**ServicePlus**

**Service Definer Guide**

**(SDG V5.2)**

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Table of Contents

[1. General Details 4](#_Toc516503208)

[2. Coverage 5](#_Toc516503209)

[3. Service Definer’s Address 5](#_Toc516503210)

[4. Beneficiary Profile 6](#_Toc516503211)

[5. Submission Mode 7](#_Toc516503212)

[6. Service charge 8](#_Toc516503213)

[7. Payment Configuration Details 9](#_Toc516503214)

[8. Additional Configuration 11](#_Toc516503215)

[9. Application Form 12](#_Toc516503216)

[10. Process Flow 13](#_Toc516503217)

[11. Deliverable (Documents) 14](#_Toc516503218)

[12. Privileges & actions of officials 15](#_Toc516503219)

[13. MVEL Functions 17](#_Toc516503220)

[14. Notification Designer 18](#_Toc516503221)

[ANNEXURE 19](#_Toc516503222)

[I. Forms to be submitted by Applicant 19](#_Toc516503223)

[II. Please provide sample and details of the following for each form that the applicant needs to submit at different point of time: 19](#_Toc516503224)

[III. Please provide any reference service(s) document. 19](#_Toc516503225)

[IV. Integration with Government Undertaken 3rd Party System(s) – 19](#_Toc516503226)

[V. Process Flow 🡪 19](#_Toc516503227)

[VI. Please give details of the business rule applicable on Service Charge with sample scenario(s). 21](#_Toc516503228)

[VII. Please provide the details of Payment Gateway(s) as below: 21](#_Toc516503229)

[EXAMPLES/DESCRIPTIONS 21](#_Toc516503230)

[A. Category of Service(s) 21](#_Toc516503231)

[B. Types of Service 21](#_Toc516503232)

[C. Standard Field 22](#_Toc516503233)

[D. Special Field 22](#_Toc516503234)

[E. Validations & Function 22](#_Toc516503235)

[F. WebService Registration 22](#_Toc516503236)

[G. Handling of Process Flow with the help of Gateways 22](#_Toc516503237)

[Special Requirement 24](#_Toc516503238)

[1) Applicant eSign (based on Aadhaar verification) 24](#_Toc516503239)

Note: All the fields are mandatory to be updated

# General Details

## Please provide the name of the service along with a brief description about the service and a short abbreviation. You can provide these details in multiple languages.

|  |  |  |
| --- | --- | --- |
| Service Name | Service Description | Service Name Abbreviation |
|  |  |  |
|  |  |  |

***(****Provide the name, description and Abbreviation of the service here. The abbreviation should be 5 characters in length. The abbreviation will be used as a prefix in the application reference number.)*

## Is your service a Primary Service, Derived Service or a Legacy Service? *(A Service can be configured in as a Primary, Derived or Legacy.* [*Refer Annexure for description.*](#_Category_of_Service(s)) *)*

## To which Standard Service Group does your service belong?

*(Standard Service Groups are the classifications of services defined in eTaal. E.g. ‘Birth and Death Certificate’ group covers ‘Birth Certificate’ and ‘Death Certificate’ services. List of Standard Service Groups is given in Annexure –I)*

## [From where can your service be applied?](#_Point_5-) (*From State, India or Outside India)*

*(A service may accept applications from applicants residing within the State, within India or even from Outside India.)*

## [Is the service available for registered applicants only?](#_Point_6-) – *(Yes or No)*

*(If your service requires that only registered applicants can apply, then say “Yes”. In this case, when the applicant clicks on the Apply button, it will ask the user to register/login (if he is not already registered/logged in))*

## [Please specify URL from where more information about the service is available](#_Point_7-). *(In case you want to provide any description/summary for the service selected, URL can be captured here. For e.g.: In case if it Departmental/ State specific service)*

## [Under which category does your service fall?](#_Point_9-) – *(G2B, G2C, G2E, G2G)*

## [What is the type of your service?](#_Point_10-) – *(Consumer Utility, Developmental, Regulatory or Statutory) (Services can be of four types: Consumer Utility, Developmental, Regulatory or Statutory.* [*Refer Annexure for description*](#_Type_of_Service(s))*)*

