

## Introduction: -

**Offline ServicePlus is developed to provide uninterrupted RTPS Services to the Citizen by speedy disposal of their Applications at RTPS Counters in remote areas where Internet Service is either slow or disrupted. Offline ServicePlus works in tandem with Online ServicePlus.**

## **Process covered: -**

- (I) How to Operate Offline ServicePlus?**
- (II) How to Sync Data from Offline ServicePlus to Online ServicePlus?**
- (III) How to Sync Data from Online ServicePlus to Offline ServicePlus?**

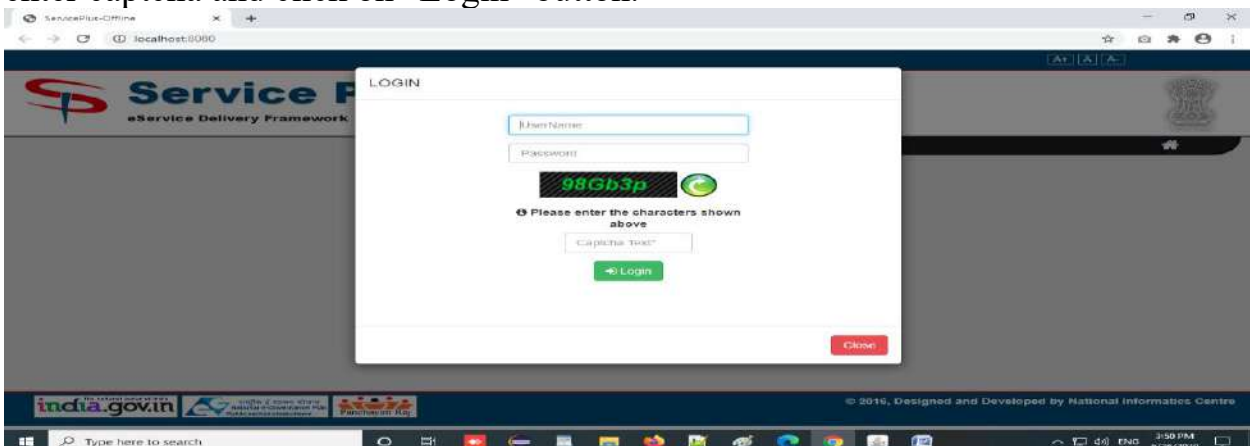
## (I) How to Operate Offline ServicePlus?

**Note: Offline ServicePlus is used to enter details of Citizen's Applications in ServicePlus software system at RTPS Counters only.**

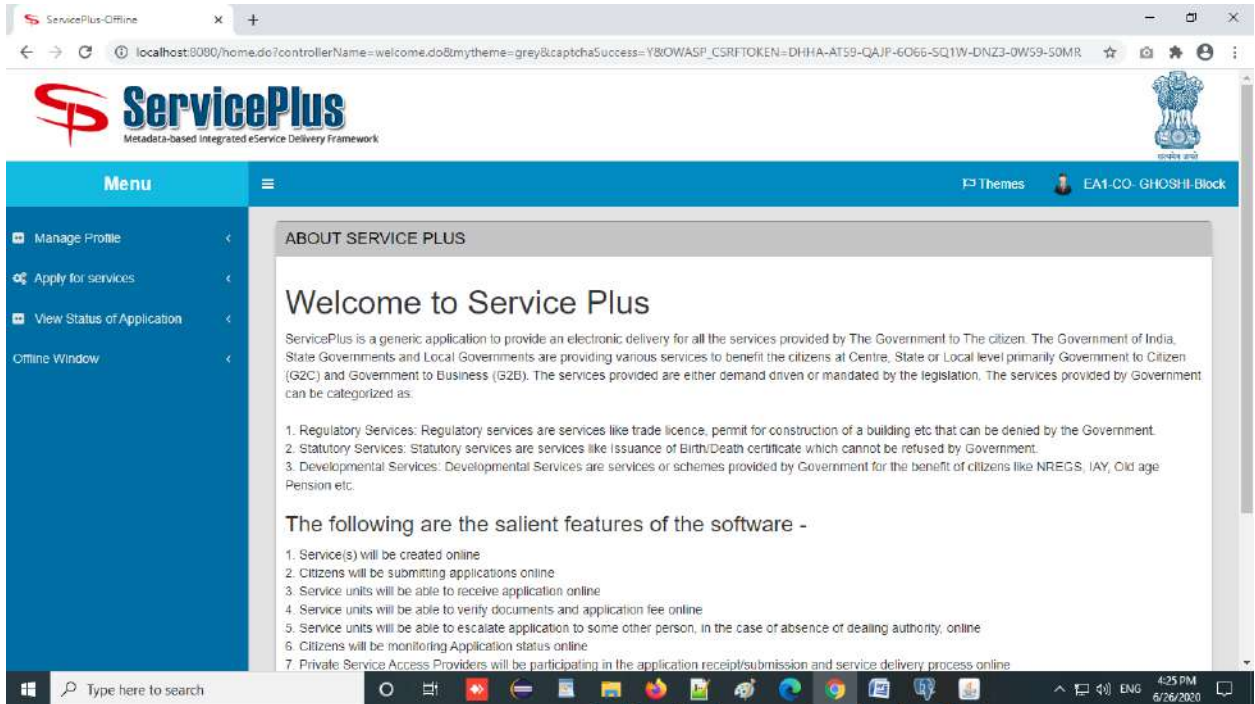
**Step-1:** Run “serviceplus.bat” file available in unzipped folder or its Shortcut on Desktop. Offline ServicePlus will open in few seconds. Click on “Login” Button.



