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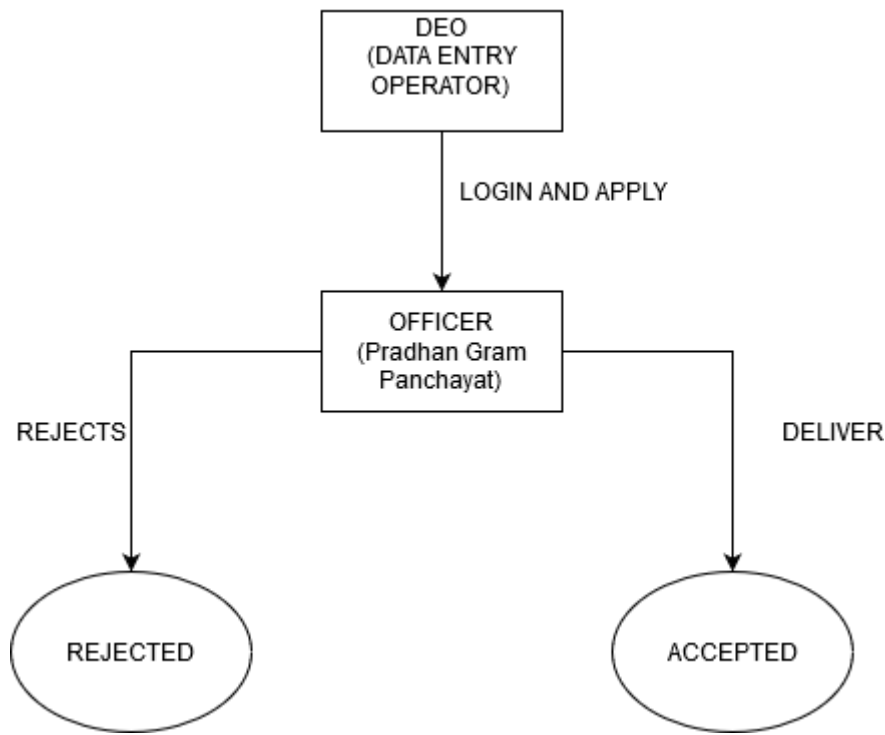
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USER MANUAL

FLOWCHART



PART I:

SUBMISSION OF APPLICATION: (BY COMPUTER OPERATOR)

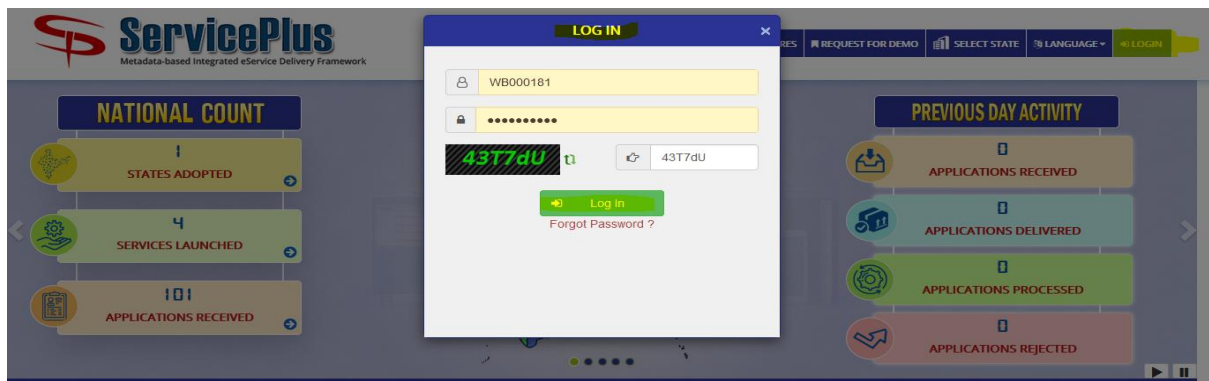
STEP 1:

At first login to Service plus web portal: (<http://tathyasathi.bangla.gov.in>)



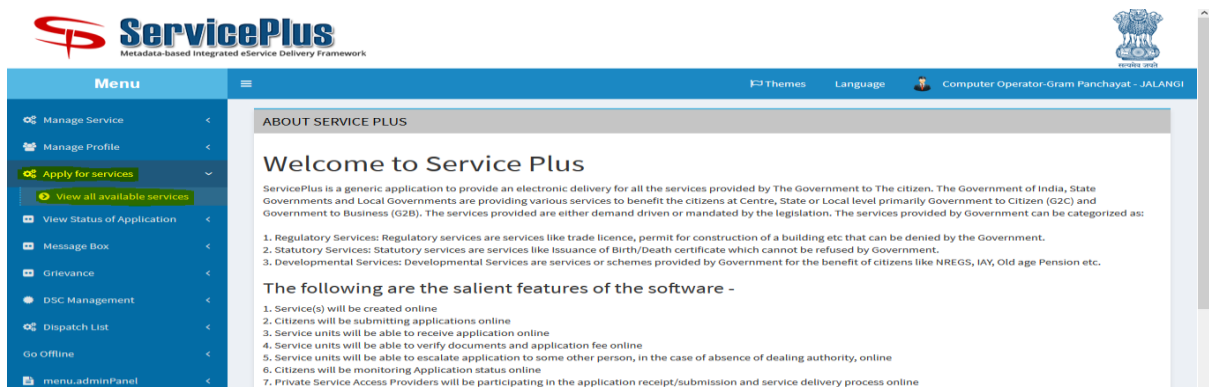
STEP 2:

Login as highlighted with the required credentials such as User ID and Password as shown below with the captcha.



