



"e-Chhawani" Online Management of Cantonment Boards

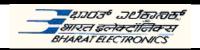


Water & Sewerage

User Manual

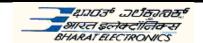






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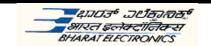


About this Manual

The purpose of this module is to give an overview of the water and Sewerage Module. The Water and Sewerage (W&S) module provides a digital interface allowing citizens to apply for water and sewerage connections, and subsequently make the payment online for connection/s.

The W&S Module allows the citizens to:

- a. Apply for New Connection (Water & Sewerage)
- b. Complete the Payment for Application
- c. Search and keep track of the status of Application
- d. Download Application /payment receipts / Estimation Notice / Sanction order

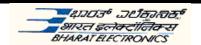


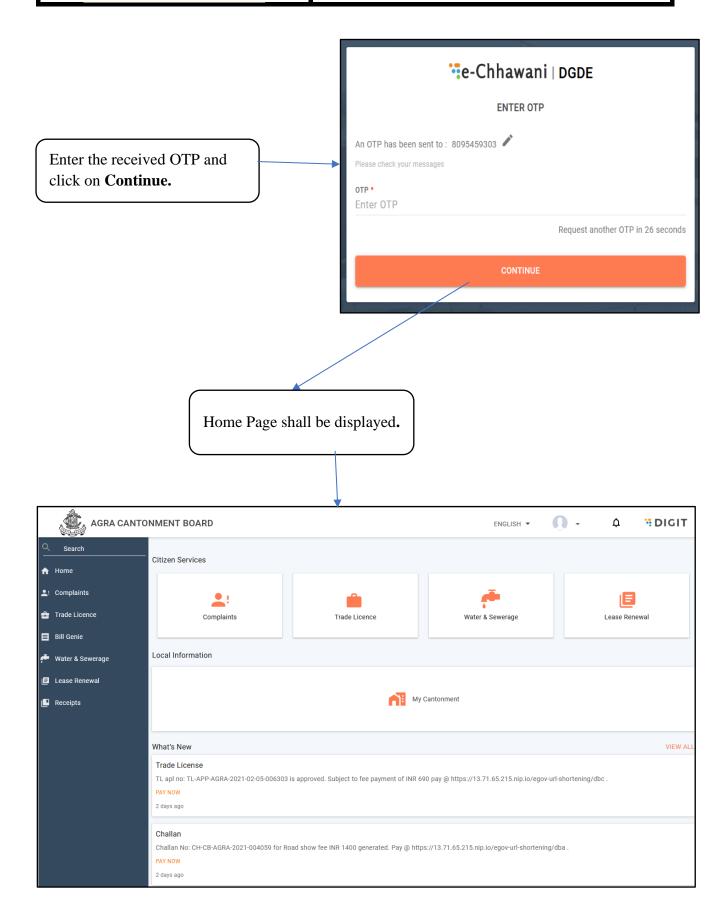
1. General Functions

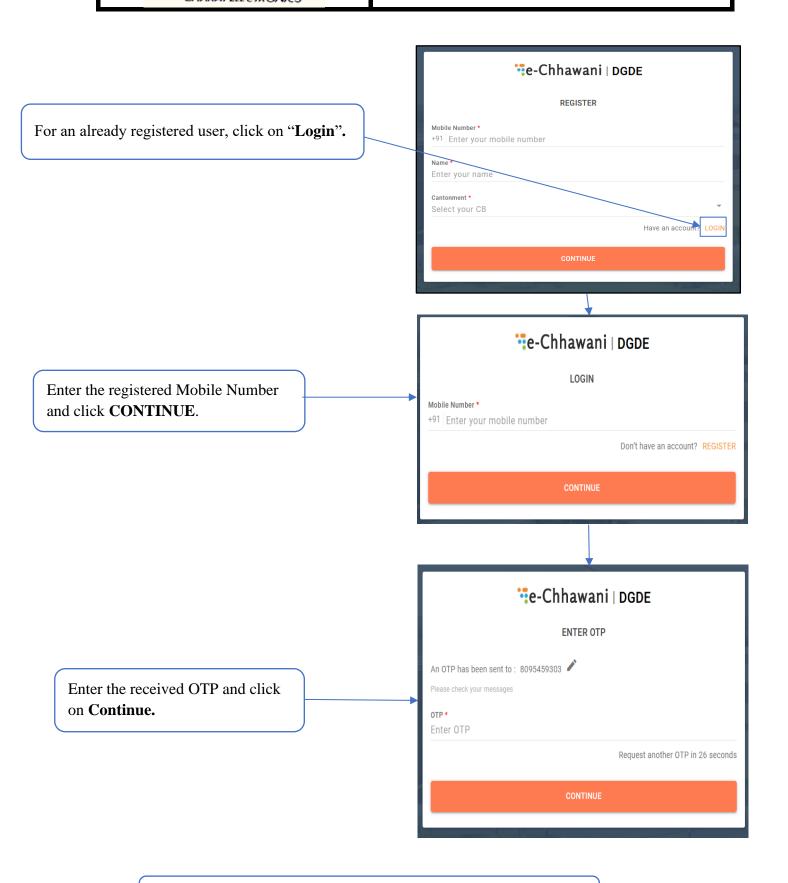
1.1 Login into the Application

To login, please go to the following link: https://echhawani.gov.in/citizen/

e-Chhawani | DGDE The citizen lands on the following page. Select the language of choice and click English | हिंदी on Continue. हिंदी e-Chhawani | DGDE REGISTER Mobile Number * +91 Enter your mobile number To Register, Enters Mobile Number, Name and selects Enter your name his/her CB and click on Continue. Cantonment * Select your CB Have an account? LOGIN An OTP will be sent to the entered Mobile Number.



