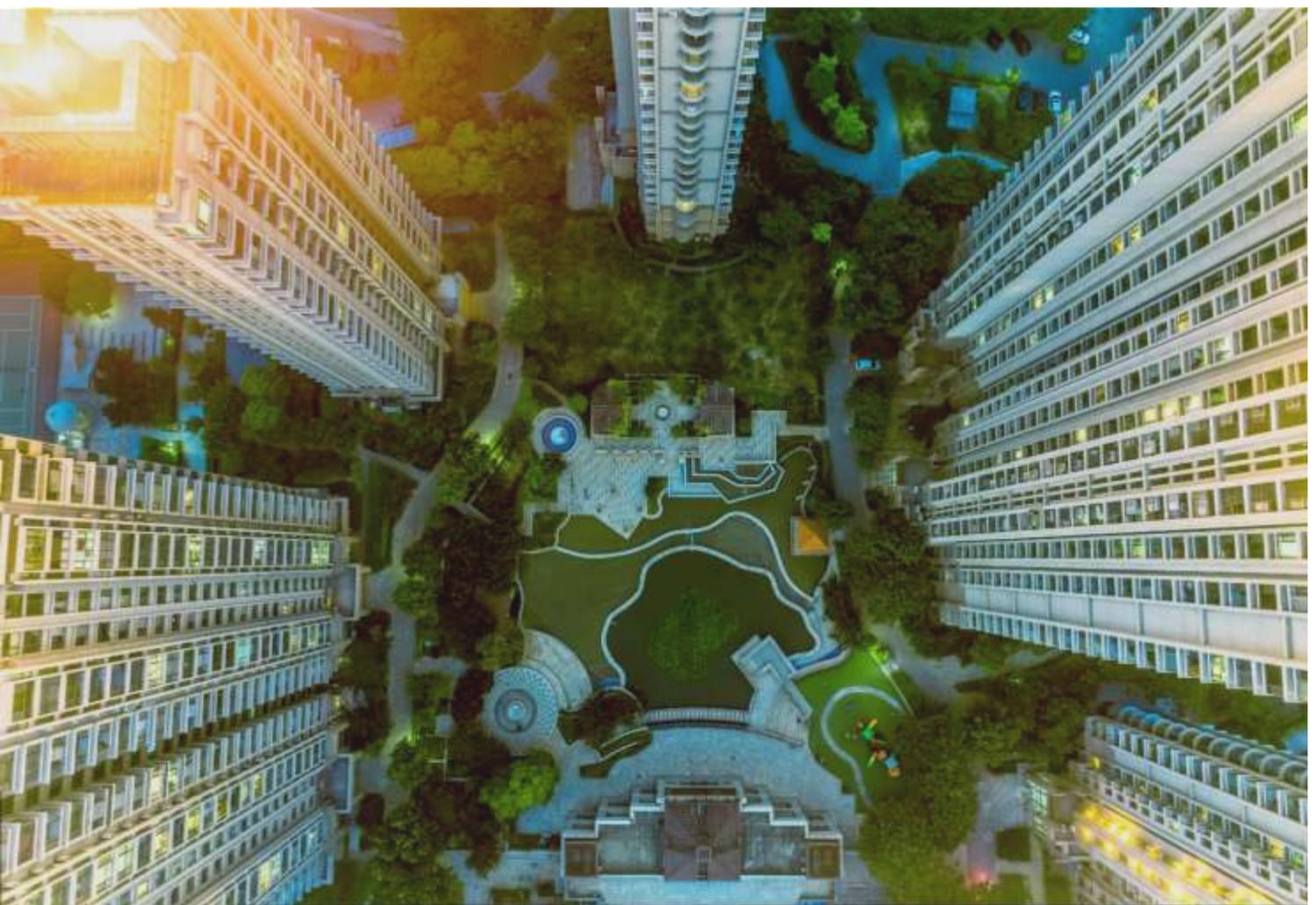


**Directorate of Municipal Administration,
Government of Odisha**

SUJOG - Sustainable Urban Services in a Jiffy by Odisha Government



Water and Sewerage Module

- Citizen User manual

Document History

Date	Version	Author	Review by	Approve	Description
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>

