

Odisha e-Municipality

Stakeholder Information System

Version 1.0

Training Manual

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Notice

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About this Document

Purpose

This manual has been written to help you understand and use the application from customer perspective. It presents the Functional Capabilities and Operational Details of the System and contains the procedures that you should know for performing various activities by Citizen over e-Municipality portal.

Intended Audience

This manual is primarily intended for Citizens and ULB Users who will use the e-Municipality Application System for application of various citizen centric services.

Organisation of this Document

Information in this document has been organised as follows:

Table 1: Organisation of the Document

Chapter	Description
Chapter 1	Provides a brief introduction
Chapter 2	Getting Standard - takes you on a quick tour of Citizen Services over e-Municipality Services

Change Management

Changes to this document, after it has been accepted and signed-off, will be through appropriate Change Management Procedures, as described in the contract.

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List of Abbreviations

Abbreviation/ Acronym	Description
GOI	Government of India
HUD	Housing & Urban Development
MAS	Municipality Application System
NAC	Notified Area Council
OCAC	Orissa Computer Application Centre
OESL	Orissa e-Governance Services Limited
SPV	Special Purpose Vehicle
SRS	Software requirement Specification
TCS	Tata Consultancy Services
ULB	Urban Local Bodies

1 Introduction

This chapter provides a brief introduction of the project and its objectives, and gives an overview of the Stakeholder Information System of the Urban Local Bodies

The Citizen of the ULBs will utilize this use case for availing Citizen Services provided on the portal for the following services:

- Lodging and tracking of complaints (Grievance)
- Enquiring the status of application online
- Facility to make on-line applications, wherever applicable (On-line Applications & Form Download)
- Facility to make self-assessment of property-tax (On-line Property Tax Assessment)
- Facility to get the list of authorised building architects/surveyors, building rules, fees and charges (Builders and Projects Information)
- Facility to download Tenders application
- Citizen can see the ULB related information as part of RTI

2 Citizen Services

2.1 Birth and Death

2.1.1 Apply Birth Certificate

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Citizen Services>Birth and Death
3. In the screen that appears click on “Apply for Birth Certificate”
4. Please note that to apply birth certificate here, the citizen should have either information of Registration No or Institutional Request No. or any other details as prescribed over the screen such as Child's first name, Father First name, Mother First name, gender and DOB of the child
5. When in the search result the desired registration no along with other details appear, click on “Apply for Birth Certificate”.
6. Chose the applicants relationship. In case you chose the relationship as “Others”, you need to provide the details of applicant.
7. Provide the details of ID proof after choosing the ID proof from the drop down.
8. Once you find all other details are correct, provide the mobile no and e-Mail address in which you want to get the message for process of application.
9. Chose the mode of delivery either as “ULB Counter” or “Online” in which you want to collect.
10. Upload the supporting documents.
11. Check the box of “I have verified the information being submitted in this form to the best of my knowledge”
12. Then click on “Submit” button.
13. A new screen appears asking for feedback. If you chose to give for feedback, provide the feedback and submit or else click on close.
14. A new screen appears for acknowledgement.
15. Take the print of acknowledgement.
16. Make payment the fees mentioned in the acknowledgement at ULB counter or through Odisha Online. Submit the print copy of acknowledgement too.
17. Once your certificate is ready, you will get a message in the mobile no as well as e-mail provided.
18. You can collect the certificate from ULB counter or can download from e-Mun portal by searching with the registration no.
19. Click on “Print” button to print the certificate.