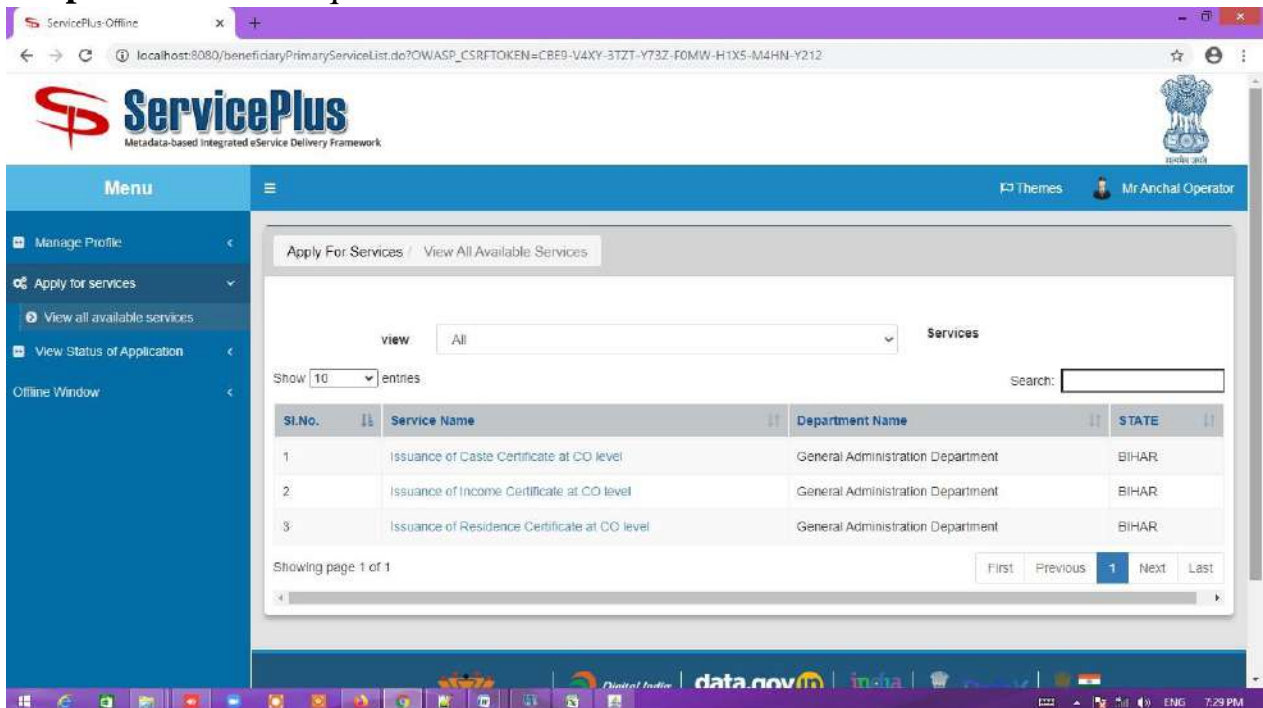
**Step-2:** Enter the User-Id and Password of Data Entry Operator (DEO) from which the setup was downloaded in the Username and Password fields respectively. Then enter captcha and click on “Login” button.



