

**Directorate of Municipal Administration,
Government of Odisha**

SUJOG - Sustainable Urban Services in a Jiffy by Odisha Government



Water and Sewerage Module

- Citizen User manual

Document History

Date	Version	Author	Review by	Approve	Description
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1. Introduction

1.1. Purpose of this Document

The Housing & Urban Development Department (H&UDD), Government of Odisha has ambitious plans to scale up e-governance across 115 Urban Local Bodies (ULBs) in the State of Odisha. It aims to enhance the citizen experience of public services by providing integrated, end-to-end services using a comprehensive State-wide Service Delivery Infrastructure.

The Water and Sewerage (W & S) provides a digital interface to Apply for new water connection, pay Water & Sewerage Tax, Generate payment receipts and monitor application progress. It can be used by the citizens, Urban Local Body (ULB) counter and field employees, and ULB Administrators to accomplish their specific tasks.

The purpose of this document is to help the Citizens in operating the Water and Sewerage Module. It provides a digital interface, allowing the citizens to Apply for water and sewerage connection, make online payments and monitor application progress.

This manual covers the various features of W & S Module and every feature is defined with a screenshot for user assistance.

2. General Functions

2.1. Registering into the system

To Register, please go to the following link:

<https://sujog.odisha.gov.in/home>

Click the Login Button

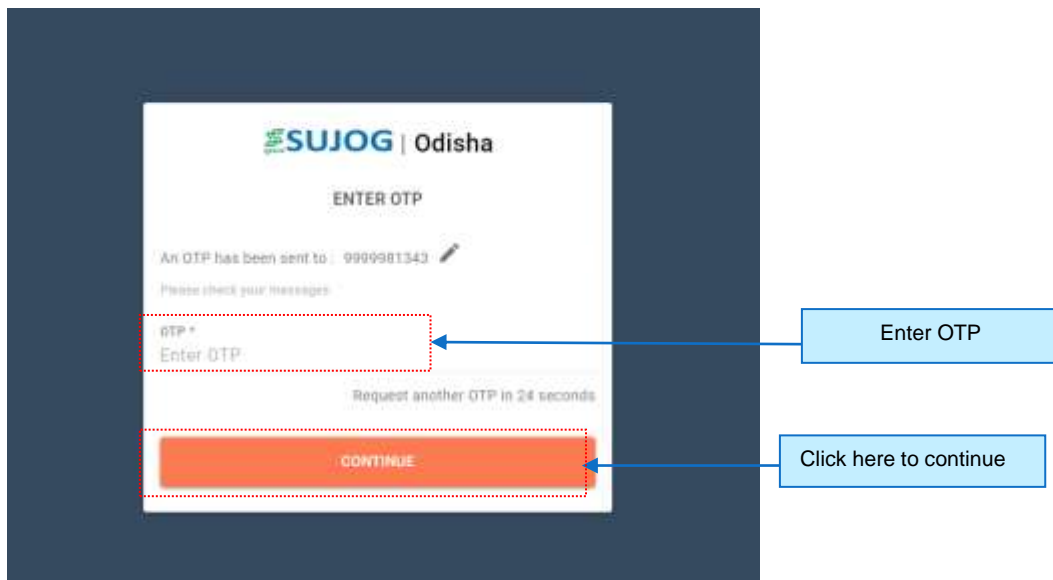


Once the citizen clicks the login button, the following screen will appear

Enter your mobile number

Enter name

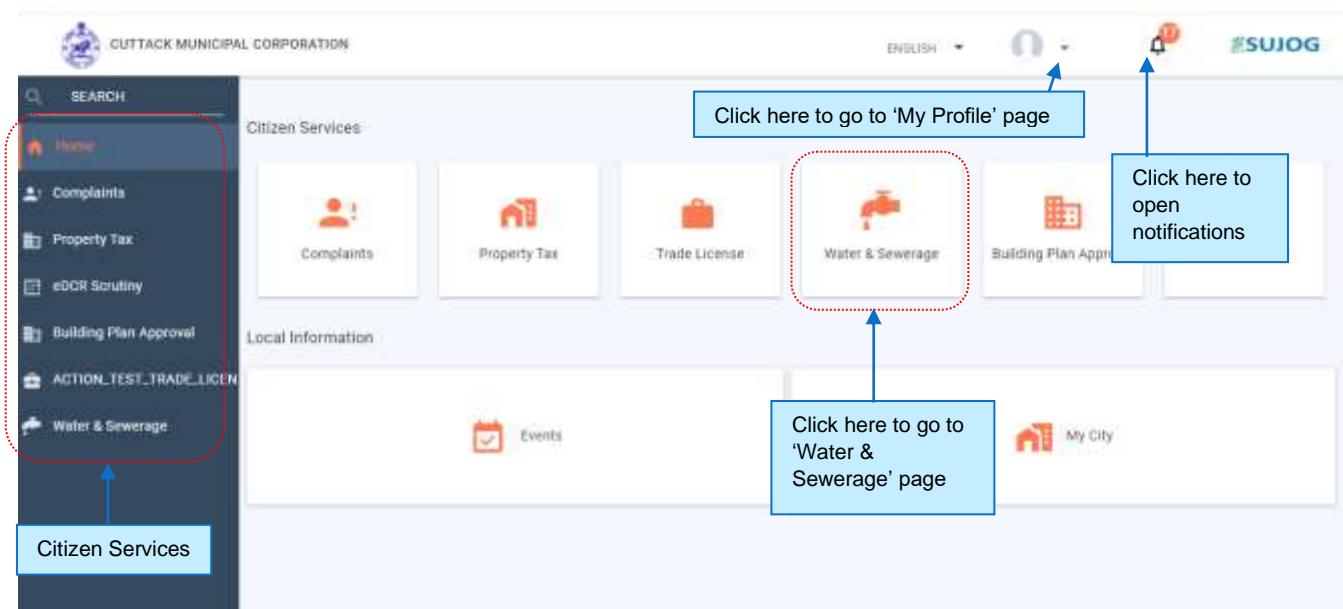
Select your city from the dropdown



The number will be authenticated by sending an OTP (One Time Password) to the registered mobile number. If the user does not receive the OTP, he/she clicks on 'RESEND' under the 'OTP' field. Once the OTP has been entered and Continue button is clicked the homepage will appear.

2.2. Citizen service homepage

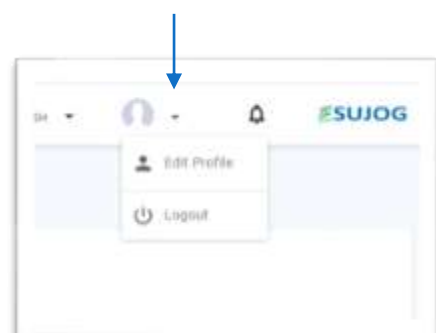
On Login/Register, the homepage will appear to the citizen.

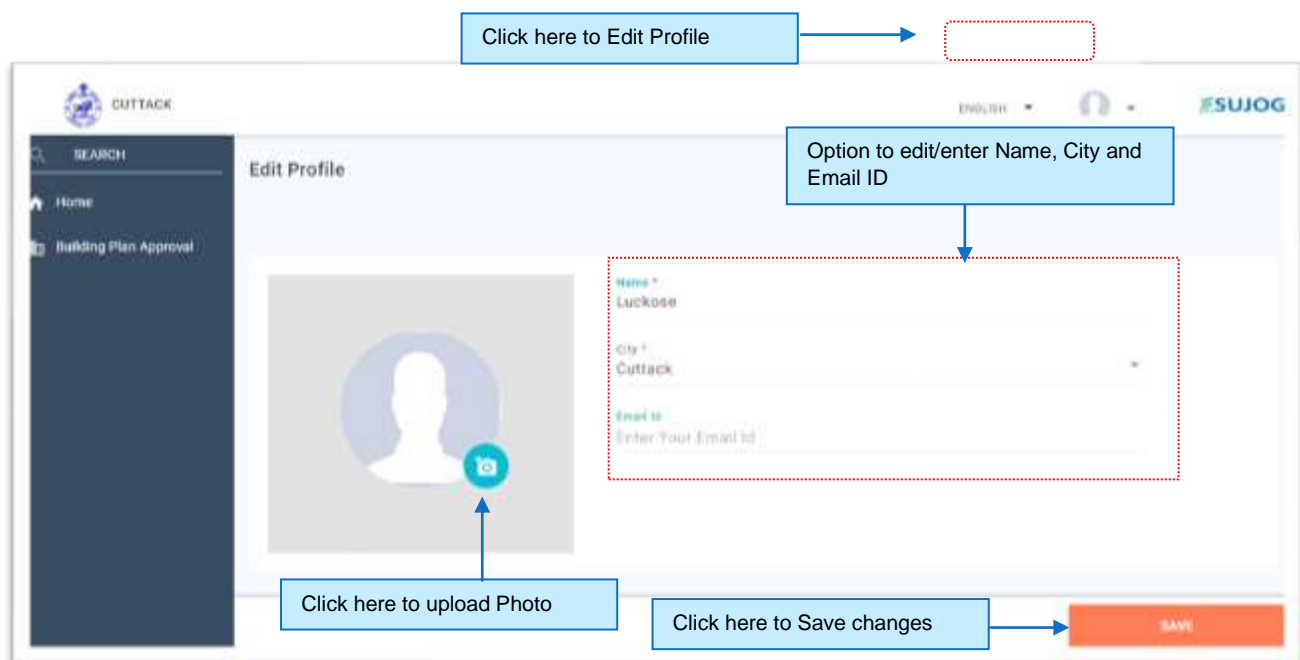
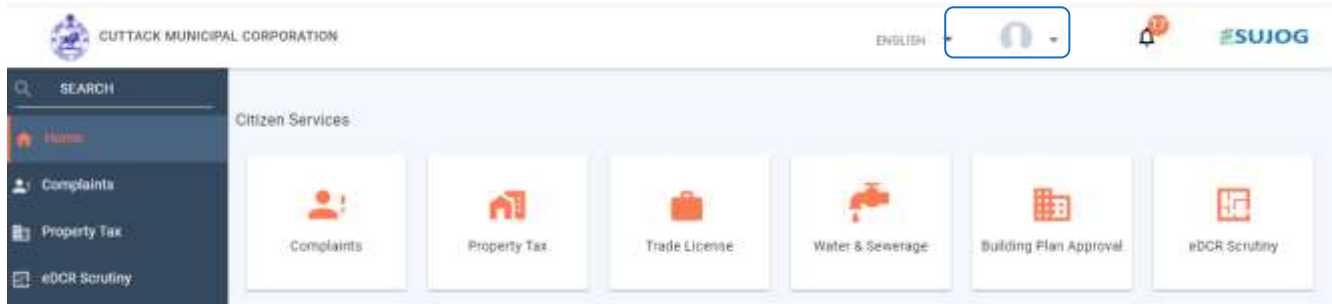


2.3. Editing the Profile

Follow the steps shown below to edit your profile.

