

MEESEVA USER MANUAL

FOR

SPDCL - NEW CONNECTION



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The erstwhile Andhra Pradesh State Electricity Board which came into existence in 1959 was responsible for Generation, Transmission and Distribution of Electricity. Under Electricity Sector Reforms agenda, Government of Andhra Pradesh promulgated Andhra Pradesh Electricity Reforms Act, 1998. The erstwhile APSEB was unbundled into one Generating Company (APGENCO), One Transmission Company(SPDCL) and Four Distribution Companies (APDISCOMs) as part of the reform process. Those are CPDCL, EPDCL, NPDCL and SPDCL

Note: -At present EPDCL and SPDCL Discom Services are provided through MeeSeva.

Category Type	В
User Charges	INR 35/-
Service	Based on the Service selection and No. of Units
Charges	
Documents	1. Application Form*
Required	2. ID Proof *
	3. Caste Certificate (Mandatory if SC & ST)
	4. Owner Ship Certificate/Sale Deed/Gift Deed(Selected Proof Document) *
	5. Municipality/ Gram Panchayat Permission Letter *
	6. Photo*

Table 1: Service information at Glance

Note: The asterisk (*) denotes mandatory requirement of documents.



Procedure for applying the Request at Kiosk: -

This section contains instructions for the operators of the MeeSeva web application to apply for SPDCL- New connection Service.

1) In MeeSeva home screen, under **List of Services**, Select **SPDCL Department** services as depicted in Figure 1.



Figure 1: SPDCL Department

2) Select **New Connection** Service under SPDCL Department Services as depicted in Figure 2.



Figure 2: New Connection Service Selection Screen



3) Now New Connection request screen will be Displays as depicted in figure 3.



Figure 3: Application Request Screen

4) Select Discom as SPDCL as depicted in Figure 4.

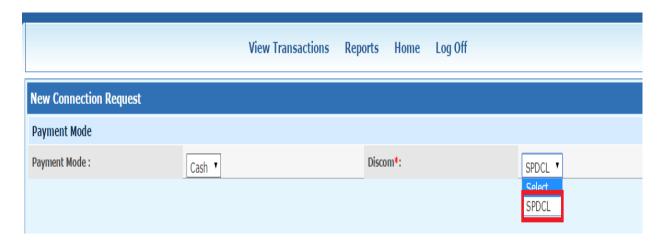


Figure 4: Discom Selection



5) New Connection Request details page displayed. As depicted in Figure 5.

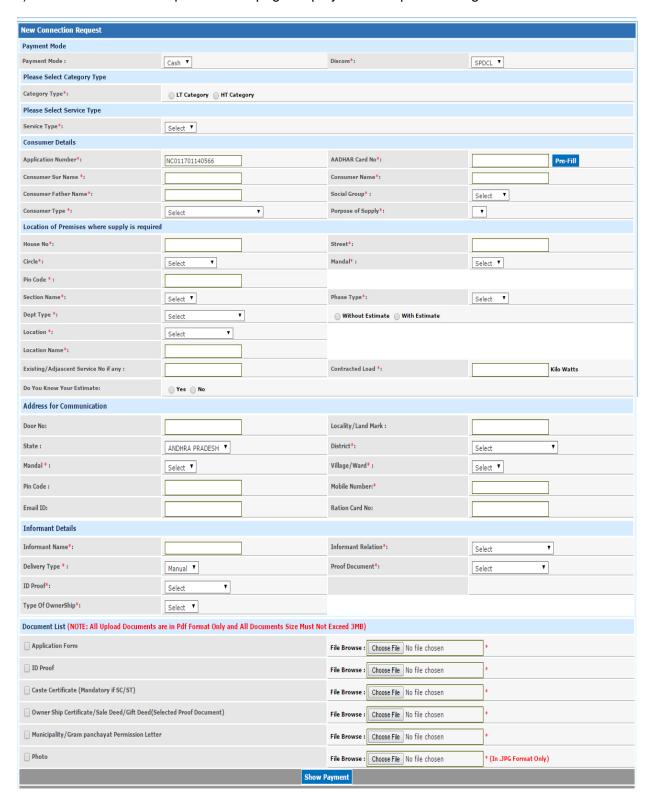


Figure 5: Application Home Screen



6) Select the Category Type either Lt Category or HT Category as depicted in figure 6



Figure 6: Category Type Selection

Note: Here I am selecting LT category

7) Select Service Type (Domestic/Commercial/ General Purpose or etc...) based on Applicant Request. As depicted in Figure 7.

