



Implementing Electronic Forms Application through State Portal and Service Delivery Gateway

Kerala eServices Portal

Citizen User Manual

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Version 1.1



Notice

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1.0	25/03/2014	Drafted Version
1.1	24/02/2015	Payment description using GRAS payment system.

About this Manual

Purpose

The Citizen User Manual for Kerala eServices Portal helps you to understand and use the Kerala eServices Portal. It presents the functional capabilities and operational details of Kerala eServices Portal, and contains the procedures that you should know for performing your business tasks using the Kerala eServices portal.

Intended Audience

The Citizen User Manual for Kerala eServices Portal is intended for the citizens of Kerala.

Typographical Conventions

The following table provides the lists of the typographical conventions used in the document.

Table 1: Typographical Conventions

Formatting Convention	Type of Information
Key Names	Keys on the keyboard appear in title case (first letter in upper case). For example, Page Up, Caps Lock. A combination of keys is connected by a +. For example, Shift + Tab means you should press the Shift key and Tab key together.
Filenames	Names of files are in italics. Example, <i>System.mdb</i> .
Command and Screen element names	Buttons check boxes, etc. Commands that you choose from the menus or dialog boxes appear in title case and in bold font. Example: Click Components from the Action menu.



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List of Abbreviations

Abbreviation	Expanded Form
CSC	Common Service Center
DIT	Department of Information Technology
NPI	National Portal of India
SPC	State Portal Content.
SPF	State Portal Framework
SSDG	State Service Delivery Gateway
NeGP	National e-Governance Plan

1 Introduction

The Kerala eServices Portal has been formulated under the National e-Governance Plan (NeGP) to fulfil the vision of providing easy and convenient services to all the citizens through remote access, primarily through Common Service Centres (CSC). The Kerala eServices Portal is enabled by implementing the key components of Kerala eServices Portal such as State Service Delivery Gateway (SSDG), electronic Form (eForm), application and computing infrastructure.

The NeGP of the Government of India aims to make all government services accessible to the common man from their locality through common service delivery outlets. The NeGP aims to ensure efficiency, transparency and reliability of all government services at affordable rates and also to realise the basic needs of a common man.

The SSDG is an attempt to reduce point to point connections between departments and provide a standardised interfacing, messaging and routing switch through which various players such as departments, front-end service access providers and back-end service providers can make their applications and data inter-operable. The SSDG, a core component in e-Governance infrastructure under the NeGP, simplifies this task by acting as a standards-based messaging switch and providing seamless interoperability and exchange of data.

1.1 Welcome to Kerala eServices Portal

The Kerala eServices Portal implements different channels for delivering government services to citizens. In addition, CSCs access the Kerala eServices portal to deliver services to individuals who do not have access to Internet and Personal Computers (PC).

Users are able to communicate with the Kerala eServices Portal over Internet using web browser. SMS gateways provided by the State are integrated with the Kerala eServices Portal for sending SMS to citizens regarding processing status of their request. Citizens are alerted with the status of their requests using SMS facility.

1.2 Features of Kerala eServices Portal

The features of the Kerala eServices Portal are as follows:

- Information Architecture Design - It enables user groups to logically navigate through a system and builds confidence by giving the right department service with respect to their requirement.
- Technology Design - The portal is built and deployed on Liferay portal server.
- Kerala eService Portal Design - The portal is available at <http://eservices.kerala.gov.in/> to help citizens, to access the departmental services.
- Department Services - Citizen can submit the application to the department and the department can process and update the status of the application to the citizen through Kerala eServices Portal.
- Information Management - The information management can be used at a later stage to disseminate the information when required.
- User Management- Kerala eServices Portal is accessed by a variety of users such as citizens, CSCs and government officials. Thus management of users, their access rights and verifying their credentials are critical for security and effective functioning of Kerala eService portal.

- Login is the process of verifying credentials of authorised users. Password management cycle further ensures that user credentials are controlled by them and updated at regular intervals. User management further helps in managing user login details and other related activities that are performed by them after logging in.
- Content Management Screens - Content management screens for Kerala Service Portal will be designed with standards aligned to National portal of India (NPI).
- Metadata Replication Services- Metadata is classified into
 - Mandatory: The content, eligible for publishing and the content repository, must have mandatory metadata.
 - Optional: Optional metadata enhances the discovery of the content.
 - Extended: Extended metadata is used by Kerala eService Portal to manage content within the context of the state.
- Metadata must be used for both structured as well as unstructured data. Metadata must be managed using XML. Once the content is classified and organised, the same is managed using XML and made structured. The common fields in all the e forms for various services must follow the metadata standards as laid out by the Standards Working Group, Department of Information Technology (DIT) and Government of India.
- Metadata Replication service replicates the metadata from the State Portal Content (SPC) using content manager API's and custom classes for consumption into the consolidated metadata repository at the national level. Metadata of only the contents which are newly published, updated or deleted during a given time frame, is returned by metadata Replication service for consolidation. It will be implemented as a web service.
- A citizen who logs into the national portal can search for contents specific to a state. The search result returns the URL of the content available at the SPC. The user can then traverse to the SPC using the link and access the information.

1.3 Browser Compatibility of Kerala eServices Portal

The Kerala eServices Portal is best viewed using Google Chrome 28.0 at a screen resolution of 1024 x 768 or higher.

Other supported browsers include Mozilla Firefox and Microsoft Internet Explorer.

1.4 eForms

An eForm is a computer program version of a paper form. The advantage of an eForm is that it can be filled out faster because the programming associated with an eForm can automatically format, calculate, look up and validate information from the user.

The eForms possess the following features:

- eForms are prepared according to the State Portal Framework (SPF) guidelines.
- Online and offline options are available for filling the application form.
- Download and upload options of eForms are available for the citizens.
- Information flow between Portal and department applications takes place through the Gateway.
- Automatic acknowledgement with automated date and time stamping option is available.
- Status tracking through online and SMS using unique acknowledgement ID.

2 Getting Started

2.1 Registering New User

New users need to register in the Kerala eServices Portal for availing the departmental services. Personal details and contact details are captured during registration.

Prerequisite: The citizen should have a valid email address to register with the Kerala eServices Portal.

To register new user:

1. Click **Sign in** located at the top right hand corner of the Kerala eServices portal tool bar. Login page is displayed.



Figure 1: Login Page

2. Click **Create Account**
The **User Details** screen is displayed to enter the details.
3. Enter data in all mandatory fields.
Note: Fields marked with (*) are mandatory.

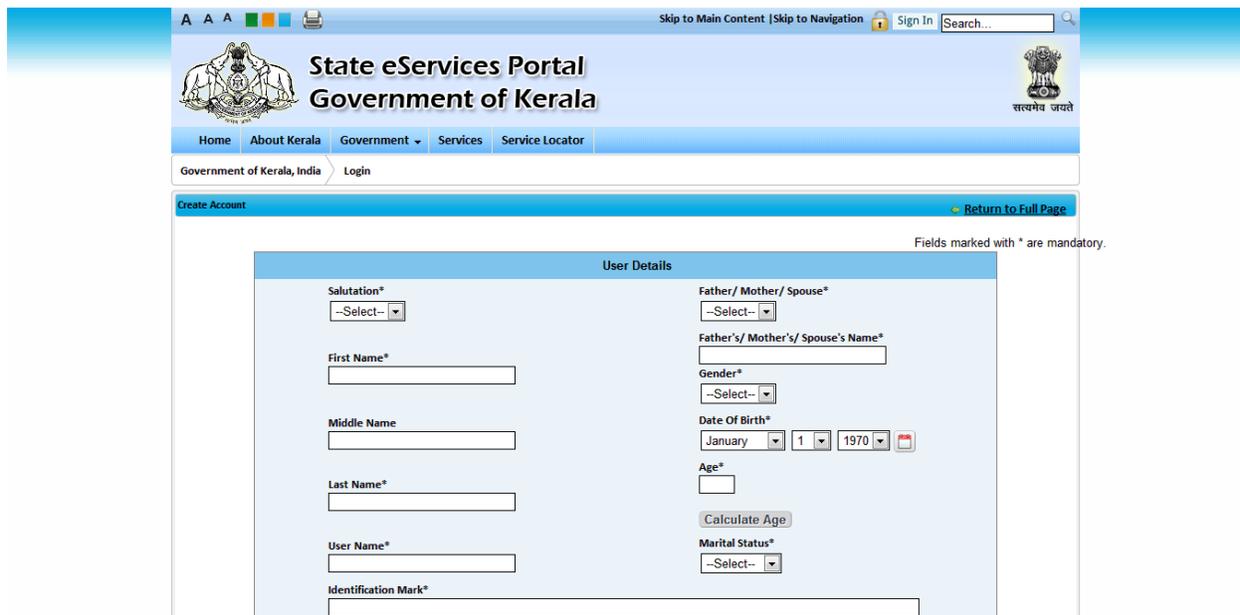


Figure 2: Create Account

4. Click **Create Account** and the citizen details are saved and a user account is created.
A user can log on to the Kerala eServices portal once a user account has been created.

2.2 Logging In

To log on to the Kerala eServices Portal:

1. Enter the URL <http://eservices.kerala.gov.in/> in the web browser
The Home page is displayed.

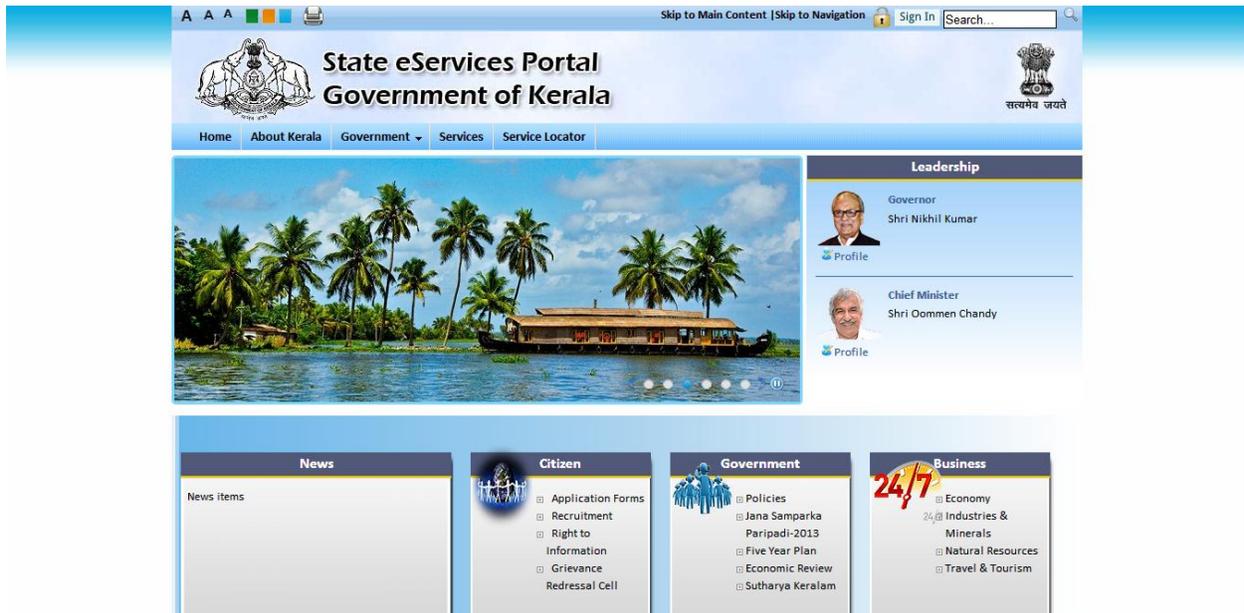


Figure 3: Home Page of Kerala eServices Portal

2. Click **Sign In** on the top right hand corner of the portal tool bar.
The Login page is displayed.



Figure 4: Login Page

3. Enter your user name and password.
4. Click **Log In**.

The Home page is displayed.

2.3 Logging Out

To log out of the Kerala eServices portal, click **Logout** from any page of the Kerala eServices portal.

2.4 Resetting Password

Citizens, who forgot their Kerala eServices portal account passwords, can reset their passwords to avail departmental services.

Prerequisite: The new password should be more than eight characters and should be a combination of alphabets, numbers and special characters including one alphabet in uppercase.