## [Is your service covered under the State Service Delivery Act?](#_Point_12-)

*(There are certain States (e.g.: Tripura) enacted the State Service Delivery Act. As per the Act, if the service is not as per the defined service level or in case the applicant is not satisfied, then he/she can lodge a grievance which will be redressed through a proper workflow. A state has to deliver its service(s) as per the Service Level defined under this Act.)*

## [What is the Service Level of your service?](#_Point_12-_1)

*(Service level is a duration within which the officials shall deliver the applied service to the respective applicant. You can mention the Service Level and its Unit in (Day/Week).)*

## [Do you want the applications to be processed in FIFO mode?](#_Point_14-) *(Yes or No)*

*(First In First Out (FIFO) mode ensures that the applications that have been received first will be processed first; if FIFO mode is not adopted, then the applications can be processed in any order)*

# Coverage

*(Coverage defines the set of Service Unit(s) (Department officials) who are responsible to deliver the applied service(s). A Service Unit can be an urban local government (such as municipality), a rural local government (such as a gram panchayat) or the field office of a Line Department such as Circle Office. These detail(s) are being picked from LGD Data base only.)*

## What type of Area(s) of the State the service is defined for?

*(The service getting defined may be specific to area(s) (e.g.: Rural, Urban etc...) for which the Department Official (DO) shall be assigned)*

## Who are responsible for providing the service in the selected area?

*(All the department(s) & its hierarchy responsible for delivering the service is selected under “Service Provided By”. These DOs will have tasks in their inbox for action(s) like reject/ approve/ deliver etc.)*

# Service Definer’s Address

## [Please provide contact details of the Service Definer who can be contacted by an applicant for any query regarding the service?](#_Point_17-_1)

1. Contact Person Name -
2. Address -
3. Postal Code -
4. District -
5. Email-Id -
6. Contact Number -

*(****Service******Definer*** *is the role played by the official of the Department owning the service. Service Definer’s contact details can be used for future reference related to a service.)*

# Beneficiary Profile

## What is the type of beneficiary who will receive the benefit [-](#_Point_18_&) *(Individual, Family, Group or Institution)*

## If beneficiary is a Group, what is the min. and max. size of the group?

## Please specify the parameters, if any, and their allowed values which define the profile of the beneficiary

|  |  |
| --- | --- |
| Profile Parameter | Allowed Values |
|  |  |

*(Profile parameters narrow down the beneficiary group. For e.g., a service may be exclusively for SC and ST. In this case, Caste would be the profile parameter and SC and ST would be the allowed values which this parameter can take. The beneficiary can be applicable to additional categories as well, i.e. definer can add as many beneficiary criteria as required.)*

# Submission Mode

## [What are the different modes through which the applicant can apply for the service?](#_Point_19-)

*(Online, Kiosk, By Post and In Person, are the available options and more than one option can be selected. For Legacy services, the only mode of submission available shall be Data Entry Operator)*

## [Do you want Acknowledgement slip to be generated without uploading the required documents](#_Point_22-) *(Yes or No);*

## *(When the applicant is submitting the application, there are possibilities due to poor connectivity or no information on pre-requisites the applicant is not able to scan and upload the required enclosures/documents. ServicePlus facilitates to provide acknowledgement slip to the applicant without uploading the required enclosures.)*

## Please specify the address where the application has to be submitted in “In Person” or “Through Post” mode. *(Centrally Submitted or Service Unit Wise)*

* **Address-**
* **Postal Code-**
* **District**

*(In centrally Submitted mode, there need to an address where the application has to be submitted. If it is service unit wise, then the address of each service unit where the service is available shall be captured at the time service activation on DO’s task(s).)*

## Are there any enclosures to be uploaded by the applicant while applying for a service? [-](#_Point_24_&) *(Yes or No)*

1. **If enclosures are mandatory to be provided by the applicant, what would be the type of enclosures? Please provide the details in the following format:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Enclosure Mandatory (Yes/No) | Type of Enclosure | Max Size | Allowed File Type | Documents Recommended |
| *Yes* | *Residential Proof* | *<5 MB* | *JPG,ZIP,DWG,JPEG,PNG,PDF,KML,KMZ,GIF* | *Trade License,*  *AADHAAR Card,*  *Income Tax Payment Receipts* |
|  |  |  |  |  |

## [Is there any additional document required with the application?](#_Point_26-) *(Yes or No)*

## [Is the applicant required to fill in any document in a pre-defined format and attach with the application? If yes, please provide the below details](#_Point_24-):

