Chhattisgarh Unified Industrial Portal

Government of Chhattisgarh

User Manual

For

Occupancy Certificate

(Town and Country Planning)

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1. Overview

As part of Chhattisgarh's overarching promise of "Business Made Easy," OneClick is the state's new single-window portal that brings speed, simplicity, and transparency to the business environment. From approvals and clearances to bill payments, land allotment, and compliance — everything an entrepreneur or investor needs is now just one click away.

Purpose: This document gives easy, step-by-step instructions for industrial users to apply for **Occupancy Certificate** service through the Department of Commerce and Industries using the **Single Window Portal**. It helps authorized users understand how to use the right links and sections.

2. How to Get Started

Enter the application URL (https://oneclick.cgstate.gov.in) in the browser and the page navigates to the Home page of the SWS application.

3. How to login

The user to login with the credentials into the application in the home and login page as a **Figure 3.1 & 3.2**.
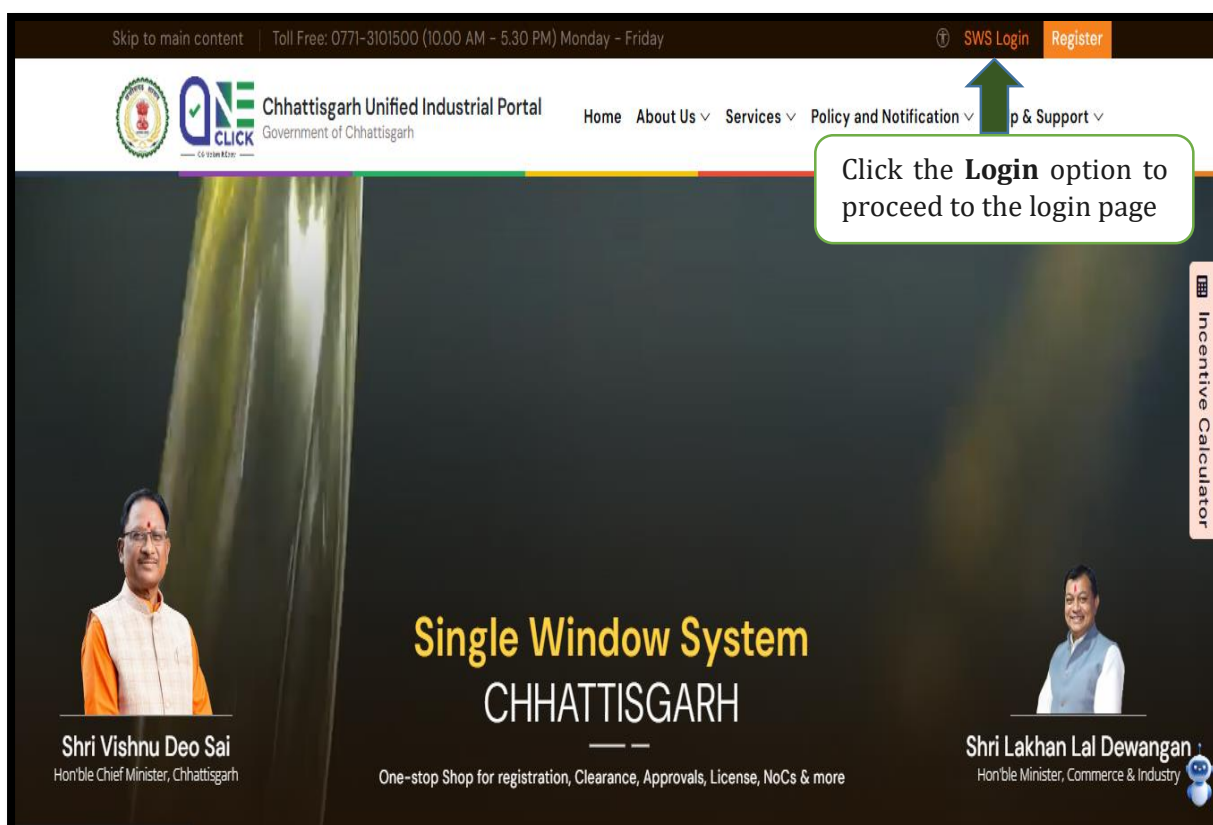

Figure 3.1: Homepage Screen

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Figure 3.2: Login Screen (A)

The Login page (as shown in **Fig. 3.3**) offers two login methods: **Login with Password** or **Login with OTP**. Choose your preferred option, then enter either your password or the OTP number to proceed.

