

# **“e-Chhawani”** **Online Management of Cantonment** **Boards**



## ***Water & Sewerage***

### **User Manual**

## Contents

<b>About this Manual</b>	3
<b>1. General Functions</b>	4
<b>1.1 Login into the Application</b>	4
<b>1.2 Editing the Profile</b>	6
1.2.1 Enter/Update Name, Cantonment and Email ID	7
1.2.2 Update Profile Photo	8
<b>1.3 Logout</b>	8
<b>2. Water &amp; Sewerage</b>	9
<b>2.1 Apply for NEW Connection</b>	9
<b>2.1.1. Property Details Sub Section</b>	10
<b>2.1.2. Connection Details</b>	12
2.1.2.1 Connection Holder Details	12
2.1.2.2 Connection Details	13
2.1.2.3 Uploading of Documents	15
2.1.2.4 Summary	16
<b>2.2 My Applications</b>	18
<b>2.3 Payment</b>	21
<b>2.4 View My Connections</b>	24
<b>2.5 How it works?</b>	25

## 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 / Estimation Notice / Sanction order**

## 1. General Functions

### 1.1 Login into the Application

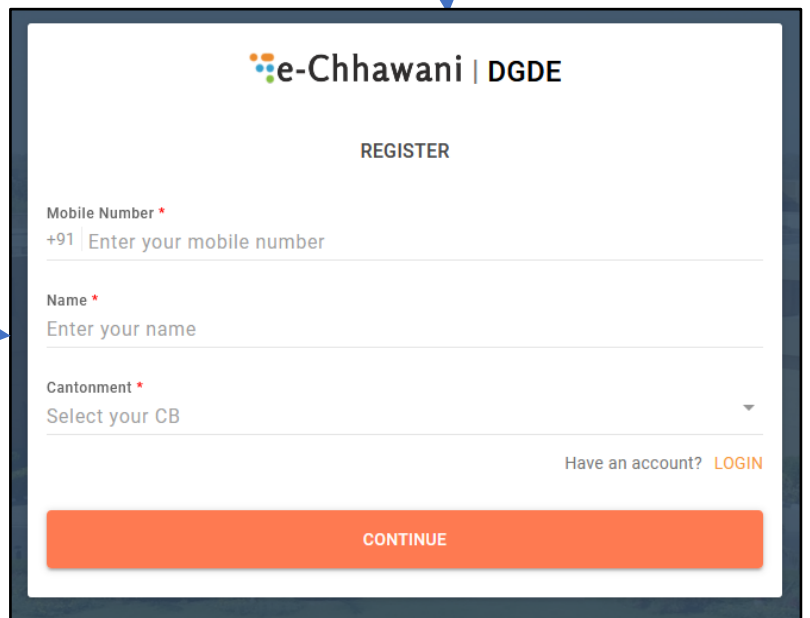
To login, please go to the following link:

<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**.

e-Chhawani | DGDE

ENTER OTP

An OTP has been sent to : 8095459303 ✎

Please check your messages

OTP \*  
Enter OTP

Request another OTP in 26 seconds

CONTINUE

Home Page shall be displayed.

AGRA CANTONMENT BOARD

ENGLISH

DIGIT

Search

Home

Complaints

Trade Licence

Bill Genie

Water & Sewerage

Lease Renewal

Receipts

Citizen Services

Complaints

Trade Licence

Water & Sewerage

Lease Renewal

Local Information

My Cantonment

What's New

Trade License

TL apl no: TL-APP-AGRA-2021-02-05-006303 is approved. Subject to fee payment of INR 690 pay @ <https://13.71.65.215.nip.io/egov-url-shortening/dbc> .

PAY NOW

2 days ago

Challan

Challan No: CH-CB-AGRA-2021-004059 for Road show fee INR 1400 generated. Pay @ <https://13.71.65.215.nip.io/egov-url-shortening/dba> .

PAY NOW

2 days ago

VIEW ALL

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

e-Chhawani | DGDE

REGISTER

Mobile Number \*  
+91 | Enter your mobile number

Name \*  
Enter your name

Cantonment \*  
Select your CB

Have an account? **LOGIN**

CONTINUE

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

e-Chhawani | DGDE

LOGIN

Mobile Number \*  
+91 | Enter your mobile number

Don't have an account? **REGISTER**

CONTINUE

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

e-Chhawani | DGDE

ENTER OTP

An OTP has been sent to : 8095459303 ✎

Please check your messages

OTP \*  
Enter OTP

Request another OTP in 26 seconds

CONTINUE

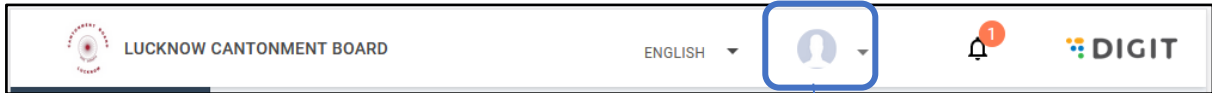
On login in, the homepage will be displayed on the citizen screen.

