MCG

MUNICIPAL CORPORATION of GURUGRAM

NURTURING GURUGRAM

Citizen Manual

for New Water & Sewerage Connections / New Water Connections

Version **1.0**



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Citizen Guide
New Water & Sewer Connection / New Water Connection

New Water & Sewer Connection / New Water Connection

Introduction:

This manual serves as a step-by-step guide for citizens applying for a new water or sewerage connection. It explains the online application process, documents required, payment details, and post-application procedures. Please read the instructions carefully to ensure smooth and timely processing of your application.

Who Can Apply?

You can apply if:

- You are the owner / authorized occupant of the property.
- Your property does not already have a water connection.
- You have a valid Property ID (PID).

How to Apply Online?

Link for New Application: mcg-sms.austere.biz/consumer/login

Step 1 – Register User

Click on "Register New User" to navigate to the User Registration Details page.

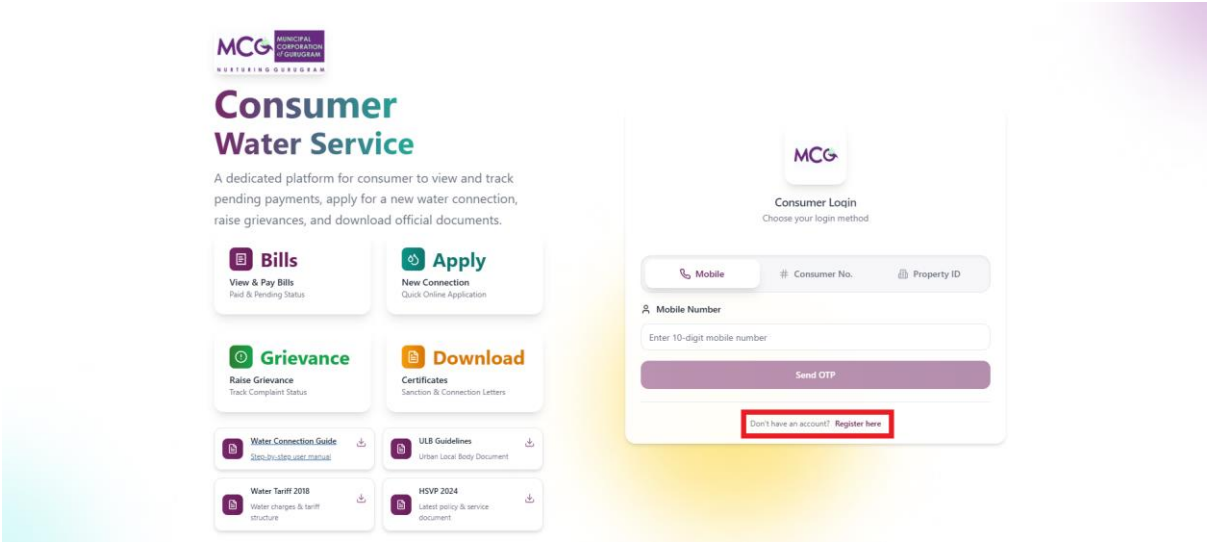


Figure 1: Login page showing the "Register New User" option.

Enter your **Name**, **Mobile Number**, and **Email ID** to register as a new user. After entering the **Mobile Number**, it must be verified through an **OTP (One-Time Password)** sent to the registered mobile number to complete the registration process.