1. **Title** – “Name of the document”
2. **Browse to Upload**: (Supported file format: pdf, doc, docx - upto **1MB**)
3. **Is it Mandatory?-** *(Yes or No)*

# Service charge

*(There may or may not be any service charge associated with a service. If there is a service charge related payment/refund to be made by/to the applicant at any stage of the entire application processing life cycle, the respective details are captured here. Also, payment may be made multiple times through different payment modes. Depending upon number of charge/refund possibilities, the following details need to be captured.)*

## Weather it will be used at the time of application submission?

## Is refund allowed for this Service?

## Will the charge be defined centrally or service unit wise?

## If the charge is service-unit wise, then is there any default charge which is applicable for all service units? (Yes/No)

## If yes, how much is the default charge?

## Is the same service charge applicable to all applicants or it is based on the profile of the beneficiary?

## If the charge is based on input provided by the applicant, please give details of the [business rule](#_Please_give_details).

## What is the mode of payment through which the applicant can pay the charge?

*(Cash |Cheque | DD | Bill Desk | SBI ePay | CSC e-wallet | Respective State(s) Treasury etc…)*

# Payment Configuration Details

*(In case of Online payment mode, there are* [*certain details*](#_Please_provide_the) *required for ensuring security (Checksum, Security ID) as well as part unique identification based on State/department (Merchant ID) and other details depending on business rules to charge an applicant. These details are specific to an individual payment gateway among which Merchant Id and checksum are 2 mandatory fields.)*

## [Will the payment mode details be provided ‘Centrally’ or ‘Service Unit Wise’](#_Point_31-)?

*(In case the Payment Gateways are to be used* ***‘Service Unit Wise’,*** *‘Designated officer’ has to provide the above details for each Service Unit before activating the service.)*

### Bill Desk

* Merchant ID-
* Security ID-
* Checksum key-

### CSC e-Wallet

* Merchant ID-
* Checksum Key-
* MtrxID Pattern-
* SMER Normal-
* SMER Additional-

### SBI e-Pay

* Merchant ID-
* Checksum Key-

### e-Treasury (Applicable only to Kerala)

* Department code-
* Payment type-
* Treasury code-
* Office code-
* Period-
* Major Head-
* Head of Account (HOA1)-
* HOA2-
* HOA3-
* HOA4-
* Date From-
* Date To-
* Tax ID-
* PAN-
* Party name-
* Address 1-
* Address 2-
* Address 3-
* PIN No.-
* Mobile No.-
* Service Dept. code-
* Sub system-

### eGras (Haryana/Kerala)

* DTO –
* STO –
* DDO –
* Dept. Code –
* Scheme Name –
* CSC Amount –
* City Name –
* Bank Code –

# Additional Configuration

(This section allows you to capture details related to integrated [Government undertaken third party system(s)](#_Integration_with_Government) and require to be captured by the applicant.)

**Following are pre-integrated 3rd Party System(s) and respective details which need to be captured as part of Application processing:**

## Rapid Assessment System (RAS)

* State ID (mandatory) -
* Department ID (mandatory) -
* Service ID (mandatory) -
* Contact Details to be taken from (mandatory) -
* Trigger Point (mandatory) -

## DigiLocker Issuer Model

* Issuer ID (mandatory) -
* Doc ID (mandatory) -
* API Key (mandatory) -

## Aadhaar Integration

* AUA Code (mandatory) -
* Sub AUA Code (mandatory) -
* License Key (mandatory) -

## eSign Integration

* ASP ID(mandatory) -

# Application Form

*(A section where you can define: An Application Form – For Requesting a Service & An Action Form – For Task Officials to capture details/documents while performing actions)*

## What will be the name of Template to be defined?

## Is this Application Form / Action Form?

## Do you want to add Form Header?

## Do you want to add Form Footer?

## Do you want to add Declaration?

## Do you want to have 3D Display effect in Form?

## Do you want to add Help message?

*(In case Help message is required, either capture URL of the help document or upload the help document you want to be displayed at the time of capturing Form (online))*

### Standard Fields

Any field which you need specific to the service can be defined with the help of drag & drop field Type and to which you can define data type length etc. [Refer Annexure for example](#_Standard_Field)

### Special Fields

All the generic fields are available with drag and drop feature functionality. On right click of the dropped field; you can select specific features to it. [Refer Annexure for example](#_SPECIAL_FIELD_1)

### Beneficiary Fields

*(Applicable in case beneficiary details are being filled and the fields are generated on the basis on criteria selected in Beneficiary tab (Section 4).)*

## Validation & Function (via Service specific javascript functions)

There are scenarios where you need to add may be just 1 more fields/value to the existing Application form or need to link 2 fields available on the form. This feature functionality of binding javascript can be applied to Application form at any stage of defining to its launched status as well. [Refer Annexure for Steps to be Followed](#_Special_Field_2).

