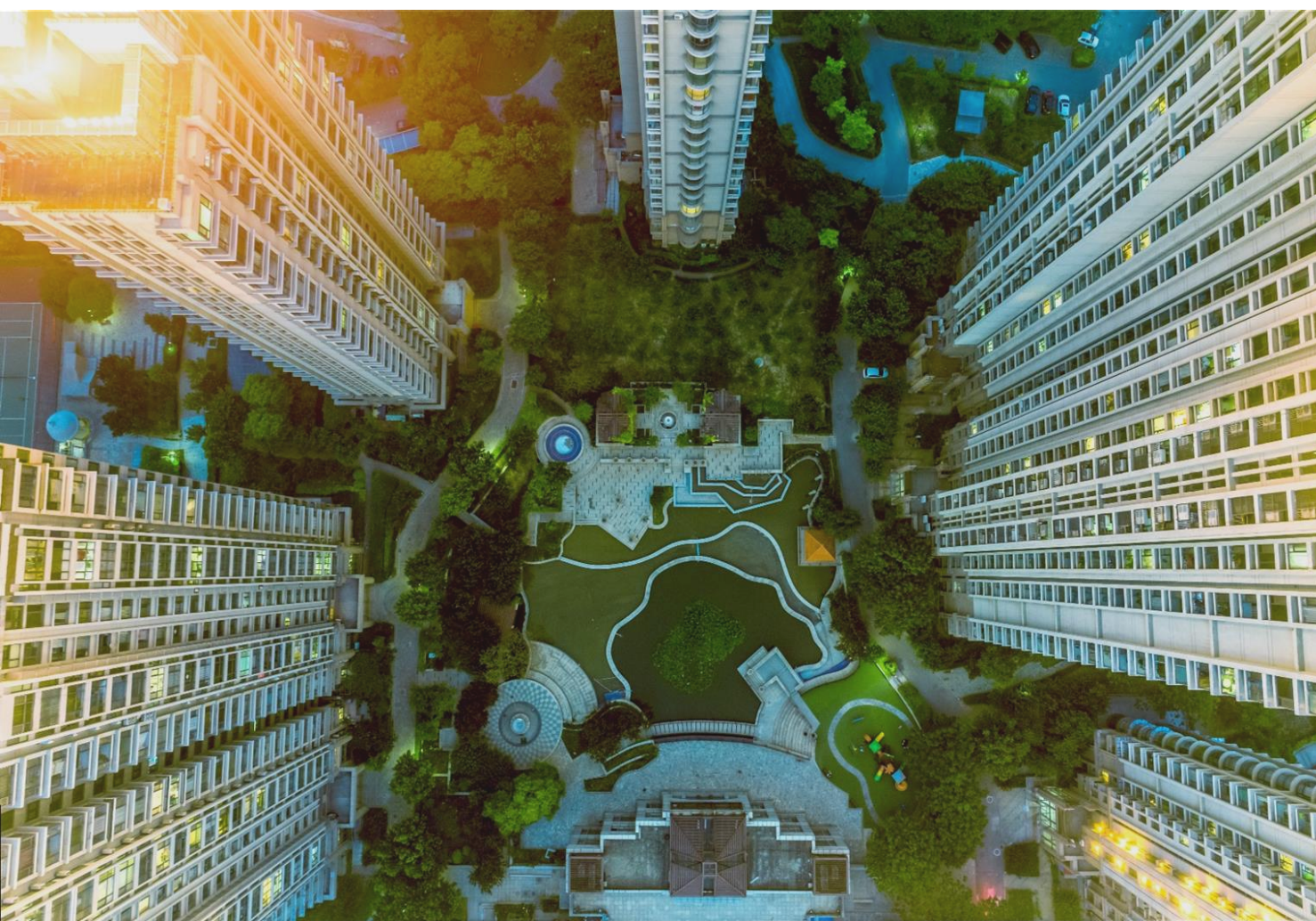


SUJOG - Sustainable Urban Services in a Jiffy by Odisha Government



Public Grievance Redressal Module

- *Citizen User manual*

Document History

Date	Version	Author	Review by	Approved By	Description
14 Dec 2021	1.0	Vasabdatta Sen	Manoj Sahu	H&UDD	Final Draft

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1. Introduction

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. Marriage Registration (MR) System is one of the focus areas for the H&UDD to help citizen to apply for marriage certificates online, track the application, make online payments, apply for modification in marriage certificate, and download a marriage certificate.

DIGIT- The module will allow the citizens of Odisha state to apply for a marriage registration certificate from any municipality through a website or a mobile application remotely

1.1 Purpose of this document

The purpose of this document is to help the interested citizens to operate the Marriage Registration Module (MR) of SUJOG platform. The Marriage Registration Module (MR) Citizen User Manual is for interested citizens users to apply for marriage certificates online, track the application, make online payments, apply for modification in marriage certificate, and download a marriage certificate in Municipal Corporations, Municipalities and NACs of the State of Odisha. This manual covers up the various features of MR and every feature is defined with a screenshot for user assistance.

1.1. Objective

The objective is to ensure online availability of the marriage registration system to the citizens thereby providing them facilities to apply for marriage certificates, track the application, make online payments, apply for modification in marriage certificate, and download a marriage certificate irrespective of their geographical location.

1.2. Intended Audience

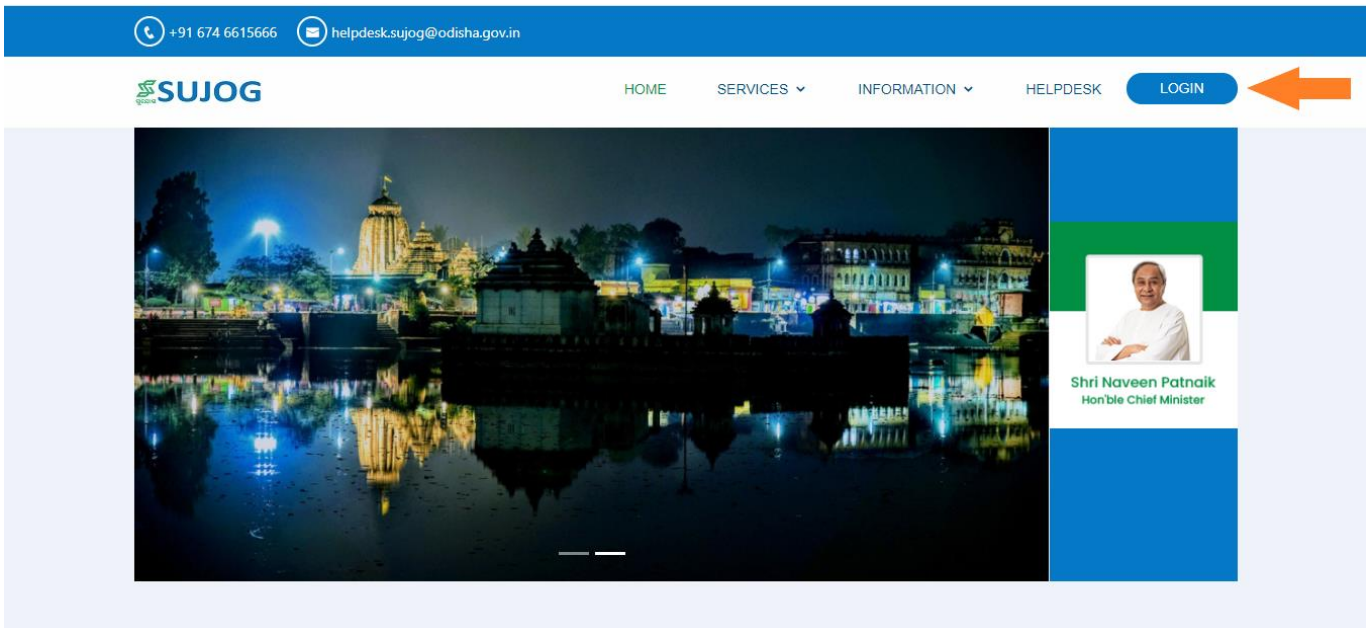
The MR system enables citizens to file for marriage certificates online, track the application, make online payments, apply for modification in marriage certificate, and download a marriage certificate The Marriage Registration Module allows the ULB employee users to:

- Apply for a Marriage Certificate on behalf of citizen
- Apply for modifications to a Marriage Certificate on behalf of citizen
- Collect payments from citizens for the services
- Download Marriage Certificate on behalf of citizen
- Verify documents submitted by citizen
- Schedule appointment date for the physical verification of bride and groom
- Approve Marriage Registration Certificate.