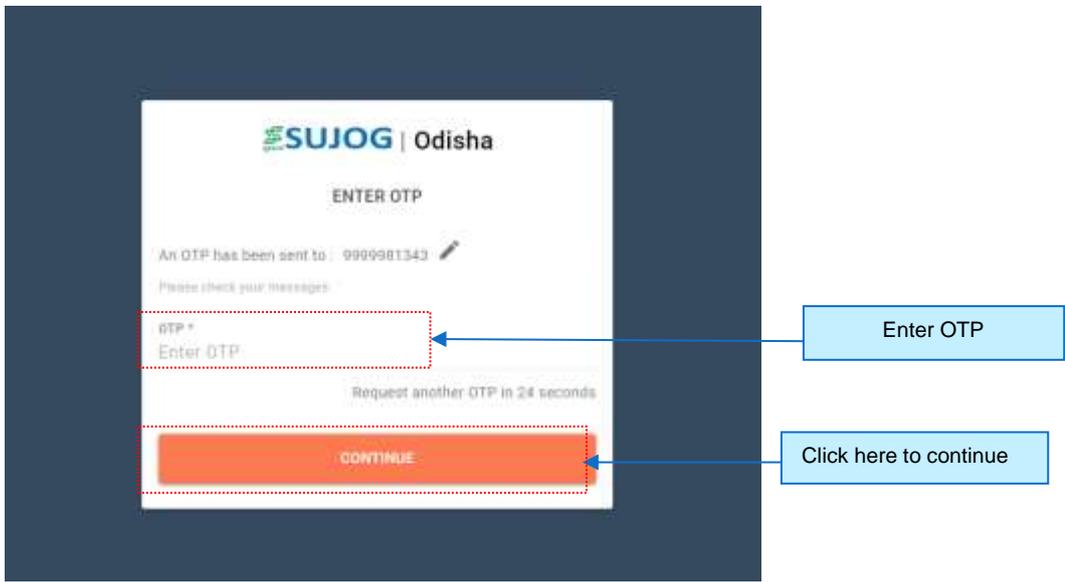


Once the citizen clicks the login button, the following screen will appear

The image shows 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 placeholder '+91 Enter your mobile number'. A callout box points to this field with the text 'Enter your mobile number'.
- Name ***: A text input field with a placeholder 'Enter your name'. A callout box points to this field with the text 'Enter name'.
- City ***: A dropdown menu with a placeholder 'Select your city'. A callout box points to this field with the text 'Select your city from the dropdown'.

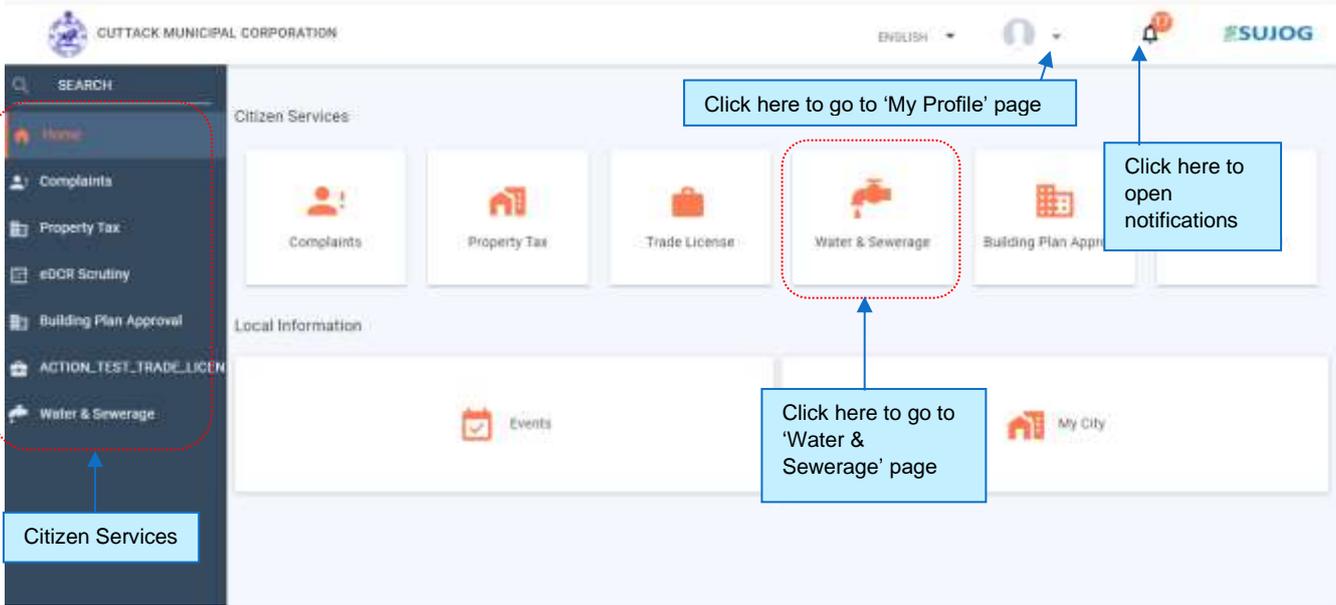
Below the input fields, there is a link 'Have an account? LOGIN' and a large orange 'CONTINUE' button at the bottom.



