User Manual
Bulk Waste Generator (BWG)
SWM 2026 Centralized Online Portal

1. Scope of User Manual

This manual explains the actions to be taken by a Bulk Waste Generator (BWG) applicant to create an account, submit a registration form, track application status, respond to authority remarks including correction and rejection, download the registration certificate, raise a grievance and submit an event intimation form.

2. Prerequisites

1. Laptop/ PC with a stable internet connection
2. Mobile No. and Email should not previously be registered on the Solid Waste Management (SWM) 2026 Centralized Online Portal, with provisions to receive One-Time Passwords (OTPs).
3. Property Tax Document or Building Approval Plan
4. Water Consumption Bill

3. New User Registration

1. Open the SWM Portal. Click on “Register Now” on the landing page.
2. Select “Bulk Waste Generator” as the registration category.
3. Enter organization name and authorized person details (name, designation, email address and mobile number).
4. Complete the CAPTCHA to submit registration request.

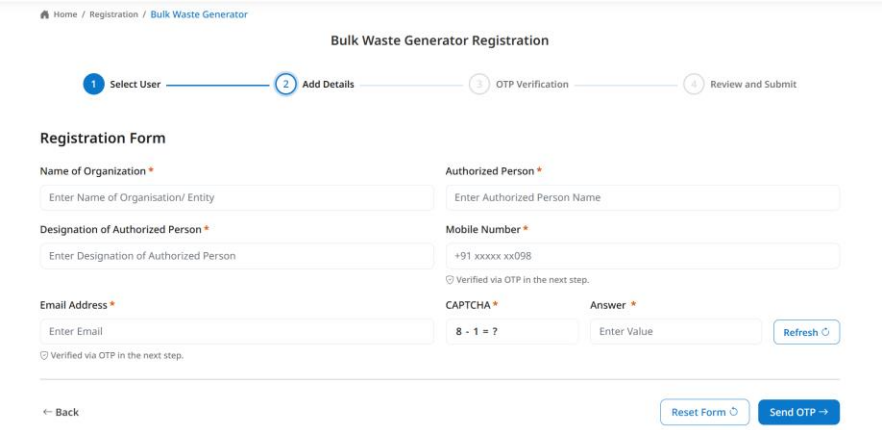


Figure 1: BWG Registration Account Set-up

5. Enter the OTP sent to the registered mobile number and email address.
6. After successful OTP verification, enter and confirm your password. The password must contain alphanumeric and special characters and be of at least eight characters.
7. Submit the password to continue with the registration application.

4. Sign in (Existing User) to the Portal

Open the SWM Portal. Click on “Login” on the landing page.

4.1 Password-based Login

1. Choose “Login with Password”.
2. Enter the registered email address or mobile number, password and CAPTCHA.
3. Select “Login”. The portal redirects to the BWG dashboard.

4.2 OTP-based Login

1. Choose “Login with OTP”.
2. Enter the registered email address or mobile number and complete the CAPTCHA.
3. Enter the OTPs sent to the registered mobile number or email address.
4. Upon verification, the portal redirects to the BWG dashboard.

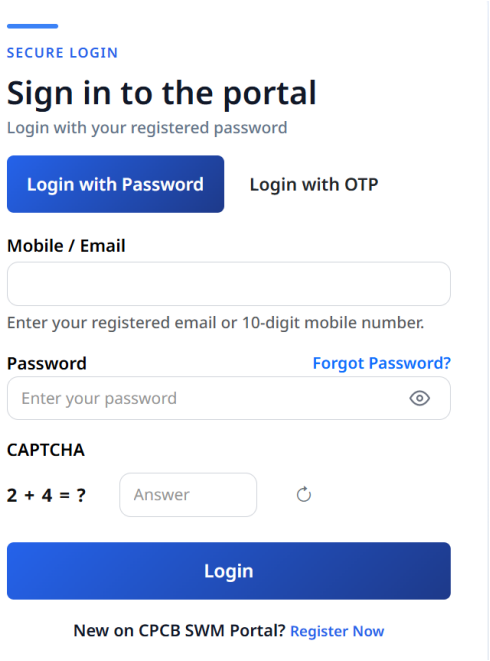


Figure 2: Login to the SWM 2026 Portal

5. BWG Registration Application

1. Upon login, select “My Applications” from the available services.
2. Start a new registration by clicking on “Start Form” or open an existing draft application.

