Chandigarh Smart City Limited (CSCL)

Chandigarh Smart Governance System

OBPS – Citizens User Manual
(Building Permit Certificate)

Submitted by:
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Document history

Date	Version	Author	Reviewed by	Approved by	Description
29/04/2020	1.0	Neetika Mahajan	Tapojit Bhattacharya		Initial draft version
21/08/2020	2.0	Neetika Mahajan	Agney Singh		Final draft

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1 Introduction

1.1 Background

Smart Cities Mission was launched by Government of India on 25th June, 2015. Chandigarh city was selected among 100 cities to be developed as smart city in India due to various achievements, initiatives and all-inclusive approach. Accordingly, Chandigarh city had submitted "Smart City Proposal" (SCP) to Ministry of Urban Development, Government of India with required consent of UT of Chandigarh and statutory authority of Municipal Corporation Chandigarh.

As part of projects list stated in the SCP Chandigarh, Chandigarh Smart City Ltd. (CSCL) with PwC as implementation agency are under execution process of project - 'Implementation of e-Governance services for Chandigarh Smart city'.

The key objective of this project is to establish a collaborative framework where input from different functional departments such as transport, water, fire, police, meteorology, e-governance, etc. can be assimilated and analyzed on a single platform; consequently, resulting in aggregated city level information. Further this aggregate city level information can be converted to actionable intelligence, which would be propagated to relevant stakeholders and citizens. Through this project Chandigarh desires to foster the development of a smart ecosystem that supports digital applications and ensures seamless steady state operations and real time tracking of services and vital city metrics throughout the city and in government departments.

1.2 Purpose of this Document

The purpose of this document is to help application users to operate the new Online Building Permission System (OBPS) module. The OBPS application has following types of user roles:

- Registered Private Architects – An applicant who raises the application for Building Permission Certificate
- Building Assistant – Verifies property ownership data
- Plan Inspection/NOC department – Respective department officials to review all the drawings and documents uploaded by the applicant
- SDO Building – An estate department employee who evaluates the application and generates permit order
- AEO - An estate department employee who evaluates the application
- EO - An estate department employee who awards final approval
- Plan Inspection/NOC department – Respective department officials to review all the drawings and documents uploaded by the applicant

2 Intended Audience and list of Functionalities

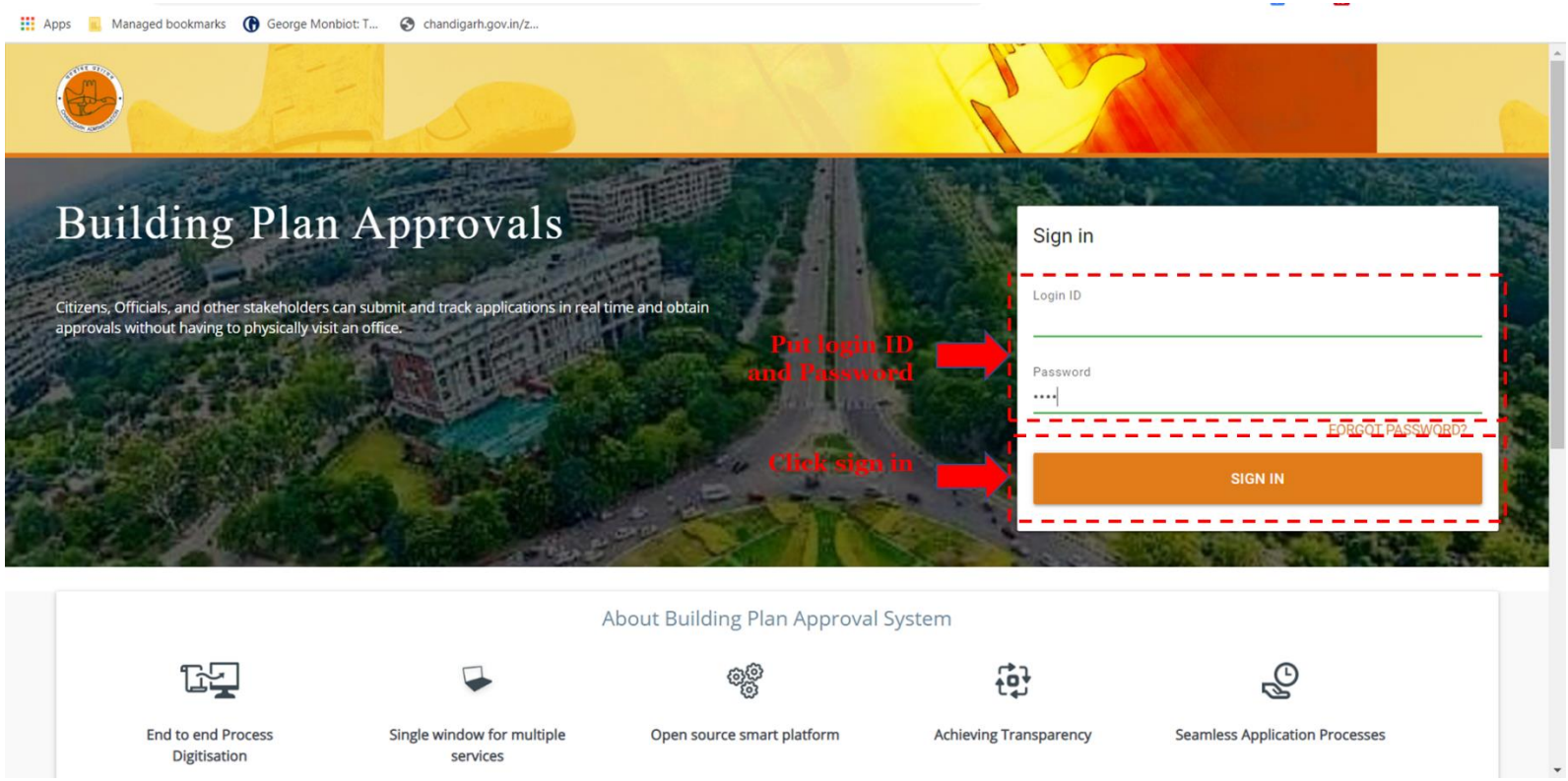
The citizen for whom application for Building permit is being raised by Architect (Business user) will have access to following functionalities:

- Fee payment
- Monitoring Application status
- Download of Building permit certificate

2.1 Citizen Dashboard

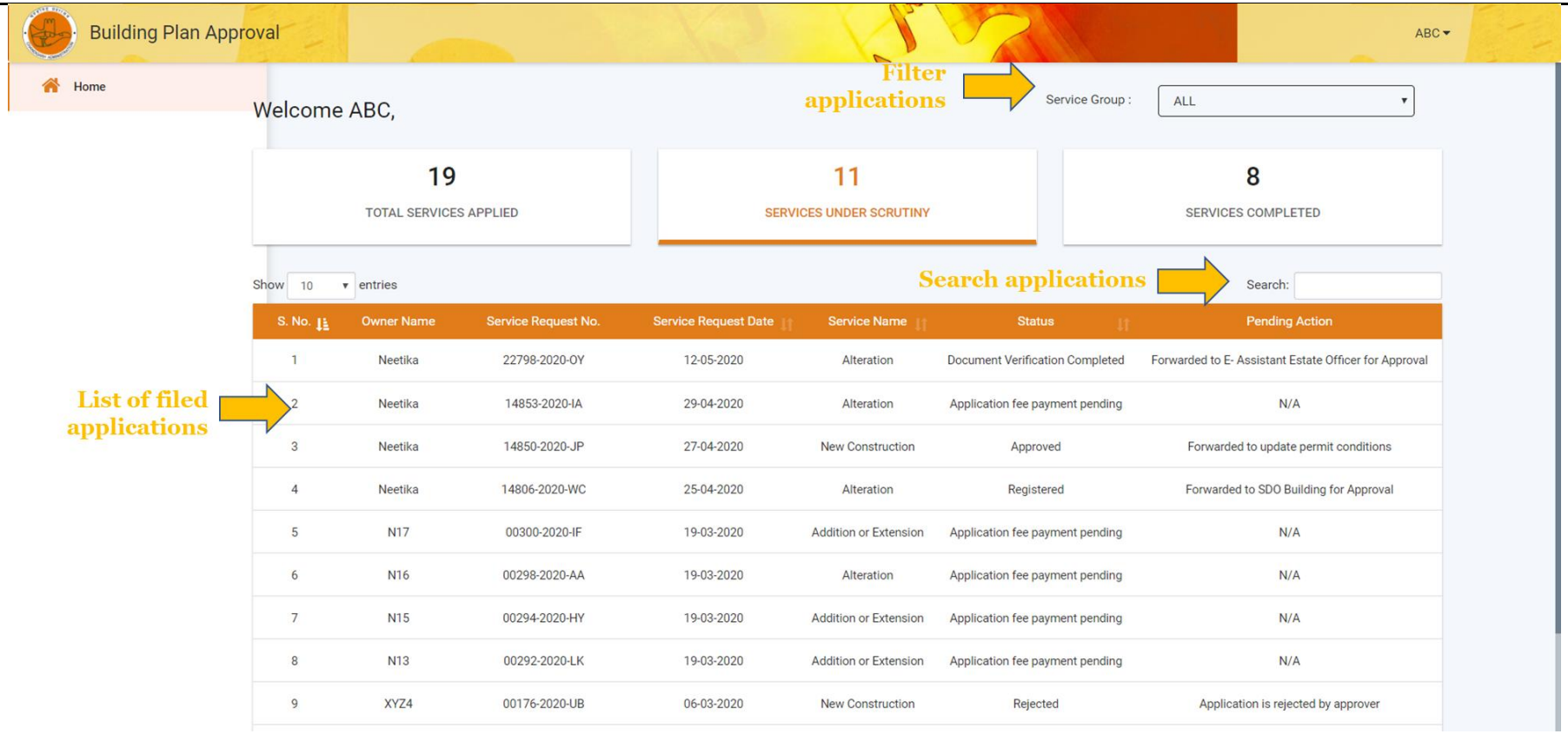
Step 1 - Citizen Log In

- Citizen log in to the application by putting login ID and password
- User Dashboard opens after successful login



