



**Public Health Engineering Department**  
**Vishweshwaraiah Bhawan**  
**Patna, Bihar**

**User Manual for Contractor Upgradation and Re-new**

**2020**

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## Introduction-

*The Public Health Engineering Department (PHED), The basic objective of the department is to provide pure drinking water and sanitation facilities and maintain them. Our vision is to provide pure drinking water free of any anomalies as improved portable water supply and sanitation facilities and services are critical to enhance public health and improve human development outcomes, more so for rural households.*

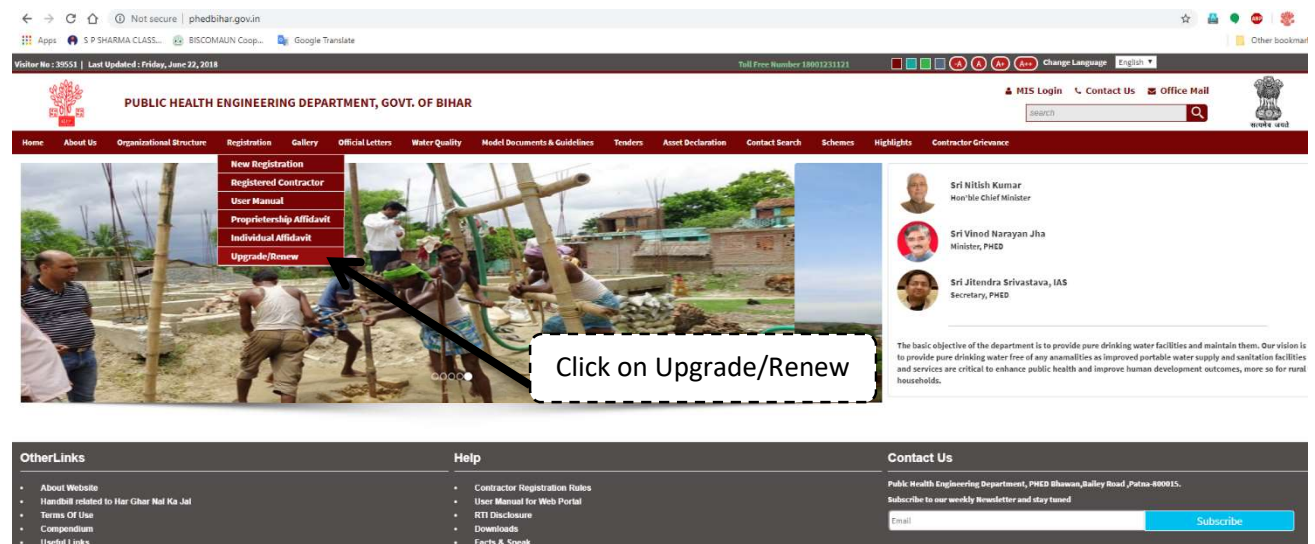
## Interfaces

### How to access PHED Web Portal?

Any user across globe can access the web portal of Public Health Engineering Department using Laptop, PC Tablet and any Mobile Devices.

User first have to put - <http://phedbihar.gov.in/> in their browsers URL column with proper internet connection of the device through which they want to access the web portal. Any browser can be used for this. A below annexed page will appear on your screen.

## Interface#1 Web Portal



**Figure – Home screen of PHED Web Portal**

User select Registration menu on the web portal and in the submenu select Upgrade/Renew menu as shown in the figure above. Contractors already empaneled for Public Health Engineering Department can apply for upgradation in their class and can renew their registration as well.

## Interface#2 Upgradation/Renew Screen

**Contractor Request for Upgrade/Renew**

Search Contractor

Registration No:

OR

PAN:

Show

Enter Mobile No:

Update

Enter Email ID:

Update

Name	MobileNo	EmailId	FullAddress	Apply For
SHRI SURENDRA KUMAR			VILL LOHANI BIGHA PO - GOWA GODPUR DIST - NAWADA BIHAR - 805110	<a href="#" style="color: #007bff; text-decoration: none;">Upgrade / Renew</a>

Contractor will enter their registration no. as provided from the Public Health Engineering Department or they can enter their Entity PAN no. Entity is like in the category they have registered as shown below.

