

Implementing Electronic Forms Application through State Portal and Service Delivery Gateway

Kerala eServices Portal

**Citizen User Manual** 

March, 2014

Version 1.1



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# **Document Release Note**

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## **Document details**

| Name   | Version no. | Description   |
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## 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.

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

#### **Table 1: Typographical Conventions**



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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 accesses 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 <a href="http://eservices.kerala.gov.in/">http://eservices.kerala.gov.in/</a> 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.
  - o 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.

|   | KER   | ALA SS  | DG   |
|---|---|---|--|
|   | <u>E For</u><br>KL SSDG <ackr<br>Sendto: 51969<br/>Eg: KL SSDG 01</ackr<br> | m Status<br>nowledgement Number><br>)<br>DP1EID1611000001 | A CONTRACTOR OF A CONTRACTOR O |
|   | User Name:<br>Password:   | Log In  |  |
| G | Create Account  | Forgot Password   | Portal Home  |

Figure 1: Login Page

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



| A A A 📕 📕 🛓               |                                 |                       | Skip to Main Content  S                | kip to Navigation 🔒 Sign In S | Search                    |
|---------------------------|---------------------------------|-----------------------|--|-------------------------------|---------------------------|
|                           | State eService:<br>Government o | s Portal<br>If Kerala |  |                               | सत्यमेव जयसे              |
| Home About Kera           | a Government - Services         | Service Locator       |  |                               |                           |
| Government of Kerala, Ind | ia Login                        |                       |  |                               |                           |
| Create Account            |                                 |                       |  |                               |                           |
|                           |                                 |                       |  | Fields                        | marked with * are mandate |
|                           |                                 | U                     | ser Details                            |                               |                           |
|                           | Salutation*                     |                       | Father/ Mother/                        | / Spouse*                     |                           |
|                           | First Name*                     |                       | Father's/ Mothe<br>Gender*<br>Select 💌 | er's/ Spouse's Name*          |                           |
|                           | Middle Name                     |                       | Date Of Birth*                         | 1 💌 1970 💌 📇                  |                           |
|                           | Last Name*                      |                       | Age*                                   | le                            |                           |
|                           | User Name*                      |                       | Marital Status*                        | ]                             |                           |
|                           | Identification Mark*            |                       |  |                               |                           |

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 <u>http://eservices.kerala.gov.in/</u> 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.

| - Contemport | KER   | ALA SS                           | DG   |
|--------------|---|----------------------------------|--|
|              | <u>E For</u><br>KL SSDG <ackr<br>Send to: 51969</ackr<br> | m Status<br>nowledgement Number> | Rus 51959<br>RL 5500<br>Actinoceledite<br>meet minuter |
|              | Eg: KL SSDG 01<br>User Name:<br>Password:                 | DP1EID1611000001                 |  |
|              | Create Account  | Forgot Password                  | Portal Home  |

#### 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 <u>http://eservices.kerala.gov.in/</u> 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.



|            | KERALA SSDG   |
|------------|---|
| 1 Be Carlo | E Form Status   |
|            | KL SSDG <acknowledgement number=""></acknowledgement> |
|            | Send to: 51969<br>Eg: KL SSDG 01DP1EID1611000001      |
|            | User Name: Password: Log In                           |
|            | Create Account Forgot Password Portal Home            |
| THE A      |   |

Figure 6: Login Page

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

| A A A 🔳 📕 🗮                       |                              | Skip to Main Content  Skip to Navigation 🔒 Sign In Search | . Q          |  |
|-----------------------------------|------------------------------|---|--------------|--|
| State eSer<br>Governme            | vices Portal<br>nt of Kerala |   | सत्यमेव जयते |  |
| Home About Kerala Government 🗸    | ervices Service Locator      |   |              |  |
| Government of Kerala, India Login |                              |   |              |  |
| Forgot Password                   |                              |   |              |  |
| Email Address (Required)          |                              |   |              |  |
| 6163 c                            |                              |   |              |  |
| Text Verification*                |                              |   |              |  |
| Next                              |                              |   |              |  |
| 🔒 Sign In 🛛 🙇 Create Account      |                              |   |              |  |
|                                   |                              |   |              |  |
|                                   |                              |   |              |  |
|                                   |                              |   |              |  |
|                                   |                              |   |              |  |
|                                   |                              |   |              |  |
|                                   |                              |   | 1            |  |

