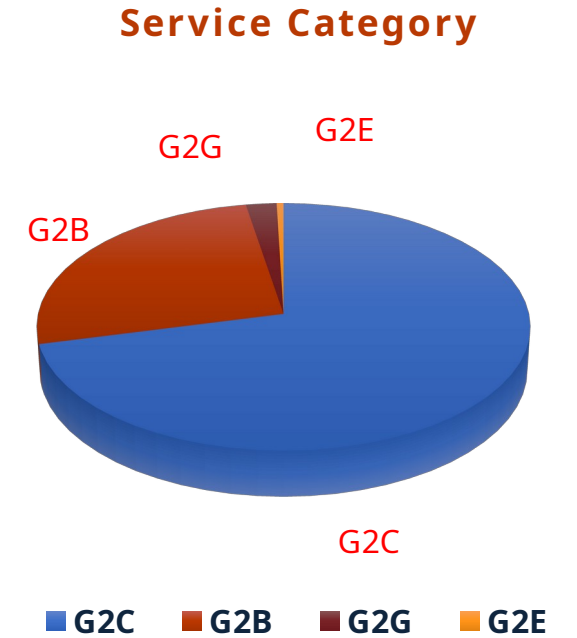
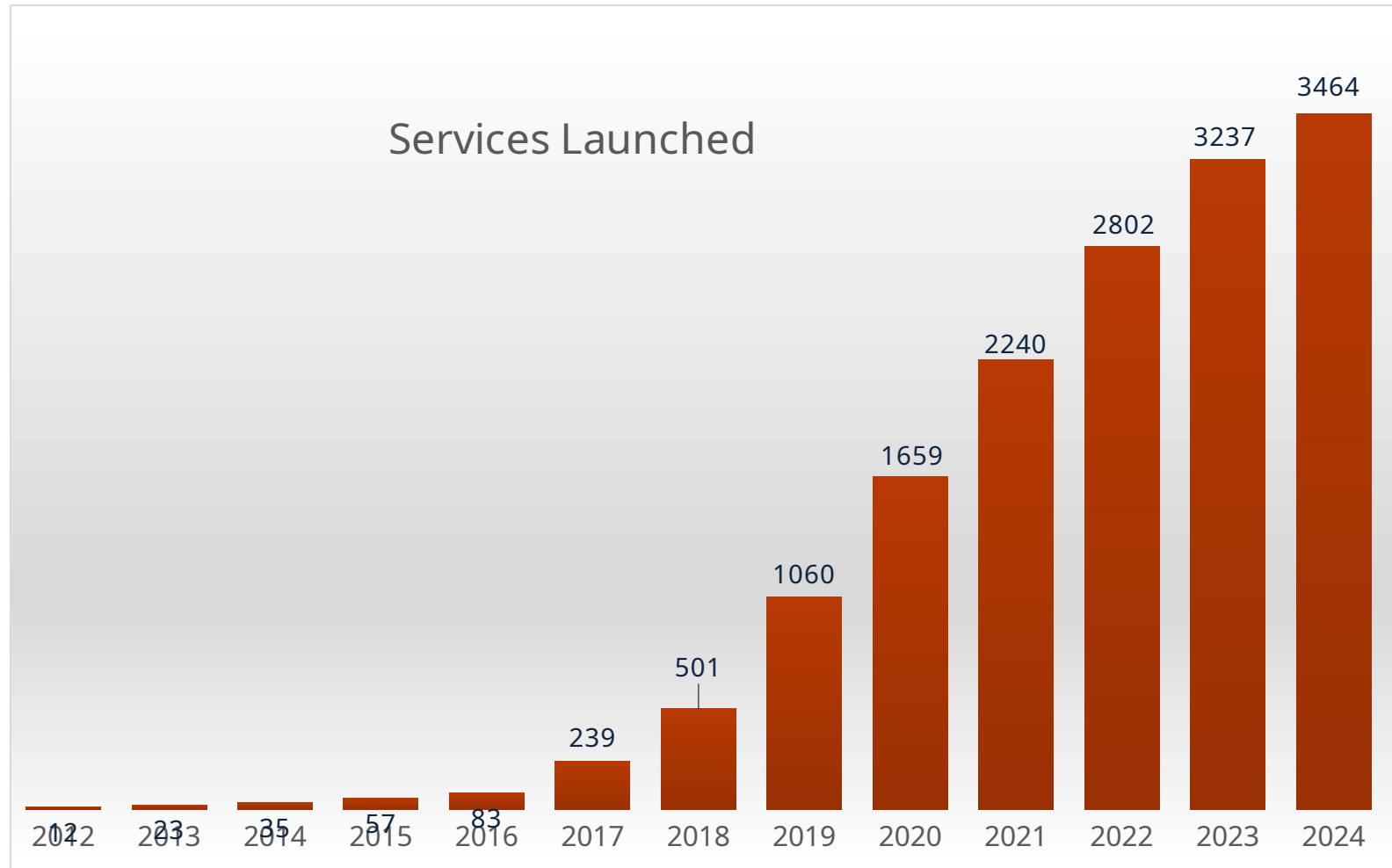




Where digital transformation is not a destination, but a continuous journey of innovation and progress.

