



**UD&MA :**

**Online Water  
Charges for Water  
Connection at ADDA.**

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

*User Manual*

---

Water Connection (ADDA) provided as a service through ‘SilpaSathi’ the Online Single Window portal of State (WB)

# Table of Contents

<b>Introduction .....</b>	<b>3</b>
<b>About the Service.....</b>	<b>3</b>
<b>Comprehensive Checklist of Documents to be submitted online .....</b>	<b>3</b>
<b>Timeline (WBRTPS).....</b>	<b>4</b>
<b>Instructions related to the application form .....</b>	<b>4</b>
<b>Application Process through SilpaSathi .....</b>	<b>6</b>
<b>1. Online Application submission along with online submission of documents.....</b>	<b>6</b>
<b>2. Online Payment of fees .....</b>	<b>16</b>
<b>3. Track Status of Application.....</b>	<b>19</b>
<b>4. Online Download of final approval certificate .....</b>	<b>20</b>
<b>5. Third Party verification details.....</b>	<b>23</b>

Water Connection (ADDA) provided as a service through ‘SilpaSathi’ the Online Single Window portal of State (WB)

## Introduction

This document is intended to serve as a User Manual for grant of the service “**Online Water Charges for Water Connection at ADDA.**”, 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 **Asansol Durgapur 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 order to apply for the service:

#	Documents Required	Detailed Description
1.	Authorised Plumber Name and License No. of your choice	Document issued by a regulatory authority, typically a state or local government, that verifies an individual is qualified and authorized to perform plumbing work in a specific jurisdiction
2.	Approved Building Plan	Finalized and authorized diagrams or plans that depict the precise layout and configuration of building

Water Connection (ADDA) provided as a service through ‘SilpaSathi’ the Online Single Window portal of State (WB)

#	Documents Required	Detailed Description
3.	Deed of Registration	A Deed of Registration is a legal document that serves as proof of ownership or transfer of ownership of a property, such as a house or land.
4.	Identity Documents (PAN or VOTER CARD or AADHAR)	PAN or VOTER CARD or AADHAR
5.	Possession Certificate or NOC issued from Competent Authority	A Possession Certificate is a document issued by a builder or developer to a homeowner, confirming that the property has been handed over to the buyer and they have taken possession of it
6.	Sewerage Connection Approval	a written letter (approval from KMC) that the internal drainage system has been constructed as per the drawings submitted
7.	Tax Receipt of Municipal Corporation	A tax receipt from a municipal corporation is an official document that serves as proof of payment of taxes to the local government
8.	Updated Ground Rent Receipt [in case of ADDA Land] or Khajna Receipt	An updated Ground Rent Receipt is a document that confirms payment or adjustment of ground rent, a fee paid to a landlord or property owner for the use of land.

## Timeline (WBRTPS)

Timeline not yet issued

## Instructions related to the application form

Sl. No.	Field Name	Instructions
<b>Applicants Basic Information</b>		
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
<b>Address of the Building</b>		

Water Connection (ADDA) provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

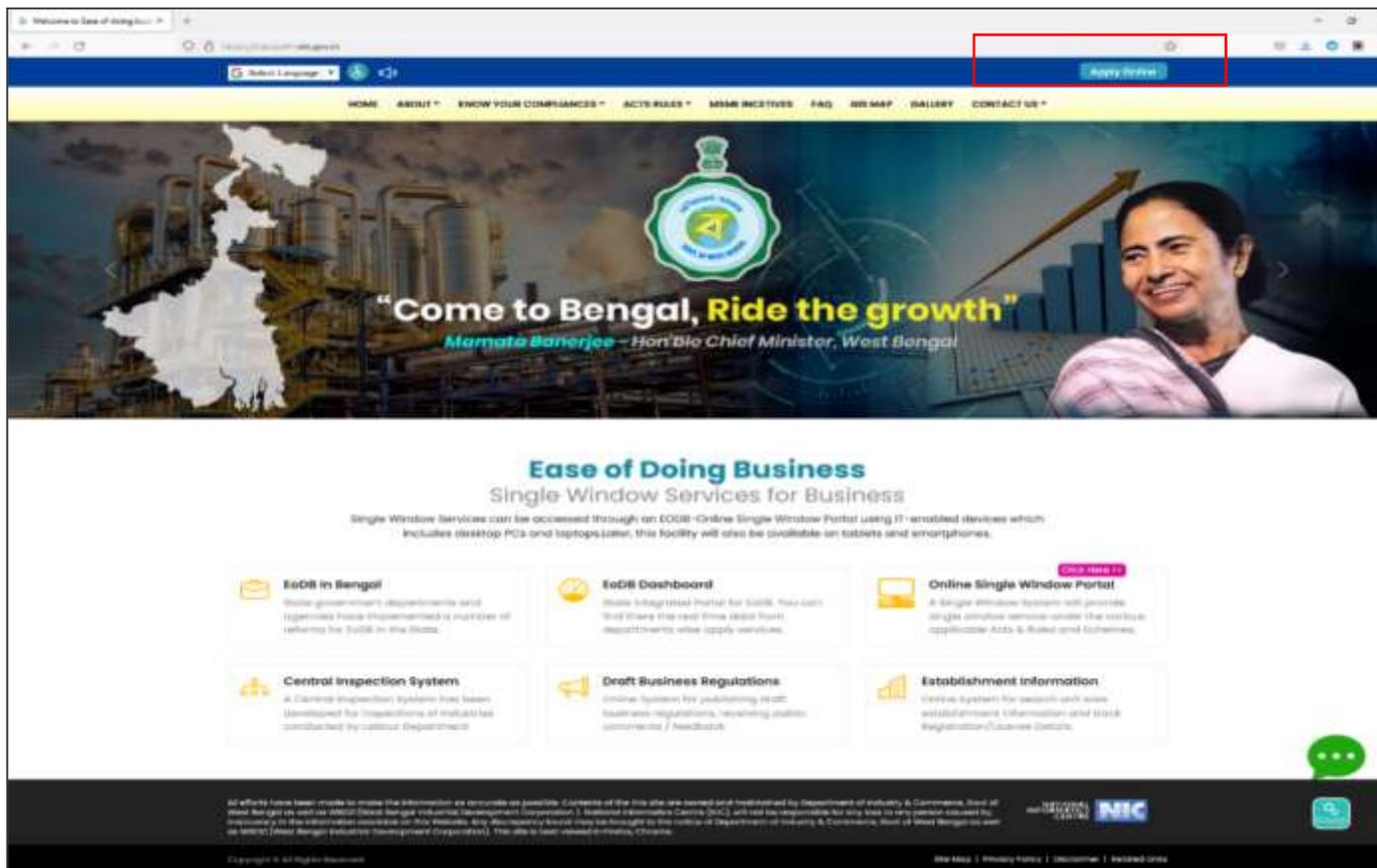
Sl. No.	Field Name	Instructions
1.	Country	Enter name of the Country
2.	State	Enter name of the state
3.	District	Enter name of the district
4.	Sub-division	Enter name of the sub-division
5.	Block/Municipality/Corporation	Choose whether it is Block or Municipality or Corporation
6.	Block/Municipality/Corporation 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
<b>Parent or Husband Details</b>		
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

Water Connection (ADDA) provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

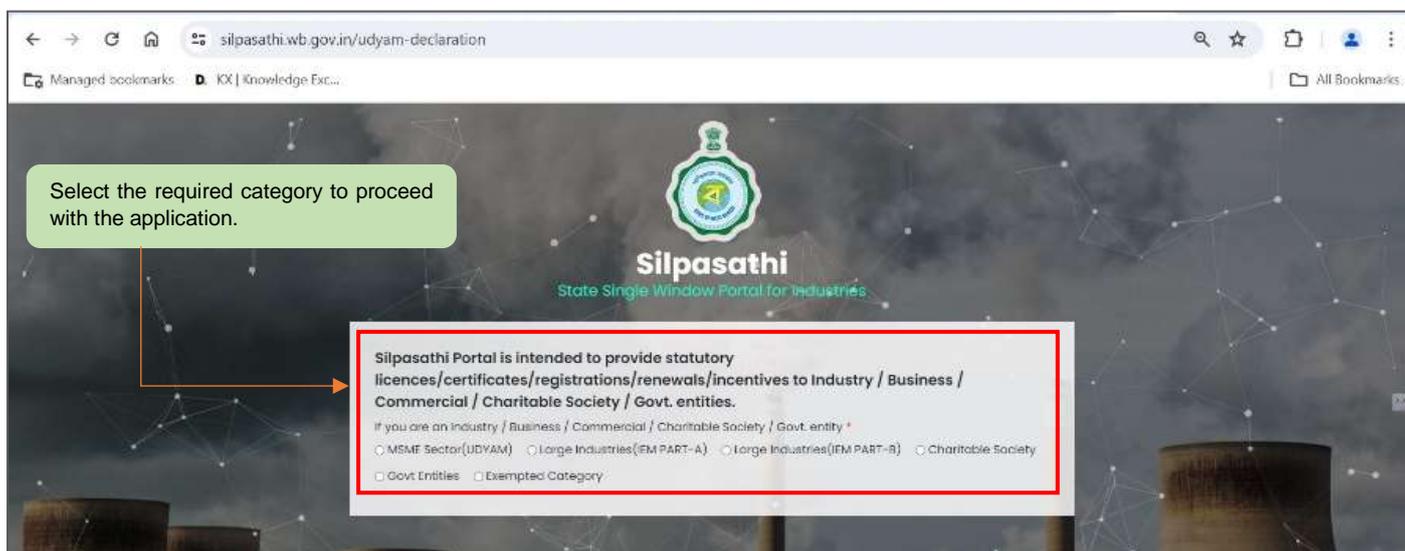
## Application Process through SilpaSathi

### 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.

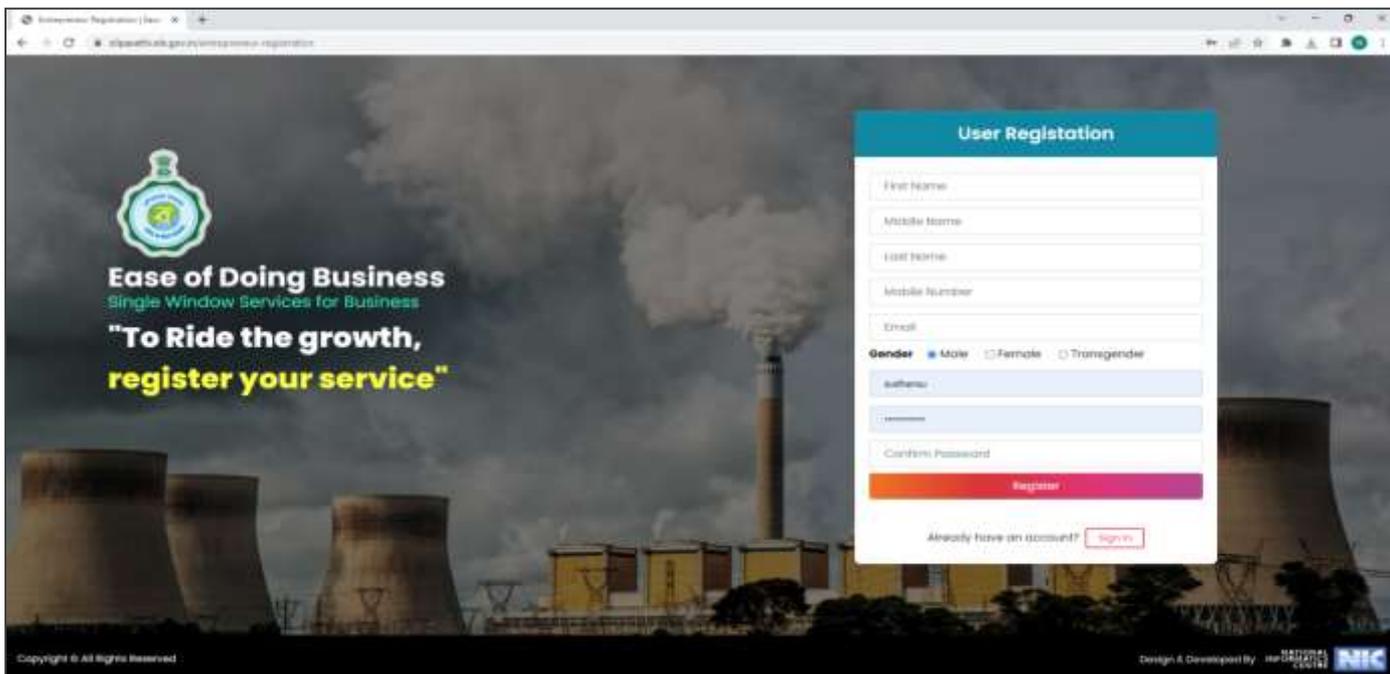


**Applicant Log-in:** The applicant needs to select the required category as illustrated in the screenshot below and proceed for registration.