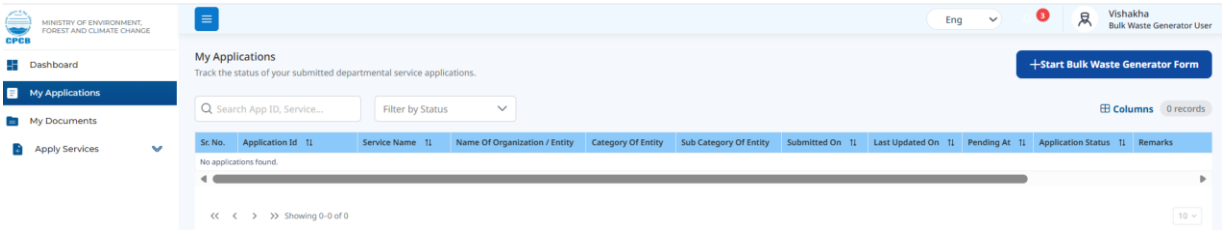


Figure 3: Start BWG Registration Form

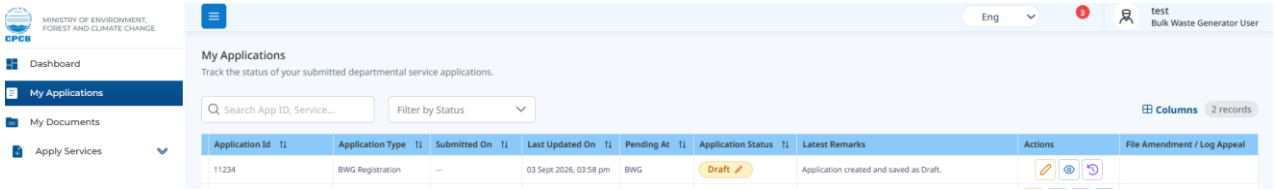


Figure 4: Draft BWG Registration Form

3. The basic details of the organization are prefilled from sign-up stage. All fields except email address and mobile number are editable at this stage.
4. Fill in the remaining details and click on “Next” to proceed to BWG Eligibility Assessment.
5. Enter the Floor Area, Water Consumption and Waste Generation data to check BWG Eligibility.
6. If BWG Eligibility Criteria are not met, the applicant can select “Edit” to correct the details or “Close” the window to exit.
7. If the BWG Eligibility Criteria are met, the applicant can click on “Continue” to proceed with the application.
8. Enter all the required data.
9. Click on “Save & Continue to Documents” to proceed to Document Uploads.
10. Upload the required documents and attest to the self-declaration. Click on “Save as Draft” to return to the application later. Alternatively, click on “Save & Proceed” to continue with the fee payment.
11. Select “Pay & Submit” to complete the payment and submit the registration application.
12. The application status is now “Under Review” with the appropriate Urban Local Body (ULB)/ District Panchayat (DP). Track the application status, download the acknowledgment receipt and view the submitted application by navigating to the “My Applications” section.