Empowering service excellence through intuitive, code-free customization

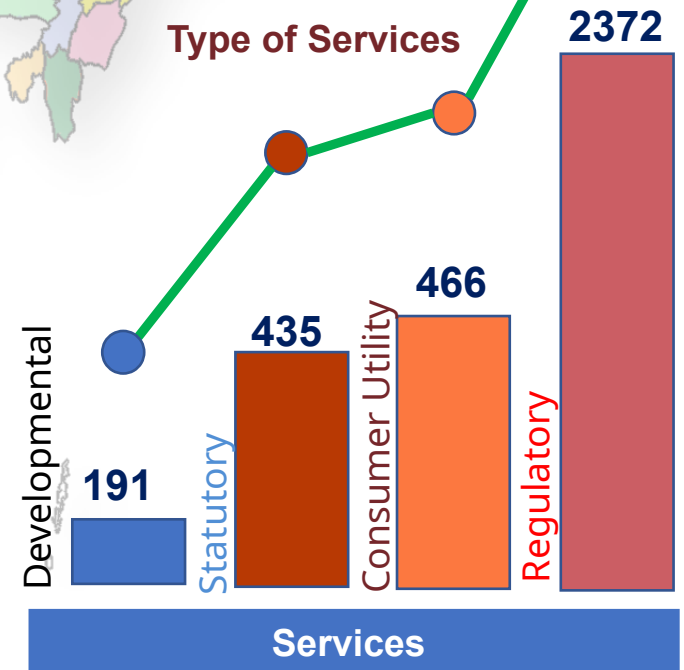
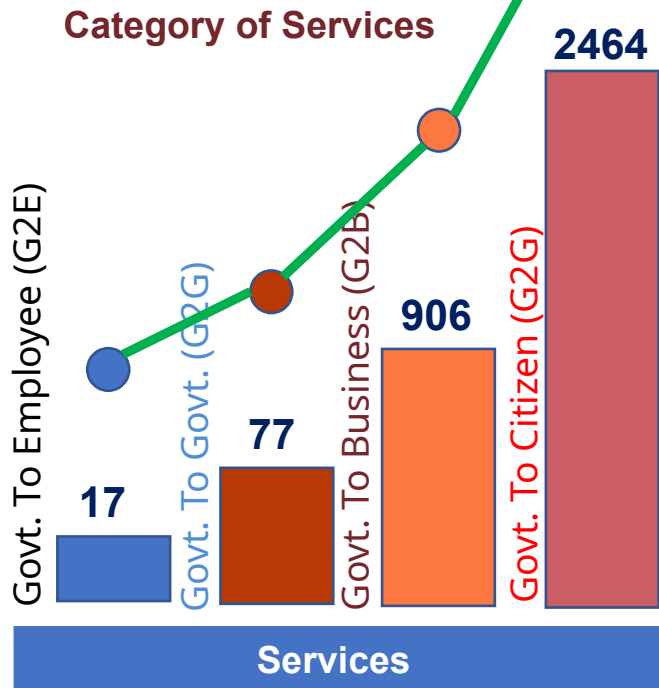
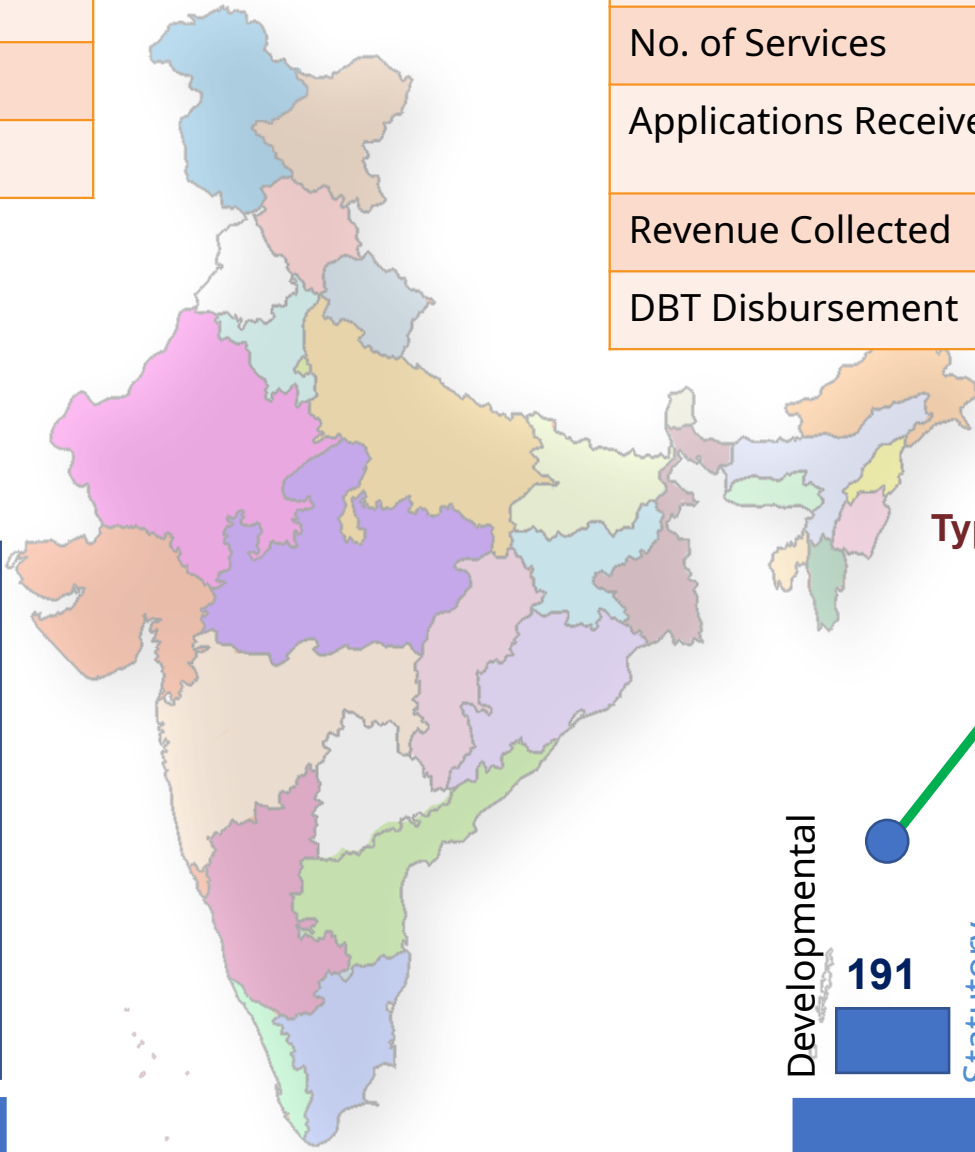
Online Services offered through ServicePlus



