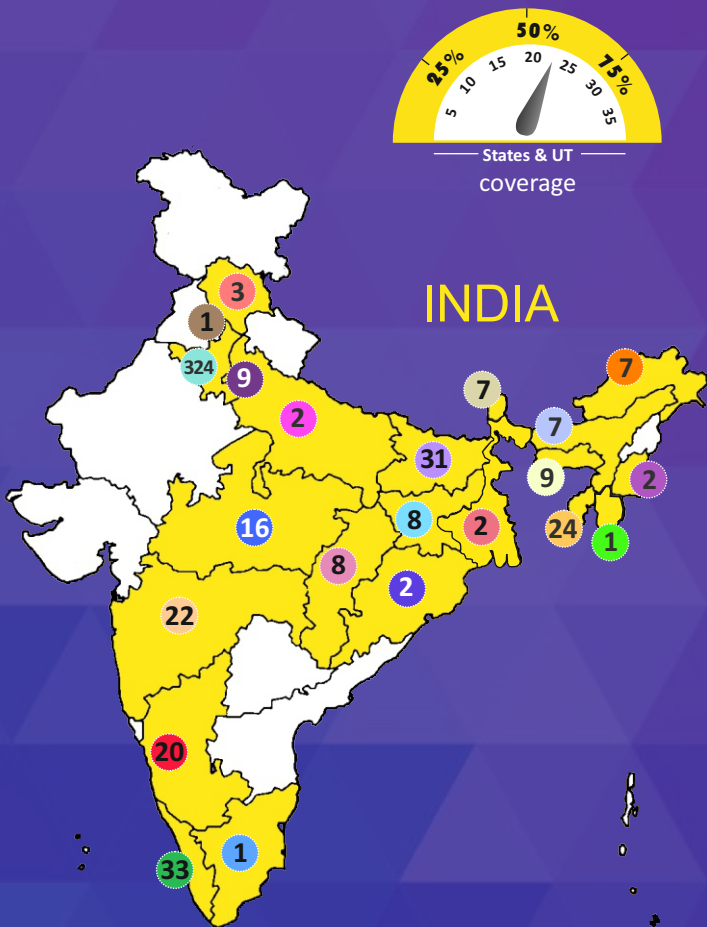


## Countrywide Presence



- Arunachal Pradesh
- Meghalaya
- Assam
- Mizoram
- Bihar
- Odisha
- Chhattisgarh
- Sikkim
- Haryana
- Tamil Nadu
- Himachal Pradesh
- Tripura
- Jharkhand
- Uttar Pradesh
- Karnataka
- West Bengal
- Kerala
- Central
- Madhya Pradesh
- Chandigarh
- Maharashtra
- Manipur

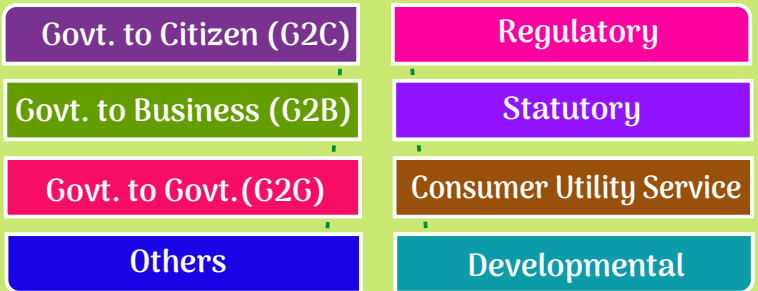
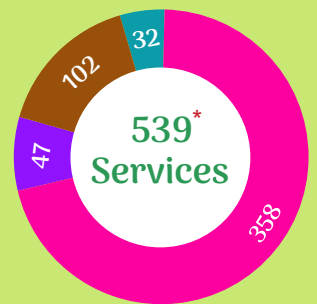
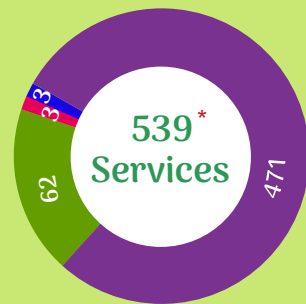
## Implementation Status in India



**NATIONAL STATISTICS\***



### Type of Services



\* as on 30<sup>th</sup> November 2018

## About National Informatics Centre

National Informatics Centre (<https://www.nic.in>) was established in 1976 and has since emerged as a “primer builder” of e-Government / e-Governance applications up to the grassroots level as well as a promoter of digital opportunities for sustainable development. Through its ICT Network, “NICNET”, has established institutional linkages with all the Ministries / Departments of the Central Government, 36 State Governments / Union Territories and about 708 District administrations across India.

This resulted in improvement in government services, wider transparency, promoting decentralized planning and management, better efficiency and accountability to the people of India.



# ServicePlus

A metadata-based Integrated eService Delivery Framework



Service Consumer



All-in-one citizen engagement platform, used by 20+ State Government and 5 Central Line Departments

“ Make all Government services accessible to the common man in his locality, through common service delivery outlets, and ensure efficiency, transparency, and reliability of such services at affordable costs to realize the basic needs of the common man ”

ServicePlus ‘a low code no code’ framework designed to e-enable a service by using a generic, configurable, unified, metadata-based open-source multi-tenancy framework which can be used by each tenant (the department or local government) to configure their services as per their requirement and ensure the highest degrees of scalability, reliability and flexibility. It is a powerful foundation empowering the citizen on their most important need viz., to know their eligibility for various services offered by the Government thus helping governments improve citizen services and fulfill the needs of growing communities.

The ServicePlus Platform includes all shared technologies and functionality within a SaaS environment to meet the varying needs of government agencies, from large states to small departments. Easy and intuitive interface for application submission & processing for all stakeholders has made ServicePlus a user friendly and acceptable software across Government departments.

It is one of the applications developed as part of Panchayat Enterprise Suite (PES) under e-panchayat Mission Mode Project.

## Features



Payment Gateways (PayGov, SBI ePay, PayU, CSC eWallet, State’s eTreasury), Aadhar, DigiLocker, eSign, eTaal, ePramaan, UMANG & RAS

### For Government



- An easy-to-use, wizard-like interface to quickly configure and launch a service
- Transparent and efficient service delivery mechanism
- Inbuilt tools for monitoring the performance of individual functionaries and/or offices

### For Citizen



- Single portal to access various services across the country
- Online registration along with preferences for proactive alerts
- Online repository to upload and manage various documents
- Online Tracking irrespective of the mode of submission
- Integrated online grievance submission and redressal

### For Service Center Agencies (SCAs)



- Bulk registration for CSC and non-CSC kiosks
- Activation/De-activation of Kiosks

### For Kiosk Operators



- Apply and track applications on behalf of Citizens.

# User Acceptance Testing

## Testimonials

“ After implementing ServicePlus for eService delivery, the department was able to mobilise the revenue in the same financial year. Best part is that ServicePlus is a versatile and secure solution for service delivery. ”

**Shri. Rishiraj Singh, IPS**  
Commissioner, Kerala Excise Department

“ This Platform has provided a strong foundation for bringing more than 400 services/schemes across 37 departments on a single platform under Antyodaya SARAL project in Haryana. It not only provides seamless integration with existing online systems but also an end to end solution to bring offline services online. It is an inexpensive model which can be easily replicated in other states as well. ”

**Dr. Rakesh Gupta**  
Additional Principal Secretary to Chief Minister, Haryana

“ ServicePlus is a robust and developer friendly platform. In Karnataka, we are developing services for various departments and we are able to show quick results. This platform is the tool to transform e-governance landscape in the country for the benefit of citizens. ”

**Dr. Sunil Panwar**  
Director, EDCS, Karnataka

“ Software is very user friendly and this Inspectorate is highly satisfied to provide the prompt services to the users, using SERVICEPLUS. ”

**Er. Samiran Das**  
Chief Inspector of Factories, Assam

## Stakeholders

- ✦ Citizen
- ✦ Rural Local Bodies (Village Panchayats, Block Panchayats, District Panchayats)
- ✦ Urban Local Bodies (Corporations, Municipalities, Town Areas, Notified Area Councils)
- ✦ State Line Departments
- ✦ Central Line Ministries/Departments
- ✦ Work Flow Players (Department and Local Bodies)
- ✦ Service Center Agencies (SCAs)
- ✦ Kiosk Operators

## How to get ServicePlus?

A demo site is available to facilitate trainings and hands-on sessions. Actual services can be defined and launched in <https://serviceonline.gov.in>

The site is accessible using Internet Explorer 7.0 and above or Mozilla Firefox 4.0 and above.

For obtaining details of user ID and password, a letter may be addressed by the concerned State Government department to National Informatics Centre or Ministry of Panchayati Raj.

## Contact us

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