



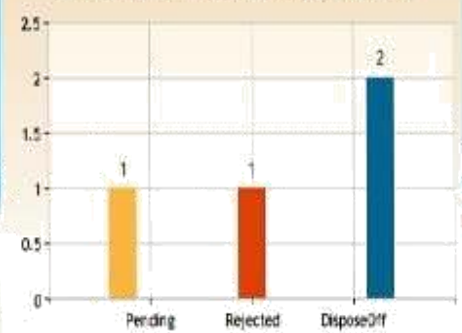
**CIRCULAR**

**ACT & RULES**

**NOTIFICATIONS**

**MIS Tool for Effective Monitoring & Service Delivery**

Service Performance Summary (Total 4)



Department	Received	Rejected	Completed	Pending
<a href="#">Energy AVVN</a>	0	0	0	0
<a href="#">Energy JGVVN</a>	0	0	0	0
<a href="#">Energy JVVN</a>	4	1	2	1
<a href="#">Finance</a>	0	0	0	0
<a href="#">Food</a>	0	0	0	0
<a href="#">Home</a>	0	0	0	0
<a href="#">ISG</a>	0	0	0	0
<a href="#">M&amp;H</a>	0	0	0	0
<a href="#">Medical Edu.</a>	0	0	0	0
<a href="#">PHED</a>	0	0	0	0
<a href="#">PPWD</a>	0	0	0	0
<a href="#">PWD</a>	0	0	0	0
<a href="#">Revenue</a>	0	0	0	0
<a href="#">RHB</a>	0	0	0	0
<a href="#">Social Justice</a>	0	0	0	0
<a href="#">TADPPWD</a>	0	0	0	0
<a href="#">Transport</a>	0	0	0	0
<a href="#">Treasury &amp; a/c</a>	0	0	0	0
<a href="#">UDH</a>	0	0	0	0
<a href="#">WRD</a>	0	0	0	0
<b>Total</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>1</b>



# RGDPS PORTAL Quick Help Trainer Guide

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# 1. Getting Started

**Step 1:** Enter URL e.g. <http://rgdpstest.rajasthan.gov.in/> in the web browser and following Home Page of the MIS portal for Rajasthan Guaranteed Delivery of Public Services Act 2011 will appear on your screen.

The screenshot shows the homepage of the Rajasthan Guaranteed Delivery of Public Services Act 2011 MIS portal. The header features the Rajasthan state emblem and the text "Rajasthan Guaranteed Delivery of Public Services Act 2011". Navigation buttons for Home, Feedback, Help, and Contact Us are present. A central banner with a 3D figure and arrows promotes reducing travel costs and time. Below this are three main sections: "CITIZEN CHARTER" (listing Revenue, Police, Medical Health), "ACT & RULES" (listing RGDPs Act 2011 and amendments), and "NOTIFICATIONS" (listing dates and rules). A sidebar on the left contains a "Support" menu with items like Reports, Find Officer(s) Vs Service(s), and Check Application Status. The main content area includes "PENDENCY CHECKER - 'MAY I HELP YOU'" with "DISTRICT WISE" and "DEPARTMENT WISE" options, "DOWNLOAD MOBILE APP" for Android, and "CHECK STATUS BY SMS". A "Login" section offers "Departmental user" and "Citizen" options. The footer contains technical details and contact information.

Best viewed on [Mozilla](#) (1280x768).  
OIC/Websites: Shri Suneel Chhabra Phone -0141-5153224  
Site Last Updated on : 17-10-2013 | Phone: + 91+141+ 5153222(Ext. 1304) | Site Developed by [RISL \(RajCOMP\)](#) | [DoIT&C](#)

**Step 2:** Role based access is given to the users by the System Admin. To Login into MIS portal, Give Username, Password & user Role type provided by the System Admin & Click on Login Button.

**Please ensure the following before logging in**

---

- You are accessing Government Information System.
- Government may monitor and audit the usage of this system, and all persons are hereby notified that the use of this system constitutes consent to such monitoring and auditing.
- Unauthorized access or use of this system is prohibited and subject violators to criminal, civil, and/or administrative action.
- Unauthorized modification of any information stored in this system is strictly prohibited and may be punishable under the computer Fraud and Abuse Act of 1986 and the National Information Infrastructure Protection Act.
- There is no right of privacy in this system.

**Login here**

User Name

Password

Role Type --Select--

--Select--

Assistant Designated Officer

Designated Officer

First Appellate Officer

General Administrative User

HelpDesk

Nodal Officer

Second Appellate Authority

[Forgot Passw](#)

**Rajasthan Guaranteed Delivery of Public Services Closer to Citizen**

(There are same user has more than one role type, so only select as specified role type to login, to access the Services)

After Login, the following page will appear on the screen that has menu list (Quick Links) on the left side of the page and has LOGIN detail, NEWS & EVENTS, ALERT on the right side of the page & in middle of the page displays Dashboard specific to user type and role predefined/preconfigured in the system.

rajasthan.gov.in

**Rajasthan Guaranteed Delivery of Public Services Act 2011**

Welcome : Nitesh Jain

Last login Date : 15/10/2013

[Dashboard](#) | [Edit Profile](#) | [Sign Out](#)

Department
Designation
Service
Attach Enclosures to Services
Desig-Services Relationship
Office
Post
User
User-Post Relationship
News
RGDPS Training
Reports
Marquee Info
Role Rights

## 2. Role based access control matrix

Based on the following roles and rights for different user types, System Admin will create users through the Admin module and provide access as per the role assigned to them.

Role	User Type	View access on resources
Departmental users	1. Departmental Monitoring Authority	<ul style="list-style-type: none"> <li><input type="checkbox"/> Aging Summary,</li> <li><input type="checkbox"/> Department wise Summary,</li> <li><input type="checkbox"/> Service wise Summary,</li> <li><input type="checkbox"/> Office wise Summary,</li> <li><input type="checkbox"/> Tehsil wise Summary,</li> <li><input type="checkbox"/> District wise Summary,</li> <li><input type="checkbox"/> On DashBoard: <ul style="list-style-type: none"> <li>o Graph 1: Status of services assigned by the department</li> <li>o Summary Grid: Status summary of services assigned to departmental use</li> </ul> </li> </ul>
	2. Nodel Officers	<ul style="list-style-type: none"> <li><input type="checkbox"/> Create/ Update Offices,</li> <li><input type="checkbox"/> Create/ Update Posts,</li> <li><input type="checkbox"/></li> <li><input type="checkbox"/> Create/ Update Users,</li> <li><input type="checkbox"/> Create/ Update User-Post relationship,</li> <li><input type="checkbox"/> Create/Update News and Events,</li> <li><input type="checkbox"/> View service-user mapping,</li> <li><input type="checkbox"/> On DashBoard: <ul style="list-style-type: none"> <li>o Graph 1: Department wise total Application Received.</li> <li>o Summary Grid: Status summary of Pending services with Applicant Detail submitted himself/herself to the department</li> </ul> </li> <li><input type="checkbox"/> On Alert: <ul style="list-style-type: none"> <li>o Submitted total online Application.</li> <li>o Submitted total manual Application.</li> <li>o Applications forward to FAO.</li> <li>o Applications forward to SAA.</li> </ul> </li> </ul>
	3. Designated Officer	<ul style="list-style-type: none"> <li><input type="checkbox"/> Application Submission (Manual and Online),</li> <li><input type="checkbox"/> My Online Daily Register.</li> <li><input type="checkbox"/> My Manually Register.</li> <li><input type="checkbox"/> First Appeal Register.</li> <li><input type="checkbox"/> Second Appeal Register.</li> <li><input type="checkbox"/> On DashBoard: <ul style="list-style-type: none"> <li>o Graph 1: Status of services assigned to the department.</li> <li>o Graph 2: Application status of today's accepted applications by User.</li> <li>o Summary Grid: Status summary of Pending services with Applicant Detail submitted himself/herself to the department.</li> </ul> </li> <li><input type="checkbox"/> On Alert: <ul style="list-style-type: none"> <li>o Last serve date applications.</li> <li>o Applications forward to FAO.</li> <li>o Applications forward to SAA.</li> <li>o Applications Re-assigned from FAO.</li> <li>o Applications Re-assigned from SAA.</li> </ul> </li> </ul>
	4. Assistant Designated Officer	<ul style="list-style-type: none"> <li><input type="checkbox"/> Application Submission. (Manual and Online),</li> <li><input type="checkbox"/> File First and Second Appeal (Manual and Online),</li> <li><input type="checkbox"/> My Online Daily Register.</li> <li><input type="checkbox"/> On DashBoard: <ul style="list-style-type: none"> <li>o Graph 1: Status of services assigned to the department.</li> <li>o Graph 2: Application status of today's accepted applications by User.</li> <li>o Summary Grid: Status summary of Pending services submitted himself/herself to the department.</li> </ul> </li> </ul>

Kiosks users	5. e-MITRA_CSC user	<input type="checkbox"/> Application Submission. (Manual and Online) <input type="checkbox"/> On Dashboard: <ul style="list-style-type: none"> <li>o Graph 1: Status of services assigned to the department.</li> <li>o Graph 2: Application status of today's accepted applications by User.</li> <li>o Summary Grid: Status summary of Pending services submitted himself/herself to the department.</li> </ul>
General Administrative User	6. General Administrative User	<input type="checkbox"/> On Dashboard: <ul style="list-style-type: none"> <li>o Graph 1: Department wise total applications received.</li> <li>o Summary Grid: Department wise application status summary.</li> </ul>
District E-Governance society	7. DeGS Nodal Officer	<input type="checkbox"/> Create/ Update Offices <input type="checkbox"/> Create/ Update of e-MITRA_CSC KISOKs, <input type="checkbox"/> Attach office with e-MITRA_CSC KISOKs. <input type="checkbox"/> On Dashboard: <ul style="list-style-type: none"> <li>o Graph 1: Status of services assigned to the department.</li> <li>o Graph 2: Application status of today's accepted applications by User.</li> <li>o Summary Grid: Status summary of services submitted himself/herself to the department.</li> </ul>
Appellate Authority	8. First Appellate Authority	<input type="checkbox"/> Inbox – Number of application applied for first level First Appellate appeal. <input type="checkbox"/> View first appeal register report. <input type="checkbox"/> On Dashboard: <ul style="list-style-type: none"> <li>o Graph 1: Department wise total applications received.</li> <li>o Summary Grid: Service Wise Summary for online applications.</li> </ul> <input type="checkbox"/> On Alert: <ul style="list-style-type: none"> <li>o Assign Applications in Inbox.</li> </ul>
	9. Second Appellate Authority	<input type="checkbox"/> Inbox – Number of application applied for Second level First Appellate appeal. <input type="checkbox"/> View second appeal register report. <input type="checkbox"/> On Dashboard: <ul style="list-style-type: none"> <li>o Graph 1: Department wise total applications received.</li> <li>o Summary Grid: Service Wise Summary for online applications.</li> </ul> <input type="checkbox"/> On Alert: <ul style="list-style-type: none"> <li>o Assign Applications in Inbox.</li> </ul>

### 3. Application Status

Any application submitted in the system will be assigned any of the following status at any given point of time:

- a. **“Submitted”**:When the Departmental user receives physically copy of the application form applicant and submits the application in the “RGDPS MIS system” through online or by manual entry mode. The application entry will be set to be in submitted status. This enables the system to print Acknowledgement and track status for assigned designated officer/assistant designated officer.
- b. **“Rejected”**:On the “Submitted” application, designated officer can “Reject” the application associating with the remark which supports the reasons for reject, it can be either Partial documents submission of existing document verification failed.
- c. **“Disposed-off”**:The status can be set as “Disposed-Off” by designated officer when the actual service request will be closed by the department. It can be done within service stipulated timelines given at the time of the service applied or after due date.

## 4. Application Submission

Citizen fill the hard copy of "APPLICATION FORM" against specific service i.e. the guidelines for filling up the physical copy of application form and the relevant enclosures will be submitted with application against specific service.

### Application Entry screen will be populated for application submission

Application FORM		Application Date : 17/10/2013 12:18 PM	
<b>Office &amp; Officer Details</b>			
Parent Office :	XEN (CD.I),JVNL JAIPUR	Office Address	<b>AEN (A-I),JVNL JAIPUR</b> AEN (A-I),N.P.H., jaipur
Department :	Energy Department - JVNL		
Service/Application assigned to designated officer *			
Services :	--Select-- *		
Assigned To :	▼ *		
Present Designation :			
Service Duration :	Days Hours	Service Serve Date :	
<input type="checkbox"/> All Enclosure Submitted (Please do not choose this selection, if any Mandatory document pending by applicant)			
<b>Applicant Address Detail</b>			
<input checked="" type="radio"/> URBAN <input type="radio"/> RURAL			
Applicant Name :	<input type="text"/> *	District :	--Select-- *
Mobile Number :	<input type="text"/>	Mohalla	<input type="text"/>
E-Mail :	<input type="text"/>	Ward	<input type="text"/>
Tehsil :	▼ *	Pin Code :	<input type="text"/>
Address :	<input type="text"/> ..:: *	Remark :	<input type="text"/> ..::
		<input type="button" value="Ok"/> <input type="button" value="Reset"/>	

### For e-MITRA/CSC users below screen will be populated for application submission

Application FORM for all Services			
Kiosk Token	<input type="text"/>	Kiosk Submission Date	03/02/2012 03:28 PM *
Application Date	03/02/2012 03:28 PM		
<b>Office &amp; Officer Details</b>			
PARENT DEPARTMENT :	OFFICE ADDRESS		
DEPARTMENT :			
<b>Services available to related department</b>			
DEPARTMENT :	--SELECT-- ▼		
SERVICES :	<input type="text"/> *		
OFFICE :	▼		
ASSIGNED TO :	▼ *	SERVICE DURATION :	Days Hours
PRESENT DESIGNATION :	SERVICE SERVE DATE :		
<b>Enclosures</b>			
<input type="text"/>			
<b>Applicant Address Detail</b>			
<input checked="" type="radio"/> URBAN <input type="radio"/> RURAL			
APPLICANT NAME :	<input type="text"/> *	DISTRICT :	--Select-- ▼ *
MOBILE NUMBER :	<input type="text"/>	MOHALLA	<input type="text"/>
E-MAIL :	<input type="text"/>	WARD	<input type="text"/>
TEHSIL :	▼ *	PIN CODE :	<input type="text"/>
ADDRESS :	<input type="text"/> ..:: *	REMARK :	<input type="text"/> ..::
<b>Action of Application</b>			
<input type="checkbox"/> All Enclosure Submitted (Please do not choose this selection, if any Mandatory document pending by applicant)			
		<input type="button" value="Ok"/> <input type="button" value="Reset"/>	



## 5. Application Entry screen Details

Selection of "Online Application Entry" Menu item will take designated officer to Application entry page where blank forms will be displayed without application number & application status.

Designated officer information panel will be auto-populated from bank end process.

Initially all related services will be available in the service panel form the department of same designated officer i.e. who logged it initially. These services will be available in dropdown list. Also all other designated officers list will be available in the selection dropdown list form the department of same designated officer i.e. who logged it initially.

"Online Services available to related department Panel": Selection of service from will have following changes in screen:

Designated officer will be auto selected if attached to service. Also Departmental Designated officer list will be active for selection.

Service delivery time will be auto calculated based on citizen charter for specific service. State holidays & officially off days will be added to the final service delivery date which will be auto calculated by system & will be display screen.

"Enclosure Panel": Enclosure (for verification of applicant details necessary to avail service) which was initially blank gets populated with enclosures attached with selected services. "All Enclosure" will enable & auto linked with mandatory documents listed under "Enclosure Panel".

"Save & Print acknowledgement" button will be enable. While clicking on the button, mandatory fields verification will be taken into consideration along with mandatory document checks, post successful verification of entries, Application/Acknowledge no. will be generated by system, which will be provided to end customer as receipt of acknowledgement along below information.

Applicant's information panel will have default selection "Urban" and "District Dropdown populated and remaining field will be blank for user entry. Based on the Urban/Rural option selection, the information will be asked to complete address details" i.e. if Option "Urban" get selected then "Mohalla & "Ward" information will be asked, Otherwise if Option "Rural" is getting selected then "Village & "Panchayat" will be selected.

"Action on Application panel" will have only cancel button enable initially. As soon as complete application details, service details along with check box: "I accept ....." will be filled, Save button will be enable to use. After successful save of application record there will be a success message on Alert panel along with application/ acknowledgement number. **Application Receipt format**


Print option visible to take quick print of it. After applying for a service, the applicant would be provided with an acknowledgement slip the print out of which can be taken for future references. The acknowledgement slip would have the following details: Note: The receipt format would be as below:

Applicant's particulars like name and address

Application reference number

Application submission date  
Service and department for which application has been made

CSC details where the application was made e.g., CSC registration number if any.