Figure 7: Forgot Password page



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

| A A A 🔳 📕 😂                       | Skip to Main Content  Skip to Navigation | i Sign In Search |
|-----------------------------------|--|------------------|
| State eSer<br>Governme            | vices Portal<br>ent of Kerala            | सत्यमेव जयते     |
| Home About Kerala Government 🗸    | Services Service Locator                 |                  |
| Government of Kerala, India Login |  |                  |
| Forgot Password                   |  |                  |
| What is your library card number? |  |                  |
| Reset Password                    |  |                  |
| 👌 Sign In 🛛 🙇 Create Account      |  |                  |
|                                   |  |                  |
|                                   |  |                  |
|                                   |  |                  |
|                                   |  |                  |
|                                   |  |                  |
|                                   |  |                  |
|                                   |  |                  |
|                                   | ··· · · · · · · · · · · · · · · · · ·    |                  |

Figure 8: Secret Question page.

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



| State eServices Portal   Government of Kerala     Home   About Kerala   Government of Kerala, India   Login     New Password     Password     Enter Again     Save  | State eServices Portal Government of Kerala     Home   About Kerala   Government of Kerala, India     Login     Rew Password     Password     Password     Enter Again     Save | State eServices Portal Government of Kerala     Home   About Kerala   Government - Services   Service Locator     Government of Kerala, India   Login     New Password     Password     Enter Again     Sarve | State eServices Portal   Service Services Portal     Home   About Kerala   Government < Services   Service Locator     Covernment of Kerala, India     Login     New Password     Pessword     Save     Save |   | Skip to Main Content  Skip to Navigation 🔒 Sign In Search 🔍 |
|---|---|---|--|---|---|
| Home About Kerala Government ~ Services Service Locator     Government of Kerala, India Login     New Password     Password     Password     Enter Again     Save   | Home About Kerala Government ~ Services Service Locator   Government of Kerala, India Login     New Password   Password  Enter Again  Save                                      | Home About Kerala Government ~ Services Service Locator   Government of Kerala, India Login     New Password     Password     Enter Again     Save  | Home About Kerala Government + Service Service Locator   Government of Kerala, India Login     New Password     Password     Enter Again     Save  | State eServices Portal<br>Government of Kerala          | सलमेव जयते  |
| Government of Kerala, India 2 Login          New Password         Please set a new password.         New Password         Password         Enter Again         Save | Government of Kerala, India Login          New Password         Image: Please set a new password.         New Password         Password         Enter Again         Image: Save | Government of Kerala, India Login          New Password         Please set a new password.         New Password         Password         Enter Again         Save   | Government of Kerala, India / Login          New Password         Password         Password         Enter Again         Save   | Home About Kerala Government - Services Service Locator |   |
| New Password  Please set a new password.  New Password  Password  Enter Again  Save   | New Password  Please set a new password.  New Password  Password  Enter Again  Save   | New Password  | New Password  Please set a new password.  New Password  Password  Enter Again  Save  | Government of Kerala, India Login                       |   |
| Pease set a new password.       New Password       Password       Enter Again       Save  | Pease set a new password.       New Password       Password       Enter Again       Save  | Pease set a new password.       New Password       Password       Enter Again       Save  | Pease set a new password.       New Password       Password       Enter Again       Save   | New Password  |   |
| New Password Password Enter Again Save  | New Password Password Enter Again Save  | New Password Password Enter Again Save  | New Password Password Enter Again Save   | Please set a new password.                              |   |
|   |   |   |  | Pasword Enter Again Save                                |   |
|   |   |   |  |   |   |
|   |   |   |  |   |   |

#### 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.

| A A A <b>B B </b>                        |  | Welcome : sidhuti999               | Skip to Main Content  Skip to Navigat                          | ion Logout Search      |      |
|--|--|------------------------------------|--|------------------------|------|
| State<br>Gove                            | e eServices I<br>ernment of              | Portal<br>Kerala                   |  | ्रा<br>सत्यमेव         | जयते |
| Home About Kerala Gove                   | rnment <del>-</del> Services Ap          | oply Online My Profile Se          | vice Locator   |                        |      |
| Government of Kerala, India Appl         | y Online                                 |                                    |  |                        |      |
|  |  |                                    |  |                        |      |
| Utizen eForms                            | IT IT                                    |                                    |  |                        |      |
| Departments 《                            | eForms My Transactio                     | ons Get Status                     |  |                        |      |
| A-F G-P Q-Z                              |  |                                    |  |                        | Â    |
| Kerala Water Authority                   |  | Welcom                             | e to eForms Portal   |                        |      |
| Rural Development                        |  |                                    |  |                        |      |
| Vocational Higher Secondary<br>Education | Government                               | eForms Portal is a single entry po | int for citizens to conveniently find, m<br>to all Government. | anage and submit forms |      |
|  | Search eForms By                         | Title : Select                     | Search   | Advanced Search        |      |
|  |  |                                    |  |                        |      |
|  |  |                                    |  |                        |      |
|  |  |                                    |  |                        |      |
|  |  |                                    |  | 1-1 of 1               |      |
|  | Form Title                               | Department                         | Description  | Apply                  | E    |
|  | New Water Connection<br>Application Form | Kerala Water Authority             | Application Form for New<br>water Connection                   | Online / Offline       |      |
|  |  |                                    |  |                        |      |
|  |  |                                    |  |                        |      |
|  |  |                                    |  |                        |      |

