

# **“e-Chhawani”**

## **Online Management of Cantonment Boards**



# ***Water Tanker Booking***

## **User Manual**

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### **About this Manual**

The purpose of this document is to help citizen to submit online application for booking of Water tankers available in cantonment board, Cancel Application, make payment and Download/Print Payment Receipts.

The Water Tanker Booking module allows the citizens to:

- a. Submit online Application for Tanker Booking**
- b. Make Online Payment for Tanker Booking**
- c. Cancel Application**
- d. Download/Print the Applications and Payment Receipts**
- e. Request for Refund**


## 1. General Functions

### 1.1 Login into the Application

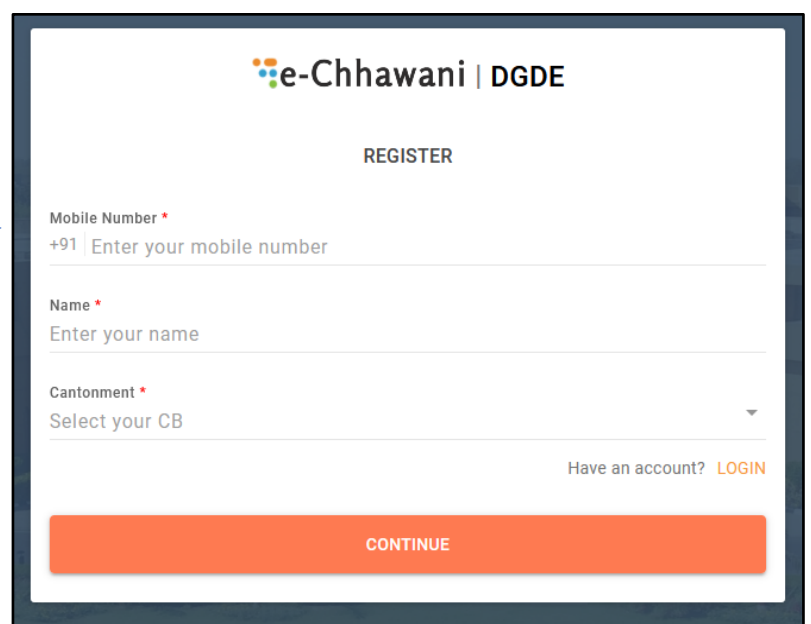
To login, please go to the following link:

<https://echhawani.gov.in/citizen/>

The citizen lands on the following page. Select the language of choice and click on **Continue**.

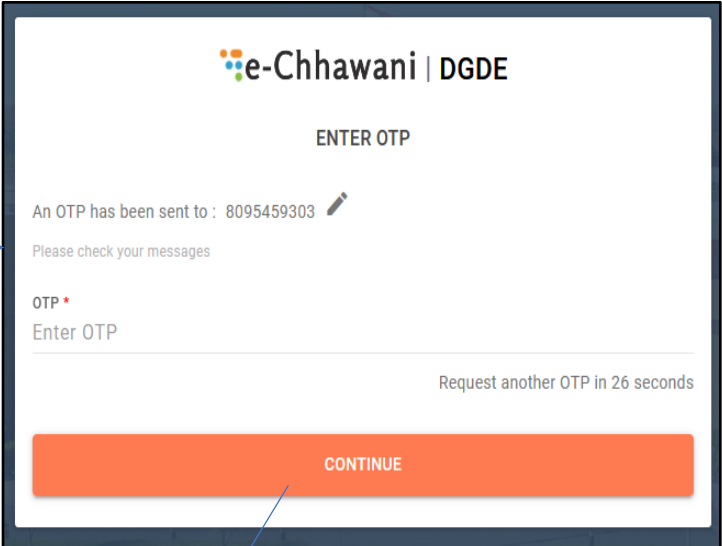


To Register,  
Enters Mobile Number, Name and selects  
his/her CB and click on **Continue**.



