SINGLE WINDOW SYSTEM MANUAL FOR SUBDIVISION FOR CONNECTIONS 100-500KW (NON-SAP)

1. Browse to the following URL:

<div align="center">

https://singlewindowofficial.pspcl.in

</div>

Login using the provided credentials. The same has been provided to all the subdivisions through mail. For any queries, contact Helpline no. & email shown online.

2. The Dashboard screen is displayed on successful login. Click on the 'VIEW APPLICATIONS' link to view received applications.

3. The list of applications received under the concerned division are shown. By default, all applications pending for processing by the division are shown. The appropriate filter can be chosen to view applications with a particular status. Applications can also be searched by name and application no.

4. The various application details such as Consumer Details, Application Status, Payment Details, Charges Details, Application Timeline and Document Timeline are displayed.

5. Now if consumer/applicant has applied for **industrial connection** then the case will be pending at your level for **verification of category** in which two No. questions will be asked from you, answers to which has to be given in respect of Dy. CE/Regulation memo no. 710-716 dt. 27/10/17. Link to download this instruction is also given online. If answer to question 1 is NO then answer to question 2 will automatically be NA (Not Applicable) and the case will be forwarded to consumer for submission of processing fees and if answer to question 1 is YES then you are required to answer question 2 also.

Category Verification

Please answer these questions in respect of Dy.CE/Regulation memo no. 710-716 dt. 27/10/17. Click here to download.

Q1. Whether the unit is in designated industrial area?   SELECT ▾

Q2. If yes, whether the LD system laid down by the developer
      complete in all respects?   SELECT ▾

Submit

6. Now after the verification of Documents uploaded by the consumer by NODAL OFFICER and payment of Security [i.e 25 % ACD and Meter Security (if any)], case will be pending at your end for issuing demand notice, then the same can be done by clicking the link 'ISSUE DEMAND NOTICE' shown below the 'Documents Details' section. If you have any discrepancies before issuing demand notice then the case can be back referred by you by clicking 'BACK REFER'.

Documents' Details

Date Uploaded	Document Name	Revision	Responsible Person	Download	Current Status	Comments
30-OCT-19	A and A form	0	CONSUMER	Download	APPROVED	
30-OCT-19	Proof of Identity	0	CONSUMER	Download	APPROVED	
30-OCT-19	Comprehensive Undertaking	0	CONSUMER	Download	APPROVED	
30-OCT-19	Resolution Authorising Signatory	0	CONSUMER	Download	APPROVED	
30-OCT-19	Proof of Ownership	0	CONSUMER	Download	APPROVED	

ISSUE DEMAND NOTICE

BACK REFER

Back

7. In Case if answer given to Question NO. 1 while verifying category of consumer (at sr. no. 5) is NO then after clicking the link 'ISSUE DEMAND NOTICE', next step is 'Demand Payment Details'. Here the Service Connection Charges as per Supply code 9.1.1 or 9.1.3 has to be entered by you. Further remaining 75% ACD will be automatically calculated and need not to be entered by you. Then the 'Calculate Total' button is to be clicked to get the Total charges for Demand Payment. Then click on the continue button to move to the 'Demand Notice Upload Form'.

SINGLE WINDOW SYSTEM

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Demand Payment Details	
Service Connection Charges:	Rs. 250000
Security (Consumption) Charges (75%) :	Rs. 212400
Calculate Total	
Total Charges:	Rs. 462400

Continue   Back

8. The 'Demand Notice Upload form' is now displayed. Please note that the memo no. and date as mentioned on the demand notice needs to be mandatorily specified. The demand notice needs to be scanned and then uploaded. The comments if any can also be optionally specified and then the continue button can be clicked to submit the details.

SINGLE WINDOW SYSTEM

PSPCL.IN   HOME   LOGOUT

Demand Notice Upload form

Memo No: _____   Dated: _____

Upload Demand Notice: Choose File   No file chosen
                          Upload

List of uploaded documents:

Comments: [   ]

Continue   Back

9. However if answer given to Question NO. 1 while verifying category of consumer (at sr. no. 5) is YES then after clicking the link 'ISSUE DEMAND NOTICE', next step is 'Demand Notice Upload Form' where memo no. and date as mentioned on the demand notice needs to be mandatorily specified. After completing this step 'ISSUE IO' option will be shown where IO (Installation order) needs to uploaded similarly as done at sr. No. 8.

