

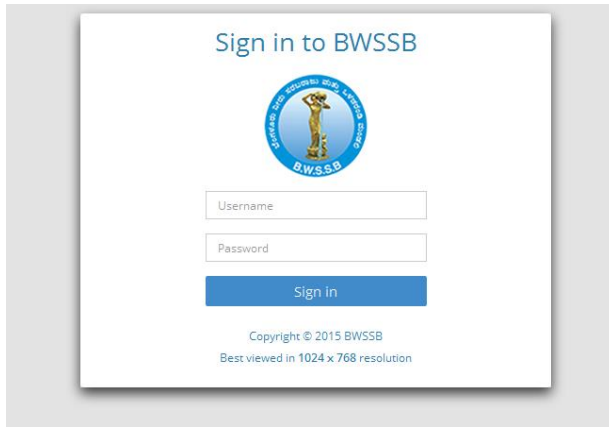
BANGALORE WATER SUPPLY AND SEWERAGE BOARD

USER MANUAL FOR ENGINEERS

Issue Date	20-02-2017
Issue Number	v1.0
Prepared by	Globals ITeS Pvt Ltd.
Reviewed by	Globals ITeS Pvt Ltd.
Approved by	

1. Login

Enter valid username and password in order to access the application.

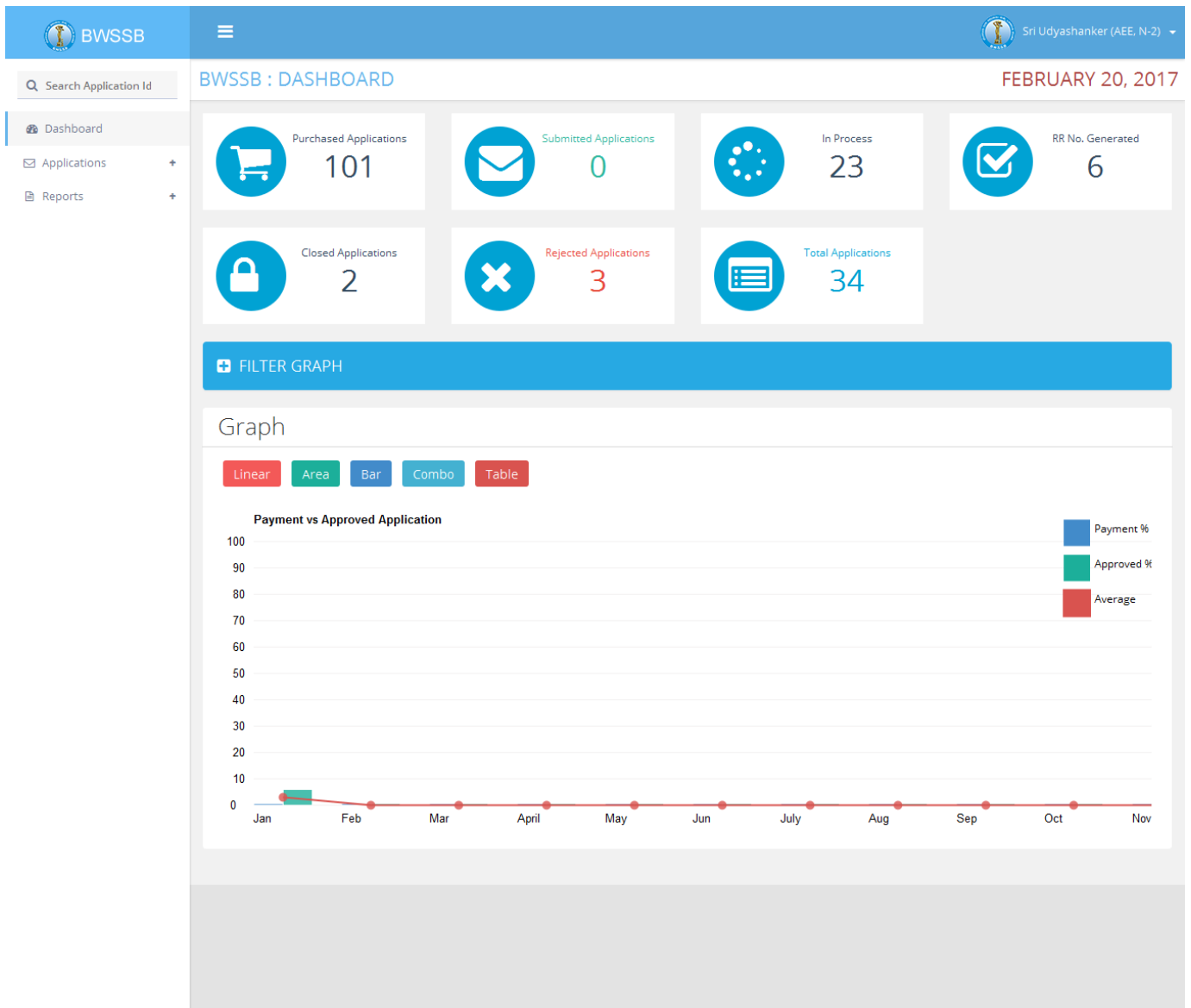
A screenshot of the BWSSB login interface. At the top, it says "Sign in to BWSSB" in blue. Below this is the BWSSB logo, which is a circular emblem featuring a golden figure holding a torch, surrounded by the text "ಬೆಂಗಳೂರು ಮಹಾನಗರ ಪಾಲಿಕೆ" and "BWSSB". Under the logo are two input fields: "Username" and "Password". Below these fields is a blue "Sign in" button. At the bottom, there is a small copyright notice: "Copyright © 2015 BWSSB" and "Best viewed in 1024 x 768 resolution".

