



# Building Plan Approval System

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Citizen



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## About this User Guide

This User Manual describes the features, benefits, workflow, and roles offered by the Building Plan Approval module of eGovernments platform, and a step-by-step guide to using the module by different users.

## Conventions

The conventions used in this manual are:

- 1) Navigation > Arrow '>' notation describes the flow of navigation in the app.
- 2) LP: Letter to Party



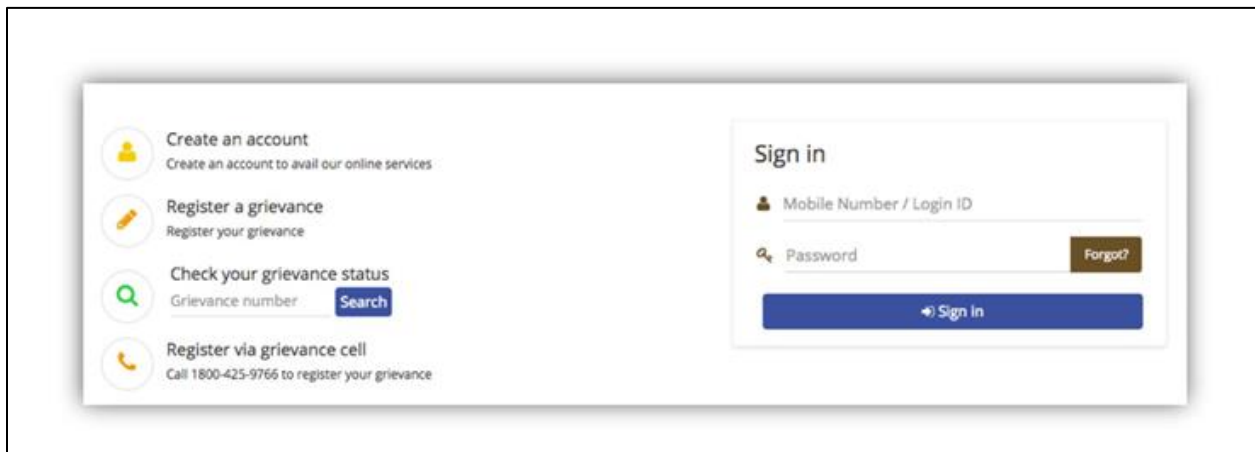
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# 1 Getting Started

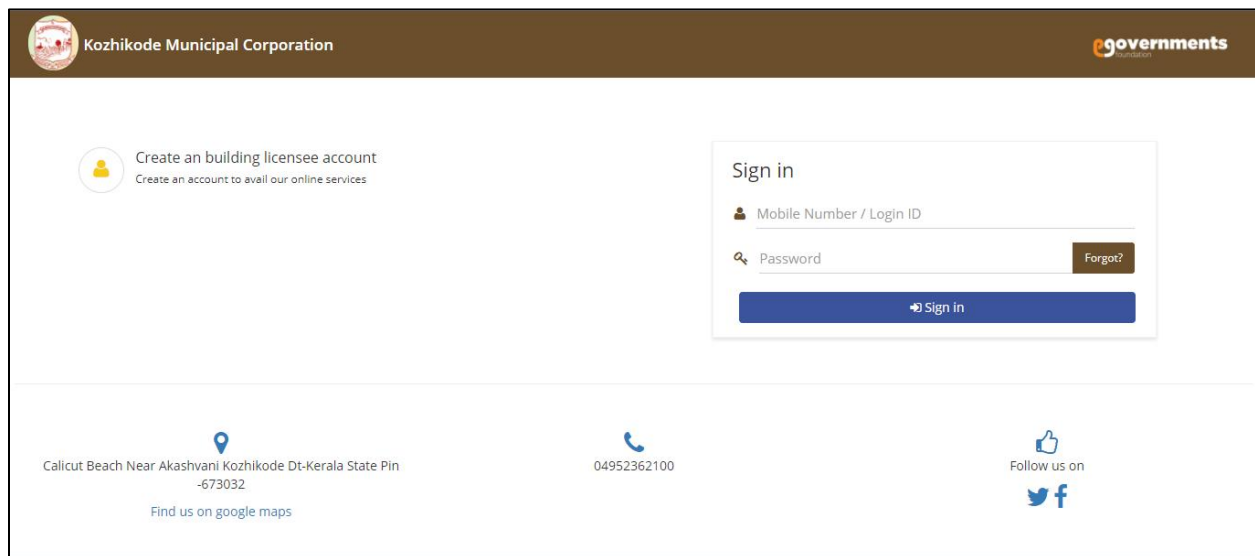
## 1.1 Building Plan Approval

- Building Plan Approval module is available as part of the eGovernments platform. To log into eGovernments platform / your citizen services portal, on your web browser, type <kozhikode.emunicipal.egovernments.org> and click on **enter**.
- Upon entering the web page, you will see the following options in the home page.
- Use your log in details - **Mobile Number/Login ID** and
- **Password** - and click on **Sign in**.



