No.29/PEO/RO/2020/ 797

चंडीगढ़ प्रशासन/CHANDIGARH ADMINISTRATION

वित्त विभाग/FINANCE DEPARTMENT

(Planning & Evaluation Organization)

Chandigarh, Dated the 5/8/20

To

1. The Addl. Commissioner, Municipal Corporation, Chandigarh.
2. The Director Social Welfare, Sector – 17, Chandigarh
3. The Director School Education,Sector – 9, Chandigarh
5. The Director Sports, Chandigarh Administration.
6. The Director Health Services, Sector -16, Chandigarh.
7. The Director, Punjab Engineering College, Sector – 12, Chandigarh
8. The Jt. Secretary, Chandigarh Sports Council, Sector – 42, Chandigarh
9. The Director Technical Education, Sector – 9, Chandigarh.
10. The Principal, CCET- Sector 26, Chandigarh
11. ZilaSainik Welfare Officer,Sector – 21D, Chandigarh.
12. The Project Director, Chandigarh State Aids control Society, Sector -- 15A, Chandigarh.

Subject: - Regarding implementation of DBT Schemes through ServicePlus.

*****

Reference on the subject cited above.

It is intimated that **revised "Step-by-step guide for end-to-end computerization of identified DBT Schemes through Service Plus"**has been received from DBT Mission, New Delhi in which new Annexure-VI has been added. Annexure-VI is the Standard Operating procedure (SOP) prepared by PFMS on which all DBT implementing departments have to submit their consent so that the same may be forwarded to DBT Mission, New Delhi.

It is requested to go through the Standard Operating procedure (SOP) and give consent to this office on or before 06.08.2020 positively for successful implementation of ServicePlus.

D/A As above

5/8/2020

Finance & Planning Officer,
for Special Secretary Finance,
Chandigarh Administration

Annexure-VI

STANDARD OPERATING PROCEDURE

FOR

MINISTRIES/DEPARTMENTS

FOR ONBOARDING OF DBT SERVICES IN PFMS THROUGH SERVICE PLUS

Public Financial Management System

Office of Controller General of Accounts

Ministry of Finance, Department of Expenditure

Government of India

I. INTRODUCTION

This document contains the Standard Operating Procedure to be followed for integration of PFMS payment system while enabling the Services which involves Direct Benefit Transfer (DBT). The system as well as the protocols to be followed for the said integration is explained in details. The integration aims to provide a ready to use ERP solution for all DBT schemes. The system should have a front end to interact with applicants and a backend system for processing the data. Finally, the system should facilitate benefit transfer to the identified beneficiaries. It aims to timely transfer of payments to the beneficiary by bringing efficiency, effectiveness, transparency and accountability in the Government system. Through the DBT mode, Government intends to achieve electronic transfer of benefits, reduce delays in payments.

II. BACKGROUND

ServicePlus – (http://serviceonline.gov.in) is a metadata-based, single, unified, eService Delivery framework that can be configured to rapidly e-enable government services to its customers including citizens & businesses. It supports multi-tenancy architecture that enables each tenant to configure their services as per their requirement. It supports UNICODE thus enabling services to be accessed in local languages.
Government departments benefit immensely from using the framework as any service can be quickly configured using a simple wizard-like interface. The framework can be configured in terms of beneficiary profile, submission modes, service charges, payment mechanisms, service delivery modes, application form, service output, notifications, process flow, digital signatures, 2D bar codes etc. It can be integrated with external systems through web services.

ServicePlus provides a host of benefits to citizens. It provides a single unified portal to the citizen for accessing any service, track submitted applications, subscribe to alerts etc. It also provides an online repository for the citizen for maintaining all documents which can be re-used across services.

ServicePlus also provides facility for registering both CSC as well as non-CSC kiosk operators. Services can be configured to have kiosk-based application submission.

Besides the above facilities for the major stakeholders, ServicePlus offers a number of features which can be used to configure the framework to meet the needs of the services. They are as follows:

1. **Form Designer** – ServicePlus provides an excellent form builder tool to build a multi-lingual form in minutes. The forms could be an application form or a form to be used by officials. Fields with built-in validations can be dragged & dropped. Special fields with pre-determined functionalities are available. The forms can be made dynamic by attaching Java Scripts at required places. Fields can be linked across forms. Form-level guidelines and field-level help can also be given to facilitate the applicant in submitting a correct application.

