

BharatNet Demand Portal



Ministry of Communications
Government of India

Dark Fibre / Bandwidth Request - User Guide

About this Manual

This manual explains, step by step, how an applicant (customer) submits a Demand Request on the BharatNet Demand portal. Two service types are covered in separate sections:

- Section A — Dark Fibre: request for unlit optical fibre pairs between customer infrastructure locations on the BharatNet network.
- Section B — Bandwidth: request for managed bandwidth from a HUB (source) to one or more spoke Gram Panchayats.

The demand request wizard has the same four steps for both service types. Only Step 2 (Location Information) differs.

Step	What you do	Mandatory information
Step 1 — Organization Details	Verify pre-filled organization and contact data	Organization name, contact person, e-mail, phone
Step 2 — Location Information	Choose service type and define the route/locations	Type of request, State, District, Block, source & destination / customer coordinates
Step 3 — Requirement Details	Declare contract duration, purpose and delivery date	Duration (years/months), purpose of connection, expected delivery date
Step 4 — Review & Submit	Verify the summary and accept the declaration	Declaration check-box, then Submit

Save as Draft is available on every step. A draft keeps all entered data so you can resume later from Dashboard → Demand Requests. Nothing is sent for review until you press Submit Application on Step 4.

1. Signing In

Open the portal and choose the Applicant role. Sign in with your registered e-mail address or mobile number – the portal uses One-Time Password (OTP) authentication; no password is required.

1.1 Request the OTP

- Choose Email Address or Phone Number under “Login”.
- Enter the identifier that was registered during company registration and press Get OTP.
- Not registered yet? Use New Registration and complete CIN verification, address and document upload (License Copy and Authorization Letter) first. Refer Registration Manual.

The screenshot shows the login interface of the BharatNet DBN portal. The header contains the Government of India and Ministry of Communications logos, along with navigation links. The main content area has a large blue background with the BharatNet DBN logo. On the right, a white login box contains the following elements:

- Login** heading
- Email Id or Mobile No *** label above an input field with placeholder text "Enter Email or Mobile".
- Captcha *** label above a captcha image showing the characters "A8B7EP".
- An input field for the security code with placeholder text "Enter security code".
- A blue **Get OTP** button.
- A link: **Not Registered? Create your Account**.

Figure 1 – Login screen: use email id or phone number

1.2 Verify the OTP

Enter the 6-digit OTP received on the registered e-mail/mobile and press Verify & Sign In.

The screenshot shows the OTP verification interface of the BharatNet DBN portal. The header and main content area are consistent with the previous screen. On the right, a white verify OTP box contains the following elements:

- Verify OTP** heading
- Enter OTP *** label above an input field with placeholder text "Enter OTP".
- A blue **Verify OTP** button.
- A link: **Didn't receive the OTP? Resend OTP (28s)**.

A green notification banner at the top right of the page states: **OTP sent successfully.**

Figure 2 – OTP verification.

2. Starting a New Demand Request

After sign-in you land on the Applicant Dashboard. In the left menu select New Demand Request. Related menu items you may need:

- View Feasibility – check network availability for a location before applying.
- Tasks – actions currently pending with you (acknowledgements, payments).
- Payments – demand notes and invoices.

2.1 Step 1 – Organization Details

This step confirms who is applying. Fields are pre-populated from your registration profile.

Field	Description	Required
Organization Name	Legal name as verified through CIN at registration. Read-only.	Yes
Contact Person	Authorized signatory / contact captured at registration.	Yes
Email Address	Official e-mail used for all portal notifications.	Yes
Phone Number	10-digit mobile number for SMS alerts and OTP.	Yes

The screenshot displays the 'New Demand Request' form for 'Organization Details'. The sidebar on the left shows the navigation menu with 'New Demand Request' highlighted. The main content area has a breadcrumb trail 'Dashboard / New Demand Request' and a sub-header 'New Demand Request Apply for a new leased line connection'. Below this is a progress bar with four steps: 'Organization Details' (active), 'Location Information', 'Requirement Details', and 'Review & Submit'. The form itself is titled 'Organization Details Verify your organization details' and contains four input fields: 'Organization Name' (pre-filled with 'ABC Telecom'), 'Contact Person' (pre-filled with 'Vishal UAT Test'), 'Email Address' (pre-filled with 'vishalsaxena14@gmail.com'), and 'Phone Number' (pre-filled with '9892066657'). A 'Continue' button is located at the bottom right of the form.

Figure 3 – Step 1: Organization Details (identical for Dark Fibre and Bandwidth).

Verify the e-mail and mobile carefully. Demand notes, HOTO schedules and invoices are delivered to these contact details. Press Continue to move to Step 2.

Section A – Dark Fibre Demand Request

A Dark Fibre request reserves unlit fibre pairs on the BharatNet OFC network between your own infrastructure locations (towers, PoPs, offices). You provide the geographic coordinates of each location; BSNL Level 1 verifies route feasibility after submission.

A.1 Step 2 – Location Information

Field	What to enter	Required
Type of Request	Select Dark Fibre.	Yes
Required Number of Fibre	Number of fibres needed on the route (e.g. 2, 4, 6). Tariff is computed per fibre-km.	Yes
State / District / Block	BharatNet administrative hierarchy of the requested route. The Geo-Portal map loads once the Block is chosen.	Yes
Infrastructure n	Friendly name of your site, e.g. “Tower 1”, “District HQ”.	Yes
Latitude n / Longitude n	Decimal degrees, minimum 4 decimals (e.g. 17.6500 / 82.9700). Each location is pinned on the map.	Yes
Add Location	Adds another customer location row. Use for multi-point routes.	Optional
Download Template / Bulk Upload	Excel route for many locations: download the template, fill Infrastructure, Latitude, Longitude and upload.	Optional

The screenshot shows the 'New Demand Request' form for a Dark Fibre connection. The 'Location Information' section is active, showing the following details:

- Type of Request:** Dark Fibre
- Required Number of Fibre:** 3
- Geographic Location:**
 - State: Bihar
 - District: Aurangabad
 - Block: Rafiganj
- Location of Customer:** A map titled 'BharatNet Geo-Portal Map' displays the selected location with a route highlighted. The map includes a sidebar with options like 'Dark Fiber Request', 'Request #123', 'DAS (tested: RAFIGANJ) (100 OFC segments)', and 'TOWERS & FEASIBILITY'.

