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# **USER MANUAL**

## **Consent to Operate (CTO)**

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## 1. Introduction

### 1.1 About Consent to Operate (CTO)

Consent to Operate (CTO) is the mandatory statutory clearance required by all running units and units intending to commence operations in Odisha. It is granted by the Odisha State Pollution Control Board (OSPCB) under the provisions of:

- The Water (Prevention and Control of Pollution) Act, 1974
- The Air (Prevention and Control of Pollution) Act, 1981

CTO is applicable to industries, mines, urban local bodies, and health-care units (as applicable). The Board, after considering compliance with environmental laws by the unit, issues the Consent to Operate. CTO must be obtained after Consent to Establish (CTE) and before commencing production or operations. It is renewable periodically, and the renewal application must be submitted 120 days prior to the expiry of the previous consent order.

### 1.2 Difference between CTE and CTO

CTE (Consent to Establish) is the clearance required before setting up the unit (i.e., before construction or installation). CTO (Consent to Operate) is the clearance required before starting production or operations. After CTE is obtained and the unit is physically established with pollution control measures in place, the applicant must apply for CTO.

### 1.3 About GO-SWIFT Single Window Portal

GO-SWIFT (Government of Odisha – Single Window for Investor Facilitation and Tracking) is the integrated digital single-window platform of the Government of Odisha. The Consent to Operate service of OSPCB is seamlessly incorporated and integrated into GO-SWIFT to enable applicants to submit applications, make online payments, track status, and receive digitally signed consent orders through a single sign-on, with time-bound delivery mapped to the Odisha Right to Public Services Act, 2012.

### 1.4 Purpose of this Manual

This user manual provides a step-by-step guide for industries, project proponents, mines, urban local bodies, and health-care units to apply for Consent to Operate (fresh as well as renewal) through the GO-SWIFT portal. It covers registration, application filling, document upload, fee payment, inspection, certificate download, and renewal.

## 2. Applicability and Industry Categorisation

CTO is mandatory for all Red, Orange, and Green category units before commencing operations. White category units are exempted from CTO; only intimation to the Board is required. The validity period of CTO varies by category and the fee is paid for the corresponding consent period.

Category	Examples	CTO Required	Fee Period
<b>Red</b>	Cement, thermal power, iron & steel, distillery, pharmaceuticals, oil refinery	Yes – mandatory	As per Board policy
<b>Orange</b>	Food processing, automobile servicing, packaging, textile manufacturing	Yes – mandatory	Paid for 5 years
<b>Green</b>	Dairy processing, mineral water bottling, biscuit trays	Yes – mandatory	Paid for 10 years
<b>White</b>	Non-polluting / very low-polluting industries	Not required – only intimation	Not applicable

## 2.1 Project Classification by Investment

Industrial projects are further classified into Category A, B, and C based on capital investment. This classification determines whether the CTO application will be processed at the OSPCB Head Office or the concerned Regional Office.

## 2.2 Penalty for Operating Without CTO

Operation of a unit without a valid Consent to Operate attracts penal action under the Water (P&CP) Act, 1974 and the Air (P&CP) Act, 1981, including monetary fines, closure orders, and prosecution. Renewal applications filed after expiry attract additional penal fees.

## 3. Pre-requisites Before Applying

Before initiating the CTO application on GO-SWIFT, the applicant should keep the following ready:

### 3.1 Mandatory Pre-conditions

- Consent to Establish (CTE) must have been obtained and complied with.
- Construction and installation of the unit must be complete.
- All proposed pollution control devices (PCDs) such as ETP, STP, scrubbers, bag filters, etc. must be installed and operational.
- Conditions stipulated in the CTE order and Environmental Clearance (if applicable) must be complied with.

### 3.2 Required Information

- Details of the occupier (name, designation, contact, e-mail)
- Details of the industrial unit (name, address, location coordinates, KML file of the site)

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- Land details (extent, ownership, plot/khata numbers)
  - Capital investment (land, building, plant & machinery)
  - Product details with installed and actual production capacity
  - Raw materials with quantities
  - Water consumption, source, and waste-water discharge details
  - Stack details and air-emission characteristics
  - Solid / hazardous waste generation and management plan
  - Details of pollution control devices (PCDs) installed