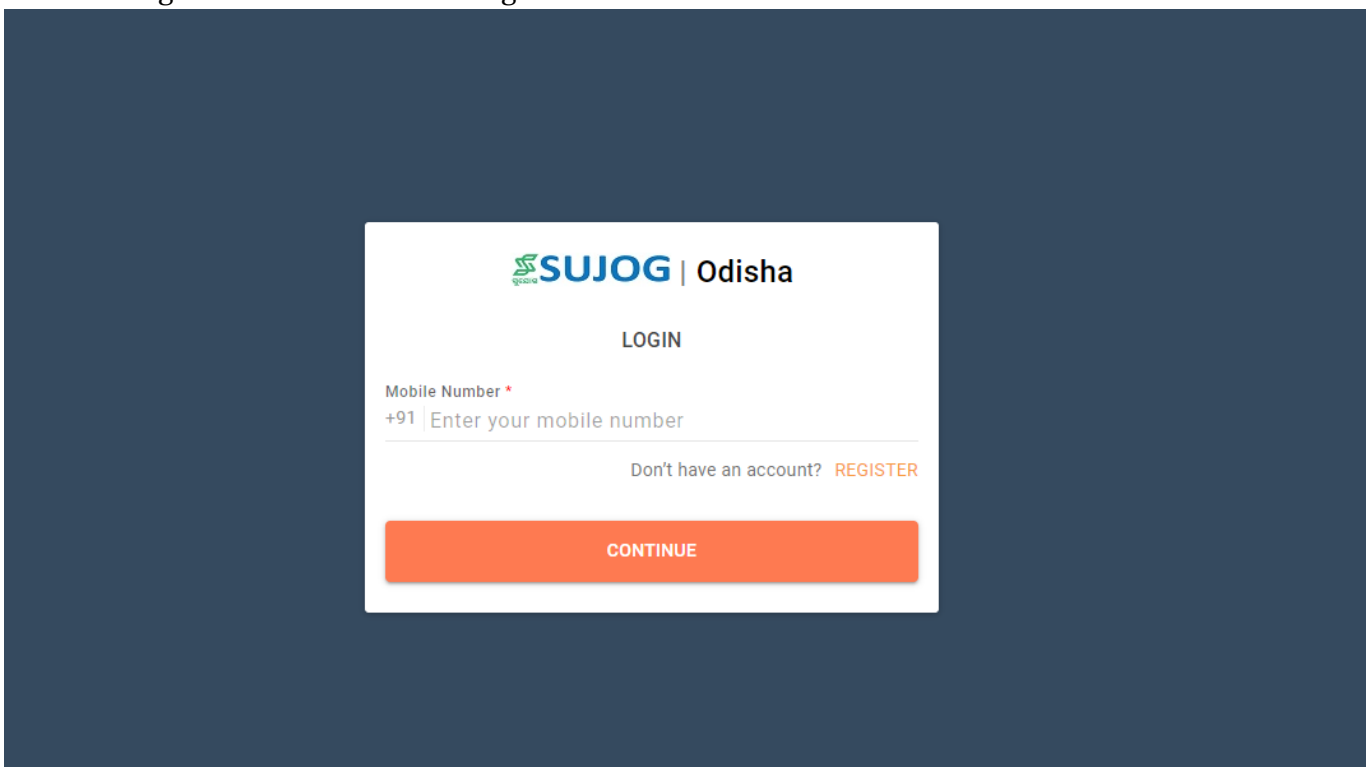
2. General Functionalities of SUJOG

2.1. Citizen Registration

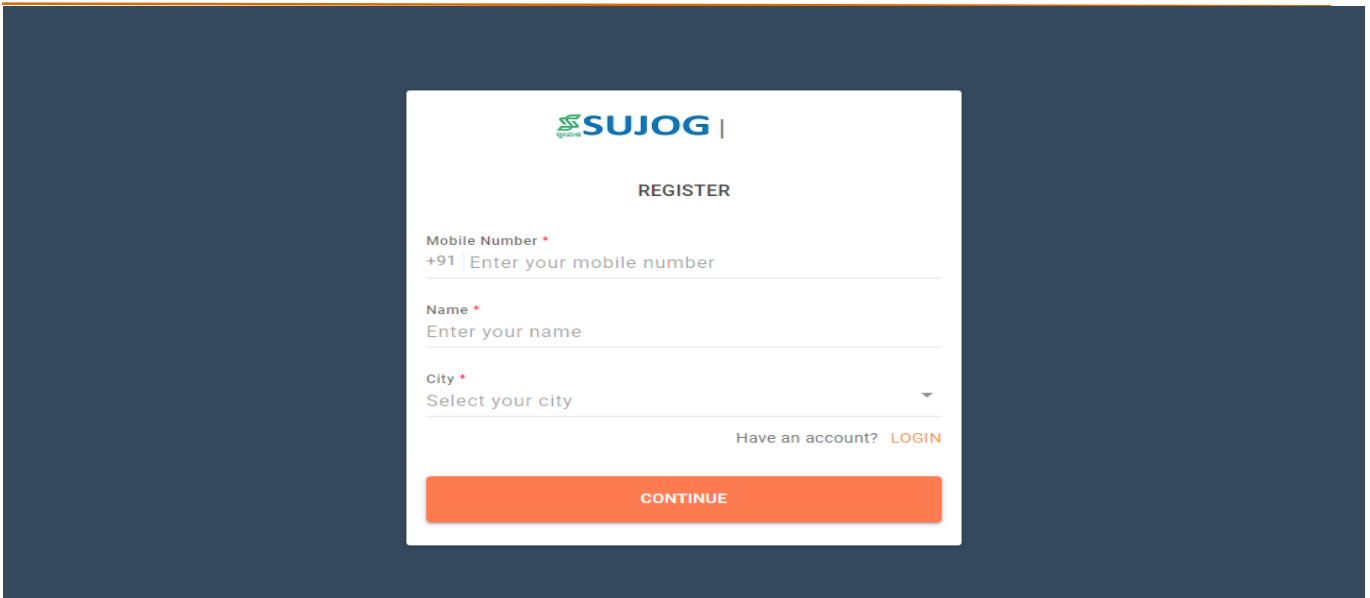
- To Register, please go to the following link:
<https://sujog.odisha.gov.in/home>