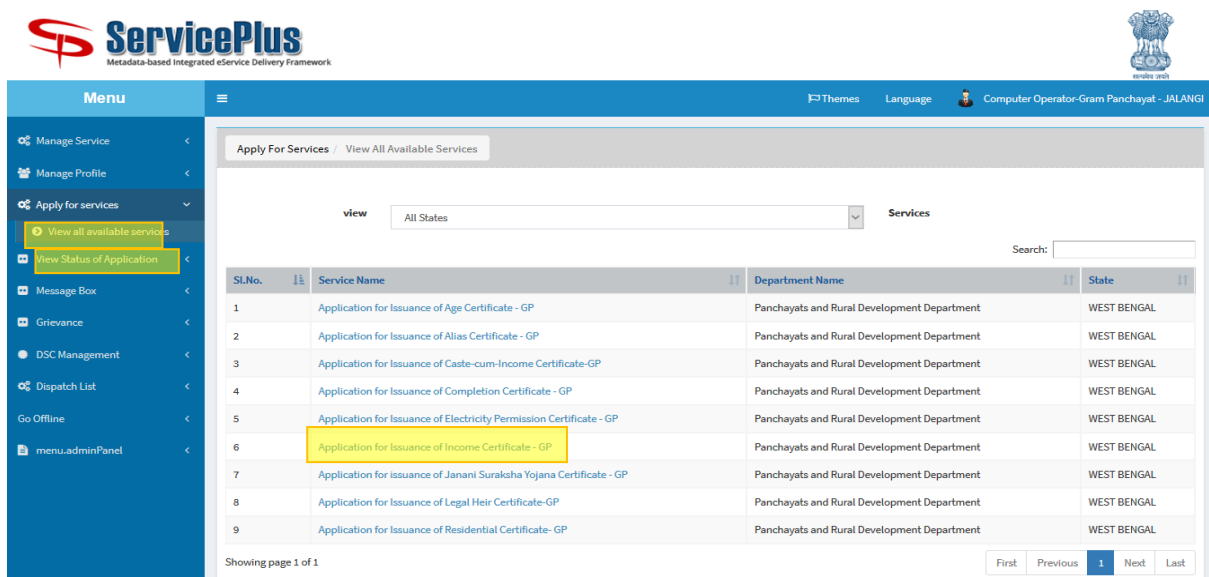
STEP 3:

After Logging In select **“Apply for Services”** from the dashboard and select **“View all available services”** to view your submitted service.



STEP 4:



After selecting **“View all available services”** now select your **“Application for Issuance of Income Certificate - GP”** to check your application.



STEP 5:

Now fill in with the valid applicant's details as required.

After filing the details, give the required captcha and submit the form.



Menu

Manage Service

Manage Profile

Apply for services

View all available services

View Status of Application

Message Box

Grievance

DSC Management

Dispatch List

Go Offline

menu.adminPanel

ThemesLanguageComputer Operator-Gram Panchayat - JALANGI

Application Form - Issuance of Income Certificate - GP

Name of Applicant *
Rabi Roy

Sex *
☒ Male ☐ Female

Guardian's Name *
☒ Father's Name ☐ Husband's Name

Name of applicant's Father
Manas Roy

Mobile Number

E-Mail

District *
MURSHIDABAD

Block *
JALANGI

Gram Panchayat *
JALANGI - Gram Panchayat

Name of Village *
Baral

Post Office *
Baropol

Police Station *
Hazipur


Income of the family *
6000

Income *
☒ Monthly ☐ Annually

Amount in Words *
Six Thousand only

Document No. *
CVFTRG2253N


Document Type *
PAN Card

Applicant's Photo

Browse... profile11.jpg

Additional Details

Apply to the Office *
JALANGI - Gram Panchayat

Word verification


Please enter the characters shown above

DraftSubmitCloseReset

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STEP 6:

This is preview after which you can re edit it or submit it.