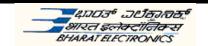




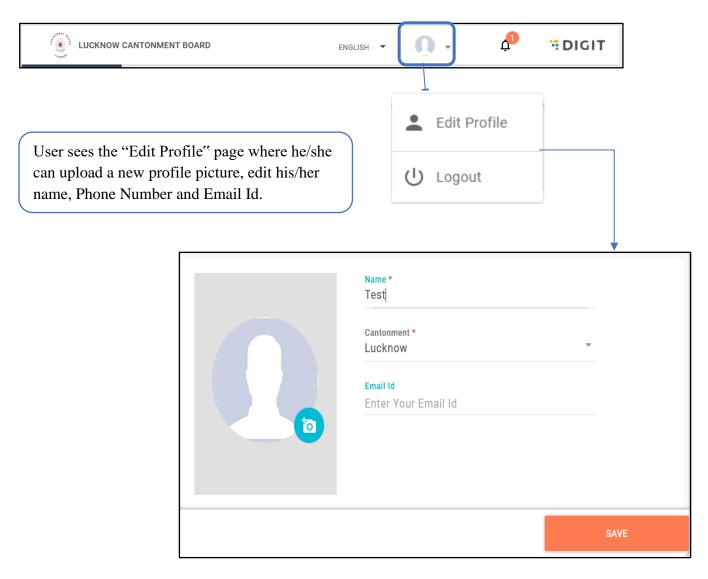
On login in, the homepage will be displayed on the citizen screen.

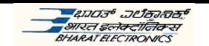
1.2 Editing the Profile

Follow the steps shown below to edit your profile. You can:

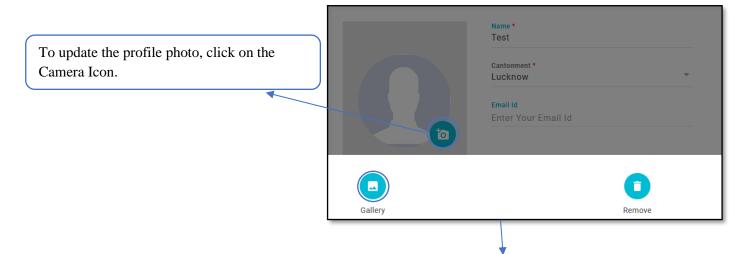


- a) Enter/Update Name, Cantonment and Email ID
- b) Upload Profile Photo
- 1.2.1 Enter/Update Name, Cantonment and Email ID





1.2.2 Update Profile Photo



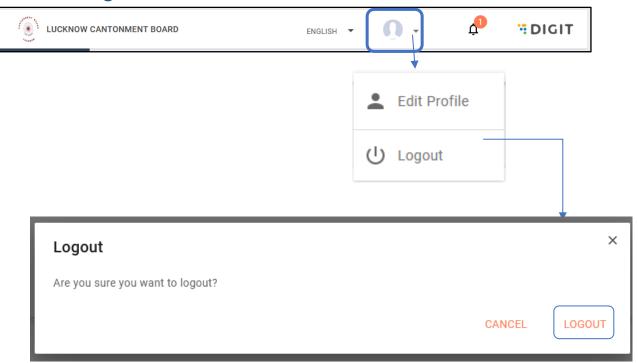
Two options appear on the screen:

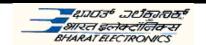
"Gallery" and "Remove".

User clicks on "Remove" to remove the present Profile picture and clicks on "Gallery" to upload a new picture from the computer.

Once the user is done editing his/her profile, user clicks on "SAVE" button in the bottom right of the page to save the changes

