

About WSS Application- For Consumers & Non Consumers

For using the web self-service (WSS) of Jaipur Discom, the perspective user has to go to the website www.jaipurdiscom.com and click on the link of “Web Self Service” on home page of Jaipur discom website. When clicked the user will be navigated to the login page. The new user has to make registration by clicking on the link of “new user” at login page otherwise already existing user can login into the WSS by their respective username & password. In case of new user, the form will be opened and after filling the required details, the user submit and an activation link is send via email as well as mobile sms. After then activation user can login into the web self service login page with its user name & password. The first time & one time activity by the current consumer after after login into account is to add account with valid KNO with the required details like last payment or bill receipt no. After this verification the KNO is mapped to user account. More than one account can be added if the user has more than one connection. **In case of Non Consumer the user after login into account can apply for New Connection by clicking on New Connection Form.**

The screenshot shows a web browser window with the URL 115.249.108.34/RAPDRP_WSS/WSSUI/frnNewConnection.aspx. The page title is "New Connection". The form is organized as follows:

- Application Details:** Application Date (11-Jun-2016), Connection Type (* --Select--).
- Neighbour Details:** KNo (*), Name, Office Code (* --Select--), Office City.
- Owner Details:** Radio buttons for Individual (selected) and Organisation. Radio buttons for Single Applicant (selected) and MultipleApplicants. Fields for Name of Person (First Name *, Middle Name, Last Name *), Salutation (* --Select--), C/O (* --Select--), Name (*), Applicant's Gender (* --Select--), Applicant's Type (* --Select--), Mobile No, Date Of Birth (*), E-Mail.
- Permanent Address Details:** House/Flat No. (*), Street Name /Block/Mohalla (*), Area Name (*), Locality Type (* --Select--), District (*), City/Town (*), Land Mark, Constituency, Pin Code (*), Phone No.
- Correspondence Address Details:** (Section header visible).

Now the various activities can be performed for particular KNO by the user clicking on KNO on manage account page. Consumer profile is shown with its personal information, technical information and meter information in the center. In the left hand a list of various activity wise menu is shown for the use of consumer which is detailed as under:

1. Manage profile: Consumer Profile
2. Account Status: Current Bill, Previous Bill, Consumption Pattern, Average Consumption, Payment Details
3. Online Payment: Pay Energy Bills, Online Payment Details

4. Complaints: Complaints Status, Register Complaint
5. Commercial request: Commercial request status, register commercial request
6. Online request: Load Change, Name change, Category Change, Shifting of connection, Request Status.
7. Other: Power Failure information.
8. Manage Accounts: Accounts(If multiple accounts are there)

Advantage of WSS Services

- **Pay your energy bills**
- **Check your last six month bills**
- **Add multiple account(Limit 25 Kno)**
- **View payment history**
- **Calculate your monthly usage**
- **Raise requests & complaints**
- **Track the status of the requests & complaints.**
- **New Connection**