

Building Plan Approval System

Citizen

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About eGovernments

eGovernments Foundation is a best-in-class technology solutions developer for electronic governance and smart cities with over 13 years of experience in transforming urban governance. Building a comprehensive, intelligent platform for technology-powered, mobile-enabled urban governance is the only work we do. Our products are relied upon by millions of people across India, both in government as well as citizens in their day-to-day lives. They offer exceptional possibilities to organizations engaged in developing/integrating solutions and applications in the e-governance domain.

Key components of our e-Governance platform:

- **ERP** - to fully digitize civic body operations •
- **CRM** - digital service delivery to citizens •
- **Payment System** – enabling government offices to go cashless both internally as well as with citizens
- **Financial Management** – includes budgeting, forecasting and financial accounting that are compliant with National Municipal Accounting Standard
- **Dashboards for State / City / Town level monitoring and control**
- **Mobile apps** for citizens to pay taxes, raise and resolve complaints
- **Mobile apps** for civic body employees
- **Data Analytics**

- We are committed to collaborate with reputed solution/application developers and system integrators to make Digital India a reality and transform urban governance globally.

Our strength:

eGovernments Foundation is promoted by two visionary technocrats – Nandan Nilekani, ex CEO, Infosys, former Chairperson of the Unique Identification Authority of India (UIDAI) and former Head of Government of India's Technology Committee, and Srikanth Nadhamuni, CEO, Khosla Labs, and ex CTO UIDAI – with a vision to transform urban governance through cutting edge technology.

- Our benefactors include Omidyar Network and Tata Trust
- Over the past decade, we have gained deep insights into eGovernance space at a very granular level
- Our state-of-the-art, ERP-based platform – with 22 modules – for urban governance is built on advanced Open Source technologies for better flexibility, interoperability and faster implementation
- Our products enable administrators in information-driven decision-making, enhanced citizen connect, intelligent financial management; and help citizens to interact with government in an easy, transparent, and real-time fashion.

About this User Guide

This User Manual describes the features, benefits, workflow, and roles offered by the Building Plan Approval module of eGovernments platform, and a step-by-step-by guide to using the module by different users.

Conventions

The conventions used in this manual are:

- 1) Navigation > Arrow '>' notation describes the flow of navigation in the app.
- 2) LP: Letter to Party

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1 Getting Started

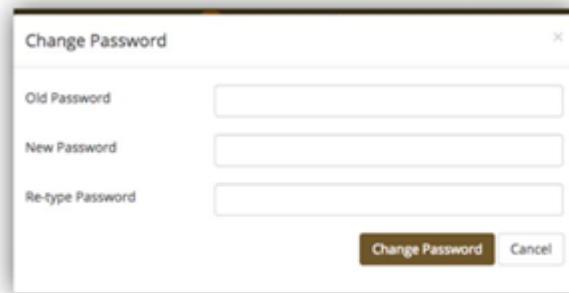
1.1 Building Plan Approval

- Building Plan Approval module is available as part of the eGovernments platform. To log into eGovernments platform / your citizen services portal, on your web browser, type <URL> and click on **enter**.
- Upon entering the web page, you will see the following options in the home page.
- Use your log in details - **Mobile Number/Login ID** and
- **Password** - and click on **Sign in**.



1.2 Change Password

- In the top panel, on the right hand top corner, click on the photo icon next to the user name (as shown in Update Profile).
- In the drop down, click on Change Password option.
- Provide Old Password, New password, Retype new password, and click on Change Password.

