Gujarat eNagar an initiative by Urban Development & Urban Housing Department, Government of Gujarat

Water & Drainage Connection

User Manual for GUDM

Version 1.0

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1 Introduction

The Water and Drainage Connection module of e-Nagar 2.0 is developed to digitize and streamline the complete process of water and drainage connection management for Urban Local Bodies (ULBs) across Gujarat. The module facilitates efficient handling of new connection applications, connection approvals, meter management, billing integration, inspections, disconnections, re connections, and various service-related activities through a centralized digital platform.

The system enables citizens and authorized users to apply for new water and drainage connections, submit required documents, track application status, make payments, and monitor the progress of their applications online. It also allows ULB officials to verify applications, conduct inspections, process approvals, and manage service requests in a transparent and efficient manner.

The module supports a workflow-based approval mechanism involving multiple authorities and user levels for application scrutiny, document verification, inspection, approval, and service activation. It also facilitates field inspections, document uploads, workflow history tracking, and status monitoring throughout the life cycle of a connection request.

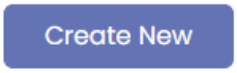
Additionally, the module supports management of connection categories, tariff configurations, meter readings, billing cycles, penalties, re connection charges, and other operational activities required for effective water supply and drainage service administration.

This user manual provides detailed instructions for users to submit and manage water and drainage connection applications, perform workflow actions, process approvals, conduct inspections, manage payments, maintain service records, and monitor operational activities using the Water and Drainage Connection module of the e-Nagar 2.0 system.

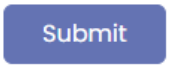
2 Standard Operating Procedure

SOP – Common Buttons & Actions (System-Wide)

This SOP defines the standard buttons and actions commonly available across modules in the e-Nagar 2.0 system.

Create / Create New 

- Used to initiate a new record or application.
- Opens the respective entry form.

Submit 

- Saves the entered or updated details.
- Used in all forms to confirm data entry.

Reset 

- Clears all entered data from the form.
- Used to re-enter information from the beginning.

Edit

- Allows modification of an existing record.
- Opens the form with pre-filled data.

Delete

- Removes the selected record from the system.
- Requires confirmation before deletion.

View

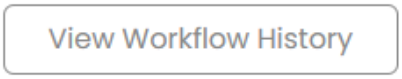
- Displays complete details of a selected record.
- Used for read-only access without editing.

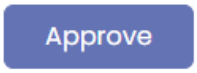
Search

- Filters records based on entered keywords.
- Helps quickly locate specific entries.
- Used in transaction-based modules.

Forward – Moves the record to the next level in the workflow after entering remarks for further processing or approval. 

Backward – Sends the record back to the previous level for correction or re-verification. 

View Workflow History – Displays the complete audit trail of the record including actions taken, users involved, remarks, and timestamps. 

Approve – Finalizes and accepts the record at the approval level with remarks, completing the workflow in the e-Nagar 2.0 system. 

3 Login

This page allows authorized you to securely access the e-Nagar 2.0 system.

Enter the portal link inside the browser address bar and press Enter to open the login page.

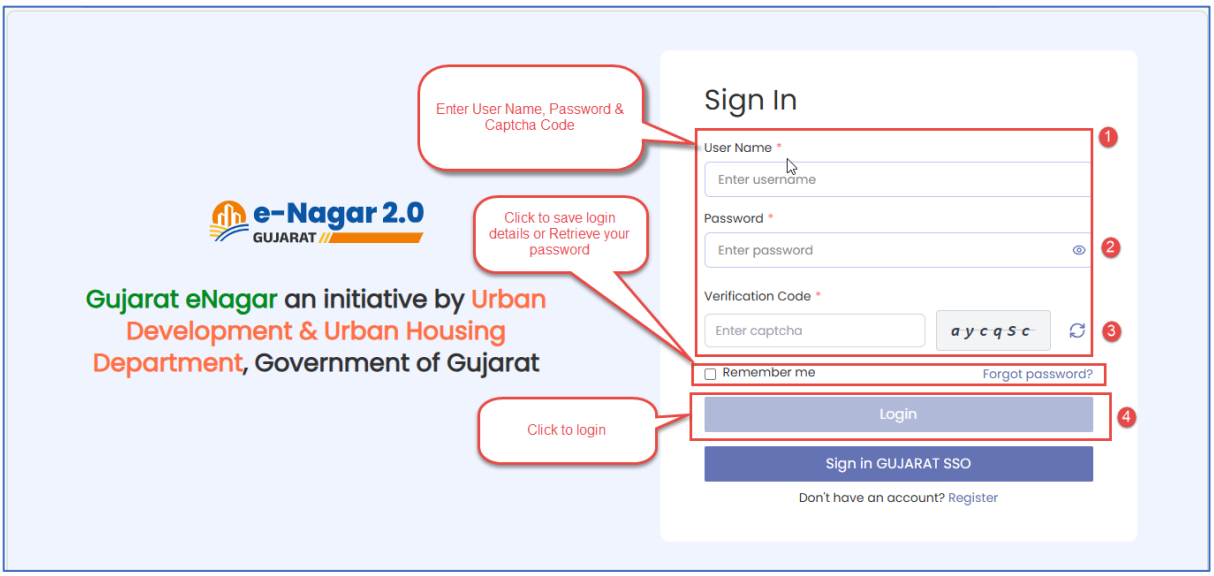


Figure 3-1

Fields and Options

- User Name – Enter your registered username. (Text)
- Password – Enter your account password. (Password)
- Verification Code – Enter the captcha code displayed on the screen. (Text)
- Remember Me – Select to save login details for future sessions. (Checkbox)

Buttons / Links

- Login – Click 

to access the system after entering valid credentials.
- Sign in GUJARAT SSO – Click to log in using Gujarat SSO.
- Forgot Password? – Click to reset your password.
- Register – Click to create a new account.

4 Dashboard

Water & Drainage Connection Dashboard

The Water & Drainage Connection Dashboard serves as the central landing page for users to monitor applications, initiate new processes, and access pending work items related to water and drainage connections.

The dashboard provides a quick overview of application statistics, shortcuts for frequently used processes, and a consolidated worklist for tracking ongoing applications.

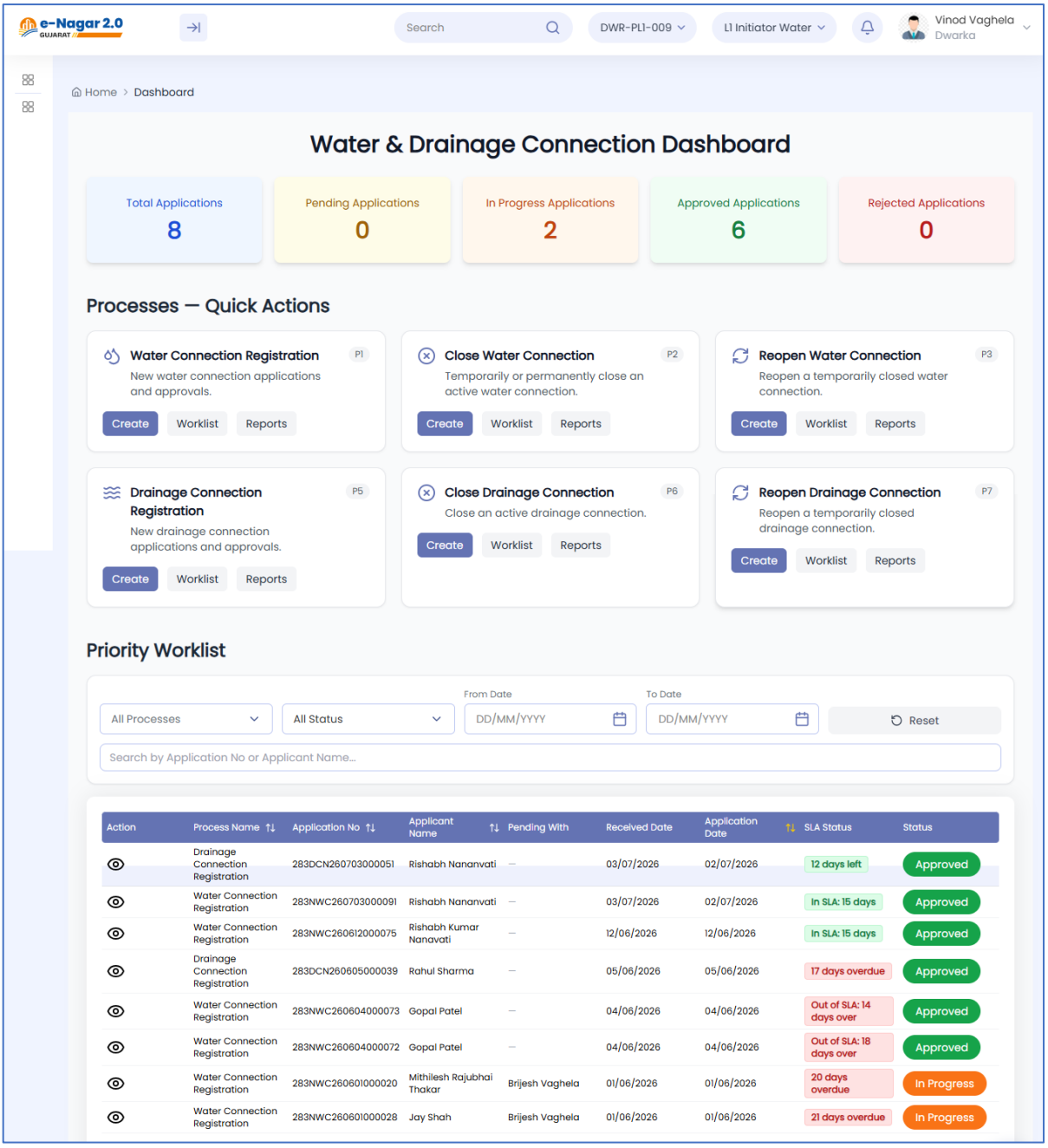


Figure 4-1

Dashboard Summary Cards

The upper section of the dashboard displays application statistics for quick monitoring of overall activities within the module.

- **Total Applications** – Displays the total number of water and drainage connection applications available in the system.
- **Pending Applications** – Displays the number of applications that are awaiting action or approval at any workflow level.
- **In Progress Applications** – Displays the number of applications currently under processing, verification, inspection, or approval stages.
- **Approved Applications** – Displays the number of applications that have been successfully approved and completed.
- **Rejected Applications** – Displays the number of applications that have been rejected during the workflow process.

Processes – Quick Actions

The Quick Actions section provides direct access to major business processes available in the Water and Drainage Connection module.

Water Connection Registration

Used for creating and processing new water connection applications.

Available actions:

- **Create** – Opens the new water connection application form.
- **Worklist** – Displays pending and processed water connection applications.
- **Reports** – Displays reports related to water connection applications.
- **Close Water Connection**

Used to permanently or temporarily close an existing water connection.

Available actions:

- **Create** – Opens the water connection closure application form.
- **Worklist** – Displays closure requests available for processing.
- **Reports** – Displays reports related to water connection closures.
- **Reopen Water Connection**

Used to restore a temporarily closed water connection.

Available actions:

- **Create** – Opens the water connection reopening application form.
- **Worklist** – Displays reopening requests available for processing.
- **Reports** – Displays reports related to reopened water connections.

Drainage Connection Registration

Used for creating and processing new drainage connection applications.

Available actions:

- **Create** – Opens the new drainage connection application form.
- **Worklist** – Displays pending and processed drainage connection applications.
- **Reports** – Displays reports related to drainage connection applications.

Close Drainage Connection

Used to temporarily or permanently close an existing drainage connection.

Available actions:

- **Create** – Opens the drainage connection closure application form.
- **Worklist** – Displays drainage closure requests available for processing.
- **Reports** – Displays reports related to drainage connection closures.

Reopen Drainage Connection

Used to reactivate a temporarily closed drainage connection.

Available actions:

- **Create** – Opens the drainage connection reopening application form.
- **Worklist** – Displays reopening requests available for processing.
- **Reports** – Displays reports related to reopened drainage connections.

Priority Worklist

The Priority Worklist section displays all applications that require user attention and allows filtering of records based on multiple criteria.

Search and Filter Options

  - **All Processes** – Allows users to filter applications based on the selected process.
  - **All Status** – Allows users to filter applications according to their workflow status.

- **From Date** – Filters applications created on or after the selected date.
- **To Date** – Filters applications created on or before the selected date.
- **Search** – Allows users to search applications using the Application Number or Applicant Name.
- **Reset** – Clears all applied filters and reloads the complete worklist.

Worklist Details

The worklist displays application information along with the current processing stage and status.

The worklist includes details such as:

- Action options available for the application.
- Process Name.
- Application Number.
- Applicant Name.
- Current workflow owner or pending authority.
- Received Date.
- Application Date.
- SLA Status indicating remaining or overdue processing time.
- Current application status such as Approved or In Progress.
- **Action Button**

View – Opens the complete application details page for viewing application information, workflow history, uploaded documents, and available workflow actions based on the logged-in user's role and permissions.

Water & Drainage Connection Module

The **Water & Drainage Connection** module is available on the Dashboard and provides access to all activities related to water supply connections, drainage connections, billing, payment collection, reports, and master data management.

To access the module, click on the **Water & Drainage Connection** menu from the Dashboard. Upon selection, the system displays the list of available sub-modules for performing various operational and administrative activities.

The module contains the following sub-sections:

- Master Data Management
- Water Connection
- Drainage Connection
- Water Meter Connection
- Reports
- Plumber License (Water & Drainage)
- Payment Collection
- Demand Generation
- Bill Generation

5 Water Connection Registration – ULB (Non-Metered)

Click on **Water & Drainage Connection → Water Connection → Water Connection - ULB Form** from the Dashboard to open the Water Connection Registration listing page.

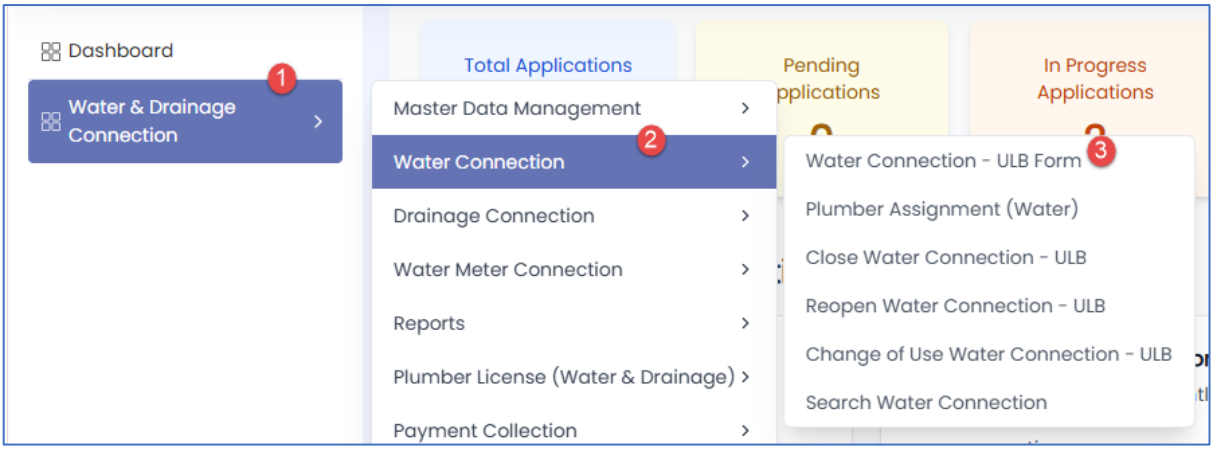


Figure 5-1

The page displays all submitted water connection applications along with application details, applicant information, SLA status, and workflow status. Click on the **Create New** button to initiate a new water connection application.

5.1 Water Connection

Confirmation Screen

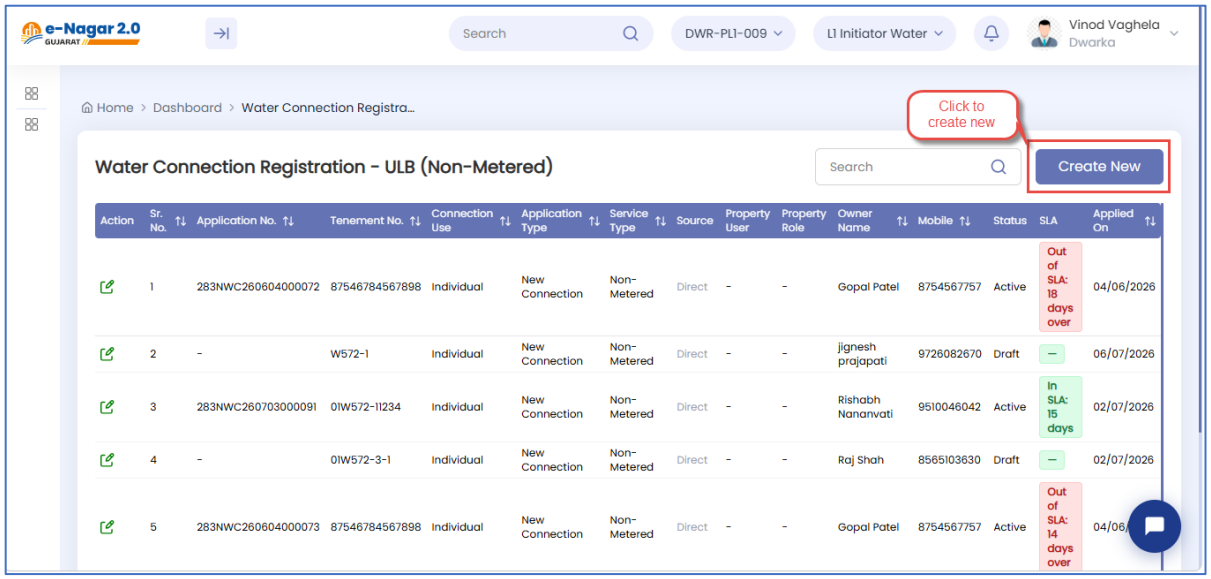


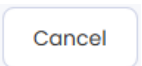
Figure 5-2

After clicking the **Create New** button, the system displays the declaration and confirmation screen.



Figure 5-3

Review the displayed instructions and declaration details carefully, select the confirmation checkbox, and click on the 

button to continue with the application process. Alternatively, click on the 

button to return to the previous page.

5.1.1 Connection Request

The **Connection Request** tab is used to capture applicant details, property information, address details, and required documents for the new water connection request.

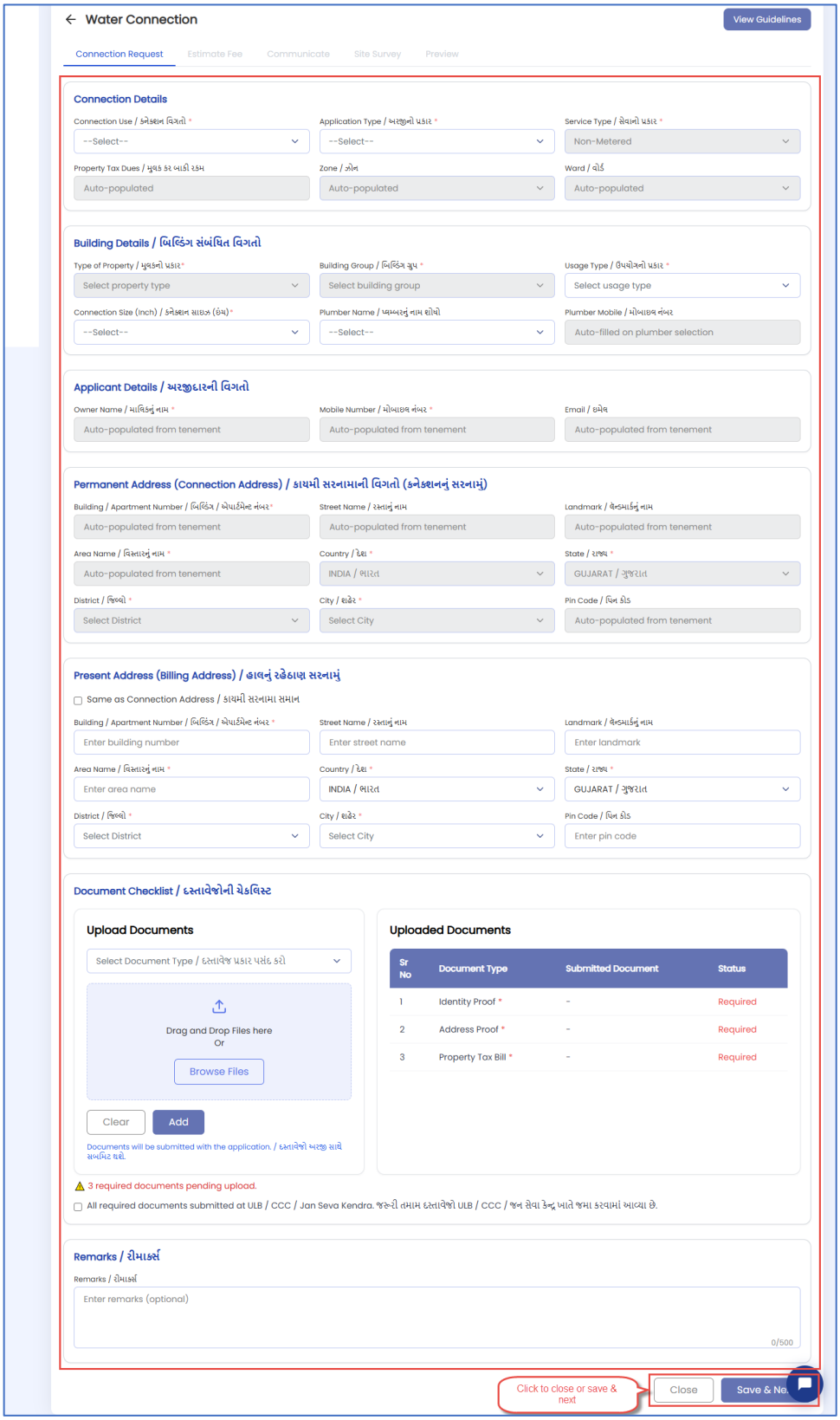


Figure 5-4

Connection Details

- **Connection Use** – Select the purpose for which the water connection is being requested such as Individual, Common, Commercial, etc. (Dropdown)
- **Application Type** – Select the type of application being submitted such as New Connection or other available options. (Dropdown)
- **Service Type** – Displays the selected service category for the application. (Dropdown)
- **Property Tax Dues** – Displays pending property tax dues associated with the selected property. This field is auto-populated by the system. (Display)
- **Zone** – Displays the zone associated with the selected property. This field is auto-populated by the system. (Display)
- **Ward** – Displays the ward associated with the selected property. This field is auto-populated by the system. (Display)

Building Details

- **Type of Property** – Select the property category for which the connection is requested. (Dropdown)
- **Building Group** – Select the applicable building group. (Dropdown)
- **Usage Type** – Select the usage classification of the property. (Dropdown)
- **Connection Size (Inch)** – Select the required connection pipe size. (Dropdown)
- **Plumber Name** – Select the registered plumber who will execute the connection work. (Dropdown)
- **Plumber Mobile** – Displays the mobile number of the selected plumber. This field is auto-populated after plumber selection. (Display)

Applicant Details

- **Owner Name** – Displays the property owner's name retrieved from the property records. (Display)
- **Mobile Number** – Displays the mobile number of the property owner. (Display)
- **Email** – Displays the registered email address of the applicant. (Display)
- **Permanent Address (Connection Address)**
- **Building / Apartment Number** – Displays the building or apartment number associated with the property. (Display)
- **Street Name** – Displays the street name of the property location. (Display)

- **Landmark** – Displays the nearby landmark information. (Display)
- **Area Name** – Displays the area or locality name. (Display)
- **Country** – Displays the country details. (Dropdown)
- **State** – Displays the state details. (Dropdown)
- **District** – Select the district of the property location if required. (Dropdown)
- **City** – Select the city of the property location if required. (Dropdown)
- **Pin Code** – Displays the postal code of the property location. (Display)

Present Address (Billing Address)

- **Same as Connection Address** – Select this option if the billing address is the same as the connection address. (Checkbox)
- **Building / Apartment Number** – Enter the building or apartment number for billing correspondence. (Text)
- **Street Name** – Enter the street name for the billing address. (Text)
- **Landmark** – Enter the landmark details for the billing address. (Text)
- **Area Name** – Enter the locality or area name for the billing address. (Text)
- **Country** – Displays or allows selection of the country. (Dropdown)
- **State** – Displays or allows selection of the state. (Dropdown)
- **District** – Select the district for the billing address. (Dropdown)
- **City** – Select the city for the billing address. (Dropdown)
- **Pin Code** – Enter the postal code for the billing address. (Numeric)

Document Checklist

- **Document Type** – Select the document category to upload. (Dropdown)
- **Browse Files** – Upload the required supporting documents for the application. (File Upload)

The uploaded documents are displayed in the **Uploaded Documents** section along with their submission status.

Remarks

- **Remarks** – Enter any additional comments or information related to the application. (Text Area)

Buttons 

- **Save & Next** – Saves the entered details and moves to the next stage of the application.
- **Close** – Closes the application without proceeding further.

Estimate Fee

The **Estimate Fee** tab is used to calculate applicable charges for the requested water connection.

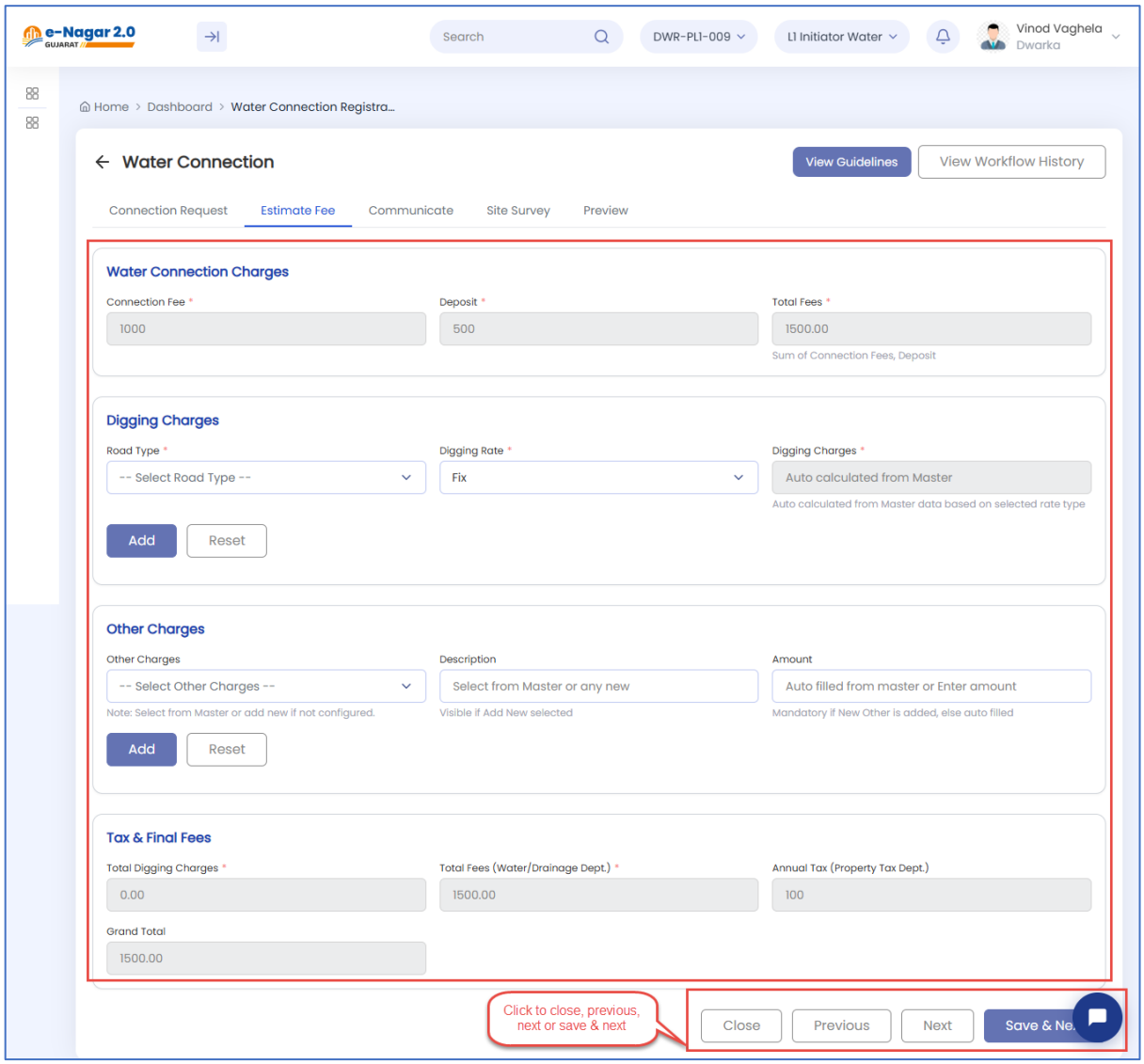


Figure 5-5

Water Connection Charges

- **Connection Fee** – Displays the standard water connection fee applicable to the application. (Display)

- **Deposit** – Displays the refundable or non-refundable deposit amount. (Display)
- **Total Fees** – Displays the total amount calculated from connection fee and deposit amount. (Display)

Digging Charges

- **Road Type** – Select the road category where excavation work will be carried out. (Dropdown)
- **Digging Rate** – Select the applicable digging charge calculation type. (Dropdown)
- **Digging Charges** – Displays the calculated digging charges based on selected configuration. (Display)

Other Charges

- **Other Charges** – Select any additional charges applicable to the connection request. (Dropdown)
- **Description** – Displays or allows entry of additional charge description. (Text)
- **Amount** – Displays or allows entry of additional charge amount. (Numeric)
- **Tax & Final Fees**
- **Total Digging Charges** – Displays total excavation-related charges. (Display)
- **Total Fees (Water/Drainage Department)** – Displays the total departmental charges applicable to the application. (Display)
- **Annual Tax (Property Tax Department)** – Displays annual tax charges applicable to the property. (Display)
- **Grand Total** – Displays the final amount payable by the applicant. (Display)

Buttons 

- **Previous** – Returns to the previous stage.
- **Next** – Moves to the next stage.
- **Save & Next** – Saves the details and proceeds further.
- **Close** – Closes the current page.

Communicate

The **Communicate** tab allows the ULB user to raise clarification requests or communicate deficiencies to the applicant.

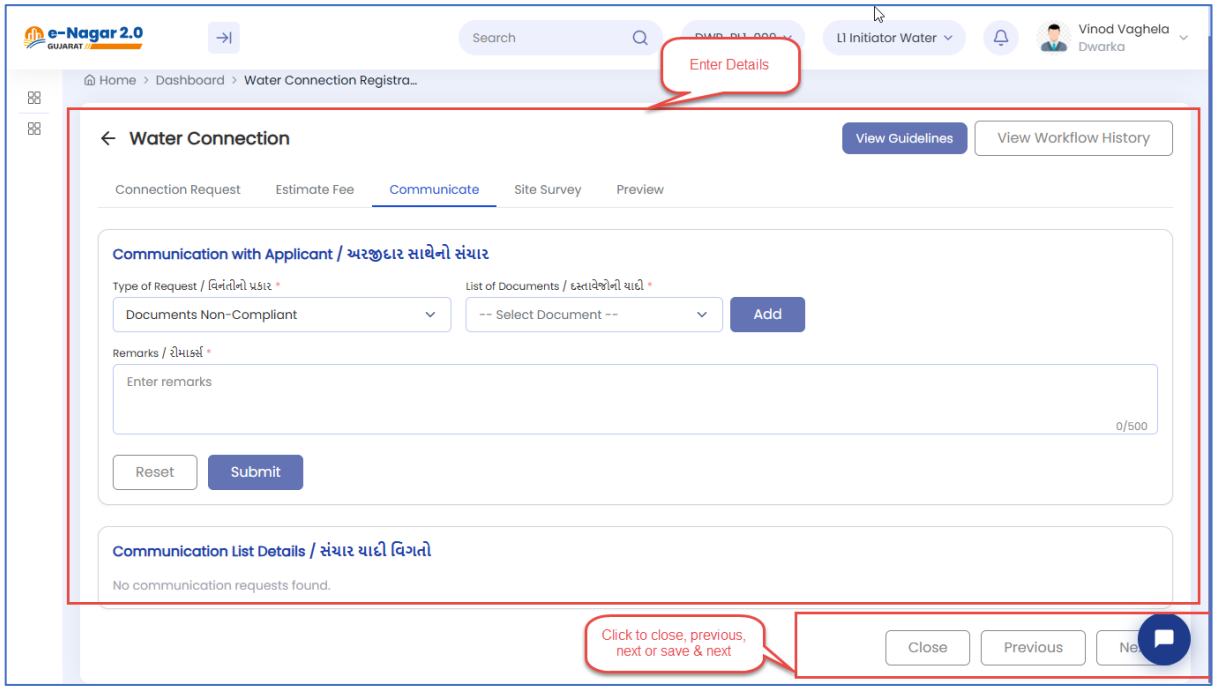


Figure 5-6

- **Type of Request** – Select the communication category such as document non-compliance or clarification request. (Dropdown)
- **List of Documents** – Select the document for which clarification is required. (Dropdown)
- **Remarks** – Enter communication remarks or deficiency details for the applicant. (Text Area)

Buttons

- **Add** – Adds the selected document to the communication list.
- **Submit** – Sends the communication request to the applicant.
- **Reset** – Clears the entered values.
- **Previous** – Returns to the previous stage.
- **Next** – Moves to the next stage.
- **Close** – Closes the page.

Site Survey

The **Site Survey** tab is used to schedule and monitor physical inspection of the requested water connection location.

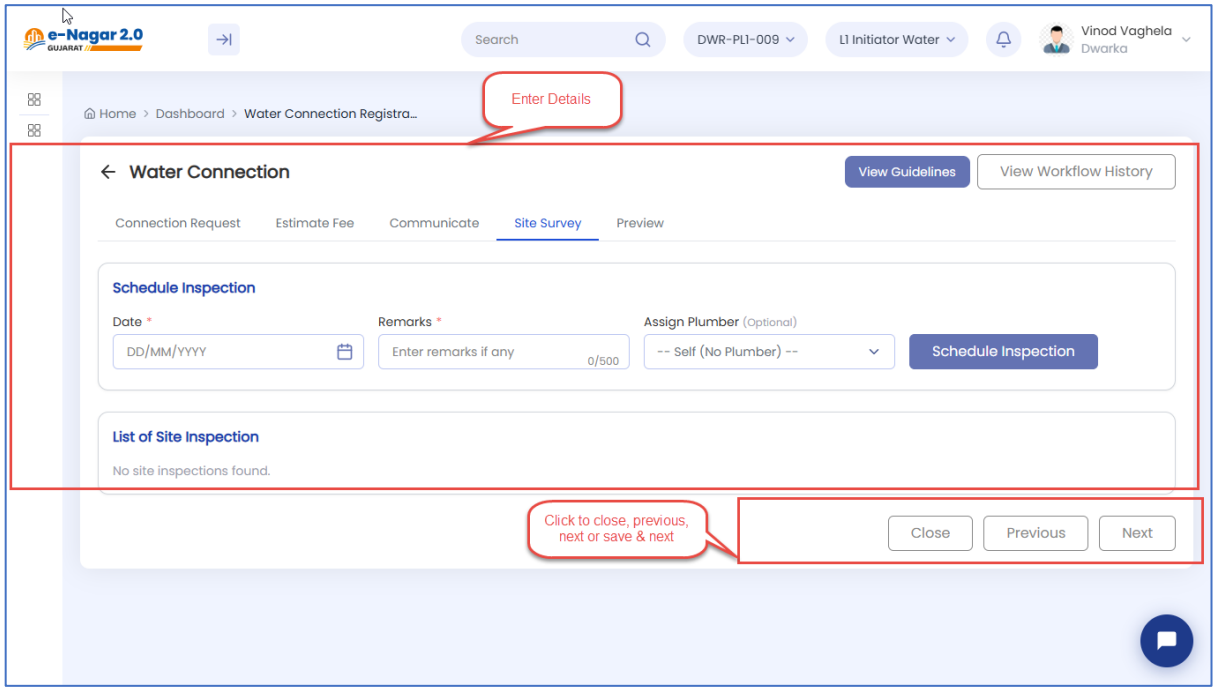


Figure 5-7

- **Date** – Select the proposed inspection date. (Date Picker)
- **Remarks** – Enter remarks or instructions related to the inspection. (Text Area)
- **Assign Plumber** – Select a plumber for conducting the inspection if required. (Dropdown)

Buttons

- **Schedule Inspection** – Creates a site inspection request.
- **Previous** – Returns to the previous stage.
- **Next** – Moves to the next stage.
- **Close** – Closes the page.

The scheduled inspections are displayed in the **List of Site Inspection** section along with request ID, inspection date, status, assigned plumber, and remarks.

Preview

The **Preview** tab displays a read-only summary of all application details entered in previous stages before final submission.

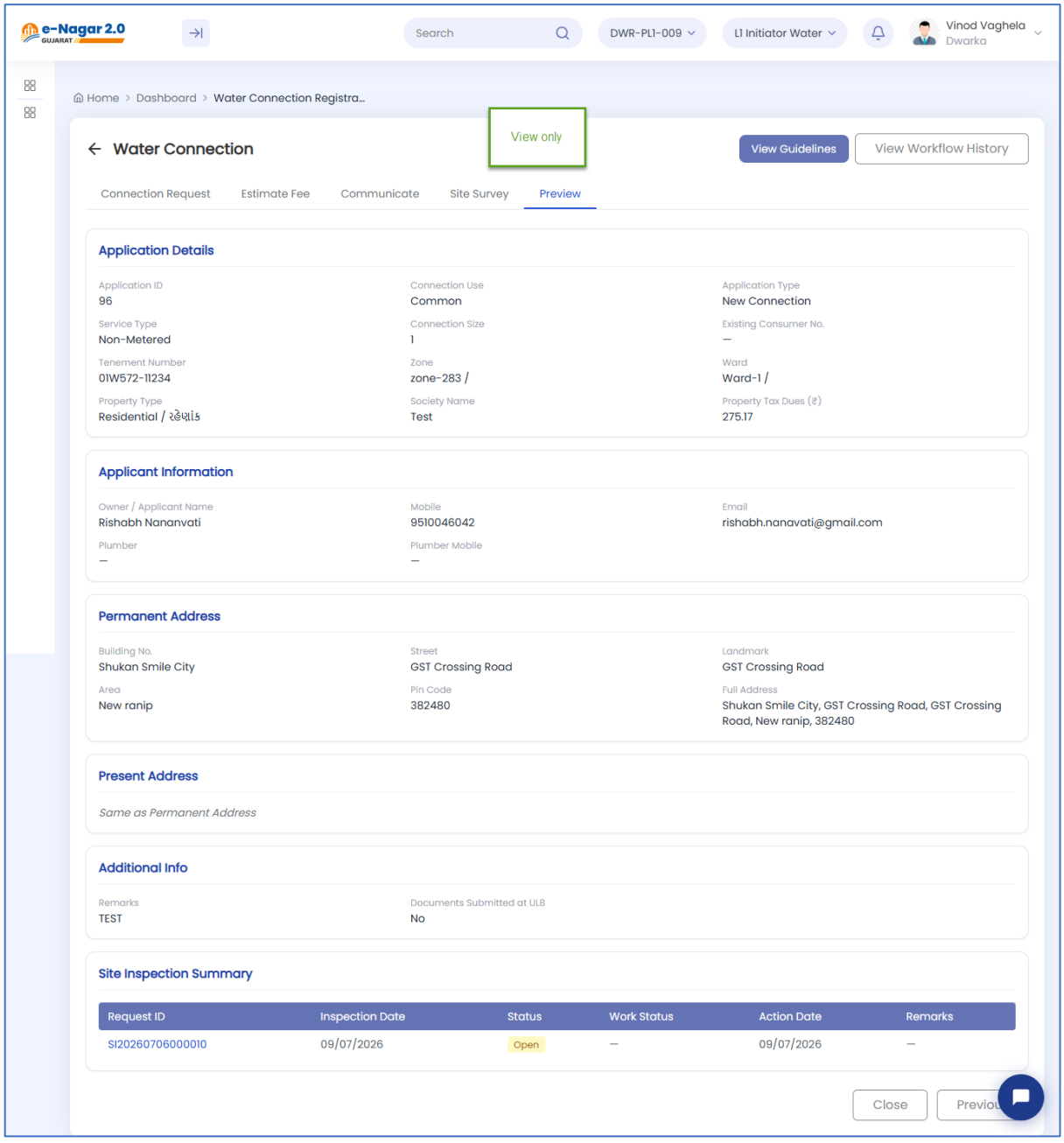


Figure 5-8

The page includes:

- Application Details
- Applicant Information
- Permanent Address

- Present Address
- Additional Information
- Site Inspection Summary

Users should review all displayed information carefully before proceeding with workflow actions or final submission.

Buttons

- **Previous** – Returns to the previous stage for modifications.
- **Close** – Closes the preview page.

5.1.2 Plumber Assignment

Click on **Water & Drainage Connection → Plumber License (Water & Drainage) → Plumber Assignment** from the Dashboard to open the Plumber Assignment screen. This page is used to search water and drainage connection applications and assign them to plumbers for further processing.

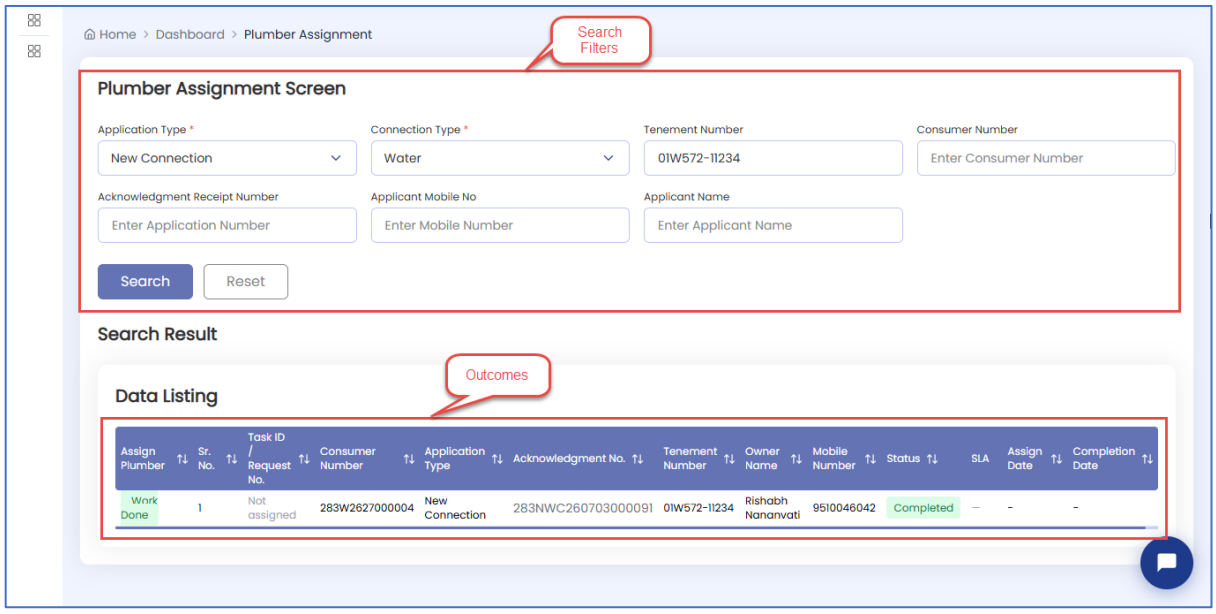


Figure 5-9

Plumber Assignment Screen

The Plumber Assignment screen allows users to search applications using different criteria. After searching, the matching applications are displayed in the Search Result section for plumber assignment.

Field Description

- Application Type – Select the type of application, such as New Connection or other available application types. (Dropdown)
- Connection Type – Select the connection category, such as Water or Drainage. (Dropdown)
- Tenement Number – Enter the tenement number associated with the application. (Text)
- Consumer Number – Enter the consumer number to search a specific consumer. (Text)
- Acknowledgment Receipt Number – Enter the acknowledgment receipt number of the application. (Text)

- Applicant Mobile No – Enter the applicant's registered mobile number. (Numeric)
- Applicant Name – Enter the applicant's name. (Text)

Buttons

- Search – Retrieves application records based on the selected search criteria.
- Reset – Clears all selected and entered search filters.

Search Result

After clicking the **Search** button, the Search Result section displays all applications matching the specified search criteria.

Data Listing

The data listing displays the searched applications along with the following details:

- Assign Plumber – Displays the current assignment status and allows the application to be assigned to a plumber.
- Sr. No. – Displays the serial number of the record.
- Task ID / Request No. – Displays the unique task or request identification number.
- Consumer Number – Displays the consumer number associated with the application.
- Application Type – Displays the type of application.
- Acknowledgment No. – Displays the acknowledgment number generated for the application.
- Tenement Number – Displays the tenement number of the property.
- Owner Name – Displays the name of the property owner or applicant.
- Mobile Number – Displays the registered mobile number of the applicant.
- Status – Displays the current status of the application.
- SLA – Displays the applicable Service Level Agreement details, if available.
- Assign Date – Displays the date on which the application was assigned to a plumber.
- Completion Date – Displays the date on which the assigned work was completed.

5.1.3 Close Water Connection – ULB

Click on **Water & Drainage Connection → Close Water Connection – ULB** from the Dashboard to open the Close Water Connection – ULB listing page. The page displays all water connection closure applications. Click on the **Create New** button to submit a new water connection closure request.

Close Water Connection – ULB Listing Page

The listing page displays all submitted close water connection applications along with the following details:

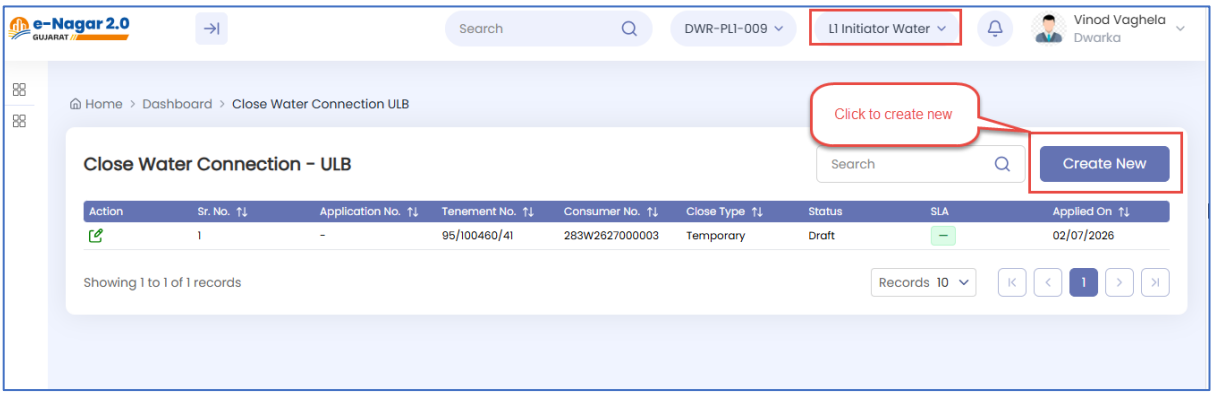


Figure 5-10

- **Action** – Opens the selected application for further processing.
- **Sr. No.** – Displays the serial number of the record.
- **Application No.** – Displays the generated application number.
- **Tenement No.** – Displays the registered tenement number.
- **Consumer No.** – Displays the consumer number.
- **Close Type** – Displays the type of connection closure such as Temporary or Permanent.
- **Status** – Displays the current application status.
- **SLA** – Displays the remaining Service Level Agreement period.
- **Applied On** – Displays the application submission date.

Buttons

- **Create New** – Opens the Close Water Connection application wizard.
- **Search** – Searches records based on the entered keyword.



Figure 5-11

Declaration

The **Declaration** page is displayed when user clicks o create new button. The applicant must review the displayed instructions, accept the declaration, and proceed to the next step.

Field Description

Declaration Checkbox – Select the checkbox to confirm that the applicant has read, understood, and agreed to the declaration before proceeding. (Checkbox)

Buttons 

- Confirm & Proceed – Confirms the declaration and opens the **Estimate Fee** tab.
- Cancel – Closes the application without proceeding to the next step.

5.1.3.1 Connection Request

The **Connection Request** tab is used to search and select the water connection that needs to be closed.

Search Fields

The search section allows users to locate an existing water connection.

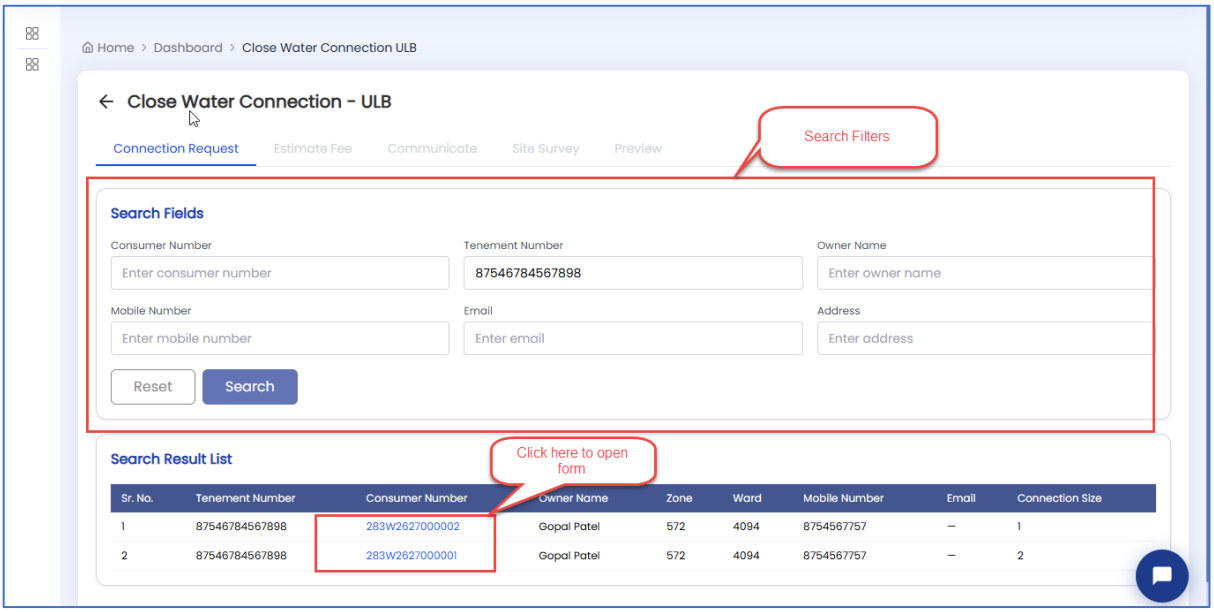


Figure 5-12

Field Description

- Consumer Number – Enter the consumer number. (Numeric)
- Tenement Number – Enter the tenement number. (Numeric)
- Owner Name – Enter the owner's name. (Text)
- Mobile Number – Enter the registered mobile number. (Numeric)
- Email – Enter the registered email address. (Email)
- Address – Enter the property address. (Text)

Buttons

- Search – Searches water connection records.
- Reset – Clears all entered search criteria.

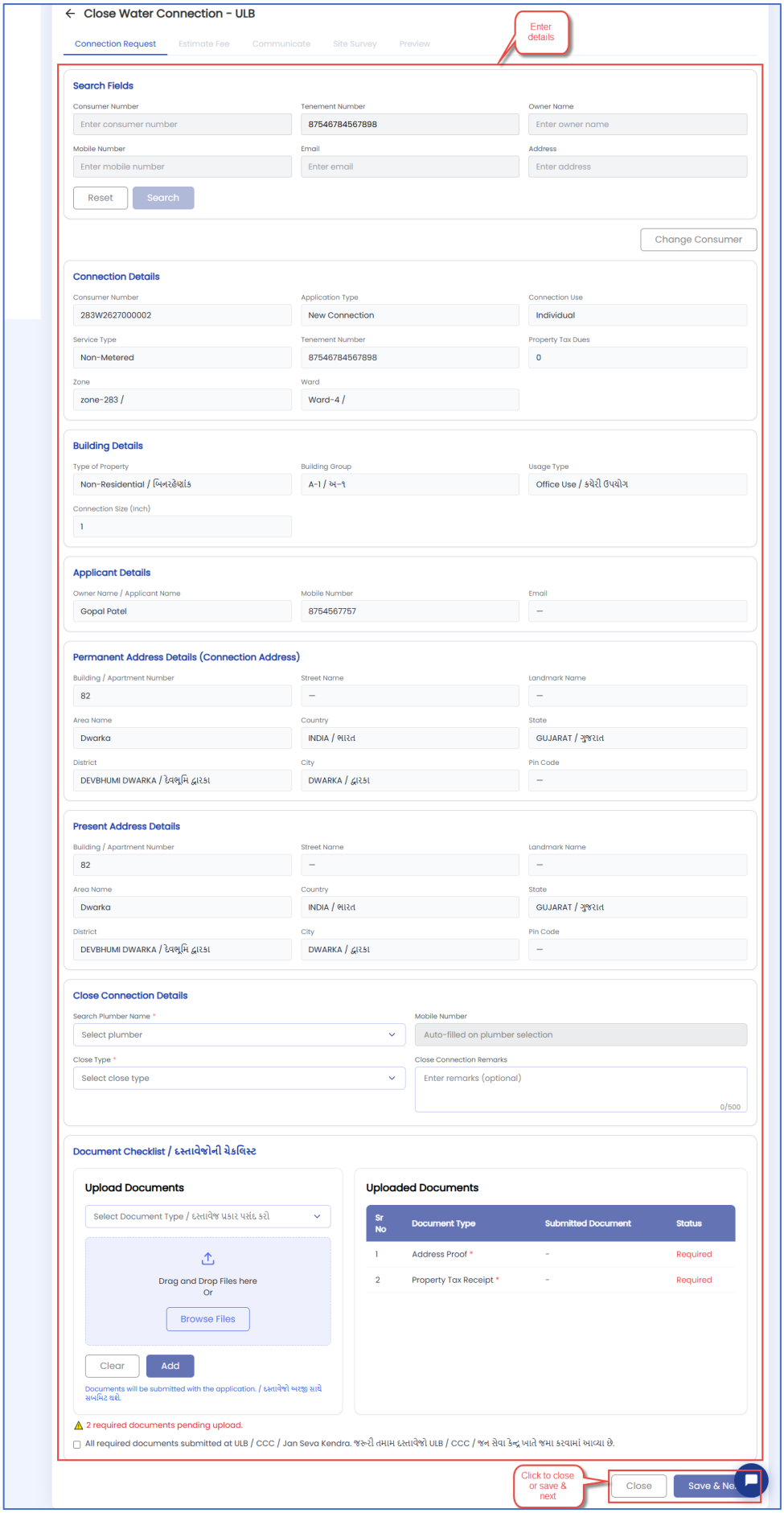

Close Water Connection - ULB
Connection Request
Estimate Fee
Communicate
Site Survey
Preview
Enter details
Search Fields
Consumer Number
Enter consumer number
Tenement Number
87546784567898
Owner Name
Enter owner name
Mobile Number
Enter mobile number
Email
Enter email
Address
Enter address
Reset
Search
Change Consumer
Connection Details
Consumer Number
283W2627000002
Application Type
New Connection
Connection Use
Individual
Service Type
Non-Metered
Tenement Number
87546784567898
Property Tax Dues
0
Zone
zone-283 /
Ward
Ward-4 /
Building Details
Type of Property
Non-Residential / બિનરહેણાંક
Building Group
A-1 / અ-૧
Usage Type
Office Use / કચેરી ઉપયોગ
Connection Size (inch)
1
Applicant Details
Owner Name / Applicant Name
Gopal Patel
Mobile Number
8754567757
Email
–
Permanent Address Details (Connection Address)
Building / Apartment Number
82
Street Name
–
Landmark Name
–
Area Name
Dwarka
Country
INDIA / ભારત
State
GUJARAT / ગુજરાત
District
DEVBHUMI DWARKA / દેવભૂમિ દ્વારકા
City
DWARKA / દ્વારકા
Pin Code
–
Present Address Details
Building / Apartment Number
82
Street Name
–
Landmark Name
–
Area Name
Dwarka
Country
INDIA / ભારત
State
GUJARAT / ગુજરાત
District
DEVBHUMI DWARKA / દેવભૂમિ દ્વારકા
City
DWARKA / દ્વારકા
Pin Code
–
Close Connection Details
Search Plumber Name *
Select plumber
Mobile Number
Auto-filled on plumber selection
Close Type *
Select close type
Close Connection Remarks
Enter remarks (optional)
0/500
Document Checklist / દસ્તાવેજોની ચેકલિસ્ટ
Upload Documents
Select Document Type / દસ્તાવેજ પ્રકાર પસંદ કરો
Drag and Drop Files here
Or
Browse Files
Clear
Add
Documents will be submitted with the application. / દસ્તાવેજો અરજી સાથે સબમિટ થશે.
Uploaded Documents
Sr No
Document Type
Submitted Document
Status
1
Address Proof *
-
Required
2
Property Tax Receipt *
-
Required
2 required documents pending upload.
All required documents submitted at ULB / CCC / Jan Seva Kendra. જરૂરી તમામ દસ્તાવેજો ULB / CCC / જન સેવા કેન્દ્ર ખાતે જમા કરવામાં આવ્યા છે.
Click to close or save & next
Close
Save & Ne

Figure 5-13

Search Result List

- After searching, the matching water connections are displayed with the following details:
- Sr. No. – Displays the serial number.
- Tenement Number – Displays the property's tenement number.
- Consumer Number – Displays the consumer number. **Click the consumer number to select the connection.**
- Owner Name – Displays the owner's name.
- Zone – Displays the municipal zone.
- Ward – Displays the ward number.
- Mobile Number – Displays the registered mobile number.
- Email – Displays the registered email address.
- Connection Size – Displays the connection size.