2. Dashboard

It represents graphical representation of all applications. Left hand side navigation tab shows Application and Reports.

Let's take an example for process stages for 1/2" Inch dia (Without Pro rata charges (Domestic))

When the application is submitted by consumer, first stage it will come into AEE bucket. Once the AEE logs in to the application, he will be taken to Dashboard Page where he gets to see overview of applications submitted to his division like in the below screenshot provided.

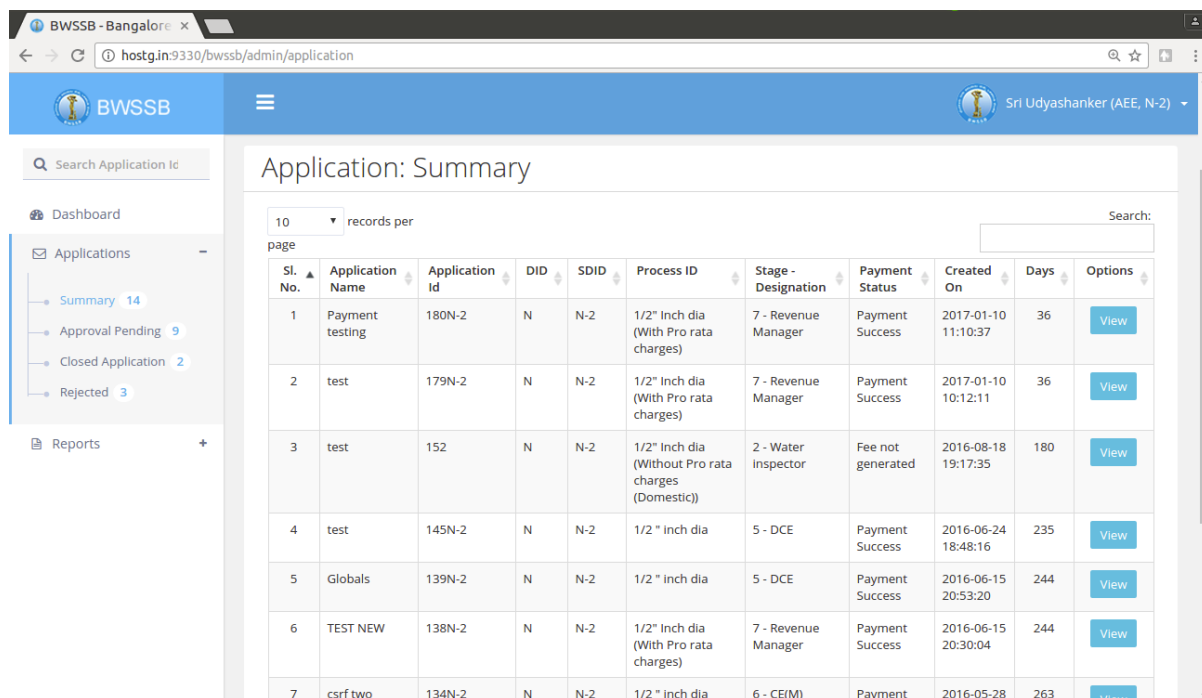


3. Applications:

Summary

Applications collapse shows Summary, My Approval Pending, Closed Application and Rejected Applications. It shows all applications applied for new water connection by user for that particular division. Admin is able to view all the applications in Summary .The index page list out all applications. Filter will refine the applications based on Consumer name, Unique ID, sub division and Ward name