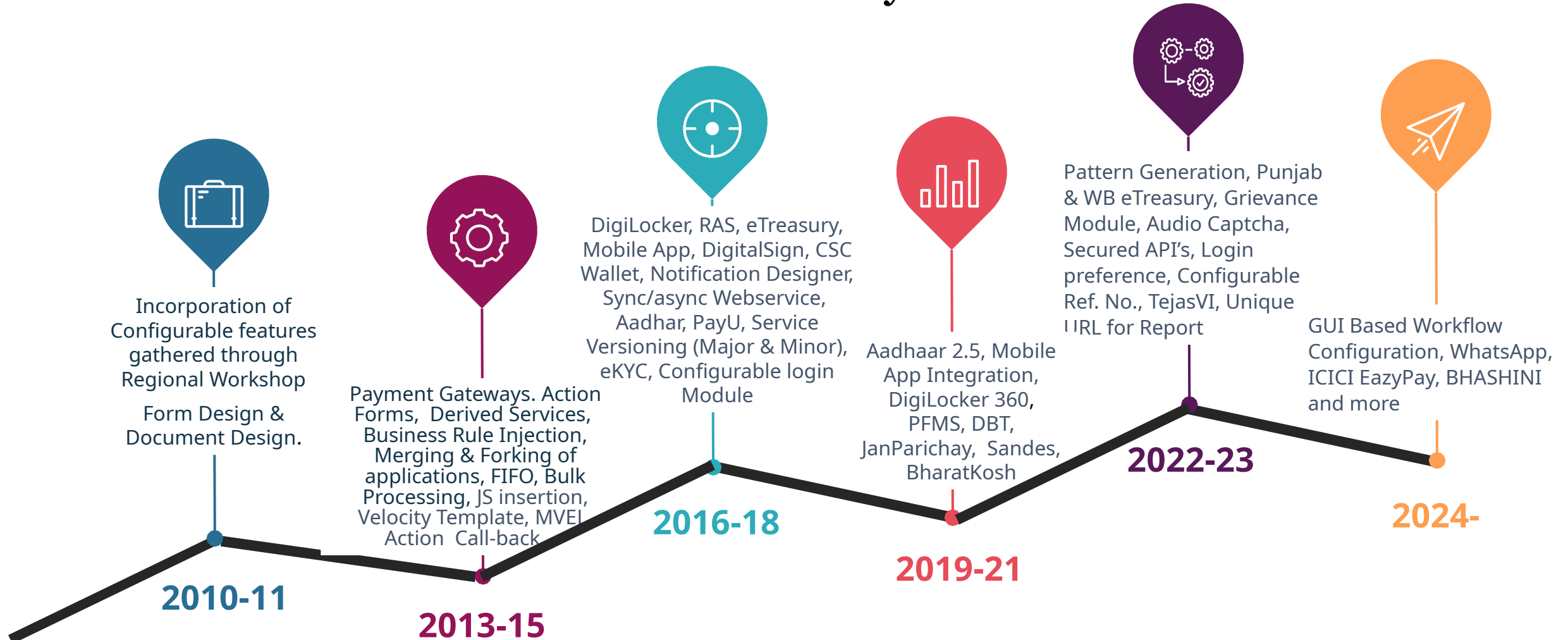
Implementation Status

Entities Using ServicePlus Under different Brand Names	
States/UTs	36
Central Departments	18

Statistics	
No. of Services	3464
Applications Received	314 Million
Revenue Collected	31 Billion
DBT Disbursement	5 Billion