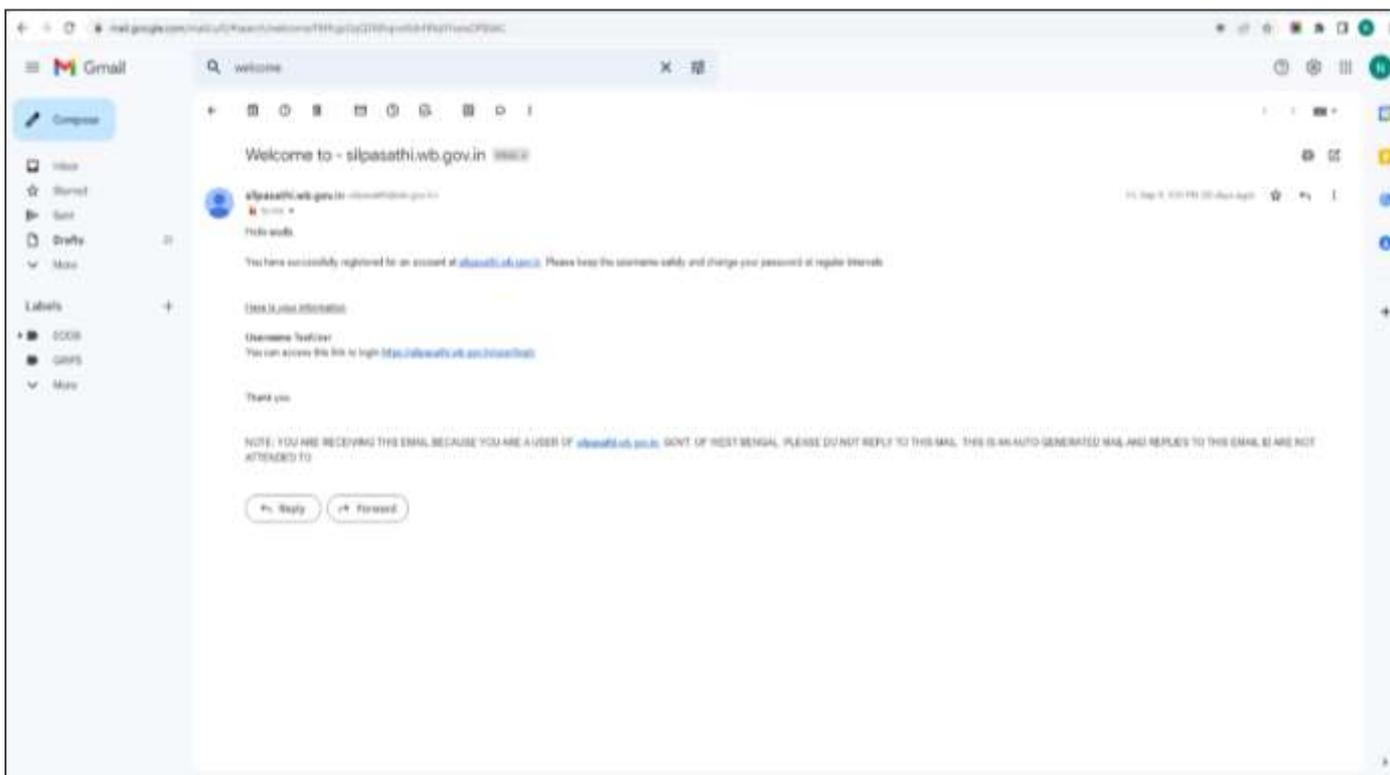


Water Connection (ADDA) provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB) A sign-up window appears on the screen. The user has to select 'Create New' if he is a new user. An already registered user in SilpaSathi portal can fill in the username and password and login to the SilpaSathi portal.

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



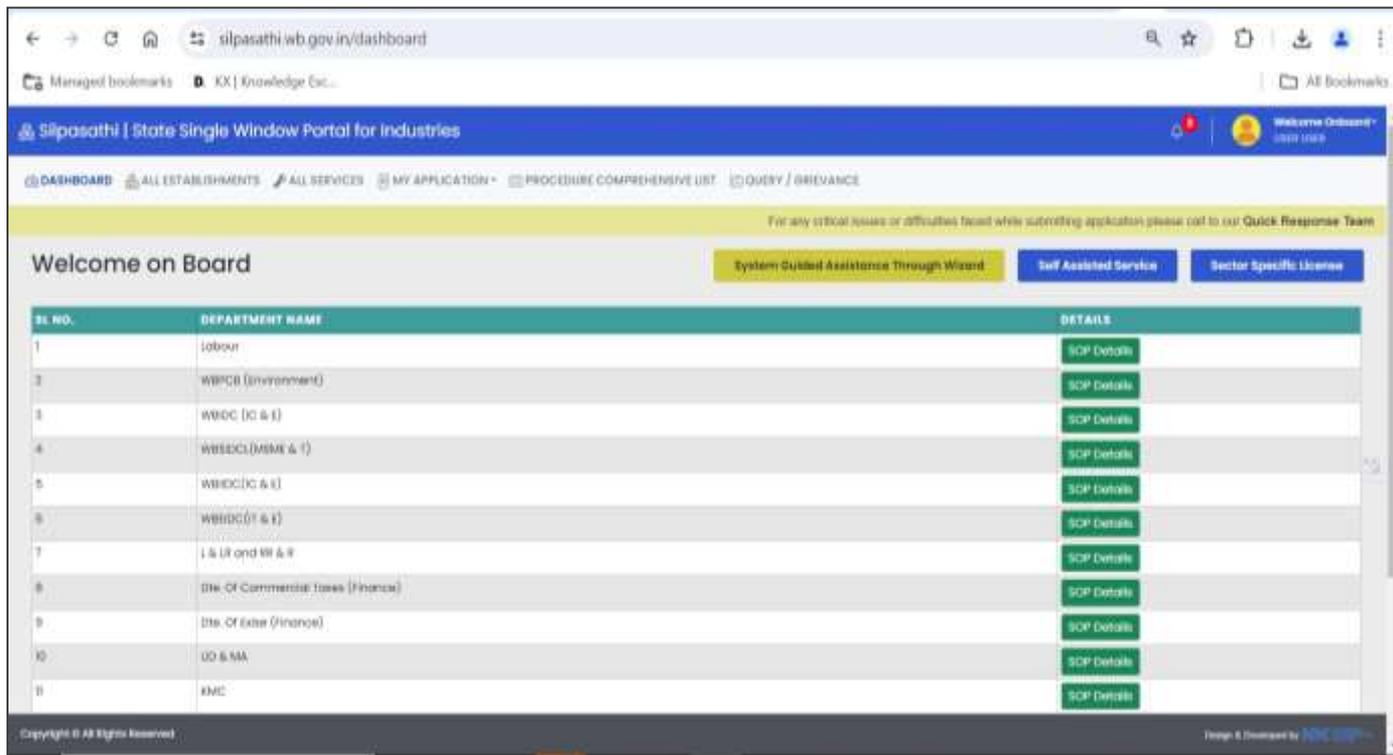
Applicants will receive email confirmation after registering into the single window portal. Please refer to the screenshot below:



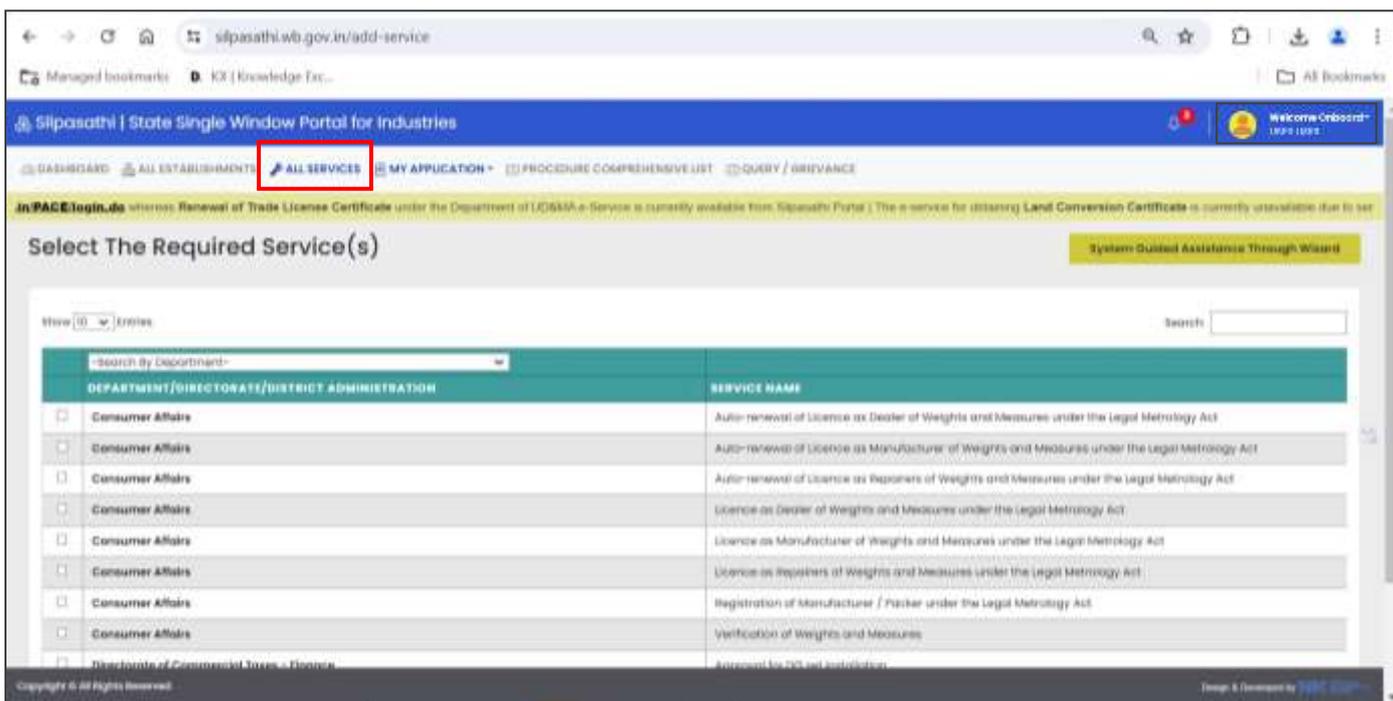
Water Connection (ADDA) provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

### Online Application submission

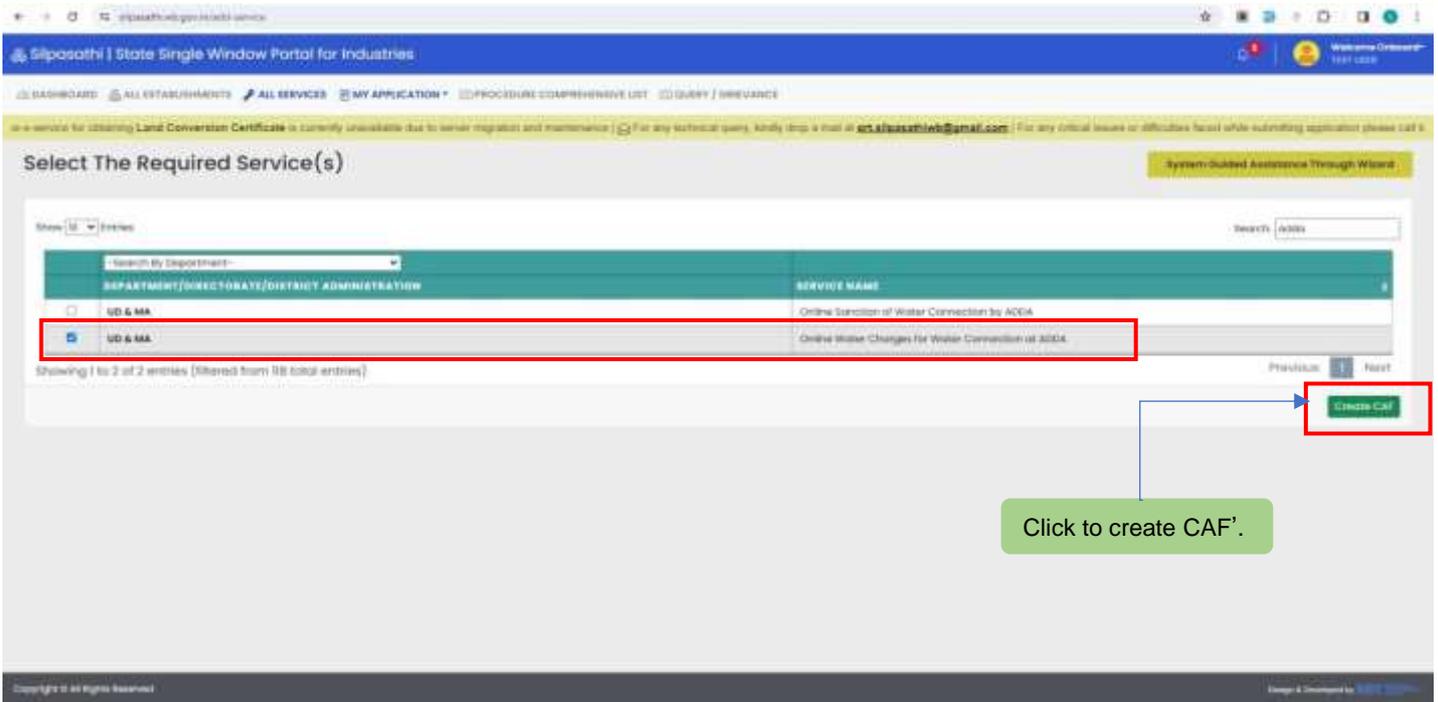
Applicants will now be directed to the user dashboard for completing the further procedures. The following screenshots below illustrate the same.



