

e-NagarPalika
Government of Madhya Pradesh
Urban Administration and Development Department
(MP UADD)



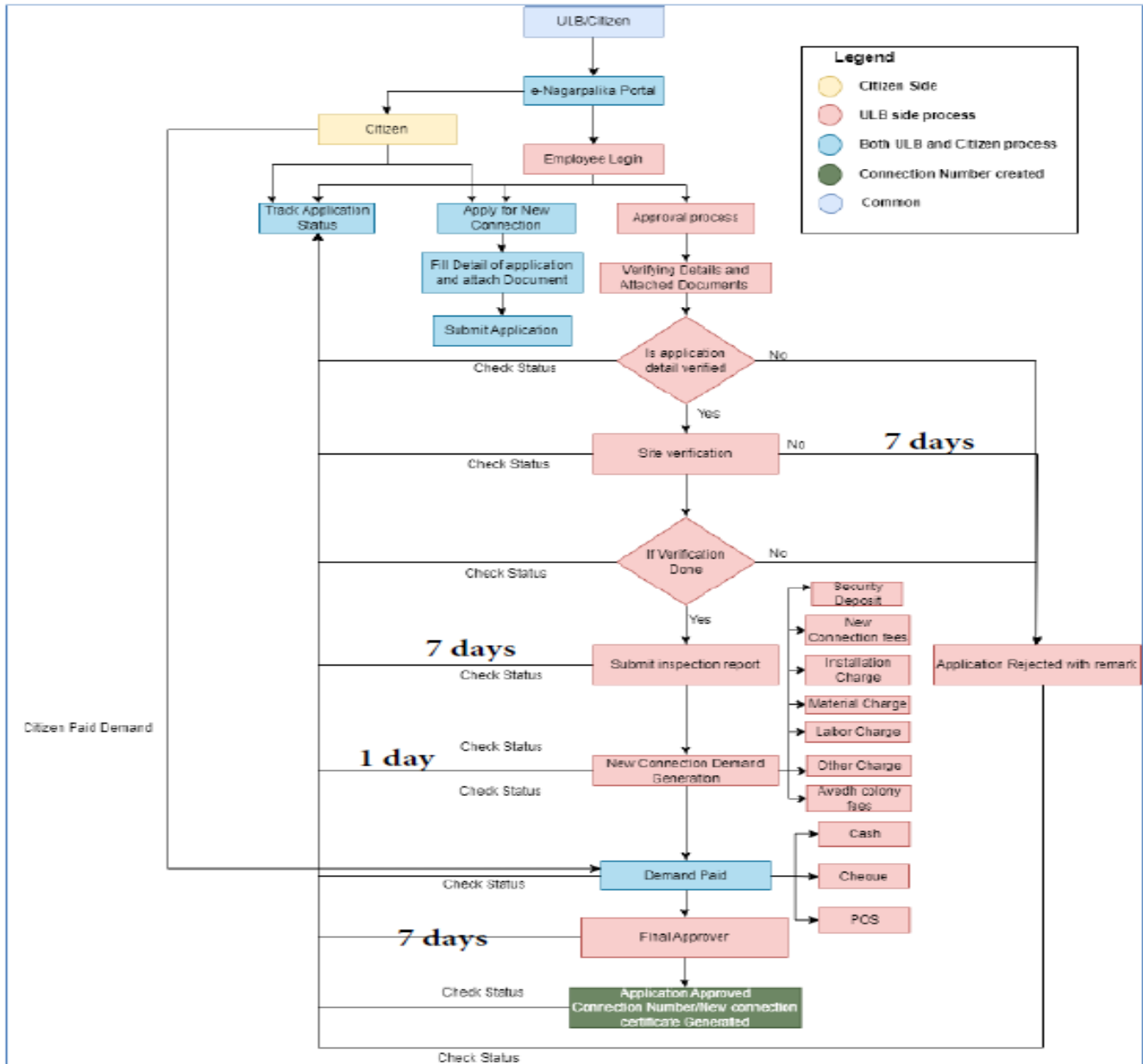
Standard operating procedures (SOPs)

SOP for approval process.
Submitted to
"e-NagarPalika"

e-NagarPalika Government of Madhya Pradesh Urban Administration and Development Department (MP UADD)



Process Flow- New Sewerage Connection



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Procedure:

- Citizen come to mpenagarpalika portal, fills the details, and upload mandatory documents. Portal link <https://www.mpenagarpalika.gov.in/irj/portal/anonymous>
- After submitting the request application number generated.
- **Document verification** - For applied application Document verification officer verifies the application and send to next level.
- **Site Inspection** - Inspection officer inspects the site and updates Field inspection checklist and attach the inspection report and send to next level.
- **Demand Generation** - After the site inspection, ULB employee generate the demand for the application.
- **Fees payment** - Cashier Collects the new Connection charges at ULB if citizen come for pay at ULB or citizens can pay online also through the citizen portal.
- **Final Approval** - Approver verifies overall details and approves. At any point in processing, application can be sent back for more clarification OR rejected.
- **Status** - ULB user can track and check the status of application on every level.
- **Notification** - Citizen/ULB employee get notification through message on mobile number and on email ID on every action/posting.

Mandatory Documents:

- Property tax receipt

Fee Details:

1. Connection fees as per ULB
2. Monthly charges as per ULB

Sewerage tariffs differ in each ULB. For details go to:

https://www.mpenagarpalika.gov.in:8001/sap/bc/webdynpro/sap/ZEODB_SWE_CONNECTION?sap-client=500&sap-language=EN#

Service Timeline: 30 days

Disclaimer:

The procedure for new sewerage connection is the same for all the application irrespective of risk category, size of firm, business location and Foreign/ Domestic investor.

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1st LEVEL APPROVAL

1. Open sewerage cockpit on portal by authorized Clerk ID
2. Click on my action list.

SAP

Welcome To Sewer Connection Dashborad

Cash Desk

- New Application CashDesk
- Cashdesk
- Duplicate Receipt
- Duplicate Certificate

New Sewer Connection

- Apply For New Connection
- My Action List

All Types of Correction

- Demand Modify
- Credit Modify
- Update Master Data

MIS

- New Connection Demand Collection MIS
- Ward Wise New Connection MIS
- Disconnection

1. click on my action list for checking & approving, pending, reject, approved application

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3. Select Pending Application from dropdown.
4. Select Application no

SAP Pending Sewerage Application List

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Provide Below Data And Click On Search Button

From Date: To Date:

Application Number: Pending Application:

Click On Below Data to Perform Action

Application Number	e-Nagarpalika Property Tax ID	Property Owner Name	Father / Husband Name	Mobile Number	Ward	Zone	Property Address	Connection Type	Status
1000000059	7001702958	vinod kumar maru chandan mai ji maru		9926512394	04	03	TAMOLI MOHALLA , Tamoli Mohalla	01	Pen...
1000000060	7001702958	vinod kumar maru chandan mai ji maru		9926512394	04	03	TAMOLI MOHALLA , Tamoli Mohalla	01	Wait...
1000000054	7001702040	SATHYNARAYAN TMOLI , S/O KAVAR LAL JI TMOLI ,		8889357898	04	03	TAMOLI MOHALLA ,	01	Insp...
1000000061	7001698136	TESTING	TEST	9889123456	15	01	MEGHWAL MOHALLA ,	01	Pen...
1000000055	7001702018	asokh kumar tmoli bheru lal ji tmoli		9584801520	04	03	TAMOLI MOHALLA , Tamoli Mohalla	01	Insp...
1000000044	7001702016	lakshmi narayan tamoli bhona tamoli		7509062045	03	01	TAMOLI MOHALLA , Tamoli Mohalla	01	Insp...
1000000057	7001702958	vinod kumar maru chandan mai ji maru		9926512394	04	03	TAMOLI MOHALLA , Tamoli Mohalla	01	Pen...

Note: A red box highlights the application number '1000000061' with the text 'Click on Application number'.

5. Check all details carefully.

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Application Details

Application Number	1000000061	Property Owner Name	TESTING	Father / Husband Name	TEST
Mobile Number	9889123456	Email Id		Ward	15
Zone	01	Property Address	MEGHWAL MOHALLA ,	Connection Type	RESIDENTIAL
e-Nagarpalika Property Tax ID	7001698136	Old Property Tax ID	2190002917	Sewage Line Distance	0
Connection Size		Sub Connection Type	PLOT AREA UPTO 1000 SQFT	Created Date	09.12.2024
Status	Pending At Ulb				

Comment Details

Created Date	Action By	Remark	Action Date	Action Time
09.12.2024	ABM-T003			00:00:00

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6. Check Documents Uploaded by Citizen.

