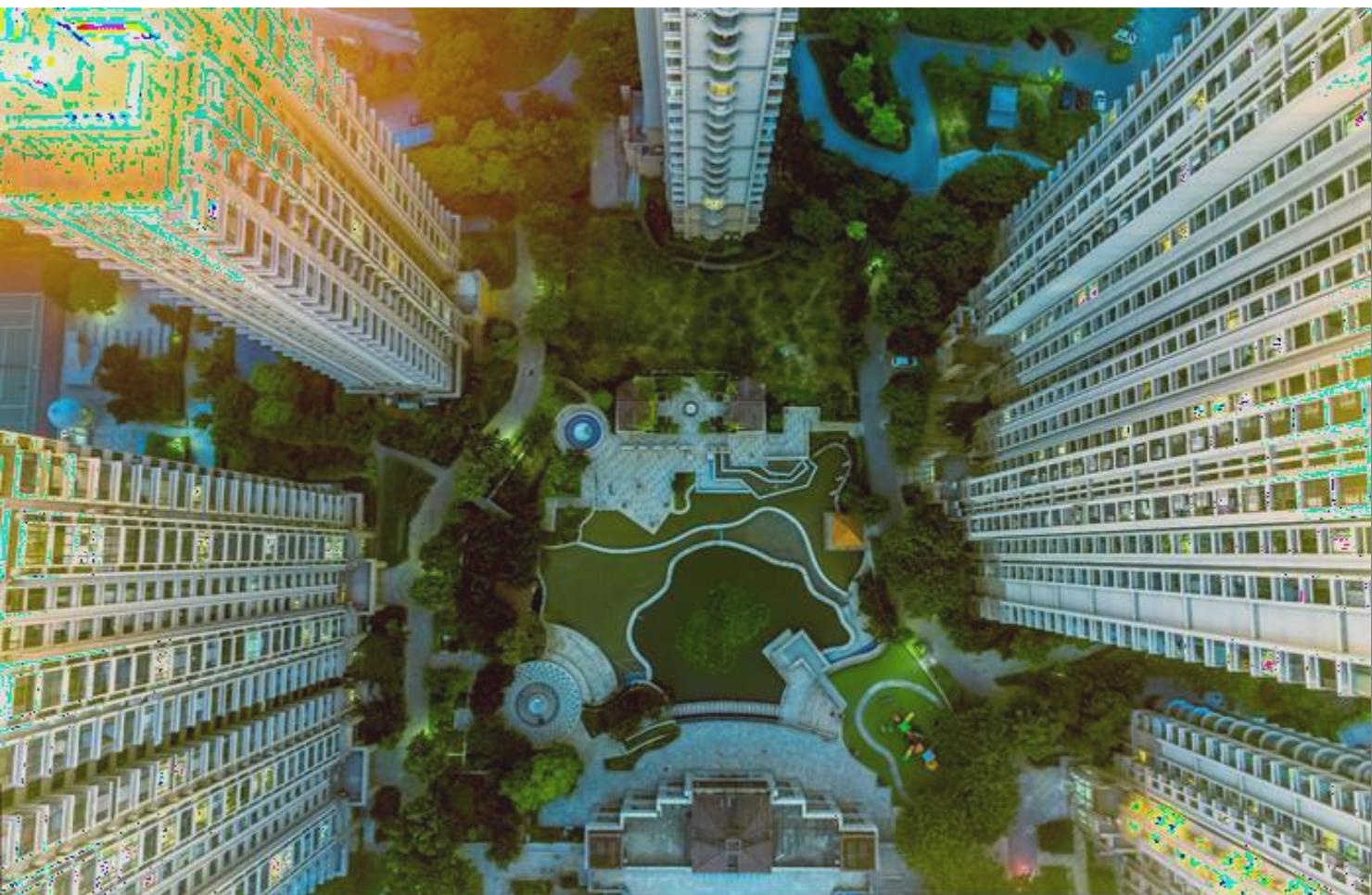


**Directorate of Municipal Administration,  
Government of Odisha**

## **SUJOG - Sustainable Urban Services in a Jiffy by Odisha Government**



### **Water and Sewerage Module**

- *Citizen User manual*

Date	Version	Author	Review by	Approve	Description
16 June 2021	1.0	Abinash Routray	Manoj Sahu	H&UDD	1 <sup>st</sup> Draft
13 June 2023	1.1	Shakti Mishra	Manoj Sahu	H&UDD	2 <sup>nd</sup> Draft
04 July 2024	1.2	Shakti Mishra	Manoj Sahu	H&UDD	3 <sup>rd</sup> Draft
10 Feb 2025	1.3	Shakti Mishra	Manoj Sahu	H&UDD	4 <sup>th</sup> Draft

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# 1. Introduction

## 1.1. Purpose of this Document

The Housing & Urban Development Department (H&UDD), Government of Odisha has ambitious plans to scale up e-governance across 115 Urban Local Bodies (ULBs) in the State of Odisha. It aims to enhance the citizen experience of public services by providing integrated, end-to-end services using a comprehensive State-wide Service Delivery Infrastructure.

The Water and Sewerage (W & S) provides a digital interface to Apply for new water connection, pay Water & Sewerage Tax, Generate payment receipts and monitor application progress. It can be used by the citizens, Urban Local Body (ULB) counter and field employees, and ULB Administrators to accomplish their specific tasks.

The purpose of this document is to help the Citizens in operating the Water and Sewerage Module. It provides a digital interface, allowing the citizens to Apply for water and sewerage connection, make online payments and monitor application progress.

This manual covers the various features of W & S Module and every feature is defined with a screenshot for user assistance.

## 2. General Functions

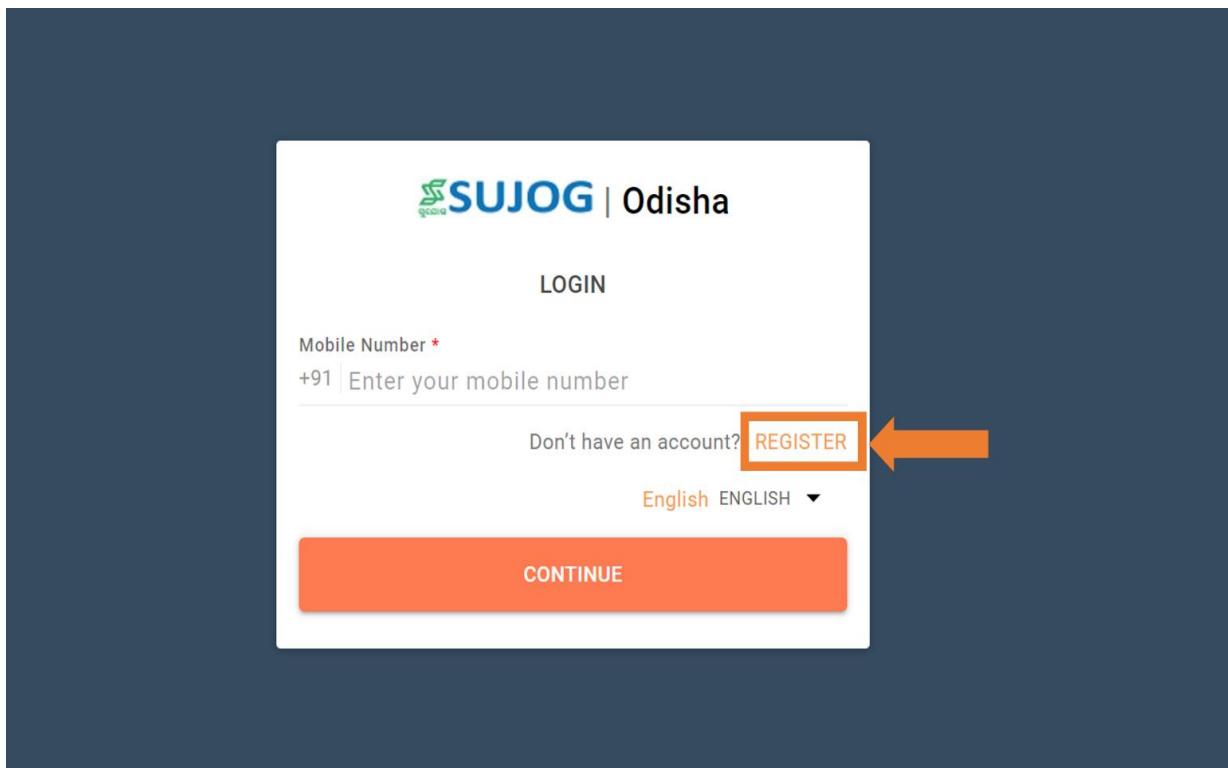
### 2.1. Registering into the system

To Register, please go to the following link:

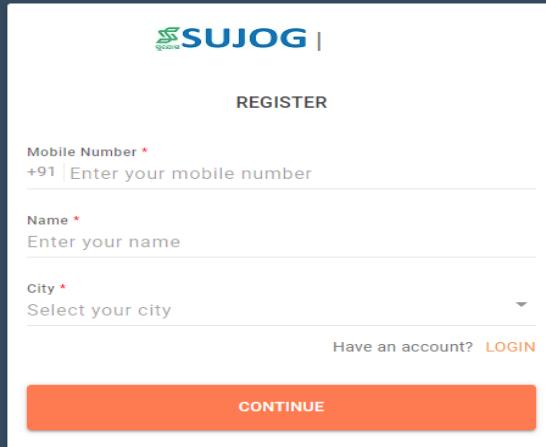
<https://sujog.odisha.gov.in/home>



Click on 'Register' as shown in the image below.

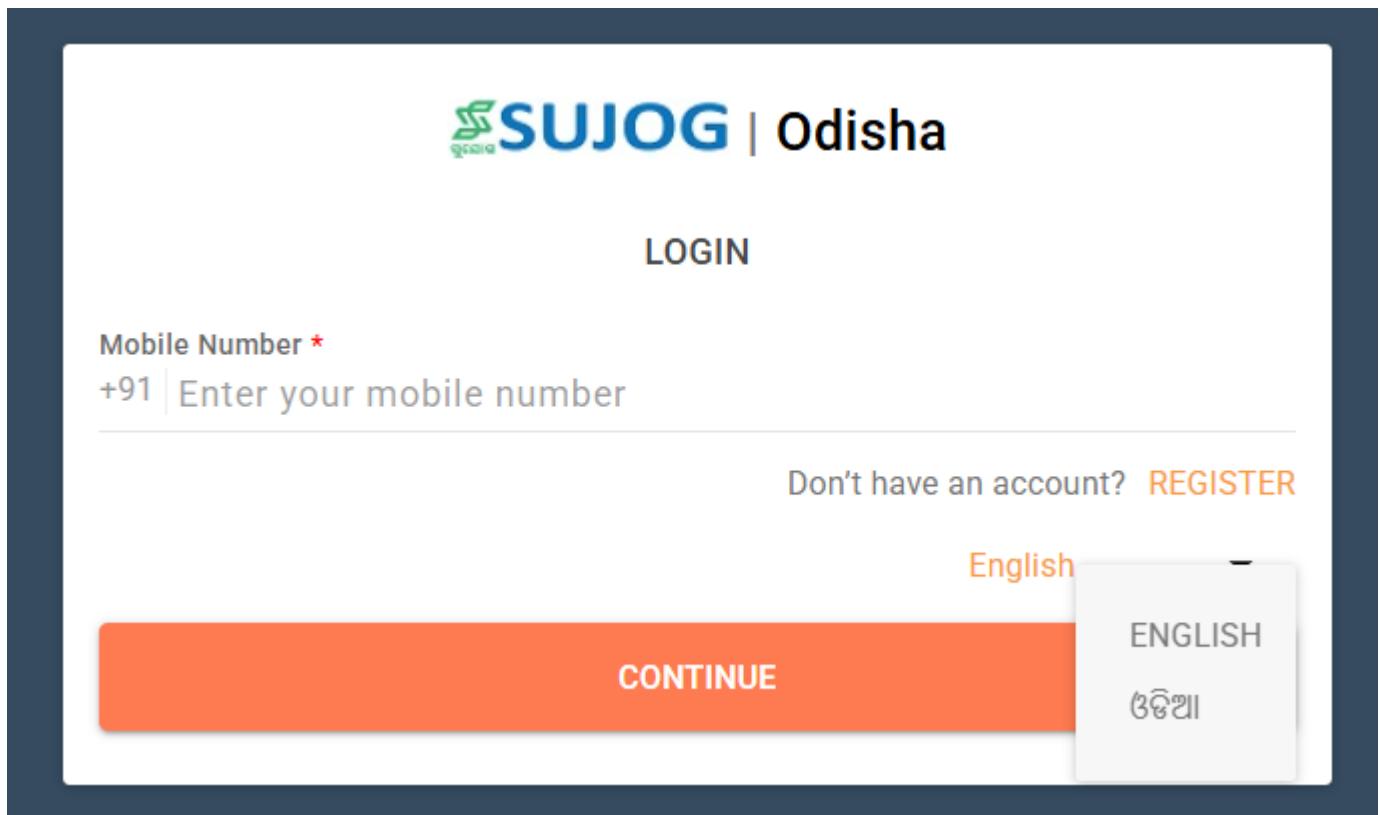


1. Enter your mobile number and Name, select your city, and click on 'continue' button.

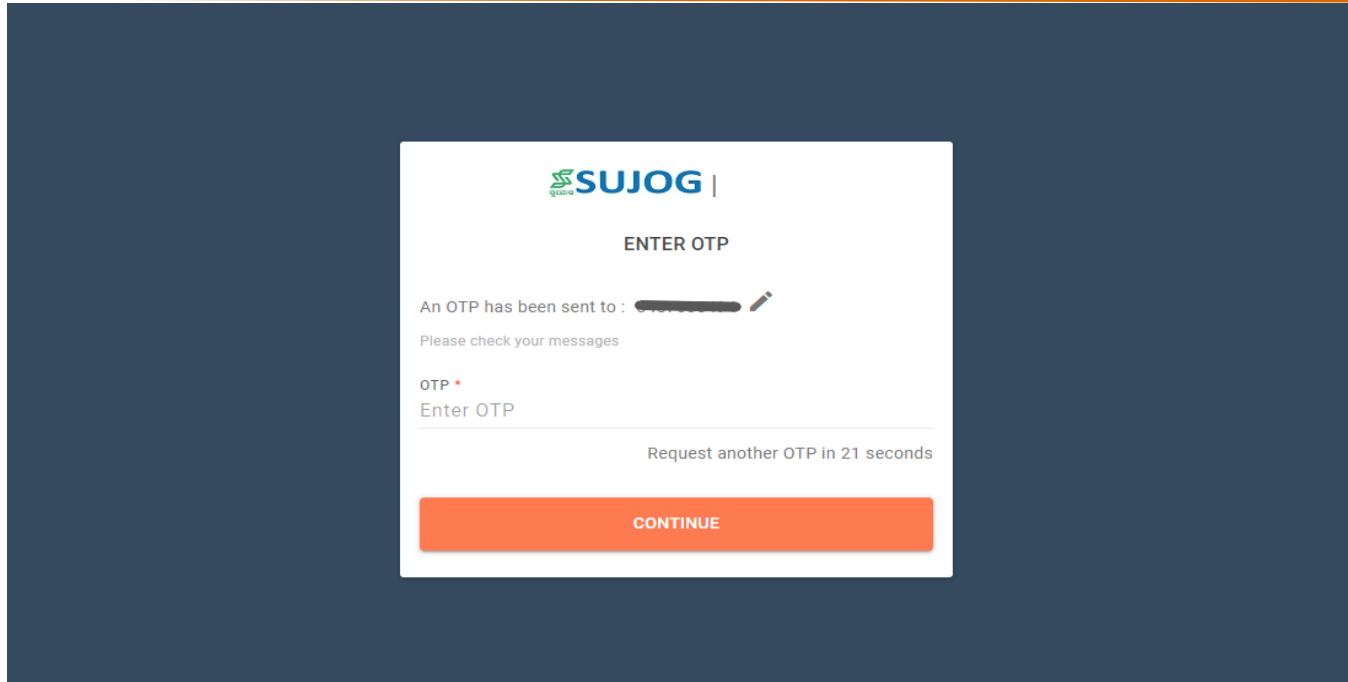


The image shows the 'REGISTER' form for the SUJOG Odisha app. It features a white background with blue and orange accents. At the top is the SUJOG logo. Below it is a 'REGISTER' button. The form includes three input fields: 'Mobile Number \*' with a placeholder '+91 | Enter your mobile number', 'Name \*' with a placeholder 'Enter your name', and 'City \*' with a placeholder 'Select your city'. Below these fields is a link 'Have an account? [LOGIN](#)'. At the bottom is a large orange 'CONTINUE' button.

2. Application generated OTP (One Time Password) will be sent to the registered mobile number.
3. Enter the received OTP and click on 'Continue' to login into your account.



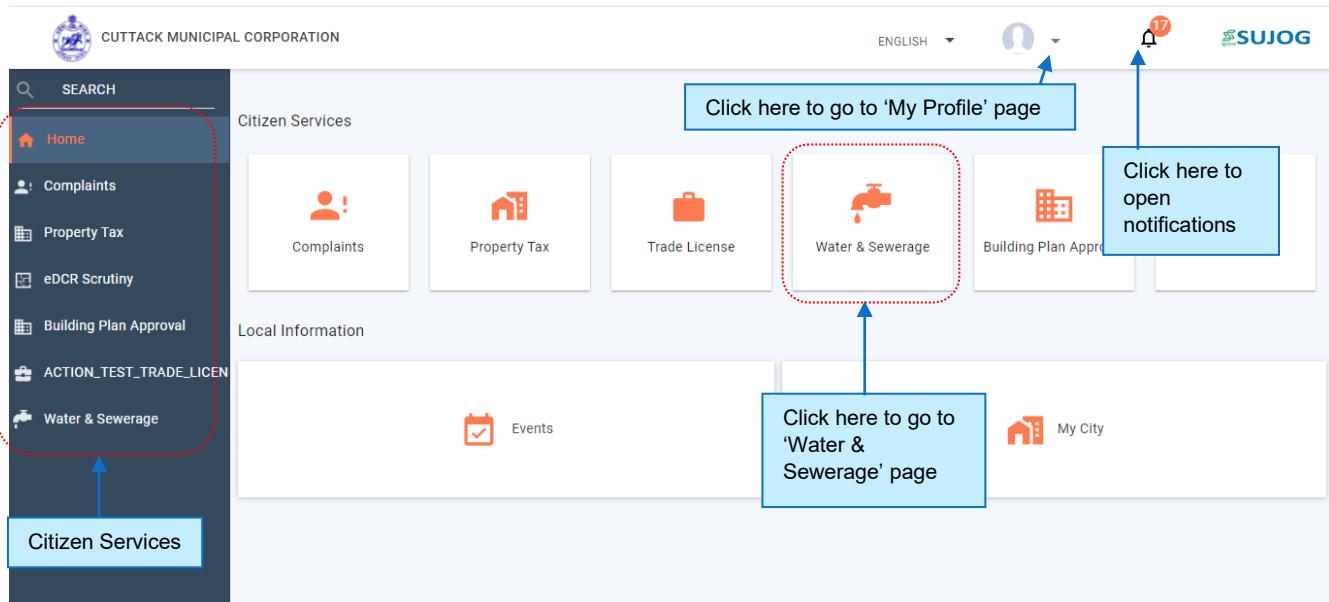
The image shows the 'LOGIN' form for the SUJOG Odisha app. It features a white background with blue and orange accents. At the top is the SUJOG Odisha logo. Below it is a 'LOGIN' button. The form includes a single input field for 'Mobile Number \*' with a placeholder '+91 | Enter your mobile number'. To the right of this field is a link 'Don't have an account? [REGISTER](#)'. At the bottom is a large orange 'CONTINUE' button. To the right of the 'CONTINUE' button is a language selection dropdown menu showing 'English' and 'ଓଡ଼ିଆ' (Odia).



