Single Window Portal

Permission for Road Cutting

User Manual

Govt. of Odisha

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Introduction

Industries Department of the Govt. of Odisha has developed the online *Single Window Portal* in order to facilitate 'Ease of Doing Business' and foster a conducive business environment in the State. It acts as a single window for clearances from 15 state departments, leveraging technology to bring in transparency, improve efficiency and extend time-bound clearances to the investors.

The *Single Window Portal* allows seamless integration with portals of different government departments thereby eliminating the need to fill forms multiple times, ensuring time-bound clearance, as well as ensuring single login credential for all applications. It acts as a one-stop solution for information, registration, approvals, e-payment and application tracking for clearances/approvals. It also provides updated information relating to relevant rules, regulations, orders and policy initiatives and schemes for guiding the investors. In addition to this, the portal sends alerts, via email and SMS, to applicants about the progress on their submitted applications.

Other key features are:

- Information regarding status of approved proposals, proposed investments and pending applications.

- An online grievance redressal and feedback mechanism, to timely address issues faced by investors.

- Existing online systems such as Land Bank (GO iPLUS), Central Inspection Framework and Automated Post Allotment Application (APAA), and the CSR portal are integrated into the *Single Window Portal*, making it a one-stop-shop for a plethora of services.

This document is intended to serve as a User Manual for grant of "Permission for Road Cutting" service from the respective departments of Housing & Urban Development, Works, Rural Development & Odisha Industrial Infrastructure Development Corporation (IDCO), Govt. of Odisha and National Highway Authority of India (NHAI).

General Instructions

Depending on the type of road that needs to be cut, the applicant needs to apply to the respective department, namely Housing & Urban Development (H&UD), Works, Rural Development & Odisha Industrial Infrastructure Development Corporation (IDCO), Govt. of Odisha and National Highway Authority of India (NHAI). Based on the geographical location entered by the applicant, the application will be routed to the designated Section Engineers for Works, Rural Development, H&UD and NHAI, or the Divisional Head for IDCO. Prior to applying to this service, if the applicant has applied for PEAL, the first section of the Road Cutting Request form will get auto-populated from the PEAL form. Applicant who did not fill the PEAL form, will have to fill all the fields.

Fields marked with '*' are mandatory and should be filled in before submitting the form on the single window portal. Leaving fields blank in the Form is not allowed. In case applicants wish not to enter data in a field, they can put "NA" if it is a text/description field or a "0", if it is a numeric field. In case of errors, the form will show an error message. The applicant may correct the data and save the form again.

Some of the fields can accept multiple values. If the applicant wishes to furnish more than one item, he may use the "+" button to add more rows. Similarly, if he wishes to remove a row, he may use "x" button.

Applicants can attach documents in digital format as documentary evidences which the department will use for verification. Clicking on the choose button will let them select the document to be uploaded. Before submitting the document, they needs to ensure that all the information furnished by them is satisfactory and correct to the best of their knowledge and understanding. After checking that the information furnished in all the fields are in order, they can submit the application by clicking on the 'Submit' button.

After the form is successfully submitted, applicants can pay the required either online or offline. If they wish to pay offline, they may choose the 'Over the Counter' option on the Cyber Treasury payment gateway. A challan with the account details of the department will then be generated. The applicant will take the hard copy of the challan to the nearest branch of the bank selected and deposit the amount either by Cash, or by means of Demand Draft. Once the fee is processed by the bank, the bank will send a transaction ID via SMS, which then will have to be entered on the Cyber Treasury portal to complete the application process.

Upon payment the applicant will receive an SMS & Email notification with the application number from the single window portal.

Checklist of Documents

The applicant will need to attach the following documents with the application:

- Road Identification on Map
- Valid Address Proof
- Govt. issued ID Proof
- Sanctioned Building Plan
- Tax Payment Certificate Receipt (last year)
- Plan and Layout Drawing

Timeline

Permission for Road Cutting is provided within 7 working days from the date of submission of application. The department can however raise queries on the application within 7 working days of receipt of application.

Field Instructions

Sl. No.	Field Name	Instructions
1	Contact Person	Enter the name and contact details of the person in-charge for executing the road cutting in the respective fields
2	Work Details	Enter the exact address of the place where the road is required to be cut
3	Concerned official for the road	Select from the dropdown list, the jurisdiction of the concerned official of the selected department responsible for giving the permission.
4	Purpose of Road cutting	Select the purpose for which the road needs to be cut
5	Details of road crossing/ cutting	Enter the details, giving reasons and the exact requirements for cutting the road