<a href="#">Print</a>	
 <b>Rajasthan Guaranteed Delivery of public Services Act 2011</b>	
<b>FORM OF ACKNOWLEDGEMENT</b>	
	<b>Application Number :</b> 1200001862
<b>Name of the designated officer :</b>	jen1 jccal [Designated Officer] [Junior Engineer1(A-1)JCC]
<b>Office Address :</b>	<b>AEN (A-I),JVVNL JAIPUR</b> AEN (A-I),N.P.H., jaipur
<b>Name and address of the applicant :</b>	Test user Test address, Rajasthan 0
<b>Date of receiving application in the office of designated officer :</b>	05/06/2012
<b>Name of the service for which the application is given</b>	Repair of Electric Supply : (1) Voltage related complaints) during 08:00AM to 10:00PM (for rural area)
<b>Particulars of the documents which are essential for receiving service but are not enclosed with the application</b>	
<b>Last date of the stipulated time limit :</b>	06/06/2012
<b>Place: jaipur</b>	<b>Signature of Recipient</b>
<b>Date: 05/06/2012 03:35 PM</b>	<b>Name and Designation with seal</b>
<b>Note:</b> In case all the required documents are not enclosed with the Application, Service Serve Date will not be given.	

Status check screen/Edit Application Details Screen: There shall be a status check screen, through which the User (Designated Nodel Officer/ Departmental KIOSKs User/ Departmental e-MITRA\_CSC user) can check status of his/her service request using the unique acknowledgement number/Token Number provided when applied for a service. Also, there shall be a status change department's end screen through which the Departmental Users can change status of the service requests in his bucket.

Whenever there is a change in status in the application, the applicant would be sent an e-Mail (in case the applicant has provided the same) so that he/she can know the status of the application and accordingly take necessary steps.

Whenever the Department official shall change the status of the application, there shall be "Remarks" field which can be used to let the applicant know of specific details, e.g., and the reason in case of rejection of the application form.

## 6. Master Screen Entities and their associated Activities

Process name	Activities Details	Functionality	Dependency on	User Group	Functional Rights on individual resources
Manage Department	Create Department	<ul style="list-style-type: none"> <li>• Create Department by specifying department name and other details</li> </ul>	Not Applicable	Administrator -- > Super Admin	All rights on all resources
	Edit Department	<ul style="list-style-type: none"> <li>• Search Department by specifying search conditions</li> <li>• Select the specific department from search result</li> <li>• Edit the selected department and update</li> </ul>	Department should exist in the system	Administrator -- > Super Admin	All rights on all resources
Manage Designation	Create Designation	<ul style="list-style-type: none"> <li>• Create new designation by specifying details.</li> <li>• New designation will inherit the service of department in which this designation is being created and it will be customizable</li> </ul>	Department should be created prior to designation	Administrator -- > Super Admin	All rights on all resources
	Edit Designation	<ul style="list-style-type: none"> <li>• search of designation</li> <li>• select particular designation to edit</li> <li>• Change the details of designation and update</li> </ul>		Administrator -- > Super Admin	All rights on all resources
	Map Department to Designation	<ul style="list-style-type: none"> <li>• Search Department</li> <li>• Select designation</li> <li>• Provision to add new designation in existing hierarchy for future expansion to cater new designation hierarchy</li> </ul>	Department should be created prior to designation	Administrator -- > Super Admin	All rights on all resources
	Map Services to designation	<ul style="list-style-type: none"> <li>• Search designation</li> <li>• Select the services of department to be mapped with designation</li> <li>• While creating designation admin will be able to define the parent designation</li> </ul>	Particular Service should be created prior to mapping to designation	Administrator -- > Super Admin	All rights on all resources
Services Management	Create/Edit Service	<ul style="list-style-type: none"> <li>• Specify department</li> <li>• Specify other parameters of services</li> <li>• Mapping of the enclosure to services</li> <li>• Mapping of physical jurisdiction to services</li> </ul>	Department should be created prior to service	Administrator -- > Super Admin	All rights on all resources
Office Management	Create Office	<ul style="list-style-type: none"> <li>• Specify department</li> <li>• Mapping of physical jurisdiction of office</li> <li>• Mapping of administrative jurisdiction Level</li> <li>• Mapping of parent office</li> <li>• Mapping of reporting office</li> </ul>	Department should be created prior to office creation	Administrator -- > Super Admin Administrator -- > e-MITRA_CSC	<ul style="list-style-type: none"> <li>• Super Admin- can add office under any department</li> <li>• e-MITRA_CSC Admin- can add office for their department only</li> </ul>
	Edit Office	<ul style="list-style-type: none"> <li>• Search office</li> <li>• Select office in search result</li> <li>• Edit office</li> </ul>		Administrator -- > Super Admin Administrator -- > e-MITRA_CSC	<ul style="list-style-type: none"> <li>• Super admin- can edit office under any department</li> <li>• e-MITRA_CSC Admin- can edit office for their department only</li> </ul>
Post Management	Create Post	<ul style="list-style-type: none"> <li>• Specify office</li> <li>• Mapping of the physical jurisdiction</li> <li>• Mapping of default services</li> </ul>	Office should be created prior to post	Administrator -- > Super Admin Administrator -- > Nodal Officer	<ul style="list-style-type: none"> <li>• Super Admin- can add post under any office</li> <li>• Nodal Officer Admin - can add post for the</li> </ul>

Process name	Activities Details	Functionality	Dependency on	User Group	Functional Rights on individual resources
		to post • Post will inherit jurisdiction of office by default and will be customizable		Admin	office comes under their department only
	Edit Post	• Search the post • Select post from search result • Edit Physical Jurisdiction post		Administrator -- > Super Admin Administrator -- > Nodal Officer Admin	• Super Admin-can add post under any office • Nodal Officer Admin - can add post for the office comes under their department only
	Mapping of Role to Post	• Select the post • Search role and select the desired roles		Administrator -- > Super Admin Administrator -- > Nodal Officer Admin	• Super Admin-can map role to any post • Nodal Officer Admin - can map role to post for the office comes under their department only
	Mapping of Service to Post	• Select the post • Search role and select the desired Service		Administrator -- > Super Admin Administrator -- > Nodal Officer Admin	• Super Admin-can map service to any post • Nodal Officer Admin - can map service to post for the office comes under their department only
User Management	Create user	• Specify the user type • Create a new user for DEGS /Kiosk and departmental users		All Administrator user	All rights on all resources
	Assign Post to user	• Search user • Select the post need to attach		All Administrator user	All rights on all resources
	Customize default role of user	• Search user • Select the post • Select the roles from list of roles		All Administrator user	All rights on all resources
DEGS Management	Create DEGS	• Specify the district • Enter DEGS details		Administrator -- > DeGS Nodal Officer	All rights on all resources
	Edit DEGS	• Search the DEGS • Select DEGS from search result • Modify the DEGS details		Administrator -- > DeGS Nodal Officer	All rights on all resources

## 7. How to do master entries on actual screens with user interface?

### 7.1. How to add/view/edit a department?

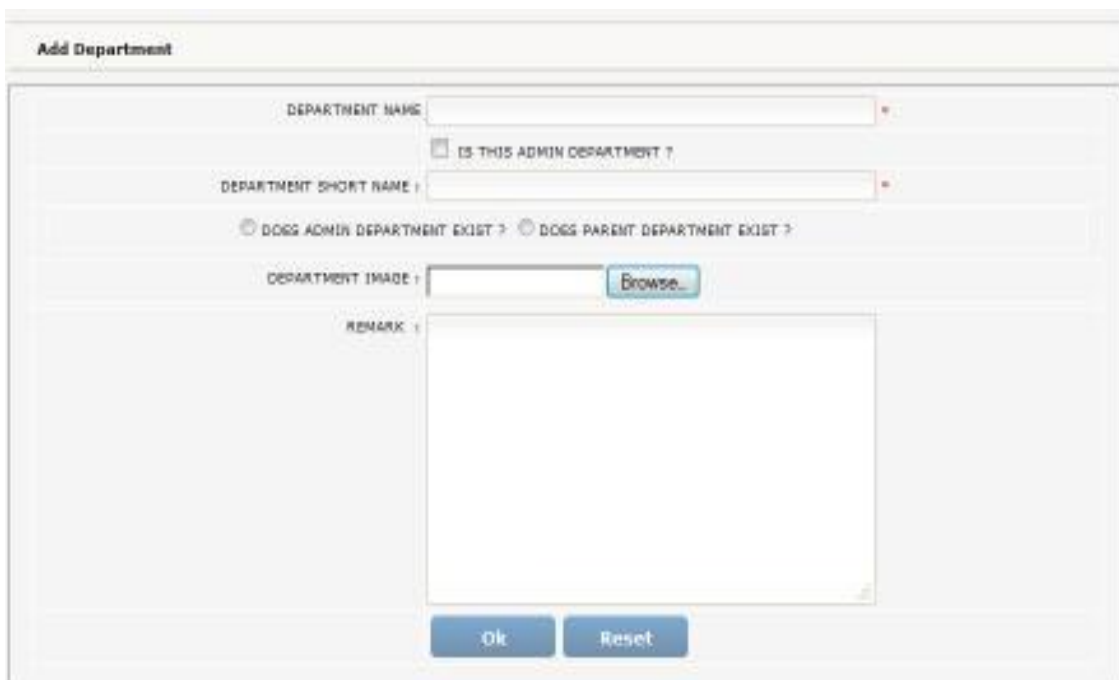
#### i. Creation of a Department

Step 1: The System Admin from DoIT&C will create a Department in the MIS portal. Step 2: Click on Department Add Department, following screen will appear.

If the Department is an Admin Department, user has to check the box. Else, user has to select either of the following two:

- Does Admin Department exist?
- Does parent department exist?
- Step

3: Click on OK or reset for making any changes.



The screenshot shows a web form titled "Add Department". It contains the following elements:

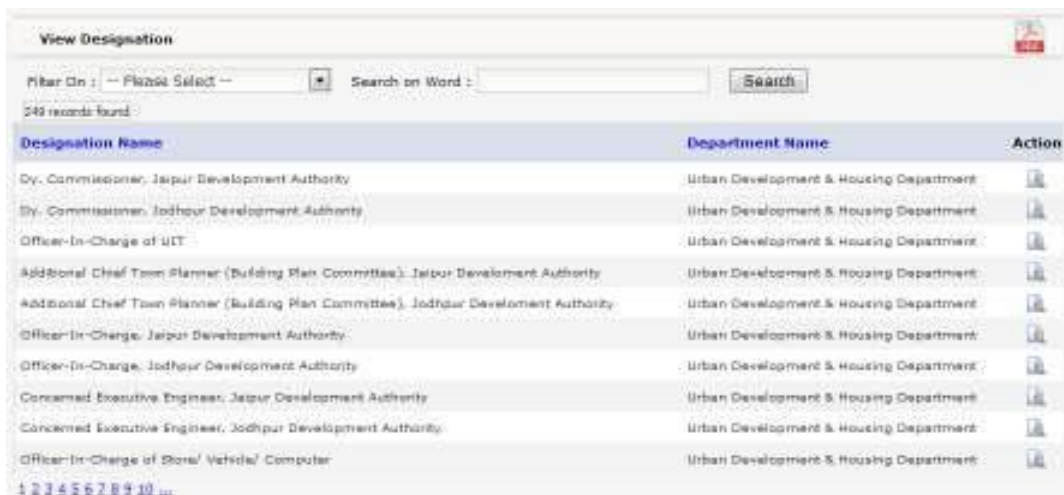
- DEPARTMENT NAME: [Text Input Field]
- IS THIS ADMIN DEPARTMENT?: [Checkbox]
- DEPARTMENT SHORT NAME: [Text Input Field]
- DOES ADMIN DEPARTMENT EXIST?: [Radio Button]
- DOES PARENT DEPARTMENT EXIST?: [Radio Button]
- DEPARTMENT IMAGE: [Text Input Field] with a "Browse..." button
- REMARK: [Text Area]
- Buttons: "Ok" and "Reset"

### 7.2. Create/View Designation:

User can also see the list of designations created for department/all departments depending on the type of user.

Step 1: The System Admin from DoIT&C /Nodal Officer can view the list of Designations in the MIS portal. This user has rights to delete/edit the designations.

Step 2: Click on Designation View Designation, following screen will appear. User can either edit or delete the designation.



The screenshot shows a web page titled "View Designation". It features a search bar with "Filter On: -- Please Select --" and "Search on Word: [Text Input Field]". Below the search bar, it says "249 records found:". The main content is a table with the following columns: "Designation Name", "Department Name", and "Action".

Designation Name	Department Name	Action
Dy. Commissioner, Jaipur Development Authority	Urban Development & Housing Department	[Edit/Delete Icons]
Dy. Commissioner, Jodhpur Development Authority	Urban Development & Housing Department	[Edit/Delete Icons]
Officer-In-Charge of UIT	Urban Development & Housing Department	[Edit/Delete Icons]
Additional Chief Town Planner (Building Plan Committee), Jaipur Development Authority	Urban Development & Housing Department	[Edit/Delete Icons]
Additional Chief Town Planner (Building Plan Committee), Jodhpur Development Authority	Urban Development & Housing Department	[Edit/Delete Icons]
Officer-In-Charge, Jaipur Development Authority	Urban Development & Housing Department	[Edit/Delete Icons]
Officer-In-Charge, Jodhpur Development Authority	Urban Development & Housing Department	[Edit/Delete Icons]
Concerned Executive Engineer, Jaipur Development Authority	Urban Development & Housing Department	[Edit/Delete Icons]
Concerned Executive Engineer, Jodhpur Development Authority	Urban Development & Housing Department	[Edit/Delete Icons]
Officer-In-Charge of Store/ Vehicle/ Computer	Urban Development & Housing Department	[Edit/Delete Icons]

At the bottom, there is a pagination bar showing "1 2 3 4 5 6 7 8 9 10 ...".

Step 3: Following screen will be displayed, if the user clicks on Edit option

The screenshot shows a web form titled "Edit Designation". It has the following fields:

- DEPARTMENT NAME: Urban Development & Housing Department
- DESIGNATION NAME: Dy. Commissioner, Jaipur Development Authority
- DESIGNATION SHORT NAME: (empty)
- DESIGNATION TYPE: Designated Officer
- REMARK: (empty text area)

An "OK" button is positioned at the bottom center of the form.

Step 4: After making any changes Click on OK.

### 7.3. How to add/view/edit a service?

#### iii. Creation of a service

Services notified under the Rajasthan Guaranteed Delivery of Public Services Act 2011 for any Department will be added in the system. To enable monitoring of department users w.r.t to the delivery of services, existing or additional will be added in the system. User has to enter service delivery time for a service.

Step 1: The System Admin will add services to a Department.

Step 2: Click on Services Add Services, following screen will appear.

Step 3: Click on OK or reset for making any changes.

The screenshot shows a web form titled "Add Service". It has the following fields:

- DEPARTMENT NAME: --Select--
- SERVICE NAME: (empty)
- SERVICE DETAIL: (empty text area)
- SERVICE DELIVERY TIME IN DAYS: (empty)
- SERVICE DELIVERY TIME IN HOURS: (empty)
- PENALTY: (empty)
- REMARK: (empty text area)

"Ok" and "Reset" buttons are positioned at the bottom center of the form.

- iv. **View Service:**User can also see the list of services created for department/alldepartments depending on the type of user.

Step 1: User can view the list of Services in the MIS portal. This user has rights to edit the Services.

Step 2: Click on Service View Service, following screen will appear. User can edit the Service.

Service Name	Department	Delivery Time(Days)	Delivery Time(Hours)	Penalty	Action
Repair of Hand-pump	Public Health Engineering Department	3	0	250.00	
Availability of new water connection	Public Health Engineering Department	7	0	250.00	
Repair of slow water supply in water connections	Public Health Engineering Department	3	0	250.00	
Rectification/ Connection in water bills	Public Health Engineering Department	3	0	250.00	
Replacement of water meter	Public Health Engineering Department	7	0	250.00	
(a) Refund of Security Deposit	Public Health Engineering Department	91	0	250.00	
(b) Refund of Earnest Money	Public Health Engineering Department	10	0	250.00	
Final payment after work completion (Final Bill, Time Extension and Deviation)	Public Health Engineering Department	91	0	250.00	
Name Transfer	Urban Development & Housing Department	30	0	250.00	
Sub-division and merger/ re-constitution of plots	Urban Development & Housing Department	43	0	250.00	

Step 3: Following screen will be displayed, if the user clicks on Edit option

**Edit Service**

DEPARTMENT NAME: Public Health Engineering Department

SERVICE NAME: Repair of Hand-pump

SERVICE DETAIL:

SERVICE DELIVERY TIME IN DAYS: 3

SERVICE DELIVERY TIME IN HOURS: 0

PENALTY: 250.00

REMARK:

Ok

Step 4: After making any changes Click on OK.