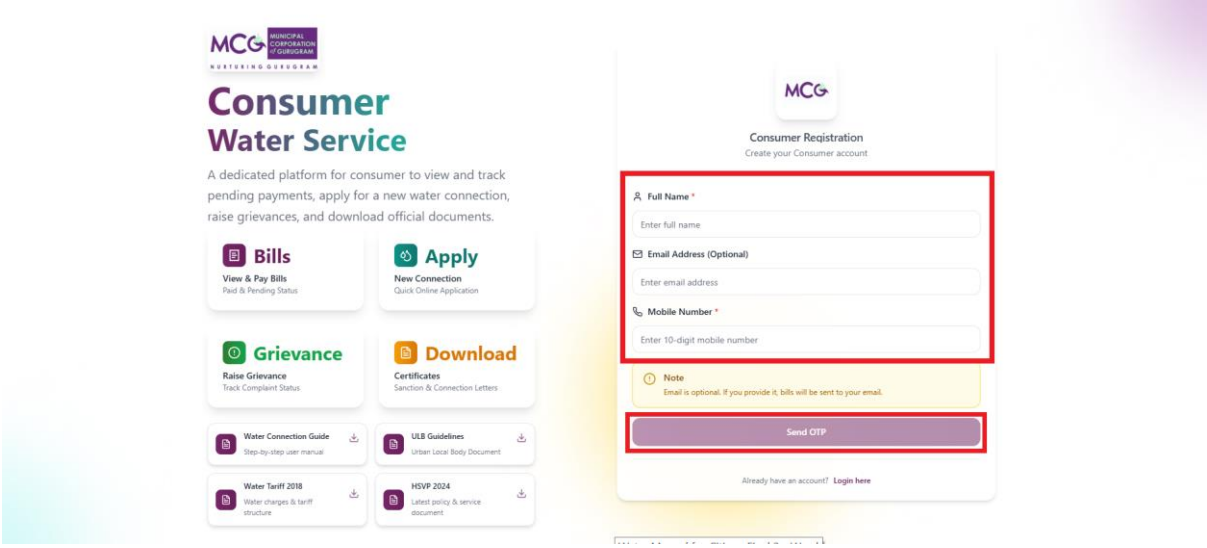


Figure 2: Registration page displaying fields for Name, Phone, and Email ID.

Once the details are entered successfully, a message stating **"Registration Successful"** will be displayed.
You will then be redirected to the login page.
OR

Step 1 – Login

Login using:

- Mobile Number (OTP), or
- Property ID (PID), or
- Consumer Number (if available)

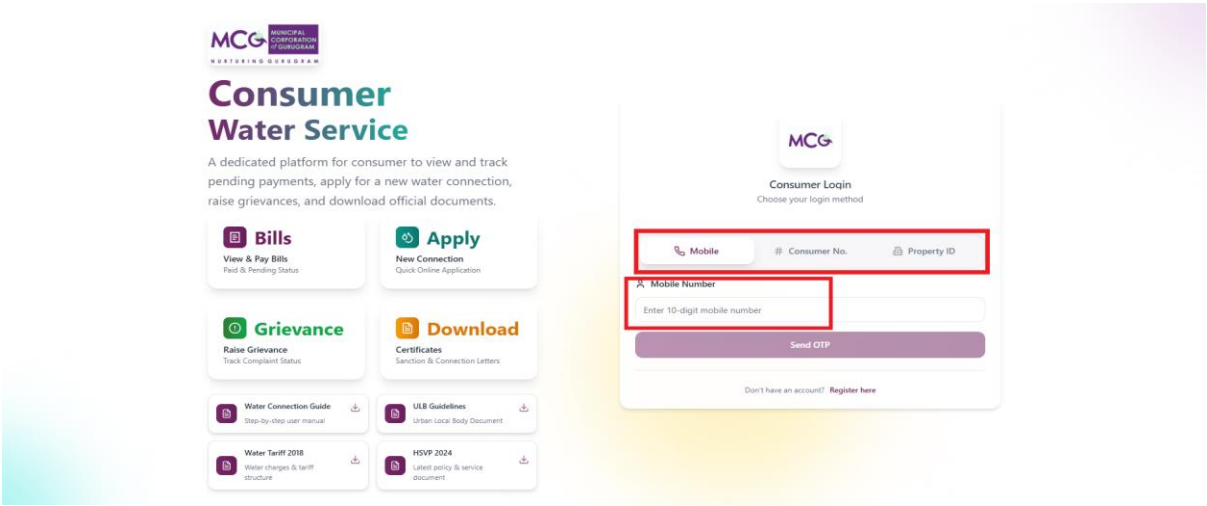


Figure 3: Login page used for accessing the system through Mobile OTP, Property ID (PID), or Consumer Number.

Step 2 – Navigate to the New Connection tab available in the side panel.