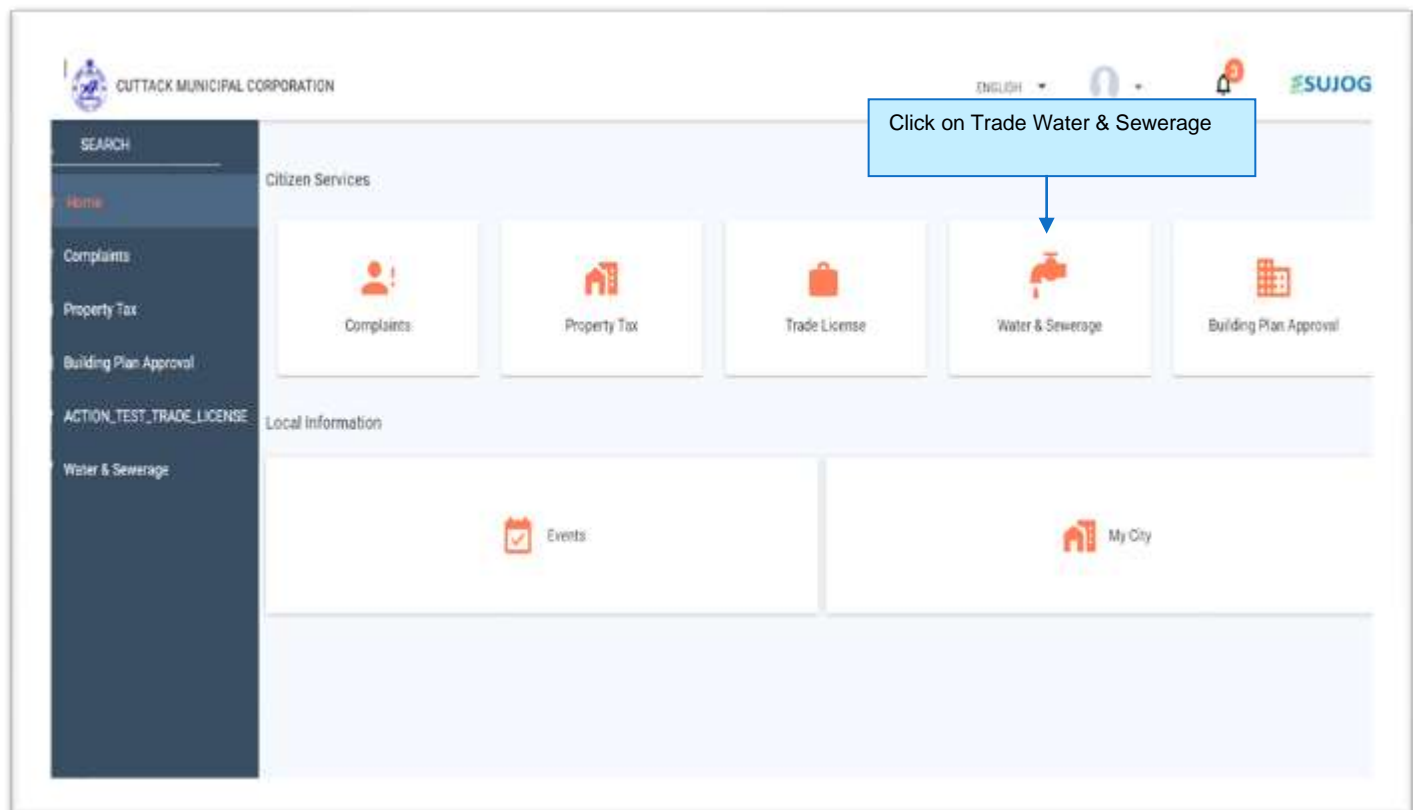
- Click on the Profile button on top right side of the homepage
- Click on 'Edit Profile'
- User will be taken to Profile Page where he/she can edit Name, Change City from the dropdown, update Mail ID or upload Profile Picture.





3. Functionalities of Water & Sewerage Module

3.1. New Water/Sewerage Connection

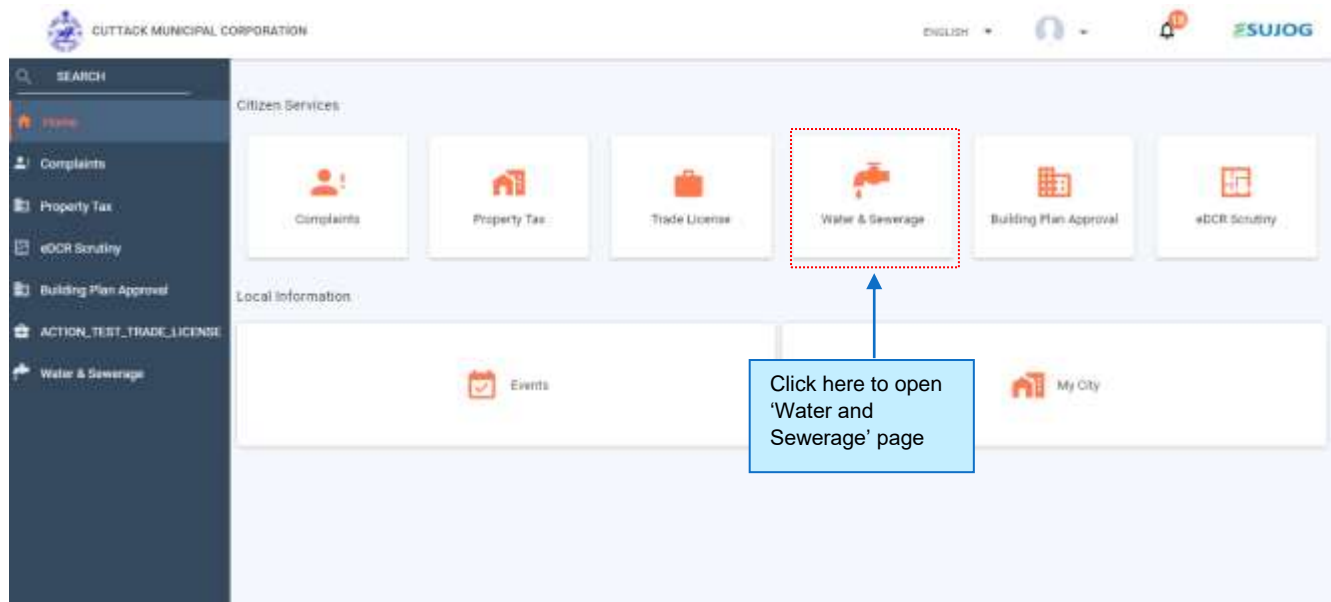


Citizen have to click on the Water & Sewerage button present on the Home page.

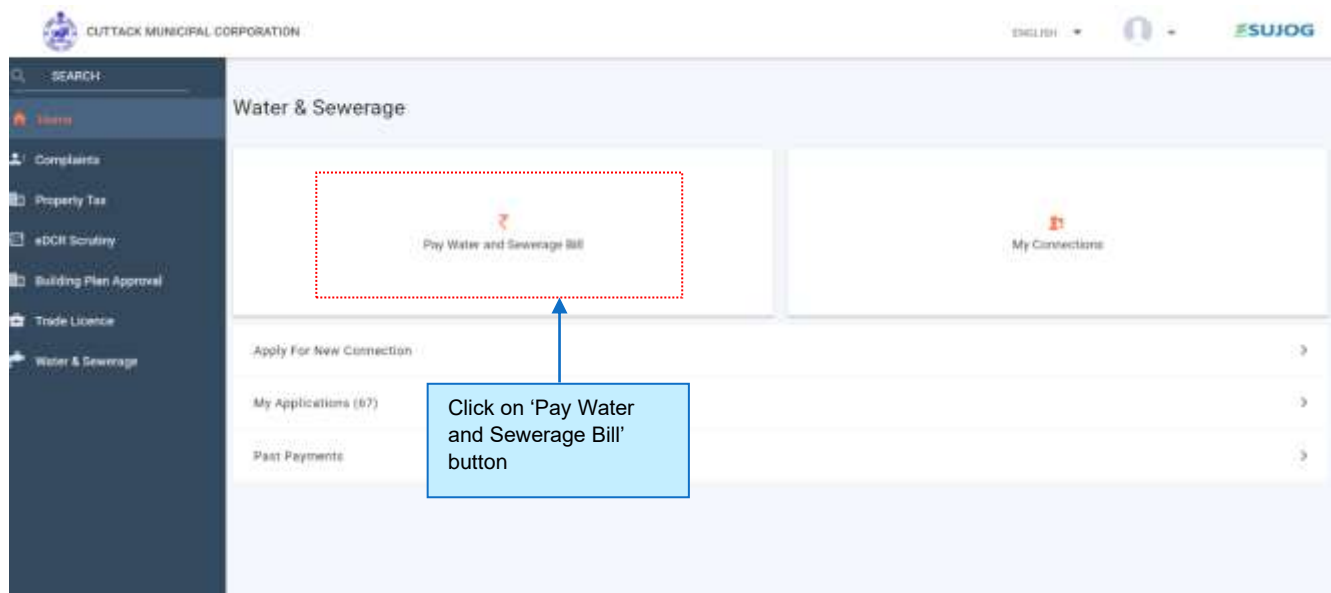
3.1.1. Apply for New Water & Sewerage Connection

Follow the steps below to apply for new water and sewerage connection and assessment.