## 7.4. How to add/view/edit enclosures to a service?

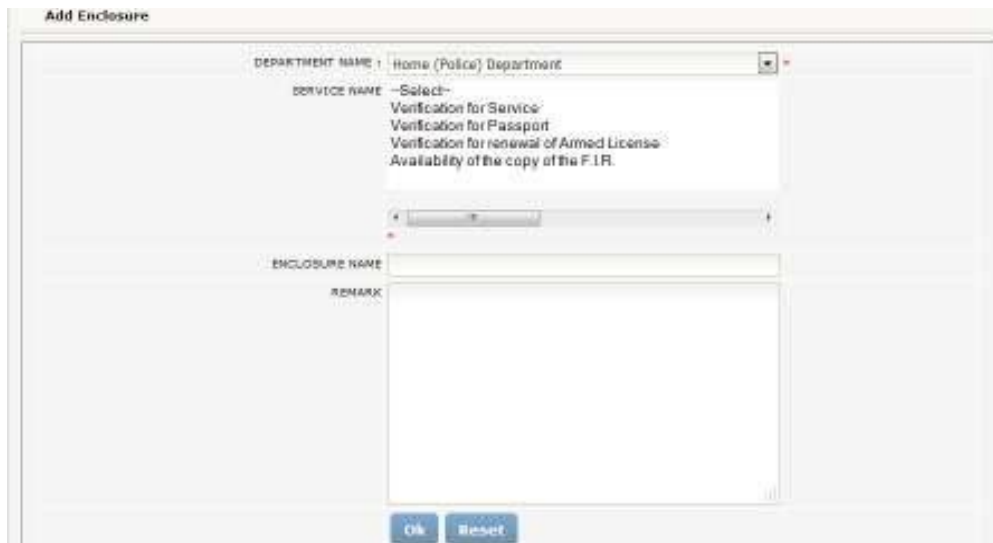
### i. Add enclosures to a service

For availing any service, user is supposed to fulfill the requirements of a service in terms of the supporting documents or enclosures. In case a user has not submitted all the required enclosures while filing an application, his/her application is liable for rejection.

Step 1: The System Admin will add enclosures to a service.

Step 2: Click on Attach enclosures to a Service Add Enclosures, following screen will appear.

Step 3: User has to select the service from the list and enter name of the enclosure to be added to that service. Click on OK or reset for making any changes.



The screenshot shows a web form titled "Add Enclosure". It contains the following fields and controls:

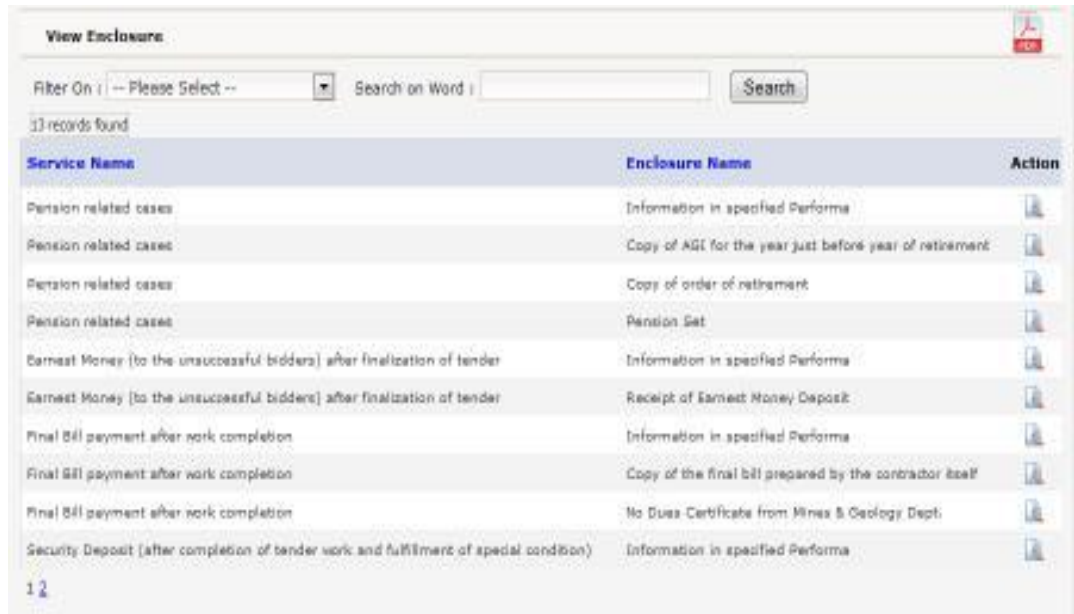
- DEPARTMENT NAME:** A dropdown menu with "Home (Police) Department" selected.
- SERVICE NAME:** A dropdown menu with the following options: "-Select-", "Verification for Service", "Verification for Passport", "Verification for renewal of Armed License", and "Availability of the copy of the F.I.R.". Below the dropdown is a small horizontal scrollbar.
- ENCLOSURE NAME:** A text input field.
- REMARK:** A large text area for entering remarks.
- Buttons:** "Ok" and "Reset" buttons at the bottom.

ii. View enclosures of a service:User can also see the list of enclosures of a service created for department/all departments depending on the type of user.



Step 1: User can view the list of enclosures required for availing a service in the MIS portal. This user has rights to edit the enclosures of a Service.

Step 2: Click on Attach enclosures to a Service View Enclosures, following screen will appear. User can edit the Enclosures.



**View Enclosure**

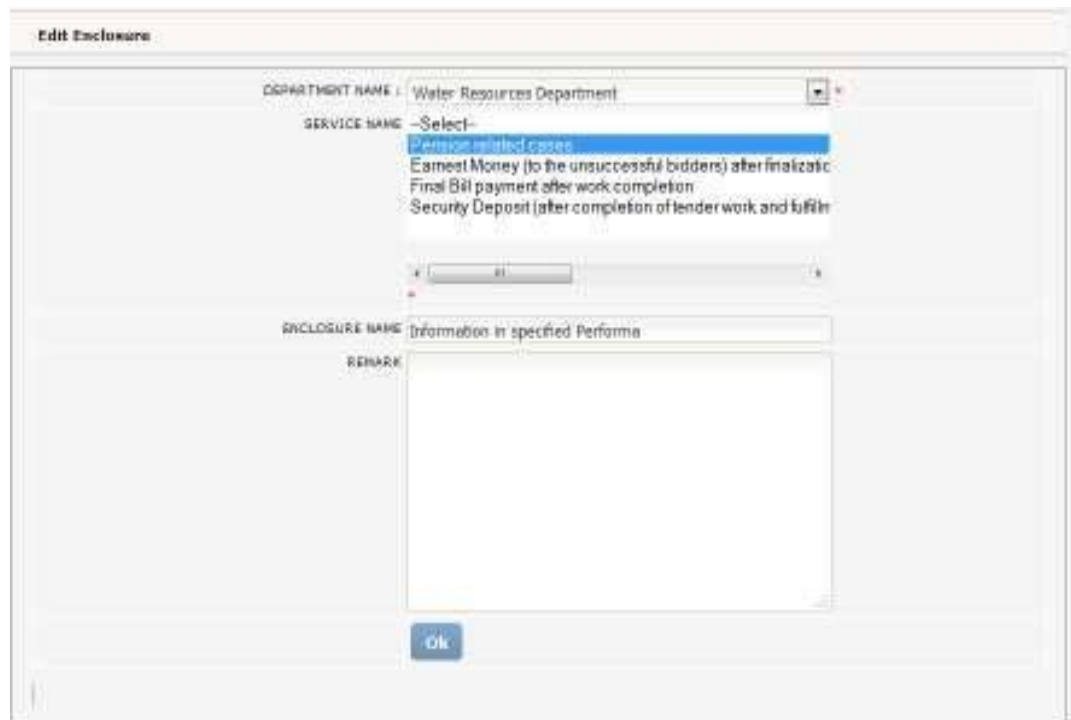
Filter On : -- Please Select -- Search on Word : Search

13 records found

Service Name	Enclosure Name	Action
Pension related cases	Information in specified Performa	
Pension related cases	Copy of AGI for the year just before year of retirement	
Pension related cases	Copy of order of retirement	
Pension related cases	Pension Set	
Earnest Money (to the unsuccessful bidders) after finalization of tender	Information in specified Performa	
Earnest Money (to the unsuccessful bidders) after finalization of tender	Receipt of Earnest Money Deposit	
Final Bill payment after work completion	Information in specified Performa	
Final Bill payment after work completion	Copy of the final bill prepared by the contractor itself	
Final Bill payment after work completion	No Dues Certificate from Mines & Geology Dept.	
Security Deposit (after completion of tender work and fulfillment of special condition)	Information in specified Performa	

1 2

Step 3: Following screen will be displayed, if the user clicks on Edit option



**Edit Enclosure**

DEPARTMENT NAME : Water Resources Department

SERVICE NAME : -Select-

- Pension related cases
- Earnest Money (to the unsuccessful bidders) after finalizatio
- Final Bill payment after work completion
- Security Deposit (after completion of tender work and fulfill

ENCLOSURE NAME : Information in specified Performa

REMARK :

Ok

Step 4: After making any changes Click on OK.

## 7.5. Establish relationship between Designation and a Service?

### i. Attach Designation to a Service

Any service of a Department is linked with the designation which is in turn is delivered at the office level by the posts. Hence, it is essential to first link service with the designations which are responsible for delivering that service.

Step 1: The System Admin will attach designation to a service.

Step 2: Click on Desig-Service Relationship Attach Desig-Service, following screen will appear.

Step 3: User has to select the department, service from the list and select the designations which are to be attached to the selected service.

The screenshot shows a web form titled "Attach Service - Designation". It features several dropdown menus for selection: "DEPARTMENT NAME" (selected as "Energy Department - JYVE"), "SERVICE NAME" (selected as "--Select--"), "POST NAME" (selected as "--Select--"), "ASSISTANT DESIGNATED OFFICER" (selected as "--Select--"), "FIRST APPEAL OFFICER" (selected as "--Select--"), "SECOND APPELLATE AUTHORITY" (selected as "--Select--"), and "REVISING OFFICER" (selected as "--Select--"). Below these is a large text area labeled "REMARK". At the bottom of the form, there are two buttons: "Ok" and "Reset".

### ii. View Designation Attached to a Service

User can also see the list of designations attached to a service of a department.

Step 1: User can view all the Designations held responsible for delivering any service.

Step 2: Click on View Desig-Service Relationship View Desig-Service, following screen will appear. User can edit the Designation.

**View Service-Designation Relationship**

Filter On: -- Please Select -- Search on Word:

100 records found

Service Name	Department	Designated Officer	Assistant Designated Officer	First Appellate Authority	Second Appellate Authority	Reviewing Officer	Action
Repair of Hand-pump	Public Health Engineering Department	Assistant Engineer	Junior Engineer	Executive Engineer	Superintending Engineer		
Availability of new water connection	Public Health Engineering Department	Assistant Engineer	Junior Engineer	Executive Engineer	Superintending Engineer		
Repair of slow water supply in water connections	Public Health Engineering Department	Assistant Engineer	Junior Engineer	Executive Engineer	Superintending Engineer		
Rectification/ Correction in water bills	Public Health Engineering Department	Assistant Engineer	Junior Engineer	Executive Engineer	Superintending Engineer		
Replacement of water meter	Public Health Engineering Department	Assistant Engineer	Junior Engineer	Executive Engineer	Superintending Engineer		
(a) Refund of Security Deposit	Public Health Engineering Department	Executive Engineer	Technical Assistant to Executive Engineer	Superintending Engineer	Additional Chief Engineer		
(a) Refund of Security Deposit	Public Health Engineering Department	Executive Engineer	Technical Assistant to Executive Engineer	Superintending Engineer	Chief Engineer		
(b) Refund of Earnest Money	Public Health Engineering Department	Executive Engineer	Technical Assistant to Executive Engineer	Superintending Engineer	Additional Chief Engineer		
(b) Refund of Earnest Money	Public Health Engineering Department	Executive Engineer	Technical Assistant to Executive Engineer	Superintending Engineer	Chief Engineer		
Final payment after work completion (Final Bill, Time Extension and Deviation)	Public Health Engineering Department	Executive Engineer	Technical Assistant to Executive Engineer	Superintending Engineer	Additional Chief Engineer		

1 2 3 4 5 6 7 8 9 10 ...

Step 3: Following screen will be displayed, if the user clicks on Edit option

**Edit Service-Designation**

DEPARTMENT NAME: Public Health Engineering Department

SERVICE NAME: Repair of Hand-pump

POST NAME: Assistant Engineer

ASSISTANT DESIGNATED OFFICER: Junior Engineer

FIRST APPELL OFFICER: Executive Engineer

SECOND APPELLATE AUTHORITY: Superintending Engineer

REVIEWING OFFICER: --Select--

REMARK:

Step 4: After making any changes Click on OK.

## 7.6. How to add/view/edit office for a department?

### i. Creation of an Office

In real terms, Department is actually a system but the system is implemented or executed through an office. The functions of a Department are performed by the offices of that department.

Step 1: The Departmental Nodal Officer will add offices to a department.

Step 2: Click on Office Add Office, following screen will appear.

Step 3: User has to select the department name from the list and enter the details of an office. Click on OK or reset for making any changes.

The screenshot shows a web form titled "Add Office". It is divided into two main sections. The top section, "Add Office", contains the following fields: "DEPARTMENT NAME" (a dropdown menu with "--Select--"), "OFFICE NAME" (a text input field), "OFFICE WORK DESCRIPTION" (a text input field), "PARENT OFFICE" (a dropdown menu with "--Select--"), and "HEAD OFFICE NAME" (a text input field). The bottom section, "Contact Details", has radio buttons for "URBAN" (selected) and "RURAL". It includes the following fields: "OFFICE ADDRESS" (a text input field), "OFFICE CITY" (a text input field), "DIVISION" (a dropdown menu with "--Select--"), "DISTRICT" (a dropdown menu with "--Select--"), "TEHSEEL" (a dropdown menu with "--Select--"), "MOHALLA" (a text input field), "WARD" (a text input field), "OFFICE PHONE NO." (a text input field), "OFFICE MOBILE NO." (a text input field), "OFFICE E-MAIL" (a text input field), "OFFICE FAX NO." (a text input field), "PIN CODE" (a text input field), and "REMARK" (a text area). At the bottom right of the form, there are two buttons: "Ok" and "Reset".

### ii. View Office

User can also see the list of offices of a department /all departments depending on the type of user.

Step 1: The System Admin from DoIT&C /Nodal Officer can view the list of offices of a department /all departments in the MIS portal. This user has rights edit the offices.

Step 2: Click on Office View Office, following screen will appear. User can edit or the Office.

**View Office**

Filter On :  Search on Word :

250 records found

Office Name	Department Name	Village/ Mohalla Ward/ Panchayat	Office Phone No.	Office Email ID	Action
udh	Urban Development & Housing Department				
udh1	Urban Development & Housing Department				
HO_PWD	Public Works Department				
HO_RCD	Revenue & Colonization Department				
CMD	Energy Department - JVVNL		2747064		
CE(O&M) JVVNL JAIPUR	Energy Department - JVVNL		2202403		
CE(KZ) JVVNL KOTA	Energy Department - JVVNL		0744-2224192		
SE(JOC) JVVNL JAIPUR	Energy Department - JVVNL		0141-2202792		
SE(3PDC) JVVNL JAIPUR	Energy Department - JVVNL		2202461		
SE(Akhar) JVVNL Akhar	Energy Department - JVVNL		0144-2701960		

1 2 3 4 5 6 7 8 9 10 ...

Step 3: Following screen will be displayed, if the user clicks on Edit option

**Edit Office**

DEPARTMENT NAME: Energy Department - JVVNL \*  Is This a Head Office?

