



**eNagar**

**e-Enabling public service in Urban Local Bodies of Gujarat State**

**User Manual Document**

**Version 1.0**

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**eNagar Web Portal**

**October 2019**

**DOCUMENT RELEASE NOTE****Document Details:****Version: 1.0**

Name	Version No.	Description
User Manual	Version 1.0	User Manual Document for e-Nagar web portal that contains steps on how to register/ login and use other services of the portal.

**Revision Details:**

Reference No	Action taken (Add / Del / Change / Replace)	Preceding Page No.	New Page No.	Revision Description

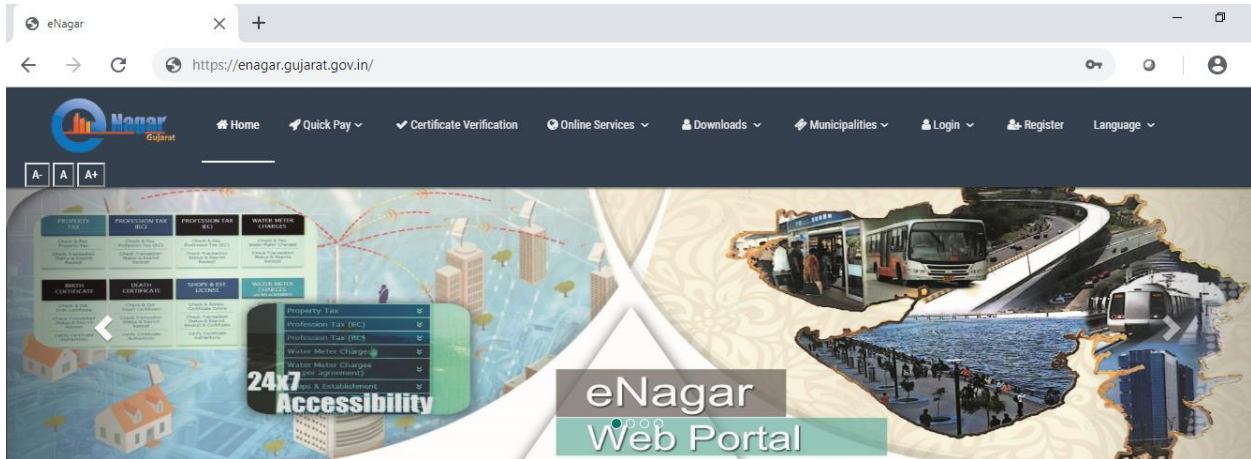
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## CHAPTER 1. Citizen Login/ Registration

