Training Manual

On

E-Forms

Version : 1.0
Prepared by : Sukhpal Singh Kataria
Date : 13th Sept, 2011
Approved by : Saroj kumar Parida
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1) E-forms Introduction

E-forms are part of State Service Delivery Gateway (SSDG) and State portal project.

The objectives of SSDG project are

1. Providing easy, anywhere and anytime access to Government Services (both Information & Transactional)
2. Reducing number of visits of citizens to a Government office / department for availing the services
3. Reducing administrative burden and service fulfilment time & costs for the Government, Citizens & Businesses
4. Reducing direct interaction of citizen with the Government and encourage ‘e’-interaction and more efficient communication through portal
5. Enhancing perception & image of the Government and its constituent Departments
6. Promotion of uniform web interface across Government and build in synergies with the National Portal of India (NPI) using the National Service Delivery Gateway
7. Delivery of services through Common Service Centres (CSCs) by leveraging the common infrastructure (SWAN, SDC etc.) and development of the applications and infrastructure required for deployment of State Portal and State Service Delivery Gateway (SSDG) for the State.
8. Publishing the static data and all information of the State departments in line with guidelines for necessary integration with NPI

Besides fulfilling these objectives, e-forms also provide many other features to the citizen such as allowing them to fill in the applications offline and upload them at a convenient time in case connectivity to the internet is an issue.
2) E-forms Home Page

The E-Forms home page can be reached by clicking the Services & Forms option in the menu bar of the State Portal.

Government of Puducherry provides E-services, a single entry point for its citizens to conveniently find, manage and submit forms to various Departments of Puducherry Government. The Puducherry online would host all the electronic forms for various Government Services from the respective departments accessible to citizens in the State. All the hosted electronic forms shall have the option of online and offline submission.

Citizens can fill the form electronically (both online and offline) through internet services including from his home, Common Service Centre (CSCs) outlet and submit his/her application electronically. Once the form is submitted, Citizen can download or print the unique receipt number for future references. Citizen can track the status of his/her application/request at any point in time using the unique application receipt number generated after submitting the form.

Citizens can fill the form electronically using below options

- **Through online**: Citizen can submit the form using Submit online option displaying against each form.
- **Through offline**: Citizen can download the offline form using Download Form option displaying against each form. The offline form is downloaded to his desktop and filled later. Subsequently the Citizen can attach this filled in document and submit the same online using Upload Form action displaying against each form.
- **Through Printable**: Citizen can download the printable form using Print Form option displaying against each form, takes a print of it, fills the form and submits the form directly at the concerned department manually.

Notes: Only registered users can avail the online and offline submission.

To avail the service. Login or Register here
Click on “Register” link on the E-forms home page.

This opens the User Registration page.
3) E-forms User Registration Page
The **User Registration Page** has five sections:

1. **Login Details**

   - **UserName** (required): 
   - **Password** (required):
     - Password is case sensitive. Spaces are not permitted and it
     - Must contain 6 to 14 characters
     - One upper case letter
     - One special char and one number
   - **Confirm Password** (required): 
   - **Password Hint** (required): 
   - **your Answer** (required): 

2. **Please tell us about Yourself**
3. Areas of Interest

- Programs & schemes
- RTI Acts
- Documents & Reports
- Tenders
- Recruitment
- Circulars & Notifications
- Acts
- Rules

4. Verification Code:

The Verification Code section contains the Captcha field where the user has to enter the visible characters in the box provided above the field.

5. Declaration:

Tick the checkbox adjacent to the declaration.
Fill all the mandatory information (mentioned as required) and then click on “Register” button to complete the registration.

This will lead to the Login page.
4) E-forms Login Page

Enter the user name and password in the respective text boxes and the “captcha” (Random characters shown) as well in the respective text box.

Click Login.

This opens the User Homepage.
5) E-forms User Home Page

The User homepage contains all the details and the updated statuses of the e-forms submitted by the user.