Figure 11: eForm Selection through Department Panel

Note: Another method is to select the eForm to be applied using Search eForms By Title dropdown.

A single eForm of the same name is displayed.



| A A A <b>B B B</b>                       |  | Welcome : sidhuti999              | Skip to Main Content  Skip to Navig                          | tion Logout Search      | Q                   |
|--|--|-----------------------------------|--|-------------------------|---------------------|
| State<br>Gove                            | e eServices F<br>ernment of              | Portal<br>Kerala                  |  | ٦                       | ्र<br>स्त्यमेव जयते |
| Home About Kerala Gove                   | rnment <del>•</del> Services Ap          | ply Online My Profile Se          | vice Locator   |                         |                     |
| Government of Kerala, India Apply        | y Online                                 |                                   |  |                         |                     |
| Citizen eForms                           |  |                                   |  |                         |                     |
| Departments 《                            | eForms My Transaction                    | ns Get Status                     |  |                         |                     |
| A-F G-P Q-Z                              |  |                                   |  |                         |                     |
| Kerala Water Authority                   |  | Welcom                            | e to eForms Portal   |                         |                     |
| Rural Development                        |  |                                   |  |                         |                     |
| Vocational Higher Secondary<br>Education | Government e                             | Forms Portal is a single entry po | int for citizens to conveniently find,<br>to all Government. | manage and submit forms |                     |
|  | Search eForms By 1                       | Title : IAY Application Form      | Search   | Advanced Search         |                     |
|  |  |                                   |  |                         |                     |
|  |  |                                   |  |                         |                     |
|  |  |                                   |  |                         |                     |
|  | Form Title                               | Department                        | Description  | 1-1 c                   | of 1<br>≣           |
|  | New Water Connection<br>Application Form | Kerala Water Authority            | Application Form for New<br>water Connection                 | Online / Offline        |                     |
|  |  |                                   |  |                         |                     |
|  |  |                                   |  |                         |                     |

#### Figure 12: eForm Selection through Search

Note: You can also search by clicking Advanced Search.

To select an application form using advanced search:

| A A A 📕 📕 🚔                         | Welcome : sic                        | lhuti999 Skip to Main Content  Skip to Navi | igation Logout Search | 0            |
|-------------------------------------|--------------------------------------|---|-----------------------|--------------|
| State<br>Gover                      | eServices Portal<br>rnment of Kerala |   |                       | सत्यमेव जयते |
| Home About Kerala Govern            | ment 👻 Services Apply Online My Pro  | file Service Locator                        |                       |              |
| Government of Kerala, India Apply G | Inline                               |   |                       |              |
| Citizen eForms                      |                                      |   |                       |              |
| Departments «                       | eForms My Transactions Get Status    |   |                       |              |
| A-F G-P Q-Z                         |                                      |   |                       | <u> </u>     |
| Kerala Water Authority              |                                      | eForms Advanced Search                      |                       |              |
| Rural Development                   | Department Name:                     | Salaat                                      |                       |              |
| Education                           | Department Ivame.                    | Select                                      | _                     |              |
|                                     | Service Name:                        | Select                                      | •                     |              |
|                                     |                                      | Search Back                                 |                       |              |
|                                     |                                      |   |                       |              |
|                                     |                                      |   |                       |              |
| •                                   |                                      |   |                       | =            |
|                                     |                                      |   |                       |              |
|                                     |                                      |   |                       |              |
|                                     |                                      |   |                       |              |
|                                     |                                      |   |                       |              |



- 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.



