

## **Launch of Online Water Connection, Consumption, Billing & Payment Collection System in Puducherry**

In a significant move towards digital transformation, the Public Works Department, Government of Puducherry, in collaboration with the National Informatics Centre (NIC) Puducherry, launched the **Online Water Connection, Consumption, Billing & Payment Collection System on 03/01/2025**. This innovative initiative aims to streamline water management services for citizens, ensuring greater convenience, transparency, and efficiency in the provision of water supply services.

The online portal, designed, developed and hosted by NIC Puducherry for the **Public Works Department (PWD)**, was inaugurated by **Hon'ble Lieutenant Governor Sh. Kailashnathan, I.A.S (Retd)**, in the presence of several distinguished dignitaries, including **Hon'ble Chief Minister Sh. N. Rangasamy, Hon'ble Speaker Sh. Embalam Selvam @ R. Selvam, Hon'ble Minister for PWD Sh. K. Lakshminarayan, Sh. Sharad Chavan, I.A.S, Chief Secretary to the Government of Puducherry, Sh. Jayant Kumar Ray, I.A.S, Secretary (Works), Sh. Neduncheliyan, I.A.S, Secretary to the Lieutenant Governor, and Sh. V. Gopi Swaminathan, State Informatics Officer, NIC Puducherry**, along with various officials from NIC and PWD.

### **A Milestone in Digital Governance**

The online system offers a comprehensive suite of services that covers **new water connection applications, consumption tracking, automated billing, and payment collection**. By digitizing these essential functions, the system is set to eliminate manual interventions, reduce errors, and improve service delivery to the residents of Puducherry. With the easy-to-use web portal, citizens can now track their water consumption, view bills, and make payments online—offering greater flexibility and ease of access.

During the launch, **Sh. V. Gopiswaminathan**, State Informatics Officer, NIC Puducherry, explained the salient features of the launched system in detail. He also highlighted the success of several other similar ICT projects undertaken by NIC Puducherry, including the **Online Electricity Billing & Collection System, Ration Card Services, Recruitment, Online Building Permission System, Land Records Registration, and Property & Taxation Systems** etc.. These projects have greatly contributed to the state's ongoing efforts to digitize governance, reduce paperwork, and offer more services at the click of a button.

### **Continuous Effort Towards Digital Transformation**

The **Hon'ble Minister for Works, Sh. K. Lakshminarayan**, praised the continuous efforts of NIC Puducherry in supporting the **Public Works Department** with advanced technology solutions. He mentioned other pivotal systems developed by NIC, such as **KINETICS** (a work monitoring system) and the **Online Water Connection, Consumption, Billing & Payment Collection System**, both of which are poised to improve the efficiency of public services in Puducherry.

The **Chief Engineer, PWD**, presented a **memento** to NIC Puducherry for their dedication to enhancing the infrastructure of governance through technology and expressed gratitude for the successful launch of the system.

He concluded the event by delivering the **vote of thanks**, acknowledging the efforts of everyone involved in the development and successful implementation of this transformative system.

## A New Era of Convenience for Puducherry Residents

With the launch of the Online Water Connection, Consumption, Billing & Payment Collection System, Puducherry has taken another important step towards creating a more transparent, efficient, and accessible public service ecosystem. This initiative will not only enhance the convenience for residents but also serve as a model for other regions aiming to digitize water supply management and related services.

The digitalization of essential public services is set to continue transforming governance in Puducherry, offering residents the benefits of technology while ensuring smoother, faster, and more reliable public service delivery.

