

**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	ManojSahu	H&UDD	1 st 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 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.

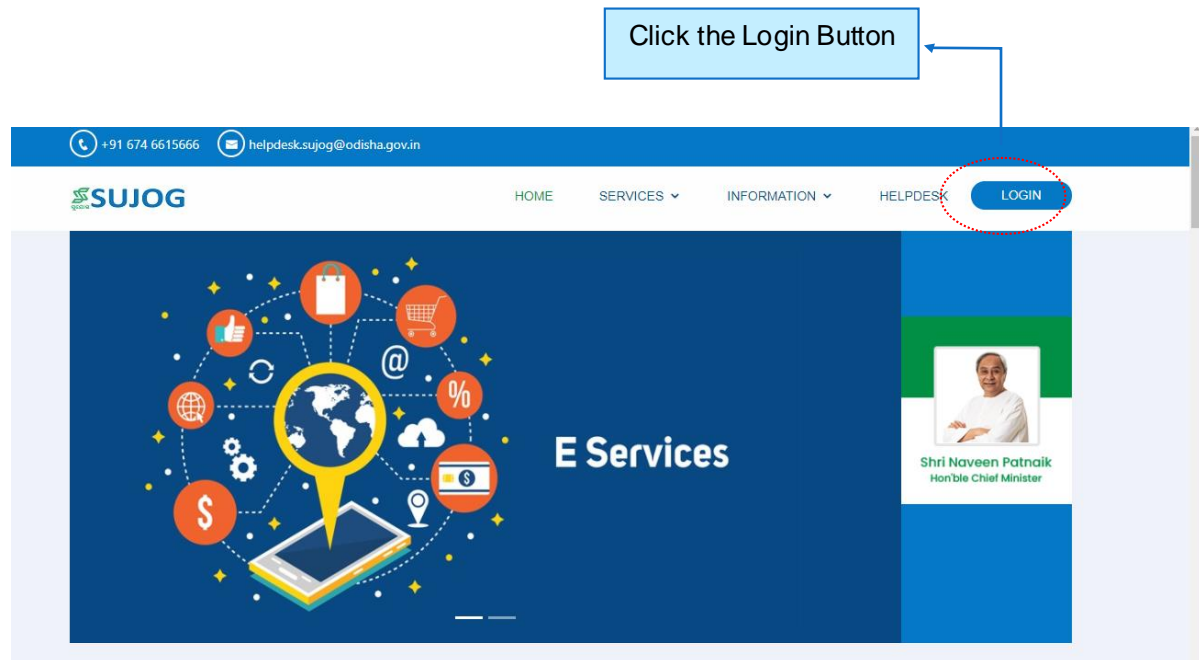
This manual covers the various features of W & S Module and every feature is defined with a screenshot for user assistance.

2. General Functions

2.1. Registering into the system

To Register, please go to the following link:

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

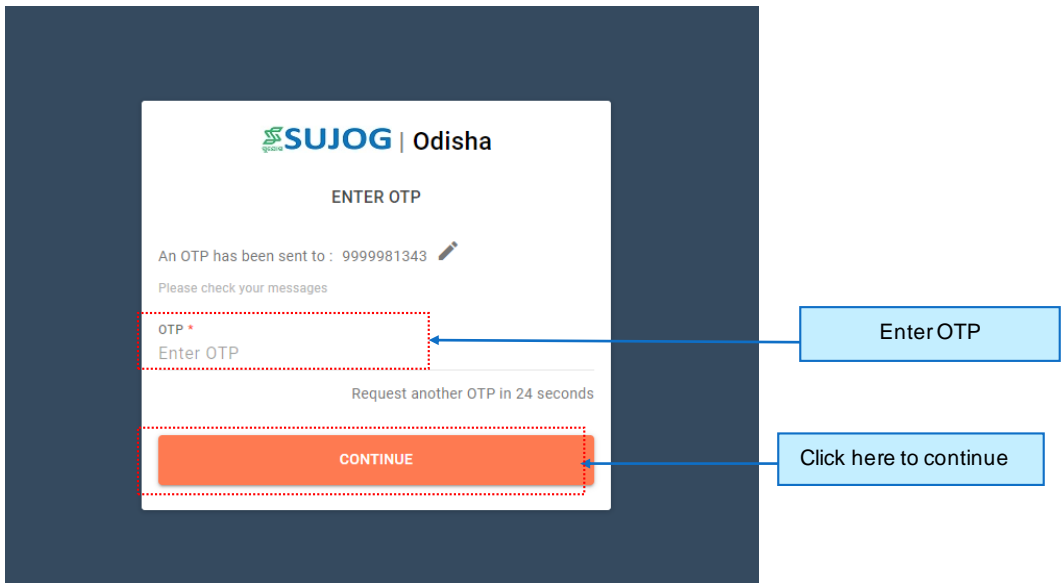


Once the citizen clicks the login button, the following screen will appear

The screenshot displays the REGISTER form on the SUJOG Odisha website. The form is titled "REGISTER" and includes the following fields:

- Mobile Number ***: A text input field with a red dashed border and a callout box labeled "Enter your mobile number".
- Name ***: A text input field with a red dashed border and a callout box labeled "Enter name".
- City ***: A dropdown menu with a red dashed border and a callout box labeled "Select your city from the dropdown".