To reset password:

1. Enter the URL <http://eservices.kerala.gov.in/> in the web browser
The Home page is displayed.

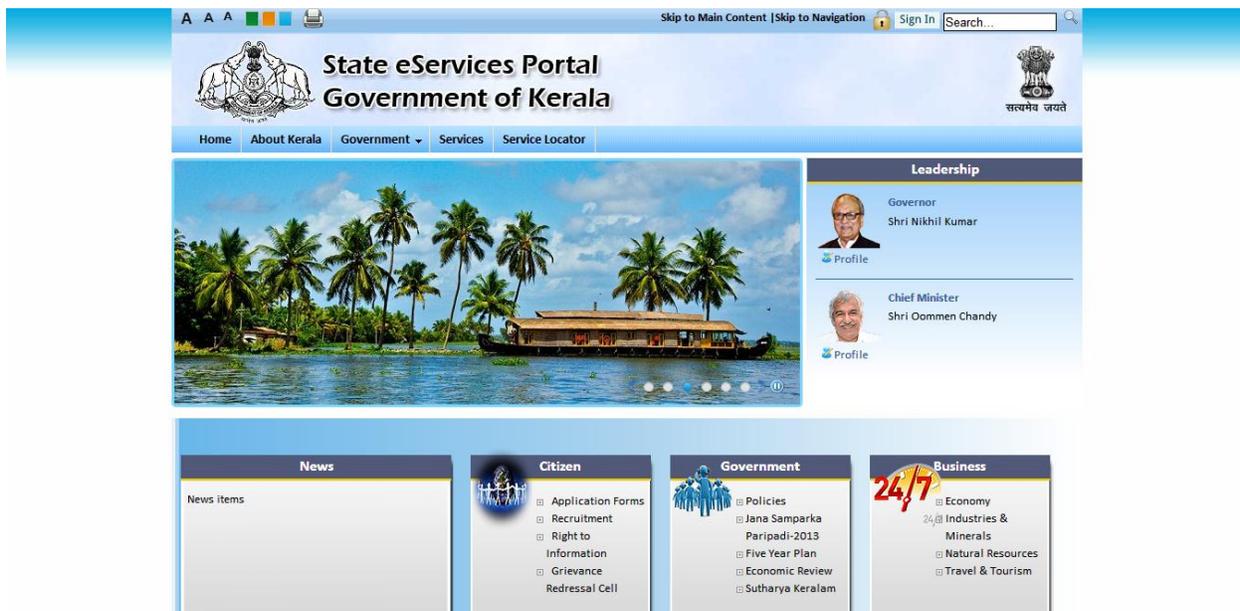


Figure 5: Home Page of Kerala eServices Portal

2. Click **Sign In** on the top right hand corner of the portal tool bar.
The Login page is displayed.



Figure 6: Login Page

3. Click **Forgot Password** on Login Page of the Kerala eServices Portal. The Forgot Password page is displayed.

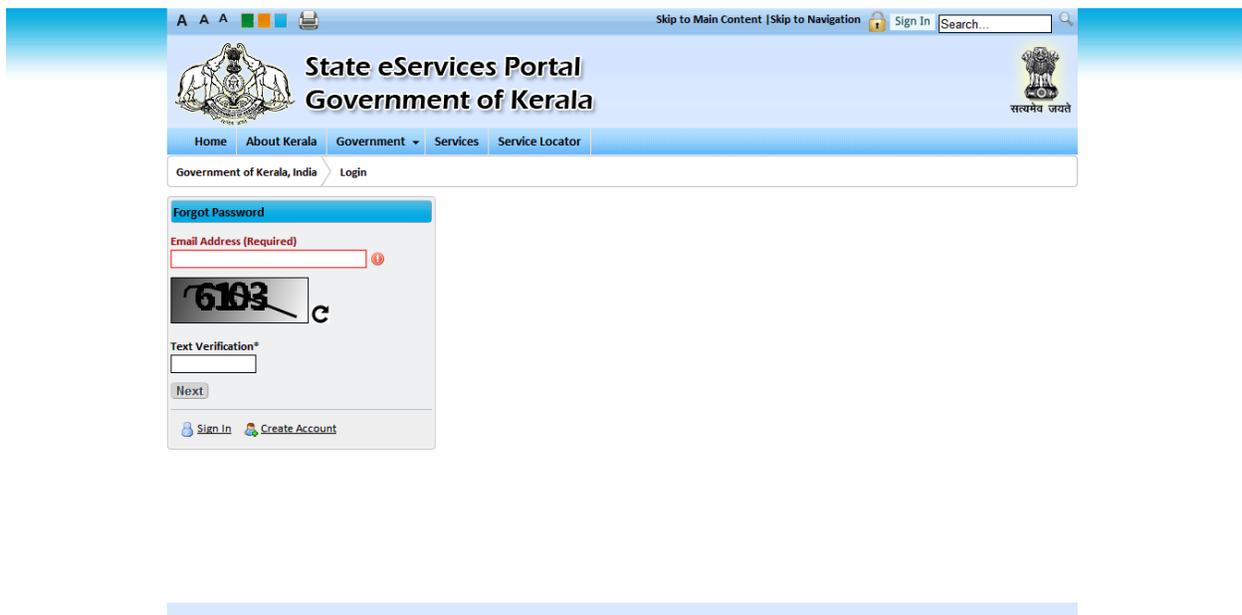


Figure 7: Forgot Password page

- Click **Next** after filling the proper Email Address and text verification text boxes.
The Secret Question page is displayed.

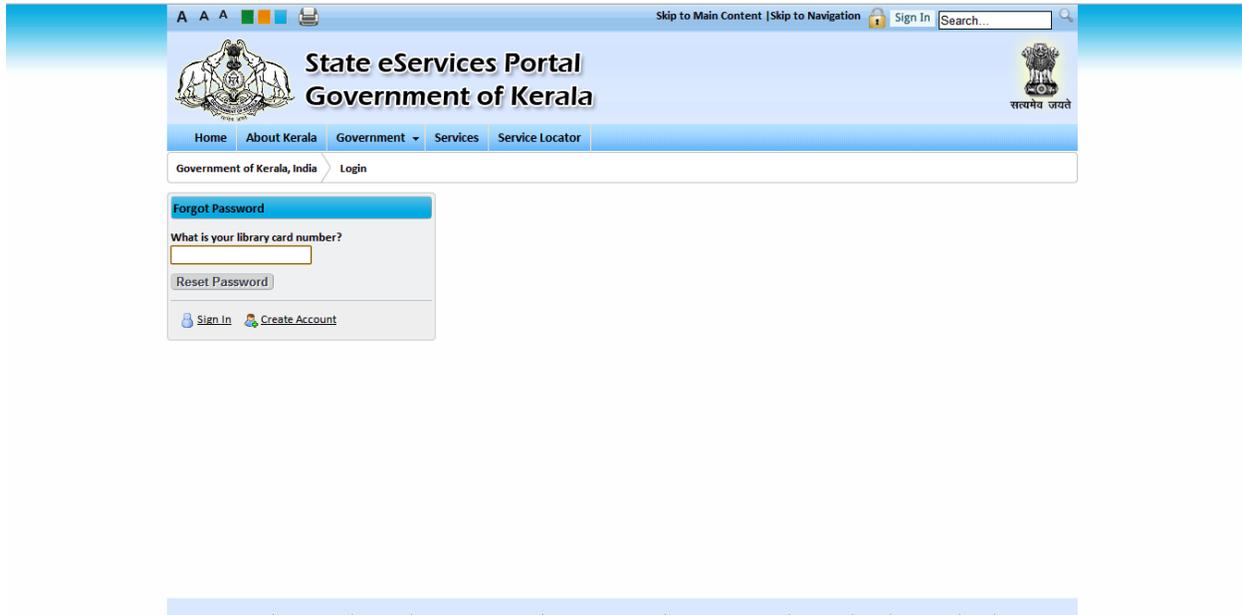


Figure 8: Secret Question page.

- Answer the **Secret Question** and click on the **Reset Password**.
The password Reset Page is displayed.

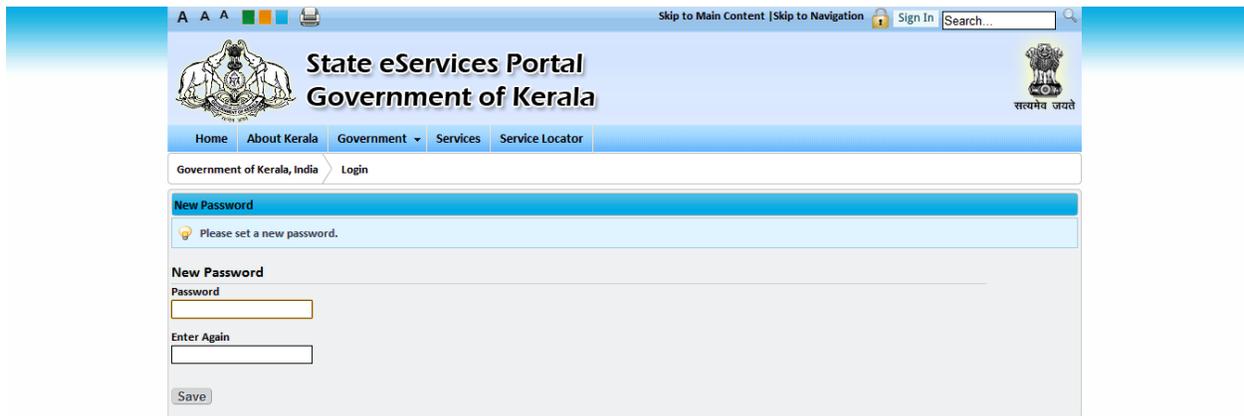


Figure 9: Password Reset Page

6. Enter the new password twice in the Password Reset Page.
7. Click **Save**.
The Citizen is redirected to the home page of the Kerala eServices Portal; the password of the user has been successfully reset.

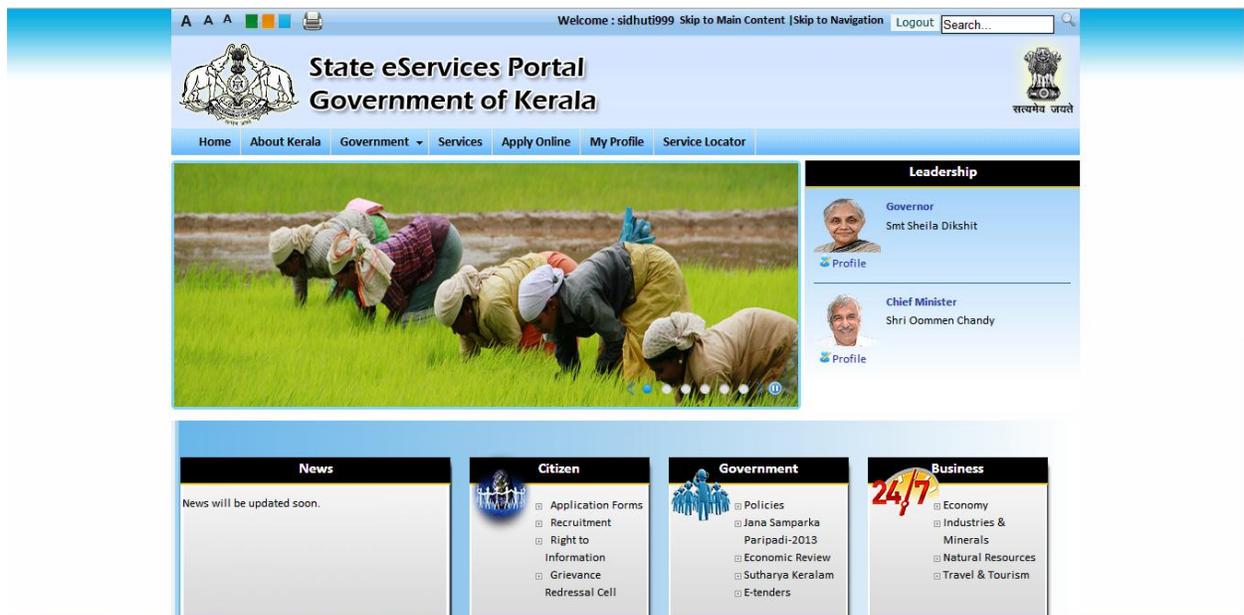


Figure 10: Home page

3 Citizen Services

3.1 Overview of Citizen Services

Citizens who are already registered in the Kerala eServices portal can:

- Request Departmental Services
- Track the status of the application they have submitted through the Kerala eServices portal
- View the History of Transactions done through the Kerala eServices portal

3.1.1 Requesting Departmental Services

Citizens can apply for departmental services listed in the Kerala eServices portal by offline or online modes.

In the case of offline mode, citizens have to

1. Log on to the Kerala eServices Portal
2. Select the particular departmental service
3. Download offline application form.
4. Fill in the downloaded application form, which is in odt format.
5. Upload the duly filled in application form.
6. Submit the form.
7. Fee Payment (If Departmental Service is a paid service).

In the case of online mode, citizens have to:

1. Log on to the Kerala eServices Portal
2. Select the particular departmental service
3. Fill in the application form
4. Submit the form.
5. Fee Payment (If Departmental Service is a paid service).

On successfully submitting the offline/online form, an acknowledgement number is generated.

3.1.2 Tracking Status

Citizens are able to track the status of the eForm they have submitted, using the acknowledgement number they received on the successful submission of the eForm.

3.1.3 Viewing Transaction History

Citizens are able to view the history of transactions performed through Kerala eServices Portal.

The following services are provided to the citizens by the Kerala eServices Portal:

- Submit Online Application Form.

- Submit Offline Application Form.
- Track status of the Submitted Applications.
- View the History of Transactions done through the Kerala eServices portal.

To avail the services, the citizen should register with the Kerala eServices Portal.

3.2 Selecting an Application Form

To select an application form:

1. Sign in to the Kerala eServices Portal with proper credentials as mentioned in section 2.2
2. Click **Apply Online** tab.
3. Click the required department from the **Department** panel on the left hand side of the page. List of eForms of a particular department that is selected is displayed.

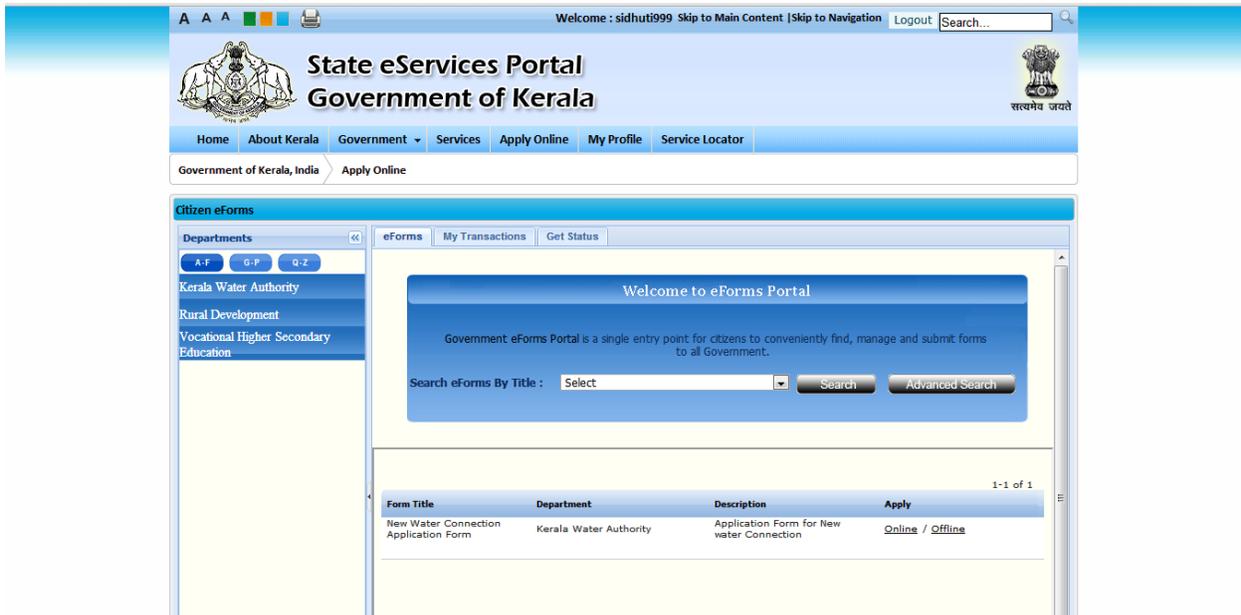


Figure 11: eForm Selection through Department Panel

Note: Another method is to select the eForm to be applied using **Search eForms By Title** drop-down.

