
TMC User Manual Document

Consumer Portal

Version -1.1

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1. Web Self Service

Web Self service module allows user to register consumers for paying bills, lodging complaints, Store Payment history, Consumption history, Account history of consumers. Keep track of all information related to consumers. Only valid registered users can use this application for viewing details. Authentication process will be done for authenticating consumer against valid credentials.

Bill Payment | Online Complaint

Thane Municipal Corporation (TMC)
Water distribution -TMC , Thane

About Us | Consumer Zone | Grievance Redressal | Careers | Contact Us

Track Request
Regulatory Information
Tariff Details
Report Theft

Customer Call Centre
+91 XXXXXXXXXX

Download App!
Download on the App Store | Get it on Google Play

Login Here

Email ID Ex. abc@tmc.com
Password

Login

[Forgot Password ?](#) [Registration](#)

Note: Email ID & Password will be used if already registered from Mobile App

1.1 User Registration

To use the TMC Web self-service application consumer need to fill their details for **Registration** of application.



Registration

Already member? Go to Login Here

Fields marked * are mandatory.

Old Consumer No. *

Old Consumer No.



It's old consumer number showing on bill, Ex. 123456789012

Mobile No. *

Mobile No.



It's 10 digit mobile number, Ex. 987654321

Consumer No. *

Consumer No.

Bill Number *

Bill Number

Email ID *

Email ID

Email id with max 50 char, Ex. abc@xyz.com

Password *

Password

It's combination of atleast one special char and alphanumeric, max 20 char, Ex. pass@981

Confirm Password *

Confirm Password

It should be same as password above entered.

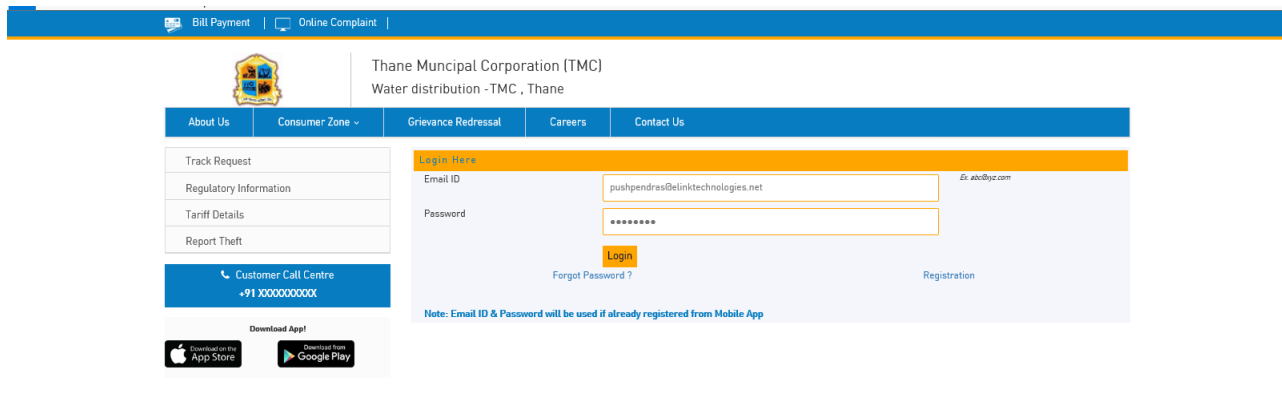
Register

Steps:

- 1 Click on **Registration** link present on Login screen of WSS.
- 2 After click on **Registration** link option, Registration page is displayed.
- 3 Enter valid **Old consumer Number**.
- 4 Enter latest **Bill Number**.
- 5 Enter valid **Email id**.
- 6 Enter **Password** which need to be set.
- 7 Enter **Confirm password**
- 8 Click on **Register** button
- 9 System will prompt success message upon successful registration of Consumer

1.2 Login

To access TMC WSS application consumer need to **login**. Using consumer **email id & password** which is enter at the time of registration.



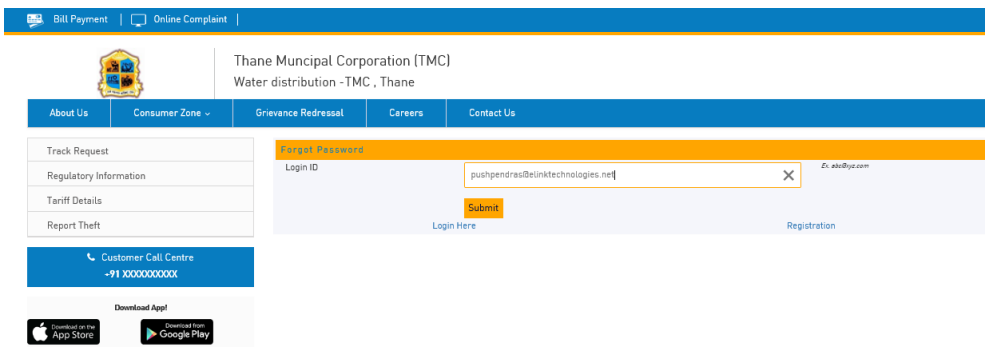
The screenshot shows the login page of the Thane Municipal Corporation (TMC) Water distribution system. The page features a blue header with navigation links for 'Bill Payment' and 'Online Complaint'. Below the header is the TMC logo and name. A navigation bar includes 'About Us', 'Consumer Zone', 'Grievance Redressal', 'Careers', and 'Contact Us'. On the left, there are links for 'Track Request', 'Regulatory Information', 'Tariff Details', and 'Report Theft', along with a 'Customer Call Centre' number. The main content area is titled 'Login Here' and contains an 'Email ID' field with the value 'pushpendras@belinktechnologies.net', a 'Password' field with masked characters, and a 'Login' button. There are also links for 'Forgot Password?' and 'Registration'. A note at the bottom states: 'Note: Email ID & Password will be used if already registered from Mobile App'. At the bottom left, there are 'Download App!' buttons for the App Store and Google Play.

Steps:

- 1 Click on **Registration** link present on login screen of WSS.
- 2 Enter valid registered **Email id**
- 3 Enter valid **password**
- 4 Click on **Login** button
- 5 On clicking on **Login** button system prompts success message and user is redirected to **Dashboard** screen.

1.3 Forgot Password

Forgot password functionality helps user to retrieve the password, which is lost



The screenshot shows the 'Forgot Password' page of the Thane Municipal Corporation (TMC) Water distribution system. The page features a blue header with navigation links for 'Bill Payment' and 'Online Complaint'. Below the header is the TMC logo and name. A navigation bar includes 'About Us', 'Consumer Zone', 'Grievance Redressal', 'Careers', and 'Contact Us'. On the left, there are links for 'Track Request', 'Regulatory Information', 'Tariff Details', and 'Report Theft', along with a 'Customer Call Centre' number. The main content area is titled 'Forgot Password' and contains a 'Login ID' field with the value 'pushpendras@belinktechnologies.net' and a 'Submit' button. There are also links for 'Login Here' and 'Registration'. At the bottom left, there are 'Download App!' buttons for the App Store and Google Play.

Steps:

- 1 On Login screen Click on [Forgot password](#) link
- 2 Enter valid registered **Email id**.
- 3 Click on **Submit** button.

1.4 Bill Payment

Bill Payment module allows to do payment of Bills which are unpaid.

Bill payments can be made both online & offline

Thane Municipal Corporation (TMC)
Water distribution - TMC, Thane

Customer Call Centre
+91 XXXXXXXXXX

Dashboard Service Account History Report Theft Careers Contact Us

Bill Payment

Consumer No.:	010171007581
Name:	COOLPLANET & VIMAL SHAH
Bill Number:	1719195
Due Date:	31-Oct-2019
Bill Month:	201909
Amount Due (Rs.):	4088
Email ID:	vv@gmail.com
Mobile No.:	989222645

agree on terms and conditions.

[Pay Bill](#)

Page load time 0.069 seconds. Terms & Conditions | Privacy Policy © Copyright 2019 TMC

SUNBEAM Exploring New Ideas Reaching New Heights

HDFC BANK We understand your world

THIS IS A TEST SERVER. PLEASE DO NOT USE YOUR LIVE CARD OR BANK ACCOUNT HERE !!

Amount: Rs. 4088.00 Transaction ID: PU19122705073200108

Choose a payment method

HDFC Credit Card

Card Type VISA MasterCard

Card Number

Name on Card

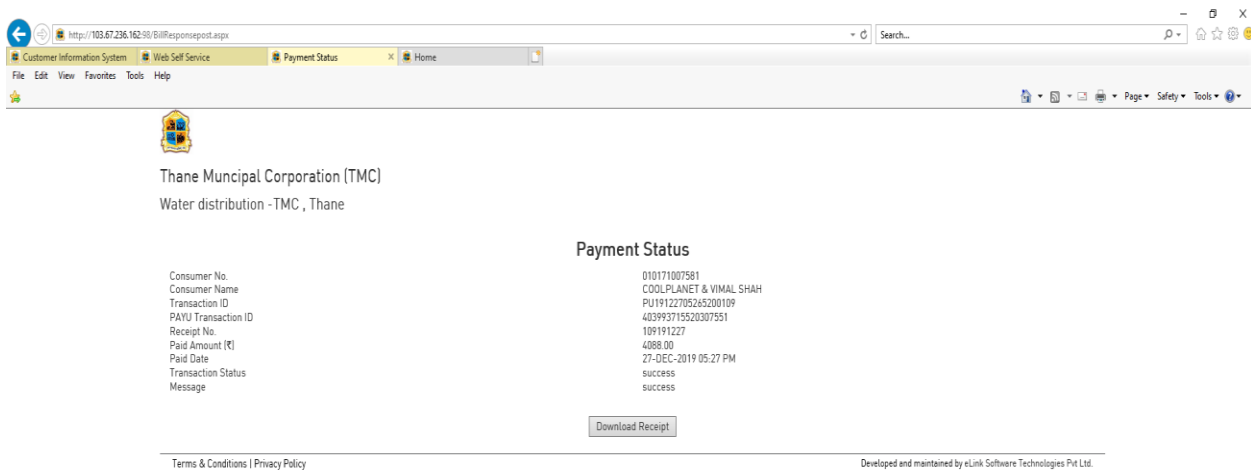
CVV Number What is CVV number?