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

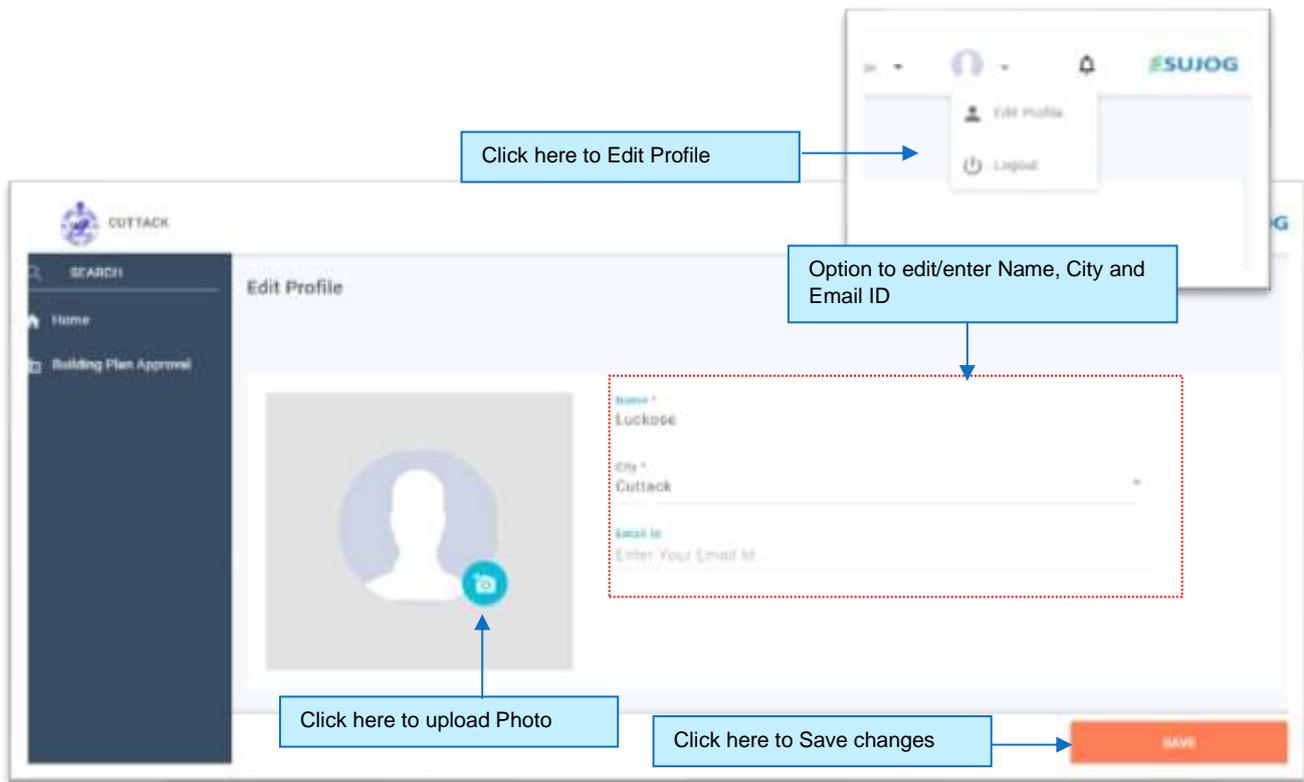
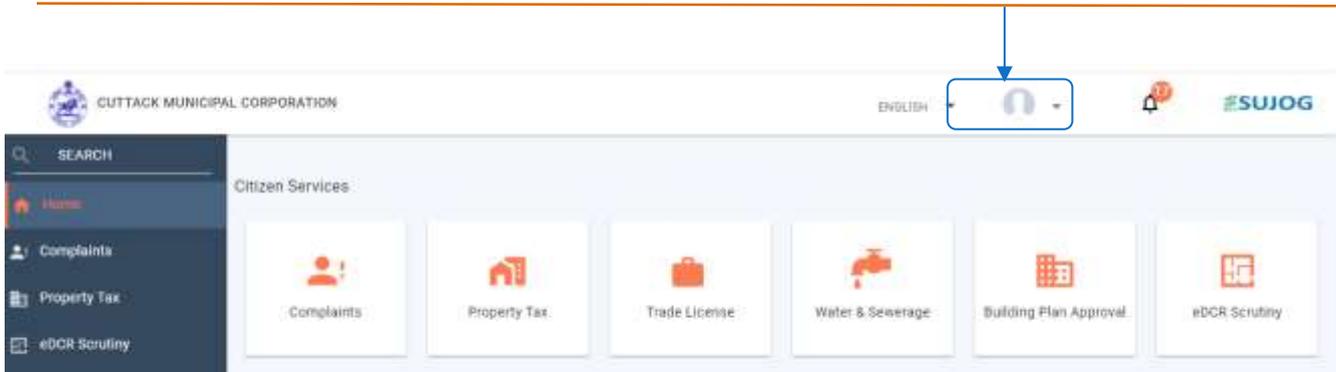
On Login/Register, the homepage will appear to the citizen.