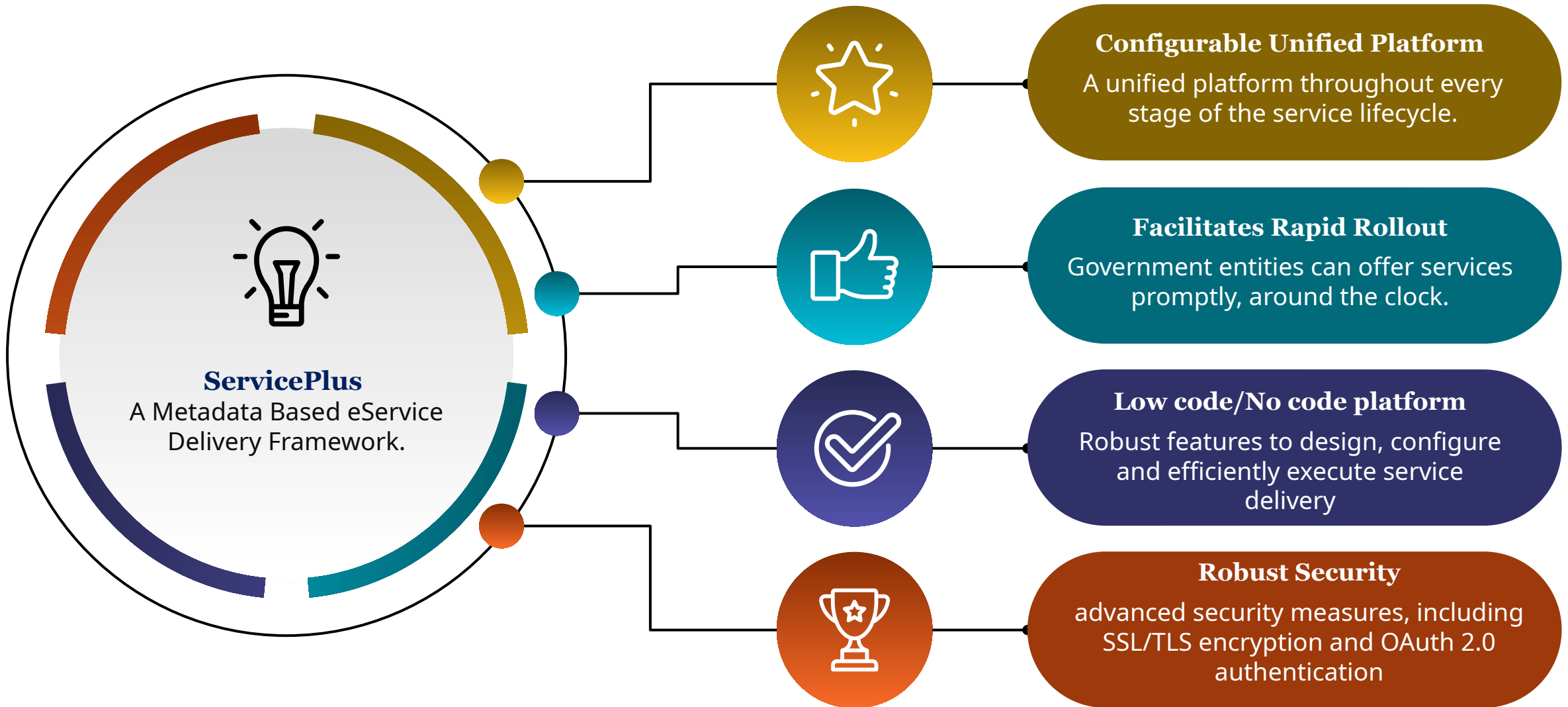


ServicePlus – Journey at a Glance



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

Why ServicePlus



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



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

