

## **Procedure of Online Water Connection (Industrial & Commercial) Application for Allottees of Corporation**

### **Procedure steps to be taken to submit online application by applicant**

1. Any enterprise/corporate body shall apply online for new water connection at his premises by filing up the application form available on the portal "**www.swcs.rajasthan.gov.in**" (website\*). The applicant shall upload scanned copies in PDF/JPEG/JPG/PNG/BMP file format (max. size 1 MB) of following document for verification:

- Copy of ownership of premises or plot such as Allotment letter/ Executed and Registered Lease RIICO Agreement.
- Copy of Board Resolution (if Applicable)

\*Please click on - [www.swcs.rajasthan.gov.in](http://www.swcs.rajasthan.gov.in) for filing up application online through single window clearance system ([www.swcs.rajasthan.gov.in](http://www.swcs.rajasthan.gov.in)> All services >Rajasthan State Industrial Development and Investment Corporation (RIICO)

2. Technical Team of RIICO shall assess the technicality and availability of service (water) line.
3. The Dealing Assistant of the area shall check status of plot and the land dues if any, same shall intimate to allottee.
4. The allottee shall have to clear the raised dues through online payment.
5. After deposition of land dues, allottee shall have to upload the Water agreement (in stamp paper) and Meter Testing Report.
6. After verification of uploaded documents, the Dealing Assistant shall raise the water connection and other charges.
7. Allottee shall have to deposit the raised water connection charges through online payment.
8. After receiving the payment, a receipt shall be generated.

9. Water Connection order shall be generated for releasing the water connection.

For assistance, allottee may contact the helpdesk of SWCS/SSO which is as follows:

Email- [bip.raj@nic.in](mailto:bip.raj@nic.in)

Contact No.- 0141-2227899, 2227727

Monday to Friday (from 09:30 AM to 6:00 PM-IST)

## **Disposal Procedure of Online Water Connection (Industrial & Commercial) Application for Allottees of Corporation**

### **Procedure steps to be taken by Corporation Employees for processing the submitted online application**

Total Five levels have been created for processing the submitted online application for releasing the new water connection.

Level 1	Officer who have been authorized to issue water connection order
Level 2	Officer/Dealing Assistant who deals with plot/land records such as issuance of plot Due notice, knows the status of plot etc.
Level 3	Officer/Dealing Assistant who deals and keep records of water connection
Level 4	Cashier/Accountant who shall provide the payment status
Level 5	Officer who shall release the connection order and report about detail of the connection after water connection has been released at site.

***All the level users have to login to the website using their allotted IDs***

#### **Level 1:**

Online application received shall be processed by level 1 concerned to assess feasibility of the distribution network for new water connection. Outcome of feasibility report shall be informed to the applicant within 2 working days from the date of submission of online application. Detail of reasons shall be intimated to applicant for non-feasible connections. For feasible connection, level 1 shall be forwarded to level 2 for knowing the status of the plot.

#### **Level 2:**

The concerned level 2 shall take the status of the plot and any

default in the stipulated construction / production activity period shall be intimated to the applicant for depositing the dues / charges. If the concerned level 2 is of the view that the allottee is not defaulter of any dues and plot is in his or her name / firm as per the applicant information, it shall be forwarded to level 3.

**Level 3:**

The level 3 shall be the officer/Dealing Assistant who deals and keep records of water connection and shall raise the demand for new water connection charges and other charges as per the laid down rules of the Corporation.

**Level 4:**

The level 4 shall be Cashier/Accountant who shall provide the payment status once the applicant deposit the requisite amount as per the demand raised by level 3. The applicant shall deposit the demand amount through online payment system and the concerned level 4 have to check the status of the payment from the Unit office bank account. Once the payment has been received through online, the concerned level 4 shall generate the receipt from the RIICO's ERP site and the generated receipt no. and date shall be fed in the website so that applicant is able to receive the receipt of the payment.

**Level 5:**

The level 5 shall download the meter testing report and scanned copy of agreement. If the attached documents are in order then water connection order shall be generated and later on, when connection of water is made at site, a report shall be generated that the connection has been released with initial meter reading.

Thus, online process of releasing a new water connection is completed.

For assistance, RIICO's official may contact the followings: -

1. Email- [helpdesk.sso@rajasthan.gov.in](mailto:helpdesk.sso@rajasthan.gov.in)

Contact No.- 0141-5153222 Ext. 23717 Weekdays (from 10:00 AM to 6:00 PM)

2. For issues related to transfer of payment from e-mitra, contact Parag Kachhawa-9694376878 ([paragk.doit@rajasthan.gov.in](mailto:paragk.doit@rajasthan.gov.in)) and Sh. Ravi – 8560928140  
[yuvrajsingh.doit@rajasthan.gov.in](mailto:yuvrajsingh.doit@rajasthan.gov.in),  
[gagandeep.doit@rajasthan.gov.in](mailto:gagandeep.doit@rajasthan.gov.in),
3. General Query related to SWCS contact Shri. Sunil Gupta, GM(BP) & Nodal Officer SWCS, RIICO Ltd, [email-sunilgupta@riico.co.in](mailto:sunilgupta@riico.co.in)
4. Issue related to ID and Password for login in the website, contact Sh. VirendraMathur, Programmer, Computer Cell - 9414016270

**ALL THE ABOVE PROCESS SHOULD BE COMPLETED WITHIN 20 DAYS AS PER SINGLE WINDOW CLEARANCE RULES 2016.**