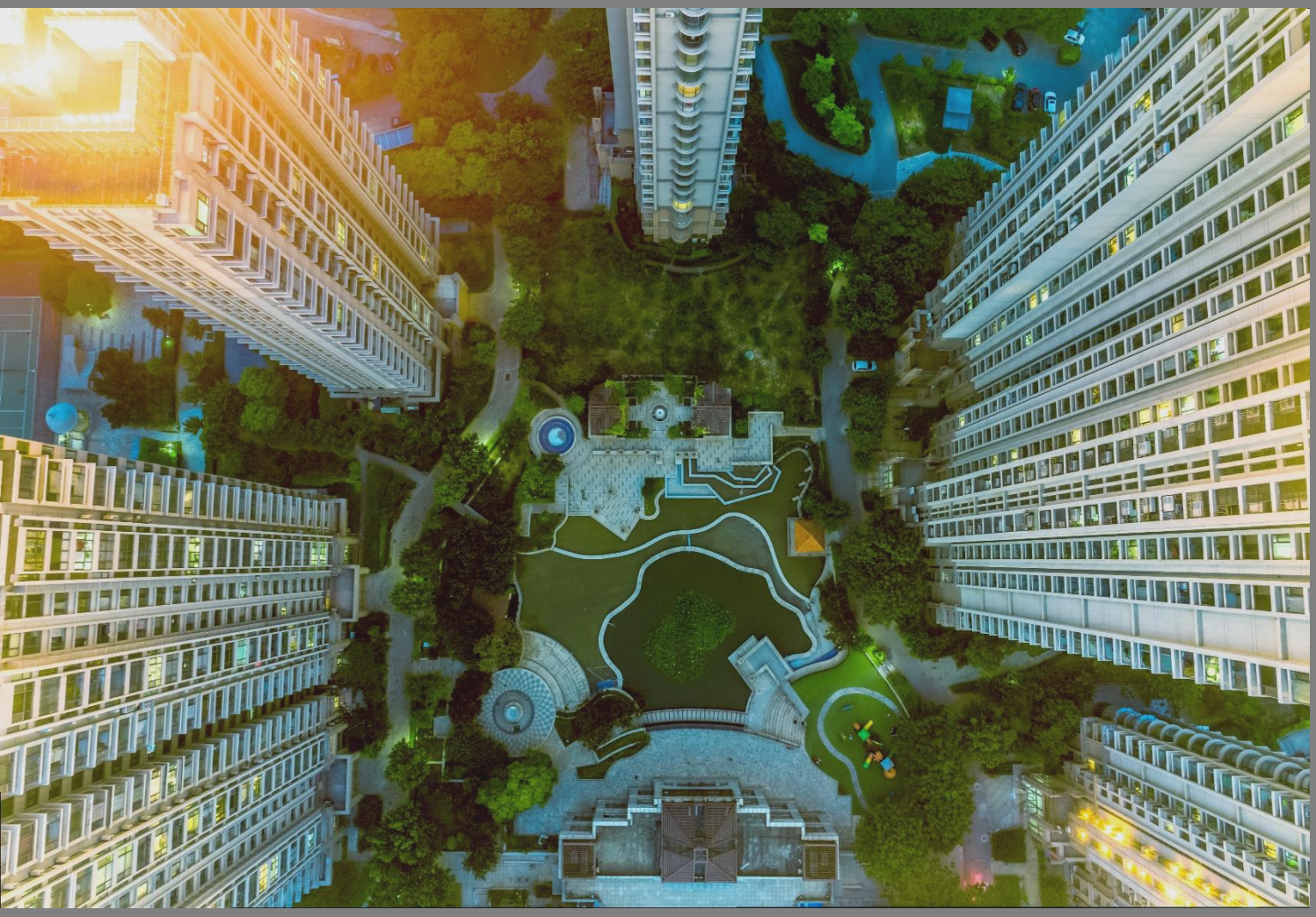
SUJOG - Sustainable Urban Services in a Jiffy by Odisha Government



Property Tax Module

Citizen User manual

Document History

Date	Version	Author	Review by	Approved By	Description
16 June 2021	1.0	Freddy Luckos	Manoj Sahu	H&UDD	1st Draft
13 June 2023	1.1	Emami Mishra	Manoj Sahu	H&UDD	2nd Draft

Contents

Introduction 3

1.1 Background 3

1.2 Scope of this Document 3

1.3 Intended Audience and Functionalities 3

2 General Functions 4

2.1 Registration & Login 4

2.2 Citizen service homepage 5

2.3 Editing the Profile 5

3 New Property Addition and Assessment 7

3.1 Application Form 7

3.1.1 Property Address 9

3.1.2 Property Details 10

3.1.3 Owner Details 12

3.1.4 Document Info 13

3.1.5 Summary 16

3.2 Property Tax Payment 17

3.3 Send back to citizen 19

3.4 Track Application Progress 21

4 Re-Assessment of Property 23

4.1 Property Re-Assessment Application 23

4.2 Property Re-Assessment Payment 25

5 Transfer of Property Ownership 26

5.1 Application form 26

5.1.1 Transfer Details 28

5.1.2 Document Upload 30

5.1.3 Summary 30

5.2 Mutation Fee Payment 31

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 -

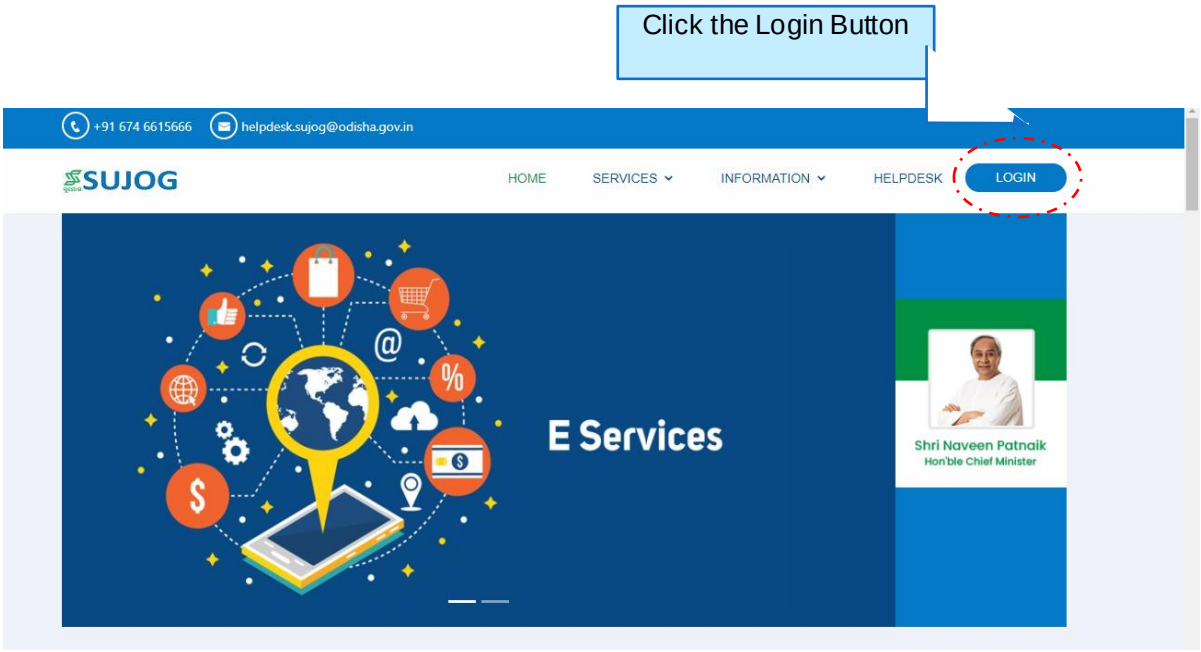
1. Registration, Login and Creation of User Profile
2. Filling an Assessment for a Property
3. Searching for a Property
4. Registration of Property Modifications
5. Generation of Demand Notice
6. Payments and Download Receipts
7. Dashboards and Reports
8. General Features

2 General Functions

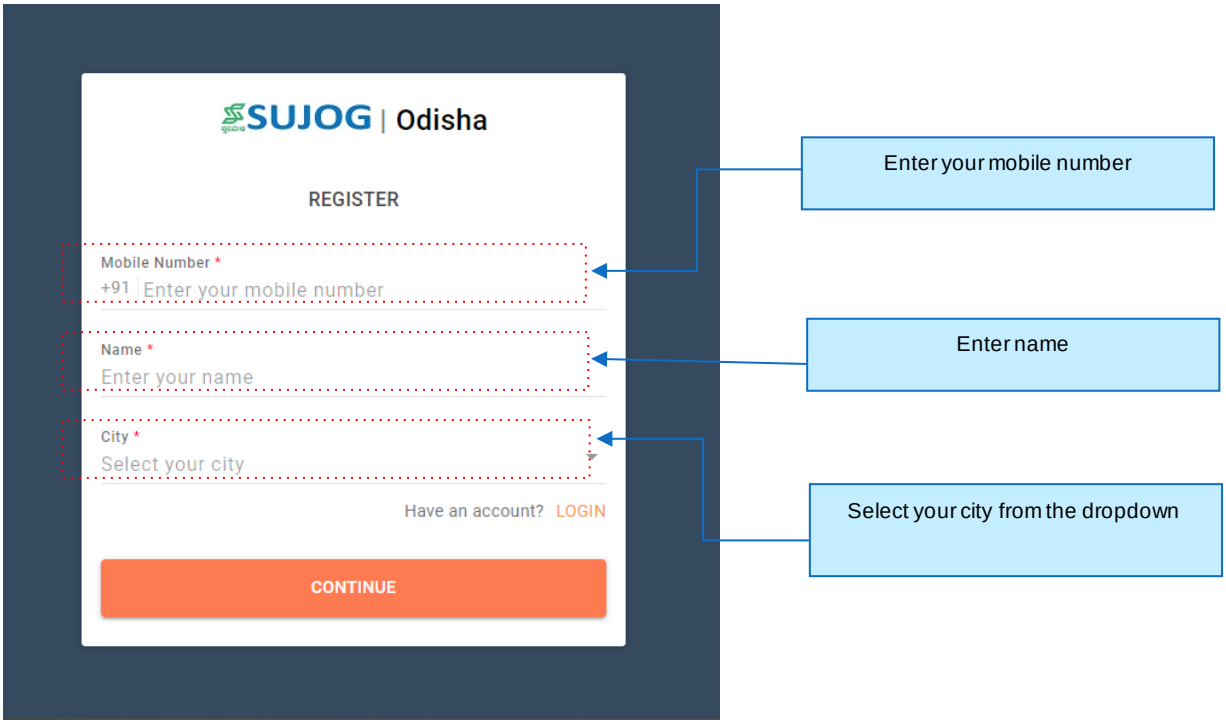
2.1 Registration & Login

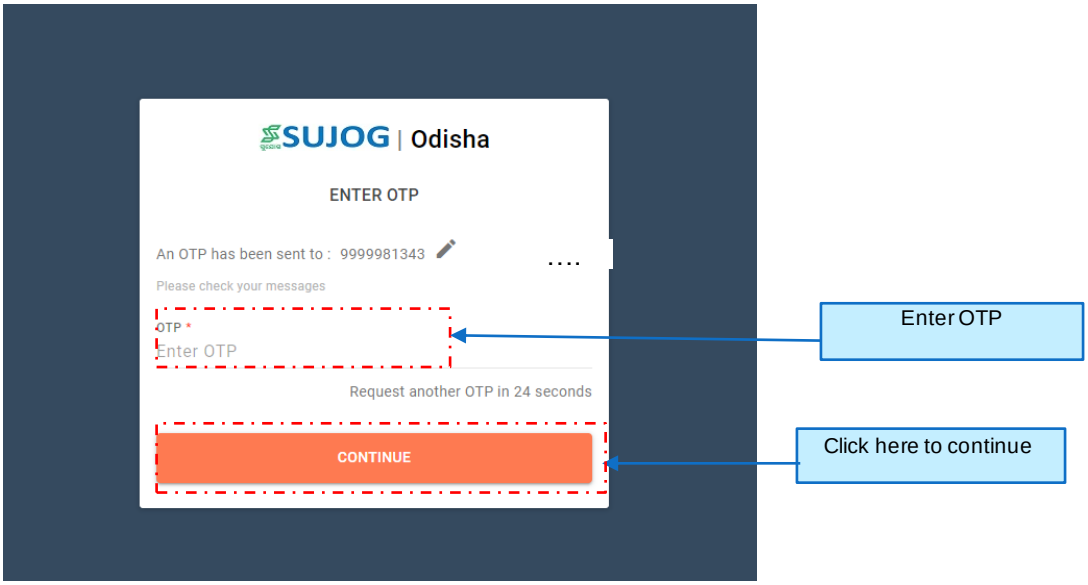
Before logging into the system, user/ citizen has to register first. To Register, please go to the following link:

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



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

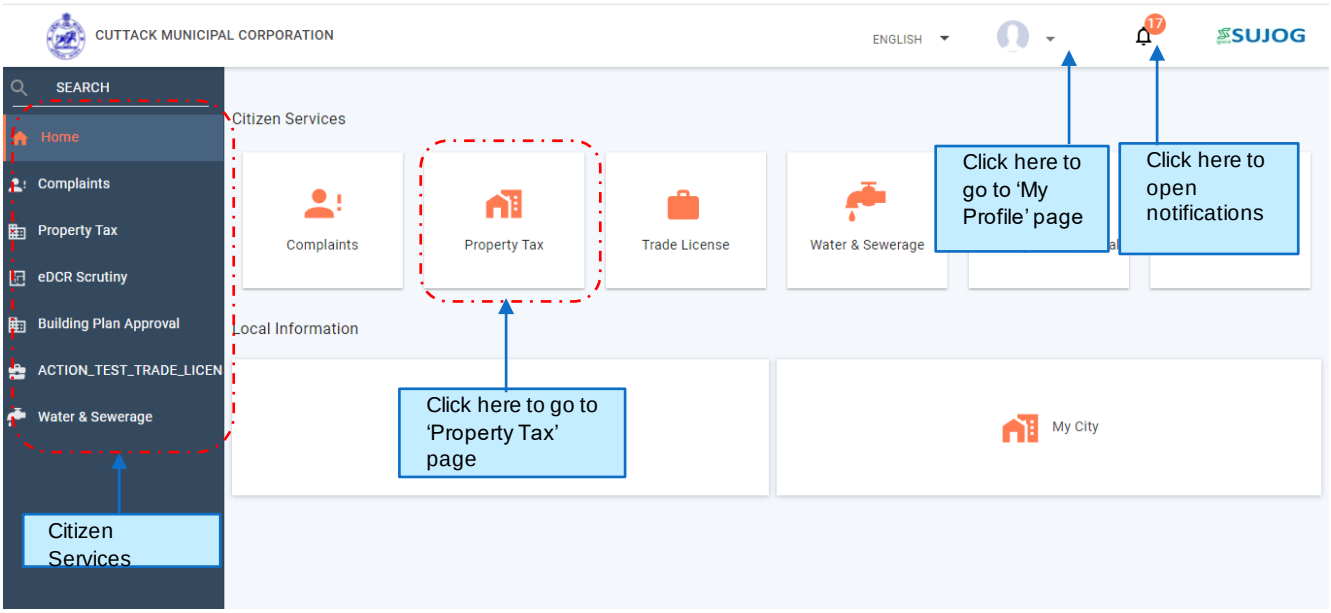




The authenticity of the user will be verified by sending an OTP (One Time Password) to the registered mobile number. If the user does not receive the OTP, he/she clicks on 'RESEND' under the 'OTP' field. Once the OTP has been entered and Continue button is clicked on the Property Tax homepage will appear.

2.2 Citizen service homepage

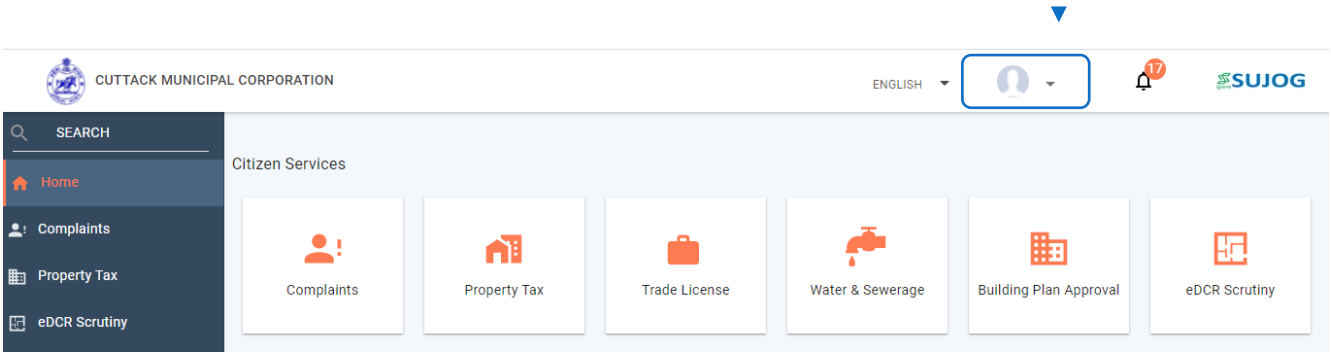
After successful Login/Register, the homepage will be displayed.

