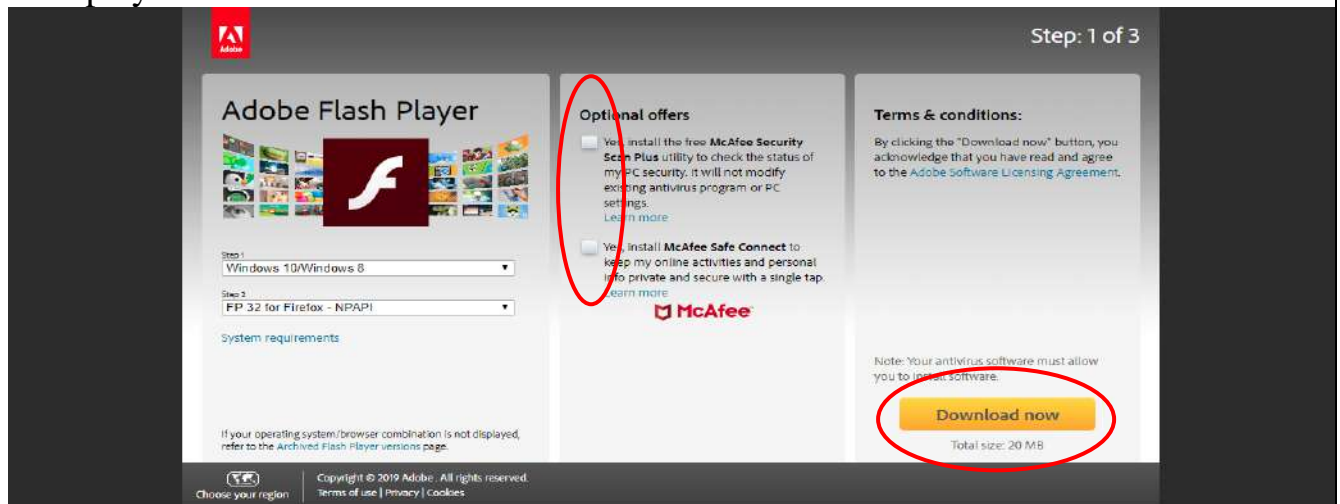
Choose Operation System installed in your Computer / Laptop.



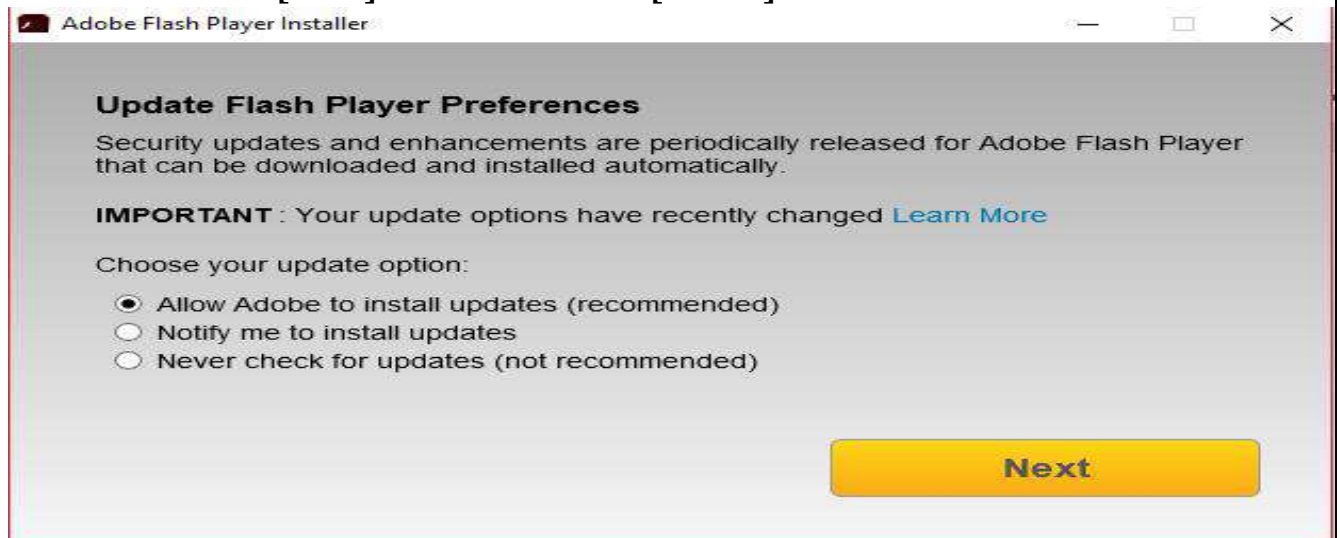
Choose “FP 32 for Firefox – NPAPI” for Mozilla Firefox Browser.



Un-check all “Optional offers” and click on [**Download now**] button for download flash player installer.