| A A A 📕 📕 블                       |                 | Welcome : sidhuti9            | 99 Skip to Main Content  Skip to Na | vigation Logout Search      | Q            |
|-----------------------------------|-----------------|-------------------------------|-------------------------------------|-----------------------------|--------------|
| State<br>Gove                     | eServi<br>rnmen | ces Portal<br>nt of Kerala    |                                     |                             | सत्यमेव जयते |
| Home About Kerala Govern          | iment + Serv    | vices Apply Online My Profile | Service Locator                     |                             |              |
| Government of Kerala, India Apply | Unline          |                               |                                     |                             |              |
| Citizen eForms                    |                 |                               |                                     |                             |              |
| Departments ((                    | eForms My       | Transactions Get Status       |                                     |                             |              |
| A-F G-P Q-Z                       |                 |                               |                                     |                             | <u> </u>     |
| Kerala Water Authority            |                 | eFo                           | rms Advanced Search                 |                             |              |
| Rural Development                 |                 | Department Names              | Rural Development                   |                             |              |
| Education                         |                 | Department Ivame.             | Tural Development                   |                             |              |
|                                   |                 | Service Name:                 | RD_IAY                              | •                           |              |
|                                   |                 |                               | Search Back                         |                             |              |
|                                   |                 |                               |                                     |                             |              |
|                                   |                 |                               |                                     |                             |              |
| 4                                 |                 |                               |                                     |                             | 1-1 of 1     |
|                                   | RD IAY          | Rural Development             | LAX Application Form                | Apply                       |              |
|                                   | KO_IAI          | Karai Development             | 161 Application Form                | <u>onnie</u> / <u>onnie</u> |              |
|                                   |                 |                               |                                     |                             |              |
|                                   |                 |                               |                                     |                             |              |

#### 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.



| State<br>Gove   | welcome : sidhutt<br>e eServices Portal<br>ernment of Kerala             | 999 Skip to Main Content  Skip to Na | vigation Logout Search    | ्र |
|---|--|--------------------------------------|---------------------------|----|
| Home About Kerala Govern<br>Government of Kerala, India Apply | rnment - Services Apply Online My Profile<br>Online                      | Service Locator                      |                           |    |
| Citizen eForms Departments                                    | eForms My Transactions Get Status  |                                      |                           |    |
| A-F G-P Q-Z<br>Kerala Water Authority<br>Rural Development    | eFc  | rms Advanced Search                  |                           | Î  |
| Vocational Higher Secondary<br>Education                      | Department Name:<br>Service Name:  | Rural Development                    | •                         |    |
|   |  | Search Back                          |                           |    |
|   |  |                                      | 1-1 of                    | 1  |
|   | Form title         Department           RD_IAY         Rural Development | Description<br>IAY Application Form  | Apply<br>Online / Offline |    |
|   |  |                                      |                           |    |

Figure 15: eForm Selection

3. Click online

The Form Details page is displayed.

| A A A 📕 📕 🖨  | Welcome : sidhuti999 Skip to Main Content   Skip to Navigation Logout Search  |
|--|---|
| State<br>Gove  | eServices Portal rnment of Kerala   |
| Home About Kerala Gover  | mment 👻 Services Apply Online My Profile Service Locator  |
| Government of Kerala, India Apply  | Online  |
| Citizen eForms   |   |
| Departments  | eForms My Transactions Get Status   |
| AF GP Q.2<br>Kerala Water Authority<br>Rural Development<br>Vocational Higher Secondary<br>Education | Select Form Fill The Form Acknowledgement Form Details Department :: Rural Development Form Title :: RD_LAY Form Description : LAY Application Form Form : Form : Form : Back |

Figure 16: Form Details

4. Click Submit Online.



The selected eForm is displayed.

| 15   |
|--|
| rms My Transactions Admin CSC CSC Transactions Get Status                      |
| Select Form Fill The Form Acknowledgement                                      |
| NEW WATER CONNECTION All the fields marked * are mandatory                     |
| CONNECTION DETAILS Is there an existing special casual connection *  O Yes  No |
| APPLICANT DETAILS  |
| Name of the applicant *  |

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.