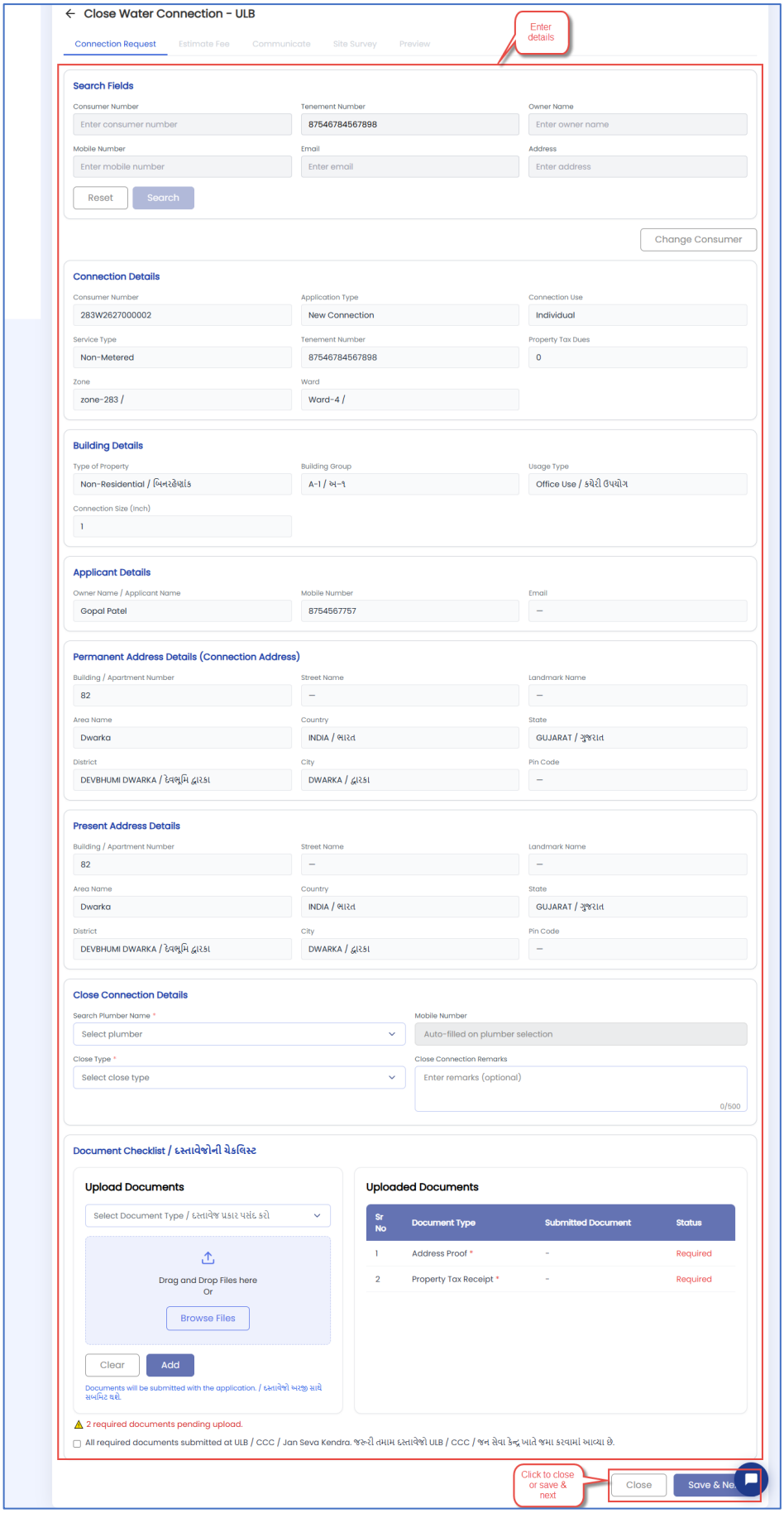

Close Water Connection - ULB
Enter details
Connection Request
Estimate Fee
Communicate
Site Survey
Preview
Search Fields
Consumer Number
Enter consumer number
Tenement Number
87546784567898
Owner Name
Enter owner name
Mobile Number
Enter mobile number
Email
Enter email
Address
Enter address
Reset
Search
Change Consumer
Connection Details
Consumer Number
283W2627000002
Application Type
New Connection
Connection Use
Individual
Service Type
Non-Metered
Tenement Number
87546784567898
Property Tax Dues
0
Zone
zone-283 /
Ward
Ward-4 /
Building Details
Type of Property
Non-Residential / બિનરહેણાંક
Building Group
A-1 / અ-૧
Usage Type
Office Use / કચેરી ઉપયોગ
Connection Size (inch)
1
Applicant Details
Owner Name / Applicant Name
Gopal Patel
Mobile Number
8754567757
Email
–
Permanent Address Details (Connection Address)
Building / Apartment Number
82
Street Name
–
Landmark Name
–
Area Name
Dwarka
Country
INDIA / ભારત
State
GUJARAT / ગુજરાત
District
DEVBHUMI DWARKA / દેવભૂમિ દ્વારકા
City
DWARKA / દ્વારકા
Pin Code
–
Present Address Details
Building / Apartment Number
82
Street Name
–
Landmark Name
–
Area Name
Dwarka
Country
INDIA / ભારત
State
GUJARAT / ગુજરાત
District
DEVBHUMI DWARKA / દેવભૂમિ દ્વારકા
City
DWARKA / દ્વારકા
Pin Code
–
Close Connection Details
Search Plumber Name *
Select plumber
Mobile Number
Auto-filled on plumber selection
Close Type *
Select close type
Close Connection Remarks
Enter remarks (optional)
0/500
Document Checklist / દસ્તાવેજોની ચેકલિસ્ટ
Upload Documents
Select Document Type / દસ્તાવેજ પ્રકાર પસંદ કરો
Drag and Drop Files here
Or
Browse Files
Clear
Add
Documents will be submitted with the application. / દસ્તાવેજો અરજી સાથે સબમિટ થશે.
Uploaded Documents
Sr No
Document Type
Submitted Document
Status
1
Address Proof *
-
Required
2
Property Tax Receipt *
-
Required
2 required documents pending upload.
All required documents submitted at ULB / CCC / Jan Seva Kendra. જરૂરી તમામ દસ્તાવેજો ULB / CCC / જન સેવા કેન્દ્ર ખાતે જમા કરવામાં આવ્યા છે.
Click to close or save & next
Close
Save & Ne

Figure 5-14

Connection Request

Search Fields

The Search Fields section is used to search for an existing consumer connection.

Connection Details

The Connection Details section displays the basic details of the selected consumer connection.

Field Description

- Consumer Number – Displays the consumer number. (Read Only)
- Application Type – Displays the application type. (Read Only)
- Connection Use – Displays the connection usage category. (Read Only)
- Service Type – Displays the service type. (Read Only)
- Tenement Number – Displays the tenement number. (Read Only)
- Property Tax Dues – Displays the outstanding property tax dues, if any. (Read Only)
- Zone – Displays the municipal zone. (Read Only)
- Ward – Displays the ward. (Read Only)

Buttons

- Change Consumer – Allows the user to search and select another consumer connection.

Building Details

The Building Details section displays the property information of the selected connection.

Field Description

- Type of Property – Displays the property category. (Read Only)
- Building Group – Displays the building group. (Read Only)
- Usage Type – Displays the building usage type. (Read Only)
- Connection Size (Inch) – Displays the connection size. (Read Only)

Applicant Details

The Applicant Details section displays the owner's contact information.

Field Description

- Owner Name / Applicant Name – Displays the owner's name. (Read Only)
- Mobile Number – Displays the registered mobile number. (Read Only)
- Email – Displays the registered email address. (Read Only)

Permanent Address Details (Connection Address)

The Permanent Address Details section displays the permanent address of the selected property.

Field Description

- Building / Apartment Number – Displays the building or apartment number. (Read Only)
- Street Name – Displays the street name. (Read Only)
- Landmark Name – Displays the nearby landmark. (Read Only)
- Area Name – Displays the locality or area. (Read Only)
- Country – Displays the country. (Read Only)
- State – Displays the state. (Read Only)
- District – Displays the district. (Read Only)
- City – Displays the city. (Read Only)
- Pin Code – Displays the postal code. (Read Only)

Present Address Details

The Present Address Details section displays the applicant's present address.

Field Description

- Building / Apartment Number – Displays the building or apartment number. (Read Only)
- Street Name – Displays the street name. (Read Only)
- Landmark Name – Displays the nearby landmark. (Read Only)
- Area Name – Displays the locality or area. (Read Only)
- Country – Displays the country. (Read Only)
- State – Displays the state. (Read Only)

- District – Displays the district. (Read Only)
- City – Displays the city. (Read Only)
- Pin Code – Displays the postal code. (Read Only)

Close Connection Details

The Close Connection Details section is used to enter the closure information for the selected water connection.

Field Description

- Search Plumber Name – Select the plumber who will perform the closure work. (Dropdown)
- Mobile Number – Displays the selected plumber's mobile number. (Auto Populated)
- Close Type – Select the type of connection closure such as Temporary or Permanent. (Dropdown)
- Close Connection Remarks – Enter remarks related to the connection closure request. (Text Area)

Document Checklist

The Document Checklist section is used to upload the mandatory supporting documents required for processing the application.

Upload Documents

Field Description

- Select Document Type – Select the document type to upload. (Dropdown)
- Browse Files – Upload the selected supporting document. (File Upload)

Buttons

- Add – Uploads the selected document.
- Clear – Removes the selected file before uploading.

Uploaded Documents

The Uploaded Documents section displays all mandatory and uploaded documents along with their current submission status.

The listing displays the following details:

- Sr. No. – Displays the serial number.

- Document Type – Displays the required document name.
- Submitted Document – Displays the uploaded document.
- Status – Displays whether the document has been uploaded or is still required.

Buttons 

- Close – Closes the application without saving.
- Save & Next – Saves the entered details and proceeds to the Declaration page.

5.1.3.2 Estimate Fee

The **Estimate Fee** tab is used to calculate all charges applicable for closing the selected water connection.

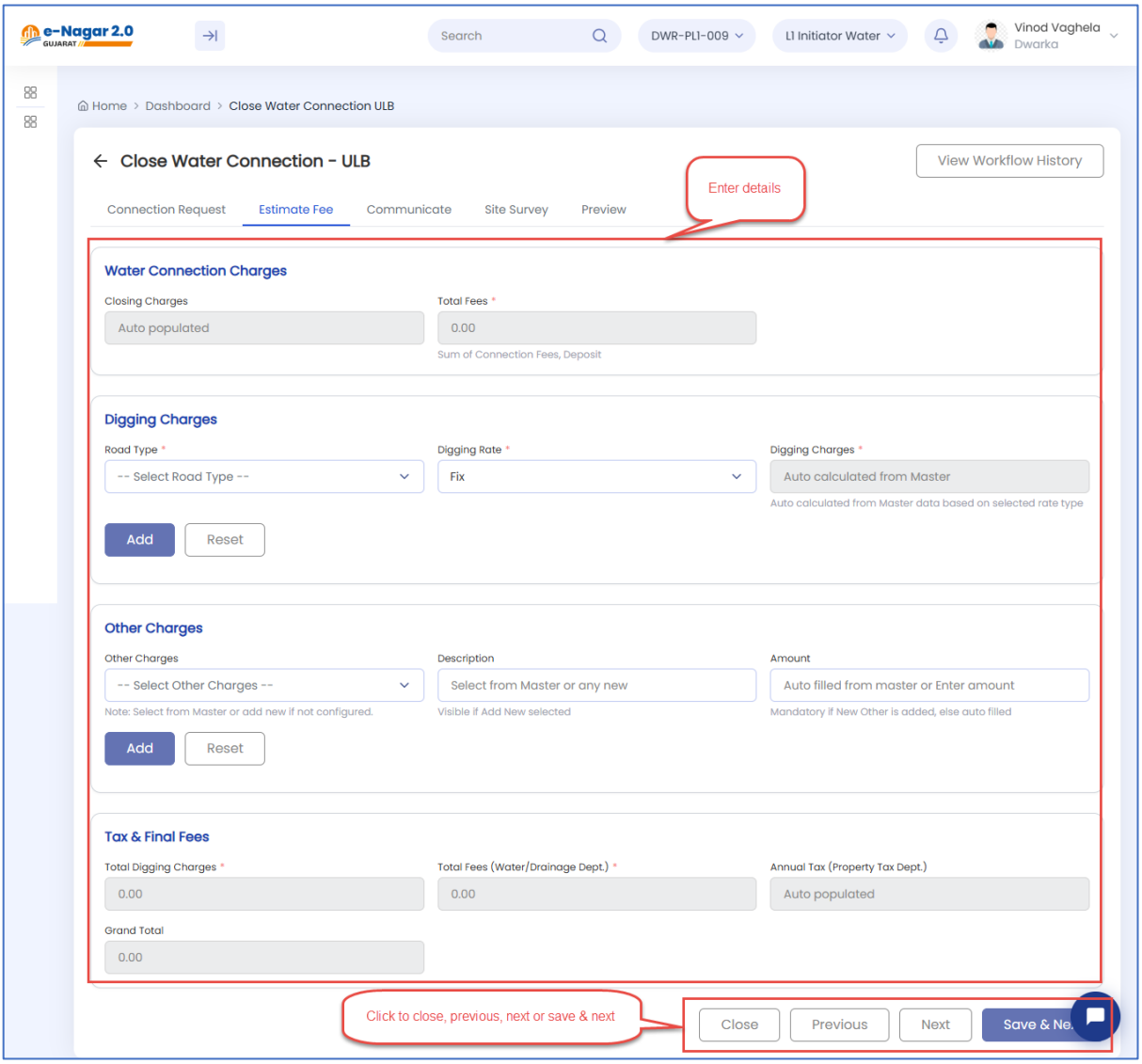


Figure 5-15

Water Connection Charges

Field Description

- Closing Charges – Displays the closing charges automatically. (Auto Populated)
- Total Fees – Displays the total connection fees. (Auto Calculated)

Digging Charges

Field Description

- Road Type – Select the road type. (Dropdown)
- Digging Rate – Select the applicable digging rate. (Dropdown)

- Digging Charges – Displays the calculated digging charges. (Auto Calculated)

Buttons 

- Add – Adds the selected digging charge.
- Reset – Clears the selected values.

Other Charges

Field Description

- Other Charges – Select additional service charges, if applicable. (Dropdown)
- Description – Displays or enter the description of the selected charge. (Text)
- Amount – Displays or enter the applicable amount. (Numeric)

Buttons

- Add – Adds the selected charge.
- Reset – Clears the entered values.

Tax & Final Fees

Field Description

- Total Digging Charges – Displays the total digging charges. (Auto Calculated)
- Total Fees (Water/Drainage Dept.) – Displays the total department fees. (Auto Calculated)
- Annual Tax (Property Tax Dept.) – Displays the applicable annual property tax. (Auto Populated)
- Grand Total – Displays the final payable amount. (Auto Calculated)

Buttons 

- Close – Closes the application.
- Previous – Returns to the previous step.
- Next – Opens the Communicate tab.
- Save & Next – Saves the fee details and opens the Communicate tab.

5.1.3.3 Communicate

The **Communicate** tab is used to send communication or document deficiency remarks to the applicant.

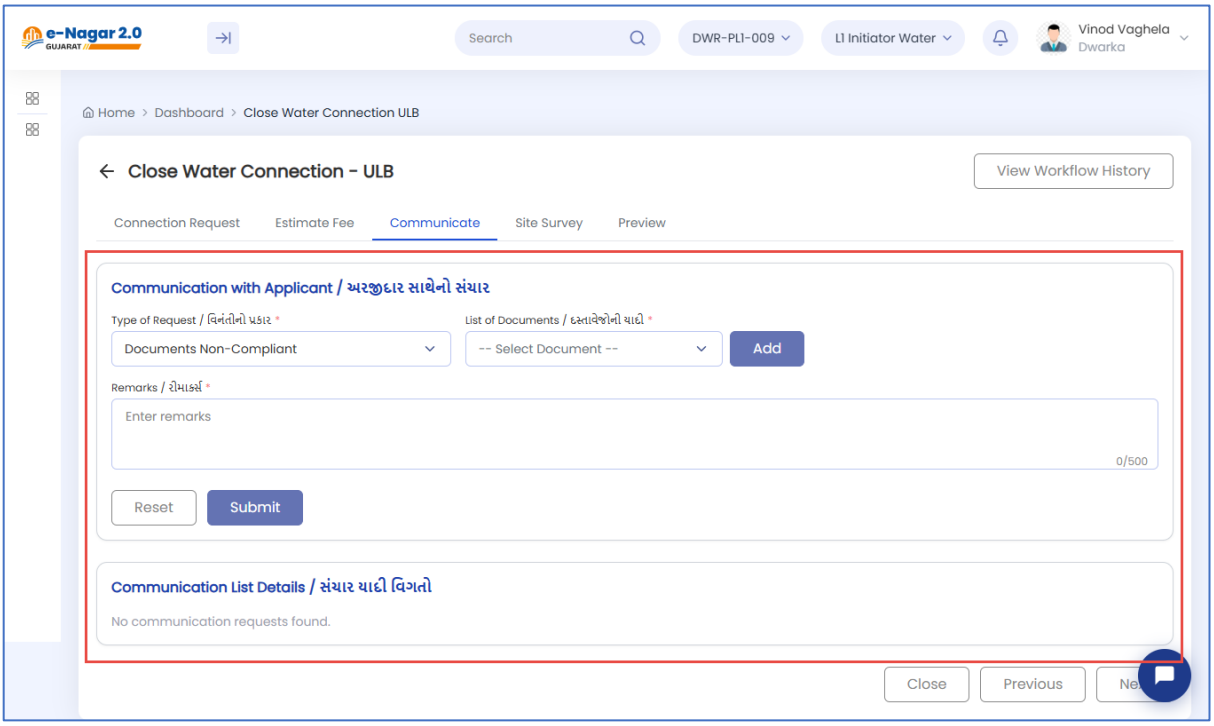


Figure 5-16

Communication with Applicant

Field Description

- Type of Request – Select the communication request type. (Dropdown)
- List of Documents – Select the required document. (Dropdown)
- Remarks – Enter communication remarks for the applicant. (Text Area)

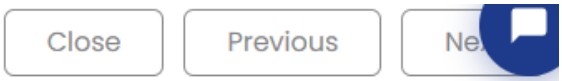
Buttons

- Add – Adds the selected document.
- Submit – Saves the communication request.
- Reset – Clears all entered details.

Communication List Details

Displays all communication requests previously sent to the applicant along with their current status.

Buttons



- Close – Closes the application.
- Previous – Returns to the Estimate Fee tab.
- Next – Opens the Site Survey tab.

5.1.3.4 Site Survey

The **Site Survey** tab is used to schedule a site inspection.

Schedule Inspection

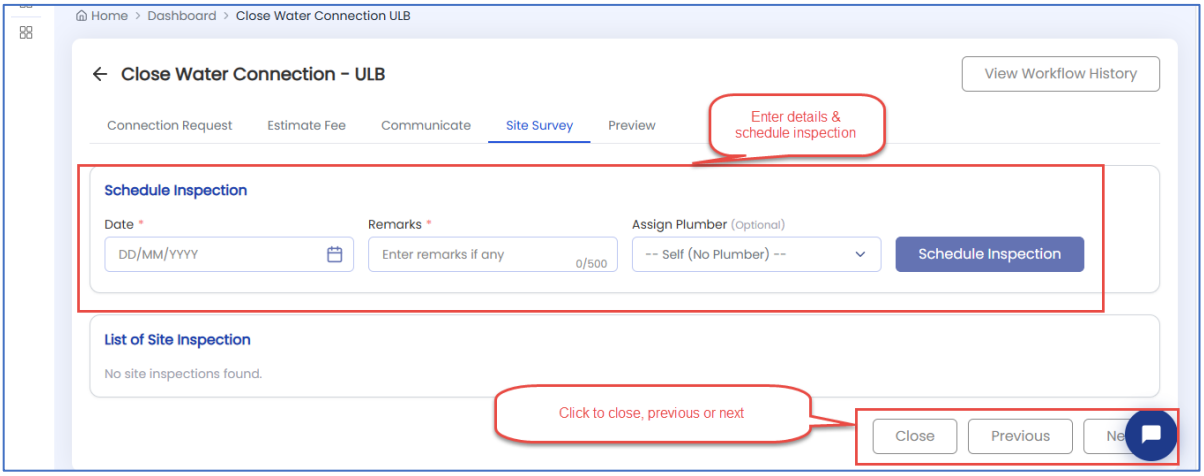


Figure 5-17

Field Description

- Date – Select the inspection date. (Date Picker)
- Remarks – Enter inspection remarks. (Text Area)
- Assign Plumber – Select a plumber for inspection or choose Self (No Plumber). (Dropdown)

Buttons 

- Schedule Inspection – Schedules the inspection.

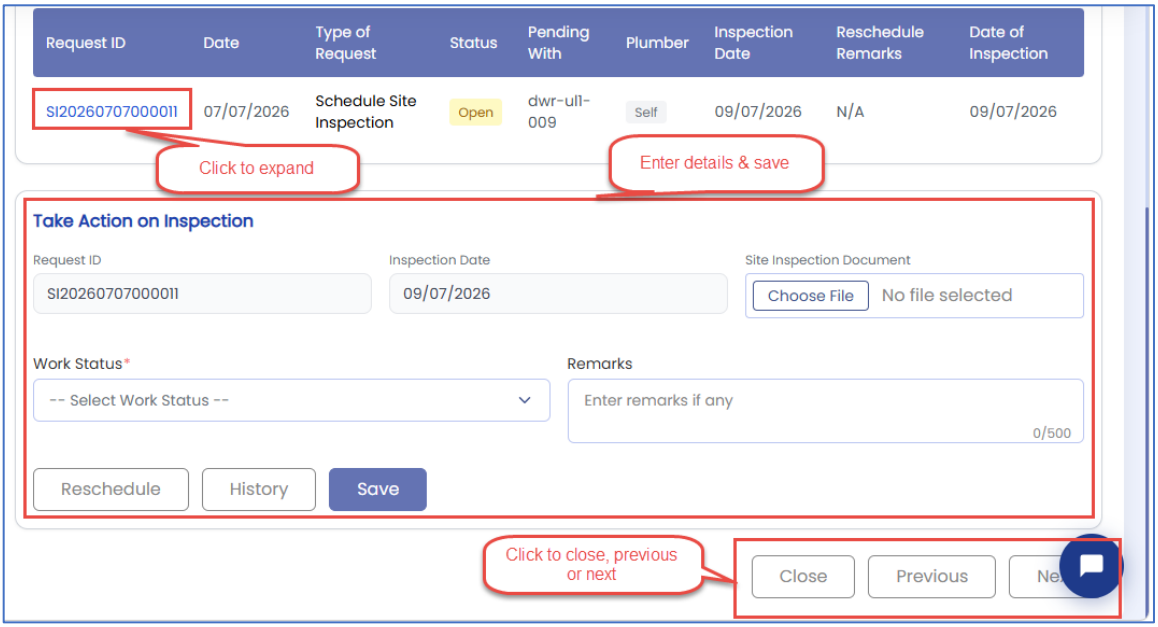


Figure 5-18

List of Site Inspection

- Displays all scheduled inspection requests along with the following details:
- Request ID – Displays the unique inspection request ID.
- Date – Displays the request creation date.
- Type of Request – Displays the request type.
- Status – Displays the inspection status.
- Pending With – Displays the current workflow owner.
- Plumber – Displays the assigned plumber.
- Inspection Date – Displays the scheduled inspection date.
- Reschedule Remarks – Displays reschedule remarks, if any.
- Date of Inspection – Displays the actual inspection date.
- Click the **Request ID** to record inspection findings.

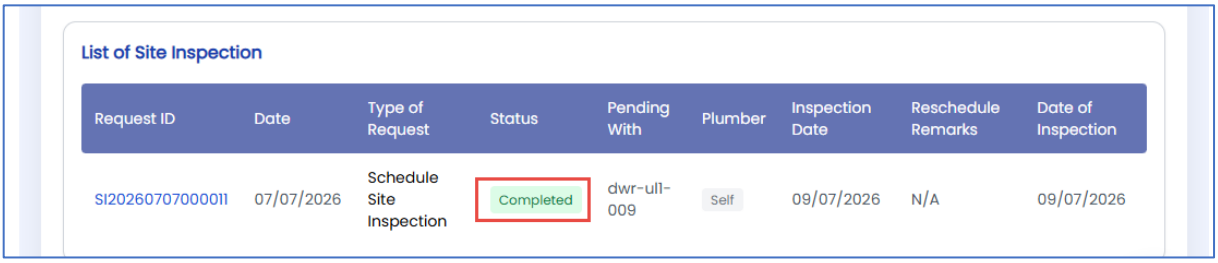


Figure 5-19

Take Action on Inspection

- The Take Action on Inspection section is used to record the inspection outcome.

Field Description

- Request ID – Displays the inspection request ID. (Read Only)
- Inspection Date – Displays the scheduled inspection date. (Read Only)
- Site Inspection Document – Upload the inspection document. (File Upload)
- Work Status – Select the inspection work status. (Dropdown)
- Remarks – Enter inspection remarks. (Text Area)

Buttons



- Reschedule – Reschedules the inspection.

- History – Displays the inspection history.
- Save – Saves the inspection result.
- Close – Closes the application.
- Previous – Returns to the previous step.
- Next – Opens the Preview tab.

5.1.3.5 Preview

The **Preview** tab displays all application details in read-only mode before submission.

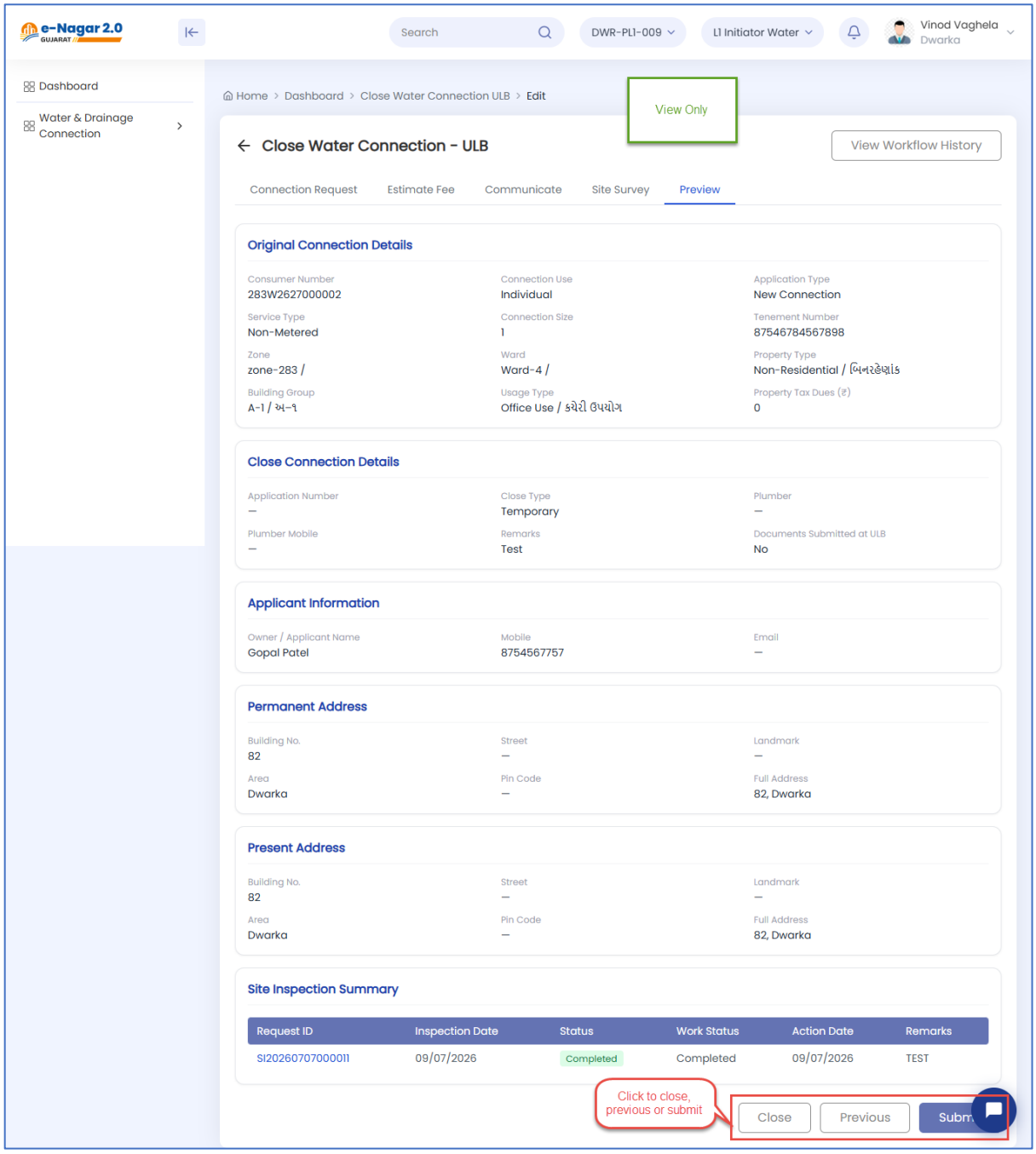


Figure 5-20

The page displays:

- Original Connection Details
- Close Connection Details
- Applicant Information
- Permanent Address

- Present Address
- Site Inspection Summary
- All information is displayed for verification only and cannot be modified on this page.

Buttons 

- Close – Closes the application.
- Previous – Returns to the Site Survey tab.
- Submit – Submits the application to the next workflow level.

Submit

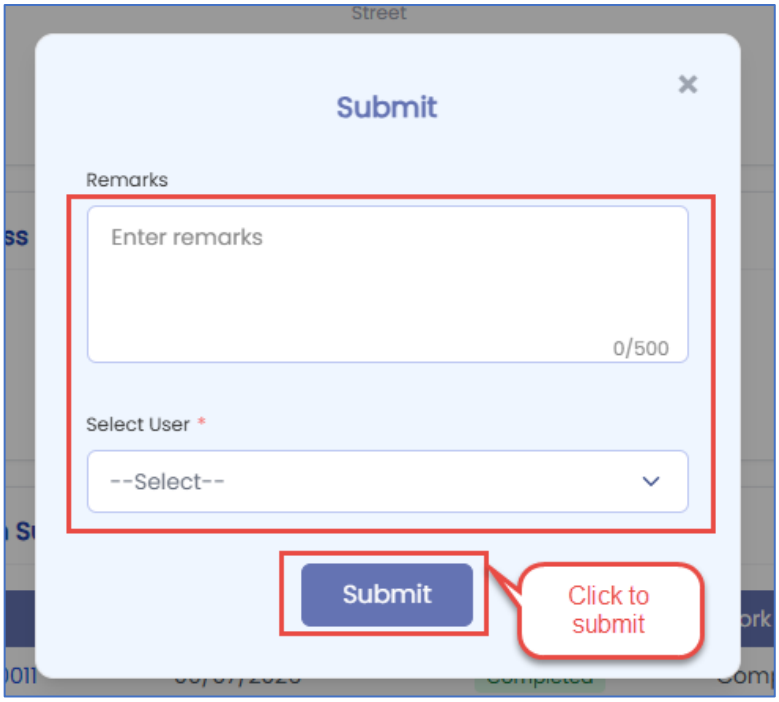


Figure 5-21

- After clicking **Submit**, the Submit dialog box opens.

Field Description

- Remarks – Enter workflow remarks. (Text Area)
- Select User – Select the next workflow user. (Dropdown)

Buttons 

- Submit – Forwards the application to the selected user.

5.1.3.5.1 L2 Verification

The L2 Verification user reviews the submitted application.

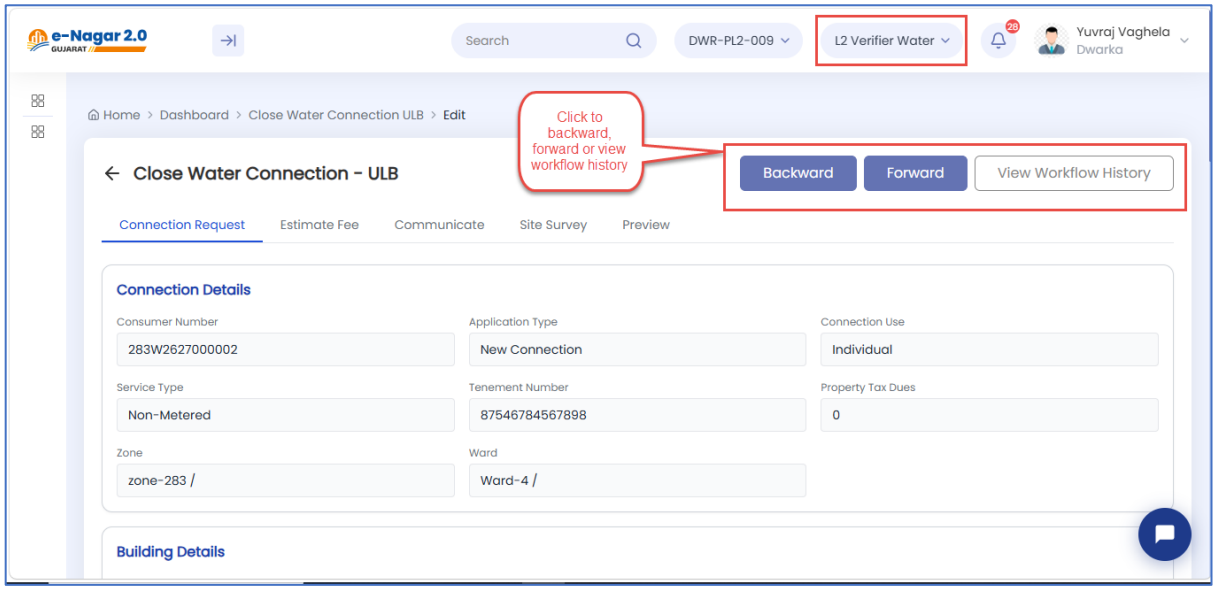


Figure 5-22

Buttons 

- Forward – Forwards the application to the next workflow level.
- Backward – Returns the application to the previous level.
- View Workflow History – Displays the workflow history.

Forward

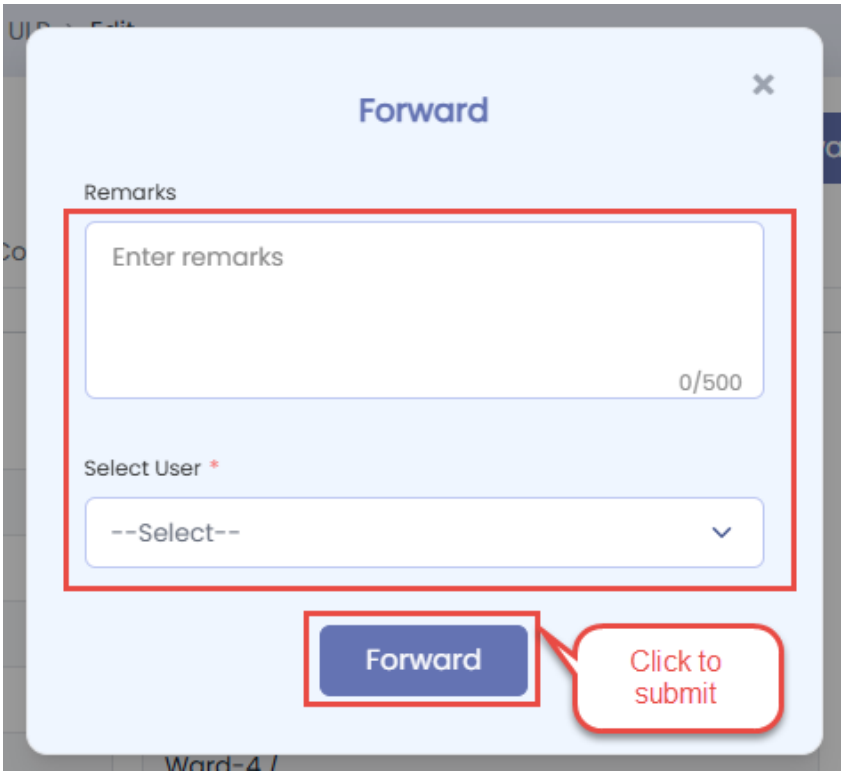


Figure 5-23

Field Description

- Remarks – Enter forwarding remarks. (Text Area)
- Select User – Select the next workflow user. (Dropdown)

Buttons 

- Forward – Forwards the application.

5.1.3.5.2 L3 Approval

The L3 Approval user performs the final review of the application.

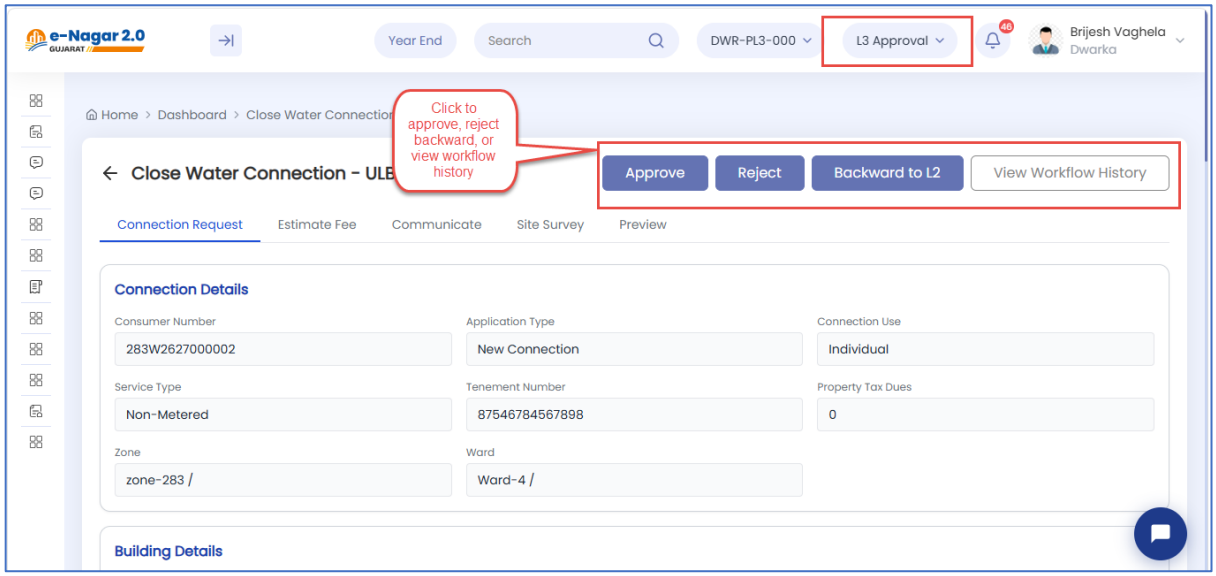
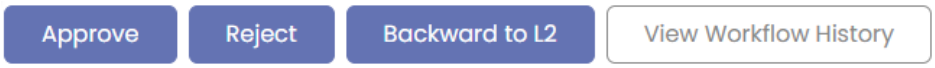


Figure 5-24

Buttons 

- Approve – Approves the application.
- Reject – Rejects the application.
- Backward to L2 – Returns the application to the L2 user.
- View Workflow History – Displays the workflow history.

Approve

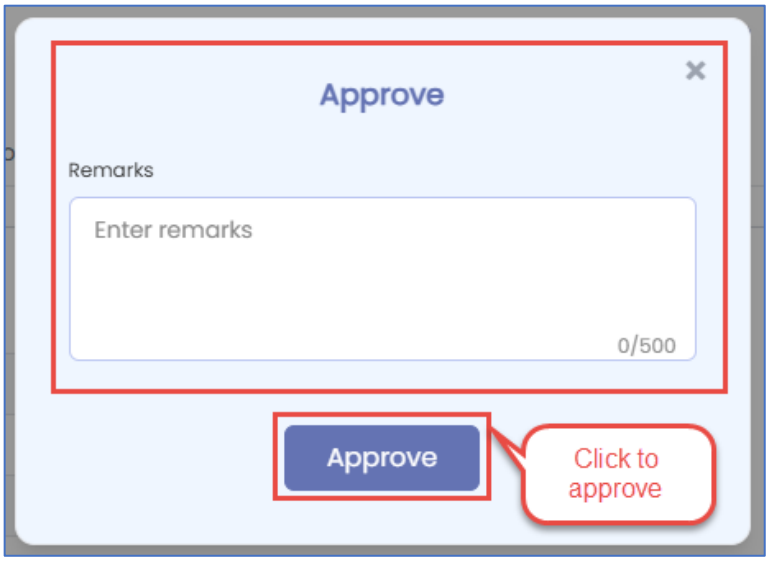


Figure 5-25

Field Description

- Remarks – Enter approval remarks. (Text Area)

Buttons 

- Approve – Approves the application.

5.1.3.5.3 Complete Payment

After approval, click **Complete Payment** from the level listing page to collect the applicable charges.

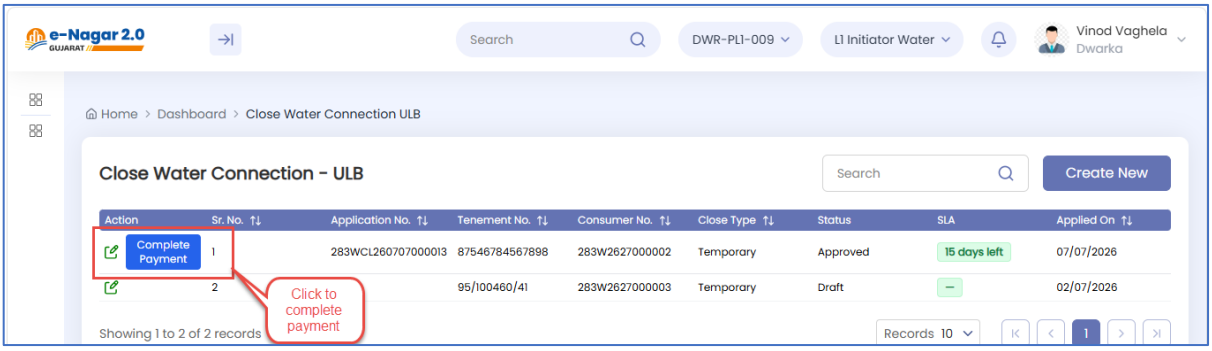


Figure 5-26

Collect Payment

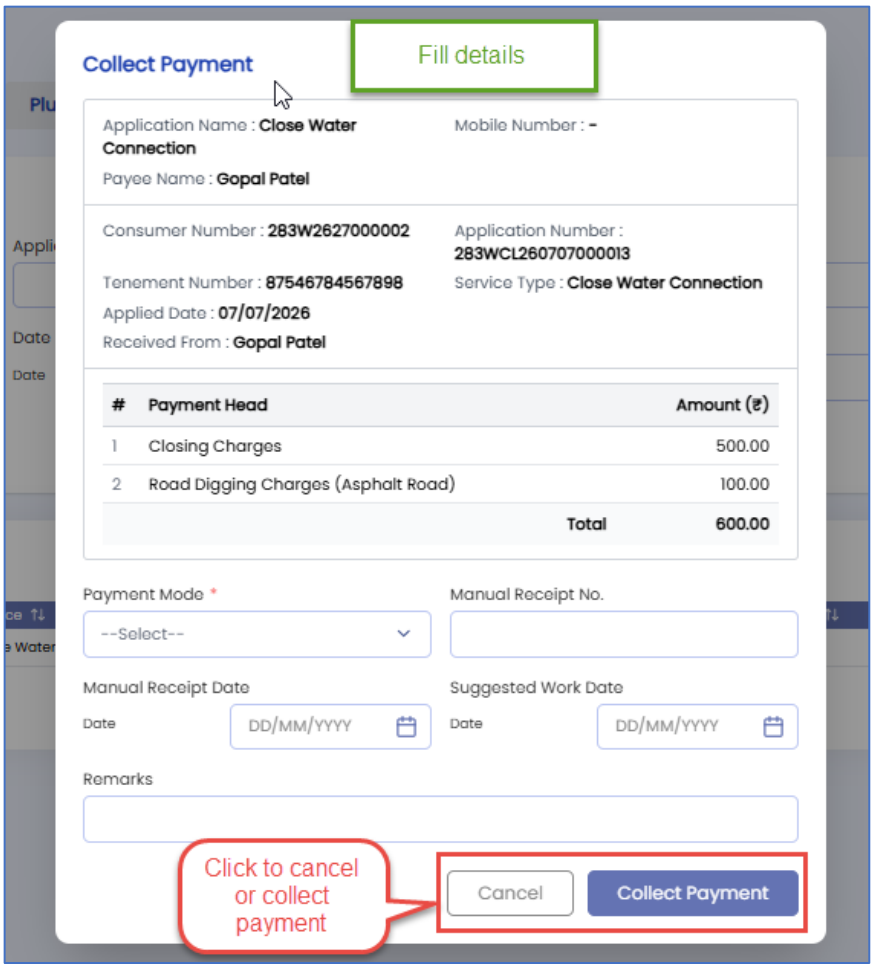


Figure 5-27

Field Description

- Payment Mode – Select the payment mode. (Dropdown)
- Manual Receipt No. – Enter the manual receipt number. (Text)
- Manual Receipt Date – Select the receipt date. (Date Picker)
- Suggested Work Date – Select the suggested work date. (Date Picker)
- Remarks – Enter payment remarks. (Text Area)

Buttons 

- Collect Payment – Collects the payment and completes the transaction.
- Cancel – Closes the payment window.

Payment Collected

- After successful payment collection, a confirmation message is displayed.

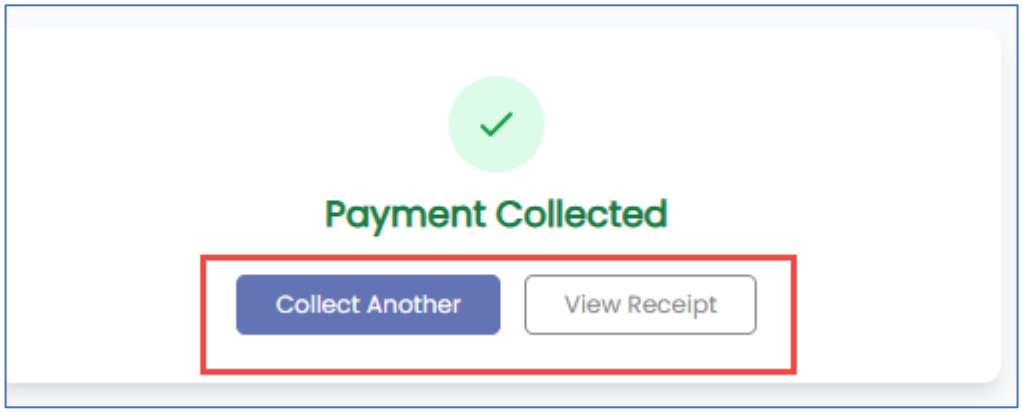


Figure 5-28

Buttons

- Collect Another – Opens another payment collection window.
- View Receipt – Opens the payment receipt for viewing or printing.

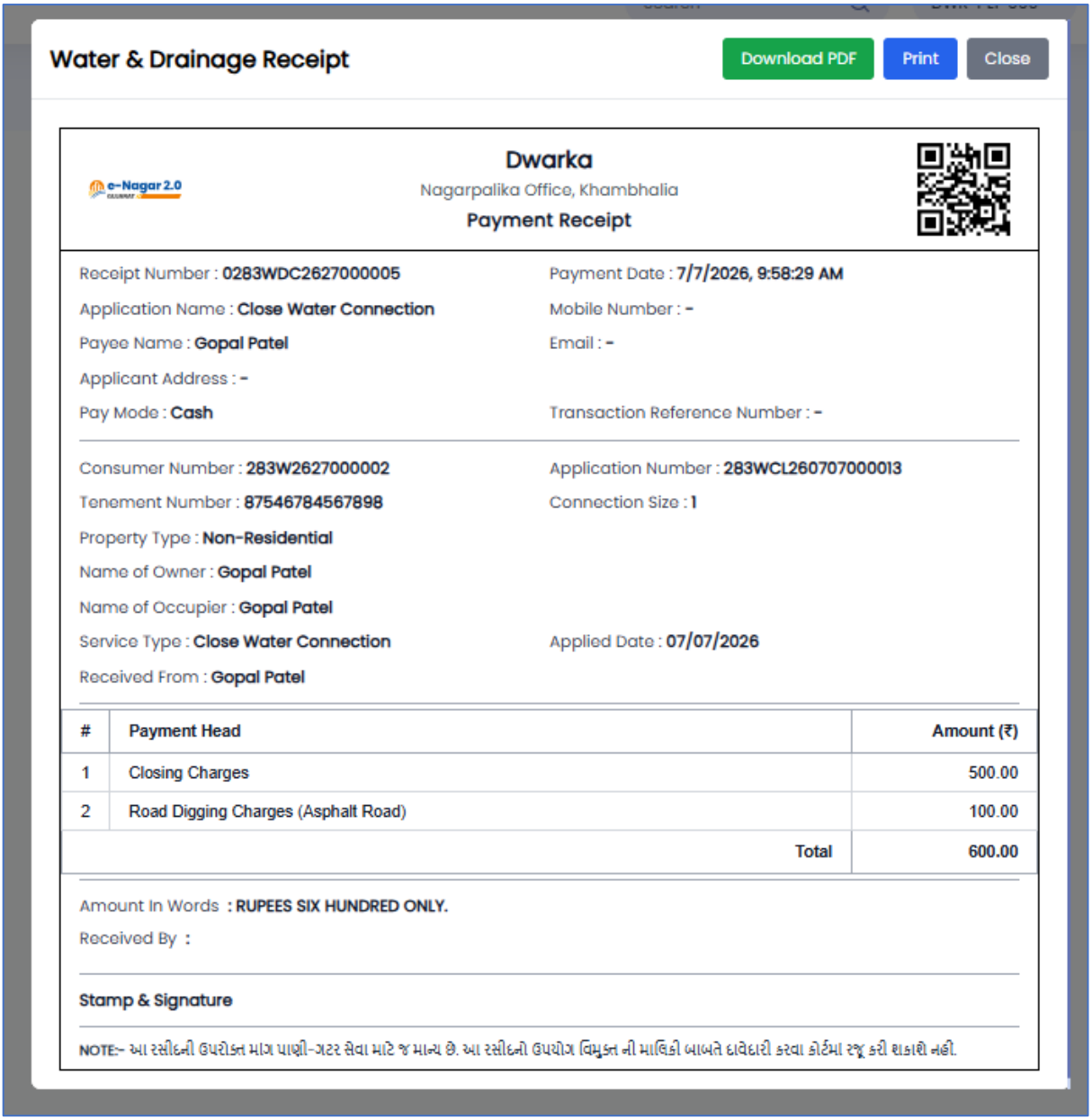


Figure 5-29

This follows the same format as your **Connection Size Master** example: **module → listing page → field descriptions → buttons → next page**, without figures or bullets.

Complete Close Connection

After the connection closure work is completed, click the **Complete Close Connection** action from the Close Water Connection – ULB listing page to record the effective closure date and complete the application.