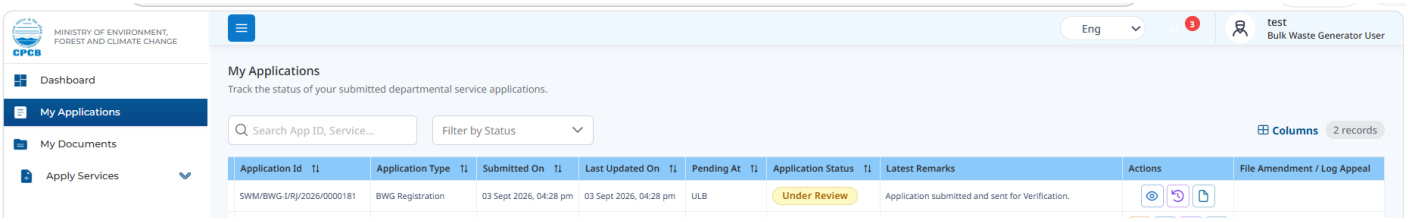


Figure 5: “Under Review” Application Status upon Registration Form Submission

6. Respond to “Correction Requested”

Upon the application review, the ULB/DP can request for one round of correction. The application status changes to “Correction Requested”.

1. Upon login, view the “Correction Requested” status by navigating to the “My Applications” section.
2. View the ULB/DP comments from the application status table or by opening the application.
3. Click on the “Edit” icon to correct the application based on the comments provided by the ULB/DP.

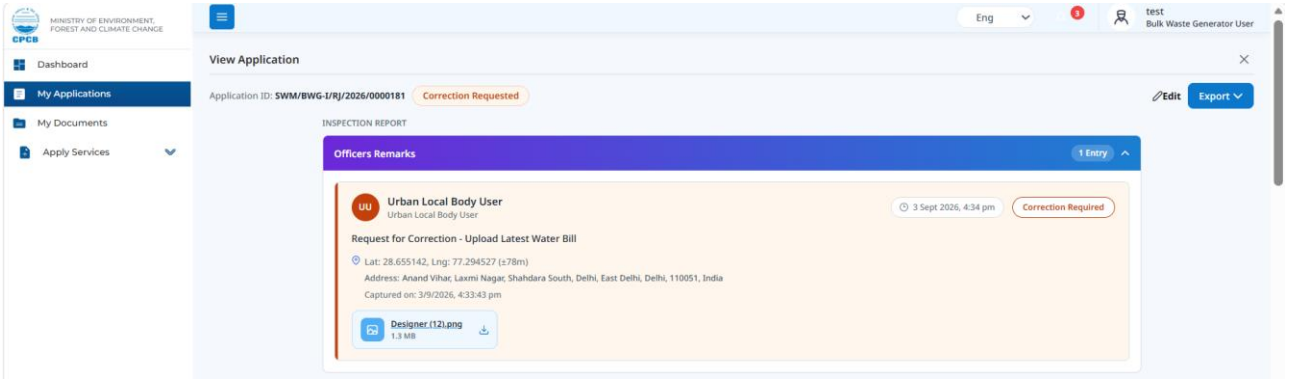


Figure 6: Correction Requested Comments Visible in the Application

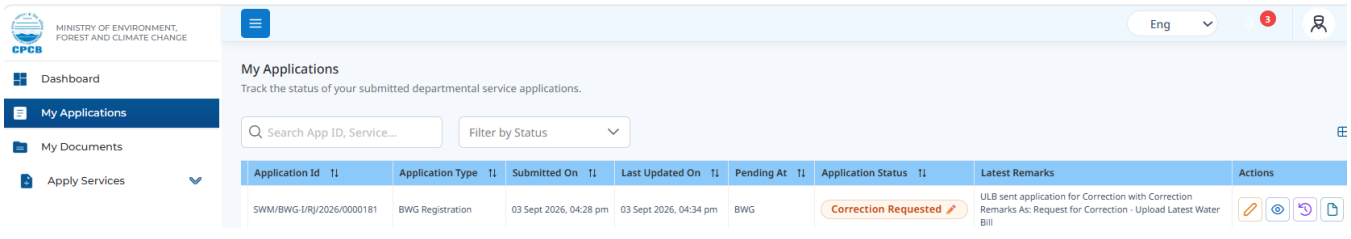


Figure 7: Correction Requested Comments Visible in the Application Status Table

4. Click on “Save & Proceed” to continue with differential fee payment.
5. Select “Pay & Submit” to complete the differential fee payment and resubmit the application.
6. The application status changes to “Under Review” with the appropriate ULB/DP.

