GOVERNMENT OF KERALA

Abstract

Information Technology Department – Service Plus – Guidelines for site-to-site integration of ServicePlus with Agency Banks for Excise Department's services - ePayment process flow and roles and responsibility of stakeholders – Approved – Orders issued – Reg

INFORMATION TECHNOLOGY (B) DEPARTMENT

G.O.(Rt)No.61/2014/ITD.   Dated, Thiruvananthapuram, 04-03-14

Read: 1) G.O(Ms) 4/2014/ITD dated 10.1.2014
2) G.O(Rt) No.1708/2014/Fin dated 4.3.2014
3) Letter No.1098/2014/KSITM/Service Plus/2795 dated 4.3.2014 from Director, Kerala State IT Mission, Thiruvananthapuram.

ORDER

As per G.O read as first paper above Government have accorded in-principle approval for use of 'Service Plus' software developed by NIC, Delhi by various Government Departments in Kerala for facilitating online services. Most of the Government services necessitate payments to be made to Government Treasury by citizens and businesses. In the context of ServicePlus these payments are to be made online and shall be duly reconciled by the Treasury. In the meeting held On 28.2.2014 SeMT has informed that it was decided to launch FL3/FL11 bar license renewal service of Excise Department online through Service Plus. For the bar License renewal service of Excise Department it has been decided to use site-to-site integration between Service Plus and SBT/SBI for online payments. Accordingly as per G.O read as second paper above Government have accorded sanction to open pooling bank accounts one each at SBT at Treasury Branch, Thiruvananthapuram and State Bank of India at Treasury Branch, Ernakulam in the name of Excise Commissioner for use in site-to-site integration of Service Plus and SBI/SBT. Based on the meeting held on 3.3.2014 Director , KSITM as per letter read as third paper above, has furnished the integration details and roles and responsibilities of stakeholders for the Service Plus project for the Excise Department's service delivery and requested approval for the same.

2) Government after examined that matter in detail are pleased to approve epayment process flow and roles and responsibilities of stakeholders annexed to this order for the Service Plus project for the Excise Department's service delivery.

3) Detailed and comprehensive process flow for ServicePlus project with formal Administrative Sanction will be issued in due course.

BY ORDER OF THE GOVERNOR
K.S.SREENIVAS
Secretary to Government

To

The Excise Commissioner, Thiruvananthapuam

The Director, Kerala State IT Mission, Thiruvananthapuram.

The Director, Treasury Department, Thiruvananthapuram

Head, SeMT, Thiruvananthapuram

State Informatics Officer, NIC, Thiruvananthapuram

Chief Manager, Local Head Office, SBI, Thiruvananthapuram

AGM (ADC), SBT, Poojappura, Thiruvananthapuram

The Principal Accountant General (Audit) Kerala, Thiruvananthapuram.

The Accountant General (A&E), Kerala, Thiruvananthapuram.

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Section Officer

Annexure

I. Guidelines for Site-to-Site Integration of ServicePlus with Agency banks for Excise Services

1. The District Treasury, Thiruvananthapuram is designated as the Treasury for e-banking facility. The Treasury Branch, Thiruvananthapuram of the State Bank of Travancore (SBT) and the Treasury Branch, Ernakulam of the State Bank of India (SBI) will act as the link branch of the Agency Banks.

2. The Applicant logs into ServicePlus, fills the required information and attaches required documents and makes online payment using either State Bank of India or State Bank of Travancore Internet banking facility. ServicePlus, as part of each payment request, sends transaction details to bank in a format agreed between ServicePlus and Agency Banks. After each transaction, the bank sends response of the transaction details along with the status back to ServicePlus which is then considered as a complete transaction.

3. ServicePlus generates settlement file at End of the Day (EOD) after 8.00 PM. Settlement file for State Bank of India and State Bank of Travancore shall be available in ServicePlus for use by Excise Department before 9.00AM at T+1.

4. Department sends the settlement file to respective banks before 9.30 AM at T+1.

5. The link Branch of SBT and SBI shall generate a scroll (a file with a definite format containing details of transactions for day) at T+1 using the settlement received from department.. The link Bank's Branch Manager shall also give an authenticated printed copy of the scroll and a soft copy of the same in the prescribed form to the Treasury on a daily basis. SBT and SBI shall also give an MIS report on the collection to the Excise Dept daily. State Bank of India and State Bank of Travancore shall settle all online payment transactions made though ServicePlus up to 8:00 PM every day with the Treasury on the next day before 12.00 PM (at T+1).

6. SBI and SBT should generate unsettled transaction report if required and send to department at T+1.

7. The Excise Department uploads unsettled transaction report on ServicePlus and gets the verifications report from ServicePlus at T+1

8. The Excise Department sends instructions to Banks whether to refund the transaction or not, if required at T+1 The refund will be manually done on a subsequent day between the Bank and the Treasury if the original transaction has already been settled with the Treasury on T+1 If the refund instruction is given to the bank before

settlement with Treasury, the transaction will not be settled with Treasury and the bank shall refund the amount to the licensee.

9 The Treasury shall update the data in Treasury Information System (TIS) and generate a sequence number and give the soft copy of the scroll with Treasury sequence number and date to the Excise Dept for updating Treasury sequence number in ServicePlus on a daily basis

10. The specimen format of the receipt proposed to be issued by the banks while accepting money through e-payment mode should be finalized by the Commissioner, Excise Department as per the requirements of ServicePlus and may modify the format from time to time when more and more services are included in ServicePlus.

II. Double Verification

As the payments are made through internet banking, there are chances of errors due to broken transactions. After completion of the transaction process at the bank site, when the response is sent back, due to some reasons if the response does not reach ServicePlus on time the transaction will be marked as failure. In this case, at End of Day (EOD), a double verification process will do a recheck of all failed transactions with the bank site and get the status of these transactions and update it in ServicePlus. The refunds if any would be processed as per refund process.

III. Refund Process

In case of any issue which results in the non-delivery of services, the amount has to be refunded back to the payee account. For this, an exception report shall be generated by the Agency Banks on a daily basis containing the transactions that are not part of the settlement file and will be sent to Service Plus. After verification of the same, Service Plus sends the list of transactions that are to be refunded to bank which in turn will be refunded to respective payee bank account.

IV. Roles and Responsibilities of various stakeholders

1. Role of Kerala State IT Mission:

a. Kerala State IT Mission shall be the implementation agency for the ServicePlus Project and shall be the contact point for all stakeholders.

b. On behalf of Government of Kerala, Kerala State IT Mission shall sign the ServicePlus site to site integration document with State Bank of India and State Bank of Travancore.

c. IT Mission shall monitor in cordination with SeMT the progress of the project execution and liaison with all the stakeholders involved in the process.

d. Communicate the requirements of departments to NIC and other stakeholders.

e Facilitate the improvement of the system by suggesting process improvements to streamline the payment and service process flow.

f. KSITM shall support participating department for configuring services and also for providing training.

g Support participating departments for configuring services and also for providing training.

2. Roles and Responsibilities of National Informatics Centre:

a. National Informatics Centre shall be the technology partner for the ServicePlus project and shall provide all technical support to Kerala State IT Mission and participating departments

b. Coordinate with SBI and SBT for integration of the online payment system with Service Plus.

c Own and act on all items which are designated to be delivered via service plus as per this order.

d Provide online payments facility in ServicePlus for making payments through SBI and SBT via site-to-site integration

e Make necessary arrangements for redirecting from ServicePlus website to SBI or SBT payment gateway and provide/ pass necessary details/ parameters to

the banks during online payment process for identifying each transaction including department, service, applicant, amount, date etc.

f. NIC shall make available all necessary reports regarding transactions as per requirements of departments and stakeholders.

g. Enable automatic generation of daily XML files from Service Plus and ensure delivery of the same to SBI/SBT for enabling automatic settlement of funds and also for refunds.

h. Provide option for uploading unsettled transaction report on ServicePlus and also provide the verification report for the unsettled transactions.

i. Provide facility to update Sequence number of transactions based on the scroll sent by Treasury.

j. NIC shall set up a Project Management Unit (PMU) for Service Plus consisting of members from KSITM and SeMT who will take care of understanding service process flows of various departments, , define and launch the services in Service Plus.

k. Assist IT Mission in creating service definer guides and in interactions with various department and the Government related to Service Plus.

3. Role of State Bank of India and State Bank of Travancore

a. Make necessary provision/ customization at their end to enable the provisions for online payments / refunds and double verification as per this document.

b. Coordinate with National Informatics Centre for integration of online payment system with Service Plus

c. Provide necessary real-time message to payees regarding successful or unsuccessful transactions during online payment processes and redirect the same to Service Plus website with necessary transaction reference details.

d The bank shall ensure transfer of funds from the Excise Department account in SBI/ SBT to the current account of Treasury on the next bank working day before 12 PM i e , at T+1 day from the day of transaction

e. Bank should provide timely reports and reference details to NIC enabling them to carry out their role as stated above.

f. SBT and SBI shall also give an MIS report on the collection to Excise Dept daily.

g. Provide exception report to Excise department for unsettled transactions for uploading in ServicePlus.

h. Refund of amount if required as per instruction provided by department based on the verification report.

i. Provide scroll to Government Treasury on a daily basis with respective Department codes for uploading in Treasury Information System as a part of settlement process.

4. Role of Excise Department:

a. Communicate the department's online payment requirements to National Informatics Centre / SBI and SBT for mapping / customization.

b The bank account in SBI/SBT for the departmental services would be created by excise department.

c. Facilitate necessary format of MIS to National Informatics Centre, SBI, SBT and Government Treasury.

d. Provide necessary Treasury Head of Account / Department code to State Bank of India and State Bank of Travancore for including in the scroll to be sent to Government treasury.

e. Provide the e-mail ID of Single Point of Contact (SPOC) in the department to SBI and SBT/NIC for sending MIS.

f. Upload exception report for unsettled transactions provided by SBI and SBT to ServicePlus.

g Upload scroll received from treasury with sequence number and date to ServicePlus.

h In case of unsettled transactions, initiate processes so that the manual settlement or refund can be done with Treasury

i. Excise Department, Government of Kerala shall be responsible for the training of Department Officers and Licensees with the support of Kerala State IT Mission (KSITM) and State e-Governance Mission Team.

j   Excise Department shall be responsible for the issuance of Digital Signature Certificate (DSC) and installation of DSC to all fourteen Deputy Excise Commissioners at district level.

k. Excise Department shall constitute Service Plus support team at Commissionerate to support department officers and licensees and their contact information will be published.

5. Role of Government Treasury:

a. Settle Government Department transactions, head of account-wise, as per the scroll provided by SBI/SBT.

b. After settlement of amount with treasury account, provide the scroll of treasury transaction details with treasury sequence number and date to Excise Department to update in Service Plus.