The form also includes a 'Download Template' button and a 'Bulk Upload' button. The bottom of the form has 'Previous' and 'Continue' buttons.

Figure 4 – Step 2 for Dark Fibre: fibre count, geography, customer coordinates and the BharatNet Geo-Portal map.

Tip: Expand above the map to view pinned locations full-screen and confirm each pin falls on the intended site before continuing.

A.2 Step 3 – Working on MAP (if Block map is available)

NOTE: In case MAP is not available, User may continue to submit the application without MAP. (skip this step and go to A3 Step 4)

Pre-requisite: Required Block file is available in the system.

After selection of State, District and Block, the Geo Map will be displayed.

Click - Add Location

Location Information Specify request type, location and route points

Type of Request *
Dark Fibre

Required Number of Fibre *
3

Geographic Location

State *
Bihar

District *
Aurangabad

Block *
Rafiganj

Location of Customer

Add one or more customer locations by entering Latitude and Longitude, or bulk upload from a sheet.

+ Add Location Generate Map

BharatNet Geo-Portal Map

Download Template Bulk Upload

Customers add their infrastructure locations with latitude longitude

Geographic Location

State *
Bihar

District *
Aurangabad

Block *
Rafiganj

Location of Customer

Add one or more customer locations by entering Latitude and Longitude, or bulk upload from a sheet.

Infrastructure 1	Latitude 1	Longitude 1
Tower 1	24.859209	84.656981
Infrastructure 2	Latitude 2	Longitude 2
Tower 2	24.836816	84.663690

+ Add Location Generate Map

BharatNet Geo-Portal Map

Download Template Bulk Upload

Click on “Generate Map”

Geographic Location

State *
Bihar

District *
Aurangabad

Block *
Rafiganj

Location of Customer

Add one or more customer locations by entering Latitude and Longitude, or bulk upload from a sheet.

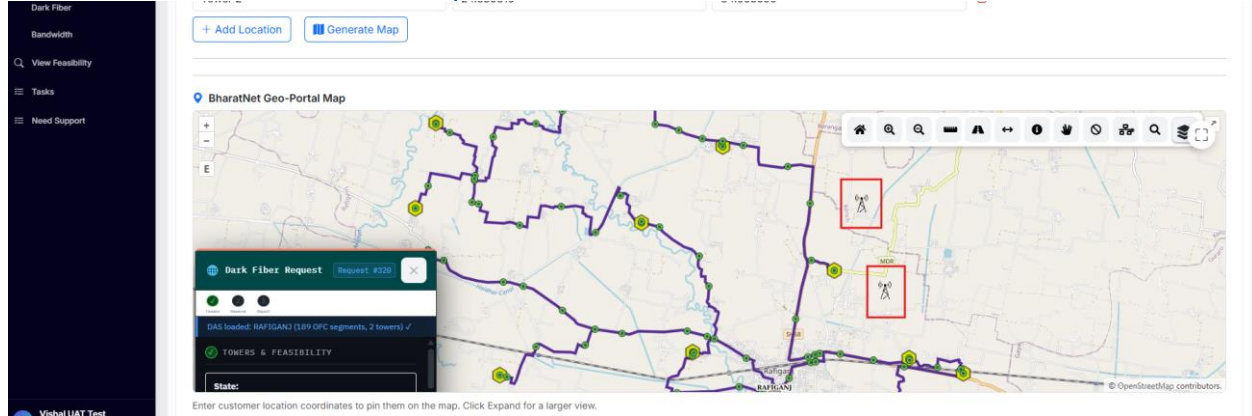
Infrastructure 1	Latitude 1	Longitude 1
Tower 1	24.859209	84.656981
Infrastructure 2	Latitude 2	Longitude 2
Tower 2	24.836816	84.663690