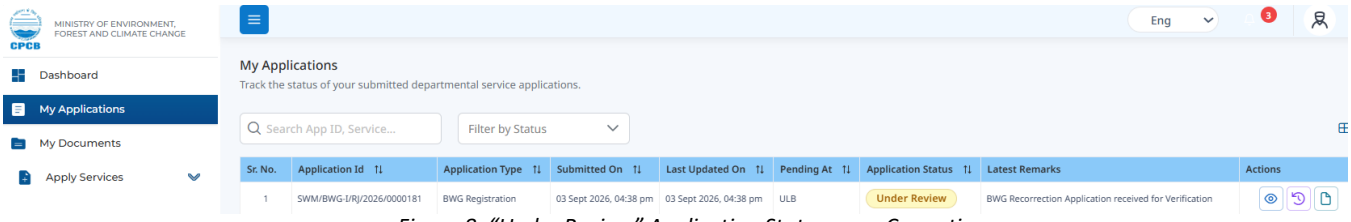


Figure 8: “Under Review” Application Status upon Correction

7. Approved Application and Certificate Download

If the ULB/DP approves the registration application, the application status changes to “Approved”

1. Upon login, view the “Approved” application by navigating to the “My Applications” section.

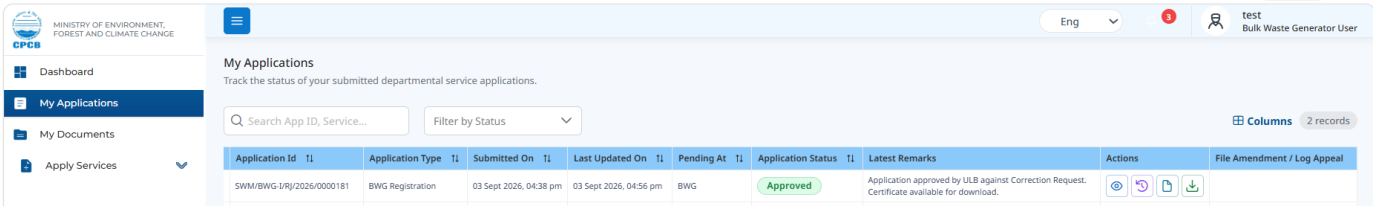


Figure 9: "Approved" Application Status

2. Click on "Download" to download the certificate.

8. Respond to "Rejection Due to Incorrect Details"

Upon the application review, the ULB/DP can reject the application based on incorrect details provided by the applicant. The application status changes to "Rejected".

1. Upon login, view the "Rejected Application" status by navigating to the "My Applications" section.
2. View the ULB/DP comments from the application status table or by opening the application.