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

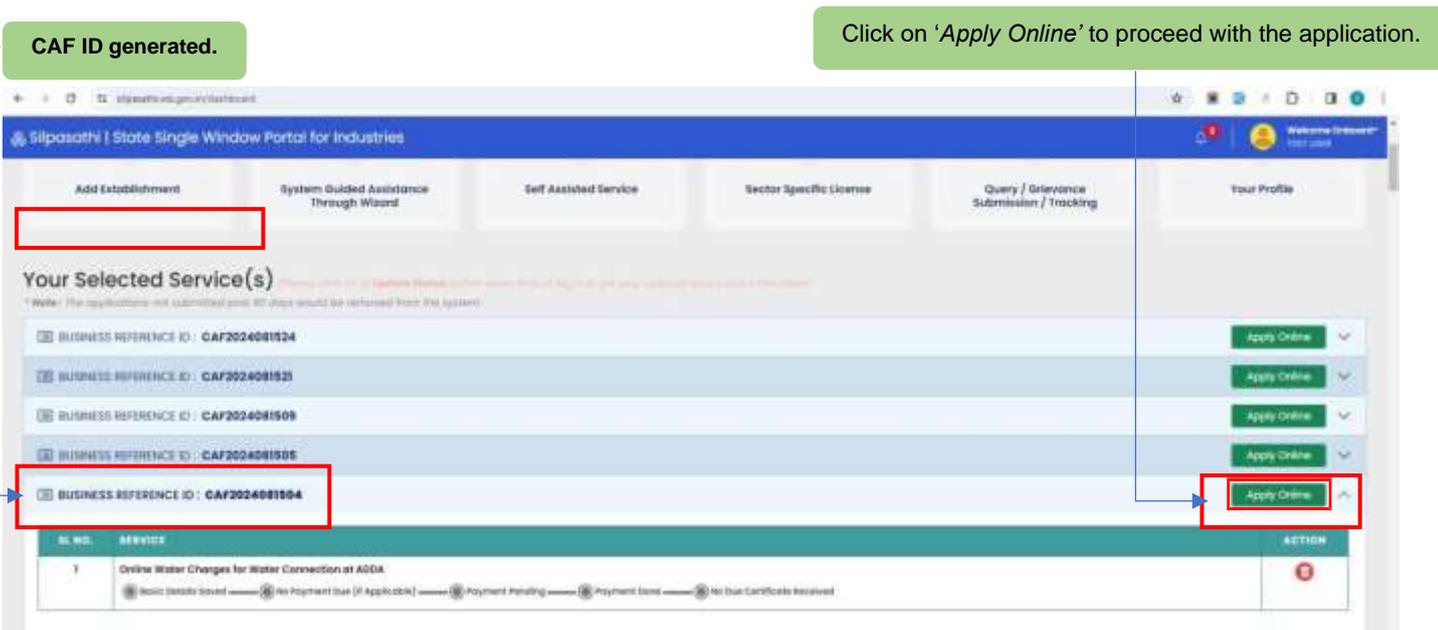


Water Connection (ADDA) provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB). Once done, a list of services will appear. Applicants need to click on [the checkbox](#) adjacent to the service named 'Online Water Charges for Water Connection at ADDA'.



After selecting the service 'Online Water Charges for Water Connection at ADDA.', 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.

Applicant's Dashboard



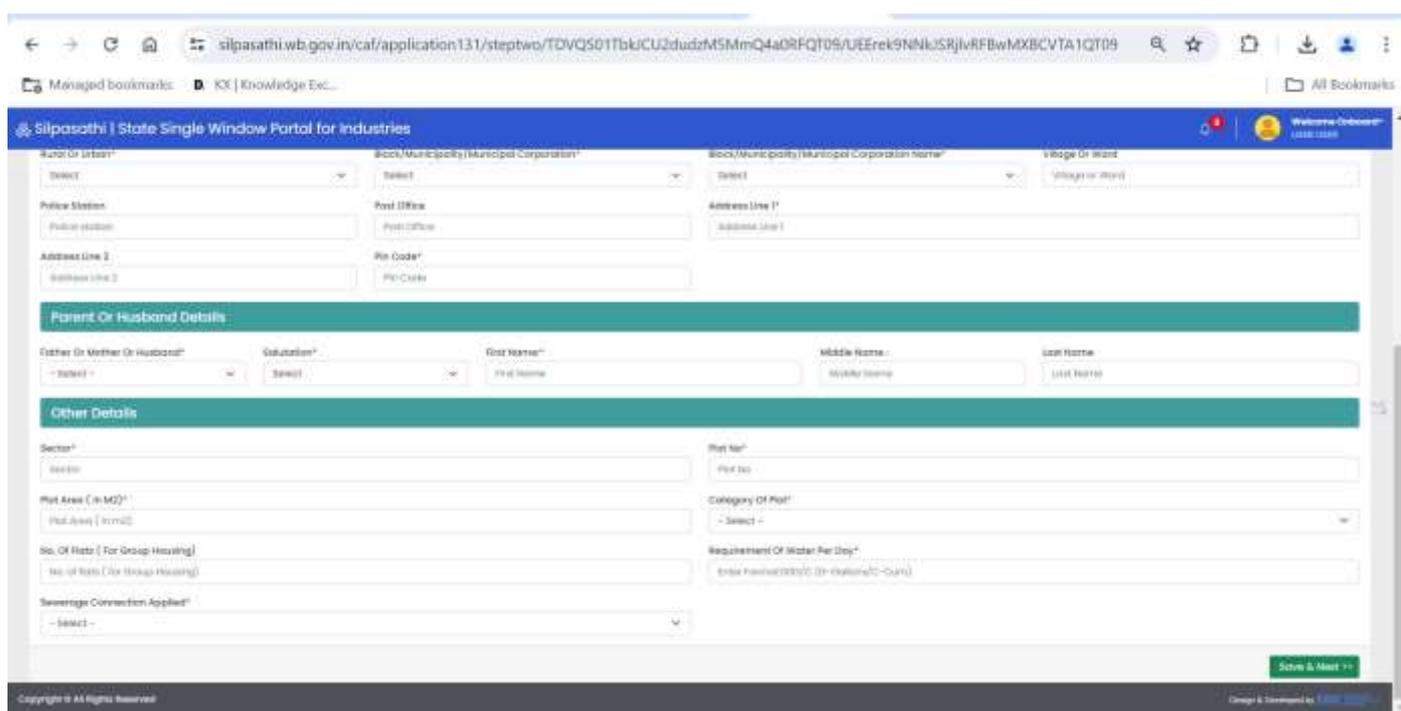
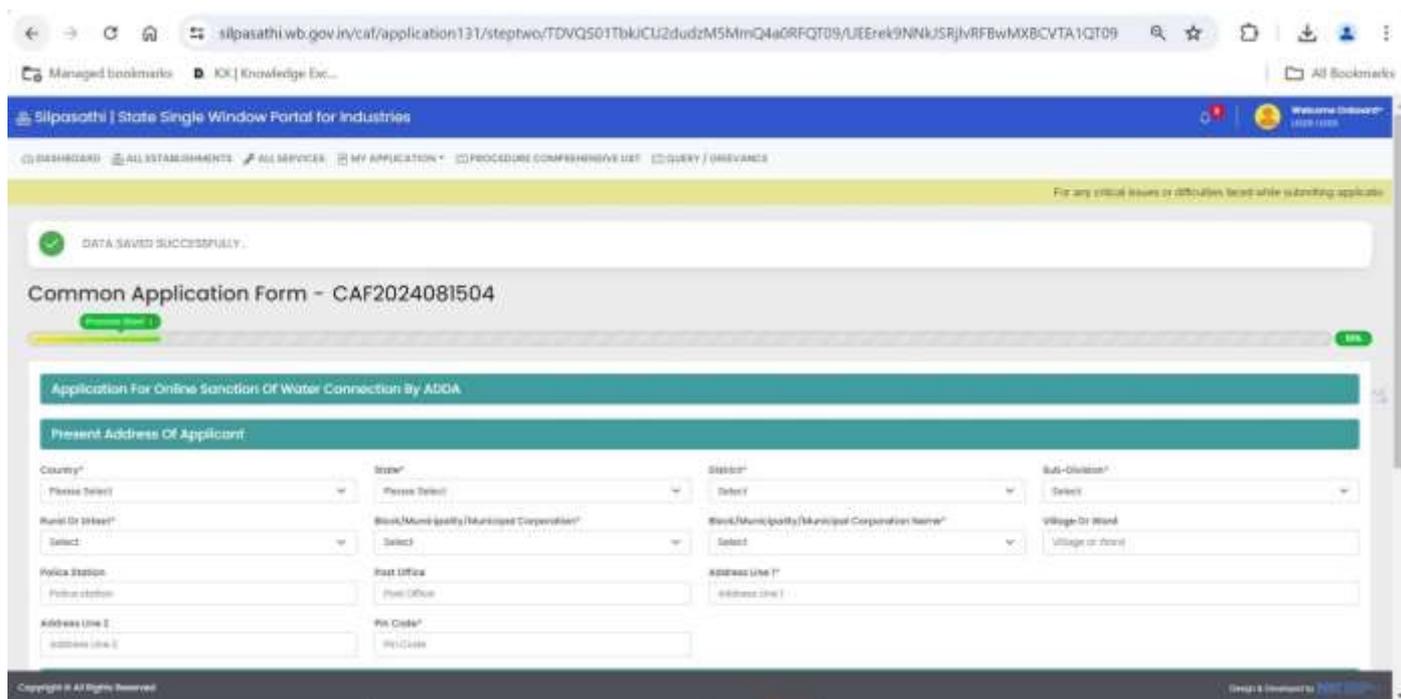
After clicking on '[Apply Online](#)' option, the applicant shall be redirected to the main application form. The applicant will have to fill in the required details and review the application form (screenshot below):

Water Connection (ADDA) provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

The screenshot shows the 'Common Application Form - CAF2025081504' on the SilpaSathi portal. The form is divided into two main sections: 'Applicants Basic Information' and 'Address Of The Building'. The 'Applicants Basic Information' section includes fields for Salutation, First Name, Middle Name, Last Name, Date of Birth, Age, Gender, Date of Application, Mobile No., E-Mail, Address Card No., Pin Number, Status, Remarks, Phone No., and Nationality. The 'Address Of The Building' section includes fields for Country, State, District, Sub-District, Road Or Locality, Block/Municipality/Municipal Corporation, Block/Municipality/Municipal Corporation Name, Village Or Ward, Post Office, Police Station, Address Line 1, Address Line 2, Pin Code, Holding No., and All No. A 'Save & Next' button is visible at the bottom right of the form.