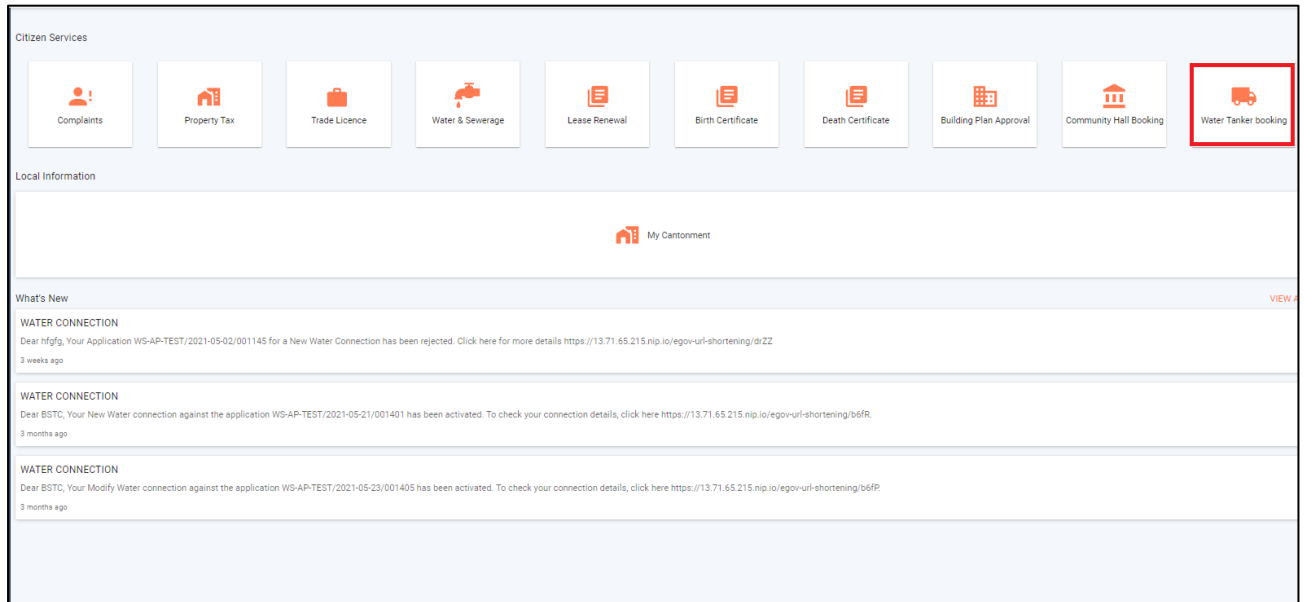
An OTP will be sent to the entered Mobile Number.

Enter the received OTP and  
click on **Continue**.

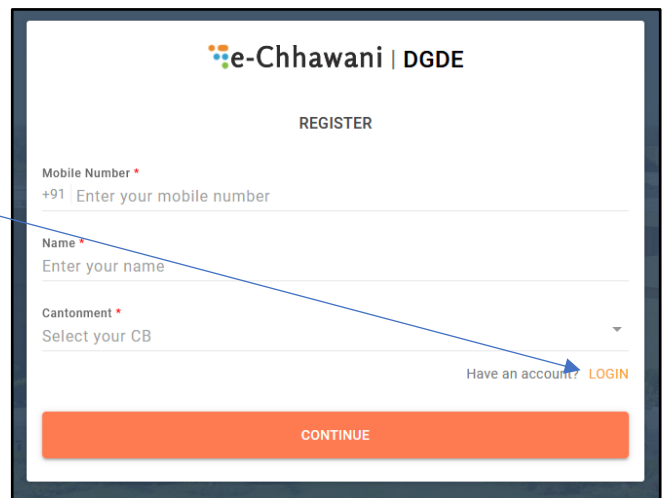


The screenshot shows the 'e-Chhawani | DGDE' login interface. At the top, it says 'ENTER OTP'. Below this, a message states 'An OTP has been sent to : 8095459303' with a pencil icon. Underneath, it says 'Please check your messages'. There is a label 'OTP \*' followed by an input field containing 'Enter OTP'. To the right of the input field, it says 'Request another OTP in 26 seconds'. At the bottom, there is a large orange button labeled 'CONTINUE'.

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

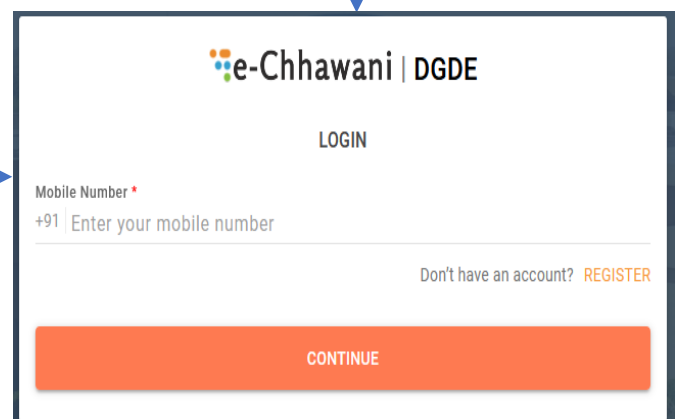


For an already registered user, click on “Login”.



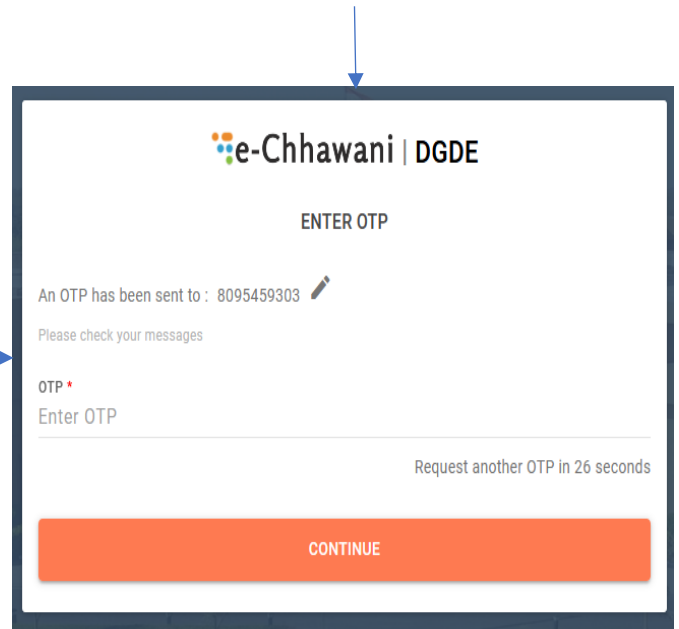
The 'REGISTER' form in the e-Chhawani DGDE app includes the following fields: 'Mobile Number' (with a dropdown for '+91' and a text input 'Enter your mobile number'), 'Name' (with a text input 'Enter your name'), and 'Cantonment' (with a dropdown 'Select your CB'). A link 'Have an account? LOGIN' is located at the bottom right. A large orange 'CONTINUE' button is at the bottom.

