

# SUJOG - Sustainable Urban Services in a Jiffy by Odisha Government



## SUJOG System

- FAQs

<b>Date</b>	<b>Version</b>	<b>Author</b>	<b>Review by</b>	<b>Approved By</b>	<b>Description</b>
October 2021	1.0	Vasabdatta Sen	Manoj Sahu	H&UDD	Final Draft

**1. How do I access SUJOG platform?**

The SUJOG Platform can be accessed on your mobile, desktop, or laptop browser.

**2. How do I login into the SUJOG system?**

If you are a first-time user, you are required to first register yourself by providing your phone number, name and selecting city of residence. Once registered, you can login into the system at anytime using the registered phone number and OTP.

**3. What details do I need to login into the system?**

As a citizen, you are required to provide your valid mobile number for a one-time registration on the SUJOG platform. From there on, a One Time Password (OTP) will be sent to the Mobile Number which needs to be entered to log in to the SUJOG system

**4. What if I do not receive OTP on my mobile?**

If an OTP is not received within 30 seconds of filing the request, a button "Resend OTP" will be enabled on the screen. A fresh OTP can then be requested by clicking on this button.

If issue persists, please contact us at the Helpdesk toll free number - 1800 121 6833

**5. How can I update my SUJOG profile?**

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 city of residence

**6. What kind of services can I avail on SUJOG Platform?**

#	Services	Development Authority	Bhubaneswar	Remaining 113 ULBs
1	Online Building Permission System	✓	✓	✓
2	Trade License			✓
3	Property Tax			✓
4	Public Grievance Redressal			✓
5	Water & Sewerage		✓	✓
6	Marriage Registration			✓

**7. What should I do if the portal stops responding or displays an error?**

Refresh the browser. If you still face an issue, log out and login again.

**8. I have a question that was not answered in this FAQ. What should I do?**

Please call the SUJOG helpdesk toll free number - 1800 121 6833

## 1. Online Building Permission

#	Query	Response
1	<b>How should I start with the OBPS drawing preparation?</b>	<p>Complete the drawing as per standards and guidelines required by ODA Bye Laws. The drawing should be completed as submission drawing formats. Use drawing scale 1:1 only. Before preparation of drawing, make the UNITS settings - Meter and length type Decimal in the software (e.g., AutoCAD). Length type in primary units of dimension style shall be updated to Decimal.</p> <p>Copy and Paste the Plan Info and required layers from the Drawing Template (provided in the 'Building Permission Approval' section in Sujog Website) and follow guidelines in the Drawing manual to start drawing preparation for Auto-scrutiny</p>
2	<b>How to fill information in PLAN_INFO layer?</b>	<p>Provide the information required in PLAN_INFO Layer with following considerations:</p> <ul style="list-style-type: none"> <li>• Write all the text in PLAN_INFO layer after '=' and 'space'. For e.g., PLOT_AREA_M2= 500 instead of PLOT_AREA_M2=500</li> <li>• Write all the text without any applicable units. For e.g., PLOT_AREA_M2= 500 instead of PLOT_AREA_M2= 500sqm etc.</li> <li>• Write all the text in Capitals. For e.g., ROAD_WIDTH</li> <li>• Write sector number in format SECTOR_NUMBER= 23D instead of SECTOR_NUMBER=23-D or SECTOR_NUMBER= 23 D or SECTOR_NUMBER= 23d</li> <li>• Write the projected total number of building users in the format NUMBER_OF_OCCUPANTS_OR_USERS_OR_BED_BLK_1= 5</li> </ul>
3	<b>What should I do if my drawing is 'not accepted'?</b>	<p>One can open the .dxf file, that was uploaded for scrutiny, in the drafting software that was used for drawing preparation (e.g., Autocad) make the modifications in the drawing as per the scrutiny report. After update of drawing, one can resubmit the drawing for scrutiny.</p>
4	<b>What are the common errors to avoid while OBPS drawing preparation</b>	<ul style="list-style-type: none"> <li>• Plan Info Not present in the Drawing</li> <li>• Not all answers are provided in Plan Info</li> <li>• Building Footprint Layer Not Present</li> <li>• Built Up Area Layer Not Present</li> <li>• Built Up area Layer Colour code is not as per Drawing Manual – Occupancy Colour Codes</li> <li>• Setback Layer Polygon is Drawn Incorrect – Edges of Setback Polygon should fall on Building Footprint Polygon and Plot Boundary Polygon</li> <li>• Bring only the necessary layers from Drawing Template</li> </ul>
5	<b>In which format the drawing shall be saved for scrutiny?</b>	<p>Drawing shall be saved in .dxf format only</p>
6	<b>How to Draw the Setback Layers for Auto scrutiny?</b>	<p>After creation of the required setback layers with correct colour codes, draw closed polygons along the entire length of the front, rear, left and right sides of each building blocks.</p>



