

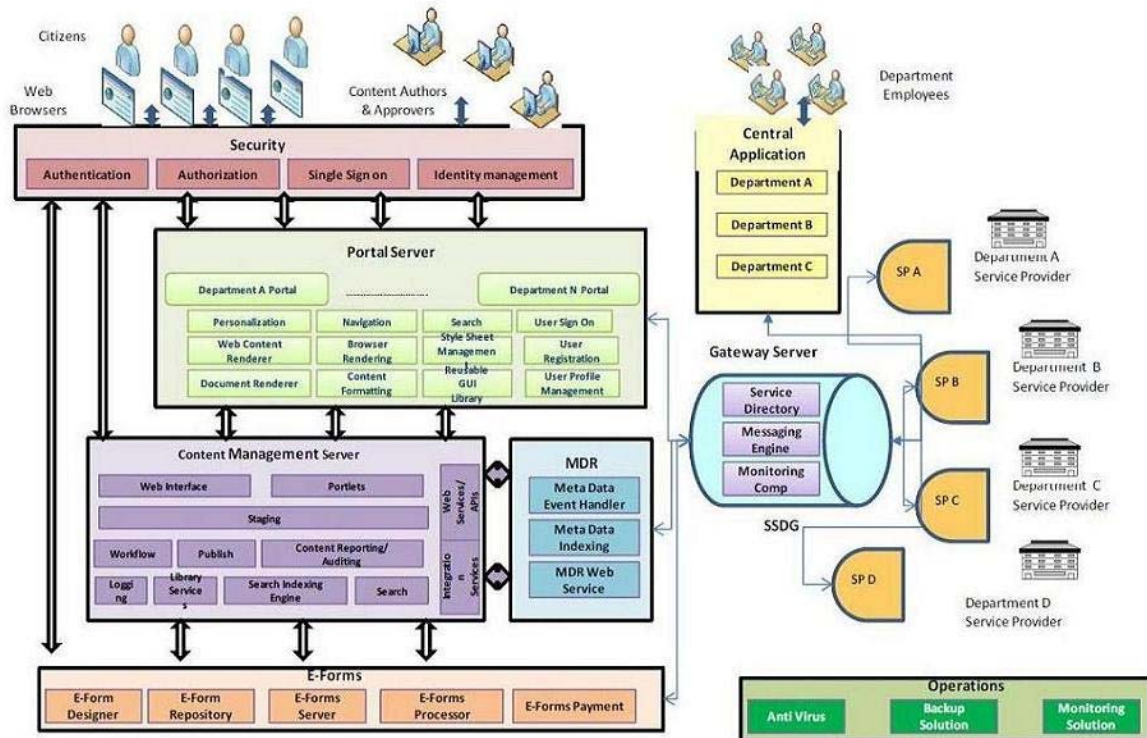
Training Manual
On
E-Forms Central Application

Prepared by : Infosys Limited.

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1. Introduction to Central Application

