



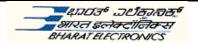
# "e-Chhawani" Online Management of Cantonment Boards



# Water & Sewerage Connection

**User Manual** 

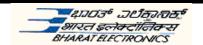




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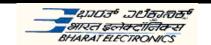


#### **About this Manual**

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 / Provisional Sanction order

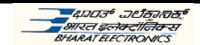


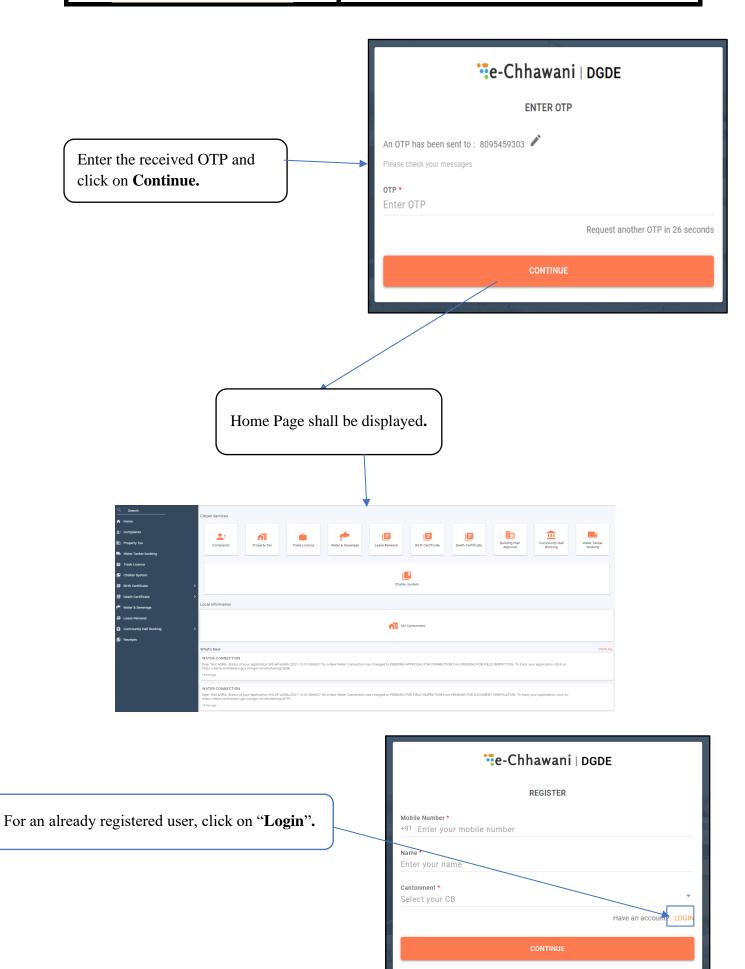
## 1. General Functions

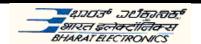
# 1.1 Login into the Application

To login, please go to the following link: <a href="https://echhawani.gov.in/citizen/">https://echhawani.gov.in/citizen/</a>

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.

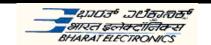








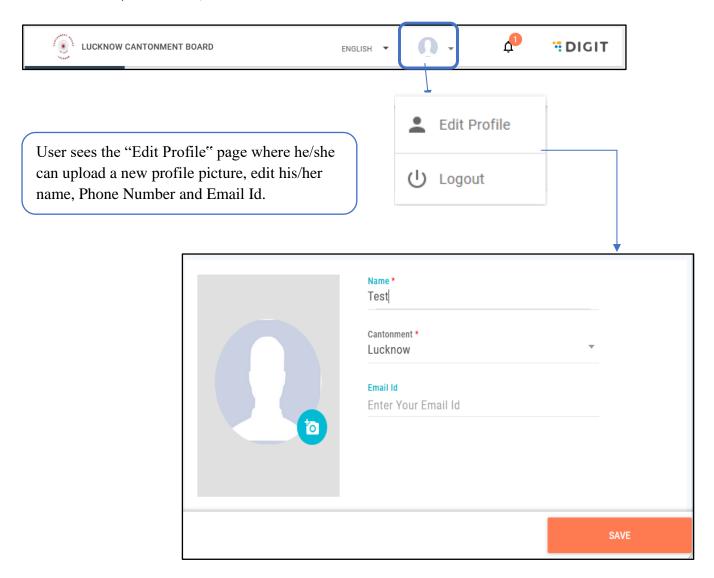
On login in, the homepage will be displayed on the citizen screen.

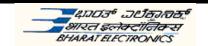


# 1.2 Editing the Profile

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

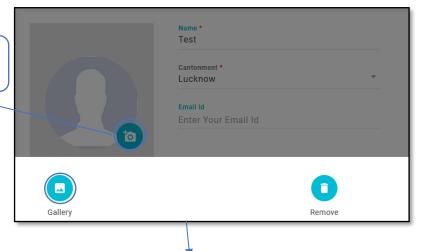
- a) Enter/Update Name, Cantonment and Email ID
- b) Upload Profile Photo
- 1.2.1 Enter/Update Name, Cantonment and Email ID





#### 1.2.2 Update Profile Photo

To update the profile photo, click on the Camera Icon.



