

Government of West Bengal



User Manual
For
Online Grievance Redressal
System

Department of Urban Development &
Municipal Affairs, Govt. of WB

Government of West Bengal

The Online Building Plan Approval System (OBPAS) has been envisaged by the Department of Urban Development & Municipal Affairs, Government of West Bengal to utilize the benefits of Information Technology to have a Common Application Form (CAF) based Single Window System (SWS) for various Building Construction related services with the facility of Auto-Scrutiny of Architectural Drawing of building / structure as per the requirements of [SBRAP & DBRAP 2020-21](#) for compliance under Ease-of-Doing-Business (EoDB) in order to improve the Accountability, Transparency & Effectiveness in Government administration.

SWS-OBPAS automates the lengthy and cumbersome manual process of checking of the statutory building plan requirements as per rules & regulations, thus reducing paper work, valuable time, effort of the LBSs/ Architects and the Permit granting Authorities. It facilitates quick processing and disposal of building plan permissions, standardization of building fee & other charges, automation of the technical scrutiny of the building plan, effective monitoring of file processing etc.

URL: <https://obpsudma.wb.gov.in>

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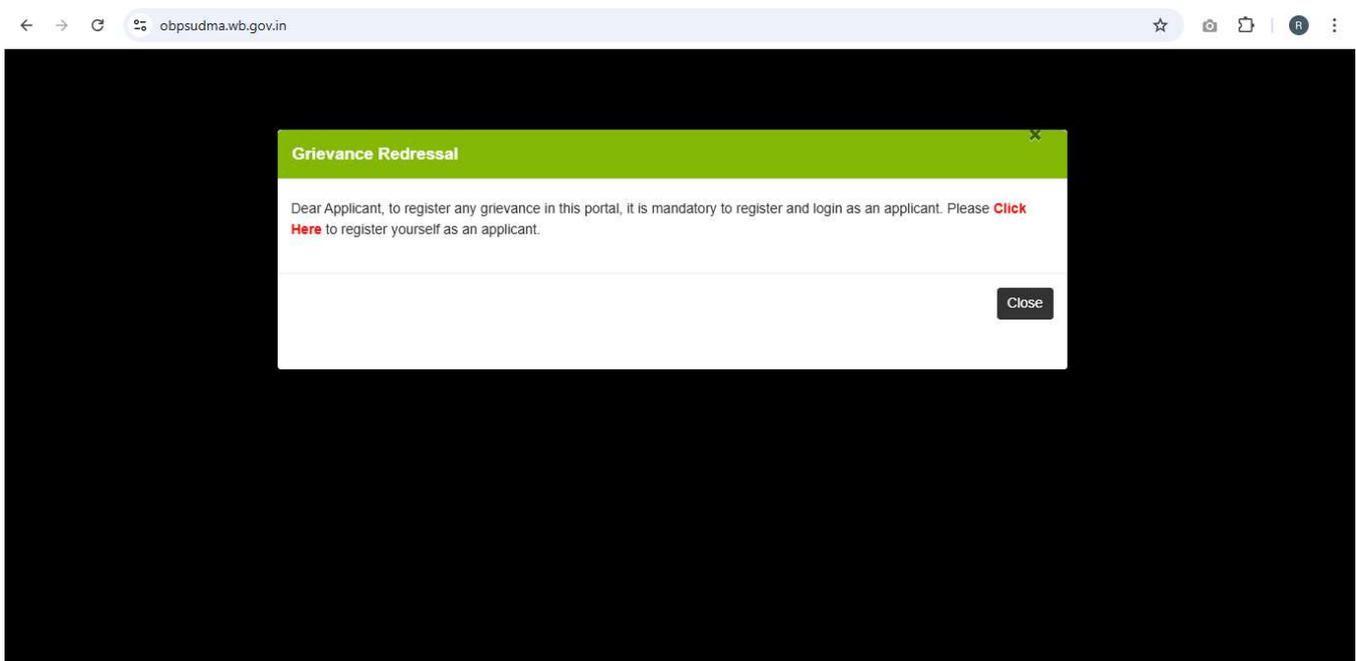
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1.0 Online Grievance Redressal for Water Connection

❖ On the Home page of the OBPAS, click on **GRIEVANCE REDRESSAL**.



❖ After click on "GRIEVANCE REDRESSAL" link, applicant can register himself / herself by 'Click Here' link.



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- ❖ Applicant can register himself / herself by filling up the 'Applicant Registration Form' and click on the submit button.

