

# Directorate of Municipal Administration, Government of Odisha

Implementation of an Integrated e-Governance Solution across all Urban Local Bodies of Odisha

User Manual for Citizens – Online Building Plan Approval System (OBPAS)

Submitted by: PricewaterhouseCoopers Private Limited

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# **Document history**

Date	Version	Author	Reviewed by	Approved by	Description
11/05/2021	1.0	Freddy Luckose			Initial draft version

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# **1** Introduction

## **1.1** Background

The Housing & Urban Development Department (H&UDD), Government of Odisha has ambitious plans to scale up e-governance across 113 Urban Local Bodies (ULBs) in the State of Odisha. It aims to enhance the citizen experience of public services by providing integrated, end-to-end services using a comprehensive State-wide Service Delivery Infrastructure. Online Building Plan Approval System (OBPAS) is one of the focus areas for the H&UDD to help all stakeholders and citizen get building plan approvals through end to end automation of the processes involved.

Online Building Plan Approval System (OBPAS) envisages complete automation of all processes related to building approval at Odisha. Citizen would not be required to visit any of the external departments such as AAI, NMA, Fire etc for NOCs.

OBPAS shall enable local government to bring in transparency, accountability and timebound service for the public. OBPAS, professionals like architects, engineers, supervisors can seek permission for construction of a building for any Urban Local Body / District Town and Country Planning / Centre for Municipal Administration with a speedy, hassle-free and userfriendly procedure, online.

## **1.2** Scope of this Document

The purpose of this document is to help the Citizens in operating the Online Building Plan Approval System. It provides a digital interface, allowing the users to apply for the Building Permit and subsequently make the payment online.

This manual covers up the various features of OBPAS and every feature is defined with a screenshot for user assistance.

## **1.3** Intended Audience and Functionalities

This manual can be used by Citizens to monitor and track their building Permit application and make Online fee payments.

The OBPAS allows the User to

- Apply for a Building Permit
- Complete the Payment for OBPAS
- Download receipts of the payments.
- Keep a track of the status of the Application.



# **2** General Functions

## 2.1 Registering into the system

#### To Register, please go to the following link:

https://sujog.odisha.gov.in/home



Once the user clicks the login button, the bellow screen will appear

SUJOG   Odisha			
REGISTER			Enter Your Mobile Number
Mobile Number * +91 Enter your mobile number	•		
Name * Enter your name	•	[	Enter Name
City * Select your city	•	7	
Have an account? LOGIN			Select your city from the dropd
CONTINUE		l	

<sup>™</sup> SO1C	<b>G</b>   Odisha		
ENT	ER OTP		
An OTP has been sent to : 999 Please check your messages	- 9998134		
отр * Enter OTP	•		Enter OTP
R	equest another OTP in 24		
	NTINUE		Click here to continu

The number will be authenticated by sending an OTP (One Time Password) to the registered mobile number. if the user does not receive the OTP he/she clicks on 'RESEND' under the 'OTP' field. Once the OTP has been entered the OBPAS homepage will appear.

## 2.2 OBPAS Homepage

On Login/Register, the homepage will appear to the user.

츑 ситтаск		ENGLISH 🔻	O → Ċ ≋snog
Q SEARCH ↑ Home	Citizen Services		
⊞_ Building Plan Approval		Click h go to 'Y Profile	My open
	Local Information	ŕ	My City

# 2.3 Editing the Profile

Follow the steps shown below to edit your profile.

- Click on the Profile button on top right side of the homepage
- Click on 'Edit Profile'
- User will be taken to Profile Page where he/she can edit Name, Change City from the dropdown, update Mail ID or upload Profile Picture.

CUTTACK				EN	IGLISH 🔻	<b>0</b> -	Ų	≊sujog
SEARCH	Citizen Services							
Building Plan Approval				31 Approval				
	Local Information							
		Click here to E	dit Profile	J.SH	*	Edit Profile Logout		SUJOG
CUTTACK					ENG	BLISH 🔻	<u>0</u> -	≊snìog
Q     SEARCH       ▲     Home       ■     Building Plan Approval	- Edit Profile							
		0	Name * Luckose city * Cuttack Email Id Enter Your Email Id				•	
								SAVE

# **3** Building Permit Application

# 3.1 Citizen Approval

After filling the necessary details in the Building Permit application by the Architect/Technical Person, it will be forwarded to the Citizen (Owner) for His/Her review and approval.