Enter the registered Mobile Number and click **CONTINUE**.



The 'LOGIN' form in the e-Chhawani DGDE app includes the 'Mobile Number' field (with a dropdown for '+91' and a text input 'Enter your mobile number'). A link 'Don't have an account? REGISTER' is located at the bottom right. A large orange 'CONTINUE' button is at the bottom.

Enter the received OTP and click on **Continue**.



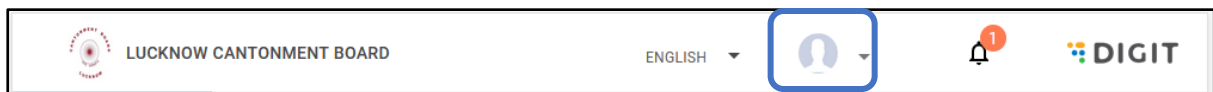
On login, the homepage will be displayed on the citizen screen.

## 1.2 Editing the Profile

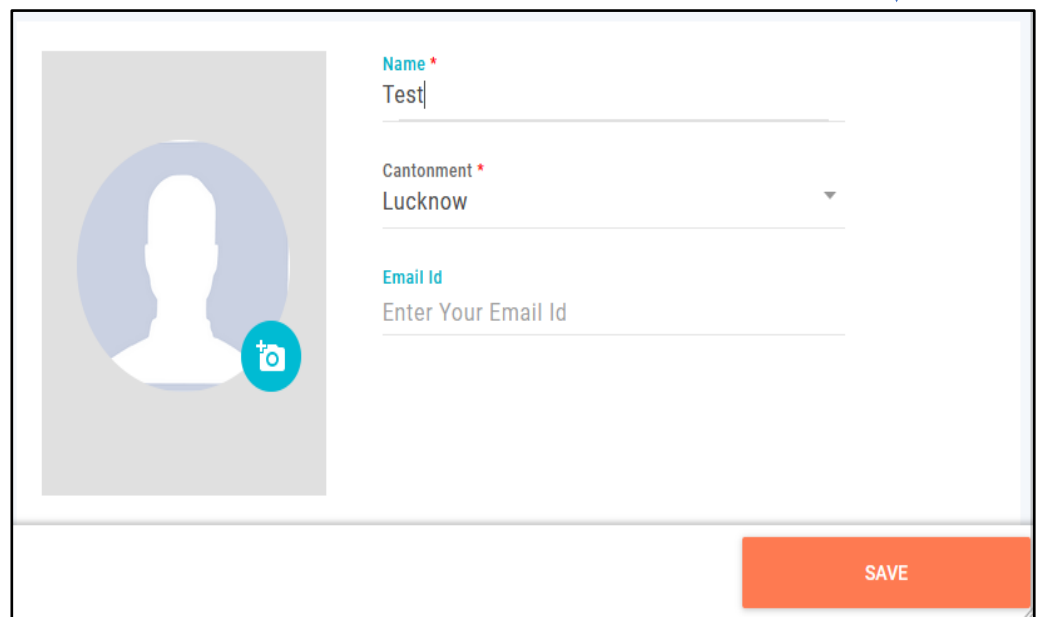
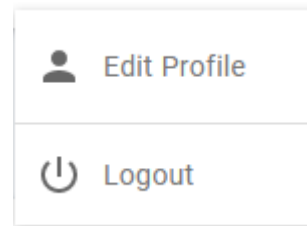
Follow the steps shown below to edit your profile. You can:

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

### 1.2.1 Enter/Update Name, Cantonment and Email ID



User sees the “Edit Profile” page where he/she can upload a new profile picture, edit his/her name, Phone Number and Email Id.