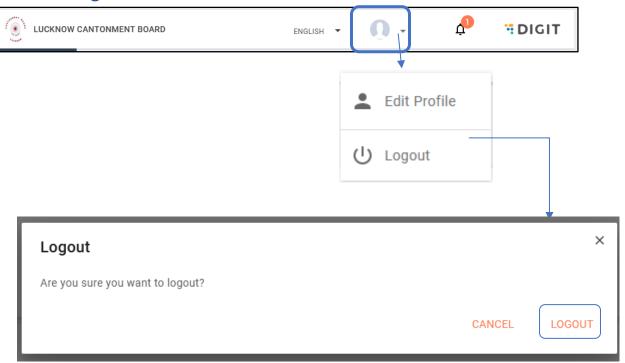
Two options appear on the screen:

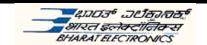
#### "Gallery" and "Remove".

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

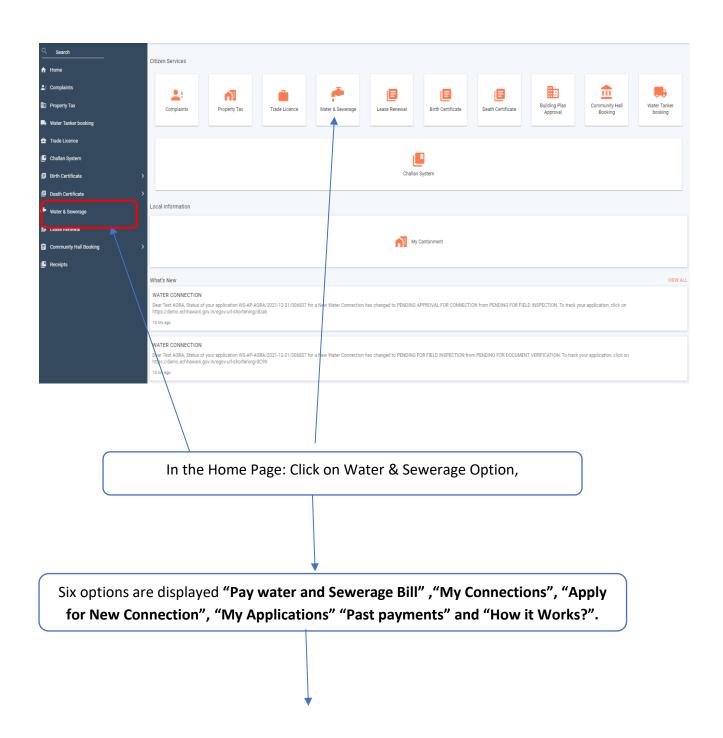
# 1.3 Logout

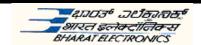


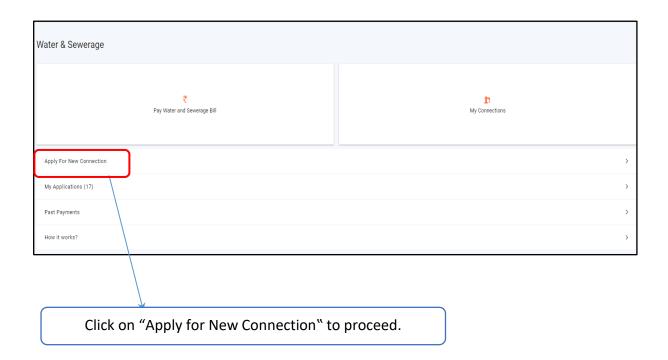


# 2. Water & Sewerage

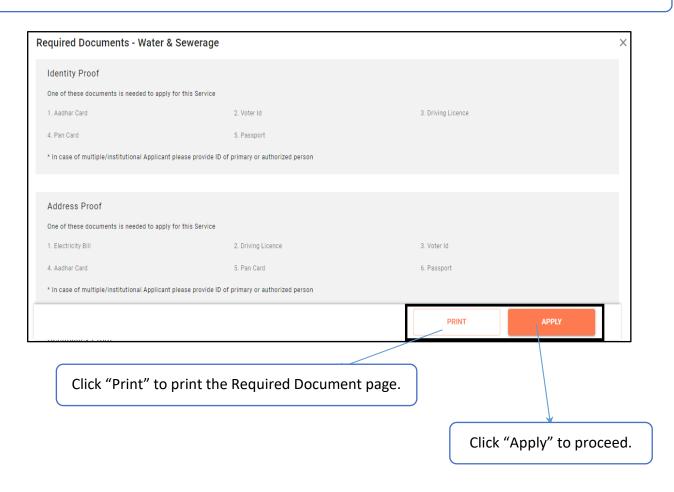
# 2.1 Apply for NEW Connection

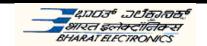




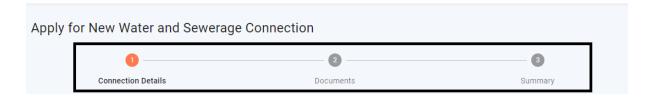


A page with all the required Documents for applying for Water & Sewerage module is displayed.





