

Compliance Report on Business Reform Action Plan 2016: Bihar

Recommendation No-78: Design and implement a system that allows online application and payment without the need for a physical touch point for document submission and verification

The screenshot shows a web browser window with the URL <https://nagarseva.bihar.gov.in/udhd/Home.html>. The page header includes the text "Urban Development & Housing Department Government of Bihar" and a sub-header: "The official site of e-Municipality services under Nagar Seva initiative e-Municipality services are available for 11 Municipal Corporations only".

The main content area features a form titled "Please select your Municipality". It contains two dropdown menus: "Please select District" with "Patna" selected, and "Please select Urban Local Body" with "Patna Municipal Corporation" selected. A blue "Submit" button is positioned below the dropdowns.

Below the form, there are three sections:

- e - Municipality Project**: A text block describing the department's role in allocating resources and providing financial support for housing and urban development. It includes a "Read More >>" link.
- Recent Announcements**: A list starting with "1. HH & Infrastructure Survey".
- Citizen Services**: Two service cards. The first is "Right To Information" with a "Service Count" of 102. The second is "Birth and Death" with a "Service Count" of 21129.

The footer of the page contains the text "Help Desk: 1000 194 1554 Working Hours: 10:00 AM to 06:00 PM (Working Days)". The Windows taskbar at the bottom shows the system time as 8:04 AM on 15/06/2016.

Compliance Report on Business Reform Action Plan 2016: Bihar

Browser address bar: <https://nagarseva.bihar.gov.in/patna/CitizenHome>
DIPP DASHBOARD | Commercial Taxes Department | Welcome to Patna Nagar Niga... | e-Municipality Bihar

Welcome GUEST

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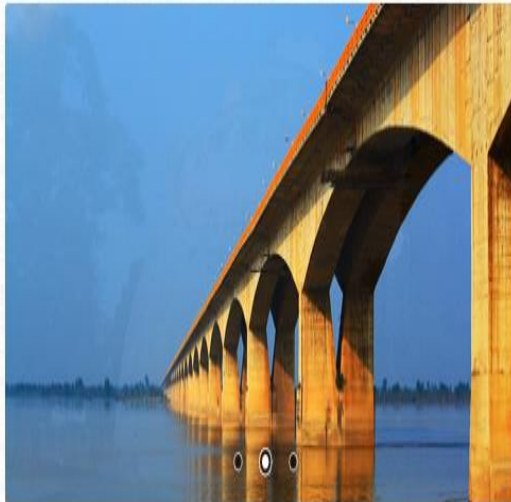


Patna Municipal Corporation



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- Quick Links
- Online Citizen Guidelines
- Help Desk
- e-Newsletter
- Budget 2016-17
- Demand Cash Book
- Act & Rules
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- Rules, Acts & ByeLaws



- Citizen Services Login
- Agency Login
- Department Login
- ONLINE SERVICES

About your Municipality

In accordance with the Patna Municipal Corporation Act, 1951 published in the Bihar Gazettes Extraordinary No.249 the 30-07-1952 by Govt. of Bihar in their Notification No. L.S.G. 1088/52 Leg-538 dated 26-07-1952, the Patna Municipal Corporation was established on the 15-08-1952. This was done by virtue of orders issued by Government in their notification No. 6613 dated 09-08-1952 and published in the Bihar Gazettes Extraordinary No.95 the 11-08-1952. With the enforcement of Act, the former 88 year old Patna City Municipality, 35 years old Patna Administration Committee and Patna Bankipur Joint Water Works Committee were replaced by the Patna Municipal

[Read More >>](#)

Know your Application Status

Service Application

Search Reset

Compliance Report on Business Reform Action Plan 2016: Bihar

https://nagarseva.bihar.gov.in/patna/CitizenOnline

Welcome GUEST

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Patna Municipal Corporation

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Quick Links

- Online Citizen Guidelines
- Help Desk
- e-Newsletter
- Budget 2016-17
- Demand Cash Book
- Act & Rules
- City Information
- Important Contacts
- Organisation
- Citizen Charter
- Projects
- Rules, Acts & ByeLaws

Citizen Services

** Click on Service to do the transaction*

Tax and Revenue

- Self Assessment And Payment Of Property Tax

Birth and Death

- Birth Certificate
- Birth Registration Correction And Issue Certificate
- Birth Registration And Certificate
- Death Certificate
- Death Registration Correction And Issue Certificate
- Death Registration And Certificate
- Inclusion Of Child Name

Right To Information

- First Appeal Entry
- Rti Application Entry

Building Permission

- Application For Building Permission
- Application For Land Development
- Loi Payment For Building Permission Services
- Occupancy Certificate

Back

8:09 AM 15/06/2016

The screenshot displays a web browser window with a 'Citizen Login' modal form. The browser's address bar shows the URL 'https://nagarseva.b...'. The modal form is titled 'Citizen Login' and contains the following elements:

- User ID:** A text input field.
- Password:** A password input field with a 'Show Password' checkbox.
- Verification Code:** A field displaying a code '94 1 1' with a refresh icon and a 'Verification Code' input field.
- Buttons:** 'Submit' and 'Reset' buttons.
- Links:** 'Register Me', 'Recover OTP', and 'Reset Password' links.