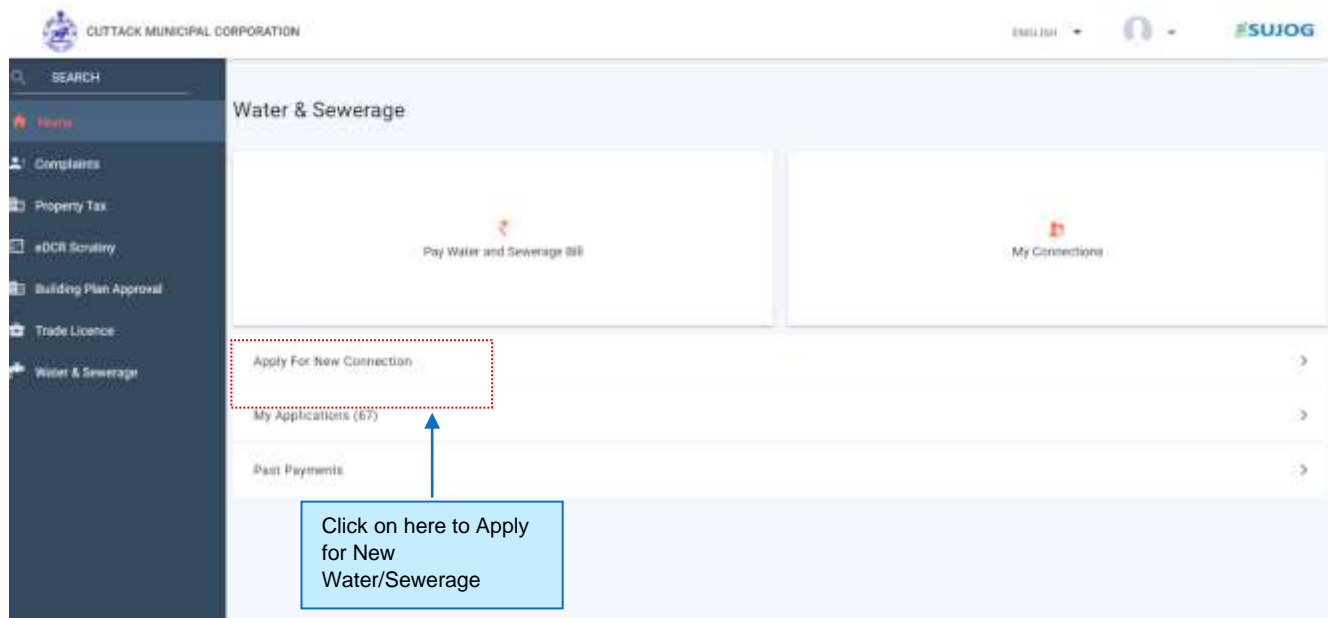
3.1.1.1. Step 1: Citizen Service page



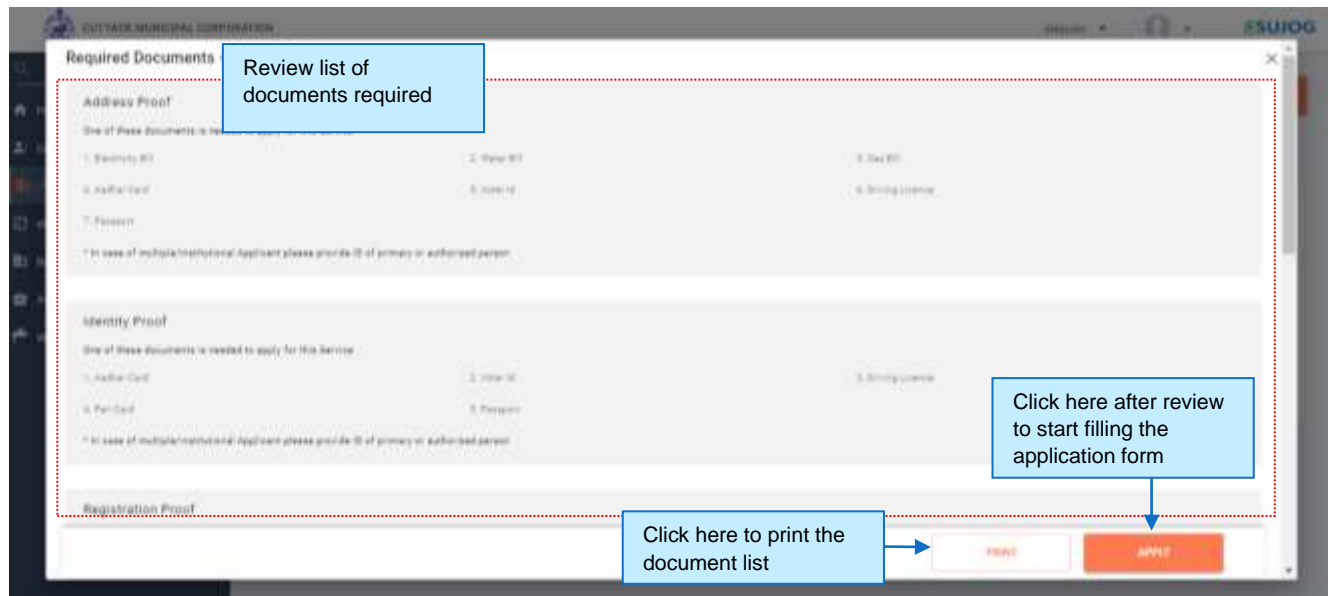
3.1.1.2. Step 2: Water and sewerage page



3.1.1.3. Step 3: Apply for New Connection



3.1.1.4. Step 4: Review required list of documents to be uploaded for application submission



3.1.1.5. Step 5: Application form details

On top of the page there are Sectional timeline, which helps to identify the current section on which the user is filling up details. The current section is highlighted in orange colour.

Apply for New Water and Sewerage Connection

Connection Details Documents Summary

WS_COMMON_PROP_DETAIL_NOT_MANDATORY

Property ID:

Apply For:

☒ Water ☐ Sewerage

No. of Taps:

Click here to go to next section

Fill Mandatory Details

NEXT STEP >

Following are the fields in property Address section

Field Name	Field Type	Purpose
Property ID	Optional Field	Enter Property ID, the system will automatically fetch the data
Apply For	Mandatory Field	Applying for Water, Sewerage or for both
No of Taps	Mandatory Field	Enter No of Taps Applying for the connection
Pipe Size Proposed	Mandatory Field	Select the pipe Size
No of Water Closets	Mandatory Field (For sewerage)	Enter number of closets in case applying for sewerage connection
No of Toilets	Mandatory Field (For sewerage)	Enter number of toilets in case applying for sewerage connection
City	Mandatory Field	Select City
Locality/ Mohalla	Mandatory Field	Select Locality from the dropdown
Connection Category	Mandatory Field	Applying for Temporary or Permanent connection
Connection Type	Mandatory Field	Select whether applying for metered or non-metered
Usage Type	Mandatory Field	Select usage type (Domestic/Commercial etc.)
Mobile Number	Mandatory Field	Enter Mobile Number
Name	Mandatory Field	Enter Name of the applicant
Gender	Mandatory Field	Select Gender
Guardian Name	Mandatory Field	Enter Guardian Name
Relationship	Mandatory Field	Select relationship with the guardian
Select Applicant Category	No Mandatory	

3.1.1.6. Step 6: Upload Required Documents

Apply for New Water and Sewerage Connection

Water Application No. WS_AP/1013/2021-22/000099

Progress: Connection Details (Completed), Documents (Current), Summary (Upcoming)

Required Documents

Only one file can be uploaded for one document. If multiple files need to be uploaded then please combine all files in a pdf and then upload.

S.No.	Document Name	Action
1	OWNER_PROPERTY_TAX_RECEIPT	Select Documents Select Documents [UPLOAD FILE]
2	OWNER_REGISTRATION	Select Documents Select Documents [UPLOAD FILE]

Navigation: < PREVIOUS STEP | NEXT STEP >

The applier can upload the documents here. None of the documents are mandatory.

3.1.1.7. Step 7: Summary Page

Apply for New Water and Sewerage Connection

Water Application No. WS_AP/CTC/2021-22/000200

Progress: Connection Details (Completed), Documents (Completed), Summary (Current)

Connection Details

Property Details

Property ID: NA	Property Usage Type: WS_PROPUSOTYPE_DOMESTIC	City: Cuttack	Locality/Mohalla: Dolaamunder
Connection Category: Permanent	Connection Type: Non Metered	No. of Plots: NA	Apartment: No

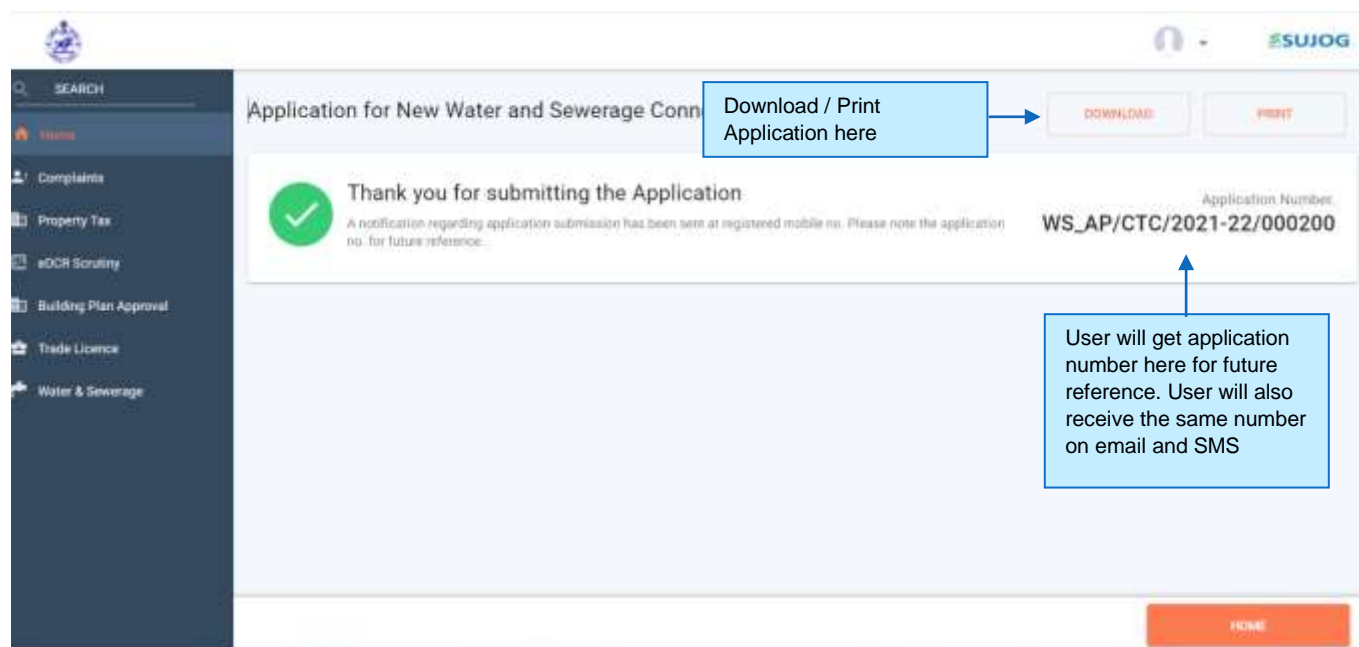
Connection Details

Apply for: Water	No. of taps proposed: 1
------------------	-------------------------

Navigation: < PREVIOUS STEP | SUBMIT >

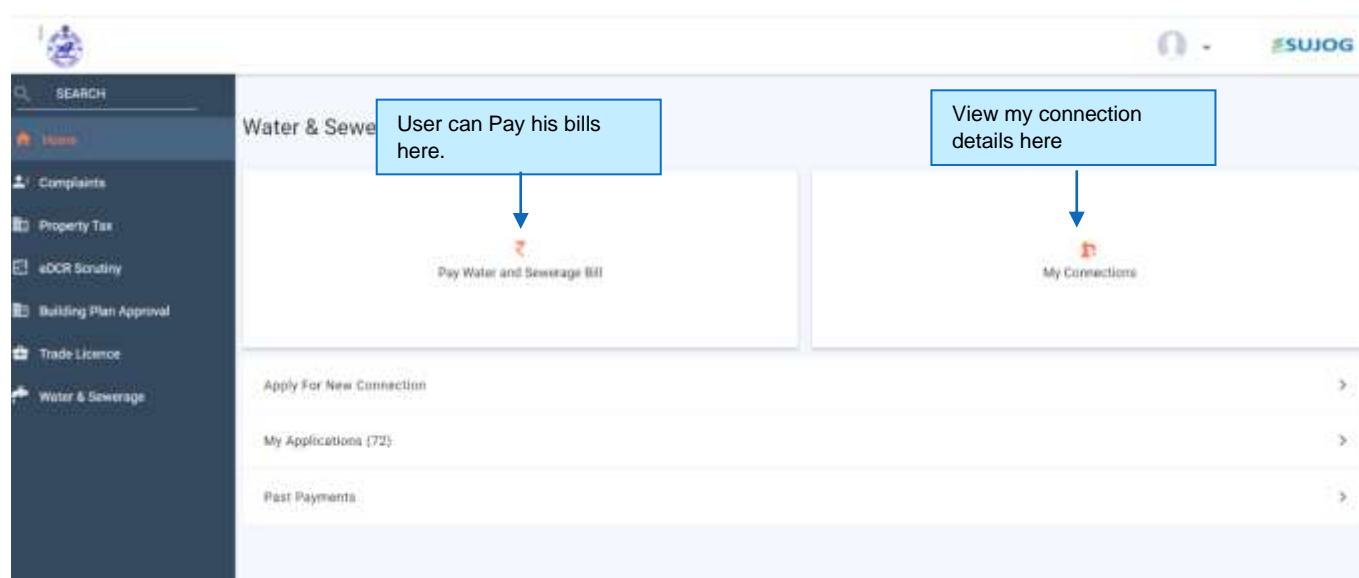
User can have a final look at the application in this page. In case user need to edit citizen can go back and edit it.

