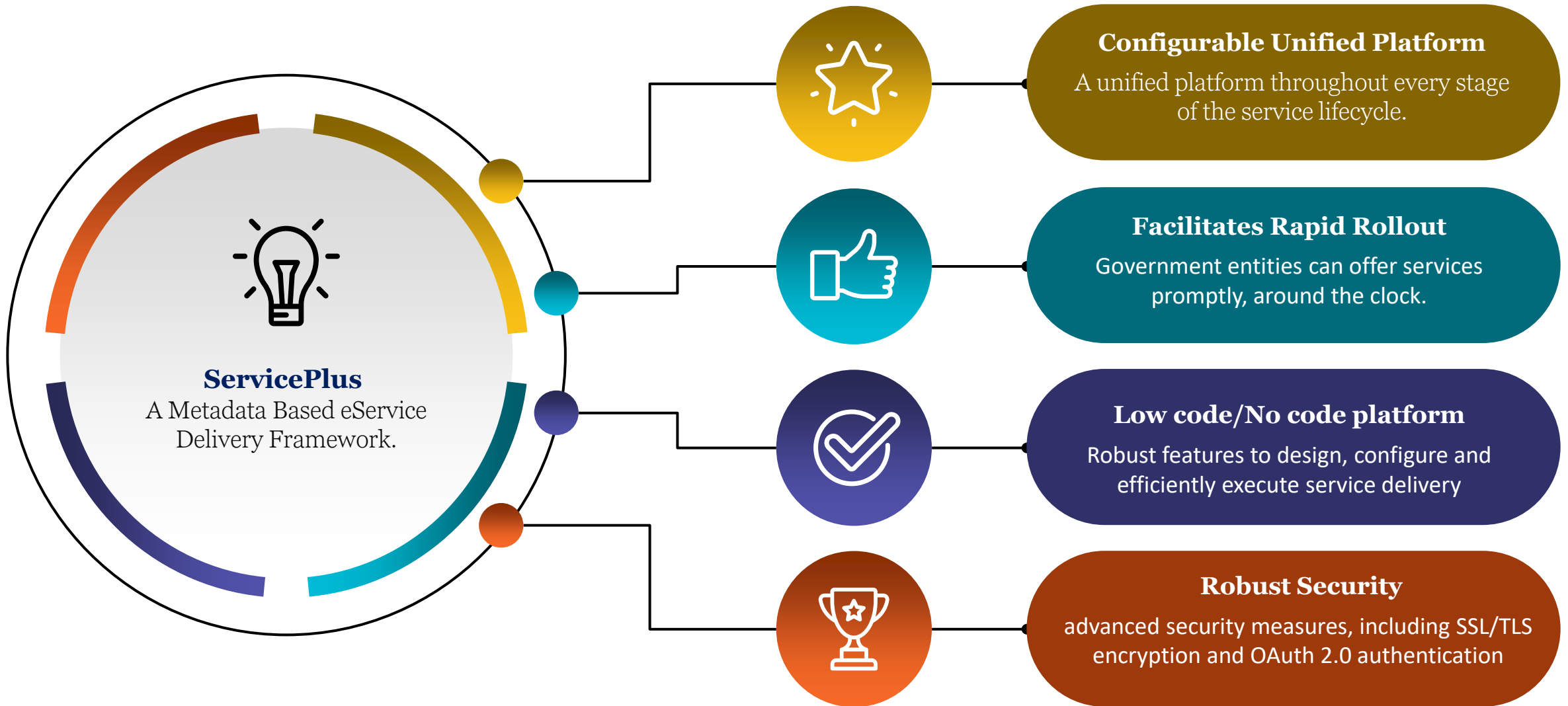- ServicePlus is an open-source, **highly customizable** service delivery framework which can be used to **streamline government-citizen interactions** by enabling online access to public services.

- ServicePlus offers **pluggable modules**, designed to empower government agencies to integrate the required functionalities without needing to write any code.

