

SUJOG - Sustainable Urban Services in a Jiffy by Odisha Government



Property Tax Module

Citizen User manual

Document History

Date	Version	Author	Review by	Approved By	Description
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05 July 2024	1.2	Emami Mishra	Manoj Sahu	H&UDD	3 rd Draft

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Introduction

1.1 Background

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. Property Tax is one of the focus areas for the Department to optimize the processing and collection of property taxes through end-to-end automation of the processes involved.

The Property Tax System (PT) provides a digital interface to make property assessments, pay property tax, generate payment receipts and monitor tax collection. It can be used by the citizens, Urban Local Body (ULB) counter and field employees, and ULB Administrators to accomplish their specific tasks.

1.2 Scope of this Document

The purpose of this document is to help the Citizens in operating the Property Tax System. It provides a digital interface, allowing the citizens to assess a property, transfer property, make online payments and track application progress.

This manual covers the various features of PT System and every feature is defined with a screenshot for better user understanding.

1.3 Intended Audience and Functionalities

This manual can be used by citizens who use the software for following functionalities -

1. Registration, Login and Creation of User Profile
2. Filling an Assessment for a Property
3. Searching for a Property
4. Registration of Property Modifications
5. Generation of Demand Notice
6. Payments and Download Receipts
7. Dashboards and Reports
8. General Features

2 General Functions

2.1 Registration & Login

Before logging into the system, user/ citizen has to register first. To Register, please go to the following link:

<https://sujog.odisha.gov.in/home>

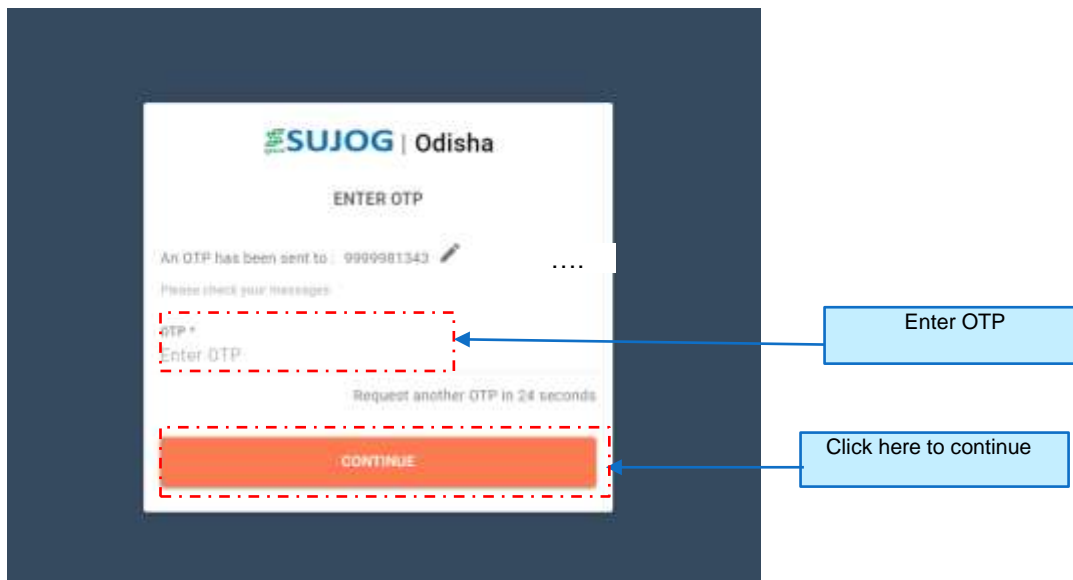


Once the citizen clicks the login button, the registration screen will appear

The screenshot shows the SUJOG Odisha registration screen. The form is titled "REGISTER" and includes the following fields:

- Mobile Number ***: A text input field with a placeholder "+91 Enter your mobile number". A callout box points to this field with the text "Enter your mobile number".
- Name ***: A text input field with a placeholder "Enter your name". A callout box points to this field with the text "Enter name".
- City ***: A dropdown menu with a placeholder "Select your city". A callout box points to this field with the text "Select your city from the dropdown".

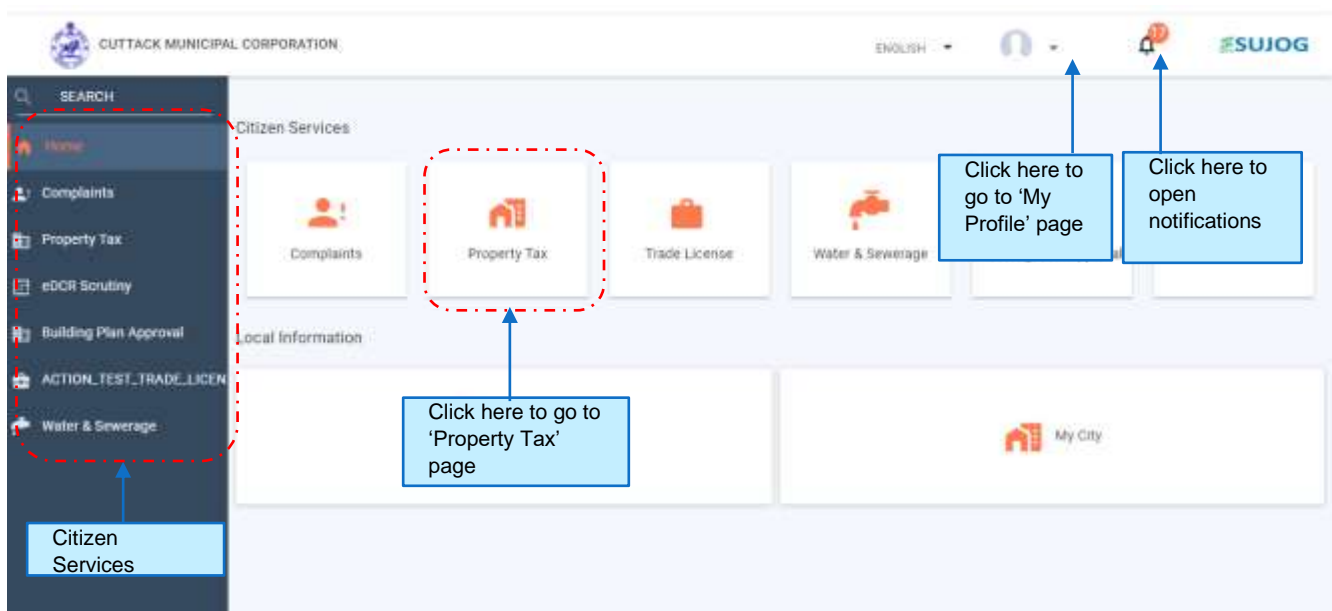
Below the input fields, there is a link "Have an account? LOGIN" and a large orange "CONTINUE" button.



The authenticity of the user will be verified by sending an OTP (One Time Password) to the registered mobile number. If the user does not receive the OTP, he/she clicks on 'RESEND' under the 'OTP' field. Once the OTP has been entered and Continue button is clicked on the Property Tax homepage will appear.

2.2 Citizen service homepage

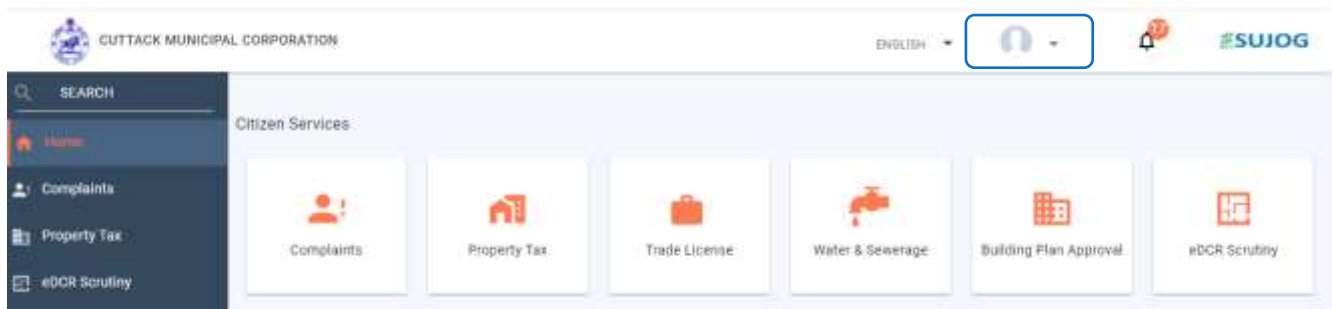
After successful Login/Register, the homepage will be displayed.



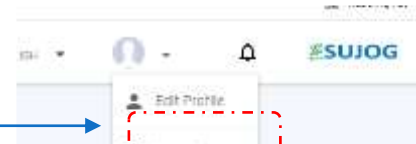
2.3 Editing the Profile

Follow the steps shown below to edit your profile.

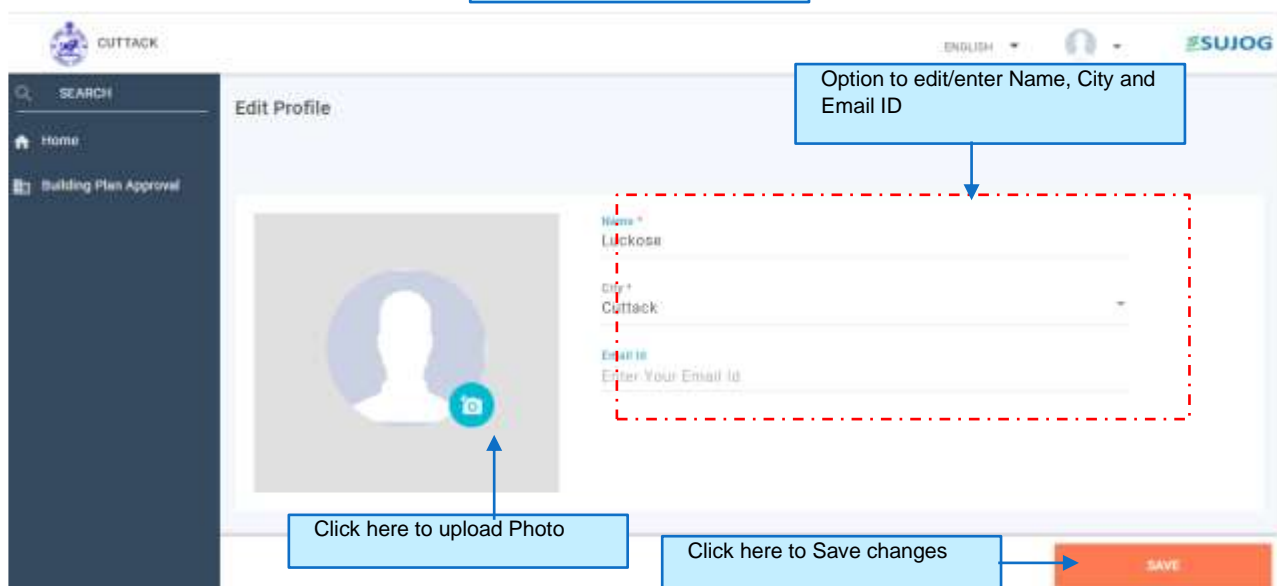
- Click on the Profile button on top right side of the homepage
- Click on 'Edit Profile'
- User will be taken to Profile Page where he/she can edit Name, Change City from the dropdown, update e-Mail ID or upload Profile Picture.



Click here to Edit Profile



Option to edit/enter Name, City and Email ID



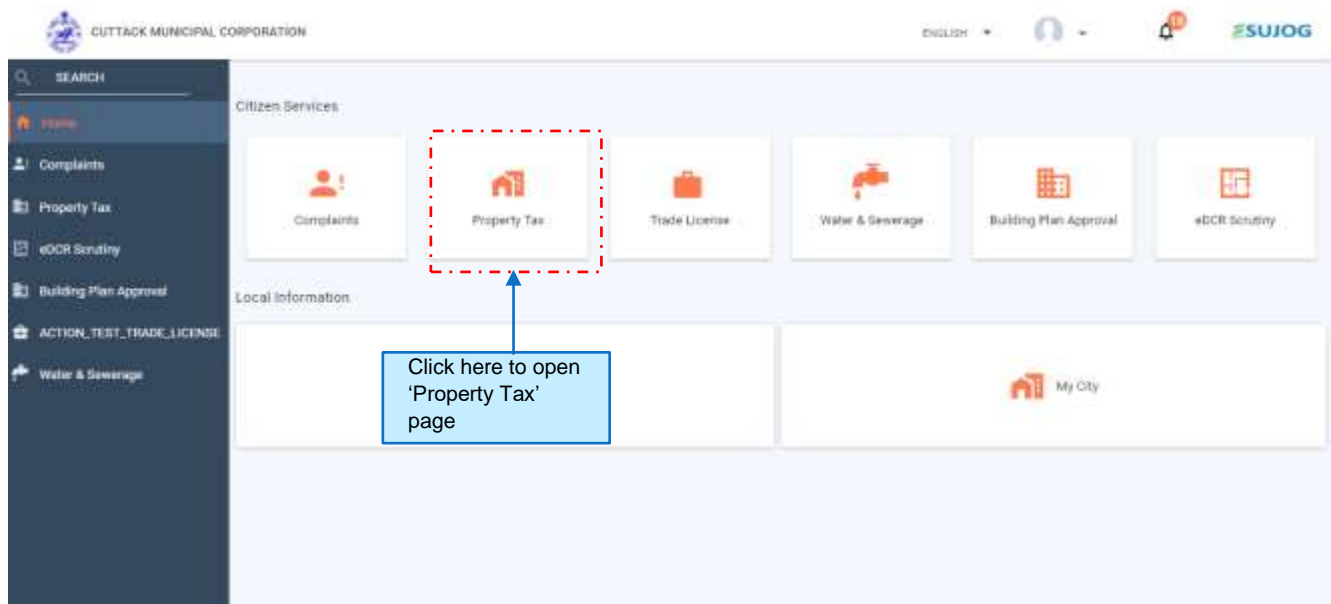
3 New Property Addition and Assessment

Using the PT system, the citizen can add a new property and get it assessed by the concerned authority online. The application form alongwith the mandatory documents is required to be submitted by the citizen for processing.

