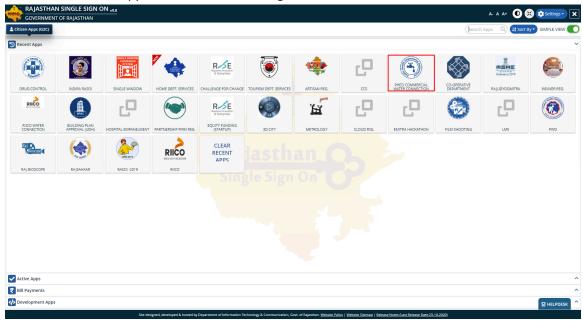
ONLINE APPLICATION SUBMISSION PROCEDURE

APPLICATION FOR NEW COMMERCIAL WATER CONNECTION

1. Applicant sign-in (login) to RajSSO (https://sso.rajasthan.gov.in) portal using his/ her SSOID as shown in figure below.

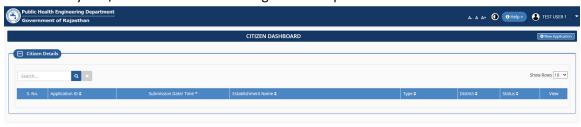


2. After successful sign-in (login), applicant selects "PHED COMMERCIAL WATER CONNECTION" from the available list of applications as shown in figure below.



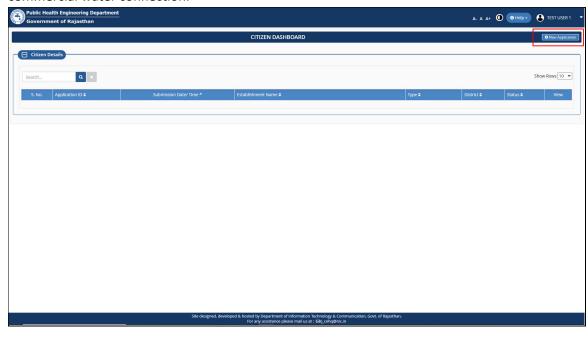


3. Applicant will see the following interface i.e. CITIZEN DASHBOARD where all the applications submitted by him/ her would be listed along with their present status.

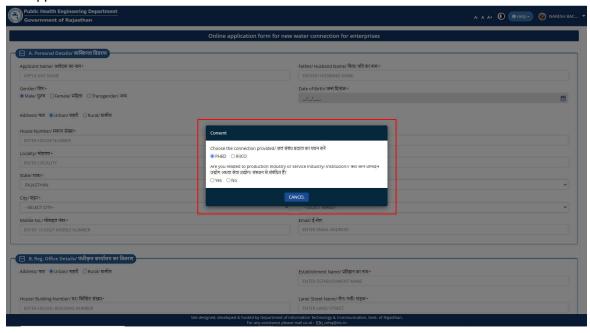


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4. Applicant clicks on "NEW APPLICATION" button as highlighted in the figure below to apply for new commercial water connection.



5. Applicant is presented with a CONSENT window as shown below wherein applicant is prompted to select the service provider (PHED or RIICO) and whether the enterprise belongs to production or service industry. Applicant selects PHED and YES in the window below to continue submitting the application.



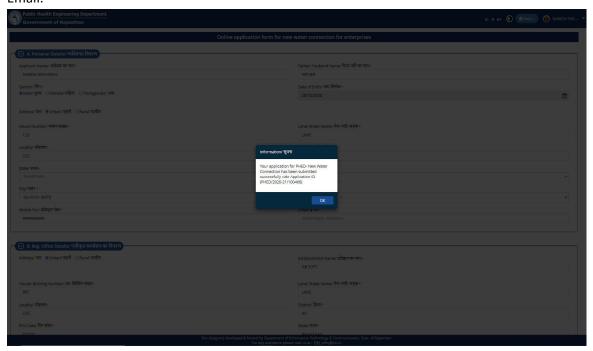
6. Applicant is present the online application form is as shown below wherein applicant enters all the required inputs and uploads the supporting documents.







7. After entering all the required information and uploading the supporting documents, applicant clicks "SUBMIT" button and system presents a confirmation window as shown below indicating that application is submitted successfully and that application is forwarded to respective S.E. (Supdt. Engineer) for further processing. Applicant is also notified of this event through SMS/Email.



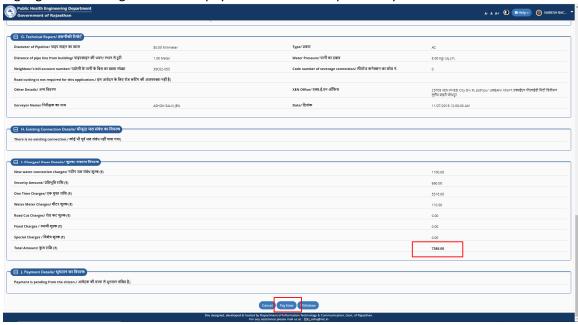
8. Application status is now updated as "APPLICATION SUBMITTED (PENDING WITH SE)" as shown below.



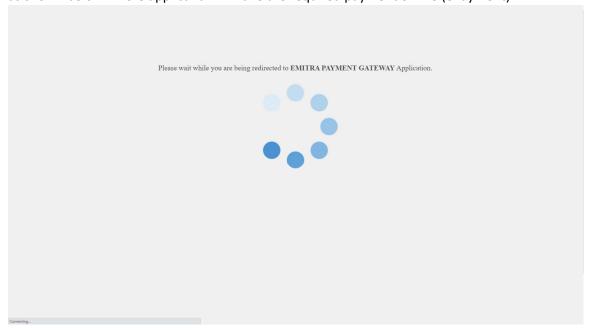
9. S.E. will conduct site inspection and submit the Technical Report online. If connection is feasible then S.E. will generate a demand note for applicant and notification of same shall be sent to the Applicant through SMS/ Email.



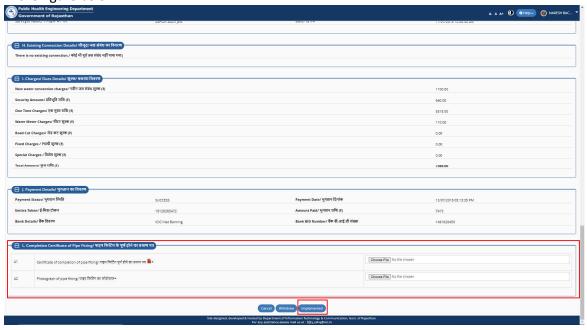
10. Applicant login back to the system to view the demand note and clicks the "PAY NOW" button as highlighted in the figure below to pay the amount as requested by S.E. in demand note.



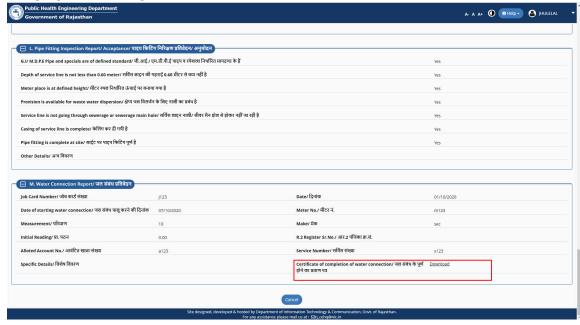
11. Applicant will be redirected to government's own Payment Gateway (Emitra Payment Gateway) as shown below where applicant will make the required payment online (ePayment).



12. On successful ePayment, application advances to the next stage i.e. "Pipe-Fitting". Applicant gets the required pipe-fitting work completed on his/ her own and then upload the requisite details along with picture of Pipe-Fitting and finally clicks on the "IMPLEMENTED" button as highlighted in the figure below.



- 13. Application is now forwarded to respective S.E. where he/ she will conduct on-site inspection to validate the Pipe-fitting work of the applicant. Post-inspection, S.E. will login to system to submit the on-site inspection report online and if all OK, subsequently, issue the digitally signed (eSign) CERTIFICATE OF COMPLETION OF WATER CONNECTION. Applicant is notified of this event through SMS/ Email.
- 14. Applicant login to the system to download the digitally signed (eSign) CERTIFICATE issued by S.E. as highlighted in the figure below.





15. Sample digitally signed (eSign) CERTIFICATE OF CONNECTION.



GOVERNMENT OF RAJASTHAN PUBLIC HEALTH ENGINEERING DEPARTMENT

Certificate Ref. No: PHED/2020-21/100466

Date: 30/10/2020

Certificate to applicant after completion of water connection

Dear NARESH BACHWANI,

Your new water connection bearing A/c No. a123 for Application ID PHED/2020-21/100466 has been released at premises 321, LANE, LOC, BARAN, JAIPUR on date 01/10/2020.





THANK YOU

ONLINE APPLICATION DISPOSAL PROCEDURE

APPLICATION FOR NEW COMMERCIAL WATER CONNECTION

1. S.E. (Superintendent Engineer) sign-in (login) to RajSSO (https://sso.rajasthan.gov.in) portal using his/ her SSOID as shown in figure below.

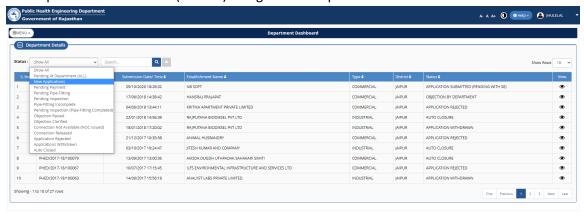


2. After successful sign-in (login), S.E. selects "PHED COMMERCIAL WATER CONNECTION" from the available list of applications as shown in figure below.





3. S.E. is presented with the "DEPARTMENT DASHBOARD" where all the applications pending for his/her disposal would be listed (default) along with their present status.



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4. S.E. clicks "VIEW" button as highlighted below to review the pending application thoroughly including the supporting documents uploaded by the applicant.

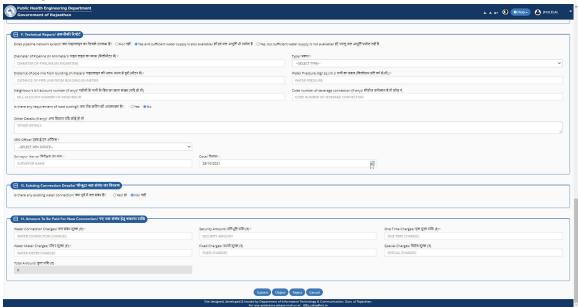


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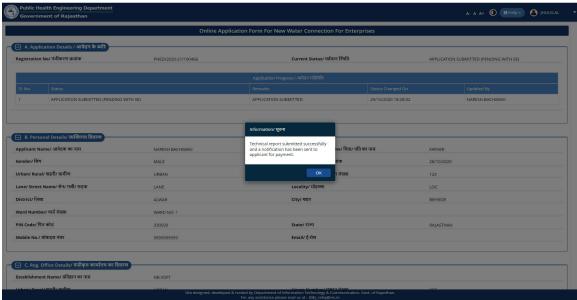
5. If all OK, S.E. enters the required technical details as per applicable rules/ guidelines for connection, validated previous dues, if any, of the applicant and then the amount to be paid by the applicant for obtaining the commercial water connection i.e. demand note and finally clicks the "SUBMIT" button to send the application + technical details + demand note to the applicant for making the online payment (ePayment).

Alternatively, if any discrepancy is observed by S.E. in the application, he/ she clicks the "OBJECT" button and enters the relevant details in REMARKS section to return the application back to applicant for rectifying the discrepancy. If required, S.E. can also click the "REJECT" button to reject the application clearly specifying the reason for same in REMARKS section.

In any of the situation mentioned above, applicant is notified of this event through SMS/ Email. Note: - If infrastructure or water is not available in the requested site then S.E. issues the NOC by clicking on the "ISSUE NOC" button.



6. S.E. is presented with a confirmation window indicating that TECHNICAL REPORT is submitted successfully as shown in the figure below.



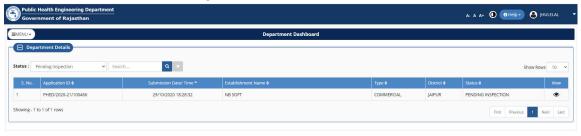


7. Application status is now updated as "PENDING PAYMENT" as shown in the figure below and applicant is also notified of this event through SMS/ Email.



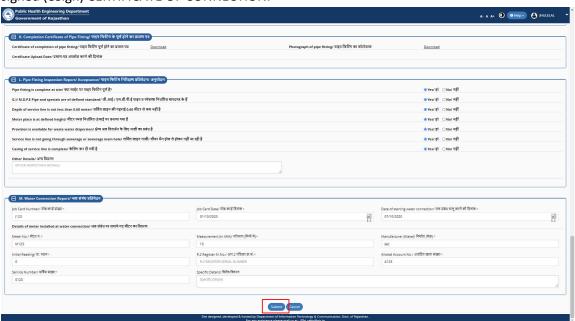
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- 8. Once the applicant makes the required payment online (ePayment) as per details mentioned in the DEMAND NOTE from S.E., application status is updated as "PENDING FOR PIPE-FITTING" and application is still kept pending with the applicant.
- 9. Applicant can now do all the pipe-fitting related work as per TECHNICAL REPORT of S.E. and update the relevant details along with picture of Pipe-Fitting work in his/ her application. Application is now forwarded to S.E. with status as "PENDING FOR INSPECTION" as shown below and applicant is also notified of this event through SMS/ Email.

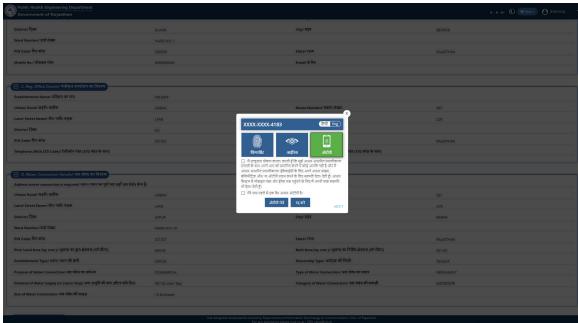


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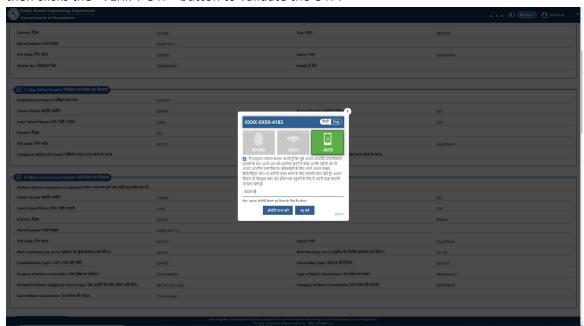
10. S.E. login back to the system to view the PIPE-FITTING related details and pictures as shown below and if all OK, conduct the on-site physical inspection to validate the PIPE-FITTING work. Once the on-site inspection is complete, S.E. login back to the system to upload the INSPECTION REPORT online as shown in the figure below and then clicks the "SUBMIT" button to issue the digitally signed (eSign) CERTIFICATE OF CONNECTION.



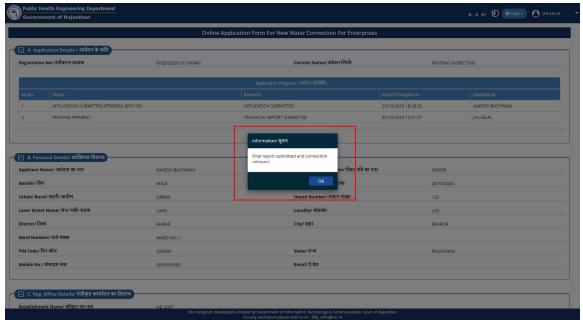
11. S.E. is re-directed to the AADHAAR VERIFICATION window as shown below wherein S.E. selects the first checkbox to give his/ her consent for AADHAAR VERIFICATION and then clicks the "SEND OTP" button to receive the OTP on his mobile number registered with AADHAAR.



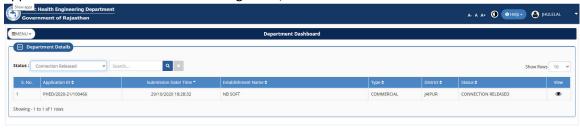
12. S.E. is presented with another window as shown below wherein S.E. enters the received OTP and then clicks the "VERIFY OTP" button to validate the OTP.



13. After successful AADHAAR VERIFICATION, digitally signed (eSign) CERTIFICATE OF CONNECTION is generated by the system and S.E. is presented with a confirmation window as shown below.

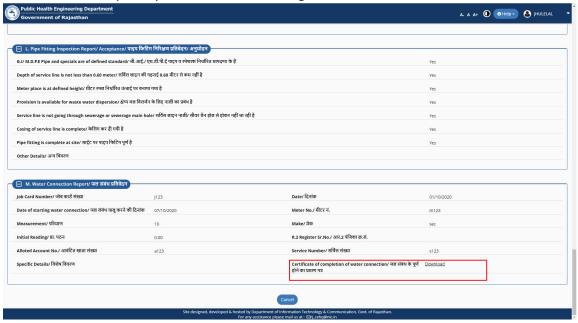


14. Application status is now updated as "CONNECTION RELEASED" as shown in the figure below and applicant is notified of this event through SMS/ Email.



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15. S.E. can view the application again and scroll down to view/ verify the digitally signed (eSign) certificate issued by the system as shown in the figure below.





16. Digitally signed (eSign) CERTIFICATE OF CONNECTION.



GOVERNMENT OF RAJASTHAN PUBLIC HEALTH ENGINEERING DEPARTMENT

Certificate Ref. No: PHED/2020-21/100466

Date: 30/10/2020

Certificate to applicant after completion of water connection

Dear NARESH BACHWANI,

Your new water connection bearing A/c No. a123 for Application ID PHED/2020-21/100466 has been released at premises 321, LANE, LOC, BARAN, JAIPUR on date 01/10/2020.



Signature valid
Digitally Signed by JHU LELAL
Designation: CM
Date: 2020 NO.30 12:18:51 IST
Reason: Connection Released
Location: January

THANK YOU