+ Add Location Generate Map

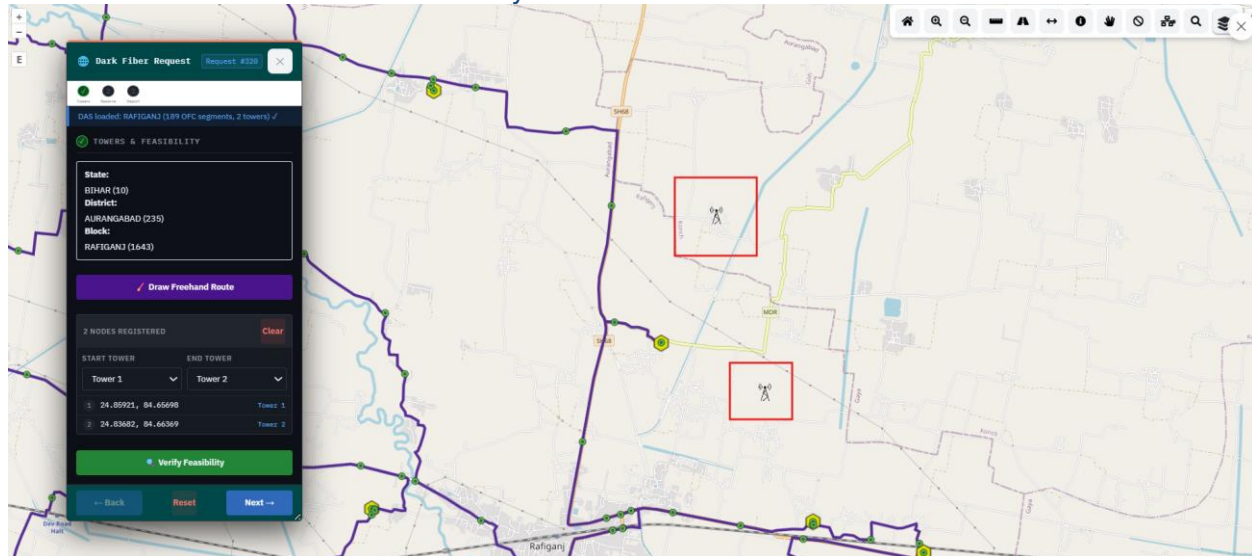
BharatNet Geo-Portal Map

Download Template Bulk Upload

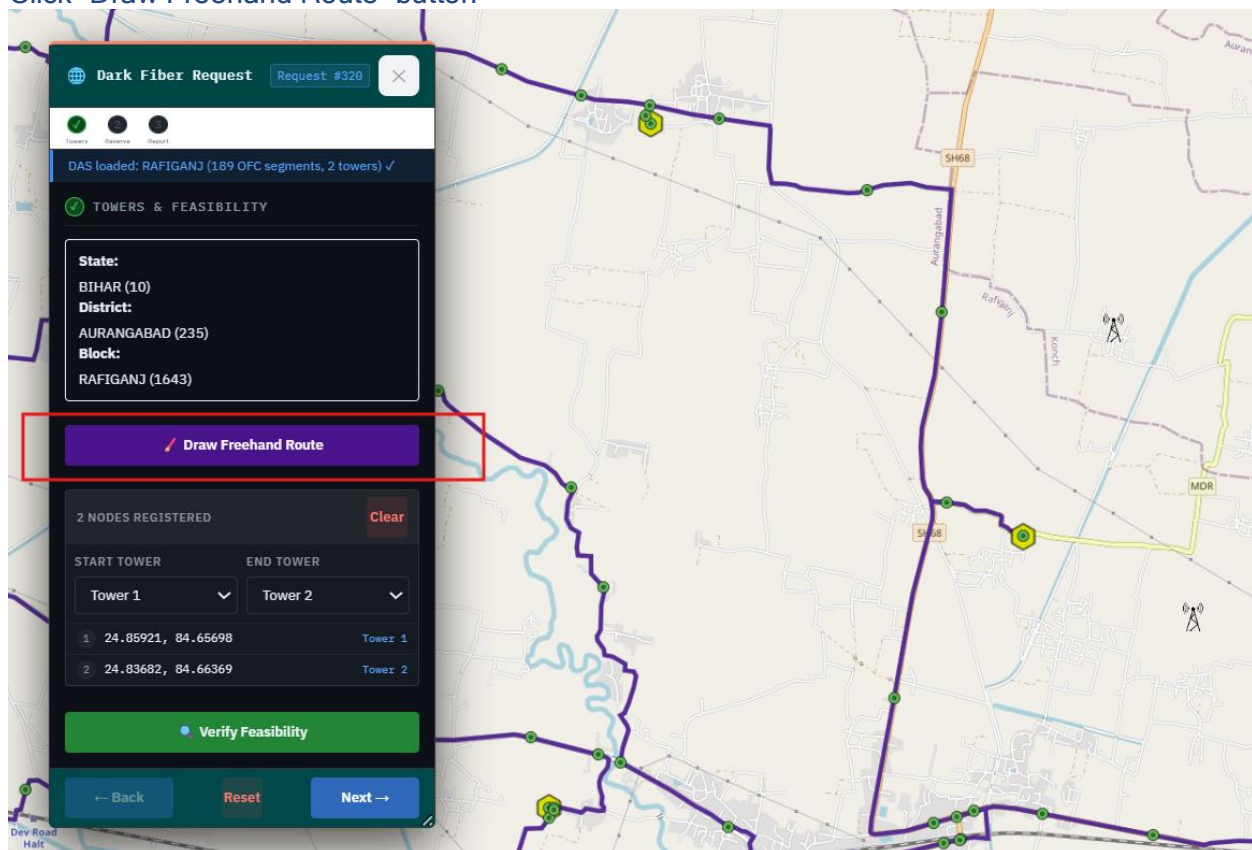
Towers will be reflected on the map



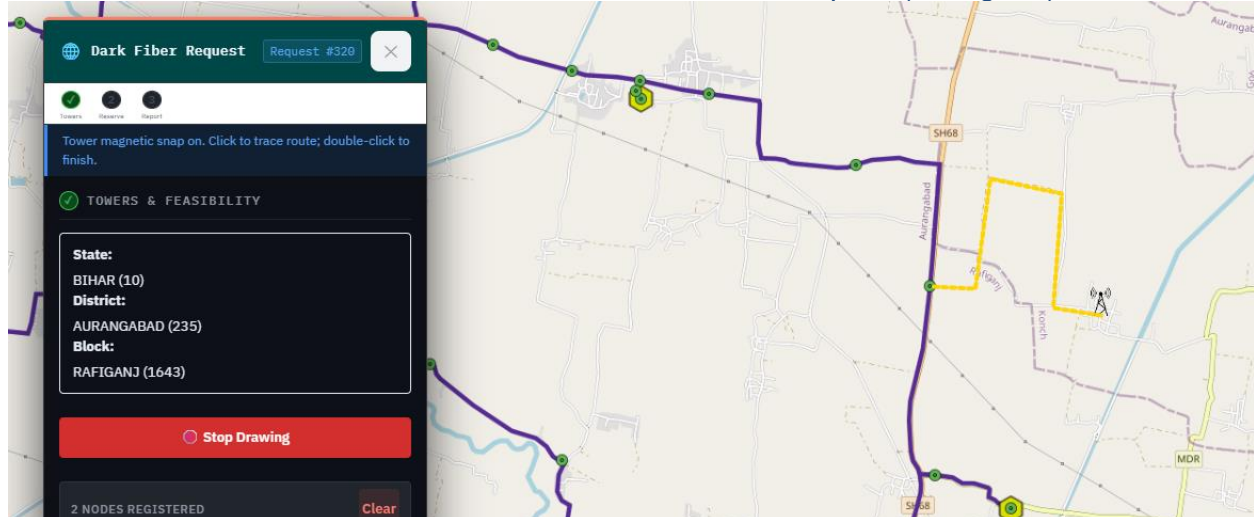
Use the full screen view for better clarity