- Click on 'Register' as shown in the image below

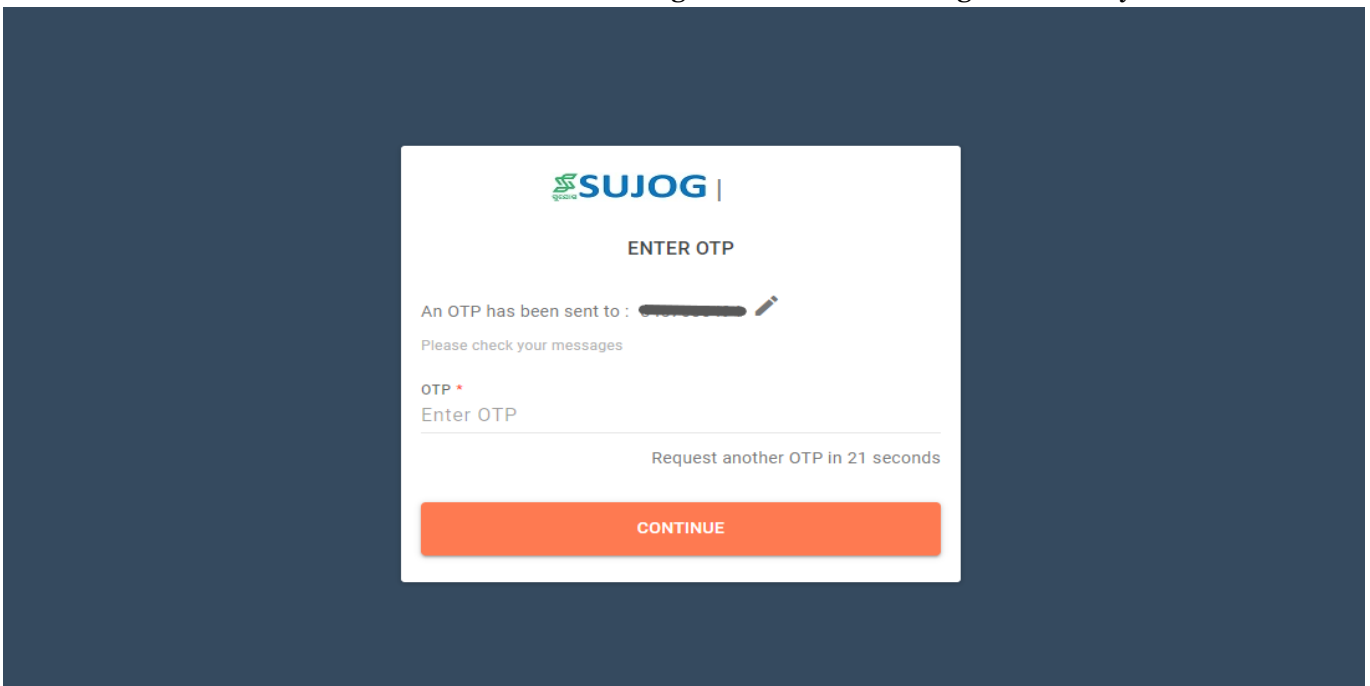


- Enter your mobile number and Name, select your city and click on 'continue' button



The image shows a mobile application registration screen. At the top, the SUJOG logo is displayed. Below it, the word "REGISTER" is centered. The form contains three input fields: "Mobile Number" with a red asterisk and a placeholder "+91 | Enter your mobile number"; "Name" with a red asterisk and a placeholder "Enter your name"; and "City" with a red asterisk and a placeholder "Select your city" and a dropdown arrow. To the right of the City field, there is a link "Have an account? LOGIN". At the bottom, there is a large orange button labeled "CONTINUE".

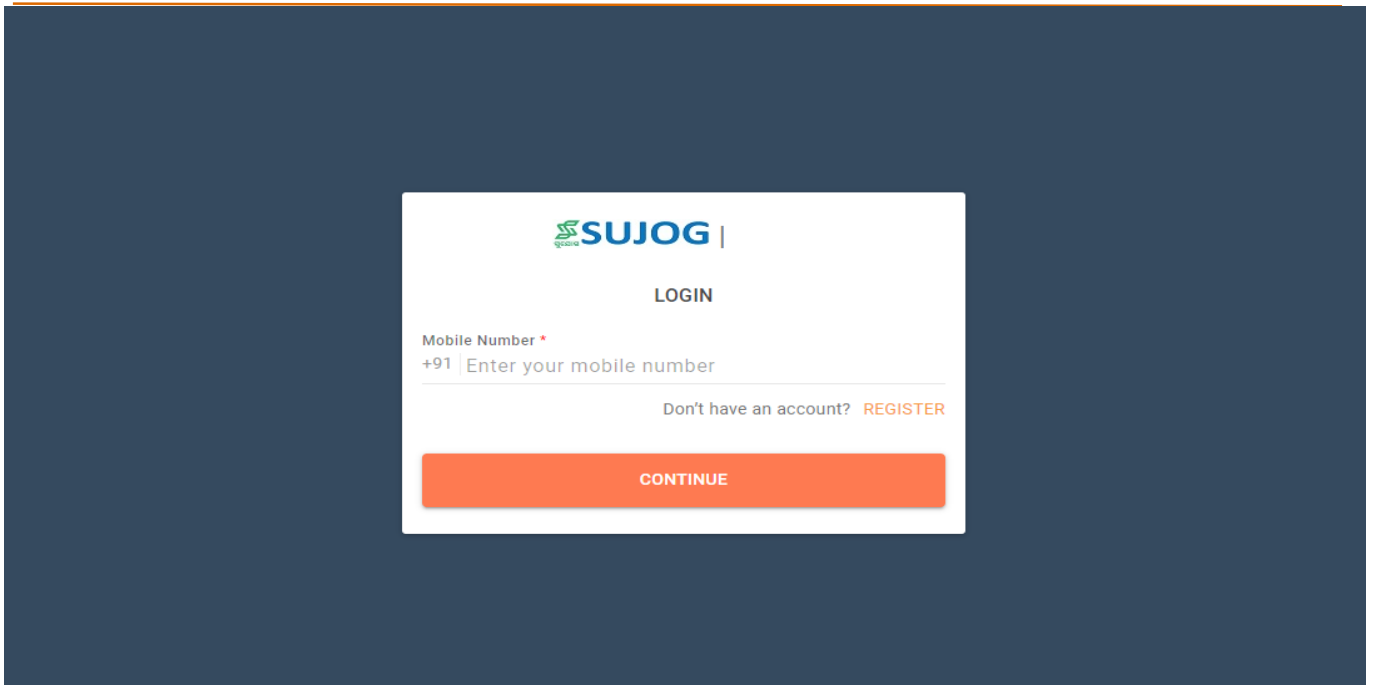
4. Application generated OTP (One Time Password) will be sent to the registered mobile number
5. Enter the received OTP and click on get started to login into your account



