CITIZEN USER MANUAL

FOR

"Odisha One"
Citizen Centric Service Portal

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

Submitted By

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1   CONTENTS

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:

    o   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)
    o   A valid mobile number.

- **After registration:** if you proceed through login after registration, then you must need following credentials:

    o   Valid username
    o   Password
    o   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.
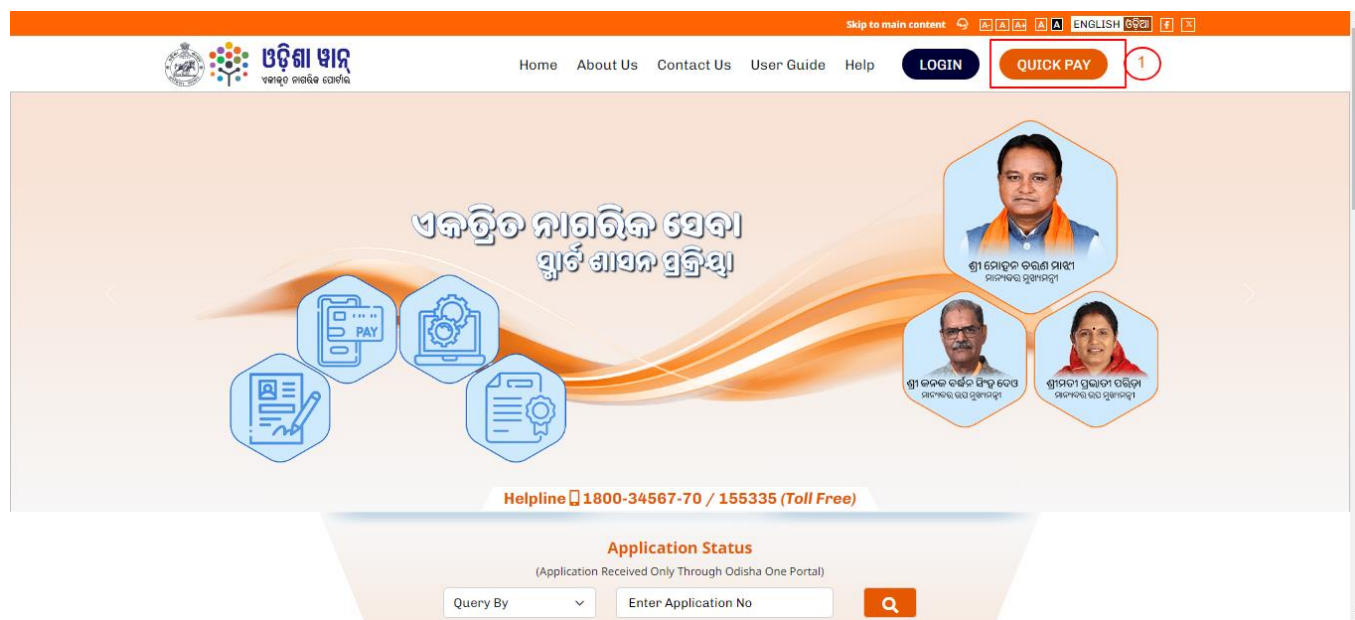
Figure- 1

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.
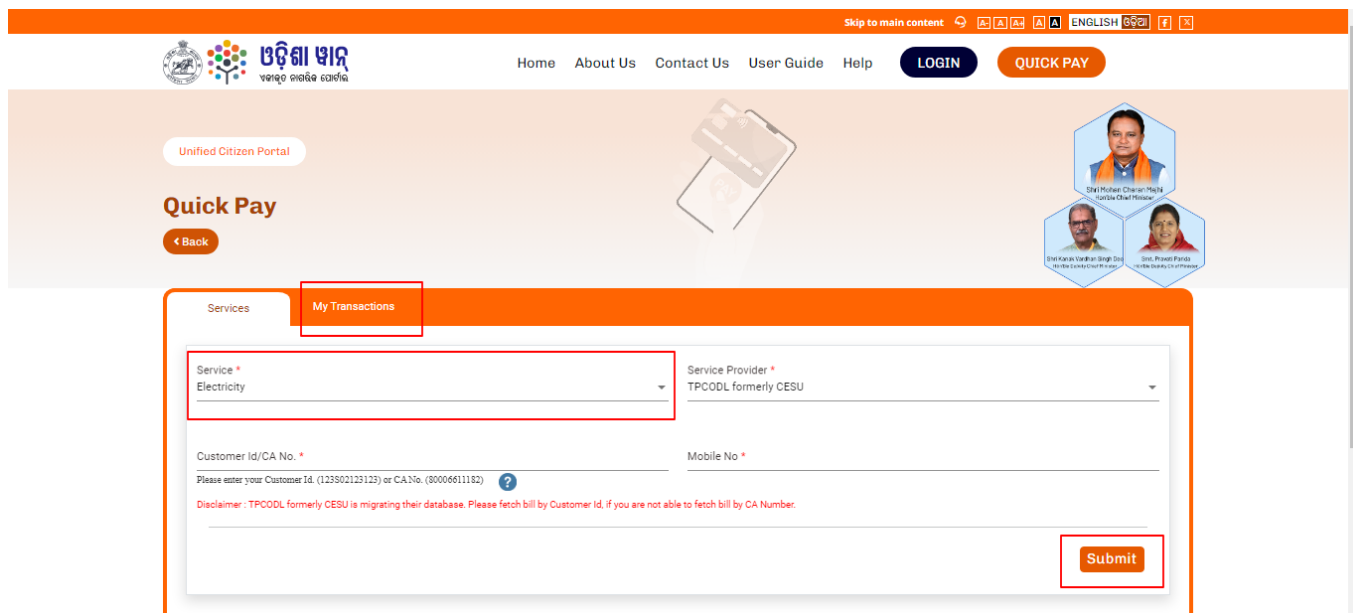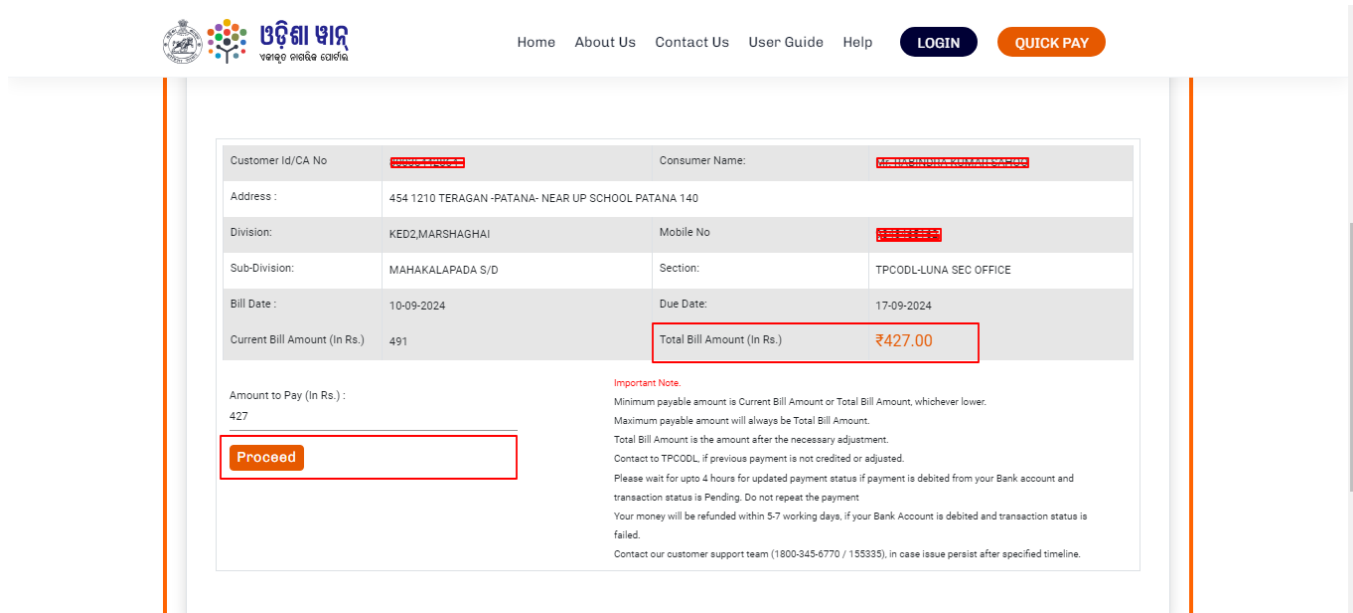
Figure- 2

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.

Figure- 3

5. 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.

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.

Payment Status

Payment successful ✓

Rs. 554 Received towards Electricity Bill for Consumer No. 102S03001094

May 6, 2020, 2:46:13 PM

Your Receipt No is **CSUC060520200000005.**
Payment will be reflected in the next bill cycle.

✓ **Success!** Your Payment is successful — Continue

<center>**Figure- 5**</center>

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 **OO 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.