Expiry Date

Note: In the next step you will be redirected to your bank's website to verify yourself.

[Pay Now](#)

VERIFIED by VISA MasterCard SecureCode. Norton SECURITY PCI Security Standards Council RuPay



Steps:

- 1 Click on **Registration** link present on login screen of WSS.
- 2 Enter valid registered **Email id**
- 3 Enter valid **password**
- 4 Click on **Login** button
- 5 On clicking on **Login** button system prompts success message and user is redirected to **Dashboard** screen. Select **Bill Payment** link user will be redirected to Bill payment form
- 6 Click on Pay bill user will be redirected to Payment gateway form. Enter card details and then click on Pay now button to make payment. After making successful payment system prompts success message and receipt is generated. User can download payment receipt and on successful payment consumer gets message to his registered mobile number.



1.5 Online Complaint

Online complaint module allows consumer to lodge complaint against different issues related to water, bills, leakage, etc.

Complaints can be only registered in online mode & only registered users can lodge complaints.



Online Complaint

Customer Call Centre
Contact our call centre Team on our help line number: 8888

Register Complaint

Complaint Type *

Complaint SubType *

Meter No. *

Remark *

Complaint is registered with Complaint no: WQ/27/12/19/461.

Register

Bill Payment Online Complaint PRESENT OCCUPIER ABI

Thane Municipal Corporation (TMC)
Water distribution -TMC , Thane

Customer Call Centre
+91 XXXXXXXXXX

Dashboard Service Account History Report Theft Careers Contact Us

Dashboard

Current Bill [Sep-2019]

Consumer No. 010171007612
Name PRESENT OCCUPIER ABDUL KALAM
CHOUDHARI ABDUL REHAMAN
CHOUDHARI, SALAM CHOUDHARI
Bill Date 15-OCT-2019
Bill Amount (₹) 6495
Due Date 31-OCT-2019
Amount Due(₹) 0

Pay Bill **View Bill**

Outage Info

No outage in your Area

My Connection

Consumer No. 010171007612
Meter No. B195005989
Connection Size 25
Tariff Details Residential / Urban / Metered

Consumption History

Consumption History (Last 6 Bills)

Month	Consumption (Unit)
Sep-2019	~800,000

Payment History

Payment History (Last 6 Months) (₹)

Month	Payment (₹)
Sep-2019	0

Complaint

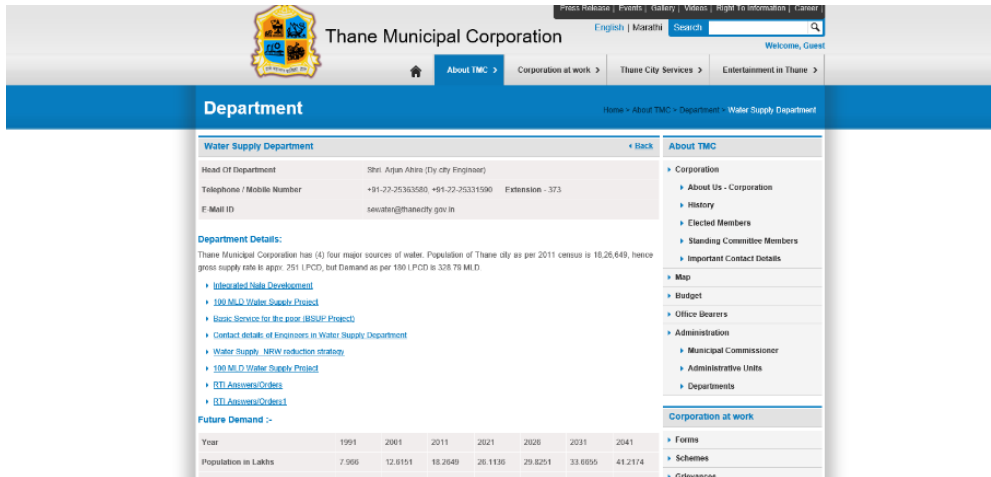
[Click here to register complaint](#)

Steps

- 1 To register complaint, Select complaint tab either from dashboard or click on [Online Complaint](#) link present beside [Bill Payment](#)
- 2 Select Complaint tab from Dashboard and click on [Here](#) to register complaint, Complaint registration form will be opened.
- 3 Or select [Online complaint](#) link, Click on it, Online complaint registration form will be opened. On clicking on it Complaint registration form is opened.
- 4 Click on **Login** button Select **Complaint type**, Select **Complaint Sub type**, **Meter no** will be fetched as per selected consumer. Enter **remarks** & click on **Register** button.
- 5 On clicking on **Register** button, Complaint is successfully registered.

1.6 About Us

About us tab navigate to the information regarding TMC Water Supply department.



The screenshot shows the Thane Municipal Corporation website. The header includes the logo, the name 'Thane Municipal Corporation', and navigation links for 'About TMC', 'Corporation at work', 'Thane City Services', and 'Entertainment in Thane'. The main content area is titled 'Department' and 'Water Supply Department'. It provides contact information for the Head of Department, Mr. Arjun Abhra, and lists various department details and future demand projections.

Year	1991	2001	2011	2021	2028	2031	2041
Population in Lakhs	7.966	12.6151	18.2649	26.1136	29.8251	33.6955	41.2174

Steps:

- 1 On Login screen Click on **About Us** tab.
- 2 **About Us** page will open and show all the information regarding water department.

1.7 Consumer Zone

Consumer zone consist of consumer related content like Water saving tips, F.A.Q., feedback form. Consumer can access this section without log-in. The person who doesn't have an account, also use this section.

1.7.1 FAQ

1.7.2 Water Saving Tips

1.7.3 Feedback Form

Using feedback form the user (Consumer/non consumer) gives feedback about the system. User gives feedback in the form of Concern, Query, Appreciation, Query.

Feedback Form

Fields with * are required.

Feedback Type * Concern Appreciation Suggestion Query

Consumer No. *

Subject *

Attachment * No file chosen

Mobile No. *

Email ID *

Verification * (It's not case sensitive.)

Feedback Submitted Successfully.

Steps:

- 1 Click on **Consumer Zone** tab present on login screen of WSS and Select the feedback form option.
- 2 Select the feedback type according to the feedback.
- 3 Enter consumer no., subject and attach the file.
- 4 Enter mobile no. and email id.
- 5 Enter the captcha text. Click on refresh captcha button to produce new captcha text.
- 6 Click on Submit button to submit the form or to click on Clear button to clear the inputs.

1.8 Grievance Redressal

This module is responsible for handling all the consumer complaints.

Press Release | Events | Gallery | Videos | Right To Information | Career | English | Marathi | Search | Welcome, Guest

Thane Municipal Corporation

Home > Corporation at work > Grievances / Complaints

Grievances / Complaints

Grievances / Complaints

If you have any grievances / complaints, please send Email to

Municipal Commissioner,
Thane Municipal Corporation
Dr. Almeda Road, Panchpakhadi, Thane - 400601
Email : mc@thanecity.gov.in
Mukhyalaya Din : Monday, Tuesday
Help Line No. : +91-22-25331590/+91-22-25331211(During all working Days & timings)

About TMC

- Corporation
 - About Us - Corporation
 - History
 - Elected Members
 - Standing Committee Members
 - Important Contact Details
- Map
- Budget
- Office Bearers
- Administration
 - Municipal Commissioner
 - Administrative Units
 - Departments

Corporation at work

- Forms
- Schemes
- Grievances

Steps:

- 1 On Login screen Click on **Grievance Redressal** tab.
- 2 **Grievance Redressal** page will open and show all the information about how to log a complaint.

1.9 Track Request

Track request module is showing the status for different application types.

[Bill Payment](#)[Online Complaint](#)

Thane Municipal Corporation (TMC)

Water distribution -TMC , Thane

[Login Here](#)[About Us](#)[Consumer Zone](#)[Grievance Redressal](#)[Careers](#)[Contact Us](#)[Track Request](#)[Regulatory Information](#)[Tariff Details](#)[Report Theft](#)[Customer Call Centre](#)

+91 XXXXXXXXXX

Download App!



Track Request

Search By *

Consumer Number

Consumer No. *

061011000114

Search

Clear

Request Date	Name	Mobile No.	Status	Date
21-Jan-2020	HEMALATA LAXMICHANDRA SAWLA	8442094810	Demand Note Generated	25-Feb-2020 12:54 PM

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Page load time 0.09 seconds.

Steps:

- 1 On Login screen Click on **Track Request** tab.
- 2 **Track Request** page will open.
- 3 Consumer can search the request either by Application No. or Consumer No.
- 4 Click on **Search** button, the search result will appears.
- 5 Click on **Clear** button to clear the inputs.

1.10 Tariff Details

Tariff Details module is showing the .pdf file for all updated tariff related information.

