

CITIZEN USER MANUAL

FOR

“Odisha One”
Citizen Centric Service Portal

(Visit: <https://odishaone.gov.in>)

Submitted By



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2 PURPOSE

The purpose of this user manual is to guide & educate citizen who are end user, regarding functionalities and workflow of different services in Odisha One Portal.

The user manual includes all the functionalities and reports related to citizen which are as follows:

- Quick Pay
- Citizen registration and login
- Payment of bills & liabilities against different services
- OSRTC ticket booking & cancellation
- View or edit profile
- Change password, etc.

3 APPLICATION FEATURES DESCRIPTION

The portal has following features:

- Make payment of bills using Quick Pay option and view transactions made using Quick Pay.
- Register in the portal to avail all the services provided in the portal.
- View all the services provided by Odisha One Portal and avail it.
- View all the previous transactions history.
- Book OSRTC bus ticket, cancel ticket, check status of the booking & view or download e-Ticket.
- View your account related information like profile completeness, latest transactions made, etc.
- View profile and profile update.
- Help and support to guide or educate end user (citizen).
- Change password for password management.
- English & Odia content to increase readability and use of the portal.
- Other tools like font management, different color theme to support & help citizens while using the portal, etc.

4 DEFINITIONS & ACRONYMS

Abbreviation / Term	Description
OO	Odisha One
SP	Service Provider
OCAC	Odisha
DISCOM	Distributed Company
API	Application Program Interface
OSRTC	Odisha State Road Transport Corporation
PG	Payment Gateway

5 FUNCTIONALITY

5.1 PREREQUISITES

There are two different prerequisites, depending upon the way you want to make payment of your bills or liabilities. You can proceed either of the following ways:

- **Quick Pay:** If you proceed through Quick Pay, then you must have the following credentials:
 - A valid identification number as provided by service provider. (**e.g.** Consumer number in case of electricity, holding number in case of Holding Tax payment & so on)
 - A valid mobile number.
- **After registration:** if you proceed through login after registration, then you must need following credentials:
 - Valid username
 - Password
 - Consumer identification number while initiating transaction.

5.2 QUICK PAY USER FUNCTIONALITY

Quick Pay helps to make the payment of the bills very quickly without registration or login.

For Quick Payment & view transaction history follow the steps below:

1. Type the URL <https://odishaone.gov.in> in the address bar of the browser and hit on enter button from the keyboard. It will open **Odisha One** portal home page as shown in the figure below.

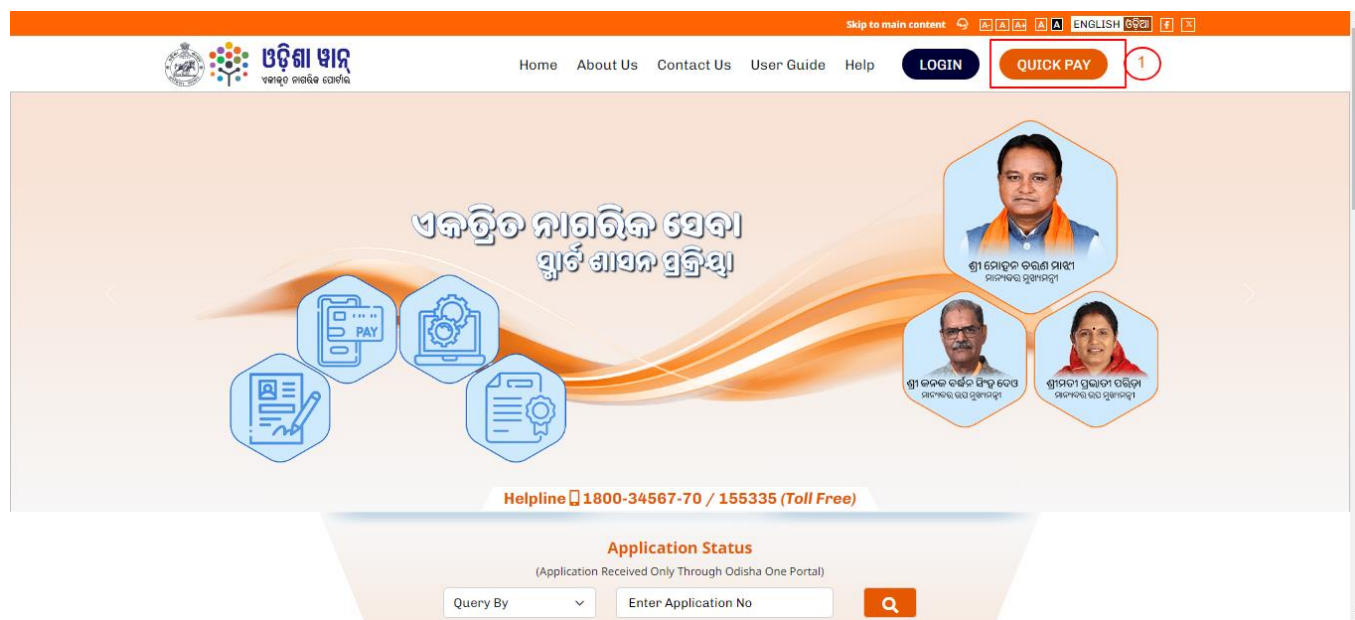


Figure- 1

2. Go to the options marked as '1' in the above figure for the payment of bills as per your need. It will redirect you to Quick Pay page as shown in the following figure.

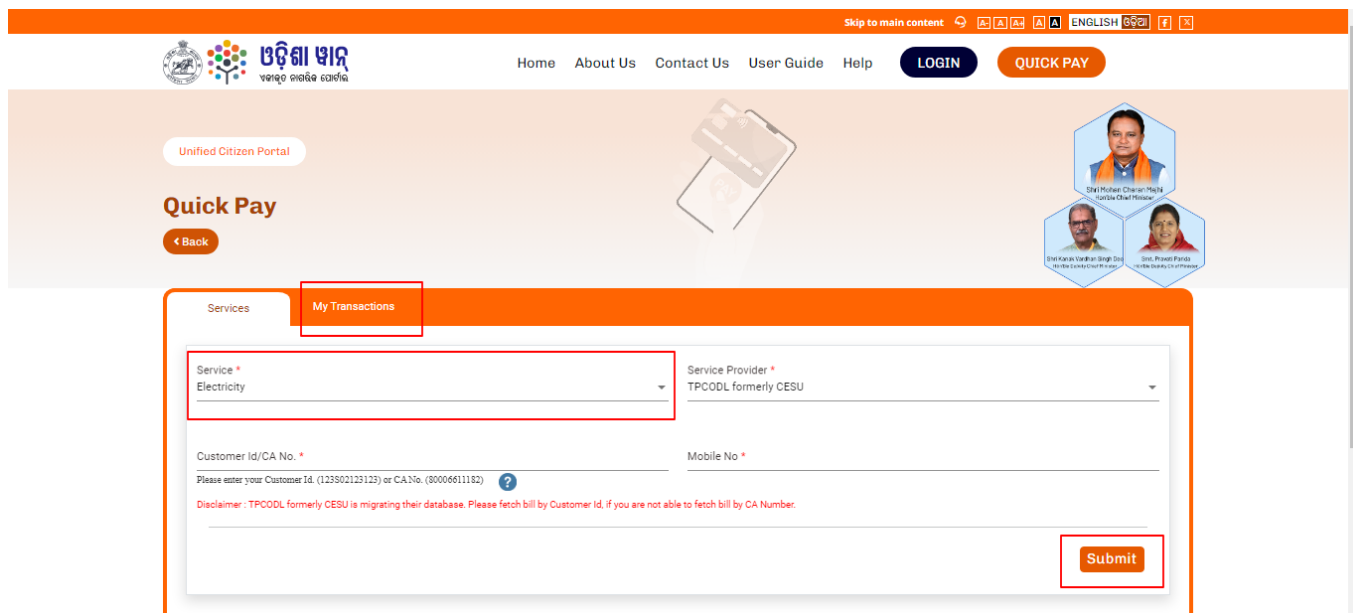
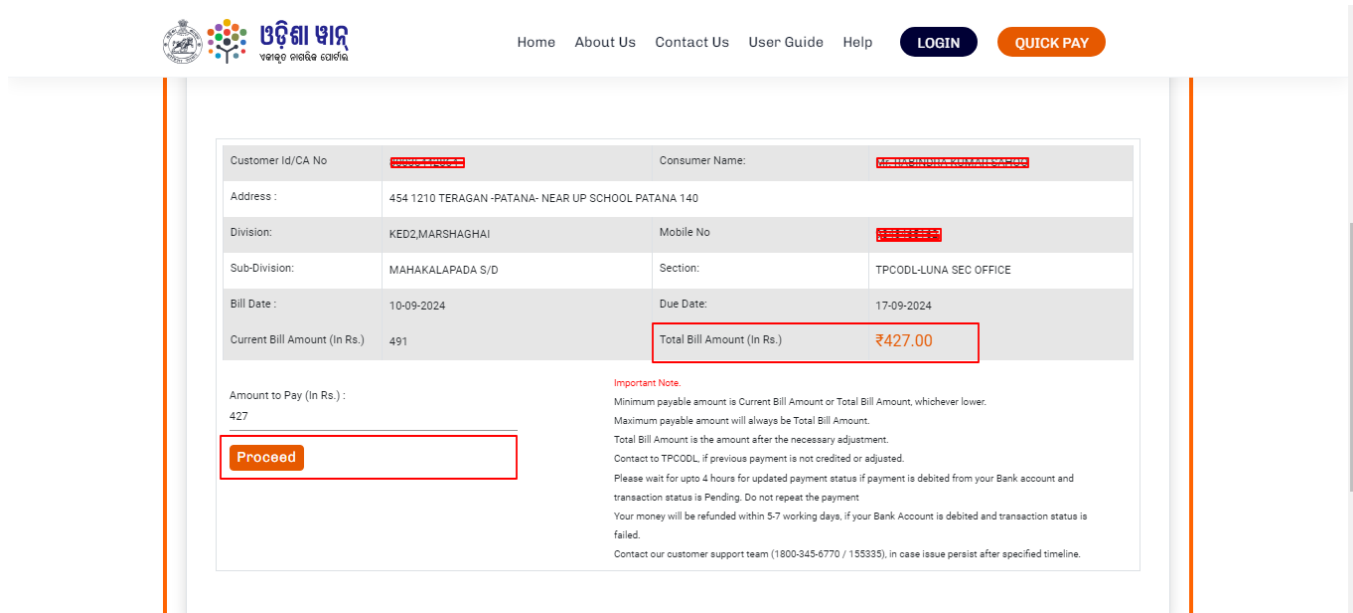


Figure- 2

3. Select service & service provider from the dropdown lists for which you want to make payment.
4. Enter the consumer number & any valid mobile number and click on **submit** button. It will fetch bill details for the consumer and display as shown in the following figure.



Customer Id/CA No	Consumer Name:		
Address :	454 1210 TERAGAN -PATANA- NEAR UP SCHOOL PATANA 140		
Division:	KED2,MARSHAGHAI	Mobile No	98 00 00 00 00
Sub-Division:	MAHAKALAPADA S/D	Section:	TPCODL-LUNA SEC OFFICE
Bill Date :	10-09-2024	Due Date:	17-09-2024
Current Bill Amount (In Rs.)	491	Total Bill Amount (In Rs.)	₹427.00

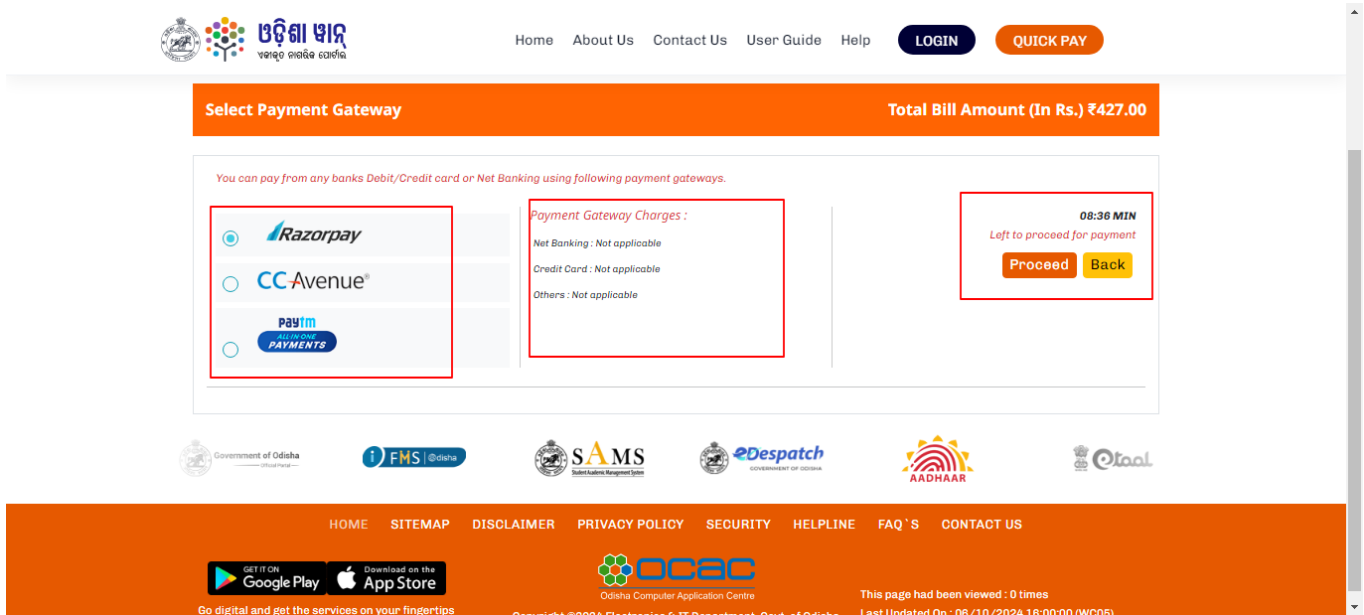
Amount to Pay (In Rs.) : 427

Proceed

Important Note.
 Minimum payable amount is Current Bill Amount or Total Bill Amount, whichever lower.
 Maximum payable amount will always be Total Bill Amount.
 Total Bill Amount is the amount after the necessary adjustment.
 Contact to TPCODL, if previous payment is not credited or adjusted.
 Please wait for upto 4 hours for updated payment status if payment is debited from your Bank account and transaction status is Pending. Do not repeat the payment
 Your money will be refunded within 5-7 working days, if your Bank Account is debited and transaction status is failed.
 Contact our customer support team (1800-345-6770 / 155335), in case issue persist after specified timeline.

Figure- 3

- The bill amount will be displayed as shown in the above figure. Now choose any payment gateway as per your choice and click on **Proceed** button. It will redirect you to payment gateway page for payment as shown in the figure below.



Select Payment Gateway Total Bill Amount (In Rs.) ₹427.00

You can pay from any banks Debit/Credit card or Net Banking using following payment gateways.