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



2. 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, सार्वजनिक))
 5. Passbook (with Photo issued by Bank / Post Office) (पासबुक (फोटो सहित बैंक / डाकघर द्वारा जारी))
 6. PAN Card (पैनकार्ड)
 7. Smart Card (issued under Plans of Ministry of Labour) (स्मार्टकार्ड (श्रम मंत्रालय की योजना के अंतर्गत जारी))
 8. MGNREGA Job Card (मनेरगा जॉबकार्ड)
 9. Health Insurance Smart Card (issued under Plans of Ministry of Labour) (स्वास्थ्यबीमा स्मार्टकार्ड (श्रम मंत्रालय की योजना के अंतर्गत जारी))
 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 <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: -

The screenshot shows the registration form on the ServicePlus portal. The form fields are as follows:

- Full Name ***: Pankaj Kumar
- Email Id ***: pankajnrp98@gmail.com
- Mobile No.**: +91 8376019945
- Password ***: [Masked]
- State ***: BIHAR

The **Validate** button is highlighted with a red circle.

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

The screenshot shows the OTP confirmation message on the ServicePlus portal. The message text is:

An OTP has been send to your email ID pankajnrp98@gmail.com & mobile no 8376019945. Please note that the OTP received is for single use only and is valid for 15 minutes from the time of request.

The **Validate** button is still visible in the background.

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

The screenshot shows the 'OTP Verification' form on the ServicePlus portal. The form is titled 'OTP Verification - pankaj...' and is displayed over the main portal interface. The form fields include:

- Email Id ***: A text box containing 'pankajp98@gmail.com'.
- Email OTP ***: A text box containing '225458'.
- Mobile No.**: A text box containing '+91 8376019945'.
- Mobile OTP ***: An empty text box.

Buttons for 'resend(0/2)' and 'resend(1/2)' are present next to the OTP fields. A green 'Validate' button is at the bottom of the form. The background shows the ServicePlus portal with various service categories like RTPS Services, Other Services, and a LOGIN button.

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

The screenshot shows the 'Word Verification' form on the ServicePlus portal. The form is titled 'Word Verification' and is displayed over the main portal interface. The form fields include:

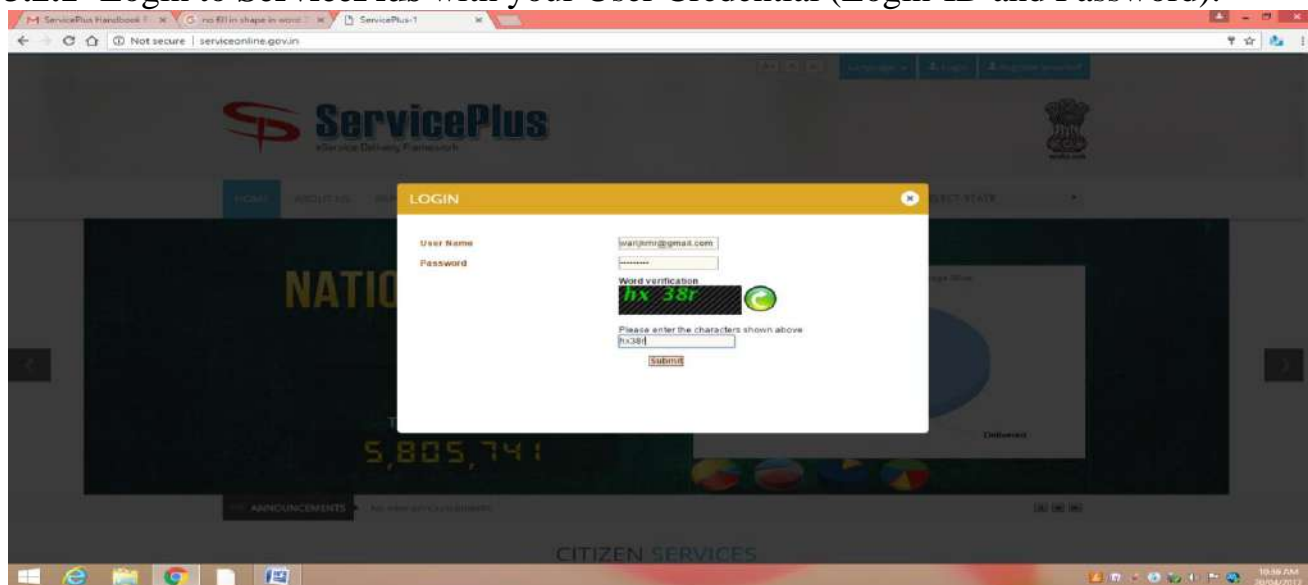
- Mobile OTP ***: An empty text box.
- Word Verification ***: A text box containing the word '2z6ng2'.
- Captcha Text**: A text box for entering the captcha.

Buttons for 'resend(1/2)', 'Validate', 'Submit', and 'Back' are present. The background shows the ServicePlus portal with various service categories like RTPS Services, Other Services, and a LOGIN button.