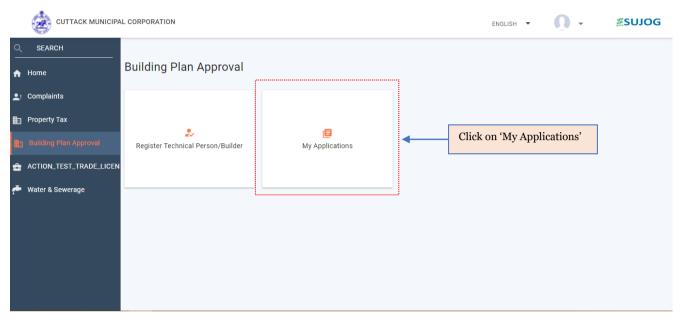
Only after getting the approval can the application fee be payed and submitted to the approving authority by the Architect/Technical Person.

Follow the bellow steps to review the building permit application filled by the Architect/Technical Person and to provide Citizen Approval

	CUTTACK MUNICIP	AL CORPORATION			ENGLISH -	tie sonoe j
٩	SEARCH	Citizen Services				
A		Citizen Services				
<b>.</b> :	Complaints	<b>_</b> 1	n	<u> </u>	<i>,</i>	
ŧ۵	Property Tax	Complaints	Property Tax	Trade License	Water & Sewerage	Building Plan Approval
▦	Building Plan Approval		Building Plan			
ŝ	ACTION_TEST_TRADE_LICEN	Local Informat Approval'				
<b></b>	Water & Sewerage		Events		My City	
		What's New				VIEW ALL
		Building Plan				

#### Step 1 : Citizen Service homepage

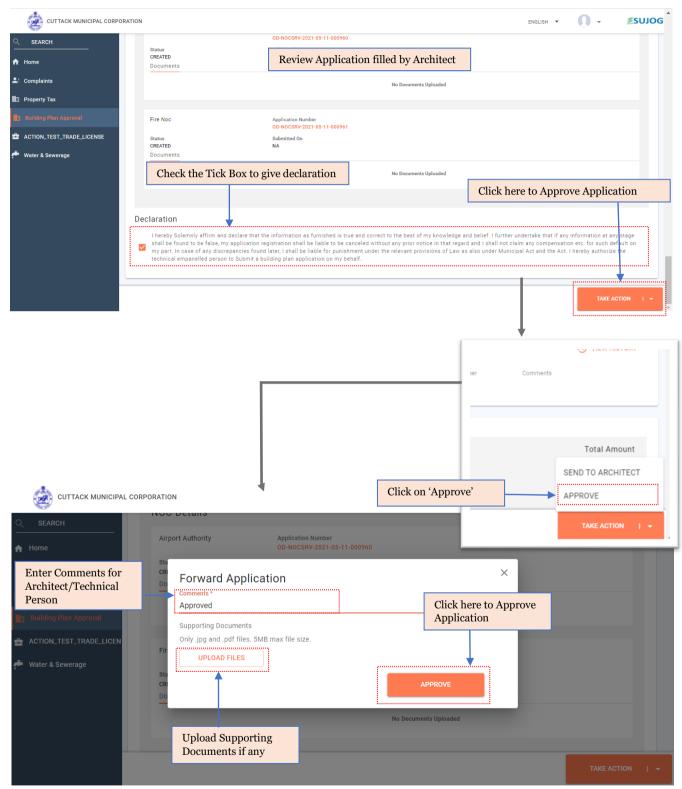
### Step 2 : Building Plan Approval Page