| A A A <b>B B B</b>                |                    | Welcome : sidhuti9      | 99 Skip to Main Content  Skip to Na | avigation Logout Search | Q                   |
|-----------------------------------|--------------------|-------------------------|-------------------------------------|-------------------------|---------------------|
| State<br>Gove                     | eService<br>rnment | es Portal<br>of Kerala  |                                     |                         | ्रि<br>सत्यमेव जयते |
| Home About Kerala Govern          | online             | Apply Online My Profile | Service Locator                     |                         |                     |
| Government of Kerala, India Apply | Online             |                         |                                     |                         |                     |
| Citizen eForms                    |                    |                         |                                     |                         |                     |
| Departments «                     | eForms My Tra      | nsactions Get Status    |                                     |                         |                     |
| A-F G-P Q-Z                       |                    |                         |                                     |                         | ^                   |
| Kerala Water Authority            |                    | eFor                    | rms Advanced Search                 |                         |                     |
| Rural Development                 |                    | )opartmont Name:        | Rural Development                   |                         |                     |
| Education                         |                    | repartment ivanie.      | Rurar Development                   |                         |                     |
|                                   | S                  | ervice Name:            | RD_IAY                              | -                       |                     |
|                                   |                    |                         | Search Back                         |                         |                     |
|                                   |                    |                         |                                     |                         |                     |
|                                   | -                  |                         |                                     |                         |                     |
| •                                 | From Aible         | Description             | Description                         | •                       | 1-1 of 1            |
|                                   | RD IAY             | Rural Development       | IAY Application Form                | Online / Offline        |                     |
|                                   |                    |                         |                                     | <u></u>                 |                     |
|                                   |                    |                         |                                     |                         |                     |
|                                   |                    |                         |                                     |                         |                     |

Figure 19: eForm Selection

3. Click Offline

The Form details Page is displayed.



| A A A 📕 📕 🚔  | Welcome : sidhuti999 Skip to Main Content  Skip to Navigation Logout Search  |
|--|--|
| State<br>Gove  | eServices Portal granment of Kerala grand  |
| Home About Kerala Gove   | nment - Services Apply Online My Profile Service Locator   |
| Government of Kerala, India Apply  | Online   |
| Citizen eForms   |  |
| Departments  | eForms My Transactions Get Status  |
| A-F G-P Q-2<br>Kerala Water Authority<br>Rural Development<br>Vocational Higher Secondary<br>Education | DownLoad E-Form         Upload eForm         Acknowledgment           Form Details:         Department         Vocational Higher Secondary           Education         Form Title         VHSE Equivalency Certificate           Form Description         Application Form for Equivalency   |
|  | Form  Porn  PownLoad E-Form  DownLoad E-Form DownLoad E-Form  DownLoad E-Form  DownLoad E-Form  DownLoad E-F |

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.



| State<br>Gove  | eServices Po<br>rnment of Ke       | welcome : sidhuti999<br>rtal<br>erala | Skip to Main Content  Skip to Nav                               | rigation Logout Search         | 1<br>द्वि<br>सत्यमेव जयते |
|--|------------------------------------|---------------------------------------|---|--------------------------------|---------------------------|
| Home About Kerala Govern<br>Government of Kerala, India Apply G  | nment 🔹 Services Apply (<br>Online | Online My Profile Ser                 | vice Locator  |                                |                           |
| Citizen eForms   |                                    |                                       |   |                                |                           |
| A-F     G-P     Q-Z       Kerala Water Authority       Rural Development       Vocational Higher Secondary       Education | Departmen<br>Service Na            | eForm It Name:                        | s Advanced Search<br>Rural Development<br>RD_IAY<br>Search Back | v                              |                           |
| •  | Form title                         | Department                            | Description   | Apply                          | 1-1 of 1<br>≣             |
|  | RD_IAY                             | Rural Development                     | IAY Application Form  | <u>Online</u> / <u>Offline</u> |                           |

Figure 25: eForm Selection

3. Click Offline

The Form Details page is displayed.

| A A A 📕 📕 🚔  | Welcome : sidhuti999 Skip to Main Content  Skip to Navigation Logout Search  |
|--|--|
| State<br>Gove  | eServices Portal   |
| Home About Kerala Govern   | nment 🗸 Services Apply Online My Profile Service Locator   |
| Government of Kerala, India Apply  | Online   |
| Citizen eForms   |  |
| Departments «  | eForms My Transactions Get Status  |
| A-F G-P G-Z<br>Kerala Water Authority<br>Rural Development<br>Vocational Higher Secondary<br>Education | DownLoad E-Form         Upload #Form         Acknowledgment           Form Details:         Department         Vocational Higher Secondary<br>Education           Form Title         VHSE Equivalency Certificate           Form Description         Application Form for Equivalency<br>Certificate   |
|  | Form  Component Control of Contro |

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.