The number will be authenticated by sending an OTP (One Time Password) to the registered mobile number. If the user does not receive the OTP, he/she clicks on 'RESEND' under the 'OTP' field. Once the OTP has been entered and Continue button is clicked the homepage will appear.

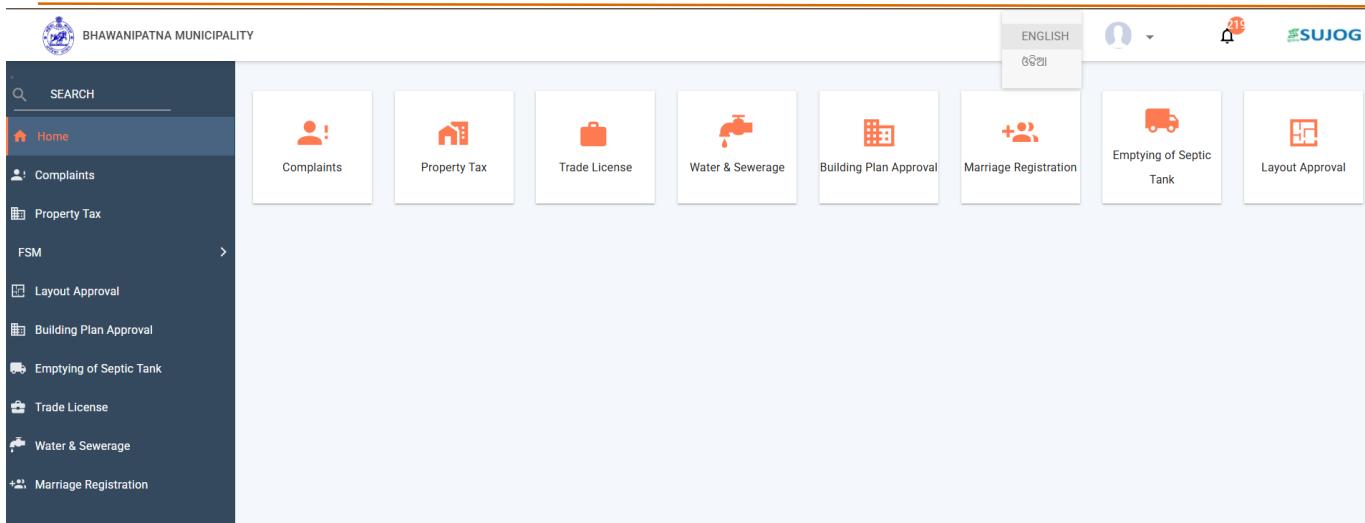
## 2.2. Citizen service homepage

On Login/Register, the homepage will appear to the citizen.



This screenshot shows the homepage of the Cuttack Municipal Corporation's citizen service portal. At the top, there is a header with the logo of Cuttack Municipal Corporation, language selection (English), and user profile information. The main content area is divided into several sections:

- Citizen Services:** A sidebar on the left lists various services: Home, Complaints, Property Tax, eDCR Scrutiny, Building Plan Approval, ACTION\_TEST\_TRADE\_LICEN, and Water & Sewerage. The 'Water & Sewerage' option is highlighted with a red dotted box and a blue callout bubble pointing to it.
- Local Information:** This section includes links for Complaints, Property Tax, Trade License, Water & Sewerage, Building Plan Approval, Events, and My City.
- Notifications:** A notification icon in the top right corner shows 17 notifications. A blue callout bubble points to this icon with the text 'Click here to open notifications'.
- Profile:** A 'My Profile' link is located in the top right, indicated by a blue callout bubble with the text 'Click here to go to \'My Profile\' page'.

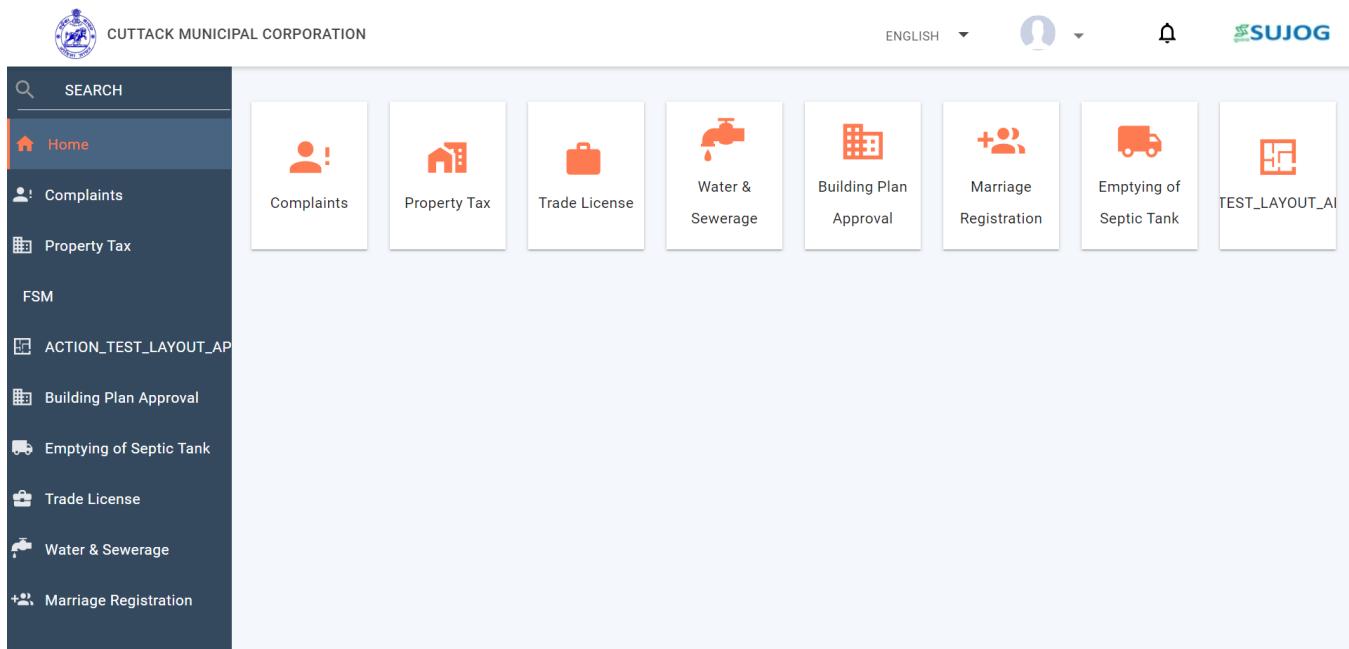


The screenshot shows the homepage of the BHAWANIPATNA MUNICIPALITY portal. On the top right, there is a language selection dropdown set to 'ENGLISH'. Below it are icons for various services: Complaints, Property Tax, Trade License, Water & Sewerage, Building Plan Approval, Marriage Registration, Emptying of Septic Tank, and Layout Approval.

Here after login also citizen can change the language i.e English to Odia or Odia to English by selecting the language from drop down.

## 2.3 Edit User Profile

1. After completing the user registration on the portal, citizen will be able to make the following changes:
  - Upload profile photo
  - Capture/update name
  - Capture/update gender
  - Capture/update email ID
  - Capture/update base city
2. Citizen will select 'My Profile' icon on the top right corner and select Edit Profile option.



The screenshot shows the homepage of the CUTTACK MUNICIPAL CORPORATION portal. On the top right, there is a language selection dropdown set to 'ENGLISH'. Below it are icons for various services: Complaints, Property Tax, Trade License, Water & Sewerage, Building Plan Approval, Marriage Registration, Emptying of Septic Tank, and TEST\_LAYOUT\_AI.

3. A new screen will appear where citizen will be able to update/make changes to profile picture, name, gender, city of residence and email id.



SEARCH

- [!\[\]\(0669e3d3129c61fb9723bfce224e21bf\_img.jpg\) Home](#)
- [!\[\]\(20149cc154cb217bd2d2b86a63db3342\_img.jpg\) Complaints](#)
- [!\[\]\(c8c4b5b11cda74a14705b5e5030f39bd\_img.jpg\) Property Tax](#)
- [!\[\]\(cf6cadf560b27dd0b87f9636169f215c\_img.jpg\) FSM](#)
- [!\[\]\(2939789430cae2247f170cd092148af6\_img.jpg\) ACTION\\_TEST\\_LAYOUT\\_A](#)
- [!\[\]\(380e75358fbbd71d9597e81c81ba2530\_img.jpg\) Building Plan Approval](#)
- [!\[\]\(098c1ec26b020b49029bdc0635600b8e\_img.jpg\) Emptying of Septic Tank](#)
- [!\[\]\(c0e9838c2589136afcac95b4048b165c\_img.jpg\) Trade License](#)
- [!\[\]\(1cd1c51d345f00e83cb0094f8cb969e6\_img.jpg\) Water & Sewerage](#)
- [!\[\]\(fdef27295d9d2523a13e02f6a79060d7\_img.jpg\) Marriage Registration](#)

## Edit Profile



Name \*  
Citizen's Name

City \*  
Berhampur

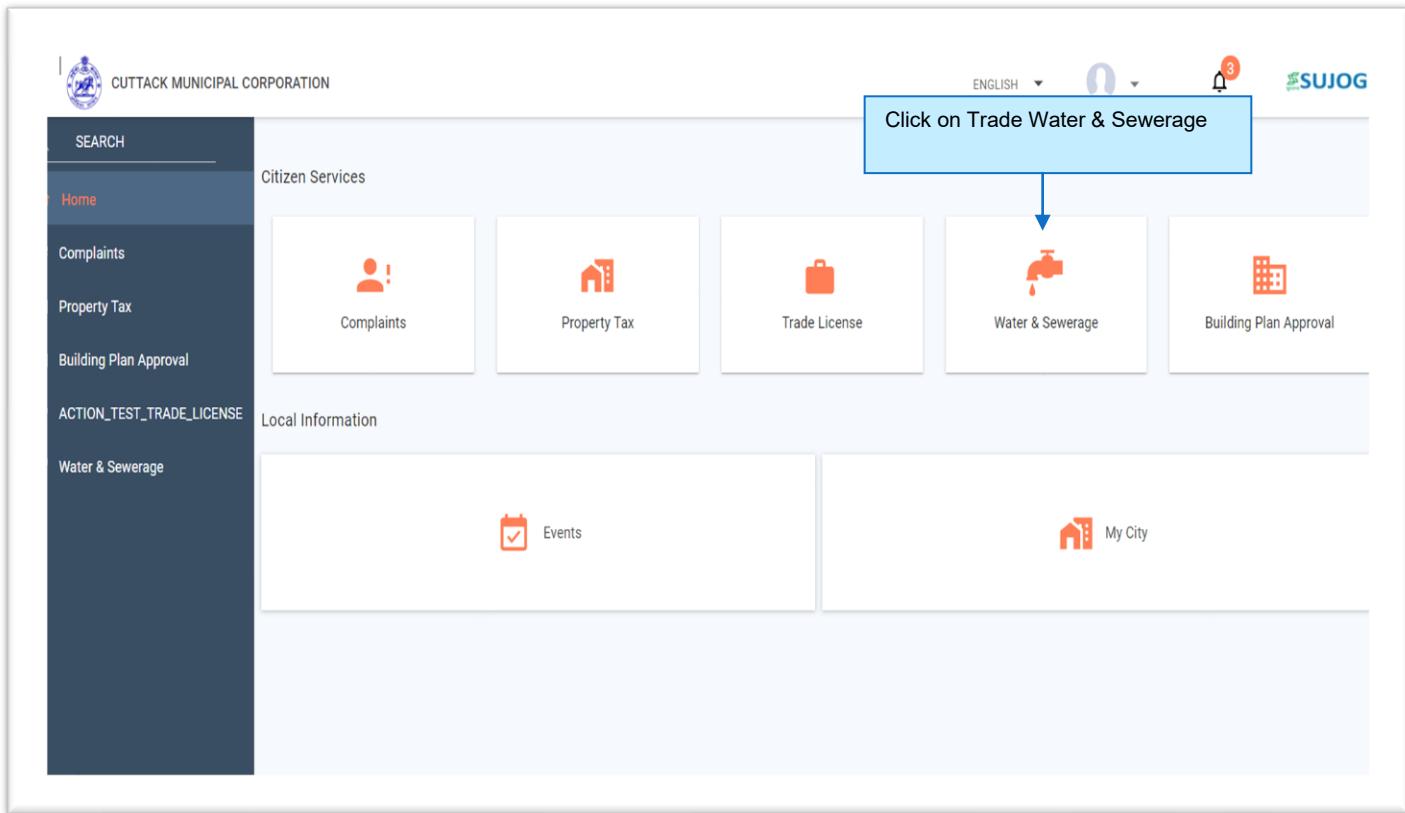
Email Id  
abc@xyz.com

Gender \*  
Male

SAVE

### 3. Functionalities of Water & Sewerage Module

#### 3.1. New Water/Sewerage Connection

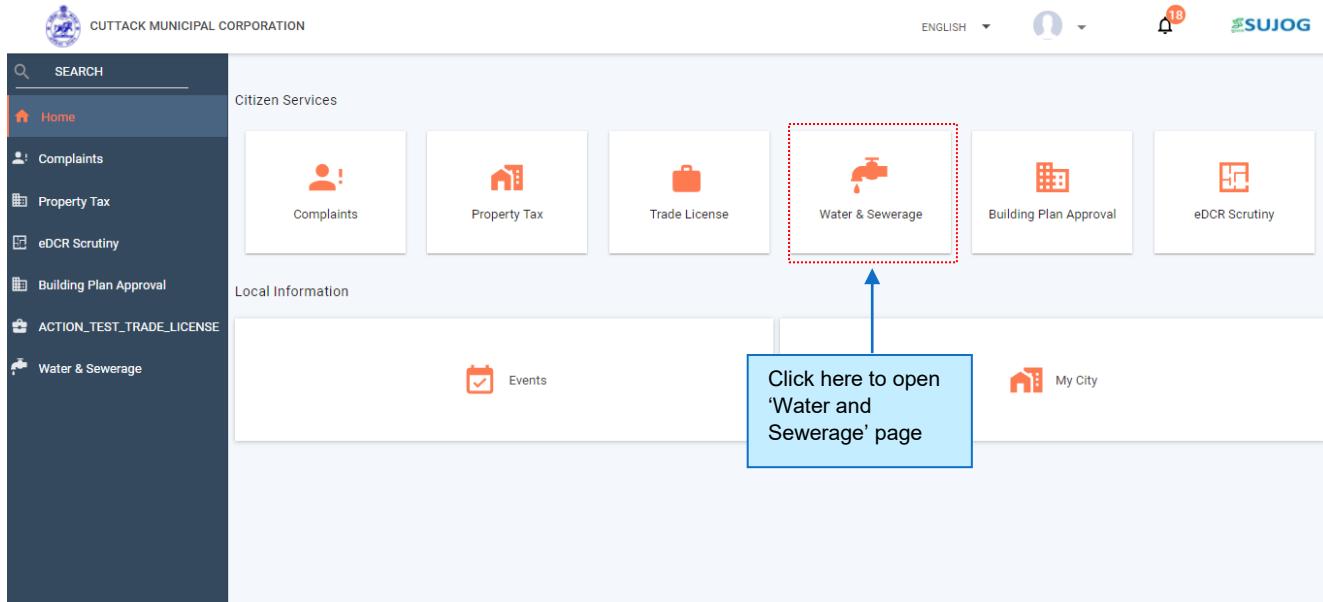


Citizen have to click on the Water & Sewerage button present on the Home page.

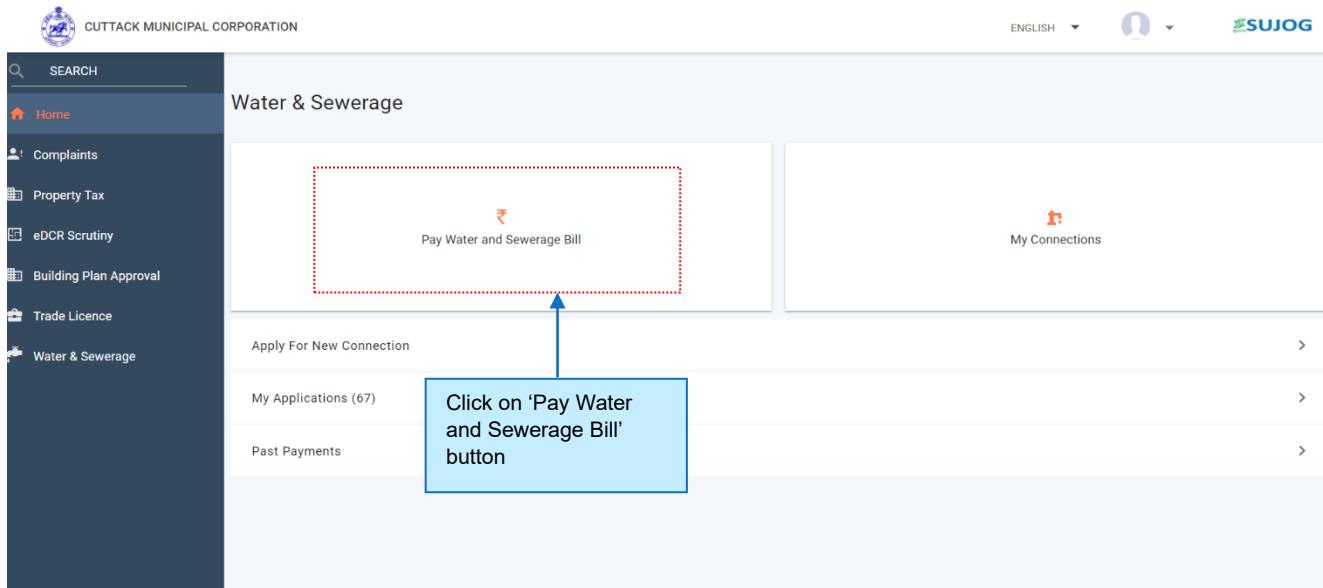
### 3.1.1. Apply for New Water & Sewerage Connection

Follow the steps below to apply for new water and sewerage connection and assessment.