Attachment Details

Created Time	Created Date	Attachment Type	Attached By	File Content
18:25:05	09.12.2024	ID Proof *		C:\FAKEPATH\TRADE LICENCE NEW SOP- PORTAL (1).PDF

Provide Below Data And Click On Save Button

Status *

Connection Start Date *

Remark *

Save

Click on file content to check & verify Attachment upload by Citizen.

7. Changing Status & sending for next approval.

Attachment Details

Created Time	Created Date	Attachment Type	Attached By	File Content
18:25:05	09.12.2024	ID Proof *		C:\FAKEPATH\TRADE LICENCE NEW SOP- PORTAL (1).PDF

Provide Below Data And Click On Save Button

Status *

Connection Start Date *

Forward to *

Remark *

Save

Change status to waiting for inspection for sending the application to Inspector ID.

Select connection start date, from which Connection has been started.

Select desired ID for next approval.

click on save button for submission.

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8. After saving the application, status changed to waiting for inspection.

✔ Your Status for Application no. 1000000061 Changed to Waiting For Inspection

 Perform Action On Sewerage Application

2nd LEVEL APPROVAL

1. Open sewerage cockpit on portal by authorized Inspector ID
2. Click on my action list.

 Welcome To Sewer Connection Dashborad

Cash Desk

- New Application CashDesk
- Cashdesk
- Duplicate Receipt
- Duplicate Certificate

New Sewer Connection

- Apply For New Connection
- My Action List → **1. click on my action list for checking & approving, pending, reject, approved application**

All Types of Correction

- Demand Modify
- Credit Modify
- Update Master Data

MIS

- New Connection Demand Collection MIS
- Ward Wise New Connection MIS
- Disconnection

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3. Select Pending Application from dropdown.
4. Select Application no

SAP Pending Sewerage Application List

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Provide Below Data And Click On Search Button

From Date: To Date:

Application Number: Pending Application

Click On Below Data to Perform Action Click on Application number

Application Number	e-Nagarpalika Property Tax ID	Property Owner Name	Father / Husband Name	Mobile Number	Ward	Zone	Property Address	Connection Type	Status
100000059	7001702958	vinod kumar maru chandan mal jii maru		9926512394	04	03	TAMOLI MOHALLA , Tamoli Mohalla	01	Pen...
100000060	7001702958	vinod kumar maru chandan mal jii maru		9926512394	04	03	TAMOLI MOHALLA , Tamoli Mohalla	01	Wait...
100000054	7001702040	SATHYNARAYAN TMOLI , S/O KAVAR LAL JI TMOLI ,		8889357898	04	03	TAMOLI MOHALLA ,	01	Insp...
100000061	7001698136	TESTING	TEST	9889123456	15	01	MEGHWAL MOHALLA ,	01	Pen...
100000055	7001702018	asokh kumar tmoli bheru lal jii tmoli		9584801520	04	03	TAMOLI MOHALLA , Tamoli Mohalla	01	Insp...
100000044	7001702016	lakshmi narayan tamoli bhona tamoli		7509062045	03	01	TAMOLI MOHALLA , Tamoli Mohalla	01	Insp...
100000057	7001702958	vinod kumar maru chandan mal jii maru		9926512394	04	03	TAMOLI MOHALLA , Tamoli Mohalla	01	Pen...

5. Check all details carefully.

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Application Details

Application Number	100000061	Property Owner Name	TESTING	Father / Husband Name	TEST
Mobile Number	9889123456	Email Id		Ward	15
Zone	01	Property Address	MEGHWAL MOHALLA ,	Connection Type	RESIDENTIAL
e-Nagarpalika Property Tax ID	7001698136	Old Property Tax ID	2190002917	Sewage Line Distance	0
Connection Size		Sub Connection Type	PLOT AREA UPTO 1000 SQFT	Created Date	09.12.2024
Status	Waiting For Inspection				

Comment Details

Created Date	Action By	Remark	Action Date	Action Time
09.12.2024	ABM-T003	TEST	10.12.2024	15:12:03
10.12.2024	ABM-T003		10.12.2024	15:12:03

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6. Check Documents Uploaded by Citizen & Change status to inspection done.