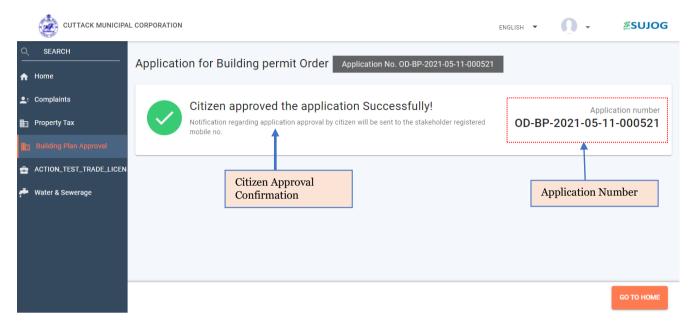
#### Step 3 : My Application Page

	CUTTACK MUNICIPA	L CORPORATION	ENGLISH - 🚺 - ZSUJOG				
<u>_</u> ♠	SEARCH Home	My Applications					
<b>b</b>	Complaints Property Tax Building Plan Approval ACTION_TEST_TRADE_LICEN Water & Sewerage	Application number Owner Name Service type Assigned To Status SLA (Days Remaining) VIEW DETAILS	OD-BP-2021-05-11-000521 Freddy Citizen Building permit - New construction NA Citizen Approval Pending 60				
		Application number Owner Name Service type Assigned To Status Status	OD-BP-2021-05-10-000520 Freddy Citizen Building permit - New construction NA Approved				

#### Step 4 : Application Detail Page



#### Step 5: Citizen Approval Confirmation Page



# **3.2** Send Back Application to Architect/Technical Person for Correction

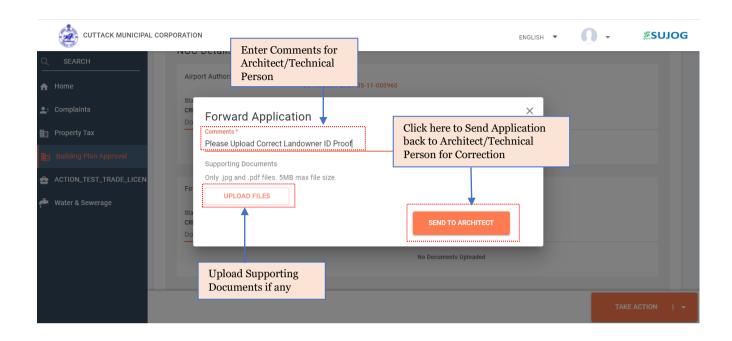
Citizen (Owner) can send the application back to Architect/Technical Person if any changes to the application details are required or if any document uploaded is not correct/missing. In such case, the necessary changes can be incorporated by the Architect/Technical Person on the behalf of the Citizen and the application can be submitted again to the Citizen for his/her approval.

To Send the Application Back please follow the bellow steps

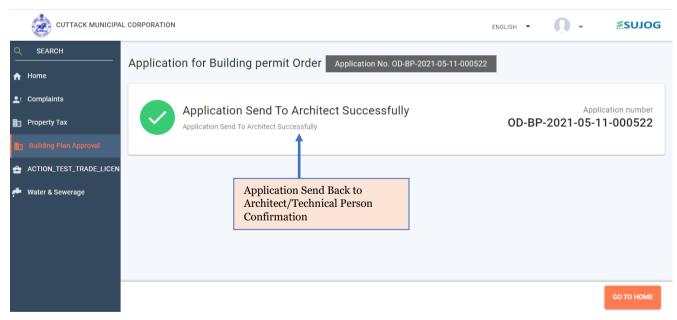
Repeat Steps 1 – 3

Step 4 : Application Detail Page

CUTTACK MUNICIPAL CORPOR	ATION			
Q SEARCH	Status	OD-NOCSRV-2021-05-11-000960		
✿ Home	CREATED Documents	Review Application	filled by Architect	
L: Complaints			No Documents Uploaded	
E Property Tax				
Building Plan Approval	Fire Noc	Application Number OD-NOCSRV-2021-05-11-000961		
ACTION_TEST_TRADE_LICENSE	Status CREATED	Submitted On NA		
🏞 Water & Sewerage	Documents			
	Check the Tick Box t	o give declaration	No Documents Uploaded	Click here to Send the Application
				back to Architect/Technical Person
	Declaration			
				nd belief. I further undertake that if any information at any stage 3 and 1 shall not claim any compensation etc. for such default on
	<ul> <li>my part. In case of any discrepancies f</li> </ul>	ound later, I shall be liable for punishment und t a building plan application on my behalf.	er the relevant provisions of Law as	also under Municipal Act and the Act. I hereby authorize the
				TAKE ACTION
			her	Click on 'Send to
				Architect'
				Total Amount
				·····
				SEND TO ARCHITECT
				APPROVE
			-	TAKE ACTION
				TAKE ACTION



#### Step 4: Send Back Application Confirmation Page



# 3.3 Application Fee Payment and Submission

The following steps has to be followed to pay Application fee and submit the application to the approving Authority.

