



eWater

Water consumers, billing, service requests and recovery intelligence

- Consumer ID and ward/area master
- Domestic and Commercial tariffs
- Monthly billing, arrears, late charges and notices
- New connection / disconnection / reconnection requests
- QR forms, receipts, reports and citizen lookup

Digital Revenue Principles

- ✓ Go Online
- ✓ Go Paperless
- ✓ Transparent Records
- ✓ Citizen Access
- ✓ Role-based Security



From entry to verified record

1. Consumer Master

- Maintain connection, ward, CNIC, WhatsApp, type
- status and tariff history.

2. Monthly Billing

- Generate bills with current charges, previous
- balance, late fee and QR verification.

3. Payments

- Record bank/cash/digital payments and issue receipt
- with complete ledger trail.

4. Recovery

- Area-wise outstanding, notices, field follow-up and
- date-wise dashboards.



What operators and officers see

Consumer Search

- Connection ID, name, CNIC, WhatsApp, ward and status.

Ward Dashboard

- Ward 01, 03, 04, 06, Pati Kalan and Shekhanoo Kaly.

Print Centre

- Single/bulk bills, A4/PDF and 58mm receipt workflows.

Service Requests

- New connection, update, disconnection, reconnection and renewal.

Reports

- Daily, monthly, ward-wise, paid/unpaid and outstanding.

Audit

- Role-based users, activity log and protected corrections.



Muhammad Mujtaba Afridi

Current TMO



Rahman Sher

TMO - 2025 rollout

TMA Team

- Usman Ali Shad - TOR / Regulations
- Farman Khan - ATOR / Taxation support
- Zakir Safi - Tax Superintendent / revenue operations
- Salar Khan - TOF / Finance
- Mr. Shahid - supporting TMA team member

Digital Transformation Credits

AR Danish Abad 1920 - Danish Center / DC Mardan

Digital design, software development, data structuring, training, rollout support and continuing technical assistance.

Special recognition is recorded for Mr. Rahman Sher for the 2025 municipal rollout and implementation leadership documented on TMA Takht Bhai's public digital-transformation pages.

The initiative continues under current TMO Muhammad Mujtaba Afridi with the TMA Regulations, Finance, Taxation and operational teams.

Source references: <https://tmatakhtbhai.pk/> and https://ebilling.tmatakhtbhai.pk/splash_portals.php

