Directorate of Municipal Administration, Government of Odisha

SUJOG - Sustainable Urban Services in a Jiffy by Odisha Government



Water and Sewerage Module

- Citizen User manual

Document History

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16 June 2021	1.0	Abinash Routray	Manoj Sahu	H&UDD	

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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 113 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



Once the citizen clicks the login button, the following screen will appear

250JOG Odisha	Enter your mobile number
REGISTER	
Mobile Number *	
+91. Enter your mobile number	
Name * Enter your name	Enter name
Chy*	
Select your city	
Have an account? LOGIN	Select your city from the dropd
CONTINUE	

#S	UJOG Odisha	8	
	ENTER OTP		
An OTP has been sent	to: 9999981343 🖍		
Philipical design party barries	Des		
Enter OTP			Enter OTP
	Request another OTP	in 24 seconds	
1	CONTINUE		 Click here to continu

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.

		AL CORPORATION			ENDUSH •	0	de suio	G
q	SEARCH	Citizen Services		Click h	nere to go to 'My Prof	ile' page		
1							Click here to	
- 10	Complaints Property Tax	-	n l		<u>,</u>		open notifications	
E	eDCR Scrutiny	Compaints	Property 1ax	Trade License	water & sewerage	Sarong man Appn		
8	Building Plan Approval	Local Information			↑			
-	ACTION_TEST_TRADE_LICEN				1	_		
	Weler & Sowerage		Events		Click here to go to 'Water & Sewerage' page	My City		
	Citizen Services			L				

2.3. Editing the Profile

Follow the steps shown below to edit your profile.

- Click on the Profile button on top right side of the homepage
- Click on 'Edit Profile'
- User will be taken to Profile Page where he/she can edit Name, Change City from the dropdown, update Mail ID or upload Profile Picture.



3. Functionalities of Water & Sewerage Module

3.1. New Water/Sewerage Connection

SEARCH CR	izen Services				
Complainta Property Tas	4	ñ		*	
Building Plan Approval	Complainta	Property 7ax	Trade License	Water & Sewetage	Building Plan Approval
ACTION_TEST_TRADE_LICENSE	cal Information				
Water & Sewarage					
	Eventa.		My City		

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

	ORPORATION			DIGLIS	• • •	20LINS 00
Q. SEARCH	Cilizen Services					
≗i Compleints IEI Property Tax ⊡ eOCR Sonatiny	Complaints	П Ресректу Так	Trade License	Water & Genverage	Building Plan Approval	#DCR Senatiny
Building Plan Approval Action, TERT_THADE_LICENSE	Local Information			1		
🕈 Weite & Severage		Events		Click here to open 'Water and Sewerage' page	My City	
			L		1	

3.1.1.2. Step 2: Water and sewerage page

CUTTACK MUNICIPI	AL CORPORATION		tieliti • 🚺 • ESUJOG
C, SEARCH	Water & Sewerage		
🎝 Complainta			
D Property Tax			
C +DCH Southry		Pay Water and Serverage Bill	My Canvivertians
Duilding Plan Approval			
🛱 Trade Licence			
🕈 Water & Gewerage	Apply For New Connection	P.(>
	My Applications (67)	Click on 'Pay Water	5
	Past Payments	and Sewerage Bill' button	2

3.1.1.3. Step 3: Apply for New Connection

CUTTACK MUNICIP	AL CORPORATION	tanita · 🕥 · #SUJOG
O, SEARCH	Water & Sewerage	
 Completes Property Tax aDCR Sensitivy Building Plan Approval 	Ray Water and Serverage Bill	My Connections
 Trude Licence Weber & Severage 	Apply For New Connection My Applications (67) Past Payments	2 3 3
	Click on here to Apply for New Water/Sewerage	

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

2	OUTTACK MANUFACTURE	NAL SOM				2000 CT	Ω .	654
R	equired Documents	Review list of						2
	Address front	documents required						
	The of free doctories is no							
	1.244103.00		1 mar 10	1.0	- 111			
	1.1084/047	2	2009/14	1.0	11411110			
	T-Personni							
	The same of restricts to extend	dagineralese prodett el preser o esteren	ANY CONTRACT					
	spentity Proof							
	the effect of the second second	and to apply for this list case.						
	1. Auflie Cert	3	1999.00	1.0	-			
	1.74-544		Permit			Click here at	fter review	
	· In same of multiple-reproperty	a spationer pressa provide II of provery or activities	ARTYNI .			to start filling	the	
						application	onn	
	Registration Proof				-			
				Click here to print the				
				document list		PERT	10000	



3.1.1.5. Step 5: Application form details

	Apply for New Water and Sewerage Co	onnection 🔸	
titees Complete	•	0	0
raperty Tax	Connection Dellatis	Documenta	Daturay
DCR Solution	WS_COMMON_PROP_DETAIL_NOT_MANDAT	ORY	
uilding Plan Approval	Enter Property 10	SEARCH	
tade Gomes			Click here to go to next
Nater & Sawarage	Connection Details		section
	Aught For *		
	🛃 Water 🔲 Severage		
	No. of International Concession		
	Enter No. of tage.		

Following are the fields in property Address section

Field Name	Field Type	Purpose
Property ID	Ontional Field	Enter Property ID, the system will automatically fetch the
	optional liciti	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 Wator Closets	Mandatory Field	Enter number of closets in case applying for sewerage
No of Water Closets	(For sewerage)	connection
No of Toilets	Mandatory Field	Enter number of toilets in case applying for sewerage
No of Tollets	(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

۲					0 -	ESUJOG
SEARCH	apply for t	New Water and Sewerage Conne	ction			
tome	Water Appl	cation No. WS_AF/1013/2021-22/000099	ouon			
Complaints		0			0	
Toperty Tax		Connection Details	Documenta		dummary.	
DCR Scrutiny	Required	Decumante				
luilding Plan Approval	Only one file	concernences	ed to be oploaded then please comb	ine all films in a sulf and then upload.		
Inde Licence						Click here to get to next section
Nater & Sewerage		OWNER_PROPERTY_TAX_RECEIPT	Select Documents	*	UPLO	AD FILE
	2	OWNER_REGISTRATION	Select Documents	Upload documents here	- UPLO	AD FILE
						•
				¢ ma	VIOLE STUP	EXTRACT S

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

3.1.1.7. Step 7: Summary Page

8					O - ESUJO
O, SEARCH	Apply for New Water and Se Water Application No. WS_AP/CTC/2	ewerage Connection	С	overall summary page	
L) Complainta	0		0		0
Property Tax	Connection Details		Documents	Sur	remary
eOCR Scrutiny					
Building Plan Approval	Connection Details			User can edit the section	1000
😂 Trade Licence				by clicking this button	200
Water & Sewerage	Property Details				
	Proseite D NA	Preserve Strape Type WS_PROPUSOTYPE_DOMESTIC	City Cuttack	Locally Materia Dolamunder	Click on it for
	Demostan Calegory Permanent	Non Metered	NA NA	Apartment No	final submission
	Connection Details				
	Apply for Water	No. Of Superiorent			*
				< PREVIOUS	A TIMBUE MET A

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

۲		∩ - ≦suiog
Q. SEARCH	Application for New Water and Sewerage Conn Download / Print Application here	
1: Complainta 11: Propeny Tax 12: eOCH Scrutiny	Thank you for submitting the Application A notification regarding application submission has been sent at registered mobile no. Please note the application no for future reference.	Application Number WS_AP/CTC/2021-22/000200
 Building Plan Approval Thade Licence Water & Serverage 		User will get application number here for future reference. User will also receive the same number on email and SMS
		PONE

3.1.1. Other Features

3.1.1.1. View my connection and pay bills

1		() - #SUIOG
Q SEARCH		View my connection
A time	Water & Sewe User can Pay his bills here.	details here
1 Complainta		
Property Tax	▼	*
El eDCR Scrutiny	Pay Water and Sewerage Bill	My Connections
🗈 Building Plan Approval		
🖨 Trade Licence		P
🕈 Water & Sowerage	Apply For New Connection	>
	My Applications (72)	>
	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

12				()
C. SEARCH	Water & Sewerage			
Li Complainta Di Property Tax 3 eDCR Scrubiny The Building Olive Accessed	Pay Water and Sewerage Bill Apply For New Connection My Applications (72)			P: My Connections
 Builting Plan Approval Trade Licence Weter & Sewerage 				
	Past Paymenta	payments		
SEARCH				() • #suuc
Correlation	Past Payments			
Property Tax cocs Scrutiny building Plan Approval Trade Liomice	INR 400 01/04/2021 - 31/03/2022 Gonsumer No : PG-PT-2021-06-17-000097 Owner Name : 3n Raj Arrount Paid / 400 NA	List of Past	payments	17/06/2021 Pad - DownLoab not per
 Water & Sewerage 	INR 1051 01/04/2021 - 31/03/2022 Comumer No : PG-PT-2021-06-17-000097 Owner Name : Stil Raj Amount Paul : 1051		Click here to down recipt	load