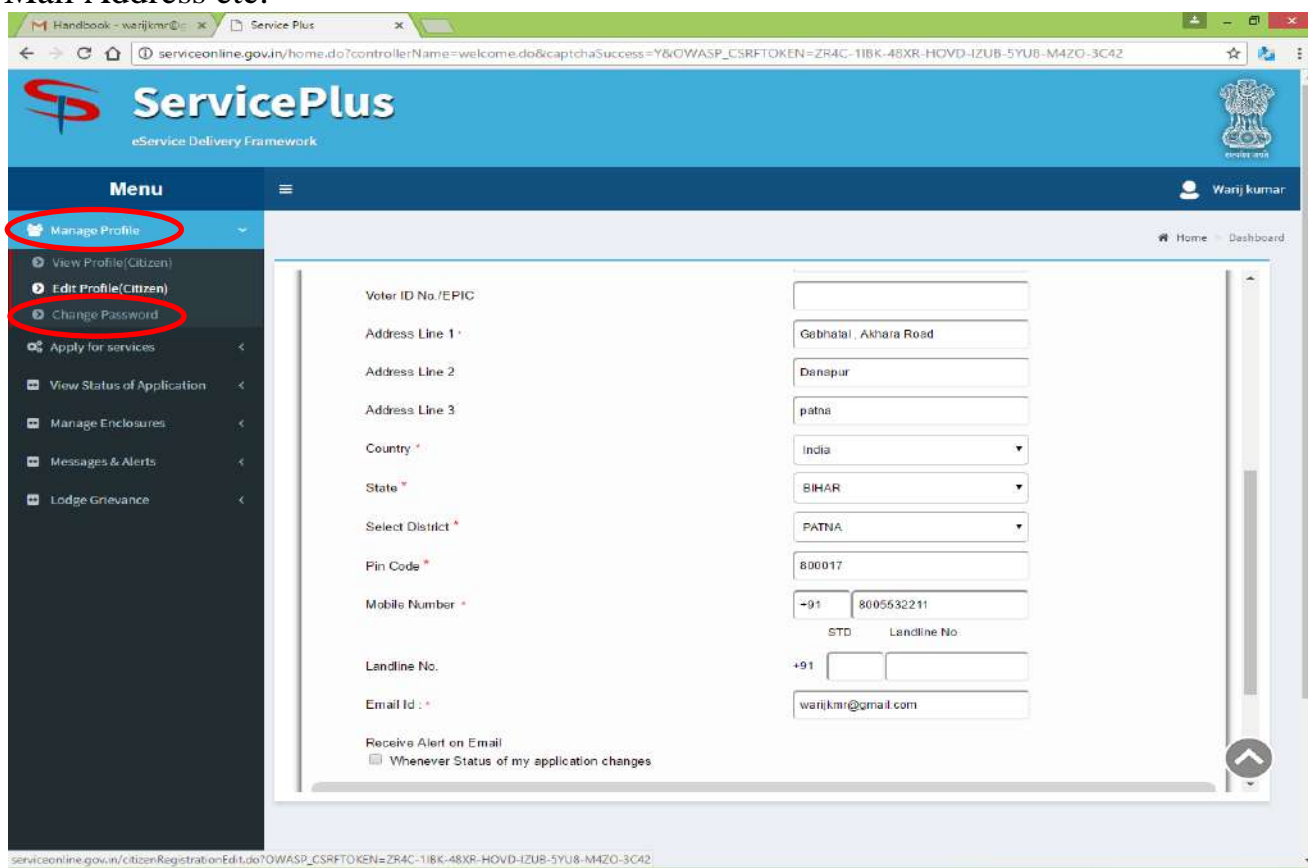
Note: - The E-Mail Address & Password (provided above) would be your User Credential for ServicePlus.

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.

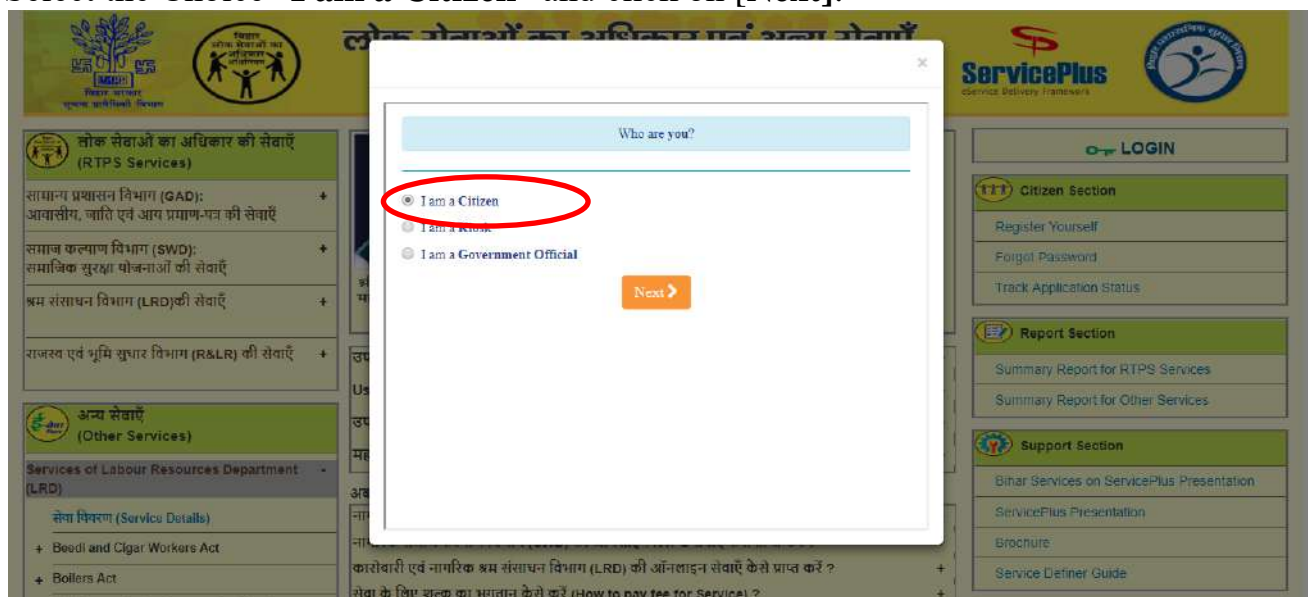
3.3 How to Reset Password ?

