

UD&MA:

Online Water
Charges for
Water
Connection at
SJDA

Provided as a service through 'SilpaSathi', the Online Single Window portal of the State (West Bengal)

User Manual

Online Water Charges for Water Connection at SJDA

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Introduction

This document is intended to serve as a User Manual for grant of the service "Online Water Charges for Water Connection at SJDA" by Department of Urban Development & Municipal Affairs (UD&MA), Govt. of West Bengal through Single window of the State, 'SilpaSathi'. The service is integrated with the Single Window (SilpaSathi) and can be accessed through the SilpaSathi portal. This document has been designed as a user-friendly guide to assist applicants in filling their application forms. It will help them to familiarise with the entire procedure in a seamless manner for successful submission of application and download final Approval certificate from the SilpaSathi portal without the requirement of physical visit to the Department(s).

Salient Features of Silpasathi Portal:

- The Single Window Portal of the State of West Bengal (SilpaSathi) allows seamless integration with portals of
 different government departments thereby providing single login credential for various applications, eliminating the
 need to provide common information multiple times in different forms of various Departments, and ensuring all
 clearances are available from a single portal.
- It serves as a digital gateway for providing the necessary statutory compliances under the applicable Acts, Rules, Policies and Schemes of the Govt of West Bengal from a single portal.
- Business Entrepreneurs can get certificates and licences required for setting up and operating business in the State
 in a smooth and time-bound manner, smooth and time-bound manner, without the need to visit any government
 department or office.

About the Service

Online water charges refer to the fees or tariffs imposed by water suppliers for providing water services. These charges can vary depending on the location, water usage, and type of water connection. Online Water Charges for Water Connection at Siliguri Jalpaiguri Development Authority is required to provide better service to all the stakeholders within its jurisdiction. The applicant is required to register for the service to access a proper water connection. The online system has the following features without the requirement of physical visit to the Department: 1) Submission of Application 2) Online Payment of fees 3) Track Status of Application 4) Online Download of final approval certificate 5) Third Party Verification.

Comprehensive Checklist of Documents to be submitted online

The applicant is required to submit the following documents in order to apply for the service:

#	Documents Required	Detailed Description
1.	Approved Building Plan Issued	An approved building plan is a document that has been reviewed and
	by SJDA	sanctioned by the SJDA, indicating that the proposed construction project
		meets all the necessary building codes, zoning regulations, and safety
		standards.

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#	Documents Required	Detailed Description
2.	Lease deed of Land Allotment	A land allotment lease deed is a document that outlines the terms and conditions of a land lease agreement between a lessor and a lessee

Timeline (WBRTPS)

<u>Online Water Charges for Water Connection at SJDA</u> (Timeline not yet issued)

Instructions related to the application form

SI. No.	Field Name	Instructions		
Applicants Basic Information				
1.	Salutation	Enter salutation of the applicant		
2.	First Name	Enter First Name of the applicant		
3.	Middle Name	Enter Middle Name of the applicant		
4.	Last Name	Enter Last Name of the applicant		
5.	Date of Birth	Enter Date of Birth of the applicant		
6.	Gender	Enter Gender of the applicant		
7.	Age	Enter Age of the applicant		
8.	Mobile Number	Enter Mobile Number of the applicant		
9.	Date of Application	Enter Date of Application		
10.	Email	Enter Email id of the applicant		
11.	Aadhar Card No.	Enter Aadhar Card No of the applicant		
Address of the Building				
1.	Country	Enter name of the Country		
2.	State	Enter name of the state		
3.	District	Enter name of the district		
4.	Sub-division	Enter name of the sub-division		
5.	Block/Municipality/Corporation	Choose whether it is Block or Municipality or Corporation		
6.	Block/Municipality/Corporation Name	Enter name of Enter name of the Country		
7.	Borough	Enter details of Borough		
8.	Ward	Enter ward number		
9.	Police Station	Enter name of the police station		
10.	Post Office	Enter name of the post office		
11.	Address	Enter address		

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SI. No.	Field Name	Instructions		
Parent or Husband Details				
1.	First Name	Enter First Name		
2.	Salutation	Enter Salutation		
3.	Last Name	Enter Last Name		
4.	Sector	Enter Sector Name		
5.	Plot No.	Enter Plot No.		
6.	Plot Area	Enter total area		
7.	Category of plot	Select category whether domestic /commercial		
8.	Number of flats (for Group Housing)	Enter total number of flats		
9.	Requirement of Water per day	Enter total requirement of water per day in the area		
10.	Sewerage Connection Applied	Select if yes /No		