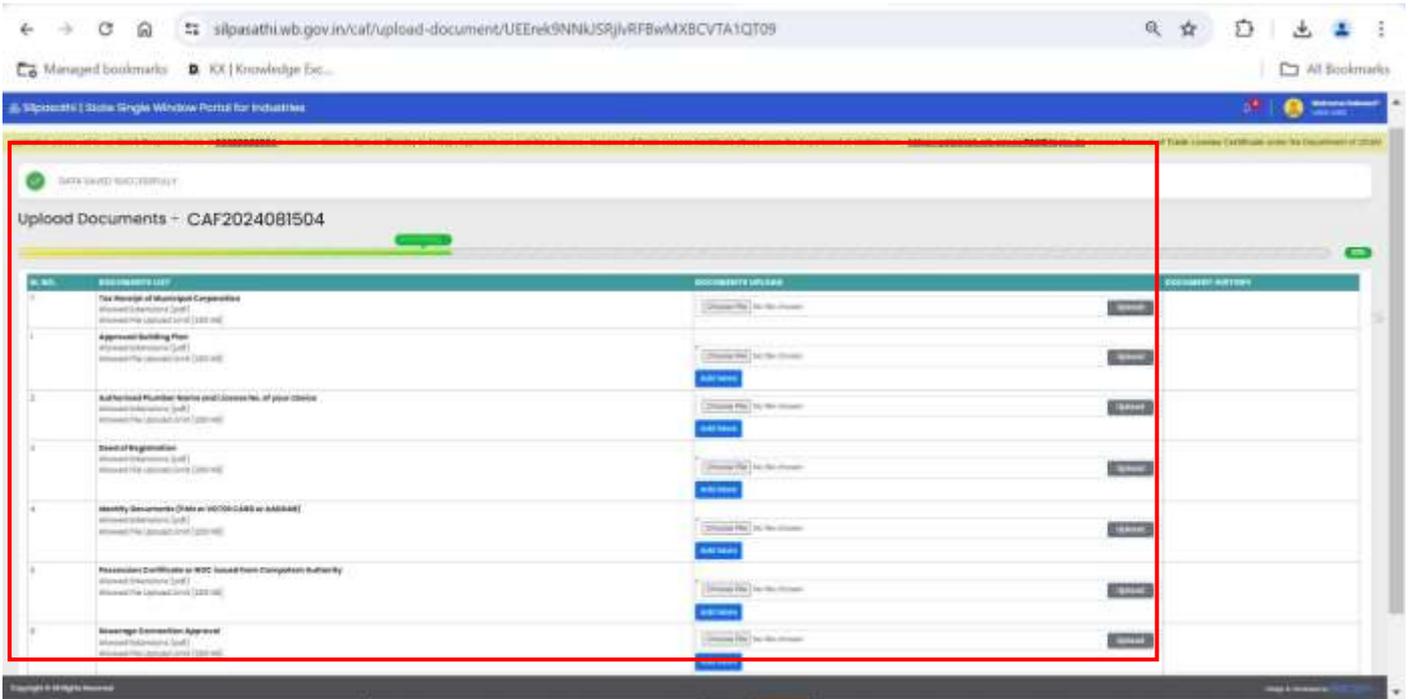
This screenshot shows the same 'Common Application Form - CAF2025081504' on the SilpaSathi portal. The form is divided into two main sections: 'Applicants Basic Information' and 'Address Of The Building'. The 'Applicants Basic Information' section includes fields for Salutation, First Name, Middle Name, Last Name, Date of Birth, Age, Gender, Date of Application, Mobile No., E-Mail, Address Card No., Pin Number, Status, Remarks, Phone No., and Nationality. The 'Address Of The Building' section includes fields for Country, State, District, Sub-District, Road Or Locality, Block/Municipality/Municipal Corporation, Block/Municipality/Municipal Corporation Name, Village Or Ward, Post Office, Police Station, Address Line 1, Address Line 2, Pin Code, Holding No., and All No. A 'Save & Next' button is visible at the bottom right of the form.

Water Connection (ADDA) provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

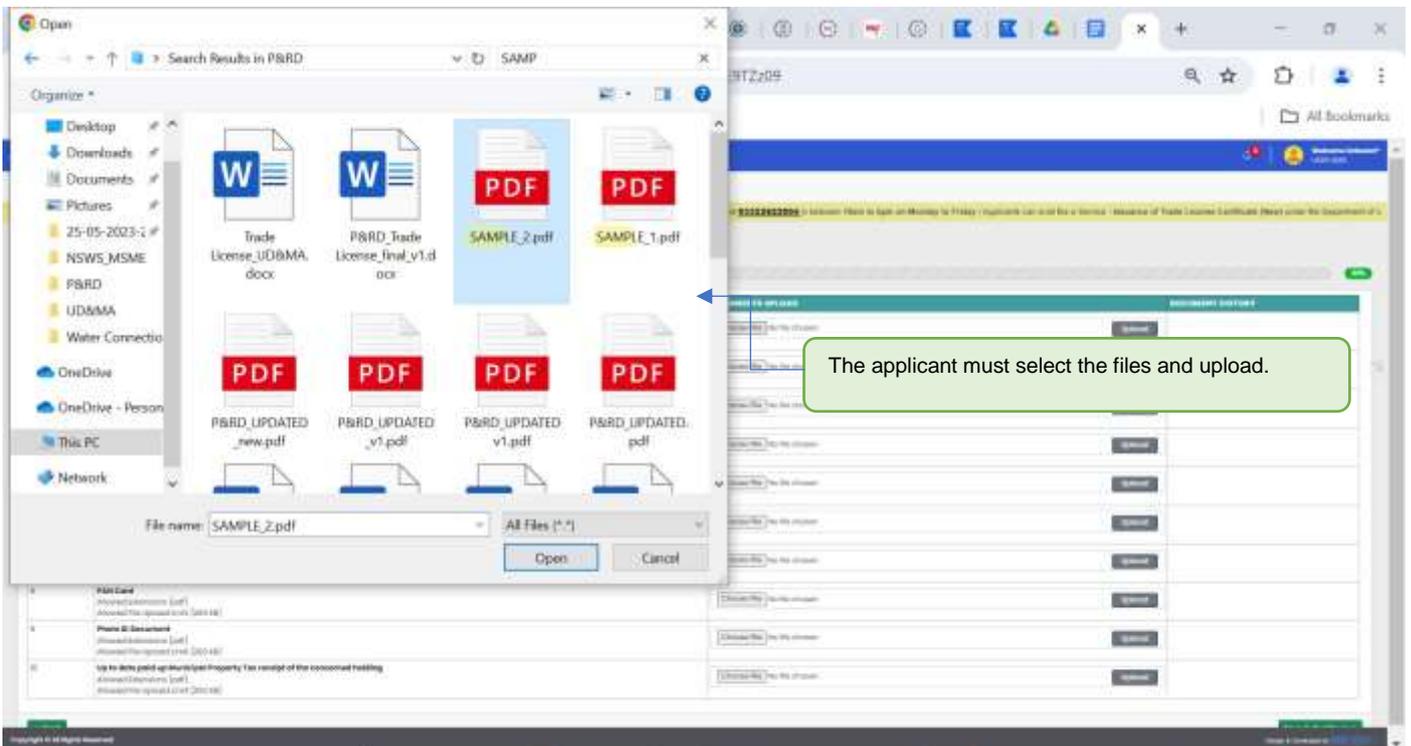


Upon completion of the application process along with document submission, the applicant clicks on the **'Submit'** button for final submission of the application.

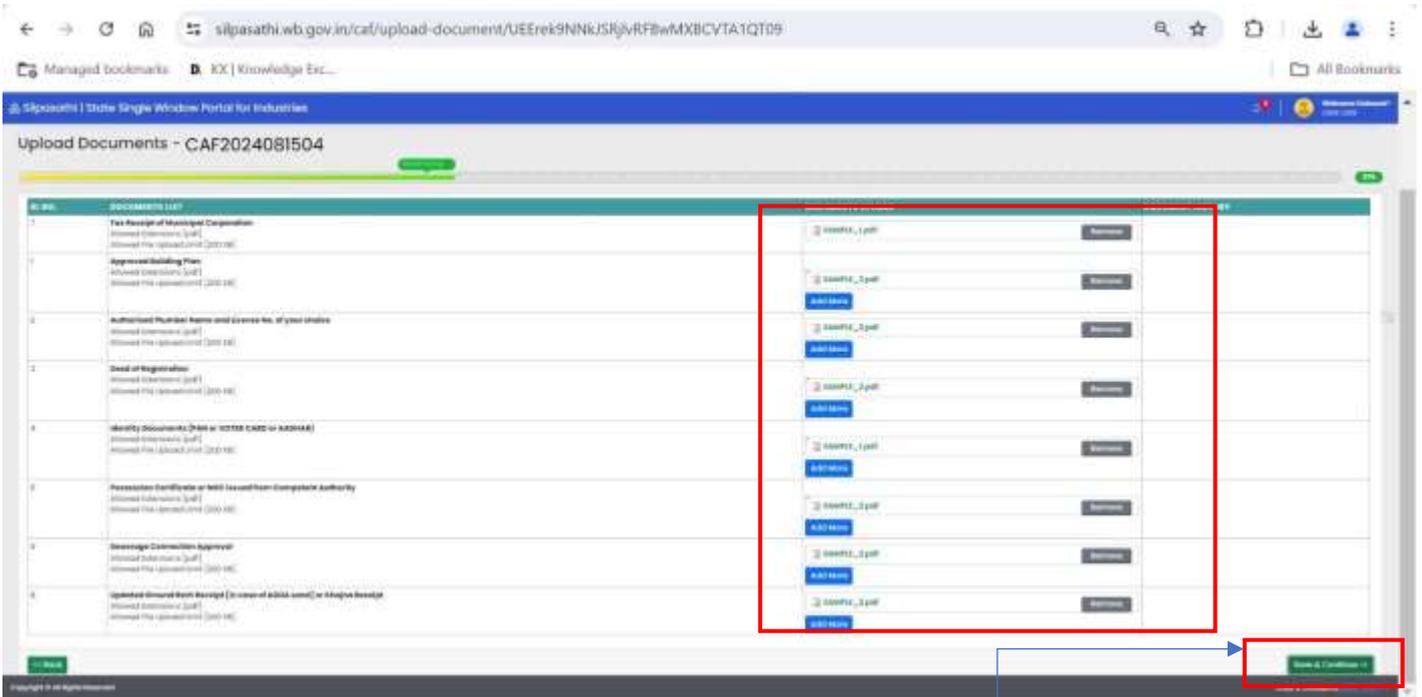
Water Connection (ADDA) provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)  
**The document submission process has been described below. Please refer to the screenshots below for detailed illustrations.**



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.

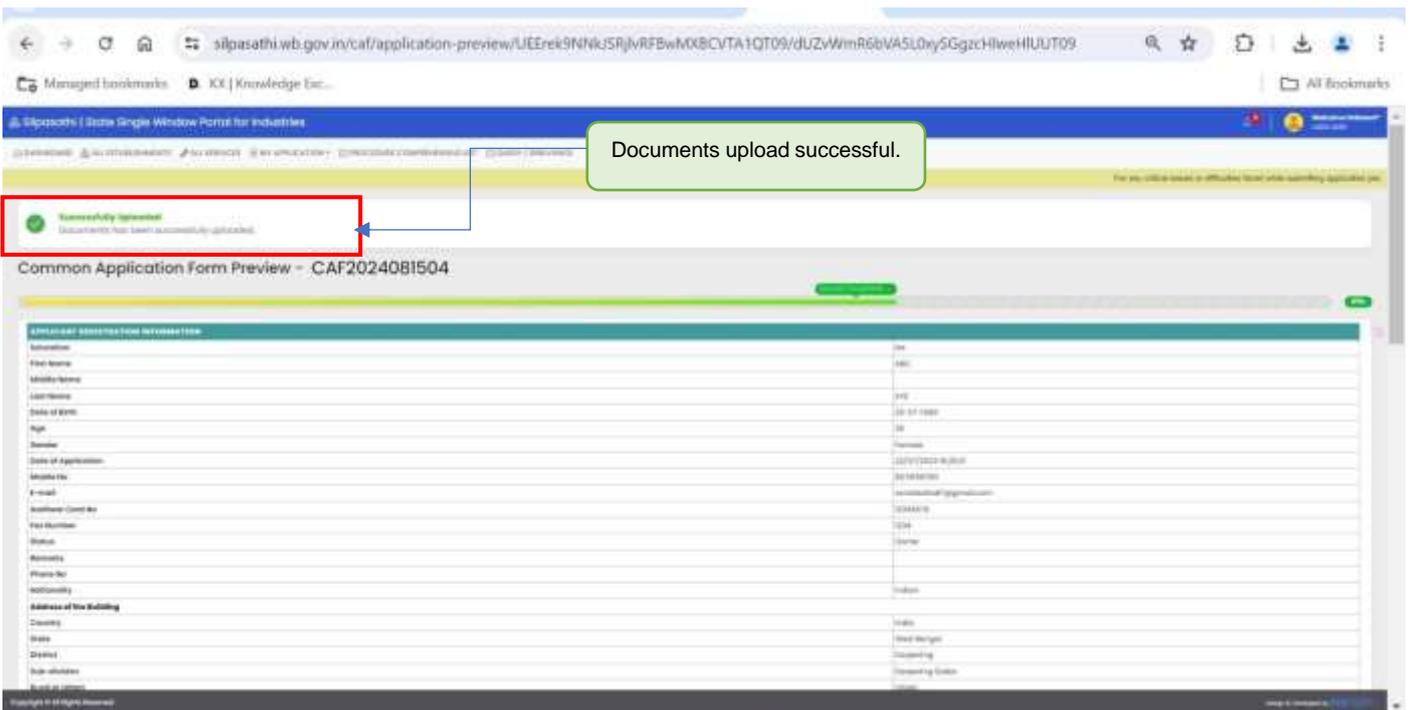


Water Connection (ADDA) provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB). The applicant is required to upload **required documents** in **pdf format** as illustrated in the screenshots. After filling the application form and uploading the required documents the applicant has to click on '**Save and Continue**' to proceed with the application.