Application Procedure

1. Applicants will go to the URL: https://investodisha.gov.in

2. Clicking on the SWP (Single Window Portal) block will take the applicant to the Single Window Portal.

3. Applicant will click on 'Investor Login' to sign-in into the Single Window Portal. The following login page opens up.
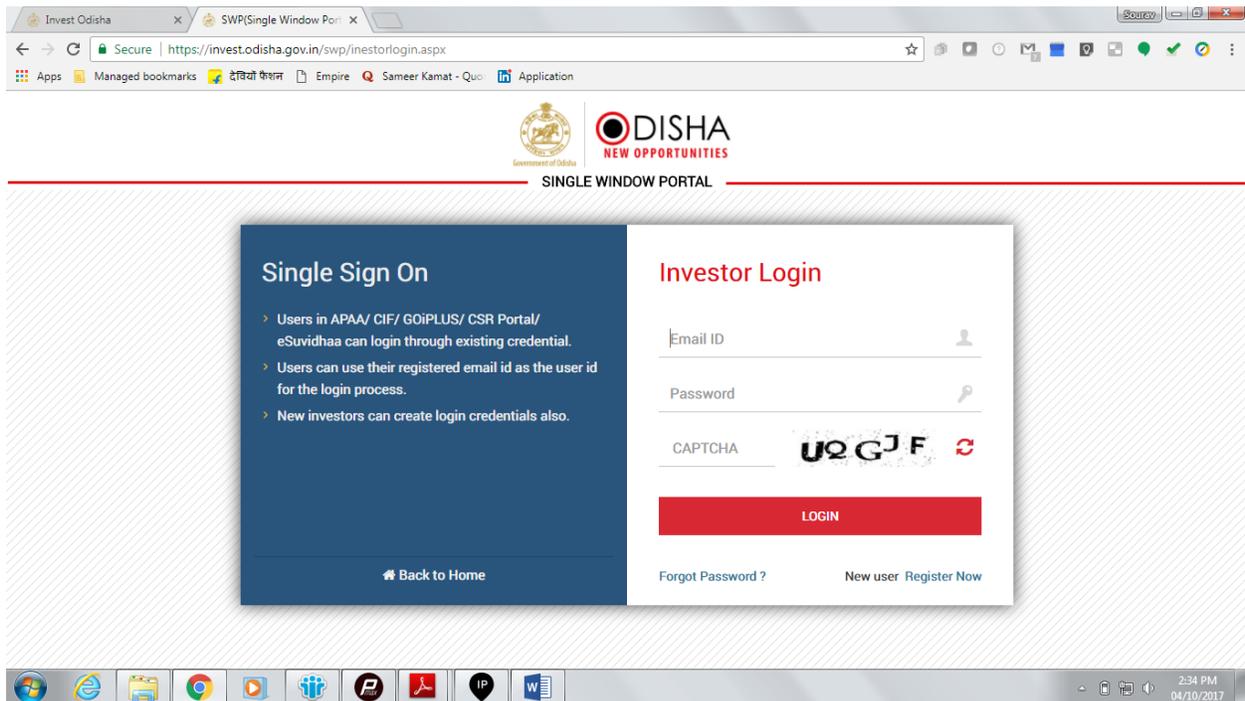
4. Existing users of APAA/CIF/GO-iPLUS/CSR Portal/eSuvishaa can log into the Single Window Portal using the same credentials. New applicants can