

# USER MANUAL DOCUMENT

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One City One Operator

v2.0 Firm panel

26th January, 2024

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## 1. INTRODUCTION

The OCOP project addresses the challenges faced by growing cities and towns in maintaining sewage infrastructure. Municipal bodies struggle with aging assets and poor maintenance, prompting the need for a One City One Operator model. This model introduces long-term O&M contracts to set new benchmarks in system maintenance and effluent treatment. Professional companies are invited to manage both the collection system and sewage treatment plants, ensuring single-point accountability and overall reliability.

Recognizing water's significance for agriculture and industrial growth, the project promotes wastewater recycling and reuse at a low cost, catering to local industry and irrigation needs. In summary, OCOP aims to revolutionize sewage infrastructure management through innovation, accountability, and sustainable practices.

### 1.1 Brief Overview

The One City One Operator (OCOP) model aims to revolutionize sewage infrastructure management in growing cities. Facing challenges of aging assets and poor maintenance, OCOP introduces long-term contracts, inviting professional companies to manage both collection systems and sewage treatment plants. The model emphasizes accountability, incorporating a Major Replacement Fund for prompt equipment replacement. Public health concerns are addressed with a mandated 24/7 customer care center. OCOP embraces technology, encourages profit-sharing, and explores power generation, offering innovative and sustainable solutions for wastewater recycling and reuse in agriculture and industry.

### 1.2 Purpose of the Manual

The purpose of the manual would be to provide comprehensive guidance and information to organization involved in the implementation, management, and operation of the One City One Operator (OCOP) model for sewage infrastructure. The manual aims to:

- ❖ Educate members
- ❖ Guide Implementation
- ❖ Clarify Responsibilities
- ❖ Facilitate Maintenance
- ❖ Provide Reference Material

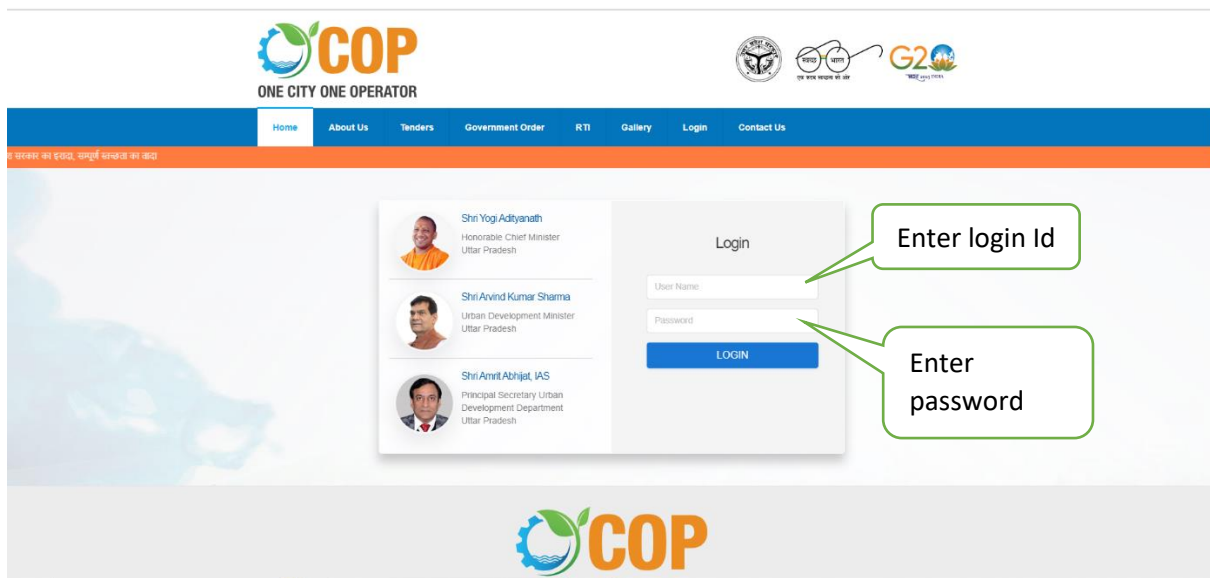
## 2. TECHNICAL SPECIFICATION

- Operating system: Windows, macOS, Linux.
- Web browsers: A modern web browsers Google chrome, Mozilla Firefox, Microsoft Edge.
- Internet connection should be there.