The screenshot displays the Thane Municipal Corporation (TMC) website. At the top, there is a blue navigation bar with links for 'Bill Payment' and 'Online Complaint'. Below this, the TMC logo is on the left, and the text 'Thane Municipal Corporation (TMC)' and 'Water distribution - TMC, Thane' is on the right, accompanied by a 'Login Here' button. A secondary blue navigation bar contains links for 'About Us', 'Consumer Zone', 'Grievance Redressal', 'Careers', and 'Contact Us'. A left-hand menu lists 'Track Request', 'Regulatory Information', 'Tariff Details', and 'Report Theft'. The main content area shows 'Tariff Details' as the active tab, with a sub-section for '- Tariff Details PDF' containing a link for 'FY19-20_OPEN PDF (Test Tariff)'. Below the menu is a 'Customer Call Centre' button with the number '+91 XXXXXXXXXX' and a 'Download App!' section with buttons for the App Store and Google Play. At the bottom, there are links for 'Terms & Conditions' and 'Privacy Policy', a copyright notice for 2019 TMC, and a page load time of 0.196 seconds.

Steps:

- 1** On Login screen Click on **Tariff Details** tab.
- 2** **Tariff Details** page will open.
- 3** Click on **Tariff Details** link. The link for pdf is expanding.
- 4** Click on expanded link. The PDF for tariff details will open.

1.11 Dashboard

Dashboard showing summary of Consumers [Current Bills](#), [My Connections](#), [Account History](#), [Consumption History](#), [Outage Info](#), [Complaint](#), [LPCD](#), [Payment History](#) etc.



Thane Municipal Corporation (TMC)
Water distribution -TMC, Thane

Customer Call Centre
+91 XXXXXXXXXX

Dashboard | Service | Account History | Report Theft | Careers | Contact Us

Dashboard

Current Bill [Sep-2019]

Consumer No. 010171007612
Name PRESENT OCCUPIER ABDUL KALAM CHOUDHARI
ABDUL REHAMAN CHOUDHARI, SALAM
CHOUDHARI
Bill Date 15-OCT-2019
Bill Amount (₹) 6495
Due Date 31-OCT-2019
Amount Due(₹) 0

Pay Bill

View Bill

Outage Info

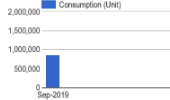
No outage in your Area

My Connection

Consumer No. 010171007612
Meter No. B195005924
Connection Size 25
Tariff Details Residential / Urban / Metered

Consumption History

Consumption History (Last 6 Billing)



Payment History

Payment History (Last 6 Months) [L...



Complaint

[Click here to register complaint](#)

LPCD

Bill Month 201909
No Of Meter 2
No Of Families 47
Billing Days 78
Consumption (KiloLtrs) 866
LPCD 236.22

[Click for more details](#)

Steps:

- 1 Click on **Registration** link present on login screen of WSS.
- 2 Enter valid registered **Email id**
- 3 Enter valid **password**
- 4 Click on **Login** button
- 5 On clicking on **Login** button, user is redirected to **Dashboard** screen.
- 6 Dashboard will show consumer details like **Current bills, Outage Info, My Connection, Consumption History, Payment History, Complaint, LPCD**

1.12 Current Bills

Current bills tab will display Bill details of consumer & consumer has provision to Pay bill & View bill . On clicking on **Pay bill** button user will be redirected to Bill Payment form and on Click on **View bill** button user can view Bill

The screenshot displays the Thane Municipal Corporation (TMC) dashboard. At the top, there is a navigation bar with links for 'Bill Payment', 'Online Complaint', and a user profile dropdown for 'PRESENT OCCUPIER ABI'. Below this is the TMC logo and name, along with a 'Customer Call Centre' button with the number '+91 3000000000'. A secondary navigation bar includes 'Dashboard', 'Service', 'Account History', 'Report Theft', 'Careers', and 'Contact Us'. The main dashboard area is divided into several sections:

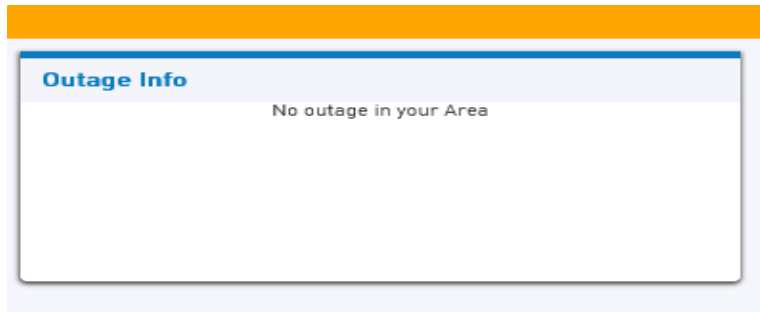
- Current Bill (Sep-2019):** Displays consumer details (Consumer No. 010171007612, Name: PRESENT OCCUPIER ABDUL KALAM CHOUDHARI ABDUL REHMAN CHOUDHARI, SALAM CHOUDHARI), Bill Date (15-OCT-2019), Bill Amount (₹) 5475, Due Date (31-OCT-2019), and Amount Due (₹) 0. It includes 'Pay Bill' and 'View Bill' buttons.
- Outage Info:** Shows 'No outage in your Area'.
- My Connection:** Displays Consumer No. 010171007612, Meter No. B195008932, Connection Size 25, and Tariff Details Residential / Urban / Metered.
- Consumption History:** A bar chart titled 'Consumption History (Last 6 Bills)' showing consumption in units for Sep-2019.
- Payment History:** A bar chart titled 'Payment History (Last 6 Months)' showing payment in units.
- Complaint:** A section with a link to 'Click here to register complaint'.

Steps:

- 1 Click on **Registration** link present on login screen of WSS.
- 2 Enter valid registered **Email id**
- 3 Enter valid **password**
- 4 Click on **Login** button
- 5 On clicking on **Login** button system prompts success message and user is redirected to **Dashboard** screen. Select **Current Bills** tab, Bill details of consumer will be displayed
- 6 Click on **Pay bill** to Pay bill of consumer. Click on **View bill** to view bill of consumer.
- 7 On clicking on Pay bill user will be redirected to [Bill payment](#) form

1.13 Outage Info

Outage info will display Information related to water issues



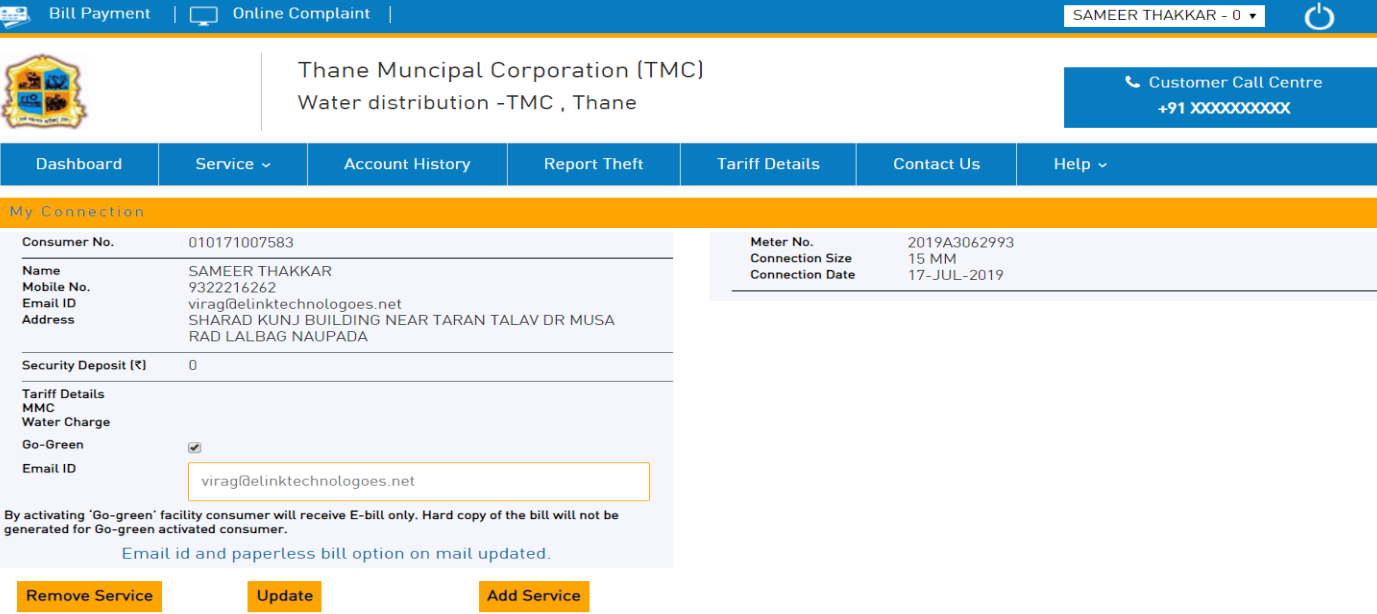
Steps:

- 1 Click on **Outage Info** Menu.
- 2 After click on **Outage Info**, display **Outage Info** page with if have in notice in consumer's area.

1.14 My Connections

In **My Connections** Menu showing Consumer Connection Details and consumer have facility to add maximum 3 service connection, it also able to remove service connection We can update the email id here for further notifications also we can make a entry for paper less bill.

User can access My Connection tab by navigating through **Services >> My Connections**.



