



Chandigarh Smart City Limited (CSCL)

Chandigarh Smart Governance System

Water & Sewerage User Manual

June 2021

Table of Contents

1	Introduction	3
1.1	Background	3
1.2	Purpose of this Document	3
2	Intended Audience and list of Functionalities	4
2.1	Citizen User	5

1 Introduction

1.1 Background

Smart Cities Mission was launched by Government of India on 25th June, 2015. Chandigarh city was selected among 100 cities to be developed as smart city in India due to various achievements, initiatives and all-inclusive approach. Accordingly, Chandigarh city had submitted "Smart City Proposal" (SCP) to Ministry of Urban Development, Government of India with required consent of UT of Chandigarh and statutory authority of Municipal Corporation Chandigarh.

As part of projects list stated in the SCP Chandigarh, Chandigarh Smart City Ltd. (CSCL) with PwC as implementation agency are under execution process of project - 'Implementation of e-Governance services for Chandigarh Smart city'.

The key objective of this project is to establish a collaborative framework where input from different functional departments such as transport, water, fire, police, meteorology, e-governance, etc. can be assimilated and analyzed on a single platform; consequently, resulting in aggregated city level information. Further this aggregate city level information can be converted to actionable intelligence, which would be propagated to relevant stakeholders and citizens. Through this project Chandigarh desires to foster the development of a smart ecosystem that supports digital applications and ensures seamless steady state operations and real time tracking of services and vital city metrics throughout the city and in government departments.

1.2 Purpose of this Document

The purpose of this document is to help application users to operate the new Water and Sewerage module. The application has following types of user roles:

- Application submission by Citizen – An applicant who raises request for Water connection, Sewerage connection or Tube well connection

Apply for new water connection (Private & Government)
Apply for Sewerage Connection
Apply for Tube well Connection
Apply for change in Tariff Type
Apply for change of Defective Meter
Apply for change in Consumer Name in Water Bill
Apply for temporary disconnection/ NDC of Government houses
Apply for permanent disconnection
Apply for extension of temporary connection
Apply for change of temporary connection to regular connection

2 Intended Audience

Citizen will have access to following functionalities:

- Submission of application related to Water and sewerage connection services

Department users list include:

- Application submission by Citizen – An applicant who raises request for Water connection, Sewerage connection or Tube well connection
- JE Div-2
- JE Div-4
- Road Cut NOC department SDE
- SDE Div -2
- SDE Div -4
- SDC
- Superintendent Div-4
- EE Div-2
- EE Div-4
- SE (Public Health) / Chief Engineer MC
- HDM (SE Office)
- CHD (SE Office)

Department users will have access to following functionalities:

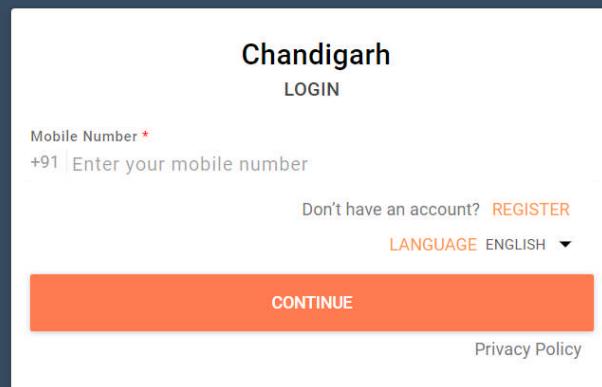
- Review, forward, send back to citizen, initiate inspection, reject application, approve application etc.



2.1 Citizen User

Process 1 - Apply for new connection

Step 1 Citizen login to open the Dashboard



The image shows a login screen for the Chandigarh Smart City application. The background is white, and the text is primarily in black and orange. At the top center, it says "Chandigarh" in a large, bold, black font. Below it is a smaller "LOGIN" button. A red asterisk is placed next to the word "Mobile Number". The input field below is labeled "+91 | Enter your mobile number". To the right of the input field, there is a link "Don't have an account? REGISTER" in orange. Below the input field is a "LANGUAGE ENGLISH ▾" dropdown menu. At the bottom of the form is a large orange "CONTINUE" button. To the right of the button, the words "Privacy Policy" are written in a small, gray font.



