

“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

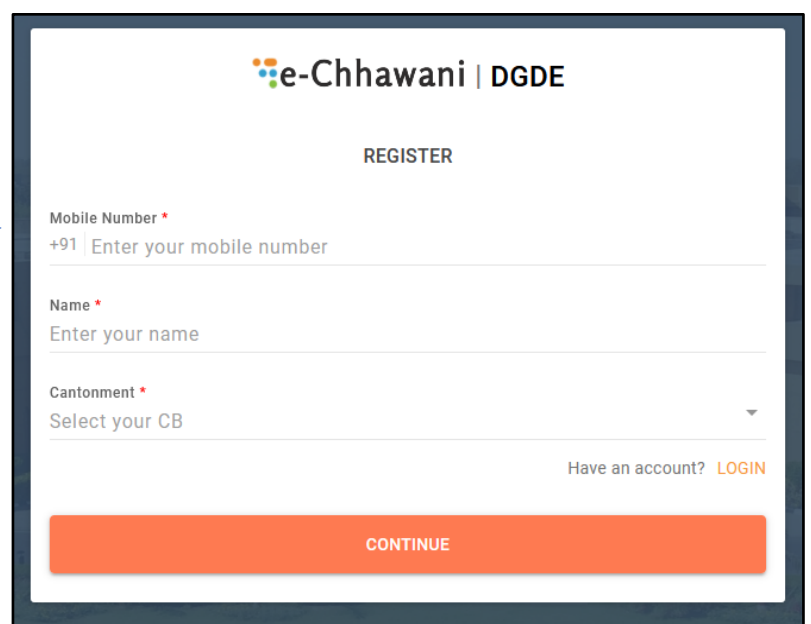
To login, please go to the following link:

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

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

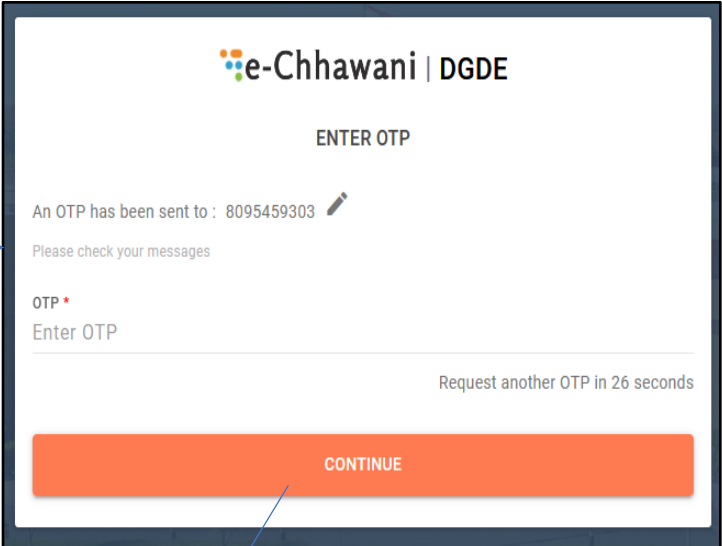


To Register,
Enters Mobile Number, Name and selects
his/her CB and click on **Continue**.

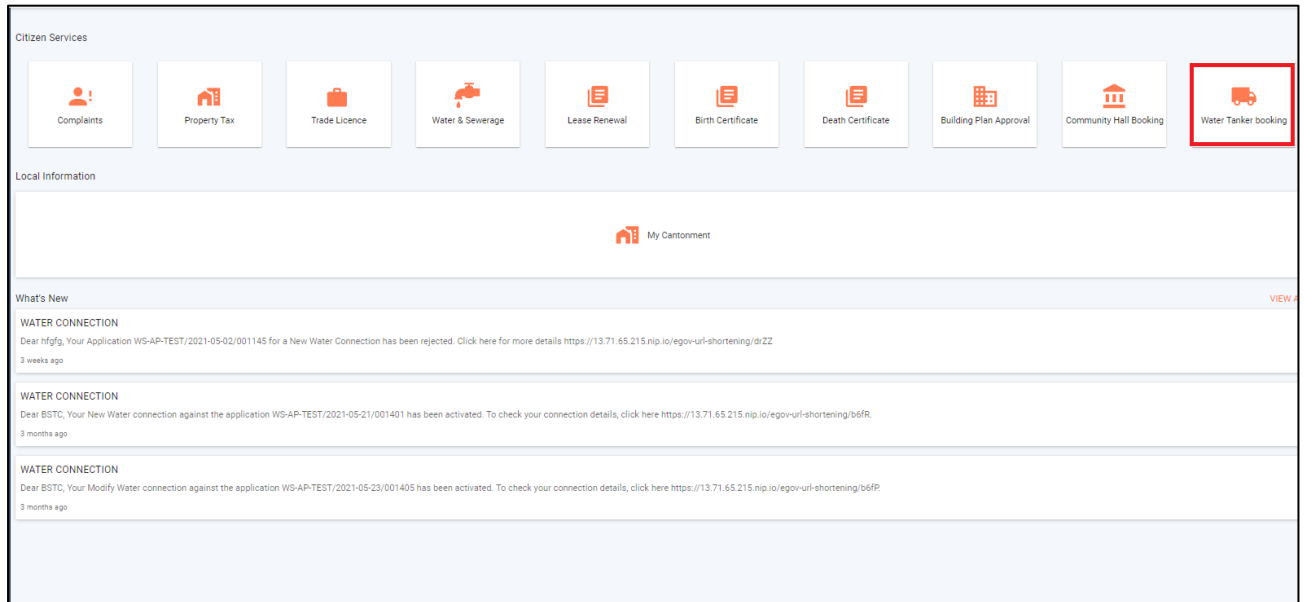


An OTP will be sent to the entered Mobile Number.

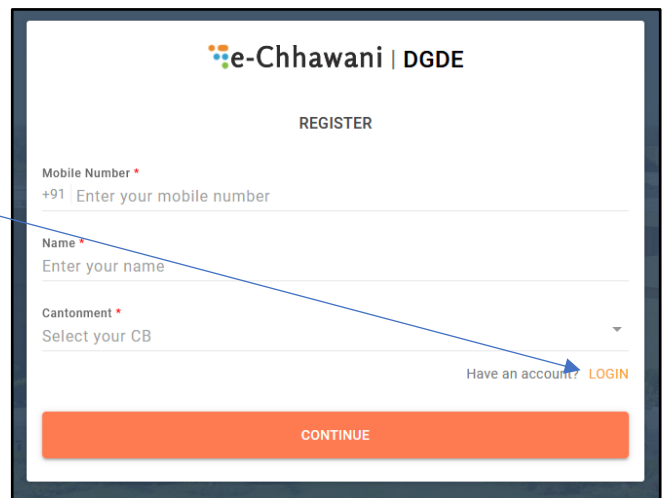
Enter the received OTP and
click on **Continue**.



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



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

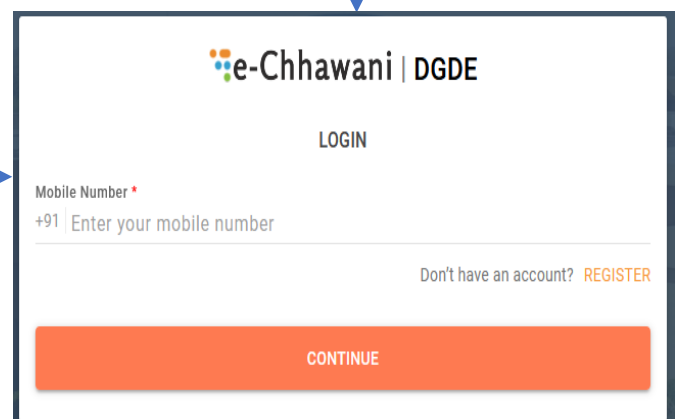


The 'REGISTER' form requires the following information:

- Mobile Number ***: +91 | Enter your mobile number
- Name ***: Enter your name
- Cantonment ***: Select your CB

At the bottom right, there is a link: 'Have an account? [LOGIN](#)'. A large orange 'CONTINUE' button is at the bottom center.

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

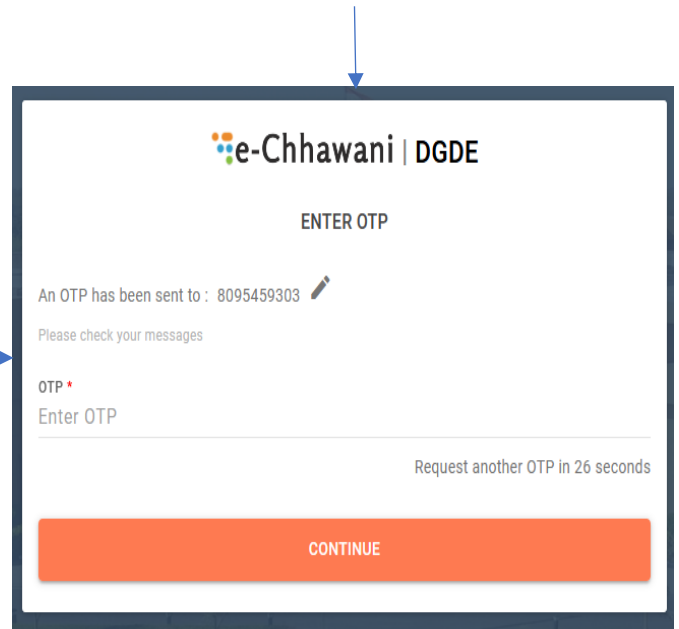


The 'LOGIN' form requires the following information:

- Mobile Number ***: +91 | Enter your mobile number

At the bottom right, there is a link: 'Don't have an account? [REGISTER](#)'. A large orange 'CONTINUE' button is at the bottom center.

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



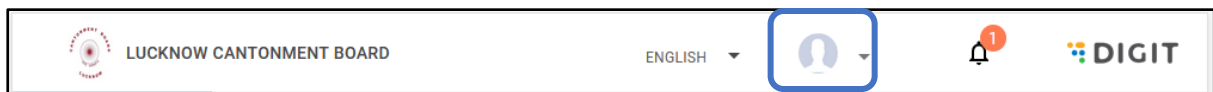
On login, the homepage will be displayed on the citizen screen.

1.2 Editing the Profile

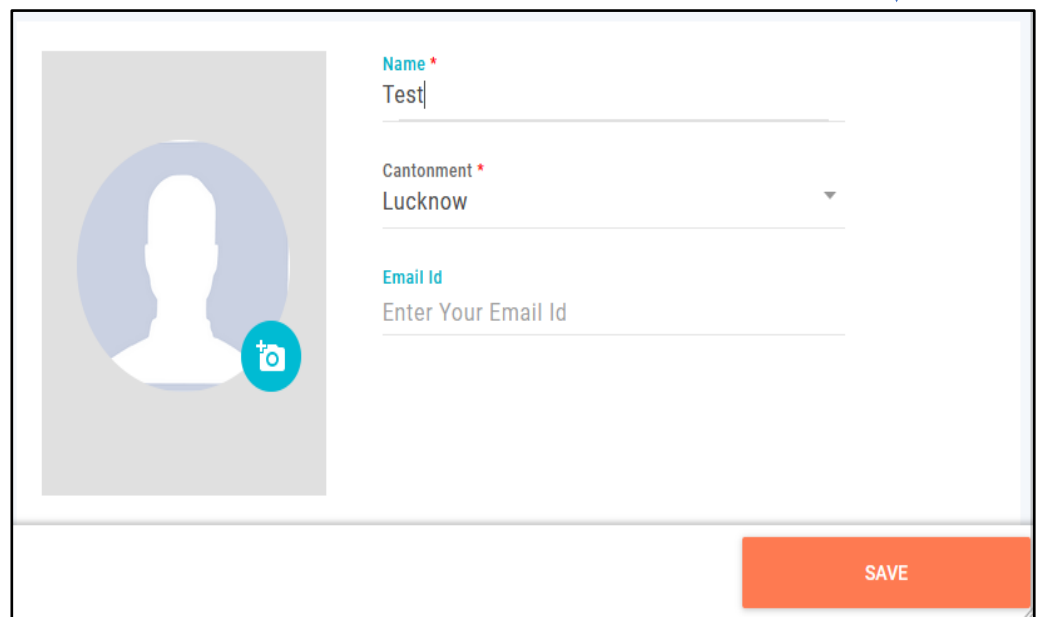
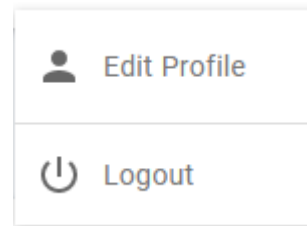
Follow the steps shown below to edit your profile. You can:

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

1.2.1 Enter/Update Name, Cantonment and Email ID



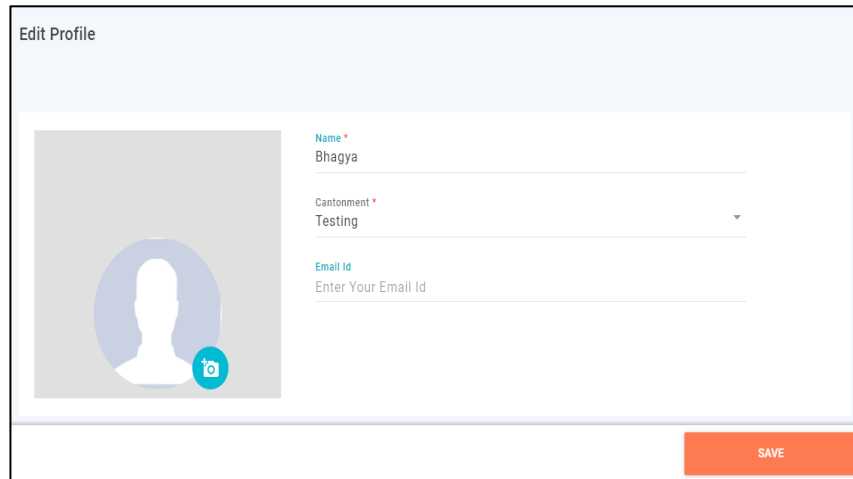
User sees the “Edit Profile” page where he/she can upload a new profile picture, edit his/her name, Phone Number and Email Id.



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

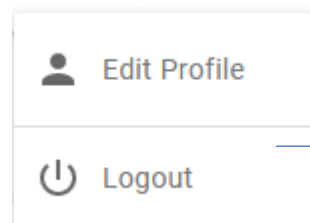


The 'Edit Profile' form contains the following fields:

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

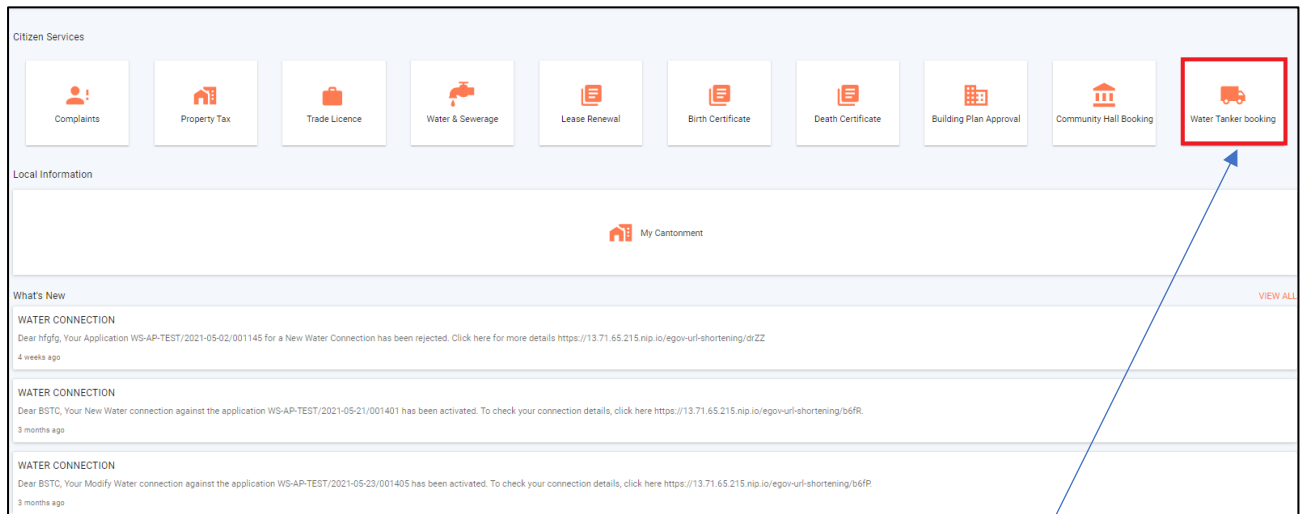
A camera icon is located at the bottom right of the profile picture placeholder. A red 'SAVE' button is at the bottom right of the form.

1.3 Logout



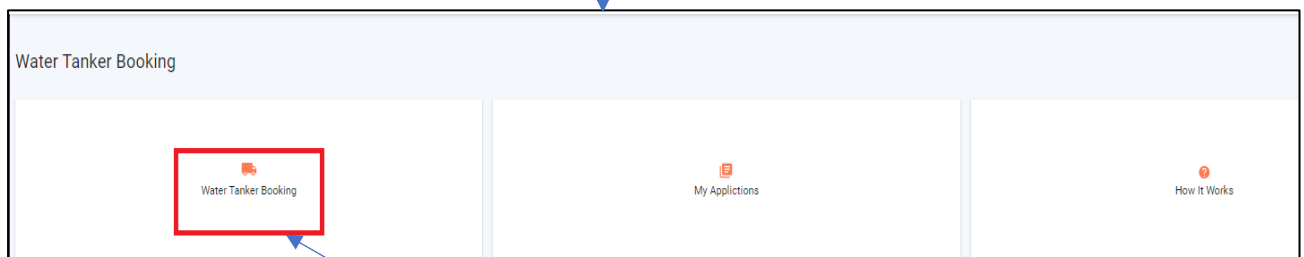
Click on "LOGOUT" to logout of the application

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

Category *
Select Category

Mobile Number *
+91 | Enter your mobile number

Email Id
Email Id

Location Details

Select Property Location *
Select Property Location

Building Name
Enter Building Name

Pincode
Enter Pincode

Landmark
Enter Landmark

Door/Building No
Enter Door/Building No

Street Name
Enter Street Name

Mohalla *
Enter Mohalla

Pin Property Location
Pin Property Location

Water Requirement

Date *
Enter date for which Water Tanker required

Water Type *
Enter WaterType

Quantity(In Liters) *
Enter required water Quantity in Liters
Note:Presently available tankers with CB (Capacity in Lit) 3000,5000

Requested From Time *
00:00

Purpose *
Enter Purpose

Time Duration
Enter Time Duration For which tanker required eg. 1hr, 2hr

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 *
Bank Branch Name

Note: This is for refund purposes

SUBMIT >

2.1 Enter Consumer Details

Water Tanker Booking

Consumer Details

Consumer Name *
Enter Consumer Name

Category *
Select Category

Mobile Number *
+91 | Enter your mobile number

Email Id
Email Id

Location Details

Select Property Location *
Select Property Location

Building Name
Enter Building Name

Pincode
Enter Pincode

Landmark
Enter Landmark

Door/Building No
Enter Door/Building No

Street Name
Enter Street Name

Mohalla *
Enter Mohalla

Pin Property Location
Pin Property Location

Enter Consumer, Name, Mobile Number, email ID , Select Category, Enter Location Details: Property Location , 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

Water Type *
Enter WaterType

Quantity(In Liters) *
Enter required water Quantity in Liters

Note:Presently available tankers with CB (Capacity in Ltr) :3000,5000

Requested From Time *
00:00

Purpose *
Enter Purpose

Time Duration
Enter Time Duration For which tanker required eg: 1hr, 2hr

Available Tanker Capacity with CB will be displayed

Select date, Required Time; water Type Purpose, Quantity of water in litres, Duration,

2.3 Enter Bank Details

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

Bank Details

Account No *
3412222222

Repeat Account No *
3412222222

Account Holder Name *
bstc

IFSC Code *
SBIN0000963

Bank Name *
State Bank of India

Bank Branch Name *
JALAHALLI

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

Water Tanker Booking

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

 DOWNLOAD
  PRINT




 Application 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

Click on DOWNLOAD/PRINT Button to Download/Print Application

3. My Application

Water Tanker Booking

 Water Tanker Booking
  My Applications
  How It Works

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

My Applications

| | |
|------------------------------|--------------------------------|
| Application No. | OBM-WTB-TEST-2021-08-25-000208 |
| Name | bstc |
| Date | 31/8/2021 |
| Status | Applied |
| VIEW DETAILS | |
| Application No. | OBM-WTB-TEST-2021-08-25-000207 |
| Name | dfaf |
| Date | 28/8/2021 |
| Status | Applied |
| VIEW DETAILS | |
| Application No. | OBM-WTB-TEST-2021-08-25-000206 |
| Name | dfaf |
| Date | 28/8/2021 |
| Status | Applied |
| VIEW DETAILS | |

3.1 View Details

| | |
|-----------------|--------------------------------|
| Application No. | OBM-WTB-TEST-2021-08-17-000073 |
| Name | BSTc |
| Date | 28/8/2021 |
| Status | Approved |

[VIEW DETAILS](#)

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](#)

Task Status

Date

17/08/2021

Updated By

WT Approver

Status

Approved

Current Owner

priyanka

Comments

approved

[VIEW HISTORY](#)

Document 1

[VIEW](#)

Tanker Details

| | | | | | | | |
|-----------------|------|---------------|---|-------------|------|-------------------|------------|
| Tanker Capacity | 3000 | No Of Tankers | 1 | Driver Name | TEST | Driver Contact No | 8787870990 |
|-----------------|------|---------------|---|-------------|------|-------------------|------------|

Consumer Details

| | | | | | |
|---------------|------|---------------|------------|----------|---------|
| Consumer Name | BSTc | Mobile Number | 9449810030 | Category | GENERAL |
|---------------|------|---------------|------------|----------|---------|

Location Details

| | | | | | | | |
|------------------|--------|---------------|------|-------------|-----|--------|-----------------------------|
| Door/Building No | 123 | Building Name | test | Street Name | abc | Mobile | PB_TESTING_REVENUE_LOCO1001 |
| Pincode | 560013 | Landmark | abc | | | | |

Water Requirement

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

Bank Details

[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 Charge1000
Security Deposit100
Total Amount1100

Total Amount
₹ 1100
Not Paid

Tanker Details

Tanker Capacity3000
No Of Tankers1
Driver NameJK
Driver Contact No

Consumer Details

Consumer Name
dbk
Mobile Number
9353245279
Category
STAFF

Location Details

Door/Building No
NA
Building Name
NA
Street Name
NA
Mchallu
PB_TESTING_REVENUE_LOC01001

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.

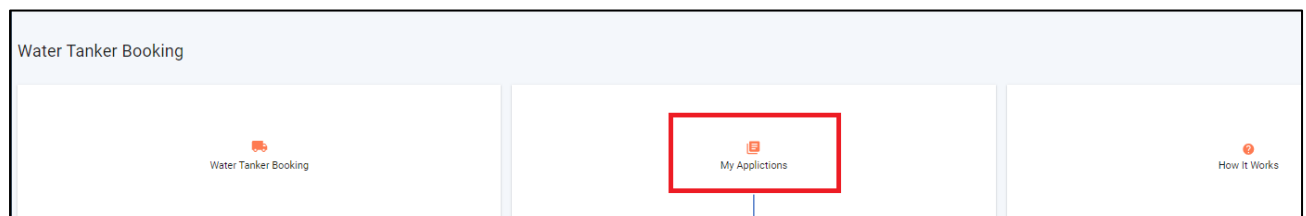
On successful payment you will be redirected to the following page.

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

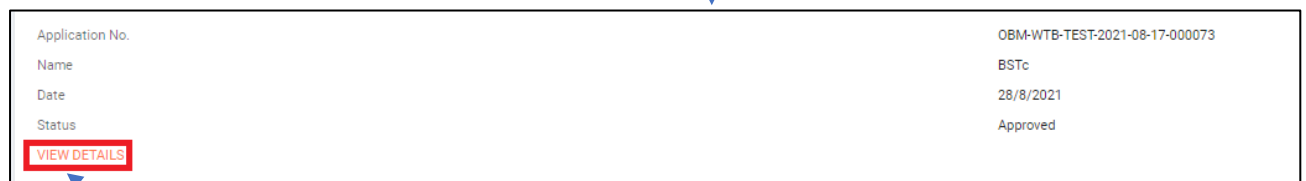
3.3 Cancel Application

3.3.1 Before Making Payment

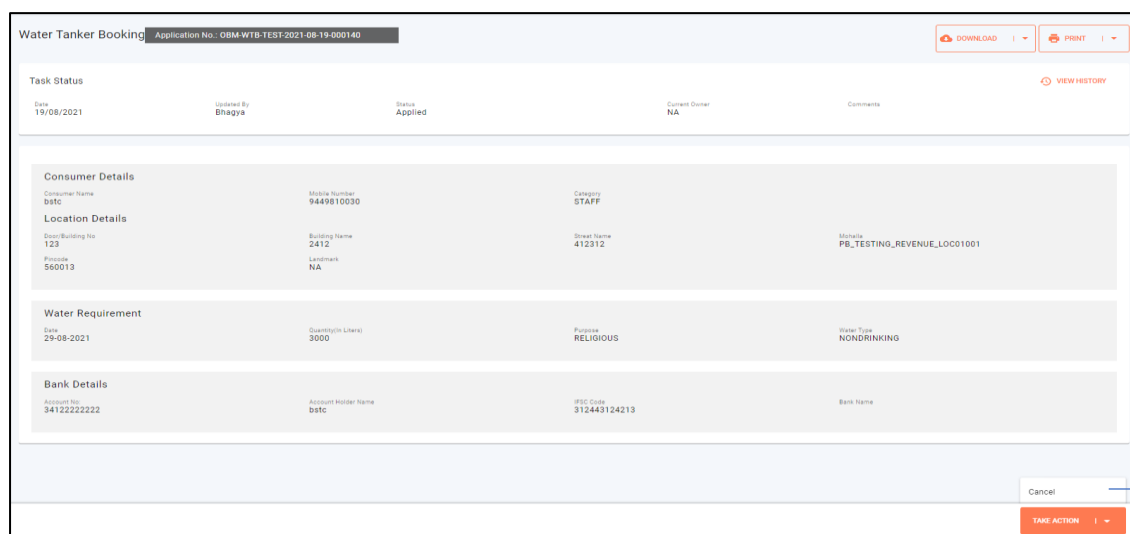
Before Payment – If you are willing to cancel the application any time before payment:



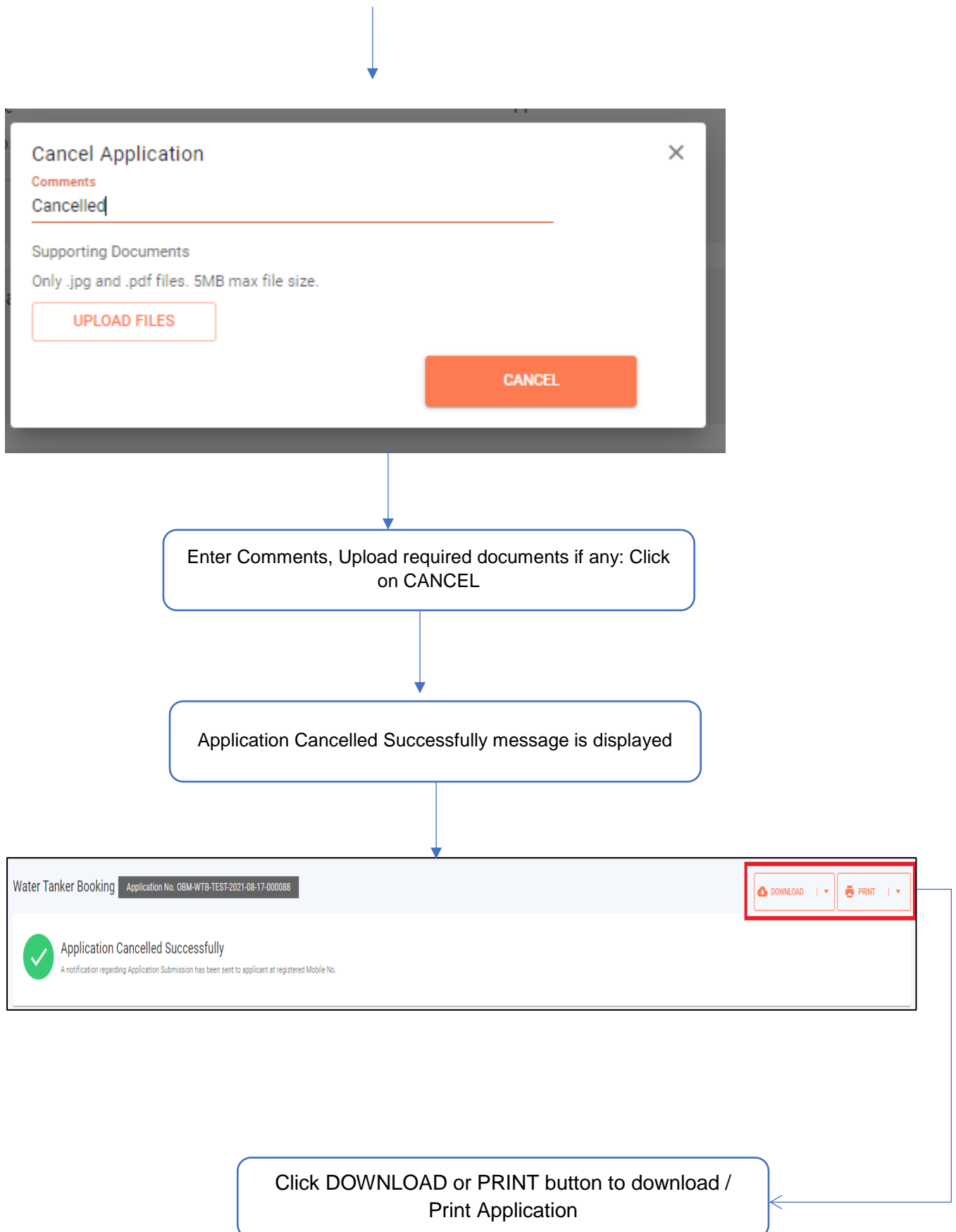
Click on “My Applications”: My Application Screen is displayed



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

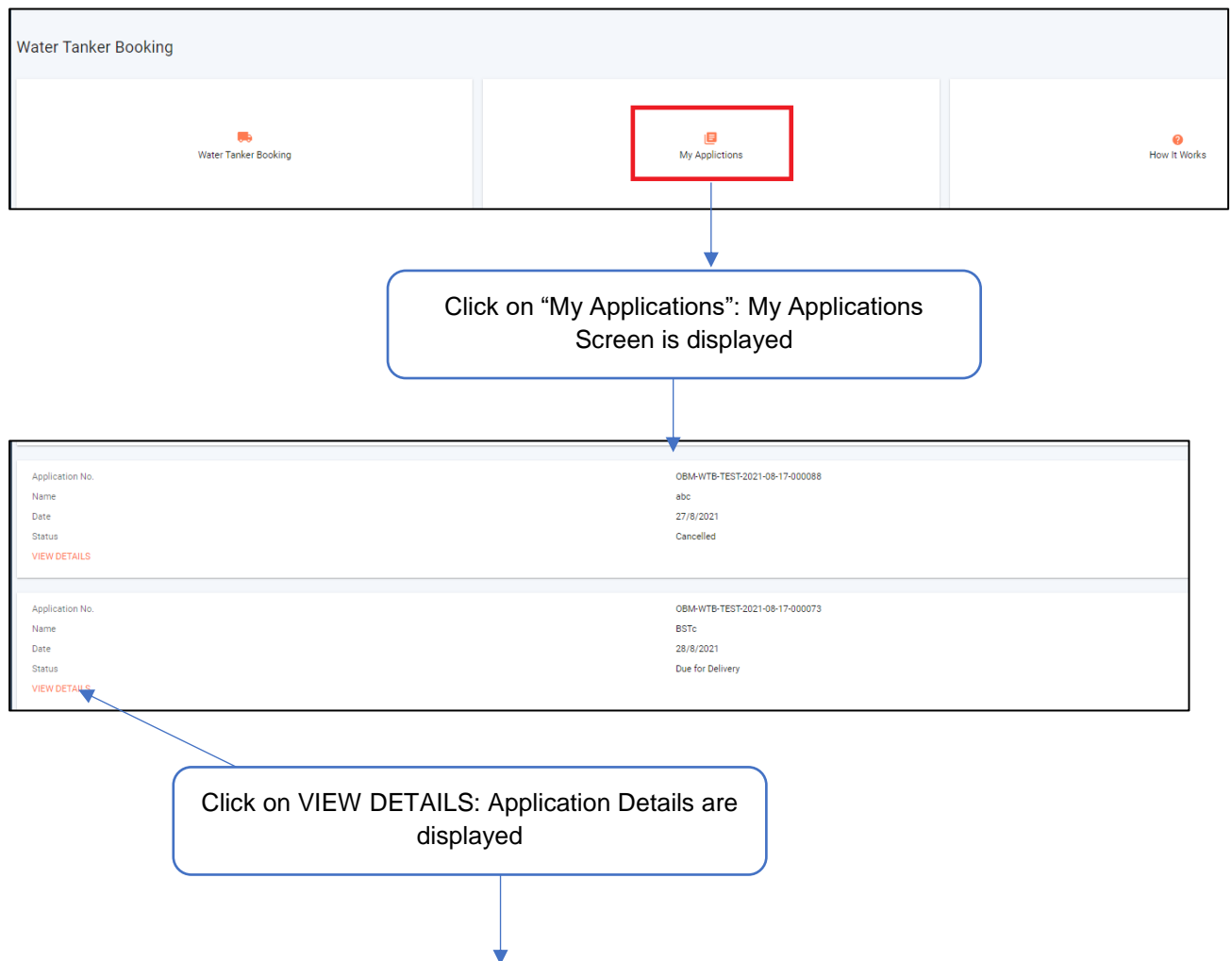


Click on CANCEL: Cancel Application Screen is displayed



3.3.2 After making Payment: Cancel Request

After Payment: If you have made payment, and now you are willing to cancel the application, you can send a request for cancellation. The Approver shall refund if refund is applicable or Cancel.



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

Task Status: Date: 19/08/2021, Updated By: WTB Counter Emp, Status: Due for Delivery, Current Owner: NA, Comments: VIEW HISTORY

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

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

Consumer Details: Consumer Name: BSTC, Mobile Number: 9449810030, Category: GENERAL.

Location Details: Door/Building No: 123, Building Name: test, Street Name: ADC, Pincode: 560013, Landmark: abc, Mobile: PB_TESTING_REVENUE_LOC01001.

Water Requirement: Cancel Request

TAKE ACTION 1

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 Request Tanker 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?

Water Tanker Booking


Water Tanker Booking


My Applications


How It Works

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

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