A single eForm of the same name is displayed.

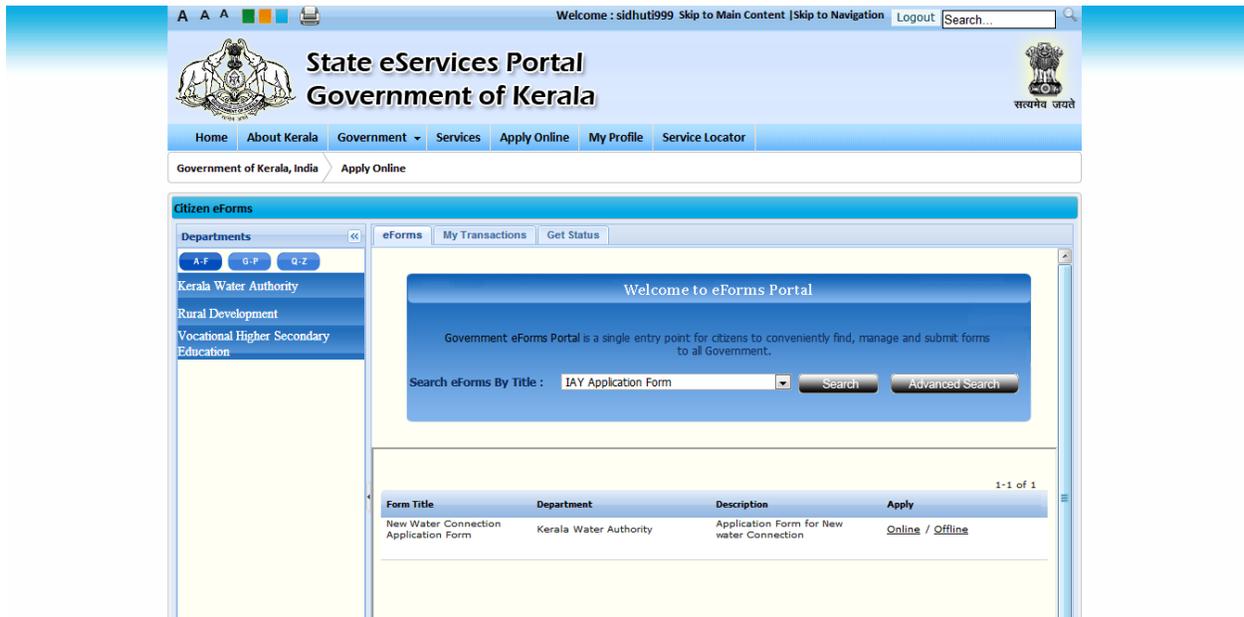


Figure 12: eForm Selection through Search

Note: You can also search by clicking **Advanced Search**.

To select an application form using advanced search:

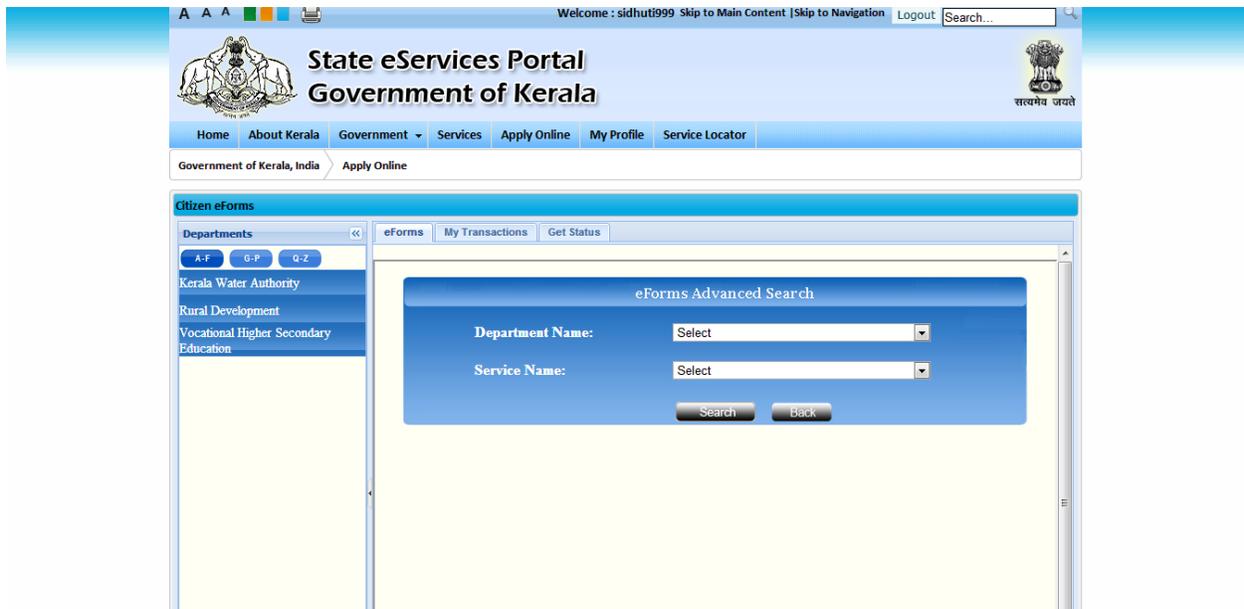


Figure 13: eForm selection via Advanced Search.

1. Select **Department Name** and **Service Name** from their respective drop-down lists.
2. Click **Search**.

A single eForm of the same name is displayed.

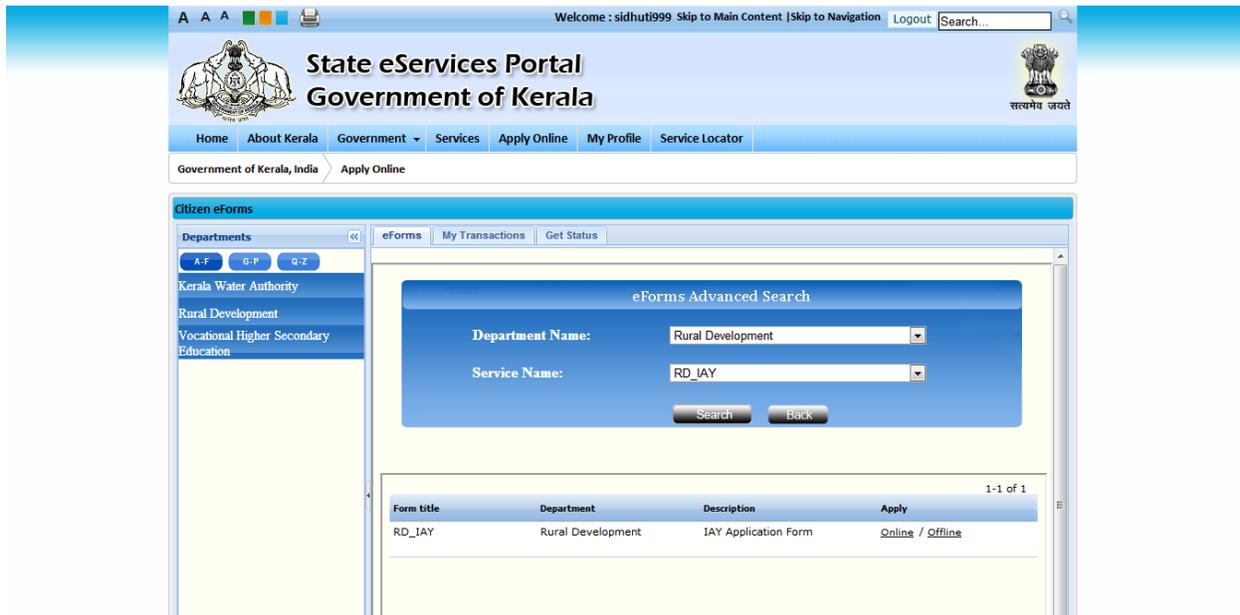


Figure 14: eForm selection via Advanced Search

3.3 Submitting an Online Application

To submit an online application:

1. Log on to the Kerala eServices Portal with proper credentials as mentioned in section 2.2.
2. The correct eForm can be selected through proper steps as mentioned in section 3.2.

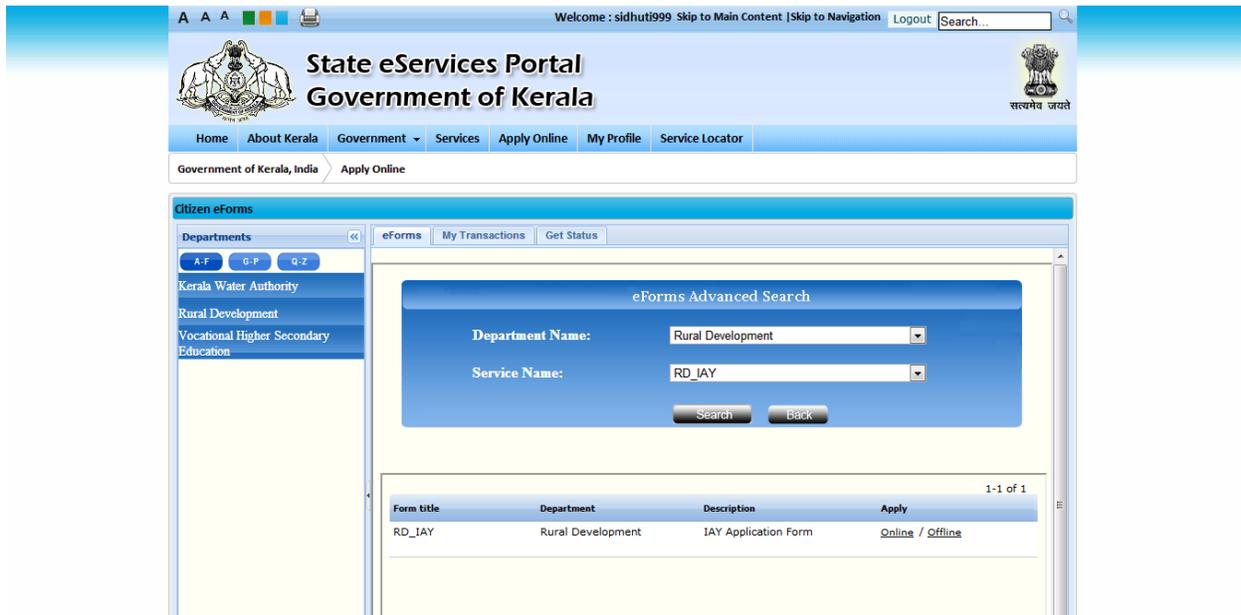


Figure 15: eForm Selection

3. Click **online**
The **Form Details** page is displayed.

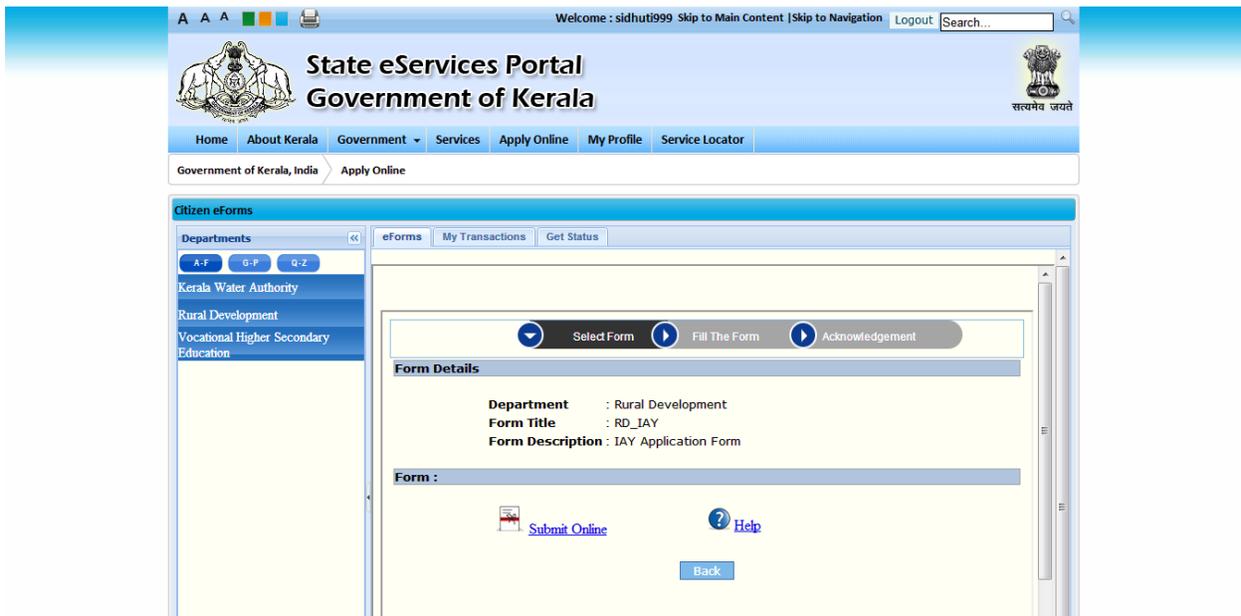


Figure 16: Form Details

4. Click **Submit Online**.

The selected eForm is displayed.

