



Chandigarh Smart City Limited (CSCL)

Chandigarh Smart Governance System

OBPS – Citizens User Manual (Building Permit Certificate)

**Submitted by:
PricewaterhouseCoopers Private Limited**

August 2020

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

Table of Contents

1	Introduction.....	4
1.1	Background	4
1.2	Purpose of this Document	4
2	Intended Audience and list of Functionalities	5
2.1	Citizen Dashboard	6
2.2	Fee Payment.....	8
2.3	Monitoring Application status	13
2.4	Download Building Permit Certificate	15

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

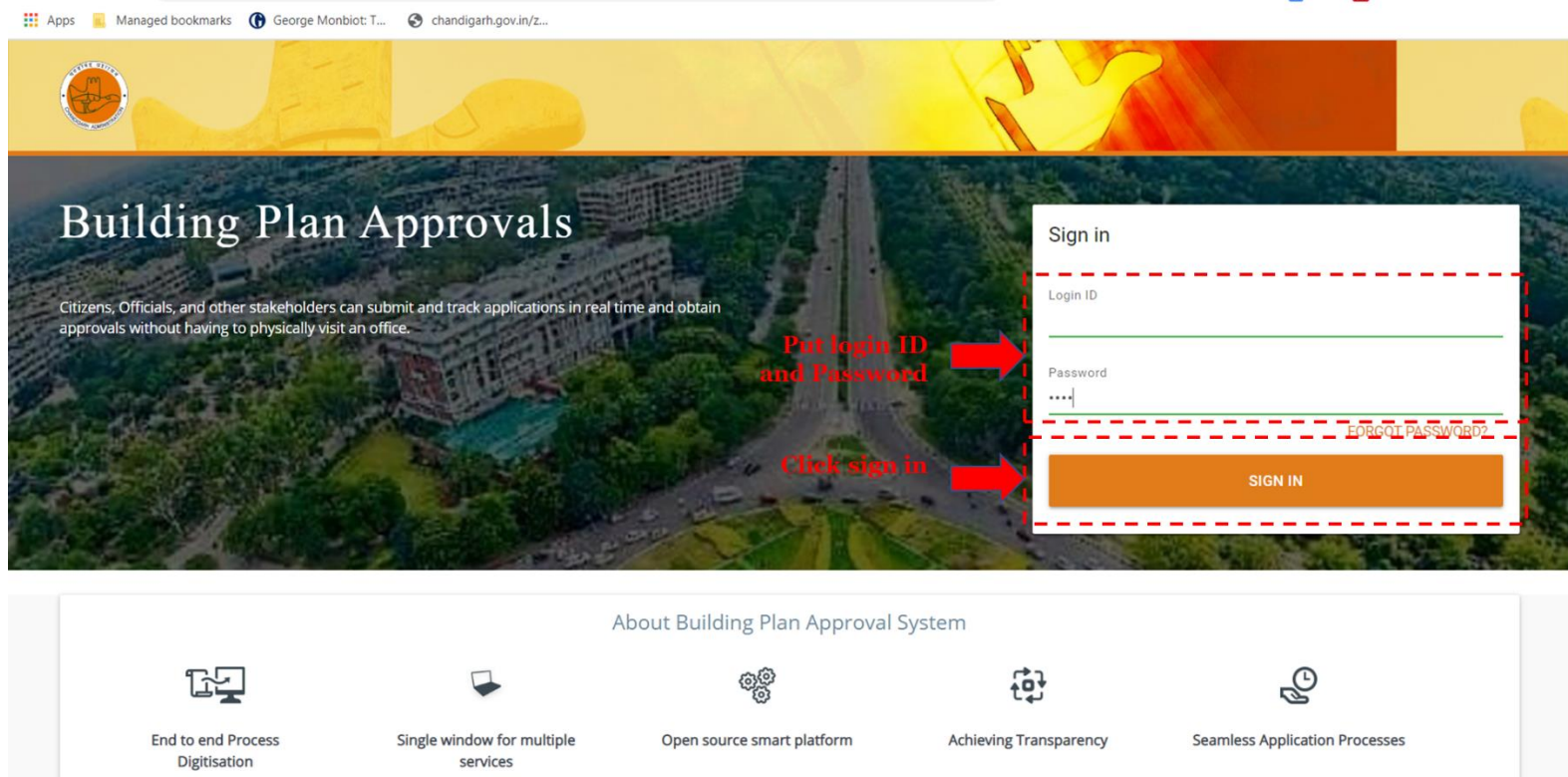
The citizen for whom application for Building permit is being raised by Architect (Business user) will have access to following functionalities:

- 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



The screenshot shows the 'Building Plan Approvals' login page. The page has a header with the Chandigarh Smart City logo and a navigation bar. The main content area features a large banner with the title 'Building Plan Approvals' and a description: 'Citizens, Officials, and other stakeholders can submit and track applications in real time and obtain approvals without having to physically visit an office.' On the right side of the banner is a 'Sign in' form with fields for 'Login ID' and 'Password'. A red dashed box highlights the login fields, and a red arrow points to the 'SIGN IN' button. Below the banner is a section titled 'About Building Plan Approval System' with five icons and descriptions: 'End to end Process Digitisation', 'Single window for multiple services', 'Open source smart platform', 'Achieving Transparency', and 'Seamless Application Processes'.

Apps Managed bookmarks George Monbiot: T... chandigarh.gov.in/z...

Building Plan Approvals

Citizens, Officials, and other stakeholders can submit and track applications in real time and obtain approvals without having to physically visit an office.

Sign in

Login ID

Password


[FORGOT PASSWORD?](#)


SIGN IN


Put login ID and Password


Click sign in


About Building Plan Approval System

 End to end Process Digitisation

 Single window for multiple services


 Open source smart platform

 Achieving Transparency

 Seamless Application Processes

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


Building Plan Approval
ABC ▾

Home

Welcome ABC,

19
TOTAL SERVICES APPLIED

11
SERVICES UNDER SCRUTINY

8
SERVICES COMPLETED

Show 10 ▾ entries





Filter applications

Service Group : ALL ▾

List of filed applications

Search applications


Search:

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

2.2 Fee Payment

Step 1 – Fee payment

- Select Application where status of application is fee payment pending


Building Plan Approval
ABC

[Home](#)