1. Individual
2. Sole Proprietorship
3. Company
4. Unemployed engineers
5. Partnership Firm

Click on show button. Contractor will see the details they have provided for their registration. Mobile no. and E-mail can be update here on screen as well if they wish to update, unless no need. Contractor needs to ensure the correct mobile no. as they will receive the OTP for further processing the upgradation/renew process.

Click on link upgrade/renew, under apply for header.

## Interface#3 OTP Validation Upgradation/Renew Screen

**Contractor Request for Upgrade/Renew**

Search Contractor

Registration No:

OR

PAN:

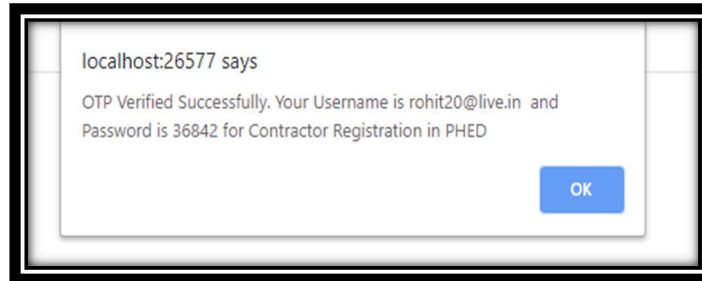
Show

Enter OTP:

Verify OTP

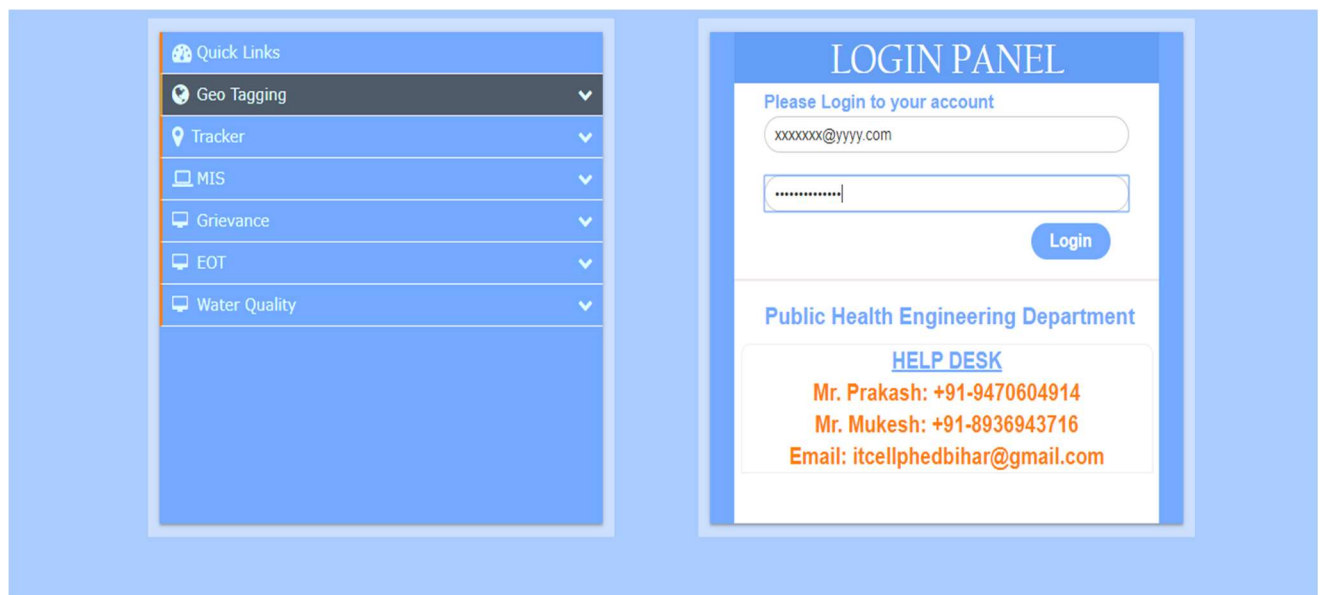
Name	MobileNo	EmailId	FullAddress	Apply For
Rohit Kumar	7654140470	rohit20@live.in	Anisabad	<a href="#" style="color: #007bff; text-decoration: none;">Upgrade / Renew</a>