☒ **Razorpay**

☐ **CC-Avenue**

☐ **paytm**

Payment Gateway Charges :

Net Banking : Not applicable

Credit Card : Not applicable

Others : Not applicable

08:36 MIN

Left to proceed for payment

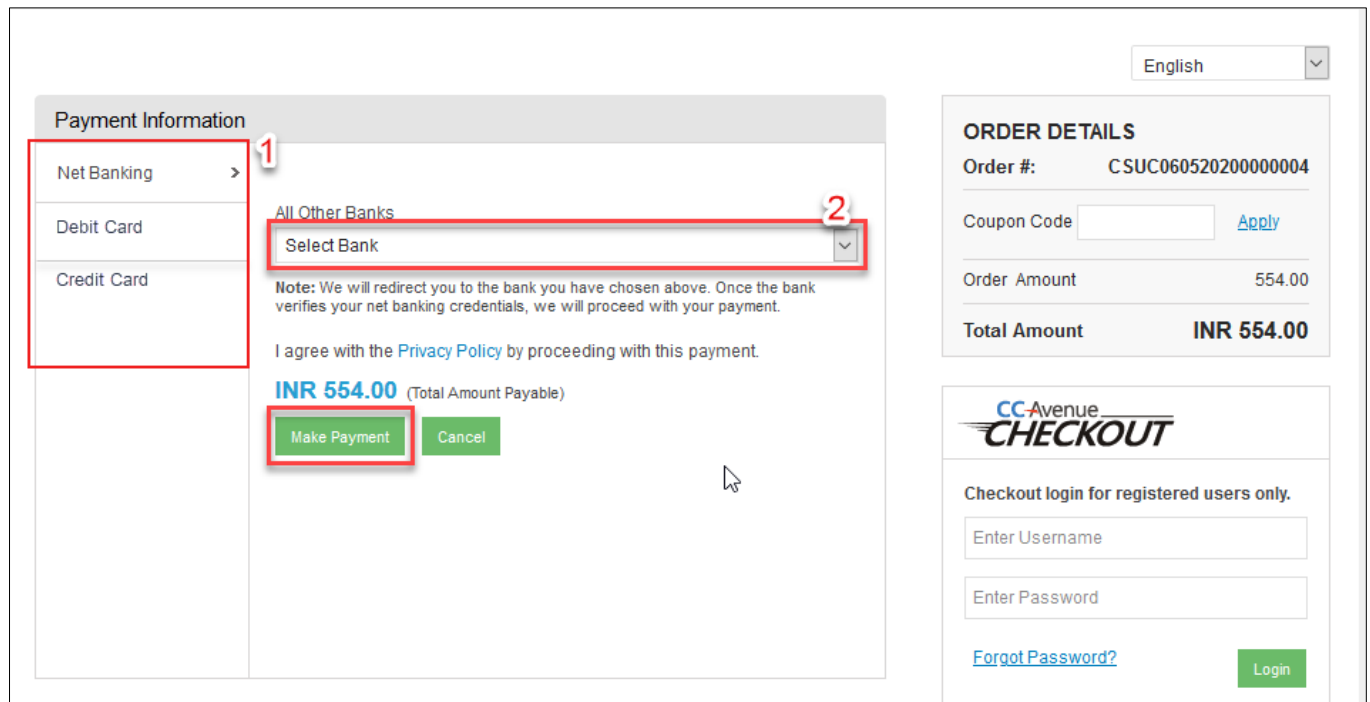
Proceed **Back**

Government of Odisha | FMS | SAMS | Despatch | AADHAAR | eGatol

HOME | SITEMAP | DISCLAIMER | PRIVACY POLICY | SECURITY | HELPLINE | FAQ'S | CONTACT US

GET IT ON Google Play | Download on the App Store | CCAC Odisha Computer Application Centre

This page had been viewed : 0 times | Last Updated On : 08/10/2024 16:00:00 (WCP06)



English

Payment Information

Net Banking >

Debit Card

Credit Card

All Other Banks

Select Bank

Note: We will redirect you to the bank you have chosen above. Once the bank verifies your net banking credentials, we will proceed with your payment.

I agree with the [Privacy Policy](#) by proceeding with this payment.

INR 554.00 (Total Amount Payable)

Make Payment **Cancel**

ORDER DETAILS

Order #: CSUC060520200000004

Coupon Code [Apply](#)

Order Amount 554.00

Total Amount INR 554.00

CC-Avenue CHECKOUT

Checkout login for registered users only.

Enter Username

Enter Password

[Forgot Password?](#) **Login**

Figure- 4

6. Select payment option marked as '1' in the above figure.
7. Select bank in case of net banking marked as '2' in the above figure or enter card details in case of debit/credit card and click on make payment button.
8. During processing of the payment do not refresh or close the browser or the system.
9. After processing the payment from payment gateway, system will be redirected to acknowledgement page as shown in the figure below.

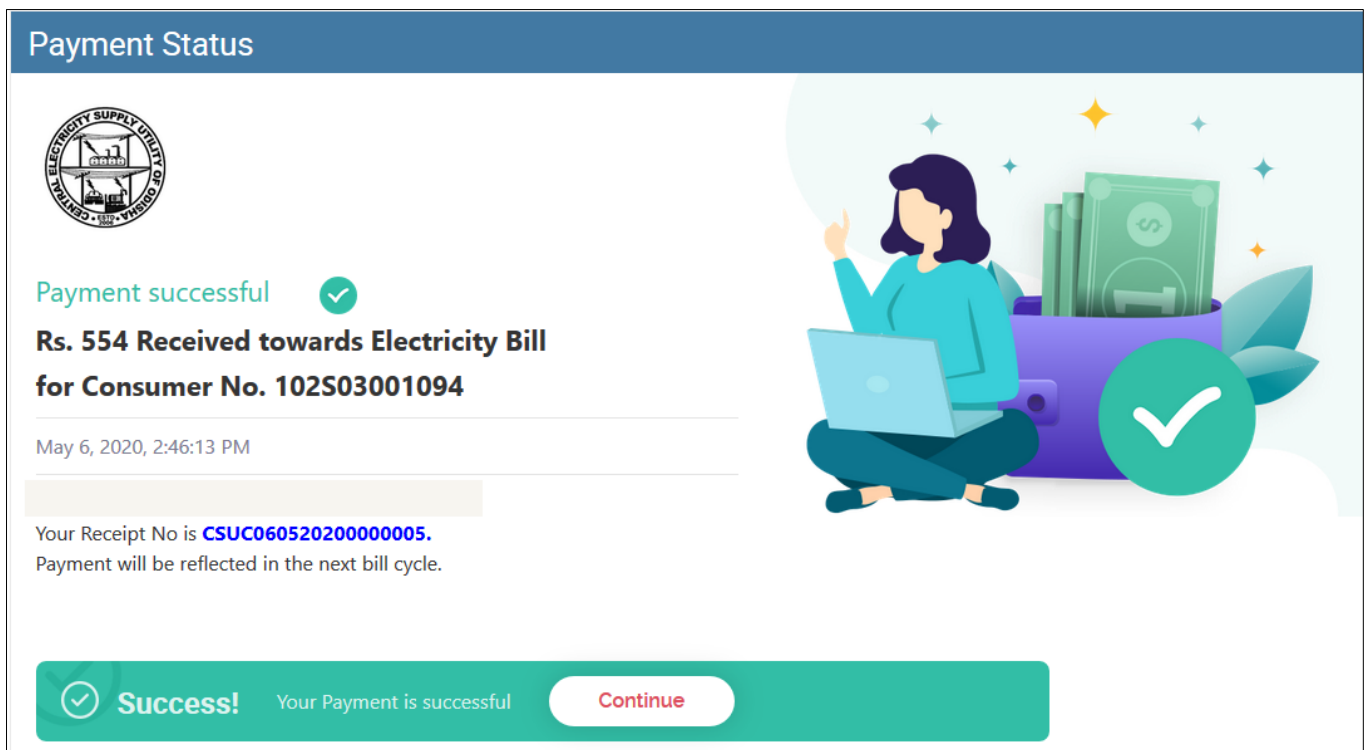


Figure- 5

To view all the previous transactions in Quick Pay follow the steps below:

1. Go to quick pay page as displayed in the above figure **00 Citz. Figure-2** and click on **My Transactions** as displayed in the figure. It will open my transaction tab for transaction search as displayed in the figure below.

Services

My Transactions

Period

From *

To *

Payment Status

☒ All
 ☐ Success
 ☐ Failure
 ☐ Pending

Mobile No *

Service *

Service Provider *

10 digit mobile number is required.

Search

Figure- 6

2. Enter the date range between which you want to search your transactions.
3. Enter the mobile using which payment was made.
4. Select service and payment status (default payment status is success) and click on **Search** button. It will send an OTP (One Time Password) in your mobile and open a dialog box to verify the OTP as shown in the following figure.

Services

My Transactions

Period

From *

To *

Payment Status

☒ All
 ☐ Success
 ☐ Failure
 ☐ Pending

Mobile No *

Service *

Service Provider *

01/01/2023

7683825229

MODL formerly CESU

Search

OTP sent to 7683825229

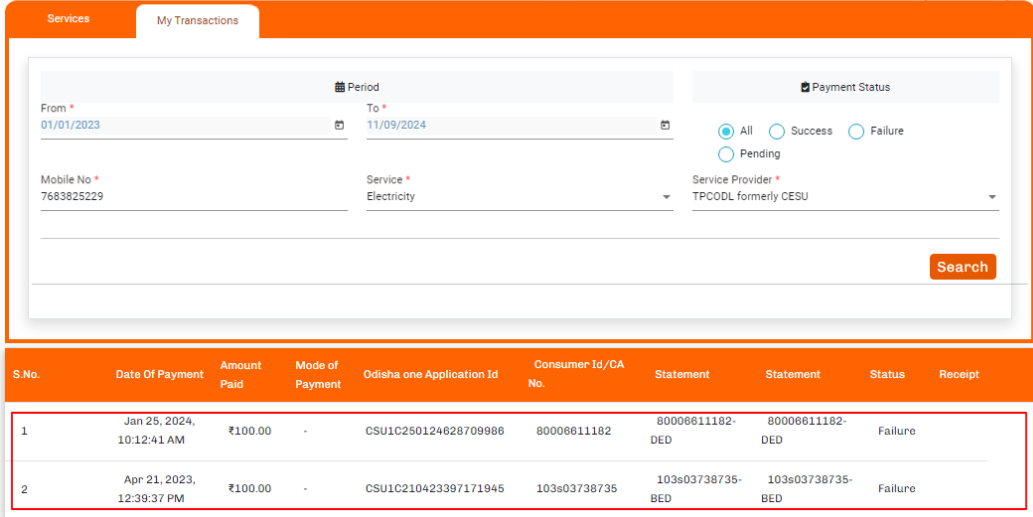
Enter OTP

Submit

Didn't Receive the OTP? [Resend Again](#)

Figure- 7


- Enter the OTP in the “Enter OTP” field and click on submit. If OTP is validated successfully then system will display all the transaction on the basis of mobile number as shown in the figure below.




S.No.	Date Of Payment	Amount Paid	Mode of Payment	Odisha one Application Id	Consumer Id/CA No.	Statement	Statement	Status	Receipt
1	Jan 25, 2024, 10:12:41 AM	₹100.00	-	CSU1C250124628709988	80006611182	80006611182-DED	80006611182-DED	Failure	
2	Apr 21, 2023, 12:39:37 PM	₹100.00	-	CSU1C210423397171945	103s03738735	103s03738735-BED	103s03738735-BED	Failure	

Figure- 8

- Click on ‘Receipt’ icon to view the payment receipt as shown in the following figure.



PAYMENT RECEIPT



This Receipt is Generated from Odisha One Portal

Transaction ID.	CSUC060520200000005	Receipt Date	May 6, 2020
Customer No.	102S03001094	Collection Month	May 2020
Received From	FL-110,1ST FLOOR,BL-A, LIFE ST YLE PROPERTIES, O, PS-INFOCITY	Amount Paid Rs.	₹554.00
Payment Mode	Net Banking		

For and On Behalf of : Central Electricity Supply Utility of Odisha

Online Receipt is Valid Subject to Realization of Amount from Bank.

No bank Charges are applicable for Debit and Credit cards and Netbanking.

Disclaimer : The bill payment collected through OdishaOne is based on information provided by the concerned Department or Agency which may contain typographical error(s) or unsubstantiated data. Concerned Department of Agencies of Government reserves the right, in its sole discretion, to correct any errors or omission in any portion for the payment made after due verification.

[Go To Home Page](#)
[PRINT](#)
[Pay More Bill](#)

Figure- 9

7. Click on 'Go to Home Page' which will redirect you to Home page or click on 'Pay More Bill' which will redirect you to quick pay page or you can click on 'Print' button to print the money receipt.

5.3 REGISTERED USER FUNCTIONALITY

5.3.1 STEPS TO REGISTER & LOGIN INTO THE PORTAL:

1. Type the URL <https://odishaone.gov.in> in the address bar of the browser. It will open home page of the Odisha One portal.

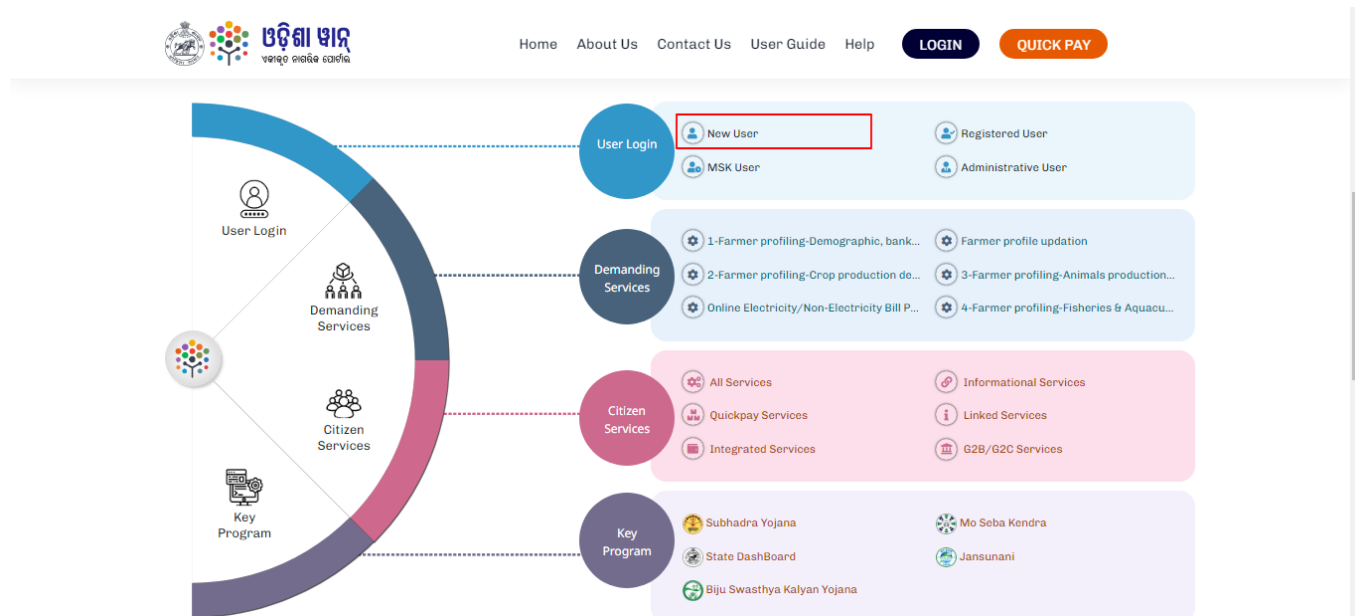



Figure- 10

2. Click on New User as shown in the following figure. It will redirect to user registration page as shown in figure below.




ODISHA ONE
UNIFIED CITIZEN PORTAL

[Home](#)
[About Us](#)
[Contact Us](#)
[User Guide](#)
[Help](#)
[LOGIN](#)
[QUICK PAY](#)

Unified Citizen Portal

Register

← Back



Terms & Condition

The following are the Terms and Conditions for use of the OdishaOne Service. Access to and/or use of the www.OdishaOne.gov.in is subject to the following terms and conditions as well as all applicable laws.

