



SUGAMA - ROAD CUTTING & UTILITY SHIFTING PERMISSIONS MANAGEMENT PORTAL

<https://sugama.kerala.gov.in>



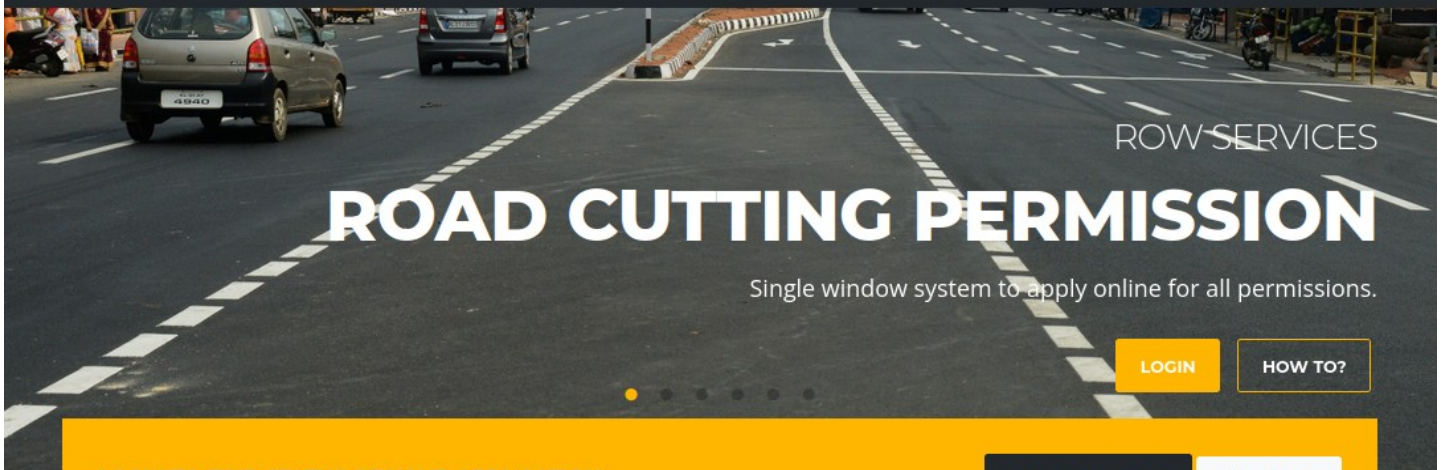
GOVERNMENT OF KERALA



online system for all roads in kerala relating
Road Cutting Permission | Right of Way permission

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ROW SERVICES

ROAD CUTTING PERMISSION

Single window system to apply online for all permissions.

[LOGIN](#)

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[LOGIN TO FIND STATUS OF YOUR APPLICATION](#)

[APPLICANT LOGIN](#)

[Official Login](#)

USER MANUAL FOR OFFICIALS

Major Stakeholders:



Government of Kerala
Public Works Department



കേരളത്തിന്റെ ഊർജ്ജം



Local Self-Government Department
Government of Kerala

NATIONAL HIGHWAY
AUTHORITY OF INDIA



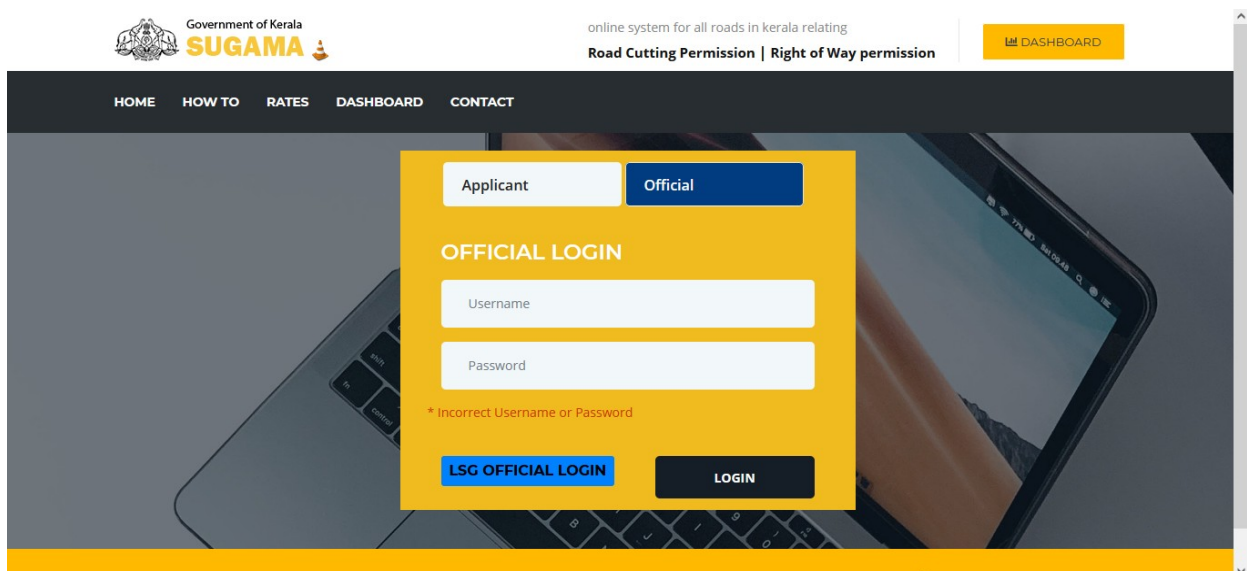
Based on the directions contained in the Government order G.O.(Ms)No.25/2018/ITD Dated 11/10/2018, Kerala State IT Mission have developed a new online portal for granting Right of Way (RoW) permissions to Telecom Service Providers(TSPs)/Infrastructure Providers(IPs) for laying Optical Fiber Cables (OFCs), road cutting permissions for laying pipelines etc along the road networks in Kerala. This portal is now available in the web site link <https://sugama.kerala.gov.in>

Sugama Portal is an online single window system developed by KSITM for Government of Kerala to issue permission for road cutting and public utility shifting. Road cutting applications are submitted to road authorities or road owners like PWD, NHAI, KSTP, Local Self Government Institutions, Kerala Forest Department, Harbour Engineering Dept, etc.

While Utility shifting applications are submitted by road authorities to Public utility service providers like Kerala Water Authority, KSEB, BSNL as part of road expansion or maintenance.

Applicants for road cutting are often Telecom Service Providers, Kerala Water Authority, Private Builders, KSEB, Irrigation department, other state departments, semi-government agencies, Mission projects, City Gas Distribution companies and individual house holders.

Road Authority Officials can log into the system using the user credentials shared by their department nodal officer. For PWD, sub-user login credentials are created and shared by PWD, IT Nodal officer. Login page will look as below;



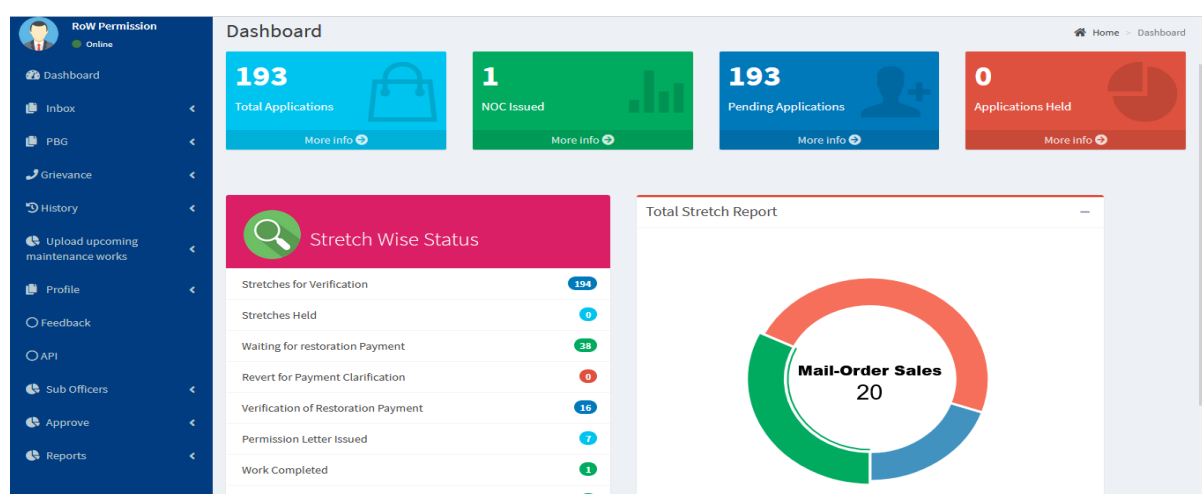
In case of LSGD, fresh application submitted by applicant for road cutting permissions are routed directly to concerned Local Body Secretary. LB Secretary can forward the application to Asst. Engineer / Asst. Exe Engineer in that local body to conduct site inspection and prepare the estimate. LB Secretary will be responsible to generate the demand note based on the site inspection report and estimate submitted by Asst. Engineer. The internal file flow

has been decided in manner mentioned below:

LB Type	Rank 1 Officer	Rank 2 Officer
District Panchayath	Dist Panchayath Secretary	Exe. Engineer
Grama Panchayath	Grama Panchayath Secretary	Asst. Engineer
Municipality	Municipal Secretary	Municipal Engineer
Corporation	Corporation Secretary	Superintending Engineer

LSGD Officials should click on **LSG Official login** and enter the existing user credentials of Sulekha Plan Monitoring app. Screenshot provided below.

After logging in , official users will get a dashboard as shown below; Dashboard contains details on the Total Applications, Permissions Issued, Pending Applications and Applications that are put on hold. The Left side menu bar has a set of functionalities where the official can view application received under his/her Inbox, PBG (Performance Bank Guarantee) details, History, Grievances, etc.



In order to view new applications received, select “New Application” from “Inbox” on the left side menu.

The screenshot shows the 'Rights Of Way' dashboard. The left sidebar contains a menu with 'New Applications' highlighted. The main area displays 'Applications' with four summary cards: 'Total Applications' (193), 'NOC Issued Stretches' (1), 'Pending Applications' (193), and 'Stretches Held' (1). Below these is a section for 'New Applied Stretches' with a search bar and a table of entries.

Sl.No.	Application Id	Company Name	Stretch Applied on	Status	Action
9	ROW/101332	Water Authority	04-09-2021 04:37:18	Applied to Authority	View
10	ROW/101334	Water Authority	08-09-2021 06:55:29	Applied to Authority	View
11	ROW/101336	Water Authority	08-09-2021 07:31:19	Applied to Authority	View

Showing 1 to 3 of 3 entries (filtered from 11 total entries)

All the New Applications will be displayed with the Application ID, Applicant/Company Name, the date and time on which the application is being submitted, the status of the application and Action done on the application.

On clicking “View” corresponding to the Application ID, the information on Stretches will be shown. The Information includes starting point (From) and ending point (To) of the stretch. There are three buttons: Process, Hold, and Return.

Process: To start processing the application.

Hold: If road work cannot be done on particular season then that application will be put on hold.

Return: If any information given by applicant is wrong in the application then the official have the provision to revert this application.

The screenshot shows the 'Verify Application' page. It displays the applicant's details (Water Authority) and the application information. A red banner at the top states: 'Please ensure that the application applied against the Government Order issued by IT Department (for Telecom operators) before start processing of application.' Below this is a table for 'Stretches Info' with one entry.

Stretch Id	From	To	Side of Road	Total Width	Total Length	Road Sketch	Applied on	Forward	Hold	Return to Applicant
ROW/101334/1955	abc	def	Left Side	0	0	file-sample.doc	08-09-2021	Process	Hold	Return

Showing 1 to 1 of 1 entries

Now click “**Process**”. The Stretch Processing screen will be loaded. At this time if the Executive Engineer wants to send stretch to **other sub-level officers**, he/she can do so by selecting **Yes**. On giving **Yes** they can select level from the drop-down menu. If they want to upload any supporting document it can be done and click **Save**.

Application History is generated.

Forwarded From	Forwarded To	Doc	Forwarded Date	Status
Executive Engineer Roads Division TVPM	AEE Roads Sub Dn NTA	View	08-09-2021	Not Processed

The Applications which are processed by the officials but Demand Notes are not yet generated will be shown in “**Inprocess Applications**”. The Inprocess Applications can be viewed by selecting Inbox from the left side pane.

Application Type	Count
New Applications	10
Inprocess Applications	3
Return to Applicant	8
Hold Stretches	0
Issued Demand Notice	30
Reverted Stretches For Payment Clarification	0
Confirm Shifting Fee	15
Waiting For Collectorate Sanction	0
Rejected From Co-ordination Committee	0
Sanctioned	0
Issued Permission Letter	6
Verification Of Work Completion	1

Then on clicking “**Given to Asst Executive Engineer**” button, the applications which are being forwarded to Assistant Executive Engineer will be displayed.

The screenshot shows the 'Rights Of Way' dashboard. The left sidebar contains a 'RoW Permission' menu with options like 'New Applications', 'Inprocess Applications', 'Return to Applicant', etc. The main area is titled 'Inprocess Applications' and features a table of applications. Above the table are filters: 'Joint Inspection Updated', 'Given To Asst Executive Engineer' (highlighted), 'Returned From Asst Executive Engineer', and 'Reverted Stretches'. The table has columns for Sl No, Stretch Id, From, To, Side of Road, Total Length(M), Total Width(M), Road Sketch, Stretch Applied on, Assigned To, View History, and Action. Three entries are shown, with the first one having a 'View' link in the Action column.

Sl No	Stretch Id	From	To	Side of Road	Total Length(M)	Total Width(M)	Road Sketch	Stretch Applied on	Assigned To	View History	Action
1	ROW/101263/1873	tes from	sdfsdf	Right Side	1	1	sample.pdf	25-06-2021	AEE City Roads Sub Dn	View	
2	ROW/101294/1908	yty	9.2	Right Side	0	0	Details to be furnished by applicant.pdf	22-07-2021	AEE City Roads Sub Dn	View	
3	ROW/101334/1955	abc	def	Left Side	0	0	file-sample.doc	08-09-2021	AEE Roads Sub Dn NTA	View	

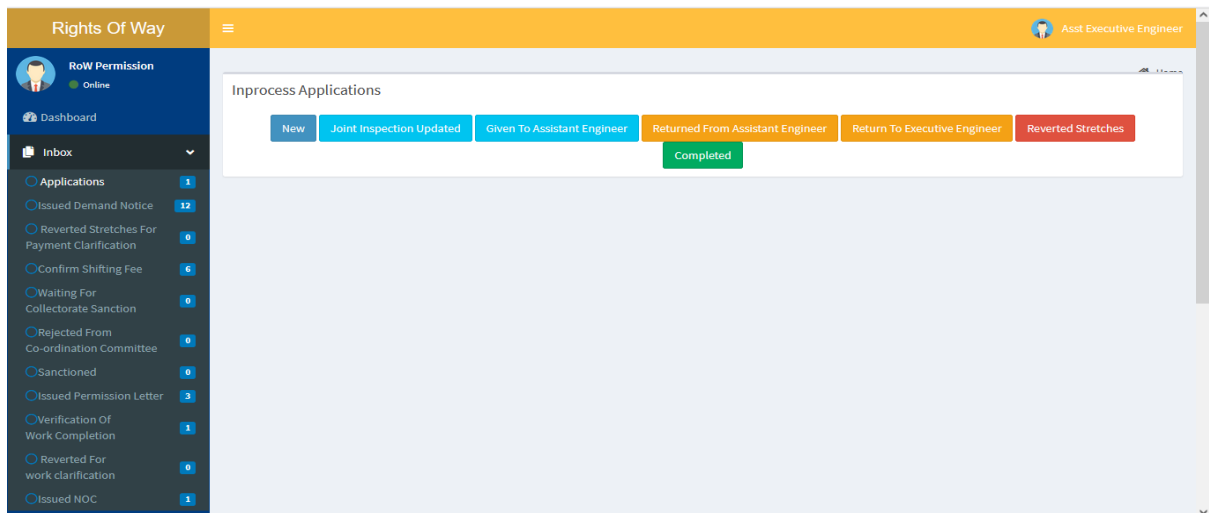
The **View** button against the particular Stretch ID shows the history of application.

The screenshot shows the 'Application' view. The top section is 'Stretch Info' with fields for Application Ref No (1334/1955), From (ABC), To (DEF), Side Of Road (LEFT SIDE), and Road Sketch (VIEW). Below this is a timeline of application history. A date marker '08-09-2021' is shown. The history entry is 'Executive Engineer Roads Division TVPM ---->AEE Roads Sub Dn NTA' with a 'Forwarded' status. A 'Document: View' link is also present.

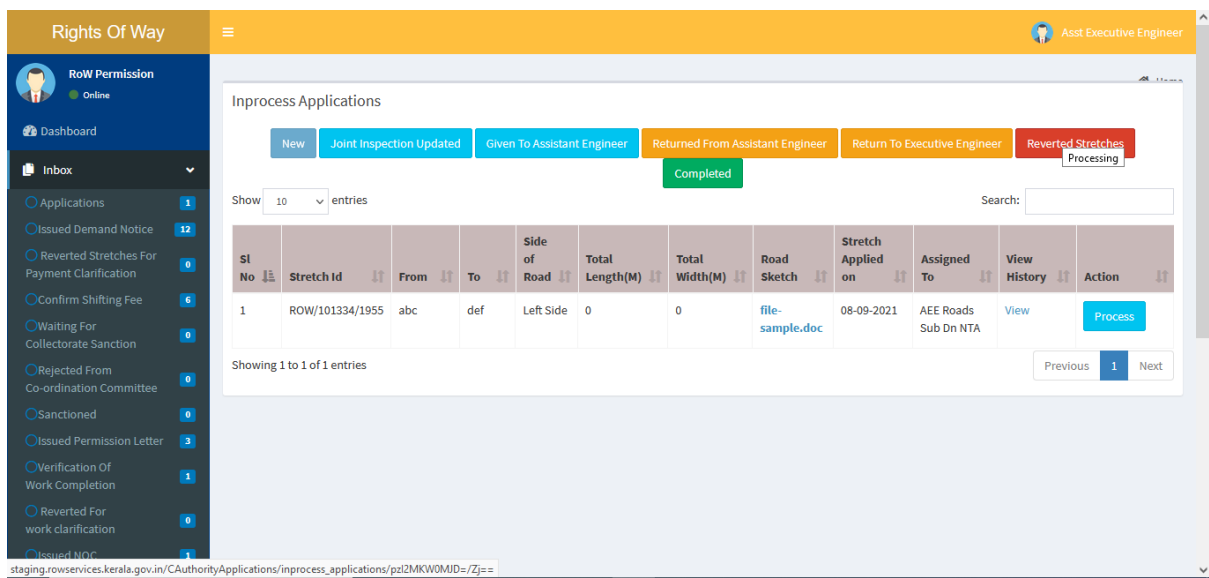
LOGIN AS ASSISTANT EXE- ENGINEER/ ASSISTANT ENGINEER

Since the Executive Engineer has forwarded the application to Assistant Executive Engineer/ Assistant Engineer, AEE/AE can login using credentials. After login, by selecting Applications menu from the Inbox, a window will be loaded with the Inprocess Applications. It includes **New**, where the forwarded application from Executive Engineer can be processed further.