Contractor will receive OTP on their registered no. with the Department. Enter the OTP and click on verify OTP Button.



Successfully verified OTP message will appear on the screen if provided the correct details. Contractor will be redirected to the login screen of the Public Health Engineering Department. Those contractors who already having the user id and password will be redirected to the login page once their OTP gets verified, they don't need any new id and password to further process their request. User id and password will be provided to the contractors who have not been allotted earlier.

## Interface#4 Login Screen for Upgradation/Renew



Contractor will login the screen with the credentials they have.

## Interface#5 How to Change Password?

Authorised user with login credentials will have to change the password once they login for the first time. It is a mandatory step after first login. As one can see in above screen that under manage users menu, there is submenu named as change password. Click on the change password option. Below screen would appear before user. User will put the password provided to them from Department.



The screenshot shows the 'Change Your Password' form within the Public Health Engineering Department, Govt. of Bihar portal. The form has three input fields: 'Password:', 'New Password:', and 'Confirm New Password:'. Below these fields are two buttons: 'Change Password' and 'Cancel'. The header of the portal includes the department name, a 'Home' link, and a 'Logout' link.

In new password option user will insert a password of their choice. Enter again new password in Confirm new password box. Then click on change password button. A notification would appear on screen that password changed successfully.

## Interface#6 Upgradation/Renew link screen



The screenshot shows the 'Upgrade/Renew (New)' option selected in the 'Contractor' submenu. The header of the portal includes the department name, a 'Home' link, and a 'Logout' link. The 'Contractor' submenu is expanded, showing options like 'Upload Invoice', 'Enter Payment Details', 'Registration Status', 'Reupload Documents', 'Payment Status', 'Make Payment', 'Request For Edit', 'Upgrade/Renew (New)', and 'View Certificate'.

Contractor will click on the menu **Contractor** visible on the logged in screen. Then in the sub menu click on Upgrade/Renew.

## Interface#7 Contractor Upgradation/Renew Screen

Home Public Health Engineering Department, Govt. of Bihar Welcome:- Rohit20@Live.In Logout

### Contractor Upgrade/Renew

\* Type Of Entity Individual

\* Applicant Name N/A Rohit Kumar

\* Date Of Birth(As per PAN) 10-Feb-1993

\* District PATNA

\* Mobile No 7654140470

\* PAN No BLBPK1175K **Verify**

If Convicted by court ☐ Yes ☒ No

Debar by PHED ☐ Yes ☒ No

BlackList by PHED ☐ Yes ☒ No

\* Contractor Class Class1

\* Father's Name Mahabir Prasad

\* Full Address Anisabad  
(Please enter your complete address for future correspondence)

