

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

1. Browse to the following URL:

<https://singlewindowofficial.pspcl.in>

Login using the provided credentials. Separate sets of login ID and password for RA and SDO of all the subdivisions has been provided to through mail. For any queries, contact on Helpline no. & email shown online.



OFFICIAL USE LOGIN

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



TEST SUBDIVISION

Name:	Test Name
Designation:	SDO
Mobile:	9646112345
Email:	ABC@XYZ.COM

[VIEW APPLICATIONS](#)

- The list of applications received under the concerned subdivision are shown. By default, all applications pending for processing by the subdivision 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.

SINGLE WINDOW SYSTEM

PSPCL.IN HOME LOGOUT

TEST SUBDIVISION

SELECT APPLICATION STATUS: APPLICATIONS PENDING ON SUBDIVISION

SEARCH BY NAME:

SEARCH BY APP NO:

Dated	App No.	App Type	Name	App_Status	Category	Area	City	Mobile No.	Load Applied	Days Alloted	Days Elapsed	View
07-AUG-18	125	NewA20	Tejinder Singh	APPLICATION APPROVAL COMPLETE	SP	fghgffgcf	gvvbcvbcvc	9646182641	19.2	7	143	View
02-JAN-19	246	ExtA1K	Ajit Pal Singh	APPLICATION APPROVAL COMPLETE	GI	Puri Colony	Nakodar	9646182641	40	7	6	View
02-AUG-18	129	NewB20	PSPCL	APPLICATION APPROVAL COMPLETE	DS	PATIALA	Chandigarh	7009982709	4.63	7	143	View
19-JUL-18	131	ExtB20	dd	APPLICATION SUBMITTED	DS	11	ddd	9646182641	5.2			View
09-JAN-19	247	NewB20	Ajit Singh	APPLICATION SUBMITTED	DS	Guru Nanak Nagar	Patiala	9812345678	7	7	2	View

- The various application details such as Consumer Details, Application Status, Payment Details, Application Timeline and Document Details are displayed. In the end of Consumer details is will be showed that whether the work and meter is to installed by consumer or PSPCL. If this is shown to be done by Consumer then in such case no meter security or SCC will be taken from consumer and consumer will get such work completed on their own.

telephone no.

Email ID:

SCC:

Meter Security:

Work of Service Connection by: **PSPCL**

Meter to be installed by: **PSPCL**

Application Status	
Status:	APPLICATION SUBMITTED
Pending Task:	DOCUMENTS VERIFICATION PENDING
Days Alloted:	0
Days Elapsed:	44

Payment Details

[CLICK HERE](#)

- Whenever a consumer has applied a new connection or extension in load the case will first go to the concerned RA of the Sub/division for verification. Concerned RA will login using the credentials provided vide mail. After login, at the bottom is the 'Document Details' section where the documents received under the application can be viewed. The 'Download' link can be used to download the respective document. The status of each of the documents can be set to either 'VERIFIED' or 'OBJECTIONS' under the 'Update Status' column. The comments column can be used to specify the comments for each of the documents (mandatory, in case a document is disapproved). Finally the application status can be set to either 'APPLICATION BACK REFERRED' or 'APPLICATION VERIFIED' under the 'Assign Application Status' section. Select the status as 'APPLICATION BACK REFERRED' in case any document is disapproved or any objection is found. The general comments (mandatory) regarding the application should be given under the 'Comments' section. Finally the submit button can be clicked to complete processing of the application. The status of the application cannot be changed after pressing the submit button.

Documents' Details

Date Uploaded	Document Name	Revision	Responsible Person	Download	Current Status	Update Status	Comments
21-NOV-19	A and A form	0	CONSUMER	Download	VERIFICATION PENDING	OBJECTIONS ▾	There is a objection.
21-NOV-19	Proof of Identity	0	CONSUMER	Download	VERIFICATION PENDING	VERIFIED ▾	
21-NOV-19	Proof of Ownership	0	CONSUMER	Download	VERIFICATION PENDING	VERIFIED ▾	
21-NOV-19	Resolution Authorising Signatory	0	CONSUMER	Download	VERIFICATION PENDING	VERIFIED ▾	

Assign Application Status: APPLICATION BACK REFERRED ▾

Assigned Application Status: APPLICATION BACK REFERRED

Comments:

- In case the application is Back Referred then the application will be pending at consumer end to re-upload the documents. And if the application is verified then the case will be forwarded to Concerned SDO for final approval. Concerned SDO shall Login using the credentials provided vide mail. After Login the SDO shall approve all the documents verified by RA as described at Sr. No. 5 above. Concerned SDO can also raise objection to already verified documents by RA. In such case the application will be back referred to Consumer and after re-upload of documents by consumer the case will follow the same process as previously.