Select the required option:

1. Apply for Water/Sewerage Connection
2. Apply for Water Connection

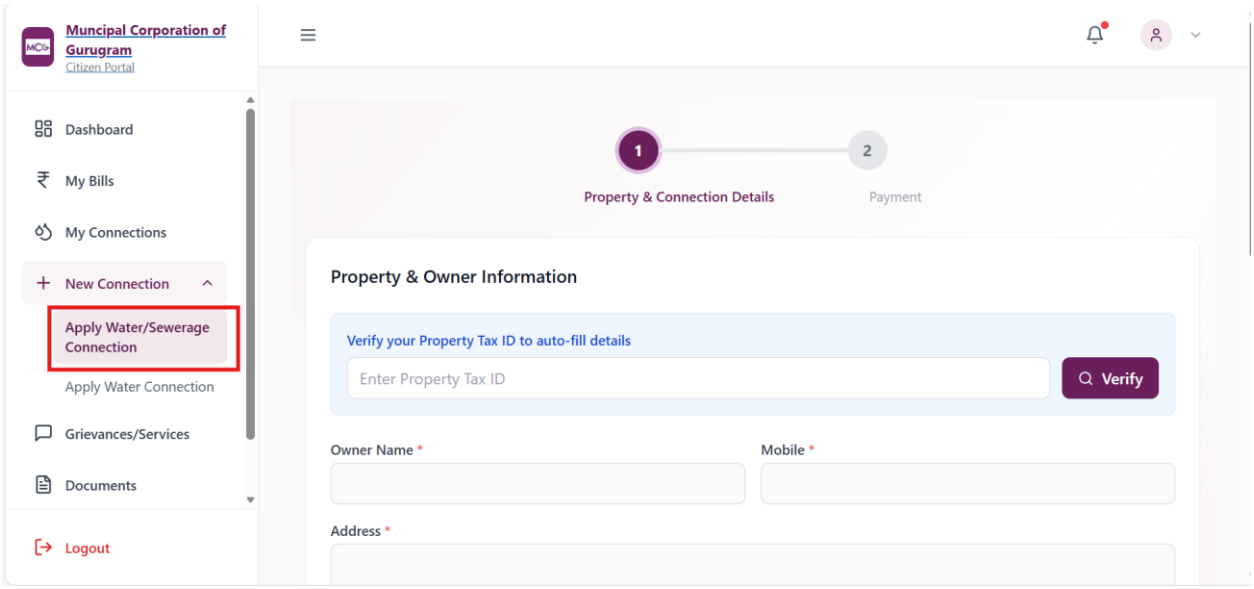


Figure 4: Water Connection Portal page used to apply for a new Water/Sewerage connection and enter property details.

Step 3 – Enter Property ID (PID)

Enter your PID (System auto-fetches property details).

- System will auto-fetch:
  - Property details
  - Address
  - Category

⚠ If a connection already exists on this PID, the system will show a message.