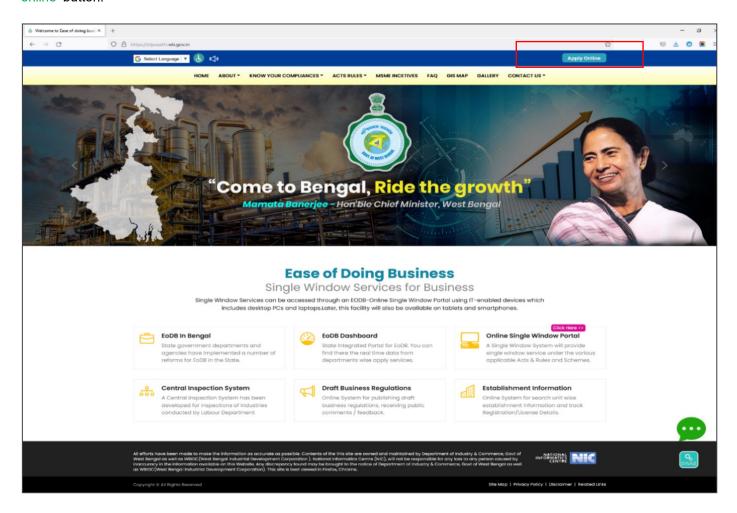
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Application Process through SilpaSathi

1. Online Application submission along with online submission of documents

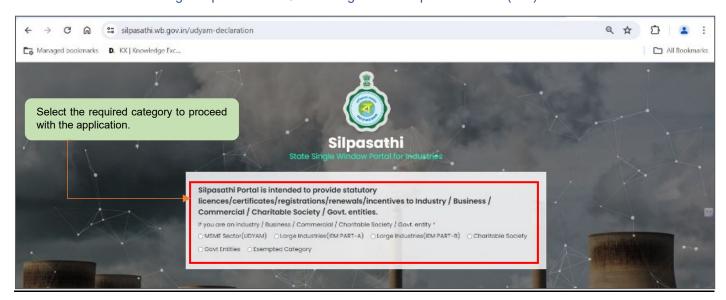
In order to complete the user registration, the applicant has log on to https://silpasathi.wb.gov.in/ and click on 'Apply online' button.



<u>Applicant Log-in</u>: The applicant needs to **select the required category** as illustrated in the screenshot below and **proceed for registration**.

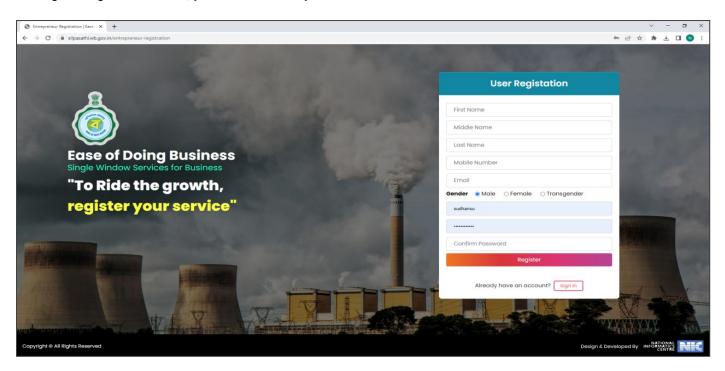
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A sign-up window appears on the screen. The user has to select 'Create New' if he is a new user. An already registered user in SilpaSathi portal can fill in the username and password and login to the SilpaSathi portal.

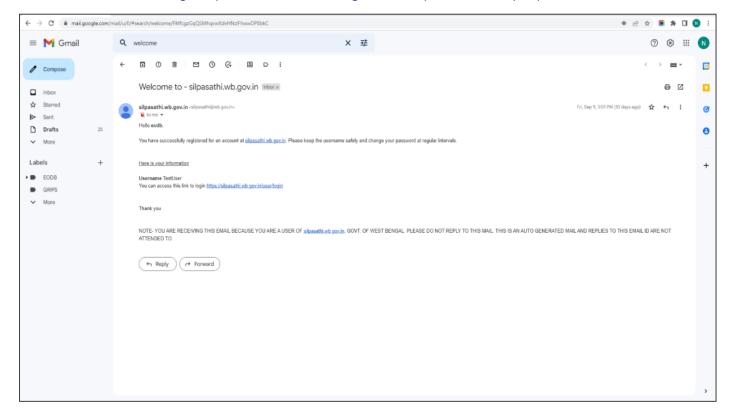
The <u>'User Registration'</u> window will appear with the relevant fields that the applicant needs to fill accurately and click on <u>'Register'</u> as shown by the below screenshot. In case the applicant already has an account, click on the <u>'Sign In'</u> button and login using valid **User ID**, **password and Captcha**.



Applicants will receive email confirmation after registering into the single window portal. Please refer to the screenshot below:

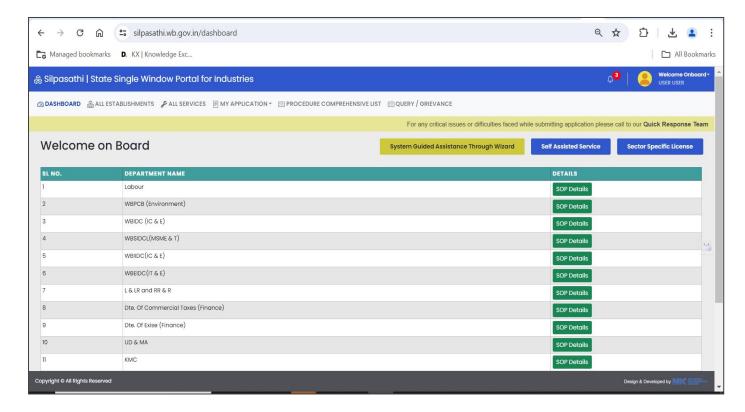
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Online Application submission