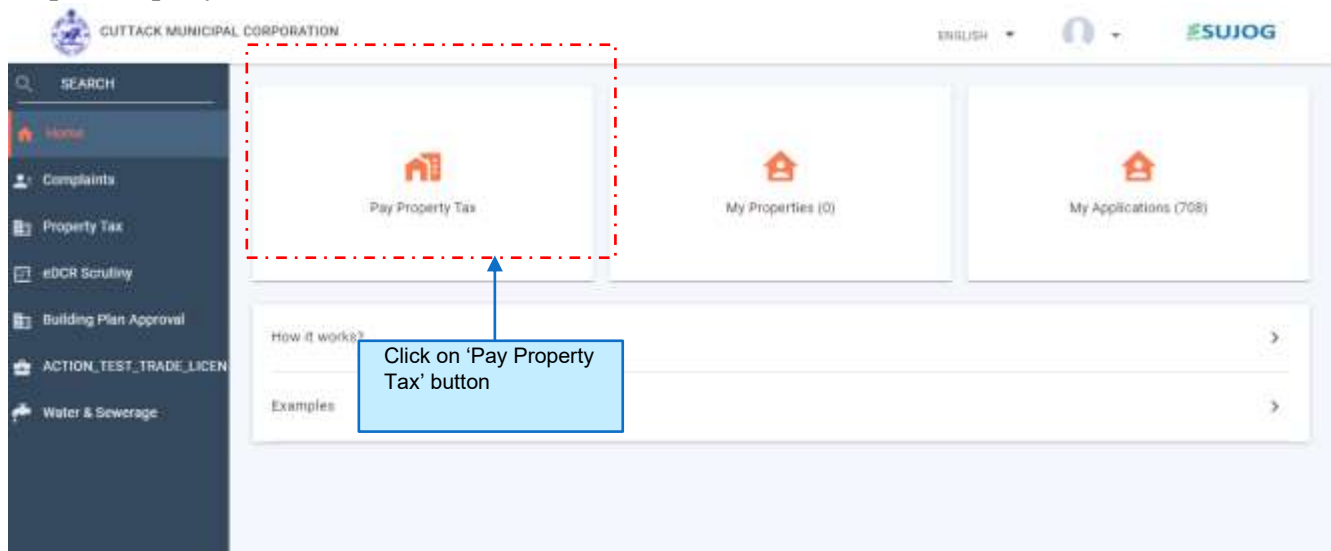
3.1 Application Form

Follow the steps below to apply for new property addition and assessment.

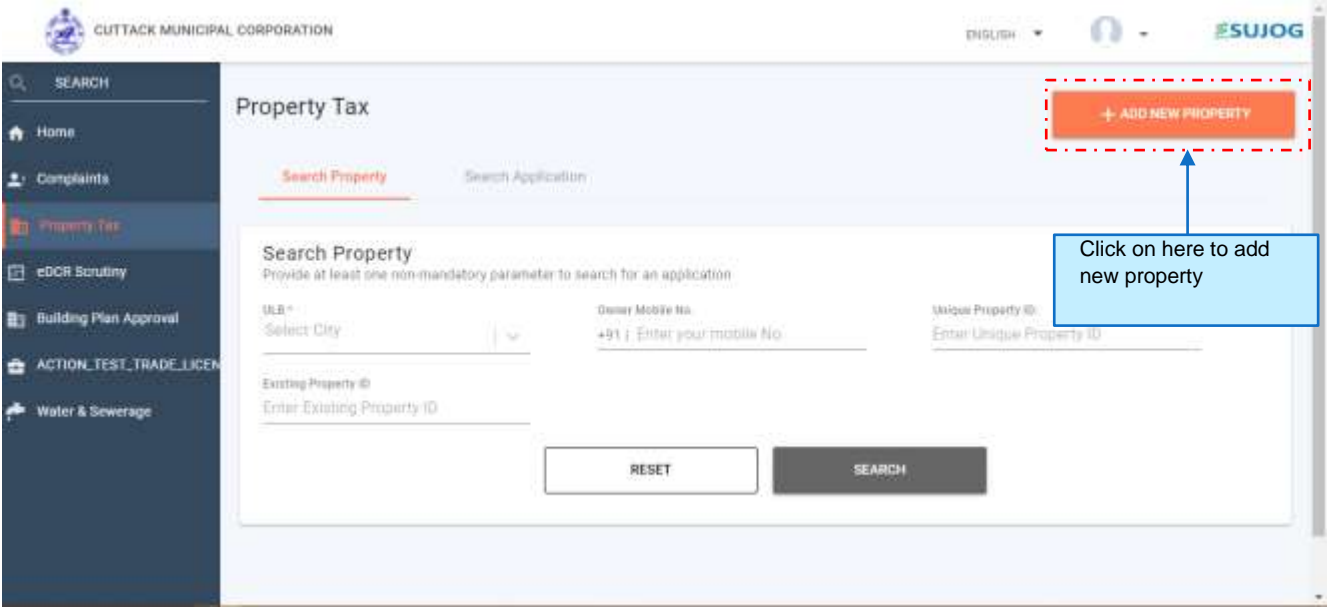
Step 1: Citizen Service page



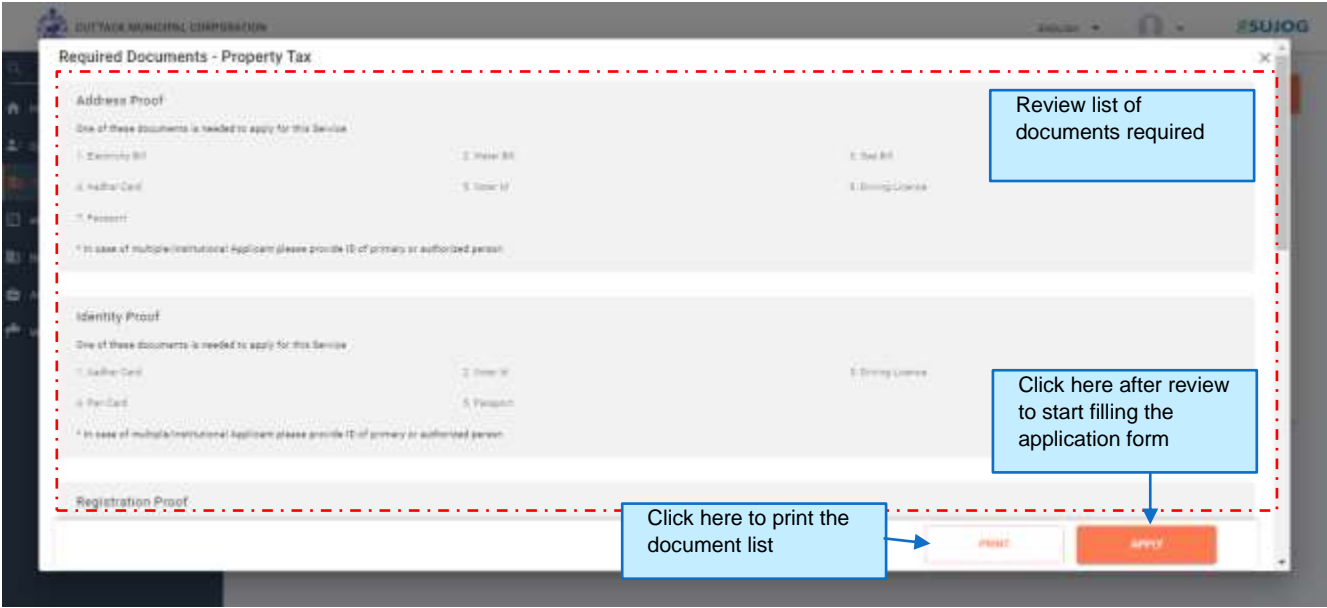
Step 2: Property Tax Service



Step 3: New property addition



Step 4: Review required list of documents to be uploaded for application submission



Step 5: Application form details

3.1.1 Property Address

On top of the page there are Sectional timeline, which helps to identify the current section on which the user is filling up details. The current section is highlighted in orange colour.

Click here to go to next section

Fill Mandatory Details

Following are the fields in property Address section

Field Name	Field Type	Purpose
City	Mandatory Field	Select the City from the dropdown
House/Shop No.	Optional Field	Enter House/Shop number
Building/Colony Name	Optional Field	Enter Building/Colony details
Street Name	Optional Field	Enter street details
Village	Mandatory Field	Select the Village name from the dropdown
Pincode	Optional Field	Enter Pincode
Existing Property ID	Optional Field	Enter existing property Id

3.1.2 Property Details

CUTTACK MUNICIPAL CORPORATION

ENGLISH

Property Address Property Details Owner Details Document Info Summary

Please provide information to define the property. The Property Tax will be calculated based on this.

Property Usage Type *
Others

Property Type *
Flat/Part of the Building

Whether rainwater harvesting structure provided on the property?
☐ Yes ☒ No

Fill Mandatory Details

GO BACK NEXT

Following are the fields in property details section

Field Name	Field Type	Purpose
Property Usage Type	Mandatory Field	Select the Property Usage Type from the dropdown- Residential/Mixed/Commercial/Industrial/Institutional/Government Facilities/Others
Property Type	Mandatory Field	Select the Property Type from the dropdown- Flat or Part of the building/Independent Building/Vacant Land
Whether rainwater harvesting structure provided on the property?	Optional Field	Select Yes/No as per project applicability

As per the selection in 'Property Type' the following field will appear

Flat/Part of the building

The screenshot shows the 'Property Details' tab of the SUJOG Property Tax form. The 'Property Type' is set to 'Flat/Part of the building'. A red dashed box highlights the mandatory fields: 'Unit Usage Type' (Residential), 'Sub Usage Type' (Residential), 'Occupancy' (Self-Occupied), 'Total Super built up Area (sq. ft)' (10000), and 'Select Floor' (Ground Floor). A blue button labeled 'Fill Mandatory Details' is visible next to these fields. The form also includes a 'Whether rainwater harvesting structure provided on the property?' section with 'Yes' and 'No' radio buttons, and 'GO BACK' and 'NEXT' buttons at the bottom.

Field Name	Field Type	Purpose
Unit Usage Type	Mandatory Field	Select the Unit Usage Type from the dropdown
Sub Usage Type	Mandatory Field	Select the Property Type from the dropdown
Occupancy	Mandatory Field	Select the applicable Occupancy from the dropdown
Total Super built up area (in sq. ft)	Mandatory Field	Enter the Total super built up area in sq. ft
Select Floor	Mandatory Field	Select the applicable floor from the dropdown
Total Annual Rent (INR)	Mandatory Field	Enter Annual Rent in INR

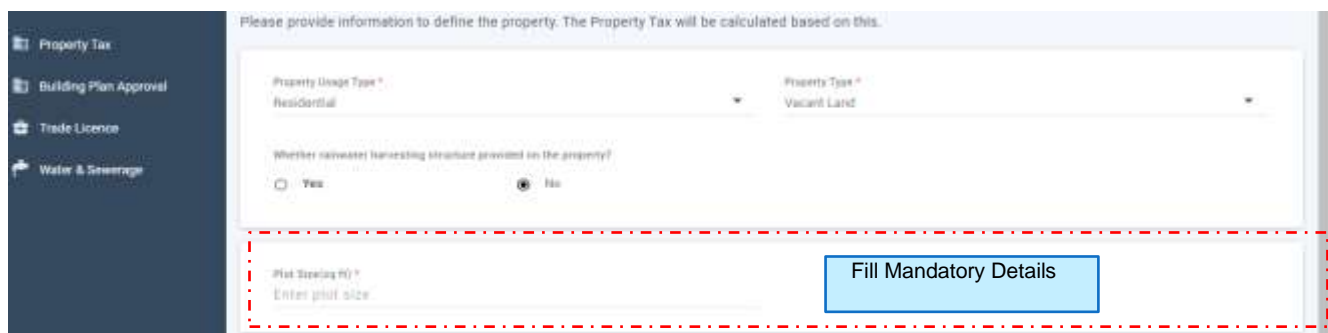
Independent building

The screenshot shows the 'Property Details' tab of the SUJOG Property Tax form. The 'Property Type' is set to 'Independent Building'. A red dashed box highlights the mandatory fields: 'Plot Size (sq. ft)' (Enter plot size) and 'No. of Floors' (Select). A blue button labeled 'Fill Mandatory Details' is visible next to these fields. The form also includes a 'Whether rainwater harvesting structure provided on the property?' section with 'Yes' and 'No' radio buttons, and 'GO BACK' and 'NEXT' buttons at the bottom.

Field Name	Field Type	Purpose
------------	------------	---------

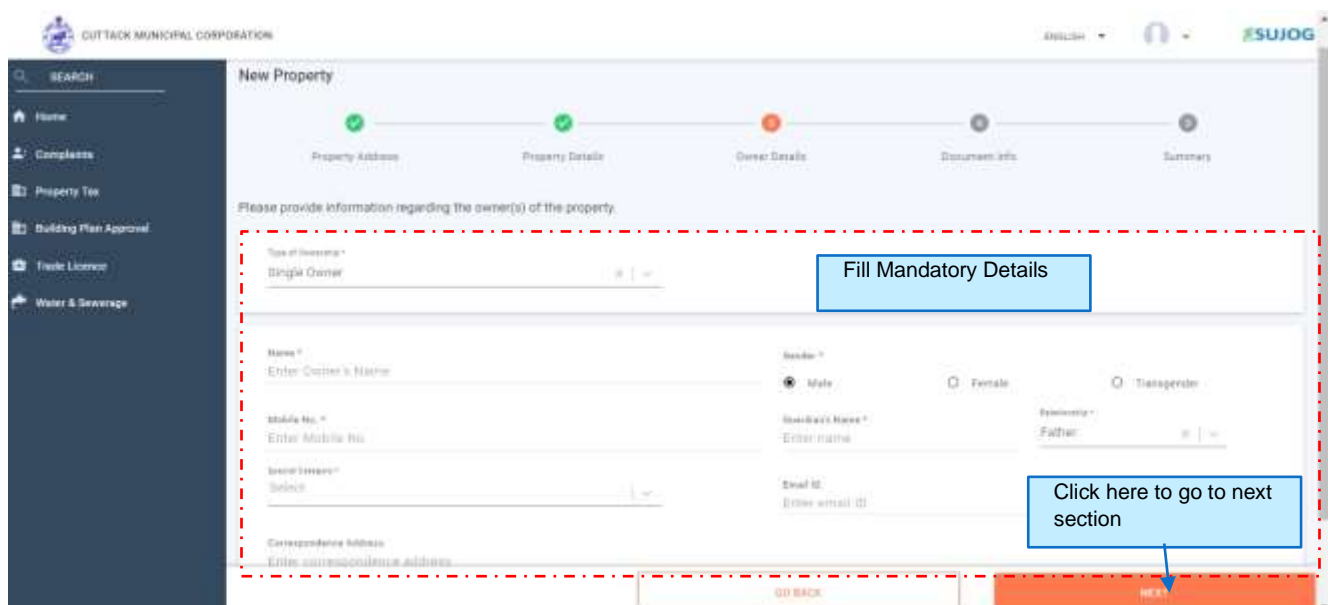
Plot Size (sq. ft)	Mandatory Field	Enter the area of the plot in sq. ft
No of Floors	Mandatory Field	Select the No of floors from the dropdown

Vacant Land



Field Name	Field Type	Purpose
Plot Size (sq. ft)	Mandatory Field	Enter the area of the plot in sq. ft

3.1.3 Owner Details



Following are the fields in owners' details section

Field Name	Field Type	Purpose
Type of ownership	Mandatory Field	Select the Type of ownership from the dropdown- Institutional – Government/Institutional – Private/Multiple Owners/Single Owner
Name	Mandatory Field	Enter owner's name
Gender	Mandatory Field	Select the gender
Mobile No.	Mandatory Field	Enter owner's mobile number
Guardian's Name	Mandatory Field	Enter guardian's name
Relationship	Mandatory Field	Select the guardian's relationship from the dropdown
Special Category	Mandatory Field	Select special category from the dropdown
Email ID	Optional Field	Enter Email ID
Correspondence Address	Optional Field	Enter Correspondence Address

3.1.4 Document Info

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 zip and then upload.