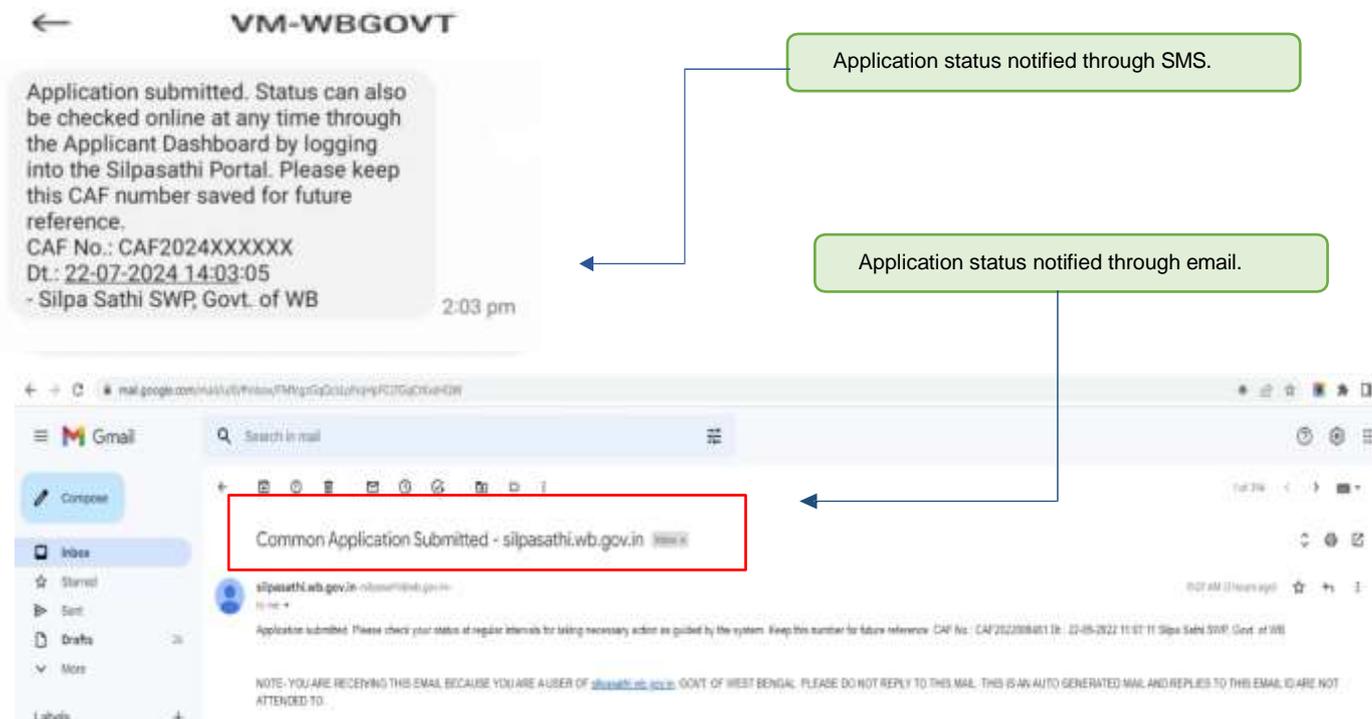
Click to continue with the application process.

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 '**Submit**' button, as illustrated in the screenshots below.

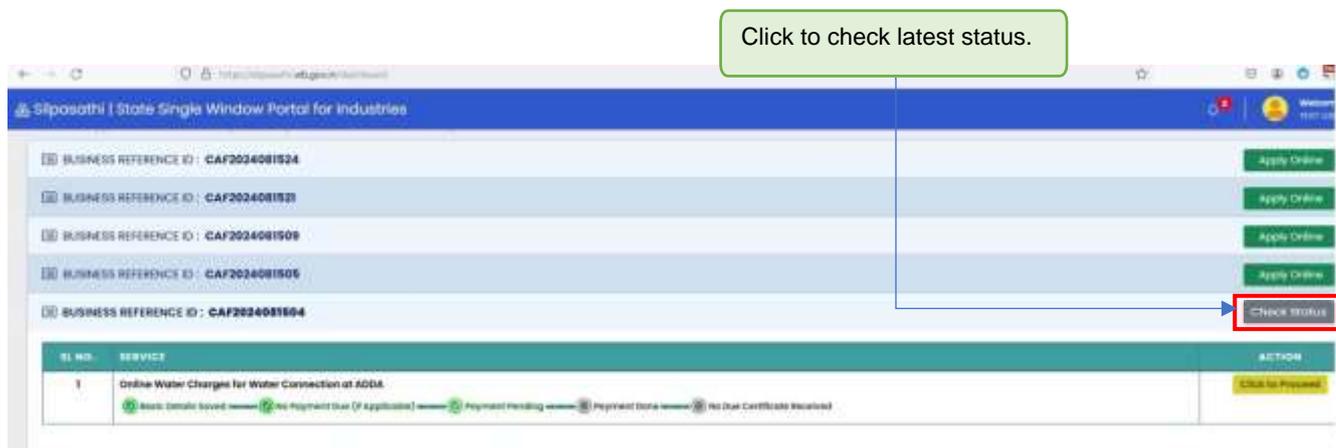




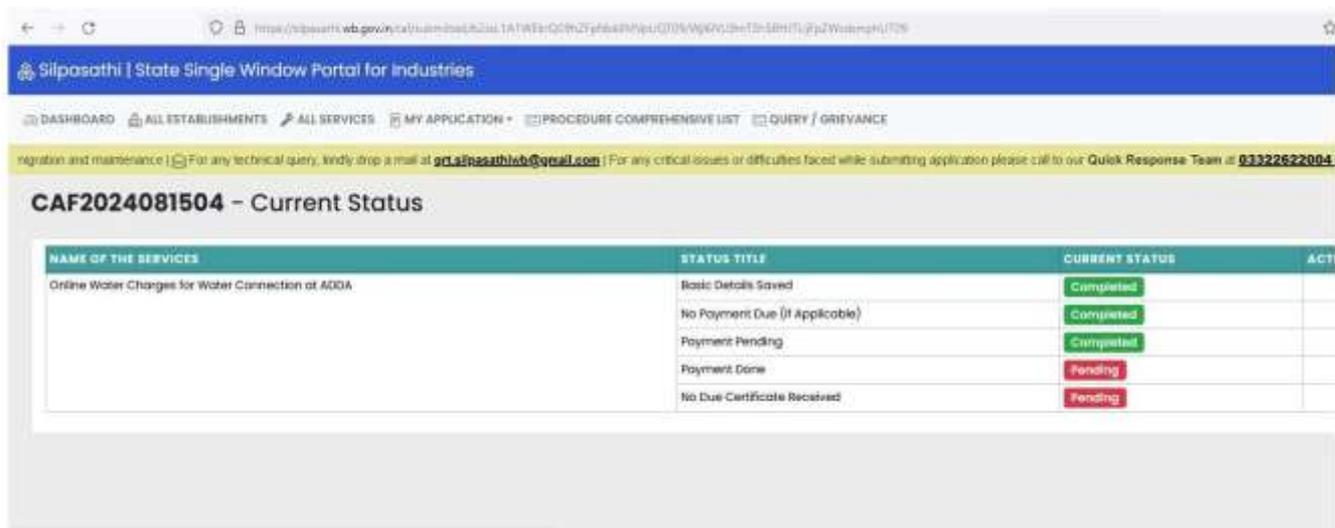
Water Connection (ADDA) provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)  
The applicant /user shall be notified via SMS and email on his registered phone number and email id respectively. The applicant receives notifications at different stages of the application - application submission, application approval, etc.



The applicant can now see the status of his application in the dashboard.



Water Connection (ADDA) provided as a service through ‘SilpaSathi’ the Online Single Window portal of State (WB)



## 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 ‘[Click to Proceed](#)’ option and proceed with the payment procedure. The screenshot below provides an illustration:

### Applicant’s Dashboard



Application status updated.

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.

For proceeding with payment

Water Connection (ADDA) provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

Common Application Form - CAF2024081504

Sl No.	Demand Draft No.	Demand Draft Pdf	Payment Receipt	No Due Certificate	Payment Status	Payable Amount	Demand Due Date	Transaction Id	Payment Date
1	DN-459700784-2326				Payment Paid	- Not Available -	- Not Available -	- Not Applicable -	- Not Applicable -
2	DN-459700784-2326		- Not Available -	- Not Available -	Payment Due	1	08-02-2024	000000000000	- Not Applicable -

Fetch Payment Details

Click to fetch payment details of the applicant.

Payments Details - CAF2024081504

Details of the depositor

Name	Test User
Email	silpasathiwb@gmail.com
Mobile	9999999999

Note: By pressing "Confirm Payment" button you are redirected to Grips portal, please do not press back button or refresh. You will automatically redirect to dashboard after successful payment. Please don't be confused if not redirected automatically, your payment status will be updated shortly.

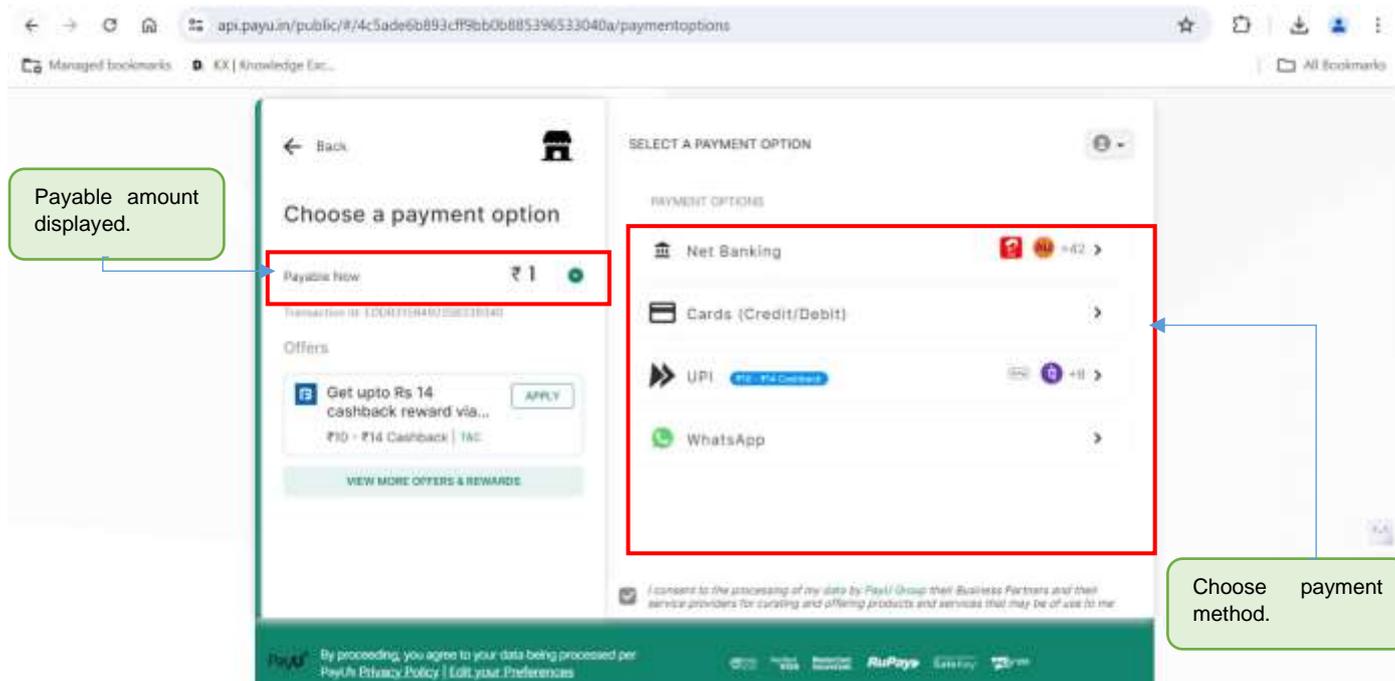
Sl. No.	NAME OF THE SERVICES	PURPOSE	HEAD OF ACCOUNT	PAYABLE AMOUNT (RS.)
1	Online Water Charges for Water Connection at ADDA	Water Charges ADDA	0000000000	1
Total				1