ServicePlus
Metadata-based Integrated eService Delivery Framework



सर्वोपेक्षे सर्वे

Menu

Manage Service

Manage Profile

Apply for services

View all available services

View Status of Application

Message Box

Grievance

DSC Management

Dispatch List

Go Offline

menu.adminPanel

Themes

Language

Computer Operator-Gram Panchayat - JALANGI

Application not yet submitted. To proceed click on the appropriate button available at the bottom of this page

Application Form - Issuance of Income Certificate - GP

Name of Applicant :

Rabi Roy

Sex :

Male

Guardian's Name :

Father's Name

Name of Applicant's Father / Husband :

Manas Roy

District :

MURSHDABAD

Block :

JALANGI

Gram Panchayat :

JALANGI - Gram Panchayat

Name of Village :

Baral

Post Office :

Baropoi

Police Station :

Hazipur

Income of the family :

6000

Income :

Monthly

Amount in Words :

Six Thousand only


Document Type :

PAN Card

Document No. :

CVFTRG2253N

Applicant's Photo :



Additional Details

Apply to the Office

JALANGI - Gram Panchayat

Draft Reference No :

Draft_AIIC-GP/2020/00086

12/8/2020 03:25:01 IST


http://tathyasathi.bangla.gov.in/configure

Submit


Edit

Cancel


Click here to initiate new application




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STEP 8:

This is the applicant's acknowledgement slip which can be printed or downloaded as pdf.

The screenshot shows the ServicePlus web application interface. The header includes the ServicePlus logo, the text 'Metadata-based Integrated eService Delivery Framework', and the user profile 'Computer Operator-Gram Panchayat - JALANGI'. The left sidebar contains a menu with options like 'Manage Service', 'Manage Profile', 'Apply for services', 'View Status of Application', 'Message Box', 'Grievance', 'DSC Management', 'Dispatch List', 'Go Offline', and 'menu.adminPanel'. The main content area is titled 'APPLICATION ACKNOWLEDGEMENT' and features a circular logo with a triangle inside. Below the logo, the text reads: 'Date: 12/08/2020', 'Dear Sir/Madam,', 'Thank you for using ServicePlus.', 'Your Application for Issuance of Income Certificate - GP has been successfully submitted to JALANGI - Gram Panchayat, WEST BENGAL.', 'Application Reference Number is AIIC-GP/2020/00084', and 'Regards ServicePlus'. At the bottom right, there are buttons for 'Print', 'Export to PDF', 'Close', and 'Click here to initiate new application'.

PART II:

TRACKING FOR ISSUANCE OF APPLICATION CERTIFICATE:

STEP 1:

The Applicant's application can be tracked by going to "View Status of Application" and selecting "Track application status" by providing application ref. no: ***** and selecting "Get Data" button.

The screenshot shows the ServicePlus web application interface for tracking an application. The header is the same as in the previous screenshot. The left sidebar menu is expanded, showing 'View Status of Application' with sub-options: 'Track application status', 'View Incomplete Application', 'Revalidate Payment', and 'Correction in Legacy Application'. The main content area has a search form with 'From Date' (12/05/2020), 'To Date' (12/08/2020), and 'App Ref No.' (AIIC-GP/2020/00023). A 'Get Data' button is on the right. Below the search form is a table with the following data:

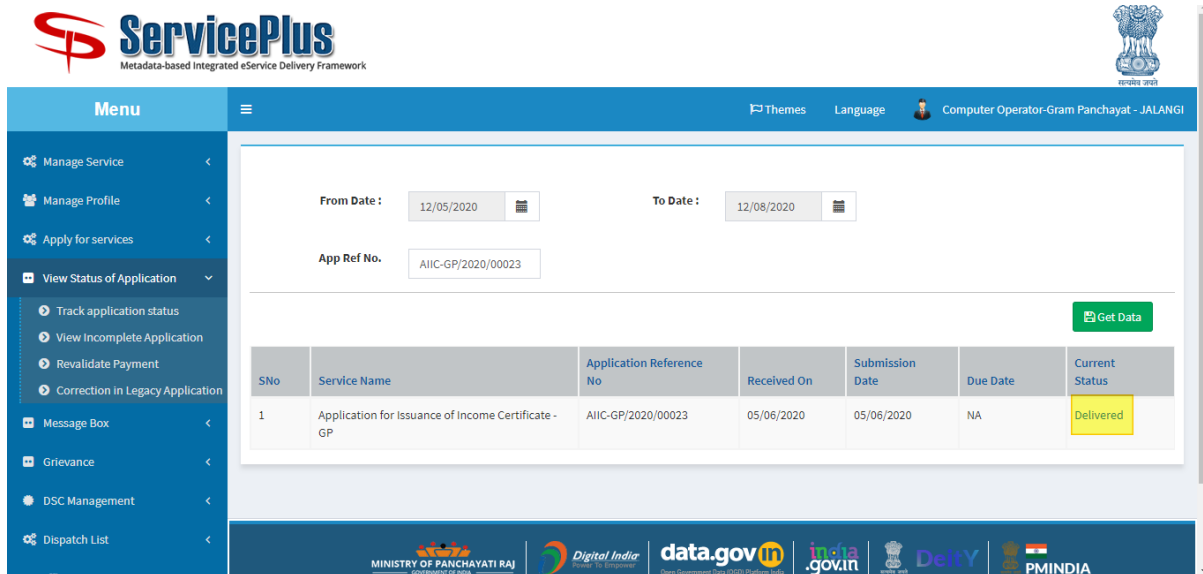
SNo	Service Name	Application Reference No	Received On	Submission Date	Due Date	Current Status
1	Application for Issuance of Income Certificate - GP	AIIC-GP/2020/00023	05/06/2020	05/06/2020	NA	Delivered

The footer contains logos for the Ministry of Panchayati Raj, Digital India, data.gov.in, india.gov.in, Delhi, and PMINDIA.

