

Annexure - A

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

1. Browse to the following URL:

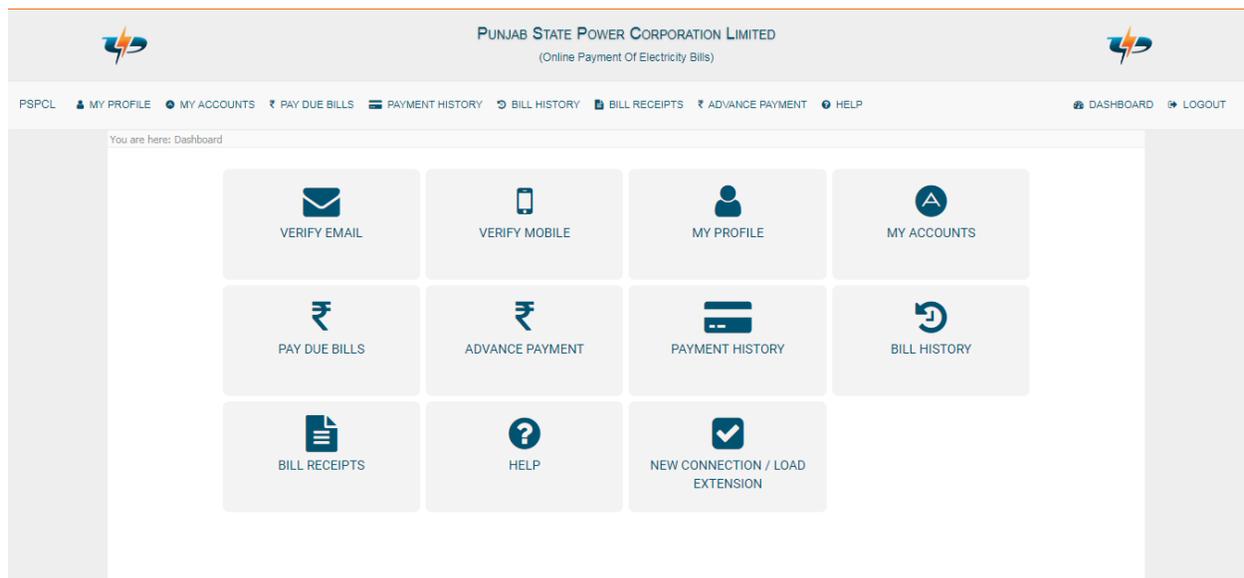
<https://billpayment.pspcl.in>

The screenshot shows the PSPCL Bill Payment portal. The header includes the PSPCL logo, the text "PUNJAB STATE POWER CORPORATION LIMITED (Online Payment Of Electricity Bills)", and a navigation menu with "PSPCL", "BILL PAY", "BILL HISTORY", "BILL RECEIPTS", "ADVANCE PAYMENT", "HELP", and "LOGIN". The breadcrumb trail reads "You are here: Bill Pay". A red banner with a star icon says "Click For Latest Offers for Bill Payment" and a note below it states "Due to technical activities, payments from 2315 hrs to 0015 hrs are not possible." The main content area has three steps: "1. ENTER ACCOUNT NUMBER", "2. VIEW BILL", and "3. PAY BILL". The first step is active, showing a text input field with "eg. 3004303978" and a "Submit" button. At the bottom, there is a link: "Click to know Gateway charges and help line".

2. Click on Login (top-right corner). Create an account if none already exist using the 'SIGN UP FIRST' link. Then login using the registered credentials.

The screenshot shows the PSPCL Account Login portal. The header is identical to the previous screenshot. The breadcrumb trail reads "You are here: Account Login". A red banner says "Don't have account, SIGN UP FIRST". The main content area has a "Consumer Login" section with "Email" and "Password" input fields, a "Login" button, and a "Forgot password?" link. Below the login section is a link: "Click here for corporate login". To the right is a "LOG-IN FEATURES" section with a list of features: "Mobile Friendly", "Feature Rich Dashboard", "Multiple Bill Payments", "Manage Accounts", "Faster Payments", "View Payment History", "View Bill History", and "View Bill Receipts".