- The **modular approach** allows departments to easily configure and deploy services according to their needs, making ServicePlus an **adaptable, user-friendly platform for digitizing service delivery.**

- ServicePlus enhances **accessibility, transparency, and efficiency** in delivering government services.
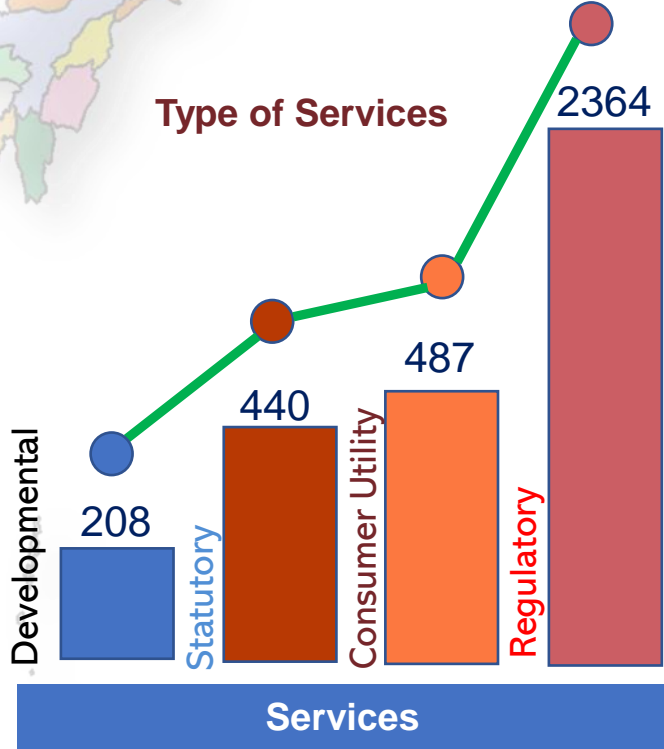
Why ServicePlus

ServicePlus
A Metadata Based eService Delivery Framework.

Configurable Unified Platform
A unified platform throughout every stage of the service lifecycle.

Facilitates Rapid Rollout
Government entities can offer services promptly, around the clock.

Low code/No code platform
Robust features to design, configure and efficiently execute service delivery

Robust Security
advanced security measures, including SSL/TLS encryption and OAuth 2.0 authentication

Implementation Status

Entities Using ServicePlus Under different Brand Names

States/UTs	36
Central Departments	18

Statistics

No. of Services	**3499**
Applications Received	334 Million
Revenue Collected	32.7 Billion
DBT Disbursement	5.3 Billion

Category of Services

- Govt. To Employee (G2E): 17
- Govt. To Govt. (G2G): 80
- Govt. To Business (G2B): 925
- Govt. To Citizen (G2G): 2477