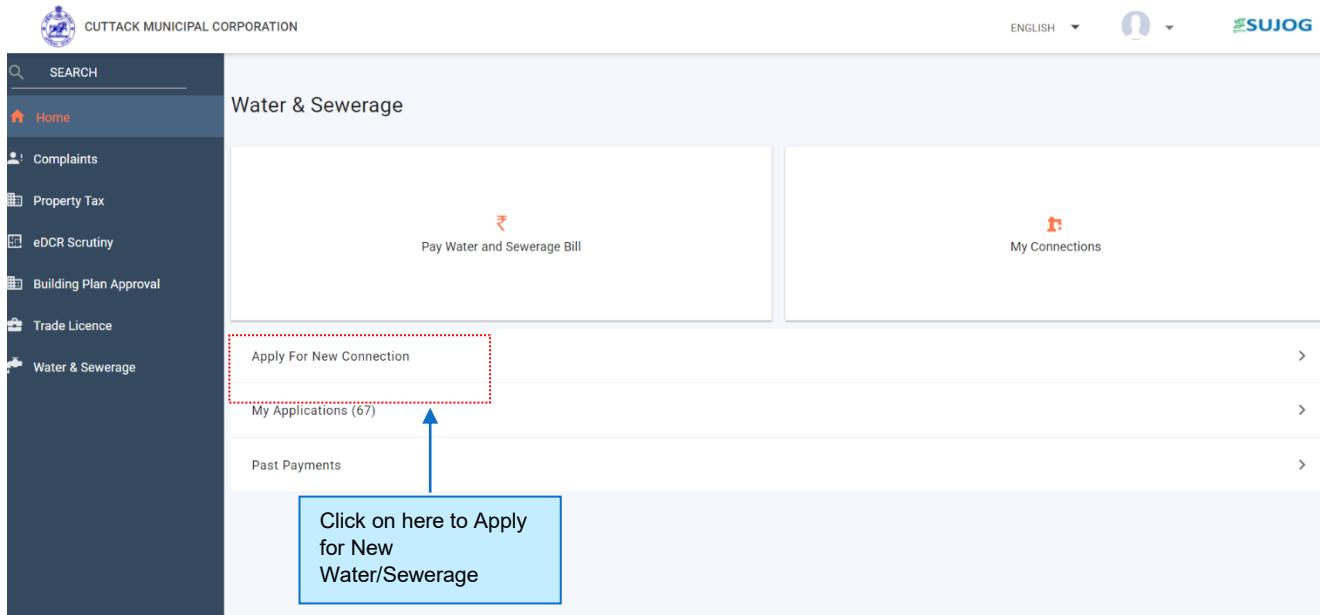
#### 3.1.1.1. Step 1: Citizen Service page



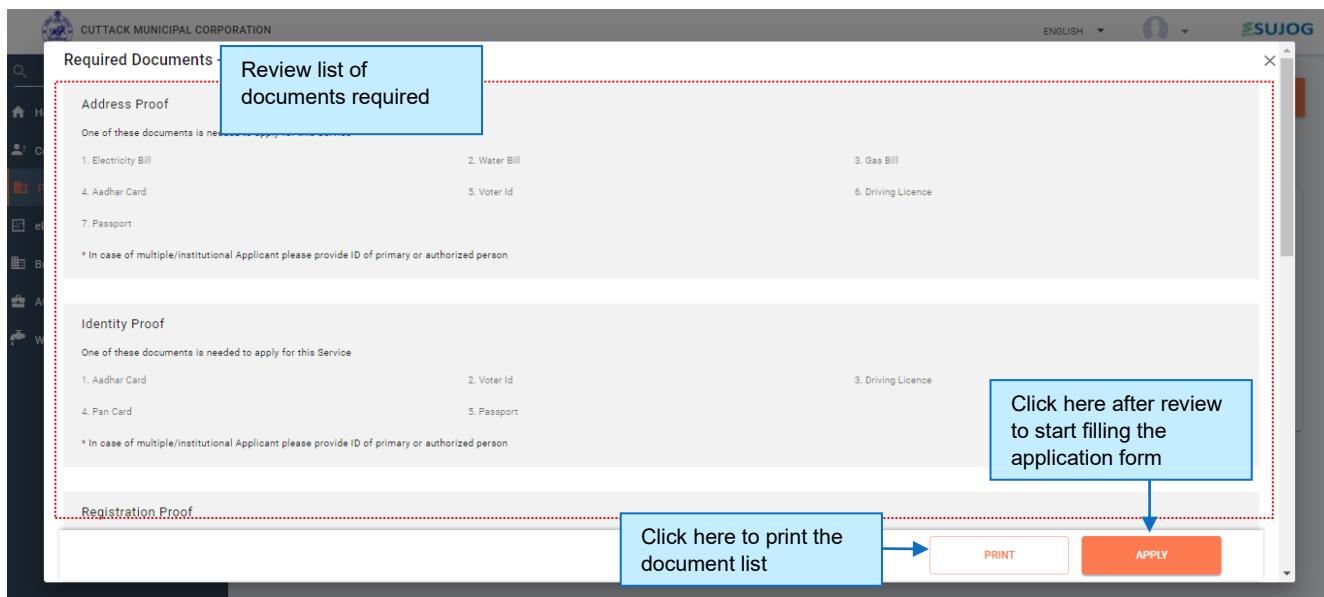
#### 3.1.1.2. Step 2: Water and sewerage page



### 3.1.1.3. Step 3: Apply for New Connection

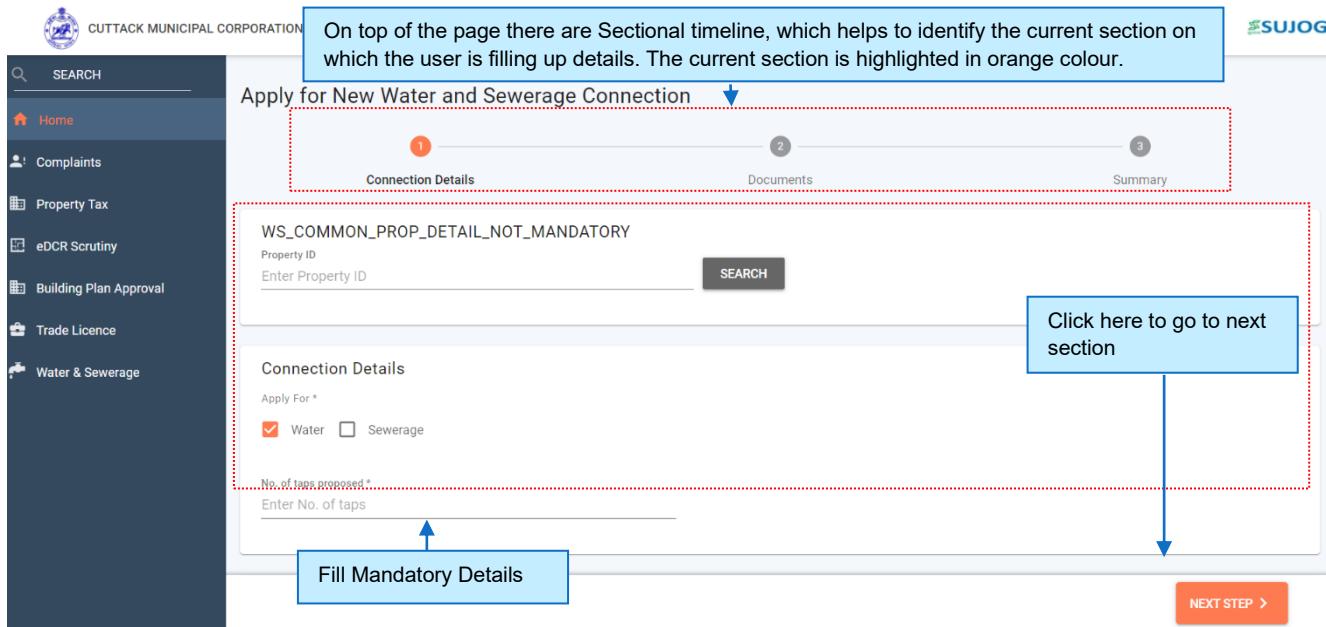


### 3.1.1.4. Step 4: Review required list of documents to be uploaded for application submission



### 3.1.1.5. Step 5: Application form details

On top of the page there are Sectional timeline, which helps to identify the current section on which the user is filling up details. The current section is highlighted in orange colour.



CUTTACK MUNICIPAL CORPORATION

SEARCH

Apply for New Water and Sewerage Connection

1 Connection Details      2 Documents      3 Summary

WS\_COMMON\_PROP\_DETAIL\_NOT\_MANDATORY

Property ID  
Enter Property ID

SEARCH

Connection Details

Apply For \*

Water  Sewerage

No. of taps proposed \*  
Enter No. of taps

Fill Mandatory Details

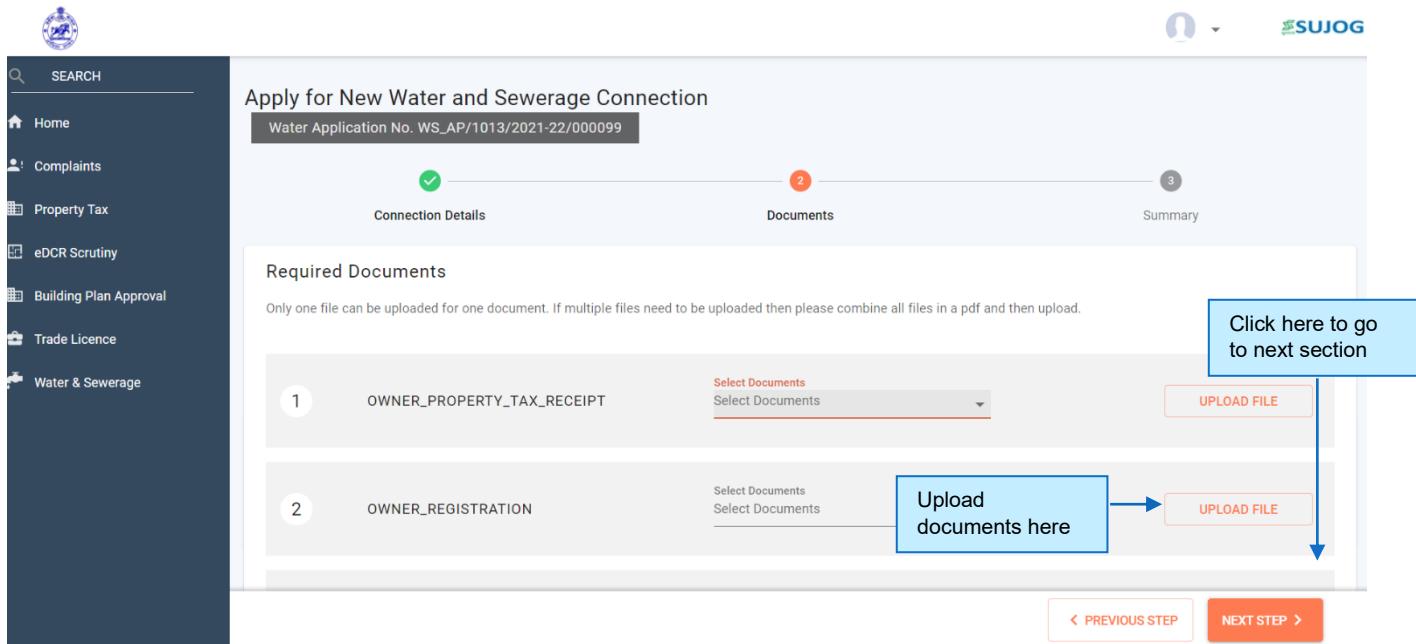
Click here to go to next section

NEXT STEP >

#### Following are the fields in property Address section

Field Name	Field Type	Purpose
Property ID	Optional Field	Enter Property ID, the system will automatically fetch the data
Apply For	Mandatory Field	Applying for Water, Sewerage or for both
No of Taps	Mandatory Field	Enter No of Taps Applying for the connection
Pipe Size Proposed	Mandatory Field	Select the pipe Size
No of Water Closets	Mandatory Field (For sewerage)	Enter number of closets in case applying for sewerage connection
No of Toilets	Mandatory Field (For sewerage)	Enter number of toilets in case applying for sewerage connection
City	Mandatory Field	Select City
Locality/ Mohalla	Mandatory Field	Select Locality from the dropdown
Connection Category	Mandatory Field	Applying for Temporary or Permanent connection
Connection Type	Mandatory Field	Select whether applying for metered or non-metered
Usage Type	Mandatory Field	Select usage type (Domestic/Commercial etc.)
Mobile Number	Mandatory Field	Enter Mobile Number
Name	Mandatory Field	Enter Name of the applicant
Gender	Mandatory Field	Select Gender
Guardian Name	Mandatory Field	Enter Guardian Name
Relationship	Mandatory Field	Select relationship with the guardian
Select Applicant Category	No Mandatory	

### 3.1.1.6. Step 6: Upload Required Documents



Apply for New Water and Sewerage Connection  
Water Application No. WS\_AP/1013/2021-22/000099

Connection Details      Documents      Summary

**Required Documents**

Only one file can be uploaded for one document. If multiple files need to be uploaded then please combine all files in a pdf and then upload.

1 OWNER\_PROPERTY\_TAX\_RECEIPT Select Documents Select Documents UPLOAD FILE

2 OWNER\_REGISTRATION Select Documents Select Documents UPLOAD FILE

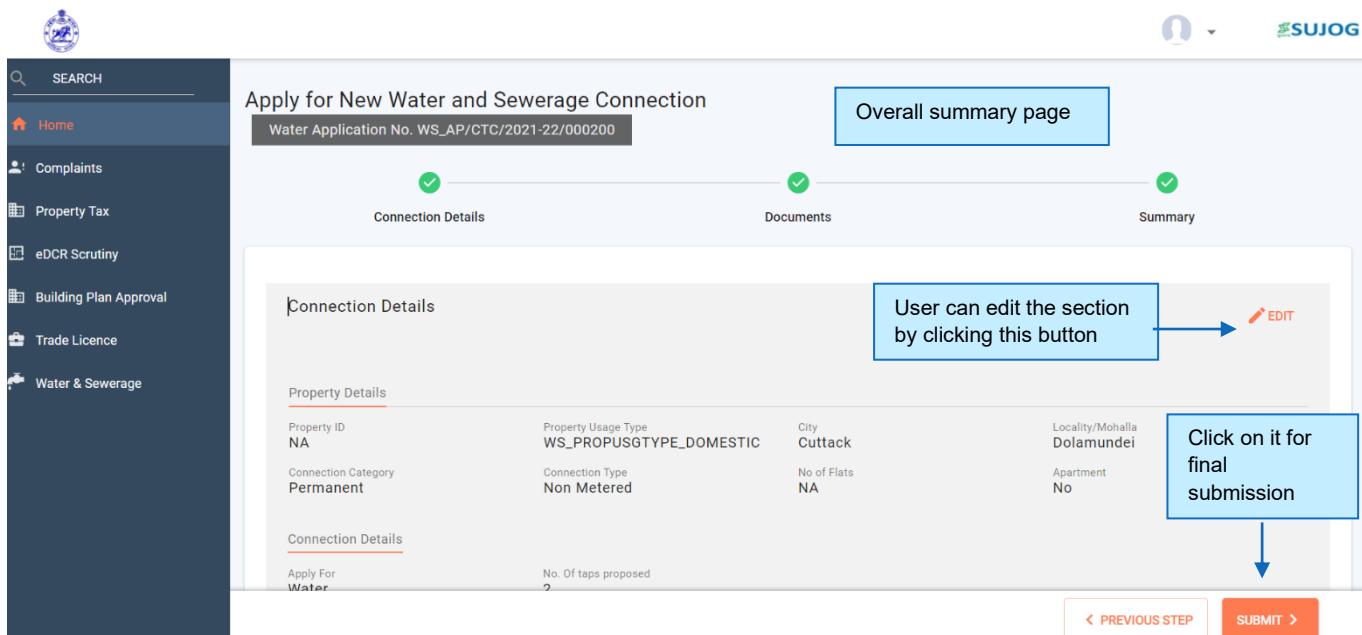
**Click here to go to next section**

**Upload documents here**

< PREVIOUS STEP      NEXT STEP >

The applier can upload the documents here. None of the documents are mandatory.