S.No.	Document Name	Action
1	Address Proof	Select Document UPLOAD FILE
2	Identity Proof	Select Document UPLOAD FILE
3	Registration Proof	Select Document UPLOAD FILE

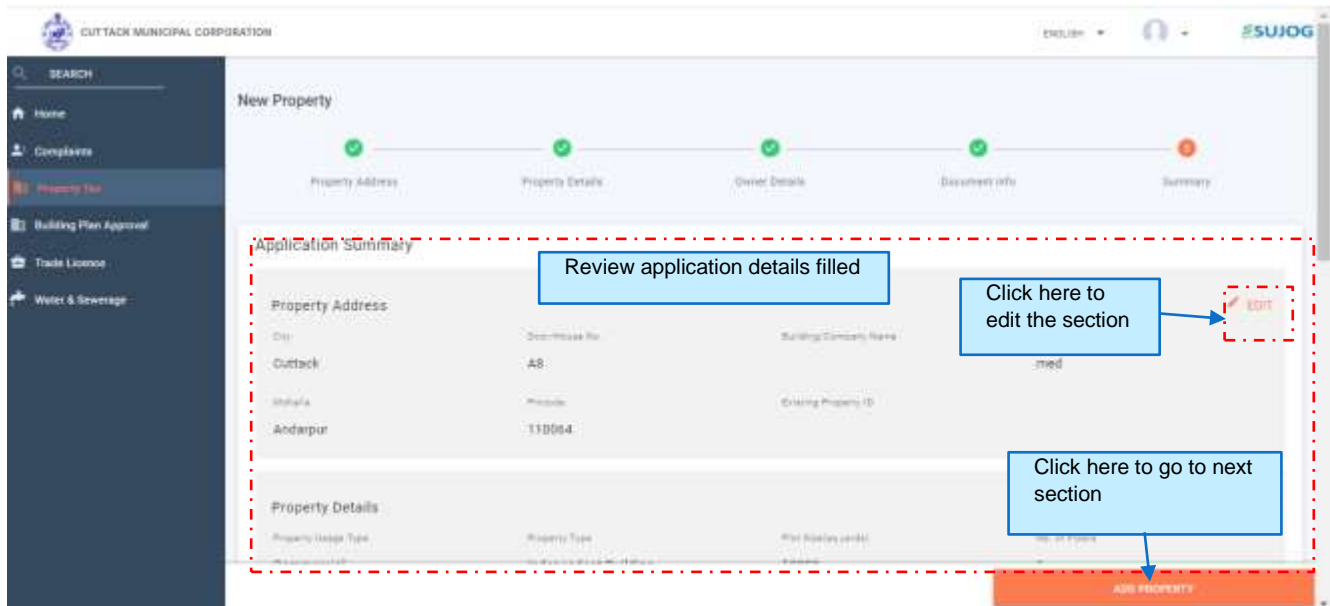
GO BACK | NEXT

Following are the fields in Documents Info section

Field Name	Field Type	Purpose
Address Proof	Mandatory Field	Select the applicable Address Proof from the dropdown and upload file – <ol style="list-style-type: none"> 1. Electricity Bill 2. Water Bill 3. Gas Bill 4. Aadhar Card 5. Voter Id 6. Driving Licence 7. Passport
Identity Proof	Mandatory Field	Select the applicable Identity Proof from the dropdown and upload file – <ol style="list-style-type: none"> 1. Aadhar Card 2. Voter Id 3. Driving License 4. Pan Card 5. Passport
Registration Proof	Mandatory Field	Select the applicable Registration Proof from the dropdown and upload file – <ol style="list-style-type: none"> 1. Sale Deed 2. Gift Deed 3. Patta Certificate 4. Registered Will Deed 5. Partition Deed 6. Court Decree 7. Property Auction 8. Succession or Death Certificate 9. Family Settlement 10. Unregistered will Deed
Usage Proof	Optional Field	Select the applicable Usage Proof from the dropdown and upload file – <ol style="list-style-type: none"> 1. Electricity Bill 2. Trade License 3. Institution Registration Document
Occupancy Proof	Optional Field	Select the applicable Occupancy Proof from the dropdown and upload file – <ol style="list-style-type: none"> 1. Rent Agreement 2. Occupancy Certificate

Construction Proof	Optional Field	Select the applicable Construction Proof from the dropdown and upload file – Building Permit Certificate
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3.1.5 Summary



Property Address

City: Cuttack

District: AS

Building Category Name: med

Existing Property ID: 110064

Property Details

Property Usage Type:

Property Type:

Plot/Building number:

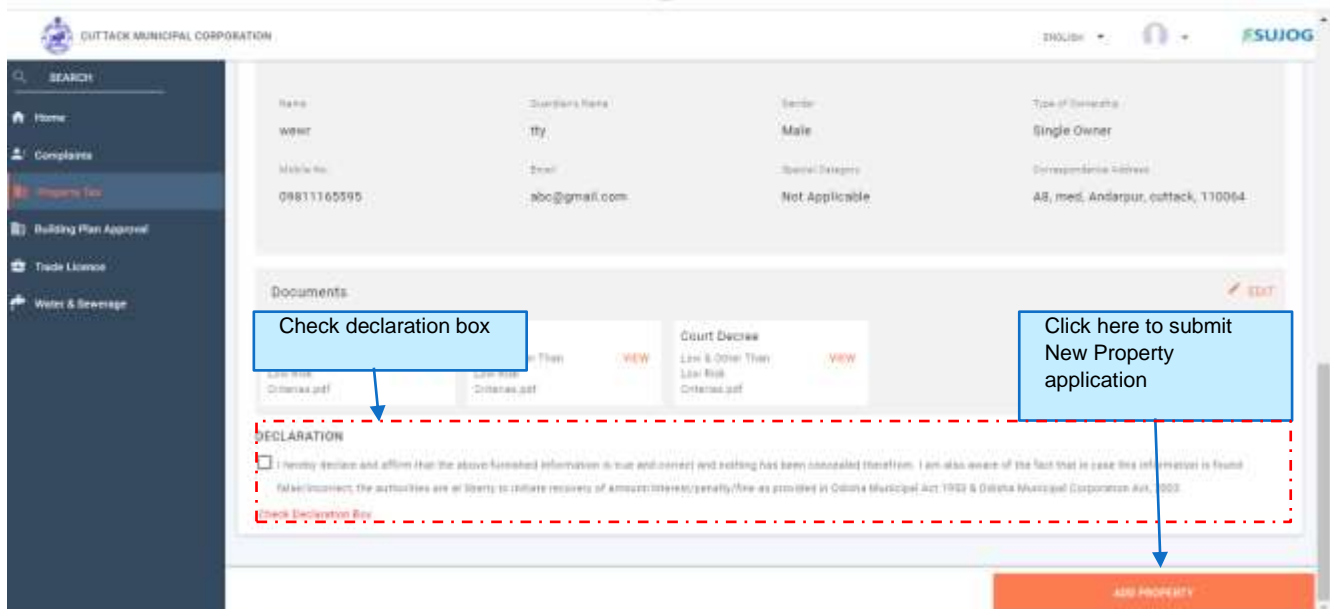
Application Summary

Review application details filled

Click here to edit the section

Click here to go to next section

ADD PROPERTY



Owner Details

Name: WERT

Gender: Male

Type of Ownership: Single Owner

Mobile No.: 09811165595

Email: abc@gmail.com

Special Designation: Not Applicable

Correspondence Address: AS, med, Andarpur, cuttack, 110064

Documents

Document Name	Document Type	Action
Carta.pdf	Carta	VIEW
Carta.pdf	Carta	VIEW

DECLARATION

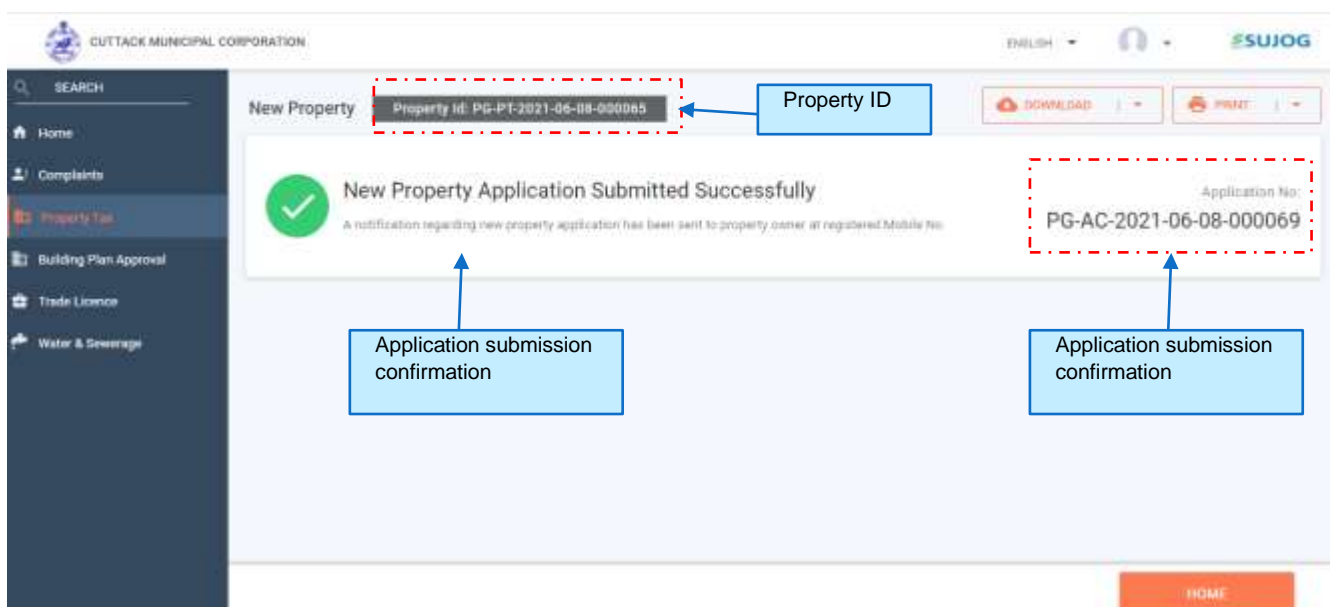
☐ I hereby declare and affirm that the above furnished information is true and correct and nothing has been concealed therefrom. I am also aware of the fact that in case the information is found false/incorrect, the authorities are at liberty to initiate recovery of amount/interest/penalty/fine as provided in Odisha Municipal Act, 1902 & Odisha Municipal Corporation Act, 1902.

Check Declaration Box

Click here to submit New Property application

ADD PROPERTY

Step 6: Application submission confirmation



Property ID

Property ID: PG-PT-2021-06-08-000065

Application No.

PG-AC-2021-06-08-000069

New Property Application Submitted Successfully

A notification regarding new property application has been sent to property owner at registered Mobile No.

Application submission confirmation

Application submission confirmation

Application submission confirmation

Application submission confirmation

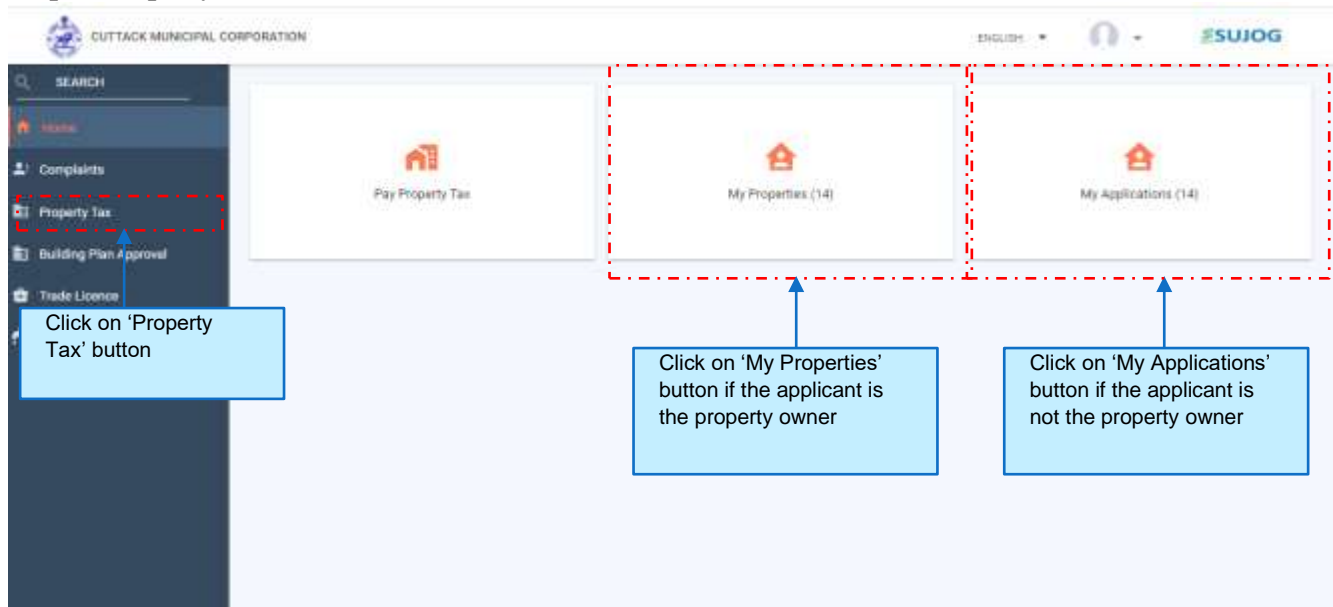
HOME

3.2 Property Tax Payment

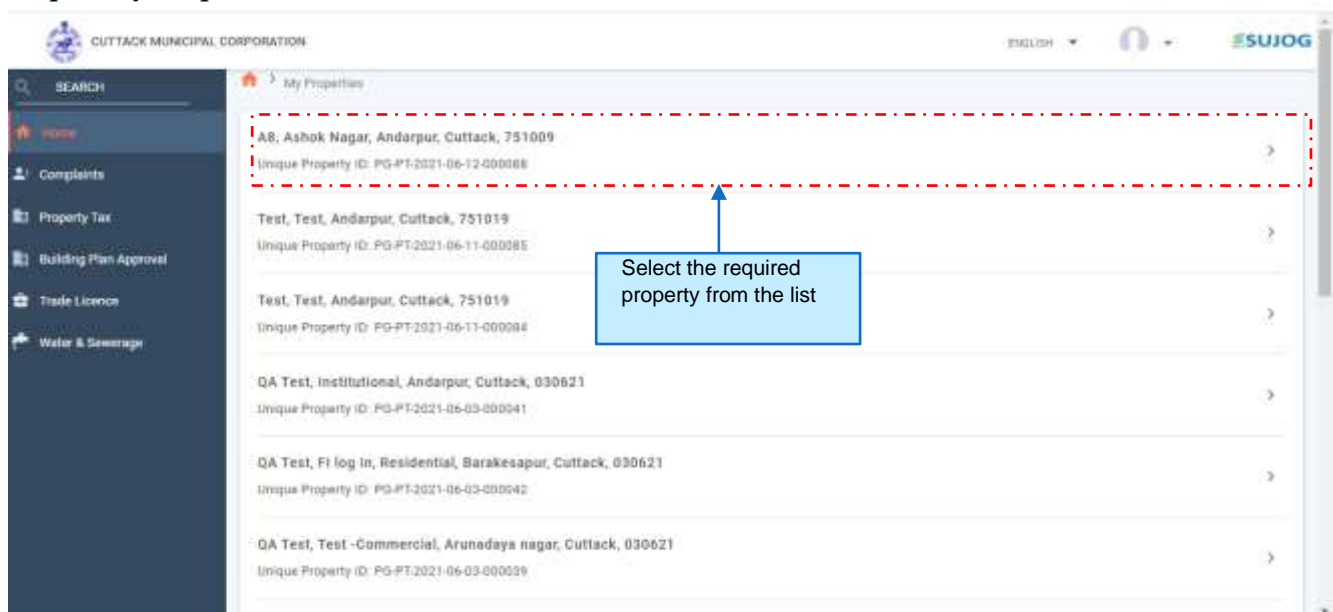
Citizen has the option to make online payment through the SUJOG Property Tax system or he/she can make payment offline by visiting the ULB.