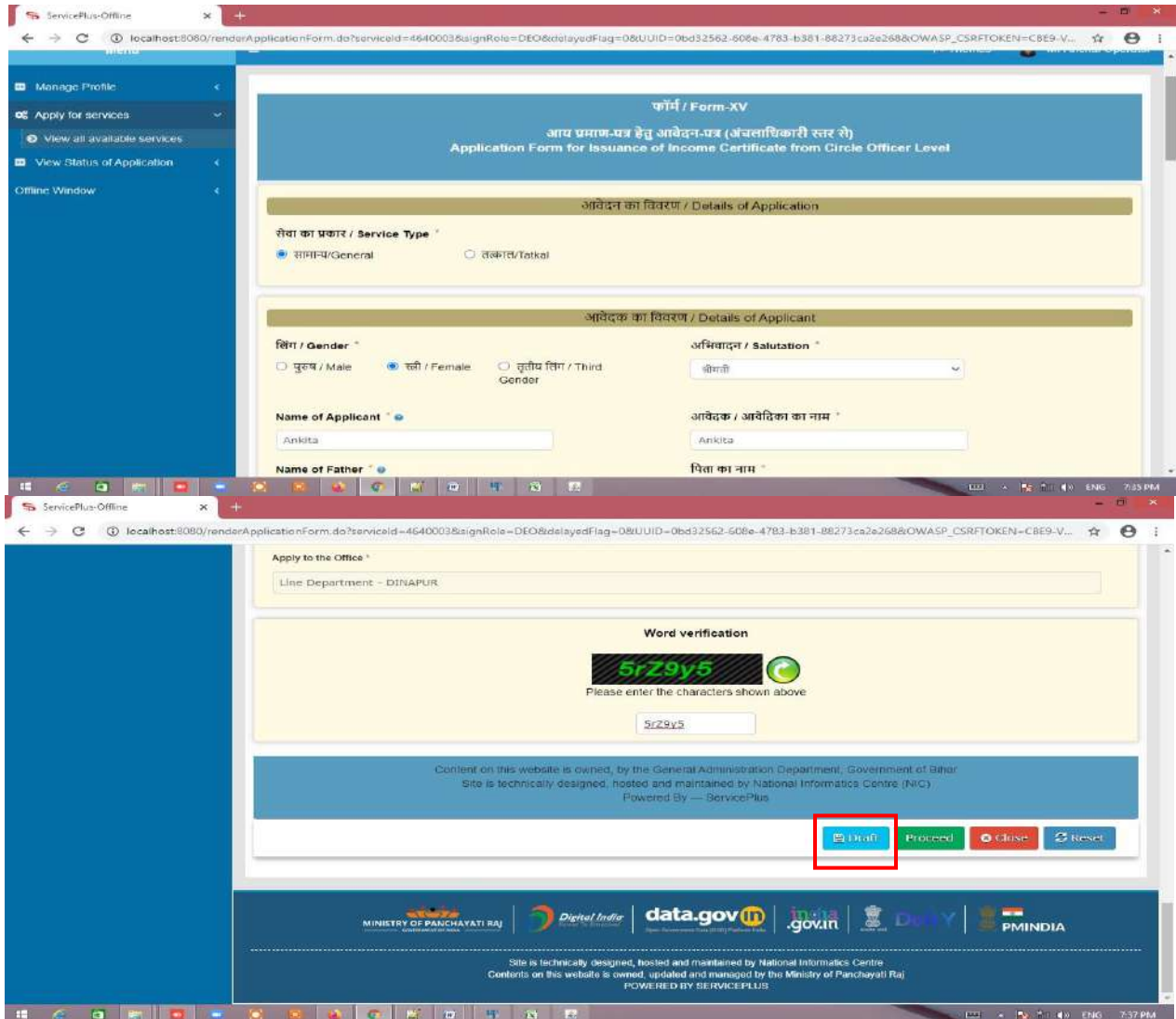
**Step-3:** After Login, go to menu and click on “Apply for Services” and choose “View all available services”.



**Step 4:** Select the required service.



**Step 5:** After selecting the service the Application Form will open. Fill the Application Form and click on “Proceed” button



The screenshot shows the 'Form-XV' application form for issuing an Income Certificate from a Circle Officer Level. The form is titled 'आय प्रमाण-पत्र हेतु आवेदन-पत्र (अंचलाधिकारी स्तर से)'. It includes sections for 'Details of Application' and 'Details of Applicant'. The 'Details of Applicant' section contains fields for Gender (Female selected), Salutation (श्रीमती), Name of Applicant (Ankita), and Name of Father. At the bottom, there is a 'Word verification' section with a CAPTCHA image showing '5rZ9y5'. Below the CAPTCHA, there are buttons for 'Draft', 'Proceed', 'Close', and 'Reset'. The 'Draft' button is highlighted with a red box.