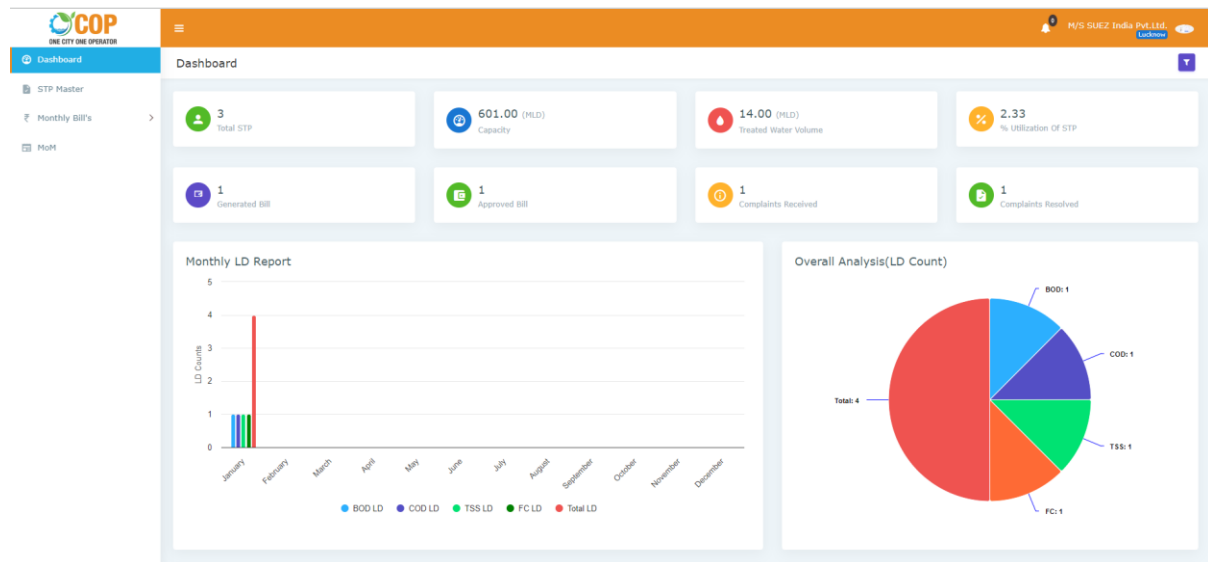
## 3. GETTING STARTED

### 3.1 STP Account

- ❖ Go to <http://occo.intense.in>



- ❖ Enter Firm Id and Password for entering into that account then click on Login button.

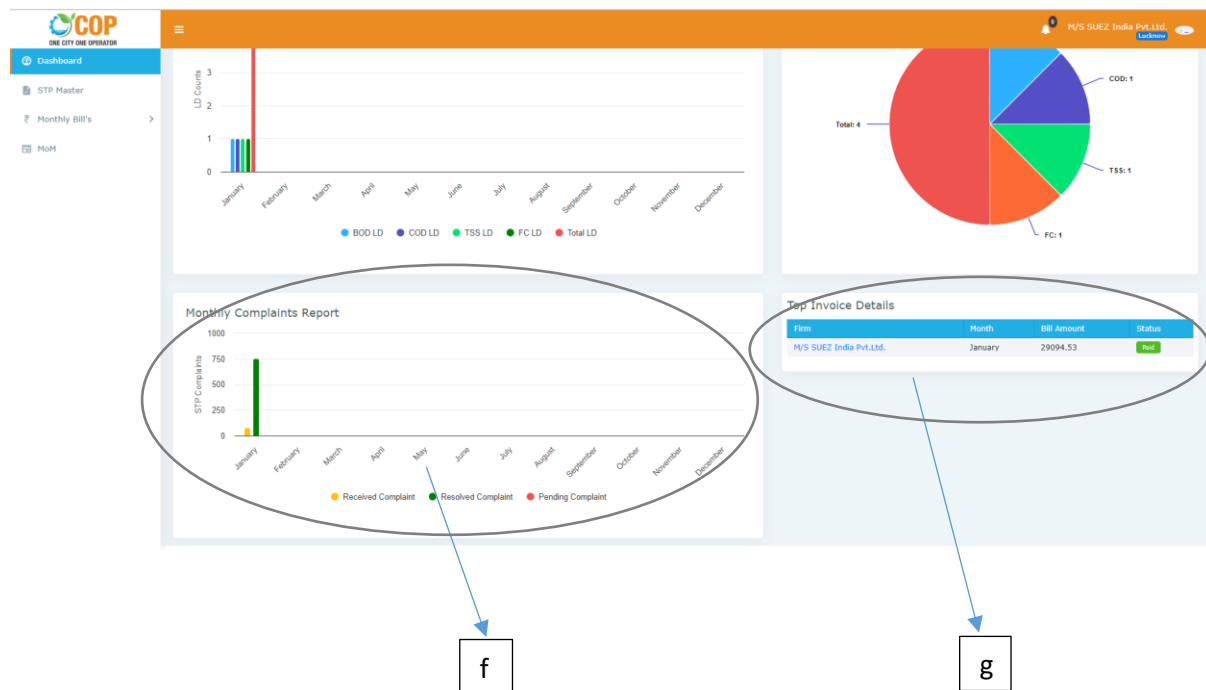


- Firm user entered into their authorized account.

