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	1st Draft
21 Jun 2023	1.1	Vasabdatta Sen	Manoj Sahu	H&UDD	2nd Draft

Contents

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
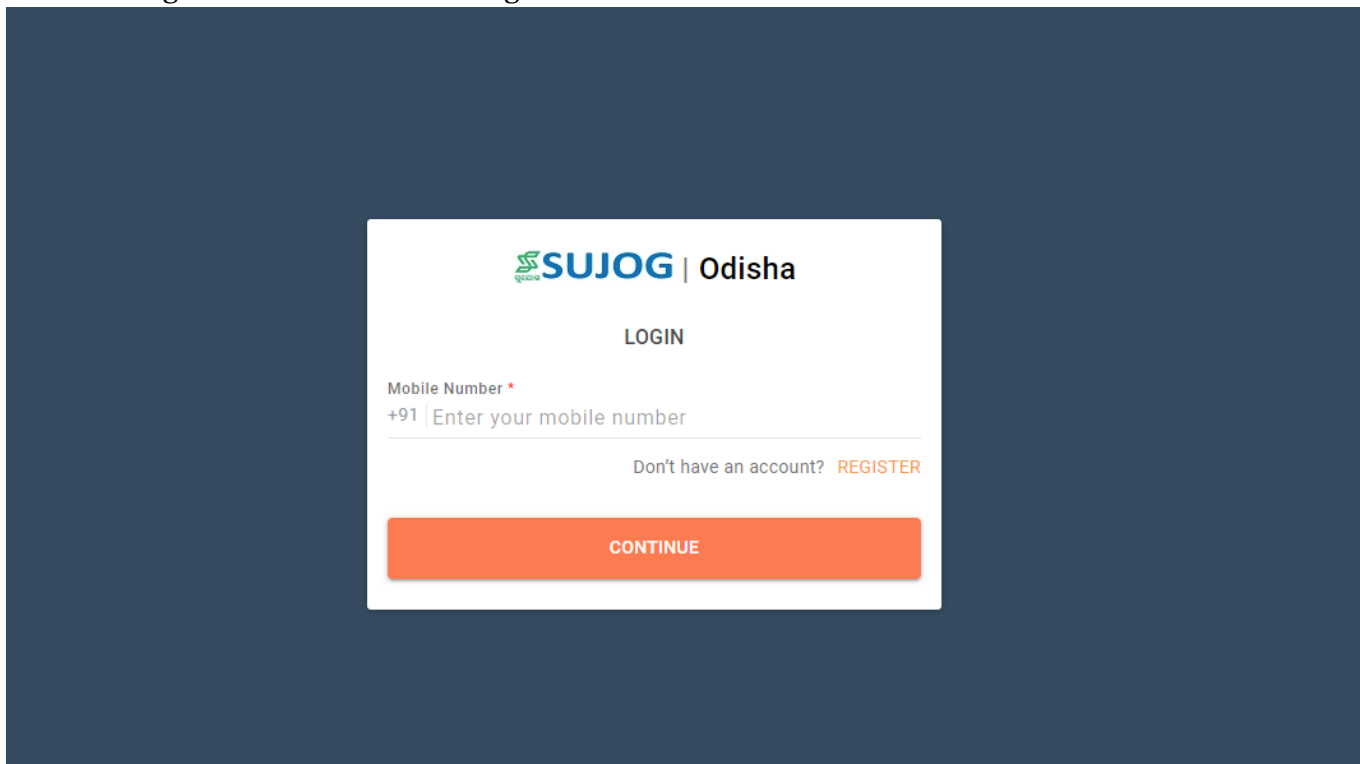- Approve Marriage Registration Certificate.

