

CONTENTS:

1. PART I:

- a. SUBMISSION OF APPLICATION BY COMPUTER OPERATOR

2. PART II:

- a. TRACKING OF APPLICATION STATUS BY COMPUTER OPERATOR

3. PART III:

- a. ISSUANCE OF CERTIFICATE BY PRADHAN GRAM PANCHAYAT

4. PART IV:

- a. REPORTING AND CERTIFICATE DISPATCH BY PRADHAN GRAM PANCHAYAT

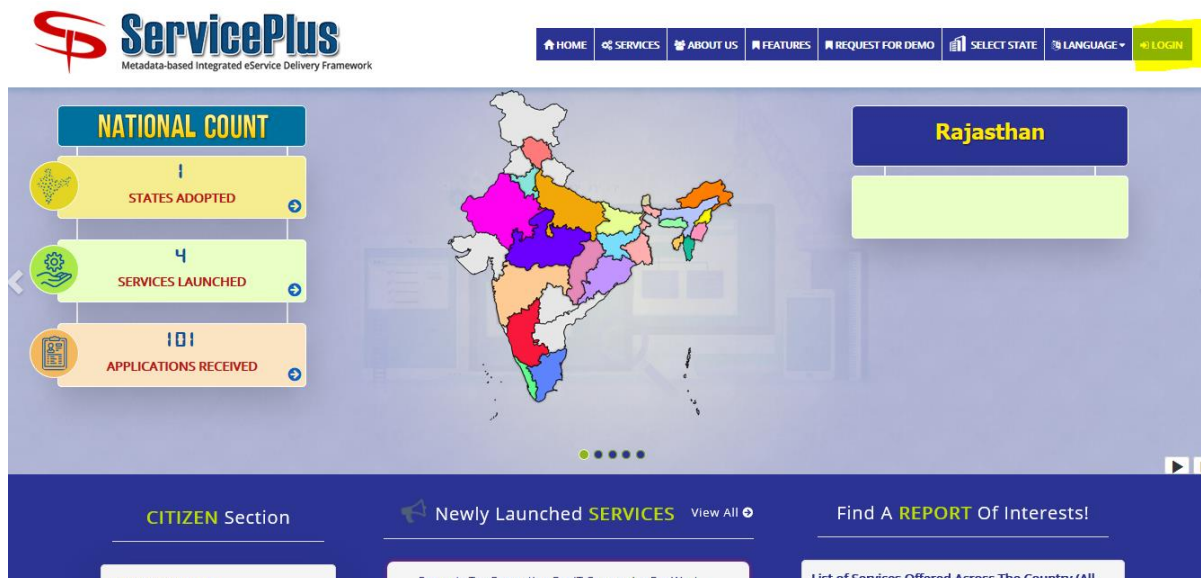
USER MANUAL

PART I:

SUBMISSION OF APPLICATION: (BY COMPUTER OPERATOR)

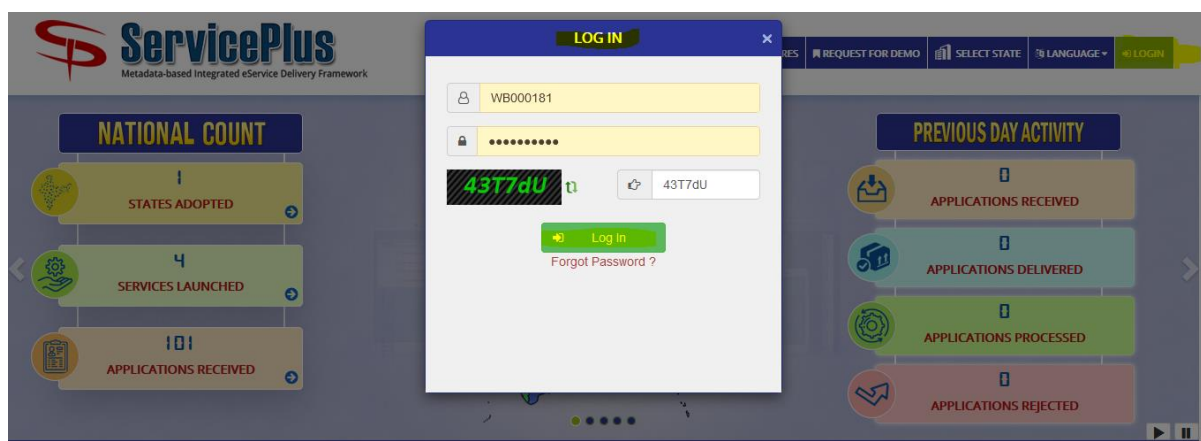
STEP 1:

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



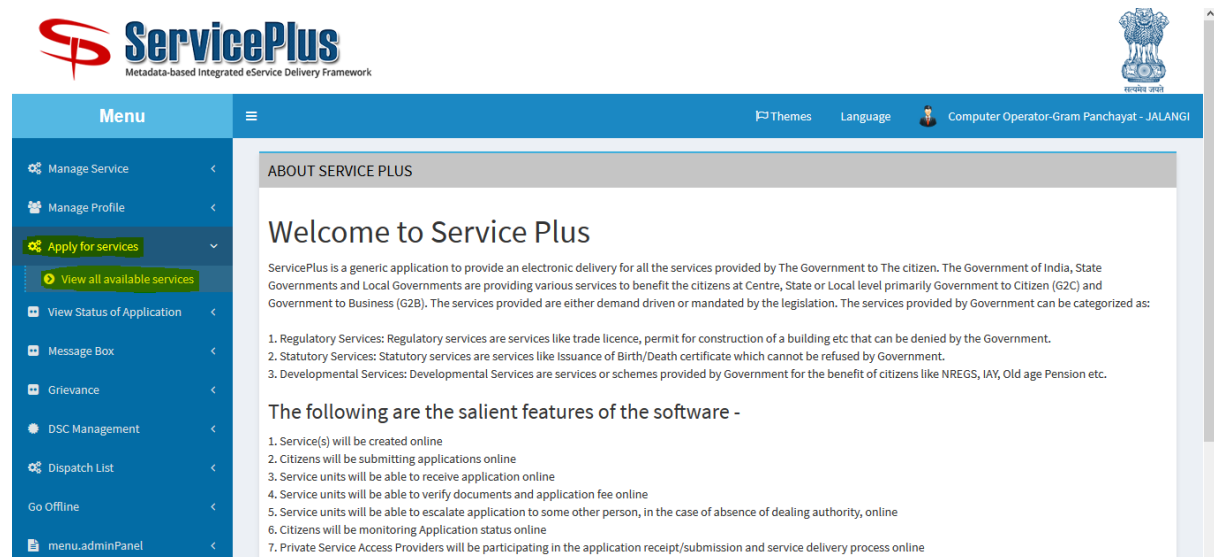
STEP 2:

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.



The screenshot shows the ServicePlus dashboard. The left sidebar menu has 'Apply for services' expanded, with 'View all available services' selected. The main content area displays 'ABOUT SERVICE PLUS' and a 'Welcome to Service Plus' message. It explains that ServicePlus is a generic application for electronic delivery of government services. It lists three categories of services: Regulatory, Statutory, and Developmental. Below this, it lists the salient features of the software, including online service creation, application submission, fee payment, document verification, escalation, status monitoring, and participation by Private Service Access Providers.

ServicePlus
Metadata-based Integrated eService Delivery Framework

Menu: Manage Service, Manage Profile, **Apply for services** (expanded), View all available services (selected), View Status of Application, Message Box, Grievance, DSC Management, Dispatch List, Go Offline, menu.adminPanel.

Themes, Language, Computer Operator-Gram Panchayat - JALANGI

ABOUT SERVICE PLUS

Welcome to Service Plus

ServicePlus is a generic application to provide an electronic delivery for all the services provided by The Government to The citizen. The Government of India, State Governments and Local Governments are providing various services to benefit the citizens at Centre, State or Local level primarily Government to Citizen (G2C) and Government to Business (G2B). The services provided are either demand driven or mandated by the legislation. The services provided by Government can be categorized as:

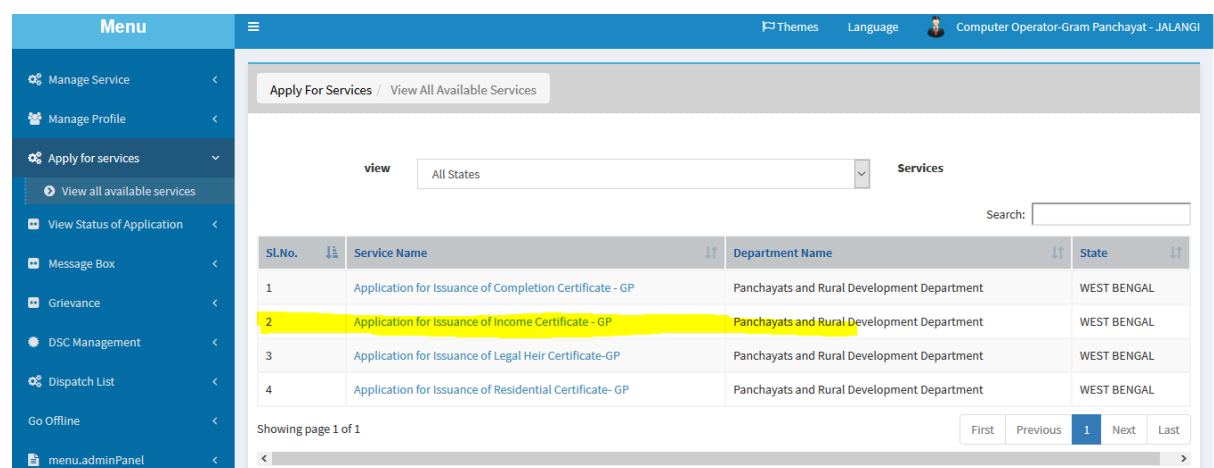
1. Regulatory Services: Regulatory services are services like trade licence, permit for construction of a building etc that can be denied by the Government.
2. Statutory Services: Statutory services are services like Issuance of Birth/Death certificate which cannot be refused by Government.
3. Developmental Services: Developmental Services are services or schemes provided by Government for the benefit of citizens like NREGS, IAY, Old age Pension etc.

The following are the salient features of the software -

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

STEP 4:

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



The screenshot shows the 'View All Available Services' page. The left sidebar menu has 'Apply for services' expanded, with 'View all available services' selected. The main content area displays a list of services. The second service, 'Application for Issuance of Income Certificate - GP', is highlighted. The table lists four services, all from the 'Panchayats and Rural Development Department' in 'WEST BENGAL'.

Menu: Manage Service, Manage Profile, **Apply for services** (expanded), View all available services (selected), View Status of Application, Message Box, Grievance, DSC Management, Dispatch List, Go Offline, menu.adminPanel.

Themes, Language, Computer Operator-Gram Panchayat - JALANGI

Apply For Services / View All Available Services

view: All States Services

Search:

SLNo.	Service Name	Department Name	State
1	Application for Issuance of Completion Certificate - GP	Panchayats and Rural Development Department	WEST BENGAL
2	Application for Issuance of Income Certificate - GP	Panchayats and Rural Development Department	WEST BENGAL
3	Application for Issuance of Legal Heir Certificate-GP	Panchayats and Rural Development Department	WEST BENGAL
4	Application for Issuance of Residential Certificate- GP	Panchayats and Rural Development Department	WEST BENGAL

Showing page 1 of 1


First Previous 1 Next Last

STEP 5:

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

ServicePlus

Metadata-based Integrated eService Delivery Framework



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

Applicant Details

Name of Applicant *

Avinash Rana

Sex *

☒ Male ☐ Female

Mobile Number

1234567890

State *

WEST BENGAL

Block *

JALANGI

Name of Village *

Kaliganj


Income of the family *

300000

Amount in Words *

Thirty Thousand Only

Applicant's Photo *



Son / Daughter / Wife of *

C. Rana

E-Mail

avinashrana55@yahoo.com

District *

MURSHIDABAD

Gram Panchayat *

Kaliganj

Police Station *

Kaliganj

Income *

☒ Monthly ☐ Annually

Ration Card No. *

1233244344

STEP 6:

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

Dispatch List

Go Offline

menu.adminPanel


Previous ID Number

Thirty Thousand Only

Previous Date Recd.