The background website features a sidebar with the following menu items:

- ULB Tenders
- Download
- Annual Financial Statement
- Tax & Non Tax Recovery Regulations
- Apna Patna
- File Your Property T...
- e-Dak
- e-Procurement, Govt. of Bihar
- Grievances
- Asset Declaration
- National Portal of India
- Govt. of Bihar

At the bottom of the page, there is a section for 'ONLINE SERVICES' and a button to 'Know your Application Status'. The Windows taskbar at the bottom shows the system tray with the date and time: 12:40 PM, 14/06/2016.

Compliance Report on Business Reform Action Plan 2016: Bihar

The screenshot shows a web browser window with the address bar displaying <https://nagarseva.b...>. The browser's address bar contains several tabs, including 'DIP...', 'Co...', 'bih...', 'e-M...', 'e... X', 'e-...', and 'EIP(...)'. The main content area of the browser shows a portal interface with a sidebar on the left containing links such as 'Tax & Non Tax Recovery Regulations', 'Apna Patna', 'Property Tax', 'e-Dak', 'e-Procurement, Govt. of Bihar', 'Grievances', 'Asset Declaration', 'National Portal of India', 'Govt. of Bihar', 'Ministry of Urban Development, Govt. of India', and 'UD&HD, Govt. of Bihar'. The main content area features a header with 'Deputy Mayor' and 'Municipal Commissioner Shri Shirsat Kapil Ashok IAS', and a 'Mayor Shri Afzal Ima' profile. A 'Service Application' button is visible. A modal dialog box titled 'Agency Login' is overlaid on the page. It contains a 'Type of Agency' dropdown menu with a list of options: 'Select Type', 'Architect', 'Builder', 'Citizen Facilitation Center', 'Crematoria', 'Cyber Cafe', 'Engineer', 'Hospital', 'Structural Engineer', 'Supervisor', and 'Town Planner'. Below the dropdown is a 'User ID' field with a placeholder 'Mobile No. or Email ID' and a blue 'Submit' button. At the bottom of the dialog are links for 'Register Me' and 'Recover'. The Windows taskbar at the bottom shows various application icons and the system clock displaying '12:41 PM' on '14/06/2016'.

- Authentication Server
- Birth and Death
- Building Permission & Regulations
- C F C
- Common Masters
- Online Services
- Property Tax
- RTI
- Web Portal

Application for Building Permission

(*) and Yellow fields are mandatory

Search Application

Nature of Construction: Erection

Case No.: OR

Manual Ref. No.:

*You can select any one from Case No. And Manual Reference No.

Application Details

Principal Usage Type: Residential

Category of Building: Residential Area: Old Area

Plot Width (Average): Height of Building:

Plot Length(Average): Plot Area:

Holding Rights: Select Holding Rights

GIS Road Id: [Click here to find Road Id](#)

Existing Road Width: Road Width as per Master Plan:

Area left for Road Widening:

Whether falls in airport zone?

Parking Area:

Covered Area Details

No. of Floors: Built up area(Square Meter):

[Add Floor Details](#)

Sr. No.	Floor	Usage Type	Built up area (Square Meter)	Edit	Delete
1	Ground Floor	Residential	100	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
Total			100.00		

Page 1 of 1 of 1 View 1 - 1 of 1

FAR Applied for: Permissible FAR:

[Click here to view permissible FAR](#)

Location of Plot

North: OPHS East: NPA

South: VHO West: ASW

Set Back Details

[Click here to view permissible Set Back](#)

<p>Avg. Depth of Plot: <input type="text" value="4"/> <input type="text" value="13.12"/></p> <p>Front Set Back: <input type="text" value="2"/> <input type="text" value="6.56"/> <input type="text" value="2"/> <input type="text" value="6.56"/></p> <p>Rear Set Back: <input type="text" value="2"/> <input type="text" value="6.56"/> <input type="text" value="2"/> <input type="text" value="6.56"/></p>	<p>Avg. Width of Plot: <input type="text" value="20"/> <input type="text" value="65.62"/></p> <p>Left Side Set Back: <input type="text" value="2"/> <input type="text" value="6.56"/> <input type="text" value="2"/> <input type="text" value="6.56"/></p> <p>Right Side Set Back: <input type="text" value="2"/> <input type="text" value="6.56"/> <input type="text" value="2"/> <input type="text" value="6.56"/></p>
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Application Details

Name of Applicant: Mr.

Mobile No.:

Email ID:

Name of Owner: Mr.

Owner's Mobile Number:

Owner's Email Id:

Correspondence Address Line 1:

Correspondence Address Line 2:

Pincode:

[Add Additional Owner Details](#)

Owner Details List

Sr. No.	Name of Owner	Email ID	Mobile No.	Edit	Delete
No details to view					

Page 0 of 0 of 0 View 0 - 0 of 0

Circle: Select Ward: Select

Plot (CS)/Khasra No.: Plot No. (MSP):

Mauja No.: Holding No.:

Khata No.: Taj No.:

Village/Mohallah:

Involvement of Technical Person and Builder

Project Name:

Scheme Name:

[Add Technical Person Details](#)

Technical Person List

Sr. No.	Technical Person Type	Technical Person Name	License/Empar No	Registration No.	Mobile No.	Email ID	Edit	Delete
1	Architect	Mr. Abhijit Kumar	AR/01/15	C.A/2010/4976	8873442221	1@patna_dumri	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