**Step 6:** Attach the Annexures, if asked and “Submit”. Acknowledgment will be generated.



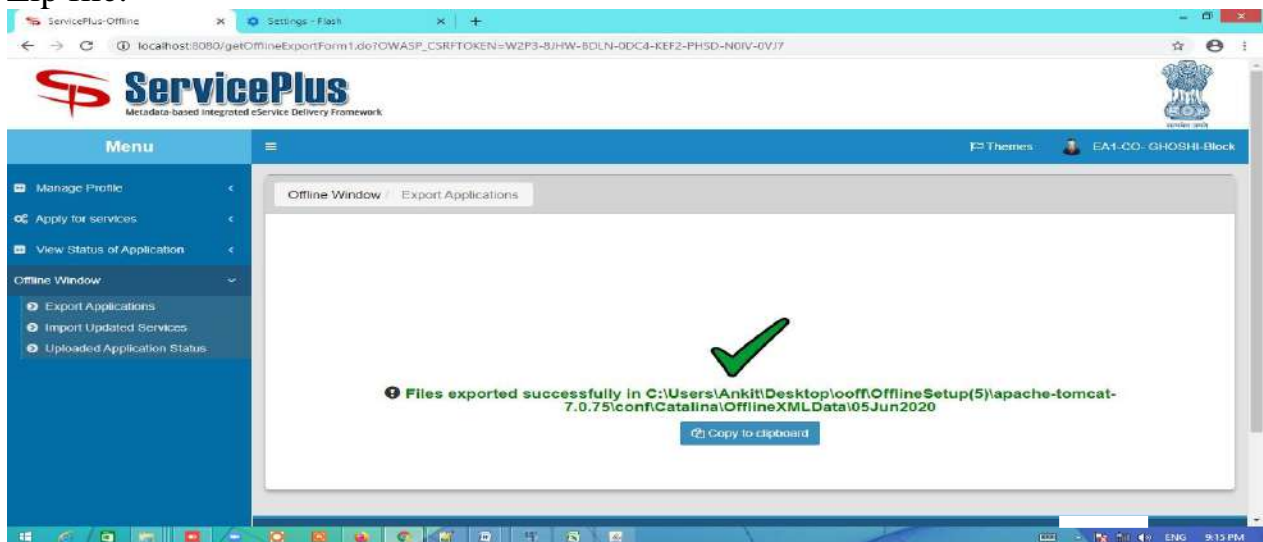
The screenshot shows the 'APPLICATION ACKNOWLEDGEMENT' page. It features the ServicePlus logo and the text 'लोक सेवाओं का अधिकार बिहार सरकार (आवेदक का विवरण)'. The page displays the application details, including the applicant's name (Ankita), father's name, and the date of application (15/06/2020). The page is signed by 'Mr Anchal Operator'.

## (II) How to Sync Data from Offline ServicePlus to Online ServicePlus?

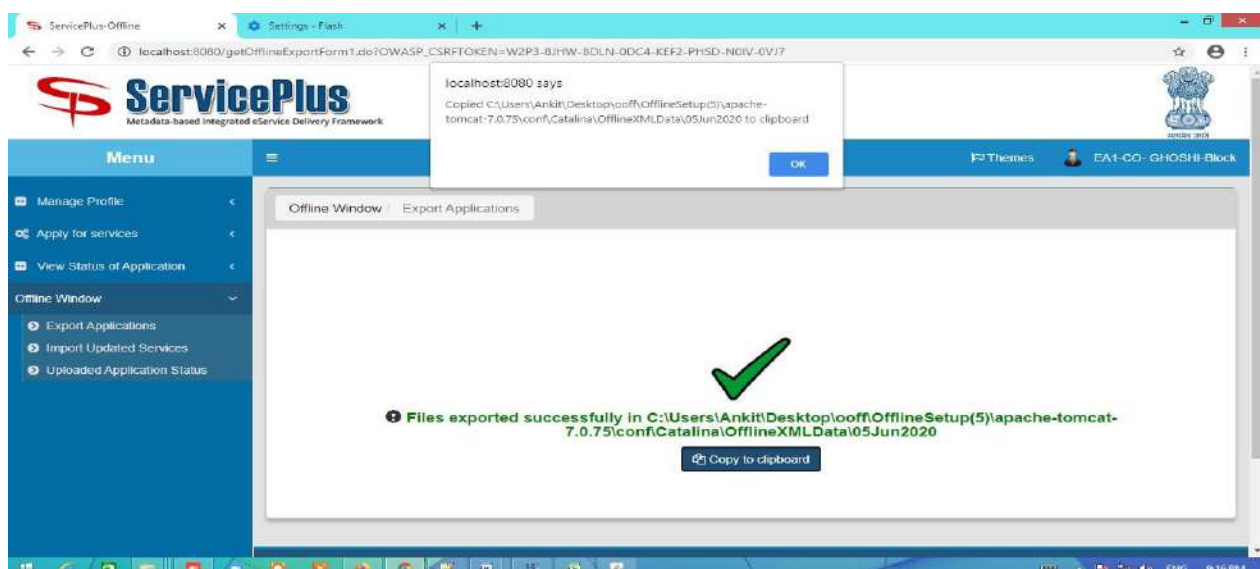
**Note: Data from Offline ServicePlus need to be uploaded in Online ServicePlus. Designated officials can take action of Verification Entry, Approval / Rejection and Issue of Certificate / Sanction Order in Online ServicePlus only.**