Below steps must be followed to make online payment.

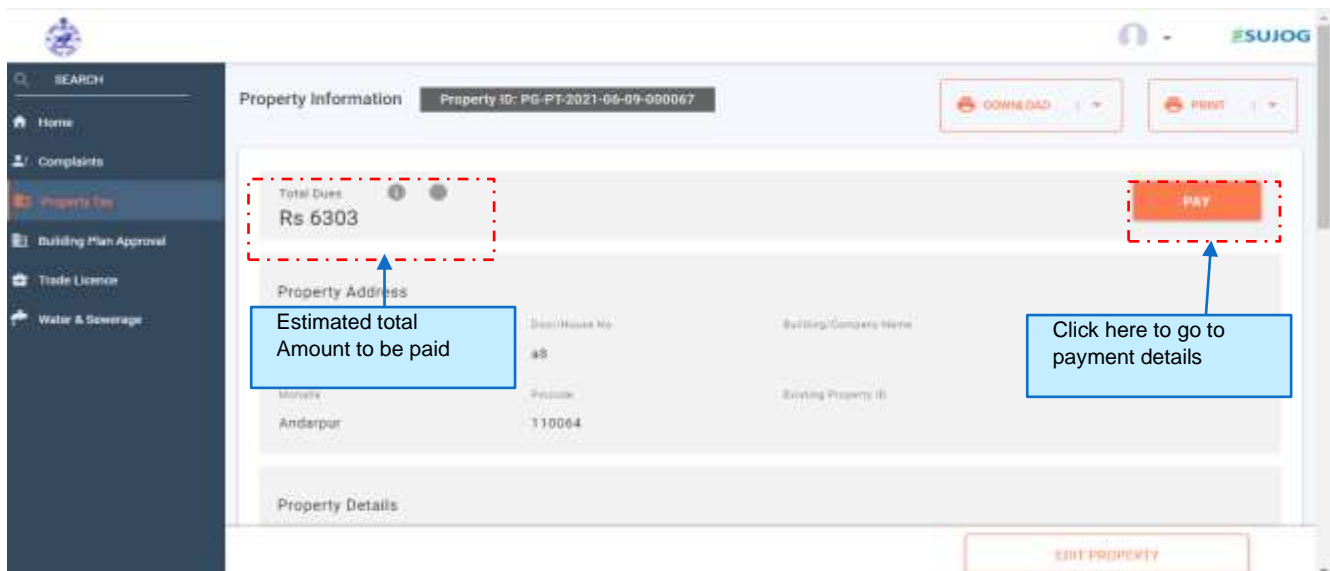
Step 1: Property Tax Service



Step 2: My Properties



Step 3: Application Details



Property Information **Property ID: PG-PT-2021-06-09-00067**

Download Print

Total Dues **Rs 6303**

Property Address

Plot/House No. Building/Complex Name

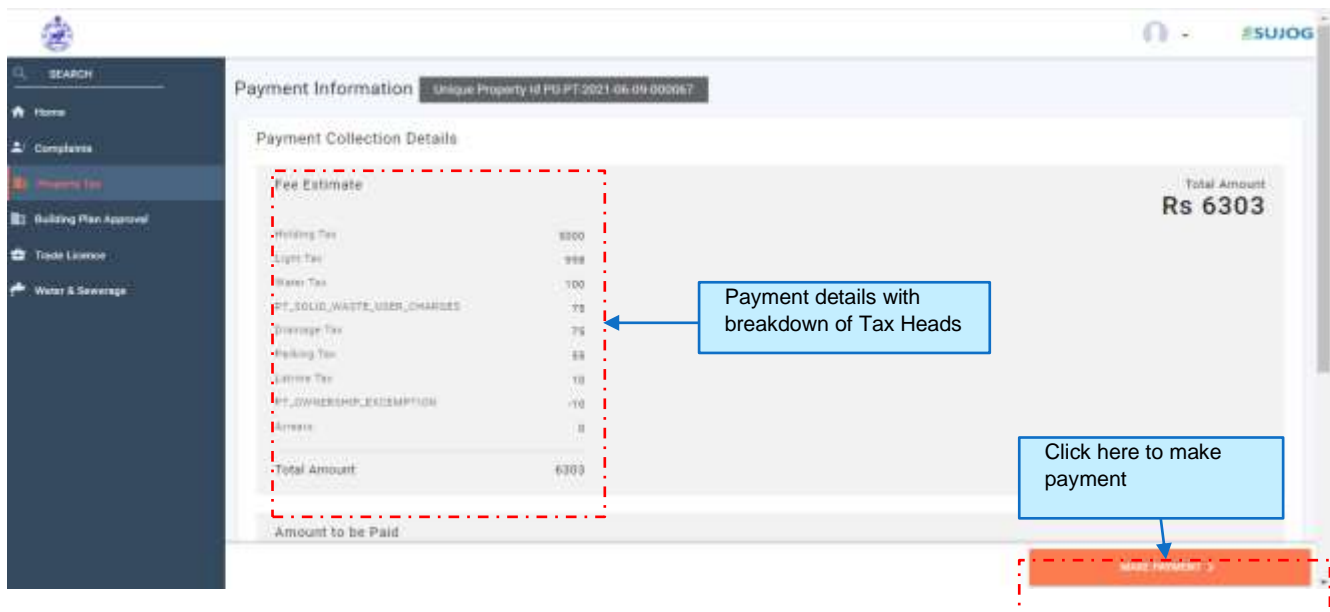
Municipality Pincode Existing Property ID

Anderpur 110064

Property Details

EDIT PROPERTY

Step 4: Payment Details



Payment Information **Unique Property ID PG-PT-2021-06-09-00067**

Payment Collection Details

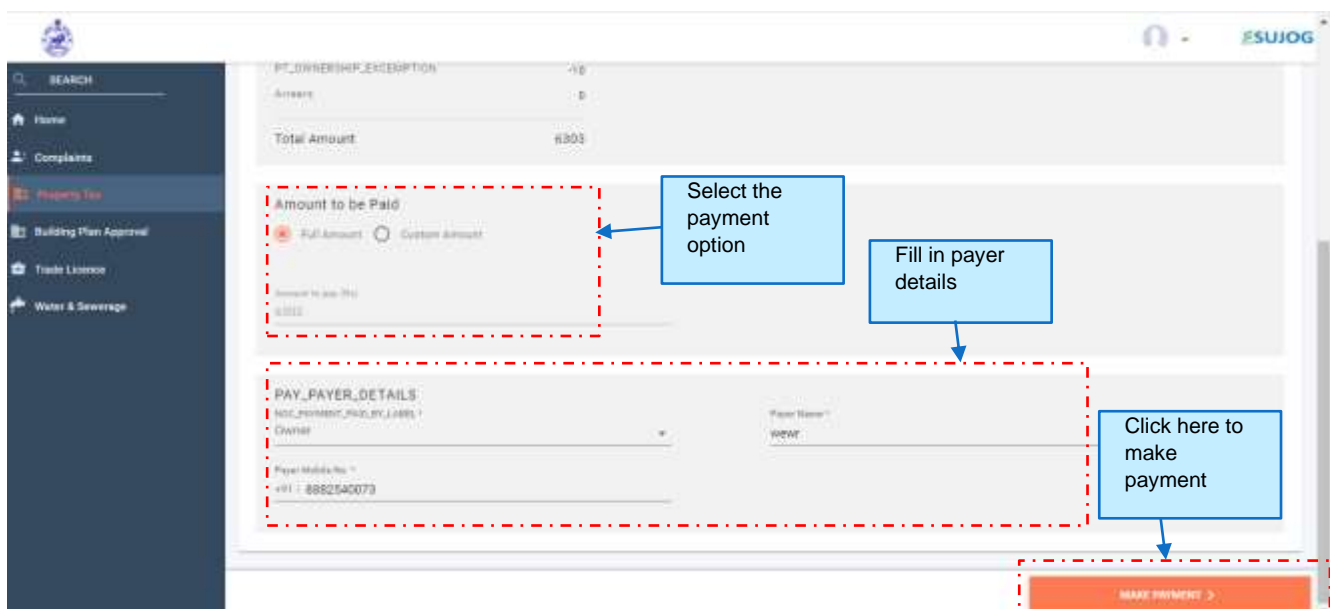
Fee Estimate

Holding Tax	6000
Light Tax	998
Water Tax	100
PT_SOLID_WASTE_USER_CHARGES	75
Drainage Tax	75
Parking Tax	88
License Tax	10
PT_OWNERSHIP_EXEMPTION	-10
Amount	0
Total Amount	6303

Amount to be Paid

Total Amount **Rs 6303**

MAKE PAYMENT >



PT_OWNERSHIP_EXEMPTION -10

Amount 0

Total Amount 6303

Amount to be Paid

Full Amount Custom Amount

Amount to pay (Rs) 6303

PAY_PAYER_DETAILS

NOI_NUMBER_PAY_BY_DATE

Owner *

Payer Name *

Payer Mobile No *

+91 8882540073

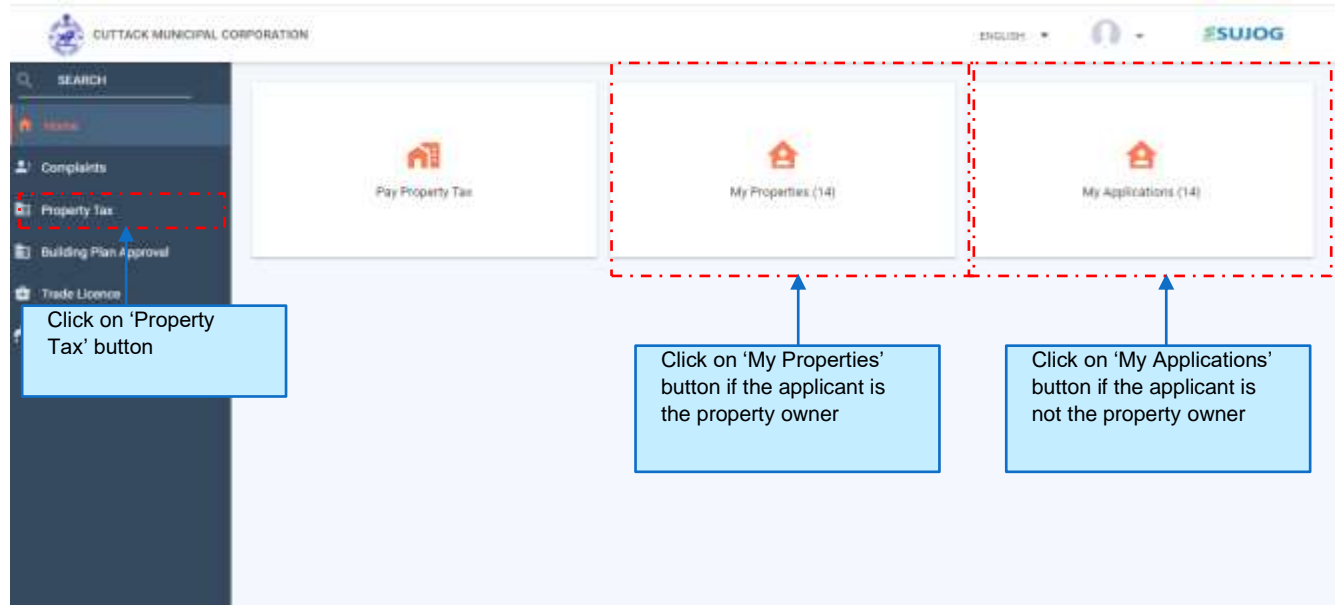
MAKE PAYMENT >

3.3 Send back to citizen

In case approving authority finds any discrepancy/correction required with any document uploaded or if any document specific to the property has not been uploaded by the applicant, then the authority can send the application back to the applicant so that he/she can upload the correct/missing document and submit the application back to the authority.

Please follow the bellow steps if 'Send back to citizen' has been initiated by the authority.

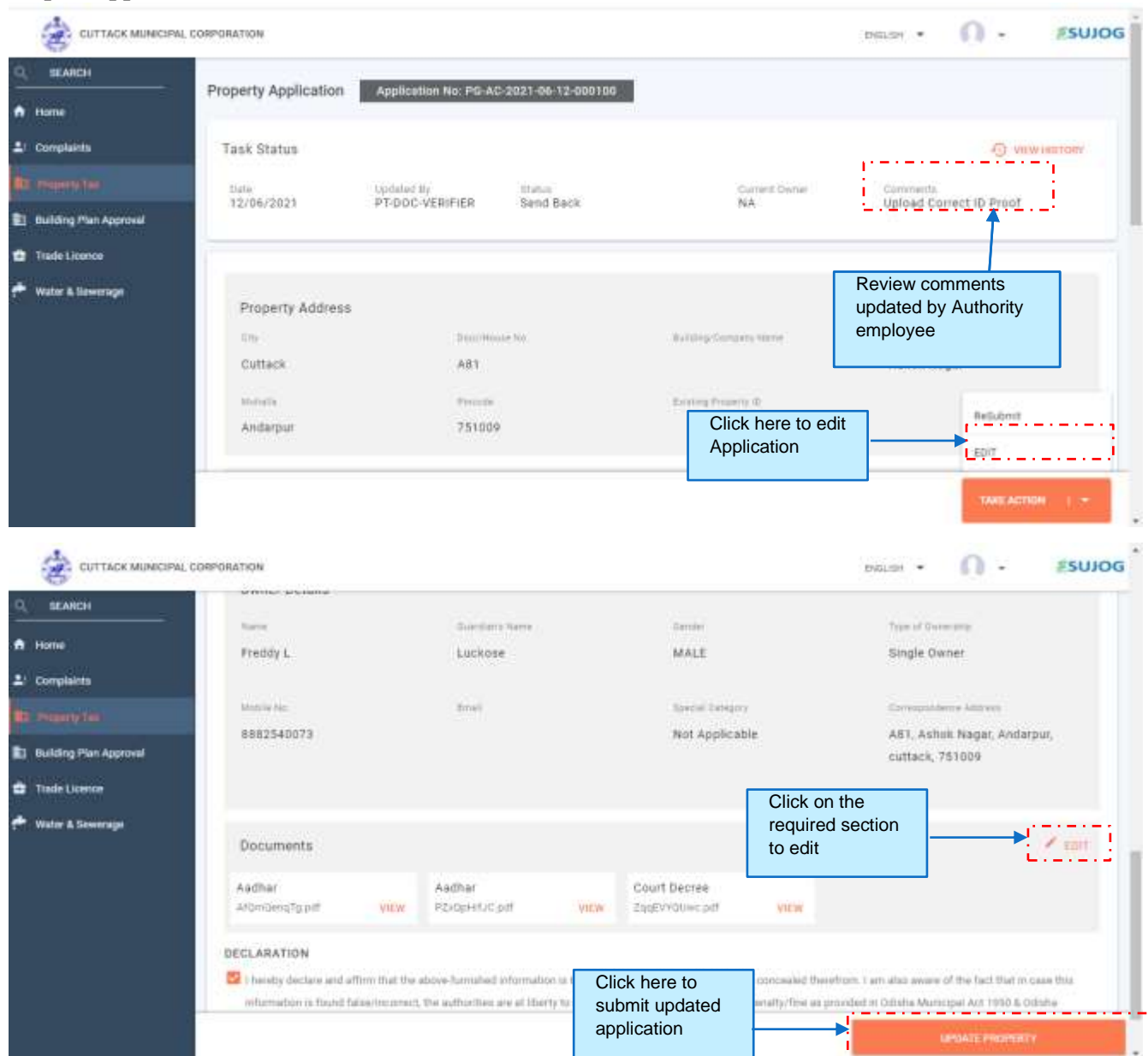
Step 1: Property Tax Service



Step 2: My Properties



Step 3: Application details



Property Application Application No: PG-AC-2021-06-12-000100

Task Status

Date	Updated By	Status	Current Owner	Comments
12/06/2021	PT-DDC-VERIFIER	Send Back	NA	Upload Correct ID Proof