The screenshot shows a web interface for Thane Municipal Corporation (TMC). The top navigation bar includes 'Bill Payment', 'Online Complaint', and a user profile 'SAMEER THAKKAR - 0'. Below the navigation bar is the TMC logo and name, along with 'Water distribution -TMC , Thane' and a 'Customer Call Centre' button with the number '+91 XXXXXXXXXX'. A menu bar contains 'Dashboard', 'Service', 'Account History', 'Report Theft', 'Tariff Details', 'Contact Us', and 'Help'. The 'My Connection' section displays consumer details: Consumer No. 010171007583, Name SAMEER THAKKAR, Mobile No. 9322216262, Email ID virag@elinktechnologies.net, and Address SHARAD KUNJ BUILDING NEAR TARAN TALAV DR MUSA RAD LALBAG NAUPADA. It also shows Meter No. 2019A3062993, Connection Size 15 MM, and Connection Date 17-JUL-2019. A 'Security Deposit (₹)' of 0 is listed. Under 'Tariff Details', 'MMC Water Charge' is shown. The 'Go-Green' option is checked, and the 'Email ID' field contains 'virag@elinktechnologies.net'. A note states: 'By activating 'Go-green' facility consumer will receive E-bill only. Hard copy of the bill will not be generated for Go-green activated consumer.' Below this, a link says 'Email id and paperless bill option on mail updated.' At the bottom, there are three buttons: 'Remove Service', 'Update', and 'Add Service'. The footer contains 'Terms & Conditions | Privacy Policy' and '© Copyright 2019 TMC'.

Steps:

- 1 Click on **Service >> Select My Connections** from dropdown list
- 2 After click on **My Connections**, display **Consumer Connection Details**.

- 3 Click on 'Add New Service' button.
- 4 After click on 'Add New Service', display Add New Service page and enter **consumer number**.
- 5 Enter **latest bill number** & Click on "Add On" Service button.
- 6 If want to 'Remove service' Click on 'Remove Service' button.
- 7 If want paper less bill then click the checkbox and enter email id and click **Update** button
- 8 Click on "Go Green" check box for paperless bill, enter email id click on Update button to receive the notifications.

1.15 Consumption History

Consumption history will display the consumption details of Consumer in form of graph

Bill Payment | Online Complaint
PRESENT OCCUPIER ABI

Thane Municipal Corporation (TMC)
Water distribution -TMC , Thane

Customer Call Centre
+91 XXXXXXXXXX

Dashboard
Service ▾
Account History
Report Theft
Careers
Contact Us

Dashboard

Current Bill [Sep-2019]

Consumer No.	010171007612
Name	PRESENT OCCUPIER ABDUL KALAM CHAUDHARI ABDUL REHAMAN CHAUDHARI, SALAM CHAUDHARI
Bill Date	15-OCT-2019
Bill Amount (₹)	6495
Due Date	31-OCT-2019
Amount Due(₹)	0

Pay Bill
View Bill

Outage Info

No outage in your Area

My Connection

Consumer No.	010171007612
Meter No.	B195005934
Connection Size	25
Tariff Details	Residential / Urban / Metered

Consumption History

Consumption History (Last 6 Bills)

Payment History

Payment History (Last 6 Months) [N...]

Complaint

[Click here to register complaint](#)


Steps:

- 1 Click on **Registration** link present on login screen of WSS.
- 2 Enter valid registered **Email id**
- 3 Enter valid **password**
- 4 Click on **Login** button
- 5 On clicking on **Login** button system prompts success message and user is redirected to **Dashboard** screen. Select **Consumption history** tab Consumption history details of consumer will be displayed.

1.16 Payment History

Payment history will display the payment details of Consumer in form of graph

Bill Payment | Online Complaint | PRESENT OCCUPIER ABI |



Thane Municipal Corporation (TMC)
Water distribution -TMC , Thane

Customer Call Centre
+91 XXXXXXXXXX

Dashboard | Service | Account History | Report Theft | Careers | Contact Us

Dashboard

Current Bill [Sep-2019]

Consumer No.	010171007612
Name	PRESENT OCCUPIER ABDUL KALAM CHOUDHARI ABDUL REHAMAN CHOUDHARI, SALAM CHOUDHARI
Bill Date	15-OCT-2019
Bill Amount (₹)	6495
Due Date	31-OCT-2019
Amount Due(₹)	0

[Pay Bill](#) [View Bill](#)

Outage Info

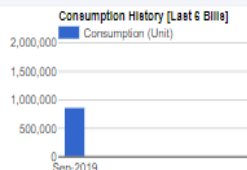
No outage in your Area

My Connection

Consumer No.	010171007612
Meter No.	B19S005934
Connection Size	25
Tariff Details	Residential / Urban / Metered

Consumption History

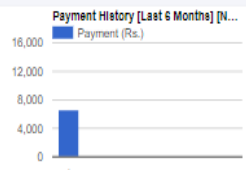
Consumption History [Last 6 Bills]



Month	Consumption (Unit)
Sep-2019	~500,000

Payment History

Payment History [Last 6 Months] [N...]



Month	Payment (Rs.)
Sep-2019	~6,000

Complaint

[Click here to register complaint](#)

Steps:

- 1 Click on **Registration** link present on login screen of WSS.
- 2 Enter valid registered **Email id**
- 3 Enter valid **password**
- 4 Click on **Login** button
- 5 On clicking on **Login** button system prompts success message and user is redirected to **Dashboard** screen. Select **Payment history** tab Payment history details of consumer will be displayed.

1.17 Complaint

Online complaint module allows consumer to lodge complaint against different issues related to water, bills, leakage, etc.

Complaints can be only registered in online mode & only registered users can lodge complaints.

The screenshot shows the user interface of the Thane Municipal Corporation (TMC) online portal. The user is logged in as PRESENT OCCUPYER ABUL KALAM. The dashboard includes the following sections:

- Current Bill (Sep-2019):** Displays bill details for consumer ID 010171027612, including bill date (19-OCT-2019), due date (31-OCT-2019), and amount due (0). Buttons for 'Pay Bill' and 'View Bill' are present.
- Outage Info:** Shows 'No outage in your Area'.
- My Connection:** Shows connection details for consumer ID 010171027612, including meter ID (817600032), connection size (25), and tariff details (Residential / Urban / Metered).
- Consumption History:** A bar chart showing consumption history for the year 2019, with a peak in the 1st quarter.
- Payment History:** A bar chart showing payment history for the year 2019, with a peak in the 1st quarter.
- Complaint:** A section with a link to 'Click here to register complaint'.
- LPCD (Last Payment Consumption Details):** A table showing LPCD details for the month of 2019/09.

Item	Value
Bill Month	2019/09
No of Meter	2
No of Function	27
Billing Days	70
Consumption Status/Cond	804
LPCD	234.22

1.18 LPCD

The level of water supply means actual quantity of the drinking water in litre per capita per day (LPCD) provided to consumer. Number of Water sources required as per norms.

The screenshot shows the TMC dashboard with the following sections:

- Current Bill [Sep-2019]:** Consumer No. 010171007612, Name PRESENT OCCUPIER ABDUL KALAM CHUDUHARI, Bill Date 15-OCT-2019, Amount Due(₹) 0.
- Outage Info:** No outage in your Area.
- My Connection:** Consumer No. 010171007612, Meter No. B19500593z, Connection Type Residential / Urban / Metered.
- Consumption History:** Bar chart showing consumption in KiloLiters for Sep-2019.
- Payment History:** Bar chart showing payment in Rupees for Sep-2019.
- Complaint:** [Click here to register complaint](#)
- LPCD Table:**

Bill Month	201909
No Of Meter	2
No Of Families	47
Billing Days	78
Consumption (KiloLitrs)	866
LPCD	236.22

The screenshot shows the TMC dashboard with the following sections:

- Navigation:** Dashboard, Service, Account History, Report Theft, Careers, Contact Us.
- LPCD Table:**

Year *	2019	Month *	Jul-Sep	
Sr. No.	Description	Sep-2019	Jun-2019	
1	No Of Families	47	0	
2	Consumption (KiloLitrs)	866	0	
3	Billing Days	78	0	
4	LPCD Value (Litrs)	236.22	0	

Terms & Conditions | Privacy Policy

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Steps:

- 1 Click on **Registration** link present on login screen of WSS.
- 2 Enter valid registered **Email id**
- 3 Enter valid **password**
- 4 Click on **Login** button
- 5 On clicking on **Login** button system prompts success message and user is redirected to **Dashboard** screen. Select **LPCD** tab LPCD details of consumer will be displayed.
- 6 Select Month & Year, LPCD details of consumers will be displayed.

1.19 Report theft

In **Report Theft** menu & **Submit** theft report with all required details if found.

The screenshot shows the 'Report Theft' page of the Thane Municipal Corporation (TMC) website. The page header includes 'Bill Payment' and 'Online Complaint' links, along with a power icon. The TMC logo and name are displayed, along with the text 'Water distribution - TMC , Thane'. A 'Customer Call Centre' button with the number '+91 XXXXXXXXXX' is also present. The navigation menu includes 'Dashboard', 'Service', 'Account History', 'Report Theft', 'Careers', and 'Contact Us'. The 'Report Theft' form is the main focus, with the following fields and values:

- Attach Proof:** Choose File (No file chosen)
- Consumer No.:** 011351007465
- Consumer Name:** Shri Ramchandra Vishnu Fatak
- Location:** PHATAK WADA AHILYADEVJI GARDEN CHARAI LOKMANYA ALI THANE WEST Thane-400601 Thane, Thane, Maharashtra
- Details:** PHATAK WADA AHILYADEVJI GARDEN CHARAI LOKMANYA ALI THANE WEST Thane-400601 Thane, Thane, Maharashtra
- Your Mobile Number:** 9860299876
- Your Email ID:** pushpendras@elinktechnologies.net
- Verification:** cUHBL


A 'Submit' button is located at the bottom of the form, and a 'Clear' button is also visible. A message at the bottom of the form states 'Theft reported successfully.' with a green checkmark icon.


