



Ajmer Vidyut Vitran Nigam Limited

Corporate Identification Number (CIN) - U40109RJ2000SGC016482

Registered Office: Vidyut Bhawan, Panchsheel Nagar, Makarwali Road, Ajmer-305004

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No: AVVNL/TA to MD/F./D. 497

Date: 24/4/18

ORDER -08

As per the directions issued earlier vides Comml. AJ-737 the SoP of new connections is as below-

1. Service Line Connections:

Category	Urban Area	Rural Area
Domestic	2 working days	3 working days
Non Domestic	1 working day	2 working days
Industrial (LT)	1 working day	2 working days

2. Connections involving LT line works:

Category	Urban Area	Rural Area
Domestic	7 working days	7 working days
Non Domestic	3 working days	7 working days
Industrial (LT)	7 working days	7 working days

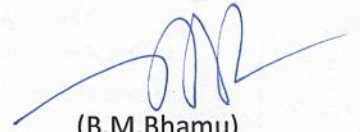
3. Connections involving LT & HT work both:

Category	Urban Area	Rural Area
Non Domestic	5 working days	7 working days
Industrial (LT)	7 working days	7 working days

R-APDRP software offers three different channels to deal with new connections i.e. through "CRM", "CRMPlus" and "Advice" (UI). Due to this it is hard to confirm whether services to the consumers are being delivered on time as per SoP or not.

Therefore, it is enjoined upon all that, all the new connections will only be routed through the "CRMPlus". The AEn/JEn (IT) posted in field are nominated to monitor the activity. They will visit each and every subdivision under their jurisdiction and ensure the entry of all new connection's files (received on and after 01-04-2018) in "CRMPlus" process. They will also educate the team of subdivision(s) involving in new connection to be conversant with "CRMPlus". Once the pendency will clear; subdivision will take up the full charge and route each and every new connection file only through "CRMPlus" at their own.

The work flow of "CRMPlus" is attached herewith for ready reference and assistance. Strict compliance of the above directions are to be ensured by the controlling officers. Any non-compliance will be viewed seriously and may attract disciplinary action.



(B.M.Bhamu)

Managing Director
AVVNL, Ajmer

Copy to the following for information and compliance:

1. The Director (Fin./Tech.), AVVNL, Ajmer
2. The Chief Engineer /Addl. Chief Engineer (O&M/T&S-CSS/MM/M&P/IT/HQ), Ajmer Discom
3. The Superintending Engineer (O&M/IT/Plan), Ajmer Discom
4. All Executive Engineer (O&M/IT), Ajmer Discom
5. All Assistant Engineer (O&M/IT), AVVNL, Ajmer Discom



TA to MD
AVVNL, Ajmer

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.

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

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.

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.

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.

Step 6:- SCO

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

Assigned User:-CC

Description: - CC will complete SCO Compliance detail.