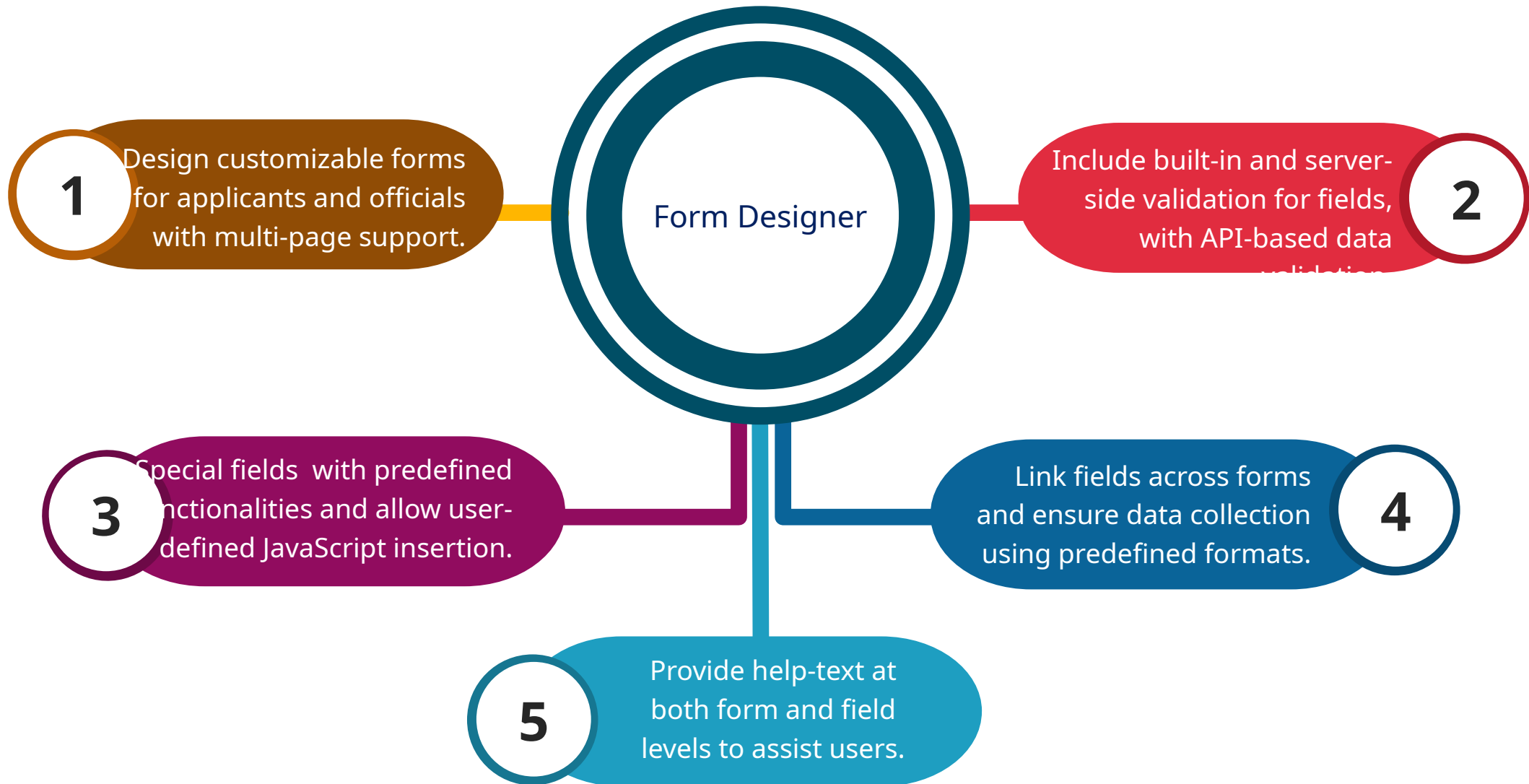
Seamless Integration through API



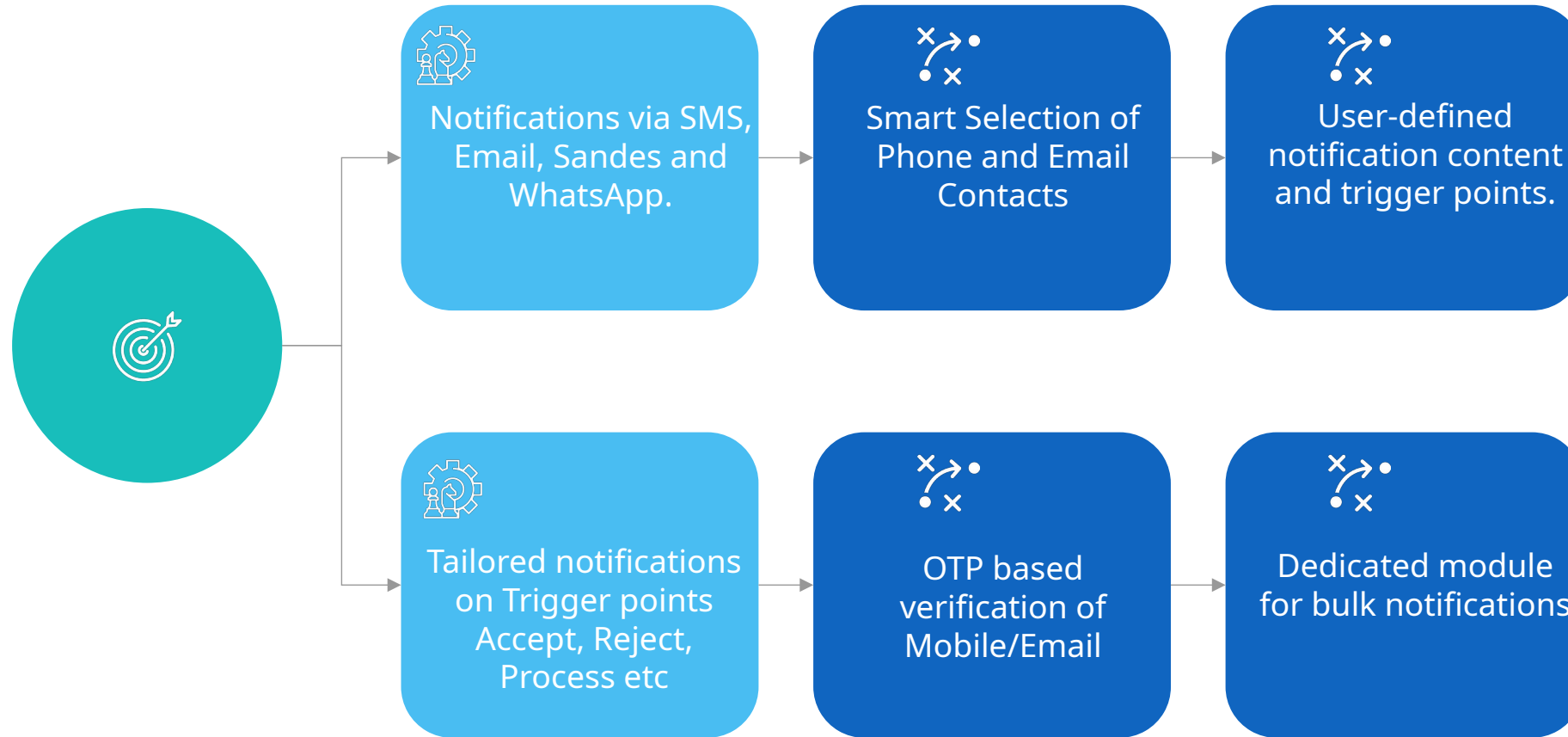
Mobile Enablement

integrate Services with mobile apps for enhanced accessibility

ServicePlus : Offers excellent Form Builder tool to design multi-lingual forms through drag & drop