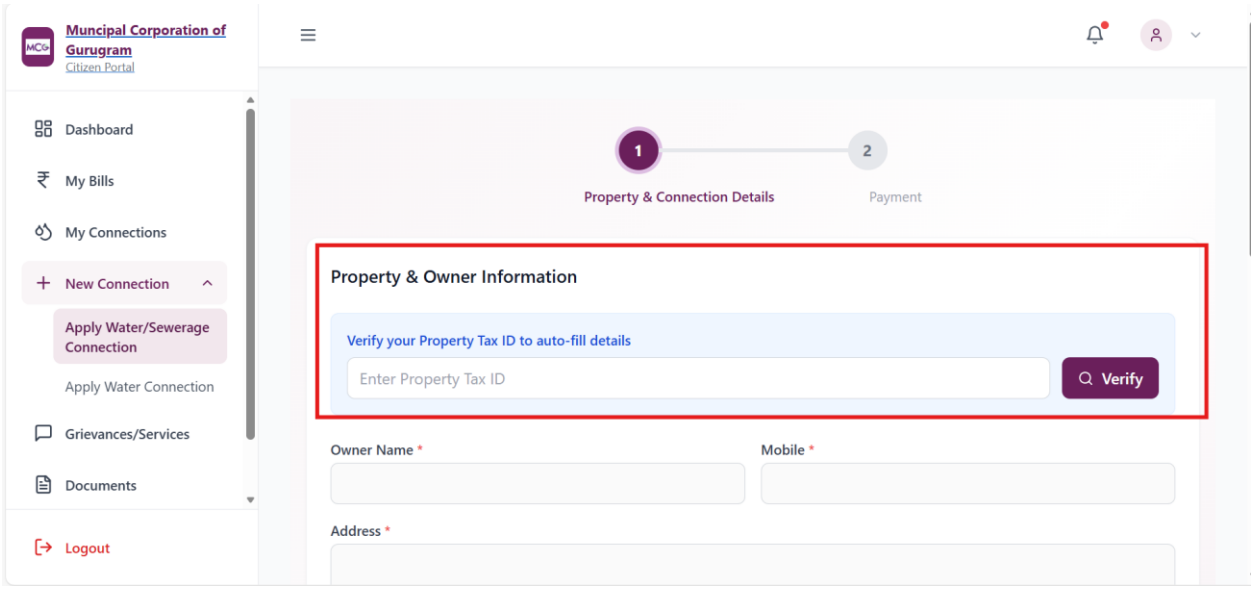


Figure 5: Section for verifying Property Tax ID to auto-fill owner and property details.

Step 4 – Input Personal Details

1. Email ID
2. Number of potential users
3. Sewerage disposal mechanism – If **GMDA** is selected, the GMDA connection number must be provided
4. Other details will be auto-fetched through the linked Property ID

Step 5 – Select Plumber

- Choose plumber (area-wise list available).
- Select preferred time slot in field “Available Visit Time Slot”
- Plumber contact number will be visible.

Plumber will visit within **2 working days**.

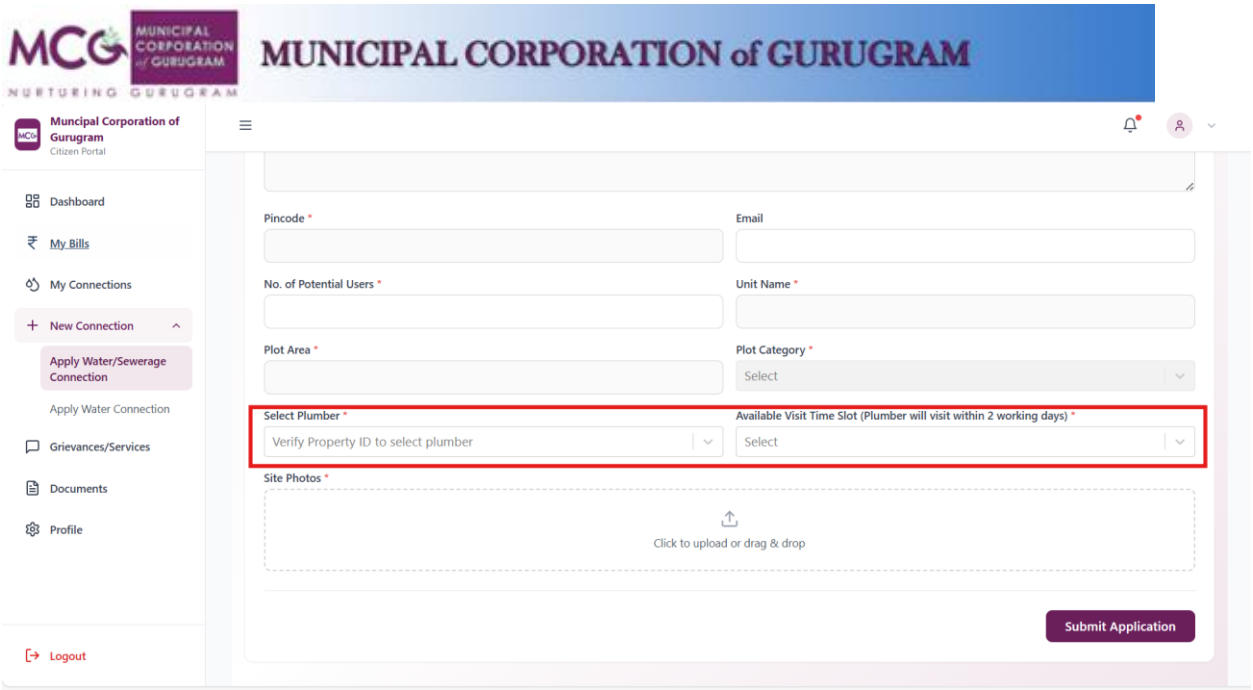


Figure 6: Section for selecting the plumber and scheduling the available visit time slot.

Step 6 – Upload Property Photograph

- Upload clear photo of the property.
- You can use:
  - Camera- If Mobile
  - Gallery

Preview option available before submission.

Click **Submit Application** — a **"Review Your Application"** dialog box will open to verify the entered details before final submission.