[Read More](#)

View Privacy Policy

Any time you visit a Web site, you may be providing information about yourself to the site's owner or operator. We at OdishaOne respect and value your privacy and safeguarding your information is of utmost importance to us. We believe it is important that you know how we treat the information that we receive on the Internet and that information shared with us is safeguarded in accordance with the strictest standards of security and confidentiality both internally and externally.

At OdishaOne we use information that we get from your visit to enable you to participate in and take advantage of the various programs and features presented on the OdishaOne site and to make the OdishaOne site useful and interesting to you. We do not use the information that we collect from the OdishaOne site for any other purpose, nor do we share it with third party, except as specifically noted and with agencies, vendors, partners, or affiliates under contract with OdishaOne.

[Read More](#)

Citizen Registration Form

Username *

Username must be alphabetic.
User name is required.

Password *

(use 8 - 20 characters with a mix of letters, numbers & symbols. Allowed symbols are @ # \$ % ^ & *)
Password is required.

Retype Password *

First Name *

Middle Name

Last Name *

Email *

Gender *

☐ Male ☐ Female


8 + 8 = Enter Total

☐ I have read, understood and agree the terms and conditions.

[Next](#) [Reset](#)

Figure- 11

3. Read the terms & conditions carefully as shown in the left hand side of the above figure.
4. Enter all the mandatory fields marked as *, select gender.
5. Enter the CAPTCHA (Sum of 2 digits) in the field.
6. Agree the terms & conditions in the above figure and click on 'Next' button. It will redirect to 'Contact Information' page as shown in the figure below.

 **HAPPY LOGIN!**

If you are a new Citizen, Click Here for.

[Register](#)

- ★ Citizen user can login to the site through the Login Panel in www.odishaone.gov.in. After login he will get the respective Home Page to avail various services.
- ★ After Login, Citizen user will get their Dashboard listing various services available which are integrated with the respective Department.
- ★ Login and Registration is required for services like Forms and Certificates which require the applicant's name and contact details
- ★ However it is not mandatory for Bill payment services as it is simply paying for utility bills and come out with the receipt.
- ★ Nothing more, under the hood, this panel should have normal functionality, a field for user name, another for password. If you forget the password, just in case, login box contains a link where you can go to recover your password.

Contact Information

Mobile Number

[Get OTP](#)



[HOME](#) [SITEMAP](#) [DISCLAIMER](#) [PRIVACY POLICY](#) [SECURITY](#) [HELPLINE](#) [FAQ'S](#) [CONTACT US](#)

OO Citz. Figure- 12

7. Enter mobile number you want to register to receive all the notifications and click on 'Get OTP' button. It will open OTP verification page as shown in the following figure.

OTP has been sent to your registered mobile number. [x](#)

 **HAPPY LOGIN!**

If you are a new Citizen, Click Here for.

[Register](#)

- ★ Citizen user can login to the site through the Login Panel in www.odishaone.gov.in. After login he will get the respective Home Page to avail various services.
- ★ After Login, Citizen user will get their Dashboard listing various services available which are integrated with the respective Department.
- ★ Login and Registration is required for services like Forms and Certificates which require the applicant's name and contact details
- ★ However it is not mandatory for Bill payment services as it is simply paying for utility bills and come out with the receipt.
- ★ Nothing more, under the hood, this panel should have normal functionality, a field for user name, another for password. If you forget the password, just in case, login box contains a link where you can go to recover your password.

Contact Information

OTP

[Register](#)

Didn't Receive the OTP

[Resend OTP](#)

[Change No](#)



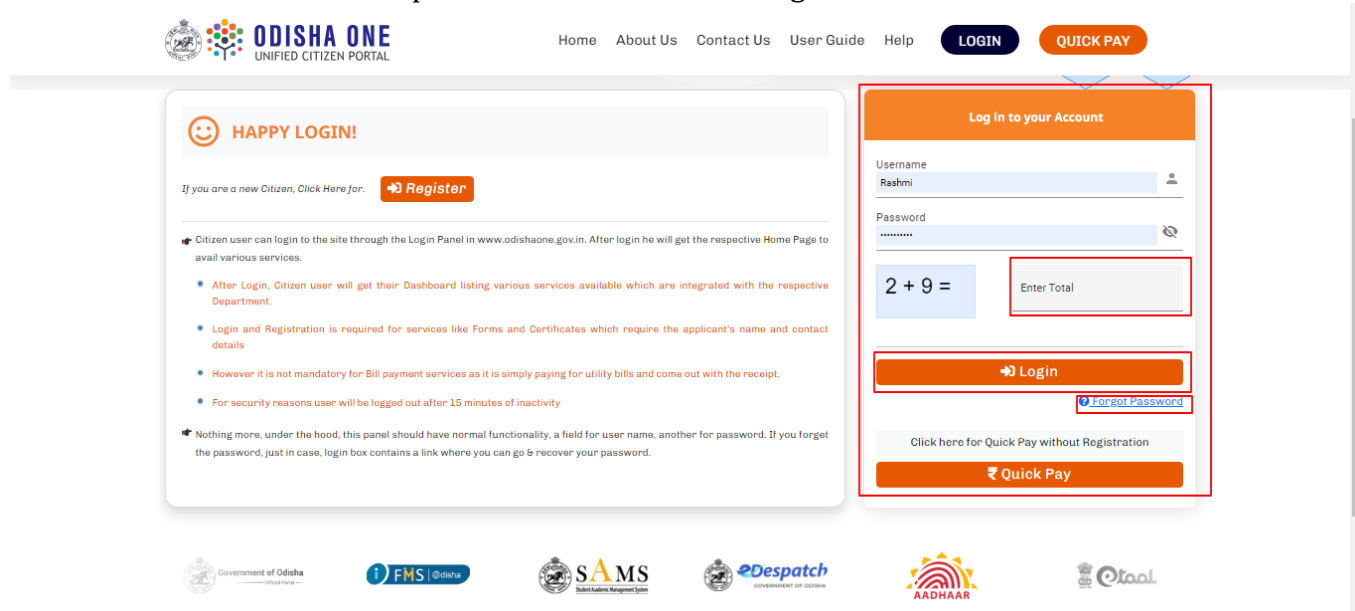
[HOME](#) [SITEMAP](#) [DISCLAIMER](#) [PRIVACY POLICY](#) [SECURITY](#) [HELPLINE](#) [FAQ'S](#) [CONTACT US](#)

Figure- 13

8. Enter the OTP send through SMS and click on 'Register' button as shown in the above figure. It will redirect you to login page as shown in the figure below.
9. Click on 'Resend OTP' button if OTP is not received or click on 'Change No' to change the mobile number.

5.3.2 STEPS TO LOGIN INTO THE PORTAL:

1. Enter the username & password as shown in the figure below.



ODISHA ONE
UNIFIED CITIZEN PORTAL

Home About Us Contact Us User Guide Help **LOGIN** **QUICK PAY**

HAPPY LOGIN!

If you are a new Citizen, Click Here for: **Register**

- Citizen user can login to the site through the Login Panel in www.odishaone.gov.in. After login he will get the respective Home Page to avail various services.
- After Login, Citizen user will get their Dashboard listing various services available which are integrated with the respective Department.
- Login and Registration is required for services like Forms and Certificates which require the applicant's name and contact details
- However it is not mandatory for Bill payment services as it is simply paying for utility bills and come out with the receipt.
- For security reasons user will be logged out after 15 minutes of inactivity
- Nothing more, under the hood, this panel should have normal functionality, a field for user name, another for password. If you forget the password, just in case, login box contains a link where you can go & recover your password.

Log in to your Account

Username
Rashmi

Password
.....

2 + 9 = Enter Total

Login

[Forgot Password](#)

Click here for Quick Pay without Registration

Quick Pay

Government of Odisha FMS SAMS Despatch AADHAAR eSool

OO Citz. Figure- 14

2. Enter the CAPTCHA (Sum of 2 numbers) in the 'Enter Total' field.
3. Click on 'Login' button. It will redirect to respective users service page or click on 'Forgot password', if you have forgot the password as shown in the above figure.

5.3.3 STEPS TO RESET PASSWORD (FORGOT PASSWORD):

1. Go to login page and click on forgot password. It will redirect to 'Forgot password' page as shown in the figure below.

 **HAPPY LOGIN!**

If you are a new Citizen, Click Here for:

[Register](#)

★ Citizen user can login to the site through the Login Panel in www.odishaone.gov.in. After login he will get the respective Home Page to avail various services.

- ★ After Login, Citizen user will get their Dashboard listing various services available which are integrated with the respective Department.
- ★ Login and Registration is required for services like Forms and Certificates which require the applicant's name and contact details
- ★ However it is not mandatory for Bill payment services as it is simply paying for utility bills and come out with the receipt.

★ Nothing more, under the hood, this panel should have normal functionality, a field for user name, another for password. If you forget the password, just in case, login box contains a link where you can go & recover your password.

Forgot Password

Enter Registered Mobile No. *

10 digit mobile number is required.

An OTP will be sent to your registered mobile number.

[Get OTP](#)

Figure- 15

2. Enter the registered mobile number and click on 'Get OTP' button. It will send a SMS in the registered mobile number & open OTP verification page as shown in the figure below.

 **HAPPY LOGIN!**

If you are a new Citizen, Click Here for:

[Register](#)

★ Citizen user can login to the site through the Login Panel in www.odishaone.gov.in. After login he will get the respective Home Page to avail various services.

- ★ After Login, Citizen user will get their Dashboard listing various services available which are integrated with the respective Department.
- ★ Login and Registration is required for services like Forms and Certificates which require the applicant's name and contact details
- ★ However it is not mandatory for Bill payment services as it is simply paying for utility bills and come out with the receipt.

★ Nothing more, under the hood, this panel should have normal functionality, a field for user name, another for password. If you forget the password, just in case, login box contains a link where you can go & recover your password.

Forgot Password

Submit OTP *

Didn't Receive the OTP? [Resend OTP](#)

[Submit OTP](#)

Figure- 16

Note: Click on 'Resend OTP' link to resend OTP, if OTP is not received in the registered mobile number

3. Enter the OTP and click on 'Submit OTP' button. It will redirect to password rest option as shown in the following figure.

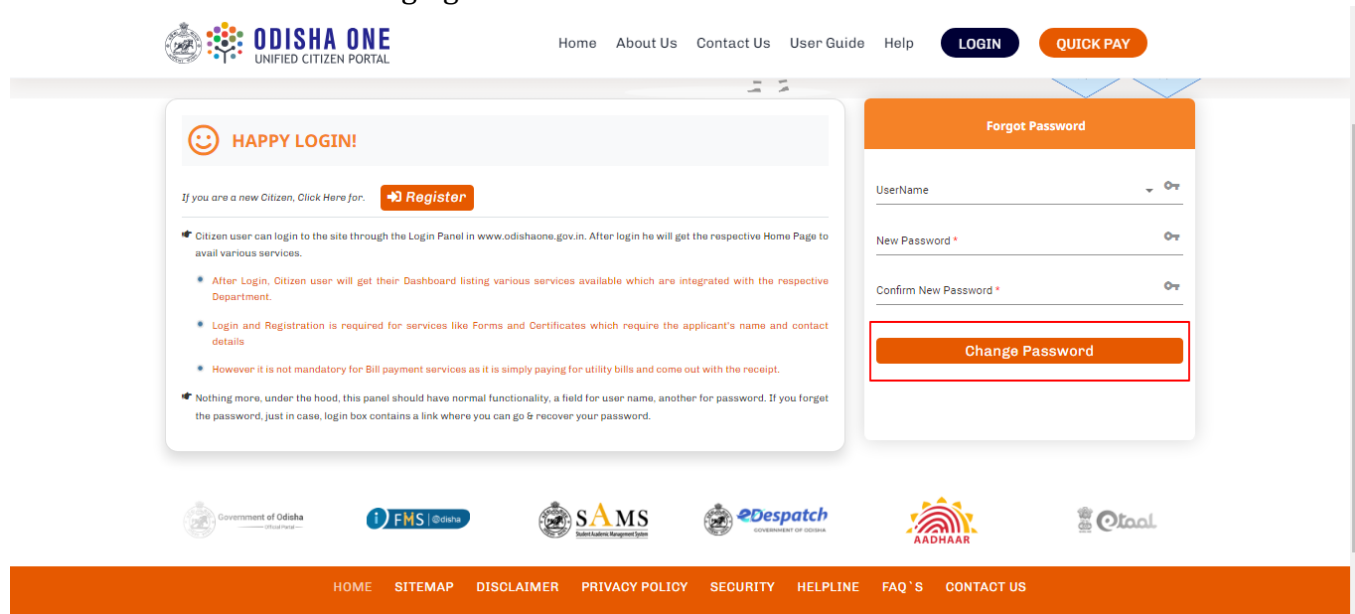


Figure- 17

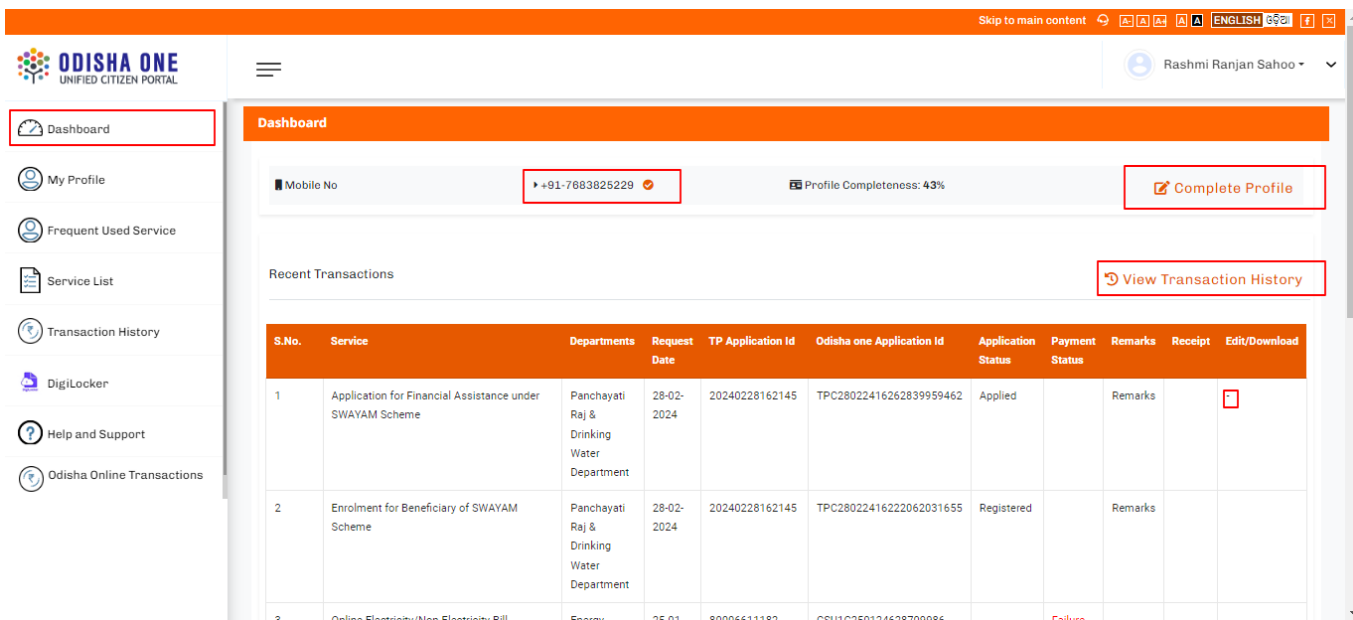
4. Set a new password as per your preference followed by password policy.
5. Retype the new password and click on 'Change Password' button. It will redirect to login page displaying success message.

