SUJOG - Sustainable Urban Services in a Jiffy by Odisha Government



Marriage Registration Module

- Citizen User manual

Document History

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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

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

| SUJOG Odisha |
|---|
| LOGIN |
| Mobile Number * +91 Enter your mobile number |
| Don't have an account? REGISTER |
| CONTINUE |
| |
| |
| |

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



- 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 Please check your messages OTP • Enter OTP |
|--|
| ENTER OTP An OTP has been sent to : |
| ENTER OTP An OTP has been sent to : ••••••••••••••••••••••••••••••••• |
| An OTP has been sent to : Constant I and An OTP has been sent to : Constant I and An OTP hease check your messages OTP * Enter OTP |
| Please check your messages otp • Enter OTP |
| OTP * Enter OTP |
| Enter OTP |
| |
| 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.



| | ∞SUJOG | |
|---|---|--|
| | LOGIN | |
| | Mobile Number * +91 Enter your mobile number | |
| | Don't have an account? REGISTER | |
| | CONTINUE | |
| - | | |
| | | |
| | | |

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

| SUJOG |
|-----------------------------------|
| ENTER OTP |
| An OTP has been sent to : |
| Please check your messages |
| 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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| Q SEARCH | Citizen Services | | | | | Ledit Profile | - |
| 🔒 Home | Citizen Services | | | | | U Logout | |
| L: Complaints | | 1 | | , | | + | |
| Property Tax | Complaints | Property Tax | Trade License | • Water & Sewe | Building Plan | Marriage Registration | Emptying of Septic Tank |
| Building Plan Approval | | | | | | | |
| 💼 Trade License | Local Information | | | | | | |
| 추 Water & Sewerage | | | | | | | |
| +2, Marriage Registration | | Events | | | 1 | 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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|------------|------------------------|--------------|---------------------|-----------|-------------------------|----------------|
| ٩ | SEARCH | Edit Profile | | | | |
| A | Home | | | | | |
| . : | Complaints | | | | | |
| ₽ | Property Tax | | Name * XXX | | | |
| E: | eDCR Scrutiny | | city * Cuttack | | $\overline{\mathbf{v}}$ | |
| للله م | Building Plan Approval | | Email Id | | | |
| - | Water & Sewerane | | Enter Your Email Id | | | |
| 7- | nuter a contrage | | | | | |
| | | | | | | |
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| | | | | | 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

| <u>م</u> | | ENGLISH - SUJOG |
|--|---------------------------------|-----------------|
| Q SEARCH ▲ Home | Marriage Registration | |
| Let Complaints Property Tax Building Plan Approval | + <u>e</u> , | |
| Trade License Water & Sewerage | Apply for Marriage Registration | My Applications |
| +2, Marriage Registration | 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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| Q SEARCH | Marria na Daniatantian | A | | | | |
| A Home | Marriage Registration | Application | • | • | • | |
| 👤 Complaints | Marriage Details | Guardian Details | Witness Details | Photo & Docs | Summar | v |
| E Property Tax | ······································ | | | | | , |
| 🔠 Building Plan Approval | Marriage Details | | | | | |
| 🚔 Trade License | City* | | Village * Select Village | | | |
| 추 🛛 Water & Sewerage | | • | | | ~ | |
| +£, Marriage Registration | Ward * Select Ward | • | Marriage Place * Enter Marriage Place | e | | |
| | Marriage Date * dd/mm/yyyy | | Pincode Enter Pincode | | | |
| ۵ | | | | | NEXT STEP | > |
| | | | | ENGLISH | ••• | 2.50100 |
| | _ Bride Details | | | | | |
| A Home | Name * | | Date of Birth * dd/mm/yyyy | | - | |
| L: Complaints | | | | | | |
| Property Tax | Enter Contact | | Enter Email | | | |
| 📰 Building Plan Approval | Father Name * | | Mother Name * | | | |
| 💼 Trade License | Enter Father Name | | Enter Mother Name | | | |
| 🏴 Water & Sewerage | Address * Enter Address | | District * Enter District | | | |
| +2: Marriage Registration | State * Enter State | | Country * INDIA | | * | |
| | Pincode* Enter Pincode | | Is Divyang ? * | | ~ | |
| | | | | | NEXT STEP | > |

| <u>(</u> | | | ENGLISH 🔻 | 🚺 🔹 🖉 SUJOG |
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| Q SEARCH | Groom Details | | | |
| Home Complainta | Name* Enter Name | Date of Birth * dd/mm/vvvv | | • |
| Property Tax | Contact * | Email * | | |
| Building Plan Approva | Father Name * | Mother Name * | | |
| 音 Trade License | Enter Father Name | Enter Mother Nam | ie | |
| 🏴 Water & Sewerage | Address * Enter Address | District * Enter District | | |
| +£, Marriage Registration | State * | Country * | | |
| | Enter State | INDIA | | |
| | Enter Pincode | | | • |
| | | | | NEXT STEP > |
| <u></u> | | | ENGLISH 🔻 | ∩ - [∞] SUJOG |
| Q SEARCH | Morriage Degistration Application | | | |
| 🛖 Home | | ation No | | 0 |
| . Complaints | Marriage Details Guardian Details | Witness Details | Photo & Docs | Summary |
| Property Tax | | | | |
| Building Plan Approva | Bride Guardian Details | | | |
| Trade License Water & Sewerage | Relation with Bride * Select Relation with Bride | Name * Enter Name | | |
| + Marriage Registration | Address * | District * | | |
| | State * | Country * | | |
| | Enter State | INDIA | | · · |
| | Pincode * | Contact * | ✓ PREVIOUS STEP | NEXT STEP > |
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| O SEARCH | | | ENGLISH | |
| Home | Groom Guardian Details | | | |
| L: Complaints | Relation with Groom * | Name * | | |
| 💼 Property Tax | | District * | | |
| Building Plan Approva | Enter Address | Enter District | | |
| 🔮 Trade License | state * Enter State | Country * INDIA | | • |
| 🍊 🛛 Water & Sewerage | Pincode * | Contact * | | |
| +2: Marriage Registration | Enter Pincode | Enter Contact | | |
| | Enter Email | | | |
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|--|---|--|-----------------|------------|----------------------|
| Q SEARCH | | | | | |
| 🛖 Home | Bride Witness Details | | | | |
| L: Complaints | Name * | Address * | | | |
| 💼 Property Tax | | Enter Address | | | |
| Building Plan Approval | District * Enter District | State * Enter State | | | |
| 💼 Trade License | Country * | Pincode * | | | |
| 🏴 Water & Sewerage | | Enter Pincode | | | |
| +2. Marriage Registration | Contact * Enter Contact | | | | |
| | | | | | |
| | Croom Witness Dataila | | | | |
| | Groom witness Details | | | | _ |
| | | | < PREVIOUS STEP | NEXT STE | P > |
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| | The control and | | ENGLISH 🔻 | 0 - | ≝S UJOG |
| C SEARCH | Enter Contact | | ENGLISH 🔻 | O . | <u>≋</u> SUJOG |
| Q SEARCH ♠ Home | Enter Contact | | ENGLISH 🔻 | Ū. | ≊SUJOG |
| SEARCH Home Complaints | Enter Contact Groom Witness Details | | ENGLISH 🔻 | 0 • | ≊sujog |
| SEARCH SEARCH Search Complaints Property Tax | Enter Contact Groom Witness Details Name* | Address * | ENGLISH 💌 | 0 • | ≊sujog |
| SEARCH SEARCH Complaints Property Tax Building Plan Approval | Enter Contact Groom Witness Details Name* Enter Name | Address * Enter Address | ENGLISH - | 0 - | ≊sujog |
| SEARCH SEARCH Home Complaints Property Tax Building Plan Approval Trade License | Enter Contact Groom Witness Details Name* Enter Name District * Enter District | Address * Enter Address State * Enter State | ENGLISH - | 0 - | ≊sujog |
| SEARCH SEARCH Home Second | Enter Contact Groom Witness Details Name* Enter Name District * Enter District Country* | Address * Enter Address State * Enter State Pincode * | ENGLISH • | • • | <i>≊</i> SUJOG |
| SEARCH SEARCH Home Complaints Property Tax Building Plan Approval Trade License Water & Sewerage Sewerage Sewerage Water & Sewerage Water & Sewerage Water & Sewerage Water & Sewerage Water & Sewerage Water & Sew | Enter Contact Groom Witness Details Name* Enter Name District * Enter District Country* INDIA | Address * Enter Address State * Enter State Pincode * Enter Pincode | ENGLISH • | 0. | ZUJOG |
| SEARCH SEARCH Gomplaints Property Tax Building Plan Approval Trade License Water & Sewerage Water & Sewerage Water & Sewerage Marriage Registration | Enter Contact Groom Witness Details Name* Enter Name District* Enter District Country* INDIA Contact* Enter Contact | Address * Enter Address State * Enter State Pincode * Enter Pincode | ENGLISH | 0 - | ZSUJOG |
| SEARCH Home Omplaints Property Tax Building Plan Approval Trade License Water & Sewerage Water & Sewerage | Enter Contact Groom Witness Details Name* Enter Name District * Enter District Country* INDIA Contact* Enter Contact | Address * Enter Address State * Enter State Pincode * | ENGLISH | • | <i>≊</i>SUJOG |
| SEARCH Home Complaints Property Tax Building Plan Approval Trade License Water & Sewerage Water & Sewerage Marriage Registration | Enter Contact Groom Witness Details Name* Enter Name District * Enter District Country* INDIA Contact* Enter Contact | Address * Enter Address State * Enter State Pincode * Enter Pincode | ENGLISH | 0. | <i>≊</i>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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|---------------------------|------------|--------------|---------------|------------------|---------------|--------------|--------------------|
| Q SEARCH | | | | | | | |
| 🚓 Home | | 6 1 | <u> </u> | , 👼 | B | +2. | |
| L: Complaints | Complaints | Property Tax | Trade License | Water & Sewerage | Building Plan | Marriage | Emptying of Septic |
| E Property Tax | | | | | Approva | Registration | Тапк |
| 📰 Building Plan Approval | | | | | | | |
| 🔮 Trade License | | | | | | | |
| 🏴 Water & Sewerage | | | | | | | |
| +2. Marriage Registration | | | | | | | |
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2. Thereafter, select 'my applications' option as shown in the image below:

| Q SEARCH ↑ Home | Marriage Registration | |
|---|---------------------------------------|---------------------------------------|
| L: Complaints | | |
| Building Plan Approval | +2 Apply for Marriage Registration | E My Applications |
| 🛨 Trade License | | |
| Water & Sewerage +2, Marriage Registration | 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>iiii</u> | | |
|----------|------------------------|---------------------|-----------------------------------|
| 0 | SEARCH | My Applications | |
| ń | 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 | |
| | | VIEW DETAILS | |
| 5 | Water & Sewerage | | |
| +2 | | MR_APPLICATION_TYPE | New |
| | | Application No | MR- |
| | | MR_REGISTRATION_NO | NA |
| | | Status | Initiated |
| | | Groom Name | |
| | | Bride Name | |
| | | VIEW DETAILO | |

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.

| . | | |
|---------------------------|---------------------------------------|----------------------------|
| Q SEARCH | | |
| A Home | Application Summary Application No. M | 🚯 DOWNLOAD 👻 🚔 PRINT 👻 |
| L: Complaints | | MR Certificate |
| Property Tax | | Receipt |
| 💼 Building Plan Approval | Obullar Fee | MR Application |
| 💼 Trade License | Registration Fee | Paid Successfully |
| 🟴 Water & Sewerage | Total Amount | |
| +2. Marriage Registration | Total Amount | _ |
| | Marriage Details | |
| | Marriage Place | |
| | City Village Ward | Marriage Place |
| | Marriage Date 04/12/2021 | |