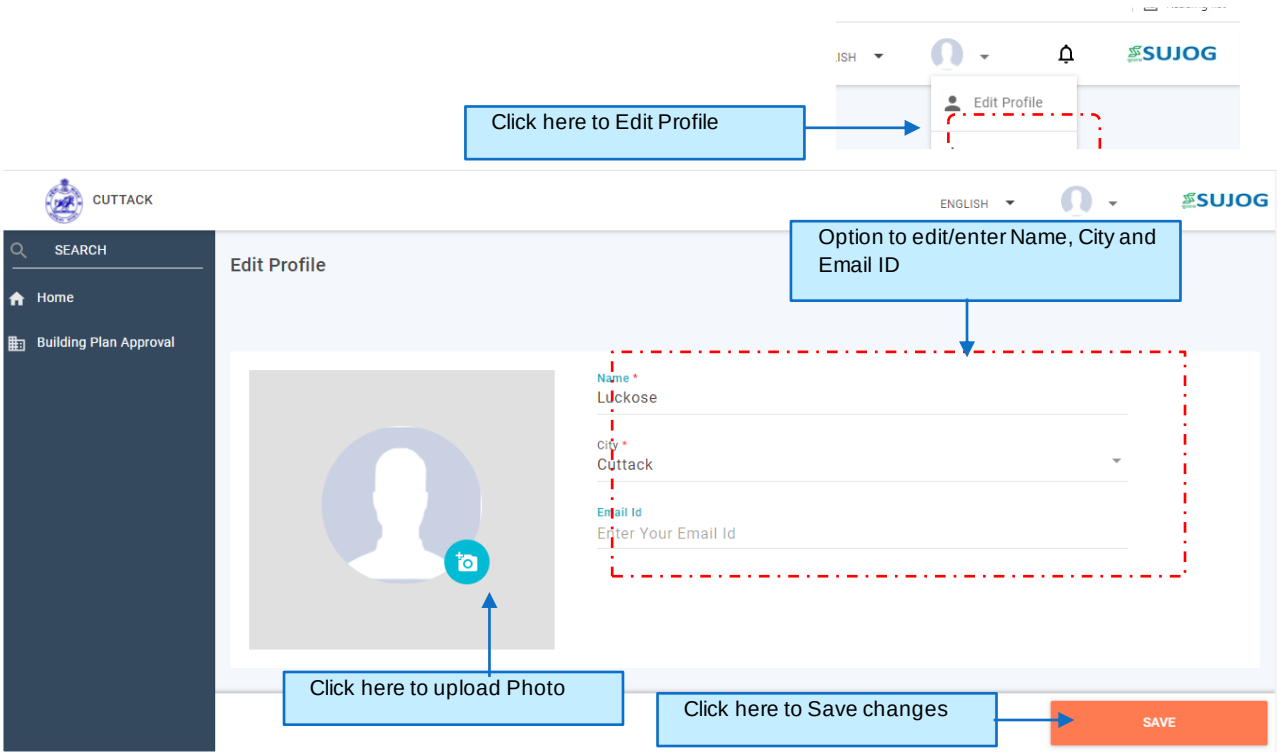


2.3 Editing the Profile

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.


CUTTACK MUNICIPAL CORPORATION
ENGLISH
17
SUJOG
SEARCH
Home
Complaints
Property Tax
eDCR Scrutiny
Citizen Services
Complaints
Property Tax
Trade License
Water & Sewerage
Building Plan Approval
eDCR Scrutiny


Edit Profile
Click here to Edit Profile
CUTTACK
ENGLISH
SUJOG
SEARCH
Home
Building Plan Approval
Edit Profile
Option to edit/enter Name, City and Email ID
Name *
Luckose
City *
Cuttack
Email Id
Enter Your Email Id
Click here to upload Photo
Click here to Save changes
SAVE

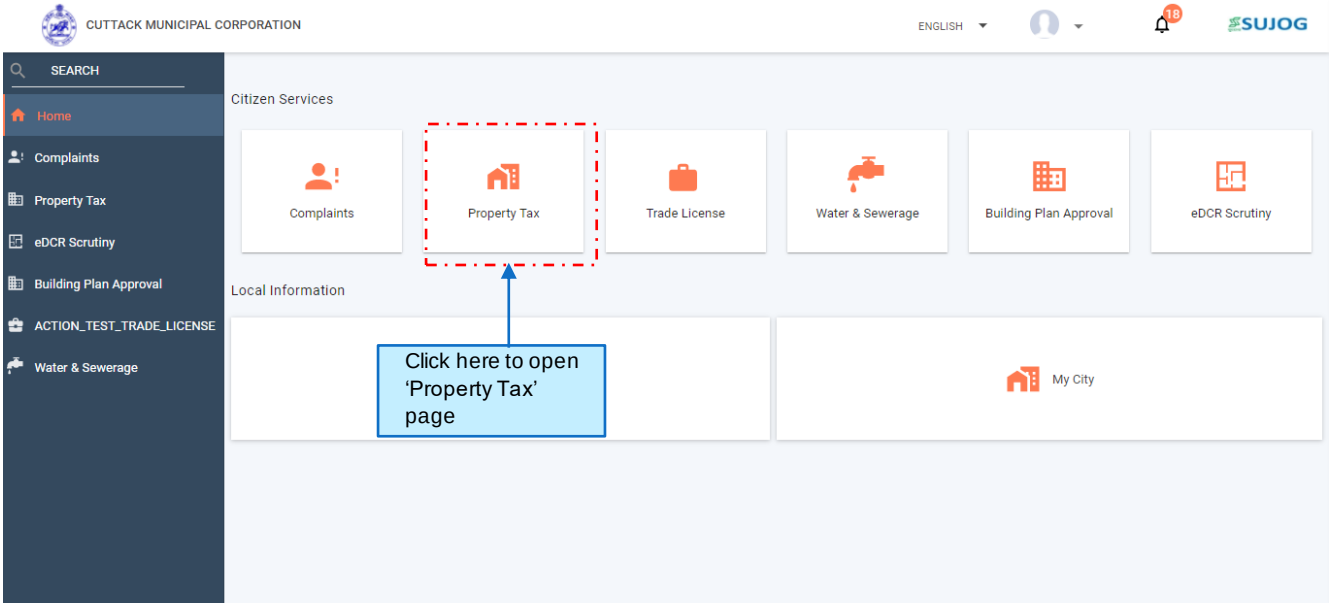
3 New Property Addition and Assessment

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.

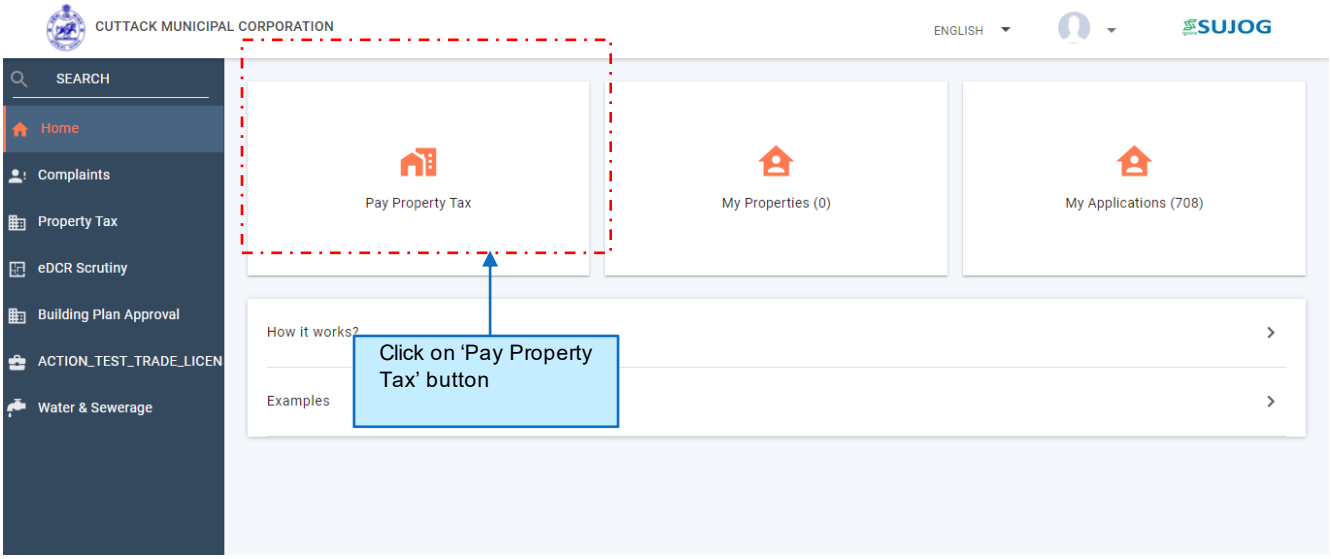
3.1 Application Form

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

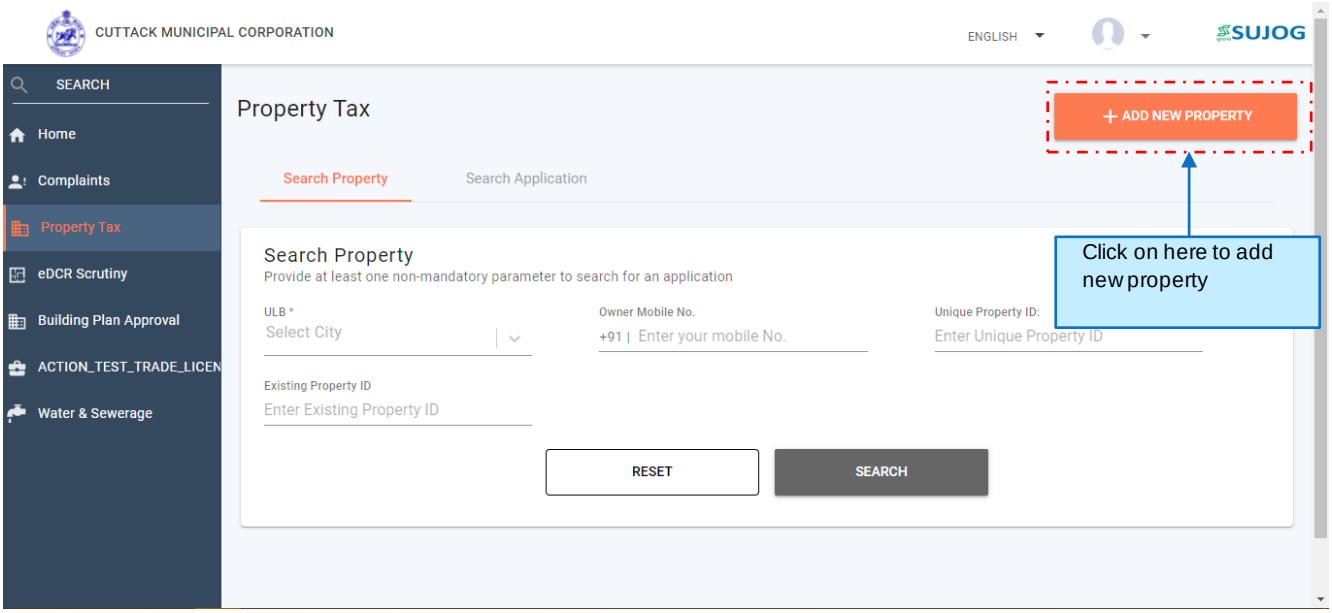
Step 1: Citizen Service page



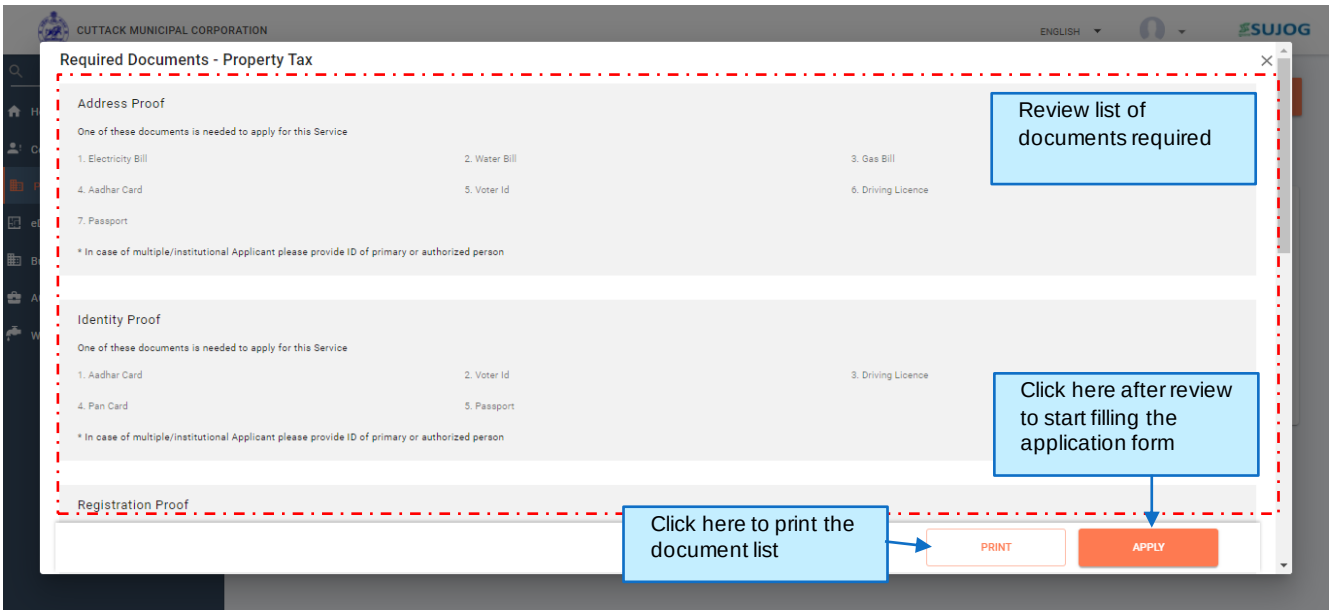
Step 2: Property Tax Service



Step 3: New property addition

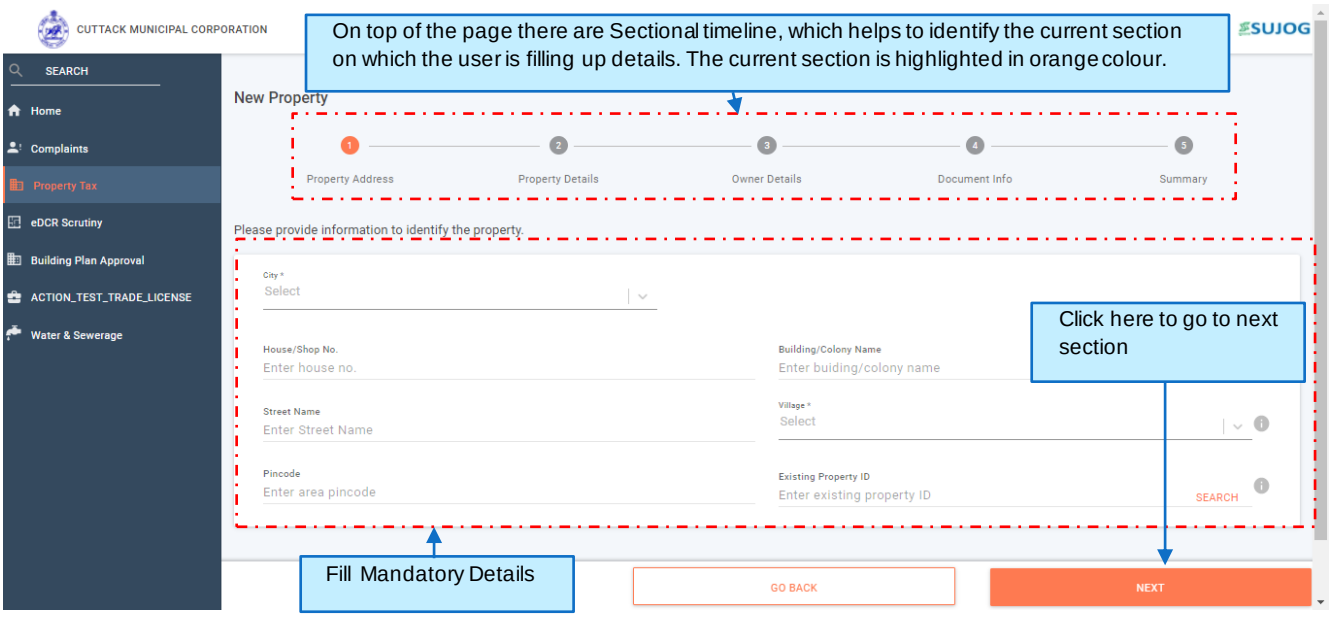


Step 4: Review required list of documents to be uploaded for application submission



