**Workflow for Apply New Connection Online**

Citizen / CSC Employee

Sends application to clerk (from ULB website)

Clerk

Sends *application to JE (From Billing Portal)*

JE/ SO/ Inspector

Sends *application to Xen (From Billing Portal)*

Xen/ EO/ SDO/ SDE/ AME

Send*s application to clerk (estimate approved)*

Clerk collects Payment / citizen pays online

Receipt & Connection Number generated after estimation charges payment

Clerk Notified about tap execution Clerk not notified

Clerk executes connection

Connection automatically executed after 10 days

Generate Demand after entering meter reading

Generate Bill

Collect Payment/ Citizen Pays online

Receipt generated after bill payment

**Points to remember:**

* Always select Approval Deppt :’’Engg Branch (O&M): Water and Sewerage”.
* Do not add Advance Payment in Estimation Charges.It will not be adjusted in bills.
* On Rejection by JE / Approver an Application goes back to clerk.
* If a clerk rejects an application it gets cancelled.
* Separate Applications will be generated for Water and Sewerage Connections even in case of Integrtaed Connections.
* To collect Estimation Charges for an Application go to Applications > Water Charge Management >Transactions > Search Water Application.
* After executing any connection its status changes to ‘Sanctioned’.
* Billing of a Sanctioned connection can be started by generating demand and bill.
* New Applications can be modified using software only after allotment of Consumer Number which is generated after collection of Payment.