1.3 Logout

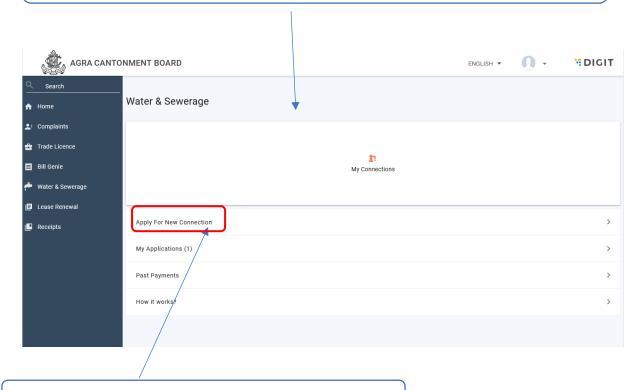




2. Water & Sewerage

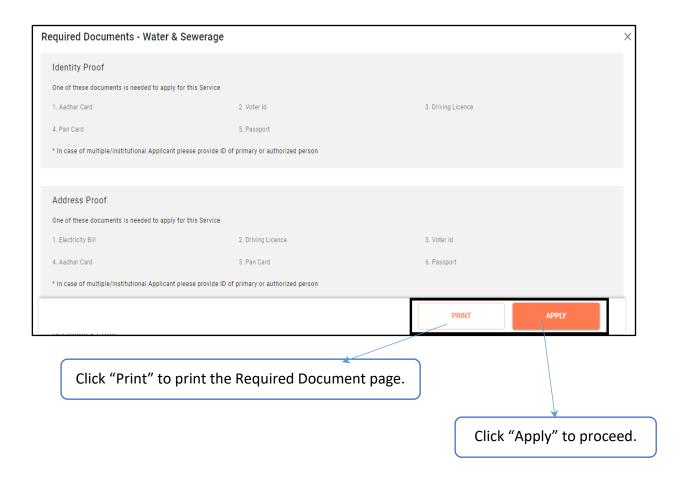
2.1 Apply for NEW Connection

Five options are displayed "My Connections", "Apply for New Connection", "My Applications" "Past payments" and "How it Works?".

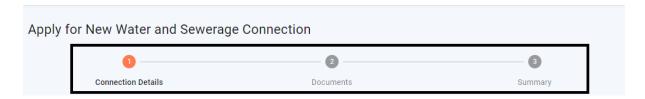


Click on "Apply for New Connection" to proceed.

A page with all the required Documents for applying for Water & Sewerage module is displayed.



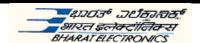
INFO: On the top of the page, there are sectional timeline, which helps the user to identify the current section on which the user is filling up the details. The current section is highlighted with orange color. Here you can see that currently the user is on "Connection Details" section.

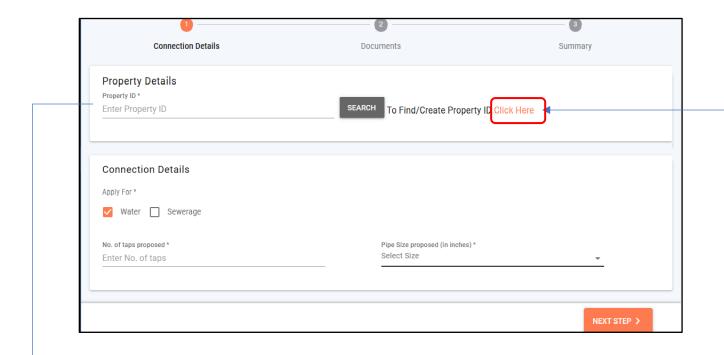


Following are the subsection details:

- 1 Property Details Sub Section
- 2 Connection Details Sub Section

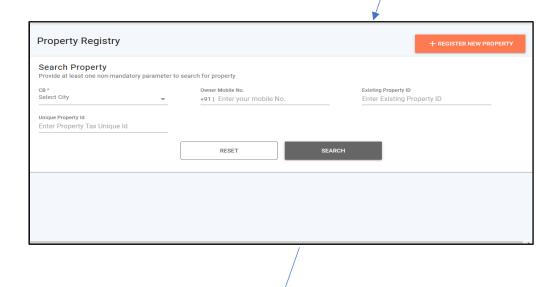
2.1.1. Property Details Sub Section





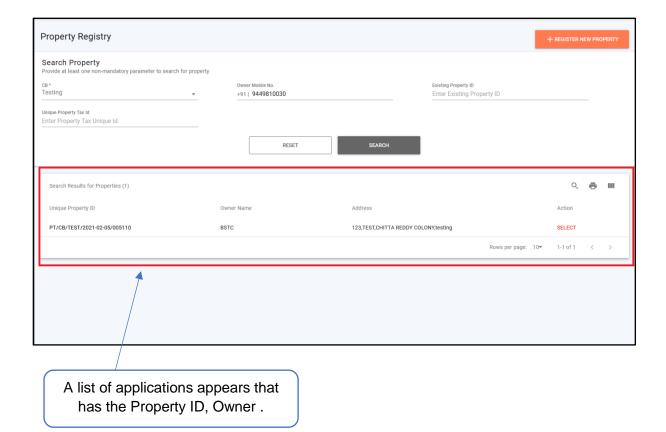
If Property is Registered and Property id is known, enter Property id Details and click on "Search".

If the Property is registered but unable to fetch the ID then find search for Property ID by clicking on "CLICK HERE"

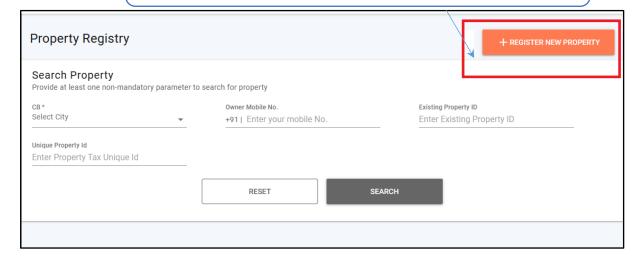


Search for Property ID by entering the CB Name and any one non-mandatory parameter and click on "SEARCH" button.