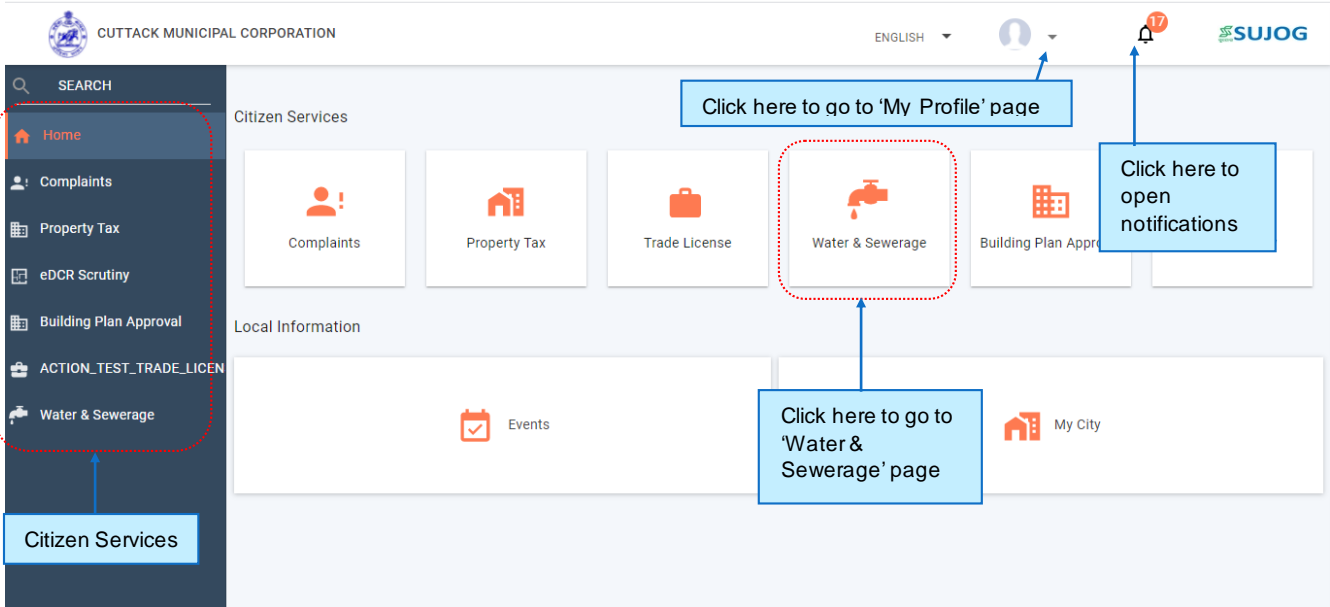
Below the input fields, there is a link "Have an account? LOGIN" and a large orange "CONTINUE" button.



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

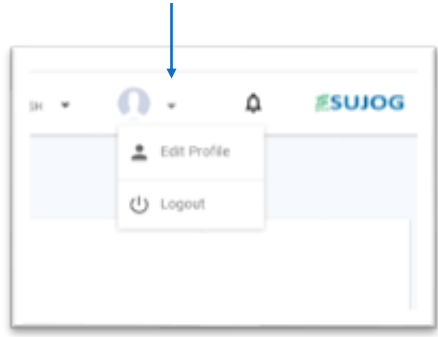
On Login/Register, the homepage will appear to the citizen.

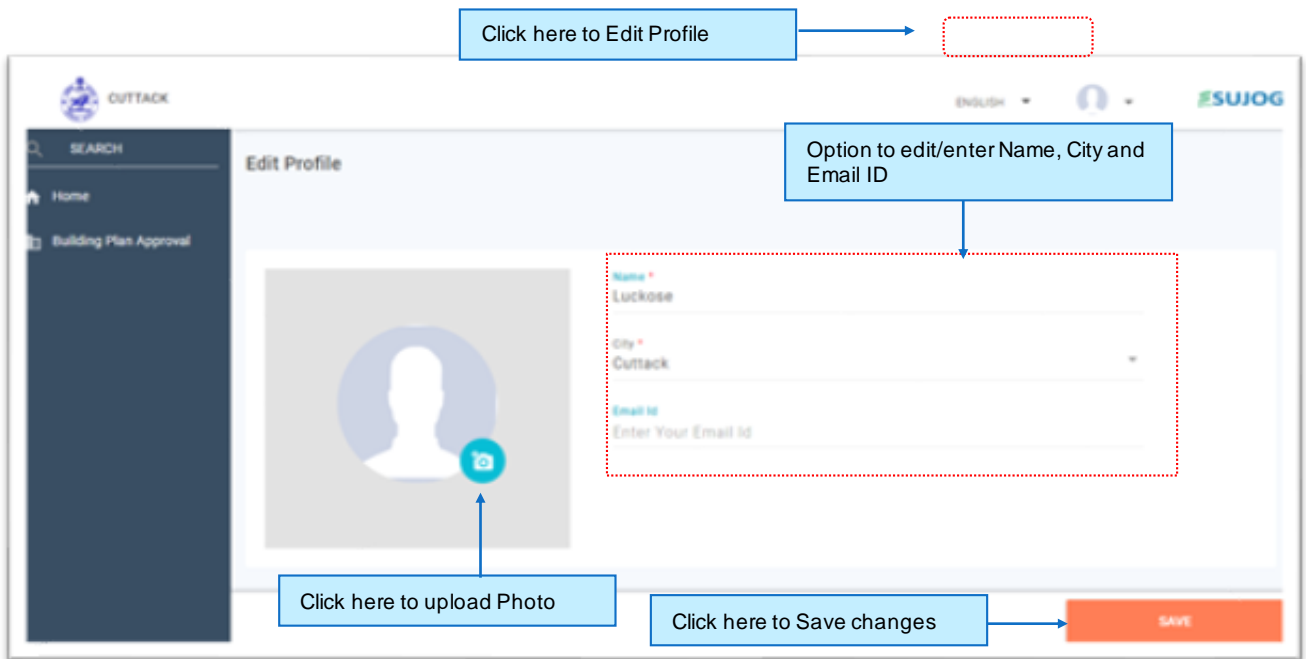
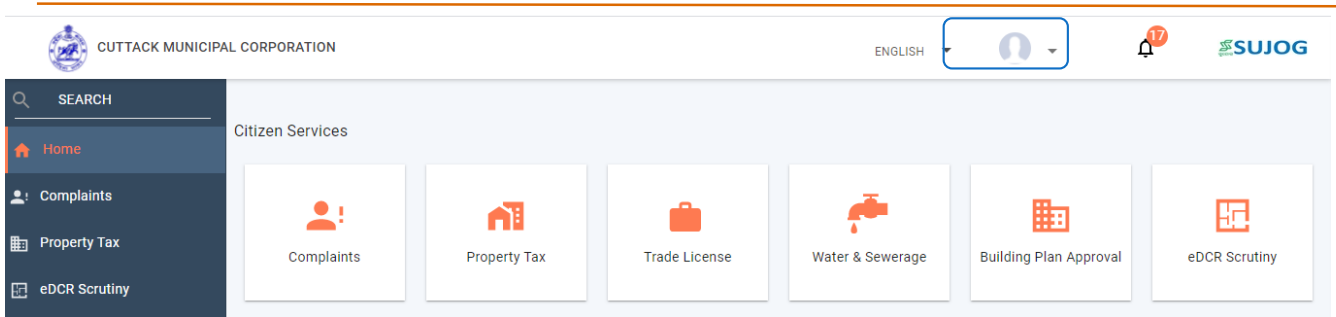