1233244344

Applicant's Photo *




Browse... Cancel Save/Save as

Additional Details

Apply to the Office * JALANGI - Gram Panchayat

Word verification



Please enter the characters shown above

8M53Be

Draft

Submit

Close

Reset

STEP 7:

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

ServicePlus

Metadata-based Integrated eService Delivery Framework

Computer Operator-Gram Panchayat - JALANGI

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

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

Applicant Details

Name of Applicant :Avinash Rana

Son / Daughter / Wife of :C Rana

Sex :Male

E-Mail :avinashrana55@yahoo.com

Mobile Number :1234567890

State :WEST BENGAL

District :MURSHIDABAD

Block :JALANGI

Gram Panchayat :Kalliganj

Name of Village :Kalliganj


Police Station :kalliganj

Income of the family :300000

Income :Monthly

Amount in Words :Thirty Thousand Only

Ration Card No. :1233244344

Applicant's Photo :

Additional Details

Apply to the OfficeJALANGI - Gram Panchayat

Draft Reference No :Draft_AIIC-GP/2020/00006

06/5/2020 04:02:38 IST

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

Submit

Edit

Cancel

Initiate a new application

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STEP 8:

This is the applicant's acknowledgement slip with ref-no: AIIC-GP/2020/00006 respectively which can be printed or downloaded as pdf.

View all available services

View Status of Application

Message Box

Grievance

DSC Management

Dispatch List

Go Offline

menu.adminPanel

Application Acknowledgment

Date: 06/05/2020

Dear Applicant,
Thank you for using ServicePlus.
Your application for Application for issuance of Income Certificate - GP has been successfully submitted to JALANGI - Gram Panchayat, WEST BENGAL.

Application Summary

Application Reference Number is AIIC-GP/2020/00006

Your application was received by DEO/Webservice mode on 06/05/2020.

List of Enclosures with Application

For any queries contact following officer.
Service Designated Officer:
Name: Gram Panchayat - JALANGI
Address:
Email: vk.sharma87@nic.in
Phone No:

Regards
ServicePlus

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.

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

Themes Language Computer Operator-Gram Panchayat - JALANGI

From Date : 06/02/2020 To Date : 06/05/2020

App Ref No. AIIC-GP/2020/00006

Get Data

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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.

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
- Go Offline
- menu.adminPanel

Themes Language Computer Operator-Gram Panchayat - JALANGI

From Date : 06/02/2020 To Date : 06/05/2020

App Ref No. AIIC-GP/2020/00006

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/2020/00006	06/05/2020	06/05/2020	NA	Delivered

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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.

STEP 4:

The QR code and ref: no. is unique.



**Office of the Kaliganj
Block - JALANGI, District - MURSHIDABAD**



Letter No.AJIC-GP/2020/00006 Date: 06/05/2020

Income Certificate

This is to certify that Avinash Rana, S/D/W/o - C. Rana residing at Village - Kaliganj, P.S. kaliganj, Dist. – MURSHIDABAD is a permanent inhabitant of this Gram Panchayat. He is personally known to me.

His family income does not exceed Rs. 300000 (Thirty Thousand Only) Monthly . His Ration Card no. is 1233244344.