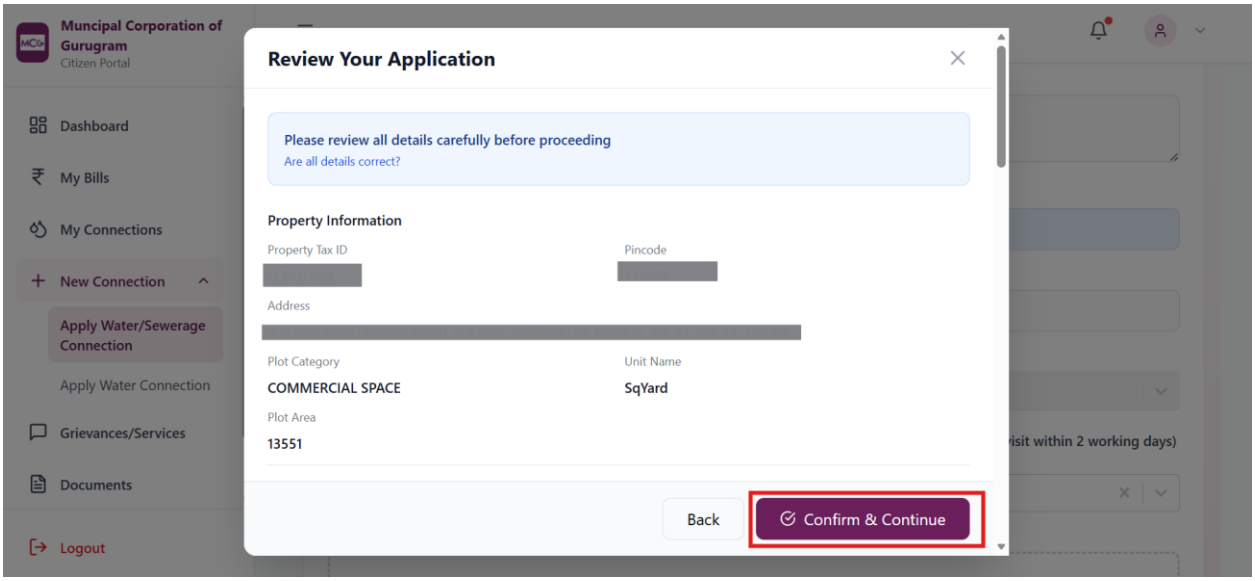


Figure 7: Application review screen used to verify details before confirming and proceeding.

Step 7 – Verify Property Details

You will be asked:
"Is the fetched data correct?"

- If YES → Proceed.