2. **Process Flow Designer** – The Process Flow Designer provided by ServicePlus allows the department to define the list of tasks in a service and map the flow between the tasks. Three types of tasks are available: Applicant task, Official Task and Web Service Task. The tasks can be mapped to accommodate both

conditional and unconditional forking and merging. Each workflow player in the process flow can have his own form for entering any data related to the processing of a specific application and can be configured to generate intermediate or final documents/certificates. The workflow players can also be given the option to upload any document and also merge an uploaded document with a document that is being generated.

3. **Notification Designer** – The Notification Designer in ServicePlus provides a facility to the Service Definer to configure SMS and emails to be sent to the mobile numbers/emails mentioned in the application form or to any of the Workflow Players or even to external entities. Both the content as well as the triggering point for triggering the notification can be configured by the Service Definer.
4. **Document Designer** - Document template can be designed using a custom editor provided by ServicePlus. Any data associated with the application such as data entered by applicant, officials or system data can be embedded in the document. Document can be designed for custom acknowledgement, output certificate, rejection certificate, intermediate certificate, SMS and email notifications. Enclosures attached by applicant and intermediate certificates generated by officials can be merged with output certificate to give combined document to applicant. Conditional modifications of certificate text based on data entered by applicant or official can be made. Position of bar code and DSC can be specified. Watermark (as an image) can also be included.

5. **Application Submission** – ServicePlus allows multiple modes of application submission in a single service (In-person, Kiosk, Online and By Post). List of enclosures to be submitted along with the application can also be configured. Photographs can either be uploaded or captured through a web cam if available. ServicePlus can also be configured to enable Data Entry & Kiosk Operators to upload the enclosure and complete the application form at a later stage.

6. **Service Charge** – A service in ServicePlus may be configured with or without a charge for the service. If any payment is to be made by the applicant for availing the service, the same can be made multiple times and at different stages of service process flow. A service can be configured to support multiple modes of payment including online, cash, DD, cheque etc. Separate charge templates can be created for each payment (if payment is to be made multiple times) and different modes of payment could be associated with different templates. Charge can also be variable depending on the profile of the citizen or any other condition based on the nature of the service.

7. **Activating, Testing and Launching a service** – ServicePlus supports selective activation of service units and launch of service only in the activated units. A service configured in the production server can be tested end-to-end in the activated units. Once user acceptance is obtained, the service can be launched through the click of a button. As soon as the service is launched, all test data used to test the service are automatically deleted. The service becomes visible to applicants only after the service is launched.

8. **Tracking the application status** – Tracking the status of a submitted application is an important

requirement for any applicant. ServicePlus provides this facility to the applicant irrespective of whether he is a registered user and irrespective of the submission mode. Kiosk operators can also track the applications of applicants who had submitted their applications through kiosk.

9. **Callback Functionality** – This is a powerful feature of ServicePlus. The Service Definer can give the facility to callback to a workflow player in a specific task. This functionality helps in taking back an application that has been forwarded to the next workflow player as long as action has not been taken by the next workflow player. Callback can be used even after delivering a service to an applicant. In case a certificate has been issued to the applicant as a deliverable of the service, then this action reverts the delivery and cancels the certificate that was issued.

10. **Pages generated by ServicePlus** – ServicePlus can be configured to generate separate pages for each Service, for a department or for the entire State.

11. **Integration with external systems** – ServicePlus is integrated with many external systems thereby enabling the end users to enjoying the benefits offered by these systems. It is integrated with Payment Gateways (NDML, SBI e-Pay), CSC Connect, CSC e-Wallet, e-Treasury (Kerala), NSDG/SSDG, DigiLocker, e-Sign and RAS. The usage of these systems in a service can be configured by the Service Definer based on the service's requirement.

12. **Web service Integration with other software applications** – A service defined in ServicePlus can be configured to interact with any other software applications through web service. Web services can be used to populate data in application or official forms or validate the data entered in these forms. Web services can also be integrated at the process flow level by defining a task as a web service task. Both synchronous and asynchronous services can be integrated with a service. A web service task is also associated with a Fallback User. This facility allows manual intervention in case the web services associated with the task is not available for extended period of time. By facilitating manual intervention, ServicePlus ensures that applications can be processed in time even if the web services provided by external applications are not available.

