# 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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	<ul> <li>1.1. Objective</li></ul>

# 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

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



2. Click on 'Register' as shown in the image below

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	LOGIN
Mobile Number * +91  Enter your mobile	e number
	Don't have an account? <b>REGISTER</b>
	CONTINUE

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



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REGISTER	
Mobile Number * +91  Enter your mobile number	
Name * Enter your name	
<b>city *</b> Select your city	-
	account? LOGIN
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

ENTER OTP An OTP has been sent to: Please check your messages OTP • Enter OTP Request another OTP in 21 seconds CONTINUE	
ENTER OTP An OTP has been sent to : Please check your messages OTP * Enter OTP Request another OTP in 21 seconds	
An OTP has been sent to : A OTP has been sent to : A Please check your messages OTP * Enter OTP Request another OTP in 21 seconds	
Please check your messages OTP * Enter OTP Request another OTP in 21 seconds	ENTER OTP
OTP • Enter OTP Request another OTP in 21 seconds	An OTP has been sent to : 🖘 🗸
Enter OTP Request another OTP in 21 seconds	
	Enter OTP
CONTINUE	Request another OTP in 21 seconds
	CONTINUE

## 2.2. Citizen Login Application

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



<sup>短</sup> S	UJOG
	LOGIN
Mobile Number * +91   Enter your mob	bile number
	Don't have an account? <b>REGISTER</b>
	CONTINUE

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

ENTER OTP
An OTP has been sent to :
OTP * Enter OTP
Request another OTP in 21 seconds
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

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Building Plan Approval					Approval	Registration		
💼 Trade License	Local Information							
🍊 Water & Sewerage								
+2; Marriage Registration	Events				My City			
	What's New						VIEW ALL	

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

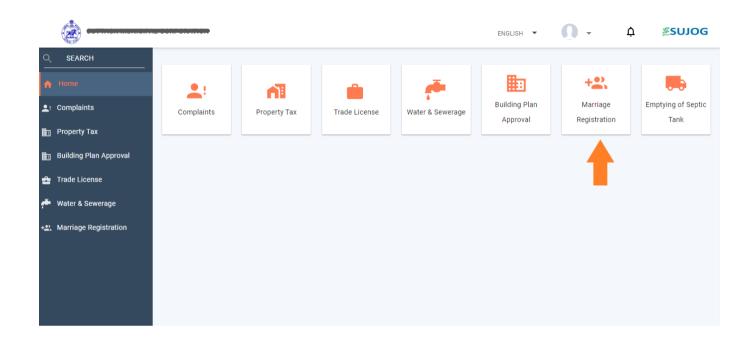
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	eDCR Scrutiny		city * Cuttack		~	
	Building Plan Approval ACTION_TEST_TRADE_LICEN		Email Id			
	Water & Sewerage	6	Enter Your Email Id			
·	J					
					S	SAVE

## 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

		ENGLISH - SUJOG
Q SEARCH 	Marriage Registration	
<ul> <li>Let Complaints</li> <li>Property Tax</li> <li>Building Plan Approval</li> </ul>	+ Scheme Apply for Marriage Registration	E My Applications
<ul> <li>➡ Trade License</li> <li>➡ Water &amp; Sewerage</li> <li>➡ Marriage Registration</li> </ul>	How it works?	>