Password Policy

- Password should contain at least 8 character.
- Password must be alphanumeric.
- Password must contain at least one special character.
- Password must contain at least one alphabet in Uppercase.

5.4 MY ACCOUNT

My account displays information related to the user account like registered mobile number, profile completeness, service wise transaction history and latest 6 transactions irrespective of services as shown in the following figure.



Dashboard

Mobile No: +91-7683825229 Profile Completeness: 43% [Complete Profile](#)

Recent Transactions [View Transaction History](#)


S.No.	Service	Departments	Request Date	TP Application Id	Odisha one Application Id	Application Status	Payment Status	Remarks	Receipt	Edit/Download
1	Application for Financial Assistance under SWAYAM Scheme	Panchayati Raj & Drinking Water Department	28-02-2024	20240228162145	TPC28022416262839959462	Applied		Remarks		
2	Enrolment for Beneficiary of SWAYAM Scheme	Panchayati Raj & Drinking Water Department	28-02-2024	20240228162145	TPC28022416222062031655	Registered		Remarks		
3	Online Electricity/Non-Electricity Bill	Enam	25-01-	80006611182	CSU11C250124628709086	-	Failure	-		

Figure- 18

Note:

- The mobile number represents whether the mobile number is verified or not.
- The receipt icon will display the Odisha One money receipt towards the transactions.

5.4.1 RECENT TRANSACTIONS

Steps to view transaction history:

1. Click on 'Recent Transactions' button as displayed in above figure. It will redirect to transaction history page as shown in the following figure.

Skip to main content

ODISHA ONE
UNIFIED CITIZEN PORTAL

Rashmi Ranjan Sahoo

Dashboard
My Profile
Frequent Used Service
Service List
Transaction History
DigiLocker
Help and Support
Odisha Online Transactions

My Transaction

From To Departments Service

Odisha One Application Id **Search**

Transactions History

S.No.	Departments	Service	Request Date	TP Application Id	Odisha one Application Id	Application Status	Payment Status	Remark	Receipt	Edit/Download
1	Panchayati Raj & Drinking Water Department	Application for Financial Assistance under SWAYAM Scheme	28-02-2024	20240228162145	TPC28022416262839959462	Applied		Remarks		-
2	Panchayati Raj & Drinking Water Department	Enrolment for Beneficiary of SWAYAM Scheme	28-02-2024	20240228162145	TPC28022416222062031655	Registered		Remarks		

Figure- 19

2. Select the service and service provider from the dropdown list and click on 'Search' button. It will display you list of all the transactions on the basis of search as shown in the following figure.

Skip to main content

ODISHA ONE
UNIFIED CITIZEN PORTAL

Rashmi Ranjan Sahoo



Dashboard
My Profile
Frequent Used Service
Service List
Transaction History
DigiLocker
Help and Support
Odisha Online Transactions

My Transaction

From To Departments Service

Odisha One Application Id **Search**

Transactions History

S.No.	Departments	Service	Request Date	TP Application Id	Odisha one Application Id	Application Status	Payment Status	Remark	Receipt	Edit/Download
1	Commerce & Transport	OSRTC Bus Ticket Booking	13-07-2023	-	ORC7C130723991828446	Pending	Success	-		-
2	Commerce & Transport	OSRTC Bus Ticket Booking	06-07-2023	-	ORC7C060723985619709	Pending	Success	-		-

OCBC

Total Visitors : 1 0 0 0 4 0 0

Figure- 20

3. Click on receipt icon to view the money receipt of Odisha One towards the payment.

Note:

- From date and to date are optional whereas you can search the transactions between from date and to date.
- By default, system will display only successful transactions. To view failed transactions select failed radio button.

5.4.2 COMPLETE PROFILE/ MY PROFILE

This functionality helps you to update or edit your profile. Steps to complete or edit profile are as follows:

1. Click on 'Complete Profile' button from 'My Account' as shown in the figure **Figure.18** or go to 'My Profile' from the left hand side menu. It will redirect to update profile page as shown in the figure below.

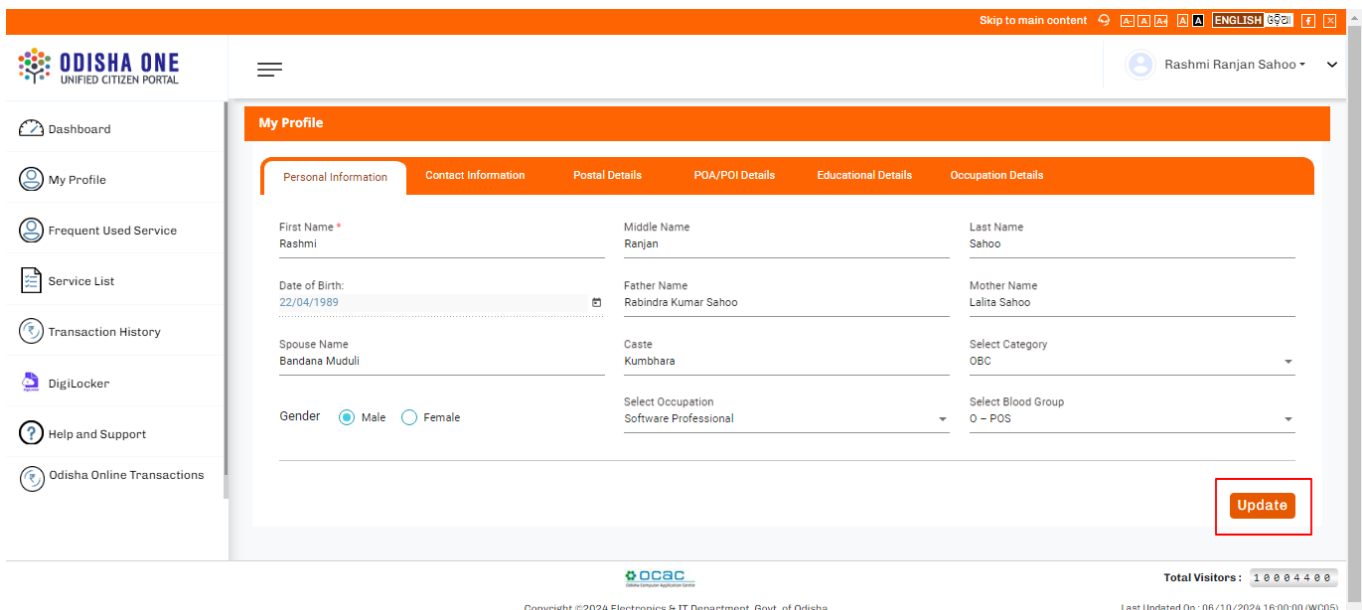
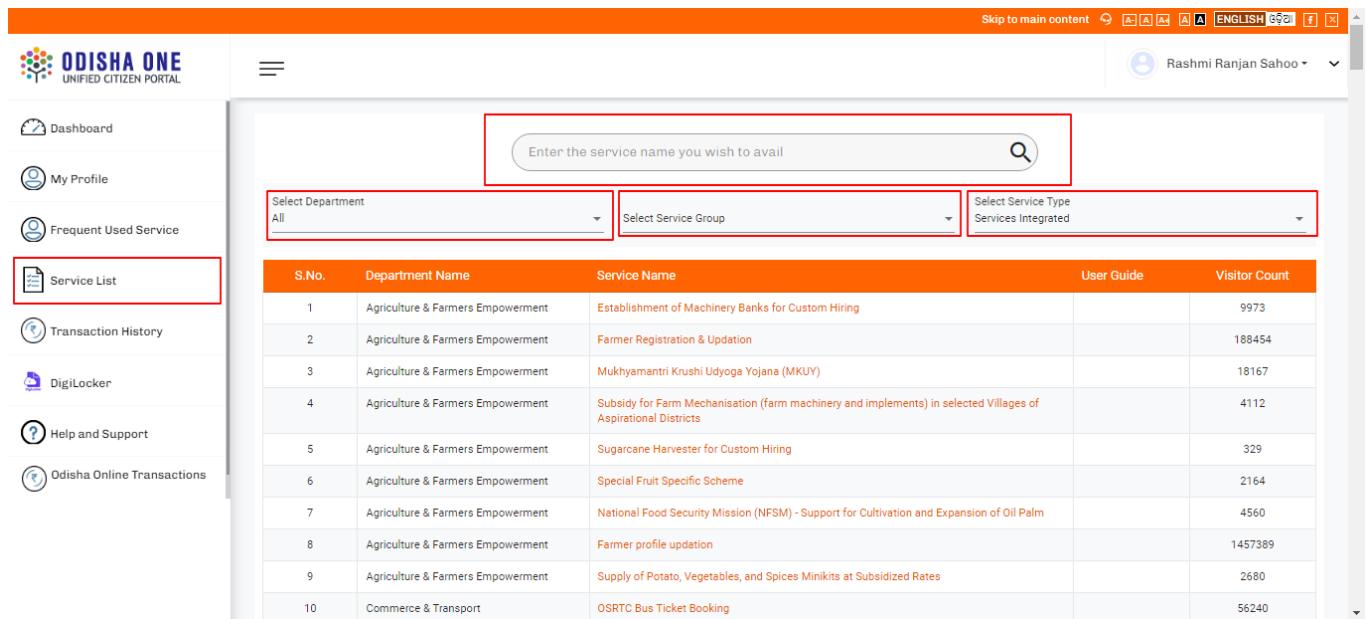


Figure- 21

2. Click on the tab for which information is to be updated. **E.g.** to update contact information, click on 'Contact Information'
3. Update the information and click on 'Update' button as shown in the above figure. It will update the profile.

5.5 SERVICE LIST

Service list displays all the services that you can avail through this portal and their related functionality & transactions as shown in the figure below.



The screenshot shows the 'ODISHA ONE UNIFIED CITIZEN PORTAL' interface. On the left is a sidebar with navigation options: Dashboard, My Profile, Frequent Used Service, **Service List** (highlighted), Transaction History, DigiLocker, Help and Support, and Odisha Online Transactions. The main content area features a search bar with the placeholder 'Enter the service name you wish to avail'. Below the search bar are three dropdown filters: 'Select Department' (set to 'All'), 'Select Service Group', and 'Select Service Type' (set to 'Services Integrated'). A table displays the following services:

S.No.	Department Name	Service Name	User Guide	Visitor Count
1	Agriculture & Farmers Empowerment	Establishment of Machinery Banks for Custom Hiring		9973
2	Agriculture & Farmers Empowerment	Farmer Registration & Updation		188454
3	Agriculture & Farmers Empowerment	Mukhyamantri Krushi Udyoga Yojana (MKUY)		18167
4	Agriculture & Farmers Empowerment	Subsidy for Farm Mechanisation (farm machinery and implements) in selected Villages of Aspirational Districts		4112
5	Agriculture & Farmers Empowerment	Sugarcane Harvester for Custom Hiring		329
6	Agriculture & Farmers Empowerment	Special Fruit Specific Scheme		2164
7	Agriculture & Farmers Empowerment	National Food Security Mission (NFSM) - Support for Cultivation and Expansion of Oil Palm		4560
8	Agriculture & Farmers Empowerment	Farmer profile updation		1457389
9	Agriculture & Farmers Empowerment	Supply of Potato, Vegetables, and Spices Minikits at Subsidized Rates		2680
10	Commerce & Transport	OSRTC Bus Ticket Booking		56240

Figure- 22

5.5.1 UTILITY BILL PAYMENT

Utility bill includes payment of electricity bill, water bill, holding tax and trade license.

Steps to pay utility bill:

1. Click on electricity. It will display the service providers as shown in the figure below.

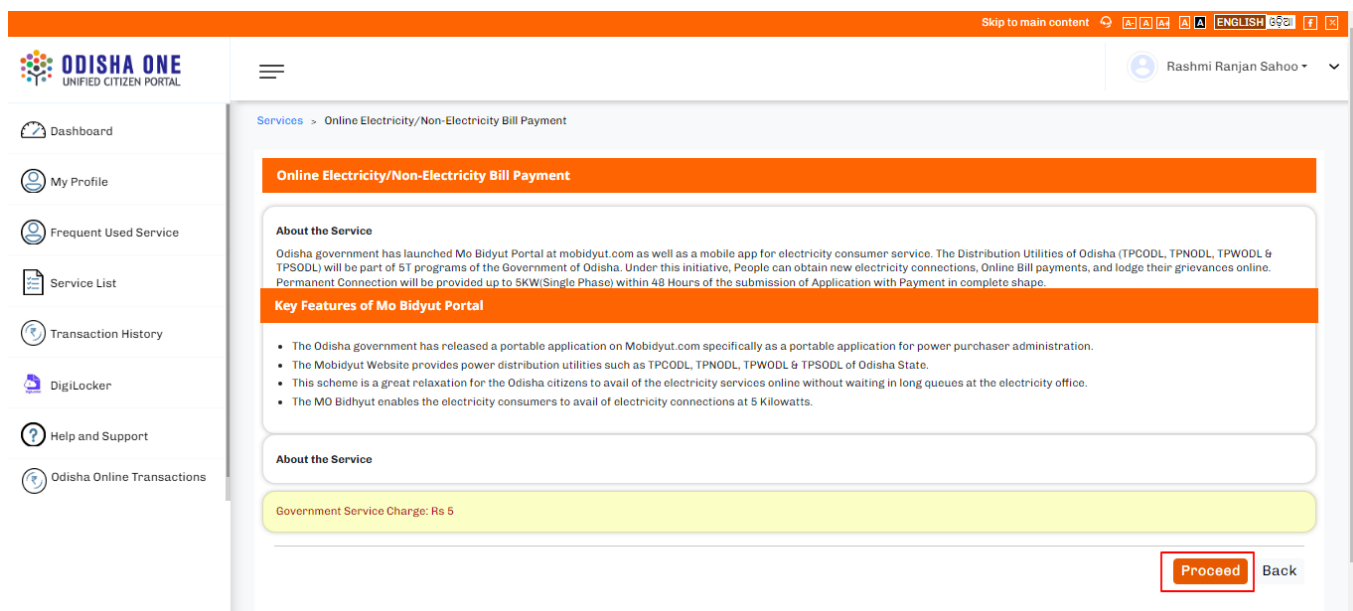
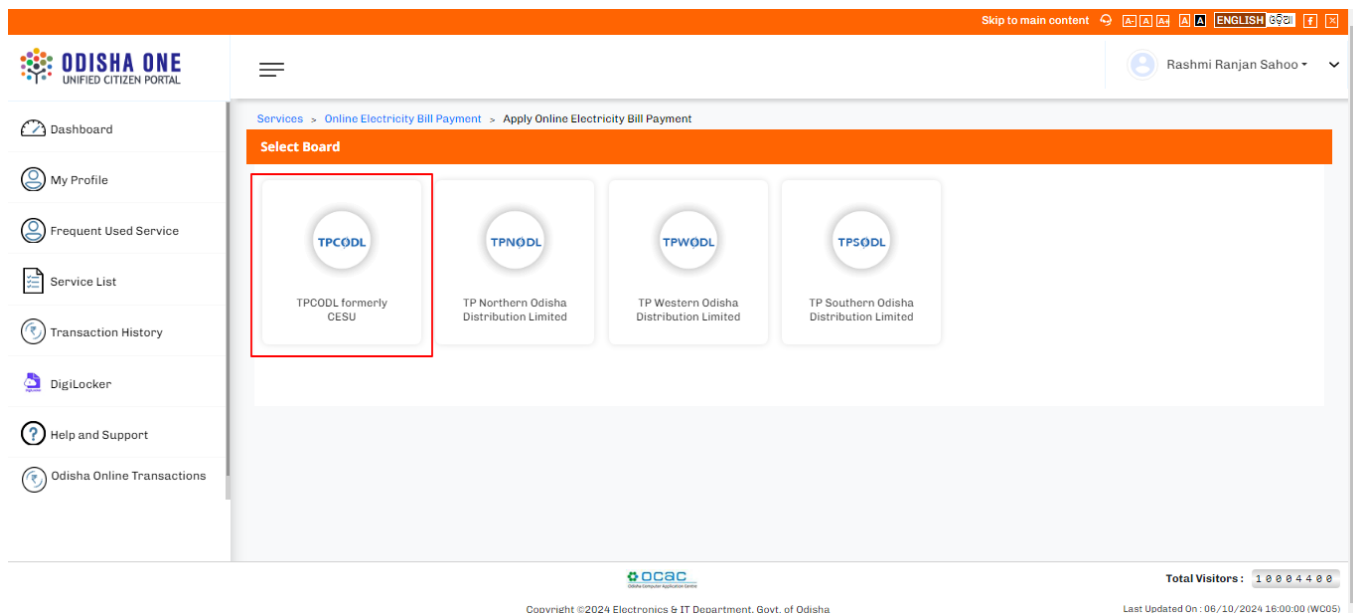


Figure- 23



- Click on service provider for which you want to pay the bill. It will redirect to respective service provider page as shown in the figure below.