## Webservice mapping (via Webservice Registration by DA)

It is helpful in case you need data transactions with 3rd party system. There are basically 2 types of Calls “Calling” & “Callback” and depending upon the flow of data you can map the registered web-services at Form level via “Validation & Function” and can create web-service Task(s) and map the web-service. [Refer Annexure Webservice Registration](#_WebService_Registration)

# Process Flow

## [Does the service involve Auto Approval Process?](#_Point_32-)- (Yes or No)

*(Sometimes, the service (ex: Mark-sheet) may not have any workflow. In such cases, the applicant’s request is usually approved or rejected based on some verification/validation rule.)*

## If yes, please provide the details of the business rule based on which the service request will be approved or rejected.

## [In case, there is a proper workflow involved in processing the application, please](#_Point_29-) provide the details of the task(s) involved in the processing of the application:

*(Tasks can be of four types:* ***Official, Applicant, Web Service and Timer****. Application Submission is always the first task which is performed by the applicant {online applicant, data entry operator or kiosk}. Official task is a task which is carried out by officials belonging to Government Departments who are involved in processing the application. Applicant task is a task which is to be performed by the applicant. A web service task is a task which is performed by a web service exposed by an external application.)*

## Please define the process flow for the service by providing the mapping between the tasks:

*(In order to define the process flow, it is required to indicate the order in which the tasks will be executed. Start with Application Submission task (which is always the first task) and name the tasks which succeed each task. If the application moves to multiple tasks from a task (the flow is diverging), then specify all the tasks to which it is going in the “To Task” column. If the application is received from multiple tasks (the flow is converging), then specify all the tasks from which it is converging in the “From Task column). In case there is a conditional divergence or convergence, then specify the conditions in the Conditions column. Refer Annexure for Example)*

## Which field in the application form determines to which office the application has to be submitted?

|  |  |
| --- | --- |
| **Application form field** | **Service Unit type** |
|  |  |

*(An application is usually routed to the appropriate office (service unit) based on some information provided by the applicant. For e.g., if the application given the name of the village in his residential address, then the village will determine to which Gram Panchayat or Circle Office the application will be sent)*

## Please provide the details of the ‘Designated Officer’ who will activate the service at different locations:

|  |  |  |
| --- | --- | --- |
| **Service Unit Type** | **Department/Local Body** | **Designation** |
|  |  |  |
|  |  |  |

*(A Designated Officer is an official who will be responsible for activating a service in a service unit. Here, provide the name of the line department or local government (panchayat, municipality etc.) and the designation which would be assigned this responsibility.)*

## Process Flow Gateways *(*[*Forking & Merging of Tasks by Divergent & Convergent Gateway respectively*](#_Handling_of_Process)*)*

Many a times in a process flow we have TASK with 1 or more conditions associated, these conditions determine the flow of task to/from 1 or more task(s). Such scenarios are addressed by extending the task mapping with the help of gateways.

Forking & Merging: Whenever we need forking on specific conditions we must imply Divergent Gateways and in case of merging we address the same with Convergent gateways.

