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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, Apply for modification of connection and subsequently make the payment online for connection/s.

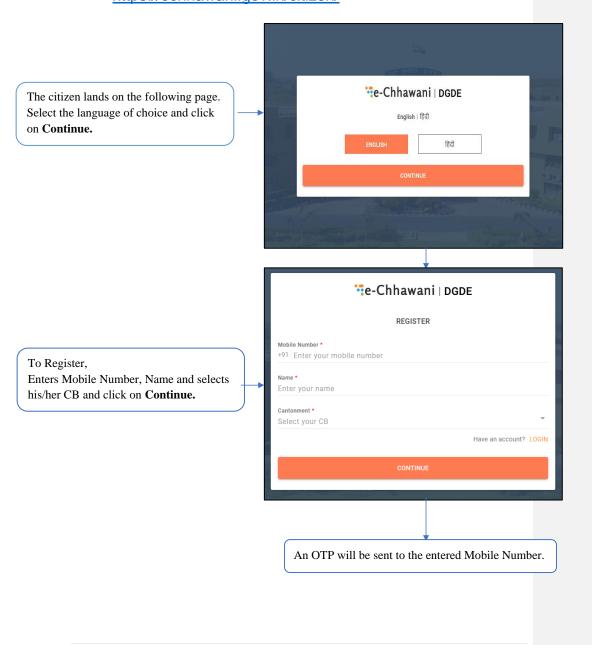
The W&S Module allows the citizens to:

- a. Apply for New Connection (Water / Sewerage)
- b. Complete the Payment for Application
- c. Download Provisional Permission letter
- d. Apply for Connection modification
- e. Search and keep track of the status of Application
- f. Download Application /payment receipts

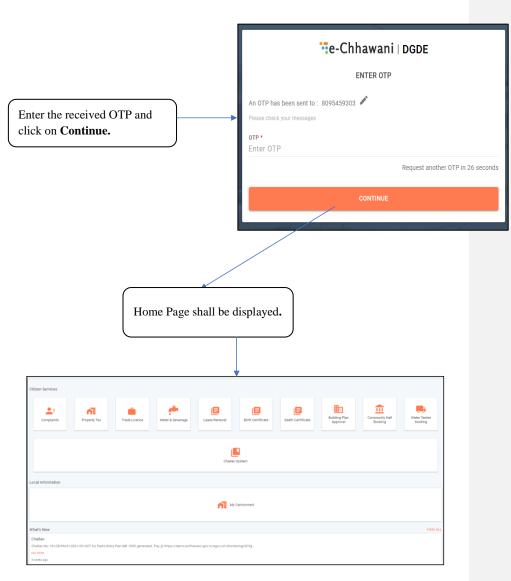
1. General Functions

1.1 Login into the Application

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

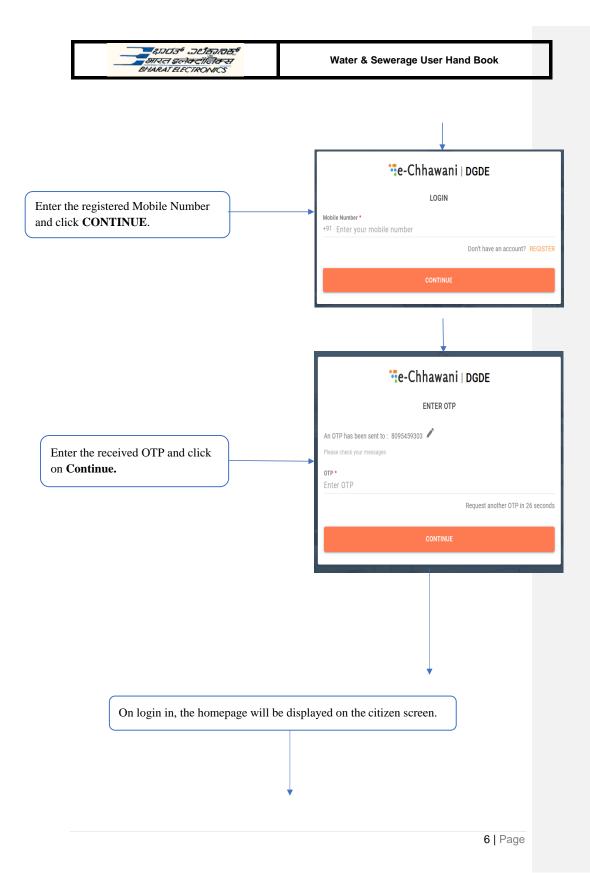






For an already registered user, click on "Login".





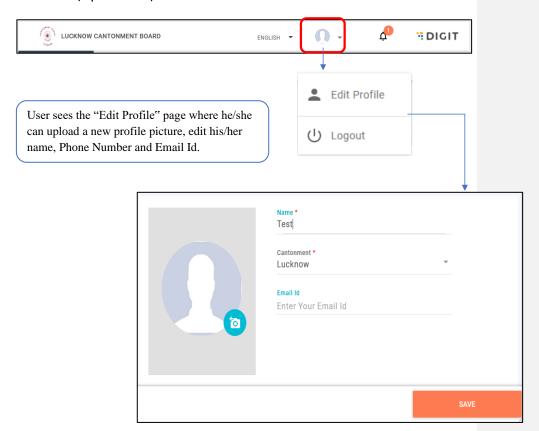


1.2 Editing the Profile

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

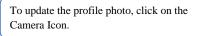
- a) Enter/Update Name, Cantonment and Email ID
- b) Upload Profile Photo

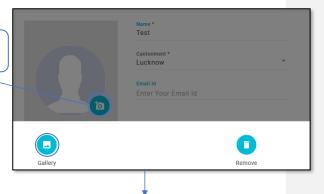
1.2.1 Enter/Update Name, Cantonment and Email ID





1.2.2 Update Profile Photo





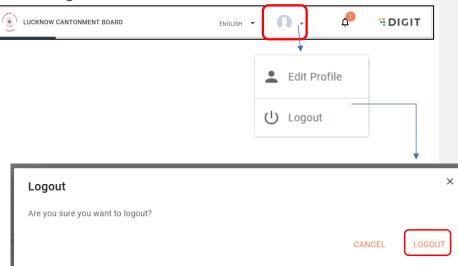
Two options appear on the screen:

"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

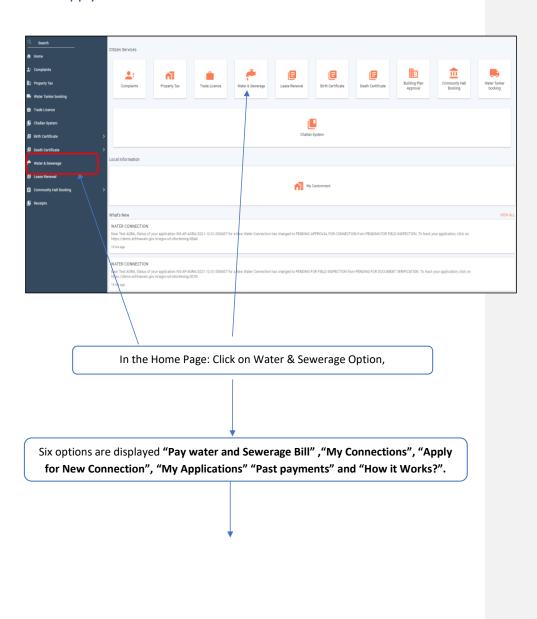
1.3 Logout



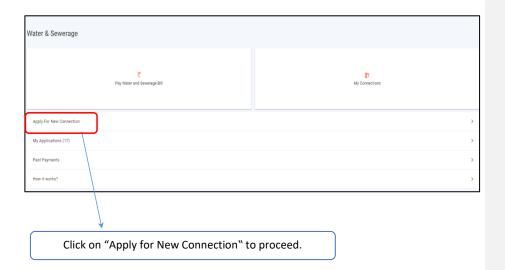


2. Water & Sewerage

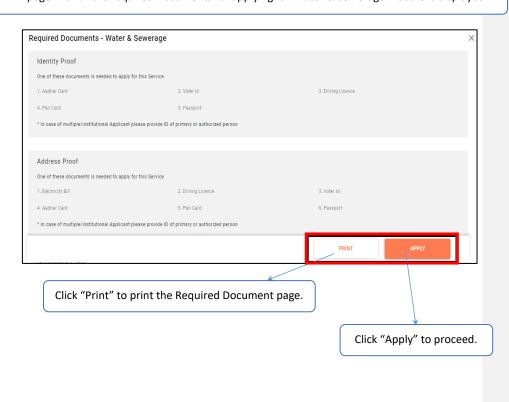
2.1 Apply for NEW Connection







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.

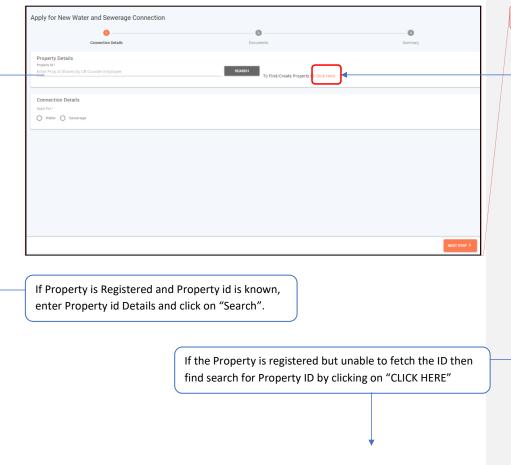


Commented [A1]: Please change screen shot, additional details page is also available for the citizen now

Following are the subsection details:

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

2.1.1. Property Details Sub Section

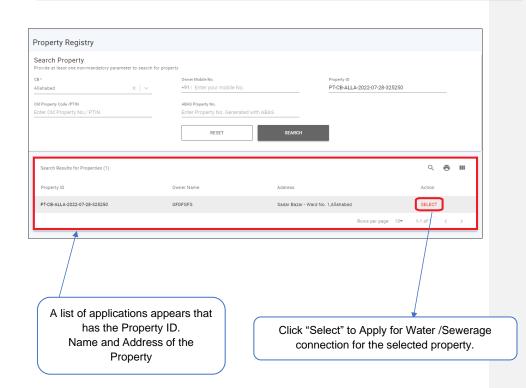


Commented [A2]: Please change screen shot , additional details page is also available for the citizen now





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



Note: The CB counter employee will register the property. On successful registration, the property ID is sent to the citizen vis SMS or email. He/she can also contact the CB employee for the property ID. Use this property ID for search.



2.1.2. Connection Details

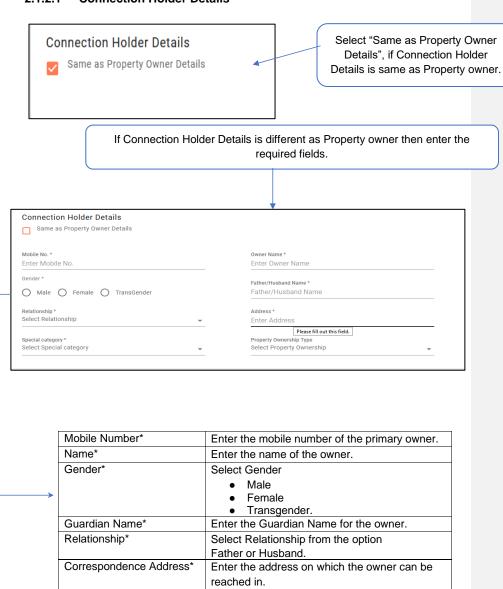
Special

Category*

Applicant

drop down

2.1.2.1 Connection Holder Details



Select Special Applicant Category from the



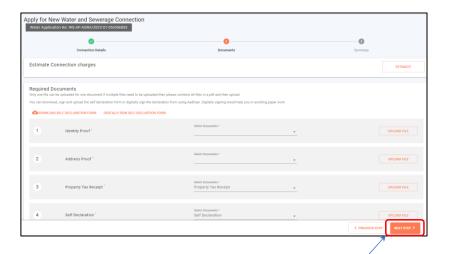
2.1.2.2 Connection Details

I. Water Connection

Apply for Water Connection.

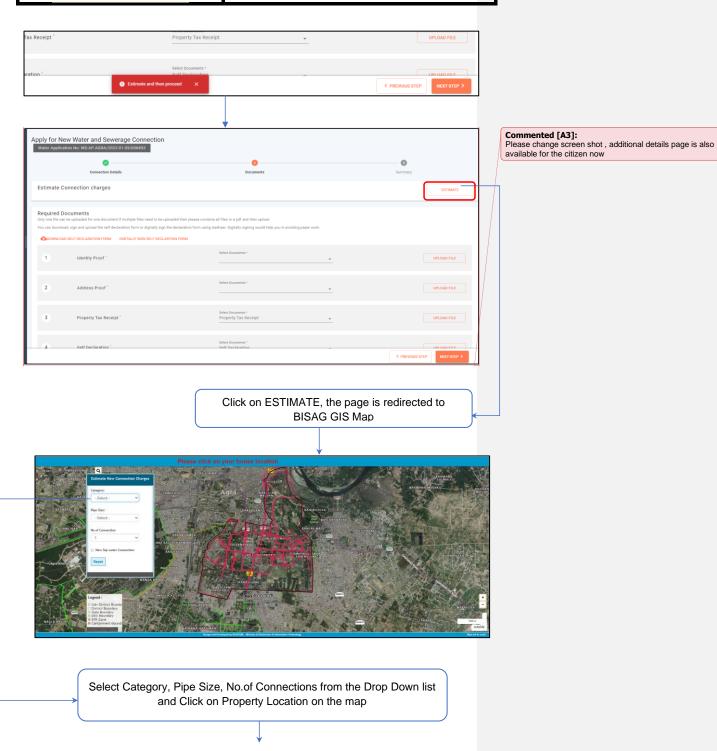


Select Connection Details radio button and Click on NEXT STEP: ESTIMATE Connection Charges page is displayed-