Services

Type of Services

- Developmental: 208
- Statutory: 440
- Consumer Utility: 487
- Regulatory: 2364
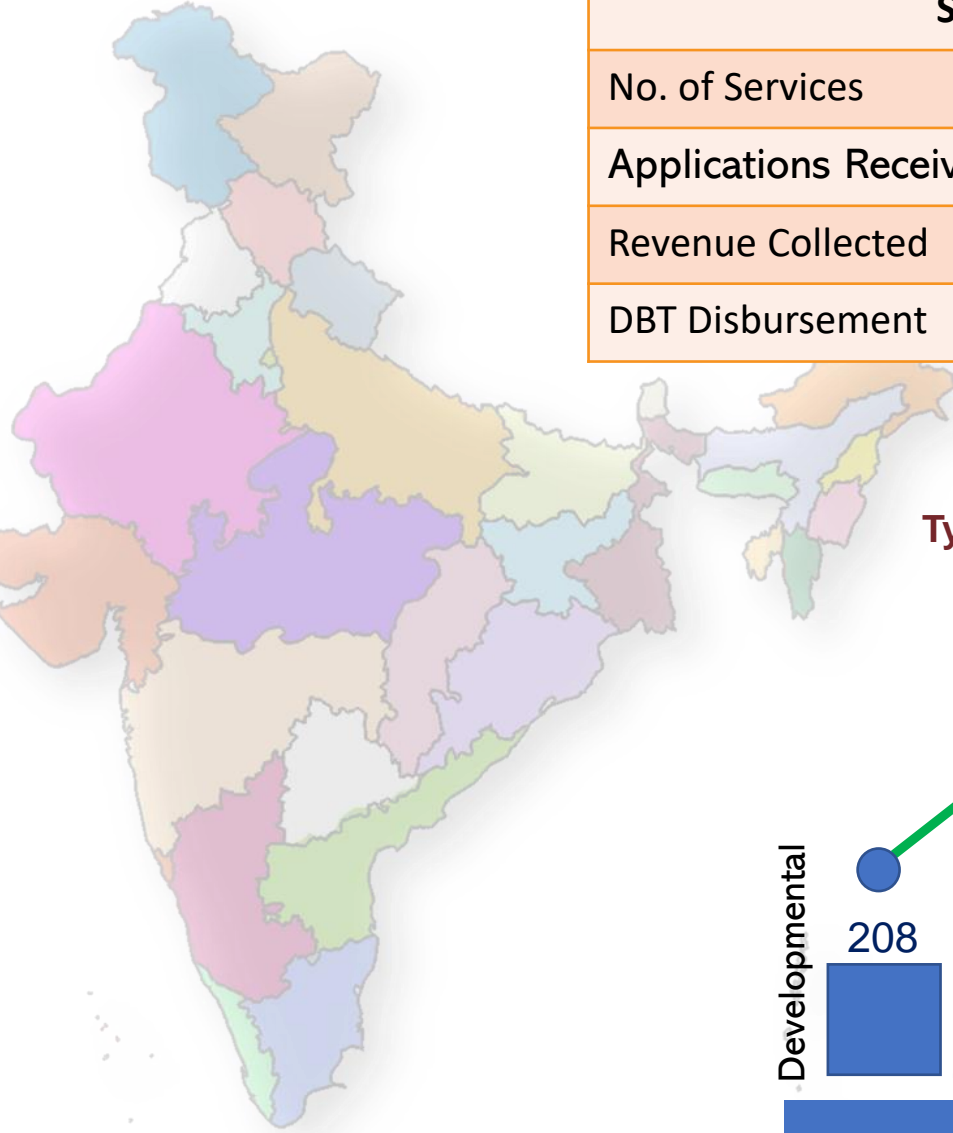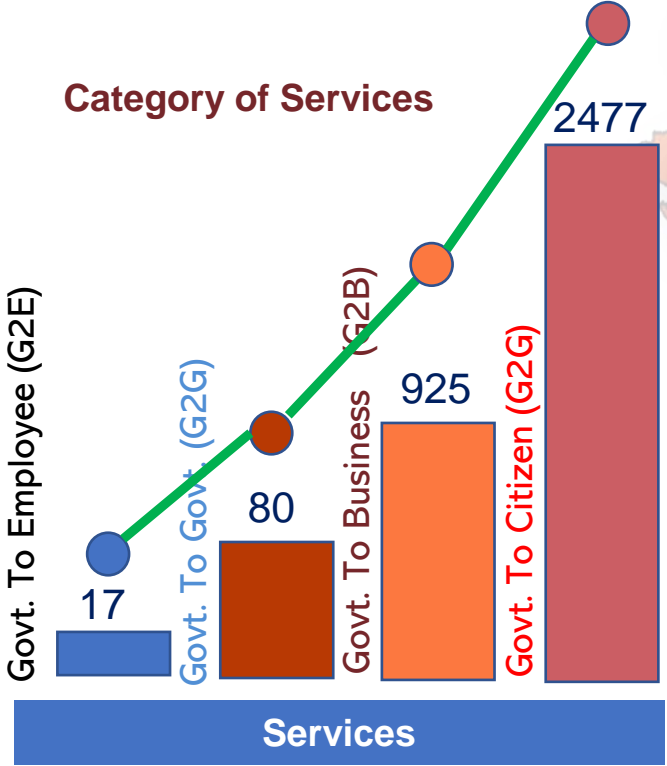
Services