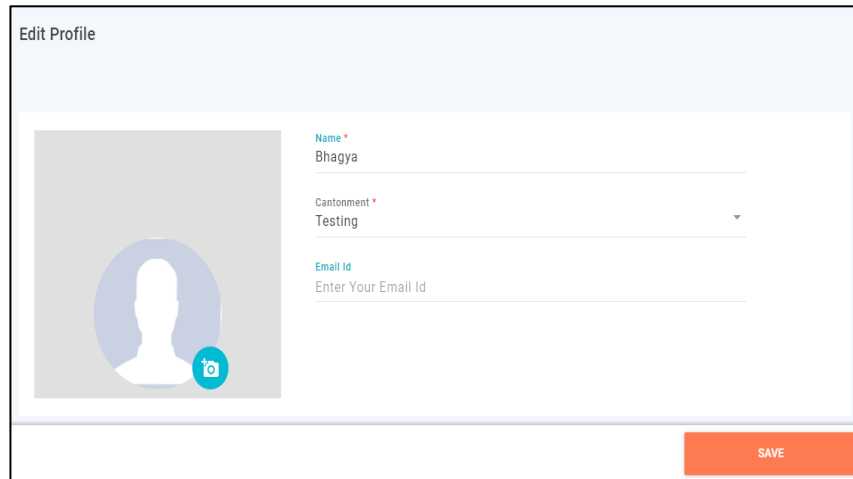


The 'Edit Profile' form contains a profile picture upload area on the left, which shows a placeholder image and a camera icon. To the right of the image are three input fields: 'Name' with a red asterisk, containing the text 'Test'; 'Cantonment' with a red asterisk and a dropdown arrow, containing the text 'Lucknow'; and 'Email Id' with a blue label, containing the placeholder text 'Enter Your Email Id'. At the bottom right of the form is an orange 'SAVE' button.



## 1.2.2 Update Profile Photo

To update the profile photo, click on the Camera Icon and save

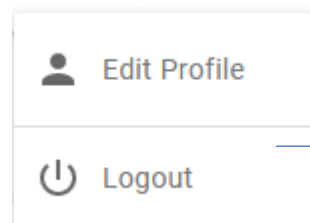
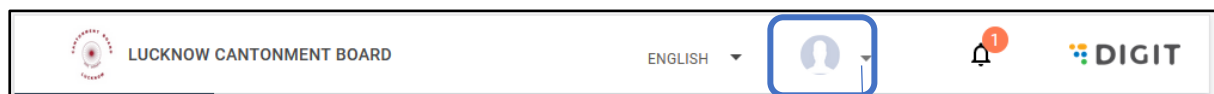


The 'Edit Profile' form contains the following fields:

- Name \***: Bhagya
- Cantonment \***: Testing
- Email Id**: Enter Your Email Id

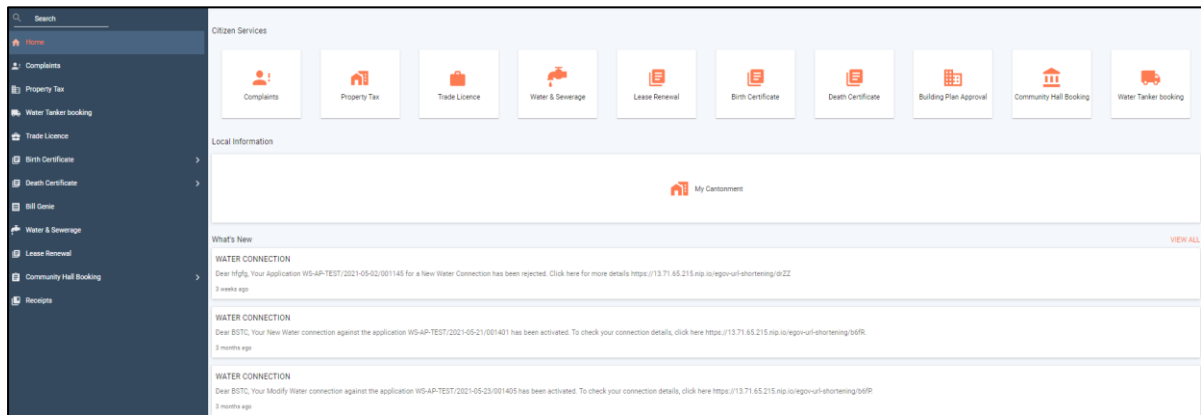
A camera icon is located at the bottom right of the profile picture placeholder. A red 'SAVE' button is at the bottom right of the form.

## 1.3 Logout



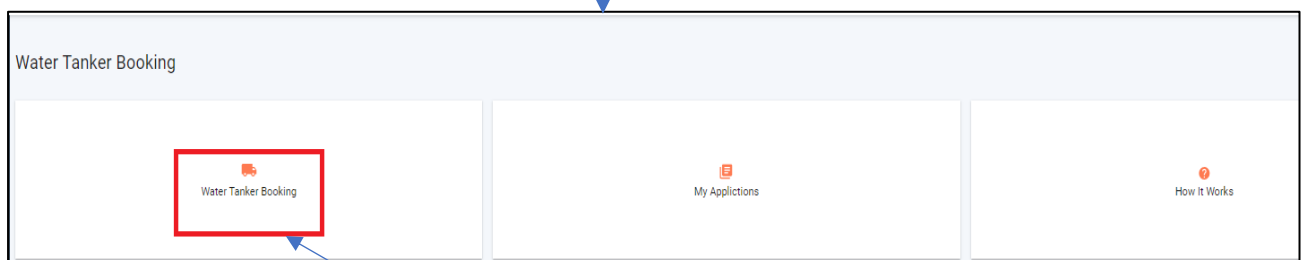
Click on "LOGOUT" to logout of the application

## 2. Water Tanker Booking



On the Landing page, click on “Water Tanker Booking” to proceed.