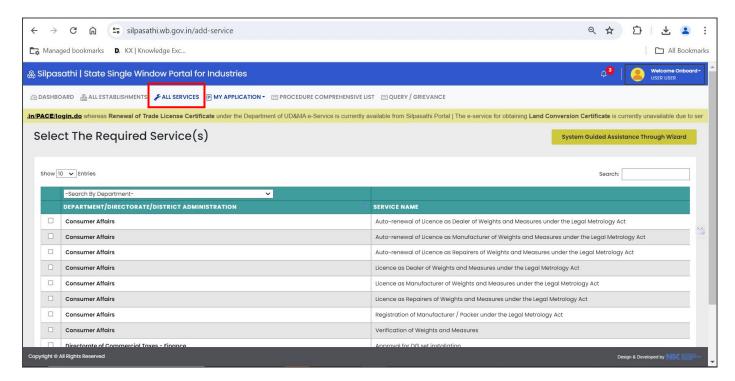
Applicants will now be directed to the user dashboard for completing the further procedures. The following screenshots below illustrate the same.



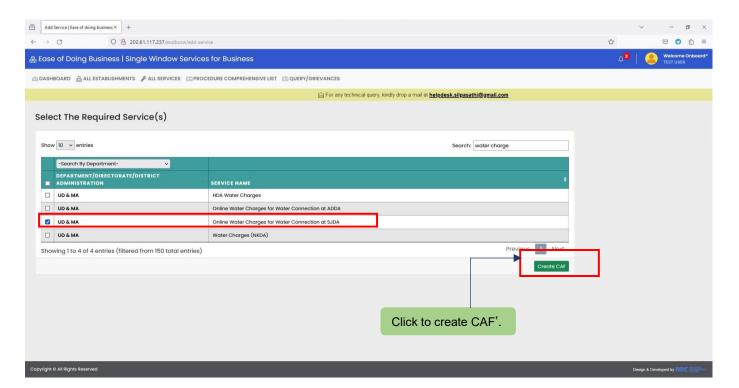
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The applicant has to click on 'ALL SERVICES' to view the list of all services mapped with their corresponding departments.



Once done, a list of services will appear. Applicants need to click on the checkbox adjacent to the service named 'Online Water Charges for Water Connection at SJDA- UD&MA'.

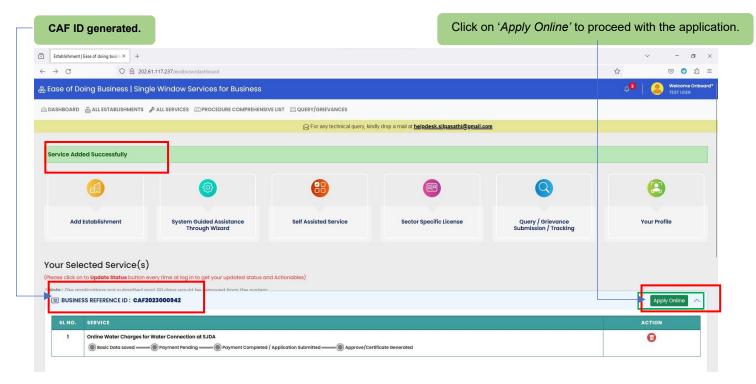


After selecting the service 'Online Water Charges for Water Connection at SJDA', the applicant has to click on 'Create CAF'. Applicant's CAF ID will be created. The unique CAF ID is referred to as the common application form.

Online Water Charges for Water Connection at SJDA

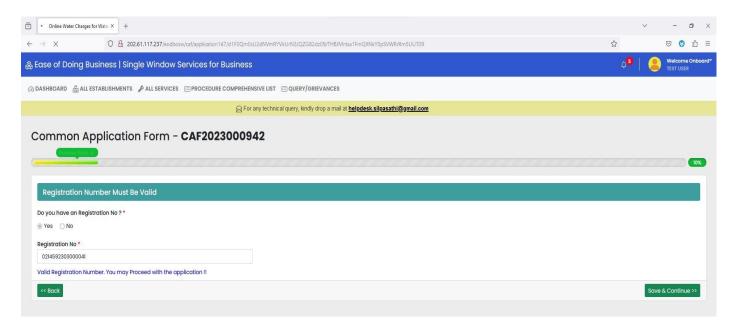
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Applicant's Dashboard



After clicking on '<u>Apply Online'</u> option, the applicant shall be redirected to the main application form. The applicant will have to fill in the required details and review the application form (screenshot below):

The applicant is required to add a valid Registration number to proceed further.



Upon completion of the application process along with document submission, the applicant clicks on the <u>'Submit'</u> button for final submission of the application.

