

SUJOG

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

Overview of SUJOG

With changing times, the governance model is also seeing a shift in providing services.

The Housing and Urban Development Department has launched Sustainable Urban Services in a Jiffy by Odisha Government (SUJOG) with the objective of introducing e-governance service across all the ULBs of the state. The advantage of digitization is that it enhances scope for urban governance to become more transparent, technology-enabled, and time-bound through teamwork. Through this initiative, citizens will be able to avail of any service conveniently. The programme will incorporate a State-wide Service Delivery Infrastructure, supported by a chain of Citizen Service Centers (CSCs) and by utilizing advanced ICT tools.

Scope

The Sustainable Urban Services in a Jiffy by Odisha Government (SUJOG) platform will provide Government to Citizen and Government to Government services across 114 ULBs. The services shall include Property Tax, Trade License, Marriage Registration, Online Building Permission System, Water and Sewerage Management, Public Grievance Redress, Finance & Accounting System and Faecal Sludge and Septage Management System



Vision:

“Citizen centric digital transformation of urban services”

Key features of the programme

- Provision of enhanced quality of urban services to citizens through online/single window service delivery channels. This is aimed to keep the whole experience smooth while keeping the system hassle-free
- Citizens will have to pay lesser physical visits to Urban Local Bodies in times of need
- Lesser manpower and more automation will help in the efficient running of the ULB as well. The staff and officials will be able to cut down a lot of routine work
- The status of all work will be available at the end of a click, thus making the government service seem more transparent and productive
- The existing software across Housing and Urban Development Department/Urban Local Bodies and other urban parastatals will be integrated
- Online payment methods will be more secure and instantaneous in terms of services such as tax payment and statutory fees associated with other services
- Lesser piles of papers and setting up a system that will conduct verification and processing on its own will greatly reduce the administrative burden and will also create a cost-effective service delivery channel for ULBs

Progress so far

The initiative impacts every sector and individual differently. SUJOG will have the following outcomes for their respective beneficiaries:



FOR CITIZENS & BUSINESSES:

1. Anywhere, Anytime Services via multiple Delivery channels & mechanisms
2. Delivery of all Services within pre-defined timelines.
3. Ease of payment of fees for the services received.
4. An effective Grievance Redressal Mechanism.
5. Transparency in availing services.
6. Improved citizen participation



FOR ULBS AND THE GOVERNMENT:

1. Improved service delivery to citizens.
2. Standardized practices and procedures across all ULB offices.
3. Improved productivity of officials.
4. Centralized decision support system to monitor and evaluate the performance of all ULB offices
5. Transparency in availing services.

Components/Outcomes / Plan Ahead

PROPERTY TAX

With initiatives such as Digital India and the introduction of a Unified Payment Interface, most the transaction is now carried out online in a secure manner. Therefore, citizens have also shifted to online modes when it comes to paying taxes. The Property Tax system was launched on the SUJOG Platform on 30th July 2021 and is currently being used by all the Urban Local Bodies (ULBs) except by Bhubaneswar, where a different application is in operation. This platform 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, counter and field employees of ULBs and



OBJECTIVE

ULB Administrators to accomplish their specific tasks. It is available as mobile and web-based applications.

1. Self-serve web and mobile-based
2. Easy-to-use
3. Automate all property tax operations
4. Online property tax assessment and re-assessment
5. Online payment services to citizens in real-time

PLAN AHEAD

In the near future, the property tax payment portal will be integrated with WhatsApp making it more convenient for users to pay bills. Accordingly, it will also be incorporated into the Bharat Bill Payment System. Jalasathis who have already been deployed for the collection of revenue will be engaged to collect property tax under the Unified Revenue Collection. Ultimately, the system will be developed in such a way that is consistent and reliable for property tax revenue generation.

TRADE LICENSE



OBJECTIVE

1. Ease of doing business – Traders can apply for new licenses, renewals, amendments, and supplemental licenses.
2. Regulatory Tracking – Administrators can track and manage regulatory processes
3. Shorter Timelines – It streamlines and automates business licensing processes and helps business to be set up quickly
4. Data-driven decision making – The application collates valuable information on the economic activity and employment opportunities in a ULB

Approx 55% of the total fee collection made through online and rest 45% received through cash and cheque.

PLAN AHEAD

Commercial establishments are required to procure a Fire No Objection Certificate which will be integrated to the trade license portal in the coming future. In order to conduct the inspection, Jalathis will be deployed. Alongside this, sub-portals, where traders will be able to renew their licenses, will be incorporated into the same platform. Shops and commercial establishments will also be able to carry out the registration process online.

ONLINE BUILDING PLAN APPROVAL SYSTEM (OBPAS)

1. Building plans can now be submitted online to the ONLINE BUILDING PLAN APPROVAL SYSTEM (OBPAS) wherein they will undergo auto-scrutiny engine, which reduces the processing time. The applicants can track in real time whether their plans have been approved or not. Accordingly, they can also check when the inspection will be conducted. The whole end-to-end service is integrated into the system which includes inspection status, paying fees online, and downloading and printing the Permit Order and Occupancy Certificate online. The same system will also promote transparency, accountability and timebound service for the public.

2. Online Building Plan Approval System (OBPAS) launched on 12th February 2021, envisages complete automation of all processes related to building approval in Odisha. 9 Development Authorities are currently using it, and 24 Urban Local Bodies of Odisha. The modules have also been launched for other local bodies with necessary customisation.

100% payment of the Application fee (OBPAS) made through online

PLAN AHEAD

The following initiatives/enhancements are on the cards.

1. Introducing Transferable Development of Rights (TDR)
2. Add Plinth Approval provision
3. Approval for Demolition of Building
4. Integration with ORERA and Ground Water Board for NOCs.
- 5,. Layout Approval and Building regularisation
6. Provisioning of Coastal Regulatory Zone (CRZ) in OBPAS
7. Integration with GIS colour-coded zonal map
8. Changing of Architect during the application process.

MARRIAGE REGISTRATION

Marriage Registration has now been made hassle free in Odisha where citizens can easily apply for online certification to any Urban Local Bodies. Currently, Marriage Registration is applicable for Hindu marriages only Under Section 8 of the Hindu Marriage Act, 1955 & Orissa Hindu Marriage Registration Rule, 1960. This method allows an efficient way for registration and storage of records. Citizens can input their information based on their convenience and receive certification upon furnishing the necessary documents to the online system. The Online Marriage Registration module was launched on 10th December 2021, and it is currently being used by 113 Urban Local Bodies of Odisha, except by Bhubaneswar, where a different application is in operation.

PLAN AHEAD

The following initiatives/enhancements will be done to the system in the year 2023-24:

- i. Tatkal Marriage Certificate will be issued within 3 working days.
- ii. Implementation of the Special Marriage Act 1954 for the registration of non-Hindu marriages.
- iii. Provision for issuing marriage certificates for re-marriage based on 'Divorce Certificate' from an earlier marriage.

WATER AND SEWERAGE MANAGEMENT

The Water and Sewerage (W&S) system provides a digital interface to apply for water and sewerage connections and pay the water and sewerage charges. This service can be availed by the citizens, Urban Local Body (ULB) counter employees and field employees, and ULB Administrators, PHEO and WATCO to accomplish their specific tasks. It is available in both mobile and web-based applications. The Water & Sewerage module was launched on 24th September 2021, and 111 Urban Local Bodies of Odisha are currently using it.

More than 80% of monthly collection collected by the Jalasathis only.

PLAN AHEAD

The following initiatives/enhancements will be incorporated in the coming days:

1. Integration with WhatsApp
2. Integration with Bharat Bill Payment System (BBPS)
3. Linked with Property Tax Consumer Number
4. Change Non-Meter Water Connection to Meter Connection
5. Provisioning of Water tanker
6. Provisioning of Temporary Water connection
7. Integration with Other Water & Sewerage Related Projects

PUBLIC GRIEVANCE REDRESSAL

The public can now file their grievance on both web and mobile applications and seek redressal. This can include any issue related to the Urban Local Body. The solutions are provided by concerned department members in a swift manner. This digitized and easily configurable platform facilitates speedy and efficient resolution of civic complaints while providing the local urban bodies with an intuitive system that categorizes issues and helps them to initiate corrective actions, without any delay. The Public Grievance Redressal module was launched on 26th July 2021, and 87 Urban Local Bodies of Odisha are currently using it and all 113 ULBs are Onboarded.



OBJECTIVE

1. Efficient public grievance redressal mechanism
2. Simple user registration and login system
3. Simplified complaint and sub-complaint selection options
4. Easy complaint status tracking options

PLAN AHEAD

The online system will be updated with the following components in the year 2023-2024

1. GIS location mapping
2. Interactive dashboards for citizens
3. Auto-escalations and SLAs
4. Integration with WhatsApp
5. Auto mapping as per jurisdiction

FINANCE AND ACCOUNTING SYSTEM

Financial Accounting Module is meant for users who are responsible for financial and accounting transactions process in Municipal Corporations and Municipalities and NACs. This module enables users to do financial transactions like Demand, Receipts, Bills Payments etc. This also helps users in adding detailed charts of accounts, bank branch and accounts etc. The Finance & Accounting module was launched on July 30th, 2021, and 112 Urban Local Bodies of Odisha are currently using it. The onboarding of Pattamundai is in process, and in Bhubaneswar, other application/system is already operational.

Introducing the below-mentioned features in the existing F&A Module

- i. Budget system
- ii. Payroll system
- iii. Fixed assets and Depreciation system
- iv. Inventory system
- v. Projects under implementation
- vi. Accounting Systems under different funds/grants
- vii. Cost accounting for different services and utilities

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