“Water Tanker Booking” screen is displayed.



“Click on Water Tanker Booking:

Water Tanker Booking Screen is displayed

Water Tanker Booking

Consumer Details

Consumer Name \*  
Enter Consumer Name

Mobile Number \*  
+91 | Enter your mobile number

Category \*  
Select Category

Location Details

Door/Building No  
Enter Door/Building No

Building Name  
Enter Building Name

Street Name  
Enter Street Name

Mohalla \*  
Enter Mohalla

Pincode  
Enter Pincode

Landmark  
Enter Landmark

Pin Property Location  
Pin Property Location

Water Requirement

Date \*  
Enter date for which Water Tanker required

Quantity(In Liters) \*  
Select Quantity in Liters

Purpose \*  
Enter Purpose

Water Type \*  
Enter Water Type

Bank Details

Account No.\*  
Enter Account No:

Repeat Account No.\*  
Repeat Account No:

Account Holder Name \*  
Enter Account Holder Name

IFSC Code \*  
Enter IFSC Code

Bank Name \*  
Enter Bank Name

Bank Branch Name \*  
NOC\_PAYMENT\_BANK\_BRANCH\_PLACEHOLDER

SUMMIT >

## 2.1 Enter Consumer Details

Water Tanker Booking

Consumer Details

Consumer Name \*  
Enter Consumer Name

Mobile Number \*  
+91 | Enter your mobile number

Category \*  
Select Category

Location Details

Door/Building No  
Enter Door/Building No

Building Name  
Enter Building Name

Street Name  
Enter Street Name

Mohalla \*  
Enter Mohalla

Pincode  
Enter Pincode

Landmark  
Enter Landmark

Pin Property Location  
Pin Property Location

Enter Consumer, Name, Mobile Number, Select Category, Enter Location Details: Door/Building Number, Building Name, Street name, Mohalla, Pincode, landmark , Select Pin Location

## 2.2 Enter Water Requirement Details

### Water Requirement

Date \*  
Enter date for which Water Tanker required

Quantity(In Liters) \*  
Select Quantity in Liters

Purpose \*  
Enter Purpose

Water Type \*  
Enter WaterType

Select date, Quantity of water in litres, Purpose, Water Type

## 2.3 Enter Bank Details

Enter the bank Details for refund purpose: Account No, IFSC Code and Account Holder Name

### Bank Details

Account No. \*  
Enter Account No.

Repeat Account No. \*  
Repeat Account No.

Account Holder Name \*  
Enter Account Holder Name

IFSC Code \*  
Enter IFSC Code

Bank Name \*  
Enter Bank Name

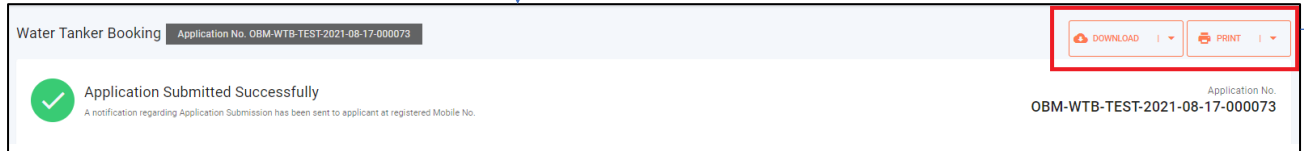
Bank Branch Name \*  
NOC\_PAYMENT\_BANK\_BRANCH\_PLACEHOLDER

Note: This is for refund purposes

SUBMIT >

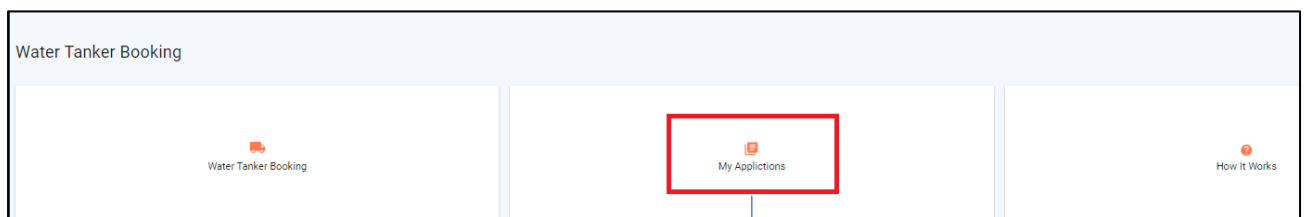
After Entering Consumer details, Water requirement, Bank details: Click on SUBMIT button

Application Submitted Successfully Message is displayed along with Application Number



Click on DOWNLOAD/PRINT Button to Download/Print Application

## 3. My Application



To view the status of his/her previous applications click on “My Applications”:

WTB_MY_APPLICATIONS_HEADER	
Application No.	OBM-WTB-TEST-2021-08-17-000073
Name	BSTc
Date	28/8/2021
Status	Approved
<a href="#">VIEW DETAILS</a>	

## 3.1 View Details

Application No.	OBM-WTB-TEST-2021-08-17-000073
Name	BSTc
Date	28/8/2021
Status	Approved
<a href="#">VIEW DETAILS</a>	

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

Click "DOWNLOAD or PRINT": to download or Print the Application.