2.3. Editing the Profile

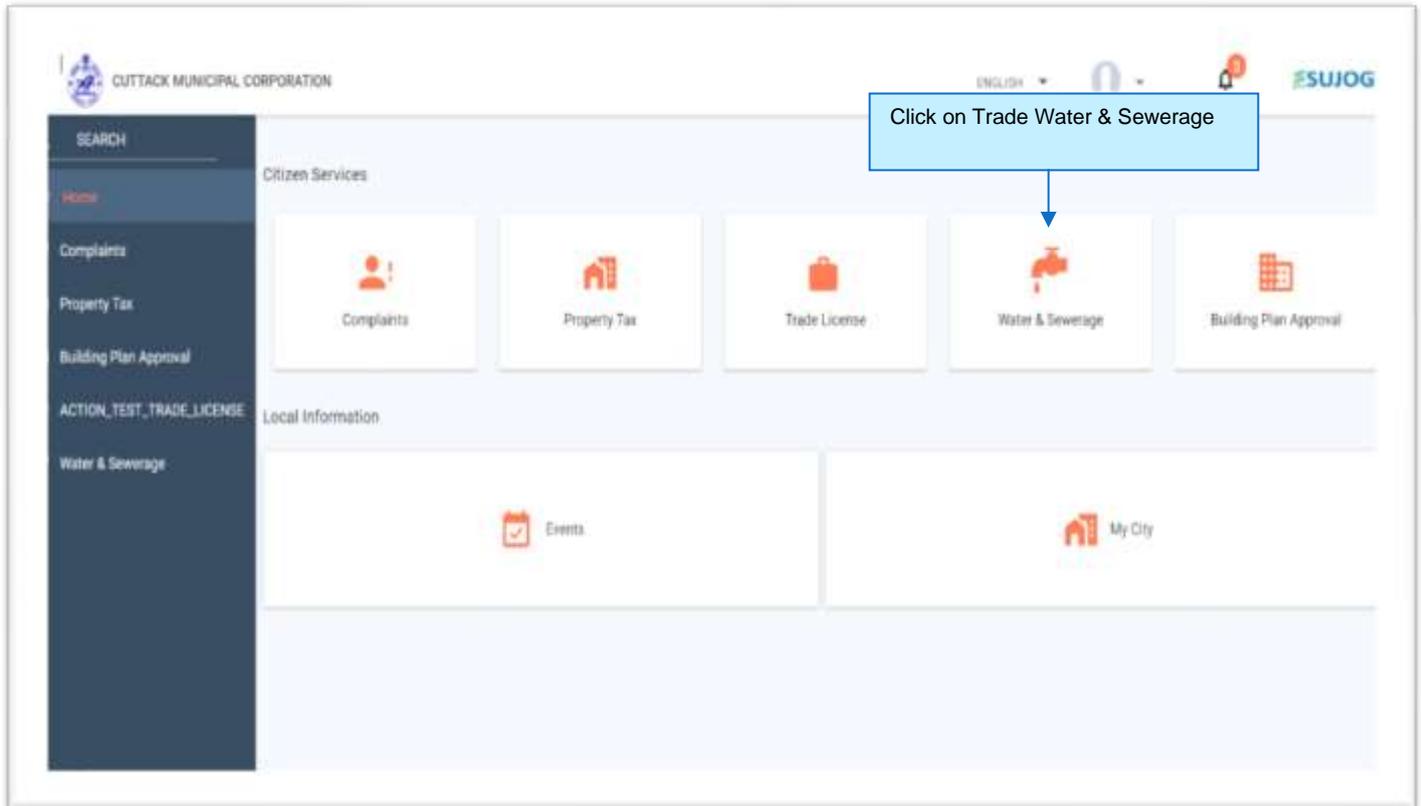
Follow the steps shown below to edit your profile.

- 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

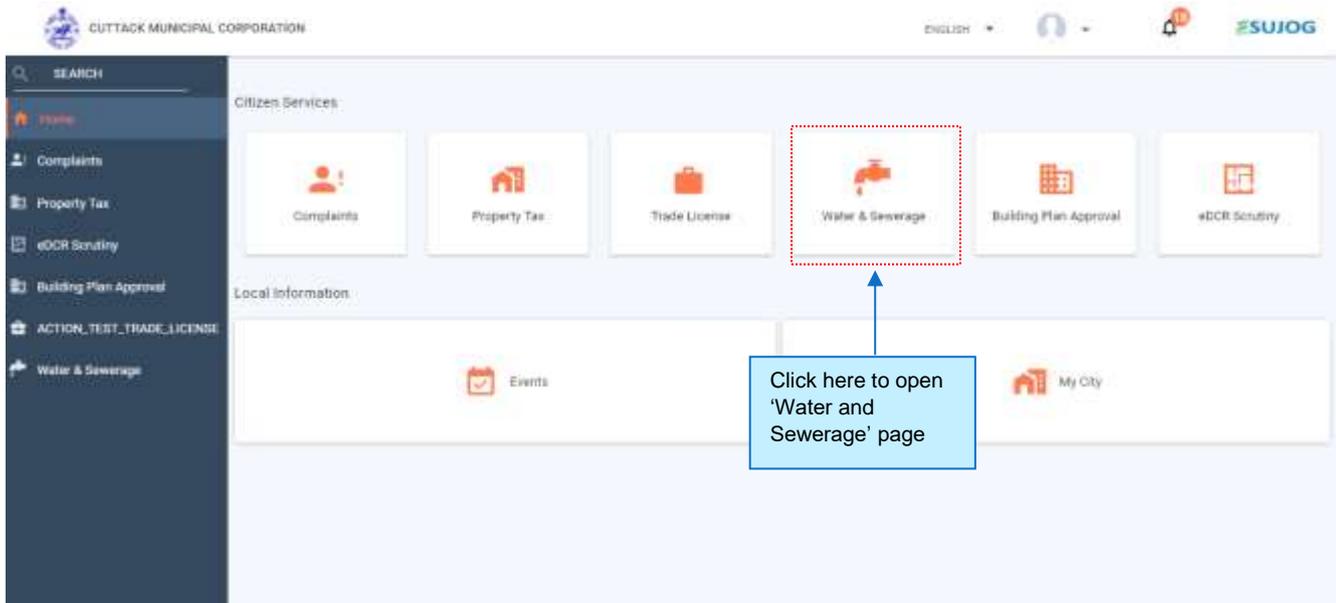


Citizen have to click on the Water & Sewerage button present on the Home page.