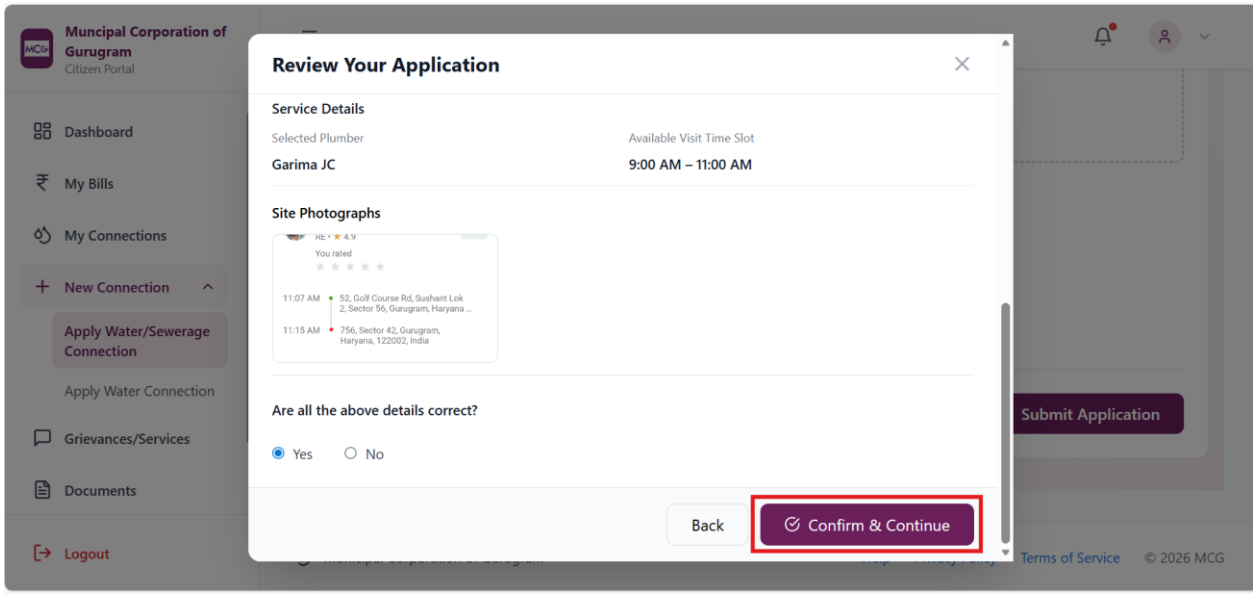


Figure 8: Final confirmation screen showing selected plumber, visit time slot, and site photographs before submission.

- If **NO** → Submit a correction request. The information will be saved in the system; however, for actual updation in the PID portal, the consumer must visit the PID portal separately and get the details corrected there. Once updated in the PID portal, the changes will automatically reflect in the water system.

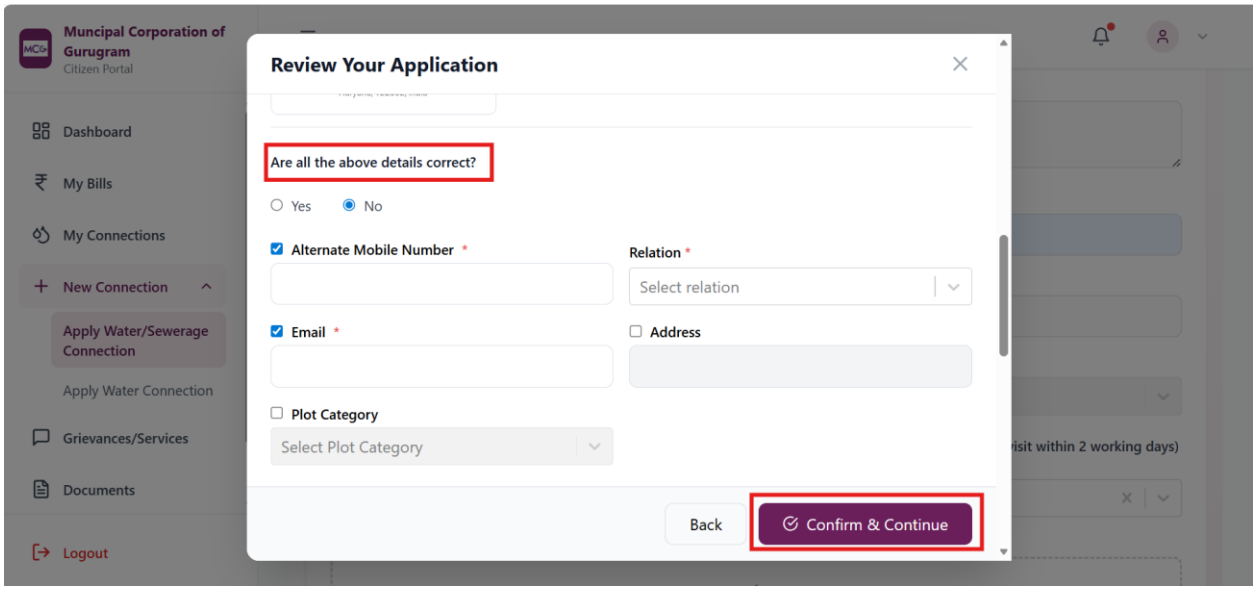


Figure 9: Data verification screen where the applicant confirms whether the displayed details are correct or provides updated mobile, email, or other information if "No" is selected.

Confirm And Continue to Submit Your Application or Give Suggestions for Changes Required

Step 8 – Payment of Water Connection Charges

Review the applicable charges and proceed to make the payment using any of the available payment methods — Card, UPI, or Net Banking.