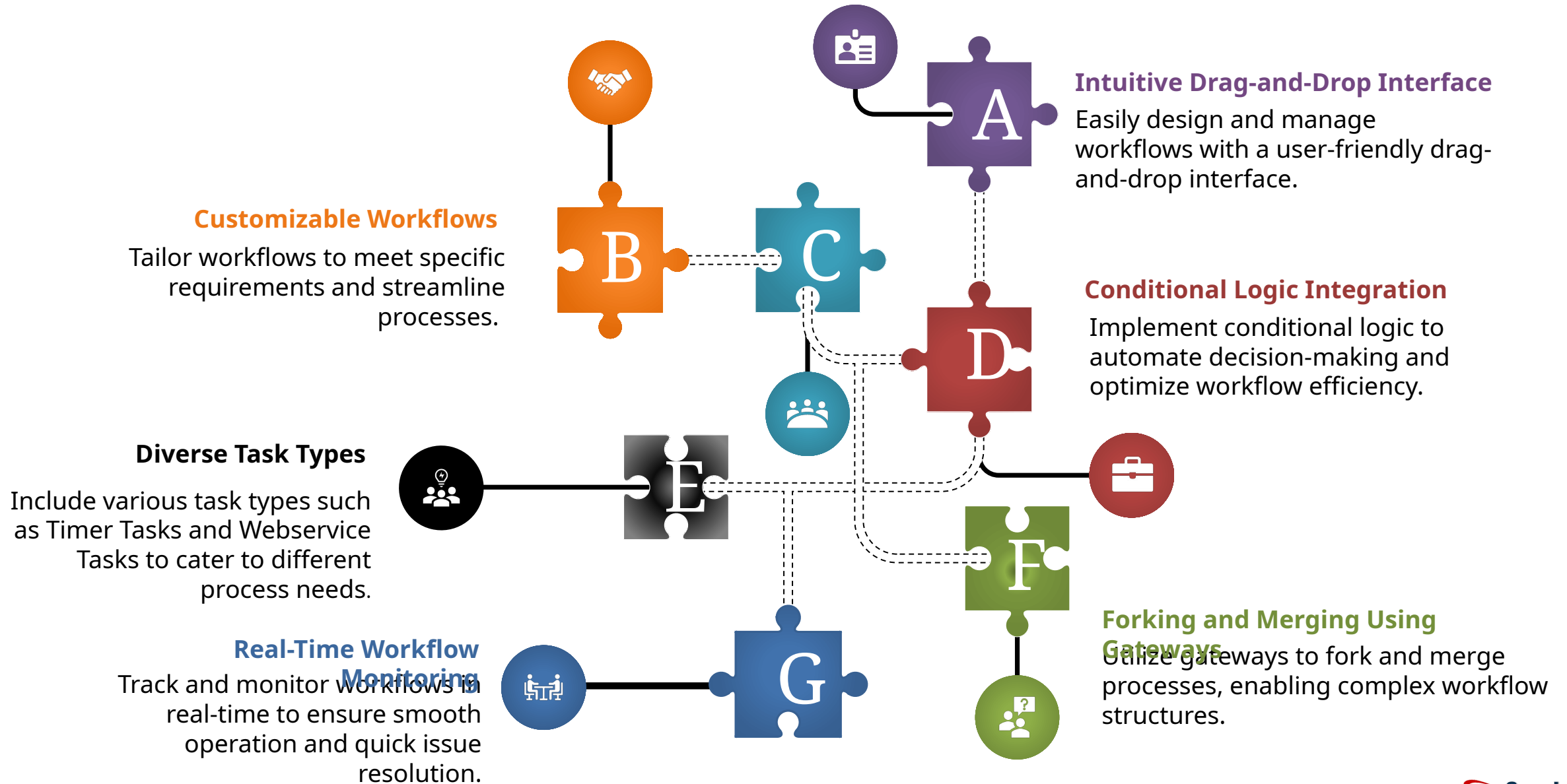


Notification Designer



ServicePlus : allows crafting personalized notifications for seamless user experiences

Process flow Designer



Document Designer

01

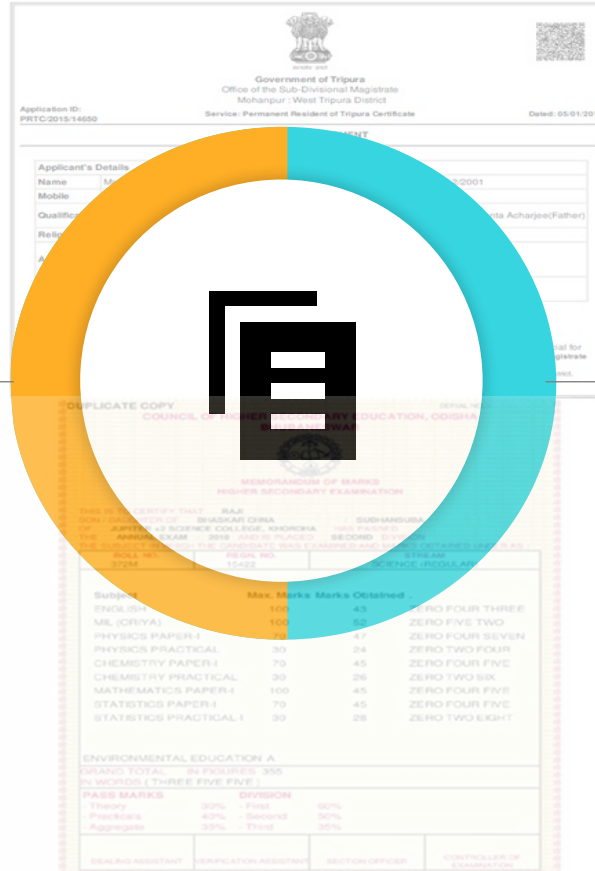
Create custom documents and certificates using the integrated editor.

02

Attach Form Values and System Variables to documents.

03

Design Acknowledgement, Delivery, Rejection, or Intermediate certificates



Supports generation of various formats: HTML, XML, Spreadsheet, PDF, etc.

04

Apply data-based conditions; Include QR Codes, DSC Stamps, and Water Marks

05

Generate a unique URL for each certificate upon Delivery, Rejection, or task action.

06

ServicePlus :Allows crafting dynamic and personalized documents - empowering service delivery excellence

Integration with External Systems



01

Seamless Integration
with Aadhaar, eSign, PFMS, eTaal, DigiLocker, and more.



02

Payment Gateways
BharatKosh, SBI ePay, PayU, BillDesk, ICICI, CSC eWallet, & more



03

Direct Benefit Transfer
DBT payments through PFMS integration.



04

RESTful API
configurable interface for integrating with any RESTful API.



05

Data Sharing
through configurable API; synchronous & asynchronous



Unlock seamless connections with ServicePlus - where integration meets innovation

Mobile Enablement



Responsive

Generate responsive forms compatible with all devices for a seamless user experience.



Mobile App

Provide a versatile mobile app tailored for personalized user experiences.



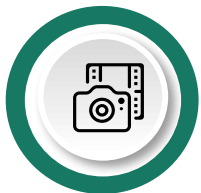
Service Launch

Roll out services dynamically on mobile devices for enhanced accessibility and convenience.



Services on Other Apps

Integrate securely with mobile apps via APIs to expand functionality and connectivity.



Real-time Access

Enable real-time access to services on the go, optimizing performance and user engagement.

ServicePlus offers a customizable mobile app to adapt to evolving needs seamlessly.