Clicking on NEXT STEP, without Proceeding first with ESTIMATE or any Error during Estimate in GIS Module "Estimate and then Proceed" error is shown to citizen







Charges Information is displayed: Citizen shall verify the estimate

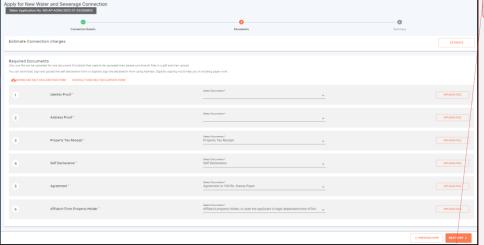


Once the Charges are verified by citizen: Click on SUBMIT Button: The Estimate page is displayed

Click on CANCEL button to come out of Estimate Screen

Click on RESET button to clear the Selection

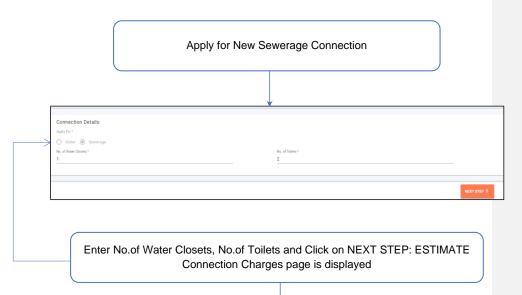
Proceed with document uploading

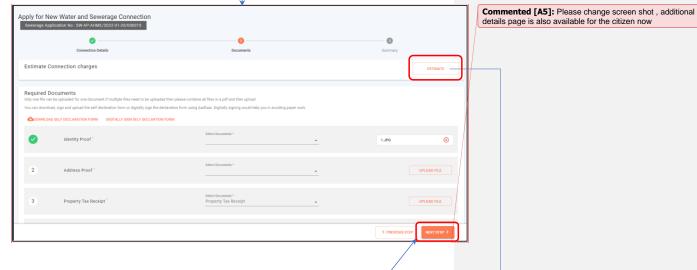


Commented [A4]: Please change screen shot , additional details page is also available for the citizen now



II. Sewerage Connection





Clicking on NEXT STEP, without Proceeding first with ESTIMATE or any Error during Estimate in GIS Module "Estimate and then Proceed" error is shown to citizen

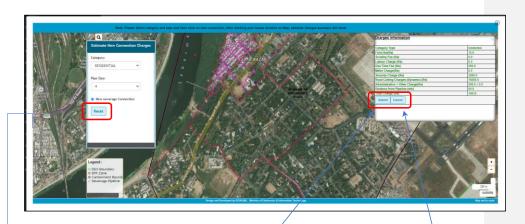
Click on ESTIMATE, the page is redirected to BISAG GIS Map shown to citizen





Select Category, Pipe Size from the Drop Down list , Select New Sewerage Connection, and Click on Property Location on the map

Charges Information is displayed: Citizen shall verify the estimate



Click on RESET button to clear the Selection

rges are verified by CITIZETT. CITCK ON SUBMIT Button:

The Estimate page is displayed

Click on CANCEL button to come out of Estimate Screen



2.1.2.3 Uploading of Documents

Click on "Download Self Declaration" to download self-declaration form

Click on Digital Sign Self Declaration form to proceed with digital signing



For each document to be uploaded Select Document Type.

Select "UPLOAD FILE" option to upload the required documents.

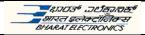
Proceed with Documents uploading

After uploading the required documents in the page shown below.

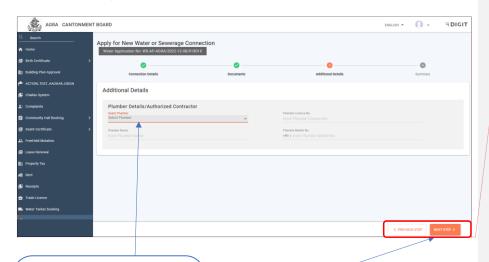


To go back to 'Connection Details' page, click '<PREVIOUS STEP'.

After uploading the documents, click on "NEXT STEP" the citizen is redirected to the "Plumber Details" screen.



Plumber Assignment:

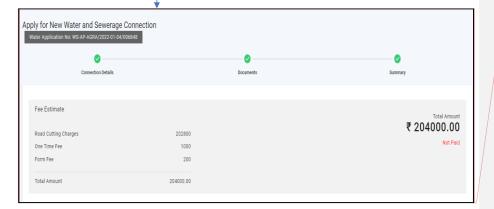


Commented [A6]: Please provide one screenshot with plumber selected from the drop down

Select the Plumber then Plumber Licence No, Plumber Name, Plumber Mobile No is auto populated. If only one plumber is there all details will be autopopulated. After selecting Plumber details, click on "NEXT STEP" the citizen is redirected to the "Summery" screen. To go back to 'Uploading document' page, click '<PREVIOUS STEP'.

2.1.2.4 Summary

A preview of Fee Estimate is shown below.



Commented [A7]: Please change screen shot , additional details page is also available for the citizen now



A preview of Connection Details is shown: The Citizen may EDIT the details by clicking on EDIT if required.



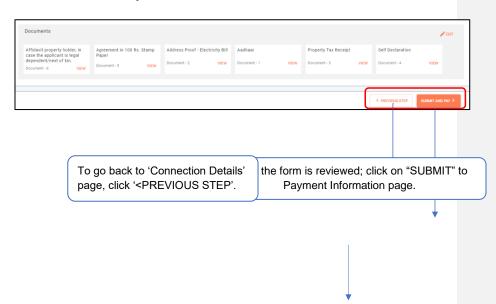
A preview of uploaded documents is shown is shown below: Click on VIEW to view the documents

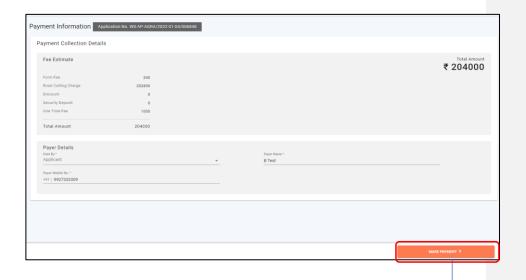


Click on the Edit option in the section for which the details need to be edited.