Step 5: Application form details

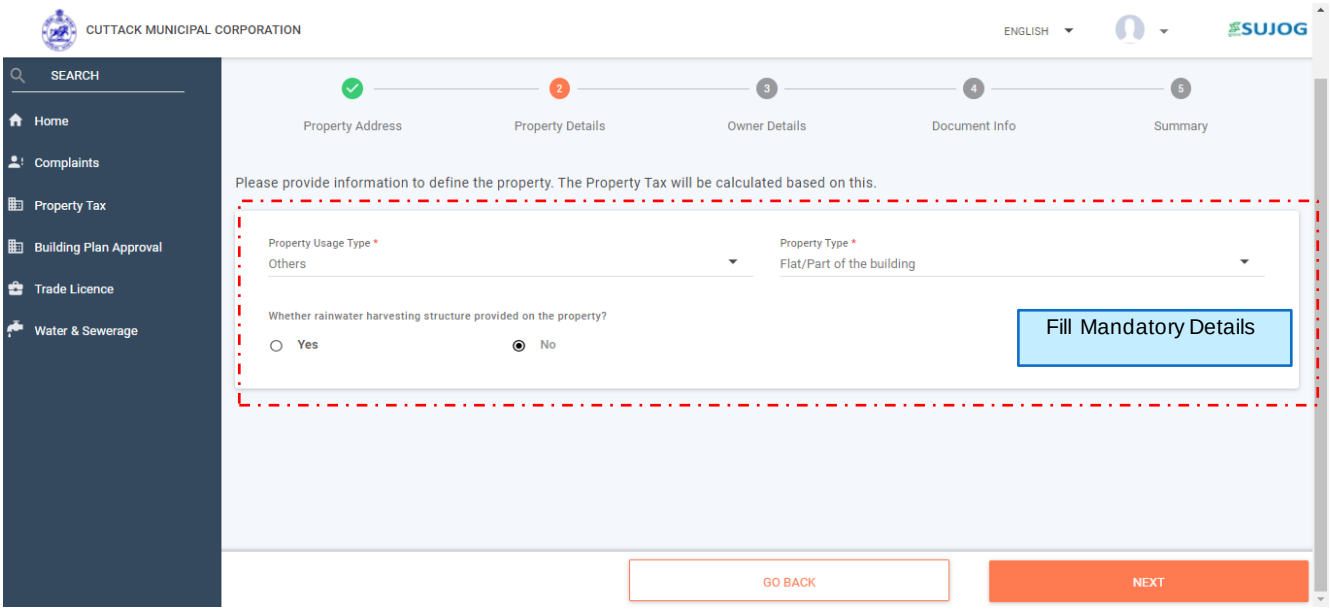
3.1.1 *Property Address*



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*

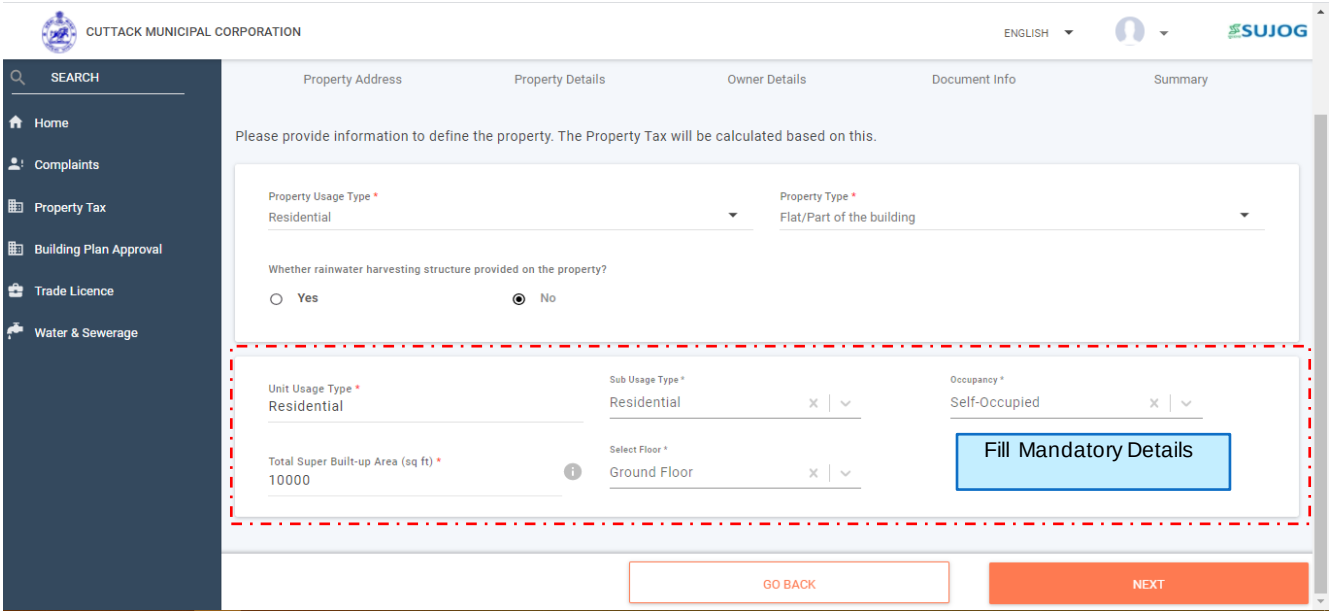


Following are the fields in property details section

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

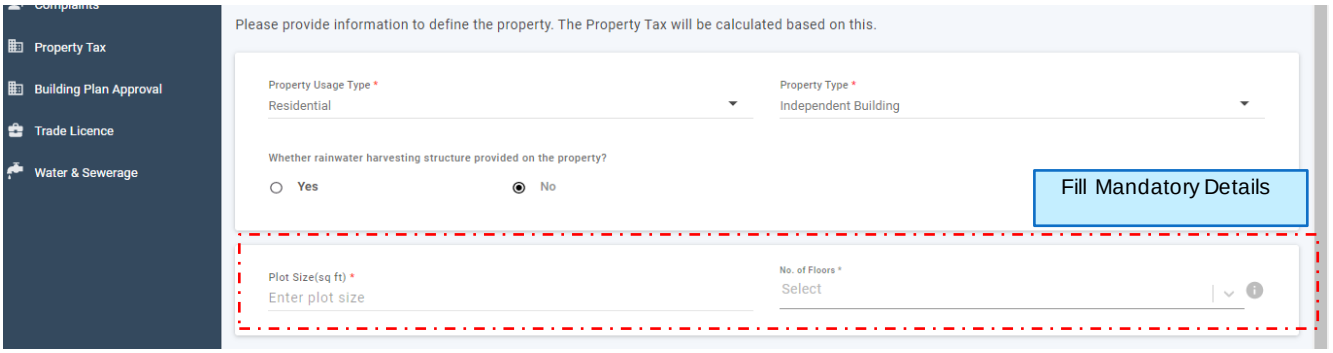
As per the selection in 'Property Type' the following field will appear

Flat/Part of the building



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

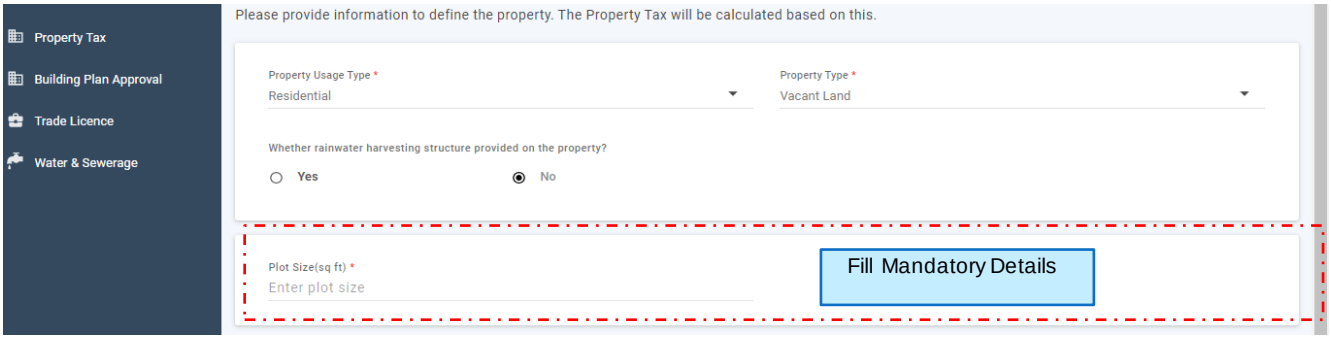
Independent building



Field Name	Field Type	Purpose

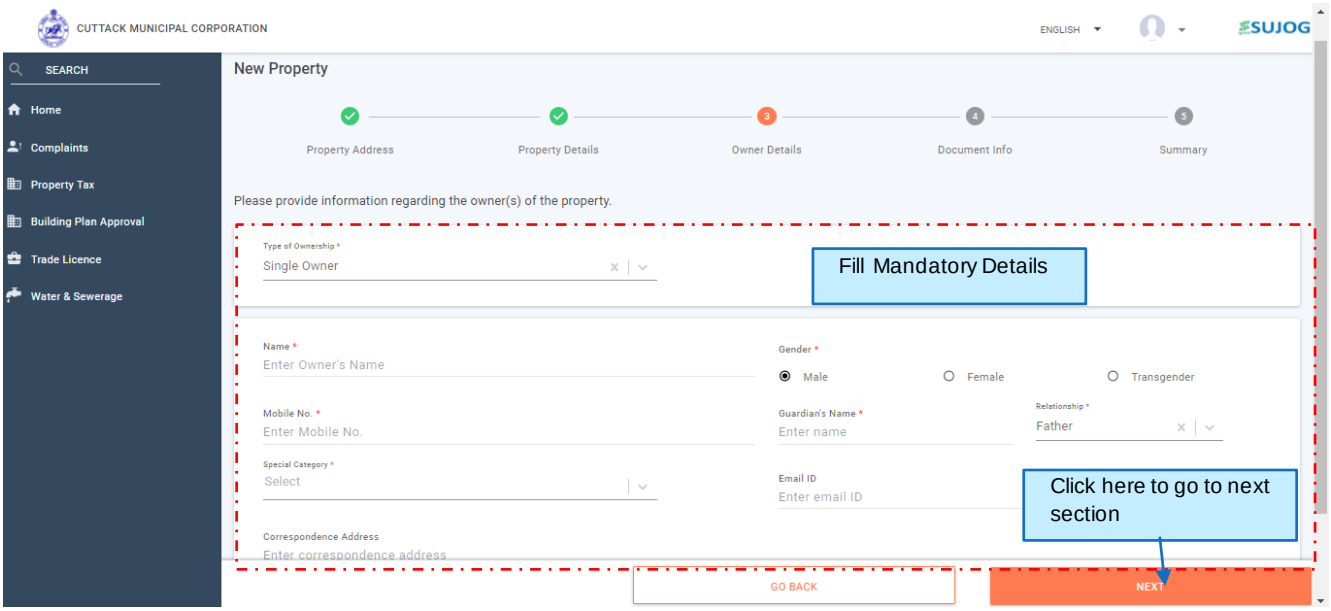
Plot Size (sq. ft)	Mandatory Field	Enter the area of the plot in sq. ft
No of Floors	Mandatory Field	Select the No of floors from the dropdown

Vacant Land



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

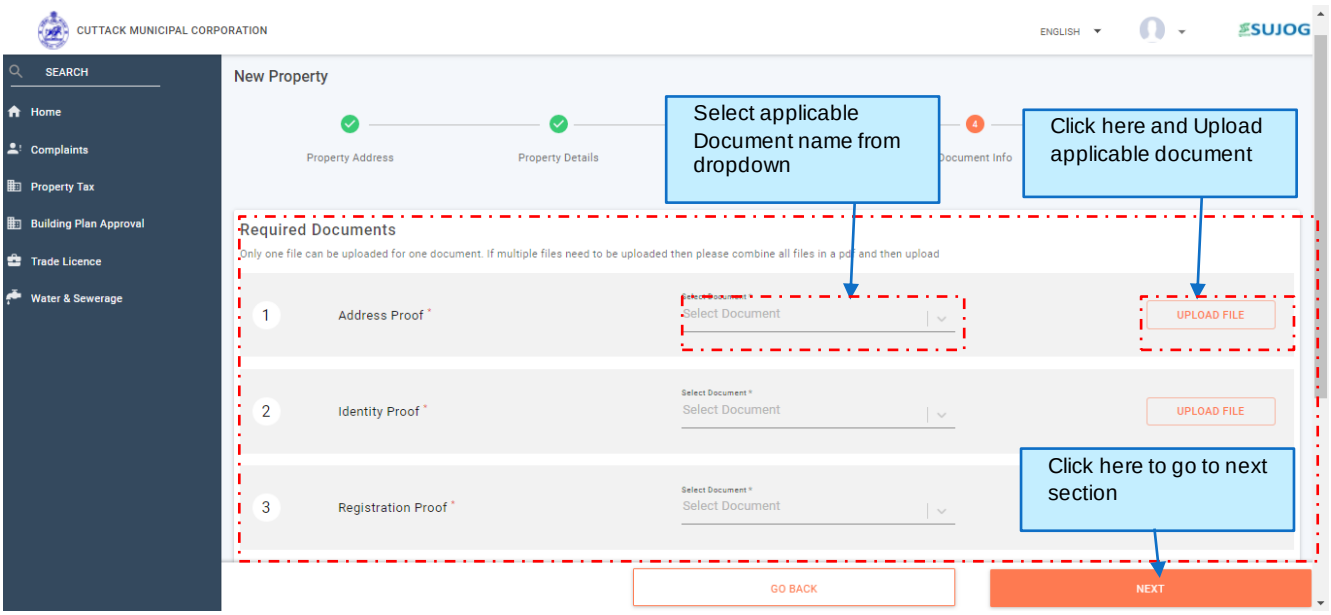
3.1.3 Owner Details



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

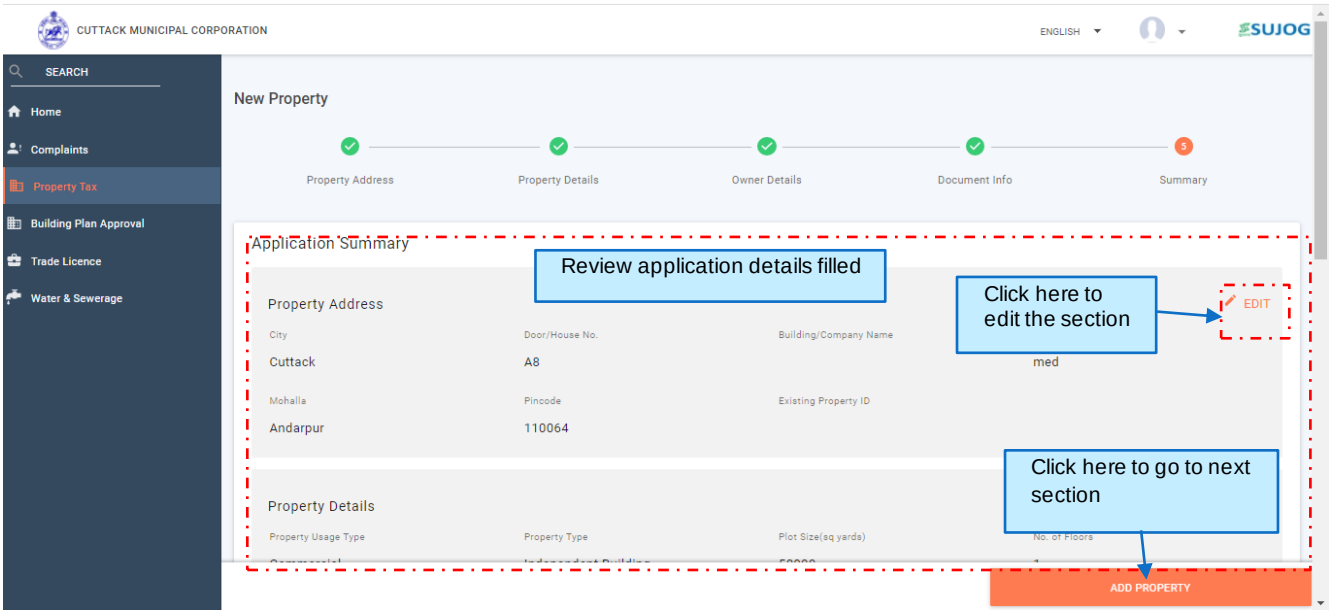


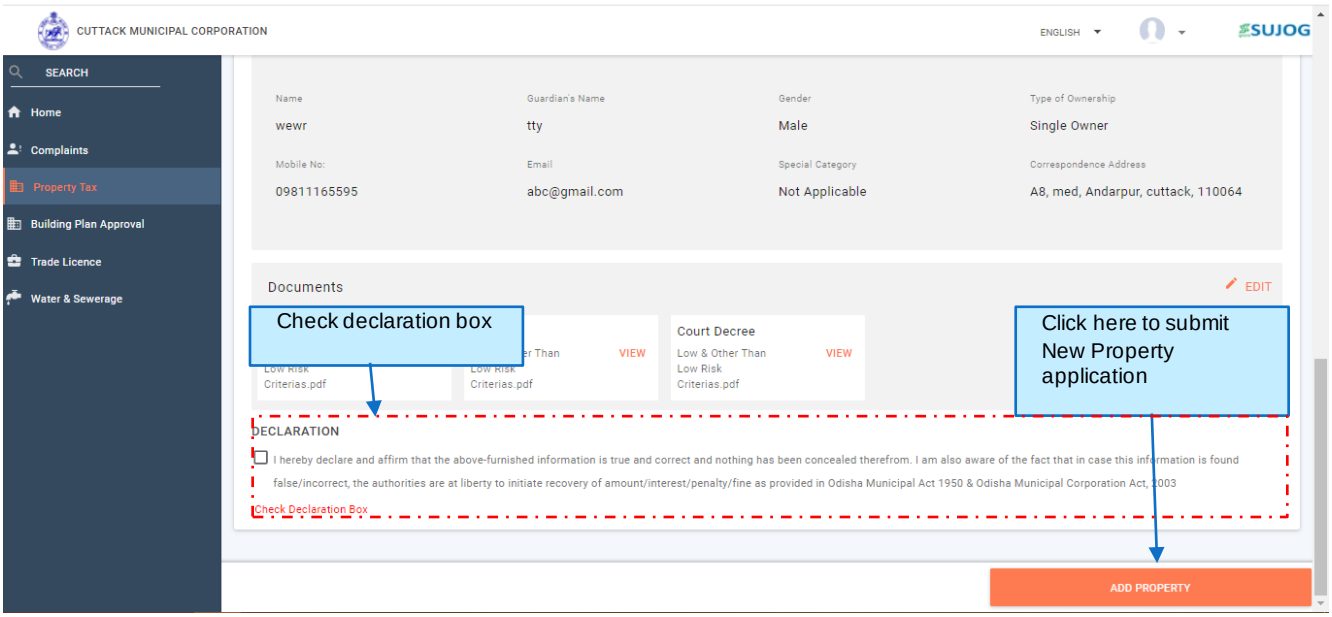
Following are the fields in Documents Info section