Steps:

- 1 Select **Report Theft** tab
- 2 After click on **Report Theft**, display **Report Theft page**.
- 3 Enter **Consumer number**
- 4 Enter **Consumer name**
- 5 Enter **Location**
- 6 Enter **Details** about theft
- 7 Click on '**Submit**' button. System prompts message as Theft report submitted successfully.

1.20 Account History

Account History will display the account history details of consumer in which consumer can download latest bill, Pay bill etc.

[Bill Payment](#) | [Online Complaint](#) | PRESENT OCCUPIE 



Thane Municipal Corporation (TMC)
Water distribution -TMC , Thane


[Customer Call Centre](#)
+91 XXXXXXXXXX

[Dashboard](#) | [Service](#) ▾ | [Account History](#) | [Report Theft](#) | [Careers](#) | [Contact Us](#)

Account History

Consumer No. 010171007612

Bills ▾

Sep-2019	Bill Amount (Rs.): 6495 Bill Date: 15-OCT-2019 Due Date: 31-OCT-2019	
-----------------	--	--

[Pay Bill](#)

[Terms & Conditions](#) | [Privacy Policy](#) © Copyright 2019 TMC



ठाणे महानगरपालिका, ठाणे.

सहकारिता कार्यालय, वरपर बसस्थानावर येथे वार्ड, वीजवर्गाची, पाण्यावर्गाची,

सर्वे (१), पत्रांक ४००१०१.

पाणी पुरवठा विभाग



Bill No.	17195214	
Bill Date	15-OCT-2019	
Last Date of Bill Pay	31-OCT-2019	6,495.00
Before this Date	31-OCT-2019	6,495.00
After this Date	31-OCT-2019	6,560.00

वर्गाचे कार्यालय Ward Office	वर्गा क्र. Block No.	वर्गाचे क्षेत्र Collection Center	बिलकाळाचे कार्यालय Bill Period			
Kopri-Naupada	17	Naupada	14-JUL-2019 ते	30-SEP-2019		
घाणकाराचे नाव Consumer Name	PRESENT OCCUPIER ABDUL KALAM CHOUDHARI ABDUL REHAMAN CHOUDHARI		मोबाईल नं. Mobile No.	9860299876		
पत्ता Address	EVERGREEN APARTMENT NEAR TMC OFFICE NEAR S T MAHAMANDAL AGRA ROAD JOGILA MARKET JOGILA		मिटरची जोडणी दिनांक Meter Connection Date	14-JUL-2019		
नवीन मीटर क्र. New Consumer No.	010171007612		जोडणीचा वापर Connection Use	Residential		
जीएस आई GIS ID	64039		जोडणीचा वापर - उप-प्रकार Connection Use -Sub. Type	Chawl/Slum		
जोडणीची संख्या No of Connections	2		एकूण वापरलेला पाण्याचा खर्च Total Consumption (kilo ltr)	866		
कुटुंबाची संख्या No of Families	47					
पुराने मीटर क्र. Old Consumer No.	मिटर क्र. Meter Number	जोडणीचा आकार Connection Size	मिटर स्थिती Meter Status	मागील वापर व दिनांक Past Reading & Date	सध्याचा वापर व दिनांक Current Reading & Date	वापरलेला पाण्याचा खर्च Consumption (kilo ltr)
131450200170001	B19S005934	25 mm	Meter Ok	0 14-JUL-2019	866 30-SEP-2019	866
1020172	2019A3080719	15 mm	Meter Ok	0 14-JUL-2019	0 30-SEP-2019	0
मागील वापरलेला पाण्याचा खर्च				सध्याचा वापरलेला पाण्याचा खर्च		
				सध्याचा वापरलेला पाण्याचा खर्च:	6,495.00	
				वीज खर्च:	0.00	
				सुरा खर्च:	0.00	
				पाण्याचा खर्च:	0.00	
				सध्याचा वापरलेला पाण्याचा खर्च:	6,495.00	
मागील वापरलेला पाण्याचा खर्च				सध्याचा वापरलेला पाण्याचा खर्च		
				मागील वापरलेला पाण्याचा खर्च:	Normal Billed	
				मागील वापरलेला पाण्याचा खर्च:	0.00	
				सध्याचा वापरलेला पाण्याचा खर्च:	6,495.00	
				सुरा खर्च:	6,495.00	
				कुटुंबासाठी:	0.00	
				कुटुंबासाठी सध्याचा वापरलेला पाण्याचा खर्च:	6,569.95	
				कुटुंबासाठी सुरा खर्च:	6,560.00	

(१) पाणी मिळत नसेल तर त्या स्थानाच्या जबाबदारीचा ठराव (Demand) ठरवून घ्या. (२) मिटर चेक करणेसाठी / बदलणे व बदलणेचा खर्च स्विकारणे [५% मिटर चेक करणेसाठी व १०% मिटर बदलणे व बदलणेचा खर्च जोडणेचा ठराव घ्यायला लागेल. (३) मिटर कुठल्या व बदलणेचा खर्च जोडणेचा ठराव घ्यायला लागेल. (४) मिटर कुठल्या व बदलणेचा खर्च जोडणेचा ठराव घ्यायला लागेल. (५) पाणी मिळत नसेल तर त्या स्थानाच्या जबाबदारीचा ठराव (Demand) ठरवून घ्या. (६) मिटर चेक करणेसाठी / बदलणे व बदलणेचा खर्च स्विकारणे [५% मिटर चेक करणेसाठी व १०% मिटर बदलणे व बदलणेचा खर्च जोडणेचा ठराव घ्यायला लागेल. (७) मिटर कुठल्या व बदलणेचा खर्च जोडणेचा ठराव घ्यायला लागेल. (८) मिटर कुठल्या व बदलणेचा खर्च जोडणेचा ठराव घ्यायला लागेल. (९) मिटर कुठल्या व बदलणेचा खर्च जोडणेचा ठराव घ्यायला लागेल. (१०) मिटर कुठल्या व बदलणेचा खर्च जोडणेचा ठराव घ्यायला लागेल.

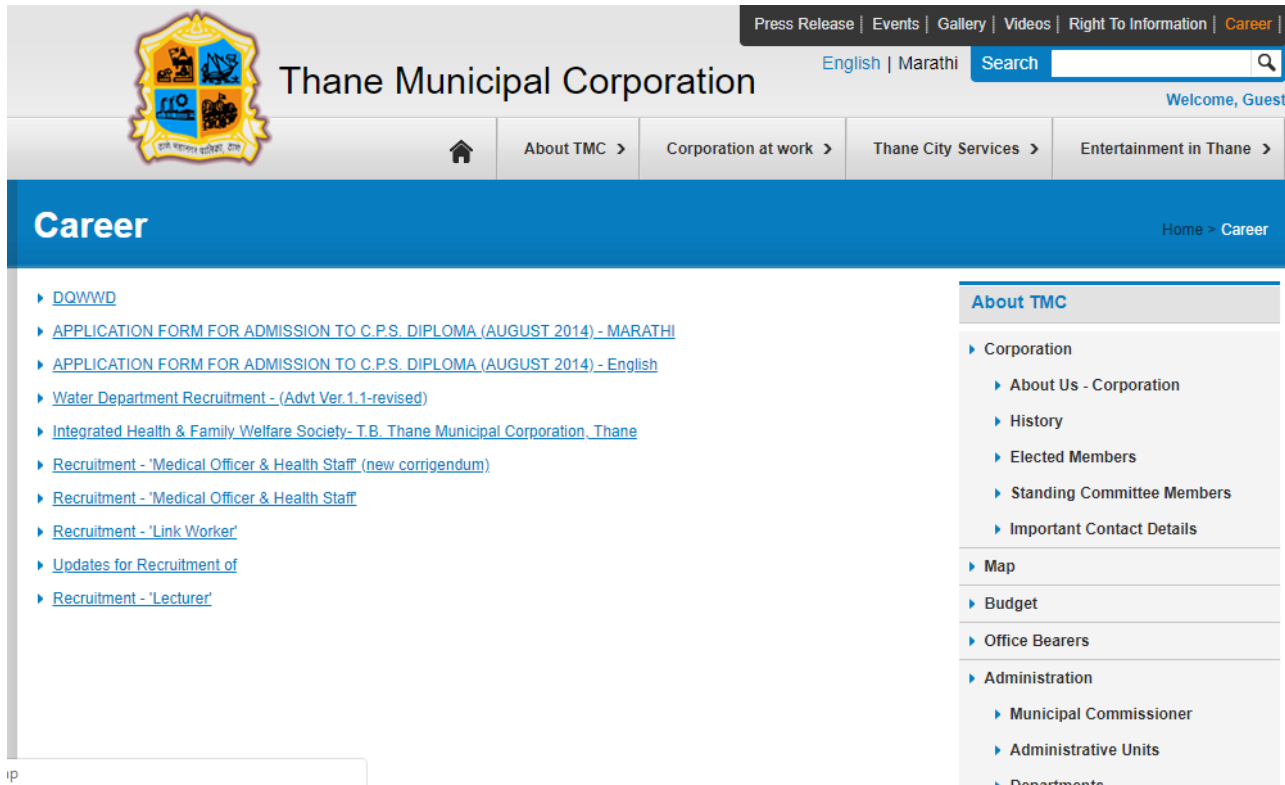
<p>ऑनलाईन पेमेंट सुविधा : https://watertax.thanecity.gov.in वा सहायकाचे क्लर्क/ऑफिसर सहाय्य करा. Online Payment Help Center 9152818798</p>	<p>BHARATOR is Available on website</p>	<p>Grand Total : 6,495.00</p>
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Steps:

- 1 Click on **Registration** link present on login screen of WSS.
- 2 Enter valid registered **Email id**
- 3 Enter valid **password**
- 4 Click on **Login** button
- 5 On clicking on **Login** button system prompts success message and user is redirected to **Dashboard** screen. Select **Account history** tab Account history details of consumer will be displayed.
- 6 Click on Download icon to download bill.
- 7 Click on Pay bill button user will be redirected to Bill payment screen.