# Deliverable (Documents)

*(One or more documents may be delivered to the applicant at different stages of the processing. These could be Output, Rejection, Intermediate and Acknowledgement).*

## Please provide the details of the documents/certificates to be given to the citizen at different stages of application processing and the details associated with it:

#### Name of the document

#### Name of the task at which it is generated

#### Type of document (Output, Rejection, Intermediate, Acknowledgement)

#### Is 2D Bar Code required? (Y/N)

#### Mode of delivery of the document (Online, In-Person, By Post):

#### Whether the document is to be digitally signed

#### Provide a copy of the document

# Privileges & actions of officials

Please provide details of privileges, responsibilities that should be assigned to officials, forms to be filled in and actions that they have to take to complete a task. Give the following details for each official task:

## Name of the task

## The Office and designation of the official who will be carrying out the task

*(If the task has to be performed by an official, then you need to specify the office and the designation of the official who will do the task. In turn,* [*Department Admin (DA) will assign Official(s)*](#_List_of_applicable) *to the Designations responsible to complete the task(s) )*

## Details of the information, if any, which the official needs to provide while processing the task:

*(While doing the task, sometimes, the official may need to submit some information. If there is any such information to be provided, you may provide the details of the information as requested along with the format of the form for capturing the information (if such a form is available). Also, please specify if any fields included in this form to be linked with some other form attributes.*

## If any format is available in which this information is to be captured, pl. provide the details as follows:

#### Name of the form

#### Format/Layout of the form (pl. provide a printed/pdf/doc form)

#### Business rules/validations to be applied in the form

## Can the official reject any enclosure/document submitted by the applicant (Yes/No)?

*(Sometimes the enclosures provided by the applicant may not very clear or the official may have some doubt with respect to the document. In such cases, the official may be required to reject the enclosures provided by the applicant and ask for fresh copies of the same enclosures to be uploaded by the applicant)*

## Can the official ask for additional enclosures from the applicant *(Yes/No)*?

## If yes, please specify the name and type of the enclosure(s) which the official can ask for a new enclosure?

*(Sometimes the official may need the privilege to ask the applicant for additional enclosures as supporting documentation. If this is the appropriate task, then privilege may be given to the official for asking for additional documents.)*

## Is the official required to take payment from the applicant in the task *(Yes/No)*?

## If yes, in what mode will the payment be accepted?

## Is the official responsible for generating any document *(Yes/No)*?

*(If the official is required to generate an intermediate document in this task, then the same may be mentioned here)*

## If Yes, please specify the name(s) of the documents to be generated:

## Is the official required to upload any document *(Yes/No)*?

## If Yes, please specify the name(s) of the documents that the official is required to upload:

## Please provide the following information about the documents that the official will be dealing with in this document:

|  |  |  |  |
| --- | --- | --- | --- |
| Document to be generated | Documents to be uploaded and merged with the generated document | Is it mandatory to digitally sign the document? | The task(s) to which these documents have to be sent? |
|  |  |  |  |
|  |  |  |  |

## If there are multiple users in the next task(s), does the official have the privilege to select the user(s) to which the application should be sent?

## In case there are multiple tasks after the current task, does the official have the privilege to select the tasks where the application should go *(Yes/No)*?

## Should the official be allowed to take decisions on multiple applications in one go (bilk application processing) *(Yes/No)*?

## What action can the official take to complete the task? (*forward /recommend /non-recommend /deliver /reject /partially deliver and partially reject)*

## Can the official be allowed to Callback a forwarded application?

# MVEL Functions

Theses business rules are MVEL driven; which are generally applied post Application/Action form submission and also, eligible to handle exceptional scenarios. For this MVEL Function needs to defined and captured as per required scenario. This MVEL function thereafter is available for selection in the MVEL Function Tab.

## Where do you want the MVEL Function to be triggered?

## Which Function (MVEL defined logics) you want to be invoked at the selected trigger point?

If yes, please provide the following details**:**

|  |  |
| --- | --- |
| **Business Rule (in words)** | **Trigger point at which this rule should be executed (select any one)** |
| Business rule 1 | After Form Submission, Before Loading Enclosures, Before making payment, After making Payment, Before executing a task, After Executing a task, On a Gateway |
| Business Rule 2 | After Form Submission, Before Loading Enclosures, Before making payment, After making Payment, Before executing a task, After Executing a task, On a Gateway |

# Notification Designer

## [Do you want to send any notification to the applicant/work flow player during application processing?](#_Point_42_&) *(Yes or No)*

## Please provide the following details for each SMS and email notification:

## In case of SMS notification, please provide the following details for sending SMS:

#### To whom SMS will be sent?

#### What would be the trigger point? *(Application form submission, Application pull, Callback, Reminder time, Task completion and Task mapping)*

#### What will be the content of the SMS?

## In case of Email notification, please provide the following details for sending the mail:

#### Who will send the mail?

#### To whom mail will be sent?

#### Anyone to be marked in ‘CC’?

#### What would be the trigger point? *(Application form submission, Application pull, Callback, Reminder time, Task completion and Task mapping)*

#### What will be the subject of the email?

#### What will be the content (body) of the email?

# ANNEXURE

# Forms to be submitted by Applicant

Please provide a Sample Application Form for each of the Service(s).