OFFICE NAME: CMD \* PANCHYAT OFFICE: --Select--

OFFICE WORK DESCRIPTION: 12 HEAD OFFICE NAME: CMD

---

**Contact Details**

URBAN  RURAL

OFFICE ADDRESS: VIDYUT BHAVAN JAIPUR OFFICE PHONE NO.: 2747064

OFFICE CITY: Jaipur OFFICE MOBILE NO.:

DIVISION: Jaipur OFFICE E-MAIL:

DISTRICT: Jaipur OFFICE FAX NO.: 2747015

TANGEL: --Select-- PIN CODE: 302005

MOHALLA: REMARK:

WARD:

Step 4: After making any changes Click on OK.

## 7.7. How to add/view/edit post in a department?

### i. Creation of a Post

In a Department, the responsibilities are assigned to the various Designations. Officers are assigned posts w.r.t. a designation for being uniquely identified in the Department System.

Step 1: The Departmental Nodal Officer will add post to a designation.

Step 2: Click on Post Add Post, following screen will appear.

Step 3: User has to select the department name, designation and office from the list and enter the name of the post. Click on OK or reset for making any changes.



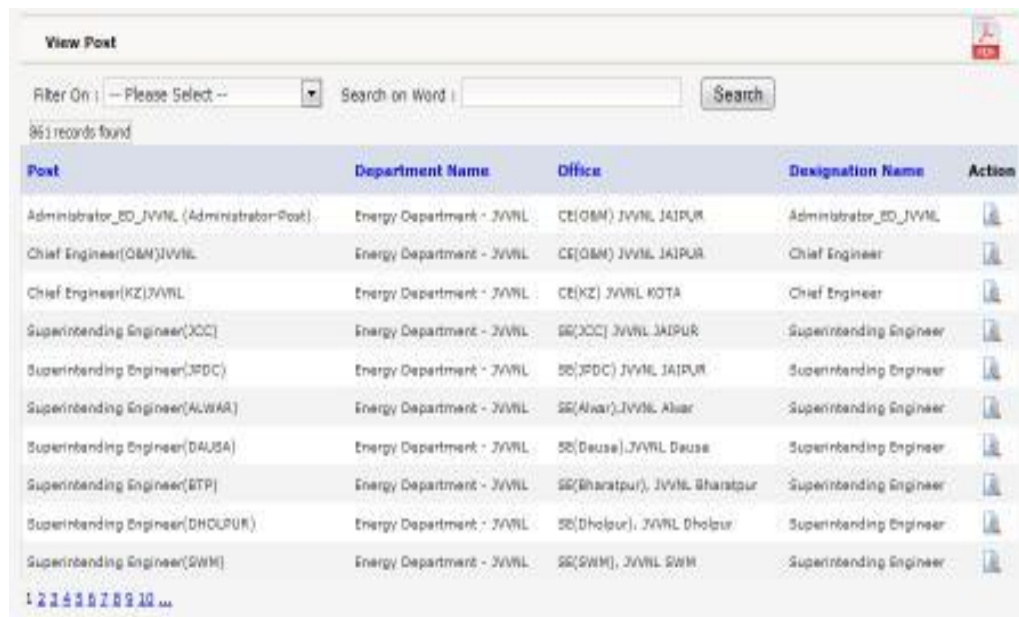
The screenshot shows a web form titled "Add Post". It has several input fields: "DEPARTMENT NAME" with a dropdown menu showing "--Select--", "OFFICE" with a dropdown menu, "DESIGNATION NAME" with a dropdown menu, "POST NAME" as a text input, "POST SHORT NAME" as a text input, and "REMARK" as a larger text area. At the bottom of the form, there are two buttons: "OK" and "Reset".

### ii. View Post:

User can also see the list of posts of a department office for a designation.

Step 1: The System Admin from DoIT&C /Nodal Officer can view the list of posts of any office of a department for any designation in the MIS portal. This user has rights to edit the posts.

Step 2: Click on Post View Post, following screen will appear. User can edit the Post.

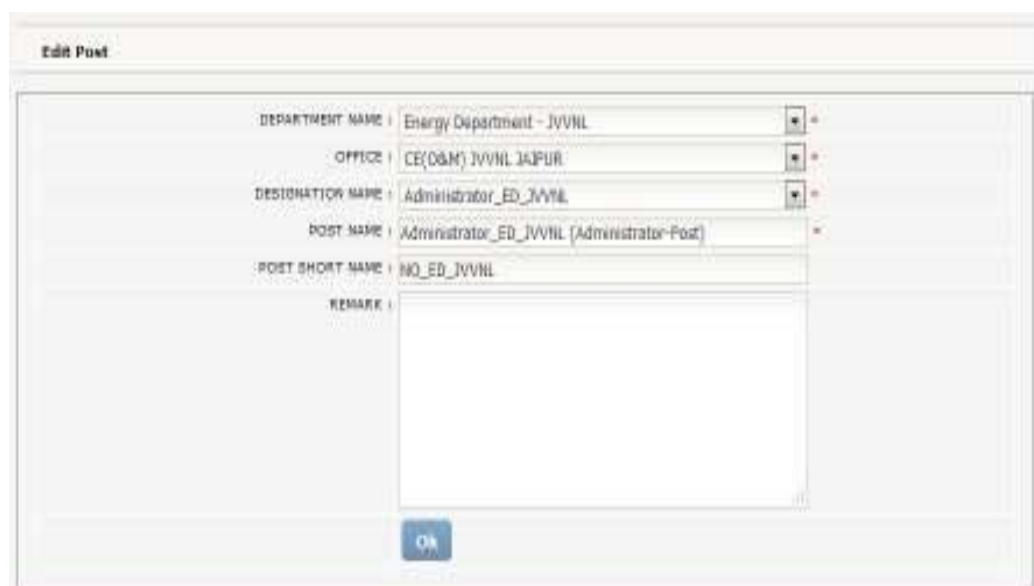


The screenshot shows a web page titled "View Post". At the top, there is a "Filter On" dropdown menu set to "-- Please Select --" and a "Search on Word" text input field with a "Search" button. Below this, it says "961 records found". The main content is a table with the following columns: "Post", "Department Name", "Office", "Designation Name", and "Action". The table contains 10 rows of data, each with a small edit icon in the "Action" column.

Post	Department Name	Office	Designation Name	Action
Administrator_ED_JVWL (Administrator-Post)	Energy Department - JVWL	CE(O&M) JVWL JAIPUR	Administrator_ED_JVWL	
Chief Engineer(O&M)JVWL	Energy Department - JVWL	CE(O&M) JVWL JAIPUR	Chief Engineer	
Chief Engineer(KZ)JVWL	Energy Department - JVWL	CE(KZ) JVWL KOTA	Chief Engineer	
Superintending Engineer(XCC)	Energy Department - JVWL	SE(XCC) JVWL JAIPUR	Superintending Engineer	
Superintending Engineer(XFDC)	Energy Department - JVWL	SE(XFDC) JVWL JAIPUR	Superintending Engineer	
Superintending Engineer(ALWAR)	Energy Department - JVWL	SE(Alwar)JVWL Alwar	Superintending Engineer	
Superintending Engineer(DAUSA)	Energy Department - JVWL	SE(Dausa)JVWL Dausa	Superintending Engineer	
Superintending Engineer(BTP)	Energy Department - JVWL	SE(Bharatpur), JVWL Bharatpur	Superintending Engineer	
Superintending Engineer(DHOLPUR)	Energy Department - JVWL	SE(Dholpur), JVWL Dholpur	Superintending Engineer	
Superintending Engineer(SWM)	Energy Department - JVWL	SE(SWM), JVWL SWM	Superintending Engineer	

At the bottom of the table, there is a pagination control showing "1 2 3 4 5 6 7 8 9 10 ...".

Step 3: Following screen will be displayed, if the user clicks on Edit option:



The screenshot shows a web form titled "Edit Post". It contains several input fields with dropdown menus:

- DEPARTMENT NAME: Energy Department - JVNL
- OFFICE: CE(D&M) JVNL JAFUR
- DESTINATION NAME: Administrator\_ED\_JVNL
- POST NAME: Administrator\_ED\_JVNL (Administrator-Post)
- POST SHORT NAME: NO\_ED\_JVNL
- REMARK: (Empty text area)

An "OK" button is located at the bottom center of the form.

Step 4: After making any changes Click on OK.

## 7.8. How to add/view user in a department?

### i. Creation of a User

A user is a physical entity who works in a system on behalf of the post being hold by him. Step 1: The Departmental Nodal Officer will add user to a post.

Step 2: Click on User Add User, following screen will appear.

Step 3: User has to select the user role type i.e. post, if the same user has more than one role type in the office then Nodal Officer can also select the more the one user Role types in the same user according the user have role types in the office. User can Select department name and office from the list and enter the personal and professional details in the system. Click on OK or reset for making any change

## Add User

### User Credentials

DEPARTMENT NAME	--Select--	
USER ROLE TYPE	<input type="checkbox"/> Assistant Designated Officer	<input type="checkbox"/> Departmental e-Mbra_CSC user
	<input type="checkbox"/> Departmental Monitoring Authority	<input type="checkbox"/> DeSG Nodal Officer
	<input type="checkbox"/> Designated Officer	<input type="checkbox"/> First Appellate Officer
	<input type="checkbox"/> General Administrative User	<input type="checkbox"/> Nodal Officer
	<input type="checkbox"/> Reviewing Officer	<input type="checkbox"/> Second Appellate Authority
OFFICE	--Select--	CREATE YOUR USER ID
		<input type="text"/>
		<input type="button" value="Check Availability"/>
CREATE YOUR PASSWORD	<input type="text"/>	RE-ENTER YOUR PASSWORD
		<input type="text"/>
SECURITY QUESTION	--SELECT--	ANSWER :
		<input type="text"/>
	<input type="checkbox"/> Send status updates via email	<input type="checkbox"/> DEACTIVATE USER

Note :- 1) Please note that the password should be between 6 and 14 characters and should contain atleast 1 number and a special character.  
2) If you forget your password, we'll verify your identity with your secret question.  
3) Must Fill Desative Till Date When you click on check box Deactive User

### Personal Details

FIRST NAME	M	<input type="text"/>	MIDDLE NAME	<input type="text"/>
LAST NAME	<input type="text"/>		DATE OF BIRTH	<input type="text"/>
GENDER	Male		USER IMAGE	<input type="text"/> <input type="button" value="Browse"/>
				<input type="button" value="Upload Image"/>

### User Contact Details

<input type="radio"/> Rural	<input type="radio"/> Urban	ADDRESS	<input type="text"/>
		DISTRICT/ZONE	--Select--
		CITY	<input type="text"/>
		VILLAGE/ MOHALLA	<input type="text"/>
		WARD/ PANCHAYAT	<input type="text"/>
		PHNO.	<input type="text"/>
		PIN CODE	<input type="text"/>
		EMAIL ADDRESS	<input type="text"/>
		MOBILE	<input type="text"/>
		PUDAG CONFIRM E-MAIL ADDRESS:	<input type="text"/>
		REMARK	<input type="text"/>

Note :- 1) Please use a valid postal address that can be used for communication.  
Address can have a maximum of 400 characters

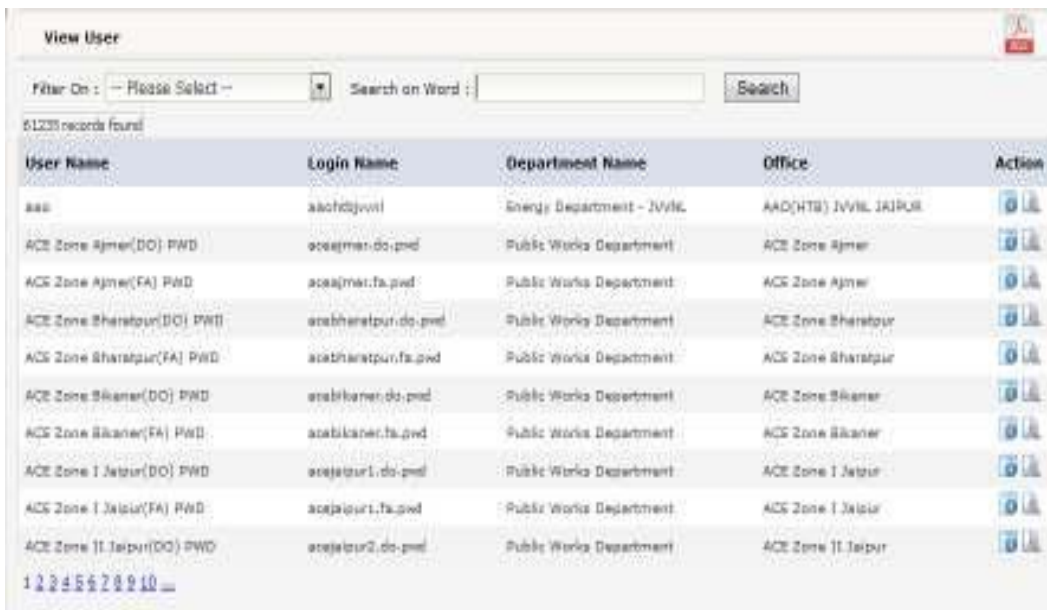


## ii. View User:





















User can also see the list of users belonging to an office of a department office.

Step 1: The System Admin from DoIT&C /Nodal Officer can view the list of users of any office of a department in the MIS portal. This user has rights to edit the users

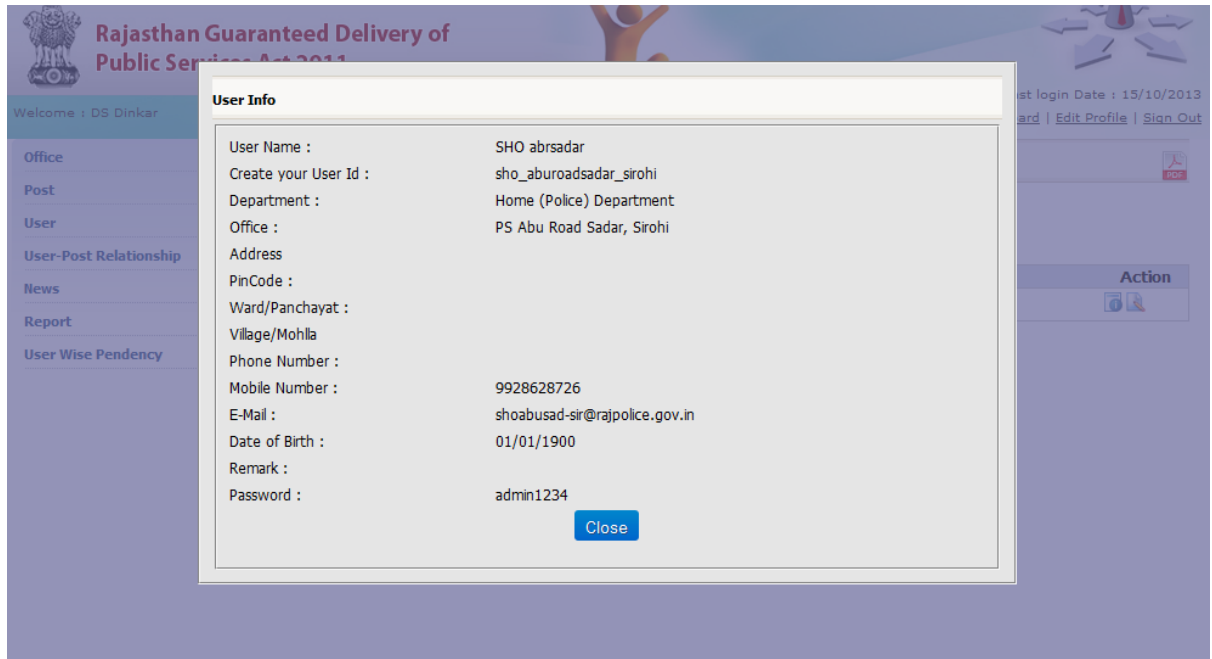
Step 2: Click on User View User, following screen will appear. User can view user details & edit the User (by clicking Action Field).



The screenshot shows a web application interface titled "View User". At the top, there is a filter dropdown set to "Please Select" and a search box labeled "Search on Word" with a "Search" button. Below this, it indicates "61235 records found". The main content is a table with the following columns: User Name, Login Name, Department Name, Office, and Action. The table lists various users, including those from the Energy Department and Public Works Department across different ACE zones in Jaipur. Each row has an "Action" field with icons for view and edit.