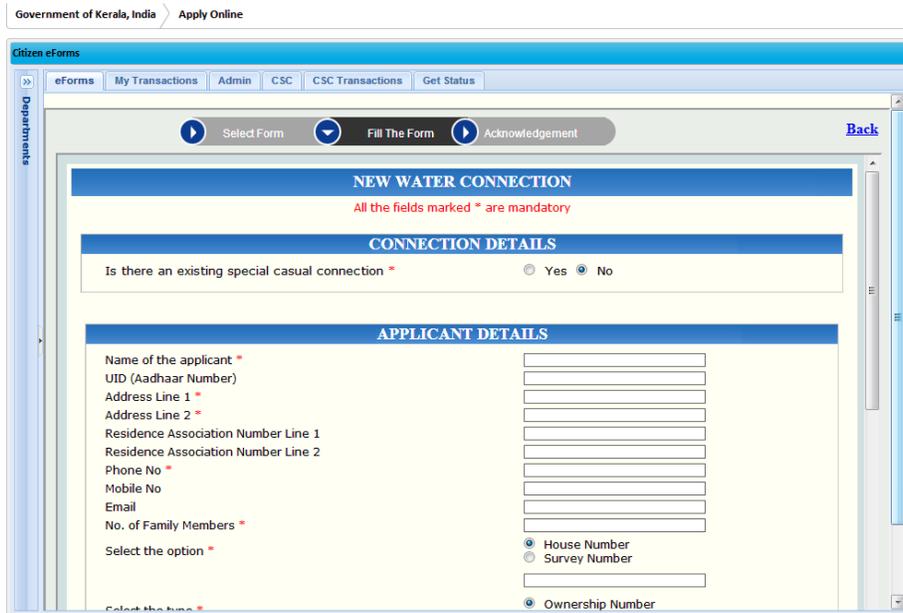


Figure 17: Application Form

5. Fill the form (all mandatory fields that are need to be filled) and attach the supporting documents.
6. Click **Submit**.

The success page displaying the acknowledgement number and provision to print receipt are displayed.

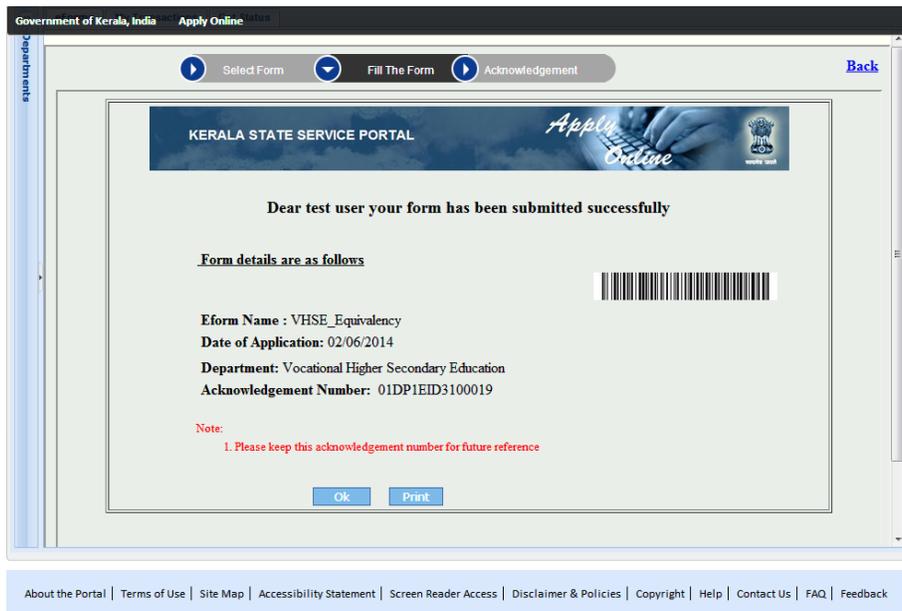


Figure 18: Acknowledgement Page

7. Click **OK** to exit from page or click **Print** to take print out of the acknowledgement page.

3.4 Submitting an Offline Application Form

Prerequisites for submitting an offline application form are as follows:

- In order to access the offline form, the citizen needs to have **Apache Open Office** installed in the System.
- If **Apache Open Office** is already present in the system, move to section 3.4.2, otherwise follow the steps mentioned in section 3.4.1 to download and install the software.

3.4.1 Downloading Open Office

To download Open Office in the system:

1. Log on to the Kerala eServices Portal with proper credentials as mentioned in section 2.2.
2. The correct eForm can be selected through proper steps as mentioned in section 3.2.

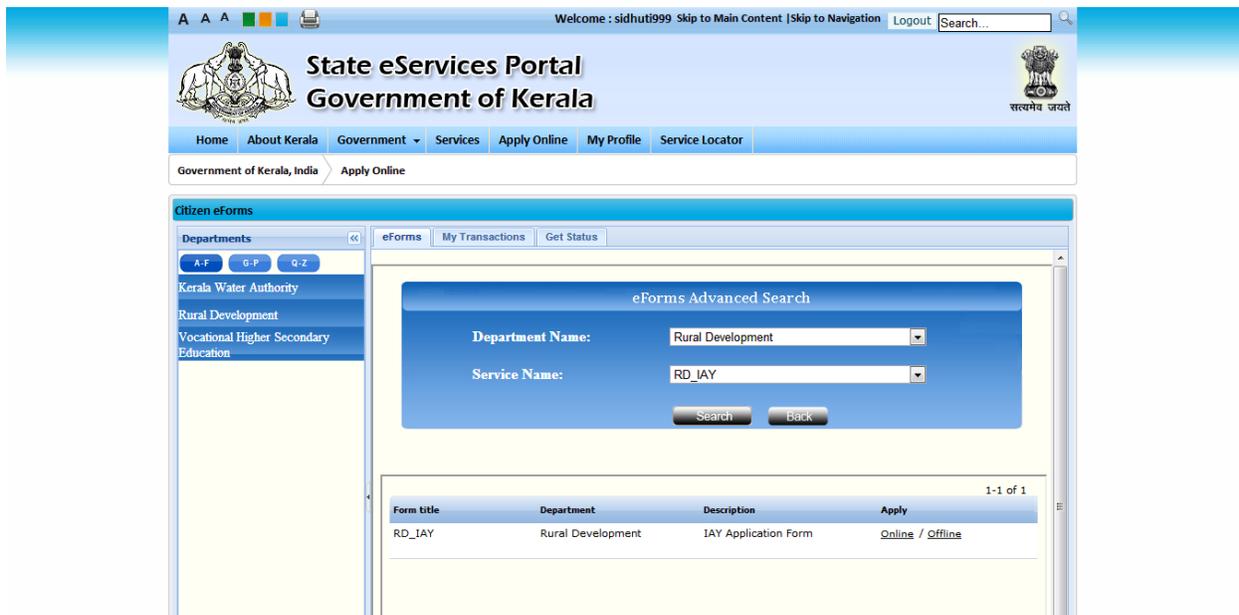


Figure 19: eForm Selection

3. Click **Offline**
The **Form details** Page is displayed.

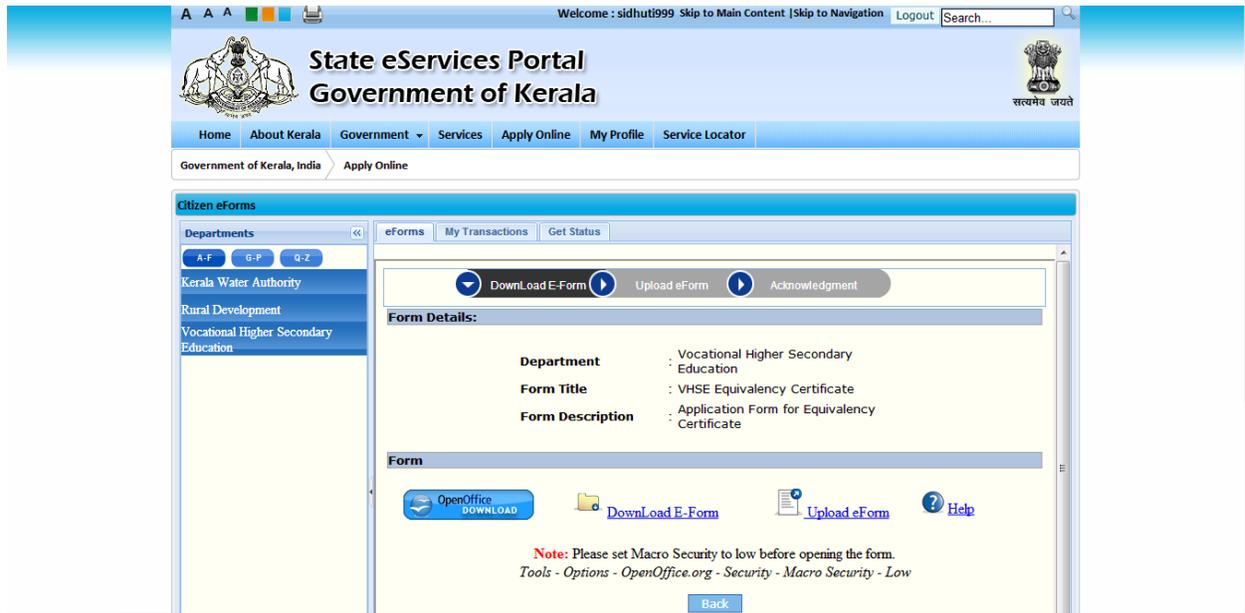


Figure 20: Offline Form Upload/Download

4. Click **Open Office Download**.

The official website of Open Office opens, from where the Open Office can be downloaded to the system and subsequently installed.

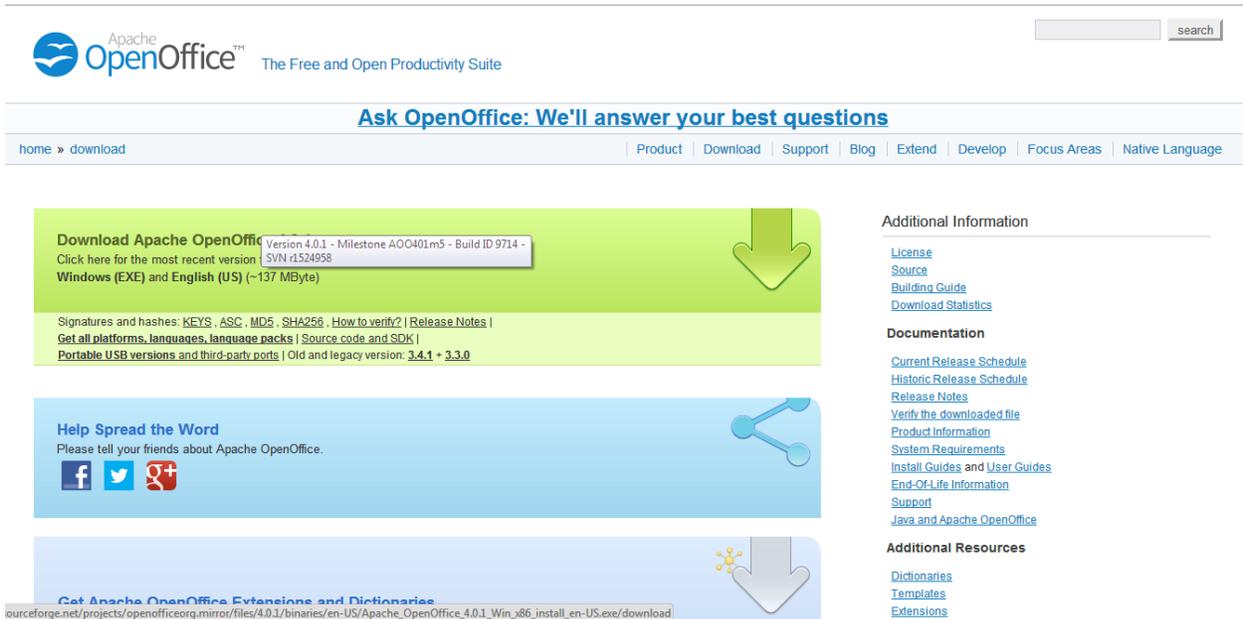


Figure 21: Official Website of Open Office

3.4.2 Setting Macro Security Level of Open Office to Low

To Set Macro Security level of Open Office to low:

1. Open **OpenOffice.Org**
2. Click **Tools**.
3. Click **Options**.

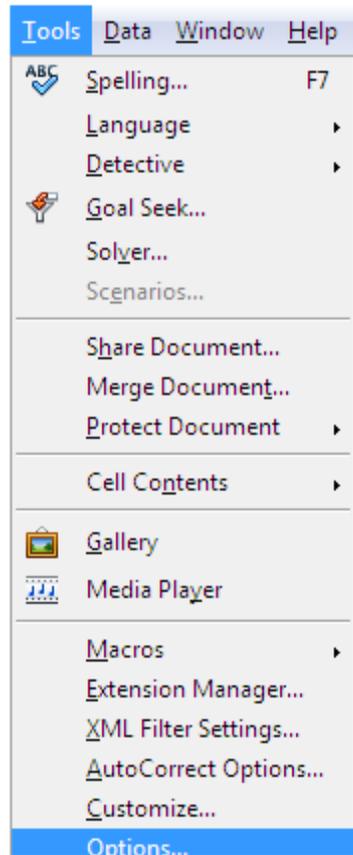


Figure 22: Tools menu of Open Office.

4. Click **Security**.
5. Click **Macro Security** on the right hand side of the screen.

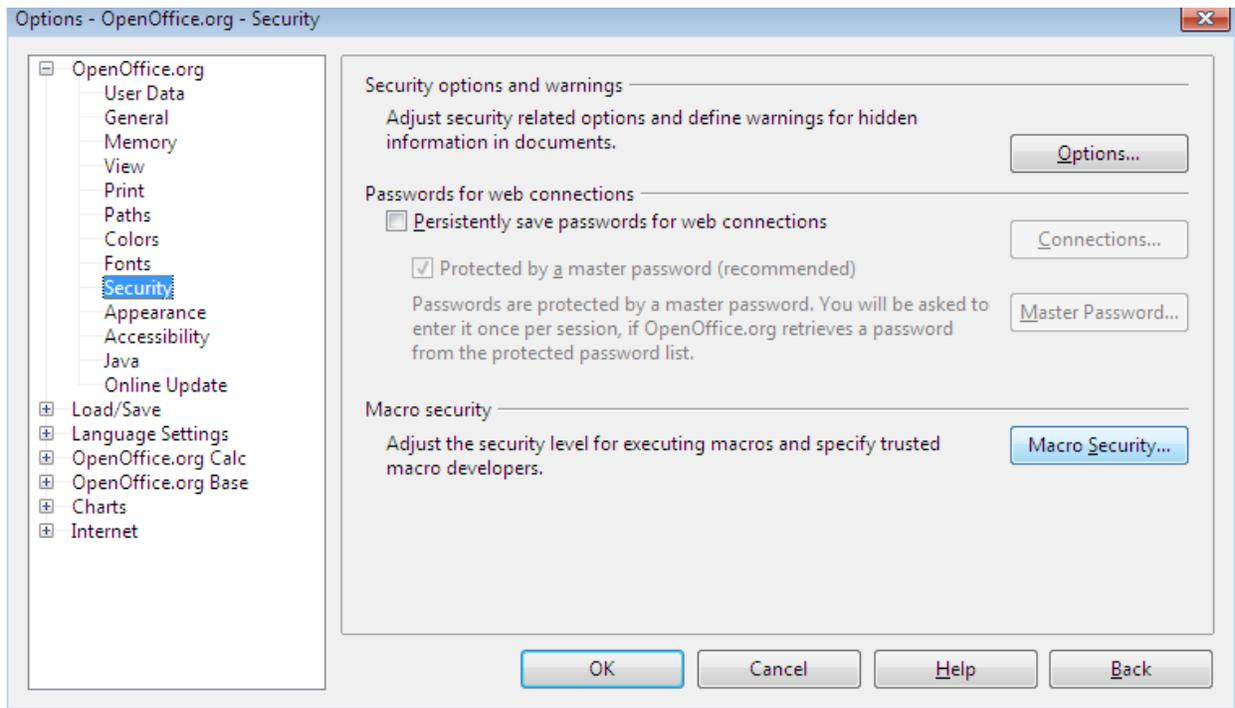


Figure 23: Options menu of Open Office

6. Click **Low** and then click **OK**.

The macros security level is set to low.

