

SUJOG - Sustainable Urban Services in a Jiffy by Odisha Government



Marriage Registration Module

- *Citizen User manual*

Document History

Date	Version	Author	Review by	Approved By	Description
16 Jun 2021	1.0	Vasabdatta Sen	Manoj Sahu	H&UDD	1 st Draft
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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

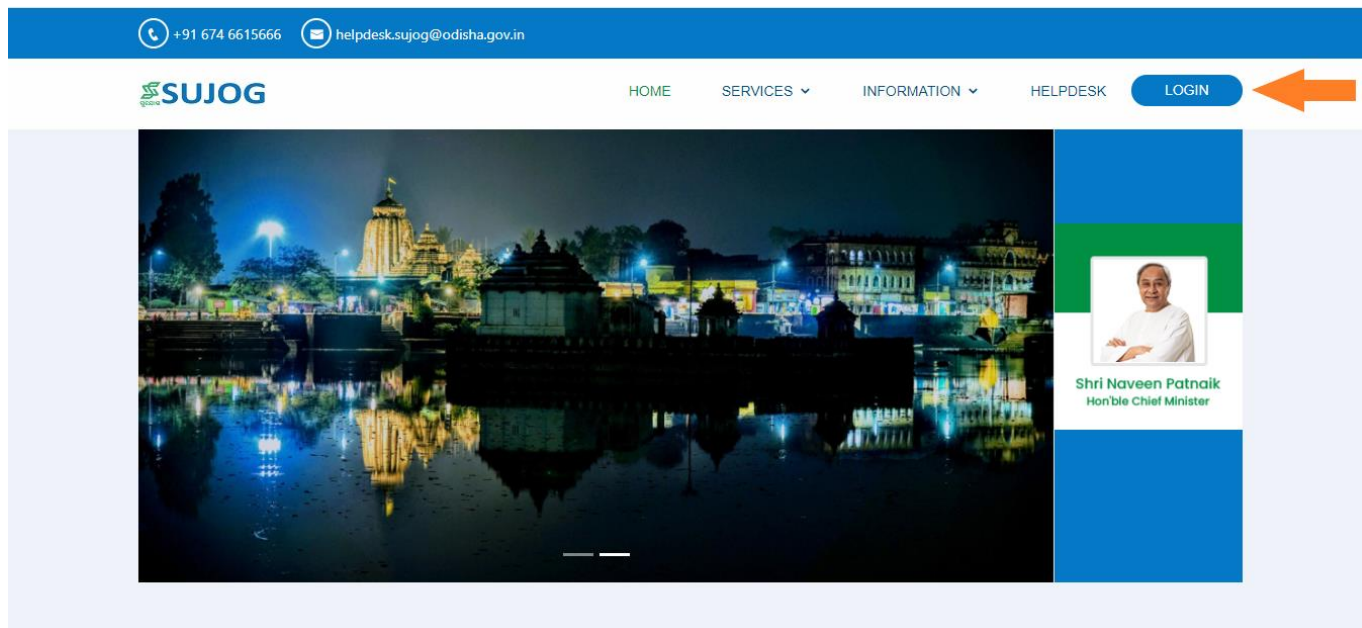
The MR system enables citizens to file for marriage certificates online, track the application, make online payments, apply for modification in marriage certificate, and download a marriage certificate. The Marriage Registration Module allows the ULB employee users to:

- 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.