\* Pin Code 800002

\* Nationality Indian

\* Email Id rohit20@live.in

GST No GSTIN75126

Power of Attorney ☐ Yes ☒ No

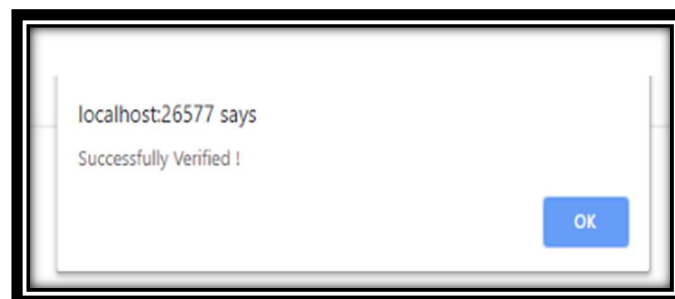
Debar by Other Department ☐ Yes ☒ No

BlackList by Other Department ☐ Yes ☒ No

**Request For Edit**

Contractor will have the details they have provided to the Department for the earlier registration. Click on request for Edit button shown on the bottom of the page. In case of renewal and Upgradation user will click on request for edit button only. Enter the PAN no., here PAN no. will be verified online. Excluding some fields all fields can get updated.

In case of renew Contractor class will be disabled and in updation Contractor class will be enabled so that contractor can select the class in which they wish to upgrade themselves.



PAN verified will be shown as message on the screen.

Home
Public Health Engineering Department, Govt. of Bihar
Welcome:- Rohit20@Live.In [Logout](#)

**Contractor Upgrade/Renew**

\* Type Of Entity Individual

\* Applicant Name N/A Rohit Kumar

\* Date Of Birth/As per PAN 10-Feb-1993

\* District PATNA

\* Mobile No 7654140470

\* PAN No BLBPK1175K ✓

If Convicted by court ☐ Yes ☒ No

Debar by PHED ☐ Yes ☒ No

BlackList by PHED ☐ Yes ☒ No

\* Contractor Class Class2

\* Father's Name Mahabir Prasad

\* Full Address Anisabad  
(Please enter your complete address for future correspondence)

\* Pin Code 800002

\* Nationality Indian

\* Email Id rohit20@live.in

GST No. GSTIN75126

Power of Attorney ☐ Yes ☒ No

Debar by Other Department ☐ Yes ☒ No

BlackList by Other Department ☐ Yes ☒ No

Next
Request For Edit

After PAN gets verified a tick mark in green color will be visible. Contractor will click on the next button to further ensure the updation in their class. Contractor enter their specific and personal details. For PAN verification click on verify button and the PAN no. would automatically get verified by NSDL server. After verification a tick (✓) will appear beside the PAN no. box. If tick mark does not appear it shows wrong PAN no., user cannot proceed further. After tick mark, click on next button as shown at the bottom of the page for further processing. Applicant will provide the details whether he is blacklisted or debar from PHED or from any other government departments.



## Interface#8 Uploading documents for Upgradation/Renew Screen

Contractor Upgrade/Renew

\* Type Of Entity: Individual

\* Applicant Name: N/A Rohit Kumar

\* Date Of Birth(As per PAN): 10-Feb-1993

\* District: PATNA

\* Mobile No: 7654140470

\* PAN No: BLBPK1175K ✓

If Convicted by court: ☐ Yes ☒ No

Debar by PHED: ☐ Yes ☒ No

BlackList by PHED: ☐ Yes ☒ No

\* Contractor Class: Class2

\* Father's Name: Mahabir Prasad

\* Full Address: Anisabad  
(Please enter your complete address for future correspondence)

\* Pin Code: 800002

\* Nationality: Indian

\* Email Id: rohit20@live.in

GST No: GSTIN75126

Power of Attorney: ☐ Yes ☒ No

Debar by Other Department: ☐ Yes ☒ No

BlackList by Other Department: ☐ Yes ☒ No

Next
Request For Edit

Document	Upload
Identity Proof	<span>Choose File</span> <span>No file chosen</span>
Pancard Scan Copy	<span>Choose File</span> <span>No file chosen</span>
Address Proof	<span>Choose File</span> <span>No file chosen</span>
Signature Scan copy	<span>Choose File</span> <span>No file chosen</span>
GST Registration scan copy	<span>Choose File</span> <span>No file chosen</span>
Applicant Photo	<span>Choose File</span> <span>No file chosen</span>
Individual Affidavit scan copy	<span>Choose File</span> <span>No file chosen</span>