User Name	Login Name	Department Name	Office	Action
aaa	aaahdijvwl	Energy Department - JVWL	AAO(HTS) JVWL JAIPUR	 
ACE Zone Ajmer(DO) PWD	aceajmer.do.pwd	Public Works Department	ACE Zone Ajmer	 
ACE Zone Ajmer(FA) PWD	aceajmer.fa.pwd	Public Works Department	ACE Zone Ajmer	 
ACE Zone Bharatpur(DO) PWD	acebharatpur.do.pwd	Public Works Department	ACE Zone Bharatpur	 
ACE Zone Bharatpur(FA) PWD	acebharatpur.fa.pwd	Public Works Department	ACE Zone Bharatpur	 
ACE Zone Bikaner(DO) PWD	acebikaner.do.pwd	Public Works Department	ACE Zone Bikaner	 
ACE Zone Bikaner(FA) PWD	acebikaner.fa.pwd	Public Works Department	ACE Zone Bikaner	 
ACE Zone I Jaipur(DO) PWD	acejaipur1.do.pwd	Public Works Department	ACE Zone I Jaipur	 
ACE Zone I Jaipur(FA) PWD	acejaipur1.fa.pwd	Public Works Department	ACE Zone I Jaipur	 
ACE Zone II Jaipur(DO) PWD	acejaipur2.do.pwd	Public Works Department	ACE Zone II Jaipur	 

Step 3: Following screen will be displayed, if the user clicks on View option (In Action Field) to see user details.



The screenshot shows a web application interface with a sidebar menu on the left containing options like Office, Post, User, User-Post Relationship, News, Report, and User Wise Pendency. The main content area displays a "User Info" modal window. The modal window has a title "User Info" and contains the following details:

User Name :	SHO abrsadar
Create your User Id :	sho_aburoadsadar_sirohi
Department :	Home (Police) Department
Office :	PS Abu Road Sadar, Sirohi
Address	
PinCode :	
Ward/Panchayat :	
Village/Mohila	
Phone Number :	
Mobile Number :	9928628726
E-Mail :	shoabusad-sir@rajpolice.gov.in
Date of Birth :	01/01/1900
Remark :	
Password :	admin1234

At the bottom of the modal window, there is a "Close" button. In the background, a navigation menu is visible with options like "Home", "Edit Profile", and "Sign Out".

Step 4: Following screen will be displayed, if the user clicks on Edit option (In Action Field)

**Edit User**

---

**User Credentials**

DEPARTMENT NAME: Public Works Department

USER ROLE TYPE:
  Assistant Designated Officer
  Departmental e-Para\_CSC user
  Departmental Monitoring Authority
  DeSG Nodal Officer
  Designated Officer
  First Appellate Officer
  General Administrative User
  Nodal Officer
  Reviewing Officer
  Second Appellate Authority

OFFICE: ACE Zone Ajmer      CREATE YOUR USER ID: aceajmer.do.pwd

[Change Password](#)

SECURITY QUESTION: WHAT IS YOUR HOBBY      ANSWER: YOGA

Send status updates via email     DEACTIVATE USER


Note :- 1) Please note that the password should be between 8 and 14 characters and should contain atleast 1 number and a special character.  
 2) If you forget your password, we'll verify your identity with your secret question.  
 3)

---

**Personal Details**

FIRST NAME: Mr      ACE Zone Ajmer      MIDDLE NAME:

LAST NAME: PWD      DATE OF BIRTH:

GENDER: Male      USER IMAGE:  [Delete Image](#)

---

**User Contact Details**

Rural     Urban      ADDRESS: test address

VILLAGE/ MOHALLA: test village      WARD/ RANCHAYAT: test ward

PH.NO: 999999999      PIN CODE: 302018

EMAIL ADDRESS: UR@gmail.com      MOBILE: 9787878787

REMARK:

Note :- 1) Please use a valid postal address that can be used for communication.  
 Address can have a maximum of 400 characters.

[OK](#)

Step 5: After making any changes Click on OK.

## 7.9 What is the relationship between Post and a User?

### i. Attach User to a Post

A user in the system must have a post for performing his/her duties.

Step 1: The Departmental Nodal Officer will attach user to a post.

Step 2: Click on User-Post Relationship Attach User-Post, following screen will appear.

Step 3: User has to select the department, user and post from the list.

**Add Post User Relationship**

DEPARTMENT NAME : Energy Department - JVVNL

USER : --Select--

POST NAME : --Select--

REMARK :

Ok Reset

ii. **View User-Post**

User can also see the users of a department and the post being held by them.

Step 1: The System Admin from DoIT&C /Nodal Officer can view all the users holding various posts.

Step 2: Click on User-Post Relationship View User-Post, following screen will appear.

**View User-Post**

Filter On : -- Please Select -- Search on Word : Search

61365 records found

Department Name	User Name	Login Name	Post	Action
Energy Department - JVVNL	ADMIN jva2	admin2jvnl	Administrator_ID_JVVNL (Administrator-Post)	
Energy Department - JVVNL	user (no_deptelec)	no_deptelec	Administrator_ID_JVVNL (Administrator-Post)	
Energy Department - JVVNL	CE o5m	cepm1	Chief Engineer(O5M)JVVNL	
Energy Department - JVVNL	ce k2	cek2jvnl	Chief Engineer(K2)JVVNL	
Energy Department - JVVNL	SE JCC	sejccjvnl	Superintending Engineer(JCC)	
Energy Department - JVVNL	SE IPDC	seipdcjvnl	Superintending Engineer(IPDC)	
Energy Department - JVVNL	SE ALWAR	sealwarjvnl	Superintending Engineer(ALWAR)	
Energy Department - JVVNL	SE DAUSA	seausajvnl	Superintending Engineer(DAUSA)	
Energy Department - JVVNL	SE BPT	sebptjvnl	Superintending Engineer(BPT)	
Energy Department - JVVNL	SE DHOLPUR	sedhpjvnl	Superintending Engineer(DHOLPUR)	

1 2 3 4 5 6 7 8 9 10 ...

Step 3: Following screen will be displayed, if the user clicks on Edit option (In Action Field) to edit the User-Post Relationship.

Step 4: After making any changes Click on OK.

Step 5: Following screen will be displayed, if the user clicks on View Service Detail option (In Action Field) to see the service List for the specified user.

Department Name	User Name	Login Name	Post	Action
Energy Department - JVVNL	AEN jcc2	aenjcc2jvnl	Administrator_BD_JVVNL (Administrator-Post)	
Energy Department - JVVNL	User (no_deptelec)	no_deptelec	Administrator_BD_JVVNL (Administrator-Post)	
Energy Department - JVVNL	CE o8m	cejvnl	Chief Engineer(OM)JVVNL	
Energy Department - JVVNL	ce ka	cejvjvnl	Chief Engineer(KZ)JVVNL	
Energy Department - JVVNL	SE JCC	sejccjvnl	Superintending Engineer(JCC)	
Energy Department - JVVNL	SE JPOC	sejpdvjvnl	Superintending Engineer(JPOC)	
Energy Department - JVVNL	SE ALWAR	sealwarjvnl	Superintending Engineer(ALWAR)	
Energy Department - JVVNL	SE DAUGA	seaugajvnl	Superintending Engineer(DAUGA)	
Energy Department - JVVNL	SE BPT	sebptjvnl	Superintending Engineer(BTP)	
Energy Department - JVVNL	SE DHOLPUR	sedpjvnl	Superintending Engineer(DHOLPUR)	

**SERVICE LIST FOR USER - AEN jcc2**

Service Name
Issuance of New Domestic Non-Commercial Connection (in electrified areas: (a) Issuance of Domestic lines)
Issuance of New Domestic Non-Commercial Connection (in electrified areas: (b) Issuance of Connection (where Distribution Mains not required)
Issuance of New Industrial Connection (in electrified areas: (3) Issuance of Connection (where Distribution Mains not required) (a) Load up to 60 HP
Issuance of New Industrial Connection (in electrified areas: (3) Issuance of Connection (where Distribution Mains not required) (b) Load above 60 HP and up to 300KV
Issuance of New Industrial Connection (in electrified areas: (3) Issuance of Connection (where Distribution Mains not required) (c) Load above 200 KV and up to 3000KV
Issuance of New Industrial Connection (in electrified areas: (3) Issuance of Connection (where Distribution Mains not required) (d) Load above 3000 KV and up to 33KVA
Issuance of New Industrial Connection (in electrified areas: (3) Issuance of Connection (where Distribution Mains not required) (e) Load above 132KVA
Issuance of New Industrial Connections in electrified areas: (1) Issuance of Feasibility Report (a) Load from 300 to 3000 KV
Issuance of New Industrial Connections in electrified areas: (1) Issuance of Feasibility Report (b) Load from 3000 KV to 22 KVA supply

## 7.10. News

This section of the portal gives a facility to the departments to publish any news pertaining to them which will also be visible to the public.

### i. How to Add News/Events?

Step 1: Click on News Add News.

Step 2: Fill in the details of the News/Events. Upload the file and enter the date.

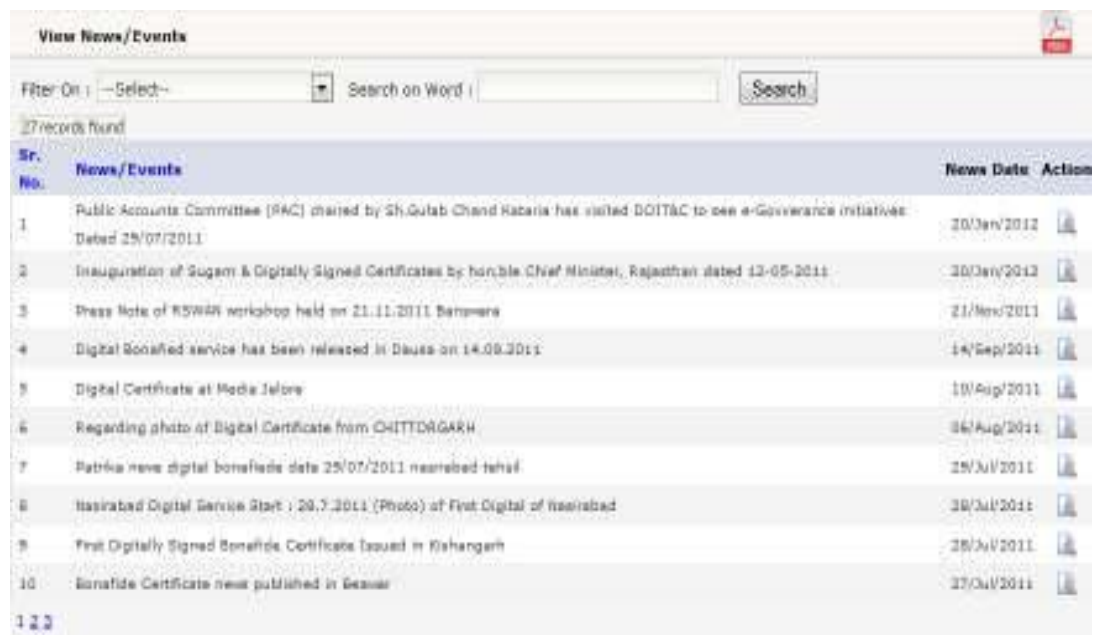


Step 3: Click on OK to add. Click on Reset to edit or add more news/events.

Following is the screen for Adding News/Events.

### ii. How to View News/Events?

Step 1: Click on News View News. Following is the screen for “View News/Events”. It displays the complete list of news/events for that department.



Sr. No.	News/Events	News Date	Action
1	Public Accounts Committee (PAC) chaired by Sh.Gulab Chand Babaria has visited DOIT&C to see e-Governance initiatives. Dated 25/07/2011	20/Jan/2012	
2	Inauguration of Sugam & Digitally Signed Certificates by honorable Chief Minister, Rajasthan dated 12-05-2011	20/Jan/2012	
3	Dress Note of RSWAR workshop held on 21.11.2011 Bikaner	21/Nov/2011	
4	Digital Bonafide service has been released in Dausa on 14.09.2011	14/Sep/2011	
5	Digital Certificate at Media Jalore	10/Aug/2011	
6	Regarding photo of Digital Certificate from CHITTDGARH	06/Aug/2011	
7	Patrika news digital bonafide date 25/07/2011 nearabad tehal	25/Jul/2011	
8	Issarabad Digital Service Start : 20.7.2011 (Photo) of First Digital of Issarabad	20/Jul/2011	
9	First Digitally Signed Bonafide Certificate Issued in Bahangan	28/Jul/2011	
10	Bonafide Certificate news published in Beawar	27/Jul/2011	

Step 2: User can edit the News & its item from the view news/events screen. Following is the screen for “Edit News/Events”.



Step 3: After making any changes Click on OK

## 8. MIS Reports – Open for all users

The main objective of this portal is to enable monitoring of activities with respect to delivery of services performed by the officers at different levels. This portal gives a facility to monitor activities based on the user types.

There are different types of MIS reports available in the system which is named as below:

S.No.	Type of MIS Reports	Purpose
1.	Report	Show all applications reports that can be filtered in different criteria's like Report name wise, Department name wise, Service name wise, Office wise, District wise, Tehsil wise etc.
a.	My online Daily Register	Shows Online applications assigned to D.O. for the given duration.
b.	My Manually Daily Register	Manually applications assigned to D.O. for the given duration.
c.	First Appellate Register	Shows to F.A.O. and D.O., Department wise All applications assigned to their First appellate Officer
d.	Second Appellate Register	Shows to S.A.A. and D.O., Department wise All applications assigned to their second appellate Authority
2.	Aging summary	Aging Summary report show all online pending applications pertaining to pending status by weekly, fortnightly, monthly, Quarterly. It also narrows down the search till application level details.

Screens for different types of MIS reports are displayed below:

## 8.1. Reports

Department Name	Submitted Date (From)	Submitted Date (To)	Submitted Office	Submitted Office	Submitted Date (From)	Submitted Date (To)	Submitted Office	Submitted Office	Submitted Date (From)	Submitted Date (To)	Submitted Office	Submitted Office	Submitted Date (From)	Submitted Date (To)	Submitted Office	Submitted Office
Water Resources Department	0	18	0	0	18	0	0	0	0	0	0	0	0	0	0	0
Treasury & Accounts Department	0	18	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Transport Department	0	18	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refuse	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0
Waste	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Public Works Department	0	18	0	0	18	0	0	0	0	0	0	0	0	0	0	0
Public Health Engineering Department	0	18	0	0	18	0	0	0	0	0	0	0	0	0	0	0
Fire & Fire Services (Fire) Department	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Medical Education Department	0	18	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Energy Department - PWS	0	18	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	18	1	1	18	0	0	0	0	0	0	0	0	0	0	0

Reports have provided options:

- Save report in MS Excel.
- Save report in PDF.

User can search Reports by Advance Search

Advance search provide search options according to requirement of the user.

- Report Name :-

Search applications according to:

<b>REPORT NAME :</b>	Department wise Report
<b>SUBMITTED DATE (FROM) :</b>	Department wise Report
<b>DEPARTMENT NAME :</b>	Department wise Report with Service
<b>DISTRICT /ZONE :</b>	Department wise Report with District & Service
<b>SERVICE NAME :</b>	Department wise Report with Office & Service
<b>REPORT TYPE :</b>	District wise Report
	District wise Report with department
	District wise Report with department & Office
	District wise Report with department, Office and service

- Submitted Date (From) /Submitted Date (To) :-

Search application reports, according to given Date Duration.

- Department Name :-

Search application reports, according to given department name.

- Office Name :-

It shows the offices according to selected department, select the office to search related reports.

- District/Zone :-  
Search application reports, according to select District/Zone.
- Tehsil :-  
It shows the Tehsil according to selected District/Zone, select the Tehsil to search related reports.
- Service Name :-  
Search the reports, according to select service.
- Report type :-  
Search Application reports by online, manually or both.

## 8.2. My Online Daily Register

**My Online Daily Register**

---

**Information**

<b>Department Name :</b>	Energy Department - JVVNL	<b>Office :</b>	AEN (A-I),JVVNL JAIPUR
<b>Office Address :</b>	AEN (A-I),N.P.H., jaipur	<b>User Name :</b>	Mr jenaaaa assss

---

SNo.	Application Number	Applicant Name / Address	Service Name	Application Received Date	Service Delivery Date	Last Action Date	Status	Remark
1	1300714604	sd / edd	Replacement of Electrical Meter (1) in case of meter found improper/ non-functional during checking/ inspection and testing	17/10/2013	15/01/2014	17/10/2013	DisposeOff	rr

My online Daily Register has provided options:

- Advanced Search
- Save report in MS Excel.
- Save report in PDF.

User can search my online Daily Register reports by Advance Search.