# Please provide sample and details of the following for each form that the applicant needs to submit at different point of time:

#### Name of the form

#### The step at which the applicant needs to submit the form

#### Format/Layout of the form

#### Business Rules/Validations to be applied in the form

# Please provide any reference service(s) document.

# Integration with Government Undertaken 3rd Party System(s) –

## Applicant Impacted 3rd Party System: -

* + - **To be Integrated 3rd Party System(s) –**
    - **Business Rule(s) applicable on Charge with sample scenario(s) –**
    - **Copy of Integration document –**

## Non-Applicant Impacted 3rd Party System: -

#### Currently Integrated 3rd Party System(s) –

* **eTaal**:
  + eTaal Id with appropriate Service Name
* **CAS:**
  + To be Integrated 3rd Party System(s) –
  + Business Rule(s) applicable on Charge with sample scenario(s) –
  + Copy of Integration document –

# Process Flow 🡪

* + **Please provide any reference to Application Process Flow for each of the Service(s).**
  + **Process Flow 🡪 Please Provide Task details as below:** (Red one will generate notification)

| **Task(T)** | **Task Name** | **Performing Designation** | **Allowed**   * **Actions:** (only one at a time * **Document(s):** Enclosure/Annexure/Certificates * **Forward to Task:**  Conditional Business Rules |
| --- | --- | --- | --- |
| - | Application submission | * Applicant * DEO * Kiosk | * Application submitted by an applicant with attached Enclosures * T1 – Verification Task with Acknowledgement slip |
| T 1 | Application Verification | * SO * CA | * Forward to Task 2 with SO Official Form\* * Documents: Action Form * Return to Applicant for Enclosures with an alert notification |
| T 2 | Verification by Competent Authority | * CA | * Forward to Task 3 with CA Official Form\* * Documents: * Reject Service with Non Candidature Letter\* rejection certificate to applicant |
| T 3 | Appointment Letter forwarding by AS or by JS and LA or by CA | * AS * JS & LA * CA | * Forward to Task 4 * Forward to Task 5 |
| T 4 | Final approval action by AS or by JS and LA or by CA | * AS * JS & LA * CA | * Forward to task 5 * Deliver Service with Certificate of Practice\* output certificate to applicant |
| T 5 | Approval by Law minister | * Min | * Deliver Service with Certificate with DSC/eSign. * DSC output certificate to applicant |
| - | Dispatch | * Clerk | * Dispatch of letters |

* + **List of applicable officials:**
* Department Admin (DA) –
* Department Designation(s) and associated Official(s) –

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| S. No. | Department Admin | Designation | Officials | Email ID  (Mandatory) | Mobile Number (Optional) |
| 1 | DA1 | SC1 | SCO1 |  |  |
| 2 | SCO2 |  |  |
| 3 | SCO3 |  |  |
| 4 | SC2 | SCO4 |  |  |
| 5 | SCO5 |  |  |
| 6 | SCO6 |  |  |

# Please give details of the business rule applicable on Service Charge with sample scenario(s).

# Please provide the details of Payment Gateway(s) as below:

#### Planned integration of Payment GW(s) (If Any) –

* + Merchant ID –
  + Checksum Key –
  + Security ID –

#### Business Rule(s) applicable on Charge with sample scenario(s) –

#### Copy of Integration document with the payment Gateway(s) –

# EXAMPLES/DESCRIPTIONS

# Category of Service(s)

*Definition*

* ***Primary Service –*** *A Primary Service is the main service for which the applicant originally applies. For e.g., Issuance of Passport is a Primary Service.*
* ***Derived Service -*** *Derived Services are those services which are based on the Primary service. They can only be given if the applicant has already availed the Primary Service. For e.g., Change of address in Passport would be a derived service of “Issuance of Passport” service.*
* ***Legacy Service-*** *Legacy services are those services which are used to digitize old data. A legacy service may be linked to a Primary or Derived Service. This service can be applied through Data entry operator only. It is by default set as G2G service. Hence, Legacy services are not visible to general public and kiosk operators.*
* *If your service is* ***‘Derived’*** *then you can mention the Primary Service and if your service is* ***‘Legacy’*** *then you can mention the Primary and derived Service. In case if legacy service is selected, you just need to provide the service category and type of service.*
  + ***Single Window-*** *Single window services are also known as umbrella service. Such services require NOC(s) from various respective departments and SP provides Ease of Doing Business (EODB) for such services via providing Single window service Option. For e.g.: Setting up a factory.)*