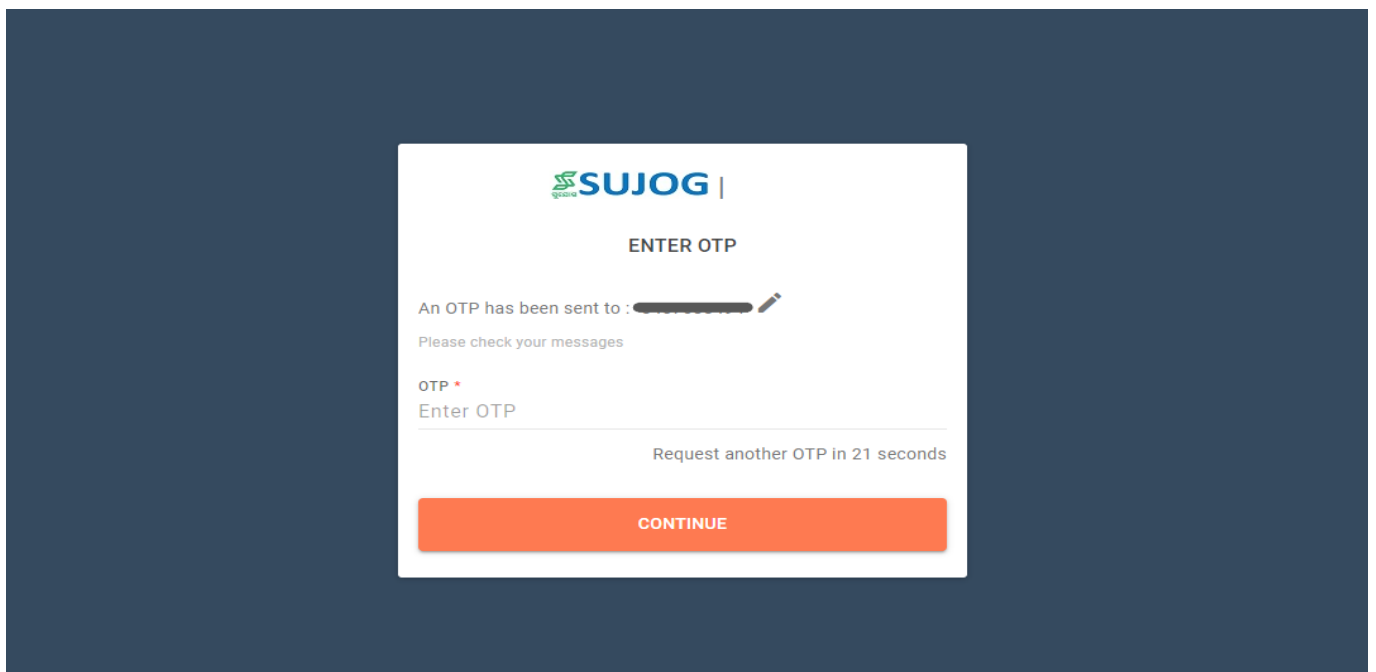
The image shows a mobile application screen for entering an OTP. At the top, the SUJOG logo is displayed. Below it, the text "ENTER OTP" is centered. The screen displays "An OTP has been sent to : [redacted] [edit icon]" and "Please check your messages". Below this, there is an "OTP" field with a red asterisk and a placeholder "Enter OTP". To the right of the OTP field, there is a link "Request another OTP in 21 seconds". At the bottom, there is a large orange button labeled "CONTINUE".

2.2. Citizen Login Application

1. Open the application and enter your registered mobile number and click on continue.



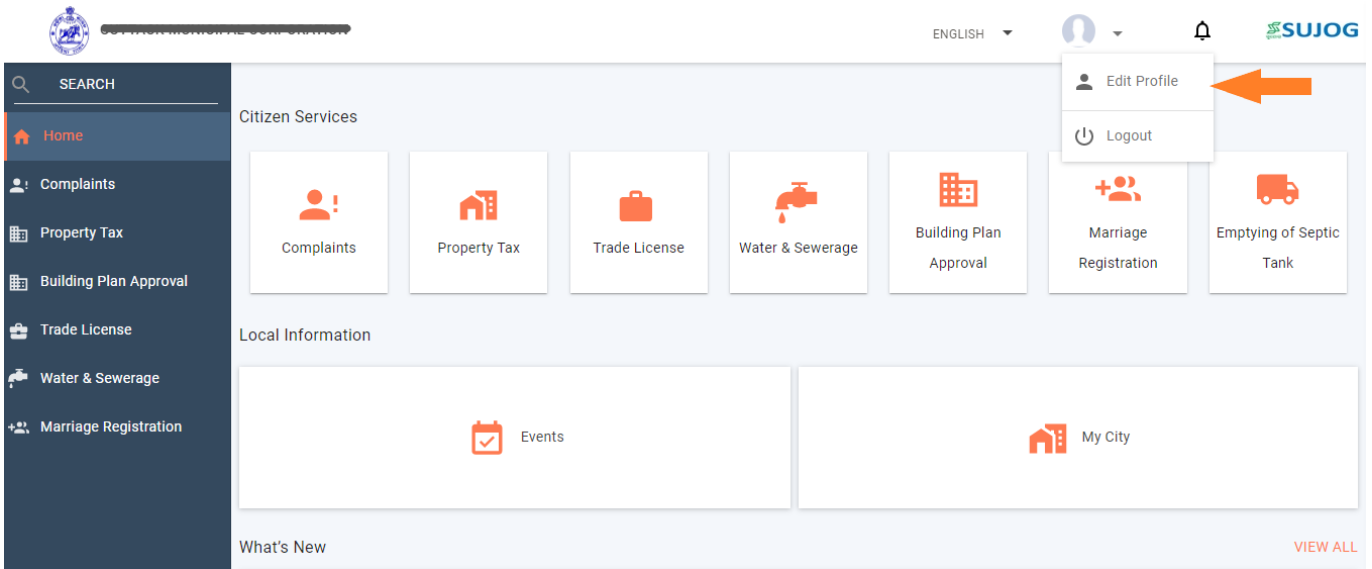
2. Citizen will need to enter the OTP received on the registered mobile number click on 'Continue'.



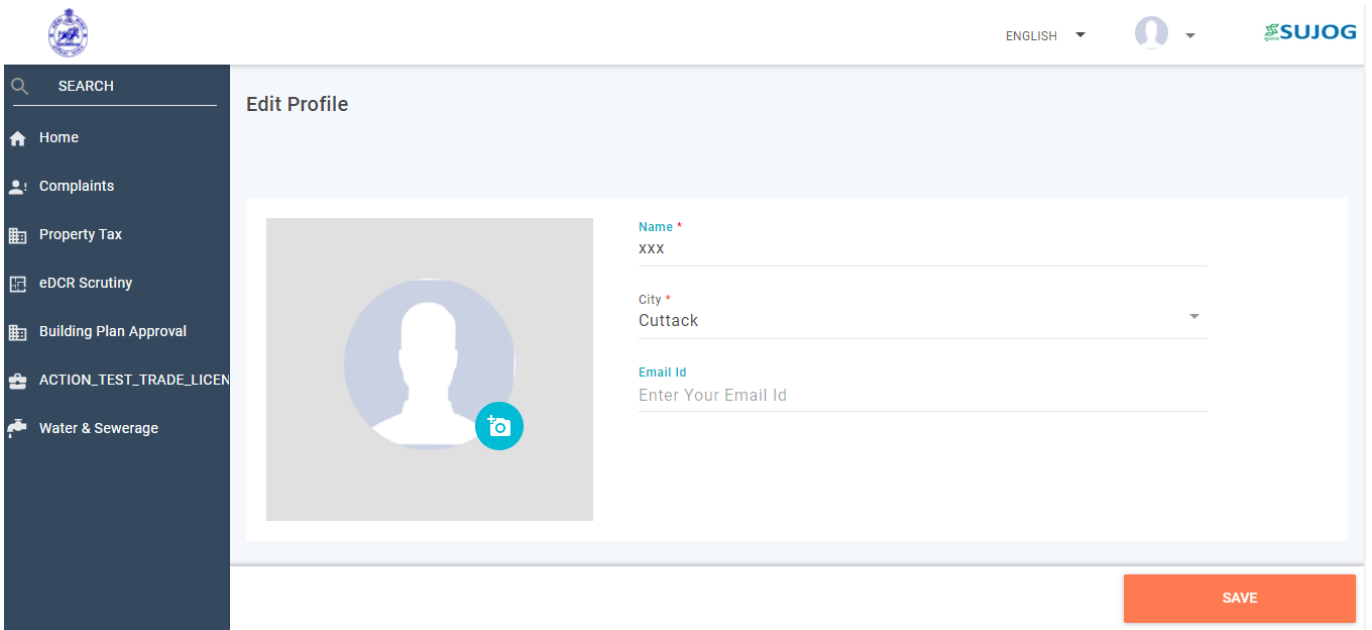
2.3. Edit User Profile

1. After completing the user registration on the portal, citizen will be able to make the following changes:
 - Upload profile photo
 - Capture/update mobile number
 - Capture/update email ID
 - Capture/update base city