3.1.1.8. Step 8: Acknowledgement



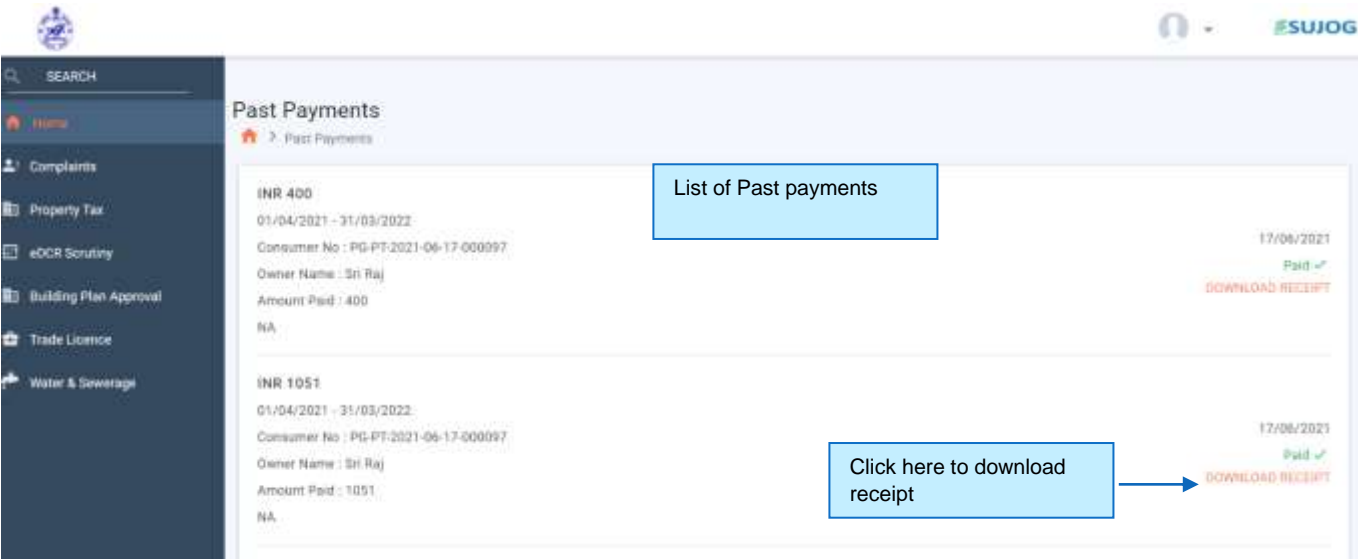
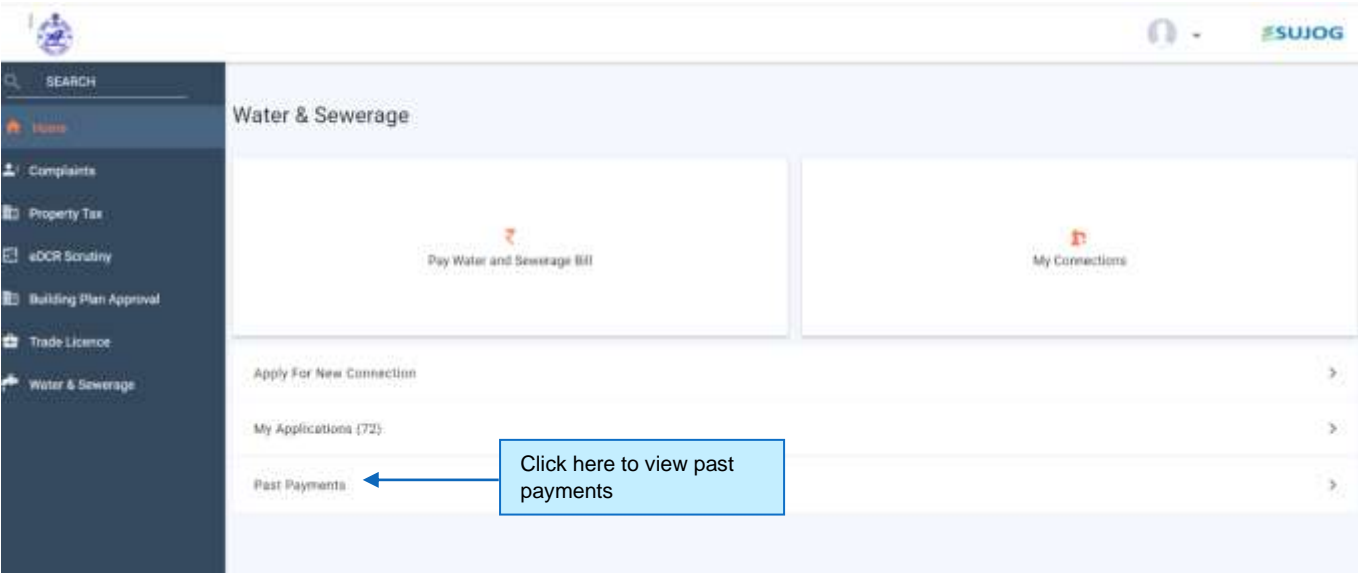
3.1.1. Other Features

3.1.1.1. View my connection and pay bills



Citizen can view my number of connection and view all the details by clicking my connection button. Citizen can pay his/her water and sewerage bills by clicking Pay water and sewerage bills button.

3.1.1.2. View and download past payments



3.1.1.3 A citizen can apply for ownership transfer for their existing connection.

Step-01

Property Details

Property ID: NA

Property Usage Type: Domestic

City: Cuttack

Locality: Bhadimal

Ward: 07

Connection Category: Permanent

Connection Type: Non Metered

Apartment No:

Connection Holder Details

Mobile No:

Name:

Gender: Male

Guardian Name:

Relationship: FATHER

Special Applicant Category: FREEDOMFIGHTER

OWNERSHIP TRANSFER

Click on

Step-02

Ownership Transfer

Water Application No. WS_AP/TST/2023-24/2563663

1 Connection Details 2 Documents 3 Summary

Property Details (If available)

Property ID:

SEARCH

Connection Details

Apply For *

☒ Water ☐ Sewerage

No. of taps proposed *

1

Property Details

City *
Testing

Locality *
5 Peer Colony

Ward *
01

Connection Category *
Permanent

Connection Type *
Metered

Usage Type *
Domestic

Connection Holder Details

Mobile No. *
9876541230

Name *
X

Gender *
☐ Male ☒ Female ☐ Transgender

Guardian Name *
Y

Relationship *
Husband

Correspondence Address *
Mancheswar,Bhubaneswar

NEXT STEP >

Step-03

Water Application No. WS_AP/TST/2023-24/2563663

1
Connection Details

2
Documents

3
Summary

Required Documents

Only one file can be uploaded for one document. If multiple files need to be uploaded then please combine all files in a pdf and then upload.

1
Property Proof

Select Documents
Select Documents

UPLOAD FILE

2
Registration Proof

Select Documents
Select Documents

UPLOAD FILE

3
BPL Proof

Select Documents
Select Documents

UPLOAD FILE

< PREVIOUS STEP

NEXT STEP >

Step-04

Ownership Transfer

Water Application No. WS_AP/TST/2023-24/2563663

✓

Connection Details

✓

Documents

✓

Summary

Connection Details

EDIT

Property Details

Property ID	Property Usage Type	City	Locality
NA	Domestic	Testing	5 Peer Colony
Ward	Connection Category	Connection Type	No. of Flats
01	Permanent	Metered	NA
Apartment			
No			

Connection Details

Apply For

Water

No. Of taps proposed

1

Connection Holder Details

Mobile No.	Name	Gender	Guardian Name
		Female	
Relationship	Correspondence Address	Special Applicant Category	
HUSBAND	Mancheswar,Bhubaneswar	NONE	

Documents

0


EDIT

PREVIOUS STEP

SUBMIT

Step-05

Application for ownership transfer



Application for ownership transfer submitted successfully

A notification regarding Approval connection has been sent to registered Mobile No.

Application Number

WS_AP/TST/2023-24/2563663

HOME

3.1.1.4 A citizen can apply for disconnection for their existing connection

Step-01

Connections Details

Consumer No: WS/TST/2296672

Service Details

Service	Connection Category	Connection Type	Connection Execution Date
WATER	PERMANENT	Non Metered	02/11/2022
Water Source	Water Sub Source	Number of Taps	
SURFACE	LAKE	1	

Property Details

Property ID	Property Usage Type	City	Locality
NA	Domestic	Testing	40 Quarter
Ward	Connection Category	Connection Type	No of Flats
02	Permanent	Non Metered	
Apartment			
No			

Click on

DISCONNECT

CLOSE CONNECTION

TAKE ACTION

Step-02

Connections Details

Consumer No: WS/TST/2324052

Service Details

REPLACE METER

Are you sure you want to disconnect ?

WS_MODIFICATIONS_EFFECTIVE_FROM

DISCONNECT

Property Details

Property ID
NA

Property Usage Type
Domestic

City
Testing

Locality
S Peer Colony

DISCONNECT

Ward
01

Connection Category
Permanent

Connection Type
Metered


No. of Flats

CLOSE CONNECTION

TAKE ACTION

Step-03

Application for disconnection



Application for disconnection submitted successfully

A notification regarding Approval connection has been sent to registered Mobile No.

Application Number

WS_AP/TST/2023-24/2563704

HOME

3.1.1.5 A citizen can apply for Reconnection for their existing Disconnection

Step-01

Connections Details
Consumer No: WS/TST/2215593

Service Details

Service WATER	Connection Category PERMANENT	Connection Type Non Metered	Connection Execution Date 22/05/2022
Water Source BULKSUPPLY	Water Sub Source BULKSUPPLY	Number of Taps 2	

Property Details

Property ID NA	Property Usage Type Domestic	City Testing	Locality 120' Road
Ward 01	Connection Category Permanent	Connection Type Non Metered	No of Flats
Apartment No			

Click on

CLOSE CONNECTION
Reconnect

TAKE ACTION

Step-02

Connections Details
Consumer No: WS/TST/2215593

Service Details

Service WATER	Connection Category PERMANENT	Connection Type Non Metered	Connection Execution Date 22/05/2022
Water Source BULKSUPPLY			

Property Details

Property ID NA	Property Usage Type Domestic	City Testing	Locality 120' Road
Ward 01	Connection Category Permanent	Connection Type Non Metered	No of Flats
Apartment No			

Are you sure?

RECONNECT

CLOSE CONNECTION
Reconnect

TAKE ACTION

Step-03

Application for reconnection



Application for reconnection submitted successfully

A notification regarding Approval connection has been sent to registered Mobile No.

Application Number.

WS_AP/TST/2023-24/2563756

HOME

3.1.1.6 A citizen can apply for close connection for their existing connection

Step-01

Connections Details

Consumer No: WS/TST/2215593

Service Details

Service
WATERConnection Category
PERMANENTConnection Type
Non MeteredConnection Execution Date
22/05/2022Water Source
BULKSUPPLYWater Sub Source
BULKSUPPLYNumber of Taps
2

Property Details

Property Details

Property ID
NAProperty Usage Type
DomesticCity
TestingLocality
120' RoadWard
01Connection Category
PermanentConnection Type
Non Metered

No. of Flats

Apartment
No

DISCONNECT

CLOSE CONNECTION

Click on

TAKE ACTION

Step-02

Connections Details Consumer No. WS/TST/2215993

Service Details			
Service WATER	Connection Category PERMANENT	Connection Type Non Metered	Connection Execution Date 22/05/2022
Water Source BULKSUPPLY			


Are you sure you want to close your connection ?
[CLOSE CONNECTION](#)

Property Details			
Property Details			
Property ID NA	Property Usage Type Domestic	City Testing	Locality 120' Road
Ward 01	Connection Category Permanent	Connection Type Non Metered	No of Flats
Apartment No	DISCONNECT CLOSE CONNECTION		

[TAKE ACTION](#)

Step-03

Application for close connection



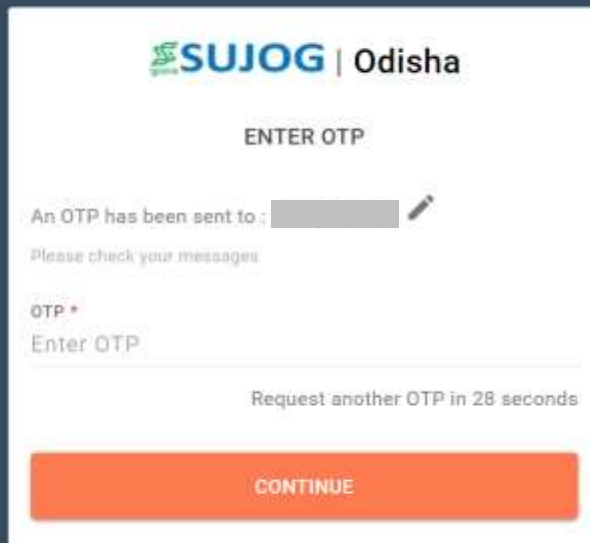
Application for close connection submitted successfully
A notification regarding Approval connection has been sent to registered Mobile No.