**After applying multiple applications (in various services) in Offline ServicePlus, data of applied applications can be taken in a Zip file which should be synced to online by logging in Online ServicePlus with the same User-Id and Password of Data Entry Operator (DEO) from which the Offline ServicePlus setup was downloaded.**

**Step 7:** Select “Offline Window” menu and click “Export Applications” to generate a Zip file.

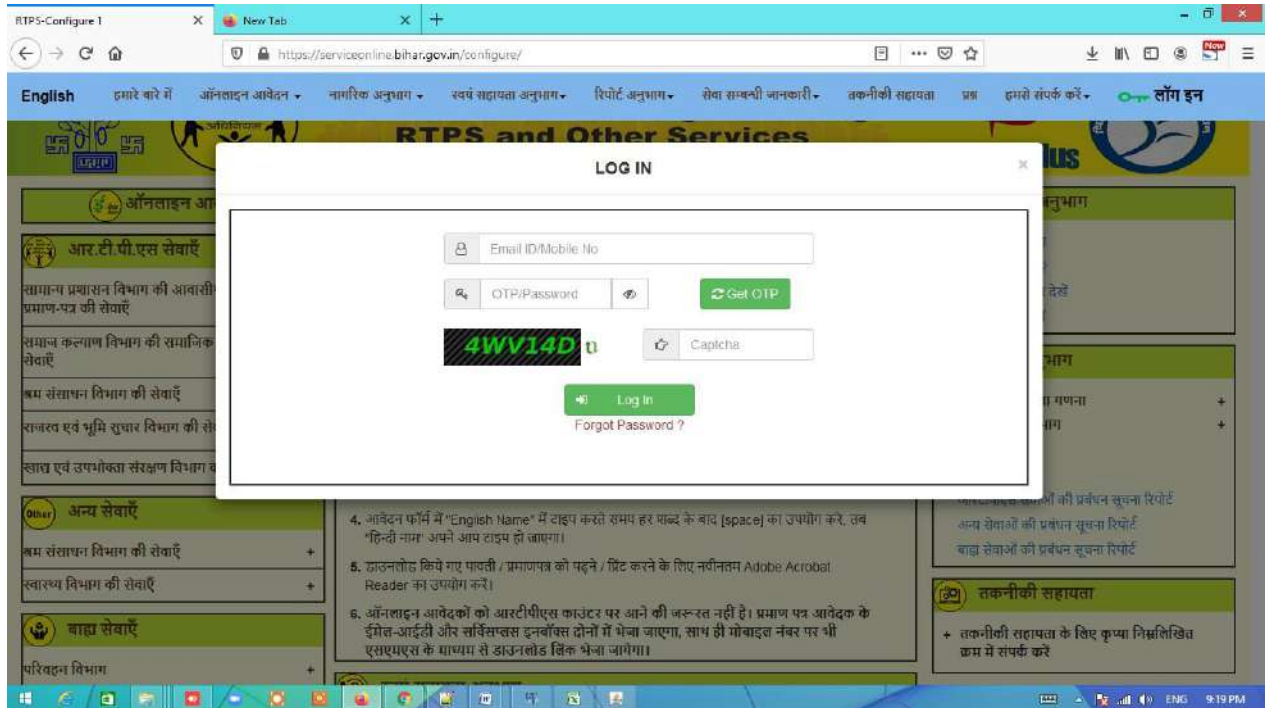


**Step 8:** Click “Copy to Clipboard” button. This will save the Zip file on your system inside the “Offline Setup” folder.