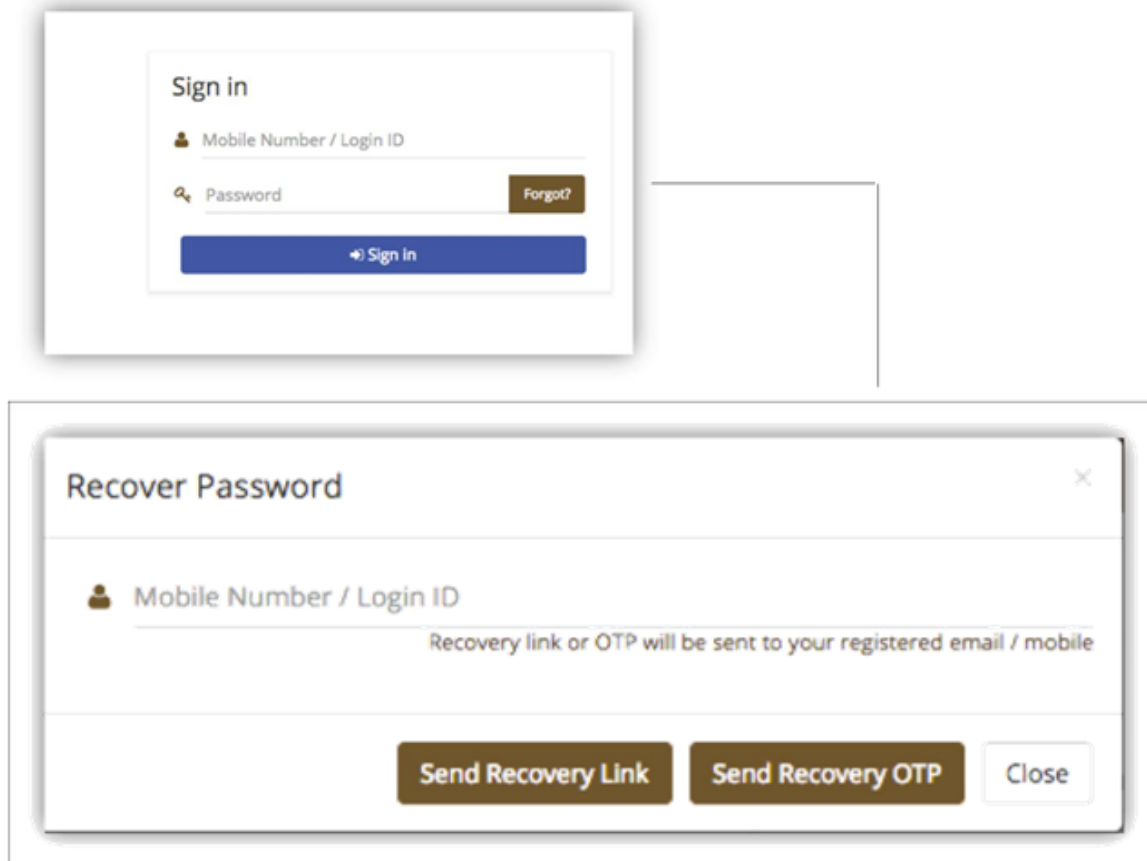
A screenshot of a 'Change Password' dialog box. It has a title bar with a close button (X). Inside, there are three input fields labeled 'Old Password', 'New Password', and 'Re-type Password'. At the bottom right, there are two buttons: 'Change Password' (highlighted in orange) and 'Cancel'.

1.3 Sign out

- In the top panel, on the right hand corner, click on the photo icon next to the user name (as shown in Update Profile).
- In the drop down click on **Sign out**.



1.4 Recover Password


- If you forget your password, in the log in page click on **Forgot** in the Password box
- In the Recover Password window that opens, enter your Mobile Number or Email ID, and choose the password recovery option (either my OTP to mobile phone or password recovery link to email)

The image shows a two-step process for password recovery. The top window is titled 'Sign in' and contains two input fields: 'Mobile Number / Login ID' and 'Password'. A 'Forgot?' button is located to the right of the Password field. A blue 'Sign In' button is at the bottom. A line connects the 'Forgot?' button to the 'Recover Password' window below. The 'Recover Password' window has a title bar with a close button (X). It contains a single input field for 'Mobile Number / Login ID'. Below the field, a message states: 'Recovery link or OTP will be sent to your registered email / mobile'. At the bottom, there are three buttons: 'Send Recovery Link', 'Send Recovery OTP', and 'Close'.