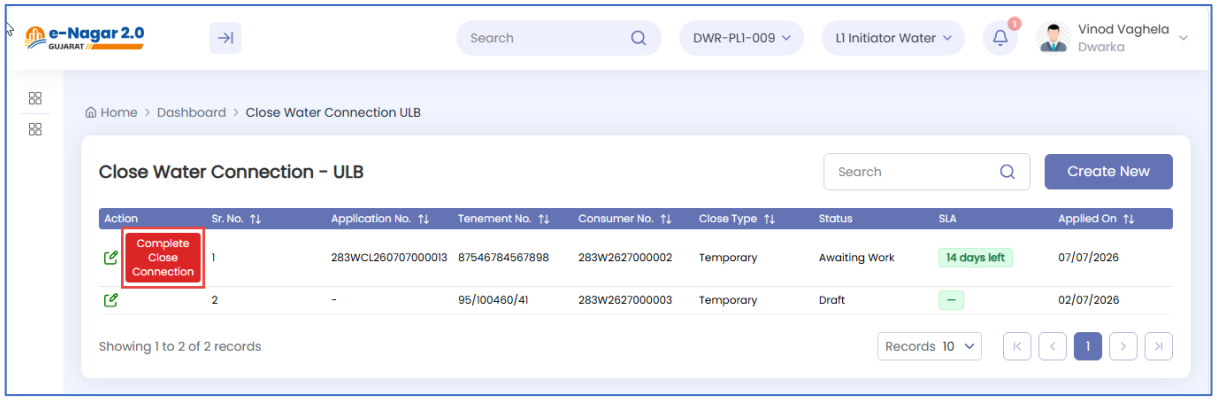


Figure 5-30

Complete Close Connection

The Complete Close Connection dialog box is used to record the actual closure date and finalize the water connection closure process.

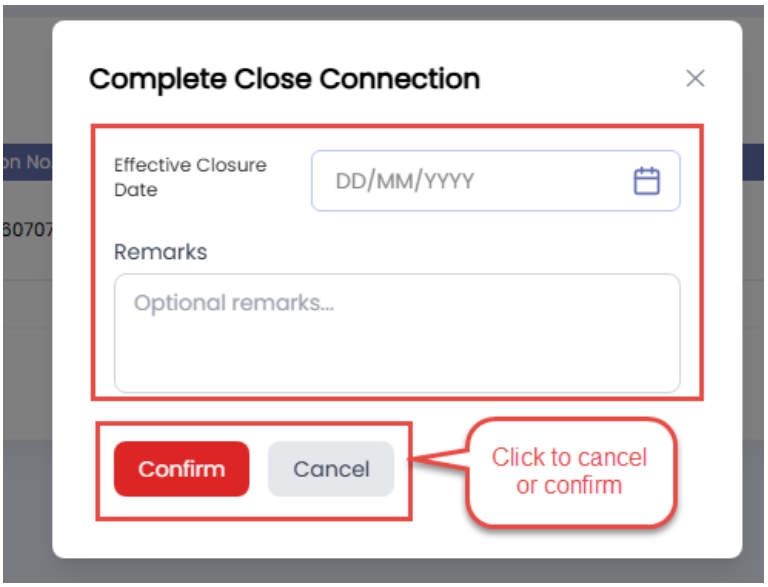


Figure 5-31

Field Description

- Effective Closure Date – Select the date on which the water connection was actually closed. (Date Picker)
- Remarks – Enter remarks related to the completed closure work, if required. (Text Area)

Buttons

- Confirm – Saves the closure details and marks the water connection as **Closed**.
- Cancel – Closes the dialog box without saving the details.

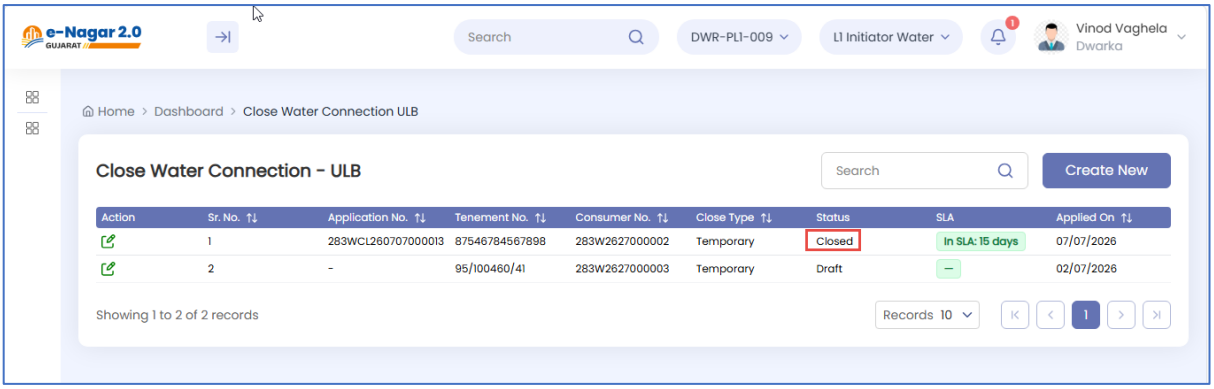


Figure 5-32

Close Water Connection – ULB Listing Page (After Completion)

After successfully confirming the closure, the application status is updated on the listing page.

The listing page displays the updated application along with the following details:

Status – Displays **Closed**, indicating that the water connection has been successfully closed.

SLA – Displays the updated SLA status after completion.

5.1.4 Search Water Connection

Click on **Water & Drainage Connection → Search Water Connection** from the Dashboard to open the Search Water Connection page. The page is used to search and view existing water connection records using various search criteria. After performing a search, all matching records are displayed in the Data Listing section.

Search Fields

The Search Fields section allows users to search water connection records using one or more search parameters.

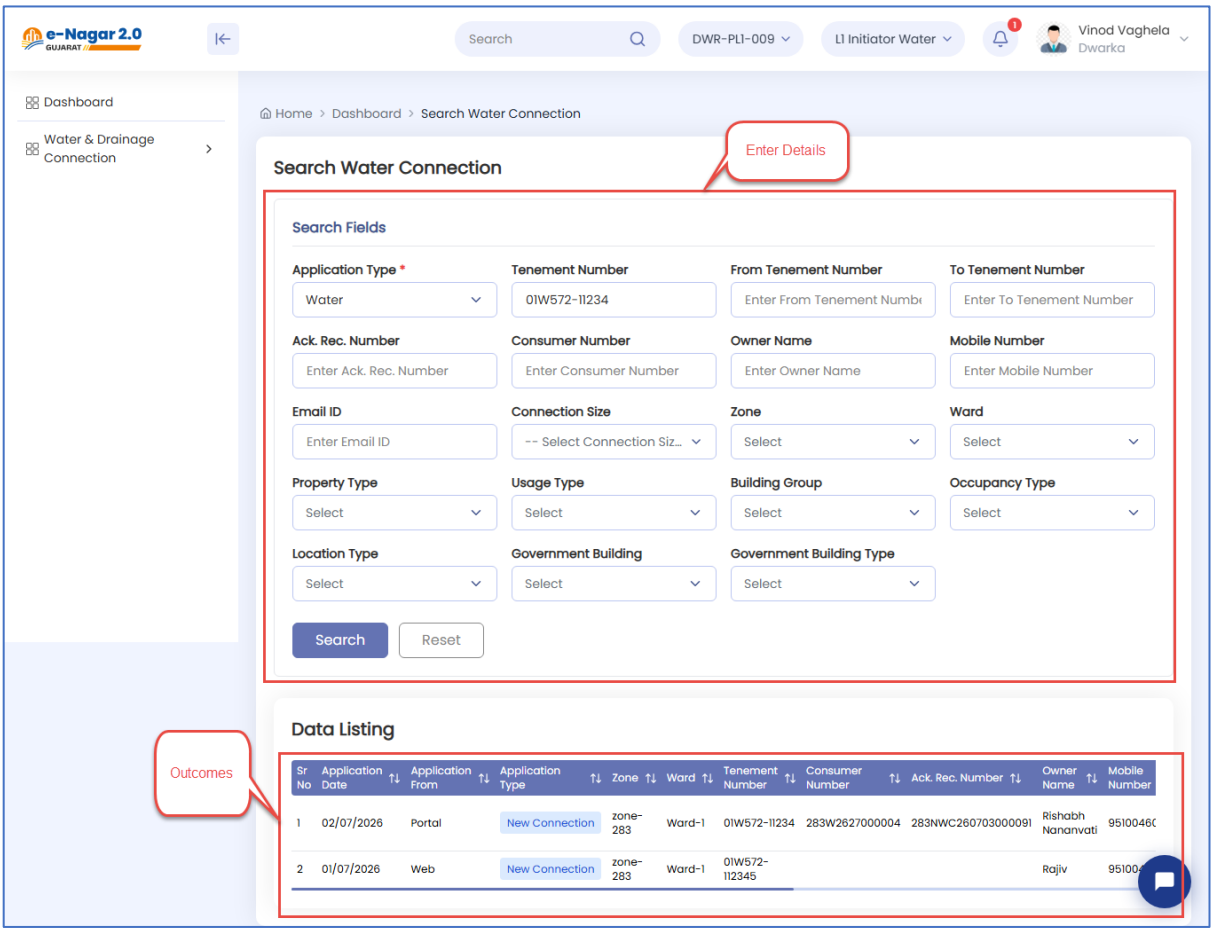


Figure 5-33

Field Description

- Application Type – Select the application type to be searched. (Dropdown)
- Tenement Number – Enter the tenement number. (Text)
- From Tenement Number – Enter the starting tenement number to search within a range. (Text)
- To Tenement Number – Enter the ending tenement number to search within a range. (Text)

- Ack. Rec. Number – Enter the acknowledgement receipt number. (Text)
- Consumer Number – Enter the consumer number. (Numeric)
- Owner Name – Enter the owner's name. (Text)
- Mobile Number – Enter the registered mobile number. (Numeric)
- Email ID – Enter the registered email address. (Email)
- Connection Size – Select the connection size. (Dropdown)
- Zone – Select the municipal zone. (Dropdown)
- Ward – Select the ward. (Dropdown)
- Property Type – Select the property type. (Dropdown)
- Usage Type – Select the usage type of the property. (Dropdown)
- Building Group – Select the building group. (Dropdown)
- Occupancy Type – Select the occupancy type. (Dropdown)
- Location Type – Select the location type. (Dropdown)
- Government Building – Select whether the property is a government building. (Dropdown)
- Government Building Type – Select the government building type. (Dropdown)

Buttons

- Search – Searches water connection records based on the entered search criteria.
- Reset – Clears all entered search criteria.

Data Listing

The Data Listing section displays all water connection records matching the applied search criteria.

- The listing displays the following details:
- Sr. No. – Displays the serial number of the record.
- Application Date – Displays the application submission date.
- Application From – Displays the source from which the application was submitted, such as Portal or Web.
- Application Type – Displays the type of application.

- Zone – Displays the municipal zone.
- Ward – Displays the ward.
- Tenement Number – Displays the registered tenement number.
- Consumer Number – Displays the consumer number.
- Ack. Rec. Number – Displays the acknowledgement receipt number.
- Owner Name – Displays the owner's name.
- Mobile Number – Displays the registered mobile number.

5.2 Drainage Connection

The **Drainage Connection** section is used to create and manage drainage connection applications for properties within the ULB. It allows the authorized user to register a new drainage connection request and subsequently process the application through stages such as fee estimation, communication, site survey, and preview.

To access this section, click **Water & Drainage Connection** from the left navigation menu, select **Drainage Connection**, and then click **Drainage Connection – ULB Form**.

The **Drainage Connection** submenu contains the following options:

Drainage Connection – ULB Form – Used to create and manage drainage connection applications.

Close Drainage Connection – ULB – Used to process requests for closing an existing drainage connection.

Re-Open Drainage Connection – ULB – Used to process requests for reopening a previously closed drainage connection.

Search Drainage Connection – Used to search and view drainage connection records.

6 Drainage Connection Registration – ULB

Click **Drainage Connection – ULB Form** to open the **Drainage Connection Registration – ULB** listing page. This page displays the drainage connection applications available in the system and provides options to search, create, and access existing applications.

6.1.1 Search

Search – Enter relevant application information to locate a specific drainage connection application from the listing. (Search)

6.1.2 Create New

Create New – Click to open the **Drainage Connection – ULB Form** and create a new drainage connection application.

6.1.3 Listing Page Columns

Action – Provides the available action for the corresponding drainage connection application. Click the **Edit** icon to open and continue, review, or modify the application according to its current workflow status.

Sr. No. – Displays the serial number of the drainage connection application.

Application No. – Displays the unique application number generated for the drainage connection request.

Tenement No. – Displays the property or tenement number associated with the drainage connection application.

Connection Use – Displays the purpose or category of use selected for the drainage connection, such as Individual.

Application Type – Displays the type of drainage connection request, such as New Connection.

Source – Displays the source through which the application was created or submitted, such as Direct.

Property User – Displays the property user information associated with the application, where applicable.

Property Role – Displays the role of the applicant or user in relation to the selected property, where applicable.

Owner Name – Displays the name of the property owner or applicant associated with the drainage connection application.

Mobile – Displays the registered mobile number associated with the application.

Status – Displays the current processing status of the drainage connection application, such as **Draft**, **Submitted**, **At L2**, or **Activated**.

7 Drainage Connection – ULB Form

Click **Create New** on the **Drainage Connection Registration – ULB** page to open the **Drainage Connection – ULB Form**. The form is used to enter the drainage connection request details and proceed through the application workflow.

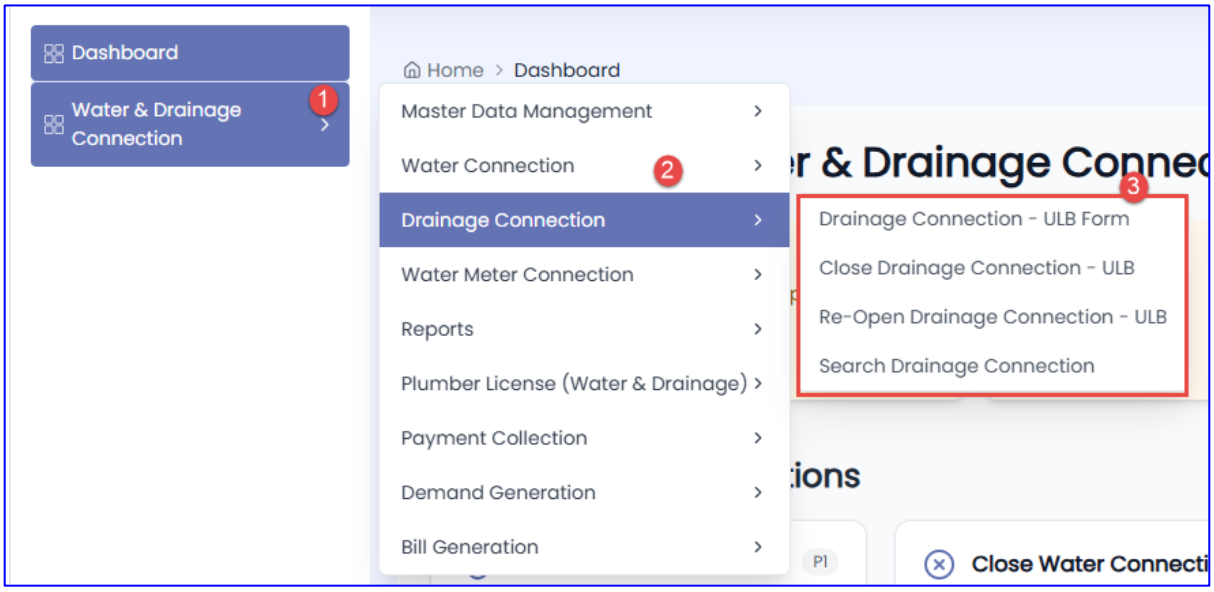


Figure 7-1

The application is processed through the following tabs: **Connection Request**, **Estimate Fee**, **Communicate**, **Site Survey**, and **Preview**. Initially, the user enters the required information under the **Connection Request** tab.

7.1 Connection Request

The **Connection Request** tab is used to enter the basic connection details, building information, applicant information, connection and billing addresses, supporting documents, and remarks.

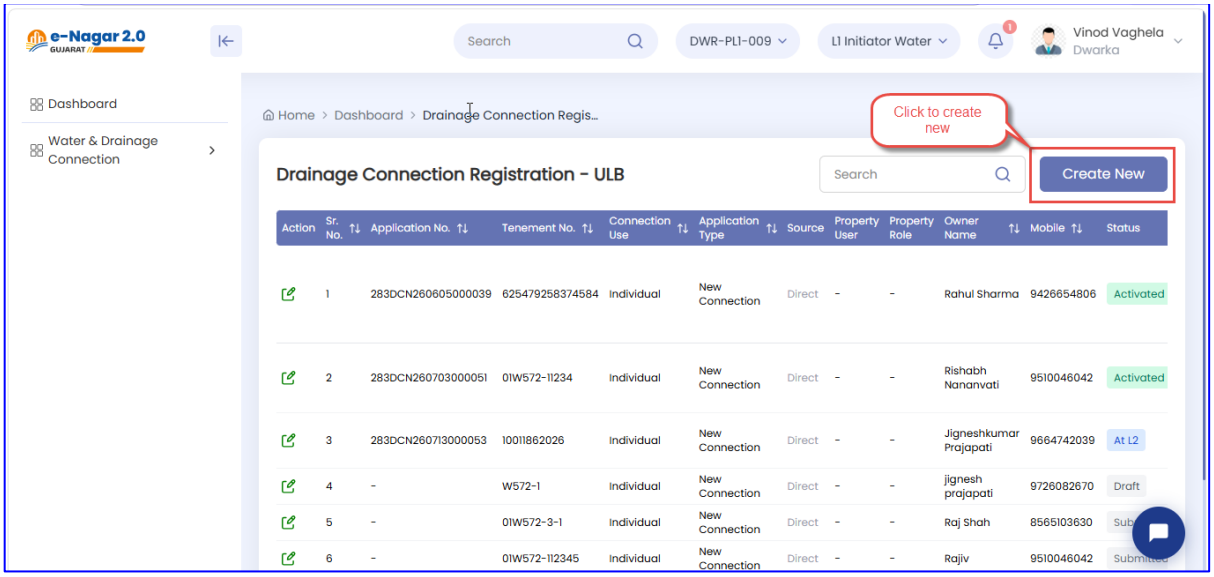
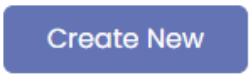


Figure 7-2

Click on  to create new drainage connection.

7.1.1 Drainage Connection Form

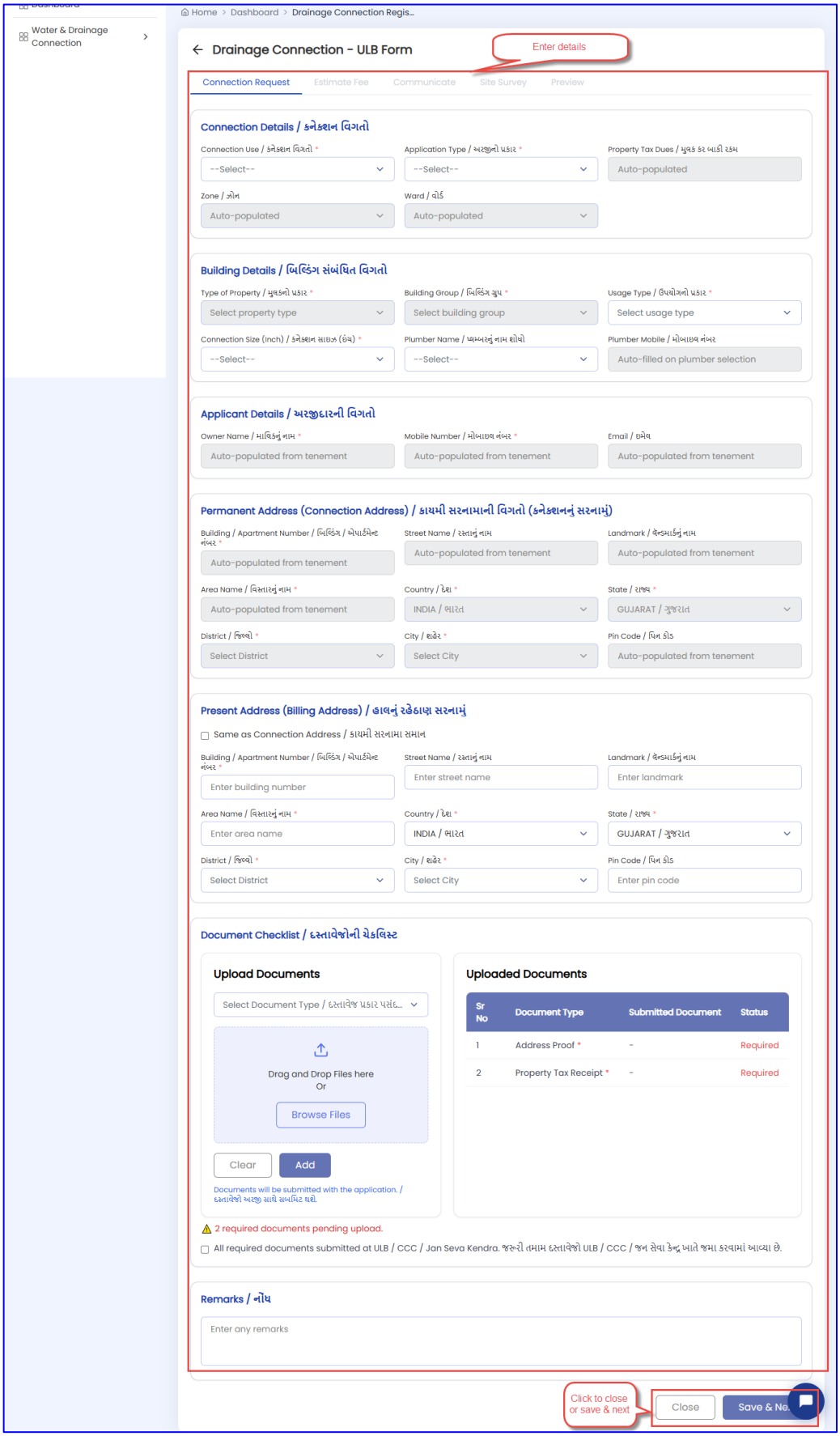


Figure 7-3

7.1.1.1 Connection Request

- **Connection Use** – Select the intended use or category of the drainage connection. This identifies how the requested drainage connection will be used. (Dropdown)
- **Application Type** – Select the type of application being submitted for the drainage connection, such as a new connection request. (Dropdown)
- **Property Tax Dues** – Displays the property tax dues associated with the selected property or tenement. The value is automatically populated by the system based on the available property records. (Auto-populated)
- **Zone** – Displays the municipal zone associated with the selected property or tenement. The value is automatically populated by the system. (Auto-populated)
- **Ward** – Displays the municipal ward associated with the selected property or tenement. The value is automatically populated by the system. (Auto-populated)

Building Details

- **Type of Property** – Select the type of property for which the drainage connection is being requested. (Dropdown)
- **Building Group** – Select the applicable building group or classification of the property. (Dropdown)
- **Usage Type** – Select the usage category of the property for which the drainage connection is required. (Dropdown)
- **Connection Size (Inch)** – Select the required drainage connection size in inches. (Dropdown)
- **Plumber Name** – Select the plumber associated with the drainage connection work. (Dropdown)
- **Plumber Mobile** – Displays the mobile number of the selected plumber. The value is automatically populated after selecting the plumber. (Auto-populated)

Applicant Details

- The **Applicant Details** section displays the information of the property owner or applicant associated with the selected tenement.
- **Owner Name** – Displays the name of the property owner associated with the selected tenement. The value is automatically populated from the tenement details. (Auto-populated)
- **Mobile Number** – Displays the registered mobile number of the property owner or applicant. The value is automatically populated from the tenement details. (Auto-populated)
- **Email** – Displays the registered email address associated with the property owner or applicant. The value is automatically populated from the tenement details. (Auto-populated)

Permanent Address (Connection Address)

- The **Permanent Address (Connection Address)** section displays the address of the property where the drainage connection is required. Available address details may be automatically populated from the selected tenement.
- **Building / Apartment Number** – Displays the building, house, flat, or apartment number associated with the connection address. (Auto-populated)
- **Street Name** – Displays the street or road name associated with the connection address. (Auto-populated)
- **Landmark** – Displays a nearby landmark associated with the connection address. (Auto-populated)
- **Area Name** – Displays the locality or area name associated with the connection address. (Auto-populated)
- **Country** – Displays or allows selection of the country associated with the connection address. (Dropdown)
- **State** – Displays or allows selection of the state associated with the connection address. (Dropdown)
- **District** – Select the district associated with the connection address. (Dropdown)
- **City** – Select the city associated with the connection address. (Dropdown)
- **Pin Code** – Displays the postal PIN code associated with the connection address. (Auto-populated)

Present Address (Billing Address)

- The **Present Address (Billing Address)** section is used to enter the address to be used for billing and correspondence related to the drainage connection.
- **Same as Connection Address** – Select this checkbox when the billing address is the same as the permanent or connection address. The system uses the connection address details as the billing address. (Checkbox)
- **Building / Apartment Number** – Enter the building, house, flat, or apartment number of the billing address. (Text)
- **Street Name** – Enter the street or road name of the billing address. (Text)
- **Landmark** – Enter a nearby landmark for the billing address. (Text)
- **Area Name** – Enter the locality or area name of the billing address. (Text)
- **Country** – Select the country associated with the billing address. (Dropdown)
- **State** – Select the state associated with the billing address. (Dropdown)
- **District** – Select the district associated with the billing address. (Dropdown)
- **City** – Select the city associated with the billing address. (Dropdown)
- **Pin Code** – Enter the postal PIN code of the billing address. (Numeric)

Document Checklist

The **Document Checklist** section is used to upload and verify the supporting documents required for processing the drainage connection application. It contains the **Upload Documents** and **Uploaded Documents** sections.

Upload Documents

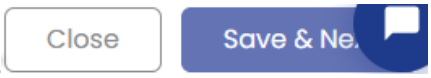
- **Select Document Type** – Select the type of supporting document to be uploaded for the application. (Dropdown)
- **Drag and Drop Files Here / Browse Files** – Upload the selected supporting document by dragging and dropping the file into the upload area or clicking **Browse Files** to select a file from the device. (File Upload)
- **Clear** – Removes the selected file before it is added to the application.
- **Add** – Adds the selected document to the application and updates the uploaded document information.

Uploaded Documents

- **Sr. No.** – Displays the serial number of the required or uploaded document.
- **Document Type** – Displays the type of supporting document required for the drainage connection application, such as **Address Proof** or **Property Tax Receipt**.
- **Submitted Document** – Displays the document submitted against the corresponding document requirement.
- **Status** – Displays the current status of the document. A **Required** status indicates that the corresponding mandatory document is still pending submission.
- **Required Documents Pending Upload Message** – Displays the number of mandatory documents that are still pending upload.
- **All required documents submitted at ULB / CCC / Jan Seva Kendra** – Select this checkbox when all required supporting documents have been physically submitted at the applicable ULB, City Civic Centre (CCC), or Jan Seva Kendra, as applicable. (Checkbox)

Remarks

- **Remarks** – Enter any additional comments, observations, or information relevant to the drainage connection application. (Text Area)

Page Actions 

- **Close** – Closes the current form or exits the current application page without proceeding to the next stage.
- **Save & Next** – Saves the entered **Connection Request** information and proceeds to the next stage of the drainage connection application process.

7.1.1.2 Estimate Fees

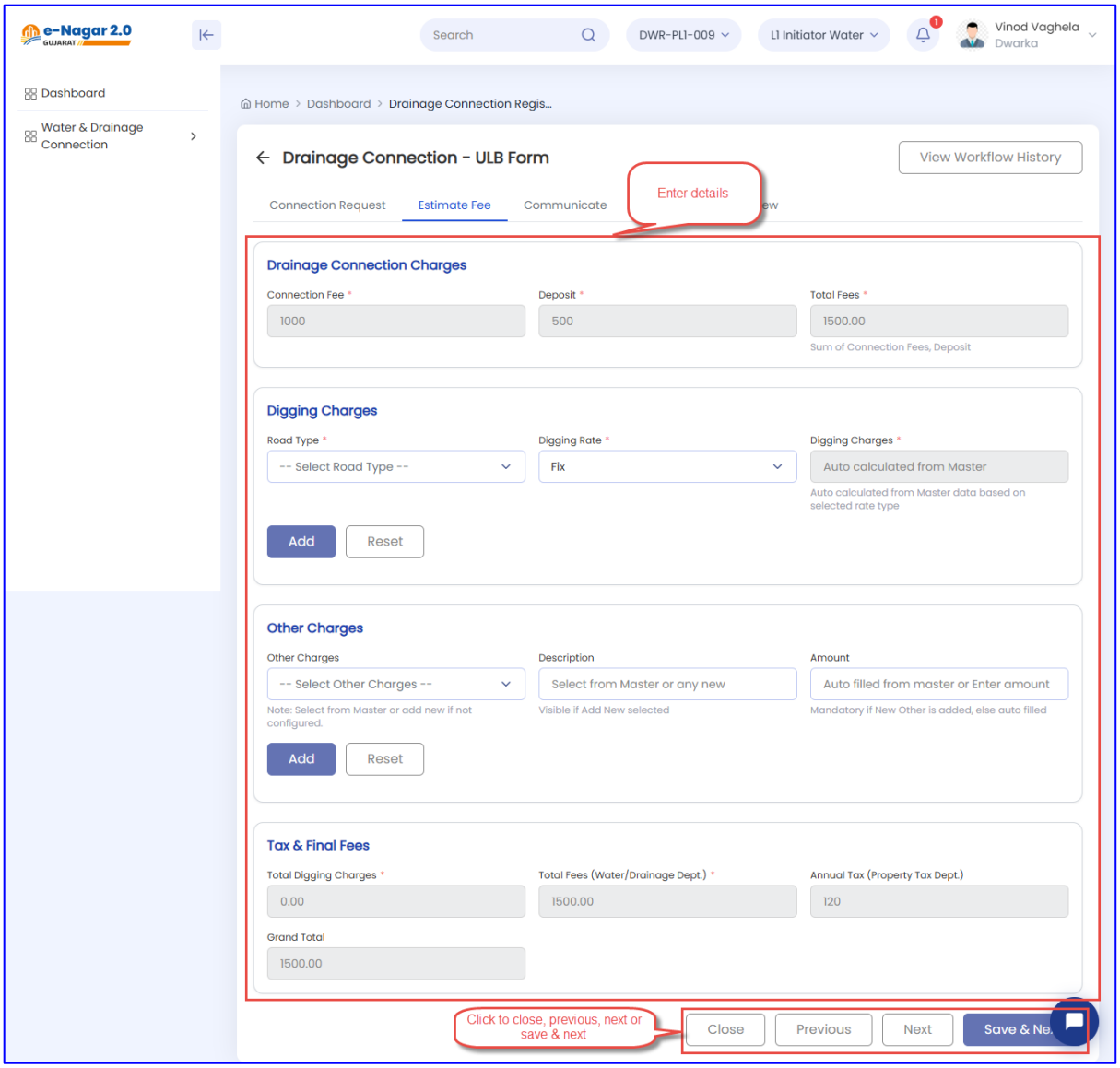


Figure 7-4

The **Estimate Fee** tab contains the following sections:

Drainage Connection Charges

- **Connection Fee** – Displays the applicable fee for providing the drainage connection. The amount is populated based on the configured fee details. (Auto-populated)
- **Deposit** – Displays the applicable security deposit amount for the drainage connection. (Auto-populated)
- **Total Fees** – Displays the total of the Connection Fee and Deposit amount. The value is automatically calculated by the system. (Auto-calculated)
- Digging Charges

- The **Digging Charges** section is used to calculate charges applicable for road digging work required to provide the drainage connection.

- **Road Type** – Select the type of road where digging work is required for the drainage connection. (Dropdown)
- **Digging Rate** – Select the applicable rate type for calculating the digging charges, such as Fix. (Dropdown)
- **Digging Charges** – Displays the applicable digging charges based on the selected road type and digging rate. The amount is automatically calculated using the configured master data. (Auto-calculated)
- **Add** – Click to add the calculated digging charge to the drainage connection fee calculation.
- **Reset** – Click to clear the selected digging charge details and enter the information again.

Other Charges

- The **Other Charges** section is used to add any additional charges applicable to the drainage connection application.
- **Other Charges** – Select the applicable additional charge from the configured master data. If the required charge is not configured, select the option to add a new charge, where available. (Dropdown)
- **Description** – Enter the description of the additional charge when a new charge is being added. This field becomes applicable when the option to add a new charge is selected. (Text)
- **Amount** – Displays the amount automatically when an existing charge is selected from the master data. If a new charge is being added, enter the applicable amount. (Numeric)
- **Add** – Click to add the selected or newly entered charge to the fee calculation.
- **Reset** – Click to clear the entered Other Charges details.

Tax & Final Fees

- The **Tax & Final Fees** section displays the consolidated charges calculated for the drainage connection application.
- **Total Digging Charges** – Displays the total amount of all digging charges added to the application. (Auto-calculated)
- **Total Fees (Water/Drainage Dept.)** – Displays the total fees applicable from the Water/Drainage Department, including the relevant connection charges and other applicable departmental charges. (Auto-calculated)
- **Annual Tax (Property Tax Dept.)** – Displays the applicable annual tax amount received or calculated based on the Property Tax Department information. (Auto-populated)
- **Grand Total** – Displays the final total amount calculated for the drainage connection application based on the applicable fees and charges. (Auto-calculated)

Page Actions 

- **View Workflow History** – Click to view the workflow history of the drainage connection application, including its previous processing stages and actions.
- **Close** – Click to close the current application page.

- **Previous** – Click to return to the previous **Connection Request** tab.
- **Next** – Click to proceed to the next **Communicate** tab.
- **Save & Next** – Click to save the entered and calculated fee details and proceed to the next stage of the drainage connection application process.

7.1.1.3 Communicate

After completing the **Estimate Fee** details, proceed to the **Communicate** tab. This tab is used to communicate with the applicant when additional information, clarification, or document-related action is required for the drainage connection application.

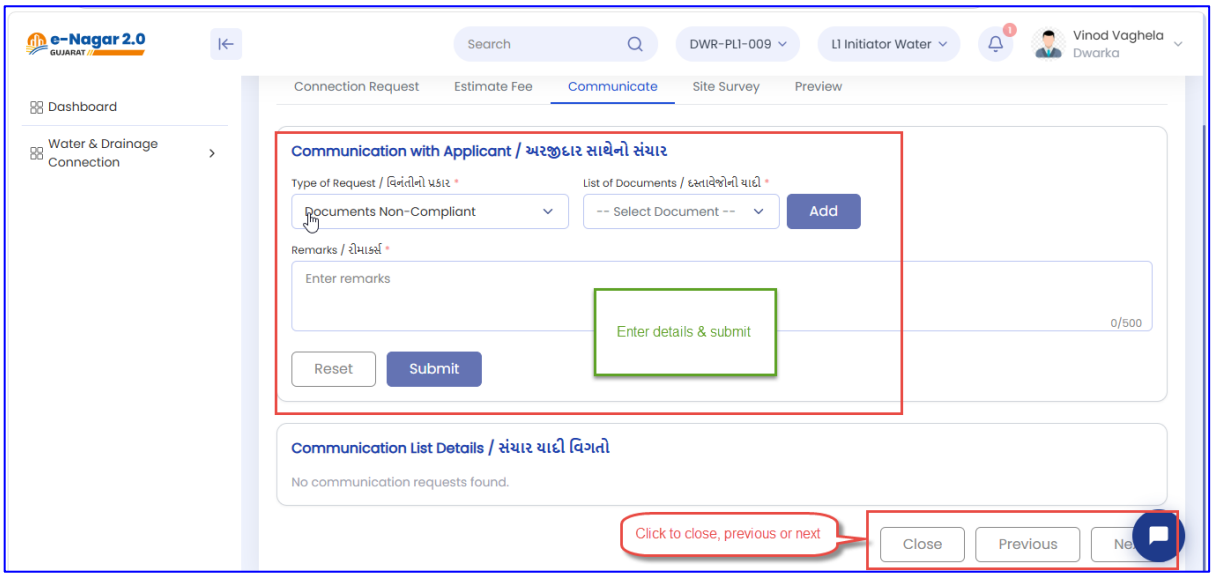


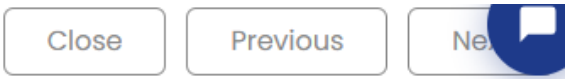
Figure 7-5

Communication with Applicant

- **Type of Request** – Select the type of communication or request to be sent to the applicant. For example, select **Documents Non-Compliant** when one or more submitted documents do not meet the required criteria. (Dropdown)
- **List of Documents** – Select the document for which clarification, correction, or resubmission is required. This field is used to identify the specific non-compliant document related to the communication request. (Dropdown)
- **Add** – Click to add the selected document to the communication request. This allows the user to include the relevant document in the request before submitting the communication.
- **Remarks** – Enter the details, reason, instructions, or clarification regarding the communication request. The remarks should clearly explain the action required from the applicant. A maximum of 500 characters can be entered. (Text Area)
- **Reset** – Click to clear the entered communication details and reset the fields.
- **Submit** – Click to submit the communication request. Once submitted, the communication is recorded and sent for the required action.

Communication List Details

- The **Communication List Details** section displays the communication requests created for the current drainage connection application. Once a communication request is submitted, its details are displayed in this section for reference and tracking.
- If no communication request has been created, the system displays the message **“No communication requests found.”**

Page Actions 

- **Close** – Click to close the current drainage connection application page.
- **Previous** – Click to return to the previous **Estimate Fee** tab.
- **Next** – Click to proceed to the next **Site Survey** tab.

7.1.1.4 Site Survey

After completing the **Communicate** stage, proceed to the **Site Survey** tab. This tab is used to schedule a site inspection for the drainage connection application, assign a plumber if required, track the inspection request, and record the outcome of the inspection.

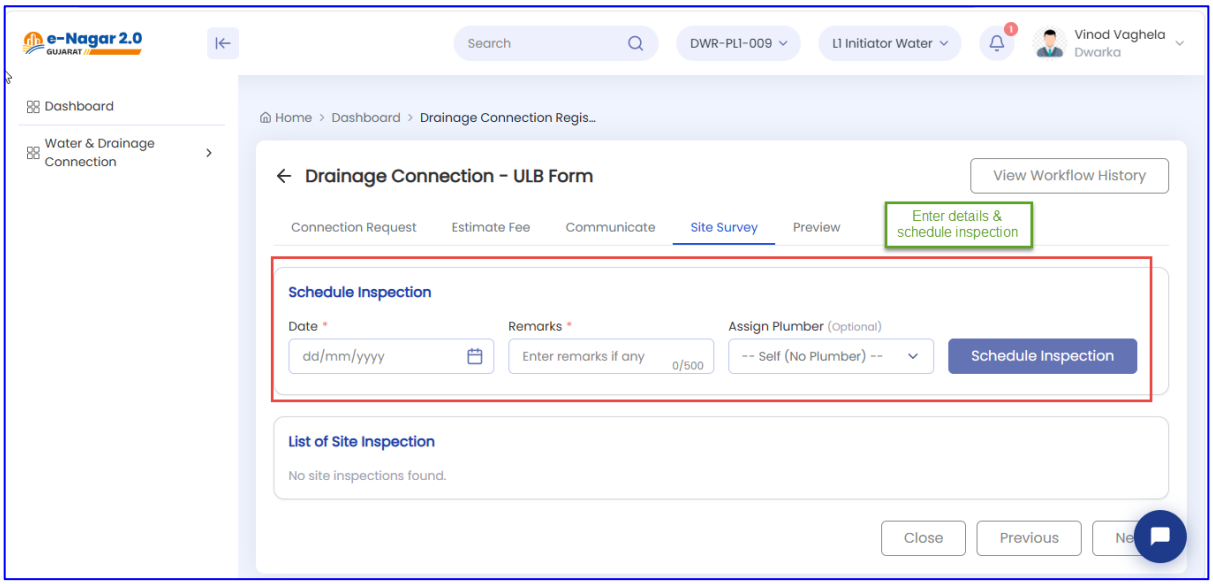


Figure 7-6

Schedule Inspection

- **Date** – Select the date on which the site inspection is to be scheduled. (Date Picker)
- **Remarks** – Enter any instructions, observations, or remarks related to the scheduled site inspection. A maximum of 500 characters can be entered. (Text Area)
- **Assign Plumber** – Select the plumber to be assigned for the site inspection. If no plumber is required, retain the **Self (No Plumber)** option. This field is optional. (Dropdown)
- **Schedule Inspection** – Click to schedule the site inspection based on the entered date, remarks, and plumber assignment. After the inspection is scheduled, a request is created and displayed in the **List of Site Inspection** section.

List of Site Inspection

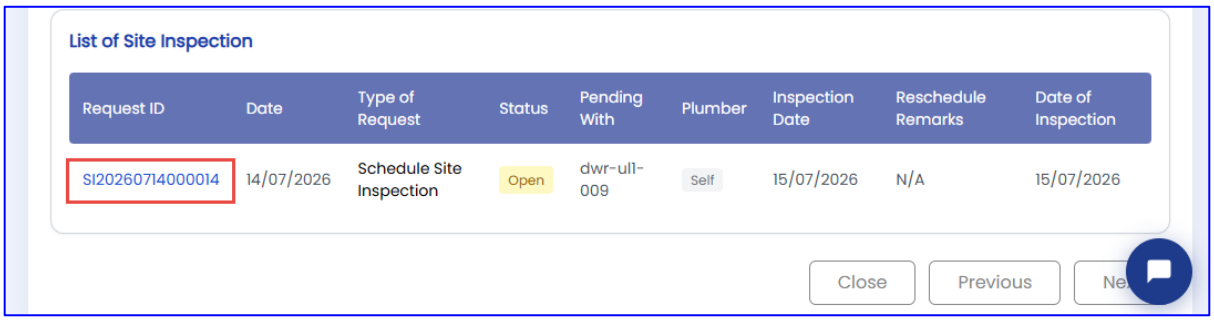


Figure 7-7

- The **List of Site Inspection** section displays all site inspection requests created for the current drainage connection application. Initially, if no inspection has been scheduled, the system displays **"No site inspections found."**
- Once an inspection is scheduled, the following details are displayed:
- **Request ID** – Displays the unique identification number generated for the site inspection request. Click the Request ID to open the inspection request and take the required action.
- **Date** – Displays the date on which the site inspection request was created or scheduled.
- **Type of Request** – Displays the type of inspection request, such as **Schedule Site Inspection**.
- **Status** – Displays the current status of the site inspection request. For example, **Open** indicates that the inspection is pending, while **Completed** indicates that the inspection process has been completed.
- **Pending With** – Displays the user, role, or office with whom the site inspection request is currently pending for action.
- **Plumber** – Displays the plumber assigned to the inspection. If the inspection is being handled without an assigned plumber, the system displays **Self**.
- **Inspection Date** – Displays the scheduled date of the site inspection.
- **Reschedule Remarks** – Displays the reason or remarks entered when the inspection is rescheduled. If the inspection has not been rescheduled, the system displays **N/A**.
- **Date of Inspection** – Displays the actual or recorded date of the site inspection.

Take Action on Inspection

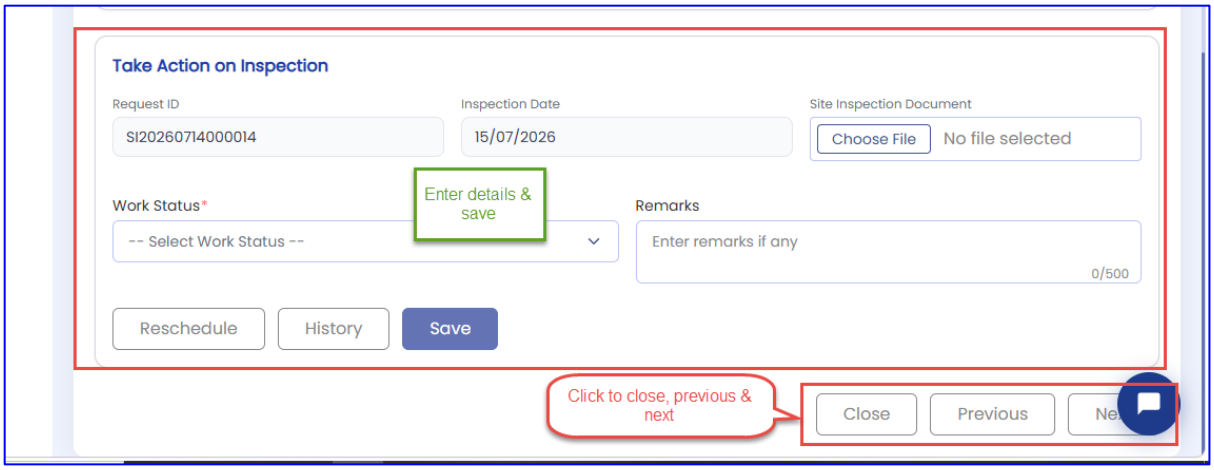


Figure 7-8

- Click the **Request ID** from the **List of Site Inspection** to open the **Take Action on Inspection** section. This section is used to record the site inspection details and complete or update the inspection request.
- **Request ID** – Displays the unique identification number of the selected site inspection request. (Auto-populated)
- **Inspection Date** – Displays the date of the selected site inspection. (Auto-populated)
- **Site Inspection Document** – Upload the supporting document related to the site inspection, if applicable. (File Upload)
- **Work Status** – Select the current status or outcome of the work based on the site inspection. (Dropdown)

- **Remarks** – Enter any observations, findings, comments, or additional information related to the site inspection. A maximum of 500 characters can be entered. (Text Area)
- **Reschedule** – Click to reschedule the site inspection when the inspection cannot be completed on the currently scheduled date.
- **History** – Click to view the previous actions and history related to the selected site inspection request.
- **Save** – Click to save the entered site inspection details and update the inspection request. Once the inspection is successfully completed, its status in the **List of Site Inspection** is updated from **Open** to **Completed**.

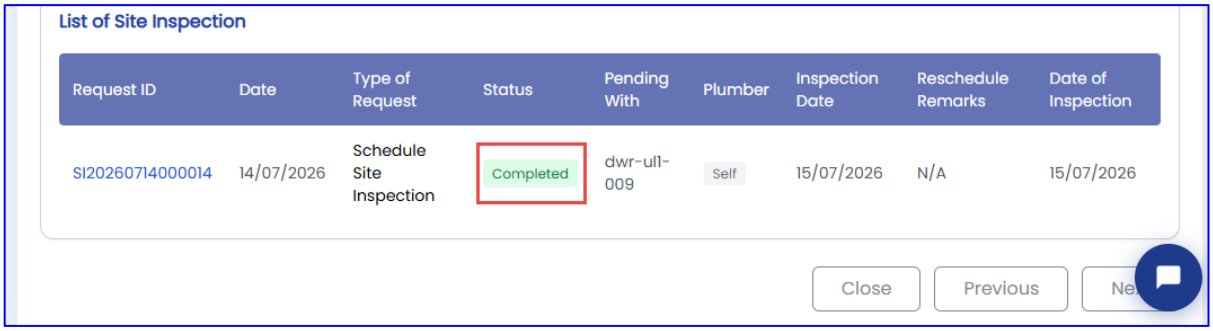
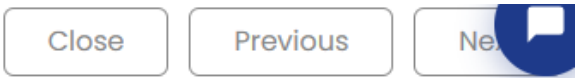


Figure 7-9

Page Actions 

- **View Workflow History** – Click to view the workflow history of the drainage connection application, including the actions performed during different stages of the application process.
- **Close** – Click to close the current drainage connection application page.
- **Previous** – Click to return to the previous **Communicate** tab.
- **Next** – Click to proceed to the next **Preview** tab after completing the required site survey and inspection activities.

7.1.1.5 Preview

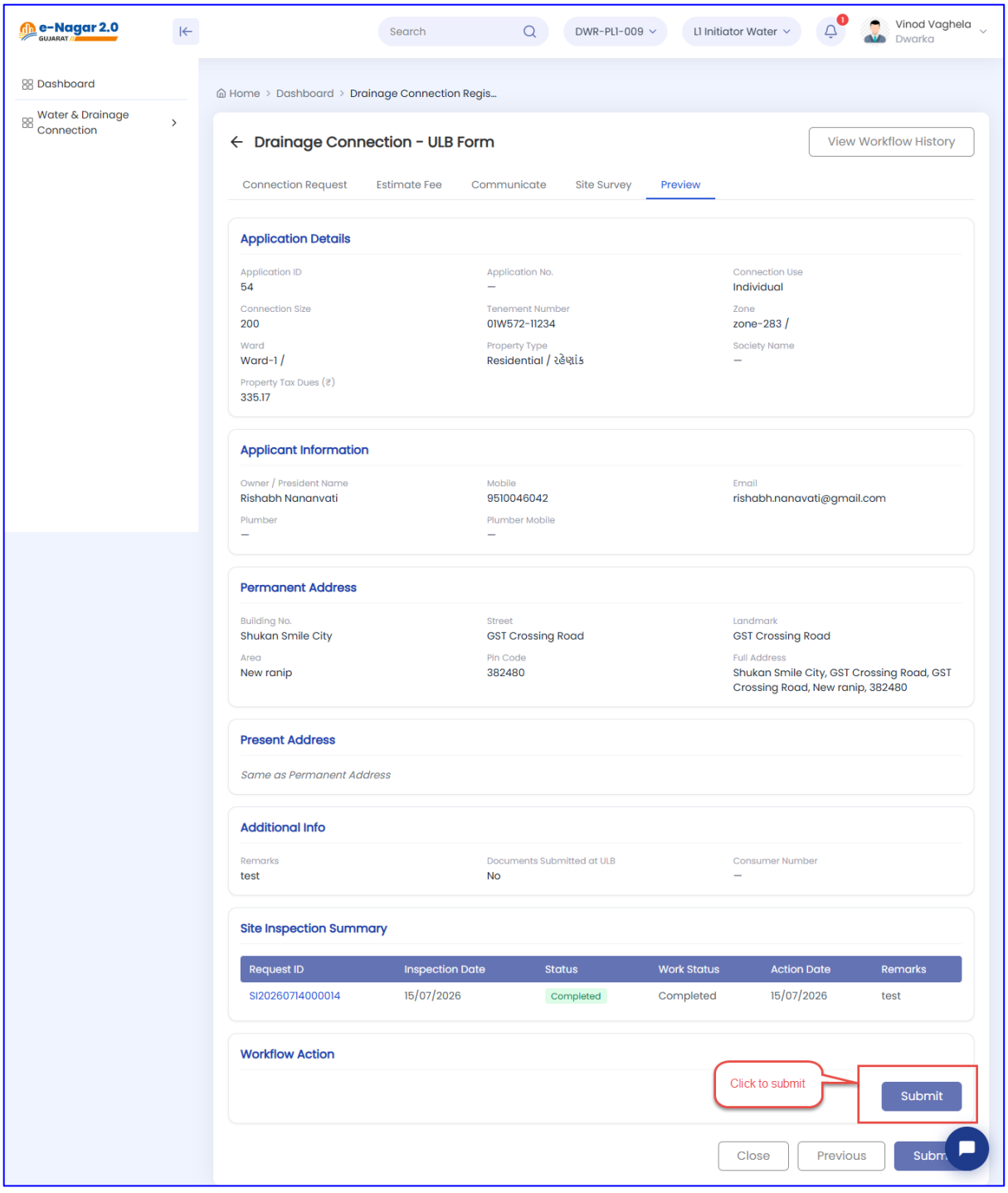
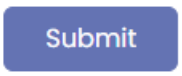


Figure 7-10

After completing the **Site Survey** stage, proceed to the **Preview** tab. This tab displays a consolidated summary of the drainage connection application, including application details, applicant information, address details, additional information, and the completed site inspection details. Review all displayed information before submitting the application for the next workflow action.

Page Actions 

- **View Workflow History** – Click to view the complete workflow history of the drainage connection application, including the actions performed at different stages.
- **Close** – Click to close the current drainage connection application page.
- **Previous** – Click to return to the previous **Site Survey** tab.
- **Submit** – Click to submit the completed drainage connection application and move it to the next stage of the workflow.

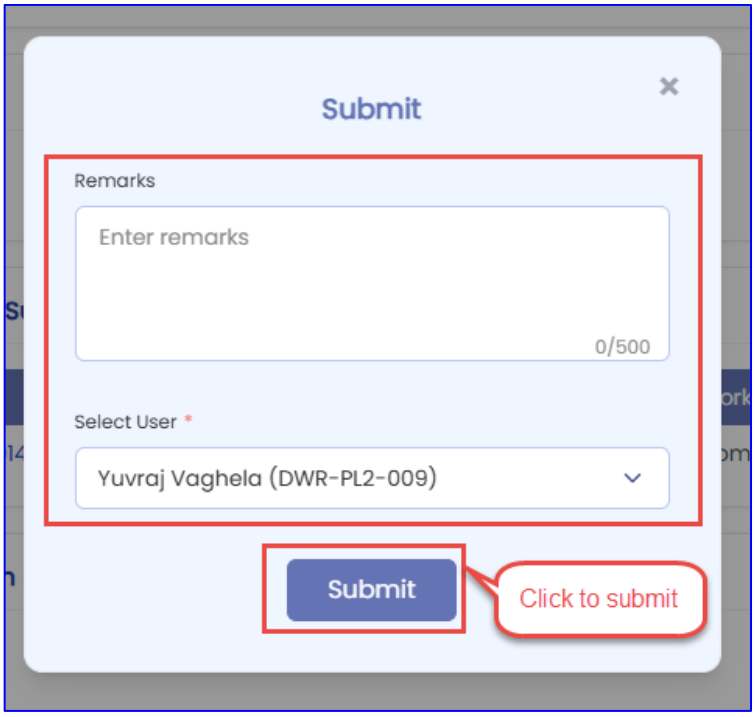


Figure 7-11

Click the **Submit** button in the **Workflow Action** section to open the **Submit** pop-up window. This window is used to enter remarks and forward the drainage connection application to the appropriate user for the next level of processing.

- **Remarks** – Enter any comments, instructions, or additional information related to the application submission. A maximum of 500 characters can be entered. (Text Area)
- **Select User** – Select the user to whom the drainage connection application is to be forwarded for further processing. The available users are displayed based on the configured workflow and role. (Dropdown)
- **Submit** – Click to submit and forward the drainage connection application to the selected user for the next stage of the workflow.
- **Close (X)** – Click the **X** icon to close the Submit pop-up window without submitting the application.

Close Drainage Connection – ULB

The **Close Drainage Connection – ULB** module is used to process requests for closing an existing drainage connection. The user can search for an existing consumer, verify the connection and applicant details, specify the closure details, upload the required supporting documents, calculate applicable closure and other charges, and continue the application through the workflow.

To access this module, click **Water & Drainage Connection → Drainage Connection → Close Drainage Connection – ULB**.

7.2 Close Drainage Connection – ULB Listing Page

The listing page displays all drainage connection closure applications. The user can use the **Search** field to locate a specific application and click **Create New** to initiate a new drainage connection closure request.