Water Tanker Booking
Application No.: OBM-WTB-TEST-2021-08-17-000073

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

[VIEW HISTORY](#)

Task Status	
Date 17/08/2021	Updated By WT Approver
Status Approved	Current Owner priyanka
Comments approved	
Document 1	<a href="#">VIEW</a>

Tanker Details

Tanker Capacity 3000	No Of Tankers 1	Driver Name TEST	Driver Contact No 8787870990
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Consumer Details

Consumer Name BSTc	Mobile Number 9449810030	Category GENERAL
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Location Details

Door/Building No 123	Building Name test	Street Name abc	Mohalla PB_TESTING_REVENUE_LOC01001
Pincode 560013	Landmark abc		

Water Requirement

Date 28-08-2021	Quantity(In Liters) 1000	Purpose RELIGIOUS	Water Type DRINKING
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Bank Details

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[TAKE ACTION](#)

Click "View History", to view the History of Application.

## 3.2 Make Payment

Water Tanker Booking
Application No. OBM-WTB-TEST-2021-08-19-000137

DOWNLOAD
PRINT

Task Status

Date: 19/08/2021
Updated By: BHARATH
Status: Approved
Current Owner: NA
Comments:

VIEW HISTORY

Bill Details

Tanker Charge	1000	Total Amount <b>₹ 1100</b> Not Paid
Security Deposit	100	
Total Amount	1100	

Tanker Details

Tanker Capacity 3000	No Of Tankers 1	Driver Name JK	Driver Contact No
-------------------------	--------------------	-------------------	-------------------

Consumer Details

Consumer Name dbk	Mobile Number 9353245279	Category STAFF
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Location Details

Door/Building No NA	Building Name NA	Street Name NA	Locality PB_TESTING_REVENUE_LOC01001
Pincode NA	Landmark NA		

Water Requirement

Pay

Cancel

TAKE ACTION

Click "Pay", to proceed with making payment.

Payment Information Screen is displayed

Payment Information
Consumer Code OBM-WTB-TEST-2021-08-17-000073

Payment Collection Details

Fee Estimate

WTB\_SEC\_DEP200
WTB\_CHARGE100
Total Amount300

Total Amount
₹ 300

Payer Details

Paid By \*
Applicant

Payer Name \*
BStc

Payer Mobile No. \*
+91 | 9449810030

MAKE PAYMENT

The Fee Estimate and Payer details is displayed to Citizen. Edit the Payer details if required

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



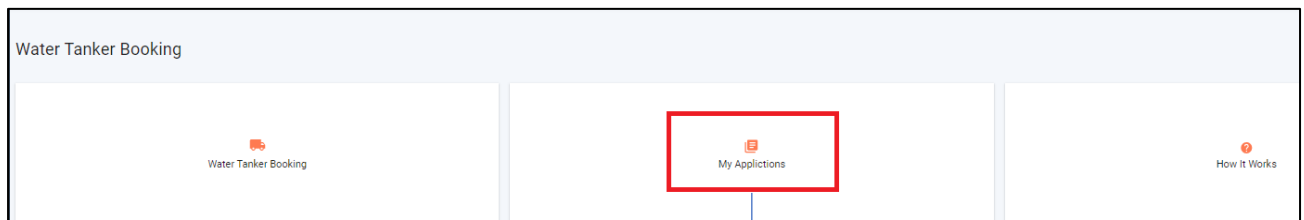
The screenshot shows the NSDL SurePay payment gateway. On the left, there are options for Net Banking, Debit Card, Wallet, UPI, and Credit Card. The main section is titled 'Payment Mode - Net Banking' and displays logos for HDFC BANK, ICICI Bank, KOTAK, AXIS BANK, and IndusInd Bank. Below these is an 'Other Bank' option and 'Pay Now' and 'Cancel' buttons. On the right, the 'Transaction Details' section shows: Merchant Name: PUNE CANTONMENT BOARD, Service Description: eChhawani Portal Services for Pune Cantonment Board, Transaction ID: CB\_PG\_2020\_09\_13\_000983\_20, Bill Amount: ₹200, Transaction Fees [Incl. GST]: ₹5.9, and Total Amount Payable: ₹205.9. The bottom of the page features security logos: Verified by VISA, MasterCard SecureCode, RuPay, SafeKey, and eMudra.

On successful payment you will be redirected to the following page.