register themselves on the portal by clicking on the 'Register Now' button. They'll have to fill the registration form and verify themselves by entering the OTP sent to the mobile number entered.
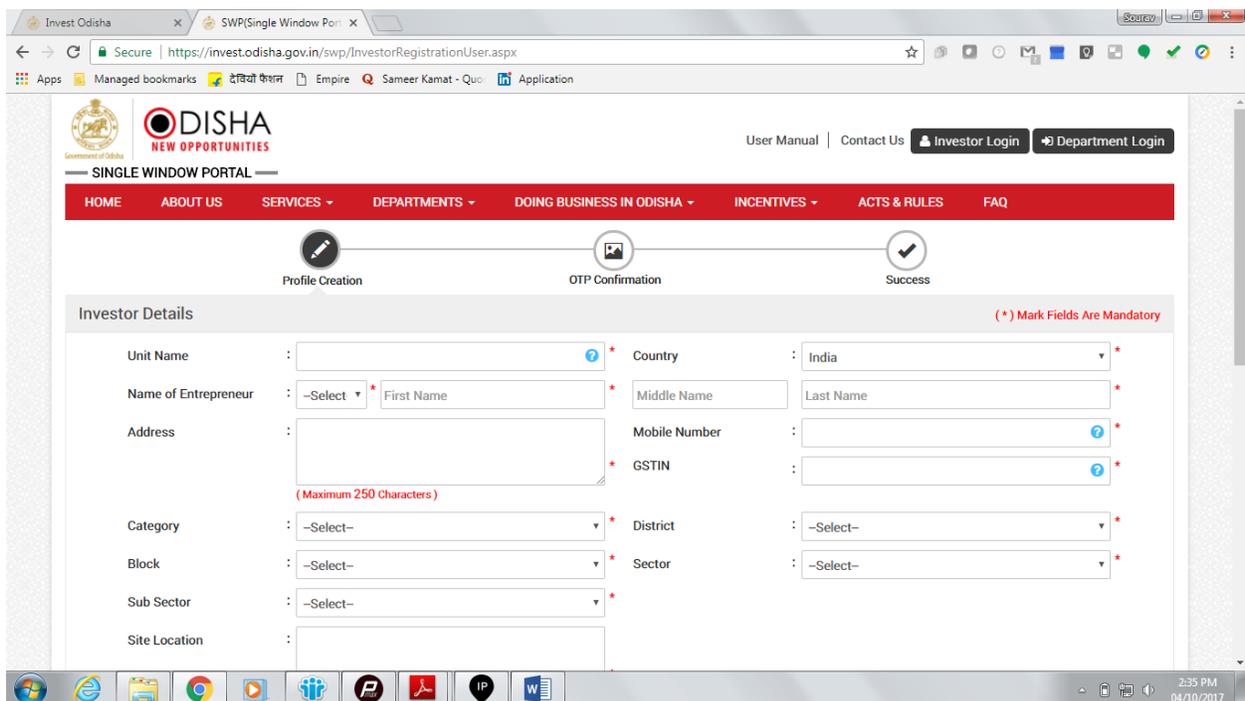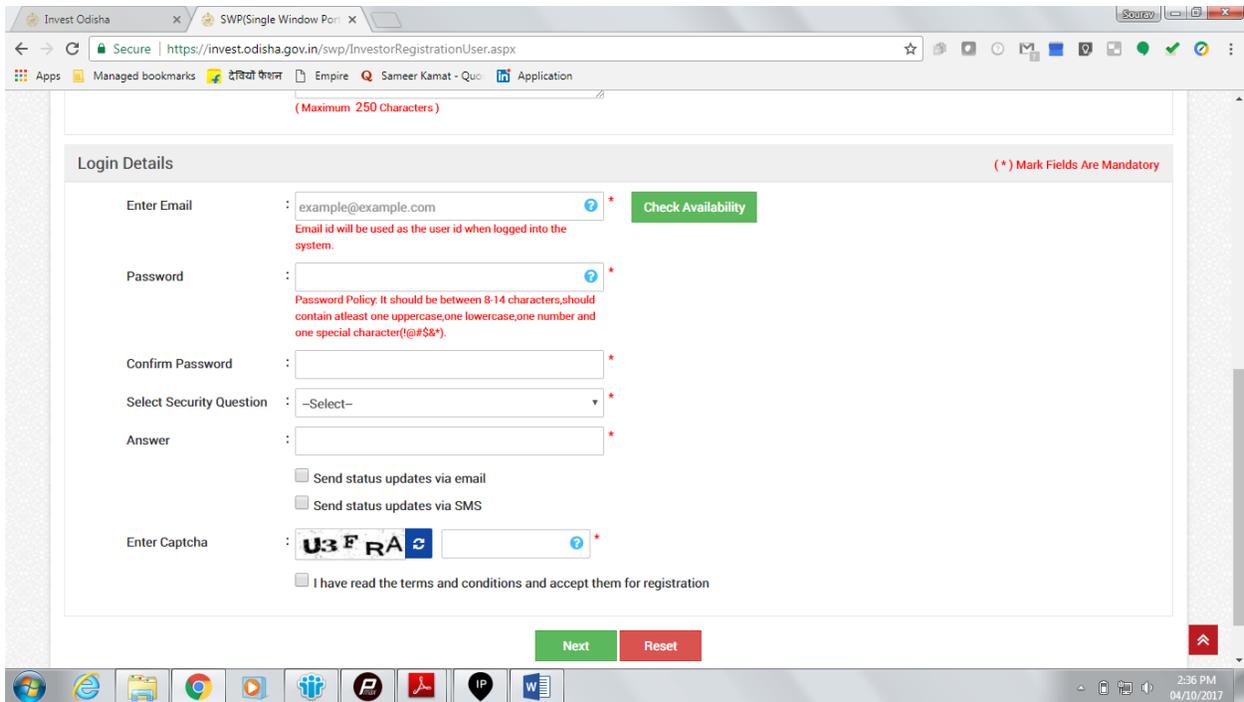
5. Upon registration/logging in, the applicant can view their dashboard.
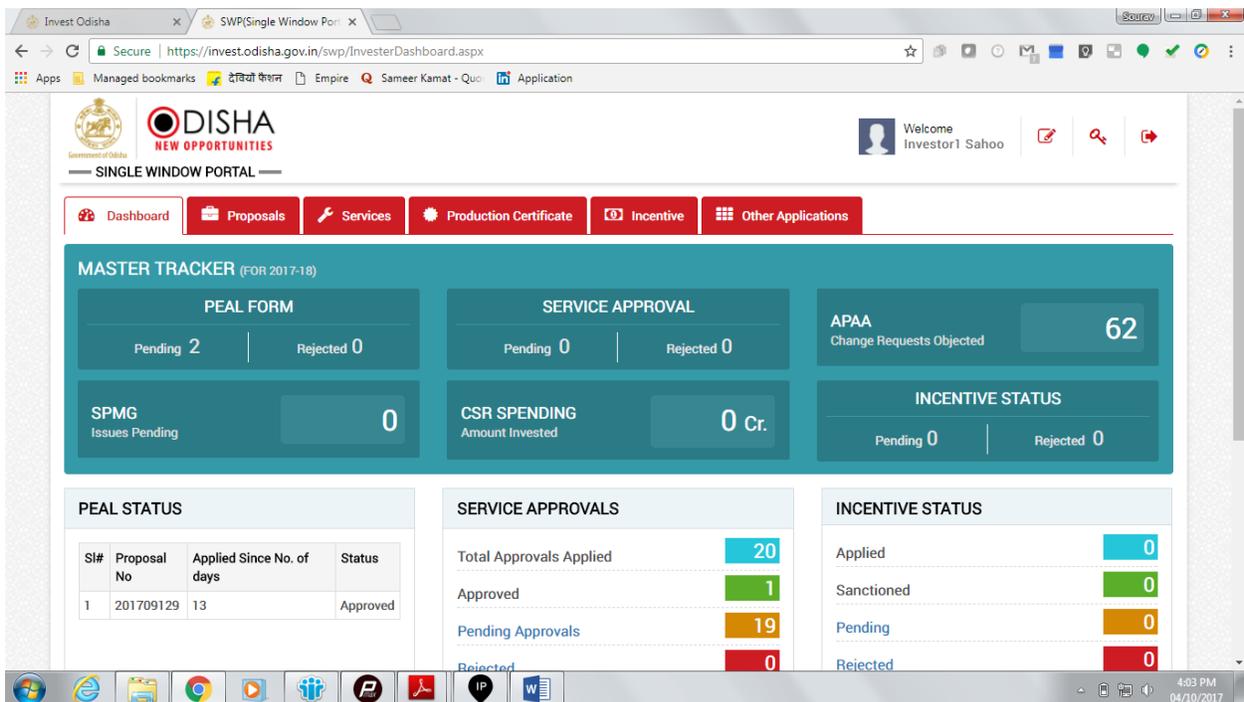
6. In the 'Services' section, the applicant can view the list of services offered by the Single Window Portal.