Field Name	Field Type	Purpose
Address Proof	Mandatory Field	Select the applicable Address Proof from the dropdown and upload file – 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 – 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 – 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 – 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 – 1. Rent Agreement 2. Occupancy Certificate

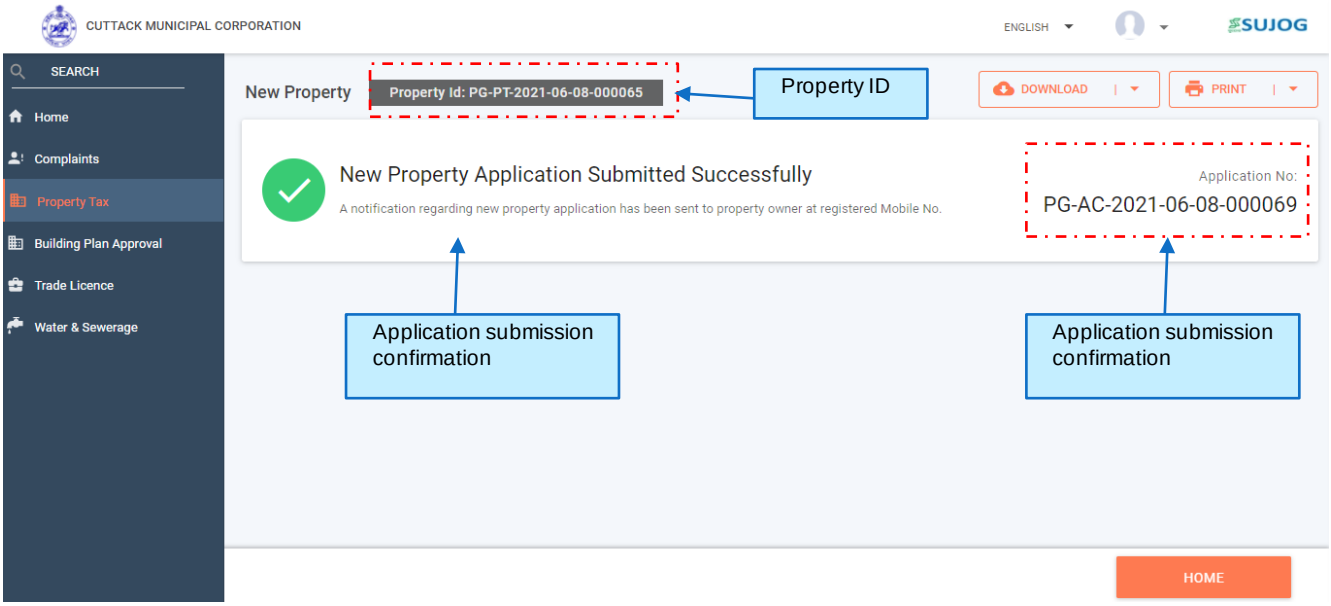
Construction Proof	Optional Field	Select the applicable Construction Proof from the dropdown and upload file – Building Permit Certificate

3.1.5 Summary





Step 6: Application submission confirmation

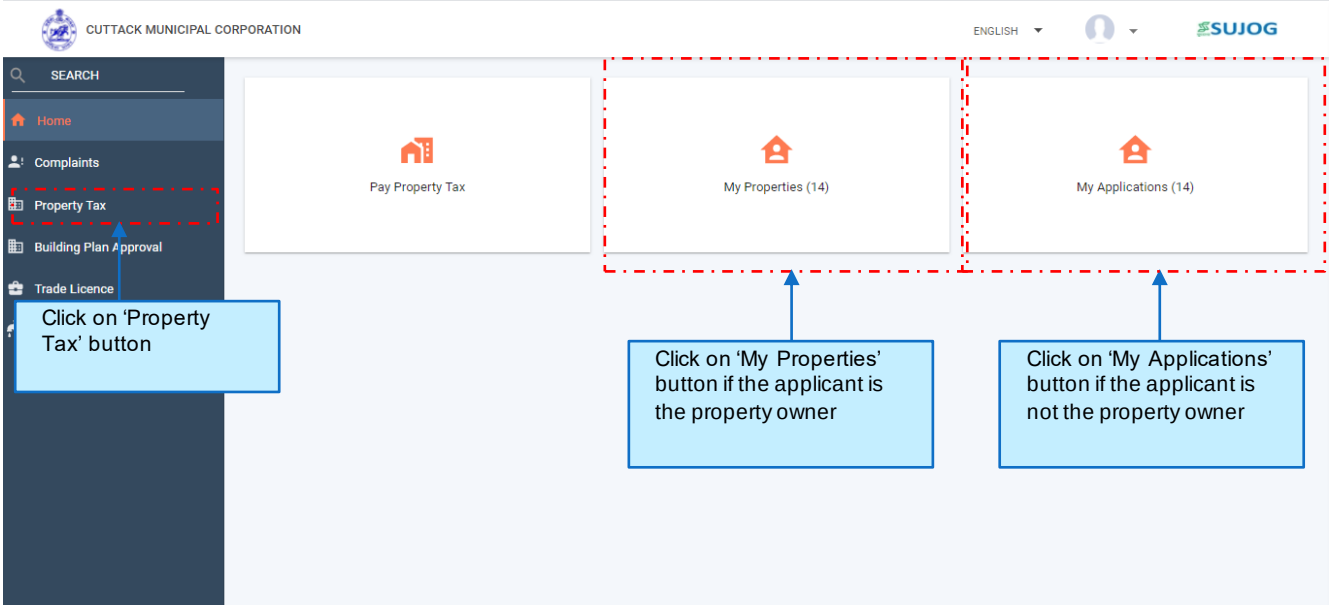


3.2 Property Tax Payment

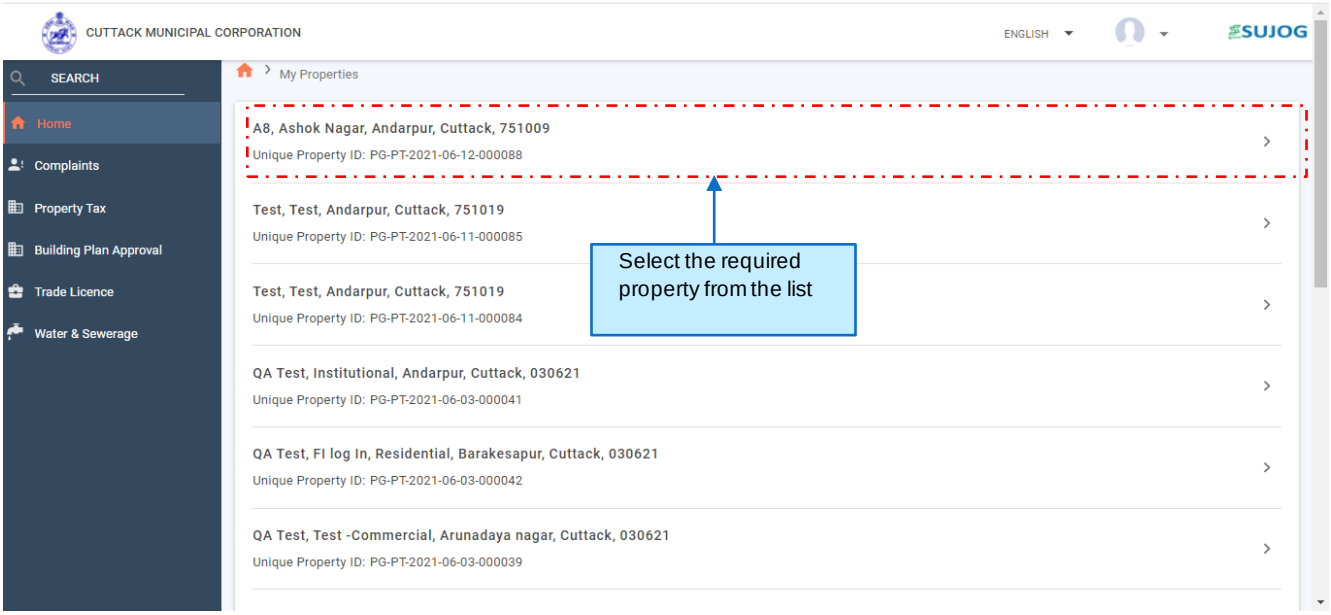
Citizen has the option to make online payment through the SUJOG Property Tax system or he/she can make payment offline by visiting the ULB.

Below steps must be followed to make online payment.

