Jaladhare Application Plumber User Manual

Ver 1.0

Submitted To	Submitted By
Bangalore Water Supply and Sewage Board 7th floor, Cauvery Bhavan D-Block K G Road, Bangalore- 560009	**Globals ITES Private Limited** Brigade Senate 2, 6th Floor, Outer Ring Road, Hebbal, Bangalore- 560024

Notice to the reader

This document is confidential being for the use of only the persons / firm to whom it is submitted to. It must not be copied, disclosed or circulated, or referred to in correspondence or discussion either in full or part with any person except the person/firm, to whom it is submitted, without prior consent of Globals ITeS Pvt. Ltd (referred as “Globals” in the rest of the document). All logos/ trademarks that have been used in these Proposals are owned by the respective owners and Globals has used the same solely for illustration purposes.

This material submitted by Globals is solely for the purpose of providing select information on a confidential basis.

This document is intended for review through mutual discussions to understand and appreciate the whole contents.

Table of Contents

1. **Login Page** **5**
2. **Registration Page** **6**
3. **Home Page** **6**
4. **New Connection Application – Regular** **9**
5. **New Connection Application – EMI** **17**
6. **New Connection Application – 110 Village** **17**
7. **Acknowledgement** **18**
8. **Status** **19**
9. **Demand Note** **21**
10. **Payment** ..... Error! Bookmark not defined.
11. **Consent (Mutual Agreement)** **23**
12. **Plumber Selection and Road Cutting Endorsement Condition** Error! Bookmark not defined.

Version History

Version Number	Date	Author	Description of Change
1.0	29-09-2025	Vivek	• Initial Draft

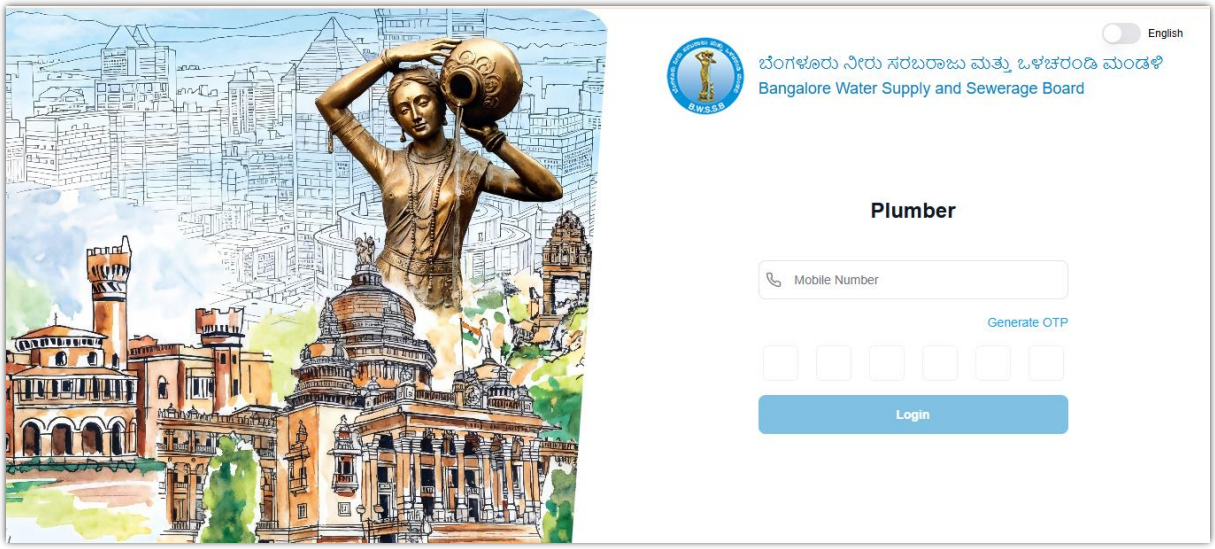
1. Login Page

Accessing the Application

- The user must open a web browser and navigate to owc.bwssb.gov.in/plumber to access the Jaladhare 3.0 application.

Login Page Overview

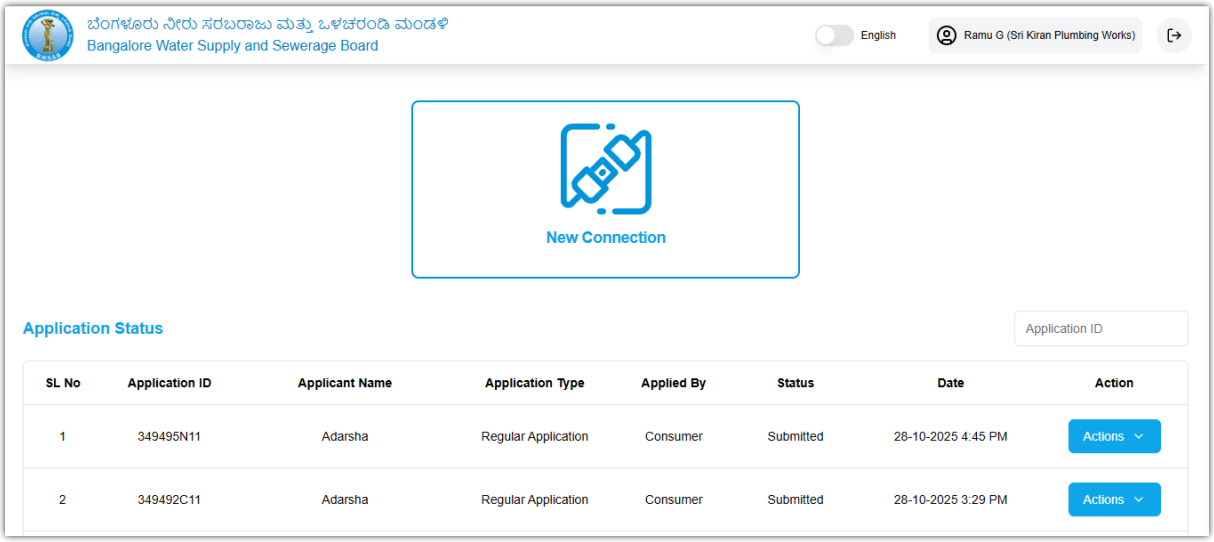
- On the login page, users will see the following key sections:
  - **User Manual** – Offers step-by-step instructions for using the portal, including application submission and tracking processes.
  - **Toll-Free Number (1916)** – Consumers can call this number for any help, complaints, or support related to their water connection application.



Logging In Using Mobile Number & OTP

- Enter your registered mobile number in the login field.
- Click on Get OTP.
- You will receive a One-Time Password (OTP) via SMS.
- Enter the received OTP in the OTP field and click Login.

2. Home Page



Purpose

- The Plumber Home Page acts as the central dashboard where users can manage all their water connection applications, apply for new connections, and check payment details.

New Connection

- Click on the New Connection button to initiate a fresh application for a water connection.
- The system will guide you through the application form step-by-step.

Application Status Table

- The Application Status table displays all applications created by the consumer, including:
    - Application ID – Unique ID for each application (NA if not yet submitted).
    - Applicant Name – Name of the consumer.
    - Application Type – Regular, EMI-based, or 110-Village Application.
    - Applied By – Shows whether the application was created by the Consumer or Plumber.
    - Status – Displays if the application is Submitted or Not Submitted (Draft).
    - Date – Date and time of creation or submission.
    - Action Button – Click to View, Edit, or Submit draft applications.