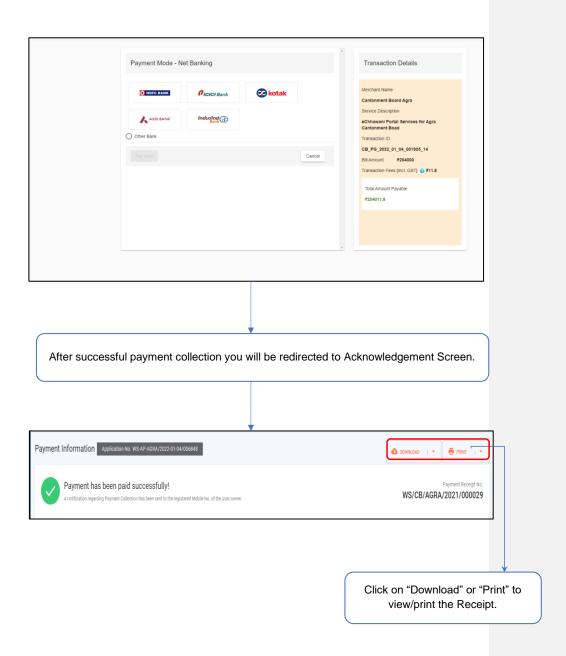
2.1.2.5 Submit & Pay





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







Property ID PT-CB-AGRA-2021-06-10-142047

2.1.2.6 Download Provisional Sanction Letter



Click on "Download" or "Print" to view/print the Applications or Provisional Sanction Letter.



To, S Gomathy 3/23-D Mettu Street METTU STREET - Ward No. 3

SUB: PERMISSION FOR NEW WATER/SEWERAGE CONNECTION: WS-AP-STM/2022-01-12/003053 in St.Thomas Mount CANTONMENT BOARD

Dear Sir/Madam,

Reference your online application id no WS-AP-STM/2022-01-12/003053 dated 12/01/2022 for release of new water/sewerage connection for the property bearing H.No 3/23-D Mettu Street METTU STREET -Ward No. 3 St.Thomas Mount Cantonment.

Your online application has been processed by the system and provisional permission is hereby accorded subject to following conditions:

- Any material discrepancy in the application will lead to cancellation of the permission
 The security deposit shall be refunded after adjustment of any variation in the amount paid due prevailing site conditions
- 3. Applicant shall abide by all the charges being levied as decided by the Board from time to time
 4. This permission does not devolve the applicant from any Court case/litigations in process and in no way shall be prejudicial to the interests of the Government of India/ Cantonment Board/Officers
- 5. Applicant shall indemnify Government of India/ Cantonment Board/Officers that the permission shall not be used for any other purpose.

 6. Applicant shall undertake that he will comply with the conditions towards any changes suggested by
- the official on site due to site conditions.
- 7. The online permission is basically to facilitate the applicant for hassle free procedure, but Cantonment Board/ officials have every authority to verify the documents at any point and may cancel the
- This permission is system generated and does not bear the official signature of the Authority.

St.Thomas Mount Cantonmet

Sample Water Connection Permission Letter

PERMISSION

lkmkklkl

10 kmmmm PB_TESTING_REVENUE_LOC01002 Testing Cantonmen

SUB: PERMISSION FOR NEW WATER/SEWERAGE CONNECTION: SW-AP-TEST/2022-11-21/000033 in Testing CANTONMENT BOARD

Reference your online application id no SW-AP-TEST/2022-11-21/000033 dated 21/11/2022 for release of new or modification of water/ sewerage connection for the property bearing H.No 10 km PB_TESTING_REVENUE_LOC01002 Testing Cantonment.

Your online application has been processed by the system and provisional permission is hereby accorded subject to following conditions:-

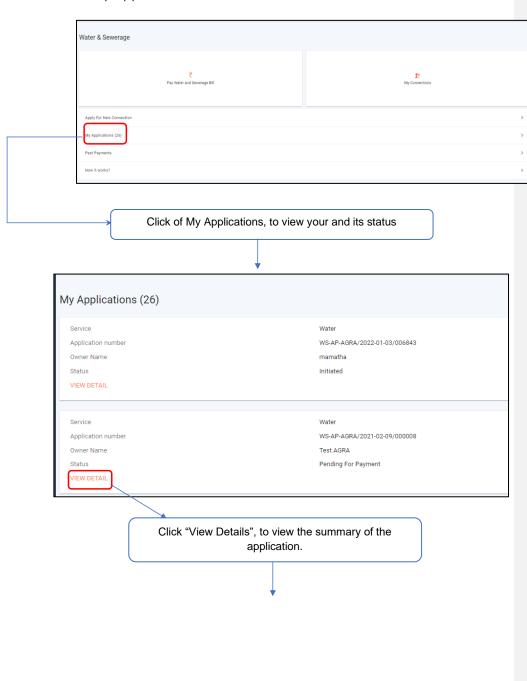
- Any material discrepancy in the application will lead to cancellation of the permission.
 The security deposit shall be refunded after adjustment of any variation in the amount paid due prevailing site conditions.
- 3. Applicant shall abide by all the charges being levied as decided by the Board from time to time
- 4. This permission does not devolve the applicant from any Court case/litigations in process and in no way shall be prejudicial to the interests of the Government of India/ Cantonment Board/Officers.

 5. Applicant shall identify Government of India/ Cantonment Board/Officers that the permission shall not
- be used for any other purpose.
 6. Applicant shall undertake that he will comply with the conditions towards any changes suggested by
- the official on site due to site conditions.
- 7. The online permission is basically to facilitate the applicant for hassle free procedure, but Canton Board/ officials have every authority to verify the documents at any point and may cancel the
- This permission is system generated and does not bear the official signature of the Authority.

Chief Executive Officer Testing Cantonmet

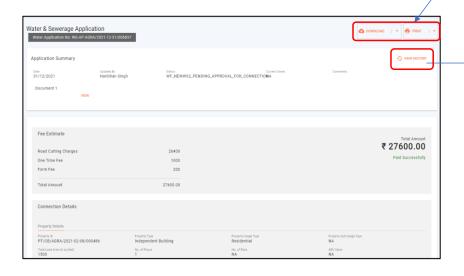
Sample Sewerage Connection Permission Letter

2.2 My Applications

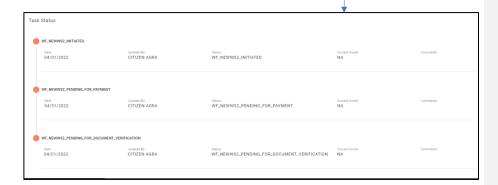




Click on "Download" or "Print" to view/print the Applications or Provisional Sanction Letter.