2. Citizen will select 'My Profile' icon on the top right corner and select Edit Profile option



3. A new screen will appear where citizen will be able to update/make changes to profile picture, name, phone number and email id

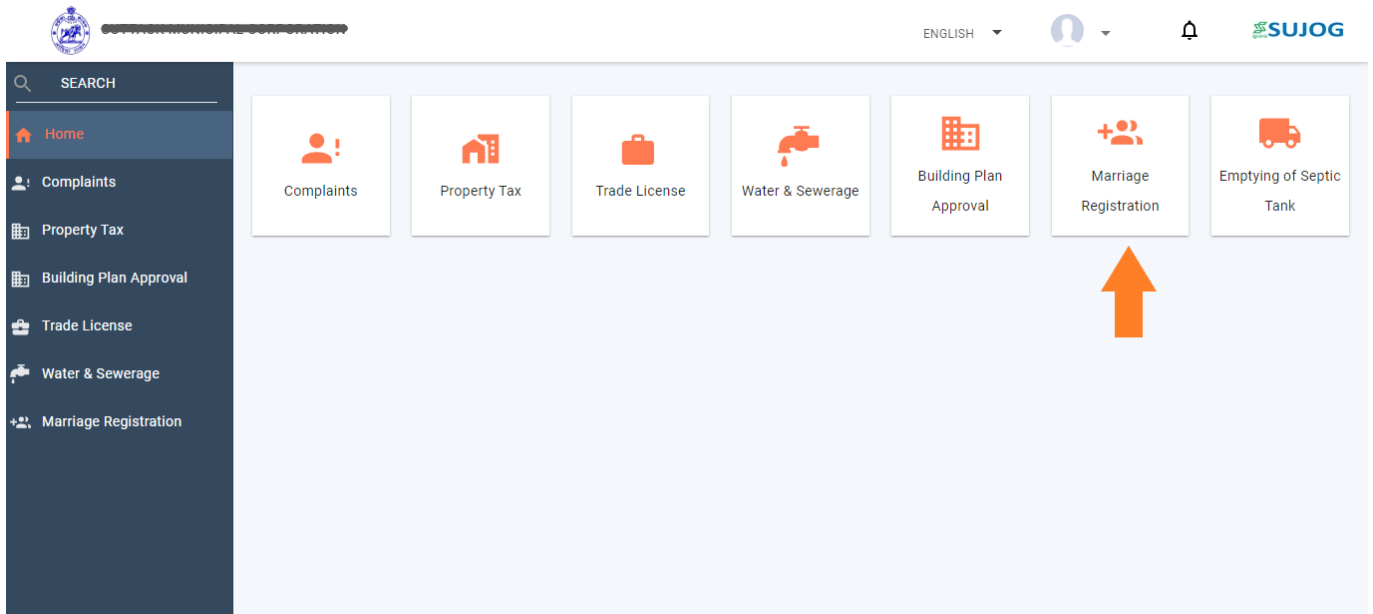


3. Functionalities of Marriage Registration Module

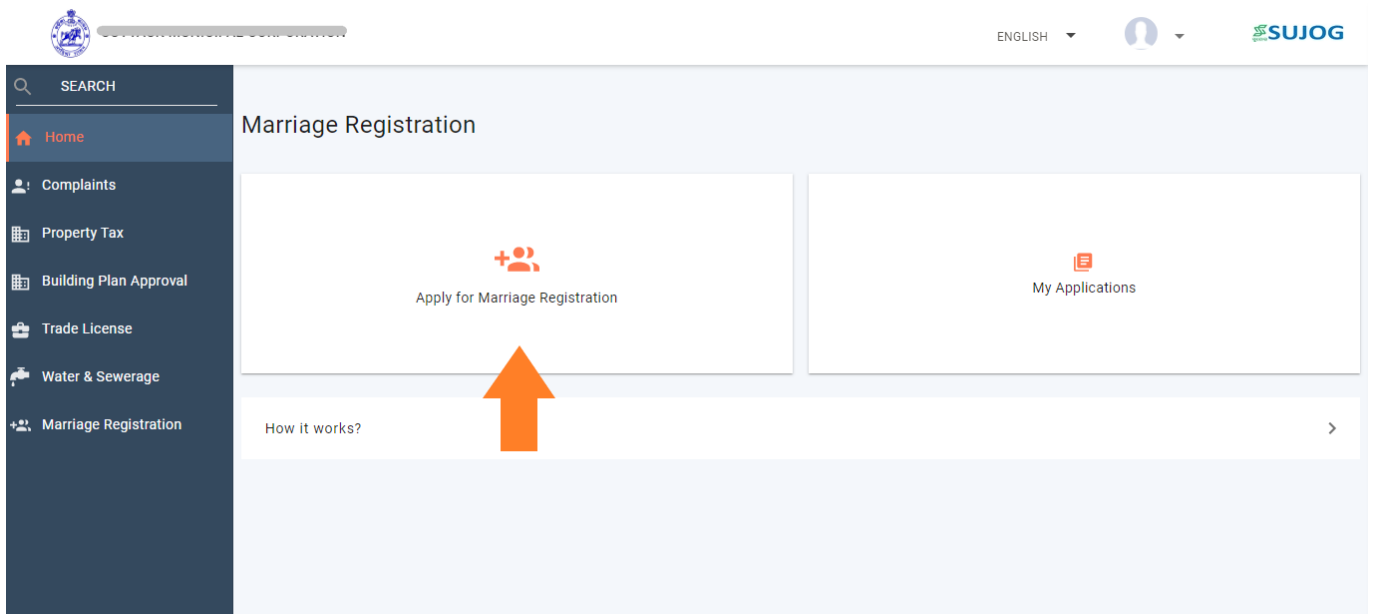
Using the SUJOG MR system, the citizen can file an application for Marriage Certificate, and apply for modifications to Marriage Certificate remotely.

3.1. New Application for Marriage Certificate by citizen

1. After login, the citizen will be to navigate to the home page and view the Dashboard.
2. To access the MR system, the citizen selects the ‘Marriage Registration’ tile.



3. To file a new application, citizen will select ‘Apply for Marriage Registration’ option



4. A new form will appear where citizen will need to enter necessary details. Citizen will need to fill up the following details to fill the application:
 - Marriage Details

- Bride’s Details
- Groom’s Details
- Guardian Details
- Witness Details
- Photo & Docs

Marriage Registration Application

1 Marriage Details 2 Guardian Details 3 Witness Details 4 Photo & Docs 5 Summary

Marriage Details

City *
Cuttack

Ward *
Select Ward

Marriage Date *
dd/mm/yyyy

Village *
Select Village

Marriage Place *
Enter Marriage Place

Pincode
Enter Pincode

NEXT STEP >

Bride Details

Name *
Enter Name

Contact *
Enter Contact

Father Name *
Enter Father Name

Address *
Enter Address

State *
Enter State

Pincode *
Enter Pincode

Date of Birth *
dd/mm/yyyy

Email *
Enter Email

Mother Name *
Enter Mother Name

District *
Enter District

Country *
INDIA

Is Divyang ? *

NEXT STEP >

ENGLISH ▾

SEARCH

Home

Complaints

Property Tax

Building Plan Approval

Trade License

Water & Sewerage

Marriage Registration

Groom Details

Name * Enter Name	Date of Birth * dd/mm/yyyy
Contact * Enter Contact	Email * Enter Email
Father Name * Enter Father Name	Mother Name * Enter Mother Name
Address * Enter Address	District * Enter District
State * Enter State	Country * INDIA ▾
Pincode * Enter Pincode	Is Divyang ? * ▾