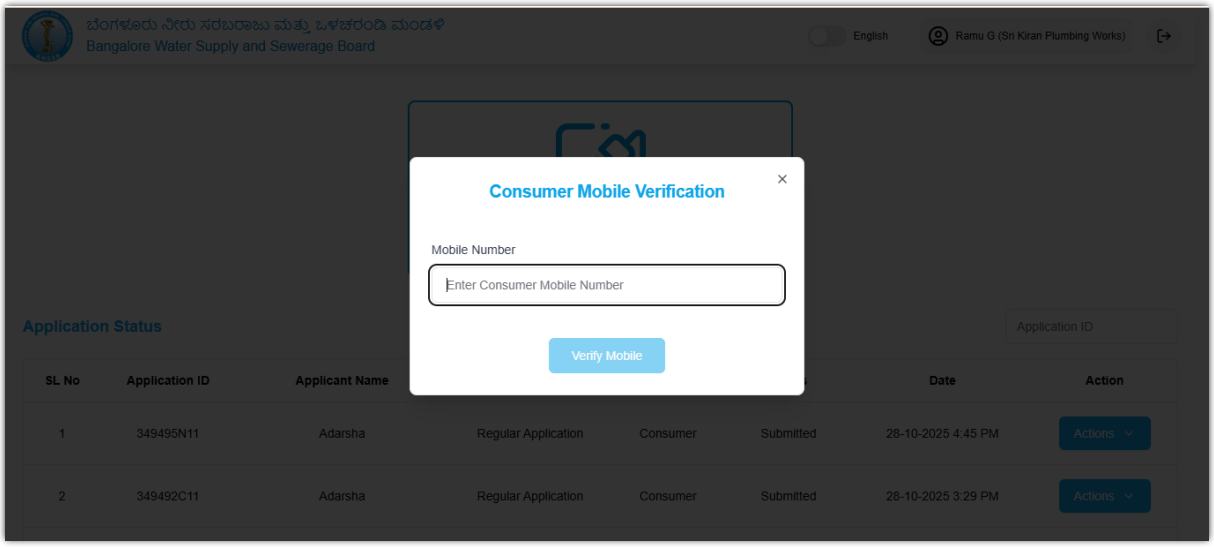
Language Toggle

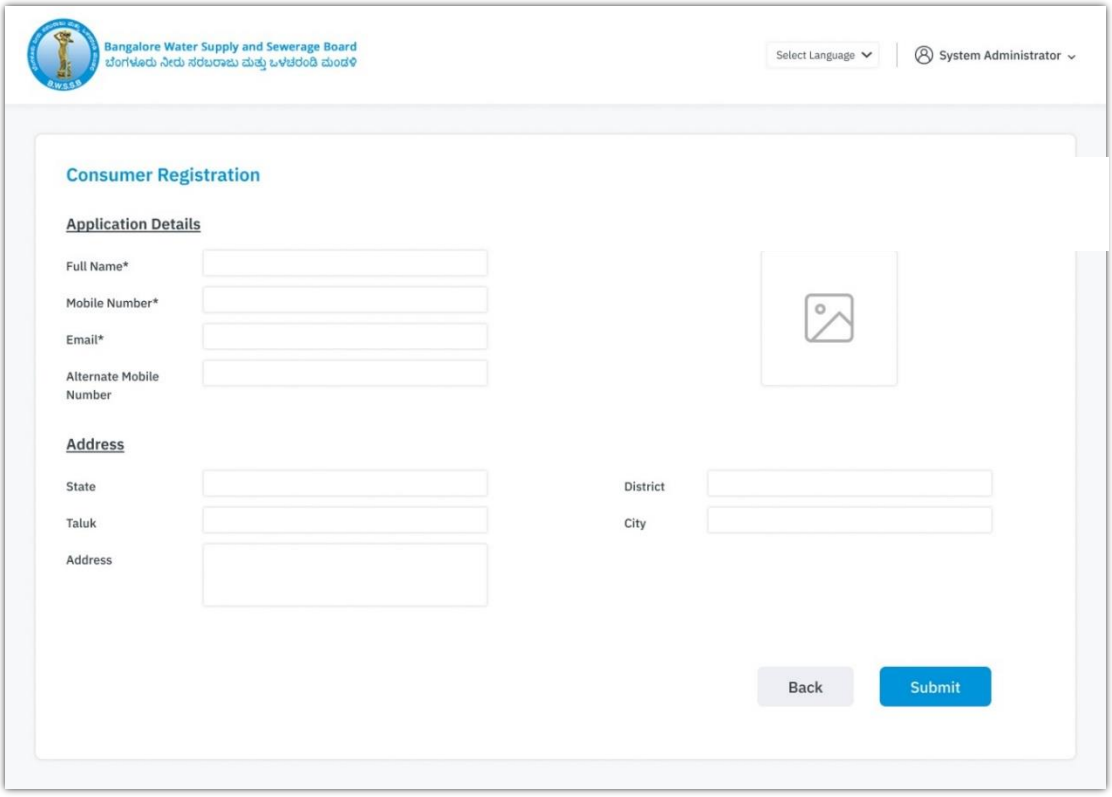
- English / Kannada Switch at the top allows the consumer to view the application in their preferred language.

Profile and Logout

- Clicking on the profile icon displays consumer details and provides an option to log out securely from the application.

3. Registration Page





Purpose

- The Consumer Registration page is for first-time users
- When a plumber selects the New connection, he has to first enter the Consumer Mobile number and click on verify
- On verification we will check, whether the plumber mobile number and consumer mobile number is same. If it is not same system will check the database for consumer details
- If plumber mobile number and consumer mobile number is not same, OTP would be initiated to the provided consumer mobile number.
- Plumber has to enter the OTP received to Consumer Mobile number and click on submit.
- On submission, if the consumer details is already present, user will be redirected to type of application selection page
- If consumer details is not present, user will be redirected to Registration page

Filling the Registration Form

- Full Name* – Enter your full name as per your official records.
- Mobile Number* – Auto populated from Login page
- Email – Optionally, provide a valid email address to receive updates and communication.
- Alternate Mobile Number – (Optional) Enter another mobile number for backup communication.

Address Details

- State, District, Taluk, City* – Select from the dropdown as applicable.
- Address* – Provide your complete residential address