### 3.2 Firm's Dashboard Overview

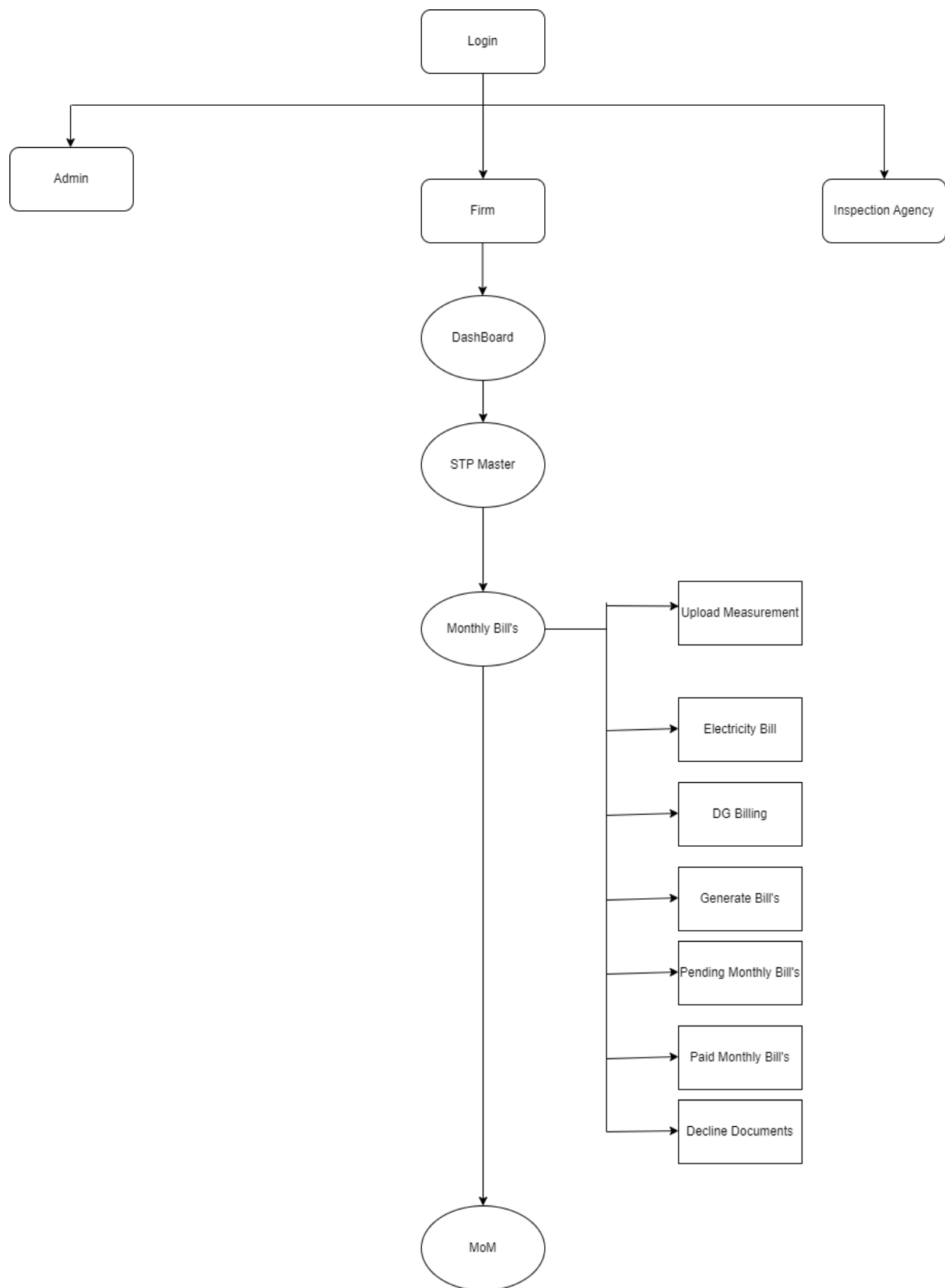
- After logging in, you will be entered into a Firm dashboard. The dashboard provides a various feature to Firm user.



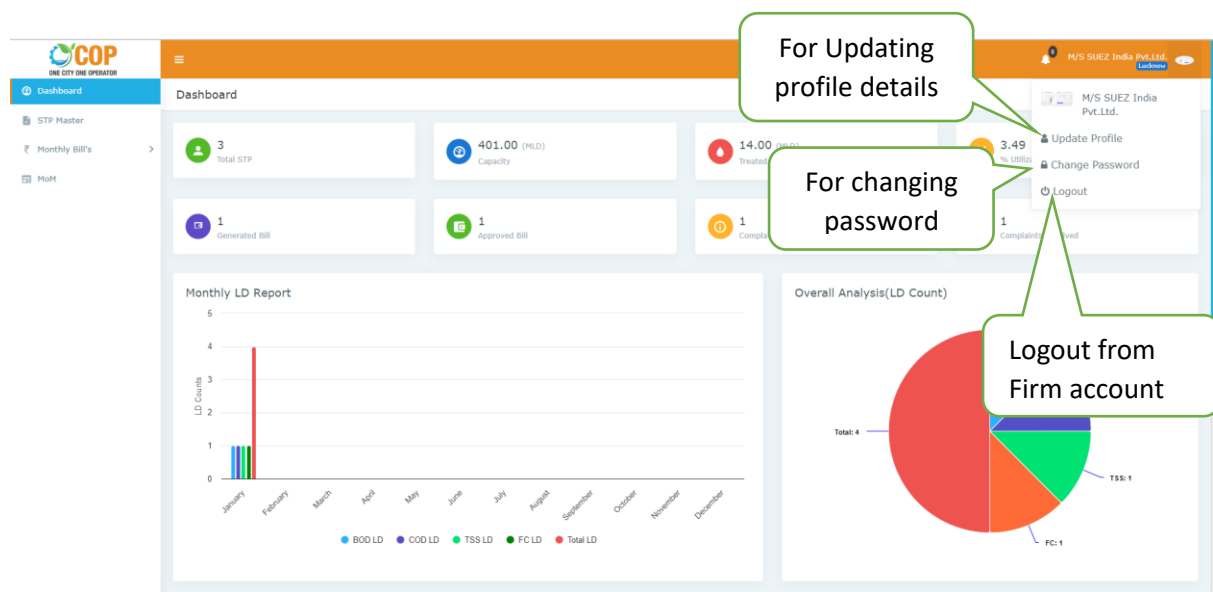


- Firm profile, there are three options such as:
  - Update profile
  - Change password
  - Logout
- Showing dynamic data of OCOP. Such as:
  - Total STP in that particular Firm.
  - MLD capacity amount.
  - Amount of treated water volume.
  - Utilization of STP in %.
  - Generated bills
  - Approved bills
  - Number of complaints received
  - Number of complaints resolved
- This is a side navbar. Where Firm user have various features to use.
- Monthly LD reports in a bar graph format.
- Overall Analysis in a Pie chart format.
- Monthly complaints report in a bar graph.
- Top Invoices details list is showing here, with their Firm name, month, bill amount, status(paid/pending/In-process).