Sample of Marriage Registration Certificate

| ≡ 52443050-0474-4177-97a5-603¢ | a0b6b8838 1 / 1 | - 100% + 🗄 🚸 | | <u>+</u> | e : |
|--------------------------------|--|--|---|----------|------------|
| | Under Seci & Orissa Hin Certificat | tion 8 of Hindu Marriage Act, 1955 Idu Marriage Registration Rule, 1960 Form-A te of Hindu Marriage Registration (See Rule-4) | | | |
| | Regd No: | Date of Registration | n: 14/12/2021 | | |
| | Application No: MR- | Date of Application: | 14/12/2021 | | |
| | This is to certify that Shri (1995) Odisha, INDIA an Memorandum declaring that their marria that the same has been registered this d of Registrar of Marriages, 1 1960. | i/O disha, INDIA have furnished th age has been solemnized on the | ne particulars in and tration no. | | |
| | Other Particulars: | | | | |
| | Age of Parties at the Time of Marriage: | Bride Generation & E | 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 | Taak Statua | | | | | |
| . | Complaints | Task Status | | | | | |
| ₽ | Property Tax | 14/12/2021 | Updated By | Pending payment | Current Owner NA | Comments Documents | s verified |
| ₽ | Building Plan Approval | | | | | | |
| ÷ | Trade License | | | | | | |
| æ | Water & Sewerage | | | | | | Total Amount |
| + | , Marriage Registration | Challan Fee Registration Fee | | | | | Not Paid |
| | | | | | | | |
| | | Total Amount | | | 1507 | | |
| | | | | | | | TAKE ACTION 👻 |
| | <i>(</i> | | | | | ENGLISH 🔻 | O • ≊snìo |
| Q | SEARCH | | | | | | |
| | Home | | | | | | |
| | Complaints | Task Status | | | | | |
| _ _ | Property Tax | Date 14/12/2021 | Updated By | Status Pending payment | Current Owner NA | Comments Document | s verified |
| ∎ | Building Plan Approval | | | | | | |
| ÷ | Trade License | | | | | | |
| <u>ب</u> | Water & Sewerage | | | | | | Total Amount |
| + | , Marriage Registration | Challan Fee | | | | | RS Not Paid |
| | | Registration Fee | | | | | NOTFAIL |
| | | Total Amount | | | - | | PAY |
| | | | | | | - | TAKE ACTION 👻 |
| | <u> </u> | | | | | ENGLISH 💌 | |
| 0 | SEARCH | | | | | | |
| | Home | Fee Estimate | | | | | Total Amount |
| •, | Complaints | Registration Fee | | | | | |
| •. | Property Tax | Challan Fee | | | | | |
| ₽ | Building Plan Approval | Arrears | | 0 | | | |
| | Trade License | Total Amount | | 9007 | | | |
| ă, | Water & Sewerage | | | | | | |
| +2 | , Marriage Registration | Paid By* Owner | IAILO | | Payer Name * | | |
| | | Paver Mobile No. * | | | | | |
| | | +91 | | | | | |
| | | | | | | | |
| | | | | | | MAKE PA | YMENT > |

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:

| | <u></u> | | | ENGLISH 🔻 | 0 - | ≊SN1O ∂ |
|-------------|------------------------|---------------------------|----------------|-----------|-----|----------------|
| ٩ | SEARCH | | | | | |
| A | Home | My Applications | | | | |
| . ! | Complaints | MR_APPLICATION_TYPE | New | | | |
| ⊞ -n | Property Tax | Application No | MR-0 | | | |
| | | MR_REGISTRATION_NO | | | | |
| ₽ | Building Plan Approval | Status | Approved | | | |
| | Trade License | Groom Name | | | | |
| - | | Bride Name | | | | |
| ۴ | Water & Sewerage | VIEW DETAILS / CORRECTION | | | | |
| +0) | Marriage Registration | | | | | |
| 1-1 | | | | | | |
| | | MR_APPLICATION_TYPE | New | | | |
| | | Application No | MR-0 | | | |
| | | MR_REGISTRATION_NO | NA | | | |
| | | Status | Initiated | | | |
| | | Groom Name | | | | |
| | | Dride Name | Oudaabaa 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.

| <u></u> | | | | ENGLISH 🔻 | 0 - | ي الك الك الك |
|------------------------|--------------------------------------|---------------------------------|---------------------------------|-----------|----------|------------------------|
| SEARCH | | | | | | |
| Home | Documents | | | | | |
| Complaints | ID/Age proof of Bride | ID/Age proof of Fa | her of Bride | | | |
| Property Tax | Screenshot VIEV (10).png | Screenshot (10).png | VIEW | | | |
| Building Plan Approval | | | | | | |
| Trade License | | | | | | |
| Water & Sewerage | | | | | | |
| Marriage Registration | Appointment Details | | | | | |
| | Start Date Time 17-12-2021, 13:30 | End Date Time 17-12-2021, 14:30 | Description Bring Original d | ocuments | | |
| | | | | | CORRECTI | ON |
| | | | | | | |

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.

3.6 Citizen can apply for Tatkal Marriage certificate.

Step-01

| 1 | 2 | 3 | 4 | 5 |
|---|---------------------------------------|--|--------------|---------|
| Marriage Details | Guardian Details | Witness Details | Photo & Docs | Summary |
| olication Type Details | Tick the Box | | | |
| Apply for tarkal marriage re | egistration 👔 | | | |
| | | | | |
| rriage Details | | | | |
| nrriage Details | | Villace * | | |
| nrriage Details tack | · · · · · · · · · · · · · · · · · · · | Village* Select Village | | · • |
| rriage Details tack | · · · | Village * Select Village Marriage Place * | | · · |
| arriage Details * ttack d* ect Ward | | Village * Select Village Marriage Place * Enter Marriage Pl | асе | ~ |

The rest of the steps are the same as the new application.

Note:-1.Tatkal Marriage application will be approved within 5 working days.

2. An additional Charges of Rs.1000 will be taken for tatkal Marriage Certificate