[VIEW HISTORY](#)

Property Address

City	Post/Police No.	Building/Company Name
Cuttack	A81	
Mohalla	Pincode	Existing Property ID
Andarpur	751009	

[EDIT](#)

Documents

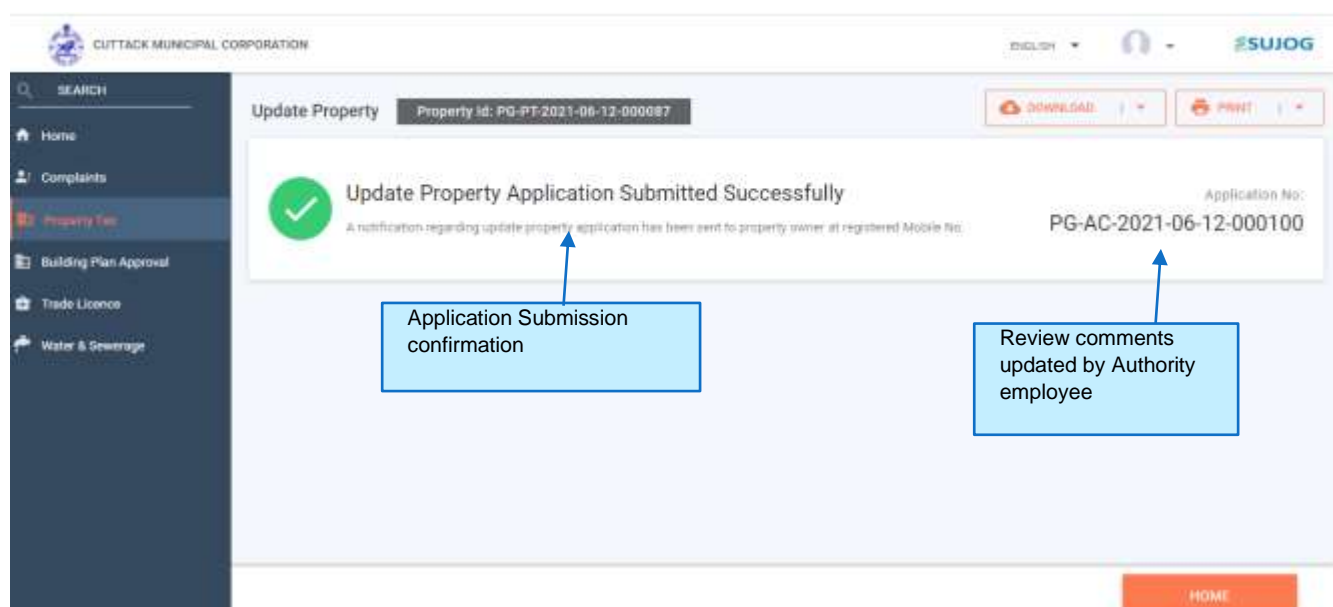
Aadhar	Aadhar	Court Decree
4f0m0eqTg.pdf	PZx0pHfJC.pdf	ZqgEYVQlwc.pdf
VIEW	VIEW	VIEW

DECLARATION

☒ I hereby declare and affirm that the above-furnished information is true and correct. I am also aware of the fact that in case this information is found false/incomplete, the authorities are at liberty to take necessary action as provided in Odisha Municipal Act 1950 & Odisha

[UPDATE PROPERTY](#)

Step 4: Application submission confirmation



Update Property Property Id: PG-PT-2021-06-12-000087

[DOWNLOAD](#) [PRINT](#)

Update Property Application Submitted Successfully

A notification regarding update property application has been sent to property owner at registered Mobile No.

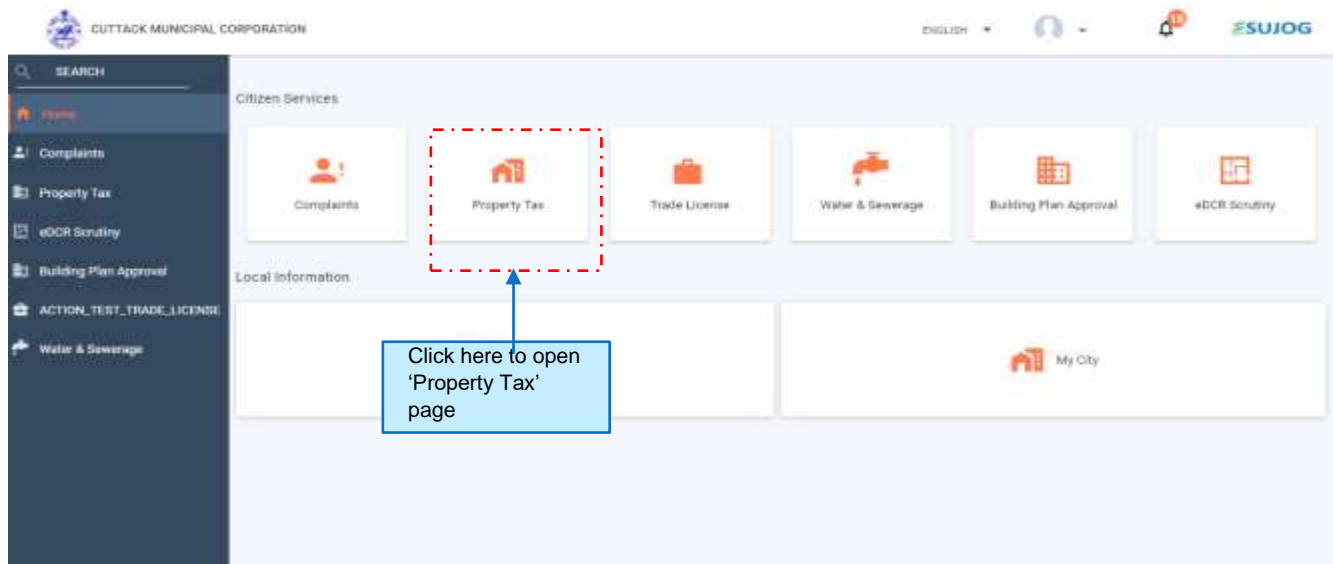
Application No: PG-AC-2021-06-12-000100

[HOME](#)

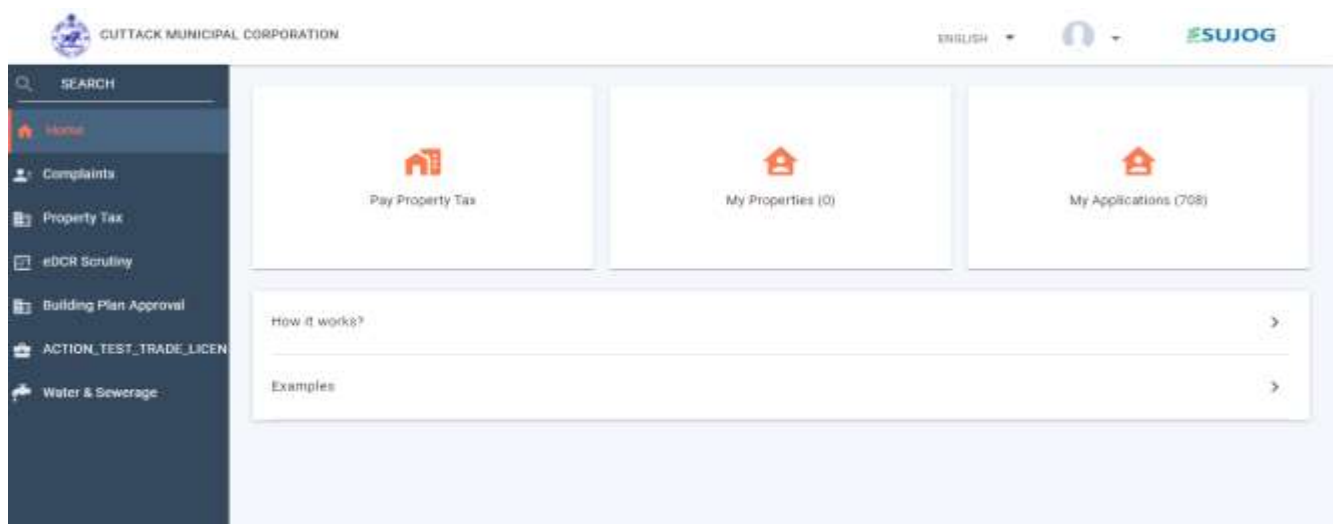
3.4 Track Application Progress

Follow the steps below to track application progress after submission to authority.