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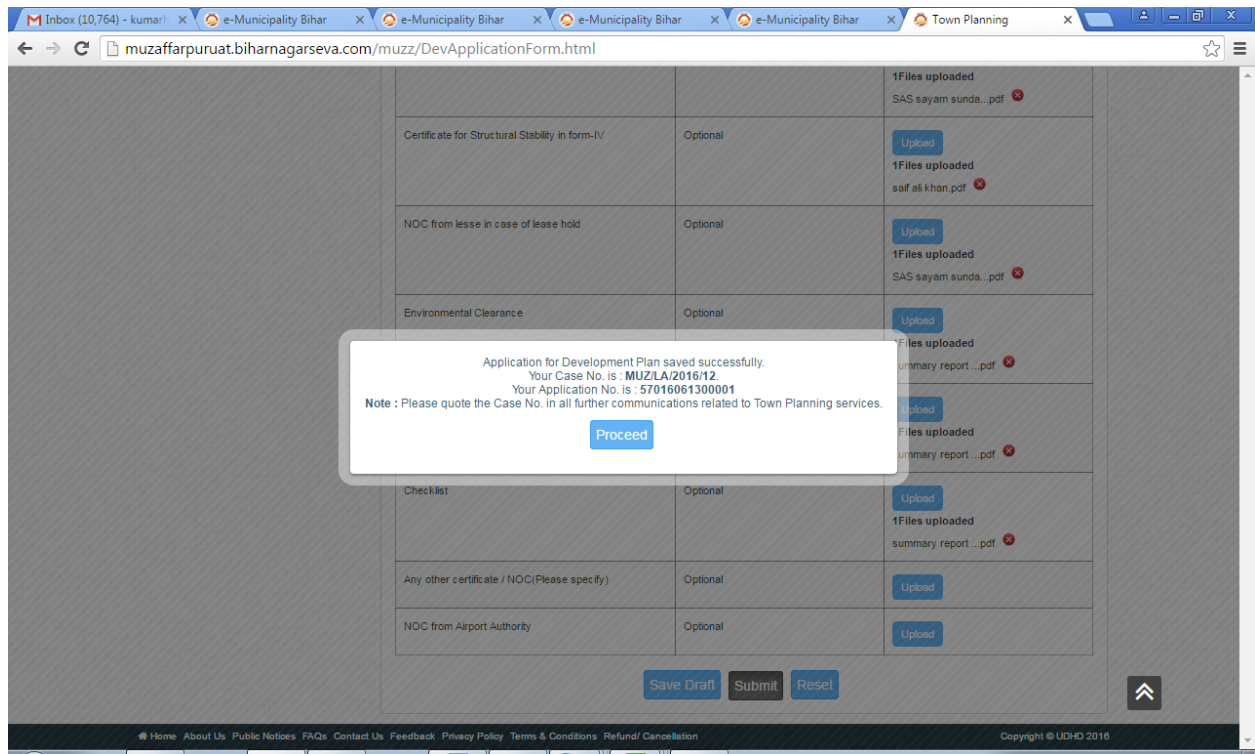
Upload Documents

Upload document upto 20 MB with (.dxf,.dwg,.pdf,.zip,.rar) extensions.

Documents Required	Status	Upload Document
Layout Plan(Four / Eight sets of the hard copies to be submitted o the ULB counter)	Mandatory	<input type="button" value="Upload"/>
Land Ownership document	Mandatory	<input type="button" value="Upload"/>
Structural stability certificate	Optional	<input type="button" value="Upload"/>
NOC from Fire Authority (If Basement exist/ Built Up Area >500 Sq Mr. in Each Floor / Height of Building >15 Mtr)	Mandatory	<input type="button" value="Upload"/>
Supervision Certificate in form-IV	Optional	<input type="button" value="Upload"/>
Affidavit for peaceful possession of land	Optional	<input type="button" value="Upload"/>
NOC from lease in case of lease hold	Optional	<input type="button" value="Upload"/>
NOC from Airport Authority if Building Absolute Height >23 Meters	Optional	<input type="button" value="Upload"/>
Environmental Clearance Certificate to be attached in case of Plot Area>20000 Sq Mr.	Optional	<input type="button" value="Upload"/>
Details of Fee	Optional	<input type="button" value="Upload"/>
Checklist	Optional	<input type="button" value="Upload"/>
Any other certificate / NOC(Please specify)	Optional	<input type="button" value="Upload"/>
Mutation Document	Mandatory	<input type="button" value="Upload"/>
Rent Receipt of Current F.Y.	Mandatory	<input type="button" value="Upload"/>
Builder Owner Agreement	Mandatory	<input type="button" value="Upload"/>
Existing Land use Map of Plot Area	Mandatory	<input type="button" value="Upload"/>
Key Plan Document With Plot Marked	Mandatory	<input type="button" value="Upload"/>