Figure 3.3: Login Screen (B)

4. Dashboard

After a successful login, the page navigates to the Investor Dashboard (refer to Fig. 4.1), which displays all your units and includes an option to add new unit details at the end.

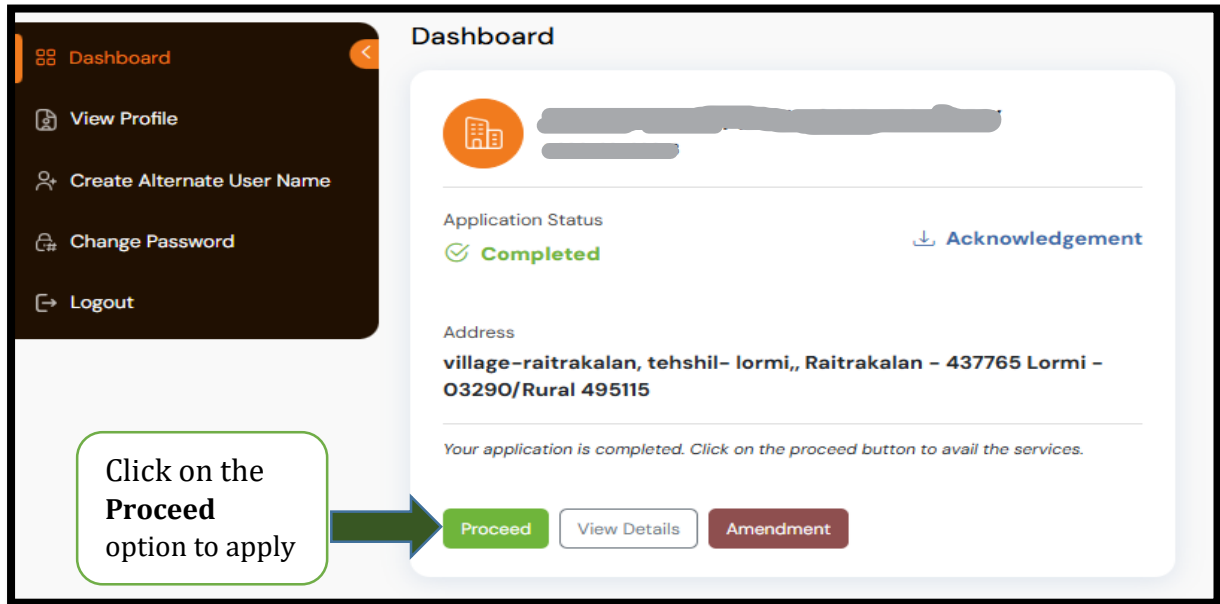Now, click on the **Proceed** option to apply for **services**.