2 Citizen


- On submission of application from the **'Business Licensee User'**, the applicant details entered during submission of application, based on that, citizen login credentials will be created and will be notified to citizen via SMS and Email, once the application is submitted.
- The citizen can login using the user name and password sent via SMS and Email.
- The citizen is recommended to change password immediately after log in to system for the first time.

 Kozhikode Municipal Corporation 

 Create an building licensee account
Create an account to avail our online services


Sign in


 Mobile Number / Login ID




 Password

Forgot?

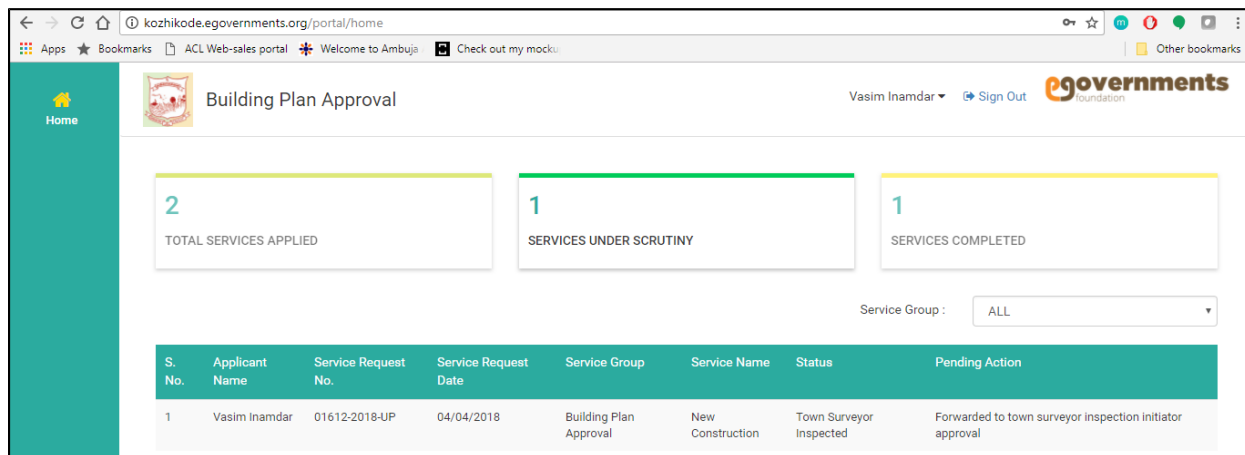
Sign in


Calicut Beach Near Akashvani Kozhikode Dt-Kerala State Pin
-673032
[Find us on google maps](#)


04952362100


Follow us on
 

- After login into the system the user can clearly see the details of
 - 1) Total Services Applied
 - 2) Services Under Scrutiny
 - 3) Services Completed
- The user can also view the basic details of the already submitted application on user's behalf.
- On clicking the application the user can view the details of the application submitted.
- From the Service Group, the user can select the list of application for particular services to view.
- From the service group dropdown, the user can select either Building Plan Scrutiny (EDCR).
- From the left bar, the user can click on home tab to return to home screen.



S. No.	Applicant Name	Service Request No.	Service Request Date	Service Group	Service Name	Status	Pending Action
1	Vasim Inamdar	01612-2018-UP	04/04/2018	Building Plan Approval	New Construction	Town Surveyor Inspected	Forwarded to town surveyor inspection initiator approval