Proceed to Pay

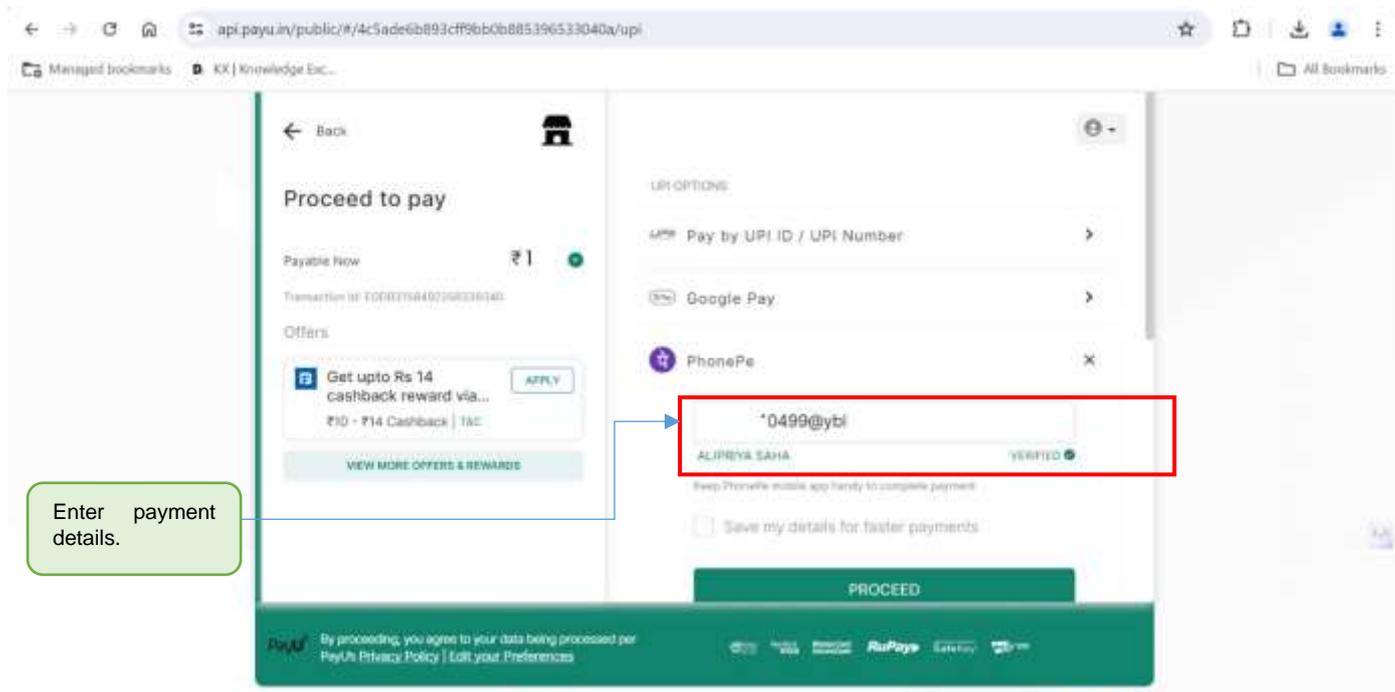
Click here to proceed with the payment in PayU portal.

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.

Water Connection (ADDA) provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

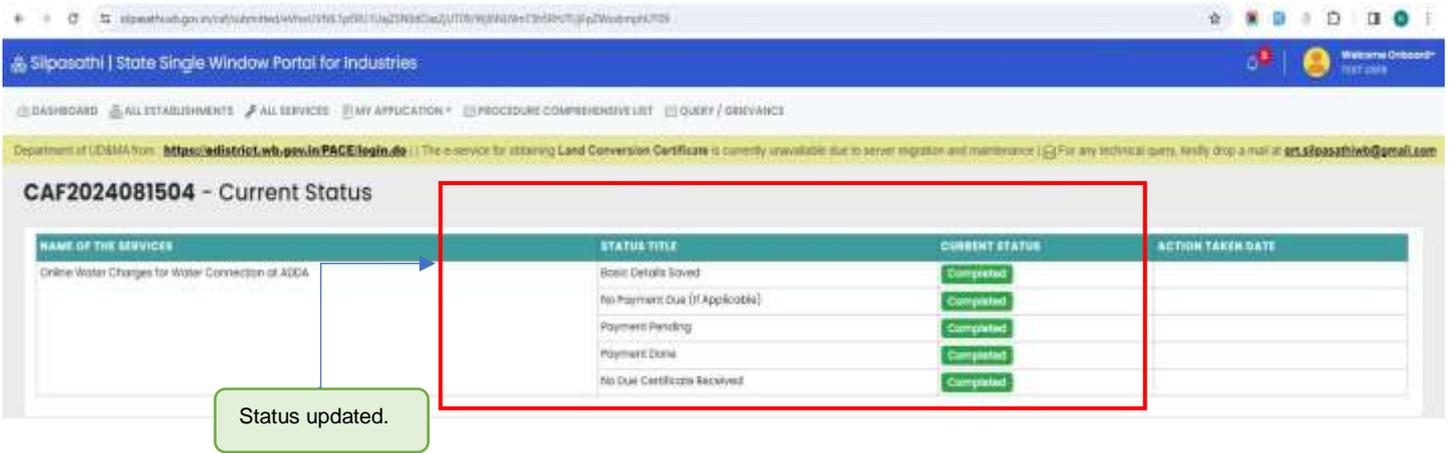


The applicant has to enter the correct details for payment transaction and proceed with the payment process.



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 displaying the latest status.

Water Connection (ADDA) provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

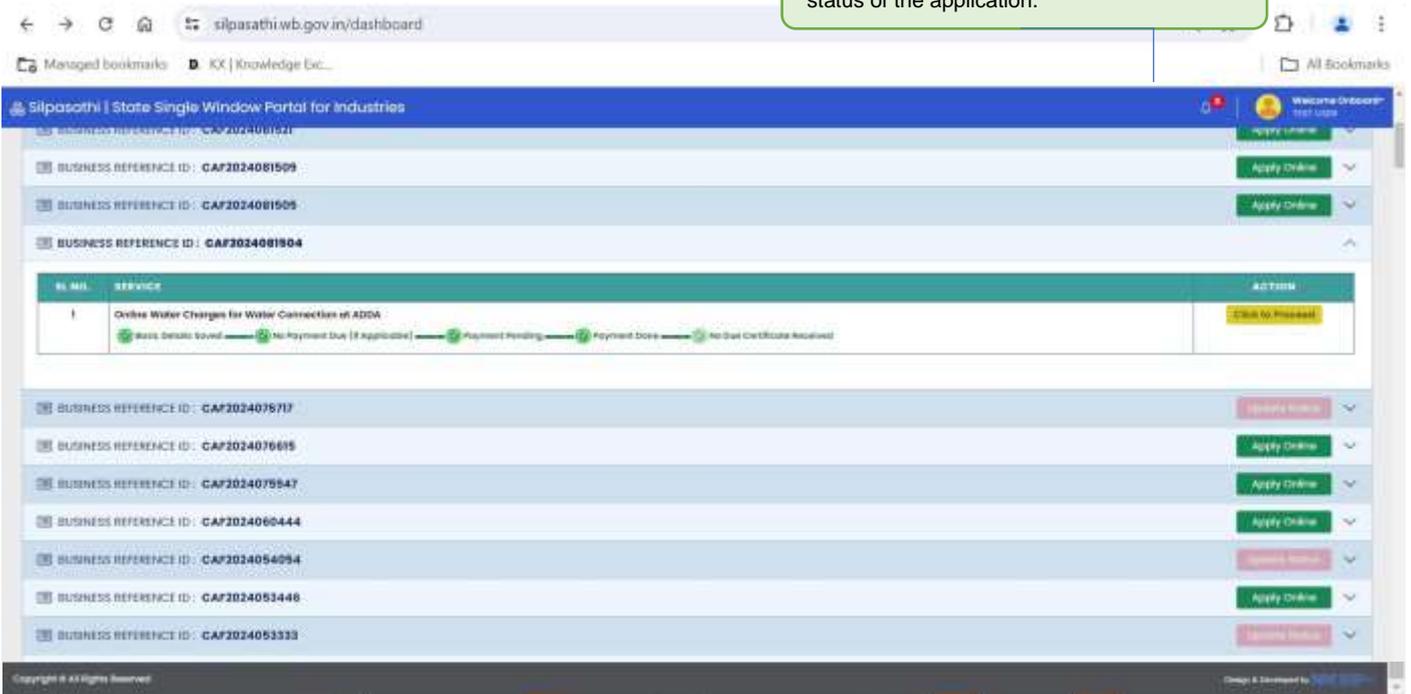


### 3. Track Status of Application

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

#### Applicant's Dashboard

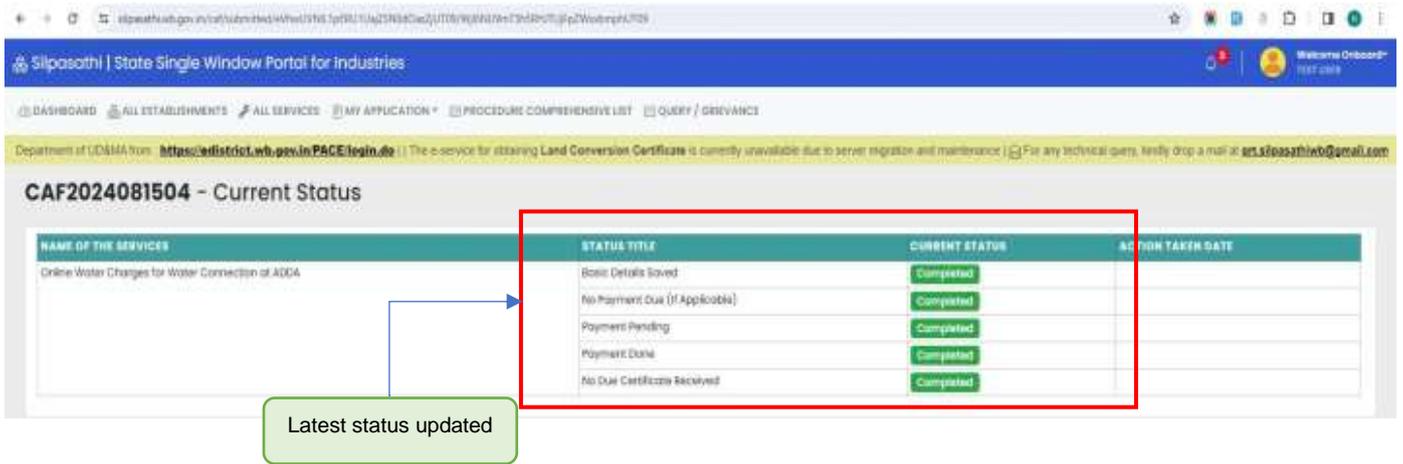
Click on 'Check Status' to check the latest status of the application.