Step 2 Citizen clicks on Water and Sewerage button on the dashboard

The screenshot shows the Municipal Corporation Chandigarh website dashboard. On the left, a dark sidebar lists various services: Home, Complaints, Bookings, NULM, Works, Finance, License & Lease Renewal, Water & Sewerage, and Horticulture. The Water & Sewerage link is underlined, indicating it is selected. The main content area has a search bar at the top. Below it, there's a "Citizen Services" section with several buttons: Rented Properties, Estate Services, Complaints, License & Lease Renewal, Online Permission, Horticulture, Water & Sewerage, E-Challan, Bookings, and Property Tax. The "Water & Sewerage" button is highlighted with a red border. Below this is a "Local Information" section with "Events" and "My City". At the bottom, there's a "What's new" section and a "VIEW ALL" button.



Step 3 Click apply for new connection

MUNICIPAL CORPORATION CHANDIGARH
CHANDIGARH ADMINISTRATION, INDIA

ENGLISH ▾

SEARCH

Home

Complaints

Bookings

NULM >

Works >

Finance >

License & Lease Renewal

Water & Sewerage

Horticulture

Collapse

Water & Sewerage

₹ Pay Water and Sewerage Bill

My Connections

Apply For New Connection >

My Applications (2) >

Past Payments >

Link Your Water Connection >

How it works? >

Step 4 Fill Connection Details

MUNICIPAL CORPORATION CHANDIGARH
CHANDIGARH ADMINISTRATION, INDIA

ENGLISH ▾  ▾

 SEARCH

- Home
- Complaints
- Bookings
- NULM
- Works
- Finance
- License & Lease Renewal
- Water & Sewerage
- Horticulture

 Collapse

Apply for New Water & Sewerage / Tubewell Connection

1 Connection Details 2 Documents 3 Summary

Property Details

Property Usage Type *
Select Property Usage Type

Plot Size *
Enter Plot Size

Floor Number *
Enter Owner Mobile No.

Property Sub Usage Type *
Select Sub Property Usage Type

Covered Area *
Enter Covered area

Property Location Details

City
Chandigarh

Sector/Locality *
Select Sector/Locality

NEXT STEP ➔



Step 4 Fill Connection Details

MUNICIPAL CORPORATION CHANDIGARH
CHANDIGARH ADMINISTRATION, INDIA

ENGLISH

SEARCH

Home

Complaints

Bookings

NULM

Works

Finance

License & Lease Renewal

Water & Sewerage

Horticulture

Collapse

Connection Details

Apply For *

Water Sewerage Tubewell

No. of taps proposed *
5

Pipe Size proposed (in mm) *
15

Select application type

Temporary

Regular

Contract Value
Enter Contract Value

Uses Tarif Type *
Select Uses Tarif Type

Uses Category *
Select Uses Category

Owner Details

NEXT STEP



Step 5 Click on Next step button

MUNICIPAL CORPORATION CHANDIGARH
CHANDIGARH ADMINISTRATION, INDIA

ENGLISH

SEARCH

Home Complaints Bookings NULM Works Finance License & Lease Renewal Water & Sewerage Horticulture Collapse

Owner Details

Ownership Type * Ownership Type

Owner Information

Owner

Owner Name * Enter Owner Name

Email * Enter Email

Correspondence Address * Enter Correspondence Address

Connection Holder Details

Same As Owner Details

NEXT STEP >



Step 6 Upload required documents and click next step

CHANDIGARH ADMINISTRATION, INDIA

SEARCH

Home

Complaints

Bookings

NULM

Works

Finance

License & Lease Renewal

Water & Sewerage

Horticulture

Collapse

Apply for Sewerage Application

Water Application No. WS_AP/2020-21/000606

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 Application on Prescribed Form duly filled in triplicate UPLOAD FILE

2 Copy of allotment letter of House/ Plot (Self attested) UPLOAD FILE

3 Copy of Possession letter House/ Plot (Self attested)

< PREVIOUS STEP

NEXT STEP >



Step 7 Review uploaded details and submit application

CHANDIGARH ADMINISTRATION, INDIA

ENGLISH ▾

SEARCH

Home

Complaints

Bookings

NUML

Works

Finance

License & Lease Renewal

Water & Sewerage

Horticulture

Collapse

Apply for Sewerage Application

Water Application No. WS_AP/2020-21/000606

Connection Details Documents Summary

Connection Details

Property Details

Property Usage Type: WS_PROPUSGTYPE_RESIDENTIAL_P NA
Property Sub Usage Type: LOTTED

Plot Size (in sq ft): 4505 No. of Floors: NA

Connection Details

Pipe Size proposed (in mm): 15 Application Type: TEMPORARY Contract Value: 0 Ferrule Size: 0