2.1.2 Apply for Death Certificate

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Citizen Services>Birth and Death
3. In the screen that appears click on “Apply for Death Certificate”
4. Please note that to apply death certificate here, the citizen should have either information of Registration No or Institutional Request No. or any other details as prescribed over the screen such as Child’s first name, Father First name, Mother First name, gender and DOD of the deceased.
5. When in the search result the desired registration no along with other details appear, click on “Apply for Certificate”.
6. Chose the applicants relationship. In case you chose the relationship as “Others”, you need to provide the details of applicant.
7. Provide the details of ID proof after choosing the ID proof from the drop down.
8. Once you find all other details are correct, provide the mobile no and e-Mail address in which you want to get the message for process of application.
9. Chose the mode of certificate as “ULB Counter” or “Online” in which you want to collect.
10. Upload the supporting documents.
11. Check the box of “I have verified the information being submitted in this form to the best of my knowledge”
12. Then click on “Submit” button.
13. A new screen appears asking for feedback. If you chose to give for feedback, provide the feedback and submit or else click on close.
14. A new screen appears for acknowledgement.
15. Take the print of acknowledgement.
16. Make payment the fees mentioned in the acknowledgement at ULB counter or through Odisha Online. Submit the print copy of acknowledgement too.
17. Once your certificate is ready, you will get a message in the mobile no as well as e-mail provided.
18. You can collect the certificate from ULB counter or can download from e-Mun portal by searching with the registration no.
19. Click on “Print” button to print the certificate.

2.1.3 Check Application Status

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Citizen Services>Birth and Death
3. In the screen that appears click on “Check Application Status”
4. In the screen that appears, Chose the service of either Birth Registration or Death Registration as per your need

5. Provide application No. or registration no.
6. Click on “Search”
7. Application details will appear along with the Application Status down to search screen.

2.1.4 Apply for Birth NAC

1. If the name of child is not registered previously, he/she need to apply the NAC first.
2. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
3. In the screen that appears, navigate to Citizen Services>Birth and Death
4. In the screen that appears click on “Apply For Birth NAC”
5. A news screen opens with the heading of “NAC Form-Birth Registration”
6. Fill following details:
 - Applicant Details
 - Child Details
 - Permanent Address
 - Place of Birth
 - Attach various mandatory documents as mentioned
 - Provide the Captcha as mentioned
7. Check the box of “I have verified the information being submitted in this form to the best of my knowledge”
8. Click on “Submit” button.
9. Take the print of acknowledgement
10. Pay the required fees at ULB counter.
11. You will receive the status of NAC application in the mobile no provided
12. Check the status and apply for certificate

2.1.5 Apply for Death NAC

1. If the name of child is not registered previously, he/she need to apply the NAC first.
2. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
3. In the screen that appears, navigate to Citizen Services>Birth and Death
4. In the screen that appears click on “Apply For Death NAC”
5. A news screen opens with the heading of “NAC Form-Death Registration”
6. Fill following details:
 - Applicant Details

- Deceased Details
 - Permanent Address
 - Place of Death
 - Attach various mandatory documents as mentioned
 - Provide the Captcha as mentioned
 - Check the box of “I have verified the information being submitted in this form to the best of my knowledge”
7. Click on “Submit” button.
 8. Take the print of acknowledgement
 9. Pay the required fees at ULB counter.
 10. You will receive the status of NAC application in the mobile no provided
 11. Check the status and apply for certificate

2.1.6 Birth and Death Registration Correction

1. If there are some errors or mistakes in the Birth/Death Registration certificates, then the citizen can apply for the correction of the same.
2. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
3. In the screen that appears, navigate to Citizen Services>Birth and Death
4. In the screen that appears click on “Birth/Death Registration Correction”.

Citizens can for search for their Birth or Death registration and can apply for the correction or view a correction application.

2.2 Trade License

2.2.1 Check Application Status

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Trade License>Check Application Status
3. Provide the Application No. or Application Date, Trader First Name and Firm Name
4. Click on “Search” button.
5. Application details along with application status will be shown in the screen.
6. Click on “View” button to see the details.
7. If the application is digitally signed by ULB officials, a new button will be shown with the name of “Download the Certificate”

2.2.2 Trade License Calculator

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Trade License>Trade License Calculator
3. Provide the required details of trade along with Penalty percentage and date of application for renewal of License.
4. You can add multiple items for fee calculation
5. Once all the items are entered, penalty and License Fee will appear in the screen.