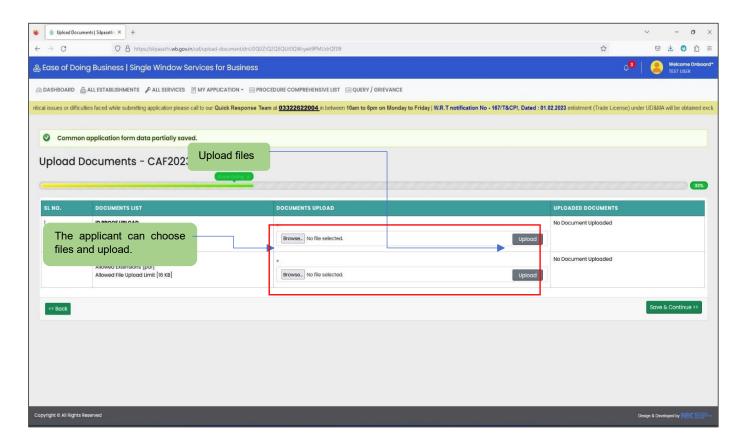
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The document submission process has been described below. Please refer to the screenshots below for detailed illustrations.

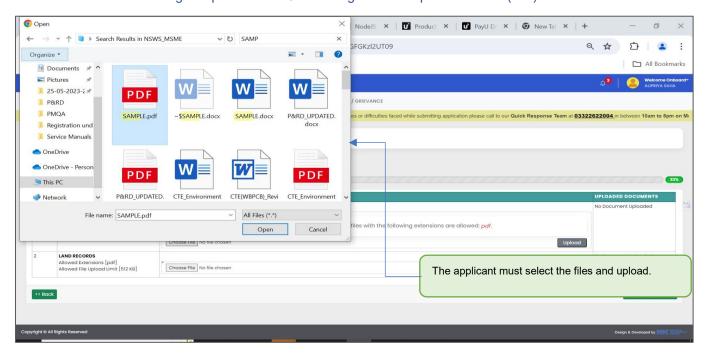
The applicant has to browse the required files in his system and upload them as described in the screenshots. A dialogue box appears after clicking on 'Browse'. Once the required file is selected, the applicant has to click on 'Upload' button to upload the files successfully.

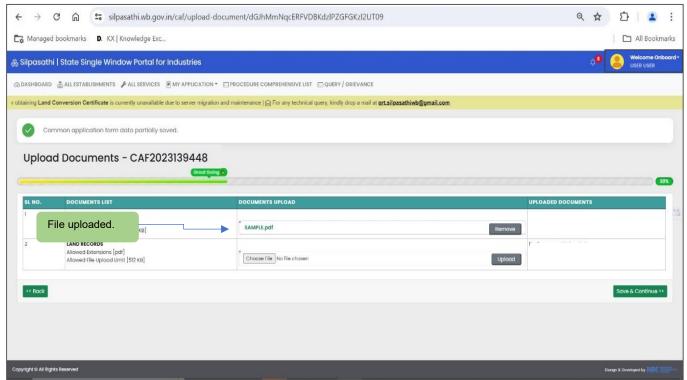
The applicant is required to upload **both the required documents** in **pdf format** as illustrated in the screenshots. After filling the application form and uploading the required documents the applicant has to click on 'Save and Continue' to proceed with the application.



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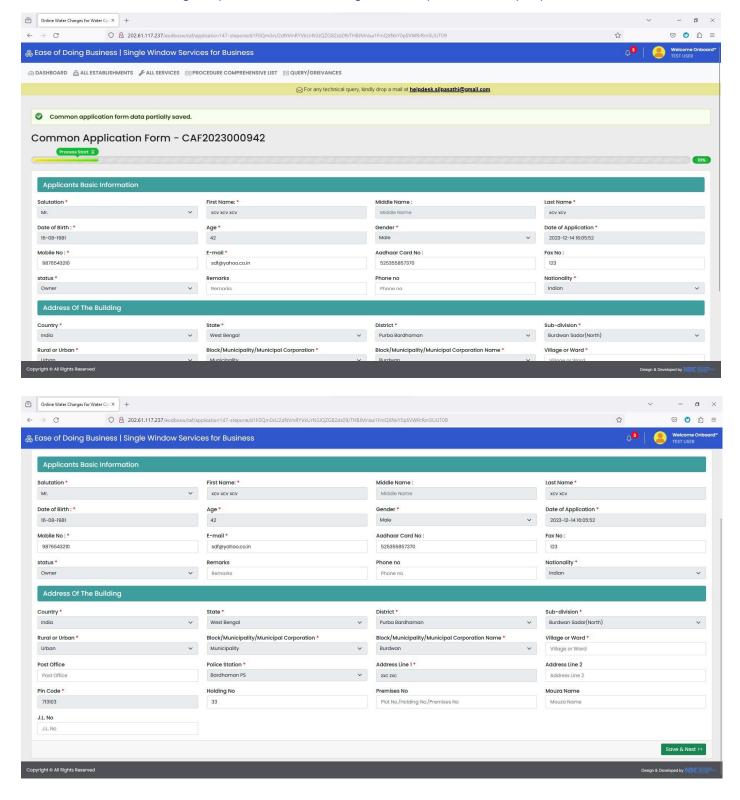




The applicant shall review the filled in application form and proceed for final submission of application. Once reviewed, the applicant shall also be required to click on the Declaration checkbox on the bottom left of the application page before proceeding to <u>'Submit'</u> button, as illustrated in the screenshots below.

