

ಬೆಂಗಳೂರು ನೀರು ಸರಬರಾಜು ಮತ್ತು ಒಳಚರಂಡಿ ಮಂಡಳಿ  
Bangalore Water Supply and Sewage Board  
ನೀರು ಸರಬರಾಜು/ಒಳಚರಂಡಿಗೆ ಸಂಬಂಧಿಸಿದ ದೂರುಗಳಿಗಾಗಿ ಅರ್ಜಿ  
Water Supply/Sewerage complaints

**Step 1:** Go to [sevasindhu.karnataka.gov.in](http://sevasindhu.karnataka.gov.in) website and click on **Departments & Services**

Request for User manual\_BWSSB | Seva Sindhu | Apply For Service | Seva Sindhu | FREE Kannada Typing | English | +

sevasindhu.karnataka.gov.in/Sevasindhu/English

Note: Supported browser versions are Internet explorer 9+, Mozilla 50+ and Chrome 52+

SRI BASAVARAJ BOMMAI  
Hon'ble Chief Minister | Govt Of Karnataka

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DEPARTMENT OF LABOUR  
POLICE DEPARTMENT

REGISTERED USERS LOGIN HERE  
RAISE YOUR COMPLAINT  
NEW USERS REGISTER HERE  
CATEGORY WISE SERVICES  
COVID RELATED SERVICES

**Step 2:** Click on **Bangalore Water Supply and Sewage Board** and select **Water Supply/Sewerage complaints**. Alternatively, you can search for **Water Supply/Sewerage complaints** in the search option.

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sevasindhu.karnataka.gov.in/Sevasindhu/DepartmentServices

Note: Supported browser versions are Internet explorer 9+, Mozilla 50+ and Chrome 52+

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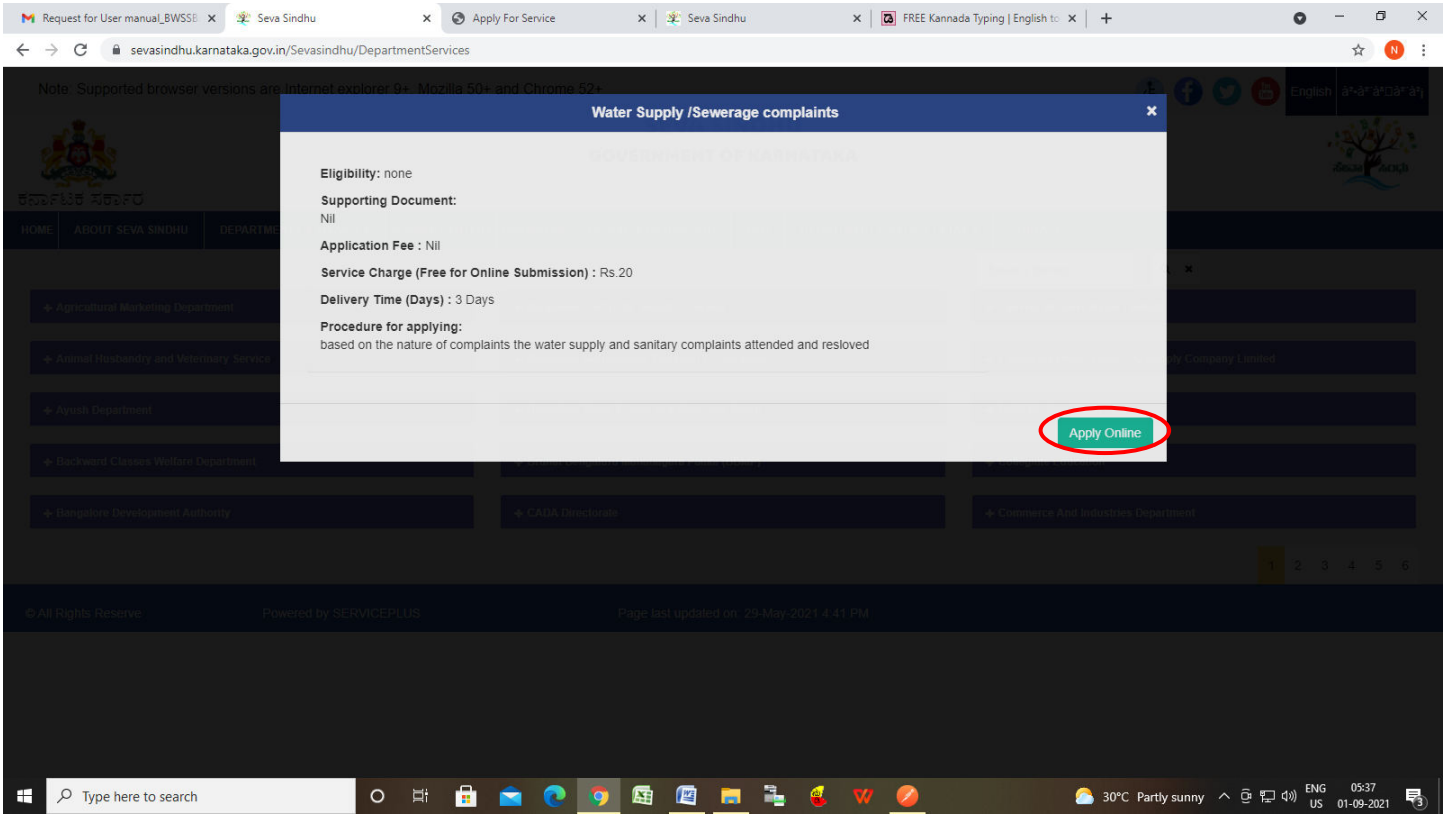
Search Service

