User Manual for applying new electricity connection through Single Window
Access the website of Rajasthan Single window clearance system

Click on “Sign in” tab

eForms/ eApplications, ePayments/ eCertificates/ eLicenses
The User can also access the website for “Single Window Clearance System” though the Discom’s Web Site

- **Step 1:** Click on “Consumer Portal” under Menu

- **Step 2:** Click on “Single window clearance system” to Apply to through SWCS Portal
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 doesn’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.

In case user don’t have BRN, then click here to generate the same

Step 9: Enter All Mandatory details (having ‘*’ sign) in form B
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
System redirects to here

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.

Click on the “BACK” tab to go back to the Single window page.
Step 19: Fill in all the relevant information
Step 20: Click on “Submit” tab
Message will be displayed on successful submission of the application form

Success! Request has been registered successfully. Your RequestID is: 2000128729.
Step 21: Upload the document for

a. Address proof
b. Identity proof
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; Collection Counter &gt;&gt; Non Energy Charges</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.
<table>
<thead>
<tr>
<th>Request ID</th>
<th>Request Dt.</th>
<th>First Name</th>
<th>Last Name</th>
<th>Request Type</th>
<th>Locality Type</th>
<th>Area Name</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>GI/0000035</td>
<td>19-Jun-2015</td>
<td>DIWAKAR</td>
<td>PANDEY</td>
<td>New Connection - Permanent</td>
<td>URBAN</td>
<td>DF9IU</td>
<td><img src="download_icon" alt="Download" /></td>
</tr>
<tr>
<td>CPS</td>
<td>15-May-2015</td>
<td>NAVEEN</td>
<td>PALAK</td>
<td>New Connection - Permanent</td>
<td>URBAN</td>
<td>SINDI</td>
<td><img src="download_icon" alt="Download" /></td>
</tr>
<tr>
<td>CPS</td>
<td>16-May-2015</td>
<td>NAVEEN</td>
<td>PALAK</td>
<td>New Connection - Permanent</td>
<td>URBAN</td>
<td>ASC</td>
<td><img src="download_icon" alt="Download" /></td>
</tr>
</tbody>
</table>

*Page 1 of 1*
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”

![Success message](image1.png)

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 will opened.

![Verify button](image2.png)
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.
Demand Letter

Jodhpur Vidyut Vitran Nigam Ltd
Office Of Assistant Engineer AEN: O&M, Balotra-301110

Khetaram Mahadev Colony, Ward No. 22, Balotra (M), 344022

Date: 11-Oct-2017

Demand No: DN/N/246335

Category: NON DOMESTIC LT

Contract Demand: 0KVA

Sanctioned Load: 5.00 kW

Subject:
Your Application No. CP30000406055 Date 10-Oct-2017 for NON DOMESTIC LT of 230.00 Volts at supply voltage has been conditionally sanctioned by undersigned.I n this regard you are requested to fulfill following requirements so that further proceedings could be done.

Charge Details

<table>
<thead>
<tr>
<th>Charge Description</th>
<th>Amount Required (Rs.)</th>
<th>Available Amount (Rs.)</th>
<th>Net Payable (Rs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consumer/Meter/Other Security</td>
<td>1000.00</td>
<td>1000.00</td>
<td>1000.00</td>
</tr>
<tr>
<td>CGSS &amp; all other capital</td>
<td>4000.00</td>
<td>4000.00</td>
<td>4000.00</td>
</tr>
<tr>
<td>All miscellaneous receipts/income</td>
<td>900.00</td>
<td>900.00</td>
<td>900.00</td>
</tr>
</tbody>
</table>

Total Amount (In Words) : Five Thousand Nine Hundred rupees only

1. The above demand can be deposited either in cash or through Demand Draft/Bank's Cheque/Pay orders drawn in favour of A.
2. In case, the above requested amount is not deposited by 06-Nov-2017 then your Application form is liable to be cancelled/Timed for
3. Your Demand Note is associated with PRIORITY NUMBER _____________ so for their proceedings will be done only if
4. In case you are a Tenant, there will be an agreement on the bond of Rs.(110+10) and you would have to deposit double security amount.
5. You would have to deposit CAPACITOR and CAPACITOR INSTALLATION charges (according to different load of meter).
6. A Capacitor of ISI mark will be made available by applicant according to his sanctioned load.
7. A 16 Sq mm armoured cable will be made underground by applicant according to his sanctioned load.
8. Connection will be issued only if the material is available. Service Line from pole to meter will be given by you.
9. Your load will be extended only after installation of a new Transformer.
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 – Web Self Service

Step 1: Access the Jodhpur 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.

- In case of new user click here.
- Existing User may fill in details here “User Name” and “Password”. Then click on “Log In” tab.
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.

Click on “Demand detail” tab.

Fill in the Request no as received through SMS and Click on “search” 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>> Collection Counter >> Non Energy Charges

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.
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.

### Master Format

<table>
<thead>
<tr>
<th>Data Type</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sanctioned Load (Kw/kVA)</td>
<td>1.00</td>
</tr>
<tr>
<td>Supply Voltage</td>
<td>230</td>
</tr>
<tr>
<td>Motoring Voltage</td>
<td>--Select Item--</td>
</tr>
<tr>
<td>Capacitor Rent Code</td>
<td>--Select Item--</td>
</tr>
<tr>
<td>Capacitor Rent</td>
<td></td>
</tr>
<tr>
<td>Timer Installed</td>
<td>NO</td>
</tr>
<tr>
<td>Bill Copier</td>
<td>1</td>
</tr>
<tr>
<td>Tariff Code</td>
<td>--Select Item--</td>
</tr>
<tr>
<td>Contract Demand</td>
<td>0</td>
</tr>
<tr>
<td>LT-CT Owner Ship</td>
<td>--Select Item--</td>
</tr>
<tr>
<td>Premises Type</td>
<td>SHOP</td>
</tr>
<tr>
<td>Block Supply Type</td>
<td>Round The Clock</td>
</tr>
<tr>
<td>Special Consumer Type</td>
<td>--Select Item--</td>
</tr>
<tr>
<td>Character of Supply</td>
<td>LT</td>
</tr>
<tr>
<td>Installation Date</td>
<td></td>
</tr>
<tr>
<td>Service No</td>
<td></td>
</tr>
<tr>
<td>ED Code</td>
<td>Not Applicable</td>
</tr>
<tr>
<td>Transformer Ownership</td>
<td>--Select Item--</td>
</tr>
<tr>
<td>CT-PT Ownership</td>
<td>--Select Item--</td>
</tr>
</tbody>
</table>

### Meter Details

<table>
<thead>
<tr>
<th>Data Type</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meter No</td>
<td></td>
</tr>
<tr>
<td>Meter Digits</td>
<td></td>
</tr>
<tr>
<td>Meter Make</td>
<td>--Select Item--</td>
</tr>
<tr>
<td>Meter Vector Type</td>
<td>--Select Item--</td>
</tr>
<tr>
<td>Motor Position</td>
<td>LT Side</td>
</tr>
<tr>
<td>Meter Status</td>
<td>OK</td>
</tr>
<tr>
<td>Accuracy Class</td>
<td>--Select Item--</td>
</tr>
<tr>
<td>Numerator</td>
<td>0</td>
</tr>
<tr>
<td>Tender No</td>
<td></td>
</tr>
<tr>
<td>KWH Reading</td>
<td>0</td>
</tr>
<tr>
<td>KVA Reading</td>
<td>0</td>
</tr>
<tr>
<td>KVAI Reading</td>
<td>0</td>
</tr>
<tr>
<td>Amp Rating</td>
<td></td>
</tr>
<tr>
<td>Meter Type</td>
<td>--Select Item--</td>
</tr>
<tr>
<td>Meter Rent Code</td>
<td>--Select Item--</td>
</tr>
<tr>
<td>Phase</td>
<td>--Select Item--</td>
</tr>
<tr>
<td>Denominator</td>
<td>0</td>
</tr>
<tr>
<td>Overall MF</td>
<td>0</td>
</tr>
</tbody>
</table>

### Location Details

<table>
<thead>
<tr>
<th>Data Type</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Binder Group Code</td>
<td>--Select Item--</td>
</tr>
<tr>
<td>Feeder UNIM</td>
<td>--Select Item--</td>
</tr>
<tr>
<td>Route Sequence No</td>
<td>0</td>
</tr>
<tr>
<td>Binder No</td>
<td>--Select Item--</td>
</tr>
<tr>
<td>DT UNIM</td>
<td>--Select Item--</td>
</tr>
</tbody>
</table>
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”

END Result:-

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.
Third party verification of K. No.

Step 1: Access the Discom Home Page

Step 2: Click on “Consumer Corner” under Menu

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
<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>K Number</td>
<td>210422041884</td>
</tr>
<tr>
<td>Discrn</td>
<td>JVNL</td>
</tr>
<tr>
<td>Binder Number</td>
<td>2319</td>
</tr>
<tr>
<td>Account Number</td>
<td>0242</td>
</tr>
<tr>
<td>Bill Number</td>
<td>21042201757325</td>
</tr>
<tr>
<td>Customer Name</td>
<td>Niranjan Singh</td>
</tr>
<tr>
<td>Customer Address</td>
<td>S/O Niranjan Singh F NO 303 P NO 6 AND 27 BRU COLONY JAIPUR-19</td>
</tr>
<tr>
<td>Bill Due Date</td>
<td>17/10/17</td>
</tr>
<tr>
<td>Amount Payable</td>
<td>7265</td>
</tr>
</tbody>
</table>

Consumer information will be displayed