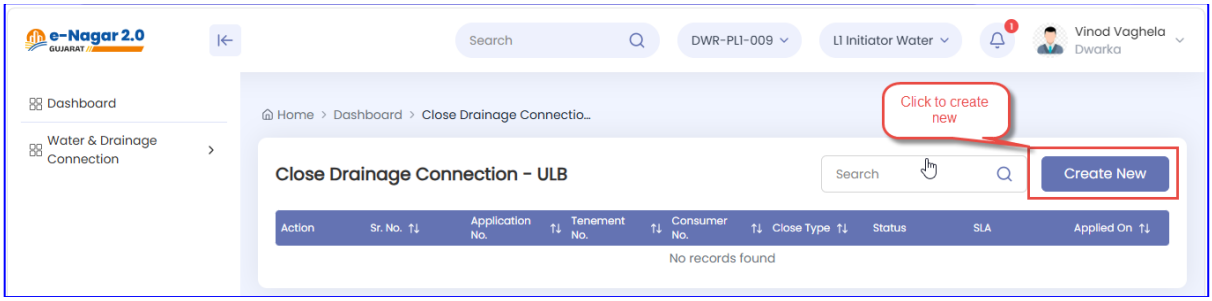


Figure 7-12

The listing page contains the following columns:

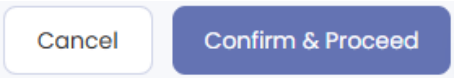
- **Action** – Provides the available action for accessing or processing the application.
- **Sr. No.** – Displays the serial number of the record.
- **Application No.** – Displays the unique application number generated for the drainage connection closure request.
- **Tenement No.** – Displays the tenement number associated with the drainage connection.
- **Consumer No.** – Displays the unique consumer number associated with the connection.
- **Close Type** – Displays whether the drainage connection is requested to be closed permanently or temporarily.
- **Status** – Displays the current status of the application.
- **SLA** – Displays the applicable service-level timeline for processing the application.
- **Applied On** – Displays the date on which the closure application was submitted.
- Click **Create New** to initiate a new drainage connection closure request.

Terms and Conditions



Figure 7-13

After clicking **Create New**, the system displays the applicable instructions, document requirements, and conditions for closing the drainage connection. The user must read the displayed information carefully before proceeding.

Select the acknowledgement checkbox to confirm that the instructions have been read and accepted. 

Confirm & Proceed – Click to accept the conditions and continue to the **Close Drainage Connection – ULB** form.

Cancel – Click to cancel the process and return without creating a new closure request.

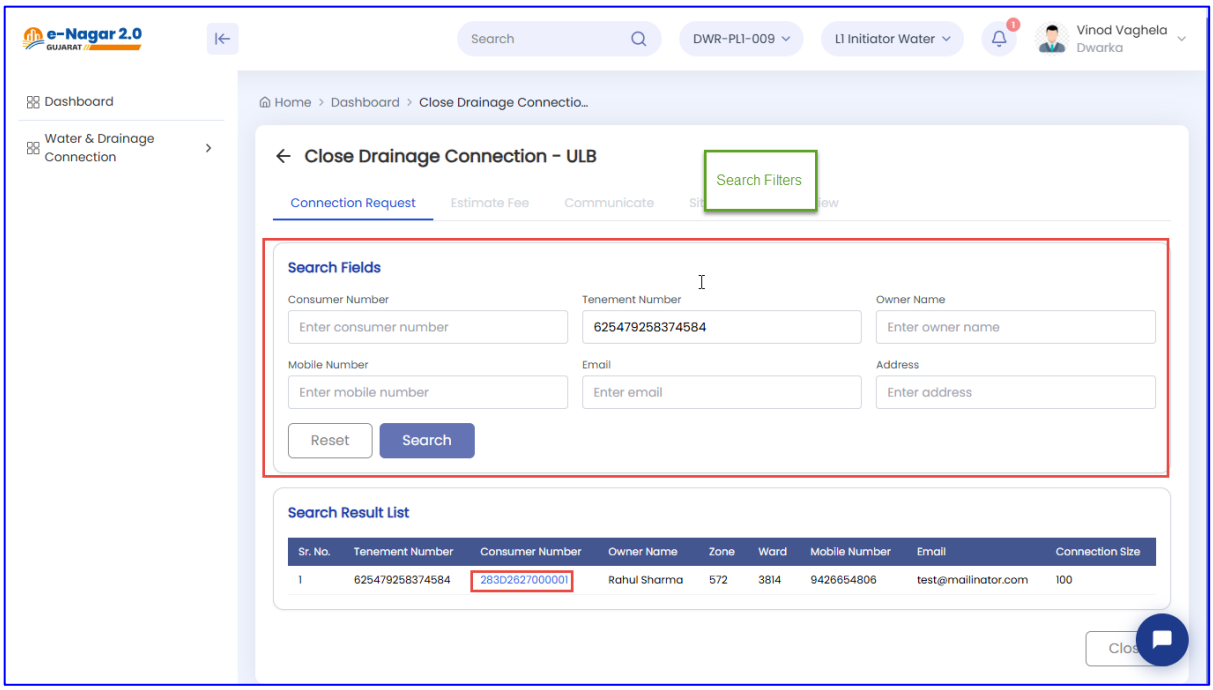


Figure 7-14

Click on the consumer number to expand to expand the form.

7.2.1 Connection Request

The **Connection Request** tab is used to identify the existing drainage connection, verify the consumer information, enter the closure details, and upload the required supporting documents.

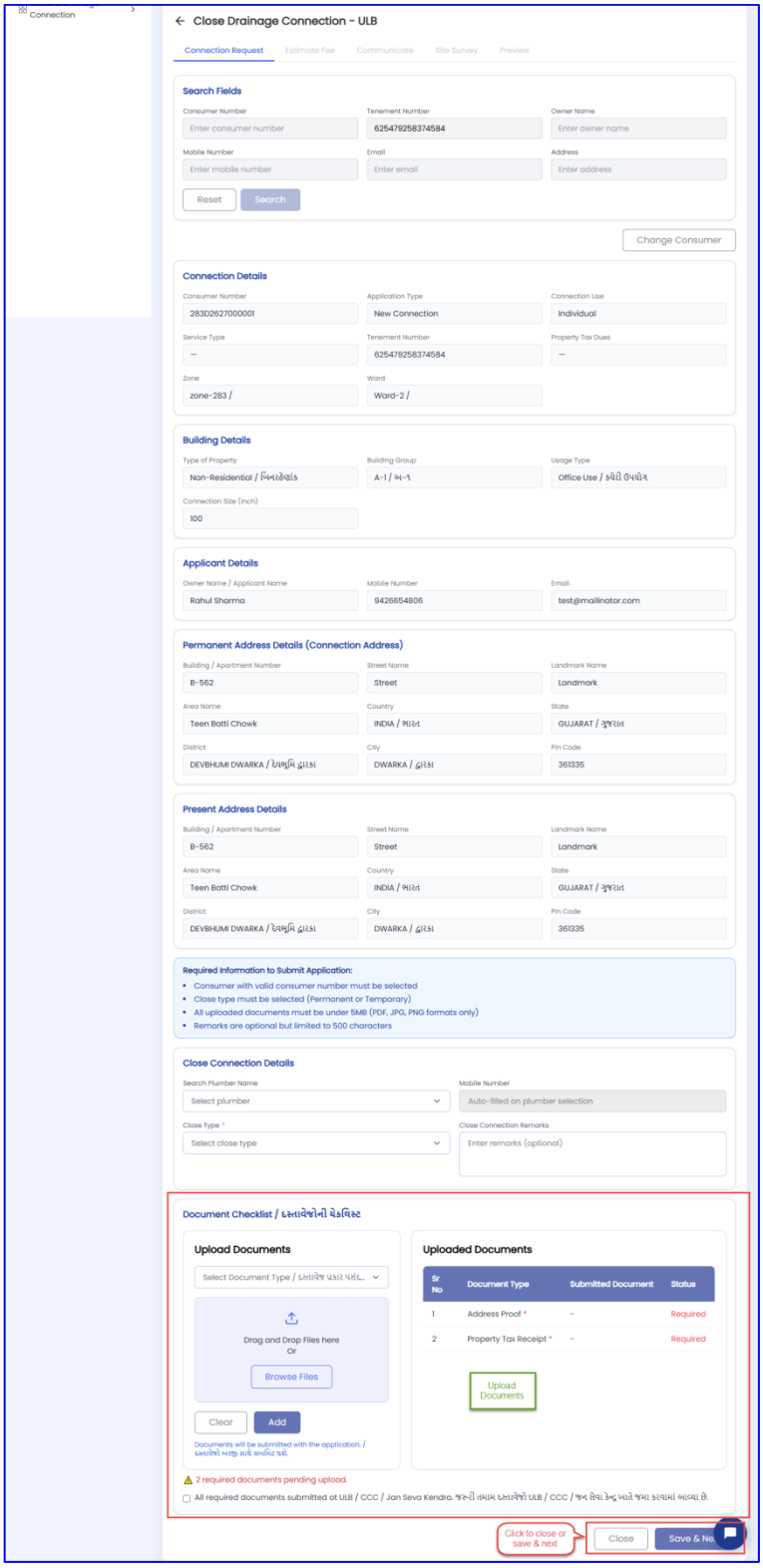


Figure 7-15

Search Fields

Use the search fields to locate the drainage connection that is to be closed.

- **Consumer Number** – Enter the consumer number associated with the existing drainage connection. (Text)
- **Tenement Number** – Enter the tenement number associated with the property. (Text)
- **Owner Name** – Enter the name of the property owner to search for the connection. (Text)
- **Mobile Number** – Enter the registered mobile number associated with the connection. (Numeric)
- **Email** – Enter the registered email address associated with the connection. (Email)
- **Address** – Enter the address associated with the drainage connection. (Text)
- **Search** – Click to search for matching consumer records based on the entered criteria.
- **Reset** – Click to clear the entered search criteria.

Search Result List

The matching consumer records are displayed in the **Search Result List** with details such as:

- **Sr. No.** – Displays the serial number of the search result.
- **Tenement Number** – Displays the tenement number associated with the property.
- **Consumer Number** – Displays the unique consumer number of the drainage connection. Click the **Consumer Number** to select the required connection and load its complete details.
- **Owner Name** – Displays the name of the registered owner.
- **Zone** – Displays the zone associated with the property.
- **Ward** – Displays the ward associated with the property.
- **Mobile Number** – Displays the registered mobile number.
- **Email** – Displays the registered email address.
- **Connection Size** – Displays the size of the existing drainage connection.
- After selecting the required **Consumer Number**, the system loads the associated connection, building, applicant, and address details.
- **Change Consumer** – Click to change the selected consumer and search for another drainage connection.

Connection Details

This section displays the details of the selected existing drainage connection.

- **Consumer Number** – Displays the unique consumer number associated with the selected drainage connection.
- **Application Type** – Displays the application type associated with the existing connection.
- **Connection Use** – Displays the purpose or category for which the drainage connection is used.
- **Service Type** – Displays the applicable service type.

- **Tenement Number** – Displays the tenement number associated with the property.
- **Property Tax Dues** – Displays the applicable outstanding property tax dues, if available.
- **Zone** – Displays the zone associated with the property.
- **Ward** – Displays the ward associated with the property.

Building Details

This section displays the building-related information associated with the selected connection.

- **Type of Property** – Displays the type of property associated with the drainage connection.
- **Building Group** – Displays the applicable building classification or group.
- **Usage Type** – Displays the usage category of the property.
- **Connection Size (Inch)** – Displays the size of the existing drainage connection in inches.

Applicant Details

This section displays the registered applicant or property owner information.

- **Owner Name / Applicant Name** – Displays the name of the registered owner or applicant.
- **Mobile Number** – Displays the registered mobile number.
- **Email** – Displays the registered email address.

Permanent Address Details (Connection Address)

This section displays the permanent address associated with the existing drainage connection.

- **Building / Apartment Number** – Displays the building, house, or apartment number.
- **Street Name** – Displays the street name.
- **Landmark Name** – Displays the nearby landmark.
- **Area Name** – Displays the locality or area name.
- **Country** – Displays the country.
- **State** – Displays the state.
- **District** – Displays the district.
- **City** – Displays the city.
- **Pin Code** – Displays the postal PIN code.

Present Address Details

This section displays the applicant's present address information, including the **Building / Apartment Number, Street Name, Landmark Name, Area Name, Country, State, District, City,** and **Pin Code**.

Close Connection Details

This section is used to specify the details required for closing the drainage connection.

- **Search Plumber Name** – Select the plumber associated with the drainage connection closure work, if applicable. (Dropdown)
- **Mobile Number** – Displays the mobile number of the selected plumber automatically. (Auto-populated)
- **Close Type** – Select the type of closure required for the drainage connection, such as permanent or temporary closure. (Dropdown)
- **Close Connection Remarks** – Enter any remarks or additional information related to the drainage connection closure request. (Text Area)

Document Checklist

The **Document Checklist** section is used to upload the supporting documents required for processing the drainage connection closure application.

Upload Documents

- **Select Document Type** – Select the type of supporting document to be uploaded. (Dropdown)
- **Drag and Drop Files Here / Browse Files** – Upload the selected document by dragging and dropping the file into the upload area or by clicking **Browse Files**.
- **Add** – Click to add the selected document to the application.
- **Clear** – Click to clear the selected document before adding it.

Uploaded Documents

The **Uploaded Documents** section displays the document checklist and the upload status of each required document.

- **Sr. No.** – Displays the serial number.
- **Document Type** – Displays the name of the required document.
- **Submitted Document** – Displays the uploaded document details.
- **Status** – Displays whether the required document has been submitted or is still pending.

If the required documents are physically submitted at the **ULB / CCC / Jan Seva Kendra**, select the corresponding checkbox to confirm the physical submission.

Button 

- **Close** – Click to close the form without proceeding to the next tab.
- **Save & Next** – Click to save the entered closure request details and proceed to the **Estimate Fee** tab.

7.2.2 Estimate Fee

The **Estimate Fee** tab is used to calculate the charges applicable to the drainage connection closure request.

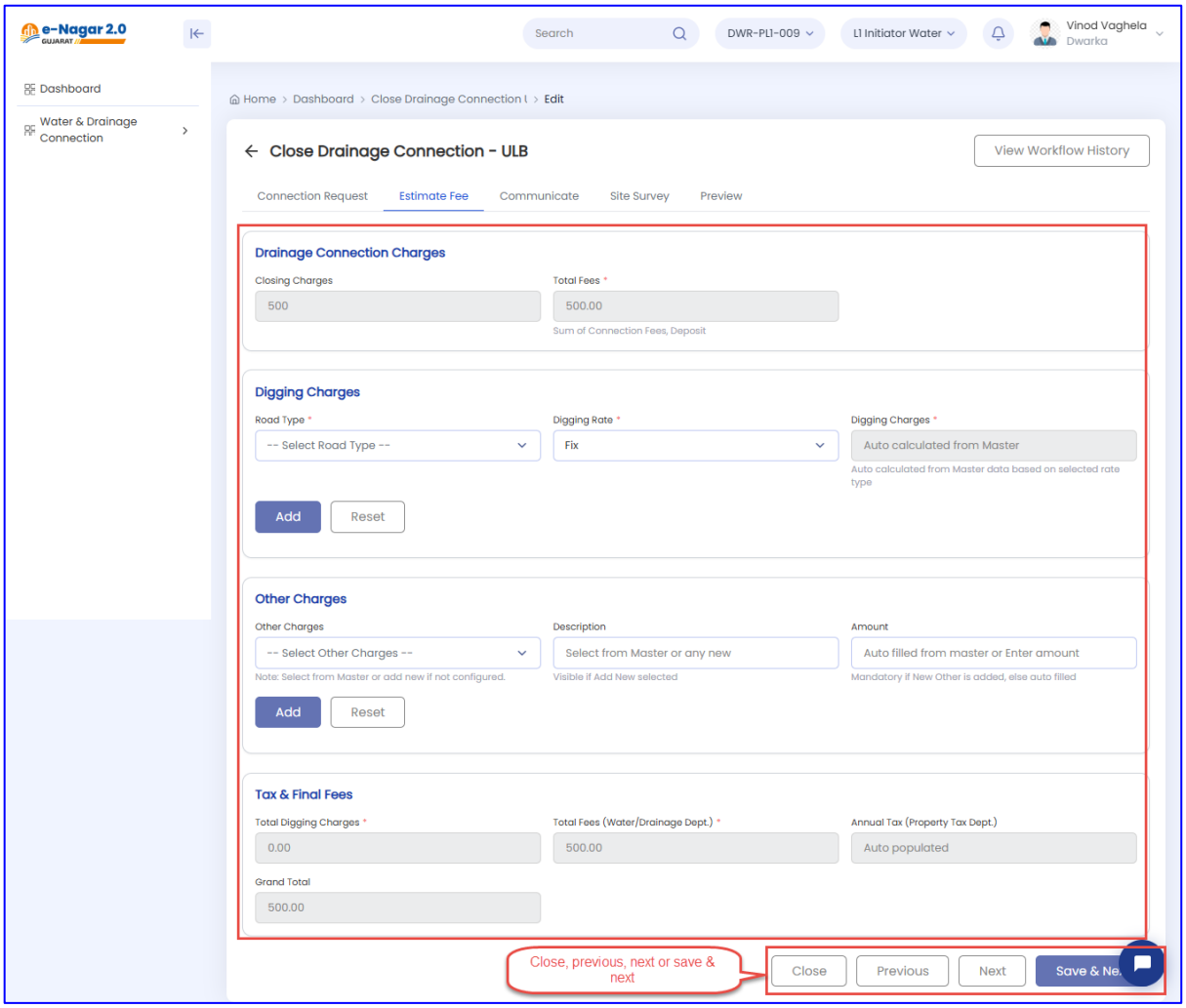


Figure 7-16

Drainage Connection Charges

- **Closing Charges** – Displays the applicable drainage connection closing charges automatically. (Auto-populated)
- **Total Fees** – Displays the total applicable drainage connection closure fees. (Auto-calculated)

Digging Charges

This section is used to calculate the applicable digging charges based on the road type and configured rate.

- **Road Type** – Select the type of road where the drainage connection closure work is to be carried out. (Dropdown)

- **Digging Rate** – Select the applicable digging rate type. (Dropdown)
- **Digging Charges** – Displays the applicable digging charges automatically based on the selected road type and rate configured in the master data. (Auto-calculated)
- **Add** – Click to add the calculated digging charges to the application.

Reset – Click to clear the selected digging charge details.

Other Charges

This section is used to add any additional charges applicable to the closure request.

- **Other Charges** – Select the applicable additional charge from the configured master data. If the required charge is not configured, select the option for adding a new charge. (Dropdown)
- **Description** – Displays the description of the selected charge or allows the user to enter a description when a new charge is added. (Text)
- **Amount** – Displays the configured amount automatically or allows the user to enter the amount when a new charge is added. (Numeric)
- **Add** – Click to add the other charge to the application.
- **Reset** – Click to clear the entered other charge details.

Tax & Final Fees

This section displays the consolidated charges applicable to the drainage connection closure request.

- **Total Digging Charges** – Displays the total calculated digging charges. (Auto-calculated)
- **Total Fees (Water/Drainage Dept.)** – Displays the total fees applicable from the Water/Drainage Department. (Auto-calculated)
- **Annual Tax (Property Tax Dept.)** – Displays the applicable annual property tax amount automatically. (Auto-populated)
- **Grand Total** – Displays the final total amount payable for the drainage connection closure request. (Auto-calculated)

Buttons 

- **Close** – Click to close the application form.
- **Previous** – Click to return to the **Connection Request** tab.
- **Next** – Click to proceed to the **Communicate** tab.
- **Save & Next** – Click to save the entered fee details and proceed to the next stage of the application.

7.2.3 Communicate

The **Communicate** tab is used to maintain communication with the applicant regarding the drainage connection closure application. It displays all communication requests associated with the application.

7.2.4 Communication List Details

The **Communication List Details** section displays the history of all communication requests raised for the application. If no communication has been initiated, the message **"No communication requests found."** is displayed.

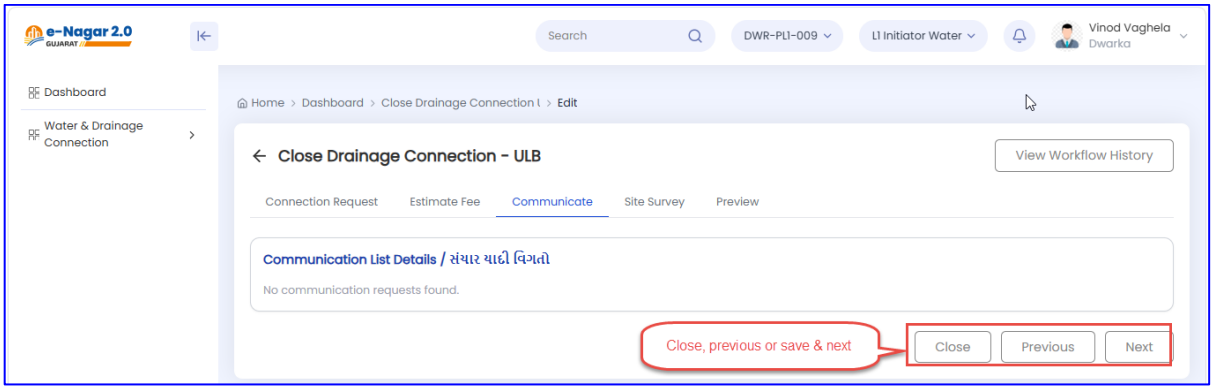


Figure 7-17

The communication list includes information such as the request type, remarks, current status, pending user, and action history once communication records are available.

Buttons 

- **Close** – Click to close the application without proceeding further.
- **Previous** – Click to return to the **Estimate Fee** tab.
- **Next** – Click to proceed to the **Site Survey** tab.

7.2.5 Site Survey

The **Site Survey** tab is used to schedule site inspections, record inspection activities, upload inspection documents, and maintain the inspection history for the drainage connection closure application.

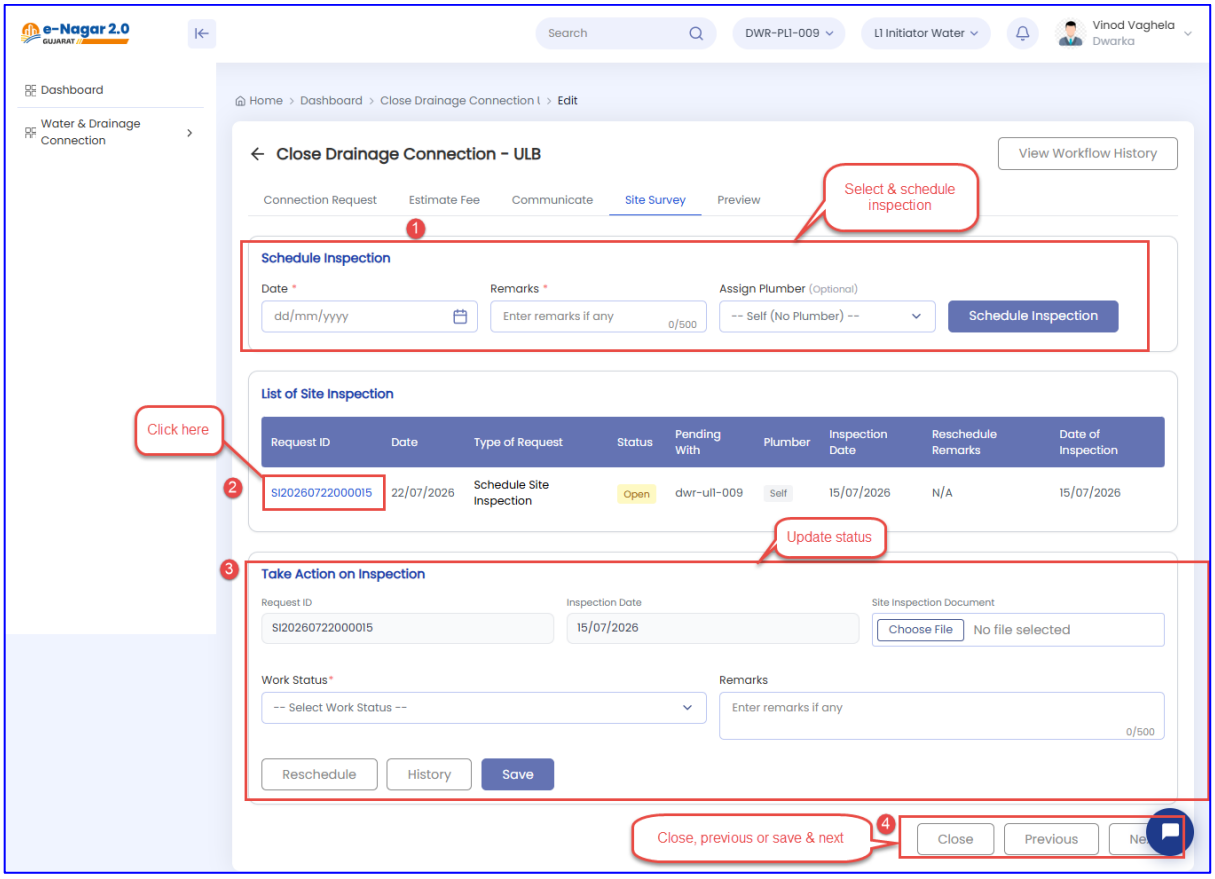


Figure 7-18

Schedule Inspection

The **Schedule Inspection** section is used to schedule a new site inspection.

- **Date** – Select the proposed inspection date. (Date Picker)
- **Remarks** – Enter remarks or instructions related to the inspection schedule. (Text Area)
- **Assign Plumber (Optional)** – Select the plumber who will perform the inspection. If no plumber is required, keep the default **Self (No Plumber)** option. (Dropdown)
- **Schedule Inspection** – Click to schedule the inspection.

List of Site Inspection

After scheduling the inspection, the request is displayed in the **List of Site Inspection** section.

The list contains the following details:

- **Request ID** – Displays the unique inspection request ID.
- **Date** – Displays the date on which the inspection request was created.
- **Type of Request** – Displays the inspection request type.
- **Status** – Displays the current inspection status, such as **Open** or **Completed**.
- **Pending With** – Displays the user currently responsible for the inspection.
- **Plumber** – Displays the assigned plumber.
- **Inspection Date** – Displays the scheduled inspection date.
- **Reschedule Remarks** – Displays the remarks entered while rescheduling the inspection, if applicable.
- **Date of Inspection** – Displays the actual inspection completion date.

Click the **Request ID** to open the inspection details and perform the inspection action.

Take Action on Inspection

The **Take Action on Inspection** section is used to record the inspection outcome.

- **Request ID** – Displays the unique inspection request ID. (Read Only)
- **Inspection Date** – Displays the scheduled inspection date. (Read Only)
- **Site Inspection Document** – Upload the inspection report or supporting document. (File Upload)
- **Work Status** – Select the inspection work status, such as **Completed** or other available options. (Dropdown)
- **Remarks** – Enter inspection remarks or observations. (Text Area)
- **Reschedule** – Click to reschedule the inspection if it cannot be completed on the planned date.
- **History** – Click to view the inspection history for the selected request.
- **Save** – Click to save the inspection details and update the inspection status.

Once the inspection is completed successfully, the **Status** in the **List of Site Inspection** is updated from **Open** to **Completed**.



Buttons 

- **Close** – Click to close the application form.
- **Previous** – Click to return to the **Communicate** tab.

- **Next** – Click to proceed to the **Preview** tab.

7.2.6 Preview

The **Preview** tab displays a complete summary of the drainage connection closure application before it is submitted for further processing. The user should review all displayed information carefully to ensure its accuracy.

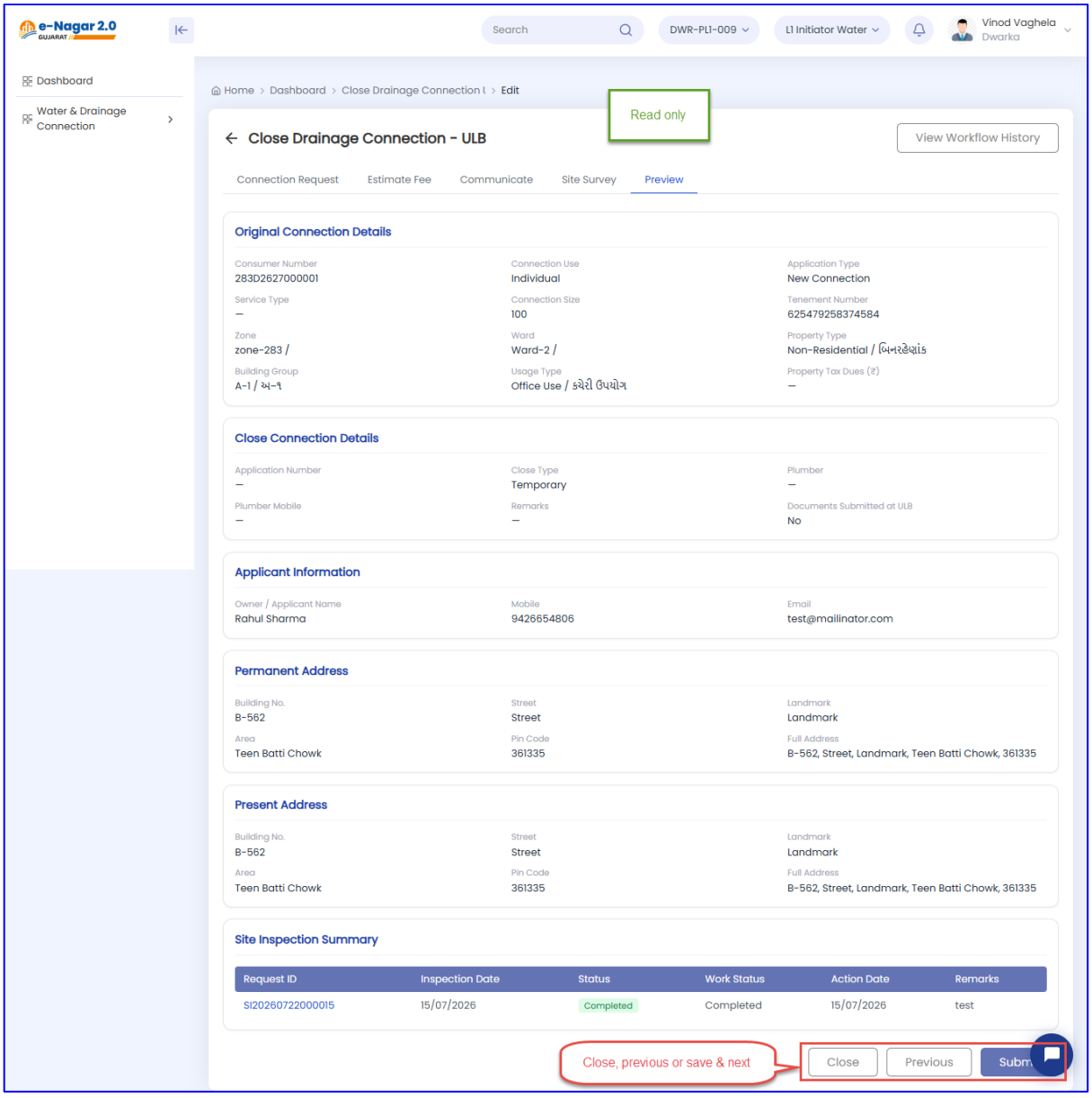


Figure 7-19

The preview page displays the following information:

Site Inspection Summary

Displays the complete inspection history for the application, including:

- Request ID
- Inspection Date

- Status
- Work Status
- Action Date
- Remarks

Review all displayed information before submitting the application.

Buttons 

- **Close** – Click to close the application.
- **Previous** – Click to return to the **Site Survey** tab.
- **Submit** – Click to submit the drainage connection closure application to the next workflow level for further processing.

Submit Application

After reviewing all application details on the **Preview** page, click **Submit**. The system displays the **Submit** pop-up, which is used to enter submission remarks and forward the application to the next workflow user.

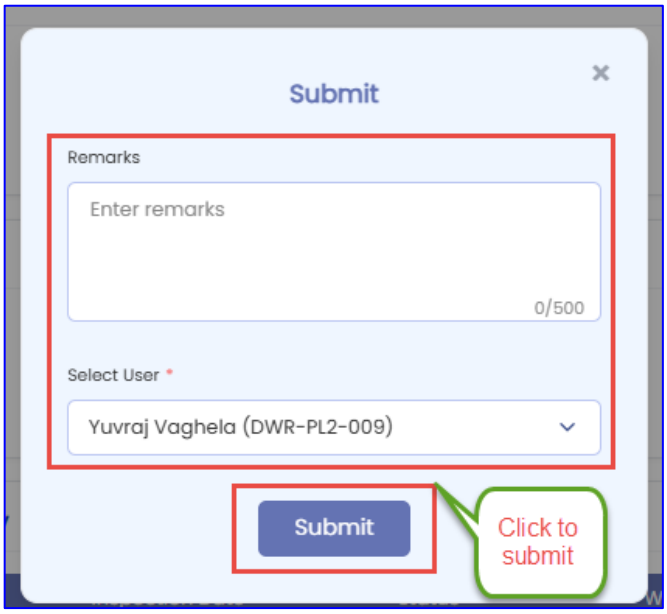


Figure 7-20

Fields

- **Remarks** – Enter remarks or comments related to the application submission. These remarks are recorded in the workflow history for future reference. (Text Area)
- **Select User** – Select the user or officer to whom the application will be forwarded for further processing. The dropdown displays the users available in the next workflow level. (Dropdown)

Buttons

- **Submit** – Click 

to submit the application and forward it to the selected workflow user.
- **Close (X)** – Click the **X** icon to close the pop-up without submitting the application.

7.2.6.1 Workflow Processing (L2 Verifier)

After the **Close Drainage Connection** application is submitted by the L1 user, it is forwarded to the **L2 Verifier** for verification. The L2 user can review the application details, send it back to the previous level if corrections are required, forward it to the approval authority, or view the workflow history.

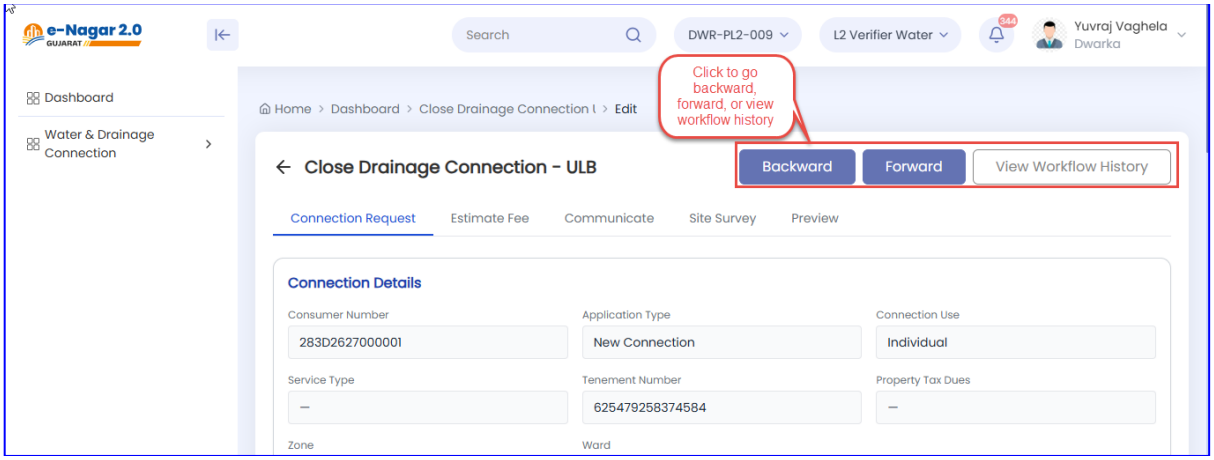


Figure 7-21

Buttons

- **Backward** – Click to return the application to the previous workflow level for correction.
- **Forward** – Click to forward the verified application to the next workflow level (L3 Approval).
- **View Workflow History** – Click to view the complete workflow history, including all actions performed on the application.

Forward Application

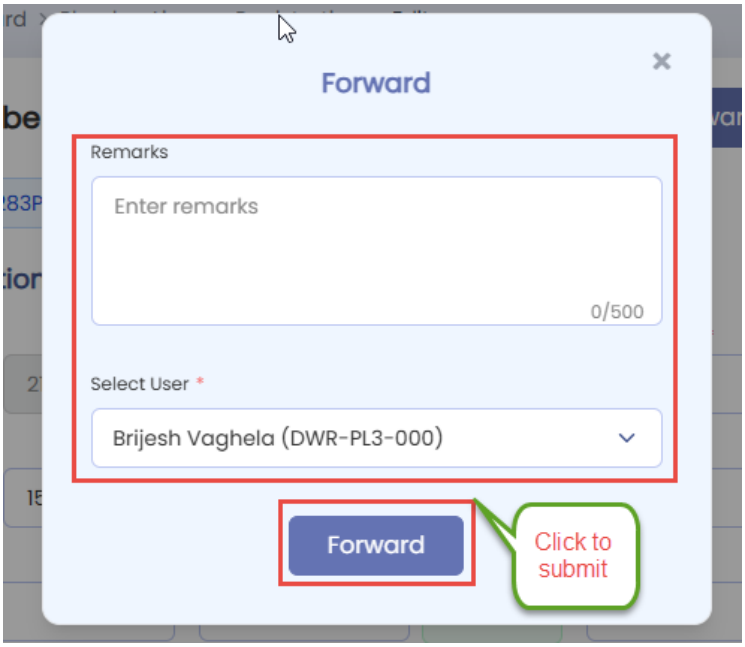


Figure 7-22

Click the **Forward** button to open the **Forward** dialog box.

Fields

- **Remarks** – Enter remarks or comments for forwarding the application to the next workflow level. (Text Area)
- **Select User** – Select the user to whom the application will be forwarded. (Dropdown)
- Button

- **Forward** – Click to forward the application to the selected L3 user.

7.2.6.2 Workflow Processing (L3 Approval)

After the application is forwarded from **L2 Verifier**, it reaches the **L3 Approval** stage. The L3 user reviews the application and can approve it, reject it, send it back to L2 for corrections, or review the workflow history.

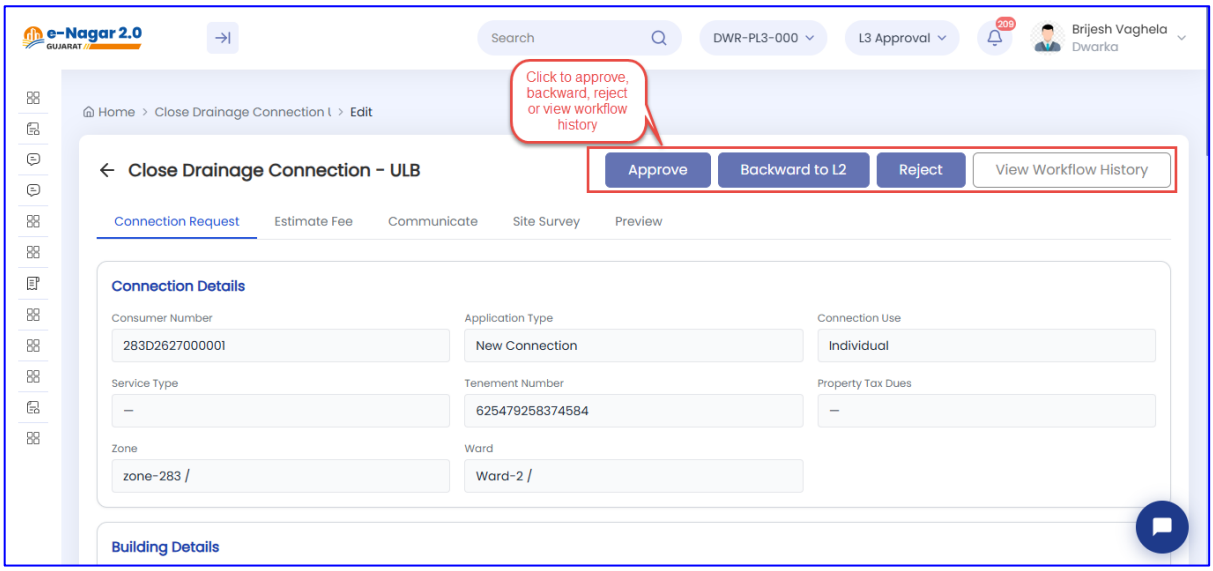


Figure 7-23

Buttons

- **Approve** – Click to approve the application.
- **Backward to L2** – Click to return the application to the L2 Verifier for corrections.
- **Reject** – Click to reject the application.
- **View Workflow History** – Click to view the workflow history of the application.

Approve Application

Click the **Approve** button to open the **Approve** dialog box.

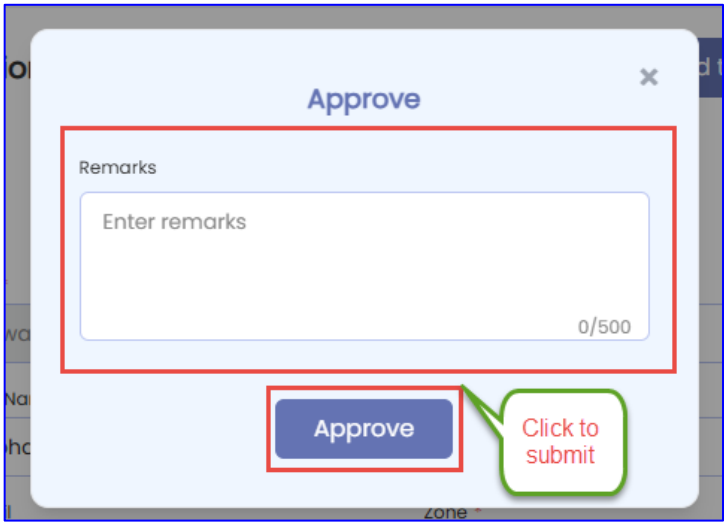


Figure 7-24

Fields

- **Remarks** – Enter approval remarks or comments. (Text Area)

Button

- **Approve** – Click to approve the application. Once approved, the application status is updated to **Approved**, and the **Complete Payment** action becomes available in the listing page.

7.2.6.3 Complete Payment

After the application is approved, click the **Complete Payment** button from the application listing to collect the applicable charges.

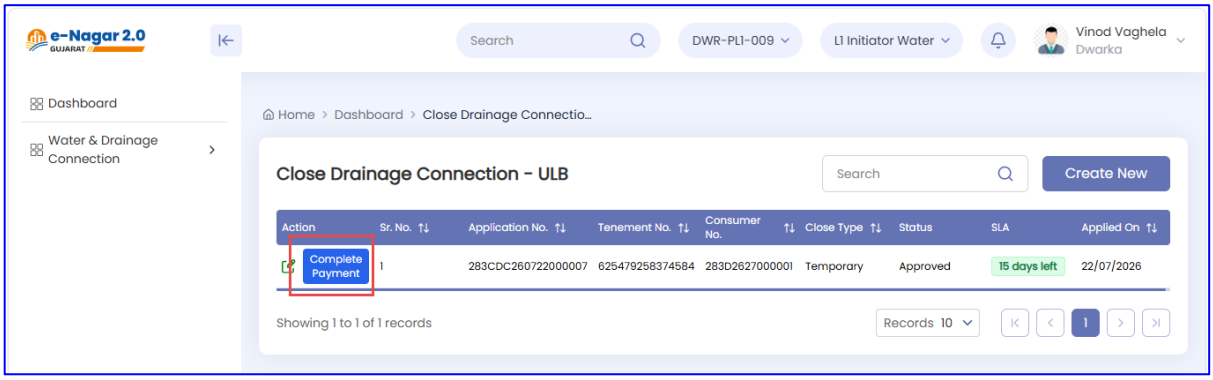


Figure 7-25

Collect Payment

The **Collect Payment** dialog displays the application details and payment summary required to complete the payment process.

Payment Information

The following details are displayed for reference:

- Application Name
- Payee Name
- Consumer Number
- Tenement Number
- Applied Date
- Received From
- Mobile Number
- Application Number
- Service Type

Payment Summary

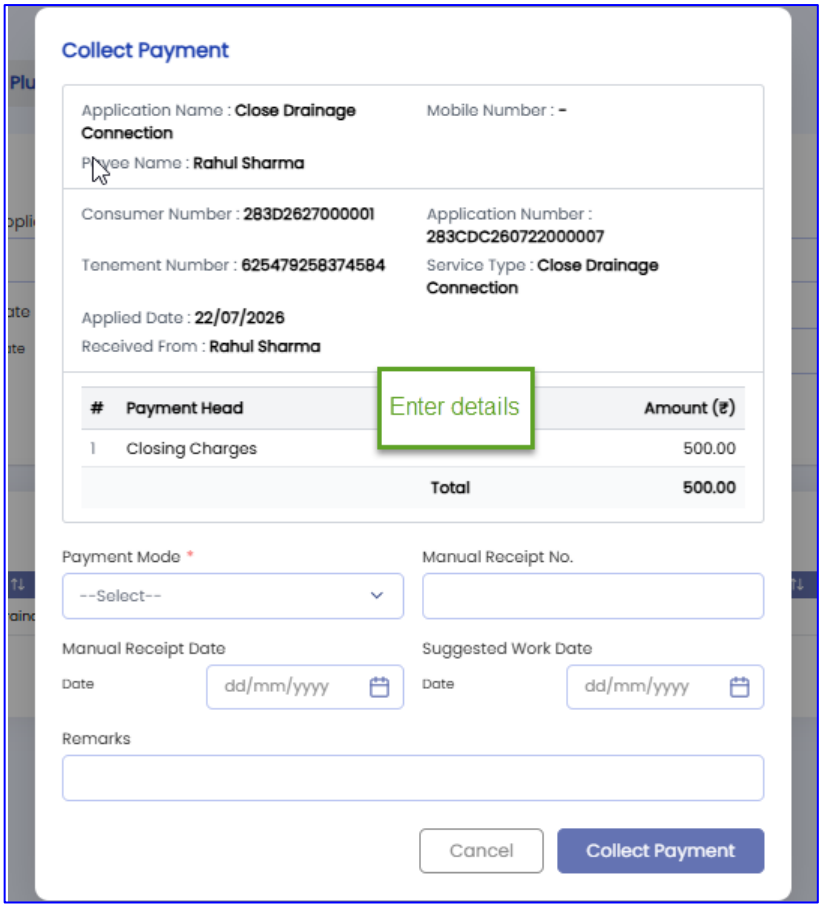


Figure 7-26

The payment summary table displays the following details:

- Payment Head
- Amount (₹)
- Total Amount

Fields

- **Payment Mode** – Select the payment method used by the applicant, such as Cash, Cheque, DD, UPI, or any configured payment mode. (Dropdown)
- **Manual Receipt No.** – Enter the manual receipt number, if applicable. (Text)
- **Manual Receipt Date** – Select the manual receipt date. (Date Picker)
- **Suggested Work Date** – Select the proposed work execution date. (Date Picker)
- **Remarks** – Enter additional remarks related to the payment collection. (Text)

Buttons

- **Collect Payment** – Click to collect the payment and generate the receipt.
- **Cancel** – Click to close the payment window without collecting the payment.

Payment Confirmation

After successful payment collection, the system displays a confirmation message indicating that the payment has been collected successfully.

Buttons 

- **Collect Another** – Click to collect payment for another application.
- **View Receipt** – Click to open the generated payment receipt.

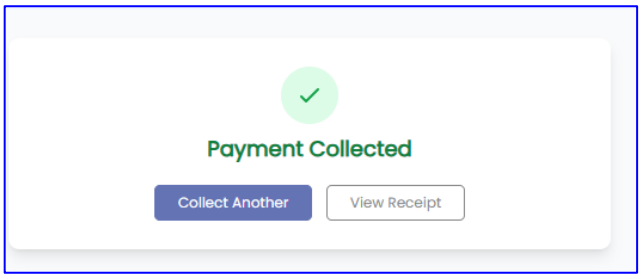


Figure 7-27

Payment Receipt

The **Water & Drainage Receipt** displays the official payment receipt generated after successful payment collection.

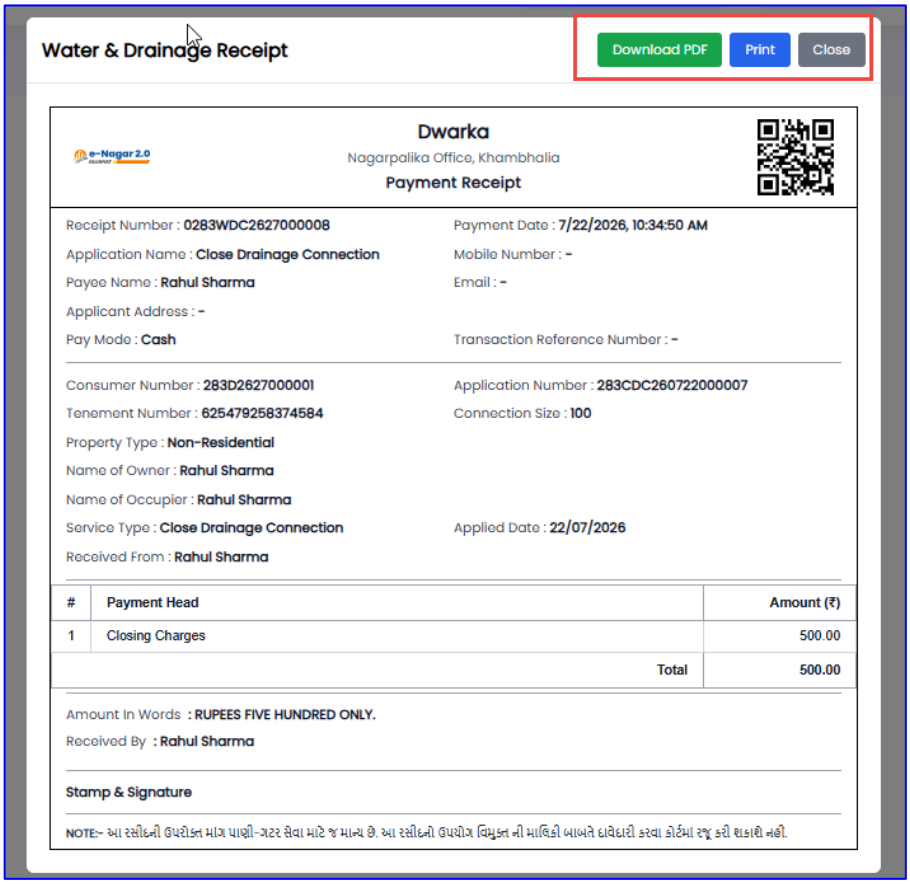


Figure 7-28

The receipt includes:

- Receipt Number
- Payment Date & Time
- Application Name
- Payee Name
- Mobile Number
- Email
- Consumer Number
- Application Number
- Tenement Number
- Property Type
- Connection Size
- Owner Name
- Occupier Name
- Service Type
- Applied Date
- Received From
- Payment Mode
- Transaction Reference Number (if applicable)
- Payment Head
- Amount (₹)
- Total Amount
- Amount in Words
- Received By
- Stamp & Signature Section

Buttons 

- **Download PDF** – Click to download the receipt in PDF format.
- **Print** – Click to print the payment receipt.
- **Close** – Click to close the receipt window and return to the application listing.

7.2.6.4 Close Connection

After the payment has been successfully collected, return to the **Close Drainage Connection** listing page and click the **Close Connection** action against the approved application. The **Close Connection** dialog box opens, allowing the ULB user to permanently complete the connection closure process.

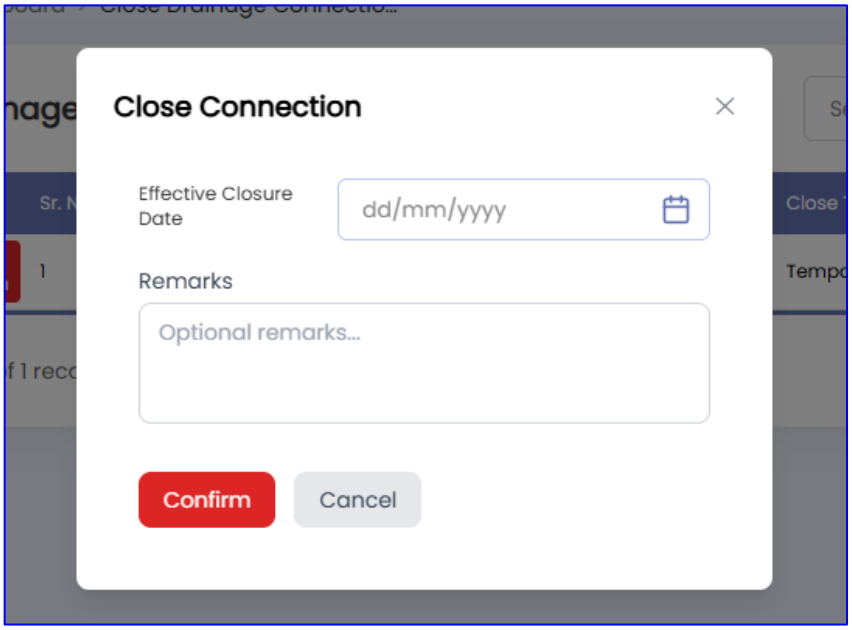


Figure 7-29

Fields

- **Effective Closure Date** – Select the date from which the drainage connection will be officially closed. This date is considered the effective closure date for the connection. (Date Picker)
- **Remarks** – Enter any additional remarks or comments related to the closure of the drainage connection. This field is optional. (Text Area)

Buttons 

- **Confirm** – Click to finalize the closure of the drainage connection. The system updates the application status to **Closed**, and the connection is marked as inactive from the selected effective closure date.
- **Cancel** – Click to close the dialog box without closing the drainage connection. Any unsaved information entered in the form will be discarded

7.3 Reopen Drainage Connection – ULB

Navigation:
Water & Drainage Connection → Reopen Drainage Connection

The **Reopen Drainage Connection** module enables ULB users to reopen previously disconnected drainage connections after verifying the application details, collecting applicable reopening charges, conducting site inspections (where required), obtaining workflow approvals, and recording payment details. The module supports the complete workflow from application initiation to final reopening of the drainage connection.

