



JEEVIKA

An Initiative of Government of Bihar for Poverty Alleviation

Bihar Rural Livelihoods Promotion Society State Rural Livelihoods Mission, Bihar



बिहार सरकार

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Ref: BRLPS/Proj-MIS/1056/17/3442

Date: 17/02/2021

Office Order

IT Helpdesk Portal

There are a number of web and mobile applications which have been rolled out in several interventions across the State. The infrastructure has also been strengthened to use applications and mobile apps through the provisioning of desktops, mobiles or tablets by SPMU from time to time.

Sometimes problems occur in the functioning of hardware/software parts of the devices, in applications and mobile apps.

In order to resolve these issues, a common platform has been created through which tickets (queries) can be raised for rectification of devices under AMC period in case of procurement done by SPMU. Once the complaint is registered, it will be automatically escalated to verification of the same and then it will be forwarded with an email to the concerned agency for troubleshoot.

The entire activity can be monitored by DPCU, SPMU, State IT Team and the concerned agency. This would help in proper follow up towards rectification of the errors at all levels. In the districts, M&E Managers should be authorised for raising tickets on the portal.

The link for the same is <https://pm.brplp.in>

By the order of CEO

(B.K. Pathak)

Officer on Special Duty

Encl.:

1. Guidelines for usage of IT Helpdesk Portal

Copy to:

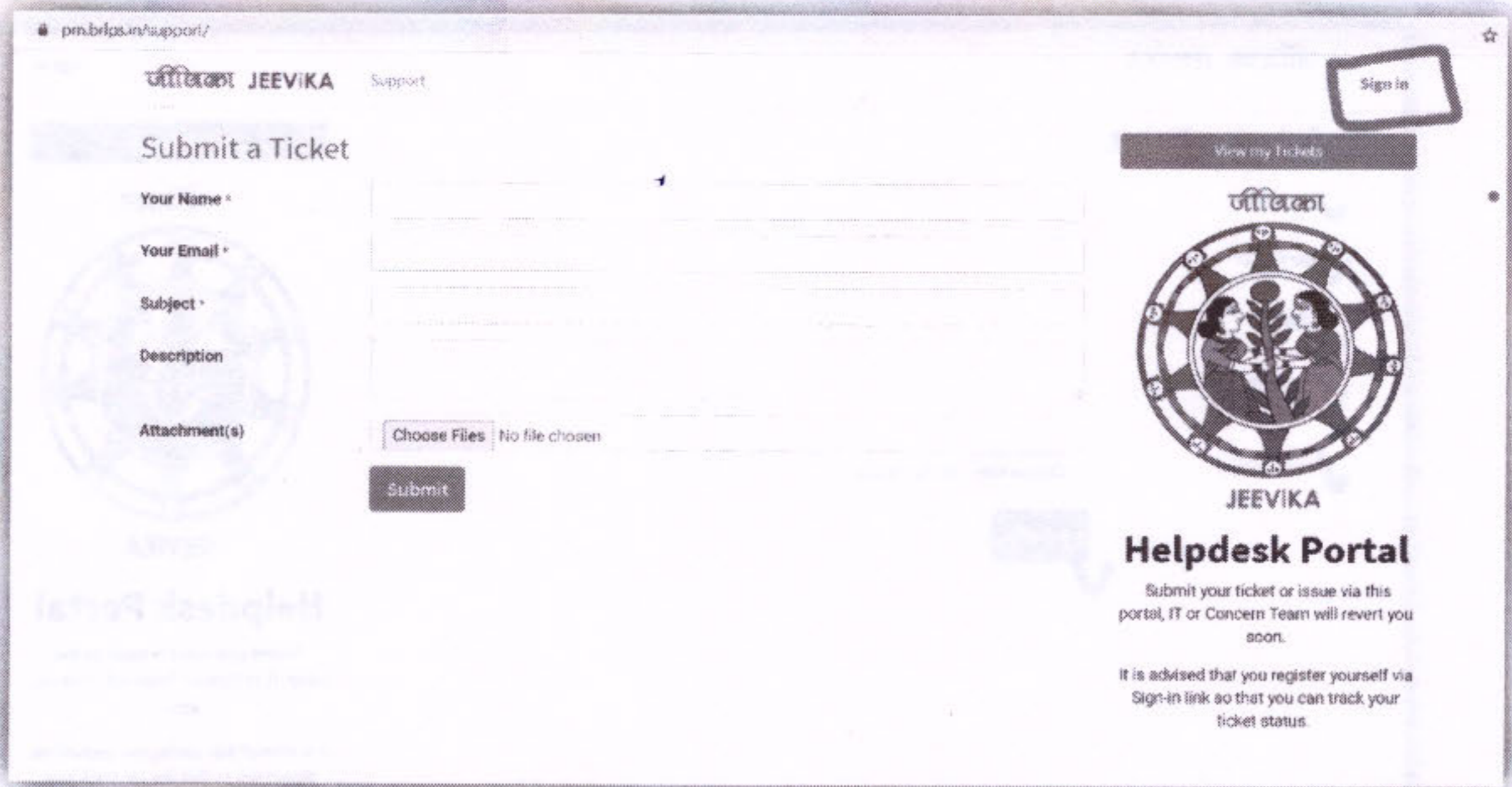
1. Director, OSD, AO, PCs, CFO, PS
2. SPMs, SFMs, PMs, AFMs, PO
3. DPMs, M&E Managers/ Incharges
4. IT Section