Step-2 Citizen Home Page

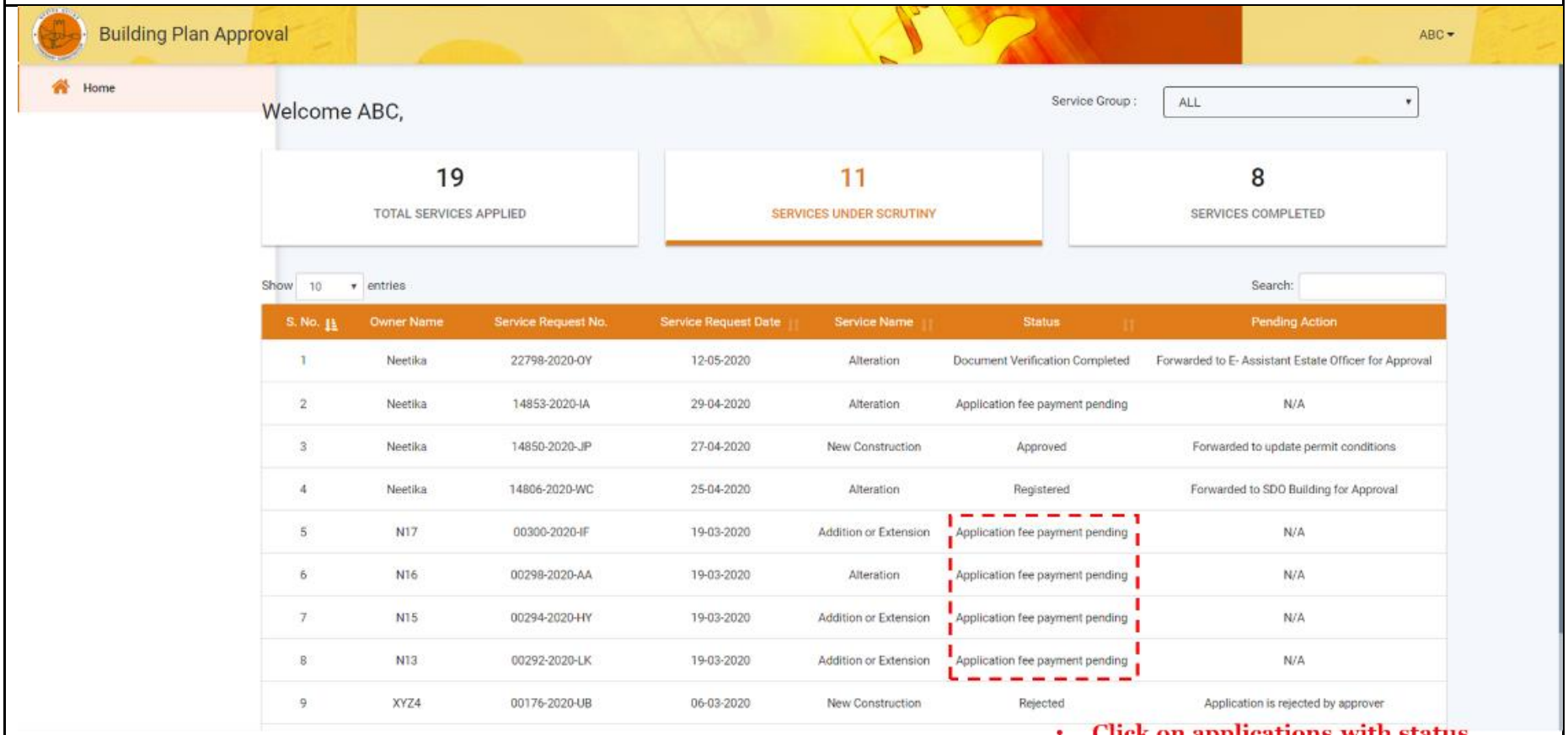
- Citizen user can click on the application raised by the architect on his/her behalf.
- Citizen can click on application to view details of application
- Citizen can check the status of the application



2.2 Fee Payment

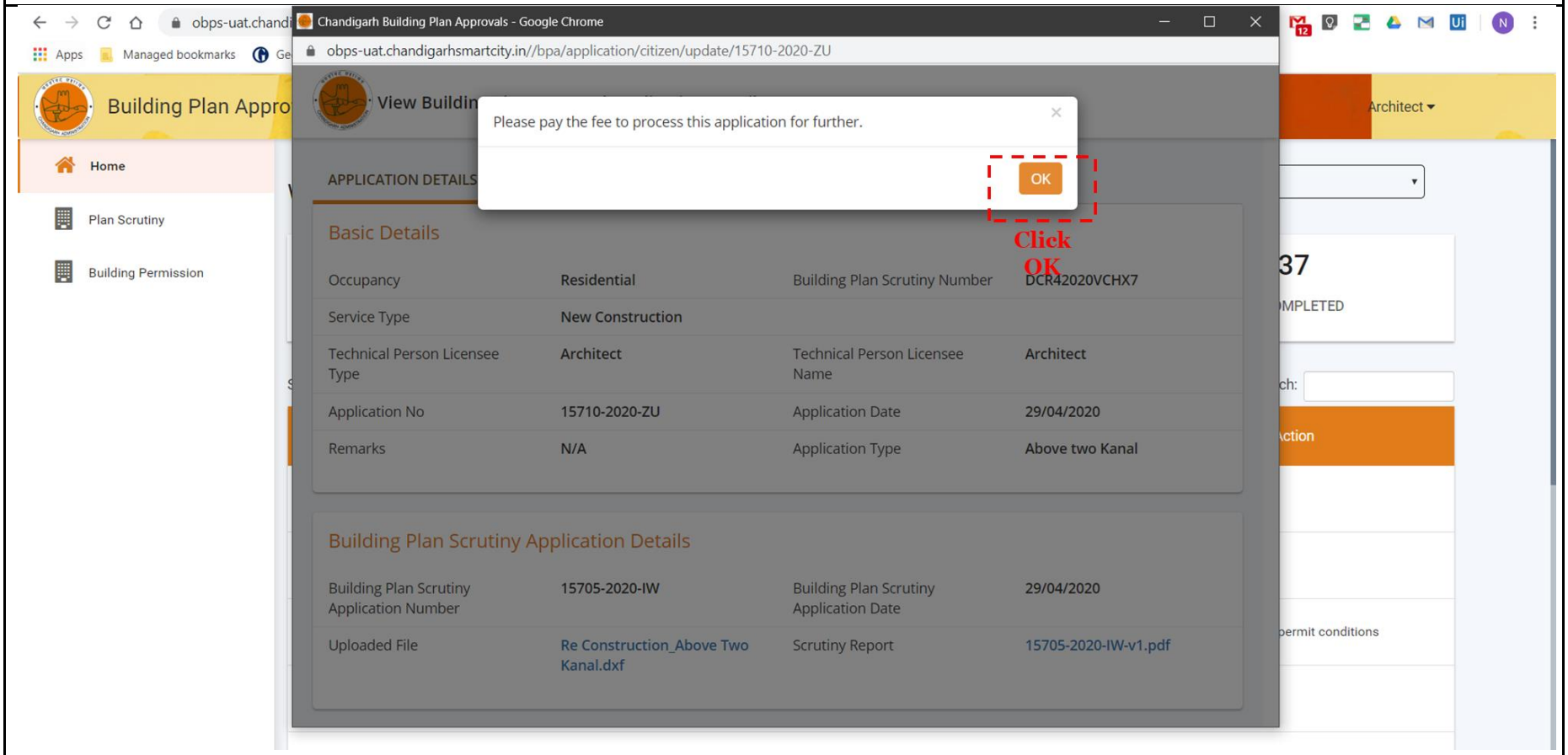
Step 1 – Fee payment

- Select Application where status of application is fee payment pending

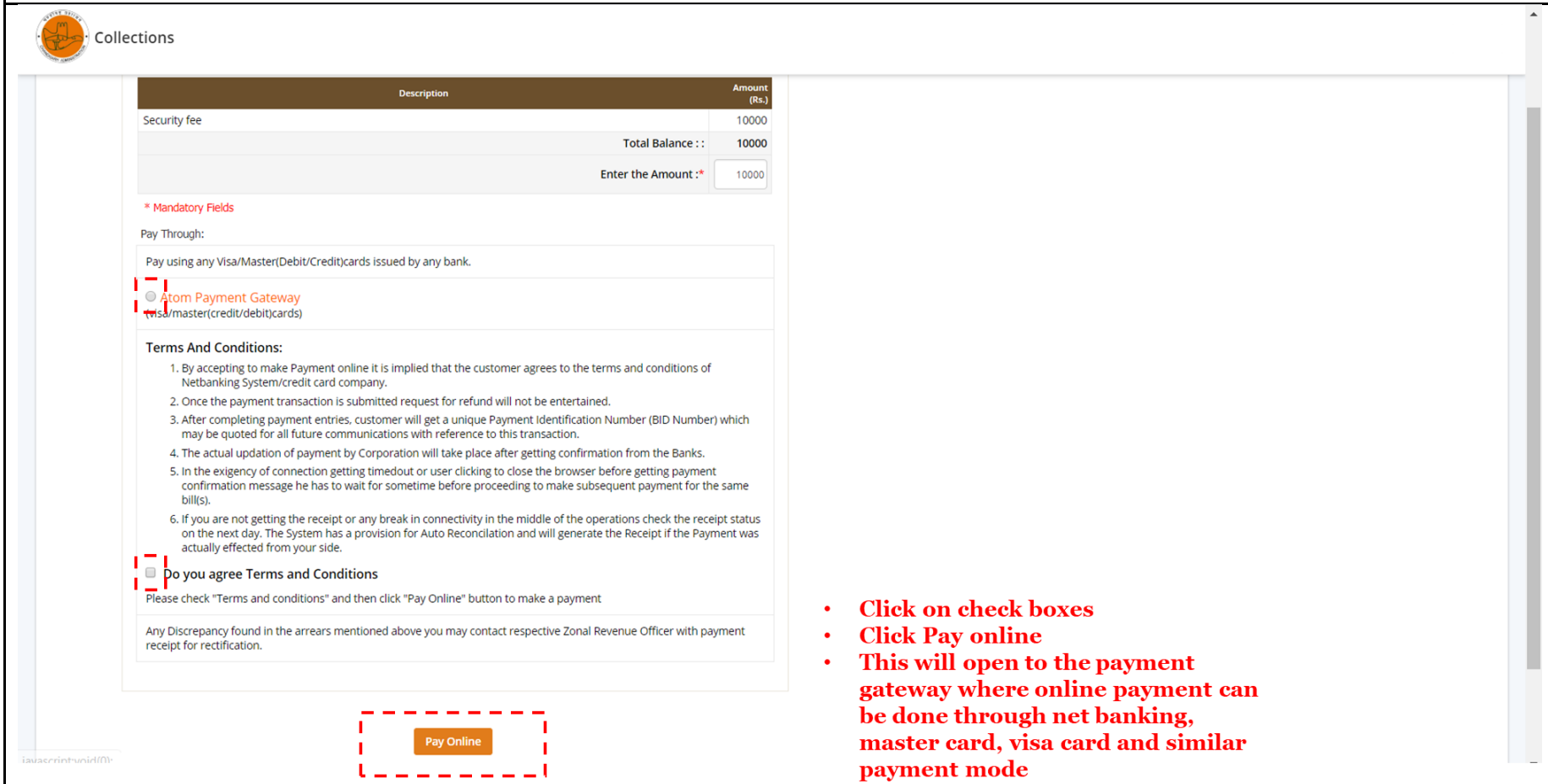


Step 2 – Pop up window to remind payment

- Click OK on the on the pop-up window to process payment



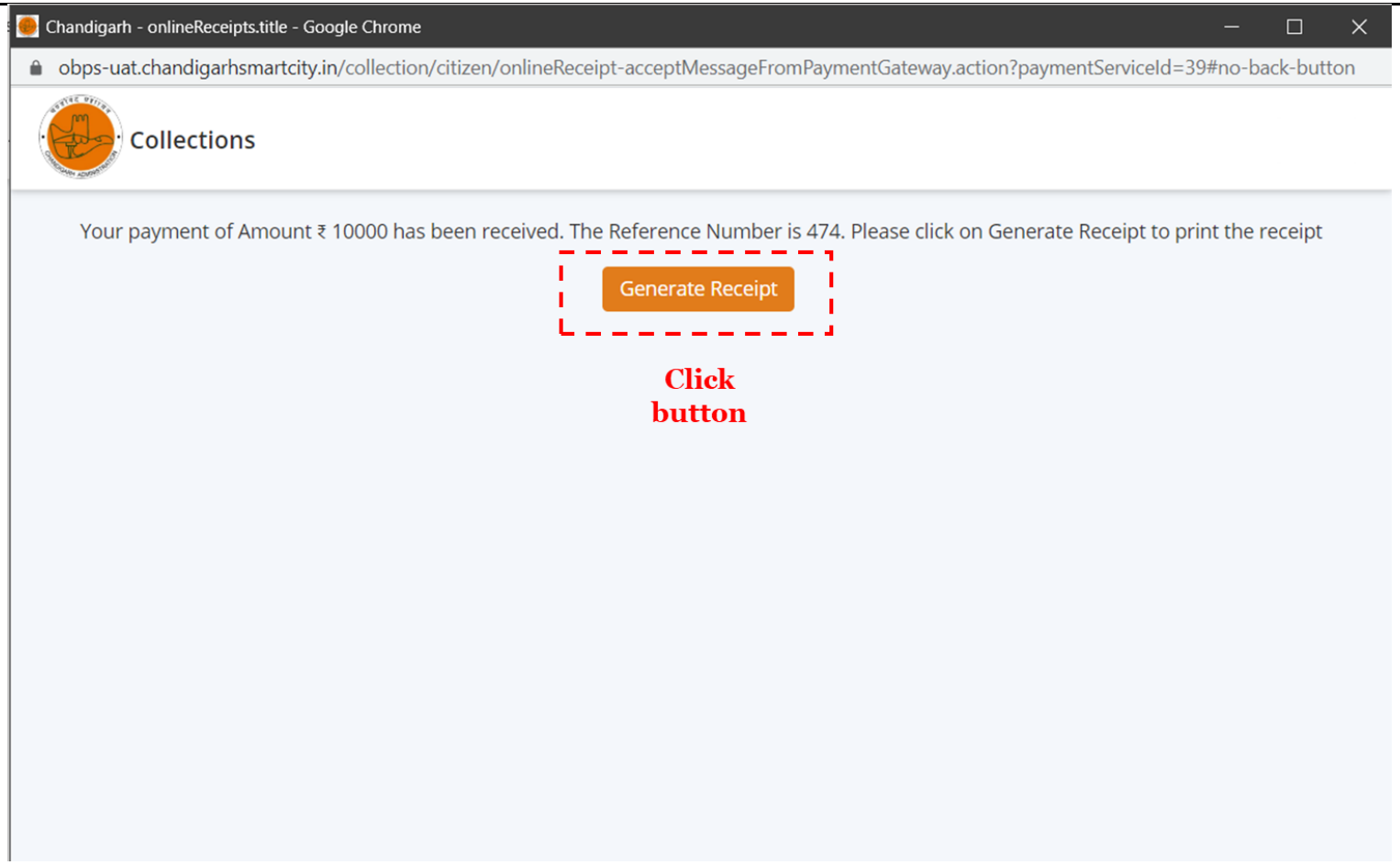
Step 3 – Payment Dashboard



- **Click on check boxes**
- **Click Pay online**
- **This will open to the payment gateway where online payment can be done through net banking, master card, visa card and similar payment mode**

Step 4 – Generate Receipt after payment completion

- Click on generate payment receipt for records and further reference.



Step 5 - Receipt

Collections

Chandigarh Administration

BUILDING PERMISSION FEE RECEIPT

Receipt No:	**04/2020-21/25**	**Receipt Date:**	**29-04-2020 13:43:31**
Name:	Neetika		
Address:	165 sector 70		
Payment Details:	Description: BPA Application Number: 14850-2020-JP Paid By: Neetika		

Description	Amount (in Rupees)
Receivables control accounts-Property Taxes	(-) 10000
Security fee	10,000.00
Total:	**0.00**
Amount (in words): Rupee Zero Only	
Online Transaction Number: 700005009865,Payment Dated: 29-04-2020	

This is computer generated receipt. Signature is not required.