NEXT STEP >

ENGLISH ▾

SEARCH

Home

Complaints

Property Tax

Building Plan Approval

Trade License

Water & Sewerage

Marriage Registration

Marriage Registration Application

Application No. XXXXXXXXXXXX

1
Marriage Details

2
Guardian Details

3
Witness Details

4
Photo & Docs

5
Summary

Bride Guardian Details

Relation with Bride * Select Relation with Bride ▾	Name * Enter Name
Address * Enter Address	District * Enter District
State * Enter State	Country * INDIA ▾
Pincode *	Contact *

< PREVIOUS STEP
NEXT STEP >

ENGLISH ▾

SEARCH

Home

Complaints

Property Tax

Building Plan Approval

Trade License

Water & Sewerage

Marriage Registration

Groom Guardian Details

Relation with Groom * Select Relation with Groom ▾	Name * Enter Name
Address * Enter Address	District * Enter District
State * Enter State	Country * INDIA ▾
Pincode *	Contact * Enter Contact
Email * Enter Email	

< PREVIOUS STEP
NEXT STEP >

ENGLISH

SEARCH

- Home
- Complaints
- Property Tax
- Building Plan Approval
- Trade License
- Water & Sewerage
- Marriage Registration

Bride Witness Details

Name *	Address *
<input type="text" value="Enter Name"/>	<input type="text" value="Enter Address"/>
District *	State *
<input type="text" value="Enter District"/>	<input type="text" value="Enter State"/>
Country *	Pincode *
<input type="text" value="INDIA"/>	<input type="text" value="Enter Pincode"/>
Contact *	
<input type="text" value="Enter Contact"/>	

Groom Witness Details

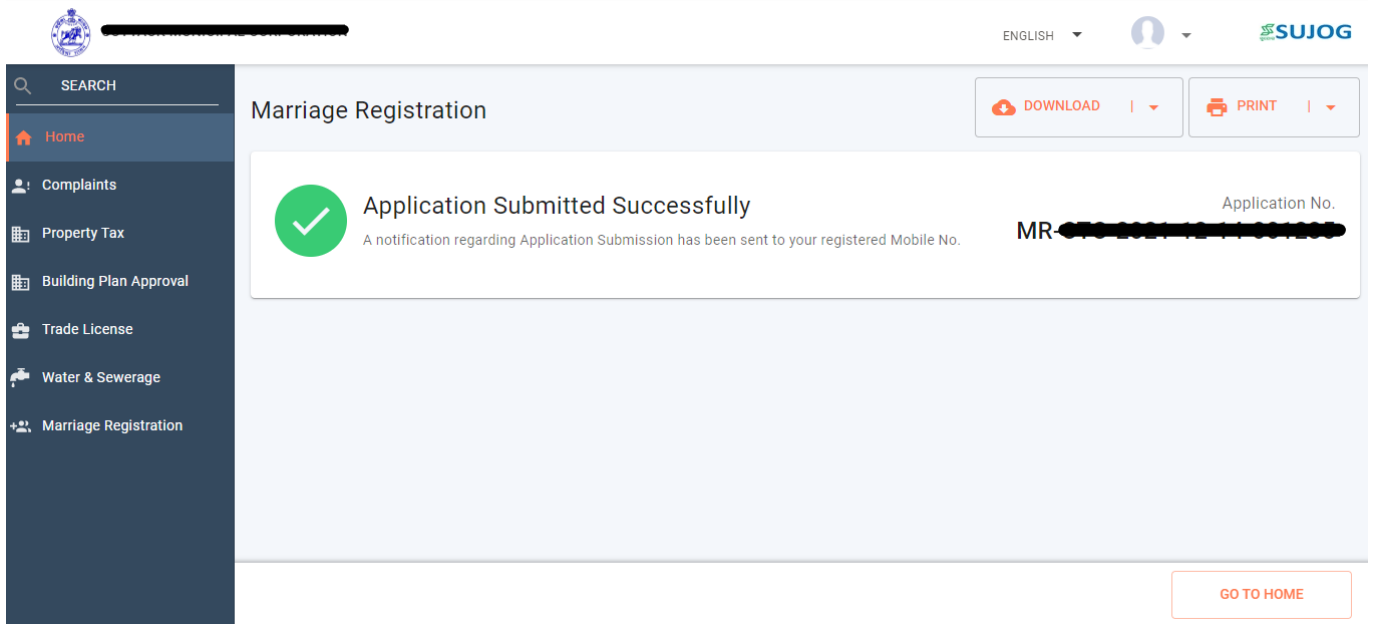
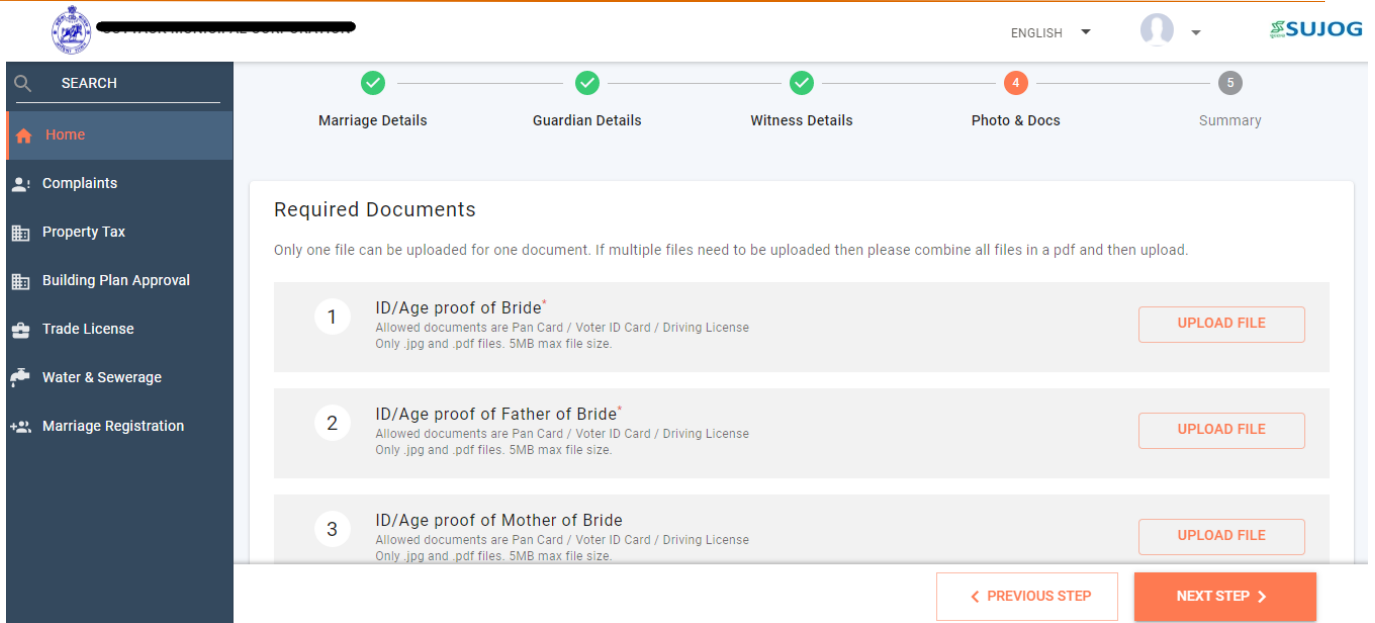
ENGLISH

SEARCH

- Home
- Complaints
- Property Tax
- Building Plan Approval
- Trade License
- Water & Sewerage
- Marriage Registration