The screenshot shows the 'Applicant Registration Form' on the OBPAS website. The form is titled 'Applicant Registration Form' and is part of the 'Online Building Plan Approval System (OBPAS) Department of Urban Development & Municipal Affairs, Govt. of West Bengal'. The form includes fields for Applicant Details, User Name, Password, Date of Birth, Age, Mobile Number, Email ID, District, State, Country, PIN, Aadhaar Number, and PAN. There is also a field for PAN Document upload.

Applicant Details			
Salutation*	Select an option	Full Name*	
User Name (User Name can have Alphabet, Numbers, and - Only)*		Password*	
Confirm Password*		Date of Birth*	dd-mm-yyyy
Age (Years)		Mobile Number*	
Email ID*		ULB Name (If Applicant residing in an ULB area within West Bengal)	Select ULB Name
District	Select District Name	Address*	
State		Country	
Post Office		PIN *	
Police Station		Aadhaar Number	
PAN *		PAN Document (Please upload only JPEG, JPG, PNG or PDF formats of 500KB or less)*	Choose File No file chosen

- ❖ Login to the Applicant console profile using the User Name and Password.

The screenshot shows the 'Applicant Login' page on the OBPAS website. The page is titled 'Welcome to Single Window System for Online Building Plan Approval' and includes a navigation menu with options for Applicant, Consultant, ULB User, and Power Department. The login form includes fields for Username (SUJOY123) and Password, a CAPTCHA verification, and a 'Login Now' button. There is also a 'Forgot Password' link and a 'New Registration' link.

Applicant Login

Username: SUJOY123

Password: [Masked]