3. Click on the 'NEW CONNECTION / LOAD EXTENSION' button.



4. Click on the appropriate link to apply for new connection or load extension.

Apply New Connection

For DS (Only Residential) up to 20KW

LT Supply (All connections below 100 kVA except (DS upto 20 KW))

Between 100KVA and 500KVA

Apply Load Extension

For DS (Only Residential) up to 20KW

LT Supply (All connections below 100 kVA except (DS upto 20 KW))

Between 100KVA and 500KVA

5. Fill in the all the required details in the A&A form and click on continue In case you don't know your Sub-division, option of search village/area wise is also available. Further areas marked * are mandatory to be filled. In field at Sr. no. 13 to 16 you have to intimate whether Meter and Work is to be carried out by you or PSPCL.

Registration For New Connection For DS (Only Residential) up to 20kW

1)	Account No. (Not mandatory for new connections)	<input type="text"/> #NA
2)	Name of applicant / organisation / institution	<input type="text" value="TEST"/> *
	a) Aadhaar No.	<input type="text" value="123456789101"/>
3)	Father Name	<input type="text" value="TEST"/> *
4)	Date of Birth (dd-MM-yyyy)	<input type="text"/>
5)	Address	
	a) House / Premesis No.	<input type="text" value="123"/>
	b) Street No.	<input type="text" value="ABC"/>
	c) Area / Colony	<input type="text" value="XYZ"/>
	d) City / Village	<input type="text" value="patiala"/> *

6. The next screen is a preview of the filled out copy of the A&A form. Save a copy of the form by clicking on 'Download PDF' button. Take a print out of the form, attach photograph and complete other necessary formalities. Now, scan the form to make it ready to be uploaded in the next step. However DS consumer/applicant having load below 20 kVA can upload the A&A form with or without his/her Photograph and signatures i.e. consumer can upload the A&A form as downloaded from site. In case of form without Photograph and signatures field office shall take the printout of this form and get it signed & paste photograph from the consumer during their visit to the residence of consumer while installing connection.

PUNJAB STATE POWER CORPORATION LIMITED
APPLICATION AND AGREEMENT (A & A) FORM
For DS (Only Residential) up to 20kW

self attested
Passport size
photograph of the
applicant/
authorized
signatory

(TO BE COMPLETED AND SIGNED BY APPLICANT)

1)	Name of the applicant (Self attested copy of identity proof to be submitted)	Ajit Singh		
	a) Aadhar Card No.	348539616201		
2)	Address			
	a) House / Premesis No.	6		
	b) Street No.	4		
	c) Area / Colony	Guru Nanak Nagar		
	d) City / Village	Patiala		
	e) Telephone No.			
	f) Mobile No.	9812345678		
	g) Email Address	abc@xyz.com		
3)	Category / Purpose of supply	DS		
4)	Schedule of electricity consuming apparatus:			
	Category	Description	No.	Wattage each
	DS (Only Residential)	a) Light Points Actual or 40 Watts (half to be counted)		
		b) Fan Points Actual or 60 Watts (one third to be counted)		
		c) Wall Sockets Actual or 60 Watts (one fourth to be counted)		
		d) Power Plugs		
				Total kW

- Please note that the form has now been saved to the database and the same can now be retrieved at a later time for editing by clicking on the 'EDIT' link in the 'Already Applied Connections' section of the dashboard.