10. As mentioned at Sr. No. 6 case of the Consumer/Applicant can be back referred by you by clicking 'BACK REFER'. After clicking 'BACK REFER' following page will be shown. In this page you can add the details of the Discrepancies and upload the document if required. After clicking 'CONTINUE' case will be back referred and after the consumer replies to your observations the case will be pending at your end.

11. Consumer/Applicant can also apply for cancellation of their case and will upload the cancellation letter which can be downloaded from the 'Document Timeline'. Further you will have an option to either allow or reject the cancellation. Upon allowing the cancellation the case will be cancelled and no further action can be done on this case. If cancellation is rejected then the case will be automatically back referred to consumer for further process.

Note: - Cancellation can also be applied by Consumer/Applicant after you back refer the case. In this case upon rejecting the request of cancellation the case will be automatically shifted to you to step where back referred was submitted.

12. After you uploaded the demand notice as mentioned at Sr. No. 7 to 9, the Consumer/Applicant has the option to either pay the demand amount or they can back refer the case or can apply Demand Notice Extension or can also apply for Cancellation of their case. Each Option is explained as under:-

   i. In case consumer back refer the case without paying the demand amount or applying the demand notice extension, the case will pending at your end for re-issuing the demand notice. As such steps at Sr. No. 7 & 8 has to be repeated. If the consumer back refer the case after either paying demand amount or applying the demand notice extension, then the simple option of BACK REFER REPLY' will be shown. In order to reply to these objection you can click on 'BACK REFER REPLY' option and can submit the comments/reply and can also upload a document if required.

Back Refer Reply form

Upload Optional Document: Choose File No file chosen

Upload

File uploaded successfully!!

List of uploaded documents:

Upload Date	Document Name	Revision No.	Remove
25-OCT-19 18:06:06	Optional Document	0	Remove

Document details and other comments:

Reply Submitted.

Continue   Back

   ii. In case the Consumer/Applicant apply for cancellation of his case then step as stated at Sr. No. 11 may be followed.
   iii. In case the Consumer/Applicant apply for Demand Notice Extension then they will upload the Extension letter which can be downloaded from the 'Document Timeline'. Further you will have an option to either allow or reject the Demand Notice Extension. Upon allowing the extension the case will be automatically forwarded to consumer to pay extension charges. If extension is rejected then the case will be automatically back referred to consumer for further process. Please notice that extension in demand notice can be given for maximum 2 times for period of 3 months each.

31-OCT-19	Demand Notice	0	XEN	Download	DEMAND NOTICE ISSUED	
31-OCT-19	Demand Notice Extension Application	0	CONSUMER	Download	DEMAND NOTICE EXTENSION APPLICATION UPLOADED	

Please select the suitable option for Demand Notice Extension: SELECT ▼

Comments:

Submit

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13. If Consumer/Applicant pays the demand amount and uploads the test report. The Test Report can be downloaded by using the 'Download' option in the Document Timeline. The case will be pending at your end for either releasing the connection or you can also Back Refer the case as mentioned at Sr. No. 10 above.

31-OCT-19	Demand Notice Extension Application	0	CONSUMER	Download	DEMAND NOTICE EXTENSION APPLICATION UPLOADED	
31-OCT-19	Test Report	0	CONSUMER	Download	TEST REPORT UPLOADED	

RELEASE CONNECTION ORDER

BACK REFER

Back

14. However if there are no discrepancies in this case then click on 'RELEASE CONNECTION ORDER' link which appears below the 'Documents Details' section. Click on the link to move to the 'Connection Order Upload Form'. The connection order / SCO should be scanned and uploaded here. Comments may be mentioned if needed. Click on the continue button to finalise application processing and release connection to consumer.