Attachment Details

Created Time	Created Date	Attachment Type	Attached By	File Content
18:25:05	09.12.2024	ID Proof *		C:\FAKEPATH\TRADE LICENCE NEW SOP- PORTAL (1).PDF

Provide Below Data And Click On Save Button

Status *

Connection Start Date *

Remark *

7. Provide Inspection data & Upload inspection report then save.

Provide Inspection Data Below

Amrut Connection Status *

Manhole No. *

IC Number *

Sewage Line Distance *

Attachment type:

Select File

Attachment Type	File Name

8. After submitting the application Demand generate.

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✓ your demand of Rs

3000.00 is generated . please go to ulb and pay demand.

New Application Cashdesk

1. Open sewerage cockpit on portal by authorized ID for payment.
2. Click on New application Cashdesk.

Cash Desk

- New Application CashDesk
- Cashdesk
- Duplicate Receipt
- Duplicate Certificate

click on new application cashdesk for one time sewerage connection charges & other payment.

3. After entering detail click on search.

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Provide Below Data And Click On Search Button

Application No	<input type="text" value="0000000000"/>	e-Nagarpalika Property Tax Id	<input type="text"/>
Old Property Tax ID	<input type="text"/>	Mobile Number	<input type="text"/>
Ward	<input type="text" value="00"/>	Zone	<input type="text" value="00"/>
Property Owner Name	<input type="text"/>	Property Address	<input type="text"/>

Click on search

4. Select Application no.

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Please Select Below Data for Processing Payment

Application Number	Property Owner Name	Father / Husband Name	Mobile Number
1000000032	ASHOK KUMAR , S/O PHOOL CHANDRA ,		9406608117
1000000054	SATHYNARAYAN TMOLI , S/O KAVAR LAL JI TMOLI ,		8889357898
1000000061	TESTING → Select application no.	TEST	9889123456
1000000055	asokh kumar tmoli bheru lal jii tmoli		9584801520
1000000044	lakhshmi narayan tamoli bhona tamoli		7509062045

5. Enter other remaining charges.

Application Details

Application Number	1000000061	Property Owner Name	TESTING	Father / Husband Name	TEST
Mobile Number	9889123456	Email Id		Ward	15
Zone	01	Property Address	MEGHWAL MOHALLA ,	Sub Connection Type	RESIDENTIAL
e-NagarPalika Property Tax ID	7001698136	Old Property Tax ID	2190002917	Sewage Line Distance	100
Connection Size		Sub Bhawan Type	PLOT AREA UPTO 1000 SQFT	Created Date	09.12.2024
Status	Inspection Done	Monthly Tariff (Rs.)	150.00	Posting Date	09.12.2024

Sewerage Charges Details

One Time Sewerage Connection Charges (Rs.)	3,000.00	Material Charges	0.00
Security Deposit	0.00	Legal Charges	0.00
Road Cutting	0.00	Labour Charges	0.00
Other Charges	0.00	Installation Charges	0.00

6. Select mode of pay & Submit.

Mode Of Payment

Cash Cheque Pos Katta

Provide Remark

Remark *

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7. After confirming the payment, payment received.

✓ Payment of Rs 3000.00 Received Successfully.

8. Receipt automatically generate and download.

Sewerage Demand for New Connection Payment Receipt

Kukdeshwar Nagar Parishad

Transaction Number:1000000061		Posting date:09.12.2024
Application Number	1000000061	Mobile No. 9889123456
Name	#####	
Address	##### ,	
New Connection	3,000.00	
Security Deposit	0.00	
Other Charges 2	0.00	
Road Cut	0.00	
Labour Charge	0.00	
Material Charges	0.00	
Illegal Charges	0.00	
Installation Charge	0.00	
Total Amount :	3,000.00	
##### :	####	
Cashier Signature :		

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3rd LEVEL APPROVAL (FINAL APPROVAL)

1. Open sewerage cockpit on portal by authorized hod ID
2. Click on my action list.

The screenshot shows the SAP interface for the Sewer Connection Dashboard. The top navigation bar includes the SAP logo and the text 'Welcome To Sewer Connection Dashborad'. The main content area is divided into several functional sections:

- Cash Desk:** Includes icons and links for 'New Application CashDesk', 'Cashdesk', 'Duplicate Receipt', and 'Duplicate Certificate'.
- New Sewer Connection:** Includes 'Apply For New Connection' and 'My Action List'. A red box highlights 'My Action List' with the instruction: '1. click on my action list for checking & approving pending, reject, approved application'.
- All Types of Correction:** Includes 'Demand Modify', 'Credit Modify', and 'Update Master Data'.
- MIS:** Includes 'New Connection Demand Collection MIS', 'Ward Wise New Connection MIS', and 'Disconnection'.