# Types of Service

*Definition*

* ***Consumer Utility Service-*** *Service which covers need and want of consumer(s) fall in this type, e.g.: Telephone (MTNL) bill payment, electricity bill payment etc.*
* ***Developmental-*** *Services which Supports**development of**People and the**Society, e.g.: NREGS, IAY, Old age Pension etc.*
* ***Regulatory-*** *Service**that can be**restricted according to rules or principles, e.g.: trade license, permit for construction of a building etc.*
* ***Statutory-*** *Services which cannot be denied by the providing agency as denial of that service is punishable under a statute, e.g.: Issuance of birth/death certificate)*

# Standard Field

*Example: Service is only valid for* ***Late Defense Officers*** *only, following are simple step:*

* *drop-down field will be dropped on the form*
* *Click on the drop-down 🡪* 
  + *Click on “Field Property”, edit the* 
    - *field name = “Salutation”*
    - *Parent = “Defense” \*//shall be in edit mode when an option of field is selected as “Defense” \*//*
    - *Is this a mandatory field? = Check*
  + *Click on “Add Choices”, edit* 
    - *Option 1 = “Lt.”*
    - *Option 2 = “****Late****”*
    - *Option 3= “Deputation”*
    - *Option 4 = “…”*
  + *Help = any help message*

# Special Field

*Examples:*

* *Name field will always have alphabets in text area.*
* *Form is applicable only for citizen above 18 years- Date picker need to have years before year 2000 this month today’s date.*

# Validations & Function

*Following needs to be done: -*

* *Service specific javascript functions 🡪 write & save Java script function*
* *Validation & Function tab 🡪 Modify the saved application/action form click on “validation & function” tab 🡪 map the event to the form field with the help of Java script saved in “Service specific javascript functions” )*

# WebService Registration

The Service plus capture the Webservice details require for registration call types calling or call back. Webservice registration can get or post data depending upon the request or response type which involve parsing of parameter from one data type to other.

Please refer user manual specific to WebService Registration.

# Handling of Process Flow with the help of Gateways

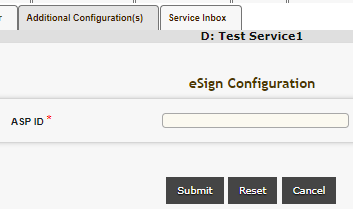
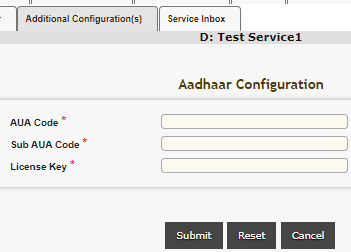
|  |  |  |  |
| --- | --- | --- | --- |
| **S. No.** | **Gateways Name & Mapping** | **Scenarios/E.g.**  **Official Task (OFC Task)**  **Applicant task (App Task)** | **Description** |
|  |  | * 1. OFC Task to either App Task or OFC Task   2. Either to OFC Task1 or OFC Task2 | Forking scenarios: forward to only 1 task(1:1out of N)  SD 🡪 Action Form: Action & Task attributes must be dropped. Also, check the check boxes of the task(s) to which Task needs to forwarded |
|  |  | 1. either to App Task or OFC Task1 2. to App Task as well as OFC Task 3. either to OFC Task1 or OFC Task2 4. to OFC Task1 and OFC Task 2 | Forking scenarios: forward to 1 or more at a time (1:1or >1)  Generally handled through MVEL i.e.   * what condition shall be applied * which task to be associated * Whom shall it be assigned |
|  |  | OFC Task to more than 1 OFC Tasks at a time. | Forking Scenario: forward to all at a time (1:N) |
|  |  | 1. Either from App Task or OFC Task 2. Either from OFC task1 or OFC Task2 | Merging Scenario: forward from only 1 task  (1out of N :1) |
|  |  | 1. either from App Task or OFC Task1 2. from App Task as well as OFC Task1 3. either from OFC Task1 or OFC Task2 4. from OFC Task1 and OFC task2 | Merging Scenario: forward from more than 1 task (1or>1:1)  Handled through MVEL i.e.   * what condition shall be applied * which task to be associated * Whom shall it be assigned |
|  |  | OFC Task from more than 1 OFC Tasks at the same time. | Merging Scenario: forward from all tasks at the same time (N:1)  Unless and until response from all task are received it will not be forwarded to next task. |

# Special Requirement

# Applicant eSign (based on Aadhaar verification)

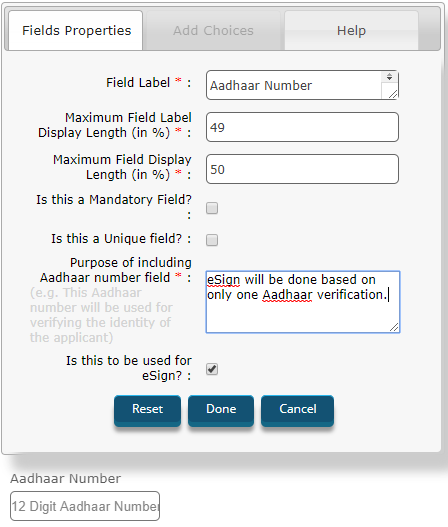
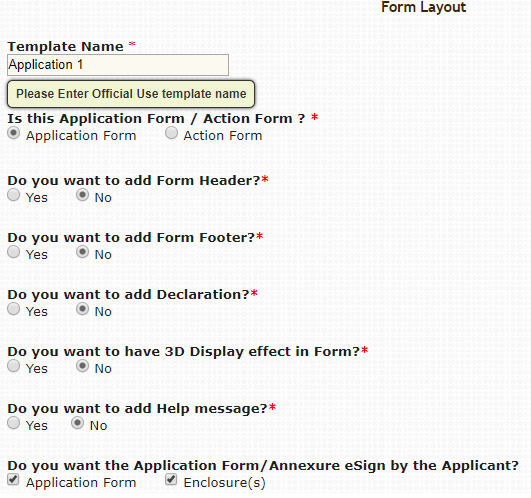
## Prerequisite:

* + 1. eSign Configuration based on
    2. ASP ID
  1. Aadhaar Configuration based on :
     1. AUA
     2. SUBAUA
     3. LK

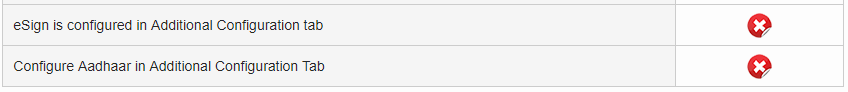
 

## Impacted Placeholders in ServicePlus (SP) :

* 1. Service Definer (SD):
     1. Form Designer :
        1. Check in case Applicant’s e-Sign is desired on the Application/document(s). Also, check the check-boxes of the options (Application Form & Annexure), wherever applicant’s e-Sign is desired.
        2. Drag & drop Aadhaar field & check in case it will be used for eSign.
        3. Ensure only 1 Aadhaar field is checked for e-Sign, to avoid jeopardize the e-Office to fetch e-Sign.



* + 1. Additional Configuration:
       1. eSign Configuration require following:
          1. ASPID
       2. Aadhaar Configuration require following:
          1. AUA
          2. SUBAUA
          3. LK
    2. Service Status Change(Freeze) : (Condition & Validation; in case of multiple i(2&3) & ii )



* 1. Citizen Login:
     1. View All Services 🡪 View Service List 🡪 Apply eSign configured Service:
        1. Enter valid Aadhaar Field; check the Aadhaar Consent wrt e-Sign.
        2. When the applicant clicks “eSign & Submit” which is available any time before “Make Payment”; the applicant’s e-Signed document is stored in SP. To view the eSign Application navigate to Citizen 🡪 View My Application 🡪 Track My Application
  2. Work Flow Player(View of Applicant’s e-Signed Application Form):
     1. Message Box 🡪 Inbox 🡪 Pull 🡪 Action 🡪 View Processing History 🡪 Click on Application Submission (completion Status)