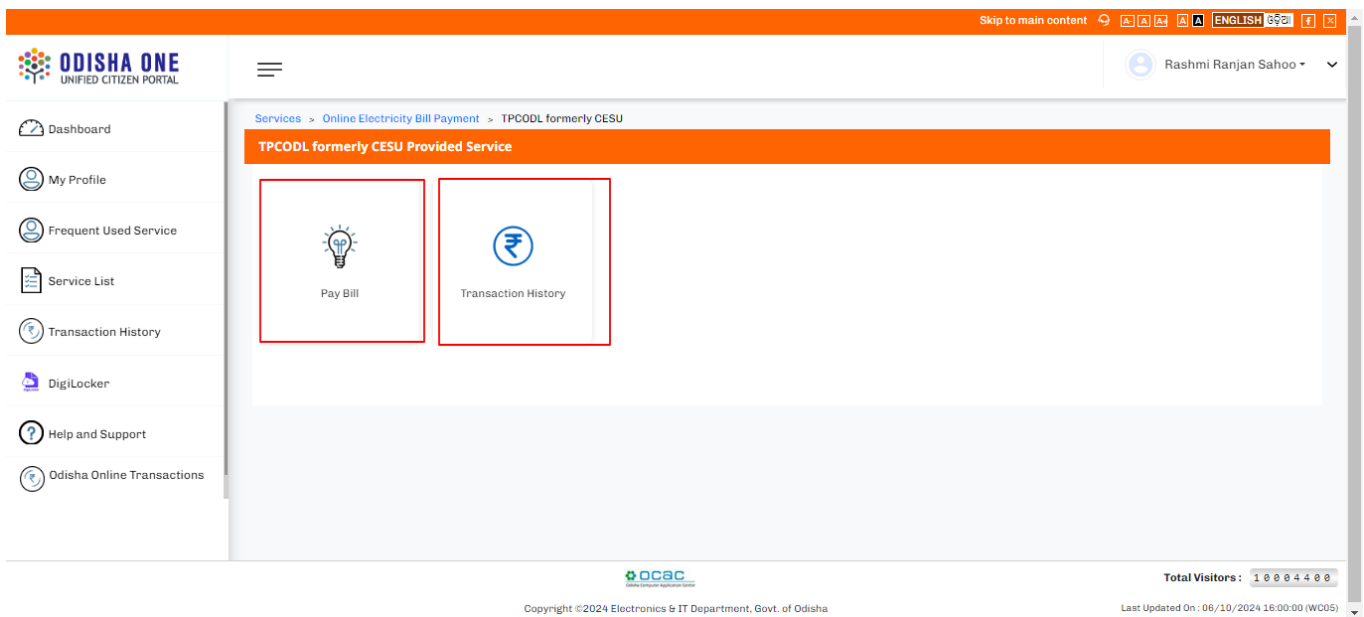


Figure- 24

3. Click on 'Pay Bill'. It will redirect to bill detail search page as shown in the figure below.

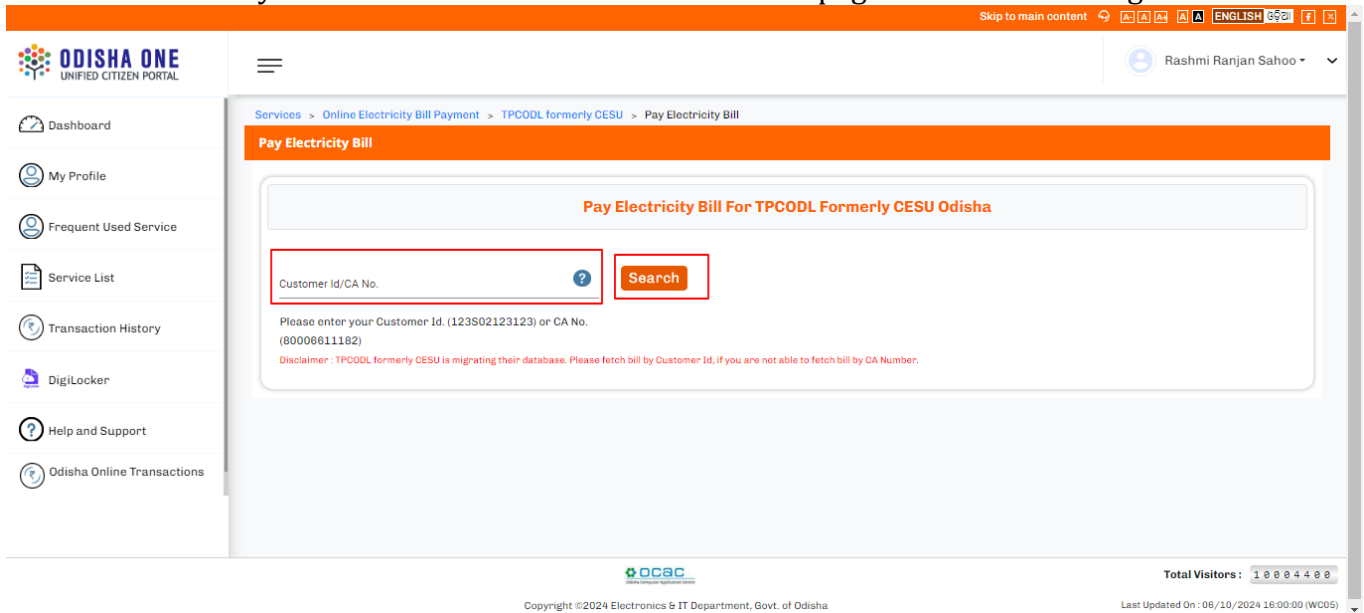




Figure- 25

4. Enter the consumer number and click on 'Search' button. It will fetch bill details and display as shown in the following figure.

[Skip to main content](#)



ODISHA ONE
UNIFIED CITIZEN PORTAL


Rashmi Ranjan Sahoo

- Dashboard
- My Profile
- Frequent Used Service
- Service List
- Transaction History
- DigiLocker
- Help and Support
- Odisha Online Transactions

Customer Id/CA No	Mr. RABINDRA KUMAR SAHOO	
Address :	454 1210 TERAGAN -PATANA- NEAR UP SCHOOL PATANA 140	
Division:	KED2,MARSHAGHAI	Mobile No
Sub-Division:	MAHAKALAPADA S/D	Section:
		TPCODL-LUNA SEC OFFICE
Bill Date :	10-09-2024	Due Date:
		17-09-2024
Current Bill Amount (In Rs.)	491	Total Bill Amount (In Rs.)
		₹427.00

Amount to Pay (In Rs.) : 427

Proceed

Important Note.

Minimum payable amount is Current Bill Amount or Total Bill Amount, whichever lower.

Maximum payable amount will always be Total Bill Amount.

Total Bill Amount is the amount after the necessary adjustment.

Contact to TPCODL, if previous payment is not credited or adjusted.

Please wait for upto 4 hours for updated payment status if payment is debited from your Bank account and transaction status is Pending. Do not repeat the payment

Your money will be refunded within 5-7 working days, if your Bank Account is debited and transaction status is failed.

Contact our customer support team (1800-345-6770 / 155335), in case issue persist after specified timeline.

Figure- 26

Note: 'Amount to be paid' is the bill amount.

- Click on proceed button. It will redirect to the payment gateway page as shown in the following figure.

English

Payment Information

Net Banking
>

Debit Card
1

Credit Card
2

All Other Banks

Select Bank

Note: We will redirect you to the bank you have chosen above. Once the bank verifies your net banking credentials, we will proceed with your payment.

I agree with the [Privacy Policy](#) by proceeding with this payment.

INR 554.00 (Total Amount Payable)

Make Payment
Cancel

ORDER DETAILS

Order #: CSUC060520200000004

Coupon Code [Apply](#)

Order Amount 554.00

Total Amount INR 554.00

CC Avenue
CHECKOUT

Checkout login for registered users only.

Enter Username

Enter Password

[Forgot Password?](#) Login

Figure- 27

6. Select payment option marked as '1' in the above figure.
7. Select bank in case of net banking marked as '2' in the above figure or enter card details in case of debit/credit card and click on make payment button.
8. During processing of the payment do not refresh or close the browser or the system.
9. After processing the payment from payment gateway, system will be redirected to acknowledgement page as shown in the figure below.

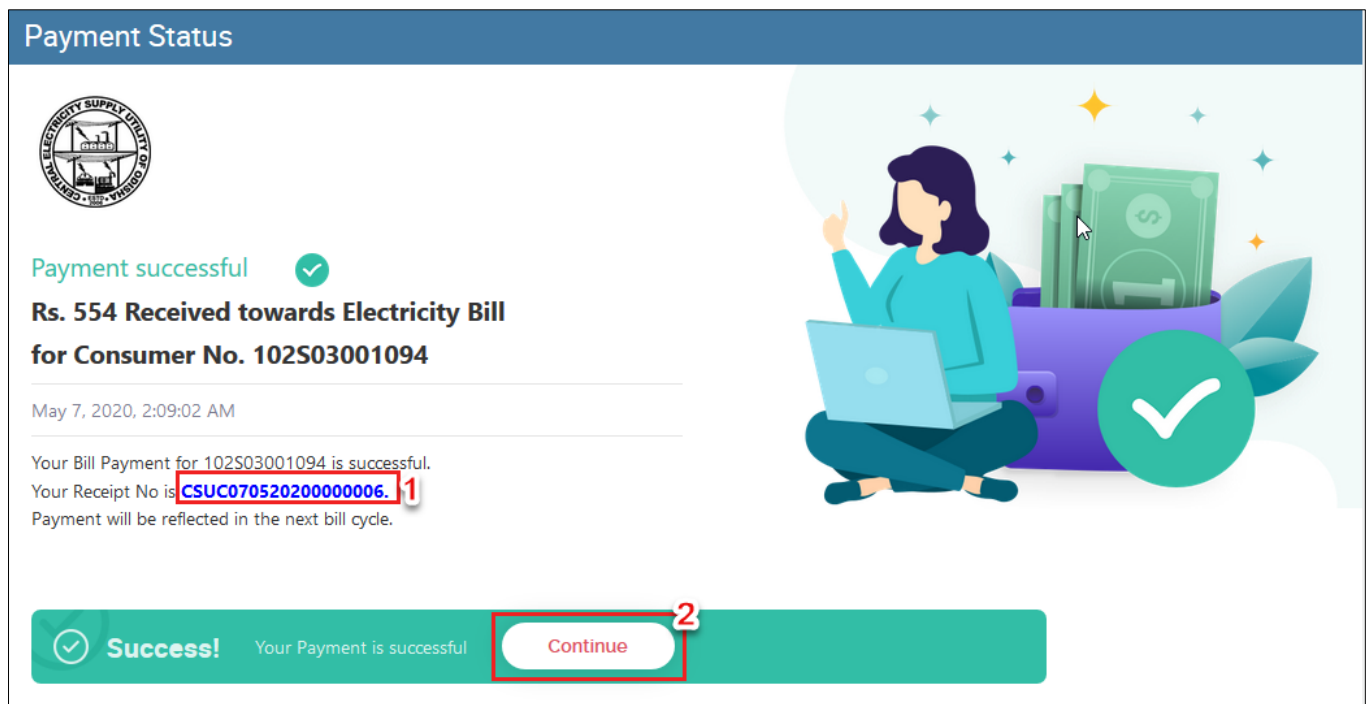


Figure- 28

10. Click on transaction Id marked as '1' to view and print the money receipt or click on continue to go to the service list page.

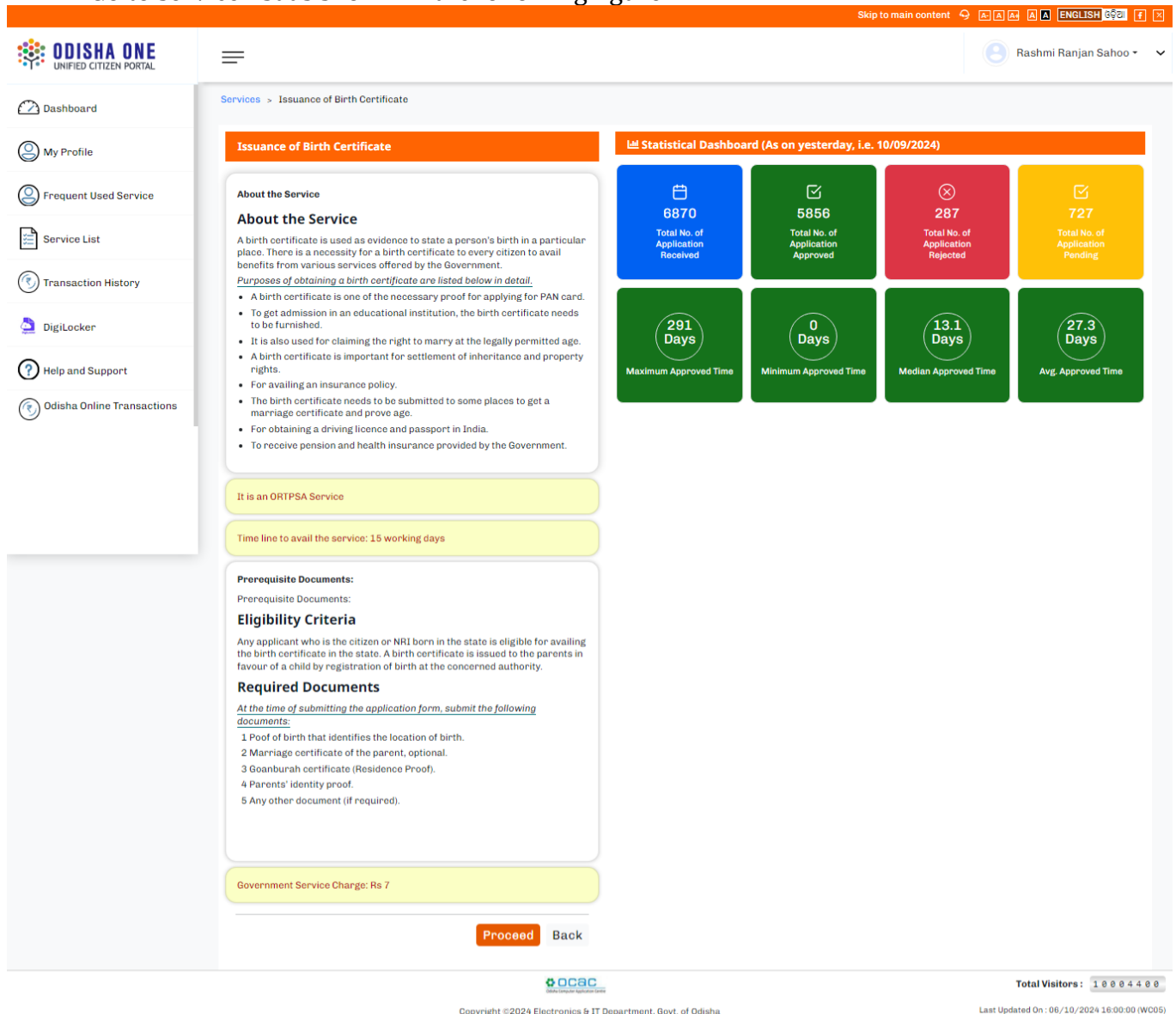
Note:

- You can view or print your money receipt anytime from transaction history as shown in the figure **Figure-24** above.