2.3. Editing the Profile

Follow the steps shown below to edit your profile.

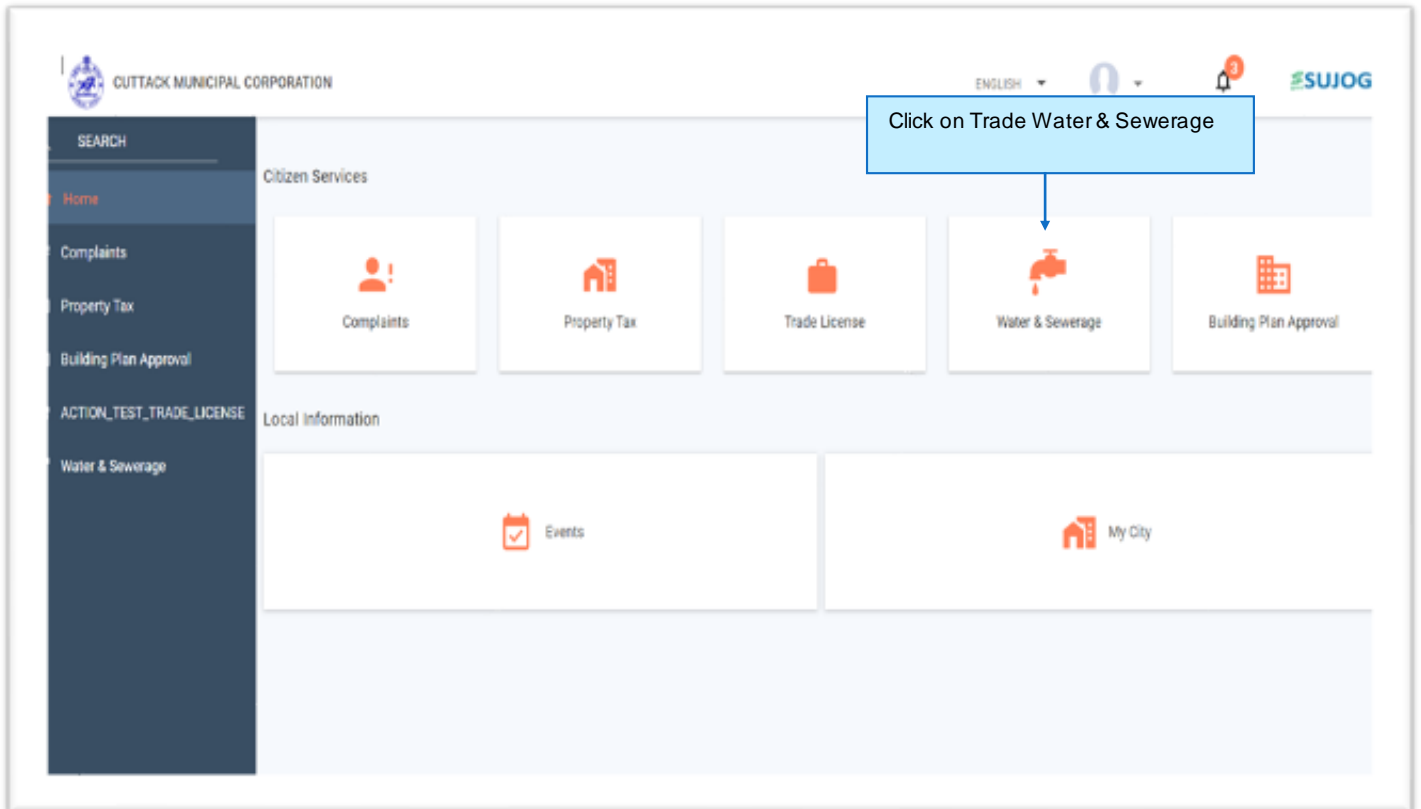
- Click on the Profile button on top right side of the homepage
- Click on 'Edit Profile'
- User will be taken to Profile Page where he/she can edit Name, Change City from the dropdown, update Mail ID or upload Profile Picture.