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

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

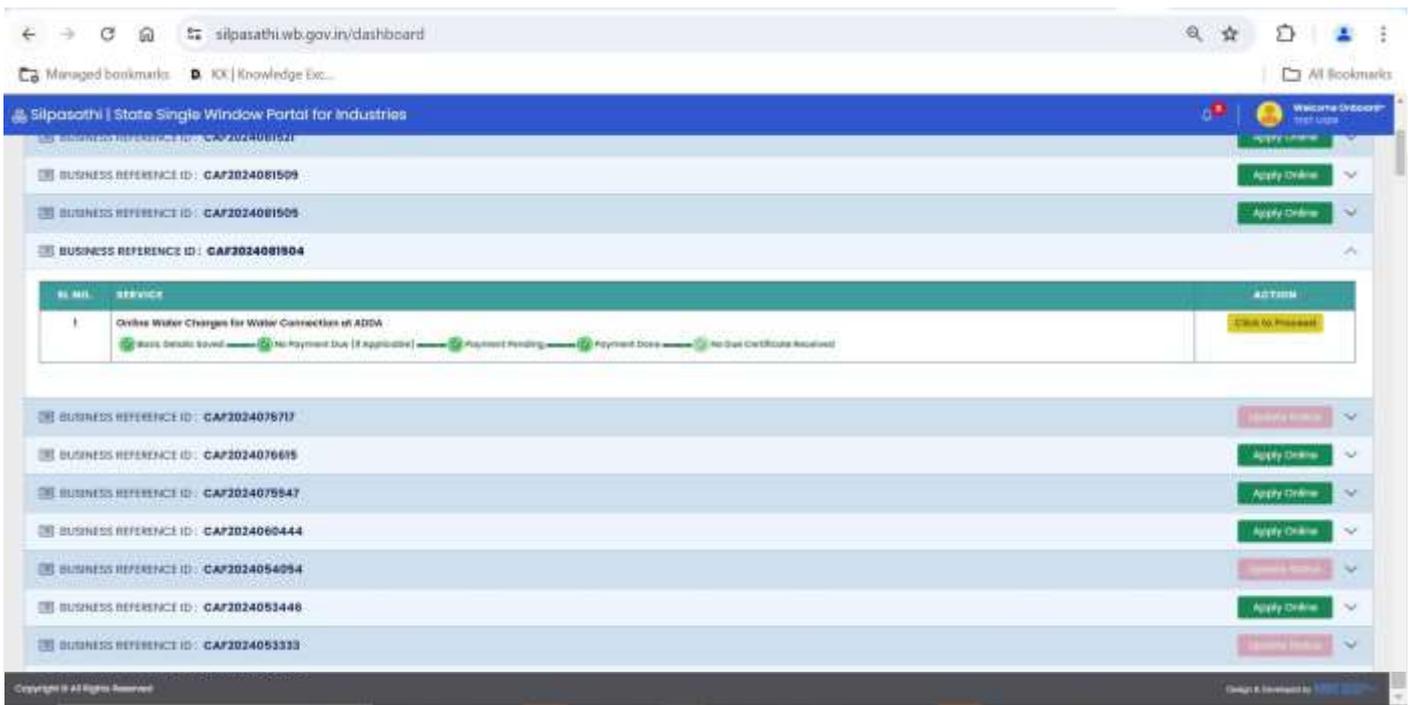
Water Connection (ADDA) provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)



#### 4. Online Download of final approval certificate

The applicant has to 'Click to Proceed' to view further.

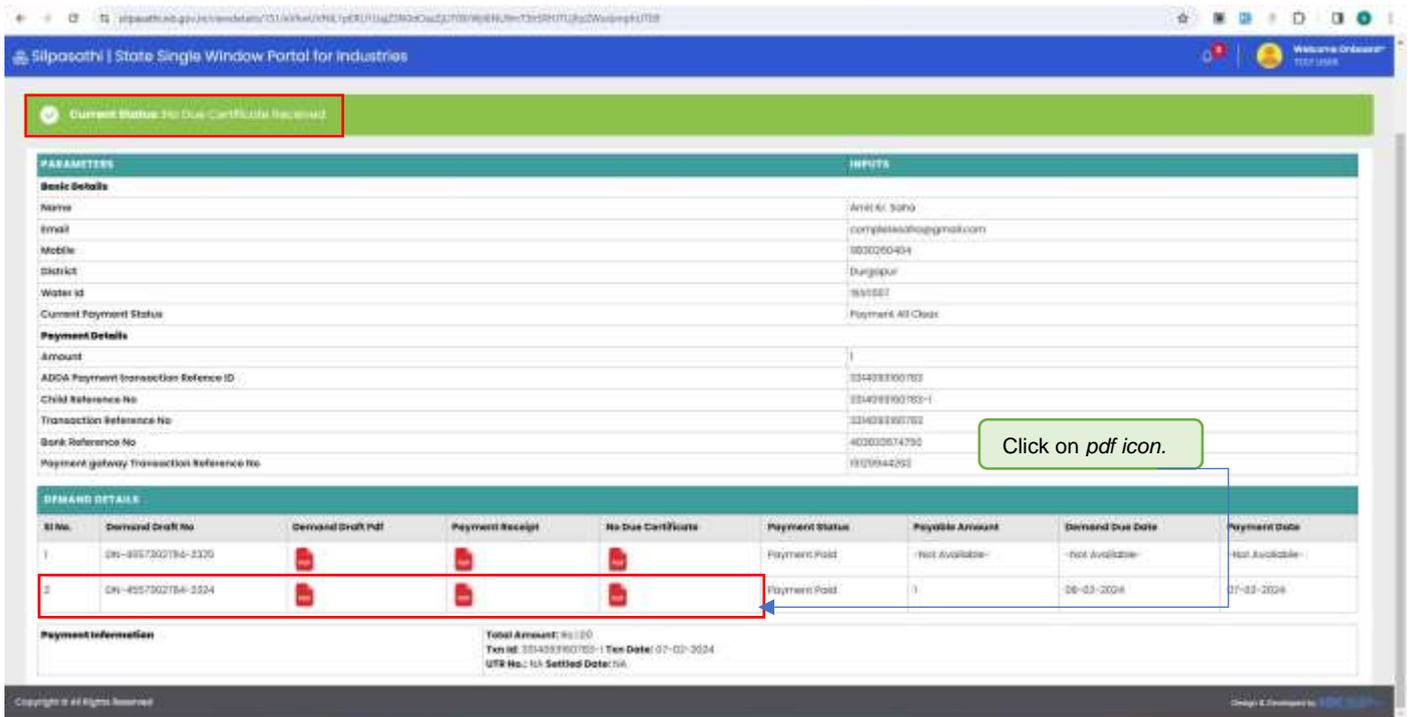
#### Applicant's Dashboard



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

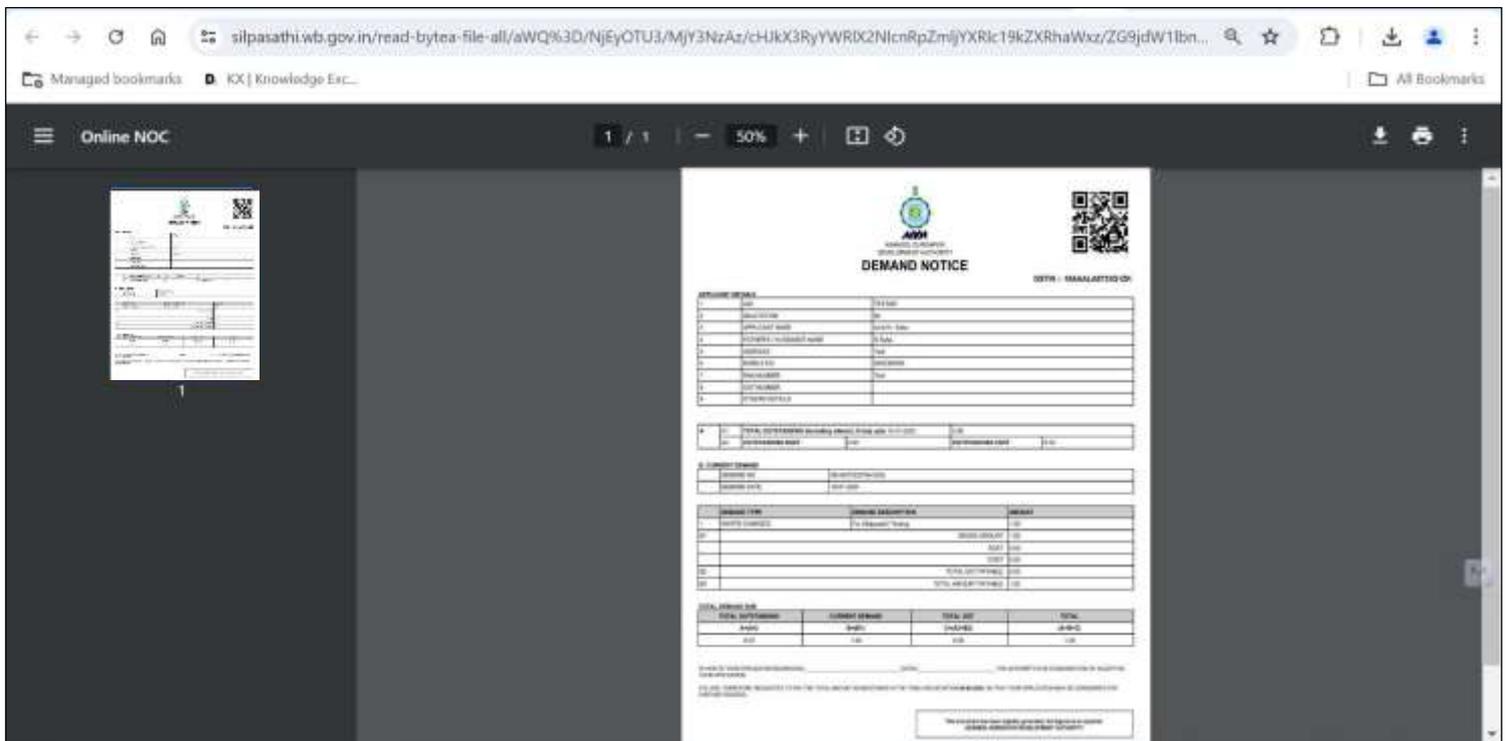
The applicant shall now be able to download the final certificate after final approval of application. The applicant has to click on 'PDF' icon to download the Final Approval Certificate issued.

Water Connection (ADDA) provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)



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

The Final Certificate gets downloaded (Screenshot)



Water Connection (ADDA) provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

One Approval certificate document has been illustrated below:



**ADDA**  
ASANSOL DURGAPUR  
DEVELOPMENT AUTHORITY



**DEMAND NOTICE**

GSTIN :- 19AAALA9733G1ZK

**APPLICANT DETAILS**

1	UID	TEST307
2	SALUTATION	Mr.
3	APPLICANT NAME	Arind K. Saha
4	FATHER'S / HUSBAND'S NAME	B Saha
5	ADDRESS	Test
6	MOBILE NO	983299404
7	PAN NUMBER	Test
8	GST NUMBER	
9	OTHERS DETAILS	

A	A1	TOTAL OUTSTANDING (including interest, if any) upto 16-01-2024	0.00
	A2	OUTSTANDING GST	0.00
		OUTSTANDING COST	0.00

**B. CURRENT DEMAND**

DEMAND NO	DN-405732794-2024
DEMAND DATE	16-01-2024

DEMAND TYPE	DEMAND DESCRIPTION	AMOUNT
1	WATER CHARGES	For Silpasathi Testing
		1.00
B1		GPICES AMOUNT
		1.00
		GST
		0.00
		COST
		0.00
B2		TOTAL GST PAYABLE
		0.00
B3		TOTAL AMOUNT PAYABLE
		1.00

**TOTAL DEMAND DUE**

TOTAL OUTSTANDING	CURRENT DEMAND	TOTAL GST	TOTAL
A+(A1)	B+(B1)	C+(A2+B2)	(A+B+C)
0.00	1.00	0.00	1.00

IN VIEW OF YOUR APPLICATION BEARING NO. \_\_\_\_\_ DATED \_\_\_\_\_ THE AUTHORITY IS IN CONSIDERATION OF ACCEPTING YOUR APPLICATION.

YOU ARE THEREFORE REQUESTED TO PAY THE TOTAL AMOUNT AS MENTIONED IN THE TABLE ABOVE WITHIN 09-45-3024 SO THAT YOUR APPLICATION MAY BE CONSIDERED FOR FURTHER PROGRESS.