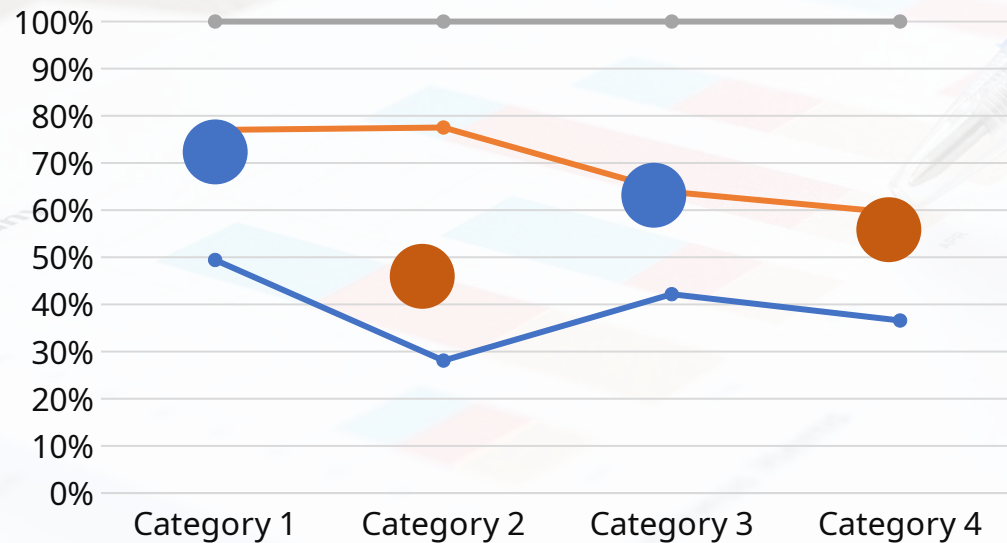
Grievance Redressal



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

Reports

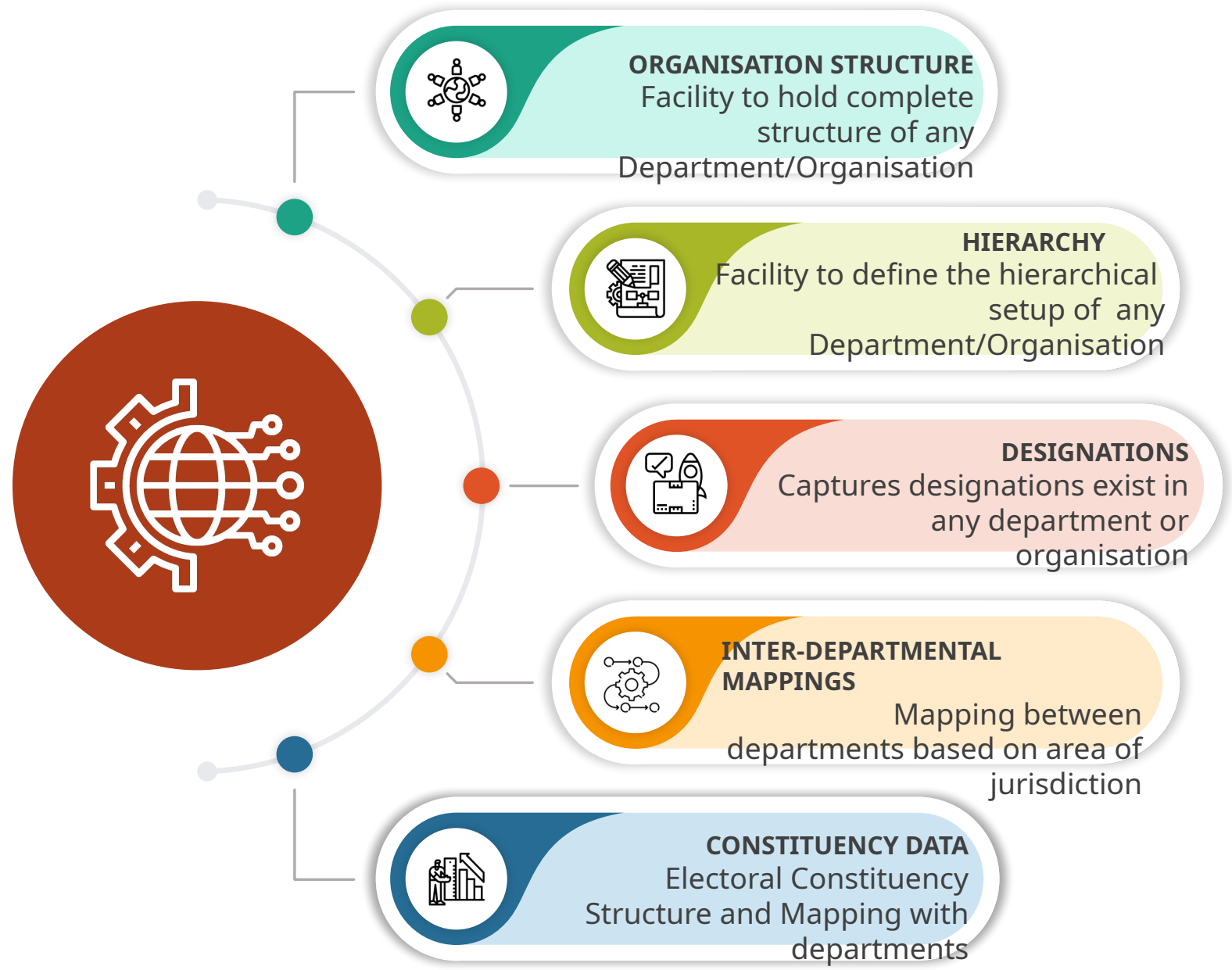
Application Processing Status



- **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

Capturing Hierarchies and Structure of Government offices & Entities



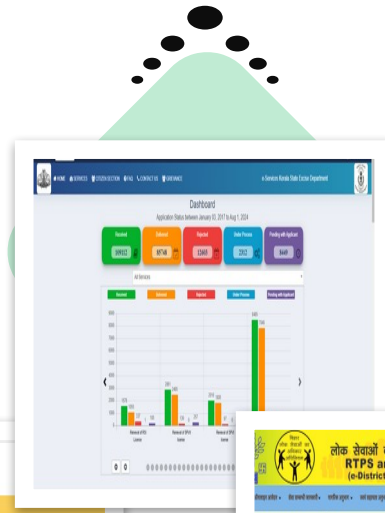
ServicePlus can be configured to generate separate pages and/or

