

# ServicePlus

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**In news:** It has been playing a pivotal role in ensuring smooth governance during COVID-19 pandemic in the country

## What is ServicePlus?

It is a versatile and secure solution for service delivery – makes all Government services accessible to the common man in his/her 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.

## About the ServicePlus

- To overcome challenges involved in reducing the timeline without compromising on quality and functionality, **the National Informatics Centre's (NIC) has launched an application development framework, ServicePlus** to provide the solutions to reach the market with unprecedented speed.
- Developed as part of Panchayat Enterprise Suite (PES) under e panchayat Mission Mode Project (MMP).
- ServicePlus meta-data based e-Service delivery framework which is built on LowCode–NoCode (LCNC) architecture for delivering electronic-services to citizens.
- It is an application which is quick to learn and easy to use with minimal effort or very less skill set.
- “ServicePlus, a open source and multi-tenant architecture based configurable service delivery framework, is quick to learn and easy to use.
- The features are incorporated in ServicePlus in such a manner that it can be configured to suit the requirements of any stakeholder.
- The plethora of configurable features, including API

based interaction with other systems, allows each tenant to configure their services as per their requirements using their choice of local language.

- **The system allows us to perform User Acceptance Testing (UAT)** before commissioning the e-service.
- It is a Low Code – No Code platform which has inbuilt modules like, Service Definer, Service Coverage Selector, Target Beneficiary Definer, Form Generator Document Designer, Service Charge Calculator, Task/Process flow Designer, SMS/Email Notification Definer, DSC/eSign Signer and others
- There is no fixed set of application forms or process flow in ServicePlus; rather the stake holder is free to generate any forms and can decide the flow of the application as per their choice thereby making it more user friendly and configurable.
- **ServicePlus renders a single unified portal to the citizen, along with mobile app,** for accessing any service, track submitted applications, subscribe to alerts powered with its own dashboard
- **ServicePlus also enables services to be accessed in local languages** and it renders a single unified portal to the citizen for accessing any service, track submitted applications, subscribe to alerts.

### **Types of Services under ServicePlus**

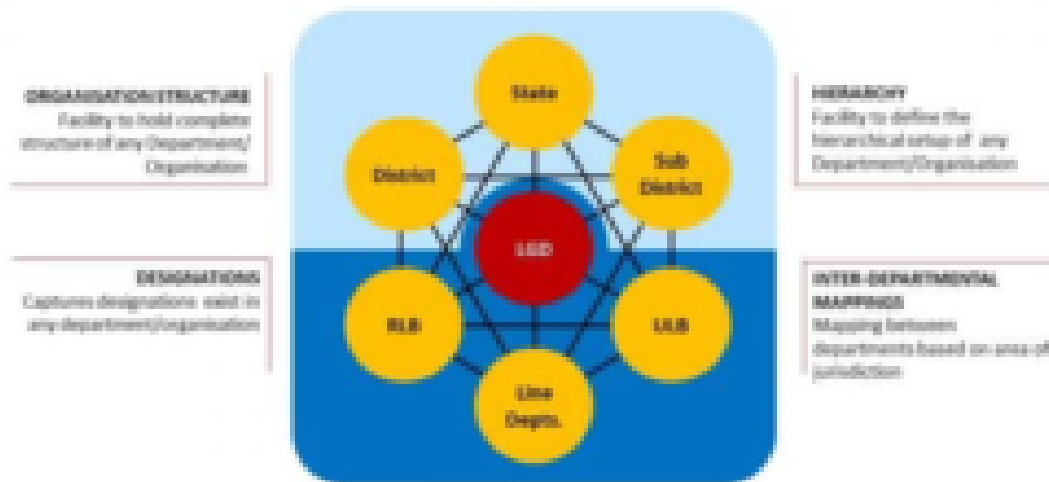
Following are a few services which are being provided by the governments via ServicePlus:

1. **Regulatory Services:** Services like **trade licences, permit for construction of a building** etc. that can be denied to citizens.
2. **Statutory Services:** Services like issuance of birth/death certificate which cannot be refused to citizens.
3. **Developmental Services:** To render the government welfare schemes such as NREGS, IAY, old age pension, etc.

4. **Consumer Utilities Service:** Services like bill payment and other comes under utility services.

## Unique ID for all Government offices & Entities

All offices and other entities are connected using standard ISO code – A complete directory of land regions/revenue, rural and urban local governments and Line Departments



## Its integration with Aadhaar, DigiLocker & Arogya Setu app

- According to NIC, ServicePlus provides seamless integration with popular customer centric services like Aadhaar, Digi-locker and multiple payment gateways (banking or Government Receipt Accounting System).
- ServicePlus is a one-stop solution which gives citizens access in availing various pan India e-governance services, and supports Aadhaar-based authentication mechanisms.
- The Centre's Aarogya Setu app, which gained a lot of traction in the times of Covid-19 has also been integrated with ServicePlus.

## Benefits & Significance of ServicePlus

- ServicePlus provides all types of components and modules one needs to fabricate an Electronic Service Delivery system.
- It facilitates a wizard like interface to define and configure a service.

- ServicePlus facilitates the data flow with DigiLocker, CSC e-wallet, eTaal, e-Sign, Aadhaar and many more as and when required.
- It provides a visual approach to connect to these data sources and embed data elements directly into the application.
- It facilitates one to design data models and configure business logic directly.