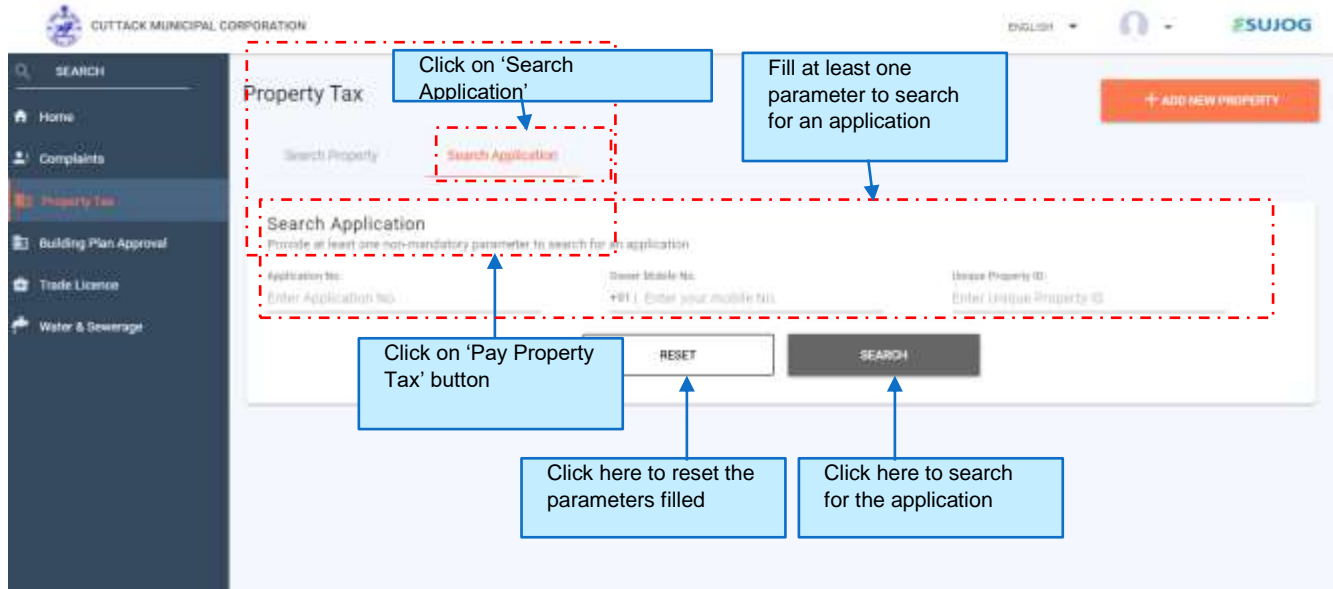
Step 1: Citizen Service page

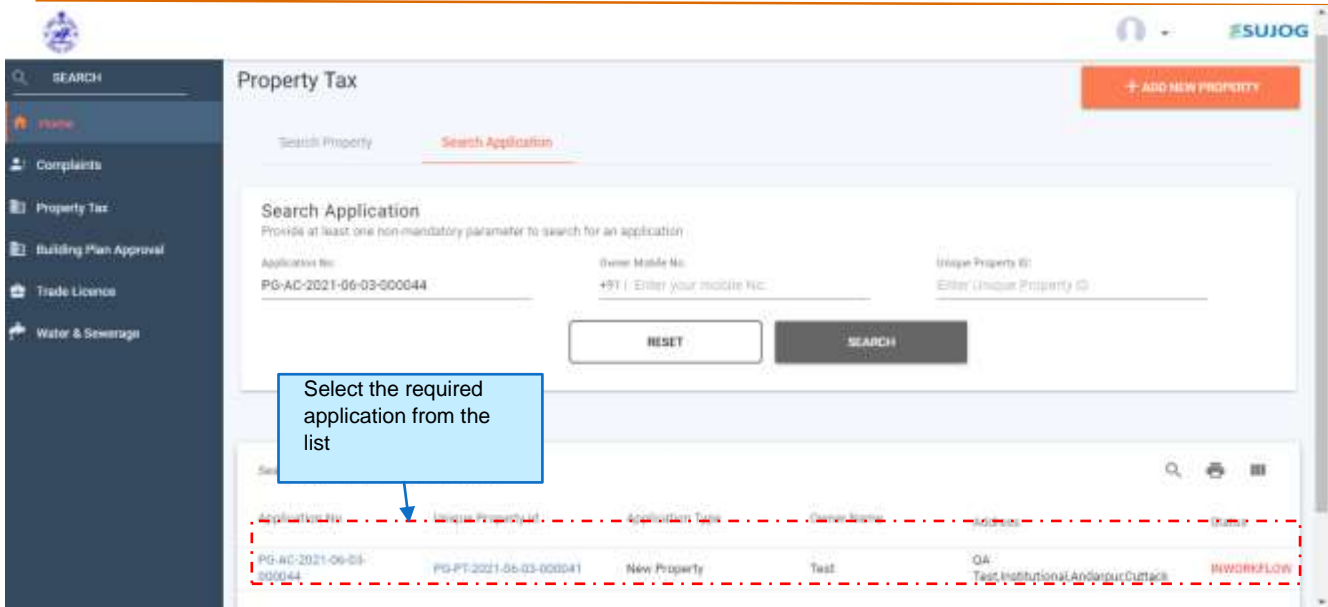


Step 2: Property Tax Service

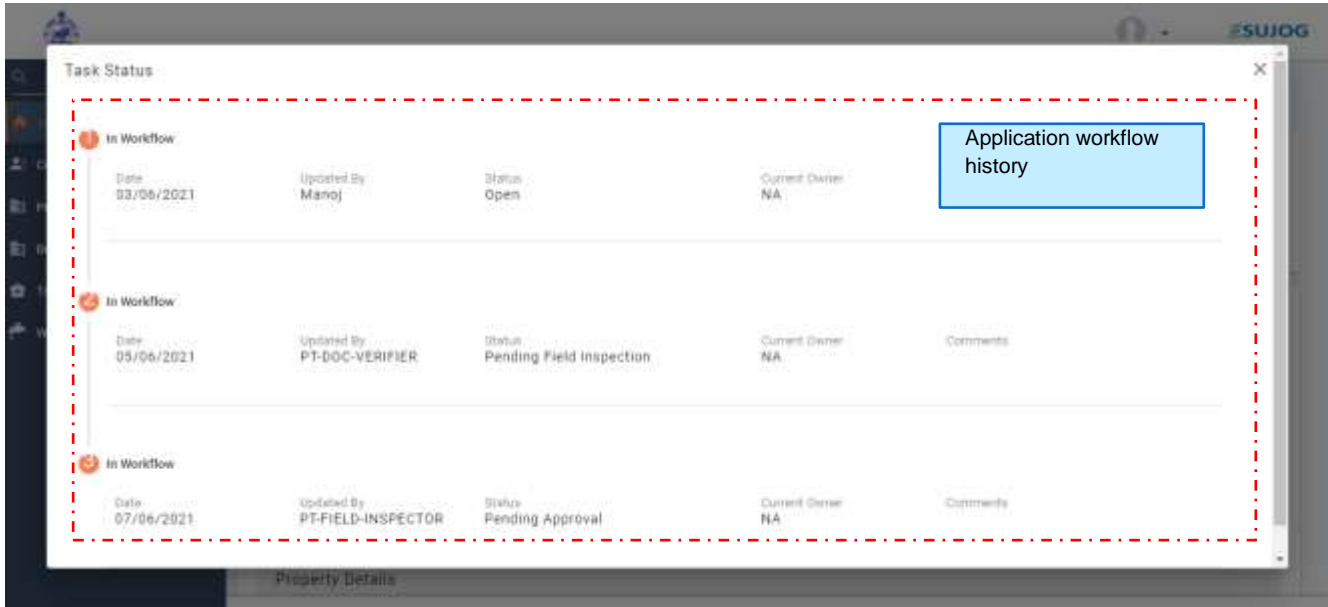
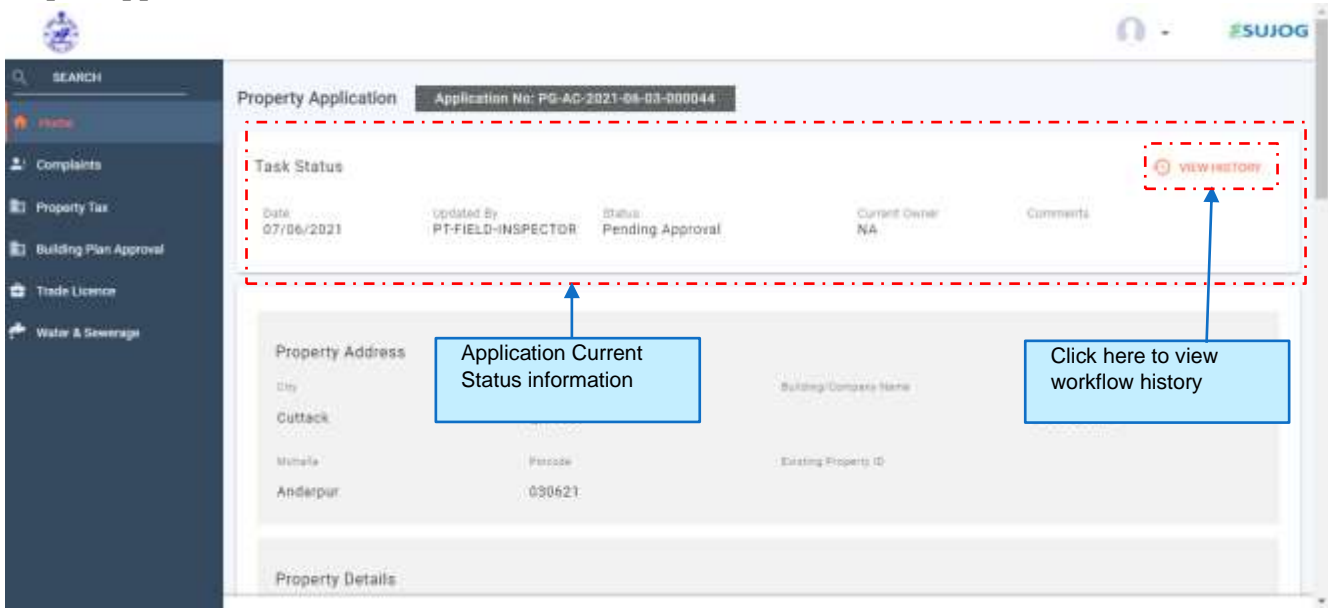


Step 3: Search Application





Step 4: Application Status Details



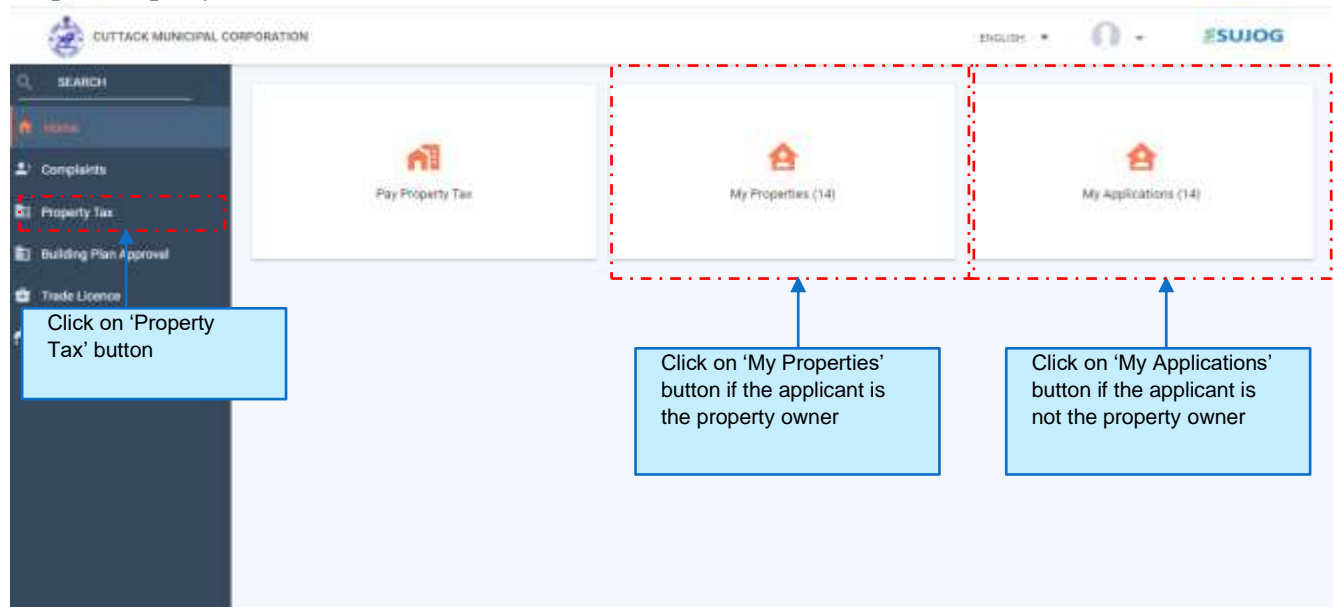
4 Re-Assessment of Property

4.1 Property Re-Assessment Application

Using the Property Tax system, the citizen can submit application for re-assessment of property by the concerned authority online.

Below steps must be followed to apply for property Re-assessment.

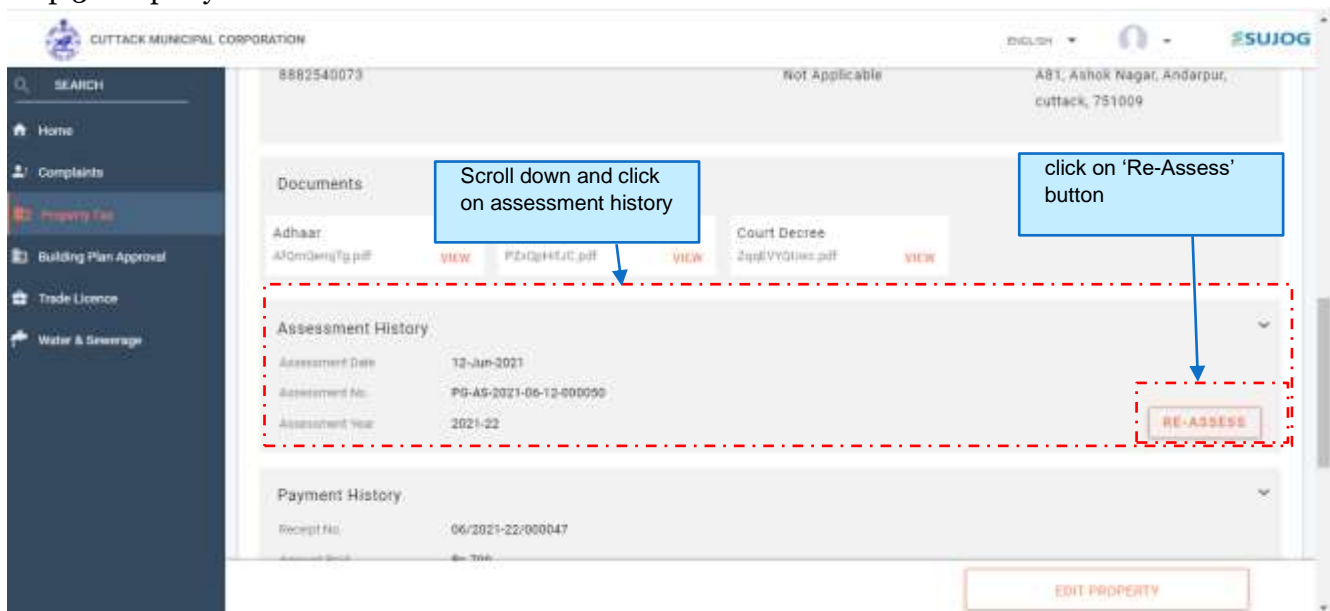
Step 1: Property Tax Service



Step 2: My Properties



Step 3: Property details



8882540073 Not Applicable A81, Ashok Nagar, Andarpur, cuttack, 751009

Documents

Adhaar [VIEW](#) P2xQpHtJ/C.pdf [VIEW](#) Court Decree [VIEW](#)

Assessment History

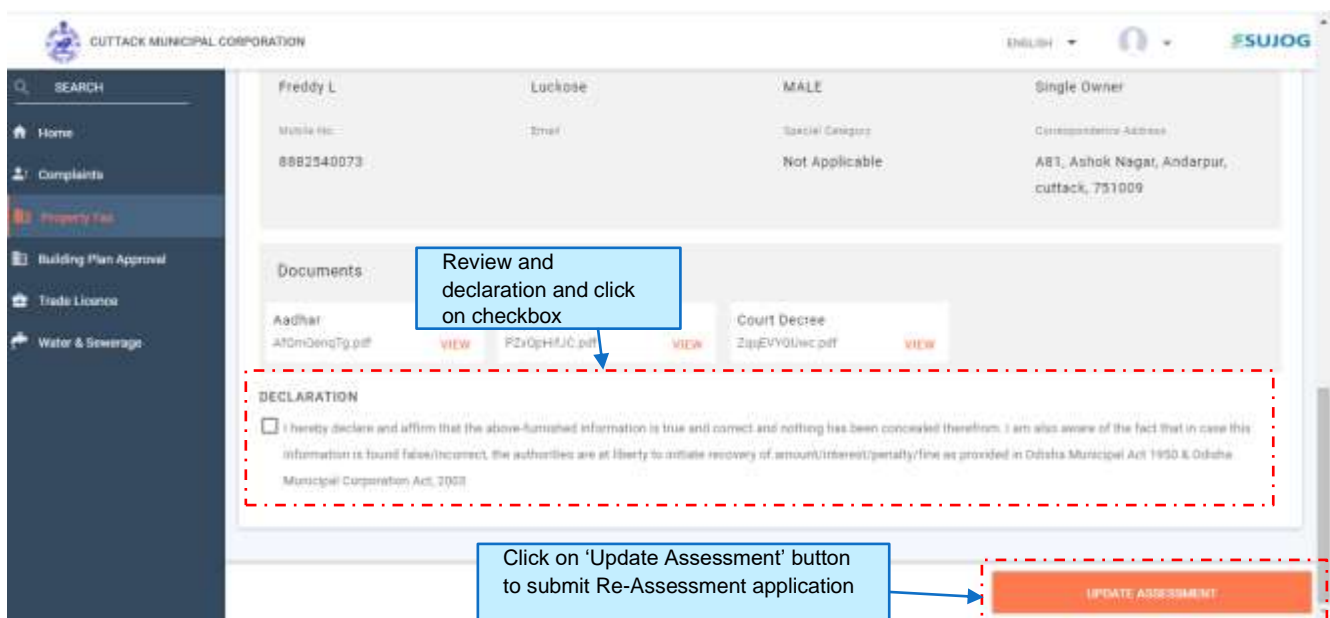
Assessment Date	Assessment No.	Assessment Year
12-Jun-2021	PG-A5-2021-06-12-000090	2021-22

RE-ASSESS

Payment History

Receipt No. 06/2021-22/000047

EDIT PROPERTY



Freddy L Luckose MALE Single Owner

Documents

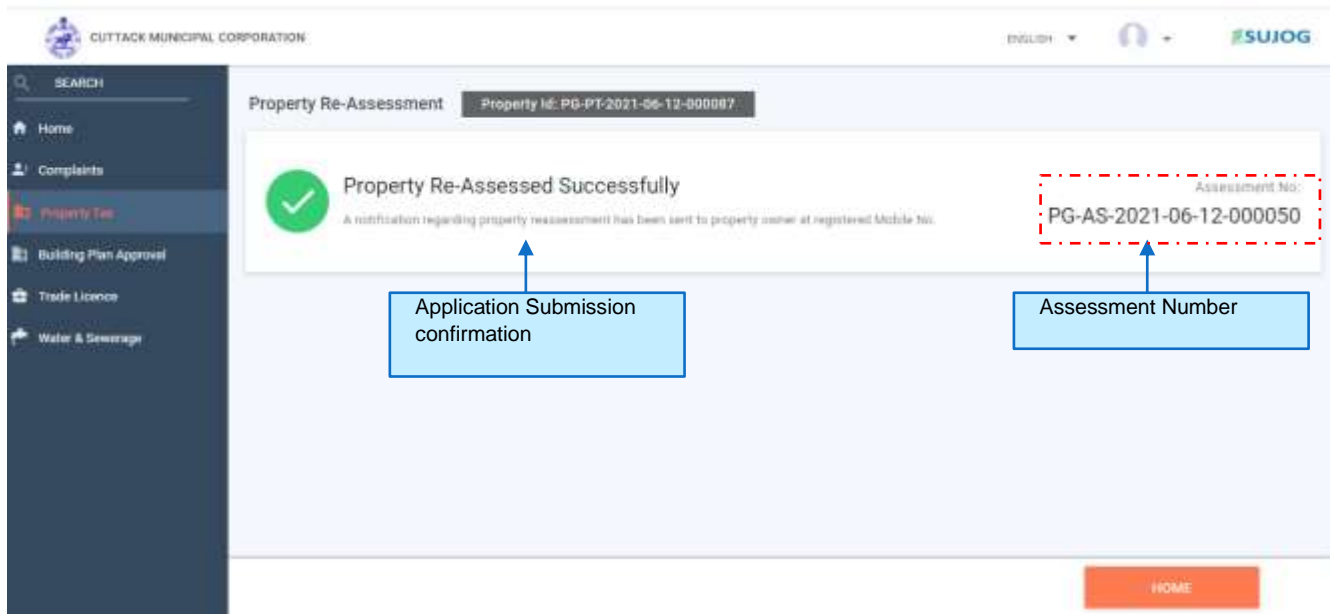
Adhaar [VIEW](#) P2xQpHtJ/C.pdf [VIEW](#) Court Decree [VIEW](#)

DECLARATION

☐ I hereby declare and affirm that the above-furnished information is true and correct and nothing has been concealed therefrom. I am also aware of the fact that in case this information is found false/incorrect, the authorities are at liberty to initiate recovery of amount/interest/penalty/fine as provided in Odisha Municipal Act 1950 & Odisha Municipal Corporation Act, 2003

UPDATE ASSESSMENT

Step 4: Re-Assessment Application Submission Confirmation



4.2 Property Re-Assessment Payment

Citizen has the option to make online payment through the SUJOG Property Tax system or he/she can make payment offline by visiting the ULB.