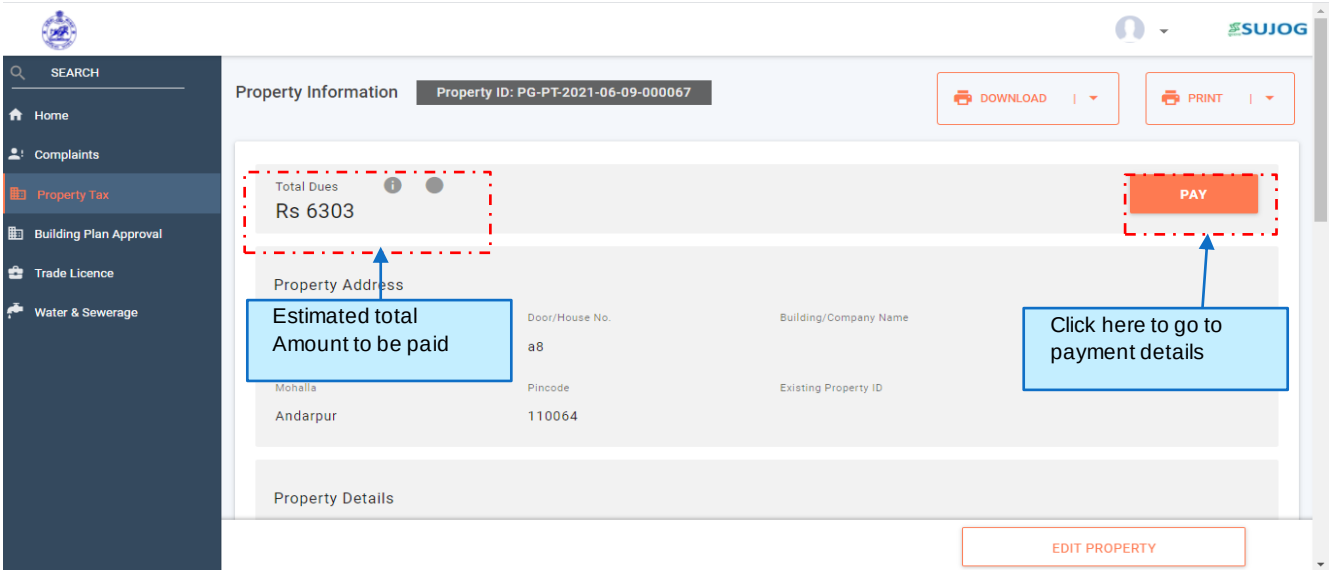
Step 1: Property Tax Service



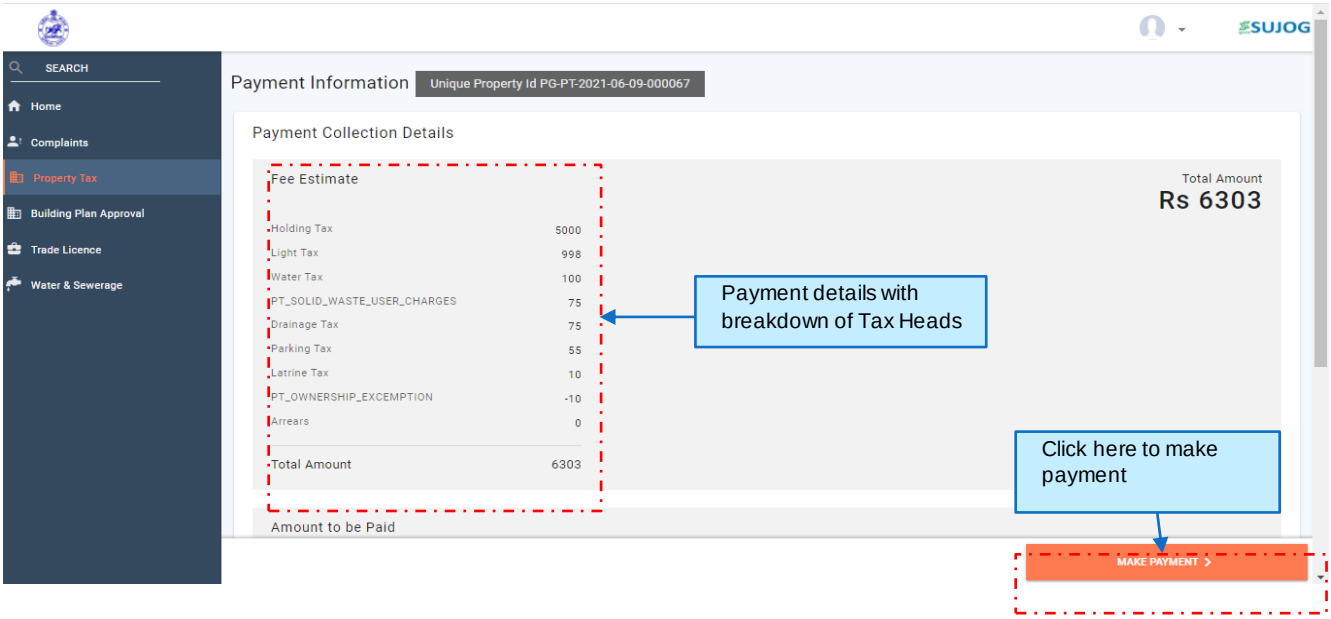
Step 2: My Properties

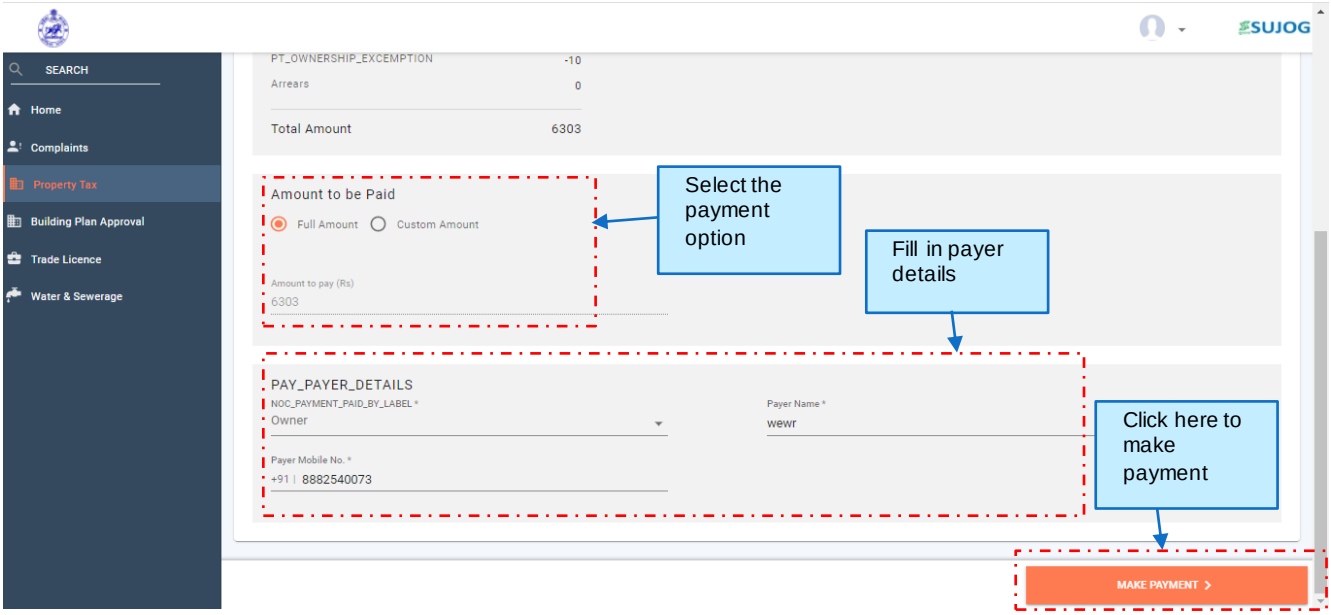


Step 3: Application Details



Step 4: Payment Details



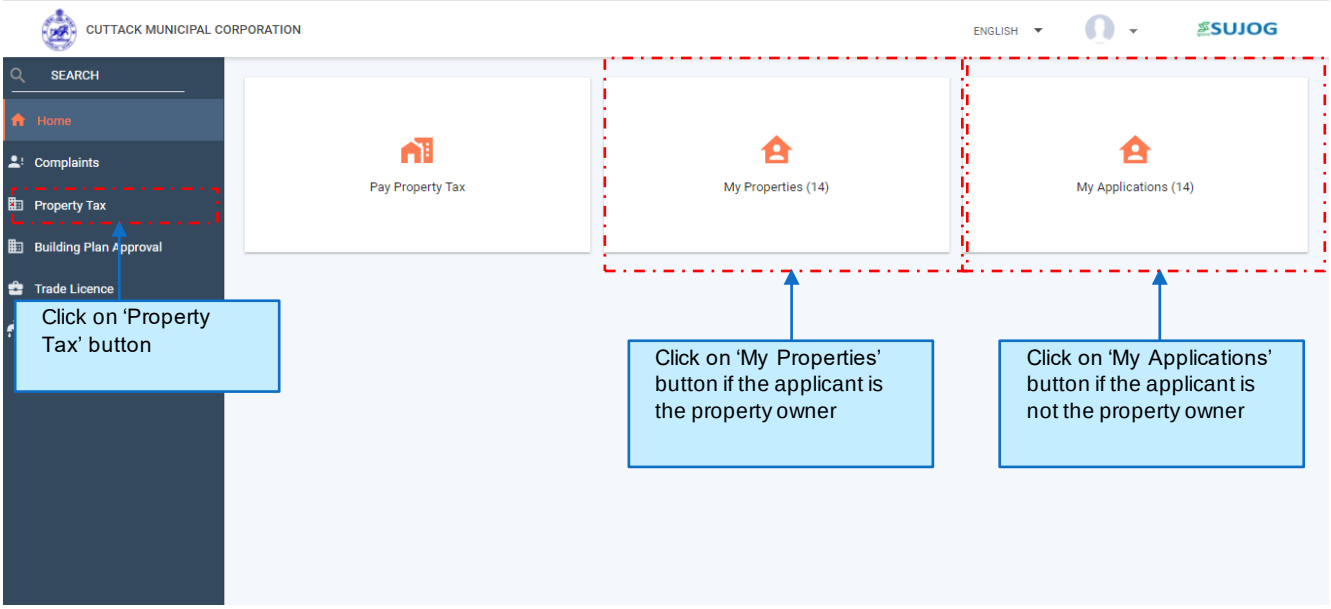


3.3 Send back to citizen

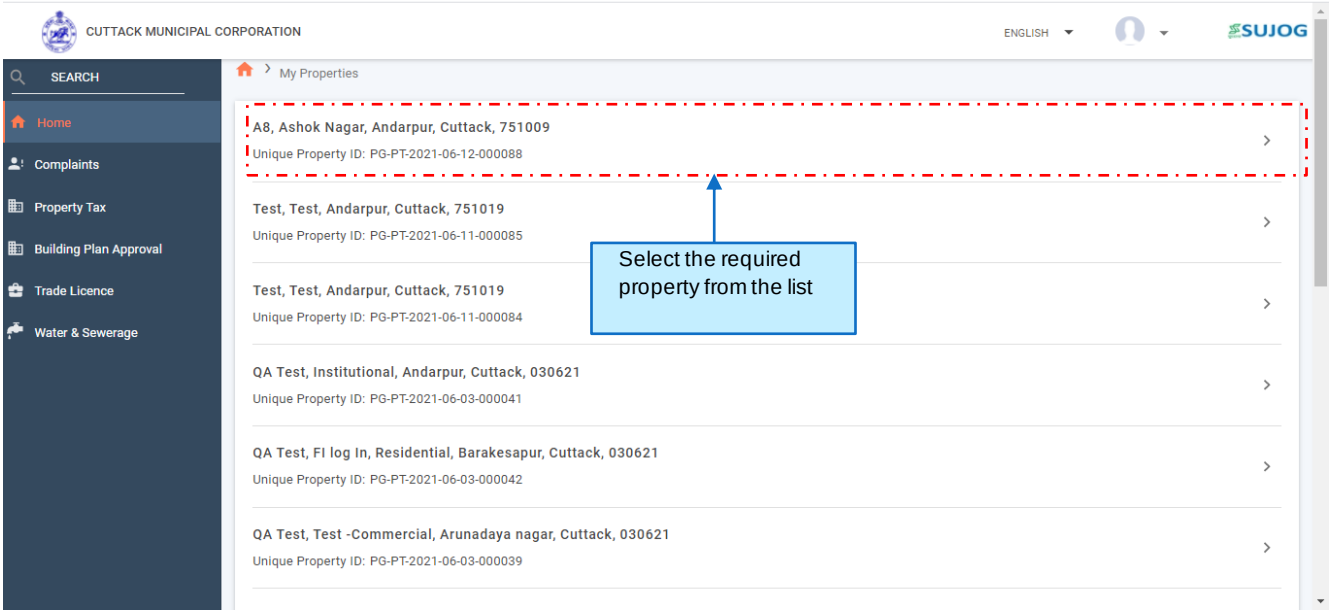
In case approving authority finds any discrepancy/correction required with any document uploaded or if any document specific to the property has not been uploaded by the applicant, then the authority can send the application back to the applicant so that he/she can upload the correct/missing document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

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

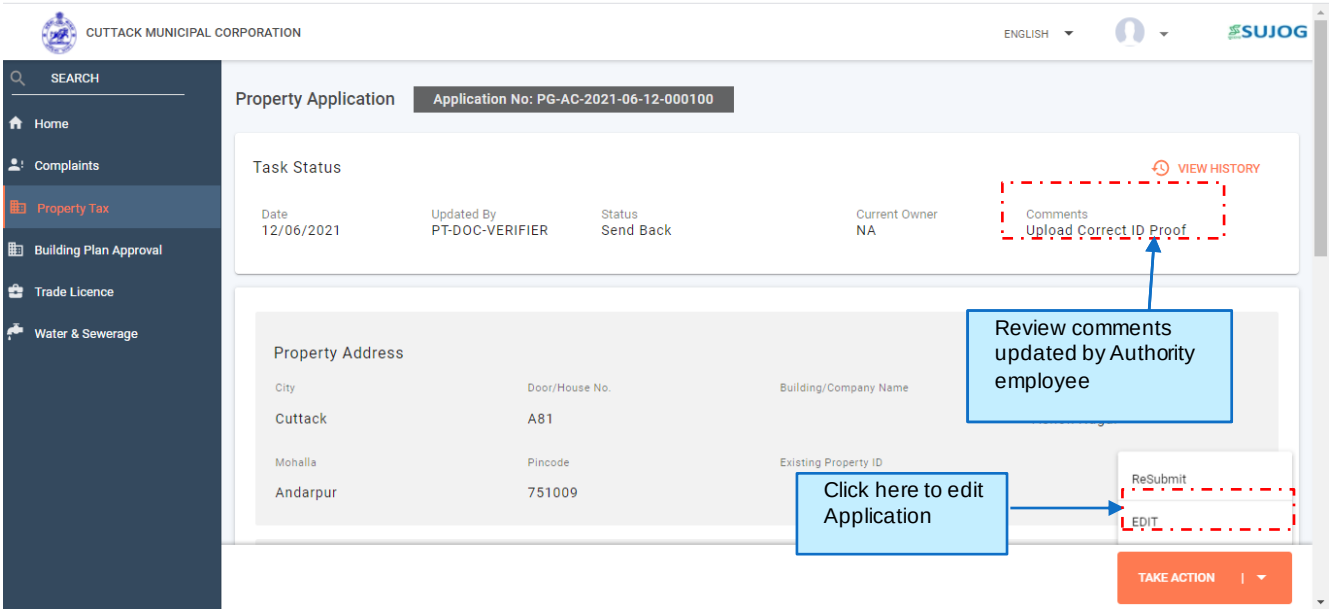
Step 1: Property Tax Service

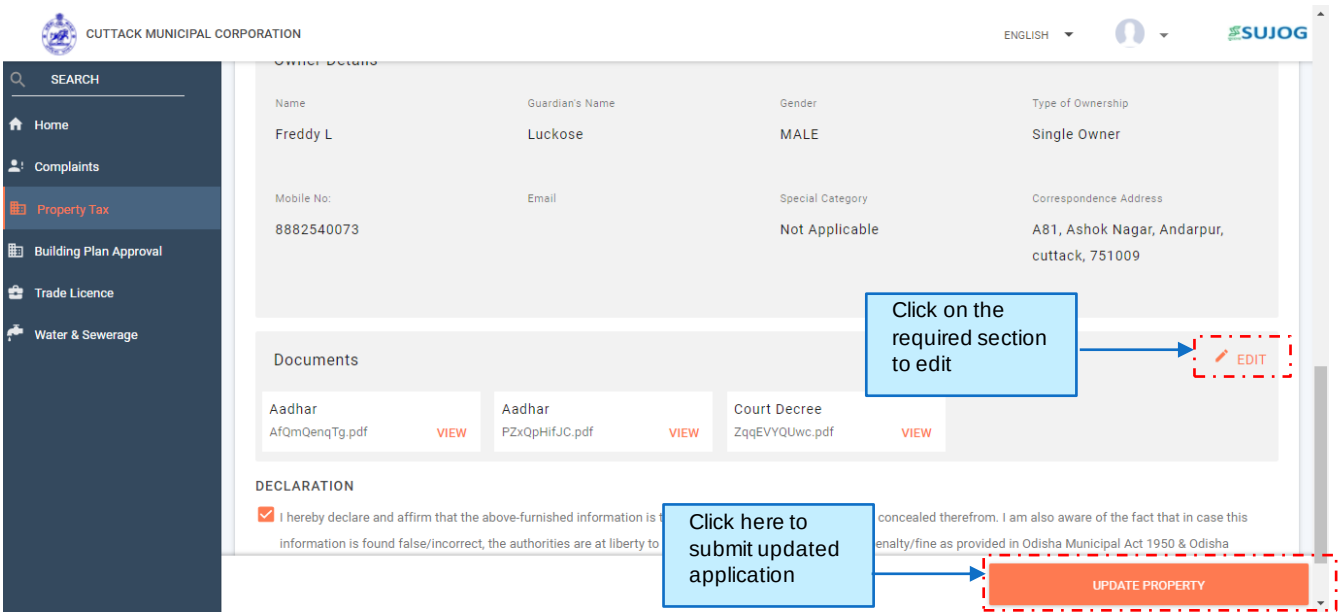


Step 2: My Properties

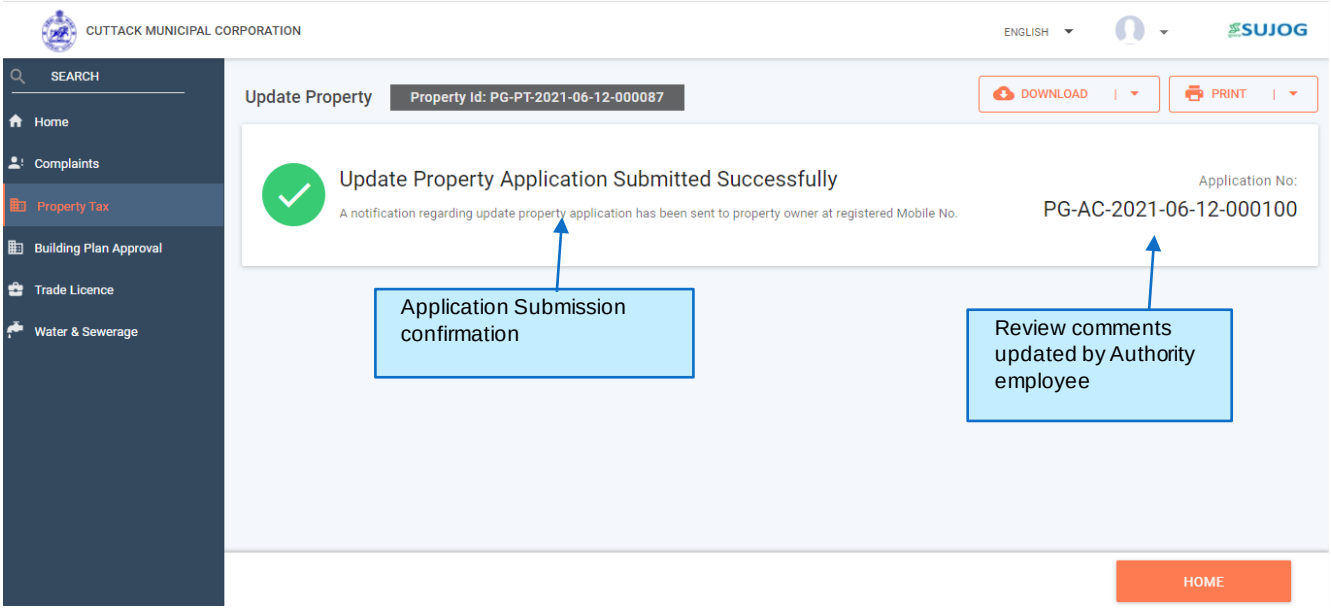


Step 3: Application details





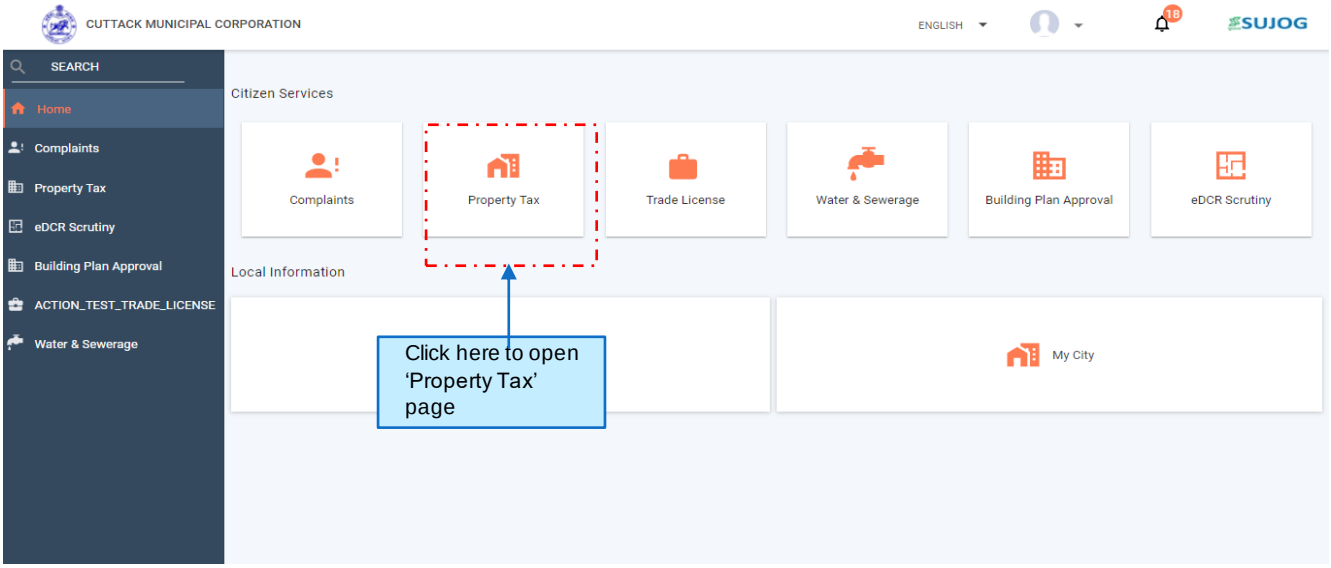
Step 4: Application submission confirmation



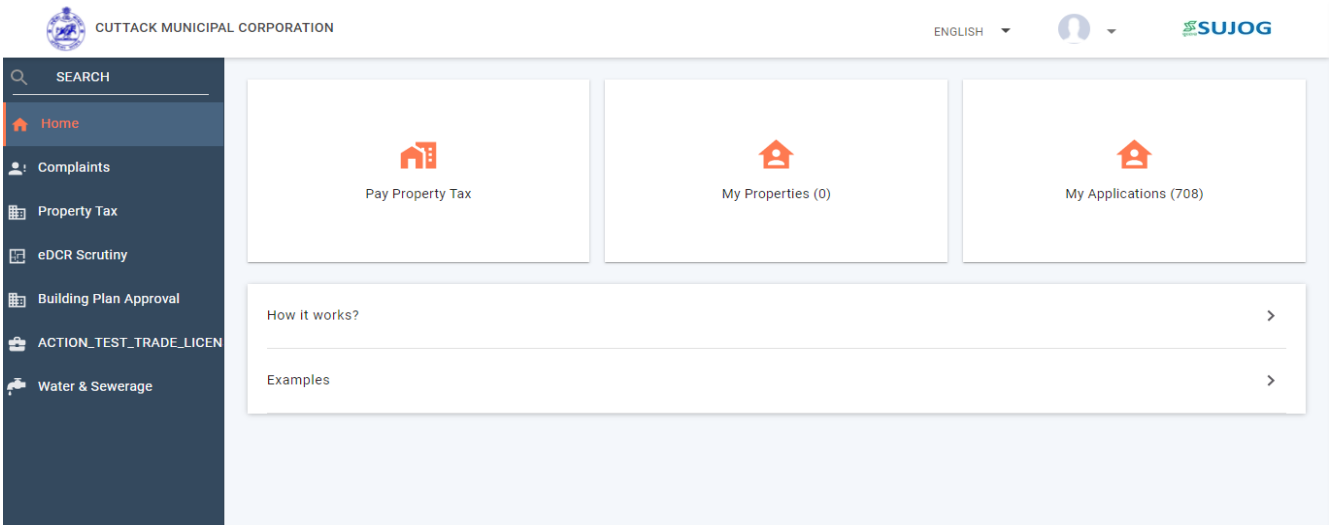
3.4 Track Application Progress

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

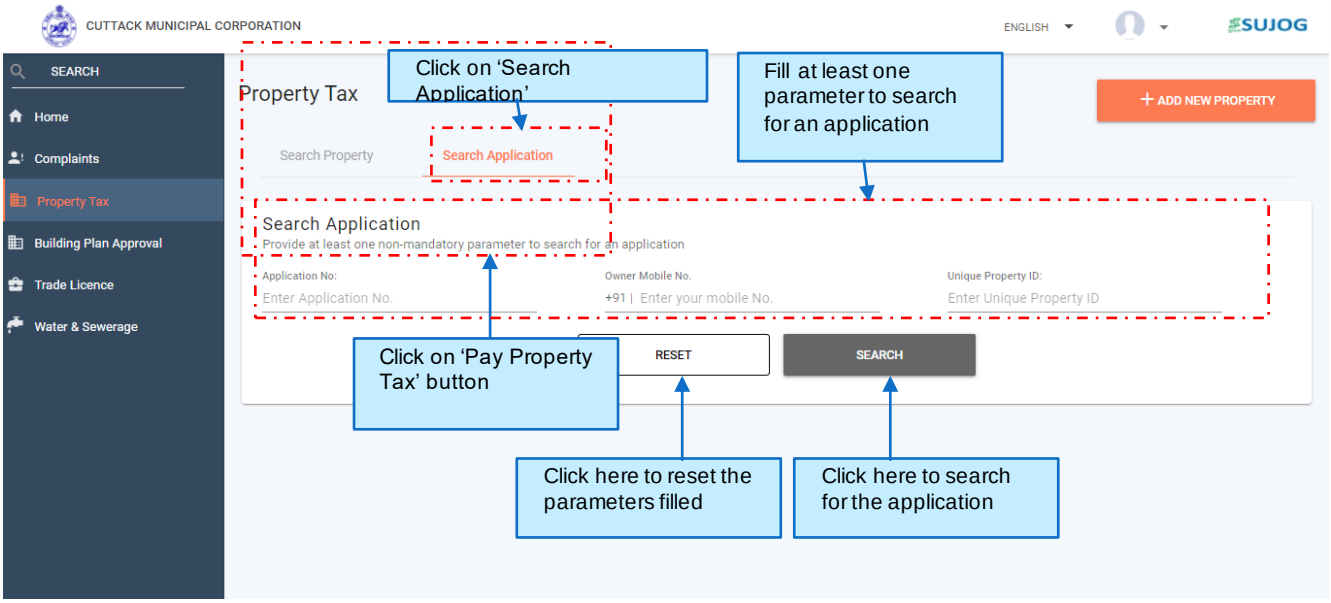
Step 1: Citizen Service page

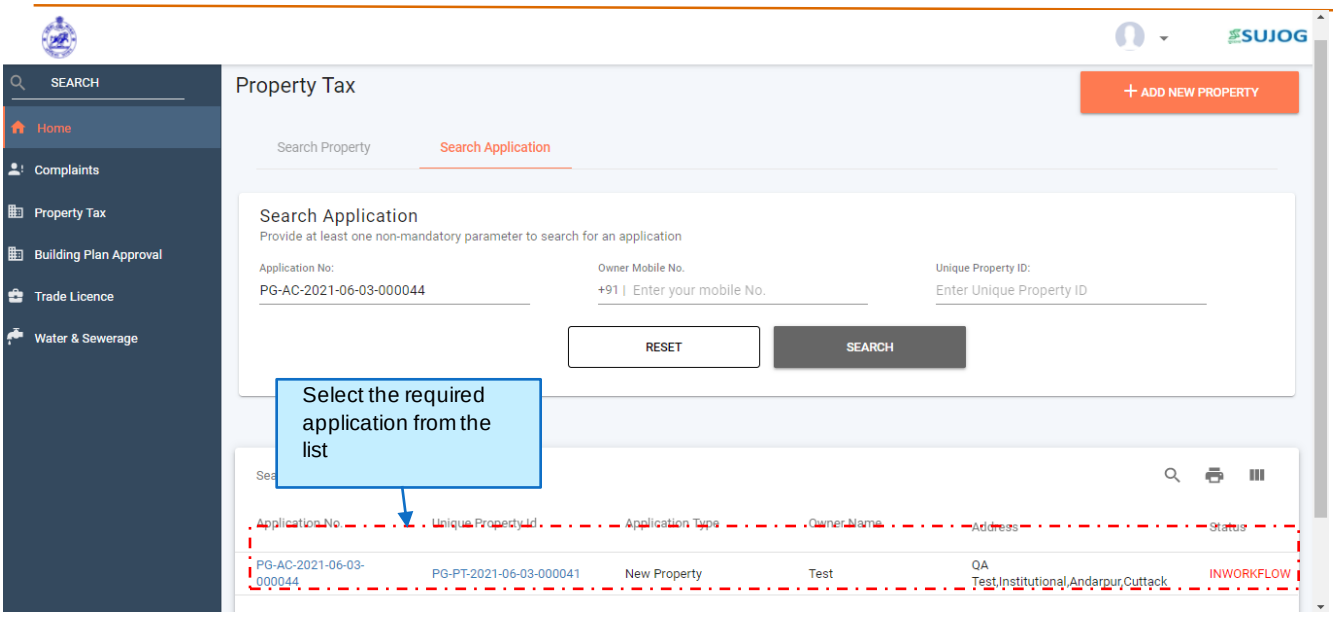


Step 2: Property Tax Service

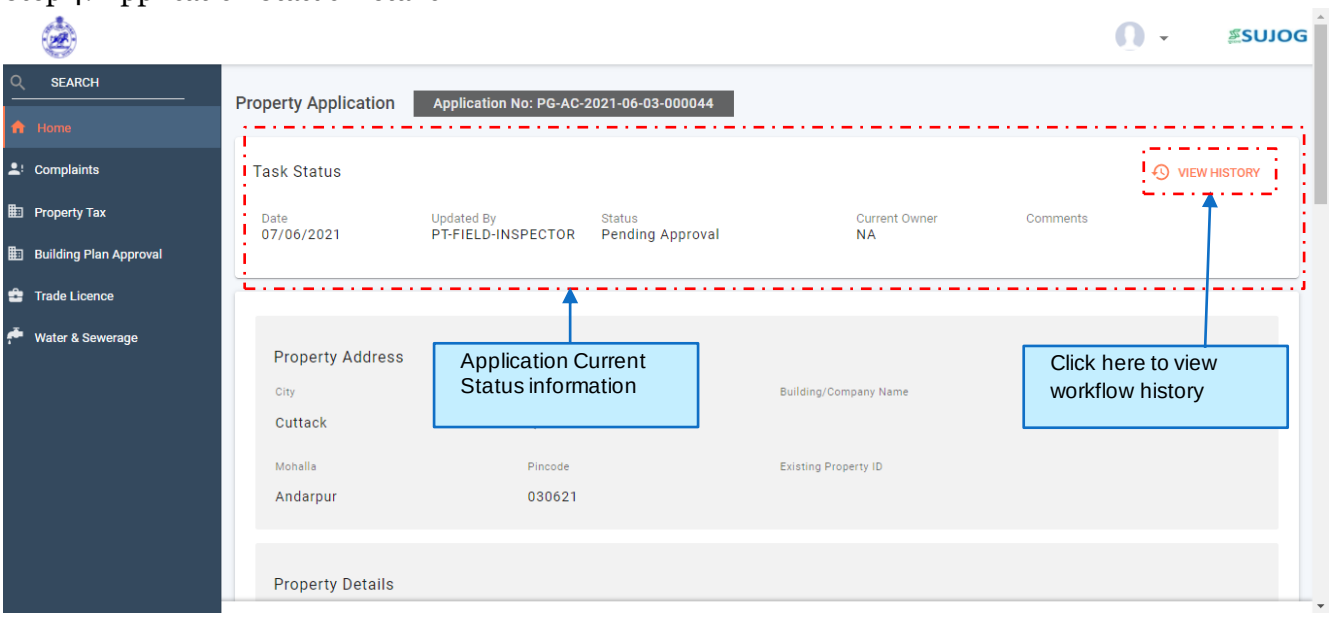


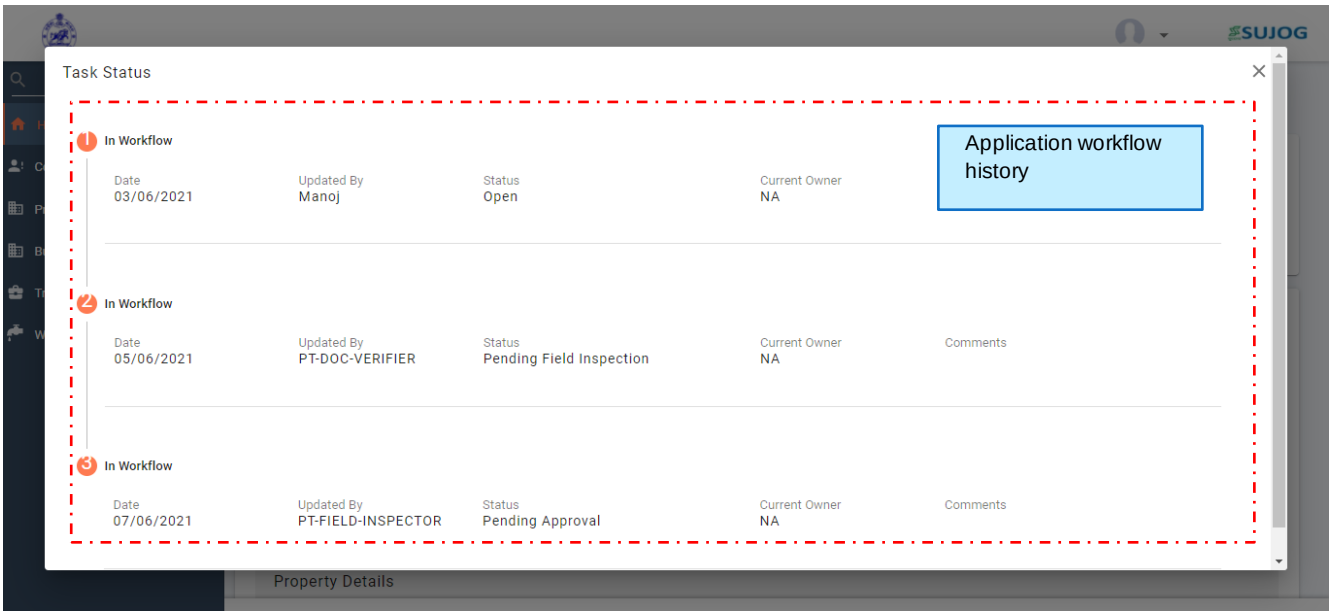
Step 3: Search Application





Step 4: Application Status Details





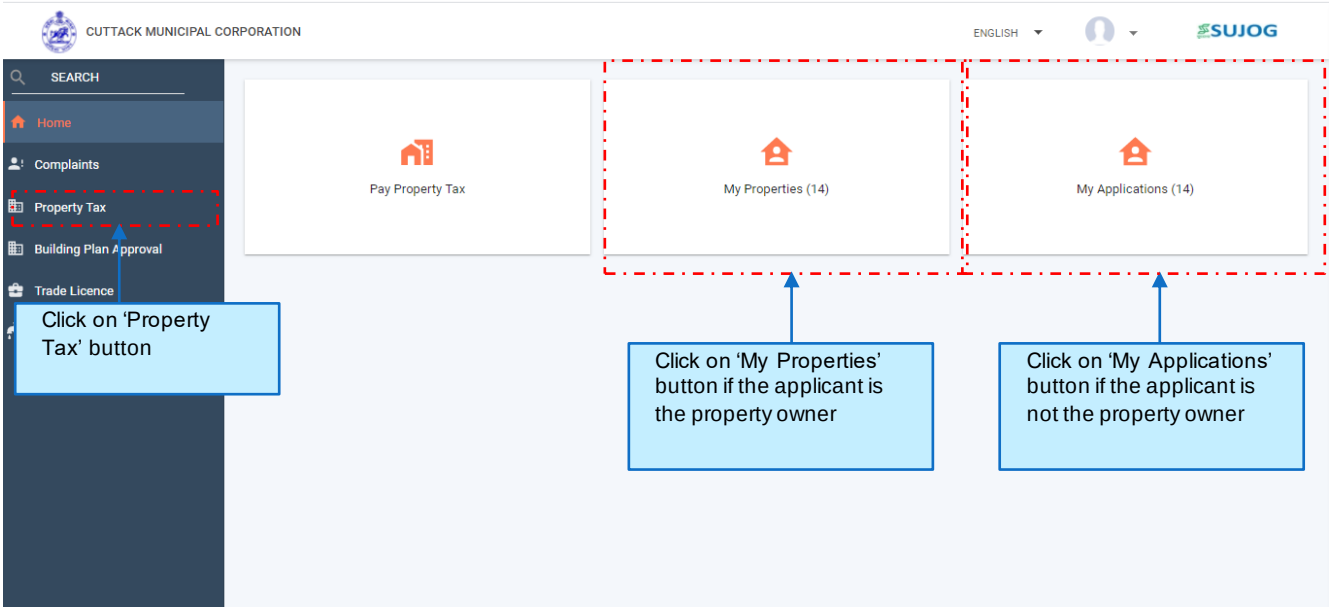
4 Re-Assessment of Property

4.1 Property Re-Assessment Application

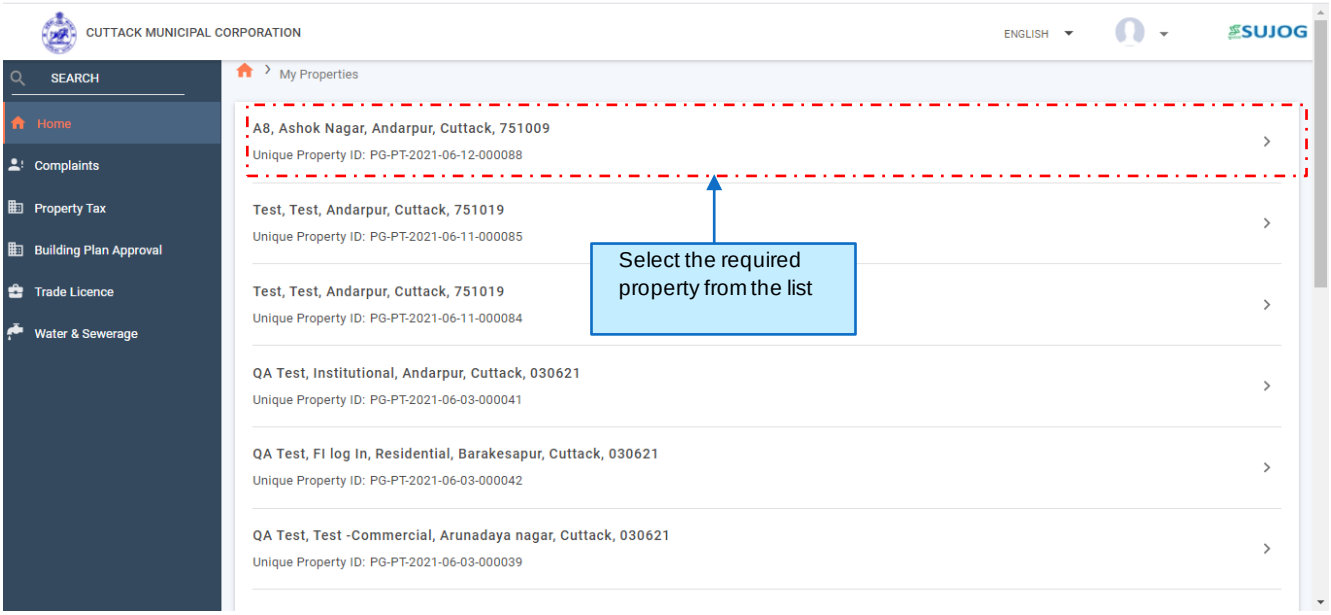
Using the Property Tax system, the citizen can submit application for re-assessment of property by the concerned authority online.