3C4Y24 Tetra

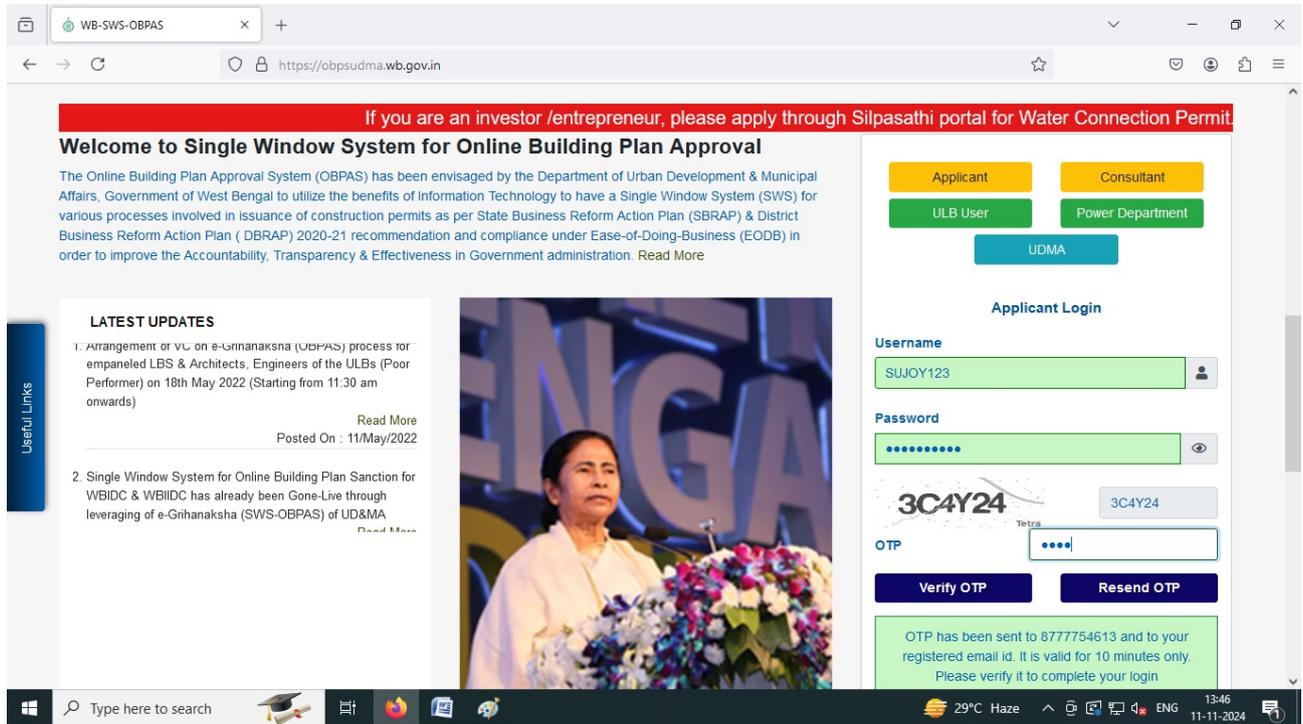
Login Now

Forgot Password

New Registration

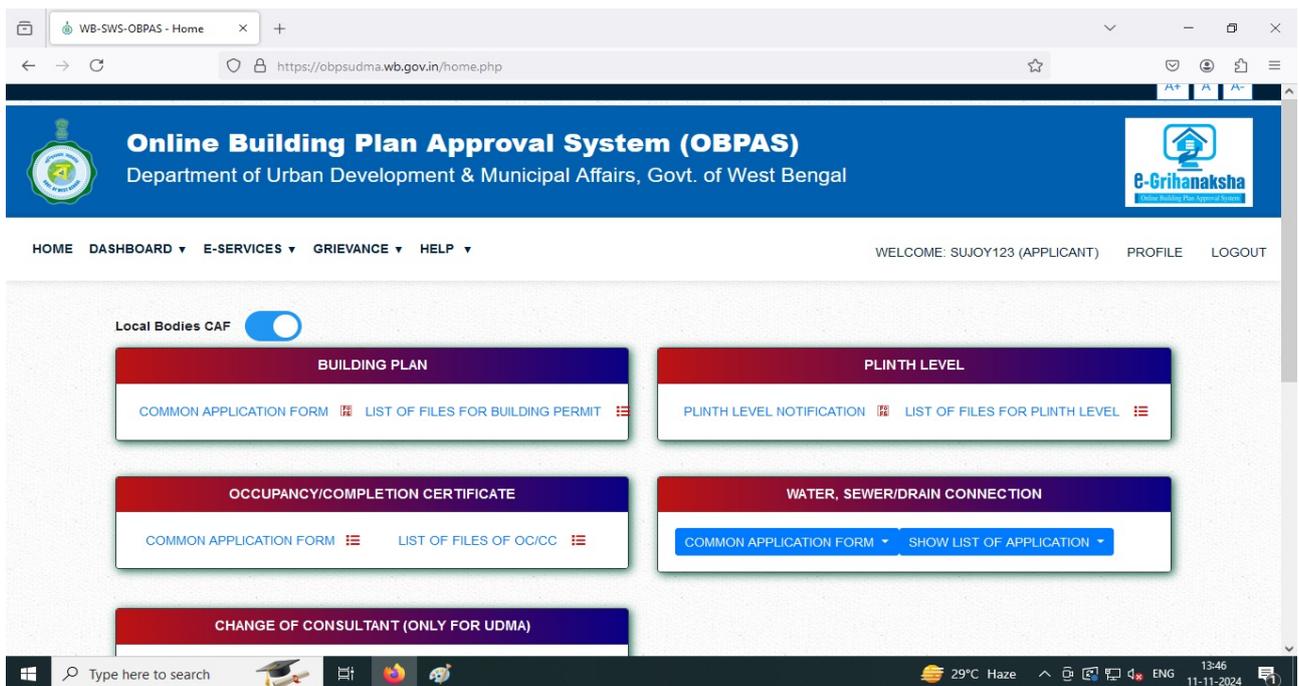
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❖ Login to the Applicant console profile using the User Name and Password verified by the Captcha and the OTP received in the applicant registered SMS.



The screenshot shows the OBPAS login page in a browser. At the top, a red banner reads: "If you are an investor /entrepreneur, please apply through Silpasathi portal for Water Connection Permit". Below this is the heading "Welcome to Single Window System for Online Building Plan Approval". A paragraph explains that the system was developed by the Department of Urban Development & Municipal Affairs, Government of West Bengal, to utilize IT benefits for various construction permit processes. On the right, there are buttons for "Applicant", "Consultant", "ULB User", and "Power Department", with "UDMA" selected. The "Applicant Login" section includes fields for "Username" (SUJOY123), "Password", a "3C4Y24" Tetra captcha, and an "OTP" field. A "Verify OTP" button is present, and a green message box states: "OTP has been sent to 8777754613 and to your registered email id. It is valid for 10 minutes only. Please verify it to complete your login". A "Resend OTP" button is also visible. On the left, there is a "LATEST UPDATES" section with two news items and a "Useful Links" sidebar. A video player shows a woman speaking at a podium.