Application Number:
WS_AP/TST/2023-24/2563799

[HOME](#)

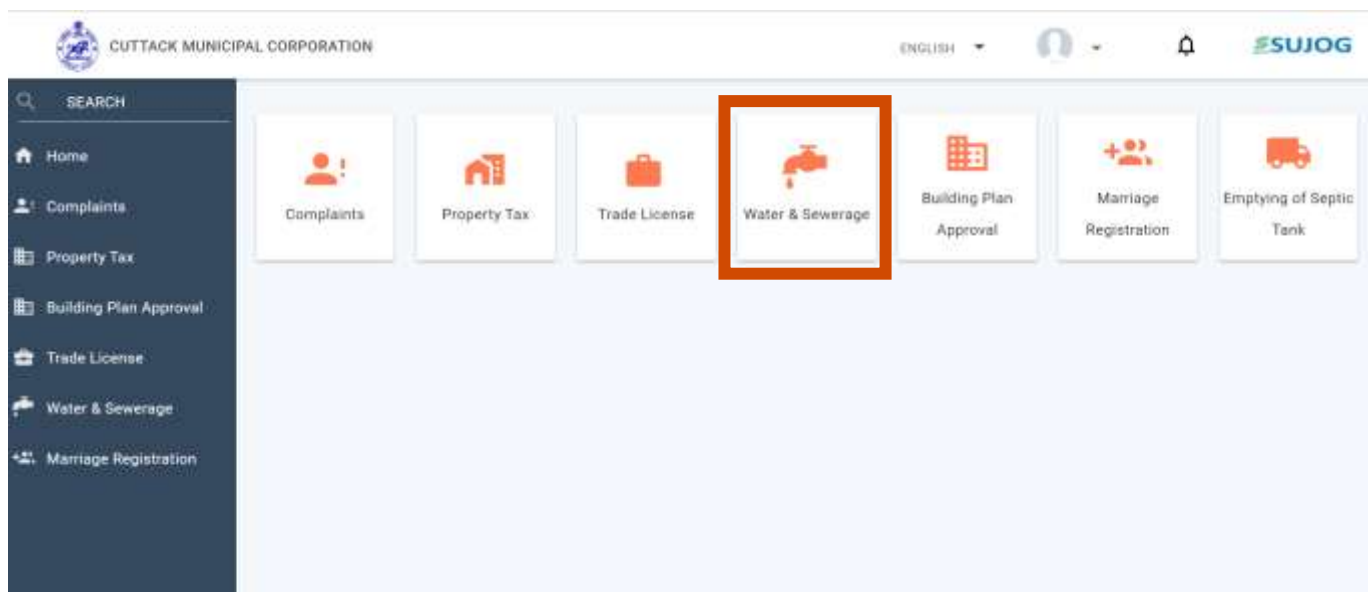
3.1.3 Online water tax collection

Step-01: Citizen put their register mobile number to login

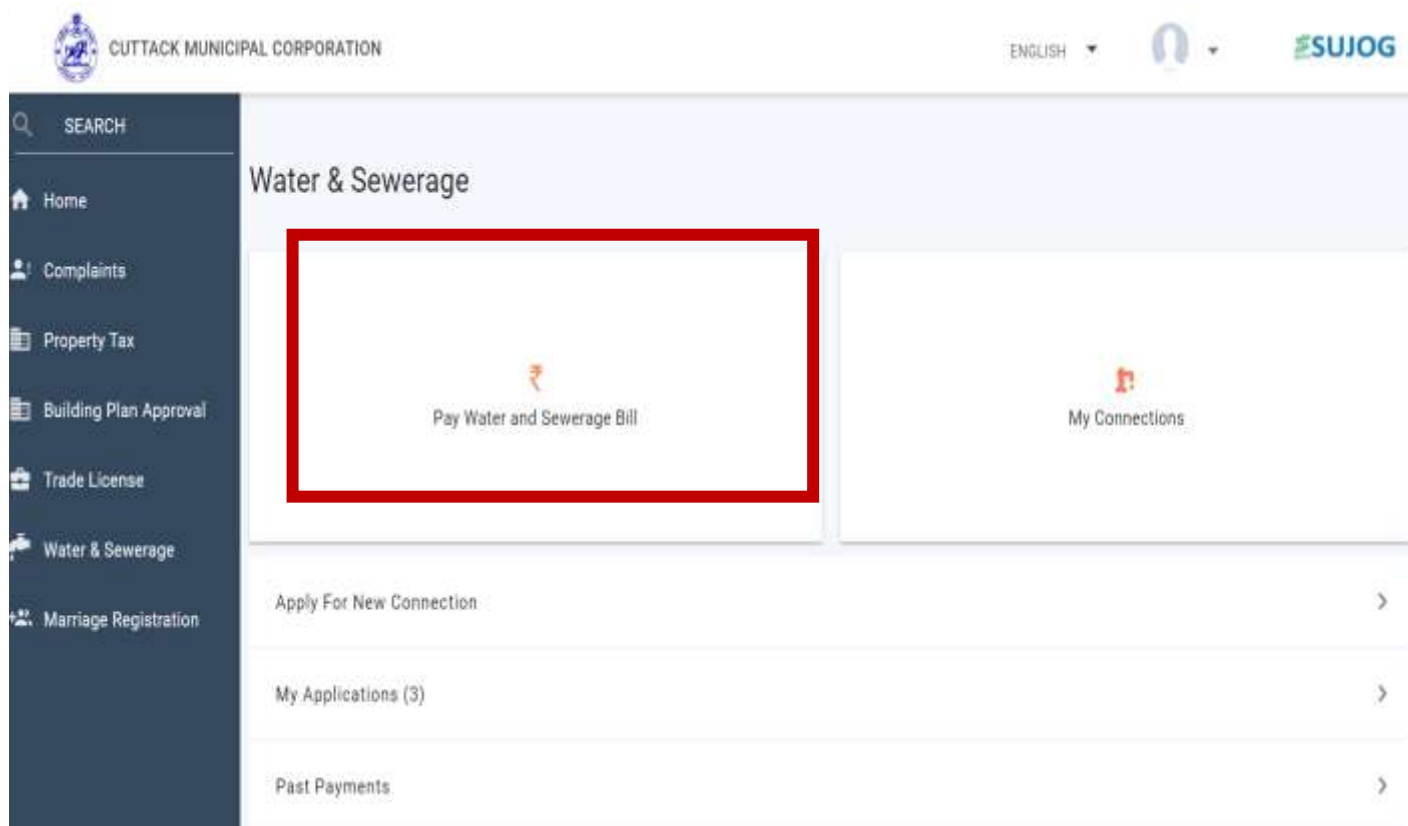


The image shows a login screen for SUJOG Odisha. At the top, it says "SUJOG | Odisha". Below that, it says "ENTER OTP". A message states "An OTP has been sent to : [redacted] [edit icon]" and "Please check your messages". There is a field for "OTP *" with the placeholder text "Enter OTP". Below the field, it says "Request another OTP in 28 seconds". At the bottom, there is an orange button labeled "CONTINUE".

Step-02: Click on water & Sewerage

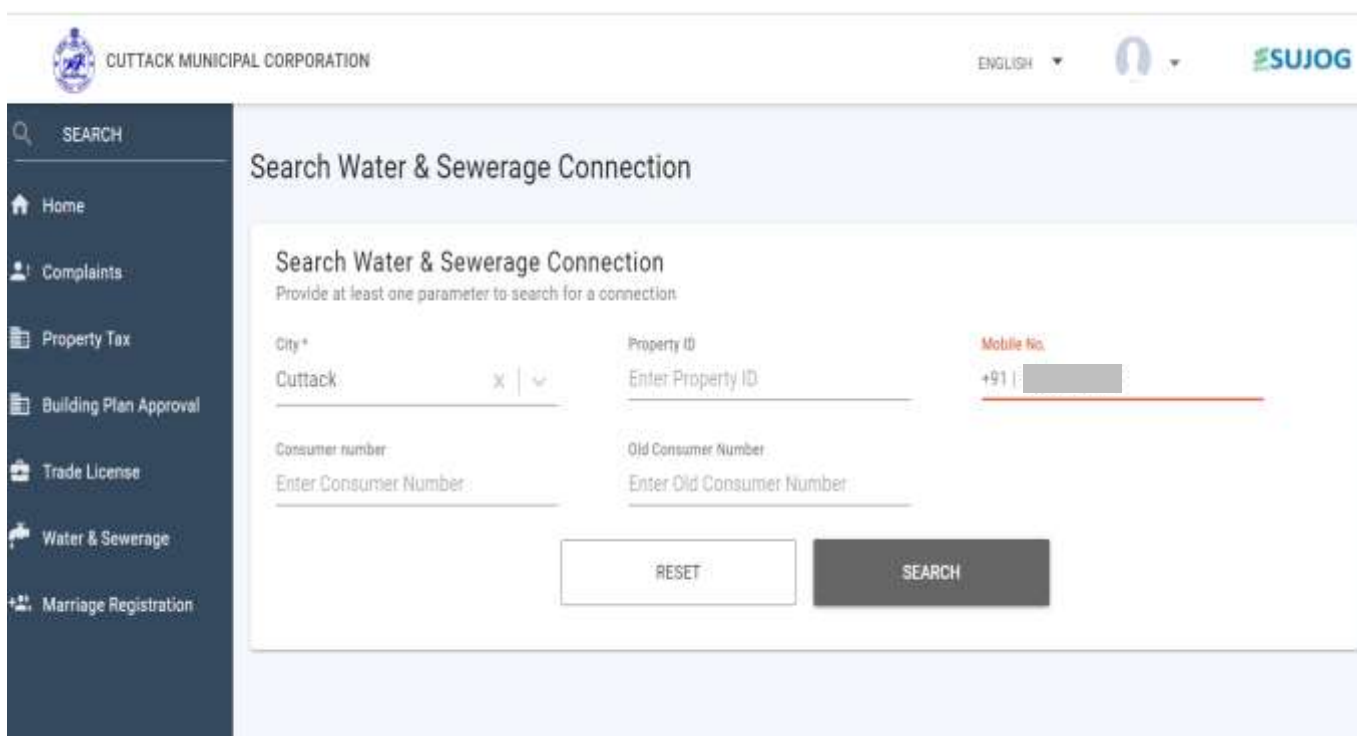


Step-03: Pay water and sewerage Bill



The screenshot shows the CUTTACK MUNICIPAL CORPORATION website. The header includes the logo, the name 'CUTTACK MUNICIPAL CORPORATION', a language dropdown set to 'ENGLISH', a user profile icon, and the 'SUJOG' logo. A dark blue sidebar on the left contains a search bar and a list of services: Home, Complaints, Property Tax, Building Plan Approval, Trade License, Water & Sewerage, and Marriage Registration. The main content area is titled 'Water & Sewerage' and features two large white cards. The first card, 'Pay Water and Sewerage Bill', is highlighted with a red rectangle and includes a rupee symbol icon. The second card, 'My Connections', includes a person icon. Below these cards are three links: 'Apply For New Connection', 'My Applications (3)', and 'Past Payments', each with a right-pointing arrow.