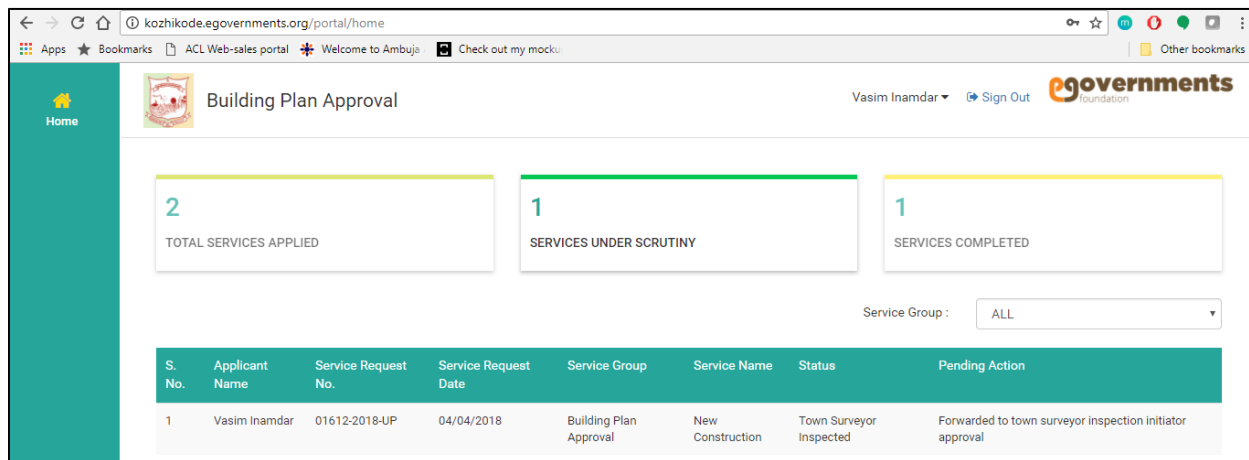
## 2 Citizen

- On submission of application from the **'Business Licensee User'**, the applicant details entered during submission of application, based on that, citizen login credentials will be created and will be notified to citizen via SMS and Email, once the application is submitted.
- The citizen can login using the user name and password sent via SMS and Email.
- The citizen is recommended to change password immediately after log in to system for the first time.



The screenshot displays the user interface of the Kozhikode Municipal Corporation's e-governance portal. At the top, the header includes the organization's logo and name on the left, and the 'egovernments foundation' logo on the right. The main content area is divided into two primary sections. On the left, there is a 'Create an building licensee account' button with a user icon and the text 'Create an account to avail our online services'. On the right, a 'Sign in' form is present, featuring input fields for 'Mobile Number / Login ID' and 'Password', a 'Forgot?' link, and a blue 'Sign in' button. Below these sections, a footer provides contact information: 'Calicut Beach Near Akashvani Kozhikode Dt-Kerala State Pin -673032' with a location pin icon and 'Find us on google maps' link; a phone number '04952362100' with a telephone icon; and social media links for Facebook, Twitter, and YouTube under the heading 'Follow us on'.

- After login into the system the user can clearly see the details of
  - 1) Total Services Applied
  - 2) Services Under Scrutiny
  - 3) Services Completed
- The user can also view the basic details of the already submitted application on user's behalf.
- On clicking the application the user can view the details of the application submitted.
- From the Service Group, the user can select the list of application for particular services to view.
- From the service group dropdown, the user can select either Building Plan Scrutiny (EDCR).
- From the left bar, the user can click on home tab to return to home screen.