13. **Reports** – A number of reports are available in ServicePlus. Of particular interest to Government departments which have made their services online through ServicePlus is the Pendency Report. Two types of pendency report are available: Task-wise pendency report and Hierarchy wise pendency report. A cash book report which shows the amount of money received from difference services across different modes of payment is also available.

14. **Customizing ServicePlus** - Though **ServicePlus** provides a host of features to Government Departments from which to choose from, it also provides the much required flexibility to plug-in code to meet typical requirements of a service. Provision is available to make a form dynamic by attaching JavaScript with required fields and on specific events. Similarly, several trigger points have been identified where the

normal flow or functionality of ServicePlus needs to be overridden to meet the requirement of a service. MVEL functions can be attached to these trigger points. Both Java Scripts and MVEL functions do not disturb the code base of ServicePlus but enable the Service Definer to modify the functionality of ServicePlus.

15. So far, more than 1380 services are being delivered through **ServicePlus** by 25 States. Approximately, 3 .97 million applications have been received so far.

16. Service Plus is an application portal which can help Ministries/Departments in end to end digitization of DBT schemes. Service Plus is technically integrated with UIDAI, PFMS, UMANG, DigiLocker, SMS gateway etc. However, administrative requirements like signing of Standard Operating procedure (SOP) with different institutional stakeholders like PFMS; UIDAI has to be done by Ministries/Dept. themselves.

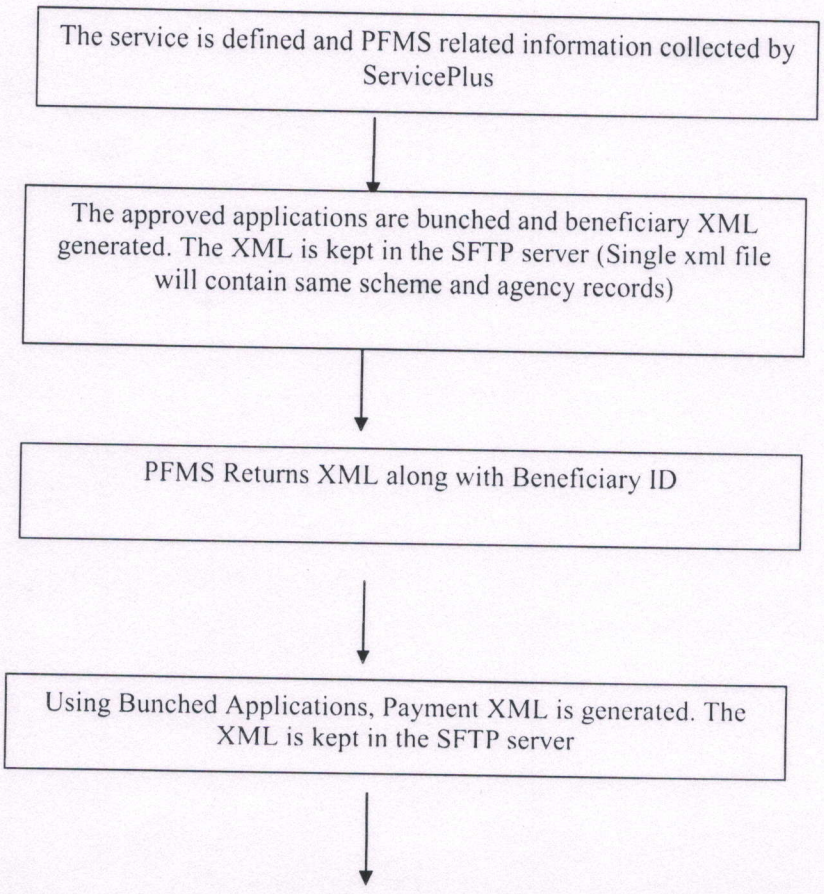
III. THE SYSTEM

The system is divided in to three parts

a. Service Definition
b. PFMS Integratand
c. Report generation

The document will be majorly concentrating on (b) part. i.e. PFMS integration.

IV. THE APPROACH



After successful payment transaction, acknowledgement against each application will be stored.