Note: - Here I am selecting Service Type as Commercial

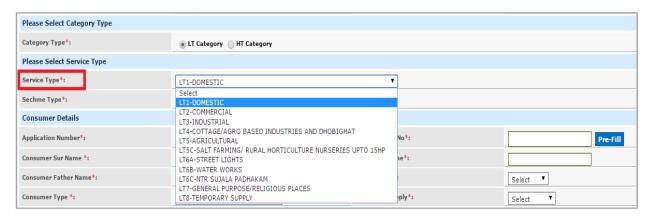


Figure 7: Service Type Selection

8) Enter Consumer Details such as Aadhaar No, Consumer Sur Name, Consumer Name, Father Name, Social Group (either SC/ST/OC/BC/OTHERS), Consumer Type(Either Individual/Other Legal Personal/Private Limited Company/Public Limited Company/Registered A Partner Ship/ Unregistered Partner Ship) and Purpose of Supply(Populated based on service). It has been depicted in figure 8.

Note: - We can also pre-fill Consumer details with the help of Aadhaar number.

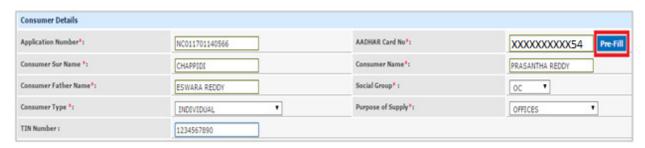


Figure 8: Consumer Details Screen



9) Enter Location of Premises where supply is required such as House No, Street, Circle, Division, Sub Division, Pin code, Section Name, Phase Type, Dept type, Estimate Type (With Estimate or Without Estimate), Location type, Location name, Existing/Adjacent Service No if Any and Connected Load(In kw). It has been depicted in figure 9.
Note: Here I am selecting Estimate Type as Without Estimate

Location of Premises where supply is required House No*: Street*: 210-212 MAIN ROAD Circle*: Mandal*: ۲ ANANTHAPUR ▼ TADIPATRI Pin Code *: 515411 Section Name*: TADIPATRI-1 Phase Type*: Select ▼ Dept Type *: Without Estimate With Estimate NON-GOVERNMENT TOWN Location Name*: YSR CIRCLE Contracted Load *: Existing/Adjascent Service No if any : KiloWats Yes 📵 No

Figure 9: Location of Premises where supply is required screen - Without Estimation

CASE – 1: New Connection – Without Estimation

10) Enter Address for Communication (Door No, Locality/Land Mark, State, District, Mandal, Village/Ward, Pin Code, Mobile Number, Email id and Ration Card Number) as depicted in Figure 10.



Figure 10: Address for Communication Screen

11) Enter Informant Details (Informant Name, Relation, Delivery Type, Proof Document, ID Proof and Type of Ownership(Tenet or Owner)) as depicted in Figure 11.





Figure 11: Information Details Screen

12) Collect the necessary supporting documents as indicated in the New Connection request page scan the documents and upload into the system, as depicted in Figure 12.



Figure 12: Upload Documents List

Note: All the mandatory fields have to be filled in; otherwise request will not be accepted by the system.

Note: Ensure that the Location of Premises Details of the Consumer is accurate as the concerned officials visit Premises Location during the verification of his/her New Connection particulars.

13) Click **Show Payment**. Another window appears requesting to **Confirm Payment** as depicted in figure 13.