### 1.1 Citizen Login/ Registration

Website Home Page – <https://enagar.gujarat.gov.in/>

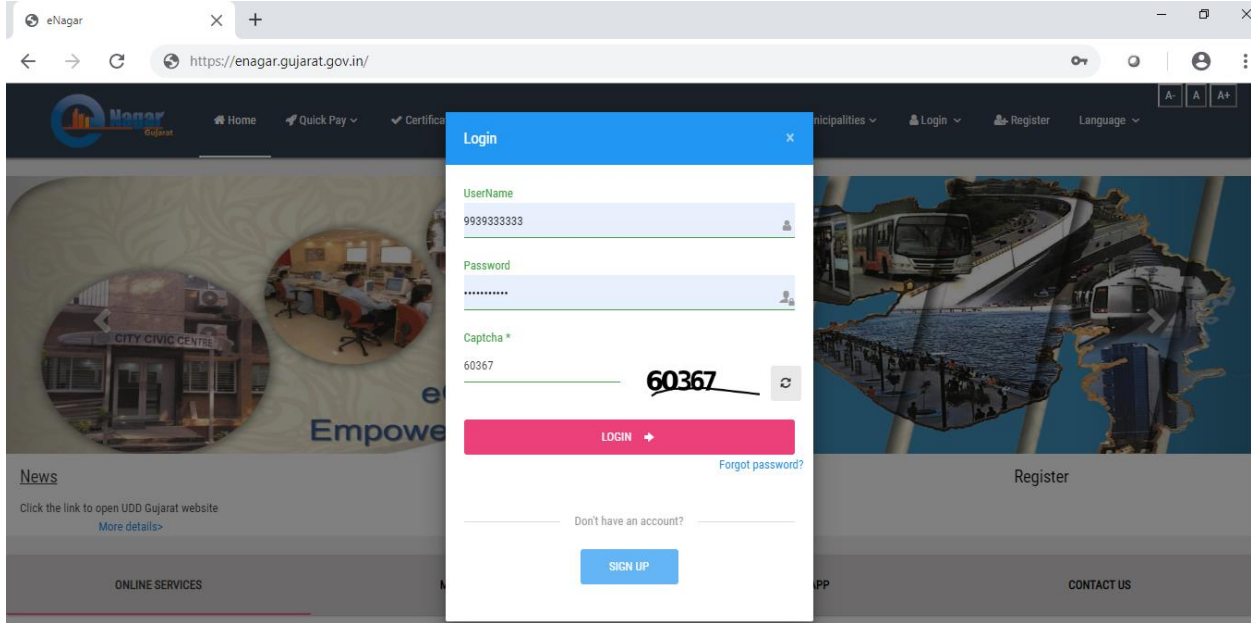


#### 1. Citizen Login Steps

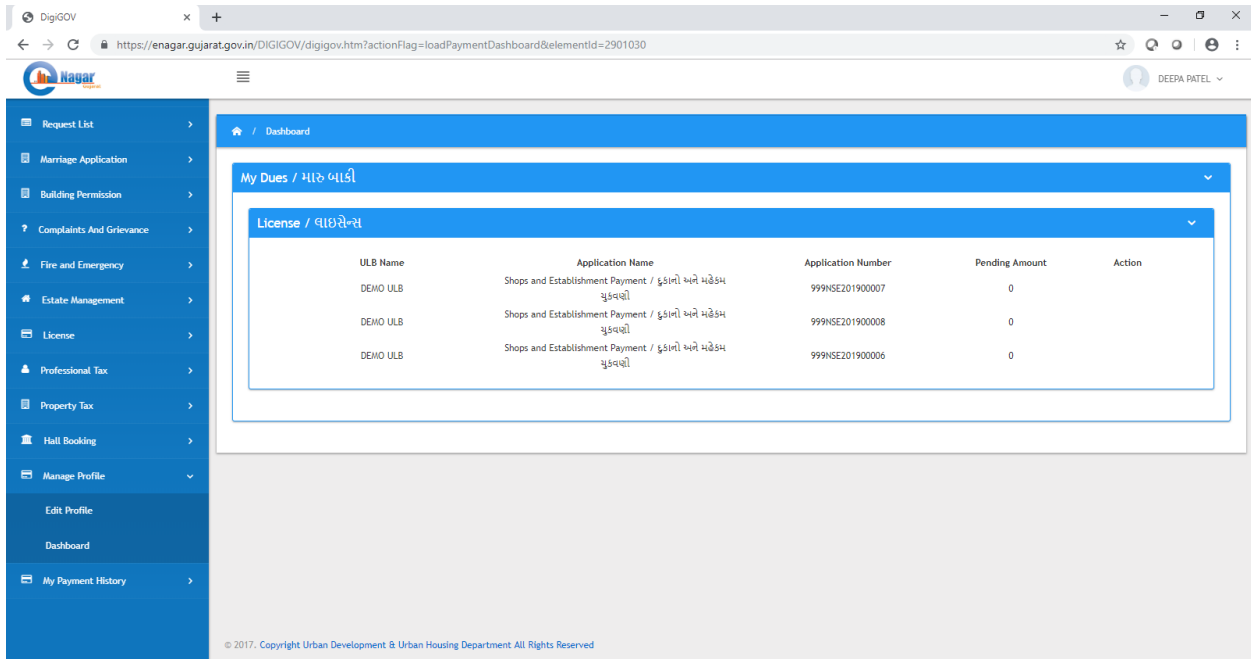
- a. User to hover the mouse pointer over Login -> Citizen Login



- b. Enter Username, password and Captcha code, and then click **Login** button to log into the system.



- c. If the credentials are correct, system allows the user to login and displays user dashboard.



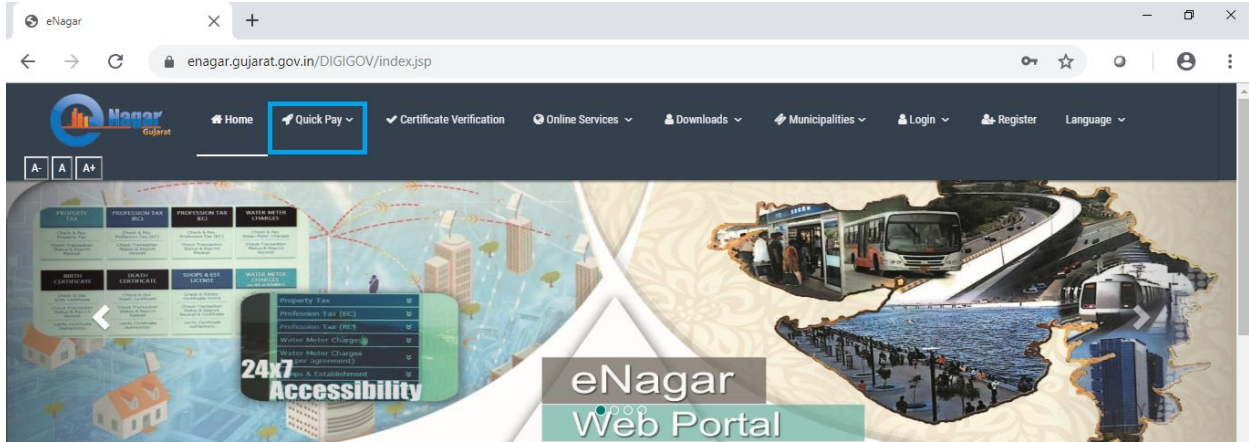
- 2. Citizen Registration
  - a. User to click Register link under main menu.

- b. Enter either email ID or mobile number in the screen. Then enter password.
- c. Click Generate OTP button. System will send One Time Password (OTP) to the email/ mobile number entered by the user.
- d. User to enter the OTP code and click Submit.
- e. On successful registration, system will send confirmation SMS/ email as per the details provided by the user.

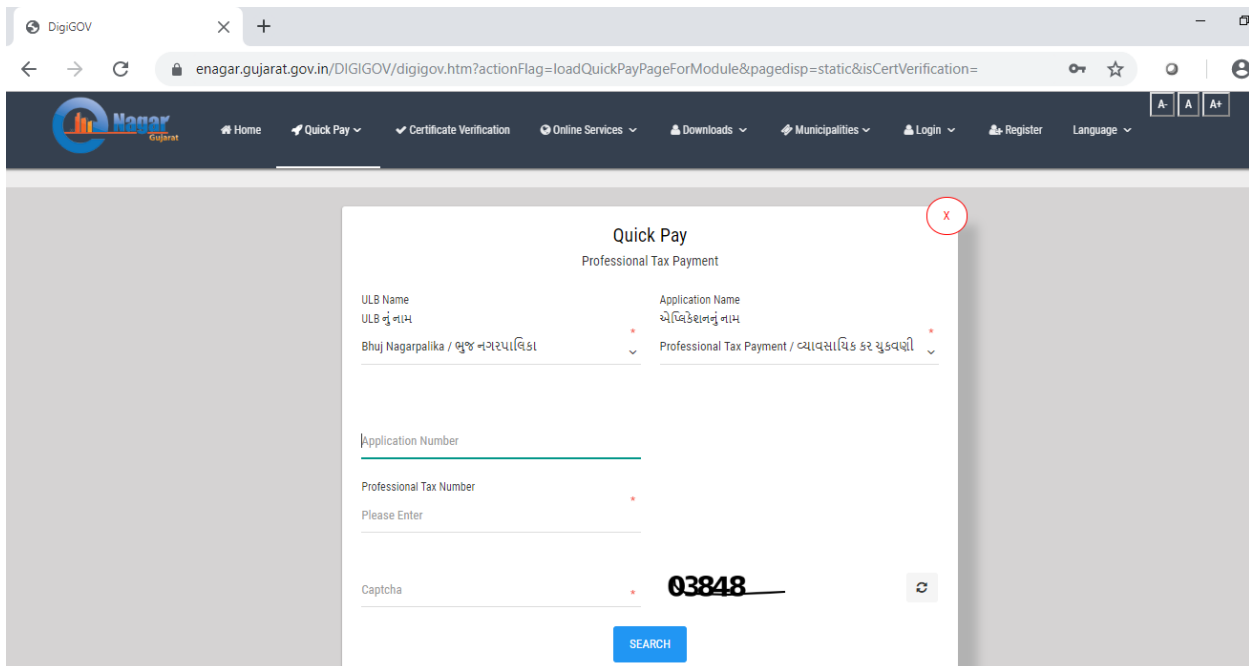
**CHAPTER 2. Other Services**

**2.1 Other Services**

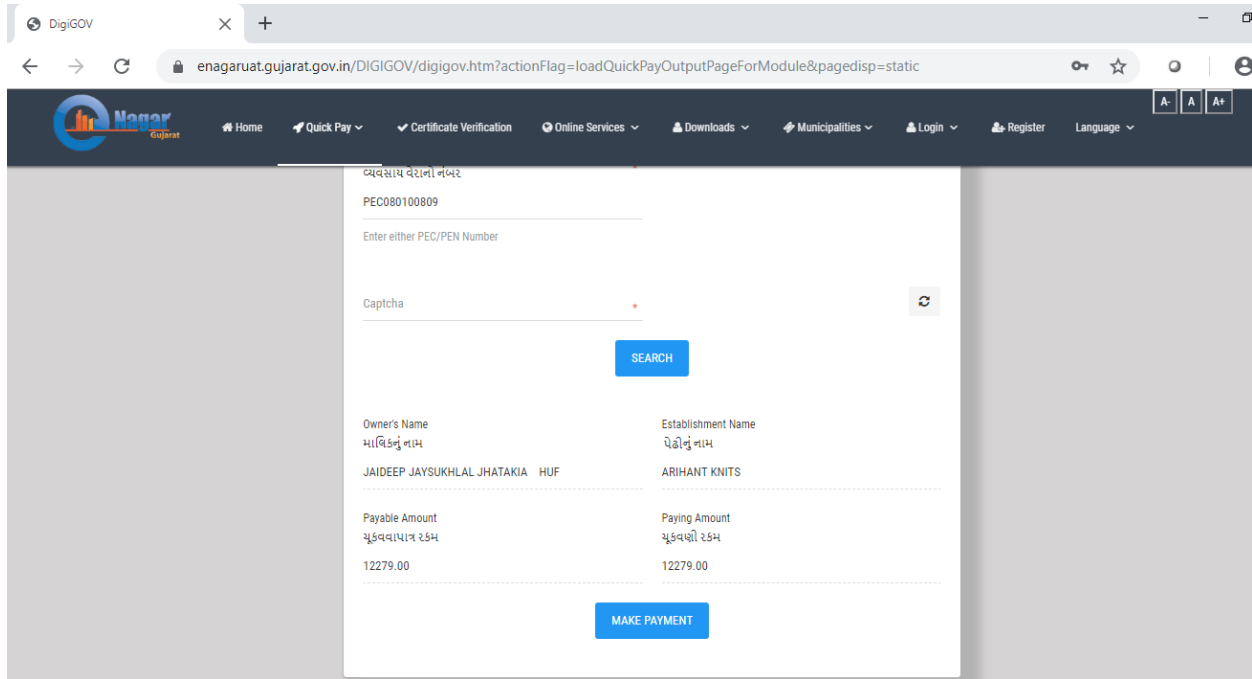
**1. Quick Pay**



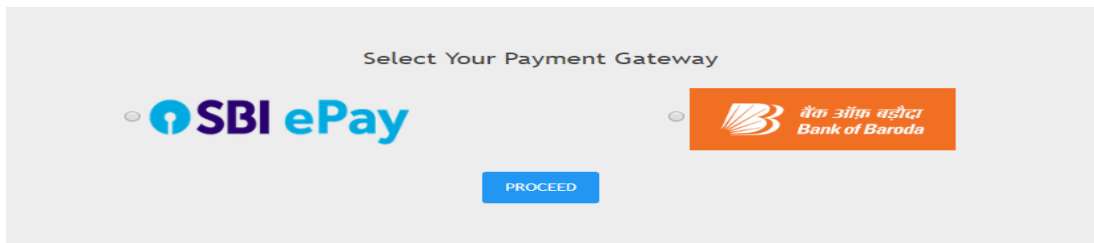
- a. Point mouse arrow to Quick Pay link. System will open a list of services for which Quick Pay option is available.
- b. User to select a service, system will open the quick pay form.



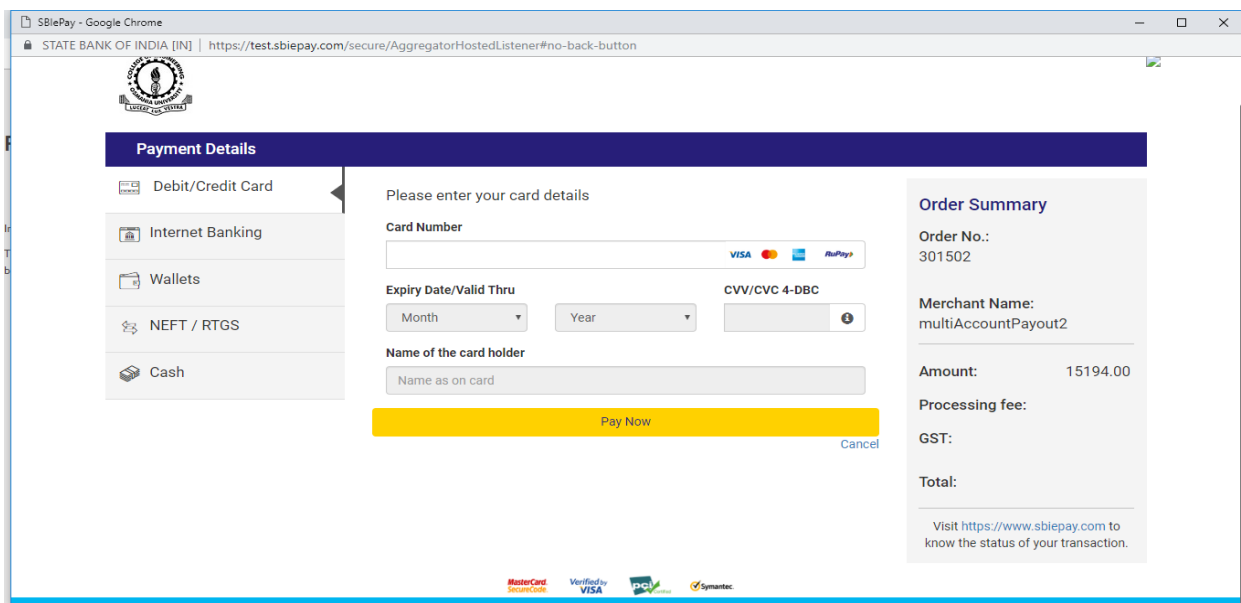
- c. User to select ULB name, fill all mandatory details as per the selected service, and then click “Search” button. On successful search, system will display the details on screen.
- d. User can make the payment after verifying the details.



e. Select your Payment Gateway.



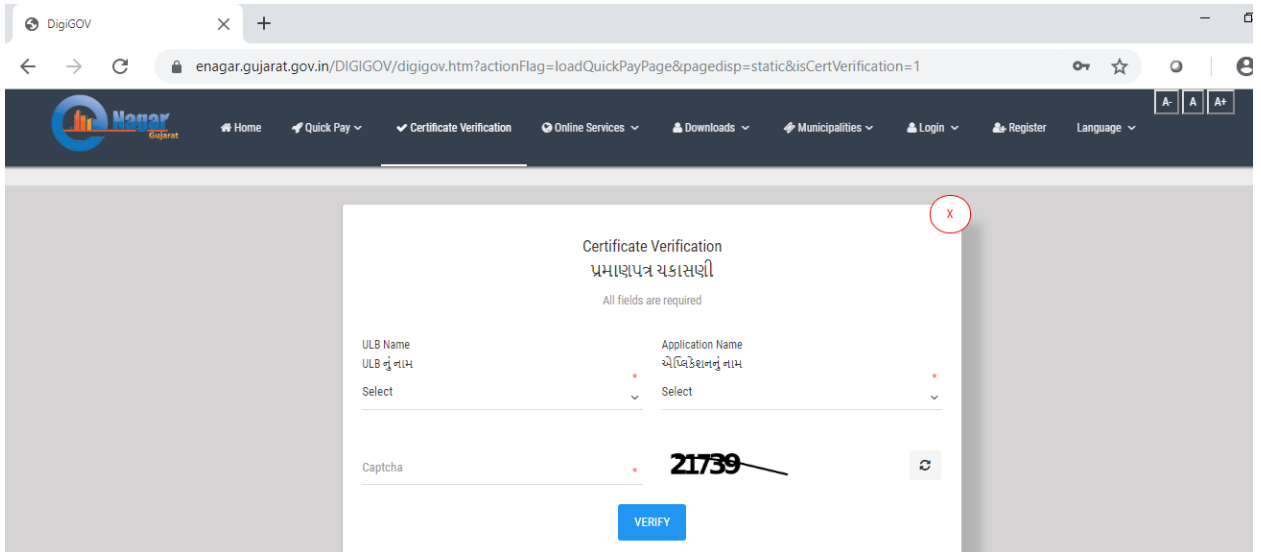
f. Select the Payment method and provide necessary details.



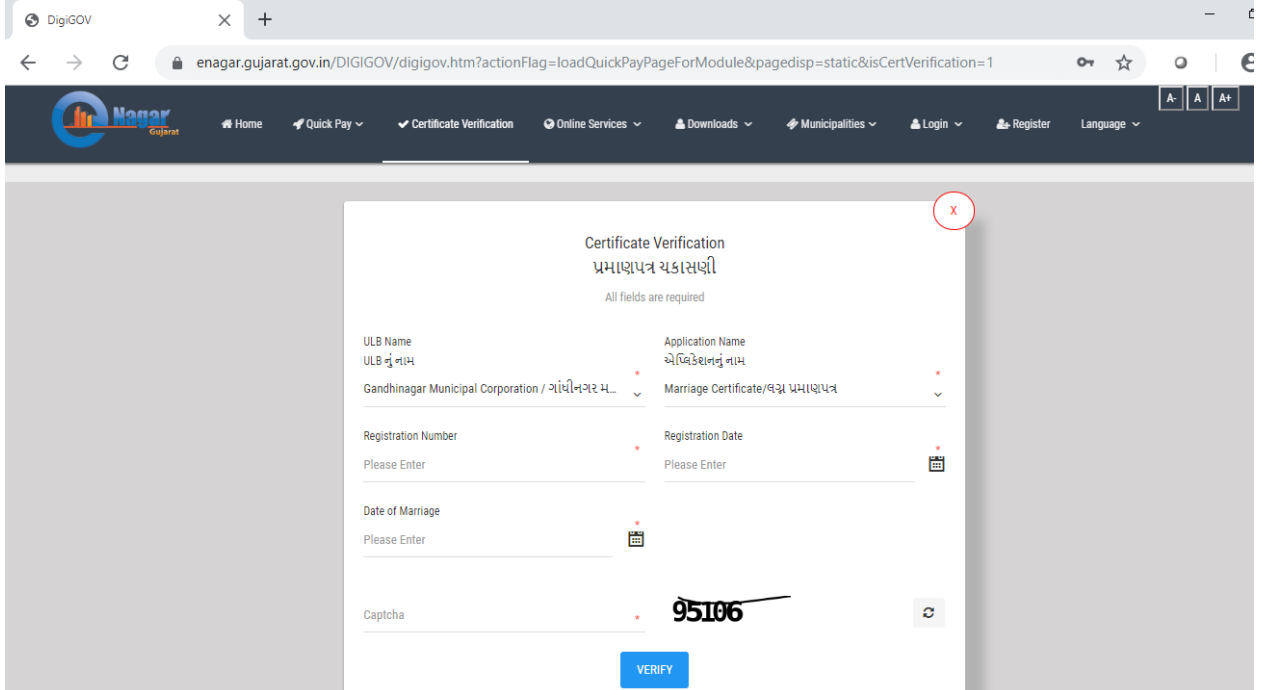
- g. After successful payment, System generates the Payment receipt that is stored at My Payment History → My Payment History.

2. Certificate Verification

- a. User can use this service to verify certificate.



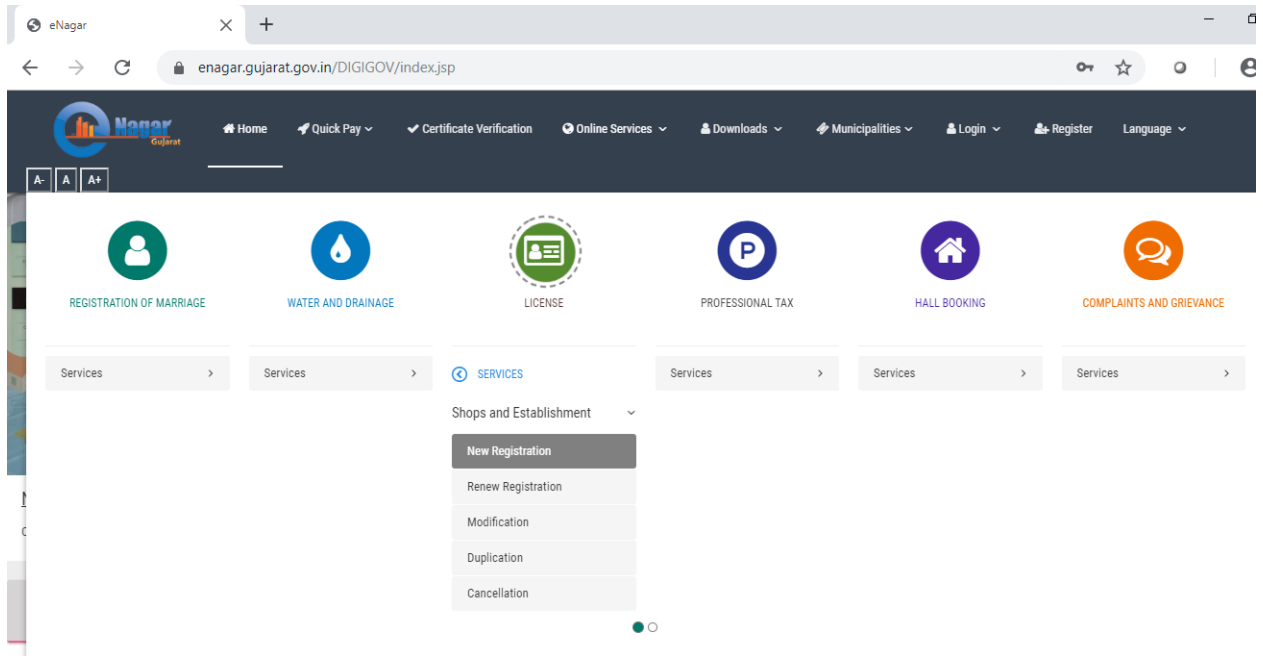
- b. User to select ULB name and application name from the list. System will display a few mandatory fields based on the selection in Application name field.



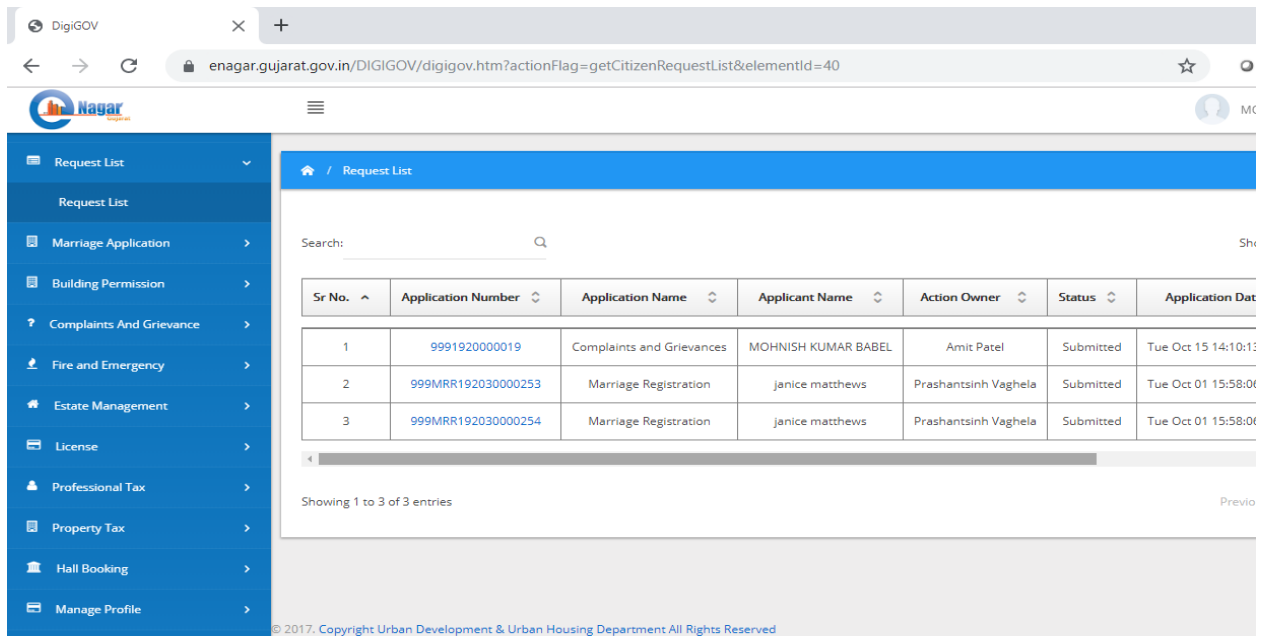
- c. User to fill all these fields, enter the captcha and click “Verify”. If the details are available in the system, data displays on screen.

3. Online Services

- a. User can click any link under any of the available services on the home page. System will prompt the user to login to use the services.



- b. User can apply for various applications like Marriage registration, shops license, hall booking, and EC / RC registration and so on using the links provided on the side menu after logging in the website.
- c. User can view all the submitted applications in the Request List link. This screen displays applications with details like application number, status, pending amount and next action.



#### 4. Downloads

This section has various downloads available for the user.



#### 5. Municipalities

This section has contact and location details of all the Municipalities, region-wise.

