User's Handbook

http://serviceonline.gov.in

For

Bihar e-District Mission Mode Project
(http://serviceonline.bihar.gov.in)

Technical Support by
National Informatics Centre (NIC)
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Bailey Road, Patna - 800015

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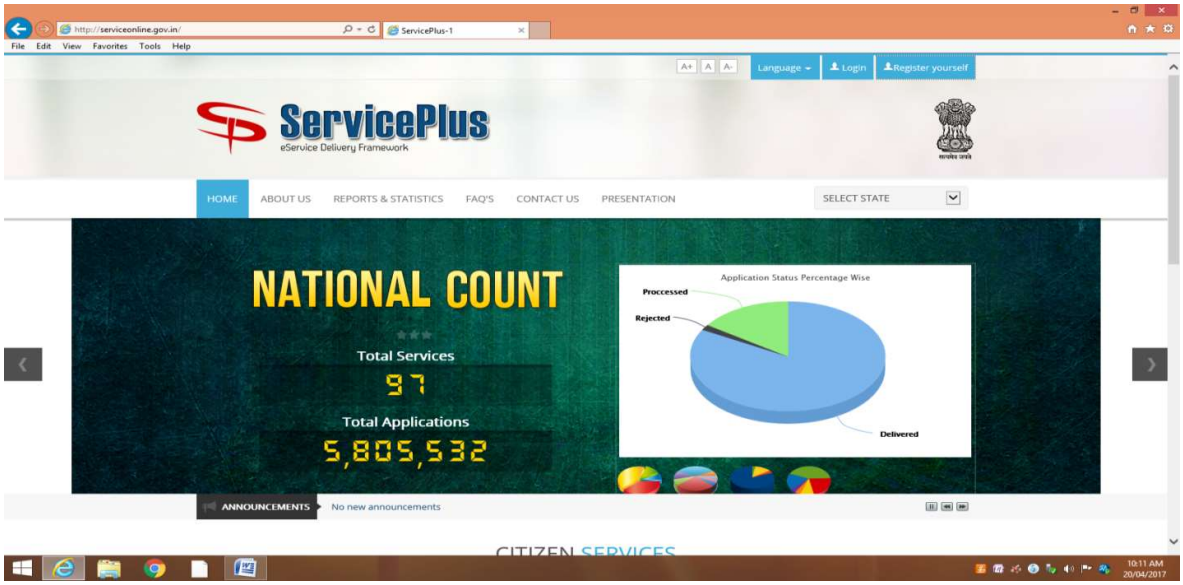
1. Introduction: -

All the 31 Services of Bihar Labour Resources Department, earlier available online on SSDG Portal (**http://bihar.gov.in**), are now configured on ServicePlus Platform of NIC.

The ServicePlus URL is **http://serviceonline.gov.in** and the Homepage looks like as shown below: -

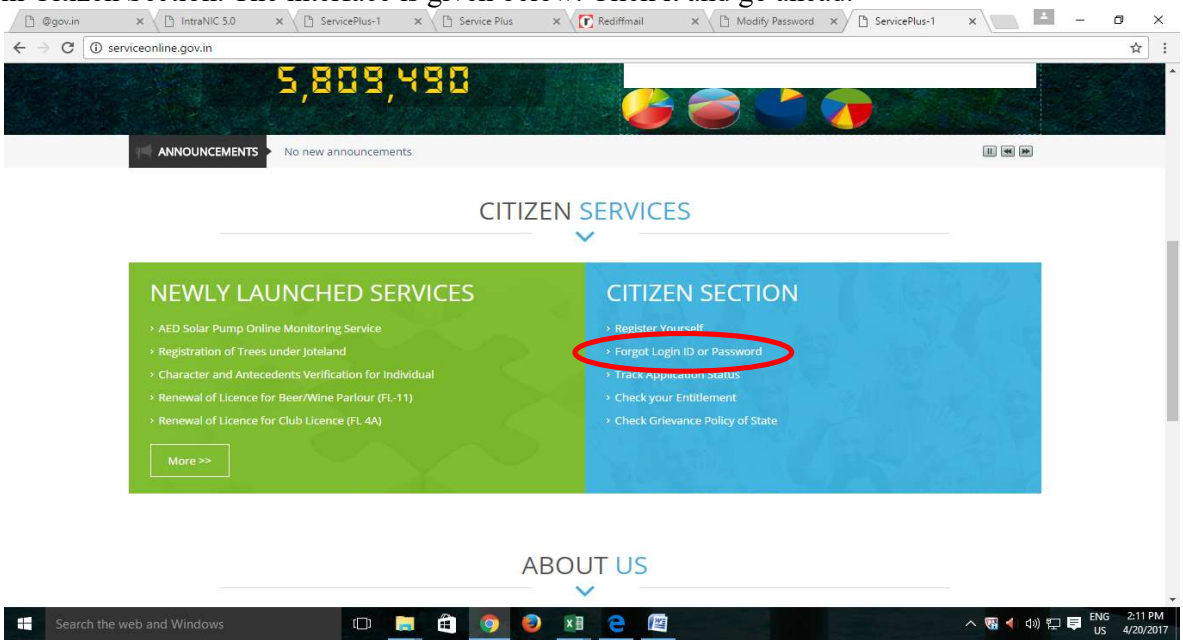


The Bihar Instance of ServicePlus is available on **http://serviceonline.bihar.gov.in**. The Homepage of looks like as shown below: -

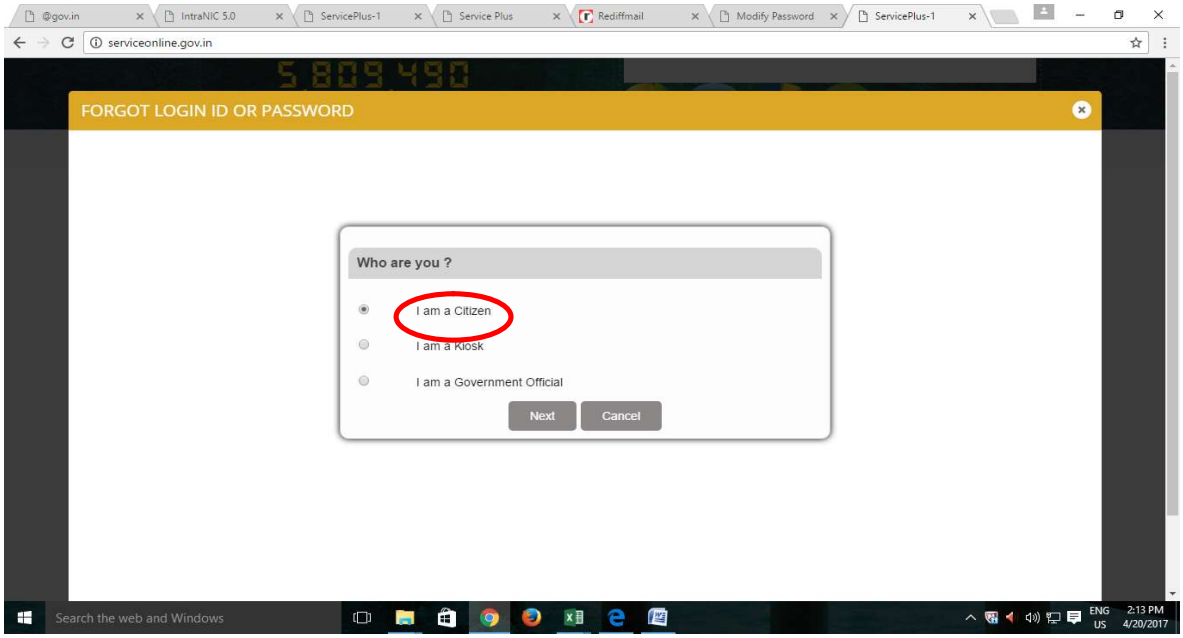
NOTE: - All the Registered Users of SSDG Portal have been shifted to ServicePlus Platform along with their data. They need not register again or afresh on ServicePlus. The User-IDs remain the same as of SSDG Portal. Only, the Users need to reset their password.

2. How to reset Password on ServicePlus for existing Users of SSDG Portal?

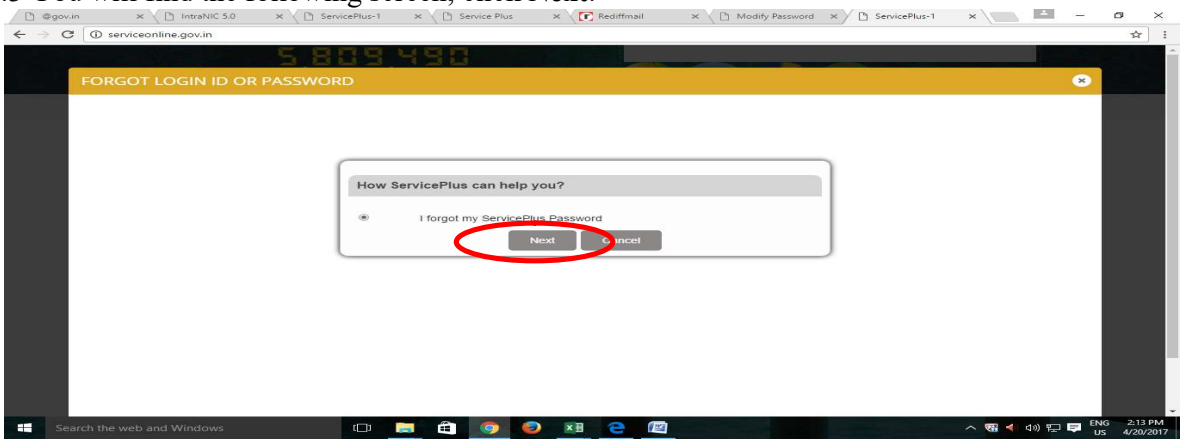
2.1 For this, visit ServicePlus (**http://serviceonline.gov.in**). Find "**Forgot Login ID or Password**" in Citizen Section. The interface is given below. Click it and go ahead.



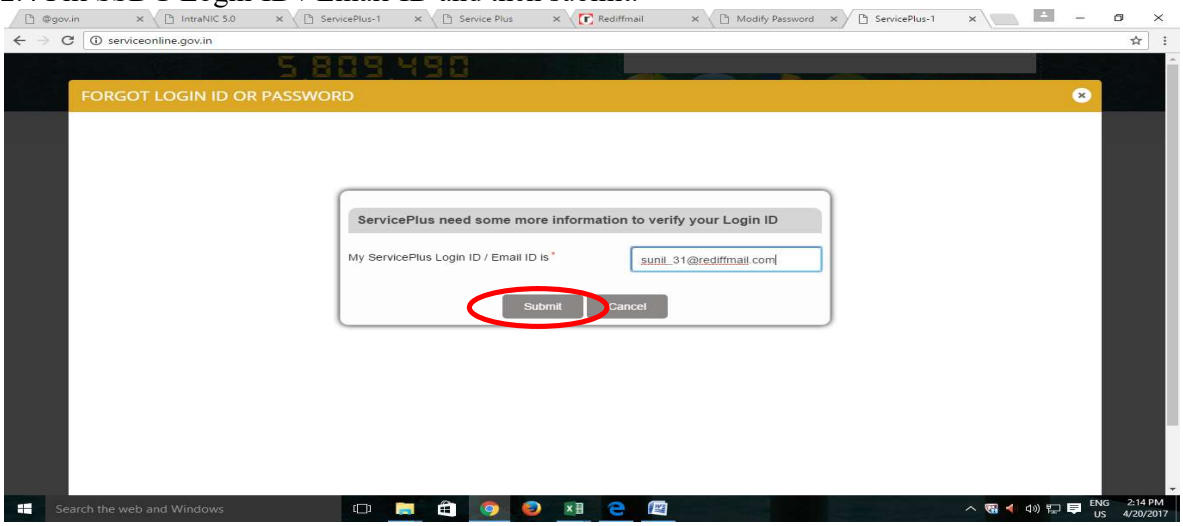
2.2 Select the Choice "**I am a Citizen**" and click on **Next**.



2.3 You will find the following screen, click **Next**.

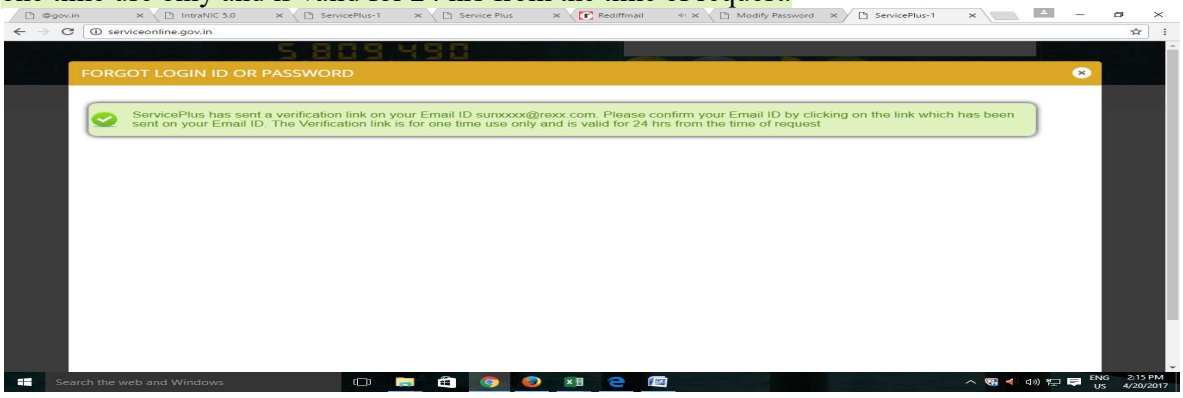


2.4 Fill SSDG Login-ID / Email-ID and then submit.

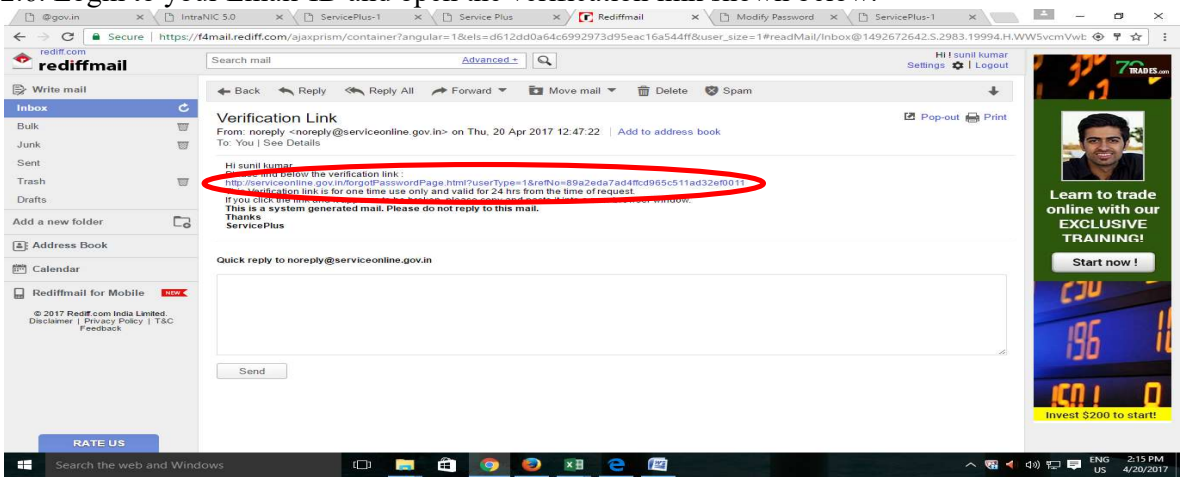


2.5 You will get the following message.

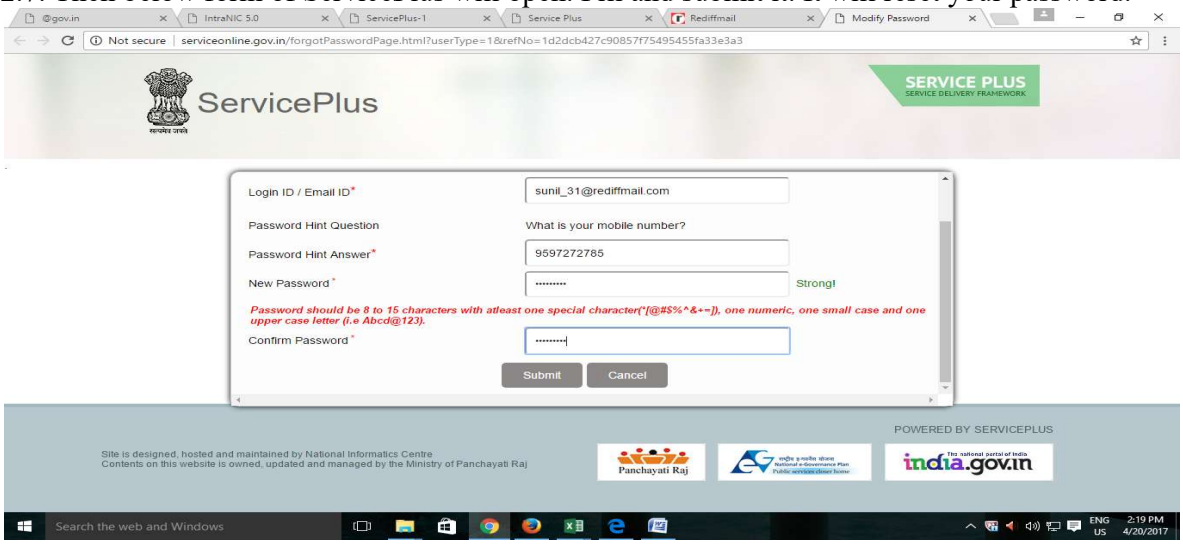
Service Plus has sent a verification link on your Email ID sunxxxx@rexx.com. Please confirm your Email ID by clicking on the link which has been sent on your Email ID. The Verification link is for one time use only and is valid for 24 hrs from the time of request.