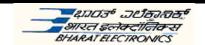




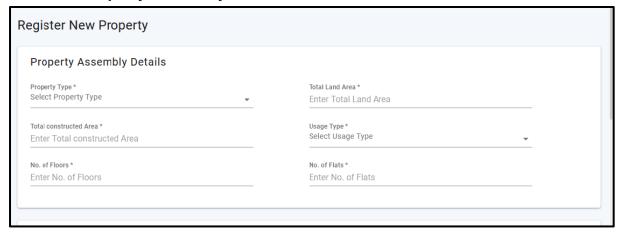
If the Property is not registered then create a Property by clicking on "Register New Property" button present on the top right corner.



Enter Property details as shown below:



2.1.1.1 Property Assembly Details



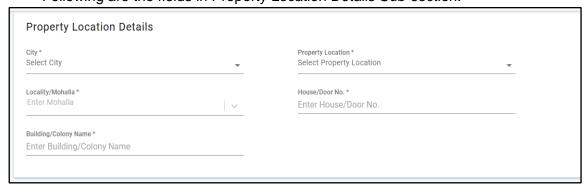
Following are the fields in Property Assembly Details Sub-section when based on Property Type:

Property Type Total Land Area*	 Flat or Part of Building Independent Building Vacant Land Enter the Total land area of the property.
Total Constructed Area*	Enter the Total constructed area of the property out of land area.
Property Usage Type	Select the required option Residential Mixed Commercial Industrial Institutional Other Non-Residential
No: of Floors*	Mention the number of floors present in the property.
No: of Flats*	Mention the number of flats present in the property.

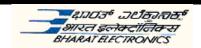
^{*}Mandatory Fields

2.1.1.2 Property Location Details

Following are the fields in Property Location Details Sub-section:



Fields	Description
City *	User has to select the CB they belong to.
Property Location *	Civil Area (Bazar Area)
	 Outside Civil Area (Bungalow)

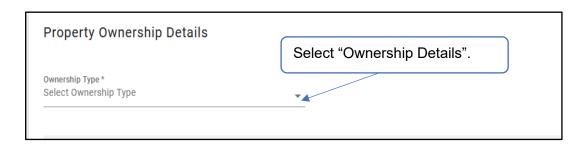


	Outside Cantonment Area
Locality/ Mohalla*	Select appropriate ward and locality name
House/Door No: *	Enter the House/ Door Number of the property if not registered else it auto populates on entering appropriate Property ID/UID
Building/ Colony Name*	Enter the Building/ Colony Name of the property if not registered else it auto populates on entering appropriate Property ID/UID

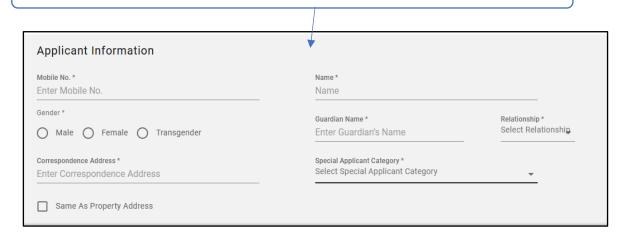
^{*}Mandatory Fields

2.1.1.3 Property Ownership Details

2.1.1.3.1 Single Owner



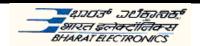
When Single Owner is selected: Applicant Information page shall be displayed.



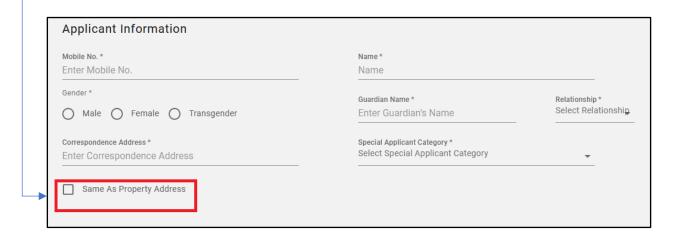
Following are the fields when Ownership Type is selected as Single owner:

Mobile Number*	Enter the mobile number of the primary owner.
Name*	Enter the name of the owner.
Gender*	Select Gender
	Male
	Female
	Transgender.
Guardian Name*	Enter the Guardian Name for the owner.
Relationship*	Select Relationship from the option
	Father or Husband.
Correspondence Address*	Enter the address on which the owner can be
	reached in.
Special Applicant Category*	Select Special Applicant Category from the drop
	down

^{*}Mandatory Fields



On selecting the option "Same As Property Address", the correspondence address field will be auto populated with Property address.



2.1.1.3.2 Multiple Owner

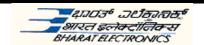
"Multiple owners" option is selected in "Ownership Type". More than one Applicant Information needs to be entered. To add multiple owners' detail click on "ADD APPLICANT".