3. Select Pending Application from dropdown.
4. Select Application no

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SAP Pending Sewerage Application List

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Provide Below Data And Click On Search Button

From Date: To Date:

Application Number: Pending Application

Click On Below Data to Perform Action Click on Application number

Application Number	e-Nagarpalika Property Tax ID	Property Owner Name	Father / Husband Name	Mobile Number	Ward	Zone	Property Address	Connection Type	Status
1000000059	7001702958	vinod kumar maru chandan mal ji maru		9926512394	04	03	TAMOLI MOHALLA , Tamoli Mohalla	01	Pen...
1000000060	7001702958	vinod kumar maru chandan mal ji maru		9926512394	04	03	TAMOLI MOHALLA , Tamoli Mohalla	01	Wait...
1000000054	7001702040	SATHYNARAYAN TMOLI , S/O KAVAR LAL JI TMOLI ,		8889357898	04	03	TAMOLI MOHALLA ,	01	Insp...
1000000061	7001698136	TESTING	TEST	9889123456	15	01	MEGHWAL MOHALLA ,	01	Pen...
1000000055	7001702018	asokh kumar tmoli bheru laj ji tmoli		9584801520	04	03	TAMOLI MOHALLA , Tamoli Mohalla	01	Insp...
1000000044	7001702016	lakshmi narayan tamoli bhona tamoli		7509062045	03	01	TAMOLI MOHALLA , Tamoli Mohalla	01	Insp...
1000000057	7001702958	vinod kumar maru chandan mal ji maru		9926512394	04	03	TAMOLI MOHALLA , Tamoli Mohalla	01	Pen...

5. Check all details carefully.

Application Details

Application Number	1000000061	Property Owner Name	TESTING
Mobile Number	9889123456	Email Id	
Zone	01	Property Address	MEGHWAL MOHALLA ,
e-Nagarpalika Property Tax ID	7001698136	Old Property Tax ID	2190002917
Connection Size		Sub Connection Type	PLOT AREA UPTO 1000 SQFT
Status	Inspection Done		

Comment Details

Created Date	Action By	Remark	Action Date	Action Time
09.12.2024	ABM-T003	TEST	10.12.2024	15:12:03
10.12.2024	ABM-T003	TEST	10.12.2024	16:57:50
10.12.2024	ABM-T003	TEST	10.12.2024	17:34:18
10.12.2024	ABM-T003	TEST	10.12.2024	17:34:18

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6. Check all attachment & Change status to APPROVED/REJECT.
7. Give connection start date & Save the application.

Attachment Details

Created Time	Created Date	Attachment Type	Attached By	File Content
18:25:05	09.12.2024	ID Proof *		C:\FAKEPATH\TRADE LICENCE NEW SOP- PORTAL (1).PDF
16:57:50	10.12.2024	Inspection Report	ABM-T003	C:\FAKEPATH\DATA.XLSX

Provide Below Data And Click On Save Button

Status *

Connection Start Date *

Remark *

8. After saving the application, connection no generated.

✓ Your Application No. 1000000061 Approved And Connection No is 2190000152

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9. after generating Connection No. Sewerage certificate automatically generated & download.

Sewerage New Connection Certificate Kukdeswar Nagar Parishad			
		Connection Start 01.12.2024 date	
Connection No.	2190000152	Connection Type	Residential
Name	#####		
Address	##### ,		
Mobile	9889123456		
Monthly Tarrif	150.00		
New Connection	3,000.00		
Security Deposit	0.00		
Other Charges 2	0.00		
Road Cut	0.00		
Labour Charge	0.00		
Material Charges	0.00		
Illegal Charges	0.00		
Installation Charge	0.00		
Total Paid Amount	3,000.00		
Approved By	#####		
Payment Mode	Cash		
This is a system generated form, hence does not need any authentication by signature			