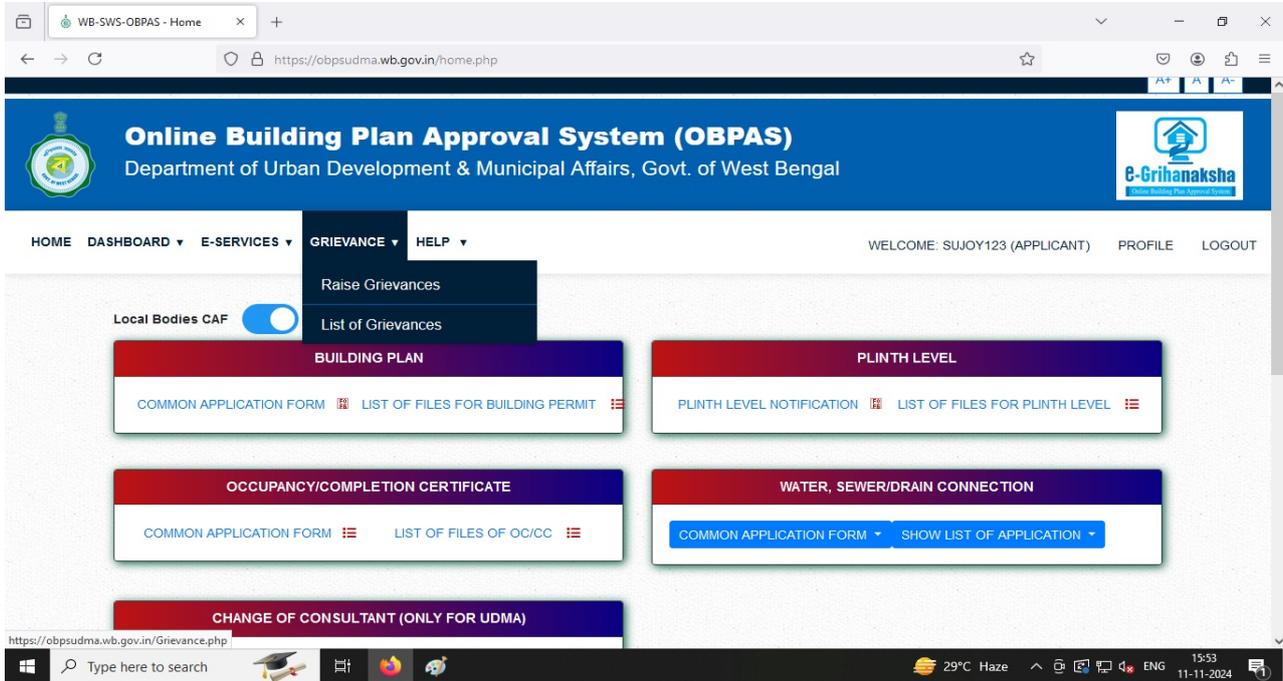
❖ Applicant login console home page.