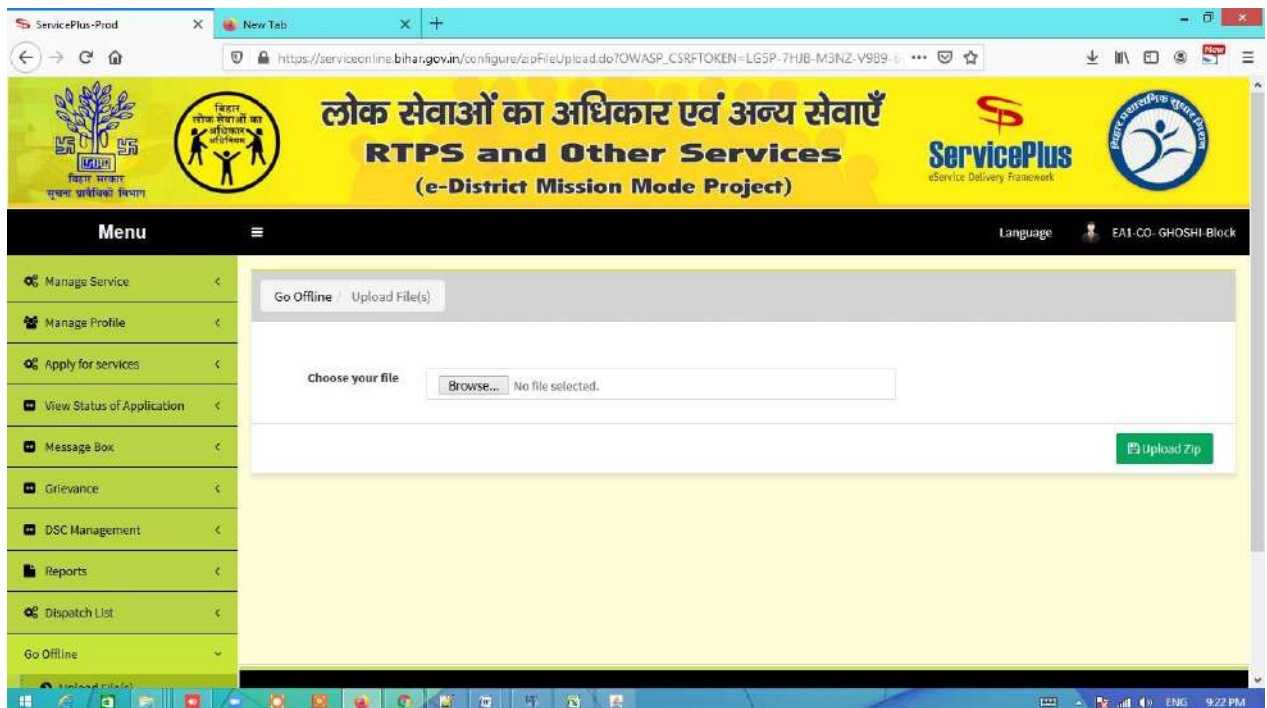




**Step 9:** Now, Login to Online ServicePlus (URL: <https://serviceonline.bihar.gov.in>) from the same User-Id and Password from which Offline ServicePlus setup was downloaded.



**Step 10:** Go to Menu and click on “Go Offline” then choose “Upload File(s)”. Click on “Browse” button and select the Zip file to upload and click on “Upload Zip” button.