## 1.2 Editing the Profile

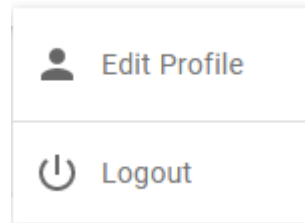
Follow the steps shown below to edit your profile. You can:

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

1.2.1 Enter/Update Name, Cantonment and Email ID

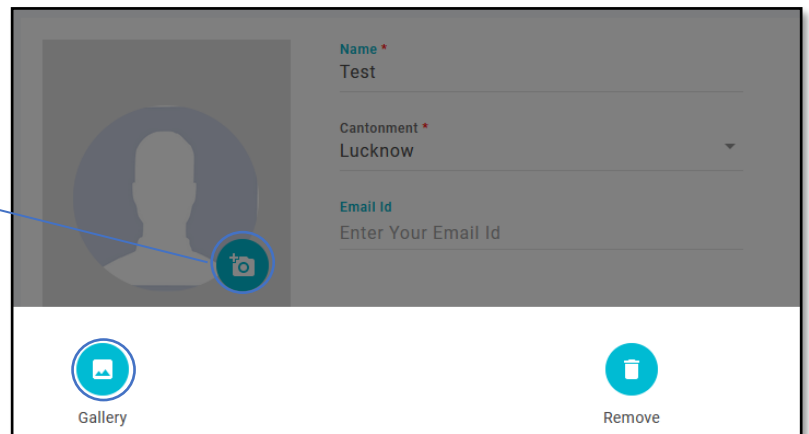


User sees the “Edit Profile” page where he/she can upload a new profile picture, edit his/her name, Phone Number and Email Id.

A screenshot of the 'Edit Profile' form. On the left is a large grey placeholder for a profile picture with a blue circular camera icon in the bottom right corner. To the right of the placeholder are three input fields: 'Name \*' with the text 'Test|', 'Cantonment \*' with a dropdown menu showing 'Lucknow', and 'Email Id' with 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.

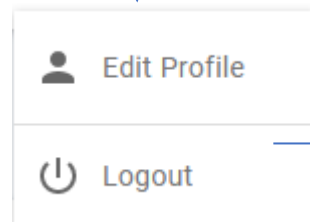


Two options appear on the screen:

**“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

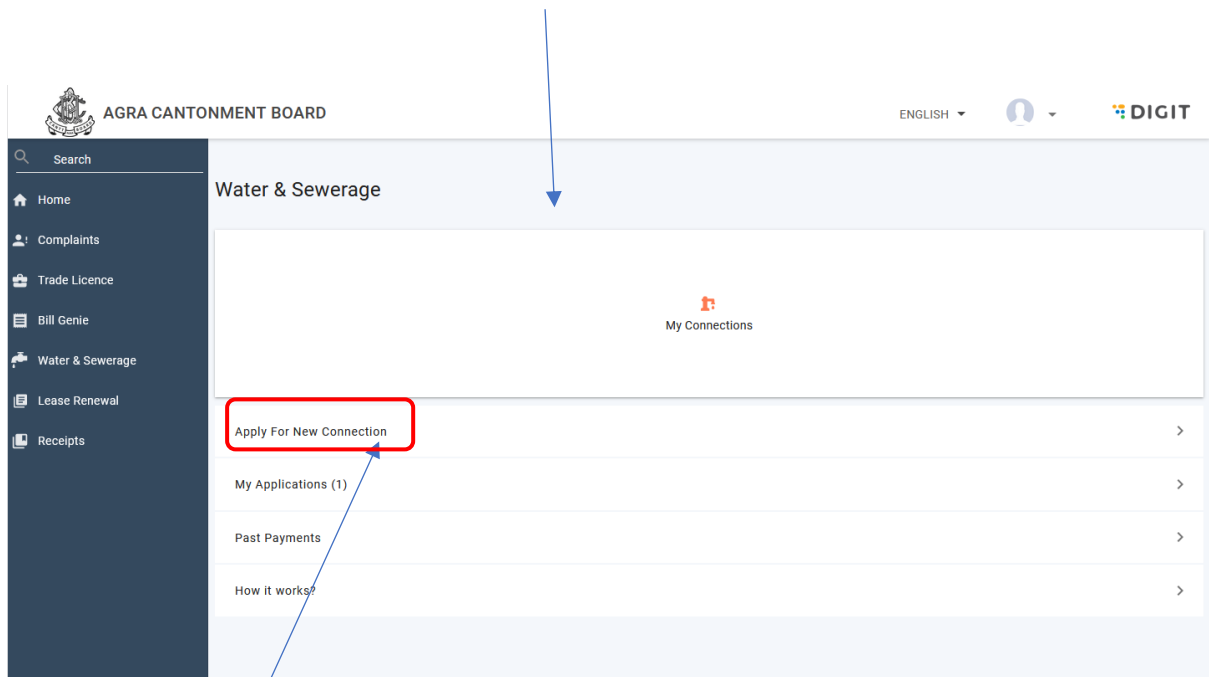




## 2. Water & Sewerage

### 2.1 Apply for NEW Connection

Five options are displayed “My Connections”, “Apply for New Connection”, “My Applications” “Past payments” and “How it Works?”.



Click on “Apply for New Connection” to proceed.

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

### Required Documents - Water & Sewerage

**Identity Proof**

One of these documents is needed to apply for this Service

1. Aadhar Card	2. Voter Id	3. Driving Licence
4. Pan Card	5. Passport	

\* In case of multiple/institutional Applicant please provide ID of primary or authorized person

**Address Proof**

One of these documents is needed to apply for this Service

1. Electricity Bill	2. Driving Licence	3. Voter Id
4. Aadhar Card	5. Pan Card	6. Passport

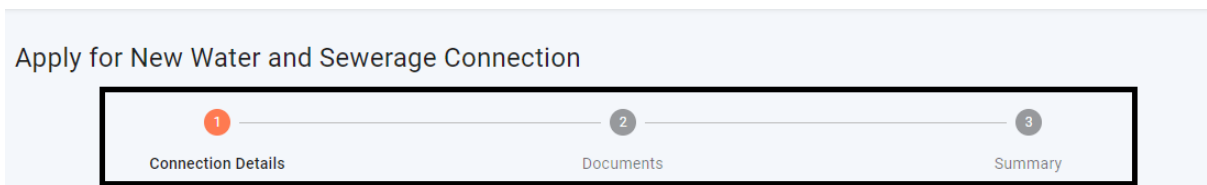
\* In case of multiple/institutional Applicant please provide ID of primary or authorized person

PRINT
APPLY

Click "Print" to print the Required Document page.

Click "Apply" to proceed.

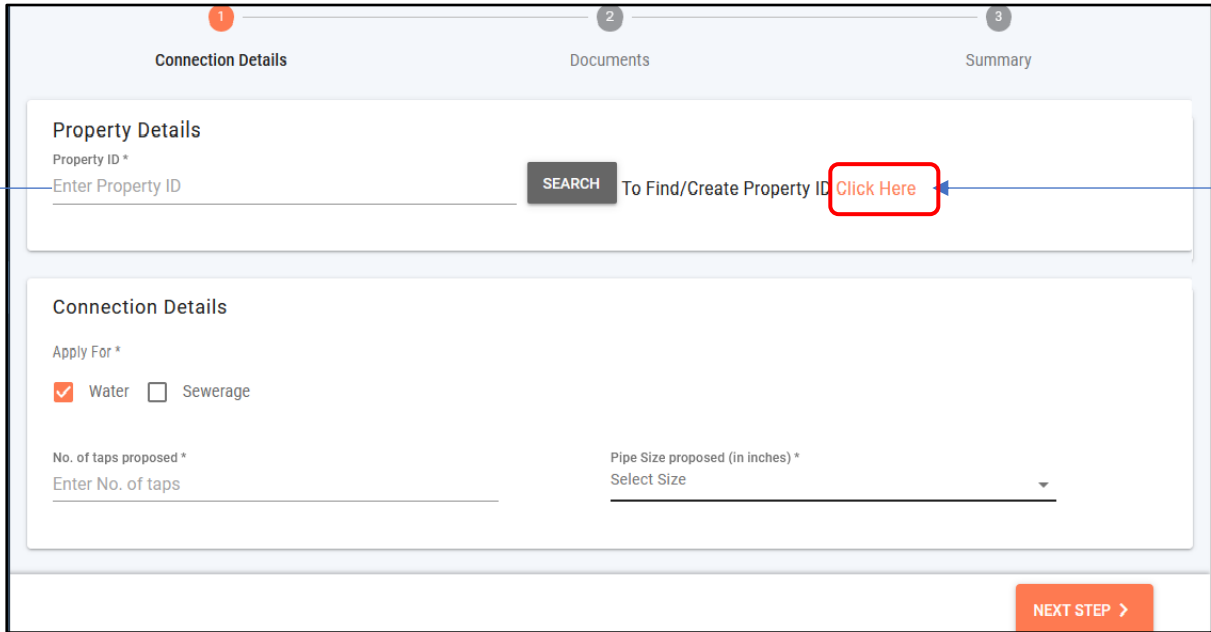
**INFO:** On the top of the page, there are sectional timeline, which helps the user to identify the current section on which the user is filling up the details. The current section is highlighted with orange color. Here you can see that currently the user is on "Connection Details" section.



Following are the subsection details:

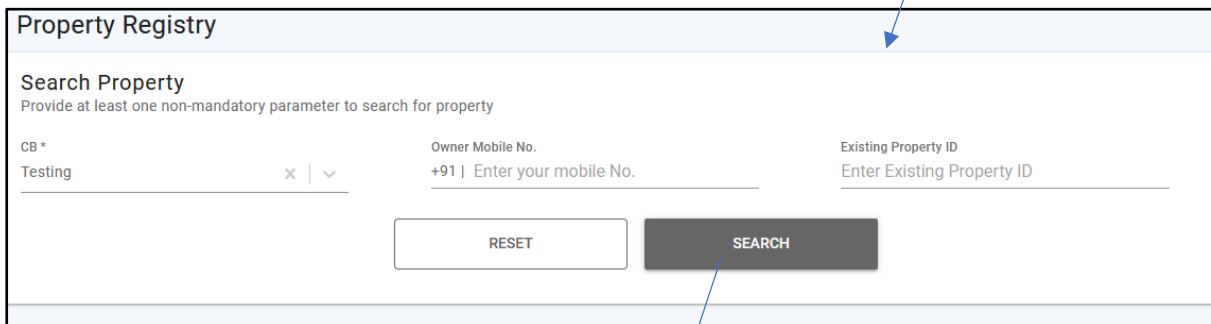
- 1 Property Details Sub Section
- 2 Connection Details Sub Section

### 2.1.1. Property Details Sub Section



If Property is Registered and Property id is known, enter Property id Details and click on “Search”.

If the Property is registered but unable to fetch the ID then find search for Property ID by clicking on “CLICK HERE”



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

**Property Registry** + REGISTER NEW PROPERTY

**Search Property**  
Provide at least one non-mandatory parameter to search for property

CB \* Owner Mobile No. Existing Property ID  
 Testing +91 | 9449810030 Enter Existing Property ID

Unique Property Tax Id  
 Enter Property Tax Unique Id

---

Search Results for Properties (1)

Unique Property ID	Owner Name	Address	Action
PT/CB/TEST/2021-02-05/005110	BSTC	123,TEST,CHITTA REDDY COLONY,testing	SELECT

Rows per page: 10 1-1 of 1 < >

A list of applications appears that has the Property ID.

Click "Select" to Apply for Water /Sewerage connection for the selected property.

**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

**Connection Holder Details**

Same as Property Owner Details

Select "Same as Property Owner Details", if Connection Holder Details is same as Property owner.

If Connection Holder Details is different as Property owner then enter the required fields.

**Connection Holder Details**

Same as Property Owner Details

Mobile No. \*  
Enter Mobile No. \_\_\_\_\_

Owner Name \*  
Enter Owner Name \_\_\_\_\_

Gender \*  
 Male  Female  TransGender

Father/Husband Name \*  
Father/Husband Name \_\_\_\_\_

Relationship \*  
Select Relationship ▼

Address \*  
Enter Address \_\_\_\_\_  
Please fill out this field.

