

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?

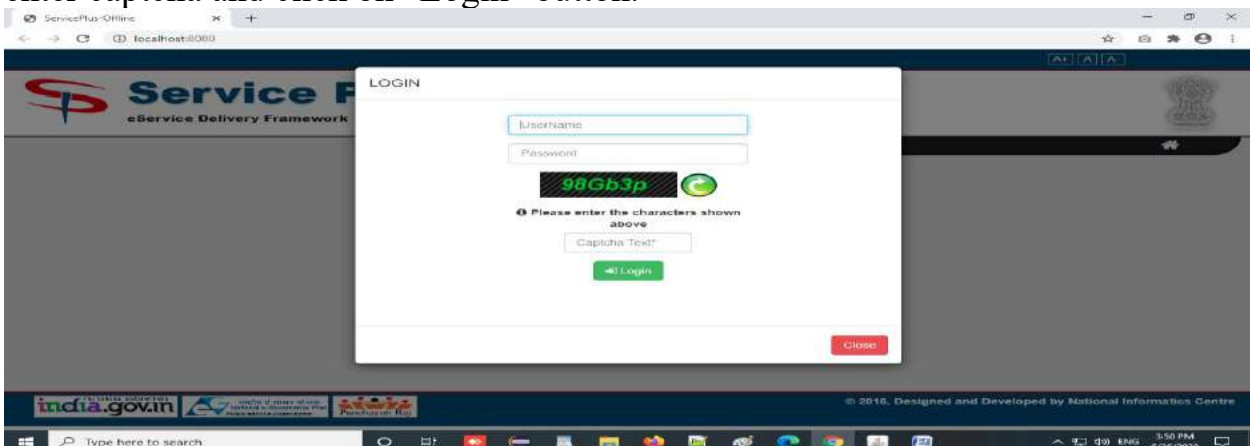
(I) How to Operate Offline ServicePlus?

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

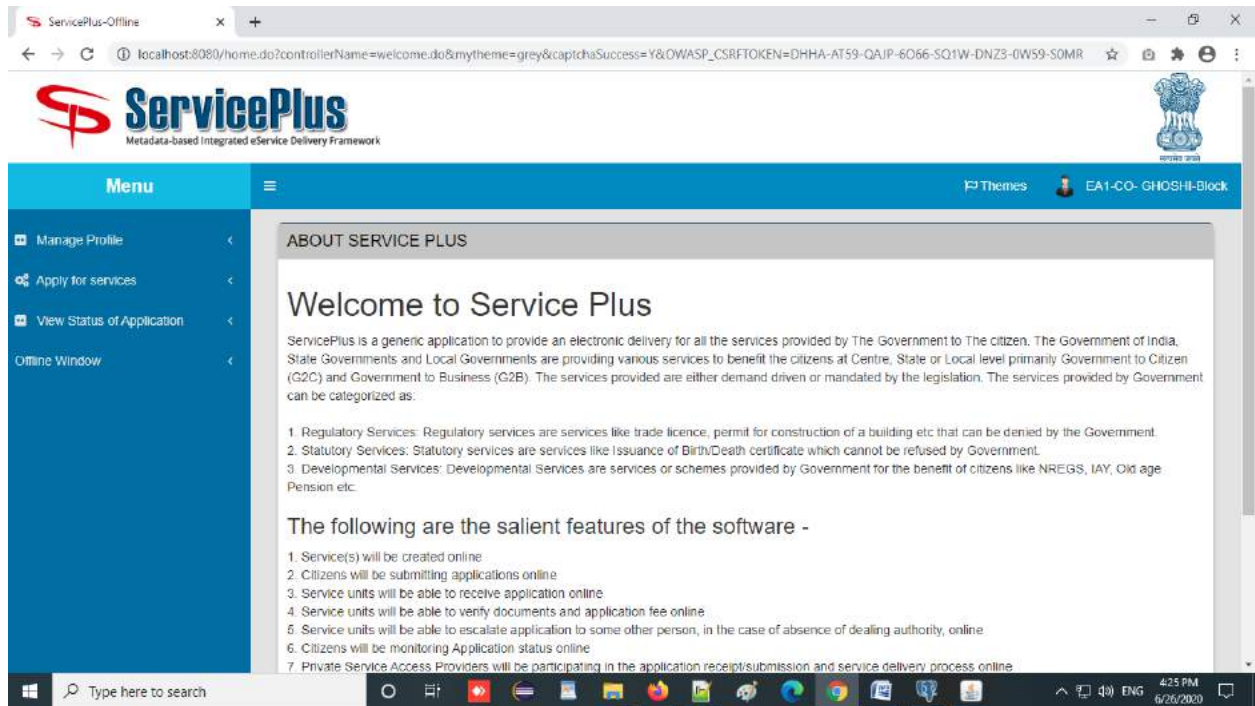
Step-1: Run “serviceplus.bat” file available in unzipped folder or its Shortcut on Desktop. Offline ServicePlus will open in few seconds. Click on “Login” Button.