## 4. OVERVIEW



## a. Firm Profile:



## ❖ Update Profile

The screenshot shows the OCOP Profile Update form for M/S SUEZ India Pvt.Ltd. The form includes fields for Name, Mobile No., Email Id, and GST No. There is also a section for Profile Picture with a 'Choose File' button. Callouts indicate input fields: 'Enter name' points to the Name field; 'Enter a suitable 10-digit mobile no' points to the Mobile No. field; 'Enter GST number' points to the GST No. field; 'Enter a valid email address' points to the Email Id field; 'Choose a profile picture in a valid extension' points to the Profile Picture field. The form also has 'Update' and 'Reset' buttons at the bottom right.

- Fill the following details and update it.
- Firm profile will be update.



## ❖ Change Password

Change Password

Old Password  
Old Password

New Password  
New Password

Confirm Password  
Confirm Password

Change Password

Enter Old password

Enter a valid new password

Enter confirm password, should be same as a new password

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- Firm user must have to fill the new password and Confirm password.
- Both the password, should be same.

## b. STP master:

STP List

Show 10 entries

Sn	Firm	STP	Capacity	Meter Load	Electricity Account No.	WPL Bill Cycle	BOD	COD	FC	TSS	City	Address	Treatment Technology	Drainage	Sewer Length(K.M.)	Pumping Station Name	Pumping Station Meter Load	Pumping Station Account No.	Pumping Bill Cycle	Post Dept
1	H/S SUEZ India Pvt.Ltd.	14 MLD	14.00	100	7894561235	10	30.00	100.00	1000.00	50.00				LKO	2.00	LKO Main	200.00	309900000	10	15
2	H/S SUEZ India Pvt.Ltd.	345 MLD Lucknow	345.00	100	7894561235	10	30.00	100.00	10000.00	50.00	Daulatganj_42	Lucknow	52	LKO	2.00	MPS LKO	200.00	309900000	10	15
3	H/S SUEZ India Pvt.Ltd.	42 MLD Lucknow	42.00	100	7894561235	10	30.00	100.00	1000.00	50.00	Daulatganj_42	Lucknow	52	LKO	2.00	MPS LKO	200.00	309900000	10	15

Showing 1 to 3 of 3 entries

Previous 1 Next

List of STPs with their details

Add a new STP

Shows Sub pumping station details in a pop box

Sn	SPS	Drain	Sewer Length(K.M.)	Peak Designed Discharge	Peak Designed Factor
1	SPS 1	Lucknow	5	15	15

View shows the details of sub pumping station

Warning when STP limit was ends

Warning  
3 STP are already there please contact admin to add more

STP Registration

STP Name\*  
Enter STP name

Capacity\*  
Enter design capacity

Electricity Meter Load(KWH)\*  
Enter electricity meter load

Electricity Account No\*  
Enter electricity account no

Bill Cycle(start date of every month)\*  
Enter bill cycle start date of every month

City\*  
--select--

Location

Treatment Technology  
Enter Treatment Technology

✓ STP Design BOD BOD\*  
Enter design BOD

Whether this value shall be used for...  
☒ Yes ☐ No

✓ STP Design COD COD\*  
Enter design COD

Whether this value shall be used for...  
☒ Yes ☐ No

✓ STP Design TSS TSS\*  
Enter design TSS

Whether this value shall be used for...  
☒ Yes ☐ No

☐ STP Design FC

Main Pumping Station

- Otherwise enter the details of STP for registration.
- Define the parameters of BOD, COD, TSS and FC.
- BOD - Biochemical Oxygen Demand
- COD: Chemical Oxygen Demand
- TSS: Total suspended solids
- FC: Fecal coliforms

**STP registration for adding a new STP**

STP Registration

STP Name\*  
Enter STP name

Capacity\*  
Enter design capacity

Electricity Meter Load(KWH)\*  
Enter electricity meter load

Electricity Account No\*  
Enter electricity account no

Bill Cycle(start date of every month)\*  
Enter bill cycle start date of every month

City\*  
--select--

Location  
Enter Treatment Technology

✓ STP Design BOD  
BOD\*  
Enter design BOD  
Whether this value shall be used for...  
☐ Yes ☒ No  
BOD\*  
Enter BOD value

✓ STP Design COD  
COD\*  
Enter design COD  
Whether this value shall be used for...  
☐ Yes ☒ No  
COD\*  
Enter COD value

✓ STP Design TSS  
TSS\*  
Enter design TSS  
Whether this value shall be used for...  
☐ Yes ☒ No  
TSS\*  
Enter TSS Value

☐ STP Design FC

Main Pumping Station

Add the parameters, in case of No

**Fill the details of Main pumping station**

STP Design COD  
COD\*  
Enter design COD  
Whether this value shall be used for...  
☐ Yes ☒ No  
COD\*  
Enter COD value

STP Design TSS  
TSS\*  
Enter design TSS  
Whether this value shall be used for...  
☐ Yes ☒ No  
TSS\*  
Enter TSS Value

STP Design FC

Main Pumping Station

Name\*  
Name of pumping station who is rising main discharge at in left of stp

Meter Load\*  
Enter meter load

UPPCL Electricity Account Number\*  
Enter Station UPPCL Account Number

UPPCL Electricity Bill Cycle(start date of every month)\*  
Enter UPPCL electricity bill cycle start date of every month

Peak Design Discharge\*  
Enter peak design discharge

Peak Factor\*  
Enter peak factor

☐ Flow From Drain

☐ Flow From Sewer

☐ It is hereby declared that the details mentioned here/above are true and correct.