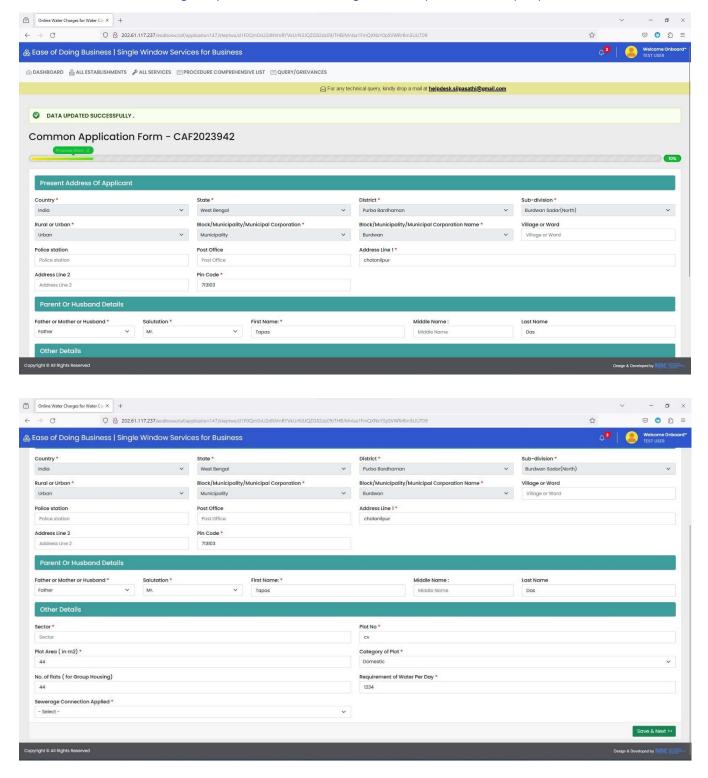
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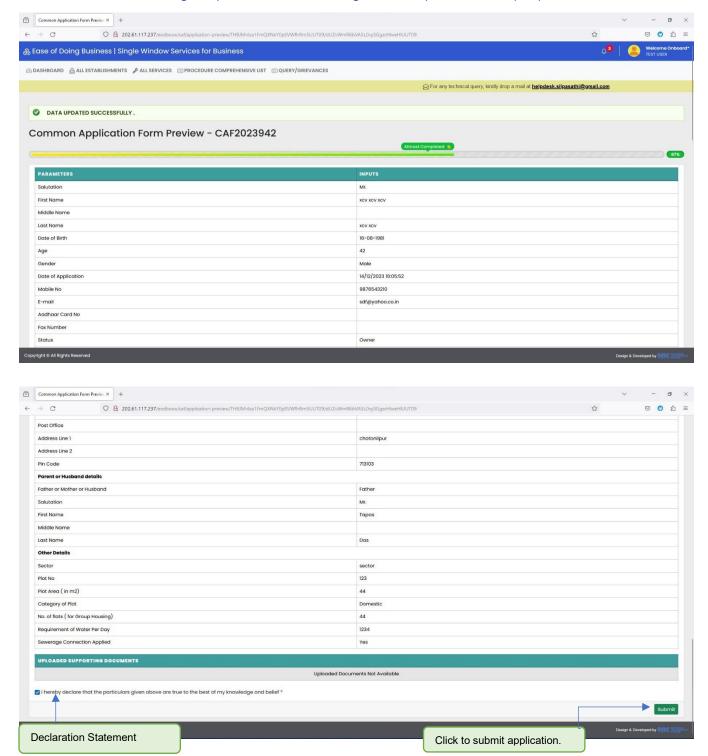
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Online Water Charges for Water Connection at SJDA

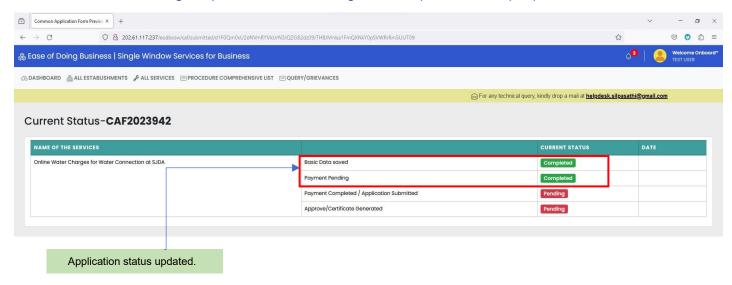
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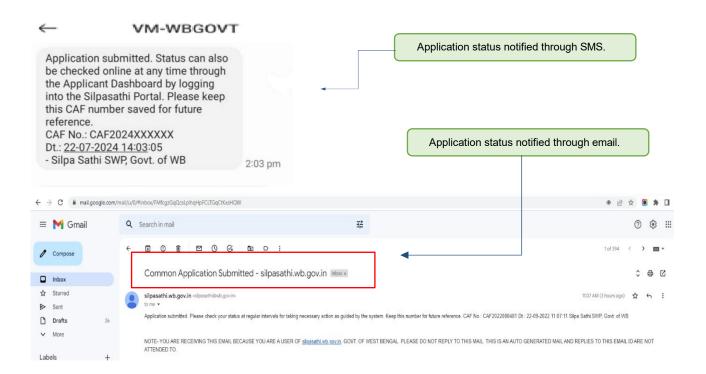
On clicking on 'Submit' link, the following webpage appears post submission of application with updated Status.