Step-4: Water and sewerage connection search



The screenshot shows the 'Search Water & Sewerage Connection' form on the CUTTACK MUNICIPAL CORPORATION website. The header and sidebar are identical to the previous screenshot. The main content area is titled 'Search Water & Sewerage Connection' and includes the instruction 'Provide at least one parameter to search for a connection'. The form contains several input fields: 'City*' with a dropdown menu showing 'Cuttack'; 'Property ID' with a text input field; 'Mobile No.' with a text input field starting with '+91'; 'Consumer number' with a text input field; and 'Old Consumer Number' with a text input field. At the bottom of the form are two buttons: 'RESET' and 'SEARCH'.

Step-05: Pay water and sewerage bill

CUTTACK MUNICIPAL CORPORATION

ENGLISH

SEARCH

Home

Complaints

Property Tax

Building Plan Approval

Trade License

Water & Sewerage

Marriage Registration

Search Water & Sewerage Connection

Provide at least one parameter to search for a connection.

City*
Cuttack

Property ID
Enter Property ID

Mobile No.
+91 |

Consumer number
Enter Consumer Number

Old Consumer Number
Enter Old Consumer Number

RESET SEARCH

Search Results for Water & Sewerage Connections (3)

Service	Consumer No.	Owner Name	Dist	Address	Due Date	Action	Current State
WATER					31/07/2021	PAY NOW	Connection Activated
WATER					31/07/2021	PAY NOW	Connection Activated
WATER			4181		31/07/2021	PAY NOW	Connection Activated

Step-06: Bill details page

CUTTACK MUNICIPAL CORPORATION

ENGLISH

SEARCH

Home

Complaints

Property Tax

Building Plan Approval

Trade License

Water & Sewerage

Marriage Registration

APPLY FOR ADVANCE ANNUAL PAYMENT

Bill Details

Billing Period: 01/09/2022 to 30/09/2022

Water Charges: Rs 148

Adhoc Rebate: Rs -3.96

Round Off: Rs -0.04

Sewerage Charge: Rs 50

Arrears: Rs 3987

Total Amount: Rs 4181

Important Dates

Pay By Date: 31/10/2022

Service Details

DOWNLOAD BILL

PAY

Step-07: Bill generated from SUJOG portal



WATCO OFFICE OF THE GENERAL MANAGER
WATCO DIVISION - CUTTACK
1800 121 6833
<https://sujog.odisha.gov.in>
helpdesk.sujog@odisha.gov.in

Total Amount due

₹ 4181

Name [REDACTED]	Bill No. BILLNO-WS-20137984
Mobile No. [REDACTED]	Bill Period Sep-2022
Address [REDACTED]	Bill Due Date 31/10/2022

Consumer No.	Old Consumer No.	Consumer Category	Connection Type	Latest Meter Reading
WS/CTC/[REDACTED]	[REDACTED]	NONE	Non Metered	NA

Billing Summary : WATER-SEWERAGE

Previous Dues	Advance Adjusted	Advance Available	Rebate	Penalty
3987	0	0	0	0
Water Charge	Sewerage Charge	Water Spl. Rebate	Sewerage Spl. Rebate	Sewerage Arrear
148	50	-3.96	0	0
Scrutiny Fee EMI Amt.	Labour Fee EMI Amt.	Other Charges	Round Off	Total
0	0	0	-0.04	4181

Important Message

1. The A/C Payee cheque or Draft should be payable to your respective PHEO/WATCO Division. Please mention the consumer No. and name, Tel. No./ Mob. No. at the backside of the cheque. No outstation cheques / bearer cheques / Non-MICR cheques will be accepted. Penalty will be realized as per Banking Norms, if cheque is dishonoured.

2. Consumers can drop cheques at Drop Boxes Located at different locations.

3. The Department accepts responsibility for loss of bill in transit. The Consumer shall enquire from the concerned authority, if the Bill is not received by the 10th day of each month.


4. Payment mode available: Cash/Cheque at office counter; Online: Credit/Debit Card.

5. Consumers should install water meters to extract their assessment of water tax. Every last working day of the month is A/C closing day for which the counter will remain closed except 31st March.

6. No acknowledgment receipt shall be supplied for the cheques dropped in the drop box. Clearance time shall be at 3.30 PM every day except Govt. holidays.


** Spl.-Special

Step-08: Click on pay



CUTTACK MUNICIPAL CORPORATION

ENGLISH



SEARCH

- Home
- Complaints
- Property Tax
- Building Plan Approval
- Trade License
- Water & Sewerage
- Marriage Registration

APPLY FOR ADVANCE ANNUAL PAYMENT

Bill Details

Billing Period: 01/09/2022 to 30/09/2022

Water Charges	Rs 148
Athoc Rebate	Rs -3.96
Round Off	Rs -0.04
Sewerage Charge	Rs 50
Arrears	Rs 3987
Total Amount	Rs 4181

Important Dates

Pay By Date: 31/10/2022

Service Details

DOWNLOAD BILL

PAY

Step-09: Click on make payment

Payment Information **Customer Data**

Payment Collection Details

Fee Estimate

Water Charges	148
Sewerage Charge	50
Round Off	-0.04
Adhoc Rebate	-3.96
Arrears	3987
Total Amount	4181

Total Amount
Rs 4181

Amount to be Paid

☒ Full Amount ☐ Custom Amount

Payment Details

Payment Mode

Payment Details

Payment Mode

Payment Mode

MAKE PAYMENT >

Step-10:

CUTTACK MUNICIPAL CORPORATION

On click of OK button, you will be redirected to Payment Gateway Site for Payment processing. Please DO NOT close this window or click the BACK BUTTON on your browser until Payment transaction is complete

Payment Information

Payment Collection Details

Fee Estimate

Water Charges	148
Sewerage Charge	50
Round Off	-0.04
Adhoc Rebate	-3.96
Arrears	3987
Total Amount	4181

Total Amount
Rs 4181

MAKE PAYMENT >

OK **Cancel**

Step-11: Choose your payment mode

Housing & Urban Development Department Govt of Od

WS

English

Payment Information

Credit Card

We Accept:

Card Number

Expiry Date: Month Year CVV

I agree with the [Privacy Policy](#) by proceeding with this payment.

INR 4181.00 (Total Amount Payable)

[Make Payment](#) [Cancel](#)

ORDER DETAILS

Order #: PG_CTC_2022_11_01_033066_16

Order Amount: 4181.00

Total Amount: **INR 4181.00**

Step-12: Water and sewerage successful payment

CUTTACK MUNICIPAL CORPORATION

ENGLISH

Payment Information Consumer Code

[DOWNLOAD](#) [PRINT](#)

Payment has been collected successfully!

A notification regarding Payment Collection has been sent to the registered Mobile No. of the user/owner.

Payment Receipt No. 11/2022-23/678131

[GO TO HOME](#)

Step-13: Download the payment receipt

Step-14: Payment receipt



WATCO, OFFICE OF THE DEPUTY HEAD COMMERCIAL
 WATER Payment Receipt
 COMMERCIAL WING, SATYA NAGAR,
 BBSR-751007
 1800 121 6833
<https://sujog.odisha.gov.in>
helpdesk.sujog@odisha.gov.in

Receipt No.	11/2022-23/678131	Consumer No.	
Payment Date	01/11/2022	Old Consumer No.	
Name		Address	

Service Type	WATER	Paid Amount	
Payment Mode	Online	Transaction ID	PG_BMC_2022_11_01_03303 3_19
ULB Receipt No.	NA	ULB Receipt Date	NA

Generated By:

This is Computer generated receipt, Signature is not required

OTHER ONLINE PAYMENT METHOD

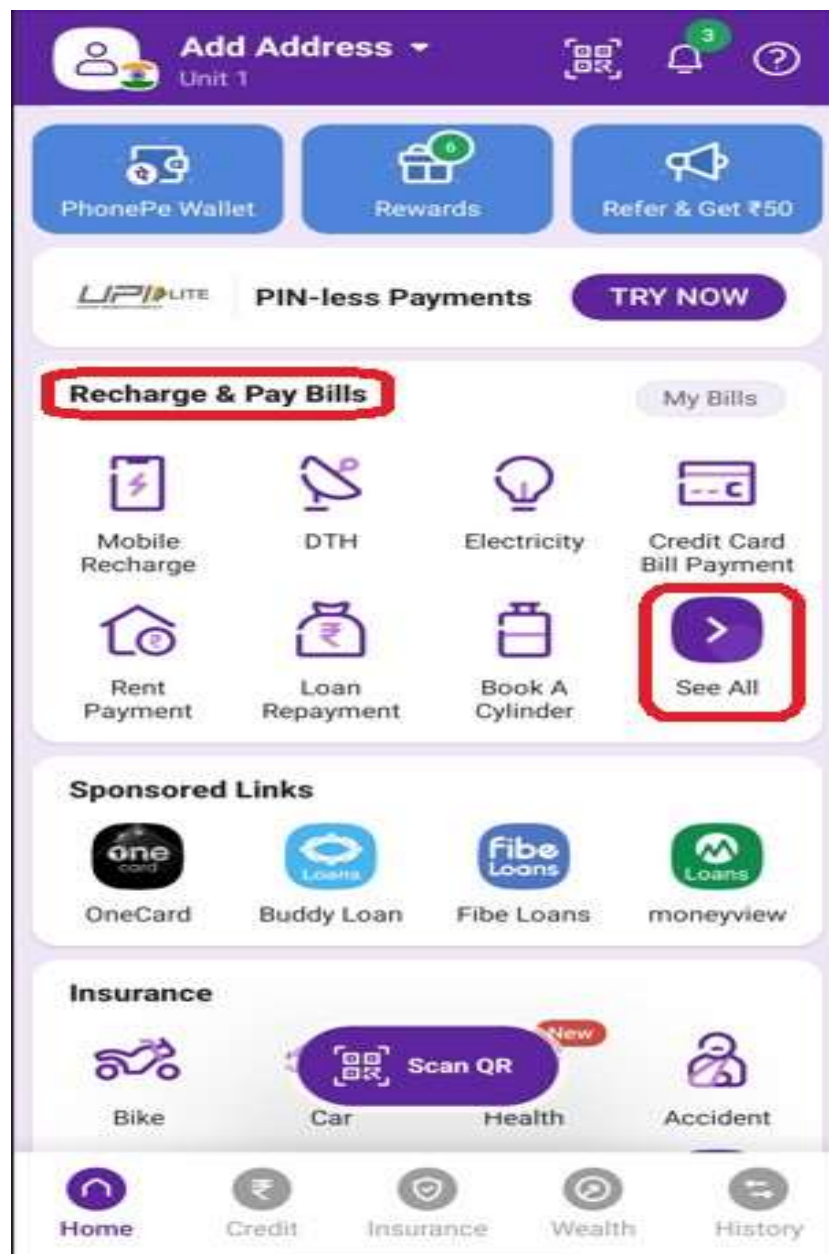


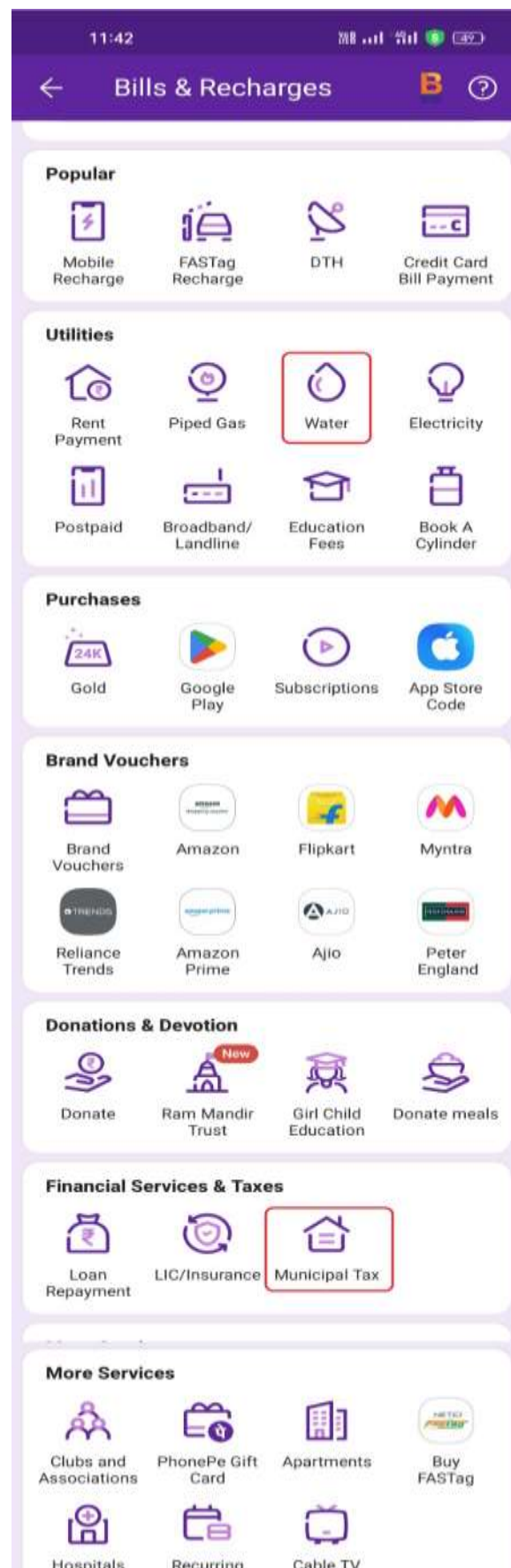
Direct Link:

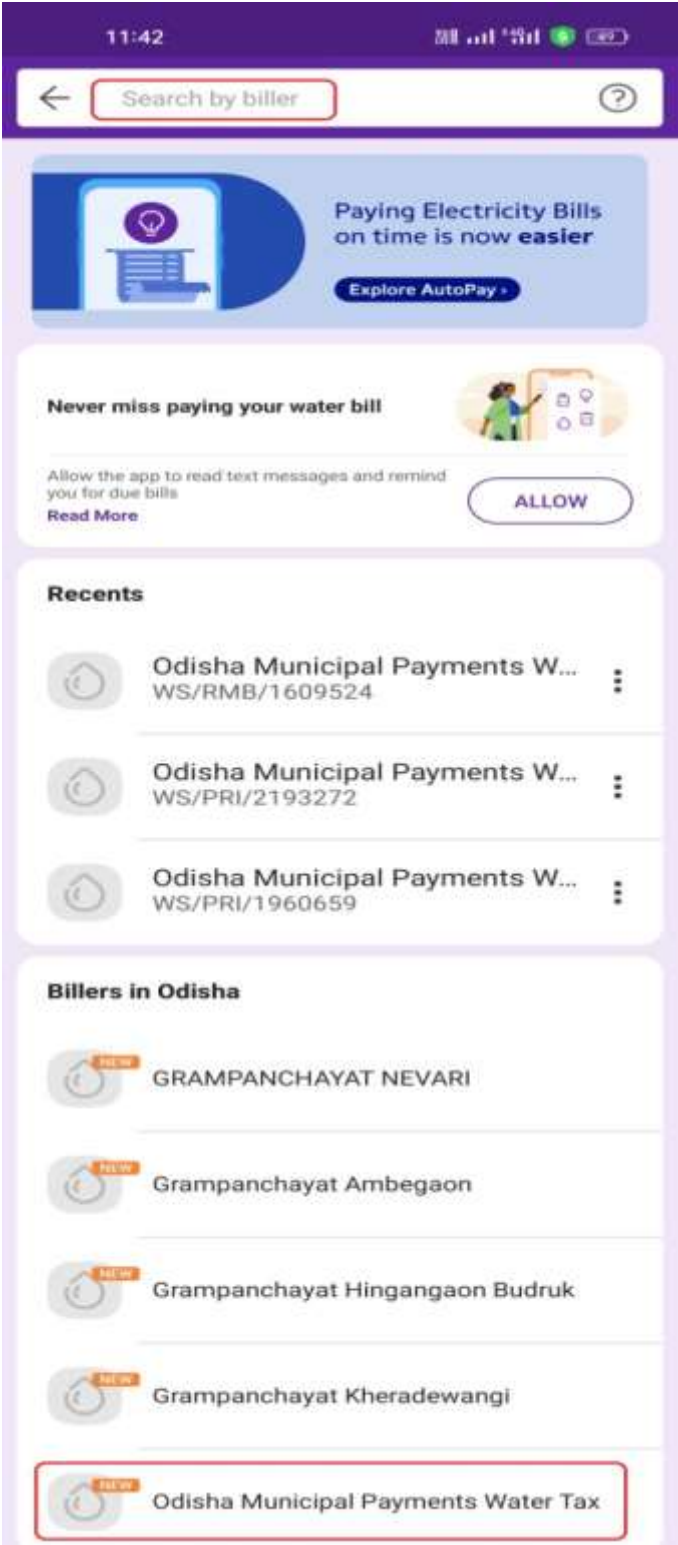
Odisha Water: <https://billpay.setu.co/landing/1314323300595271513>

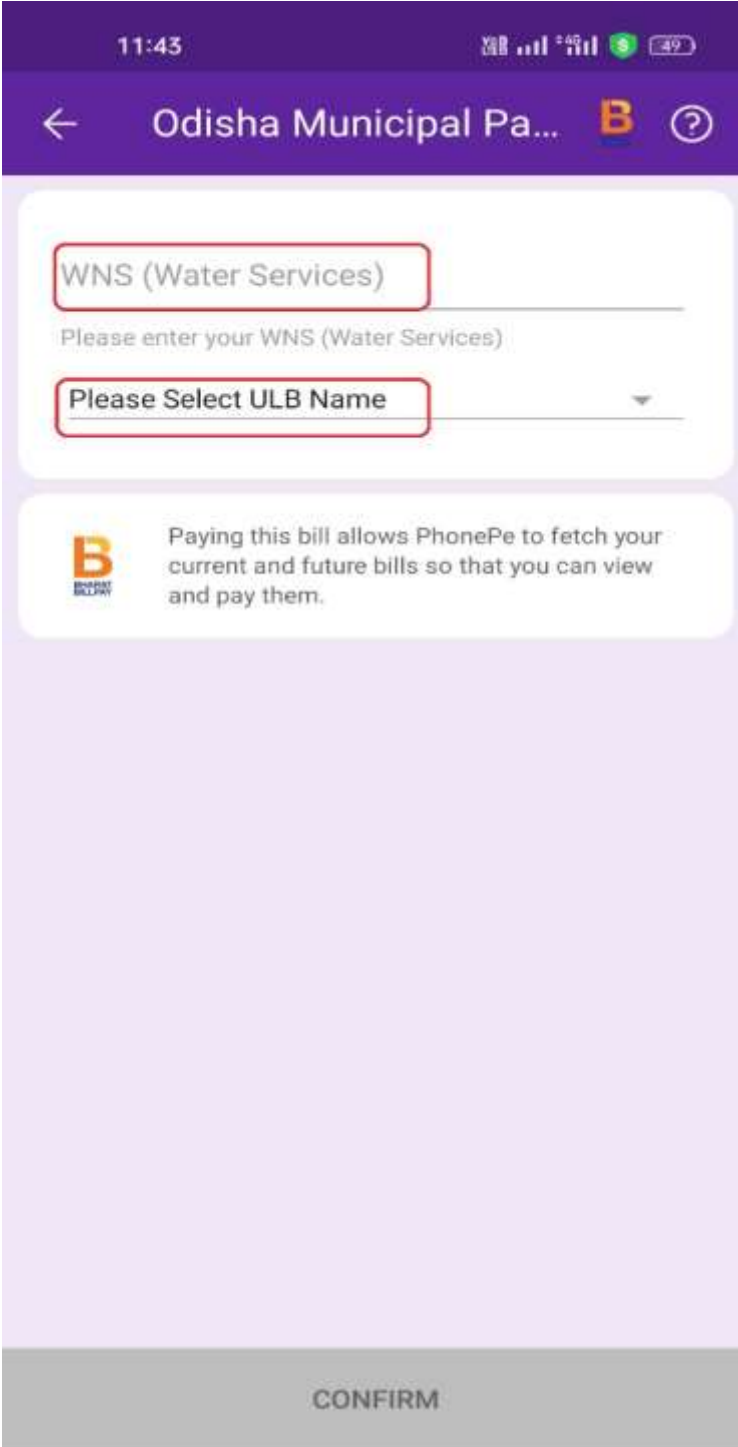
Some of the popular Live Payment Service Providers

- PhonePe
- Google Pay
- Whatsapp (9078289824)











11:43

← Odisha Municipal Pa...  ?

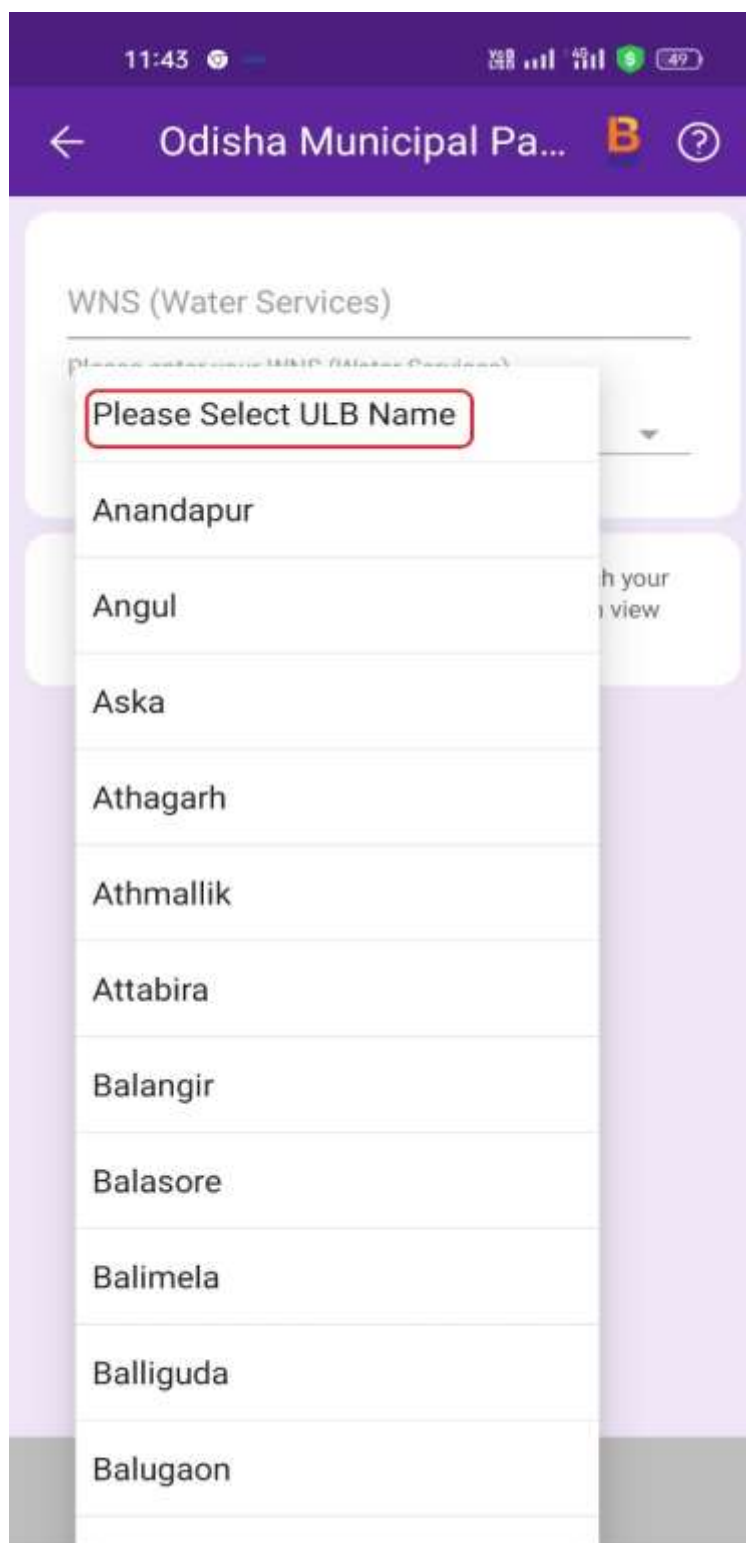
WNS (Water Services)