| L       | 🗉 · · · 1 · · · 2 · · · 3 · · · 4 · · · 5 · · · 6 · · 7 · · · 8 · · 9 · · 10 · · 11 · · 12 · · 13 · · 14 · · 15 · · 16 · · 17 · · 18 · · 19 · · 20 · · 21 · · 22 · · 23 · · 24 · · 25 · · 26 · · 27 · · 28 · · 29 · · 30 · · 31 · · 32   | · · 33· · · 34· · · 35· · · 36· · · 37· · · 38· · |
|---------|--|---|
| •       |  |   |
| -       |  |   |
| 2       |  |   |
| ÷       |  | E   |
| ÷.      |  |   |
| 4       | DEPARTMENT OF KERKALA WATER ALTHORITY  |   |
| ÷       |  |   |
| 5       | 9  |   |
| 5       |  |   |
| ÷       | New WATER CONNECTION   |   |
| $\sim$  | Fields marked * are mandatory  |   |
|         | e constante de con |   |
| ÷       | CONNECTION DETAILS   |   |
| <u></u> |  |   |
| 2       | is there an existing special casual connection*: ∩ Yes r No  |   |
|         |  |   |
| 7       | Is special casual connection disconnected * : C Yes C No C NA  |   |
| â       |  |   |
| ė       | Select consumer to or consumer number :  |   |
|         | Consumer ID**  |   |
| 1       |  |   |
| 5       | Consumer Number** :  |   |
| 7       |  |   |
| 19      | Eligibility (Y/N) :  |   |
| 2       |  | · · · · · · · · · · · · · · · · · · ·             |
| 1       |  | <u> </u>  |
| 2       | APPLICANT DETAILS  |   |
| ٠ 📃     | III.   | P.  |

Figure 27: Offline Form

- 7. Fill the form (all mandatory fields need to be filled).
- 8. Click Save.

The Save As window is displayed.



| Save As  |  |                  | ×              |
|--|--|------------------|----------------|
| Siddharth  | S > Downloads  | ▼ Search Down    | loads 🔎        |
| Organize 🔻 New folde   | er   |                  | := • 🔞         |
| 🔶 Favorites  | Name   | Date modified    | Туре           |
| 🧮 Desktop  | 🖹 NewWaterConnection (1)   | 07-01-2014 18:33 | OpenDocument T |
| 📕 Downloads  | 🖹 NewWaterConnection   | 07-01-2014 18:33 | OpenDocument T |
| <ul> <li>Recent Places</li> <li>Libraries</li> <li>Documents</li> <li>Music</li> <li>Pictures</li> <li>Subversion</li> <li>Videos</li> </ul> | ۲ ااا  |                  |                |
| File name: NewV  | VaterConnection  |                  | -              |
| Save as type: ODF T  | ext Document (.odt)  |                  | ▼]             |
|  | Automatic file name<br>extension<br>Save with password<br>Edit filter settings |                  |                |
| Hide Folders   |  | Save             | Cancel         |
|  |  |                  |                |

## 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.

|  | Welcome : signution skip to Main Content [skip to Navigation Logout Search  | ~       |
|--|---|---------|
| State<br>Gove                            | e eServices Portal<br>ernment of Kerala   | ्र जयते |
| Home About Kerala Gove                   | rnment 👻 Services Apply Online My Profile Service Locator   |         |
| Government of Kerala, India Appl         | y Online  |         |
| Citizen eForms                           |   |         |
| Departments                              | eForms My Transactions Get Status   |         |
|  |   | •       |
| Kerala Water Authority                   | DownLoad E-Form     Upload eForm     Acknowledgment   |         |
| Rural Development                        | Form Details:   | Í I I   |
| Vocational Higher Secondary<br>Education | Department : Vocational Higher Secondary<br>Education   |         |
|  | Form Title : VHSE Equivalency Certificate   |         |
|  | Form Description + Application Form for Equivalency<br>Certificate  |         |
|  | Form  |         |
|  | DownLoad E-Form   |         |
|  | Note: Please set Macro Security to low before opening the form.<br>Tools - Options - OpenOffice.org - Security - Macro Security - Low |         |
|  | Back  |         |

Figure 29: Offline Form Upload/Download

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



| Government of Kerala, India Apply | nline   |
|-----------------------------------|---|
| Citizen eForms                    |   |
| Departments                       | eForms My Transactions Admin CSC CSC Transactions Get Status                |
| A-F G-P Q-Z                       | DownLoad Form     DownLoad Form     Acknowledgment                          |
| Department of Ports               |   |
| Education                         | Form Details  |
| fisheries                         | Fields marked with "are mandatory   |
| JustTest                          |   |
| Kerala Water Authority            | Form Title : New Water Connection   |
| KSEB                              | Description : Application for new water connection                          |
| NewTest                           |   |
| Registration                      | Department : Kerala Water Authority   |
| Road transport Organisation       | Upload Form *: Choose File No file chosen                                   |
| Rural Dept                        |   |
| sadsad                            | S.No Attachment Name Upload Attachment                                      |
| ss                                | 1* Ptumbing Plan<br>Document Choose File No file chosen                     |
| Test to SDA                       | 2.8 Estimate Desemant Character File Martin shares                          |
| VHSE                              |   |
| хуz                               | 3 * Ownership<br>Document Choose File No file chosen                        |
|                                   | 6e3eqs     *     •       (Please enter visible characters in the text box ) |