2. General Functionalities of SUJOG
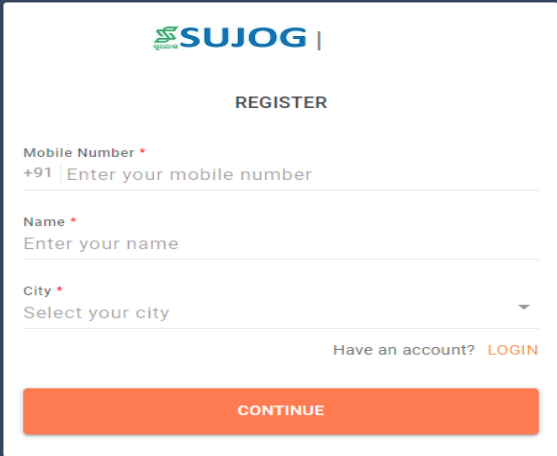
2.1. Citizen Registration

1. To Register, please go to the following link: https://sujog.odisha.gov.in/home
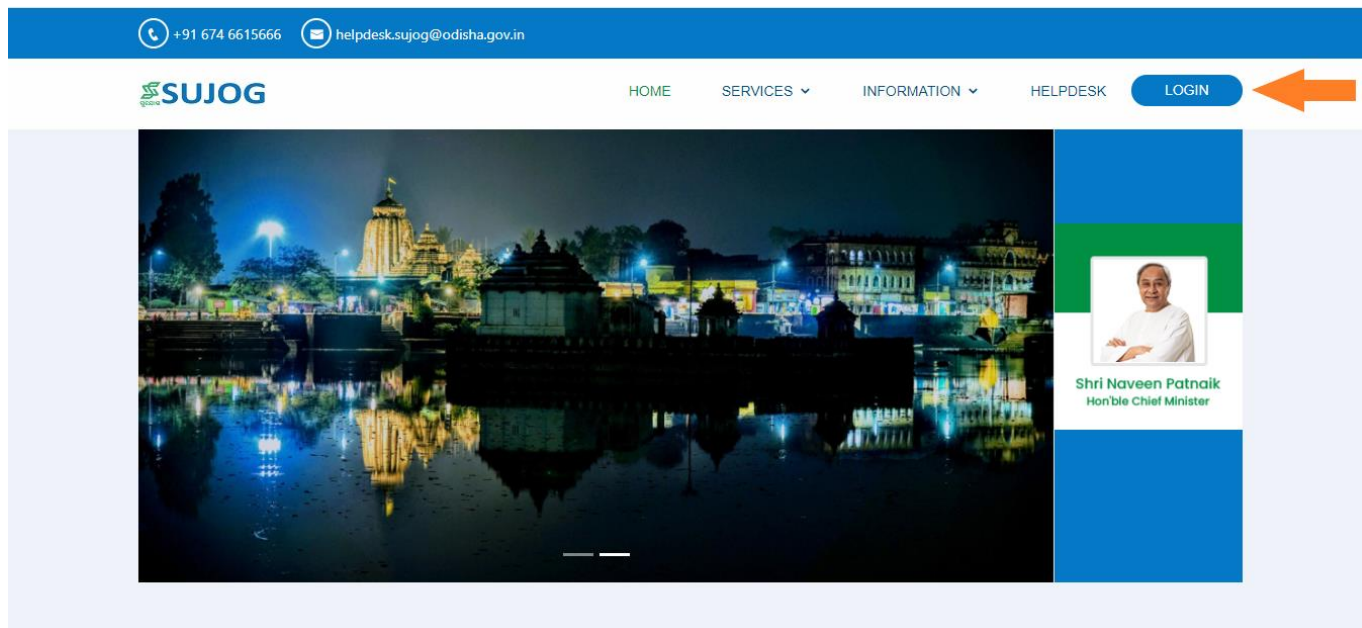
2. Click on 'Register' as shown in the image below
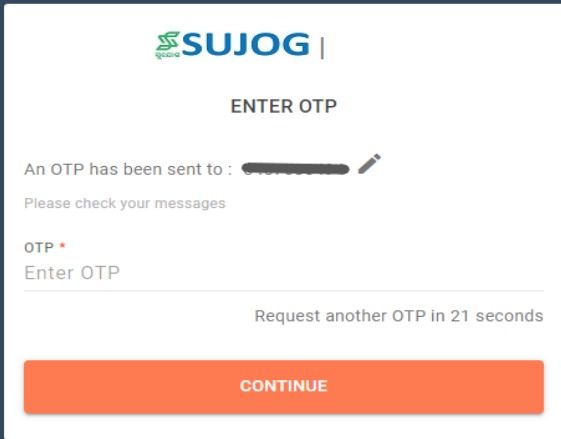
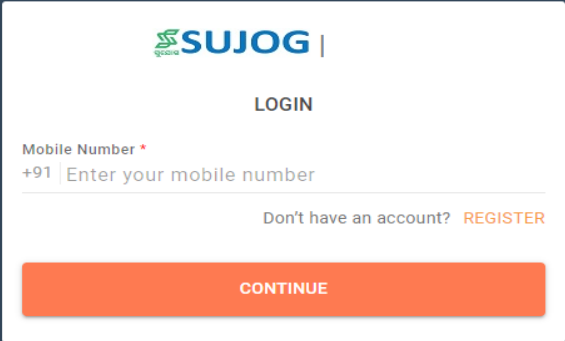3. Enter your mobile number and Name, select your city and click on 'continue' button