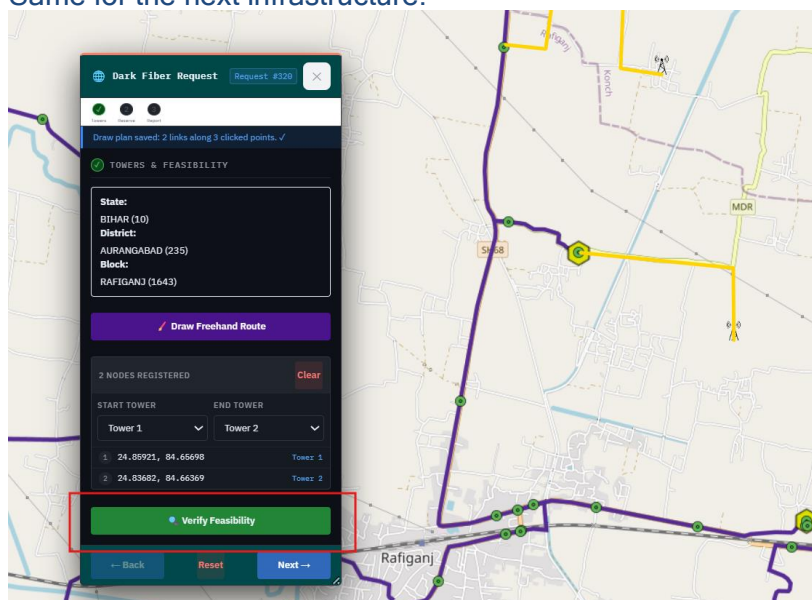
Start drawing your route- (from the navigation pane on the left-hand side) Click “Draw Freehand Route” button



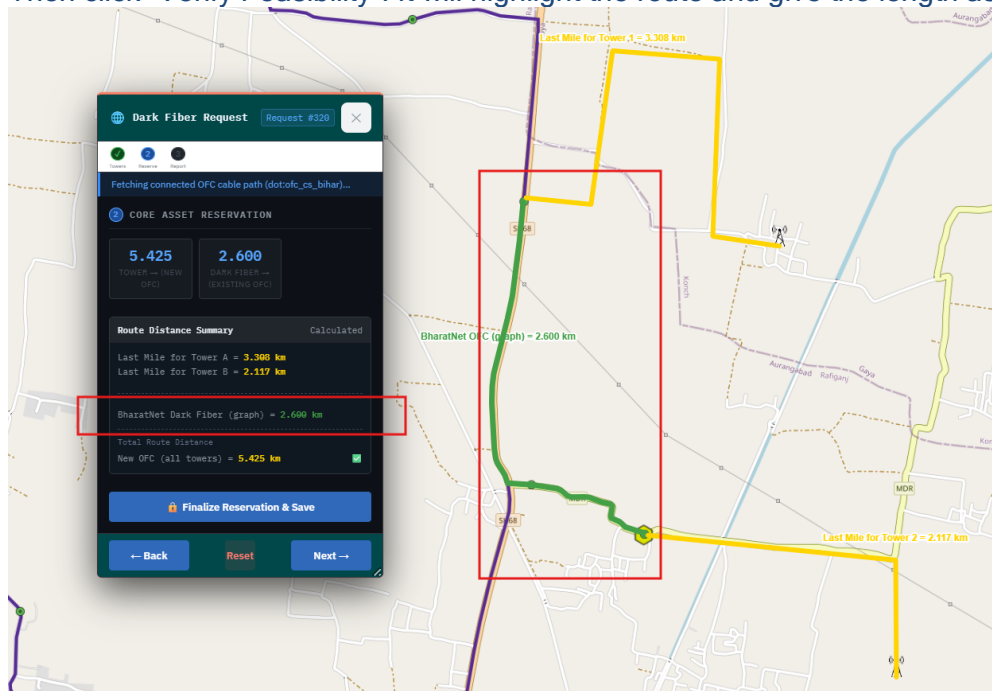
Double click on the infrastructure and draw route to the desired point (for e.g. JC)



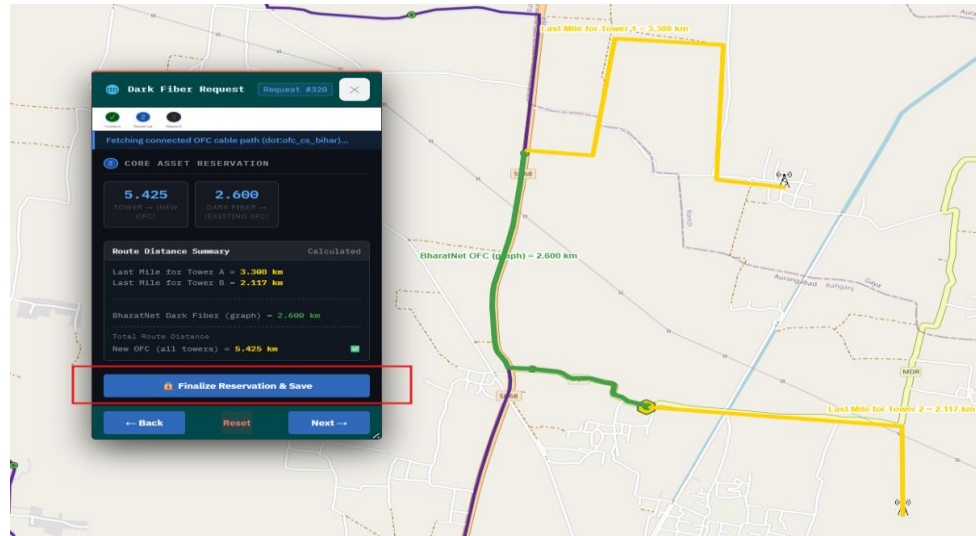
Click “Stop Drawing” button for this tower.
Same for the next infrastructure.