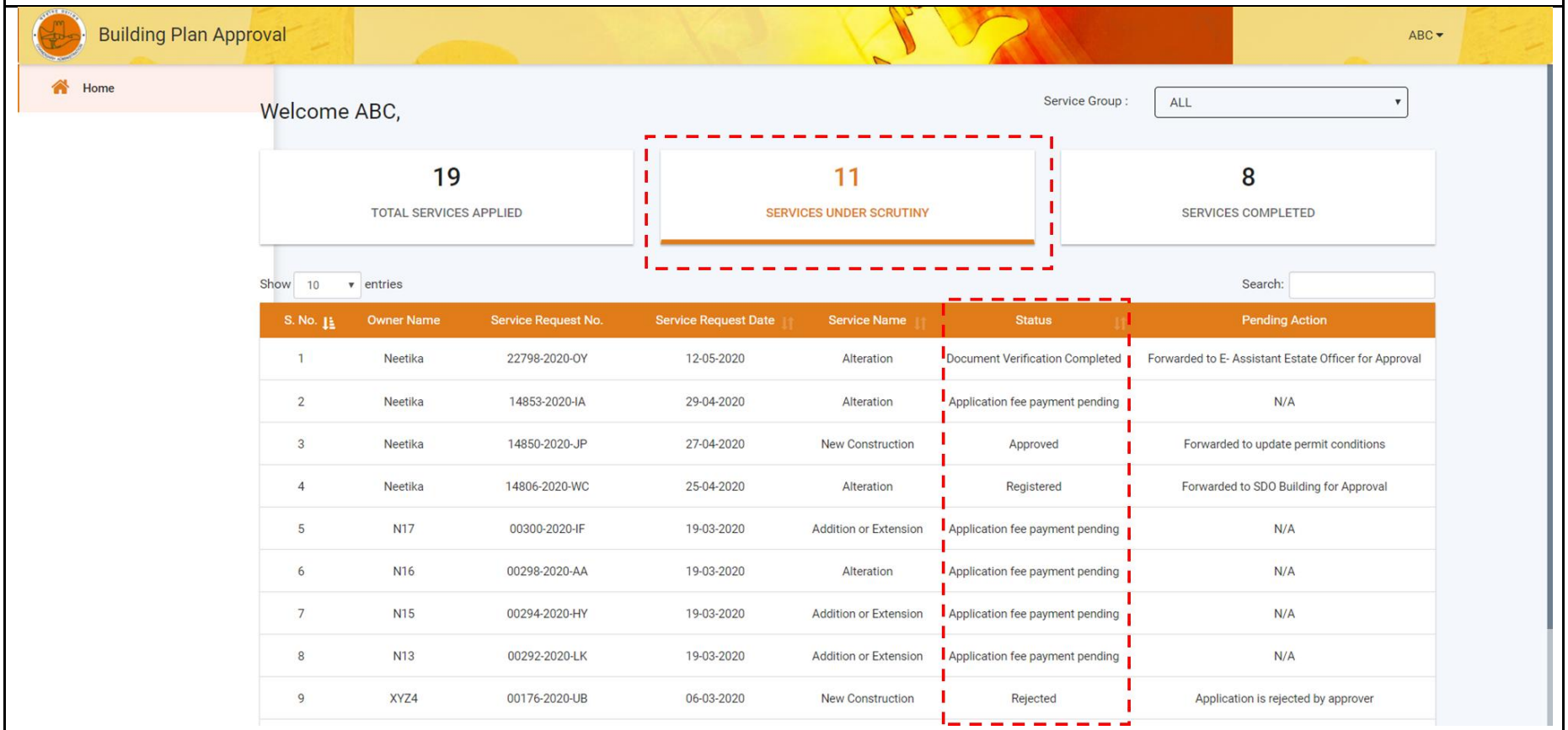
Close

javascript:void(0);