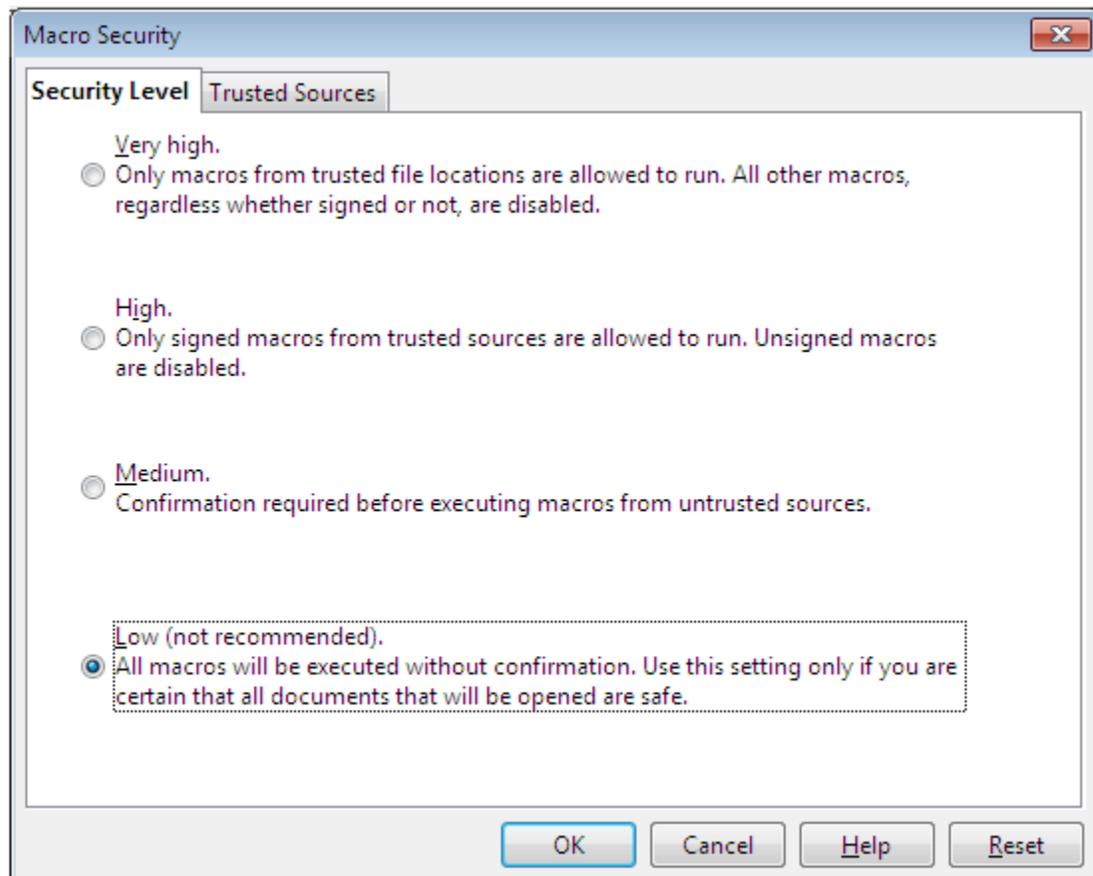


Figure 24: Security level of Macro Security

3.4.3 Downloading Offline Application Form

To download offline application form from the system:

1. Log on to the Kerala eServices Portal with proper credentials as mentioned in section 2.2.
2. The correct eForm can be selected through proper steps as mentioned in section 3.2.

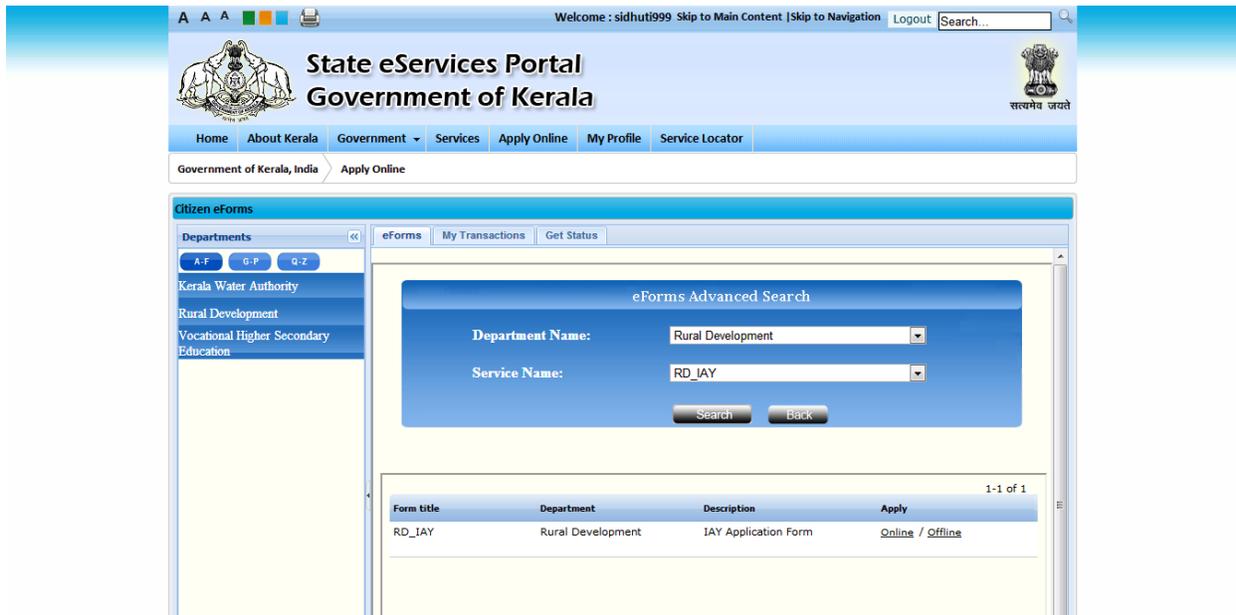


Figure 25: eForm Selection

3. Click **Offline**
The **Form Details** page is displayed.

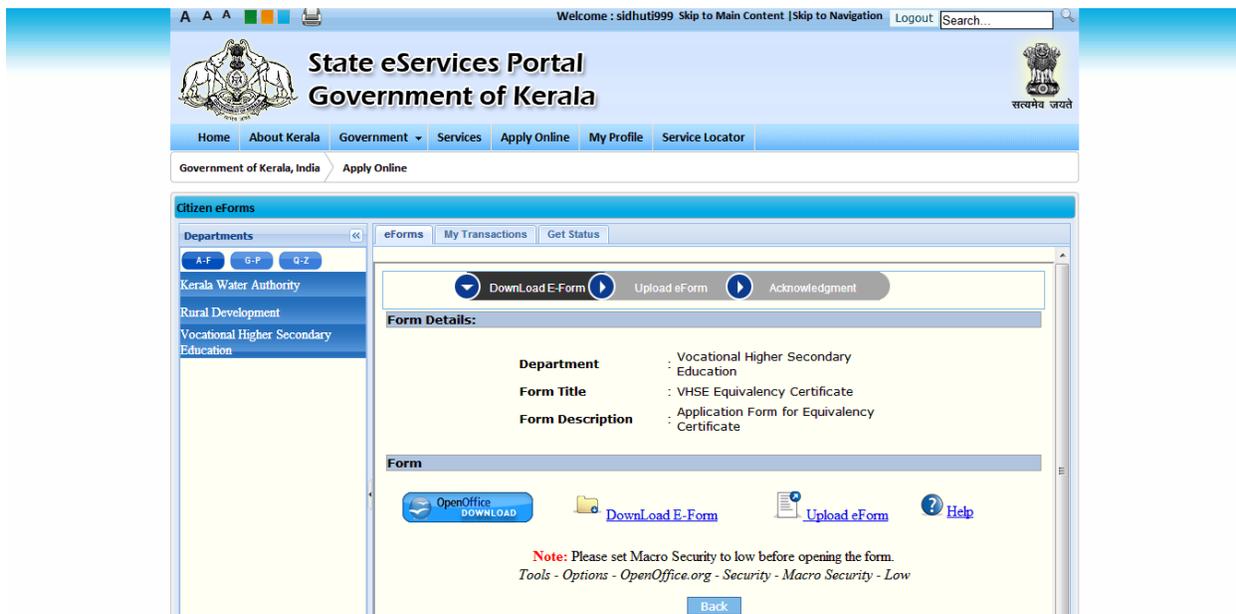


Figure 26: Offline Form Upload/Download

4. Click **Download eForm**
5. Save the eForm in the system at preferred location.

3.4.4 Filling an Offline Application Form

To fill an offline application form:

1. Log on to the Kerala eServices Portal with proper credentials as mentioned in section 2.2.
2. The correct eForm can be selected through proper steps as mentioned in section 3.2.
3. Download Open Office if not present in system by following the steps as mentioned in section 3.4.1.
4. Set the macros security level to low by following steps as mentioned in section 3.4.2.
5. Download the offline application as mentioned in 3.4.3.
6. Open the downloaded eForm in Open Office.

The eForm is displayed.