Connection Order Upload form

Memo No: 123   Dated: 31-10-2019

Upload Connection Order: Choose File   No file chosen

Upload

File uploaded successfully!!

List of uploaded documents:

Upload Date	Document Name	Revision No.	Remove
31-OCT-19 13:49:28	Connection Order	0	Remove

Comments: Connection Released

Continue   Back

15. The final Application Timeline would now be displayed as:

Application Status	
Status:	CONNECTION RELEASED
Pending Task:	NIL
Pending With:	NIL
Days Alloted:	NA
Days Elapsed:	0

Charges Details

CLICK HERE

Payment Details

CLICK HERE

Application Timeline

Date	Action	Application Status	Responsible Person	Days Alloted	Days Elapsed	Comments
30-OCT-19	APPLICATION FORWARDED TO XEN	APPLICATION SUBMITTED	CONSUMER	0	0	
30-OCT-19	CATEGORY VERIFICATION COMPLETED	CATEGORY VERIFICATION COMPLETED	XEN	2	0	
30-OCT-19	INITIAL PAYMENT COMPLETED BY CONSUMER	INITIAL PAYMENT COMPLETED	CONSUMER	0	0	
30-OCT-19	APPLICATION PROCESSED BY NODAL OFFICER	APPLICATION APPROVAL COMPLETED	NODAL OFFICER	5	0	
30-OCT-19	SECURITY PAYMENT COMPLETED BY CONSUMER	SECURITY PAYMENT COMPLETED	CONSUMER	0	0	
31-OCT-19	APPLICATION BACK REFERRED BY XEN	APPLICATION BACK REFERRED	XEN	15	0	back referred with observations.
31-OCT-19	APPLICATION CANCELLATION REQUEST APPLIED BY CONSUMER	APPLICATION CANCELLATION REQUEST APPLIED	CONSUMER	30	0	Please cancel the case.
31-OCT-19	APPLICATION CANCELLATION REQUEST DENIED BY XEN	APPLICATION CANCELLATION REQUEST DENIED	XEN	2	0	Request denied.
31-OCT-19	DEMAND NOTICE ISSUED BY XEN	DEMAND NOTICE ISSUED	XEN	15	0	Demand notice uploeded.
31-OCT-19	DEMAND NOTICE EXTENSION APPLIED BY CONSUMER	DEMAND NOTICE EXTENSION APPLIED	CONSUMER	30	0	Extension Applied.
31-OCT-19	DEMAND NOTICE EXTENSION ALLOWED BY XEN	DEMAND NOTICE EXTENSION ALLOWED	XEN	2	0	Allowed
31-OCT-19	DEMAND NOTICE EXTENSION PAYMENT COMPLETED BY CONSUMER	DEMAND NOTICE EXTENSION PAYMENT COMPLETED	CONSUMER	0	0	
31-OCT-19	DEMAND PAYMENT COMPLETED BY CONSUMER	DEMAND PAYMENT COMPLETED	CONSUMER	0	0	
31-OCT-19	TEST REPORT UPLOADED BY CONSUMER	TEST REPORT UPLOADED	CONSUMER	30	0	Test Report uploaded.
31-OCT-19	CONNECTION RELEASED BY XEN	CONNECTION RELEASED	XEN	30	0	Connection Released

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30-OCT-19	Resolution Authorising Signatory	0	CONSUMER	Download	APPROVED	
30-OCT-19	Proof of Ownership	0	CONSUMER	Download	APPROVED	
31-OCT-19	Application Cancellation Request Document	0	CONSUMER	Download	APPLICATION CANCELLATION REQUEST DOCUMENT UPLOADED	
31-OCT-19	Demand Notice	0	XEN	Download	DEMAND NOTICE ISSUED	
31-OCT-19	Demand Notice Extension Application	0	CONSUMER	Download	DEMAND NOTICE EXTENSION APPLICATION UPLOADED	
31-OCT-19	Test Report	0	CONSUMER	Download	TEST REPORT UPLOADED	
31-OCT-19	Connection Order	0	XEN	Download	CONNECTION RELEASED	

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