(Data as on 18/11/2024)

ServicePlus – Journey at a Glance

2010-11

Incorporation of Configurable features gathered through **Regional Workshop**

Form Design & Document Design.

2013-15

Payment Gateways. Action Forms, Derived Services, **Business Rule Injection**, Merging & Forking of applications, FIFO, Bulk Processing, JS insertion, Velocity Template, MVEL, Call-back

2016-18

DigiLocker, RAS, eTreasury, Mobile App, **DigitalSign**, CSC Wallet, **Notification Designer**, Sync/async Webservice, **Aadhar**, PayU, Service Versioning (Major & Minor), **eKYC**, Configurable login Module

2019-21

Aadhaar 2.5, Mobile App Integration, DigiLocker 360, **PFMS, DBT**, JanParichay, Sandes, BharatKosh

2022-23

Pattern Generation, Punjab & WB eTreasury, **Grievance Module**, Audio Captcha, Secured API's, Login preference, Configurable Ref. No., TejasVI, Unique URL for Report

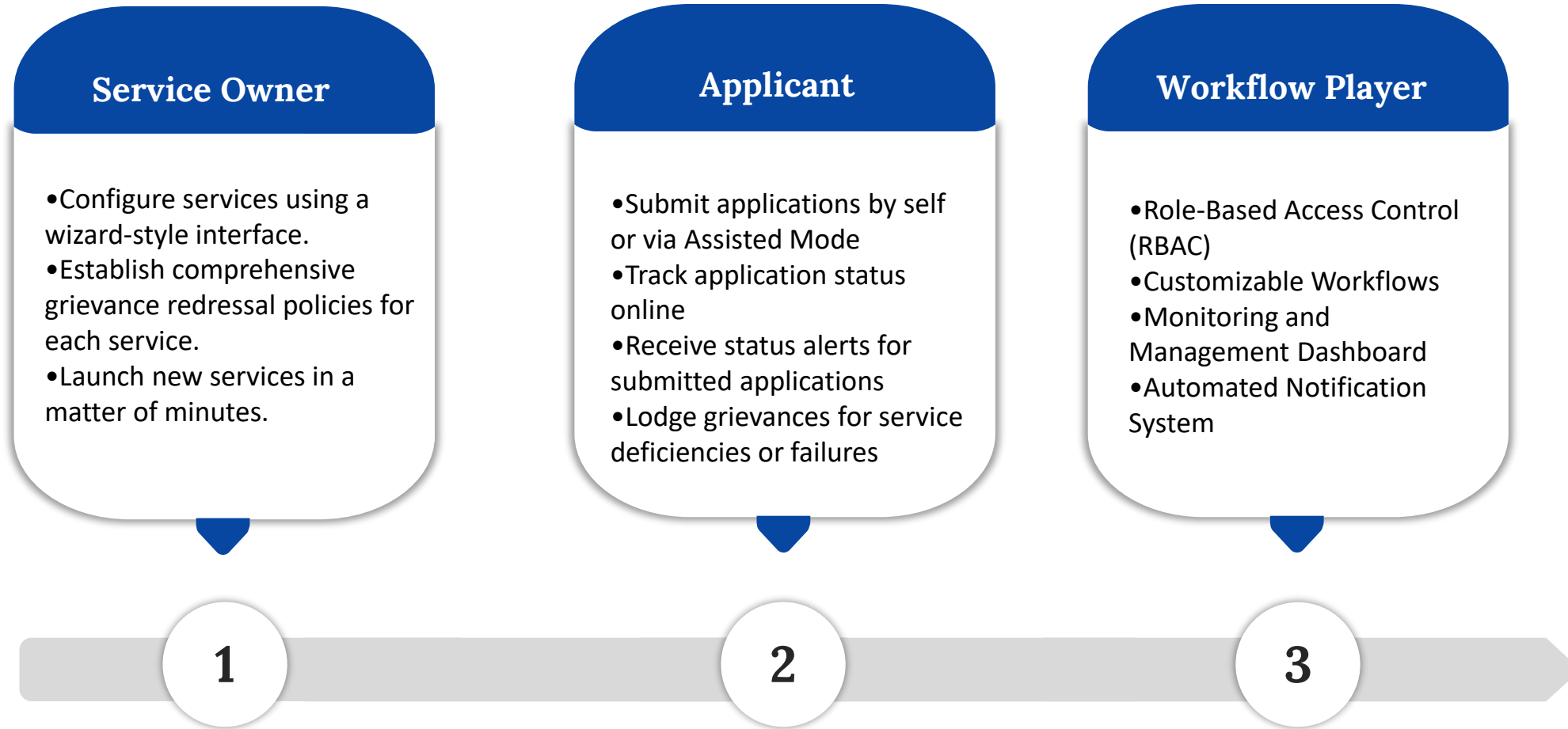**2024-**

GUI Based Workflow Configuration, WhatsApp, ICICI EazyPay, **BHASHINI** and more

Growing adoption of ServicePlus by states and departments has been paralleled by technical evolution of the platform

ServicePlus
Metadata-based Integrated eService Delivery Framework

ServicePlus
Common platform for actors with varying needs

Service Owner

- Configure services using a wizard-style interface.
- Establish comprehensive grievance redressal policies for each service.
- Launch new services in a matter of minutes.

1

Applicant

- Submit applications by self or via Assisted Mode
- Track application status online
- Receive status alerts for submitted applications
- Lodge grievances for service deficiencies or failures

2

Workflow Player

- Role-Based Access Control (RBAC)
- Customizable Workflows
- Monitoring and Management Dashboard
- Automated Notification System

3

ServicePlus
Metadata-based Integrated eService Delivery Framework

Critical Components of ServicePlus

Form Designer

Design and customize dynamic forms effortlessly

Notification Designer

Design and automate customized notifications for seamless communication

Process flow Designer

Streamline and automate the workflows

Document Designer

Design, customize, and generate documents

External System Integration

Seamless Integration through API

Mobile Enablement

integrate Services with mobile apps for enhanced accessibility

Core Functionalities of ServicePlus

- **Advanced Integrations**
  - Single Sign-On (SSO), Aadhaar Integration, eKYC, and Digital Signatures (eSign and dongle-based).

  - Integration with DigiLocker, SMS & Email notifications, and Language Services (translation and transliteration).

- **Payment Gateway Integration**
  - Supports multiple payment methods including IFMS Tamil Nadu for smooth, secure transactions.

- **Citizen & Admin Portals**
  - User-friendly portals designed to optimize both citizen access and administrative operations.