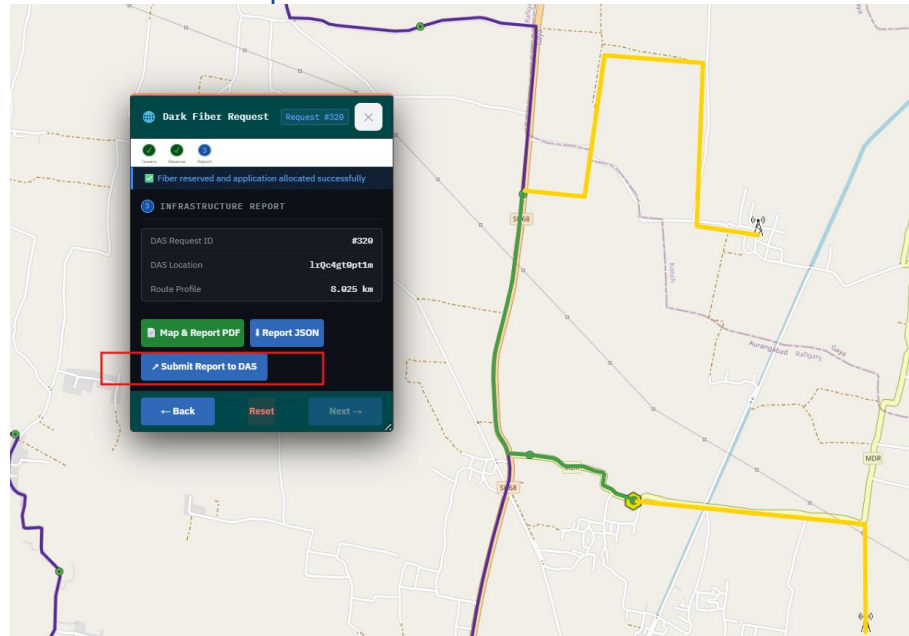
Then click “Verify Feasibility”. It will highlight the route and give the length as shown-



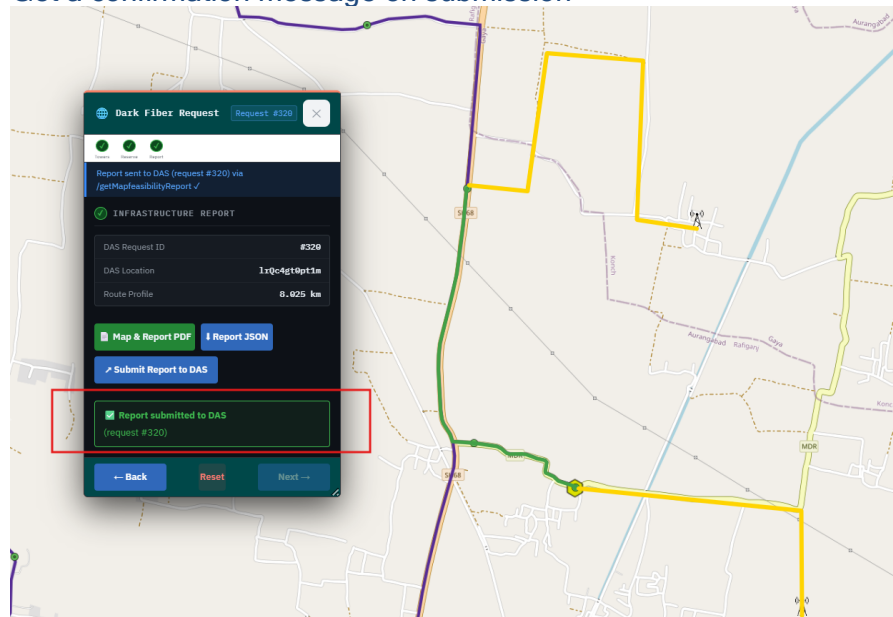
Click on “Finalize Reservation & Save”



Click on “Submit Report to DAS”



Get a confirmation message on submission



Map and Report will show the complete information on download

Dark Fiber Details and Map

Department of Telecommunications — BharatNet

State	BIHAR(10)	District	AURANGABAD(235)
Block	RAFIGANJ(1643)	Connection	OFC
Start	24.91257, 84.63305	End	24.84365, 84.65020

Distance Summary

Last mile / new OFC (yellow): 8.032 km

BharatNet graph (green): 0.802 km

Total route: 8.834 km

Draw vertices: 4

Node segments: 0

Last-mile routes: 1

The length and map file will be available on the portal to download along with the application.

MAIN

Dashboard

Demand Requests

New Demand Request

Dark Fiber

Bandwidth

View Feasibility

Tasks

Need Support

Vishal UAT Test

Logout

Dashboard / New Demand Request

New Demand Request

Apply for a new leased line connection

Organization Details

Location Information

Requirement Details

Review & Submit

Review & Submit

Review your application before submission

Organization Details

ABC Telecom

Contact Person

Vishal UAT Test

Phone Number

9892066657

Email Address

vishalsaxena14@gmail.com

Connection Details

Type of Request

Dark Fibre

No. of Fibre Required

3

Lease Duration

4 Year(s) 6 Month(s)

Location Details

State

Bihar

District

Aurangabad

Block

Rafiganj

Joint Inspection

Inspection Required

Yes

Proposed Inspection

28 Aug 2026 | 10:00

Expected Delivery

Expected Delivery Date

03 Sep 2026

Purpose of Connection

test

Route Map & Network Information

Download Map

Estimated Length of Route

2.6 km

Declaration

Please read the declaration carefully before submitting your application.

1. I/We hereby agree to abide by the provisions of Indian Telegraph Act, Indian Telegraph Rules and Information Technology Act in force and as modified from time to time and such other terms and conditions prescribed by the Telegraph Authority/DoT. I/We agree that the circuit will be used purely for private/permitted application. It will not be used to carry voice/data or any other communication, which is not permitted by the rules of Telegraph Authority/DoT. I/We further agree to extend facility to the Telegraph authority/DoT in order to enable monitoring of the purpose, performance and operation of the circuit, as and when required.

2. I/We agree that necessary charges for registration/installation/Advance annual rental/Arrears if any will be paid to the controlling/billing authority, DoT as and when we receive demand note and as and when such charges become due.