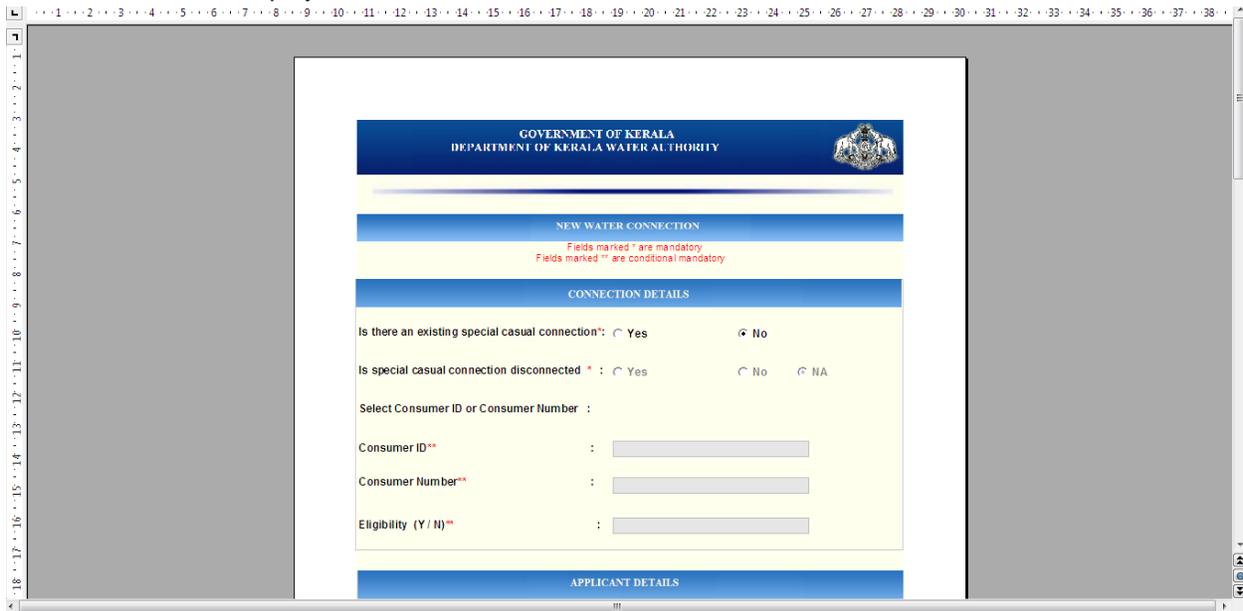


Figure 27: Offline Form

7. Fill the form (all mandatory fields need to be filled).
8. Click **Save**.
The **Save As** window is displayed.

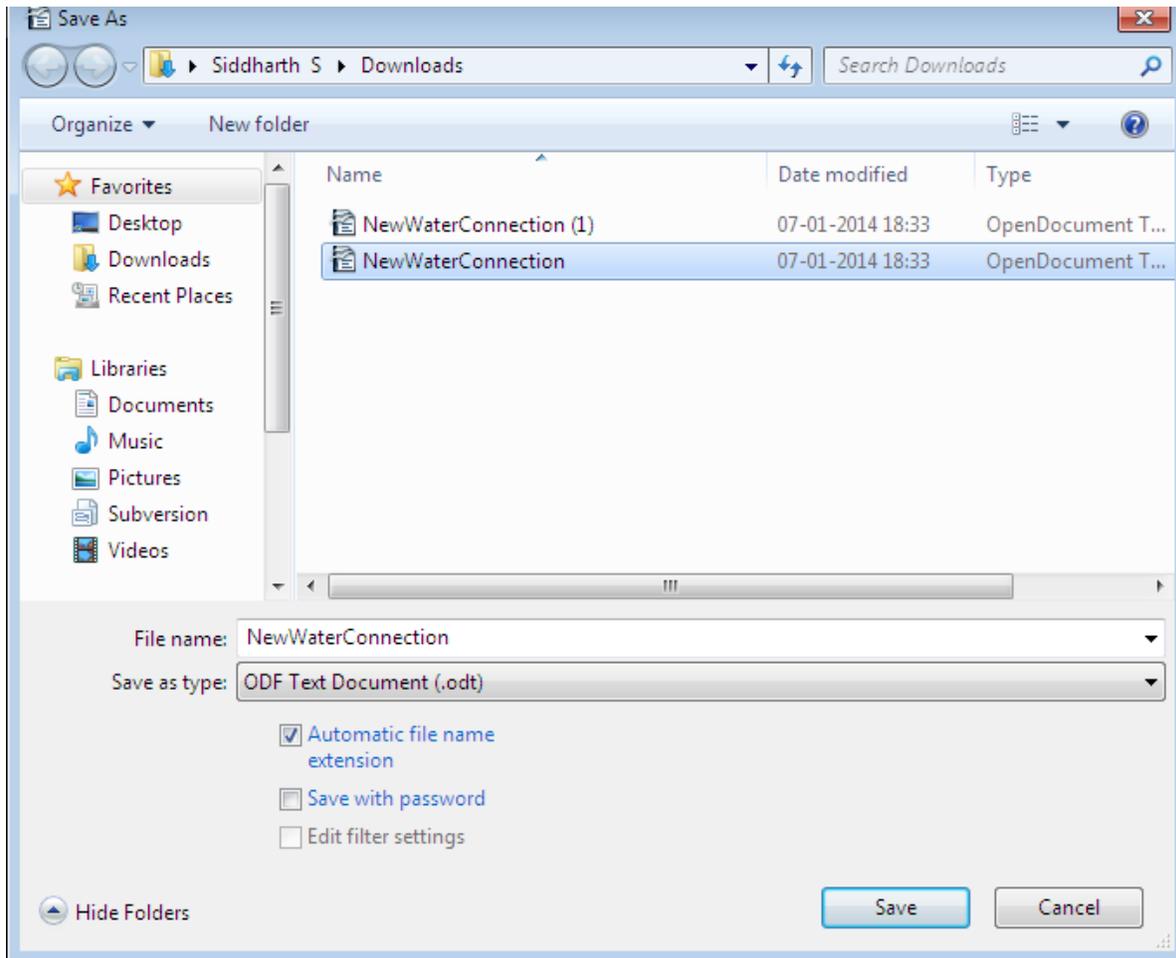


Figure 28: Save as Window

9. Select the destination folder where the file needs to be saved.
10. Enter the file name.
11. Click **Save**.

The **filled eForm** gets saved to the desired directory.

3.4.5 Uploading an Offline Application Form

To upload an offline application form:

1. Download and fill the offline application form as mentioned in section 3.4.4.
2. Continue till step 4 in 3.4.3.

The **Form Details** page is displayed.

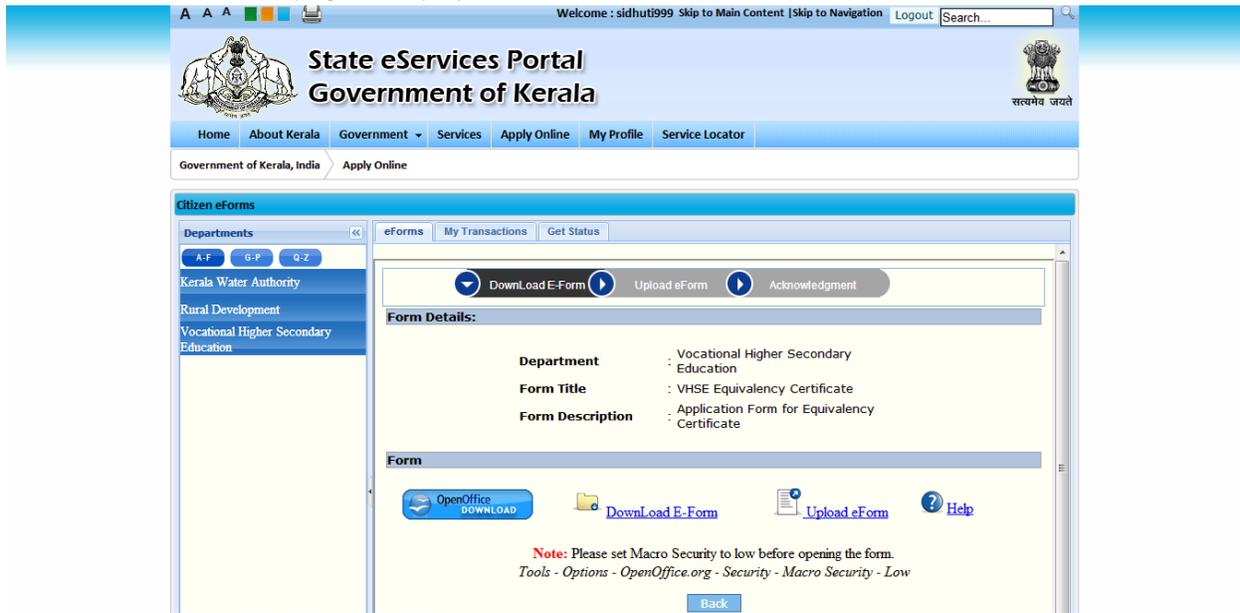


Figure 29: Offline Form Upload/Download

3. Click **Upload eForm**
The **Upload eForm** page is displayed.

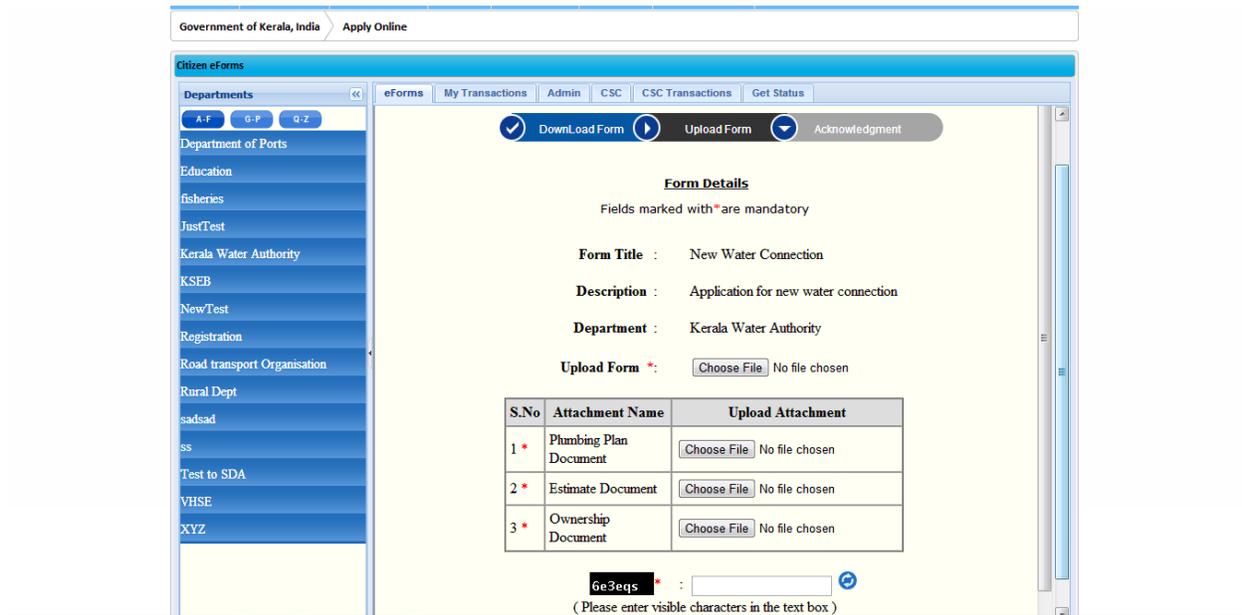


Figure 30: Upload eForm Page

4. Click **Choose File** and upload the filled form and attachments.
5. Enter the Captcha value.
6. Click **Submit**.

The Success page displaying the acknowledgement number and provision to print receipt are displayed.

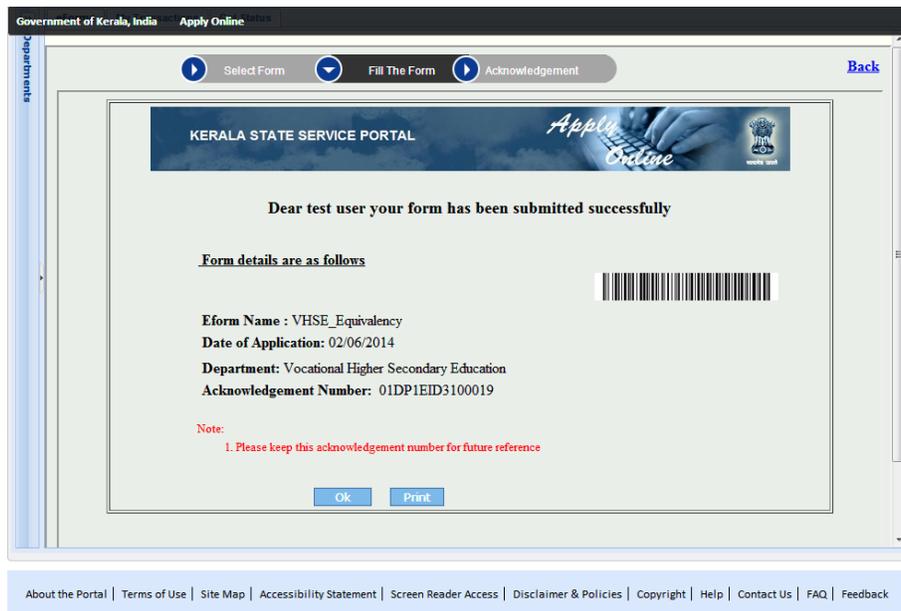


Figure 31: Success Page

7. Click **OK** to exit from the page or click **Print** to take print out of the acknowledgement page.

3.5 Payment of fees for an Application form

After Successful submission of online/offline form, If Payment is involved for the departmental service; the user will be prompted for making payment. The cost of the departmental service is calculated in the Calculate Amount Page.

To pay fees for an application form:

1. On successful form submission, the user is directed to the Calculate Amount page.

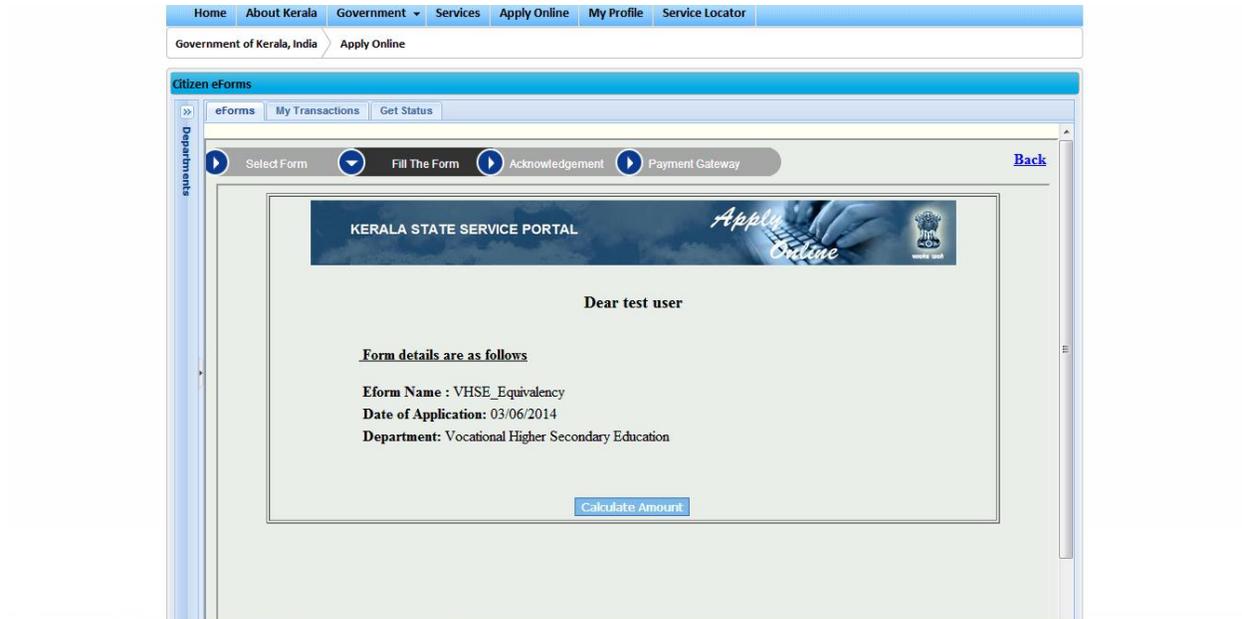


Figure 32: Calculate Amount Page

1. Click **Calculate Amount**.

The pay now page is displayed along with Acknowledgement number and amount to be paid.