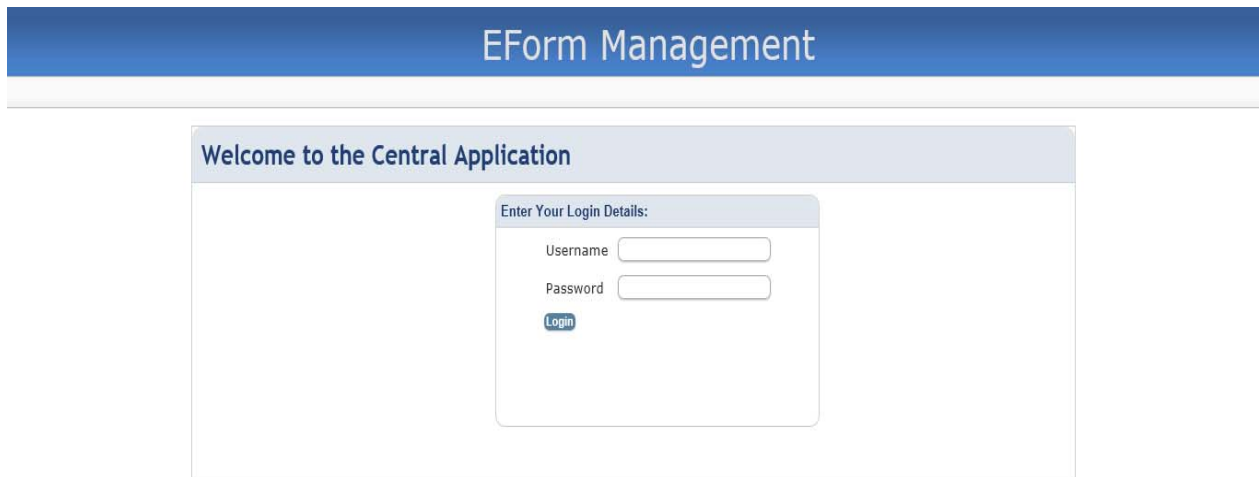


The central application is a set of screens developed to process the e-Form Applications submitted by citizens using the e-Forms provided on the puducherry state portal. This manual covers the following:

- Logging into the central application
- Manage E-Forms screen
- Task Actions
- Search E-Forms screen
- Task history screen
- Form Details screen
- Dashboard
- Logout

The manual has screenshots for each screen and describes the importance of each screen.

2. Logging into the Central Application



EForm Management

Welcome to the Central Application

Enter Your Login Details:

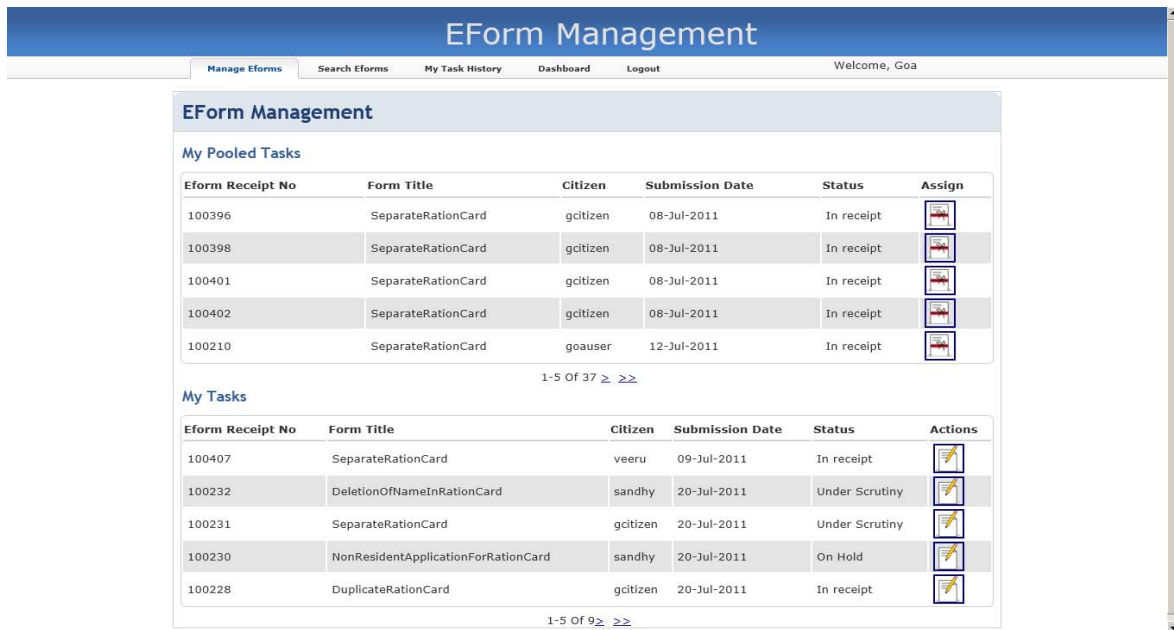
Username

Password

Login

This is the main Login screen of the Central App. We enter valid credentials and click on “Login”.

3. Central Application - Manage E-Forms screen



Column Details

EForm Receipt No.	The receipt number of the EForm submitted by the citizen
Form Title	The title of the form
Citizen	The User ID of the citizen
Submission Date	The date of submission of the EForm
Status	The status of the application
Assign	When the user clicks on this, the EForm would be assigned to the user for processing
Actions	On clicking this, the user will be taken to a new page, which would have details of the EForm, as well as a list of options/actions that the user can take on the form.