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The applicant /user shall be notified via SMS and email on his registered phone number and email id respectively. The applicant receives notifications at different stages of the application - application submission, application approval, etc.



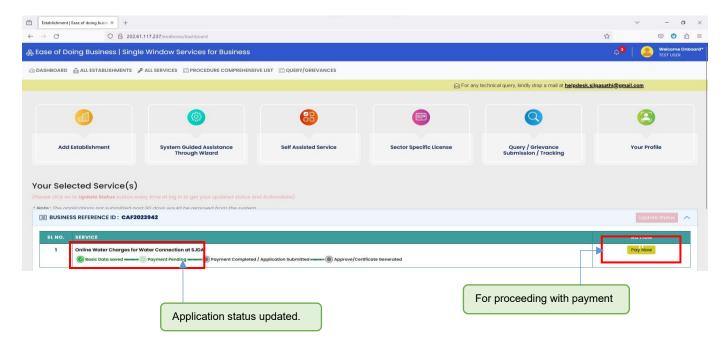
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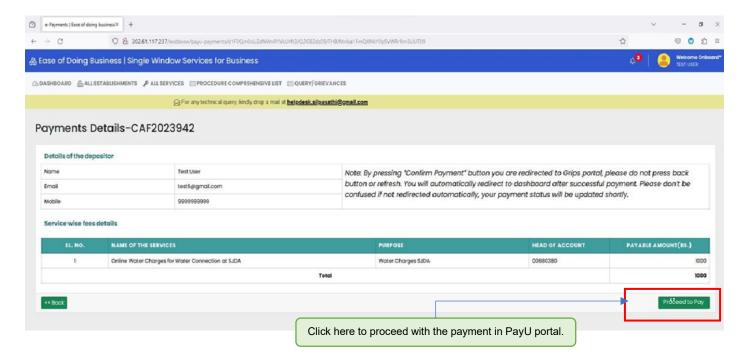
2. Online Payment of fees

The applicant is now required to pay the required fees based on the application filled by the applicant. The applicant has to click on 'Pay Now' option and proceed with the payment procedure. The screenshot below provides an illustration:

Applicant's Dashboard



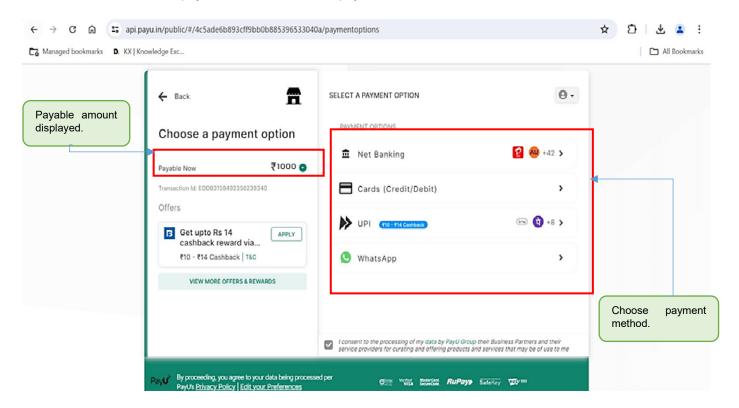
The payment procedure has been illustrated as per the following screenshots. The applicant can proceed with the payment after clicking on the 'Proceed to Pay' option.



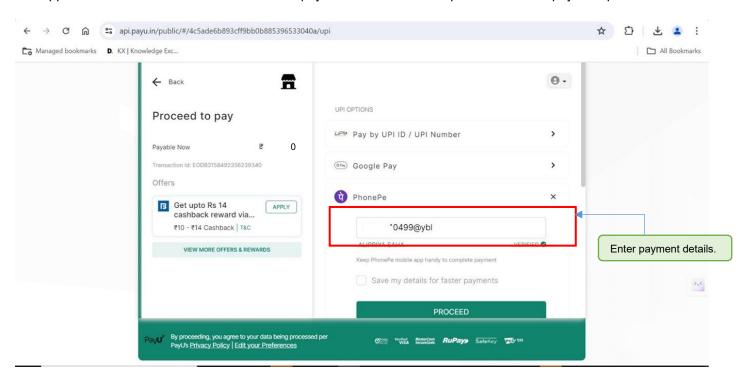
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The applicant is redirected to the **PayU portal** to complete the payment process. The applicant shall be able to choose between various modes of payment methods for fees payment.



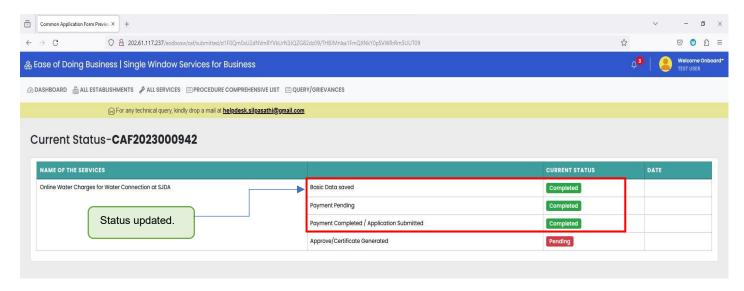
The applicant has to enter the correct details for payment transaction and proceed with the payment process.