**My Online Daily Register**

---

**Information**

<b>Department Name :</b>	Energy Department - JVVNL	<b>Office :</b>	AEN (A-I),JVVNL JAIPUR
<b>Office Address :</b>	AEN (A-I),N.P.H., jaipur	<b>User Name :</b>	Mr jenaaaa assss

---

**Advance Search**

<b>Submitted Date (From) :</b>	<input type="text" value="01/01/2012"/>	<b>Submitted Date (To) :</b>	<input type="text" value="31/12/2012"/>
<b>Service Name :</b>	--Select Service--		
<b>Status :</b>	--Select--		
<input type="button" value="Show"/>			



Advance search provide search options according to requirement of the user.

- Submitted Date (From) /Submitted Date (To) :-  
Search application reports, according to given Date Duration.
- Service Name :-  
Search the reports, according to select service.
- Filter :-  
Search the reports; according to select filter i.e. Submitted, Rejected and Dispose Off.

### 8.3. My Manually Daily Register

My Manually Daily Register						
Officer Information will be display here						
Department Name :	Energy Department - JVVNL	Office :	AEN (A-I),JVVNL JAIPUR			
Office Address :	AEN (A-I),N.P.H., jaipur	User Name :	Mr jenaanaa assss			
Batch Number	Service Name	Application Received Date	Received Application Count	Rejected / Disposeoff Date	Rejected Application Count	Dispose off Application Count
1200008943	Replacement of Electrical Meter (1) in case of meter found improper/ non-functional during checking/ inspection and testing	01/06/2012	2		0	0
			0	02/06/2012	0	2
	<b>Total</b>		2		0	2
	Replacement of					

My Manually Daily Register has provided options:

- Advanced Search
- Save report in MS Excel.
- Save report in PDF.

User can search my Manually Daily Register reports by Advance Search.

My Manually Daily Register			
Officer Information will be display here			
Department Name :	Energy Department - JVVNL	Office :	AEN (A-I),JVVNL JAIPUR
Office Address :	AEN (A-I),N.P.H., jaipur	User Name :	Mr jenaanaa assss
<b>Advance Search</b>			
Submitted Date (From) :	<input type="text" value="01/01/2012"/>	Submitted Date (To) :	<input type="text" value="31/12/2012"/>
Service Name :	<input type="text" value="--Select Service--"/>		
			<input type="button" value="Show"/>

Advance search provide search options according to requirement of the user.

- Submitted Date (From) /Submitted Date (To) :-**  
Search application reports, according to given Date Duration.
- Service Name :-**  
Search the reports, according to select service.

## 8.4. First Appeal Register

First Appeal Register

From date : 01/01/2012 To Date : 31/12/2012

Department : Transport Department

Office : Transport office,dsafsd

User : R L SOLANKI

SNo.	Applicant Name / Address	Application Received Date	Department / Name	Last Service Date
1	Lokesh / Tonk Road Jaipur	08 Dec 2011	Urban Development Department / R L SOLANKI	12 Nov 2011
2	pankaj / daf	04 Jan 2012	Urban Development Department / R L SOLANKI	15 Feb 2012
3	hst / a	02 Jan 2012	Urban Development Department / R L SOLANKI	01 Jan 1900
4	chda / chada	13 Jan 2012	Urban Development Department / R L SOLANKI	01 Jan 1900

First Appeal Register has provided options:

- Advanced Search
- Save report in MS Excel.
- Save report in PDF.

User can search First Appeal Register reports by Advance Search.

**First Appeal Register**

**No record found.**

---

Officer Information will be display here

Department Name :	Home (Police) Department	Office :	DCP North, JPR
Office Address :	DCP Office North Jaipur	User Name :	Addl.DCP

---

Advance Search

Submitted Date (From) :

Submitted Date (To) :

Report Type :

[Show](#)

Advance se arch provide search options according to requir ement of the user.

- Su bmitted Date (From) /Submitted Date (To) :-**  
Search application reports, according to given Date Duration.
- Report type :-**  
Search Application reports by online, manually or both.

## 8.5. Second Appeal Register

SNo.	Applicant Name / Address	Application Received Date	Department / Name	Last Service Date
1	Lokesh / Tonk Road Jaipur	08 Dec 2011	Urban Development Department / R L SOLANKI	12 Nov 2011
2	pankaj / daf	04 Jan 2012	Urban Development Department / R L SOLANKI	15 Feb 2012
3	hst / a	02 Jan 2012	Urban Development Department / R L SOLANKI	01 Jan 1900
4	chda / chada	13 Jan 2012	Urban Development Department / R L SOLANKI	01 Jan 1900

Second Ap peal Register has provided options:

- Advanc ed Search
- Save re port in MS Excel.
- Save re port in PDF.

User can search Second Appeal Register reports by Advan e Search.

Advance se arch provide search options according to requir ement of the user.

- Su bmitted Date (From) /Submitted Date (To) :-**  
Search application reports, according to given Date Duration.
- Report type :-**  
Search Application reports by online, manually or both.

## 8.6. Aging Summary

Aging Summary has provided options:

- Save report in MS Excel.
- Save report in PDF.

User can search Aging Summary reports by Advance Search.

Advance search provide search options according to requirement of the user.

Report Name :-

Search applications according to:

The screenshot shows a web interface titled "Aging Summary". It features a search form with the following elements:

- Report Name :** A dropdown menu currently showing "Department wise Report". A list of options is displayed below it, including "Department wise Report with Service", "Department wise Report with District & Service", "Department wise Report with Office & Service", "District wise Report", "District wise Report with department", "District wise Report with department & Office", and "District wise Report with department, Office and service".
- Department Name :** A text input field.
- DISTRICT/ZONE :** A text input field.
- SERVICE NAME :** A text input field.
- Pending List :** A section with three radio buttons: "All(Manual + Online)" (selected), "Online", and "Manual".
- Office :** A dropdown menu with "Select" as the current option.
- Show :** A blue button.

Department Name :-

Search application reports, according to given department name.

Office Name :-

It shows the offices according to selected department, select the office to search related reports.

District/Zone :-

Search application reports, according to select District/Zone.

Tehsil :-

It shows the Tehsil according to selected District/Zone, select the Tehsil to search related reports.

Service Name :-

Search the reports, according to select service.

Report type :-

Search Application reports by online, manually or both.



सत्यमेव जयते

# **Rajasthan Guaranteed Delivery of Public Services ACT 2011**

## **“TRAIN THE TRAINERS” STEP-BY-STEP GUIDE**

**For**

**Designated Officer**

# **RGDPS MIS portal**

<b>1</b>	<b>TRAIN THE TRAINERS: Hands on exercise for Designated Officer</b>	
1.1	<b>Online Application Submission</b>	4
1.2	<b>Manual Application Submission</b>	5
1.3	<b>MIS Reports for Designated Officers</b>	6

# 1 TRAIN THE TRAINERS: Hands on exercise for Designated Officer

**Step 1:** Enter URL e.g. <http://rgdpstest.rajasthan.gov.in/> in the web browser and following Home Page of the MIS portal for Rajasthan Guaranteed Delivery of Public Services Act 2011 will appear on the screen.



**Step 2:** The Designated Officer/Assistant Designated Officer of a Department gets login in MIS Portal with aset of Test Data:

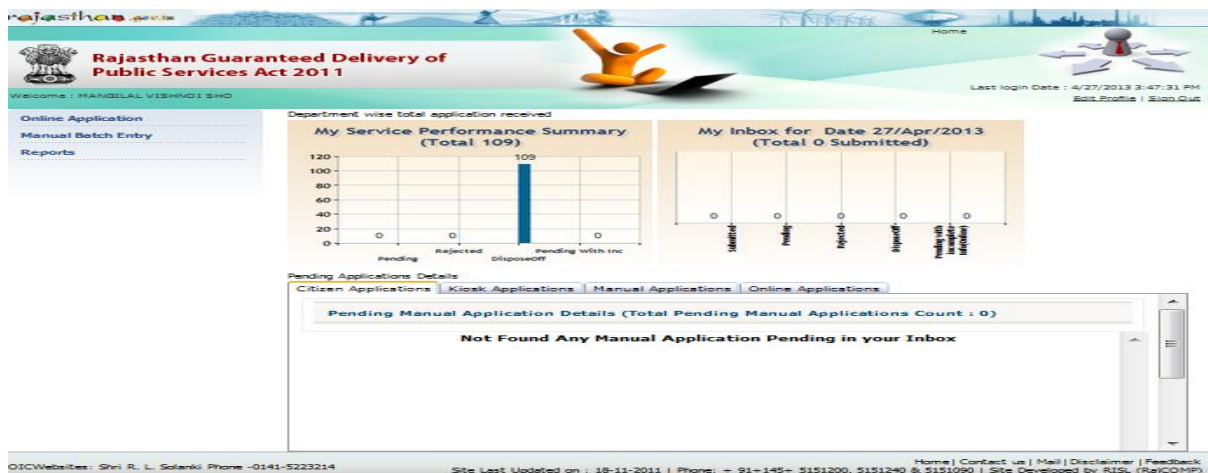
For Example – Use the below set of test data for Designated Officer

User Name :jen1jcca1jvvn1

Password :su

User Role Type :Designated Officer

The screen will be shown like below:



After Login, the following page will appear on the screen that has menu list (Quick Links- Online Application, Manual Batch Entry and Reports) on the left side of the page and has Sign out detail and Edit profile, on the top of the page & in middle of the page displays Dashboard specific to user type and role predefined/preconfigured in the system.

# 1.1 Online Application Submission

**Step 1:** This Designated Officer make an online application in RGDPs system for a service.

**Step 1.1:**

1. Please get login by using above Credentials, after the successful login, find menus in the left side.
2. Select the "Online Application" link; find an option of "Submit Application".
3. Click on the "Submit Application" submenu, an Application Form appears on the screen.
4. Enter the below Test Data in Application Form.

**Services** : Repair of Electric Supply: (1) Voltage related complaints) during 08:00AM to 10:00PM (for Industrial, municipal, defense & PHED area)  
**Assigned To** : jen1 jca1 [Designated Officer] [Junior Engineer1(A-1)JCC]  
**Applicant Name:** Test User  
**District** : Jaipur  
**Tehsil** : Jaipur  
**Address** : Test Address, Rajasthan

Screen will be displayed as below

The screenshot shows the 'Application FORM' interface. At the top, it says 'Rajasthan Guaranteed Delivery of Public Services Act 2011'. The application date is '27/04/2013 04:06 PM'. The form is divided into three main sections: 'Office & Officer Details', 'Service/Application assigned to designated officer', and 'Applicant Address Detail'. The 'Office & Officer Details' section includes 'Parent Office : XEN (CD.I),JVVNL JAIPUR', 'Office Address : AEN (A-1),JVVNL JAIPUR', and 'Department : Energy Department - JVVNL'. The 'Service/Application assigned to designated officer' section shows 'Services : Repair of Electric Supply : (1) Voltage related complaints) during 08:00AM to 10:00PM (for Industrial, municipal, defense & PHED area)', 'Assigned To : jen1 a1 [Designated Officer] [Junior Engineer1(A-1)JCC]', 'Present Designation : Junior Engineer', and 'Service Duration : 0 Days 4 Hours'. The 'Applicant Address Detail' section has 'URBAN' selected, with 'Raj' in the name field, 'Jaipur' in the tehsil field, and '44 XXX' in the address field. There are 'Ok' and 'Reset' buttons at the bottom of the form.

**Step 1.2:** Please enter the required details in the Application Form and submit the application by clicking the "Ok" button.

1. System will be generated the message on the alert panel located on screen with application number. This application number will be unique for application status tracking & filing Appeals.


**Outcome of the activity performed:-**

**Message:** Application has been submitted successfully;  
Acknowledgement Number is "1200001867".

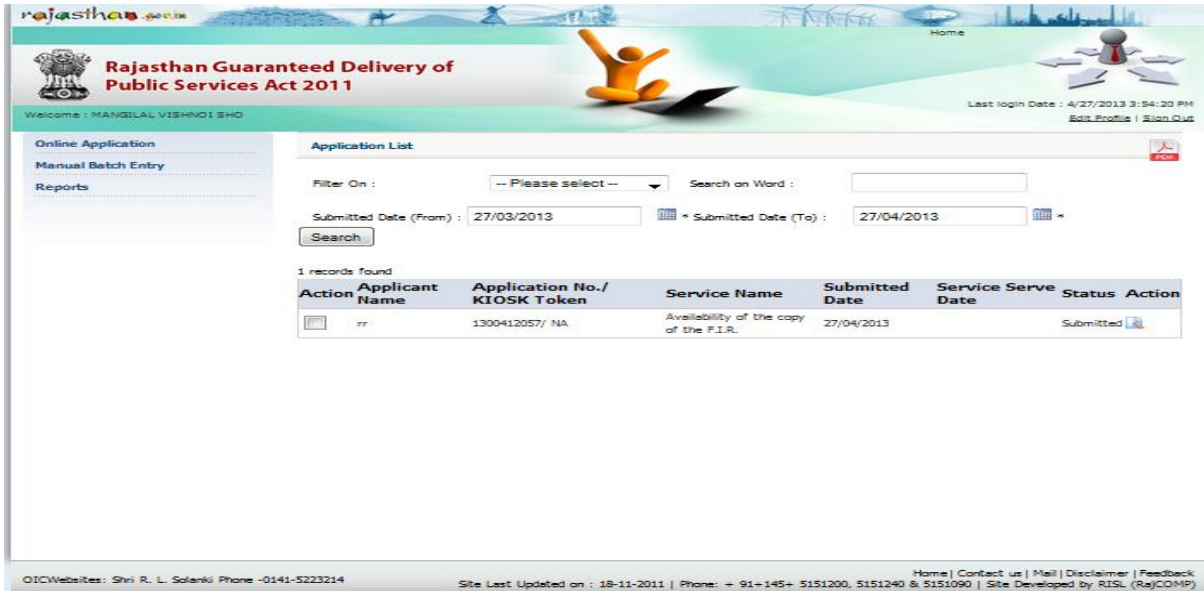


### Step 1.3: Application Receipt Format

The applicant would be provided with an Acknowledgement Slip (Print option is now available for print) for future references. The acknowledgement slip would have the following details:

<a href="#">Print</a>		
	<b>Rajasthan Guaranteed Delivery of public Services Act 2011</b>	<b>FORM OF ACKNOWLEDGEMENT</b>
	<b>Application Number</b> : 1200001867	
Name of the designated officer :	jen1 jccal [Designated Officer] [Junior Engineer1(A-1)JCC]	
Office Address :	AEN (A-D),JVVNL JAIPUR AEN (A-D),N.P.H., jaipur	
Name and address of the applicant :	Test User Test Address, Rajasthan 0	
Date of receiving application in the office of designated officer :	05/06/2012	
Name of the service for which the application is given	Repair of Electric Supply : (2) Complaint received individually in the night period during 10:00PM to 08:00AM (for Industrial, municipal, defense & PHED area)	
Particulars of the documents which are essential for receiving service but are not enclosed with the application		
Last date of the stipulated time limit :	05/06/2012	
Place: jaipur	<b>Signature of Recipient</b>	
Date: 05/06/2012 03:20 PM	<b>Name and Designation with seal</b>	
<b>Note:</b> In case all the required documents are not enclosed with the Application, Service Serve Date will not be given.		

**Step 2: To view Application List, Please go to "View Application" sub menu.**



The screenshot displays the web application interface for Rajasthan Guaranteed Delivery of Public Services Act 2011. The header includes the logo, title, and navigation links. The main content area shows the 'Application List' section with search filters and a table of records.

Application List

Filter On :  Search on Word :

Submitted Date (From) :  Submitted Date (To) :

1 records found

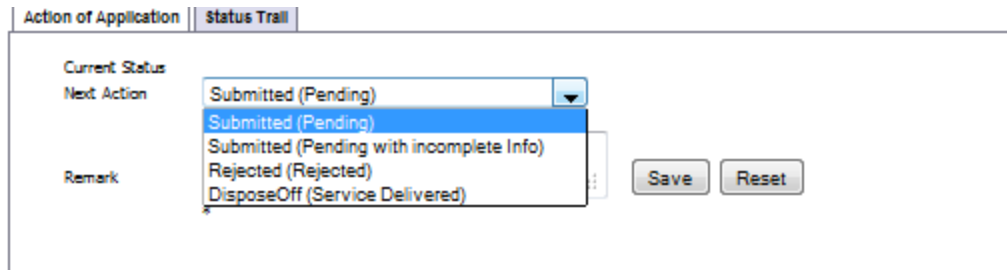
Action	Applicant Name	Application No./ KIOSK Token	Service Name	Submitted Date	Service Serve Date	Status	Action
<input type="checkbox"/>	rr	1300412057/ NA	Availability of the copy of the F.I.R.	27/04/2013		Submitted	<input type="button" value="View"/>

OIC Websites: Shri R. L. Solanki Phone -0141-5223214 Site Last Updated on : 18-11-2011 | Phone: + 91-145+ 5151200, 5151240 & 5151090 | Site Developed by RISL (RajCOMP)

**Step 2.1:** To take action on the Application, Please go to "Next Action" Drop down list.

The Designated Officer can take the following action after submitting the application:-

- Submitted (Pending)
- Submitted (Pending with incomplete info)
- Rejected (Rejected)
- Dispose off (service delivered)



The screenshot shows a web form with two tabs: "Action of Application" and "Status Trail". The "Next Action" dropdown menu is open, displaying four options: "Submitted (Pending)", "Submitted (Pending with incomplete Info)", "Rejected (Rejected)", and "DisposeOff (Service Delivered)". The "Save" and "Reset" buttons are visible to the right of the dropdown.