Figure 4.1: Dashboard

5. Apply for Services

Now, click on the **Services** menu at the top of the page (see Fig. 5.1). You will see a list of all available services.
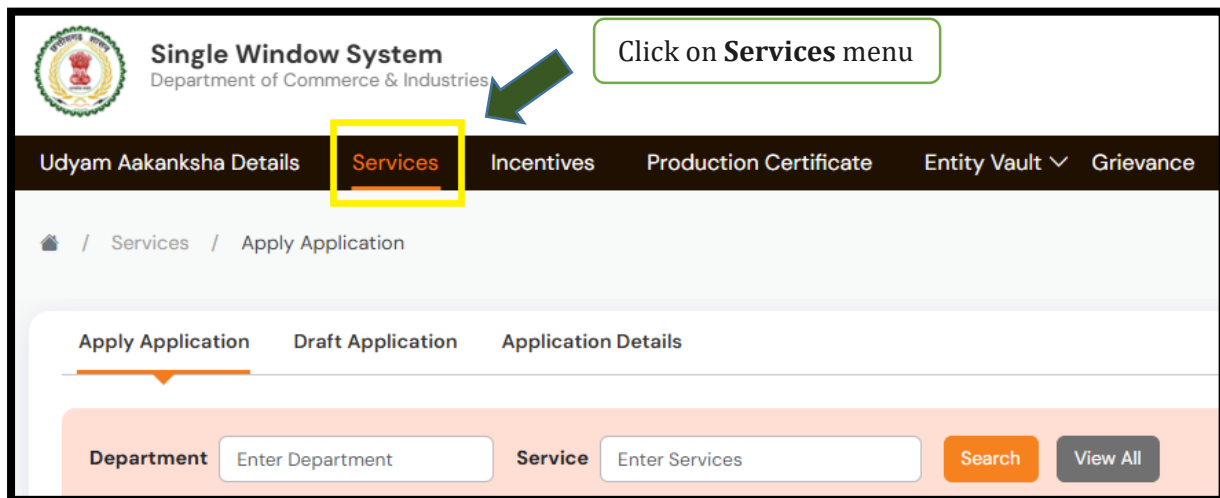

Figure 5.1: Services Page

5.1. Search for Services – Occupancy Certificate

In the Search field, enter **occupancy certificate** and click the **Search** button. A filtered list of services will appear—click **Apply** next to the relevant service (see Fig. 5.2).
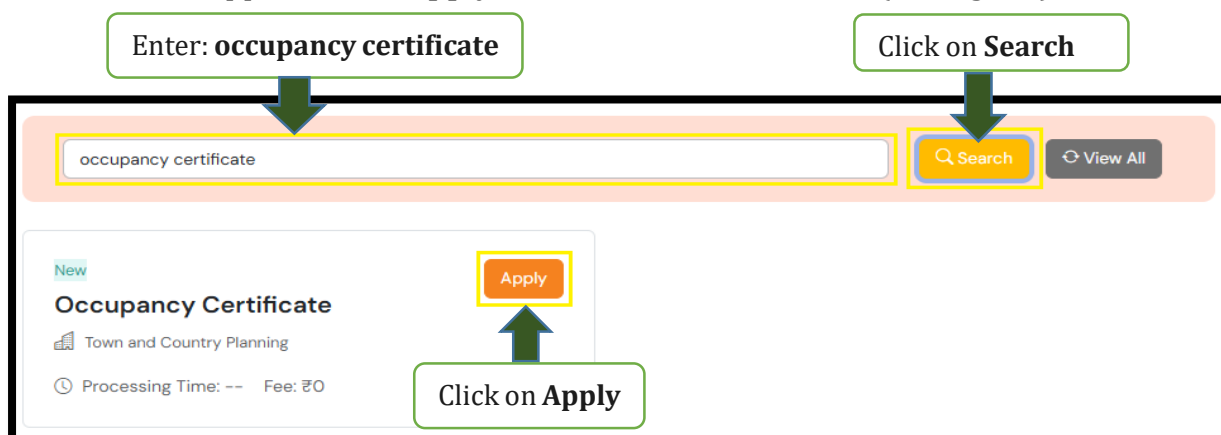

Figure 5.2: Filtered list of Services – Occupancy Certificate

You will now be redirected to the official website of the **Directorate of Town & Country Planning** where you can apply for the **Occupancy Certificate**.

5.2. Occupancy Certificate

- **Receive the application.**
- **Inform the applicant** about the upcoming site inspection.
- **Site visit is done** by officials like Tracer, Junior Surveyor, Investigator, ADM, Senior Surveyor, SRA, SDM, Sub Engineer, or SPA.
- **Joint inspection** is done with the applicant. The **inspection report is uploaded within 48 hours** by the official.
- The concerned officer (**Tracer, Surveyor, etc.**) **sends the file for final approval** to the AD, DD, or JD.
- The **AD/DD/JD checks the file** – if anything is missing, they send it back for correction; otherwise, they approve it.
- **Completion or Occupancy Certificate is issued within 1 day** after approval.