Special category \*  
Select Special category ▼

Property Ownership Type  
Select Property Ownership ▼

Mobile Number*	Enter the mobile number of the primary owner.
Name*	Enter the name of the owner.
Gender*	Select Gender <ul style="list-style-type: none"> <li>• Male</li> <li>• Female</li> <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 Category*	Select Special Applicant Category from the drop down

### 2.1.2.2 Connection Details

Apply for Water / Sewerage or Both option and enter the required details.

**Connection Details**

Apply For \*

Water  Sewerage

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

Pipe Size proposed (in inches) \*  
Select Size ▼

No. of Water Closets \*  
Enter No. of water closets \_\_\_\_\_

No. of Toilets \*  
Enter No. of toilets \_\_\_\_\_

Drainage Pipe Size proposed (in inches) \*  
Select Size ▼

1 When user selects Water, following options is displayed:

Number of taps proposed *	Enter the number of taps.
---------------------------	---------------------------

Proposed pipe size (in inches): *	Select the appropriate Pipe Size from the drop down. <ul style="list-style-type: none"> <li>• 0.25</li> <li>• 0.5</li> <li>• 0.75</li> <li>• 1</li> <li>• 1.5</li> <li>• 2</li> </ul>
-----------------------------------	---

1 When user selects Sewerage Connection, following options is displayed:

Number of Water Closets *	Enter the number of Closets
Number of Toilets	Enter the count
Drainage Pipe Size proposed (in inches): *	Select the appropriate Pipe Size from the drop down. <ul style="list-style-type: none"> <li>• 2</li> <li>• 3</li> <li>• 4</li> <li>• 6</li> <li>• 8</li> <li>• 10</li> <li>• 12</li> </ul>

Both Water and Sewerage options can be selected together or individually. After filling of all details, click on Next Step.



### Apply for New Water and Sewerage Connection

Water Application No WS-AP-TEST/2021-02-08/000546

Sewerage Application No SW-AP-TEST/2021-02-08/000106

✔  
 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
 Identity Proof \*

Select Documents \*  
 Select Documents ▼

UPLOAD FILE

Application number is generated based on Connection Type (Water /Sewerage). If both are applied together Application Numbers for Water & Sewerage are generated automatically.

### 2.1.2.3 Uploading of Documents

Apply for New Water and Sewerage Connection

Water Application No WS-AP-TEST/2021-02-08/000546      Sewerage Application No SW-AP-TEST/2021-02-08/000106

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	Identity Proof *	Select Documents * Select Documents	<b>UPLOAD FILE</b>
---	------------------	--	--------------------

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

✓	Identity Proof	Select Documents Aadhaar Card	UNTITLED.PNG
✓	Address Proof	Select Documents Aadhaar Card	UNTITLED.PNG
✓	Property Tax Receipt	Select Documents Property Tax Receipt	P2.PNG
✓	Self Declaration Form	Select Documents Self Declaration Form	UNTITLED.PNG

✓	Plumber Report / Drawing	Select Documents Plumber Report / Drawing	P2.PNG
✓	Building Plan / Completion Certificate	Select Documents Building Plan / Completion Cer...	P1.PNG

**NOTE:** First Four mandatory documents shall and any 3 Additional Documents that are CB Specific shall be uploaded. Only one file can be uploaded for one document. If multiple files need to be uploaded then user has to combine all files in a pdf and then upload.

✓	Property Tax Receipt	Select Documents Property Tax Receipt	P2.PNG	✕
✓	Self Declaration Form	Select Documents Self Declaration Form	UNTITLED.PNG	✕
✓	Plumber Report / Drawing	Select Documents Plumber Report / Drawing	P2.PNG	✕
✓	Building Plan / Completion Certificate	Select Documents Building Plan / Completion Cer...	P1.PNG	✕

< PREVIOUS STEP    NEXT STEP >

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

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

#### 2.1.2.4 Summary

The summary of the entered details is displayed.



A preview sample is shown below.

### Apply for New Water and Sewerage Connection

Water Application No WS-AP-TEST/2021-02-08/000546      Sewerage Application No SW-AP-TEST/2021-02-08/000106

✓ Connection Details      ✓ Documents      ✓ Summary

#### Connection Details EDIT

Property Details

Property ID PT/CB/TEST/2021-02-08/005217	Property Type Vacant Land	Property Usage Type Residential	Property Sub Usage Type NA
Plot Size (in sq meters) 1500	No. of Floors 1	No. of Flats NA	

Property Location Details

CB testing	Property Location Civil Area (Bazar Area)	Door / House No H No 2	Building / Colony Name Victor Enclave
Street Name NA	Locality / Mohalla VITTAL NAGAR ,HANUMAN NAGAR	Pincode NA	

Applicant Information

Mobile No. 9632643463	Owner Name Test	Gender Female	Father / Husband's Name Test
Relationship Father	Correspondence Address H No 2, Victor Enclave, _Testing Mohalla, testing	Special Applicant Category None	

Connection Details

Apply For Water And Sewerage	No. Of taps proposed 5	Pipe Size proposed (in inches) 0.5	No. of water closets proposed 2
No. of water toilets proposed 2	Proposed Drainage Pipe Size 2		

Connection Holder Details

Same as Property Owner Details

#### Documents EDIT

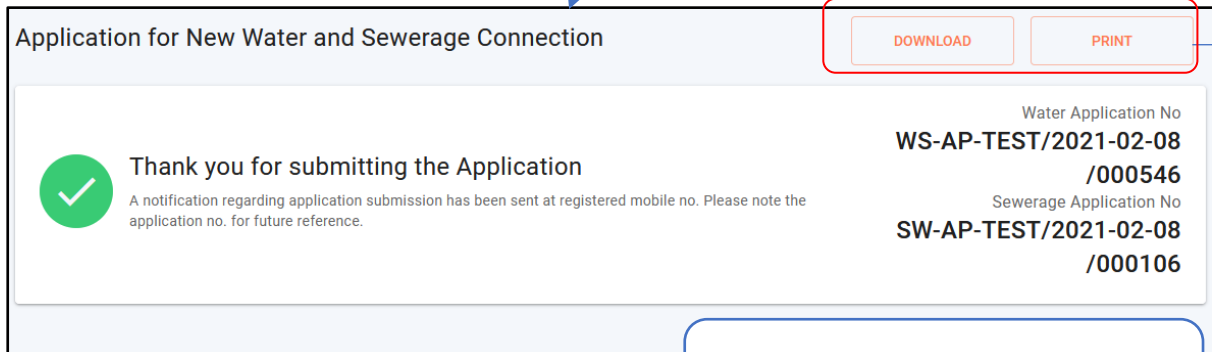
Aadhaar Document - 1	VIEW
-------------------------	------

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



Once the form is reviewed; click on "SUBMIT" to proceed further.

The application submission Acknowledgement screen is displayed.



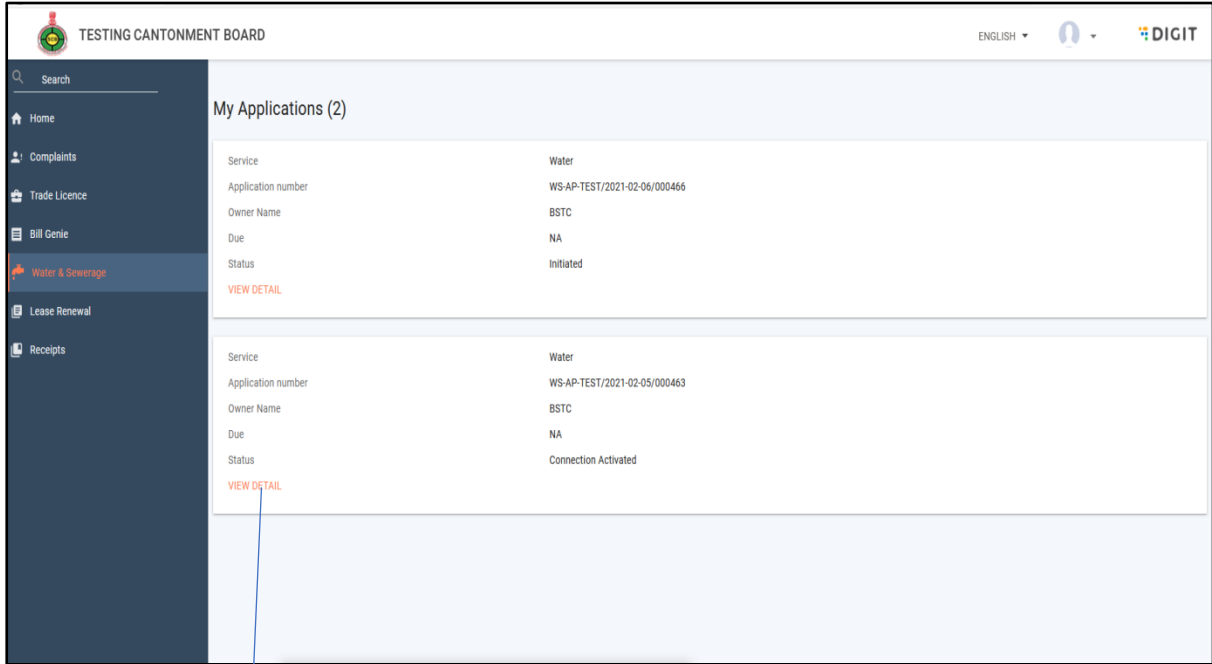
Click on "Download" or "Print" to view/print the Application.

1. The Application submission message will be displayed on the screen and simultaneously SMS and email are sent to the applicant.
2. Application is now forwarded to Document Verifier section for further processing.

## 2.2 My Applications

To view the status of his/her previous W&S applications click on "My Applications".





TESTING CANTONMENT BOARD

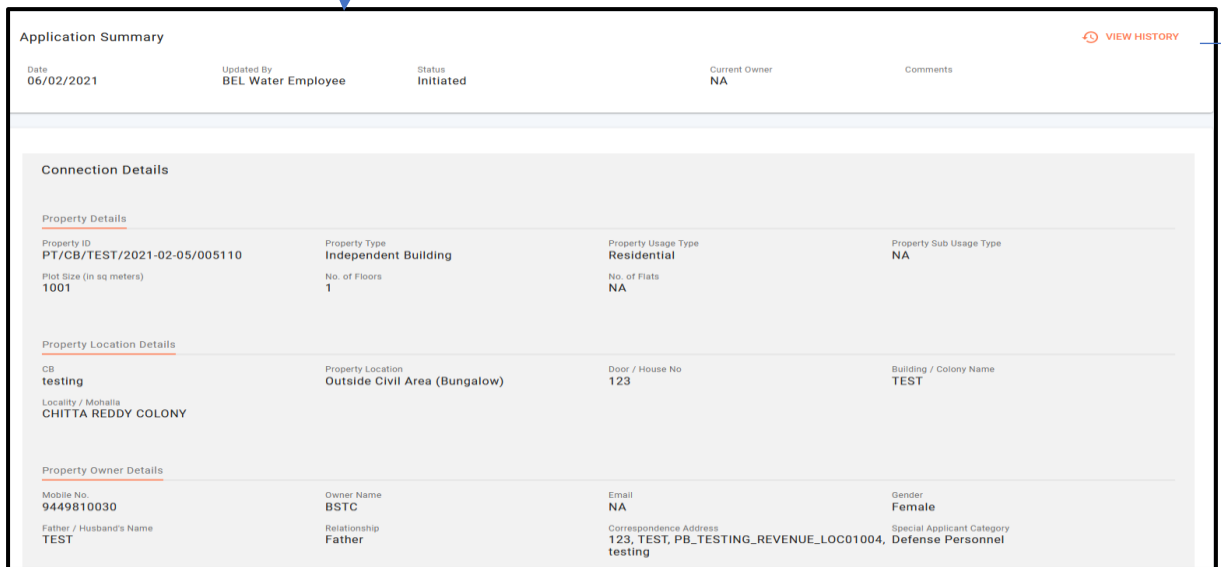
ENGLISH | DIGIT

My Applications (2)

Service	Water
Application number	WS-AP-TEST/2021-02-06/000466
Owner Name	BSTC
Due	NA
Status	Initiated
<a href="#">VIEW DETAIL</a>	

Service	Water
Application number	WS-AP-TEST/2021-02-05/000463
Owner Name	BSTC
Due	NA
Status	Connection Activated
<a href="#">VIEW DETAIL</a>	

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



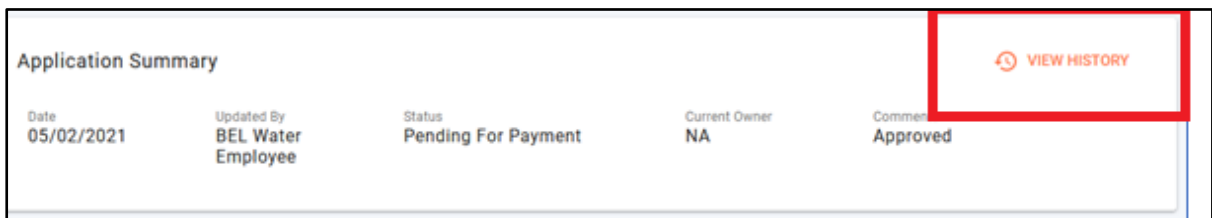
Application Summary

[VIEW HISTORY](#)

Date: 06/02/2021 | Updated By: BEL Water Employee | Status: Initiated | Current Owner: NA | Comments:

**Connection Details**

<b>Property Details</b>			
Property ID PT/CB/TEST/2021-02-05/005110	Property Type Independent Building	Property Usage Type Residential	Property Sub Usage Type NA
Plot Size (in sq meters) 1001	No. of Floors 1	No. of Flats NA	
<b>Property Location Details</b>			
CB testing	Property Location Outside Civil Area (Bungalow)	Door / House No 123	Building / Colony Name TEST
Locality / Mohalla CHITTA REDDY COLONY			
<b>Property Owner Details</b>			
Mobile No. 9449810030	Owner Name BSTC	Email NA	Gender Female
Father / Husband's Name TEST	Relationship Father	Correspondence Address 123, TEST, PB_TESTING_REVENUE_LOC01004,	Special Applicant Category Defense Personnel



Application Summary

[VIEW HISTORY](#)

Date: 05/02/2021 | Updated By: BEL Water Employee | Status: Pending For Payment | Current Owner: NA | Comment: Approved

Click "VIEW HISTORY", to view the complete application history.

Fee Estimate		Total Amount
		<b>Rs 10200</b>
		Not Paid
Application Fee	30	
Service Fee	10170	
Tax	0	
<b>Total Amount</b>	<b>Rs 10200</b>	
<b>FEE BREAKUP</b>		

Click "FEE BREAKUP", to view the details of fee.

Calculation BreakUp		
<b>Application Fee</b>		
Form Fee		Rs 10
One Time Fee		Rs 10
Scrutiny Fee		Rs 10
<b>Total</b>		<b>Rs 30</b>
<b>Service Fee</b>		
Security Deposit		Rs 10
Labour Charge		Rs 10
Meter Charge		Rs 50
Other Charge		Rs 100
Road Cutting Charge		Rs 10000
<b>Total</b>		<b>Rs 10170</b>
<b>Total</b>		<b>Rs 10200</b>

After payment for water connection, the application is forwarded for Connection Activation to CLERK. Once the Connection is activated, he/she can download Sanction Order by clicking DOWNLOAD Option

**Water & Sewerage Application**

Water Application No WS-AP-TEST/2021-02-05/000463  
Consumer No: WS-TEST-2021-000022

**Application Summary**

Date	Updated By	Status	Current Owner	Comments
06/02/2021	BEL Water Employee	Connection Activated	NA	Activated

**Fee Estimate**

Total Amount  
**Rs 10200**

DOWNLOAD | PRINT

Sanction letter  
Estimation Notice  
Application

HISTORY

Sample "Sanction Order"

Annexure-C

File-No: WS-AP-TEST/2021-02-05/000463 Dt.: 05/02/2021

To,  
BSTC  
123 CHITTA REDDY COLONY  
Testing Cantonment Board

**Subject: Sanction of Water Connection to BSTC required at address 123 CHITTA REDDY COLONY, Testing Cantonment Board**

Reference : Your Application no: WS-AP-TEST/2021-02-05/000463 is submitted online Dt. 05/02/2021

2. Payment of Rs. 10200 (from estimation letter) has been received from you for grant of water connection at address 123 CHITTA REDDY COLONY, Testing Cantonment Board
3. Water Connection will be provided to the premises as requested within 07 days from issue of this correspondence

Chief Executive Officer/CEO  
Testing Cantonment Board

BEL UAT BEL UAT

### 2.3 Payment

Once the application is approved by the Approver, payment for the application can be done by the applicant.

## My Applications (1)

Service	Water
Application number	WS-AP-TEST/2021-02-05/000463
Owner Name	BSTC
Due	10200
Status	Pending For Payment

[VIEW DETAIL](#)

In "My Application" page click "View Details", to view the summary of the application.

Same as Property Owner Details

### Documents

Aadhaar Document - 1 <a href="#">VIEW</a>	Address Proof - Electricity Bill Document - 2 <a href="#">VIEW</a>	Property Tax Receipt Document - 3 <a href="#">VIEW</a>
Self Declaration Form Document - 4 <a href="#">VIEW</a>	Plumber Report / Drawing Document - 5 <a href="#">VIEW</a>	Building Plan / Completion Certificate Document - 6 <a href="#">VIEW</a>

Pay  
[TAKE ACTION](#) | ▾

For WS applications which are pending for TL Fee payment click on "TAKE ACTION->PAY"

Payment Information Application No. WS-AP-TEST/2021-02-05/000463

Payment Collection Details

Fee Estimate		Total Amount
WS_ROAD_CUTTING_CHARGE	10000	₹ 10200
Other Charge	100	
Meter Charge	50	
Scrutiny Fee	10	
Form Fee	10	
WS_LABOUR_CHARGE	10	
WS_SECURITY_CHARGE	10	
One Time Fee	10	
<b>Total Amount</b>	<b>10200</b>	

Payer Details

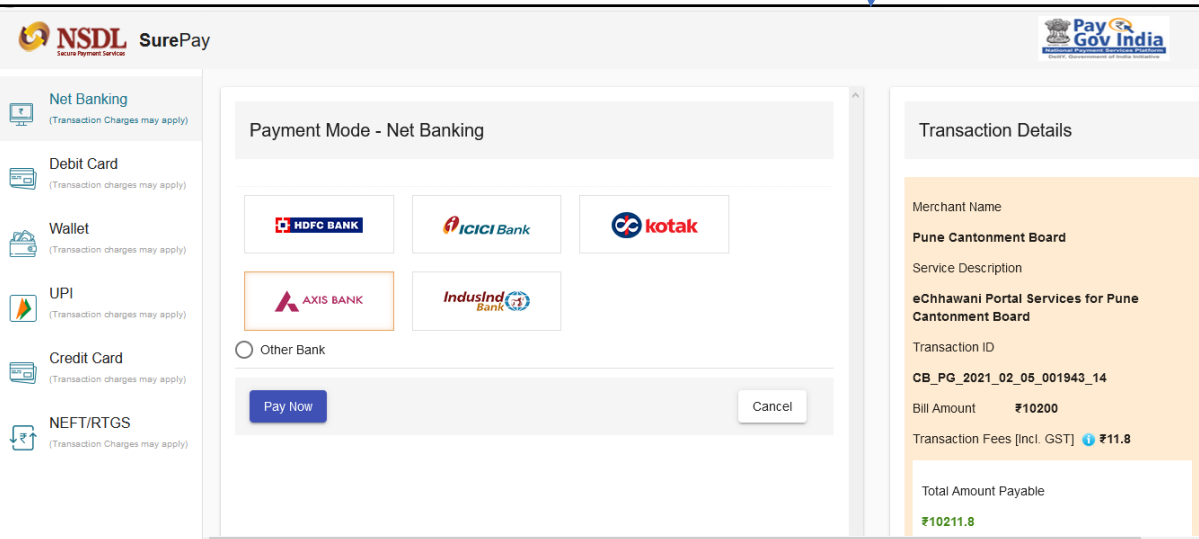
Paid By \*  
Applicant

Payer Name \*  
BSTC

Payer Mobile No. \*  
+91 | 9449810030

MAKE PAYMENT >

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



The screenshot shows the NSDL SurePay interface. On the left, there is a navigation menu with options: Net Banking, Debit Card, Wallet, UPI, Credit Card, and NEFT/RTGS. The main area is titled "Payment Mode - Net Banking" and displays logos for HDFC BANK, ICICI Bank, KOTAK, AXIS BANK, and IndusInd Bank. Below the logos, there is a "Play Now" button and a "Cancel" button. 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\_2021\_02\_05\_001943\_14), Bill Amount (₹10200), Transaction Fees (₹11.8), and Total Amount Payable (₹10211.8).

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

Payment Information Application No. WS-AP-TEST/2021-02-05/000463

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

Payment Receipt No. WS.OTP/TEST/2020/000032

DOWNLOAD PRINT

Sample Receipt.

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

Cantonment Board THE GAZETTE OF INDIA, EXTRAORDINARY PART II—SEC. 4

**Testing Cantonment Board**  
Form No. 13M(4B)  
See rules 47, 50, 161 and 162  
BILLINGSERVICE\_BUSINESSSERVICE\_WS\_ONE\_TIME\_FEE Payment Receipt

Receipt No	WS.OTP/TEST/2020/000032	Payment Date	06/02/2021
Application No.	WS-AP-TEST/2021-02-05/000463	Service Type	BILLINGSERVICE_BUSINESSSERVICE_WS_ONE_TIME_FEE
Billing Period	05/02/2021 to 06/02/2026	Consumer Name	Bhagya
Payer Name	Bhagya	Payer Contact	9449810030
Payment Mode	Online	Paid Amount	10200
Transaction ID/ Cheque No.	CB_PG_2021_02_06_001944-14	Bank Transaction No	pay_GY9HEMhGKCqqlu
G8 Receipt Date	NA	G8 Receipt No.	NA

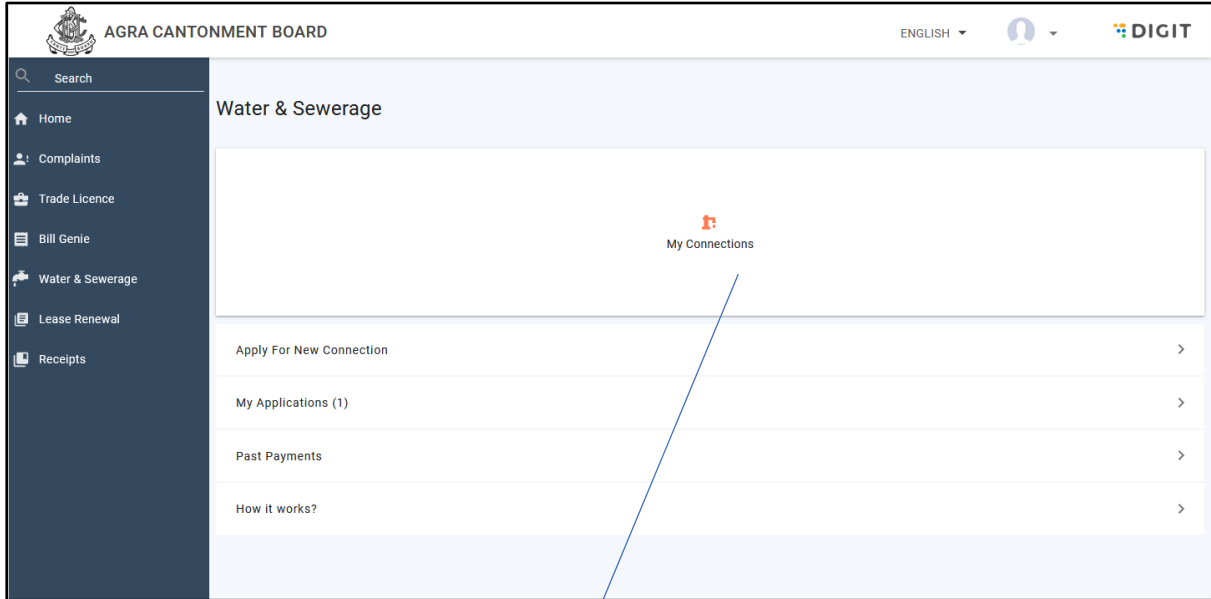
		Total Amount
		<b>₹ 10200</b>
WS_ROAD_CUTTING_CHARGE	10000	
Other Charge	100	
Meter Charge	50	
One Time Fee	10	
Security Deposit	10	
Labour Charges	10	
Form Fee	10	
Scrutiny Fee	10	
<b>Total Amount</b>	<b>10200</b>	

This is Computer generated receipt, Signature is not required

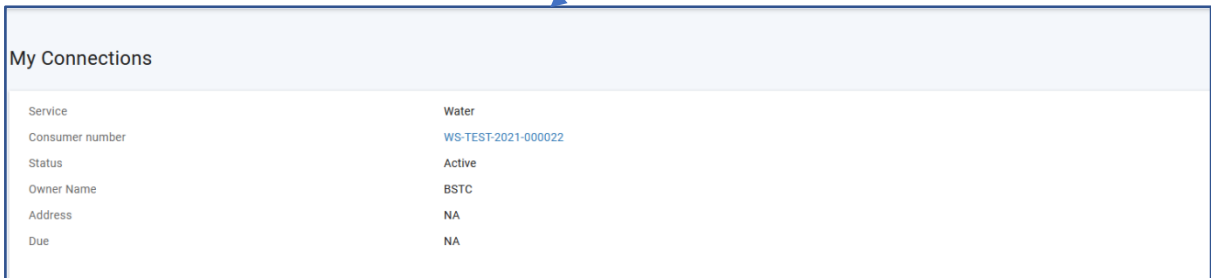
DISCLAIMER  
1. Payment received by cheque/demand draft shall be subject to realization.

## 2.4 View My Connections

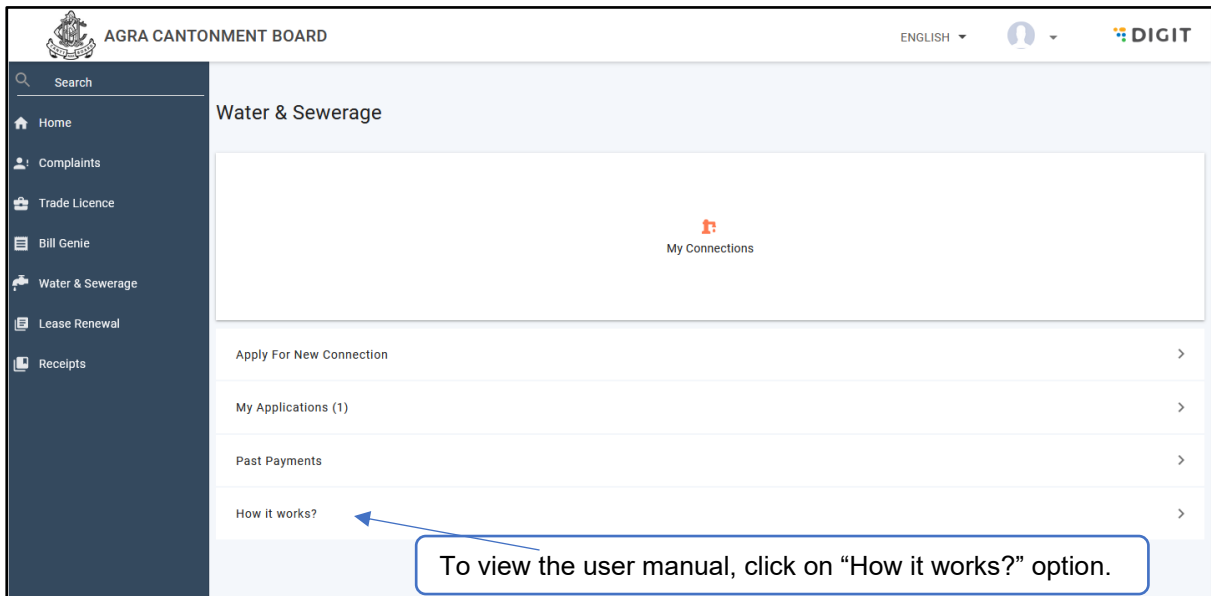




Click of My Connections, the connections details are displayed showing the Unique CONSUMER NUMBER



## 2.5 How it works?



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