- 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



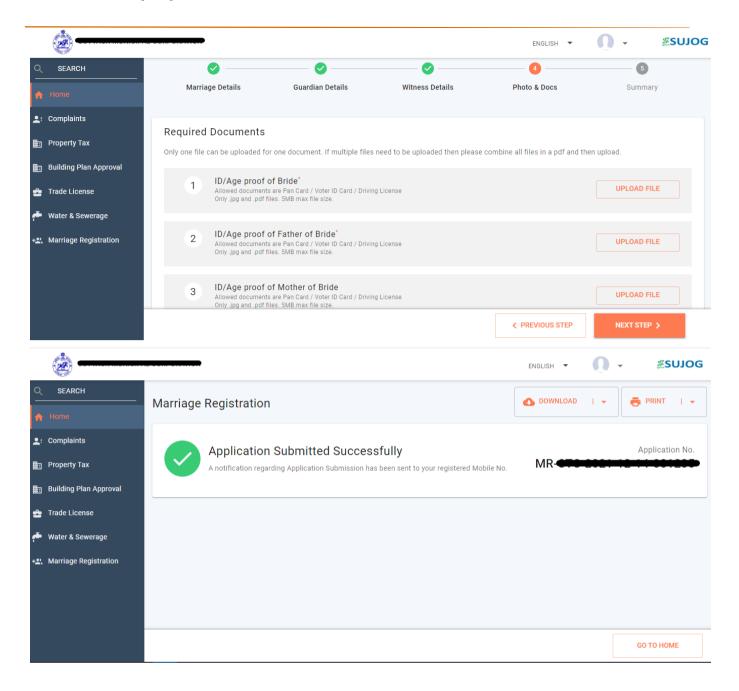
- Bride's Details
- Groom's Details
- Guardian Details
- Witness Details
- Photo & Docs

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÷	Trade License	City * Cuttack		Village * Select Village			
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🔮 Trade License	Enter Father Name		Enter Mother Nan	16	
🚈 Water & Sewerage	Address * Enter Address		District * Enter District		
+2. Marriage Registration	State * Enter State		Country * INDIA		•
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📰 Building Plan Approval	Bride Guardian Details				
💼 Trade License	Relation with Bride *		Name *		
🚈 Water & Sewerage	Select Relation with Bride	Ŧ	Enter Name		
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	Enter Email				
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	Bride Witness Details				
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Property Tax	Enter Name	Enter Address			
Building Plan Approval	District * Enter District	State * Enter State			
ade License	Country *	Pincode *			
er & Sewerage	INDIA	Enter Pincode			
age Registration	Contact * Enter Contact				
	Groom Witness Details				
			< PREVIOUS STEP	NEXT STE	P >
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e plaints erty Tax ing Plan Approval e License r & Sewerage	Groom Witness Details Name * Enter Name District * Enter District	Enter Address State * Enter State			
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EARCH ne plaints erty Tax ding Plan Approval e License er & Sewerage iage Registration	Groom Witness Details Name* Enter Name District* Enter District Country* INDIA Contact*	Enter Address State * Enter State Pincode *			SUJOG



- 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

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E I	Property Tax					Approval	Registration	Tank
<b>1</b>	Building Plan Approval							
÷ 1	Trade License							
• ج	Water & Sewerage							
+2. 1	Marriage Registration							

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

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-	SEARCH	Marriage Registration	
1	Home		
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▦	Building Plan Approval	Apply for Marriage Registration	My Applications
đ	Trade License		
<b>ب</b>	<ul> <li>Water &amp; Sewerage</li> </ul>		
+2		How it works?	×

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.

	<u>i</u>		
<u>م</u>	SEARCH	My Applications	
A	Home	MR_APPLICATION_TYPE	New
•	Complaints	Application No	MR-
₽	Property Tax	MR_REGISTRATION_NO	NA
		Status	Pending for Document Verification
▦	Building Plan Approval	Groom Name	
÷	Trade License	Bride Name	
æ	Water & Sewerage	VIEW DETAILS	
1	water & Seweraye		
+_		MR_APPLICATION_TYPE	New
		Application No	MR-
		MR_REGISTRATION_NO	NA
		Status	Initiated
		Groom Name	
		Bride Name	

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

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

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Q SEARCH	Application Summary			
✿ Home	Application Summary		🚯 DOWNLOAD   👻	🖶 PRINT   👻
L: Complaints			MR Certificate	
Property Tax			Receipt	otal Amount
🖽 Building Plan Approval	Challan Fee		MR Application	
🚔 Trade License	Registration Fee		Paid	Successfully
Water & Sewerage	Total Amount			
	Marriage Details			
	Marriage Place			
	City	Ward	Marriage Place	
	Marriage Date 04/12/2021			