Click on "VIEW HISTORY" to View the Application History



2.3 Past payments



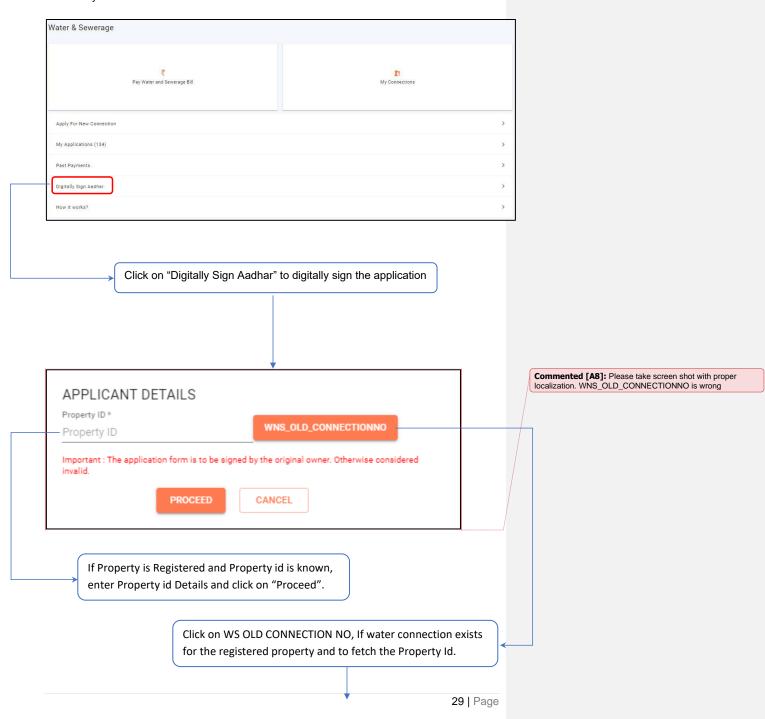
Click on Past Payments, to view all past payment details



Click on "DOWNLOAD RECEIPTS", to download the receipts of past payments.

2.4 Digitally Sign Aadhar

Note: Only for the citizens of Secunderabad CB.

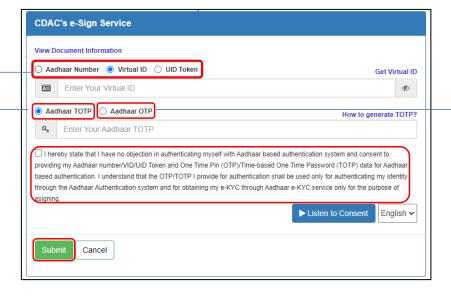








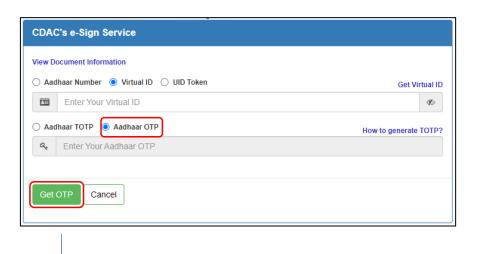
Select any one of the options Aadhar number/virtual ID/UID Token and enter the corresponding Aadhar number/virtual ID/UID token

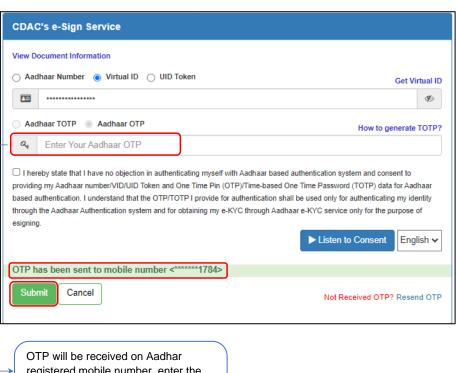


If Aadhar TOTP option is selected then enter the corresponding Aadhar TOTP, tick the check box and click on "submit".

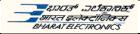
If Aadhar OTP option is selected then Click on "Get OTP"







registered mobile number, enter the corresponding received Aadhar OTP, then tick the check box and click on "submit".



A digitally signed "Self-Declaration Form" will be automatically downloaded, same document shall be uploaded in required document section while applying for new connection (Refer section 2.1.2.3).

SELF-DECLARATION FORM

(To be filled by Applicant seeking Water/Sewerage Connection from Cantonment Board SECUNDERABAD)
PROPERTY ID: PT-CB-SECU-2022-09-21-377287

I/We/Shri/Smt SAGAR Son/ Wife / Daughter of abcd residing at NUTAN COLONY do hereby solemnly affirm and undertake as follows

That the above referred Premises is being used for ______ purpose(Residential/Commercial)

- That, I hereby solemnly affirm and state that information provided in the application for water/sewerage connection is true and correct to the best of my knowledge, information and belief.
- 2. That, I have requested for water/sewerage connection in the (house/shop/other building) NUTAN COLONY Cantonment Board SECUNDERABAD which I agree that I will make payment of water/sewerage charges and allied charges being levied by Board from time to time.
- 3. That, I also agree that this water/ sewerage connection is only to meet my daily water/ sewerage requirement. This water/sewerage connection will not be used by me to claim any right on the property nor would any claim be made against CB for regularization of unauthorized construction or encroachment on Govt/CB Land using this connection.
- 4. That I am fully aware about the consequences of giving false information. If the information is found to be false, I shall be liable for prosecution and punishment under the Indian Penal Code, 1860 and/ or any other law applicable there to in addition to the disconnection of water/ sewerage connection granted by Cantonment Board
- 5. I shall comply with the conditions towards any changes suggested by the officials of the Cantonment Board on site due to site conditions.
- The security deposited by me shall be refunded after adjustment of any variation in the amount paid due to prevailing site conditions
- I shall not use this permission for any Court case/litigations and in no way shall be used which would detrimental against the interest of the Government of India/ Cantonment Board.
- I identify Government of India/ Cantonment Board that the permission shall not be used for any other purpose
- For new as well as existing water connections, in addition to the aforesaid points, I hereby signing the
 declaration form in order to avail various rebate schemes & services if any subjected to eligibility terms
 & conditions provided by Cantonment Board towards water charges