### 3 Online Payment

- The status of the application the “**Application details dashboard**” will change to “**Pending for collection**”. The user can click that particular application for making online payments.
- The user will be navigated to payment screen when click on make payment tab.
- The applicable fees for submitting the application is auto calculated.
- The user will be navigated to select the payment options.
  - 1) **Debit/Credit card**
  - 2) **Internet Banking**

Pay your Tax/Fees/Charges

Description	Demand
Application Fees For New Construction - BPA/18-19	50
Total Balance ::	
	50
Balance Amount you are likely to pay: *	
	50

\* Mandatory Fields

Pay Through:


Pay using any Visa/Master(Debit/Credit)cards issued by any bank.

Punjab National Bank Payment Gateway  
(visa/master(credit/debit)cards)

**Terms And Conditions:**

- By accepting to make Payment online it is implied that the customer agrees to the terms and conditions of Netbanking System/credit card company.
- Once the payment transaction is submitted request for refund will not be entertained.
- After completing payment entries, customer will get a unique Payment Identification Number (PID Number) which may be quoted for all future communications with reference to this transaction.
- The actual updation of payment by Corporation will take place after getting confirmation from the Banks.


- After successfully making the payment, a payment receipt will be generated automatically for the paid amount.

 Collections 9

Your payment of Amount ₹ 50 has been received. The Reference Number is 4411. Please click on Generate Receipt to print the receipt

[Generate Receipt](#)

- The user can pay the permit order fees via using the online payment's.
- The user needs to select the **payment gateway** among the available options mandatorily.

 Collections 9

Pay your Tax/Fees/Charges

Description	Demand
Permit Fees - BPA/18-19	195000
Other Fees - BPA/18-19	1500
Total Balance ::	
	196500
Balance Amount you are likely to pay: *	
	196500

\* Mandatory Fields

Pay Through:

Pay using any Visa/Master(Debit/Credit)cards issued by any bank.

Punjab National Bank Payment Gateway  
(visa/master(credit/debit)cards)

**Terms And Conditions:**

- By accepting to make Payment online it is implied that the customer agrees to the terms and conditions of Netbanking System/credit card company.

- The status of the application will be changed to “Pending for collection”.
- All the **status** of any application can be seen in the status column on the home screen of the user's login.



Payment Details			
Merchant DBA Name	Worldline Test	Transaction Amount	INR 196500.00
Order ID	3333	Reference Number	11169630

SmartCheckout	<b>Credit Card</b>	Debit Card	Net Banking
---------------	--------------------	------------	-------------

<input type="radio"/> MasterCard	<input checked="" type="radio"/> <b>VISA</b>	<input type="radio"/> RuPay
----------------------------------	--	-----------------------------

Card Number \*  
4375510841665000 VISA

Expiry Date \*  
02 ( Feb ) 2020 CVC / CVV / 4DBC \*  
... CVV

Name on Card \*  
vasim inamdar


Email ID  Mobile Number

Save for SmartCheckout

**Pay** Cancel

\* denotes mandatory field.

- Click on **“Pay”** button to make payments after entering all the mandatory payment details.
- Click on **“Cancel”** to cancel the transaction. The application will be saved as drafts. The user can make the online payment at any later point of time from the home screen of the login. The user needs to click again on the application and opt for **“Make payments”** option to complete the payment for that particular application.

 Collections <span>eg</span>
Your payment of Amount ₹ 196500 has been received. The Reference Number is 4415. Please click on Generate Receipt to print the receipt
<b>Generate Receipt</b>

- The user can generate and print receipt for the payment made by clicking on **“generate receipt”** button.

kozhikode.egovernments.org/collection/citizen/onlineReceipt-view.action?receiptId=3333#no-back-button

**Print**

Total: 1 sheet of paper

Destination: HP-LaserJet-3050 on ht...

Pages:  All  
 e.g. 1-5, 8, 11-13

Copies:

Color:

Scale:  Fit to page

More settings

Print using system dialog... (Ctrl+Shift+P)