- **Service Analytics & Reporting**
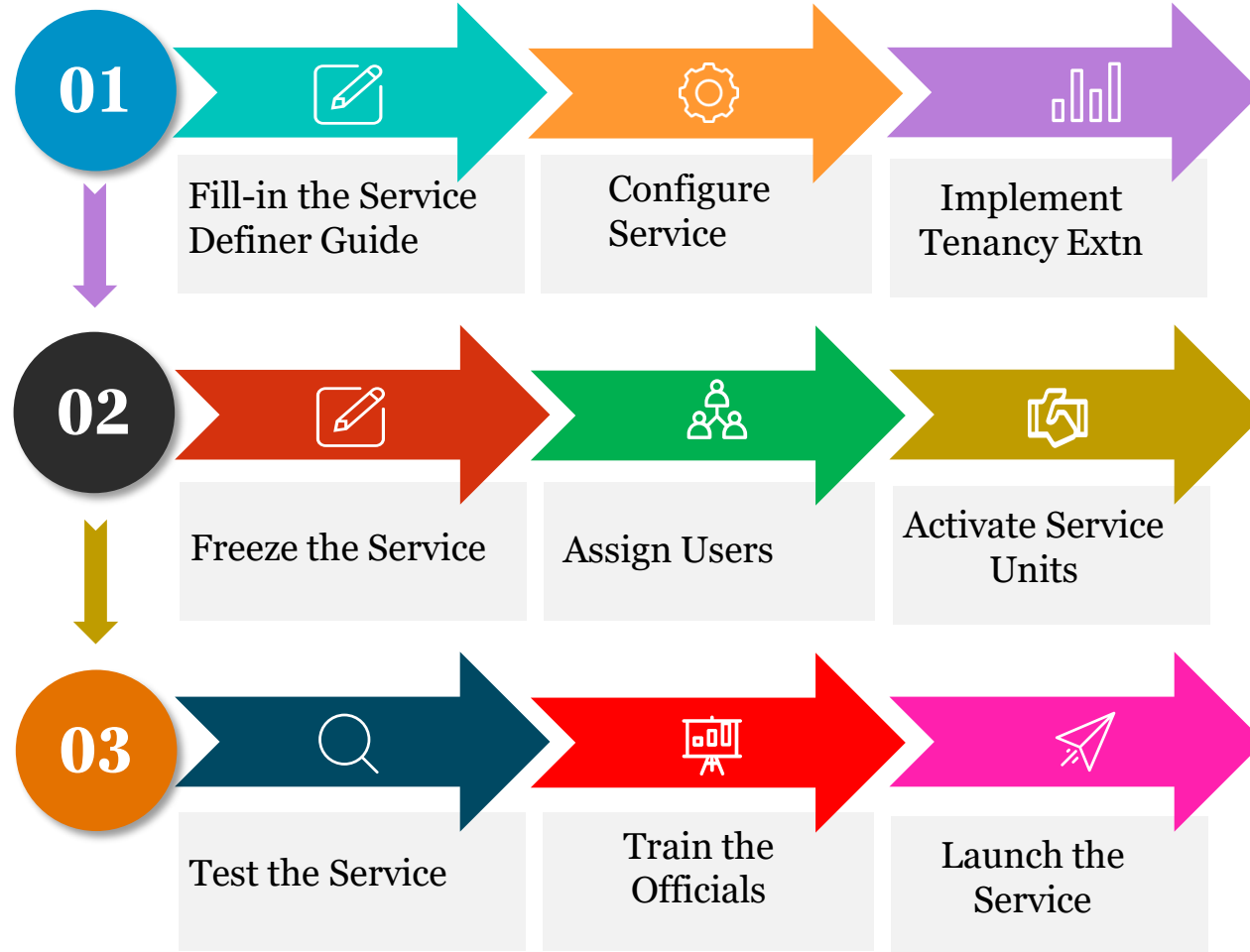 - Built-in tools for data analysis and progress monitoring in real-time.

Grievance Redressal

Redressal
ServicePlus platform includes comprehensive grievance redressal capabilities

Compliance
Administrators can define grievance policies in line with service delivery acts.

Tiered
Supports up to three levels of appellate authorities (First, Second, and Third).

Escalation
Automates escalation and routing of grievances based on predefined rules.

Grievance Tracking
Provides detailed tracking, monitoring, and configurable notifications for grievance status updates.

Insight
Comprehensive dashboard for identifying pain points and improving processes, for transparency and accountability.