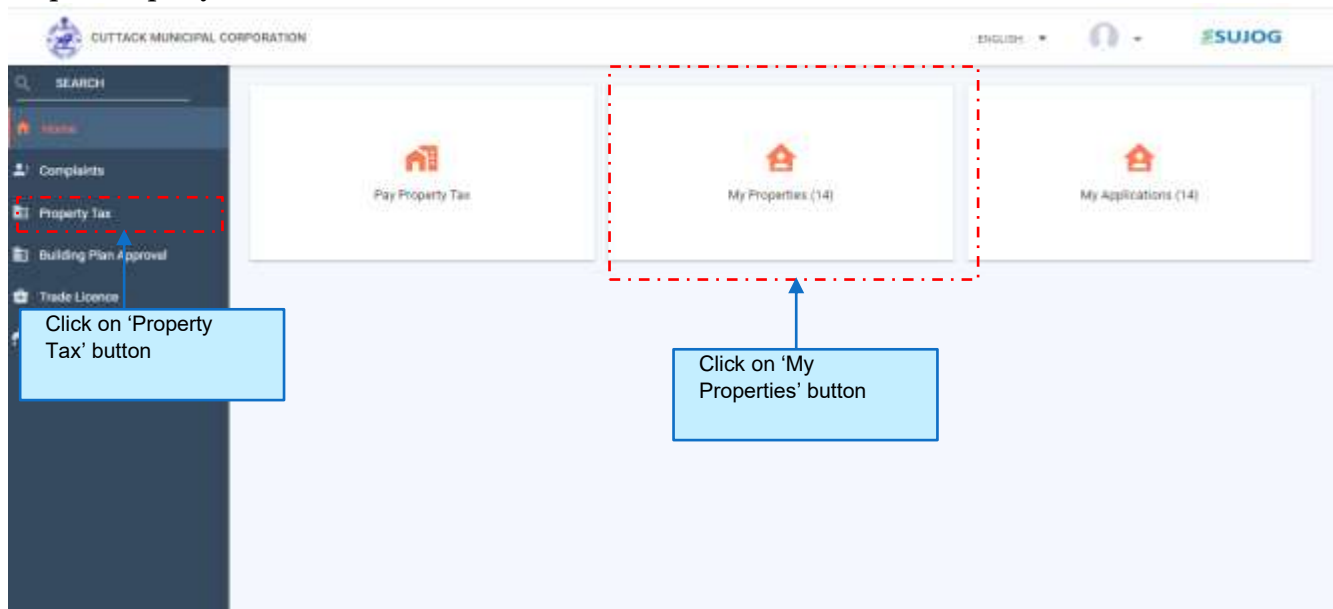
Follow steps mentions in section [3.2 Property Tax Payment](#) to make online payment.

5 Transfer of Property Ownership

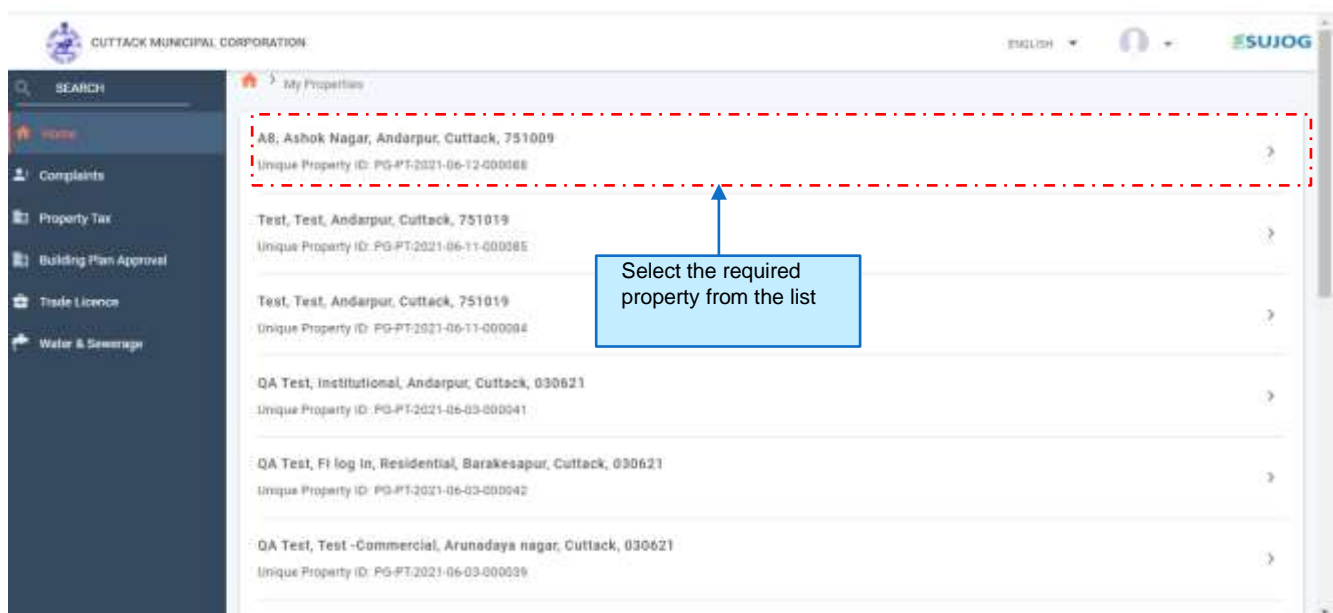
5.1 Application form

Follow the steps below to transfer property ownership.

Step 1: Property Tax Service



Step 2: My Properties



Step 3: Property Details

CUTTACK MUNICIPAL CORPORATION

ENGLISH

SEARCH

Home

Complaints

Property Tax

Building Plan Approval

Trade Licence

Water & Sewerage

Ground Floor

Unit - 1

Unit Usage Type: RESIDENTIAL

Occupancy: SELF OCCUPIED

Built-up area (sq ft): 9999

Owner Details

VIEW HISTORY

TRANSFER OWNERSHIP

Name: Manoj

Subscribers Name: m

Gender: MALE

Type of Ownership: Single Owner

Mobile No: 8457088494

Email:

Special Category: Not Applicable

Correspondence Address: A8, Ashok Nagar, Andarput, cuttack, 751009

EDIT PROPERTY

CUTTACK MUNICIPAL CORPORATION

ENGLISH

PT_REQUIRED_DOC_TRANSFER_OWNERSHIP

Address Proof

1. Electricity Bill 2. Water Bill 3. Gas Bill

OWNER ADDRESSPROOF.ADDRESSPROOF_DESCRIPTION

Identity Proof

1. Aadhaar Card 2. Voter ID 3. OWNER IDENTITYPROOFDRIVING 4. OWNER IDENTITYPROOF PAN

OWNER IDENTITYPROOF.IDENTITYPROOF_DESCRIPTION

Transfer Reason Proof

1. Sale Deed 2. Gift Deed 3. Partition Certificate 4. Registered Will Deed 5. Partition Deed 6. Court Decree 7. Property Auction 8. Succession

10. Registered Will Deed

OWNER TRANSFERREASONDOCUMENT.TRANSFERREASONDOCUMENT_DESCRIPTION

PRINT

TRANSFER OF OWNERSHIP

5.1.1 Transfer Details

Step 4: Application details

On top of the page there are Sectional timeline, which helps to identify the current section on which the user is filling up details. The current section is highlighted in orange colour.

Transferor Details

Name Manoj	Guardian's Name M	Gender MALE	Type of Ownership Single Owner
Mobile No. 8457088404	Email	Special Category NONE	Correspondence Address A8, Ashok Nagar, Andarput, cuttack, 751009

Transferee Details

Ownership Type *

NEXT STEP >

Transferee Details

Ownership Type *

Name *

Gender *

Mobile No. *

Guardian's Name *

Email *

Correspondence Address *

Relationship with Guardian *

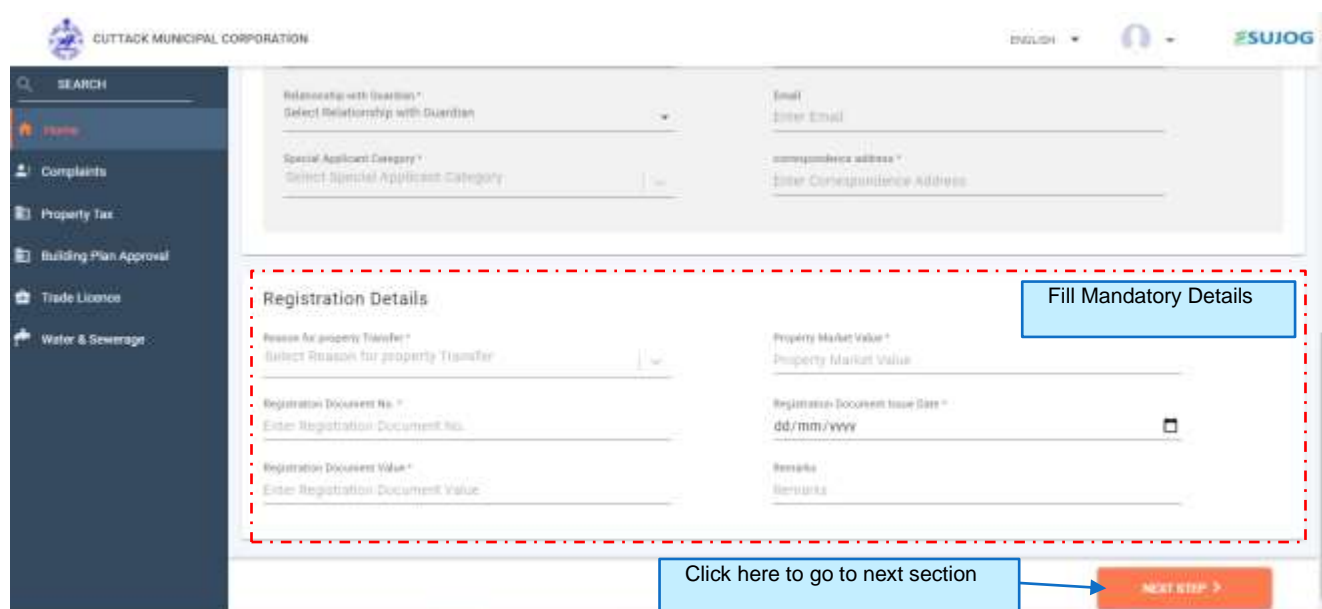
Special Applicant Category *

NEXT STEP >

Following are the fields in transferee details section

Field Name	Field Type	Purpose
Ownership Type	Mandatory Field	Select the ownership Type from the dropdown
Name	Mandatory Field	Enter Transferee name
Gender	Mandatory Field	Select Transferee gender
Mobile No.	Mandatory Field	Enter Mobile number

Guardian's Name	Mandatory Field	Enter Transferee guardian name
Relationship with Guardian	Mandatory Field	Select the guardian relationship type from the dropdown
Email	Optional Field	Enter Email Id
Special Applicant Category	Mandatory Field	Select special applicant category from the dropdown if applicable
correspondence address	Mandatory Field	Enter correspondence address of the transferee



Registration Details

Reason for property Transfer*
Select Reason for property Transfer

Property Market Value*
Property Market Value

Registration Document No.*
Enter Registration Document No.

Registration Document Issue Date*
dd/mm/yyyy

Registration Document Value*
Enter Registration Document Value

Remarks
Remarks

[Click here to go to next section](#)

[NEXT STEP >](#)

Following are the fields in Registration details section

Field Name	Field Type	Purpose
Reason for property Transfer	Mandatory Field	Select the Reason for property Transfer from the dropdown
Property Market Value	Mandatory Field	Enter property market value
Registration Document No	Mandatory Field	Enter Registration Document No
Registration Document Issue Date	Mandatory Field	Select Registration Document Issue Date
Registration Document Value	Mandatory Field	Enter Registration Document Value
Remarks	Optional Field	Enter remarks if any

5.1.2 Document Upload

Transfer of Ownership Unique Property ID: PG-PT-2021-06-12-000088

Progress: 1. Transfer Details (Completed), 2. Document Upload (Current), 3. Summary

Required Documents
Only one file can be uploaded for one document. If multiple files need to be uploaded, click on the 'Add' icon and then upload.