Add SPS/SPS

Declaration box that above details are true

From here, Add SPS (Sub Pumping station)

Fill the details of SPS

**Add SPS/IPS**

Name of pumping station/STP to which this\*...  
 Name of pumping station/STP to which thi  
 Enter UPPL Electricity Account Number\*  
 Enter UPPL Electricity Bill Cycle(start date of every\*...  
 Enter Peak Design Discharge\*  
 Enter Peak Factor\*  
 Name of SPS/IPS\*  
 --select--

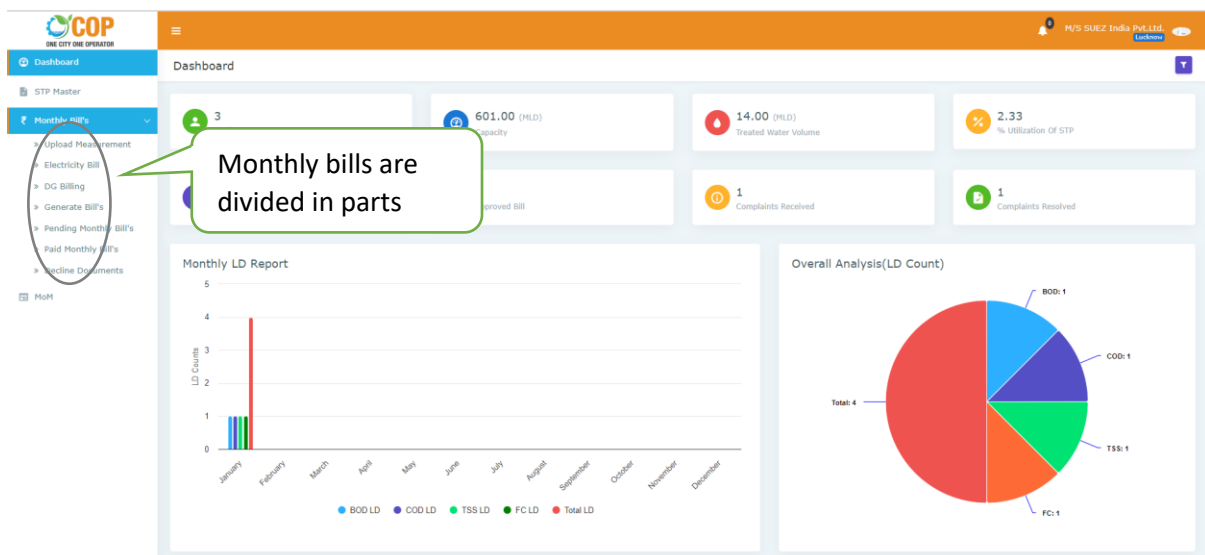
☐ Flow From Drain  
☐ Flow From Sewer

Cancel Save

SPS	Main Pumping Station	Sub Main Pumping Station	Meter Load	Account Number	Bill Cycle	Drainage Name	Sewer Length	Peak Design	Peak Factor	Action
1	0	NA	5	30900000	10	2,5	d,d	15	15	
2	14 HLD	Main Pumping Station	100	7894561235	10	0	0	15	15	
3	345 HLD Lucknow	NA	100	7894561235	10	0	0	15	15	
4	42 HLD Lucknow	NA	100	7894561235	10	0	0	15	15	

- Fill the following required fields.
- There is no update option in STP, so fill it carefully.
- Declaration is necessary, fields are true or not.

#### c. Monthly Bills:



## ❖ Upload Measurement

**Upload measurement list**

**Add a new measurement**

**If LD charge is applied then it will be highlighted**

**Shows the number of testing agency's fill the data**

The screenshot shows the 'Upload Measurement' page. The left sidebar contains a menu with 'Monthly Bill's' selected. The main area displays a table titled 'Payment of (Lucknow - Zone)'. The table has columns for Date, STP, Reported (of STP), Capacity, Actual, Treated, As Per CB, As Per Actual, As Per CB, As Per Actual, Reported Value, BOD (DPM), COD (DPM), TSS (DPM), FC (DPM), Received, Resolved, LD, Verified amount (12+15+18+21), LD, Testing Agency, and Action. The first row shows data for 05/12/2023 for STP 14 HLD. The second row shows data for 01/01/2024 for STP 14 HLD, with the 'LD' column highlighted in red, indicating an LD charge is applied. A callout points to the 'LD' column with the text 'If LD charge is applied then it will be highlighted'. Another callout points to the 'Testing Agency' column with the text 'Shows the number of testing agency's fill the data'. A third callout points to the 'Add a new measurement' button in the top right corner with the text 'Add a new measurement'. A fourth callout points to the table header with the text 'Upload measurement list'.

- Firm can delete the existed measurements record.

**List of testing agency with their parameters**

The screenshot shows the 'Upload Measurement' page with a 'Testing Agency' modal window open. The modal window has a title bar 'Testing Agency' and a close button. It displays the following information:

- STP Name : 14 HLD
- Billing Date : 01/01/2024
- Water Discharge : 14.00

The modal window lists the testing agencies and their parameters:

Testing Agency	BOD	COD	TSS	FC
In House	17.00	60.00	32.00	400.00
Third Party	14.00	50.00	30.00	200.00
UPPCB	12.00	40.00	40.00	500.00

A callout points to the modal window with the text 'List of testing agency with their parameters'.