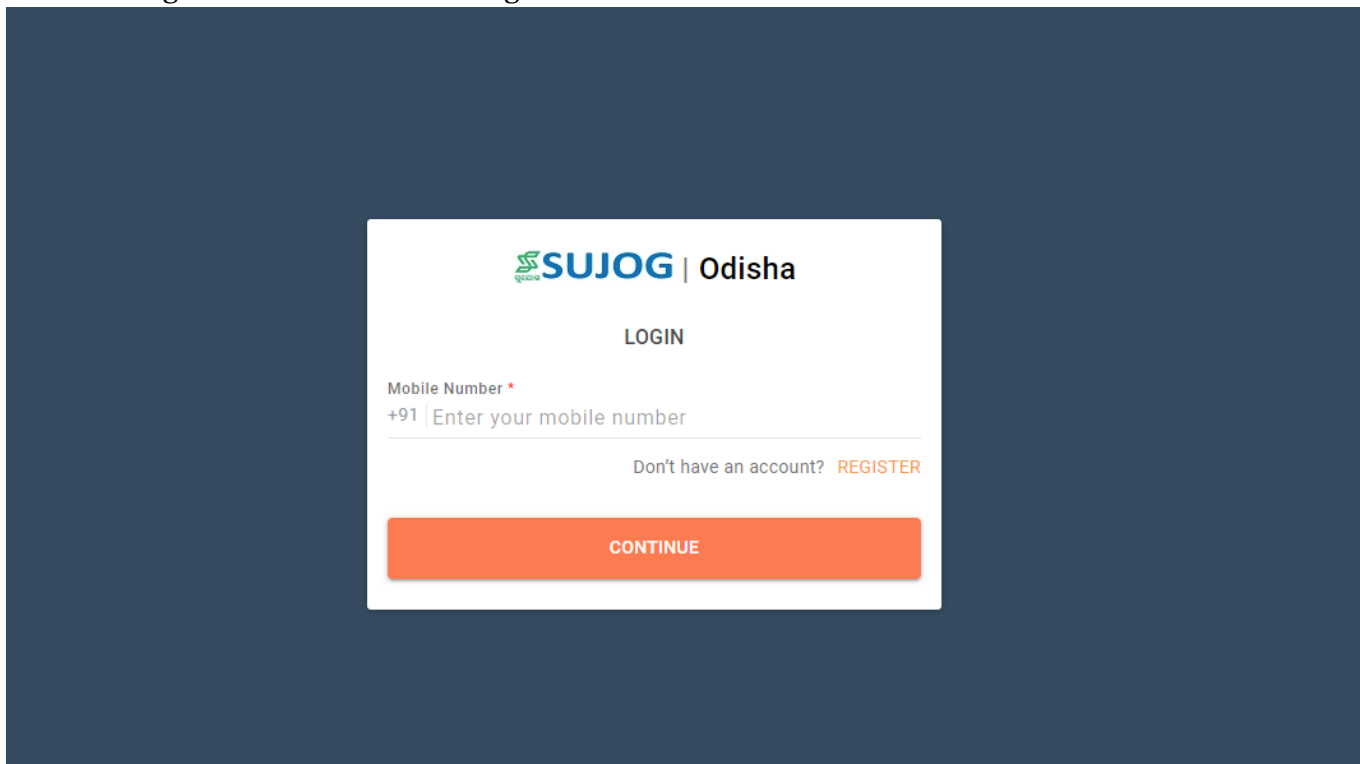
2. General Functionalities of SUJOG

2.1. Citizen Registration

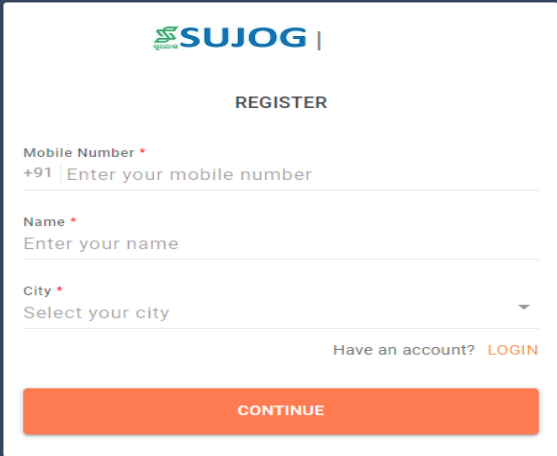
1. To Register, please go to the following link:
<https://sujog.odisha.gov.in/home>



2. Click on 'Register' as shown in the image below

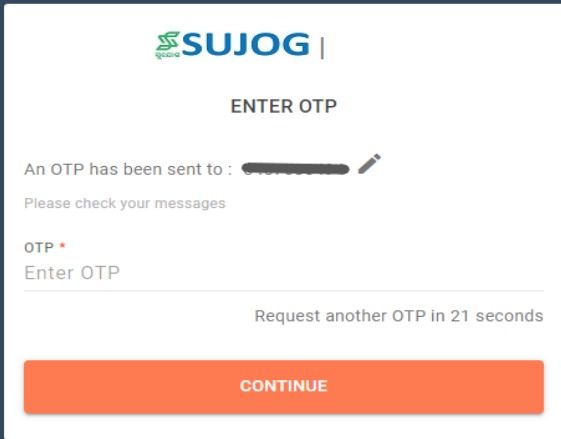


3. Enter your mobile number and Name, select your city and click on 'continue' button



The image shows the 'REGISTER' screen of the SUJOG application. At the top is the SUJOG logo. Below it, the title 'REGISTER' is centered. The form contains three input fields: 'Mobile Number' with a red asterisk and a placeholder '+91 | Enter your mobile number', 'Name' with a red asterisk and a placeholder 'Enter your name', and 'City' with a red asterisk and a placeholder 'Select your city' accompanied by a dropdown arrow. To the right of the 'City' field is a link 'Have an account? LOGIN'. At the bottom is a large orange button labeled 'CONTINUE'.

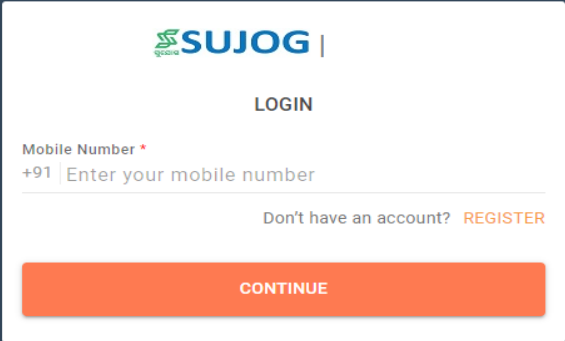
4. Application generated OTP (One Time Password) will be sent to the registered mobile number
5. Enter the received OTP and click on get started to login into your account



The image shows the 'ENTER OTP' screen of the SUJOG application. At the top is the SUJOG logo. Below it, the title 'ENTER OTP' is centered. The form contains a message 'An OTP has been sent to : [redacted] [edit icon]' and a sub-message 'Please check your messages'. Below this is an input field for 'OTP' with a red asterisk and a placeholder 'Enter OTP'. To the right of the input field is a link 'Request another OTP in 21 seconds'. At the bottom is a large orange button labeled 'CONTINUE'.

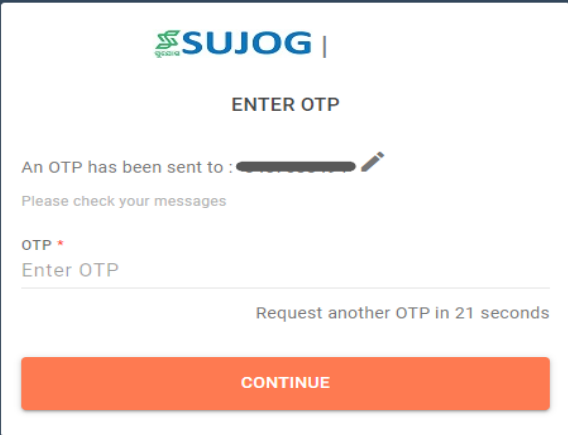
2.2. Citizen Login Application

1. Open the application and enter your registered mobile number and click on continue.



The image shows the SUJOG LOGIN screen. At the top is the SUJOG logo. Below it is the title "LOGIN". There is a text input field for the "Mobile Number" with a red asterisk, containing the prefix "+91" and the placeholder text "Enter your mobile number". Below the input field is a link that says "Don't have an account? REGISTER". At the bottom is a large orange button labeled "CONTINUE".