#### Step 1 : Open My Application Page

	CUTTACK MUNICIPA	AL CORPORATION	
۹	SEARCH		
A	Home	My Applications	
•	Complaints	Application number	OD-BP-2021-05-11-000521
₽	Property Tax	Owner Name	Freddy Citizen
		Service type	Building permit - New construction
▦		Assigned To	NA
÷	ACTION_TEST_TRADE_LICEN	Status	Pending For Application Fee
-		SLA (Days Remaining)	60
r.	Water & Sewerage	VIEW DETAILS	
		۰	
		Application number	OD-BP-2021-05-10-000520
		Owner Name	Freddy Citizen
	Service type		Building permit - New construction
		Assigned To Select the respective application by	NA
		Status referring to the application number	Approved
	OLA (Dava Damainina)		

#### Step 2: Application Detail Page

	CUTTACK MUNICIPA	AL CORPORATION					ENGLISH 🔻	<b>N</b> -	<b>≝</b> SUJOG
Q ♠	SEARCH Home	Application detail					🚯 DOWNLOAD 👔 🕚	▼ PR	RINT   🔻
	Complaints Property Tax	Task Status						VIEW	/ HISTORY
	Building Plan Approval	Date 11/05/2021	Updated By Freddy Architect	Status Pending For Applica	tion Fee	Current Owner	Comments		
÷	ACTION_TEST_TRADE_LICEN		·				Click here to view the application fee payment		ıt
ē	Water & Sewerage						details		
		Basic Details Basic Details Building plan scrutiny nur DCR520211LFGA	nber Occupancy Residen:	ial	Application type Permit App		Service Type New Constru	uction	
								MAKE P	AYMENT

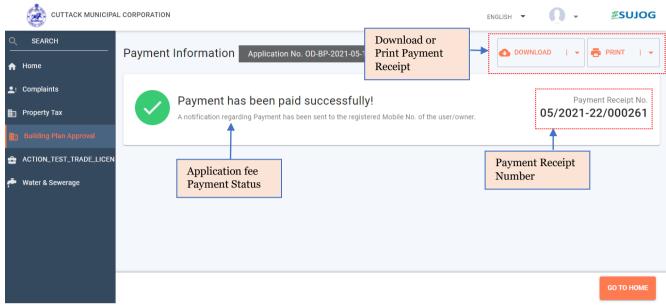
#### Step 3– Review Application fee details

	CUTTACK MUNICIPA	CORPORATION	Application fee with
٩	SEARCH	Payment Information Consumer Code OD-BP-2021-05-11-000521	breakdown - to be payed
♠	Home		
<b>.</b> :	Complaints	Payment Collection Details	
▦	Property Tax	Fee Estimate	Total Amount
₽		Building Operation Fees 1225	Rs 1806
ŝ	ACTION_TEST_TRADE_LICEN	Land Development Fees 581	
ē	Water & Sewerage	Arrears 0	
		Total Amount 1806	
			······
		PAY_PAYER_DETAILS	
		Click here to make the application fee payment	MAKE PAYMENT >
—			

#### Step 4– Pay Application fee in Payment Portal

			English 🗸
	Billing Information		ORDER DETAILS
Provide	Billing Name		Order #: OD_PG_2021_05_10_000223_12
necessary Billing	Address		Coupon Code 09811165595 Apply
Information	Zip Code	City	Order Amount 1806.00
	New Delhi	India 🗸	Total Amount INR 1806.00
	Mobile Number	Email	
	Notes (Optional)		
	My Billing and Shipping address are different		Checkout login for registered users only.
			abc@gmail.com
	Payment Information		Enter Password
	Net Banking > All Other Banks		Forgot Password? Login
	Select Bank	~	
	Note: We will redirect verifies your net bankir	you to the bank you have chosen above. Once the bank ng credentials, we will proceed with your payment.	
	Save your bank	a name with CCAvenue Checkout for future payments.	
Click here to make payme	D INR 1806 00 c	acy Policy by proceeding with this payment. Total Amount Payable) Cancel	

#### Step 5- Download Fee Receipt and Application submission confirmation



# 3.4 Track application progress

The following steps has to be followed to track application progress after application submission to approving authority.