- After the approval of all documents, if an additional document is required from the consumer, then the option of 'ADDITIONAL DOCUMENT DEMANDED' can be selected specifying comments (mandatory) regarding the kind of document required. Please note that only one additional document can be demanded from the consumer.

Note: - Additional document can only be demanded from the consumer if all the documents are approved.

Documents' Details							
Date Uploaded	Document Name	Revision	Responsible Person	Download	Current Status	Update Status	Comments
26-SEP-19	A and A form	0	CONSUMER	Download	APPROVAL PENDING	APPROVED ▾	
26-SEP-19	Proof of Identity	0	CONSUMER	Download	APPROVAL PENDING	APPROVED ▾	
26-SEP-19	Proof of Ownership	0	CONSUMER	Download	APPROVAL PENDING	APPROVED ▾	
26-SEP-19	Undertaking Regarding Proprietorship	0	CONSUMER	Download	APPROVAL PENDING	APPROVED ▾	

Assign Application Status:

Assigned Application Status: ADDITIONAL DOCUMENT DEMANDED

Comments:

- After the application is back referred or an additional document is demanded, the consumer submits the required documents. The application has to be again processed by repeating step 5& 6 above. If the submitted documents are correct, the corresponding documents are approved and the application is approved by assigning application status as 'APPLICATION APPROVED' else step 5& 6 can be repeated again. Now if the next step is to issue demand notice, then the same can be done by clicking the link 'ISSUE DEMAND NOTICE' shown below the 'Documents Details' section.

Note: - Status of only previously disapproved documents can be changed.

Documents' Details							
Date Uploaded	Document Name	Revision	Responsible Person	Download	Current Status	Update Status	Comments
	Proof of Identity	0		Download	APPROVED	APPROVED ▾	
	A and A form	0		Download	APPROVED	APPROVED ▾	
	Proof of Ownership	0		Download	APPROVED	APPROVED ▾	

[ISSUE DEMAND NOTICE](#)

9. The next step is 'Demand Payment Details' in case of connections above 50 kW/kVA. Here the Service Connection Charges as per schedule of General Charges are already displayed and other charges if any have to be entered. 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'.

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PSPCL.IN HOME LOGOUT

Demand Payment Details	
Service Connection Charges:	Rs. 2050
Other Charges:	Rs. 1275
<input type="button" value="Calculate Total"/>	
Total Charges:	Rs. 3325

10. 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.

Demand Notice Upload form

Memo No: SWS/345/ED-25 Dated: 11-01-2019

Upload Demand Notice: No file chosen

File uploaded successfully!!

List of uploaded documents:

Upload Date	Document Name	Revision No.	Remove
10-JAN-19 16:50:07	Demand Notice	0	Remove

Comments:

11. After the consumer pays the demand amount and uploads the test report, the status of the test report should be set to either 'APPROVED' or 'OBJECTIONS' under the 'Update Status' column. It may be ensured that only Test Report is uploaded in the given column by the consumer and if not then 'OBJECTIONS' status be selected and comments added accordingly. Finally the application status can be set to either 'TEST REPORT APPROVED' or 'TEST REPORT BACK REFERRED' under the 'Assign Application Status' section. Then the submit button can be clicked to complete the processing of application.