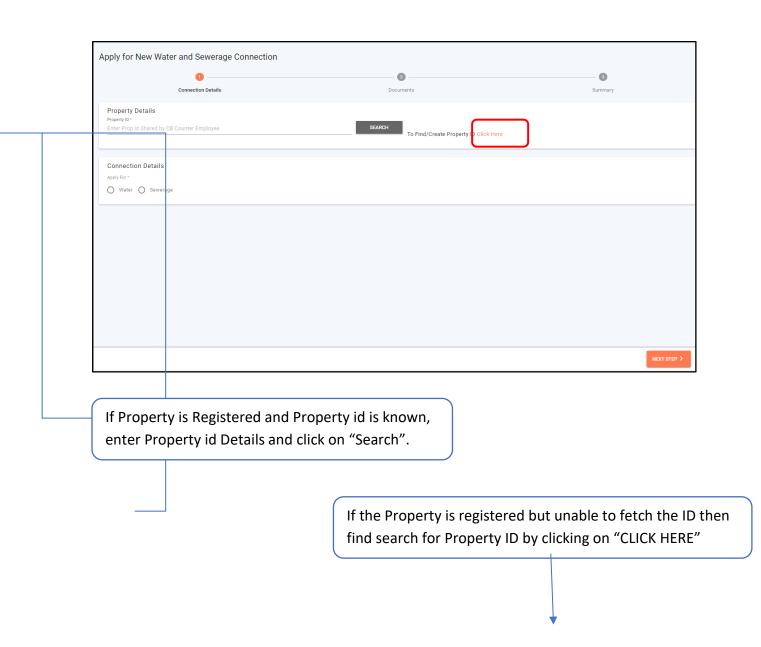
**INFO:** On the top of the page, there are sectional timeline, which helps the user to identify the current section on which the user is filling up the details. The current section is highlighted with orange color. Here you can see that currently the user is on "Connection Details" section.

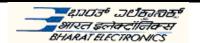


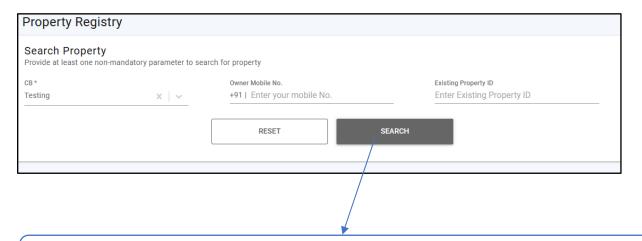
Following are the subsection details:

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

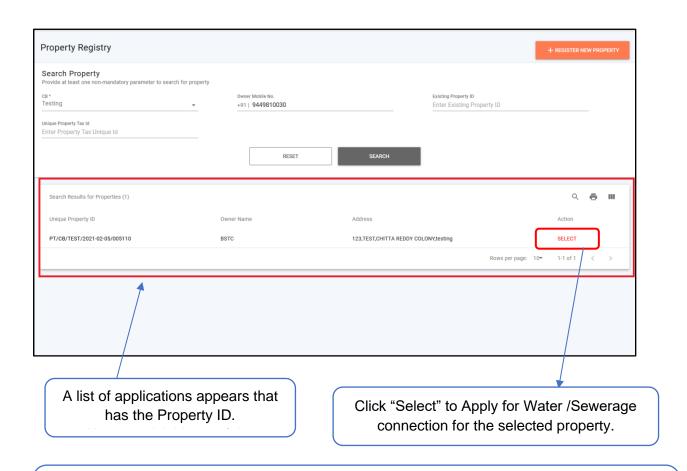
#### 2.1.1. Property Details Sub Section



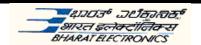




Search for Property ID by entering the CB Name and any one non-mandatory parameter and click on "SEARCH" button.