Groom Witness Details

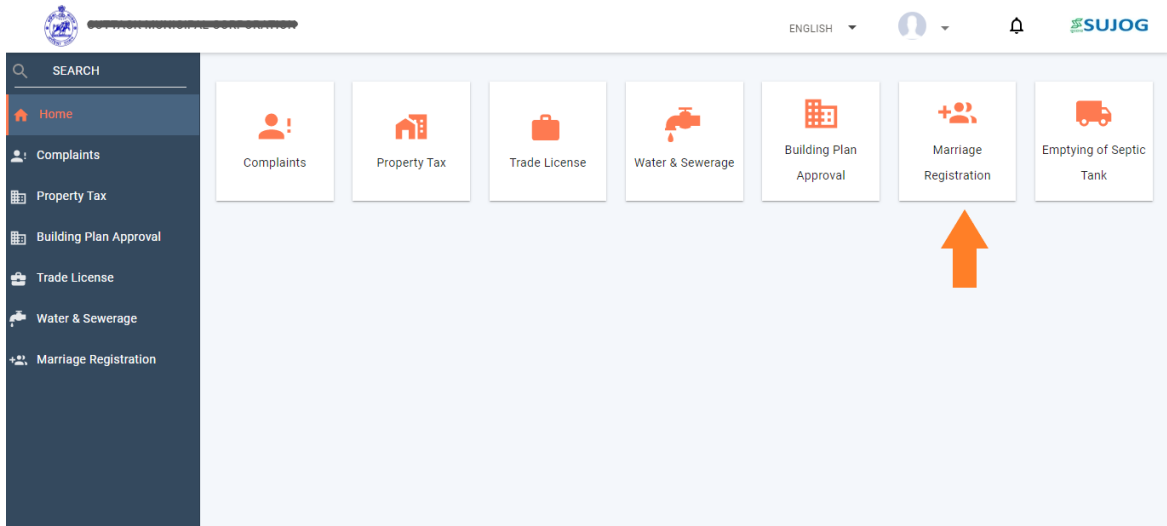
Name *	Address *
<input type="text" value="Enter Name"/>	<input type="text" value="Enter Address"/>
District *	State *
<input type="text" value="Enter District"/>	<input type="text" value="Enter State"/>
Country *	Pincode *
<input type="text" value="INDIA"/>	<input type="text" value="Enter Pincode"/>
Contact *	
<input type="text" value="Enter Contact"/>	



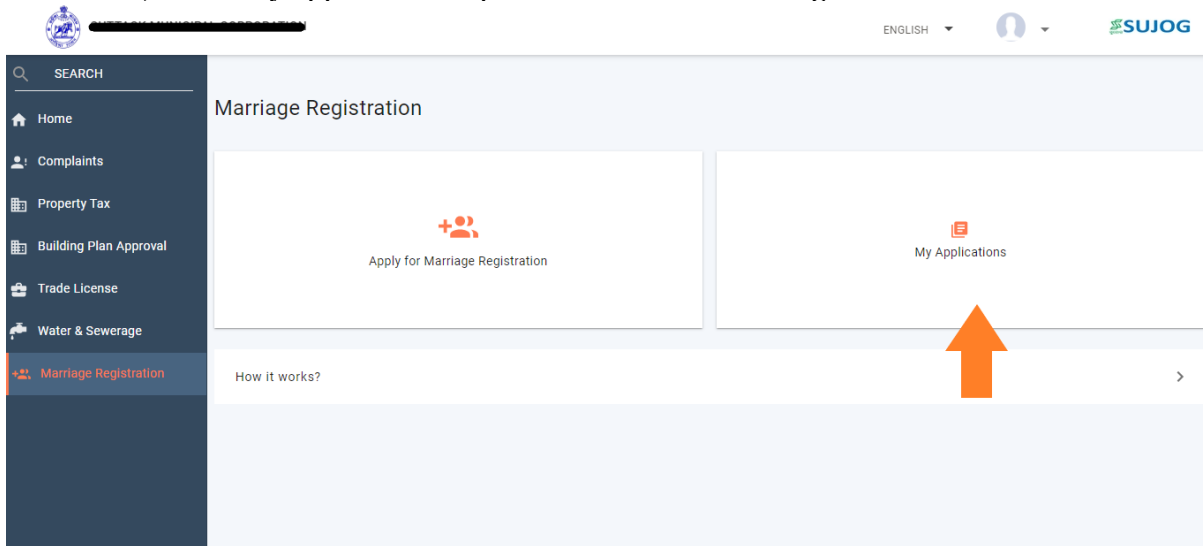
5. Click on Submit button to file the application.
6. Citizen will be able to track the status of his/her application using the system generated application number.

3.2. Tracking of Application

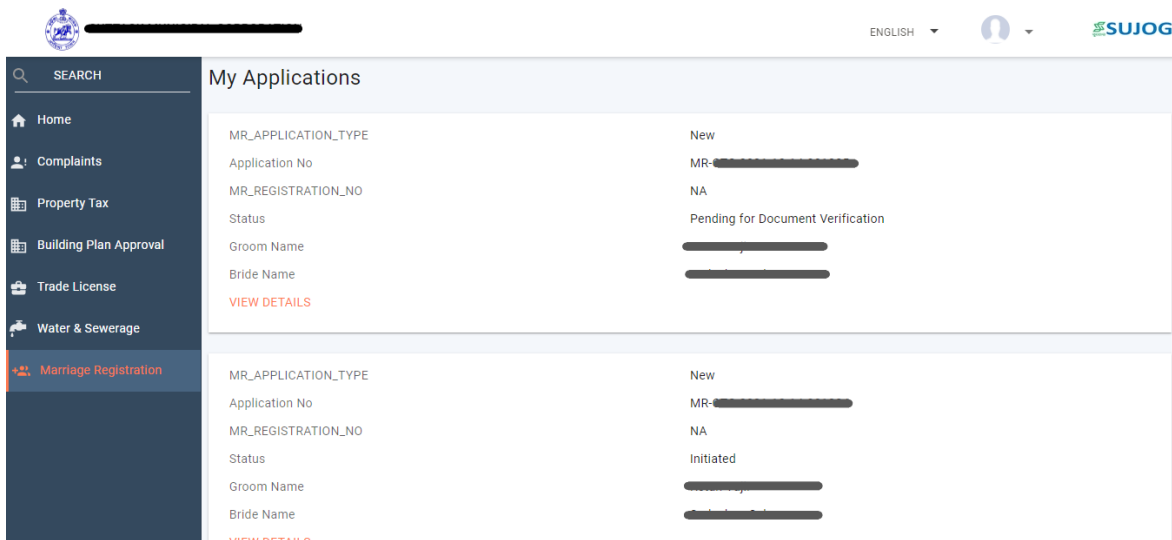
1. The citizen will login to the SUJOG system, select 'Marriage Registration' section under citizen services section