Note:-  
 1. All fields marked with \* are Compulsory.  
 2. Image and Pdf File size should be less than 1 MB.  
 3. ID Proof: 1-Passport, 2-Pan Card, 3-VoterID Card.  
 4. Address Proof: 1-Electricity Bill, 2-Passport, 3-Bank Passbook, 4-VoterID Card.  
 5. All Uploaded documents must be attested by the gazetted officer/Competent Authority.  
 6. In case information given and attachment submitted by you is found acceptable you may deposit requisite registration fees after 21st working day but not later than 5 days thereafter.  
 7. In case of successful payment you will get notification through SMS on your registered Mobile No and Registration Certificate will be delivered to your registered address by Post.

Save & Next
Cancel

As per the entity, applying contractor either for upgradation or renewal must have the following details as these needs to get uploaded for processing their request –

## SOLE PROPRIETORSHIP

- Proprietor Photo
- Identity Proof
- Pan card Scan Copy
- Address Proof
- Signature Scan copy
- GST Registration scan copy
- Affidavit scan copy

## PARTNERSHIP FIRM

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- Identity Proof
- Pan card Scan Copy
- Address Proof
- Signature Scan copy
- GST Registration scan copy
- Partner Photo
- Firm's Registration scan copy
- Partnership Deed

## COMPANY

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- Identity Proof
- Pan card Scan Copy
- Address Proof
- Signature Scan copy
- GST Registration scan copy
- Incorporation Certificate Of The Company scan copy
- Memorandum Of Association
- Articles Of Association
- MCA 21
- Applicant Photo

## UNEMPLOYED ENGINEER

---

- Identity Proof
- Pan card Scan Copy
- Address Proof
- Signature Scan copy
- Affidavit scan copy
- Engineering Certificate
- Applicant Photo

## INDIVIDUAL

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- Identity Proof
- Pan card Scan Copy

- Address Proof
- Signature Scan copy
- GST Registration scan copy
- Applicant Photo

Contractor will upload the required documents. The documents to be uploaded depends on the entity selected. Required documents would vary as per the application applying in which entity. User/contractor can preview the documents uploaded and that would be saved automatically. Applicant can refer the note for instructions attached with the web page for filling and uploading the details.

Entities wise upload requirements for applying as a contractor-

1. **Individual Engineers** will enter their PAN and GST no's and will upload the Identity Proof, PAN card scan copy, Address Proof, Signature, GST registration scan copy, and Applicant Photograph. During uploading user will get the instruction about size mismatch and format. As per the requirement they need to upload the documents.
2. **Unemployed Engineers** will enter their PAN no. and would upload the Identity Proof, PAN card scan copy, Address Proof, Signature, Engineering certificate and Applicant Photograph.
3. **Company** will have to upload Identity proof, PAN card, Address proof of the company, Signature of the authorized personnel, GST registration copy, Incorporation certificate of the company scan copy, Memorandum of association, Articles of association, MCA 21, Applicant/Authorized person photograph.
4. **Partnership firm** will have to upload the Identity proof, PAN card copy, Address proof, Signature, GST registration copy, Partner photograph, Firms registration copy, Partnership deed copy.
5. **Sole Proprietorship** will have to upload the Proprietor photo, Identity proof, PAN card copy, Address proof, Signature, GST registration copy, Affidavit scan copy.

Contractor will upload the documents and the size would not less than 100 KB and not more than 1 MB.

ID proof would be any of the PAN, Passport & Voter Id card only.

Address proof would be any of the Voter Id, Bank Passbook, Passport & Electricity Bill only.