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.
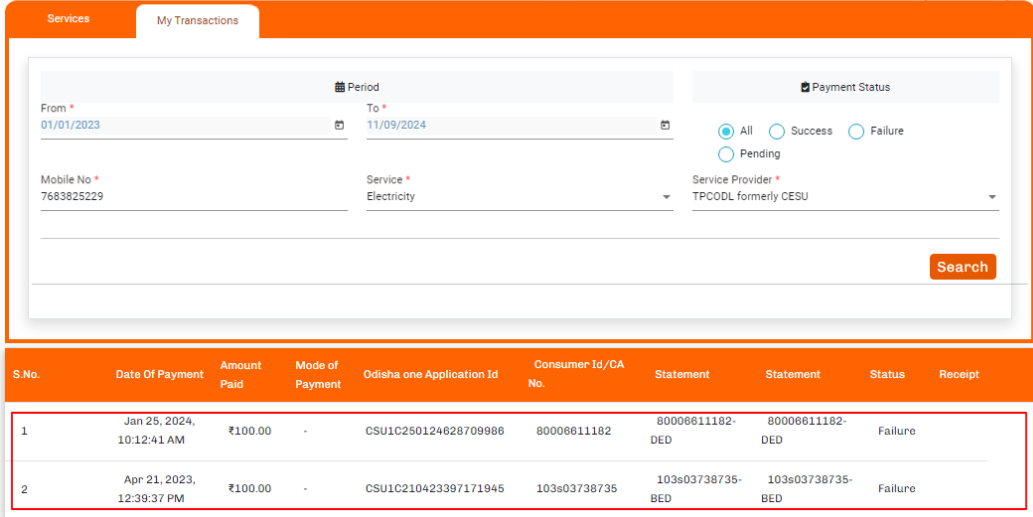
Figure- 7

5. 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.

Figure- 8

6. Click on 'Receipt' icon to view the payment receipt as shown in the following figure.

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.
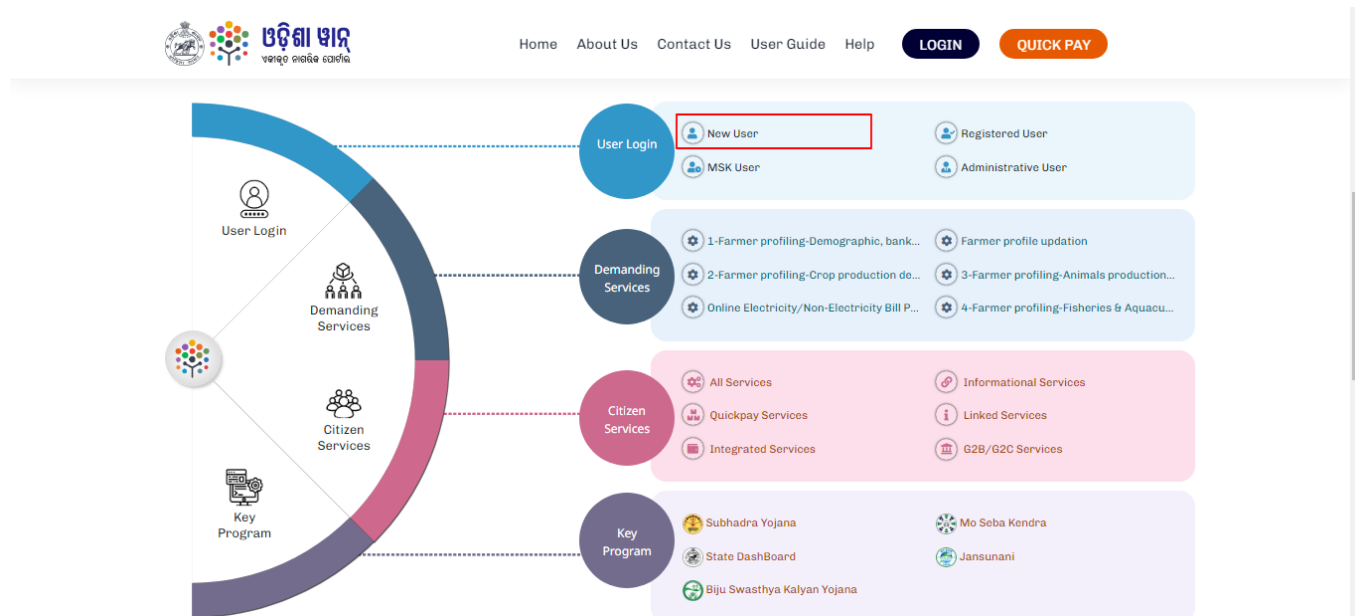
Figure- 10

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

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.

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.

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.

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.

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.

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.
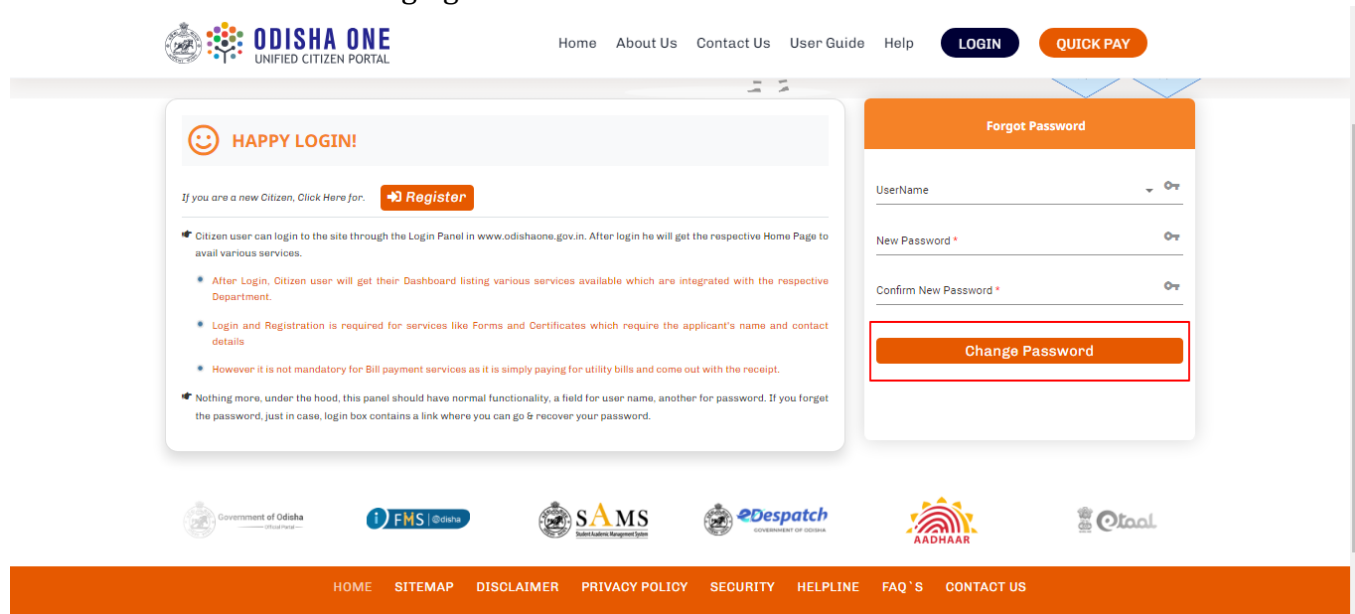
Figure- 17
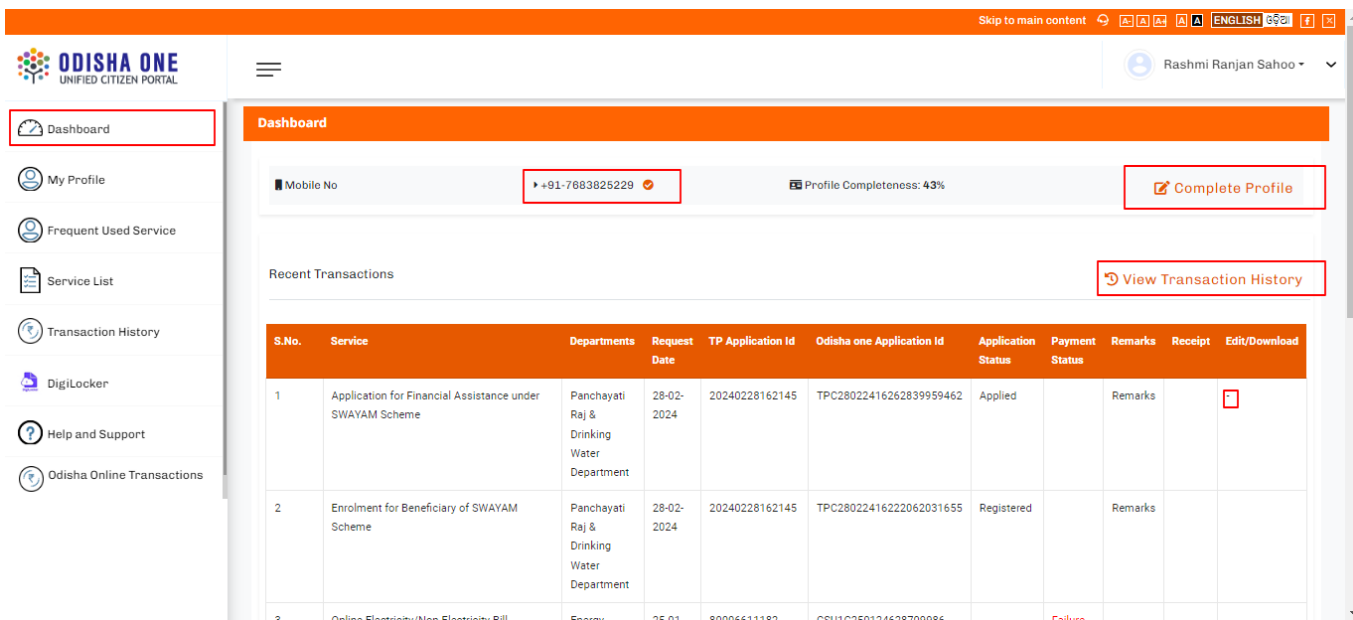
4. Set a new password as per your preference followed by password policy.
5. Retype the new password and click on 'Change Password' button. It will redirect to login page displaying success message.