2. Thereafter, select 'my applications' option as shown in the image below:

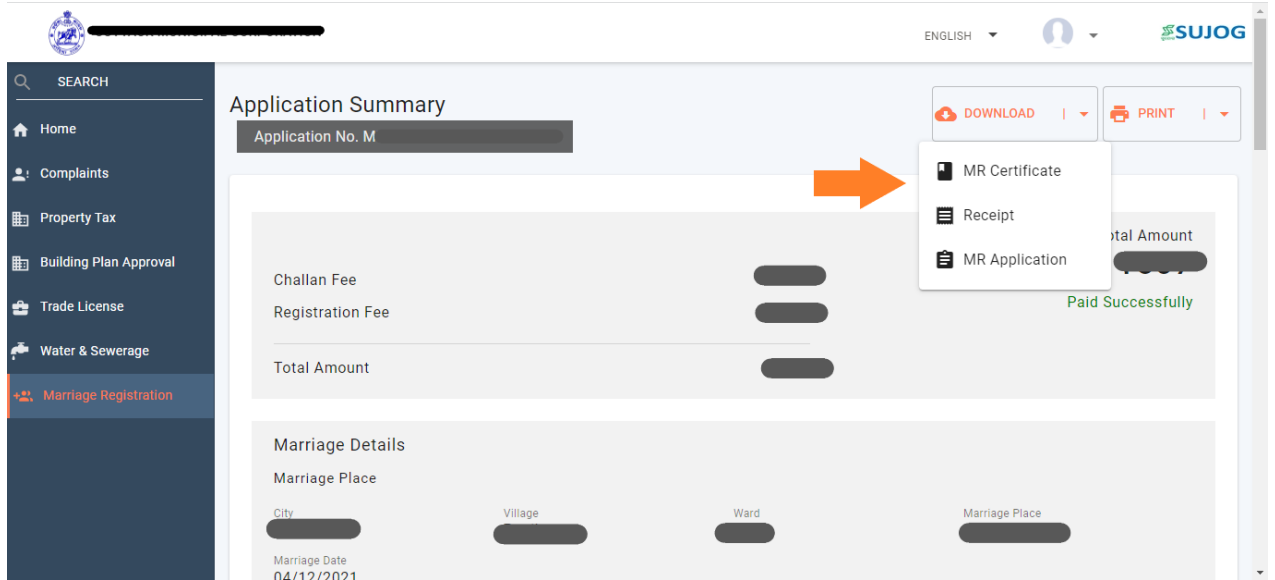


3. Citizen will be able to view the application filled by him/her. Citizen will need to select an application in order to view all complaint related details.



Note: Payment of Registration fee is after the document verification by the ULB official.

Post payment of Registration fees, physical verification meeting and approval by ULB officials, citizen will be able to download the Marriage certificate.



Sample of Marriage Registration Certificate



3.3. Online Payment

After receiving a notification regarding completion of document verification by ULB official, the payment action gets activated for the citizen. To make payment follow the below steps:

1. Go to 'My Applications' under the Marriage Registration
2. Select the application and scroll down to payment option
3. Once clicked on 'Make Payment', the citizen is redirected to the Payment gateway window.

ENGLISH

SEARCH

- Home
- Complaints
- Property Tax
- Building Plan Approval
- Trade License
- Water & Sewerage
- Marriage Registration**

Task Status VIEW HISTORY

Date	Updated By	Status	Current Owner	Comments
14/12/2021	[REDACTED]	Pending payment	NA	Documents verified

			Total Amount
Challan Fee	[REDACTED]		Rs [REDACTED]
Registration Fee	[REDACTED]		Not Paid
Total Amount			1507

TAKE ACTION | ▾

ENGLISH

SEARCH

- Home
- Complaints
- Property Tax
- Building Plan Approval
- Trade License
- Water & Sewerage
- Marriage Registration**

Task Status VIEW HISTORY

Date	Updated By	Status	Current Owner	Comments
14/12/2021	[REDACTED]	Pending payment	NA	Documents verified

			Total Amount
Challan Fee	[REDACTED]		Rs [REDACTED]
Registration Fee	[REDACTED]		Not Paid
Total Amount			[REDACTED]

PAY

TAKE ACTION | ▾

ENGLISH

SEARCH

- Home
- Complaints
- Property Tax
- Building Plan Approval
- Trade License
- Water & Sewerage
- Marriage Registration**

Fee Estimate Total Amount

Registration Fee	[REDACTED]		Rs [REDACTED]
Challan Fee	[REDACTED]		
Arrears	0		
Total Amount			[REDACTED]

PAY_PAYER_DETAILS

Paid By * Payer Name *

Owner [REDACTED]

Payer Mobile No. *

+91 | [REDACTED]

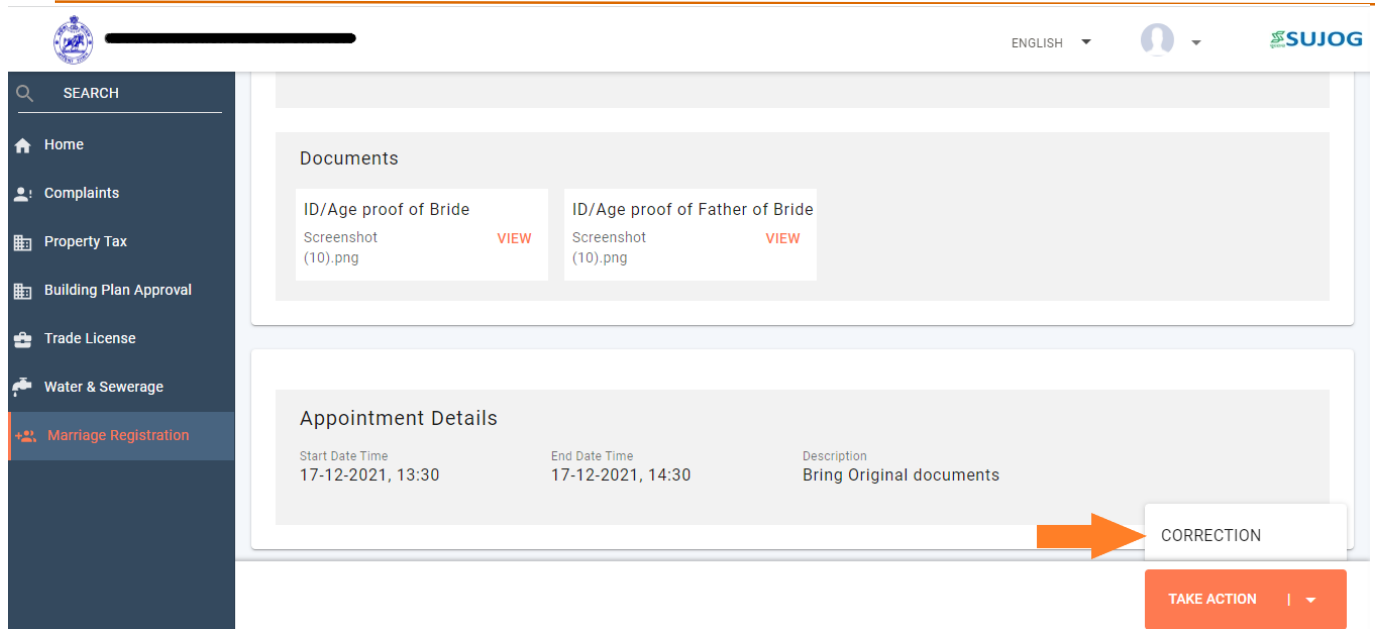
MAKE PAYMENT >

After successful payment, citizen is redirected back to the application.

3.4. Application for Correction of Marriage Certificate

After approval, in case there are any spelling mistakes or changes to be made, Citizen can apply for correction of the Certificate by following steps:

Click on Correction option and citizen can edit whichever field they want to and submit again. However, the citizen cannot edit the name of the ULB and the Date of Marriage.



The screenshot displays the SUJOG Citizen User Manual interface. On the left is a dark blue sidebar with a search bar and navigation menu items: Home, Complaints, Property Tax, Building Plan Approval, Trade License, Water & Sewerage, and Marriage Registration (highlighted in orange). The main content area is white and contains two sections: 'Documents' and 'Appointment Details'. The 'Documents' section shows two items: 'ID/Age proof of Bride' and 'ID/Age proof of Father of Bride', each with a 'Screenshot (10).png' and a 'VIEW' link. The 'Appointment Details' section is a table with the following data:

Start Date Time	End Date Time	Description
17-12-2021, 13:30	17-12-2021, 14:30	Bring Original documents

Below the table, there is a 'CORRECTION' button (highlighted with an orange arrow) and a 'TAKE ACTION' dropdown menu.

3.5. *Additional features provided in the MR module*

1. Correction workflow for citizen-side login has been enabled.
2. Character limit for address heading sections have been limited to 80 characters each.
3. The dimensions of the joint photo to be uploaded have been restricted to (5X8cm)
4. In the document submission section, documents from PDF, JPEG and PNG shall be accepted.