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

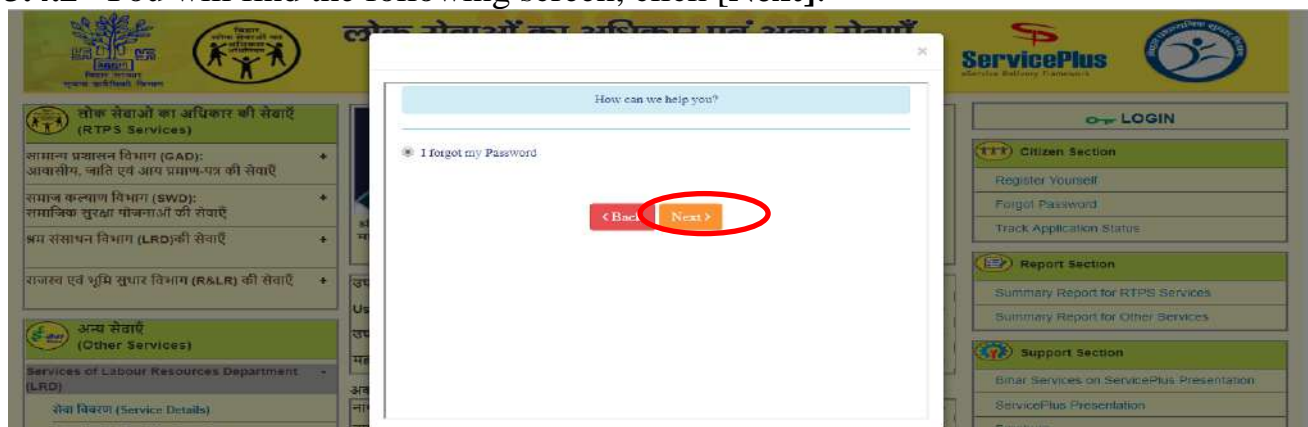
3.3.2 After successful login, you will get the **Welcome** page. In left menu, you will see the option **Manage Profile**. Choose the option **Change Password**. Enter your Old Password, New Password, confirm New Password and then click on **[Submit]**. You will get success message.

3.4 How to Use Forgot Password?

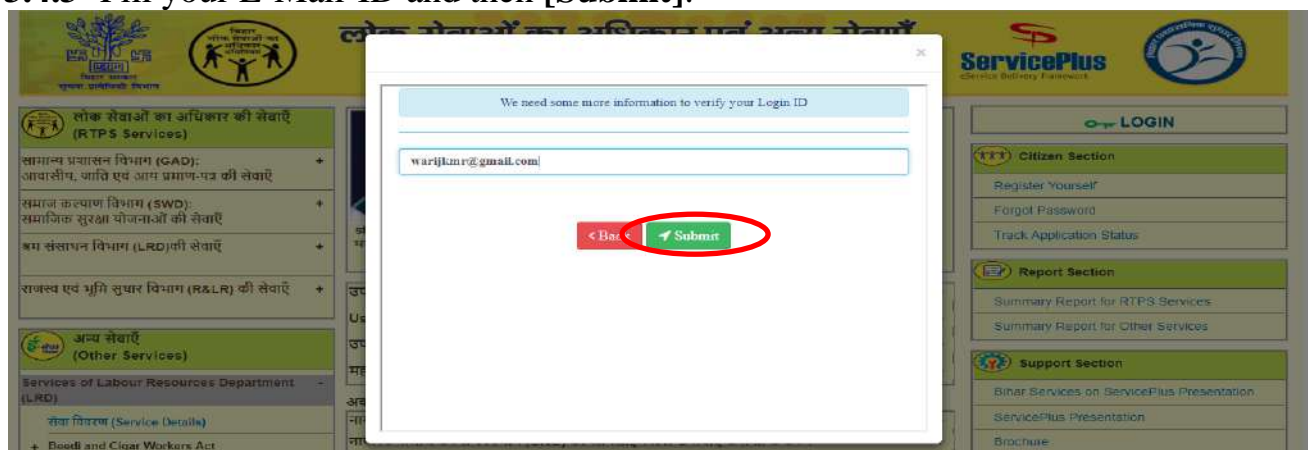
3.4.1 Find “Forgot Password” link in “Citizen Section”, click it and go ahead. Select the Choice “I am a Citizen” and click on [Next]: -