5.5.2 BIRTH & DEATH CERTIFICATE REGISTRATION FEE PAYMENT

Steps for payment of birth or death registration fee:

1. Go to service list as shown in the following figure.



ODISHA ONE
UNIFIED CITIZEN PORTAL

Skip to main content

Rashmi Ranjan Sahoo

Services > Issuance of Birth Certificate

Issuance of Birth Certificate

About the Service

A birth certificate is used as evidence to state a person's birth in a particular place. There is a necessity for a birth certificate to every citizen to avail benefits from various services offered by the Government.

Purposes of obtaining a birth certificate are listed below in detail.

- A birth certificate is one of the necessary proof for applying for PAN card.
- To get admission in an educational institution, the birth certificate needs to be furnished.
- It is also used for claiming the right to marry at the legally permitted age.
- A birth certificate is important for settlement of inheritance and property rights.
- For availing an insurance policy.
- The birth certificate needs to be submitted to some places to get a marriage certificate and prove age.
- For obtaining a driving licence and passport in India.
- To receive pension and health insurance provided by the Government.

It is an ORTPSA Service

Time line to avail the service: 15 working days

Prerequisite Documents:

Eligibility Criteria

Any applicant who is the citizen or NRI born in the state is eligible for availing the birth certificate in the state. A birth certificate is issued to the parents in favour of a child by registration of birth at the concerned authority.

Required Documents

At the time of submitting the application form, submit the following documents:

- 1 Proof of birth that identifies the location of birth.
- 2 Marriage certificate of the parent, optional.
- 3 Goanburah certificate (Residence Proof).
- 4 Parents' identity proof.
- 5 Any other document (if required).

Government Service Charge: Rs 7

Proceed **Back**

Statistical Dashboard (As on yesterday, i.e. 10/09/2024)

6870 Total No. of Application Received	5856 Total No. of Application Approved	287 Total No. of Application Rejected	727 Total No. of Application Pending
291 Days Maximum Approved Time	0 Days Minimum Approved Time	13.1 Days Median Approved Time	27.3 Days Avg. Approved Time

Total Visitors: 1000400

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Last Updated On: 06/10/2024 16:00:00 (WC05)

Figure- 29

2. Click on **Proceed** 'Birth Certificate' as shown in the above figure. It will redirect to the birth certificate service page as shown in the following figure.

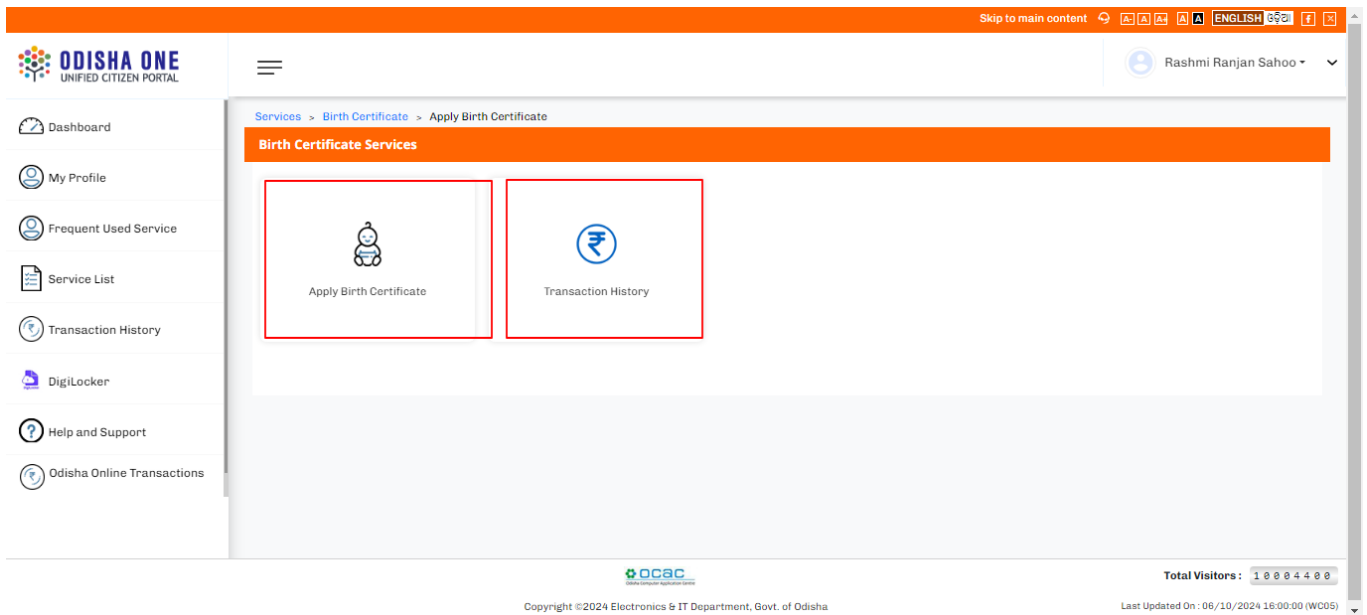


Figure- 30

- Click on 'Apply Birth Certificate', it will redirect to apply certificate page as shown in the following figure.

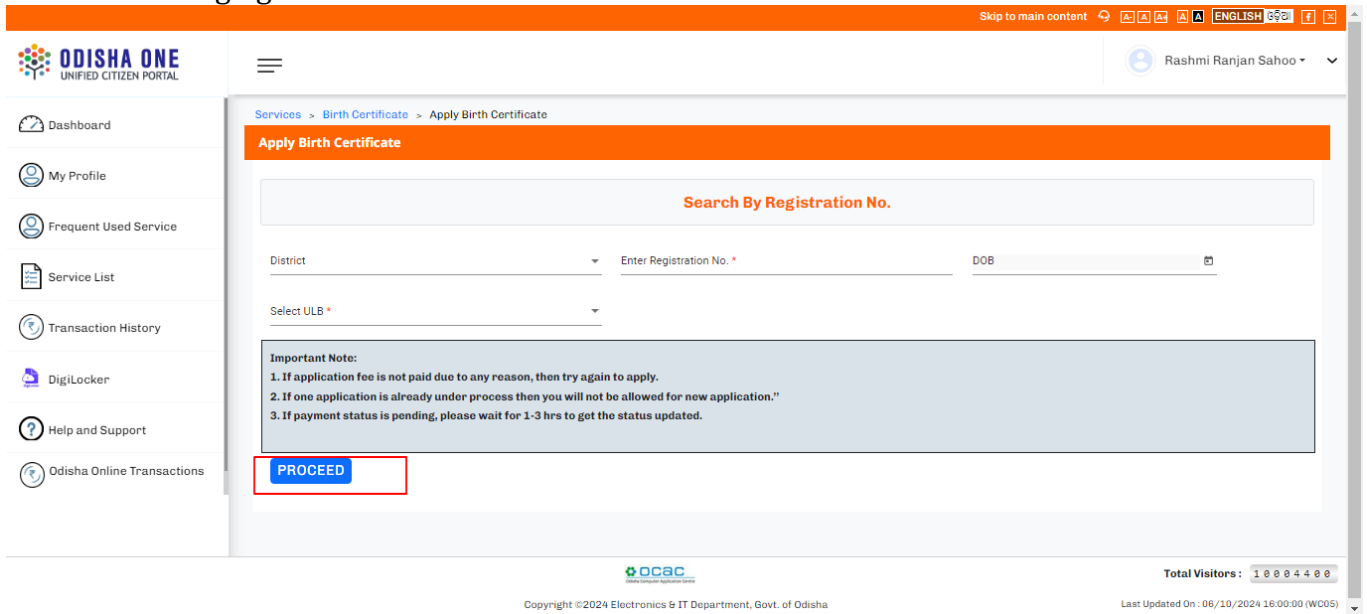


Figure- 31

- Select District, ULB, mobile No, enter the registration number and click on 'Proceed' button. It will display details of applicant as shown in the following figure **Figure-32 (a) & (b)**.

Request For Issue Of Birth Certificate

Urban Local Body: **Bhubaneswar Municipal Corporation**

Registration Details :

Registration No.	Date of Regn.	Date of Birth	Sex	Place of Birth	Family Details
4846/2019	07/03/2019	03/03/2019	F	Hospital	Mother's Name : Saraswati Bhoi Father's Name : Gopinath Bhoi Address : At-Badalakalamati/Po-Badalasasan Dist-KHORDHA

Applicant Details :

Child Name:* First Name
 sampurna Middle Name Last Name

Relation:*
 Relation:
 Father

Applicant Name:*
 Select Title
 Mr
 First Name Last Name
 Gopinath Bhoi

Figure- 32(a)

5. Select the relation from 'Relation' dropdown list.

Note:

- On select to relation first name, middle name and last name will be auto filled.
- Or go on selecting value from relation dropdown list until name fields are auto filled.
- Or select the relation and enter First Name, Middle Name & Last Name
- And select the appropriate salutation for the name.

Contacts Details : (Required For Sending Digital Signed Certificate)

Email Address:

Mobile No.

7377431732

Document Details :

Proof of Identity: *
Pan Card

Enter Your Identity Number *
ASDFG1234A

Contact No :
7377431732

Upload Document: *
Browse... untitled.pdf

Document Description: *
pan card

(scanned copy of id proof and discharge certificate in one pdf document within 1 MB)

(Provide your Mobile No. for Receiving the application Transaction id through SMS)

PROCEED

Figure- 33 (b)

6. Select the proof of identity and enter the Id proof number.

Note:

- Contact No. will be auto filled as per the mobile number.
 - You can also change the contact number to receive transaction details through SMS.
7. Upload the pdf copy of identity proof & enter the description of the document as shown in the above figure and click on 'Proceed' button. It will redirect to review page as shown in the following figure.

Payment Summary :

Application Details :

Registration No.	4846/2019	Applicant Name:	Mr Gopinath Bhoi
Relation:	Father	Document Details :	PC, ASDFG1234A
Address :	At-Badalakalamati Po-Badalasasan Dist-KHORDHA		

Other Details :

Date of Birth	03/03/2019	Child Name:	sampurna bhoi
Sex	F	Mother's Name :	Saraswati Bhoi
Father's Name :	Gopinath Bhoi		

Payment Summary :

Please Review The Following Details Transaction

Description	Item Price
Service Name : Birth Certificate Apply 4846/2019	₹ 7/-
Service Charge	₹ 10.00/-
Total Bill Amount	₹ 17/-

PROCEED

8. Click on 'Proceed' button and follow [steps-5 to 10 of Utility Bill Payment](#).

Important Note:

- Follow the same steps from **1 to 8** as in case of birth certificate for death certificate.

5.5.3 OSRTC TICKETING

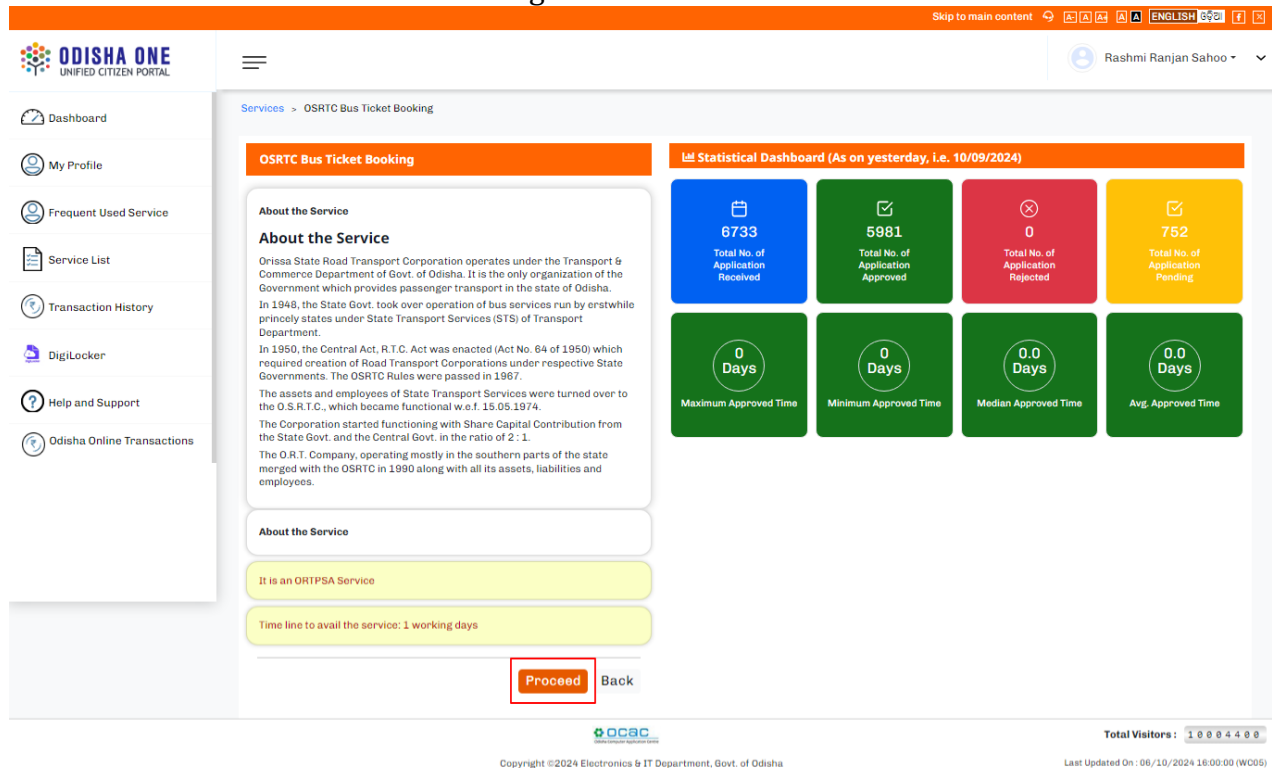
OSRTC ticketing provides following services:

- Ticket Booking
- Ticket Cancellation
- Booking Status Check

5.5.3.1 TICKET BOOKING

Steps for ticket booking:

1. Go to service list as shown in the figure below:



The screenshot displays the 'Odisha ONE UNIFIED CITIZEN PORTAL' interface. The user is logged in as 'Rashmi Ranjan Sahoo'. The main content area is titled 'OSRTC Bus Ticket Booking' and includes a 'Statistical Dashboard (As on yesterday, i.e. 10/09/2024)'. The dashboard shows the following statistics:

Category	Value
Total No. of Application Received	6733
Total No. of Application Approved	5981
Total No. of Application Rejected	0
Total No. of Application Pending	752
Maximum Approved Time	0 Days
Minimum Approved Time	0 Days
Median Approved Time	0.0 Days
Avg. Approved Time	0.0 Days

The 'About the Service' section provides information about the Orissa State Road Transport Corporation (OSRTC) and its services. It mentions that the corporation operates under the Transport & Commerce Department of Govt. of Odisha and provides passenger transport in the state of Odisha. It also states that the corporation was established in 1948 and has since been operating bus services run by erstwhile princely states under State Transport Services (STS) of Transport Department.