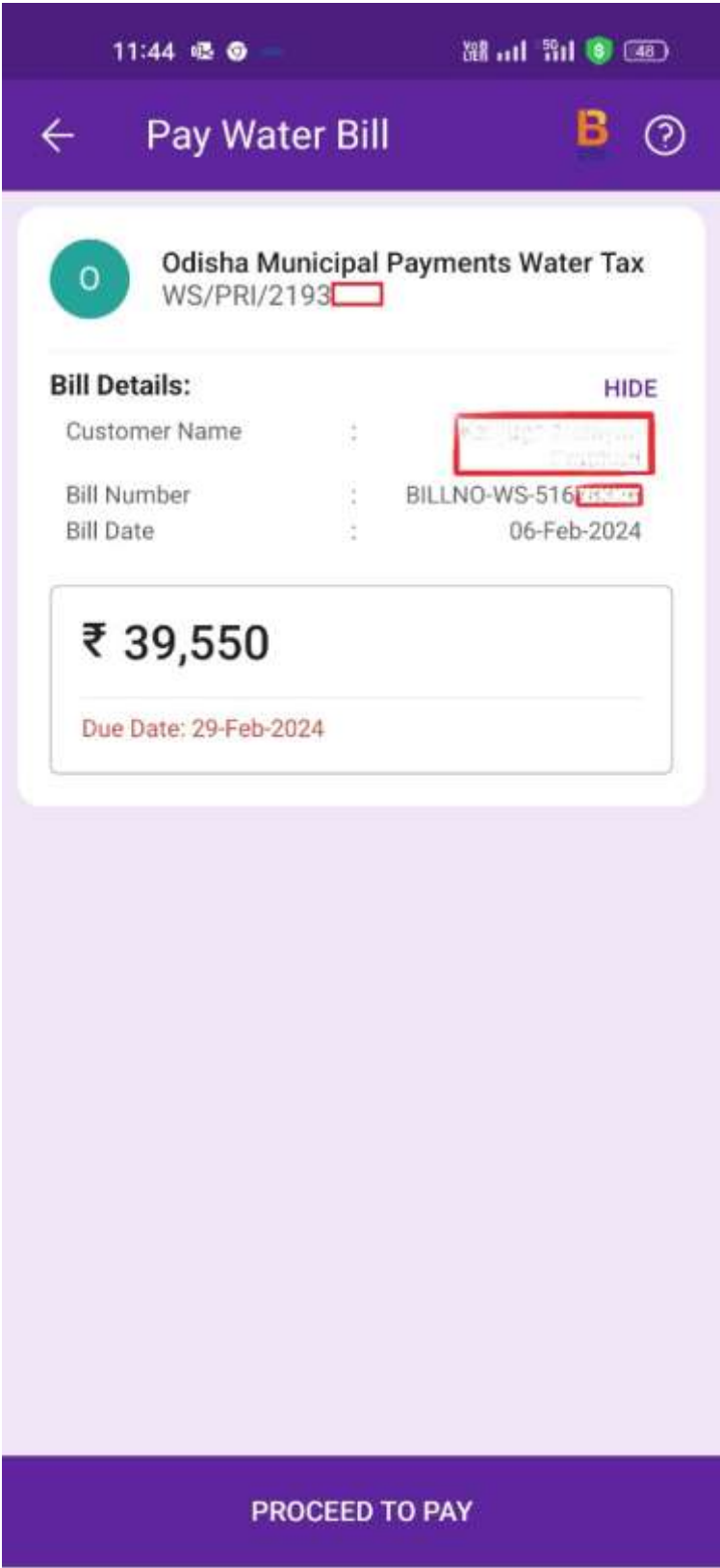
Please enter your WNS (Water Services)

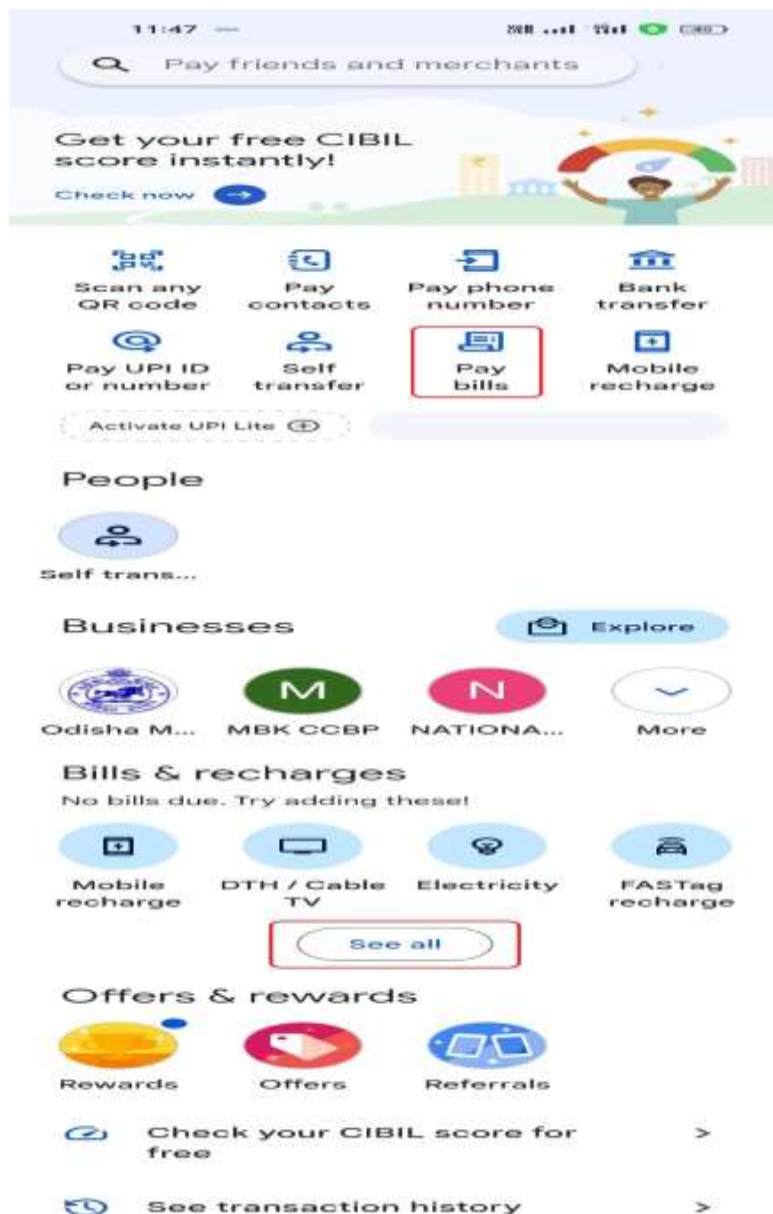
Please Select ULB Name

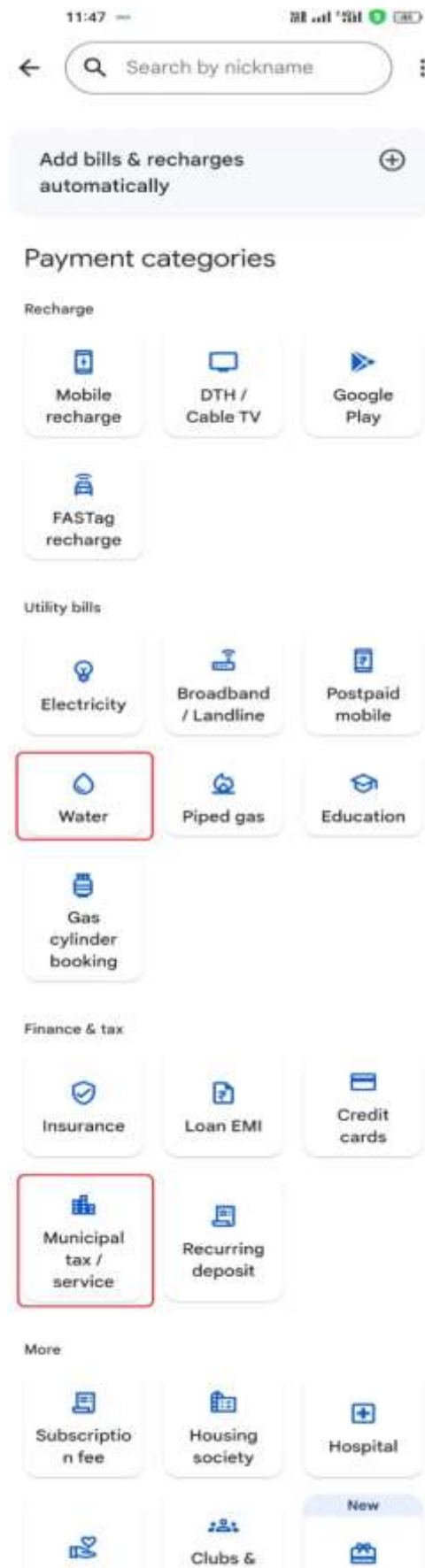
 Paying this bill allows PhonePe to fetch your current and future bills so that you can view and pay them.

CONFIRM











Billers



Odisha Municipal Payments
Water Tax
[Bill payments](#)



Enter account details

Water/Sewerage ID

Enter your Water/Sewerage ID or Tax ID

ULB Name

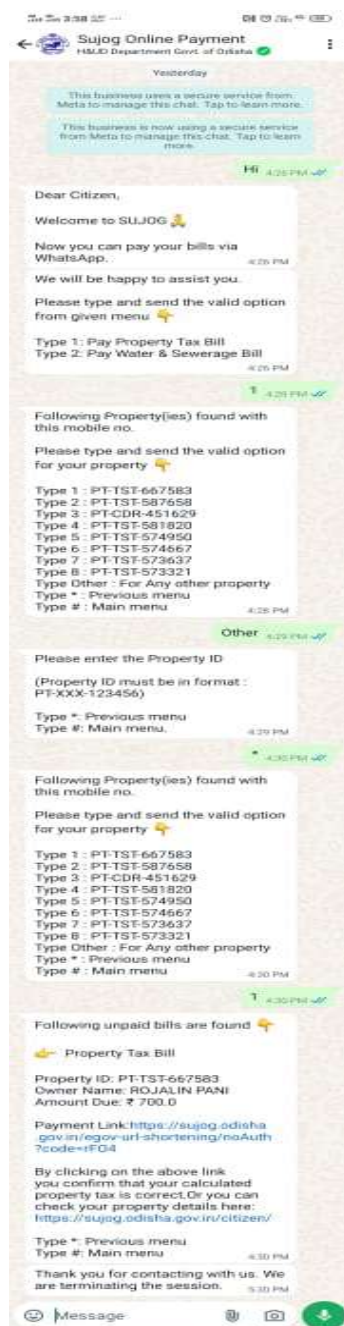
Enter your ULB Name

Nickname (Optional)

Enter Name



Step-01: Type Hi on Whatsapp to 9078289824





Step-02: Select the appropriate option and proceed.