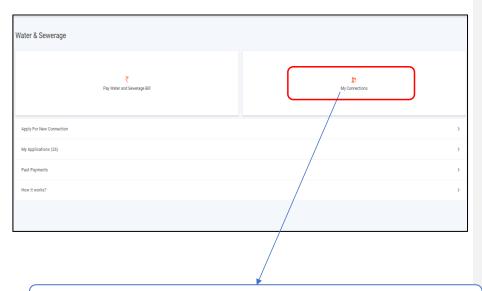
Signature Date Place

Name of the applicant (in capital letters): SAGAR

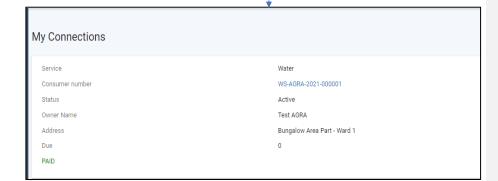




2.5 My Connections

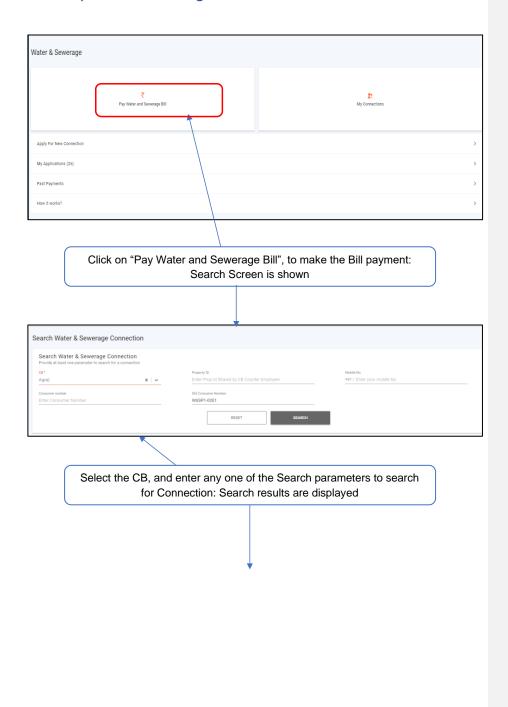


Click on My Connections, the connections details are displayed showing the Unique CONSUMER NUMBER

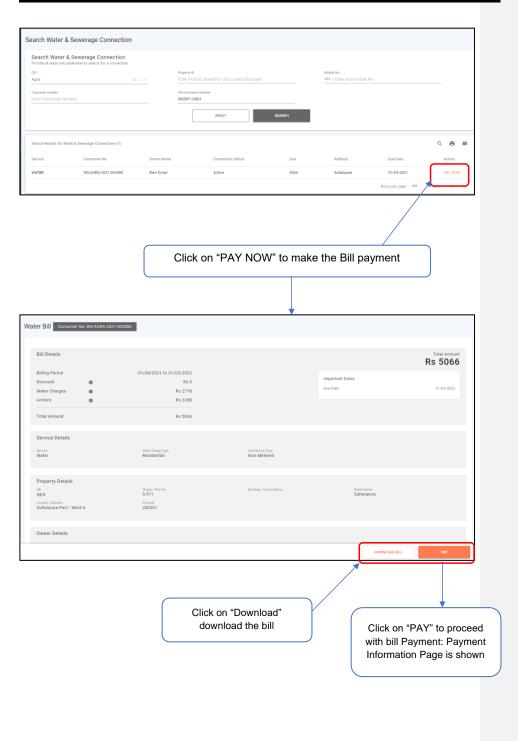




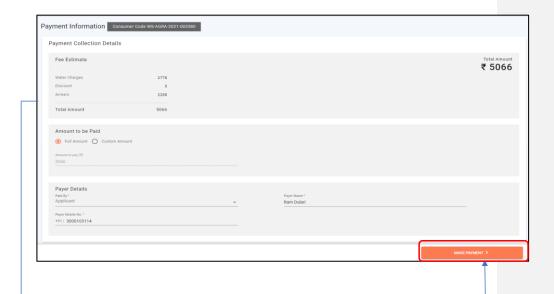
2.6 Pay Water & Sewerage Bill





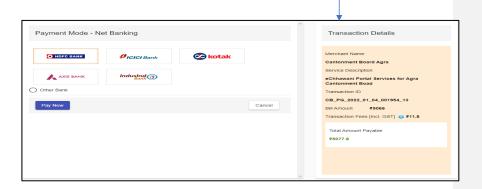






The Citizen will view the fee Estimate details, Select either Full amount or Customer amount, (if Custom Payment is selected, enter the amount to be paid), Enter the Payer's details

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.

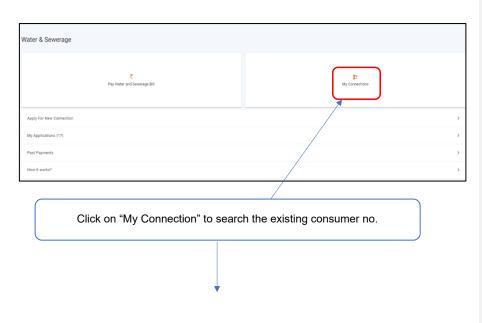




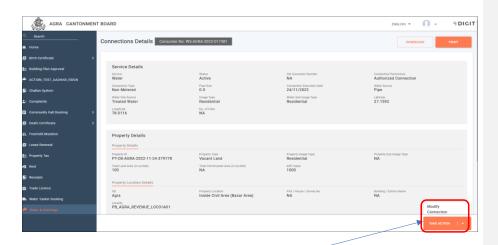
2.7 Water & Sewerage (Modify Connection)

Note: The following Items shall be applied for Connection Modification

- 1. Change of Purpose
- 2. Change of Pipeline
- 3. Shifting of Connection
- 4. Reconnection

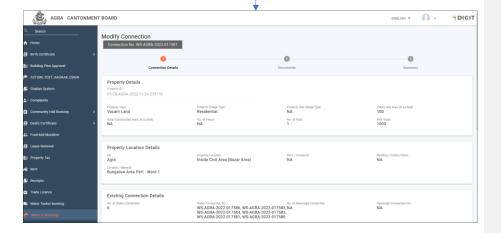




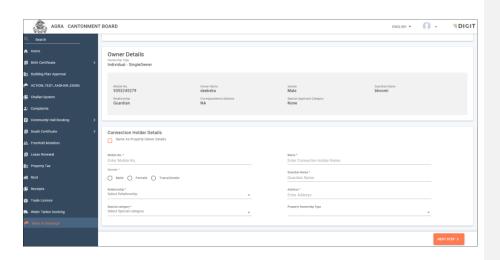


Click on "Modify Connection" to modify the existing Water/Sewerage connection.