3. I/We agree that I/We shall pay the cancellation charges and other expenses incurred to establish the circuit/configure the bandwidth as requested by me/us that may become payable, in the event of cancellation of the application/closure of the circuit at a later date.

4. I/We Agree to use the leased circuit for the minimum period of hire as specified by the DoT.

5. I/We declare that the information filled up by me/us in the form are correct and no information has been withheld. If the information is found incorrect subsequently, DoT will have the right to take any action deemed fit including denial/termination of service.

☐ I Agree to the above declaration

Previous

Submit Application

A.3 Step 4 – Requirement Details

Commercial and purpose details for the Dark Fibre circuit.

Field	What to enter	Required
Duration – Years / Months	Contract tenure. Months can only be 0 or 6 (half-year multiples). Minimum hire period applies as per BBNL rules.	Yes
Purpose of Connection	Tick every applicable purpose. Sub-fields appear for some options: ISP name & license no. (Internet), Service Provider name (Voice/Mobile tower), Organization name (Private network).	Yes
Additional Details	Free text – special routing, redundancy or site-access notes for the field team.	Optional
Expected Delivery Date	Date by which you need the circuit live. Past dates cannot be selected.	Yes

Requirement Details Select duration, view tariff and describe your requirements

Lease Duration *

Years: Additional Months:

Purpose of Connection *

Additional Details (Optional)

Joint Inspection

☒ Schedule a Joint Inspection

Proposed Inspection Schedule *

Inspection Date: Inspection Time:

Select a date within the next 30 days.

Expected Delivery Date *

Select the expected date by which the circuit should be delivered.

[< Previous](#) [Continue >](#)

Figure 5 – Step 3: Requirement Details (same layout for both service types).

Tariff reference for Dark Fiber: ₹3,000 per fibre-km per year, billed in half-yearly instalments. Use Plan & Tariff → Estimated Bill Calculator to model the cost before you submit.

A.4 Step 5 – Review & Submit

The review page consolidates everything you entered. Check each block and use Previous to correct anything before submitting.

- Organization – applicant, contact person and e-mail.
- Type of Request / Fibre Pairs – service type and number of fibres.
- Location – State, District and Block of the requested route.
- Duration, Purpose, Additional Details, Expected Delivery Date.
- Attachments – Route Map (PDF) is auto-attached once route feasibility is completed; existing network information is auto-populated from the feasibility check.
- Declaration – five statutory clauses (Indian Telegraph Act, charges, cancellation charges, minimum hire period, correctness of information).

Tick, I Agree to the above declaration – the Submit Application button stays disabled until you do – then press Submit Application.

Review & Submit Review your application before submission

Organization Details

ABC Telecom

Contact Person: Vishal UAT Test | Phone Number: 9892066657 | Email Address: vishalsaxena14@gmail.com

Connection Details

Type of Request: Dark Fibre | No. of Fibre Required: 3 | Lease Duration: 4 Year(s) 6 Month(s)

Location Details

State: Bihar | District: Aurangabad | Block: Rafiganj

Joint Inspection

Inspection Required: Yes | Proposed Inspection: 21 Aug 2026 | 10:00

Expected Delivery

Expected Delivery Date: 12 Sep 2026

Purpose of Connection

Testing

Additional details

Testing the Additional Details

Declaration

Please read the declaration carefully before submitting your application.

- I/We hereby agree to abide by the provisions of Indian Telegraph Act, Indian Telegraph Rules and Information Technology Act in force and as modified from time to time and such other terms and conditions prescribed by the Telegraph Authority/DoT. I/We agree that the circuit will be used purely for private/permitted application. It will not be used to carry voice/data or any other communication, which is not permitted by the rules of Telegraph Authority/DoT. I/We further agree to extend facility to the Telegraph authority/DoT in order to enable monitoring of the purpose, performance and operation of the circuit, as and when required.
- I/We agree that necessary charges for registration/installation/Advance annual rental/Arrears if any will be paid to the controlling/billing authority, DoT as and when we receive demand note and as and when such charges become due.
- I/We agree that I/We shall pay the cancellation charges and other expenses incurred to establish the circuit/configure the bandwidth as requested by me/us that may become payable, in the event of cancellation of the application/closure of the circuit at a later date.
- I/We Agree to use the leased circuit for the minimum period of hire as specified by the DoT.
- I/We declare that the information filled up by me/us in the form are correct and no information has been withheld. If the information is found incorrect subsequently, DoT will have the right to take any action deemed fit including denial/termination of service.

☐ I Agree to the above declaration

[← Previous](#) [✓ Submit Application](#)

Figure 6 – Step 4: Review & Submit for a Dark Fibre request.

Section B – Bandwidth Demand Request

A Bandwidth request delivers managed capacity from a HUB (Source, Point A) to one or more spoke Gram Panchayats (Destination, Point B) inside the same Block. No map or coordinates are required — locations are selected from the BharatNet Gram Panchayat directory.

Bandwidth tariff: ₹120 per Mbps. Minimum billing is for 200 Mbps per connection, even if a lower speed is requested.

B.1 Step 2 – Location Information

Field	What to enter	Required
Type of Request	Select Bandwidth.	Yes
Connection	Single – pick source and destinations on screen. Multiple – bulk upload many links from the Excel template.	Yes
State / District	Administrative location of the service area.	Yes
Source (Point A) – Block / Gram Panchayat	Choose whether the HUB is a Block or a Gram Panchayat. If Gram Panchayat is chosen, select the Block first and then the source GP.	Yes
HUB (Upstream) Bandwidth at Source	Total upstream capacity at the hub, e.g. “1 Gbps”. It caps the sum of all downstream speeds.	Yes
Port Interface (SNI) – Source	FE or GE. If GE is chosen, also select the GE Port Speed: 1G or 10G.	Yes
Destination (Point B)	Tick one or many Gram Panchayats within the selected Block. Selected GPs appear as chips and as rows in the table below.	Yes
Spokes (Downstream) Bandwidth	Per-destination speed, default 200 Mbps, editable per row.	Yes
Port Interface (SNI) – Destination	FE or GE per destination. (No 1G/10G choice on the destination side.)	Yes

Validation: the total of all downstream speeds must not exceed the HUB upstream bandwidth. The running total is shown under the table (e.g. “Total downstream: 400 Mbps of 1000 Mbps upstream at source”). If it is exceeded, the Continue button is disabled until you reduce a speed or increase the upstream.