1. The Ministries/Departments will collect/provide Scheme related details stored in PFMS.
2. The Ministries/Departments will collect /provide the DBT mission code
3. The Ministries/Departments will ensure that the participating department structure and designations are available in LGD (Local Govt. Directory)
4. Based on the Service Definer Guide, the service can be configured in ServicePlus.
5. The configuration will automatically incorporate the DBT payment

IV. STAKE HOLDERS

1. Ministries/Departments
2. Workflow Players

Ministries/Departments are responsible for the configuration of Service. All DBT related activities must be incorporated in the Service. **Ministry/department also has to get the SOP approved in advance from PFMS for every scheme they want to integrate through Service Plus.** Ministry shall ensure that no payment file is sent through Service Pus to PFMS till the SOP is approved by the PFMS.

Workflow Players are responsible for the selection of Beneficiaries

3. Service Plus

2. Processing of beneficiary file in PFMS.

a) PFMS picks up beneficiary file from SFTP server and applies basic validation/checks. The beneficiary records rejected will be sent back to ServicePlus with remarks for reprocessing after correction and the records accepted in basic validation will be sent to banks and NPCI for Bank details validation and Aadhaar seeding verification.

b) Bank and NPCI will share the validation response to PFMS. PFMS will assign beneficiary code to the valid beneficiaries and send to ServicePlus for Payment process initiation. PFMS will also send invalid beneficiary records to ServicePlus for corrective measurements.

c) PFMS and Bank does not match beneficiary name with the account holder name so it is the responsibility of Ministries/Departments to configure the service to show the account holder name to the concerned officials as received from Bank through PFMS to take decision regarding accepting the beneficiary for payment.

Note: Where beneficiaries having account in Banks which are not integrated with PFMS, PFMS assume the beneficiary account details to be correct and generate the beneficiary code and register the beneficiary in PFMS and share the 'Accepted' status with external system. In such cases, PFMS does not return the additional details like 'Account holder name' in the response files.

3. DSC Enrollment Process

a) Service Plus will send the DSC enrollment files to PFMS for the Approver (for each agency and each scheme) who is authorized to sign the payment files (whose signature is recognized by the Agency Bank).

b) Ministries/Departments will ensure that only authorized signatories are enrolling their DSC in PFMS.

c) Service Plus will send the Digital signatures of valid signatories of Debit Bank account holder (PFMS Agency) to PFMS through XML file integration for enrollment.

d) PFMS is already in the process of development for verifying the DSC enrollment requests with respective banks to ensure that the enrolled DSC belongs to the signatory of bank account holder only.

e) PFMS will provide the ACK/NACK for DSC enrollment file request as the case may be after internal validation as mentioned in the integration document shared with Service Plus.

f) In case, external system wants to enroll their server DSC (instead of Agency DSC) with PFMS then Service Plus server DSC must be enrolled for each agency of each scheme separately. However, it may be noted, that in this case, PFMS will not be able to perform the DSC verification check with Bank as mentioned in point (d) and external system will be solely responsible for ensuring that only signatories of bank account holders are signing the DSC payment files in their portal.

4. Payment Process.

a) **Preparation of Payment file** –Responsibility for payment of correct amount and to the correct beneficiaries rest with Ministries/Departments. *ServicePlus is responsible to generate payment files as configured by the Ministries/Departments.*

b) The authorized workflow player will digitally sign the payment file on ServicePlus and ServicePlus will place the digitally signed XML on SFTP server.

c) The file will be picked up by PFMS from SFTP Server.

d) PFMS will apply basic / internal validation on all the payment records in the payment file including validation of Digital signature with the already enrolled Digital Signatures.

e) Payment file will be accepted or rejected in totality i.e. partial payment file will not be accepted and processed at PFMS end. File will be accepted only if all the records in the file get validated through PFMS.

f) PFMS will send the Ack of payment file to ServicePlus through SFTP with indicator for status of file i.e. Accepted or Rejected

g) If the payment file gets accepted at PFMS end, PFMS will process and push the files to next level as per the DBT configuration of the scheme available in PFMS, which may be :

   a. **Agency Payment-** File will be pushed to sponsor bank for execution of transaction.

   b. **PAO payment-** File will be pushed to PD login for further processing in sanction module of PFMS.