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

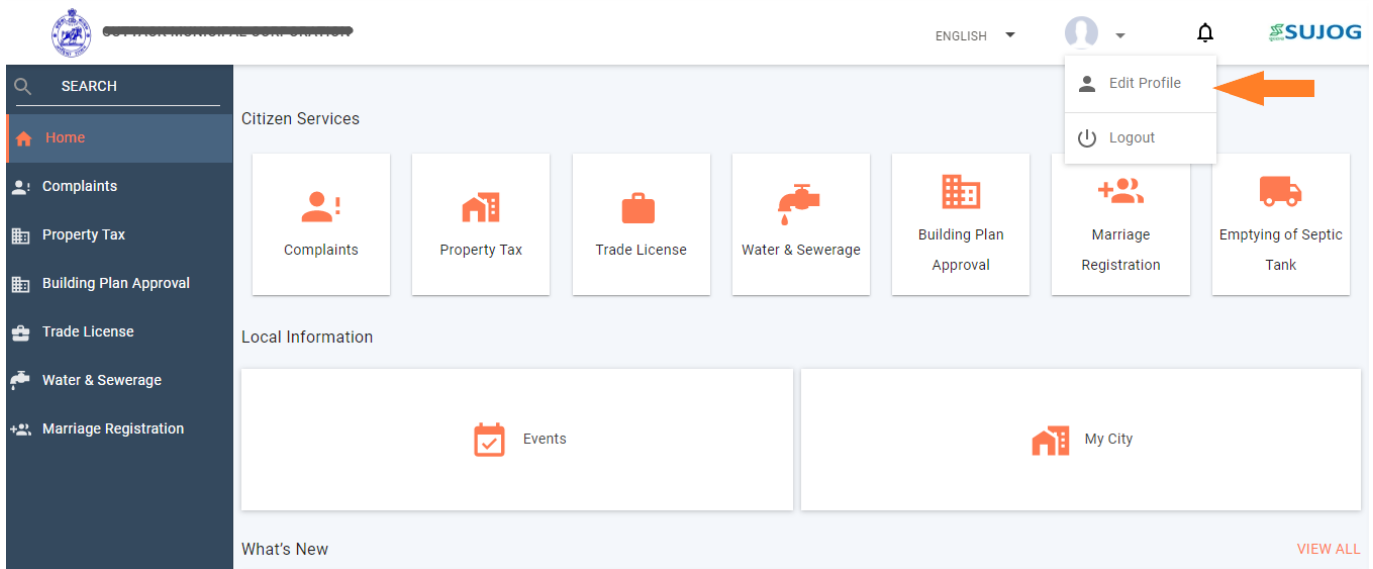


The image shows the SUJOG ENTER OTP screen. At the top is the SUJOG logo. Below it is the title "ENTER OTP". There is a message that says "An OTP has been sent to : [redacted] [edit icon]". Below this is the text "Please check your messages". There is a text input field for the "OTP" with a red asterisk, containing the placeholder text "Enter OTP". Below the input field is a link that says "Request another OTP in 21 seconds". At the bottom is a large orange button labeled "CONTINUE".

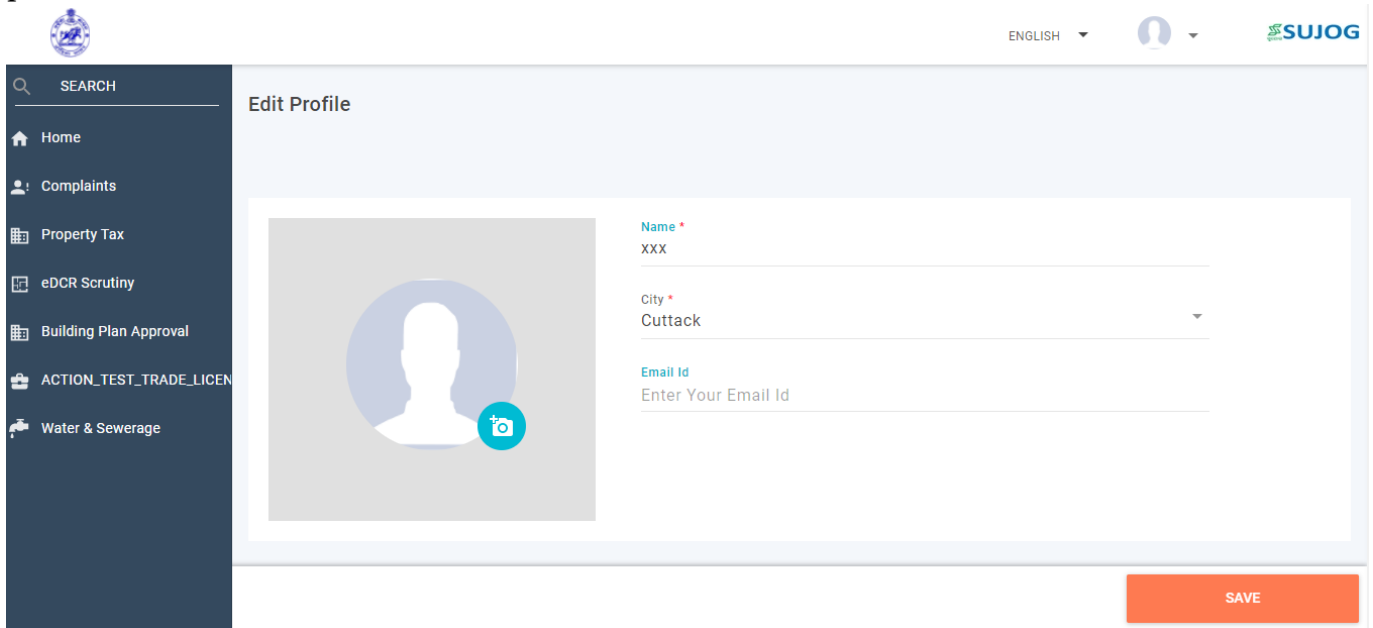
2.3. Edit User Profile

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



3. A new screen will appear where citizen will be able to update/make changes to profile picture, name, phone number and email id