+ Agricultural Marketing Department  
+ Animal Husbandry and Veterinary Service  
+ Ayush Department  
+ Backward Classes Welfare Department  
+ Bangalore Development Authority  
+ Bangalore Electricity Supply Company  
+ Bangalore Metropolitan Transport Corporation  
+ Bangalore Water Supply and Sewerage Board  
+ Bruhat Bengaluru Mahanagara Palike (BBMP)  
+ CADA Directorate  
+ Cauvery Niravari Nigam Limited  
+ Chamundeshwari Electricity Supply Company Limited  
+ Chief Minister Relief Fund  
+ Collegiate Education  
+ Commerce And Industries Department

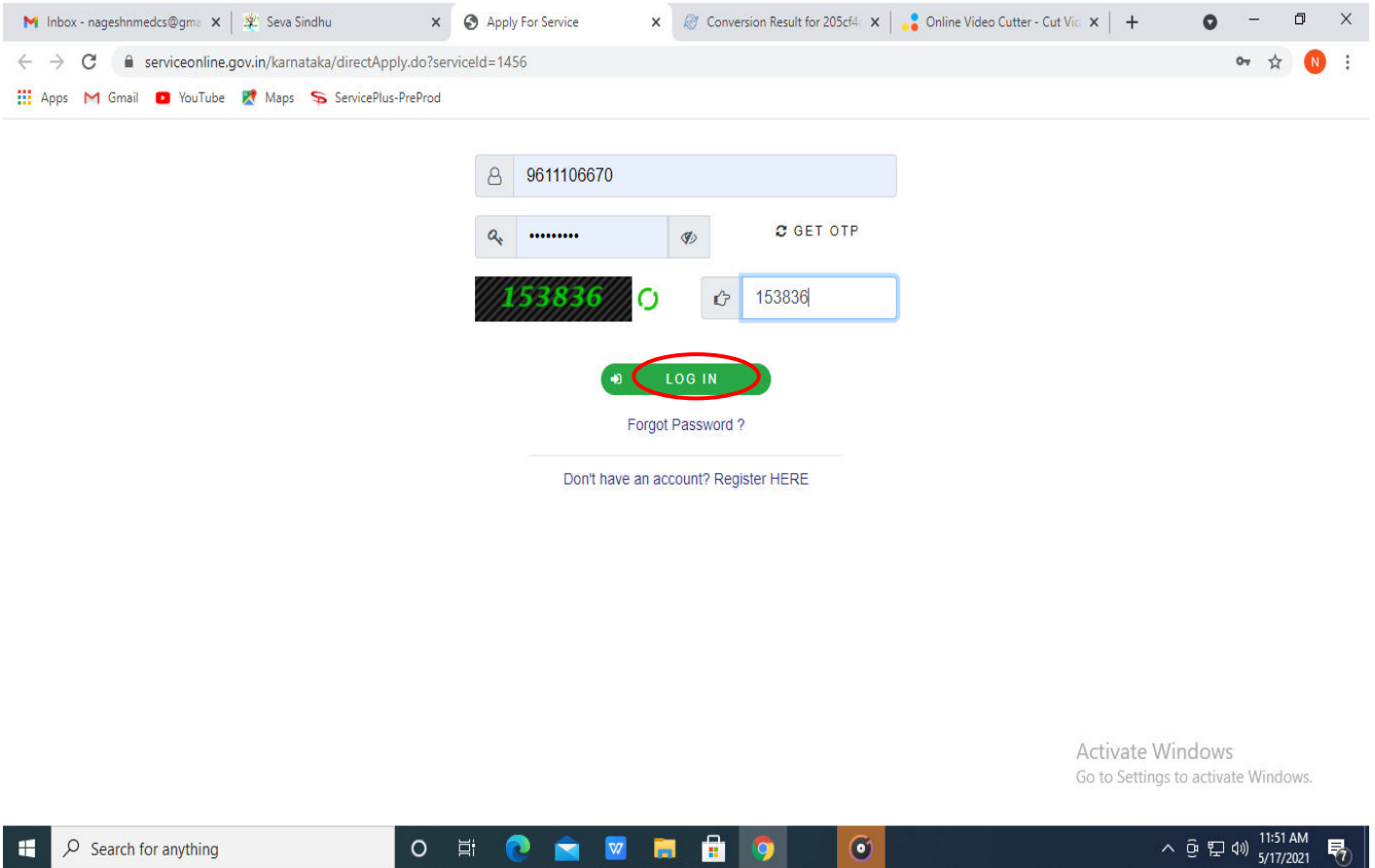
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### Step 3 : Click on **Apply online**



### Step 4: Enter the username, password/OTP, captcha and click on **Log In** button



**Step 5 :** Select **Complaint Type** and Fill the **Applicant Details** for Add Complaint. If Select View Complaint, Applicant can view the Complaint details.

The screenshot shows the Bangalore Water Supply and Sewerage Board website. The header includes the board's name in Kannada and English, and the user's name 'Nagesh N M'. The main