#	Query	Response												
		<p>The setback layer polygon drawn should have edges falling/coinciding with both the Plot area Polygon and the respective Building Footprint Polygon.</p>												
7	<p><b>How To correctly name Polygons for Lifts, Ramps etc that have numbers at the end of the layer name?</b></p>	<p>If multiple polygons needs to be created for features such as Lifts and Ramps that have different colour codes assigned to them based on different use types, Follow the bellow guidelines-</p> <ul style="list-style-type: none"> <li>Name all the required layers with consecutive numbers at the end keeping with common colour code to denote the same use type.</li> <li>If multiple use types are required to be drawn, then each group of layers with common colour code will have the numbers starting from 1 to the required number.</li> </ul> <p>E.g., If 3 use types of ramps are present in same project-</p> <table border="1" data-bbox="576 667 1465 927"> <thead> <tr> <th>Block</th> <th>Use Type</th> <th>No of ramps present</th> </tr> </thead> <tbody> <tr> <td>Block 1</td> <td>LMV – 1 way</td> <td>4</td> </tr> <tr> <td>Block 2</td> <td>LMV – 2 way</td> <td>1</td> </tr> <tr> <td>Block 3</td> <td>LCV – 1 way</td> <td>2</td> </tr> </tbody> </table> <p>The naming convention for the layers to be drawn will be as follows-</p> <p><b>LMV – 1 way with colour code 1</b>                      BLK_1_FLR_0_VEHICLERAMP_1                      BLK_1_FLR_0_VEHICLERAMP_2                      BLK_1_FLR_0_VEHICLERAMP_3                      BLK_1_FLR_0_VEHICLERAMP_4</p> <p><b>LMV – 2 way with colour code 2</b>                      BLK_2_FLR_0_VEHICLERAMP_1</p> <p><b>LCV – 1 way with colour code 3</b>                      BLK_3_FLR_0_VEHICLERAMP_1                      BLK_3_FLR_0_VEHICLERAMP_2</p>	Block	Use Type	No of ramps present	Block 1	LMV – 1 way	4	Block 2	LMV – 2 way	1	Block 3	LCV – 1 way	2
Block	Use Type	No of ramps present												
Block 1	LMV – 1 way	4												
Block 2	LMV – 2 way	1												
Block 3	LCV – 1 way	2												
8	<p><b>What are the ‘Low Risk’ and ‘Other Than Low Risk’ building criteria’s</b></p>	<p><b>Low-Risk Building Criteria’s</b></p> <ol style="list-style-type: none"> <li>On a plot which is part of the layout approved by the Authority or developed and allotted by the Government or Statutory Bodies or is a final plot in town planning schemes or development schemes</li> <li>The size of the plot is not more than 500 Square metres</li> <li>height of which is not more than 10 metres</li> <li>Without a basement</li> <li>Residential Occupancy</li> </ol> <p><b>Other Than Low Risk Building Criteria</b></p> <ol style="list-style-type: none"> <li>Not meeting any of the criteria of Low-Risk Buildings</li> </ol>												
9	<p><b>What are the type of projects that are not part of OBPS</b></p>	<ul style="list-style-type: none"> <li>Layout Approval</li> <li>Projects with TDR components</li> </ul>												

#	Query	Response
		<ul style="list-style-type: none"> <li>• Regularization of Unauthorized Buildings</li> <li>• Mixed Use Occupancy Projects</li> </ul>
10	<p><b>Which NOCs are part of OBPS</b></p>	<p>The OBPS System has 5 NOC's that are part of the application workflow, namely –</p> <ol style="list-style-type: none"> <li>1. National Monuments Authority NOC (NMA)</li> <li>2. Airport Authority of India NOC (AAI)</li> <li>3. Fire NOC</li> <li>4. Coastal Regulation Zone NOC (CRZ)</li> <li>5. Central Ground Water Authority NOC (CGWA)</li> </ol> <p>Based on the Drawing Prepared and the information provided in Plan Info the system will identify which above stated NOCs are applicable for the project and will send the application to the concerned department for processing.</p> <p>If NOC's other than the 5 mentioned above are required, the applicant needs to get the respective NOC's offline from the concerned departments. The applicant can then upload same in the 'Document upload section' while filing the Building Permit Application Form.</p>

## 2. Trade License

#	Query	Response
1	<b>What are steps involved to apply for a new trade license?</b>	<ul style="list-style-type: none"> <li>i. Apply for Trade License with relevant data and applicable documents</li> <li>ii. Pay the Trade License Fee as per tariff</li> <li>ii. Download the Provision Trade License Certificate.</li> <li>iv. Application will be verified, inspected, and approved by ULB officials.</li> <li>v. On approval of the application, Download the Trade Licence Certificate</li> </ul>
2	<b>What documents are mandatory to apply for new trade license?</b>	Identity Proof and Address Proof are the two documents mandatorily required. Based on the Trade Type applied for the number of documents may vary as per the state Byelaws.
3	<b>Can I edit/modify my application after it has been submitted?</b>	Once submitted, no modifications/change can be made to the application. However, the department can make necessary changes if required.
4	<b>What is Provision Trade Certificate?</b>	Provisional Trade License is be a temporary license till the time the final approval is in process. This licence will be granted solemnly on basis of documents submitted and self-certification. If any of the statements of undertaking/self-declaration are subsequently found otherwise, the Licence is liable to be cancelled/ revoked for all intents and purposes forthwith while forfeiting the fee.
5	<b>How long is Provision Trade License valid for?</b>	Validity of Provisional Certificate for Permanent License is 3 months.
6	<b>Where can I access the Trade Fee tariff for my city?</b>	The fee data for entire state is available on the site. You can download it from the landing page.

#	Query	Response
7	<b>How many can I renew my license for?</b>	Trade license can now be renewed for maximum 5 years at one time.
8	<b>How many does is a Temporary License valid?</b>	A temporary license is valid for maximum 30 days.



### 3. Property Tax

#	Query	Response
1	<b>I am not able to see my property details in SUJOG?</b>	<p>If citizen's registered mobile number was available on the e-municipality system, property details will be readily visible to them on the SUJOG platform.</p> <p>If citizen had not provided mobile number in e-municipality system, Citizen could link by searching the property using old property Id</p>
2	<b>What is the difference between Property Unique ID and Old Property ID?</b>	<p>Old Property Id refers to the Holding number (Holding Id) previously given to citizen and can be found on old payment receipts.</p> <p>Property Unique Id is an Id number generated by SUJOG system and can be seen post searching a property on the portal.</p> <p>You can search a property using both Ids.</p>
3	<b>Plot size of property</b>	<p>Under Property details, the plot size is by default captured in Sq. ft in the SUJOG system.</p> <p>There may be mismatch of the plot size which can be edited by citizen or ULB officials.</p>
4	<b>Can I adjust the arrears in the SUJOG system?</b>	<p>No, SUJOG system does not allow editing any financial values, as per instructions of Govt. of Odisha.</p>
5	<b>Quarterly bill is not visible on the SUJOG system.</b>	<p>SUJOG system generates annual demand for property.</p> <p>Citizen can pay partial amount as per their desire.</p>

## 4. Public Grievance Redressal

#	Query	Response
1	<b>What kind of grievances can I post ?</b>	Any grievance related to all citizen services provided of the Urban Local Bodies in the State of Odisha can be filed. The citizen can select from the list of possible types of grievances provided on the portal or also can also input in the available section.
2	<b>What are the types of grievances that are not taken up for redressal by the platform?</b>	The following types of grievances are not taken by the SUJOG platform <ul style="list-style-type: none"> <li>• Law and Policy related matters</li> <li>• Sub-judice cases or any matter awaiting judgment from any court,</li> <li>• Personal and family disputes that were not raised with the proper authority at block, district, or sub-divisional level, and</li> <li>• RTI related matters.</li> </ul>
3	<b>Can I post a grievance against entities which are outside the purview of State Government (e.g., Railways, Banks, RBI etc.) ?</b>	No, grievances pertaining to institutions outside the purview of the State Government should not be filed on this portal.
4	<b>In which languages can I submit a grievance ?</b>	You can submit a grievance in English language.
5	<b>Within how many days will my grievance be resolved ?</b>	All grievances are expected to be attended to within 48 hours.
6	<b>How will I get to know that my grievance has been resolved ?</b>	You will receive an automated message on your registered mobile number and on registered email Id. You can login to the SUJOG portal and see the detailed response under section "My Complaints" tab.
7	<b>Where can I track the grievances already submitted by me ?</b>	You can log into your SUJOG profile (with the same mobile number used to file the grievance) and see all the grievances submitted by you under the "My Complaints" tab.
8	<b>What if the subject of my grievance does not match with any of the options in the dropdown 'Complaint Type'?</b>	Please select the option 'Others' in the 'Complaint Type' dropdown and state the subject of your grievance under the Complaint Additional Details .
9	<b>Can I attach a supporting Photos along with the grievance ?</b>	Yes. While submission of grievance, supporting documents (image-jpeg/png) may be uploaded along with your grievance. You need to click on the 'Upload' button to upload the same.