This page contains three sections:

(i) Search your Transactions

(ii) Download Offline Client to submit forms in Offline

(iii) Submit New Eform
(i) **E-forms Transaction Search Page**

User can search for the previous Transactions which he/she has done on the portal in two ways:

a) **Simple search**
b) **Advanced transaction Search**

a) **Simple Search**:

![Image of Government of Puducherry portal]

Welcome to Government of Puducherry - eForms

Submit New Forms Here:

Download Offline Client to submit forms is Offline:

Search Your Transactions:

Search by Form Title:

Your Recent Transactions:

<table>
<thead>
<tr>
<th>Department</th>
<th>Form Title</th>
<th>Submission Type</th>
<th>Receipt No.</th>
<th>Submission Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Administration</td>
<td>Application for Computerised Birth Certificate</td>
<td>Offline</td>
<td>100396</td>
<td>06-06-2011 04:10 PM</td>
<td>Submission</td>
</tr>
</tbody>
</table>

Search Results will come at the bottom of the page
b) Advanced Transaction Search:
Advanced Transaction Search Page:

The user can search through any of the fields present in the page. Then click **Search**.
Advance Transaction Search - Results Page:

![Advance Transaction Search](image)

### Transaction Search Results for Dept name 'Local Administration' :

<table>
<thead>
<tr>
<th>Department</th>
<th>Form Title</th>
<th>Submission Type</th>
<th>Receipt No.</th>
<th>Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Administration</td>
<td>Application for Computerised Birth Certificate</td>
<td>Offline</td>
<td>100379</td>
<td>09-09-2011 04:50 PM</td>
<td>Submission Successful</td>
</tr>
<tr>
<td>Local Administration</td>
<td>Application for Computerised Birth Certificate</td>
<td>Online</td>
<td>100378</td>
<td>09-09-2011 04:48 PM</td>
<td>IN RECEIPT</td>
</tr>
</tbody>
</table>

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*Site Contents owned and updated by concerned Department and coordinated by Department of Information Technology, Puducherry. For any query regarding this website please contact webmaster.*
(ii) Download Offline Client to submit forms in Offline

In the “User Home Page”. When you click on the “Download offline Client”. The following page will open.
Click on the **Download Now** button to download the Eform client which is used to fill the Offline Eform.
User can select the location and save the offline Client in his/her system.
(iii) Submit New E-form

Click on “Submit New Eform” and “Search Eform to Submit “page will open
Search Eform to Submit Page:

User can search the forms by entering any of the fields as shown in the page.

Or user can click on the department (in the Right panel) to see the forms of that particular Department.

Click on any of the Department
In the above screenshot, all the forms corresponding to the “Adi Dravidar” department is shown.

User can search the Eform by the various fields available in the page and then click on “Search” button.
“Result Page” will be as below.

Click Next or Last to view the other e-forms.
Or Click “More...” under more Details column to view the respective e-form

When user clicks on the “More...”, Form Details Page will open
6) Form Details Page

The Form Details Page contains two sections:

a) Form Details

b) Form Actions

c) Supporting Documents

a) Form Details:

This section provides details about the particular form. Details like Form Title, Form Description, Department Name, Audience and language

b) Form Actions:

This section includes 4 actions:
(i) **Download Form:** Downloading the form and filling it offline (through the offline Client)

Click on the "**Download Form**" and a form file with extension ".inf" is provided.

User can save this form and can open and fill the form using the Offline Client which can be downloaded from the portal as mentioned earlier.

The Link to "**Download the offline Client**" is provided on the same page too under the "**Download Form**" link

(ii) **Submit Online:** Filling it online. This step is explained in details below.

(iii) **Print Form:** Taking a print out of the form and filling it manually

When user click on the "**Print Form**" link. The form file will be provided to save and user can then take the printout of the form and fill it manually and submit at the respective office.
(iv) **Upload Eform**: Uploading the form filled offline.

c) **Supporting Documents**:  
This section provides the information about the various documents that needs to be attached with that form

**Form Actions:**

b) (ii) **Submit Online:**
Click on “submit Online” and the online form will open to be filled by the user.
Fields with “*” and textboxes with orange borders are mandatory fields. Dropdown menus and date pickers are provided to facilitate the form filling.

For tables, the “+” sign adds a row to the table, while the “-” sign deletes the adjacent row.

The “!” mark in triangle displayed in the left bottom corner of the form indicates there is some error in the form.

The “clear” button will clear all the fields filled in the form and “Save” button will save the information filled in the form.
After filling the form, the “Tick “ mark on the left bottom corner of the form indicates there is no error on the form and now the form can be submitted.

Then Click on “submit” button. The following page message will be displayed “Your form submission has been validated. Please proceed to section, Upload”
When user will click on the “Upload” link, “Upload Eform Attachments” page will open.