### 3.1.1.7. Step 7: Summary Page



Apply for New Water and Sewerage Connection  
Water Application No. WS\_AP/CTC/2021-22/000200

Connection Details      Documents      Summary

**Overall summary page**

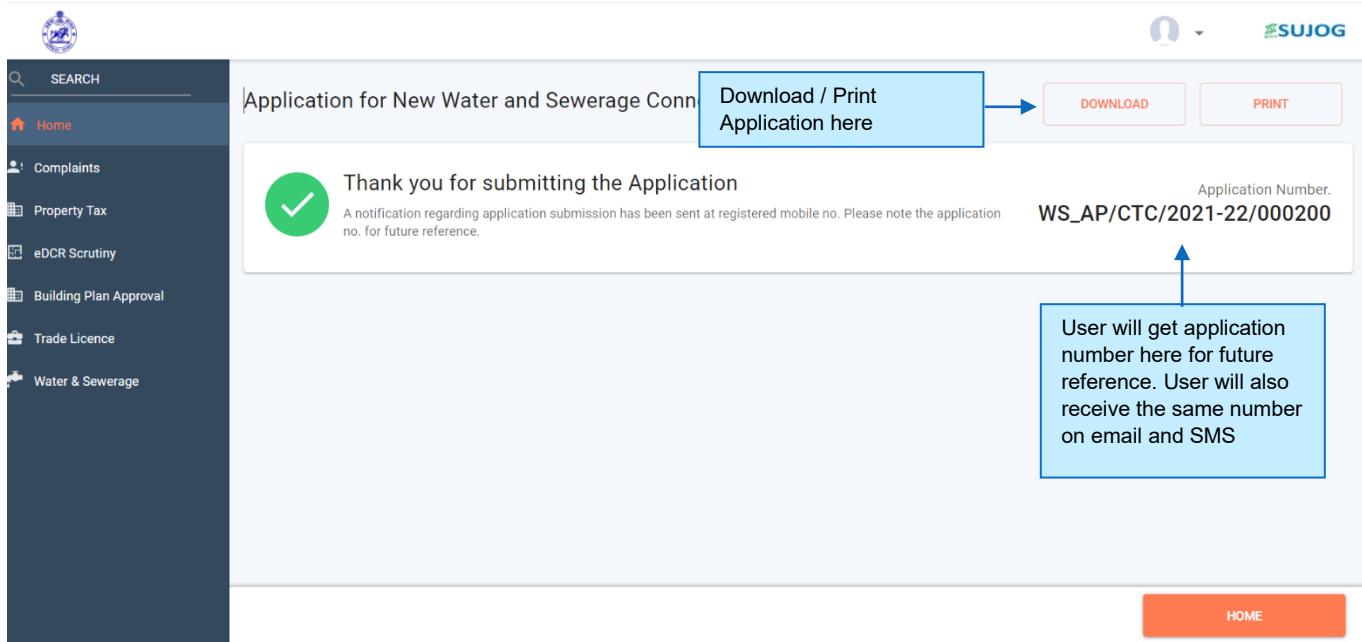
**User can edit the section by clicking this button**

**Click on it for final submission**

< PREVIOUS STEP      SUBMIT >

User can have a final look at the application in this page. In case user need to edit citizen can go back and edit it.

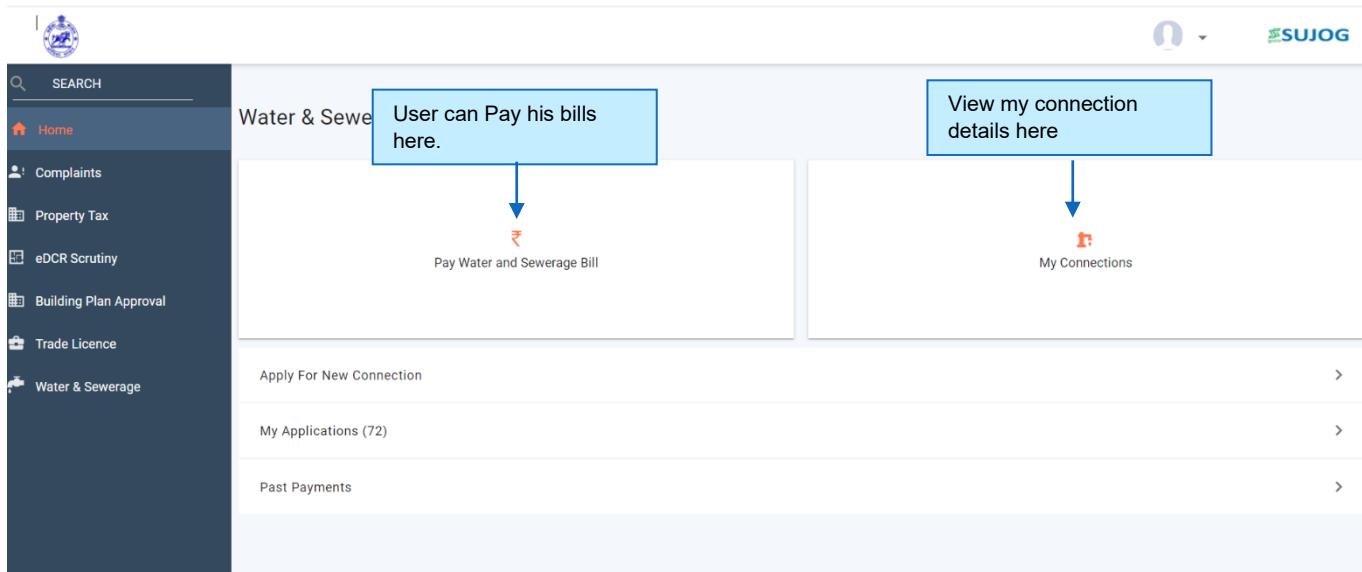
### 3.1.1.8. Step 8: Acknowledgement



The screenshot shows the 'Application for New Water and Sewerage Conn' page. On the left is a sidebar with icons for Home, Complaints, Property Tax, eDCR Scrutiny, Building Plan Approval, Trade Licence, and Water & Sewerage. The main content area has a green checkmark icon and the message 'Thank you for submitting the Application'. Below it, a note says 'A notification regarding application submission has been sent at registered mobile no. Please note the application no. for future reference.' To the right, there's a blue box containing 'Download / Print Application here' with 'DOWNLOAD' and 'PRINT' buttons. Above the download buttons is the 'Application Number: WS\_AP/CTC/2021-22/000200'. A callout box points to the application number with the text 'User will get application number here for future reference. User will also receive the same number on email and SMS'. At the bottom right is an orange 'HOME' button.

## 3.1.1. Other Features

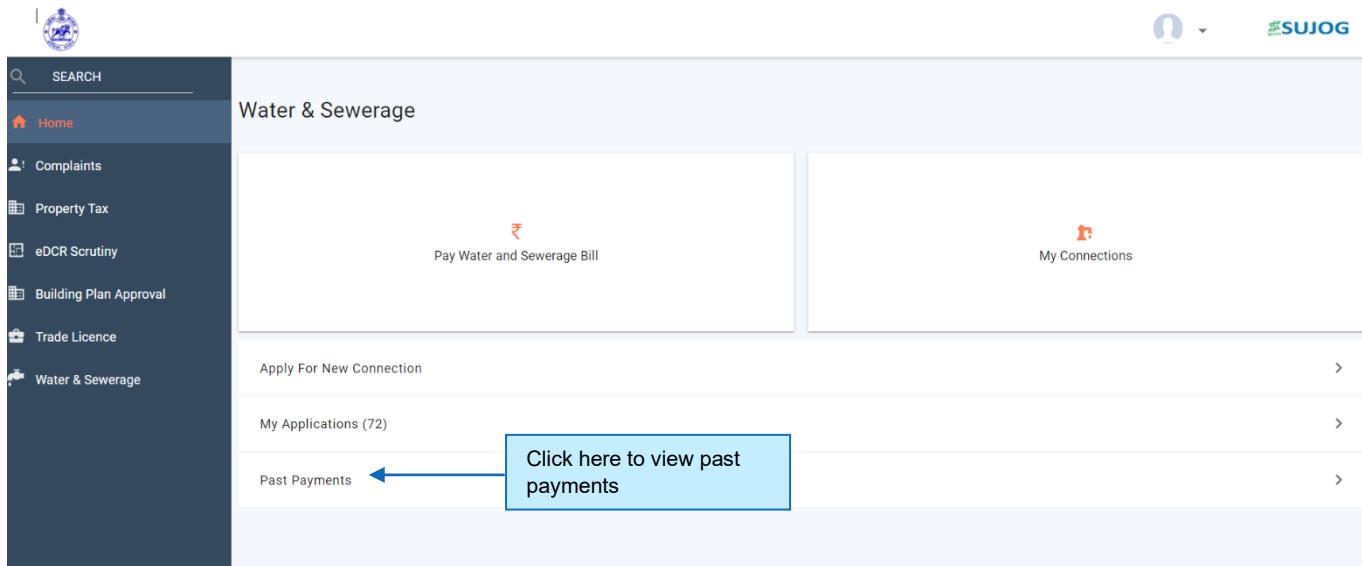
### 3.1.1.1. View my connection and pay bills



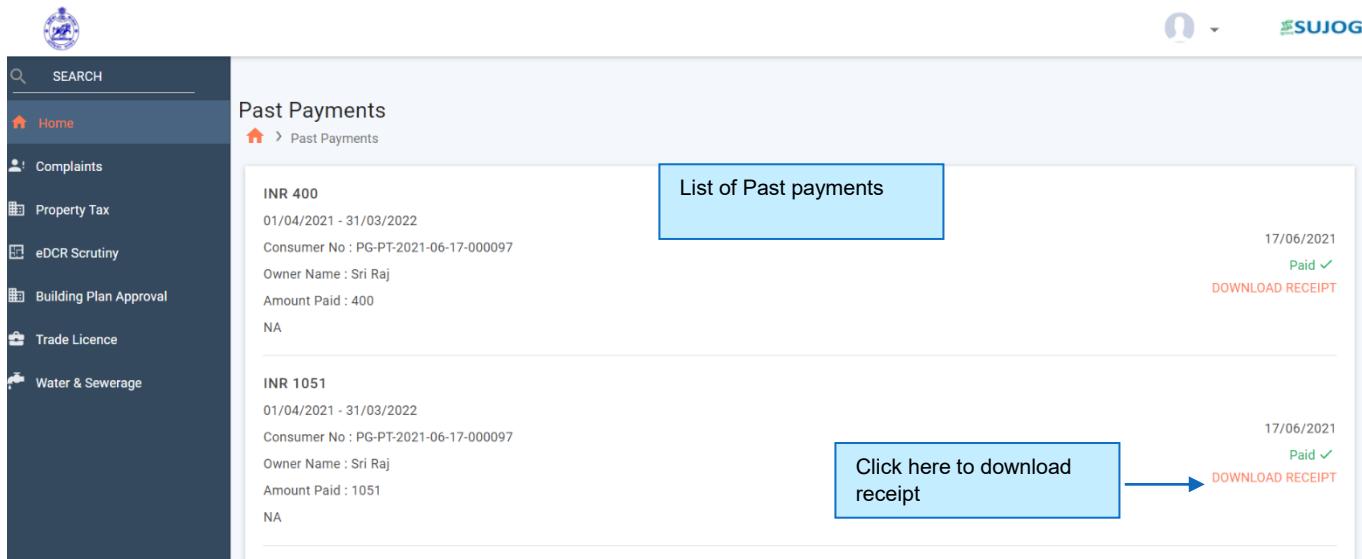
The screenshot shows the 'Water & Sewerage' section. The sidebar includes Water & Sewerage under the 'Water & Sewerage' category. The main area has two blue boxes: one pointing to 'Pay Water and Sewerage Bill' with a rupee symbol, and another pointing to 'My Connections'. Below these are links for 'Apply For New Connection', 'My Applications (72)', and 'Past Payments'.

Citizen can view my number of connection and view all the details by clicking my connection button. Citizen can pay his/her water and sewerage bills by clicking Pay water and sewerage bills button.

### 3.1.1.2. View and download past payments



The screenshot shows the Water & Sewerage dashboard. On the left sidebar, under the 'Water & Sewerage' category, there is a link labeled 'Past Payments'. A blue callout box with the text 'Click here to view past payments' and a blue arrow points to this link.



The screenshot shows the 'Past Payments' list page. It displays two payment records:

- INR 400**:  
01/04/2021 - 31/03/2022  
Consumer No : PG-PT-2021-06-17-000097  
Owner Name : Sri Raj  
Amount Paid : 400  
NA
- INR 1051**:  
01/04/2021 - 31/03/2022  
Consumer No : PG-PT-2021-06-17-000097  
Owner Name : Sri Raj  
Amount Paid : 1051  
NA

A blue callout box with the text 'List of Past payments' is positioned above the first payment record. Another blue callout box with the text 'Click here to download receipt' and a blue arrow points to the 'DOWNLOAD RECEIPT' link next to the second payment record.

### 3.1.1.3 A citizen can apply for ownership transfer for their existing connection.

Details of Ownership change fee is now available in the Public domain through SUJOG system. A screenshot of the same is attached for reference.

#### Payment Collection Details

Fee Estimate		Total Amount
Ownership Change Fee		<b>Rs 60</b>
Arrears		0
Total Amount	60	

#### Step-01

**Property Details**

Property ID NA	Property Usage Type Domestic	City Cuttack	Locality Bhadimul
Ward 07	Connection Category Permanent	Connection Type Non Metered	No of Flats
Apartment No			

Click on 
OWNERSHIP TRANSFER

**Connection Holder Details**

Mobile No.	Name	Gender Male	Guardian Name
Relationship FATHER	Correspondence Address Mancheswar,GADAKAN	Special Applicant Category FREEDOMFIGHTER	

**Step-02****Ownership Transfer**

Water Application No. WS\_AP/TST/2023-24/2563663

1

Connection Details

2

Documents

3

Summary

**Property Details(If available)**

Property ID

Enter Property ID

SEARCH

**Connection Details**

Apply For \*

 Water  Sewerage
 

No. of taps proposed \*

1

**Property Details**

City \*

Testing

Locality \*

5 Peer Colony

Ward \*

01

Connection Category \*

Permanent

Connection Type \*

Metered

Usage Type \*

Domestic

**Connection Holder Details**

Mobile No. \*

9876541230

Name \*

X

Gender \*

 Male  Female  Transgender
 

Guardian Name \*

Y

Relationship \*

Husband

Correspondence Address \*

Mancheswar,Bhubaneswar

**NEXT STEP >**

## Step-03

Water Application No. WS\_AP/TST/2023-24/2563663

1 Connection Details      2 Documents      3 Summary

### Required Documents

Only one file can be uploaded for one document. If multiple files need to be uploaded then please combine all files in a pdf and then upload.

1 Property Proof      Select Documents      UPLOAD FILE

2 Registration Proof      Select Documents      UPLOAD FILE

3 BPL Proof      Select Documents      UPLOAD FILE

< PREVIOUS STEP      NEXT STEP >

## Step-04

## Ownership Transfer

Water Application No. WS\_AP/TST/2023-24/2563663



Connection Details



Documents



Summary

## Connection Details

EDIT

## Property Details

Property ID  
NAProperty Usage Type  
DomesticCity  
TestingLocality  
5 Peer ColonyWard  
01Connection Category  
PermanentConnection Type  
MeteredNo of Flats  
NAApartment  
No

## Connection Details

Apply For  
WaterNo. Of taps proposed  
1

## Connection Holder Details

Mobile No.

Name

Gender

Guardian Name

Relationship  
HUSBANDCorrespondence Address  
Mancheswar,BhubaneswarSpecial Applicant Category  
NONE

## Documents

EDIT

0

&lt; PREVIOUS STEP

SUBMIT &gt;

## Step-05

## Application for ownership transfer



Application for ownership transfer submitted successfully

A notification regarding Approval connection has been sent to registered Mobile No.

Application Number.  
WS\_AP/TST/2023-24/2563663

[HOME](#)

## 3.1.1.4 A citizen can apply for disconnection for their existing connection

## Step-01

## Connections Details Consumer No: WS/TST/2296872

**Service Details**

Service <b>WATER</b>	Connection Category <b>PERMANENT</b>	Connection Type <b>Non Metered</b>	Connection Execution Date <b>02/11/2022</b>
Water Source <b>SURFACE</b>	Water Sub Source <b>LAKE</b>	Number of Taps <b>1</b>	

**Property Details**

Property Details			
Property ID <b>NA</b>	Property Usage Type <b>Domestic</b>	City <b>Testing</b>	Locality <b>40 Quarter</b>
Ward <b>02</b>	Connection Category <b>Permanent</b>	Connection Type <b>Non Metered</b>	No of Flats
Apartment No			

Click on 

## Step-02

Connections Details Consumer No: WS/TST/2324052

Service Details

Are you sure you want to disconnect ?  
WS\_MODIFICATIONS\_EFFECTIVE\_FROM

REPLACE METER

X Connection Execution Date  
7/02/2023

DISCONNECT

Property Details

Property Details

Property ID NA	Property Usage Type Domestic	City Testing	Locality 5 Peer Colony	DISCONNECT
Ward 01	Connection Category Permanent	Connection Type Metered	No of Flats	CLOSE CONNECTION

TAKE ACTION | ▾

## Step-03

Application for disconnection

 Application for disconnection submitted successfully

A notification regarding Approval connection has been sent to registered Mobile No.

Application Number:  
**WS\_AP/TST/2023-24/2563704**

HOME

### 3.1.1.5 A citizen can apply for Reconnection for their existing Disconnection

#### Step-01

Connections Details Consumer No: WS/TST/2215593

Service Details			
Service WATER	Connection Category PERMANENT	Connection Type Non Metered	Connection Execution Date 22/05/2022
Water Source BULKSUPPLY	Water Sub Source BULKSUPPLY	Number of Taps 2	

Property Details															
<u>Property Details</u> <table border="1"> <tr> <td>Property ID NA</td> <td>Property Usage Type Domestic</td> <td>City Testing</td> <td>Locality 120' Road</td> </tr> <tr> <td>Ward 01</td> <td>Connection Category Permanent</td> <td>Connection Type Non Metered</td> <td>No of Flats</td> </tr> <tr> <td>Apartment No</td> <td></td> <td></td> <td><b>CLOSE CONNECTION</b></td> </tr> </table>				Property ID NA	Property Usage Type Domestic	City Testing	Locality 120' Road	Ward 01	Connection Category Permanent	Connection Type Non Metered	No of Flats	Apartment No			<b>CLOSE CONNECTION</b>
Property ID NA	Property Usage Type Domestic	City Testing	Locality 120' Road												
Ward 01	Connection Category Permanent	Connection Type Non Metered	No of Flats												
Apartment No			<b>CLOSE CONNECTION</b>												
<b>Click on</b>  <b>Reconnect</b>															
<a href="#">TAKE ACTION</a>   ▾															

#### Step-02

Connections Details Consumer No: WS/TST/2215593

Service Details			
Service WATER	Connection Category PERMANENT	Connection Type Non Metered	Connection Execution Date 22/05/2022
Water Source BULKSUPPLY			

Are you sure? X

**RECONNECT**

Property Details															
<u>Property Details</u> <table border="1"> <tr> <td>Property ID NA</td> <td>Property Usage Type Domestic</td> <td>City Testing</td> <td>Locality 120' Road</td> </tr> <tr> <td>Ward 01</td> <td>Connection Category Permanent</td> <td>Connection Type Non Metered</td> <td>No of Flats</td> </tr> <tr> <td>Apartment No</td> <td></td> <td></td> <td><b>CLOSE CONNECTION</b></td> </tr> </table>				Property ID NA	Property Usage Type Domestic	City Testing	Locality 120' Road	Ward 01	Connection Category Permanent	Connection Type Non Metered	No of Flats	Apartment No			<b>CLOSE CONNECTION</b>
Property ID NA	Property Usage Type Domestic	City Testing	Locality 120' Road												
Ward 01	Connection Category Permanent	Connection Type Non Metered	No of Flats												
Apartment No			<b>CLOSE CONNECTION</b>												
<b>Reconnect</b> 															
<a href="#">TAKE ACTION</a>   ▾															

**Step-03****Application for reconnection**

 Application for reconnection submitted successfully  
 A notification regarding Approval connection has been sent to registered Mobile No.