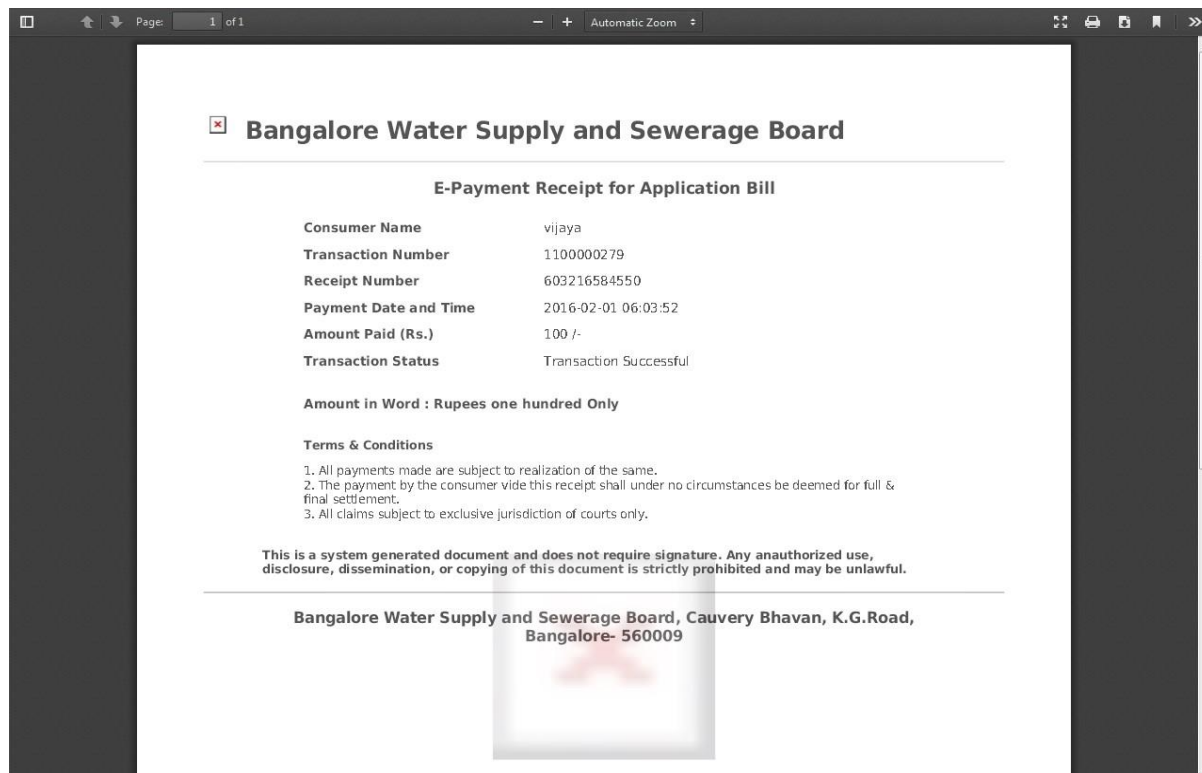
Screenshot of AEE login:



The screenshot shows the BWSSB Bangalore admin application page. The page has a blue header with the BWSSB logo and the user name 'Sri Udyashanker (AEE, N-2)'. The left sidebar contains a search bar and a menu with 'Dashboard', 'Applications', and 'Reports'. The 'Applications' menu is expanded, showing 'Summary 14', 'Approval Pending 9', 'Closed Application 2', and 'Rejected 3'. The main content area is titled 'Application: Summary' and displays a table of application records. The table has columns for Sl. No., Application Name, Application Id, DID, SDID, Process ID, Stage - Designation, Payment Status, Created On, Days, and Options. There are 7 records listed, each with a 'View' button in the Options column.