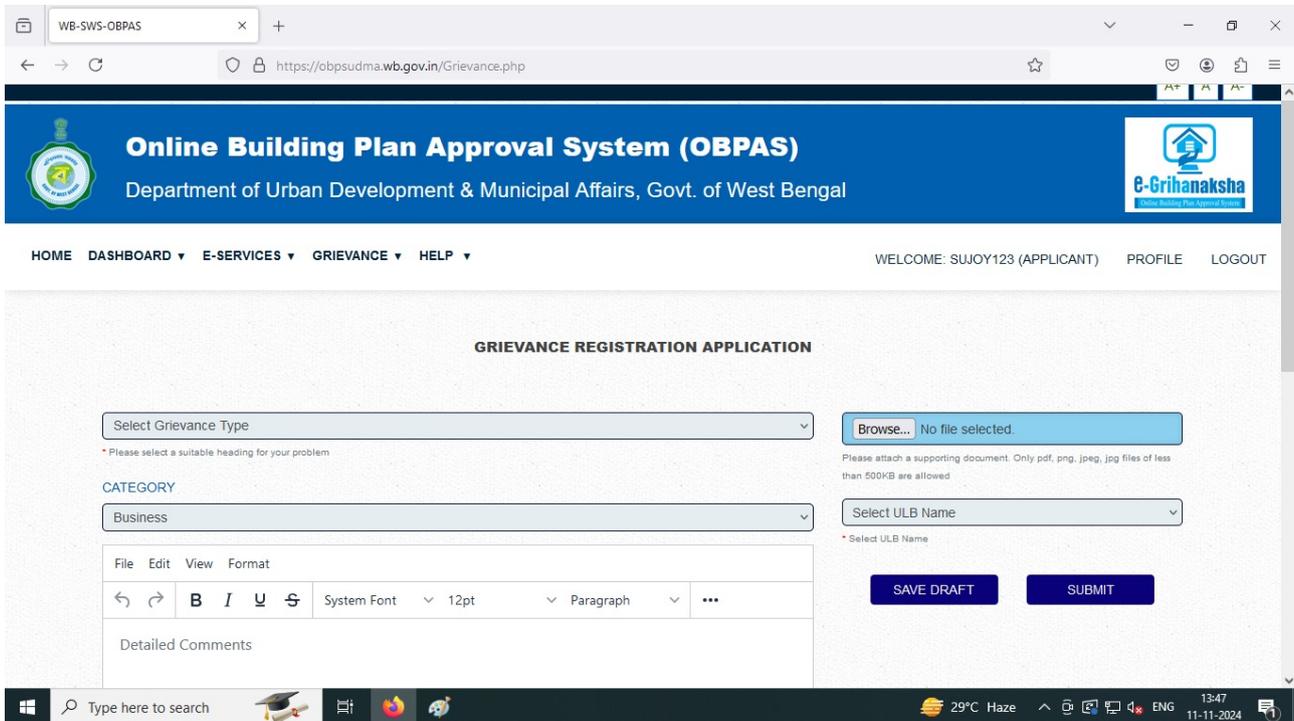
The screenshot shows the applicant console home page. The header features the OBPAS logo and the text "Online Building Plan Approval System (OBPAS) Department of Urban Development & Municipal Affairs, Govt. of West Bengal". A navigation menu includes "HOME", "DASHBOARD", "E-SERVICES", "GRIEVANCE", and "HELP". The user is identified as "WELCOME: SUJOY123 (APPLICANT)" with links for "PROFILE" and "LOGOUT". A "Local Bodies CAF" toggle is set to "ON". The main content area contains five service cards: "BUILDING PLAN" (with links for "COMMON APPLICATION FORM" and "LIST OF FILES FOR BUILDING PERMIT"), "PLINTH LEVEL" (with links for "PLINTH LEVEL NOTIFICATION" and "LIST OF FILES FOR PLINTH LEVEL"), "OCCUPANCY/COMPLETION CERTIFICATE" (with links for "COMMON APPLICATION FORM" and "LIST OF FILES OF OC/CC"), "WATER, SEWER/DRAIN CONNECTION" (with links for "COMMON APPLICATION FORM" and "SHOW LIST OF APPLICATION"), and "CHANGE OF CONSULTANT (ONLY FOR UDMA)".

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❖ Click on the grievance tab in the menu bar and select Raise Grievance for the new grievance.



❖ Grievance registration application page is open after clicking the raise grievance tab.



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❖ Select Grievance Type: Permanent Water Connection & Category: Citizen/Business.

WB-SWS-OBPAS

https://obpsudma.wb.gov.in/Grievance.php?sub_id=SWS-OBPAS/2108/2024/G-0003

GRIEVANCE REGISTRATION APPLICATION

Permanent water connection

Browse... No file selected.

Please attach a supporting document. Only pdf, png, jpeg, jpg files of less than 500KB are allowed.

Business

Bhatpara

Select ULB Name

SAVE DRAFT SUBMIT

SIR/MADAM,
I APPLIED FOR WATER CONNECTION PLAN VIDE NO SWS-OBPAS/2108/2024/000005-T/WNS BUT TILL DATE NO WATER CONNECTION PROVIDED YET.

YOURS FAITHFULLY
SUJOY GHOSH

29°C Haze 13:52 11-11-2024

❖ Providing the necessary data in the CAF.

WB-SWS-OBPAS

https://obpsudma.wb.gov.in/Grievance.php?sub_id=SWS-OBPAS/2108/2024/G-0003

GRIEVANCE REGISTRATION APPLICATION

Permanent water connection

Browse... No file selected.

Please attach a supporting document. Only pdf, png, jpeg, jpg files of less than 500KB are allowed.

Business

Bhatpara

Select ULB Name

SAVE DRAFT SUBMIT

SIR/MADAM,
I APPLIED FOR WATER CONNECTION PLAN VIDE NO SWS-OBPAS/2108/2024/000005-T/WNS BUT TILL DATE NO WATER CONNECTION PROVIDED YET.