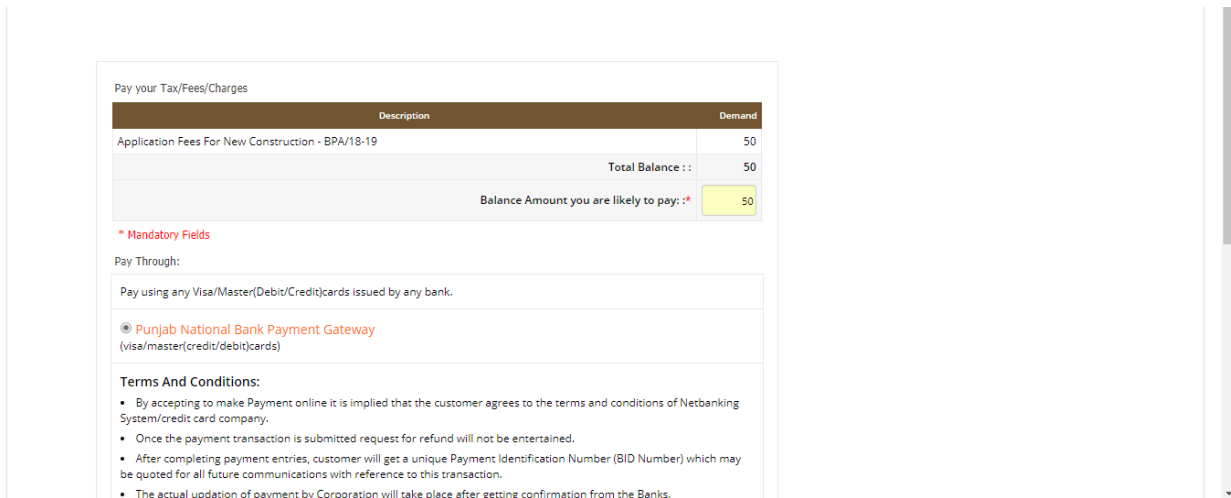
3 Online Payment

- The status of the application the “**Application details dashboard**” will change to “**Pending for collection**”. The user can click that particular application for making online payments.

- The user will be navigated to payment screen when click on make payment tab.
- The applicable fees for submitting the application is auto calculated.
- The user will be navigated to select the payment options.

1) **Debit/Credit card**

2) **Internet Banking**



Pay your Tax/Fees/Charges

Description	Demand
Application Fees For New Construction - BPA/18-19	50
Total Balance ::	50
Balance Amount you are likely to pay: *	50

* Mandatory Fields

Pay Through:

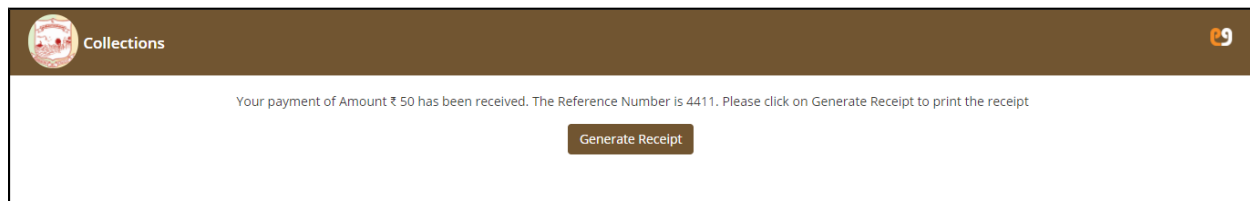
Pay using any Visa/Master(Debit/Credit)cards issued by any bank.

☒ **Punjab National Bank Payment Gateway**
(visa/master(credit/debit)cards)

Terms And Conditions:

- By accepting to make Payment online it is implied that the customer agrees to the terms and conditions of Netbanking System/credit card company.
- Once the payment transaction is submitted request for refund will not be entertained.
- 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.
- The actual updation of payment by Corporation will take place after getting confirmation from the Banks.

- After successfully making the payment, a payment receipt will be generated automatically for the paid amount.