2.1.1.3.3 Institutional Private or Institutional Government

If "Institutional Private" or "Institutional Government" is chosen. Following are the fields when:

Institution Name*	Enter the Name of the Institute.
Institution Type*	Select the appropriate Institute Type from the drop down. For Institutional Private
Name of the Authorized Person*	Enter the Name of the Authorized Person.
Designation*	Enter the Designation of the Authorized Person.



Mobile No:*	Enter the mobile number of the primary owner.
Landline*	Enter the landline number of the primary owner.
Correspondence	Enter the address on which the owner can be
Address*	reached in.

After finalizing all the details, click on "NEXT STEP".



Summary of all the details in the application is generated. After user verify the entered details click on "SUBMIT".



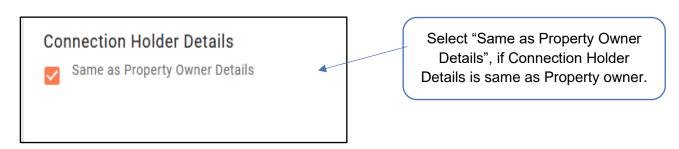
Once user clicks on Submit, Property created and registered successfully message is displayed and, he/she is redirected to connection details page

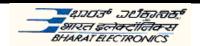


In Apply for New Water and Sewerage Connection, the property details are auto filled since user registered their property.

2.1.2. Connection Details

2.1.2.1 Connection Holder Details





If Connection Holder Details is different as Property owner then enter the required fields. (Fields are same as Property Ownership details)



2.1.2.2 Connection Details

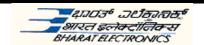
Apply for Water / Sewerage or Both option and enter the required details.



1 When user selects Water, following options is displayed:

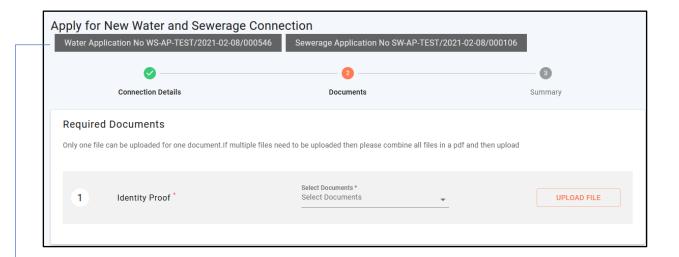
-	Enter the number of taps.
proposed *	
Proposed pipe size (in	Select the appropriate Pipe Size from the drop
inches): *	down.
	• 0.25
	• 0.5
	• 0.75
	• 1
	• 1.5
	• 2

1 When user selects Sewerage Connection, following options is displayed:



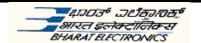
Number of Water	Enter the number of Closets
Closets *	
Number of Toilets	Enter the count
Drainage Pipe Size	Select the appropriate Pipe Size from the drop
proposed (in inches): *	down.
	• 2
	• 3
	• 4
	• 6
	• 8
	• 10
	• 12

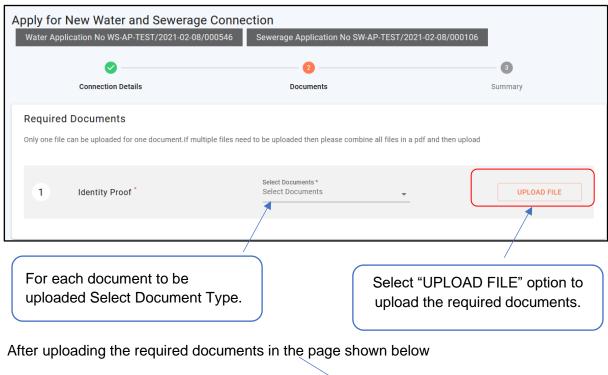
Both Water and Sewerage options can be selected together or individually. After filling of all details, click on Next Step.

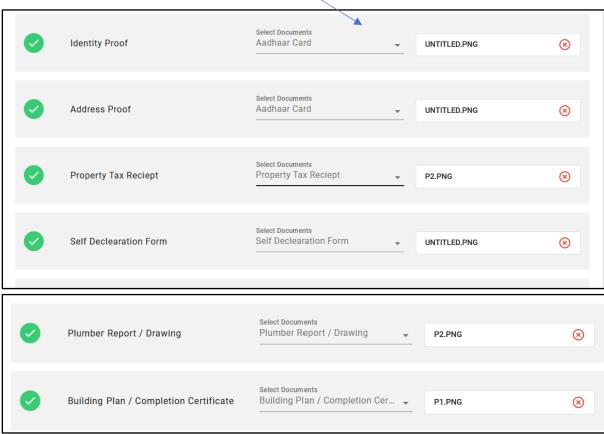


Application number is generated based on Connection Type (Water /Sewerage). If both are applied together Application Numbers for Water & Sewerage are generated automatically.