Sl. No.	Application Name	Application Id	DID	SDID	Process ID	Stage - Designation	Payment Status	Created On	Days	Options
1	Payment testing	180N-2	N	N-2	1/2" Inch dia (With Pro rata charges)	7 - Revenue Manager	Payment Success	2017-01-10 11:10:37	36	View
2	test	179N-2	N	N-2	1/2" Inch dia (With Pro rata charges)	7 - Revenue Manager	Payment Success	2017-01-10 10:12:11	36	View
3	test	152	N	N-2	1/2" Inch dia (Without Pro rata charges (Domestic))	2 - Water Inspector	Fee not generated	2016-08-18 19:17:35	180	View
4	test	145N-2	N	N-2	1/2 " Inch dia	5 - DCE	Payment Success	2016-06-24 18:48:16	235	View
5	Globals	139N-2	N	N-2	1/2" Inch dia	5 - DCE	Payment Success	2016-06-15 20:53:20	244	View
6	TEST NEW	138N-2	N	N-2	1/2" Inch dia (With Pro rata charges)	7 - Revenue Manager	Payment Success	2016-06-15 20:30:04	244	View
7	csrf two	134N-2	N	N-2	1/2 " Inch dia	6 - CE(M)	Payment	2016-05-28	263	View

Clicking on View button it takes user to Application summary page where you can view user's details. Download button allows you to download consumer's documents for verification and Download pdf button allows you to download consumer application view page. View link on Payment History allows to view the consumer application bill payment in pdf format



The screenshot shows the Bangalore Water Supply and Sewerage Board E-Payment Receipt for Application Bill. The receipt is generated for a consumer named vijaya. It includes the transaction number, receipt number, payment date and time, amount paid, and transaction status. The amount in word is Rupees one hundred Only. The terms and conditions are listed at the bottom. The receipt is a system-generated document and does not require signature. Any unauthorized use, disclosure, dissemination, or copying of this document is strictly prohibited and may be unlawful. The Bangalore Water Supply and Sewerage Board, Cauvery Bhavan, K.G.Road, Bangalore- 560009.

Bangalore Water Supply and Sewerage Board

E-Payment Receipt for Application Bill

Consumer Name: vijaya
Transaction Number: 1100000279
Receipt Number: 603216584550
Payment Date and Time: 2016-02-01 06:03:52
Amount Paid (Rs.): 100 /-
Transaction Status: Transaction Successful

Amount in Word : Rupees one hundred Only

Terms & Conditions

1. All payments made are subject to realization of the same.
2. The payment by the consumer vide this receipt shall under no circumstances be deemed for full & final settlement.
3. All claims subject to exclusive jurisdiction of courts only.

This is a system generated document and does not require signature. Any unauthorized use, disclosure, dissemination, or copying of this document is strictly prohibited and may be unlawful.

Bangalore Water Supply and Sewerage Board, Cauvery Bhavan, K.G.Road, Bangalore- 560009

admin (Chairman,)

Search Application Id

Dashboard

Applications

- Summary 62
- Approval Pending 0
- Closed Application 12
- Rejected 8

Reports

Master Data

Settings

Logs

CHANGE HISTORY

Download PDF

View: Application

Form Details

Application Id

1825W-1

Application Details

Applicant's Name

test name

Mobile No

9535615775

Applied As

Domestic

Division

SouthWest

Sub Division

SouthWest1

Ward No

140 - Chamajpet

Service Station

Chamarajapet

Selected Plumber With BWSSB

Sree Lakshmi Ranganatha Engineering Works

Size of the Bore

1/2" Inch dia (Without Pro rata charges (Domestic))

Sanitary Connection

Borewell Detail

Site Area (Sq.ft.)