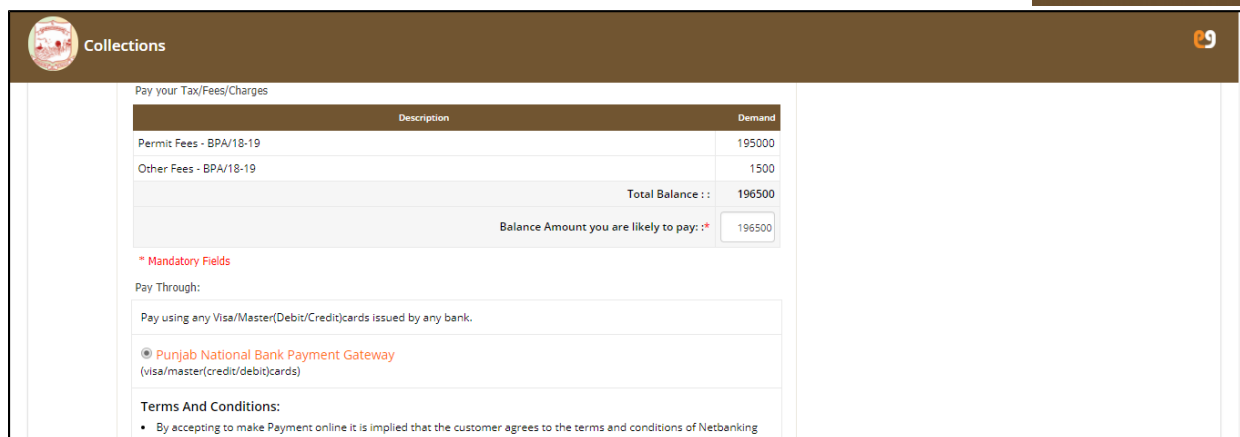


Collections

Your payment of Amount ₹ 50 has been received. The Reference Number is 4411. Please click on Generate Receipt to print the receipt

Generate Receipt

- The user can pay the permit order fees via using the online payment's.
- The user needs to select the **payment gateway** among the available options mandatorily.



Collections

Pay your Tax/Fees/Charges

Description	Demand
Permit Fees - BPA/18-19	195000
Other Fees - BPA/18-19	1500
Total Balance ::	196500
Balance Amount you are likely to pay: *	196500

*** Mandatory Fields**

Pay Through:

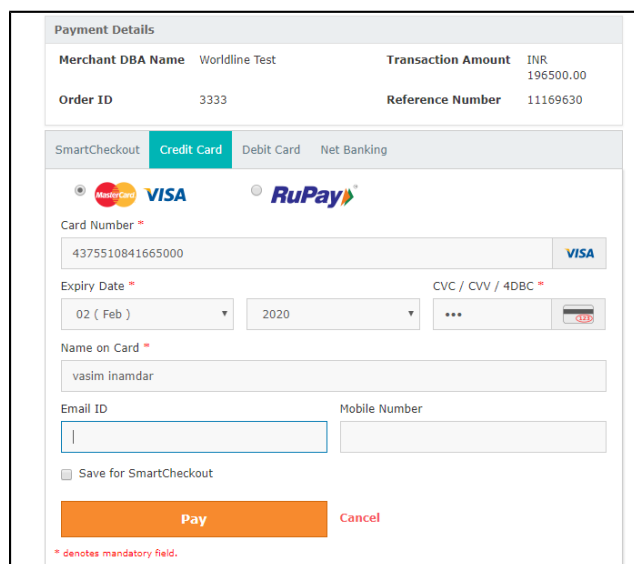
Pay using any Visa/Master/Debit/Credit cards issued by any bank.

☒ Punjab National Bank Payment Gateway
(visa/master/credit/debit/cards)

Terms And Conditions:

- By accepting to make Payment online it is implied that the customer agrees to the terms and conditions of Netbanking

- The status of the application will be changed to “Pending for collection”.
- All the **status** of any application can be seen in the status column on the home screen of the user’s login.



Payment Details

Merchant DBA Name	Worldline Test	Transaction Amount	INR 196500.00
Order ID	3333	Reference Number	11169630

SmartCheckout **Credit Card** Debit Card Net Banking

☒ MasterCard **VISA** ☐ RuPay

Card Number *
4375510841665000 **VISA**

Expiry Date *
02 (Feb) 2020 CVC / CVV / 4DBC *
... **CVV**

Name on Card *
vasim inamdar



Email ID Mobile Number

☐ Save for SmartCheckout

Pay Cancel

* denotes mandatory field.

- Click on “**Pay**” button to make payments after entering all the mandatory payment details.
- Click on “**Cancel**” to cancel the transaction. The application will be saved as drafts. The user can make the online payment at any later point of time from the home screen of the login. The user needs to click again on the application and opt for “**Make payments**” option to complete the payment for that particular application.


Collections


Your payment of Amount ₹ 196500 has been received. The Reference Number is 4415. Please click on Generate Receipt to print the receipt

Generate Receipt


- The user can generate and print receipt for the payment made by clicking on “**generate receipt**” button.