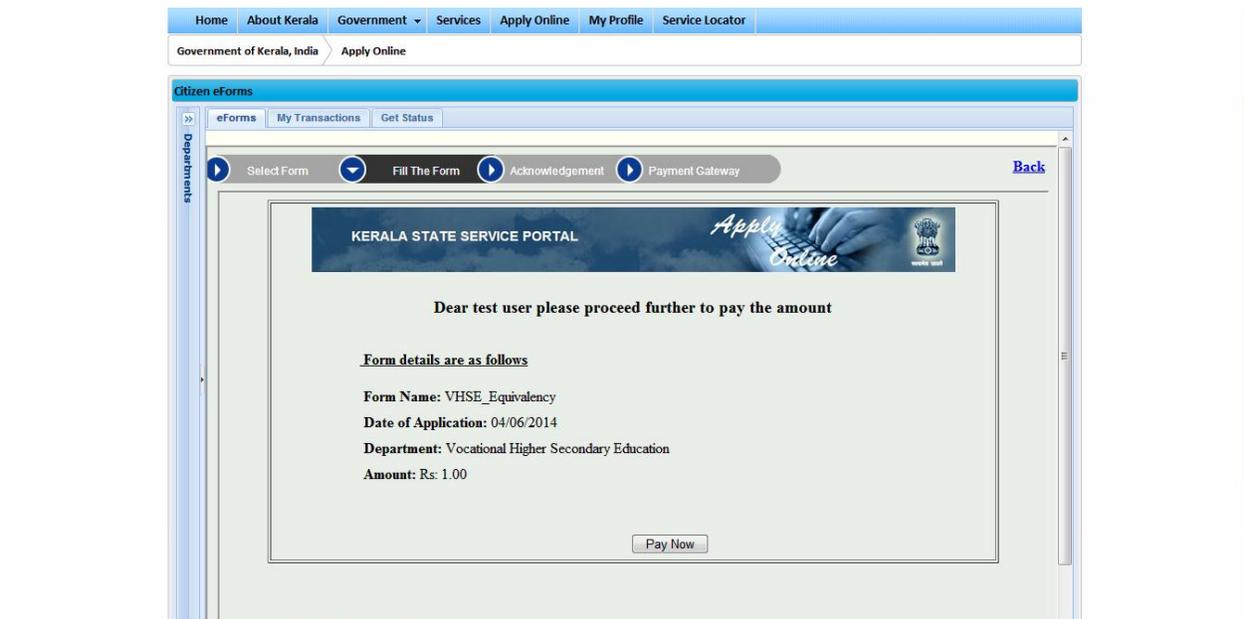


Figure 33: Pay Now Page

2. Click **Pay Now**.

According to the enabled payment gateway, the user is either redirected to the GRAS (Government Receipt Accounting System) payment system or PayGov payment gateway for fee payment.

2.1 GRAS payment System:

Prerequisite: Possession of an Internet Banking Account from Nationalized Banks by the citizen or by a willing third party.

The request from Kerala eServices Portal will be forwarded to eTreasury for making the payment.

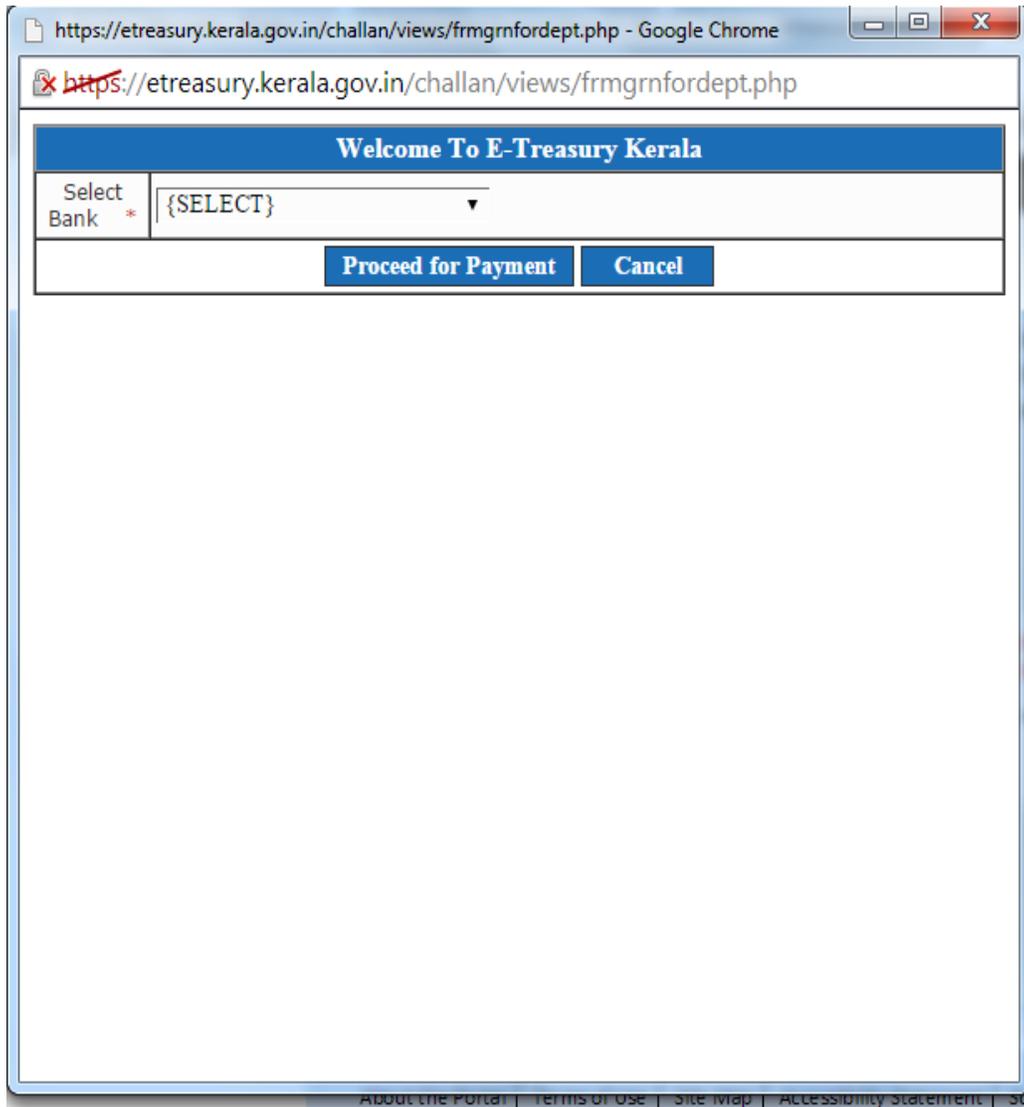


Figure 34: eTreasury Pop up

- 2.1.1 From the eTreasury pop up Select Bank and Click **Proceed for Payment**.
A pop up of Government Reference Number (GRN) appears.

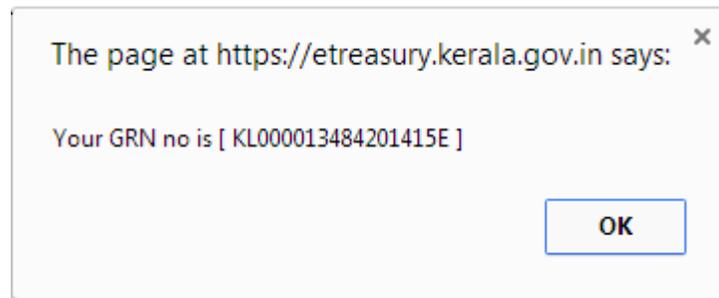


Figure 35: GRN alert pop up

2.1.2 Click **OK**.

Redirection to Bank website occurs.

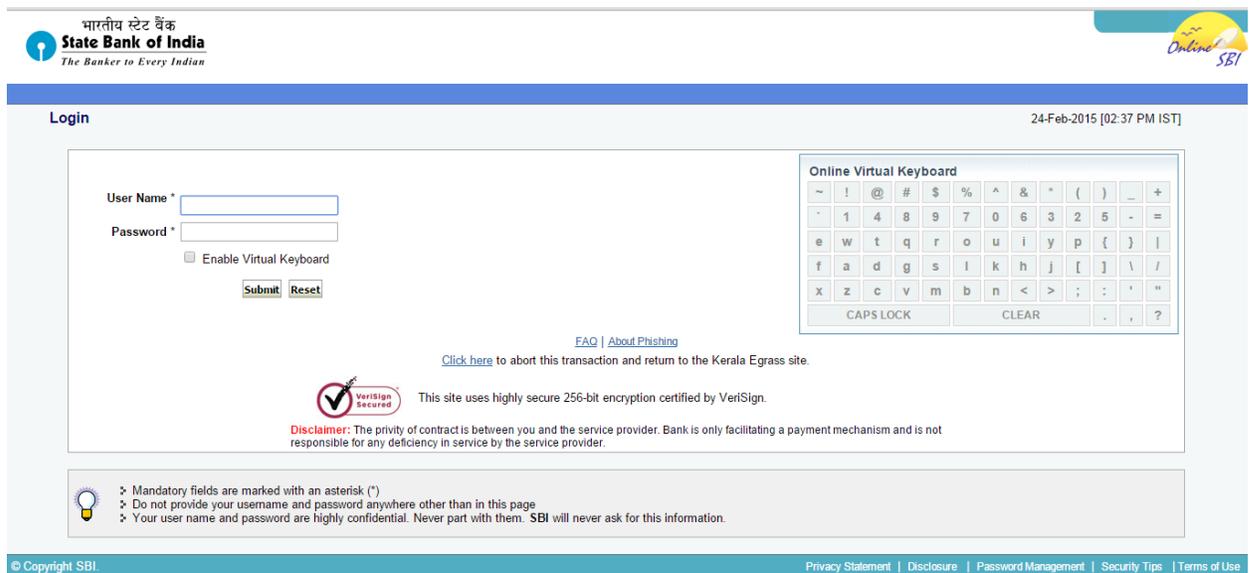


Figure 36: Bank Website

2.1.3 After entering banking credentials click **Submit**.

In case of successful payment, redirection to Kerala eServices Portal occurs from banking website.

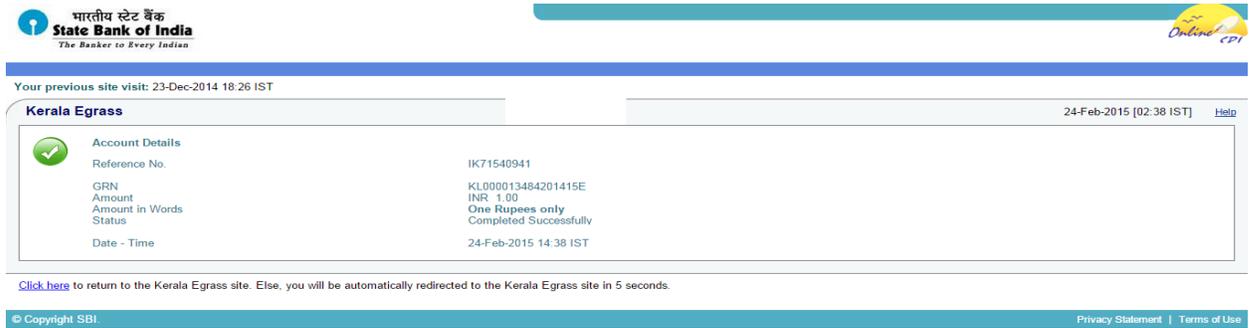


Figure 37: Bank Website

- 2.1.4 On successful form submission the Success page is displayed along with Acknowledgment Number, Bank Reference number, GRN, Bank Timestamp and CIN. The Bank reference number can be used to track the bank transaction

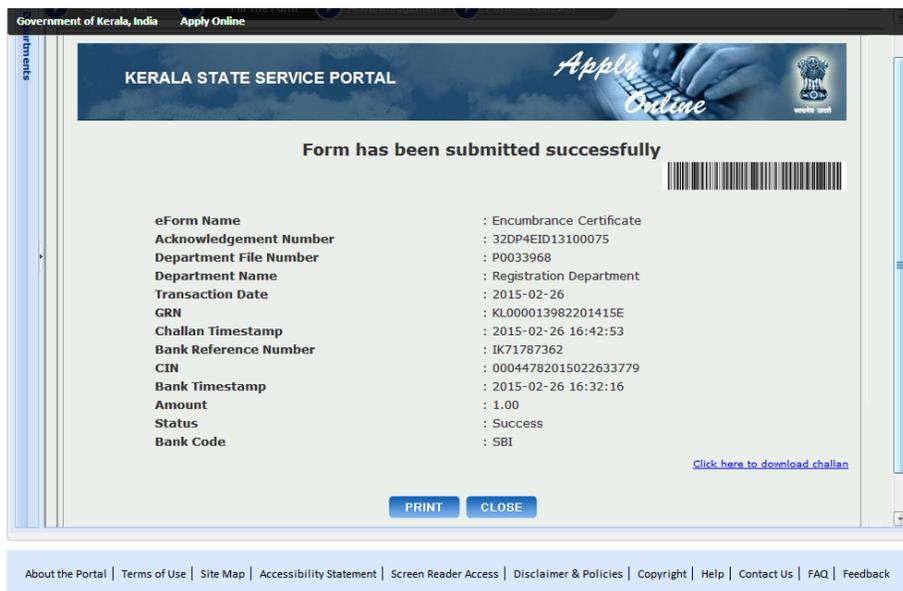


Figure 38: Success Page

- 2.1.5 Click **OK** to exit from the page or click **Print** to take print out of the acknowledgement page.

2.2 Pay Gov Payment Gateway:

Prerequisite: Possession of either Debit/Credit Card/Internet Banking Account by the citizen or by a willing third party.

The request from Kerala eServices Portal will be forwarded to PayGov Payment Gateway for making the payment.

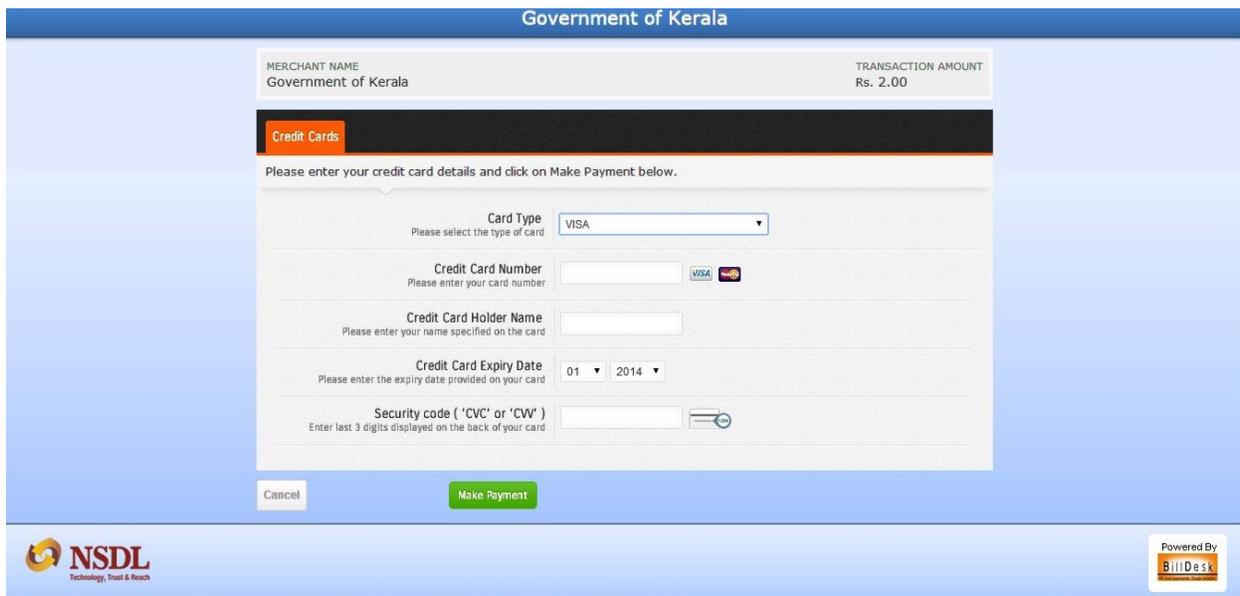


Figure 39: Payment Gateway Page

- 2.2.1 From the Pay Gov website, click **Make Payment**
Request processing page appears. Follow the instructions as specified on the page.