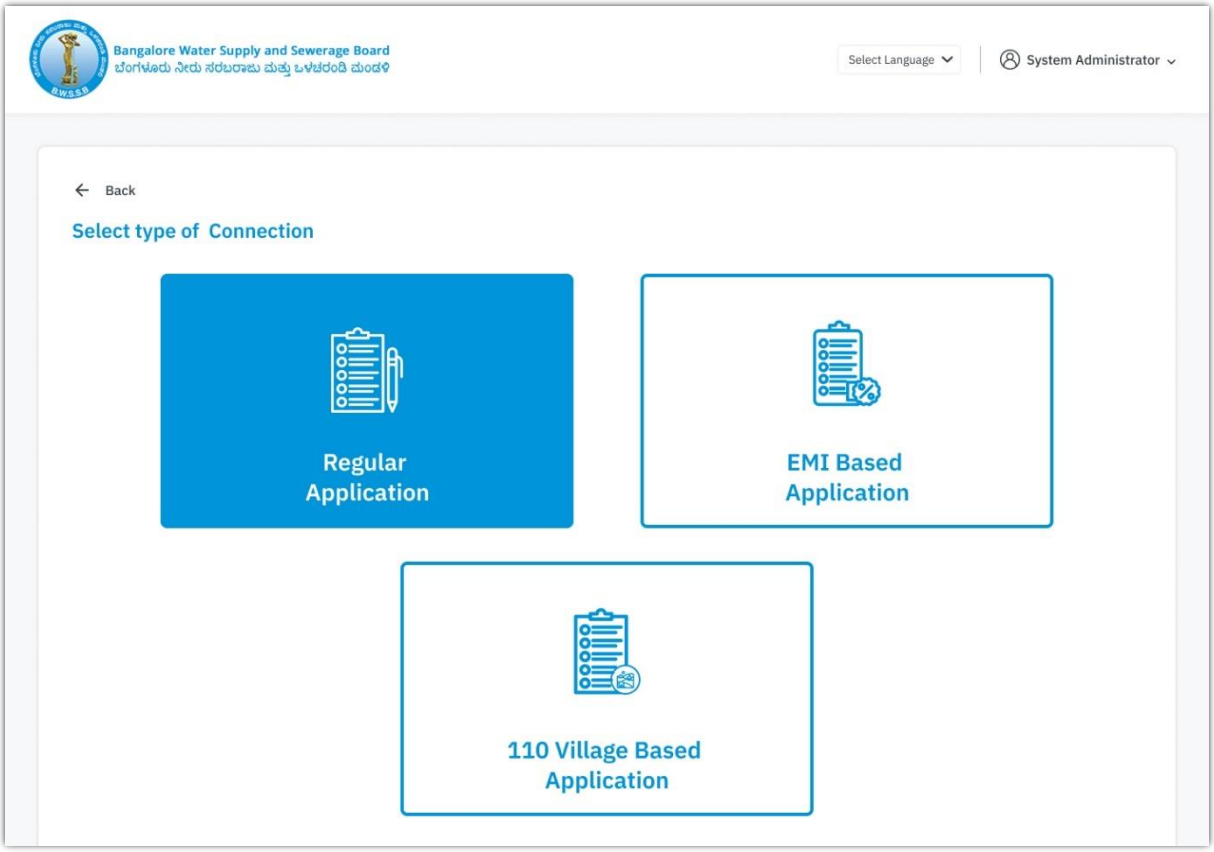
Mandatory Fields

- Fields marked with (*) are mandatory. The form cannot be submitted unless these are filled correctly.

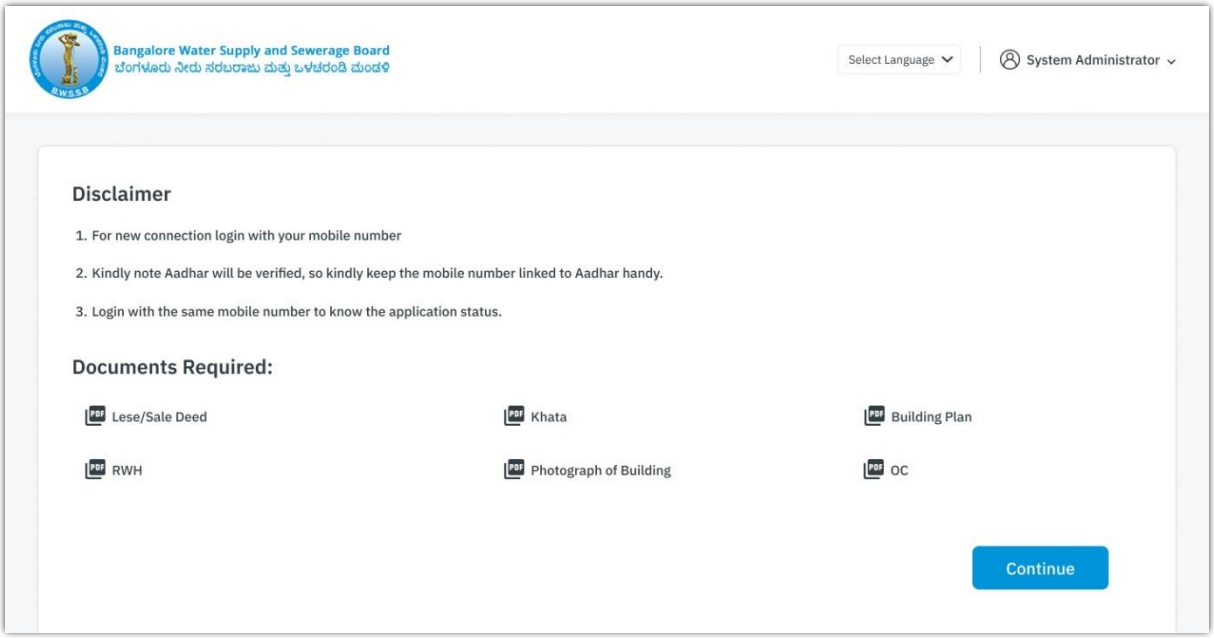
Submit and Confirmation

- Once all required details are filled, click Submit.
- A success message will be displayed on the screen confirming that your registration has been completed successfully.

4. New Connection Application – Regular

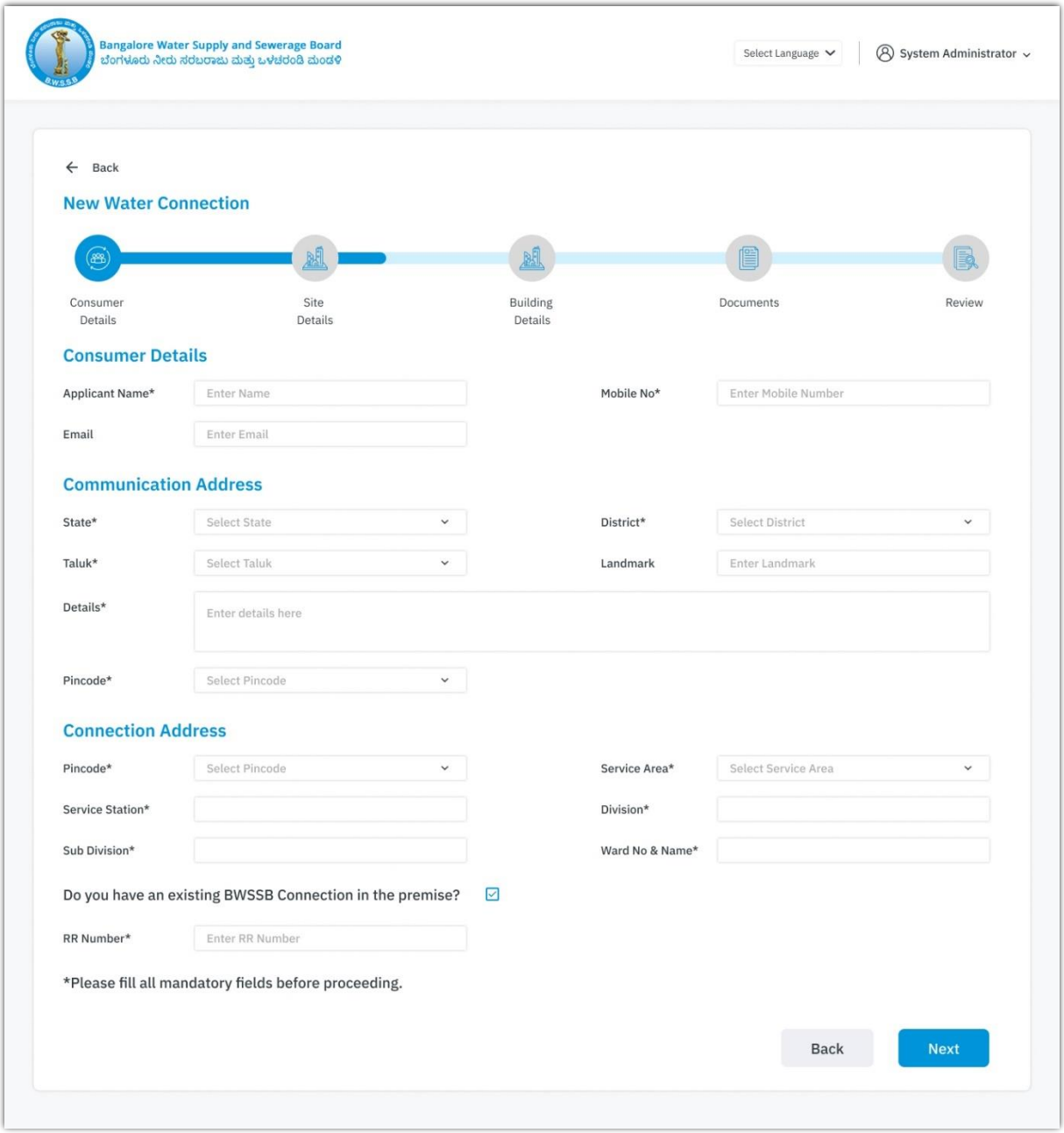


- From the Consumer Home Page, click New Connection.
- The system will display three options: Regular Application, EMI Based Application, and 110 Village Based Application.
- Select Regular Application if you want a standard water connection.
- Select EMI Based Application if you want to pay the water connection charges in instalments (₹1000 initial payment, balance converted into EMI and billed monthly).
- Select 110 Village Based Application if you are applying from the 110 villages integrated into the city network (Zone, Layout, and ETP charges apply).
- Click on the required option to proceed to the application form.
- Use the Back button if you want to return to the Consumer Home Page.