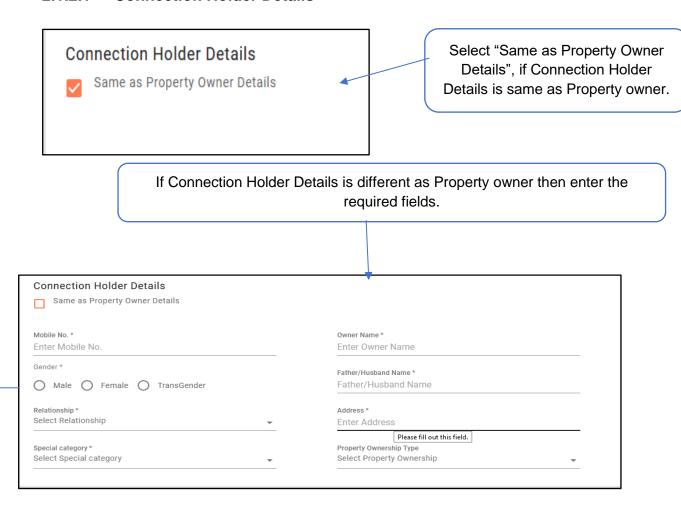


Note: The CB counter employee will register the property. On successful registration, the property ID is sent to the citizen vis SMS or email. He/she can also contact the CB employee for the property ID. Use this property ID for search.

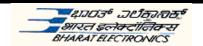


#### 2.1.2. Connection Details

#### 2.1.2.1 Connection Holder Details



Mobile Number*	Enter the mobile number of the primary owner.
Name*	Enter the name of the owner.
Gender*	Select Gender
	Male
	Female
	<ul> <li>Transgender.</li> </ul>
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	Select Special Applicant Category from the
Category*	drop down

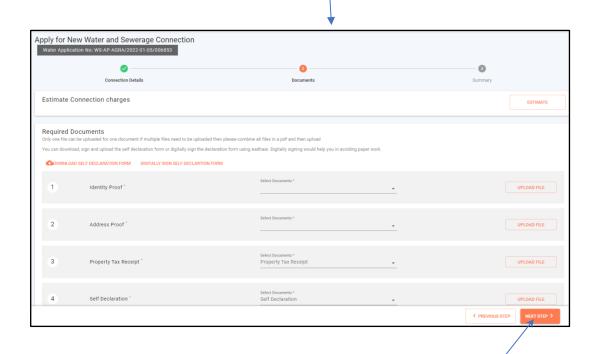


#### 2.1.2.2 Connection Details

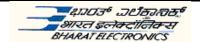
Apply for Water Connection.

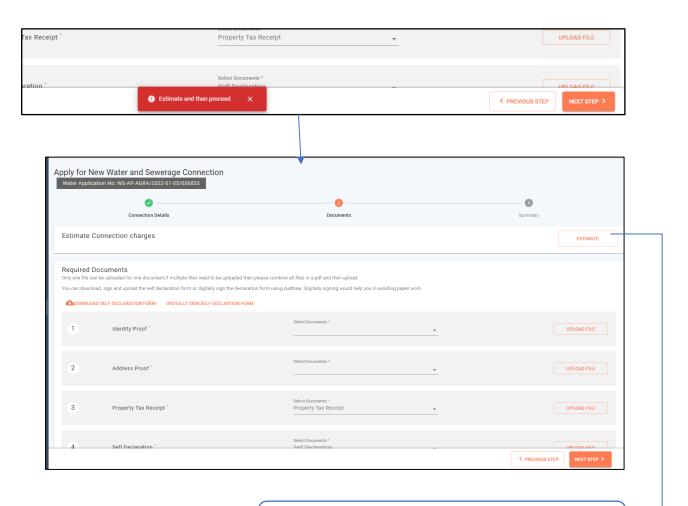


Enter No.of Taps and Click on NEXT STEP: ESTIMATE Connection Charges page is displayed

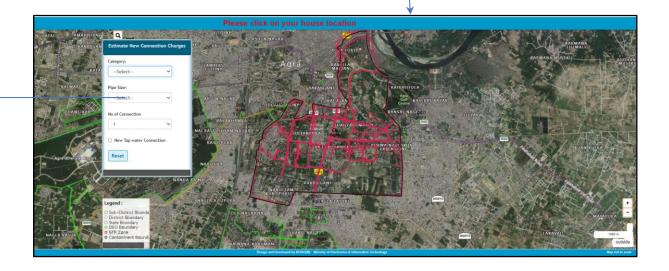


Clicking on NEXT STEP, without Proceeding first with ESTIMATE or any Error during Estimate in GIS Module "Estimate and then Proceed" error is shown to citizen

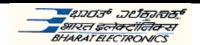




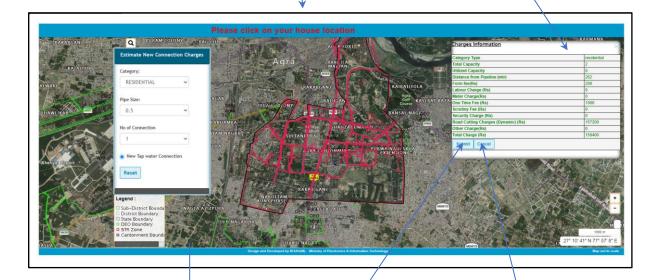
Click on ESTIMATE, the page is redirected to BISAG GIS Map



Select Category, Pipe Size, No.of Connections from the Drop Down list and Click on Property Location on the map



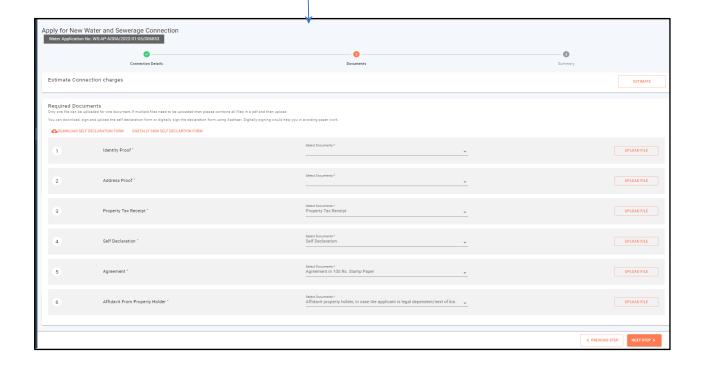
Charges Information is displayed: Citizen shall verify the estimate

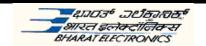


Once the Charges are verified by citizen: Click on SUBMIT Button: The Estimate page is displayed

Click on CANCEL button to come out of Estimate Screen

Click on RESET button to clear the Selection





#### 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.

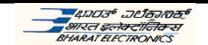
Select "UPLOAD FILE" option to upload the required documents.

After uploading the required documents in the page shown below

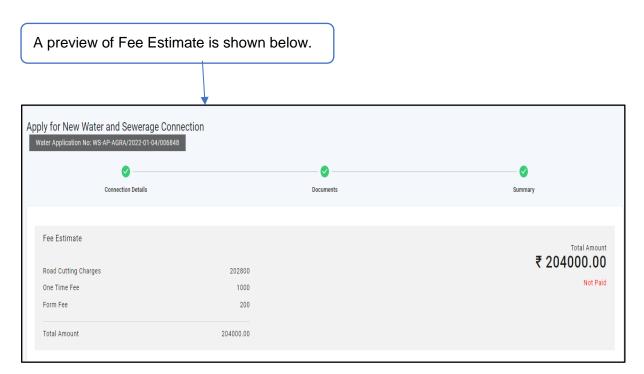


To go back to 'Connection Details' page, click '<PREVIOUS STEP'.

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

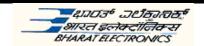


#### 2.1.2.4 **Summary**



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



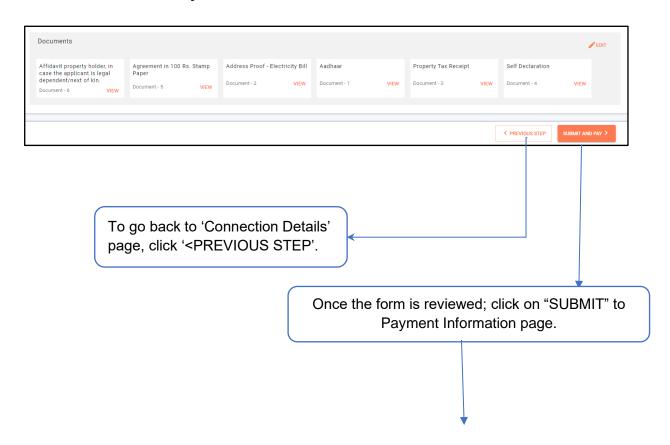


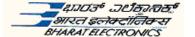
A preview of uploaded documents is shown is shown below: Click on VIEW to view the documents

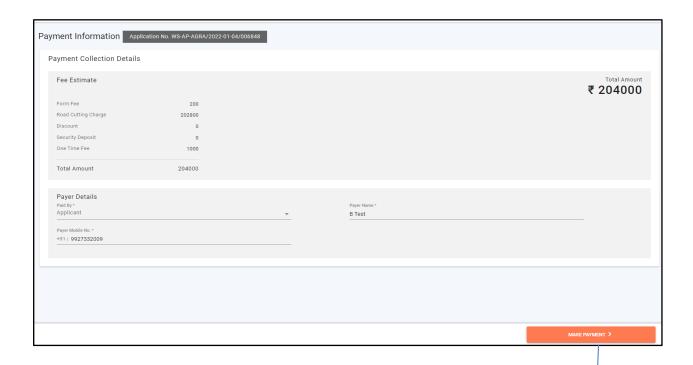


Click on the Edit option in the section for which the details need to be edited.