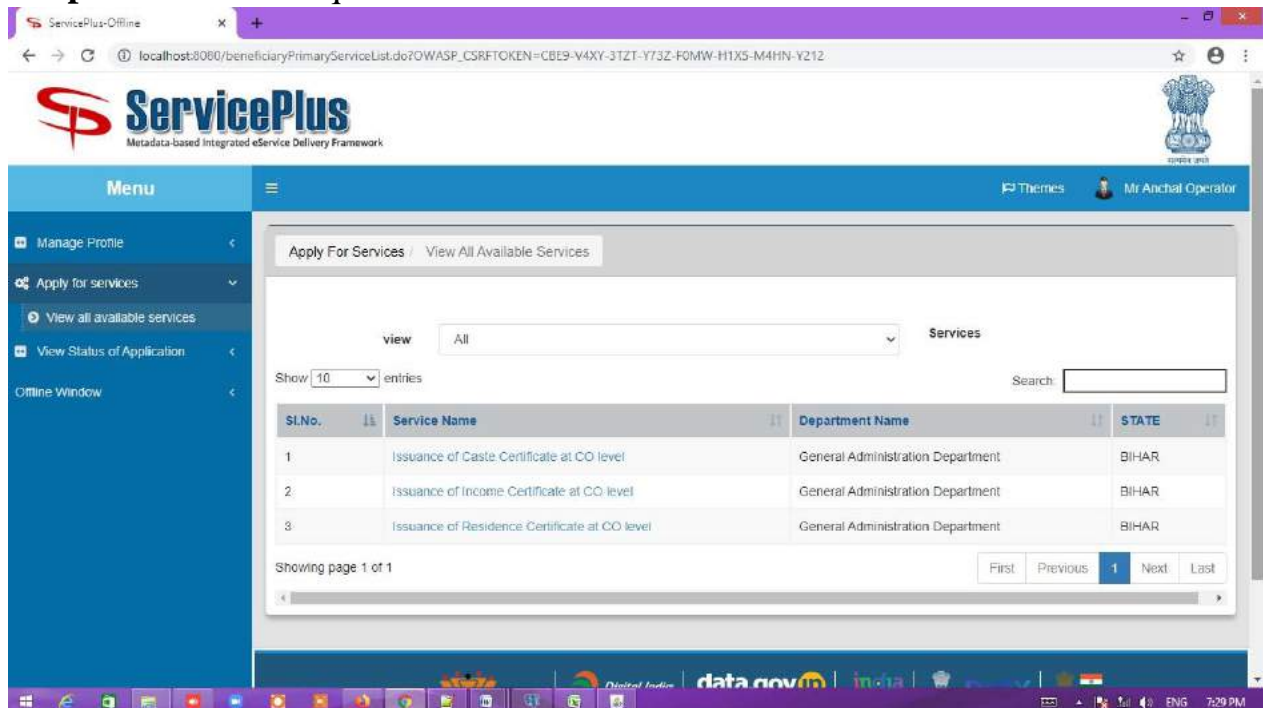
Step-2: Enter the User-Id and Password of Data Entry Operator (DEO) from which the setup was downloaded in the Username and Password fields respectively. Then enter captcha and click on “Login” button.



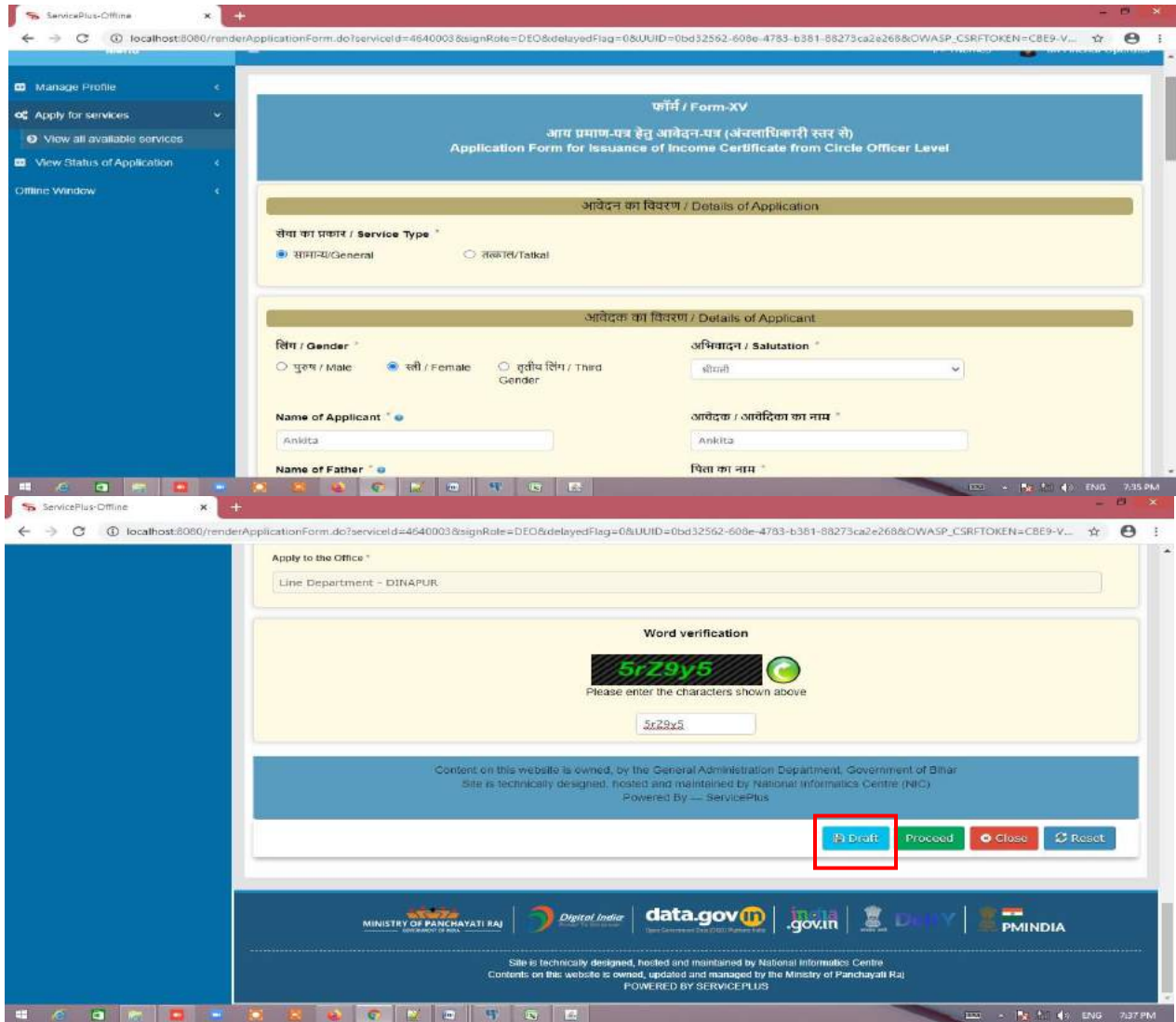
Step-3: After Login, go to menu and click on “Apply for Services” and choose “View all available services”.