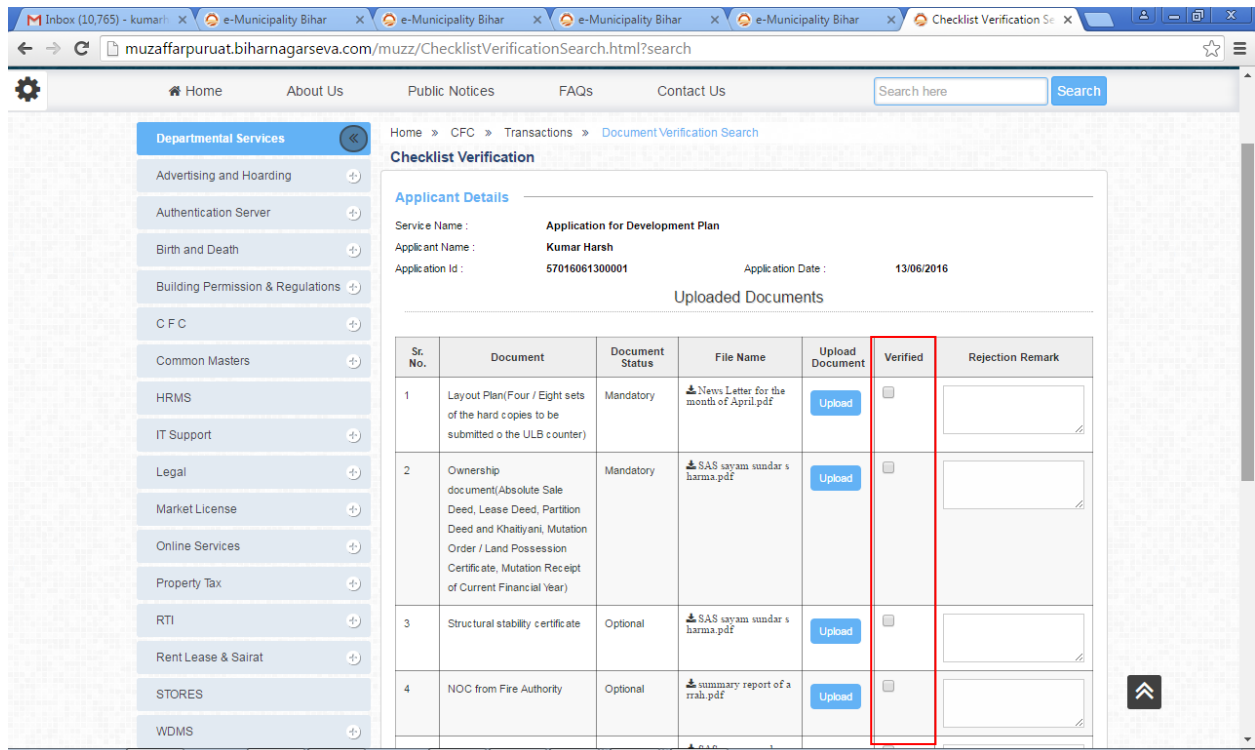
To submit application Applicant need to validate Provided input for Building height,road width,Plot size,Set back,FAR as per below.

Successful Submission of Application:-



Departmental Process:

Checklist Verification: Checklist can be verified by any ULB authorized person by using his/her credential and clicking on “verify” checkbox.



Sr. No.	Description	Optional	File Name	Upload	Checked
3	Structural stability certificate	Optional	SAS sayam sundar s harma.pdf	Upload	<input checked="" type="checkbox"/>
4	NOC from Fire Authority	Optional	summary report of a rrah.pdf	Upload	<input checked="" type="checkbox"/>
5	Supervision Certificate in form-IV	Optional	SAS sayam sundar s harma.pdf	Upload	<input checked="" type="checkbox"/>
6	Affidavit for peaceful possession of land	Optional	saif ali khaan.pdf	Upload	<input checked="" type="checkbox"/>
7	NOC from lease hold	Optional	summary report of a rrah.pdf	Upload	<input checked="" type="checkbox"/>
8	NOC from	Optional	summary report of a rrah.pdf	Upload	<input checked="" type="checkbox"/>
9	Environmental Clearance	Optional	summary report of a rrah.pdf	Upload	<input checked="" type="checkbox"/>
10	Details of Fee	Optional	summary report of a rrah.pdf	Upload	<input checked="" type="checkbox"/>

Modal: Checklist Verification saved successfully. Proceed

Status: Approve Reject Hold

Buttons: Submit, Back

Scrutiny Process: After Successful Application Submission and checklist verification, Scrutiny Process can be initiated by any Authorized person through their Departmental login.

User can select the application which is to be scrutinized from the list.

Home » CFC » Transactions » Scrutiny Process

Scrutiny Process

Application ID:

Application From Date: Application To Date:

Sr. No.	Assign Date	Application ID	Application Date	Applicant Name
1	13/06/2016	57016061300001	13/06/2016	Mr. Kumar Harsh

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After opening the particular application the scrutiny form will be appeared like this:-

Name of Applicant: Kumar Harsh
 Application ID: 57016061300001

Label Details:

Sr. No.	Scrutiny Question	Answer	View
Junior Engineer			
1	Name of Junior Engineer visited the Site	<input type="text"/>	
2	Do you want to generate Site Inspection Letter ?	<input type="text"/>	
3	Date of the Junior Engineer visited the Site	<input type="text" value="dd/mm/yyyy"/>	
4	Do you want to Generate Truti Patra "YES"/"NO"	<input type="text"/>	
5	If Yes then Type "YES" to generate Truti Patra	<input type="text"/>	
6	If Not then Type "NO" to proceed further	<input type="text"/>	
7	Detail Remark	<input type="text"/>	
Executive Engineer			
1	Detail Remark		
2	Submitted information as per Truti Patra "YES"/"NO"		