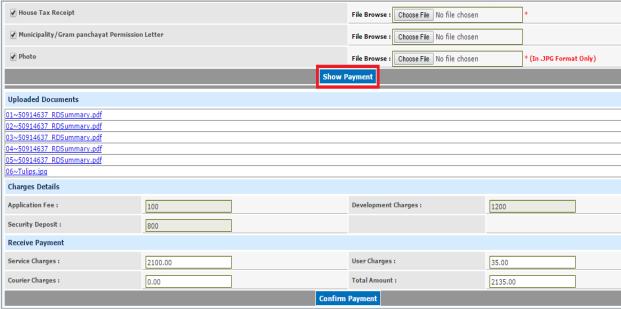


Figure 13: Show Payment Section

Note: - Here Charges are varies based on Category and Load Type.

14) Collect the amount from the Citizen and click **Confirm Payment** to submit the request as depicted in figure 14.

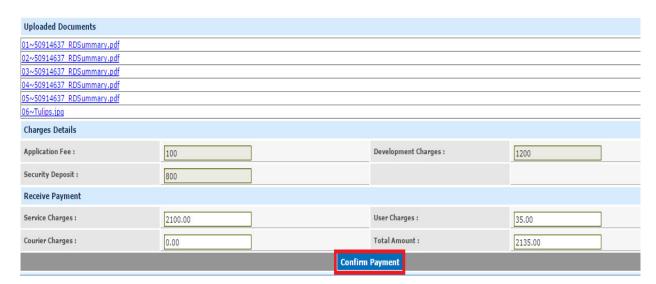


Figure 14: Payment Confirmation Section

Note: Ensure that you have sufficient balance with your service provider (SCA), else the system will not accept the request.

15) On confirmation, a receipt will be generated as depicted in the following figure. The receipt will contain the Certificate delivery date.





Date: 28/07/2017

Time: 9:06 AM

Discom Name :	SPDCL	Date of Payment :28/07/2017	
Authorized Agent Name :	OPERATOR	Informant Name :	C PRASANTHA REDDY
Transaction Id :	TANC011701140566	Application No :	NC011701140566
Circle :	ANANTHAPUR	Mandal:	TADIPATRI
Section :	TADIPATRI-1	Applied Load :	1 Kilo Watts
Consumer Name :	PRASANTHA REDDY	Amount Paid (in Rs.):	2135+25(Courier Charges)=2160
Category Type :	LT2-COMMERCIAL		
CSC Application No:	72312S135002017JUL28		
CSC Address :	O/o. ADE/Operation/Tadipatri, Ananthapur road, Tadipatri, 08558 223300		

TCS TEST CHANNEL

The Transaction Id should be kept for further correspondence.

Note: The Kiosk Operator must courrier the New Connection Application Form along with all supporting documents to the respective ADE. The Courier amount 25/- shall be collected from the applicant.

Print List of Services

New Connection Application

Figure 15: Receipt



16) At Location and New Connection request screen Operator selects With Estimation radio button as depicted in figure 16.

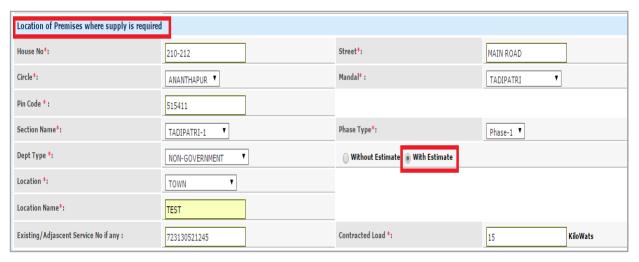


Figure 16: With Estimation Service Selection

17) Once operator selects Estimation Type as 'With Estimate', Load Details screen displayed as depicted in Figure 17.

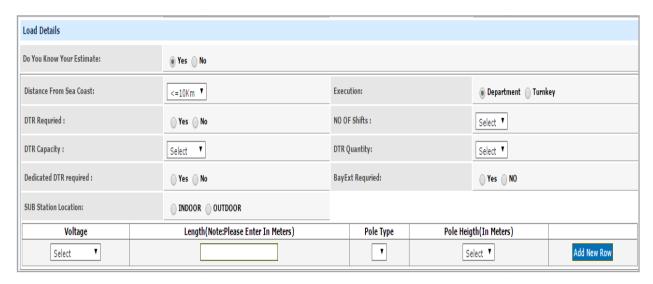


Figure 17: Load Details Request Screen

18) Enter Load Details based on the customer requirement as depicted in figure 18.