content area is titled 'Water Supply/Sewerage complaints'. Under the 'Complaint Type/ದೂರಿನ ವಿಧ' section, the 'Add Complaint/ ದೂರು ದಾಖಲಿಸಿ' option is selected. The 'Applicant Details/ಅರ್ಜಿದಾರರ ವಿವರಗಳು' section contains the following information:

Applicant name/ಅರ್ಜಿದಾರರ ಹೆಸರು *	Nagesh N M
Phone/ Mobile Number/ಫೋನ್ / ಮೊಬೈಲ್ ಸಂಖ್ಯೆ *	9956235212
Email ID/ಮಿಂಚಂಚೆ *	govindgowda6@gmail.com
Complaint Address/ದೂರು ವಿಳಾಸ *	dsfds

The screenshot shows the Bangalore Water Supply and Sewerage Board website. The header includes the board's name in Kannada and English, and the user's name 'Nagesh N M'. The main content area is titled 'Water Supply/Sewerage complaints'. Under the 'Complaint Type/ದೂರಿನ ವಿಧ' section, the 'View complaint/ದೂರನ್ನು ವೀಕ್ಷಿಸಿ' option is selected. The 'Complaint Number/ದೂರಿನ ಸಂಖ್ಯೆ' section contains the following information:

Enter Complaint Number/ದೂರಿನ ಸಂಖ್ಯೆಯನ್ನು ನಮೂದಿಸಿ	
--	--

Below the input field is a 'Submit' button. The 'Word verification' section shows a green circular icon with a 'C' and the text 'Please enter the characters shown above'. At the bottom right, there are 'Close' and 'Reset' buttons.