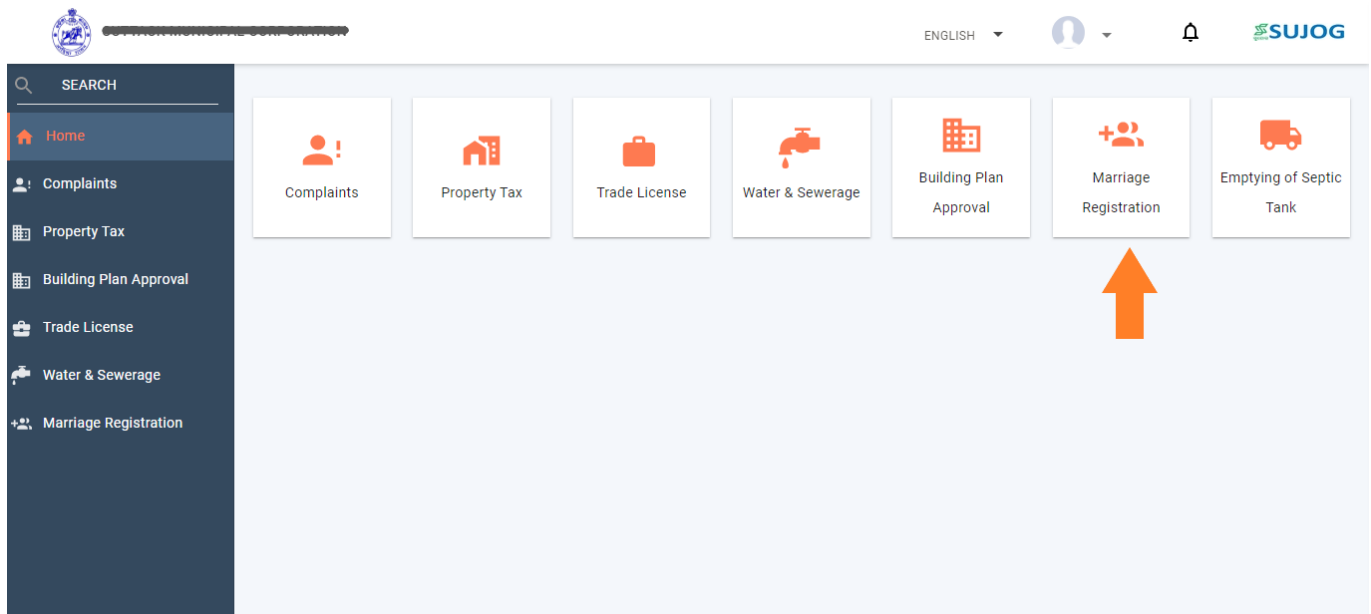


3. Functionalities of Marriage Registration Module

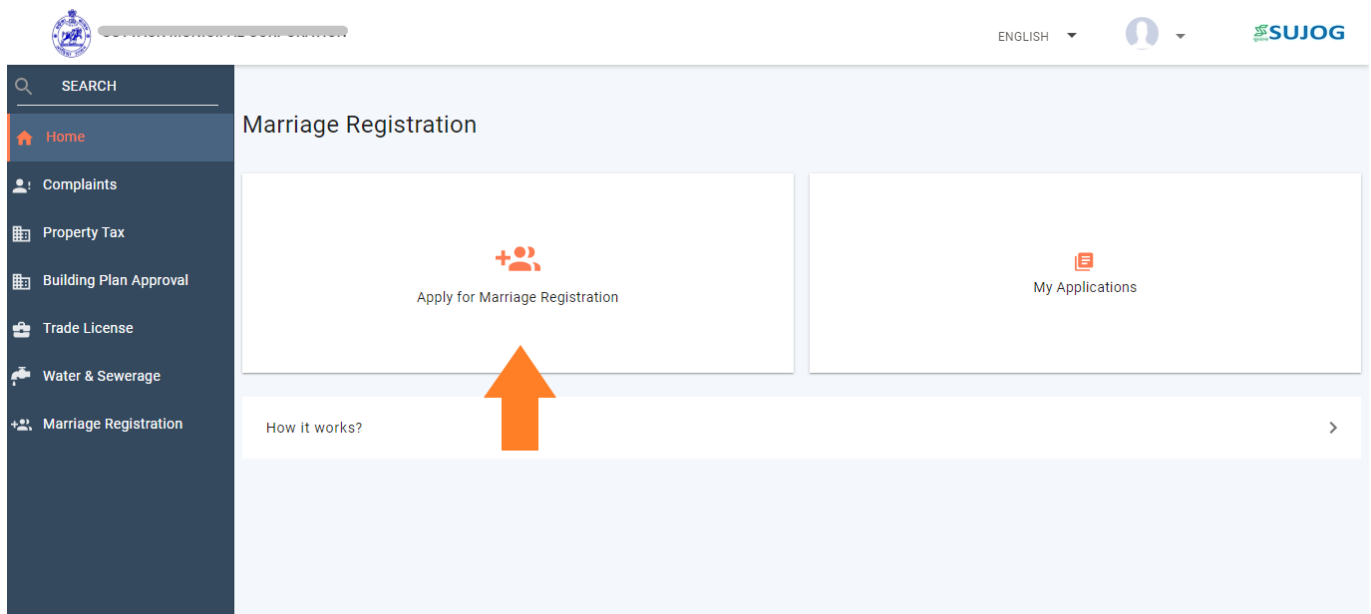
Using the SUJOG MR system, the citizen can file an application for Marriage Certificate, and apply for modifications to Marriage Certificate remotely.