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



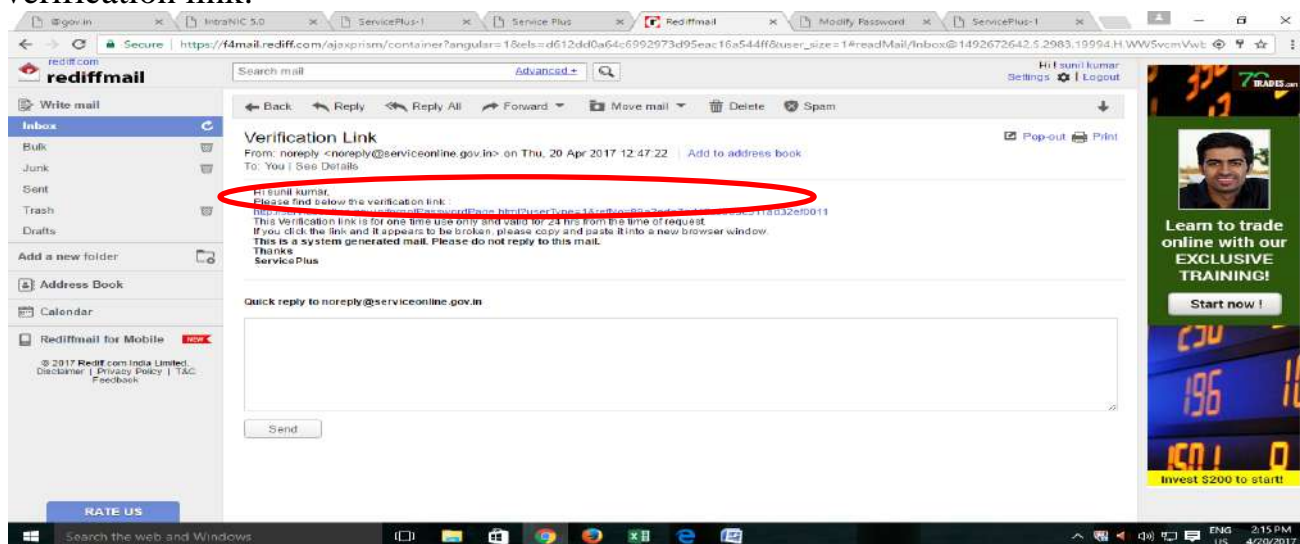
3.4.3 Fill your E-Mail-ID and then [Submit]: -




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: -


ServicePlus

SERVICE PLUS
SERVICE DELIVERY FRAMEWORK

Modify your ServicePlus Password

Login ID / Email ID *




New Password *

Confirm Password *

Strong!

Password should be 8 to 15 characters with atleast one special character(*[@!\$%^&*+=]), one numeric, one small case and one upper case letter (i.e. Abcd@123).

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3.2 How to Create Document Repository?

3.2.1 Login to ServicePlus select option “Manage Enclosure” from left menu: -

The screenshot shows the ServicePlus application interface. The left menu is expanded, and the 'Manage Enclosures' option is highlighted with a red circle. The main content area displays a 'Welcome to Service Plus' message and a list of services provided by the Government of India, State Governments, and Local Governments. The list includes Regulatory Services, Statutory Services, and Developmental Services. Below the list, there is a section titled 'The following are the salient features of the software -' which lists seven features: 1. Service(s) will be created online, 2. Citizens will be submitting applications online, 3. Service units will be able to receive application online, 4. Service units will be able to verify documents and application fee online, 5. Service units will be able to escalate application to some other person, in the case of absence of dealing authority, online, 6. Citizens will be monitoring Application status online, and 7. Private Service Access Providers will be participating in the application receipt/submission and service delivery process online.

3.5.2 Click on “Document Repository” and it will list down all uploaded documents: -

The screenshot shows the ServicePlus application interface. The left menu is expanded, and the 'Document Repository' option is highlighted with a red circle. The main content area displays a 'Document Repository' section with a table titled 'My Documents'. The table has columns for 'Type of Enclosure', 'Document', 'Source', 'Validity', and 'File/Reference'. The table is currently empty, showing 'Showing 0 to 0 of 0 entries'. Below the table, there is a link to 'Attach New Document'.

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

The screenshot displays the 'Attach New Document' form in the ServicePlus application. The form is titled 'Attach New Document' and contains the following fields and buttons:

- Select Enclosure(s) ***: A dropdown menu with 'Aadhaar Card' selected.
- Name of Document ***: A dropdown menu with 'Aadhaar Card' selected.
- Choose File**: A button to select a file from the computer.
- Validity/expiration date**: A date field showing '31/05/2017'.
- Submit**: A button to submit the document, highlighted with a red circle.
- Reset**: A button to reset the form.
- Cancel**: A button to cancel the operation.

The form is part of a larger application interface with a sidebar containing 'Manage Enclosures', 'Document Repository', 'Messages & Alerts', and 'Lodge Grievance'. The footer of the application includes logos for 'india.gov.in', 'National e-Governance Plan', and 'Panchayati Raj', along with a disclaimer: 'Site is designed, hosted and maintained by National Informatics Centre'.