## Interface#9 Contractor Updation/ Renewal Final submission screen

Contractor Details

Type Of Entity	Individual	Contractor Class	Class2
Applicant's Name	Rohit Kumar	Father's Name	XXXXXXXXXXXXXX
Date Of Birth (As per PAN)	17-Jul-1989	Full Address	XXXXXXXXXXXXXX
District	PATNA	Nationality	Indian
Mobile No	7654140470	Email Id	safanirohit4u@hotmail.com
PAN No	BLBPK1175K	GST No.	XXXXXXXXXXXXXX
If Convicted by court	No	Power of Attorney	No
Debar by PHED	No	Debar by Other Department	No
BlackList by PHED	No	BlackList by Other Department	No

Attachment

Document	Action
Identity Proof	<a href="#">Download</a>
Pancard Scan Copy	<a href="#">Download</a>
Address Proof	<a href="#">Download</a>
Signature Scan copy	<a href="#">Download</a>
GST Registration scan copy	<a href="#">Download</a>
Applicant Photo	<a href="#">Download</a>

Declaration

☒ I hereby declare that above mentioned details are correct to the best of my knowledge.

1) Contractors shall not be eligible to apply for tender in such Circle in which his close relative(s) is/are posted as Divisional Accountant or Junior Engineer or officer(s) superior to Junior Engineer. Any violation of this condition shall be sufficient to delist the name of the contractor.

2) Close relative means husband/wife, mother, father, brother, sister.

3) I We hereby certify that my/ours/ Name has not been registered in any class of contractor/contractors of the department as yet.

Proceed to Payment

Contractor will be directed to the above screen in preview menu. Contractor can download and cross check the documents uploaded. Contractor will click on the check box provided on the screen then click on submit button for final submission.

The screenshot displays the 'Public Health Engineering Department' registration portal. A notification box at the top states 'localhost:26577 says Declaration Received Su...'. The 'Contractor Details' section contains the following information:

Type Of Entity	Individual	Contractor Class	Class2
Applicant's Name	Rohit Kumar	Father's Name	XXXXXXXXXXXXXXXXXX
Date Of Birth (As per PAN)	17-Jul-1989	Full Address	XXXXXXXXXXXXXXXXXX
District	PATNA	Nationality	Indian
Mobile No	7654140470	Email Id	safarirohit4u@hotmail.com
PAN No	BLBPK1175K	GST No.	XXXXXXXXXXXXXXXXXX
If Convicted by court	No	Power of Attorney	No
Debar by PHED	No	Debar by Other Department	No
BlackList by PHED	No	BlackList by Other Department	No

The 'Attachment' section lists documents for download:

Document	Action
Identity Proof	<a href="#">Download</a>
Pancard Scan Copy	<a href="#">Download</a>
Address Proof	<a href="#">Download</a>
Signature Scan copy	<a href="#">Download</a>
GST Registration scan copy	<a href="#">Download</a>
Applicant Photo	<a href="#">Download</a>

The 'Declaration' section includes a checkbox for 'I hereby declare that above mentioned details are correct to the best of my knowledge.' and two numbered conditions regarding eligibility and close relatives.

After submission a message will appear on the screen that your declaration submitted successfully.

## Interface#10 Contractor screen for Payment

The screenshot shows the 'Make Payment' screen for the contractor. The header includes the 'Public Health Engineering Department, Govt. of Bihar' logo and a welcome message for 'Safarirohit4u@hotmail.com'. The contractor's details are displayed as follows:

Contractor Name:	Rohit Kumar	PAN:	BLBPK1175K
Contractor Class:	Class2	Amount Payable:	Rs. 100000/-

A note states: 'NOTE: You will be redirected to SBI Collect in another tab to make payment.' Below this, there are two buttons: 'Make Payment' and 'Enter Payment Details'.

Contractor will login and can access the link provided on their login screen. **“Make Payment”** button would appear on the contractor login screen. Contractor will click on the make Payment - button and they would be redirected to the State Bank of India Payment gateway to pay the amount using Net banking, Debit card/Credit card.