1000

Floor wise Built up area

Floor Name	No of Flats	Sq.Ft.	Sq.Mt.
Basement	1	1000	92.94
Ground	0	0	0
Built Up area of the Individual House/Apartment/Commercial Building (Sq. mt)		92.94	

Address for Communication

Address1

test address

Address2

test address

Landmark

landmark

Address Connection Required

Address1

test address

Address2

test address

Landmark

landmark

Pincode

560070

Visit feedback

Purpose

Select

Documents

Building Photo

Download

Address Proof

Download

Applicant Image

Download

Payment History

Payment For	Amount	Date	Receipt
Application	100	06-Feb-2017 15:43:47	View

Application: Process Stages

Approval pending:

Applications waiting for approval shows in 'My approval pending' bucket of BWSSB user. View button allows to view and do the necessary action for approval. Able to edit any changes in consumer application and save it. Saved changes will update on Change History tab. All previous stage message and designation handed over from will update on application. Once the application is moved to next process then it is not possible to edit any changes in saved details. Application can be verified and moved to next process stage with necessary message on Internal and Consumer textbox.

Internal textbox: User needs to enter necessary message for internal purpose

Consumer textbox: It helps to send message to consumer. User needs to enter application status or any other concern to consumer .It will reflect on consumer Inbox

Approve to next stage: It allows to save the current action and move the application to next stage

Send back to previous stage: It allows to send application to previous stage if any concern

Change in application: It allows to send back application to Consumer end and they are able to edit any changes in applications. Meanwhile a SMS will send to consumer registered mobile number about application pending status.

Only AEE has permission to send back to consumer.

Reject application: It allows to reject any invalid applications. Rejected applications will update on reject application page

Only AEE is allowed to reject the application. For other user logins this button would be hidden

Send Message to Consumer: It allows to send message to consumer without proceeding to next stage

If any applications credited to user role bucket for approval, an email will be send to their registered email id about applications.

Screenshot of AEE login for first stage process:

The screenshot displays the BWSSB AEE login interface for the first stage process. The interface is divided into a sidebar and a main content area. The sidebar on the left contains a search bar for 'Search Application Id' and a navigation menu with the following items: 'Dashboard', 'Applications' (with sub-items: Summary 0, Approval Pending 1, Closed Application 2, Rejected 0), and 'Reports'. The main content area is titled 'Application: Action' and features two text input fields for comments: 'Comments: For Internal' and 'Comments: For Consumer'. To the right of these fields are three buttons: 'Approve to next stage' (green), 'Send Back to Consumer' (blue), and 'Reject Application' (red). A 'Dispatch Number (If any)' input field is also present. At the bottom left, there is a 'Send Message to Consumer' button.

Once the application is moved to next level, it will update it in Summary and unable to do any action after it proceeded to next stage

 BWSSB



 B M NARAYANASWAMY (AEE, N-3) ▾

 Search Application Id

 Dashboard

 Applications ▾

Summary 1

Approval Pending 0

Closed Application 2

Rejected 0

 Reports



Application: Process Stages

Stage: Approved To Next Stage By: AEE

Commented By: B M NARAYANASWAMY

Dispatch Number: 001

Date: 2017-02-17 15:27:41

Internal

Proceeded to next stage

Consumer

Proceeded to next stage

7

After proceeded to next level by AE, the application will move to next stage i.e. Water Inspector He is privileged to approve application and move to next stage and send back to previous stage

BWSSB - Bangalore

hostg.in:9330/bwssb/admin/application/view/ZmczWUVOCwxFb0ttbVJHQ2d3bitFSS82Y2dDSXE2OHIwRU1Ra0djMzhucFVVC9tR2YvdExalhQdzhtV3BSZlBZGtltbTZhNVpE

BWSSB

Hemanth Kumar (AE/JE, SW-1)

Search Application Id

Dashboard

Applications

Summary 5

Approval Pending 1

Closed Application 2

Rejected 0

Reports

Application: Action

Attachment Fee

Quantity	Rate	Amount	
Quantity	25	Amount	-

Meter Fixing Charges

Quantity	Rate	Amount	
Quantity	500	Amount	-

Sanitary Points Charges

Quantity	Rate	Amount	
Quantity	120	Amount	-

Inspection Charges

Quantity	Rate	Amount	
Quantity	200	Amount	-

3 Months Minimum Deposit (3 MMD)

Quantity	Rate	Amount	
Quantity	0	Amount	-

Water Meter Cost (AMR/Mechanical)