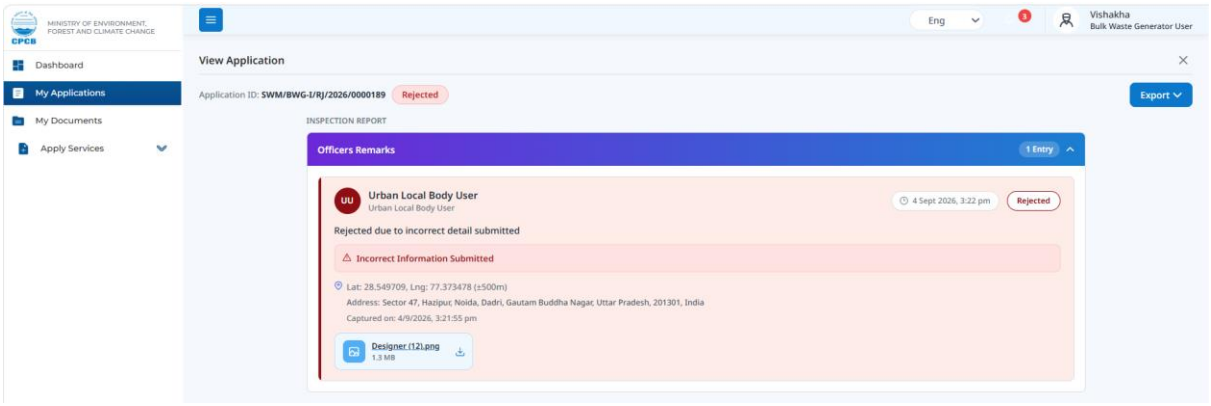


Figure 10: Rejection Comments Visible in the Application

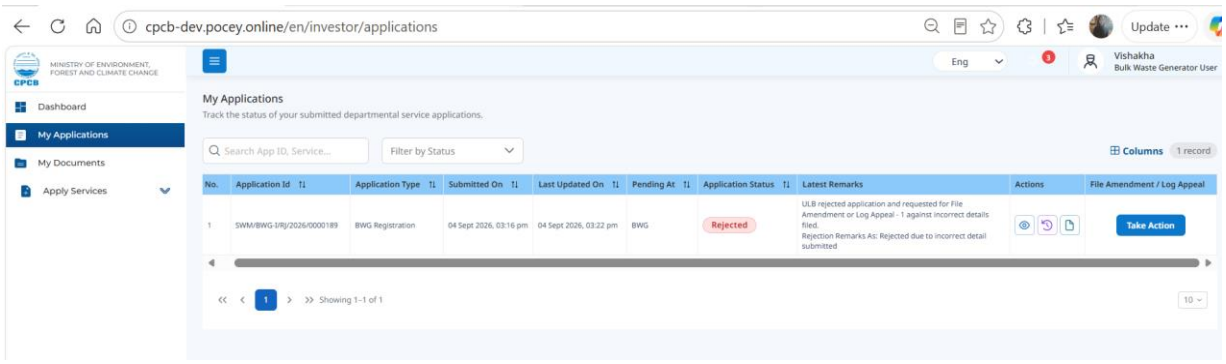


Figure 11: Rejection Comments Visible in the Application Status Table

3. Click on the "Take Action" icon and select either "Log Appeal (Level 1)" or "File Amendment".

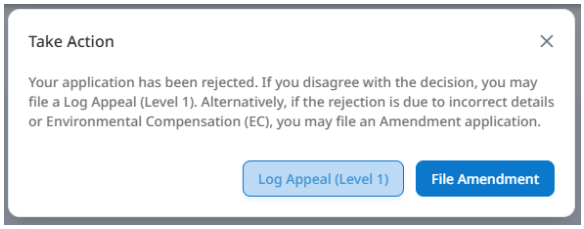


Figure 12: Take Action Options Upon Rejection of Application

8.1 File Amendment

1. Click on “File Amendment” to begin the request.
2. Provide “Details of Incorrect Information” and click on “Submit for Verification”.