- Based on the type of application selected (Regular, EMI, or 110 Village), the system displays general information about that type of application.
- The page also lists mandatory documents required to apply under the selected category
- The consumer must review this information carefully before proceeding.
- Once reviewed, the consumer clicks "Proceed" to start filling in the application form.

Consumer Details



- Your basic details such as Applicant Name, Mobile Number, and Communication Address (provided during registration) will appear automatically.
- If the Consumer Name is the same as the Applicant Name, you can simply enable the toggle to fill it automatically.
- User has to enter the BESCOM Account ID and click on verify. On successful verification details of the provided BESCOM Acc ID will be shown. Kindly note that BESCOM validation is mandatory.

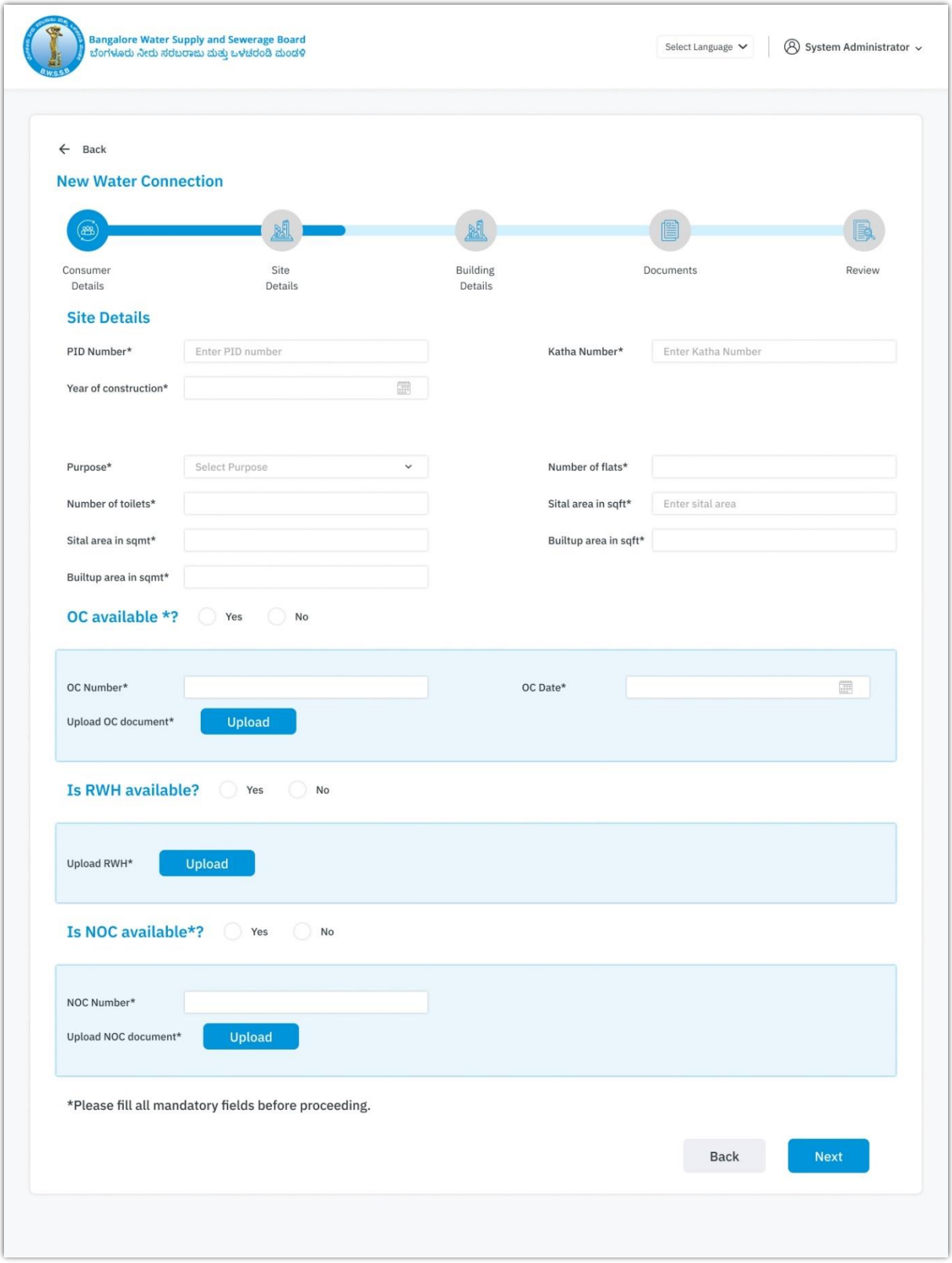
- Please select the Connection Address by choosing the Pincode and Service Area. Based on your selection, the Sub Division and Division will be filled in automatically.
- If there is an existing BWSSB connection at the premises, kindly check box the field “Do you have a BWSSB RR Number,” enter the RR Number, and click Verify.
- Once verified, the details linked to your RR Number will be displayed.
- If there are any pending arrears for this RR Number, you will be guided to either:
    - Include the arrear amount in your Demand Note, OR
    - If user doesn’t include the arrears in the Demand Note, user cannot be proceeded
- Please make sure all mandatory fields are filled before clicking Next to proceed to Site Details.

Site Details

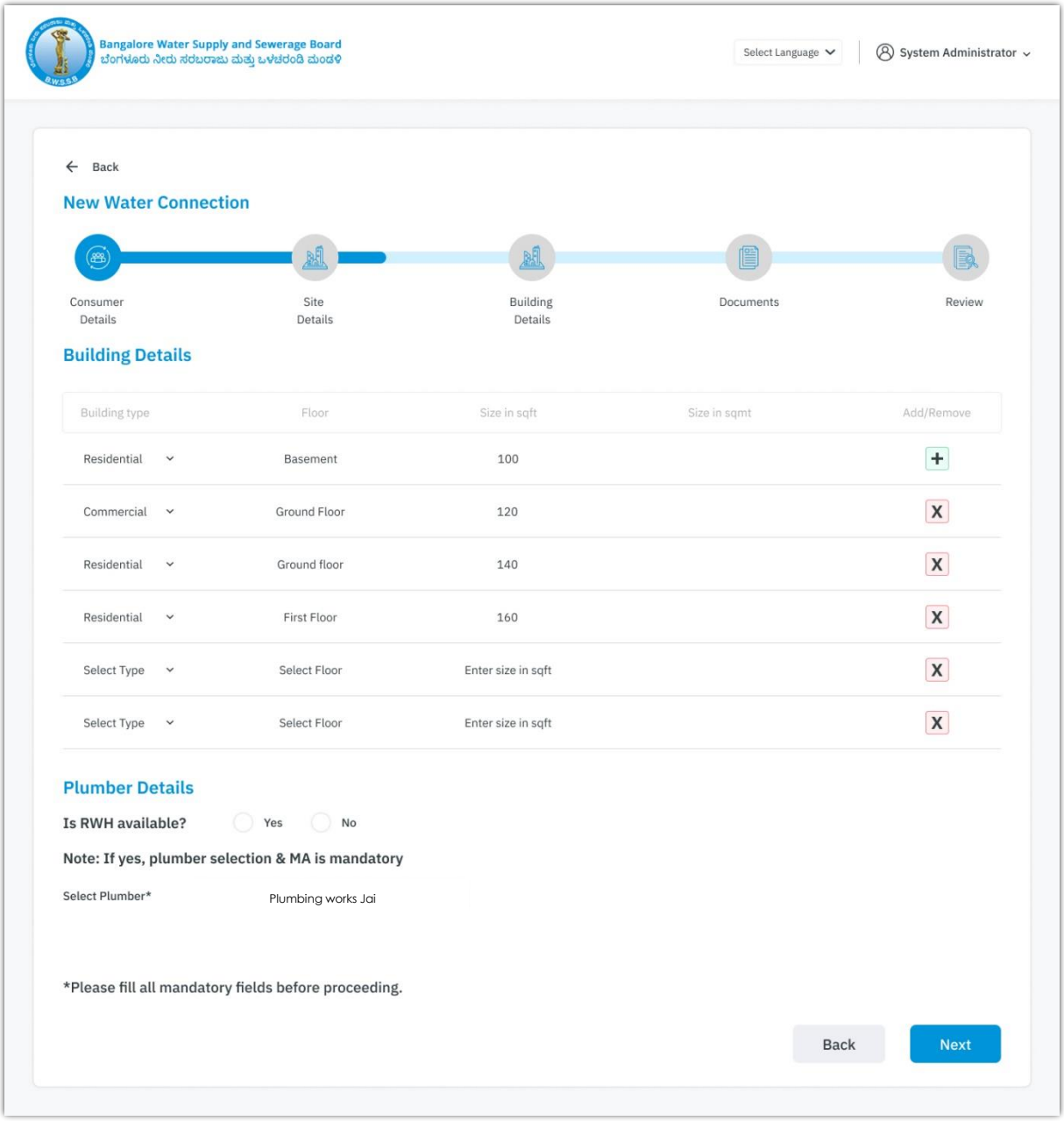
- After clicking Next, you will be taken to the Site Details page.
- Enter the PID Number (Property Identification Number) and click Verify. If the verification is successful, the Khata Number and related details for the provided PID will be displayed.