7	Detail Remark	<input type="text"/>	
Executive Engineer			
1	Detail Remark		
2	Submitted information as per Truti Patra "YES"/"NO"		
3	If Yes then type "YES"		
4	If No then type "NO"		
5	Do you want to Edit Service Information then type "YES"		
6	If Edit Service Information is "YES" then Type "YES" to Edit Service Information		
7	Final Decision "YES"/"NO"		
8	If Decision is "YES" then Type "YES" to generate LOI		
9	If Decision is "NO" then Type "NO" to generate Rejection Letter		

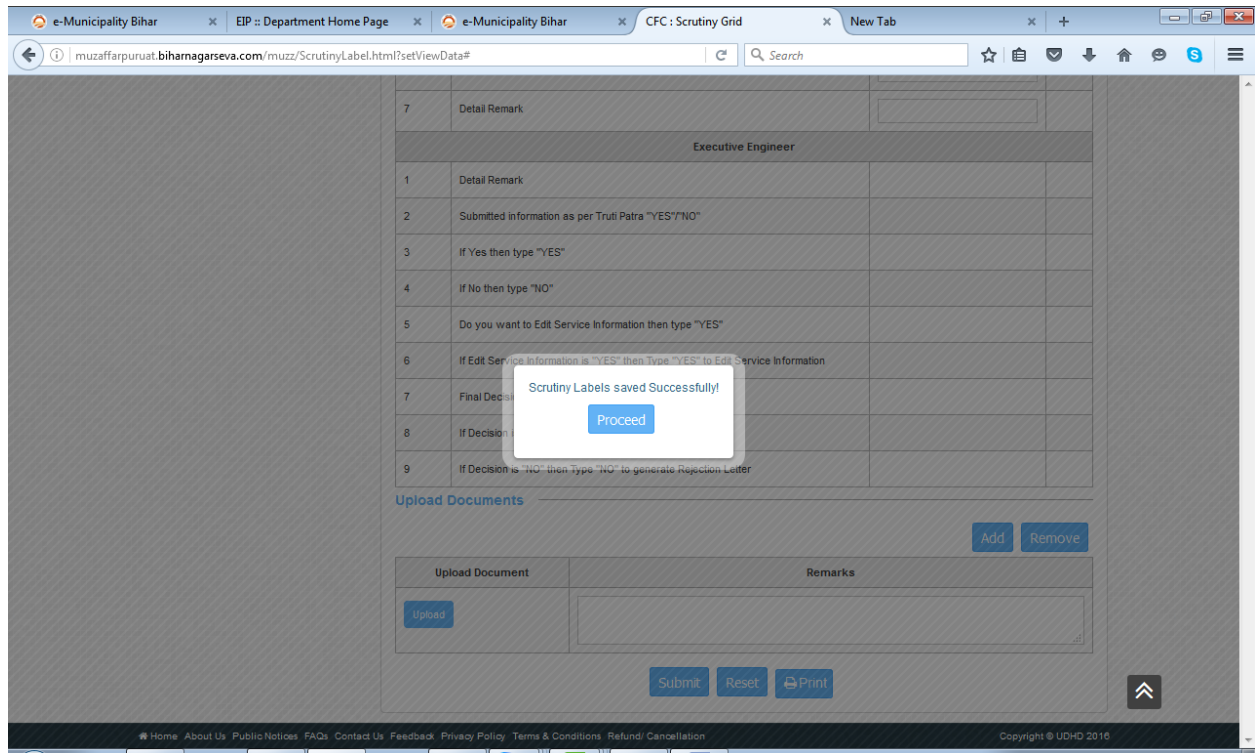
Upload Documents

[Add](#) [Remove](#)