EDIT

< PREVIOUS STEP SUBMIT >

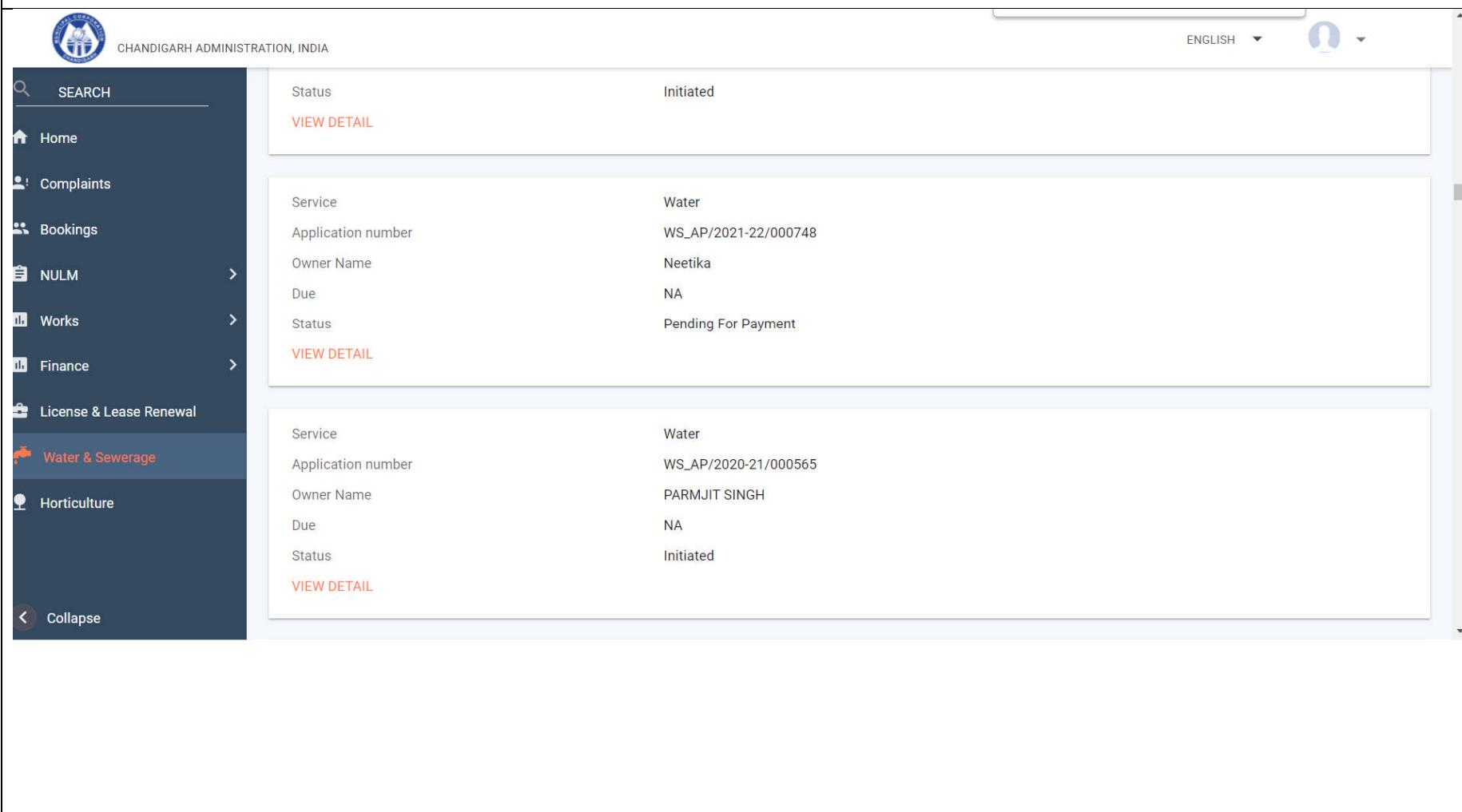


Step 9 note the application number for further reference

The screenshot shows the Chandigarh Administration website interface. On the left, a sidebar menu lists various services: Home, Complaints, Bookings, NULM, Works, Finance, License & Lease Renewal, Water & Sewerage (which is highlighted in orange), Horticulture, and a Collapse button. The main content area is titled "Application for New Water and Sewerage Connection". It displays a green circular icon with a checkmark and the message "Thank you for submitting the Application". Below this, a smaller text states: "A notification regarding application submission has been sent at registered mobile no. Please note the application no. for future reference." To the right, there is a language selection dropdown set to "ENGLISH" and a user profile icon. At the bottom right of the main content area is a red "HOME" button. The application number "WS_AP/2020-21/000606" is prominently displayed on the right side of the page.