#### 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.

| Citizen eForms      |  |      |
|---------------------|--|------|
| >> eForms           | Ily Transactions Get Status                              |      |
| Department D Select | Form 🕞 Fill The Form 🕟 Acknowledgement 💽 Payment Galeway | Back |
|                     | KERALA STATE SERVICE PORTAL Appli                        |      |
|                     | Dear test user   |      |
|                     | Form details are as follows                              | н    |
|                     | Eform Name : VHSE Equivalency                            |      |
|                     | Date of Application: 03/06/2014                          |      |
|                     | Department: Vocational Higher Secondary Education        |      |
|                     |  |      |
|                     | Coludate Amount  |      |
|                     | Carculace Allouing                                       |      |

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.



| https://etre     | easury.kerala.gov.ir | n/challan/views/frmgrnfordept.php - Google Chrome |                             |
|------------------|----------------------|---|-----------------------------|
| 🖹 bttps://e      | etreasury.kera       | la.gov.in/challan/views/frmgrnfordept.pl          | ιp                          |
|                  |                      | Welcome To E-Treasury Kerala                      |                             |
| Select<br>Bank * | {SELECT}             | •   |                             |
|                  |                      | Proceed for Payment Cancel                        |                             |
|                  |                      |   |                             |
|                  |                      |   |                             |
|                  |                      |   |                             |
|                  |                      |   |                             |
|                  |                      |   |                             |
|                  |                      |   |                             |
|                  |                      |   |                             |
|                  |                      |   |                             |
|                  |                      |   |                             |
|                  |                      |   |                             |
|                  |                      |   |                             |
|                  |                      |   |                             |
| L                |                      | About the Portar   Terms of Ose   Site Wap        | Accessionity statement   st |

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.

| 1                                    |                         |                                   |                                   |                       |       |         |       |       |   |   | 2    | I-Feb | 2015 | 6 [02: | 7 PM |
|--------------------------------------|-------------------------|-----------------------------------|-----------------------------------|-----------------------|-------|---------|-------|-------|---|---|------|-------|------|--------|------|
|                                      |                         |                                   |                                   | Or                    | line  | Virtua  | l Key | boar  | d |   |      |       |      |        |      |
| User Name *                          |                         |                                   |                                   | ~                     | 1     | @       | #     | \$    | % | ۸ | &    | *     | (    | )      | _ +  |
| D                                    |                         |                                   |                                   | •                     | 1     | 4       | 8     | 9     | 7 | 0 | 6    | 3     | 2    | 5      |      |
| Password ^                           |                         |                                   |                                   | e                     | V     | / t     | q     | r     | 0 | u | i.   | у     | р    | {      | }    |
| Enable Virtual Keyboard Submit Reset |                         |                                   | f                                 | a                     | d     | g       | s     | 1     | k | h | j    | [     | 1    | 1      |      |
|                                      |                         |                                   | x                                 | z                     | с     | ۷       | m     | b     | n | < | >    | ;     | 1    | 1.1    |      |
|                                      |                         |                                   |                                   |                       | (     | CAPSL   | оск   |       |   | С | LEAR |       |      |        | , 1  |
|                                      |                         |                                   | FAQ About Phishing                |                       |       |         |       |       |   |   |      |       |      |        |      |
|                                      |                         | Click here to abort this to       | ransaction and return to the Ke   | rala Egrass site.     |       |         |       |       |   |   |      |       |      |        |      |
|                                      | Verisign<br>Secured     | This site uses highly secure 2    | 256-bit encryption certified by V | ′eriSign.             |       |         |       |       |   |   |      |       |      |        |      |
|                                      | Disclaimer: The privity | of contract is between you and th | e service provider. Bank is only  | facilitating a paymer | nt me | chanism | and i | s not |   |   |      |       |      |        |      |