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

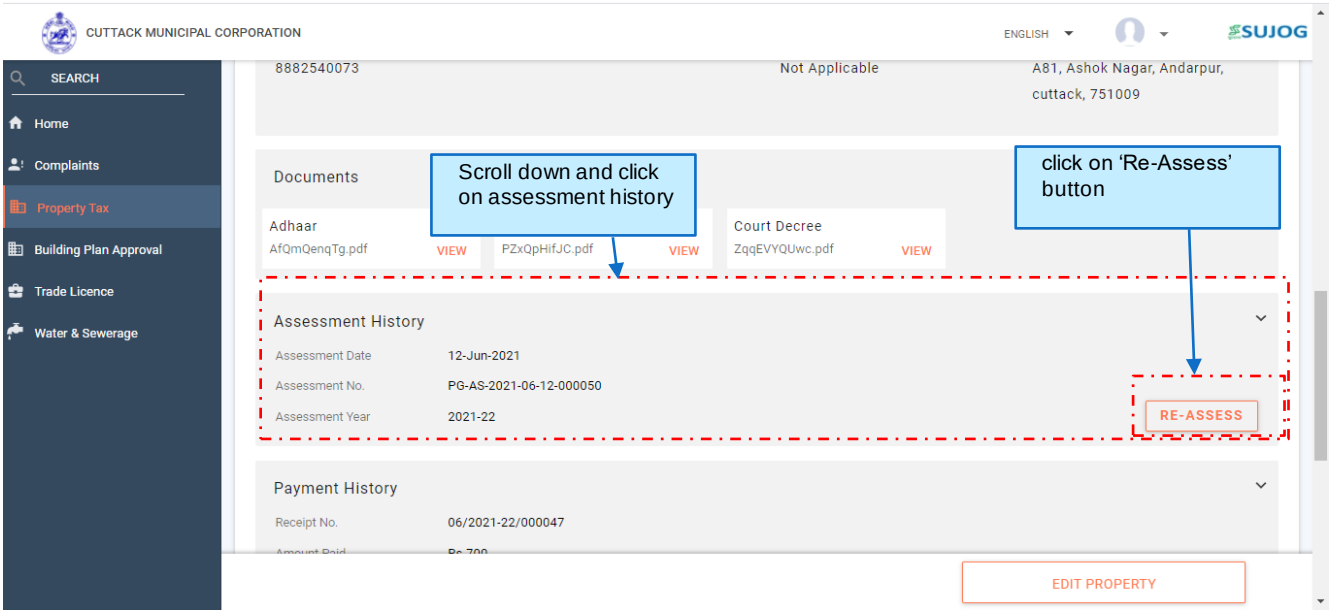
Step 1: Property Tax Service

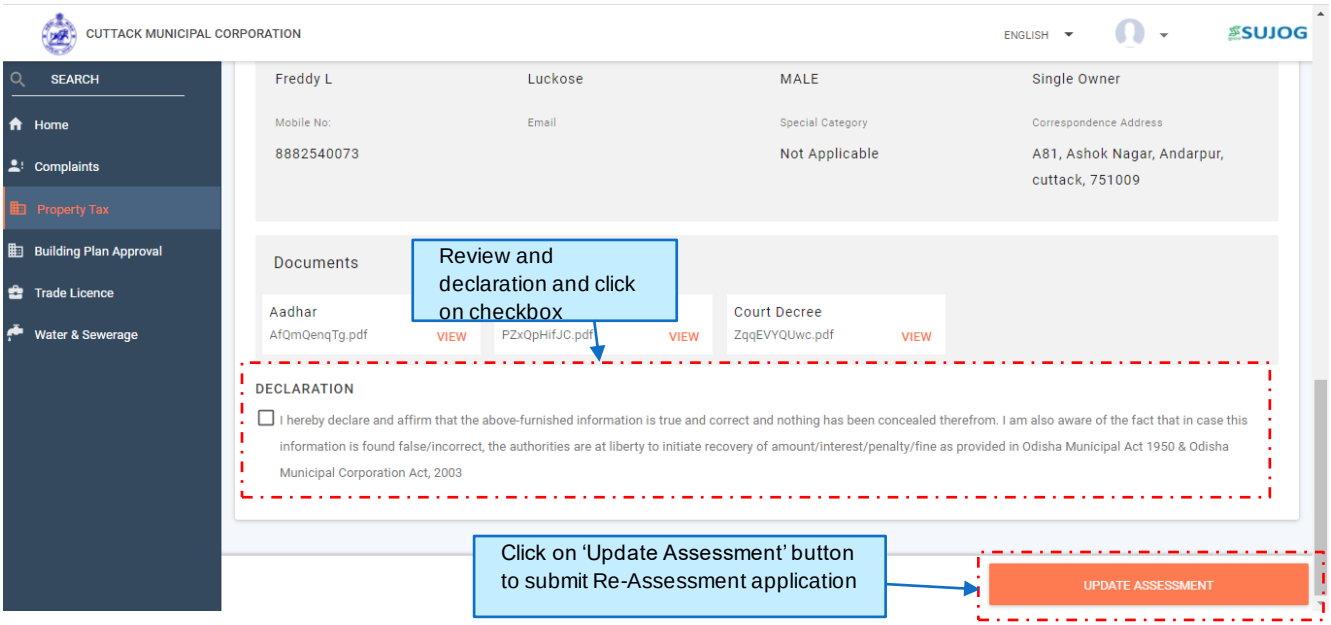


Step 2: My Properties

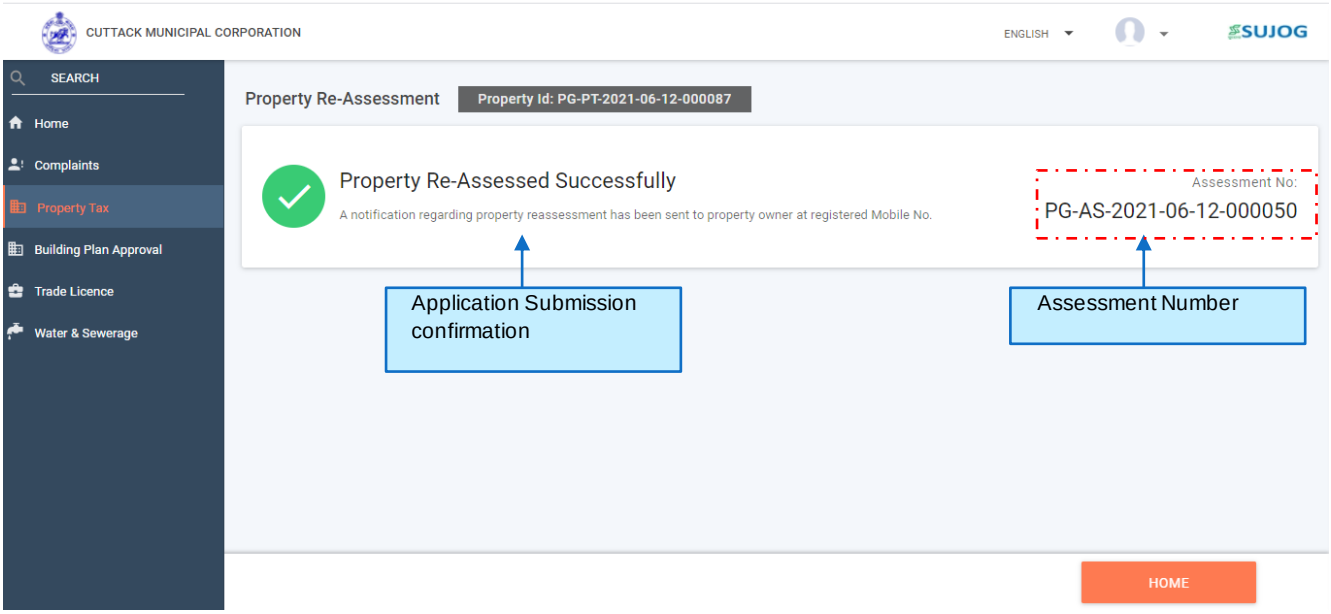


Step 3: Property details





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.

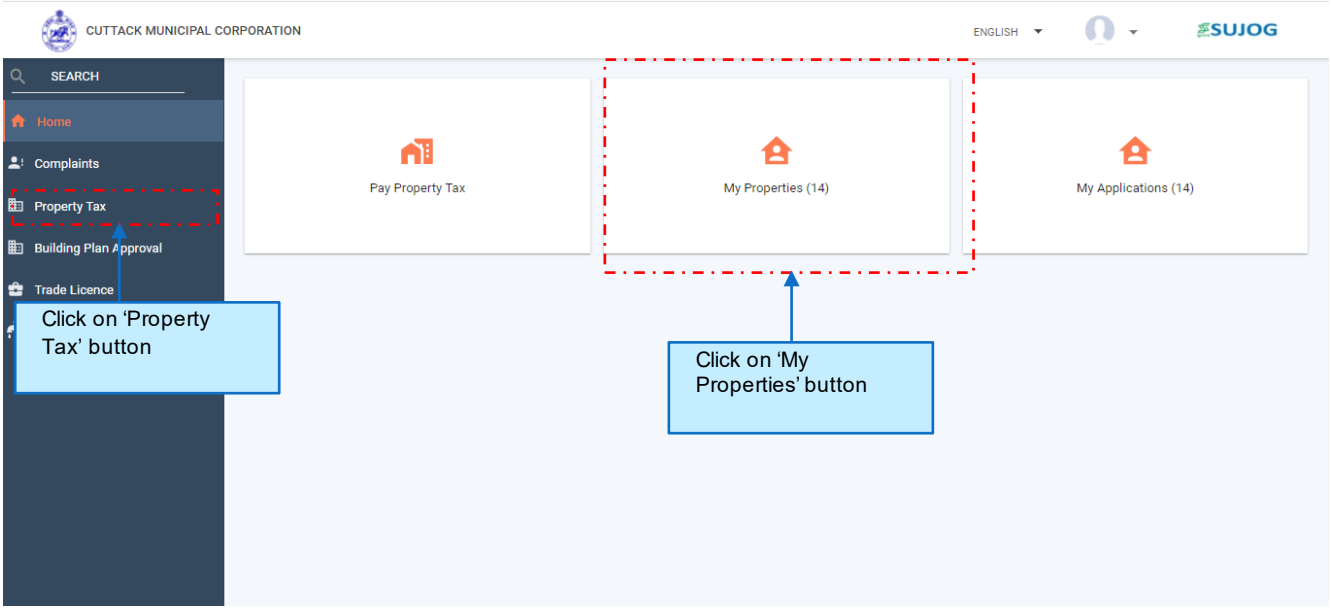
Follow steps mentions in section 3.2 Property Tax Payment to make online payment.

5 Transfer of Property Ownership

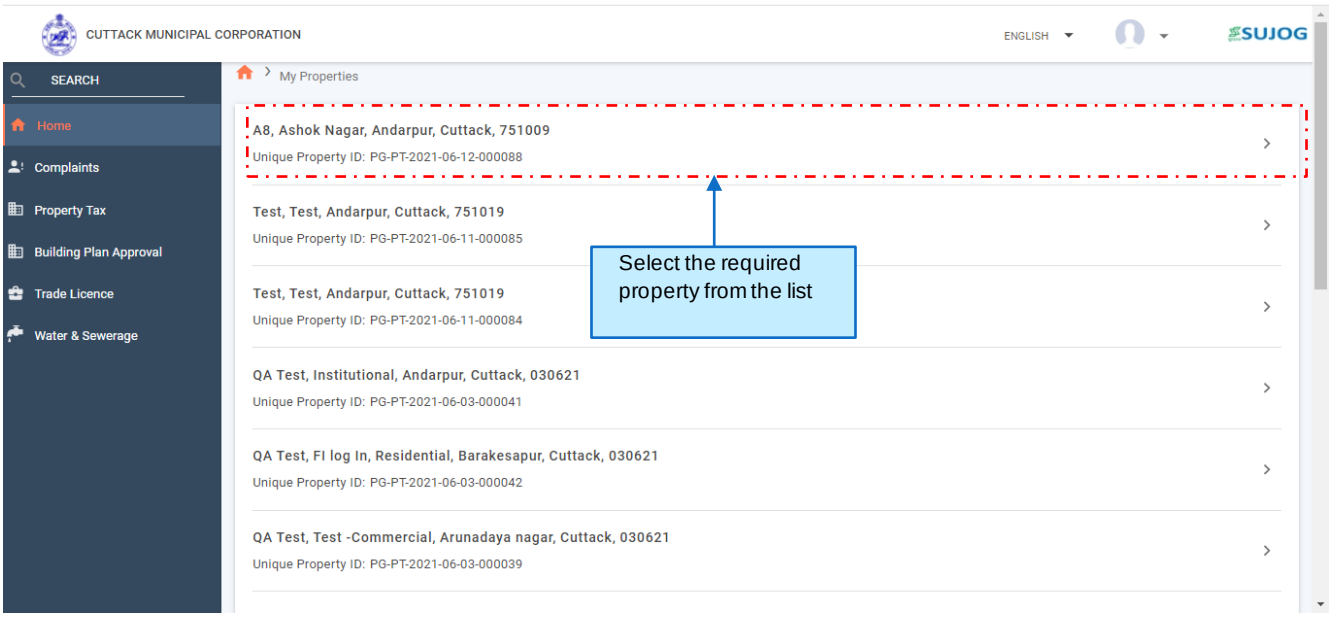
5.1 Application form

Follow the steps below to transfer property ownership.