1.21 Careers

Careers section will display career details



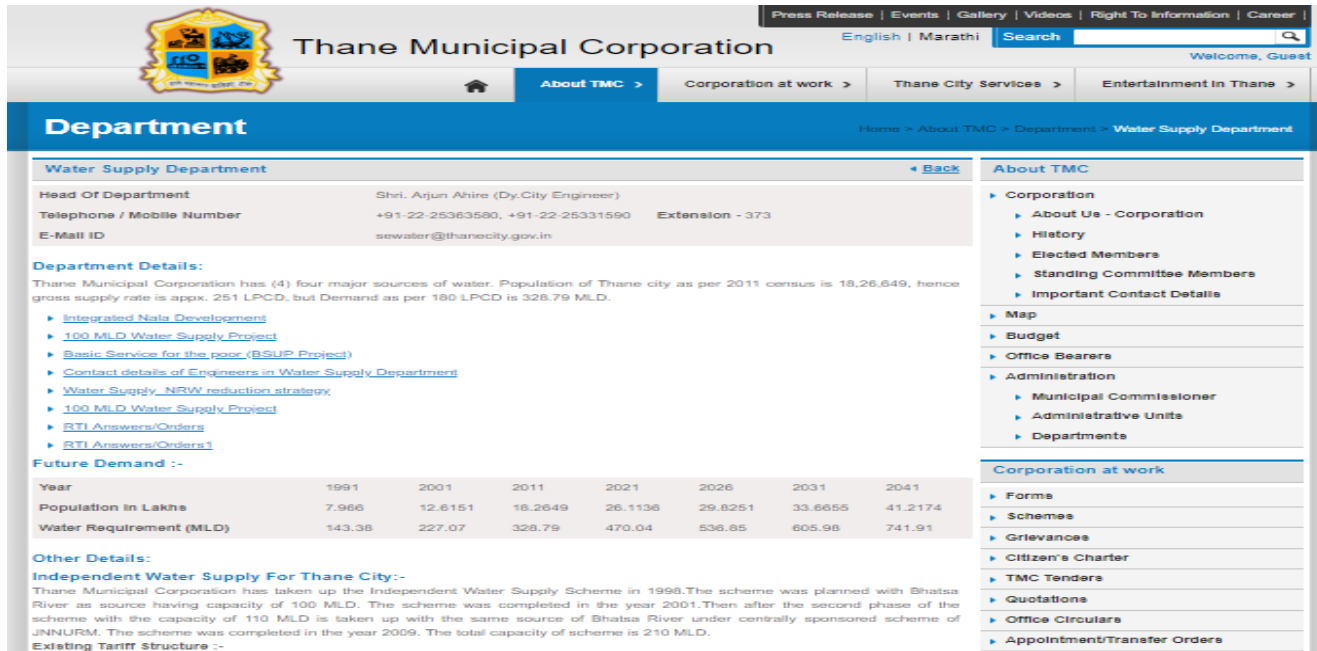
The screenshot displays the Thane Municipal Corporation website. At the top, there is a navigation bar with links for Press Release, Events, Gallery, Videos, Right To Information, and Career. Below this, the Thane Municipal Corporation logo and name are visible, along with language options for English and Marathi, and a search bar. A secondary navigation bar includes a home icon and links for About TMC, Corporation at work, Thane City Services, and Entertainment in Thane. The main content area is titled 'Career' and lists several recruitment links, including 'DQWWD', 'APPLICATION FORM FOR ADMISSION TO C.P.S. DIPLOMA (AUGUST 2014) - MARATHI', 'APPLICATION FORM FOR ADMISSION TO C.P.S. DIPLOMA (AUGUST 2014) - English', 'Water Department Recruitment - (Advt Ver.1.1-revised)', 'Integrated Health & Family Welfare Society- T.B. Thane Municipal Corporation, Thane', 'Recruitment - 'Medical Officer & Health Staff' (new corrigendum)', 'Recruitment - 'Medical Officer & Health Staff'', 'Recruitment - 'Link Worker'', 'Updates for Recruitment of', and 'Recruitment - 'Lecturer''. On the right side, there is a sidebar titled 'About TMC' with a list of links: Corporation, About Us - Corporation, History, Elected Members, Standing Committee Members, Important Contact Details, Map, Budget, Office Bearers, Administration, Municipal Commissioner, Administrative Units, and Departments.

Steps:

- 1 Click on **Registration** link present on login screen of WSS.
- 2 Enter valid registered **Email id**
- 3 Enter valid **password**
- 4 Click on **Login** button
- 5 On clicking on **Login** button system prompts success message and user is redirected to **Dashboard** screen. Select **Careers** tab, Careers info details will be displayed.

1.22 Contact Us

Contact us menu will show contact details of TMC



The screenshot displays the Thane Municipal Corporation website. The header includes the TMC logo, navigation links (Press Release, Events, Gallery, Videos, Right To Information, Career), language options (English | Marathi), a search bar, and a welcome message for a guest user. The main navigation menu includes 'About TMC', 'Corporation at work', 'Thane City Services', and 'Entertainment in Thane'. The 'Department' section is active, showing the 'Water Supply Department' page. The page content includes contact information for the Head of Department (Shri. Arjun Ahire), telephone numbers, and email address. It also features a 'Department Details' section with a list of links, a 'Future Demand' table, and 'Other Details' regarding the Independent Water Supply Scheme.

Year	1991	2001	2011	2021	2026	2031	2041
Population In Lakhs	7.966	12.6151	16.2649	26.1136	29.8251	33.6655	41.2174
Water Requirement (MLD)	143.38	227.07	326.79	470.04	536.85	605.98	741.91

Steps:

- 1 Click on **Registration** link present on login screen of WSS.
- 2 Enter valid registered **Email id**
- 3 Enter valid **password**
- 4 Click on **Login** button
- 5 On clicking on **Login** button system prompts success message and user is redirected to **Dashboard** screen. Select **Contact us** tab, Contact info details will be displayed.

1.23 Chat board

Chat board application is providing facility to connect the system. By this application user can get the information regarding its bill, any ongoing or completed application, last authenticated payment details and last complaint details.

For that user need to provide his current 12 digit consumer number to process the information. User can get these information without log in to application.



Hello,I am here to help you,can I assist you?

Yes

Sure!

© Copyright 2019 TMC

|



1.23.1 Bill

In Bill section, the application shows the last bill details to user if any.



Hello,I am here to help you,can I assist you?

Yes

OK,Please enter your 12 digit consumer number.

010172007582

What information you want from below?