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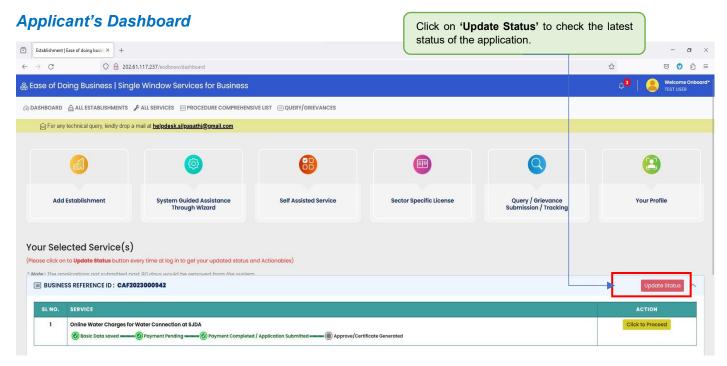
After successful payment of fees, the user is displayed the updated status of the application as illustrated in the screenshots below. The page is redirected to webpage showing status as completed against "Fees Paid".



Status of the application as illustrated in the screenshots below. The page is redirected to webpage showing status as completed against "Payment Completed".

3. Track Status of Application

The applicant has to click on 'Update Status' to view the latest status of the application.

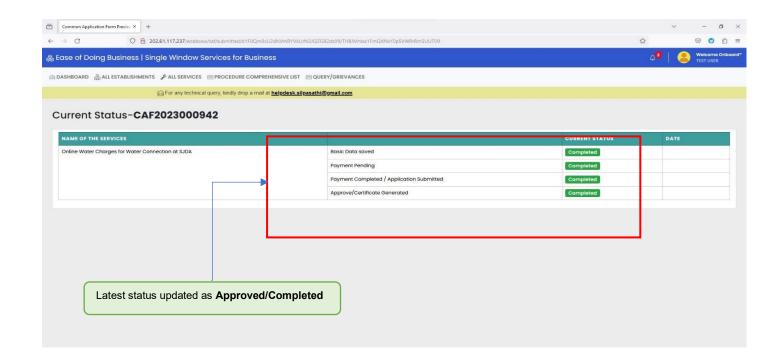


Note: Latest status can be seen any time through Applicant's Dashboard

Current status appears in the Status Dashboard (Screenshot below).

Online Water Charges for Water Connection at SJDA

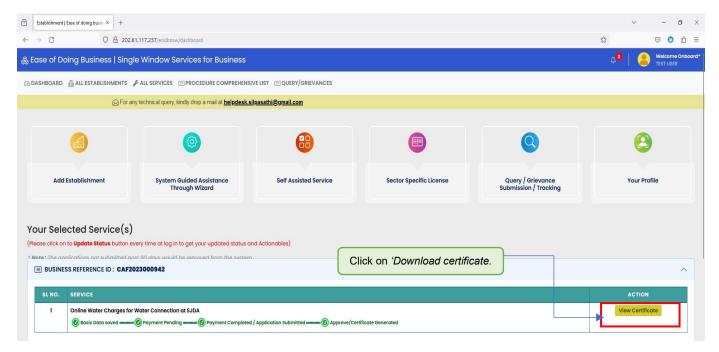
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4. Online Download of final approval certificate

The applicant has to click on View Certificate to view further.

Applicant's Dashboard

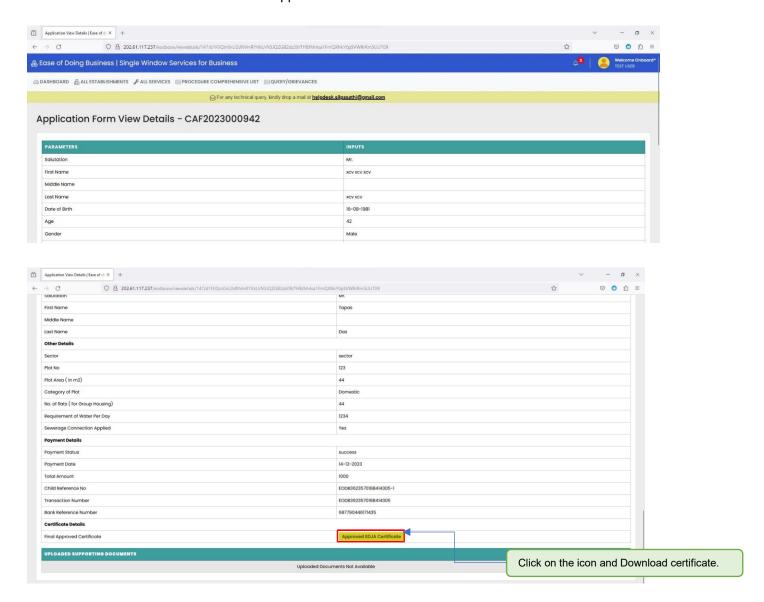


Note: Latest status can be seen any time through Applicant's Dashboard

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The applicant shall now be able to download the final certificate after final approval of application. The applicant has to click on 'PDF' icon to download the Final Approval Certificate issued.

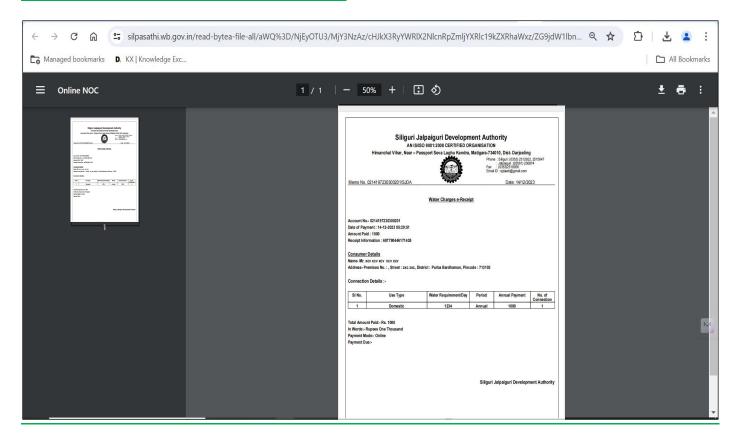


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The certificate as downloaded has been illustrated in the screenshot below:

The Final Certificate gets downloaded (Screenshot)



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One Approval certificate document has been illustrated below:



5. Third Party verification details

Third party verification is a process by which any independent user / third party verifies an individual's license and registration details online check authenticity of the Certificate without logging into the portal.s

Third part verification process

The applicant or any user has to log in to www.silpasathi.wb.gov.in.

A user (any third party) needs to click on '*Third party Verification*' section in the homepage and enter registration number / license number and then click on 'Search' link, for Verification of Certificate.

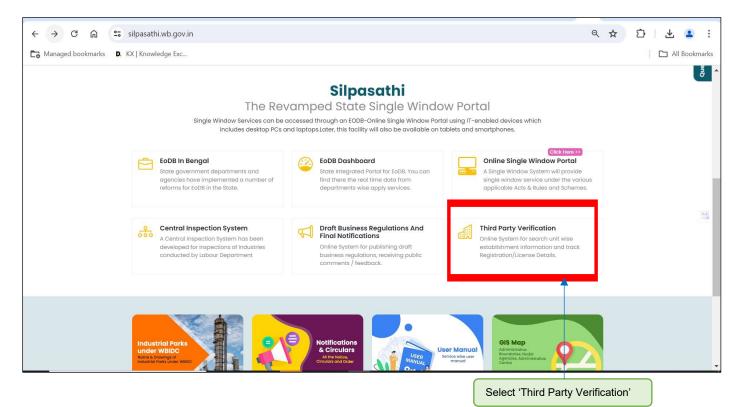
(Screenshots below):

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SilpaSathi Homepage

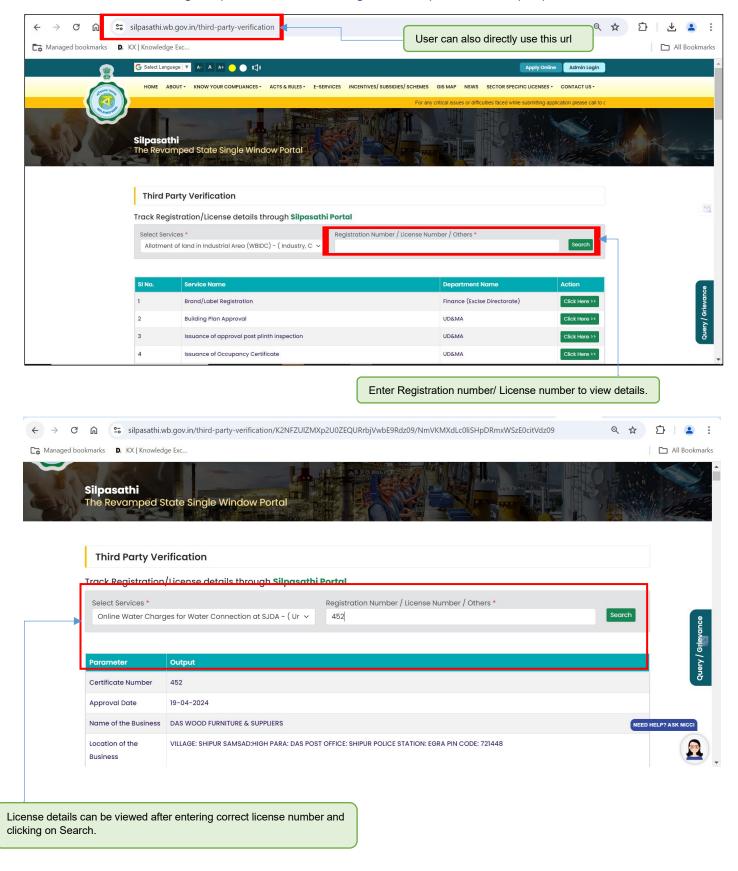




Applicant selects the service and then enter the Certificate/ Approval number in the text box beside it and clicks on 'Search' to view details of certificate.

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The third party can view the details as illustrated below:

