



ଶ୍ରୀଯୁକ୍ତ ନରେନ୍ଦ୍ର ମୋଦୀ
ପ୍ରଧାନମନ୍ତ୍ରୀ



ଓଡ଼ିଶା ସରକାର



ଶ୍ରୀଯୁକ୍ତ ମୋହନ ଚରଣ ନାୟକ
ମୁଖ୍ୟମନ୍ତ୍ରୀ, ଓଡ଼ିଶା

Citizen Initiates Conversation

The citizen begins the interaction by simply typing “Hi” in the chat. This activates the Odisha Citizen Services Bot, welcoming the user and presenting options to choose the mode of interaction.

Step 1

"Hi" entered by the citizen. Bot gets activated.

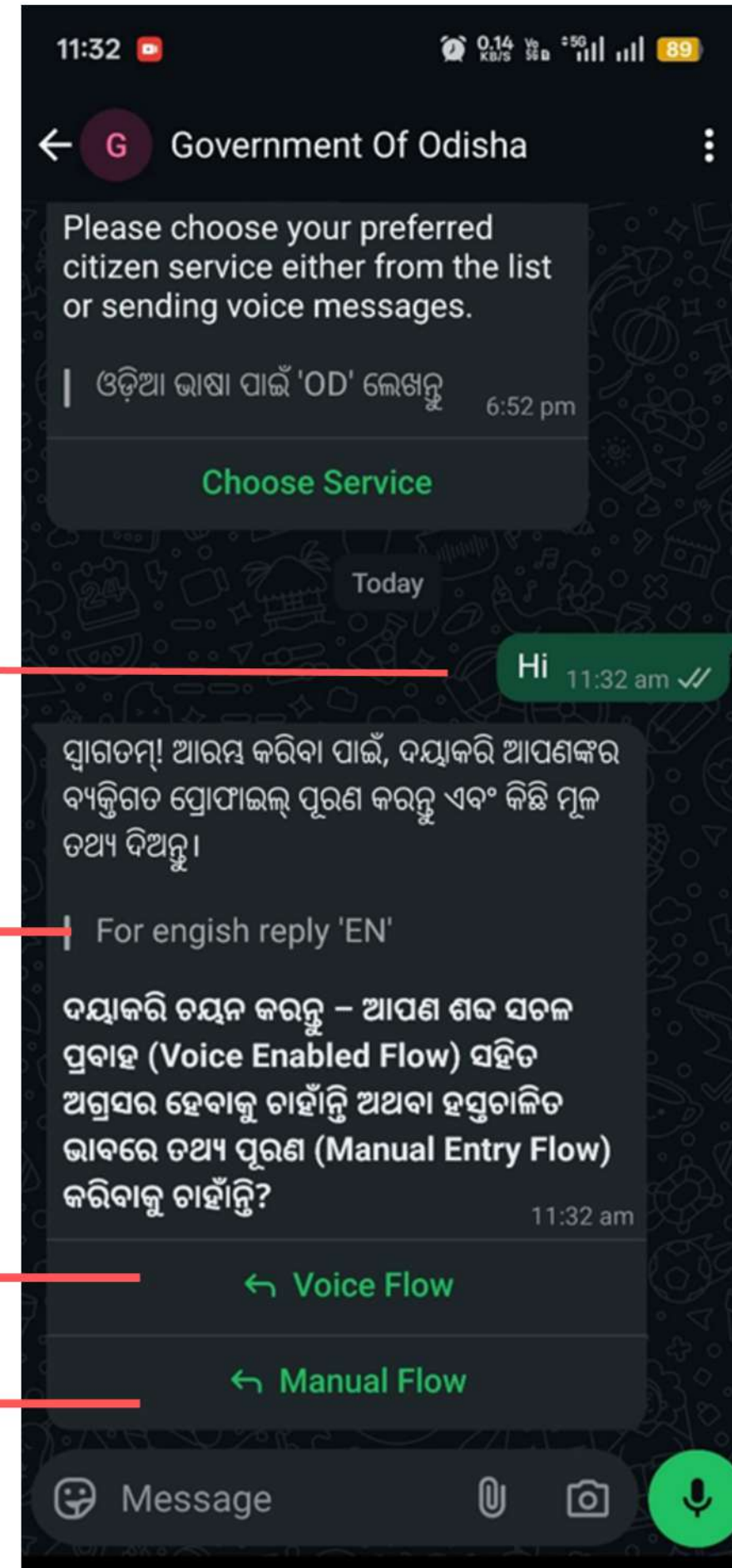
The system is designed for natural entry, so even basic mobile users can start easily.

To change language from Odia to English, user can reply **EN** for English and **OD** for Odia.

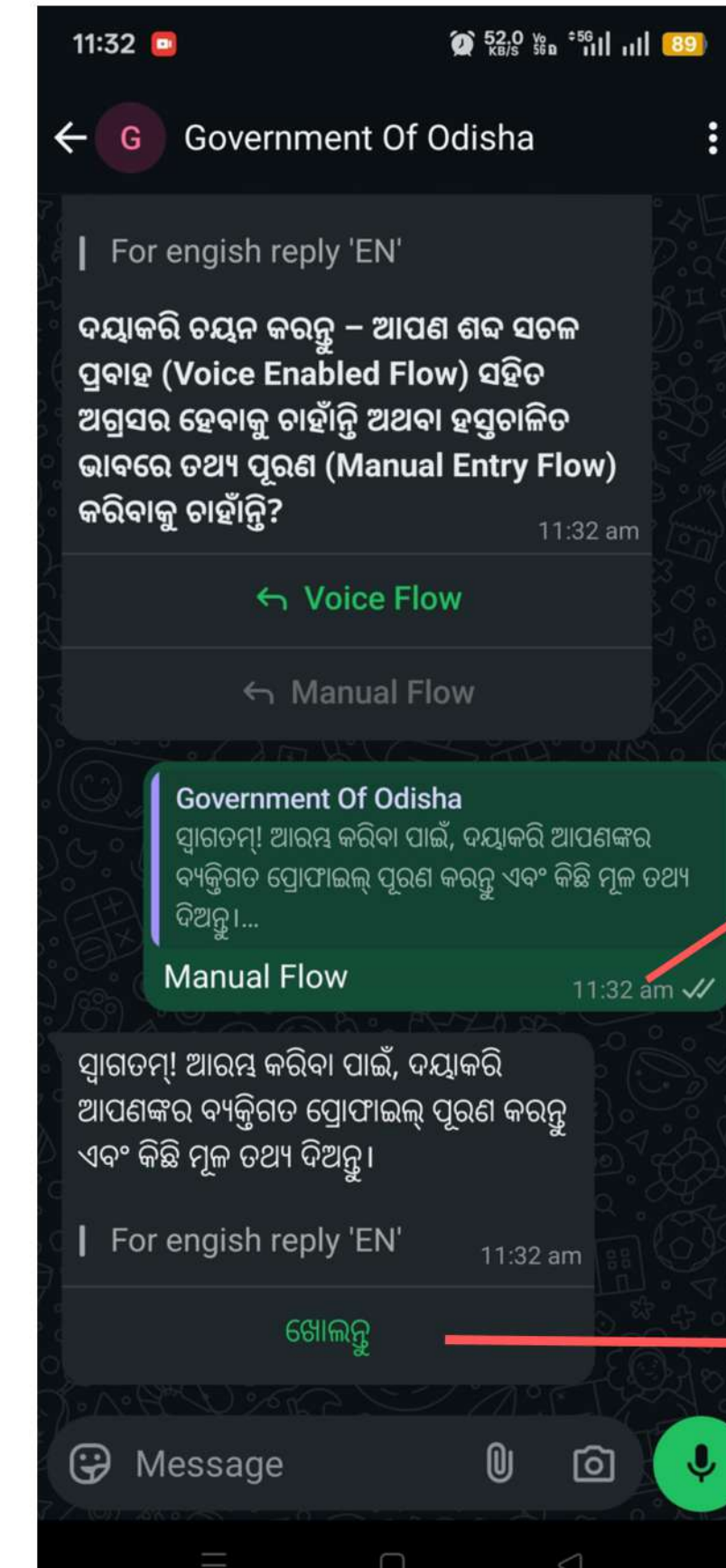
Step 2

Voice Flow → Useful for elderly citizens or those less comfortable with typing.

Manual Flow → Recommended for users confident in filling digital forms.



Form Introduction Screen



Step 3

User has selected “manual” to proceed with.

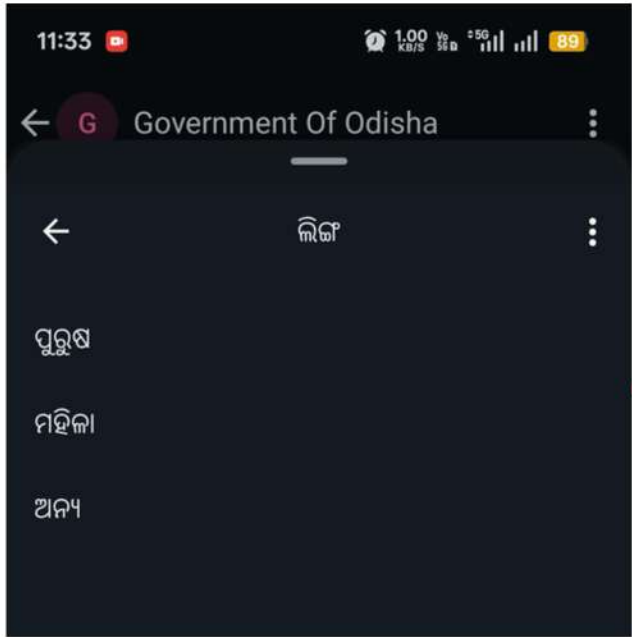
Step 4

If the user selects Manual Flow, the bot displays a digital form. The form collects essential citizen details required for service delivery.

Form Introduction Screen



Citizens to Fill The Form



Click on Gender to get options - Make, Female and Others

Enter Your Pin Code

11:33 20.0 KB/s 5G 89

← G Government Of Odisha

×

ସୂଚନା ପର୍ଯ୍ୟ

ଏହି ସୂଚନା ଦେବା ଦ୍ୱାରା ଆମେ ଆପଣଙ୍କୁ ସେବା ଦେବାରେ ଉତ୍ତମ ଭାବେ ସାହାଯ୍ୟ କରିପାରିବୁ

ନାମ

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ଜନ୍ମ ତାରିଖ

ପିନ୍ କୋଡ୍

ଦାଖଲ କରନ୍ତୁ

Managed by Government Of Odisha. [Learn more](#)

Read the instructions carefully

Enter Your Name



The citizen enters their Date of Birth using a calendar tool. This ensures precise data input and avoids errors in typing.

Form Introduction Screen

Citizens to Fill The Form

Citizens can change their inputs by clicking on "X" tab and add new input.

The citizen fills all mandatory details and optionally provides an email ID. Once complete, the citizen clicks Submit (ଦାଖଲ କରନ୍ତୁ) to proceed.

So, we have filled our Name, Gender, Date of Birth, Pincode. Now, the last thing to add will be the email address (optional).
As the email address is optional, a user can still submit the form without filling the email.

Submission sends data securely to SSEPD system. PIN Code ensures services are mapped to correct district/area. Optional email provides an additional communication channel for urban or tech-savvy users.

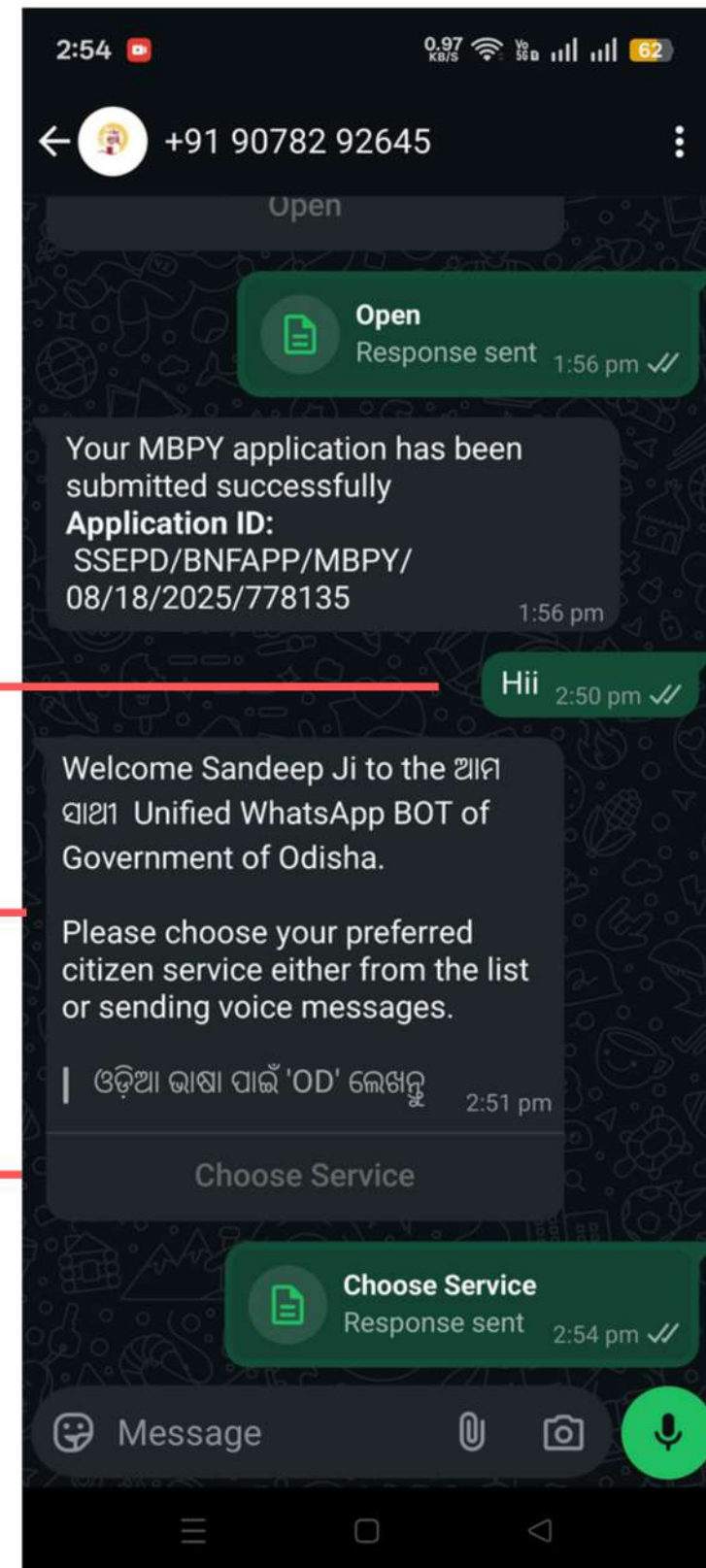
User Profile Creation Complete



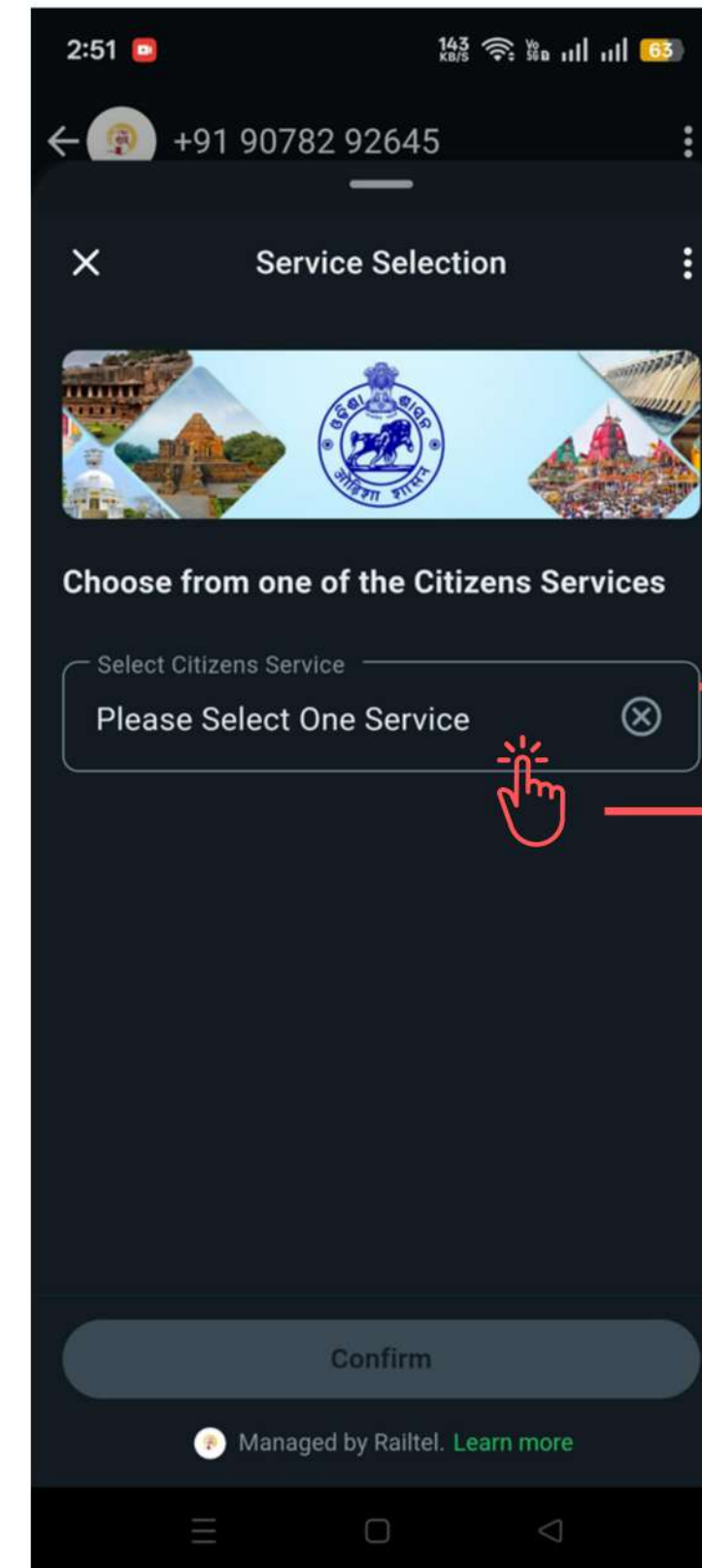
After form submission, the bot confirms successful entry by showing Response Sent. This gives the citizen confidence that their request has been registered.

Confirmation Message = Assurance of successful completion.

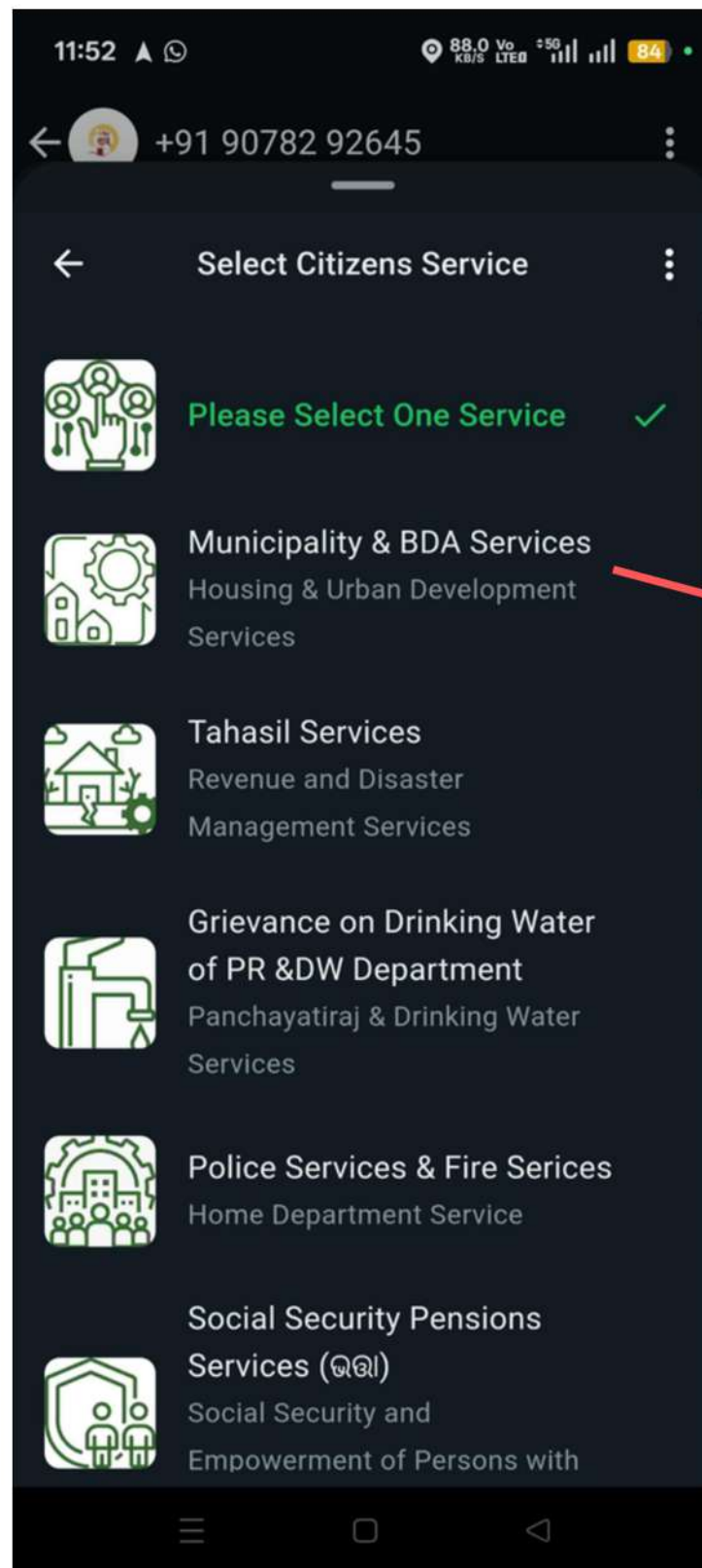
Timestamp = Citizens know exactly when the request was logged.



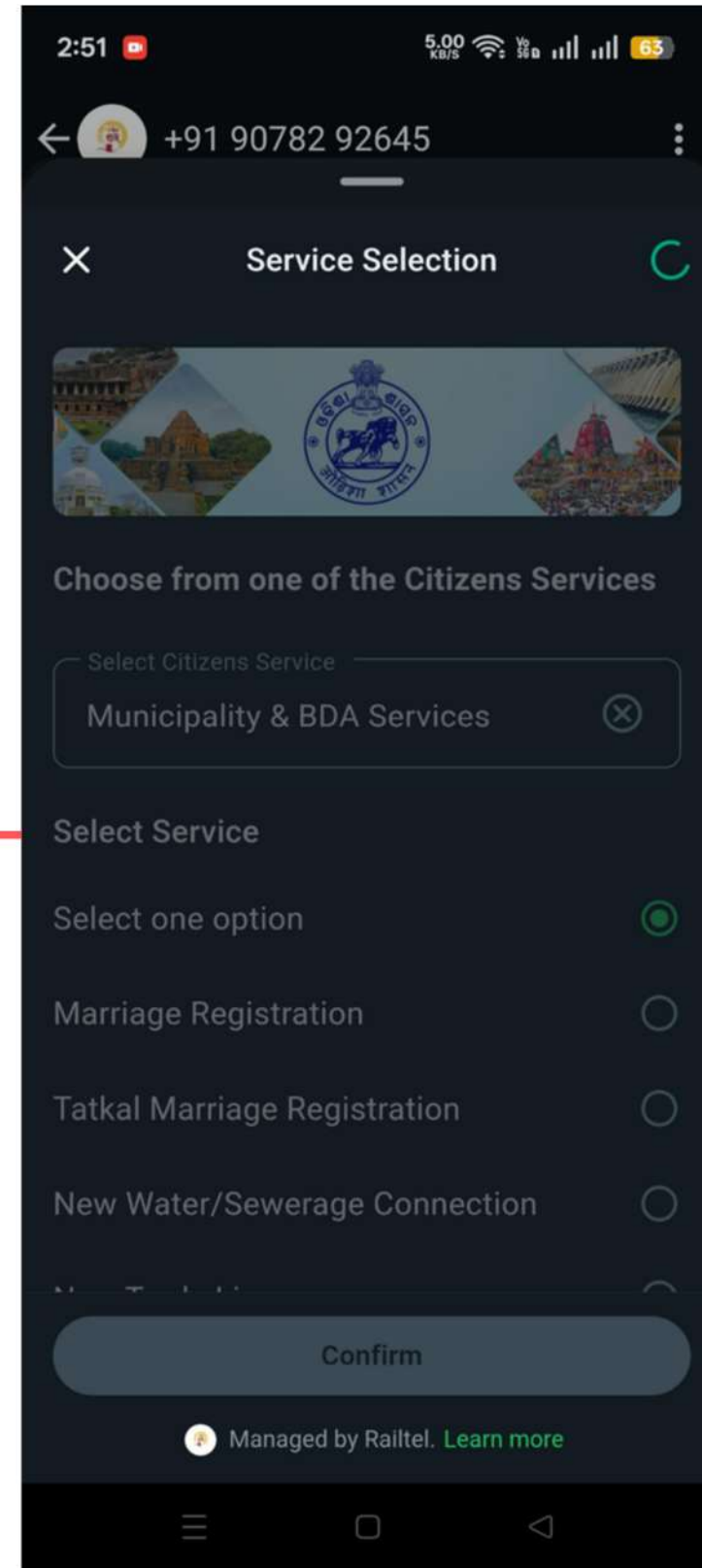
- Open WhatsApp
- Select saved govt. contact
- Type “Hi” to start
- Wait for welcome message
- Choose your service



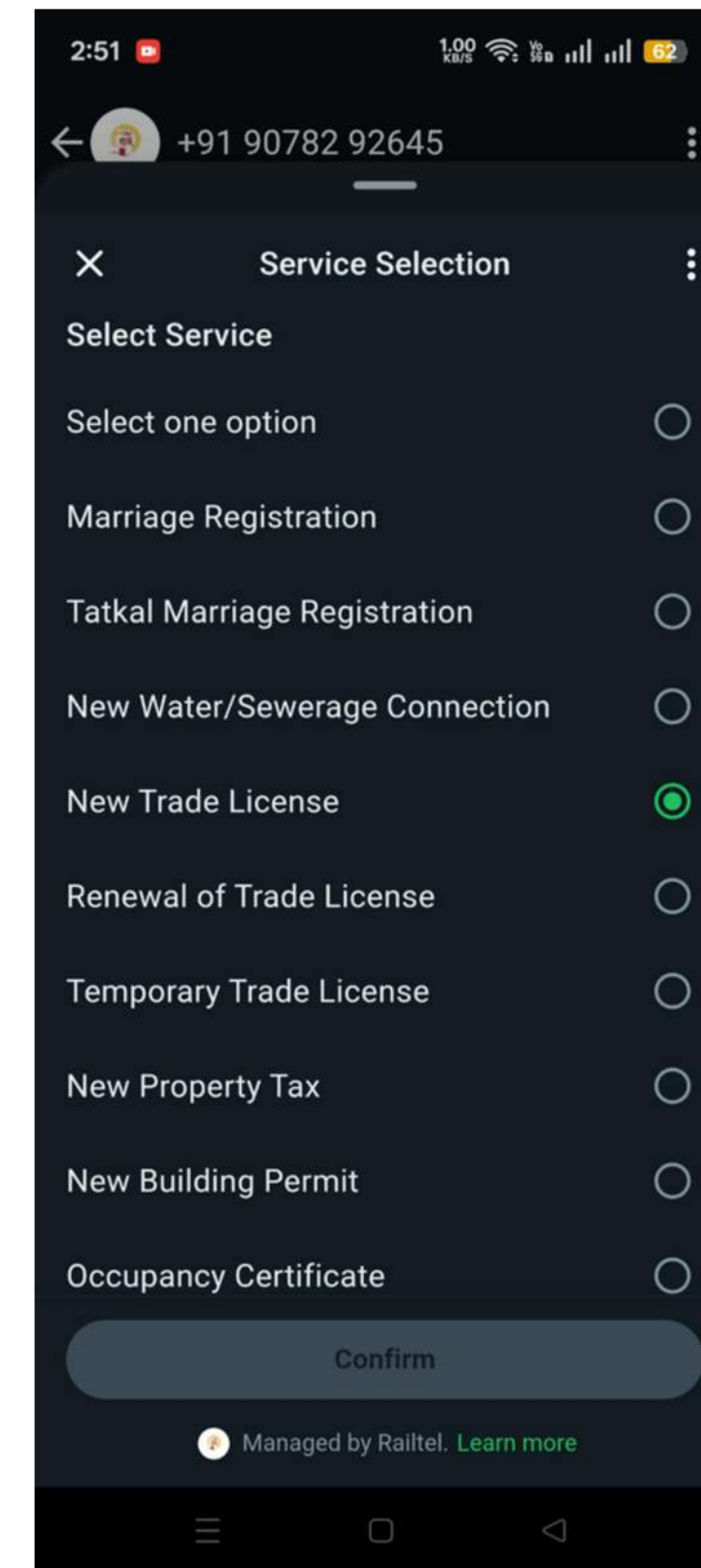
- After sending “Hi”, the bot opens a Service Selection page.
- Screen shows “Please Select One Service.”
- Tap the box to open list of available citizen services.



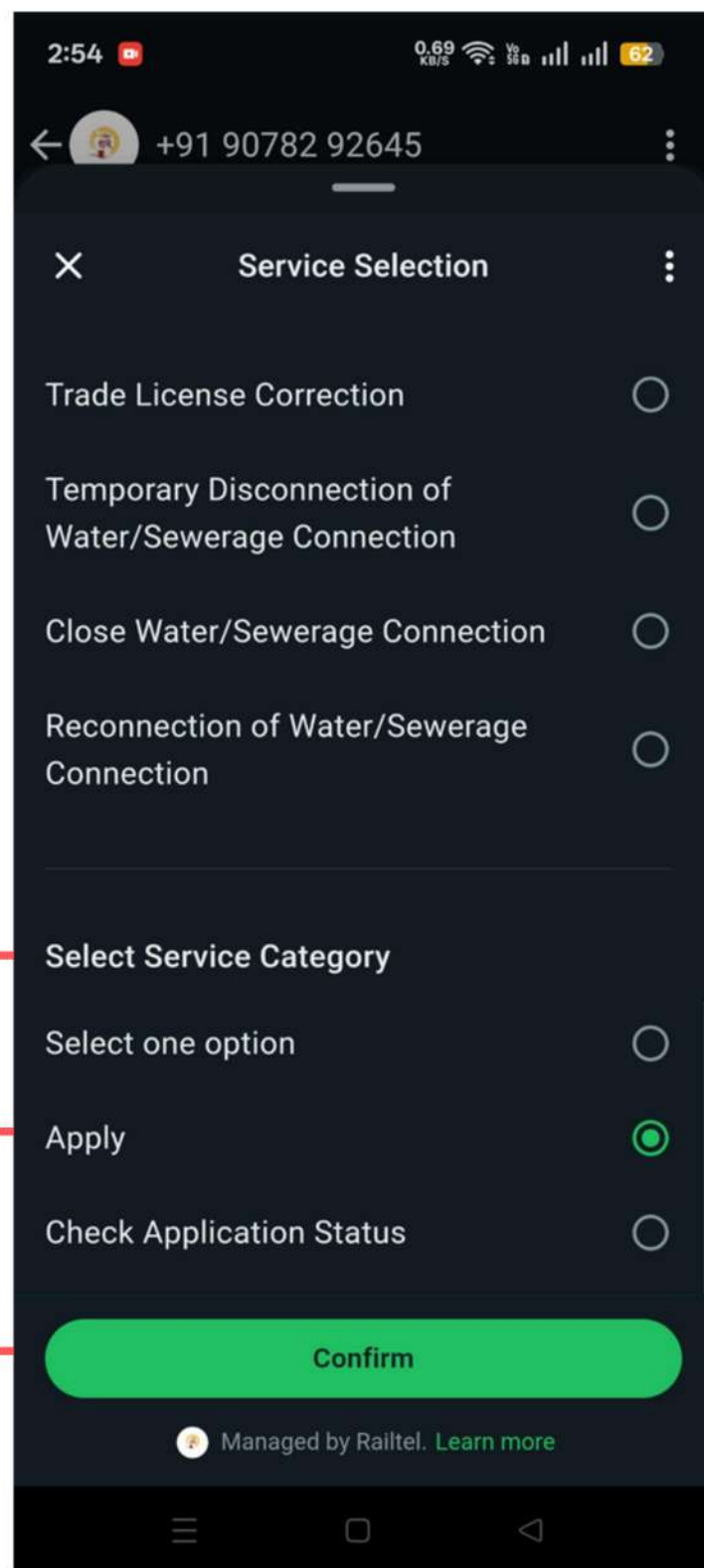
- A list of services is displayed with department names.
- Scroll to see all available options.
- Tap on the service you want
- The selected service will be marked with a green tick.



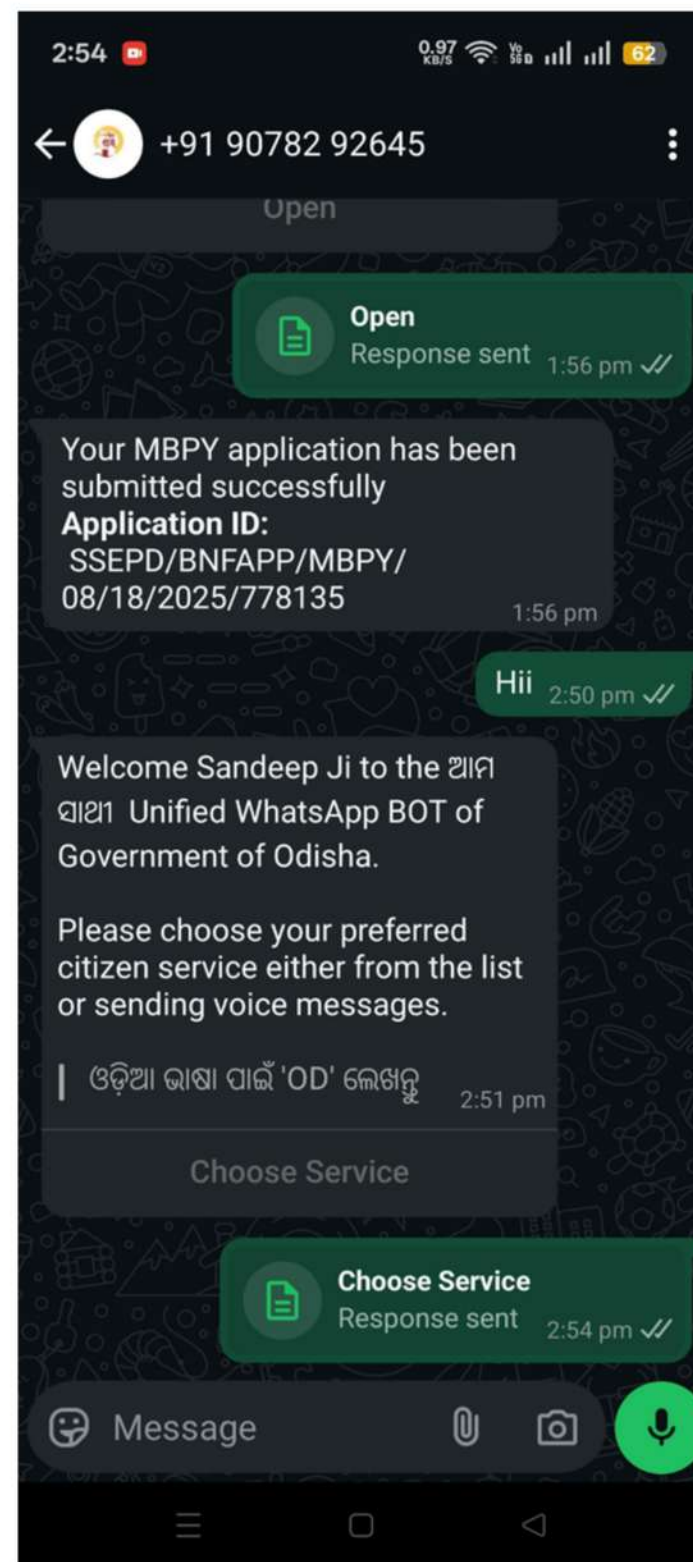
- After selecting Municipality & BDA Services, the system asks to “Select Service.”
- Options include Marriage Registration, Tatkal Marriage Registration, New Water/Sewerage Connection, etc.
- Tap the required option.



- Scroll further to see extended list.
- Options include New Trade License, Renewal of Trade License, Temporary Trade License, Property Tax, Building Permit, Occupancy Certificate etc.
- Tap the needed option.



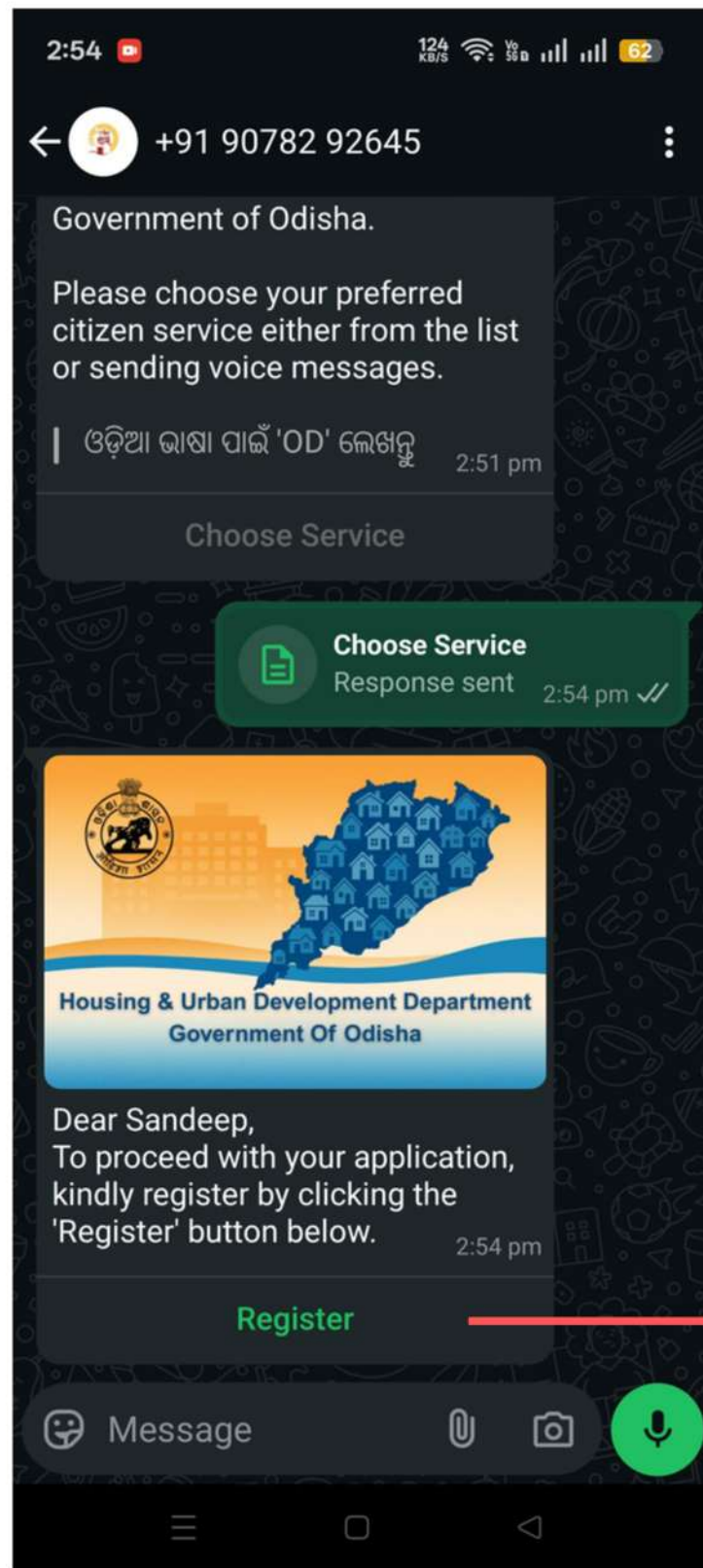
- Some services ask for a Service Category.
- Example: For Trade License → choose Apply or Check Application Status.
- Tap the required category.
- Press Confirm (green button).



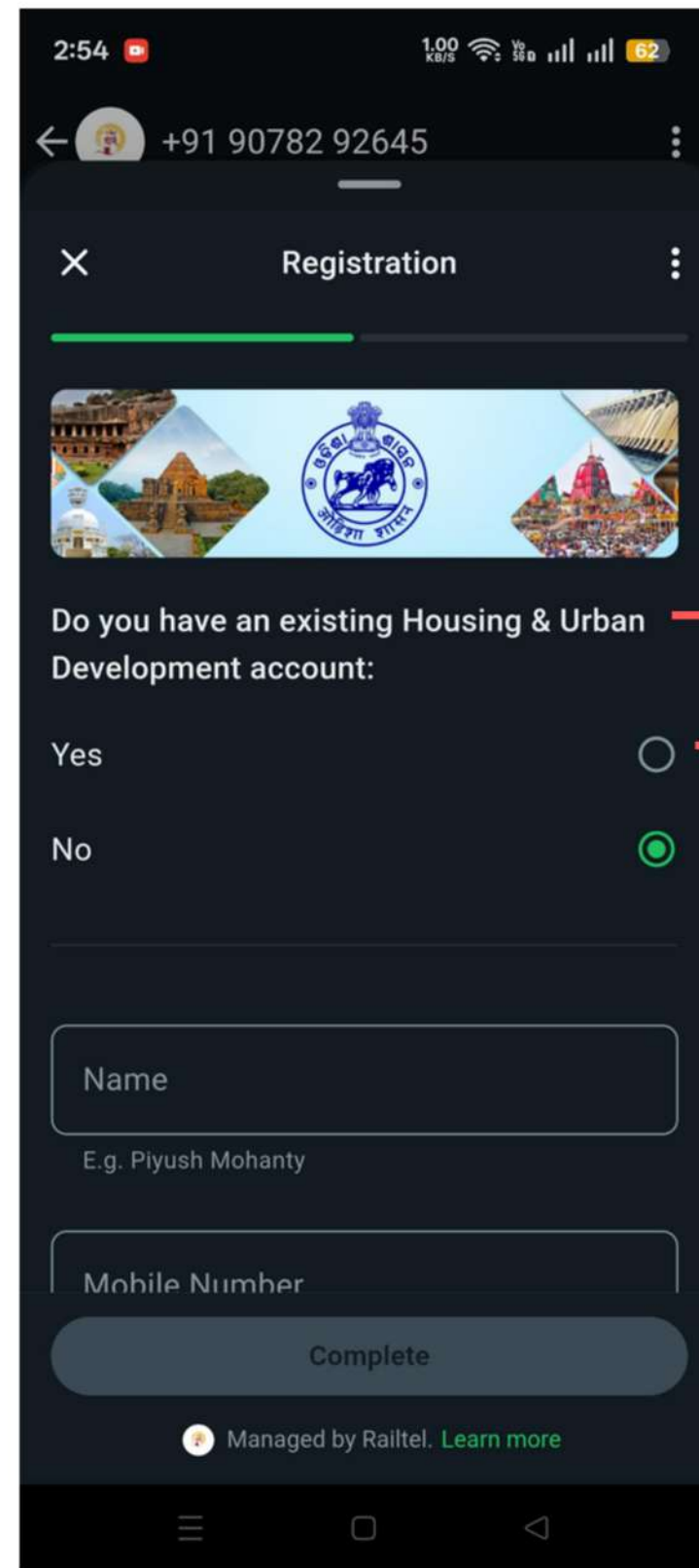
- Once selection is confirmed, the bot returns to WhatsApp chat.
- You'll now see a 'Choose Service > Response Sent' option. Upon clicking, you can cross-check all your responses.

Common Fixes:

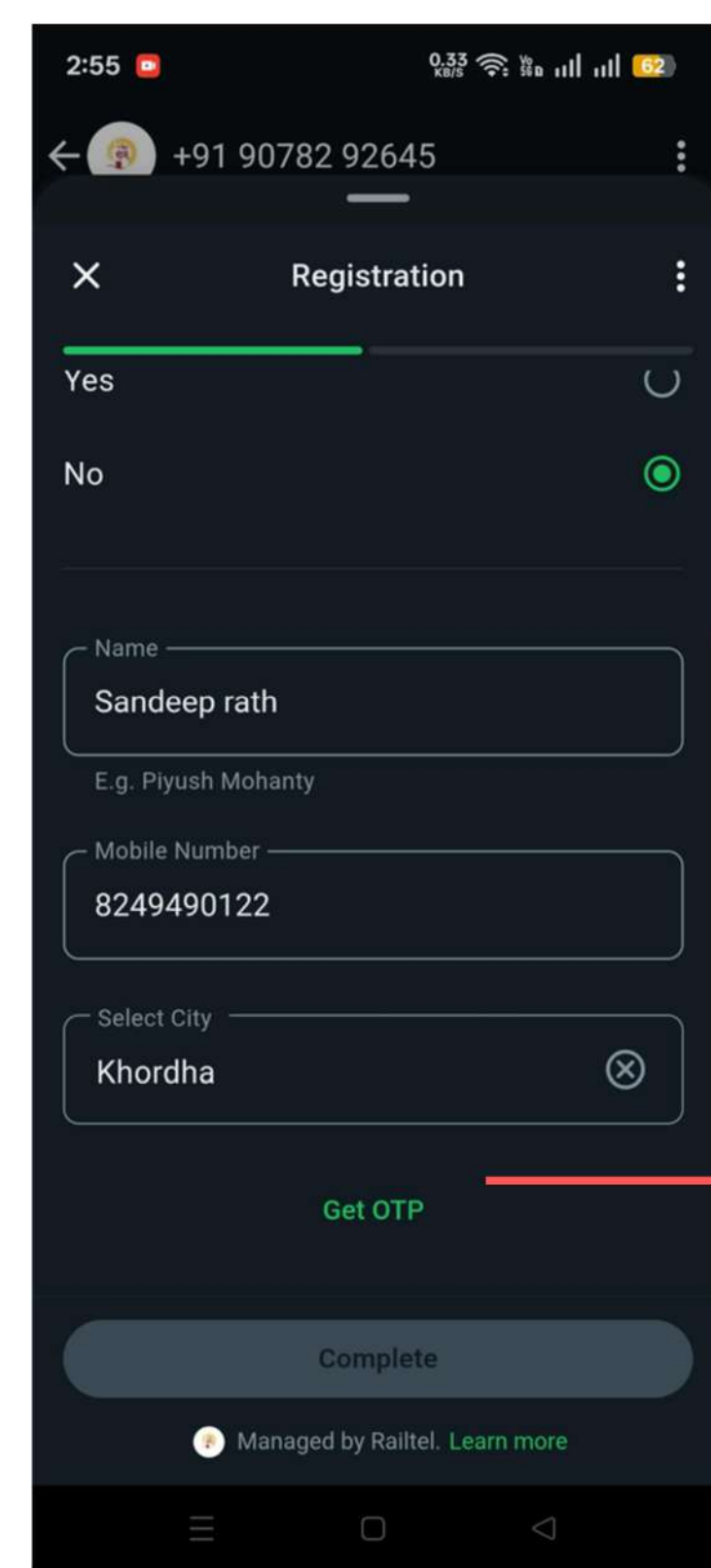
- If no list appears → Check internet and retry.
- If wrong service selected → Tap again and re-select.
- Use back arrow (←) to return anytime.



- After choosing a service, the system asks you to **Register**.
- Tap the Register button shown in green.



- The system asks: “Do you have an existing Housing & Urban Development account?”
- Select Yes (if you already have one) or
- No (if new user).
- Enter your details

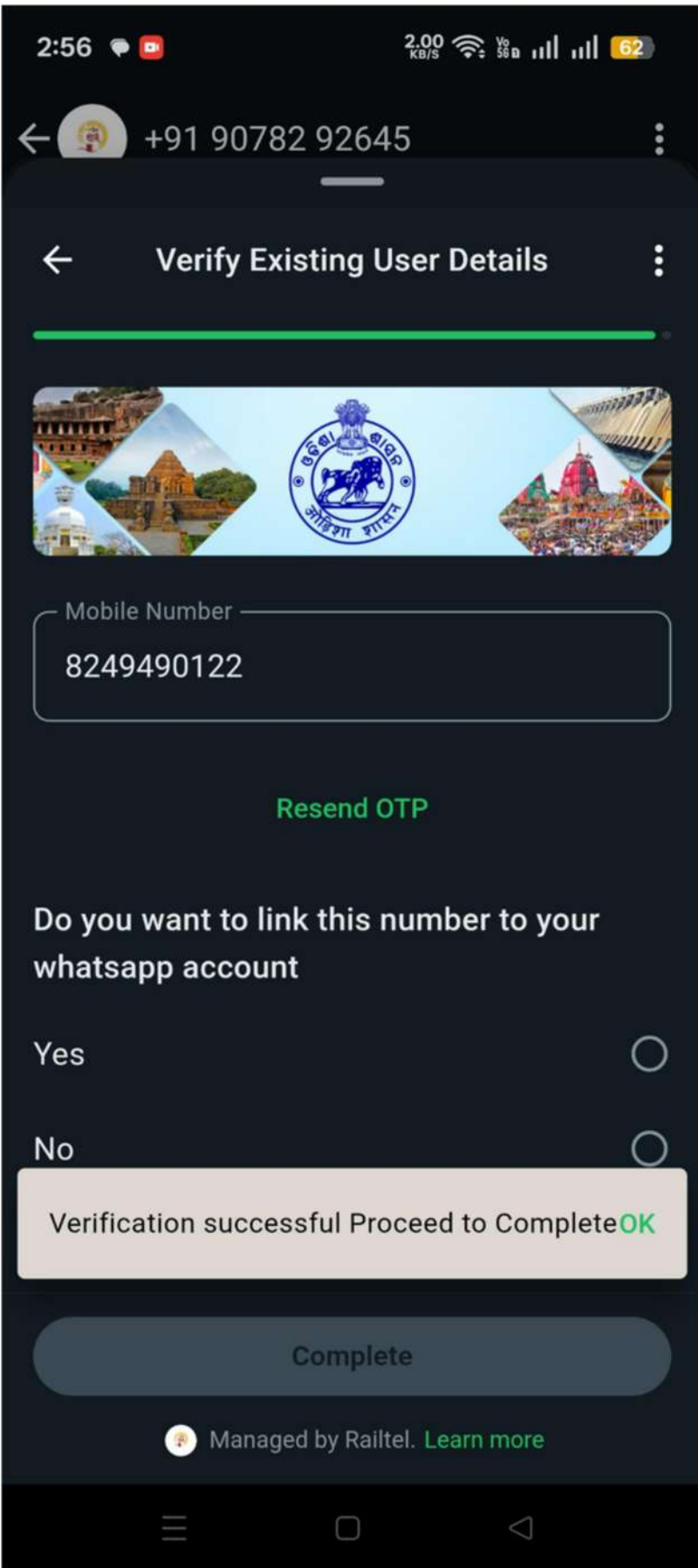


- Type your Full Name.
- Enter your Mobile Number (must be active).
- Select your City and other asked details.
- Tap Get **OTP**.

- If you select **Yes** (existing account), only your registered Mobile Number is required.
- Enter Details and tap Get OTP.

- Enter your registered mobile number and request **OTP**.
- Select whether you want to link this mobile number to your WhatsApp account (Yes/No).

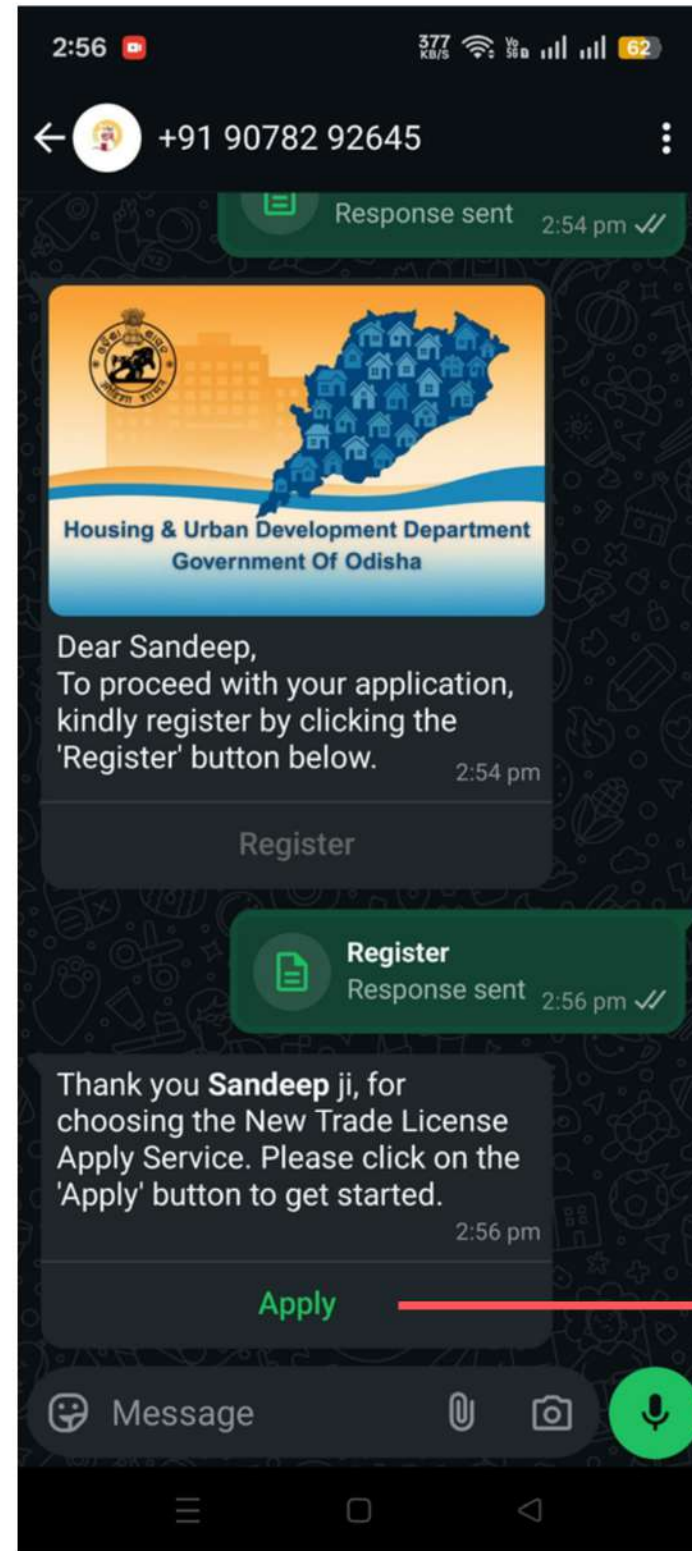
- Enter the 6-digit OTP received via SMS.
- Enter OTP & Tap Verify OTP.
- Select Resend OTP, incase not received, first time.



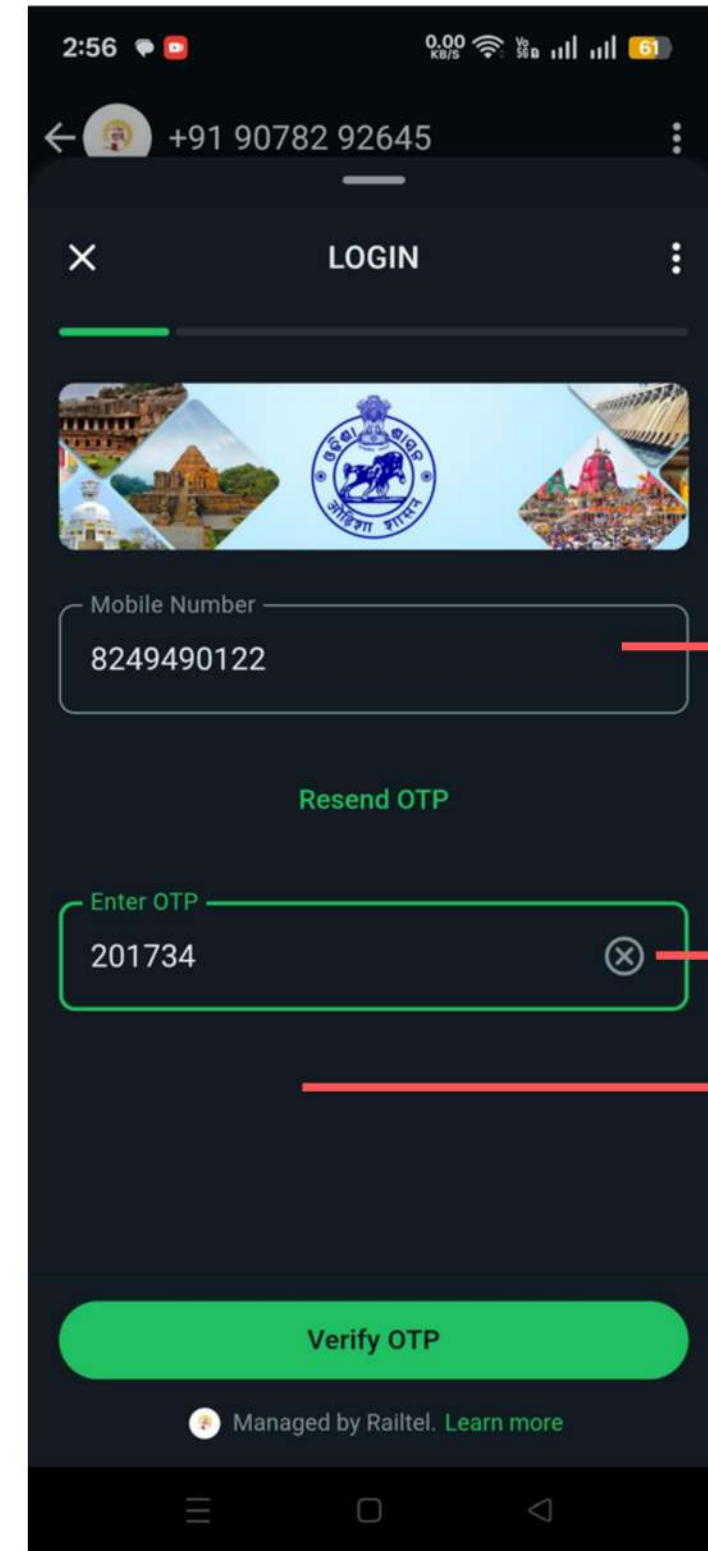
OTP verified successfully, message displayed:
"Verification successful. Proceed to Complete."

Common Fixes:

- Didn't receive OTP? Tap Resend OTP.
- Wrong number entered? Go back and re-enter.
- OTP expired? Request a new OTP.



- Tap **"APPLY"** under New Trade License service to get started.



- User enters Mobile Number.
- BOT sends an OTP → User enters it.
- Verifiy > Authentication successful → BOT confirms login.

2:57 3.00 KB/s 5G 61

← +91 90782 92645

Trade Details

Name Of Trade

Dillip trade

E.g. Dilip Traders

Trade Commencement Date

18 Aug 2024

Trade Period

2

Trade GST No. (optional)

1616171GSTIN

Enter your valid GST number

Trade Purpose (optional)

Business

Enter Trade Purpose

Next

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Trade Commencement Date

18 Aug 2025

August 2025

M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Cancel OK

Next

2:58 2.00 KB/s 5G 61

← +91 90782 92645

Trade Type

Noneatingnonmedicalestablishments

Smallscaleindustriessmallmediumfactories

Eatingestablishments

Medicalestablishments

Livestockandrelatedproducts

Flamables

2:58 2.00 KB/s 5G 61

← +91 90782 92645

Trade Sub-Type

Chemists & Druggists

Unani Medicines (Ayurvedic Wet or Dry)

Blood Bank

Dental Clinic

Drug Wholesale distributor

Health and Wellness Products Retailer

Health and Wellness Products Wholesaler

Homeopathy Medicine store

Manufacturing / Selling of handicapped Materials / Artificial...

Hospital Nursing Homes

2:58 31.0 KB/s 5G 61

← +91 90782 92645

Trade Details

City

Angul

Trade Unit

Trade Type (optional)

Medicalestablishments

Trade Sub-Type (optional)

Chemists & Druggists

UOM(Unit of Measurement) (optional)

SQFT

UOM Value (optional)

Enter a value between 1001 and 2000 (inclusive)

Next

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Fill the Trade Details with Name of the Trade, Trade Commencement Date, Trade Period, etc.

Open the calendar, pick your commencement date, and tap OK to confirm. The chosen date will appear in the field automatically.

- You selected Trade Type: Medical Establishments
- Trade Sub-Type: Chemists & Druggists

- Add the Trade Location & Unit Details in the given field and options available.

- Upon clicking “Add Trade Units” select from the available options.

- Enter the details such as Building Name, Street Name, Village, etc.
- Click on “Next” to move to the next section.

2:59 0.89 KB/s 5G 61

← +91 90782 92645

← Owner Details

Trade Owner Details:

Trade Of Ownership

Trade Of Sub-Ownership

Owner Information

Mobile Number (optional)

Name (optional)

Next

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Enter Trade Owner Details

2:59 0.89 KB/s 5G 61

← +91 90782 92645

← Trade Of Ownership

INDIVIDUAL

INSTITUTIONALPRIVATE

INSTITUTIONALGOVERNMENT

2:59 2.00 KB/s 5G 61

← +91 90782 92645

← Trade Of Sub-Ownership

Multiple Owners

Single Owner

3:00 0.27 KB/s 5G 61

← +91 90782 92645

← Owner Details

Gender (optional)

Male

Date of Birth (optional)

18 Aug 1992

Select a date

Email (optional)

PAN No. (optional)

Correspondence Address (optional)

Enter Corresspondence

Next

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Enter Other Owner Details

2:59 2.00 KB/s 5G 61

← +91 90782 92645

← Gender

Male

Female

Transgender

3:00 0.54 KB/s 5G 61

← +91 90782 92645

← Owner Details

Bjbnagar

Enter Corresspondence

Special Owner Category (optional)

BPL

Is Primary (optional)

Yes

Add Owner

Owner Details (optional)

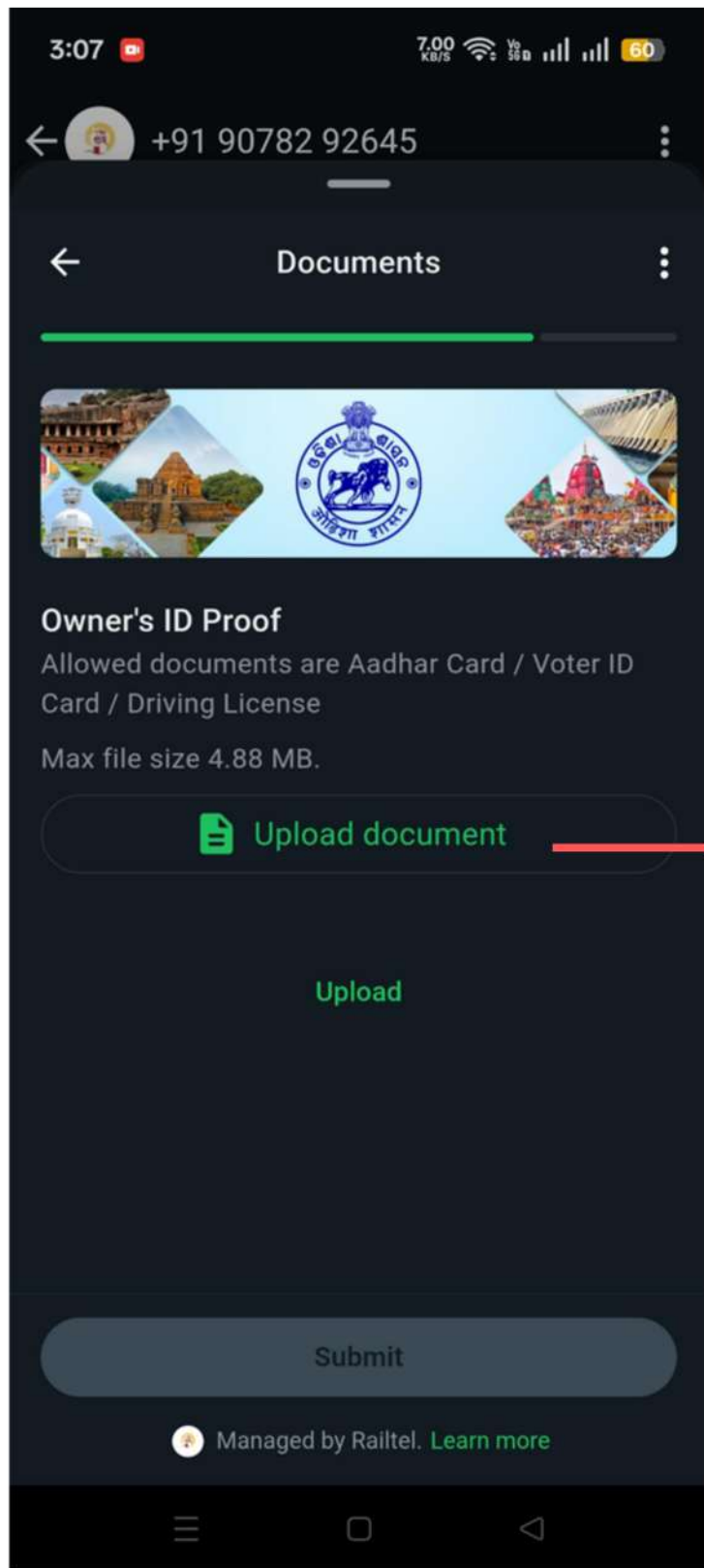
| Sandeep | 8249490122 | CLUPR2310D | BPL | [yes]

Next

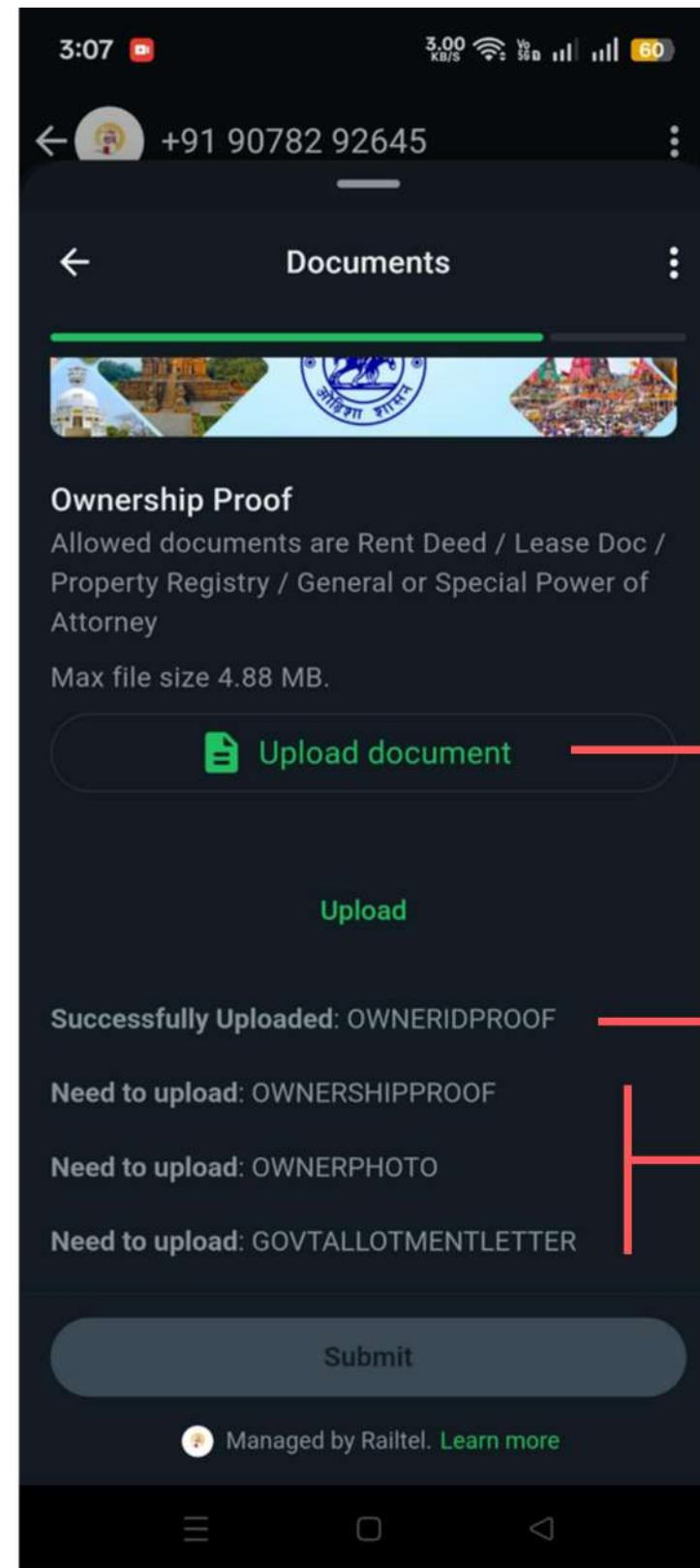
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Complete the owner details. To add an owner, click on Owner and select the name provided during registration. Once selected, proceed to the next step.

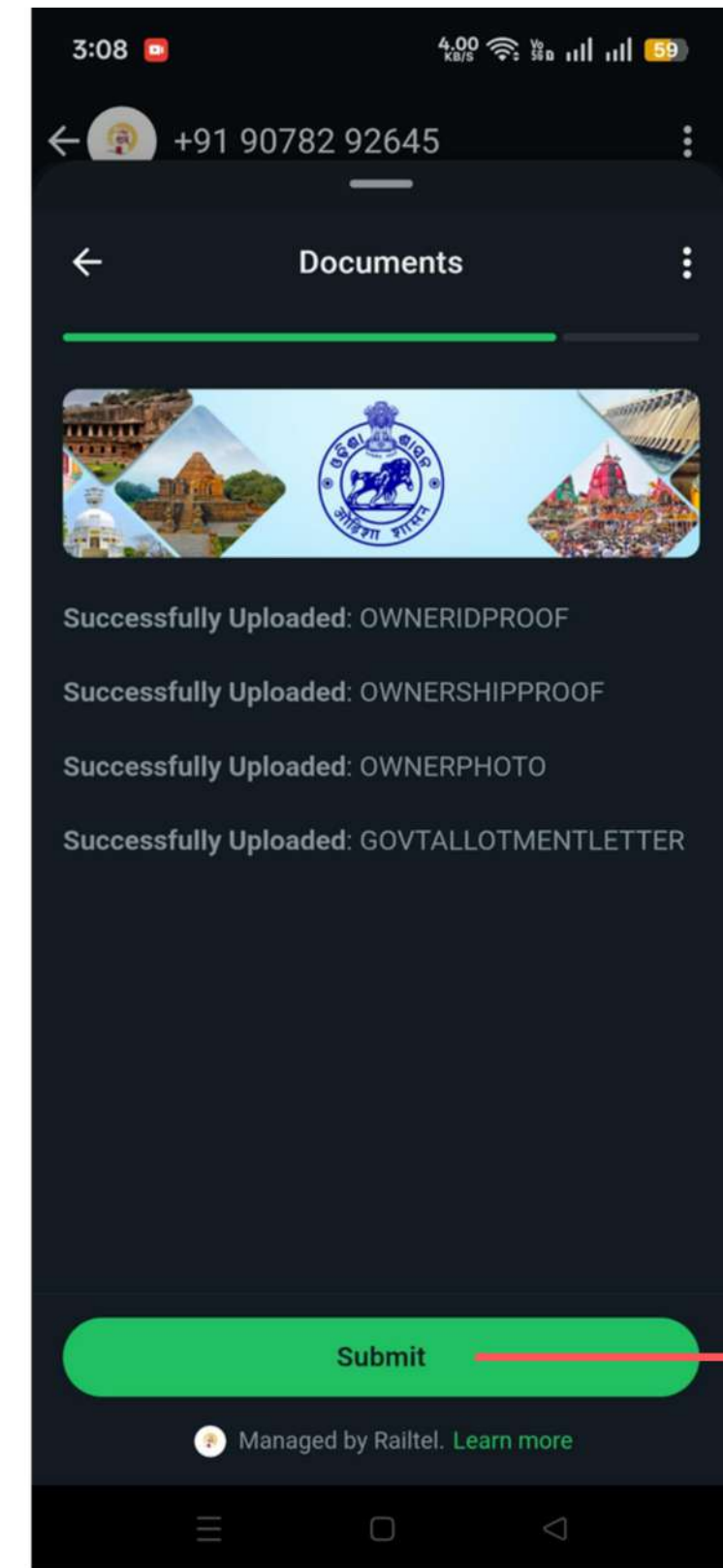




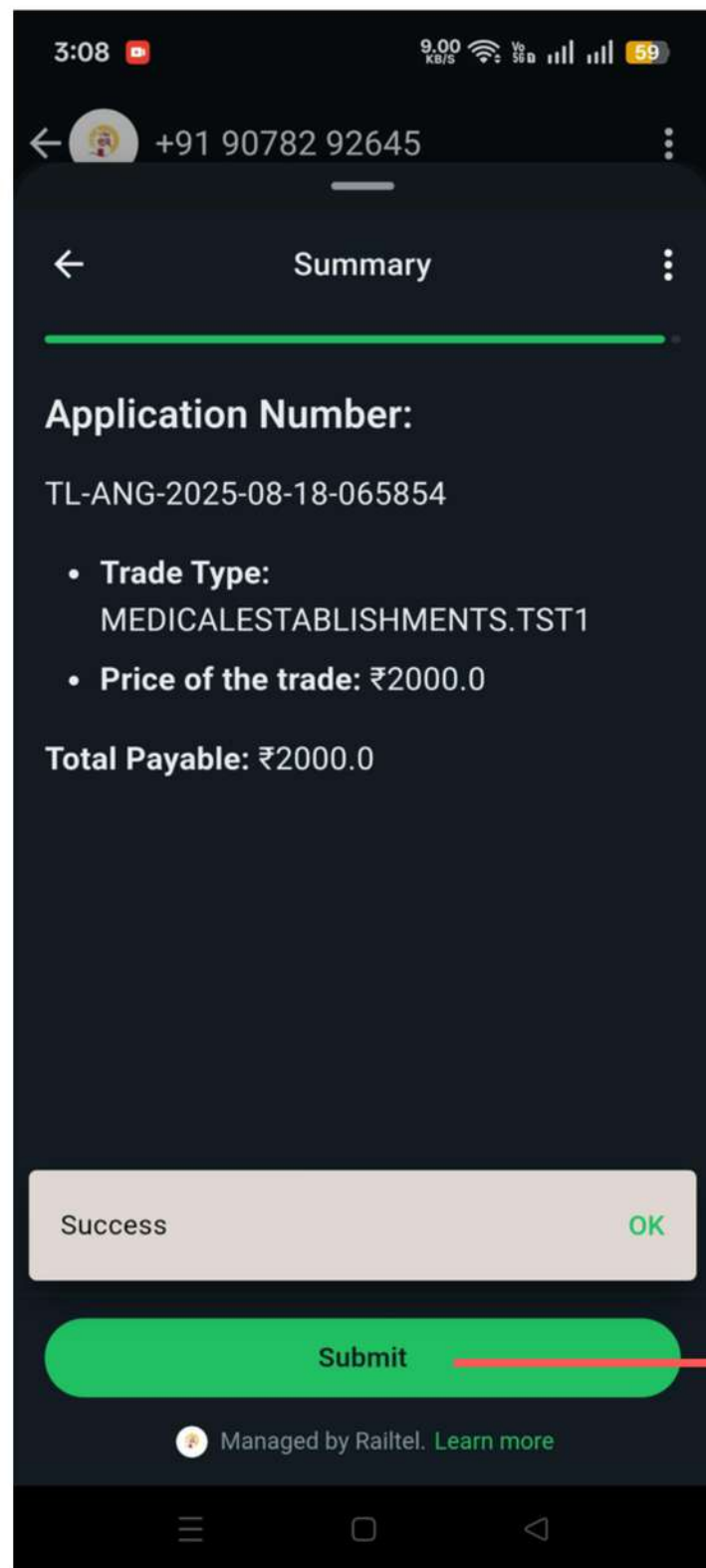
- The system asks you to upload a valid ID proof.
- Click on “Upload Document” to attach the required file.
- Read the instructions carefully to ensure the docs meet the asked requirements.



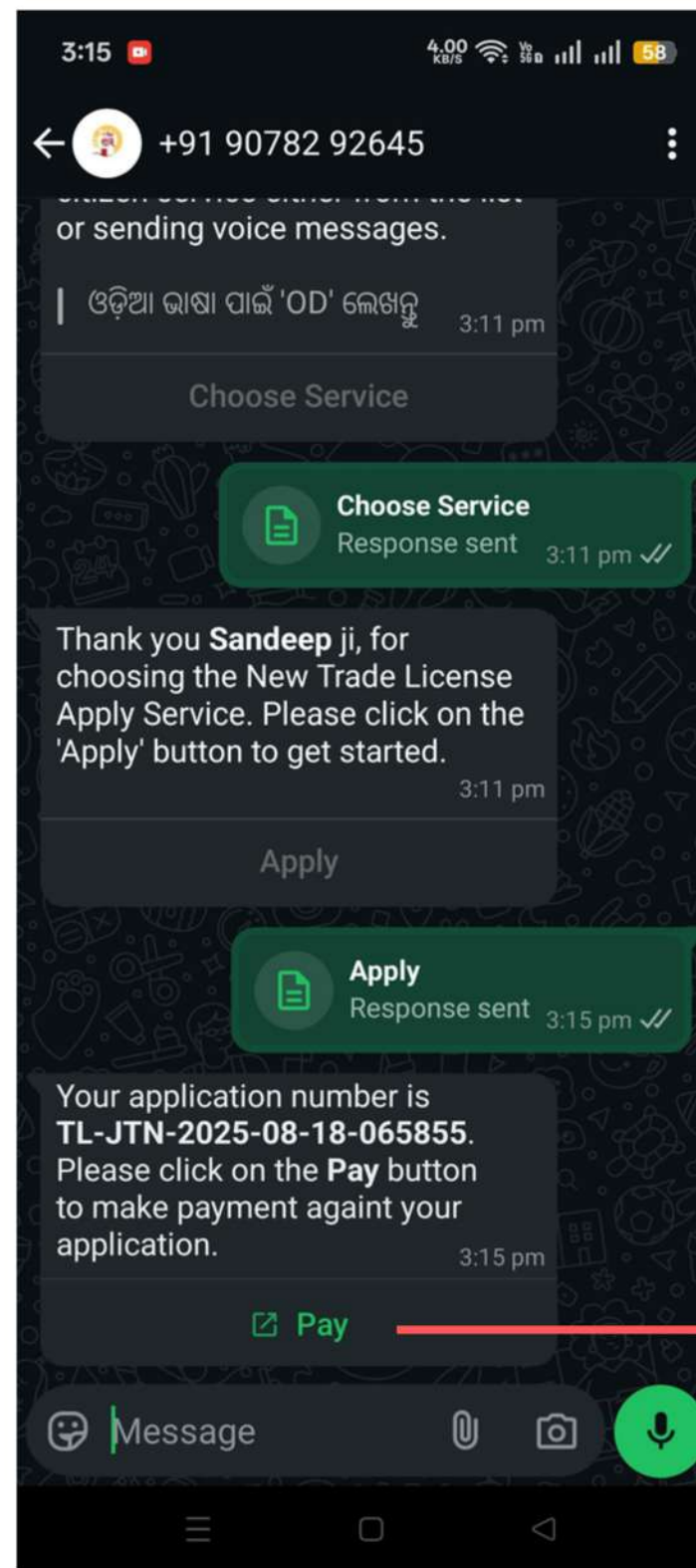
- Upload the correct file to proceed.
- You will see the status update of **successful** upload.
- You will see a status update showing which documents are still **pending**.



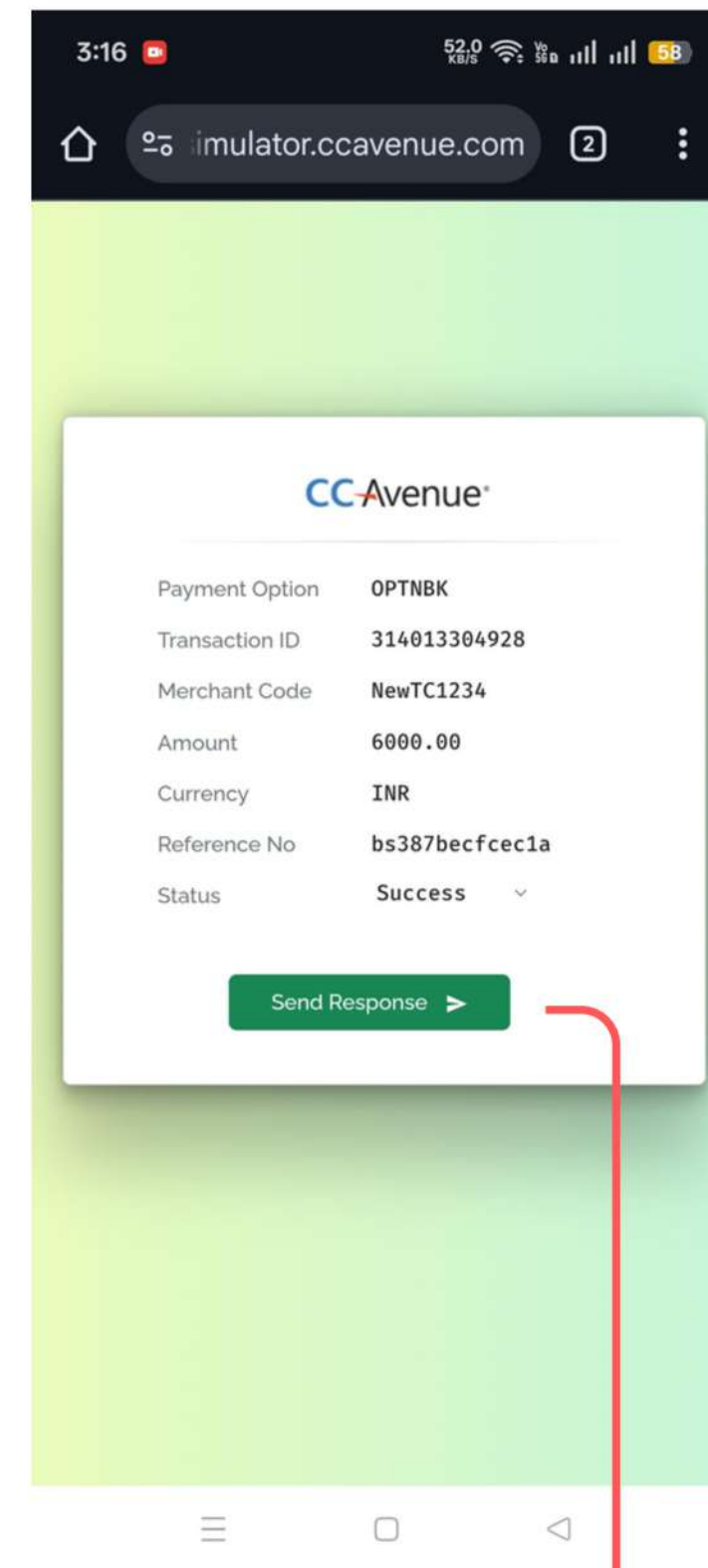
- Here, you can see the list of documents marked as “Successfully Uploaded”.
- Once all are uploaded, Click “**Submit**” to finalize this stage.



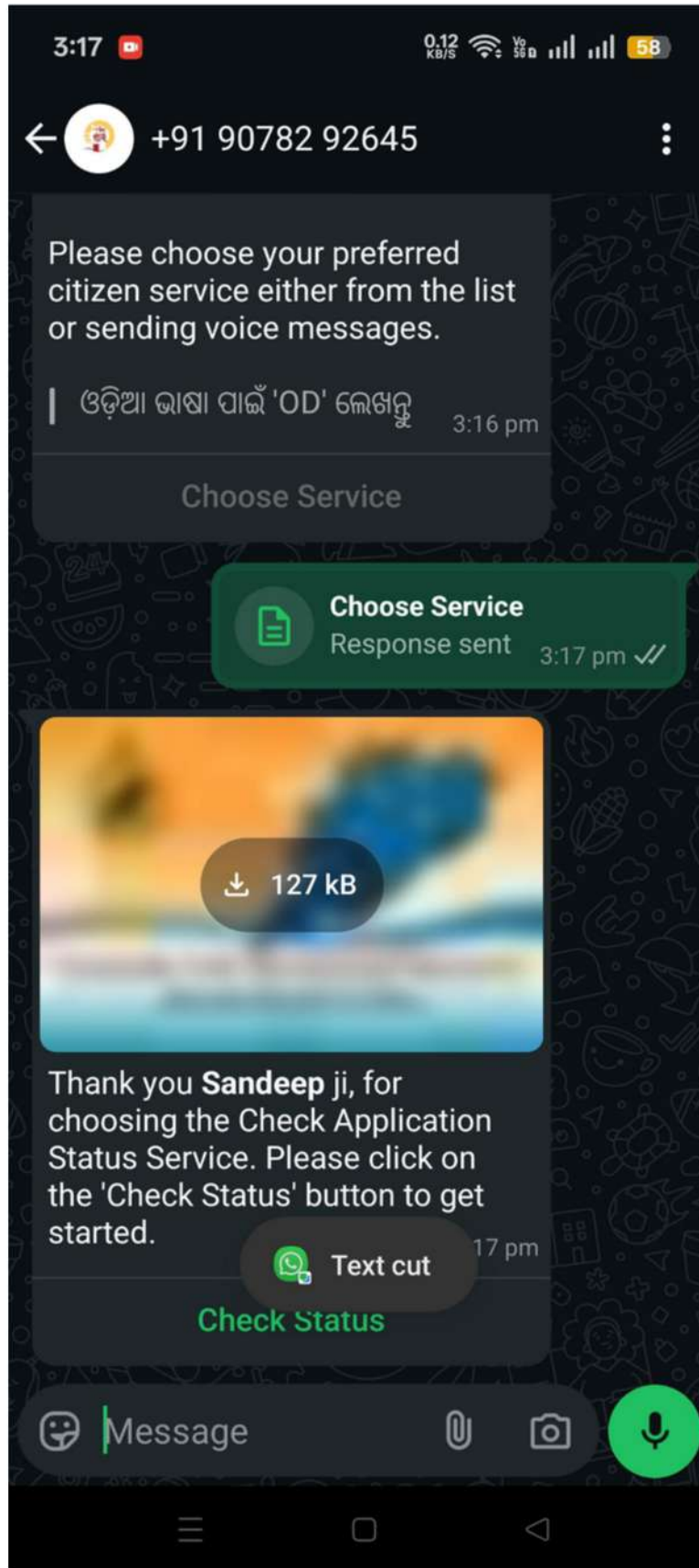
- Once all details and documents are submitted, the system generates an Application Number (e.g., TL-ANG-2025-08-18-065854).
- After verifying the details, click “**Submit**” to proceed with payment.
- On successful submission, a confirmation message (Success) is displayed.



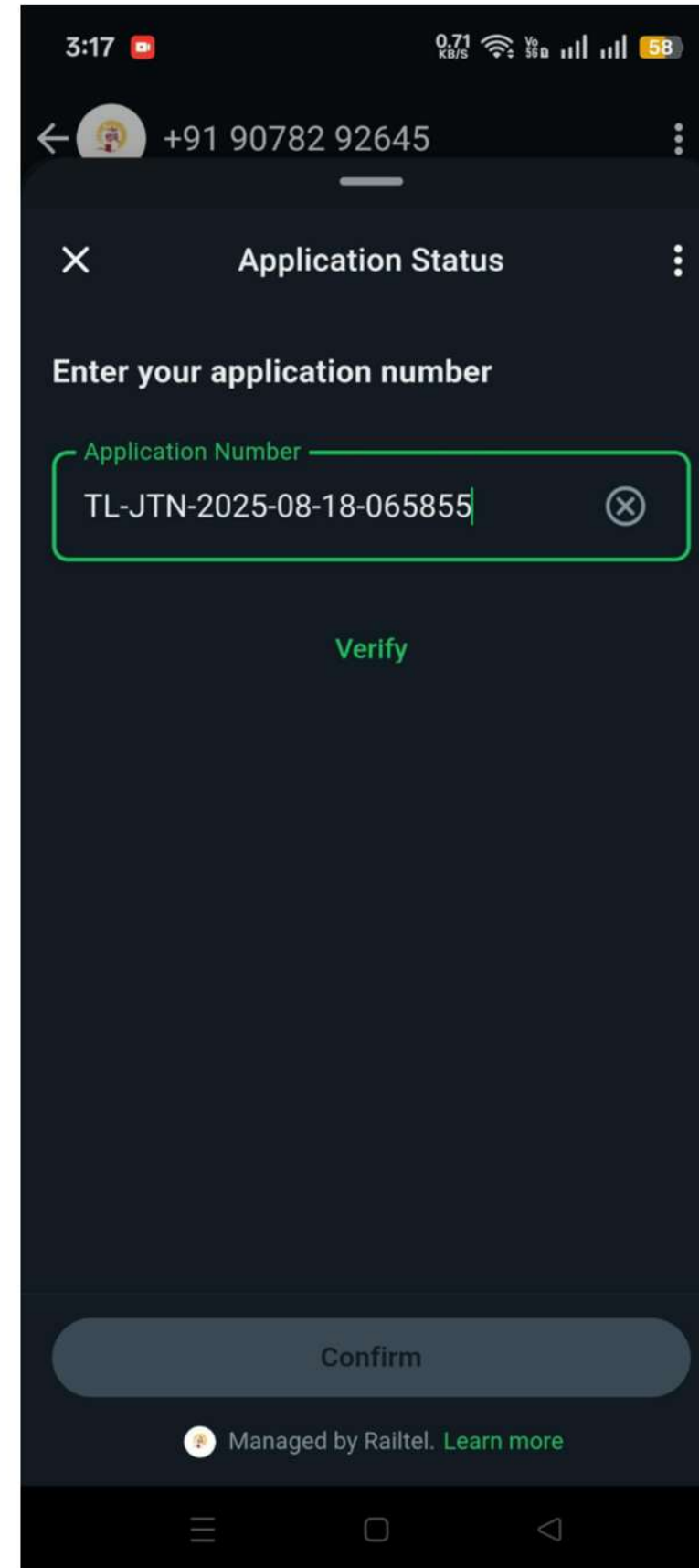
- After completing registration and application, the system confirms by displaying the Application Number (e.g., TL-ANG-2025-08-18-065854).
- Citizens are prompted to click the “Pay” button to proceed with payment against their application.
- The payment gateway (e.g., CC Avenue) opens securely.



- After successful transaction, the bot confirms Payment Status: Success.
- On successful payment, citizens should click “Send Response” to complete the process.
- This confirmation acts as the official record of payment.



- The check the status of the application registered, click on “Status”



- Enter the Application number in the given space to received the latest status for the application.

Key Takeaways:

Once registered, you can directly start applying for licenses without repeating the sign-up process.

Each application generates a unique number (e.g., TL-ANG-2025-08-18-065854). Keep this handy—it will be required for payments and status checks.

Upload essential documents (ID proof, ownership proof, additional docs). The system clearly shows which ones are uploaded and which are pending.

The payable amount shown in the application summary will exactly match the payment gateway. Review before proceeding to ensure clarity.

Use the Check Status option with your application number to instantly see updates—no need to visit offices.

Progress indicators guide you step by step, reducing mistakes. Auto-confirmation and receipts ensure every step is acknowledged.

————— **THANK YOU!** —————