Add a new upload measurement detail

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Dashboard  
STP Master  
Monthly Bill's  
MoH

**Add Upload Measurement**

STP \*  
--select--

Billing Date \*  
dd/mm/yyyy

Discharge \*  
Enter Water Discharge

Testing Agency

☐ In House  
☐ Third Party  
☐ UPPCB

Total Complaint Received \*  
Complaint Received

Total Complaint Resolved \*  
Complaint Resolved

Back

Fill the parameters (BOD, COD, TSS, FC) of Testing Agency (In house, TPI, UPPCB)

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Monthly Bill's  
MoH

**Add Upload Measurement**

STP \*  
--select--

Billing Date \*  
dd/mm/yyyy

Discharge \*  
Enter Water Discharge

Testing Agency

☒ In House  
BOD \*  
Enter Value Reported BOD  
COD \*  
Enter Value Reported COD  
TSS \*  
Enter Value Reported TSS  
FC \*  
Enter Value Reported FC

☒ Third Party  
BOD \*  
Enter Value Reported BOD  
COD \*  
Enter Value Reported COD  
TSS \*  
Enter Value Reported TSS  
FC \*  
Enter Value Reported FC

☒ UPPCB  
BOD \*  
Enter Reported Value BOD  
COD \*  
Enter Reported Value COD  
TSS \*  
Enter Reported Value TSS  
FC \*  
Enter Reported Value FC

Total Complaint Received \*  
Complaint Received

Total Complaint Resolved \*  
Complaint Resolved

Back

## ❖ Electricity Bill

List of electricity bills with their necessary details

Add a new bill

Sl.	STP	Name Of IPS/SPS/STP	Month Start Date	Month End Date	Month Start Meter Reading	Month End Meter Reading	Total Electricity Unit for the Month	Unit Rate for the Month	Fix Charges	Other Charges	Late Payment/Penalty	Remark	Action
1	14 MLD	14 MLD	01/01/2024	26/01/2024	100.00	350.00	250.00	100.00	90.00	120.00	2000.00	Testing	

Add a new electricity bill, select the required STP and SPS

**Add/Update Electricity Bill**

STP \*  
--select--

Name Of IPS/SPS/STP  
--select--

Month Start Date \*  
dd/mm/yyyy

Month End Date \*  
dd/mm/yyyy

Month Start Meter Reading \*  
Month Start Meter Reading

Month End Meter Reading \*  
Month End Meter Reading

Total Electricity Unit for the Month \*  
Total Electricity Unit for the Month

Unit Rate for the Month \*  
Unit Rate for the Month

Fix Charges \*  
Fix Charges

Other Charges \*  
Other Charges

Late Payment/Penalty \*  
Late Payment/Penalty

Remark

Save

- Fill the mandatory fills and you get a record in a bill list.
- Whatever the date and reading you fill, at the time of registration by default it fills.

## ❖ DG Billing:

The screenshot shows the 'DG Billing' page. A callout 'List of DG billing' points to the table header. Another callout 'Add a new DG bill from here' points to the '+ DG Billing' button in the top right corner.

Sn	Date	STP	Name Of IPS/SPS/STP	Electricity Cut Start Time	Electricity Cut End Time	DG Start Time	DG End Time	Diesel Consumption	Current Diesel Rate (in this Month)	Total DG Duration	Action
1	01/01/2024	14 MLD	14 MLD	10:50:00	16:00:00	11:15:00	16:10:00	40.00	89.00	04:55	

Showing 1 to 1 of 1 entries

Previous 1 Next

## ❖ Generate Bill

The screenshot shows the 'Generate Bill' page. A callout 'List of Generate Bills' points to the table header. Another callout 'View the details of that particular bill' points to the 'View Details' link in the 'Action' column. A third callout 'View Details will take you to the next page' points to the 'View Details' link in the 'Upload Measurement' column. A fourth callout 'Generate bill' points to the 'Generate Bill' link in the 'Action' column.

Sn	Month	Year	Firm	Status	View Details	Upload Measurement	Electricity Bill	DG Billing	Action
1	December	2023	M/S SUEZ India Pvt.Ltd.	Active	View Details	View Details	View Details	View Details	Generate Bill

- On click of view details, it will take you to another tab.
- Shows the list of reports in a detail.



Generate bill shows this verification page, shows bills are verified or still pending

Check the declaration box, if above mentioned details are true

Sn	STP Name	Month (No of Days)	No Of Entries	Remaining Entries	Status
1	14 HLD	December (31)	1	30	Pending

Electricity Bill Pending

DG Billing Pending

☐ It is hereby declared that the details mentioned here/above are true and correct.

Generate Bill

- Check the declaration message, then they will show you the bill.
- Firm user can save it as a draft, or generate bill.

#### ❖ Pending Monthly Bills

This is the list of Pending monthly bills

Status shows bill approval details list still pending/approved with its end

View attached documents on a new page

Shows a view billing report list on a new page

Sn	Month	Year	Zone	Firm	Status	Attached Documents	Action
1	December	2023	Lucknow	M/S SUEZ India Pvt.Ltd.	Pending		

Showing 1 to 1 of 1 entries

Previous Next

**Details of bill**

**Bill Document**

Lucknow Zone / Payment for the month of December - 2023

Firm Name	M/S SUEZ India Pvt.Ltd.	Bill No.	2024-24/02	Bill Date	26/01/2024
Fuel Charges	0.00	Net LD Charges	40000.00	Grand Total	-31556.11

Sl	Name	Document	Narration	Status	Date
1	Covering Letter	<a href="#">Download</a>	approved	Pending	26/01/2024
2	LD Sheet	<a href="#">Download</a>	approved	Pending	26/01/2024
3	Other Documents	<a href="#">Download</a>	approved	Pending	26/01/2024
4	TPI Reports	<a href="#">Download</a>	approved	Pending	26/01/2024

**List of documents and they can be download**

- Shows the list of documents with their status of pending/approval.