Application Number.  
**WS\_AP/TST/2023-24/2563756**

**HOME****3.1.1.6 A citizen can apply for close connection for their existing connection****Step-01**

**Connections Details**      Consumer No: WS/TST/2215593

Service Details			
Service WATER	Connection Category PERMANENT	Connection Type Non Metered	Connection Execution Date 22/05/2022
Water Source BULKSUPPLY	Water Sub Source BULKSUPPLY	Number of Taps 2	

Property Details			
Property Details			
Property ID NA	Property Usage Type Domestic	City Testing	Locality 120' Road
Ward 01	Connection Category Permanent	Connection Type Non Metered	No of Flats  <b>DISCONNECT</b>
Apartment No			<b>CLOSE CONNECTION</b>

Click on  **CLOSE CONNECTION**

**TAKE ACTION** | ▾

## Step-02

Connections Details Consumer No: WS/TST/2215593

Service Details

Service WATER	Connection Category PERMANENT	Connection Type Non Metered	Connection Execution Date 22/05/2022
Water Source BULKSUPPLY	Are you sure you want to close your connection ?		
	<a href="#">CLOSE CONNECTION</a>		

Property Details

Property ID NA	Property Usage Type Domestic	City Testing	Locality 120' Road
Ward 01	Connection Category Permanent	Connection Type Non Metered	No of Flats
Apartment No	<a href="#">DISCONNECT</a>		
<a href="#">CLOSE CONNECTION</a>			
<a href="#">TAKE ACTION</a>   ▾			

## Step-03

Application for close connection

 Application for close connection submitted successfully

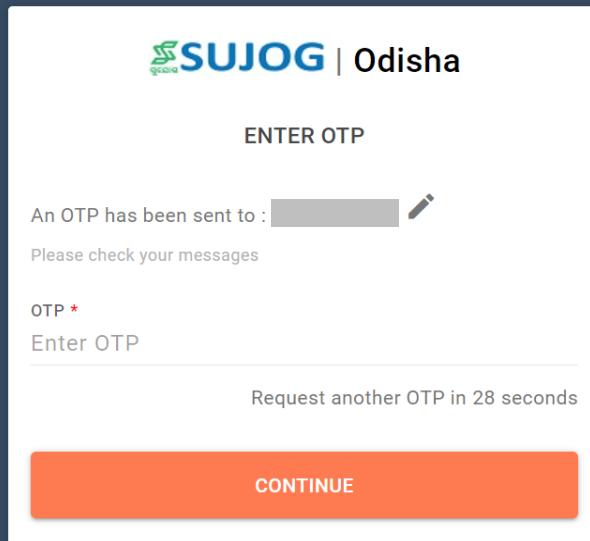
A notification regarding Approval connection has been sent to registered Mobile No.

Application Number.  
**WS\_AP/TST/2023-24/2563799**

[HOME](#)

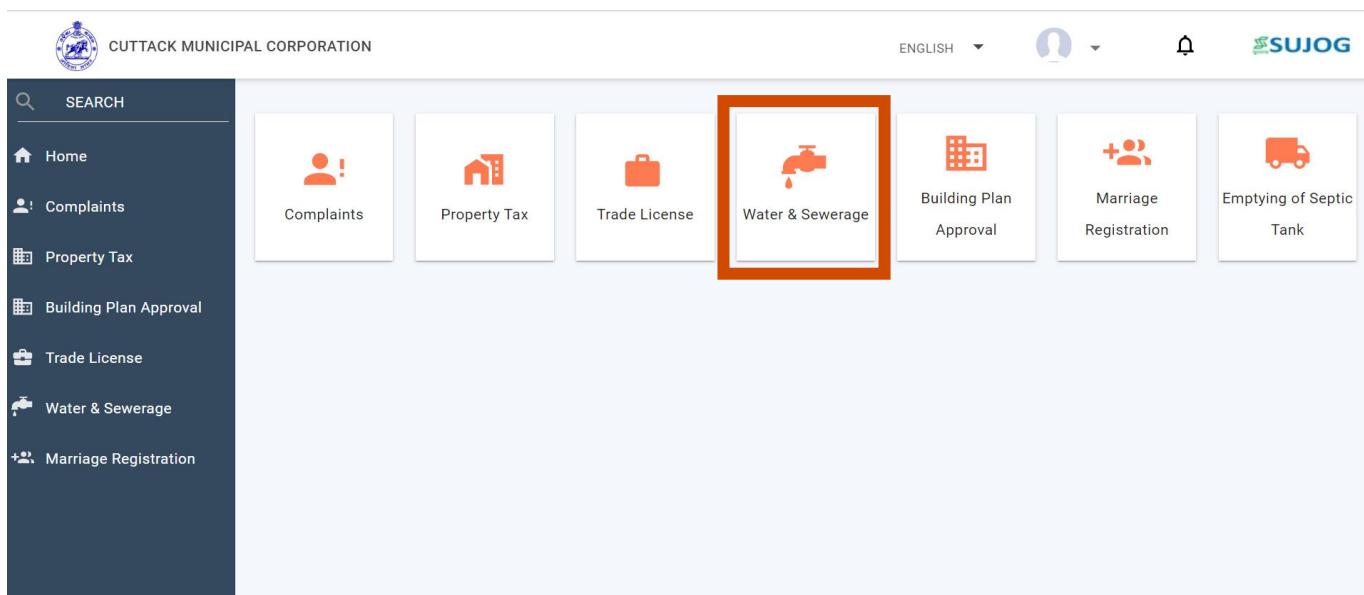
### 3.1.3 Online water tax collection

Step-01: Citizen put their register mobile number to login



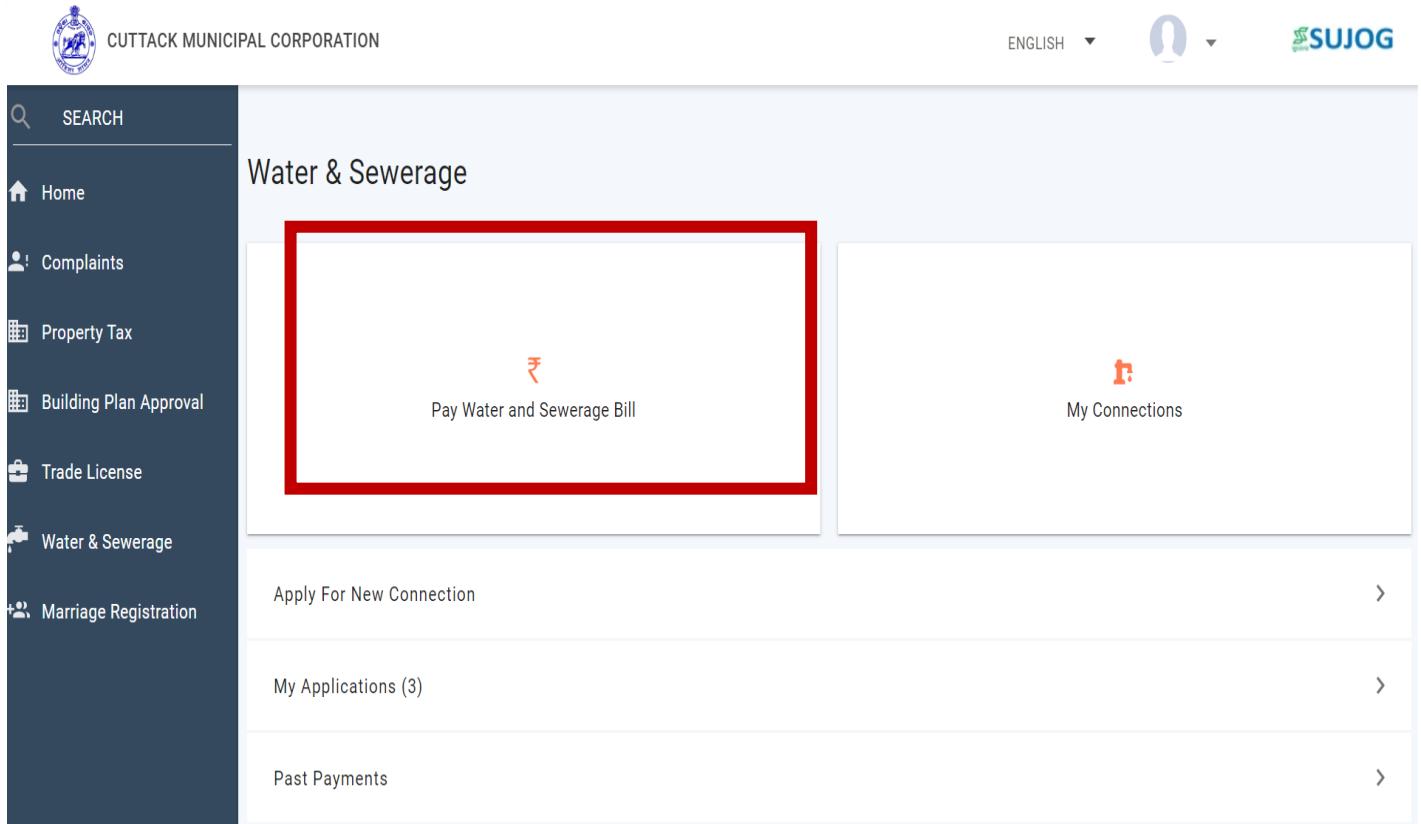
The screenshot shows the 'ENTER OTP' page of the SUJOG Odisha app. At the top, it displays the SUJOG logo and the text 'ENTER OTP'. Below this, it says 'An OTP has been sent to : [redacted] [edit icon]'. It instructs the user to 'Please check your messages'. There is a field labeled 'OTP \*' with the placeholder 'Enter OTP'. A link 'Request another OTP in 28 seconds' is provided. At the bottom is a large orange 'CONTINUE' button.

Step-02: Click on water & Sewerage



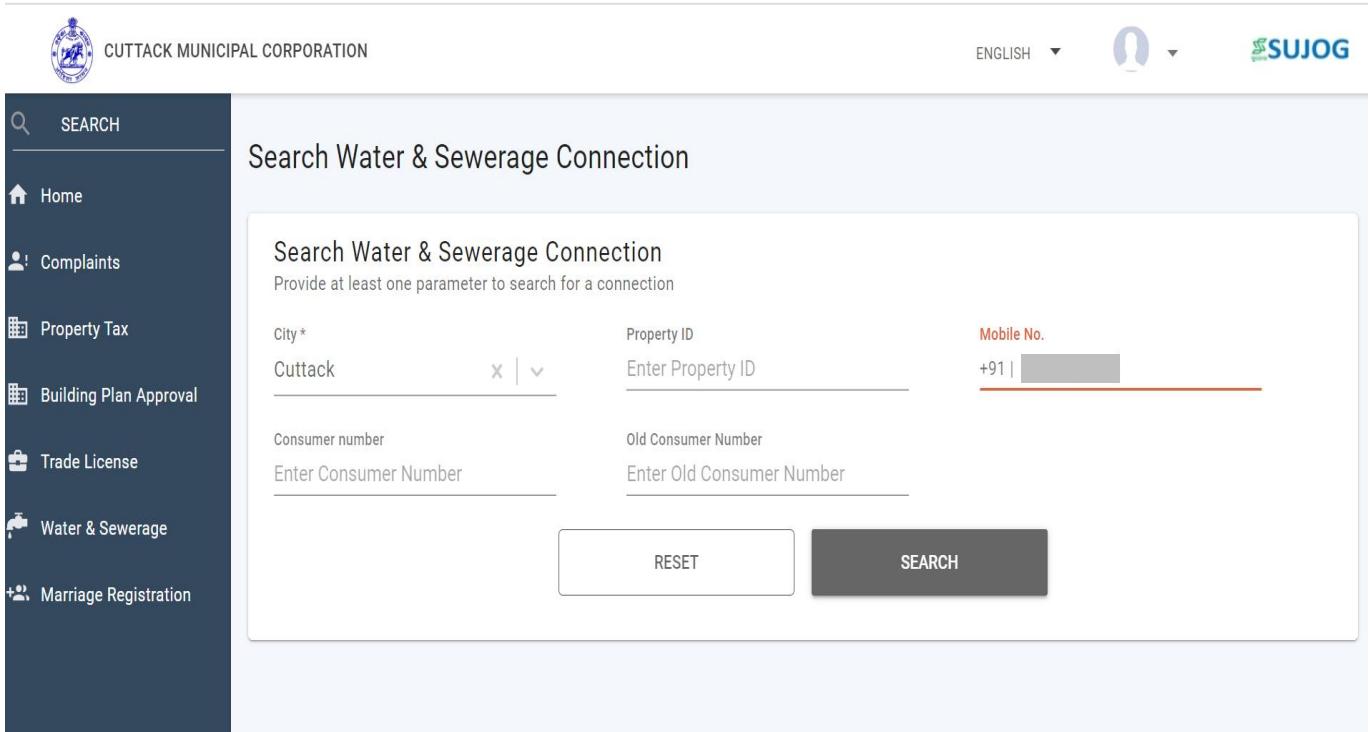
The screenshot shows the Cuttack Municipal Corporation portal. On the left, there is a sidebar with a search bar and links for Home, Complaints, Property Tax, Building Plan Approval, Trade License, Water & Sewerage, and Marriage Registration. The main area displays several service icons: Complaints (person icon), Property Tax (house icon), Trade License (briefcase icon), Water & Sewerage (faucet icon, highlighted with a red box), Building Plan Approval (building icon), Marriage Registration (couple icon), and Emptying of Septic Tank (truck icon). The Water & Sewerage icon is specifically highlighted with a red border.

## Step-03: Pay water and sewerage Bill



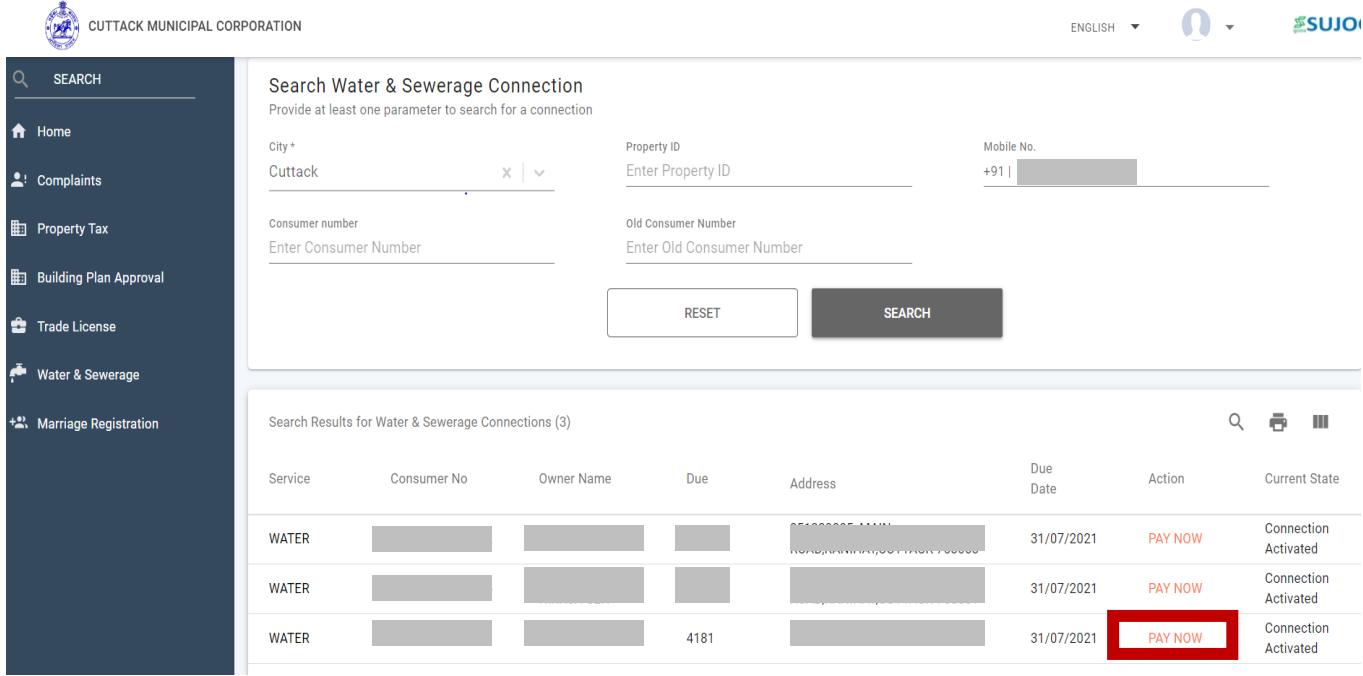
The screenshot shows the 'Water & Sewerage' section of the Cuttack Municipal Corporation website. On the left, there's a sidebar with various services like Home, Complaints, Property Tax, etc. The main area has a 'Water & Sewerage' heading. Below it, a red box highlights a button labeled '₹ Pay Water and Sewerage Bill'. To the right, there are links for 'My Connections' and other sections like 'Apply For New Connection', 'My Applications (3)', and 'Past Payments'.

## Step-4: Water and sewerage connection search



The screenshot shows the 'Search Water & Sewerage Connection' page. It features a search form with fields for City (Cuttack), Property ID, Consumer number, Old Consumer Number, and Mobile No. (prefilled with '+91'). There are 'RESET' and 'SEARCH' buttons at the bottom. The sidebar on the left includes options like Home, Complaints, Property Tax, etc.