2.2.3 Apply Online For Trade License

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Trade License>Apply Online for Trade License
3. Provide the required details
4. Upload the following docs and photo
 - Proof of Identity
 - Proof of Address
 - Photo of Applicant
 - Provide any other document as deem fit
5. Provide the Captcha details.
6. Check the box of “I have verified the information being submitted in this form to the best of my knowledge”
7. Click on “Submit” button.
8. Online Request no. will be generated, request will be sent to concerned ULB for approvals
9. An SMS communication containing the online request no. will be sent to the Citizen.
10. Keep a note of the request no. for future references

2.2.4 Renewal of Trade License

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Trade License>Renewal of Trade License.
3. In the screen that appears, provide the License number and navigate to “Search”
4. License details along with License Status will be shown in the screen.
5. In case fees are due for License Renewal, navigate to “Proceed for Payment” to pay the License Fee for renewal.
6. You will be redirected to another site, where you can make the payment

7. To view the License details, navigate to “View” button adjacent to License details.

2.2.5 Payment/Print Certificate For License

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Trade License>Payment/Print Certificate for License.
3. Provide the application No. or License No. and navigate to “Search” button.
4. In the screen that appears, you can navigate to Payment or Print button adjacent to application details for Payment of fees or printing of Certificate respectively.

2.2.6 Generate Duplicate License

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Trade License>Generate Duplicate License.
3. Provide the License No., chose the year and navigate to “Search”
4. In the screen that appears, Click on “View” button.
5. A new screen appears, where you can edit the few fields.
6. A new application no. will be generated which will be sent to Trader via SMS
7. Post this the application will be processed by ULB officials.
8. Application Status will be updated to Citizen via SMS
9. Trader then need to approach the ULBs for further process and to obtain the duplicate certificate from ULB

2.2.7 Close of Trade License

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Trade License>Close Trade License.
3. Provide the License No., chose the year and navigate to “Search”
4. In the screen that appears, navigate to “View”
5. Another screen appears, where the application details appear below which option will be there to apply for close of Trade License.
6. Navigate to “Close Trade License”
7. A confirmation box appears asking to close the “Trade License”
8. Click on “OK” to apply for close of Trade License.
9. An application no. will be generated and SMS will be sent to Trader.

10. Then the application will be processed at ULBs the status of which will be communicated to Trader via SMS.

2.2.8 Correction of Trade License

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Trade License>Correction of Trade License.
3. Provide the License No., chose the year and navigate to “Search”
4. In the screen that appears, navigate to “Correction”
5. Another screen appears, where the application details appear below which option will be there to apply for Correction of Trade License.
6. Click on “Submit” to apply for Correction of Trade License.
7. An application no. will be generated and SMS will be sent to Trader.
8. Then the application will be processed at ULBs the status of which will be communicated to Trader via SMS.

2.3 Property Tax

2.3.1 Check Application Status

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Property/Holding Tax>Check Application Status
3. In the screen that appears, provide the application no in the box and click on “Search” button.
4. Application no along with the application status will be populated in the screen.
5. Application details along with application status will be populated below search box.

2.3.2 Calculate Property/Holding Tax

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Property/Holding Tax>Calculate Property/Holding Tax
3. Chose the Method and Building Type.
4. Post the above step, another box appears, asking Land Value (GA) or any other details. Fill the required details and click on “Calculate Tax”
5. The tax amount will appear on the screen.

2.3.3 Apply Online for Holding Number

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Property/Holding Tax>Apply Online for Holding Number.
3. In the screen that appears, provide the required details.
4. Check the box “I have verified the information being submitted in this form to the best of my knowledge”
5. Click on “Submit” button.
6. A new application no will be generated and a SMS will be sent to the mobile no provided with the application no.
7. Keep a note of that application no for future reference and to search for the status
8. Application status will be regularly updated to the applicant in all the steps through SMS

2.3.4 View Demand / Payment Status

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Property/Holding Tax>View Demand/Payment Status
3. A new screen appears, asking various required fields to be filled in by Citizen.
4. Fill all the details and click on “Search” button.
5. Navigate to “View” button against the holding no.
6. In the screen, that appears, Citizen can check Assessment Details, Demand Details and Payment Details.