7. From the list of services, applicant can apply to the service "Permission for Road Cutting" by clicking on [icon]. The following form will open up, which allows the applicant to fill in the required details. After filling up the form, the applicant can submit the form by clicking on the "Submit" button.
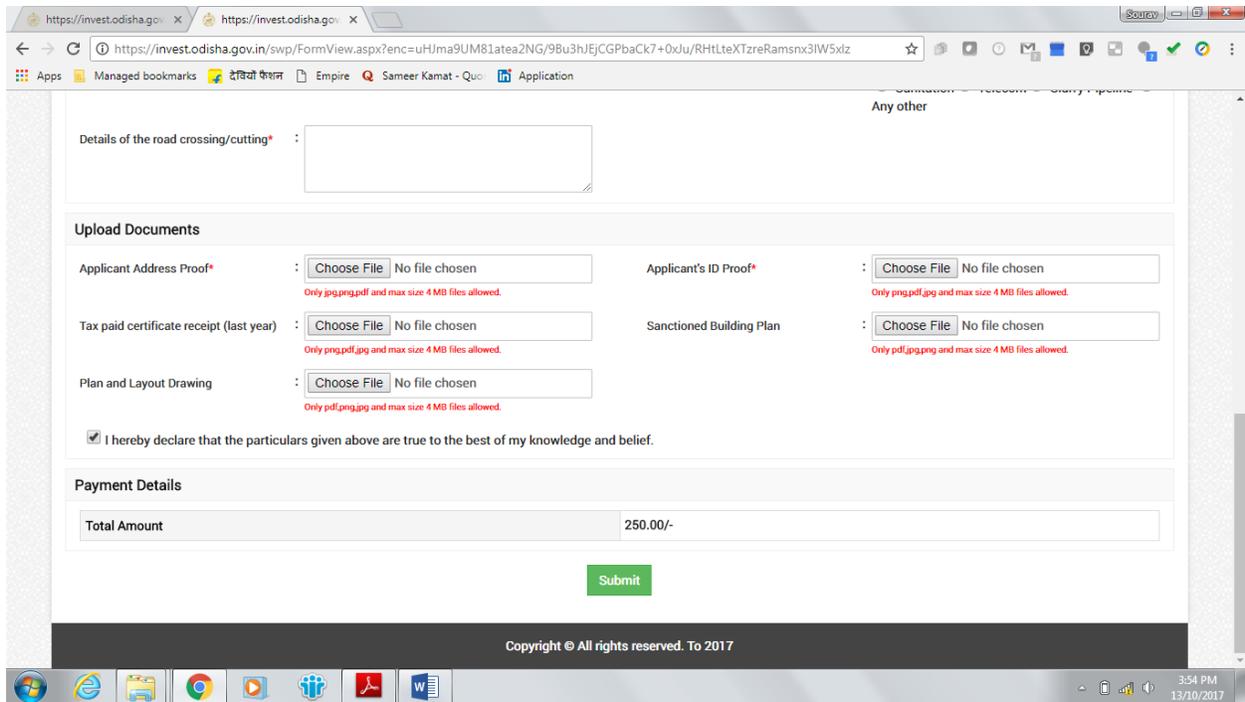
While filling up the application form, the applicant can upload scanned copies of the required documents in the respective fields. Application fee will be calculated automatically based on the information filled by the applicant and displayed at the bottom of the form.