3. Functionalities of Water & Sewerage Module

3.1. New Water/Sewerage Connection

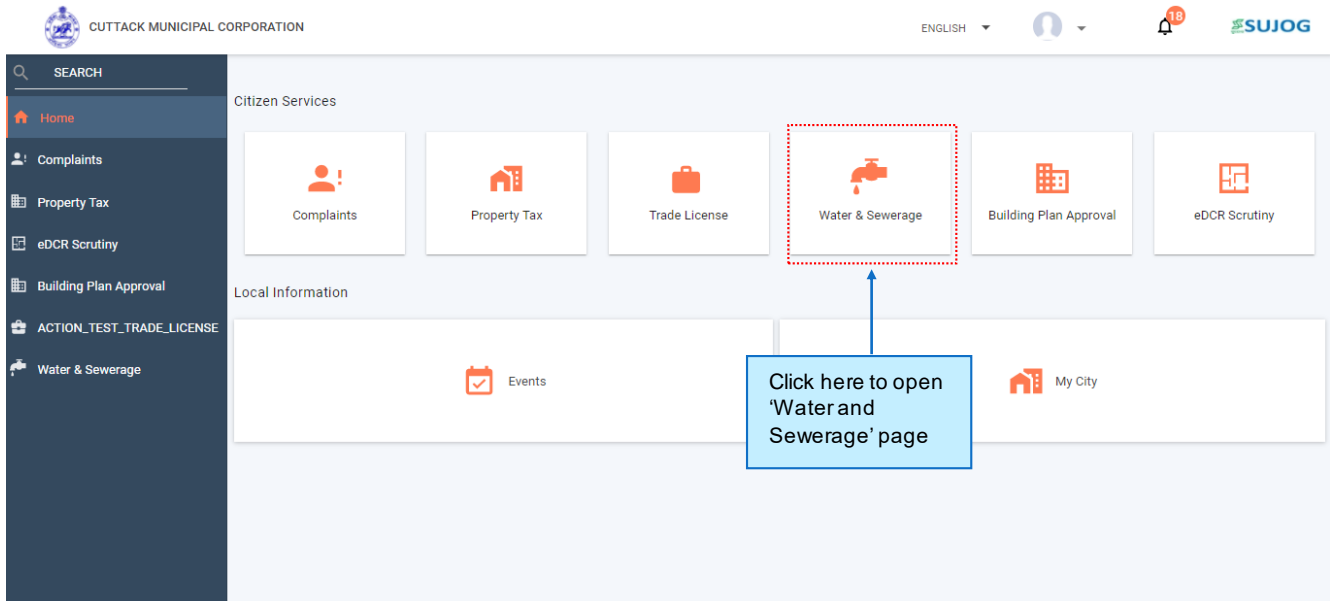


Citizen have to click on the Water & Sewerage button present on the Home page.

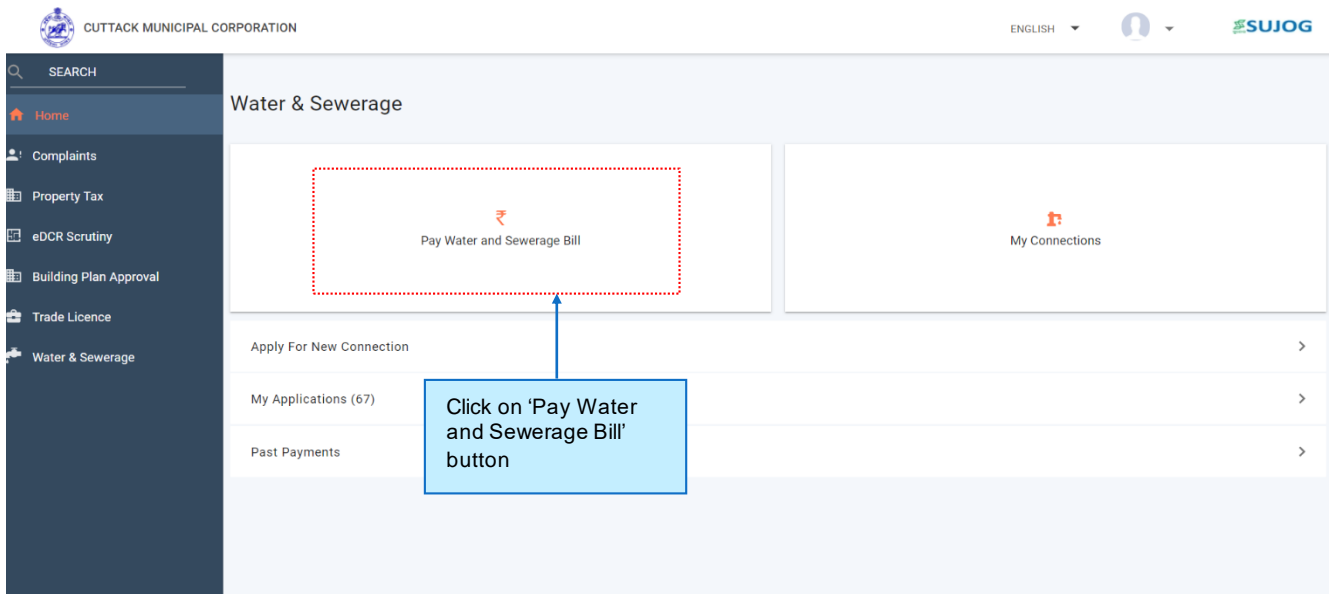
3.1.1. Apply for New Water & Sewerage Connection