The 'About the Service' section also mentions that in 1950, the Central Act, R.T.C. Act was enacted (Act No. 64 of 1950) which required creation of Road Transport Corporations under respective State Governments. The OSRTC Rules were passed in 1967. The assets and employees of State Transport Services were turned over to the O.S.R.T.C., which became functional w.e.f. 15.05.1974. The Corporation started functioning with Share Capital Contribution from the State Govt. and the Central Govt. in the ratio of 2:1. The O.R.T. Company, operating mostly in the southern parts of the state merged with the OSRTC in 1990 along with all its assets, liabilities and employees.

The 'About the Service' section also mentions that it is an ORTPSA Service and that the time line to avail the service is 1 working days.

The 'Proceed' button is highlighted with a red box.

Figure- 35

2. Click on 'Bus Services'. It will redirect to bus services page as shown in the following figure.

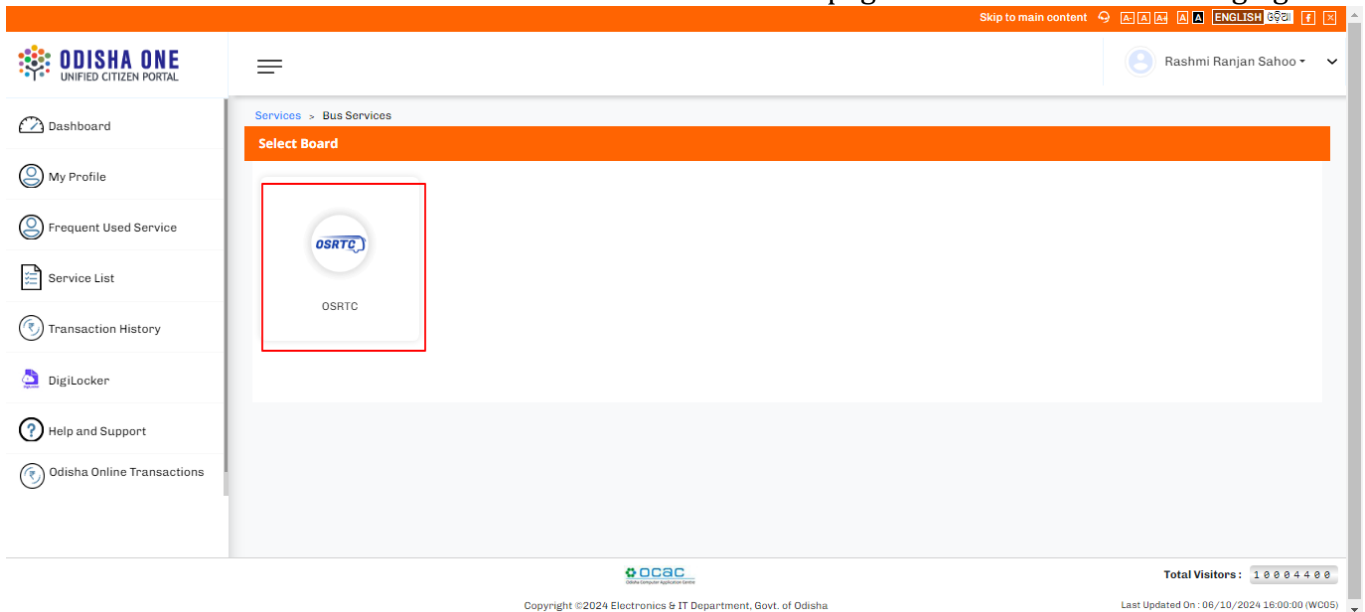


Figure- 36

3. Click on 'OSRTC'. It will redirect you to OSRTC provided services page as shown in the figure below.

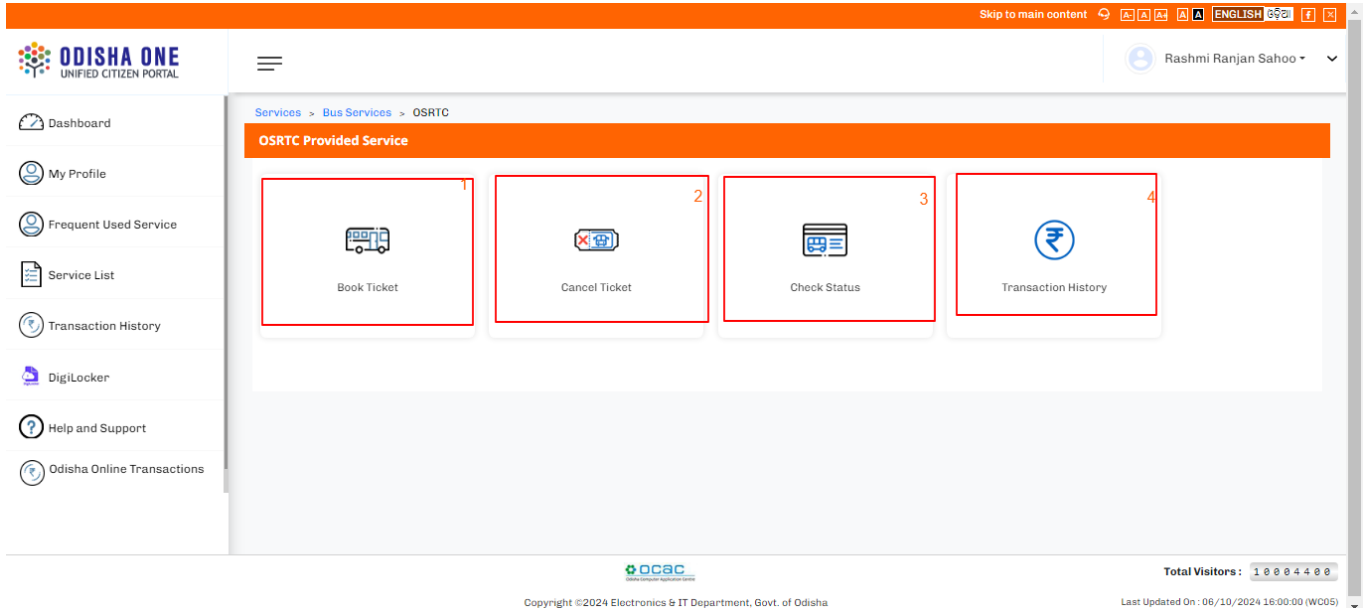


Figure- 37

4. Click on 'Book Ticket'. It will redirect you to trip search page as shown in the above figure marked as '1'.

OSRTC Bus Service

Search Bus

Origin

Destination

Choose a date

Service Class

Number of Male :

Number of Female :

Adult

Children

Adult

Children

Search Availability

Figure- 38

5. Select start place, end place, choose journey date & enter number of passenger and click on 'Search Availability' button. It will display list of all the available trips as shown in the figure below.

Available Trips						
CUTTACK - BERHAMPUR Dated : 21/05/2020						
Departure 21/05/2020 06:05	Arrival 21/05/2020 09:30	Service Class DELUXE AC Via BALUGAON	Journey 202.00 KM 3:25	Fare Adult : ₹ 236 Child : ₹ 236	38 Seats	
Departure 21/05/2020 07:00	Arrival 21/05/2020 11:00	Service Class DELUX AC TATA Via CUTTACK	Journey 202.00 KM 4:0	Fare Adult : ₹ 236 Child : ₹ 236	40 Seats	
Departure 21/05/2020 11:00	Arrival 21/05/2020 15:30	Service Class NEW HICOMF Via BERHAMPUR	Journey 202.00 KM 4:30	Fare Adult : ₹ 141 Child : ₹ 141	44 Seats	
Departure 21/05/2020 13:00	Arrival 21/05/2020 18:25	Service Class HITECH TATA Via GUMUDA	Journey 202.00 KM 5:25	Fare Adult : ₹ 192 Child : ₹ 192	34 Seats	
Departure 21/05/2020 15:55	Arrival 21/05/2020 21:30	Service Class DELUX AC TATA Via BALUGAON	Journey 202.00 KM 5:35	Fare Adult : ₹ 236 Child : ₹ 236	40 Seats	
Departure 21/05/2020 22:30	Arrival 22/05/2020 05:30	Service Class HI TECH Via rambha	Journey 202.00 KM 7:0	Fare Adult : ₹ 192 Child : ₹ 192	31 Seats	

Figure- 39

Note:

- Right most column as marked in the above figure displays the number of available seats w.r.t buses.
- Each rows as marked in the above figure displays the bus & trip details.

6. Click on the seats to select number of seats in the preferred bus as shown in the above figure. It display the seat layout for the selection of seats as shown in the following figure.

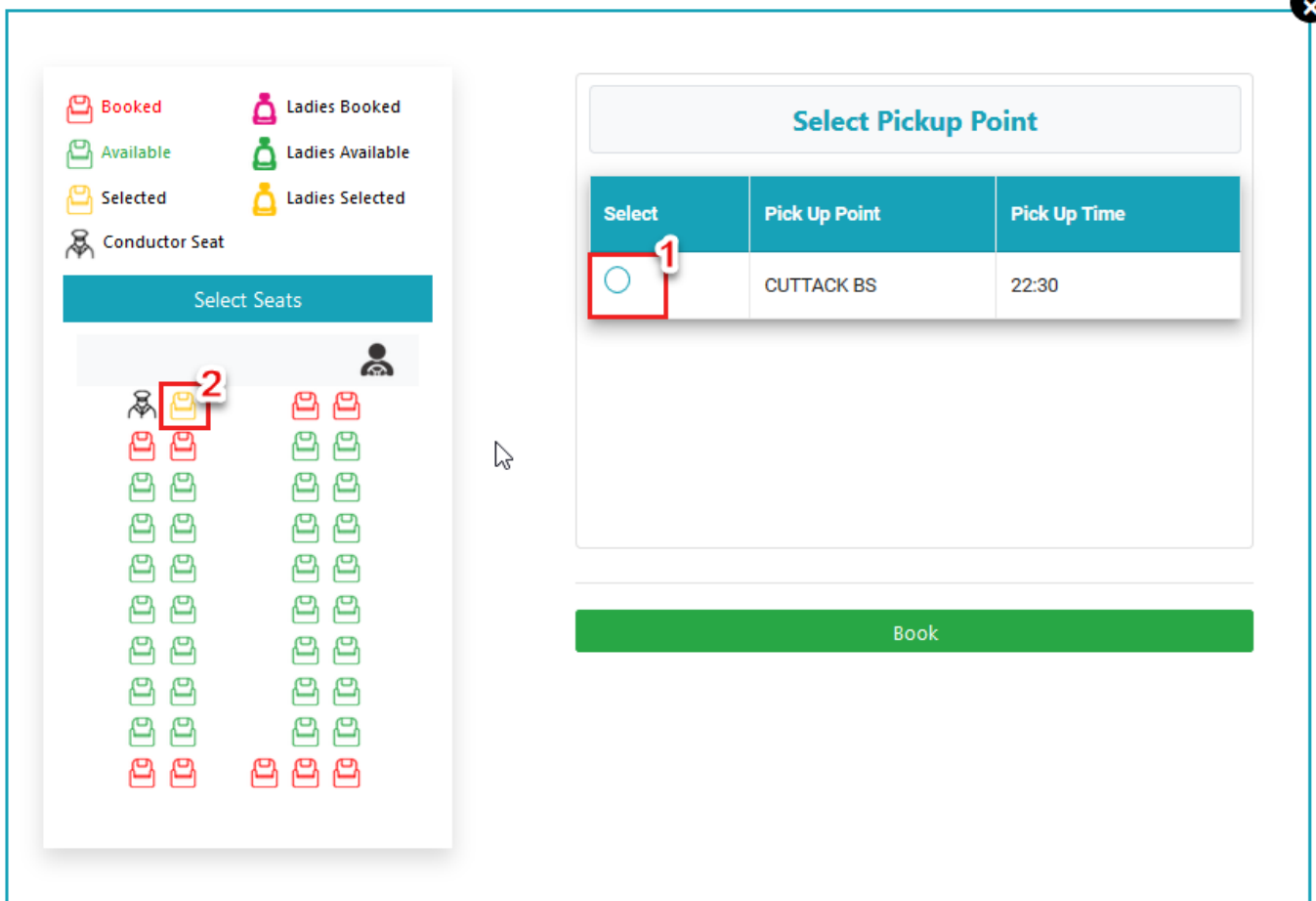


Figure- 40

7. Select seat(s) as per your preference marked as '2', select pickup point marked as '1' in the figure above and click on 'Book' button. It will redirect you to the passenger details entry page as shown in the following figure.

Passenger Details

Name * Md Ehesan Ahmad	Age * 24
Gender * <input checked="" type="radio"/> Male <input type="radio"/> Female	
Address * Bhubaneswar	
City * Bhubaneswar	Pin * 751015
PHONE NO. * 8249922813	Email ID * ehsaan.ahmad@uneecops.com

Please give Passenger's Mobile Number so that prior information of Bus Cancellation or Time change can be given to him/her.

Passenger ID Card Details

ID Card Type PAN Card	ID Card No. ASDFG1234Q
--------------------------	---------------------------

As per Central/State Govt. Norms The passenger should carry any of the photo identity card in original for verification.

NOTE: The selected seat(s) will be blocked for 7 minutes ONLY. Ensure payment transaction is completed within 7 minutes.

Confirm Booking

2

Figure- 41

8. Enter the passenger details, select the identity proof type, enter the ID proof number and click on 'Confirm Booking' button as shown in the figure above.

Important Note:

- After selection of the seat(s), the seats will be blocked for '7' minutes only. So, ensure to complete payment & booking within 7 minutes.
- The 7 minutes counter is displayed at top as shown in the figure above, marked as '1'.

9. On click to confirm booking, it will redirect to trip & payment summary page.
10. Click on 'Proceed' button in the payment summary page and follow [steps-5 to 10 of Utility Bill Payment](#).

11. After payment, confirmation page will be displayed for success or failure of the transaction.

5.5.3.2 TICKET CANCELLATION

Steps to cancel ticket:

1. Click on 'Cancel Ticket' as shown in the figure [Figure-37](#) marked as '2'. It will redirect you to active ticket(s) list page as shown in the figure below.

Cancel Ticket													
Cancel Your Ticket													
S.No.	PNR No.	Transaction Id	Transaction Date	Journey Date	Start Place	End Place	Trip Code	Ticket Amount	Seat Selected	Service Class	Passenger Name	Status	View Details
1	05795438	ORCC130420200000019	13/04/2020	13/05/2020	BHUBANESWAR	CUTTACK	CKJ08R NONSTOP	₹29.00	6A	HICOMFORT	md EHesa	Success	View

Figure- 42

2. Click on 'View' button as displayed in the above figure. It will redirect you to ticket view page with provision to cancel ticket as shown in the following figure.