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.

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.

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.

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.
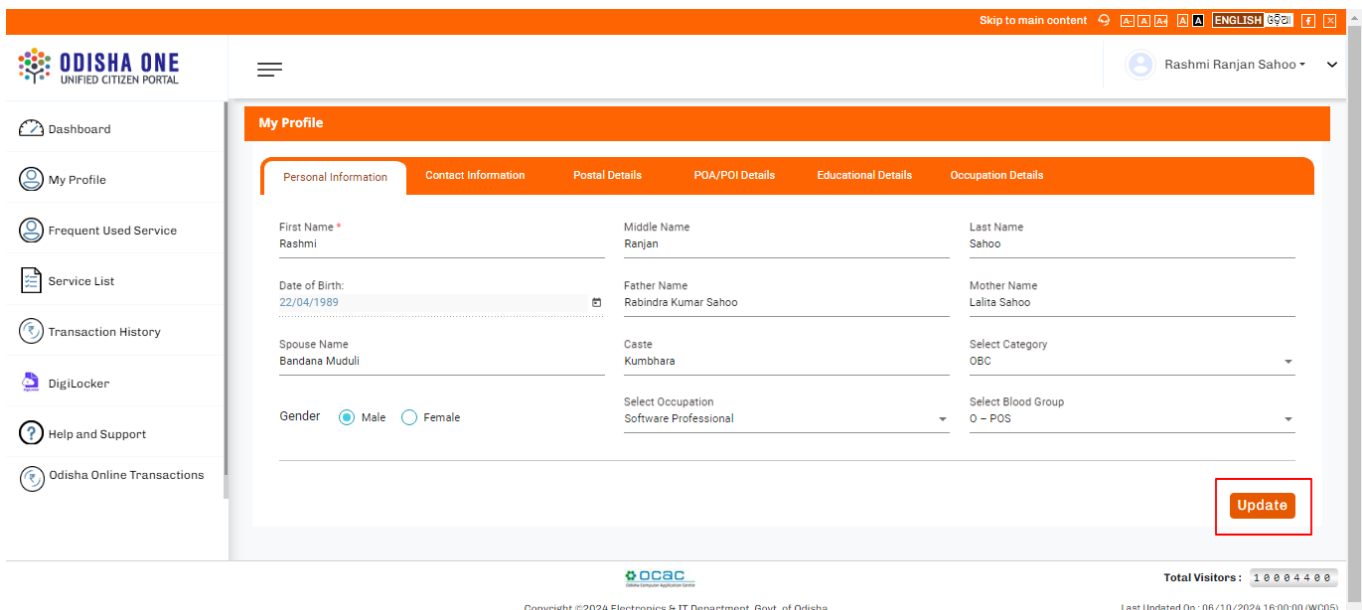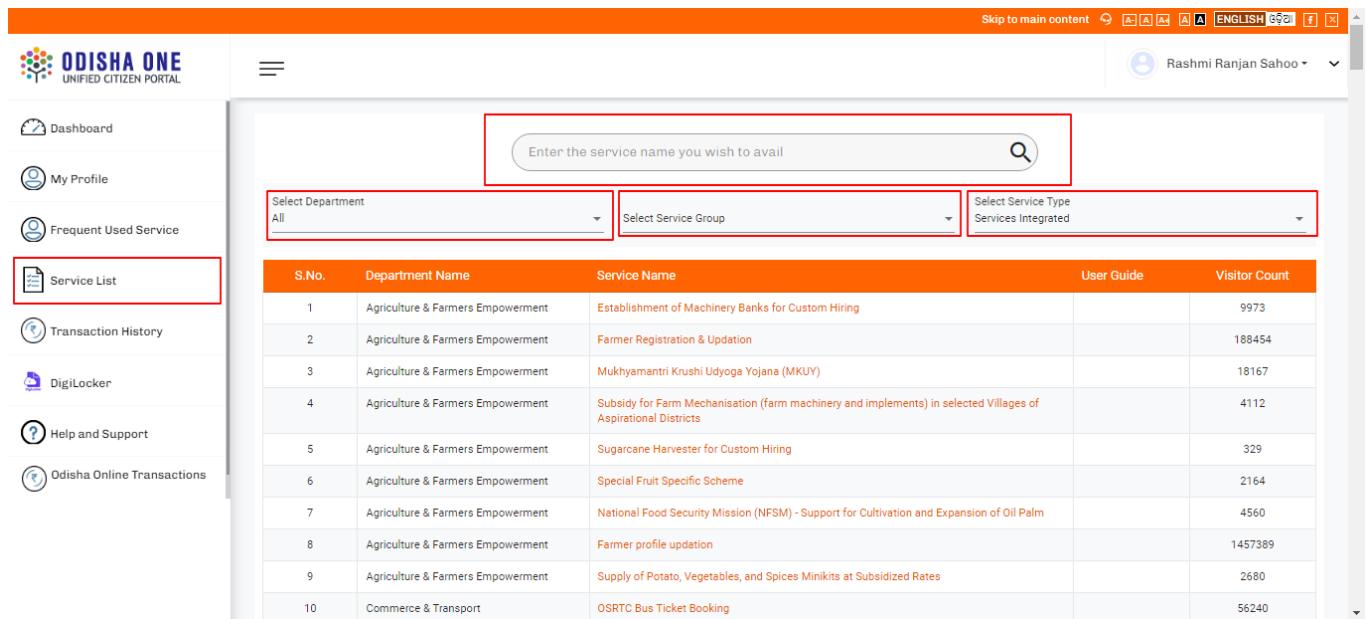
Figure- 21

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.