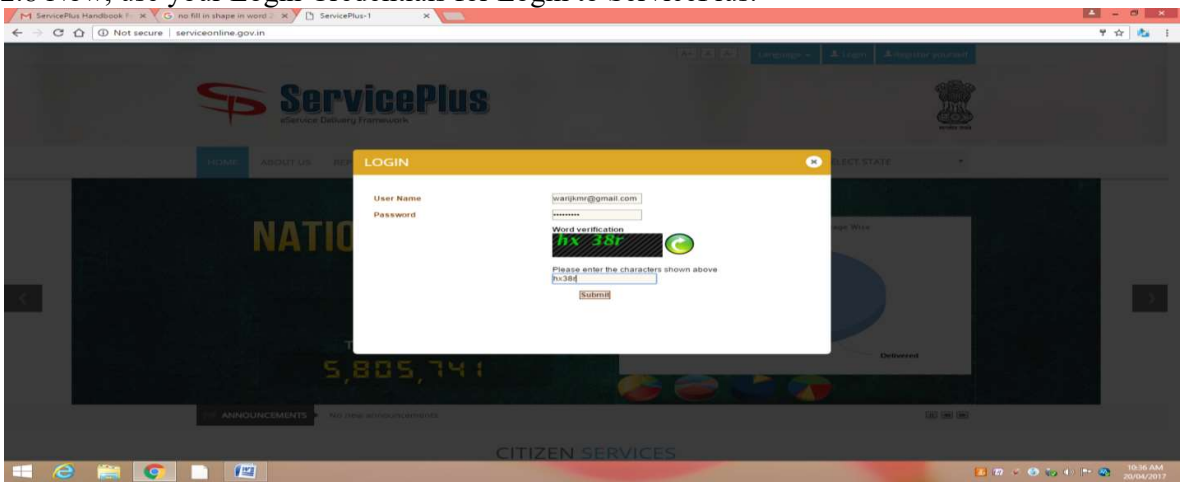
2.6. Login to your Email-ID and open the verification link shown below.



2.7. Then below form of ServicePlus will open. Fill and submit it. It will reset your password.



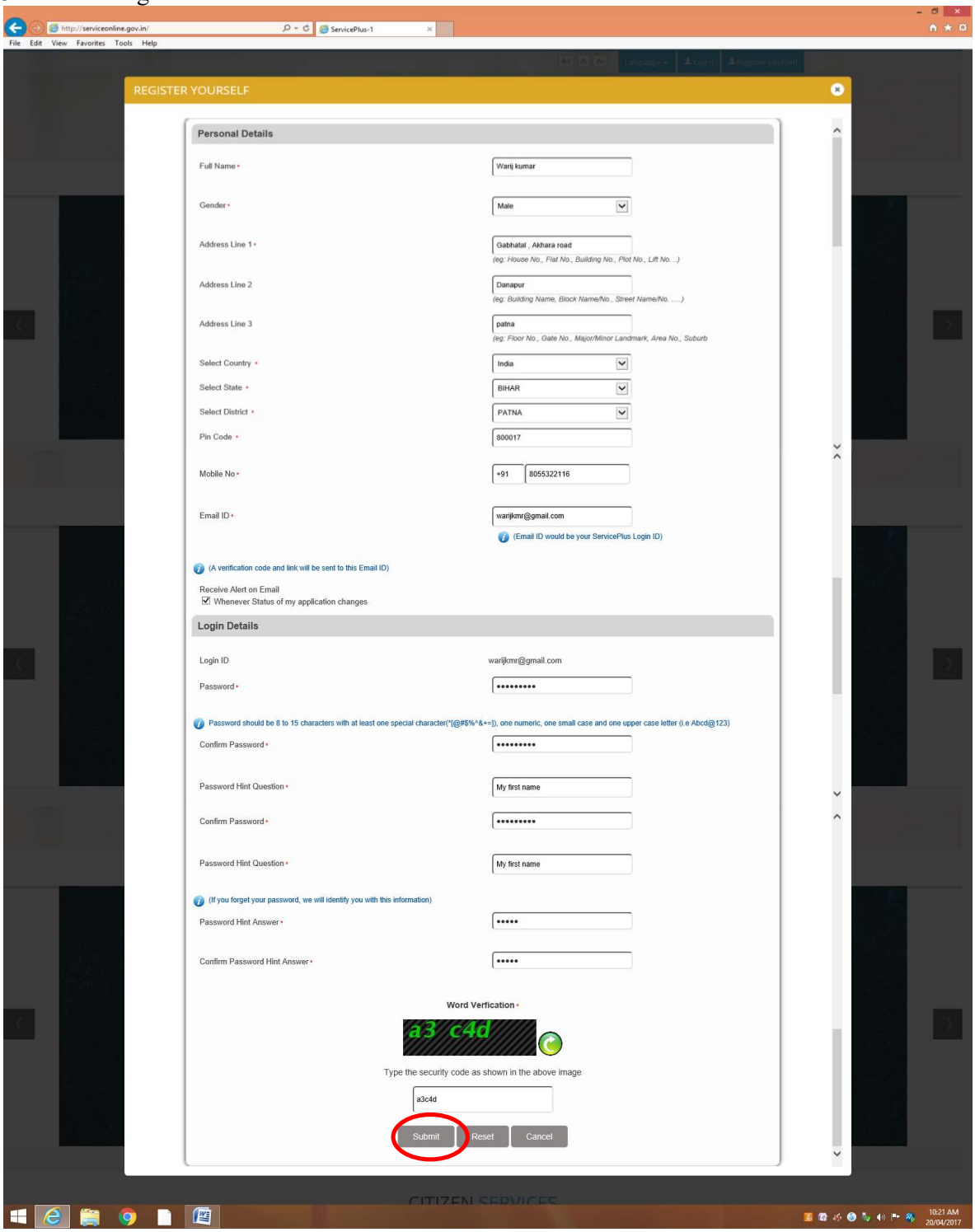
2.8 Now, use your Login Credentials for Login to ServicePlus.



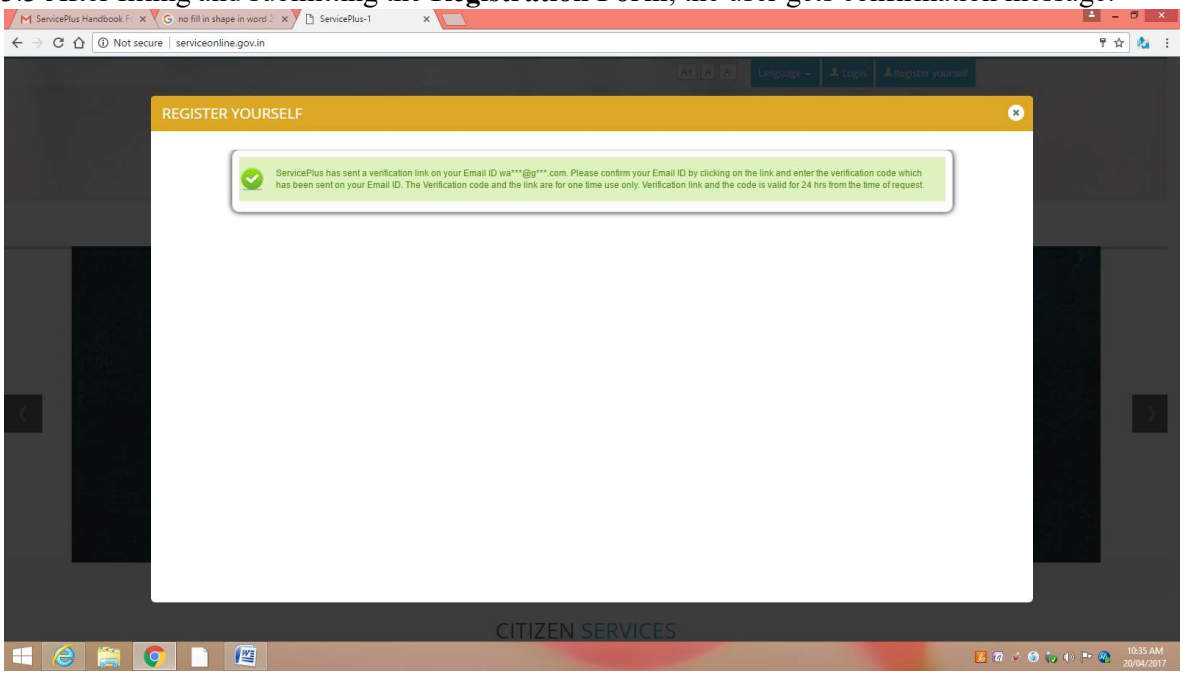
3. How to Register New User on ServicePlus?

3.1 First New User has to register himself / herself through "**Register yourself**" interface.

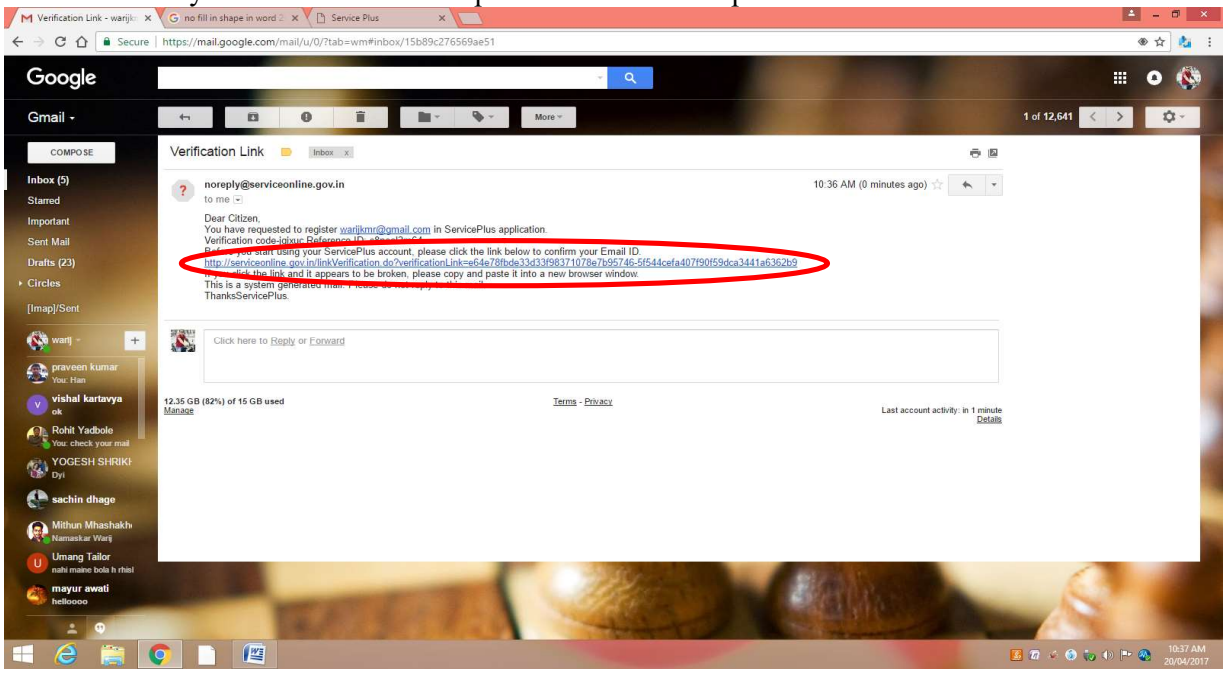
3.2 User's Registration Form: -



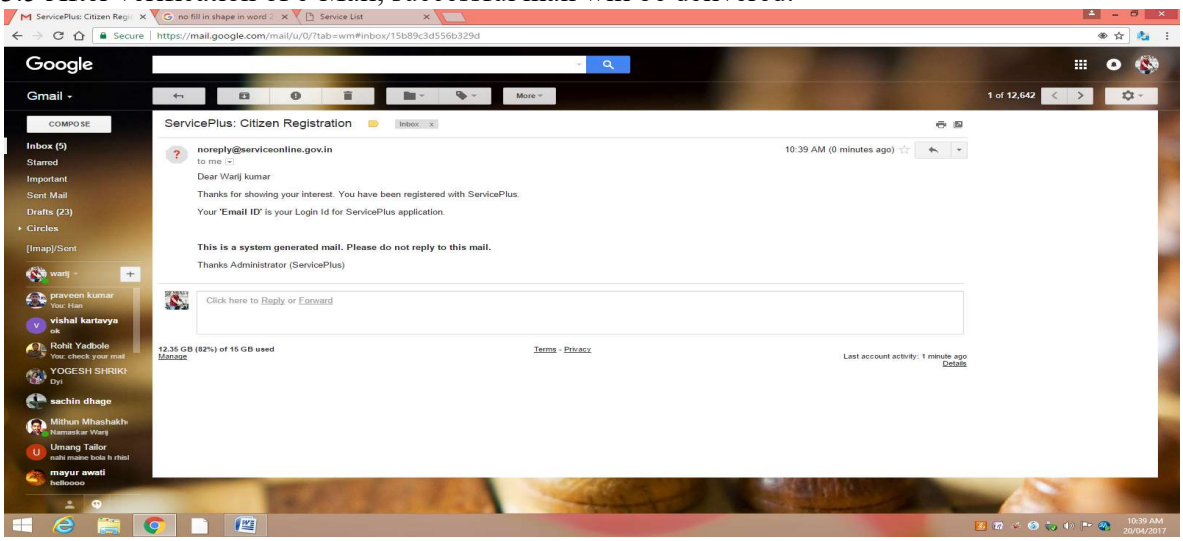
3.3 After filling and submitting the **Registration Form**, the user gets confirmation message: -



3.4 As per confirmation message, go to your Email Account Inbox in which you found verification mail from ServicePlus noreply@serviceonline.gov.in and remember the verification code. Click the link to confirm your eMail-ID and complete the verification process.