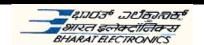
2.1.2.3 Uploading of Documents

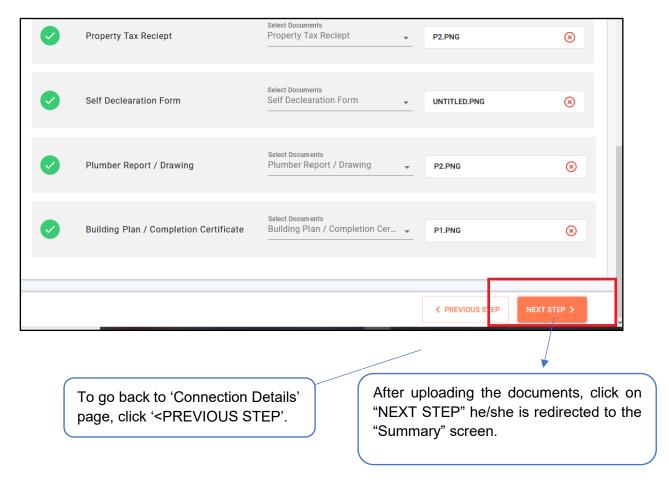






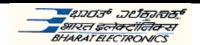
NOTE: First Four mandatory documents shall and any 3 Additional Documents that are CB Specific shall be uploaded. Only one file can be uploaded for one document. If multiple files need to be uploaded then user has to combine all files in a pdf and then upload.



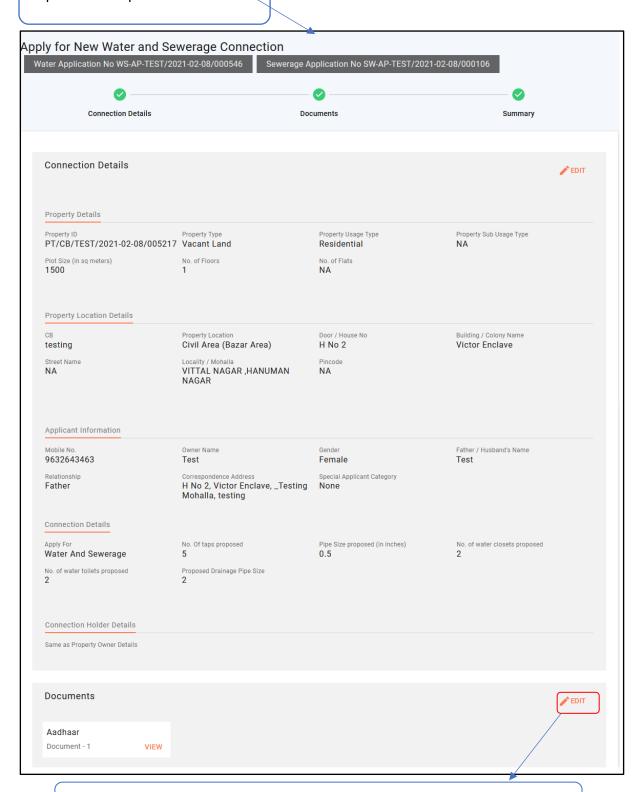


2.1.2.4 **Summary**

The summary of the entered details is displayed.

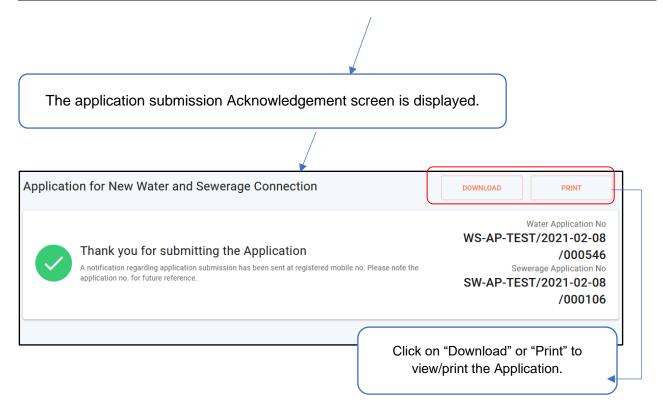


A preview sample is shown below.



Click on the Edit option in the section for which the details need to be edited.

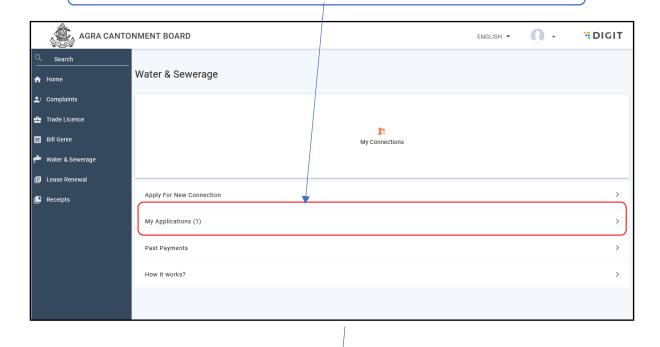
Once the form is reviewed; click on "SUBMIT" to proceed further.