STEP 2:

After getting the list of data select the preferable Service Name which are delivered.

BY selecting delivered we can get the details of the Income certificate.



ServicePlus
Metadata-based Integrated eService Delivery Framework

Menu

- Manage Service
- Manage Profile
- Apply for services
- View Status of Application
 - Track application status
 - View Incomplete Application
 - Revalidate Payment
 - Correction in Legacy Application
- Message Box
- Grievance
- DSC Management
- Dispatch List

From Date : 12/05/2020 To Date : 12/08/2020

App Ref No. AIIC-GP/2020/00023

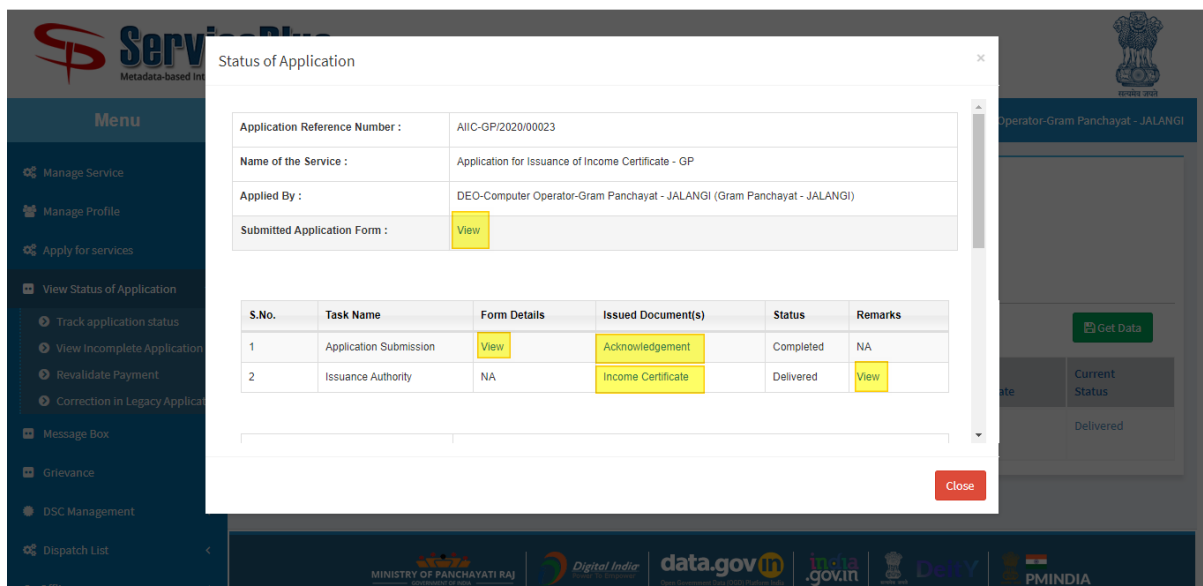
Get Data

SNo	Service Name	Application Reference No	Received On	Submission Date	Due Date	Current Status
1	Application for Issuance of Income Certificate - GP	AIIC-GP/2020/00023	05/06/2020	05/06/2020	NA	Delivered

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STEP 3:

After selecting delivered a modal pops up with applicant's all details such as their Income certificate provided, application submission form etc. which can be downloaded for future use.



ServicePlus
Metadata-based Integrated eService Delivery Framework

Menu

- Manage Service
- Manage Profile
- Apply for services
- View Status of Application
 - Track application status
 - View Incomplete Application
 - Revalidate Payment
 - Correction in Legacy Application
- Message Box
- Grievance
- DSC Management
- Dispatch List

Status of Application

Application Reference Number : AIIC-GP/2020/00023

Name of the Service : Application for Issuance of Income Certificate - GP

Applied By : DEO-Computer Operator-Gram Panchayat - JALANGI (Gram Panchayat - JALANGI)