URL

Saral Haryana



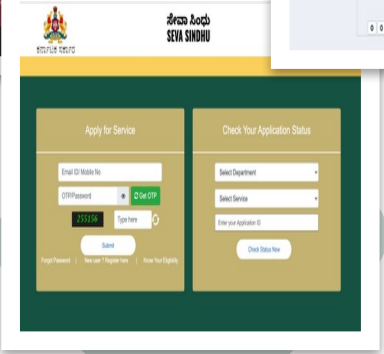
Excise Dept. Kerala



eDistrict Tripura



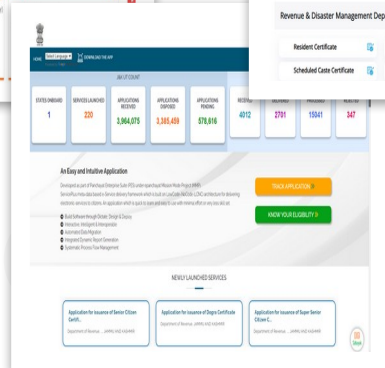
eDistrict Odisha



SevaSindhu
Karnataka



RTPS
Bihar



JanSugam
Jammu&Kashmir

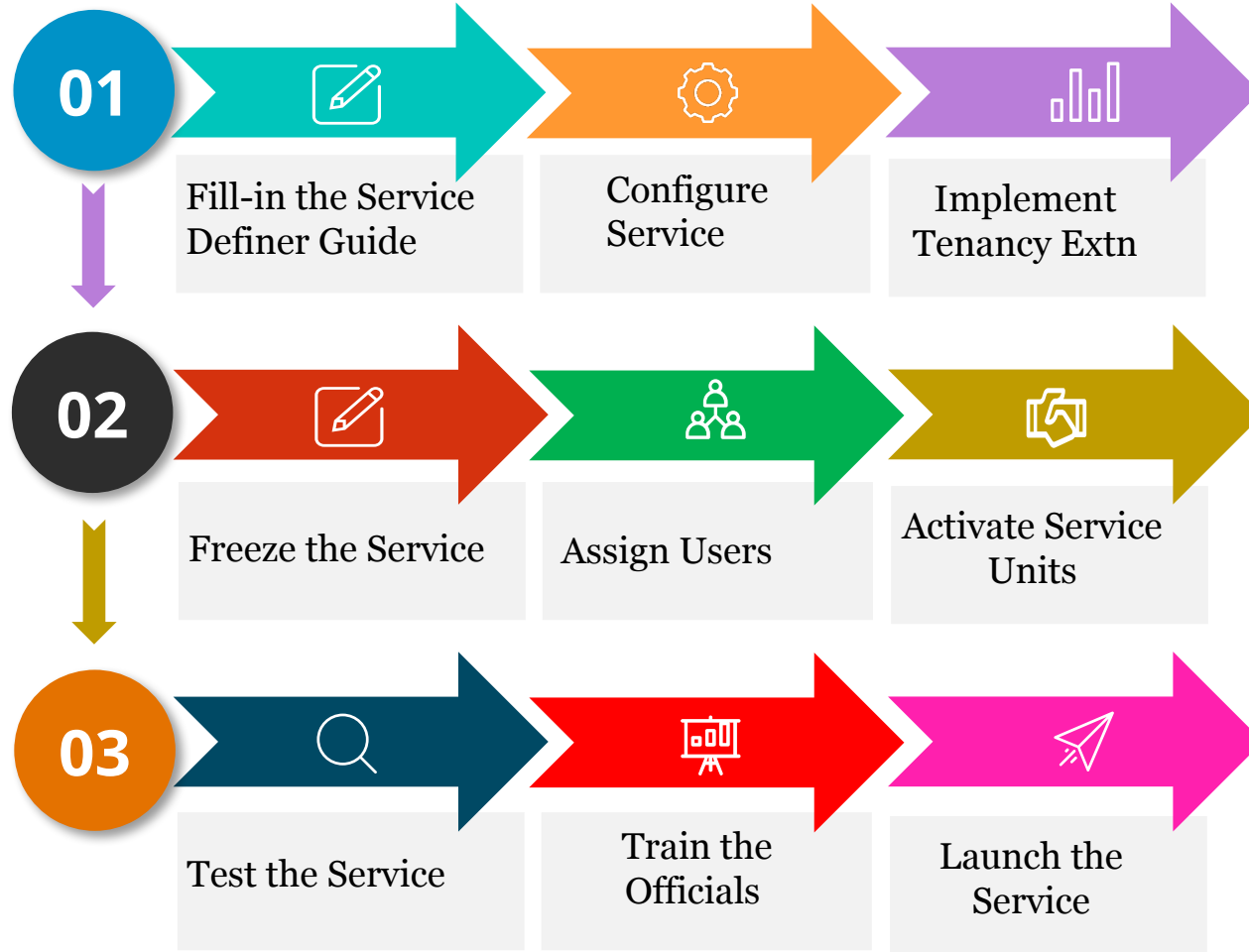


JharSewa
Jharkhand

URL For

- Each Service,
- A Department
- Entire State

Service Definition Lifecycle



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

Focus Areas



Agility

Rapidly roll out services at any level by any government entity, anytime.



Unified Framework

A configurable, unified framework for service delivery & grievance redressal.



Tools

Powerful in-built tools for designing, configuring, and executing services.



Unified

Single platform for the entire service lifecycle.



Multi-Tenancy

Support multi-tenant architecture.

Future Plans

Sept 2024

Bhashini, Data
Discovery
through Elastic
Search & Rabbit
MQ
Implementation

Nov 2024

Upgraded
SPReport
Module handling
Live Data

April 2025

To bring
modularity using
Micro Services
Architecture

July 2025

Shifting from
virtual machines
to Docker
containers.

May 2026

Extending the
functionalities to
generate Web-
App through
ServicePlus

Thank You



Address

eService Delivery and Transformation Division
A3B4, III Floor,
National Informatics Centre
A-Block, CGO Complex,
New Delhi, INDIA 110 003



Contact Numbers

+91-11 - 24305353



Email Address

support.serviceplus@nic.in