Sample of Marriage Registration Certificate

≡ 52443050-0474-4177-97a5-6034	e0b6b8838 1 / 1	- 100% +   🗄 🚸		<u>+</u>	<b>e</b> :
	& Orissa Hir	ction 8 of Hindu Marriage Act, 1955 indu Marriage Registration Rule, 1960 Form-A ate of Hindu Marriage Registration (See Rule-4)			
	Regd No:	Date of Registratio			
	Memorandum declaring that their marri that the same has been registered this	Date of Application S/O () () () () () () () () () () () () ()	residing at the particulars in at istration no.		
	Other Particulars: Age of Parties at the Time of Marriage:	Bride <b>(1997)</b> &	Bridegroom (		

#### 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.

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Q	SEARCH							
♠	Home	Task Status						W HISTORY
<b>.</b> :	Complaints	Date	Updated By	Status	Current Owner	Commen		
₽	Property Tax	14/12/2021		Pending payment	NA		nents verified	
▦	Building Plan Approval							
÷	Trade License							
r.	Water & Sewerage							Amount
+	, Marriage Registration	Challan Fee Registration Fee						Not Paid
		Total Amount			1507			
		Total Amount			1507			
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٩	SEARCH							
♠	Home						0	
<b>.</b> :	Complaints	Task Status						WHISTORY
₽	Property Tax	Date 14/12/2021	Updated By	Status Pending payment	Current Owner NA		nents verified	
▦	Building Plan Approval							
ĉ	Trade License							
r <b>ë</b>	Water & Sewerage						Tota	I Amount
+	, Marriage Registration	Challan Fee Registration Fee						Not Paid
		Total Amount					PAY	
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٩	SEARCH	Ess Estimate					Tata	L Amount
♠	Home	Fee Estimate					Rs	I Amount
<b>.</b> !	Complaints	Registration Fee						
▦	Property Tax	Challan Fee Arrears		0				
▦	Building Plan Approval	Total Amount		_				
÷	Trade License	Total Amount						
r <b>ë</b>	Water & Sewerage	PAY_PAYER_DE	TAILS					
+23	, Marriage Registration	Paid By * Owner		· ·	Payer Name *			
		Payer Mobile No. *						
		+91						
						MAI	KE PAYMENT 🗲	

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

<u>()</u>	DN	
Q SEARCH	Payment Information Consumer Code MR-	🚯 DOWNLOAD   🗸 📑 PRINT   🗸
♠ Home		
L: Complaints	Payment has been paid successfully!	Payment Receipt No.
<ul> <li>Property Tax</li> <li>Building Plan Approval</li> </ul>	A notification regarding Payment has been sent to registered Mobile No.	
<ul> <li>Trade License</li> </ul>		
🏴 Water & Sewerage		
+2. Marriage Registration		
		<b>GO TO HOME</b>

## 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:

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٩	SEARCH					
A	Home	My Applications				
<b>.</b> !	Complaints	MR_APPLICATION_TYPE	New			
⊞⊡	Property Tax	Application No	MR-0			
		MR_REGISTRATION_NO				
₽	Building Plan Approval	Status	Approved			
÷	Trade License	Groom Name				
		Bride Name				
•	Water & Sewerage	VIEW DETAILS / CORRECTION				
+23						
		MR_APPLICATION_TYPE	New			
		Application No	MR-0			
		MR_REGISTRATION_NO	NA			
		Status	Initiated			
		Groom Name				
		Dride Name	Cudaabaa Cabaa			

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.

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SEARCH						
ome	Documents					
omplaints	ID/Age proof of Bride	ID/Age proof of Father o	f Bride			
perty Tax	Screenshot VIEW (10).png	Screenshot (10).png	VIEW			
ding Plan Approval						
de License						
ter & Sewerage						
rriage Registration	Appointment Details					
		End Date Time 17-12-2021, 14:30	Description Bring Original documents	S		
					CORRECTION	
					TAKE ACTION	1 -

### 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.