#### Step 1 – Open My Applications Page

	CUTTACK MUNICIP	AL (	CORPORATION			ENGLISH 🔻	0	Ŧ	<b>≝SUIOG</b>
٩	SEARCH								
A	Home		ly Applications						
<b>.</b> :	Complaints		Application number			OD-BP-2021-05-11-000521			
⊞	Property Tax		Owner Name			Freddy Citizen			
			Service type			Building permit - New construction			
			Assigned To			Amit - Field Inspector			
÷	ACTION_TEST_TRADE_LICEN		Status			Field Inspection Pending			
-			SLA (Days Remaining)			60			
ē	Water & Sewerage		VIEW DETAILS						
			Application number			OD-BP-2021-05-10-000520			
			Owner Name	Soloot the respo	ativo	Freddy Citizen			
			Service type	Select the respe application by r		Building permit - New construction			
			Assigned To	application nun		NA			
			Status	11		Approved			
			OLA (Dava Domaining)			50			-

#### Step 2 – Application Status

	CUTTACK MUNICIPAL	L CORPORATION				ENGLISH 🔻	0 -	≊sujog
<u>০</u> ♠	SEARCH Home	Application details Application No. OD-BP-2				DOWNLOAD	- <b>P</b>	RINT   🗸
<b>.</b> !	Complaints							
₽	Property Tax	Task Status					I VIEW	/ HISTORY
Þ	Building Plan Approval			Status Field Inspection Pending	Current Owner Amit - Field	Comments Docume	nt Verified	
÷	ACTION_TEST_TRADE_LICEN				Inspector			
<b>ب</b>	Water & Sewerage			1				
		Basic Details		Application Curre	ent Status	]		
		Building plan scrutiny numbe	er Occupancy Residentia	ial Application	on type Application	Service Type New Const	truction	
		Risk Type LOW	Application D 11/05/202					

#### Step 3 – Application Progress History

	CUTTACK MUNICIPAI	L CORPORATION				ENGLISH 🔻	<u> </u>	≊sujog
م	SEARCH	Application detail	s					
A	Home	Application No. OD-BF				🚯 DOWNLOAD	T PRI	NT I 🔻
<b>.</b> !	Complaints							
₽	Property Tax	Task Status					🚯 VIEW	HISTORY
₽	Building Plan Approval	Date 11/05/2021	Updated By Amit - Doc Verifier	Status Field Inspection Pen			nt Verified	1
ĉ	ACTION_TEST_TRADE_LICEN				Inspector			
÷,	Water & Sewerage					Click here t Application	o View Progress hi	story
		Basic Details						
		Basic Details						
		Building plan scrutiny nur DCR520211LFGA	nber Occupancy Residen		Application type Permit Application	Service Type New Cons	truction	
		Risk Type LOW	Application 11/05/2		Remarks NA			

ask Status Pending for Stakeholders upda				Scroll down to vie	w current	×
Pending for Stakeholders upda						
	ate			application status		
Date 15/05/2021	Updated By Freddy Architect	Status Pending for Stakeholders update	Current Owner NA	Comments		_
Citizen Approval Inprogress Date 15/05/2021	Updated By Freddy Architect	Status Citizen Approval Pending	Current Owner NA	Comments		
Stakeholders's submission per Date 15/05/2021	nding Updated By Freddy Citizen	Status Stakeholders's submission pending	Current Owner NA	Comments		

Stakeholders's submissi	on pending			
Date 15/05/2021	Updated By Freddy Citizen	Status Stakeholders's submission pending	Current Owner NA	Comments
WF_BPA1_PENDING_AP				Current emplication status
Date 15/05/2021	Updated By Freddy Architect	Status Pending For Application Fee	Current Owner NA	Current application status
Document Verification I	n Progress			
Date 15/05/2021	Updated By Freddy Architect	Status Document Verification Pending	Current Owner	Comments

# 3.5 Permit Fee Payment

Please follow the bellow steps to pay Permit fee.