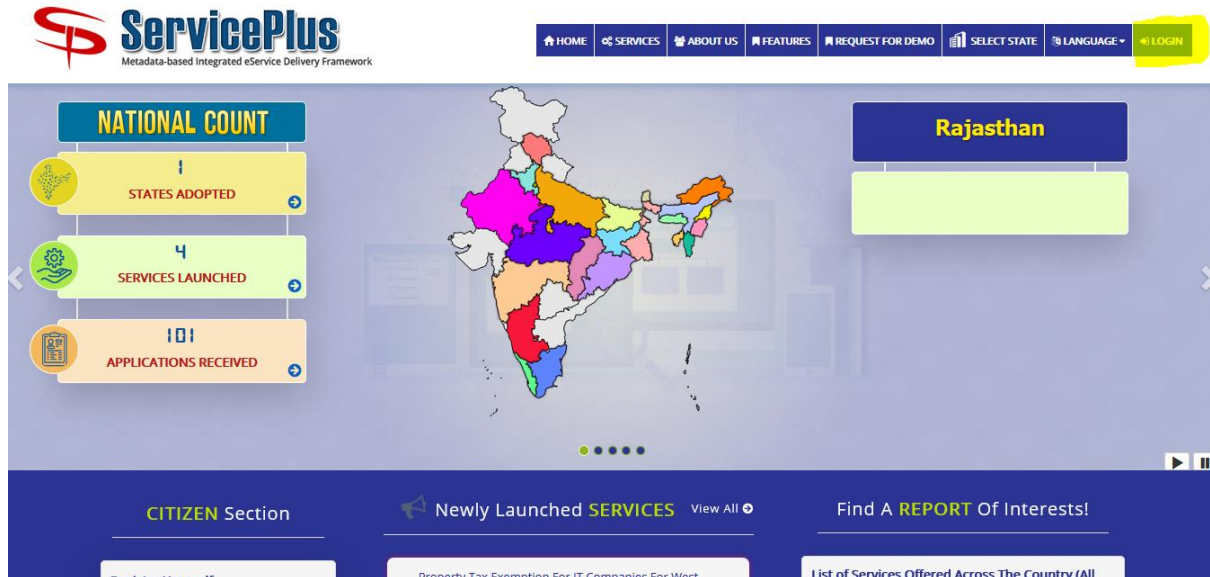
**Pradhan
Kaliganj**

PART III:

ISSUANCE OF INCOME CERTIFICATE: (By PRADHAN GRAM PANCHAYAT)

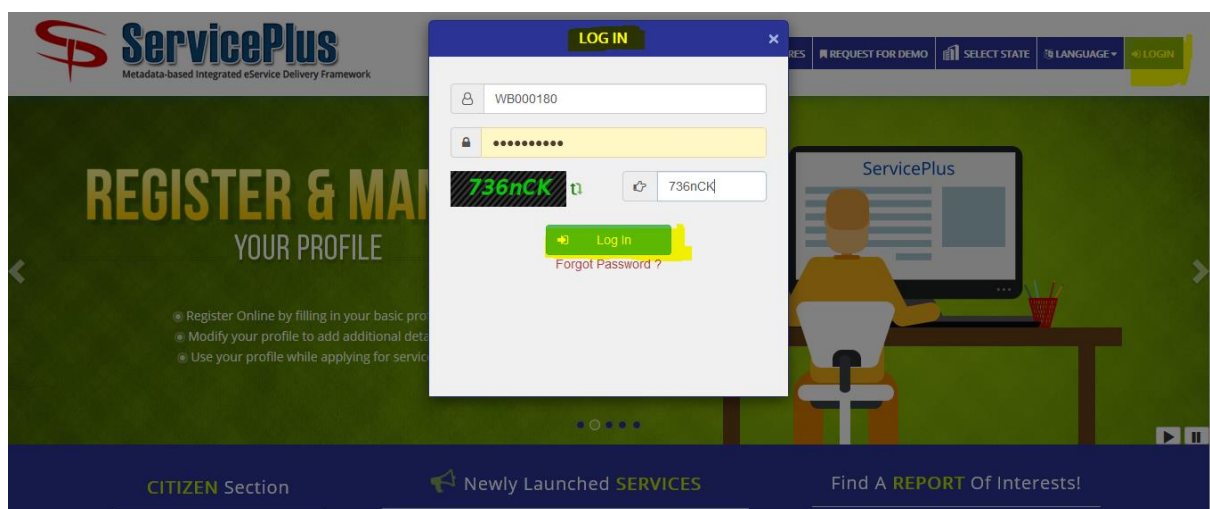
STEP 1:

At first login to Service plus web portal: (<https://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:

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

The screenshot shows the ServicePlus web application interface. The top header includes the ServicePlus logo, the text "Metadata-based Integrated eService Delivery Framework", and the user profile "Chairman-Gram Panchayat - JALANGI". The left sidebar menu is expanded, showing options like "Manage Profile", "Apply for services", "View Status of Application", "Message Box", "Inbox", "Sent Applications", "Revalidate Payment", "DSC Management", "Reports", "Dispatch List", and "Go Offline". The main content area is titled "Message Box / Inbox" and contains three dropdown menus: "Select Service *" (set to "Select"), "Version No. *" (set to "Select"), and "Select Task *" (set to "Select"). A green "Get Data" button is located at the bottom right of the form area.