Reopen Drainage Connection Listing Page

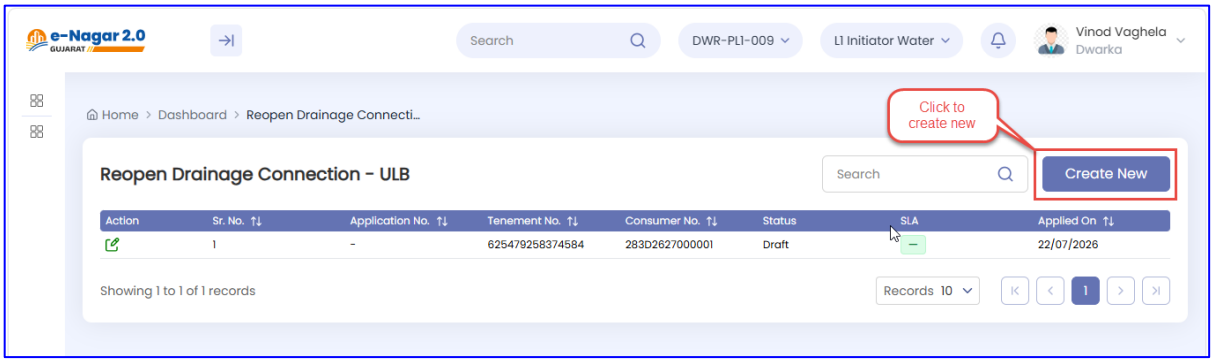


Figure 7-30

The **Reopen Drainage Connection Listing Page** displays all drainage connection reopening applications created by the logged-in user. Users can search applications, create new reopening requests, continue editing draft applications, complete payment for approved applications, and reopen the drainage connection after payment and approval.

Search

- **Search** – Enter the Application Number, Consumer Number, Tenement Number, or other keywords to search reopening applications.

List Columns

- **Action** – Provides options to edit, complete payment, or reopen the drainage connection depending on the current application status.
- **Sr. No.** – Displays the serial number of the application.
- **Application No.** – Displays the unique application number generated by the system.
- **Tenement No.** – Displays the property tenement number.
- **Consumer No.** – Displays the drainage consumer number.
- **Status** – Displays the current workflow status such as Draft, Approved, Awaiting Work, or Completed.

- **SLA** – Displays the remaining service level agreement duration for processing the application.
- **Applied On** – Displays the application creation date.

Buttons

- **Create New** – Opens the Guidelines page for creating a new drainage connection reopening application.

Action Buttons

- **Edit** – Opens the application in edit mode while it is in Draft status.
- **Complete Payment** – Opens the payment collection screen after the application is approved.
- **Reopen Connection** – Opens the Reopen Connection popup to record the effective reopening date after payment collection.

Guidelines

After clicking **Create New**, the system displays the **Guidelines** page.



Figure 7-31

The **Guidelines** page displays important instructions that applicants must read before creating a drainage connection reopening application. The page provides document requirements, eligibility conditions, and general instructions regarding reopening of the drainage connection.

Fields

- **Guidelines** – Displays all instructions and conditions related to reopening the drainage connection.
- **Declaration** – Confirm that the applicant has read and understood all instructions before proceeding. (Checkbox)

Buttons 

- **Confirm & Proceed** – Opens the Connection Request page.
- **Cancel** – Closes the Guidelines page without creating the application.

7.3.1 Connection Request

The **Connection Request** page captures the existing drainage connection details along with applicant information and reopening details. Most connection information is automatically populated based on the selected consumer number.

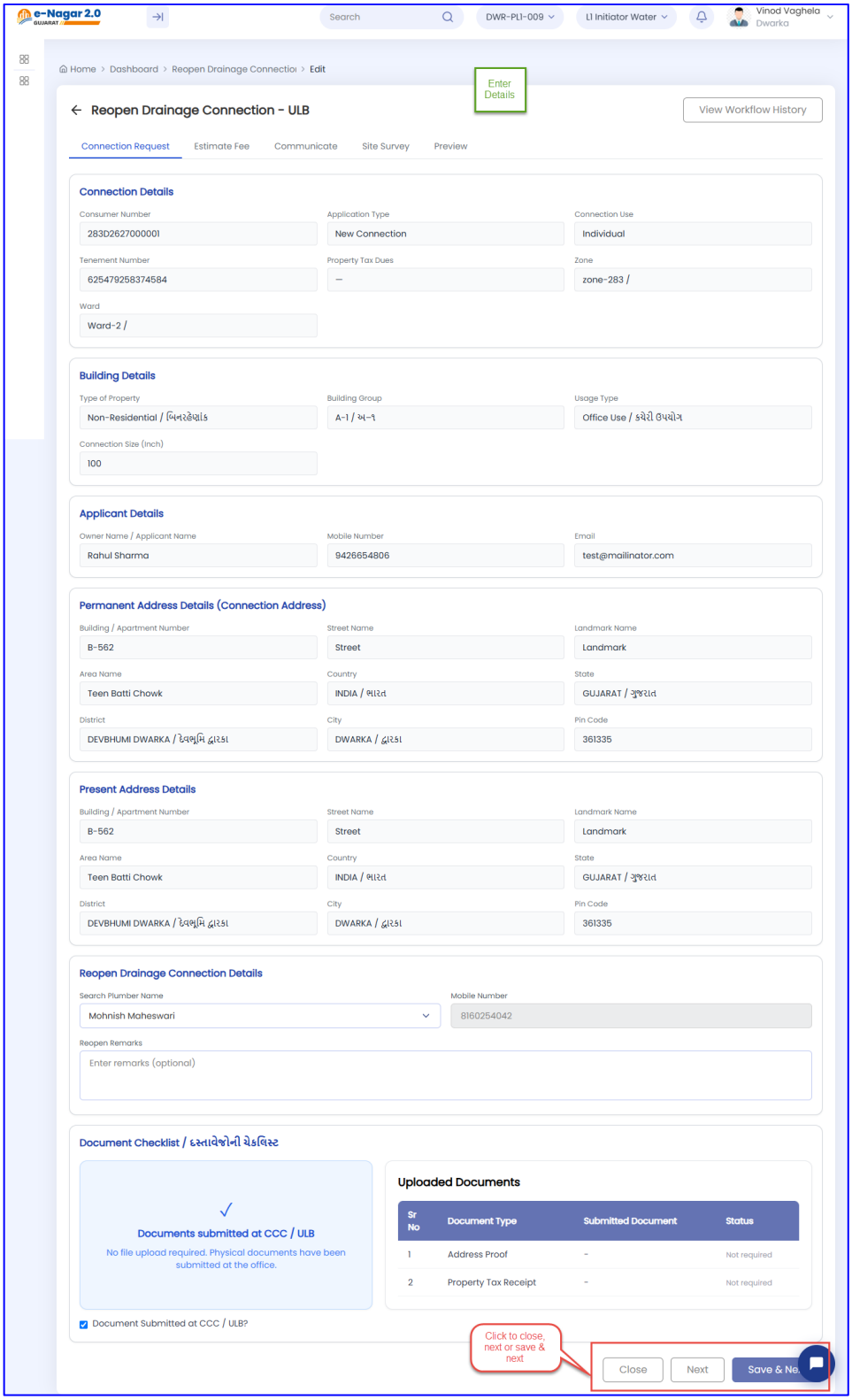


Figure 7-32

Connection Details

- **Consumer Number** – Displays the drainage consumer number. (Read Only)
- **Application Type** – Displays the application type. (Read Only)
- **Connection Use** – Displays whether the connection is Individual or Common. (Read Only)
- **Tenement Number** – Displays the property tenement number. (Read Only)
- **Property Tax Dues** – Displays outstanding property tax dues, if any. (Read Only)
- **Zone** – Displays the municipal zone. (Read Only)
- **Ward** – Displays the ward. (Read Only)

Building Details

- **Type of Property** – Displays the property category. (Read Only)
- **Building Group** – Displays the building group. (Read Only)
- **Usage Type** – Displays the building usage. (Read Only)
- **Connection Size (Inch)** – Displays the drainage connection size. (Read Only)

Applicant Details

- **Owner / Applicant Name** – Displays the applicant name. (Read Only)
- **Mobile Number** – Displays the registered mobile number. (Read Only)
- **Email** – Displays the registered email address. (Read Only)

Permanent Address Details

- **Building / Apartment Number** – Displays the building number.
- **Street Name** – Displays the street name.
- **Landmark Name** – Displays the landmark.
- **Area Name** – Displays the locality.
- **Country** – Displays the country.
- **State** – Displays the state.
- **District** – Displays the district.
- **City** – Displays the city.
- **PIN Code** – Displays the postal PIN code.

Present Address Details

- **Building / Apartment Number** – Displays the current building number.
- **Street Name** – Displays the current street.
- **Landmark Name** – Displays the landmark.
- **Area Name** – Displays the locality.

- **Country** – Displays the country.
- **State** – Displays the state.
- **District** – Displays the district.
- **City** – Displays the city.
- **PIN Code** – Displays the postal PIN code.

Reopen Drainage Connection Details

- **Search Plumber Name** – Select the plumber who will perform the reopening work. (Dropdown)
- **Mobile Number** – Displays the selected plumber's mobile number. (Read Only)
- **Reopen Remarks** – Enter remarks related to reopening the drainage connection. (Text Area)

Document Checklist

- **Documents Submitted at CCC / ULB** – Displays the status of physical document submission.
- **Uploaded Documents** – Displays the list of required supporting documents along with their submission status.
- **Document Submitted at CCC / ULB?** – Confirm that physical documents have been submitted. (Checkbox)

Buttons 

- **View Workflow History** – Displays the workflow history of the application.
- **Close** – Closes the application.
- **Next** – Opens the Estimate Fee page.
- **Save & Next** – Saves the application and proceeds to the next step.

7.3.2 Estimate Fee

The **Estimate Fee** page is used to calculate the total charges applicable for reopening the drainage connection. The system displays the predefined reopening charges and allows users to add applicable digging charges and other miscellaneous charges before calculating the final payable amount. The total amount calculated on this page is used during payment collection.

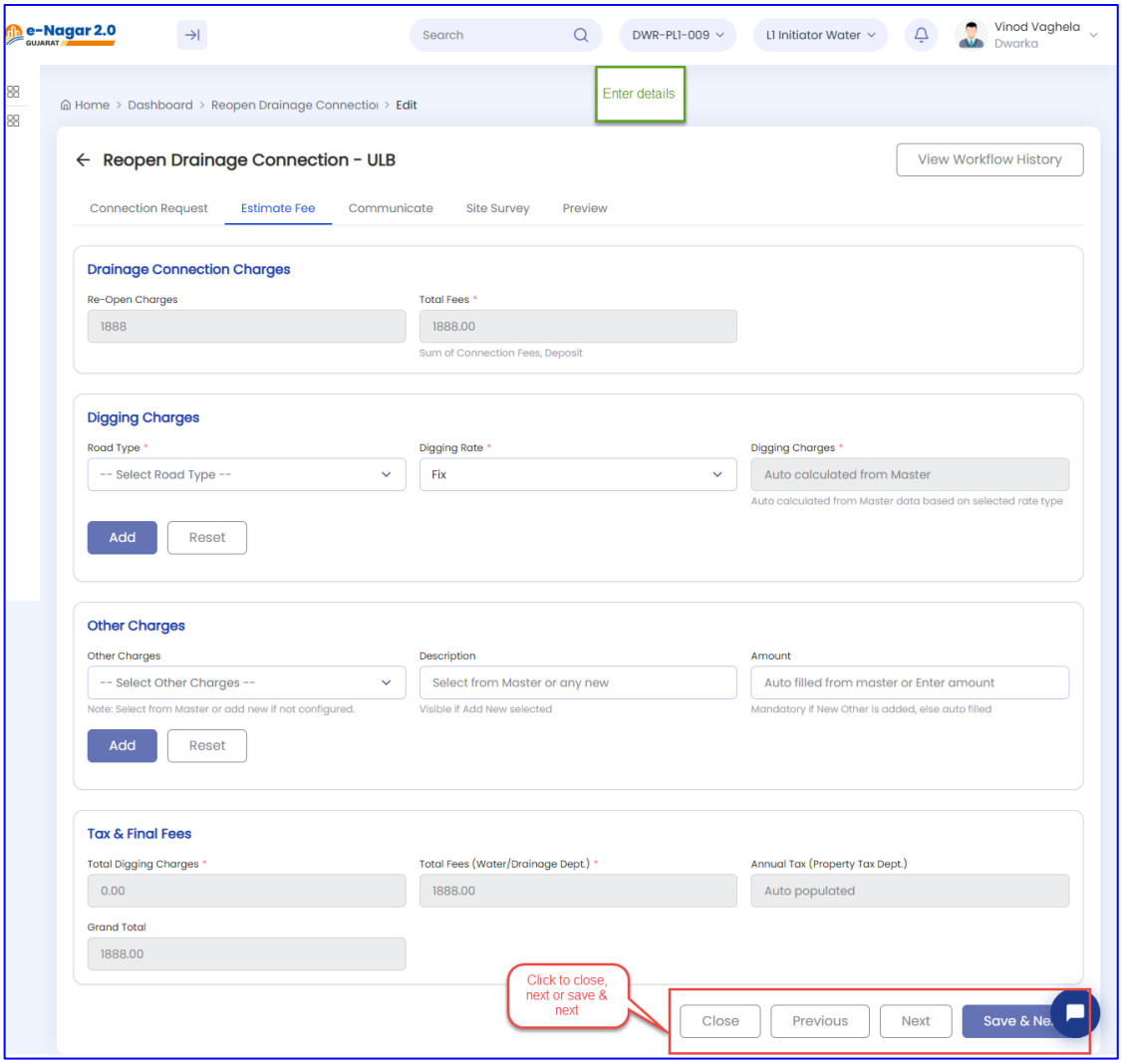


Figure 7-33

Drainage Connection Charges

The **Drainage Connection Charges** section displays the standard reopening charges configured in the master.

Fields

- **Re-Open Charges** – Displays the standard reopening charges applicable for the drainage connection. (Read Only)

- **Total Fees** – Displays the total reopening fee calculated by the system. This amount is automatically populated based on the configured reopening charges. (Read Only)

Digging Charges

The **Digging Charges** section is used to calculate road restoration or excavation charges applicable for reopening the drainage connection.

Fields

- **Road Type** – Select the type of road where excavation work will be carried out, such as Asphalt Road, RCC Road, Paver Block Road, or other configured road types. (Dropdown)
- **Digging Rate** – Select the digging charge calculation method, such as Fixed or other configured rate types. (Dropdown)
- **Digging Charges** – Displays the calculated digging charges based on the selected road type and configured master rates. (Read Only)

Buttons 

- **Add** – Adds the calculated digging charges to the fee summary.
- **Reset** – Clears the selected road type and digging charge details.

Other Charges

The **Other Charges** section allows users to include any additional charges applicable to the reopening request.

Fields

- **Other Charges** – Select an additional charge configured in the master or choose an option to add a new charge. (Dropdown)
- **Description** – Displays the description of the selected charge or allows users to enter a description when adding a new charge. (Text)
- **Amount** – Displays the configured charge amount or allows users to enter the amount for newly added charges. (Numeric)

Buttons 

- **Add** – Adds the selected additional charge to the fee summary.
- **Reset** – Clears the entered other charge details.

Tax & Final Fees

The **Tax & Final Fees** section displays the overall fee calculation after considering reopening charges, digging charges, additional charges, and applicable taxes.

Fields

- **Total Digging Charges** – Displays the total excavation charges added to the application. (Read Only)
- **Total Fees (Water/Drainage Department)** – Displays the total departmental charges payable by the applicant. (Read Only)
- **Annual Tax (Property Tax Department)** – Displays the applicable annual property tax amount, if any. (Read Only)
- **Grand Total** – Displays the final payable amount for reopening the drainage connection. (Read Only)

Buttons 

- **Close** – Closes the application.
- **Previous** – Returns to the Connection Request page.
- **Next** – Opens the Communicate page.
- **Save & Next** – Saves the fee details and proceeds to the next stage.

7.3.3 Communicate

The **Communicate** page displays all communication requests related to the reopening application. This page enables users to review communications exchanged during the application process. If no communication exists, the page displays an appropriate message.

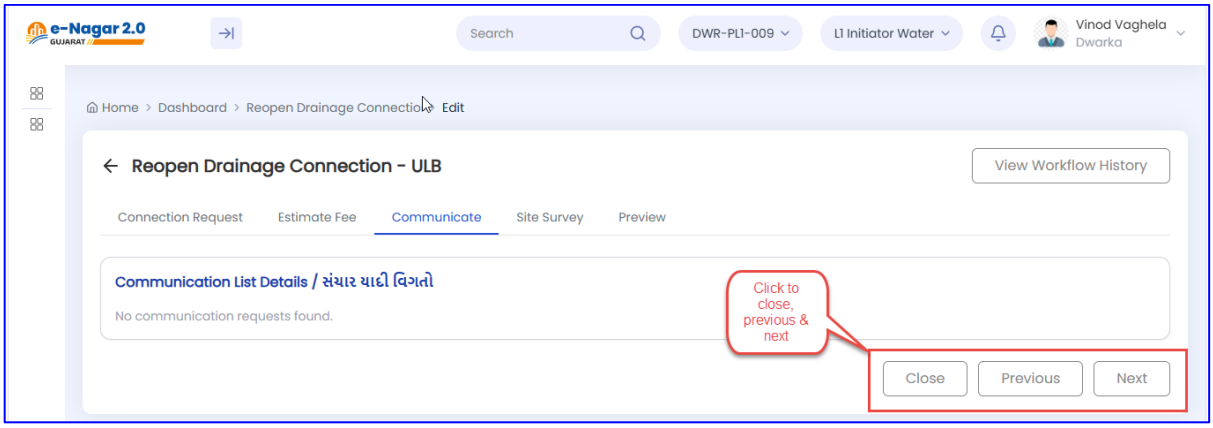


Figure 7-34

Communication List Details

- **Communication List** – Displays all communication requests associated with the application.
- **Status** – Displays the current communication status.

Buttons 

- **View Workflow History** – Displays the complete workflow movement of the application.
- **Close** – Closes the application.
- **Previous** – Returns to the Estimate Fee page.
- **Next** – Opens the Site Survey page.

7.3.4 Site Survey

The **Site Survey** page enables users to schedule, monitor, and complete site inspections before reopening the drainage connection. Users can assign plumbers, upload inspection documents, update work status, reschedule inspections, and maintain inspection history.

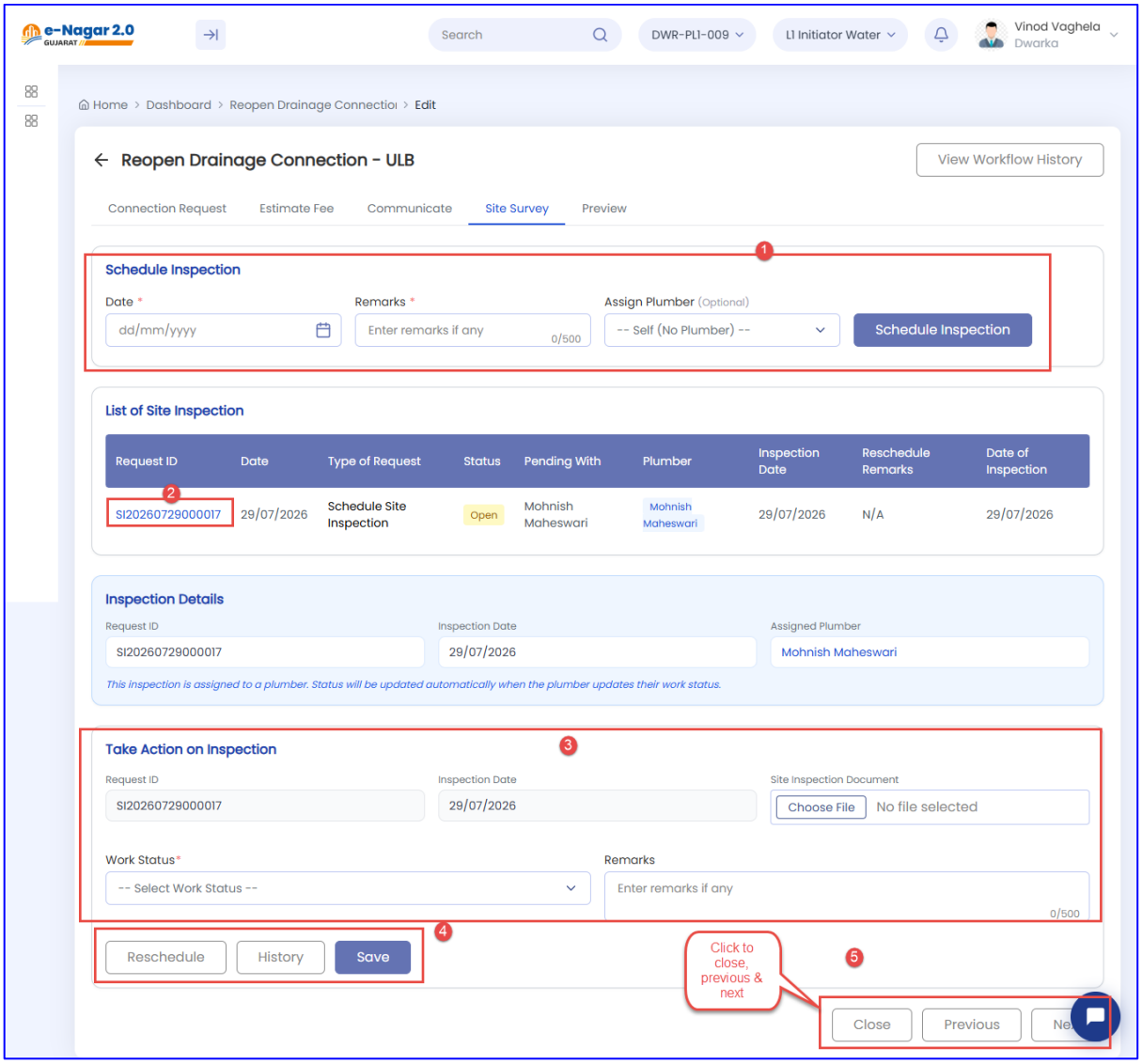


Figure 7-35

Schedule Inspection

This section is used to schedule a new site inspection.

Fields

- **Date** – Select the proposed inspection date. (Date Picker)
- **Remarks** – Enter remarks or special instructions for the inspection. (Text Area)
- **Assign Plumber** – Select the plumber responsible for conducting the inspection. (Dropdown)

Buttons

- **Schedule Inspection** – Schedules the inspection and assigns it to the selected plumber.

List of Site Inspection

Displays all inspections scheduled for the application.

List Columns

- **Request ID** – Displays the unique inspection request number.
- **Date** – Displays the inspection request date.
- **Type of Request** – Displays the inspection request type.
- **Status** – Displays the current inspection status.
- **Pending With** – Displays the user currently responsible for the inspection.
- **Plumber** – Displays the assigned plumber.
- **Inspection Date** – Displays the scheduled inspection date.
- **Reschedule Remarks** – Displays remarks entered while rescheduling.
- **Date of Inspection** – Displays the actual inspection completion date.

Inspection Details

Displays details of the selected inspection.

Fields

- **Request ID** – Displays the inspection request number.
- **Inspection Date** – Displays the scheduled inspection date.
- **Assigned Plumber** – Displays the plumber assigned for inspection.

Take Action on Inspection

This section allows users to update the inspection results.

Fields

- **Request ID** – Displays the inspection request number. (Read Only)
- **Inspection Date** – Displays the inspection date. (Read Only)
- **Site Inspection Document** – Upload the inspection report or supporting document. (File Upload)
- **Work Status** – Select the inspection outcome such as Completed, Pending, or other configured status. (Dropdown)

- **Remarks** – Enter inspection observations or work completion remarks. (Text Area)

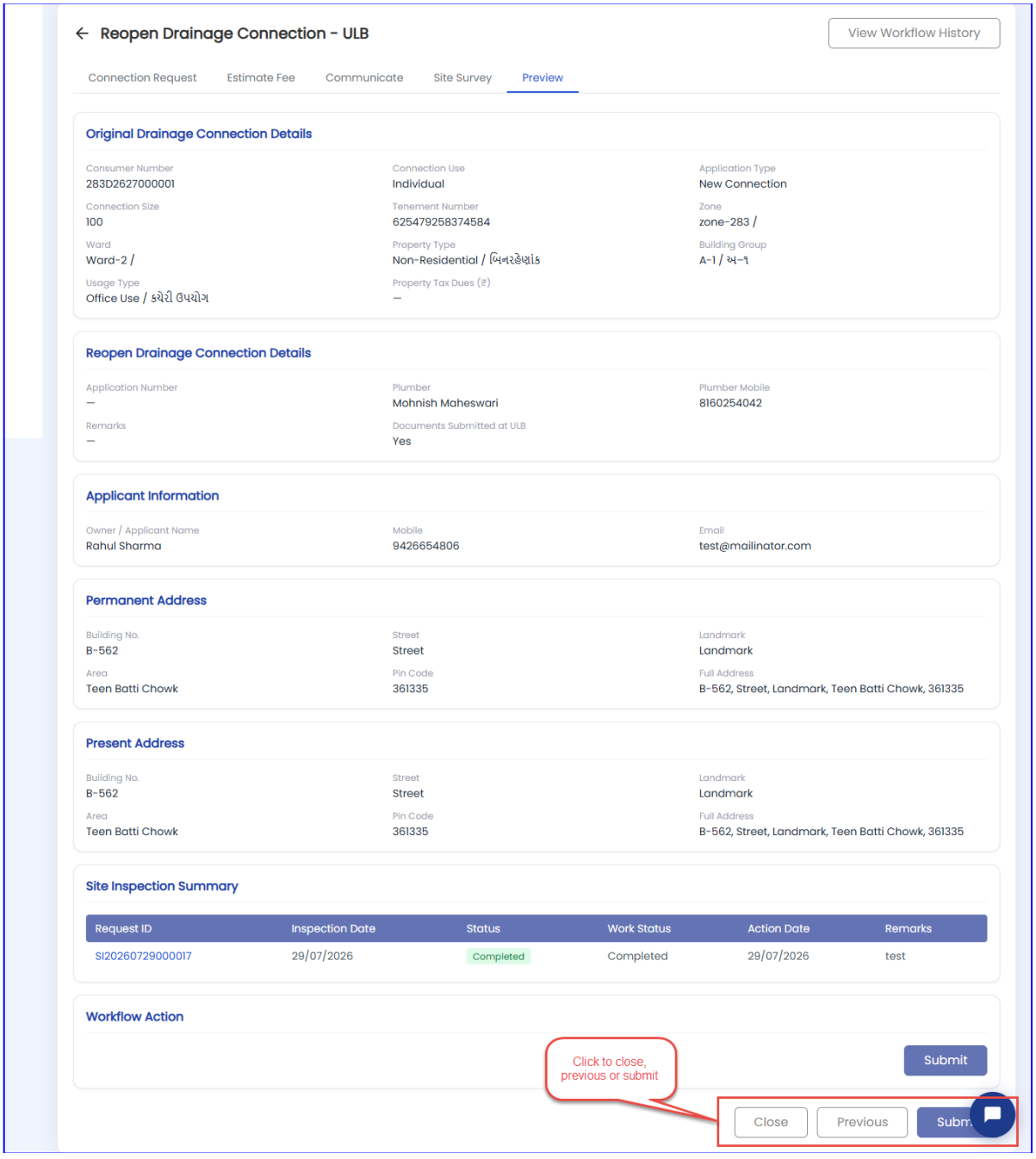
Buttons 

- **Reschedule** – Reschedules the inspection.
- **History** – Displays the complete inspection history.
- **Save** – Saves the inspection details.
- **Close** – Closes the application.
- **Previous** – Returns to the Communicate page.
- **Next** – Opens the Preview page.

7.3.5 Preview

The **Preview** page provides a consolidated view of all information entered during the Reopen Drainage Connection application. Before submitting the application for verification, users can review the original drainage connection details, reopening information, applicant details, addresses, site inspection summary, and workflow section to ensure all information is accurate.

Original Drainage Connection Details



This section displays the details of the existing drainage connection selected for reopening.

Workflow Action

The Workflow Action section allows users to submit the application for verification after reviewing all entered information.

Buttons 

- **View Workflow History** – Displays the complete workflow movement of the application.
- **Close** – Closes the application without submitting it.
- **Previous** – Returns to the Site Survey page.
- **Submit** – Opens the Submit popup for forwarding the application to the next workflow level.

Submit

After clicking **Submit**, the system displays the **Submit** popup.

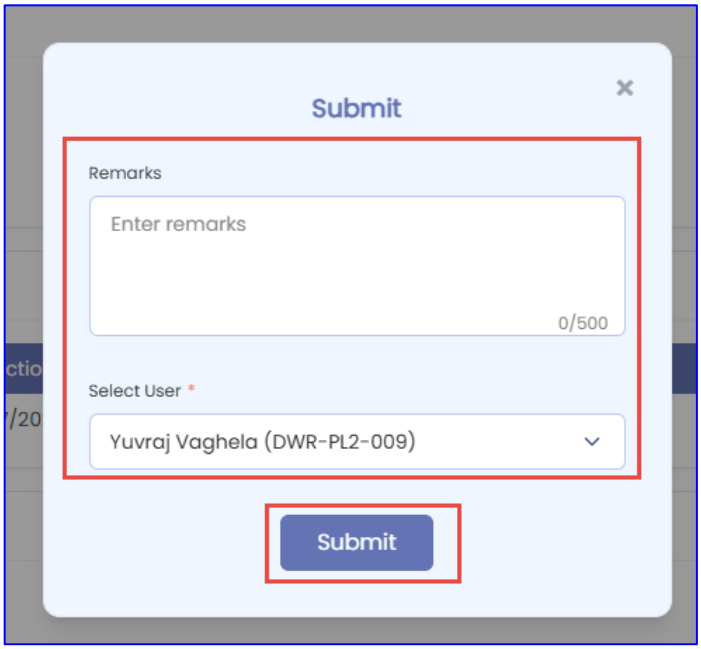


Figure 7-36

The **Submit** popup allows users to enter remarks and forward the application to the next workflow user for verification.

Fields

- **Remarks** – Enter remarks or comments related to the reopening application before submission. (Text Area)

- **Select User** – Select the next workflow user to whom the application will be forwarded. (Dropdown)

Buttons 

- **Submit** – Submits the application and forwards it to the selected verification user.

7.3.5.1 L2 Verification

Navigation:
Water & Drainage Connection → Reopen Drainage Connection → Worklist

The **L2 Verification** stage enables the verifier to review all application details, inspection information, fee details, supporting documents, and workflow history before forwarding the application for approval or returning it for correction.

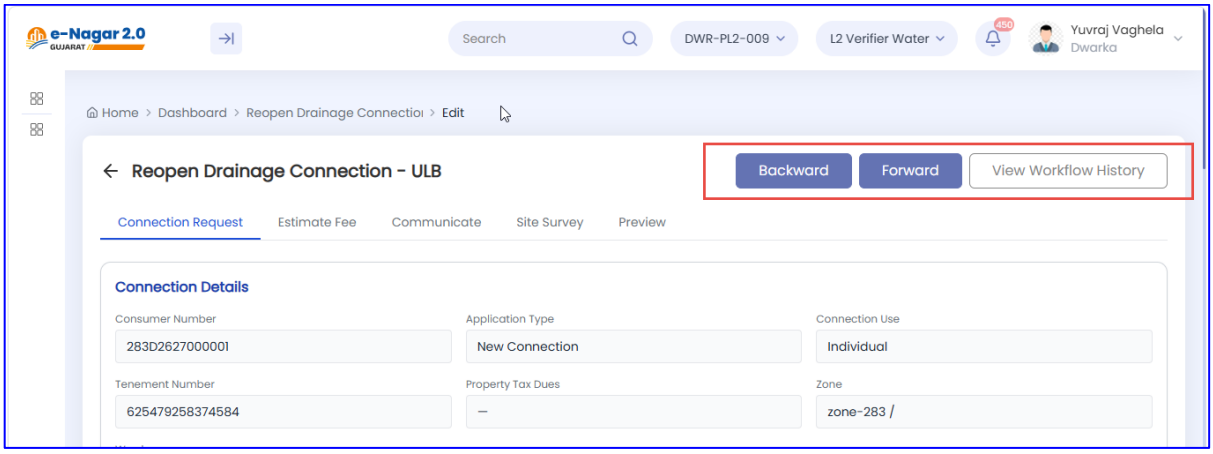


Figure 7-37

The verifier can navigate through all application tabs including:

- Connection Request
- Estimate Fee
- Communicate
- Site Survey
- Preview

All information is displayed in **Read Only** mode.

Buttons 

- **Forward** – Opens the Forward popup and forwards the application to the L3 Approver.
- **Backward** – Returns the application to the Initiator for correction.
- **View Workflow History** – Displays the workflow history.

Forward

After clicking **Forward**, the system displays the **Forward** popup.

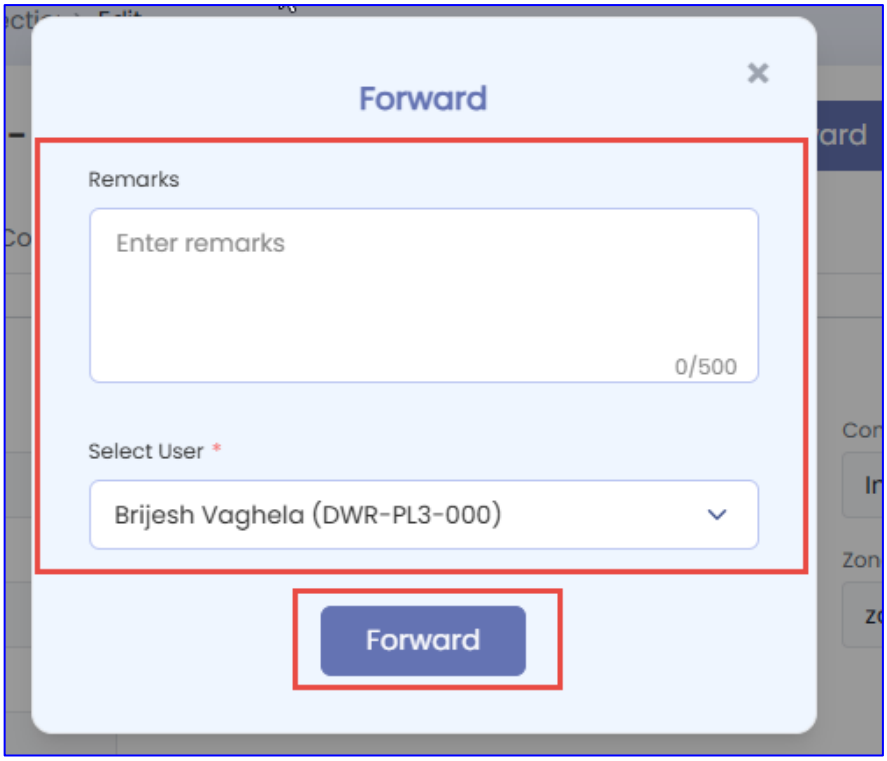


Figure 7-38

The **Forward** popup enables the verifier to forward the application to the approval authority.

Fields

- **Remarks** – Enter verification remarks before forwarding the application. (Text Area)
- **Select User** – Select the approval authority to whom the application will be forwarded. (Dropdown)

Buttons 

- **Forward** – Forwards the application to the selected approval user.

7.3.5.2 L3 Approval

Navigation:
Water & Drainage Connection → Reopen Drainage Connection → Worklist

The **L3 Approval** stage enables the approving authority to review the complete reopening application and take the final decision. The approver can review every section of the application, inspection summary, charges, uploaded documents, and workflow history before approving, rejecting, or sending the application back for re-verification.

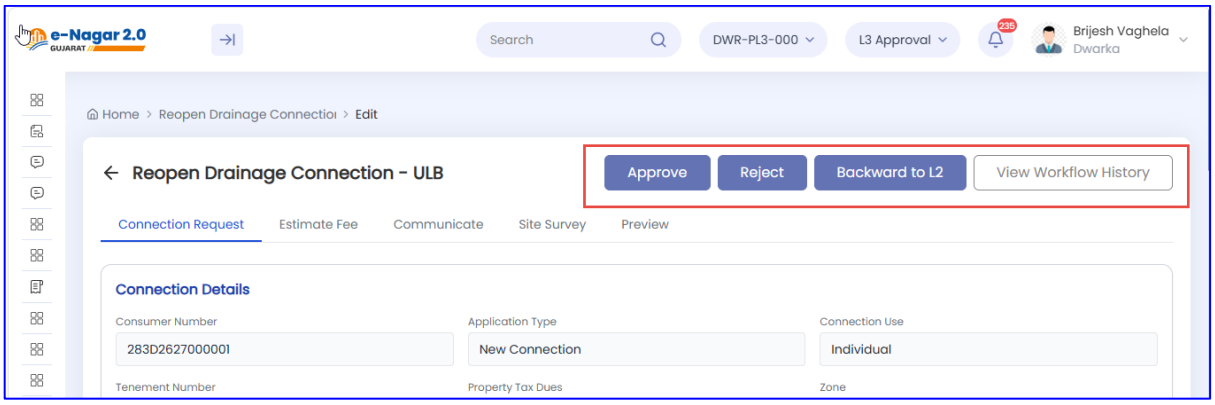


Figure 7-39

The approver can access the following tabs:

- Connection Request
- Estimate Fee
- Communicate
- Site Survey
- Preview

All information is displayed in **Read Only** mode.

Buttons 

- **Approve** – Approves the reopening application.
- **Reject** – Rejects the application.
- **Backward to L2** – Sends the application back to the verifier for further review.
- **View Workflow History** – Displays the complete workflow history.

Approve

After clicking **Approve**, the system displays the **Approve** popup.

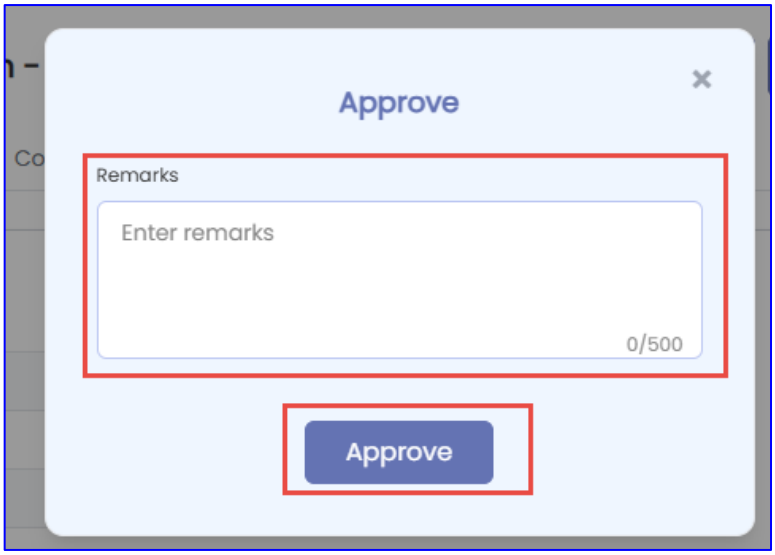


Figure 7-40

The **Approve** popup allows the approving authority to record approval remarks before granting final approval.

Fields

- **Remarks** – Enter approval remarks for the application. (Text Area)

Buttons 

- **Approve** – Approves the reopening application and changes the application status to **Approved**.

7.3.5.2.1 Complete Payment

After the application is approved by the L3 Approver, its status changes to **Approved** and the **Complete Payment** action becomes available on the listing page. The user can collect the applicable reopening charges before reopening the drainage connection.

Navigation:
Water & Drainage Connection → Reopen Drainage Connection

The **Reopen Drainage Connection Listing Page** displays the approved applications awaiting payment collection.

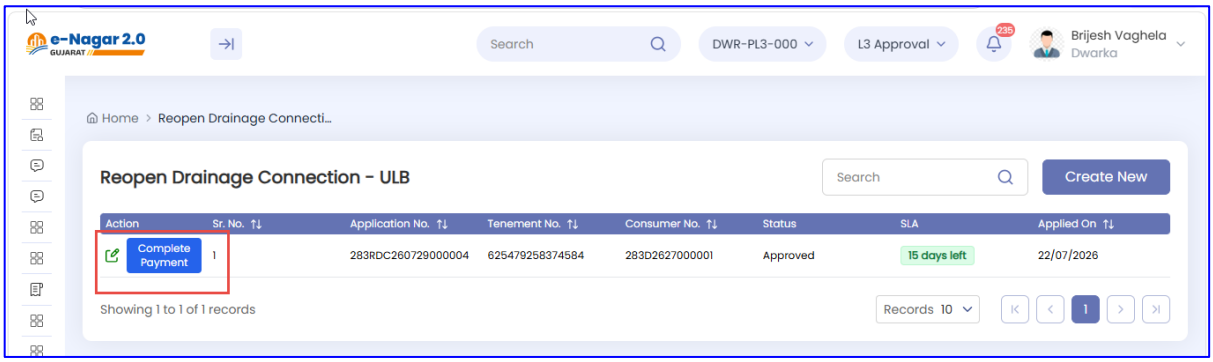


Figure 7-41

List Columns

- **Action** – Provides the **Complete Payment** option for approved applications.
- **Sr. No.** – Displays the serial number of the application.
- **Application No.** – Displays the unique application number.
- **Tenement No.** – Displays the tenement number associated with the property.
- **Consumer No.** – Displays the drainage consumer number.
- **Status** – Displays the application status as **Approved**.
- **SLA** – Displays the remaining SLA available for completing the reopening process.
- **Applied On** – Displays the application submission date.

Action Buttons

- **Complete Payment** – Opens the payment collection window for collecting reopening charges.

Collect Payment

After clicking **Complete Payment**, the system displays the **Collect Payment** popup.

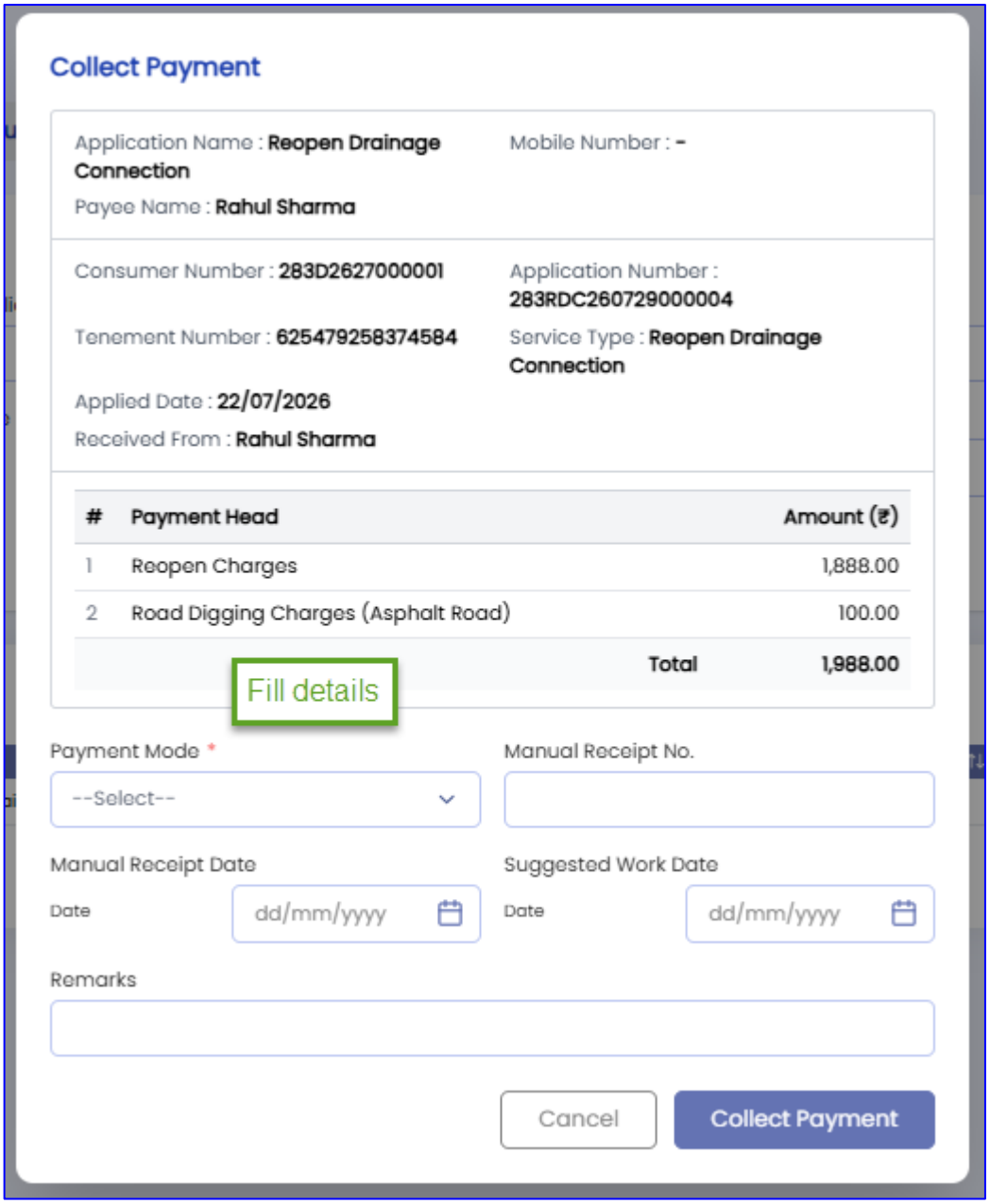


Figure 7-42

The **Collect Payment** page displays the fee summary generated during application processing and allows the user to collect payment using the selected payment mode.

Application Details

Fields

- **Application Name** – Displays the service name for which payment is being collected. (Read Only)
- **Payee Name** – Displays the applicant's name. (Read Only)
- **Mobile Number** – Displays the applicant's registered mobile number. (Read Only)
- **Consumer Number** – Displays the drainage consumer number. (Read Only)

- **Application Number** – Displays the unique application number. (Read Only)
- **Tenement Number** – Displays the tenement number. (Read Only)
- **Service Type** – Displays the service type as Reopen Drainage Connection. (Read Only)
- **Applied Date** – Displays the application submission date. (Read Only)
- **Received From** – Displays the name of the person making the payment. (Read Only)

Payment Details

The payment details section displays the fee breakup applicable to the reopening request.

List Columns

- **Sr. No.** – Displays the serial number of the payment head.
- **Payment Head** – Displays the name of the applicable charge.
- **Amount (₹)** – Displays the amount payable under each payment head.

The system displays the **Total** payable amount after calculating all applicable charges.

Payment Information

Fields

- **Payment Mode** – Select the payment mode such as Cash, Cheque, Demand Draft, Online, or other configured payment methods. (Dropdown)
- **Manual Receipt No.** – Enter the manual receipt number, if applicable. (Text)
- **Manual Receipt Date** – Select the manual receipt date. (Date Picker)
- **Suggested Work Date** – Select the proposed date for reopening the drainage connection. (Date Picker)
- **Remarks** – Enter remarks related to payment collection. (Text Area)

Buttons 

- **Collect Payment** – Collects the payment and generates the payment receipt.
- **Cancel** – Closes the payment window without collecting payment.

Payment Successful

After successful payment collection, the system displays a confirmation message.

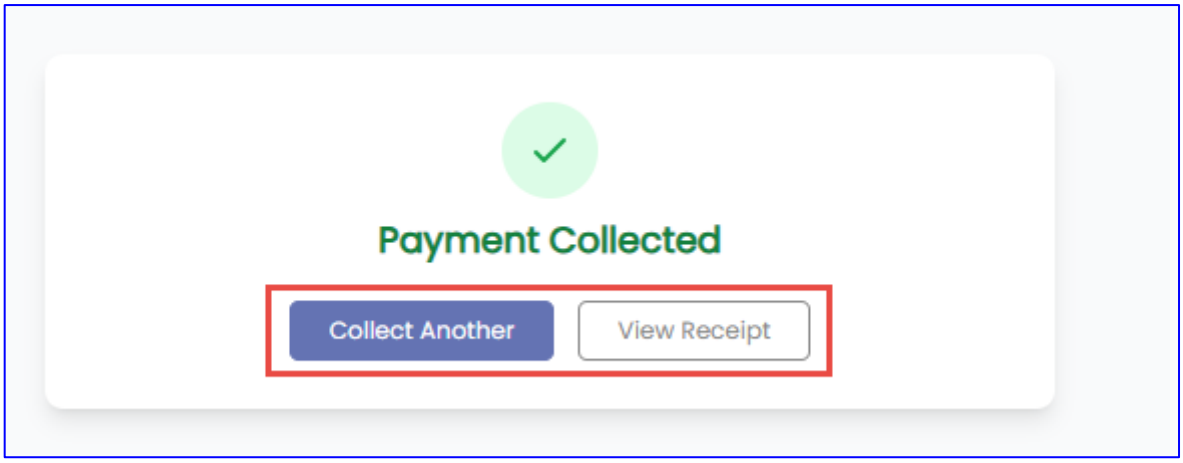


Figure 7-43

The **Payment Successful** page confirms that the reopening charges have been successfully collected.

Buttons 

- **Collect Another** – Closes the confirmation page and returns to the application listing to collect payment for another application.
- **View Receipt** – Opens the generated payment receipt.

7.3.5.2.2 Payment Receipt

After clicking **View Receipt**, the system displays the payment receipt.

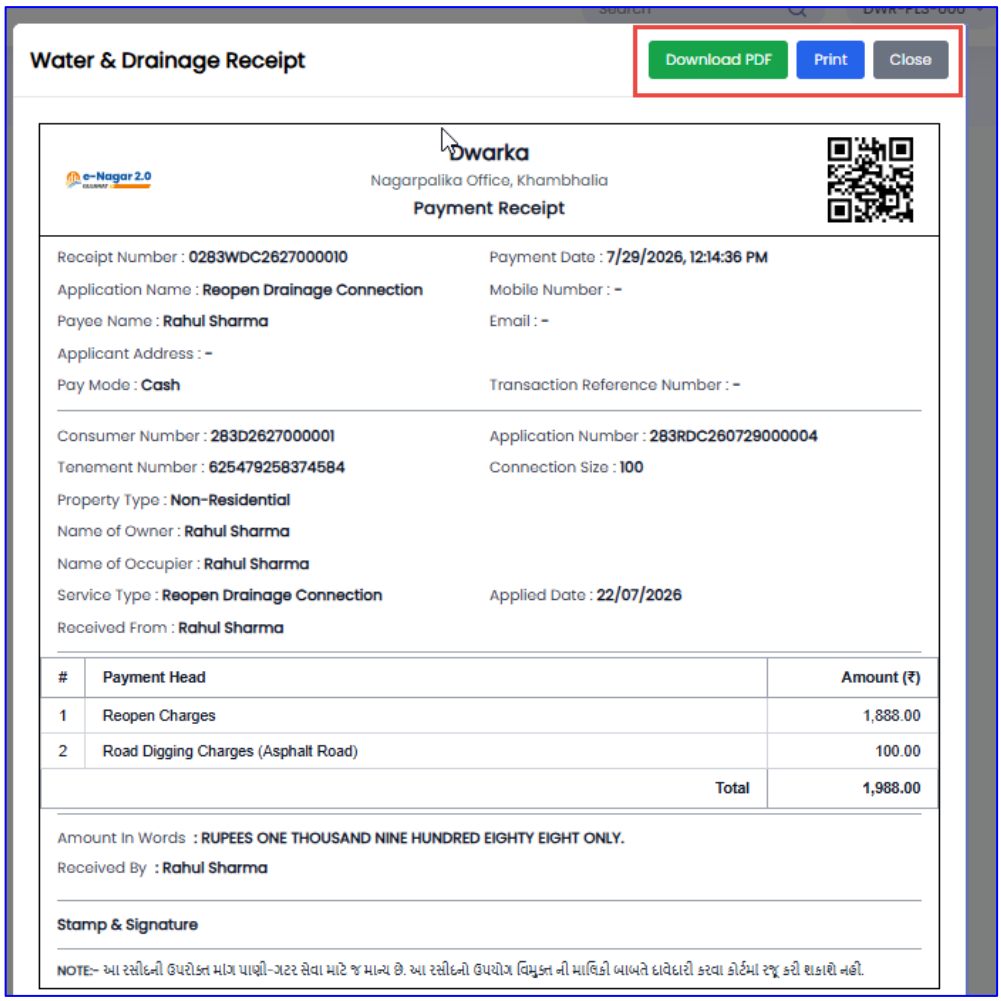


Figure 7-44

The receipt displays the complete payment details for the reopening application.

Receipt Information

The receipt contains the following information:

- ULB Name
- Receipt Number
- Payment Date & Time
- Application Name
- Payee Name
- Mobile Number
- Email
- Applicant Address
- Payment Mode

- Transaction Reference Number
- Consumer Number
- Application Number
- Tenement Number
- Connection Size
- Property Type
- Owner Name
- Occupier Name
- Service Type
- Applied Date
- Received From
- Payment Head-wise Amount Details
- Grand Total
- Amount in Words
- Receiver Name
- Stamp & Signature Section

Buttons 

- **Download PDF** – Downloads the payment receipt in PDF format.
- **Print** – Prints the payment receipt.
- **Close** – Closes the receipt window.

7.3.5.2.3 Reopen Connection

After payment collection, the application status changes to **Awaiting Work**, and the **Reopen Connection** action becomes available on the listing page.

Navigation:
Water & Drainage Connection → Reopen Drainage Connection

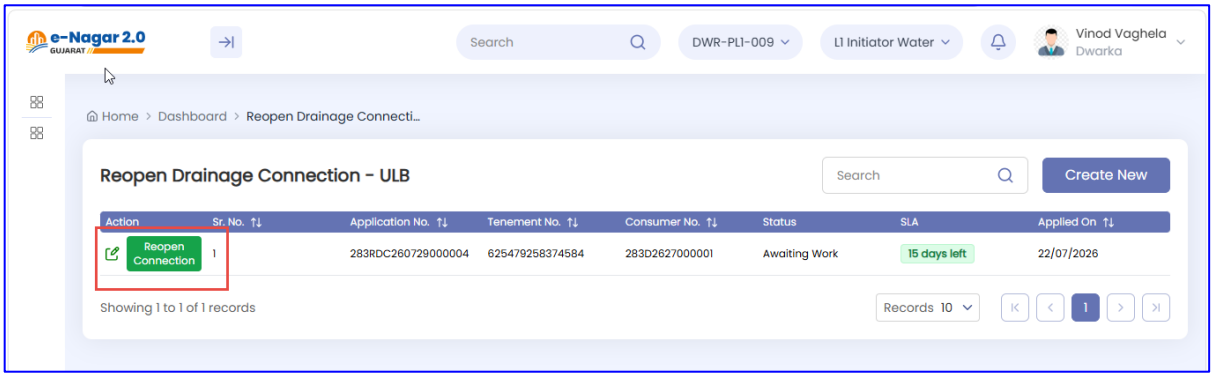


Figure 7-45

The listing page displays all applications for which payment has been completed and the reopening work is pending.

Action Buttons

- **Reopen Connection** – Opens the Reopen Connection popup for recording the reopening details.

Reopen Connection Popup

After clicking **Reopen Connection**, the system displays the **Reopen Connection** popup.