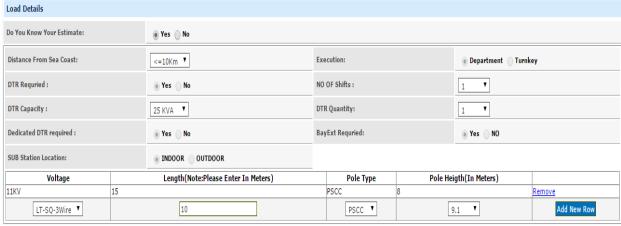


Figure 18: Capturing Load Details

19) Enter Address for Communication (Door No, Locality/Land Mark, State, District, Mandal, Village/Ward, Pin Code, Mobile Number, Email id and Ration Card Number) as depicted in Figure 19.



Figure 19: Address for Communication Screen

20) Enter Informant Details (Informant Name, Relation, Delivery Type, Proof Document, ID Proof and Type of Ownership(Tenet or Owner)) as depicted in Figure 20.

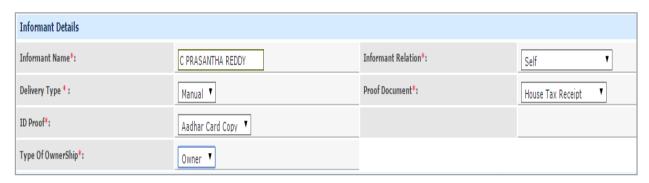


Figure 20: Information Details Screen



21) Collect the necessary supporting documents as indicated in the New Connection request page scan the documents and upload into the system, as depicted in Figure 21.



Figure 21: Upload Documents List

Note: All the mandatory fields have to be filled in; otherwise request will not be accepted by the system.

Note: Ensure that the Location of Premises Details of the Consumer is accurate as the concerned officials visit Premises Location during the verification of his/her New Connection particulars.

22) Click **Show Payment.** Another window appears requesting to **Confirm Payment** as depicted in figure 22.

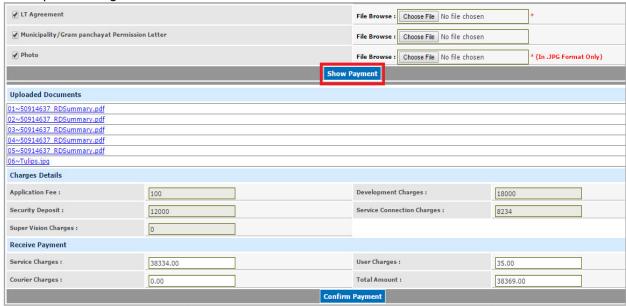


Figure 22: Show Payment Section



23) Collect the amount from the Citizen and click **Confirm Payment** to submit the request as depicted in figure 23.

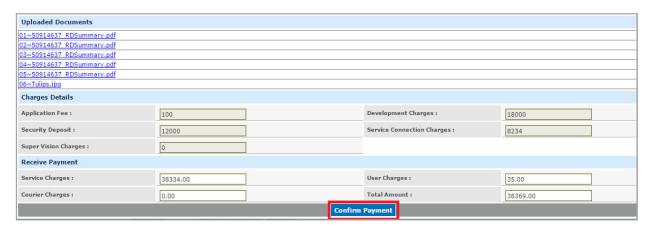


Figure 23: Payment Confirmation Section

Note: Ensure that you have sufficient balance with your service provider (SCA), else the system will not accept the request.

24) On confirmation, a receipt will be generated as depicted in the following figure. The receipt will contain the Application No, Consumer Details, Load details, Category, CSC Application No, etc...as depicted in Figure 24.



Figure 24: Receipt



Note: - On submission of the request, Consumer Receives Message. Like your Request for New Connection Service has been entered vide Application Number, Transaction Id and sent to Dept.

- 25) On submission, the request will be sent to the work flow of the respective Department for further processing.
- 26) Once the request is approved by Department, Then citizen need to collect the New Connection Certificate from franchisee where he/she applied for the Certificate.