Please wait while we process your request
Since this may take a few seconds, please do not close/refresh this window.

Waiting for www.citibank.co.in...

Figure 40: Request Processing Page

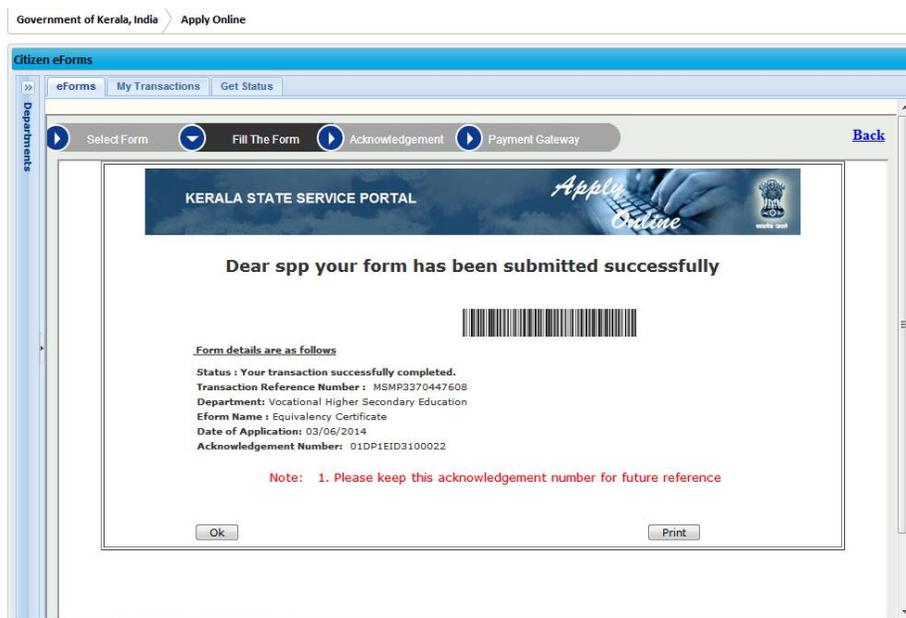


Figure 41: Success Page

- 2.2.2 On successful form submission the Success page is displayed along with Acknowledgment number and Transaction Reference number. The Transaction reference number can be used to track the bank transaction.

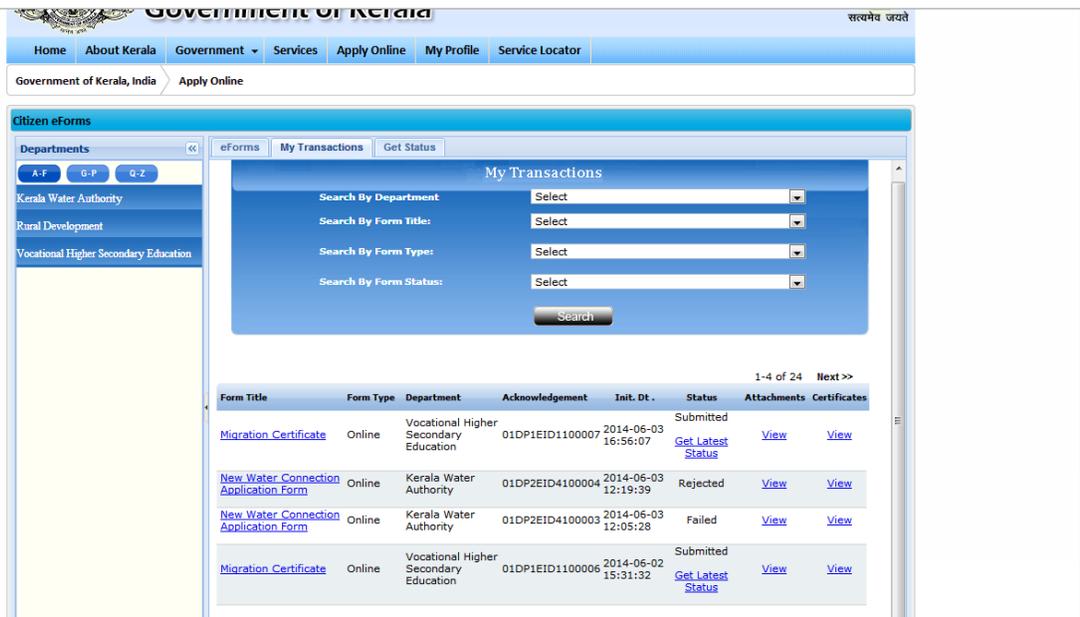
2.2.3 Click **OK** to exit from the page or click **Print** to take print out of the acknowledgement page.

3.6 Viewing Transaction History

To view a transaction:

1. Log on to the Kerala eServices portal with proper credentials as mentioned in section 2.2
2. Click **Apply Online** tab.
3. Click **My Transactions** tab.

My Transactions page is displayed with a search window along with your last five transaction details in tabular form.



Form Title	Form Type	Department	Acknowledgement	Init. Dt.	Status	Attachments	Certificates
Migration Certificate	Online	Vocational Higher Secondary Education	01DP1EID1100007	2014-06-03 16:56:07	Submitted Get Latest Status	View	View
New Water Connection Application Form	Online	Kerala Water Authority	01DP2EID4100004	2014-06-03 12:19:39	Rejected	View	View
New Water Connection Application Form	Online	Kerala Water Authority	01DP2EID4100003	2014-06-03 12:05:28	Failed	View	View
Migration Certificate	Online	Vocational Higher Secondary Education	01DP1EID1100006	2014-06-02 15:31:32	Submitted Get Latest Status	View	View

Figure 42: My Transaction

Status of the application form submitted, is shown under the **Status** column.

4. To view the certificate given by the department click **View** under the heading Certificates. The **Certificate Details** screen is displayed for the selected form.

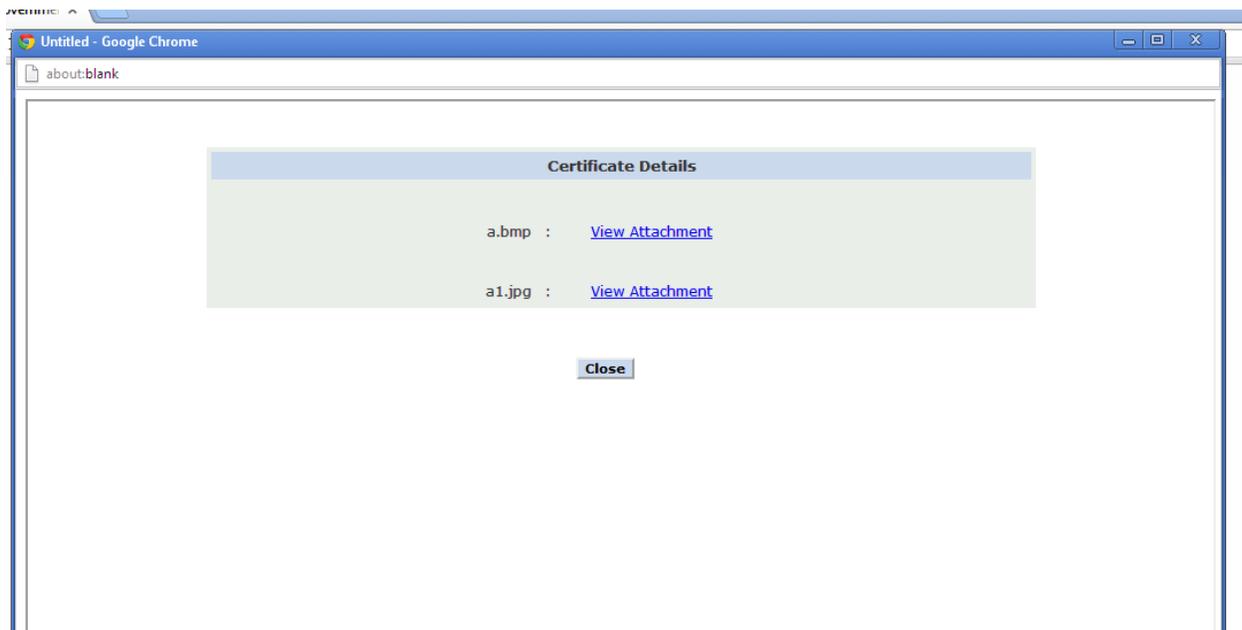


Figure 43: Certificate Details

5. Click **View Certificate**
The certificate is downloaded.

3.7 Viewing Status of Submitted Applications

3.7.1 Via Online

To view the status of the submitted applications:

1. Log on to the Kerala eServices portal with proper credentials as mentioned in section 2.2.
2. Click **Apply Online** tab.
3. Click **Get Status** tab.
The **eForms Status** screen is displayed.

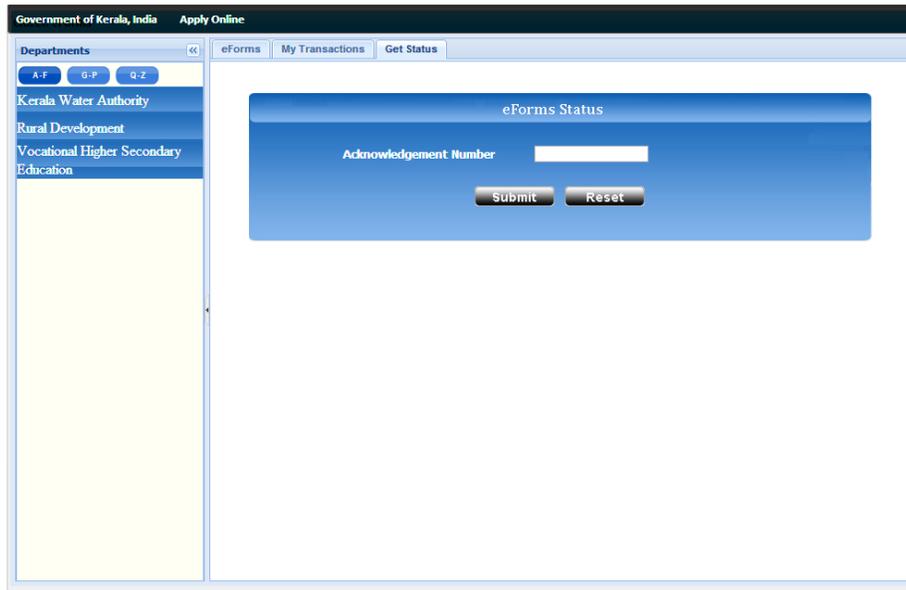


Figure 44: eForms Status

4. Enter the **Acknowledgment Number**.
 5. Click **Submit**.
- The status of application is displayed.

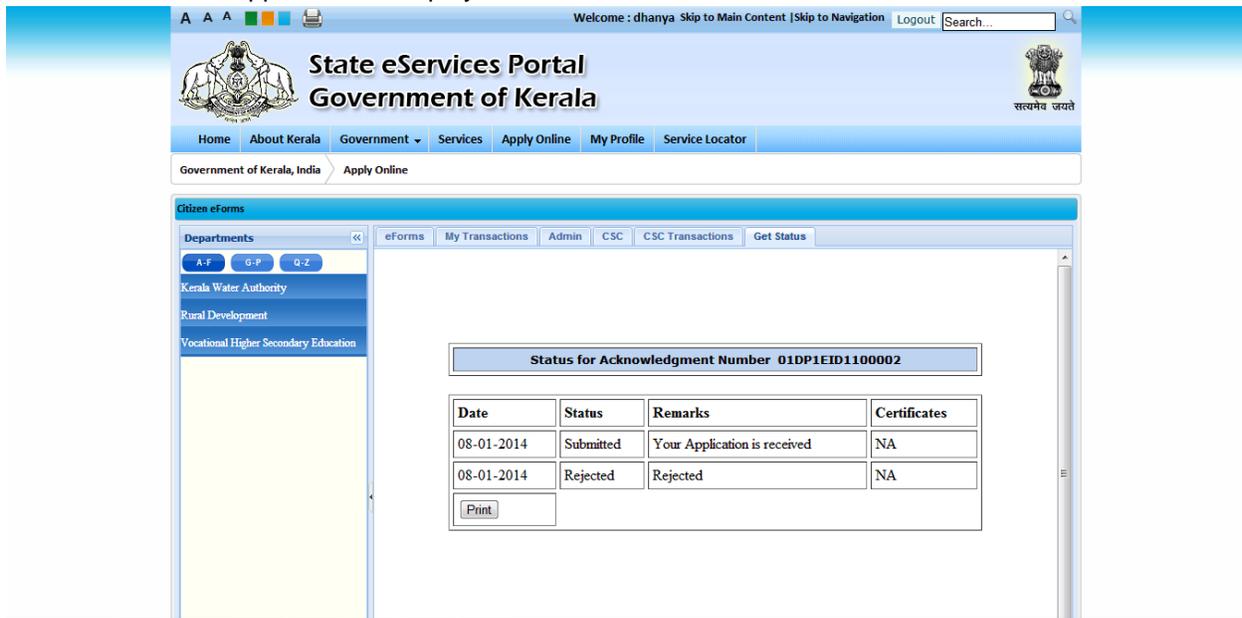


Figure 45: eForms Status.

6. Click **Print**.
- The current status of application can be obtained in paper.

3.7.2 Via SMS

To view the status of submitted applications on the user's mobile phone:

1. Send SMS in the following format: **KL <Acknowledgement Number>** to **51969**.
The status of the submitted application is obtained via SMS.