8. Upon submission, the applicant will confirm payment of fees by clicking on the 'Pay Now' button.
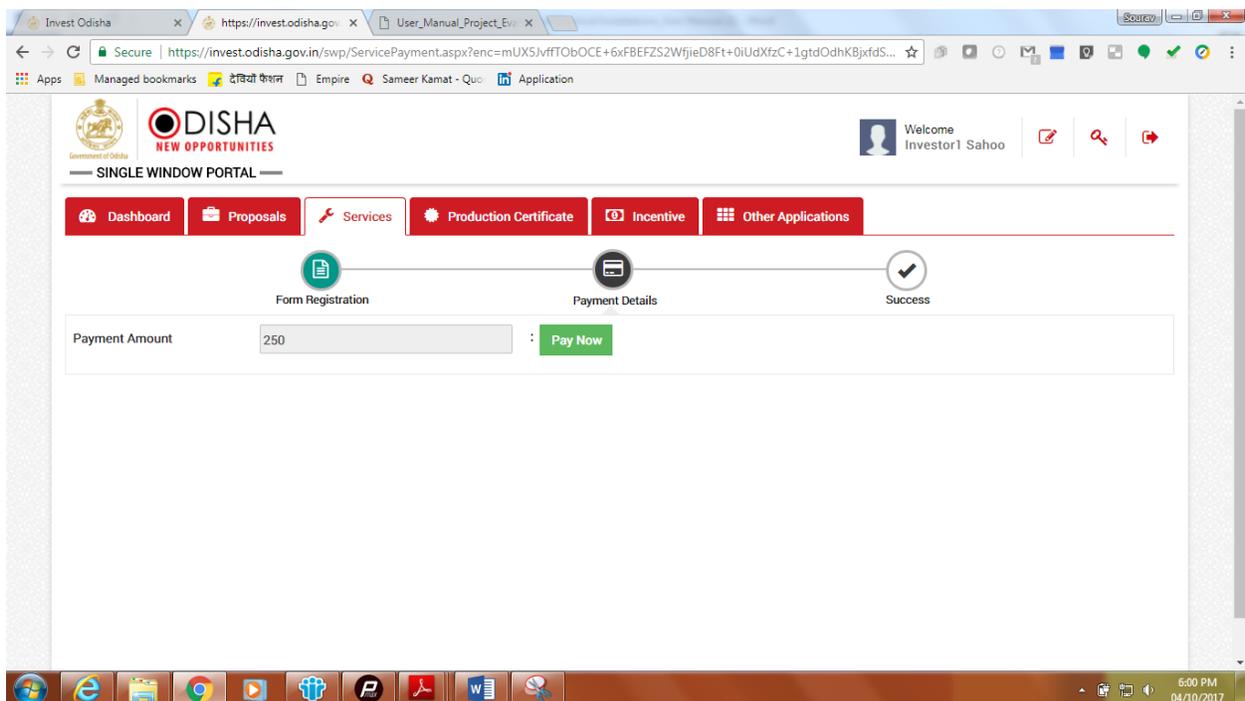
9. The page redirects to the payment gateway. The applicant, after confirming that the amount displayed on the page is correct, can select the mode of payment from the available options. (Net Banking/Debit Card/Credit Card/Over the Counter)
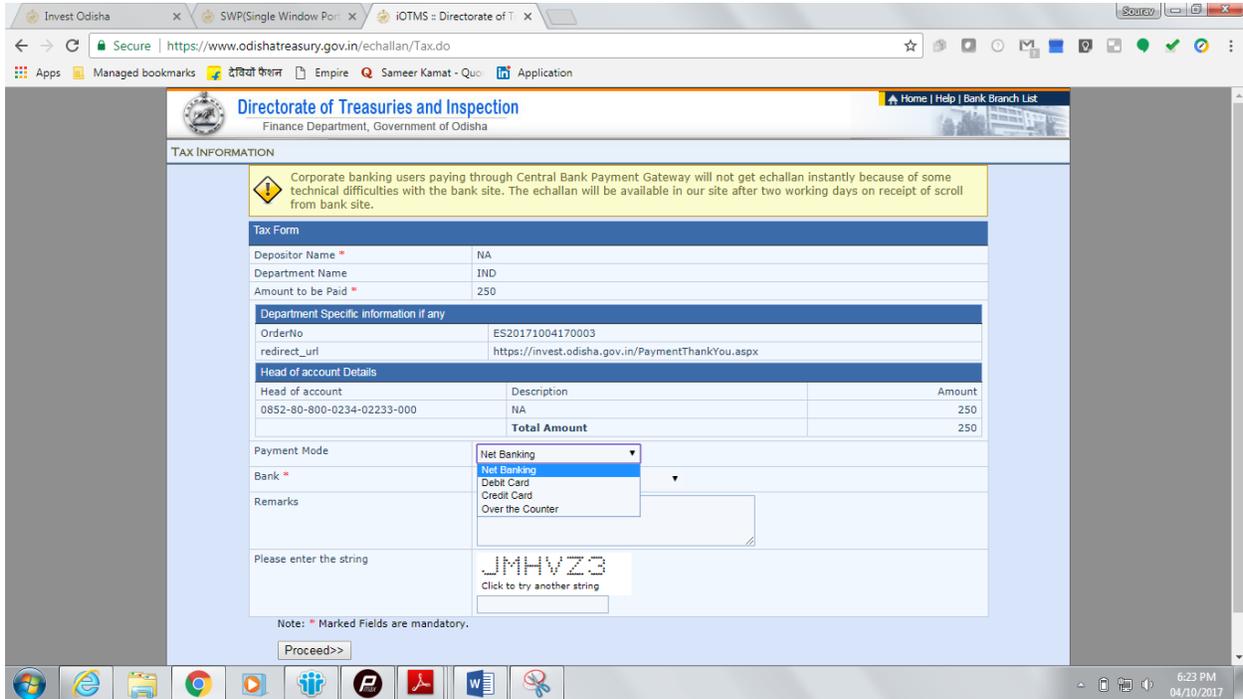
10. Applicants can select the bank of their preference and proceed to payment.
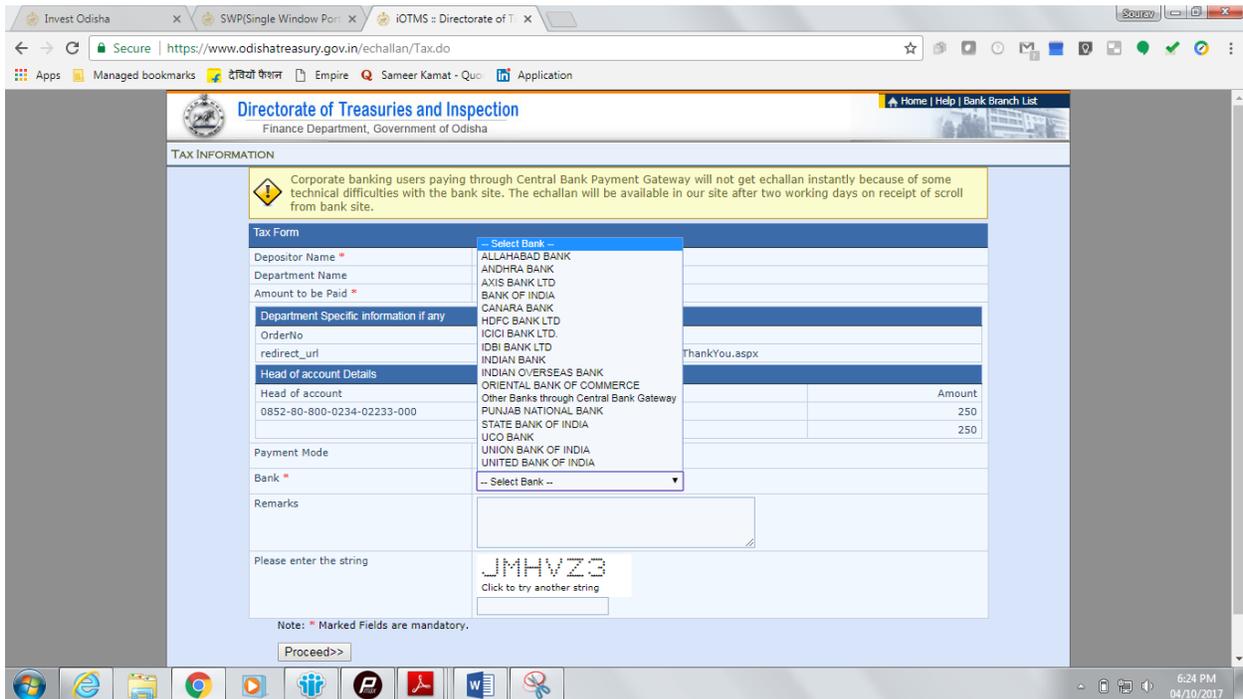