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
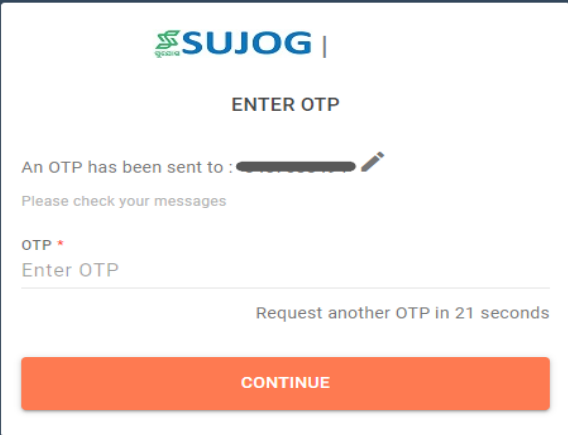
2.2. Citizen Login Application

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

2. Citizen will need to enter the OTP received on the registered mobile number click on '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
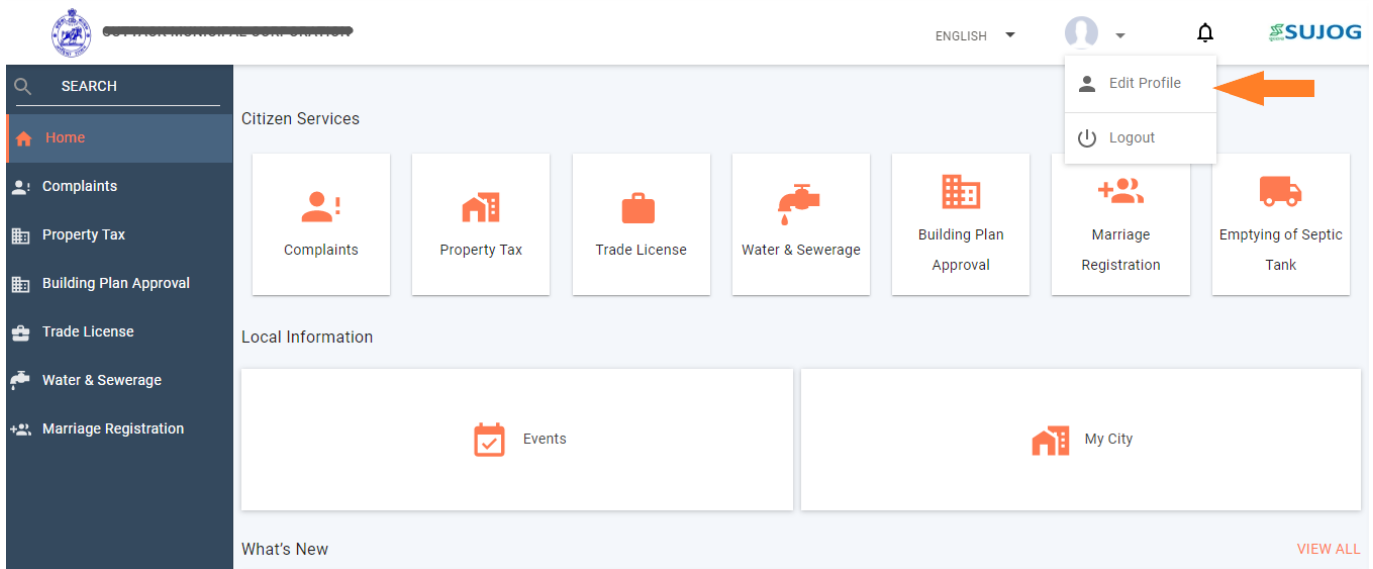
3. A new screen will appear where citizen will be able to update/make changes to profile picture, name, phone number and email id
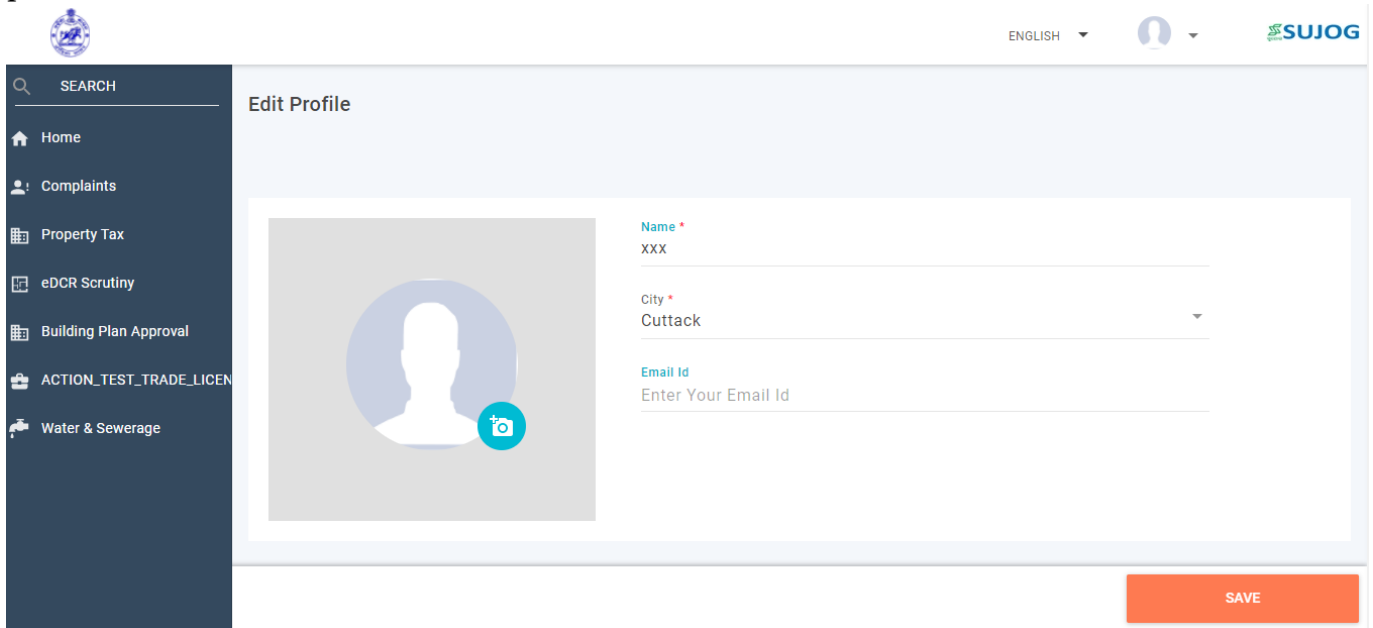
3. Functionalities of Marriage Registration Module