Process 2- Make Payment

Step 1 Check the application status, if 'pending for payment' then open view details



The screenshot shows a web-based application interface for the Smart City Chandigarh. On the left is a dark sidebar menu with various service categories: Home, Complaints, Bookings, NULM, Works, Finance, License & Lease Renewal, Water & Sewerage (which is highlighted in red), Horticulture, and Collapsible sections. The main content area displays two application records. The first record, for a Water service application (WS_AP/2021-22/000748) owned by Neetika, is listed as 'Pending For Payment'. The second record, for a Water service application (WS_AP/2020-21/000565) owned by PARMJIT SINGH, is listed as 'Initiated'. Both records include a 'VIEW DETAIL' link.

Service	Water
Application number	WS_AP/2021-22/000748
Owner Name	Neetika
Due	NA
Status	Pending For Payment

Service	Water
Application number	WS_AP/2020-21/000565
Owner Name	PARMJIT SINGH
Due	NA
Status	Initiated



Step 2 Click on take action

CHANDIGARH ADMINISTRATION, INDIA

ENGLISH

SEARCH

Home

Complaints

Bookings

NULM

Works

Finance

License & Lease Renewal

Water & Sewerage

Horticulture

Collapse

Apply for Regular Water Connection

Water Application No. WS_AP/2021-22/000748

Application Summary

Date: 01/06/2021 Updated By: WS_SDE_14 Status: Pending for Payment Current Assignee: NA Comments: CXCVX

VIEW HISTORY

Fee Estimate

Total Amount: Rs 2230

Application Fee: 0

Pay

TAKE ACTION | ▾

A screenshot of the Chandigarh Administration website interface. On the left is a sidebar with various service links. The main content area shows an application for a regular water connection with details like application number, date, status, and assignee. Below this is a fee estimate section showing the total amount and application fee. A prominent orange button at the bottom right says 'TAKE ACTION'.



Step 3 Review amount details and click pay

The screenshot shows a web interface for the Chandigarh Administration. On the left, a dark sidebar lists various services: Home, Complaints, Bookings, NULM, Works, Finance, License & Lease Renewal, Water & Sewerage (which is selected), and Horticulture. A "Collapse" button is at the bottom of the sidebar. The main content area is titled "Water Bill" and displays "Consumer No: 20834011034B1X". It shows "Bill Details" for the period 01/03/2021 to 03/03/2021, with charges: Water Charges (Rs 440), Penalty (Rs 44), and Arrears (Rs 0). The "Total Amount" is Rs 484. To the right, "Important Dates" show a "Due Date" of 03/03/2021. Below this, "Service Details" provide information about the service (WATER), property usage (NA), connection type (Metered), meter ID (NA), and consumption (NA). A large orange "PAY" button is located at the bottom right of the main content area.

CHANDIGARH ADMINISTRATION, INDIA

ENGLISH ▾

SEARCH

Water Bill Consumer No: 20834011034B1X

Bill Details

Billing Period		01/03/2021 to 03/03/2021
Water Charges	Rs 440	
Penalty	Rs 44	
Arrears	Rs 0	

Total Amount
Rs 484

Important Dates

Due Date	03/03/2021
----------	------------

Service Details

Service	Property Usage Type	Connection Type	Meter ID
WATER	NA	Metered	NA
Meter Status	Meter reading date	Consumption	Current Meter Reading
		NA	

PAY



Step 4 click Make payment

CHANDIGARH ADMINISTRATION, INDIA

ENGLISH

SEARCH

Home

Complaints

Bookings

NULM

Works

Finance

License & Lease Renewal

Water & Sewerage

Horticulture

Collapse

Payment Information Consumer Code. 20834011034B1X

Payment Collection Details

Fee Estimate		Total Amount
Water Charges	440	Rs 484
Penalty	44	
Arrears	0	
Total Amount	484	

MAKE PAYMENT >



Step 5 Make payment

Chandigarh Smart City IDBI

[**< GO BACK**](#)

Chandigarh Smart City IDBI Order

Transaction ID: P21031500167716

Amount to be paid

₹487.54

Inclusive of ₹3.54 (Convenience Charge + GST) ▾

SELECT AN OPTION TO PAY

paytm

Pay easily using your saved payment methods

Net Banking



State Bank of
India



HDFC Bank



ICICI Bank



Axis Bank



Punjab National
Bank

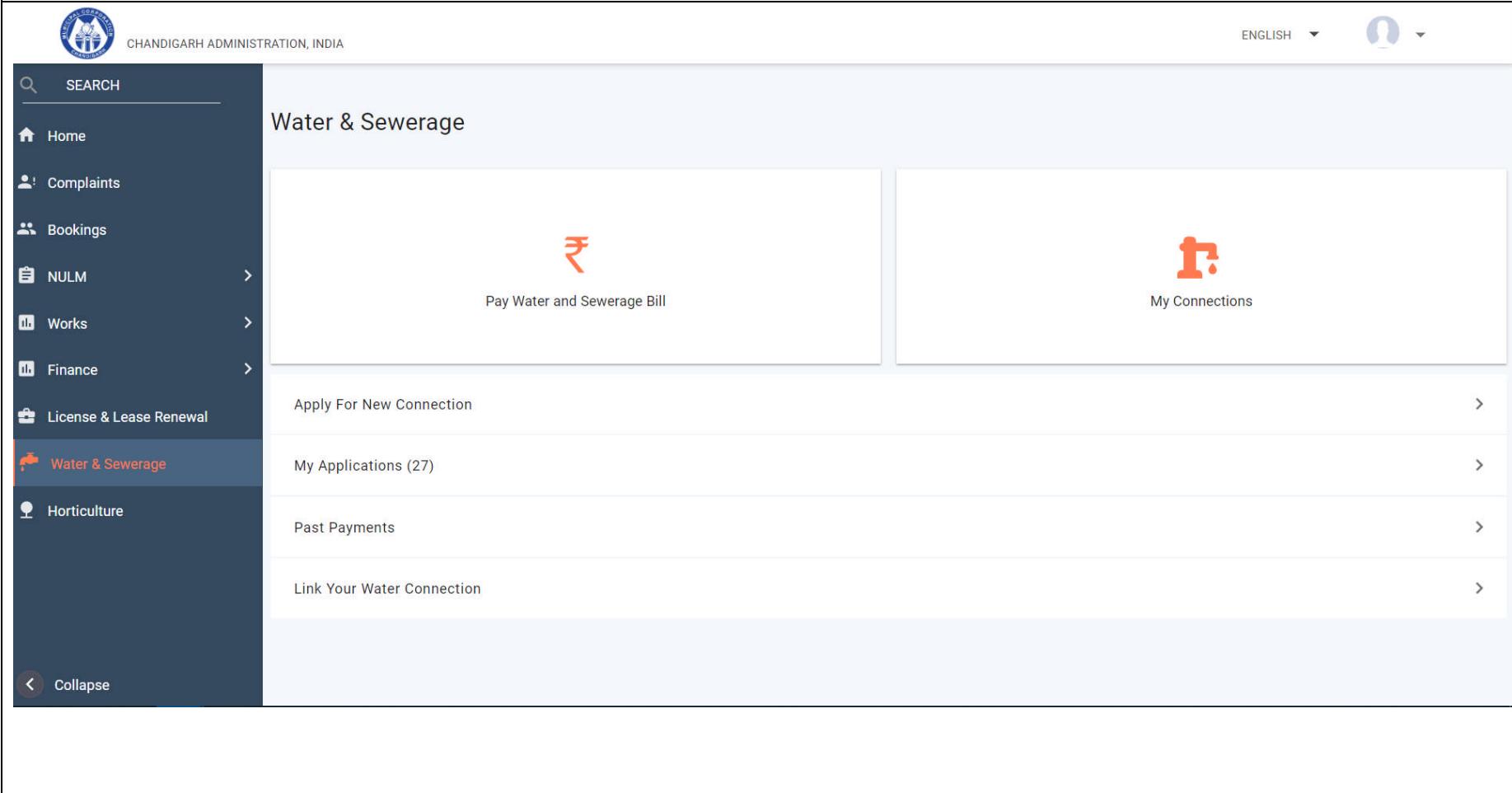
Select from all other banks ▾

PAY ₹ 487.54

Process 3 - Link existing connection to my connection

Step 1 Open citizen dashboard and click Water and Sewerage button,

Step 2 Click – link your water connection button



The screenshot shows the Chandigarh Citizen Dashboard. On the left, there is a vertical sidebar with a search bar at the top. Below it are several menu items: Home, Complaints, Bookings, NULM, Works, Finance, License & Lease Renewal, Water & Sewerage (which is highlighted in orange), Horticulture, and a Collapse button at the bottom. The main content area is titled "Water & Sewerage". It features two large buttons: "Pay Water and Sewerage Bill" with a rupee symbol ₹ and "My Connections" with a red fire hydrant icon. Below these are four smaller links: "Apply For New Connection", "My Applications (27)", "Past Payments", and "Link Your Water Connection" (which is also highlighted in orange). The top right corner of the dashboard includes language selection ("ENGLISH") and user profile icons.



Step 3 Enter your consumer number/ Account number and click search

Step 4 Click on your connection row to view details

The screenshot shows the "Search Water & Sewerage Connection" page. On the left, a sidebar menu lists various services: Home, Complaints, Bookings, NULM, Works, Finance, License & Lease Renewal, Water & Sewerage (which is highlighted in red), Horticulture, and Collapse. The main search area has a "SEARCH" button and a "RESET" button. The search criteria field contains the consumer number "20834011034B1X". Below the search form is a table with one row of data:

Service	Consumer No	Owner Name	Status	Address
WATER	20834011034B1X	NA	Active	NA, NA

At the bottom of the table, there are links for "Rows per page: 10", "1-1 of 1", and navigation arrows. There are also icons for search, print, and export.



Step 5 click submit

CHANDIGARH ADMINISTRATION, INDIA

ENGLISH

SEARCH

Home

Complaints

Bookings

NULM

Works

Finance

License & Lease Renewal

Water & Sewerage

Horticulture

Collapse

WS_LINK_WATER_COMMNNECTION

Service

Service	Consumer No	Owner Name	Status
WATER	20834011034B1X		Active
Address			

SUBMIT



Step 6 Find the success notification

The screenshot shows a web interface for the Chandigarh Administration. The left sidebar has a dark blue background with white icons and text for various services: Home, Complaints, Bookings, NULM, Works, Finance, License & Lease Renewal, Water & Sewerage (which is highlighted with an orange border), Horticulture, and Collapsible sidebar. The main content area has a light gray background. At the top, there's a header with the Chandigarh Administration logo, the text "CHANDIGARH ADMINISTRATION, INDIA", language settings ("ENGLISH"), and a user profile icon. Below the header, the page title is "WS_LINK_WATER_COMMNNECTION". A "Service" section displays details: Service "WATER", Consumer No "20834011034B1X", Owner Name (empty), and Status "Active". At the bottom, a green button with a checkmark and the word "Success" is shown next to a close button "X".



Step 7 Click mu connections in the water and sewerage page

Step 8 Find your application in my connection page

A screenshot of the Chandigarh Administration website. The left sidebar shows navigation links: Home, Complaints, Bookings, NULM, Works, Finance, License & Lease Renewal, Water & Sewerage (which is highlighted in red), Horticulture, and a Collapse button. The main content area displays three separate sections, each representing a water application. The first section shows details for an application with number WS_AP/2020-21/000466, owned by Neetika, pending Sde Approval. The second section shows details for an application with number WS_20834011034B1X, owned by Neetika, pending approval. The third section shows details for an application with number WS_AP/2020-21/000533, owned by Neetika, pending document verification.

Service	Water
Application number	WS_AP/2020-21/000466
Owner Name	Neetika
Due	NA
Status	Pending For Sde Approval

[VIEW DETAIL](#)

Service	Water
Application number	WS_20834011034B1X
Owner Name	Neetika
Due	NA
Status	Na

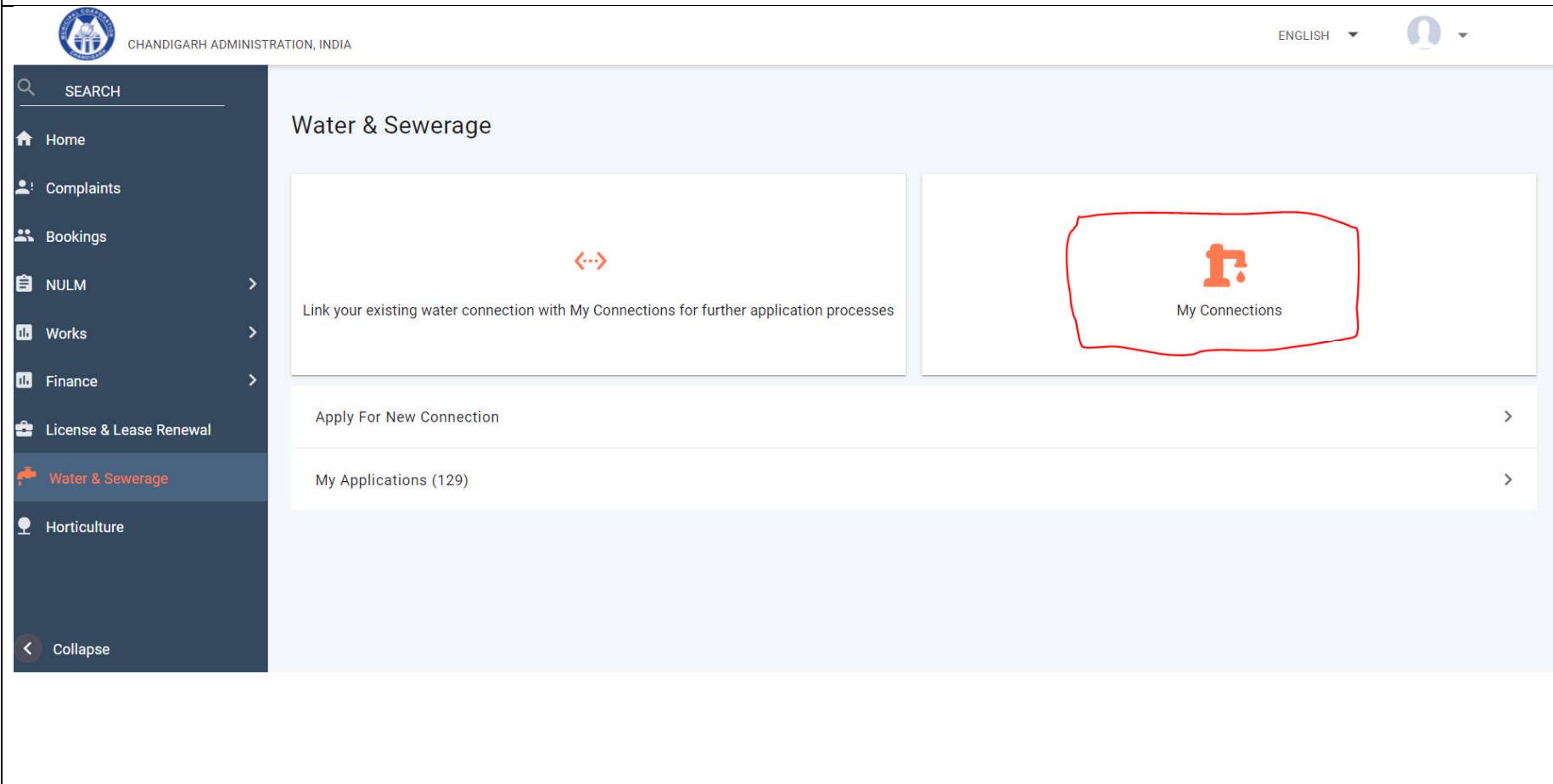
[VIEW DETAIL](#)

Service	Water
Application number	WS_AP/2020-21/000533
Owner Name	Neetika
Due	NA
Status	Pending For Document Verification

Process 4 - Take action on existing connection (Temporary Disconnection/NDC for Govt houses, Change defective meter, Permanent Disconnection, ownership change, Change in Tariff type, Reconnection of temporary disconnected connection, Extension of temporary connection, convert temporary connection to regular connection)

Step 1 Link your existing water connection as per **Process 3** of his report

Step 2 Go to **my connections** page



The screenshot shows the Chandigarh Administration, India website interface. On the left, there is a vertical sidebar with various service links: Home, Complaints, Bookings, NULM, Works, Finance, License & Lease Renewal, Water & Sewerage (which is highlighted in red), Horticulture, and Collapsible sidebar. The main content area is titled "Water & Sewerage". It features a "SEARCH" bar and two main sections: "Link your existing water connection with My Connections for further application processes" (with a red double-headed arrow icon) and "My Applications (129)" (with a red "f" icon). A red box highlights the "My Connections" button.



Step 3 Click on application number hyperlink

CHANDIGARH ADMINISTRATION, INDIA

ENGLISH

SEARCH	
Home	Service Application number Owner Name Due Status
Complaints	Water WS_AP/2020-21/000466 Neetika NA Pending For Sde Approval
Bookings	VIEW DETAIL
NULM	
Works	Service Application number Owner Name Due Status
Finance	Water WS020834011034B1X Neetika NA Na
License & Lease Renewal	VIEW DETAIL
Water & Sewerage	
Horticulture	Service Application number Owner Name Due Status
Collapse	Water WS_AP/2020-21/000533 Neetika NA Pending For Document Verification



Step 4 Review your application details

CHANDIGARH ADMINISTRATION, INDIA

ENGLISH |

SEARCH

Home

Complaints

Bookings

NUML

Works

Finance

License & Lease Renewal

Water & Sewerage

Horticulture

Collapse

Connections Details Consumer No: 20834011034B1X

Connection Status Active

Service Details

Service WATER	Connection Category NA	Connection Type Metered	Meter ID NA
Pipe Size NA	Connection Execution Date 01/01/1970		