This document has been digitally generated. No Signature is required.  
ASANSOL DURGAPUR DEVELOPMENT AUTHORITY

Water Connection (ADDA) provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

## 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.

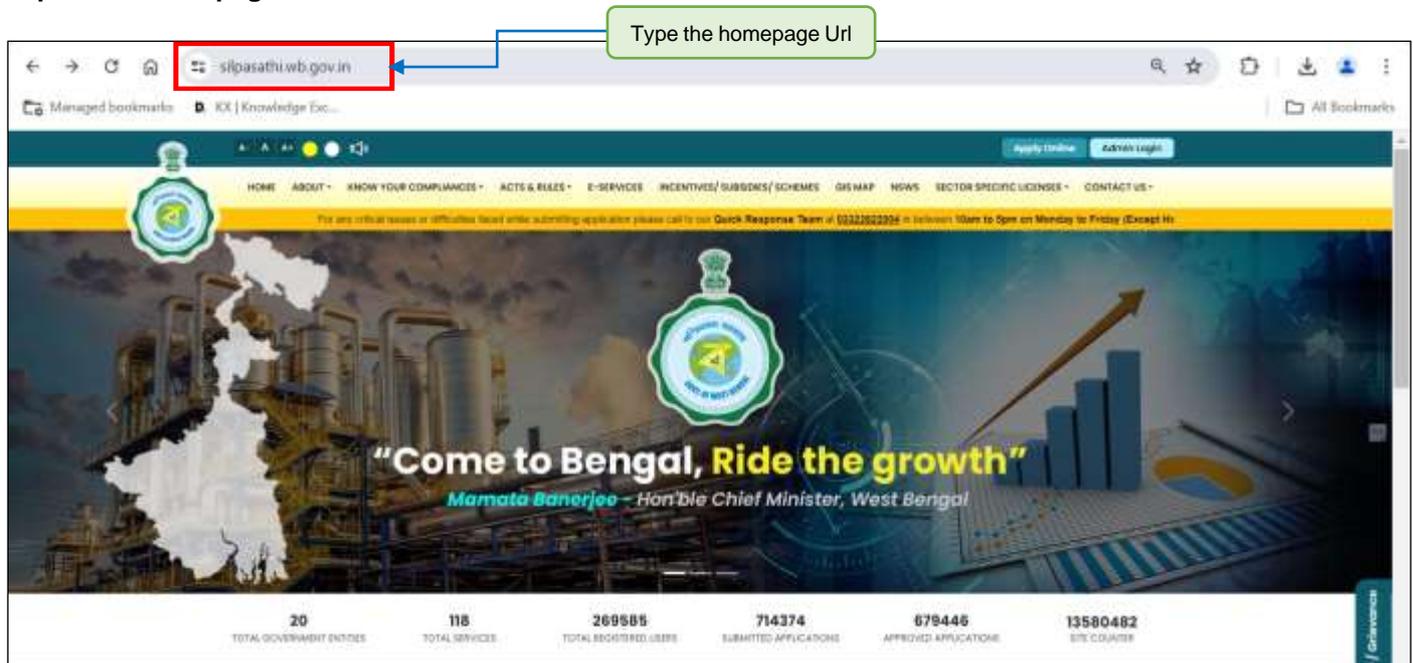
### Third part verification process

The applicant or any user has to log in to [www.silpasathi.wb.gov.in](http://www.silpasathi.wb.gov.in).

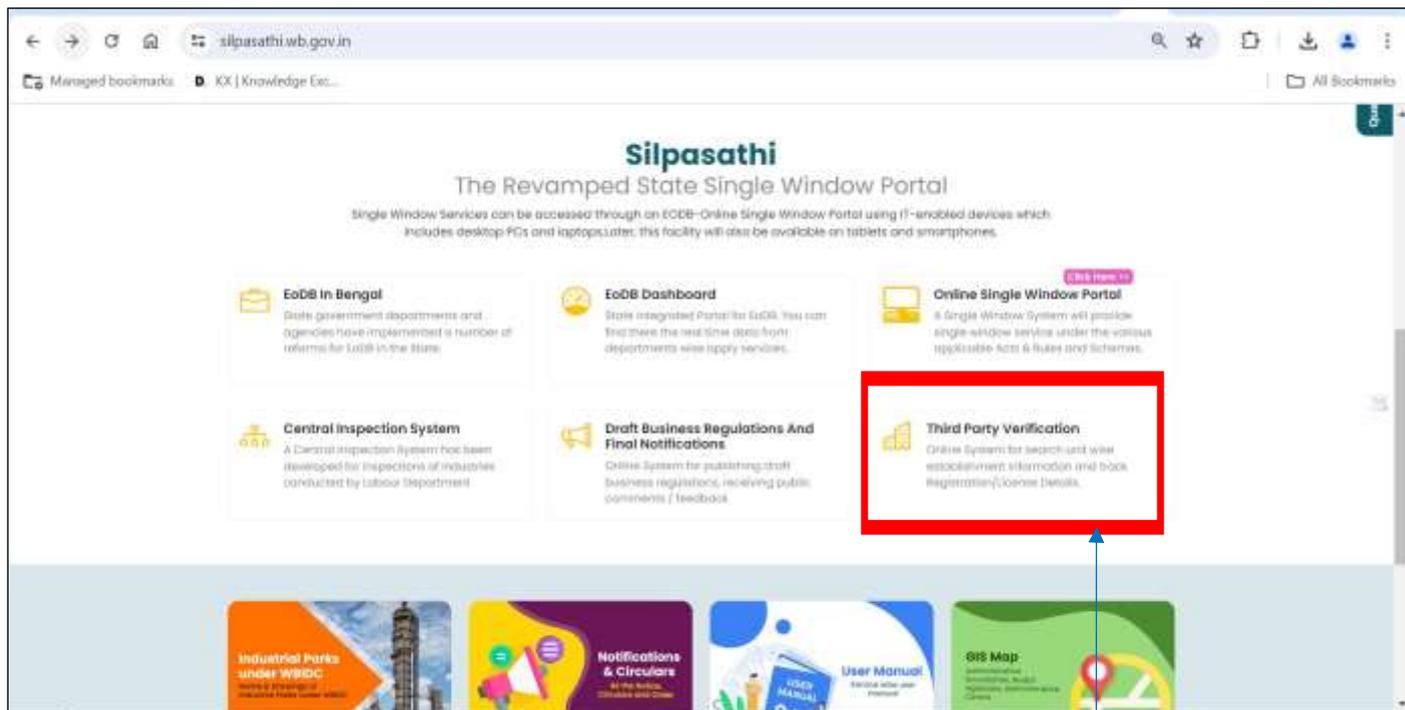
A user (any third party) needs to click on '*Third party Verification*' section in the homepage and enter registration number / license number and then click on 'Search' link, for Verification of Certificate.

(Screenshots below):

### SilpaSathi Homepage

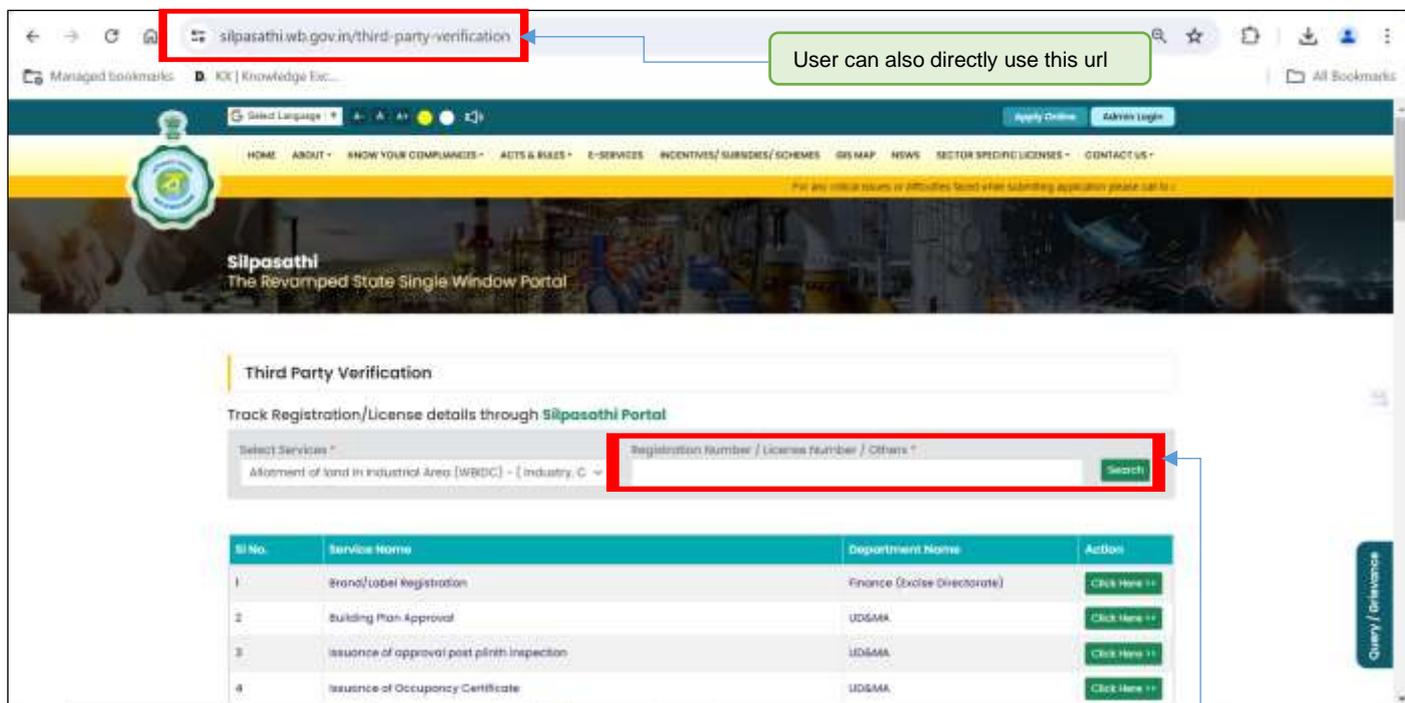


Water Connection (ADDA) provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)



Select 'Third Party Verification'

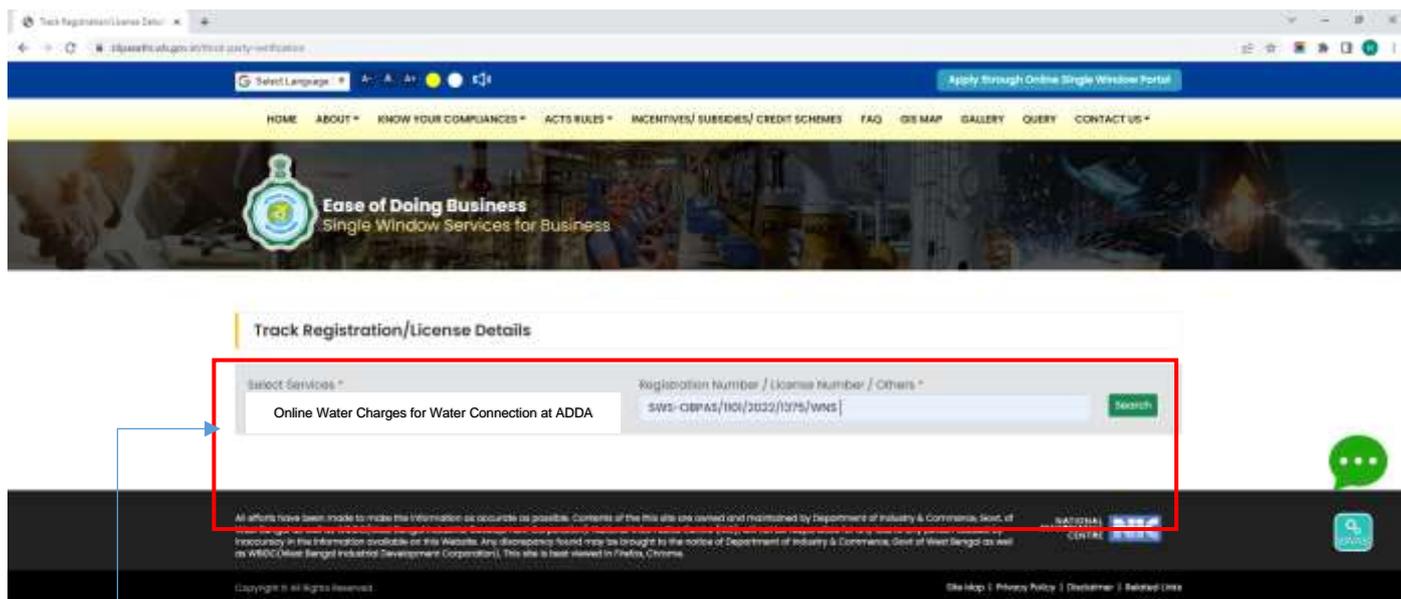
Applicant selects the service and then enter the Certificate/ Approval number in the text box beside it and clicks on 'Search' to view details of certificate.



User can also directly use this url

Enter Registration number/ License number to view details.

Water Connection (ADDA) provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)



License details can be viewed after entering correct license number and clicking on Search.

The third party can view the details as illustrated below:

