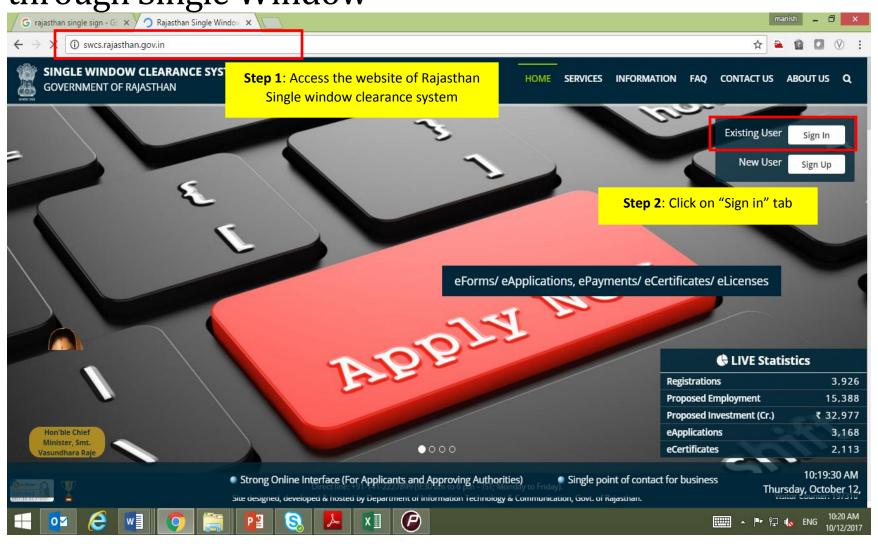
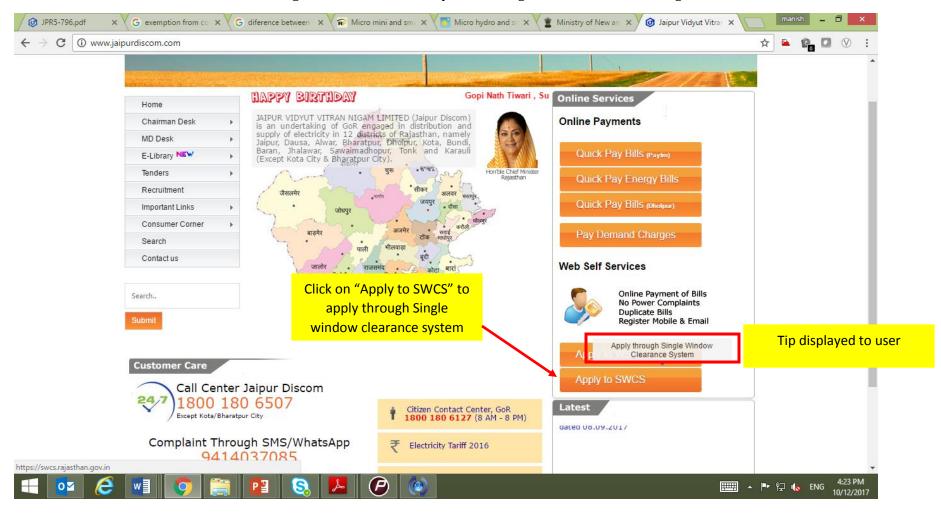
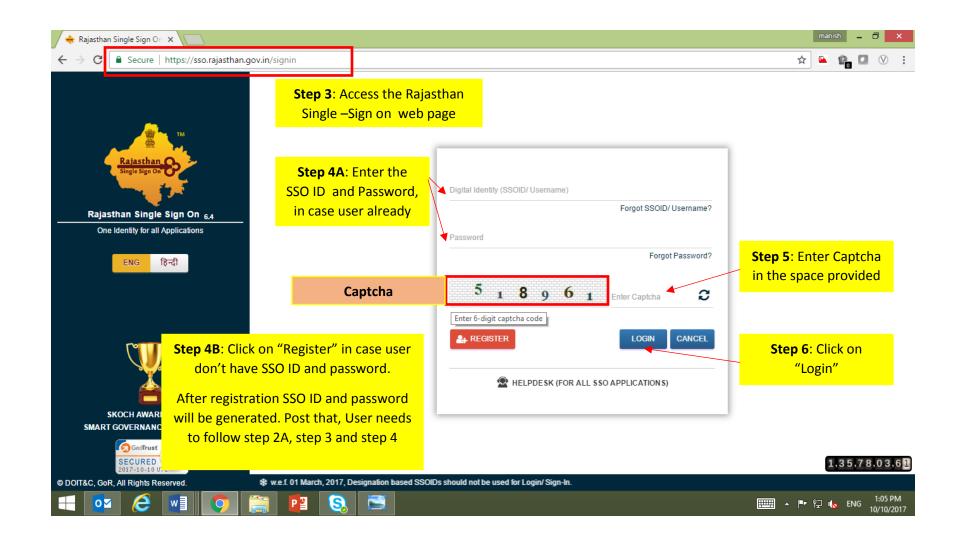
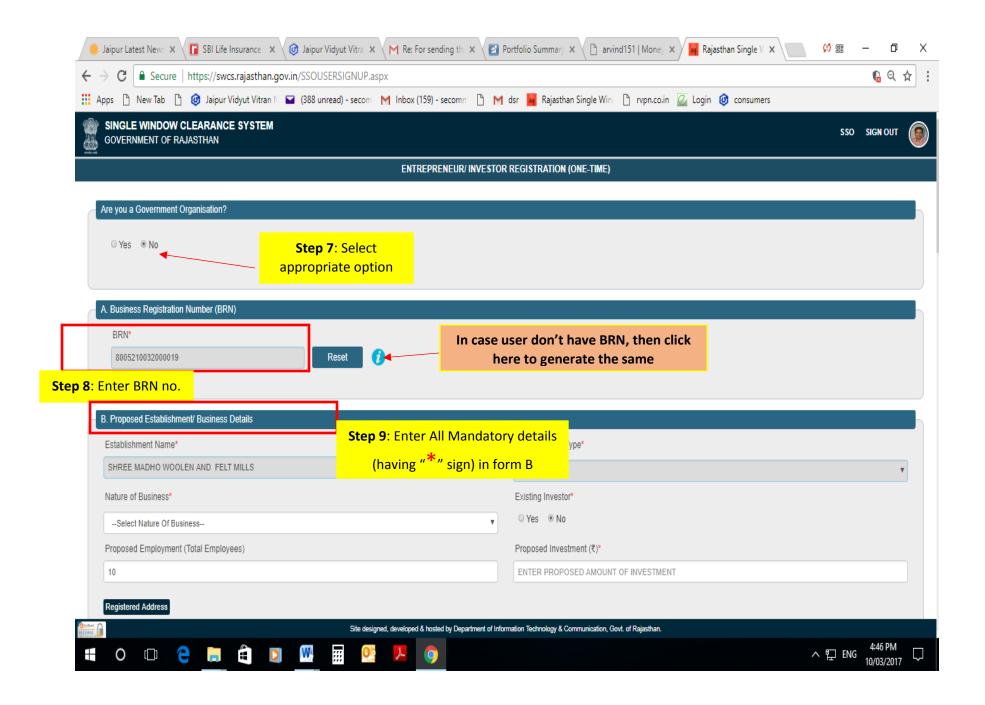
User Manual for applying new electricity connection through Single Window

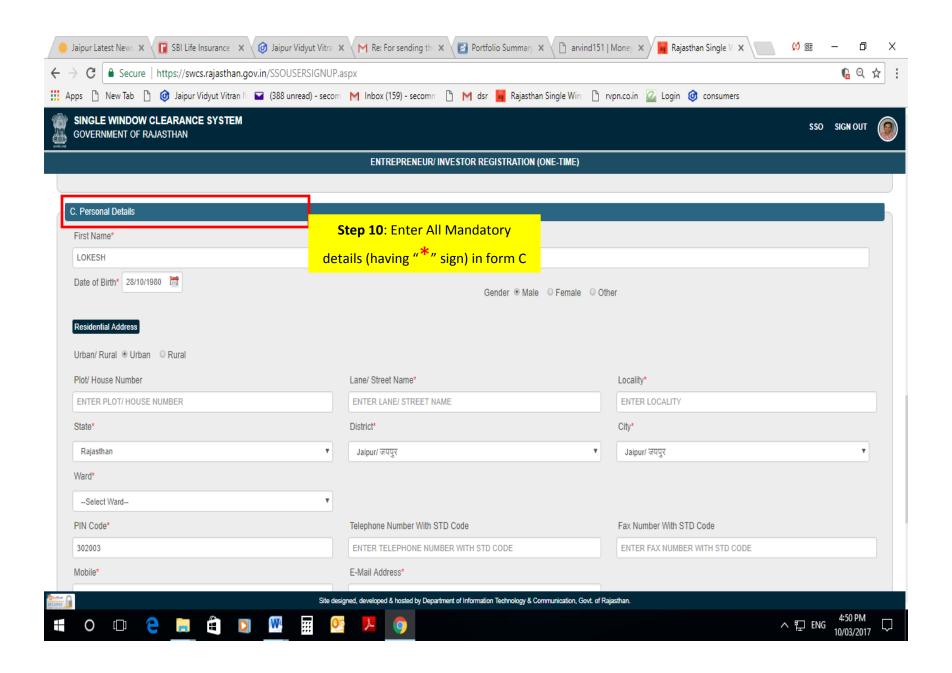


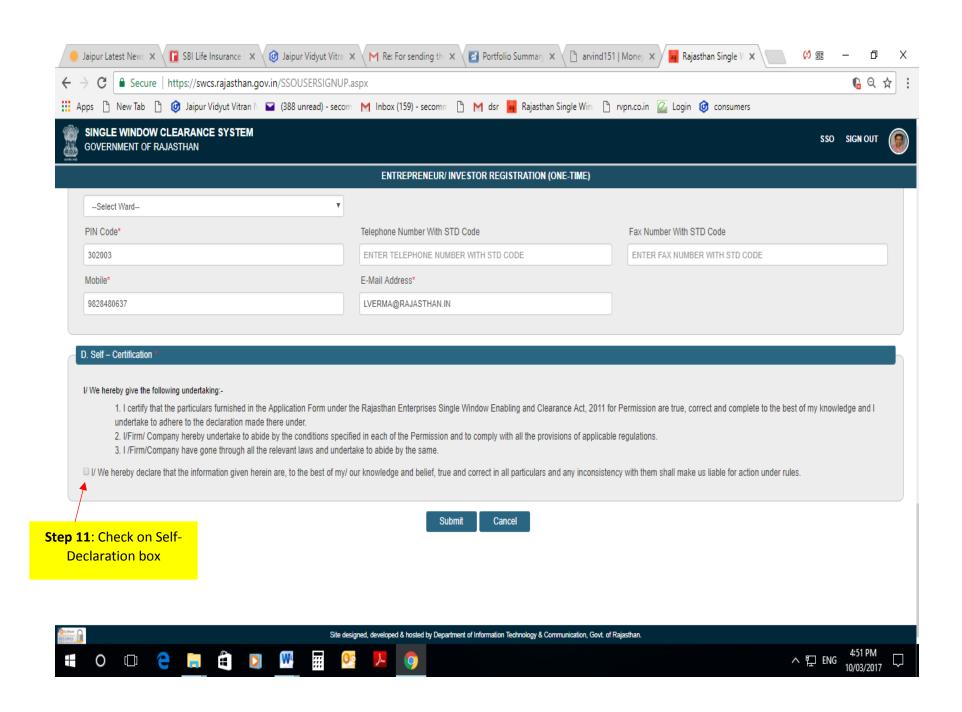
The User can also access the website for "Single Window Clearance System" though the Discom's Home Page

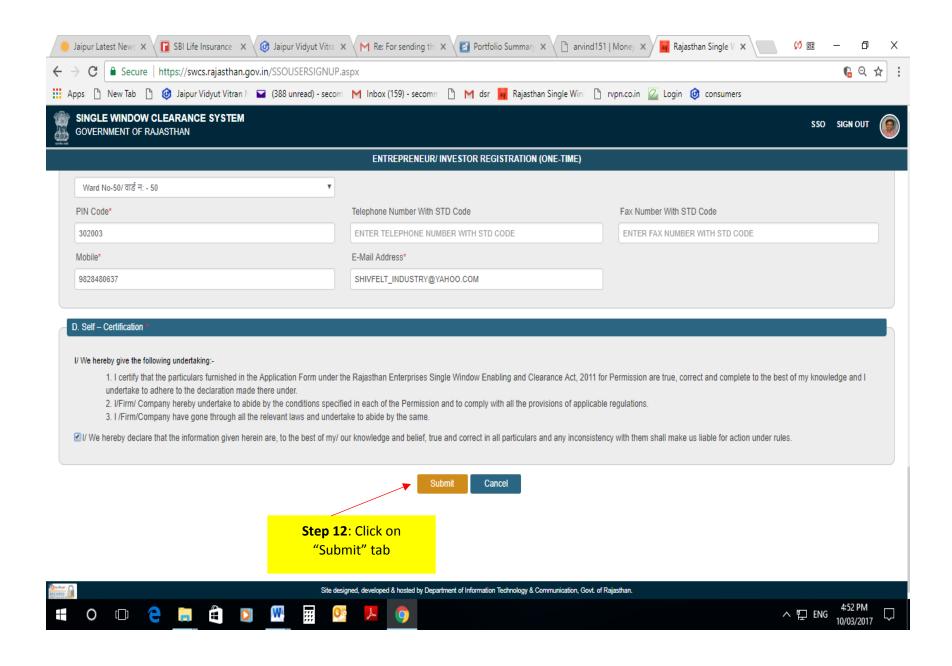


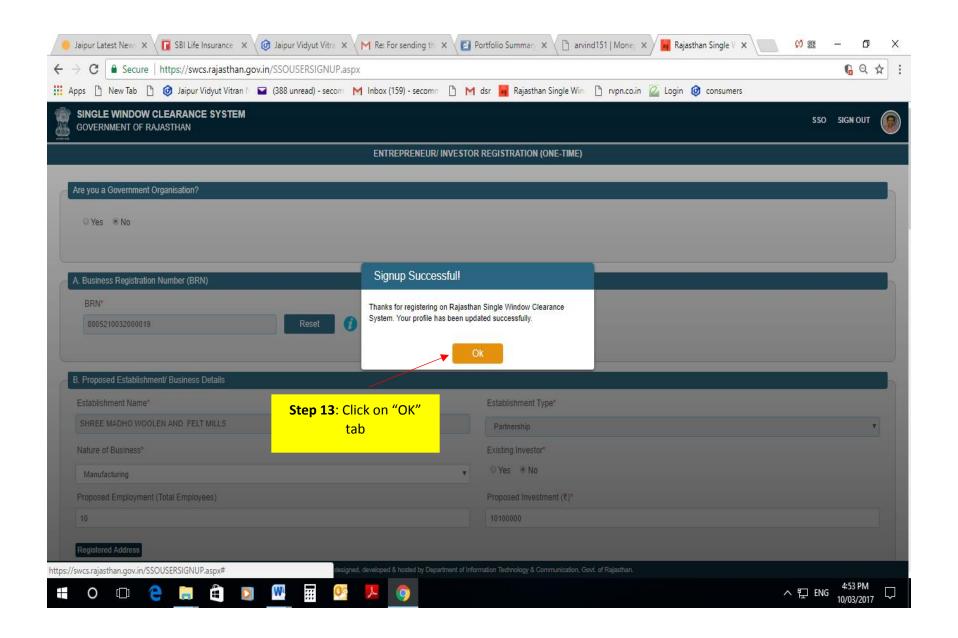


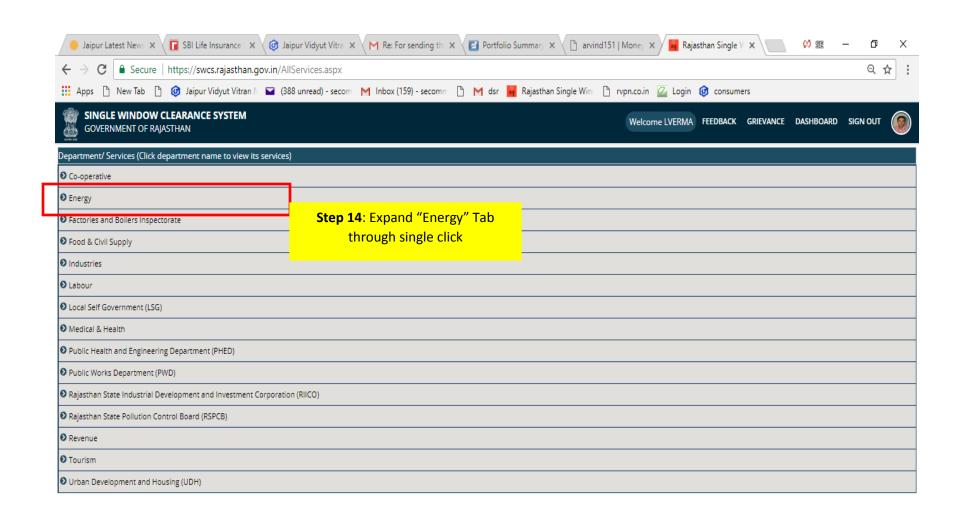




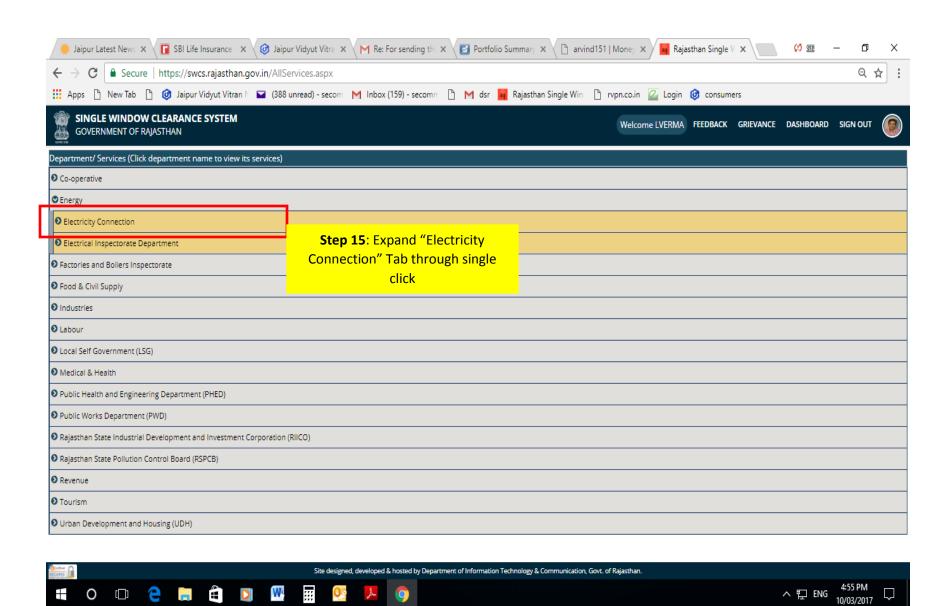


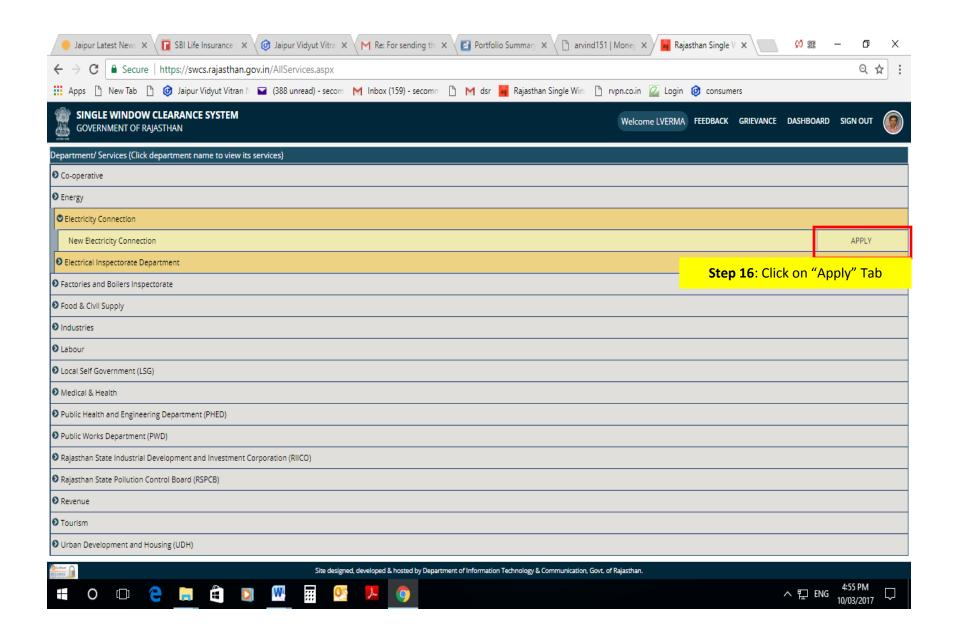


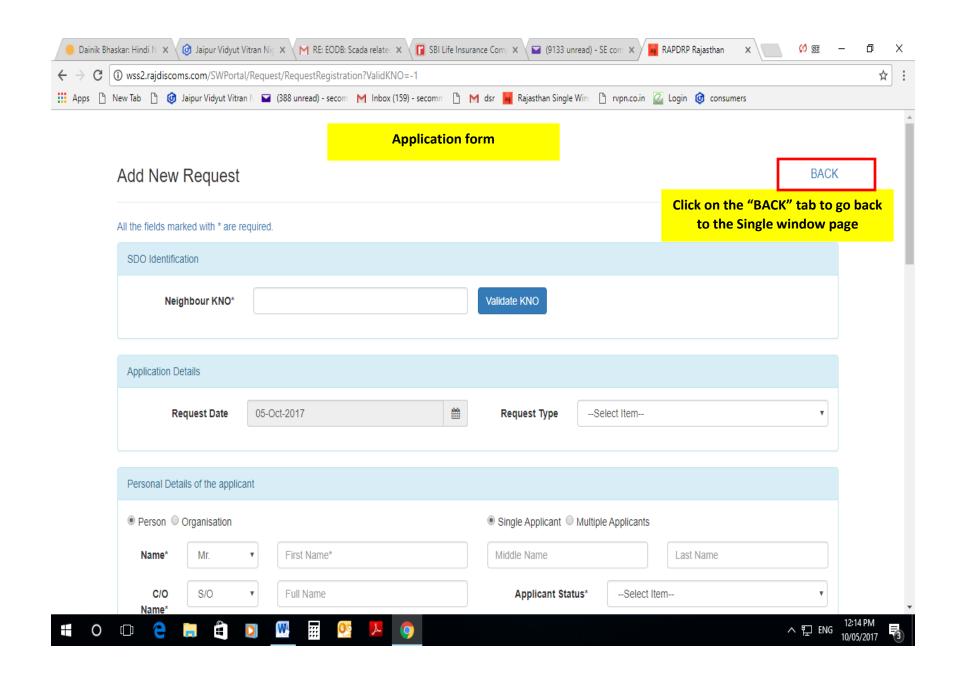


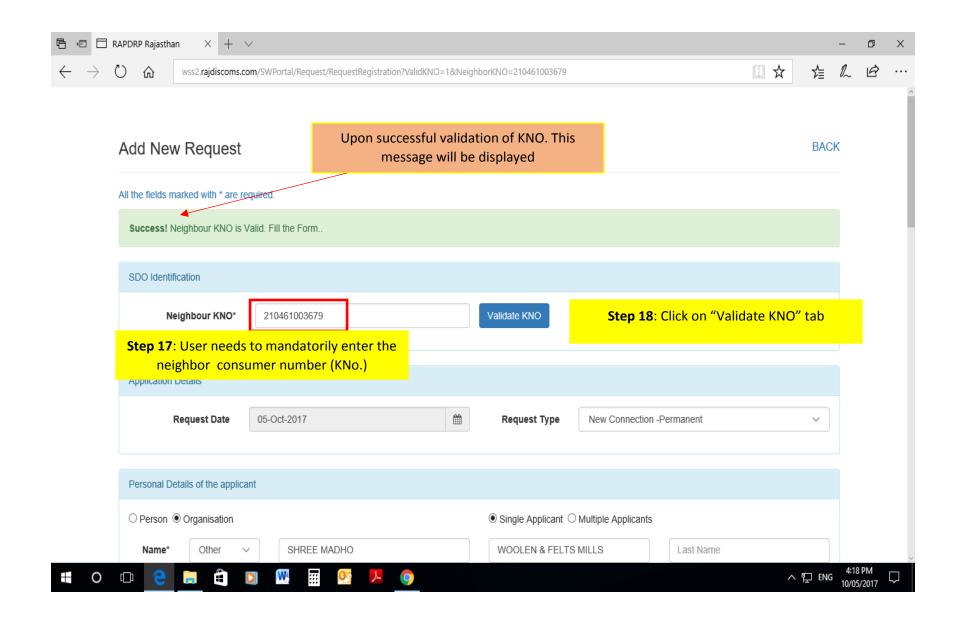


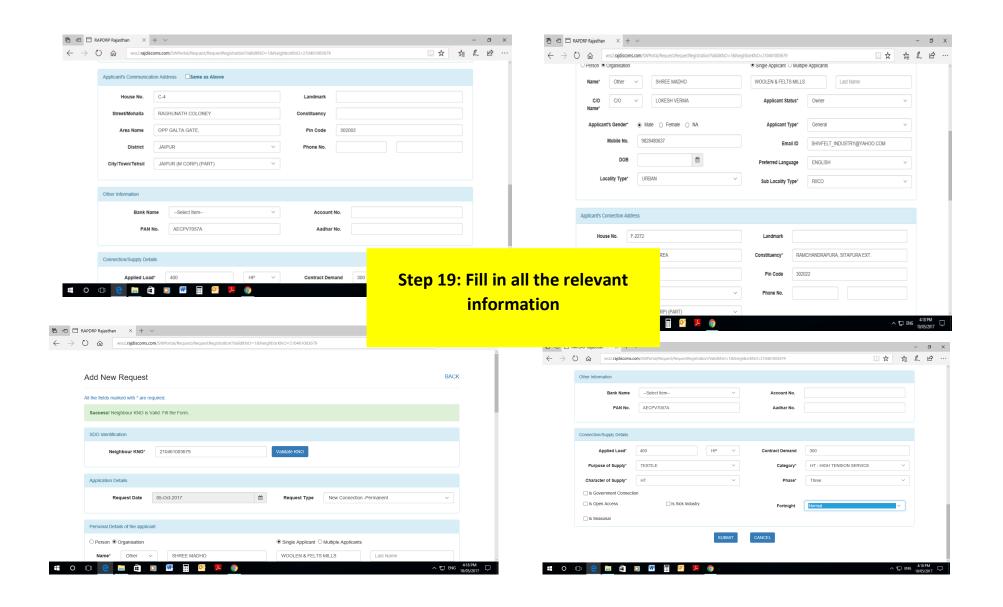


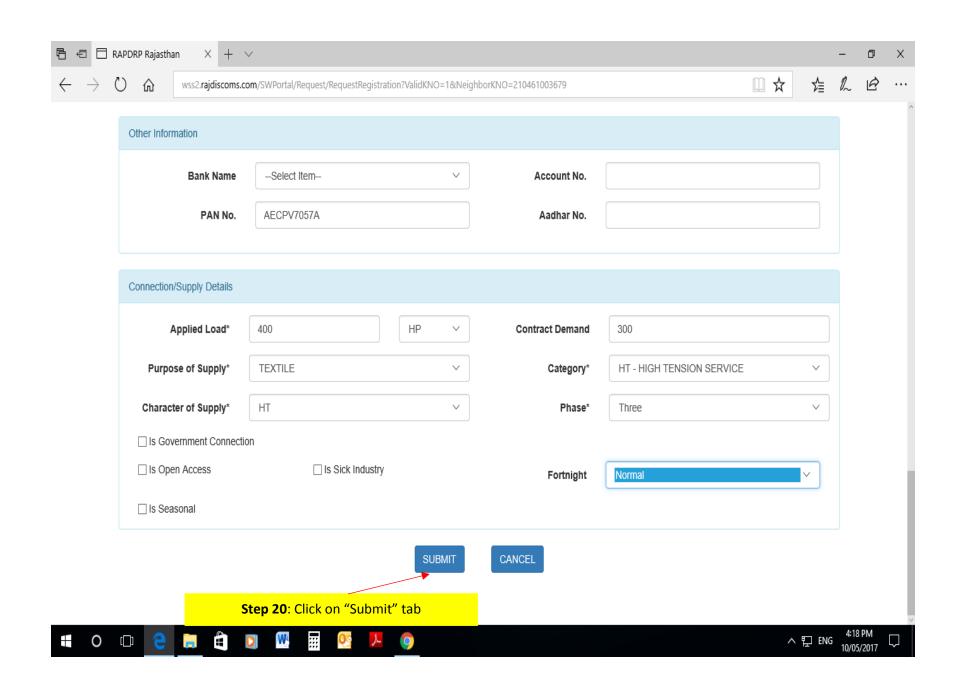






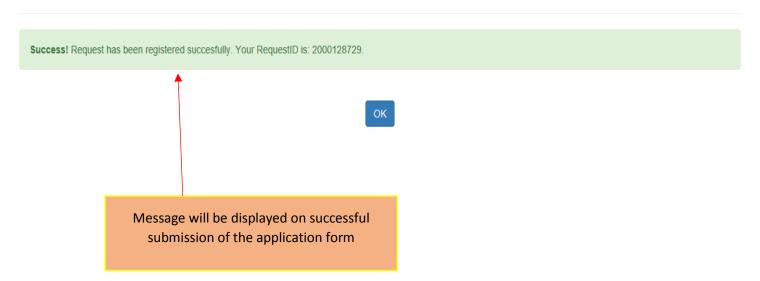




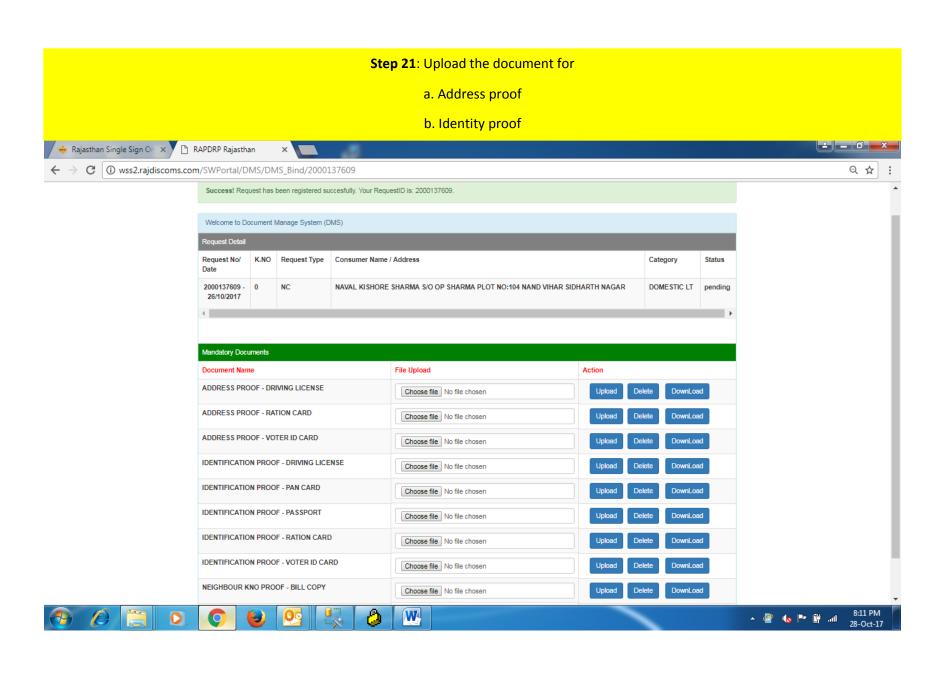


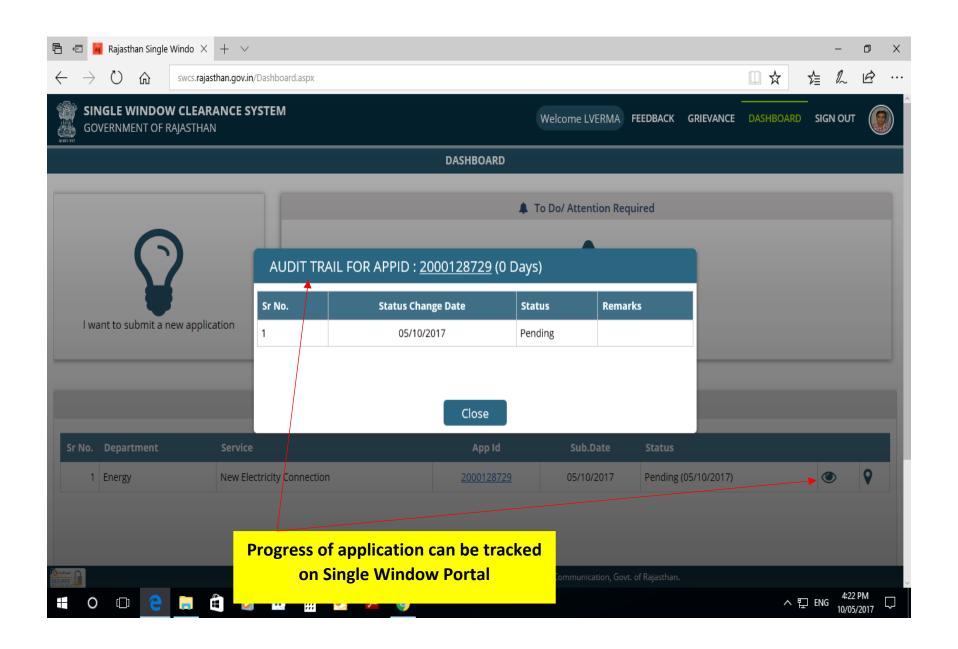


Add New Request









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

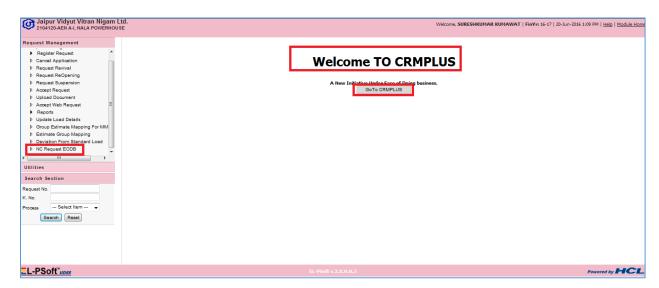
Navigation path: - CRM>> Request Management >> NC Request EODB >> GO to CRM Plus

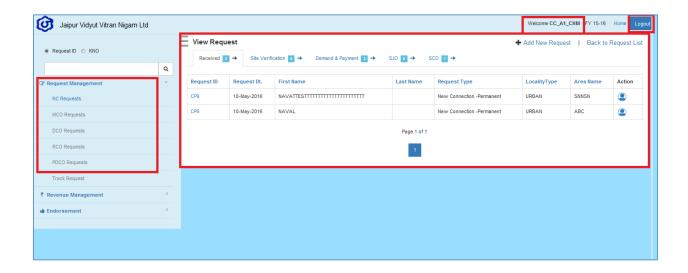
Assigned User:-CC (Consumer Clerk)

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

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

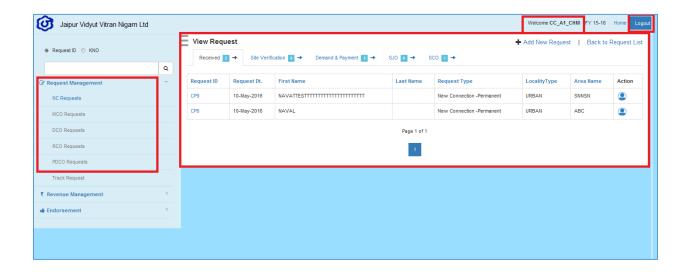
Step 1:- Application Registration

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

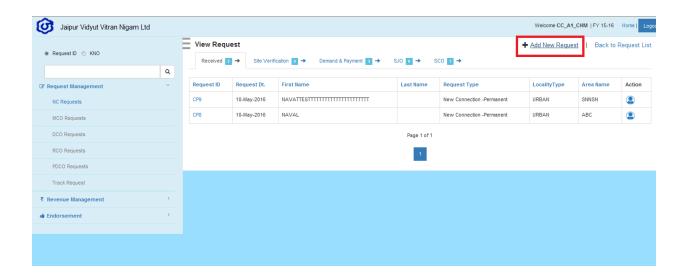
Assigned User:-CC

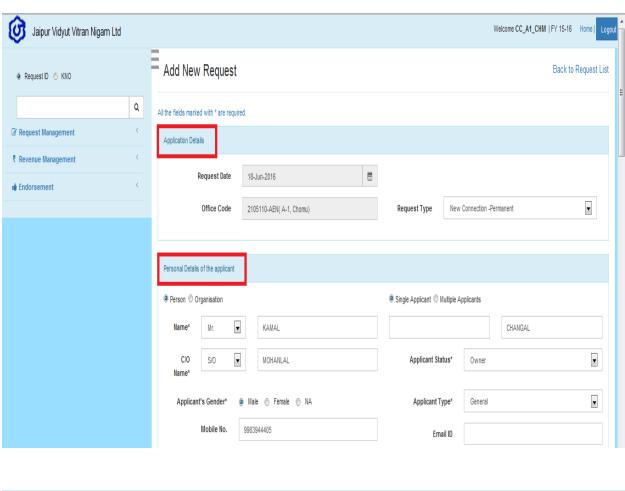
Description: - register New Connection request on Application Registration page.

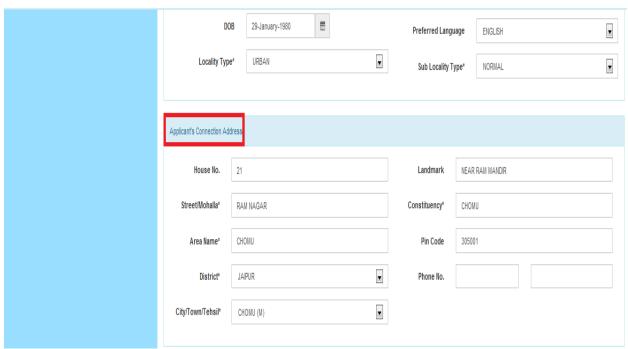
1.1:- Authorized user to navigate to CRM Plus for New Connection (Permanent/temporary).

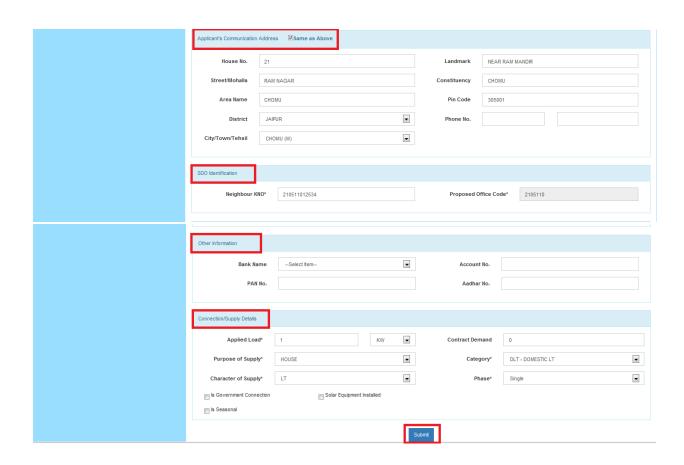


1.2:- Then Application Entry activity page opened and then user has to fill the application detail like consumer Personal details and Connection details on Application registration page and fill the Neighbor K.No of Consumer for Sub-Division Identification and then write the appropriate remark.

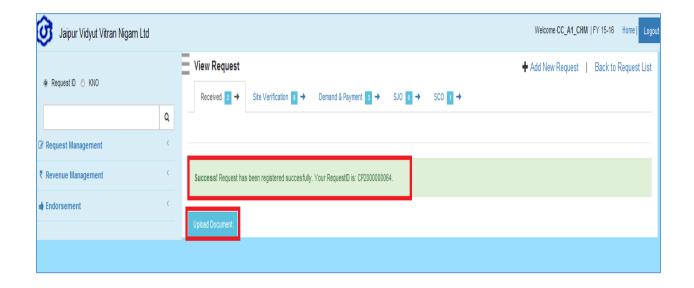








1.3:- After filling the Application registraton details, the User has to click on Submit button. The system will display a success message "Success! Request has been registered successfully. Your Request ID is



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)

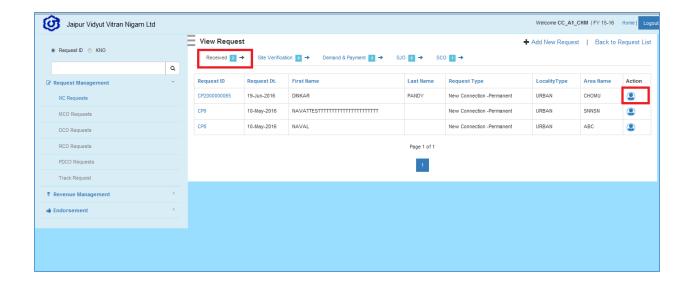
Step 2:- J.En. Area Assignment

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

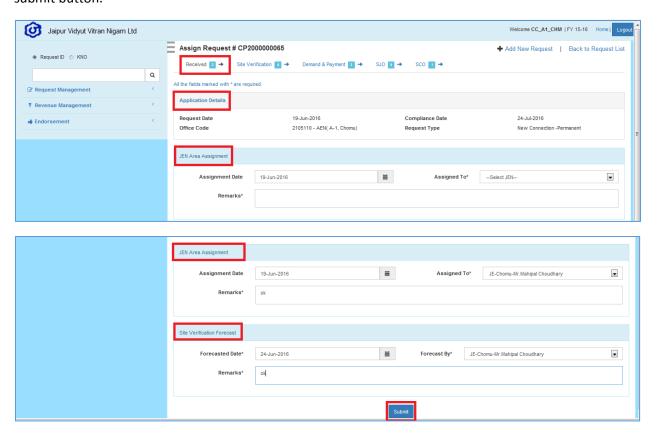
Assigned User:-CC

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

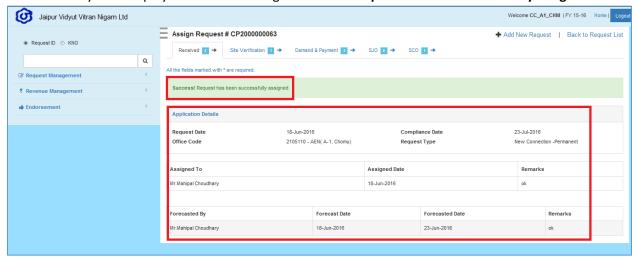
1.1:- After filling the Application Registration details then CC will assign the JEN office so User follow the navigation path and then click on action beside of request ID then related page will opened.



- 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"



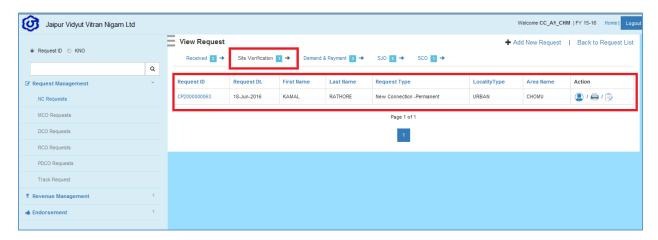
Step 3:- Site Verification

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

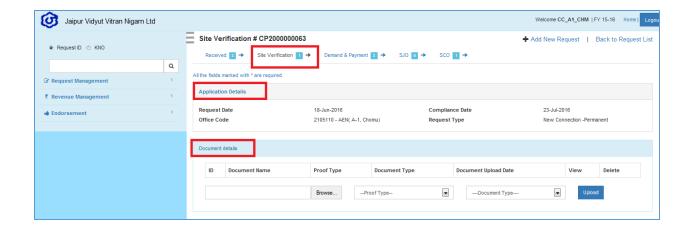
Assigned User:-CC

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.

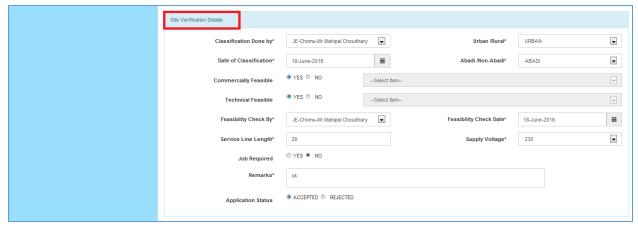
1.1:- For performed this activity User follow the navigation path and then click on Verify action button beside of request ID and then related page will opened.

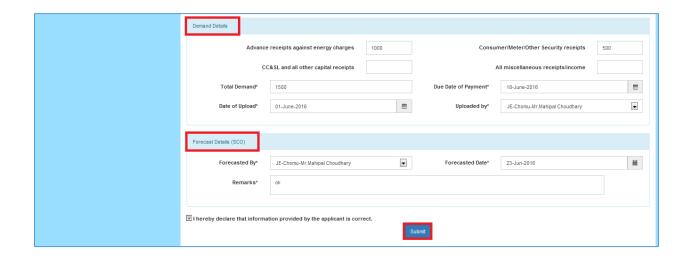


1.2:- User will upload site verification document received through JEN office this is an optional activity.

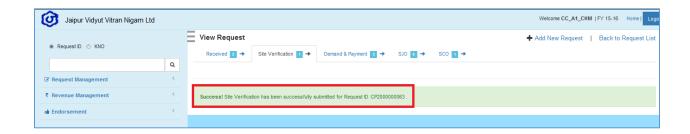


1.3:- Then User will fill the site verification details those provided by the Jen and also select Job required option and fill the Demand detail and SCO forecast details and fill the appropriate remarks and click on submit button





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)

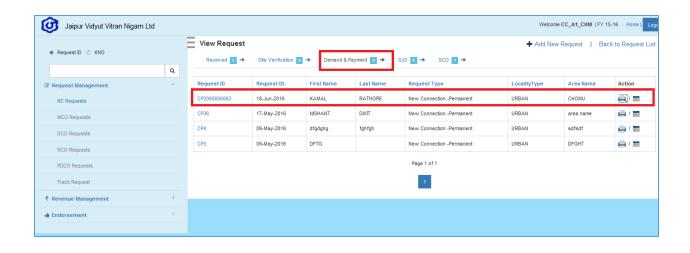
Step 4:- Demand & Payment (Print Demand)

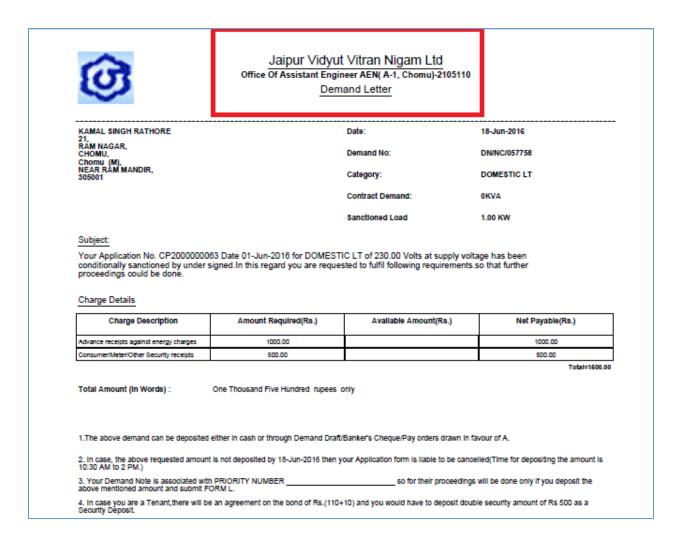
Navigation path: - Request Management >> NC Request>>Demand & Payment>>Demand Note Print.