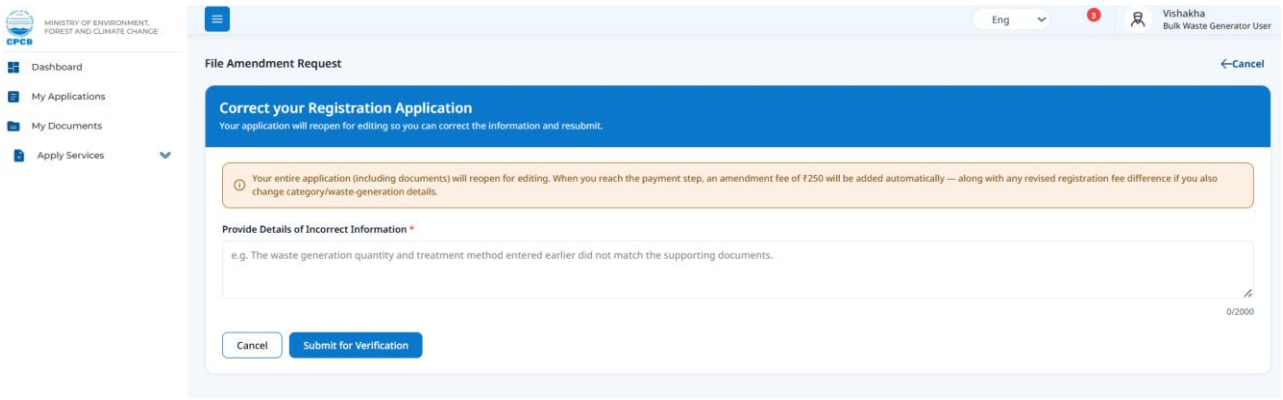


Figure 13: File Amendment Request

3. The application form will re-open in editable format.
4. Correct the application based on the comments provided by the ULB/DP.
5. Click on “Save & Proceed” to continue with amendment fee payment.
6. Select “Pay & Submit” to complete the amendment payment and resubmit the application.
7. The application status now changes to “Under Review” with District Magistrate (DM).

8.2 Log Appeal (Level 1)

1. Click on “Log Appeal (Level 1)” to begin the request.
2. Provide “Justification” based on the ULB/DP comments and upload the supporting documents.
3. Click on “Submit Appeal”.
4. The application status now changes to “Under Review” with DM.

9. Respond to Rejection Due to Environmental Compensation (EC) Non-Compliance

Upon the application review, the ULB/DP can reject the application based on EC Non-Compliance. The application status changes to “Rejected”.

1. Upon login, view the “Rejected Application” status by navigating to the “My Applications” section.
2. View the ULB/DP comments from the application status table or by opening the application.

