

The overall step by step application procedure for water connection in ULBs

1. Applicant makes the application on the online system using the property tax assessment number
2. The property tax assessment number helps in auto-populating the details of the applicant in the application form
3. All required connection details are filled by the applicant and the application is submitted along with all mandatory documents
4. A unique application number is generated and triggers the SMS to the applicant, to be used for all future correspondence and tracking and payment.
5. This application then moves to the department for internal processing that happens in EMAS (internal application provided to the Municipal staff)
6. At the first level, the Assistant Engineer scrutinizes the application and the submitted documents, verifies the requirements against the details that have been submitted. Any shortfall, the officer sends the shortfall to the applicant to fulfill the shortfall. If no shortfall, the application is forwarded to the field inspector
7. Field inspector visits the premises where water connection is applied for and inspects the details as per application on-ground. In the EMAS system, the field inspector gives his/her remarks and forwards the application to Municipal Engineer
8. The Municipal Engineer based on the remarks of the AE and field inspector approves the application and forwards it to for the approval of the Municipal Commissioner
9. Once the Municipal Commissioner approves, the application is forwarded to the Municipal Chairman. The Municipal Chairman/Mayor after going through the remarks of the municipal officers, gives approval for the water connection.
10. Once the Municipal Chairman gives approval, the application moves forward for estimation of the fee. All charges to be levied and collected from the user for giving the water connection
11. Once the fees and charges are calculated the application is again made available in the applicant login with all details of payment. A SMS is triggered and sent to the applicant informing to pay the charges
12. Once payment is made by the applicant online, the water tap connection Work Order is released.
13. Based on the work order, work execution (installing the water connection) is undertaken
14. The Municipal Commissioner then releases the Digital/e signed New Water tap connection certificate
15. Applicant can download the certificate from CDMA web portal/respective ULB Website using Application Request Number.

The workflow diagram is given below