11. If the mode of payment is online (Net Banking/Credit Card/Debit Card), upon clicking the 'Make Payment' button, the page will be redirected to the selected bank's payment portal.
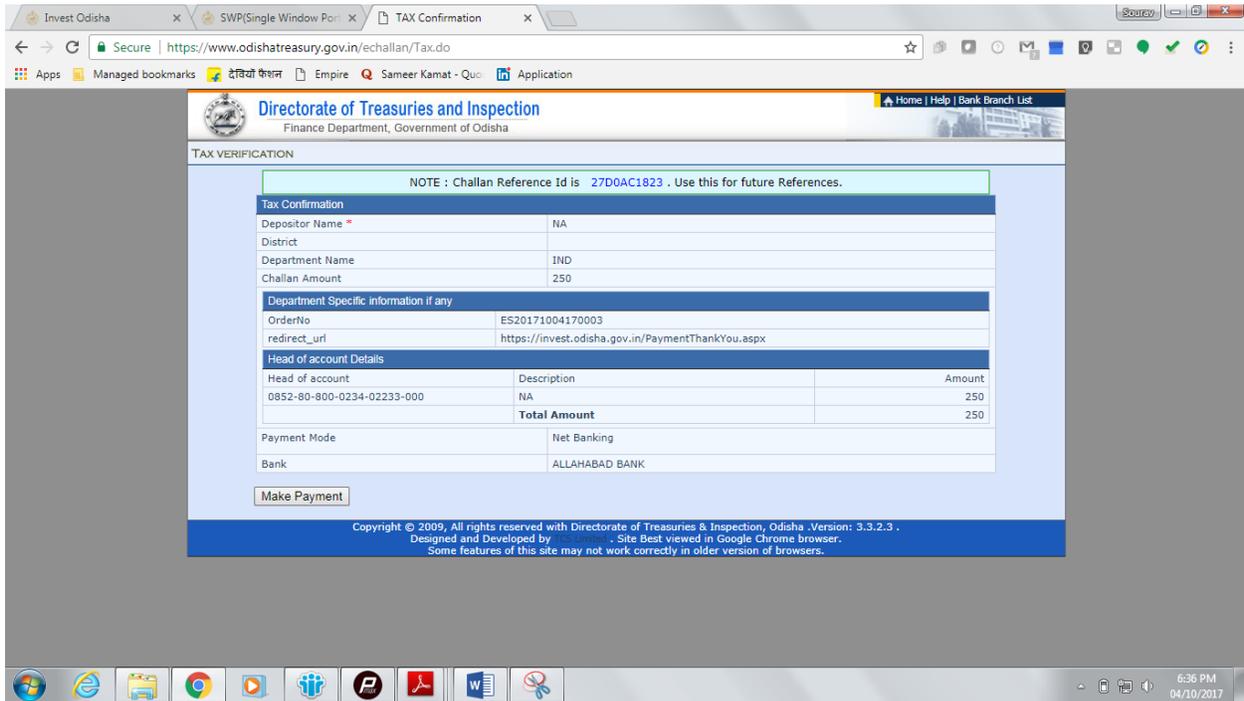
12. Applicant can fill in their details and pay the requisite amount at their selected bank's payment portal.
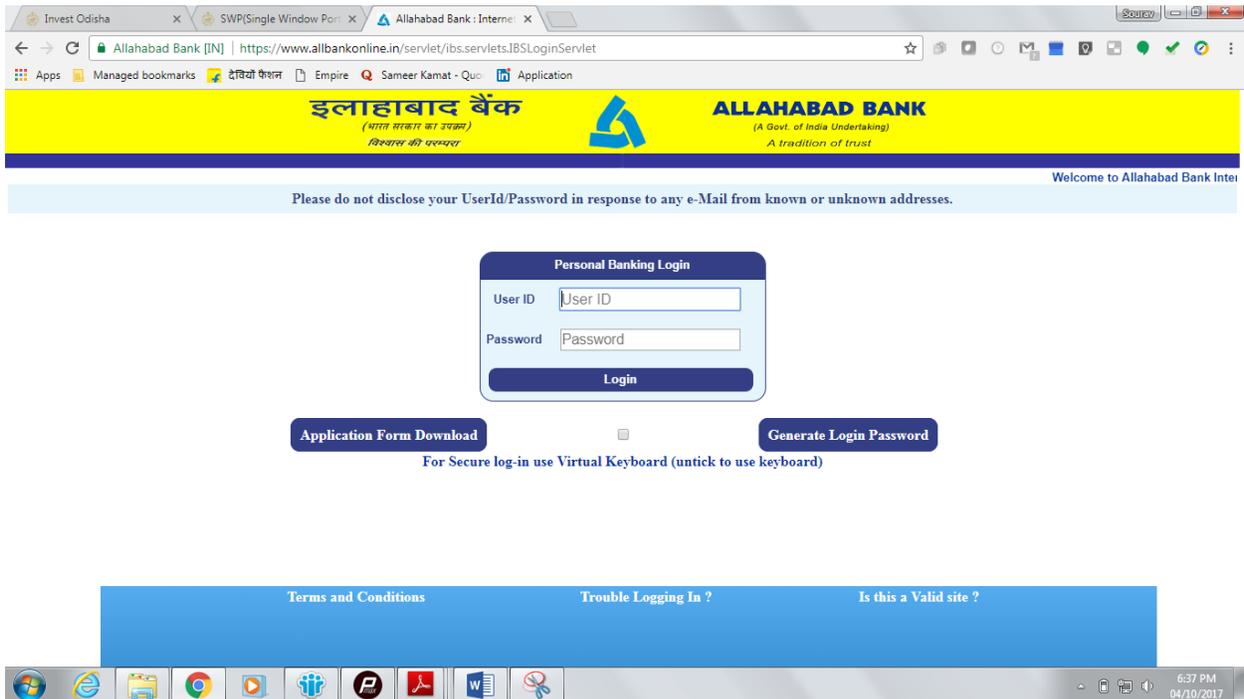
13. If the mode of payment is offline (Over the Counter), the applicant can generate the Challan for that transaction by clicking the 'Generate Challan' button. The page will be redirected to the selected bank's payment portal.