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

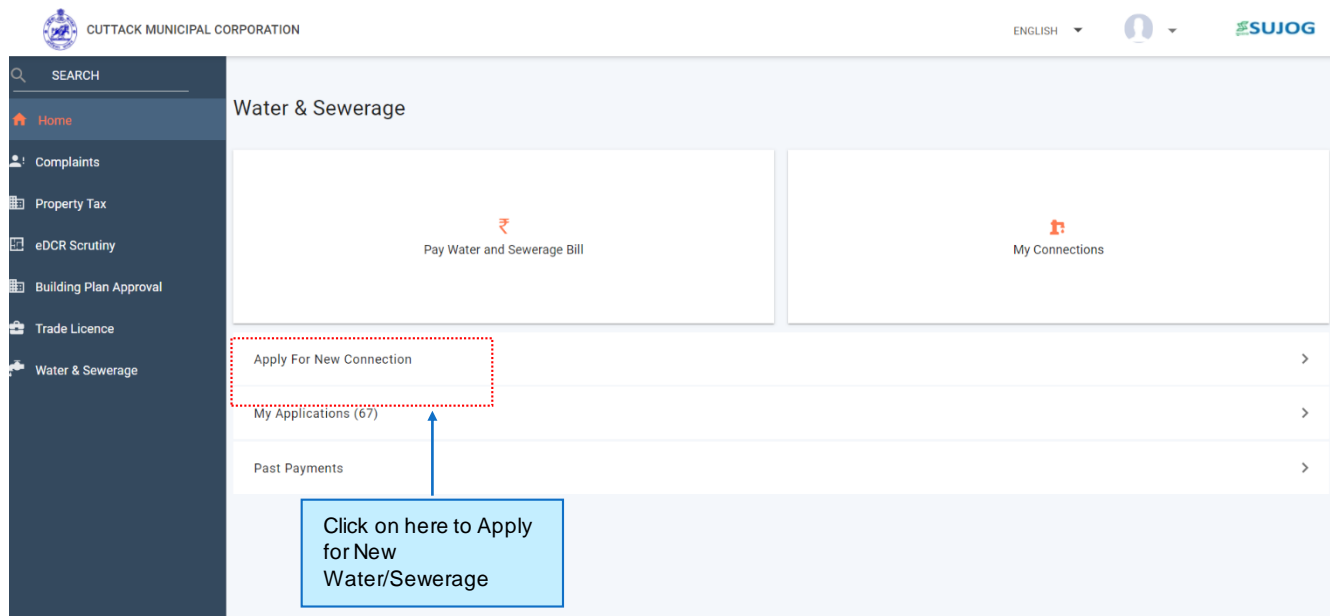
3.1.1.1. Step 1: Citizen Service page



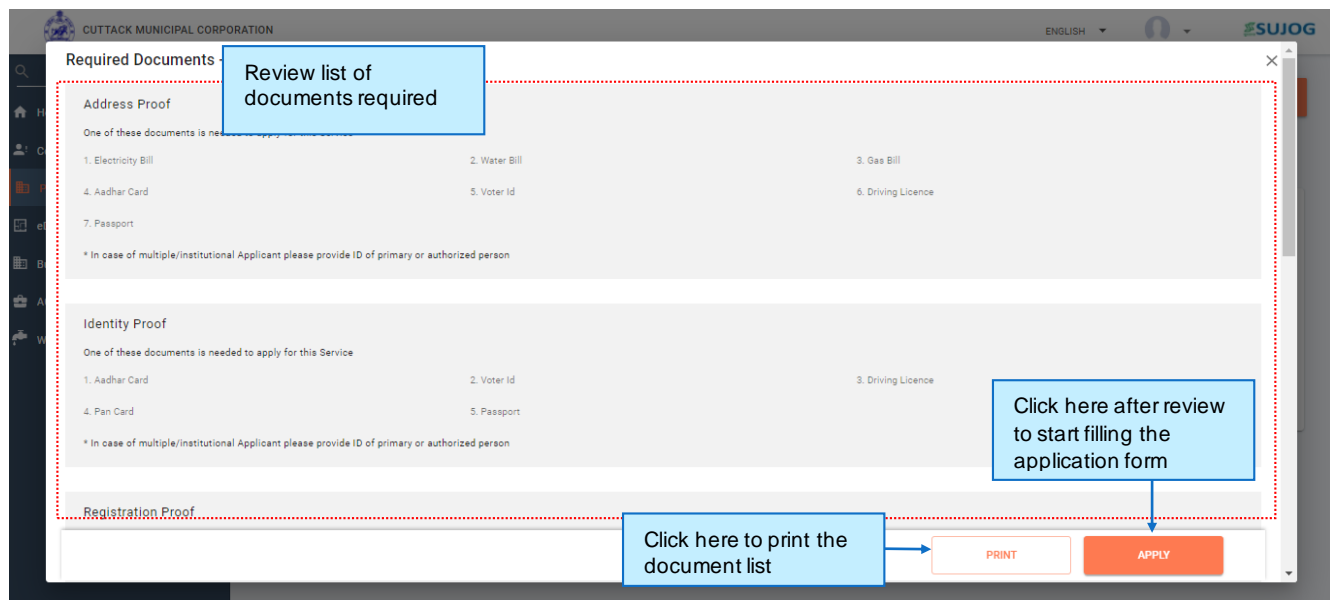
3.1.1.2. Step 2: Water and sewerage page



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.