MAIN

- Dashboard
- Demand Requests
- New Demand Request**
 - Dark Fiber
 - Bandwidth
- View Feasibility
- Tasks
- Need Support

Vishal UAT Test
Applicant
Logout

Dashboard / New Demand Request

New Demand Request
Apply for a new leased line connection

Organization Details Location Information Requirement Details Review & Submit

Location Information Specify request type, location and route points

Bandwidth tariff and details as follows

- Bandwidth Tariff: ₹120 per Mbps
- Minimum billing will be for 200 Mbps

Type of Request *
Bandwidth

State *
Bihar

District *
Darbhanga

Source (Point A)
☐ Block ☒ Gram Panchayat
 Block: Kiratpur
 Gram Panchayat: Jhagrua
 HUB (Upstream) Bandwidth at Source: 600 Mbps
 Port Interface (SNI): GE
 GE Port Speed: 10G

Destination (Point B)
Gram Panchayat(s) within Kiratpur. One or multiple.
 4 selected
 Jhagrua Tarwara x Khaisa Jamalpur x Kiratpur x Kuboul Dhagha x

Source	Destination	Downstream Bandwidth	Port Interface (SNI)	Action
Jhagrua	Jhagrua Tarwara	200 Mbps	GE	
Jhagrua	Khaisa Jamalpur	100 Mbps	GE	
Jhagrua	Kiratpur	100 Mbps	GE	
Jhagrua	Kuboul Dhagha	100 Mbps	FE	

Total downstream: 500 Mbps of 600 Mbps upstream at source

Previous Save as Draft Continue

Figure 7 – Step 2 for Bandwidth: source hub, multi-select destinations and the editable Selected Locations table.

B.2 Step 3 – Requirement Details

Identical to Dark Fibre (see Figure 5): contract Duration, Purpose of Connection, optional Additional Details and the Expected Delivery Date. For bandwidth used to extend Internet connectivity, remember to record the ISP name and licence number in the sub-field.

B.3 Step 4 – Review & Submit

The Bandwidth review page adds a Service Summary block listing every endpoint with its auto-generated GP ID, district, state and the agreed bandwidth.

- Service Area – State › District › Block.
- Service Type – Bandwidth, single or multiple links.
- Endpoint table – Source (Point A) with GP ID, and each Destination (Point B) with GP ID and bandwidth.
- Note – connectivity is provided up to the BSNL PoP only; last-mile delivery from the PoP to the user premises is the customer's responsibility.
- Duration, Purpose, Additional Details, Expected Delivery Date and the Declaration.

Tick the declaration and press Submit Application.

Dashboard / New Demand Request

New Demand Request
Apply for a new leased line connection

Organization Details Location Information Requirement Details Review & Submit

Review & Submit Review your application before submission

Organization Details

ABC Telecom

Contact Person: Vishal UAT Test Phone Number: 9892066657 Email Address: vishalsaxena14@gmail.com

Connection Details

Type of Request: Bandwidth Lease Duration: 4 Year(s) 6 Month(s)

Location Details

State: Bihar District: Darbhanga Block: Kiratpur

Selected Routes (4)

Source	Destination	Downstream Bandwidth	Port Interface (SNI)
Jhagrua	Jhagrua Tarwara	200 Mbps	GE
Jhagrua	Khaisa Jamalpur	100 Mbps	GE
Jhagrua	Kiratpur	100 Mbps	GE
Jhagrua	Kuboul Dhagha	100 Mbps	FE

Total downstream: 500 Mbps of 600 Mbps upstream at source

Expected Delivery

Expected Delivery Date: 28 Aug 2026

Purpose of Connection

☒ Bandwidth for extending Voice Connectivity / Mobile Tower Connectivity

Additional details

Testing Additional Details

Declaration

Please read the declaration carefully before submitting your application.

- I/We hereby agree to abide by the provisions of Indian Telegraph Act, Indian Telegraph Rules and Information Technology Act in force and as modified from time to time and such other terms and conditions prescribed by the Telegraph Authority/DoT. I/We agree that the circuit will be used purely for private/permitted application. It will not be used to carry voice/data or any other communication, which is not permitted by the rules of Telegraph Authority/DoT. I/We further agree to extend facility to the Telegraph authority/DoT in order to enable monitoring of the purpose, performance and operation of the circuit, as and when required.
- I/We agree that necessary charges for registration/installation/Advance annual rental/Arrears if any will be paid to the controlling/billing authority, DoT as and when we receive demand note and as and when such charges become due.
- I/We agree that I/We shall pay the cancellation charges and other expenses incurred to establish the circuit/configure the bandwidth as requested by me/us that may become payable, in the event of cancellation of the application/closure of the circuit at a later date.
- I/We Agree to use the leased circuit for the minimum period of hire as specified by the DoT.
- I/We declare that the information filled up by me/us in the form are correct and no information has been withheld. If the information is found incorrect subsequently, DoT will have the right to take any action deemed fit including denial/termination of service.