Note: PID verification is optional. You may also enter the PID and Khata Number manually and proceed.

- The Date of Construction will be automatically fetched from BESCOM, but you can edit it if required.
- Select the Purpose of the connection (Residential, Commercial, Both, Educational Institution, PND, PND HR, etc.). Based on your selection, you may need to enter the Number of Flats and Number of Toilets, if applicable.
- Enter the Sital Area and Total Built-Up Area in square feet.
- Provide details of NOC, RWH, and OC, if available.
- Once all information is entered, click Next to proceed to the Building Details section.


Bangalore Water Supply and Sewerage Board
ಬೆಂಗಳೂರು ನೀರು ಸರಬರಾಜು ಮತ್ತು ಒಳಚರಂಡಿ ಮಂಡಳಿ
Select Language
System Administrator
Back
New Water Connection
Consumer Details
Site Details
Building Details
Documents
Review
Site Details
PID Number*
Enter PID number
Katha Number*
Enter Katha Number
Year of construction*
Purpose*
Select Purpose
Number of flats*
Number of toilets*
Sital area in sqft*
Enter sital area
Sital area in sqmt*
Builtup area in sqft*
Builtup area in sqmt*
OC available *?
Yes
No
OC Number*
OC Date*
Upload OC document*
Upload
Is RWH available?
Yes
No
Upload RWH*
Upload
Is NOC available*?
Yes
No
NOC Number*
Upload NOC document*
Upload
*Please fill all mandatory fields before proceeding.
Back
Next

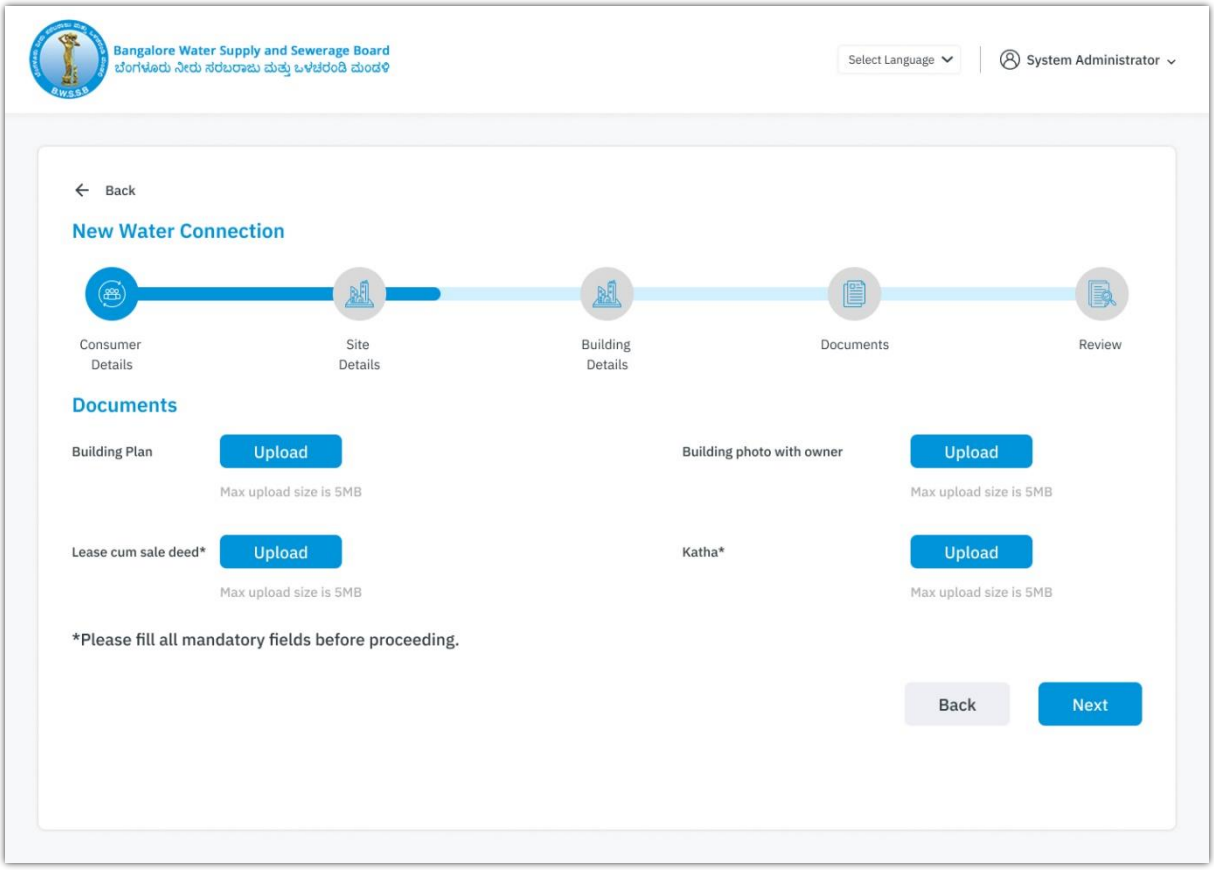
Building Details



- After clicking Next, you will be directed to the Building Details section.
- Enter the Built-Up Area for each floor.
- For each floor, select the Type of Purpose, choose the Floor, specify whether it is for Amenity or Parking, and enter the Built-Up Area accordingly.
- You can click the “+” button to add multiple rows for additional floors or purposes.
- Plumber available would be default Yes.

