User Manual for applying new electricity connection through Single Window

Step 1: Access the website of Rajasthan Single window clearance system

Step 2: Click on “Sign in” tab
Click on “Apply to SWCS” to apply through Single window clearance system
Step 3: Access the Rajasthan Single Sign-on web page

Step 4A: Enter the SSO ID and Password, in case user already has it.

Step 5: Enter Captcha in the space provided

Step 4B: Click on “Register” in case user don’t have SSO ID and password. After registration SSO ID and password will be generated. Post that, User needs to follow step 2A, step 3 and step 4

Step 6: Click on “Login”
Step 7: Select appropriate option

Step 8: Enter BRN no.

Step 9: Enter All Mandatory details (having "*" sign) in form B

In case user don’t have BRN, then click here to generate the same
Step 10: Enter All Mandatory details (having “*” sign) in form C.
Step 11: Check on Self-Declaration box
Step 12: Click on “Submit” tab
Step 13: Click on “OK” tab
Step 14: Expand “Energy” Tab through single click
Step 15: Expand “Electricity Connection” Tab through single click
Step 16: Click on “Apply” Tab
Application form

Add New Request

All the fields marked with * are required.

SDO Identification

Neighbour KNO*  

Validate KNO

Application Details

Request Date  05-Oct-2017  

Request Type  --Select Item--

Personal Details of the applicant

Person  Organisation

Name*  Mr.  

First Name*

Middle Name  

Last Name

C/O

Name*  S/O  

Full Name

Applicant Status*  --Select Item--

Click on the “BACK” tab to go back to the Single window page
Step 17: User needs to mandatorily enter the neighbor consumer number (KNo.).

Step 18: Click on “Validate KNO” tab

Upon successful validation of KNO. This message will be displayed.
Step 19: Fill in all the relevant information
Step 20: Click on “Submit” tab
Success! Request has been registered successfully. Your RequestID is: 2000128729.
**Step 21:** Upload the document for

- Address proof
- Identity proof

<table>
<thead>
<tr>
<th>Request No. Date</th>
<th>KNO</th>
<th>Request Type</th>
<th>Consumer Name / Address</th>
<th>Category</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000137609 - 26/10/2017</td>
<td>0</td>
<td>NC</td>
<td>NAYAL KISHORE SHARMA S/O OP SHARMA PLOT NO:194 NAND Vihar SIDMARTH NAGAR</td>
<td>DOMESTIC LT</td>
<td>pending</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Document Name</th>
<th>File Upload</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS PROOF - DRIVING LICENSE</td>
<td>Choose file</td>
<td>Upload, Delete, Download</td>
</tr>
<tr>
<td>ADDRESS PROOF - RATION CARD</td>
<td>Choose file</td>
<td>Upload, Delete, Download</td>
</tr>
<tr>
<td>ADDRESS PROOF - VOTER ID CARD</td>
<td>Choose file</td>
<td>Upload, Delete, Download</td>
</tr>
<tr>
<td>IDENTIFICATION PROOF - DRIVING LICENSE</td>
<td>Choose file</td>
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</tr>
<tr>
<td>IDENTIFICATION PROOF - PAN CARD</td>
<td>Choose file</td>
<td>Upload, Delete, Download</td>
</tr>
<tr>
<td>IDENTIFICATION PROOF - AADHAR IDPROOF</td>
<td>Choose file</td>
<td>Upload, Delete, Download</td>
</tr>
<tr>
<td>IDENTIFICATION PROOF - VOTER ID CARD</td>
<td>Choose file</td>
<td>Upload, Delete, Download</td>
</tr>
<tr>
<td>NEIGHBOUR KNO PROOF - BILL COPY</td>
<td>Choose file</td>
<td>Upload, Delete, Download</td>
</tr>
</tbody>
</table>
Progress of application can be tracked on Single Window Portal
The application is now made accessible to the concerned Sub-Division office. The Process flow of application form at Sub-Division office is as follows:

1. Introductions (CRM plus):
CRM Plus defines the complete workflow for the New Connection process which is to be introduced in the system, with the intent of “Ease of Business”.

This new system will

- Reduce the Involvement of Roles of Field Executive like JEN, who are associated with Field and do not have PC’s or IT Knowledge
- Reduce the Complexity in the Workflow
- Increase the Visibility to Consumer on Status of requests
- Reduce Multiple Interactions of Consumer with DISCOM staff

Type of Request covered, which will appear in a CRM application:

- New Connection (Permanent/Temporary)
- Load Change (Extension/Reduction)
- Meter Shifting in same Premises
- Name Change/Change of Ownership
- Category/Tariff Change

2. Login Process of CRM Plus

**Navigation path:** - CRM>> Request Management >> NC Request EODB >> GO to CRM Plus

**Assigned User:** CC (Consumer Clerk)

**Description:** - For the login From CRM from CRM plus Authorized User has to login Application to the allotted User ID and then follow the Navigation path.
3. New Connection (With/Without Job)

**Description:** This process allows the SDO user to register and provide New Connection for eligible consumer. If any consumer willing to get permanent/Temporary electricity connection then consumer can give an application in a plain paper to CC or register request from Web. This activity has to be initiated by Consumer Clerk (CC).

**Process Matrix of New Connection**

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Process step</th>
<th>Sub Module</th>
<th>Nigam User</th>
<th>Navigation Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Application Registration</td>
<td>Request Management</td>
<td>CC</td>
<td>Request Management &gt;&gt; NC Request &gt;&gt;Add New Request</td>
</tr>
<tr>
<td>2</td>
<td>J.En. Area Assignment</td>
<td>Request Management</td>
<td>CC</td>
<td>Request Management &gt;&gt; NC Request &gt;&gt;Received &gt;&gt;Action</td>
</tr>
<tr>
<td>3</td>
<td>Site Verification</td>
<td>Request Management</td>
<td>CC</td>
<td>Request Management &gt;&gt; NC Request &gt;&gt;Site Verification &gt;&gt;Verify</td>
</tr>
<tr>
<td>4</td>
<td>Demand &amp; Payment(Print Demand)</td>
<td>Request Management</td>
<td>CC</td>
<td>Request Management &gt;&gt; NC Request &gt;&gt;Demand &amp; Payment &gt;&gt;Demand Note Print</td>
</tr>
<tr>
<td>5</td>
<td>Demand &amp; Payment(Demand Deposition)</td>
<td>Collection</td>
<td>HC</td>
<td>Collection &gt;&gt; Receive &gt;&gt; Cash receive CRM Plus</td>
</tr>
<tr>
<td>6</td>
<td>SCO</td>
<td>Request Management</td>
<td>CC</td>
<td>Request Management &gt;&gt; NC Request &gt;&gt;SCO &gt;&gt; Approve</td>
</tr>
</tbody>
</table>
Step 1: Application Registration

**Navigation path:** - Request Management >> NC Request >> Add New Request.

**Assigned User:** - CC

**Description:** - register New Connection request on Application Registration page.

1.1: Authorized user to navigate to CRM Plus for New Connection (Permanent/temporary).

1.2: Then Application Entry activity page opened and then user has to fill the application detail like consumer Personal details and Connection details on Application registration page and fill the Neighbor K.No of Consumer for Sub-Division Identification and then write the appropriate remark.
1.3:- After filling the Application registration details, the User has to click on Submit button. The system will display a success message “Success! Request has been registered successfully. Your Request ID is _______________”
1.4: Here User can upload necessary Document those required in New connection application (This is an Optional Activity).

**Note:**

1. Request ID is generated on completion of Application registration.
2. Consumer can fill the data on the Website via Web Self Services.
3. SDO Staff (Consumer Clerk) can enter the Application details.
4. New Connection request can be taken through Customer Care Centre Executive (on Call) : If this is to be enabled no documents should be made mandatory till the time of request id generation.
5. Identification of SDO will be done by providing the Neighbour KNO or Office Code via all above systems.
6. In case incorrect SDO has been assigned, the request may be cancelled or modified by CC.
7. Document Upload (Optional activity for request ID generation)
8. Document Upload (Optional activity for request ID generation) can be done by the following medium:
   a. By the consumer vide Web Self Services
   b. At the SDO staff by the Consumer Clerk (Scanner)
   c. In case document has not been uploaded – It can be collected at the time of Site Verification by Agents or SDO
   d. Validations of the documents will be done after download (Offline mode)
   e. The documents size has to be checked while download (<5 MB) (Configurable)
   f. The document type to be checked (while upload) (only pdf and Jpeg are valid formats)

**Step 2: J.En. Area Assignment**

**Navigation path:** - Request Management >> NC Request>>Received>>Action.

**Assigned User:** CC

**Description:** - CC will assign the JEN Office (Selection of JEN Area) after enlisting of pending Request ID’s and then SMS/Email notifications will be sent to the respective JEN for Site verification details.

1.1: After filling the Application Registration details then CC will assign the JEN office so User follow the navigation path and then click on action beside of request ID then related page will opened.
1.2:- for Jen area assignment user follow the navigation path and then click on action button beside of request ID then related page will opened.

1.3:- Then User selects Jen office code and fills the site verification forecast detail and then click on submit button.
1.4: After filling the **Jen Area assignment** details with appropriate remarks then User click on Submit button then system displays a success message **“Success! Request has been successfully assigned”**.

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**Step 3: Site Verification**

**Navigation path:** - Request Management >> NC Request>>Site Verification>>Verify.

**Assigned User:** CC

**Description:** - All the details of **Site verification** provided by the JEN will be entered in the system by the CC and CC will upload site verification document and fill the demand detail and SCO forecast detail those received by the request related JEN office.

1.1: For performed this activity User follow the navigation path and then click on Verify action button beside of request ID and then related page will opened.

1.2: User will upload site verification document received through JEN office this is an optional activity.
1.3: Then User will fill the site verification details those provided by the Jen and also select Job required option and fill the Demand detail and SCO forecast details and fill the appropriate remarks and click on submit button.
1.4: After filling the details then User has to click on Submit button then system displays a success message “Site verification has been successfully submitted for Request ID”

Note:-

1. User Check Commercial feasibility offline (existing defaulter, legal, theft cases).
2. There will be either a check box or a drop down for selection of feasible (Yes/No/On Hold)
3. The authority that has approved/rejected the request will be captured as remarks in the system
4. All the details provided above by the JEN will be entered in the system by the CC
5. In Case the JEN has not done the Site Verifications till a specified date, a reminder SMS/E-mail is sent to the Field Officer (JEN)
6. The SMS for all the requests on the date on which the verification is due is queued and sent to respective officer for action in the morning at 8:00 am
7. Notifications to be sent to consumer in case of reschedule
8. The Demand note will be created offline by the SDO Staff/Agent
9. The Demand note will be based on the Load and Classification of consumer done by JEN/Agent during Site visit.
10. The CC can upload the demand
11. Approved demand is uploaded into the system in scanned format (in pdf and jpeg)
12. Demand note will have Pay by Date (defined at the time of upload by the CC)

Step 4: Demand & Payment (Print Demand)

Navigation path: - Request Management >> NC Request>>Demand & Payment>>Demand Note Print.

Assigned User:-CC

Description: - CC will generate print order of Demand and provide to the consumer.

1.1: For performed this activity User follow the navigation path and then click on Print button beside of request ID and then demand note will generate.
1.2: Then generate print out and then provide to the consumer.
**Note:-**

1. SMS will be sent to the consumer on upload of demand into the system
2. SMS/E-mail reminder to the consumer will be sent (on the last day) in case he/she has not made the payments within a stipulated time
Demand Payment by the Consumer

Step 1: Access the Jaipur Discom home page

Step 2: Click on “Access Online Services”
Upon click at Step 2, the system redirects user to the home page of Web Self Service Portal.

Existing User may fill in details here.

In case of new user click here otherwise fill in details for “User Name” and “Password”. Then click on “Log In” tab.
New User Registration Form:

Fill the relevant details in the New user Registration form.
Fill the relevant details in the New user Registration form

Click on “Submit” Tab to generate username and password
After generation of “User Name” and “Password”, fill the same in log-in page and click on “Log-In” tab.
After generation of “User Name” and “Password”, fill the same in log-in page and click on “Log-In” tab.

Fill in the Request no as received through SMS and Click on “search” tab.

Click on “Demand detail” tab.

Select online payment and click on “Make Payment” tab
1. Total amount payable will be displayed.
2. Transaction charges will be displayed.
   click on “Click here>>” tab.
Applicant may pay online Demand charges by choosing any of the available online payment methods.
Status Tracking by Consumer

Click on "Request Status"

Active service status will be displayed here
Step 5: Demand & Payment (Demand Deposition)

**Navigation path:** Collection>> Receive>> Cash receive CRM Plus

**Assigned User:** HC

**Description:** HC will collect the amount against Generated Demand from the consumer.

1.1: For performed this activity HC will login from allotted User ID and follow the navigation path and then related page will open.

1.2: Then User Search consumer request through request ID and click on search button then Consumer demand detail will be shown and then user select transaction mode and then click on submit button.

![Image of Collection page with details]
1.3: After click on Submit button then system displays a success message “Cash Receive Successfully with Receipt No”

Note:-

1. The demand can be deposited by the consumer online via
   a. Web Self Services
   b. Any E-Mitra Counter
   c. Any SDO Collection counter
Step 5:- SCO

**Navigation path:** - Request Management >> NC Request>>SCO>>Approve

**Assigned User:** CC

**Description:** - CC will complete SCO Compliance detail.

1.1:- For performed this activity CC will login from allotted User ID and follow the navigation path and then related page will open.

1.2:- Then User has to fill the SCO detail.
1.3:- Then fill Master Format data and meter detail and Location detail then after click on Submit Button.

1.4:- after filling the all Compliance details then User has to click on submit button then system displays a success message with K.No “Success! Service Connection Order has been completed successfully new K.No”
1. User can view the detail of Generated K.No in CAT.

The Generation of the Consumer No. (K. No.) is itself the approval of the consumer application of release of new electricity connection. Consumer receives an SMS stating his/her K. No.
Step 1: Access the Discom Home Page

Step 2: Click on “Consumer Corner”

Step 3: Click on “Ease of Doing Business”

Step 4: Click on “Consumer Verification”
Step 5: Enter K. No. to be verified and click on “Submit” tab
Consumer information will be displayed

K Number: 210422041894
Discom: JVVNL
Binder Number: 2319
Account Number: 0242
Bill Number: 21042201757325
Customer Name: MIRANKAR SINGH
Customer Address: S/O Niranjan Singh F NO 303 P NO 6 AND 27 BRU COLONY JAIPUR 19
Bill Date: 17/10/17
Amount Payable: 7265

Back