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



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



SEARCH

Home

Complaints

Property Tax


Building Plan Approval


Trade License

Water & Sewerage

Marriage Registration

ENGLISH





Marriage Registration Application

1

2

3

4

5

Marriage Details

Guardian Details

Witness Details

Photo & Docs

Summary

Marriage Details

City *

Cuttack

Village *

Select Village

Ward *

Select Ward

Marriage Place *

Enter Marriage Place


Marriage Date *

dd/mm/yyyy

Pincode

Enter Pincode

NEXT STEP >



SEARCH

Home

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Building Plan Approval


Trade License

Water & Sewerage

Marriage Registration

ENGLISH





Bride Details

Name *

Enter Name

Date of Birth *

dd/mm/yyyy

Contact *

Enter Contact

Email *

Enter Email

Father Name *

Enter Father Name

Mother Name *

Enter Mother Name

Address *

Enter Address

District *

Enter District

State *

Enter State

Country *

INDIA

Pincode *

Enter Pincode

Is Divyang ? *

NEXT STEP >

ENGLISH

SEARCH

Home

Complaints

Property Tax

Building Plan Approval

Trade License

Water & Sewerage

Marriage Registration

Marriage Registration Application

Application No. 0000 0000 0000 0000 0000

1

Marriage Details

2

Guardian Details

3

Witness Details

4

Photo & Docs

5

Summary

Bride Guardian Details

Relation with Bride *

Select Relation with Bride

Name *

Enter Name

Address *

Enter Address

District *

Enter District

State *

Enter State

Country *

INDIA


Pincode *

Contact *



< PREVIOUS STEP

NEXT STEP >

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ENGLISH



SEARCH

Home

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Building Plan Approval

Trade License

Water & Sewerage

Marriage Registration

Bride Witness Details

Name *

Enter Name

Address *

Enter Address

District *

Enter District

State *

Enter State

Country *

INDIA

Pincode *

Enter Pincode


Contact *

Enter Contact



Groom Witness Details

< PREVIOUS STEP

NEXT STEP >



ENGLISH



SEARCH

Home

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Building Plan Approval

Trade License

Water & Sewerage

Marriage Registration

Enter Contact

Groom Witness Details

Name *

Enter Name

Address *

Enter Address

District *

Enter District

State *

Enter State

Country *

INDIA

Pincode *

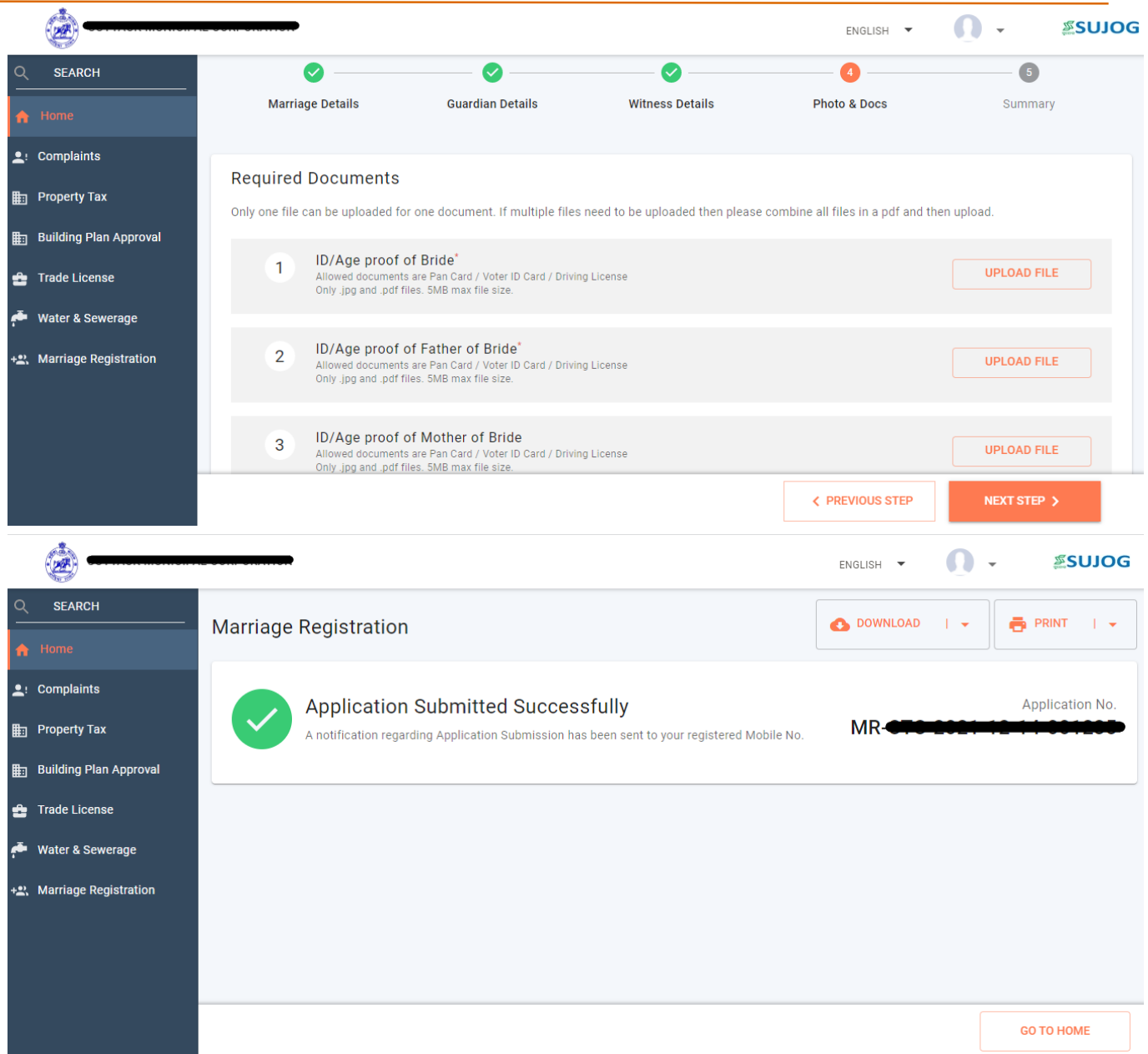
Enter Pincode

Contact *

Enter Contact

< PREVIOUS STEP

NEXT STEP >



Marriage Registration

English

Home

Complaints

Property Tax

Building Plan Approval

Trade License

Water & Sewerage

Marriage Registration

Marriage Details

Guardian Details

Witness Details

Photo & Docs

Summary

Required Documents

Only one file can be uploaded for one document. If multiple files need to be uploaded then please combine all files in a pdf and then upload.

1 ID/Age proof of Bride*
Allowed documents are Pan Card / Voter ID Card / Driving License
Only .jpg and .pdf files. 5MB max file size.

2 ID/Age proof of Father of Bride*
Allowed documents are Pan Card / Voter ID Card / Driving License
Only .jpg and .pdf files. 5MB max file size.

3 ID/Age proof of Mother of Bride
Allowed documents are Pan Card / Voter ID Card / Driving License
Only .jpg and .pdf files. 5MB max file size.

PREVIOUS STEP

NEXT STEP

Marriage Registration

DOWNLOAD

PRINT

Application Submitted Successfully

A notification regarding Application Submission has been sent to your registered Mobile No.