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.
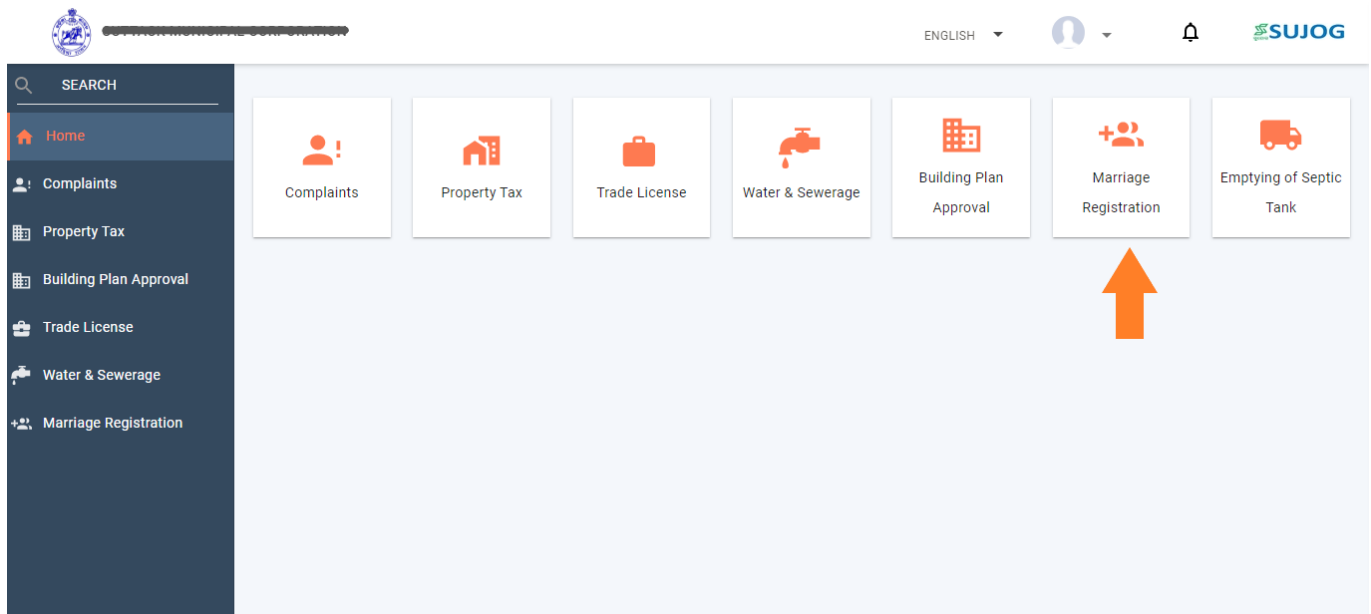
3. To file a new application, citizen will select 'Apply for Marriage Registration' option
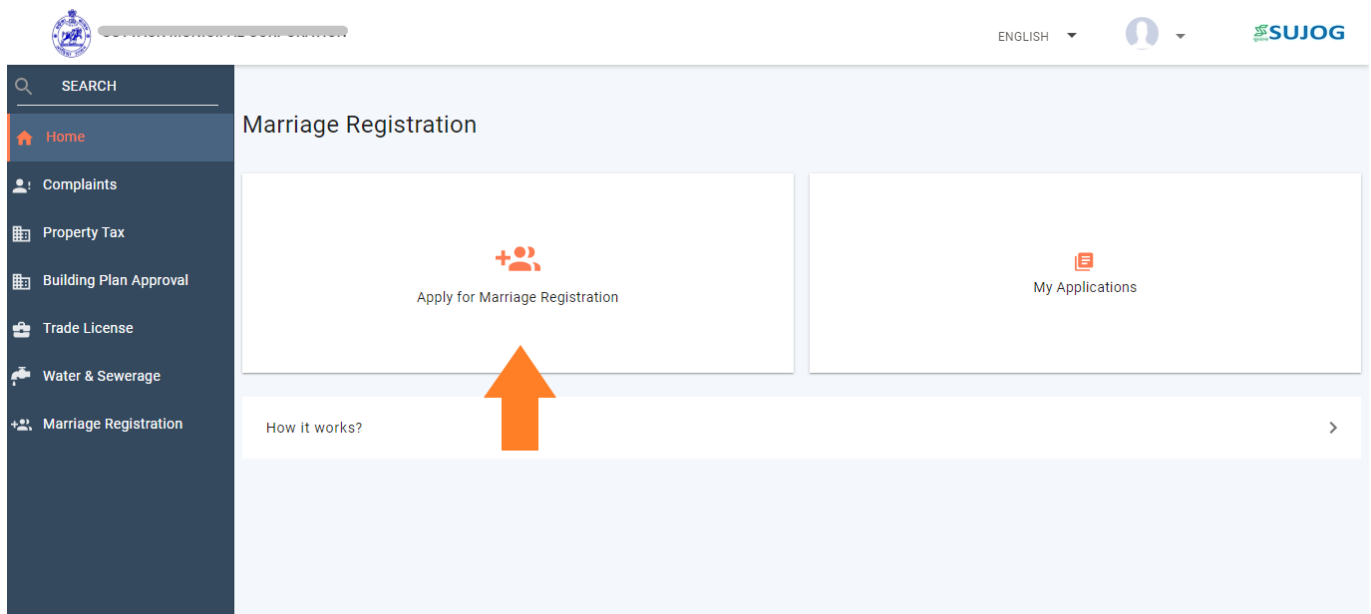
4. A new form will appear where citizen will need to enter necessary details. Citizen will need to fill up the following details to fill the application:

   • Marriage Details

- Bride's Details

- Groom's Details

- Guardian Details

- Witness Details

- Photo & Docs

Groom 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 >

Marriage Registration Application   Application No.

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 >

Groom Guardian Details

Relation with Groom *
Select Relation with Groom

Name *
Enter Name

Address *
Enter Address

District *
Enter District

State *
Enter State

Country *
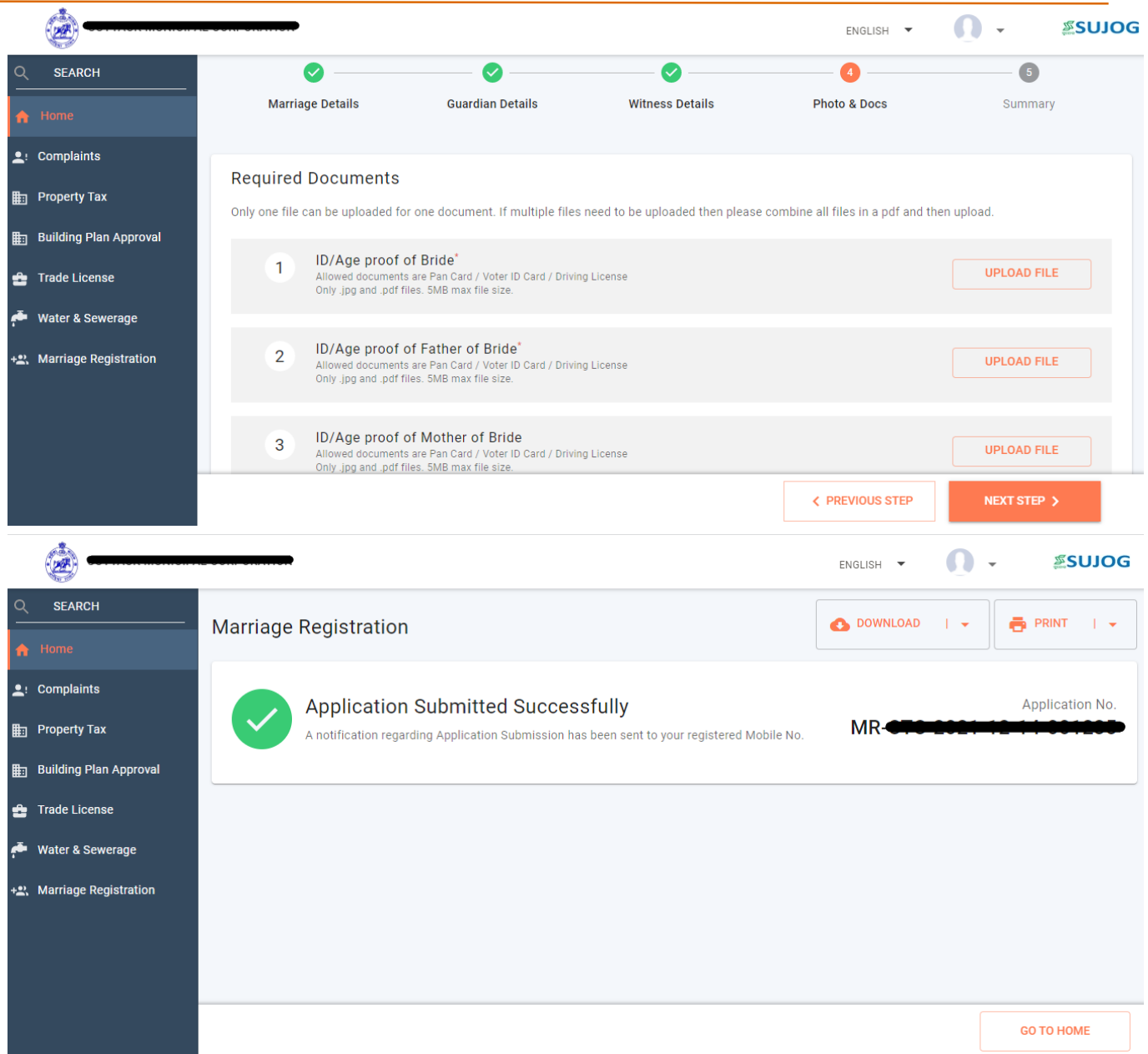INDIA

Pincode *
Enter Pincode