Documents' Details

Date Uploaded	Document Name	Revision	Responsible Person	Download	Current Status	Update Status	Comments
18-DEC-18	A and A form	0	CONSUMER	Download	OBJECTIONS	OBJECTIONS ▾	There is an objection.
18-DEC-18	Proof of Identity	0	CONSUMER	Download	APPROVED	APPROVED ▾	
18-DEC-18	Proof of Ownership	0	CONSUMER	Download	APPROVED	APPROVED ▾	
18-DEC-18	A and A form	1	CONSUMER	Download	APPROVED	APPROVED ▾	
18-DEC-18	Demand Notice	0	NODAL OFFICER	Download	APPROVED	APPROVED ▾	
20-DEC-18	Test Report	0	CONSUMER	Download	OBJECTIONS	OBJECTIONS ▾	obj
09-FEB-19	Test Report	1	CONSUMER	Download	TEST REPORT UPLOADED	SELECT ▾	

Assign Application Status:

Assigned Application Status:

Comments:

12. If the application status is set to 'TEST REPORT APPROVED' in the previous step, a 'RELEASE CONNECTION ORDER' link appears below the 'Documents Details' section. Click on the link to move to the 'Connection Order Upload Form'.

Documents' Details

Date Uploaded	Document Name	Revision	Responsible Person	Download	Current Status	Update Status	Comments
09-JAN-19	A and A form	0	CONSUMER	Download	OBJECTIONS	OBJECTIONS ▾	There is an objection.
09-JAN-19	Proof of Identity	0	CONSUMER	Download	APPROVED	APPROVED ▾	
10-JAN-19	A and A form	1	CONSUMER	Download	APPROVED	APPROVED ▾	
11-JAN-19	Demand Notice	0	NODAL OFFICER	Download	DEMAND NOTICE ISSUED	APPROVED ▾	
11-JAN-19	Test Report	0	CONSUMER	Download	TEST REPORT UPLOADED	APPROVED ▾	

[RELEASE CONNECTION ORDER](#)

13. The 'Connection Order Upload Form' is now displayed. 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: Dated:

Upload Connection Order: No file chosen

File uploaded successfully!!

List of uploaded documents:

Upload Date	Document Name	Revision No.	Remove
11-JAN-19 13:33:14	Connection Order	0	Remove

Comments:

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

Application Status	
Status:	CONNECTION RELEASED
Pending Task:	NIL
Days Alloted:	7
Days Elapsed:	0

Payment Details

[CLICK HERE](#)

Application Timeline

Date	Action	Application Status	Responsible Person	Days Alloted	Days Elapsed	Comments
18-DEC-18	APPLICATION SUBMITTED TO SUBDIVISION	APPLICATION SUBMITTED	CONSUMER	7	0	
18-DEC-18	APPLICATION PROCESSED BY SUBDIVISION	APPLICATION BACK REFERRED	NODAL OFFICER	7	0	Application is back referred.
18-DEC-18	DOCUMENTS RESUBMITTED BY CONSUMER	DOCUMENTS RESUBMITTED	CONSUMER	7	0	File reuploaded!
18-DEC-18	APPLICATION PROCESSED BY SUBDIVISION	APPLICATION APPROVAL COMPLETE	NODAL OFFICER	7	0	Approving application.
19-DEC-18	DEMAND NOTICE ISSUED BY SUBDIVISION	DEMAND NOTICE ISSUED	NODAL OFFICER	91	0	Demand notice issued!
20-DEC-18	DEMAND PAYMENT COMPLETED BY CONSUMER	DEMAND PAYMENT COMPLETED	CONSUMER	7	1	
20-DEC-18	TEST REPORT UPLOADED BY CONSUMER	TEST REPORT UPLOADED	CONSUMER	15	41	Test Report uploaded.
30-JAN-19	APPLICATION PROCESSED BY SUBDIVISION	TEST REPORT REJECTED	NODAL OFFICER	7	9	test report rejected!!
09-FEB-19	TEST REPORT UPLOADED BY CONSUMER	TEST REPORT UPLOADED	CONSUMER	15	0	test report re-uploaded!
09-FEB-19	APPLICATION PROCESSED BY SUBDIVISION	TEST REPORT APPROVED	NODAL OFFICER	7	0	test report approved!
10-FEB-19	CONNECTION RELEASED BY SUBDIVISION	CONNECTION RELEASED	NODAL OFFICER	7	0	connection order uploaded!