#	Query	Response
10	<b>Can I edit/modify my grievance after it has been submitted ?</b>	Once submitted, no modifications/change can be made to the grievance. However, add any additional information in the comments section
11	<b>Is there any mechanism to provide feedback about the quality of resolution provided for my grievance?</b>	Yes. You have the option to rate each grievance in the form of star ratings from one to five stars. You can also provide comments to justify your rating.
12	<b>After redress, can the grievance be reopened again?</b>	Yes, you have the option to reopen the complaint if you are not satisfied with the resolution provided.
13	<b>Why do I have to provide details of my City &amp; Village ?</b>	District & village details are critical since the grievance need to be assigned to the correct/proper district administration for resolution.
14	<b>What should I do if I have submitted my grievance to the wrong district ?</b>	You need to register a fresh grievance selecting the correct district.
15	<b>Can grievances be submitted via post?</b>	SUJOG Grievance Redressal is an end-to-end online system and grievances by post will not be accepted.

## 5. Water & Sewerage

#	Query	Response
1	<b>What facilities are provided on SUJOG?</b>	<ol style="list-style-type: none"> <li>1. Apply for new Water or Sewerage Connection</li> <li>2. Apply for Disconnection or reconnection</li> <li>3. Transfer of connection</li> <li>4. Make Online payments</li> </ol>
2	<b>What is the difference between Consumer number and Old Consumer number?</b>	<p>Old Consumer number refers to the water connection number previously given to citizen and can be found on old payment receipts.</p> <p>Consumer number is an Id number generated by SUJOG system and can be seen post searching a property on the portal.</p> <p>You can search a water or sewerage connection using both numbers.</p>
3	<b>When is my Water bill generated?</b>	<p>For Metered Connection, an instant bill can be generated once latest metered reading is input.</p> <p>For Non-Metered Connection, monthly bill will be automatically generated on the last day of the month.</p>
4	<b>Where can I find my monthly bill?</b>	<p>Jalsathi officials will provide citizens with hardcopy of their monthly water bill.</p> <p>Citizen's monthly bill can be downloaded from their SUJOG login.</p>
5	<b>How can pay my water bills?</b>	<p>Citizen can access the bill on SUJOG and make online payments.</p> <p>Citizens can pay cash, cheque or card transactions using mPOS machines, through Jalsathi workers or Counter employee at the ULBs.</p>

## 6. Marriage Registration

#		Response
1	<b>How long is the Marriage Certificate valid for?</b>	A Marriage Certificate is valid for a lifetime.
2	<b>What type of documents are required to obtain a Marriage Certificate?</b>	The following type of documents need to be mandatorily submitted along with application <ul style="list-style-type: none"> <li>• Identity Proofs</li> <li>• Residential Proofs</li> <li>• Invitation Cards</li> <li>• Divyang Proofs of Bride &amp; Groom</li> <li>• Joint Photograph of Bride &amp; Groom</li> <li>• Joint Affidavit</li> </ul>
3	<b>Do I have to pay for my Marriage Registration?</b>	Yes, As per regulations, your ULB charges registration fees. Tariffs can be found in the rate list.
4	<b>What if I make a mistake in filling out the application for a Marriage License?</b>	SUJOG provides an option for modification of Certificate
5	<b>Will our marriage records be available in ULB office?</b>	No, All records generated on SUJOG will be available online at all times.
6	<b>Will my Marriage Certificate be valid in another part of India ?</b>	Yes, Marriage Certificate issued in Odisha will be valid in any other part of India.
7	<b>What if I lose the hardcopy of my Marriage License?</b>	You can download a duplicate certificate.
8	<b>Are Marriage Certificate records public?</b>	No