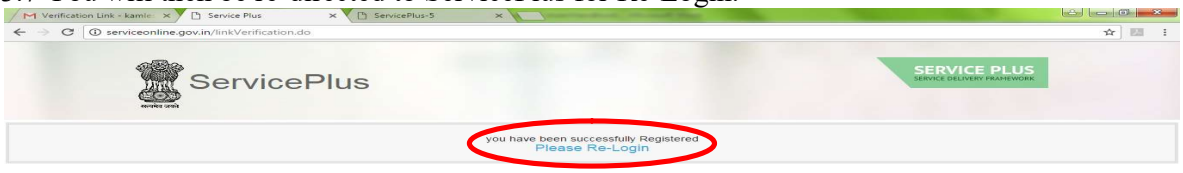


3.5 After verification of e-Mail, successful mail will be delivered.



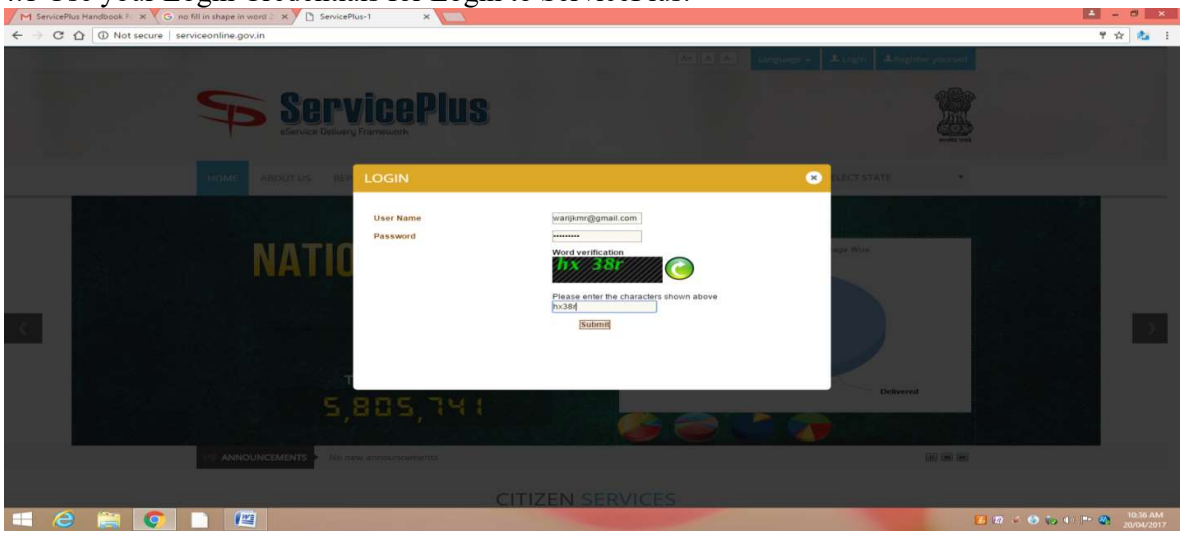
3.6 After clicking on the Link, you will be redirected to ServicePlus site where you will be asked for the Verification Code. Enter your Verification Code and Submit it.

3.7 You will then be re-directed to ServicePlus for Re-Login.

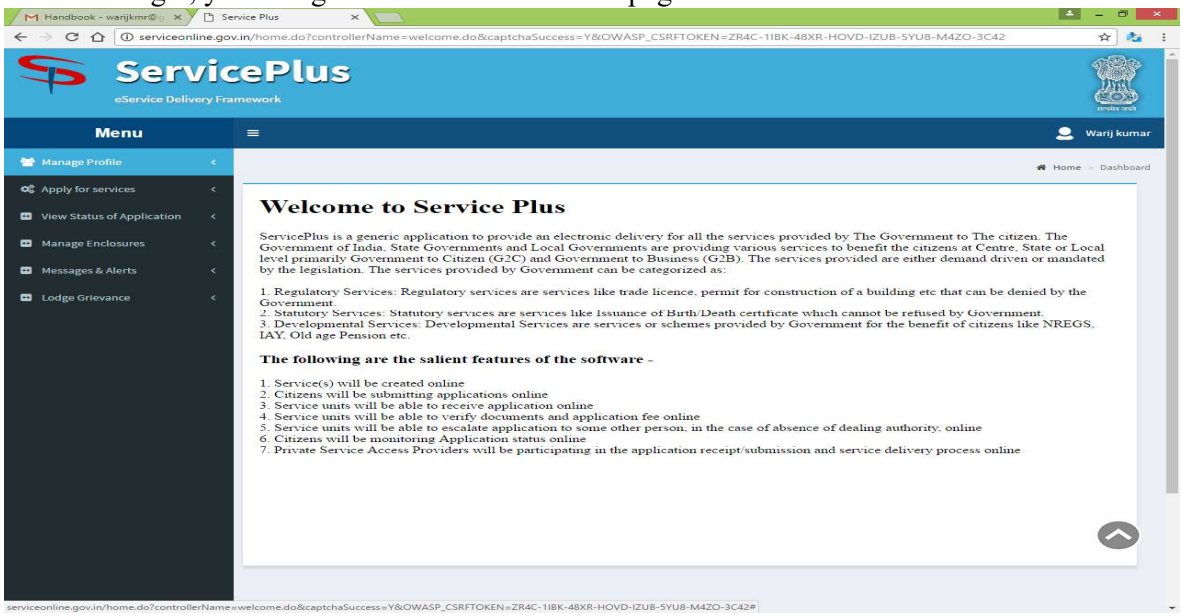


4. How to Manage User Profile on ServicePlus?

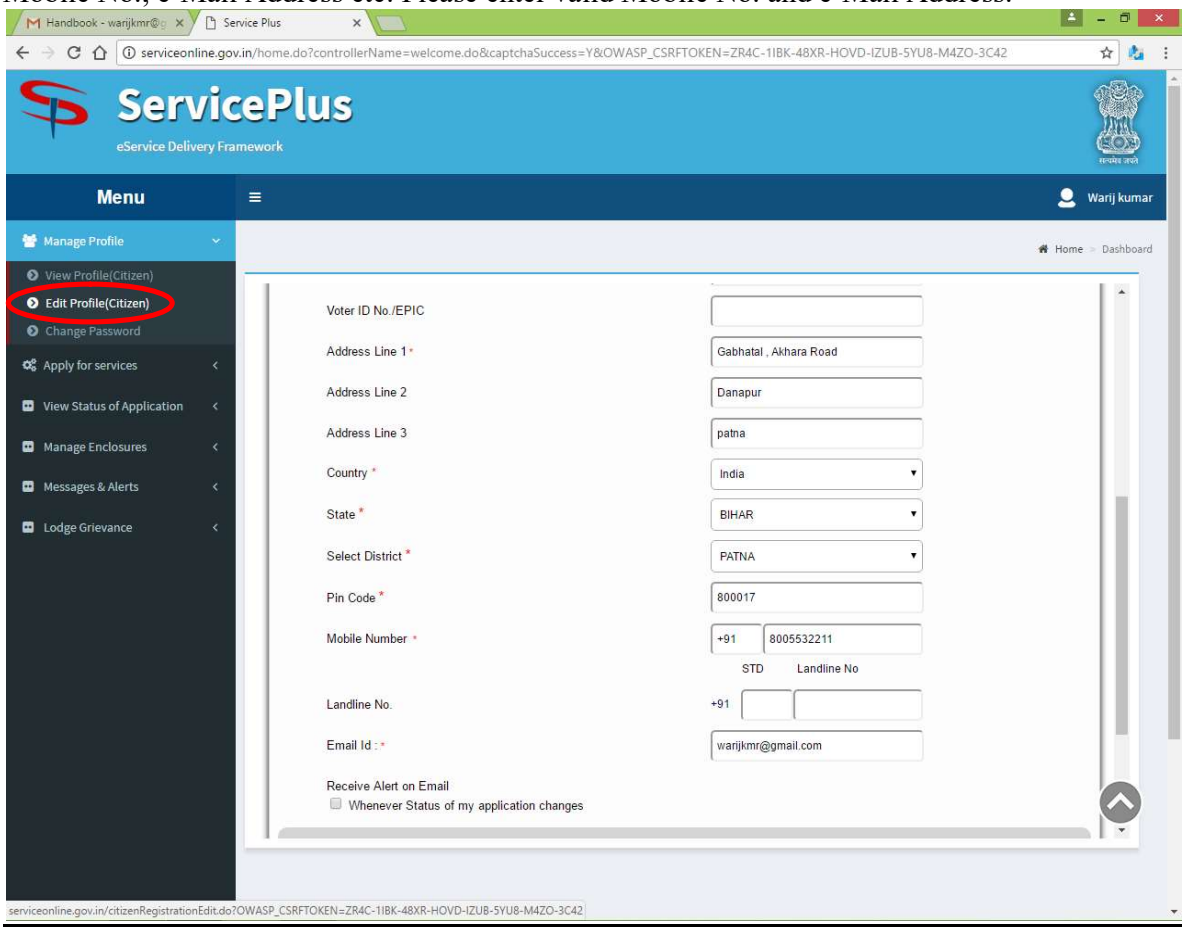
4.1 Use your Login Credentials for Login to ServicePlus.



4.2 After Login, you will get ServicePlus Welcome page.



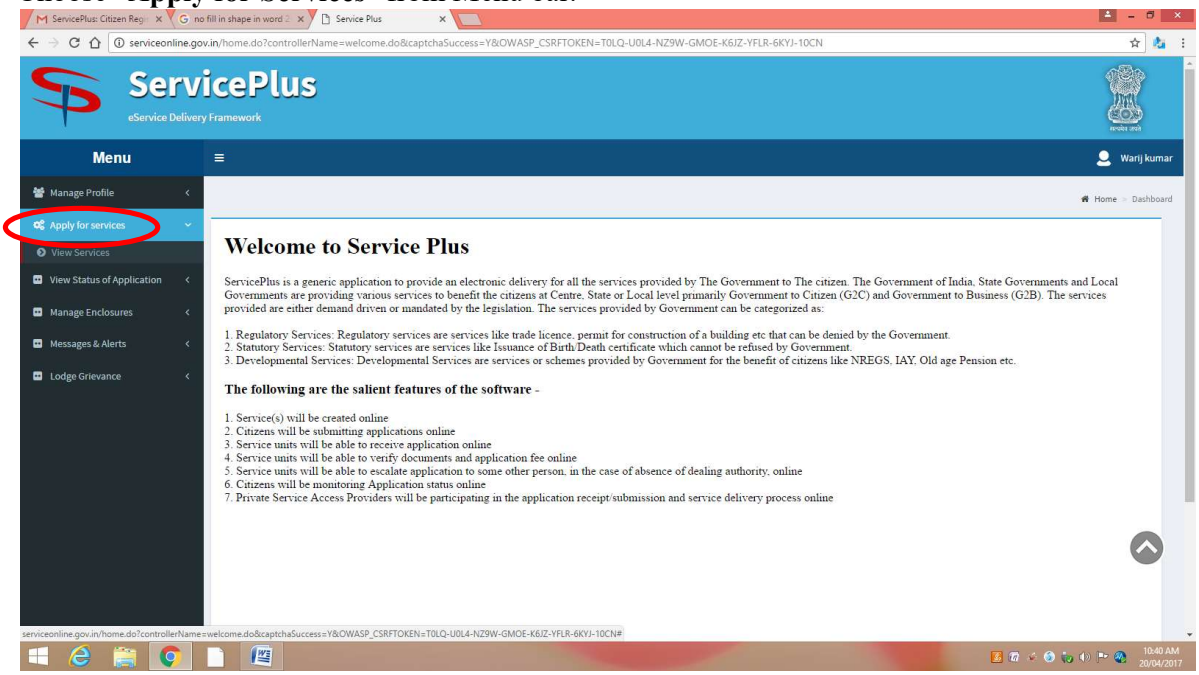
4.3 Go to Manage Profile => Edit Profile. You can update your profile details like Aadhar No., Mobile No., e-Mail Address etc. Please enter valid Mobile No. and e-Mail Address.



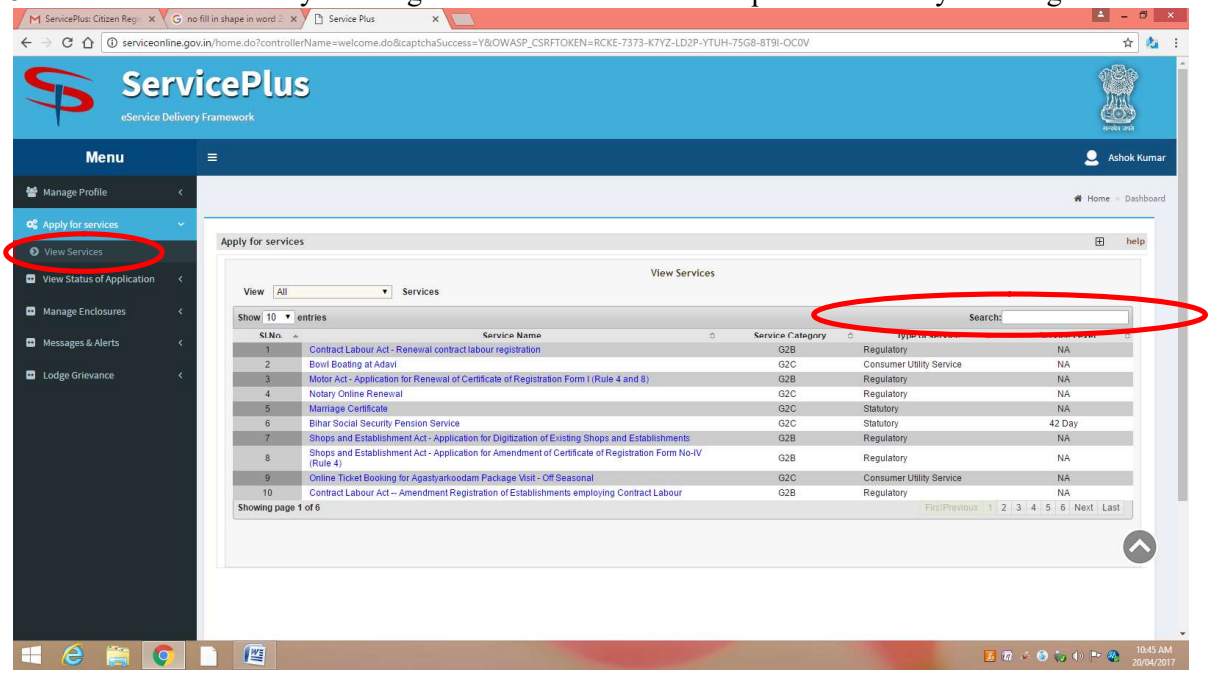
Note: User should enter his / her valid Mobile No. and e-Mail Address to get Service related alerts from ServicePlus.