2.3.5 Self-Assessment of Holding

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Property/Holding Tax>Self-Assessment of Holding.
3. A new screen appears, where you need to fill all the required details.
4. Upload the required document.
5. Provide the Security Question and Answers along with displayed Captcha detail.
6. Check the box “I have verified the information being submitted in this form to the best of my knowledge”
7. Click on “Submit” button.
8. A new application no/Online request no. will be generated which will be sent to Citizen via SMS
9. Then the application will be processed by ULB Officials, the update of which will be sent to Citizen regularly via SMS. Based on the direction of SMS, Citizen will do the needful further.

10. You can check the application status at Citizen Services following the steps mentioned above.

2.3.6 Apply Objection

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Property/Holding Tax>Apply Objection.
3. A new screen appears, where you need to fill the Holding No., Tax Ward or Legacy Holding No. to search.
4. When the search result appears for given Holding No., provide the Mobile No. and Objection Details.
5. Navigate to “Apply Objection”
6. A no. will be generated, following your objection. Keep a note of that for future reference.
7. You can check the status of your objection also by navigating to “Check Application Status”.

2.3.7 Apply for No Dues Certificate

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Property/Holding Tax>Apply No Dues Certificate.
3. A new screen appears, where you need to fill the Holding No., Tax Ward or Legacy Holding No. to search.
4. When the search page appears for given Holding No, provide the Mobile No to fire SMS.
5. Click on the Submit Button.
6. A no. will be generated, following your Application. Keep a note of that for future reference.

You can check the status of your application also by navigating to “Download No Dues Certificate”.

2.3.8 Download No Dues Certificate

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Property/Holding Tax>Apply Objection.
3. A new screen appears, where you need to fill the Holding No., Tax Ward or Legacy Holding No. to search.
4. When the search result appears for given Holding No., provide the Mobile No. and the OTP.

Then click on the Download button to the No dues certificate.

2.3.9 Apply for Miscellaneous Services

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Property/Holding Tax>Apply for Miscellaneous Services.

3. A new screen appears, where you need to fill the Holding No. to search.
4. When the search result appears for given Holding No., proceed with the facilities like ownership split, extension or ownership change.
5. For each of the above facilities fill up the details and submit the respective forms.
6. A no. will be generated, following your application. Keep a note of that for future reference.

You can check the status of your objection also by navigating to “Check Application Status”.

2.4 Water Connection and Charges

2.4.1 Online Application for New Connection

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Water Connection and Charges>Online Application for New Connection
3. Fill the required details.
4. Upload various documents like Patta, Pauti or Holding Receipt or any other document as necessary
5. Provide the security questions and answer along with Captcha details.
6. Check the box “I have verified the information being submitted in this form to the best of my knowledge”
7. Click on “Submit” button.
8. A new application no will be generated and a SMS will be sent to the mobile no provided with the application no.
9. Keep a note of that application no for future reference and to search for the status
10. Application status will be regularly updated to the applicant in all the steps through SMS

2.4.2 Check Application Status

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Water Connection and Charges>Check Application Status
3. In the screen that appears, provide the application no in the box and click on “Search” button.
4. Application no along with the application status will be populated in the screen.

2.4.3 Search Consumer Details

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”

2. In the screen that appears, navigate to Water Connection and Charges>Search Consumer Details.
3. In the screen that appears, provide either PH Consumer No. or System generated consumer no. in the box that appears.
4. Click on “Search” button.

2.4.4 Water/Sewerage Bill Details

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Water Connection and Charges>Water-Sewerage Bill details.
3. In the screen that appears, provide the details and click on search button.
4. Your bill details for the month provided will appear on the screen.

2.4.5 Payment Details

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Water Connection and Charges>Payment Details.
3. In the screen that appears, provide the details and click on search button.
4. Payment details for the Month or against the bill no. provided at the time of search will appear in the screen.

