2. Make payment button not showing

Applicant is trying to make the payment, however the make payment button is not showing.  
  
BP-CTC-2022-04-07-002317

Queries:

**select** \* **from** eg\_bpa\_buildingplan **where** applicationno ='BP-CTC-2022-04-07-002317';

**select** \* **from** eg\_wf\_processinstance\_v2 ewpv **where** businessid ='BP-CTC-2022-04-07-002317' **order** **by** createdtime **desc**;

3. Citizen Approval is not working

Citizen clicking on approve button, but no action is taking place.  
BP-CTC-2022-05-31-003900  
BP-BAM-2022-05-06-003306, (mob - 94399 37851)

Queries:

**select** \* **from** eg\_bpa\_buildingplan **where** applicationno ='BP-CTC-2022-05-31-003900';

**select** \* **from** eg\_wf\_processinstance\_v2 ewpv **where** businessid ='BP-CTC-2022-05-31-003900' **order** **by**

createdtime **desc**;

**select** \* **from** eg\_bpa\_buildingplan **where** applicationno ='BP-BAM-2022-05-06-003306';

**select** \* **from** eg\_wf\_processinstance\_v2 ewpv **where** businessid ='BP-BAM-2022-05-06-003306' **order** **by**

createdtime **desc**;

4. Send back to citizen

Forward button not showing at applicant side.  
  
BP-BMC-2022-01-31-000598

BP-RRK-2022-02-22-001059

**select** \* **from** eg\_bpa\_buildingplan **where** applicationno ='BP-BMC-2022-01-31-000598';

**select** \* **from** eg\_wf\_processinstance\_v2 ewpv **where** businessid ='BP-BMC-2022-01-31-000598' **order** **by**

createdtime **desc**;

**select** \* **from** eg\_bpa\_buildingplan **where** applicationno ='BP-RRK-2022-02-22-001059';

**select** \* **from** eg\_wf\_processinstance\_v2 ewpv **where** businessid ='BP-RRK-2022-02-22-001059' **order** **by**

createdtime **desc**;

5. Scrutiny button not showing

Scrutiny button not showing even after approval.  
  
BPR-2022-01-10-001068  
BPR-2022-01-20-001363 (9937476102)  
BPR-2022-01-20-001363 (mob - 9178696734)

**select** \* **from** eg\_bpa\_buildingplan **where** applicationno ='BPR-2022-01-10-001068';

**select** \* **from** eg\_wf\_processinstance\_v2 ewpv **where** businessid ='BPR-2022-01-10-001068' **order** **by**

createdtime **desc**;

**select** \* **from** eg\_bpa\_buildingplan **where** applicationno ='BPR-2022-01-20-001363';

**select** \* **from** eg\_wf\_processinstance\_v2 ewpv **where** businessid = 'BPR-2022-01-20-001363' **order** **by**

createdtime **desc**;

If applications are really approved and processinstance is correct then-

Need to get encrypted username /id. Then could check the roles provided to the user. Other way – login with otp from actual user and see the roles available.