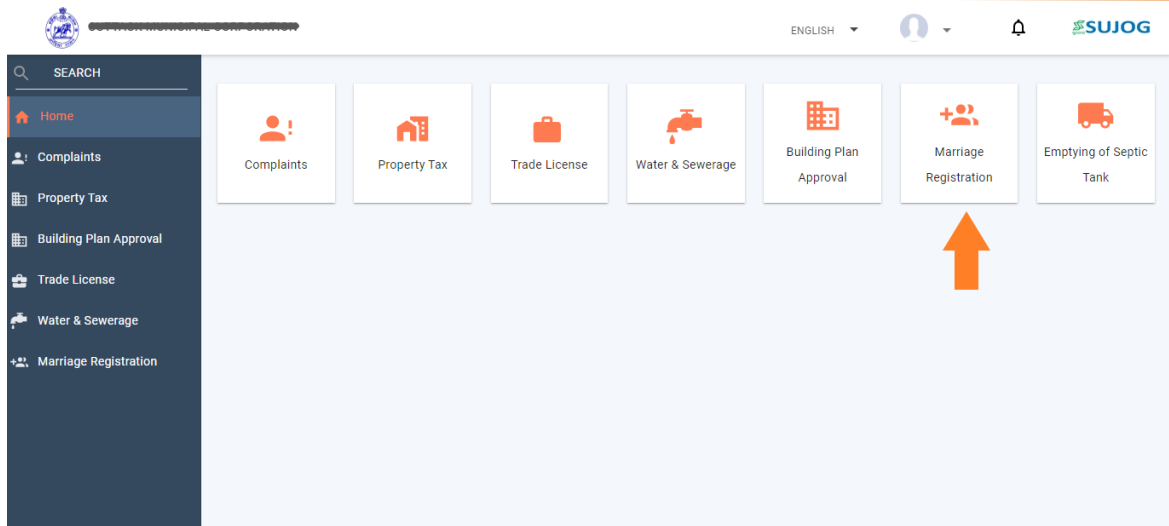
Application No. MR-XXXXXXXXXXXX

GO TO HOME

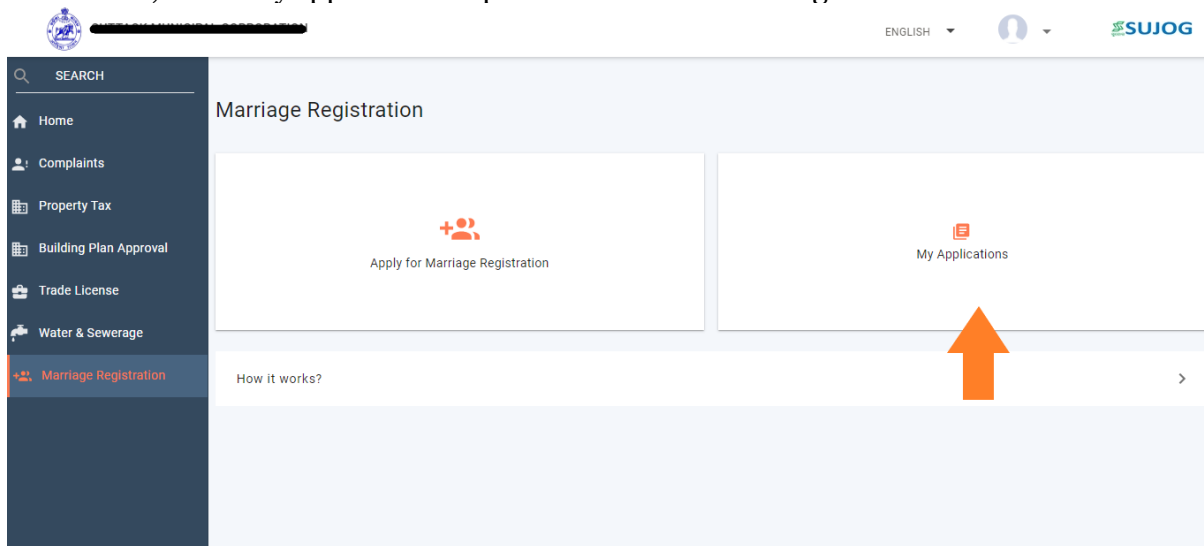
5. Click on Submit button to file the application.
6. Citizen will be able to track the status of his/her application using the system generated application number.

3.2. Tracking of Application

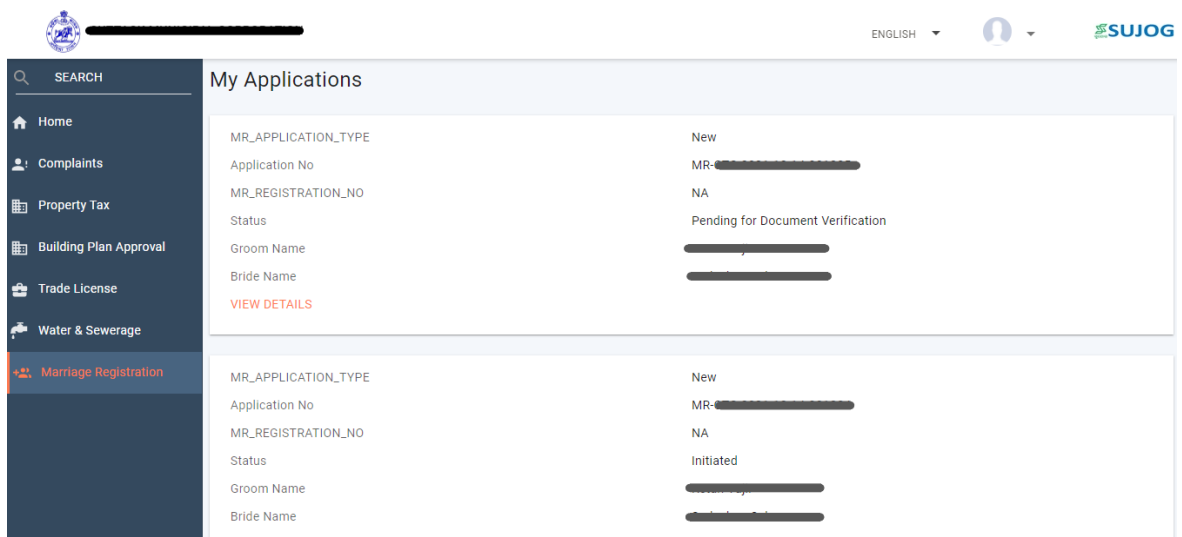
1. The citizen will login to the SUJOG system, select 'Marriage Registration' section under citizen services section