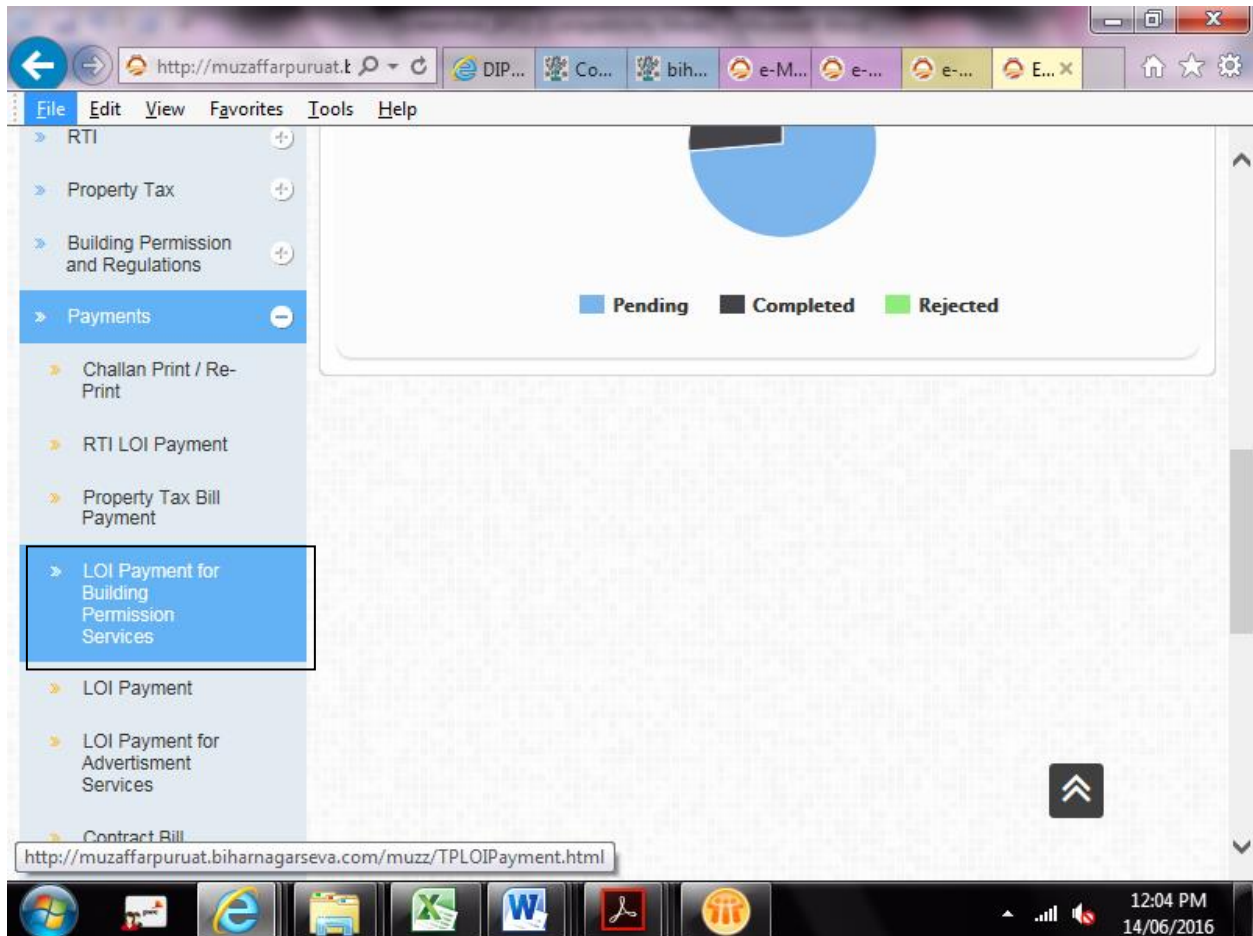
Upload Document	Remarks
<input type="button" value="Upload"/>	<input type="text"/>

[Submit](#) [Reset](#) [Print](#)

After filling required details user have to click the submit button to submit the scrutiny details and then proceed:-



After completion of scrutiny process the LOI (Letter of Intent) will be generated and required Fee has to be pay by Applicant.



http://muzaffarpuruat.k... DIP... Co... bih... e-M... e-... e-... L... x

File Edit View Favorites Tools Help

Home » Online Services » Payment » LOI Payment for Building Permission Services

LOI Payment for Building Permission Services

() and Yellow fields are mandatory*

Service Name: Select Service (dropdown) Case No.: [text box]

LOI No.: [text box] Application No.: [text box]

Search

LOI Payment List

Sr. No.	LOI No.	LOI Date	Application No.	View Details
1	2	08/01/2016	57016010800002	[icon]

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12:20 PM 14/06/2016

http://muzaffarpuruat.k... DIP... Co... bih... e-M... e-... e-... L... x

Muzaffarpur Municipal Corporation

Home » Online Services » Payment » LOI Payment for Building Permission Services

LOI Payment for Building Permission Services

() and Yellow fields are mandatory*

Applicant Details

LOI No.: 2 LOI Date: 08/01/2016

Owner Name: Alok Kanth

Application No.: 57016010800002 LOI Amount: 40000.00

Payment Details

Sr. No.	Charges Description	Amount
1	Development Permit Fee	40000.00

Select Payment Mode : Online Offline Pay @ ULB Counter

Back Submit

12:22 PM 14/06/2016

Muzaffarpur Municipal Corporation

Departmental Services

- Advertising and Hoarding
- Authentication Server
- Birth and Death
- Building Permission & Regulations
- C F C
- Common Masters
- HRMS
- IT Support
- Legal

Payment Details (*) and Yellow fields are mandatory

The data which you have submitted at the time of registration has been used to fill this form. You may use RESET button given below in case you want to change the details.

Due Amount : ₹ 2

Applicant Name : * Mobile No. : *

Email ID : Payment Gateway : *

* Additional Charges for online service 11.24 rupees

Applicant can pay the required fee either Online or Offline.

After Payment the Approval Letter will be generated and Signed by Authorized Employee of ULB through his/her Credentials.

Building Permission Approval

List of Approved Applications

Sr. No.	Application No.	Name of Applicant	Service Name	Print Status	View Details
1	57016011900008	Miss. Nikita K Potdar	Application for Development Plan	Y	
2	57016011800015	Miss. Nikita Potdar	Application for Development Plan	Y	
3	57016011100001	Mr. NEERAJ KUMAR SINGH	Application for Development Plan	Y	
4	57016010700010	Mr. SANJO SHARMA	Application for Development Plan	Y	

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**Muzaffarpur Municipal Corporation
Building Permission**



Approval Letter - Land Development Permit

Approval No: LA/00002/2015-16

Approval Date: 12-JAN-16

With respect to your Application No 57016011100001 dated 11-JAN-2016, permission is hereby granted in favour of;

Mr. Neeraj Kumar Singh

for

- a) for layout plan of land development
- b) Institution of change of the use of land

in respect of Ward Ward 8 Plot No (CS)/Khasra No 2341 Plot No (MSP) 26323 Khata No 232 Holding No. 787 Village/Mohalla Bank Colony of Muzaffarpur Municipal Corporation / _____ Metropolitan area / Planning Area under _____ Planning Authority / Gram Panchayat areas covered under _____ development Plan / Planning Authority / or _____ Planning Scheme notified under Bihar Urban Planning & Development Act 2012 within _____ development plan are of _____ subject to following conditions / restrictions.