STEP 4:

Here the Pradhan has to select service **"Application for Issuance of Income Certificate"** 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"** would lead to a new page for issuing the certificate or rejecting it.

The screenshot shows the ServicePlus web application interface with filters applied. The "Select Service *" dropdown is set to "Application for Issuance of Income Certificate", "Version No. *" is set to "V-1", and "Select Task *" is set to "Issuance Authority". The "From Date" is "01/01/2017" and the "To Date" is "06/05/2020". The "Select an option to search application" section has checkboxes for "Through Online Reference Number" and "Through Offline Reference Number", both of which are checked. The "App Ref No." field is highlighted in yellow. The "Offline Application Reference No" field is empty. A green "Get Data" button is highlighted in yellow. Below the form, a table shows the results of the search:

SL.No.	Application Number	Status	Action	Return to Pool
1	AICC-GP/2020/00002	Initiated	Take Action	

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.

The screenshot shows the ServicePlus application form view page. The header includes the ServicePlus logo, the text "Metadata-based Integrated eService Delivery Framework", and the user profile "Chairman-Gram Panchayat - JALANGI". The left menu is visible 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 displays a form titled "Do you want to digitally sign the document ? * ☐ Yes ☐ No". Below this, it says "Document(s) to be generated". A table lists the document: "Certificate". To the right of the table is a "View Document" button. At the bottom of the form are buttons for "Submit", "Edit Form", "View Form", "Cancel", and "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 the ServicePlus application form edit page. The header includes the ServicePlus logo, the text "Metadata-based Integrated eService Delivery Framework", and the user profile "Chairman-Gram Panchayat - JALANGI". The left menu is visible 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 displays a form titled "Application for Issuance of Completion Certificate - GP". Below this, it says "Issuance Authority". A table lists the application details: "Application Reference Number- AICC-GP/2020/00002" and "Application Received Date- 06-05-2020". Below the table is a "View Processing History" button. The form is divided into two sections: "Action" and "Remarks". The "Action" section has radio buttons for "Reject" and "Deliver". The "Remarks" section has a text area with the word "deliver" entered. At the bottom of the form are buttons for "Submit", "Reset", "Cancel", and "Back to Inbox".

STEP 7:

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

View Processing History

Application Reference number :		AICC-GP/2020/00002		
Application Applied Date :		06/05/2020		
Application Due Date :		06/05/2020		
Task Name	User	Received Date	Processed Date	Action Details
Issuance Authority	Chairman-Gram Panchayat - JALANGI	06/05/2020	NA	Under Processing
Application Submission	DEO	NA	06/05/2020 15:39:44	Completed

STEP 8:

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

Menu

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

ThemesLanguageChairman-Gram Panchayat - JALANGI

Do you want to digiDocument(s) to be

Document NameCertificate

Action

Application Reference Number:AICC-GP/2020/00002

ActionDeliver

Remarksdeliver

Certificate

View Form

Cancel

Back to Inbox

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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.

The screenshot shows the ServicePlus web application interface. The header includes the ServicePlus logo, the text "Metadata-based Integrated eService Delivery Framework", and the Government of India emblem. The user is logged in as "Chairman-Gram Panchayat - JALANGI". The left menu is expanded, showing options like "Manage Profile", "Apply for services", "View Status of Application", "Message Box", "DSC Management", and "Reports". The main content area displays a form with the question "Do you want to digitally sign the document?" and two radio buttons: "Yes" (selected) and "No". Below this, a table titled "Document(s) to be generated" lists a "Certificate" document. At the bottom of the form, there are buttons for "Submit", "Edit Form", "View Form", "Cancel", and "Back to Inbox".

STEP 10:

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

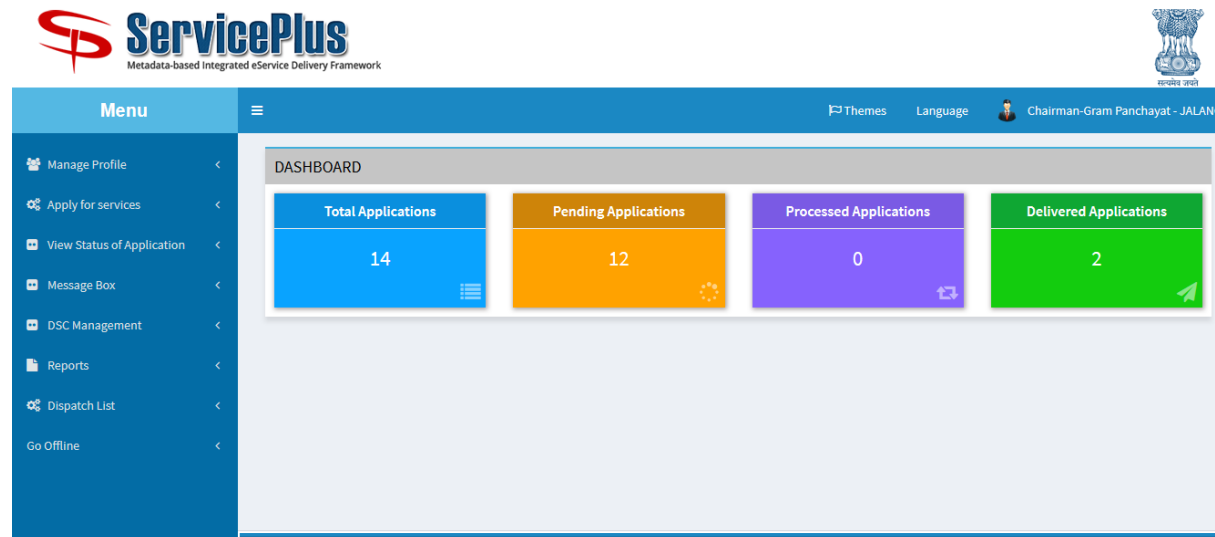
The screenshot shows the ServicePlus web application interface after a successful submission. The header and left menu are the same as in Step 9. The main content area displays a large red text message "Successfully Submitted" with a "Back to Inbox" button below it. The footer includes logos for the Ministry of Panchayats, Digital India, data.gov.in, and the Government of India.

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 'Dispatch List / View Delivered Service' page. It includes filters for 'Select Service *' (Application for Issuance of Income), 'Select Submission Office *' (JALANGI), 'From Date' (11/02/2020), 'To Date' (11/05/2020), and 'App Ref No.' (redacted). A 'Get Data' button is present. Below the filters is a table with one entry:

S.No.	Application ID	Mode of Delivery	Service Delivered Date	Signature Or Address
1	AIRC-GP/2020/00012	In Person		

At the bottom, it says 'Showing 1 to 1 of 1 entries' and includes pagination controls (First, Previous, 1, Next).

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 shows the ServicePlus application interface. On the left is a blue sidebar menu with options: Manage Profile, Apply for services, View Status of Application, Message Box, DSC Management, Reports, Dispatch List (selected), and View Delivered Service. The main area displays the 'Dispatch List' with a table containing columns for S.No., Application ID, and Application Name. A sample dispatched certificate is overlaid on the table. The certificate is from the Office of the JALANGI - Gram Panchayat, Block - JALANGI District - MURSHIDABAD. It is dated 08/05/2020 and contains a QR code. The certificate text states: 'This is to certify that abc priv ltd , of Village nandi kola , P.S. ... Dist -MURSHIDABAD has been entrusted with the work for construction school under ... against Nst No. dm-1234 Dated 01/05/2020 with work order vide memo no. wo123 dated 04/05/2020. The work order amount was Rs. 1230.00. The work was successfully completed on 05/05/2020. I wish every success of the Agency.' The certificate is signed by JALANGI - Gram Panchayat and Pradhan JALANGI - Gram Panchayat. A red diagonal watermark 'Test Data -- Test Data' is visible across the certificate.

STEP 3:

Select to print from the list.

The screenshot shows the 'Application for Issuance of Completion Certificate - GP' interface. It features a table with columns: Application ID, Mode of Delivery, Service Delivered Date, and Signature Or Address. The table contains three rows of data, all with 'In Person' as the mode of delivery. The Application IDs are AICC-GP/2020/00004, AICC-GP/2020/00005, and AICC-GP/2020/00007. To the right of the table is a 'To Date' field set to 11/05/2020 and a 'Get Data' button. Below the table is a pagination control with buttons for First, Previous, 1, Next, and Last. A yellow 'Print' button is located at the bottom right of the interface.