## Step 6: Verify the details, Enter Captcha and Click on **Submit**

The screenshot shows a web browser window with the URL [sevasindhustervices.karnataka.gov.in/renderApplicationForm.do?serviceld=16420001&applySource=home&UID=af43acb9-34d9-4ebf-977d-d14119bc49a7&mobileEnabled=true&emailEnabled=false&otpFlag=true...](https://sevasindhustervices.karnataka.gov.in/renderApplicationForm.do?serviceld=16420001&applySource=home&UID=af43acb9-34d9-4ebf-977d-d14119bc49a7&mobileEnabled=true&emailEnabled=false&otpFlag=true...). The form is titled "Apply For Service" and contains the following fields:

- Applicant name/ಅರ್ಜಿದಾರರ ಹೆಸರು**: Nagesh N M
- Phone/ Mobile Number/ಫೋನ್ / ಮೊಬೈಲ್ ಸಂಖ್ಯೆ**: 9956235212
- Email ID/ಮಿಂಚಂಚೆ**: govindgowda6@gmail.com
- Complaint Address/ದೂರು ವಿಳಾಸ**: dsfds

**Complaint details/ದೂರಿನ ವಿವರಗಳು**

- Category/ವರ್ಗ**: Water Supply Complaints
- Sub Category/ಉಪ ವರ್ಗ**: Contaminated water
- RR-Number/ಆರ್ ಆರ್-ಸಂಖ್ಯೆ**: 34534534
- Describe Your Complaint/ನಿಮ್ಮ ದೂರನ್ನು ವಿವರಿಸಿ**: rtete

**Word verification**

342578  
Please enter the characters shown above

342578

Buttons: Draft, **Submit** (highlighted), Close, Reset

**Step 7:** A fully filled form will be generated for user verification,if have an corrections click on **Edit** option, otherwise processed to **eSign and Submit**.

The screenshot shows the ServicePlus application dashboard. The header includes the ServicePlus logo and the text "Metadata-based Integrated eService Delivery Framework". The user is logged in as "Nagesh N M".

**Menu**

- Manage Profile
- Apply for services
- View Status of Application
- Messages & Alerts

**Application Status**

Application not yet submitted. To proceed click on the appropriate button available at the bottom of this page

**Complaint Type/ದೂರಿನ ವಿಧ**

Complaint/ದೂರು : Add Complaint/ ದೂರು ದಾಖಲಿಸಿ

**Applicant Details/ಅರ್ಜಿದಾರರ ವಿವರಗಳು**

- Applicant name/ಅರ್ಜಿದಾರರ ಹೆಸರು : Nagesh N M
- Phone/ Mobile Number/ಫೋನ್ / ಮೊಬೈಲ್ ಸಂಖ್ಯೆ : 9956235212
- Email ID/ಮಿಂಚಂಚೆ : govindgowda6@gmail.com
- Complaint Address/ದೂರು ವಿಳಾಸ : dsfds
- DOB : 05-12-1988

**Complaint details/ದೂರಿನ ವಿವರಗಳು**

- Category/ವರ್ಗ : Water Supply Complaints
- Sub Category/ಉಪ ವರ್ಗ : Contaminated water
- RR-Number/ಆರ್ ಆರ್-ಸಂಖ್ಯೆ : 34534534
- Describe Your Complaint/ನಿಮ್ಮ ದೂರನ್ನು ವಿವರಿಸಿ : rtete

**Additional Details**

## Step 8 : Click on **eSign and Submit**

The screenshot shows a web browser window with the URL `sevasindhustervices.karnataka.gov.in/applyPageForm.do`. The page contains a form with the following details:

- Complaint Address/ದೂರು ವಿಳಾಸ : dsfds
- DOB : 05-12-1988
- Complaint details/ದೂರಿನ ವಿವರಗಳು**
- Category/ವರ್ಗ : Water Supply Complaints
- Sub Category/ಉಪ ವರ್ಗ : Contaminated water
- RR-Number/ಆರ್.ನಂ. : 34534534
- Describe Your Complaint/ನಿಮ್ಮ ದೂರನ್ನು ವಿವರಿಸಿ : rtere
- Additional Details**
- Apply to the Office : Bangalore Water Supply and Sewerage Board (STATE)
- Draft Reference No : BW004S21000001

At the bottom of the form, there are four buttons: **eSign and Submit** (highlighted with a red circle), **Edit**, **Cancel**, and **Click here to initiate new application**. The footer of the page includes logos for the Ministry of Panchayati Raj, Digital India, data.gov.in, .gov.in, DeitY, and PMINDIA. It also states: "Site is technically designed, hosted and maintained by National Informatics Centre. Contents on this website is owned, updated and managed by the Ministry of Panchayati Raj. POWERED BY SERVICEPLUS".

## Step 9 : Click on I agree with above user consent and eSign terms and conditions and Select authentication type to continue and click on **OTP**.

The screenshot shows a "Consent Authentication Form" with the following text:

I hereby state that I have no objection in authenticating myself with Aadhaar based authentication system and consent to providing my Aadhaar number along with the authentication details for the purposes of availing "Application for Migration Certificate" by eSigning Application form and Enclosure(s). I understand that the OTP I provide for authentication shall be used only for authenticating my identity through the Aadhaar Authentication system, for obtaining my e-KYC through Aadhaar e-KYC service and for the issuance of Digital Signature Certificate (DSC) for this specific transaction and for no other purposes. For the creation of DSC, I understand that the options that I have chosen are the ones that shall be populated in the DSC generated by the CA and I provide my consent for the same. I also understand that the following fields in the DSC generated by the CA are mandatory and I give my consent for using the Aadhaar provided e-KYC information to populate the corresponding fields in the DSC.

1. Common Name (name as obtained from e-KYC)
2. Unique Identifier (hash of Aadhaar number)
3. Pseudonym (unique code sent by UIDAI in e-KYC response)
4. State or Province (state as obtained from e-KYC)
5. Postal Code (postal code as obtained from e-KYC)
6. Telephone Number (hash of phone as obtained from e-KYC)

I understand that ServicePlus shall ensure security and confidentiality of my personal identity data provided for the purpose of Aadhaar based authentication.

I agree with above user consent and eSign terms and conditions

Select authentication type to continue

**OTP** Download Document

## Step 10 : Enter Aadhar Number and click on get OTP

Inbox - nageshnmedc x WhatsApp x Seva Sindhu x Merge Video, video jo x FREE Kannada Typing x C-DAC's eSign Service x

esignservice.cdac.in/esign2.1/OTP

Apps Gmail YouTube Maps ServicePlus-PreProd

Ministry of Electronics and Information Technology Government of India

Digital India Power To Empower

सी डैक CDAC Centre for Development of Advanced Computing

You are currently using C-DAC eSign Service and have been redirected from

Hastakshar हस्ताक्षर C-DAC's eSign Service

**Aadhaar Based e-Authentication**

Enter Your Virtual ID / Aadhaar Number [Get Virtual ID](#)

Enter Your Aadhaar OTP [View Document Information](#)

**Get OTP** Cancel [Not Received OTP? Resend OTP](#)

Activate Windows Go to Settings to activate Windows.

Search for anything

4:18 PM 5/19/2021

## Step 11 : Enter OTP and click on Submit

Inbox - nageshnmedc x WhatsApp x Seva Sindhu x Merge Video, video jo x FREE Kannada Typing x C-DAC's eSign Service x

esignservice.cdac.in/esign2.1/OTP

Apps Gmail YouTube Maps ServicePlus-PreProd

Ministry of Electronics and Information Technology Government of India

Digital India Power To Empower

सी डैक CDAC Centre for Development of Advanced Computing

You are currently using C-DAC eSign Service and have been redirected from

Hastakshar हस्ताक्षर C-DAC's eSign Service

**Aadhaar Based e-Authentication**

472245377750 [Get Virtual ID](#)

\*\*\*\*\* [View Document Information](#)

I have read and provide my [consent](#)

**Submit** Cancel [Not Received OTP? Resend OTP](#)

Activate Windows Go to Settings to activate Windows.