2.3 Monitoring Application status

Step 1 – Home Page: Service Under Scrutiny

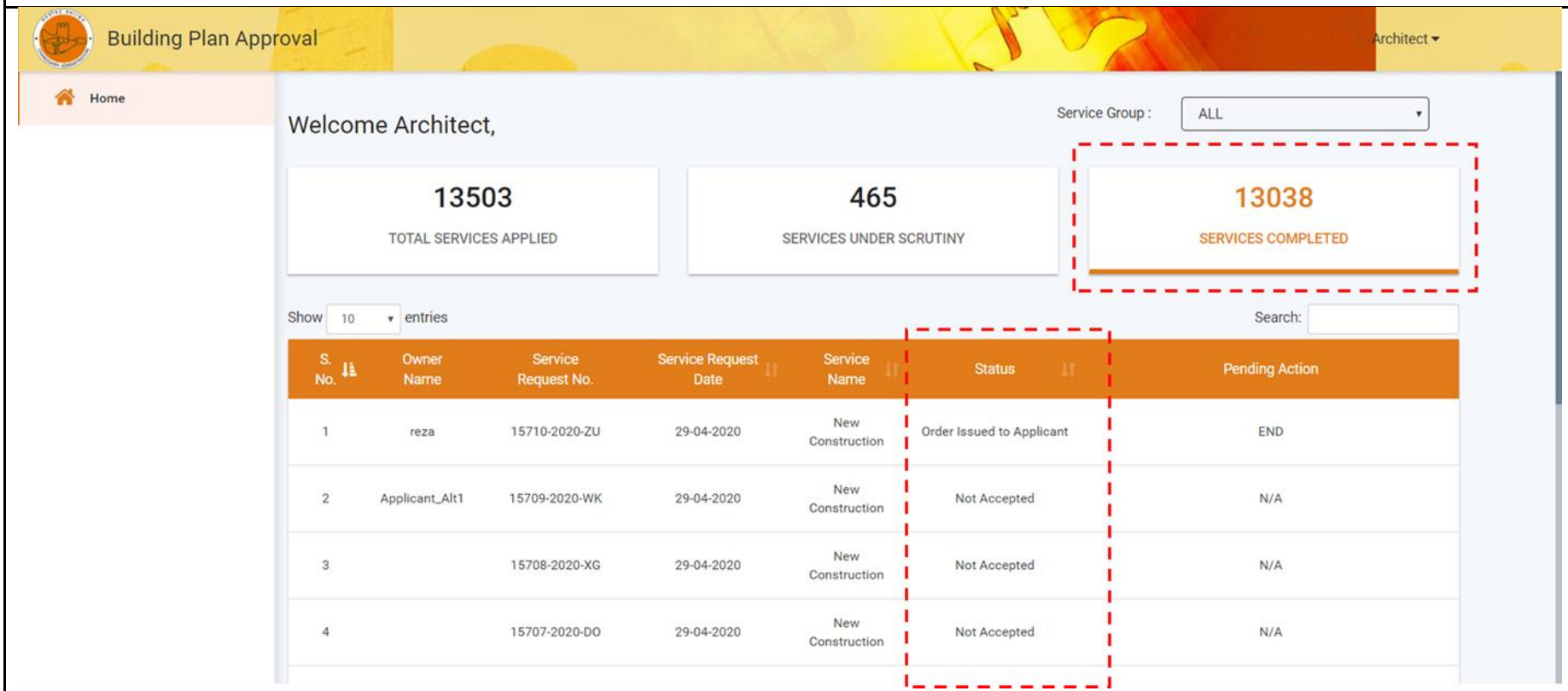
- Track any application status by clicking on service under scrutiny tab and check status



S. No.	Owner Name	Service Request No.	Service Request Date	Service Name	Status	Pending Action
1	Neetika	22798-2020-OY	12-05-2020	Alteration	Document Verification Completed	Forwarded to E- Assistant Estate Officer for Approval
2	Neetika	14853-2020-IA	29-04-2020	Alteration	Application fee payment pending	N/A
3	Neetika	14850-2020-JP	27-04-2020	New Construction	Approved	Forwarded to update permit conditions
4	Neetika	14806-2020-WC	25-04-2020	Alteration	Registered	Forwarded to SDO Building for Approval
5	N17	00300-2020-IF	19-03-2020	Addition or Extension	Application fee payment pending	N/A
6	N16	00298-2020-AA	19-03-2020	Alteration	Application fee payment pending	N/A
7	N15	00294-2020-HY	19-03-2020	Addition or Extension	Application fee payment pending	N/A
8	N13	00292-2020-LK	19-03-2020	Addition or Extension	Application fee payment pending	N/A
9	XYZ4	00176-2020-UB	06-03-2020	New Construction	Rejected	Application is rejected by approver

Step 2 – Home page: Services completed

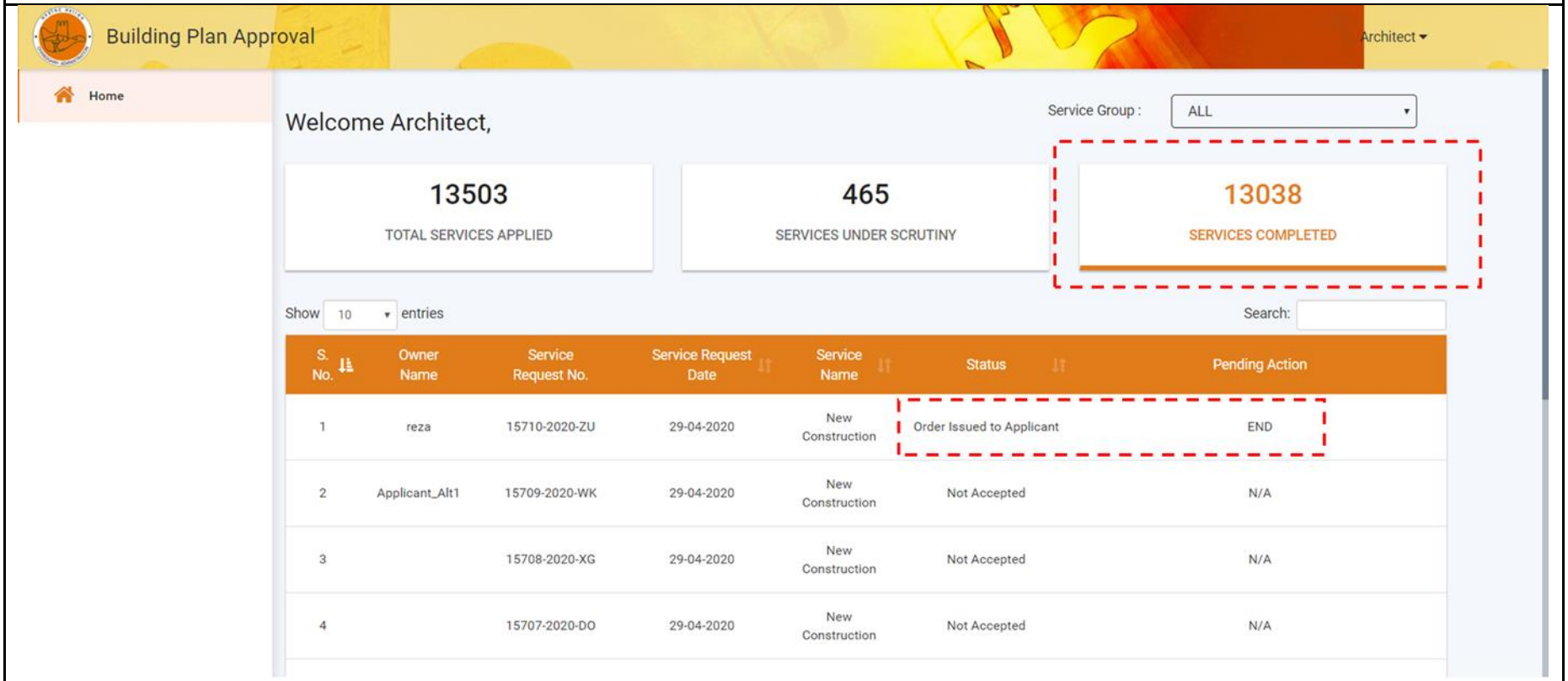
- Check all the completed application by clicking on service completed tab