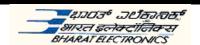


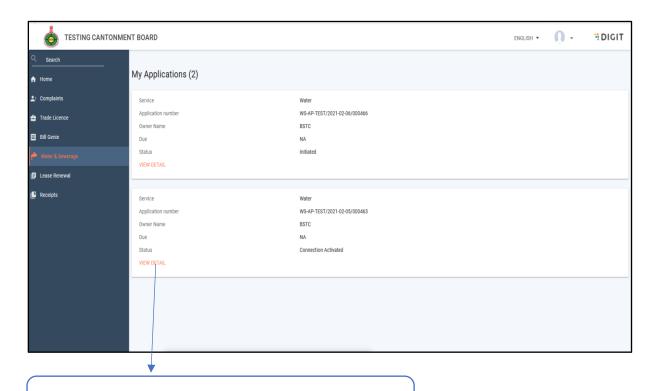
- 1. The Application submission message will be displayed on the screen and simultaneously SMS and email are sent to the applicant.
- 2. Application is now forwarded to Document Verifier section for further processing.

2.2 My Applications

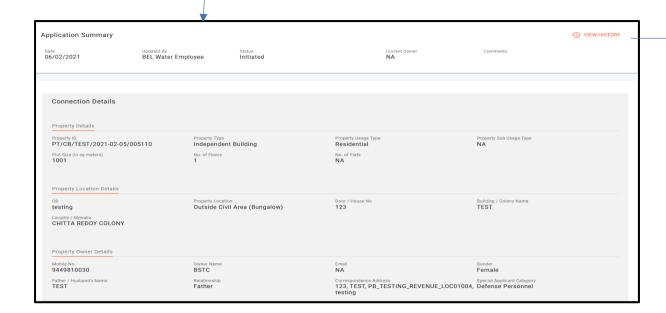
To view the status of his/her previous W&S applications click on "My Applications".



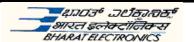




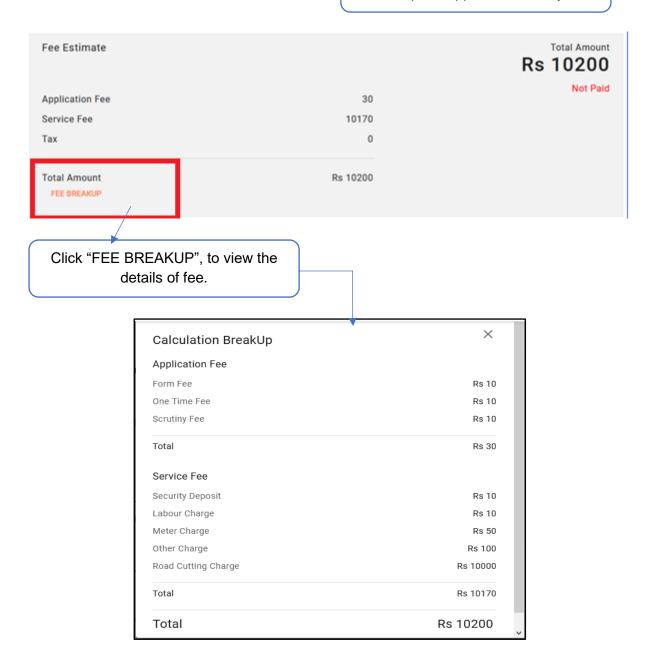
Click "View Details", to view the summary of the application.



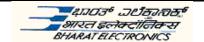


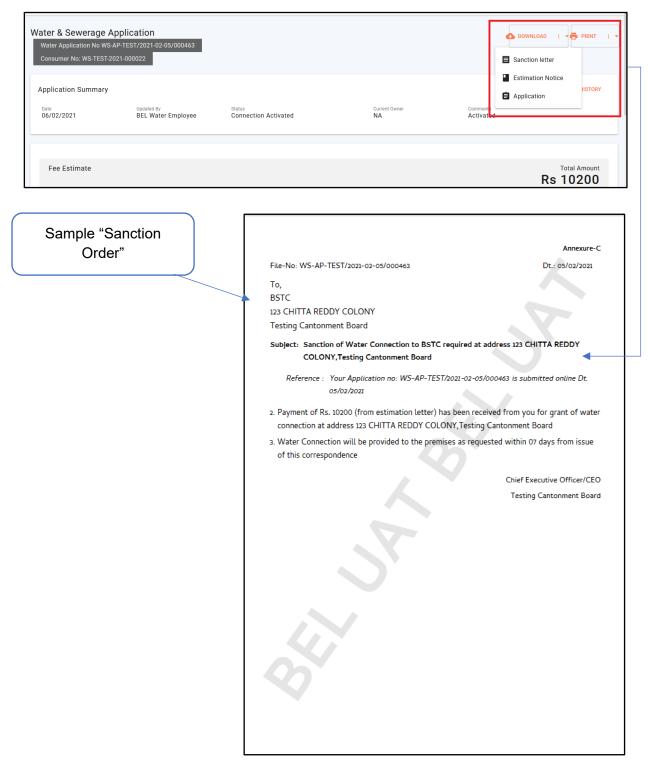


Click "VIEW HISTORY", to view the complete application history.