Contact *
Enter Contact

Email *
Enter Email

< PREVIOUS STEP   NEXT STEP >

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 >

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 >

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
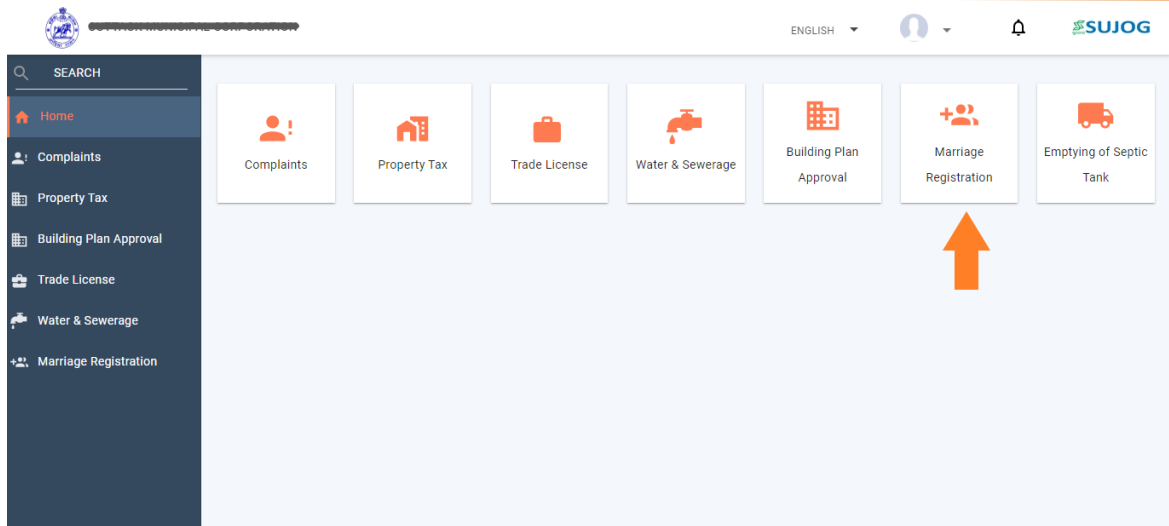
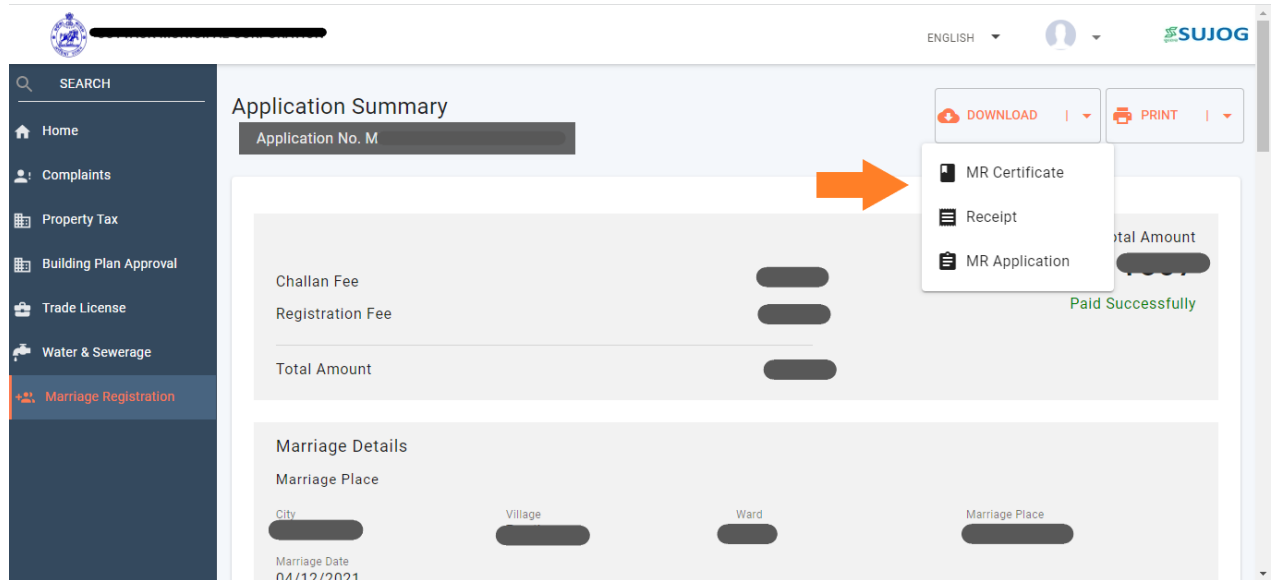2. Thereafter, select 'my applications' option as shown in the image below:
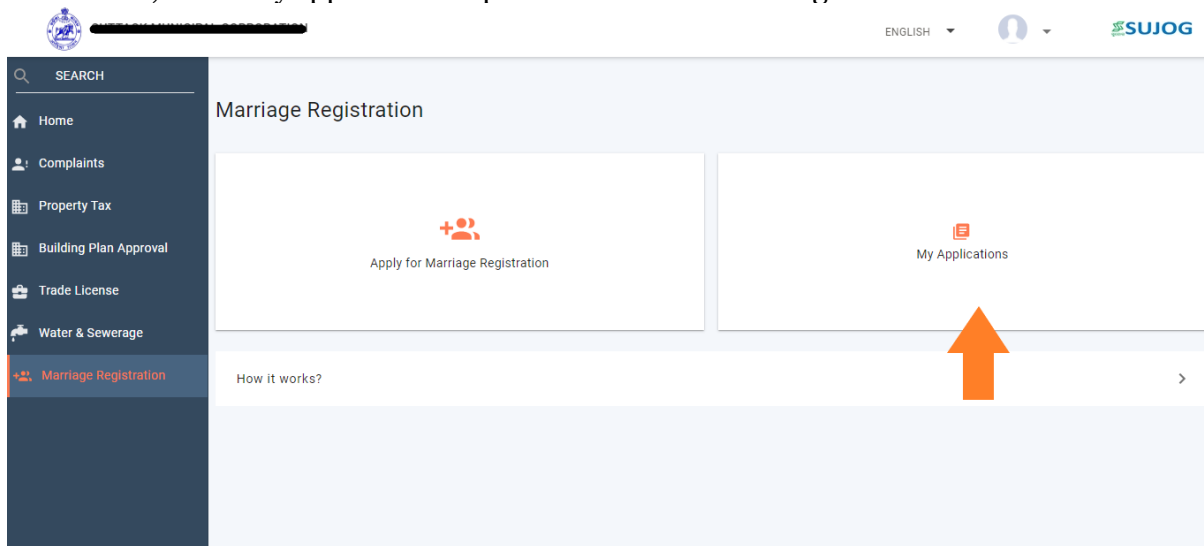
3. Citizen will be able to view the application filled by him/her. Citizen will need to select an application in order to view all complaint related details.