**Note-** Against pay now a payment amount reflects that same amount has to be paid by the applying contractor. As per the class selected by the contractor amount will vary. Contractor will have to pay as per their class, the complete amount against registration in one time. No part payment would be entertained.

Class- 1 - Rs 200000/-

Class- 2 - Rs100000/-

Class- 3 - Rs 25000/-

In case of upgradation contractor will pay the difference amount only. If class 3 Contractor would apply for class 2 then he will have to pay Rs75000/- as the difference amount to the Department. In an upgradation from class 2 to class 1, contractor will pay a difference amount of Rs 100000/- only to the Department.

In case of renewal, contractor will pay the above mentioned amount as per the class they wish to retain.

**DISCLAIMER CLAUSE**

[Terms Used](#)

- > Corporate Customer: Firm/Company/Institution (F/C/I) collecting payment from their beneficiaries.
- > User: The beneficiary making a payment to F/C/I for the services/goods availed.
- > Bank shall not be responsible, in any way, for the quality or merchantability of any product/merchandise or any of the services related thereto, whatsoever, offered to the User by the Corporate Customer. Any disputes regarding the same or delivery of the Service or otherwise will be settled between Corporate Customer and the User and Bank shall not be a party to any such dispute. Any request for refund by the User on any grounds whatsoever should be taken up directly with the Corporate Customer and the Bank will not be concerned with such a request.
- > Bank takes no responsibility in respect of the services provided and User shall not be entitled to make any claim against the Bank for deficiency in the services provided by the Corporate Customer.
- > The User shall not publish, display, upload or transmit any information prohibited under Rule 3(2) of the Information Technology (Intermediaries guidelines) Rules, 2011.
- > In case of non-compliance of the terms and conditions of usage by the User, the Bank has the right to immediately terminate the access or usage rights of the User to the computer resource of the Bank and remove the non-compliant information.

☐ I have read and accepted the terms and conditions stated above.  
(Click Check Box to proceed for payment.)

[Proceed](#)

Activate Windows

User will be redirected to the payment process and user will check the box shown on the above screen. Click proceed button shown above in the same screen.

Another screen shown below would appear while processing for the payment. User will select from drop down i.e. "Contractor Registration Fee"

The screenshot shows the SBI State Bank Collect portal. At the top, there is a header with the SBI logo and 'State Bank Collect' text. Below this, a navigation bar shows 'State Bank Collect' and 'State Bank Mops'. The main content area has a green header with the text 'DEPUTY DIRECTOR EVALUATION CUM DDO PHED' and 'PATNA, PATNA-800015'. Below this, a section titled 'Provide details of payment' contains a dropdown menu for 'Select Payment Category \*'. The dropdown menu is open, showing options: '-- Select Category --', 'CONTRACTOR REGISTRATION FEE', and 'UPGRADATION FEE'. A red box highlights the 'CONTRACTOR REGISTRATION FEE' option. At the bottom, there is a footer with '© State Bank of India' and links for 'Privacy Statement', 'Disclosure', and 'Terms of Use'.

User will be redirected to the other page that is shown below –

User will have to fill the details asked in the format on screen. User will have their user id as their mail id.


User will enter their address, registration fee amount and upgradation fee amount if any. In remarks they can write their about their payment. Remarks is not mandatory for users.

In the sub-section user will enter their name, date of birth of their own in case of individual and in case of firm date of establishment of the firm, mobile no. of the user, e-mail id of the user and the code shown on the screen for validation purpose. User will be redirected to final payment screen. On the screen they will enter the specific details after choosing how they wish to pay the registration or upgradation amount.

Online payment confirmation will be acknowledged by the SBI GATEWAY to the user and Parallely they would get an DU no. to share with the department so that department can check payment has been received from the same contractor.

