

State RoW Portal

(Application Flow, Roles and Responsibilities)

User Manual

1. Submission of application on State RoW Portal –

- Applicant (TSPs/ TIPs) will submit the RoW application for Installation of Telecom Tower (Form-1) and Lying of Under Ground OFC (Form -2) on State RoW Portal.
- After Payment of application fees, application will be forwarded to Dealing Assistant (DA) at Level 1 of concerned approving authority.

Status of application change to - **“Pending with DA (Level 1)”**

2. Processing of Application at Level 1 (DA of concerned Approving authority)

- DA will Login to the RajSSO portal using their SSOID and password at <https://sso.rajasthan.gov.in>.
- After login, select “Government apps (G2G)” and then choose “TELECOM INFRASTRUCTURE NEW.”
- Click on Form-1: Above Ground (Tower) and Form-2: Underground (OFC) to access/ view pending RoW applications.
- Examine the received application, put comment in remark section and then **forward to Approving authority (Level -2)**.

Status of application change to - **“Pending with Approving authority (Level 2)”**

3. Processing of Application at Level 2 (Approving authority)

- Now, pending application will be available to take further action at approving authority level on RoW Portal.
- Option available at Approving authority end on State RoW Portal –
 - ✓ Forward to Level -3 (For field status report)
 - ✓ Forward to Level -4 (For demand note generation)
 - ✓ Revert to Level – 1 (For take necessary comments.)

Note – Level 2 (approving authority) can forward the application to Level 3 or Level 4 or Level 1 officer one by one as per requirement.

- Level 2 (approving authority) forward the application to level 3 officer for field status or site-survey report.
- Multiple officers may be mapped at Level - 3. Level -2 officer may forward the application to officers of Level -3 one by one as per requirement.

Status of application change to - **“Pending with Level-3”**

4. Processing of Application at Level-3

- Now, pending application will be available to take further action at level 3 on RoW Portal.
- Level - 3 officer examine the received application and submit the comment in remark section. Option to upload site-survey/field report on portal, is also available at this stage. Thereafter, Level -3 officer will revert back the application to Approving authority at Level -2.

Status of application change to - “Pending with Level 2”

5. Processing of Application at Level 2 (Approving authority)

- Option available at Approving authority end on State RoW Portal –
 - ✓ Forward to Level -3 (For review on submitted field status report)
 - ✓ Forward to Level -4 (For demand note generation)
 - ✓ Forward to applicant for clarification (Objection Case)
 - ✓ Reject the application by selection reason of rejection (from the given list) – (Rejection Case)
- Level -2 officers may choose one of above option on the basis of comments / site-survey/field report uploaded by Level -3 on portal.
- **Status of application change to - “Pending with Level 3 or Level 4 or Applicant (Objection or Rejected)”**

Note - RoW Rules 2024 Timelines for Objection & Rejection:

- **Objection/Clarification:**
 - **Department Official (Level–2)** can forward the application to the applicant with objections, if any, within **30 days** of submission.
 - The **Applicant** must respond to the objections within **15 days**.
 - A **Decision (acceptance/rejection)** must be taken by the Government official within **45 days** of application submission.
 - If **accepted**, the application will be forwarded to **Level–4 (Accountant)** for generation of the demand note.
 - If rejected, the application shall be closed, with the reasons for rejection.
- **Rejection:**
 - The **Approving Authority (Level–2)** may forward the application for rejection within **45 days** of its receipt.
 - The **Applicant** must respond to the objections within **15 days**.
 - The **final decision** must be taken within **7 days** thereafter, making the total maximum period **67 days**
 - If the applicant fails to respond within the stipulated time, the **Departmental Officer (Level–2)** shall upload the final rejection on the portal within **7 days**.

6. Processing of Application at Level 4 (Accountant)

- Now, pending application will be available to take further action at level 4 (Accountant) for demand note generation and fee calculation on RoW Portal.
- Accountant (Level 4) selects payment type and adds fees, submit the comment in remark section and forwards to Level 2 (approving authority) for approval.

Status of application change to - "Pending with Approving Authority (DEMAND NOTE)."

7. Processing of Application at Level 2 (Approving Authority)

- Now, pending application will be available to take further action at Level 2 (approving authority) on RoW Portal.
- Level 2 (approving authority) examine the generated demand note and submitted comment by Level 4 officer (Accountant).
- Option available at Approving authority end to forward the application on State RoW Portal –
 - ✓ Approve demand note (forward to applicant to pay the demand note fee)
 - ✓ Forward to Level -4 (For review on generated demand note)
- Level 2 (approving authority) forward the application to applicant to pay demand note fee.

Status of application change to - "Pending with Applicant (Demand note fee payment)"

8. Processing of Application at applicant end-

- Now, pending application will be available to take further action at applicant level for pay demand note on RoW Portal.
- Option available at Approving authority end on State RoW Portal –
 - ✓ Pay demand note fee
 - ✓ Withdraw application
- Applicant pays demand note fee within 15 days, otherwise status updates "Pay fee within next 15 days", and after 30 days, the system auto-rejects the application.
- After pay demand note fee, the application forward to approving authority (Level 2).

Status of application change to - "Pending with Approving Authority (Level 2) for issuance of certificate"

9. Processing of Application at Level 2 (Approving Authority) –

- Approving Authority (Level 2) again opens the application and review the application after demand note payment.
- At this stage, Approving Authority (Level 2) have option to enter new terms and conditions in the permission letter.
- Approving Authority (Level 2) have below options on State RoW Portal –
 - ✓ Preview Permission – To view the permission letter before issuance.
 - ✓ Issue of Permission – To generate and issue the permission letter to the applicant.
- For issue the permission letter to the applicant to applicant Approving Authority (Level 2) requires Aadhaar authentication (OTP-based)

Note - Both UID and mobile must be linked in SSO profile.

- Upon successful Aadhaar authentication, a digitally signed (eSign) permission letter is issued to applicant.

Status of application change to - “APPROVED AND CERTIFICATE ISSUED”

Note – Department users must complete the entire process within 67 days, as per RoW Rules 2024. If any application remains pending within the department for more than 67 days at any stage, it will be processed under the deemed approval provision.

10. Mapping of officers on State RoW Portal -

DEPARTMENT	LEVEL - 1	LEVEL-2	LEVEL-3	LEVEL-4
UDH (Development Authorities / UITs)	DA	DC (Approving Authority)	XEN/AEN/JEN, DTP/ATP, PATWARI	Accountant
LSG (Nagar Nigam/ Nagar Palika /Nagar Parishad)	DA	EO / Commissioner (Approving Authority)	XEN/AEN/JEN, TP	Accountant
REVENUE (SDM offices)	DA	SDM (Approving Authority)	Tehsildar, BDO, XEN/AEN PWD	Accountant

Note: -

- Level 2 officer will be mapped by department nodal officer.
- Level 2 officer will be map the level 1,3,4 officer within the jurisdiction.