Step 1 -	My Applications Page	
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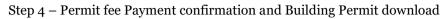
	CUTTACK MUNICIPA	AL CORPORATION	Select the respective application by referring to the	ENGLISH - ØSUJO	G
٩	SEARCH		application number		
A	Home	My Applications	↓		
<b>.</b> :	Complaints	Application number		OD-BP-2021-05-11-000521	
₽	Property Tax	Owner Name		Freddy Citizen	
<u>₩</u> .		Service type		Building permit - New construction	
ŧ:		Assigned To		NA	
<u> </u>	ACTION_TEST_TRADE_LICEN	Status		Pending Sanction Fee Payment	
-		SLA (Days Remaining)		60	
ē	Water & Sewerage	VIEW DETAILS			
		Application number		OD-BP-2021-05-10-000520	
		Owner Name		Freddy Citizen	
		Service type		Building permit - New construction	
		Assigned To		NA	
		Status		Approved	
		SLA (Dave Domaining)		50	-

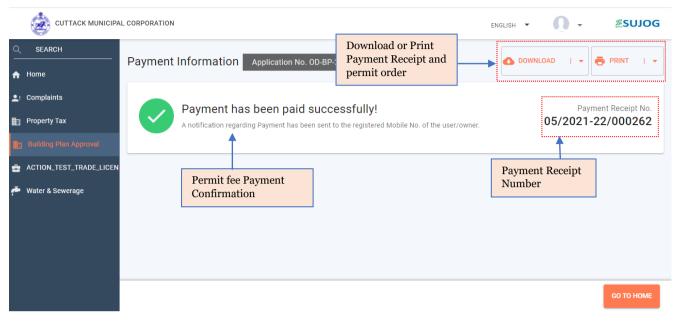
#### Step 2 – Applications Detail

	CUTTACK MUNICIPA	L CORPORATION				ENGLISH -	↓ ŽSUJOG
م	SEARCH	Application det	aile				
A	Home		-BP-2021-05-11-000521			🚯 DOWNLOAD   👻	🖶 PRINT   👻
<b>.</b> :	Complaints						
₽	Property Tax	Task Status					
₽	Building Plan Approval	Date 11/05/2021	<sup>Updated By</sup> Freddy - Planning	Status Pending Sanction Fee Payment	Current Owner NA	Comments Approved	
ŝ	ACTION_TEST_TRADE_LICEN		Assistant				
<b></b>	Water & Sewerage		eport- 1 nspection Time :00 PM			Click here to go details	o to Permit fee

#### Step 3 – Permit fee details

CUTTACK MUNICIPAL C	ORPORATION			Permit fee details with breakdown	- ∡ ≊SUJOC
C SEARCH	Paymer	nt Information	Consumer Code OD-BP-2021-05-11-000521	Dieakuowii	
Home	·····			<b></b>	
Complaints	Paym	ent Collection Deta	ils		
Property Tax	Fee	e Estimate			Total Amount
					Rs 35548
	Welt	fare Cess	31073		
ACTION_TEST_TRADE_LICENSE	San	ction Fees	2475		
Water & Sewerage	Rete	ention Fees	2000		
	Shel	lter Fees	0		
	Purc	chasable FAR Fees	0	Click here to	make
	Seci	urity Deposit	0	permit fee pa	
	Arre	ars	0	permit ice p	ayment
	Toti	al Amount	35548		
					•
					MAKE PAYMENT >





#### Sample Permit Fee Receipt

(e) 7260-5 (e)	k Municipal Corporation		Cuttack Municipal Corporation 001-2345876 http://cmccuttack.gov.in complaints.cuttack@gmail.com
Receipt No.	05/2021-22/000262	Consumer ID	OD-BP-2021-05-11-000521
Payment Date	11/05/2021	Payer Name	Freddy Citizen
Payer Contact	911111112	PDF_STATIC_LAB ONSOLIDATED_R PT_PAYMENT_ST	ECEI
Service Type	Sanction Fee	Billing Period	01/01/2021 to 31/12/2021
Total Bill Amount	₹ 35548	Paid Amount	₹ 35548
Pending Amount	₹ 0	Excess Amount	T 0
Payment Mode	Online	Transaction ID	OD_PG_2021_05_11_000226_ 17
G8 Receipt No.	NA	G8 Receipt Date	NA
Generated By: Fred	dy Architect		Commissioner/EO
This is Computer ger	nerated receipt, Signature is not	required	
DISCLAIMER			
1. Payment received	d by cheque/demand draft shall	be subject to realizati	on.
2. This document is	not a proof of Property Owner	ship and regularizatio	n of unauthorized construction.
3. This is a comput	er generated document		