2. Thereafter, select 'my applications' option as shown in the image below:

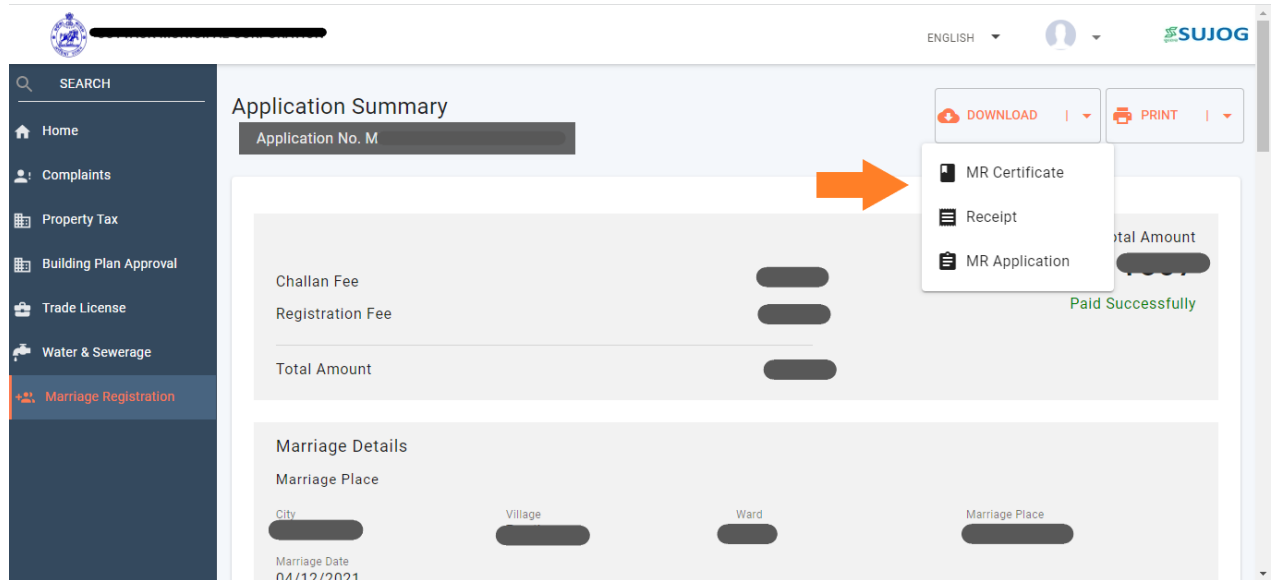


3. Citizen will be able to view the application filled by him/her. Citizen will need to select an application in order to view all complaint related details.



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.




Sample of Marriage Registration Certificate




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.