① kozhikode.egovernments.org/collection/citizen/onlineReceipt-view.action?receiptId=3333#no-back-button

Print

Total: 1 sheet of paper

Print Cancel

Destination  HP-LaserJet-3050 on ht...
Change...

Pages All
e.g. 1-5, 8, 11-13


Copies 1

Color Black and white ▼

Scale ☒ Fit to page

+ More settings

[Print using system dialog... \(Ctrl+Shift+P\)](#)

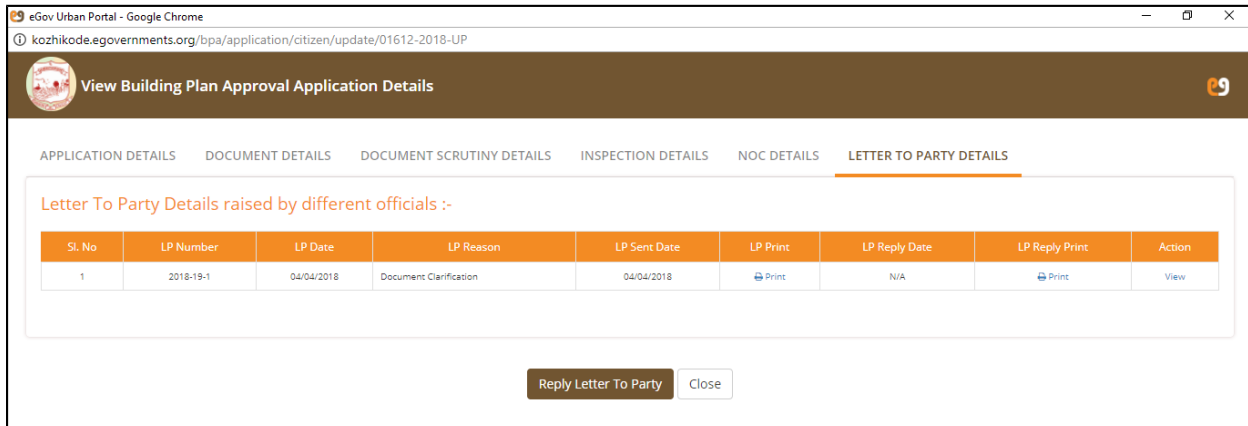

Kozhikode Municipal Corporation
BUILDING PLAN APPROVAL FEE RECEIPT

Receipt No: 04/2018-19/28		Receipt 04-04-2018 14:46:01	
Name: Vasim Inamdar			
Address: Sarajpur Road			
Payment Details: Description: BPA Application Number: 01612-2018-UP Paid By: Vasim Inamdar			
Description Head of A/C		Amount (in Rupees)	
Permit Fees - BPA/18-19		195,000.00	
Other Fees - BPA/18-19		1,500.00	
Total:		196,500.00	
Amount (in words): Rupees One Lakh Ninety Six Thousand Five Hundred Only			
Online Transaction Number: 11169630.Payment Dated: 04-04-2018			
This is computer generated receipt. Signature is not required.			
Collected By : Vasim Inamdar		Secretary	

4 Letter to party reply

- The citizen can reply to letter raised by any official for the particular submitted application, via online web application.
- The status of the application will be changed to “**Letter to party raised**”.
- The user can click on that particular application and open the application for **replying** to that letter raised by official.
- To view the raised “**Letter to Party**” details click on **view** option.
- To reply to the letter to party raised, click on “**Reply letter to Party**” tab.
- Click on **close** to close the tab.

- Citizen will be notified via “SMS and Email”.