Figure 36: Bank Website

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

In case of successful payment, redirection to Kerala eSevices 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

|                        | State                      | ne works and                   |  |
|------------------------|----------------------------|--------------------------------|--|
| Form has b             | een submitted successfully |                                |  |
|                        | ·                          |                                |  |
| eForm Name             | : Encumbrance Certificate  |                                |  |
| Acknowledgement Number | : 32DP4EID13100075         |                                |  |
| Department File Number | : P0033968                 |                                |  |
| Department Name        | : Registration Department  |                                |  |
| Transaction Date       | : 2015-02-26               |                                |  |
| GRN                    | : KL000013982201415E       |                                |  |
| Challan Timestamp      | : 2015-02-26 16:42:53      |                                |  |
| Bank Reference Number  | : IK71787362               |                                |  |
| CIN                    | : 00044782015022633779     |                                |  |
| Bank Timestamp         | : 2015-02-26 16:32:16      |                                |  |
| Amount                 | : 1.00                     |                                |  |
| Status                 | : Success                  |                                |  |
| Bank Code              | : SBI                      |                                |  |
|                        |                            | Click here to download challan |  |
|                        | PRINT CLOSE                |                                |  |

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.

| Go   | vernment of Kerala             |
|--|--------------------------------|
| MERCHANT NAME<br>Government of Kerala  | TRANSACTION AMOUNT<br>Rs. 2.00 |
| Credit Cards   |                                |
| Please enter your credit card details and click on   | Make Payment below.            |
| Card Type<br>Please select the type of card  | VISA •                         |
| Credit Card Number<br>Please enter your card number  | USA 📷                          |
| Credit Card Holder Name<br>Please enter your name specified on the card                    |                                |
| Credit Card Expiry Date<br>Please enter the expiry date provided on your card              | 01 • 2014 •                    |
| Security code ( 'CVC' or 'CVV' )<br>Enter last 3 digits displayed on the back of your card |                                |
| Cancel Make Payment  |                                |
|  |                                |
| Korinign, Tratt Resch  | Powered By<br>Bill Desk        |

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.



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.



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.



| 🧿 Untitled - Google Chrome      |  |
|---------------------------------|--|
| 🛅 about:blank                   |  |
|                                 |  |
|                                 |  |
| Certificate Details             |  |
|                                 |  |
| a.bmp : <u>View Attachment</u>  |  |
|                                 |  |
| a1.jpg : <u>View Attachment</u> |  |
|                                 |  |
| Close                           |  |
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#### 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.
- Click Get Status tab. The eForms Status screen is displayed.



| Government of Kerala, India Apply        | Inline                            |  |  |  |  |  |
|--|-----------------------------------|--|--|--|--|--|
| Departments                              | eForms My Transactions Get Status |  |  |  |  |  |
| A-F G-P Q-Z                              |                                   |  |  |  |  |  |
| Kerala Water Authority                   | eForms Status                     |  |  |  |  |  |
| Rural Development                        |                                   |  |  |  |  |  |
| Vocational Higher Secondary<br>Education | Acknowledgement Number            |  |  |  |  |  |
|  | Submit Pasat                      |  |  |  |  |  |
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### Figure 44: eForms Status

- 4. Enter the Acknowledgment Number.
- 5. Click Submit.

The status of application is displayed.

| A A A <b>B B </b>  |                                | Welcome : dhanya Skip   | to Main Content  Skip to Navigation | Logout Search | 4            |  |  |  |
|--|--------------------------------|-------------------------|-------------------------------------|---------------|--------------|--|--|--|
| State<br>Gove  | eServices Por<br>ernment of Ke | tal<br>rala             |                                     |               | सत्यमेव जयते |  |  |  |
| Home About Kerala Gover  | nment 🗸 Services Apply On      | line My Profile Service | Locator                             |               |              |  |  |  |
| Government of Kerala, India Apply  | Online                         |                         |                                     |               |              |  |  |  |
|  |                                |                         |                                     |               |              |  |  |  |
| Citizen eForms   | ir vr                          | 17 17                   |                                     |               |              |  |  |  |
| Departments «  | eForms My Transactions         | Admin CSC CSC Transa    | ctions Get Status                   |               |              |  |  |  |
| A-F G-P Q-Z  |                                |                         |                                     |               | <u> </u>     |  |  |  |
| Kerala Water Authority   |                                |                         |                                     |               |              |  |  |  |
| Rural Development  |                                |                         |                                     |               |              |  |  |  |
| Vocational Higher Secondary Education Status for Acknowledgment Number 01DP1EID1100002 |                                |                         |                                     |               |              |  |  |  |
|  |                                |                         |                                     |               |              |  |  |  |
|  | Date                           | Status Remark           | s C                                 | ertificates   |              |  |  |  |
|  | 08-01-2014                     | Submitted Your Ap       | plication is received               | IA            |              |  |  |  |
|  | 08-01-2014                     | Rejected Rejected       | N                                   | JA            | =            |  |  |  |
| •  | Print                          | ]                       |                                     |               |              |  |  |  |
|  | L                              |                         |                                     |               |              |  |  |  |
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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.