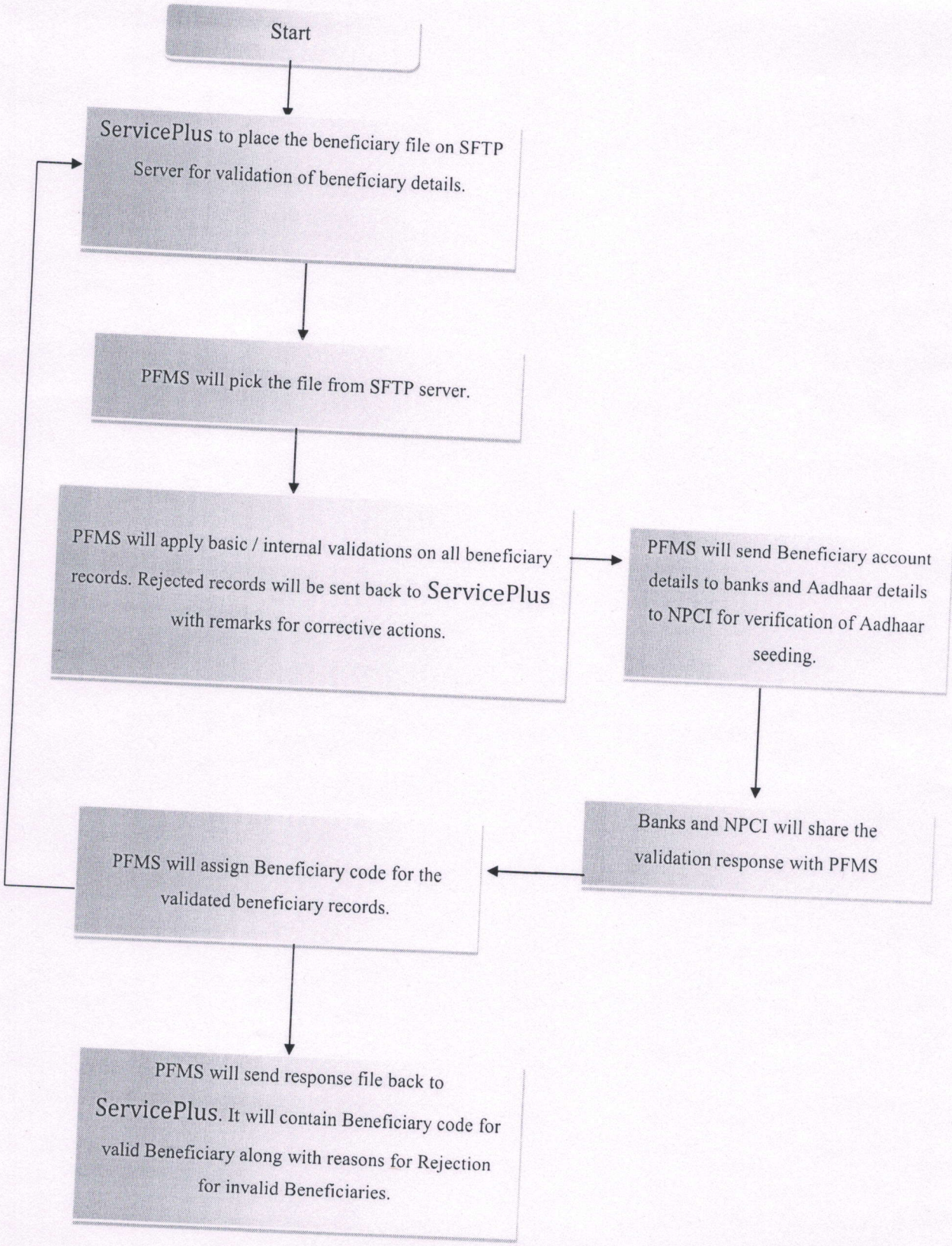
   c. **Treasury payment-** File will be pushed to treasury officer login for further processing.

h) PFMS sends digitally signed payment XML file to Banks wherein the Bank validates the DSC of each file.

i) Concern Bank will execute the transaction by debiting the Agency/PAO/Treasury bank account and crediting the Beneficiary Accounts.

j) Thereafter PFMS will share the success / failure response received from agency / sponsor bank with ServicePlus.

1. Beneficiary validation process- ServicePlus



2. Payment process ServicePlus