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.
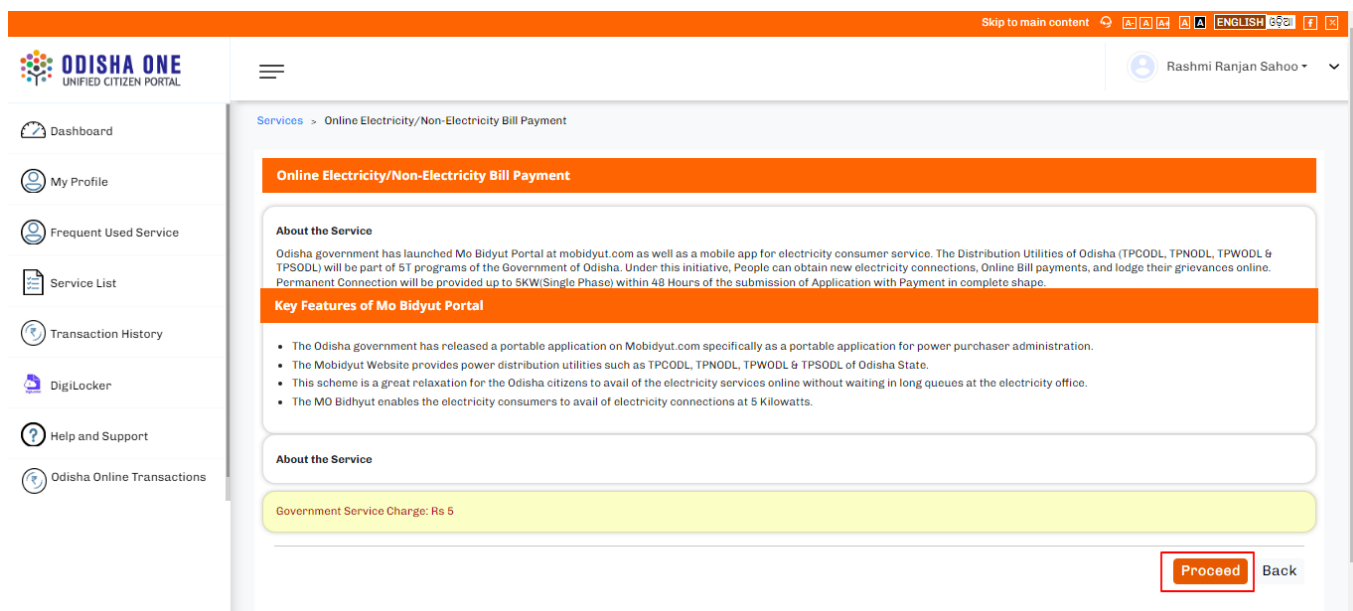
Figure- 23
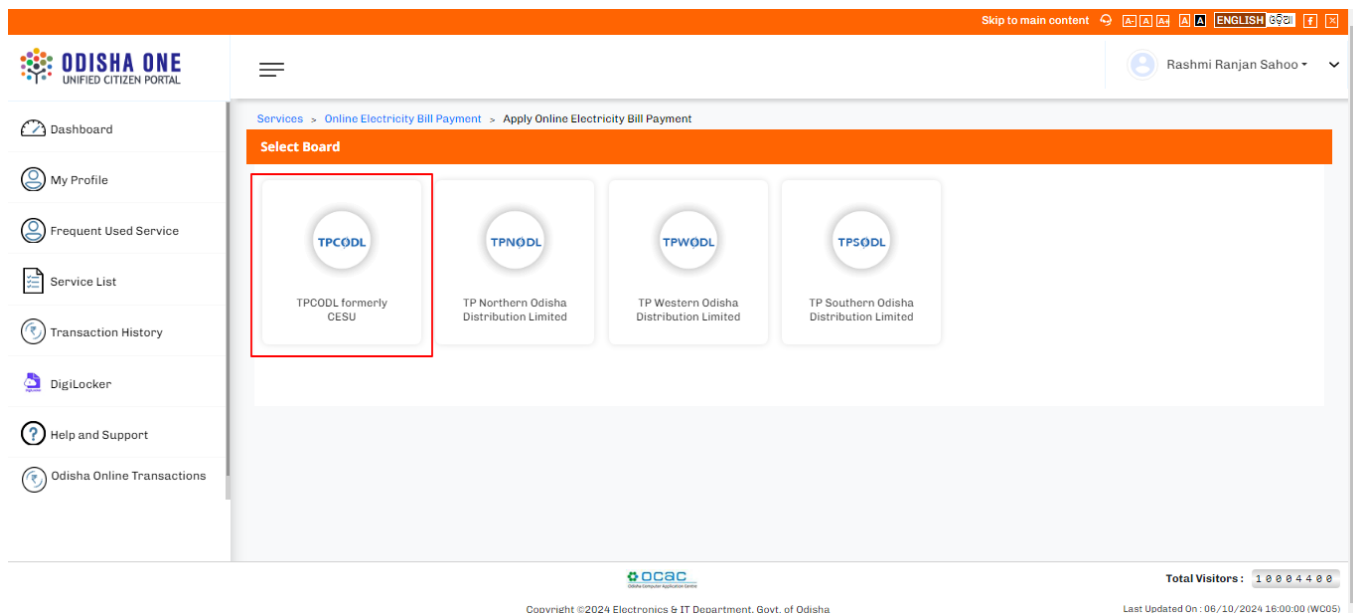
2. Click on service provider for which you want to pay the bill. It will redirect to respective service provider page as shown in the figure below.
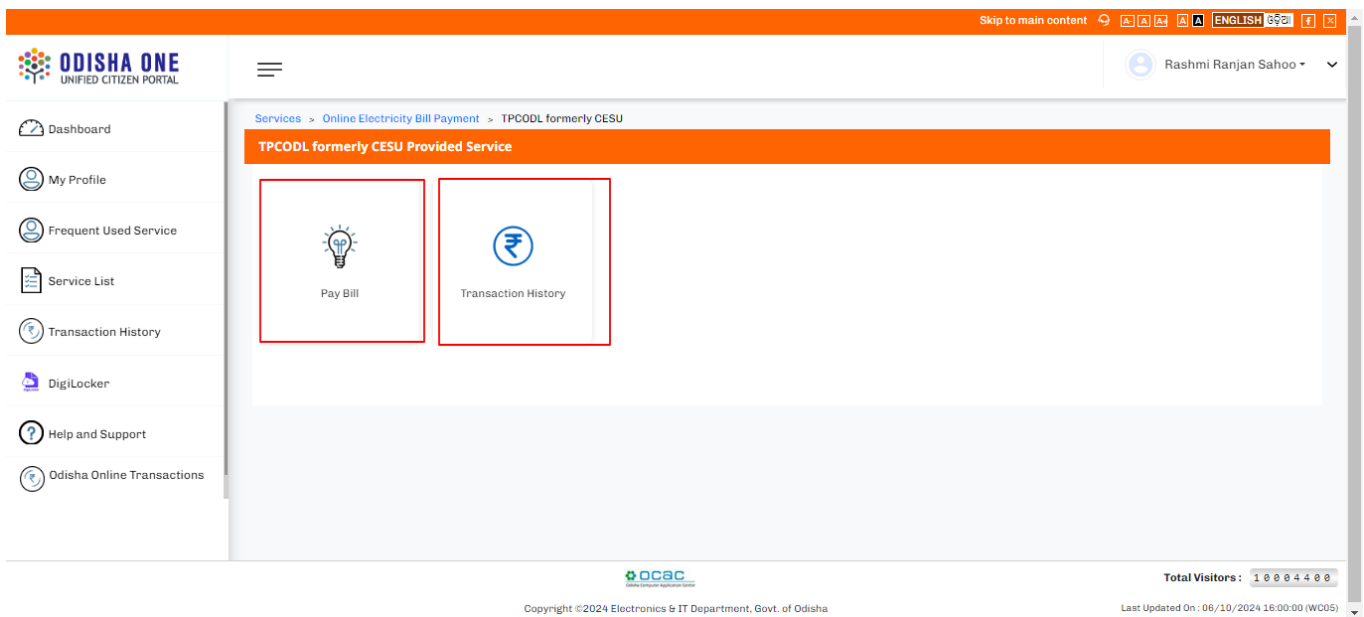
Figure- 24

3. Click on 'Pay Bill'. It will redirect to bill detail search page as shown in the figure below.
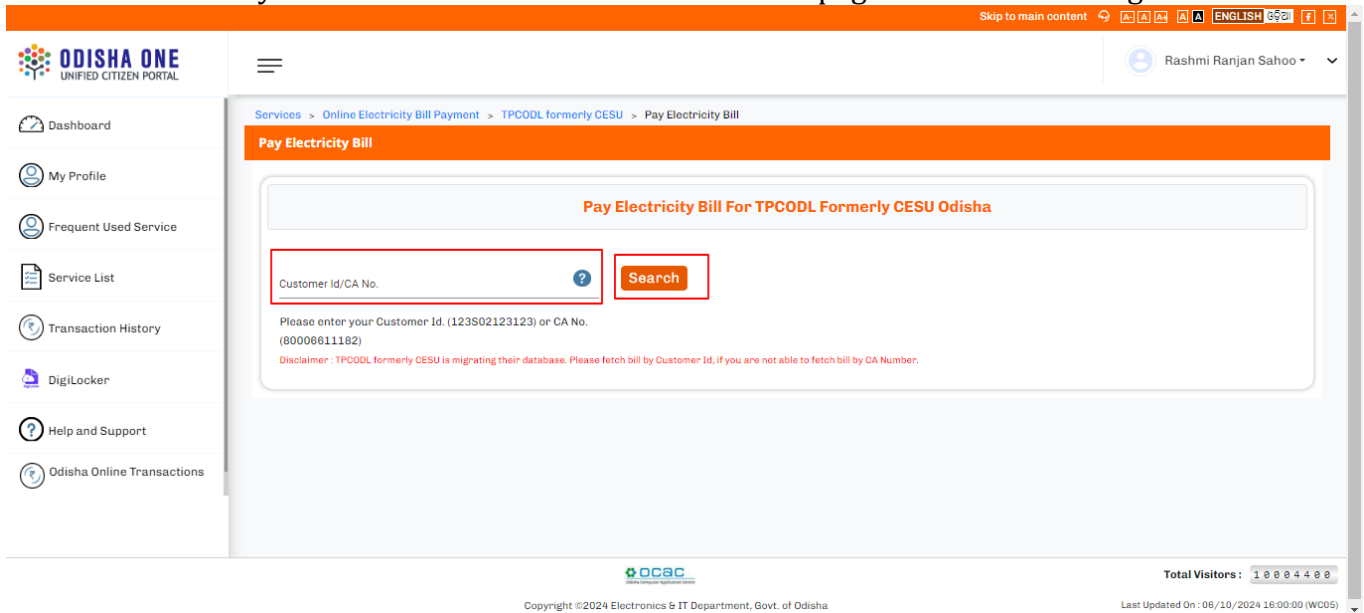
Figure- 25

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

Figure- 26

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

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

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.
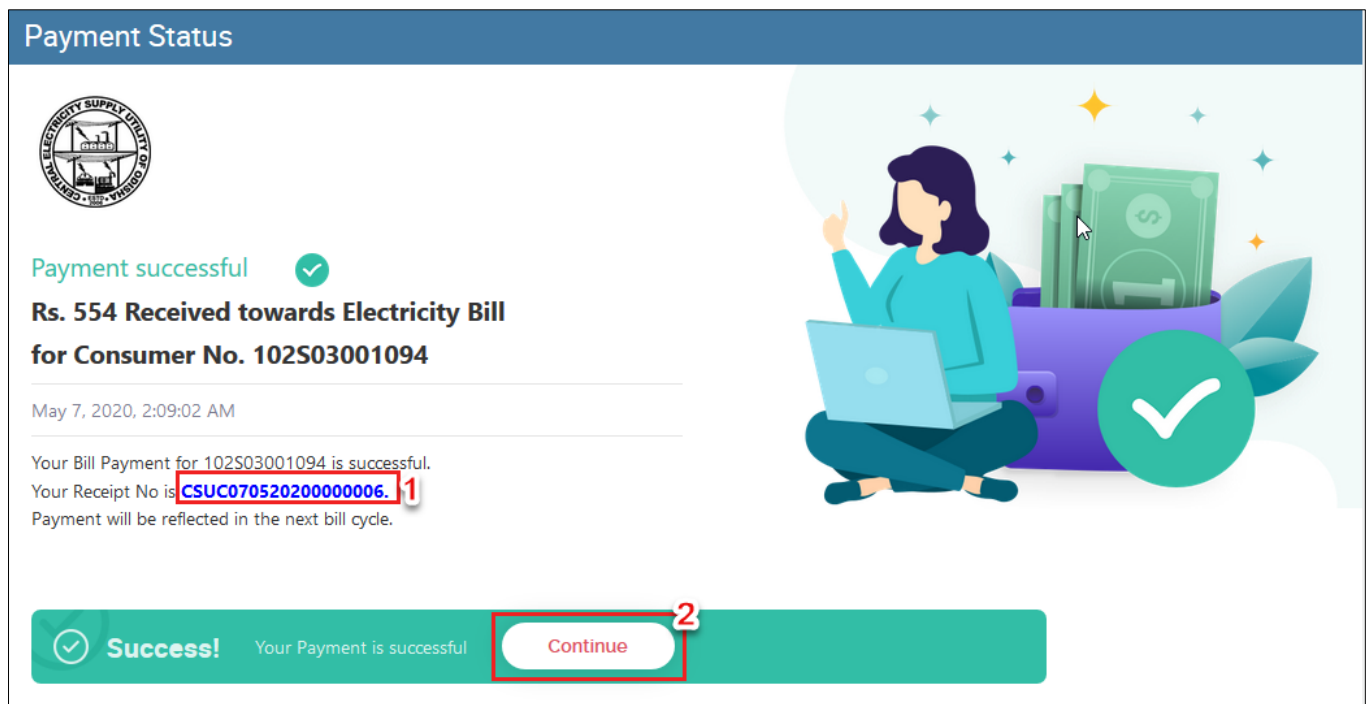
Figure- 28

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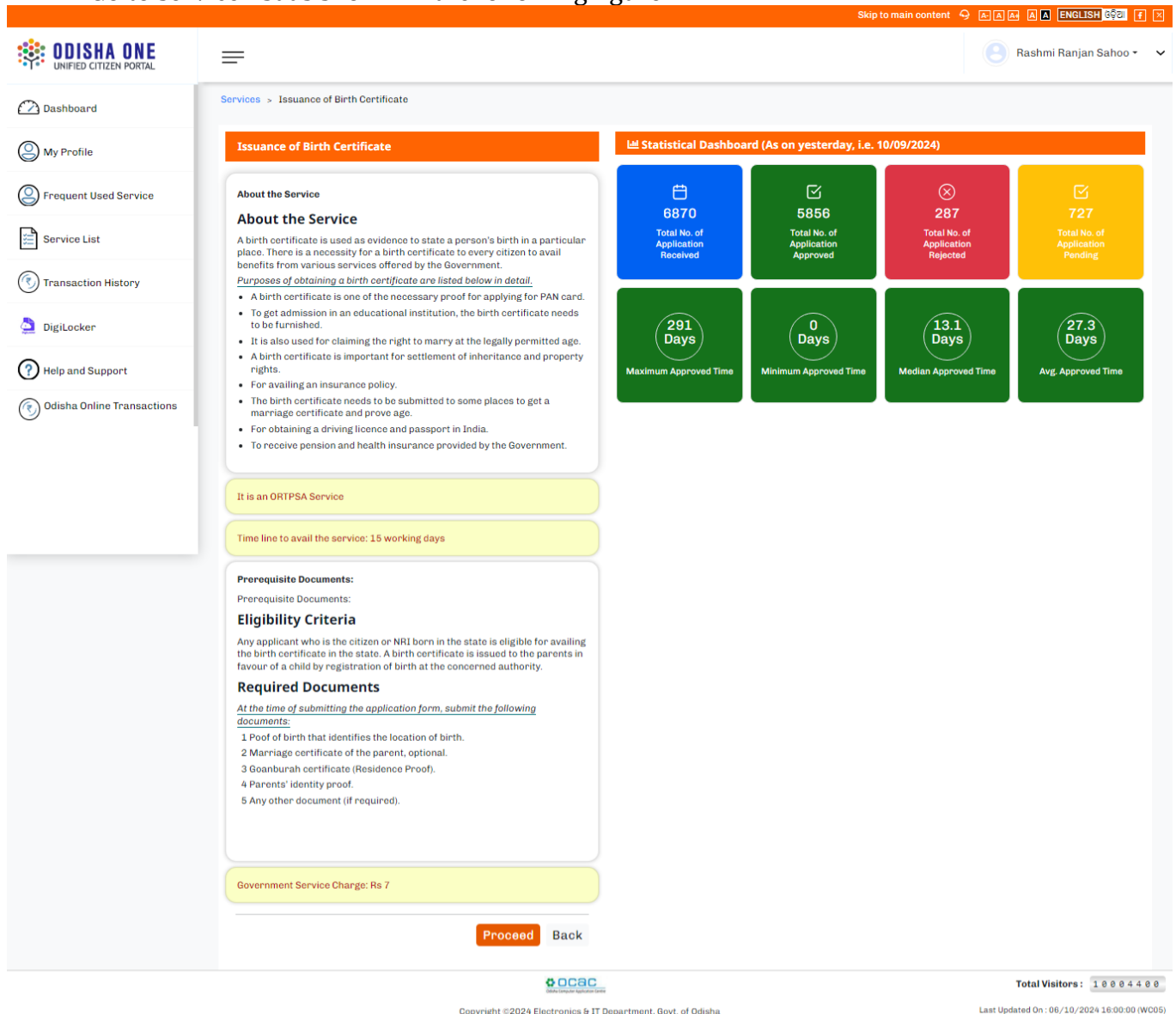
Note:
- You can view or print your money receipt anytime from transaction history as shown in the figure **Figure-24** above.

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.

<p align="center">**Figure- 29**</p>

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.
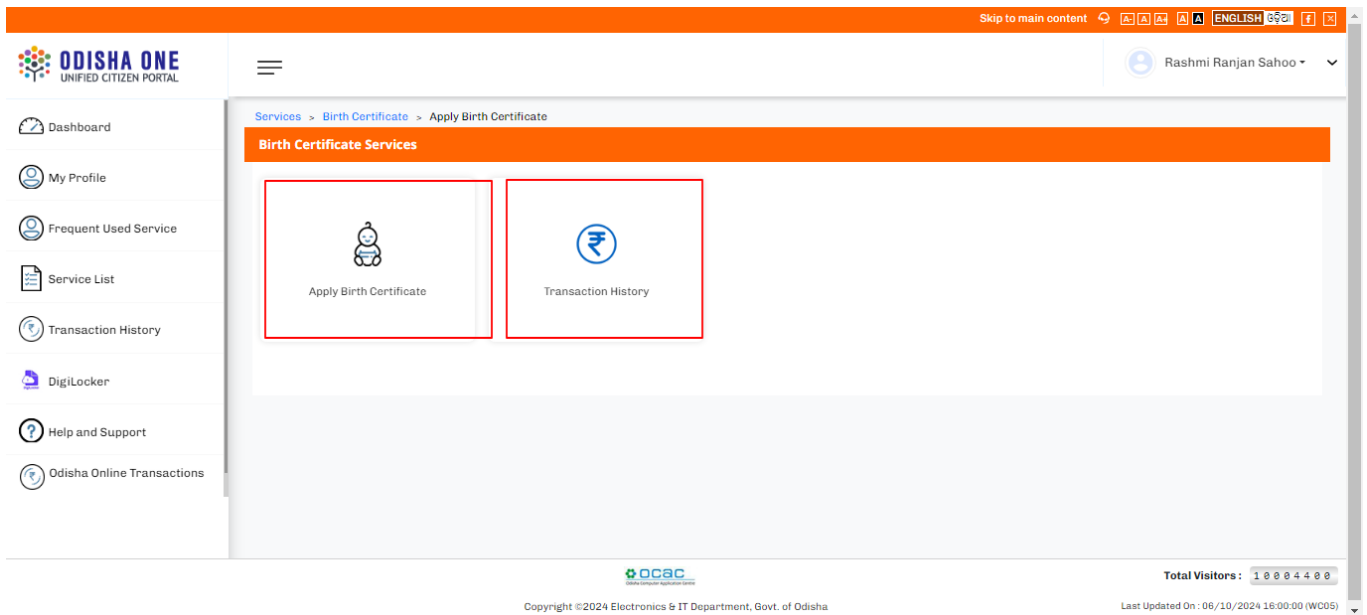
Figure- 30

3. Click on 'Apply Birth Certificate', it will redirect to apply certificate page as shown in the following figure.
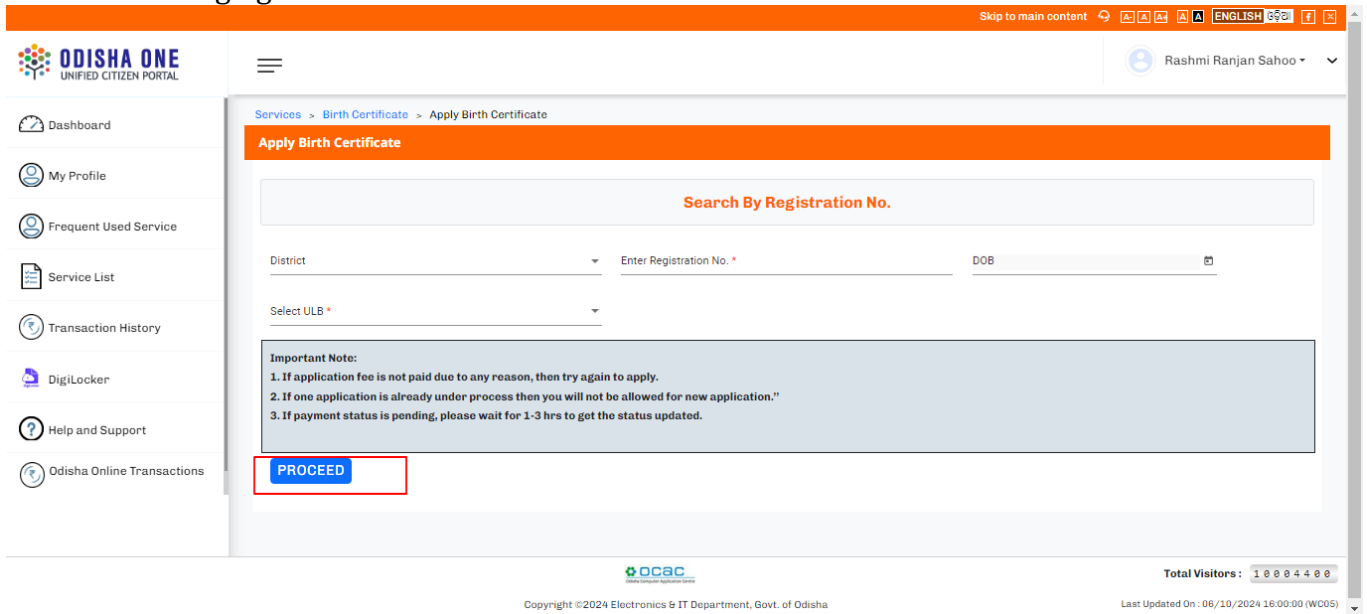
Figure- 31

4. 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)**.

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.

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

OO Citz. Figure- 34

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
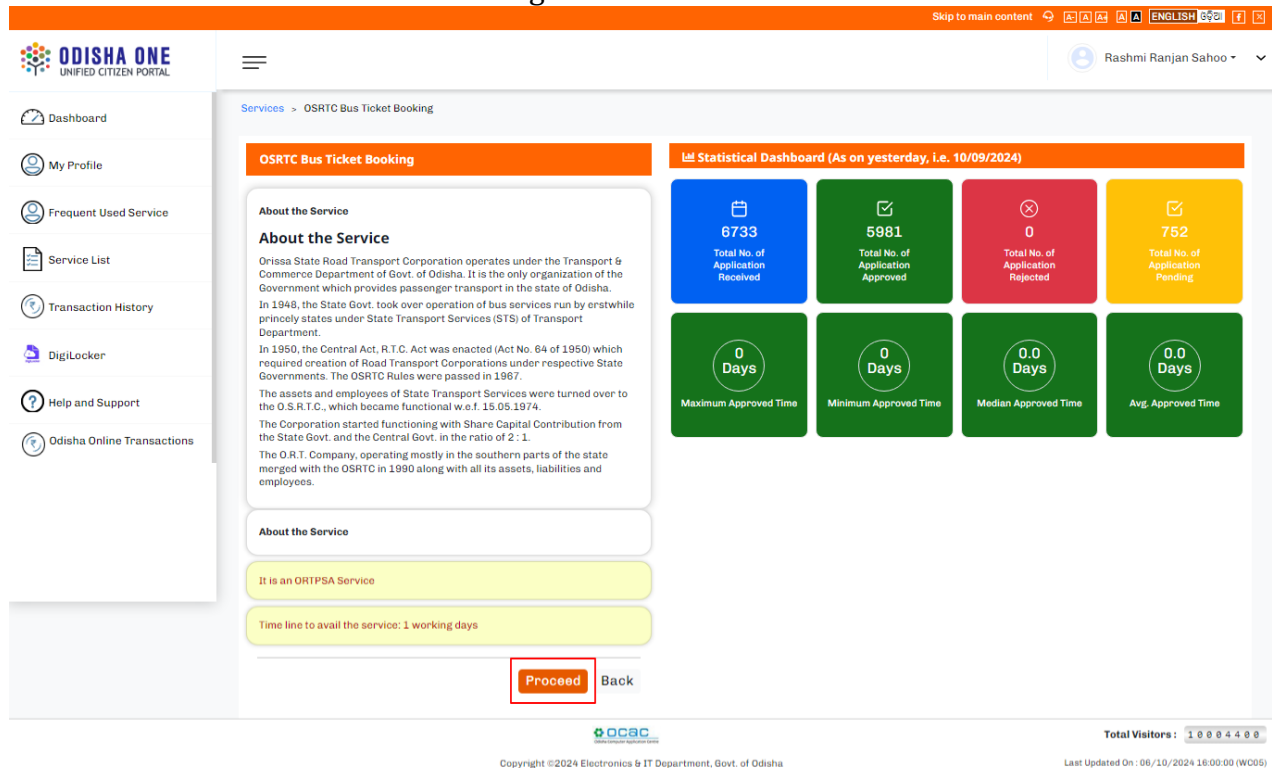
OSRTC ticketing provides following services:

- 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:

Figure- 35

2. Click on 'Bus Services'. It will redirect to bus services page as shown in the following figure.
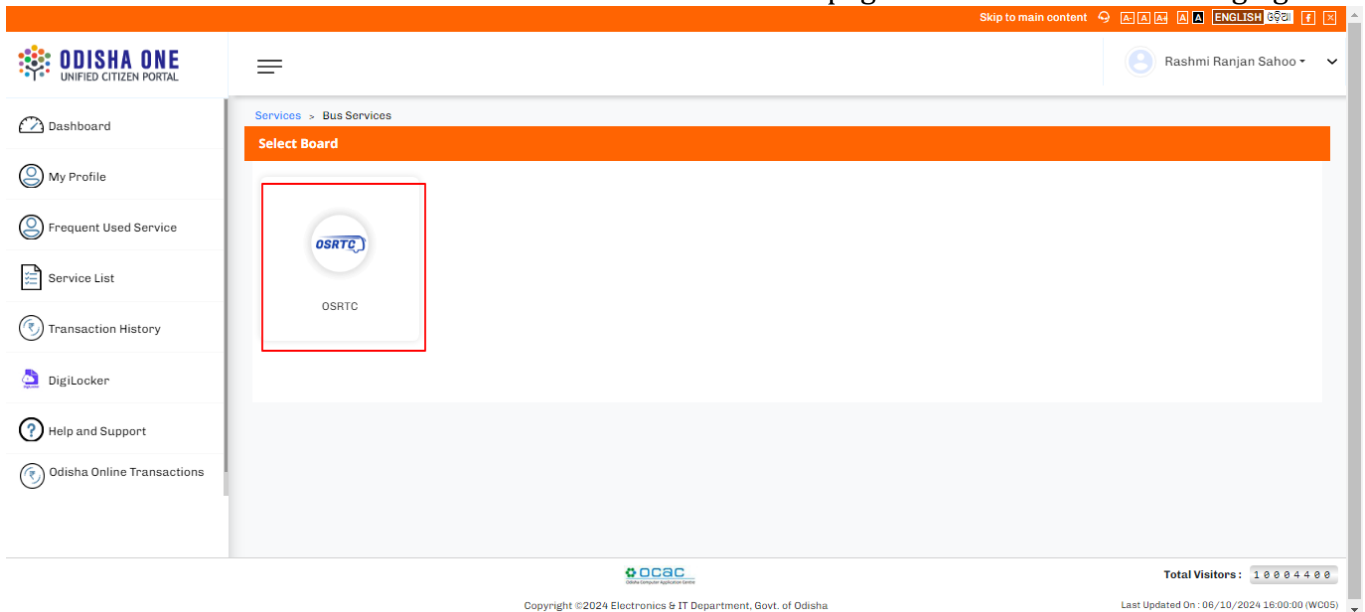
Figure- 36

3. Click on 'OSRTC'. It will redirect you to OSRTC provided services page as shown in the figure below.
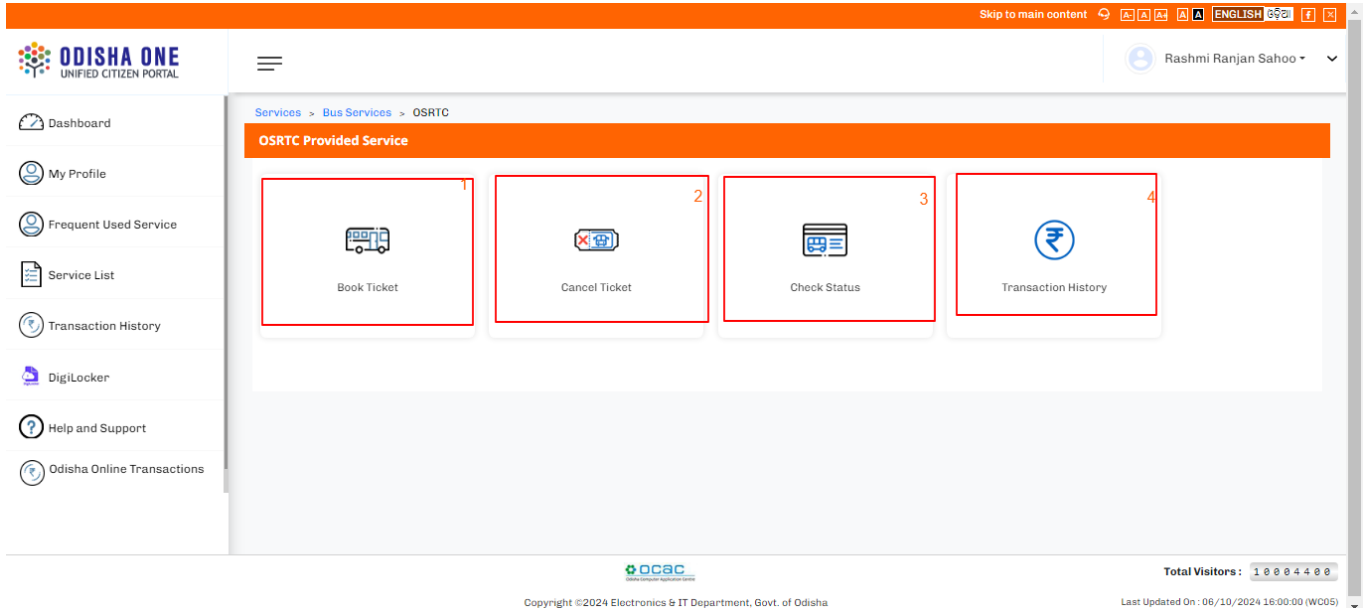
Figure- 37

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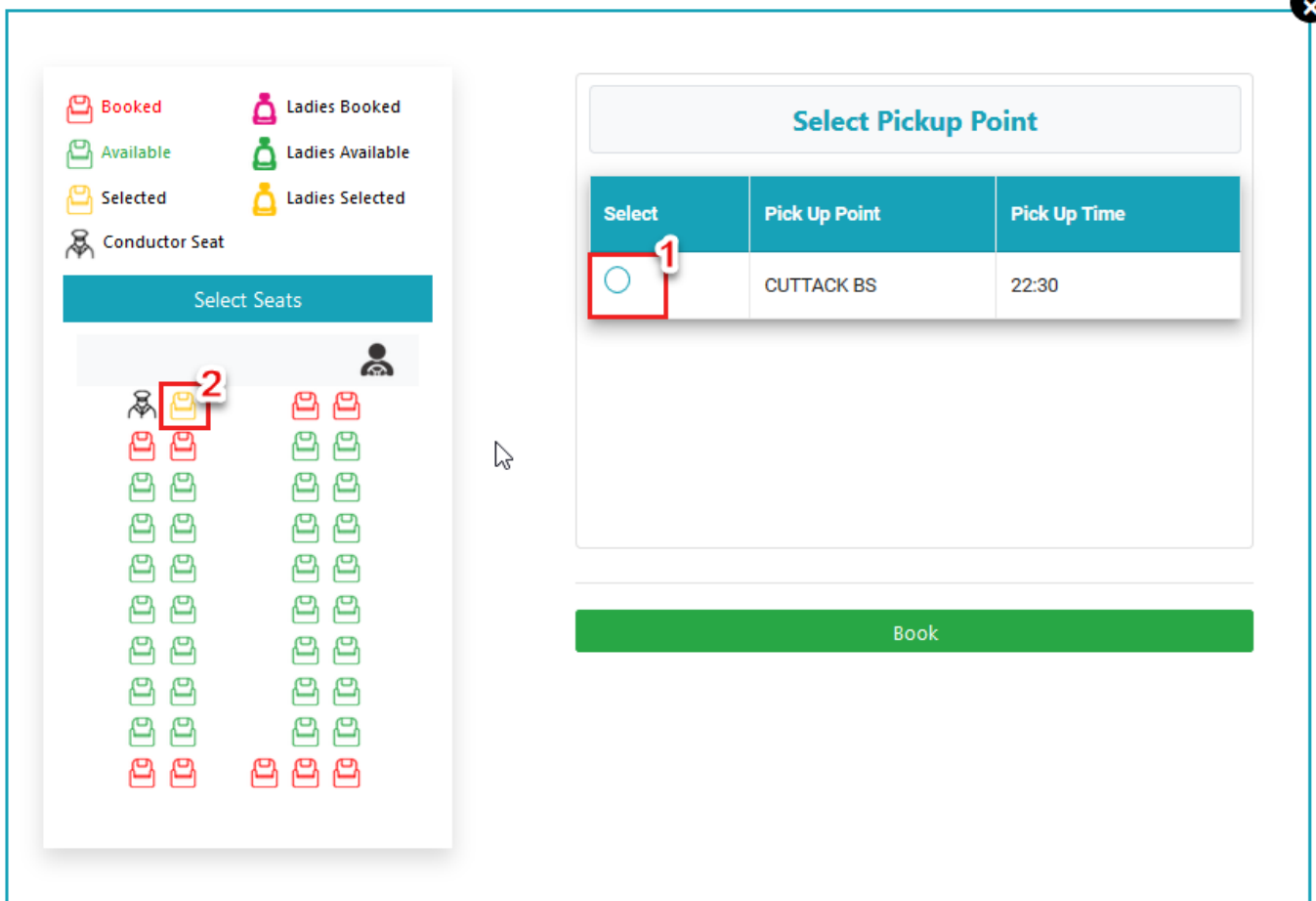
Figure- 40

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.

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	O5795438	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.	O5795438	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)

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

Cancellation

Ticket Cancellation

Cancellation Type :	⦿ Normal Full Cancellation	Proceed

Figure- 44

4. 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)
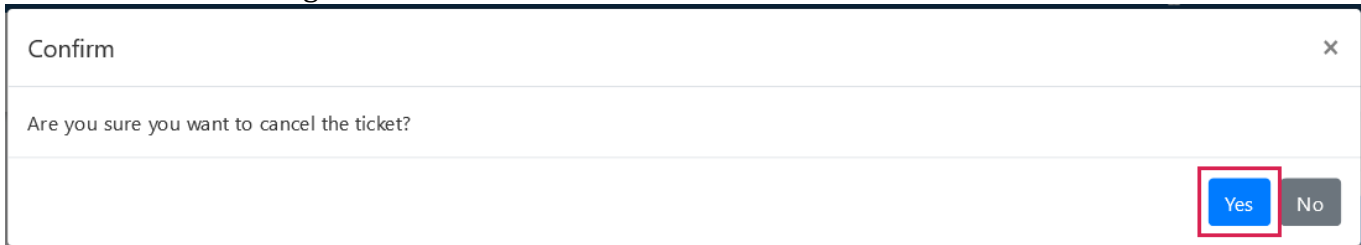
Cancel Ticket