2.4.6 Apply Close connection

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Water Connection and Charges>Apply Close Connection.
3. In the screen that appears, provide the PH Consumer No. and navigate to “Search”.
4. Click on “Close Connection” button against the PH Consumer no.
5. Fill the required details.
6. Upload various documents like Patta, Pauti or Holding Receipt or any other document as necessary
7. Provide the security questions and answer along with Captcha details.
8. Check the box “I have verified the information being submitted in this form to the best of my knowledge”
9. Click on “Close Connection” button.
10. A new application no will be generated and a SMS will be sent to the mobile no provided with the application no.
11. Keep a note of that application no for future reference and to search for the status

2.4.7 Apply Ownership Change

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Water Connection and Charges>Apply Ownership Change.
3. In the screen that appears, fill the required details.
4. Upload various documents like Patta, Pauti or Holding Receipt or any other document as necessary
5. Provide the security questions and answer along with Captcha details.
6. Check the box “I have verified the information being submitted in this form to the best of my knowledge”
7. Click on “Change Ownership” button.
8. A new application no will be generated and a SMS will be sent to the mobile no provided with the application no.
9. Keep a note of that application no for future reference and to search for the status

2.4.8 Apply Meter connection

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Water Connection and Charges>Apply Meter Connection.
3. In the screen that appears, fill the required details.
4. Upload various documents like Patta, Pauti or Holding Receipt or any other document as necessary
5. Provide the security questions and answer along with Captcha details.
6. Check the box “I have verified the information being submitted in this form to the best of my knowledge”
7. Click on “Submit/Apply Meter Connection” button.
8. A new application no will be generated and a SMS will be sent to the mobile no provided with the application no.
9. Keep a note of that application no for future reference and to search for the status

2.4.9 Change to Non-Meter Connection (For Meter Consumer)

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Water Connection and Charges>Change to Non-Meter Connection (For Meter Consumer).

3. In the screen that appears, fill the required details.
4. Upload various documents like Patta, Pauti or Holding Receipt or any other document as necessary
5. Provide the security questions and answer along with Captcha details.
6. Check the box “I have verified the information being submitted in this form to the best of my knowledge”
7. Click on “Submit/Change to Non-Meter” button.
8. A new application no will be generated and a SMS will be sent to the mobile no provided with the application no.
9. Keep a note of that application no for future reference and to search for the status

2.4.10 Online Application For Re-Connection

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Water Connection and Charges>Change to Online Application for Re-Connection.
3. A search appears, fill the consumer number and click on search button.
4. Click on re-connection button, in the screen that appears, fill the required details.
5. Click on “Submit” button.
6. Online Request no. will be generated, request will be sent to concerned ULB for approvals

An SMS communication containing the online request no. will be sent to the Citizen.

2.4.11 Check Application And Reconnection Fee

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Water Connection and Charges>Change to View And Pay Application Fee.

A screen appears, three buttons to check the fee for reconnection, new connection and ownership change application fee.

2.4.12 Water/Sewerage Bill Details

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Water Connection and Charges>View/Pay Water-Sewerage Bill.
3. In the screen that appears, provide the details and click on search button.

Your bill details for the month provided will appear on the screen along with two radio buttons for choosing payment gateway citizen can choose pay through IOTMS or pay through Odisha online.

2.5 Building Permission

2.5.1 Apply for Building Permission

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Building Plan>Apply for Building Permission.
3. Fill the required details in the field.
4. Upload the relevant NOC and documents
5. Provide Captcha details.
6. Check the box “I have verified the information being submitted in this form to the best of my knowledge”
7. Click on “Submit” button.
8. Online Request no. will be generated, request will be sent to concerned ULB for approvals
9. An SMS communication containing the online request no. will be sent to the Citizen.
10. Keep a note of the request no. for future references

2.5.2 Check Application Status

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Building Plan>Check Application Status.
3. Provide the request no. in the box and click on “Search button.
4. Application details along with status will be displayed in the screen.
5. When the application for building permission get sanctioned, a button named “Download Sanction Order” will appear adjacent to the application details with the new Sanction no.
6. Citizen can download this certificate online by providing the OTP sent to him/her via SMS

2.5.3 Apply for Completion Certificate

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Building Plan>Apply for Completion Certificate.
3. Provide the Application No. or Sanction No. in the box and click on Search button.
4. A new screen opens. Chose the type of certificate to be downloaded.
5. Provide the mobile no. if you want to change the existing mobile no.
6. Click on “Submit” button.
7. A new application no. will be generated and an SMS will be sent to the Citizen.

8. After necessary approvals, Citizen will be communicated about the status of application. Post this user can download the application with the search option by providing the OTP sent to his/her mobile no.