14. A downloadable e-Challan receipt will be displayed mentioning the head of account and the amount to be paid.

The applicant can take the copy of the challan to the nearest branch of the bank selected and pay the amount.

15. Upon successful payment an Application No., Transaction ID and a Challan Reference ID will be generated and the page will be redirected the Single Window Portal. The following acknowledgement appears on the screen. An SMS/Email notification is also be sent to the applicant with all the details from the single window portal.
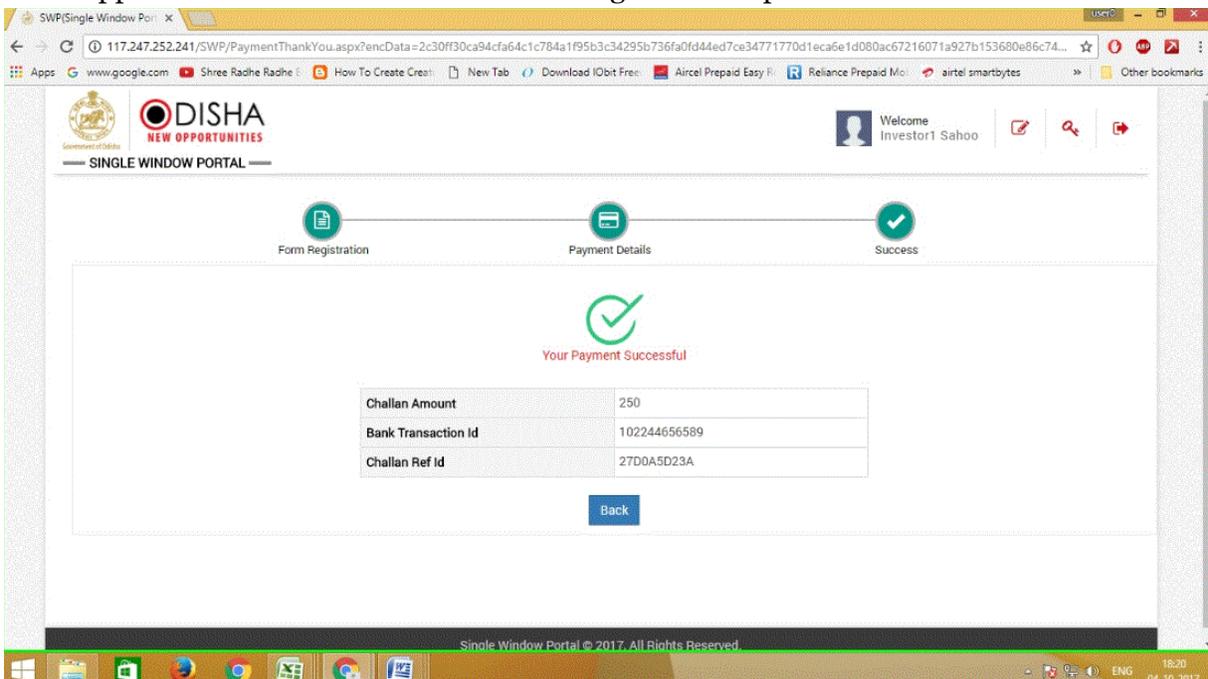
16. Applicants can go to the Services button on the Menu bar and click on "Application Details" to check the status of their application.
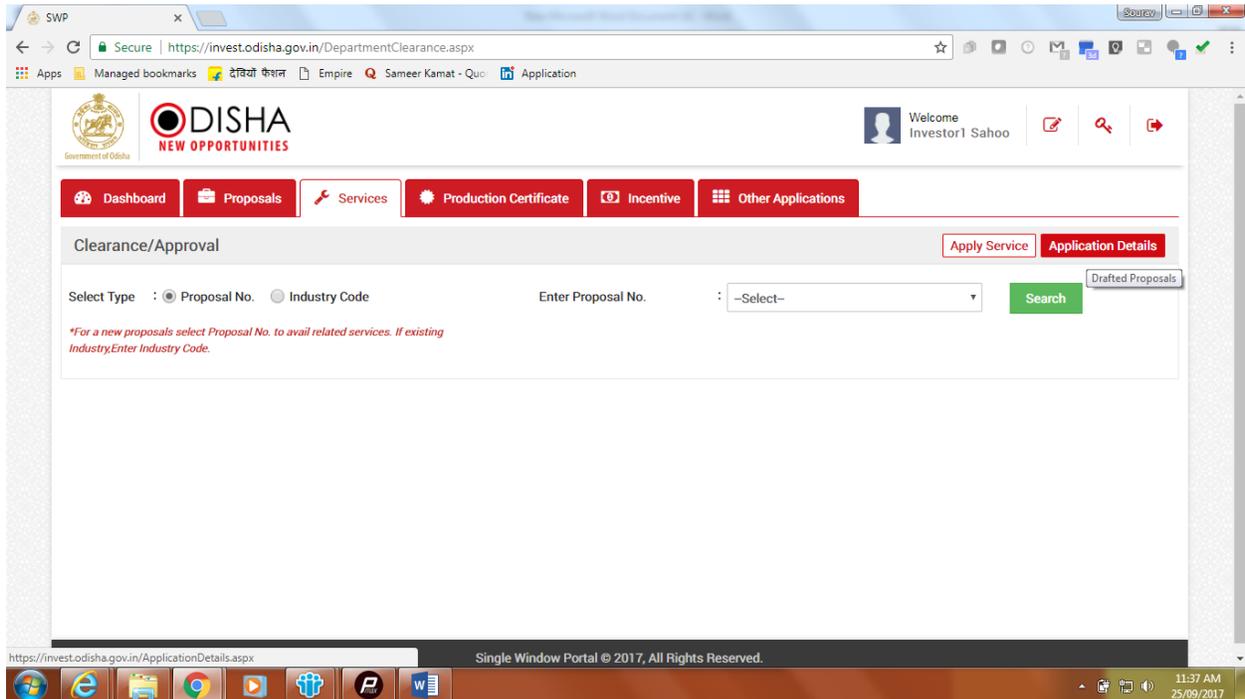
17. Applicants can track and monitor the status of all applications done through the Single Window Portal.
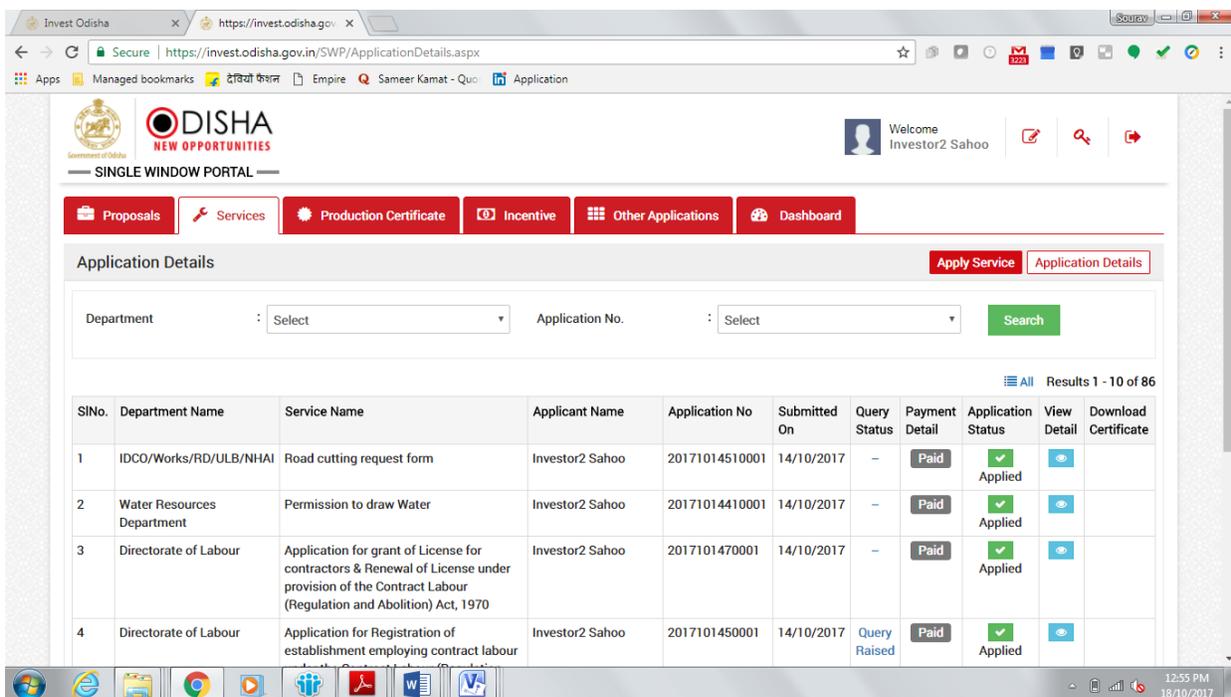
18. Departments may raise queries on the application within 7 days of its submission. As and when queries are raised, the 'Query Status' column gets updated. Applicant can view and reply to the queries on an application by clicking on "Query Raised". Applicant is notified via email/SMS about the query raised at this stage.

19. Applicant can submit additional information/documents sought by the department. Multiple files can be uploaded. After uploading all the required documents, the query can be resolved by clicking on the "Submit" button.