Welcome ABC,
Service Group : ALL

19
TOTAL SERVICES APPLIED

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8
SERVICES COMPLETED

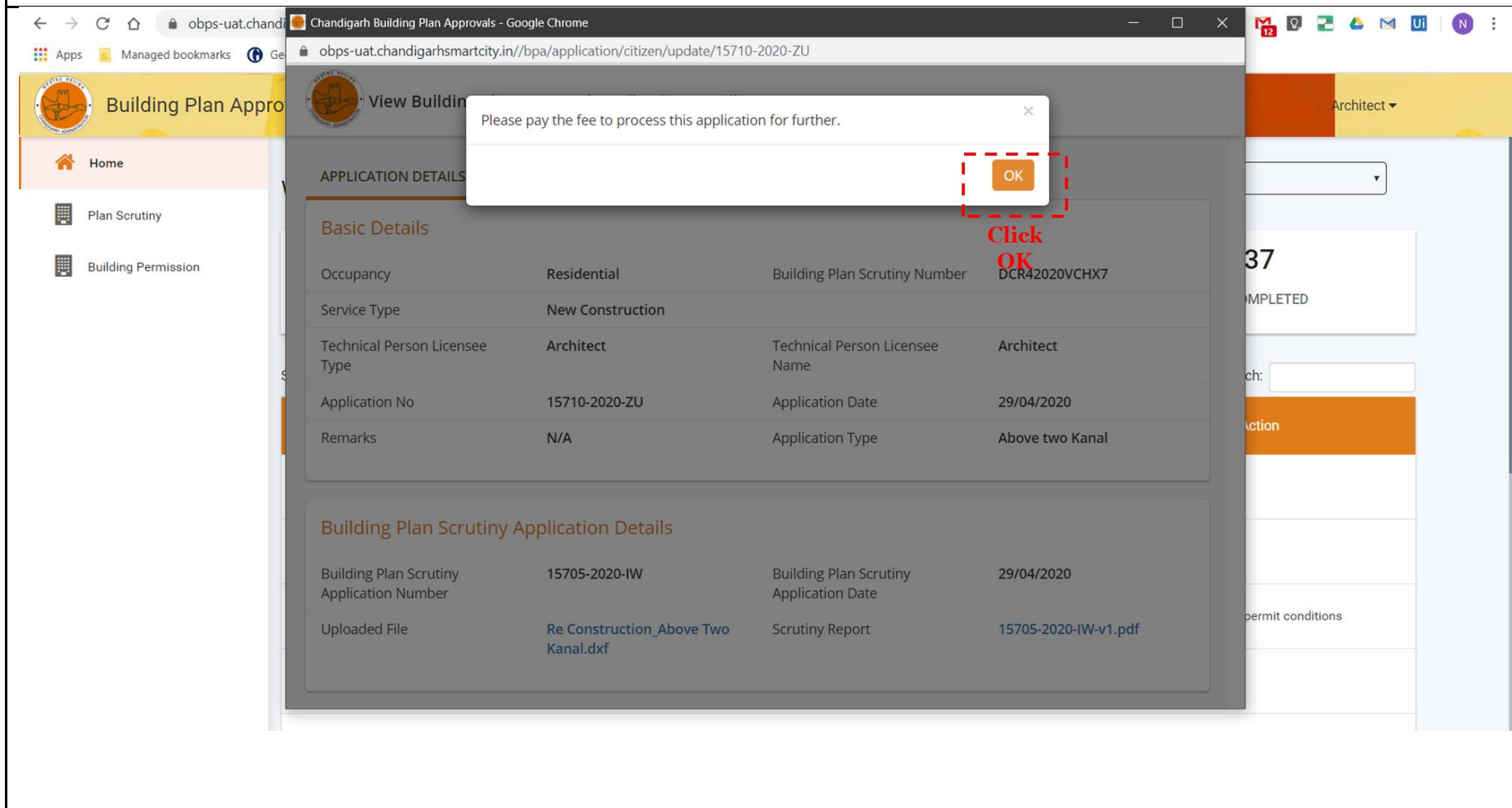
Show 10 entries
Search:

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Click on applications with status 'Application fee payment pending'

Step 2 – Pop up window to remind payment

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




The screenshot shows a web browser window with the URL `obps-uat.chandigarhsmartcity.in/bpa/application/citizen/update/15710-2020-ZU`. The page displays the 'View Building Plan' details for application 15710-2020-ZU. A pop-up window is overlaid on the page, displaying the message: 'Please pay the fee to process this application for further.' with an 'OK' button. The 'OK' button is highlighted with a red dashed box and the text 'Click OK' in red. The background page shows the following details:

APPLICATION DETAILS			
Basic Details			
Occupancy	Residential	Building Plan Scrutiny Number	DCR42020VCHX7
Service Type	New Construction		
Technical Person Licensee Type	Architect	Technical Person Licensee Name	Architect
Application No	15710-2020-ZU	Application Date	29/04/2020
Remarks	N/A	Application Type	Above two Kanal

Building Plan Scrutiny Application Details			
Building Plan Scrutiny Application Number	15705-2020-IW	Building Plan Scrutiny Application Date	29/04/2020
Uploaded File	Re Construction_Above Two Kanal.dxf	Scrutiny Report	15705-2020-IW-v1.pdf

Step 3 – Payment Dashboard


Collections

Description	Amount (Rs.)
Security fee	10000
Total Balance ::	10000
Enter the Amount :*	10000

*** Mandatory Fields**

Pay Through:

Pay using any Visa/Master(Debit/Credit)cards issued by any bank.