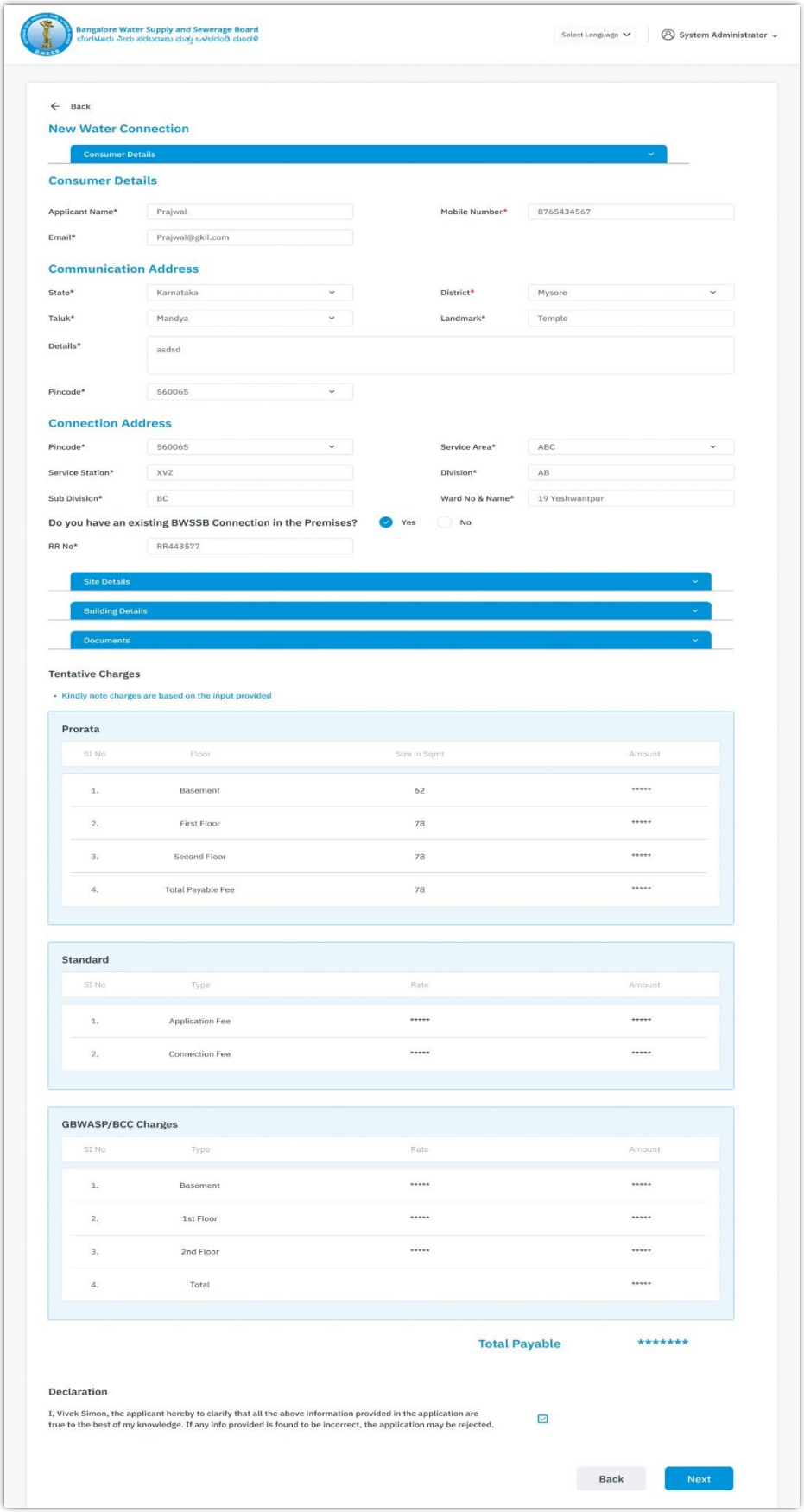
- And the plumber firm name and name would be auto populated and its not editable
- Once all details are entered, click Next to proceed to the Document Upload section.

Documents



- After clicking Next, you will be taken to the Documents section.
- Select the required file from your system. Once selected, the document preview will be displayed.
- Review the selected document and click Upload to complete the upload process.
- You can upload up to 5 documents per document type, with each file size limited to 5 MB.
- Mandatory documents include Building Plan, Building Photo with Owner, Lease-cum-Sale Deed, Khata, and Road Cutting Endorsement (if applicable).
- Once all required documents are uploaded, click Next to proceed to the Review section.

Review Page


Bangalore Water Supply and Sewerage Board
Select Language
System Administrator
Back
New Water Connection
Consumer Details
Consumer Details
Applicant Name* Prajwal
Mobile Number* 8765434567
Email* Prajwal@gkil.com
Communication Address
State* Karnataka
District* Mysore
Taluk* Mandya
Landmark* Temple
Details* asdsd
Pincode* 560065
Connection Address
Pincode* 560065
Service Area* ABC
Service Station* XVZ
Division* AB
Sub Division* BC
Ward No & Name* 19 Yeshwantpur
Do you have an existing BWSSB Connection in the Premises? Yes No
RR No* RR443577
Site Details
Building Details
Documents
Tentative Charges
Kindly note charges are based on the input provided
Prorata
Sl No Floor Size in Sqmt Amount
1. Basement 62 *****
2. First Floor 78 *****
3. Second Floor 78 *****
4. Total Payable Fee 78 *****
Standard
Sl No Type Rate Amount
1. Application Fee ***** *****
2. Connection Fee ***** *****
GBWASP/BCC Charges
Sl No Type Rate Amount
1. Basement ***** *****
2. 1st Floor ***** *****
3. 2nd Floor ***** *****
4. Total *****
Total Payable *******
Declaration
I, Vivek Simon, the applicant hereby to clarify that all the above information provided in the application are true to the best of my knowledge. If any info provided is found to be incorrect, the application may be rejected.
Back
Next

- After clicking Next, you will be taken to the Final Review screen.
- Carefully review all the details you have provided. If you find any errors, you can edit the information before proceeding.
- The system will display the tentative charges payable for the water connection based on the information entered.
- Choose whether you wish to make the payment in full or opt for an EMI plan.
- If you have made any advance payments, tick "Is Advance Paid", select the payment type (Prorata, BCC, or GBWASP), enter the payment details, and upload the receipt.
- Accept the Declaration and click Submit to complete the process.
- Once submitted, your application will be successfully recorded, and an Acknowledgement Receipt will be generated for your reference.

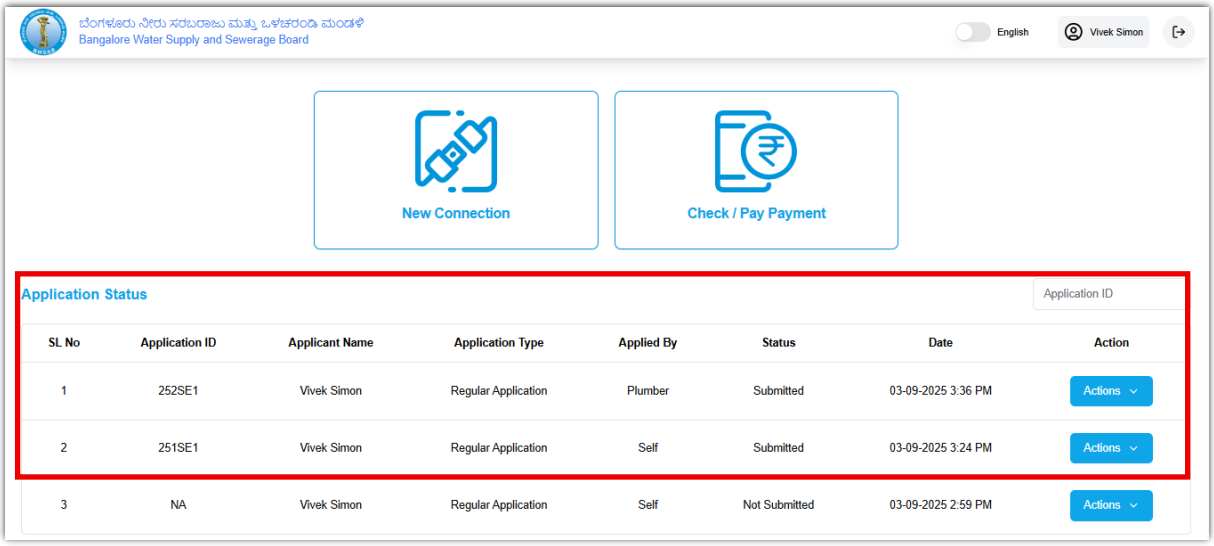
5. New Connection Application – EMI

- EMI-based applications are applicable **only for Sital areas less than 600 SqFt**.
- The application procedure is the same as described in the standard process above.
- For this type of application, the **only document required is the BESCOM bill**.
- During the Demand Note Payment, an initial amount of **₹1,000** must be paid. The remaining amount will be divided into **12 equal monthly installments (EMI)**, which can be paid as per the schedule provided by the system.