Submitted Application Form : View

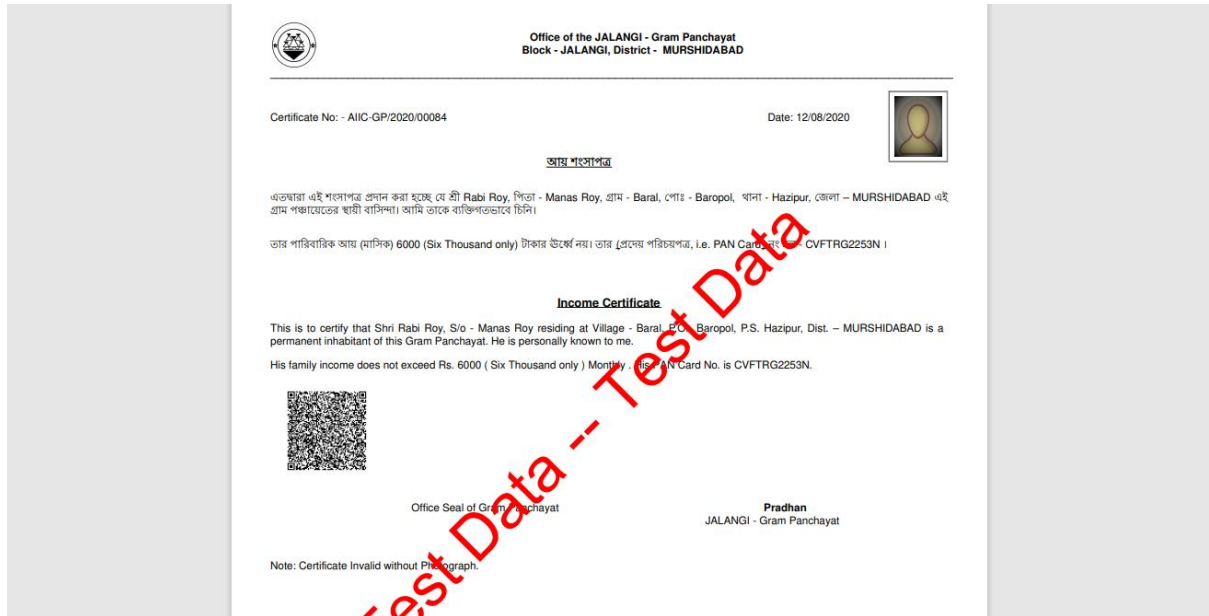
S.No.	Task Name	Form Details	Issued Document(s)	Status	Remarks
1	Application Submission	View	Acknowledgement	Completed	NA
2	Issuance Authority	NA	Income Certificate	Delivered	View

Close

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STEP 4:

A Sample of Income certificate is been provided which can be get by selecting the Income certificate.
The QR code and ref: no. is unique.



Office of the JALANGI - Gram Panchayat
Block - JALANGI, District - MURSHIDABAD

Certificate No: - AIIC/GP/2020/00084 Date: 12/08/2020

আয় শংসাপত্র

এতদ্বারা এই শংসাপত্র প্রদান করা হচ্ছে যে শ্রী Rabi Roy, পিতা - Manas Roy, গ্রাম - Baral, পোতা - Baropol, থানা - Hazipur, জেলা - MURSHIDABAD এই গ্রাম পঞ্চায়েতের স্থায়ী বাসিন্দা। আমি তাকে ব্যক্তিগতভাবে চিনি।

তার পারিবারিক আয় (মাসিক) 6000 (Six Thousand only) টাকার ঊর্ধ্বে নয়। তার প্রদেয় পরিচয়পত্র, i.e. PAN Card No. CVFTRG2253N।

Income Certificate

This is to certify that Shri Rabi Roy, S/o - Manas Roy residing at Village - Baral, P.O. - Baropol, P.S. Hazipur, Dist. - MURSHIDABAD is a permanent inhabitant of this Gram Panchayat. He is personally known to me.

His family income does not exceed Rs. 6000 (Six Thousand only) Monthly. His PAN Card No. is CVFTRG2253N.

Office Seal of Gram Panchayat Pradhan
JALANGI - Gram Panchayat

Note: Certificate Invalid without Photograph.

PART III:

ISSUANCE OF INCOME CERTIFICATE: (By PRADHAN GRAM PANCHAYAT)

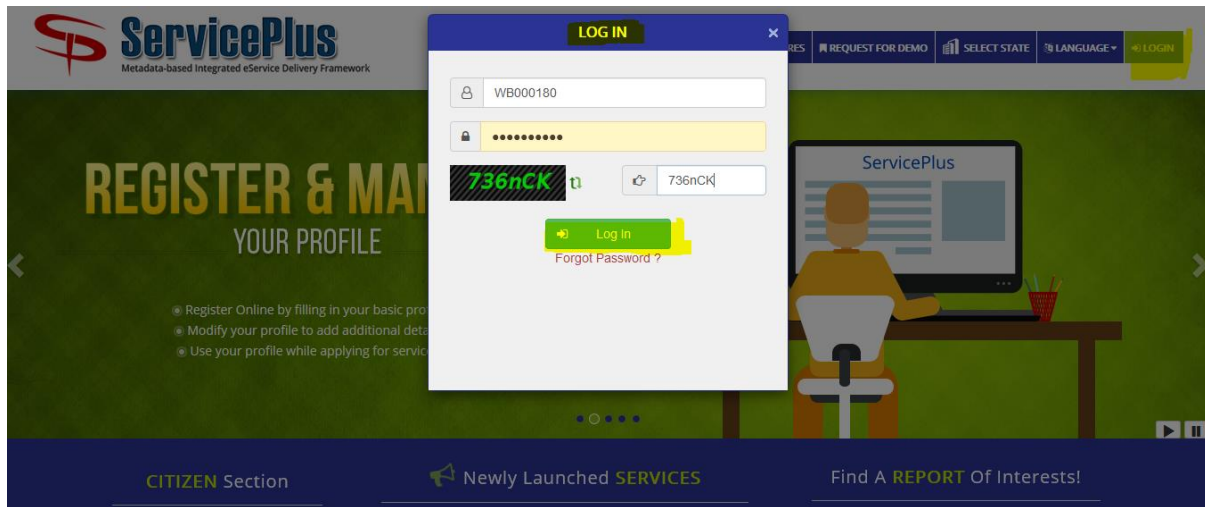
STEP 1:

At first login to Service plus web portal: (<http://tathyasathi.bangla.gov.in>)



STEP 2:

Login as highlighted with the required credentials such as User ID and Password as shown below with the captcha.



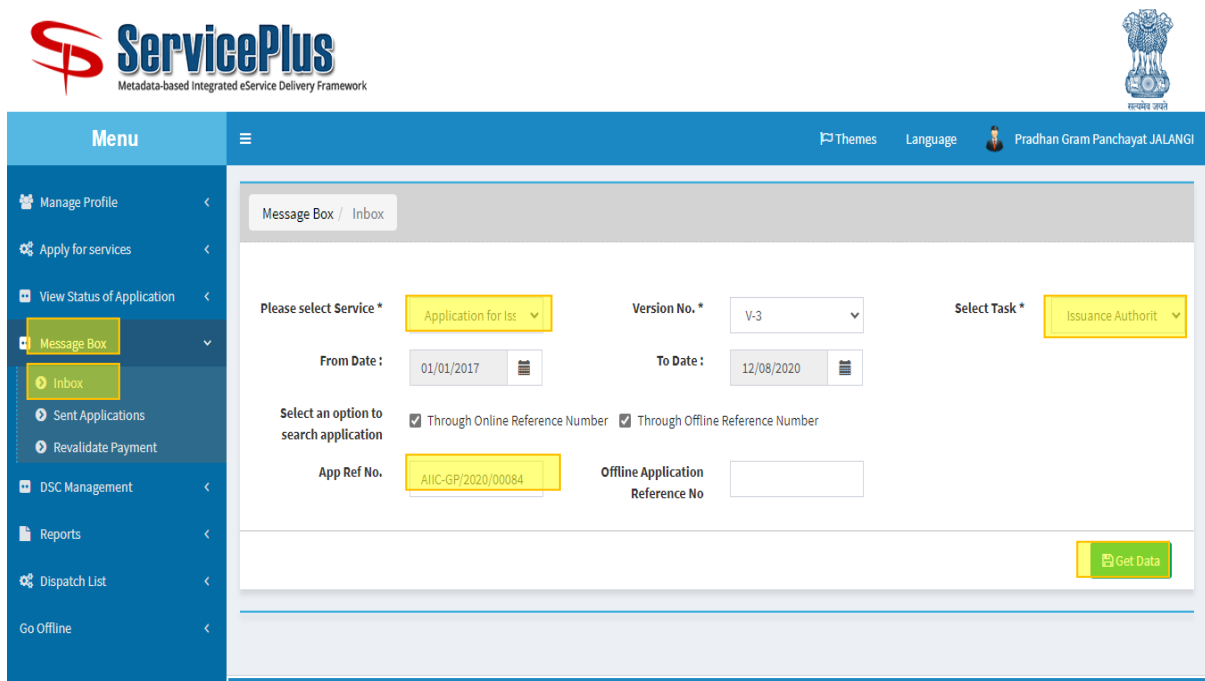
The image shows the ServicePlus login interface. A modal window titled "LOG IN" is centered over the main page. The modal contains the following fields and elements:

- User ID field: WB000180
- Password field: Masked with dots
- Captcha field: 736nCK
- Log In button: Green button with a right arrow icon
- Forgot Password? link: Text link below the Log In button

The background page features the ServicePlus logo, a "REGISTER & MAIL YOUR PROFILE" banner, and navigation links at the bottom: CITIZEN Section, Newly Launched SERVICES, and Find A REPORT Of Interests!.

STEP 3:

Here the applicant's application can be accepted or rejected by going to "Message Box" and selecting "Inbox".



The image shows the ServicePlus Message Box interface. The left sidebar contains a "Menu" with the following items:

- Manage Profile
- Apply for services
- View Status of Application
- Message Box (selected)
- Inbox (selected)
- Sent Applications
- Revalidate Payment
- DSC Management
- Reports
- Dispatch List
- Go Offline

The main content area is titled "Message Box / Inbox" and contains the following fields and elements:

- Please select Service *: Application for Issuance
- Version No. *: V-3
- Select Task *: Issuance Authority
- From Date: 01/01/2017
- To Date: 12/08/2020
- Select an option to search application: ☒ Through Online Reference Number, ☒ Through Offline Reference Number
- App Ref No.: AIIC-GP/2020/00084
- Offline Application Reference No.: (empty field)
- Get Data button: Green button with a right arrow icon

The top right of the page shows the ServicePlus logo, the Government of India emblem, and the text "Pradhan Gram Panchayat JALANGI".