Empowering citizens with ServicePlus: Where grievances meet resolutions for seamless service delivery

ServicePlus
Metadata-based Integrated eService Delivery Framework

Service Definition Lifecycle

01

Fill-in the Service Definer Guide	Configure Service	Implement Tenancy Extn

02

Freeze the Service	Assign Users	Activate Service Units

03

Test the Service	Train the Officials	Launch the Service

ServicePlus ensures a holistic service experience through meticulous definition, management, access, support, and delivery across the entire service lifecycle.

Reports

Application Processing Status
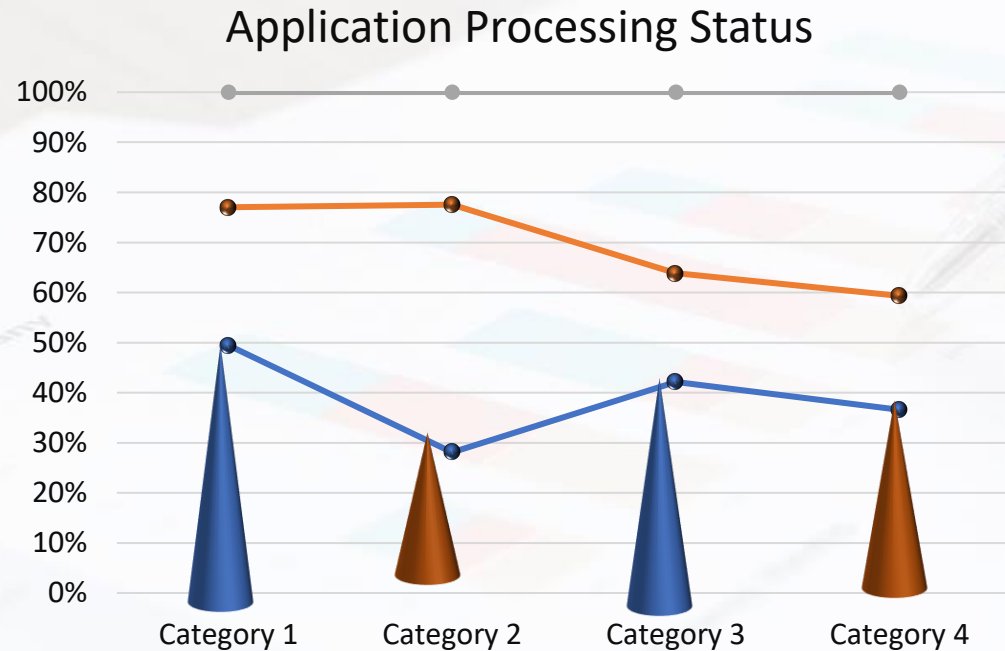
- **SPReport** module to generate service-specific analytical and monitoring reports for insights into service delivery.
- **Customize report** templates and filters to meet the unique needs of different departments and services.
- **Interactive dashboards** and visualizations for clear data presentation and data-driven decision-making.
- **Integrate with external data** sources to provide a consolidated view of service delivery performance, with role-based access controls and export options in various formats.

SPReport - where data meets clarity for informed decisions

Supported Implementations

END TO END DIGITISED SERVICES

Application submission, Processing and Delivery through ServicePlus.

CUTTING EDGE SERVICES

ServicePlus at frontend. Processing at external System. Configurable asynchronous web-services to capture the flow/status and other details of the submitted application.

BACKEND SERVICES

External system at frontend. Processing at ServicePlus. Configurable synchronous web-service to push the flow/status and other details with External System.
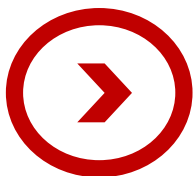
EXTERNAL SYSTEM INTEGRATION

End-to-End service configuration at ServicePlus. Applicant's interfaces shared dynamically to external system. Status and other details are shared with external system.

ServicePlus
Metadata-based Integrated eService Delivery Framework

Thank You

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