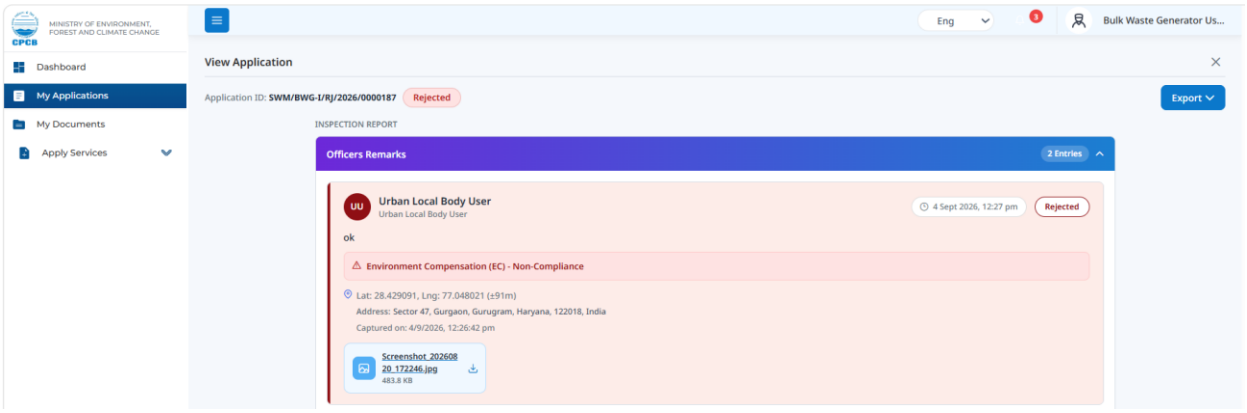


Figure 14: Rejection Comments Visible in the Application

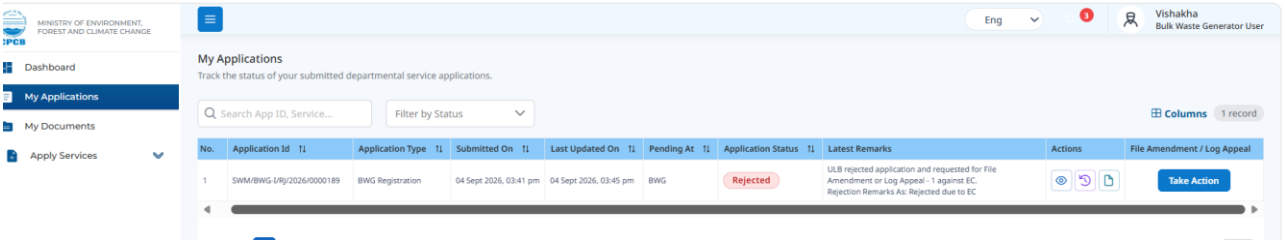


Figure 15: Rejection Comments Visible in the Application Status Table

3. Click on the “Take Action” icon to either “Log Appeal (Level 1)” or “File Amendment”.

9.1 File Amendment

1. Click on “File Amendment” to begin the amendment request.
2. Provide Details of EC paid and click on “Submit for Verification”.

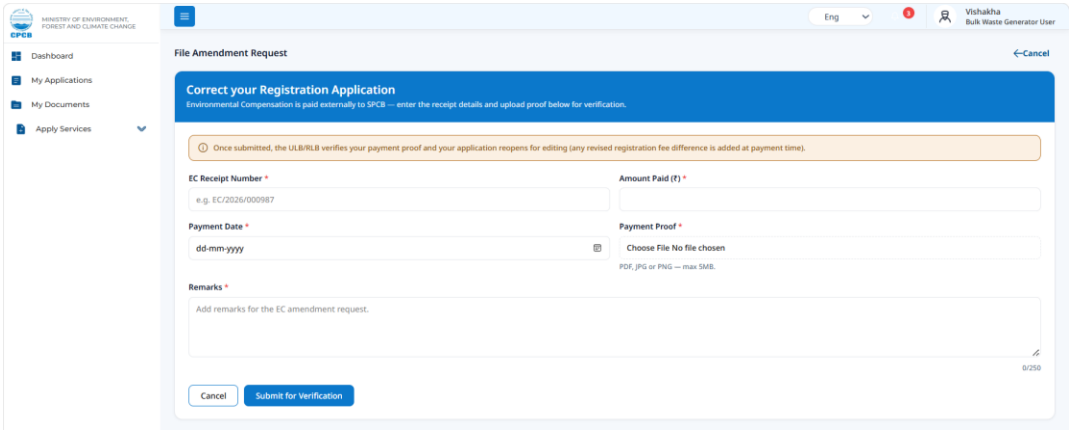


Figure 16: EC Payment Details

3. The application form will re-open in editable format.
4. Correct the application based on the comments provided by the ULB/DP.
5. Click on “Save & Proceed” to continue with amendment fee payment.
6. Select “Pay & Submit” to complete the amendment payment and resubmit the application.

7. The application status changes to “Under Review” with DM.

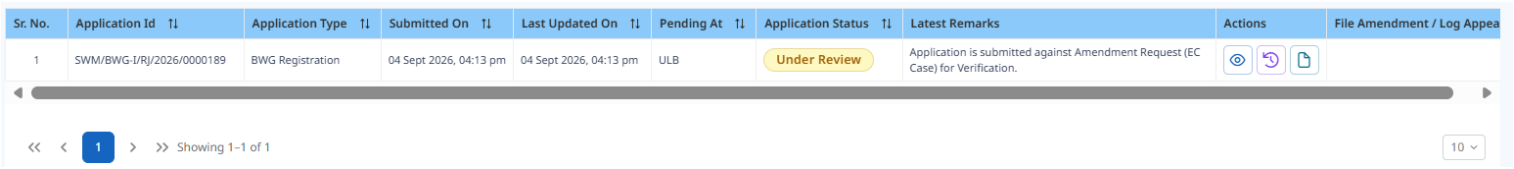


Figure 17: “Under Review” Application Status upon Amendment

9.2 Log Appeal (Level 1)

1. Click on “Log Appeal (Level 1)” to begin the request.
2. Provide “Justification” based on the ULB/DP comments and upload the supporting documents.
3. Click on “Submit Appeal”.
4. The application status now changes to “Under Review” with DM.