Bill

Payment

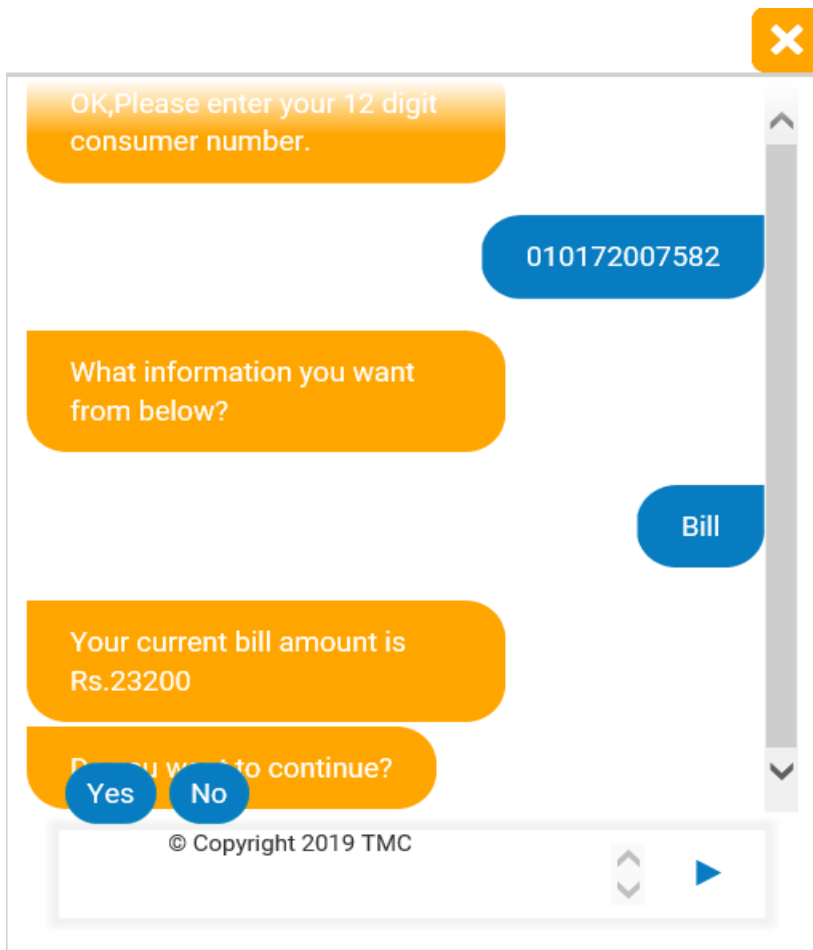
Application

Complaint

© Copyright 2019 TMC

|



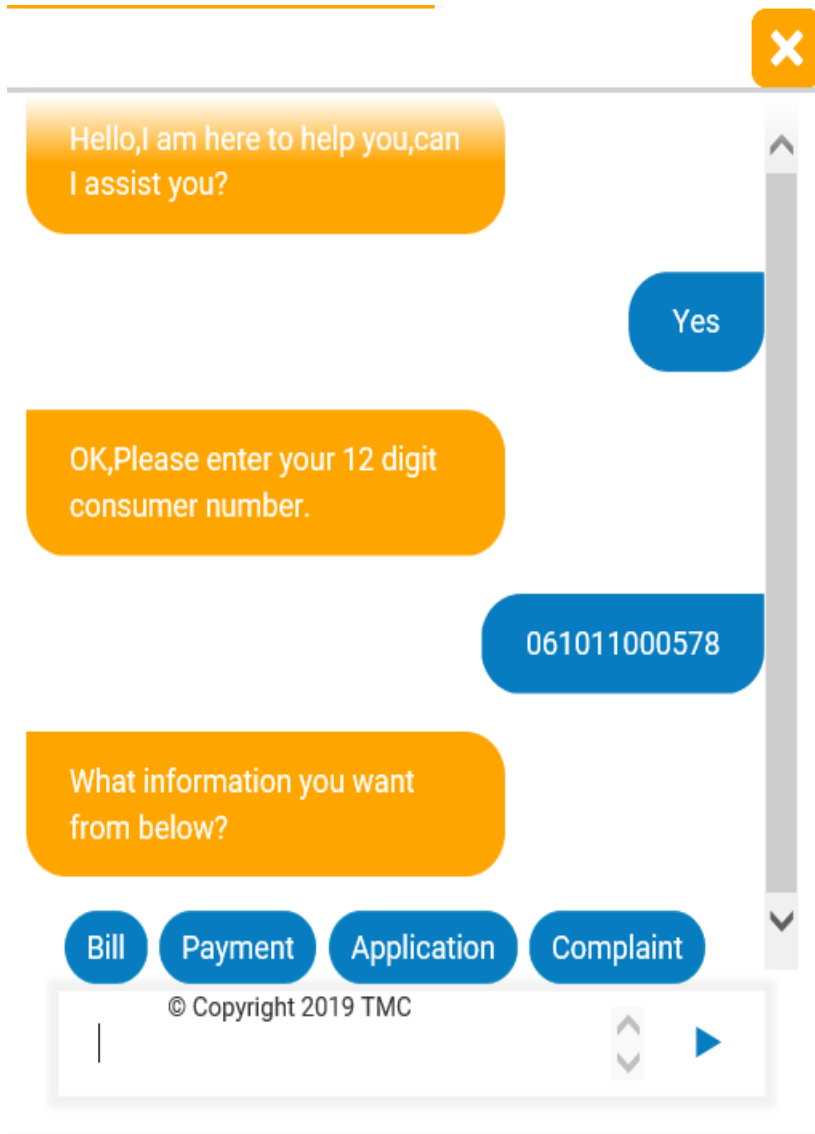


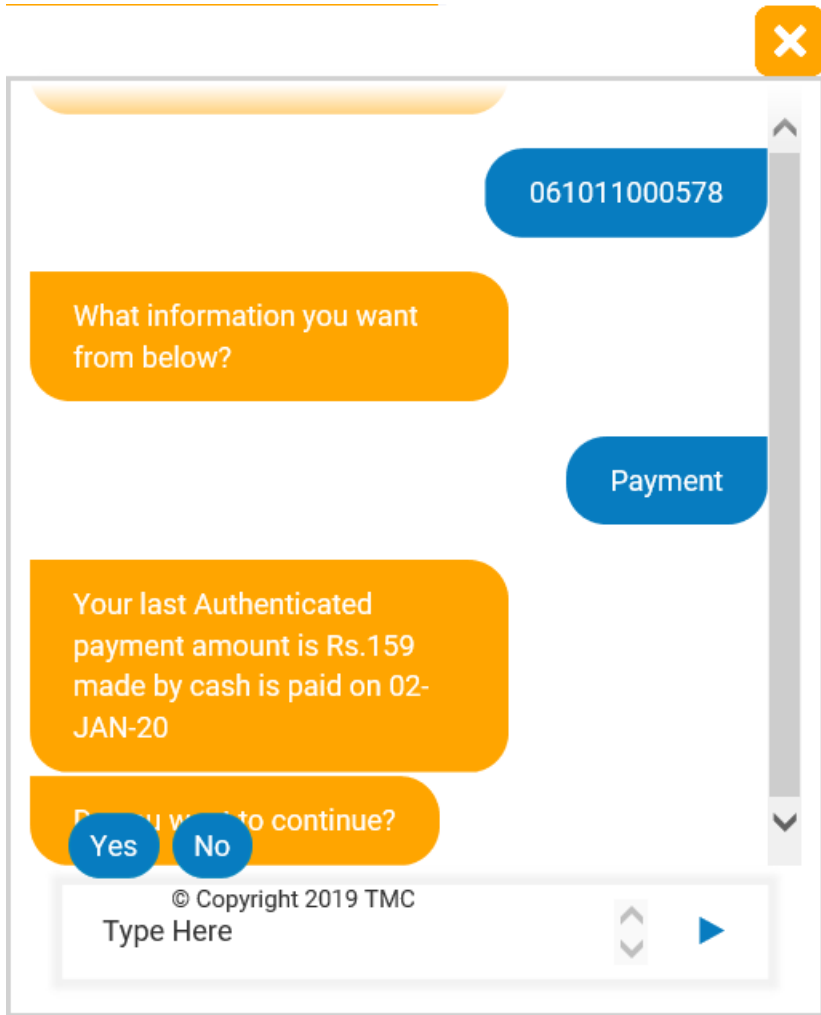
Steps:

- 1 Click on **Chart board** icon present on login screen of WSS.
- 2 Select Yes /Sure to proceed further.
- 3 Enter valid **12 digit Consumer No.** and hit enter or click on enter icon.
- 4 Select the Bill option from provided options.
- 5 On clicking on **Bill** option system provide consumer's current bill amount which need to be paid.
- 6 Select Yes to continue further or No to Close the communication by providing feedback.

1.23.2 Payment

In Payment section, system gives information about last authenticated payment if any.