Guidelines for Usage of IT Helpdesk Portal

Users are required to follow the given guidelines to raise the ticket through IT Helpdesk Portal as mentioned below:

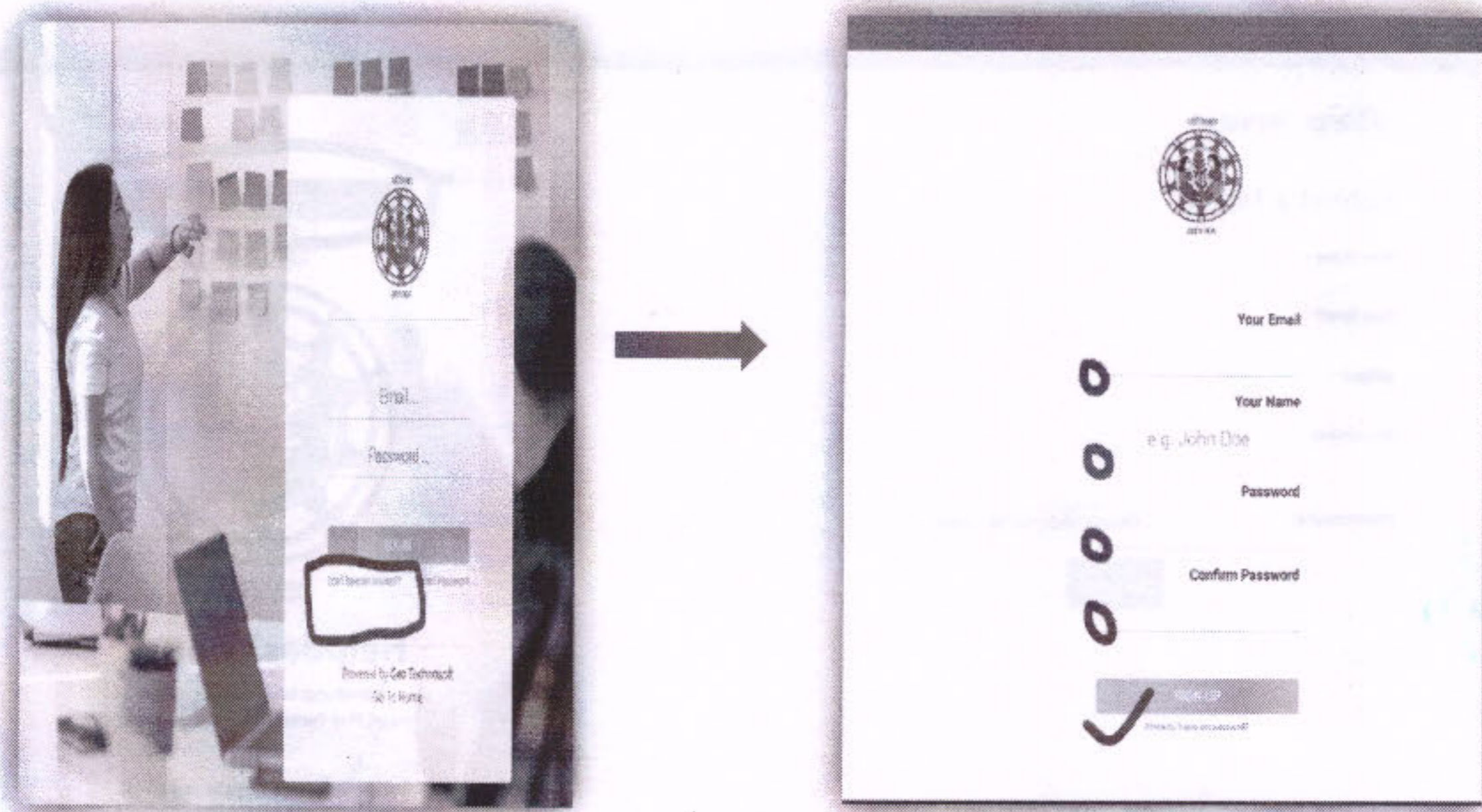
Step 1

- Go to the link pm.brlps.in
- The screen will be open as given below click on sign in option



Step 2:

Sign up if you are new user else login by just entering email id and password.



Item

Step 3:

After successfully signing up, go back to the page pm.brllps.in and **raise the ticket**. Fill all the mandatory records and submit.

Step 4:

User can check the status of raised ticket through the button View my tickets

Scanned

Step 5:

All the records of raised tickets will be shown as given below.

Ref	Description	Stage
#9	test01	New
#8	test	New
#7	TEST7	New
#6	issue in laptop	New
#5	Test	New
#4	Test 4	New
#3	test 3	New
#2	test 2	New
#1	Test Ticket	New

NOTE: It is mandatory to register yourself so that you can track your ticket status.

Prem