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

4.1 For Block / Circle level Services: -

4.1.1 Primary Way (Online) - Applicant should visit <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:-

The screenshot displays the 'Beedi and Cigar Act - Application for Grant of License Form 1 (Rule 3 and 4)' page. At the top right, there is a 'Login' button with a user icon, which is circled in red. Below the title, there is a 'Service Details' section. The details include:

- The Service Name in English is: Beedi and Cigar Act - Application for Grant 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 India 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 below link: <http://serviceonline.gov.in/serviceLink.html?serviceToken=Bd497UsR9d5088&csrftoken=ur=http://serviceonline.gov.in/serviceLink.html?>>
- Alternatively, the service can be accessed through <http://serviceonline.gov.in>
- The type of this Service is Regulatory.
- Application does not follow FIFO model for application processing.
- This service has no End date.

 A 'Forgot Username/Password' link is also visible on the right side.

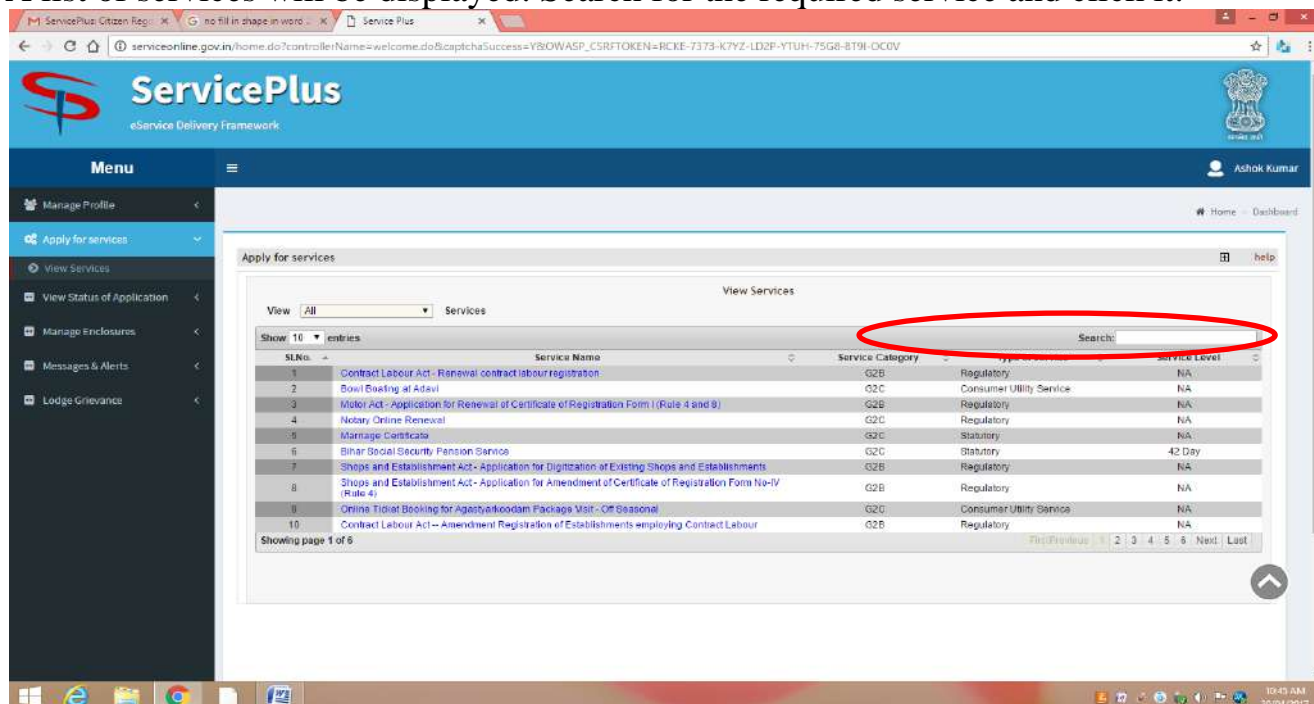
Note: - The above interface is an example for a service only.

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.

The screenshot shows the ServicePlus homepage. The header includes the 'ServicePlus' logo and the tagline 'eService Delivery Framework'. A user profile 'Warij kumar' is logged in. The left sidebar contains a 'Menu' with several options: 'Manage Profile', 'Apply for services' (highlighted with a red circle), 'View Services', 'View Status of Application', 'Manage Enclosures', 'Messages & Alerts', and 'Lodge Grievance'. The main content area displays a 'Welcome to Service Plus' message, followed by a description of the application's purpose and a list of salient features:

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

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.



फॉर्म / Form-XII

निवास प्रमाण-पत्र हेतु आवेदन-पत्र (अंचलाधिकारी स्तर से)

Application Form for Issuance of Residence Certificate from Circle Officer Level



आवेदन का विवरण / Details of Application

सेवा का प्रकार / Type of Service *

☐ सामान्य/General
 ☐ तत्काल/Tatkal

लिंग / Gender *

☐ पुरुष / Male
 ☒ स्त्री / Female
 ☐ तृतीय लिंग / Third Gender

अभिवादन / Salutation *

Please Select

Applicant's Name *

आवेदक / आवेदिका का नाम *

आप प्रमाण-पत्र में किसका नाम देना चाहेंगे / Whose name you want to mention in Certificate ? *

☐ पति / Husband
 ☒ पिता / Father

Father's Name *

पिता का नाम *

पता / Address:-

राज्य / State *

BIHAR

जिला / District *

Please Select

अनुमंडल / Sub Division *

Please Select

प्रखंड सह अंचल / Block cum Circle *

Please Select

पंचायत / Panchayat

Please Select

वार्ड संख्या / Ward No.