STEP 4:

Here the Pradhan has to select service “**Application for Issuance of Income Certificate - GP**” and fetch data by hitting the button “**Get Data**” which leads to the list of pending applications.

Here “**Application Number**” can be selected to get the applicant’s detail and “**Take Action/Pull**” would lead to a new page for issuing the certificate or rejecting it.

Sl.No.	Application Number	Status	Action	Return to Pool
1	AHC-GP/2020/00084	Initiated	Pull	

STEP 5:

Here the Pradhan has the right to see the applicant’s application form by selecting the certificate icon.

It can be further submitted or edited or cancelled.

Document Name	View Document
Certificate	

[Submit](#) [Edit Form](#) [View Form](#) [Cancel](#) [Back to Inbox](#)

STEP 6:

By selecting edit button it leads to open this page.

By selecting Action of rejecting or delivering the certificate with the respective remark can lead to form rejection or approval.

The screenshot shows a web application interface. On the left is a blue sidebar menu with options like 'Manage Profile', 'Apply for services', 'View Status of Application', 'Message Box', 'DSC Management', 'Reports', 'Dispatch List', and 'Go Offline'. The main content area has a top header with 'Themes', 'Language', and 'Pradhan Gram Panchayat JALANGI'. Below the header, there's a form with fields: 'Service Name-' (Application for issuance of Income Certificate - OP), 'Current Task-' (Issuance Authority), 'Application Reference Number-' (A/C-09/2020/00084), and 'Application Received Date-' (12-08-2020). A yellow button labeled 'View Processing History' is highlighted. Below this, there's a table with columns: 'Task Name', 'User', 'Received Date', 'Processed Date', and 'Action Details'. The table has two rows: 'Issuance Authority' (Pradhan Gram Panchayat JALANGI, 12/08/2020, NA, Under Processing) and 'Application Submission' (DEO, NA, 12/08/2020 15:36:17, Completed). At the bottom, there's a form titled 'Issuance Certificate' with an 'Action' section containing 'Reject' and 'Deliver' buttons, and a 'Remarks' text area. At the very bottom, there are buttons: 'Submit', 'Reset', 'Cancel', 'Back to Inbox', and 'Return to Pool'.

Task Name	User	Received Date	Processed Date	Action Details
Issuance Authority	Pradhan Gram Panchayat JALANGI	12/08/2020	NA	Under Processing
Application Submission	DEO	NA	12/08/2020 15:36:17	Completed

STEP 7:

By selecting “**View Processing History**” the application history can be seen such as applied date, issuance authority name with date etc.

The screenshot shows the 'View Processing History' page. It features a yellow button labeled 'View Processing History' at the top. Below it, there's a form with fields: 'Application Reference Number-' (A/C-09/2020/00084), 'Application Applied Date-' (29/07/2020), and 'Application Due Date-' (29/07/2020). Below this, there's a table with columns: 'Task Name', 'User', 'Received Date', 'Processed Date', and 'Action Details'. The table has two rows: 'Issuance Authority' (Pradhan Gram Panchayat JALANGI, 29/07/2020, NA, Under Processing) and 'Application Submission' (DEO, NA, 29/07/2020 13:37:40, Completed).

Task Name	User	Received Date	Processed Date	Action Details
Issuance Authority	Pradhan Gram Panchayat JALANGI	29/07/2020	NA	Under Processing
Application Submission	DEO	NA	29/07/2020 13:37:40	Completed

STEP 8:

By selecting view form a pop up opens which shows the state of the application.

The screenshot displays the ServicePlus web application. On the left is a blue sidebar menu with options like 'Manage Profile', 'Apply for services', 'View Status of Application', 'Message Box', 'DSC Management', 'Reports', 'Dispatch List', and 'Go Offline'. The main content area shows a form titled 'Do you want to digitally sign the document?' with a table of documents. A modal window titled 'Action' is open, showing details for 'Application Reference Number: AICCIC-GP/2020/00011' and a table with columns 'Action', 'Documents', and 'Remarks'. The 'Action' column contains 'Deliver', 'Documents' contains 'deliver', and 'Remarks' contains 'deliver'. At the bottom of the modal are buttons for 'View Form', 'Cancel', and 'Back to Inbox'. The top right of the page shows the user is 'Pradhan Gram Panchayat JALANGI'.

STEP 9:

After completion of all this for the final submission would be done by selecting the radio button for getting the digitally signed document or not.

This screenshot shows the final submission step in the ServicePlus application. The main content area has a heading 'Do you want to digitally sign the document?' followed by radio buttons for 'Yes' and 'No'. Below this is a table with columns 'Document Name' and 'View Document'. The 'Document Name' column contains 'Certificate', and the 'View Document' column contains a document icon. At the bottom of the form are buttons for 'Submit', 'Edit Form', 'View Form', 'Cancel', and 'Back to Inbox'. The top right of the page shows the user is 'Chairman-Gram Panchayat - JALANGI'.

STEP 10:

Like this other application can be approved or rejected by the Pradhan authority.