YOURS FAITHFULLY
SUJOY GHOSH

29°C Haze 13:52 11-11-2024

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❖ After providing the data on the CAF, AIN/Acknowledgement No is created.

The screenshot shows the OBPAS interface with a success message: "GRIEVANCE APPLICATION SAVED SUCCESSFULLY." Below the message, it states: "Your grievance is in draft stage and AIN/Acknowledge number is SWS-OBPAS/2108/2024/G-0003". A "GO BACK" button is visible at the bottom of the message box.

❖ Click on go back for the list of grievance page.

The screenshot shows the "LIST OF GRIEVANCES" page. The table below contains the following data:

S. No	Applicant	ULB	AIN/Acknowledge	Application Status	Grievance Type	Category	Flag Status	Status Change Date	Action
1	Sujoy Ghosh	Bhatpara	SWS-OBPAS/2108/2024/G-0004	New	Permanent Water Connection	Citizen		11 Nov 2024 at 01:56 PM	VIEW
2	Sujoy Ghosh	Bhatpara	SWS-OBPAS/2108/2024/G-0003	Citizen Completed Nodal Officer Action Pending	Permanent Water Connection	Business	T1 T2 T3 T4 T5 T6 T7	11 Nov 2024 at 01:53 PM	VIEW
3	Sujoy Ghosh	Bhatpara	SWS-OBPAS/2108/2024/G-0002	Resolved	Permanent Water Connection		T1 T2 T3 T4 T5 T6 T7	23 Oct 2024 at 01:49 PM	VIEW

Below the table, it indicates "Total Number of Records - 3".

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❖ Click on the grievance no and edit button and submit for the ULB to verify.

The screenshot shows a web browser window with the URL https://obpsudma.wb.gov.in/GrievancesDetail.php?sub_id=SWS-OBPAS/2108/2024/G-0004. The page header includes the Government of West Bengal logo, the title "Online Building Plan Approval System (OBPAS)", and the department name "Department of Urban Development & Municipal Affairs, Govt. of West Bengal". The user is logged in as "SUJOY123 (APPLICANT)". The main content area shows a grievance detail with the following information:

- Status:** New
- AIN/Acknowledge:** SWS-OBPAS/2108/2024/G-0004
- Grievance Raised For:** Permanent Water Connection
- APPLICANT DETAILS:** (button with +)
- GRIEVANCES DETAILS:** (button with +)

A legal disclaimer is present at the bottom of the content area: "Legal Disclaimer: All efforts have been made to make the information as accurate as possible. Department of Urban Development & Municipal Affairs, Govt. of West Bengal will not be responsible for any loss/damage to any person caused by inaccuracy in the information available on this Website. Any discrepancy found may be brought to the notice of Department of Urban Development & Municipal Affairs, Govt. of West Bengal forthwith for necessary rectification."

❖ Now, the current status is Consultant completed Nodal officer Action Pending.

The screenshot shows the same web browser window as above, but the status of the grievance has changed. The main content area now displays:

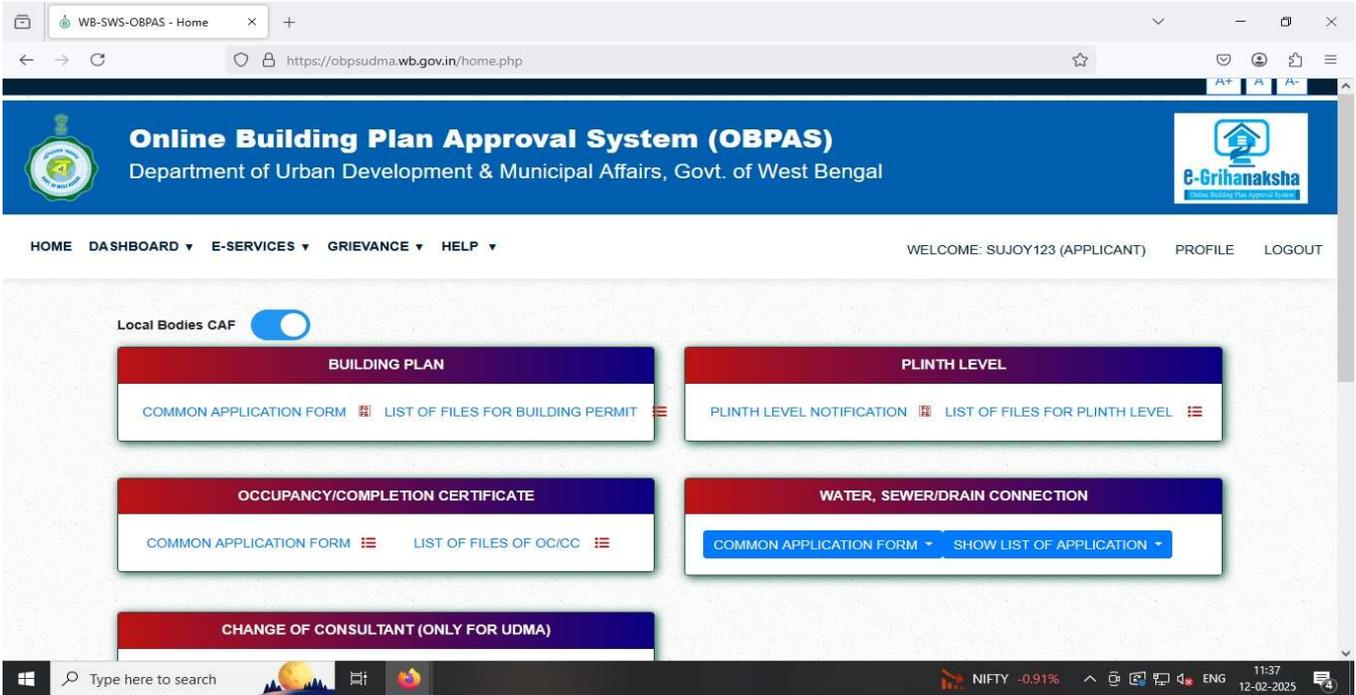
- Status:** Citizen Completed Nodal Officer Action Pending
- AIN/Acknowledge:** SWS-OBPAS/2108/2024/G-0004
- Grievance Raised For:** Permanent Water Connection
- APPLICANT DETAILS:** (button with +)
- GRIEVANCES DETAILS:** (button with +)

The legal disclaimer remains the same as in the previous screenshot.

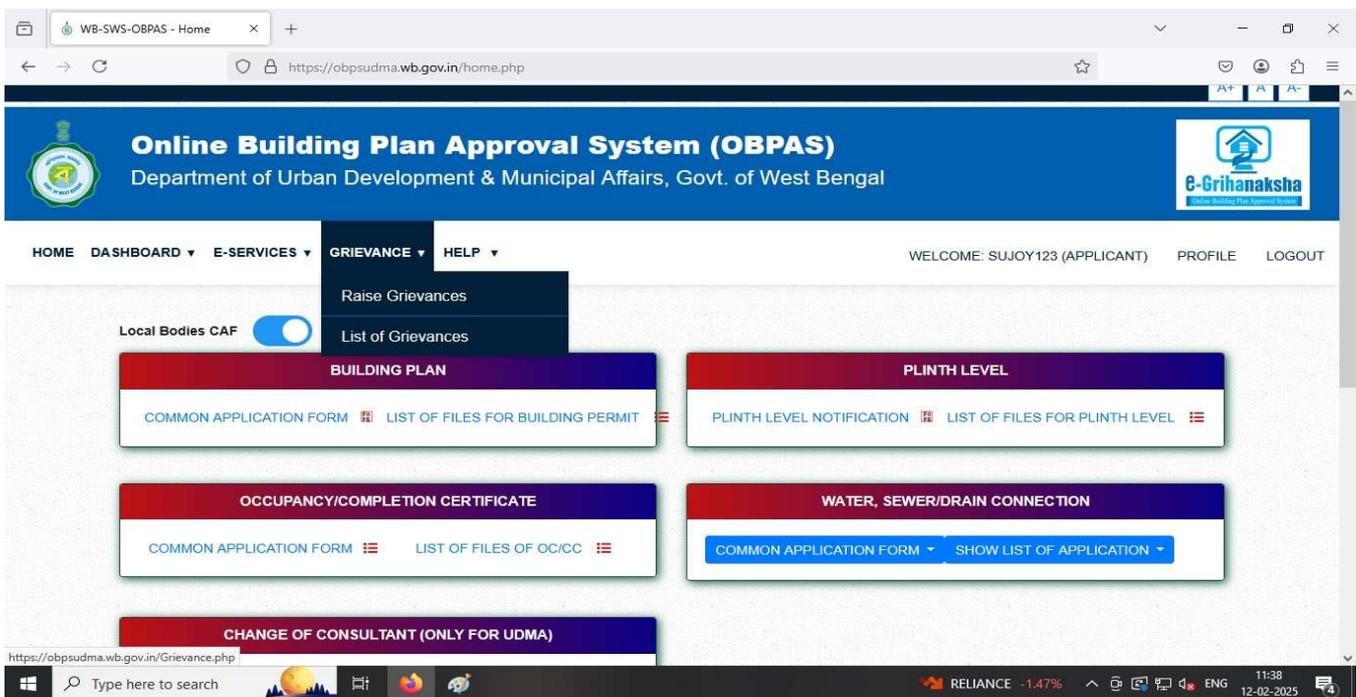
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2.0 Online Grievance Redressal for Sewerage Connection