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 'आय प्रमाण-पत्र हेतु आवेदन-पत्र (अन्यताधिकारी स्तर से)'. The form is divided into several sections:

- अवेदन का विवरण / Details of Application:**
 - सेवा का प्रकार / Service Type: सामान्य/General, तत्काल/Tatkal
- अवेदन का विवरण / Details of Applicant:**
 - लिंग / Gender: पुरुष / Male, स्त्री / Female, तृतीय लिंग / Third Gender
 - अभिवादन / Salutation: श्रीमती
 - Name of Applicant: Ankita
 - आवेदन / आवेदिका का नाम: Ankita
 - Name of Father: [Blank]
 - पिता का नाम: [Blank]
- Apply to the Office:** Line Department - DINAPUR.
- Word verification:** A captcha image showing '5rZ9y5' with a green checkmark. Below it is an input field containing '5rZ9y5'.
- Buttons:** Draft (highlighted with a red box), Proceed, Close, and Reset.

At the bottom, there is a footer with logos for the Ministry of Panchayati Raj, Digital India, data.gov.in, .gov.in, DRIY, and PMINDIA. A note states: 'Site is technically designed, hosted and maintained by National Informatics Centre. Contents on this website is owned, updated and managed by the Ministry of Panchayati Raj. POWERED BY SERVICEPLUS'.

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



The screenshot shows the 'APPLICATION ACKNOWLEDGEMENT' page. The header includes the ServicePlus logo and the user 'Mr Anchal Operator'. The main content area displays the following information:

- सौक सेवाओं का अधिकार विहार सरकार (आवेदन का विवरण)**
- अवेदन की पहली सेवा का प्रकार: सामान्य
- अवेदन की तिथि: 05/06/2020

The acknowledgment details are presented in a table-like format:

सेवा का नाम	आय प्रमाण-पत्र का निगमन (अन्यताधिकारी)	काल का नाम	Mon
नाम निर्दिष्ट लोक सचिव	- अन्याताधिकारी स्तर से	अनुमोदन	कानापुर
अवेदन संख्या	- 000051D2019770841V0L	नाम निगम / कार्ड संख्या	पटना / 22A
अवेदिका का नाम	श्रीमती Ankita (Ankita)	उपपत्र	05gha
लिंग	दाई	अवेदिका का संबद्ध नोड्स	7903203883
पिता	डिनपुर	सेवा प्रदान करने की स्थिति	10 कार्यालय
सेवा प्रदान करने की प्रस्तावित तिथि	18/06/2020		
उपलब्ध करतब गए दस्तावेजों की सूची	अवेदन का प्रमाणपत्र		

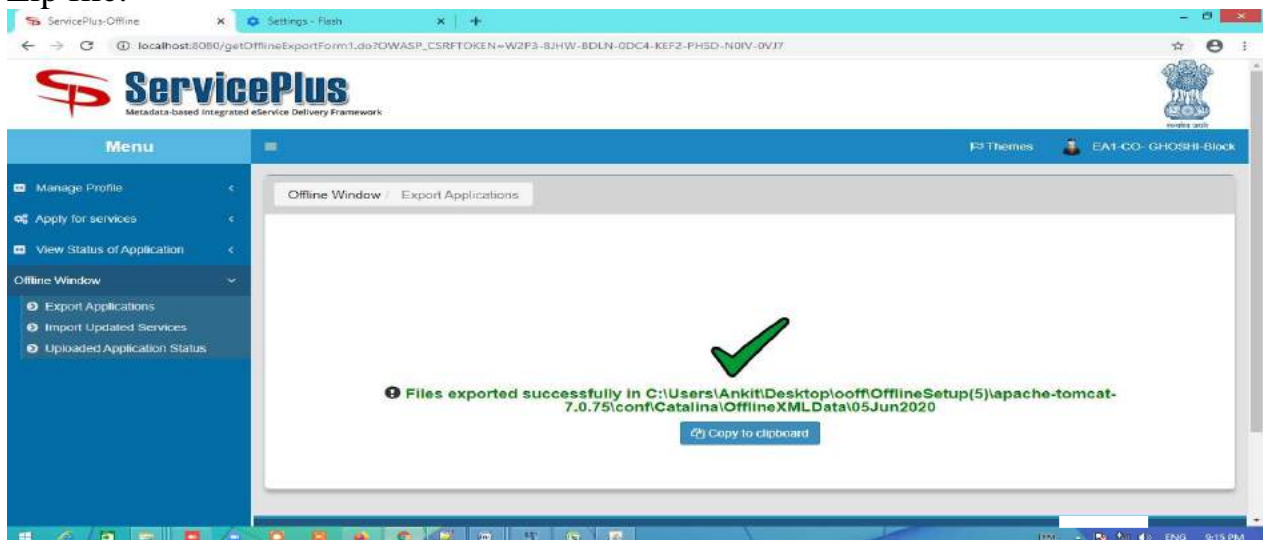
The user 'Mr Anchal Operator' is listed at the bottom right of the page.