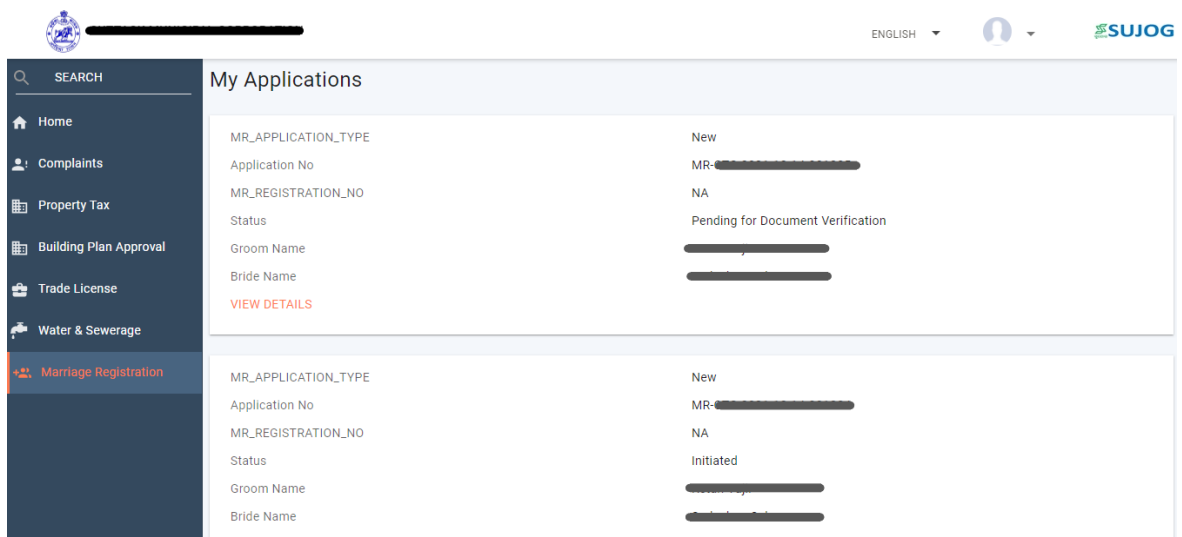
Note: Payment of Registration fee is after the document verification by the ULB official.

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.

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

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:

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.

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 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