The screenshot shows the PSPCL dashboard with the following elements:

- Header:** PUNJAB STATE POWER CORPORATION LIMITED (Online Payment Of Electricity Bills)
- Navigation:** MY PROFILE, MY ACCOUNTS, PAY DUE BILLS, PAYMENT HISTORY, BILL HISTORY, BILL RECEIPTS, ADVANCE PAYMENT, HELP, DASHBOARD, LOGOUT
- Breadcrumbs:** You are here: Test0
- Section: Already Applied Connections**

APP NO	DATE	APP TYPE	CATEGORY	NAME	LOAD APPLIED	STATUS	DETAILS	EDIT
247	09-JAN-19	NewB20	DS	Ajit Singh	7 KW	DOCUMENTS UPLOAD PENDING		EDIT
- Section: Apply New Connection**
 - For DS (Only Residential) up to 20kW
 - LT Supply
- Section: Apply Load Extension**
 - For DS (Only Residential) up to 20kW
 - LT Supply

- After clicking on the continue button in Step 6 above, the documents upload form now becomes available. Upload all the required documents by selecting the same from the dropdown given under 'Please select document type'. If wrong document is uploaded, the same can be removed using 'Remove' button. After all documents have been uploaded, click on continue button.

The screenshot shows the 'Documents Upload form' with the following elements:

- Header:** PUNJAB STATE POWER CORPORATION LIMITED (Online Payment Of Electricity Bills)
- Navigation:** MY PROFILE, MY ACCOUNTS, PAY DUE BILLS, PAYMENT HISTORY, BILL HISTORY, BILL RECEIPTS, ADVANCE PAYMENT, HELP, DASHBOARD, LOGOUT
- Breadcrumbs:** You are here: Test2
- Section: Documents Upload form**
 - Please select document type:
 - Upload documents: No file chosen
 -
 - File uploaded successfully!!
 - List of uploaded documents:

Document Name	Remove
A and A form	Remove
Proof of Identity	Remove
- Buttons:** Continue, Back

9. Now the 'Charges Details' screen appears. Click on the 'Pay' button to complete the payment. Please note that after the payment is completed, the application form will be locked and no more editing would be allowed. Any warning related to payment must be seen properly before attempting any re-payment after failed attempt.

Charges Details

1) Application No.	247
2) Name	Ajit Singh
3) Category	DS
4) New / Extended load applied	7 KW
5) Security Deposit / ACD	Rs. 2590
6) Service Connection Charges	Rs. 5600
7) Meter Security	Rs. 400
8) MCB Security	Rs. 225
9) Processing Fee	Rs. 20
Total Charges	Rs. 8835

[Pay](#)
[Back](#)

10. Payment receipt is generated after payment process is completed. Print-out of the same can be taken by clicking the print button.

Payment Receipt

Please log in to your account regularly to stay updated about the status of your application and other details.

1) Transaction Status	Success
2) Transaction Date / Time	04-01-19 12:10:03 PM
3) Order No.	SWS1901040000008
4) Transaction ID	PSBI7069541230
5) Application No.	21
6) Name	Production Test
7) Category	DS
8) New / Extended Load Applied	6 KW
9) Amount Paid	Rs. 2/-

[Print](#)
[Continue](#)

- Click on continue button to move to the dashboard where application is shown to be locked for editing. Click on the 'Details' link to show application details.

The screenshot shows the PSPCL website interface. At the top, there is a navigation bar with the PSPCL logo and the text 'PUNJAB STATE POWER CORPORATION LIMITED (Online Payment Of Electricity Bills)'. Below the navigation bar, there are several menu items: MY PROFILE, MY ACCOUNTS, PAY DUE BILLS, PAYMENT HISTORY, BILL HISTORY, BILL RECEIPTS, ADVANCE PAYMENT, and HELP. On the right side, there are links for DASHBOARD and LOGOUT. The main content area displays 'Already Applied Connections' with a table showing one application. Below this, there are sections for 'Apply New Connection' and 'Apply Load Extension', each with a 'For DS (Only Residential) up to 20kW' and 'LT Supply' link.

APP NO	DATE	APP TYPE	CATEGORY	NAME	LOAD APPLIED	STATUS	DETAILS	EDIT
247	09-JAN-19	NewB20	DS	Ajit Singh	7 KW	APPLICATION SUBMITTED	DETAILS	

- Consumer can keep a track on the application progress by visiting the 'Details' link from time to time. The various application details such as Consumer Details, Application Status, Payment Details, Application Timeline, Document Timeline and SDO Contact Details are displayed.