### **3.3 Required Documents (to be uploaded in PDF)**

1. Copy of the existing Consent to Establish (CTE) order
2. Copy of previous Consent to Operate order (for renewal cases)
3. Detailed Project Report (DPR) / project profile
4. Site / Layout plan showing pollution sources and PCDs installed
5. Land documents (Sale Deed / Lease Deed / RoR / IDCO allotment letter)
6. KML file of the project site (mandatory)
7. Identity proof of the occupier (Aadhaar / PAN)
8. Constitution documents (Certificate of Incorporation / Partnership Deed / Proprietorship declaration)
9. Environmental Clearance (EC), wherever applicable
10. Manufacturing process flow diagram with material balance
11. Water balance diagram
12. Test reports of pollution control devices from a recognised laboratory
13. Latest analysis reports of effluents / emissions / ambient air quality
14. Compliance report on CTE conditions
15. Environmental Statement (Form V) – for 17-category and applicable units
16. Hazardous Waste Authorization, wherever applicable
17. CA Certificate for capital investment
18. Affidavit / Self-declaration as prescribed

Note: The exact list of documents varies based on industry category, project type, and whether the application is for a fresh CTO or renewal. The portal will display the document checklist dynamically once the category and application type are selected.

## **4. Step-by-Step Application Procedure on GO-SWIFT**

### **4.1 Step 1 – Access the Portal**

19. Open a web browser and navigate to the GO-SWIFT portal at <https://investodisha.gov.in/goswift/>

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20. Click on the “Login / Sign Up” link on the home page.

## 4.2 Step 2 – User Login / Registration

Existing users (who have already registered for CTE or other services) should log in with their existing credentials. New users must register as an Industrial User to access the CTO service. Use the following:

21. Mobile number (with OTP verification)
22. E-mail ID (with verification link)
23. Strong password and security hint question (essential for password recovery)

## 4.3 Step 3 – Initiate the CTO Application

24. Login to the GO-SWIFT portal and open the Investor Dashboard.
25. Click on “Apply for Services”.
26. Select Department: State Pollution Control Board (OSPCB).
27. Choose one of the following services as applicable:
  - Consent to Operate under Water Act, 1974
  - Consent to Operate under Air Act, 1981
  - Consent to Operate under Water Act, 1974 and Air Act, 1981 (combined)
28. Select the application type: Fresh CTO or Renewal of CTO.

## 4.4 Step 4 – Link the Existing CTE

For a fresh CTO, the system requires linkage with the previously granted CTE. Enter the CTE Reference Number or select it from the dropdown. For renewal of CTO, link the previous CTO order. The system will auto-populate basic unit information from the linked order.

## 4.5 Step 5 – Fill the Application Form

The CTO application form is structured into multiple tabs. Fill each tab sequentially:

29. **Occupier Details:** Name, designation, contact, and the hint question (for password recovery).
30. **Industry Details:** Unit name, address, geo-coordinates, KML upload, category (Red/Orange/Green), and capital investment.
31. **Product Details:** List of products with installed and actual production capacities.
32. **Raw Material Details:** Raw materials and their quantities consumed.
33. **Water & Waste Water Discharge:** Source and daily quantity of water, points and quantity of discharge, and details of treatment system installed (ETP/STP).
34. **Air Emission Details:** Stack details, fuel used, emission parameters, and air pollution control devices installed (scrubbers, bag filters, ESPs, etc.) – four sub-sections must be completed.
35. **Pollution Control Devices:** Detailed specifications of all PCDs already installed and operational.
36. **Hazardous / Solid Waste:** Quantities generated and the management / disposal arrangements.

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37. **Fee Details:** Computed automatically from inputs. Click “Click to Calculate Fee” – the system displays the consent fee applicable for the respective slab based on category and capital investment. The fee is payable for the entire consent period (5 years for Orange, 10 years for Green, as per Board policy for Red).
  38. **Other Information:** Bank instrument details (DD/cheque) or online payment reference.
  39. **Documents Upload:** Use the Upload option for each prescribed document; the Delete option allows replacement of an already uploaded file.

Use the Save & Next button at the end of each tab. Partially filled forms can be saved as draft and resumed later.

#### 4.6 Step 6 – Fee Payment

After completion of all tabs, the system displays the consolidated application summary and the applicable fee.

40. Click Proceed to Pay.
41. Choose any of the available payment modes: Net Banking, Debit Card, Credit Card, UPI, or NEFT/RTGS.
42. On successful payment, an e-Receipt with a transaction reference number is generated and stored under the applicant's dashboard.

The Fee Calculator on the OSPCB / GO-SWIFT home page may be used in advance to estimate the amount payable.

#### 4.7 Step 7 – Application Submission

43. Review the application using the Preview option.
44. Click Submit. A unique Application Reference Number is generated.
45. Note down the Application Number for all future correspondence.
46. Automated SMS and e-mail confirmation is sent to the registered mobile and e-mail.