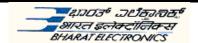
After payment for water connection, the application is forwarded for Connection Activation to CLERK. Once the Connection is activated, he/she can download Sanction Order by clicking DOWNLOAD Option





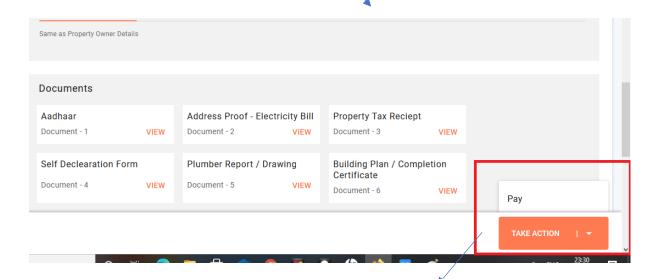
2.3 Payment

Once the application is approved by the Approver, payment for the application can be done by the applicant.

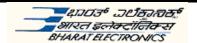




In "My Application" page click "View Details", to view the summary of the application.



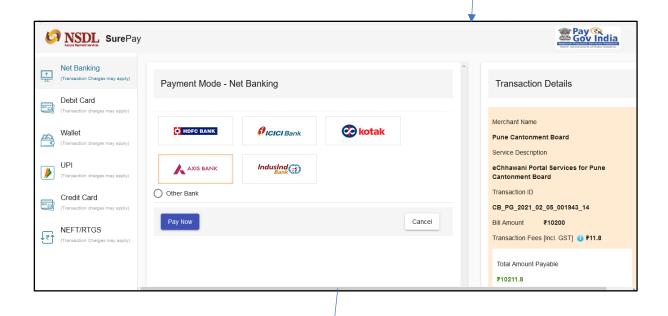
For WS applications which are pending for TL Fee payment click on "TAKE ACTION->PAY"



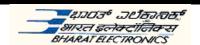


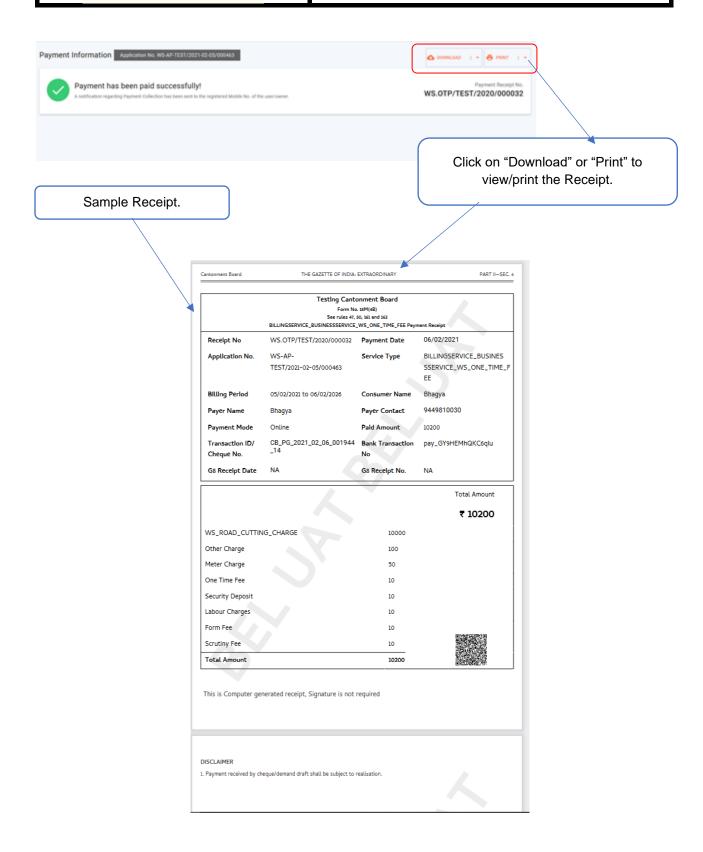


Once the fee is reviewed, click on "Make Payment" for completing the payment. You will be redirected to the Online Transaction Gateway.

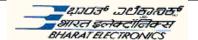


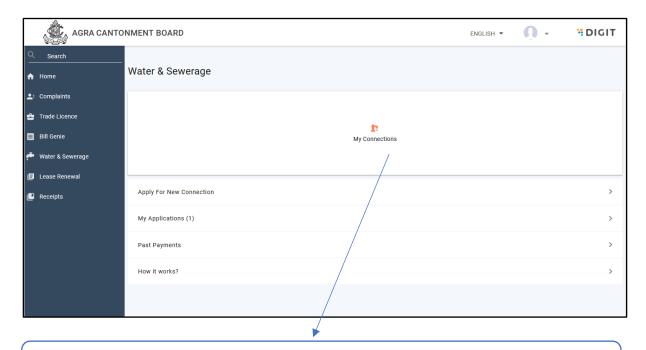
After successful payment collection you will be redirected to Acknowledgement Screen.





2.4 View My Connections





Click of My Connections, the connections details are displayed showing the Unique CONSUMER NUMBER



2.5 How it works?