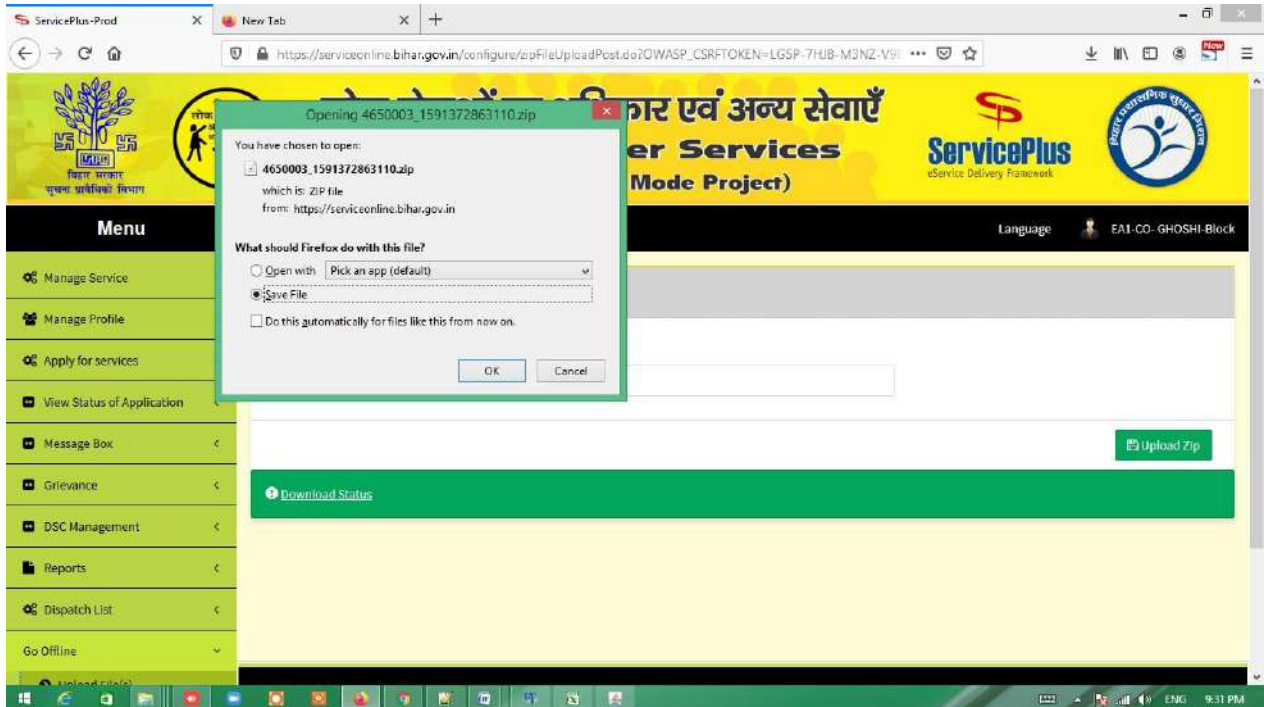


**Note:** Now data of offline applications are finally uploaded in online system.

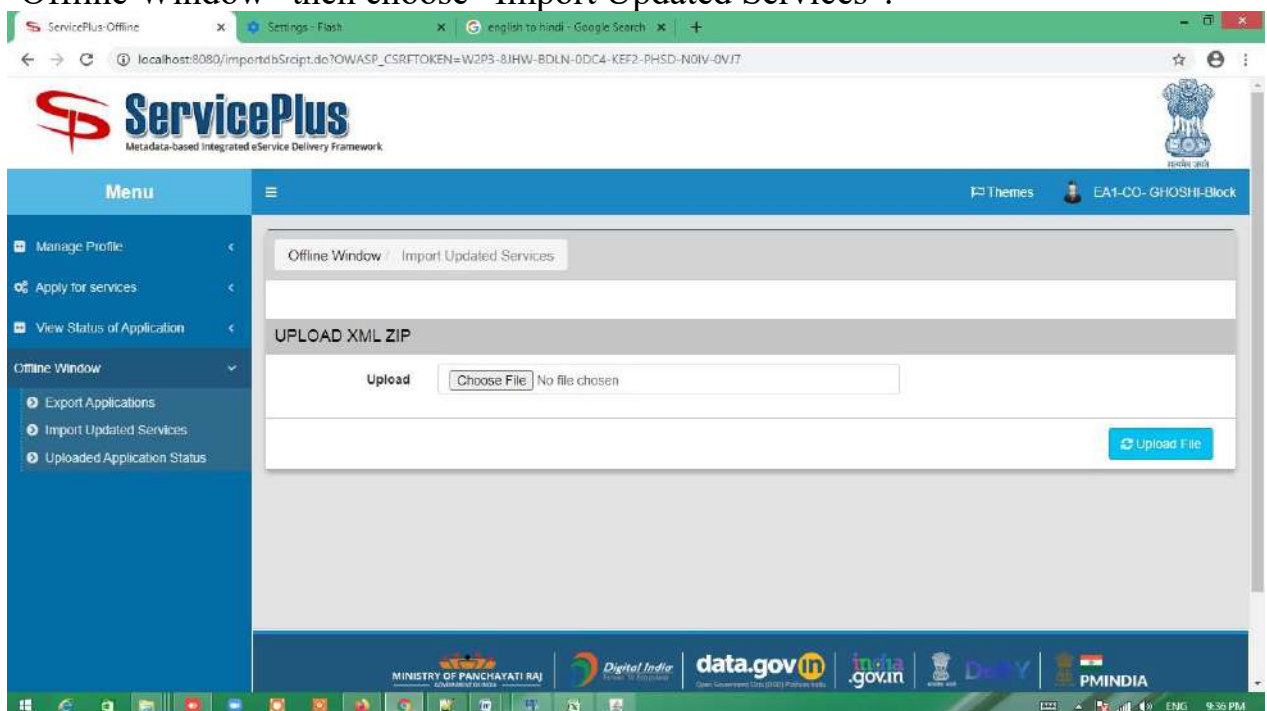
### (III) How to Sync Data from Online ServicePlus to Offline ServicePlus?