Cancel Ticket			
Trip Detail			
PNR No.	05795438	Transaction Id	ORCC130420200000019
Date of Booking	13/04/2020	Start Place	BHUBANESWAR
End Place	CUTTACK	Service Class	HICOMFORT
Pick Up Point	BARAMUNDA BS	Pick Up Time	14:35
Distance	29KM	Journey Hours	1:0 hrs.
Trip Code	CKJ08R NONSTOP		
Adult (Male)	1	Adult (Female)	0
Child (Male)	0	Child (Female)	0
Passenger Name	md EHesa	Address :	bbsr
City	bbsr	Pin	758035
ID Proof	PAN Card	ID Proof No..	ASDFG1234W

Figure- 43(a)

Payment Detail			
Total Amount Paid	₹29.00		
Bank Transaction ID	309005971871	Payment Status	Success

[Cancel Ticket](#)

Figure- 43 (b)

- Click on 'Cancel Ticket'. It will redirect you to cancellation type page as shown in the figure below.

Cancellation	
Ticket Cancellation	
Cancellation Type :	<input checked="" type="radio"/> Normal Full Cancellation

[Proceed](#)

Figure- 44

- Select 'Normal Full Cancellation' and click on 'Proceed' button. It will display the refund details as shown in the figure below.

Trip Details			
PNR No.	O5795438	Journey Date	13/05/2020
Start Place	BHUBANESWAR	End Place	CUTTACK

Cancellation Transaction Details :

Total Refundable Amount (Rs.)	₹19.00
-------------------------------	--------

(Note : Net Refundable Amount is after deduction of cancellation charges as per the terms & condition of OSRTC)

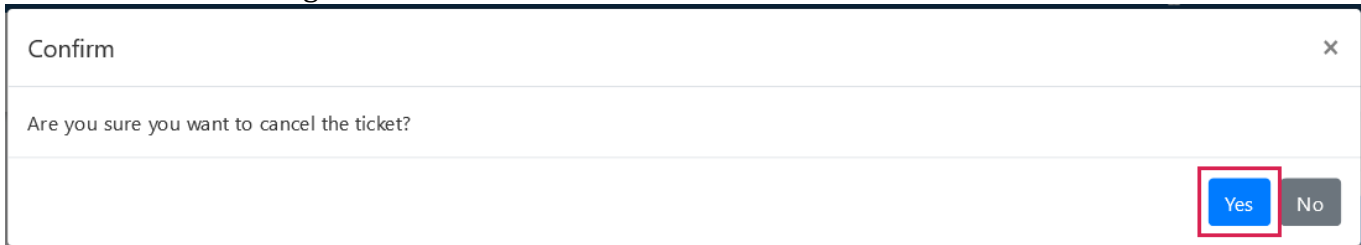
[Cancel Ticket](#)

Figure- 45

Note:

- The above page displays the trip details and refundable amount.

- Click on 'Cancel Ticket'. It will open confirmation dialog box to confirm the cancellation as shown in the figure below.



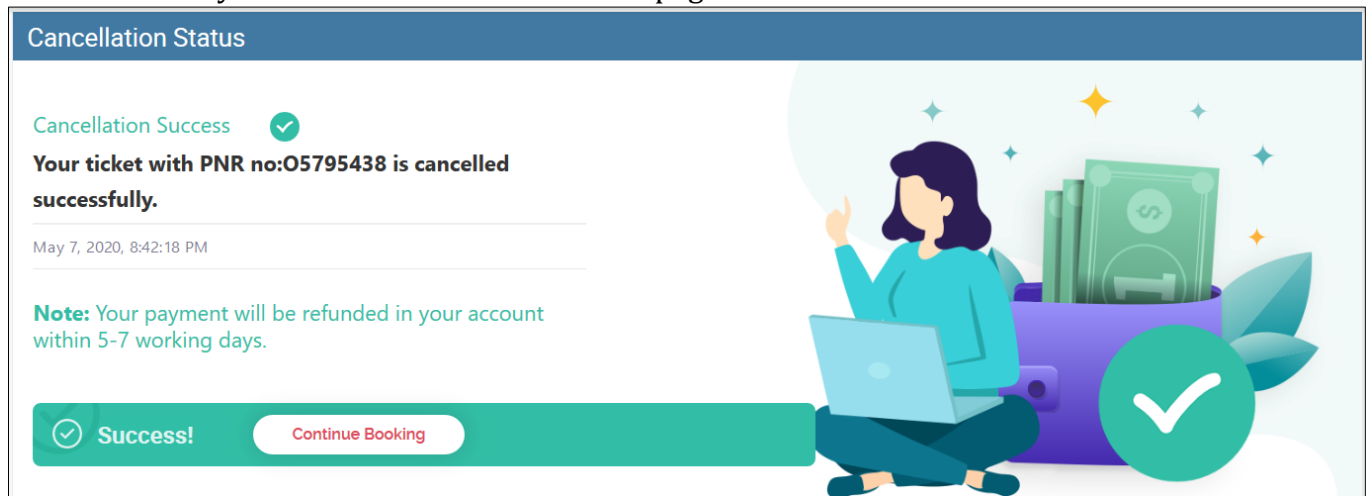
Confirm ×

Are you sure you want to cancel the ticket?

Yes No

Figure- 46

- Click on 'Yes' button to confirm or click on 'No', if you don't want to cancel the ticket. It will redirect you to the confirmation success page.



Cancellation Status

Cancellation Success ✓

Your ticket with PNR no:O5795438 is cancelled successfully.

May 7, 2020, 8:42:18 PM

Note: Your payment will be refunded in your account within 5-7 working days.

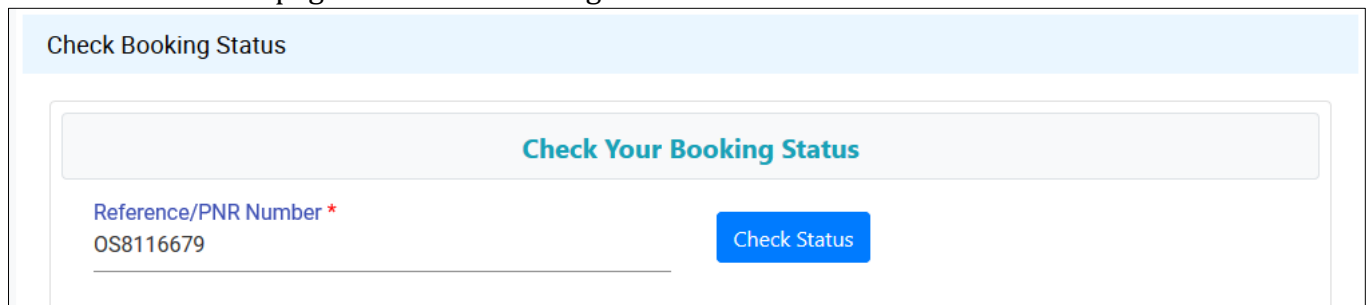
✓ Success! Continue Booking

Figure- 47

5.5.3.3 BOOKING STATUS CHECK

Steps to check booking status:

- Click on 'Check Status' as shown in the figure [Figure-37](#) marked as '3'. It will redirect you to check status page as shown in the figure below.



Check Booking Status

Check Your Booking Status

Reference/PNR Number *

OS8116679

Check Status

00 Citz. Figure- 48

2. Enter the '**Booking Reference Number**' and click on 'Check Status' button as shown in the above figure. It will display the status as shown in the figure below.

Check Booking Status

Check Your Booking Status

Reference/PNR Number *

OS8116679

Check Status

Current Status : Ticket is Cancelled Fully which is booked by using this transactionId(refNo)

Figure- 49

5.5.3.4 BOOKING HISTORY

Steps to view booking history and view/print ticket:

1. Click on 'Transaction History' as shown in the figure [Figure-37](#) marked as '4'. It will redirect you to transaction history page as shown in the figure below.

My Transactions

Search Transactions

Choose a from date

Choose a to date

☒ Paid
 ☐ Failed

Search

S.No.	PNR No.	Reference No.	Transaction Id	Transaction Date	Journey Date	Start Place	End Place	Ticket Amount	Service Class	Payment Status	Ticket Status	View Ticket
1	O5795438	OS8116679	ORCC130420200000019	Apr 13, 2020, 6:08:25 PM	May 13, 2020	BHUBANESWAR	CUTTACK	₹29.00	HICOMFORT	Success	Cancelled	

Figure- 50

2. Select from date & to date, transaction status (Paid/Success or Failed) and click on 'Search' button as displayed in the above figure. It will list all the transaction(s) as per the search as displayed in the above figure **Figure-49**.

Note:

- By default (From Date & To Date are not selected), it will display current month transactions.

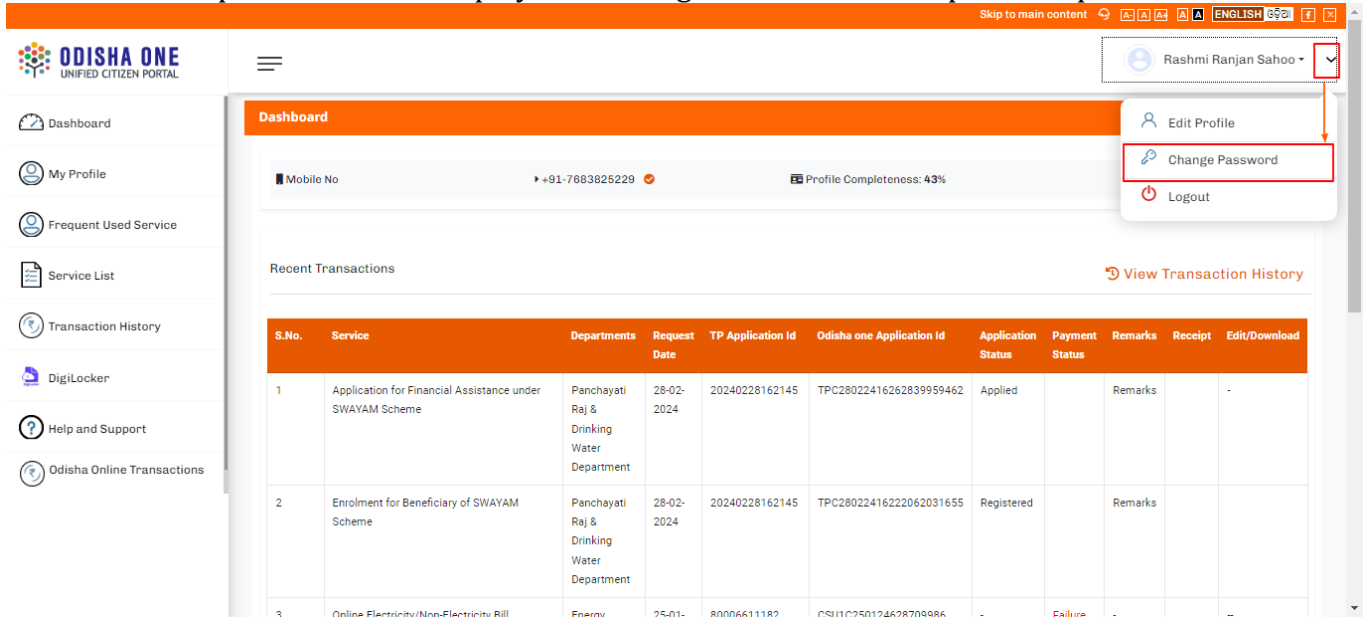
- Click on 'View Ticket' icon to view and print the ticket as shown in the above figure **Figure-49**.

5.6 CHANGE PASSWORD

Using change password functionality, you can change the existing password.

Steps to change password:

- Click on profile name as displayed in the figure below. It will open a dropdown menu.



The screenshot shows the Odisha One Unified Citizen Portal dashboard. The user's profile name, 'Rashmi Ranjan Sahoo', is in the top right corner. A dropdown menu is open, showing options: 'Edit Profile', 'Change Password' (highlighted with a red box), and 'Logout'. The dashboard also displays the user's mobile number (+91-7683825229) and profile completeness (43%). Below this, there is a 'Recent Transactions' section with a table of transactions.

S.No.	Service	Departments	Request Date	TP Application Id	Odisha one Application Id	Application Status	Payment Status	Remarks	Receipt	Edit/Download
1	Application for Financial Assistance under SWAYAM Scheme	Panchayati Raj & Drinking Water Department	28-02-2024	20240228162145	TPC28022416262839959462	Applied		Remarks		-
2	Enrolment for Beneficiary of SWAYAM Scheme	Panchayati Raj & Drinking Water Department	28-02-2024	20240228162145	TPC28022416222062031655	Registered		Remarks		
3	Online Electricity/Non-Electricity Bill	Enam	25-01-	80006611182	OSI110750124638709086	-	Failure	-		-

Figure- 51

- Click on 'Change Password' in the above figure. It will redirect to change password page as shown in the figure below.

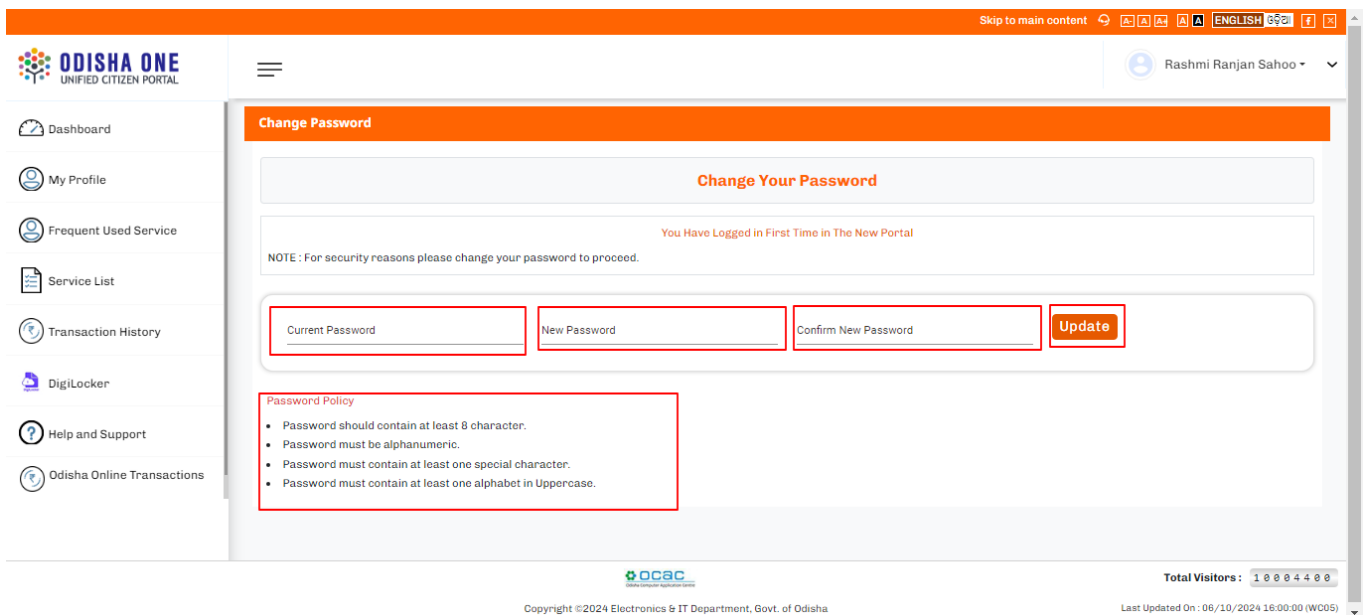


Figure- 52

3. Enter the current password.
4. Enter new password, retype the new password as per password policy shown in the above figure.
5. Click on 'Update' button. It will display success message on successful change of password.

5.7 HELP & SUPPORT

Help & Support section lists all the vital and necessary information that user of Odisha One portal should have. It will list the information as follows:

- Vital information for online electricity bill payment
- User manual for citizens, etc.