**Kozhikode Municipal Corporation**

**BUILDING PLAN APPROVAL FEE RECEIPT**

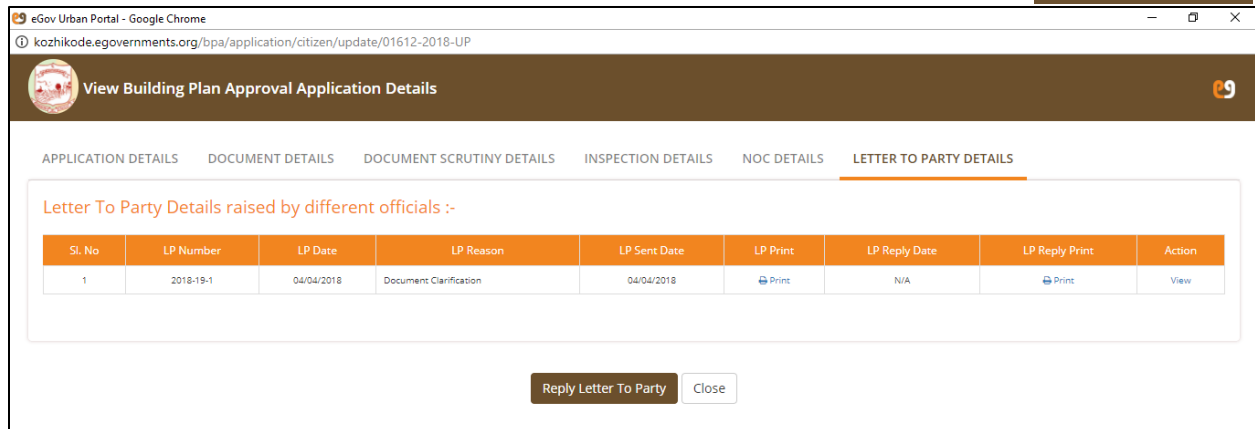
<b>Receipt No:</b> 04/2018-19/28	<b>Receipt:</b> 04-04-2018 14:46:01
<b>Name:</b> Vasim Inamdar	
<b>Address:</b> Sarjapur Road	
<b>Payment Details:</b>	
Description: BPA Application Number: 01612-2018-UP	
Paid By: Vasim Inamdar	
Description Head of A/C	
Amount (in Rupees)	
Permit Fees - BPA/18-19	195,000.00
Other Fees - BPA/18-19	1,500.00
<b>Total:</b>	<b>196,500.00</b>
Amount (in words): Rupees One Lakh Ninety Six Thousand Five Hundred Only	
Online Transaction Number: 11109630, Payment Date: 04-04-2018	

This is computer generated receipt. Signature is not required.

Collected By : Vasim Inamdar Secretary

#### 4 Letter to party reply

- The citizen can reply to letter raised by any official for the particular submitted application, via online web application.
- The status of the application will be changed to “**Letter to party raised**”.
- The user can click on that particular application and open the application for **replying** to that letter raised by official.
- To view the raised “**Letter to Party**” details click on **view** option.
- To reply to the letter to party raised, click on “**Reply letter to Party**” tab.
- Click on **close** to close the tab.
- Citizen will be notified via “SMS and Email”.



View Building Plan Approval Application Details

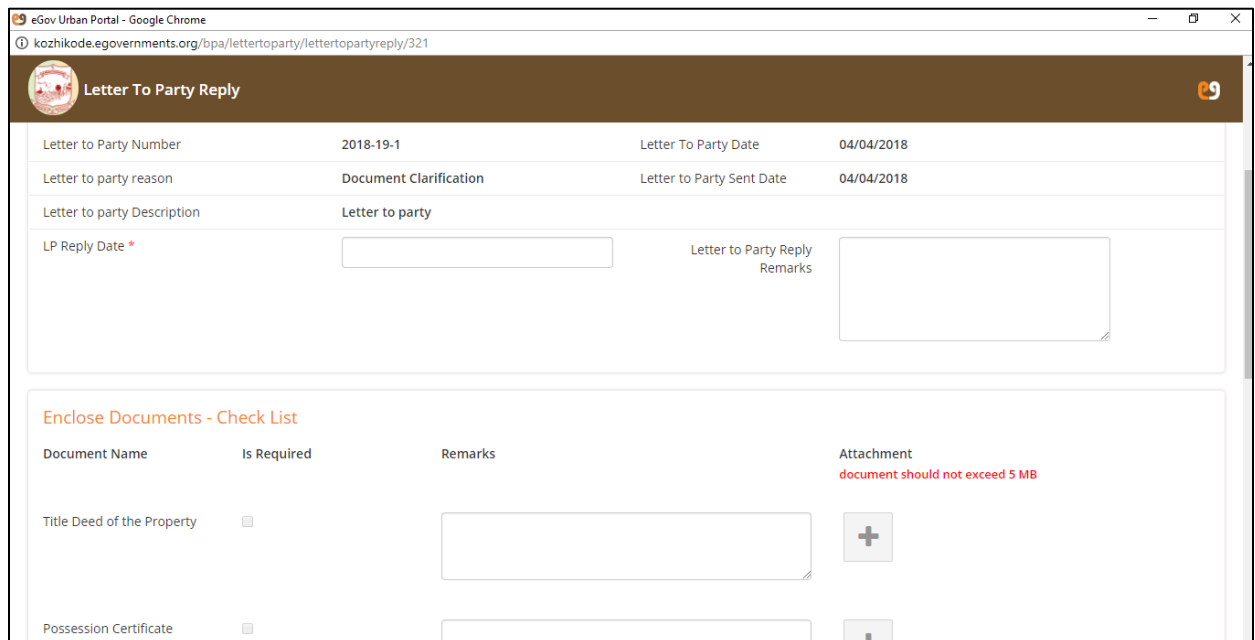
APPLICATION DETAILS DOCUMENT DETAILS DOCUMENT SCRUTINY DETAILS INSPECTION DETAILS NOC DETAILS LETTER TO PARTY DETAILS

Letter To Party Details raised by different officials :-

Sl. No	LP Number	LP Date	LP Reason	LP Sent Date	LP Print	LP Reply Date	LP Reply Print	Action
1	2018-19-1	04/04/2018	Document Clarification	04/04/2018	<a href="#">Print</a>	N/A	<a href="#">Print</a>	<a href="#">View</a>

[Reply Letter To Party](#) [Close](#)

- On click on **“Reply letter to Party”** tab, the user will be navigated to the letter to party reply screen as shown in the below screen.
- User need to enter the mandatory details asked in the letter, to reply.
- User can **attach** multiple documents as an attachment with the **reply** for the letter raised.



Letter To Party Reply

Letter to Party Number: 2018-19-1      Letter To Party Date: 04/04/2018

Letter to party reason: Document Clarification      Letter to Party Sent Date: 04/04/2018

Letter to party Description: Letter to party

LP Reply Date \*       Letter to Party Reply Remarks

**Enclose Documents - Check List**

Document Name	Is Required	Remarks	Attachment
Title Deed of the Property	<input type="checkbox"/>	<input type="text"/>	<input type="button" value="+"/>
Possession Certificate	<input type="checkbox"/>	<input type="text"/>	<input type="button" value="+"/>

Attachment: document should not exceed 5 MB

## 4.1 Update, Print letter to party and Close

### 4.1.1 Update

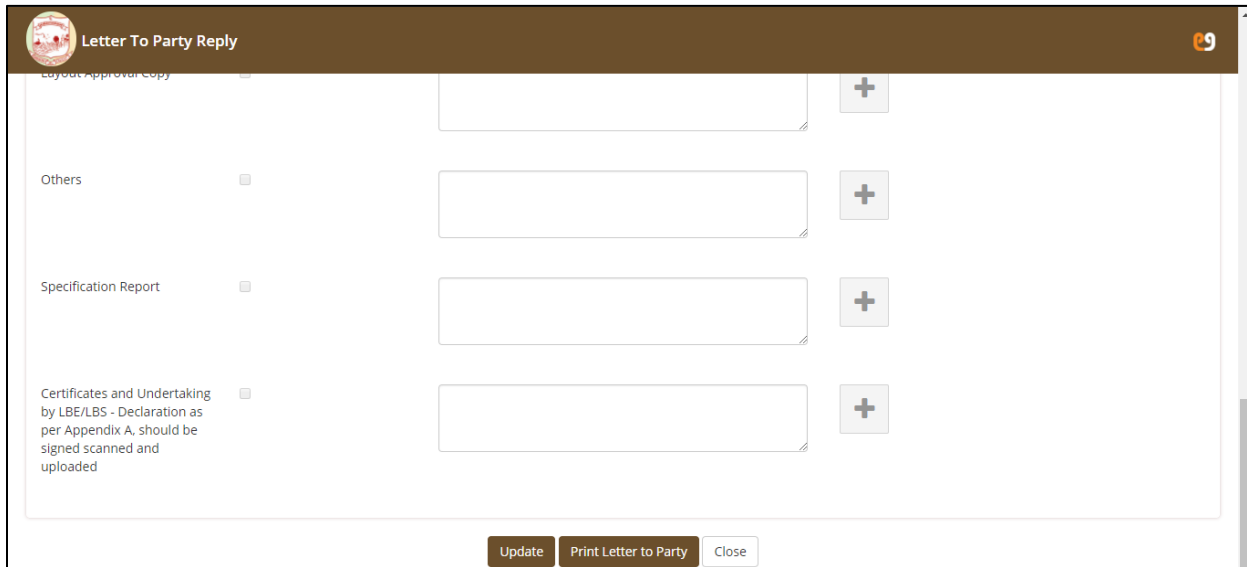
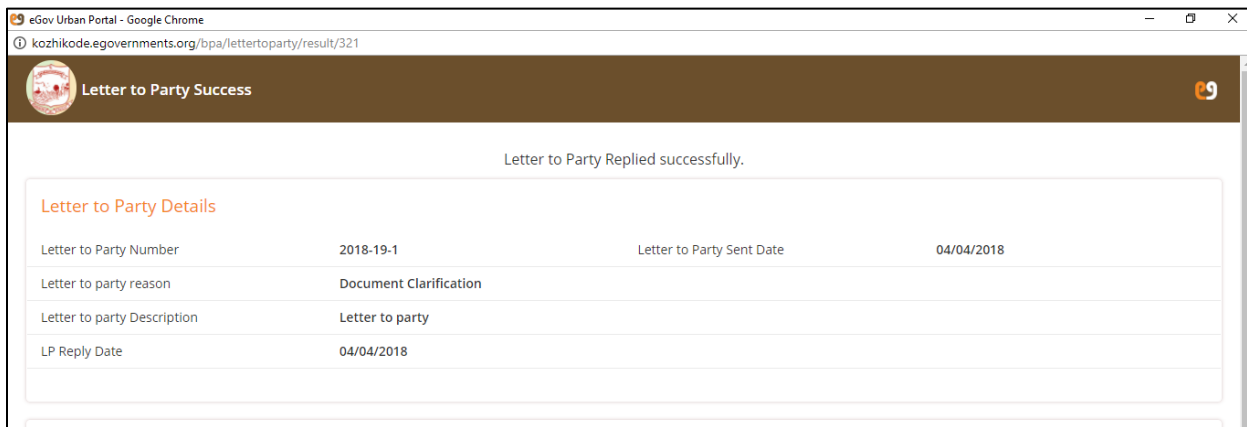
- In order to reply the user need to click on **“update”** button. The reply will be sent to the concerned official.

## 4.2 Print letter to party

- The user can **print** the letter to party raised by official.

## 4.3 Close

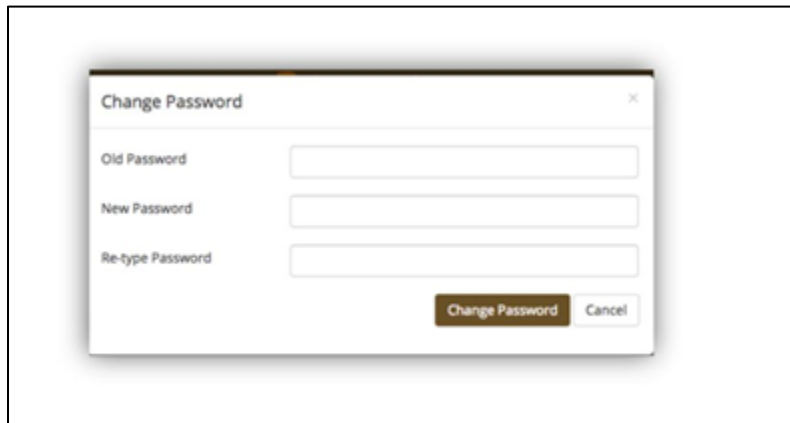
- Click on **close** button to close the opened tab.

Letter to Party Details	
Letter to Party Number	2018-19-1
Letter to party reason	Document Clarification
Letter to party Description	Letter to party
LP Reply Date	04/04/2018

## 5 Change Password

- In the top panel, on the right hand top corner, click on the photo icon next to the user name (as shown in Update Profile).
- In the drop down, click on Change Password option.
- Provide Old Password, New password, Retype new password, and click on Change Password.