2.6 Hospital

2.6.1 Raise Request for Hospital access :

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down "Chose your District and ULB"
2. In the screen that appears, navigate to Building Plan>Raise Request for Hospital access.
3. In the screen that appears, provide the required details.
4. Upload the required docs along with Captcha details.
5. Check the box "I have verified the information being submitted in this form to the best of my knowledge"
6. Navigate to "Submit" button.
7. A confirmation box appears. Click on "OK" button.
8. Request no. will be generated.
9. After processing at respective ULB, the hospital will be added to the list.

2.6.2 Check Request Status

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down "Chose your District and ULB"
2. In the screen that appears, navigate to Building Plan>Check Request Status.
3. In the screen that appears, provide the request no. and click on "Search"
4. The request details along with the status will appear in the screen.

2.7 Certificate Verification

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down "Chose your District and ULB"
2. In the screen that appears, navigate to Certificate Verification.
3. Another screen appears, where you have the option of verification of Birth or Death Registration.
4. Provide the required details and navigate to "Search"
5. Registration details appears in the screen having status of registration.

2.8 Grievances

2.8.1 Raise Grievance

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Citizen Services>Grievances
3. Click on “Raise Grievance”
4. In the screen that appears, Provide following description of Grievance
 - Complaint details
 - Details of Citizen
 - Description
 - Upload Image supporting the complaint
 - Provide Security Question and Answer along with the Captcha details
5. Check the box for “I have verified the information being submitted in this form to the best of my knowledge”
6. Click on “Submit” button.
7. A new no. for Grievances will be generated. Keep note of that for future reference.

2.8.2 Search Grievances

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. In the screen that appears, navigate to Citizen Services>Grievances
3. Click on “Search Grievances”
4. Here a new screen appears, asking for “Grievance No”
5. Provide the Grievance# which you had raised earlier in the box and click on “Search” button.
6. The Grievance status will appear in the screen.

2.9 Marriage

2.9.1 Apply For Marriage Registration

9. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
10. In the screen that appears, navigate to Citizen Services>Marriage
11. Click on “Apply For Marriage Registration”
12. Provide the following details.

- Marriage Details
 - Bride and her address along with Guardians details.
 - Bride Groom and his address along with Guardians details.
 - Two witness details.
 - Upload Images of both Bride and Bride Groom
 - Upload various supporting docs as asked
13. Check the box, "I have verified the information being submitted in this form to the best of my knowledge"
 14. Click on "Submit" button.
 15. Once the application is submitted one application no. will be generated
 16. You can pay the application fee online or at ULB counter
 17. To pay online, go to Citizen Services>Marriage>Search Certificate.
 18. Provide the application no in the box and click on "search"
 19. To pay online, click on the "Pay Now" button adjacent to the application.
 20. You will be ended with a new screen, depicting the application Treasury fee for the application along with the ULB fees
 21. Click on "Pay Now" button down the fee details.
 22. You will be redirected to payment site of "Odisha Online"
 23. Make the required fees.
 24. Later you can check your application status and you will be called by ULB Official for verification. Post which certificate will be issued

2.9.2 Search Marriage Registration/Application

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down "Chose your District and ULB"
2. In the screen that appears, navigate to Citizen Services>Marriage
3. Click on "Search Marriage Registration/Application"
4. Provide the application no in the box and click on "search"
5. The application status will appear in the screen and can proceed to view or correction.

2.10 Solid Waste

2.10.1 Raise Request

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down "Chose your District and ULB"
2. In the screen that appears, navigate to Citizen Services>Solid Waste>Apply for Express Service

3. Provide Trade License No. or Holding No.
4. Post this, few other fields will automatically updated by fetching the data from e-Municipality database based on License No. or Holding No. what you have provided in the above step.
5. Chose Business Category, provide PIN No. and Mobile No.
6. Navigate to "Submit" button.
7. An Online request no. will be generated. Keep a note of this no. for future references

2.10.2 Check Request Status

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down "Chose your District and ULB"
2. In the screen that appears, navigate to Citizen Services>Solid Waste>Check Request Status
3. Provide the online request no. and navigate to "Search"
4. Request details along with status of request will appear in the screen.