❖ Applicant login console home page.



❖ Click on the grievance tab in the menu bar and select Raise Grievance for the new grievance.



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- ❖ Grievance registration application page is open after clicking the raise grievance tab. Select Grievance Type: Sewerage Connection & Category: Citizen/Business.

The screenshot shows the 'GRIEVANCE REGISTRATION APPLICATION' page. The header includes the logo of the Government of West Bengal, the text 'Online Building Plan Approval System (OBPAS) Department of Urban Development & Municipal Affairs, Govt. of West Bengal', and the 'e-Grihanaksha' logo. The navigation menu contains 'HOME', 'DASHBOARD', 'E-SERVICES', 'GRIEVANCE', and 'HELP'. The user is logged in as 'SUJOY123 (APPLICANT)'. The main form has a dropdown menu for 'Sewer/Drain Connection', a 'Browse...' button for uploading a document (25.pdf), a 'CATEGORY' dropdown set to 'Business', and a dropdown for 'Bhatpara'. Below these is a rich text editor with a menu bar (File, Edit, View, Format) and a text area containing the message: 'RESPECTED SIR/MADAM, I SUBMITTED THE SEWER PLAN VIDE NO SWS-OBPAS/2108/2025/102/WNS TILL DATE SEWER CONNECTION PLAN NOT APPROVED YET'. There are 'SAVE DRAFT' and 'SUBMIT' buttons. The browser's taskbar at the bottom shows the time as 11:41 on 12-02-2025.

- ❖ After providing the data on the CAF, AIN/Acknowledgement No is created.

The screenshot shows a confirmation message box with a green checkmark icon. The text reads: 'GRIEVANCE APPLICATION SUBMITTED SUCCESSFULLY. Your grievance has been registered and AIN/Acknowledge number is SWS-OBPAS/2108/2025/G-0003'. Below the message is a 'GO BACK' button. The background is a light blue gradient. The browser's taskbar at the bottom shows the time as 11:42 on 12-02-2025.

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❖ Click on go back for the list of grievance page.

The screenshot shows the 'GRIEVANCES' page of the OBPAS system. The page header includes the system name and the Department of Urban Development & Municipal Affairs, Govt. of West Bengal. The user is logged in as SUJOY123 (APPLICANT). The main content area displays a table titled 'LIST OF GRIEVANCES' with the following data:

S. No	Applicant	ULB	AIN/Acknowledge	Application Status	Grievance Type	Category	Flag Status	Status Change Date	Action
1	Sujoy Ghosh	Bhatpara	SWS-OBPAS/2108/2025/G-0003	Citizen Completed Nodal Officer Action Pending	Sewer/Drain Connection	Business	T1 T5 T7	12 Feb 2025 at 11:42 AM	VIEW
2	Sujoy Ghosh	Bhatpara	SWS-OBPAS/2108/2024/G-0003	Resolved	Permanent Water Connection	Business	T1 T5 T7	14 Nov 2024 at 05:08 PM	VIEW
3	Sujoy Ghosh	Bhatpara	SWS-OBPAS/2108/2024/G-0004	Resolved	Permanent Water Connection	Business	T1 T2 T6 T7 T8	11 Nov 2024 at 05:54 PM	VIEW
4	Sujoy Ghosh	Bhatpara	SWS-OBPAS/2108/2024/G-0002	Resolved	Permanent Water Connection		T1 T5 T7	23 Oct 2024 at 01:49 PM	VIEW

Below the table, it indicates 'Total Number of Records - 4'. The browser's taskbar at the bottom shows the system time as 11:42 on 12-02-2025.