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

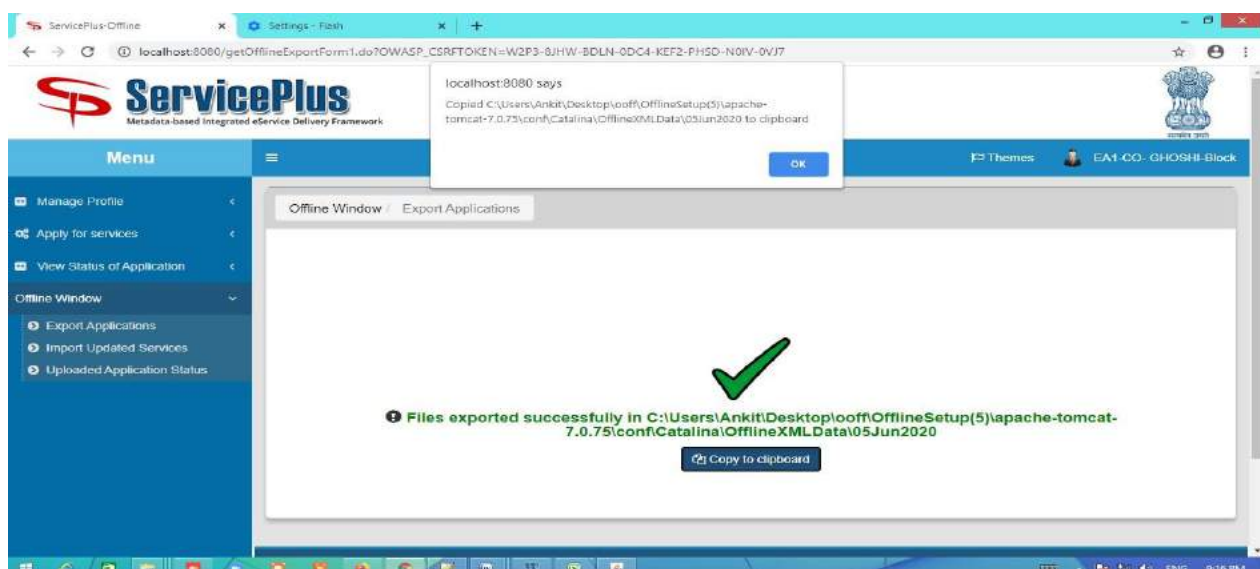
Note: Data from Offline ServicePlus need to be uploaded in Online ServicePlus. Designated officials can take action of Verification Entry, Approval / Rejection and Issue of Certificate / Sanction Order in Online ServicePlus only.

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.

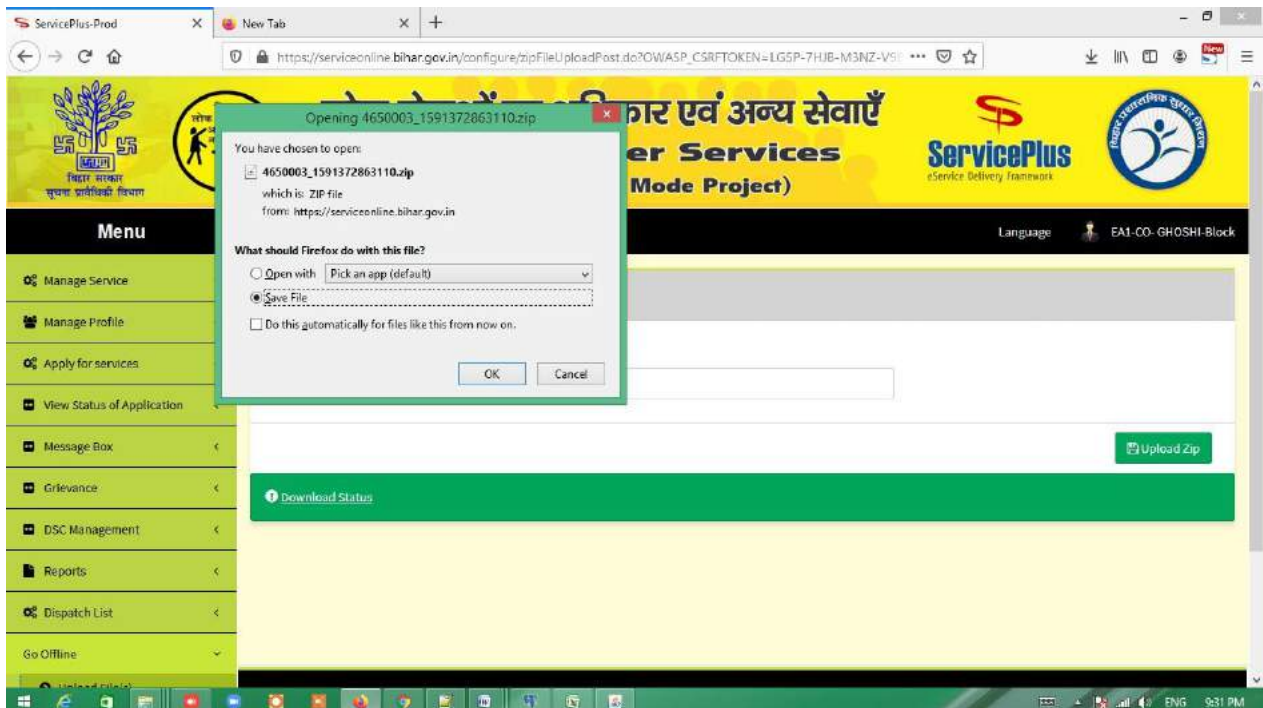


Note: Now data of offline applications are finally uploaded in online system.

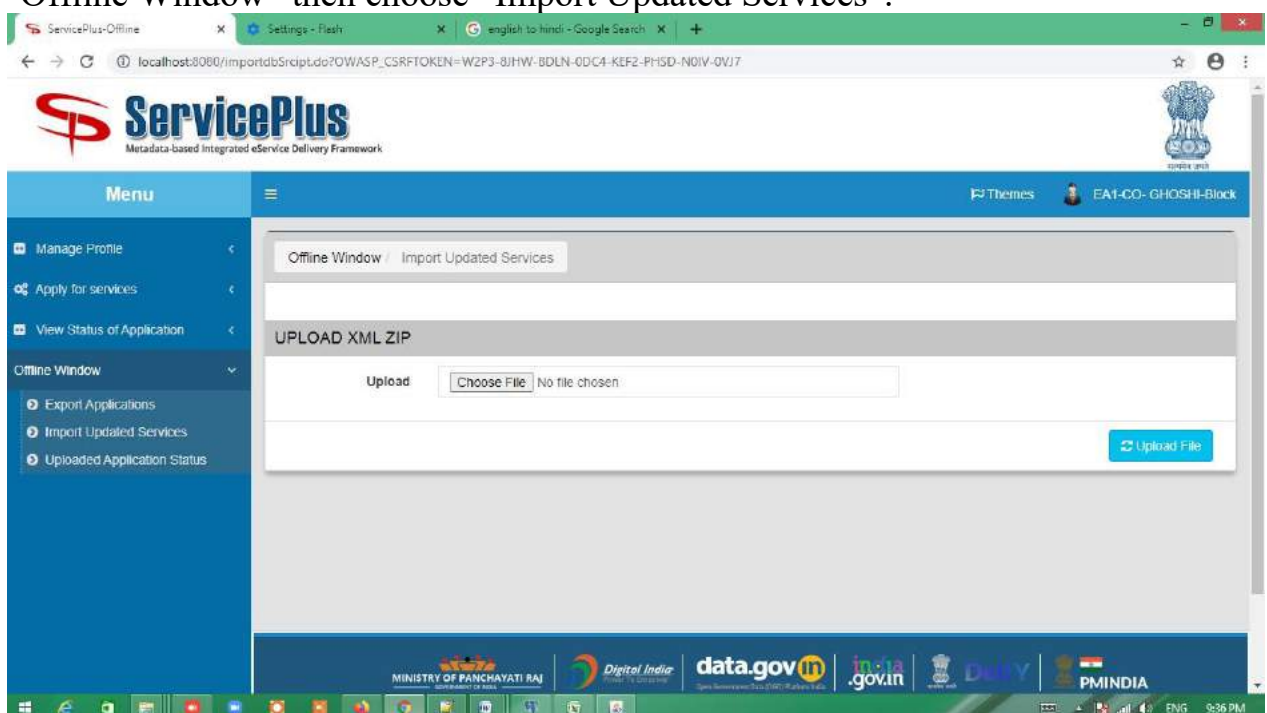
(III) How to Sync Data from Online ServicePlus to Offline ServicePlus?

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

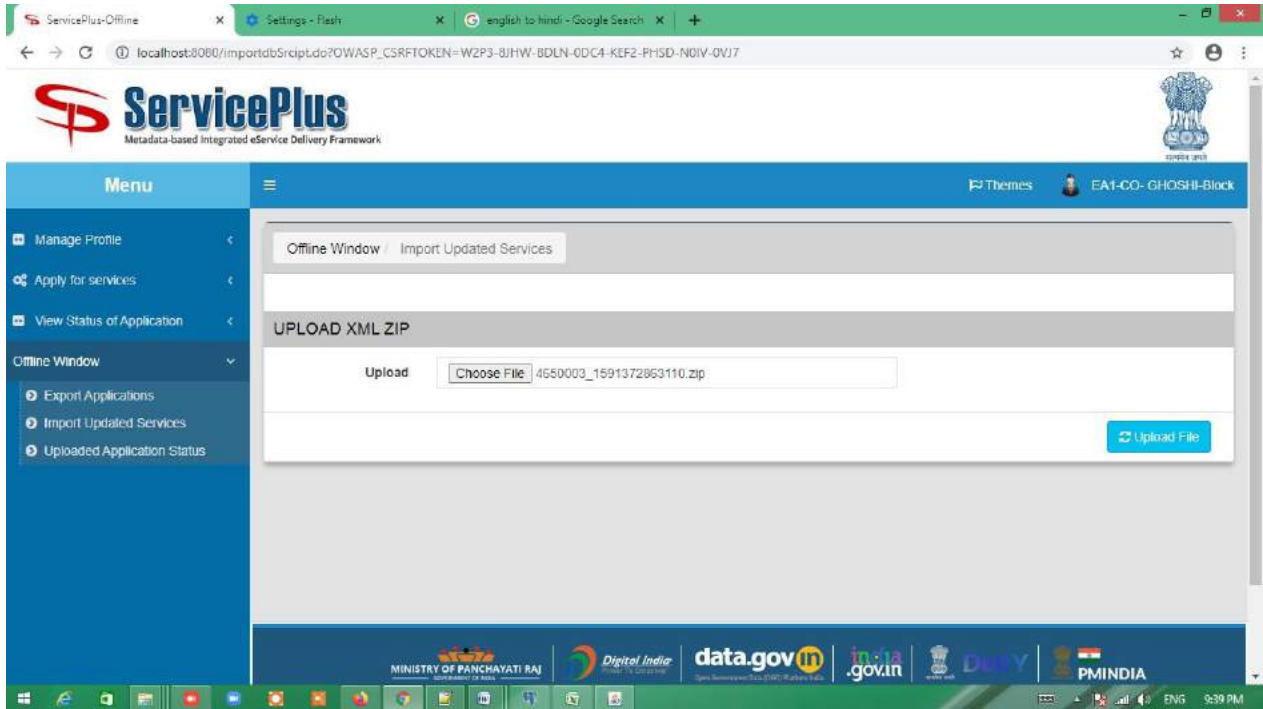
Step 11: Now click on “Download Status” link and save file.



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