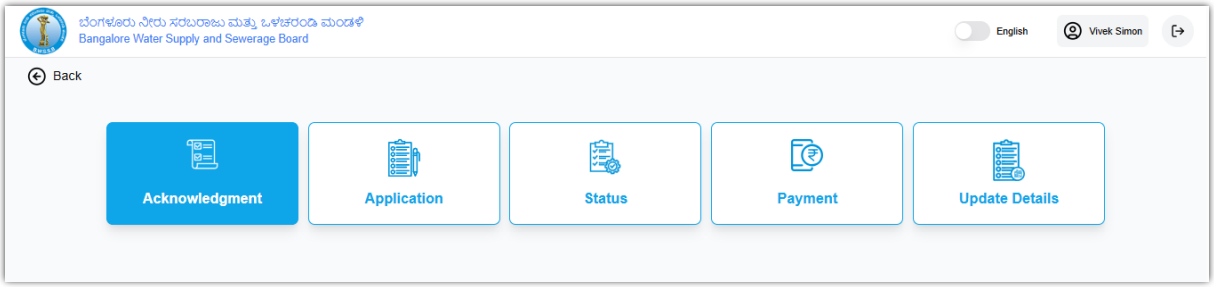
6. New Connection Application – 110 Village

- The application procedure follows the same steps as the **regular application.**
- The user must select the Zone and Layout corresponding to the site.
- All other steps and requirements remain same.

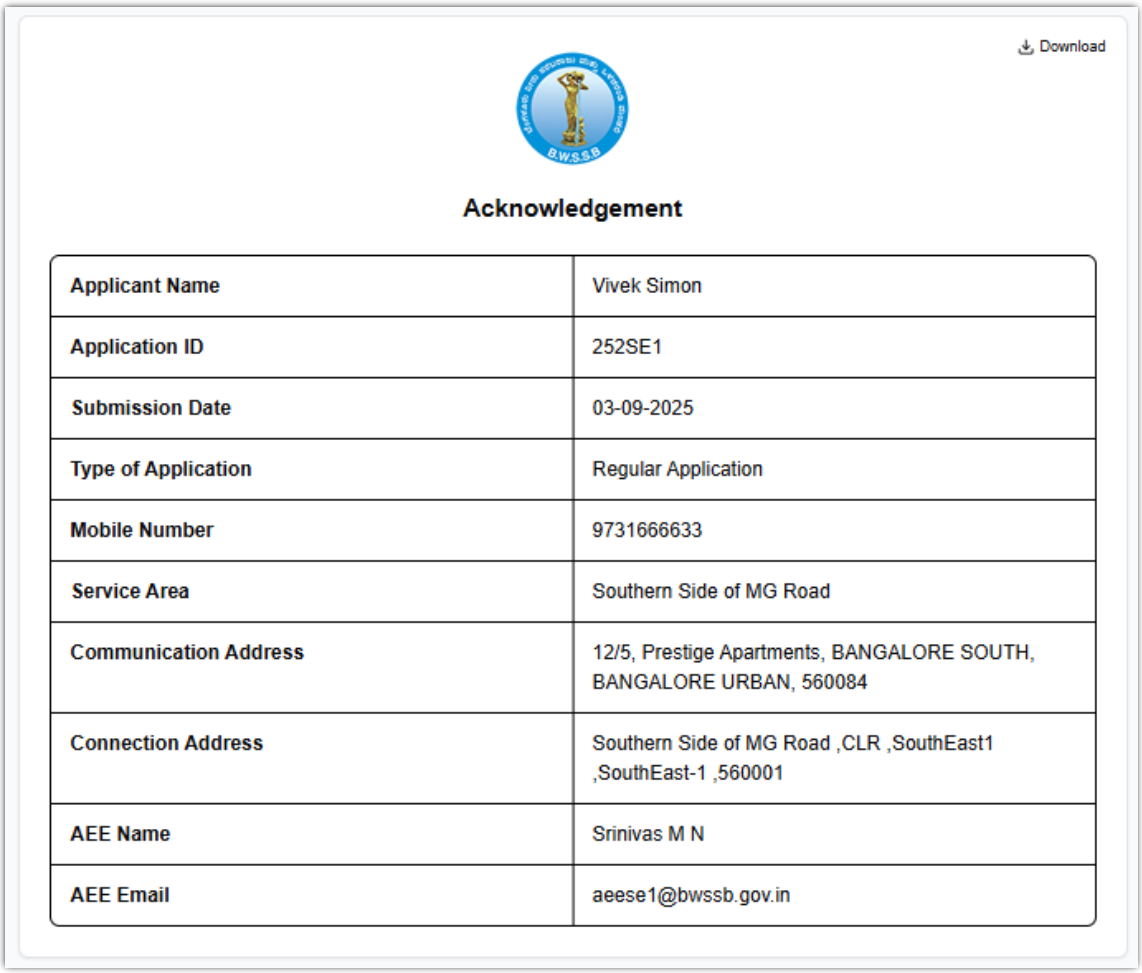
7. Acknowledgement



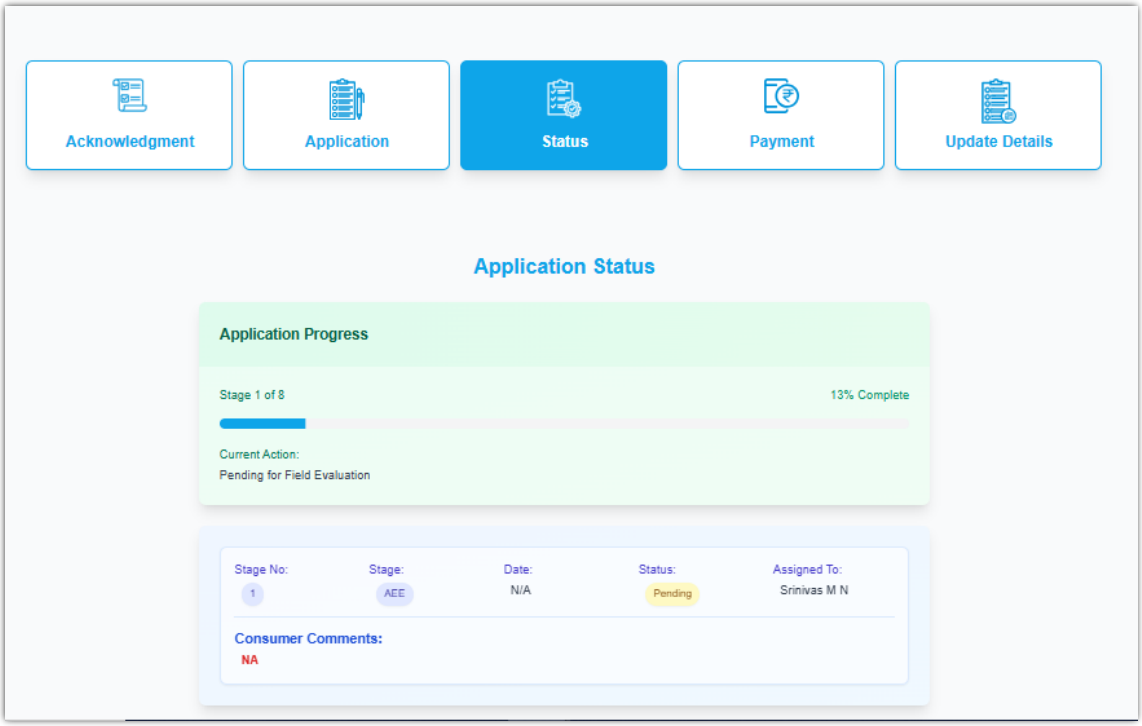
- All applications submitted by the Consumer or on behalf of the consumer by a Plumber will be displayed in the Application Table.
- To view an application, the user should click on Actions and then select View.