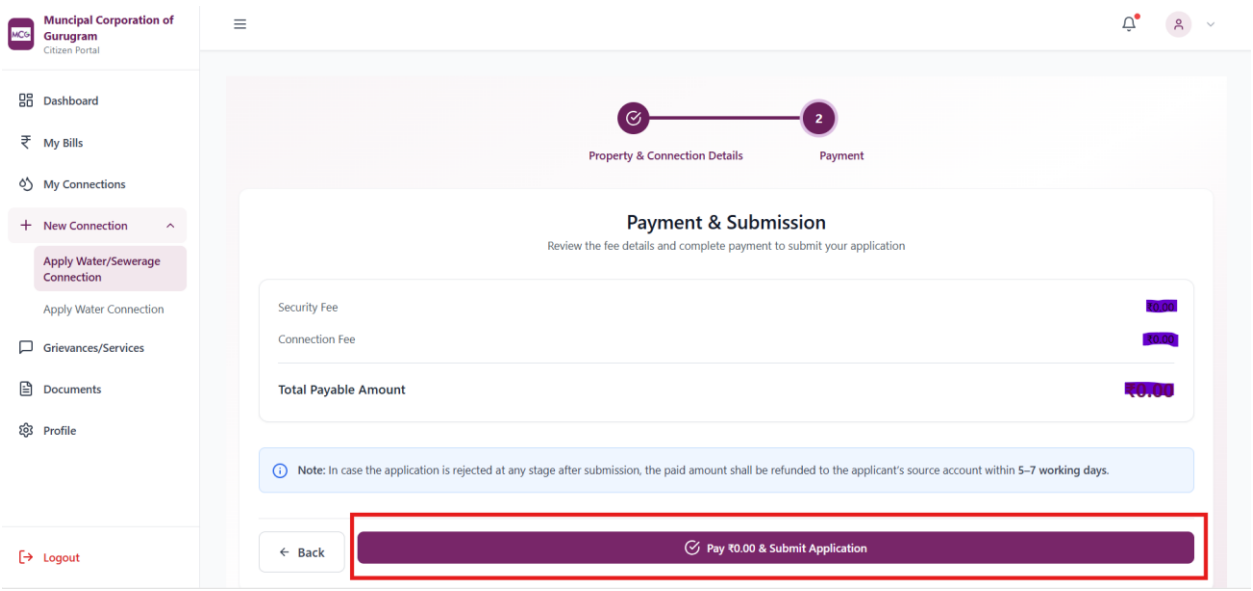


Figure 10: Payment and submission screen displaying applicable charges and option to pay and submit the application.

Connection Further Steps After Application Submission

1. Site Inspection:
Plumber visits the site, checks feasibility, suggests connection size, and uploads inspection details.

2. Approval (Within 48 Hours):
JE reviews the inspection.

- If approved: Sanction Letter generated and SMS sent.
- If rejected: Reason displayed; applicant can correct and reapply.

3. Installation:
After approval, plumber installs the connection and meter, and uploads meter details. Applicant signs indemnity form and pays plumbing charges.

4. Final Connection Letter:
Once installation is completed, the Connection Letter is generated, available on the portal, and SMS confirmation is sent.

Expected Timeline

Plumber Visit: Within 2 days
JE Approval: Within 2 days
Total Process: Around 7 days

Disclaimer: The above timeline is indicative and provided for reference only. The actual connection time may vary based on site conditions, document verification, technical feasibility, and administrative processing time.

Documents Required

A. For New Water/ Sewerage Connection or New Water Connection
Mandatory Documents

1. **Property Photograph**
    - Clear front view of property-Upload via camera (In Mobile Login) or gallery

Conditional Documents (If required)- When Consumer wants changes in details fetched from property ID

1. Sale Deed / Latest Property Tax Receipt
2. Ownership Proof – Details of the person/entity in whose name the property is registered.

Fees and Charges*

New Water & Sewerage Connection:

- Water charges
- Sewerage connection charges
- Combined security deposit (Water + Sewer)

New Water Connection (Only):

- Water charges
- Water security deposit

***Important Information & Disclaimer**

- The initial payment is towards application/processing charges (including sanction and related approvals).
- Reporting and final connection charges will depend on actual site conditions and will be assessed on a case-to-case basis.
- The consumer shall bear the sanctioning and final connection charges, which will be paid directly to the plumber.
- In case of rejection, only the application/processing charges will be refunded as per system provisions.

Important Instructions for Citizens

- PID can be locked for 24 hours if entered incorrectly 3 times.
- Property details cannot be directly edited.
- Keep mobile number updated to receive SMS updates.
- Track application status anytime through portal.
- All letters (Sanction & Connection) are downloadable online.