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

















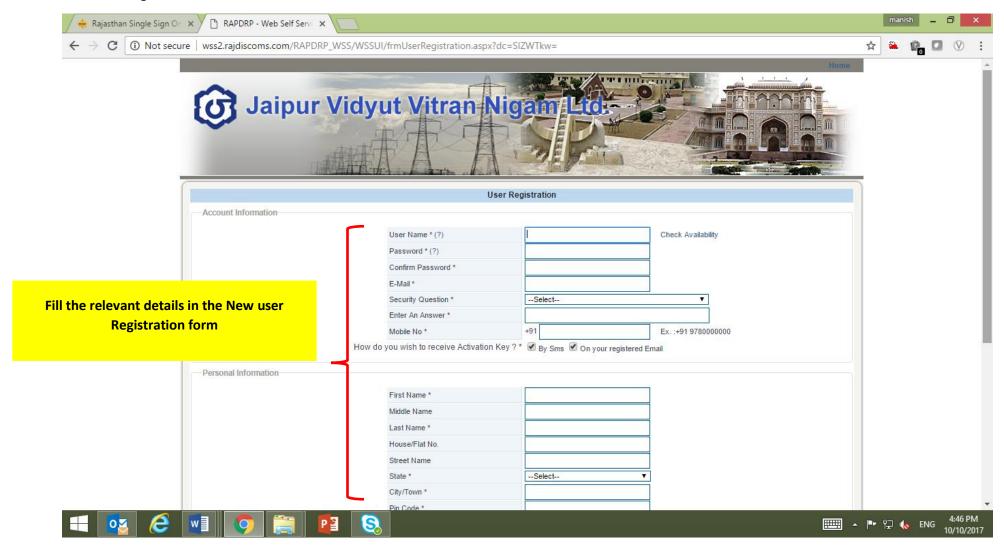


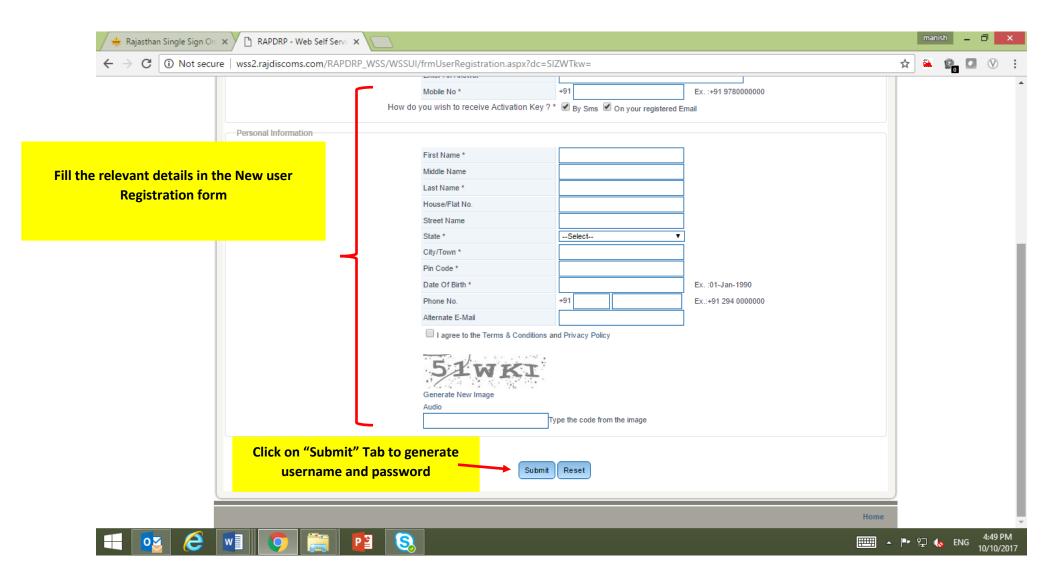


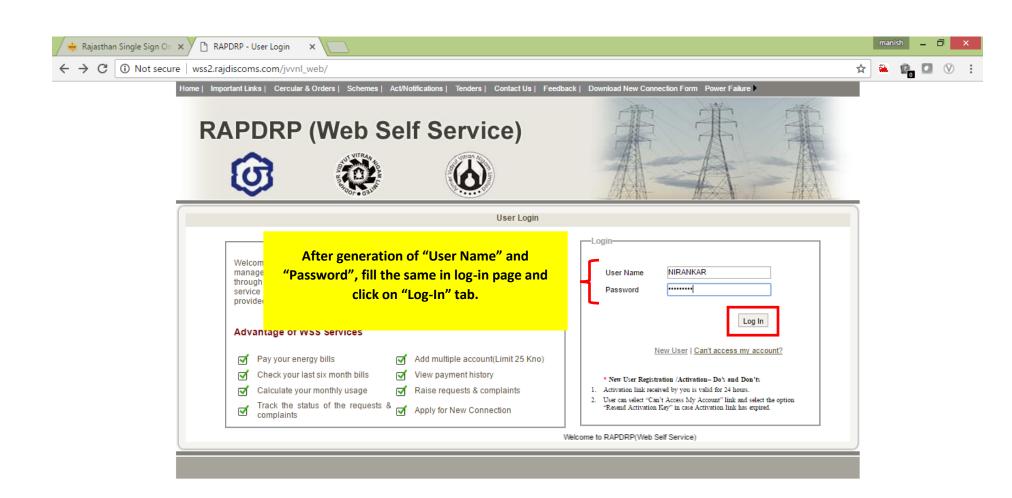




New User Registration Form:















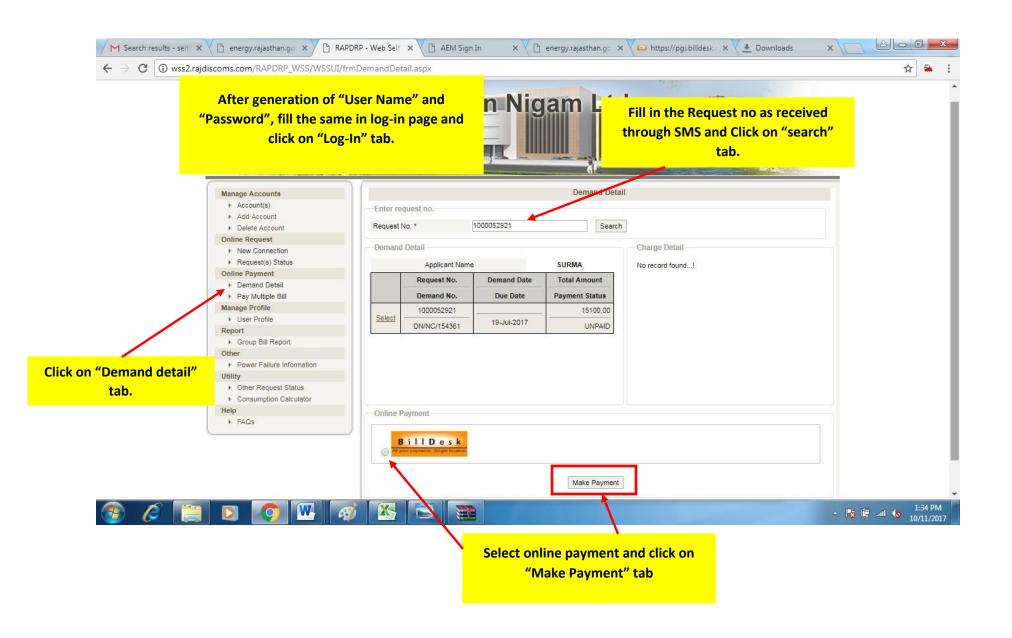


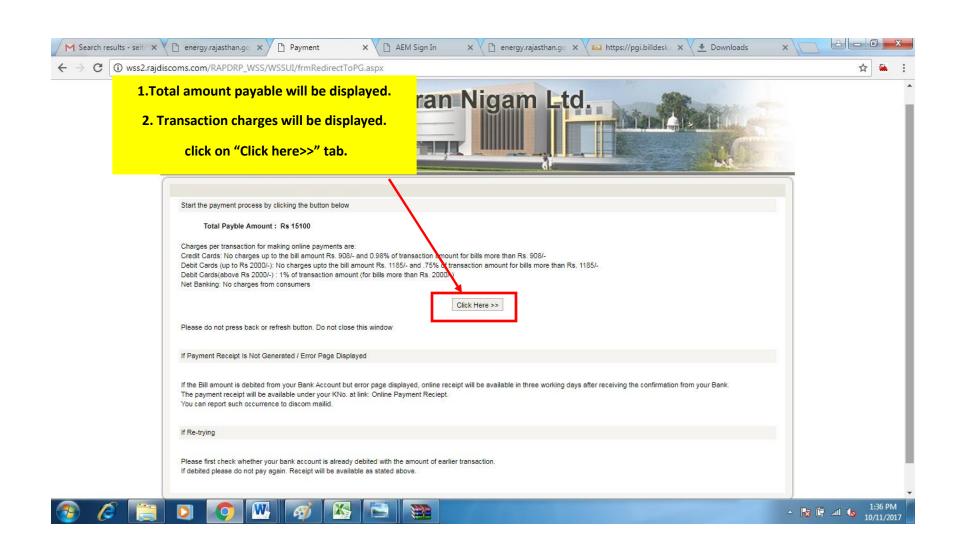


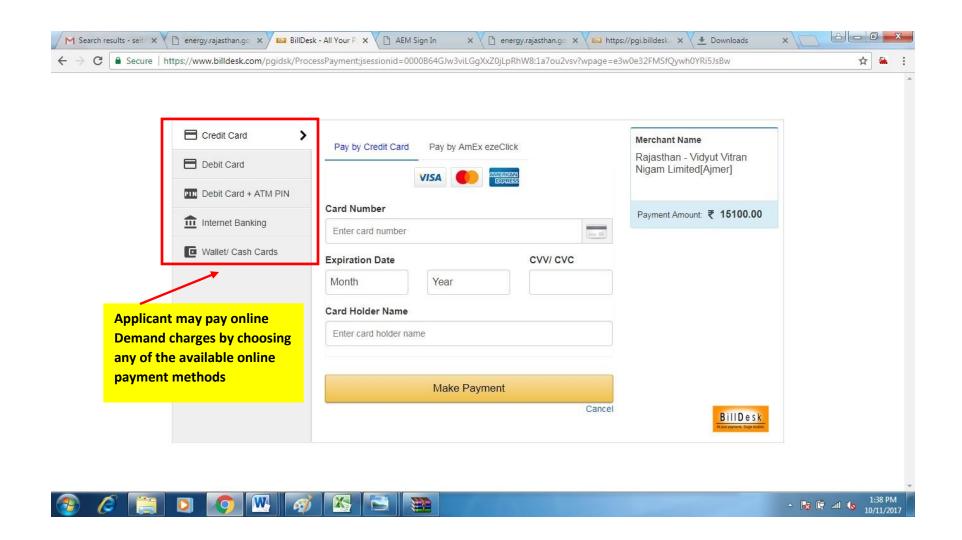




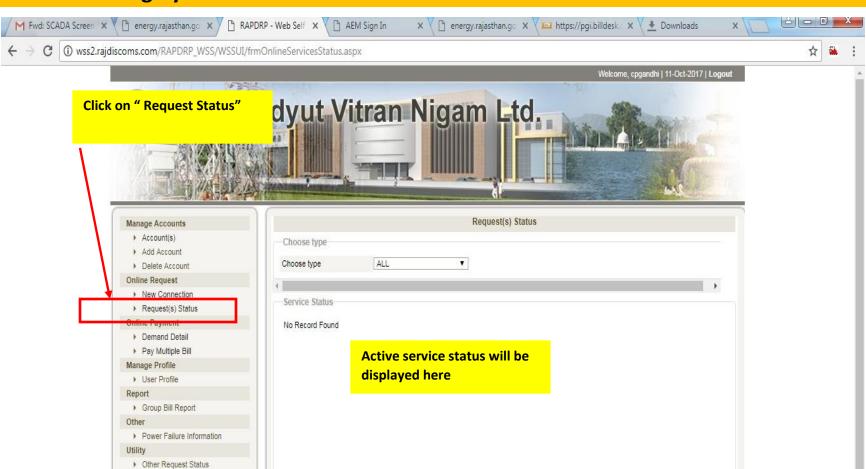








Status Tracking by Consumer



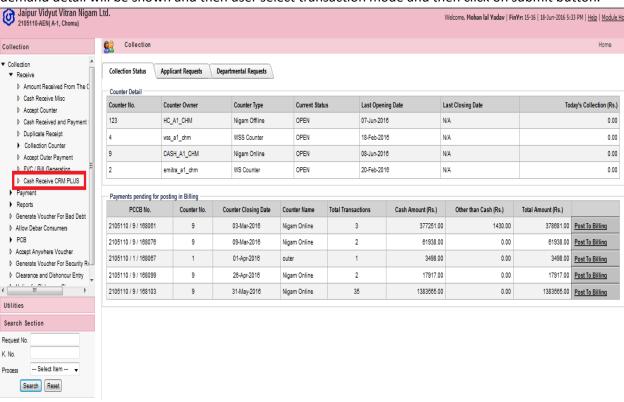
Step 5:- Demand & Payment (Demand Deposition)

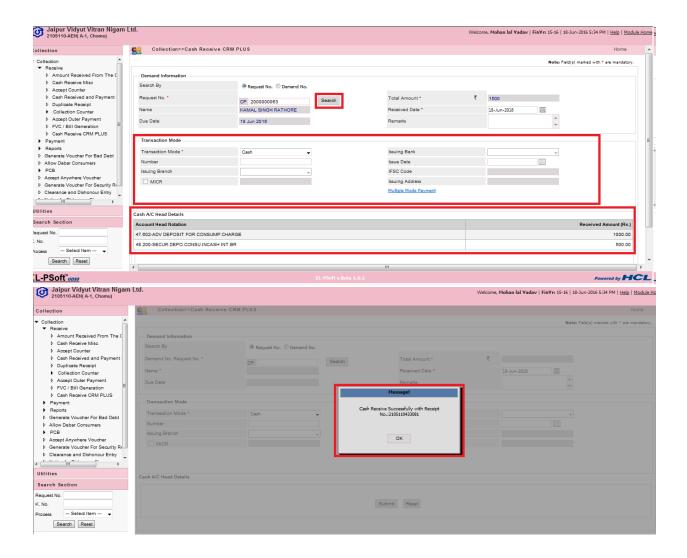
Navigation path: - Collection>> Receive>>Cash receive CRM Plus

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.





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

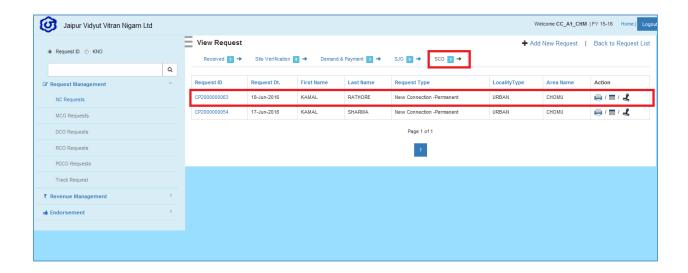
Step 5:- SCO

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

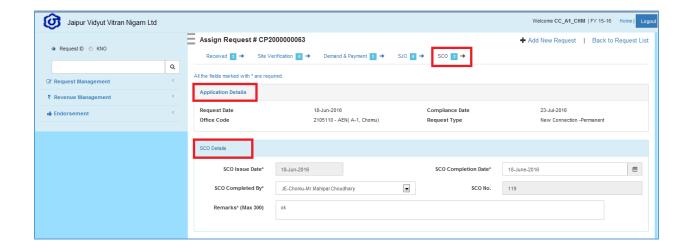
Assigned User:-CC

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.



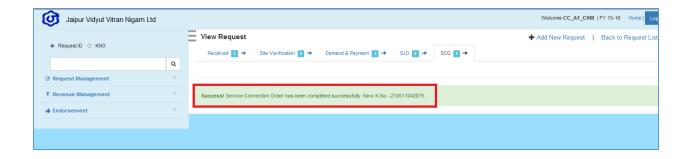
1.2:- Then User has to fill the SCO detail.



1.3-: Then fill Master Format data and meter detail and Location detail then after click on Submit Button.

Jaipur Vidyut Vitran Nigam Ltd				Welcome CC_A1_CHM FY 15-16	Home Logo
	Master Format				
	Sanctioned Load (KW/HP)	1.00	Connected Load (KW/HP)*		
	Supply Voltage	230	Premises Type*	HOUSE	_
	Metering Voltage*	230	Block Supply Type*	Round The Clock	
	Capacitor Rent Code*	Not installed	Special Consumer Type*	Ordinary	•
	Capacitor Rent	_	Character of Supply*	LT	w
	Timer Installed	NO 💌	Installation Date*		=
	Bill Copies* Tariff Code*	0 1000XA ■	Service No.*		
	Tariff Code	1000XA	ED Code*	Applicable	•
			UC Rebate Applicable WCC I	rebate Applicable	
	Meter Details				
	Meter No.*	854636	KWH Reading*	0	
	Meter Digits*	6	KVAH Reading		
	Meter Make*	HP Scomec 🔻	KVA Reading		
	Meter Vector Type*	KWH	Amp Rating*	5 30	
	Meter Position*	LT Side	Meter Type*	Single Phase Meter	
	Meter Status*	OK ▼	Meter Rent Code*	03	
	Accuracy Class*	0.01s	Phase*	Single	•
	Numerator*	1	Denominator*	1	
	Tender No.*	5233	Overall MF*	1.00	
	Location Details	_			
	Binder Group Code*	03	Binder No.*	0301	
	Feeder UNIN	11F-1013689	DT UNIN	LDD-1013676	•
	Route Sequence No.	25			
		s	ubmit		

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.