3 Other Sections of SIS

3.1 About e-Municipality

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in>
2. In the screen that appears, navigate to **About eMunicipality** appears at the end of the portal
3. A brief description of e-Municipality will appear in the screen segregated into following three categories
 - About eMunicipality
 - Objective; and
 - Target Group

3.2 News

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in>
2. In the screen that appears navigate to News
3. All the news relating to e-Municipality and various ULBs where the project has been implemented will appear in the screen.

3.3 Tenders

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in>
2. In the screen that appears navigate to Tenders
3. Various Tender details of HUD will appear

3.4 Right to Information

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in>
2. In the screen that appears navigate to “Right to Information(RTI)”
3. In the screen that appears, various information relating to RTI will appear in no. of pages.
4. 1st page contains the list to other pages

3.5 FAQs

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in>
2. In the screen that appears navigate to “FAQs”
3. The screen will be updated with the information of various questions asked frequently relating to Citizen Services of e-Municipality application.

3.6 Contacts

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in>
2. In the screen that appears navigate to “Contacts”
3. You will get all the contact details of H&UD Department of Odisha as well as of e-Municipality Helpdesk

3.7 Downloadable Forms

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”
2. Navigate to Downloadable Forms
3. A drop down list will be populated for various forms relating to citizen services like Birth and Death; Trade License; Property/Holding Tax and Grievances etc.
4. Click on the required services. You will be landed up with a page having various forms in pdf format for that relevant service

3.8 Feedback

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in>
2. In the screen that appears, navigate to “Feedback”.
3. A new screen appears to provide your feedback.
4. Fill the required details and click submit.

3.9 Helpdesk

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in>
2. In the screen that appears, navigate to “Helpdesk” on the top right side of the screen.
3. It will take you to e-Municipality application.
4. Log-In with your user credentials
5. In the screen that appears, you will have the option of tracking the ticker raised and taking action for the same.

3.10 Useful Links

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in>
2. In the screen that appears, navigate to “Useful Links”.
3. In this section, there are links to various Govt. and ULB portals. Users can go to the relevant sites directly by clicking on the link provided.

3.11 Polls Display

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in>
2. In the screen that appears, navigate to “Polls Display”

3. User can chose his option to vote for the relevant topic mentioned over there.

3.12 Public Notice

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in>
2. In the screen that appears, navigate to “Public Notice”
3. In this section, user can go through the various notices published by respective ULBs/e-Municipality/HUD
4. By navigating on each of this notice, user can have a detailed information of that

3.13 Photo Gallery

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in>
2. In the screen that appears, navigate to “Photo Gallery”
3. You can browse through various photos uploaded relating to State/Events/Place of Interests etc.

3.14 Maps

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in>
2. In the screen that appears, navigate to “Maps”
3. You can view and download various Maps relevant to State and ULBs

3.15 ULB Profile

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in>
2. In the screen that appears, navigate to “ULB Profile”
3. ULB Profile of the respective ULBs will have all the information about the ULBs. Such as
 - ULB Administration
 - ✓ Staff Position
 - ✓ BMC Boundaries
 - ✓ Ward Profile
 - ✓ Revenue Villages
 - Departments
 - ✓ Finance
 - ✓ Health and Sanitation
 - ✓ Holding Tax
 - ✓ License
 - ✓ Market
 - ✓ Electrical
 - ✓ Environment
 - ✓ Urban Poverty Alleviation

- ✓ IT-PMU
 - ✓ Establishment
 - ✓ Land and Assets
 - ✓ Recovery & Enforcements
4. You can navigate to each of the sections individually mentioned above to have a detailed information

3.16 Download Docs

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in>
2. In the screen that appears, navigate to “Download”
3. In this section all the Training and User Manual of e-Municipality application is there. User can view and/or download the same for his use.

3.17 Idea Box and Best Ideas

1. Open the e-Municipality web portal <https://www.ulbodisha.gov.in>
2. In the screen that appears, navigate to the Idea Box Section.
3. You can provide your ideas and even view the best ideas provided by others.

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