2.4 Download Building Permit Certificate

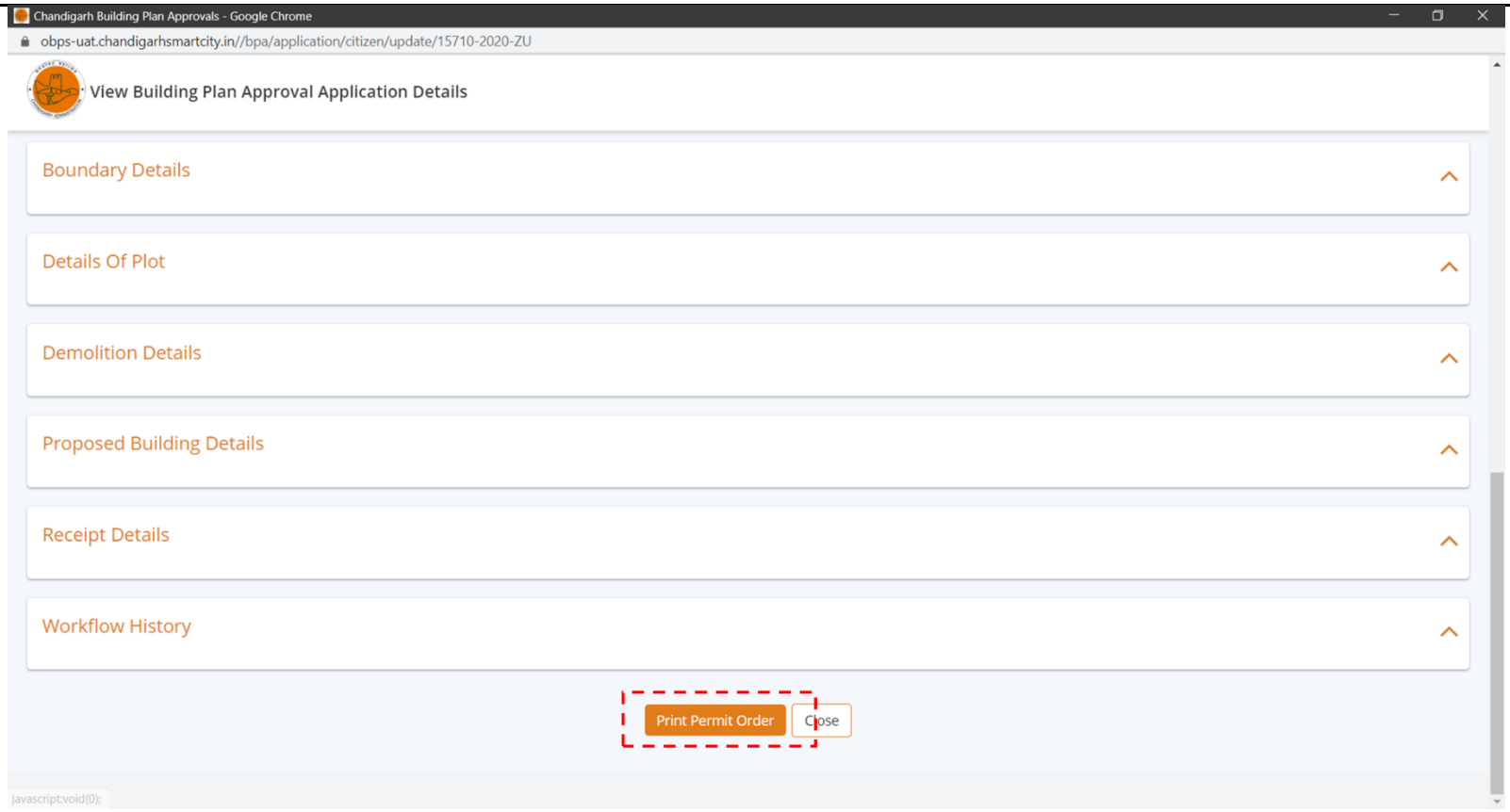
Step 1 – Select application

- In the service completed tab, filter the service group to building permission
- Select the application with pending action 'END'



Step 2 – Print permit order

- In bottom of the application, there will be button 'print permit order'. Click on print permit order button.



Step 3 – Permit Certificate

- Print/download permit order in pdf format