OWNER

Document ID	Document Name	Action
1	Address Proof *	Select Document / Upload File
2	Identity Proof *	Select Document / Upload File

Navigation: < PREVIOUS STEP / NEXT STEP >

Following are the fields in document upload section

Field Name	Field Type	Purpose
Address Proof	Mandatory Field	Upload copy of address proof
Identity Proof	Mandatory Field	Upload copy of identity proof
Registration Proof	Mandatory Field	Upload copy of registration proof

5.1.3 Summary

Transfer of Ownership Unique Property ID: PG-PT-2021-06-12-000088

Progress: 1. Transfer Details (Completed), 2. Document Upload (Completed), 3. Summary (Current)

Transferor Details

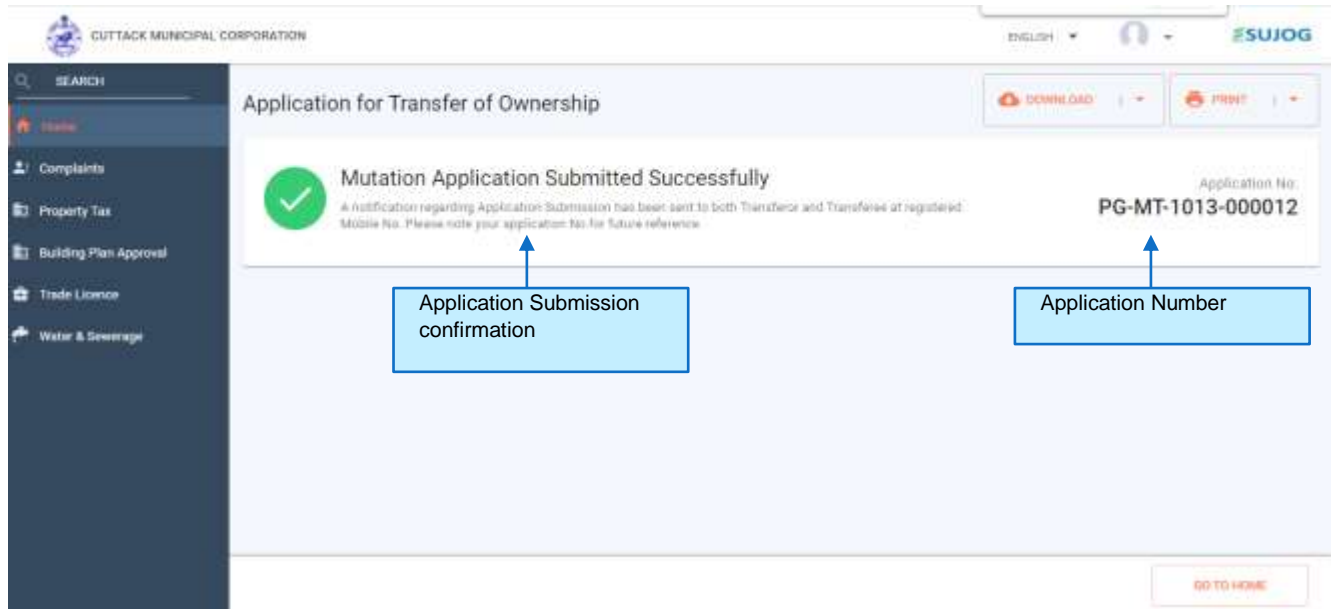
Name	Owner's Name	Gender	Type of Ownership
Manoj	8457088494	MALE	Single Owner

Transferee Details

Name	Owner's Name	Gender	Type of Ownership
Freddy	8457088494	MALE	Single Owner

Navigation: < PREVIOUS STEP / SUBMIT >

Step 5: Application Submission Confirmation



5.2 Mutation Fee Payment

Citizen has the option to make online payment through the SUJOG Property Tax system or he/she can make payment offline by visiting the ULB.

Follow steps mentions in section [3.2 Property Tax Payment](#) to make online payment.

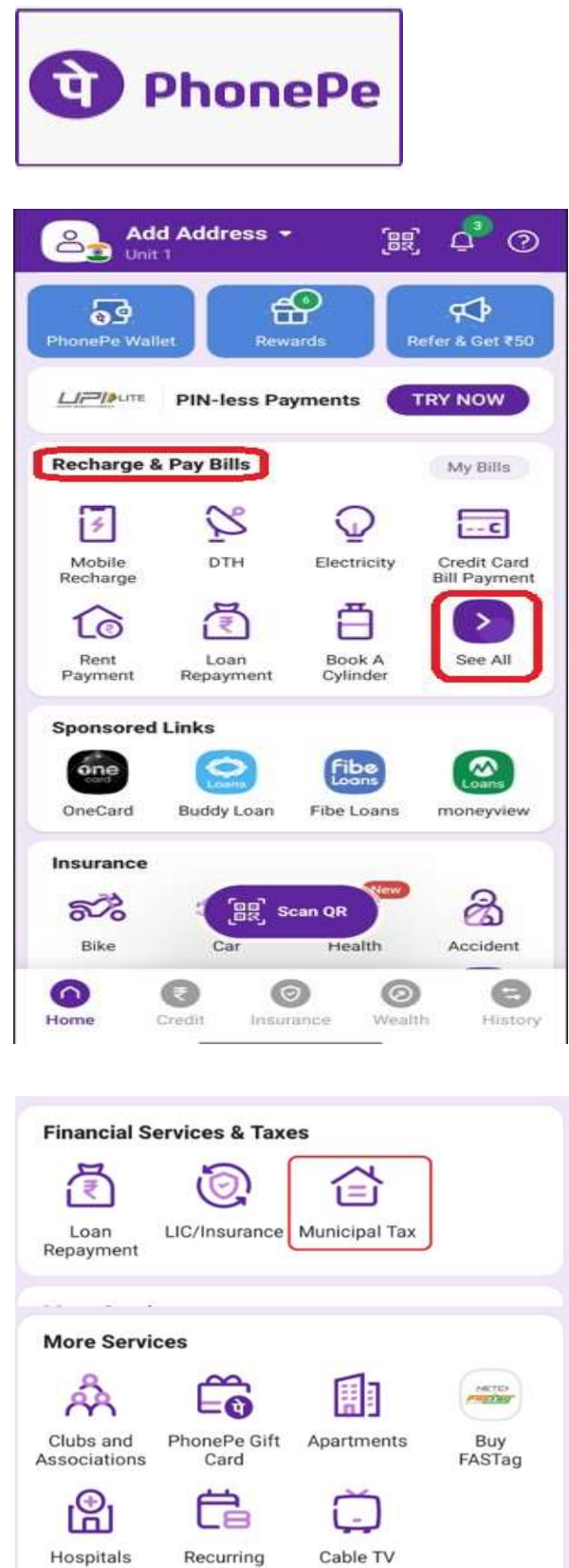
6 Other Online Payment Methods

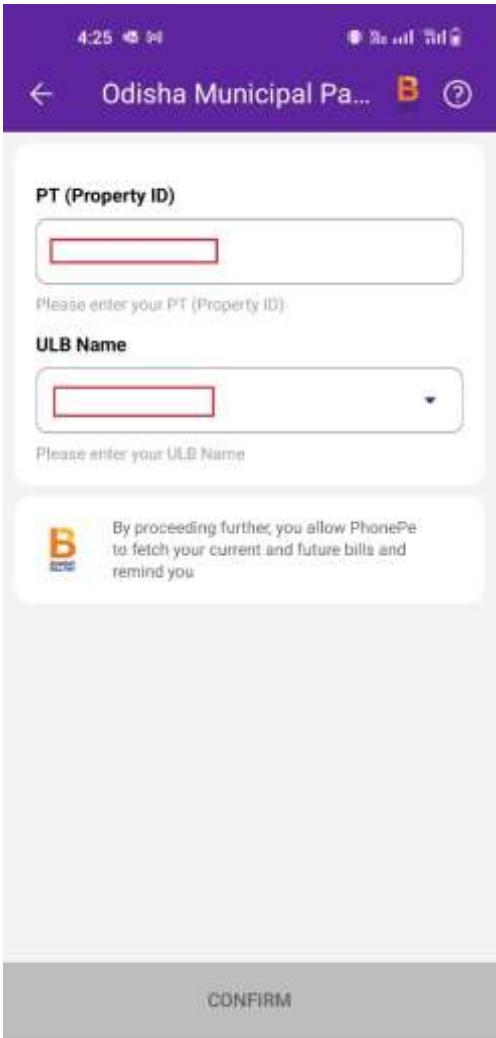
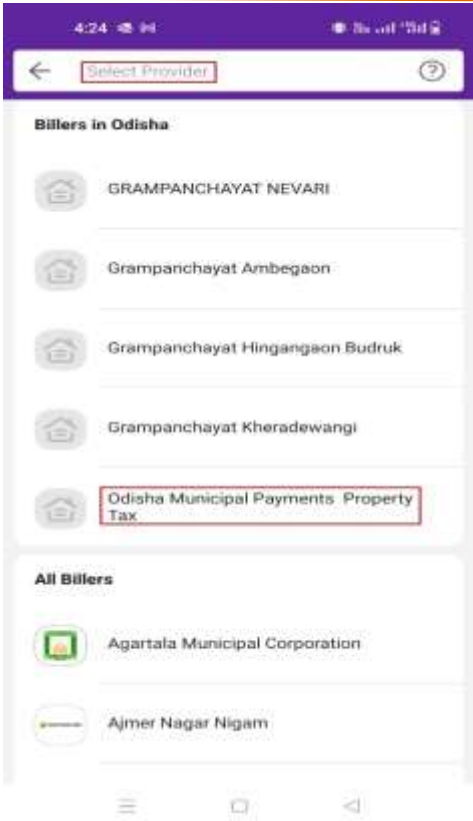


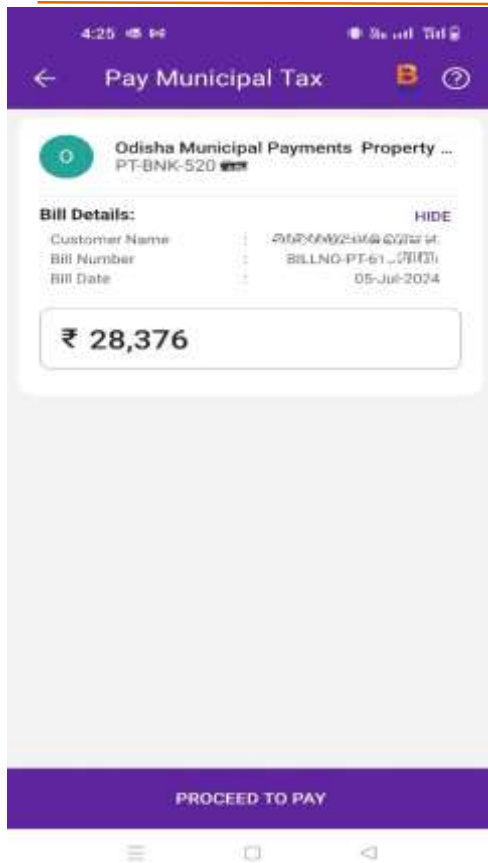
Some of the popular Live Payment Service Providers

- PhonePe
- Google Pay
- Whatsapp (9078289824)

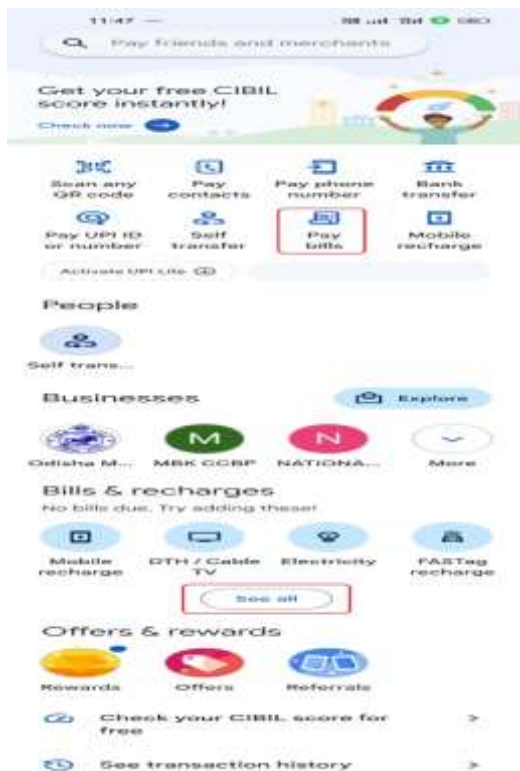
6.1 PhonePe

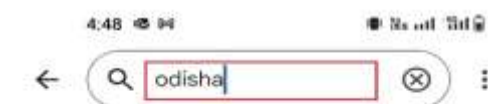
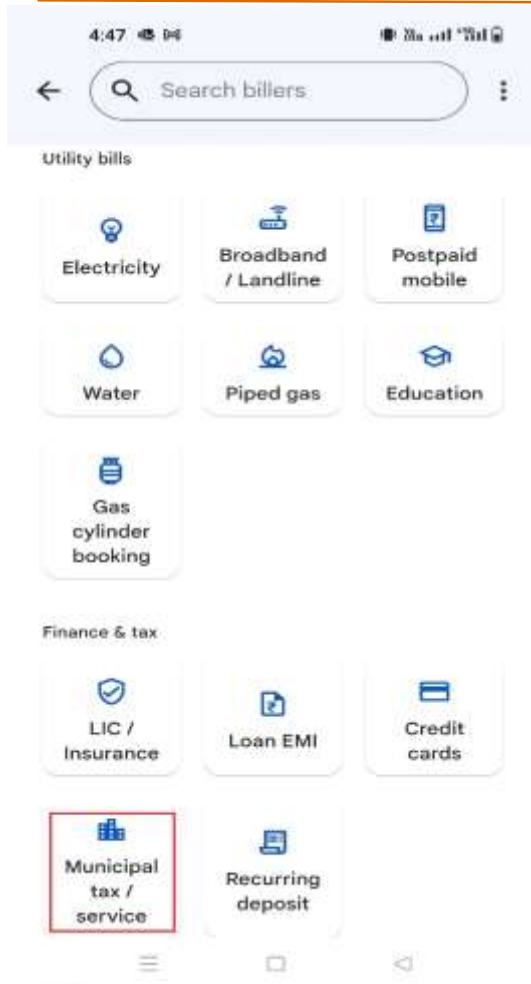






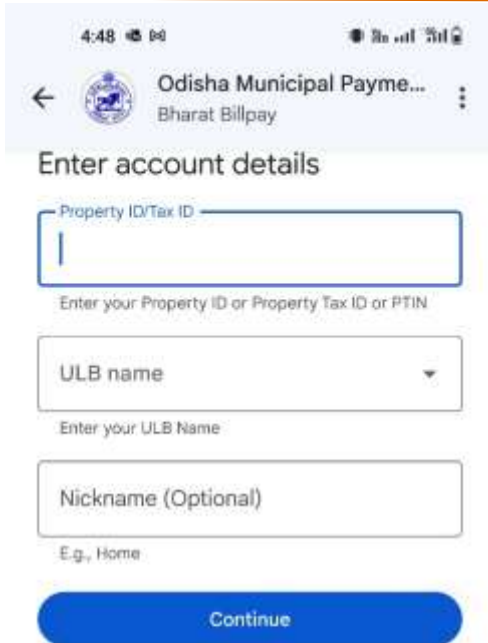
6.2 Google Pay





Billers

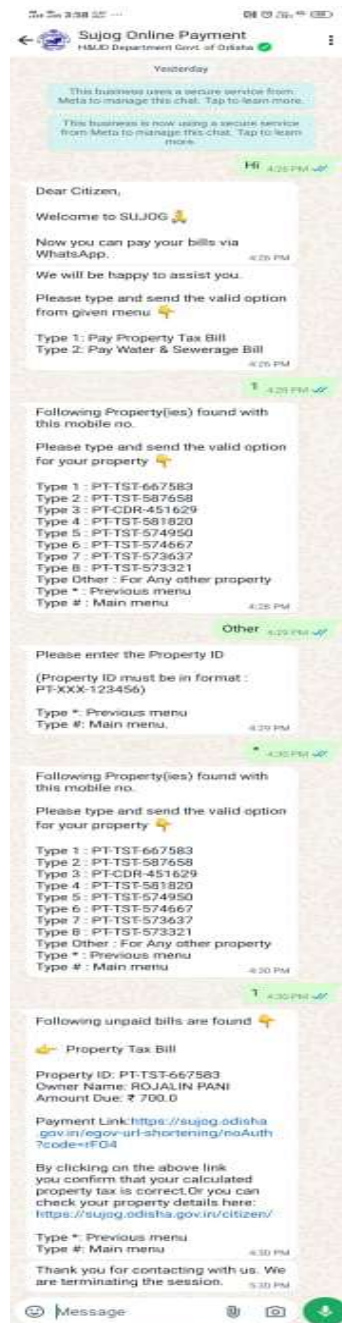




6.3 WhatsApp



Step-01: Type Hi on WhatsApp to 9078289824





Step-02: Select the appropriate option and proceed.