After click on "Modify Connection" option, Connection details page will appear.







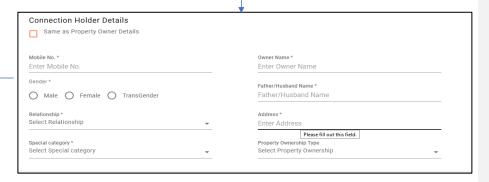
Connection Holder Details



Same as Property Owner Details

Select "Same as Property Owner Details", if Connection Holder Details is same as Property owner.

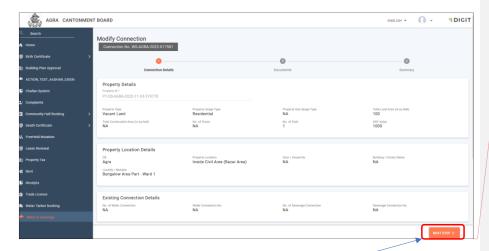
If Connection Holder Details is different as Property owner, then enter the required fields.



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.		

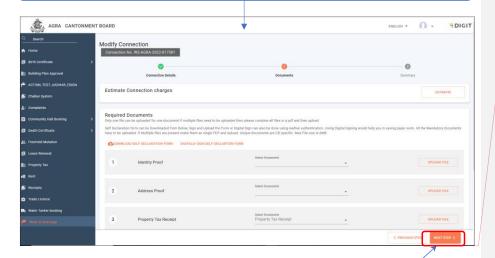


Relationship*	Select Relationship from the option		
	Father or Husband.		
Correspondence Address*	Enter the address on which the owner can be		
	reached in.		
Special Applicant Category*	Select Special Applicant Category from the drop		
	down		



Commented [A9]: Modification flow also will have plumber assignment

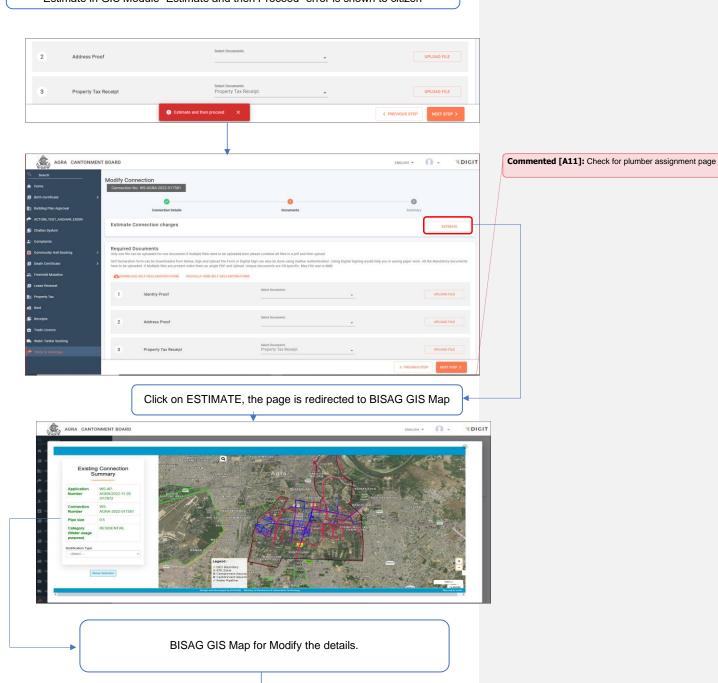
Select Connection Details radio button and Click on NEXT STEP: ESTIMATE Connection Charges page is displayed



Commented [A10]: Check for plumber assignment page

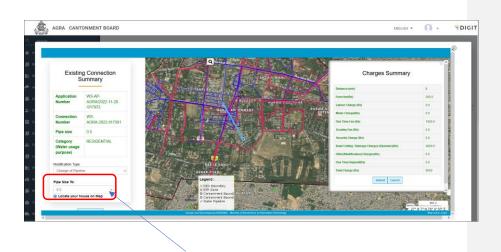


Clicking on NEXT STEP, without Proceeding first with ESTIMATE or any Error during Estimate in GIS Module "Estimate and then Proceed" error is shown to citizen





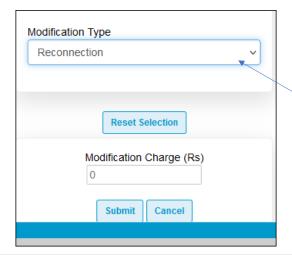
In BISAG GIS Map Citizen can Modify the existing Modification type as follows. Modification Type --Select ----Select --Change of Purpose Change of Pipeline Shifting Of Water Connection Reconnection Modification Type Change of Purpose Change of Purpose To In BISAG GIS Map Citizen can COMMERCIAL Modify the existing purpose using "Change of Purpose". Reset Selection Modification Charge (Rs) Submit Cancel



In BISAG GIS Map, Citizen can Modify the existing pipeline using "Change of Pipeline" modification type.

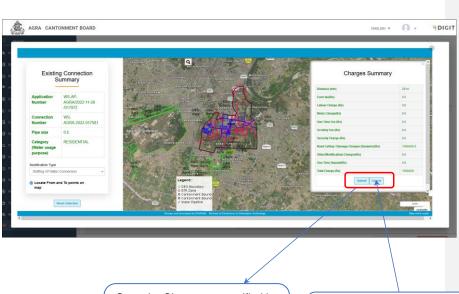


In BISAG GIS Map Citizen can Modify the existing connection using "Shifting of water connection" modification type.



In BISAG GIS Map Citizen can Modify the existing connection using "Reconnection" modification type.

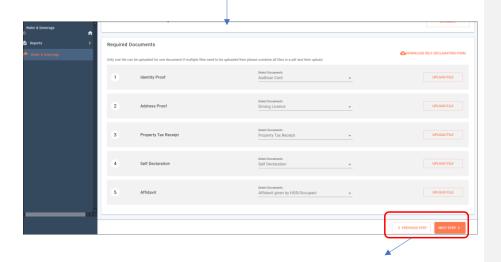




Once the Charges are verified by citizen: Click on SUBMIT Button:

Proceed with document uploading

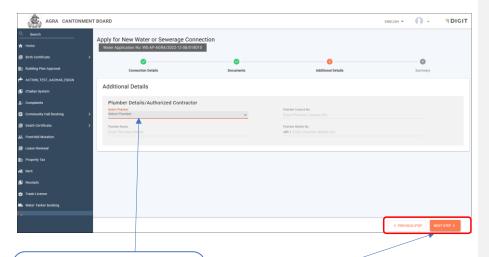
Click on CANCEL button to come out of Estimate Screen





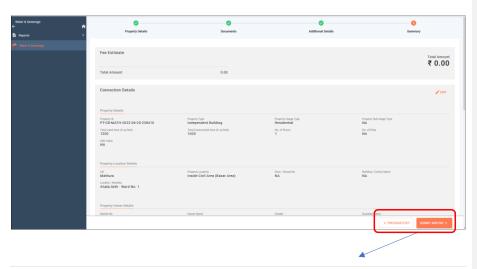
Click on "NEXT STEP" to move additional details page.