Figure- 45

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

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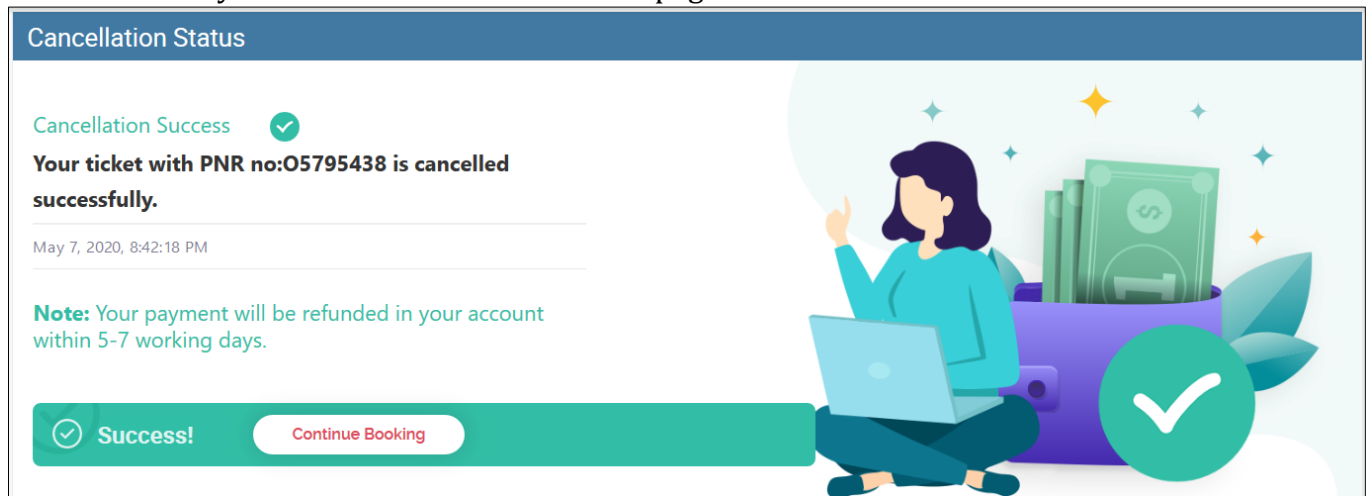

Confirm   ✕

Are you sure you want to cancel the ticket?

                                                                        Yes   No

Figure- 46

6. 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.
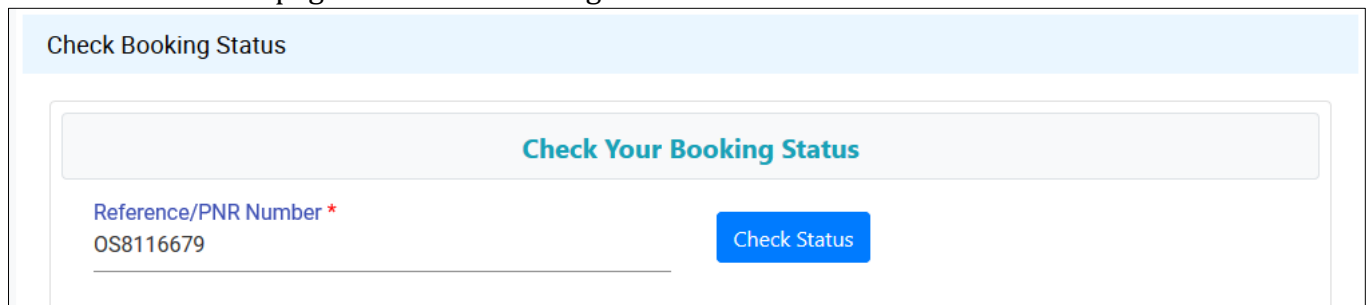

Figure- 47

5.5.3.3 BOOKING STATUS CHECK

Steps to check booking status:

1. 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.

OO 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.

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.

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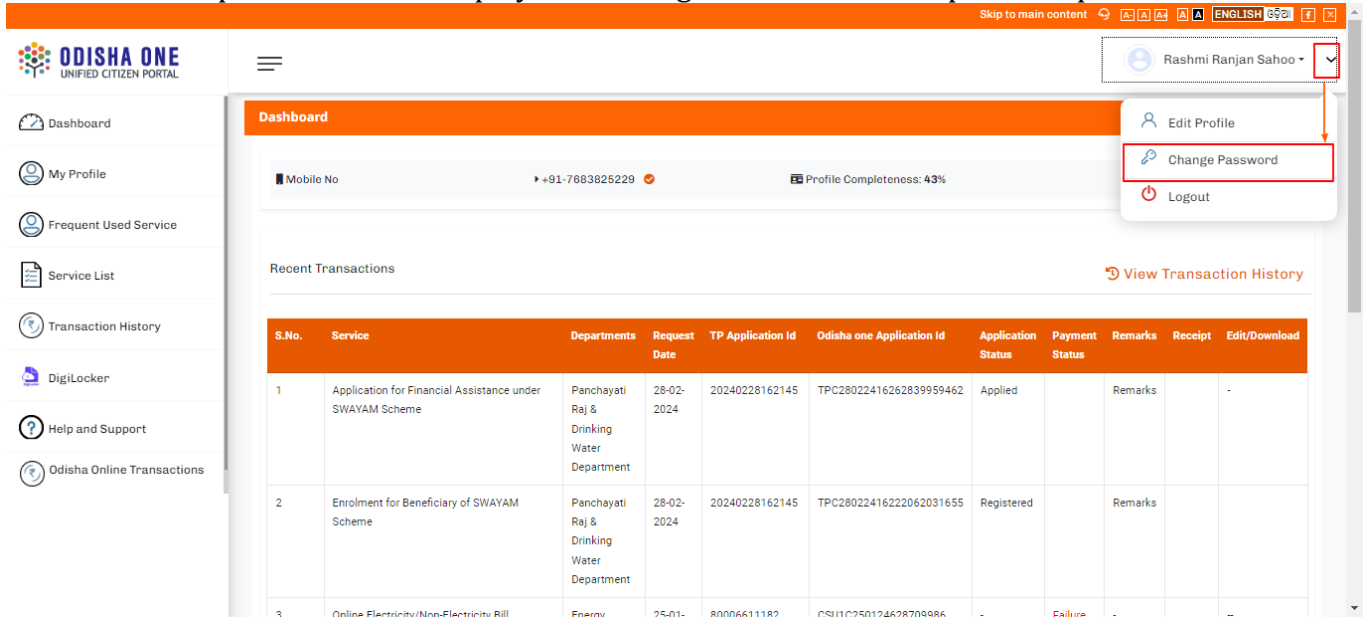
3. Click on 'View Ticket' icon to view and print the ticket as shown in the above figure **Figure-49**.

5.6   CHANGE PASSWORD

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

Steps to change password:

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

Figure- 51

2. Click on 'Change Password' in the above figure. It will redirect to change password page as shown in the figure below.
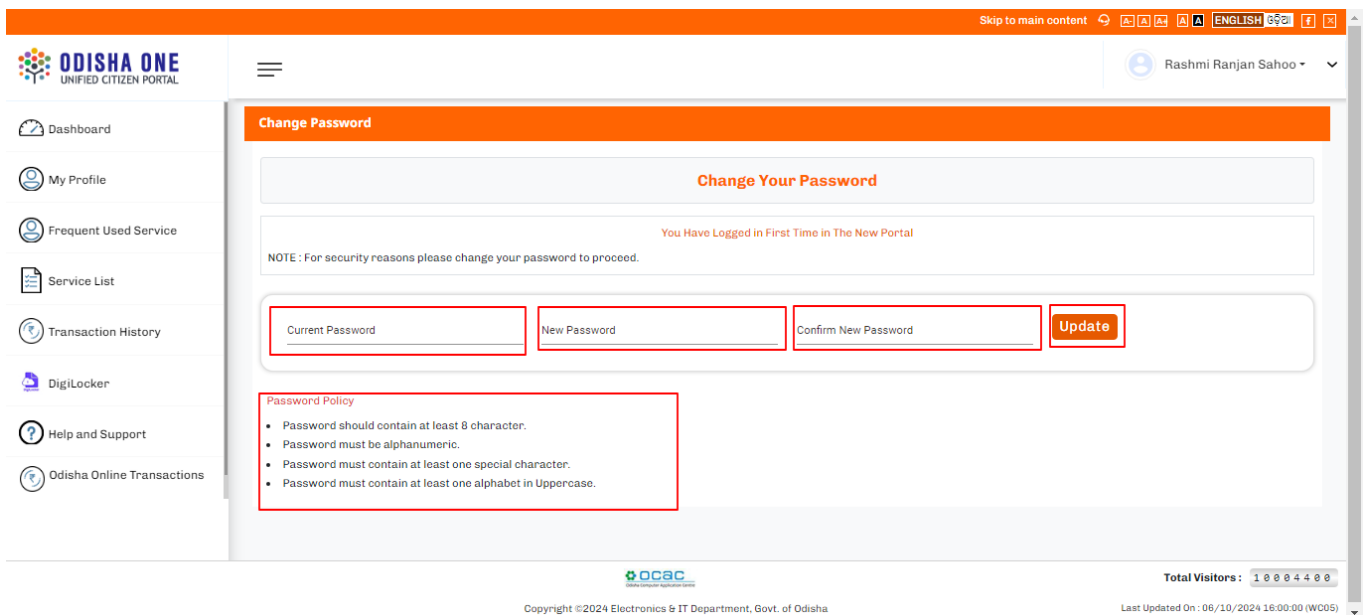
Figure- 52

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.