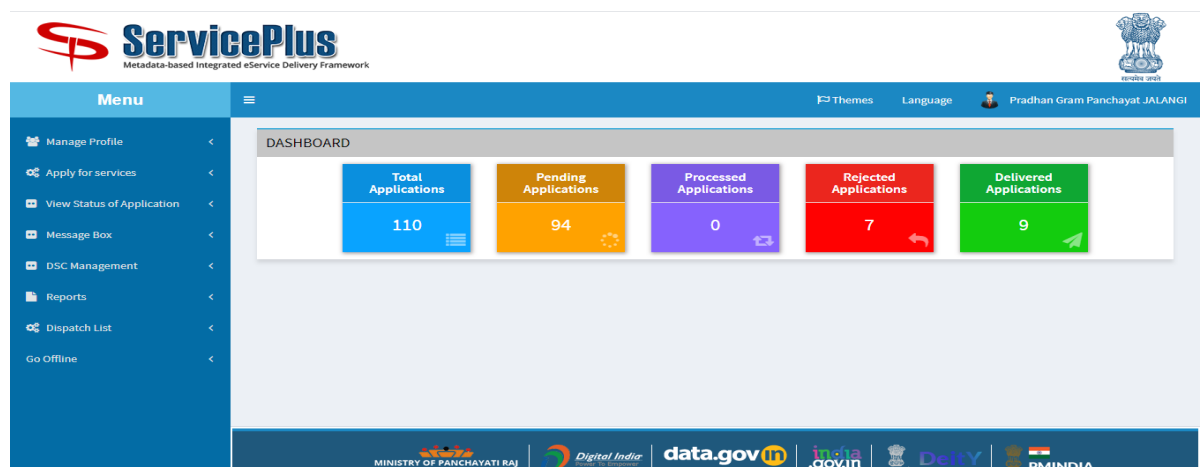
The screenshot shows the 'Successfully Submitted' screen in the ServicePlus application. The main content area has a large red text 'Successfully Submitted' and a button labeled 'Back to Inbox'. The sidebar menu and top navigation bar are the same as in the previous steps.

PART IV:

Reporting And Certificate Dispatch: (By PRADHAN GRAM PANCHAYAT)

STEP 1:

This is the dashboard showing the Total no. of application ,No. of pending Applications, Delivered Applications and Processed Application after login.



Login and goto “Dispatch List” and select “View Delivered Services” which lead to open to get the data.

We can “select the service” and we can also get the data in respect of date from “from date - to date”.

There is a option to get the data in respect of particular “App Ref No.” too.

The screenshot shows the 'View Delivered Service' form in the ServicePlus application. The form includes a breadcrumb 'Dispatch List / View Delivered Service'. It has fields for 'Please select Service *' (Application for Issuance of Incom), 'Submission Office *' (JALANGI), 'From Date' (14/05/2020), 'To Date' (12/08/2020), and 'App Ref No.' (AIIC-GP/2020/00084). A 'Get Data' button is located at the bottom right. The form also displays 'No Data Found' at the bottom. The footer includes logos for the Ministry of Panchayati Raj, Digital India, data.gov.in, india.gov.in, Deity, and PMINDIA.

Field	Value
Please select Service *	Application for Issuance of Incom
Submission Office *	JALANGI
From Date	14/05/2020
To Date	12/08/2020
App Ref No.	AIIC-GP/2020/00084

STEP 2:

Select the “**Application ID**” to get the dispatched certificate like below.

We can get a printout by the print button given there.

The screenshot displays the ServicePlus application interface. On the left, a blue sidebar menu contains options like 'Manage Profile', 'Apply for services', 'View Status of Application', 'Message Box', 'DSC Management', 'Reports', 'Dispatch List', and 'View Delivered Service'. The main area shows a 'Dispatch List' with a table containing columns for 'S.No.', 'Application', and 'Status'. A sample 'Income Certificate' is shown, issued by the Pradhan Gram Panchayat JALANGI, dated 12/08/2020. The certificate is for Shri Rabi Roy, Son of Manas Roy, residing at Village - Banki, P.S. Haripur, Dist. - MURSHIDABAD. It certifies that he is a permanent inhabitant of the Gram Panchayat and his family income does not exceed Rs. 6000 (Six Thousand only) per annum. A red diagonal watermark 'Test Data -- Test Data' is overlaid on the certificate. To the right, a search bar and a 'Get Data' button are visible.

STEP 3:

Select to print from the list.

This screenshot shows the same ServicePlus application interface as before, but with a print dialog box open. The dialog box is titled 'Print' and shows '1 page'. It has options for 'Destination' (Save as PDF), 'Pages' (All), and 'Layout' (Portrait). There are 'More settings' and 'Print' buttons. The background shows the 'Dispatch List' table with columns for 'S.No.', 'Service Delivered Date', and 'Signature Or Address'. A 'Print' button is also visible in the bottom right corner of the application interface. The footer of the application contains logos for 'gov.in', 'india.gov.in', 'Deity', and 'PMINDIA', along with text stating the site is technically designed, hosted and maintained by National Informatics Centre, and is powered by SERVICEPLUS.