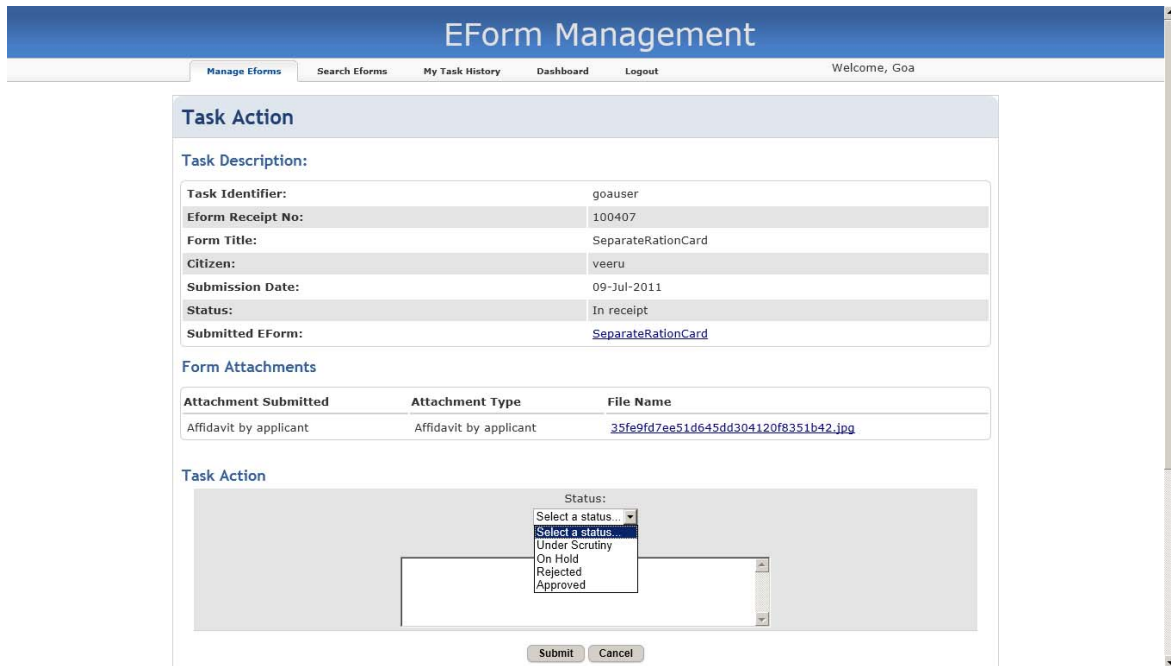
The above screen consists of two sections.

1. My Pooled Tasks – This section contains the collection of all E-Forms submitted by the citizens. The forms here are just submitted and their processing hasn't been initiated by any Central Application user. For every E-Form receipt

number, there is one “Assign” button. Once any logged in user clicks on that button, the E-Form ownership is taken by the user. Once ownership is taken, the same E-Form will be removed from “My Pooled tasks” and is added to the “My Tasks” section.

2. My Tasks - This section will have the list of all the E-Forms the user has been assigned with , i.e., all the forms whose ownership has been taken by the user by clicking the “Assign” button above, are now part of “My Tasks” , meaning , the user can and has to process these E-Forms.
3. Once the user clicks on the “Actions” button for any of the E-Form listed in the “My Tasks” section, he will be taken to the “Task Actions” page.

4. Central Application - Task Actions



The screenshot shows the 'EForm Management' interface. At the top, there are navigation tabs: 'Manage EForms', 'Search EForms', 'My Task History', 'Dashboard', and 'Logout'. The user is logged in as 'goouser' and is in the 'Welcome, Goa' session. The main content area is titled 'Task Action' and contains the following information:

Task Description:

Task Identifier:	goouser
Eform Receipt No:	100407
Form Title:	SeparateRationCard
Citizen:	veeru
Submission Date:	09-Jul-2011
Status:	In receipt
Submitted EForm:	SeparateRationCard

Form Attachments

Attachment Submitted	Attachment Type	File Name
Affidavit by applicant	Affidavit by applicant	35fe9fd7ee51d645dd304120f8351b42.jpg

Task Action

A status dropdown menu is open, showing options: 'Select a status', 'Under Scrutiny', 'On Hold', 'Rejected', and 'Approved'. Below the dropdown is a text input field and 'Submit' and 'Cancel' buttons.

This page has a list of all the tasks a user can perform on the selected EForm. The user can view the same form(Application) as filled in by the citizen on the portal by clicking on the “Submitted EForm” link and can view the attachments by clicking on the links in the “Form Attachments” table. Attachments are essentially the supporting documents to the form (application) request made. These are the digital or scanned versions of the enclosures required with a hard copy. The attachments can be of the sample format provided on the portal or they can be scanned and/or attested copies of the original legal documents.

The “Status” of the form can be changed using the dropdown box. Whatever message that needs to be sent to citizen has to be written in the textbox provided below the status drop down. The same will be sent as a text message (SMS) to the citizen.

Types of “Status”

Status Type	Description	Standard SMS to be sent
Under	The E-Form submitted by the citizen	Your application number

Scrutiny	is being scrutinized by the reviewer.	100043 is under scrutiny. It will be processed soon.
On Hold	The E-Form submitted by the citizen has been put on hold by the reviewer.	Your application number 100043 is on hold. Kindly contact department for details.
Rejected	The E-Form submitted by the citizen has been rejected by the reviewer.	Your application number 100043 has been rejected. Kindly contact the department for details
Accepted	The E-Form submitted by the citizen has been accepted by the reviewer.	Your application number 100043 has been approved. Kindly visit the department along with the relevant original documents for verification

Submission Date: 09-Jul-2011
 Status: In receipt
 Submitted EForm: [SeparateRationCard](#)

Form Attachments

Attachment Submitted	Attachment Type	File Name
Affidavit by applicant	Affidavit by applicant	35fe9fd7ee51d645dd304120f8351b42.jpg

Task Action

Status:

Comment:

Workflow History

Form Process History:

Form Title:	SeparateRationCard
Initiated By:	veeru
Started On:	09-Jul-2011
Completed On:	09-Jul-2011

Description	Status	User Comment	Created On	Completed On	Outcome
The request has got successfully registered with SSDG.	Initial Form submission	Your application request with receipt number 100407 has been received by the department. It will be scrutinized soon.	09-Jul-2011	09-Jul-2011	Submission Successful

This page also has details regarding the workflow history of the EForm till date. It has details on what action has been taken on that form, including when and who changed the status of the application.

5. Central Application - Search E-Forms screen

EForm Management

Manage EForms
Search EForms
My Task History
Dashboard
Logout
Welcome, Goa

Search EForms:

By EForm Receipt Number <input type="text"/>	By Form Title <input type="text"/>
By Status Select a status...	By Submission Date <input type="text"/>
By User <input type="text"/>	
<input type="button" value="Search"/>	<input type="button" value="Reset"/>

Showing Search Results : 1-5 Of 264 > >>

Eform Receipt No	Form Title	Citizen	Submission Date	Status	Details
100477	SeparateRationCard	deleteme	09-Aug-2011	In receipt	<input type="button" value="Details"/>
100476	SeparateRationCard	shrinath	07-Aug-2011	In receipt	<input type="button" value="Details"/>
100475	SeparateRationCard	abhijit	05-Aug-2011	In receipt	<input type="button" value="Details"/>
100474	DuplicateRationCard	harora	05-Aug-2011	Approved	<input type="button" value="Details"/>
100473	Inclusionofname	harora	05-Aug-2011	Rejected	<input type="button" value="Details"/>

This screen is used to search submitted EForms using form receipt number or form title or status of submission date or by user. Once the details are entered and the user clicks on "Search", a list of EForms matching the criteria would appear. If the user clicks on the "Details" button, the user would be taken to "Form Details" page.