ग्राम (Village) / मोहल्ला (Town) *

डाकघर / Post Office *

थाना / Police Station *

निवास का प्रकार / Type of Residence *

☒ स्थायी
 ☐ अस्थायी

आवेदन का उद्देश्य / Purpose of Application

आवेदक का फोटो / Applicant's photograph

Browse...

No file selected

दस्तावेज चयन सूची / Document Check List

उपलब्ध कराये गये दस्तावेजों की सूची / Enclosure attached along with Application Form (General) *

☒ फॉर्म-XIV स्वयं शपथ-पत्र

Apply to the Office *

Block Circle(BLOCK - GHOSHI)

Word verification

628afK

Please enter the characters shown above

Save Draft

Submit

Close

Reset

Note: -

Page 23 of 34

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 निर्माण (अंचल अधिकारी)	
नाम निर्दिष्ट लोक सेवक	: अंचल अधिकारी	
आवेदन संख्या	: BRCCO/2018/00140	
आवेदक का नाम	: श्री कुणाल कुमार	
पिता का नाम	: श्री गुलाब सिंह	
माता का नाम	: सुनैना देवी	
अनुमंडल	: JEHANABAD	जिला : JEHANABAD
पंचायत / वार्ड संख्या	: BHARTHU / 12	अंचल : GHOSHI
आवेदक का मोबाइल नंबर	: 8405904603	गोंद / मोहल्ला : guneri
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 अंदर 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.

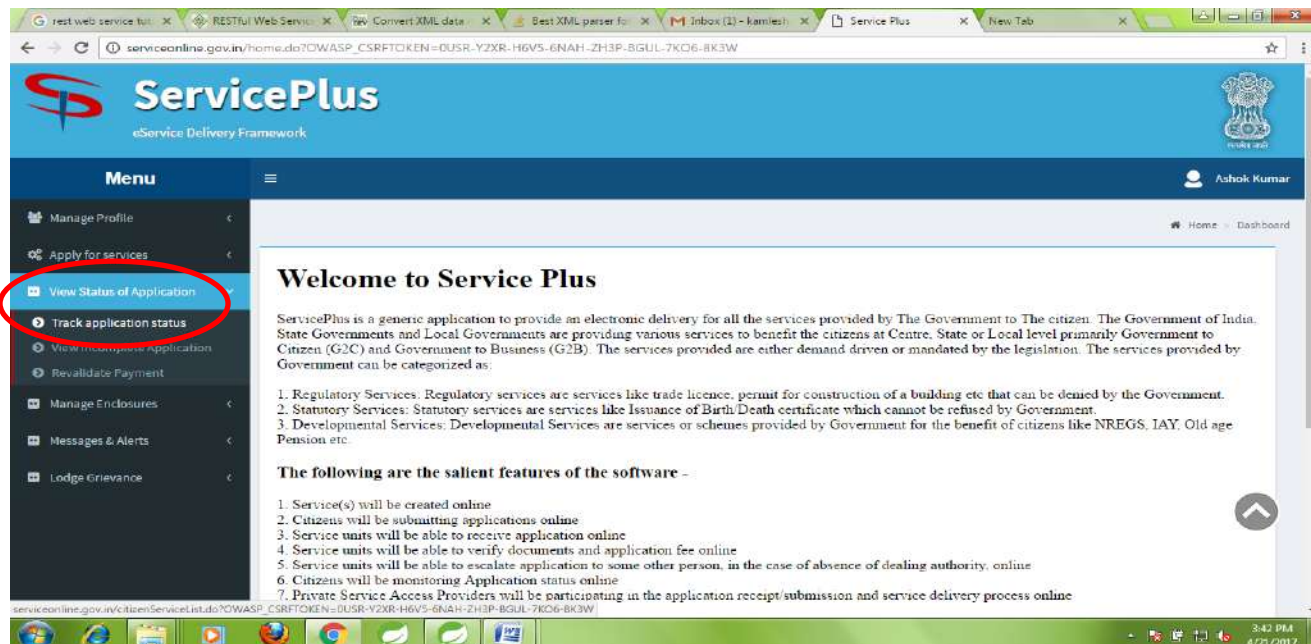
5.2.3 For District level Services (RTPS Counter mode only): -

- (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.