**Note: It is required to map Applications in Offline ServicePlus with Online “Application Reference Numbers” and their latest Status.**

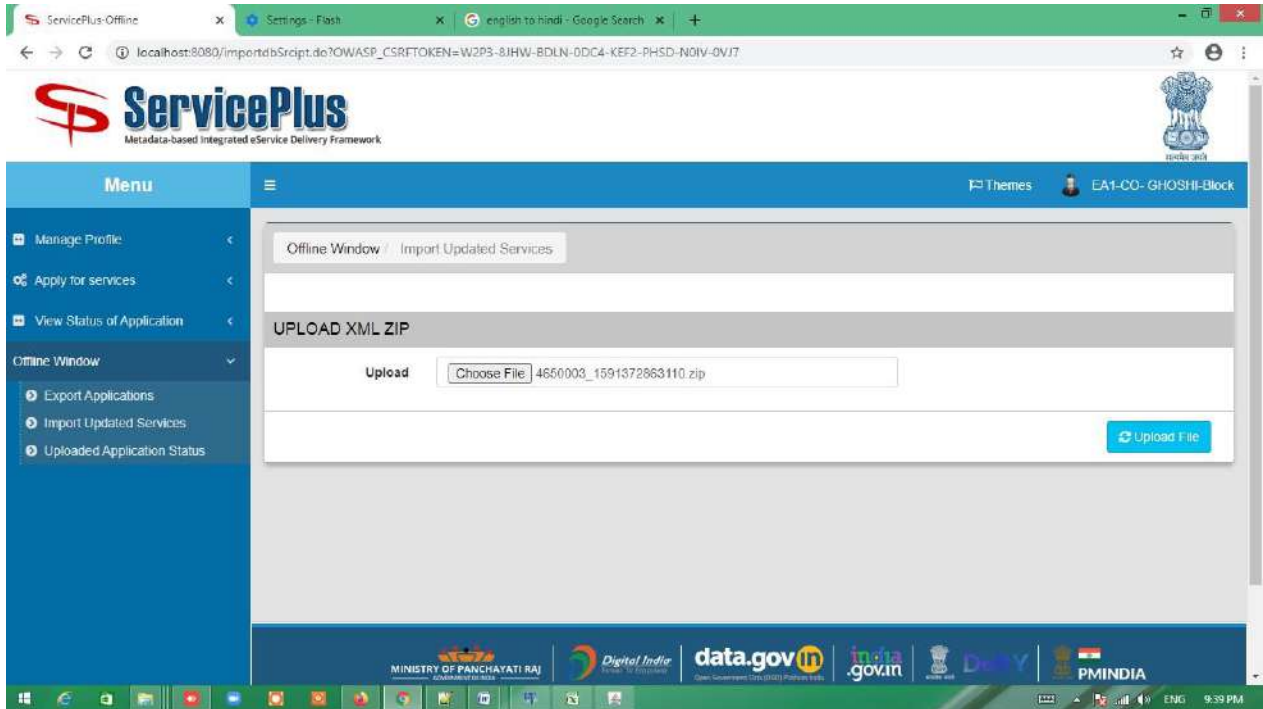
**Step 11:** Now click on “Download Status” link and save file.



**Step 12:** Now again login in Offline ServicePlus and go to Menu and click on “Offline Window” then choose “Import Updated Services”.



**Step 13:** Now click “Choose File” button and select the file downloaded from Online ServicePlus and click on “Upload File” button.



**Note: Now Offline Applications are mapped with Online “Application Reference Numbers” and their latest Status.**

**End**