6. Central Application - Form Details

EForm Management

Manage EForms
Search EForms
My Task History
Dashboard
Logout
Welcome, Goa

Form Details

Eform Receipt No: 100233
Citizen: gctizen
Form Title: NewRationCard
Status: Rejected
Started On: 20-Jul-2011
Completed On: 20-Jul-2011
Submitted EForm: [NewRationCard](#)

Form Attachments

Attachment Submitted	Attachment Type	File Name
No Objection Certificate from owner of house	No Objection Certificate from owner of house	Desert.tif

Workflow History

Description	Status	Comment	User	Created On	Completed On	Outcome
The request has got successfully registered with SSDG.	Initial Form submission	Your application request with receipt number 100233 has been received by the department. It will be scrutinized soon.		20-Jul-2011	20-Jul-2011	Submission Successful
The request got rejected by the department at some stage of the departmental workflow.	Rejected	Your application number 100233 has been rejected. Kindly contact the department for details.	goouser	20-Jul-2011	20-Jul-2011	Task Done

This page has all the details of the form, including the form itself, attachments and entire workflow history. Click the links to view the E-Form submitted by the user or the attachments.

7. Central Application - Task history

EForm Management

Manage EForms
Search EForms
My Task History
Dashboard
Logout
Welcome, Goa

Search EForms:

By EForm Receipt Number
By Status Select a status...

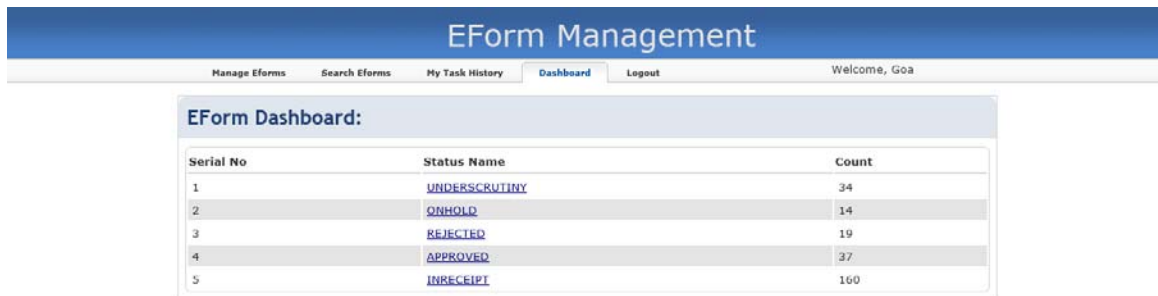
By Form Title
By Submission Date

Showing Search Results : 1-5 Of 11 >>

Eform Receipt No	Form Title	Citizen	Submission Date	Status	Details
100233	NewRationCard	gcitizen	20-Jul-2011	Rejected	<input type="button" value="Details"/>
100232	DeletionOfNameInRationCard	sandhy	20-Jul-2011	Under Scrutiny	<input type="button" value="Details"/>
100231	SeparateRationCard	gcitizen	20-Jul-2011	Under Scrutiny	<input type="button" value="Details"/>
100230	NonResidentApplicationForRationCard	sandhy	20-Jul-2011	On Hold	<input type="button" value="Details"/>
100229	Inclusionofname	gcitizen	20-Jul-2011	Approved	<input type="button" value="Details"/>

This screen shows details of the all the forms the user has worked on. Once the user clicks on “Details”, the user would be redirected to the “Form Details” section of the selected E form.

8. Central Application - Dashboard



The screenshot shows the 'EForm Management' dashboard. At the top, there is a blue header with the title 'EForm Management'. Below the header, there is a navigation bar with links: 'Manage Eforms', 'Search Eforms', 'My Task History', 'Dashboard', and 'Logout'. On the right side of the navigation bar, it says 'Welcome, Goa'. The main content area is titled 'EForm Dashboard:' and contains a table with the following data:

Serial No	Status Name	Count
1	UNDERSCRUTINY	34
2	ONHOLD	14
3	REJECTED	19
4	APPROVED	37
5	INRECEIPT	160

The dashboard gives a snapshot of the counts of all the forms, based on their current statuses.

Clicking on any of the links redirects the user to the “Search E-Forms” page with results for the criteria as the selected status.

Once the user clicks on Logoff, the user is logged off.