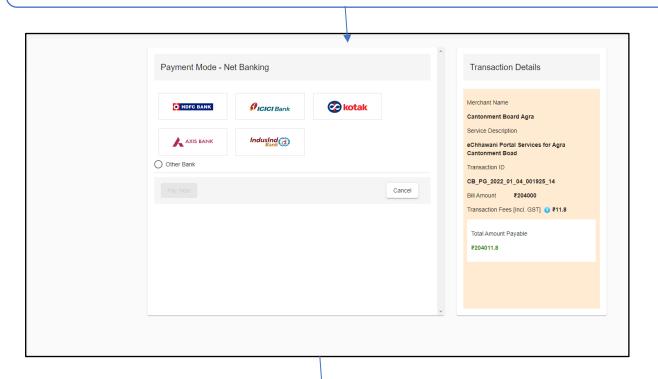
#### 2.1.2.5 **Submit & Pay**



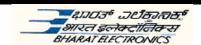




Once the fee is reviewed, click on "Make Payment" for completing the payment. You will be redirected to the Online Transaction Gateway.



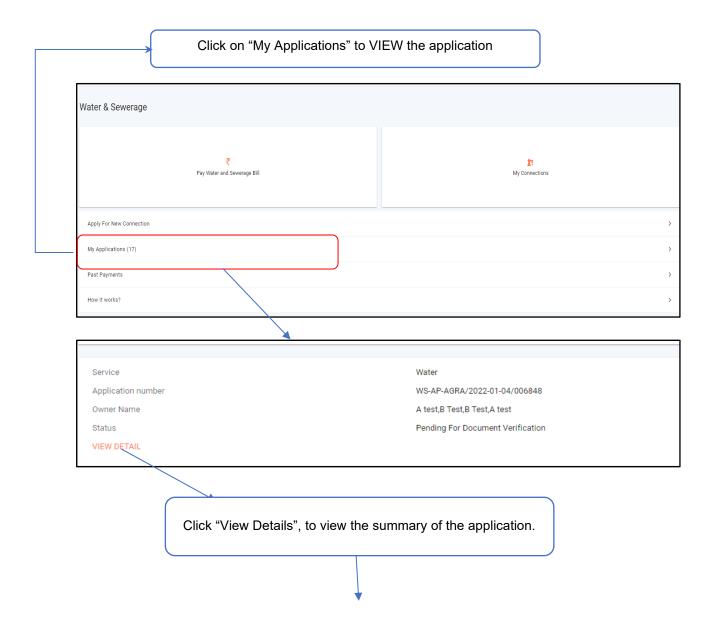
After successful payment collection you will be redirected to Acknowledgement Screen.

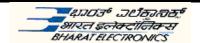


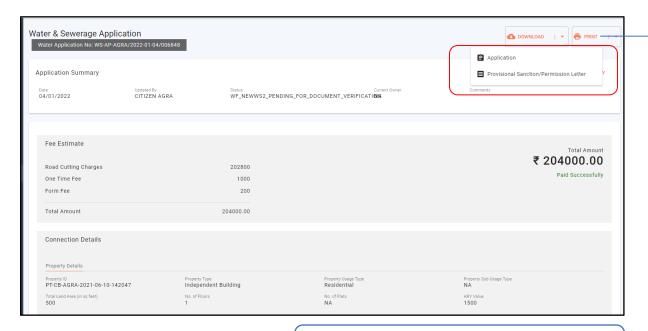


Click on "Download" or "Print" to view/print the Receipt.

#### 2.1.2.6 Download Provisional Sanction Letter







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



#### PERMISSION

To,

**B** Test

HN31 SS AA Sadar Bazar - Ward 3

# SUB: PERMISSION FOR NEW WATER CONNECTION: WS-AP-AGRA/2022-01-04/006848 in AGRA CANTONMENT BOARD

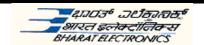
Dear Sir/Madam,

Reference your inline application id no WS-AP-AGRA/2022-01-04/006848 dated 04/01/2022 for release of new water connection for the property bearing H.No HN31 SS AA Sadar Bazar - Ward 3 AGRA Cantonment.

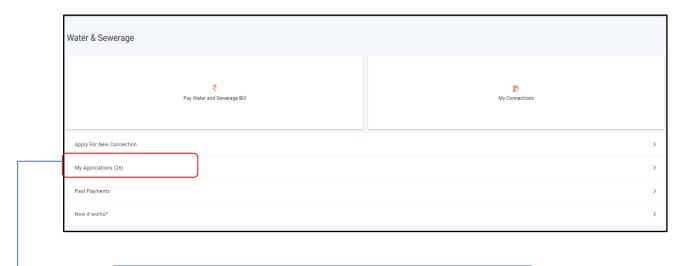
Your online application has been processed by the system and provisional permission is hereby accorded subject to following conditions:-

- 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 indemnify 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.