The screenshot shows the 'Details' page for application number 247. The page is divided into several sections: Consumer Details, Application Status, Payment Details, and Application Timeline. The Consumer Details section shows the following information:

Street No:	4
Area:	Guru Nanak Nagar
City:	Patiala
Mobile No:	9812345678
Email ID:	abc@xyz.com

The Application Status section shows the following information:

Status:	APPLICATION SUBMITTED
Pending Task:	APPLICATION APPROVAL PENDING
Days Alloted:	7
Days Elapsed:	0

Below the Application Status section, there is a 'Payment Details' button with a 'CLICK HERE' link. Below that, there is an 'Application Timeline' button. The Application Timeline section shows a table with the following data:

Date	Action	Application Status	Responsible Person	Days Alloted	Days Elapsed	Comments
09-JAN-19	APPLICATION SUBMITTED TO SUBDIVISION	APPLICATION SUBMITTED	CONSUMER	7	0	

13. The status of the application must be checked periodically. If the application status is updated to '**APPLICATION BACK REFERRED**', then this means that objections have been found by the concerned subdivision and the consumer needs to resubmit the documents. Or if updated to '**ADDITIONAL DOCUMENT REQUIRED**', then this means that all documents uploaded by you are correct but an additional document are required by the concerned SDO. Therefore you are required to submit this document.

Application Status

Status:	APPLICATION BACK REFERRED
Pending Task:	DOCUMENTS REUPLOAD PENDING
Days Alloted:	7
Days Elapsed:	0

Payment Details

[CLICK HERE](#)

Application Timeline

Date	Action	Application Status	Responsible Person	Days Alloted	Days Elapsed	Comments
09-JAN-19	APPLICATION SUBMITTED TO SUBDIVISION	APPLICATION SUBMITTED	CONSUMER	7	1	
10-JAN-19	APPLICATION PROCESSED BY SUBDIVISION	APPLICATION BACK REFERRED	NODAL OFFICER	7	0	The application is being back referred.

14. The 'DOCUMENTS RE-UPLOAD FORM' link is now shown below the 'Document Timeline' section which can be clicked to view 'Documents Re-Upload Form'. Or if 'UPLOAD ADDITIONAL DOCUMENT' link is now shown below the 'Document Timeline' section which can be clicked to view 'Additional Documents Upload Form'.

Application Timeline

Date	Action	Application Status	Responsible Person	Days Alloted	Days Elapsed	Comments
09-JAN-19	APPLICATION SUBMITTED TO SUBDIVISION	APPLICATION SUBMITTED	CONSUMER	7	1	
10-JAN-19	APPLICATION PROCESSED BY SUBDIVISION	APPLICATION BACK REFERRED	NODAL OFFICER	7	0	The application is being back referred.

Document Timeline

Date Uploaded	Document Name	Revision	Responsible Person	Download	Current Status	Comments
09-JAN-19	A and A form	0	CONSUMER	Download	OBJECTIONS	There is an objection.
09-JAN-19	Proof of Identity	0	CONSUMER	Download	APPROVED	

After removing the objections, please resubmit the document(s) listed above by clicking the below link:
[DOCUMENTS RE-UPLOAD FORM](#)

15. All the required corrected documents should be re-uploaded and continue button clicked to submit the same.

Documents Re-Upload form

Please select document type:

Upload documents: No file chosen

File uploaded successfully!!

List of uploaded documents:

Upload Date	Document Name	Revision No.	Remove
10-JAN-19 15:44:51	A and A form	1	Remove

Comments:

16. If no further objections are found, the application is finally approved and the application status shows as 'APPLICATION APPROVAL COMPLETE'. If the Demand Notice has been issued by the concerned subdivision, then the next step may be 'DEMAND PAYMENT'. The Demand Notice can be downloaded by using the 'Download' option in the Document Timeline. The link for 'DEMAND PAYMENT' appears below the 'Document Details' section. Click the same to move to 'Demand Payment' form.