View Building Plan Approval Application Details

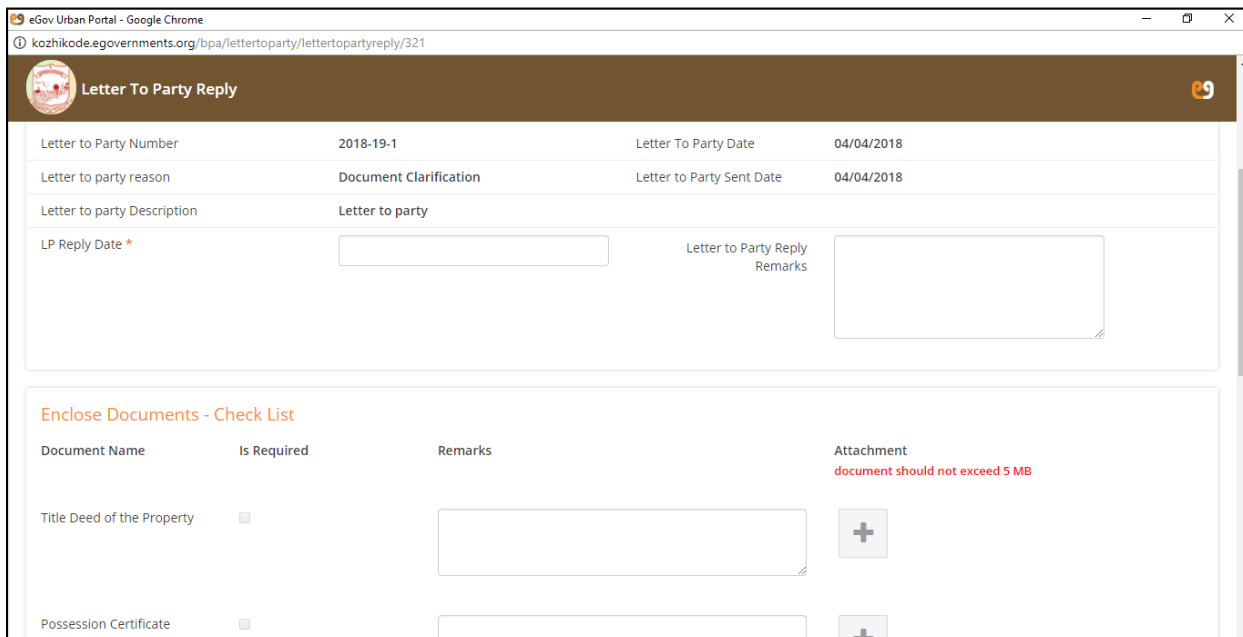
APPLICATION DETAILS DOCUMENT DETAILS DOCUMENT SCRUTINY DETAILS INSPECTION DETAILS NOC DETAILS LETTER TO PARTY DETAILS

Letter To Party Details raised by different officials :-

Sl. No	LP Number	LP Date	LP Reason	LP Sent Date	LP Print	LP Reply Date	LP Reply Print	Action
1	2018-19-1	04/04/2018	Document Clarification	04/04/2018	Print	N/A	Print	View

[Reply Letter To Party](#) [Close](#)

- On click on “**Reply letter to Party**” tab, the user will be navigated to the letter to party reply screen as shown in the below screen.
- User need to enter the mandatory details asked in the letter, to reply.
- User can **attach** multiple documents as an attachment with the **reply** for the letter raised.



Letter To Party Reply

Letter to Party Number: 2018-19-1 Letter To Party Date: 04/04/2018

Letter to party reason: Document Clarification Letter to Party Sent Date: 04/04/2018

Letter to party Description: Letter to party

LP Reply Date *

Letter to Party Reply Remarks

Enclose Documents - Check List

Document Name	Is Required	Remarks	Attachment
Title Deed of the Property	<input type="checkbox"/>	<input type="text"/>	<input type="button" value="+"/>
Possession Certificate	<input type="checkbox"/>	<input type="text"/>	<input type="button" value="+"/>