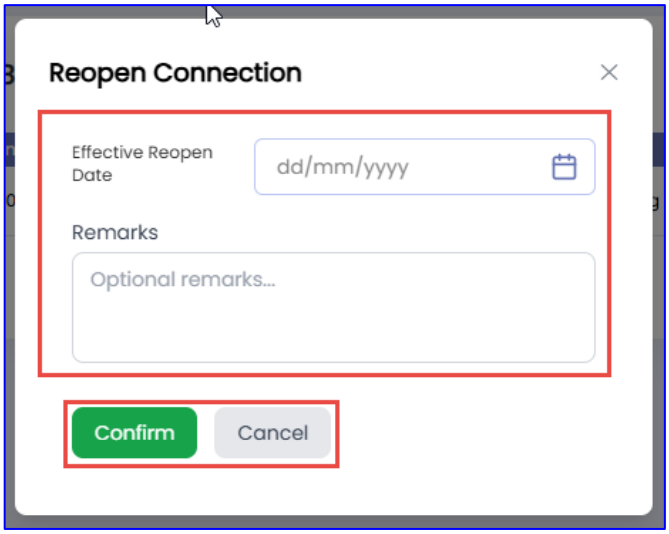


Figure 7-46

The popup allows the user to record the effective reopening date before activating the drainage connection.

Fields

- **Effective Reopen Date** – Select the actual date on which the drainage connection is reopened. (Date Picker)
- **Remarks** – Enter remarks related to reopening the drainage connection. (Text Area)

Buttons 

- **Confirm** – Confirms the reopening of the drainage connection and activates the service.
- **Cancel** – Closes the popup without updating the reopening details.

Final Status

After clicking **Confirm**, the system successfully reopens the drainage connection.

The application status is updated to **Completed**, and the drainage connection becomes active in the system. All reopening details, payment information, inspection records, and workflow history are preserved for future reference and auditing purposes. Users can subsequently view the completed application and its workflow history from the **Reopen Drainage Connection** listing page.

7.4 Search Drainage Connection

The **Search Drainage Connection** page allows users to search and view drainage connection applications using various search criteria. Users can enter one or more search parameters to locate specific records and review the application details in the data listing.

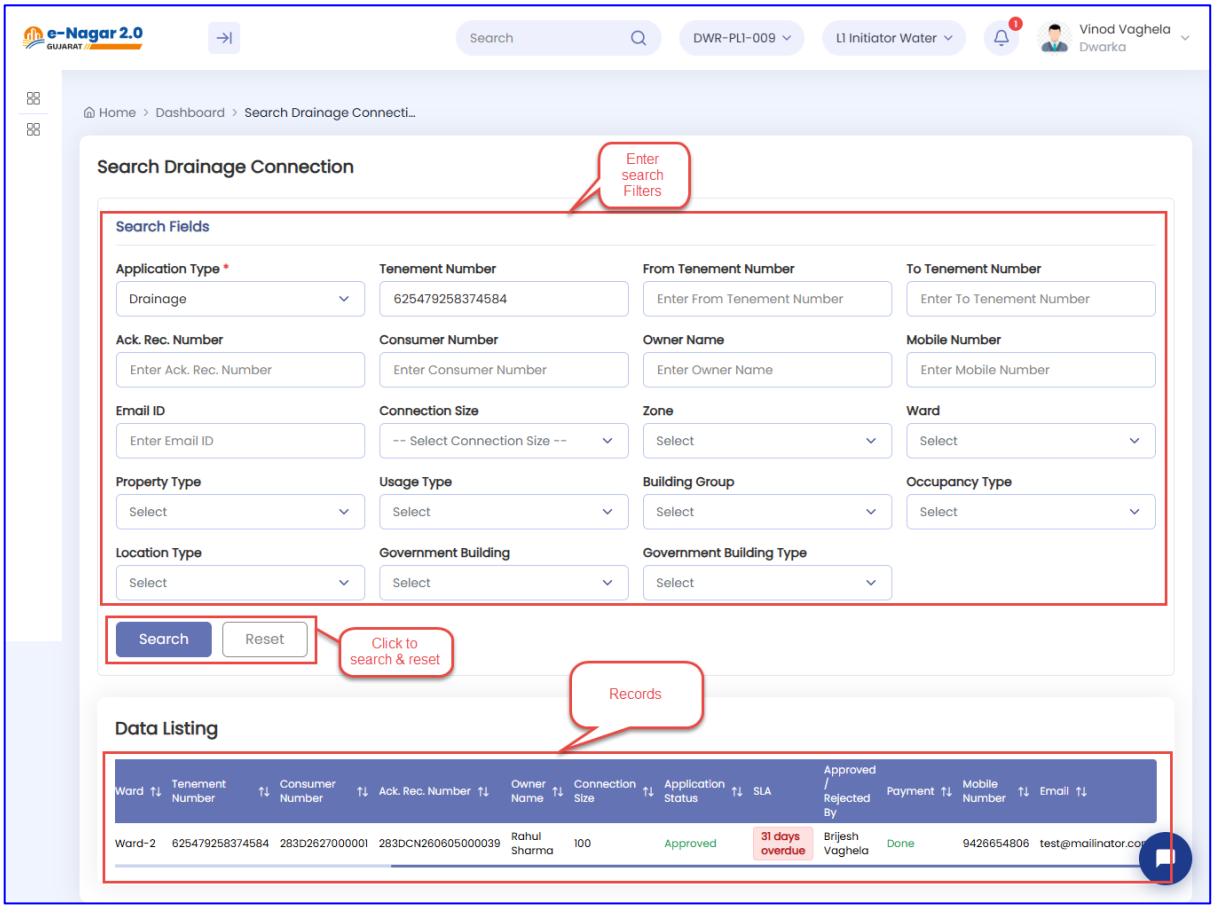


Figure 7-47

Search Fields

The search section provides multiple filters to search drainage connection applications.

- **Application Type –** Select the type of application to search. (Drop-down)
- **Tenement Number –** Enter the tenement number of the property. (Text)
- **From Tenement Number –** Enter the starting tenement number to search within a range. (Text)
- **To Tenement Number –** Enter the ending tenement number to search within a range. (Text)
- **Ack. Rec. Number –** Enter the acknowledgement receipt number of the application. (Text)
- **Consumer Number –** Enter the consumer number associated with the connection. (Text)
- **Owner Name –** Enter the property owner's name. (Text)
- **Mobile Number –** Enter the registered mobile number. (Numeric)

- **Email ID –** Enter the registered email address. (Text)
- **Connection Size –** Select the drainage connection size. (Drop-down)
- **Zone –** Select the zone in which the property is located. (Drop-down)
- **Ward –** Select the ward associated with the property. (Drop-down)
- **Property Type –** Select the property type. (Drop-down)
- **Usage Type –** Select the usage category of the property. (Drop-down)
- **Building Group –** Select the building group. (Drop-down)
- **Occupancy Type –** Select the occupancy type. (Drop-down)
- **Location Type –** Select the location type. (Drop-down)
- **Government Building –** Select whether the property is a government building. (Drop-down)
- **Government Building Type –** Select the type of government building. (Drop-down)

Buttons 

- **Search –** Click to retrieve records matching the entered search criteria.
- **Reset –** Click to clear all entered search criteria and display the default search page.

Data Listing

The search results are displayed in the **Data Listing** section.

- **Sr. No. –** Displays the serial number of the application record.
- **Application Date –** Displays the date on which the application was submitted.
- **Application From –** Displays the source through which the application was submitted (such as Portal).
- **Application Type –** Displays the type of drainage application (such as New Connection).
- **Zone –** Displays the zone associated with the property.
- **Ward –** Displays the ward in which the property is located.
- **Tenement Number –** Displays the unique tenement number of the property.
- **Consumer Number –** Displays the consumer number associated with the drainage connection.

- **Ack. Rec. Number –** Displays the acknowledgement receipt number of the application.
- **Owner Name –** Displays the name of the property owner.
- **Connection Size –** Displays the approved drainage connection size.
- **Application Status –** Displays the current status of the drainage connection application.
- **SLA –** Displays the service level agreement (SLA) status and processing duration.
- **Approved / Rejected By –** Displays the name of the user who approved or rejected the application.
- **Payment –** Displays the payment status of the application.
- **Mobile Number –** Displays the registered mobile number.
- **Email –** Displays the registered email address.

8 Payment Collection for Plumber License

To collect the payment for a plumber license application, navigate to **Water & Drainage Connection → Payment Collection → Payment Collection for Water, Drainage & Plumber License**. The **Payment Collection** page opens with separate tabs for different services. Select the **Plumber License** tab, enter the required search criteria, and click **Search**. The matching pending applications are displayed in the **Pending Applications** list. Click the **Collect** button against the required application to open the payment collection window.

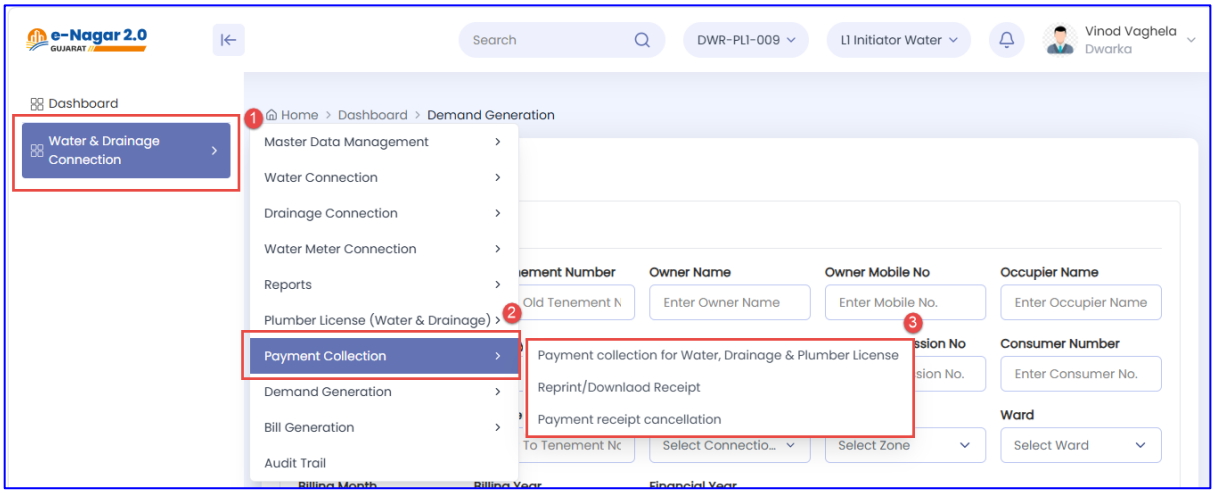


Figure 8-1

8.1 Payment Collection – Plumber License

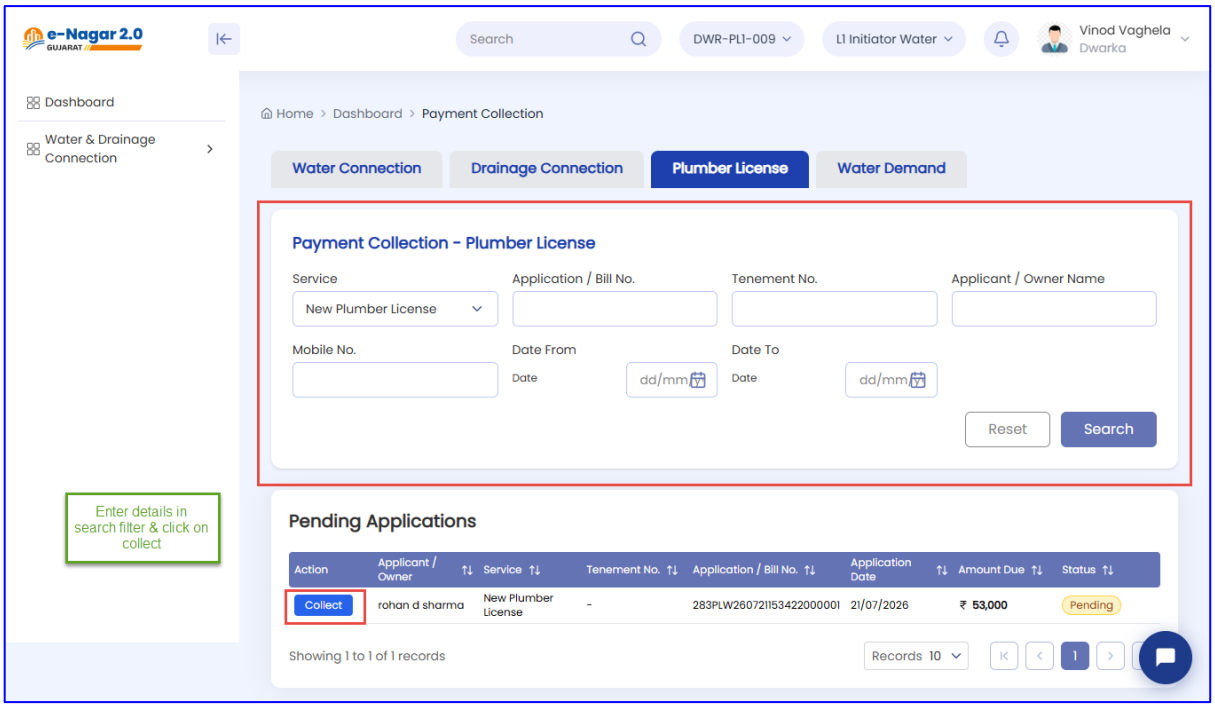
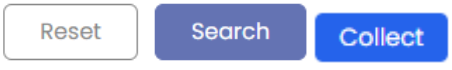


Figure 8-2

Search Fields

- **Service** – Select the plumber license service for which payment needs to be collected, such as New Plumber License, Renewal, or other available services. (Dropdown)
- **Application / Bill No.** – Enter the application number or bill number to search for a specific application. (Text)
- **Tenement No.** – Enter the tenement number associated with the applicant. (Text)
- **Applicant / Owner Name** – Enter the applicant or owner's name to search the application. (Text)
- **Mobile No.** – Enter the registered mobile number of the applicant. (Numeric)
- **Date From** – Select the starting application date for the search. (Date Picker)
- **Date To** – Select the ending application date for the search. (Date Picker)

Buttons 

- **Search** – Retrieves the pending plumber license applications matching the entered search criteria.
- **Reset** – Clears all entered search criteria and restores the default values.
- **Collect** – Opens the payment collection window for the selected pending application.

Collect Payment

The **Collect Payment** window displays the applicant details, application information, payment heads, and the total payable amount. Enter the required payment details and collect the payment.

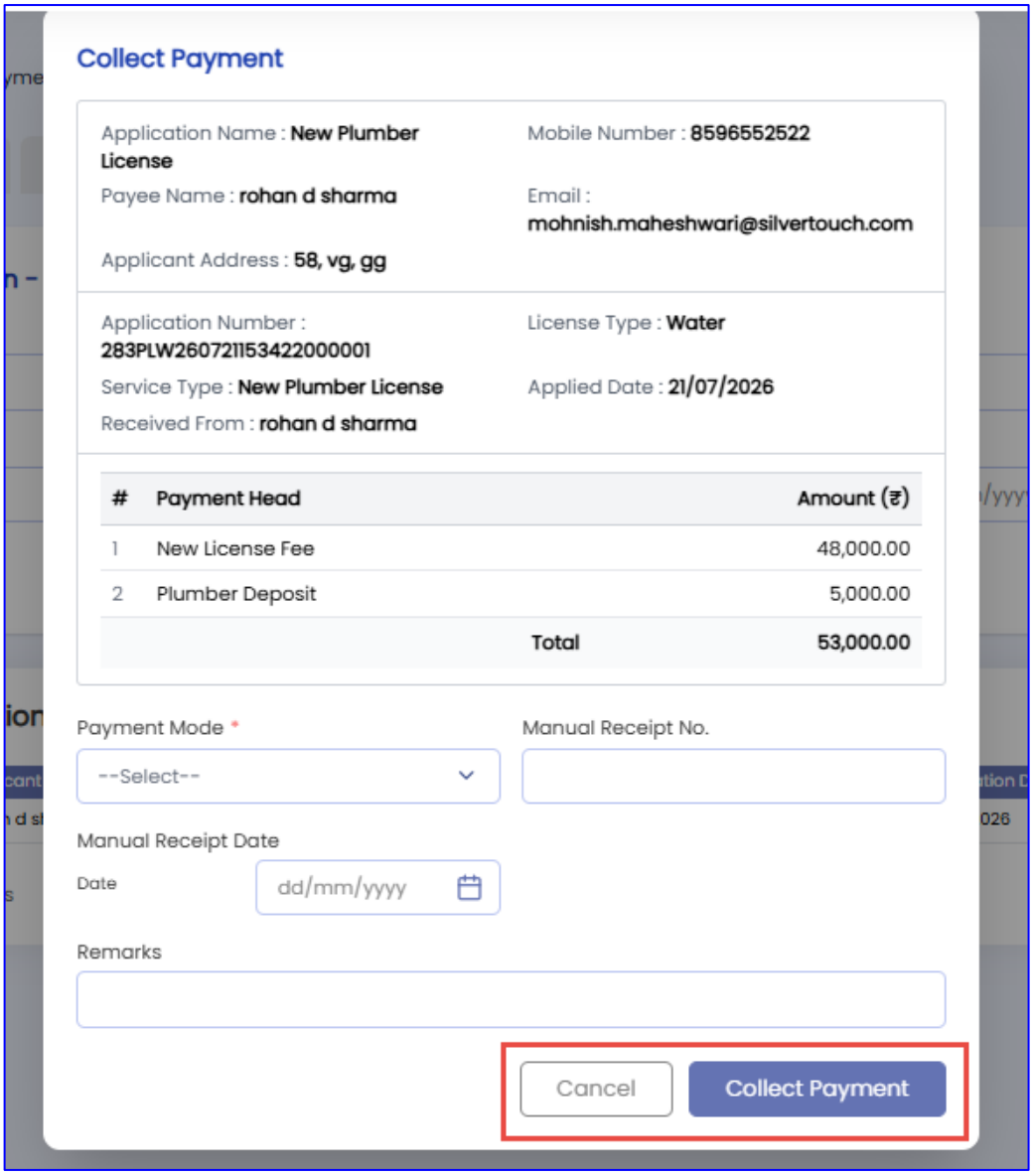


Figure 8-3

Fields

- **Payment Mode** – Select the mode through which the payment is received, such as Cash, Cheque, UPI, Demand Draft, or other configured payment methods. (Dropdown)
- **Manual Receipt No.** – Enter the manual receipt number, if applicable. (Text)
- **Manual Receipt Date** – Select the date mentioned on the manual receipt. (Date Picker)
- **Remarks** – Enter any additional remarks related to the payment collection. (Text Area)

Buttons

- **Collect Payment** – Processes the payment, generates the payment receipt, and updates the application payment status to **Paid**.
- **Cancel** – Closes the payment collection window without processing the payment.

Payment Collected

After the payment is successfully processed, a **Payment Collected** confirmation message is displayed.

Buttons 

- **Collect Another** – Returns to the payment collection page to collect payment for another pending application.
- **View Receipt** – Opens the generated payment receipt for the collected payment.

Payment Receipt

The generated receipt displays the complete payment information, including the applicant details, application number, license number, payment head-wise amount, receipt number, payment date, payment mode, and total amount received.

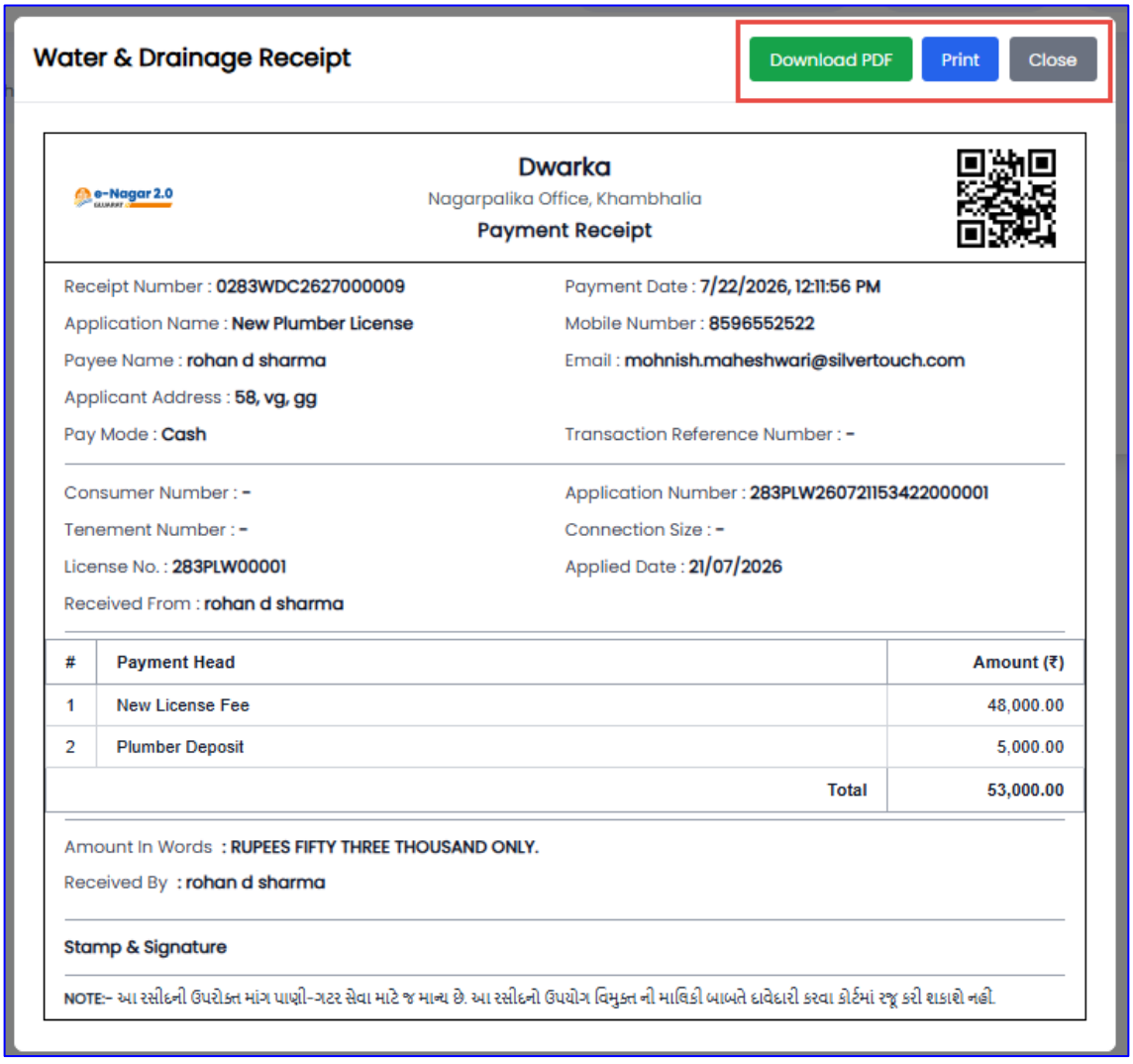


Figure 8-4

Buttons 

- **Download PDF** – Downloads the payment receipt in PDF format.
- **Print** – Prints the payment receipt.
- **Close** – Closes the receipt window and returns to the previous page.

8.2 Receipt Reprint – Water & Drainage

The **Receipt Reprint – Water & Drainage** page allows users to search previously generated payment receipts using various search criteria and reprint the required receipt. Enter one or more search parameters and click **Search**. The matching receipts are displayed in the **Payment Receipts** list. Click the **View** button against the required receipt to open and print or download the payment receipt.

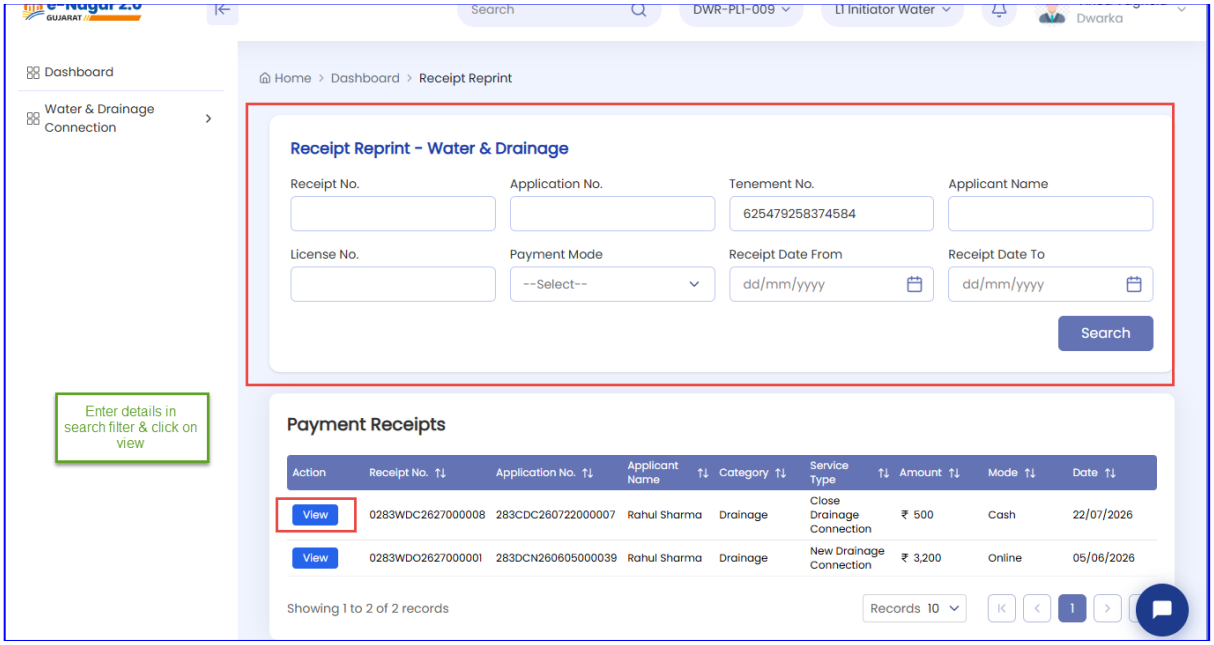


Figure 8-5

Search Fields

- **Receipt No.** – Enter the receipt number to search for a specific payment receipt. (Text)
- **Application No.** – Enter the application number associated with the payment receipt. (Text)
- **Tenement No.** – Enter the tenement number of the property. (Text)
- **Applicant Name** – Enter the applicant's name to search the receipt. (Text)
- **License No.** – Enter the plumber license number, if applicable. (Text)
- **Payment Mode** – Select the payment mode used for the transaction, such as Cash, Cheque, UPI, Demand Draft, or Online. (Dropdown)
- **Receipt Date From** – Select the starting receipt date for the search. (Date Picker)
- **Receipt Date To** – Select the ending receipt date for the search. (Date Picker)

Buttons

- **Search** – Search Retrieves payment receipts matching the entered search criteria.
- **View** – View Opens the selected payment receipt for viewing, printing, or downloading.

8.3 Cancel Payment Receipt – Water & Drainage

The **Cancel Payment Receipt – Water & Drainage** page enables users to search generated payment receipts and cancel eligible receipts. Enter the required search criteria and click **Search**. The matching receipts are displayed in the **Receipts** list. Click the **Cancel** button against the required receipt to open the cancellation window.

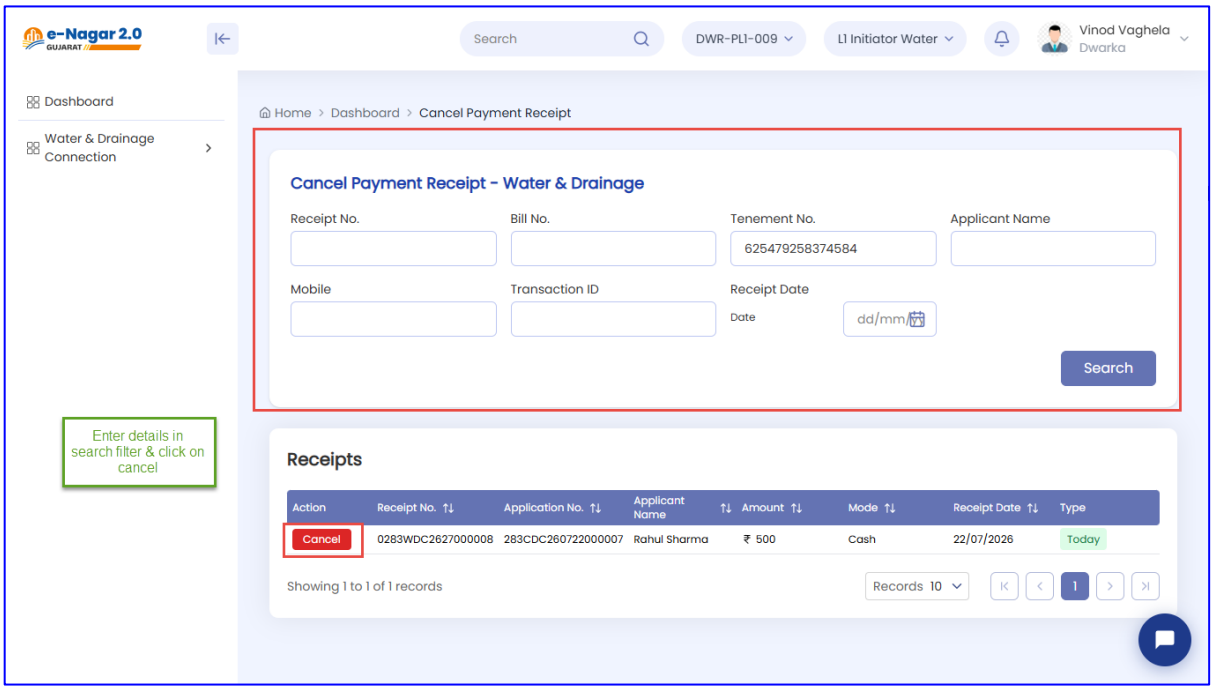


Figure 8-6

Search Fields

- **Receipt No.** – Enter the receipt number to search for a specific receipt. (Text)
- **Bill No.** – Enter the bill number associated with the payment. (Text)
- **Tenement No.** – Enter the tenement number linked to the receipt. (Text)
- **Applicant Name** – Enter the applicant's name. (Text)
- **Mobile** – Enter the registered mobile number of the applicant. (Numeric)
- **Transaction ID** – Enter the payment transaction ID. (Text)
- **Receipt Date** – Select the receipt generation date. (Date Picker)

Buttons

- **Search** – Search Retrieves the receipts matching the entered search criteria.
- **Cancel** – Cancel Opens the receipt cancellation window for the selected receipt.

Cancel Receipt

The **Cancel Receipt** window displays the receipt details, applicant information, payable amount, and OTP verification section required to cancel the payment receipt.

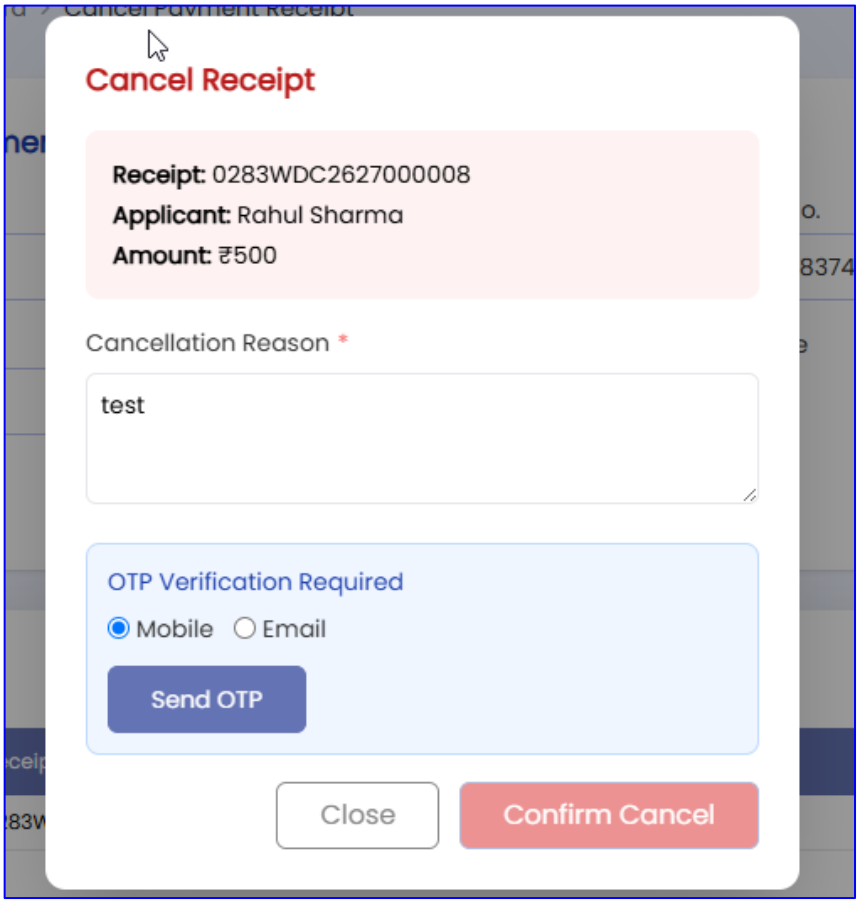


Figure 8-7

Fields

- **Cancellation Reason** – Enter the reason for cancelling the payment receipt. (Text Area)
- **OTP Verification Method** – Select whether the OTP should be sent to the registered **Mobile** number or **Email** address for verification. (Radio Button)

Buttons

- **Send OTP** – Sends a One-Time Password (OTP) to the selected mobile number or email address for verification.
- **Confirm Cancel** – Cancels the payment receipt after successful OTP verification and confirmation.
- **Close** – Closes the cancellation window without cancelling the receipt.

9 Reports

The **Reports** menu provides access to various reports related to water and drainage connections. Users can select a report from the menu to view, search, and generate report data.

The available reports are:

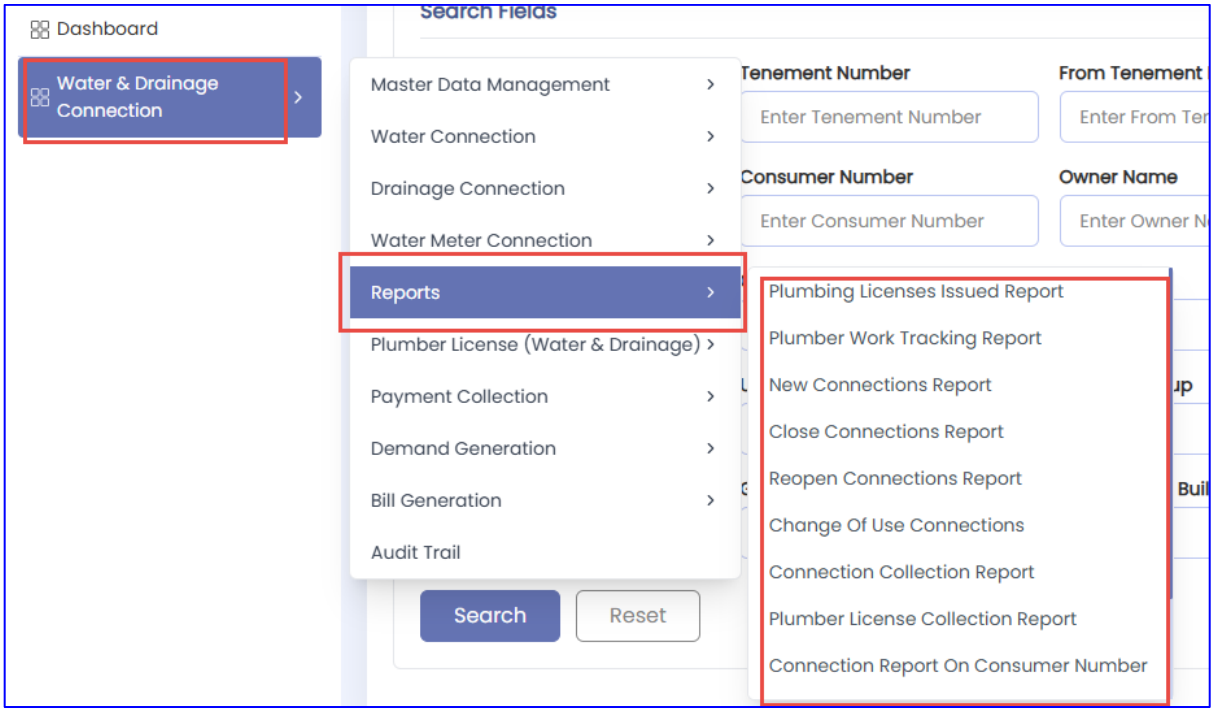


Figure 9-1

9.1 Plumbing Licenses Issued Report

The **Plumbing Licenses Issued Report** page allows users to search and view details of plumbing licenses issued within a specified period. Users can filter records using multiple search criteria and export the report in PDF or Excel format.

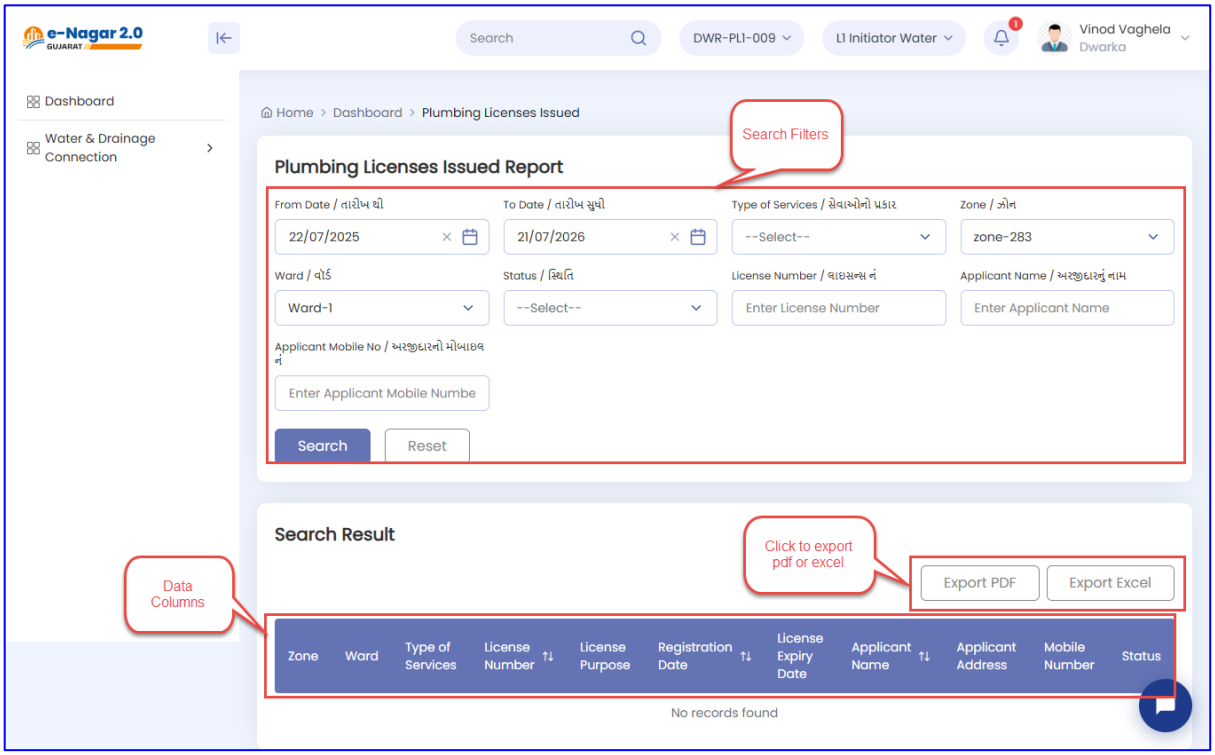


Figure 9-2

Search Filters

The search section allows users to filter plumbing license records.

- **From Date –** Select the start date of the reporting period. (Date Picker)
- **To Date –** Select the end date of the reporting period. (Date Picker)
- **Type of Services –** Select the type of plumbing service. (Drop-down)
- **Zone –** Select the zone for which the report is required. (Drop-down)
- **Ward –** Select the ward associated with the plumbing license. (Drop-down)
- **Status –** Select the current status of the plumbing license. (Drop-down)
- **License Number –** Enter the plumbing license number. (Text)
- **Applicant Name –** Enter the applicant's name. (Text)
- **Applicant Mobile No –** Enter the registered mobile number of the applicant. (Numeric)

Buttons 

- **Search –** Click to retrieve plumbing license records matching the entered search criteria.
- **Reset –** Click to clear all entered search criteria and restore the default values.

Search Result

The search results are displayed in the **Search Result** section. 

- **Export PDF –** Click to export the displayed report in PDF format.
- **Export Excel –** Click to export the displayed report in Excel format.

Data Columns

The report displays the following information:

- **Zone –** Displays the zone in which the license is registered.
- **Ward –** Displays the ward associated with the plumbing license.
- **Type of Services –** Displays the type of plumbing service for which the license was issued.
- **License Number –** Displays the unique plumbing license number.
- **License Purpose –** Displays the purpose for which the plumbing license was issued.
- **Registration Date –** Displays the date on which the license was registered.
- **License Expiry Date –** Displays the validity end date of the plumbing license.
- **Applicant Name –** Displays the name of the applicant.
- **Applicant Address –** Displays the registered address of the applicant.
- **Mobile Number –** Displays the registered mobile number of the applicant.
- **Status –** Displays the current status of the plumbing license.

9.2 Plumber Work Tracking Report

The **Plumber Work Tracking Report** page allows users to search and monitor plumbing work assigned for water and drainage connection applications. Users can filter records using multiple search criteria and export the report in PDF or Excel format.

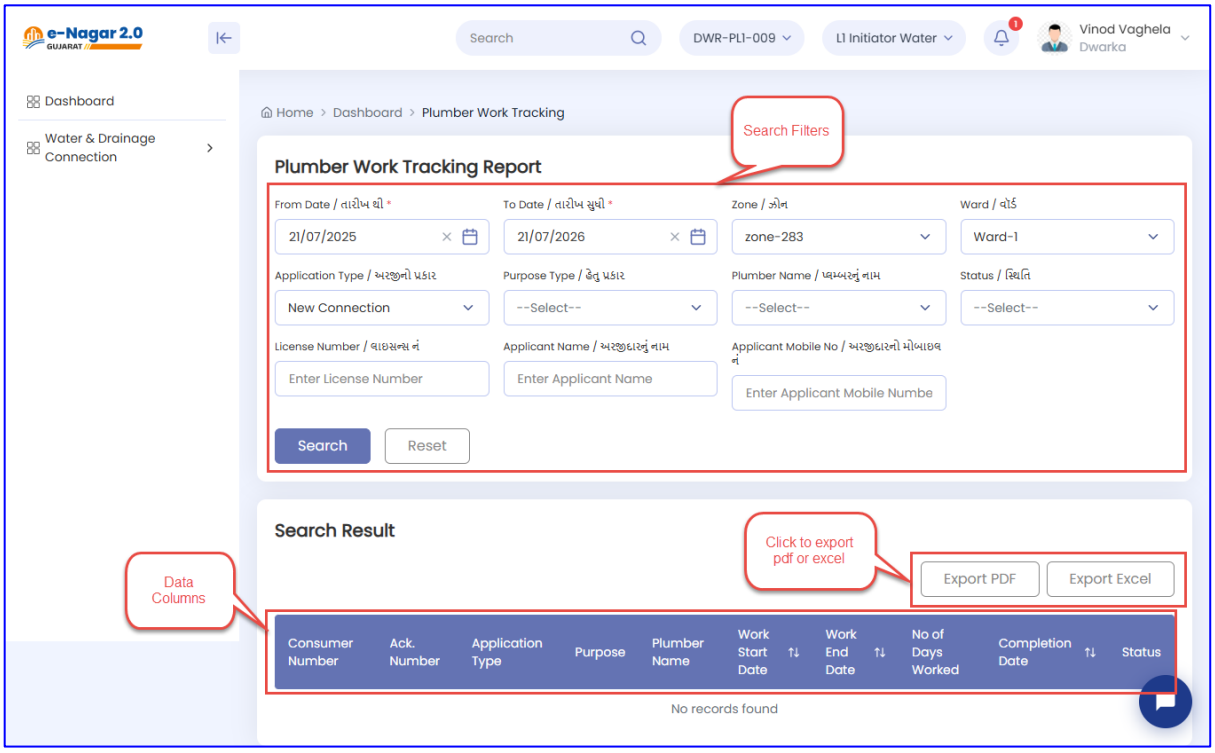


Figure 9-3

Search Filters

The search section allows users to filter plumber work records.

- **From Date –** Select the start date of the reporting period. (Date Picker)
- **To Date –** Select the end date of the reporting period. (Date Picker)
- **Zone –** Select the zone for which the report is required. (Drop-down)
- **Ward –** Select the ward associated with the work. (Drop-down)
- **Application Type –** Select the type of application (such as New Connection). (Drop-down)
- **Purpose Type –** Select the purpose of the plumbing work. (Drop-down)
- **Plumber Name –** Select the plumber assigned to the work. (Drop-down)
- **Status –** Select the current work status. (Drop-down)
- **License Number –** Enter the plumber license number. (Text)
- **Applicant Name –** Enter the applicant's name. (Text)
- **Applicant Mobile No –** Enter the applicant's registered mobile number. (Numeric)

Buttons

- **Search –** Click to retrieve records matching the entered search criteria.

- **Reset –** Click to clear all entered search criteria and restore the default values.

Search Result 

The search results are displayed in the **Search Result** section. 

- **Export PDF –** Click to export the displayed report in PDF format.
- **Export Excel –** Click to export the displayed report in Excel format.

Data Columns

The report displays the following information:

- **Consumer Number –** Displays the consumer number associated with the application.
- **Ack. Number –** Displays the acknowledgement number generated for the application.
- **Application Type –** Displays the type of application.
- **Purpose –** Displays the purpose of the plumbing work.
- **Plumber Name –** Displays the name of the plumber assigned to the work.
- **Work Start Date –** Displays the date on which the plumbing work started.
- **Work End Date –** Displays the date on which the plumbing work was completed.
- **No of Days Worked –** Displays the total number of days taken to complete the assigned work.
- **Completion Date –** Displays the date on which the work was completed.
- **Status –** Displays the current status of the plumbing work.

9.3 New Water/Drainage Connection Report

The **New Water/Drainage Connection Report** page allows users to search and generate reports for new water and drainage connection applications. Users can apply multiple search filters, choose the columns to be included in the report, view the search results, and export the report in PDF or Excel format.

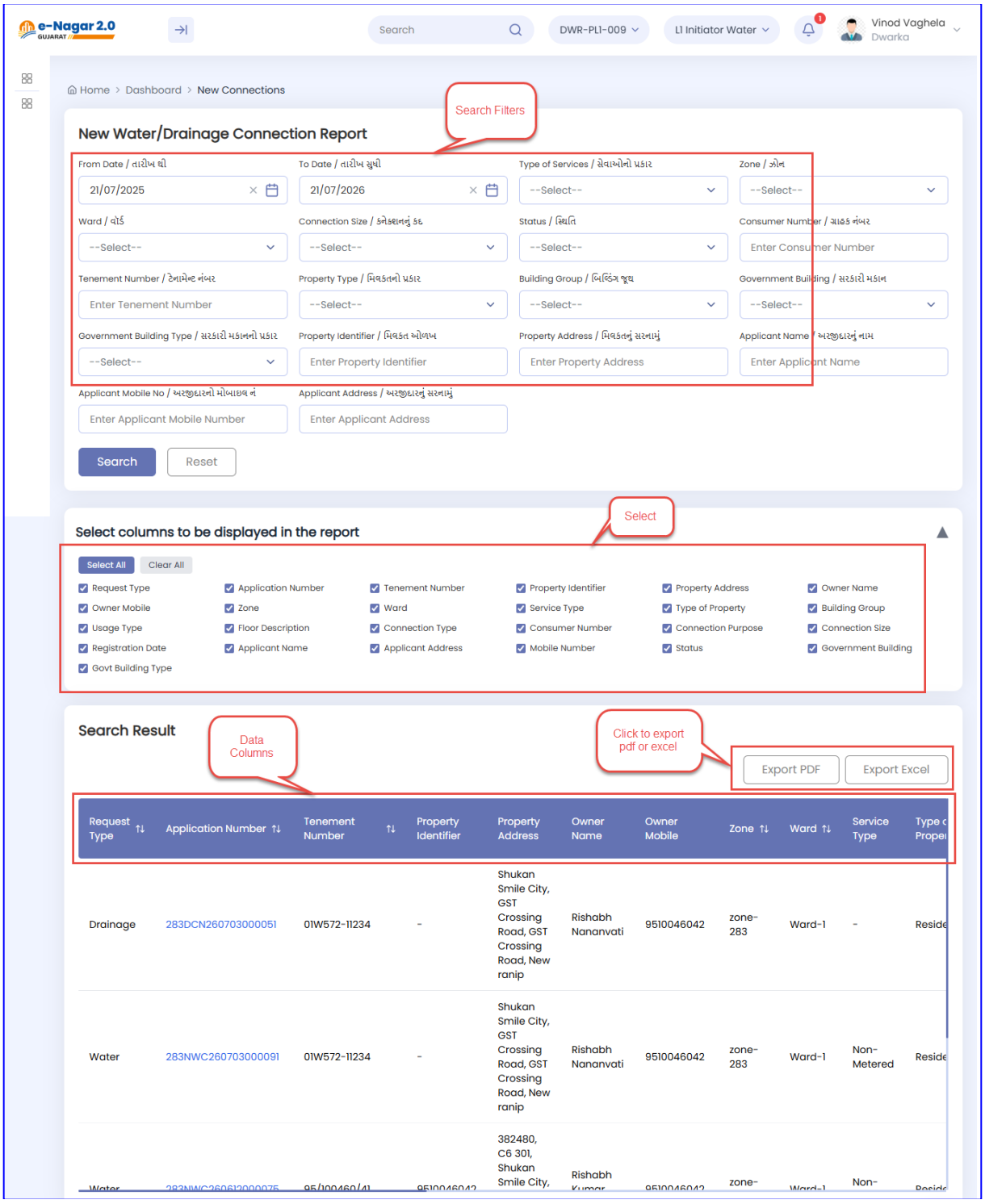


Figure 9-4

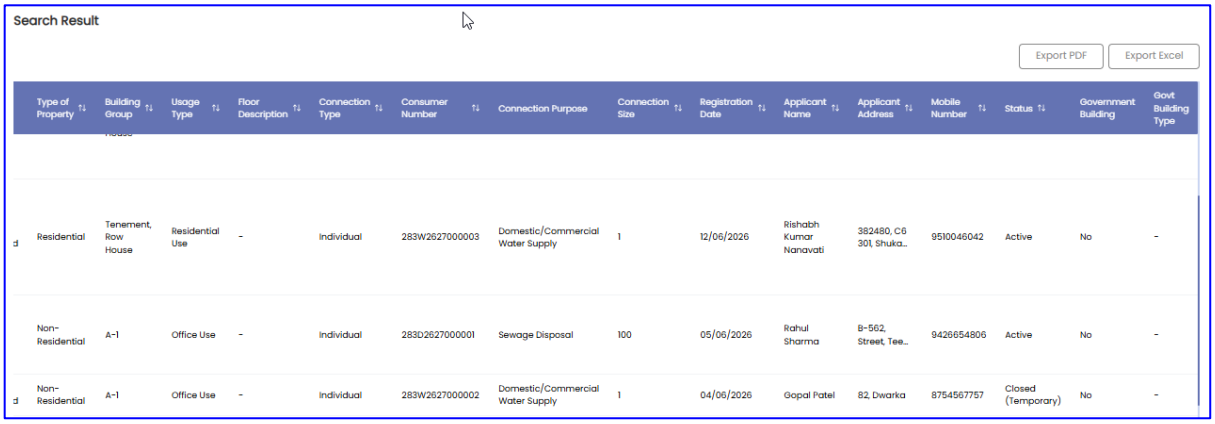


Figure 9-5

Search Filters

The search section allows users to filter new connection records.

- **From Date –** Select the start date of the reporting period. (Date Picker)
- **To Date –** Select the end date of the reporting period. (Date Picker)
- **Type of Services –** Select the service type (Water or Drainage). (Drop-down)
- **Zone –** Select the zone for which the report is required. (Drop-down)
- **Ward –** Select the ward associated with the property. (Drop-down)
- **Connection Size –** Select the connection size. (Drop-down)
- **Status –** Select the current application status. (Drop-down)
- **Consumer Number –** Enter the consumer number. (Text)
- **Tenement Number –** Enter the property tenement number. (Text)
- **Property Type –** Select the property type. (Drop-down)
- **Building Group –** Select the building group. (Drop-down)
- **Government Building –** Select whether the property is a government building. (Drop-down)
- **Government Building Type –** Select the type of government building. (Drop-down)
- **Property Identifier –** Enter the property identifier. (Text)
- **Property Address –** Enter the property address. (Text)
- **Applicant Name –** Enter the applicant's name. (Text)
- **Applicant Mobile No –** Enter the applicant's registered mobile number. (Numeric)
- **Applicant Address –** Enter the applicant's address. (Text)

Buttons 

- **Search –** Click to retrieve records matching the entered search criteria.
- **Reset –** Click to clear all entered search criteria and restore the default values.

Select Columns to be Displayed in the Report

This section allows users to customize the report by selecting the columns to be included in the search results and exported reports.

- **Select All –** Selects all available report columns.
- **Clear All –** Deselects all selected report columns.

Users can select or deselect individual columns based on their reporting requirements.

Search Result 

The search results are displayed in the **Search Result** section.

- **Export PDF –** Click to export the displayed report in PDF format.
- **Export Excel –** Click to export the displayed report in Excel format.

Data Columns

The report displays the following information:

- **Request Type –** Displays the type of service request (Water or Drainage).
- **Application Number –** Displays the unique application number.
- **Tenement Number –** Displays the unique tenement number of the property.
- **Property Identifier –** Displays the unique identifier assigned to the property.
- **Property Address –** Displays the address of the property.
- **Owner Name –** Displays the name of the property owner.
- **Owner Mobile –** Displays the registered mobile number of the property owner.
- **Zone –** Displays the zone associated with the property.
- **Ward –** Displays the ward associated with the property.
- **Service Type –** Displays the type of service requested.
- **Type of Property –** Displays the property category.

9.4 Closed Water/Drainage Connection Report

The **Closed Water/Drainage Connection Report** page enables users to search and generate reports for closed water and drainage connections. Users can apply multiple search filters, customize the report by selecting the required columns, view the search results, and export the report in PDF or Excel format.

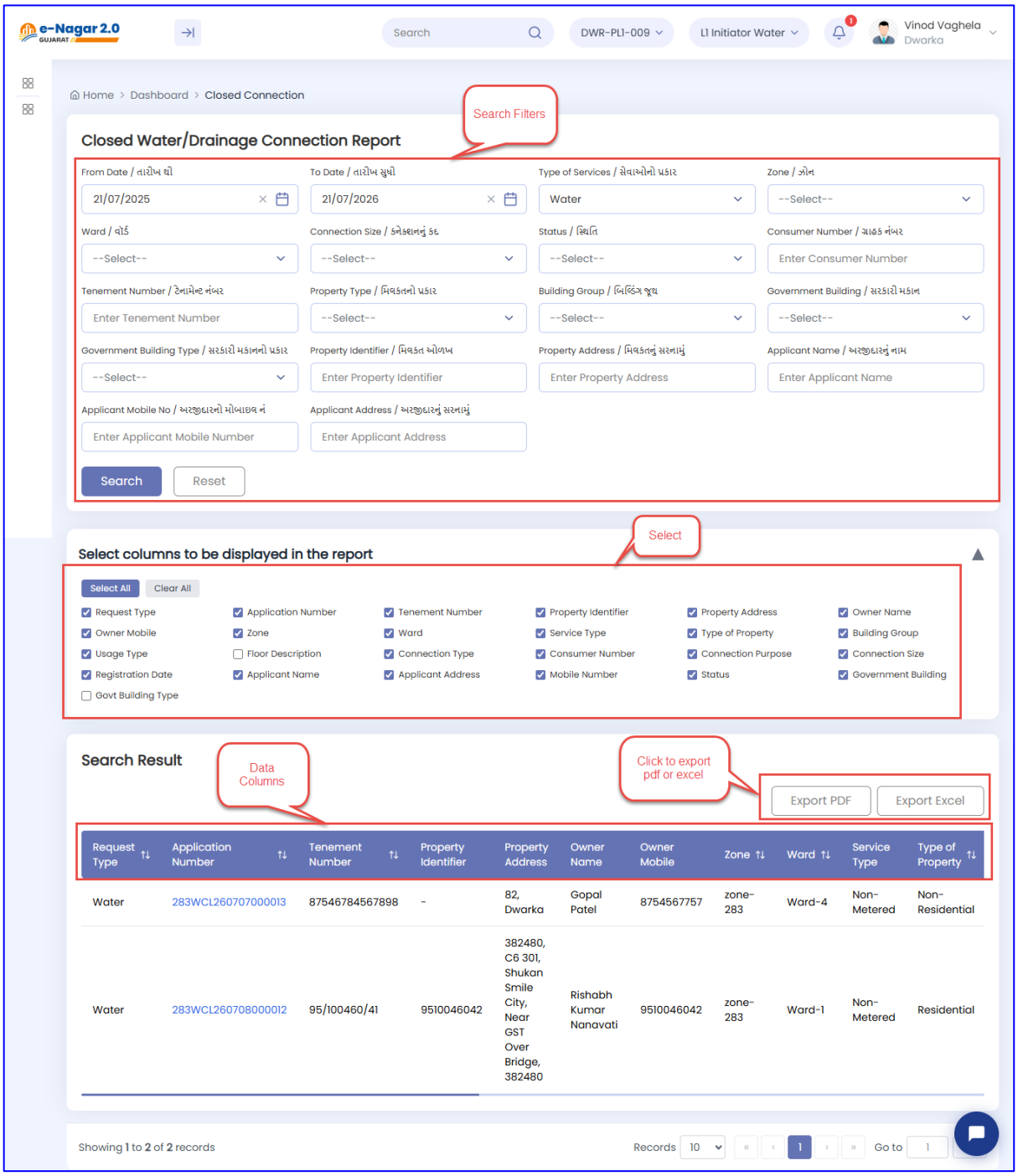


Figure 9-6

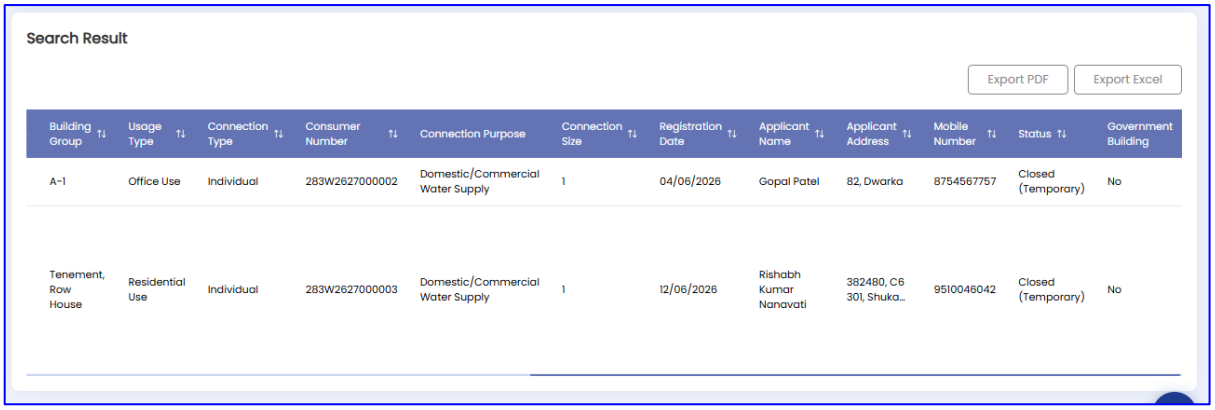


Figure 9-7

Search Filters

The search section allows users to filter closed connection records.

- **From Date –** Select the start date of the reporting period. (Date Picker)
- **To Date –** Select the end date of the reporting period. (Date Picker)
- **Type of Services –** Select the service type (Water or Drainage). (Drop-down)
- **Zone –** Select the zone for which the report is required. (Drop-down)
- **Ward –** Select the ward associated with the property. (Drop-down)
- **Connection Size –** Select the connection size. (Drop-down)
- **Status –** Select the current connection status. (Drop-down)
- **Consumer Number –** Enter the consumer number. (Text)
- **Tenement Number –** Enter the property tenement number. (Text)
- **Property Type –** Select the property type. (Drop-down)
- **Building Group –** Select the building group. (Drop-down)
- **Government Building –** Specify whether the property is a government building. (Drop-down)
- **Government Building Type –** Select the type of government building. (Drop-down)
- **Property Identifier –** Enter the property identifier. (Text)
- **Property Address –** Enter the property address. (Text)
- **Applicant Name –** Enter the applicant's name. (Text)
- **Applicant Mobile No –** Enter the applicant's registered mobile number. (Numeric)
- **Applicant Address –** Enter the applicant's address. (Text)

Buttons 

- **Search –** Click to retrieve records matching the entered search criteria.
- **Reset –** Click to clear all entered search criteria and restore the default values.

Select Columns to be Displayed in the Report

This section allows users to customize the report by selecting the columns to be displayed in the search results and exported reports.

- **Select All –** Selects all available report columns.
- **Clear All –** Deselects all selected report columns.

Users can select or deselect individual columns based on their reporting requirements.

Search Result 

The search results are displayed after executing the search.

- **Export PDF –** Click to export the displayed report in PDF format.
- **Export Excel –** Click to export the displayed report in Excel format.

Data Columns

The report displays the following information:

- **Request Type –** Displays the type of connection request.
- **Application Number –** Displays the unique application number.
- **Tenement Number –** Displays the property tenement number.
- **Property Identifier –** Displays the unique identifier assigned to the property.
- **Property Address –** Displays the address of the property.
- **Owner Name –** Displays the name of the property owner.
- **Owner Mobile –** Displays the registered mobile number of the property owner.
- **Zone –** Displays the zone associated with the property.
- **Ward –** Displays the ward associated with the property.
- **Service Type –** Displays the type of service provided.
- **Type of Property –** Displays the property category.
- **Building Group –** Displays the building group associated with the property.
- **Usage Type –** Displays the usage category of the connection.
- **Connection Type –** Displays the type of water/drainage connection.
- **Consumer Number –** Displays the unique consumer number.
- **Connection Purpose –** Displays the purpose of the connection.
- **Connection Size –** Displays the approved connection size.
- **Registration Date –** Displays the application registration date.
- **Applicant Name –** Displays the name of the applicant.
- **Applicant Address –** Displays the registered address of the applicant.
- **Mobile Number –** Displays the applicant's registered mobile number.
- **Status –** Displays the current status of the connection (e.g., Closed).
- **Government Building –** Indicates whether the property is a government building.

9.5 Reopen Water/Drainage Connection Report

The **Reopen Water/Drainage Connection Report** page enables users to search and generate reports for reopened water and drainage connections. Users can filter records using multiple search criteria, view the matching results, and export the report in PDF or Excel format.

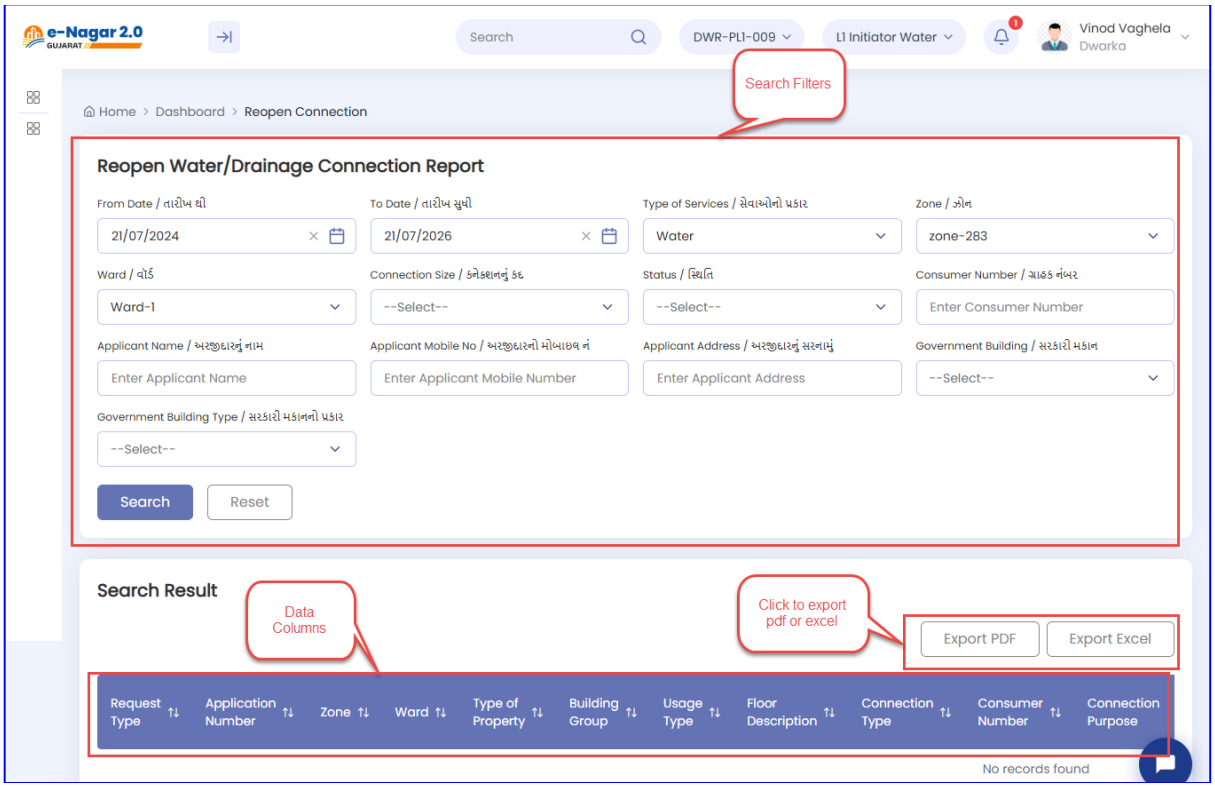


Figure 9-8

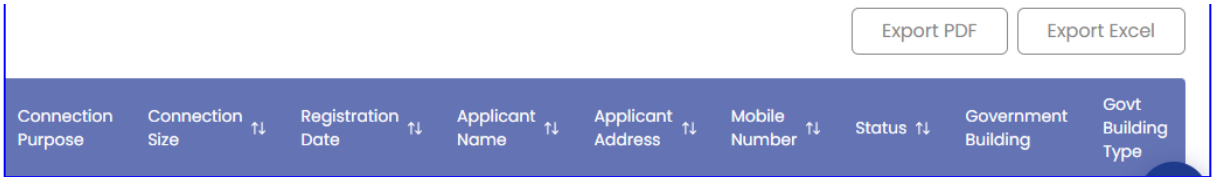


Figure 9-9

Search Filters

The search section allows users to filter reopened connection records.

- **From Date –** Select the start date of the reporting period. (Date Picker)
- **To Date –** Select the end date of the reporting period. (Date Picker)
- **Type of Services –** Select the service type (Water or Drainage). (Drop-down)
- **Zone –** Select the zone for which the report is required. (Drop-down)
- **Ward –** Select the ward associated with the connection. (Drop-down)
- **Connection Size –** Select the size of the connection. (Drop-down)
- **Status –** Select the current status of the reopened connection. (Drop-down)
- **Consumer Number –** Enter the consumer number. (Text)

- **Applicant Name –** Enter the applicant's name. (Text)
- **Applicant Mobile No –** Enter the applicant's registered mobile number. (Numeric)
- **Applicant Address –** Enter the applicant's address. (Text)
- **Government Building –** Specify whether the property is a government building. (Drop-down)
- **Government Building Type –** Select the type of government building. (Drop-down)

Buttons

- **Search –** Click to retrieve records matching the entered search criteria.
- **Reset –** Click to clear all entered search criteria and restore the default values.

Search Result

The search results section displays all reopened water and drainage connection records that match the applied search filters.

Buttons

- **Export PDF –** Click to export the displayed report in PDF format.
- **Export Excel –** Click to export the displayed report in Excel format.

Data Columns

The report displays the following information:

- **Request Type –** Displays the type of connection request.
- **Application Number –** Displays the unique application number.
- **Zone –** Displays the zone associated with the connection.
- **Ward –** Displays the ward associated with the property.
- **Type of Property –** Displays the category of the property.
- **Building Group –** Displays the building group associated with the property.
- **Usage Type –** Displays the usage category of the connection.
- **Floor Description –** Displays the floor details of the property.
- **Connection Type –** Displays the type of water/drainage connection.
- **Consumer Number –** Displays the unique consumer number assigned to the connection.
- **Connection Purpose –** Displays the purpose of the connection.
- **Connection Size –** Displays the approved connection size.
- **Registration Date –** Displays the application registration date.
- **Applicant Name –** Displays the name of the applicant.
- **Applicant Address –** Displays the registered address of the applicant.
- **Mobile Number –** Displays the applicant's registered mobile number.
- **Status –** Displays the current status of the reopened connection.
- **Government Building –** Indicates whether the property is a government building.
- **Govt Building Type –** Displays the type of government building associated with the property.

9.6 Change of Use Water/Drainage Connection Report

The **Change of Use Water/Drainage Connection Report** page enables users to search and generate reports for applications where the usage type of an existing water or drainage connection has been changed. Users can apply various search filters, view the matching records, and export the report in PDF or Excel format.

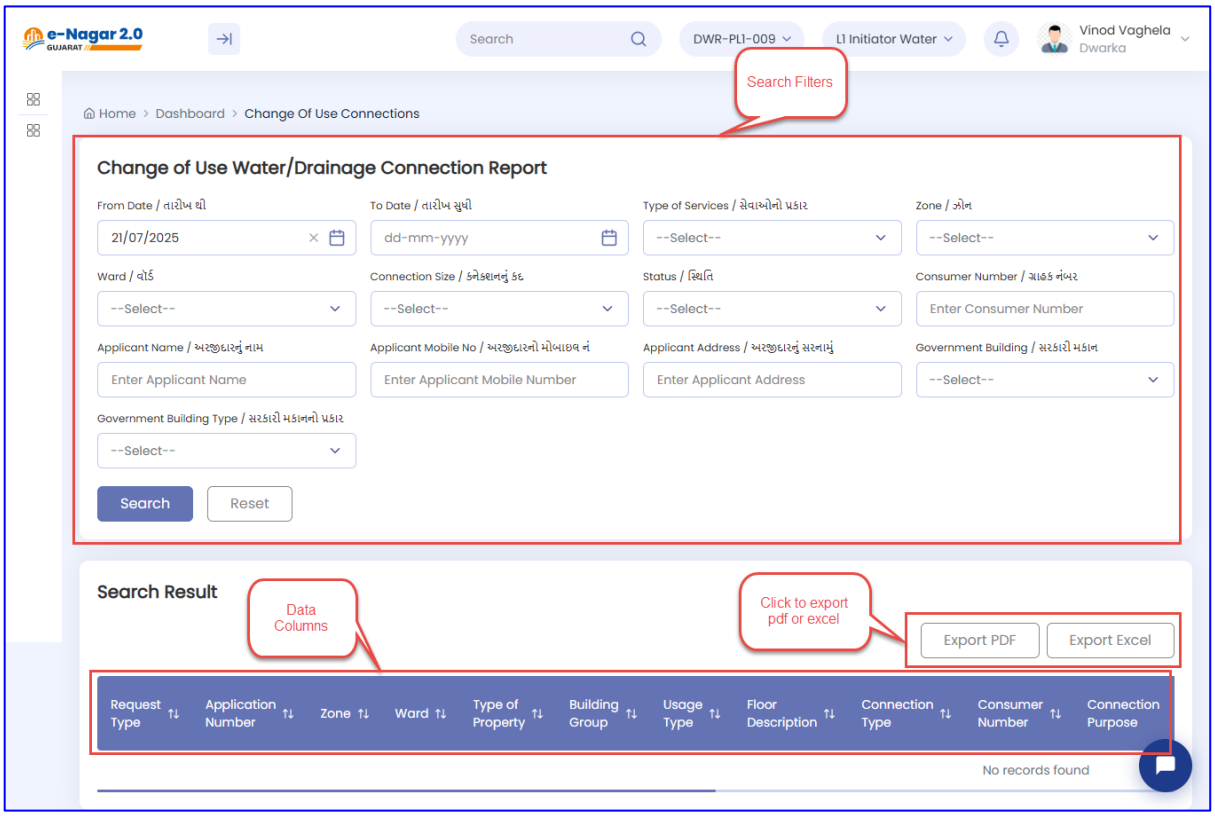


Figure 9-10

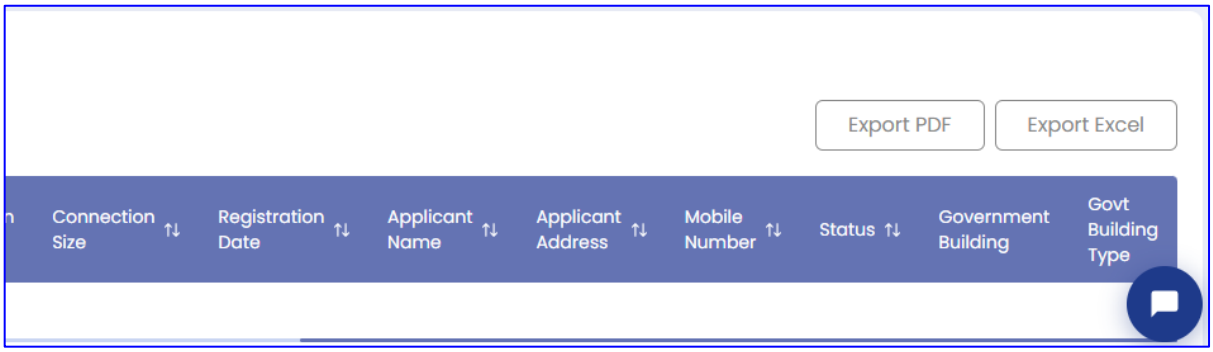


Figure 9-11

Search Filters

The search section allows users to filter change of use connection records.

- **From Date –** Select the start date of the reporting period. (Date Picker)
- **To Date –** Select the end date of the reporting period. (Date Picker)
- **Type of Services –** Select the service type (Water or Drainage). (Drop-down)

- **Zone –** Select the zone for which the report is required. (Drop-down)
- **Ward –** Select the ward associated with the connection. (Drop-down)
- **Connection Size –** Select the approved connection size. (Drop-down)
- **Status –** Select the current application status. (Drop-down)
- **Consumer Number –** Enter the consumer number. (Text)
- **Applicant Name –** Enter the applicant's name. (Text)
- **Applicant Mobile No –** Enter the applicant's registered mobile number. (Numeric)
- **Applicant Address –** Enter the applicant's address. (Text)
- **Government Building –** Specify whether the property is a government building. (Drop-down)
- **Government Building Type –** Select the type of government building. (Drop-down)

Buttons 

- **Search –** Click to retrieve records matching the entered search criteria.
- **Reset –** Click to clear all entered search criteria and restore the default values.

Search Result

The **Search Result** section displays all change of use connection applications that satisfy the applied search filters.

Buttons 

- **Export PDF –** Click to export the displayed report in PDF format.
- **Export Excel –** Click to export the displayed report in Excel format.

Data Columns

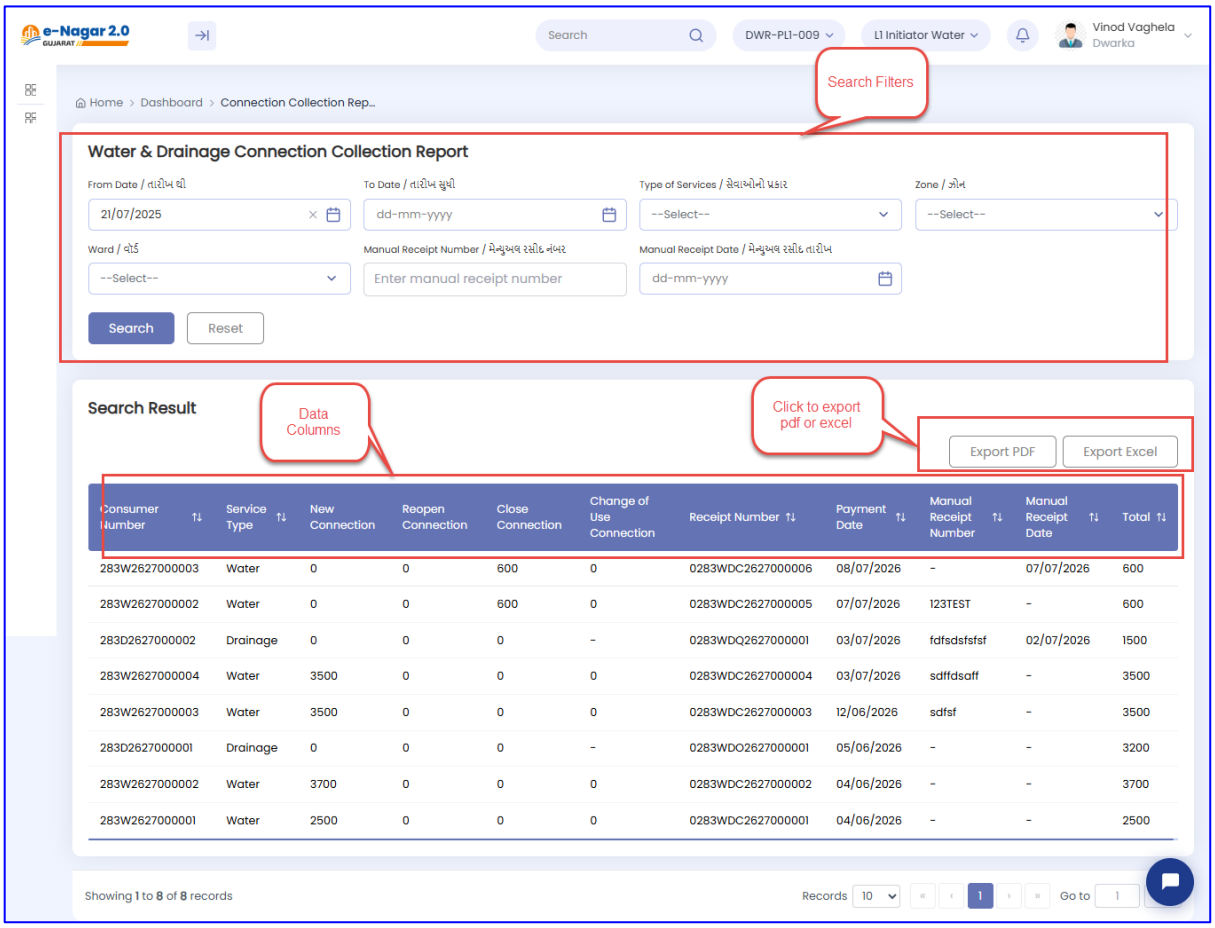
The report displays the following information:

- **Request Type –** Displays the type of connection request.
- **Application Number –** Displays the unique application number.
- **Zone –** Displays the zone associated with the connection.
- **Ward –** Displays the ward associated with the property.
- **Type of Property –** Displays the property category.
- **Building Group –** Displays the building group associated with the property.
- **Usage Type –** Displays the updated usage category of the connection.
- **Floor Description –** Displays the floor details of the property.
- **Connection Type –** Displays the type of water/drainage connection.
- **Consumer Number –** Displays the unique consumer number assigned to the connection.
- **Connection Purpose –** Displays the purpose of the connection.
- **Connection Size –** Displays the approved connection size.
- **Registration Date –** Displays the application registration date.

- **Applicant Name –** Displays the name of the applicant.
- **Applicant Address –** Displays the registered address of the applicant.
- **Mobile Number –** Displays the applicant's registered mobile number.
- **Status –** Displays the current status of the application.
- **Government Building –** Indicates whether the property is a government building.
- **Govt Building Type –** Displays the type of government building associated with the property.

9.7 Water & Drainage Connection Collection Report

The **Water & Drainage Connection Collection Report** page enables users to search and generate reports for payments collected against water and drainage connection applications. Users can apply various search filters, view the collection details, and export the report in PDF or Excel format.



Consumer Number	Service Type	New Connection	Reopen Connection	Close Connection	Change of Use Connection	Receipt Number	Payment Date	Manual Receipt Number	Manual Receipt Date	Total
283W2627000003	Water	0	0	600	0	0283WDC2627000006	08/07/2026	-	07/07/2026	600
283W2627000002	Water	0	0	600	0	0283WDC2627000005	07/07/2026	123TEST	-	600
283D2627000002	Drainage	0	0	0	-	0283WDQ2627000001	03/07/2026	fdfsdsfsfsf	02/07/2026	1500
283W2627000004	Water	3500	0	0	0	0283WDC2627000004	03/07/2026	sdffdsaff	-	3500
283W2627000003	Water	3500	0	0	0	0283WDC2627000003	12/06/2026	sdfsf	-	3500
283D2627000001	Drainage	0	0	0	-	0283WDO2627000001	05/06/2026	-	-	3200
283W2627000002	Water	3700	0	0	0	0283WDC2627000002	04/06/2026	-	-	3700
283W2627000001	Water	2500	0	0	0	0283WDC2627000001	04/06/2026	-	-	2500

Figure 9-12

Search Filters

The search section allows users to filter connection collection records.

- **From Date –** Select the start date of the reporting period. (Date Picker)
- **To Date –** Select the end date of the reporting period. (Date Picker)
- **Type of Services –** Select the service type (Water or Drainage). (Drop-down)
- **Zone –** Select the zone for which the report is required. (Drop-down)
- **Ward –** Select the ward associated with the connection. (Drop-down)
- **Manual Receipt Number –** Enter the manual receipt number to search a specific payment record. (Text)
- **Manual Receipt Date –** Select the manual receipt date. (Date Picker)

Buttons

- **Search –** Click to retrieve records matching the entered search criteria.
- **Reset –** Click to clear all entered search criteria and restore the default values.

Search Result

The **Search Result** section displays all collection records that satisfy the applied search criteria.

Buttons 

- **Export PDF –** Click to export the displayed report in PDF format.
- **Export Excel –** Click to export the displayed report in Excel format.

Data Columns 

The report displays the following information:

- **Consumer Number –** Displays the unique consumer number.
- **Service Type –** Displays the type of service (Water or Drainage).
- **New Connection –** Displays the amount collected for new connection applications.
- **Reopen Connection –** Displays the amount collected for reopened connection applications.
- **Close Connection –** Displays the amount collected for closed connection applications.
- **Change of Use Connection –** Displays the amount collected for change of use connection applications.
- **Receipt Number –** Displays the system-generated payment receipt number.
- **Payment Date –** Displays the date on which the payment was made.
- **Manual Receipt Number –** Displays the manually entered receipt number, if applicable.
- **Manual Receipt Date –** Displays the manual receipt date.
- **Total –** Displays the total amount collected for the transaction.

9.8 Plumber License Collection Report

The **Plumber License Collection Report** page enables users to search and generate reports for payments collected against plumber license applications. Users can filter records using various search criteria, view the collection details, and export the report in PDF or Excel format.

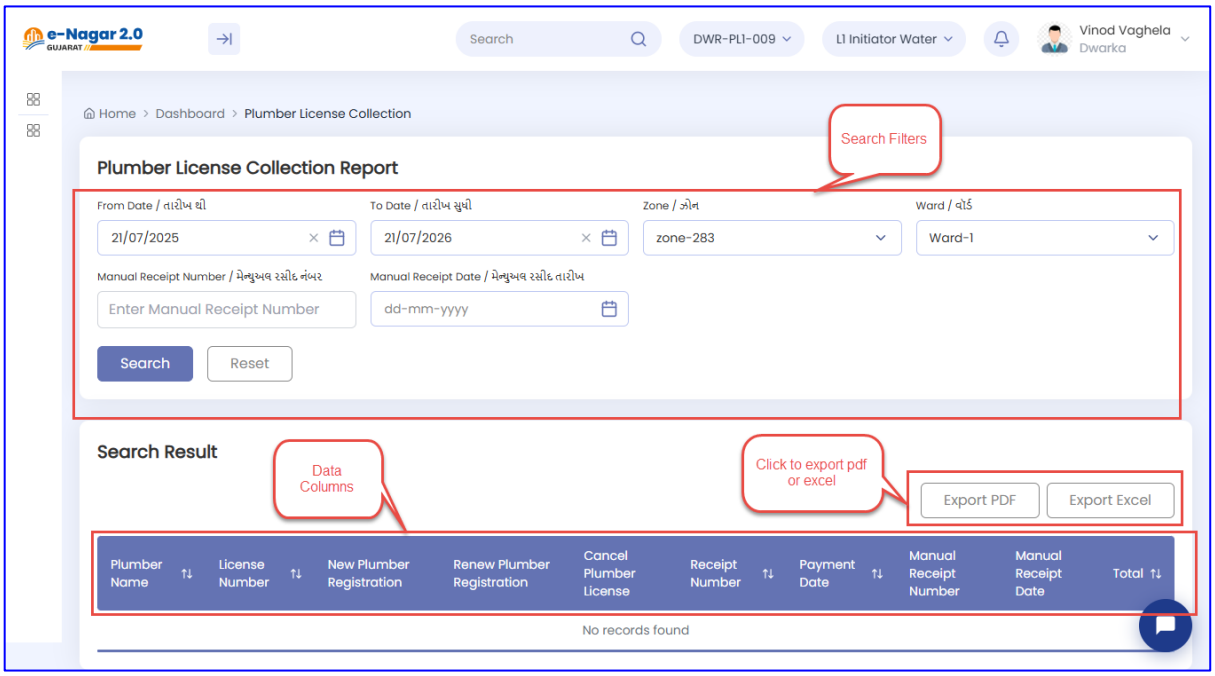


Figure 9-13

Search Filters

The search section allows users to filter plumber license collection records.

- **From Date –** Select the start date of the reporting period. (Date Picker)
- **To Date –** Select the end date of the reporting period. (Date Picker)
- **Zone –** Select the zone for which the report is required. (Drop-down)
- **Ward –** Select the ward associated with the plumber license. (Drop-down)
- **Manual Receipt Number –** Enter the manual receipt number to search for a specific payment record. (Text)
- **Manual Receipt Date –** Select the manual receipt date. (Date Picker)

Buttons 

- **Search –** Click to retrieve records matching the entered search criteria.
- **Reset –** Click to clear all entered search criteria and restore the default values.

Search Result

The **Search Result** section displays all plumber license collection records that satisfy the applied search criteria.

Buttons 

- **Export PDF –** Click to export the displayed report in PDF format.
- **Export Excel –** Click to export the displayed report in Excel format.

Data Columns

- **Plumber Name –** Displays the name of the licensed plumber.
- **License Number –** Displays the unique plumber license number.
- **New Plumber Registration –** Displays the amount collected for new plumber registration.
- **Renew Plumber Registration –** Displays the amount collected for plumber license renewal.
- **Cancel Plumber License –** Displays the amount collected for plumber license cancellation.
- **Receipt Number –** Displays the system-generated payment receipt number.
- **Payment Date –** Displays the date on which the payment was made.
- **Manual Receipt Number –** Displays the manually entered receipt number, if applicable.
- **Manual Receipt Date –** Displays the manual receipt date.
- **Total –** Displays the total amount collected for the transaction.

9.9 Connection Report on Consumer Number

The **Connection Report on Consumer Number** page enables users to search and generate reports based on a consumer number or other connection-related criteria. Users can apply multiple search filters, customize the report by selecting the required columns, view the results, and export the report in PDF or Excel format.

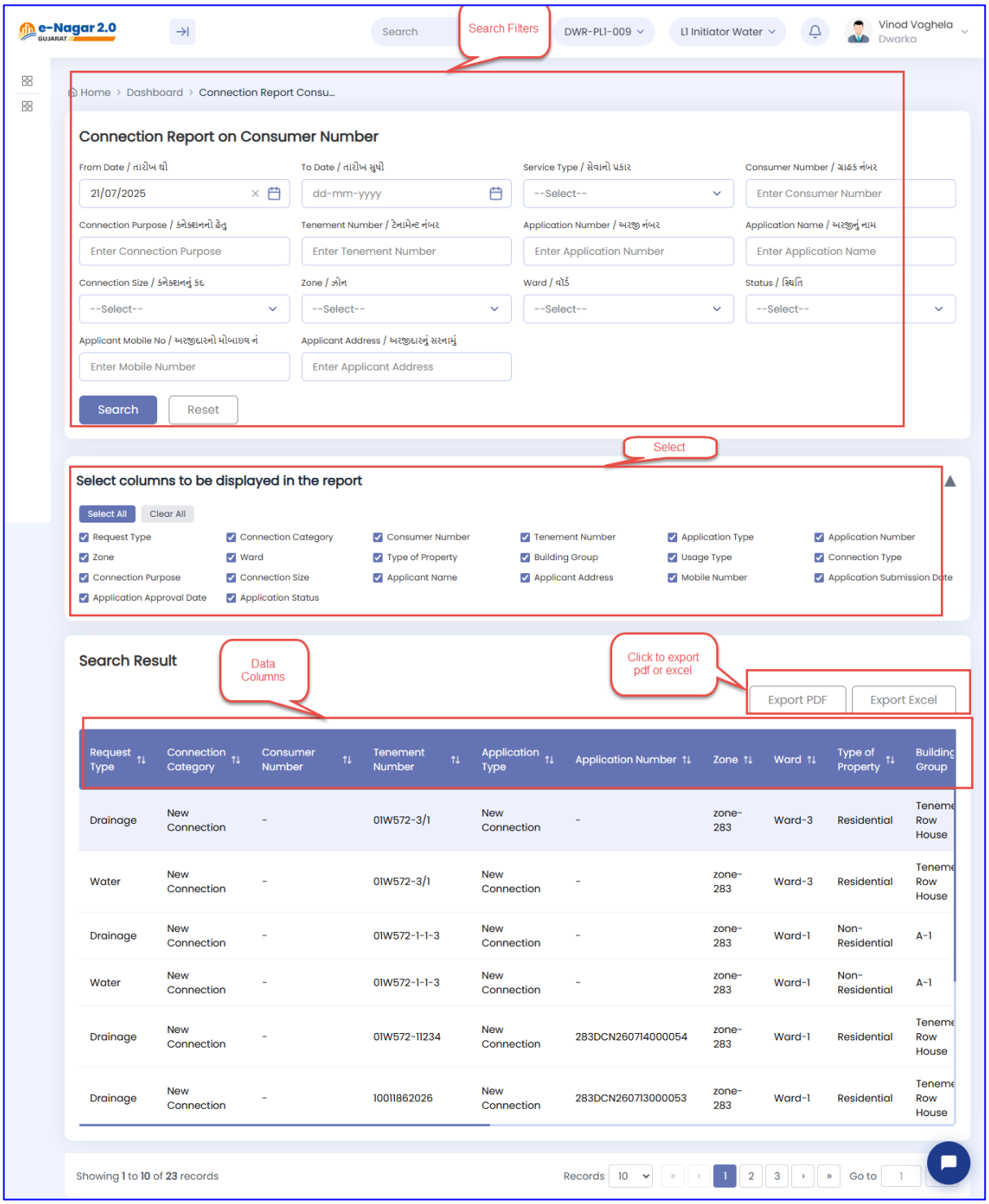
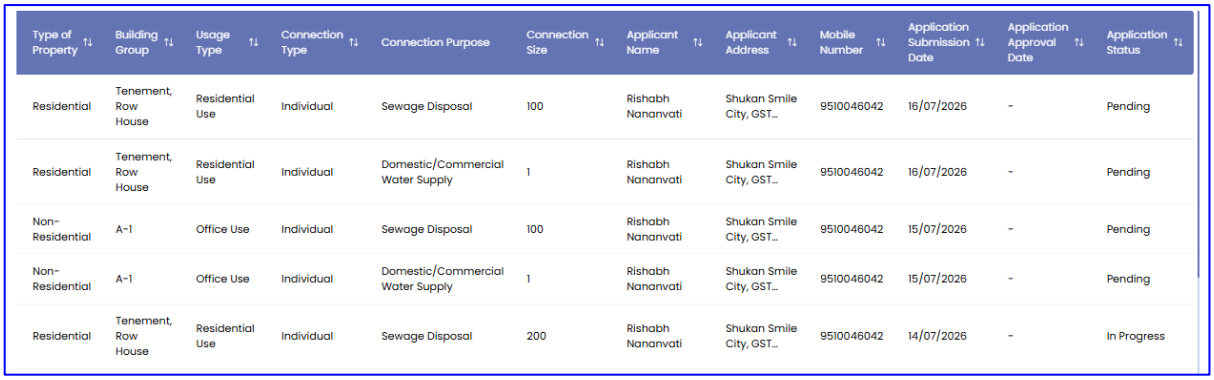


Figure 9-14



Type of Property	Building Group	Usage Type	Connection Type	Connection Purpose	Connection Size	Applicant Name	Applicant Address	Mobile Number	Application Submission Date	Application Approval Date	Application Status
Residential	Tenement, Row House	Residential Use	Individual	Sewage Disposal	100	Rishabh Nananvati	Shukan Smile City, GST...	9510046042	16/07/2026	-	Pending
Residential	Tenement, Row House	Residential Use	Individual	Domestic/Commercial Water Supply	1	Rishabh Nananvati	Shukan Smile City, GST...	9510046042	16/07/2026	-	Pending
Non-Residential	A-1	Office Use	Individual	Sewage Disposal	100	Rishabh Nananvati	Shukan Smile City, GST...	9510046042	15/07/2026	-	Pending
Non-Residential	A-1	Office Use	Individual	Domestic/Commercial Water Supply	1	Rishabh Nananvati	Shukan Smile City, GST...	9510046042	15/07/2026	-	Pending
Residential	Tenement, Row House	Residential Use	Individual	Sewage Disposal	200	Rishabh Nananvati	Shukan Smile City, GST...	9510046042	14/07/2026	-	In Progress

Figure 9-15

Search Filters

The search section allows users to filter connection records using various criteria.

- **From Date –** Select the start date of the reporting period. (Date Picker)
- **To Date –** Select the end date of the reporting period. (Date Picker)
- **Service Type –** Select the type of service such as Water or Drainage. (Drop-down)
- **Consumer Number –** Enter the consumer number to search for a specific connection. (Text)
- **Connection Purpose –** Enter the purpose of the connection. (Text)
- **Tenement Number –** Enter the tenement number associated with the connection. (Text)
- **Application Number –** Enter the application number. (Text)
- **Application Name –** Enter the applicant name. (Text)
- **Connection Size –** Select the connection size. (Drop-down)
- **Zone –** Select the applicable zone. (Drop-down)
- **Ward –** Select the applicable ward. (Drop-down)
- **Status –** Select the application status. (Drop-down)
- **Applicant Mobile No –** Enter the applicant's mobile number. (Numeric)
- **Applicant Address –** Enter the applicant's address. (Text)

Buttons 

- **Search –** Click to retrieve records matching the entered search criteria.
- **Reset –** Click to clear all entered search criteria and restore the default values.

Select Columns to be Displayed in the Report

This section allows users to customize the report by selecting the columns they want to include in the search results and exported reports.

Buttons

- **Select All –** Click to select all available report columns.
- **Clear All –** Click to deselect all selected report columns.

Available Columns

- Request Type
- Zone
- Connection Purpose
- Application Approval Date
- Connection Category
- Ward
- Connection Size
- Application Status
- Consumer Number
- Type of Property
- Applicant Name
- Tenement Number
- Building Group
- Applicant Address
- Application Type
- Usage Type
- Mobile Number
- Application Number
- Connection Type
- Application Submission Date

Search Result

The **Search Result** section displays all records that match the applied search criteria.

Buttons 

- **Export PDF –** Click to export the displayed report in PDF format.
- **Export Excel –** Click to export the displayed report in Excel format.

Data Columns

- **Request Type –** Displays the type of connection request.
- **Connection Category –** Displays the category of the connection.
- **Consumer Number –** Displays the unique consumer number.
- **Tenement Number –** Displays the tenement number associated with the connection.
- **Application Type –** Displays the type of application.
- **Application Number –** Displays the unique application number.

- **Zone –** Displays the zone of the property.
- **Ward –** Displays the ward of the property.
- **Type of Property –** Displays the property type.
- **Building Group –** Displays the building group.
- **Usage Type –** Displays the usage type of the property.
- **Connection Type –** Displays the type of connection.
- **Connection Purpose –** Displays the purpose of the connection.
- **Connection Size –** Displays the approved connection size.
- **Applicant Name –** Displays the applicant's name.
- **Applicant Address –** Displays the applicant's address.
- **Mobile Number –** Displays the applicant's registered mobile number.
- **Application Submission Date –** Displays the date on which the application was submitted.
- **Application Approval Date –** Displays the date on which the application was approved.
- **Application Status –** Displays the current status of the application.

9.10Water and Drainage Data Report

The **Water and Drainage Data Report** page enables users to search and view water or drainage connection data based on service type, tenement number, financial year, zone, and ward. The filtered report can be exported in **PDF** or **Excel** format.

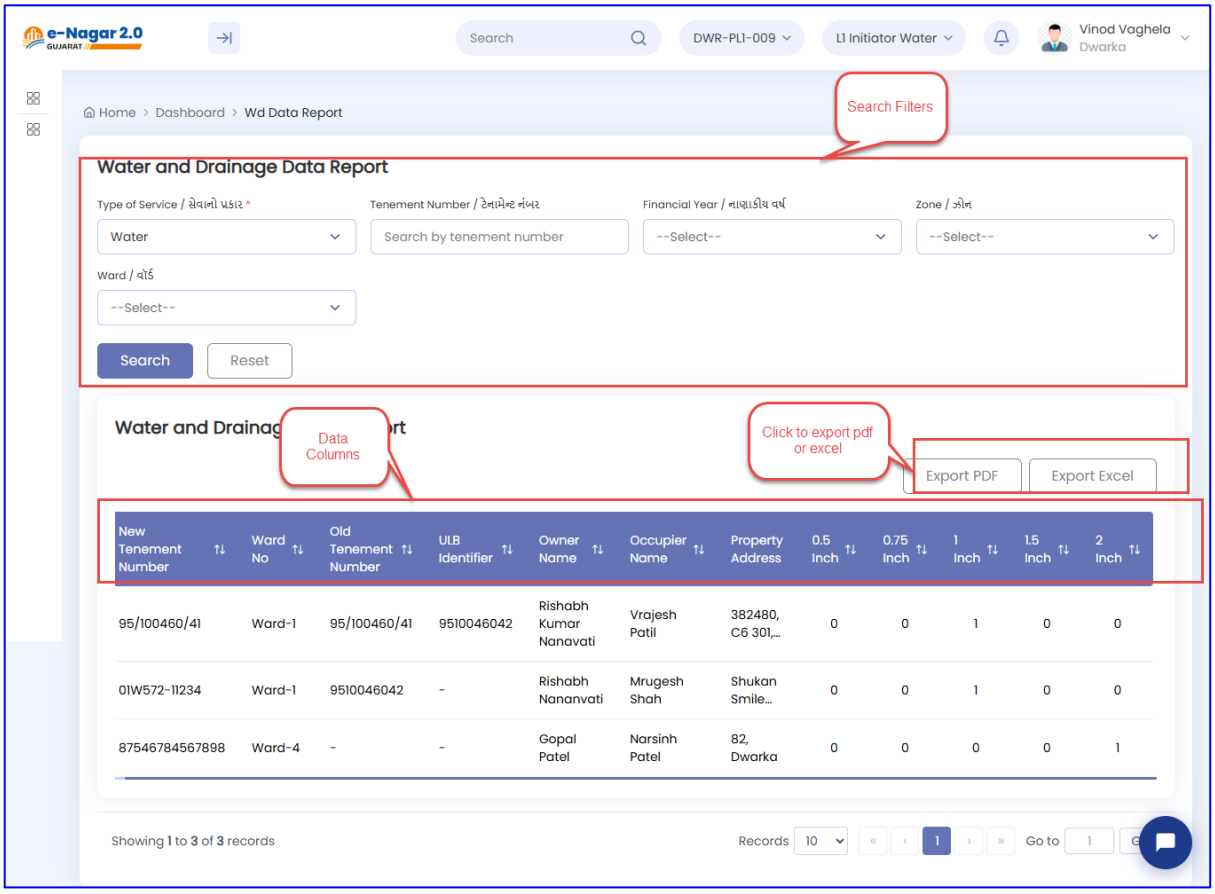
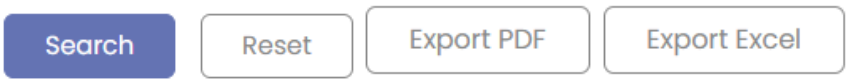


Figure 9-16

Search Filters

The search section allows users to retrieve records using one or more filter criteria.

- **Type of Service –** Select the service type such as Water or Drainage. (Drop-down)
- **Tenement Number –** Enter the tenement number to search for a specific property record. (Text)
- **Financial Year –** Select the financial year for which records are required. (Drop-down)
- **Zone –** Select the applicable zone. (Drop-down)
- **Ward –** Select the applicable ward. (Drop-down)

Buttons 

- **Search –** Click to retrieve records matching the selected search criteria.
- **Reset –** Click to clear all entered search criteria and restore the default values.

- **Export PDF –** Click to export the displayed report in PDF format.
- **Export Excel –** Click to export the displayed report in Excel format.

Data Columns

- **New Tenement Number –** Displays the newly assigned tenement number.
- **Ward No –** Displays the ward in which the property is located.
- **Old Tenement Number –** Displays the previous tenement number, if available.
- **ULB Identifier –** Displays the Urban Local Body (ULB) identifier of the property.
- **Owner Name –** Displays the name of the property owner.
- **Occupier Name –** Displays the name of the current occupier.
- **Property Address –** Displays the address of the property.
- **0.5 Inch –** Displays the number of 0.5-inch water connections.
- **0.75 Inch –** Displays the number of 0.75-inch water connections.
- **1 Inch –** Displays the number of 1-inch water connections.
- **1.5 Inch –** Displays the number of 1.5-inch water connections.
- **2 Inch –** Displays the number of 2-inch water connections.

9.11 Water and Drainage Summary Report

The **Water and Drainage Summary Report** page enables users to generate a summarized report of water and drainage connections based on service type, ward, financial year, property type, building group, and connection size. The report provides a consolidated count of different connection sizes and allows users to export the report in **PDF** or **Excel** format. Users can also view detailed records by clicking the available count links.

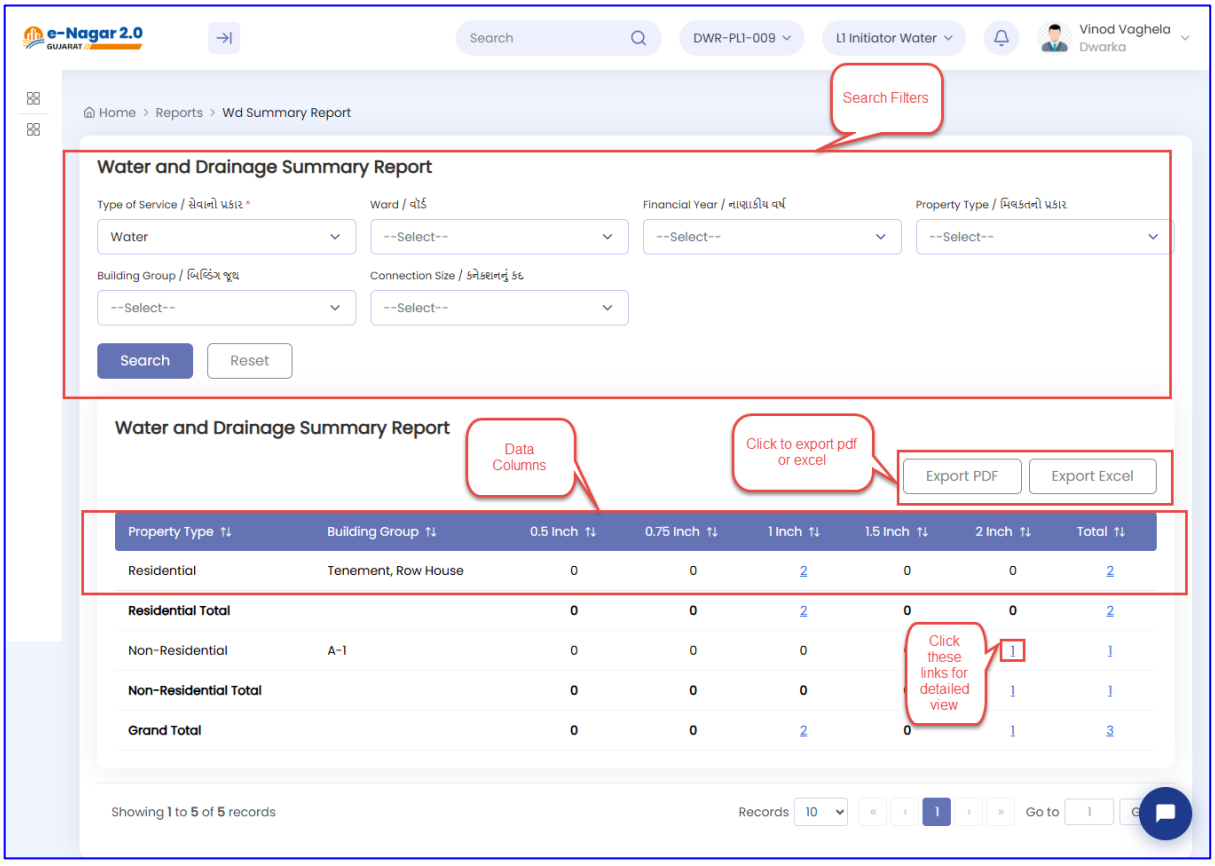
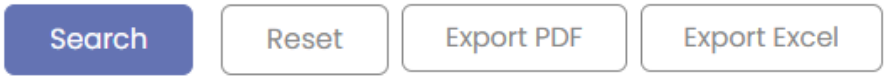


Figure 9-17

Search Filters

The search section allows users to filter the summary report using various criteria.

- **Type of Service –** Select the service type such as Water or Drainage. (Drop-down)
- **Ward –** Select the ward for which the report is required. (Drop-down)
- **Financial Year –** Select the financial year. (Drop-down)
- **Property Type –** Select the property type. (Drop-down)
- **Building Group –** Select the building group. (Drop-down)
- **Connection Size –** Select the required connection size. (Drop-down)

Buttons 

- **Search –** Click to retrieve the summary report based on the selected search criteria.

- **Reset –** Click to clear all selected search criteria and restore the default values.
- **Export PDF –** Click to export the displayed summary report in PDF format.
- **Export Excel –** Click to export the displayed summary report in Excel format.

Data Columns

- **Property Type –** Displays the property classification such as Residential or Non-Residential.
- **Building Group –** Displays the building group associated with the property.
- **0.5 Inch –** Displays the total number of 0.5-inch water connections.
- **0.75 Inch –** Displays the total number of 0.75-inch water connections.
- **1 Inch –** Displays the total number of 1-inch water connections.
- **1.5 Inch –** Displays the total number of 1.5-inch water connections.
- **2 Inch –** Displays the total number of 2-inch water connections.
- **Total –** Displays the total number of connections for the corresponding property type or building group.
- The data in the columns contains link in the form of numbers, click on them to explore more.

9.12 Receipt Collection Report

The **Receipt Collection Report** page enables users to search and view receipt collection details based on financial year, date range, connection details, payment information, and receipt details. The report also provides a summary of the collected receipts and allows users to review detailed transaction records.

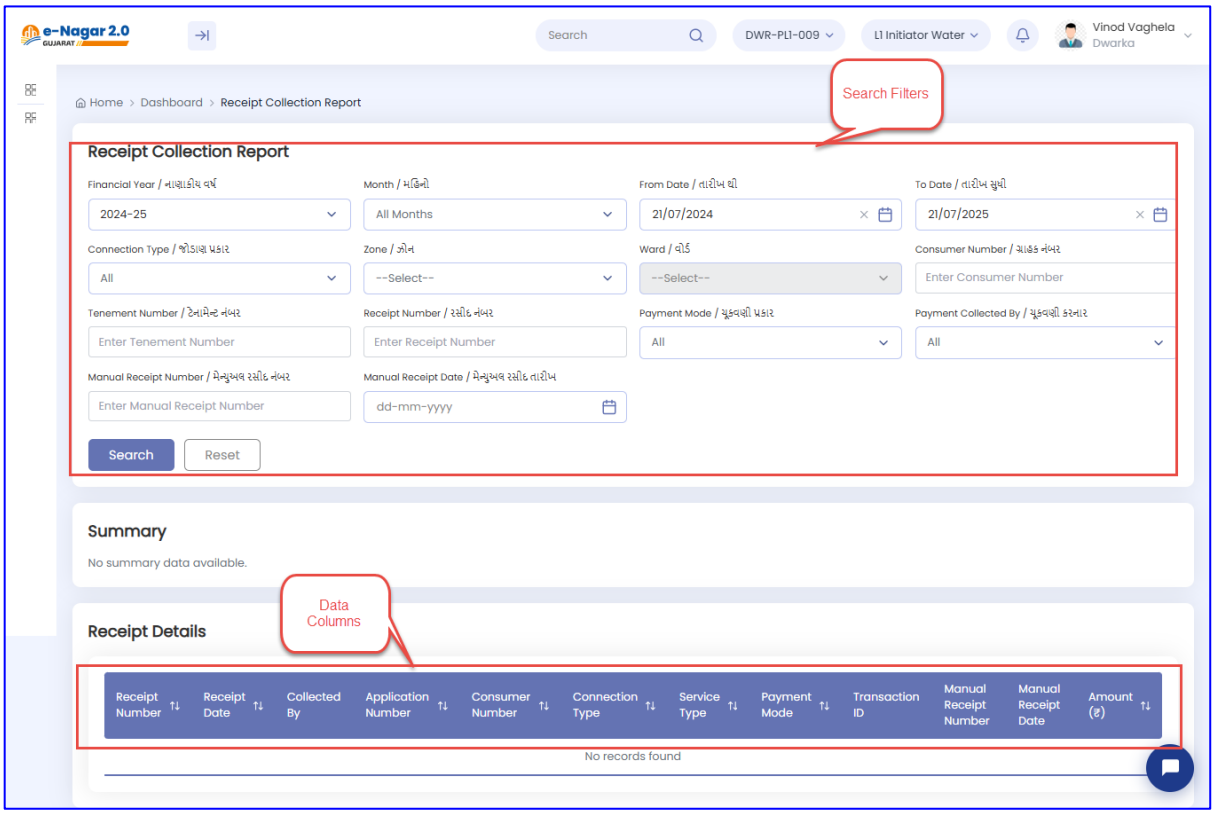


Figure 9-18

Search Filters

The search section allows users to retrieve receipt records using one or more filter criteria.

- **Financial Year –** Select the financial year for which the report is required. (Drop-down)
- **Month –** Select the month for which receipt records are to be displayed. (Drop-down)
- **From Date –** Select the start date of the reporting period. (Date Picker)
- **To Date –** Select the end date of the reporting period. (Date Picker)
- **Connection Type –** Select the type of connection. (Drop-down)
- **Zone –** Select the applicable zone. (Drop-down)
- **Ward –** Select the applicable ward. (Drop-down)
- **Consumer Number –** Enter the consumer number to search for a specific consumer. (Text)
- **Tenement Number –** Enter the tenement number associated with the connection. (Text)
- **Receipt Number –** Enter the receipt number to search for a specific receipt. (Text)
- **Payment Mode –** Select the payment mode. (Drop-down)
- **Payment Collected By –** Select the user who collected the payment. (Drop-down)

- **Manual Receipt Number –** Enter the manual receipt number. (Text)
- **Manual Receipt Date –** Select the manual receipt date. (Date Picker)

Buttons 

- **Search –** Click to retrieve receipt records matching the selected search criteria.
- **Reset –** Click to clear all entered search criteria and restore the default values.

Summary

The **Summary** section displays a consolidated overview of the receipt collection records based on the applied search criteria. If no matching records are found, an appropriate message is displayed.

Receipt Details

The **Receipt Details** section displays detailed information about all receipt transactions that match the selected search criteria.

Data Columns

- **Receipt Number –** Displays the unique receipt number.
- **Receipt Date –** Displays the date on which the receipt was generated.
- **Collected By –** Displays the name of the user who collected the payment.
- **Application Number –** Displays the related application number.
- **Consumer Number –** Displays the consumer number.
- **Connection Type –** Displays the type of connection.
- **Service Type –** Displays the service type such as Water or Drainage.
- **Payment Mode –** Displays the payment method used for the transaction.
- **Transaction ID –** Displays the unique payment transaction identifier.
- **Manual Receipt Number –** Displays the manually entered receipt number, if applicable.
- **Manual Receipt Date –** Displays the date of the manual receipt.
- **Amount (₹) –** Displays the total amount collected for the receipt.

10 Plumber License Registration

Navigation: **Dashboard → Water & Drainage Connection → Plumber License (Water & Drainage) → Plumber License Registration**

The **Plumber License Registration** page allows users to view and manage plumber license registration applications. Users can search for existing applications, create a new registration, and monitor the application status.

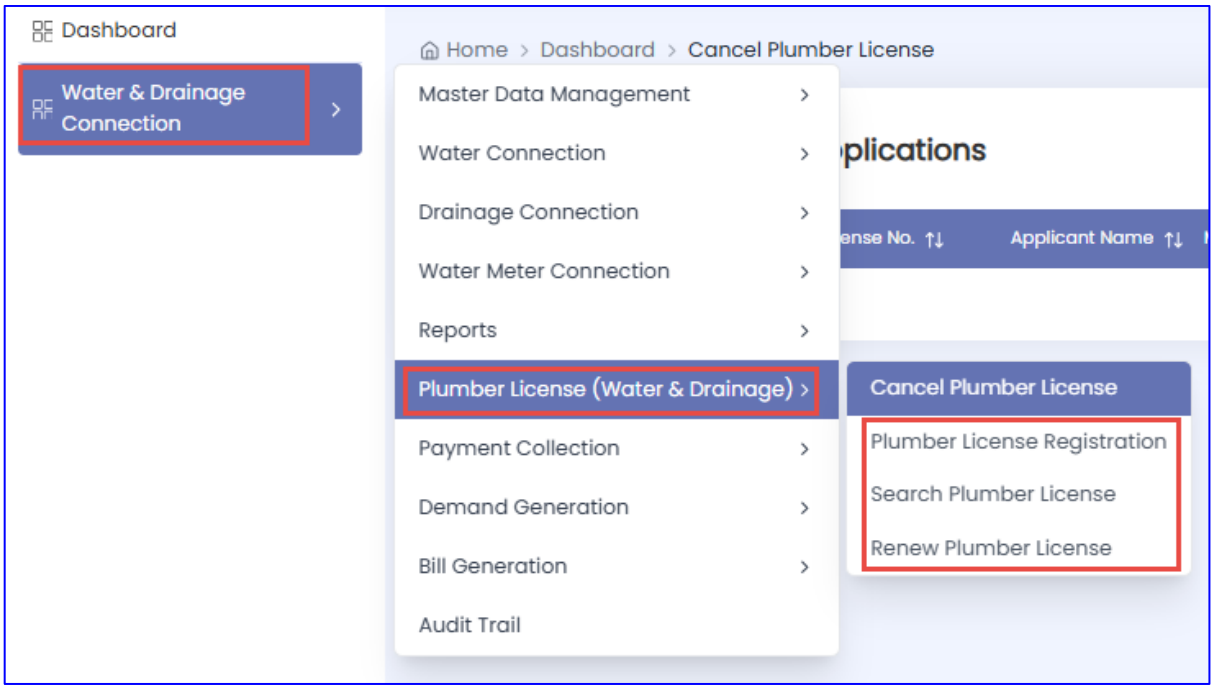


Figure 10-1

10.1 Plumber License Registration Listing

The listing page displays all plumber license registration applications along with their registration and applicant details.

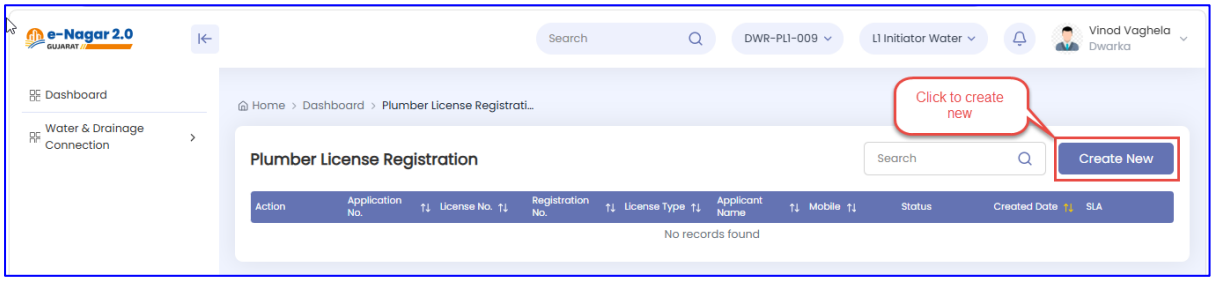


Figure 10-2

Search

Search – Enter keywords such as Application Number, Registration Number, License Number, or Applicant Name to search for a specific record. (Text)

Buttons

Create New – Click to open the **New Plumber License Registration** form for creating a new application.

Data Columns

- **Action –** Displays available actions for the application.
- **Application No. –** Displays the unique application number.
- **License No. –** Displays the issued license number.
- **Registration No. –** Displays the registration number.
- **License Type –** Displays the selected license type.
- **Applicant Name –** Displays the applicant's full name.
- **Mobile –** Displays the applicant's mobile number.
- **Status –** Displays the current application status.
- **Created Date –** Displays the application creation date.
- **SLA –** Displays the service-level agreement timeline for the application.

10.1.1New Plumber License Registration

The **New Plumber License Registration** page enables users to submit a new plumber license application by entering personal information, address details, educational qualifications, work experience, uploading supporting documents, and providing license validity details.

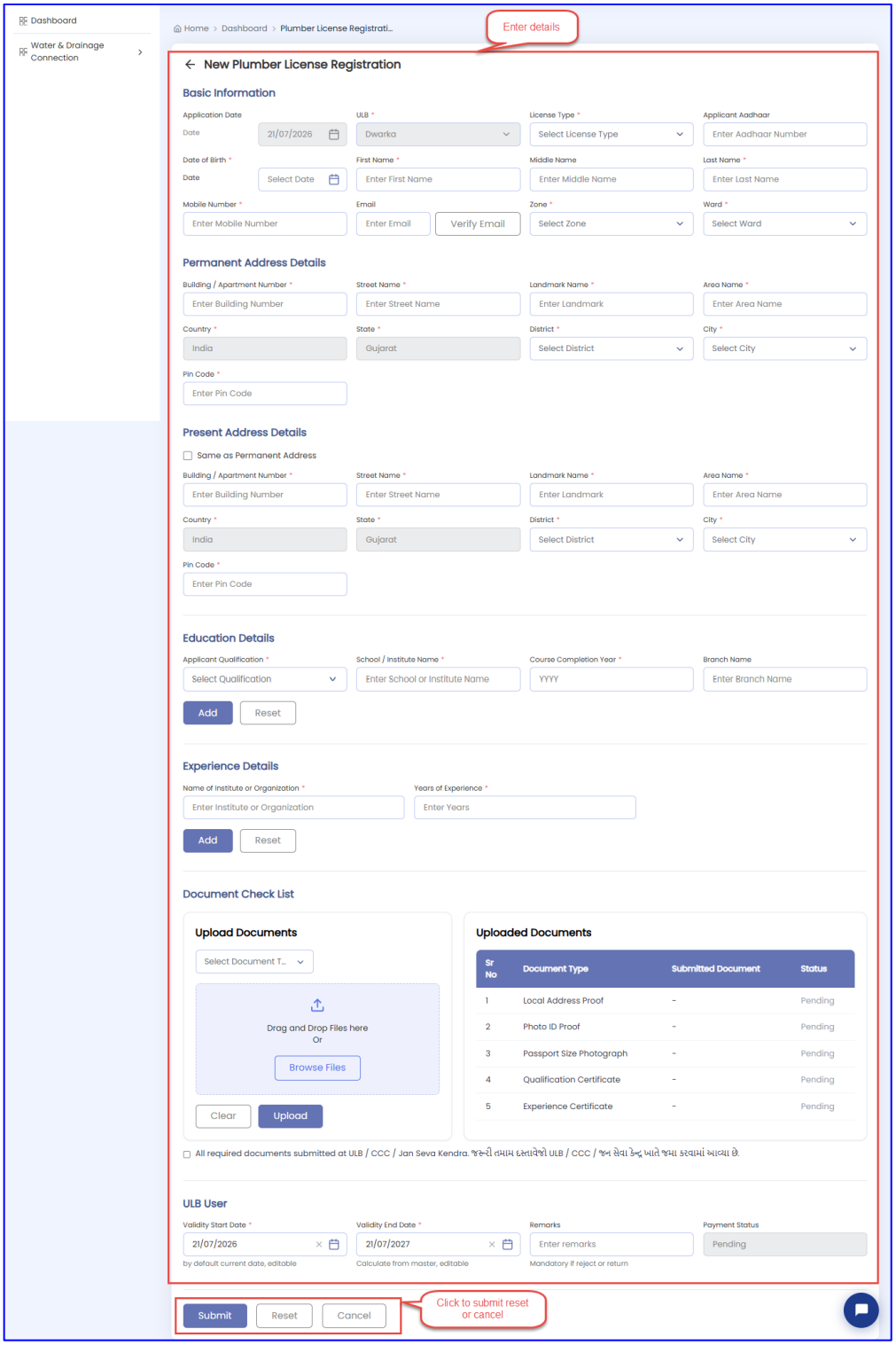


Figure 10-3

Basic Information

This section captures the applicant's personal and license-related details.

Fields

- **Application Date –** Displays the application submission date. (Date)
- **ULB –** Select the Urban Local Body where the application is submitted. (Drop-down)
- **License Type –** Select the type of plumber license. (Drop-down)
- **Applicant Aadhaar –** Enter the applicant's Aadhaar number. (Numeric)
- **Date of Birth –** Select the applicant's date of birth. (Date Picker)
- **First Name –** Enter the applicant's first name. (Text)
- **Middle Name –** Enter the applicant's middle name. (Text)
- **Last Name –** Enter the applicant's last name. (Text)
- **Mobile Number –** Enter the applicant's mobile number. (Numeric)
- **Email –** Enter the applicant's email address. (Email)
- **Zone –** Select the applicable zone. (Drop-down)
- **Ward –** Select the applicable ward. (Drop-down)

Buttons

- **Verify Email –** Click to verify the entered email address.

Permanent Address Details

This section captures the applicant's permanent residential address.

Fields

- **Building / Apartment Number –** Enter the building or apartment number. (Text)
- **Street Name –** Enter the street name. (Text)
- **Landmark Name –** Enter the nearby landmark. (Text)
- **Area Name –** Enter the locality or area name. (Text)
- **Country –** Displays the country name. (Text)
- **State –** Displays the state name. (Text)
- **District –** Select the district. (Drop-down)
- **City –** Select the city. (Drop-down)
- **Pin Code –** Enter the postal PIN code. (Numeric)

Present Address Details

This section captures the applicant's current residential address.

Fields

- **Same as Permanent Address –** Select this option to copy the permanent address into the present address fields. (Checkbox)

- **Building / Apartment Number –** Enter the building or apartment number. (Text)
- **Street Name –** Enter the street name. (Text)
- **Landmark Name –** Enter the nearby landmark. (Text)
- **Area Name –** Enter the locality or area name. (Text)
- **Country –** Displays the country name. (Text)
- **State –** Displays the state name. (Text)
- **District –** Select the district. (Drop-down)
- **City –** Select the city. (Drop-down)

Pin Code – Enter the postal PIN code. (Numeric)

Education Details

This section captures the applicant's educational qualifications.

Fields

- **Applicant Qualification –** Select the applicant's qualification. (Drop-down)
- **School / Institute Name –** Enter the name of the school or institute. (Text)
- **Course Completion Year –** Enter the course completion year. (Year)
- **Branch Name –** Enter the branch or specialization. (Text)

Buttons

- **Add –** Click to add the entered education details.
- **Reset –** Click to clear the entered education details.

Experience Details

This section captures the applicant's work experience.

Fields

- **Name of Institute or Organization –** Enter the organization or institute where the applicant gained experience. (Text)
- **Years of Experience –** Enter the total years of experience. (Numeric)

Buttons

- **Add –** Click to add the entered experience details.
- **Reset –** Click to clear the entered experience details.

Document Check List

This section allows users to upload the required supporting documents for the application.

Upload Documents

Fields

- **Document Type –** Select the document type to upload. (Drop-down)
- **Browse Files –** Select a file from the local system. (File Upload)

Buttons

- **Clear –** Click to remove the selected file.
- **Upload –** Click to upload the selected document.

Uploaded Documents

This table displays the uploaded and pending documents.

Data Columns

- **Sr No –** Displays the serial number.
- **Document Type –** Displays the required document name.
- **Submitted Document –** Displays the uploaded document.
- **Status –** Displays the document verification status.

ULB User

This section captures license validity information maintained by the ULB user.

Fields

- **Validity Start Date –** Select the license validity start date. (Date Picker)
- **Validity End Date –** Select the license validity end date. (Date Picker)
- **Remarks –** Enter remarks related to the application. (Text)
- **Payment Status –** Displays the payment status of the application. (Text)

Buttons 

- **Submit –** Click to submit the plumber license registration application.
- **Reset –** Click to clear all entered information.
- **Cancel –** Click to discard the application and return to the previous page.

Submit Application

After reviewing all the entered information and completing the **Plumber License Registration** process, click **Submit**. The system displays the **Submit** pop-up, which is used to enter final remarks and forward the application to the next workflow user for further processing.

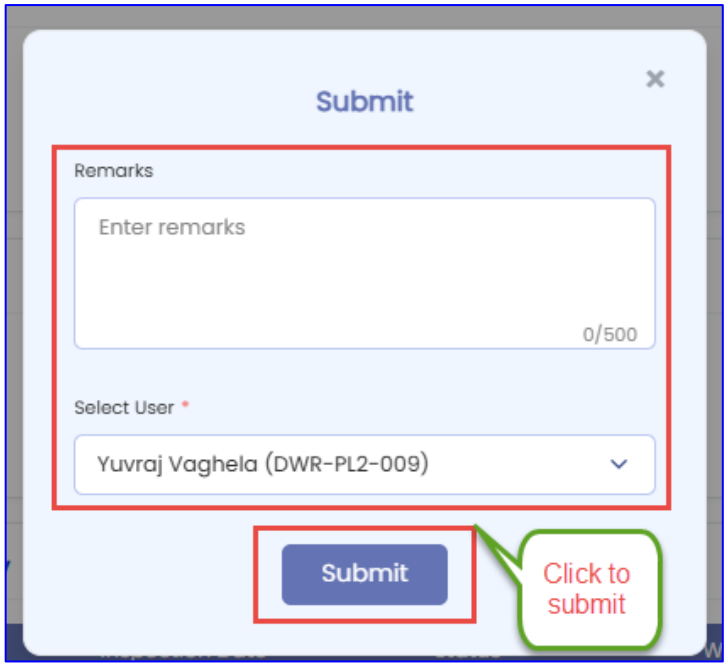
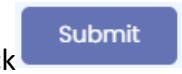


Figure 10-4

Fields

- **Remarks** – Enter any remarks or comments related to the application before forwarding it. The remarks are recorded in the workflow history for future reference. (Text Area)
- **Select User** – Select the user or officer to whom the application will be forwarded for the next stage of the approval process. The dropdown displays the users available at the next workflow level. (Dropdown)

Buttons

- **Submit** – Click 

to submit the **Plumber License Registration** application and forward it to the selected workflow user.
- **Close (X)** – Click the **X** icon to close the pop-up without submitting the application.

Forward Application (L2 Verification)

After reviewing the **Plumber License Registration** application at the **L2 Verification** stage, click **Forward**. The system displays the **Forward** pop-up, which is used to add remarks and forward the application to the next workflow user for approval.

Buttons 

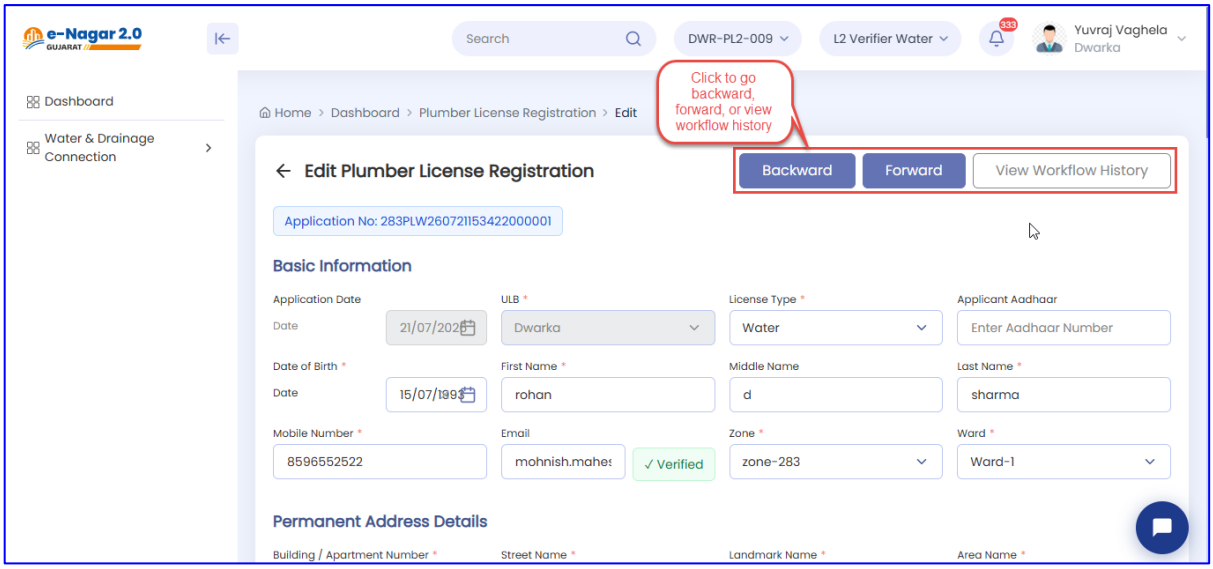


Figure 10-5

Fields

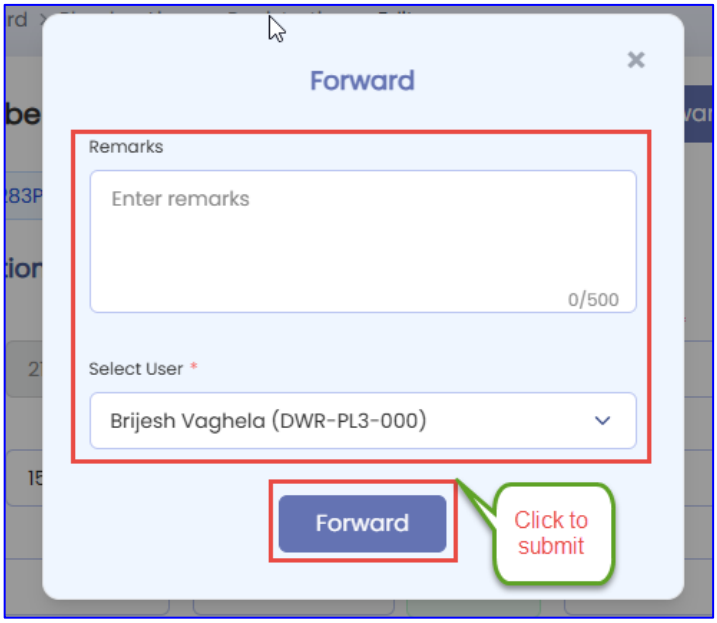


Figure 10-6

- **Remarks** – Enter remarks or comments related to the verification before forwarding the application. These remarks are recorded in the workflow history for future reference. (Text Area)
- **Select User** – Select the user to whom the application will be forwarded for the next level of approval. The dropdown displays the users configured for the next workflow level. (Dropdown)

Buttons 

- **Forward** – Click to forward the verified application to the selected workflow user.
- **Close (X)** – Click the **X** icon to close the pop-up without forwarding the application.

After successful submission, the application is forwarded to the selected user, and the workflow status is updated to the next approval level.

Approve Application (L3 Approval)

After reviewing the verified **Plumber License Registration** application at the **L3 Approval** stage, click **Approve**. The system displays the **Approve** pop-up, which is used to record approval remarks before granting the final approval.

Buttons 

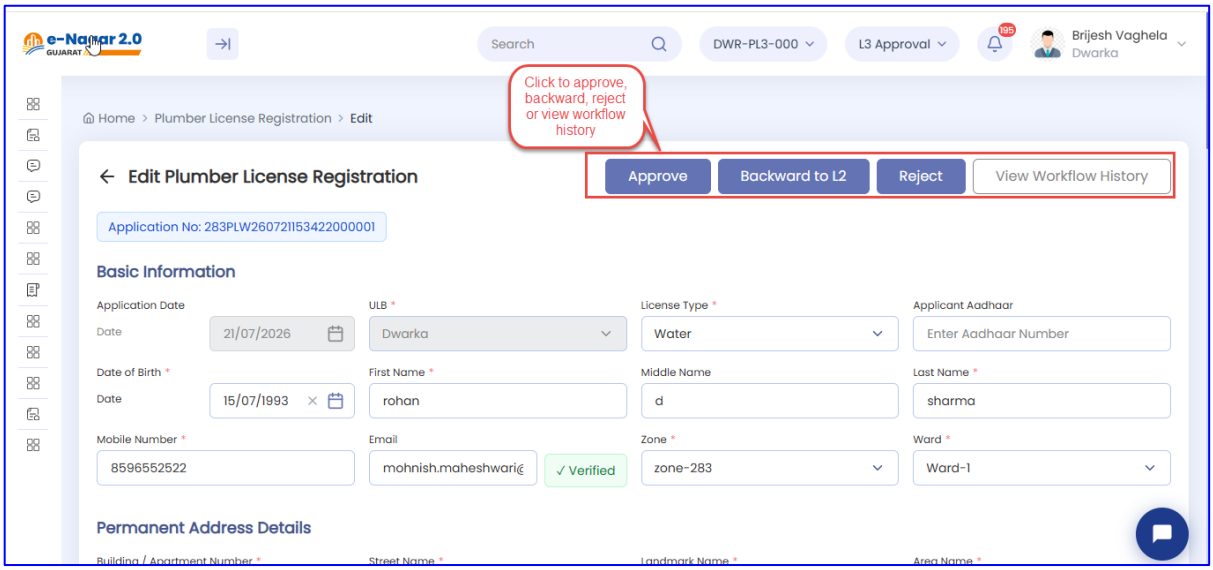


Figure 10-7

Fields

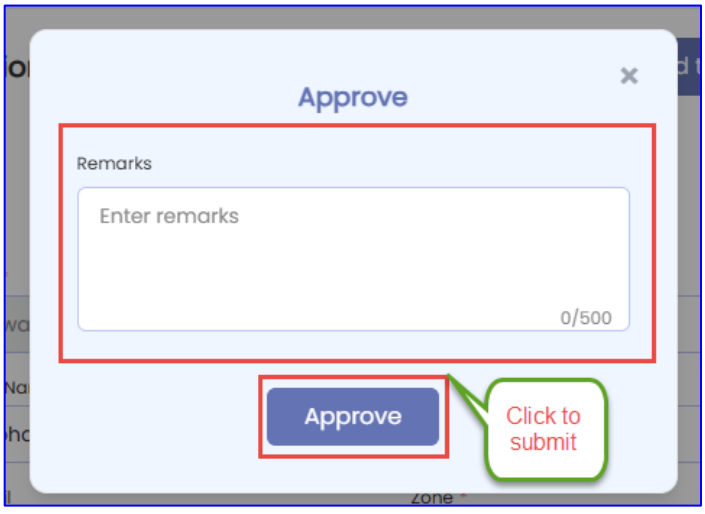


Figure 10-8

- **Remarks** – Enter approval remarks or comments related to the application. These remarks are stored in the workflow history for future reference. (Text Area)

Buttons

Approve – Click to approve the **Plumber License Registration** application and complete the approval process.

Close (X) – Click the **X** icon to close the pop-up without approving the application.

10.2Search Plumber License

The **Search Plumber License** module is used to search and view plumber license registration applications based on different search criteria. Users can search for approved, pending, rejected, or other application records and view their complete details.

To access this module, click **Water & Drainage Connection → Plumber License → Search Plumber License**.

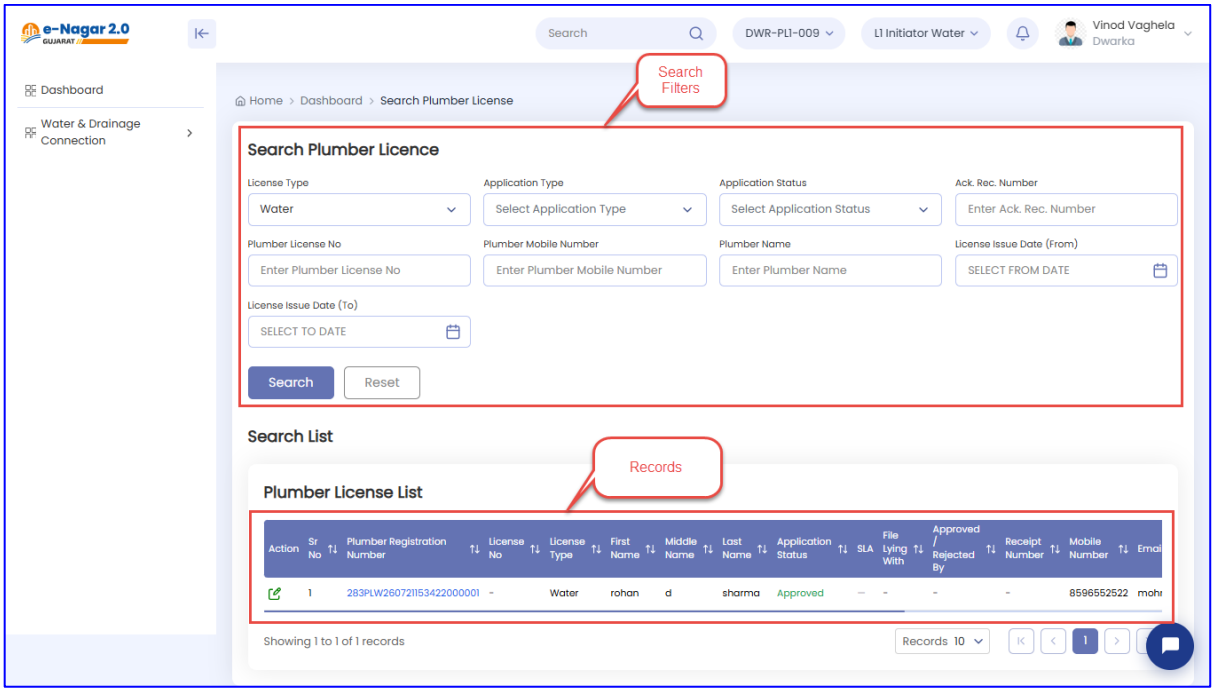


Figure 10-9



Figure 10-10

Search Fields

The following search filters are available to locate plumber license records:

- **License Type** – Select the type of plumber license to search, such as Water or other available license types. (Dropdown)
- **Application Type** – Select the type of plumber license application to filter the search results. (Dropdown)
- **Application Status** – Select the application status, such as Approved, Pending, Rejected, or other available statuses. (Dropdown)

- **Ack. Rec. Number** – Enter the acknowledgement receipt number of the application. (Text)
- **Plumber License No** – Enter the plumber license number to search for a specific license. (Text)
- **Plumber Mobile Number** – Enter the registered mobile number of the plumber. (Numeric)
- **Plumber Name** – Enter the name of the plumber. (Text)
- **License Issue Date (From)** – Select the starting issue date to search applications issued from a specific date. (Date Picker)
- **License Issue Date (To)** – Select the ending issue date to search applications issued up to a specific date. (Date Picker)

Buttons 

- **Search** – Click to search plumber license records based on the selected search criteria.
- **Reset** – Click to clear all entered search criteria and restore the default search form.

Search List

After clicking **Search**, the matching records are displayed in the **Plumber License List**.

The listing page contains the following columns:

- **Action** – Click the **Edit** icon to view the complete plumber license application details.
- **Sr. No.** – Displays the serial number of the record.
- **Plumber Registration Number** – Displays the unique registration number assigned to the plumber application.
- **License No** – Displays the issued plumber license number.
- **License Type** – Displays the type of plumber license.
- **First Name** – Displays the plumber's first name.
- **Middle Name** – Displays the plumber's middle name.
- **Last Name** – Displays the plumber's last name.
- **Application Status** – Displays the current status of the application.
- **SLA** – Displays the applicable Service Level Agreement information.
- **File Lying With** – Displays the user or department currently responsible for processing the application.
- **Approved / Rejected By** – Displays the name of the user who approved or rejected the application.
- **Receipt Number** – Displays the receipt number associated with the application, if available.
- **Mobile Number** – Displays the registered mobile number of the plumber.
- **Email** – Displays the registered email address.
- **Zone** – Displays the zone associated with the plumber registration.
- **Ward** – Displays the ward associated with the plumber registration.
- **Application Date** – Displays the date on which the plumber license application was submitted.

10.3 Cancel Plumber License

The **Cancel Plumber License** module enables users to cancel an existing plumber license by searching for the license number, reviewing the license holder's information, providing cancellation details, and submitting the cancellation request.

To access this module, click **Water & Drainage Connection → Plumber License → Cancel Plumber License**.

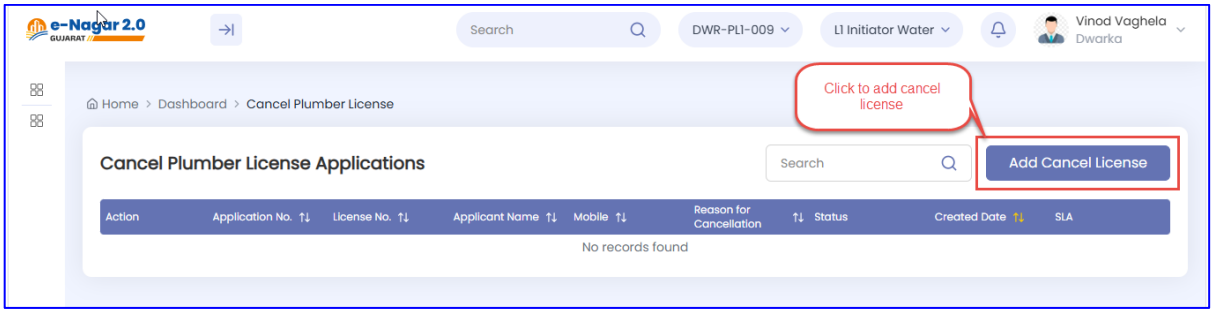


Figure 10-11

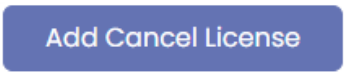
Cancel Plumber License Applications

The **Cancel Plumber License Applications** page displays all submitted plumber license cancellation requests. Users can search existing cancellation requests or create a new cancellation application.

Search

Use the **Search** box to search cancellation applications using keywords such as the application number, license number, or applicant details.

Buttons

Add Cancel License – Click 

to create a new plumber license cancellation application.

10.3.1Cancel Plumber License Form

Click the **Add Cancel License** button to open the **Cancel Plumber License** form.

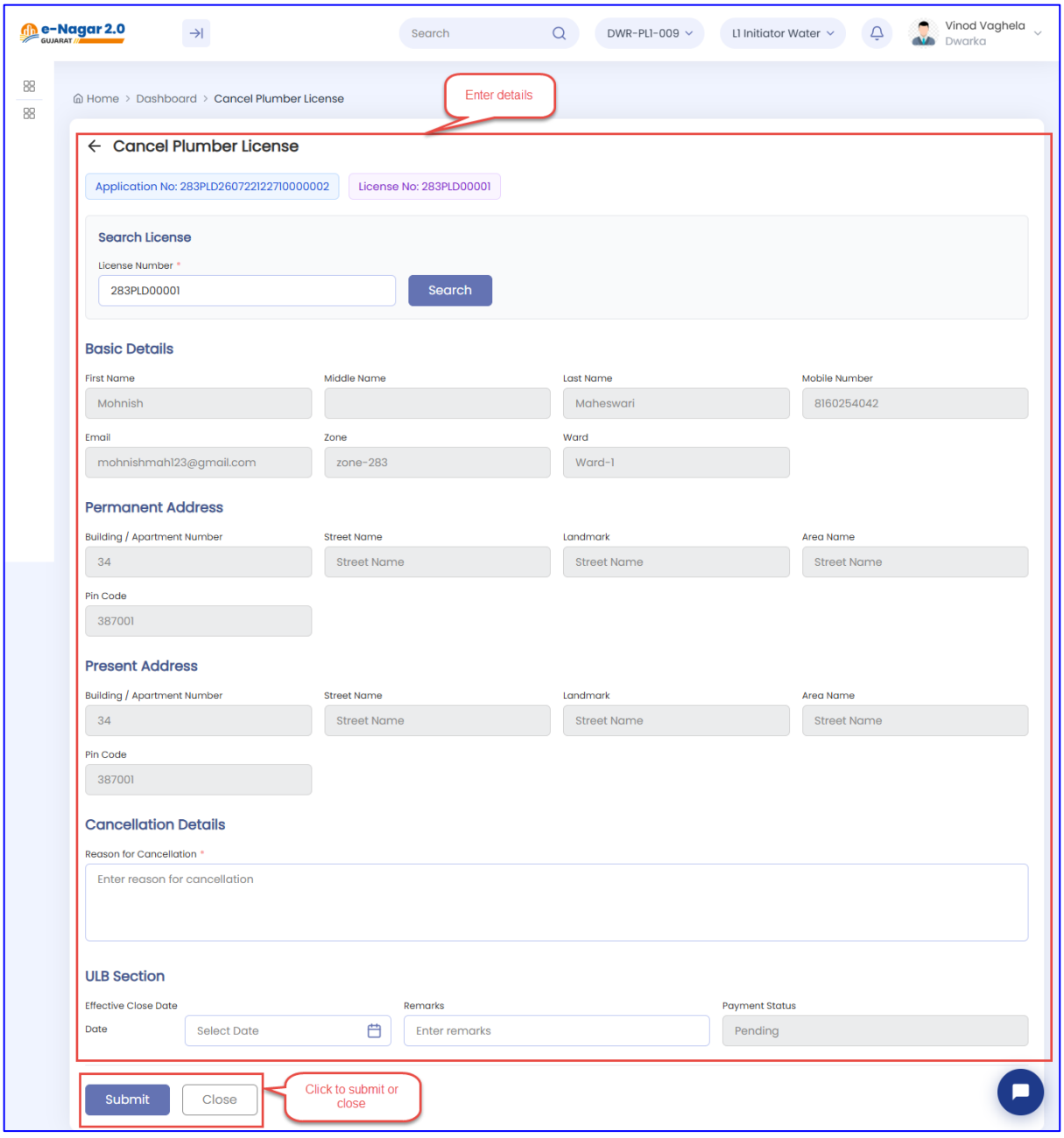


Figure 10-12

Application Information

- **Application No.** – Displays the unique application number generated for the cancellation request.
- **License No.** – Displays the plumber license number selected for cancellation.

Search License

- Enter the plumber license number to retrieve the registered license details.

Fields

- **License Number** – Enter the plumber license number that needs to be cancelled. (Text)

Buttons

- **Search** – Click to retrieve the license holder's details using the entered license number.

Basic Details

After a successful search, the system automatically displays the registered plumber's basic information.

Fields

- **First Name** – Displays the plumber's first name. (Read Only)
- **Middle Name** – Displays the plumber's middle name. (Read Only)
- **Last Name** – Displays the plumber's last name. (Read Only)
- **Mobile Number** – Displays the registered mobile number. (Read Only)
- **Email** – Displays the registered email address. (Read Only)
- **Zone** – Displays the assigned zone. (Read Only)
- **Ward** – Displays the assigned ward. (Read Only)

Permanent Address

This section displays the registered permanent address of the plumber.

Fields

- **Building / Apartment Number** – Displays the building or apartment number. (Read Only)
- **Street Name** – Displays the street name. (Read Only)
- **Landmark** – Displays the nearby landmark. (Read Only)
- **Area Name** – Displays the area name. (Read Only)
- **Pin Code** – Displays the postal PIN code. (Read Only)

Present Address

This section displays the current address of the plumber.

Fields

- **Building / Apartment Number** – Displays the building or apartment number. (Read Only)
- **Street Name** – Displays the street name. (Read Only)
- **Landmark** – Displays the nearby landmark. (Read Only)
- **Area Name** – Displays the area name. (Read Only)
- **Pin Code** – Displays the postal PIN code. (Read Only)

Cancellation Details

This section captures the reason for cancelling the plumber license.

Fields

- **Reason for Cancellation** – Enter the reason for cancelling the plumber license. (Text Area)

ULB Section

This section is used by the Urban Local Body (ULB) to record cancellation-related information.

Fields

- **Effective Close Date** – Select the date from which the plumber license cancellation will become effective. (Date Picker)
- **Remarks** – Enter any additional remarks related to the cancellation request. (Text)
- **Payment Status** – Displays the current payment status of the cancellation request. (Read Only)

Buttons 

- **Submit** – Click to submit the plumber license cancellation request for further workflow processing.
- **Close** – Click to close the form and return to the Cancel Plumber License Applications listing page.

10.4Renewal of Plumber License

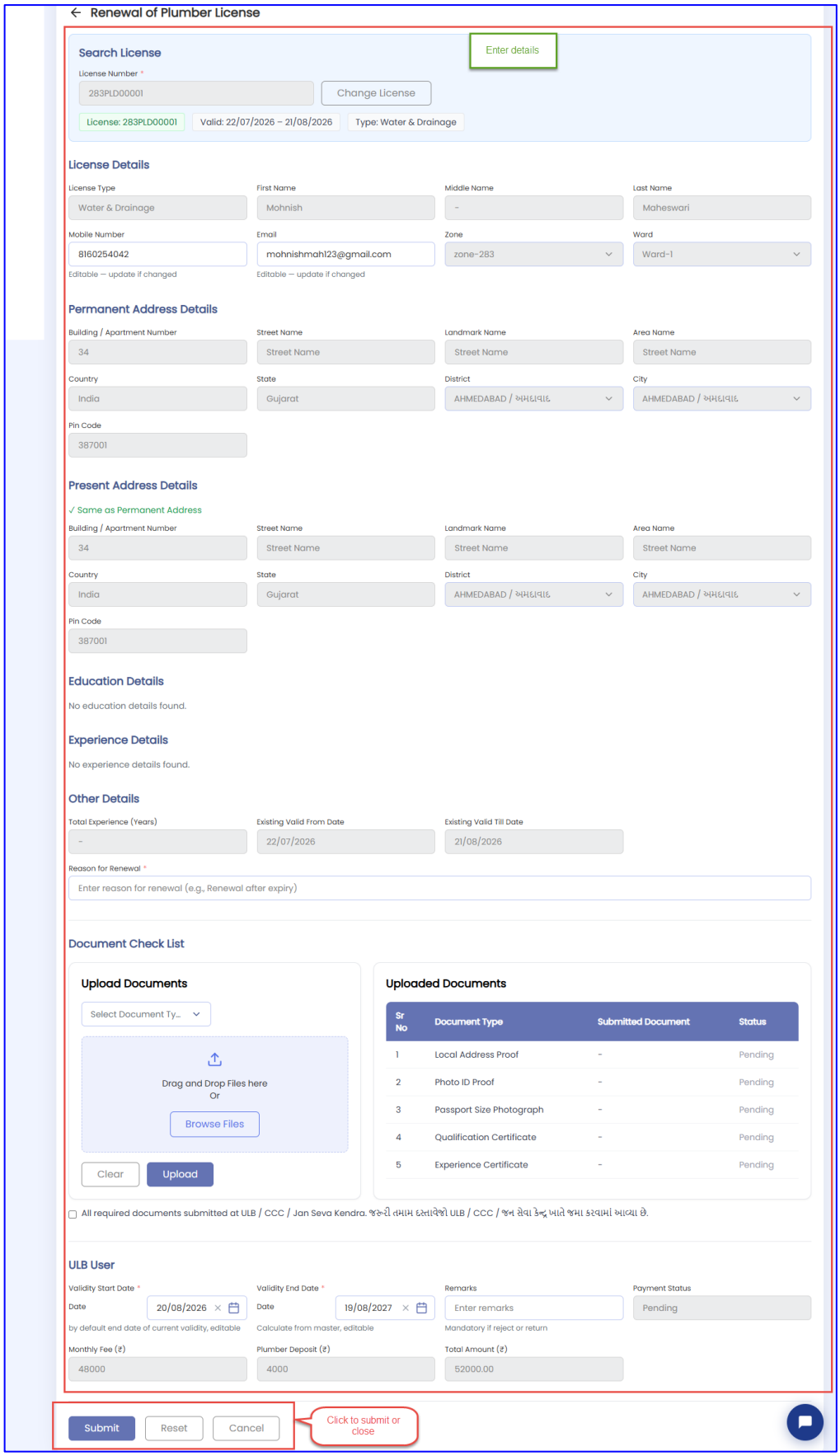


Figure 10-13

The **Renewal of Plumber License** module enables ULB users to renew an existing plumber license by verifying the license details, updating applicant information if required, uploading mandatory documents, defining the renewed license validity period and applicable fees, and submitting the renewal request for further processing.

To access this module, click **Water & Drainage Connection → Plumber License → Renewal of Plumber License**.

Search License

This section is used to search and verify the existing plumber license before processing the renewal request.

Fields

- **License Number** – Displays the plumber license number selected for renewal. (Read Only)
- **License Information** – Displays the existing license number, current validity period, and license type for reference. (Read Only)

Buttons

- **Change License** – Click to search and select a different plumber license for renewal.

License Details

This section displays the registered license information. Certain contact details can be updated during the renewal process.

Fields

- **License Type** – Displays the registered plumber license type. (Read Only)
- **First Name** – Displays the applicant's first name. (Read Only)
- **Middle Name** – Displays the applicant's middle name. (Read Only)
- **Last Name** – Displays the applicant's last name. (Read Only)
- **Mobile Number** – Displays the registered mobile number. This field can be updated if required. (Numeric)
- **Email** – Displays the registered email address. This field can be updated if required. (Email)
- **Zone** – Displays the assigned zone. (Dropdown)
- **Ward** – Displays the assigned ward. (Dropdown)

Permanent Address Details

This section displays the applicant's permanent address.

Fields

- **Building / Apartment Number** – Displays the building or apartment number. (Text)
- **Street Name** – Displays the street name. (Text)
- **Landmark Name** – Displays the nearby landmark. (Text)
- **Area Name** – Displays the area or locality name. (Text)
- **Country** – Displays the country. (Dropdown)
- **State** – Displays the state. (Dropdown)
- **District** – Displays the district. (Dropdown)
- **City** – Displays the city. (Dropdown)
- **Pin Code** – Displays the postal PIN code. (Numeric)

Present Address Details

This section displays the applicant's current residential address.

Fields

- **Same as Permanent Address** – Indicates whether the present address is the same as the permanent address. (Checkbox)
- **Building / Apartment Number** – Enter or update the building or apartment number. (Text)
- **Street Name** – Enter or update the street name. (Text)
- **Landmark Name** – Enter or update the nearby landmark. (Text)
- **Area Name** – Enter or update the locality name. (Text)
- **Country** – Displays the country. (Dropdown)
- **State** – Displays the state. (Dropdown)
- **District** – Displays the district. (Dropdown)
- **City** – Displays the city. (Dropdown)
- **Pin Code** – Enter or update the postal PIN code. (Numeric)

Education Details

This section displays the educational qualifications associated with the plumber license.

Experience Details

This section displays the work experience associated with the plumber license.

Other Details

This section contains information related to the existing license validity and renewal reason.

Fields

- **Total Experience (Years)** – Displays the total work experience of the applicant. (Read Only)
- **Existing Valid From Date** – Displays the current license validity start date. (Read Only)
- **Existing Valid Till Date** – Displays the current license expiry date. (Read Only)

- **Reason for Renewal** – Enter the reason for renewing the plumber license. (Text)

Document Check List

This section is used to upload all mandatory supporting documents required for renewal.

Upload Documents

- **Select Document Type** – Select the type of document to be uploaded. (Dropdown)
- **Browse Files** – Click to browse and select the required document from the local system. (File Upload)

Buttons

- **Upload** – Click to upload the selected document.
- **Clear** – Click to remove the selected document before uploading.

Uploaded Documents

The uploaded documents table displays the list of required documents along with their upload status.

The table contains the following columns:

- Sr. No.
- Document Type
- Submitted Document
- Status

ULB User

This section is used by the ULB to configure the renewed license validity period, renewal fees, and payment information.

Fields

- **Validity Start Date** – Select the start date for the renewed plumber license. By default, this is the day after the existing validity end date and can be modified if required. (Date Picker)
- **Validity End Date** – Select the renewed license expiry date. The system calculates this date based on the configured validity period and allows modification if permitted. (Date Picker)
- **Remarks** – Enter any remarks related to the renewal request. This field is mandatory when the application is rejected or returned. (Text)
- **Payment Status** – Displays the current payment status of the renewal application. (Read Only)

- **Monthly Fee (₹)** – Displays the applicable monthly renewal fee. (Numeric)
- **Plumber Deposit (₹)** – Displays the refundable or applicable plumber deposit amount. (Numeric)
- **Total Amount (₹)** – Displays the total payable renewal amount calculated by the system. (Read Only)

Buttons 

- **Submit** – Click to submit the plumber license renewal application for further workflow processing.
- **Reset** – Click to clear all editable fields and restore the default values.
- **Cancel** – Click to close the renewal form without submitting the application.

11 Audit Trail

Navigation: Dashboard → Water & Drainage Connection → Audit Trail

The **Audit Trail** page enables users to monitor all activities performed within the Water & Drainage module. Users can filter audit records using multiple search criteria, generate reports, export results, and review detailed information about each recorded activity.

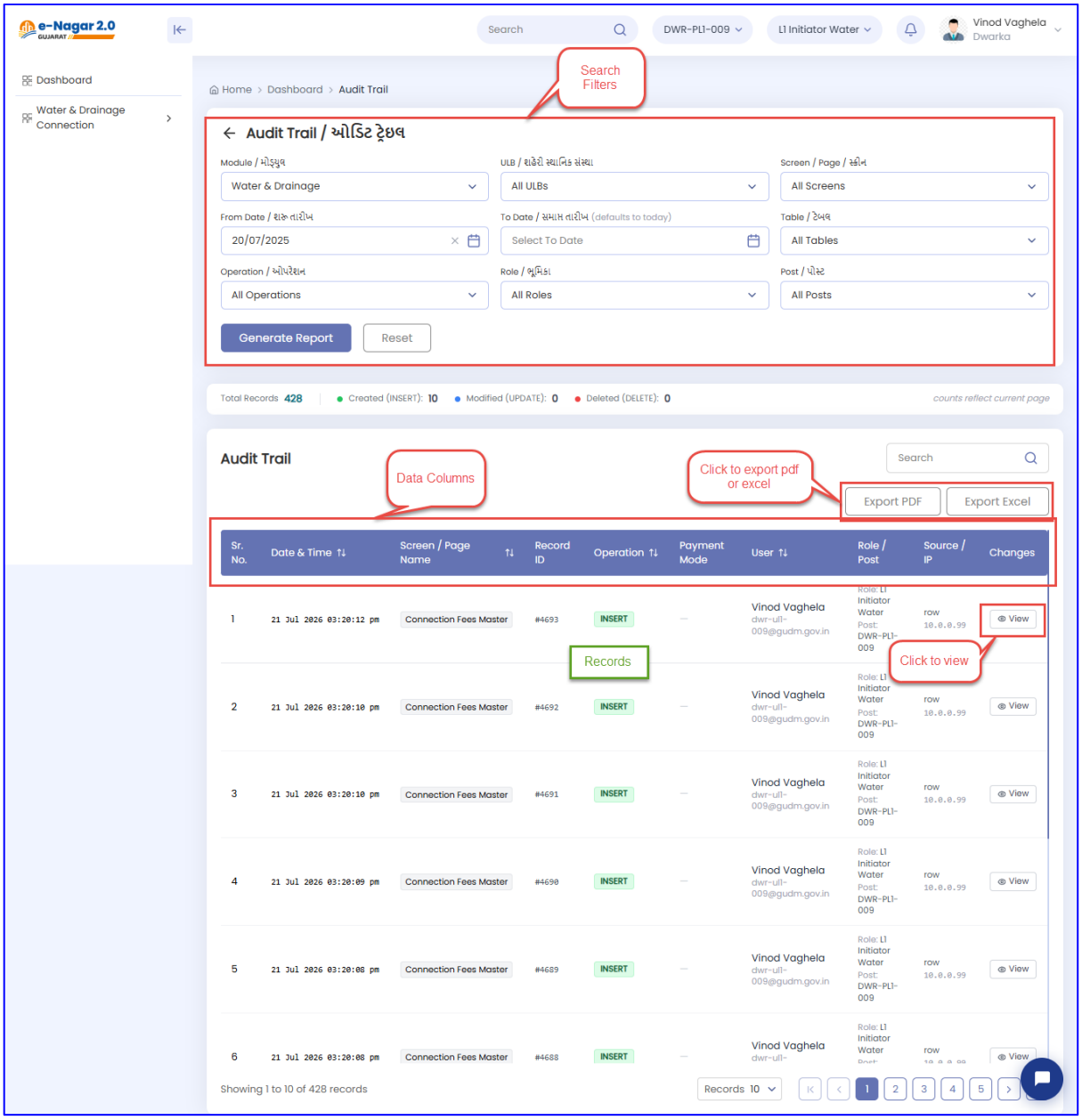


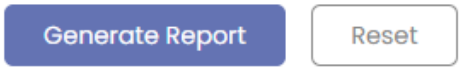
Figure 11-1

Search Filters

Use the search filters to retrieve audit records based on specific criteria.

Fields

- **Module –** Select the application module for which audit records are required. (Drop-down)
- **ULB –** Select the Urban Local Body to filter audit records. (Drop-down)
- **Screen / Page –** Select the application screen or page. (Drop-down)
- **From Date –** Select the start date of the audit record search period. (Date Picker)
- **To Date –** Select the end date of the audit record search period. (Date Picker)
- **Table –** Select the database table associated with the audit records. (Drop-down)
- **Operation –** Select the operation type such as Insert, Update, or Delete. (Drop-down)
- **Role –** Select the user role whose activities are to be displayed. (Drop-down)
- **Post –** Select the user post designation. (Drop-down)

Buttons 

- **Generate Report –** Click to retrieve audit records based on the selected search criteria.
- **Reset –** Click to clear all selected search filters.

Audit Summary

The summary section displays an overview of audit activities for the filtered records.

Summary Information

- **Total Records –** Displays the total number of audit records.
- **Created (INSERT) –** Displays the total number of newly created records.
- **Modified (UPDATE) –** Displays the total number of updated records.
- **Deleted (DELETE) –** Displays the total number of deleted records.

11.1 Audit Trail

The Audit Trail section displays the list of audit records matching the selected search criteria.

Search

Search – Enter keywords to quickly search within the displayed audit records. (Text)

Buttons 

- **Export PDF –** Click to export the audit records in PDF format.
- **Export Excel –** Click to export the audit records in Excel format.
- **View –** Click to view the detailed audit information for the selected record.

Data Columns

- **Sr. No. –** Displays the serial number of the audit record.
- **Date & Time –** Displays the date and time when the activity was performed.
- **Screen / Page Name –** Displays the name of the application screen where the activity occurred.
- **Record ID –** Displays the unique identifier of the affected record.
- **Operation –** Displays the operation performed, such as Insert, Update, or Delete.
- **Payment Mode –** Displays the payment mode associated with the transaction, if applicable.
- **User –** Displays the name and email address of the user who performed the activity.
- **Role / Post –** Displays the user's assigned role and post.
- **Source / IP –** Displays the source system and IP address from which the activity was performed.
- **Changes –** Displays the option to view detailed information about the changes made to the selected record.