- a) The Land shall be used exclusively for Residential purpose and the uses shall not be changed to any other use without prior approval of this Authority.
- b) The development shall be undertaken strictly according to plans enclosed with necessary permission endorsement
- c) Parking space measuring _____ sq.m. as shown in the approved plan shall be kept open and no part of

Town Planning: Application for Building Permission

1. Introduction

The Town Planning section deals with the managing, supervising and implementing the development within the limit of ULB. Applicant needs to obtain permission before any alteration, demolition, erection or re-erection of a building.

Applicant needs to provide the necessary documents and pay the prescribed fees on the web portal. The development proposal is scrutinized by the authorized department based on which approval is granted to the applicant.

2. How to apply for Building Permission?

Agency/Citizen Login → Building Permission and Regulations → Application for Building Permission.

3. Application for Building Permission

To apply for building permission, do the following:

1. In the **Application for Building Permit** form, enter text in the given fields.

Field Description:

The required fields and their descriptions are:

Sr. No.	Field Name / Label	Mode of Entry	Mandatory	Field Description
1	Nature of Construction	Select	Yes	Select the appropriate motive from the drop-down list for which you are applying.
2	Case No.	Select/Entry	Yes	Click the QSearch button to select the appropriate Case No. Next Case No. is generated when you apply for Development Plan. This field is optional if you provide the Manual Reference Number.
3	Manual Ref. No.	Entry	Yes	Enter the approval number of Development Plan. This field is optional if you can provide the Case ID of Development plan.
4	Principal Usage Type	Enter	Yes	Select the appropriate usage type.
5	Principal Usage Sub Type	Enter	Yes	Select the appropriate usage sub-type.
6	Category of Building	Select	Yes	Select the appropriate category of a building.
7	Area	Select	Yes	Select applicable area type from the drop-down list.
8	Plot Width	Enter	Yes	Enter the width of the Plot in meters.
9	Height of Building	Enter	Yes	Enter the height of the Plot in meters.
10	Plot Length	Enter	No	Enter the length of the Plot in meters.
11	Plot Area	Enter	No	Enter the plot area in meters.

Sr. No.	Field Name / Label	Mode of Entry	Mandatory	Field Description
12	GIS Road Id	Enter	No	Enter the GIS Road Id. If not known, then clicking on the link provided. (Click here to find Road Id)
13	Existing Road Width	Enter	Yes	Enter the existing road width in meters.
14	Road Width as per Master Plan	Enter	No	Enter the Road width as per master plan.
15	Area left for Road Widening	Enter	No	Enter area left for Road Widening.
16	Holding Rights	Selection	No	Select the appropriate type of rights the applicant possesses on the property.
17	Whether falls in airport zone?	Tick	No	If yes, tick the checkbox so that it's assumed that the plot falls in airport zone.
18	Distance from nearest runway End	Enter	No	If tick on above option then it is mandatory to enter the distance from nearest runway end.
19	Distance of the Inner boundary of Transactional Area	Enter	Yes	Enter the inner boundary of transaction area.
20	No. of Floors	Auto	Yes	This field is auto fetched when you add the 'Floor Details'.
21	Built up area(Square Meter)	Auto	Yes	This field is auto populated when you add the 'Floor Details'.
22	Add Floor Details	Enter	Yes	Click this link to enter the Floor Details and the Floor Details screen appears. Enter the following details in the Floor Details screen. <ul style="list-style-type: none"> • Floor: Select the Floor number. • Built up area (Square Meter): Select the built up area of the floor. • Type of Occupancy: Select the category of the structure based on their usage. • Occupancy Subtype: Select the sub category of the structure based on their Occupancy type.
23	FAR Applied for	Enter	No	Enter FAR applied for that plot.
24	Permissible FAR	Enter	No	Enter permissible FAR, if not known then click on the link Click here to view

Sr. No.	Field Name / Label	Mode of Entry	Mandatory	Field Description
				permissible FAR.
25	Location of Plot	Enter	No	Enter the North, South, East and West directions of the plot.
26	Set Back Details	Selection	Yes	Enter the Set Back Details of the flat. If not known then click on the link Click here to view permissible Set Back
27	Name of Applicant	Select/ Entry	Yes	The applicant name is auto populated based on the login credentials. To change the applicant, select the appropriate Salutation/Title from the drop-down list and enter the name.
28	Name of Owner	Select/ Entry	Yes	Owner name is auto populated based on the login credentials. To change the name of the owner, select the appropriate Salutation/Title from the drop-down list and enter the name.
29	Mobile No.	Entry	Yes	Mobile number is auto populated based on the login credentials. To change the mobile number, enter the appropriate number. This mobile number will be used to send any communication/notification related to the service.
30	Email Id	Enter	Yes	Enter the email address. This email address will be used to send any communication/notification related to the service.
31	Additional Owner Details	Enter	No	Enter additional owner details if applicable by clicking on the link Add Additional Owner Details
32	Ward	Select	Yes	Select Ward which is applicable.
33	Plot No(CS)/Khasra No.	Enter	Yes	Enter the Plot No(CS) or Khasra No.
34	Plot No(MSP)	Enter	Yes	Enter the Plot No(MSP).
35	Mauja No.	Enter	Yes	Enter the Mauja No.
36	Holding No	Enter	No	Enter the Holding number.