**Upload Eform Attachments Page**

Select the location details from where you need to avail the service:

- **Region**: [Select]
- **Office**: [Select]

**Selected Eform**: Application for Fresh Scholarships

**Selected Eform Description**: Application for Fresh Scholarships

**Submitted Eform**: Application for Fresh Scholarships

Please provide the following attachments:

<table>
<thead>
<tr>
<th>Attachment Title</th>
<th>Attachment Description</th>
<th>Sample Format</th>
<th>Nik Upload</th>
</tr>
</thead>
</table>
| Atttechthed copies of Marksheet/Certificate | Attach the Atttached copies of Marksheet/Certificate | Marksheet/Certificate                                       | No File Uploaded |}
| Nativity Certificate or Residence Certificate for Revenue Official | Attach the Nativity Certificate or Residence Certificate for Revenue Official | Nativity Certificate or Residence Certificate for Revenue Official | No File Uploaded |}
| Hosteller certificate from warden of the institution | Attach Hosteller certificate from warden of the institution | Hosteller certificate from warden of the institution | No File Uploaded |}

File Types Allowed: .pdf, .jpg, .jpeg, .org, .gif, .tiff, .bmp

[Complete Submission] [Cancel]
In this page User perform 3 actions.

1) Select the Location Details from the “Drop Down” where user needs to avail the Service

2) Provide the Attachments required for the form-

User has to attach the documents in the relevant fields by browsing the file through “browse” button and then click on “Upload” button as shown above.

For some of the attachments, Sample Format for the documents (to be attached) will be present. User can see that Sample document by clicking on the document link
3) User can see the form information which he/she entered in the form of pdf. The pdf can be seen by clicking on the form link Submitted Eform present on the page.

After performing the above actions, User can click on “cancel” button to put the submission on Hold for later time in case some document is missing.

When user clicks on the “Cancel” button. Following Incomplete submission “Acknowledgement” page will be displayed.
In the Incomplete submission “Acknowledgement” page, an Acknowledgement number is generated. Using this acknowledgement number, user can complete the pending task for completing the pending submission later.

Or

User can click on the “Complete submission” button to complete the submission after performing the 3 actions mentioned above successfully.
When the user clicks on the “Complete submission” button, a Submission Successful Acknowledgement page is displayed that include the Acknowledgement number and the details about the form submission as shown below.

User can click on the “Print” button on this Submission Successful Acknowledgement Page to take the print out of the page.
b) (iv) Upload Form:

After filling the downloaded Offline form (.inf file) using the Offline Client. The user can upload the filled form in this section.

User can select the Department Name and the form which he/she is uploading using the drop downs as shown in the above screenshot.

Then user can select the file to be uploaded by clicking on the “browse” button and “Upload” it. User can upload only the encrypted file (.inf) only.
After Uploading the file, click on “Click to Proceed” button.

This will take the user to the “Upload Eform Attachments Page” where user can upload the related supporting documents required for the Form, select the Location Details from where you need to avail the Service etc. This step is same as that in case of online Submission explained earlier and is repeated below.
Upload Eform Attachments Page

In this page User perform 3 actions.

<table>
<thead>
<tr>
<th>Attachment Title</th>
<th>Attachment Description</th>
<th>Sample Format</th>
<th>File Upload</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Caste/Tribe/Citizenship and income Certificate</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Browse</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Attachments of marriage/Certificate</td>
<td>Attach the Attachments of marriage/Certificate</td>
<td>No File Uploaded</td>
<td>Upload</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Browse</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nativity Certificate or Residence Certificate for Revenue Officer</td>
<td>Attach the Nativity Certificate or Residence Certificate for Revenue Officer</td>
<td>No File Uploaded</td>
<td>Upload</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Browse</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hosteller certificate from warden of the institution</td>
<td>Attach Hosteller certificate from warden of the institution</td>
<td>No File Uploaded</td>
<td>Upload</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Browse</td>
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User can click on the “Print” button on this Submission Successful Acknowledgement Page to take the print out of the page.

7) Offline E-Form Client

The purpose of Offline Client is to fill the form and save it. If the validations are added while saving validations are checked. When save is performed it will create .inf file which is an encrypted file with filled data.

Once data is filled and saved, the data can be viewed in Print Version, which will be read from Acrobat PDF reader.

**Functionalities**

1. Open the .inf file (downloaded from the portal)
2. Fill and save Form
3. Print version – It will generate the pdf with filled data.
Click on “Open” and select the downloaded offline form(.inf) to be filled.
Fill the complete form and then click on "Save" to save all the data entered.

When all the required information is filled, on clicking "Save" button.

A message will come “The file has been saved and signed successfully”. And encrypted file(.inf) with data to be Uploaded on Portal will be generated in the same folder where form was present.
Click on “Print” button to generate the Pdf with the filled data.