**Shows the list of billing report in detail**

**View Billing Report**

M/S SUEZ India Pvt.Ltd. Firm /11AAAAA1111Z1A1 GST No./Lucknow Zone /Payment for the month of December

Sl. No.	Date	STP	Amount Of STP	Capacity	Actual Achieved	Treated for Payment	As Per CB	As Per Actual	As Per CB	As Per Actual	Reported Value	ROD (50%)	LD	Reported Value	COB (15%)	LD	Reported Value	TSS (75%)	LD	Reported Value	FC (10%)
1	05/12/2023	14 HLD	72736.33	14.00	6.00	6.00	43641.80	18703.63	29094.53	12469.08	7777.00	0.00	10000.00	456656.00	0.00	10000.00	3333.00	0.00	10000.00	3333.00	0.00

**LD charges will be highlighted**

## ❖ Paid Monthly Bills

List of paid monthly bills

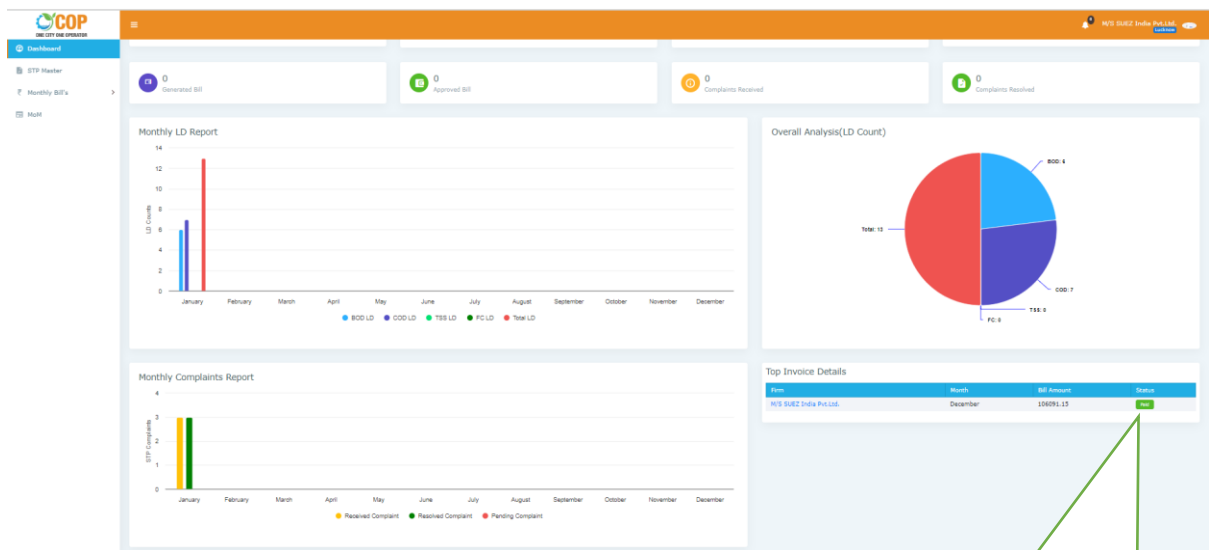
Status will show paid, onlick it will show Bill approval details list

The screenshot shows the 'Paid Monthly Bill's' page with a table containing one entry. The table has columns: Sn, Month, Year, Zone, Firm, Status, Attached Documents, and Action. The entry has Sn 1, Month January, Year 2024, Zone Lucknow, Firm M/S SUEZ India Pvt.Ltd., and Status Paid. A callout points to the 'Status' column.

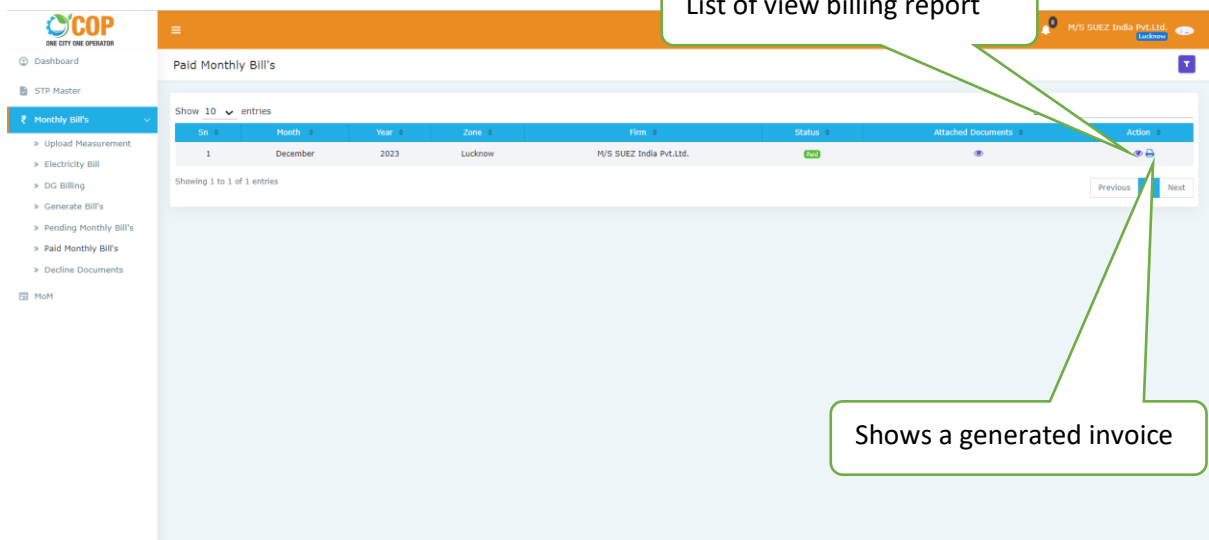
Status will show paid/unpaid, onlick it will show Bill approval details list

The screenshot shows the 'Bill Approval Details' modal with a table of approval steps. The table has columns: Sn, User, Status, Remarks, and Date. The entry has Sn 1, User M/S SUEZ India Pvt.Ltd. ( Lucknow ), Status Pending, Remarks Bill generated, and Date 27/01/2024. A callout points to the 'Status' column.