Sr. No.	Field Name / Label	Mode of Entry	Mandatory	Field Description
37	Khata No.	Enter	Yes	Enter the Khata number.
38	Toji No.	Enter	No	Enter the Toji number.
39	Village/Mohalla	Enter	No	Enter the name of the Village/Mohalla.
40	Project Name	Enter	No	Enter Project Name, if any.
41	Scheme Name	Enter	No	Enter Scheme Name, if any.
42	Select Technical Person	Selection	No	Select the Technical Person from list. Details of Technical Person i.e. Technical Person Name, Technical Person Type, Empanelment No, License No, and Registration No is auto populated.
43	Upload Document	Click	Yes	Click the Upload button against the required document. If a particular document is mandatory then the status of such document will be mentioned as mandatory.
44	Charged Amount	NA	Yes	This field is auto populated based on the selected Usage Type and Sub Type.
45	Select Payment Mode	Tick	Yes	Tick Online(by Net banking, Credit card, Debit card, etc.) or Offline (Cash/DD/Cheque)

2. Enter the details & click **Submit**.
3. If all the values mentioned are correctly entered, then you will get Your Application Number.
4. Click on **Proceed**. (It will redirect to either Payment Gateway or Challan generation depending on whether you have selected **Online** or **Offline** mode of Payment.)

4. How to make the Payment?

There are two modes of payment: Online and Offline.

1. How to pay Online? In the Select the mode of Payment section, select Online.

2. Click Submit. (The Payment Details screen appears.)

Sr. No.	Field Name / Label	Mode of Entry	Mandatory	Description
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1	Applicant Name	Enter	Yes	This information is populated automatically, but user can change the same.
2	Mobile No.	Enter	Yes	This information is populated automatically, but user can change the same.
3	Email ID	Enter	No	This information is populated automatically, but user can change the same.
4	Payment Gateway	Selection	Yes	Select the Payment Gateway form from given options.

3. Payee Name and Mobile No., Email Id is populated automatically.
4. Select Bank name
5. Click Reset to clear all fields of payment details.
6. Click Pay to proceed further.
7. Choose Payment method
8. Select Card type.
9. Enter Card number.
10. Enter Name as on the card
11. Enter CVV number (3-digits number back of the card).
12. Select Card Expiry Date.
13. Click Cancel to cancel the payment.
14. Click Pay Now to proceed further.
15. Click on Cancel to cancel the payment process

Note:

- Citizen will receive an alert on his Mobile Number and Email ID. Upon successful transaction, Citizen will receive the application number and transaction reference number.
- Once the application is authorized by the department, Citizen will receive the date for collection of certificate via SMS and Email. In case of rejected also, Citizen will be informed via SMS and Email.

4.1. How to pay Offline?

1. In the Select the mode of Payment section, select Offline. (The Select Offline Payment Mode option is enabled.)
2. Select any one option:

- i. **Pay By Challan@ULB.**
- ii. **Pay By Challan@Bank.**

If Pay By Challan@Bank option is selected, then **Bank Name** option is enabled. Select the Bank Name.

Note: The drop-down list will provide only those bank names where Citizen can visit the Bank to make payment.

3. Click on **Submit** button. (The Payment Details screen appears.)
4. Click **Print Challan** button to print the Challan.
5. Challan will be generated by system in your browser in a separate tab.
6. Print Challan. Now you can go to the respective **Corporation/Council/Panchayat** or **Bank** with the Challan to make the payment.

Note: The drop-down list will provide only those bank names where Citizen can visit the Bank to make payment.

7. Click Submit. (The Payment Details screen appears.)
8. Click Print Challan to print the Challan.
9. Citizen can go to the respective **Corporation/Council/Panchayat** or **Bank** with the Challan to make the payment. **Bank/Corporation/Council/Panchayat** will return the Citizen copy duly signed by appropriate authority.
10. Applicant need to pay the cash at specified counters of **Corporation/Council/Panchayat**. If Applicant wishes to make the payment by Cheque/DD/PO, then He/ She have to deposit Cheque/DD/PO at specified counters of **Corporation/Council/Panchayat**.

Once the Challan is submitted and payment is made, Citizen will get alert message on his/her registered Email ID and Mobile Number regarding successful payment.

Note:

- Citizen/Builder/Architect's application will be scrutinized by the respective department.
- There are two levels of Scrutiny check.
- If the application is approved, the authorized person will generate the LOI (Letter of Intimation).
- Applicant needs to make the payment against the LOI.
- Later, approval is granted by the authorized person.
- It is necessary to submit hard copies of uploaded document during on-line application at respective Corporation/Council/Nagar Panchayat.