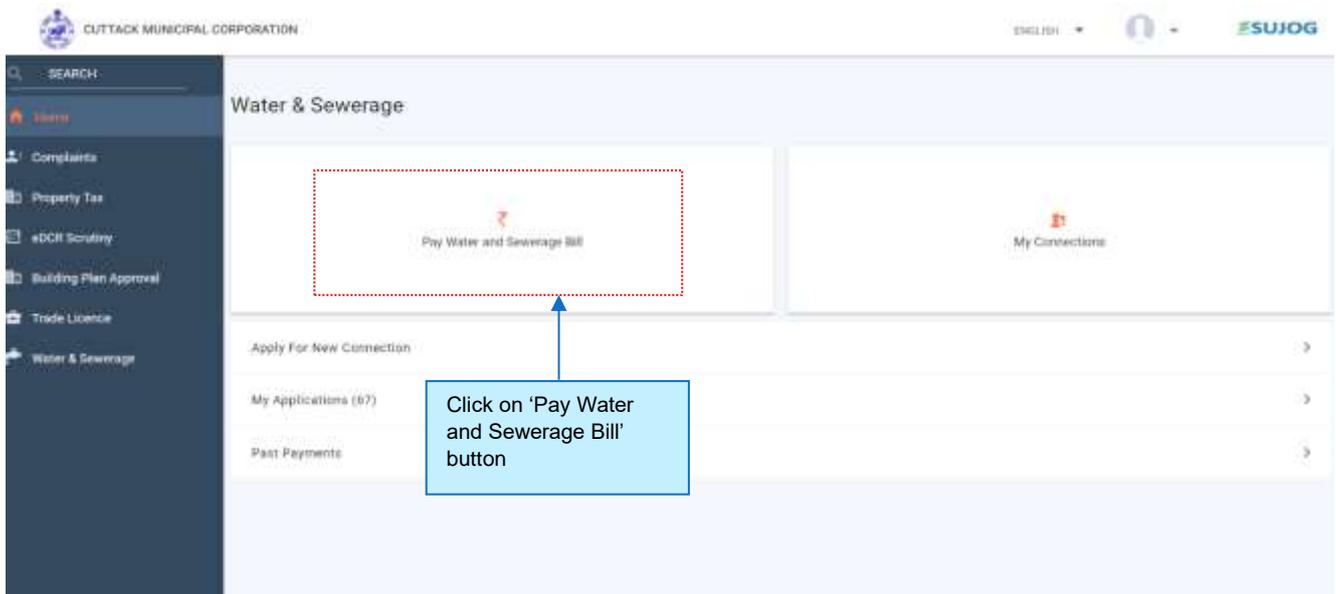
3.1.1. Apply for New Water & Sewerage Connection

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

3.1.1.1. Step 1: Citizen Service page



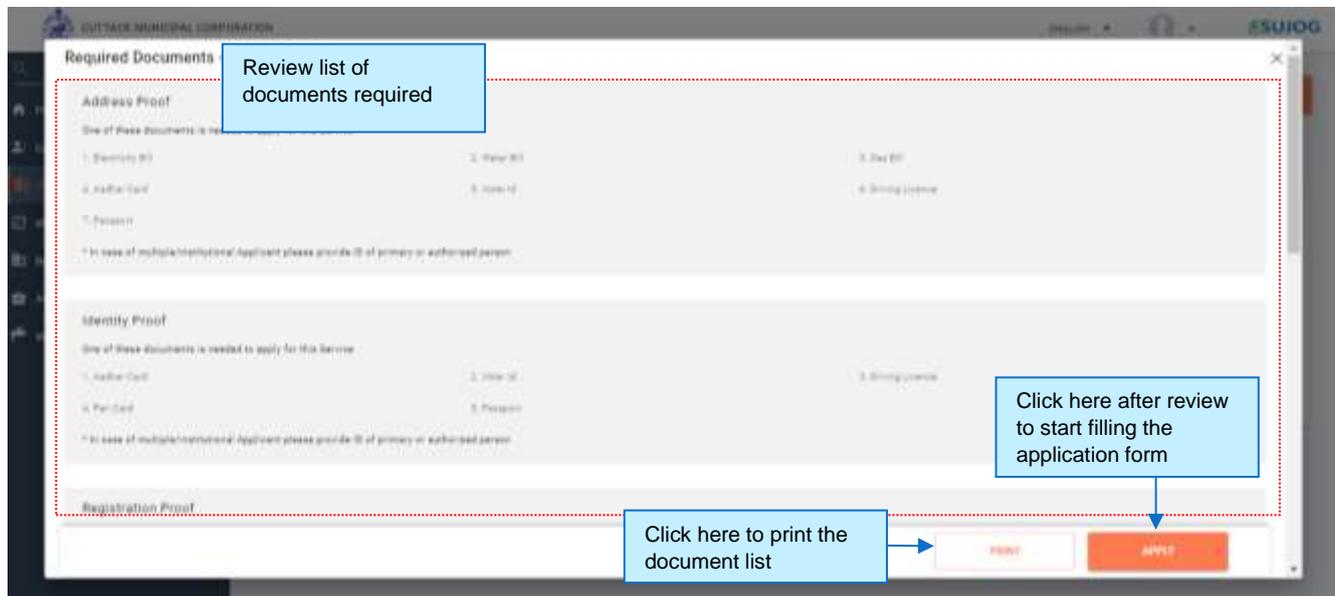
3.1.1.2. Step 2: Water and sewerage page