ENGLISH





SEARCH

Home

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Property Tax

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Trade License

Water & Sewerage

Marriage Registration

Task Status

VIEW HISTORY

Date

Updated By

Status

Current Owner

Comments

14/12/2021

Pending payment

NA

Documents verified

Challan Fee

Registration Fee

Total Amount


1507

Total Amount


Rs


Not Paid

TAKE ACTION



ENGLISH





SEARCH

Home

Complaints

Property Tax

Building Plan Approval

Trade License

Water & Sewerage

Marriage Registration

Task Status

VIEW HISTORY

Date

Updated By

Status

Current Owner

Comments

14/12/2021

Pending payment

NA

Documents verified

Challan Fee

Registration Fee

Total Amount


Total Amount

Rs


Not Paid


PAY

TAKE ACTION



ENGLISH





SEARCH

Home

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Building Plan Approval

Trade License

Water & Sewerage

Marriage Registration

Fee Estimate

Total Amount

Rs

Registration Fee

Challan Fee

Arrears

Total Amount

0

PAY_PAYER_DETAILS

Paid By *

Owner

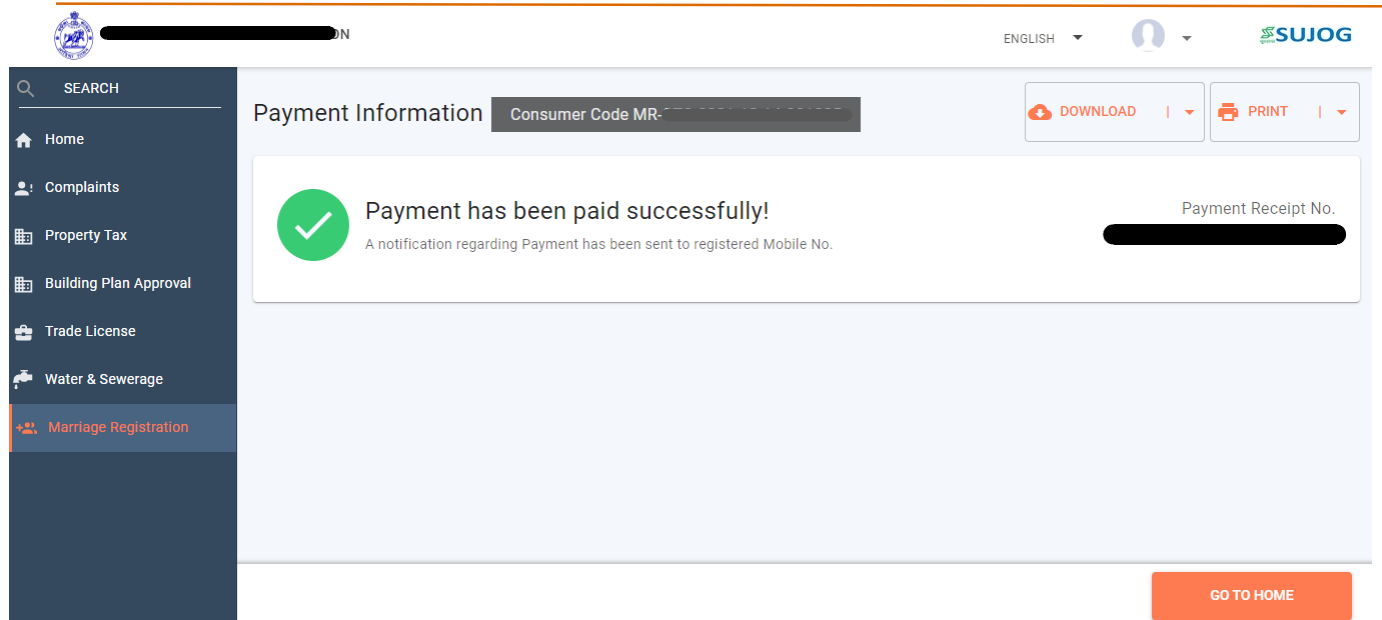
Payer Name *

Payer Mobile No. *

+91

MAKE PAYMENT

After successful payment, citizen is redirected back to the application.



Payment Information Consumer Code MR- [REDACTED]

Payment has been paid successfully!

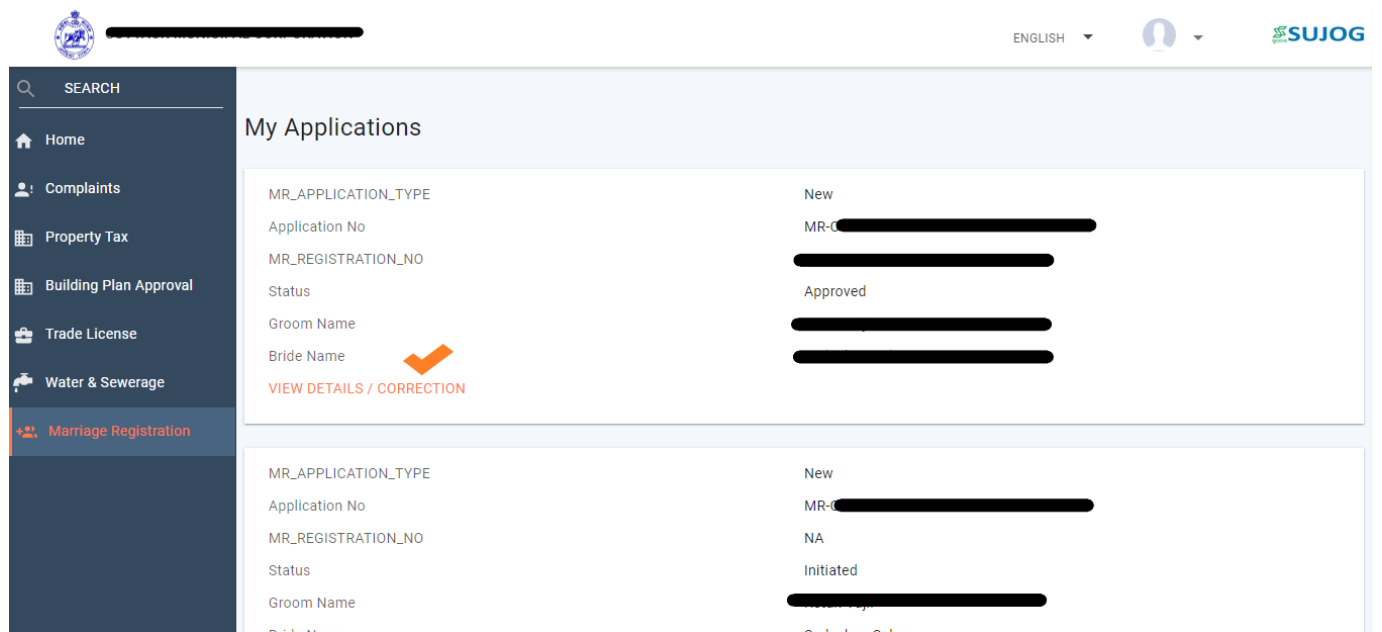
A notification regarding Payment has been sent to registered Mobile No.

Payment Receipt No. [REDACTED]

[GO TO HOME](#)

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:



My Applications

MR_APPLICATION_TYPE	New
Application No	MR-C [REDACTED]
MR_REGISTRATION_NO	[REDACTED]
Status	Approved
Groom Name	[REDACTED]
Bride Name	[REDACTED]
VIEW DETAILS / CORRECTION	
MR_APPLICATION_TYPE	New
Application No	MR-C [REDACTED]
MR_REGISTRATION_NO	NA
Status	Initiated
Groom Name	[REDACTED]
Bride Name	[REDACTED]

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.

The screenshot displays the SUJOG Citizen User Manual interface. On the left, a dark blue sidebar contains a search bar and a list of services: Home, Complaints, Property Tax, Building Plan Approval, Trade License, Water & Sewerage, and **Marriage Registration** (highlighted with an orange bar). The main content area is white and features a 'Documents' section with two items: 'ID/Age proof of Bride' and 'ID/Age proof of Father of Bride', each with a 'VIEW' link. Below this is the 'Appointment Details' section, which includes a table with columns for Start Date Time, End Date Time, and Description. The table shows an appointment for 17-12-2021, 13:30 to 17-12-2021, 14:30, with the description 'Bring Original documents'. To the right of the table is a 'CORRECTION' button, which is highlighted by an orange arrow. Below the 'CORRECTION' button is a 'TAKE ACTION' button with a dropdown arrow.

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

The screenshot shows the 'Marriage Registration Application' form. At the top, a progress bar indicates five steps: 1. Marriage Details, 2. Guardian Details, 3. Witness Details, 4. Photo & Docs, and 5. Summary. Below the progress bar, the 'Application Type Details' section contains a checkbox labeled 'Apply for tatkal marriage registration' with an information icon. A blue box highlights the checkbox, and a blue arrow points to it with the text 'Tick the Box'. Below this is the 'Marriage Details' section, which includes several fields: City * (Cuttack), Ward * (Select Ward), Village * (Select Village), Marriage Place * (Enter Marriage Place), and Marriage Date *. A 'NEXT STEP >' button is located at the bottom right of the form.

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