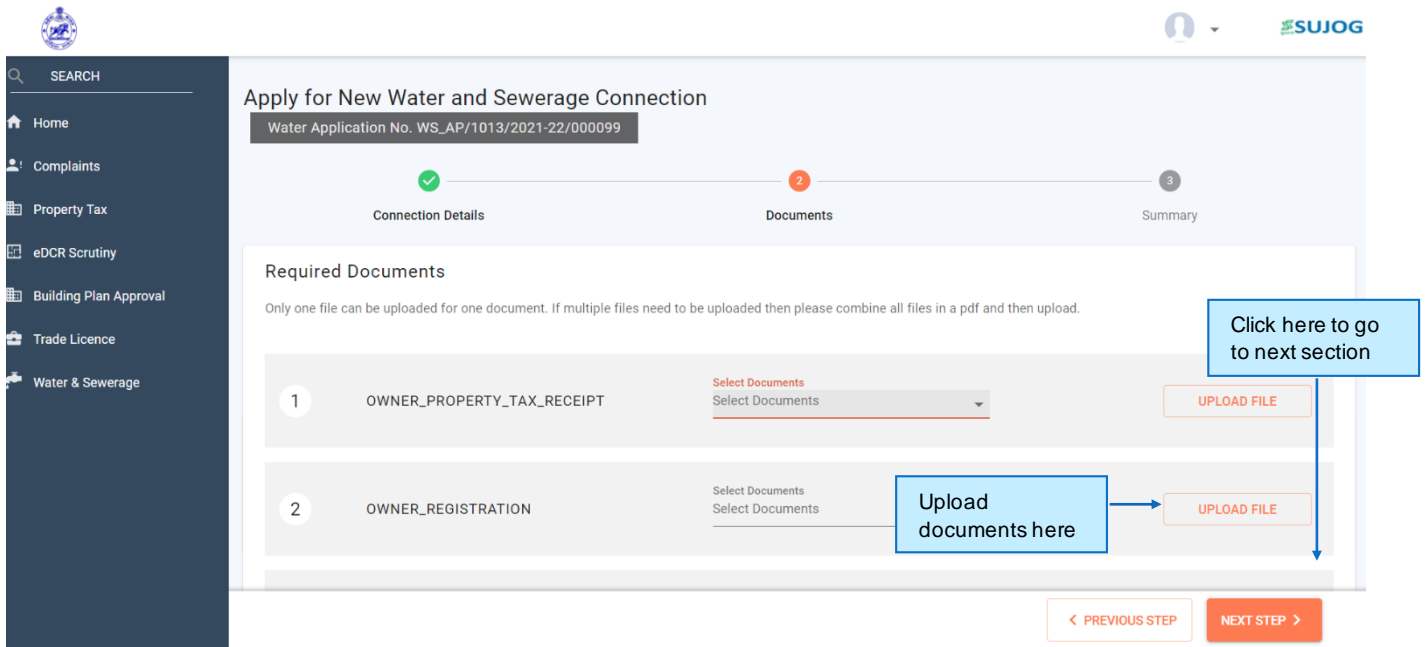
Click here to go to next section

Fill Mandatory Details

Following are the fields in property Address section

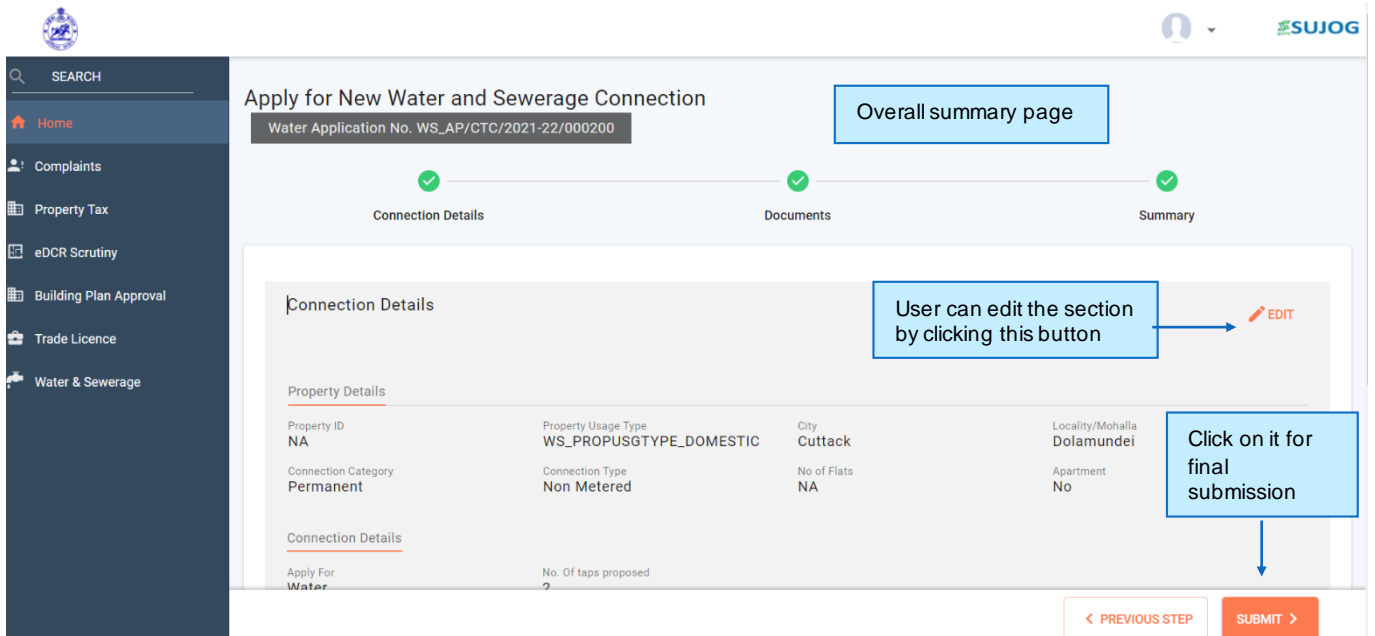
Field Name	Field Type	Purpose
Property ID	Optional Field	Enter Property ID, the system will automatically fetch the data