Search for anything

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**Step 12 :** After Submit, acknowledgement will be generated. Acknowledgment consists of applicant details, application details and Submission Details for applicant's reference.

The screenshot displays a PDF document in WPS Office. The document is titled "Sakala Acknowledgement" and is issued by the Bangalore Water Supply and Sewerage Board. It contains the following details:

Sakala Acknowledgement/ಸೂಚನೆ ಪ್ರತಿ	
Office Name /ಒಳಿತಿ ಹೆಸರು	Bangalore Water Supply and Sewerage Board
Sakala No/ಸೂಚನೆ ಸಂಖ್ಯೆ	BW00321000038
Application Date /ಆವೇಶದ ದಿನಾಂಕ	01/09/2021
Service Requested /ಸೇವೆಯ ವಿವರ	Water Supply/ Sewerage Complaints
Applicant Name /ಆವೇಶದಾರರ ಹೆಸರು	Harish Ravindra Kaddmani
Applicant Address /ಆವೇಶದಾರರ ವಿಳಾಸ	HgeROT
Mobile No /ಸಂಖ್ಯೆ	444444444
Documents Submitted /ಸಹಿಸಿದ ದಾಖಲೆಗಳು	Type of document(s)
	Document(s) Attached
Payment Status /ಪಾವತಿ ಸ್ಥಿತಿ	Not Applicable/ಅನ್ವಯಿಸುವುದಿಲ್ಲ
Payment Mode /ಪಾವತಿ ವಿಧಾನ	Not Applicable/ಅನ್ವಯಿಸುವುದಿಲ್ಲ
Transaction ID /ಸಂಚಯ ಸಂಖ್ಯೆ	Not Applicable/ಅನ್ವಯಿಸುವುದಿಲ್ಲ
Transaction Date and Time /ಸಂಚಯದ ದಿನಾಂಕ ಮತ್ತು ಸಮಯ	Not Applicable/ಅನ್ವಯಿಸುವುದಿಲ್ಲ
Transaction Reference Number / ಸಂಚಯ ಸಂಖ್ಯೆ (As applicable)	Not Applicable/ಅನ್ವಯಿಸುವುದಿಲ್ಲ
Total Amount Paid /ಒಟ್ಟು ಪಾವತಿಸಿದ ಮೊತ್ತ	Not Applicable/ಅನ್ವಯಿಸುವುದಿಲ್ಲ
Application Fee /ಆವೇಶ ಸುಳಿ	Rs.660 Amount to be paid at KSRTC Division Office - Ramanagar
Service Charge /ಸೇವಾ ಸುಳಿ	Not Applicable/ಅನ್ವಯಿಸುವುದಿಲ್ಲ
Transaction Charge /ಸಂಚಯ ಸುಳಿ	Not Applicable/ಅನ್ವಯಿಸುವುದಿಲ್ಲ
<b>Note:</b>	
1. This service request will be processed within 15 working days. ಈ ಸೇವೆಯ ಆವೇಶವು 15 ದಿನಗಳ ಕಾರ್ಯದಿವಸಗಳಲ್ಲಿ ಸಂಸ್ಥೆಯಿಂದ ಸಂಸ್ಕರಿಸಲ್ಪಡುತ್ತದೆ.	

At the bottom of the document, there is a note: "1. This service request will be processed within 15 working days. ಈ ಸೇವೆಯ ಆವೇಶವು 15 ದಿನಗಳ ಕಾರ್ಯದಿವಸಗಳಲ್ಲಿ ಸಂಸ್ಥೆಯಿಂದ ಸಂಸ್ಕರಿಸಲ್ಪಡುತ್ತದೆ."