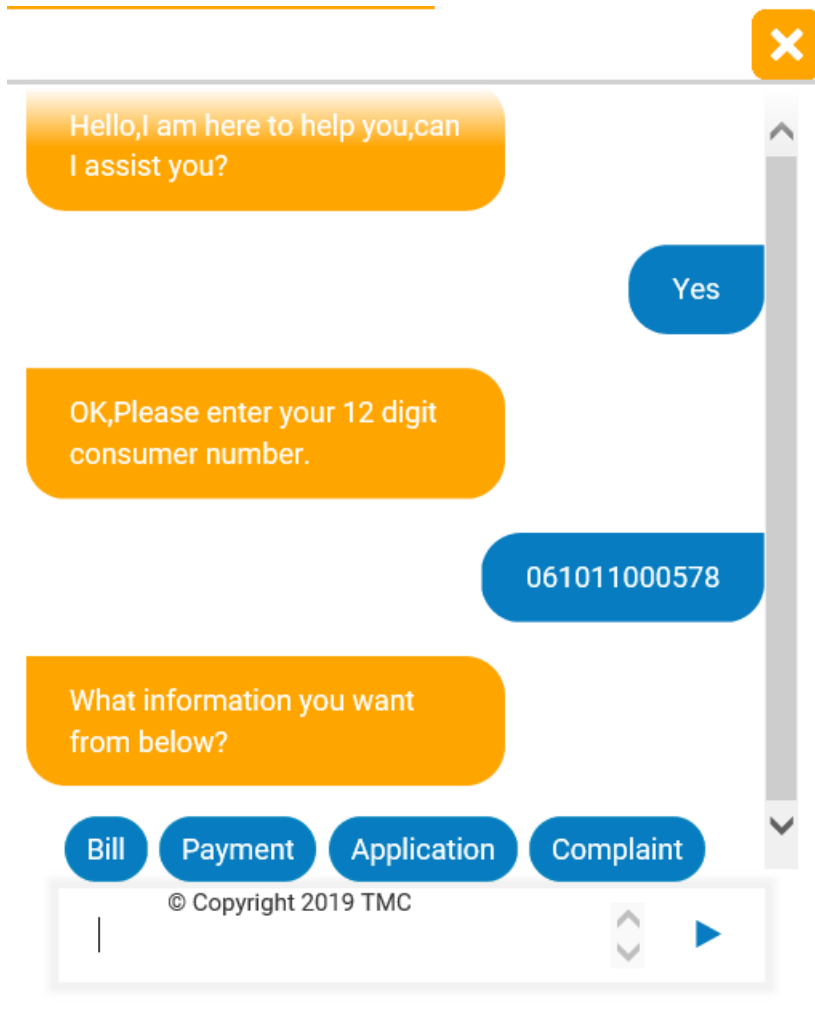


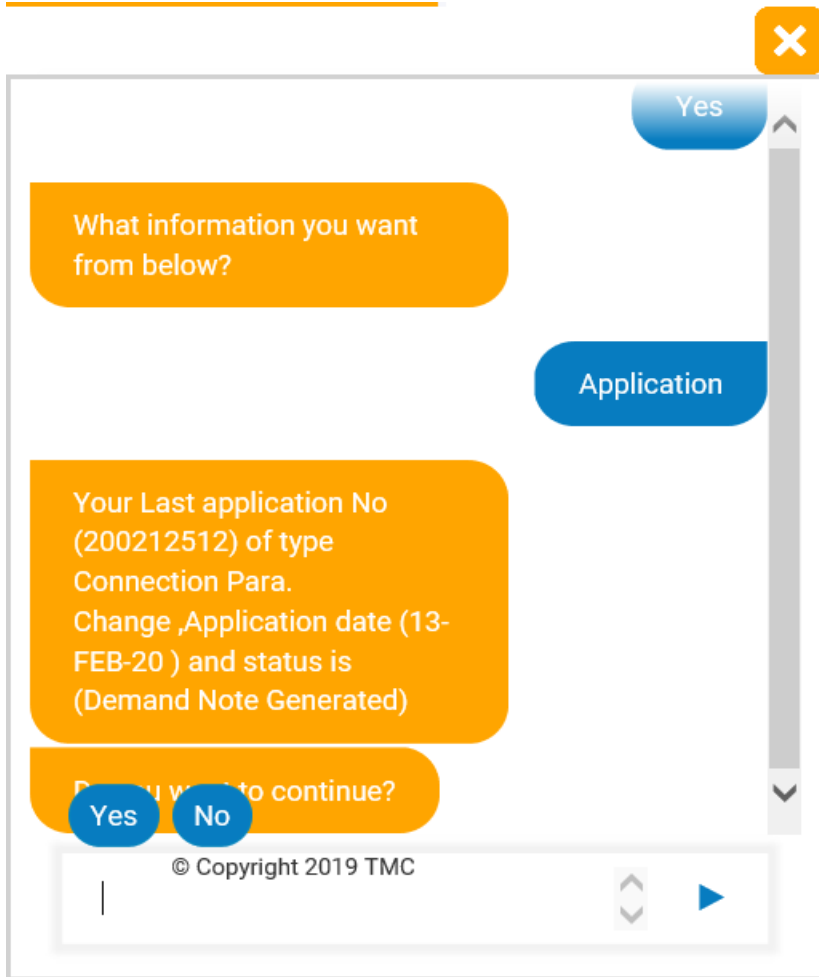
Steps:

- 1 Click on **Chart board** icon present on login screen of WSS.
- 2 Select Yes /Sure to proceed further.
- 3 Enter valid **12 digit Consumer No.** and hit enter or click on enter icon.
- 4 Select the **Payment** option from provided options.
- 5 On clicking on **Payment** option system provide consumer's last authenticated payment.
- 6 Select Yes to continue further or No to Close the communication by providing feedback.

1.23.3 Application

In Application section, system gives information about last application which consist of application number, its type, date of generation and status.





Steps:

- 1 Click on **Chart board** icon present on login screen of WSS.
- 2 Select Yes /Sure to proceed further.
- 3 Enter valid **12 digit Consumer No.** and hit enter or click on enter icon.
- 4 Select the Application option from provided options.
- 5 On clicking on **Application** option system provide consumer's information about last application which consist of application number, its type, date of generation and status.
- 6 Select **Yes** to continue further or **No** to close the communication by providing feedback.

1.23.4 Complaint

In Application section, system gives information about last complaint which consist of complaint number, its type, date of generation and status.

The screenshot shows a chatbot interface with a white background and a grey border. At the top right, there is a yellow square button with a white 'X' icon. The chat history consists of several orange speech bubbles and blue response bubbles. The first orange bubble says "Hello,I am here to help you,can I assist you?". The first blue bubble says "Yes". The second orange bubble says "OK,Please enter your 12 digit consumer number.". The second blue bubble contains the number "061011000578". The third orange bubble says "What information you want from below?". Below this, there are four blue buttons labeled "Bill", "Payment", "Application", and "Complaint". At the bottom, there is a white input field with a vertical cursor on the left, the text "© Copyright 2019 TMC" in the center, and a blue play button on the right. A vertical scrollbar is visible on the right side of the chat area.

Hello,I am here to help you,can I assist you?

Yes

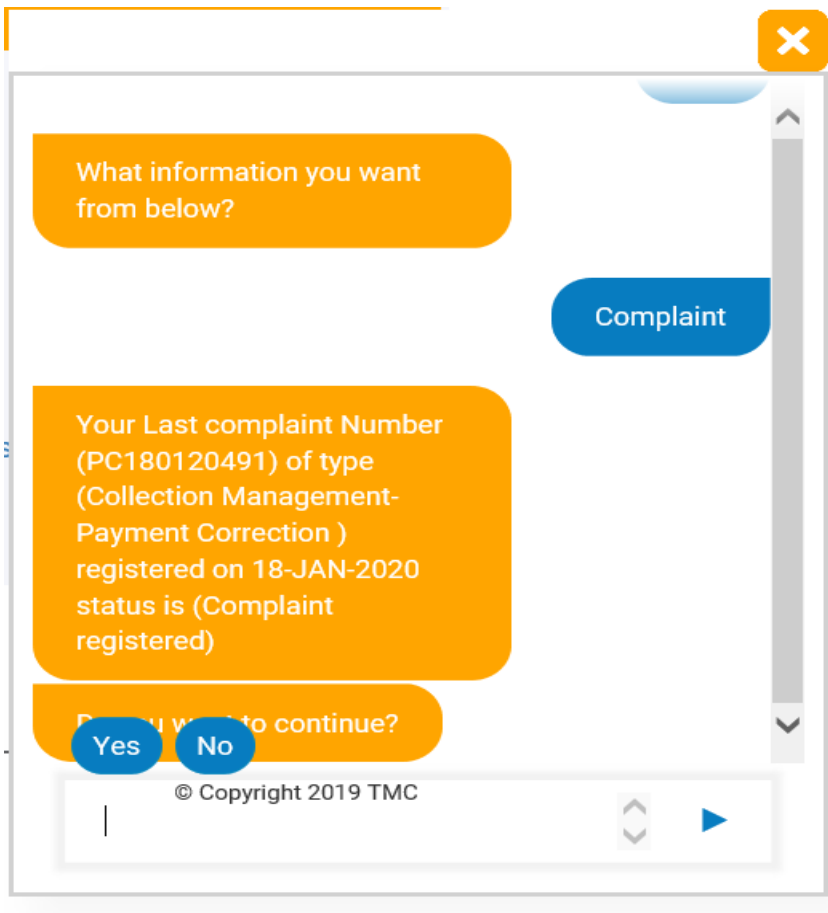
OK,Please enter your 12 digit consumer number.

061011000578

What information you want from below?

Bill Payment Application Complaint

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Steps:

- 1 Click on **Chart board** icon present on login screen of WSS.
- 2 Select Yes /Sure to proceed further.
- 3 Enter valid **12 digit Consumer No.** and hit enter or click on enter icon.
- 4 Select the **Complaint** option from provided options.
- 5 On clicking on **Complaint** option system provide consumer's information about last complaint which consist of complaint number, its type, date of generation and status.
- 6 Select **Yes** to continue further or **No** to close the communication by providing feedback.

1.24 Connection Size Change

In Connection Parameter change application, you can register the Connection parameter change application, In this application user can change the change the name and correct the name, change parameter size like tariff type, Connection size etc.

Service Request

Select Application Type

Conection Size Change

Name	S SANJIVA KUNDAR					
Consumer No	061011000129					
Application Date	<input type="text" value="11-May-2020 12:03 PM"/>					
Connection Size *	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Existing</td> <td style="width: 50%;">New</td> </tr> <tr> <td>0.59 inches</td> <td><input type="text" value="1.57"/></td> </tr> </table>	Existing	New	0.59 inches	<input type="text" value="1.57"/>	
Existing	New					
0.59 inches	<input type="text" value="1.57"/>					
Tariff Type *	Residential	<input type="text" value="Residential"/>				
Mobile Number	<input type="text" value="9899889898"/>					
Remarks	<input type="text" value="test"/>					

Register
Clear

Steps:

- 1 Login to WSS.
- 2 Select Services >> Service Request tab.
- 3 Select Existing Processing like **Connection Parameter change**.
- 4 Click on **Register** button. After register generate the **Application no**.
- 5 Click on Clear button to clear the inputs.
- 6 The application can be further processed in the Elint Water Application.

1.25 Name Change/Correction

In Name Change application, you can register the Name Change application and Name Correction application. In this application user can change the change the name and correct the name.

Service Request

Select Application Type

Name Change

Name Change

Name Change Name Correction

Consumer No 061011000129
Old Name S SANJIVA KUNDAR
New Name*

Mr.

test

Application Date
11-May-2020 12:03 PM

Mobile Number
9898985445

Remarks
test

Register

Clear

Service Request

Select Application Type

Name Change

Name Change

Name Change Name Correction

Consumer No 061011000129
Old Name S SANJIVA KUNDAR
New Name*

Mr.

test

Application Date
11-May-2020 12:03 PM

Mobile Number
9898985445

Remarks
test

Register

Clear

Steps:

- 1 Login to WSS.
- 2 Select Existing Processing like **Name Change** or **Name Correction**.
- 3 Enter new name and click on **Register** button. After register generate the **Application no**.

- 4 Click on **Upload Documents** button for the upload document purpose.
- 5 The application can be further processed in the Elint Water Application.