5. How to apply for Services?

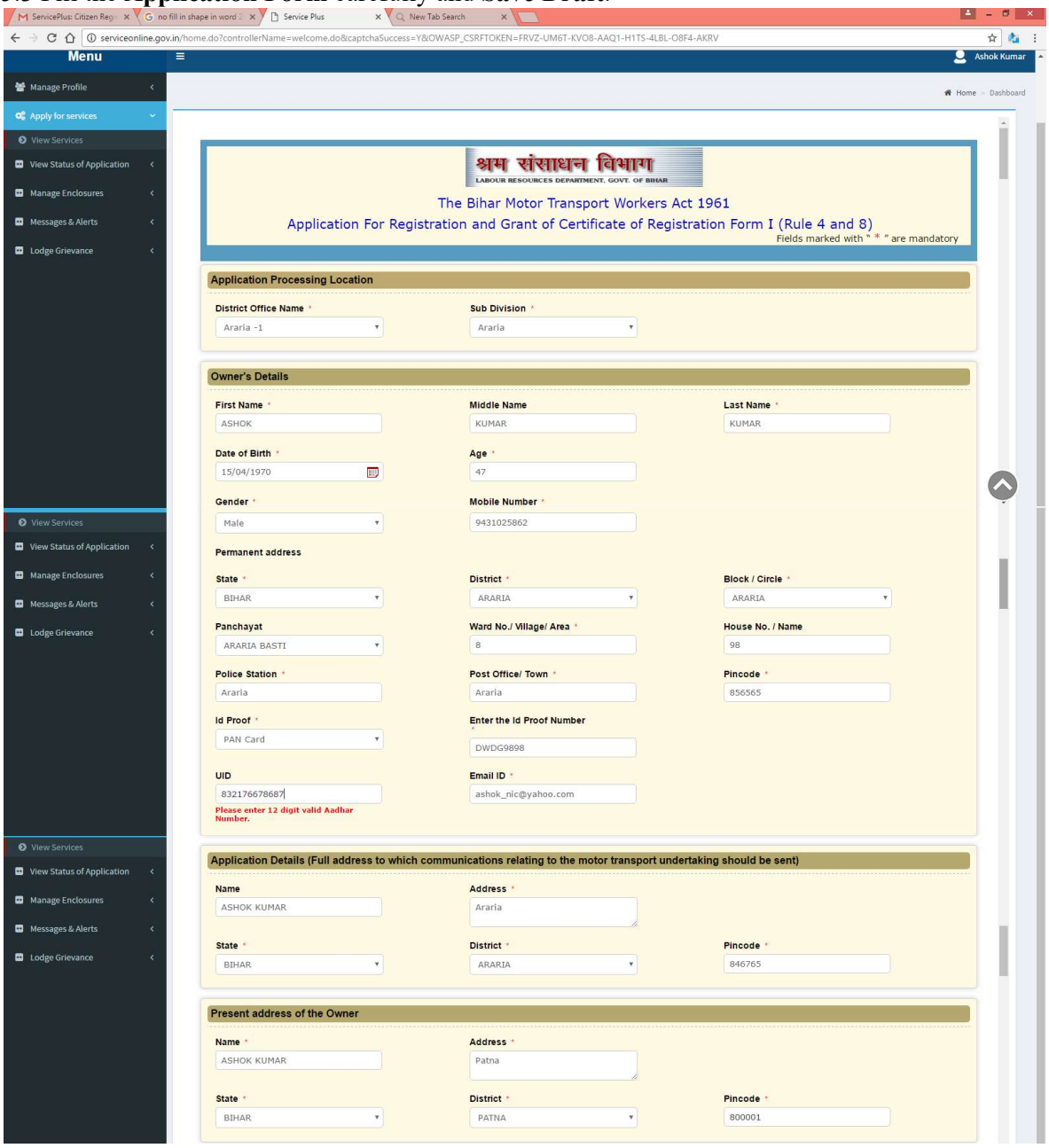
5.1 Login to ServicePlus with your Login Credentials. You will get ServicePlus Welcome Page. Choose "**Apply for Services**" from Menu bar.

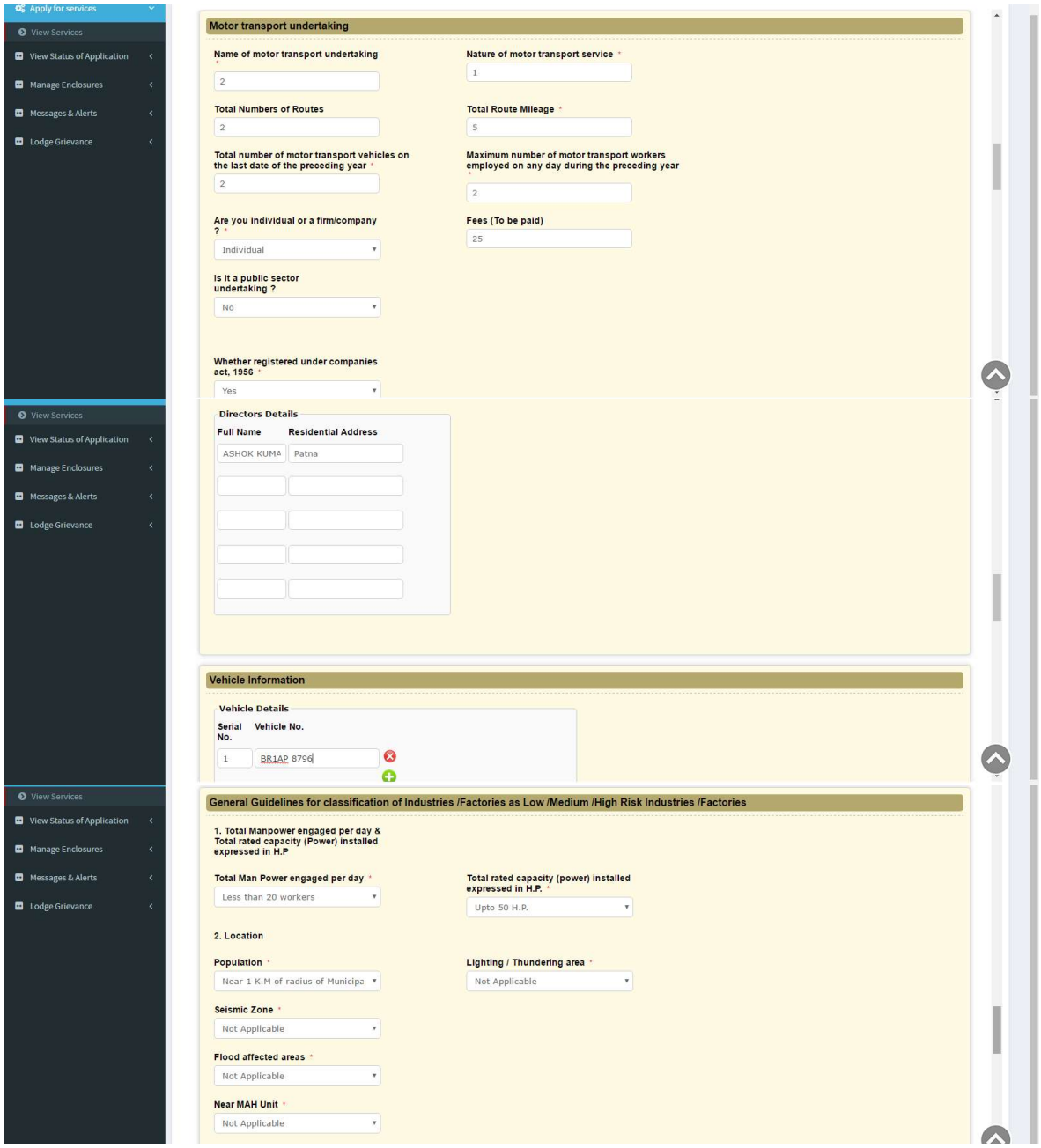


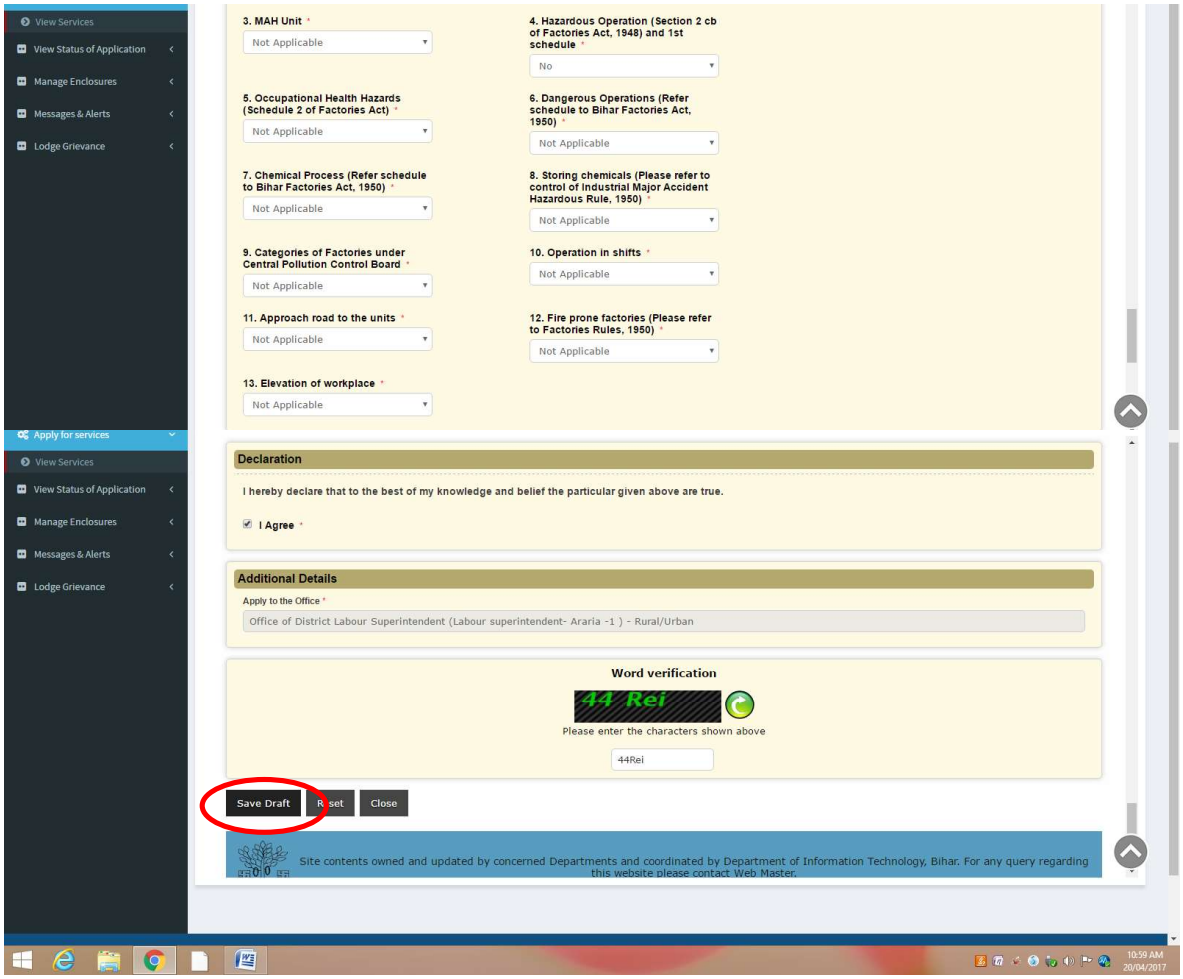
5.2 Search for Service by entering Name of Act and select required service by clocking on it.



5.3 Fill the **Application Form** carefully and **Save Draft**.

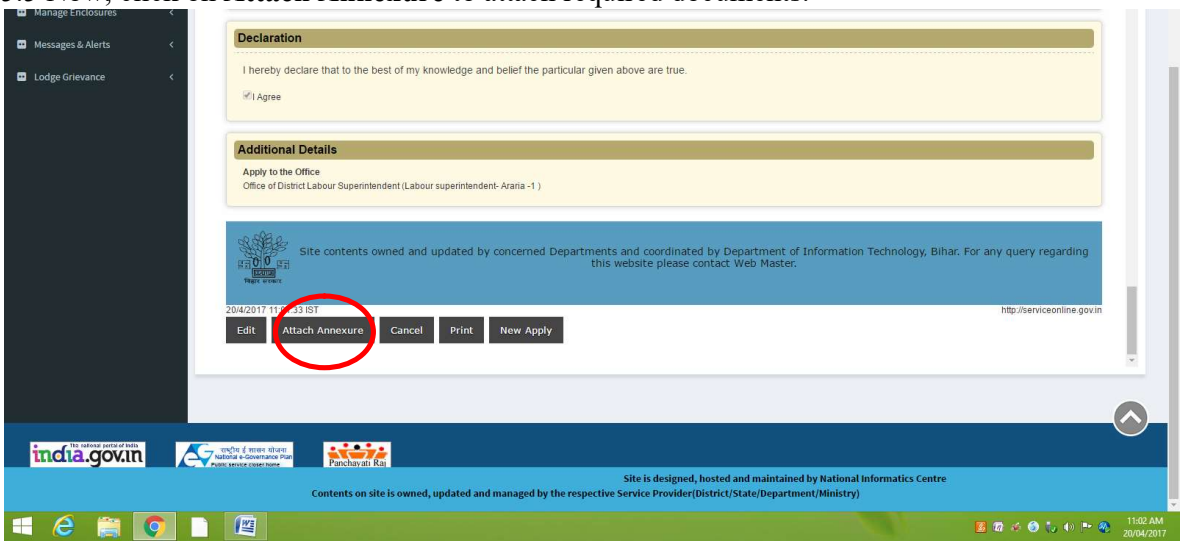



Apply for services
View Services
View Status of Application
Manage Enclosures
Messages & Alerts
Lodge Grievance
Motor transport undertaking
Name of motor transport undertaking *
2
Nature of motor transport service *
1
Total Numbers of Routes
2
Total Route Mileage *
5
Total number of motor transport vehicles on the last date of the preceding year *
2
Maximum number of motor transport workers employed on any day during the preceding year *
2
Are you individual or a firm/company ? *
Individual
Fees (To be paid)
25
Is it a public sector undertaking ?
No
Whether registered under companies act, 1956 *
Yes
Directors Details
Full Name
Residential Address
ASHOK KUMA
Patna
Vehicle Information
Vehicle Details
Serial No.
Vehicle No.
1
BR1AP 8796
General Guidelines for classification of Industries /Factories as Low /Medium /High Risk Industries /Factories
1. Total Manpower engaged per day & Total rated capacity (Power) installed expressed in H.P
Total Man Power engaged per day *
Less than 20 workers
Total rated capacity (power) installed expressed in H.P. *
Upto 50 H.P.
2. Location
Population *
Near 1 K.M of radius of Municipa
Lighting / Thundering area *
Not Applicable
Seismic Zone *
Not Applicable
Flood affected areas *
Not Applicable
Near MAH Unit *
Not Applicable

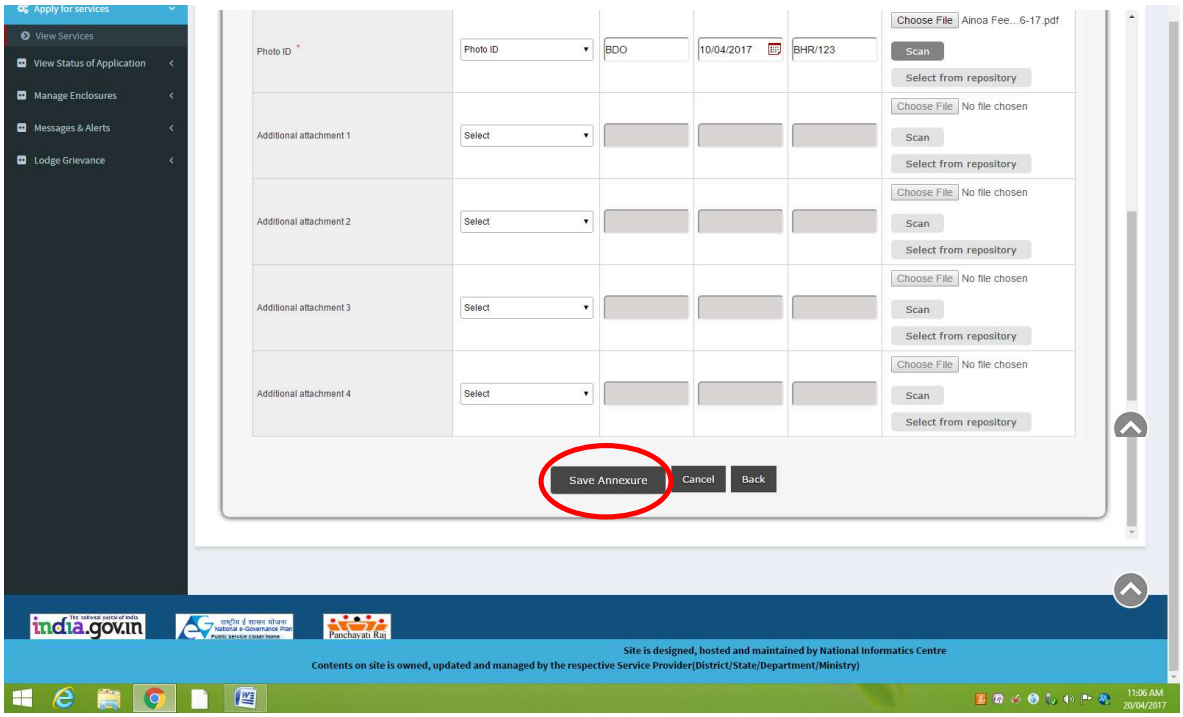

View Services
View Status of Application
Manage Enclosures
Messages & Alerts
Lodge Grievance
3. MAH Unit *
Not Applicable
4. Hazardous Operation (Section 2 cb of Factories Act, 1948) and 1st schedule *
No
5. Occupational Health Hazards (Schedule 2 of Factories Act) *
Not Applicable
6. Dangerous Operations (Refer schedule to Bihar Factories Act, 1950) *
Not Applicable
7. Chemical Process (Refer schedule to Bihar Factories Act, 1950) *
Not Applicable
8. Storing chemicals (Please refer to control of Industrial Major Accident Hazardous Rule, 1950) *
Not Applicable
9. Categories of Factories under Central Pollution Control Board *
Not Applicable
10. Operation in shifts *
Not Applicable
11. Approach road to the units *
Not Applicable
12. Fire prone factories (Please refer to Factories Rules, 1950) *
Not Applicable
13. Elevation of workplace *
Not Applicable
Apply for services
View Services
View Status of Application
Manage Enclosures
Messages & Alerts
Lodge Grievance
Declaration
I hereby declare that to the best of my knowledge and belief the particular given above are true.
I Agree *
Additional Details
Apply to the Office *
Office of District Labour Superintendent (Labour superintendent- Araria -1) - Rural/Urban
Word verification
44 Rei
Please enter the characters shown above
44Rei
Save Draft
Reset
Close
Site contents owned and updated by concerned Departments and coordinated by Department of Information Technology, Bihar. For any query regarding this website please contact Web Master.
10:59 AM
20/04/2017

5.4 You can **View** your filled Application Form to verify whether it is filled correctly. You can **Edit** your Application Form.

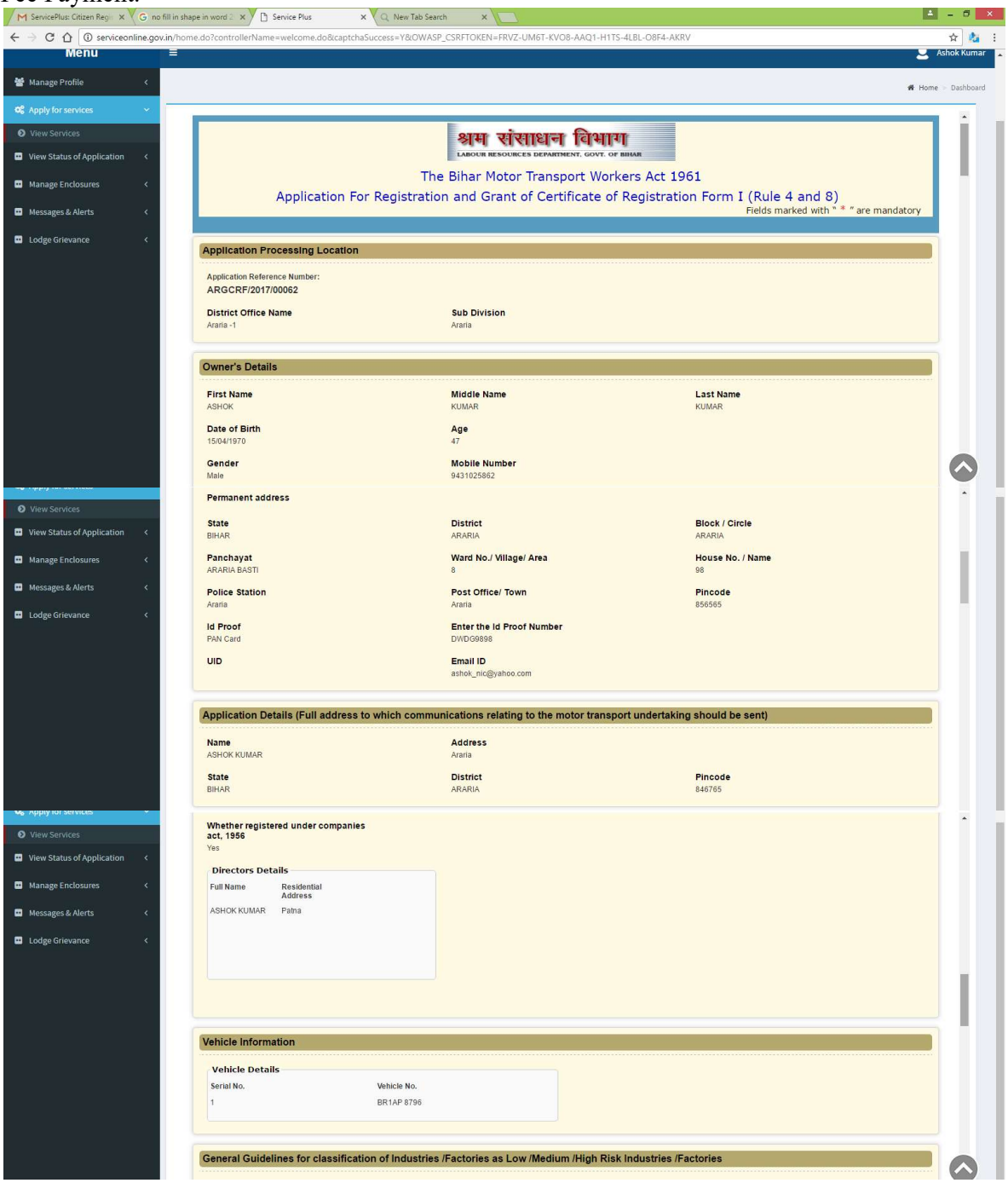
5.5 Now, click on **Attach Annexure** to attach required documents.

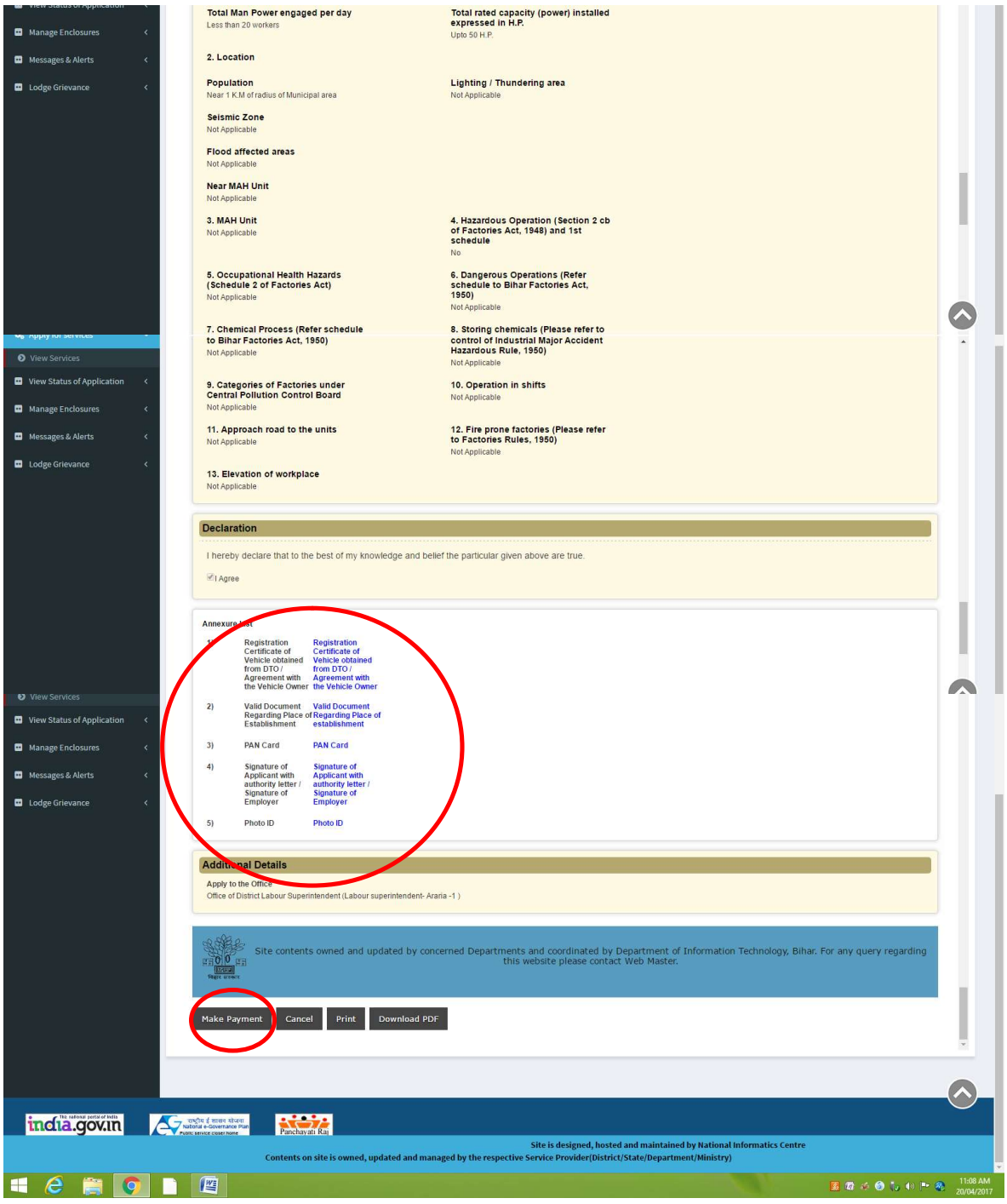


5.6 You can **Attach Annexures** by choosing appropriate files from your Computer or from your document Depository on ServicePlus or by scanning the files if you have attached Scanner. File type supported is PDF and Image. The limit of file is 1 MB.



5.7 You can view your **Application Form** and **Annexure** and make necessary corrections before Fee Payment.

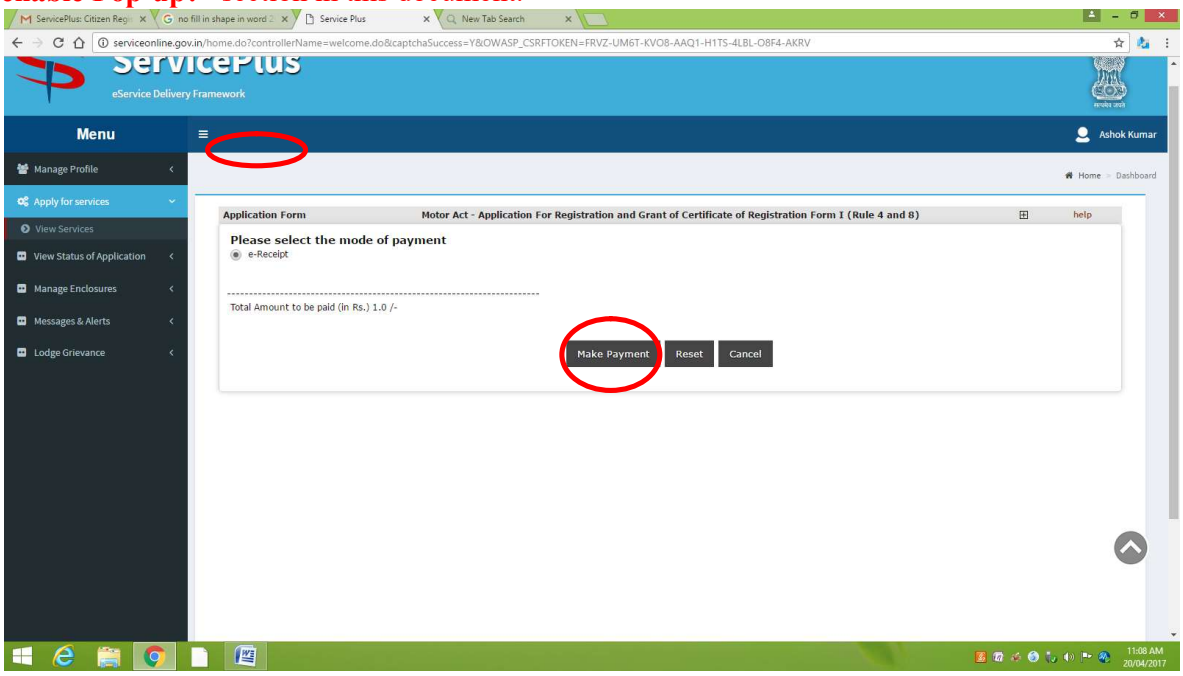




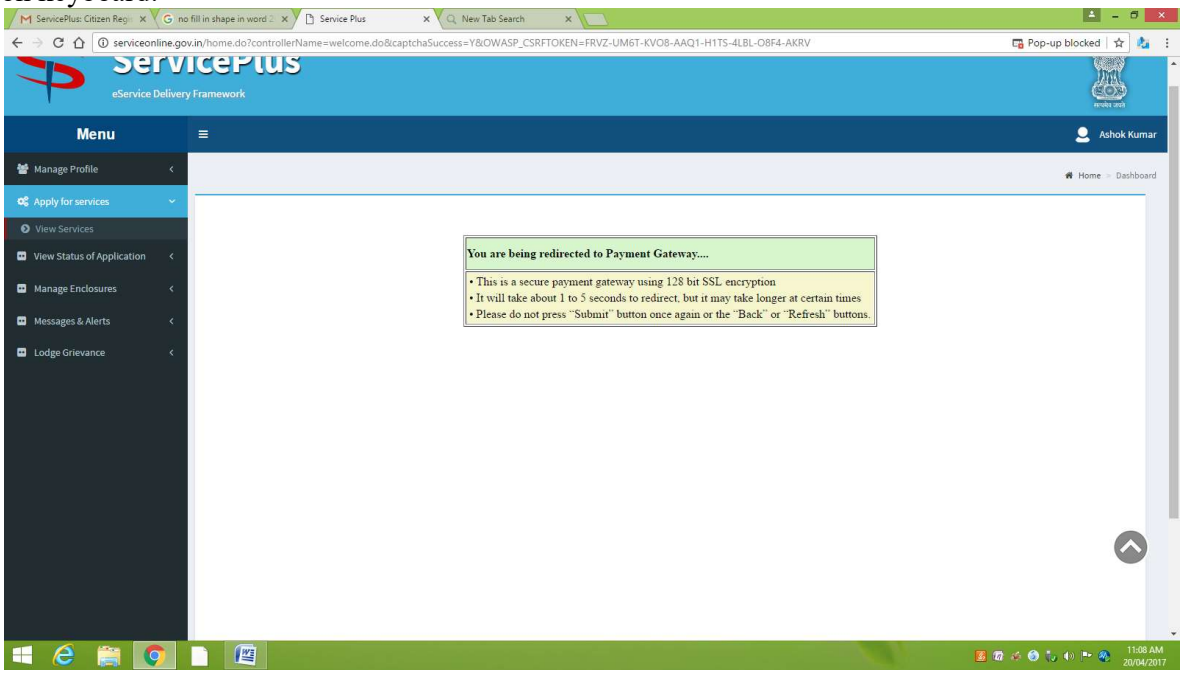
5.8 If everything is OK, select "**Make Payment**" for Payable Services. If you are applying for Non-Payable Service, you can directly **Submit** your form.

5.9 For Fee Payment, select e-Receipt and click on "Make Payment".

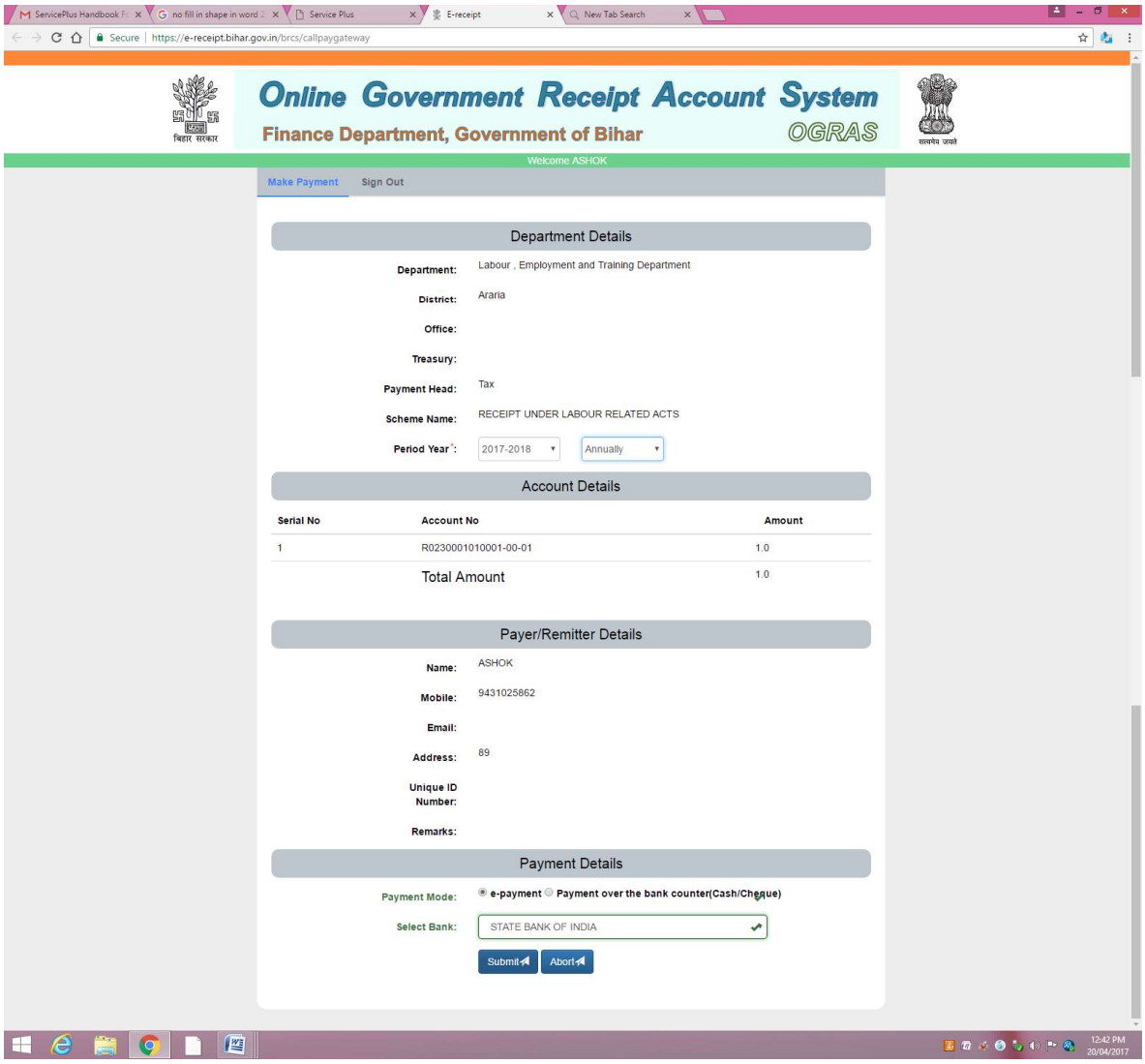
Note :- Before "Make Payment" allow pop up in your browser. For this, please go through "**How to enable Pop-up?**" section in this document.

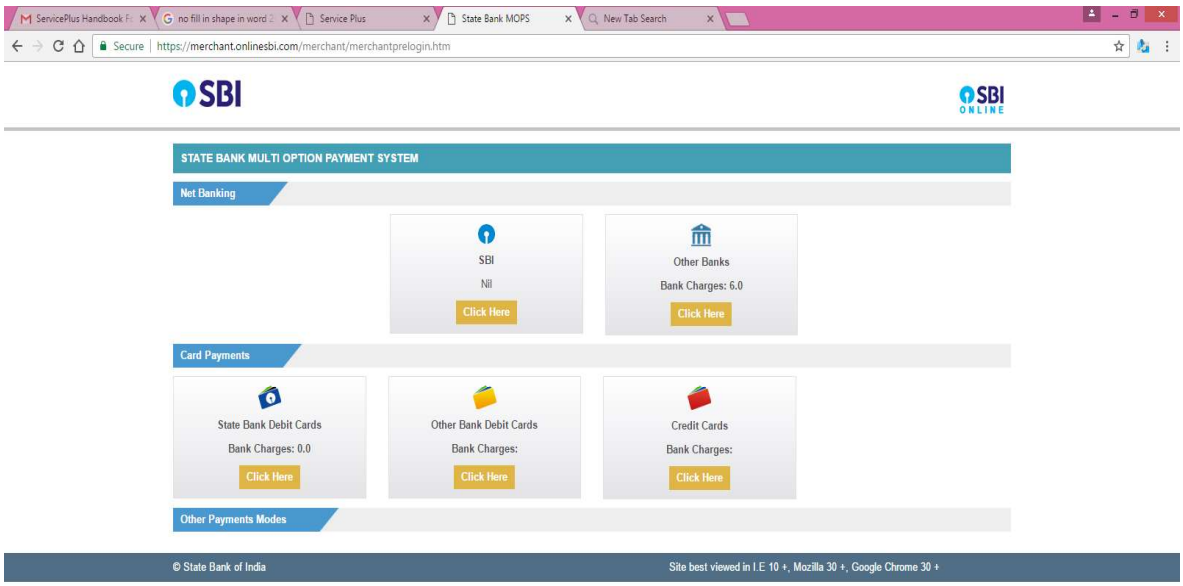


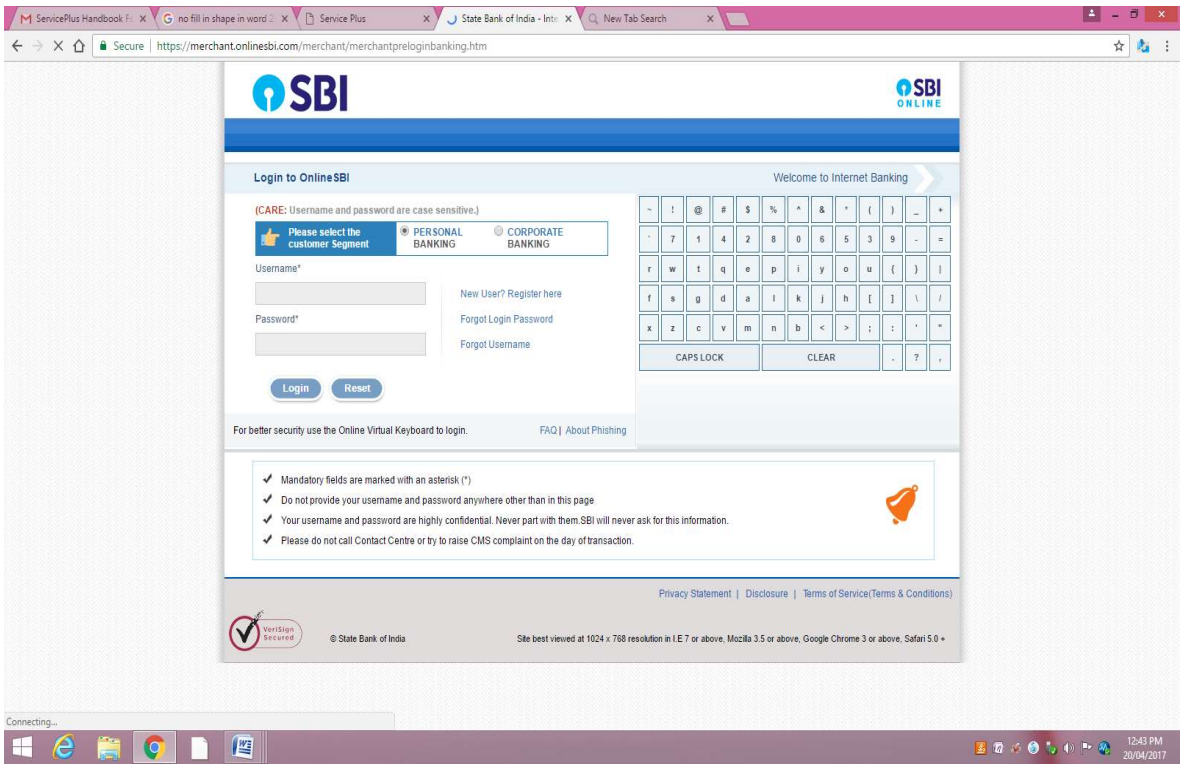
5.10 You will be re-directing to the e-Receipt Payment Gateway of Finance Department, Govt. of Bihar. During re-direction, you will get following message. Please do not click or press any button on keyboard.

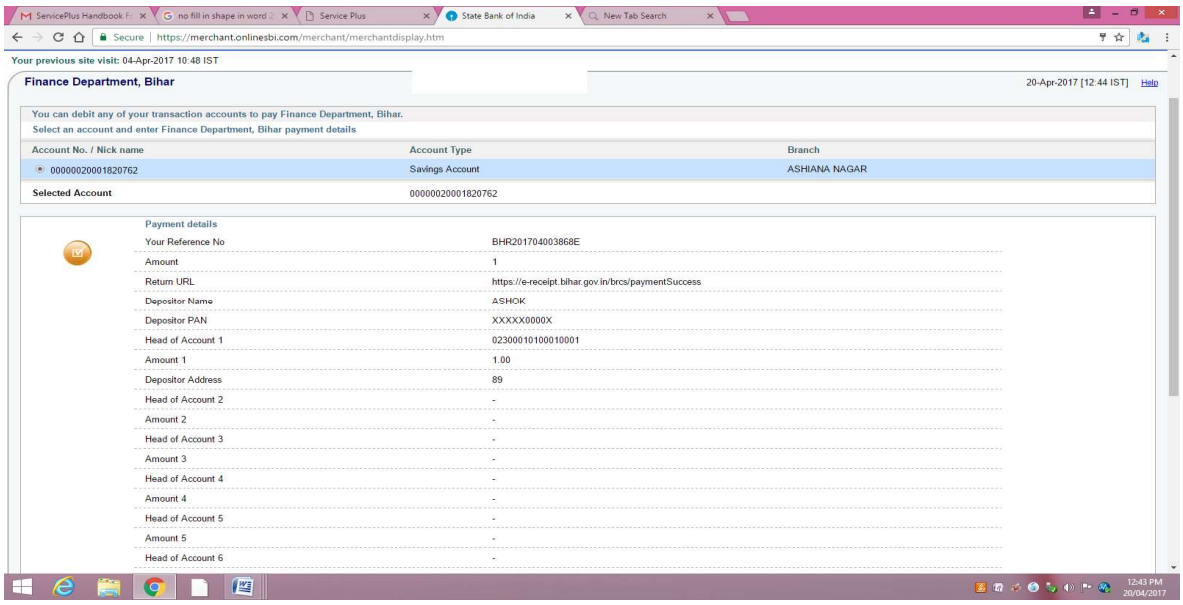


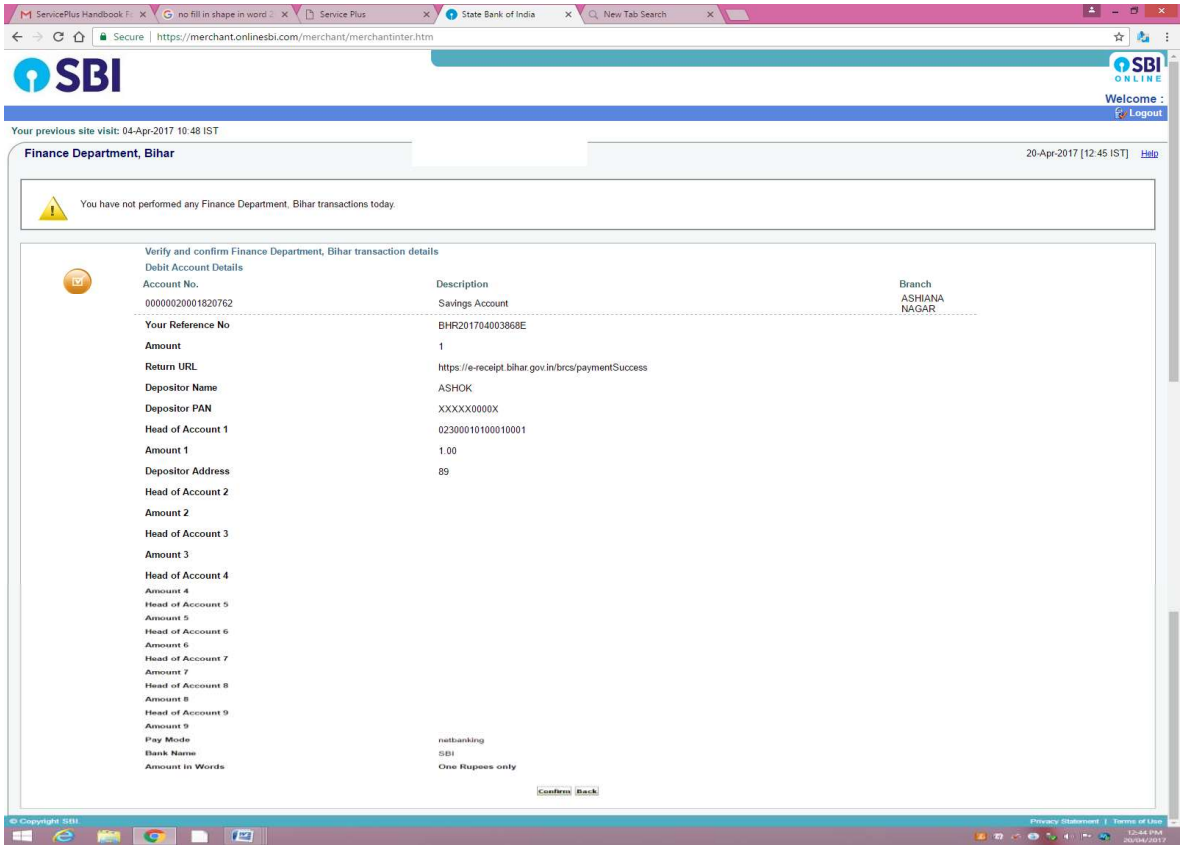
5.11 Now, the e-Receipt (OGRAS) Payment Gateway interface will come. Select Period Year as "**Current Financial Year**", Period Type as "**One Time**", Payment Mode as "**e-Payment**", Select Bank as per your choice and click on "**Submit**". Do the payment online through **Internet Banking.**




Secure | https://merchant.onlinesbi.com/merchant/merchantprelogin.htm
SBI
SBI ONLINE
STATE BANK MULTI OPTION PAYMENT SYSTEM
Net Banking
SBI
Nil
Click Here
Other Banks
Bank Charges: 6.0
Click Here
Card Payments
State Bank Debit Cards
Bank Charges: 0.0
Click Here
Other Bank Debit Cards
Bank Charges:
Click Here
Credit Cards
Bank Charges:
Click Here
Other Payments Modes
© State Bank of India
Site best viewed in I.E 10 +, Mozilla 30 +, Google Chrome 30 +


Secure | https://merchant.onlinesbi.com/merchant/merchantpreloginbanking.htm
SBI
SBI ONLINE
Login to OnlineSBI
Welcome to Internet Banking
(CARE: Username and password are case sensitive.)
Please select the customer Segment
PERSONAL BANKING
CORPORATE BANKING
Username*
Password*
New User? Register here
Forgot Login Password
Forgot Username
Login
Reset
For better security use the Online Virtual Keyboard to login.
FAQ | About Phishing
Mandatory fields are marked with an asterisk (*)
Do not provide your username and password anywhere other than in this page.
Your username and password are highly confidential. Never part with them.SBI will never ask for this information.
Please do not call Contact Centre or try to raise CMS complaint on the day of transaction.
Privacy Statement | Disclosure | Terms of Service(Terms & Conditions)
© State Bank of India
Site best viewed at 1024 x 768 resolution in I.E 7 or above, Mozilla 3.5 or above, Google Chrome 3 or above, Safari 5.0 +
Connecting...

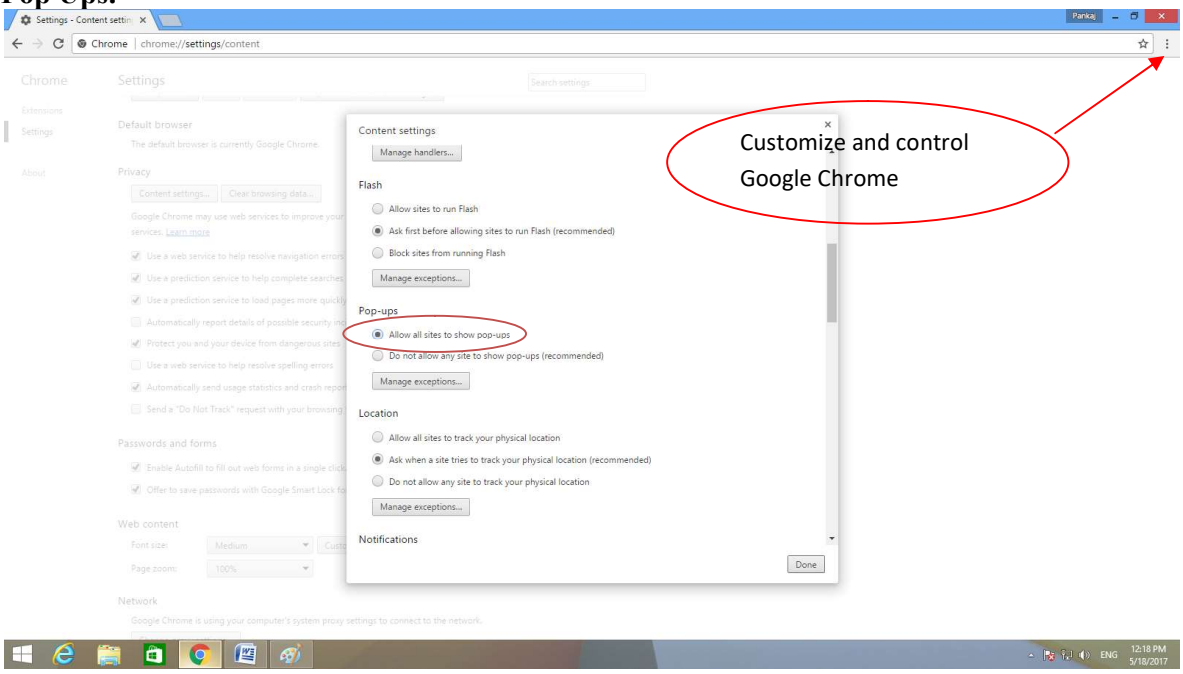




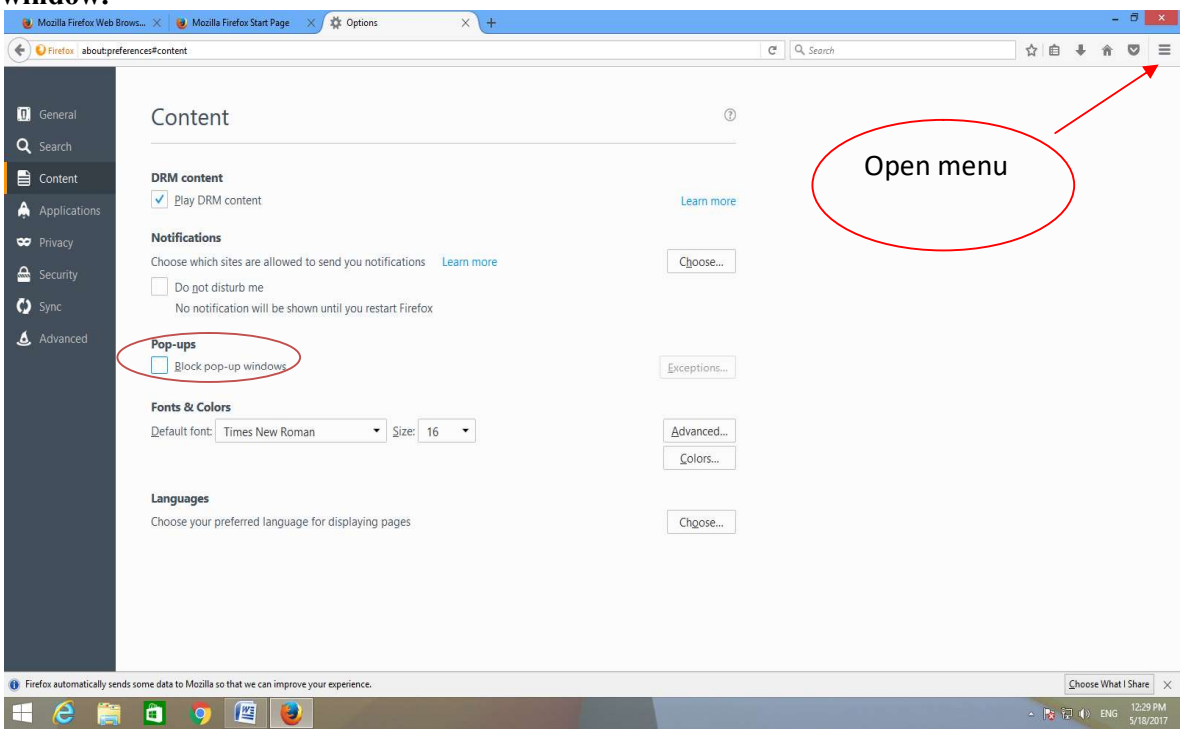
5.12 After payment confirmation, Acknowledgement will be generated. You can print the acknowledgement and keep it with you for future reference. You will also get Acknowledgent through SMS and e-Mail.

6. How to Enable POP-UP for making Payment?

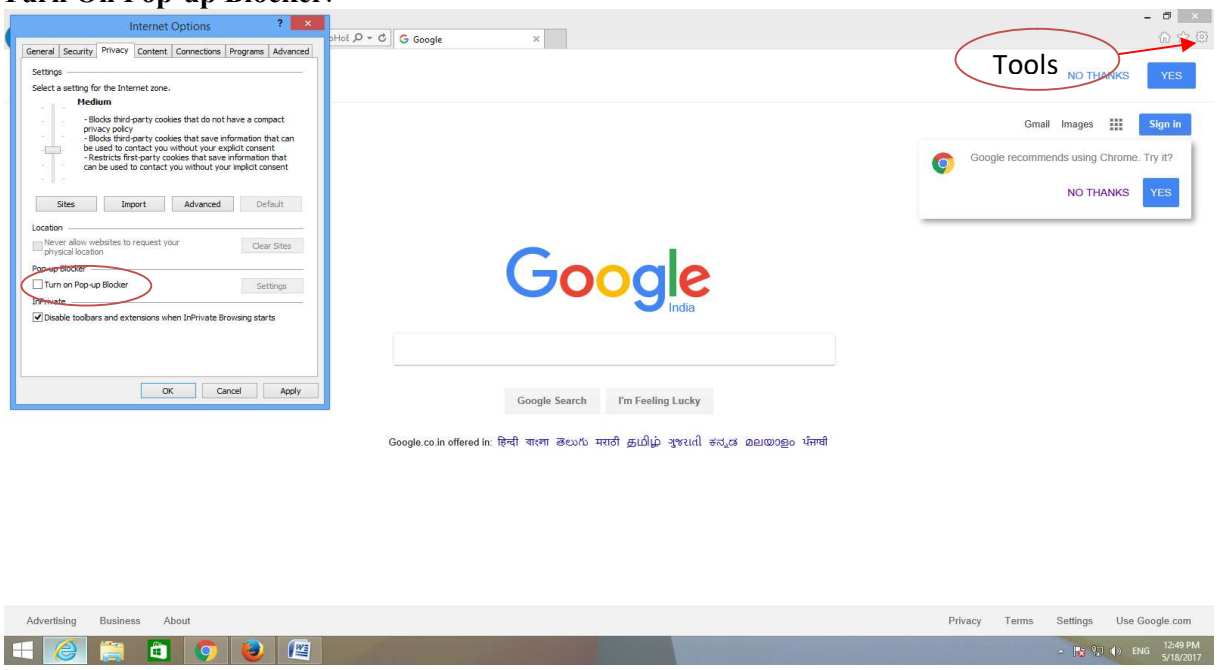
6.1 Google Chrome: - Go to **Customize and control Google Chrome ➔ Settings ➔ Show advanced settings ➔ Privacy ➔Content settings ➔Pop-ups ➔** Check **Allow all site to show Pop Ups.**



6.2 Mozilla Firefox - Go to **Open menu ➔ Options ➔ Content ➔** Uncheck **Block Pop-up window.**



6.3 Internet Explorer (IE): - Go to the option **Tools ➔ Internet Option ➔ Privacy ➔** Uncheck **Turn On Pop-up Blocker**.

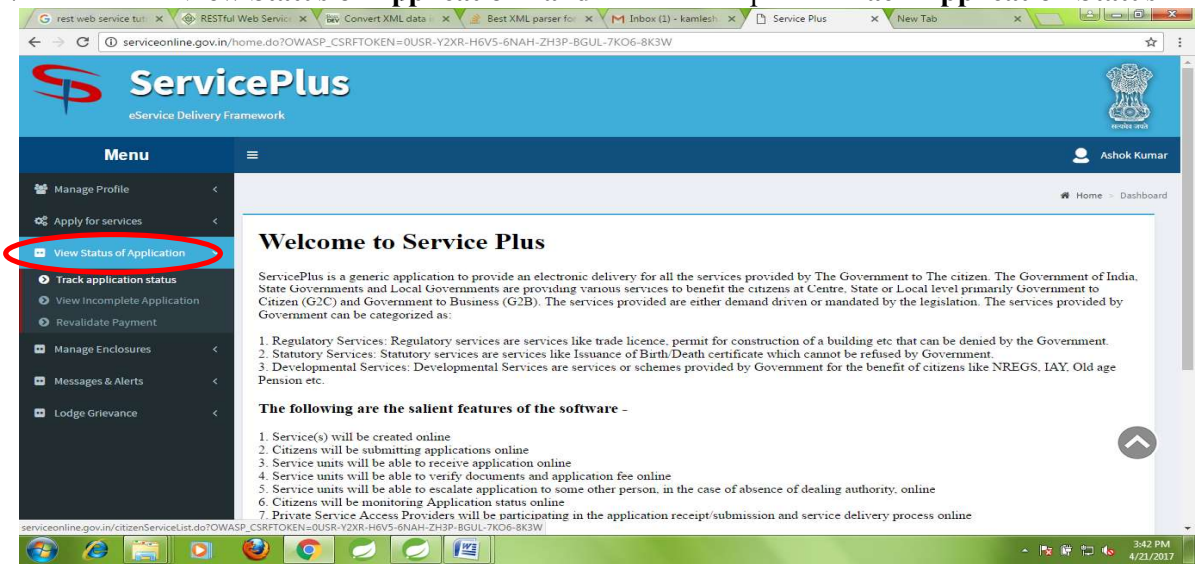


7. How to download License / Certificate?

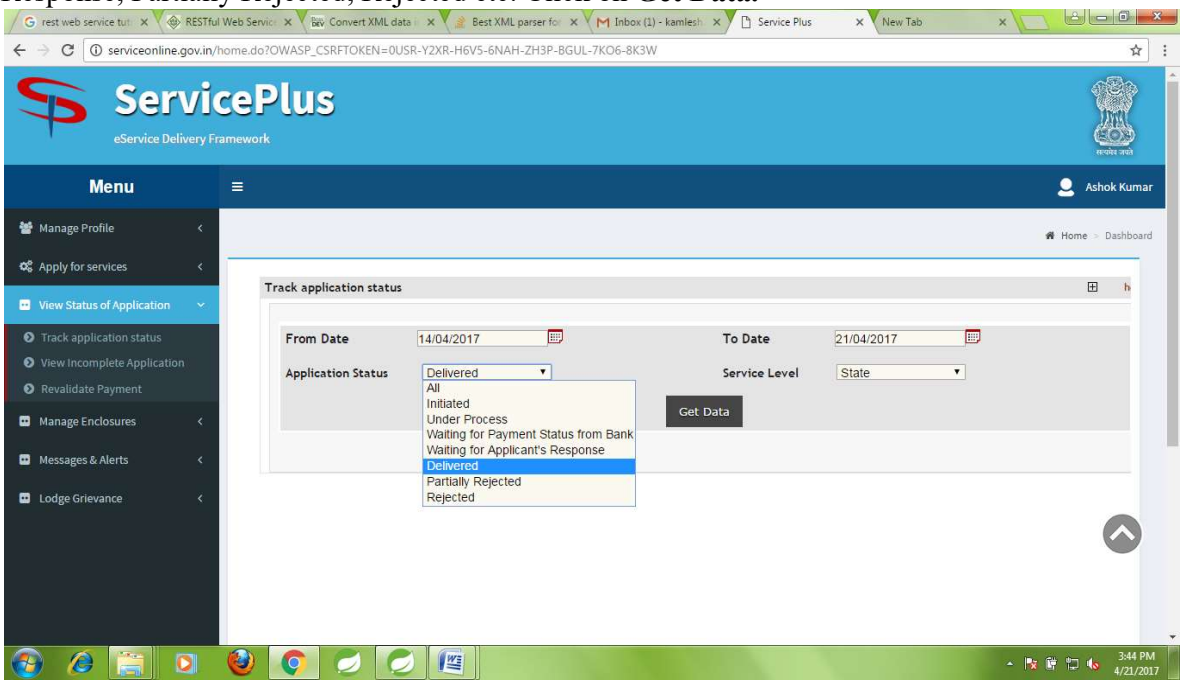
7.1 When Licence / Certificate will be ready for Delivery, you will get SMS / e-Mail alert for the same. Now, you can Login in ServicePlus with your Login Credential to download your Licence / Certificate.

.

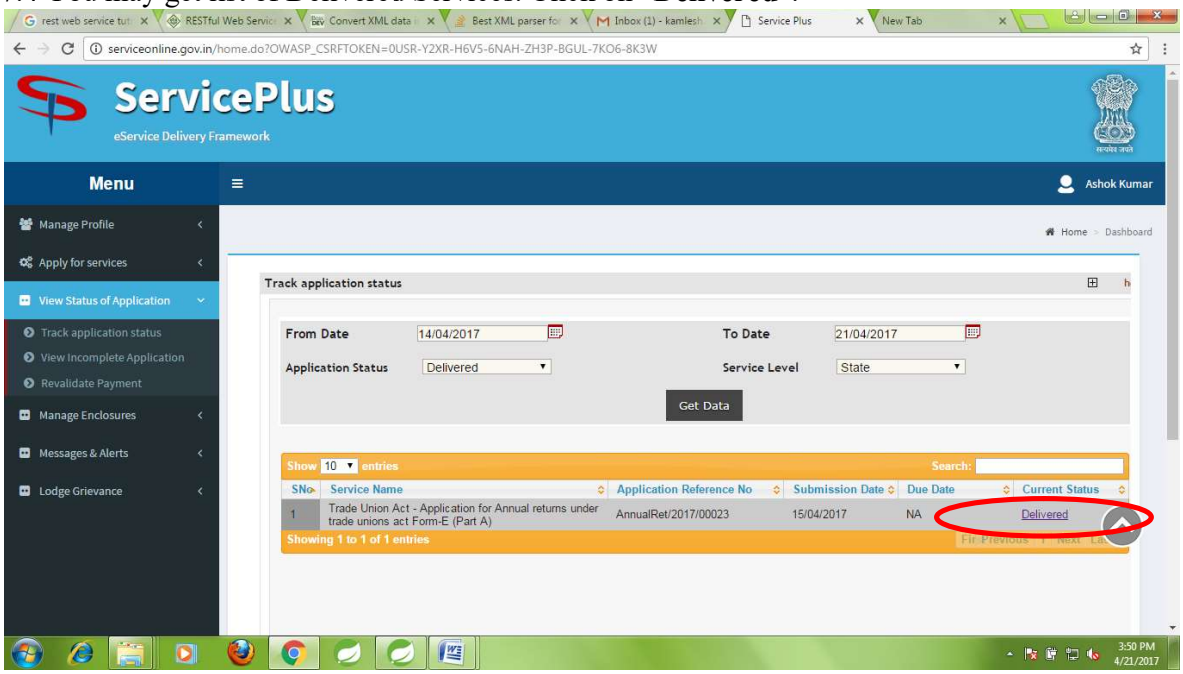
7.2 Click on "**View Status of Application" and** choose the option "**Track Application Status**".



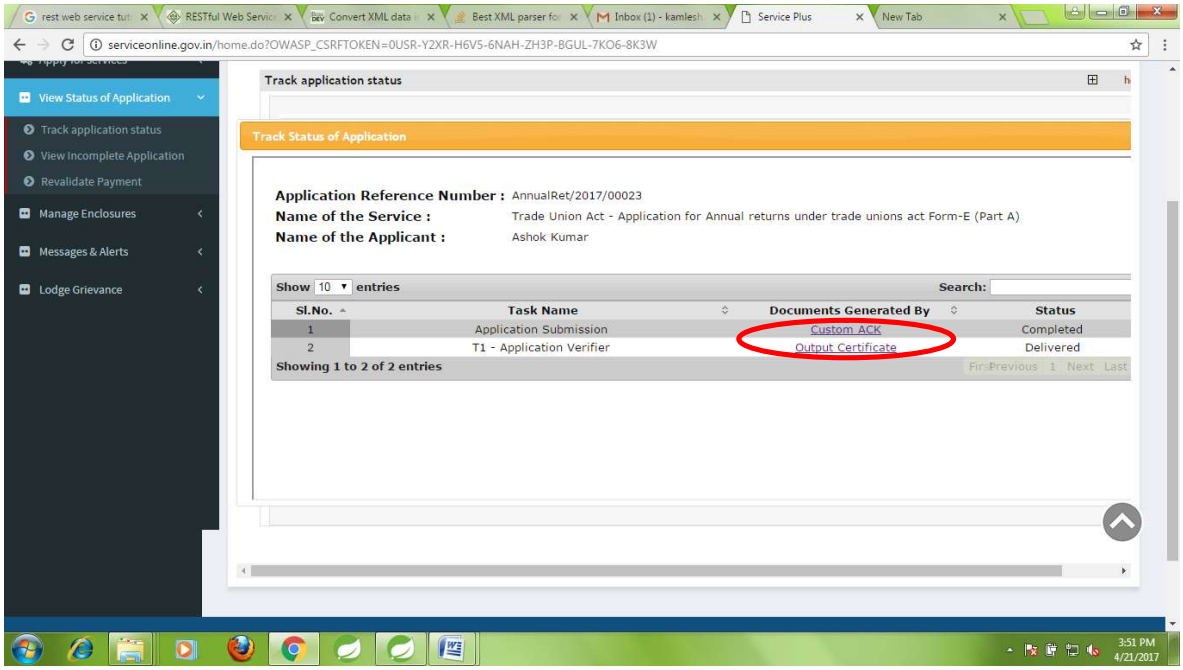
7.3 Choose Application Status "**Delivered**" from drop down list. You can also see your Application Status as Initiated, Under Process, Waiting for Payment Status from Bank, Waiting for Applicant's Response, Partially Rejected, Rejected etc. Click on **Get Data.**



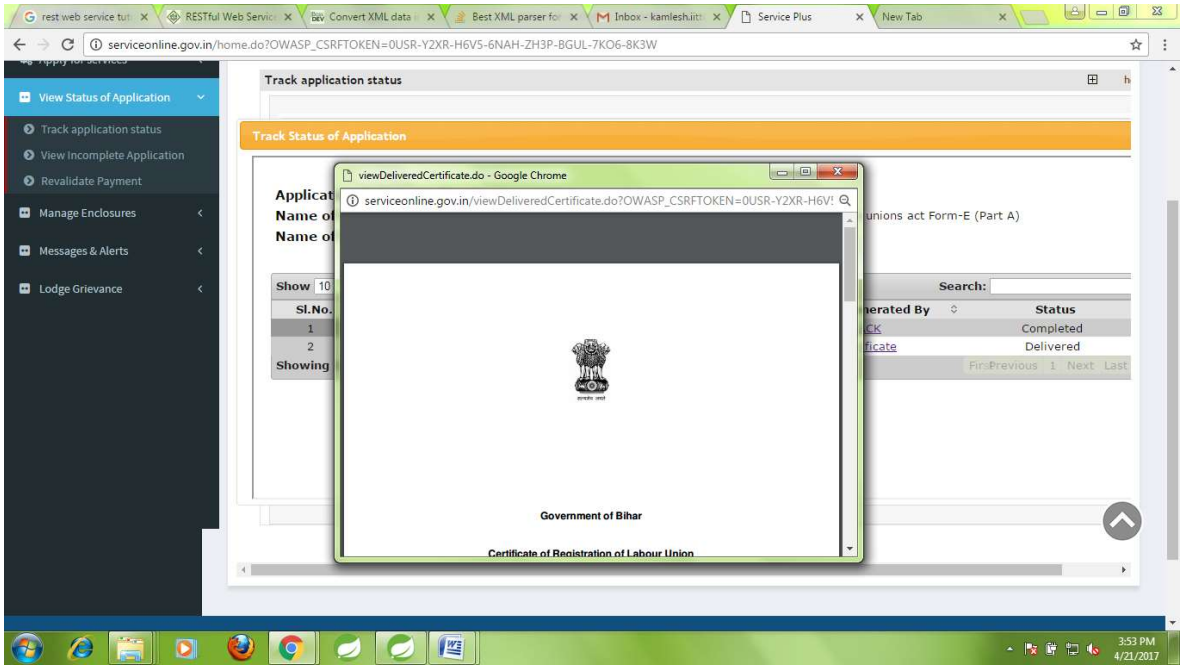
7.4 You may get list of Delivered Services. Click on "**Delivered**".



7.5 Select the option "**Output Certificate"**. You can also see your acknowledgement by click on "**Custom ACK"**.

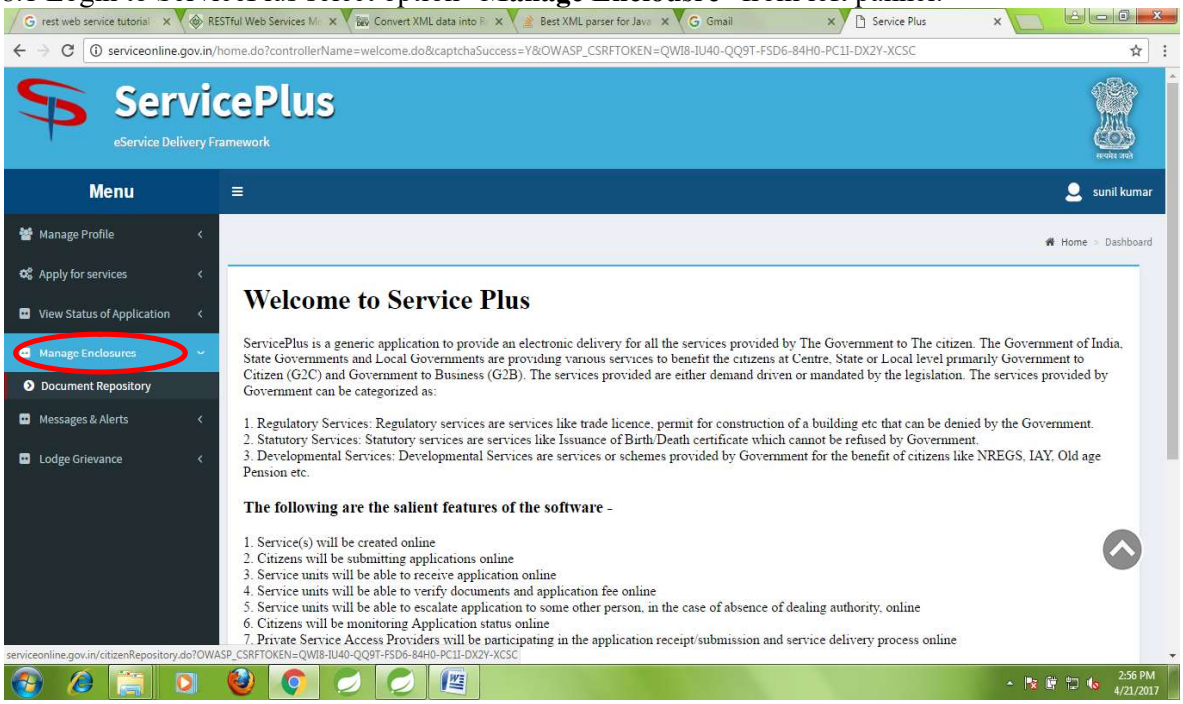


7.6 By clicking on "**Output Certificate**" the new tab will appear with your certificate in PDF format. To view your certificate maximize this new tab and to print just click on the icon of printer.

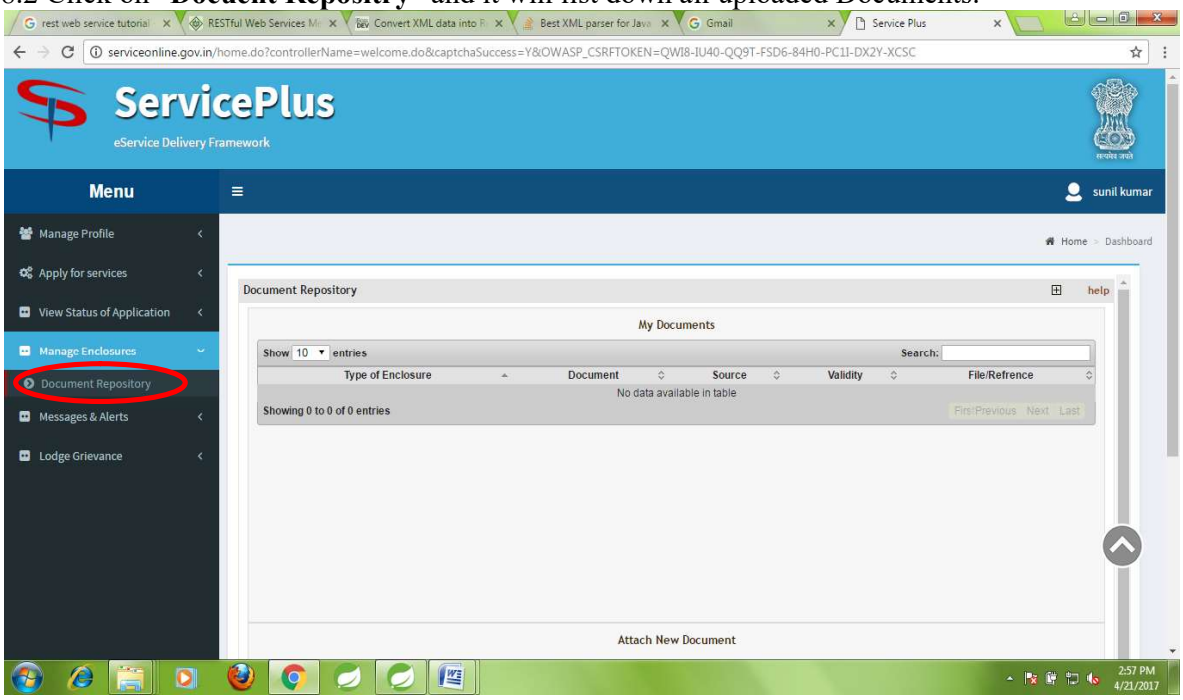
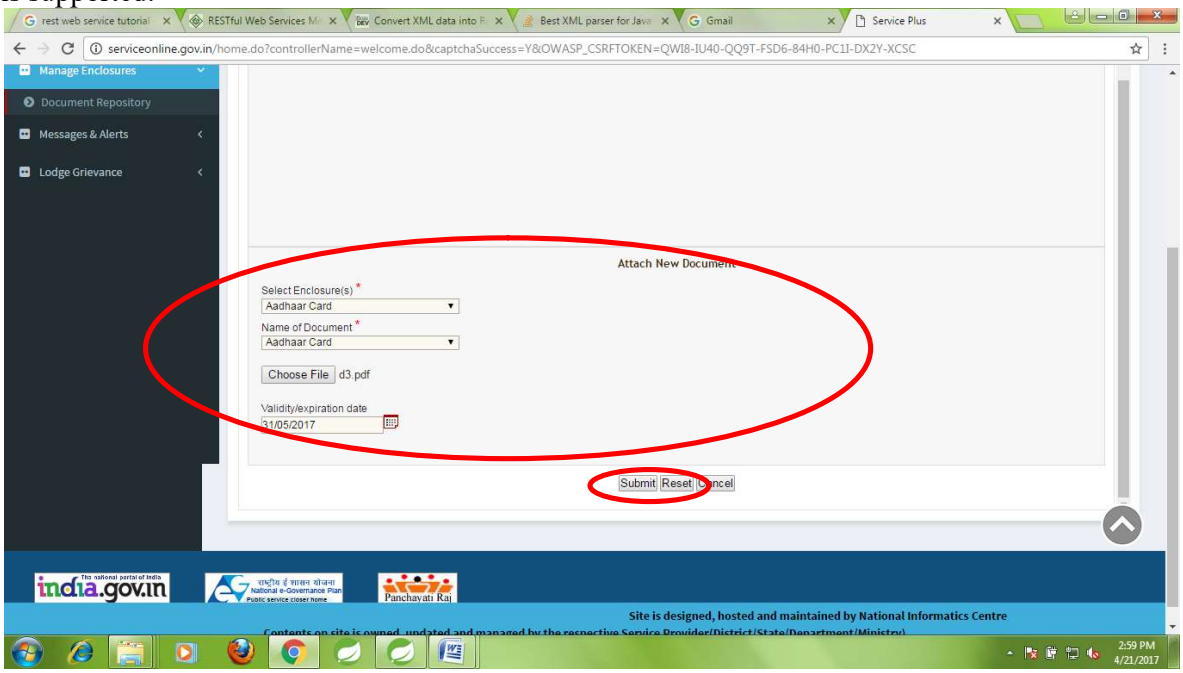


8. How to Create Document Repository and attach Document from Document Repository: -

8.1 Login to ServicePlus select option "**Manage Enclousre**" from left pannel.



8.2 Click on "**Docuent Repositry**" and it will list down all uploaded Documents.



8.3 For uploading Documents, use Drop Down List for providing Document description. Chose the appropriate file from your Computer and click "**Submit**". Only PDF and Image file up to 1 MB size is supported.