- Status will show at which Officer's end the bill is still pending or else approved.



Show a list of Bill approval details with the Officer name, status, and date of approval



List of view billing report

Shows a generated invoice



Shows the list of billing report in detail

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**View Billing Report**

M/S SUEZ India Pvt.Ltd. Firm /11AAAAA1111Z1A1 GST No./Lucknow Zone /Payment for the month of January 2024

0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
Flow						Fix Charges (50%)				Variable Cost (40%)												
SL No	Date	STP	Amount of STP	Capacity	Actual Achieved	Treated for Payment	As Per CB	As Per Actual	AS Per CB	AS Per Actual	Reported Value	BOO (50%)	LD	Reported Value	COD (15%)	LD	Reported Value	TSS (25%)	LD	Reported Value	FC (10%)	LD
1	01/01/2024	14 HLD	72736.33	14.00	14.00	14.00	43641.80	43641.80	29094.53	29094.53	12.00	14547.27	0.00	40.00	4364.18	0.00	40.00	7273.63	0.00	500.00	2909.45	0.00

## d. MOM:

List of MOM with their meeting dates and pdfs

Download the document

**COP ONE CITY ONE OPERATOR**

Dashboard  
STP Master  
Monthly Bill's  
MoM

**MoM**

Show 10 entries

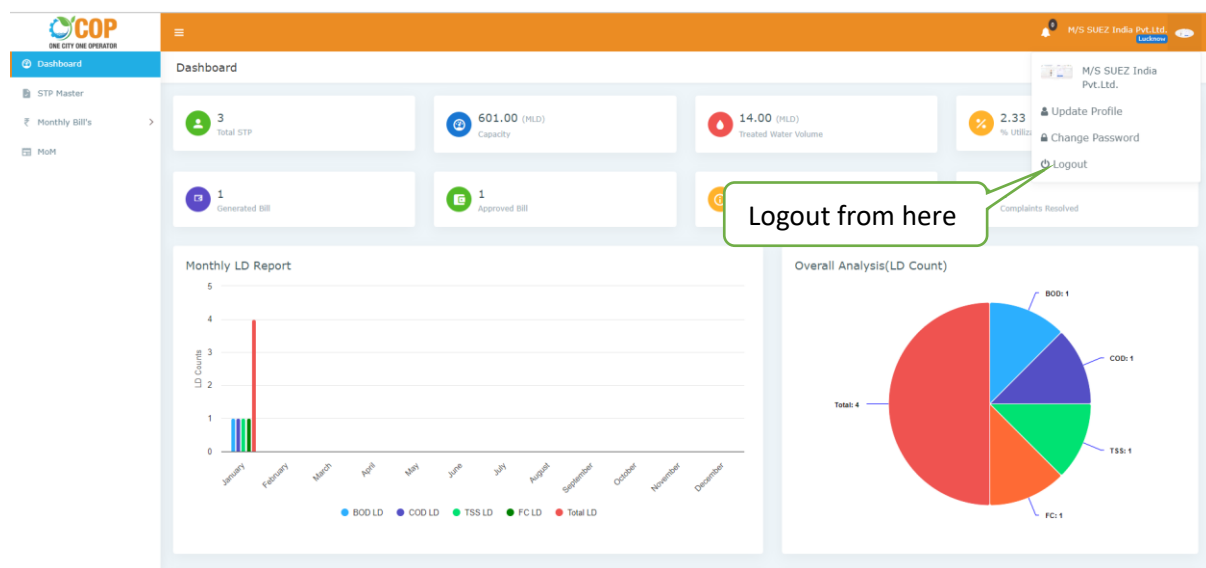
Sn	Letter No.	Meeting Date	Download MoM
1	987654	27/01/2024	
2	98765	26/01/2024	

Showing 1 to 2 of 2 entries

Previous 1 Next

- MOM stands for Minutes of Meeting

## e. Logout:



## 5. CONCLUSION

In conclusion, the One City One Operator (OCOP) project represents a transformative approach to sewage infrastructure management, addressing critical challenges faced by growing cities. By integrating network and sewage treatment plant management under long-term contracts, OCOP establishes a new benchmark for efficiency and accountability.

The anticipated benefits, including prompt equipment replacement through the Major Replacement Fund, a 24/7 customer care center for enhanced service, and the incorporation of innovative technologies, position OCOP as a model for sustainable and reliable sewage infrastructure.

As we move forward, embracing the OCOP model not only ensures better coordination and improved water quality, particularly along rivers like the Ganga, but also underscores our commitment to innovation, environmental stewardship, and the overall well-being of our communities.

The success of OCOP hinges on the collaboration of all users, and we encourage everyone to actively participate in its implementation. Together, we can revolutionize sewage infrastructure management, setting a standard for efficiency, reliability, and environmental sustainability.