- The user will be redirected to the Application Action Module.
- Here, the user can check the Acknowledgement, view submitted application details, track the status of the application, initiate the Demand Note Payment, and update details as applicable.
- To view the Acknowledgement, the user should click on the Acknowledgement tab, where it can be viewed and downloaded.


Download
Acknowledgement
Applicant Name
Vivek Simon
Application ID
252SE1
Submission Date
03-09-2025
Type of Application
Regular Application
Mobile Number
9731666633
Service Area
Southern Side of MG Road
Communication Address
12/5, Prestige Apartments, BANGALORE SOUTH, BANGALORE URBAN, 560084
Connection Address
Southern Side of MG Road ,CLR ,SouthEast1 ,SouthEast-1 ,560001
AEE Name
Srinivas M N
AEE Email
aeese1@bwssb.gov.in

8. Status


Acknowledgment
Application
Status
Payment
Update Details
Application Status
Application Progress
Stage 1 of 8
13% Complete
Current Action:
Pending for Field Evaluation
Stage No:
1
Stage:
AEE
Date:
N/A
Status:
Pending
Assigned To:
Srinivas M N
Consumer Comments:
NA

- The user should click on the Status tab to check the current status of the application.
- The user can also view the number of stages completed and the assigned officer for that stage.

9. Demand Note

BANGALORE WATER SUPPLY AND SEWERAGE BOARD

Demand Note

To,
Janani test testtest,Bengalore,560001

Sir/Madam,
Sub: Provisional 1" inch Dia (CE) inch Non-Domestic 4" connection to the premises test,test,560001 in favour of Janani.

With reference to the above, you are hereby requested to remit the following charges:

a) Rs.172217/- *(One Lakh Seventy Two Thousand Two Hundred Seventeen)* ***towards provata and other charges for obtaining BWSSB service*** in the form of online which can be paid under consumer portal with your login credentials provided at the time of registration.

Standard Charges				
Sl No	Particulars	Quantity	Rate (RS)	Amount (RS)
1	Application Fee	1	100.00	100.00
2	Attachment Fee	1	25.00	25.00
3	Inspection Charges	1	250.00	250.00
4	Meter Fixing Charges	1	500.00	500.00
5	Sanitary Points Charges	6	120.00	720.00
			Total	1595

Prorata Charges					
Sl No	Connection Type	Floor	Area (Sq Meter)	Rate (RS)	Amount (RS)
6	Non-Domestic	Ground floor	20.62	12372.00	12372.00
7	Non-Domestic	Ground floor	527.5	158250.00	158250.00
				Total Prorata Charges	170622
				Grand Total Prorata Charges	170622

GBWASP/BCC Charges						
Sl No	Connection Type	Floor	No. of flats	Built Area/Site Area(Sq ft)	Rate (RS)	Amount (RS)
					Total GBWASP Charges	0
					Grand Total GBWASP Charges	0
					Grand Total	172217

Amount in Word : Rupees One Lakh Seventy Two Thousand Two Hundred Seventeen Only

Please note that the connection will be provided to the above said premises only after receipt of Rs 172217

Downloaded from BWSSB Portal

Conditions

The demand note is issued subject to condition that the water supply & sanitary connections will be serviced only after completion of following works.

Only sanitary connection will be provided whereas the water supply connection will be provided upon the commissioning of Cauvery Stage - V with respect to the 110 villages

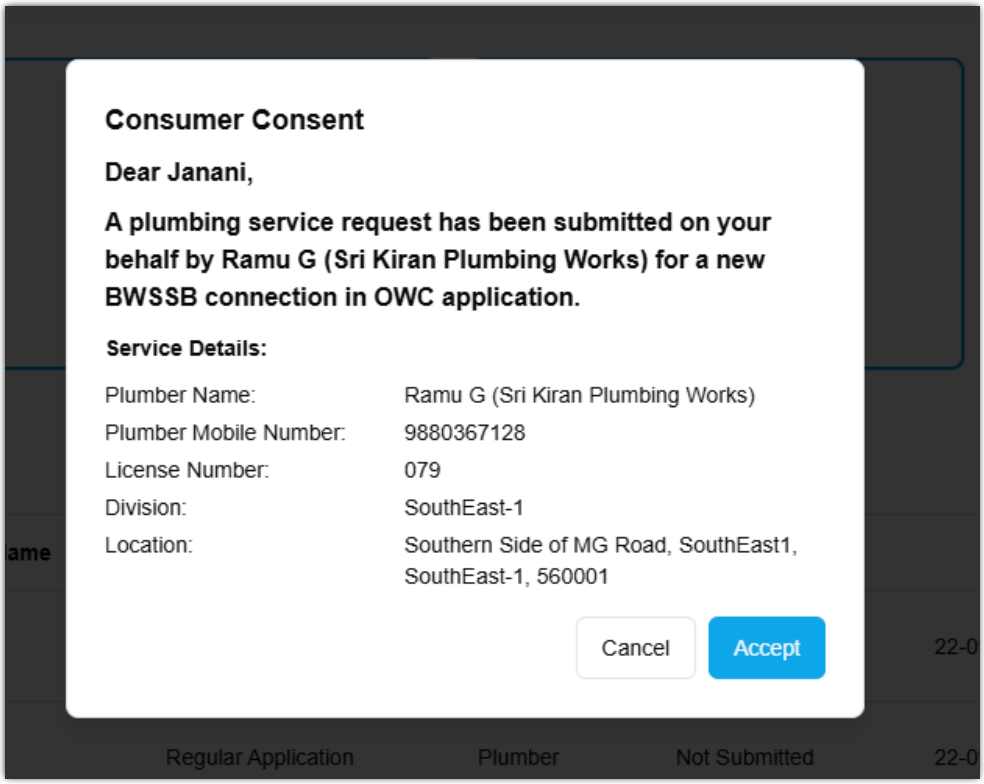
1. Rain Water harvesting system as per BWSS regulations.
2. Installation and commissioning of sewage treatment plant along with Dual Piping System as per BWSS regulations.
3. Getting consent letter from KSPCB for commissioning & operation of the Onsite STP as per BWSS regulations.
4. Charging additional amount on water bills as per BWSS regulation, till production of the Occupancy Certificate.
5. Please note that this demand note is valid only for 90 days from the Approved/Issued date. Payment against this demand note should be made within this period (90 days), else, the application will stand cancelled.
6. As per Section 59 & 82 of BWSS Act, all plumbing works should be got executed by the BWSSB licensed Plumber only.
7. Only sanitary connection will be provided whereas the water supply connection will be provided upon the commissioning of Cauvery Stage - V.

Yours Faithfully,
Sd/-
Asisstant Executive Engineer
(W21) Sub Division
BWSSB

** This is a system generated document and requires no physical signatures **

- On successful approval of the connection, Demand note would be generated
- User can find this in Payment section in his application module

10. Consent (Mutual Agreement)



- In the New OWC Application, the Mutual Agreement process has been fully digitized.
- When a plumber submits an application on behalf of a consumer, a digital consent message is automatically sent to the consumer's Login.
- The consumer must review the Plumber details and accept the consent message to confirm their approval.
- This digital acceptance serves as a mutual agreement between the consumer and the plumber regarding the submitted application.
- The application will only proceed for further processing after the consumer provides consent