Apply For	Mandatory Field	Applying for Water, Sewerage or for both
No of Taps	Mandatory Field	Enter No of Taps Applying for the connection
Pipe Size Proposed	Mandatory Field	Select 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



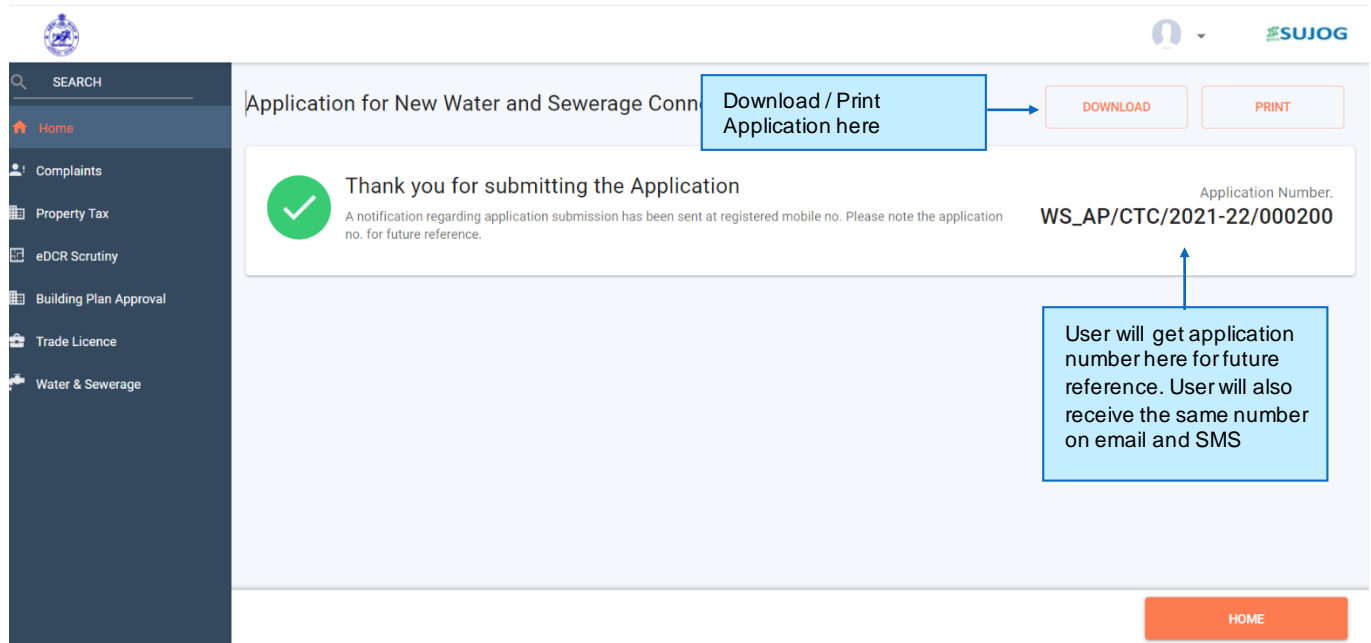
The applier can upload the documents here. None of the documents are mandatory.