10. Dashboard

Select “Dashboard” from the available services to view the following:

1. Organization basic details
2. Waste generation data
3. Registration application status

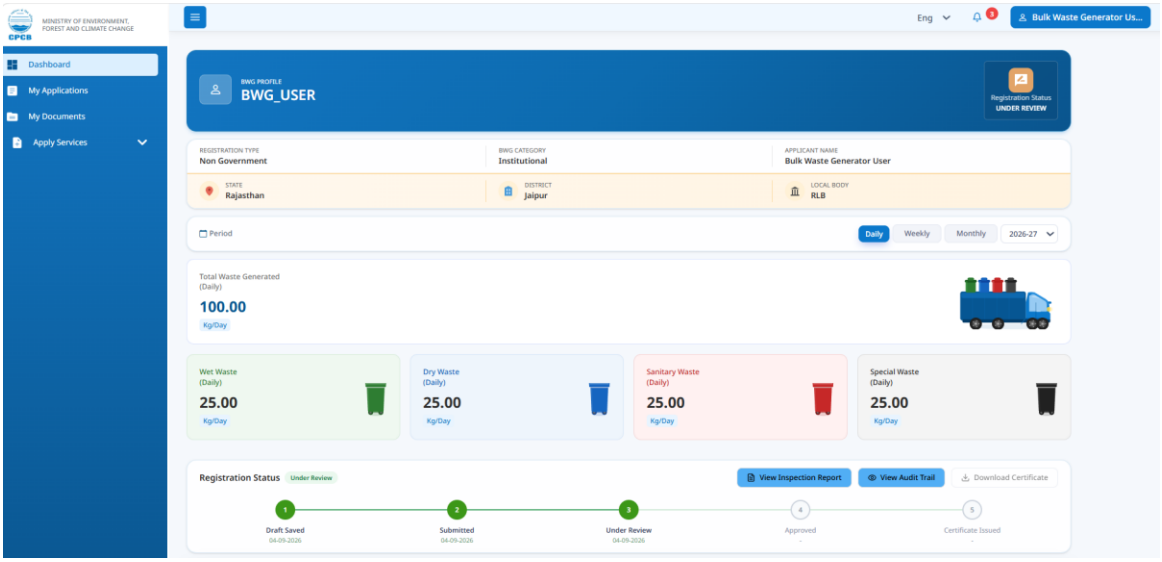


Figure 18: BWG Dashboard

11. Grievances

1. Click on “Apply Services” from the available services section.
2. Click on “Grievance”.
3. To raise a new grievance, click on “Raise Grievance”.
4. To track submitted grievances, click on “My Grievances”.

12. Event Intimation

1. Click on “Apply Services” from the available services section.
2. Click on “Event Intimation”.
3. To submit an event intimation form, click on “Intimate Event”.
4. To view event intimation history, click on “My Events”.

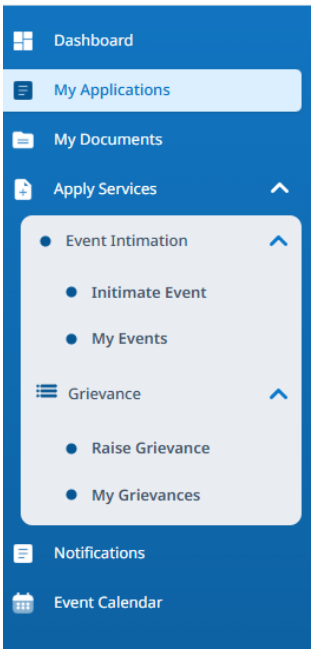


Figure 19: Apply Service Section