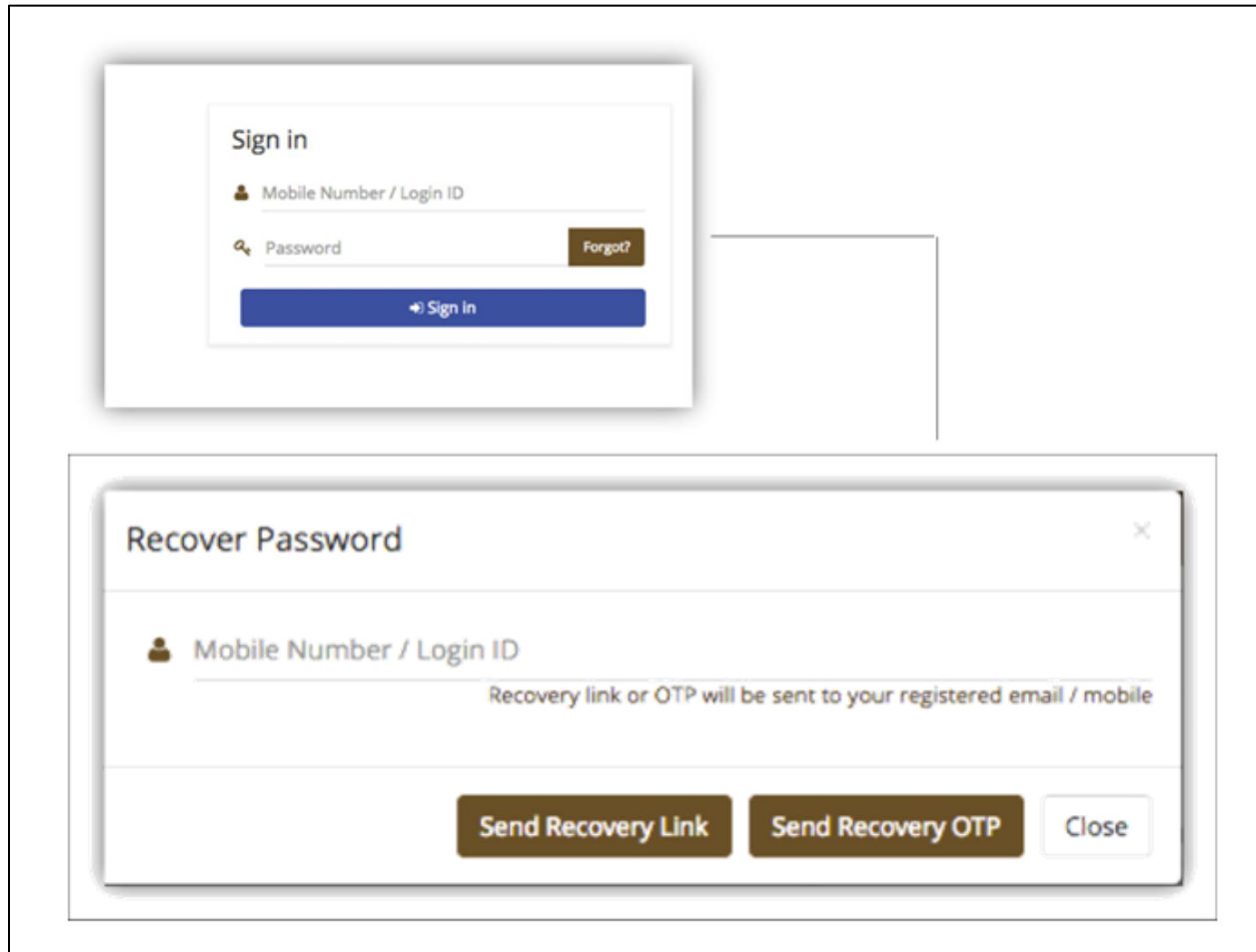
A screenshot of a 'Change Password' dialog box. The dialog has a title bar with 'Change Password' and a close button. It contains three input fields: 'Old Password', 'New Password', and 'Re-type Password'. At the bottom right, there are two buttons: 'Change Password' and 'Cancel'.

### 5.1 Sign out

- In the top panel, on the right hand corner, click on the photo icon next to the user name (as shown in Update Profile).
- In the drop down click on **Sign out**.

## 5.2 Recover Password

- If you forget your password, in the log in page click on **Forgot** in the Password box
- In the Recover Password window that opens, enter your Mobile Number or Email ID, and choose the password recovery option (either my OTP to mobile phone or password recovery link to email)



End of Document