☒ Atom Payment Gateway
☐ Visa/master(credit/debit)cards

Terms And Conditions:

1. By accepting to make Payment online it is implied that the customer agrees to the terms and conditions of Netbanking System/credit card company.
2. Once the payment transaction is submitted request for refund will not be entertained.
3. After completing payment entries, customer will get a unique Payment Identification Number (PID Number) which may be quoted for all future communications with reference to this transaction.
4. The actual updation of payment by Corporation will take place after getting confirmation from the Banks.
5. In the exigency of connection getting timedout or user clicking to close the browser before getting payment confirmation message he has to wait for sometime before proceeding to make subsequent payment for the same bill(s).
6. If you are not getting the receipt or any break in connectivity in the middle of the operations check the receipt status on the next day. The System has a provision for Auto Reconciliation and will generate the Receipt if the Payment was actually effected from your side.

☒ **Do you agree Terms and Conditions**
 Please check "Terms and conditions" and then click "Pay Online" button to make a payment

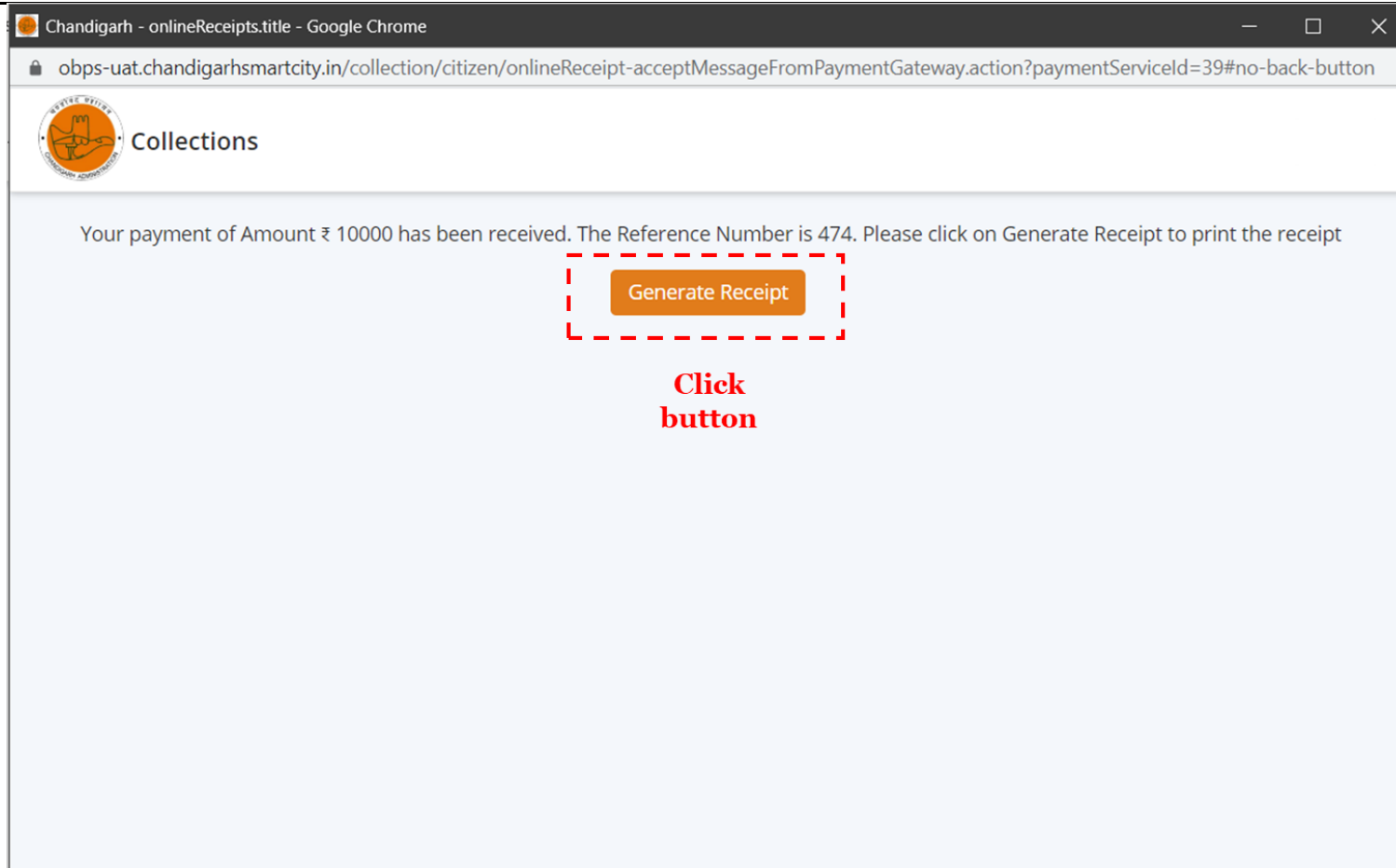
Any Discrepancy found in the arrears mentioned above you may contact respective Zonal Revenue Officer with payment receipt for rectification.

Pay Online

- 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


Building Plan Approval
ABC ▾





Home
Welcome ABC,
Service Group : ALL ▾

19
TOTAL SERVICES APPLIED

11
SERVICES UNDER SCRUTINY


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SERVICES COMPLETED

Show 10 ▾ entries
Search:

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Step 2 – Home page: Services completed

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


Building Plan Approval
Architect ▾

Home

Welcome Architect,

Service Group : ALL ▾





13503
TOTAL SERVICES APPLIED

465
SERVICES UNDER SCRUTINY

13038
SERVICES COMPLETED

Show 10 ▾ entries


Search:

S. No. 	Owner Name	Service Request No.	Service Request Date 	Service Name 	Status 	Pending Action
1	reza	15710-2020-ZU	29-04-2020	New Construction	Order Issued to Applicant	END
2	Applicant_Alt1	15709-2020-WK	29-04-2020	New Construction	Not Accepted	N/A
3		15708-2020-XG	29-04-2020	New Construction	Not Accepted	N/A
4		15707-2020-DO	29-04-2020	New Construction	Not Accepted	N/A

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'


Building Plan Approval
Architect ▼

Home

Welcome Architect,

Service Group : ALL ▼





13503
TOTAL SERVICES APPLIED

465
SERVICES UNDER SCRUTINY

13038
SERVICES COMPLETED

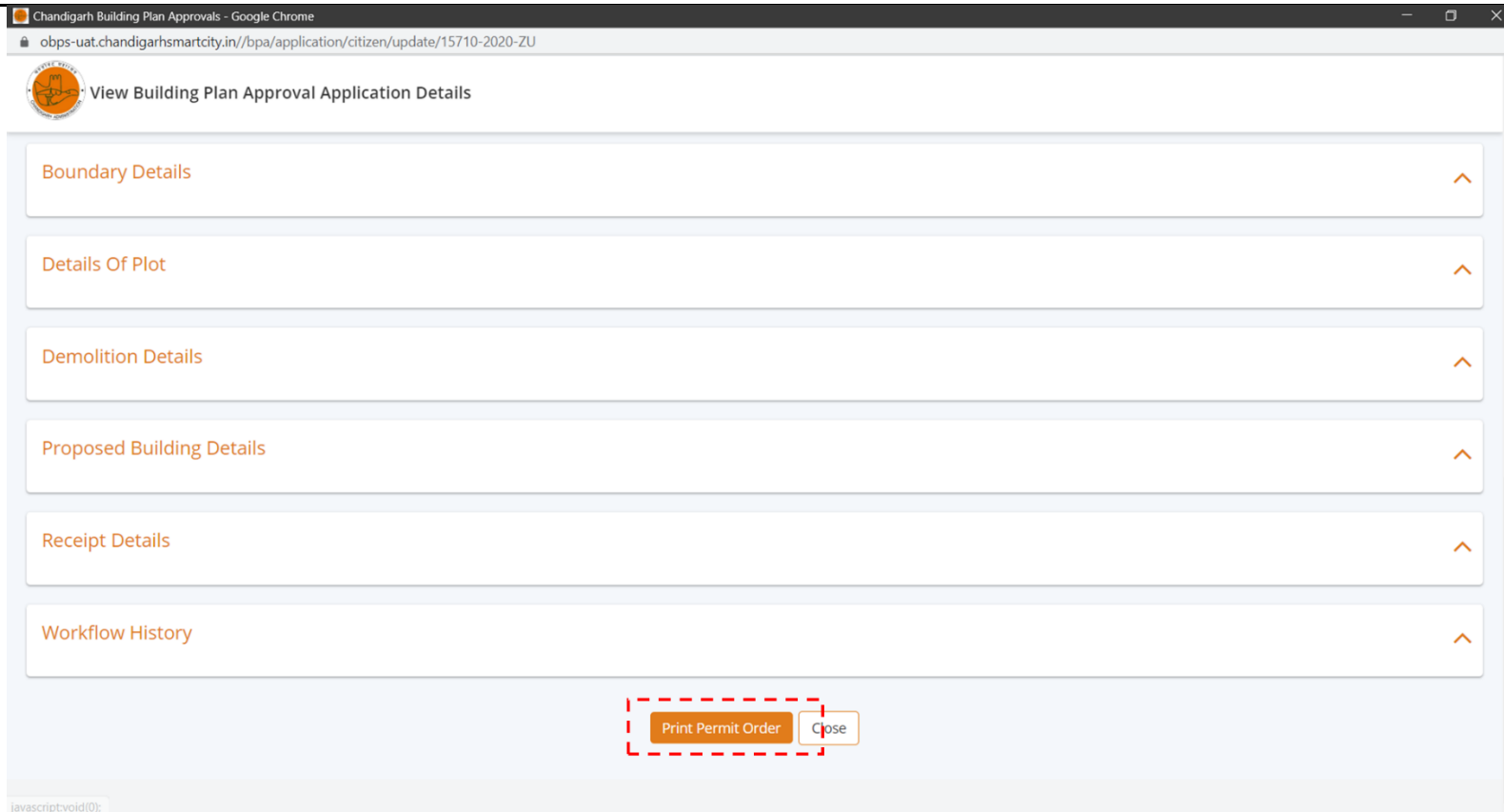
Show 10 ▼ entries

Search:

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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

15710-2020-ZU - Google Chrome
obps-uat.chandigarhsmartcity.in/bpa/application/generatepermitorder/15710-2020-ZU



Chandigarh Administration
AUTOMATED BUILDING PERMIT APPROVAL SYSTEM
GENERAL BUILDING PERMIT

Block 1 - Residential Plotted under Residential occupancy confirming to the details and conditions here under.

Plan Permission No. BPA000242020FMSZF Dated : 29/04/2020
Ref :- Application number 15710-2020-ZU dated 29/04/2020.

From, The Chief Administrator,
 UT, Chandigarh.

To, Sh. reza ,
 btm ,
 Mobile number : 9999999999 .

C/O (Architect) Sh. Architect .

Memo No 15710-2020-ZU/ SDO(B)/RP-183.

Reference your application to erect/re-erect/add to/alter building on Plot no - 55, Sector No- 32A, Chandigarh

accordance in with the plans submitted with it, your application is hereby sanctioned for the aforesaid construction under rule 5 of the Punjab Capital(Dev. and Reg.) Building Rules, 1952. Your attention is also invited to rules 16, rule 17 and 119 (amended) of the Building Rules for the following: -

1. A notice in writing of the date and time at which erection / re-erection of the building shall be given.
2. Plan sanctioned are valid for only five years from the date of issue of the plan on valid last date of construction.
3. For demarcation, plinth level, water connection, etc. you may contact concerned departments as per Endst. below.
4. On completion of the construction up to plinth level, you are further advised also to furnish a certificate from the architect that the construction of the building is in accordance with the sanctioned plan.
5. You are requested to obtain permission from the Municipal Corporation, Chandigarh, for stacking building material on road berms, back lanes, etc. against the payment of prescribed fee/amount before starting the