Document Timeline

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

Click on the link below for Demand Payment:
[DEMAND PAYMENT](#)

SDO Contact Details

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

17. The 'Demand Payment' form now appears. Click on 'Pay' to pay the demand amount.

The screenshot shows the 'Demand Payment' form on the Punjab State Power Corporation Limited website. The header includes the PSPCL logo and the text 'PUNJAB STATE POWER CORPORATION LIMITED (Online Payment Of Electricity Bills)'. The navigation menu contains links for 'MY PROFILE', 'MY ACCOUNTS', 'PAY DUE BILLS', 'PAYMENT HISTORY', 'BILL HISTORY', 'BILL RECEIPTS', 'ADVANCE PAYMENT', and 'HELP'. The user is logged in as 'Test7'. The main content area features a 'Demand Payment' title and a table with the following details:

Demand Payment Details	
Service Connection Charges:	Rs. 2050
Other Charges:	Rs. 1275
Total Charges:	Rs. 3325

Below the table are two buttons: 'Pay' and 'Back'.

18. After the above payment step is completed, the 'Test Report Upload Form' now appears. Upload the test report to finally complete the last required step.

The screenshot shows the 'Test Report Upload form' on the Punjab State Power Corporation Limited website. The form includes a 'Choose File' button, an 'Upload' button, and a confirmation message: 'File uploaded successfully!'. Below this is a table titled 'List of uploaded documents:' with the following data:

Upload Date	Document Name	Revision No.	Remove
11-JAN-19 12:44:52	Test Report	0	Remove

There is a 'Comments:' section with a text area containing the placeholder text 'A comment for test report.'. At the bottom of the form are two buttons: 'Continue' and 'Back'.

19. If the test report is rejected by the subdivision, then the consumer is asked to re-submit the same otherwise the connection is finally released by the subdivision the status of which should be visible as:

Application Status	
Status:	CONNECTION RELEASED
Pending Task:	NIL
Days Alloted:	30
Days Elapsed:	1

Payment Details

[CLICK HERE](#)

Application Timeline

Date	Action	Application Status	Responsible Person	Days Alloted	Days Elapsed	Comments
25-SEP-19	APPLICATION SUBMITTED TO SUBDIVISION	APPLICATION SUBMITTED	CONSUMER	0	0	
25-SEP-19	APPLICATION PROCESSED BY SUBDIVISION	APPLICATION BACK REFERRED	SDO	7	0	
25-SEP-19	DOCUMENTS RESUBMITTED BY CONSUMER	DOCUMENTS RESUBMITTED	CONSUMER	7	0	
25-SEP-19	APPLICATION PROCESSED BY SUBDIVISION	ADDITIONAL DOCUMENT DEMANDED	SDO	7	0	
25-SEP-19	ADDITIONAL DOCUMENT UPLOADED BY CONSUMER	ADDITIONAL DOCUMENT UPLOADED	CONSUMER	7	0	
25-SEP-19	APPLICATION PROCESSED BY SUBDIVISION	APPLICATION BACK REFERRED	SDO	7	0	
25-SEP-19	DOCUMENTS RESUBMITTED BY CONSUMER	DOCUMENTS RESUBMITTED	CONSUMER	7	0	
25-SEP-19	APPLICATION PROCESSED BY SUBDIVISION	APPLICATION BACK REFERRED	SDO	7	0	
25-SEP-19	DOCUMENTS RESUBMITTED BY CONSUMER	DOCUMENTS RESUBMITTED	CONSUMER	7	0	
25-SEP-19	APPLICATION PROCESSED BY SUBDIVISION	APPLICATION APPROVAL COMPLETED	SDO	7	0	
25-SEP-19	CONNECTION RELEASED BY SDO	CONNECTION RELEASED	SDO	30	1	