20. Once the query is resolved, the Query Status changes to 'Query Reverted'. An SMS & Email is sent from the portal notifying the applicant that all queries have been resolved and the application is being processed by the department.
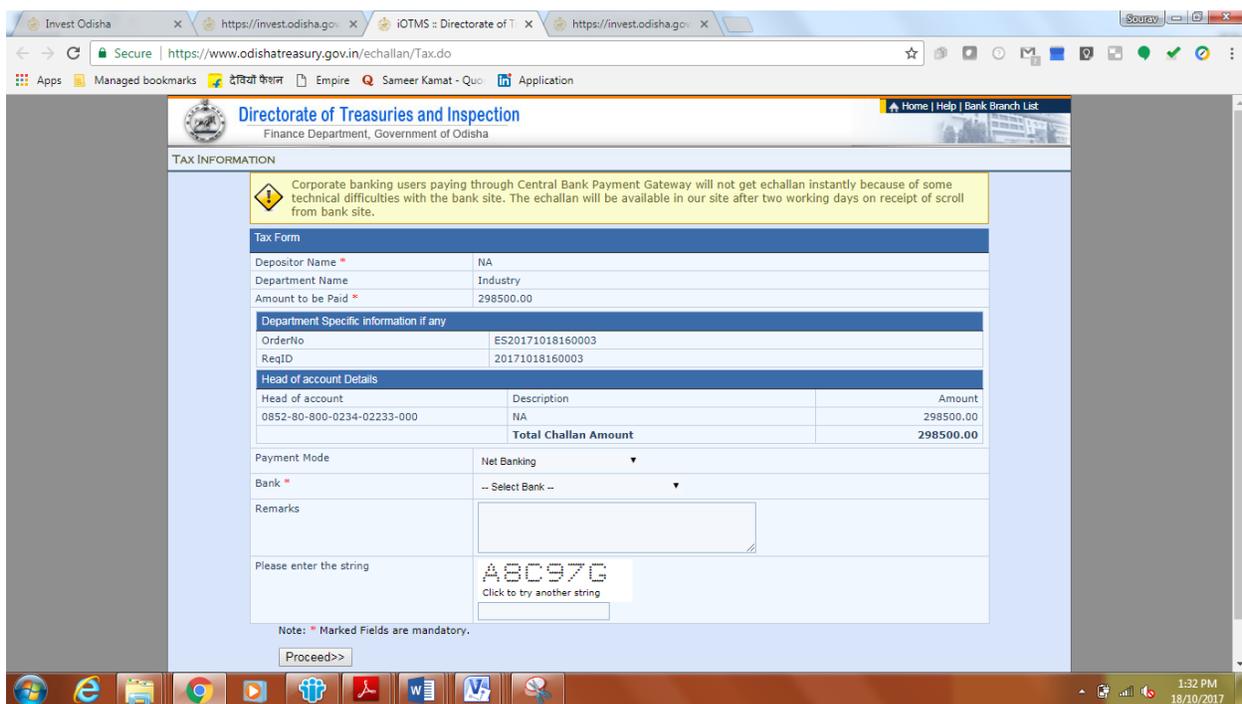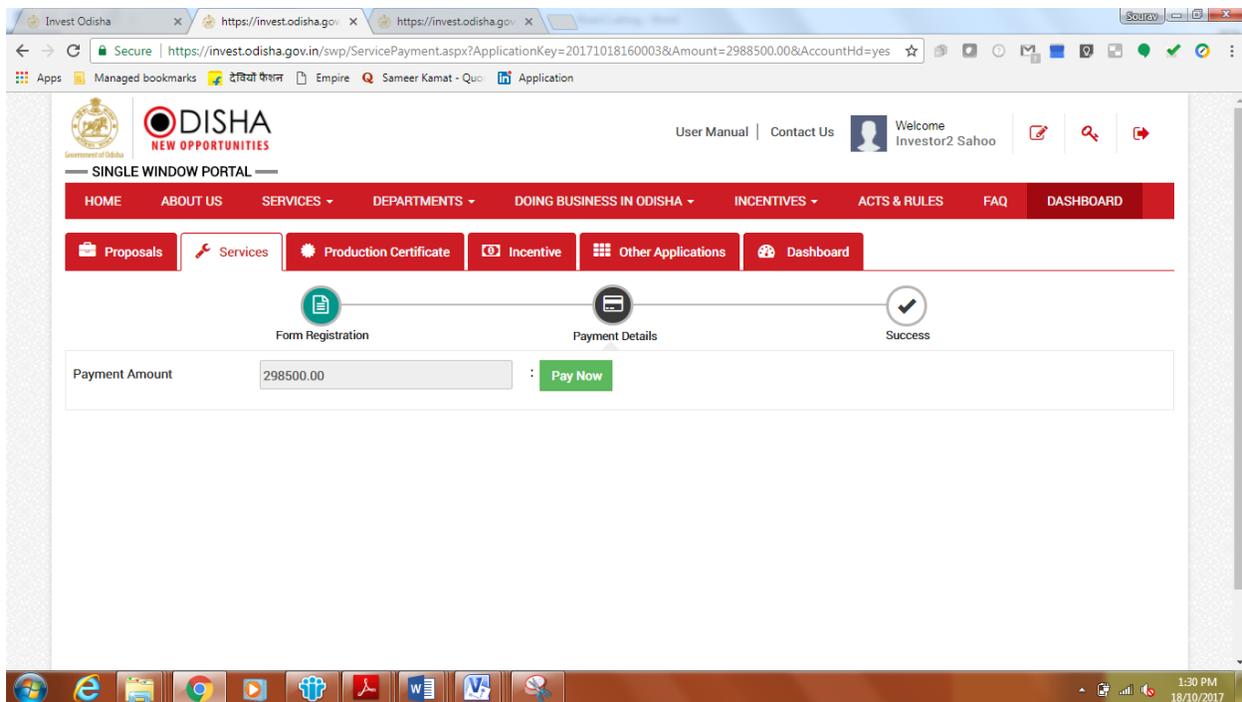

21. Once the application is processed and inspection is done, the status of the application will read "Generate Demand Note". The applicant can generate the demand note and proceed to payment of the road cutting fees by clicking on the 'Pay Now' button.

Applicant shall follow the same procedure as described above to make the payment for the demand.

22. Once payment is successfully made and the same is verified by the concerned department, the status of the application changes to 'Approved'. Applicant can download the final signed certificate by clicking on the "Download Certificate" button.

Approval Procedure

Application for Permission for Road Cutting

Applicant

Start → Submit Application with attachments & Pay Processing Fee

Receive Queries/ Comments via SMS/ email Notification

Receive SMS/email Notification

Receive Fee Details & Make Payment

Receive SMS/ email Notification & Download Certificate

Receive SMS/email Notification

Single Window Portal

Process Payment & forward application to the Concerned Department

Respond & Upload necessary Information/ Documents

Forward Queries/ Comments

Send SMS/ email Notification

Process Payment

Forward Payment Details

Send SMS/ email Notification

Send SMS/ email Notification

(IDCO-Divisional Head/Executive Engineer Works/RD/ULB/ NHAI)

Receive & Scrutinize Application

Enter Queries/ Comments

Enter Acknowledgement

Process Application

Conduct Site Visit & Prepare Report

Prepare Estimate & Send Payment details

Upload Certificate

Additional Info req.? (within 7 days) — Yes / No

Certificate to be issued? — Yes / No