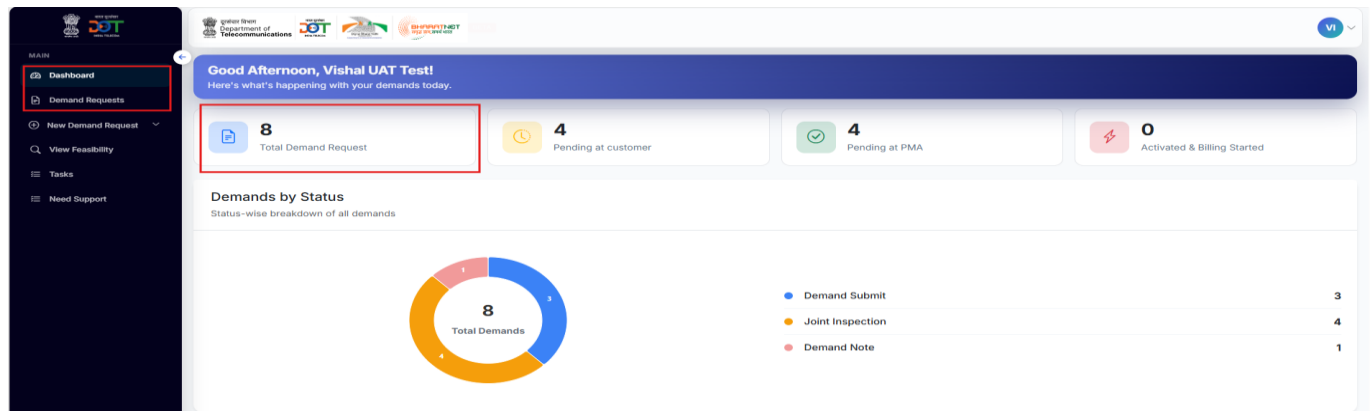
☒ I Agree to the above declaration

[Previous](#) [Save as Draft](#) [Submit Application](#)

Figure 8 – Step 4: Review & Submit for a Bandwidth request, including the Service Summary endpoint table.

3. What Happens After Submission

A Demand ID is generated and the request enters the BharatNet workflow. Submitted applications will be displayed on the dashboard.



List view of the demands

The list view displays a table of demand requests with the following columns: Demand ID, Organization, Type, Location, Status, Pending With, Submission Date, and Action. The table contains five rows of data.

Demand ID	Organization	Type	Location	Status	Pending With	Submission Date	Action
BR/AGB/DF/0097	ABC Telecom	Bandwidth	Rafiganj, Aurangabad	Demand Note Received	Applicant	06 Aug 2026, 03:12 PM	View Refresh
BR/AGB/DF/0090	ABC Telecom	Bandwidth	Rafiganj, Aurangabad	Joint Inspection Requested	Authority Level L1	03 Aug 2026, 06:02 PM	View Refresh
BR/AGB/DF/0089	ABC Telecom	Bandwidth	Obra, Aurangabad	Joint Inspection Requested	Authority Level L1	03 Aug 2026, 05:46 PM	View Refresh
BR/AGB/DF/0074	ABC Telecom	Bandwidth	Nabinagar, Aurangabad	Inspection Report Pending Acknowledgement	Applicant	28 Jul 2026, 01:38 PM	View Refresh
BR/AGB/DF/0073	ABC Telecom	Bandwidth	Rafiganj, Aurangabad	Survey Report Uploaded	Authority Level L1	28 Jul 2026, 01:36 PM	View Refresh

Detailed view of a demand is displayed as shown

The detailed view displays the details of a specific demand request. It includes a header with the demand ID and creation date, followed by a form with various fields and a workflow progress section.

Demand Note Received
BR/AGB/DF/0097
Created on August 3rd, 2026

Demand Request Details

CUSTOMER NAME: Vishal UAT Test
PHONE: 9892066657
ORGANIZATION: ABC Telecom
SERVICE TYPE: Dark Fibre

LOCATION:
STATE: Bihar
DISTRICT: Aurangabad
BLOCK: Rafiganj
FIBRE REQUIRED: 4

JOINT INSPECTION: Yes
ESTIMATED LENGTH OF THE ROUTE: 9.81 km

Inspection Report

Actual Route Distance: 9.32 km
Fibre Availability: 2
Capacity: N/A
Report ID: FR-DIF491
Date: 06 Aug 2026

Workflow Progress

- Step 1: Application Submission Completed
- Step 2: Joint Inspection Completed
- Step 3: Inspection Report Completed
- Step 4: Demand Note Completed
- Step 5: Payment In Progress
- Step 6: Advice Note
- Step 7: HOTO Schedule
- Step 8: HOTO Meeting Accepted
- Step 9: Customer Acknowledgement
- Step 10: Billing Started

Track progress under Demand Requests → open the request → Request History, which shows the officer name, phone and e-mail at every completed step.

#	Stage	Action expected from you
1	Demand Request Submission	None – awaiting Level 1 review.
2	Joint Inspection	Confirm or request re-schedule of the inspection date.
3	Inspection Report	Acknowledge the report, or use Request Re-Schedule to send it back for a fresh inspection.
4	Demand Note	Review the charges raised by the Finance Nodal.
5	Payment	Pay the demand note within the stated due date.
6	Advice Note	None – provisioning is arranged.
7	HOTO Schedule	Accept the proposed HOTO meeting date.
8	HOTO Meeting Accepted	Attend the handover meeting.
9	Customer Acknowledgement	Sign / acknowledge the acceptance letter.
10	Billing Started	Half-yearly invoices are issued under Payments.

4. Pre-submission Checklist

- Organization e-mail and mobile are correct and monitored.
- Dark Fibre: number of fibres decided and every latitude/longitude verified on the map.
- Bandwidth: source hub, all destination GPs, per-spoke speeds and SNI port types confirmed; total downstream ≤ upstream.
- Contract duration and expected delivery date agreed internally.
- Purpose of connection ticked, with ISP / service provider / organization names where prompted.
- Declaration read and accepted.

5. Common Issues

Issue	Resolution
Continue is disabled on Step 2 (Bandwidth)	Total downstream bandwidth exceeds the HUB upstream. Reduce spoke speeds or raise the upstream value.
Destination list is empty	Select the Block first. Destinations are limited to Gram Panchayats inside the chosen Block, excluding the source GP.
Map does not load (Dark Fibre)	State, District and Block must all be selected before the Geo-Portal map appears. Depending on the data availability of the required block.
Submit Application is greyed out	The declaration check-box on Step 4 has not been ticked.
Need to pause mid-way	Use Save as Draft and resume from the Demand Requests list.
Wrong details after submission	Contact support through Need Support; a raised request cannot be edited by the applicant.