[VIEW CONSUMPTION DETAILS](#)

Property Details

Property Details

Property Usage Type NA	Property Sub Usage Type NA	Plot Size (in sq ft) NA	No. of Floors NA
Covered Area NA			

[View Consumption Details](#)

[TAKE ACTION](#) |



Step 5 Click Take action

CHANDIGARH ADMINISTRATION, INDIA

ENGLISH |

SEARCH

Home

Complaints

Bookings

NUML

Works

Finance

License & Lease Renewal

Water & Sewerage

Horticulture

Collapse

Connections Details Consumer No: 20834011034B1X

Connection Status Active

Service Details

Service WATER	Connection Category NA	Connection Type Metered	Meter ID NA
Pipe Size NA	Connection Execution Date 01/01/1970		

[VIEW CONSUMPTION DETAILS](#)

Property Details

Property Details

Property Usage Type NA	Property Sub Usage Type NA	Plot Size (in sq ft) NA	No. of Floors NA
Covered Area NA			

[TAKE ACTION](#) |

The screenshot shows a user interface for a municipal administration portal. On the left is a sidebar with various service categories. The 'Water & Sewerage' category is currently selected and highlighted in orange. The main content area displays 'Connections Details' for a specific consumer number. It shows basic information like service type (WATER), connection category (NA), and connection type (Metered). Below this, there's a section for 'Property Details' which includes fields for property usage type, sub usage type, plot size, and number of floors, all of which are marked as 'NA'. At the bottom right, there's a prominent orange button labeled 'TAKE ACTION' with a dropdown arrow next to it.



Step 6 Click on the action to be taken with the account

CHANDIGARH ADMINISTRATION, INDIA

ENGLISH |

SEARCH

Home

Complaints

Bookings

NUML

Works

Finance

License & Lease Renewal

Water & Sewerage

Horticulture

Collapse

Connections Details Consumer No: 20834011034B1X

Connection Status Active

Service Details

Service WATER	Connection Category NA	Connection Type Metered	Meter ID NA
Pipe Size NA	Connection Execution Date 01/01/1970		

[VIEW CONSUMPTION DETAILS](#)

Property Details

Property Details

Property Usage Type NA	Property Sub Usage Type NA	Plot Size (in sq ft) NA
Covered Area NA		

[Permanent Disconnection](#)

[Temporary Disconnection](#)

[Update Connection Holder Information](#)

[Change in Tariff Type](#)

[TAKE ACTION](#) |

Step 7 Provide required information in the connection details and click next step button

SEARCH

- Home
- Complaints
- Bookings
- NULM
- Works
- Finance
- License & Lease Renewal
- Water & Sewerage**
- Horticulture

Collapse

CHANDIGARH ADMINISTRATION, INDIA

ENGLISH 



1 Connection Details 2 Documents 3 Summary

Connection Conversion Detail

Usage Tariff Type *
1-Domestic

Proposed Tariff Type *

Connection Holder Details

Same As Owner Details

Name *
RAMAN SHEKHAR

Mobile No.*
7405490720

Email *
mahajanneetika618@gmail.com

correspondenceAddress *
4B SECTOR 34

NEXT STEP >

Step 8 upload all the required documents and click next step

CHANDIGARH ADMINISTRATION, INDIA

ENGLISH ▾ 

SEARCH

Home Complaints Bookings NULM Works Finance License & Lease Renewal Water & Sewerage Horticulture Collapse

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

- Signed application for the case (from all the owners)
- Ownership proof collected from Estate office
- Copy of last paid bill
- ID Proof of all the owners

< PREVIOUS STEP



Step 9 Review application and click submit

CHANDIGARH ADMINISTRATION, INDIA

ENGLISH ▾

SEARCH

- Home
- Complaints
- Bookings
- NULM
- Works
- Finance
- License & Lease Renewal
- Water & Sewerage**
- Horticulture

Property Location Details

City NA	Door / House No 1034	Building / Colony Name NA	Street Name NA
Locality / Mohalla NA	Pincode NA		

Connection Holder Details

Mobile No. 7405490720	Name RAMAN SHEKHAR	Guardian Name test	correspondenceAddress 4B SECTOR 34
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Documents

Signed application for the case (from all the owners) Tariff change wor kflow.pdf	DOWNLOAD	Ownership proof collected from Estate office Tariff change wor kflow.pdf	DOWNLOAD	Copy of last paid bill Tubewell workflow w.pdf	DOWNLOAD	ID Proof of all the owners Tubewell workflow w.pdf	DOWNLOAD
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[< PREVIOUS STEP](#) [SUBMIT >](#)