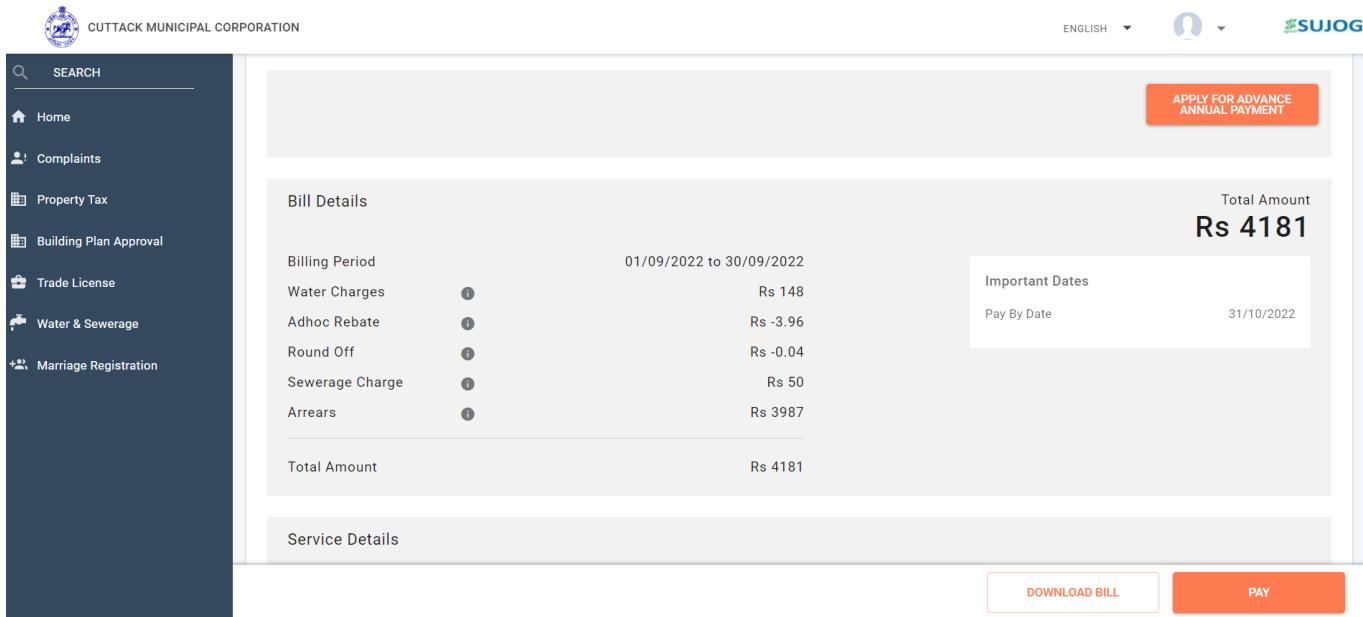
## Step-05: Pay water and sewerage bill



The screenshot shows the search interface for water and sewerage connections. On the left sidebar, there are links for Home, Complaints, Property Tax, Building Plan Approval, Trade License, Water & Sewerage, and Marriage Registration. The main search form has fields for City (Cuttack), Property ID, Consumer number, and Old Consumer Number. It also includes a RESET button and a large SEARCH button. Below the search form is a table titled "Search Results for Water & Sewerage Connections (3)". The table columns are Service, Consumer No, Owner Name, Due, Address, Due Date, Action, and Current State. There are three entries for WATER service, each with a "PAY NOW" button in a red box.

Service	Consumer No	Owner Name	Due	Address	Due Date	Action	Current State
WATER	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	31/07/2021	<a href="#">PAY NOW</a>	Connection Activated
WATER	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	31/07/2021	<a href="#">PAY NOW</a>	Connection Activated
WATER	[REDACTED]	[REDACTED]	4181	[REDACTED]	31/07/2021	<a href="#">PAY NOW</a>	Connection Activated

## Step-06: Bill details page



The screenshot shows the bill details page. On the left sidebar, there are links for Home, Complaints, Property Tax, Building Plan Approval, Trade License, Water & Sewerage, and Marriage Registration. The main page features a large orange button "APPLY FOR ADVANCE ANNUAL PAYMENT". Below it, the "Bill Details" section shows the total amount as Rs 4181. The billing period is 01/09/2022 to 30/09/2022. The breakdown of charges includes Water Charges (Rs 148), Adhoc Rebate (Rs -3.96), Round Off (Rs -0.04), Sewerage Charge (Rs 50), and Arrears (Rs 3987). The "Important Dates" section shows Pay By Date as 31/10/2022. At the bottom, there are buttons for "DOWNLOAD BILL" and "PAY".

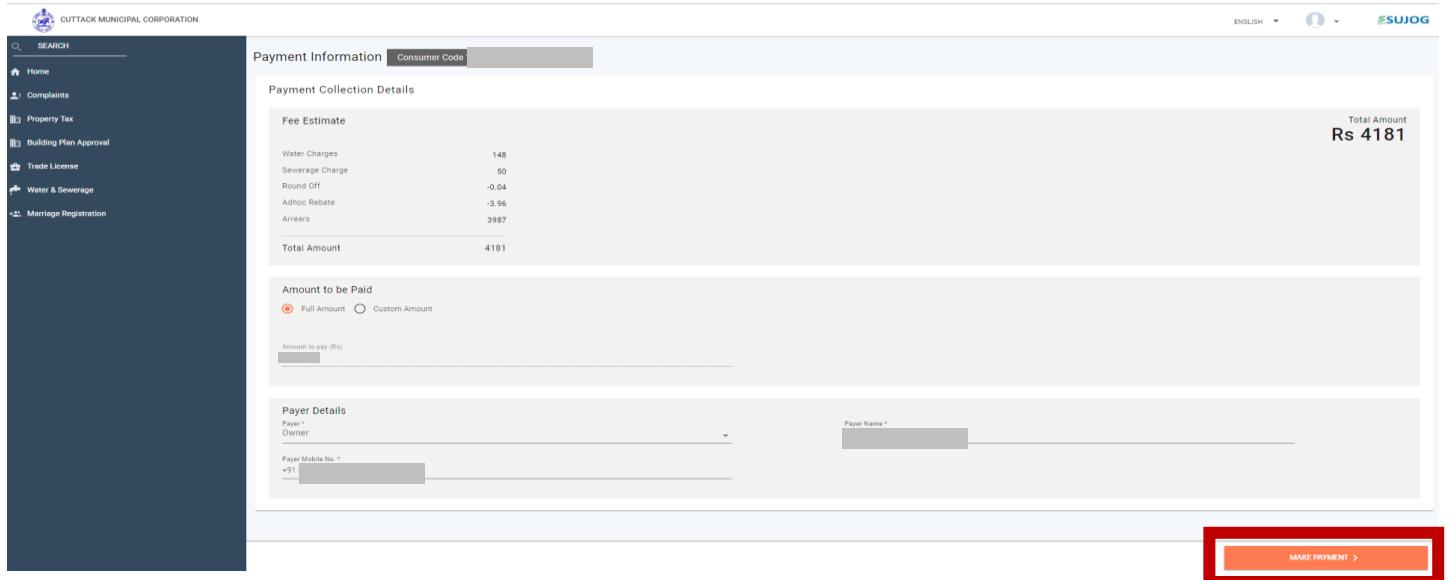
## Step-07: Bill generated from SUJOG portal

WATCO OFFICE OF THE GENERAL MANAGER WATCO DIVISION : CUTTACK 1800 121 6833 <a href="https://sujog.odisha.gov.in">https://sujog.odisha.gov.in</a> helpdesk.sujog@odisha.gov.in		Total Amount due <b>₹ 4181</b>		
Name Mobile No. Address		Bill No. BILLNO-WS-20137984	Bill Period Sep-2022	Bill Due Date 31/10/2022
Consumer No. WS/CTC/ [REDACTED]	Old Consumer No. [REDACTED]	Consumer Category NONE	Connection Type Non Metered	Latest Meter Reading NA
<b>Billing Summary : WATER-SEWERAGE</b>				
Previous Dues 3987	Advance Adjusted 0	Advance Available 0	Rebate 0	Penalty 0
Water Charge 148	Sewerage Charge 50	Water Spl. Rebate -3.96	Sewerage Spl. Rebate 0	Sewerage Arrear 0
Scrutiny Fee EMI Amt. 0	Labour Fee EMI Amt. 0	Other Charges 0	Round Off -0.04	Total 4181
<b>Important Message</b> <p>1. The A/C Payee cheque or Draft should be payable to your respective PHEO/WATCO Division. Please mention the consumer No. and name, Tel. No. / Mob. No. at the backside of the cheque. No outstation cheques / bearer cheques / Non-MICR cheques will be accepted. Penalty will be realised as per Banking Norms, if cheque is dishonoured.</p> <p>2. Consumers can drop cheques at Drop Boxes Located at different locations.</p> <p>3. The Department accepts responsibility for loss of bill in transit. The Consumer shall enquire from the concerned authority, if the Bill is not received by the 10th day of each month.</p> <p>4. Payment mode available: Cash/Cheque at office counter/Online: Credit/Debit Card.</p> <p>5. Consumers should install water meters to extract their assessment of water tax. Every last working day of the month is A/C closing day for which the counter will remain closed except 31st March.</p> <p>6. No acknowledgment receipt shall be supplied for the cheques dropped in the drop box. Clearance time shall be at 3.30 PM every day except Govt. holidays.</p>				
** Spl.=Special				

## Step-08: Click on pay

CUTTACK MUNICIPAL CORPORATION		ENGLISH ▾	SUJOG											
<input type="button" value="SEARCH"/> <a href="#">Home</a> <a href="#">Complaints</a> <a href="#">Property Tax</a> <a href="#">Building Plan Approval</a> <a href="#">Trade License</a> <a href="#">Water &amp; Sewerage</a> <a href="#">Marriage Registration</a>	<b>Bill Details</b> Billing Period: 01/09/2022 to 30/09/2022 Total Amount: <b>Rs 4181</b> <table border="1"> <tr> <td>Water Charges</td> <td>Rs 148</td> </tr> <tr> <td>Adhoc Rebate</td> <td>Rs -3.96</td> </tr> <tr> <td>Round Off</td> <td>Rs -0.04</td> </tr> <tr> <td>Sewerage Charge</td> <td>Rs 50</td> </tr> <tr> <td>Arrears</td> <td>Rs 3987</td> </tr> <tr> <td>Total Amount</td> <td>Rs 4181</td> </tr> </table> <b>Service Details</b>	Water Charges	Rs 148	Adhoc Rebate	Rs -3.96	Round Off	Rs -0.04	Sewerage Charge	Rs 50	Arrears	Rs 3987	Total Amount	Rs 4181	<b>APPLY FOR ADVANCE ANNUAL PAYMENT</b> <b>Important Dates</b> Pay By Date: 31/10/2022
Water Charges	Rs 148													
Adhoc Rebate	Rs -3.96													
Round Off	Rs -0.04													
Sewerage Charge	Rs 50													
Arrears	Rs 3987													
Total Amount	Rs 4181													
		<a href="#">DOWNLOAD BILL</a> <span style="float: right;"><a href="#">PAY</a></span>												

## Step-09: Click on make payment

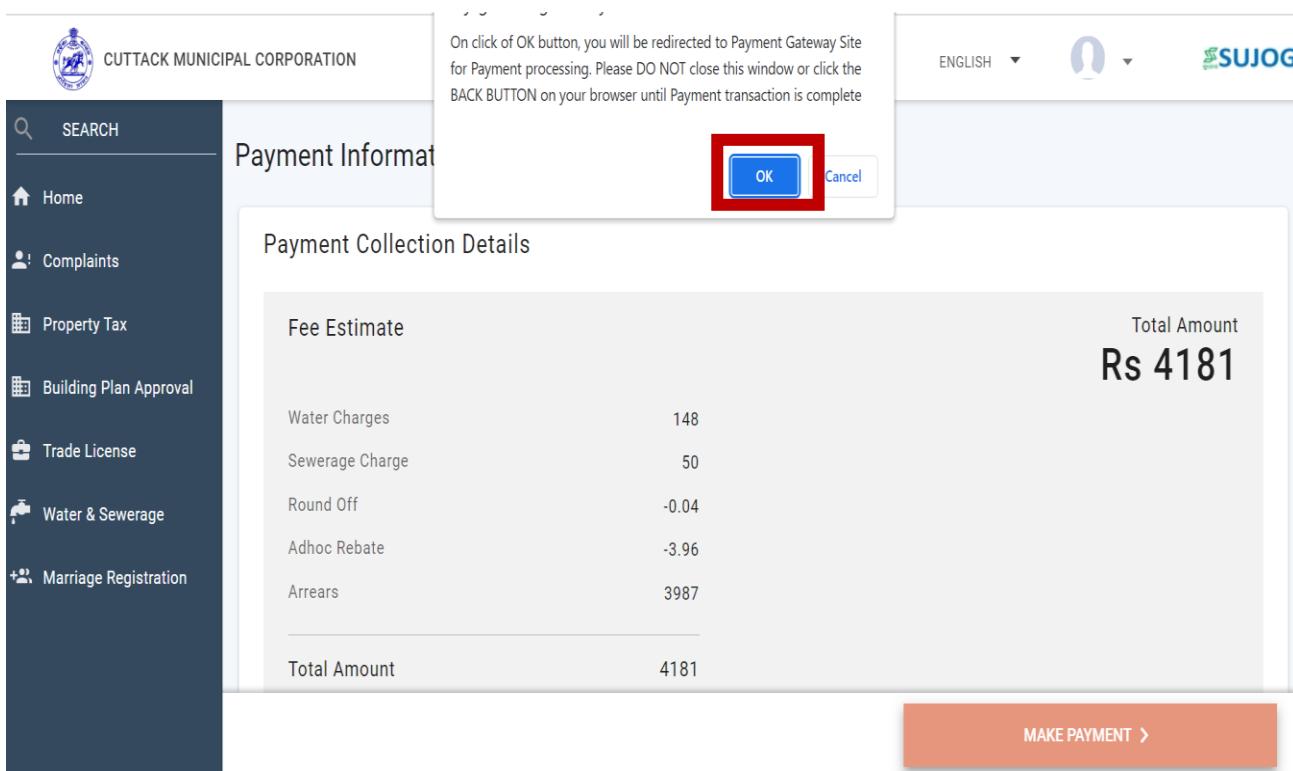


The screenshot shows the 'Payment Information' section of the website. On the left sidebar, there are links for Home, Complaints, Property Tax, Building Plan Approval, Trade License, Water & Sewerage, and Marriage Registration. The main content area displays 'Payment Collection Details' with a 'Fee Estimate' table:

	Total Amount
Water Charges	148
Sewerage Charge	50
Round Off	-0.04
Adhoc Rebate	-3.96
Arrears	3987
<b>Total Amount</b>	<b>Rs 4181</b>

Below the fee estimate, there is a section for 'Amount to be Paid' with a radio button for 'Full Amount'. A 'Payer Details' section includes fields for 'Payer Name' and 'Payer Mobile No.' (with a placeholder '+91'). At the bottom right, a large orange 'MAKE PAYMENT >' button is highlighted with a red box.

## Step-10:



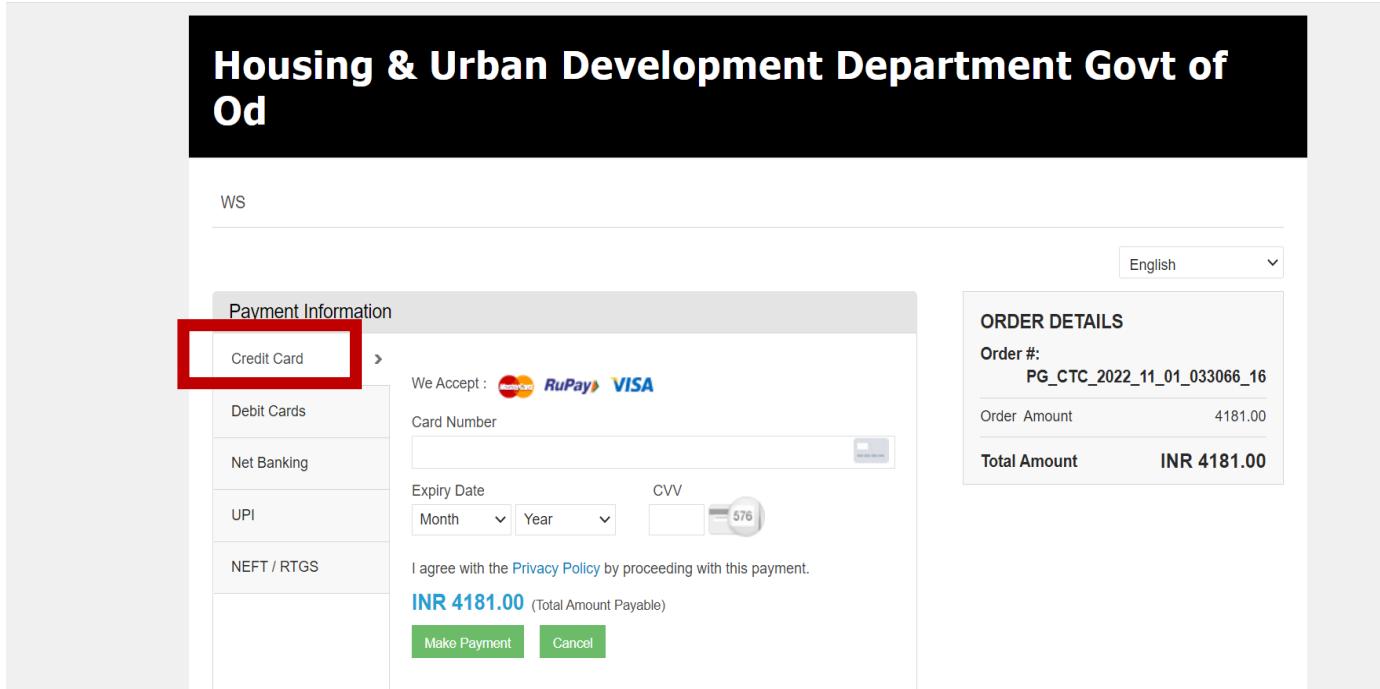
The screenshot shows the 'Payment Information' page with a modal dialog box overlaid. The dialog contains the text: 'On click of OK button, you will be redirected to Payment Gateway Site for Payment processing. Please DO NOT close this window or click the BACK BUTTON on your browser until Payment transaction is complete'. It has 'OK' and 'Cancel' buttons, with 'OK' highlighted with a red box.

The main content area shows 'Payment Collection Details' with a 'Fee Estimate' table:

	Total Amount
Water Charges	148
Sewerage Charge	50
Round Off	-0.04
Adhoc Rebate	-3.96
Arrears	3987
<b>Total Amount</b>	<b>Rs 4181</b>

At the bottom right, a large orange 'MAKE PAYMENT >' button is visible.

## Step-11: Choose your payment mode



**Housing & Urban Development Department Govt of Od**

WS

English

**Payment Information**

Credit Card **(highlighted)**

We Accept :   

Card Number

Expiry Date  CVV

Month Year   576

I agree with the [Privacy Policy](#) by proceeding with this payment.

**INR 4181.00** (Total Amount Payable)

**Make Payment** **Cancel**

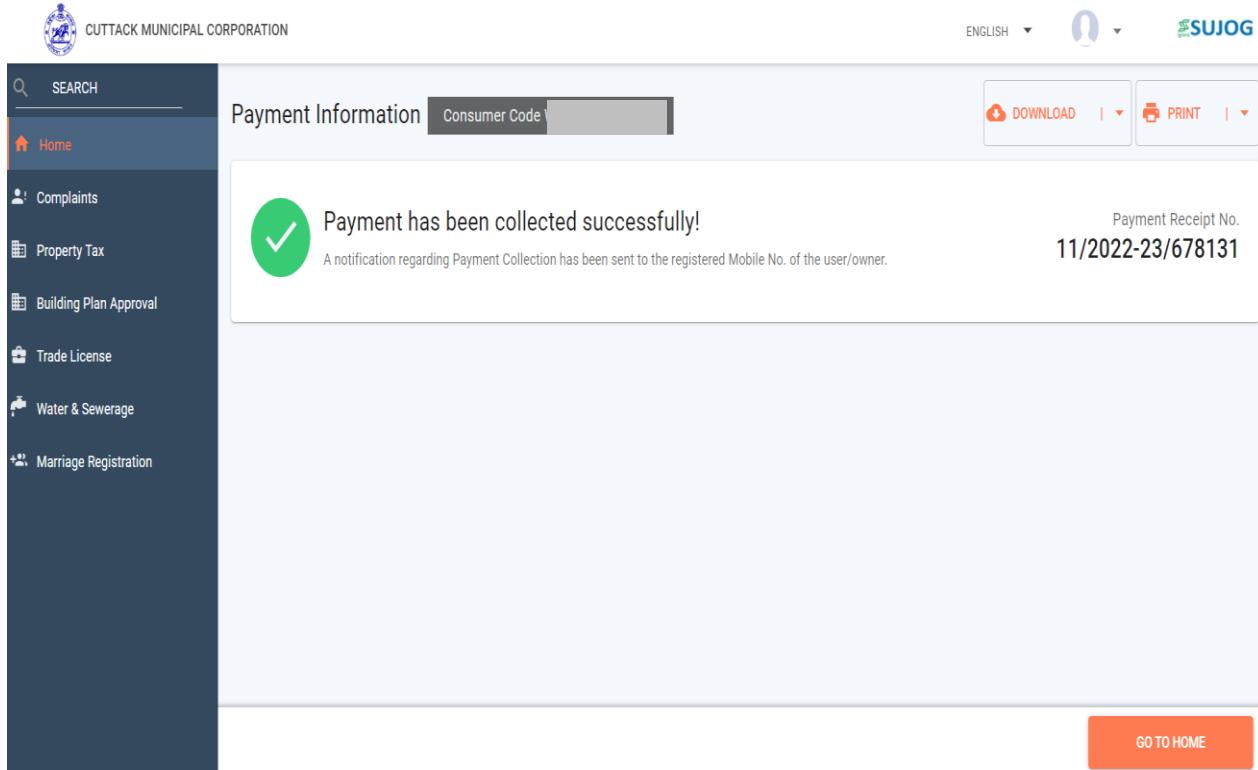
**ORDER DETAILS**

Order #: PG\_CTC\_2022\_11\_01\_033066\_16

Order Amount 4181.00

Total Amount **INR 4181.00**

## Step-12: Water and sewerage successful payment



CUTTACK MUNICIPAL CORPORATION

ENGLISH | 

**SEARCH**

**Home**

**Complaints**

**Property Tax**

**Building Plan Approval**

**Trade License**

**Water & Sewerage**

**Marriage Registration**

**Payment Information** Consumer Code

**DOWNLOAD** | **PRINT**

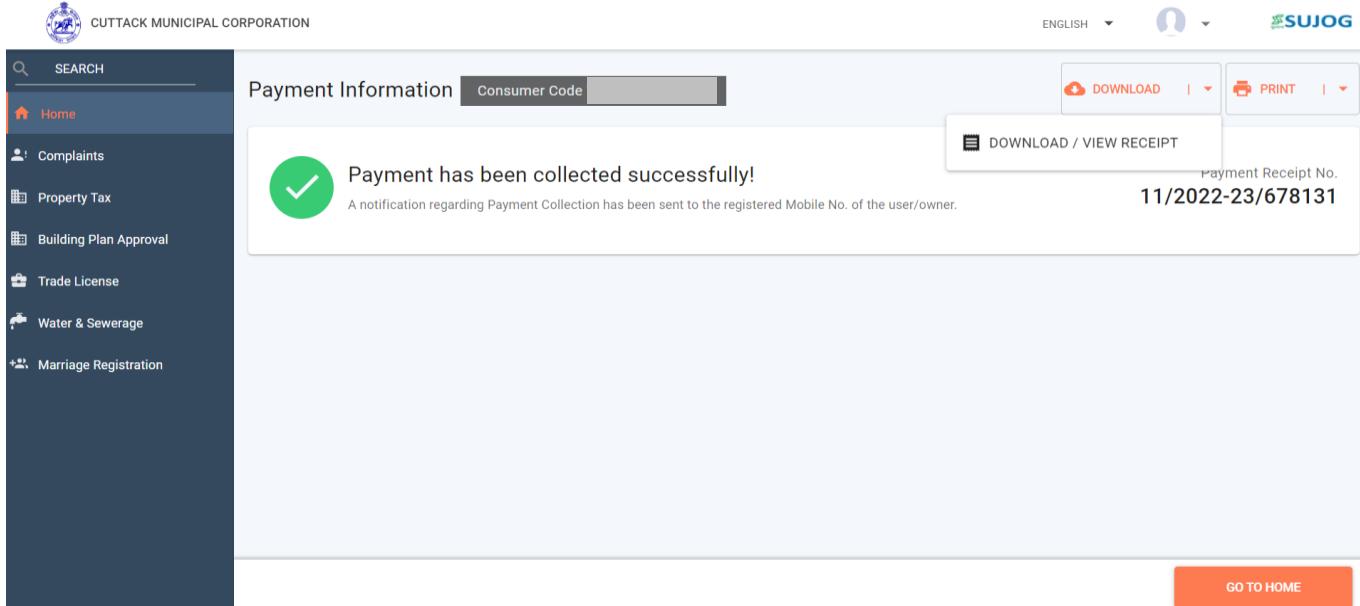
**Payment has been collected successfully!**

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

Payment Receipt No.  
**11/2022-23/678131**

**GO TO HOME**

## Step-13: Download the payment receipt



The screenshot shows the Cuttack Municipal Corporation website's payment information page. On the left sidebar, there are links for Home, Complaints, Property Tax, Building Plan Approval, Trade License, Water & Sewerage, and Marriage Registration. The main content area displays a success message: "Payment has been collected successfully! A notification regarding Payment Collection has been sent to the registered Mobile No. of the user/owner." Below this message is a "DOWNLOAD / VIEW RECEIPT" button and a "Payment Receipt No. 11/2022-23/678131". At the bottom right of the main content area is an orange "GO TO HOME" button.

## Step-14: Payment receipt

	<b>WATCO, OFFICE OF THE DEPUTY HEAD COMMERCIAL</b>		
COMMERCIAL WING, SATYA NAGAR, BBSR-751007 1800 121 6833 <a href="https://sujog.odisha.gov.in">https://sujog.odisha.gov.in</a> helpdesk.sujog@odisha.gov.in			
<b>Receipt No.</b>	11/2022-23/678131	<b>Consumer No.</b>	[REDACTED]
<b>Payment Date</b>	01/11/2022	<b>Old Consumer No.</b>	[REDACTED]
<b>Name</b>	[REDACTED]	<b>Address</b>	[REDACTED]
<b>Service Type</b>	WATER	<b>Paid Amount</b>	[REDACTED]
<b>Payment Mode</b>	Online	<b>Transaction ID</b>	PG_BMC_2022_11_01_03303 3_19
<b>ULB Receipt No.</b>	NA	<b>ULB Receipt Date</b>	NA

Generated By: [REDACTED]

This is Computer generated receipt, Signature is not required

## OTHER ONLINE PAYMENT METHOD

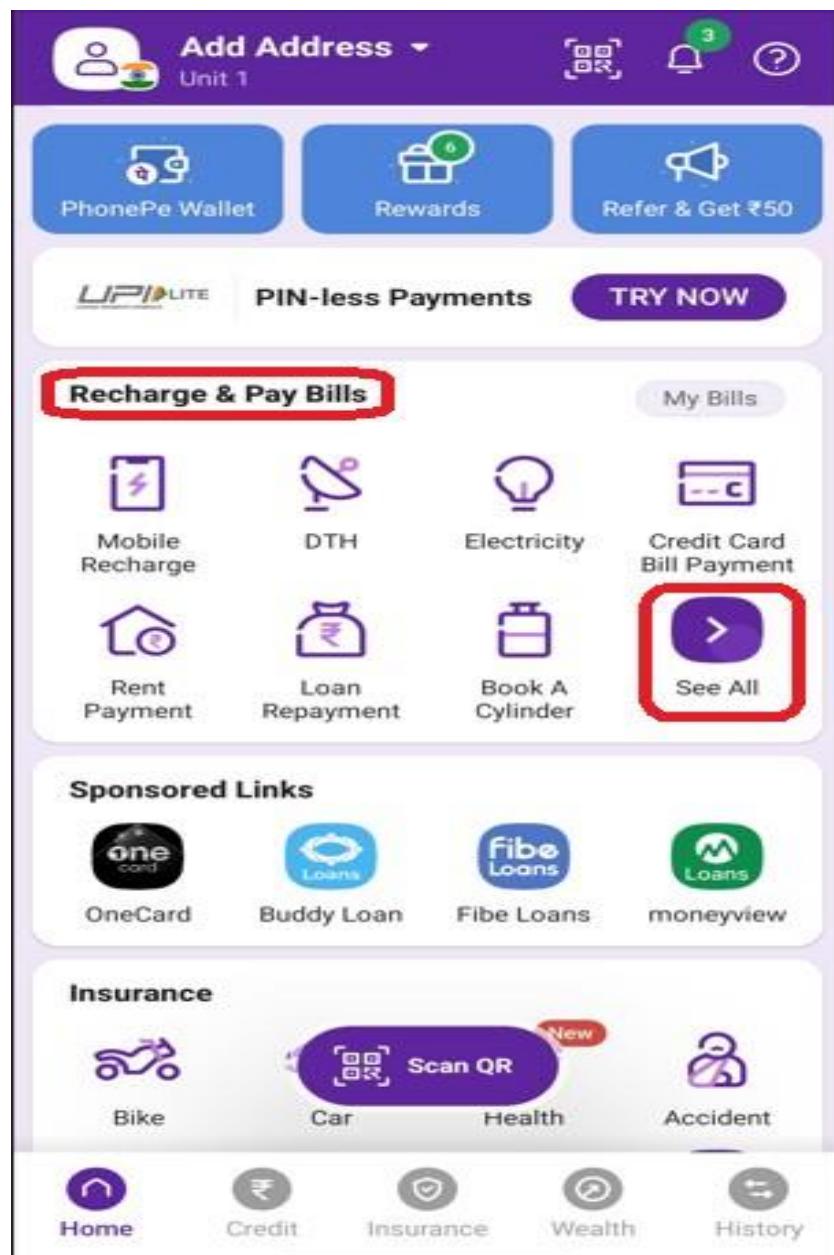


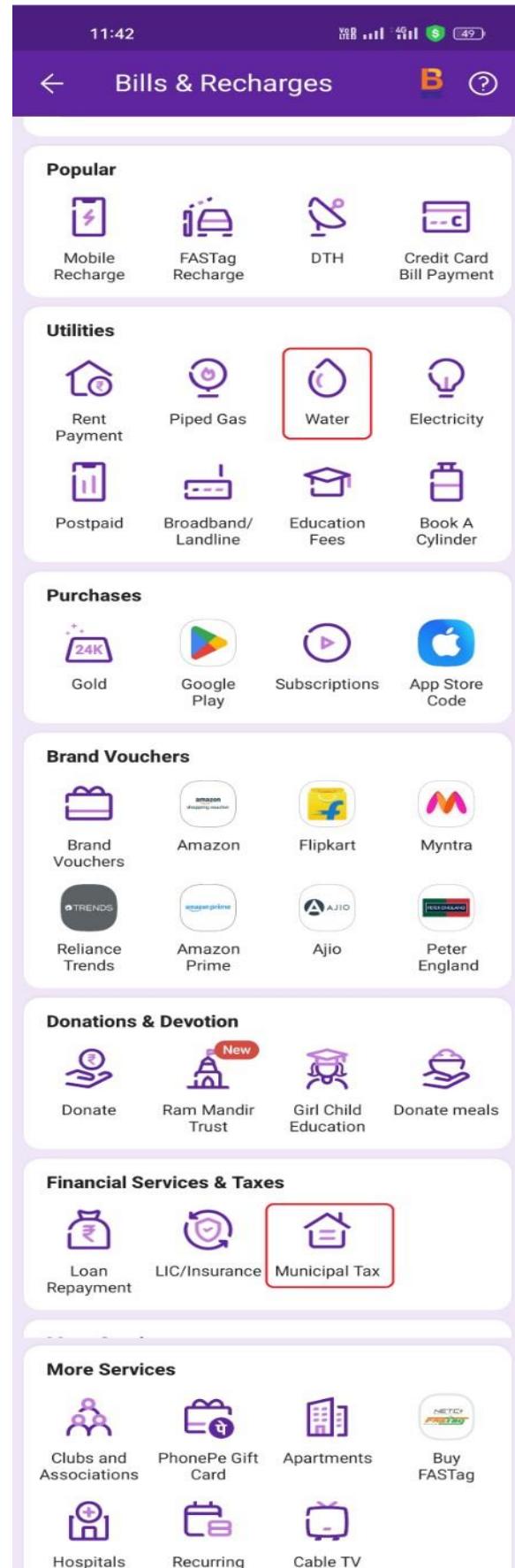
Direct Link:

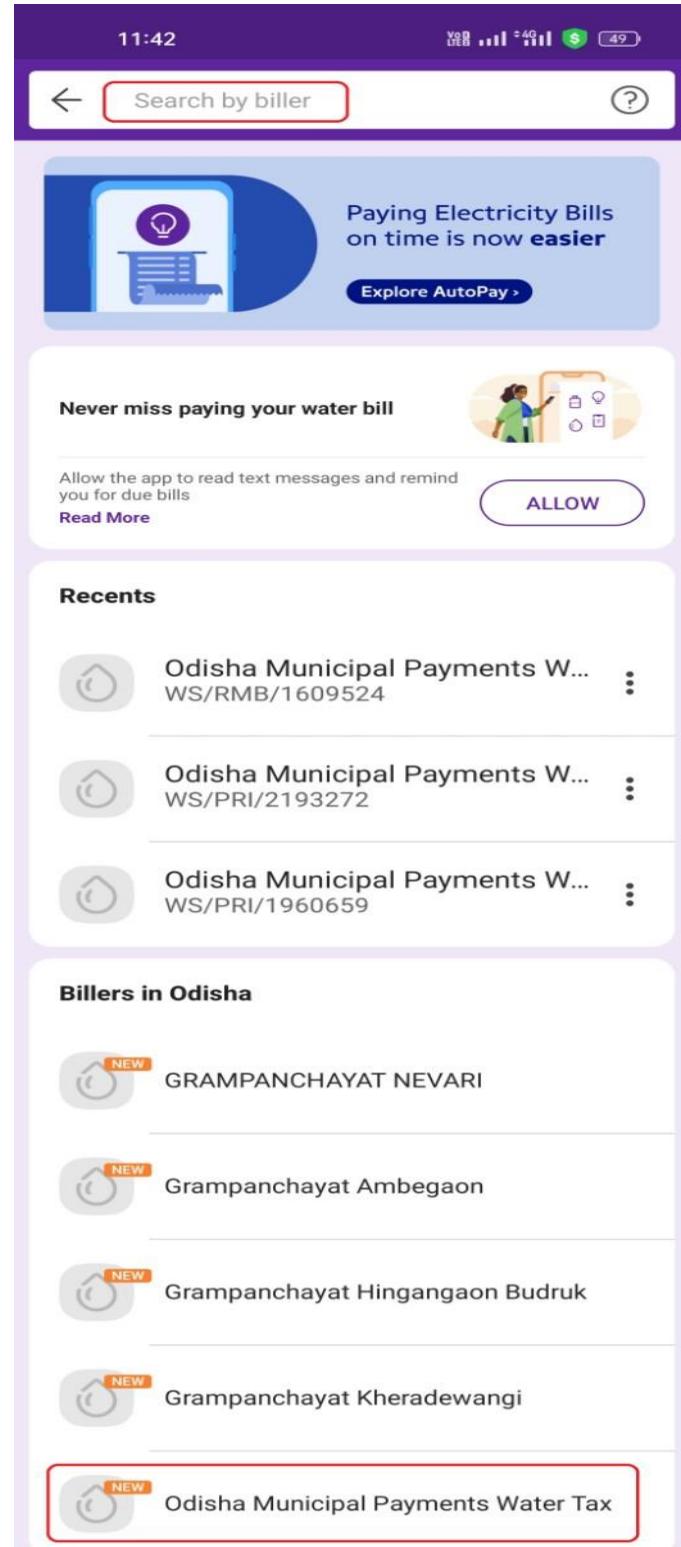
Odisha Water: <https://billpay.setu.co/landing/1314323300595271513>

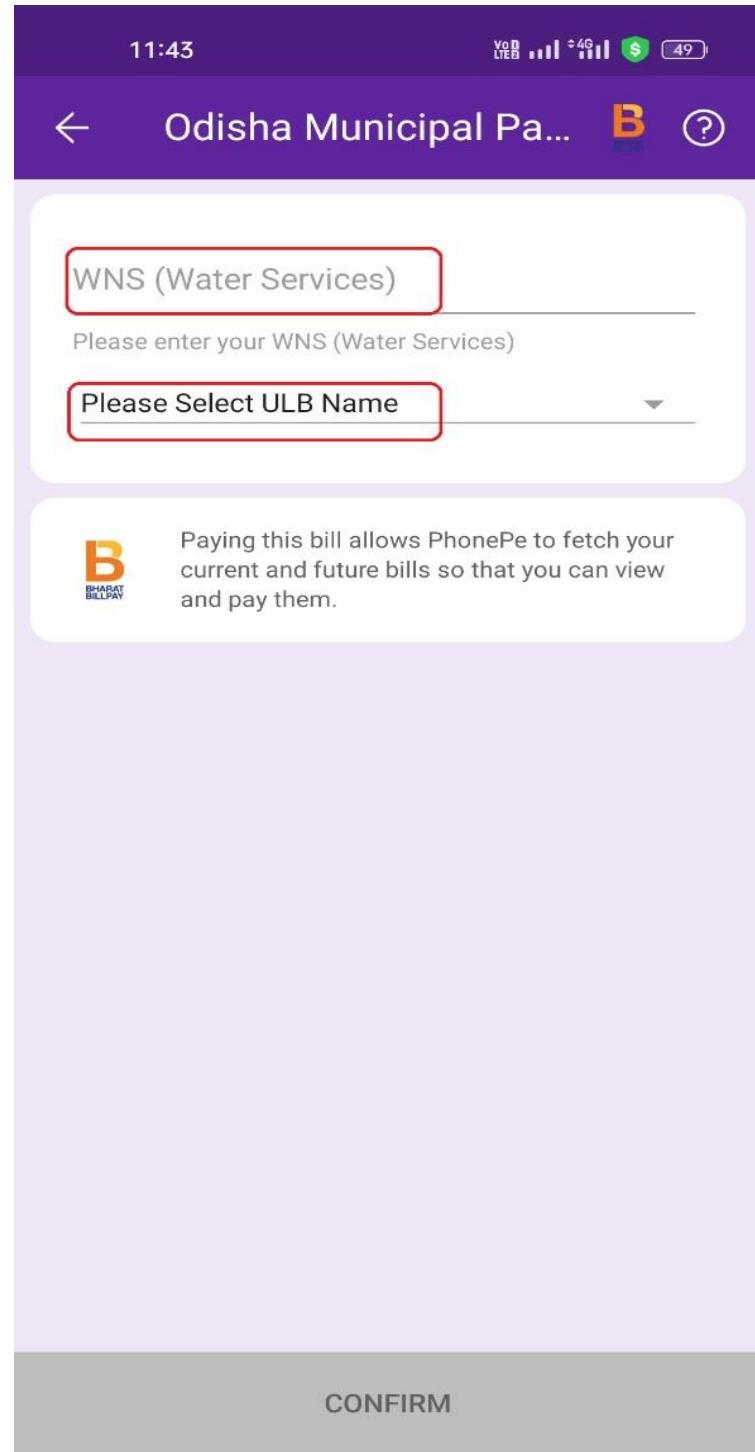
### Some of the popular Live Payment Service Providers

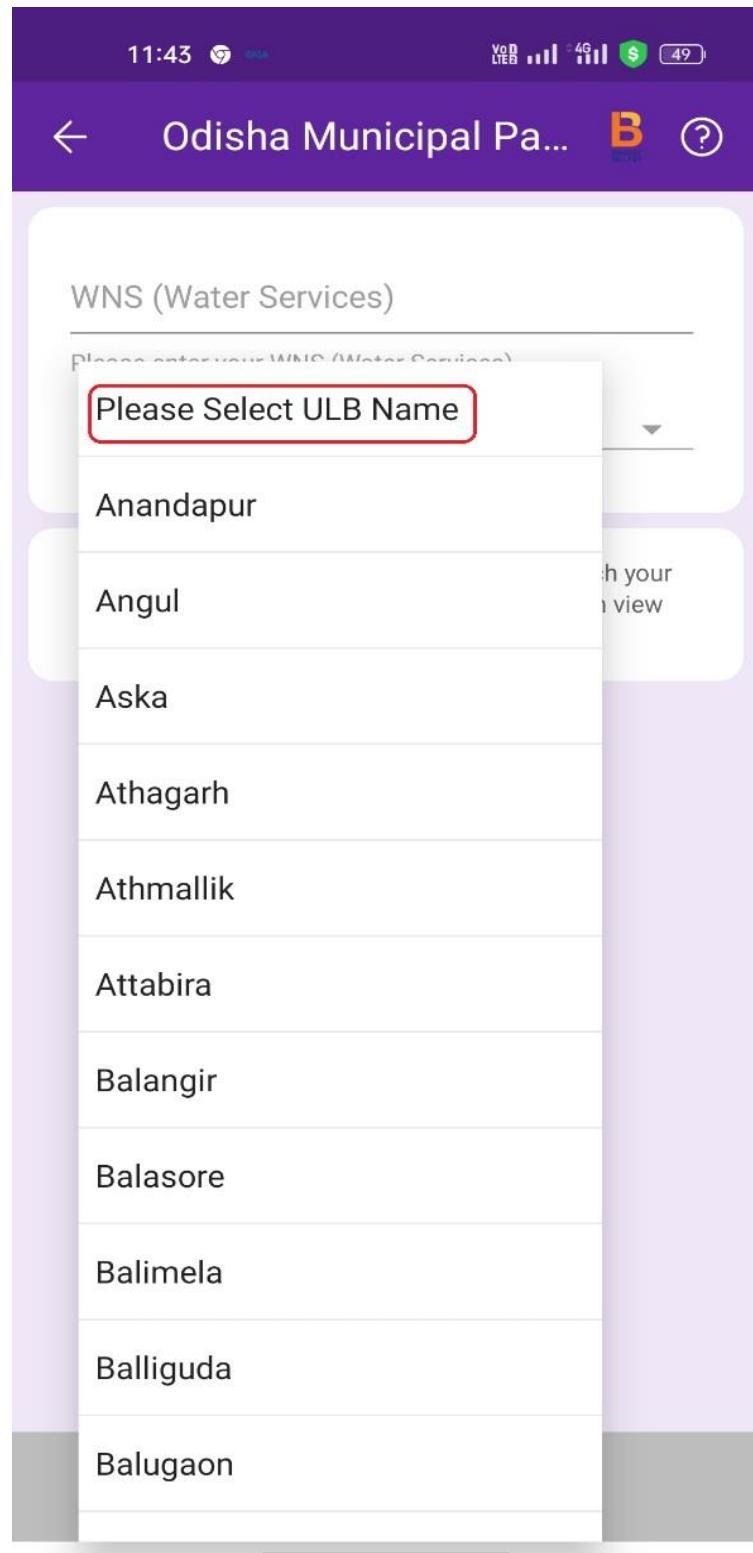
- PhonePe
- Google Pay
- Whatsapp (9078289824)

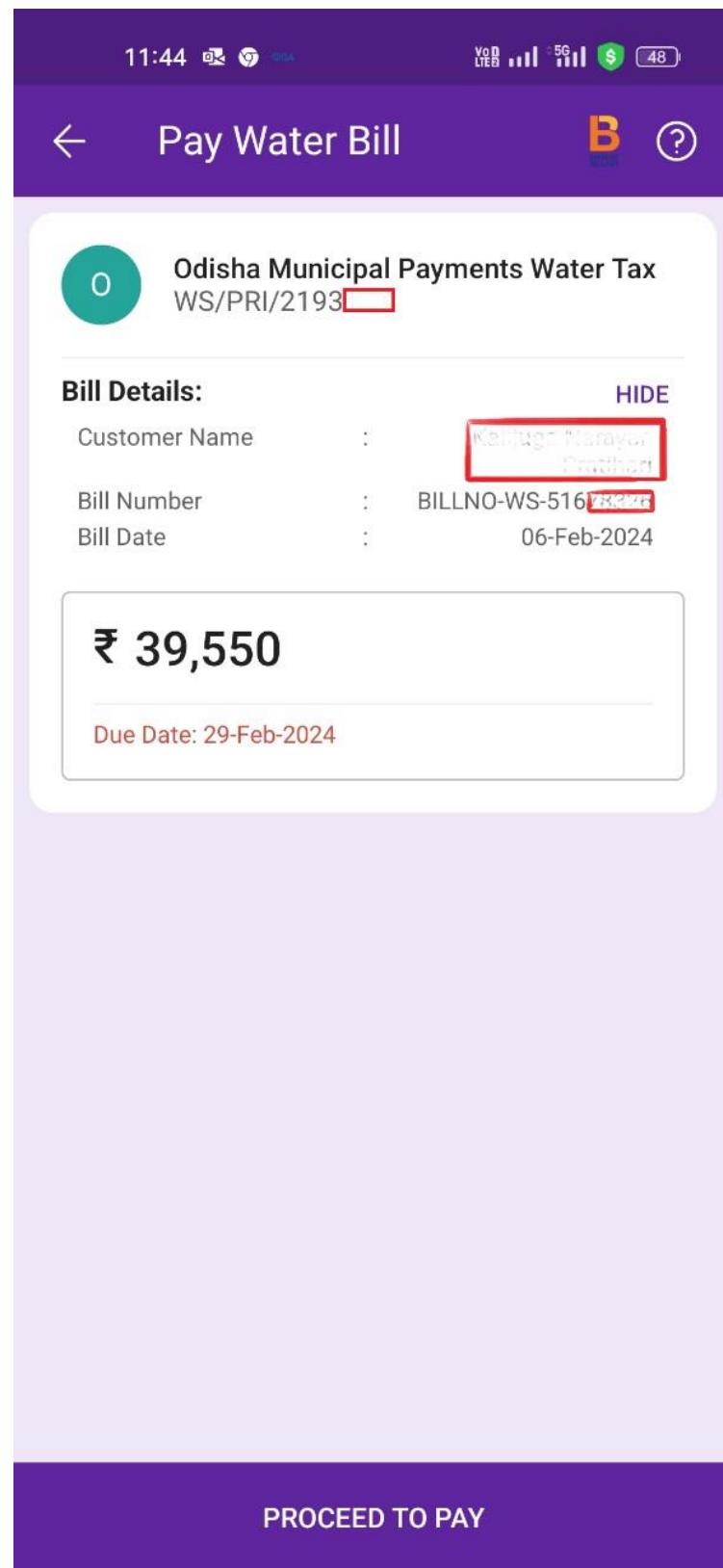
A screenshot of the PhonePe mobile application interface. At the top, there is a purple header bar with various icons and text: 'Add Address' with 'Unit 1', a QR code scanner icon, a bell icon with a '3' notification, and a question mark icon. Below the header are three blue buttons: 'PhonePe Wallet', 'Rewards' (with a green badge showing '6'), and 'Refer & Get ₹50'. A banner below these buttons promotes 'UPI LITE PIN-less Payments' with a 'TRY NOW' button. The main content area is titled 'Recharge & Pay Bills' (which is highlighted with a red box). This section contains several icons: Mobile Recharge (phone with lightning bolt), DTH (satellite dish), Electricity (lightbulb), Credit Card Bill Payment (credit card), Rent Payment (house), Loan Repayment (rupee symbol in a banknote), Book A Cylinder (gas cylinder), and a large purple button labeled 'See All' (also highlighted with a red box). Below this is a 'Sponsored Links' section with icons for OneCard, Buddy Loan, Fibe Loans, and moneyview. There is also an 'Insurance' section with icons for Bike, Car, Health (which has a 'New' badge), and Accident. At the bottom, there is a navigation bar with five items: Home, Credit, Insurance, Wealth, and History.

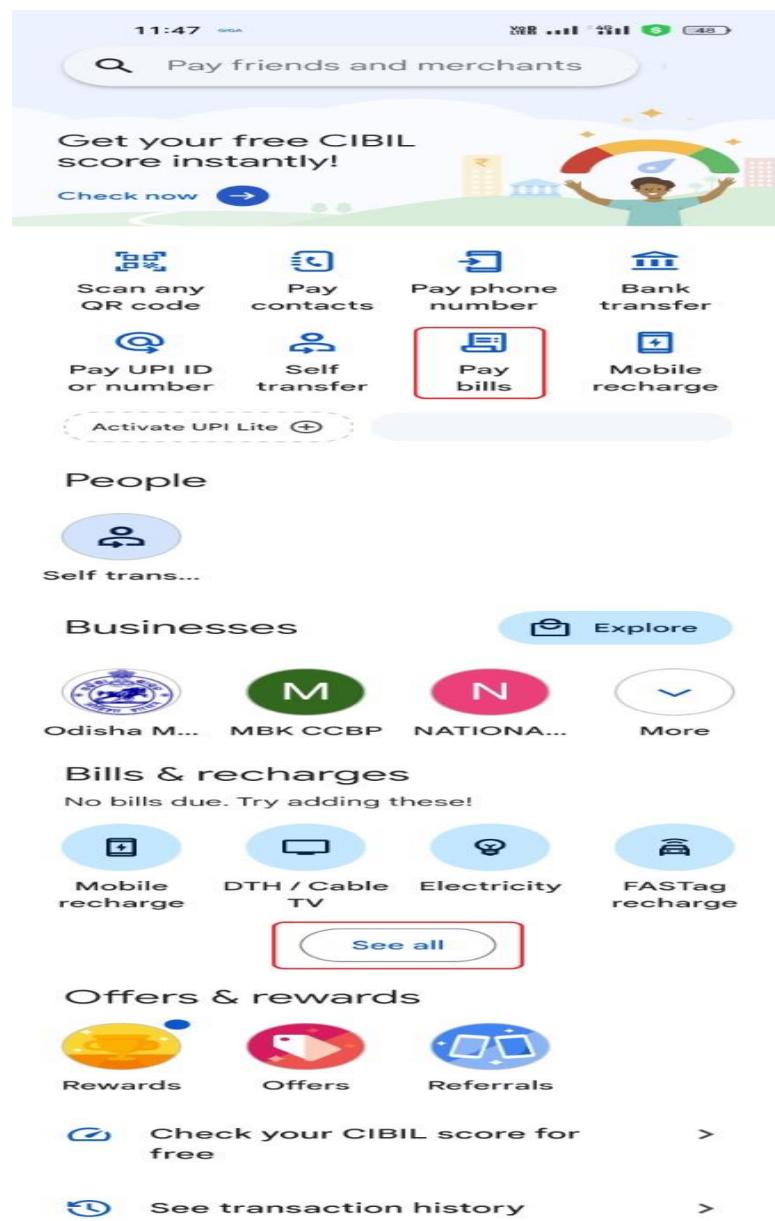


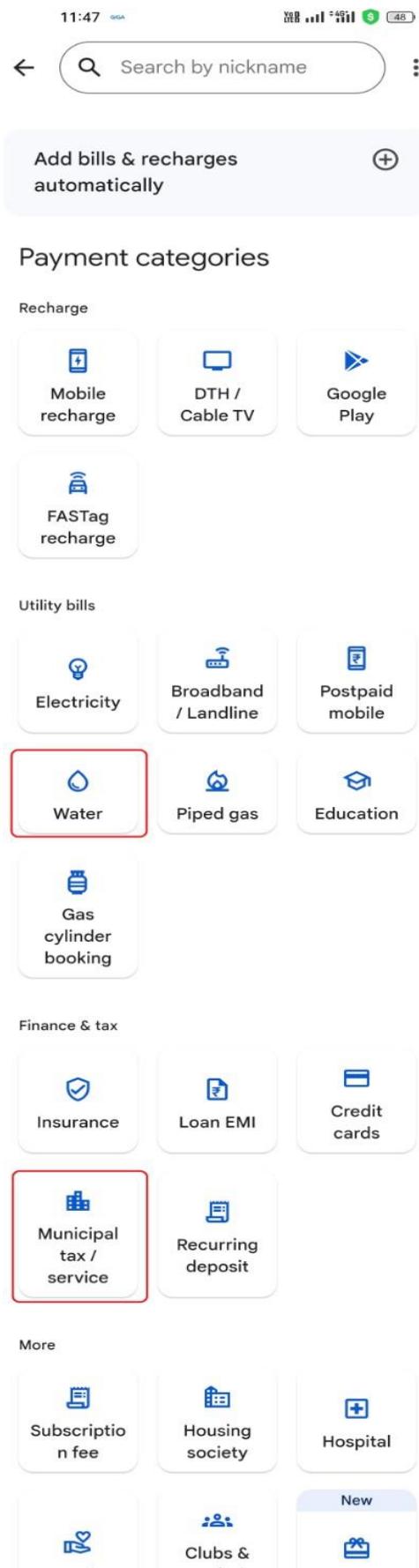














## Billers



**Odisha Municipal Payments**  
Water Tax  
[Bill payments](#)



## Enter account details

Water/Sewerage ID

Enter your Water/Sewerage ID or Tax ID

ULB Name

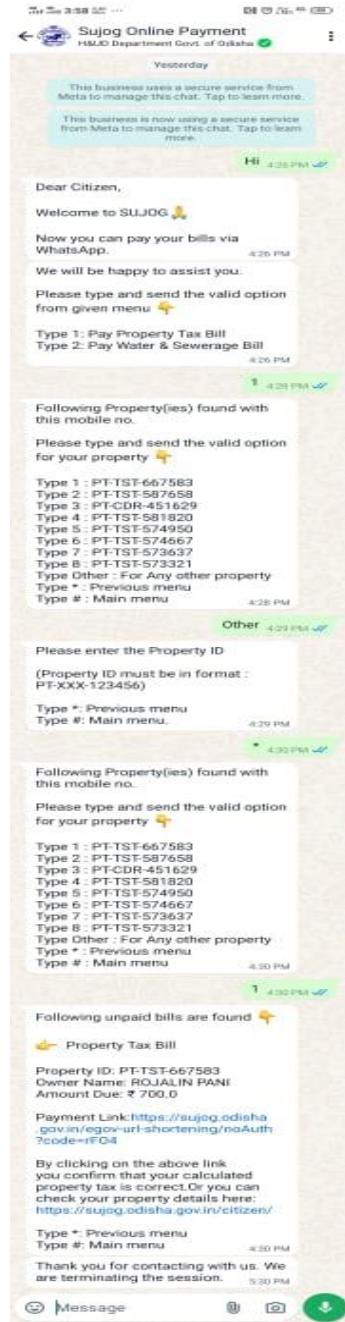
Enter your ULB Name

Nickname (Optional)

Save Details



• Step-01: Type Hi on Whatsapp to 9078289824





- Step-02: Select the appropriate option and proceed.