Quantity	Rate	Amount
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Dispatch Number (If any)

Dispatch number

Calculated Total

Calculated Total

Comments: For Internal

Comment for internal reference

Comments: For Consumer

Comment for Consumer

The screenshot displays the BWSSB Bangalore application management interface. The top navigation bar includes the BWSSB logo and the user role 'Water Inspector (Water inspector, SW-1)'. A sidebar on the left provides navigation options like 'Dashboard', 'Applications' (with sub-items: Summary 4, Approval Pending 1, Closed Application 1, Rejected 0), and 'Reports'. The main content area is divided into two sections: 'Application: Action' and 'Application: Process Stages'. In the 'Action' section, there are two comment boxes for 'Internal' and 'Consumer' comments, both containing the text 'Approved to next stage'. To the right of these boxes is a 'Dispatch Number (If any)' field with the value '123232'. Below the dispatch number are two buttons: a green 'Approve to next stage' button and an orange 'Send back to previous stage' button. A blue 'Send Message to Consumer' button is located below the consumer comment box. The 'Process Stages' section shows the current stage as 'Approved To Next Stage' by 'AEE'. At the bottom of the page, a status bar indicates 'Commented By: H.N.Ramamurthy', 'Dispatch Number: 1234', and 'Date: 2017-02-15 11:46:17'.

Once the water inspector approves to next stage, the application will move to next stage, AE/JE

Application view for a Demand Note as shown above:

It allows to add demand note fee according to the square feet .There are three types of fee

1. Fee fields: User needs to add values in Quantity field according to the building square meter. User can also add or delete fee fields.
2. Prorate charge: user needs to add prorate charge if the building is above 2nd floor. For reference they can view file clicking on prorate charge file
3. GBWASP charge: User needs add GBWASP charge with reference to GBWASP charge file

The whole calculated amount will display in Calculated Total field. Once the demand note is approved to next stage, it allows to download connection bill in pdf format on Payment History.

After approval of demand note, it will come to AEE for next stage processing. AEE needs to login to his account and check the application for approval to next stage.

Application: Action

Deposit Amount - Domestic Water Supply

Quantity	Rate	Amount
1	315	315.00

Deposit Amount - Domestic Water Supply

Quantity	Rate	Amount
1	315	315.00

Attachment Fee

Quantity	Rate	Amount
1	25	25.00

Meter Fixing Charges

Quantity	Rate	Amount
1	500	500.00

Sanitary Points Charges

Quantity	Rate	Amount
1	120	120.00

3 Months Minimum Deposit (3 MMD)

Quantity	Rate	Amount
1	0	0.00

Water Meter Cost (AMR/Mechanical)

Dispatch Number (if any)

Dispatch number

Calculated Total

1275

Comments: For Internal

Comment for internal reference

Comments: For Consumer

Comment for Consumer

Application View-EE

Able to update and proceed the connection bill created by Draft man to consumer

After EE moved to next level, the application again move to AEE

Now AEE will check the connection fee charges which has been entered by AE/JE and has an option to edit the charges if necessary or else can approve the application for next stage if all the charge are correctly entered. At this stage AEE also has the option of rejecting the application or sending back to previous stage or send back to consumer for change

Application: Action

Quantity	Rate	Amount
Deposit Amount - Domestic Water Supply		
1	315	315.00
Deposit Amount - Domestic Water Supply		
1	315	315.00
Attachment Fee		
1	25	25.00
Meter Fixing Charges		
1	500	500.00
Sanitary Points Charges		
1	120	120.00
3 Months Minimum Deposit (3 MMD)		
1	0	0.00
Water Meter Cost (AMR/Mechanical)		

Dispatch Number (If any)
Dispatch number

Calculated Total
1275

Comments: For Internal
Comment for internal reference

Comments: For Consumer
Comment for Consumer

Once AEE approves the application it will be sent to next stage which will be Draft Man. Draft man needs to log into his account and process the application for next stage. Below is the screenshot of Draftsman view

He will verify all the connection fee added and approves to next stage, i.e. AEE .It will be the last inspection to verify the connection bill before sending the bill to consumer. He can also reject the application before approving the bill or send back to previous stage

The screenshot shows the BWSSB Bangalore admin application view. The interface includes a sidebar with navigation options: Dashboard, Applications (with sub-items: Summary 0, Approval Pending 6, Closed Application 2, Rejected 0), and Reports. The main content area displays a form for '3 Months Minimum Deposit (3 MMD)' and 'Water Meter Cost (AMR/Mechanical)'. The form has input fields for Quantity, Rate, and Amount, along with buttons for 'Approve to next stage', 'Send back to previous stage', 'Send Back to Consumer', and 'Reject Application'. There are also checkboxes for 'Prorata Charges' and 'GBWASP Charges'.

If AEE approve the application, the next stage will be payment stage where consumer will be intimated with a message to his mobile number that he needs to process the payment and he needs to login to his account and pay the generated amount.

The application will not allow to do any process until and unless the consumer makes the payment.

If the consumer successfully makes the payment then the application allow AEE to proceed to further stages.

After payment of connection bill, there will be no option to reject the application or send back to consumer.

AEE approves to next stage with appropriate comments for internal and consumer, Application will be next sent to Revenue Manager for inspection

BWSSB - Bangalore

trust zone vpn - Go

hostg.in:9330/bwssb/admin/application/view/N1NWYUg1bGc3a3lPV3YvcLhkbmJzT0dQZnNU2JCNnNFSFhzQnlXZWf0bUhiZnRmSVY3WHBMNjF2S09UU21GbVloOV00MC

BWSSB

H.N.Ramamurthy (AEE, SW-1)

Search Application Id

Dashboard

Applications

Summary 0

Approval Pending 6

Closed Application 2

Rejected 0

Reports

Connection	1275	15-Feb-2017 12:43:29	View
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Application: Action

Waiting for payment to be done

Application: Process Stages

Stage: Approved To Next Stage By: AEE

Commented By: H.N.Ramamurthy

Dispatch Number: 1234

Date: 2017-02-15 11:46:17

Internal

Approved to next stage

Application view for RM,

RM will verify all the processes and approves to next stage. RM can write message for consumer or keep an internal copy .After verifying the application from RM, it will go to AEE bucket. In this process RR number generate from SAJALA automatically.

The screenshot displays the BWSSB Revenue Manager web application. The browser address bar shows the URL: `hostg.in:9330/bwssb/admin/application/view/OERhSWMwSDdYT2FLNXhvZ1JjTUhJa0lwMTFW$Wh1dm1p53hjZknjbe40cGR1R0NDay9JSXZrVFFaTlNudy9SUFlwZkpvUGSD`. The application header includes the BWSSB logo, a menu icon, and the user role 'revenue manager (Revenue Manager, SW-1)'. A left sidebar contains navigation links: 'Dashboard', 'Applications' (with sub-links for Summary: 5, Approval Pending: 1, Closed Application: 2, and Rejected: 0), and 'Reports'. The main content area is titled 'Application: Action' and contains two text input fields for comments: 'Comments: For Internal' (with placeholder 'Comment for internal reference') and 'Comments: For Consumer' (with placeholder 'Comment for Consumer'). To the right of these fields is a 'Dispatch Number (if any)' input field and a green 'Approve to next stage' button. Below the consumer comment field is a blue 'Send message to consumer' button. The bottom section of the page is titled 'Application: Process Stages'.

AEE can view the RR number in his view page and it will not allow to modify it as it is in Read only field.

RR number will be automatically generated in sync with BWSSB's SAJALA application and it may take up to 24 hours to sync the data. Once RR number generated, AEE can now follow the usual steps of processing the application to next stage.

The screenshot displays the BWSSB application management interface. The top header is blue with the BWSSB logo on the left and the user profile 'Sri Udyashanker (AEE, N-2)' on the right. A search bar for 'Search Application Id' is located below the header. The left sidebar contains navigation links: 'Dashboard', 'Applications' (with a minus sign), and 'Reports' (with a plus sign). Under 'Applications', there are sub-links: 'Summary' (13), 'Approval Pending' (10), 'Closed Application' (2), and 'Rejected' (3). The main content area is titled 'Application: Action'. It features two text input fields for comments: 'Comments: For Internal' (with placeholder 'Comment for internal refrence') and 'Comments: For Consumer' (with placeholder 'Comment for Consumer'). To the right of these fields are two input fields: 'Dispatch Number (If any)' (with placeholder 'Dispatch Number') and 'RR Number' (containing the value 'RR552/23'). A green button labeled 'Approve to next stage' is positioned below the 'RR Number' field. At the bottom left of the main content area, there is a blue button labeled 'Send message to consumer'.

After moving from AEE bucket to Draft Man bucket, he needs to generate meter number for current application. He can enter available water meter number in the field and proceed to next stage.

The screenshot shows the 'Application: Action' form in the BWSSB system. The interface includes a top header with the BWSSB logo and a user profile 'draft man (Draft Man, N-2)'. A left sidebar contains navigation links: 'Dashboard', 'Applications' (with sub-items: Summary 22, Approval Pending 1, Closed Application 2, Rejected 3), and 'Reports'. The main form area is titled 'Application: Action' and contains two text input fields for comments: 'Comments: For Internal' (with placeholder 'Comment for internal refrence') and 'Comments: For Consumer' (with placeholder 'Comment for Consumer'). To the right of these fields are two more input fields: 'Dispatch Number (If any)' (with placeholder 'Dispatch number') and 'Meter No' (with placeholder 'Meter number'). A green button labeled 'Approve to next stage' is positioned below the 'Meter No' field. At the bottom left of the form, there is a blue button labeled 'Send message to consumer'.

After processing the application from Draft man it will move to Water Inspector to verify the meter number.

He is able to verify and proceed to next level .The application will reach to AEE for final process.

Here AEE needs to verify the meter number and can send details to consumer and able to close the application successfully. After closing the application it will move to closed application.

 BWSSB



 Sri Udyashanker (AEE, N-2) ▾

 Search Application Id

 Dashboard

 Applications ▾

Summary 13

Approval Pending 10

Closed Application 2

Rejected 3

 Reports ▸

Application: Action

Comments: For Internal

Comment for internal refrence

Dispatch Number (If any)

Dispatch number

Approve and close

Comments: For Consumer

Comment for Consumer

Send Message to Consumer

Closed Applications:

It allows to store all closed applications after RR number generation. Once application is closed it won't allow to edit any changes in application other than sending messages to consumer

17

BWSSB
 Sri Udyashanker (AEE, N-2)

Search Application...
 BWSSB : APPLICATION
 FEBRUARY 4, 2016

Dashboard
 Applications
 Summary 0
 Approval Pending 0
 Closed Application 1
 Registered 12
 Rejected 0
 Reports

FILTER
 Application: Closed
 10 records per page
 Search:

Sl. No.	Application Name	DID	SDID	Process ID	Stage - Designation	Payment Status	Created On	Options
1	Globe test	N	N-2	1/2" Inch dia (With Pro rata charges)	11 - AEE	Payment Success	2016-02-01 23:00:30	View

 Showing 1 to 1 of 1 entries
 Previous 1 Next

Rejected Application

It stores all rejected applications. After rejecting the application, user needs to submit new application.

BWSSB
 Sri Udyashanker (AEE, N-2)

Search Application Id
 BWSSB : APPLICATION
 FEBRUARY 20, 2017

Dashboard
 Applications
 Summary 13
 Approval Pending 10
 Closed Application 2
 Rejected 3
 Reports

FILTER
 Application: Rejected
 10 records per page
 Search:

Sl. No.	Application Name	DID	SDID	Process ID	Stage - Designation	Created On	Options
1	DENMO	N	N-2	1/2" Inch dia (With Pro rata charges)	4 - AEE	2016-06-15 23:42:54	View
2	Test User	N	N-2	1/2 " Inch dia	1 - DCE	2016-06-14 20:58:41	View
3	Globals testing	N	N-2	1/2 " Inch dia	1 - DCE	2016-05-18 00:10:57	View

 Showing 1 to 3 of 3 entries
 Previous 1 Next