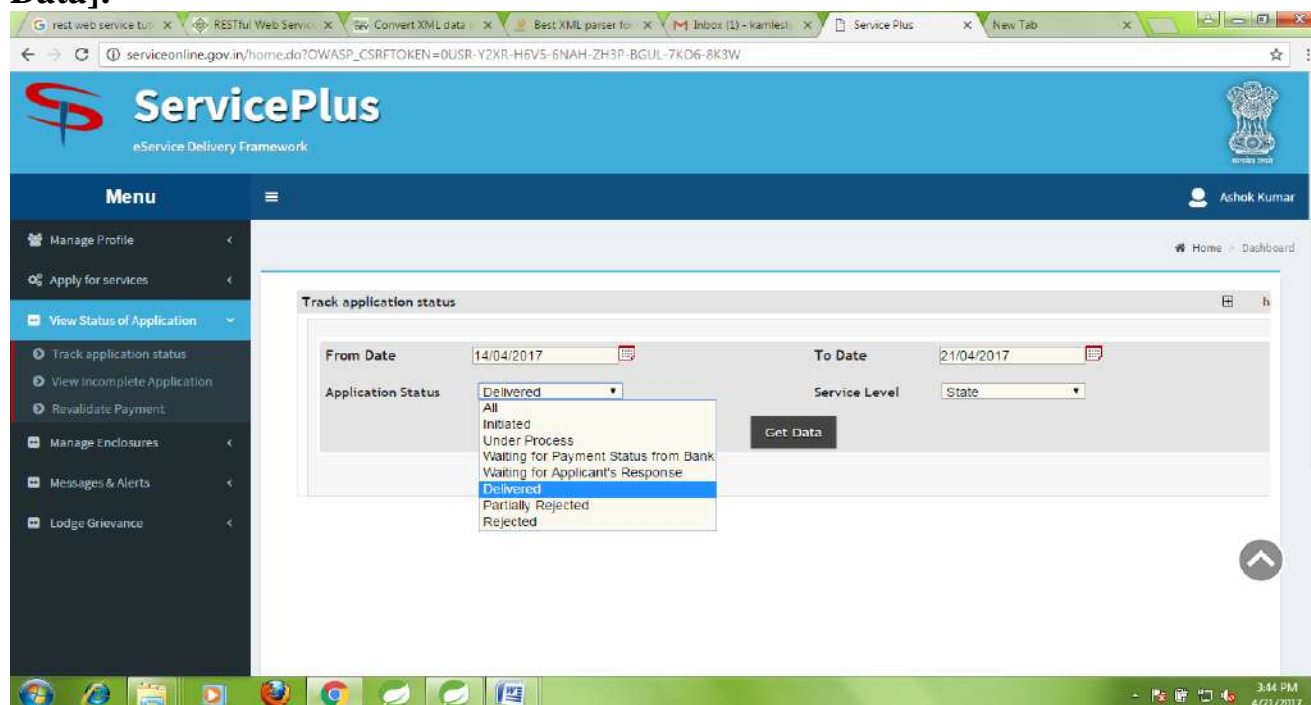
6. How to Download/ Print Certificate?

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”:-

The screenshot shows the 'Track application status' page in the ServicePlus application. The user is logged in as Ashok Kumar. The search filters are set to 'From Date: 14/04/2017', 'To Date: 21/04/2017', 'Application Status: Delivered', and 'Service Level: State'. The 'Get Data' button is visible. Below the filters, a table displays the search results:

SN	Service Name	Application Reference No	Submission Date	Due Date	Current Status
1	Trade Union Act - Application for Annual returns under trade unions act Form-E (Part A)	AnnualRet/2017/00023	15/04/2017	NA	Delivered

The 'Delivered' status in the table is circled in red. The page also shows a search bar and pagination controls at the bottom of the table.

6.5 Select the option “Output Certificate”:-

The screenshot shows the 'Track Status of Application' page in the ServicePlus application. The user is logged in as Ashok Kumar. The page displays the following details:



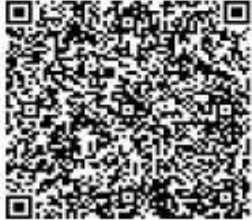
Application Reference Number : AnnualRet/2017/00023
Name of the Service : Trade Union Act - Application for Annual returns under trade unions act Form-E (Part A)
Name of the Applicant : Ashok Kumar

Below the details, a table displays the tasks generated by the system:

Sl.No.	Task Name	Documents Generated By	Status
1	Application Submission	Custom ACK	Completed
2	T1 - Application Verifier	Output Certificate	Delivered

The 'Output Certificate' option in the table is circled in red. The page also shows a search bar and pagination controls at the bottom of the table.

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 तारीख / Date of Issue : 24/09/2018		
<p>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।</p>		
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 **ServicePlus** end, in any case.

OGRAS Payment Interface: -



Online Government Receipt Account System
Finance Department, Government of Bihar
OGRAS

Welcome PANKAJ

[Make Payment](#) [Sign Out](#)

Department Details

Department: Labour, Employment and Training Department
District: Araria
Office: Labour Superintendent, Araria-1
Treasury: Vikash Bhawan
Payment Head: Tax
Scheme Name: RECEIPT UNDER LABOUR RELATED ACTS
Period Year:

Year

Period

Account Details

Serial No	Account No	Amount
1	R0230001010001-00-01	40.0
Total Amount		40.0

Payer/Remitter Details

Name: PANKAJ
Mobile: 8083475877
Email: %S@
Address: %S@
Unique ID Number:
Remarks:

Payment Details

Payment Mode: ☒ e-payment ☐ Payment over the bank counter(Cash/Cheque)
Select Bank:

Select Bank Name

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 through 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
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