**Step 2.2:**

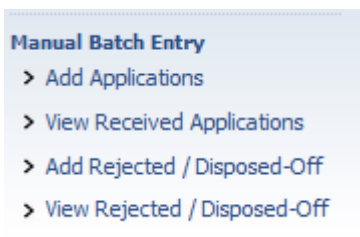
Please save the Application by clicking the "Save" option, then following Message will be displayed on screen. "Application [1200001867] has been updated successfully."

## 1.2 Manual Application Submission

**Step 1: ADD Applications**

This Designated Officer makes a manual application in RGDPs system for a service.

1. Please get login by using above Credentials, after the successful login, find menus in the left side.
2. Select the "Manual Batch Entry" panel link; find an option of "Add Application".



3. Click on the "Add Application" submenu, an Application Form appears on the screen.
4. Enter the below Test Data in Application Form.

**Services** : Repair of Electric Supply: (1) Voltage related complaints) during 8:00AM to 10:00PM (for Industrial, municipal, defense & PHED area)

**Assigned To** : jen1 jcca1 [Designated Officer] [Junior Engineer1(A-1)JCC]

**Date** : 28-05-2013

**No. of App. Received** : 4

Following screen will be displayed.

The screenshot shows the 'Add Manual Received Application - Batch Entry' form. The form includes the following fields and values:

- Office & Officer Details:**
  - Assigned To: Mr.jenaaaa assss
  - Office Address: AEN (A-1),JVVNL JAIPUR
  - Parent Office: XEN (CD-I),JVVNL JAIPUR
  - Department: Energy Department - JVVNL
- Service/Application assigned to Designated Officer:**
  - Services: Repair of Electric Supply : (1) Voltage related c... Repair of Electric Supply : (2) Voltage related complaints) during 08:00AM to 10:00PM (for Industrial, municipal, defense & PHED area)
  - Assigned To: jenaaaa assss [Designated Officer] [Junior Engineer1(A-1)JCC]
  - Service Duration: 0 Days 4 Hours
  - Present Designation: Junior Engineer
- Receive Batch Application:**
  - Date: 28/05/2013
  - Number of received applications: 4

Buttons for 'OK' and 'Reset' are visible at the bottom of the form.

Please click on the "OK" button to save it.

- Batch Number: 1300367634 Successfully Saved.

### Step 2: View Received Applications

Click on the "View Received Applications" submenu to view the number of Received Applications as below.

The screenshot shows the 'View Manual Received Application' screen. The search criteria are:

- Filter On: Batch Number
- Search on Word: 1300367634
- Submitted Date (From): 28/04/2013
- Submitted Date (To): 28/05/2013

Search results show 1 record found:

Batch Number	Office Name	Service Name	Submitted Date	ReceivedAction
1300367634	AEN (A-1),JVVNL JAIPUR	Repair of Electric Supply : (1) Voltage related complaints) during 08:00AM to 10:00PM (for Industrial, municipal, defense & PHED area)	28/05/2013	4

### Step 3: Add Rejected / Disposed off

1. Please click on the "Add Rejected / Disposed off" submenu to add the Rejected or Disposed off Applications.
2. Enter the below Test Data in Application Form.

**Services** : Repair of Electric Supply: (1) Voltage related complaints) during 08:00AM to 10:00PM (for Industrial, municipal, defense & PHED area)

**Assigned To** : jen1jcca1[Designated Officer] [Junior Engineer1(A-1)JCC]

**Batch Received Date** : 28-5-2012

**No. of Received Applications** : 4

**No. of Rejected Applications** : 2

**No. of Disposed-off Applications** : 2

**Date** : 29-5-2013

**Add Rejected / Disposed-Off**

Office & Officer Details  
Assigned To : Mr jenaasa assas Office Address : AEN (A-1),JVVNL JAIPUR  
Parent Department : XEN (CD-I),JVVNL JAIPUR AEN (A-1),N.P.H., Jaipur  
Department : Energy Department - JVVNL

Service/Application assigned to designated officer  
Services : Repair of Electric Supply : (1) Voltage  
Assigned To : jenaasa assas [Designated Officer] [U] Service Duration : 0 Days 4 Hours  
Present Designation :

Receive Batch Application  
Batch Received Date : 28/05/2013  
Number of received applications : 4  
Number of applications rejected : 2 Number of applications disposed : 2 Date : 29/05/2013

Ok Reset

Please click on the "OK" button to save it.

**Step 4: View Rejected /Disposed off**

Click on the "View Rejected or Disposed off Applications" sub-menu to view the number of Rejected or Disposed off Applications as below

**View Rejected / Disposed Off Applications**

Filter On : Batch Number Search on Word : 1300367634  
Submitted Date (From) : 29/04/2013 Submitted Date (To) : 29/05/2013

Search

1 records found

Batch Number	Office Name	Service Name	Submitted Date	Entry Date	Number of Rejected applications	Number of Disposed applications	Action
1300367634	AEN (A-1),JVVNL JAIPUR	Repair of Electric Supply : (1) Voltage related complaints) during 08:00AM to 10:00PM (for Industrial, municipal, defense & PHED area)	28/05/2013	29/05/2013	2	2	

**1.3 MIS Reports for Designated Officers**

**Step 1: Online Daily Register**

Please click on the "Report" panel link & select "Online Daily Register" submenu. Then following screen will be displayed.

**My Online Daily Register**

Information  
Department Name : Energy Department - JVVNL Office : AEN (A-1),JVVNL JAIPUR  
Office Address : AEN (A-1),N.P.H., jaipur User Name : Mr jenaasa assas

SNo.	Application Number	Applicant Name / Address	Service Name	Application Received Date	Service Delivery Date	Last Action Date	Status	Remark
1	1300483742	juytu / tyt	Repair of Electric Supply : (2) Complaint received individually in the night period during 10:00PM to 08:00AM (for Industrial, municipal, defense & PHED area)	06/05/2013	06/05/2013	06/05/2013	Rejected	flyt

**Step 2: Manual Daily Register**

Then click on "My Daily Manual Register" submenu. Following screen will be displayed

**My Manually Daily Register**

Officer Information will be display here

Department Name : Energy Department - JVVNL      Office : AEN (A-I),JVVNL JAIPUR  
 Office Address : AEN (A-I),N.P.H., jaipur      User Name : Mr jenaanaa assss

10:00PM (for Industrial, municipal, defense & PHED area)					
<b>Total</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Repair of Electric Supply : (1) Voltage related complaints) during 08:00AM to 10:00PM (for Industrial, municipal, defense & PHED area)					
1300367634      28/05/2013	4	0	0	0	0
	0	29/05/2013	2	2	2
<b>Total</b>	<b>4</b>		<b>2</b>	<b>2</b>	<b>2</b>

**Step 3: Pendency Checker**

Then click on "Pendency Checker" submenu. Following screen will be displayed

**Organizational/ Departmental Structural Pendency Report**

Department Name : Energy Department - JVVNL

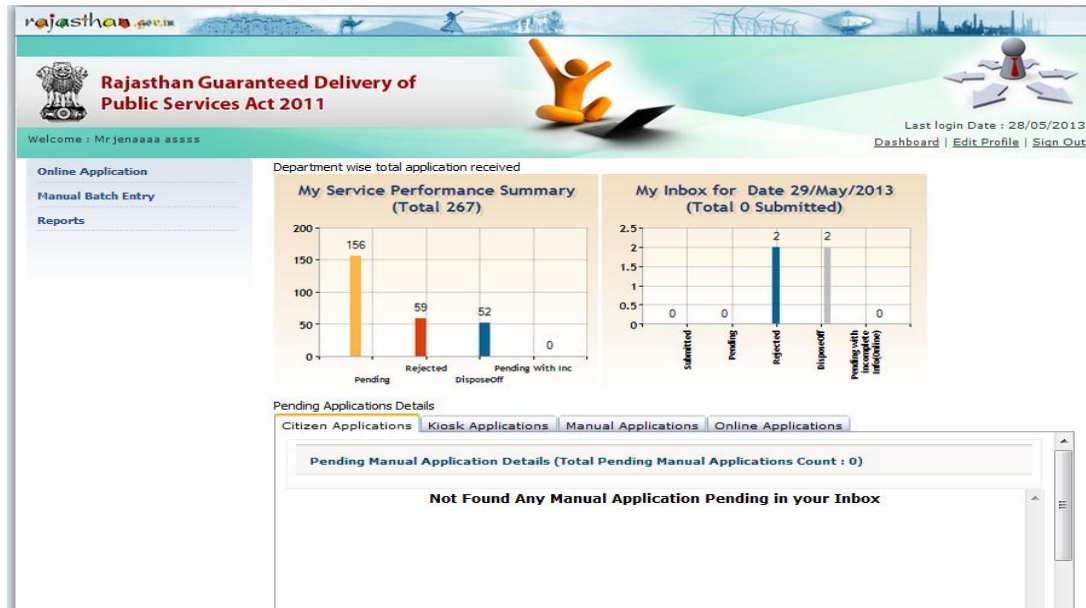
Total Pendency Report for the selected Offices :AEN (A-I),JVVNL JAIPUR and it's child offices(If any)

Office Name	Total Pending	Pending within prescribed time limit	Delayed by 1-7 days	Delayed by 8-15 days	Delayed by 16-30 days	Delayed by more than 30 days
AEN (A-I),JVVNL JAIPUR	9138	202	23	8898	12	3

No Record Found.

## Step 4: Dashboard

Please click on "Dashboard", and then Following Screen will be displayed.



# **Rajasthan Guaranteed Delivery of Public Services ACT 2011**

**“TRAIN THE TRAINERS”**

**STEP-By-STEP GUIDE**

**For**

**First Appellate Officer**

# **RGDPS MIS portal**

<b>1. Getting Started</b>	<b>3</b>
<b>2. Online Application Submission</b>	<b>4</b>
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# 1. Getting Started

**Step 1:** Enter URL e.g. <http://rgdpstest.rajasthan.gov.in/> in the web browser and following Home Page of the MIS portal for Rajasthan Guaranteed Delivery of Public Services Act 2011 will appear on the screen.



**Step 2:** The Designated Officer/Assistant Designated Officer of a Department gets login in MIS Portal with a set of Test Data:

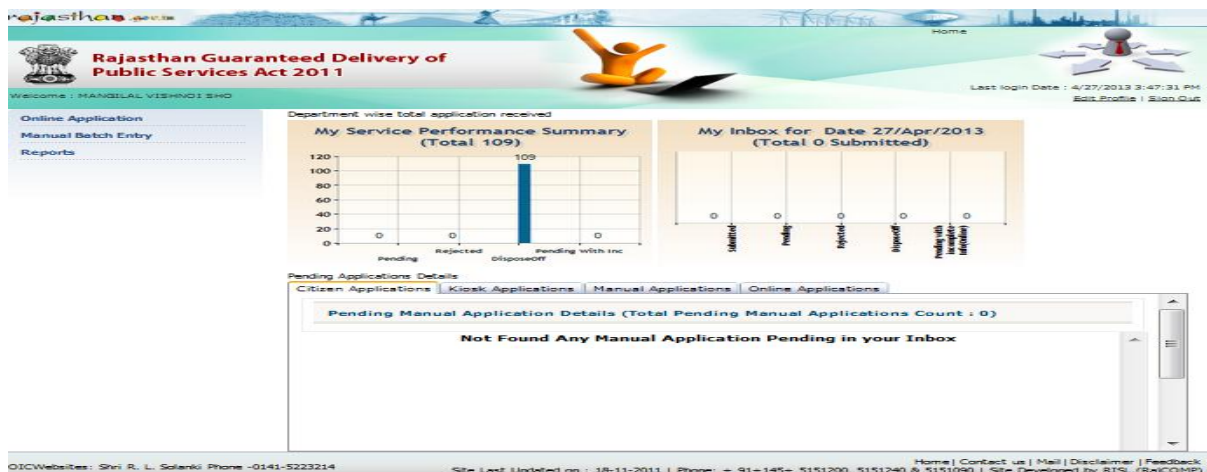
**For Example – Use the below set of test data for Designated Officer**

User Name :jen1jcca1jvvn1

Password :su

User Role Type :Designated Officer

The screen will be shown like below:



After Login, the following page will appear on the screen that has menu list (Quick Links- Online Application, Manual Batch Entry and Reports) on the left side of the page and has LOGIN detail, NEWS & EVENTS, ALERT on the right side of the page & in middle of the page displays Dashboard specific to user type and role predefined/preconfigured in the system.

## 1.1. Online Application Submission

**Step 1:** This Designated Officer make an online application in RGDPs system for a service.

### Step 1.1:

1. Please get login by using above Credentials, after the successful login, find menus in the left side.
2. Click on the "Submit Application" submenu, an Application Form appears on the screen.
3. Enter the below Test Data in Application Form.

**Services : Repair of Electric Supply: (1) Voltage related complaints) during 08:00AM to 10:00PM (for Industrial, municipal, defense & PHED area)**

**Assigned To : jen1 jcca1 [Designated Officer] [Junior Engineer1(A-1)JCC]**

**Applicant Name: Test User**

**District : Jaipur**

**Tehsil : Jaipur**

**Address : Test Address, Rajasthan**

**Screen will be displayed as below**

The screenshot shows the 'Application FORM' interface. At the top, it says 'Rajasthan Guaranteed Delivery of Public Services Act 2011'. The application date is '27/04/2013 04:06 PM'. The form is divided into three main sections:

- Office & Officer Details:** Parent Office: XEN (CD.I),JVVNL JAIPUR; Office Address: AEN (A-1),JVVNL JAIPUR; Department: Energy Department - JVVNL.
- Service/Application assigned to designated officer:** Services: Repair of Electric Supply : (1) Voltage related complaints) during 08:00AM to 10:00PM (for Industrial, municipal, defense & PHED area); Assigned To: jen1 a1 [Designated Officer] [Junior Engineer1(A-1)JCC]; Present Designation: Junior Engineer; Service Duration: 0 Days 4 Hours; Service Serve Date: (empty).
- Applicant Address Detail:** Radio buttons for URBAN (selected) and RURAL. Applicant Name: Raj; District: Jaipur; Mobile Number, E-Mail, Tehsil, and Address fields are empty. Remark field is also empty.

At the bottom, there are 'Ok' and 'Reset' buttons. The footer contains contact information and site details.

### Step 1.2:

1. Please enter the required details in the Application Form and submit the application by clicking the "Ok" button.
2. System will be generated the message on the alert panel located on screen with application number. This application number will be unique for application status tracking & filing Appeals.

**Outcome of the activity performed:-**

**Message: Application has been submitted successfully;  
Acknowledgement Number is "1300483958".**



- [Online Application](#)
- [Manual Batch Entry](#)
- [Reports](#)

• Application has been submitted successfully; Your acknowledgement number is 1300483958

Application FORM		Application Date : 29/05/2013 05:37 PM	
<b>Office &amp; Officer Details</b>			
Parent Office :	XEN (CD.1),JVVNL JAIPUR	Office Address	<b>AEN (A-1),JVVNL JAIPUR</b> AEN (A-1),N.P.H., jaipur
Department :	Energy Department - JVVNL		
Service/Application assigned to designated officer			
Services :	--Select-- *		
Assigned To :	▼ *		
Present Designation :			
Service Duration :	Days Hours	Service Serve Date :	
<input type="checkbox"/> All Enclosure Submitted (Please do not choose this selection, if any Mandatory document pending by applicant)			
<b>Applicant Address Detail</b>			
<input checked="" type="radio"/> URBAN <input type="radio"/> RURAL			
Applicant Name :	<input type="text"/> *	District :	--Select-- *
Mobile Number :	<input type="text"/>	Mohalla	<input type="text"/>
E-Mail :	<input type="text"/>	Ward	<input type="text"/>
Tehsil :	▼ *	Pin Code :	<input type="text"/>
Address :	<input type="text"/>		Remark : <input type="text"/>

### Step 1.3: Application Receipt Format

The applicant would be provided with an Acknowledgement Slip (Print option is now available for print) for future references. The acknowledgement slip would have the following details:

Rajasthan Guaranteed Delivery of public Services Act 2011		FORM OF ACKNOWLEDGEMENT
		<a href="#">Print</a>
		<b>Application Number</b> : 1300483958
Name of the designated officer :	jenaasa asss [Designated Officer] [Junior Engineer1(A-1)JCC]	
Office Address :	AEN (A-1),JVVNL JAIPUR AEN (A-1),N.P.H., jaipur	
Name and address of the applicant :	Test , 33 dddd	
Date of receiving application in the office of designated officer :	29/05/2013	
Name of the service for which the application is given	Repair of Electric Supply : (1) Voltage related complaints) during 08:00AM to 10:00PM (for Industrial, municipal, defense & PHED area)	
Particulars of the documents which are essential for receiving service but are not enclosed with the application		
Last date of the stipulated time limit :	29/05/2013 9:36PM	
Place: jaipur	<b>Signature of Recipient</b>	
Date: 29/05/2013 05:40 PM	<b>Name and Designation with seal</b>	
<p><b>Note:</b>In case all the required documents are not enclosed with the Application, Service Serve Date will not be given.</p>		

**Step 2:** To view Application List, Please go to "View Application" sub menu.

The screenshot shows the user interface for the Rajasthan Guaranteed Delivery of Public Services Act 2011. The header includes the state emblem and the text "Rajasthan Guaranteed Delivery of Public Services Act 2011". A navigation menu on the left contains "Online Application", "Manual Batch Entry", and "Reports". The main content area is titled "Application List" and features search filters: "Filter On : Application Number", "Search on Word : 1300483958", "Submitted Date (From) : 29/04/2013", and "Submitted Date (To) : 29/05/2013". A "Search" button is present. Below the filters, it states "1 records found" and displays a table with the following data:

Action	Applicant Name	Application No./ KIOSK Token	Service Name	Submitted Date	Service Serve Date	Status	Action
<input type="checkbox"/>	Test	1300483958/ NA	Repair of Electric Supply : (1) Voltage related complaints) during 08:00AM to 10:00PM (for Industrial, municipal, defense & PHED area)	29/05/2013	29/05/2013	Submitted	

**Step 2.1:** To take action on the Application, Please go to "Next Action" Drop down list.

The Designated Officer can take the following action after submitting the application:-

- Submitted (Pending)
- Submitted (Pending with incomplete info)
- Rejected (Rejected)
- Dispose off (service delivered)

The screenshot shows the "Action of Application" form. It has two tabs: "Action of Application" and "Status Trail". The form contains the following fields:

- Current Status:** A text field.
- Next Action:** A dropdown menu with the following options: Submitted (Pending), Submitted (Pending with incomplete Info), Rejected (Rejected), and DisposeOff (Service Delivered). The "Submitted (Pending)" option is currently selected.
- Remark:** A text area.
- Buttons:** "Save" and "Reset".

**Step 2.2:** Please save the Application by clicking the "Save" option, then following Message will be displayed on screen.

"Application [1200001867] has been updated successfully."

## 1.2. File First Appeal

**Case:1 If Applicant file the First Appeal within 30 days of service serve date.**

**Step1:** Please logout from the Designated Officer and gets login in MIS Portal with a set of Test Data

(First Appeal Officer):

For Example – Use the below set of test data for First Appeal Officer

User Name :aenjcca1jvvn1

Password :su

User Role Type :First Appeal Officer

Filing Date :29-01-2013



### Step 2:

- Please get login by using above Credentials, after the successful login, find menus in the left side.
- Select the “File First Appeal” menu, find an option “Track online App & Assign”.
- Enter Online Application Number in Search Section and click on the “Search” button.

### Step 3:

- After clicking on the search button, get information of that application and then assign the application to the First Appeal Officer.

Designation :Assistant Engineer

Post :Assistant Engineer (A-1)JCC (FAO)

Officer Name :Mr AEN jcca1 [Assistant Engineer] [Assistant Engineer(A-1)JCC (FAO)]

**Assign First Appeal**

[Inbox](#)

[Reports](#)

Application Date	29/05/2013	Application Number	1300483958
Service/Application assigned to designated officer			
Services	Repair of Electric Supply : (1) Voltage related complaints) during 08:00AM to 10:00PM (for Industrial, municipal, defense & PHED area)		
Assigned To	jenaaaaa assss [Designated Officer] [Junior Engineer1(A-1)JCC]		
Present Designation	Junior Engineer	Service Serve Date	29/05/2013
Office Name	AEN (A-1),JVVNL JAIPUR	Service Duration	0 Days 4 Hours

Applicant Address Detail

URBAN  RURAL

Applicant Name: Test      Address : 33 dddd

Mobile Number:      Mohalla:      Ward:      Pin Code:     

E-Mail:      District : Jaipur

Justification for filing an Appeal

Base of Appeal:

Justification for filing an appeal :

Reason for delay in filing an Appeal (if appeal is after 30 days from the date of order) :

List of Documents to be attached with the application

1. Self-attested copy of the order by Designated Officer against which the appeal is preferred :

2. Address Proof (Voter Id, Driving Licence, Ration Card) :

Status Trail

Remark Date	Remark Given By	Remark	Status
29/05/2013	jenaaaaaassss (Designated Officer)		Submitted
29/05/2013	jenaaaaaassss (Designated Officer)	dd	Rejected

2. Please Fill Justification for filling an Appeal section and Click on "Save" button.

**Outcome of the activity performed:-**

**Message: First Appeal submitted. Application Number is [1300483958]**

Welcome : AEN JVVNL

**Assign First Appeal**

[Inbox](#)

[Reports](#)

Last login Date : 29/05/2013  
[Dashboard](#) | [Edit Profile](#) | [Sign Out](#)

First Appeal submitted for Application Number [ 1300483958 ]

Application Date	Application Number	Enter Application Number	Search	Print
Service/Application assigned to designated officer				
Services				
Assigned To				
Present Designation		Service Serve Date		
Office Name		Service Duration	Days Hours	

Applicant Address Detail

**Step 4:**

1. After Filing the First Appeal, click on the Left Menu "Inbox", find a "View Inbox" submenu.
2. Click the "View Inbox" submenu, find a list of applications assigned to first appeal Officer.

**Rajasthan Guaranteed Delivery of Public Services Act 2011**

Welcome : AEN JVVNL

**Assign First Appeal**

[Inbox](#)

[Reports](#)

Last login Date : 29/05/2013  
[Dashboard](#) | [Edit Profile](#) | [Sign Out](#)

First Appeal Officer Inbox

Filter On :  Search on Word :

1 records found

Applicant Name	Application No	KIOSK Token	Service Name	Service Serve Date	DO/ADO Status	Appeal Status	Action
Test	1300483958		Repair of Electric Supply : (1) Voltage related complaints) during 08:00AM to 10:00PM (for Industrial, municipal, defense & PHED area)	29/05/2013	Rejected	Submitted	

**Step 5:**

1. Click on "Action" icon for taking action on the application 1300483958

**Note:** 1. This action redirects the edit page in which application details will be displayed for taking action against the application.

2. The First Appeal Officer can take the following action after Tracking & Assigning the application:-

- a. Rejected
- b. Assigned to DO.

Assign First Appeal Inbox Reports	Application Date	17/10/2013	Application Number	1300714805	Search	Print
	Service/Application assigned to designated officer					
	Services	Repair of Electric Supply : (1) Voltage related complaints) during 08:00AM to 10:00PM (for Industrial, municipal, defense & PHED area)				
Assigned To	jenaaaa assss [Designated Officer] [Junior Engineer1(A-1)JCC]					
Present Designation	Junior Engineer	Service Serve Date	17/10/2013			
Office Name	AEN (A-1)JVWNL JAIPUR	Service Duration	0 Days 4 Hours			
Applicant Address Detail						
<input checked="" type="radio"/> URBAN <input type="radio"/> RURAL						
Applicant Name	aa	Address :	4 gfg			
Mobile Number		Mohalla				
E-Mail		Ward				
District :	Jaipur	Pin Code :				
Justification for filing an Appeal						
Base of Appeal	Failure to provide the service					
Justification for filing an appeal :	ssss					
Reason for delay in filing an Appeal (If appeal is after 30 days from the date of order) :						
List of Documents to be attached with the application						
1. Self-attested copy of the order by Designated Officer against which the appeal is preferred :						
2. Address Proof (Voter Id, Driving Licence, Ration Card) :						
Action of Application						
Current Status	--Select--	*	Remark			
Next Action	--Select-- Rejected Assigned to DO					

3. Please take action on application as Assign to DO and put Service Serve Date: 12-01-2012 12:00:00 AM and save it.

**Outcome of the activity performed:-**

Message: First Appeal submitted. Application Number is [1300483958]



**Assign First Appeal**

[Inbox](#)

[Reports](#)

Application Number [ 1300714605 ] has been updated successfully

Application Date	Application Number	Enter Application Number	Search	Print
------------------	--------------------	--------------------------	--------	-------

Service/Application assigned to designated officer

Services	Assigned To	Present Designation	Office Name	Service Serve Date	Service Duration	Days	Hours
----------	-------------	---------------------	-------------	--------------------	------------------	------	-------

Applicant Address Detail

URBAN  RURAL

Applicant Name	Address :
Mobile Number	Mohalla
E-Mail	Ward
District :	Pin Code :

Justification for filing an Appeal

Base of Appeal

Justification for filing an appeal :

Reason for delay in filing an Appeal (If appeal is after 30 days from the date of order) :

- List of Documents to be attached with the application
1. Self-attested copy of the order by Designated Officer against which the appeal is preferred :
  2. Address Proof (Voter Id, Driving Licence, Ration Card) :

Action of Application

**Step 6:**

1. Click on the Left Menu "Inbox", find a "View Inbox" submenu.
  - a. Click the "View Inbox" submenu, find Appeal Status (Re-assigned to Designated Officer)

**Assign First Appeal**

**First Appeal Officer Inbox**

Filter On :  Search on Word :

1 records found

Applicant Name	Application No	KIOSK Token	Service Name	Service Serve Date	DO/ADO Status	Appeal Status	Action
Test	1300483958		Repair of Electric Supply : (1) Voltage related complaints) during 08:00AM to 10:00PM (for Industrial, municipal, defense & PHED area)	29/05/2013	Rejected	Re-assigned to Designated Office	



## Case:2 If Applicant file the First Appeal after 30 days of service serve date.

### Step1:

1. Please logout from the Designated Officer and gets login in MIS Portal with a set of Test Data

**(First Appeal Officer):**

**For Example – Use the below set of test data for First Appeal Officer**

User Name : aenjcca1jvvn1

Password : su

User Role Type : First Appeal Officer

Filing Date : 29-06-2013



### Step 2:

Please get login by using above Credentials, after the successful login, find menus in the left side.

- Select the “File Fist Appeal” menu, find an option “Track online App & Assign”.
- Click on the “Track online App & Assign” submenu, an Application Form appears on the screen.
- Enter **Online Application Number** in Search Section and click on the “Search” button.

### Step 3:

After clicking on the search button, get information of that application and then assign the application to the First Appeal Officer.

Designation : Assistant Engineer

Post : Assistant Engineer (A-1)JCC (FAO)

Officer Name : Mr AEN jcca1 [Assistant Engineer] [Assistant Engineer (A-1)JCC (FAO)]

Assign First Appeal

Inbox

Reports

Application Date 17/10/2013      Application Number 1300714605      Search    Print

Service/Application assigned to designated officer

Services	Repair of Electric Supply : (1) Voltage related complaints) during 08:00AM to 10:00PM (for Industrial, municipal, defense & PHED area)		
Assigned To	jenaaaa assss [Designated Officer] [Junior Engineer 1(A-1)JCC]		
Present Designation	Junior Engineer	Service Serve Date	17/10/2013
Office Name	AEN (A-1),JVVNL JAIPUR	Service Duration	0 Days 4 Hours

Applicant Address Detail

URBAN     RURAL

Applicant Name	aa	Address :	4 gfg
Mobile Number		Mohalla	
E-Mail		Ward	
District :	Jaipur	Pin Code :	

Justification for filing an Appeal

Base of Appeal     

Justification for filing an appeal :     

Reason for delay in filing an Appeal (If appeal is after 30 days from the date of order) :     

List of Documents to be attached with the application

- Please Fill Reason for Delay in Filing an Appeal (IF APPEAL IS AFTER 30 DAYS FROM THE DATE OF ORDER) and Click on “Save” button.

**Outcome of the activity performed:-**

Message: First Appeal submitted. Application Number is [1300483958]

**Step 4:**

After Filing the First Appeal, click on the Left Menu “Inbox”, find a “View Inbox” Submenu.B. Click the “View Inbox” submenu, find a list of applications assigned to first appeal Officer

Welcome : AEN JVVNL

Assign First Appeal

Inbox

Reports

Last login Date : 30/05/2013  
[Dashboard](#) | [Edit Profile](#) | [Sign Out](#)

**First Appeal Officer Inbox**

Filter On :     Search on Word :    

1 records found

Applicant Name	Application No	KIOSK Token	Service Name	Service Serve Date	DO/ADO Status	Appeal Status	Action
Test	1300483958		Repair of Electric Supply : (1) Voltage related complaints) during 08:00AM to 10:00PM (for Industrial, municipal, defense & PHED area)	29/05/2013	Rejected	Re-assigned to Designated Office	

### Step 5:

Click on “Action” icon for taking action on the application 1300483958

**Note:** 1. This action redirects the edit page in which application details will be displayed for taking action against the application.

2. The First Appeal Officer can take the following action after Tracking & Assigning the application:-

- a. Rejected
- b. Assigned to DO.

The screenshot shows a web application interface for managing appeals. On the left is a sidebar with 'Assign First Appeal', 'Inbox', and 'Reports'. The main content area has a header with 'Application Date 17/10/2013' and 'Application Number 1300714605'. Below this, it states 'Service/Application assigned to designated officer'. A table lists details: Services (Repair of Electric Supply), Assigned To (jenaaaa assss), Present Designation (Junior Engineer), Office Name (AEN (A-1), JVVNL JAIPUR), Service Serve Date (17/10/2013), and Service Duration (0 Days 4 Hours). The 'Applicant Address Detail' section includes radio buttons for 'URBAN' and 'RURAL', and fields for Applicant Name (aa), Address (4 gfg), Mobile Number, E-Mail, District (Jaipur), and Pin Code. The 'Justification for filing an Appeal' section has a dropdown for 'Base of Appeal' (Refusal to provide acknowledgement) and text areas for justification and reasons for delay. A 'List of Documents to be attached with the application' section is at the bottom.

- Please take action on application as Assign to DO and put Service Serve Date : 12-02-2012 12:00:00 AM and save it.

#### Outcome of the activity performed:-

Message: First Appeal submitted. Application Number is [1200000011]

### Step 6:

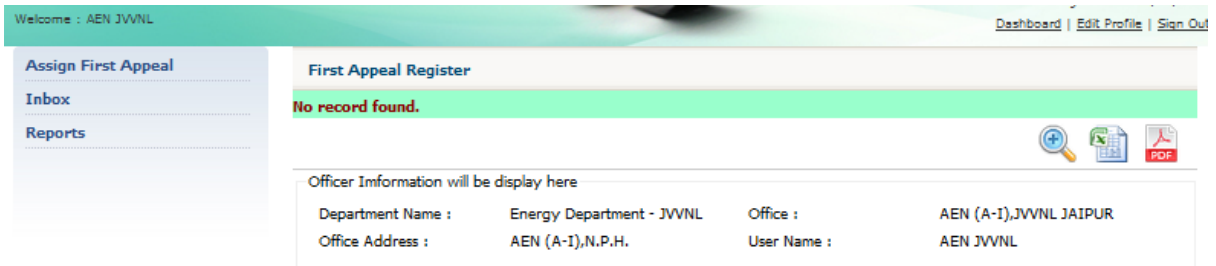
1. Click on the Left Menu “Inbox”, find a “View Inbox” submenu.
2. Click the “View Inbox” submenu, find Appeal Status (Re-assigned to Designated Officer)



### 1.3. Reports

- **First Appeal Register**

Please click on " First Appeal Register" submenu. Then following screen will be displayed.



### 1.4. Dashboard

- Please click on "Dashboard", Then Following Screen will be displayed.