# 3.6 Download Building Permit

Please follow the bellow steps to Download Building Permit.

#### Step 1 – My Applications Page

CUTTACK MUNICIP	PAL CORPORATION	Select the respective application by referring to the	ENGLISH - 🚺 - ZSU	noe
Q SEARCH		application number		
A Home	My Applications		-	- 1
L: Complaints	Application number		2021-05-11-000521	
Property Tax	Owner Name Service type	Freddy ( Building	Citizen I permit - New construction	
📰 Building Plan Approval	Assigned To	NA		
ACTION_TEST_TRADE_LICE	N Status SLA (Days Remaining)	Approve 60	ed	
🍜 Water & Sewerage	VIEW DETAILS			
	Application number	OD-BP-2	2021-05-10-000520	
	Owner Name	Freddy 0	Citizen	
	Service type	Building	permit - New construction	
	Assigned To	NA		
	Status	Approve	ed	
	SLA (Dave Domaining)	50		-

#### Step 2 – Application details page

	CUTTACK MUNICIPA	L CORPORATION		ENGLISH 🔻 🎵	→ <sup>*</sup>
<u>&lt;</u> ♠	SEARCH Home	Application details Application No. OD-BP-2021-05-	- Click here to	Permit No. 0D-BP-2021-05-11-000067	
<b>.</b> !	Complaints	Permit valid up to 11/05	wnload/Print Permit order		e PRINT   -
₽	Property Tax			Sanction Fee Receipt	
₽	Building Plan Approval	Task Status		Permit Order	• VIEW HISTORY
ĉ	ACTION_TEST_TRADE_LICEN	Date Updated By 11/05/2021 Freddy Citizen	Status Approved	Current Owner Comments	
r.	Water & Sewerage				
				2 – Click here to download Permit order	
	Inspection Report- 1			_	
		Inspection Date Inspection Time 01/05/2021 1:00 PM			
					TAKE ACTION   👻

#### Sample Permit Order



FORM-II See rule 10(2) Order for Grant of Permission

#### No.: OD-BP-2021-05-11-000067, Cuttack, Dated: 11/05/2021

Permission under sub-section (3) of the Section-16 of the Odisha Development Authorities Act, 1982 is hereby granted in favour of;

#### Smt/Sri Freddy Citizen for

New Construction of [G+1] Residential Plotted building in respect of Plot No 32/1, Khata No 560, Village/Mouza Andarpur of Cuttack Municipal Corporation/Municipality/NAC/Gram Panchayat subject to the following conditions/restrictions.

- The land/ Building shall be used exclusively for Residential purpose and the uses shall not be changed to any other use without prior approval of this Authority.
- The development shall be undertaken strictly according to plans enclosed with necessary permission endorsement.
- Parking space measuring 0 sq. mtr. as shown in the approved plan shall be exclusively used for parking and no part of it will be used for any other purpose.
- The land over which construction is proposed is accessable by an approved means of access of 9 mtr. width.
- 5. The land in question must be in lawful ownership and peaceful possession of the applicant.
- 6. The permission is valid for period of three years with effect from the date of issue.
- Permission accorded under the provision of Section 16 of ODA Act, cannot be construed as an evidence to claim right title interest on the plot on which the permission has been granted.
- If any dispute arises with respect to right, title interest on the land on which the permission has been granted, the permission so granted shall be automatically treated as cancelled during the period of dispute.
- Any construction and development made by the applicant or owner on the disputed land will be at his risk without any legal or financial liability on the Authority.



By Order of FREDDY - PLANNING ASSISTANT Authorised Officer Cuttack

Application No. OD-BP-2021-05-11-000521, Dated 11/05/2021