3.1.1.7. Step 7: Summary Page



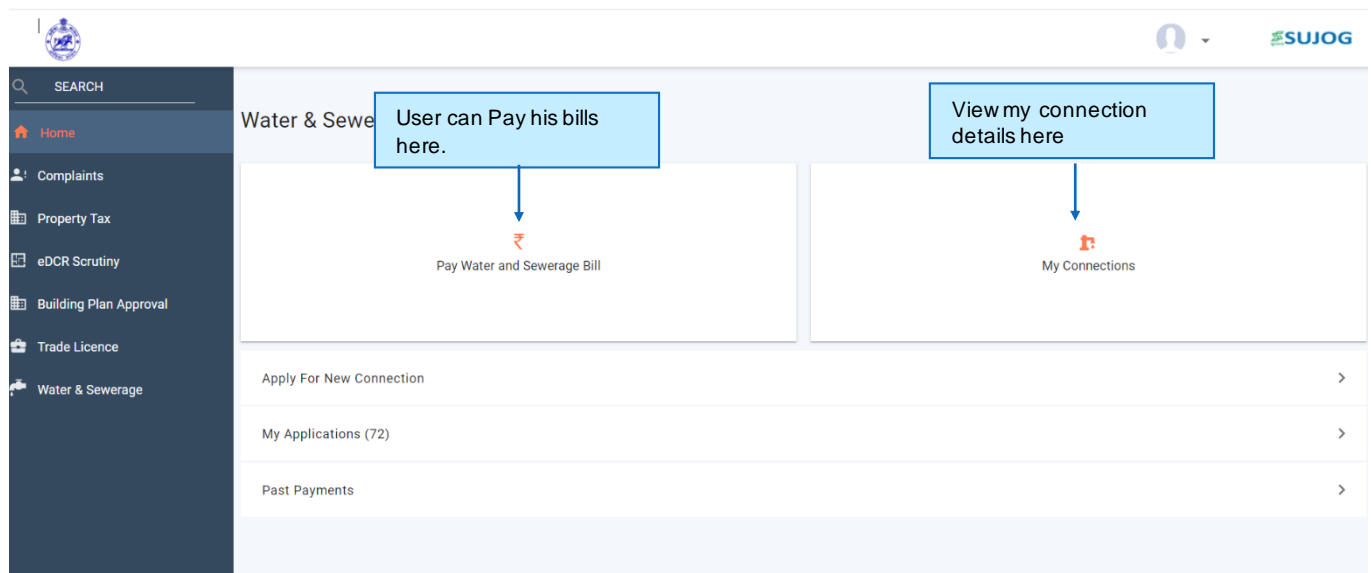
User can have a final lookat the application in this page. In case user need to edit citizen can go backand edit it.

3.1.1.8. Step 8: Acknowledgement



3.1.1. Other Features

3.1.1.1. View my connection and pay bills



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

Water & Sewerage

Pay Water and Sewerage Bill

My Connections

Apply For New Connection

My Applications (72)

Past Payments

Click here to view past payments

Past Payments

List of Past payments

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

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

Click here to download receipt

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

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

Connection Holder Details

Mobile No. [REDACTED]	Name Manas kumar pani	Gender Male	Guardian Name Ashok kumar pani
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 *

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 * <input type="radio"/> Male <input checked="" type="radio"/> Female <input type="radio"/> Transgender	Guardian Name * Y
Relationship * Husband	Correspondence Address * Mancheswar,Bhubaneswar

NEXT STEP >

Step-03

Water Application No. WS_AP/TST/2023-24/2563663

✓
 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 Select Documents	<div style="border: 1px solid #f4a460; padding: 5px; color: #f4a460; border-radius: 5px;"> UPLOAD FILE </div>
2	Registration Proof	Select Documents Select Documents	<div style="border: 1px solid #f4a460; padding: 5px; color: #f4a460; border-radius: 5px;"> UPLOAD FILE </div>
3	BPL Proof	Select Documents Select Documents	<div style="border: 1px solid #f4a460; padding: 5px; color: #f4a460; border-radius: 5px;"> UPLOAD FILE </div>

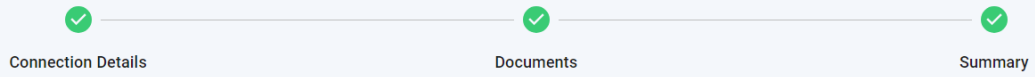
< PREVIOUS STEP

NEXT STEP >

Step-04

Ownership Transfer

Water Application No. WS_AP/TST/2023-24/2563663



Connection Details

EDIT

Property Details

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

Connection Details

Apply For
Water

No. Of taps proposed
1

Connection Holder Details

Mobile No. [REDACTED]	Name [REDACTED]	Gender Female	Guardian Name [REDACTED]
Relationship HUSBAND	Correspondence Address Mancheswar,Bhubaneswar	Special Applicant Category NONE	

Documents

EDIT

0

[< PREVIOUS STEP](#)

[SUBMIT >](#)

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

Property Details

Property Details

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

Click on



- DISCONNECT
- CLOSE CONNECTION

TAKE ACTION | ▾

Step-02

Connections Details Consumer No: WS/TST/2324052

Service Details REPLACE METER

Service WAT Connection Execution Date 7/02/2023

Water BUL

Are you sure you want to disconnect ?
WS_MODIFICATIONS_EFFECTIVE_FROM

DISCONNECT

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			
Property ID NA	Property Usage Type Domestic	City Testing	Locality 120' Road
Ward 01	Connection Category Permanent	Connection Type Non Metered	No of Flats Click on
Apartment No			<div style="border: 1px solid #ccc; padding: 5px; display: inline-block;"> CLOSE CONNECTION Reconnect </div>

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			

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			<div style="border: 1px solid #ccc; padding: 5px; display: inline-block;"> CLOSE CONNECTION Reconnect </div>

TAKE ACTION | ▾

Are you sure? ✕

RECONNECT

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
Apartment No			

Click on



- DISCONNECT
- 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 ? ✕

[CLOSE CONNECTION](#)

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			

[DISCONNECT](#)
[CLOSE CONNECTION](#)

[TAKE ACTION](#) | ▾

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](#)