#### 4.8 Step 8 – Application Processing by OSPCB

The submitted application is routed to the Head Office or the concerned Regional Office of OSPCB based on the industry category and capital investment. The processing stages are:

- Scrutiny of the application and uploaded documents.
- Site inspection by a Field Officer / Regional Officer – mandatory for Red and Orange category units to verify installation and functioning of pollution control devices, sampling of effluents / emissions, and overall environmental compliance.
- Submission of inspection report and recommendations.
- Issuance of query / clarification (only once, within 7 days of receipt of a complete application).
- Decision by the competent authority of OSPCB.
- Digital signing and issuance of the Consent to Operate Order.

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## 4.9 Step 9 – Tracking Application Status

47. Login to the GO-SWIFT portal.
48. Open the Investor Dashboard.
49. Click Track Application against the relevant Application Reference Number.
50. Real-time status, pendency, and stage-wise movement are displayed.
51. Automated SMS and e-mail alerts are sent at critical stages.

## 4.10 Step 10 – Responding to Queries / Site-Inspection Compliance

If OSPCB raises a query or the inspection reveals deficiencies, an alert is sent. The applicant must:

52. Log in and open the application.
53. Read the query / inspection observations carefully.
54. Take corrective action where required (e.g., upgrade PCDs, modify discharge points).
55. Upload the clarification / additional documents / compliance report.
56. Resubmit within the stipulated timeline to avoid rejection.

## 4.11 Step 11 – Download the Digitally Signed CTO Certificate

57. On approval, the system generates the Digitally Signed Consent to Operate Order.
58. A notification is sent through SMS and e-mail.
59. Login to the dashboard and open the application.
60. Click Download Certificate to obtain the digitally signed PDF.
61. The certificate may be independently verified through the portal's certificate verification utility.

# 5. Renewal of Consent to Operate

## 5.1 When to Apply for Renewal

Consent to Operate must be renewed periodically. The renewal application must be submitted at least 120 days prior to the expiry of the previous consent order. Late submission may attract additional penal fees.

## 5.2 Renewal Procedure

62. Login to the GO-SWIFT portal.
63. Open the Investor Dashboard and select My Applications.
64. Locate the existing CTO and click “Apply for Renewal”.
65. The system auto-populates the existing data; verify and update as needed.
66. Upload the latest supporting documents:
  - Compliance report on conditions of the previous CTO
  - Latest test reports of effluents, emissions, and ambient air quality
  - Environmental Statement (Form V), wherever applicable

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- Hazardous Waste returns, wherever applicable
  - Updated CA certificate on capital investment
67. Compute and pay the renewal fee online.
  68. Submit the application and note the new Reference Number.
  69. Track and download the renewed CTO order on approval.

### 5.3 Late Renewal

If the renewal application is submitted after the expiry date, the unit is treated as operating without a valid CTO. Penal action under the Water and Air Acts may be initiated. Renewal in such cases is entertained only on payment of additional fees, typically up to 300% of the one-year consent fees over and above the normal fees, as per the policy of the Board.

## 6. Important Points and Best Practices

- Always upload the KML file of the project site – this is mandatory for all CTO applications.
- Ensure that all pollution control devices are installed, operational, and have been tested by a recognised laboratory before applying.
- 17-category units must submit their Environmental Statement (Form V) before 30th September of every year on the OCMMS portal.
- Keep the Application Reference Number safely for all future correspondence and tracking.
- Use the Fee Calculator to estimate fees before final submission.
- Queries are issued only once within 7 days of receipt of complete application; respond promptly.
- All communication (intimations, queries, approvals) is sent through SMS and e-mail in addition to the dashboard.
- CTO must be obtained before commencing production or operations.
- Apply for renewal 120 days before expiry to avoid penal fees and disruption of operations.
- Operation without a valid CTO attracts prosecution and may lead to closure orders.
- Any change, alteration, or deviation from the particulars furnished in the application is a ground for review / variation / revocation of consent under Section 27 of the Water Act, 1974 and Section 21 of the Air Act, 1981.

## 7. Help and Support

### 7.1 Grievance Redressal

If the applicant faces any issue during the application process or has a grievance, the Grievance Module available on the GO-SWIFT dashboard may be used to lodge complaints. Each grievance receives a unique reference number and is tracked till closure.

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## 7.2 Useful Links

- GO-SWIFT Portal: <https://investodisha.gov.in/goswift/>
- OSPCB Official Website: <https://ospcbboard.odisha.gov.in/>
- Consent Management Division: <https://ospcbboard.odisha.gov.in/divisions/consent-management-division/consent-to-operate/>
- Online Consent Management & Monitoring System (OCMMS): <https://odocmms.nic.in/>

## 7.3 Contact

For technical assistance with the GO-SWIFT portal, the applicant may contact the Single Window Helpdesk under the Industries Department, Government of Odisha. For service-specific queries on CTO, the Consent Management Division of the State Pollution Control Board, Odisha is the nodal authority. Inspection and field-level matters are handled by the concerned Regional Office of OSPCB.

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