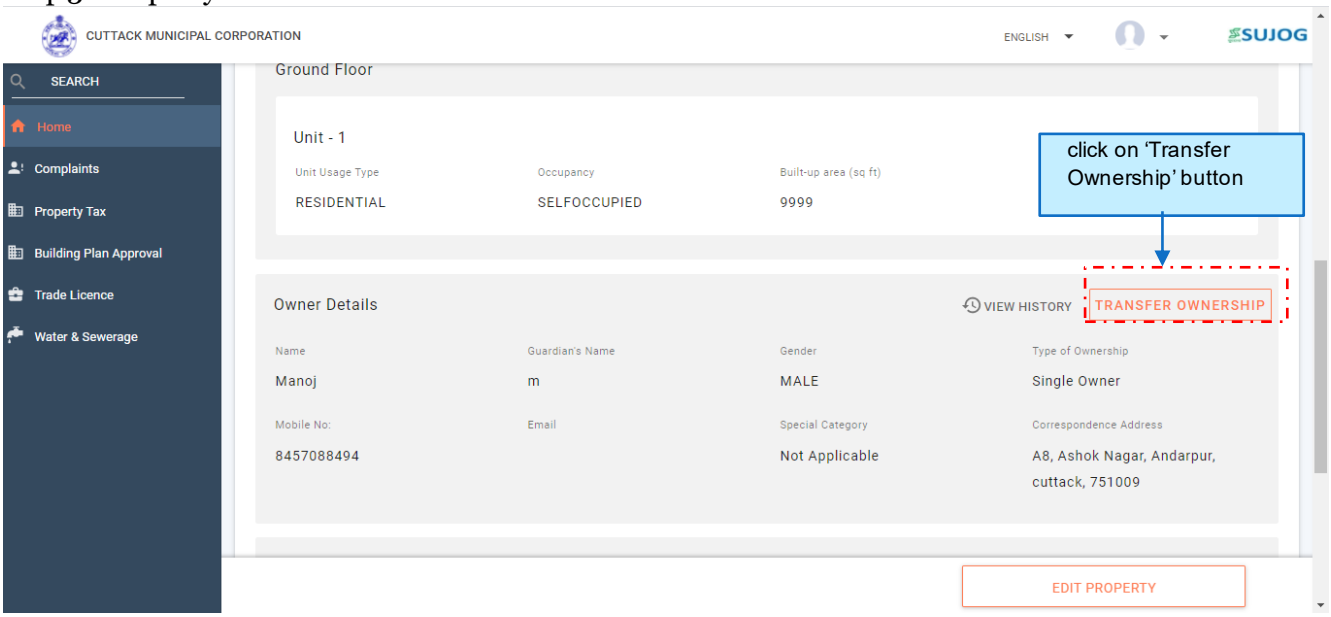
Step 1: Property Tax Service

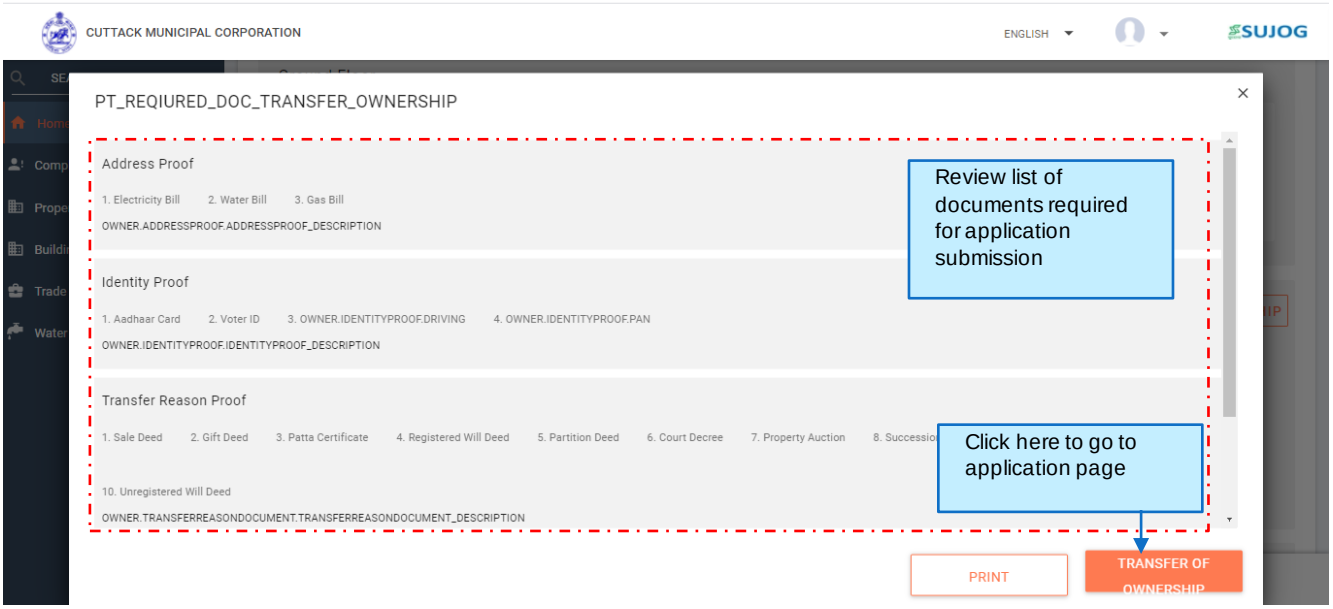


Step 2: My Properties



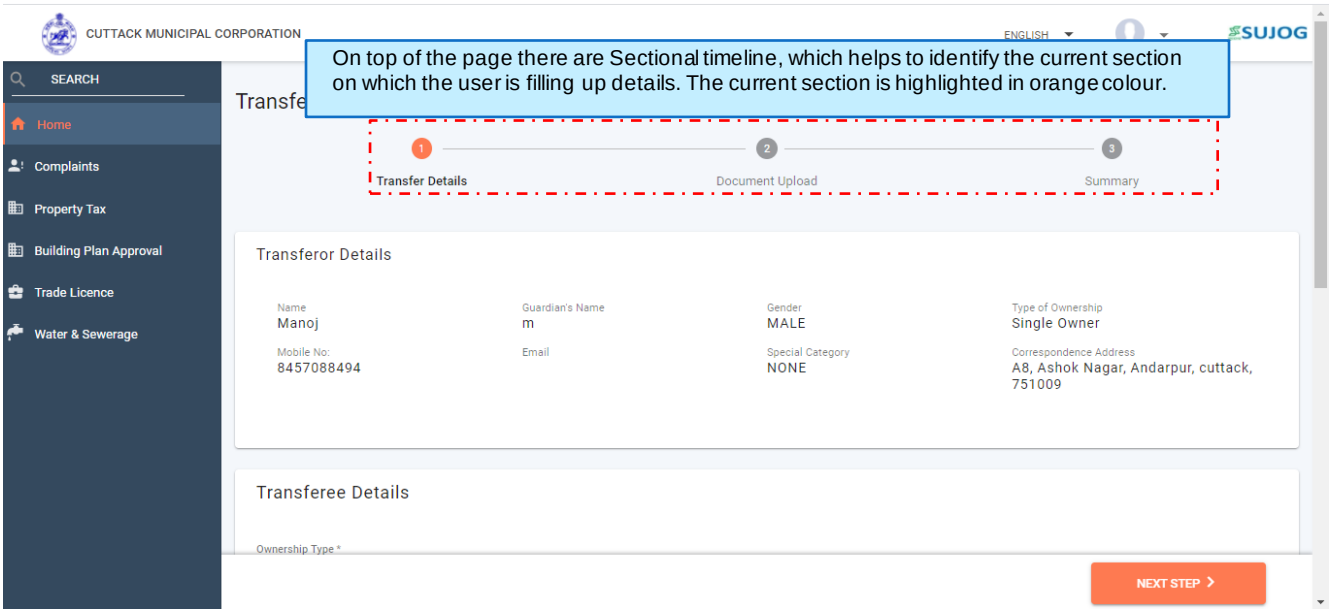
Step 3: Property Details

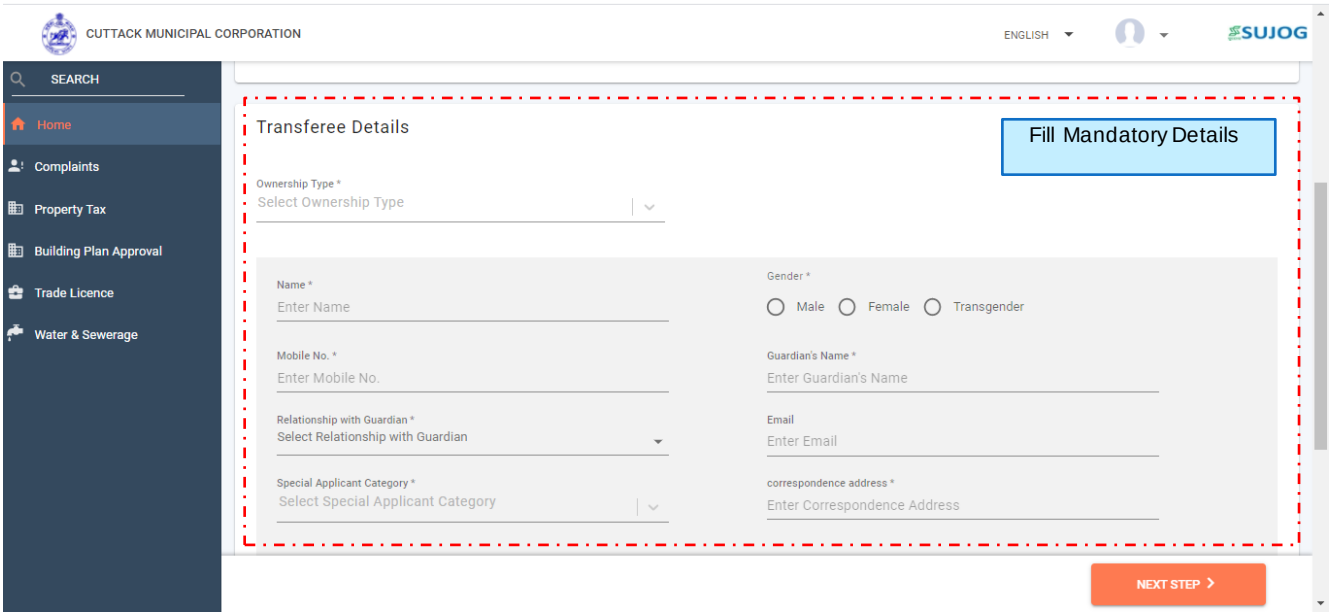




5.1.1 Transfer Details

Step 4: Application details

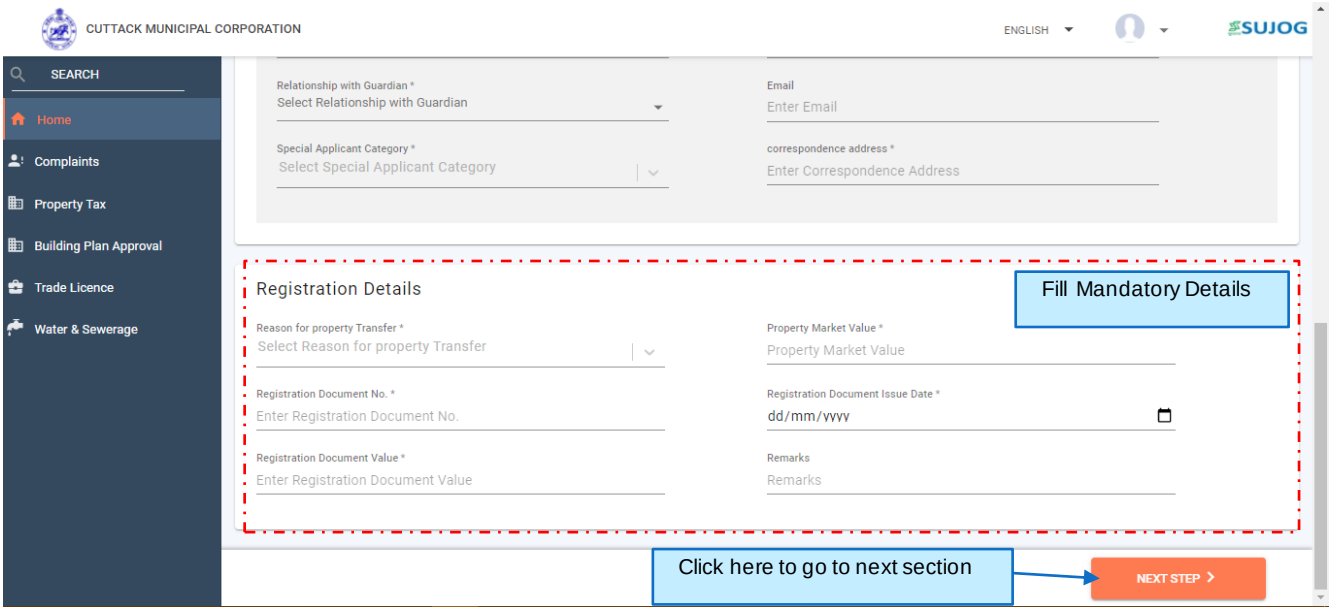




Following are the fields in transferee details section

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

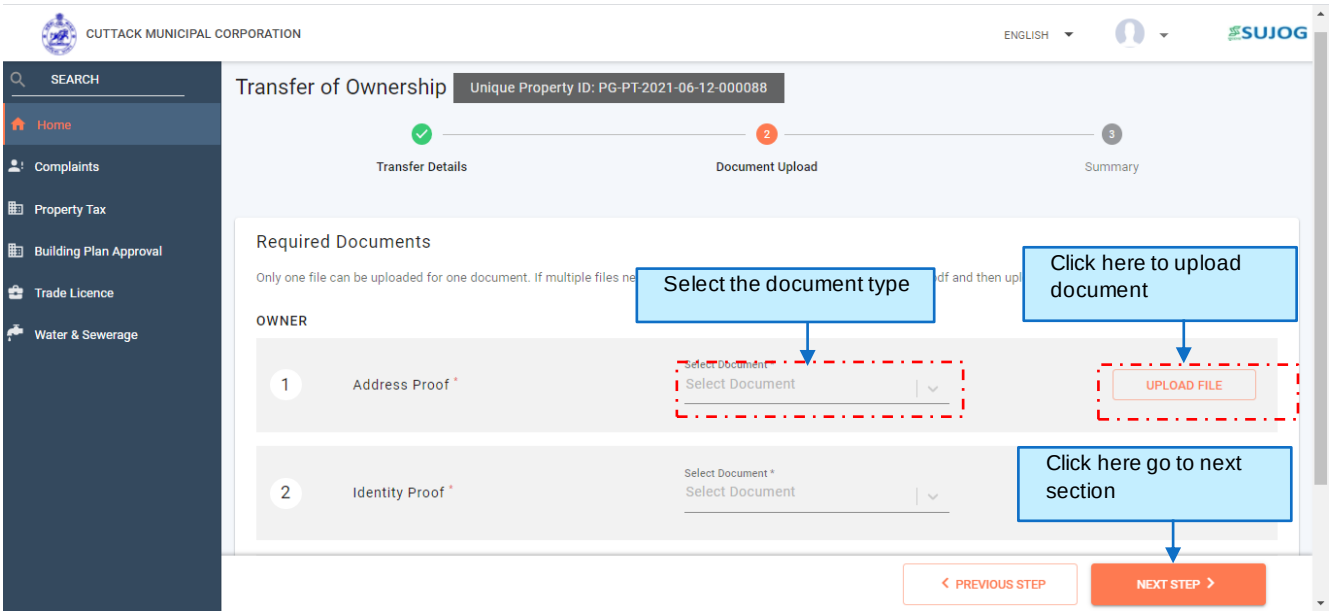
Guardian's Name	Mandatory Field	Enter Transferee guardian name
Relationship with Guardian	Mandatory Field	Select the guardian relationship type from the dropdown
Email	Optional Field	Enter Email Id
Special Applicant Category	Mandatory Field	Select special applicant category from the dropdown if applicable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



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

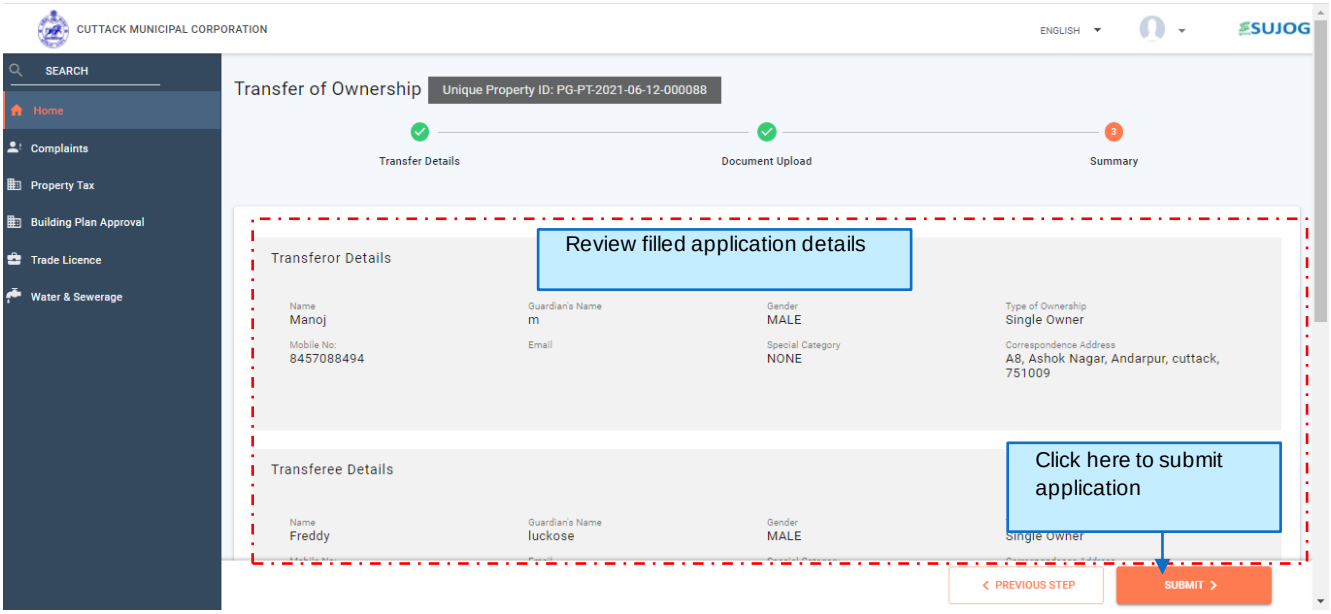
5.1.2 Document Upload



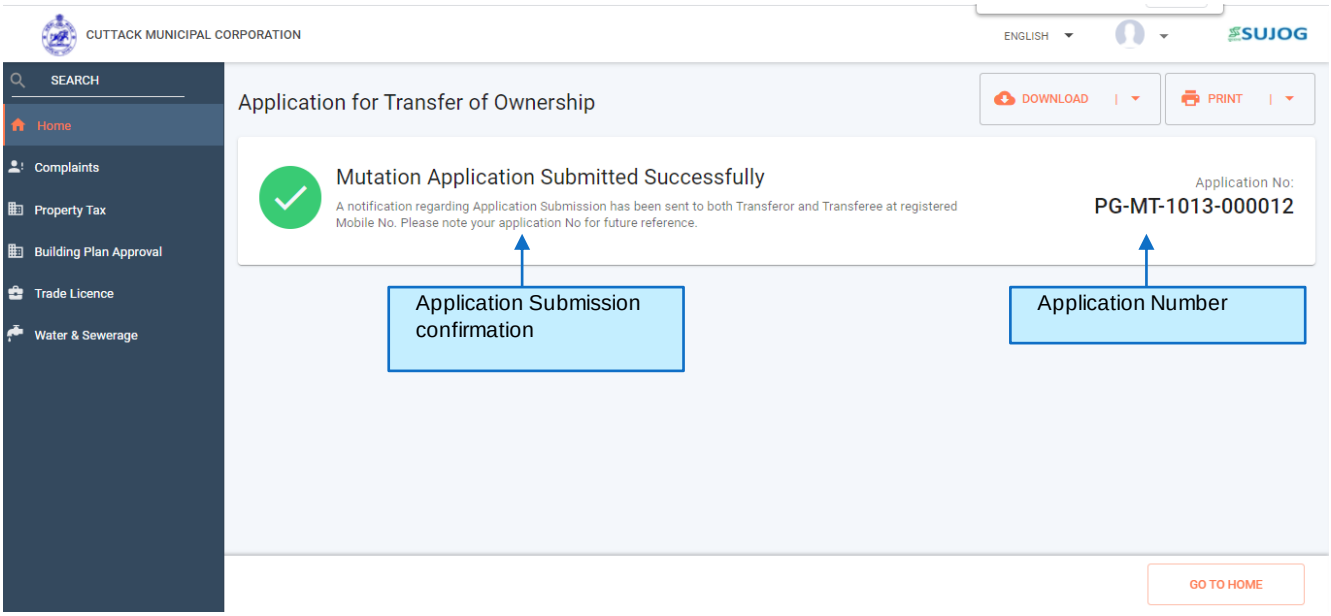
Following are the fields in document upload section

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



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.