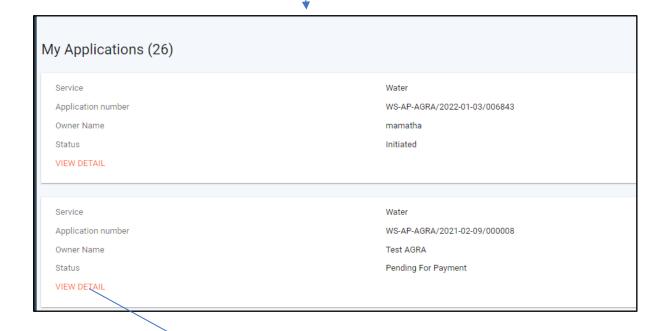
Chief Executive Officer AGRA Cantonmet



# 2.2 My Applications

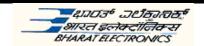


Click of My Applications, to view your and its status

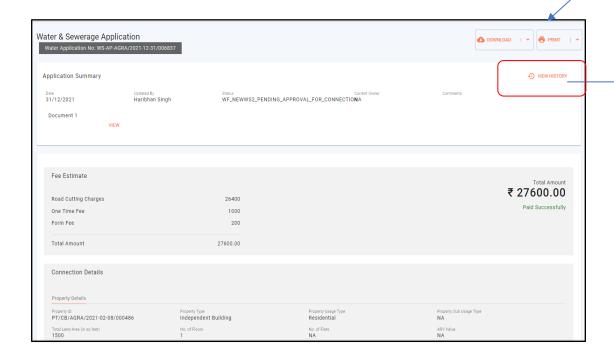


Click "View Details", to view the summary of the application.



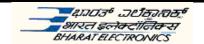


Click on "Download" or "Print" to view/print the Applications or Provisional Sanction Letter.

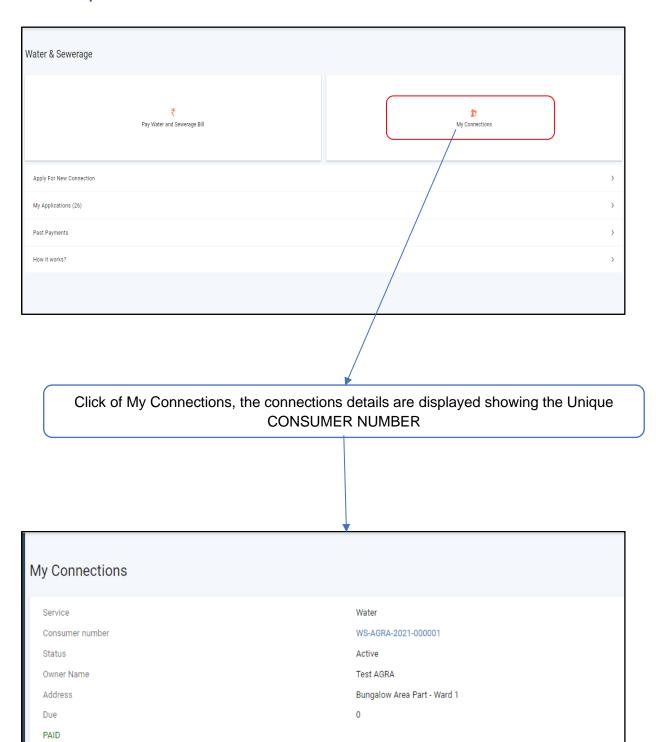


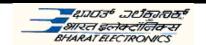
Click on "VIEW HISTORY" to View the Application History



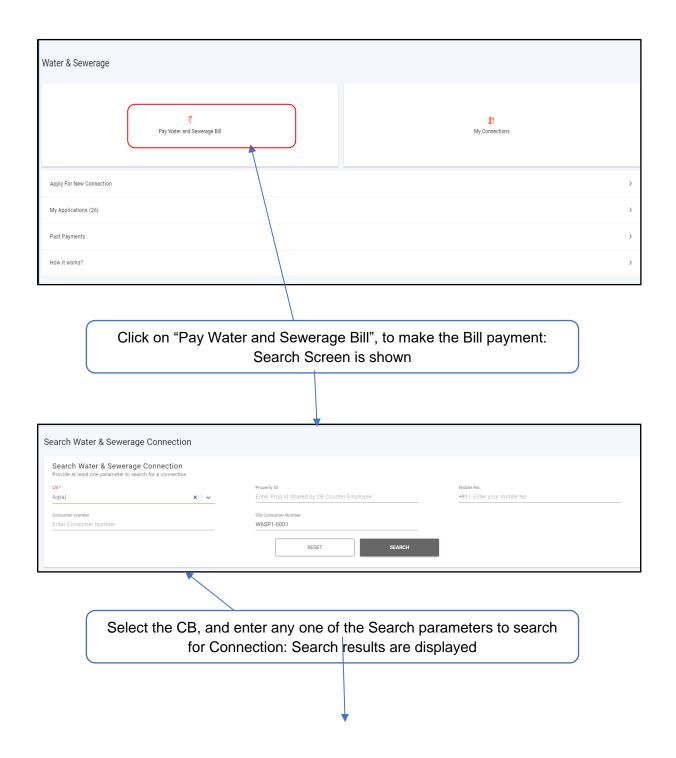


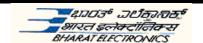
# 2.3 My Connections

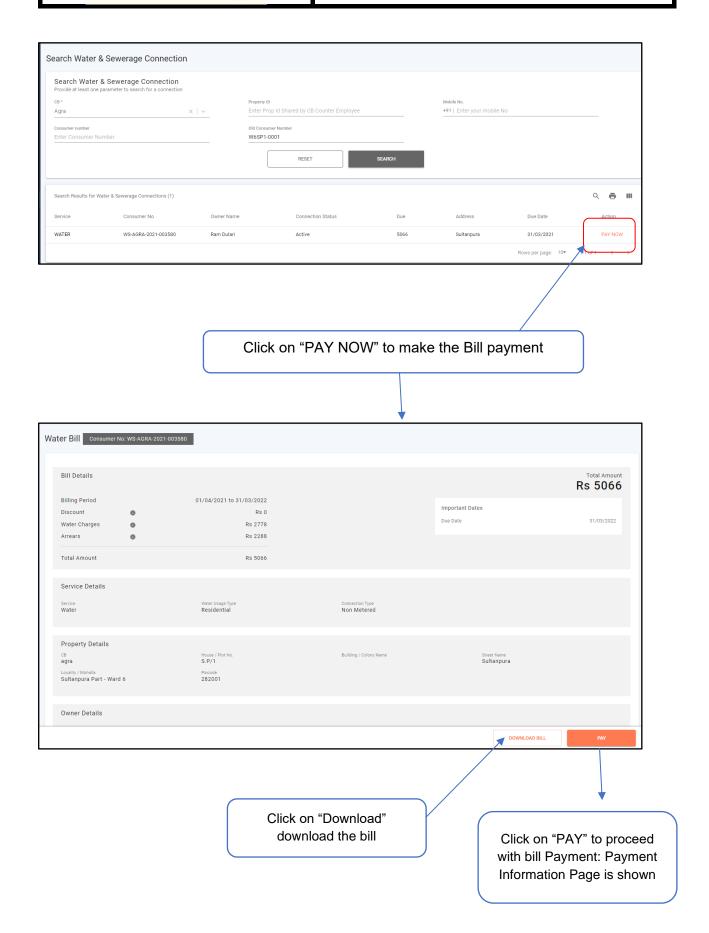




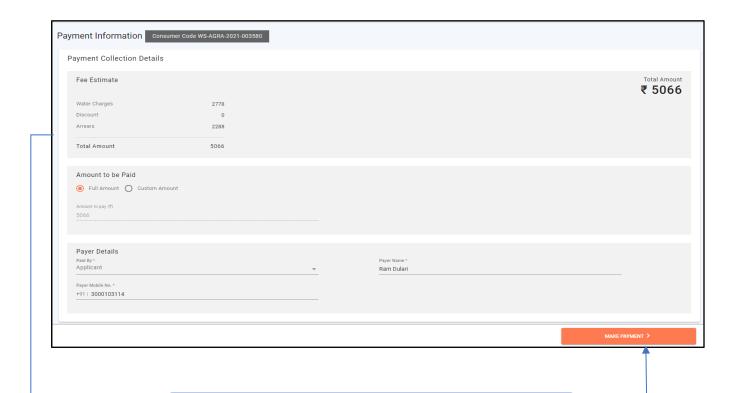
# 2.4 Pay Water & Sewerage Bill





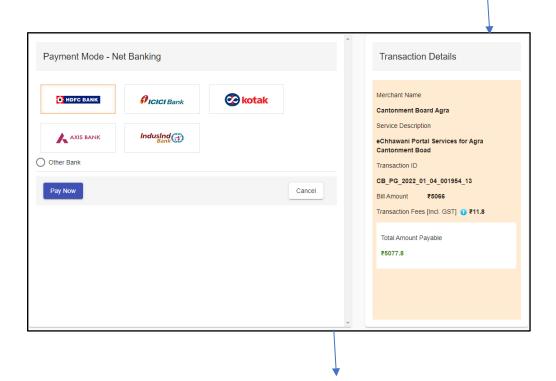


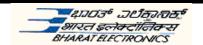




The Citizen will view the fee Estimate details, Select either Full amount or Customer amount, (if Custom Payment is selected, enter the amount to be paid), Enter the Payer's details

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.

Payment Information Consumer Code WS-AGRA-2021-003580

Payment has been paid successfully!

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

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

Click on "Download" or "Print" to view/print the Receipt.

### 2.5 How it works?