Plumber Assignment:



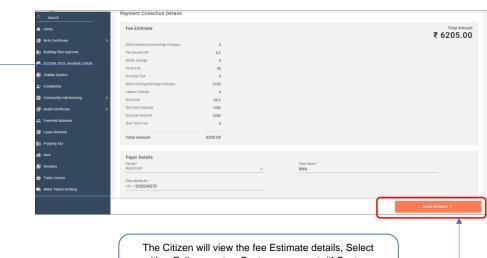
Select the Plumber then Plumber Licence No, Plumber Name, Plumber Mobile No is auto populated.

After selecting Plumber details, click on "NEXT STEP" the citizen is redirected to the "Summery" screen. To go back to 'Uploading document' page, click '<PREVIOUS STEP'.





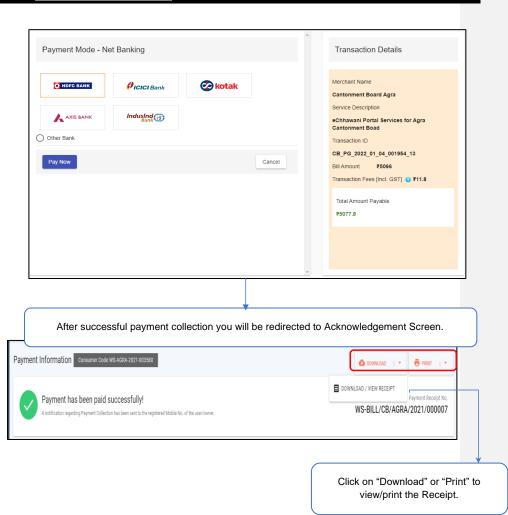
Click on "SUBMIT AND PAY" to pay fee.



The Citizen will view the fee Estimate details, Select either Full amount or Customer amount, (if Custom Payment is selected, enter the amount to be paid), Enter the Payer's details

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







PERMISSION

To,

kamala

Temple street - WARD I

SUB: PERMISSION FOR MODIFICATION OF WATER/SEWERAGE CONNECTION: WS-AP-WELL/2022-11-30/007384 in Wellington CANTONMENT BOARD

Dear Sir/Madam,

Reference your online application id no WS-AP-WELL/2022-11-30/007384 dated 30/11/2022 for release of new or modification of water/sewerage connection for the property bearing H.No Temple street - WARD I Wellington Cantonment.

Your online application has been processed by the system and provisional permission is hereby accorded subject to following conditions:-

- 1. Any material discrepancy in the application will lead to cancellation of the permission.
- The security deposit shall be refunded after adjustment of any variation in the amount paid due prevailing site conditions.
- 3. Applicant shall abide by all the charges being levied as decided by the Board from time to time.
- 4. This permission does not devolve the applicant from any Court case/litigations in process and in no way shall be prejudicial to the interests of the Government of India/ Cantonment Board/Officers.
- Applicant shall identify Government of India/ Cantonment Board/Officers that the permission shall not be used for any other purpose.
- Applicant shall undertake that he will comply with the conditions towards any changes suggested by the official on site due to site conditions.
- 7. The online permission is basically to facilitate the applicant for hassle free procedure, but Cantonment Board/ officials have every authority to verify the documents at any point and may cancel the permission.
- 8. This permission is system generated and does not bear the official signature of the Authority.

Chief Executive Officer Wellington Cantonment Sample Modify
Water
Connection
Permission
letter.



Cantonment Board PART II—SEC. 4

Wellington Cantonment Board/வெலிங்டன் கண்டோன்மென்ட் போர்டு Form No. 15M(4B)/படிவம் என் 15 எம்.(4 பி)

See rules 47, 50, 161 and 162/47, 50, 161 மற்றும் 162 விதிகளைப் பார்க்கவும் Water connection Payment Receipt ஒரு முறை கட்டணம் கட்டண சீட்டு

Receipt No/ரசீது எண்	WS/CB/	Payment Date/கட்டணம் தேதி	30/11/2022
Application No./ഖിഞ്ഞப്ப	WELL/2022/000304 WS-AP-	Service Type/Cசതഖ ഖതങ	Water connection
எண்	WELL/2022-11-30/00		Payment Receipt
Billing Period/பில்லிங் காலம்	7381 30/11/2022 -	Consumer Name/நுகர்வோர்	RIYA
Payer Name/பணம்	30/11/2027 RIYA	பெயர் Payer Contact/பணம்	9353245279
செலுத்துபவர் பெயர் Payment Mode/கட்டண	By Online	செலுத்துபவர் தொடர்பு Paid Amount/செலுத்திய	6205
முறை Transaction ID/ Cheque No./	CB_PG_2022_11_30 _007540_20	தொகை Bank Transaction No/வங்கி	pay_Km6o7Mkl5UUo
பரிவர்த்தனை ஐடி	_007340_20	பரிவர்த்தனை எண்	u0
G8 Receipt Date/ஜி 8 ரசீது	NA	G8 Receipt No/ஜி 8 ரசீது எண்.	NA
தேதி			

Total Amount/மொத்த தொகை

₹ 6205

Road Cutting/Damage Charges/சாலை வெட்டும் கட்டணம்	2720
Security Deposit/பாதுகாப்பிற்கான வைப்பு	2000
One time Deposit/PDF_STATIC_LABEL_TA_IN_WS_ONE_TIME_DEPOSIT	1500
Form Fee/படிவக் கட்டணம்	40
Fee Round Off/கட்டணத்தில் உள்ள சில்லறையை	0.2
ஒழுங்குபடுத்துதல் Meter Charge/மீட்டர் கட்டணம்	0
Labour Charge/தொழிலாளர் கட்டணங்கள்	0
Other(admin/processing) Charges/பிற கட்டணம்	0
Scrutiny Fee/ஆய்வு கட்டணம்	0
One Time Fee/ஒரு முறை கட்டணம்	0
Discount/தள்ளுபடி	-55.2
Total Amount/மொத்த தொகை	6205



This is Computer generated receipt, Signature is not required/இது கணினி மூலம் உருவாக்கப்பட்ட ரசீது, கையொப்பம் தேவையில்லை DISCLAIMER Sample Modify Water Connection Receipt.



2.8 How it works?



To view the user manual, click on "How it works?"