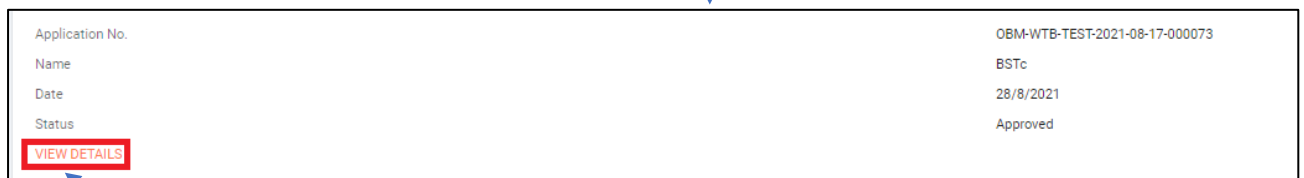
The screenshot shows the successful payment confirmation page. At the top, it says 'Payment Information' with 'Application No. OBM-WTB-TEST-2021-08-19-000137'. There are 'DOWNLOAD' and 'PRINT' buttons. A green checkmark icon is next to the text 'Payment has been paid successfully!'. Below this, it says 'A notification regarding Payment Collection has been sent to the registered Mobile No. of the user/owner.' On the right, it shows 'Payment Receipt No. OBM/WTP/TEST/2021/264760'.

## 3.3 Cancel Application

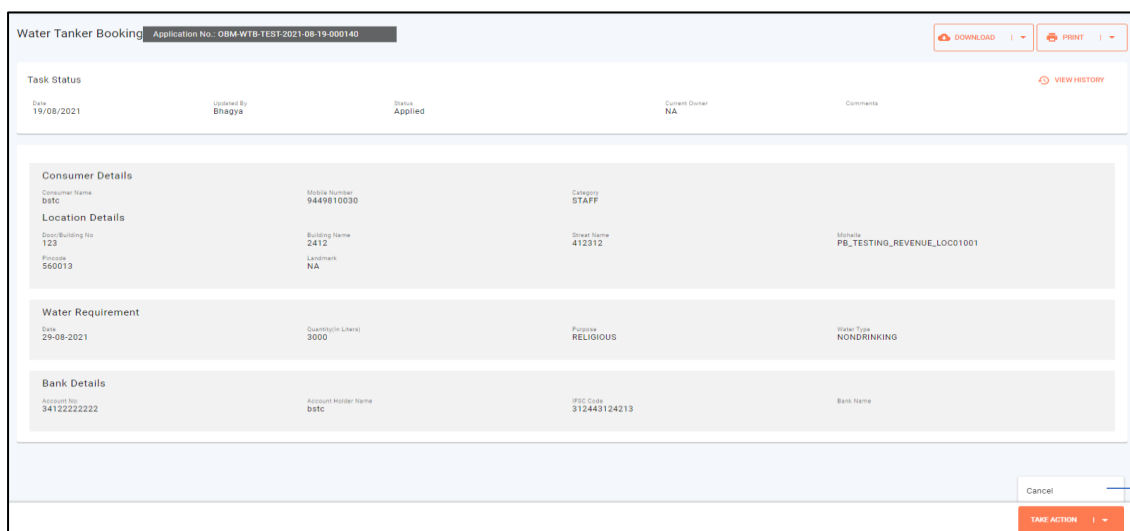
### 3.3.1 Before Making Payment



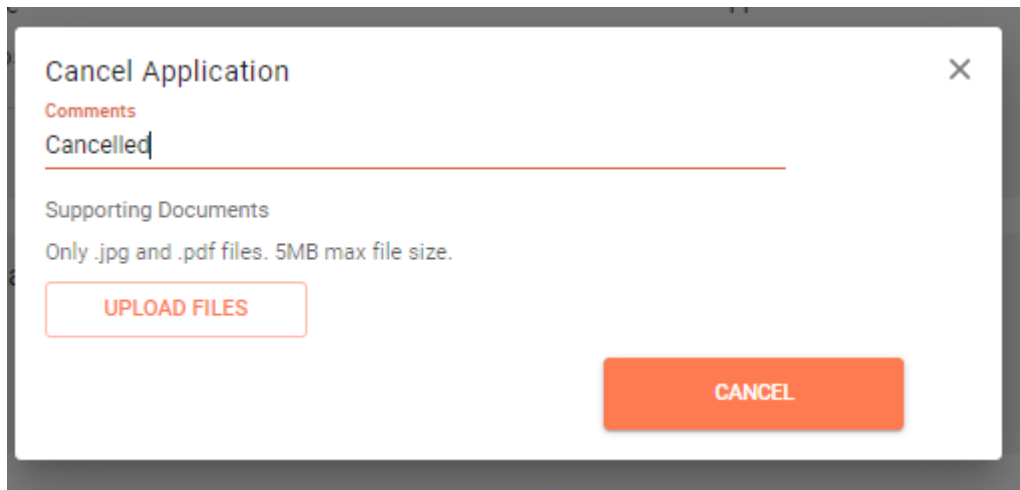
Click on “My Applications”: My Application Screen is displayed



Click “View Details”, to view the summary of the application.



Click on CANCEL: Cancel Application Screen is displayed



Cancel Application

Comments  
Cancelled

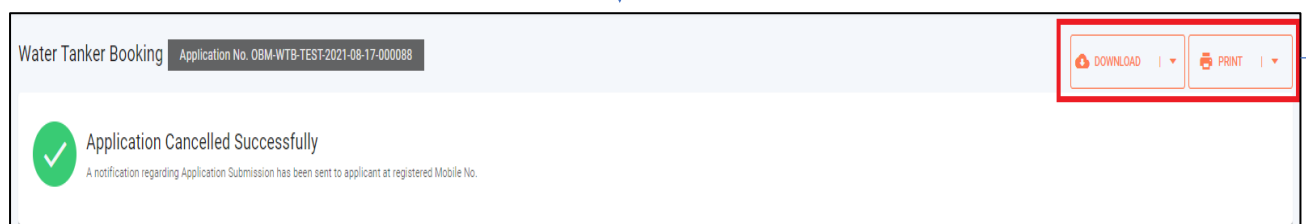
Supporting Documents  
Only .jpg and .pdf files. 5MB max file size.

UPLOAD FILES

CANCEL

Enter Comments, Upload required documents if any: Click on CANCEL

Application Cancelled Successfully message is displayed



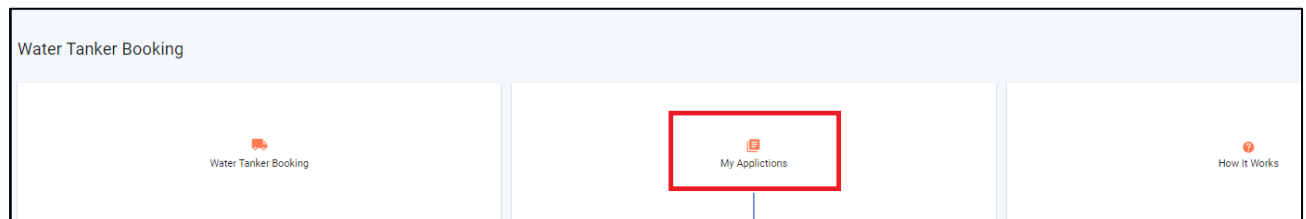
Water Tanker Booking Application No. OBM-WTB-TEST-2021-08-17-000088

DOWNLOAD PRINT

✓ Application Cancelled Successfully  
A notification regarding Application Submission has been sent to applicant at registered Mobile No.

Click DOWNLOAD or PRINT button to download / Print Application

## 3.3.2 After making Payment : Cancel Request



Click on "My Applications": My Applications Screen is displayed

Application No.	OBM-WTB-TEST-2021-08-17-000088
Name	abc
Date	27/8/2021
Status	Cancelled
<a href="#">VIEW DETAILS</a>	

Application No.	OBM-WTB-TEST-2021-08-17-000073
Name	BSTc
Date	28/8/2021
Status	Due for Delivery
<a href="#">VIEW DETAILS</a>	

Click on VIEW DETAILS: Application Details are displayed

Water Tanker Booking Application No.: OBM-WTB-TEST-2021-08-17-000073

Task Status: Date: 19/08/2021, Ordered By: WTB Counter Emp, Date: Due for Delivery, Current Owner: NA, Comments: [VIEW HISTORY](#)

Bill Details		Total Amount
Security Deposit	200	₹ 300 Paid Successfully
Tanker Charge	100	
Total Amount	300	

Tanker Details		Driver Name	Driver Contact No.
Tanker Capacity: 3000	No. Of Tankers: 1	TEST	8787870990

Consumer Details		Category
Consumer Name: BSTc	Mobile Number: 9449810030	GENERAL

Location Details		Pincode
Building No: 123	Building Name: test	560013
Pincode: 560013	Landmark: abc	

Water Requirement: [Cancel Request](#)

Click on Cancel Request: Cancel Request screen is displayed

Mobile Number: 9449810030 Category: GENERAL

**Cancel Request**

**Comments**  
Please cancel and refund the amount

**Supporting Documents**  
Only .jpg and .pdf files. 5MB max file size.

UPLOAD FILES

REQUEST TANKER CANCEL

Enter Comments, Upload required documents if any: Click on CANCEL

Application Cancelled Successfully message is displayed

Water Tanker Booking Application No. OBM-WTB-TEST-2021-08-17-000073

DOWNLOAD PRINT

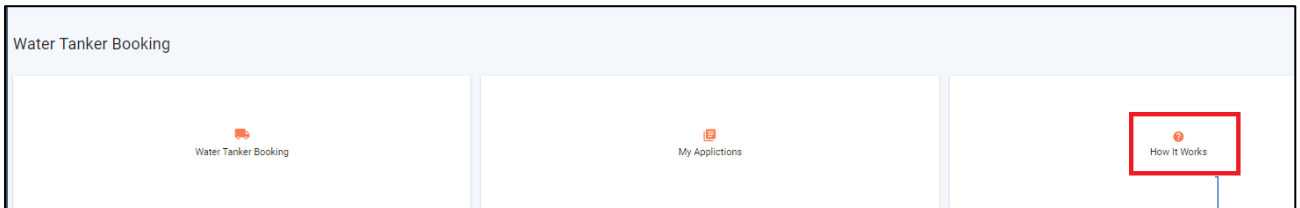
**Tanker Booking Cancel Request Submitted successfully**

A notification regarding Application Submission has been sent to applicant at registered Mobile No.

Application No. OBM-WTB-TEST-2021-08-17-000073

The paid amount shall be refunded

## 4. How it works?



To view the user manual, click on “How it works?” option.

\*\*\*\*\*END OF DOCUMENT\*\*\*\*\*