Attachment document should not exceed 5 MB

4.1 Update, Print letter to party and Close

4.1.1 Update

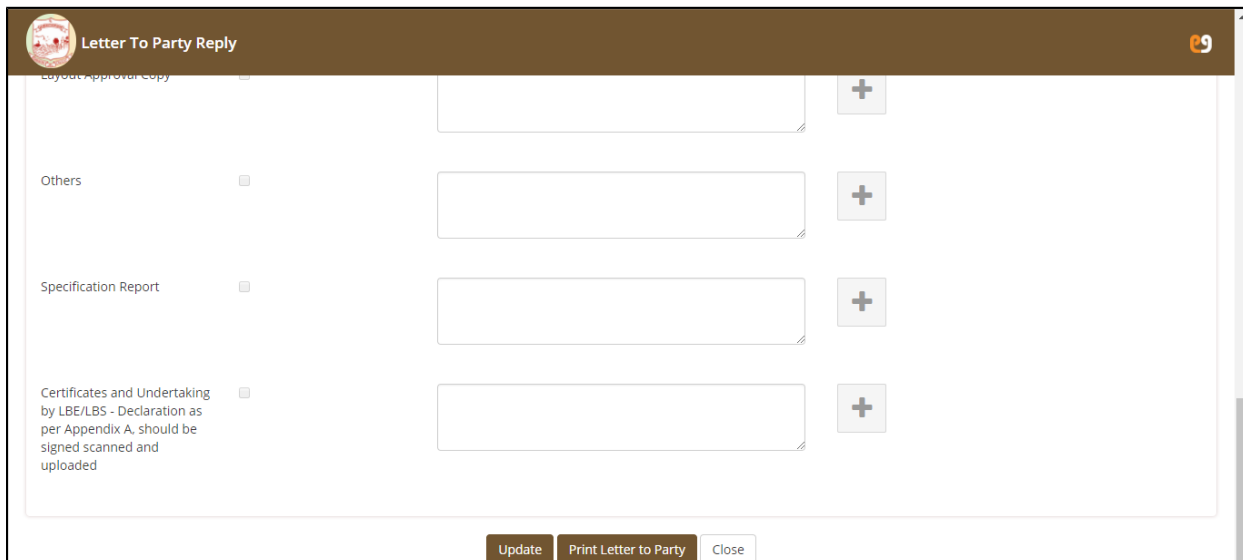
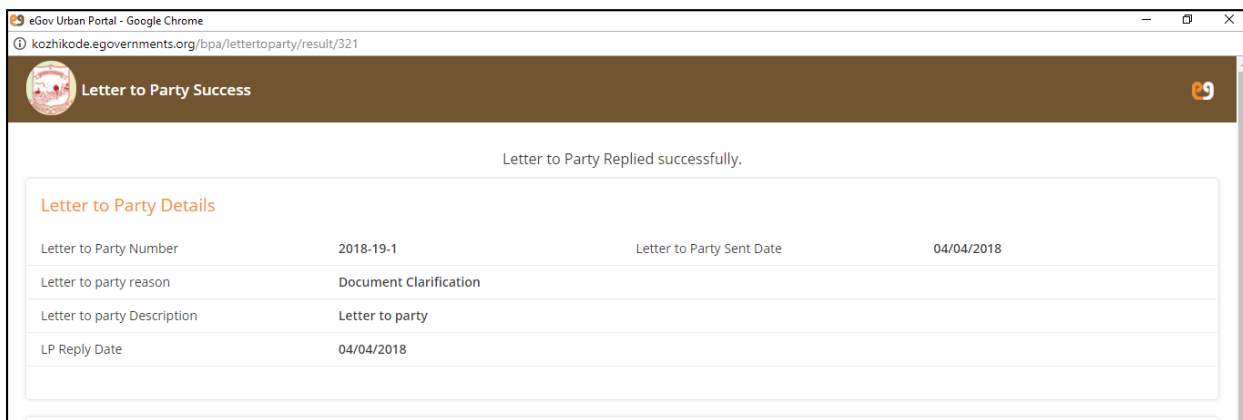
- In order to reply the user need to click on “**update**” button. The reply will be sent to the concerned official.

4.2 Print letter to party

- The user can **print** the letter to party raised by official.

4.3 Close

- Click on **close** button to close the opened tab.

Letter to Party Details	
Letter to Party Number	2018-19-1
Letter to Party Sent Date	04/04/2018
Letter to party reason	Document Clarification
Letter to party Description	Letter to party
LP Reply Date	04/04/2018

End of Document