State Bank Collect / State Bank Collect Exit

**State Bank Collect** 31-Jul-2019 [12:01 PM IST]

 **DEPUTY DIRECTOR EVALUATION CUM DDO PHED**  
PATNA, PATNA-800015

Provide details of payment

Select Payment Category \*

NAME OR FIRM NAME \*

MOBILE NO. \*

USER ID \*

ADDRESS \*


REGISTRATION FEE

UPGRADATION FEE

Remarks

Please enter your Name, Date of Birth (For Personal Banking) / Incorporation (For Corporate Banking) & Mobile Number.  
This is required to reprint your e-receipt / remittance(PAP) form, if the need arises.

Name \*

Date Of Birth / Incorporation \*  

Mobile Number \*

Email Id

Enter the text as shown in the image \*

## Interface#11 Payment update screen for Contractor

[Home](#)  **Public Health Engineering Department, Govt. of Bihar** Welcome:- Rohit20@Live.In [Logout](#)

**Enter Payment Details**

Contractor Class  Amount Payable 100000/-

DU No  Amount Paid

Paid Date

**NOTE:** Your Reference Nos is CR62882. Please note it for further interaction.

**Payment Details**

Serial No.	Reference No	DU No	Paid Amount	Paid Date	Payment Status
1	CR62882	DUC85246	100000.000000	06 Jan 2020	Forwarded

Contractor will update the payment details after login in the PHED Contractor registration. Each contractor will get a unique DU no. against their successful payment to Public Health Engineering Department. Contractor will update the details and submit the same.



The screenshot displays the PHED Contractor Registration web application. At the top, there is a navigation bar with a 'Home' button and the 'Public Health Engineering Department' logo. A modal window is open, displaying a success message: 'Submitted Successfully! Please Note Reference No CR15458 for further interaction.' Below the modal, the 'Enter Payment Details' form is visible. It includes fields for 'Contractor Class' (set to 'Class2'), 'DU No.', 'Paid Date', 'Amount Payable' (100000/-), and 'Amount Paid'. A 'Submit' button is located at the bottom of the form. A red note below the form states: 'NOTE: Your Reference Nos is CR15458. Please note it for further interaction.' Below the form, the 'Payment Details' table is shown, containing one row of payment data.

Serial No.	Reference No	DU No	Paid Amount	Paid Date	Payment Status
1	CR15458	DU123456	100000.000000	10 Jul 2019	Forwarded

**Note-** What is ‘DU No.’- DU no. is shared by the bank to the user/contractor. Bank through which the contractor will pay the requisition amount to PHED against their registration will provide the DU no. Once you submit the challan and money to the bank, the teller will identify your transaction by this DU reference number to complete the transaction. DU no. starts with ‘DU’.

If you do not get the DU number on your payment it simply means you did not complete the process successfully and the banker will not be able to help you.

## " Certificate of Registration Generated for Contractor "

**ANNEXURE - "B"**  
**GOVERNMENT OF BIHAR**  
**PUBLIC HEALTH ENGINEERING DEPARTMENT**  
**CERTIFICATE OF REGISTRATION**

Old Registration	New Registration
Registration No: 01900/2019	Registration No: 070120200001
Class: Class2	Class: Class1



Name of Applicant: Rohit Kumar  
Type of Entity: Individual  
Address: Anisabad  
District: PATNA  
Pin Code: 800002

Is hereby registered in Class1 for the period from date 07-Jan-2020 to 06-Jan-2025  
As Contractor of PUBLIC HEALTH ENGINEERING DEPARTMENT

Date: 07 Jan 2020

Signature of Applicant

*Signature*

Authorized Signatory

[Print Certificate](#)

**Note** – When all the concerned authority would approve the contractor upgradation or renewal and the applicant eligibility along with the payment they have done to PHED using SBI gateway online or through generation of challan, contractor would get a certificate as annexed above. Successful contractor will get certificate from Public health engineering department on their registered address at Department. If any documents would be missing and needs clarity contractor would get a notification on their login to upload and clarify the same to get registered at Public Health Engineering Department at earliest possible.

\*\*\*\*\*End of Document\*\*\*\*\*