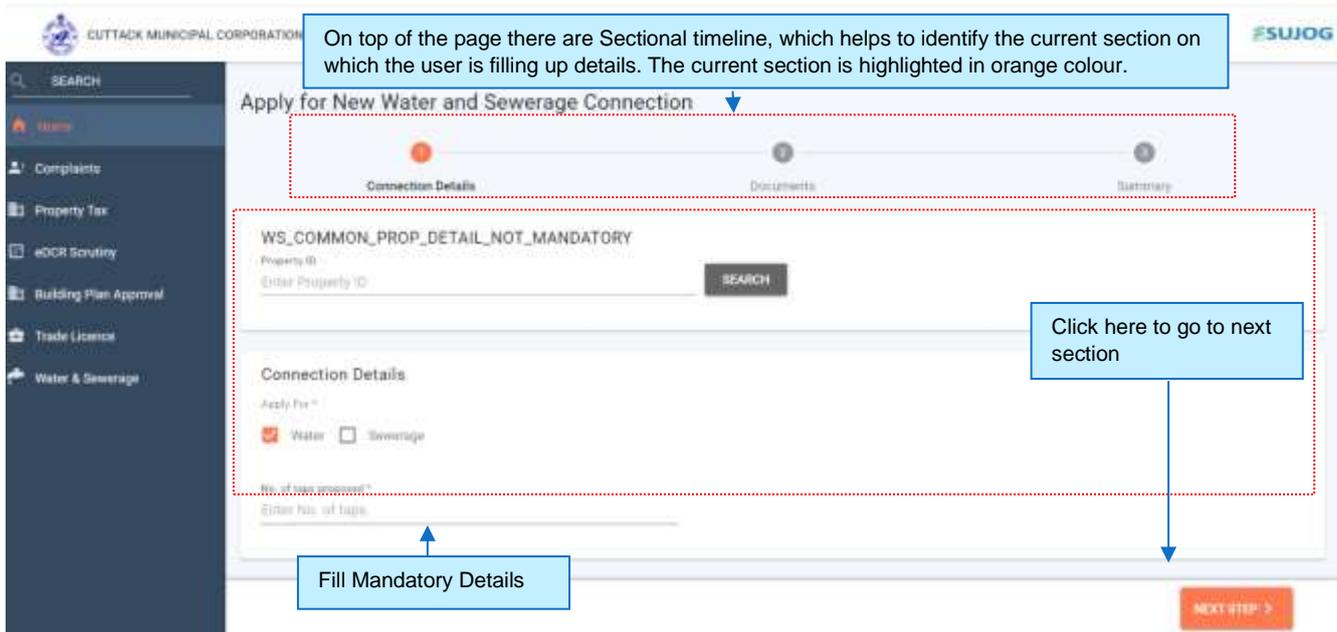
3.1.1.3. Step 3: Apply for New Connection



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



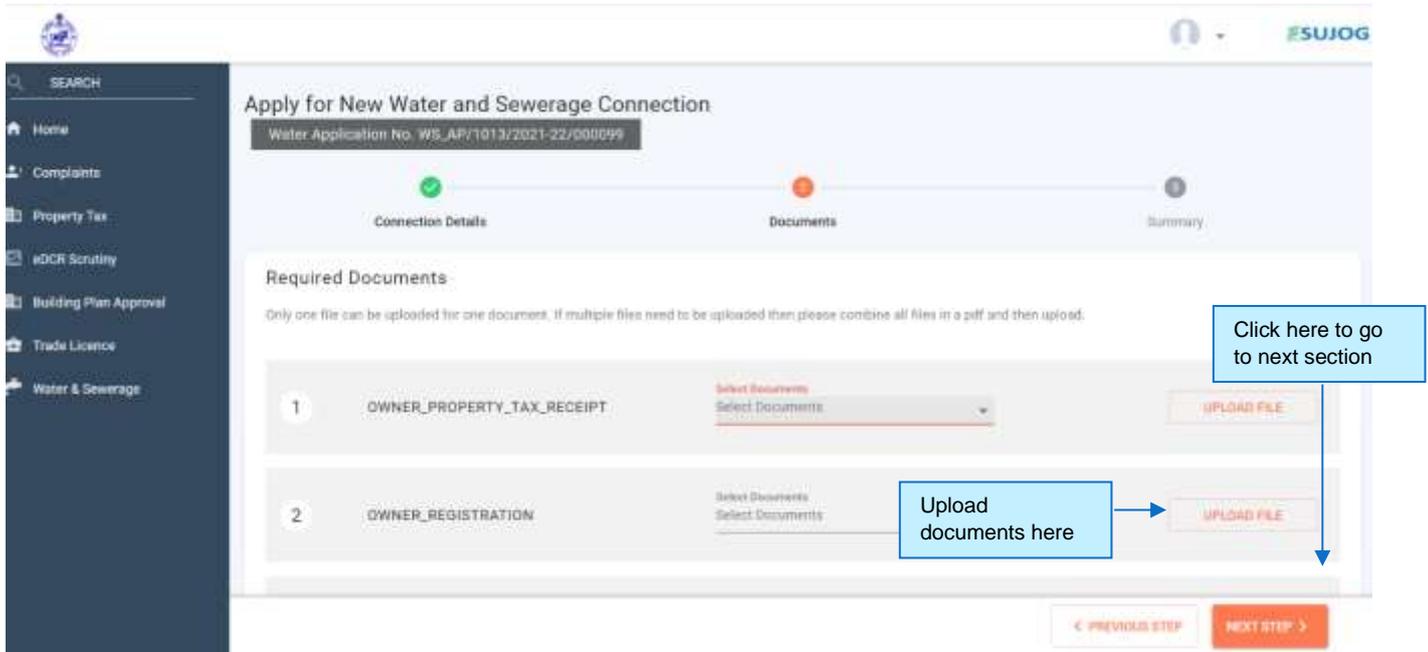
3.1.1.5. Step 5: Application form details



Following are the fields in property Address section

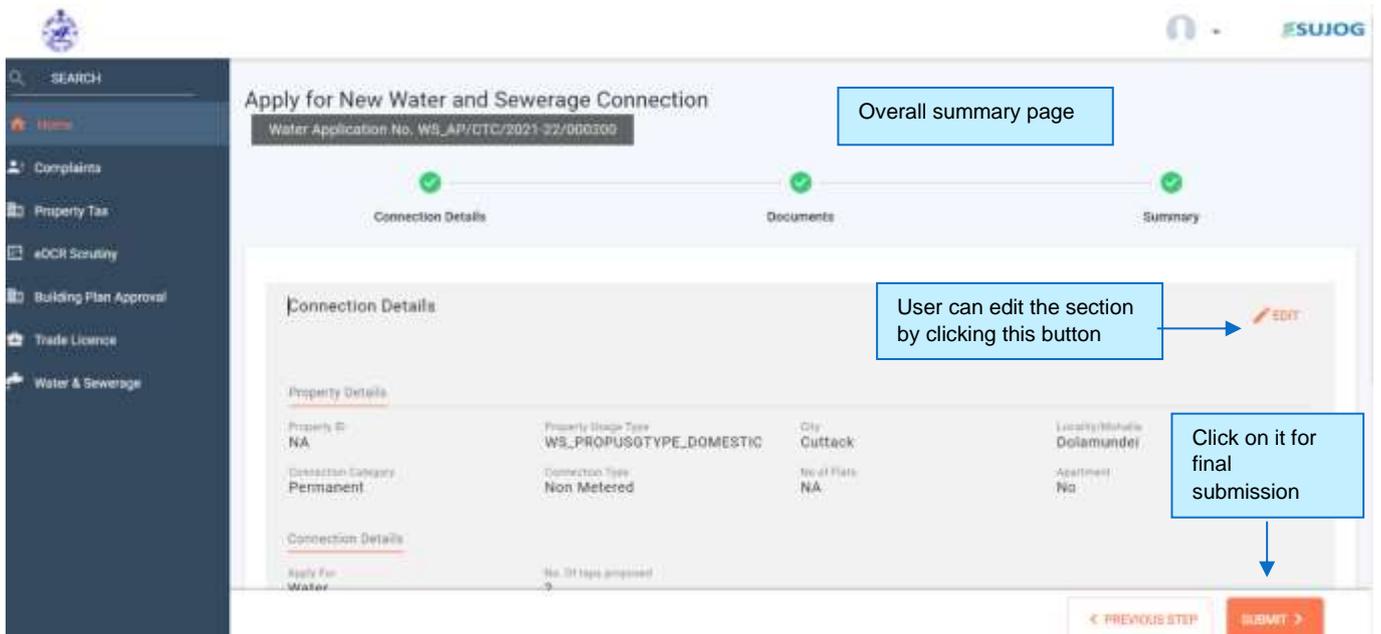
Field Name	Field Type	Purpose
Property ID	Optional Field	Enter Property ID, the system will automatically fetch the data
Apply For	Mandatory Field	Applying for Water, Sewerage or for both
No of Taps	Mandatory Field	Enter No of Taps Applying for the connection
Pipe Size Proposed	Mandatory Field	Select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



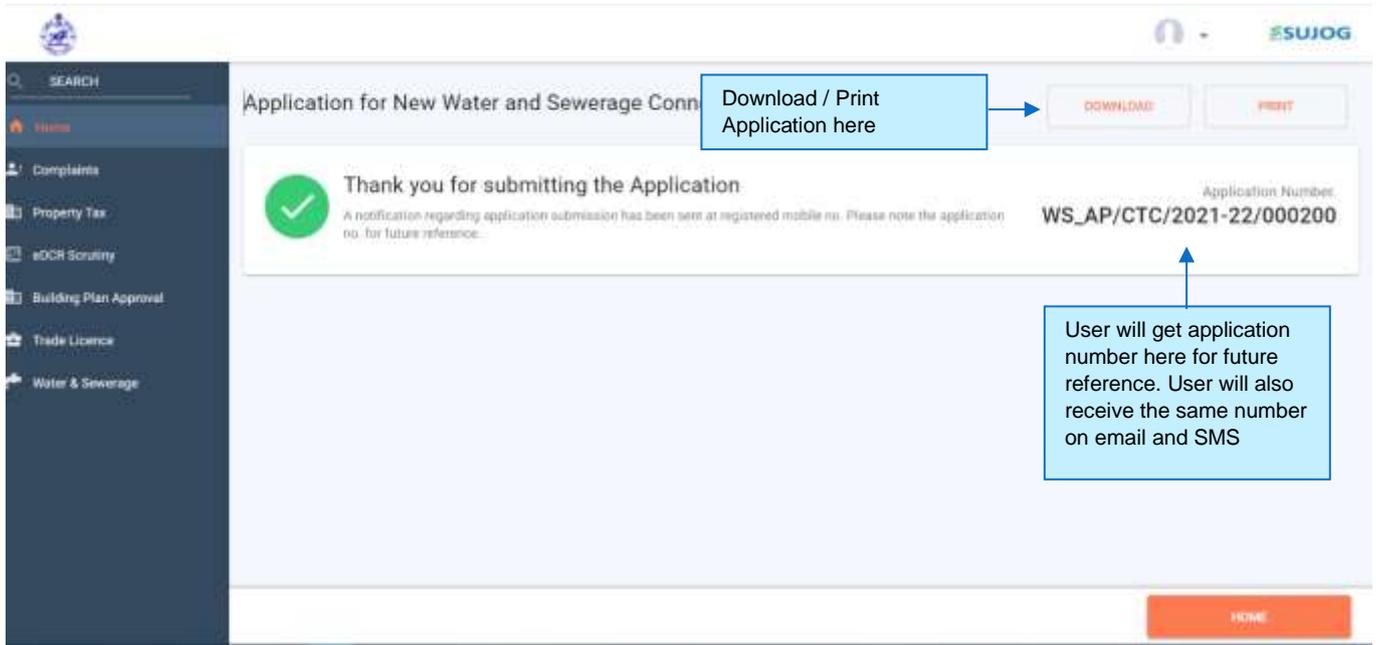
The applier can upload the documents here. None of the documents are mandatory.

3.1.1.7. Step 7: Summary Page



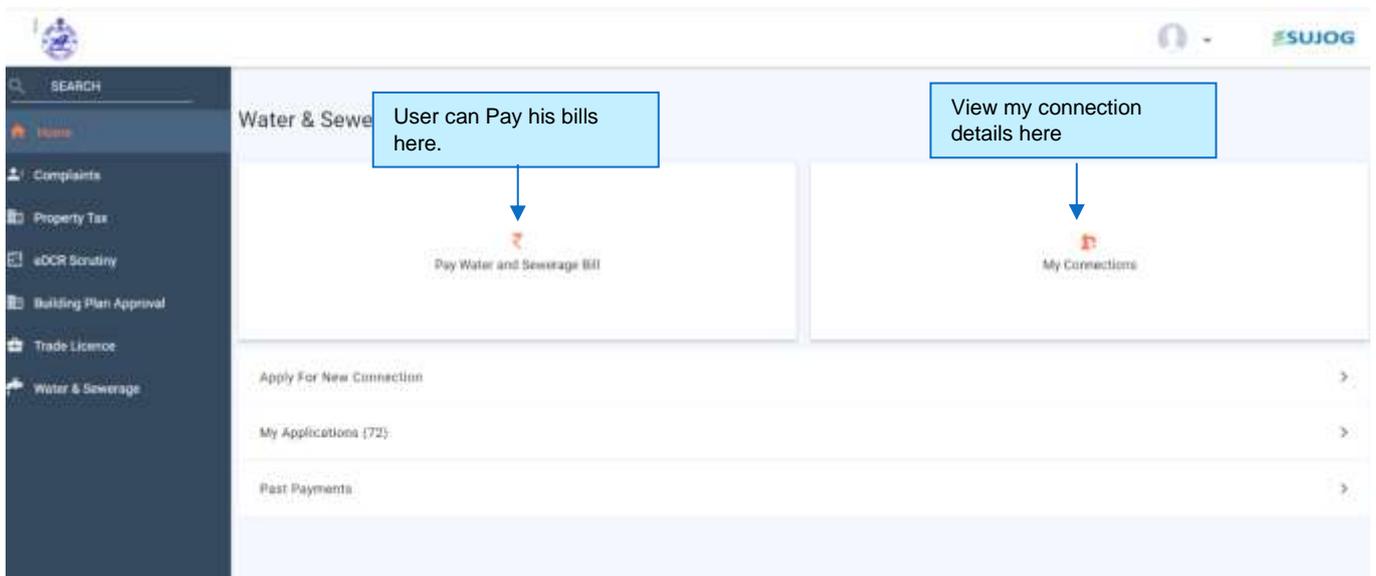
User can have a final look at the application in this page. In case user need to edit citizen can go back and edit it.

3.1.1.8. Step 8: Acknowledgement



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