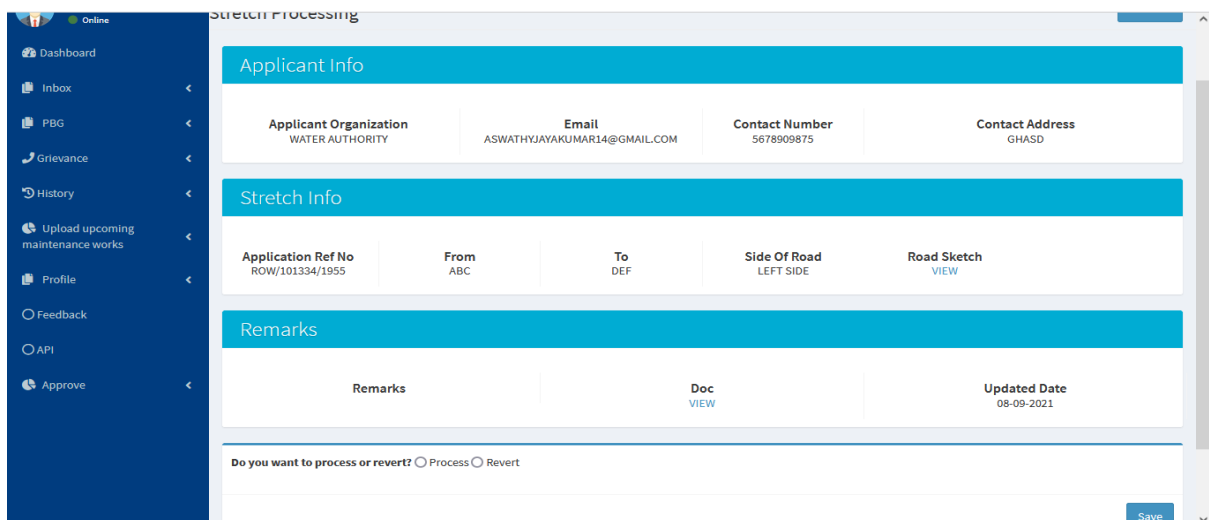
In case of LSGD, the applications might be forwarded by LB Secretary to Assistant Executive Engineer/ Assistant Engineer.



On selecting “New” from the top bar shows the application details.



Now click on “Process”



At this point there will be two options; **process** or **revert**. On clicking revert the application will be reverted back to Executive Engineer. On clicking process, the screen will be displayed as follows:

If they want to send stretch to other level offices, then they can proceed by giving **Yes**. Else click **No**. Click **Save** after giving joint Inspection Date. An email notification will be sent to both applicant and official to remind the site inspection date.

On the inspection date given, the AEE will inspect the site and check the requirements submitted by applicant. After site inspection, AEE/AE has to update the details in the system. For that select “**Joint Inspection Updated**” from the top bar. Screen shot attached.

Sl No	Stretch Id	From	To	Side of Road	Total Length(M)	Total Width(M)	Road Sketch	Stretch Applied on	Assigned To	View History	Action
1	ROW/101177/1749	asfd	sfsd	Right Side	1.000	1.000	sample.pdf	05-04-2021	AEE Roads Sub Dn NTA	View	View
2	ROW/101100/1625	Anappetty	Pulimoodu	Across the Road	0.010	0.010	Vithura Tholicode - Distribution Zone3.pdf	12-11-2020	AEE Roads Sub Dn NTA	View	View
3	ROW/101334/1955	abc	def	Left Side	0	0	file-sample.doc	08-09-2021	AEE Roads Sub Dn NTA	View	View

Then click the “**view**” button

Rights Of Way

RoW Permission

Online

Dashboard

Inbox

PBG

Grievance

History

Upload upcoming maintenance works

Profile

Feedback

API

Approve

Asst Executive Engineer

Go Back

Stretch Processing

Applicant Info

Applicant Organization WATER AUTHORITY	Email ASWATHYJAYAKUMAR14@GMAIL.COM	Contact Number 5678909875	Contact Address GHASD
---	---------------------------------------	------------------------------	--------------------------

Stretch Info

Application Ref No ROW/101334/1955	From ABC	To DEF	Side Of Road LEFT SIDE	Road Sketch VIEW
---------------------------------------	-------------	-----------	---------------------------	---------------------

Remarks

Remarks	Doc VIEW	Updated Date 08-09-2021
---------	-------------	----------------------------

Enter the details after the site inspection.

Inspection Date

Updated By

Remarks

Edit

08-09-2021

AEE Roads Sub Dn NTA

Edit

Do you want to forward or revert? ☒ Generate ☐ Revert

Measured From: *

Measured To: *

Distance Measured (in km): *

Estimated Amount: *

Defect Liability Period *

Remarks

Estimated Document : *

Browse...

No file selected.

Submit

Click **Submit**

Inspection Date

Updated By

Remarks

Edit

08-09-2021

AEE Roads Sub Dn NTA

Edit

Do you want to edit or Forwarded to Executive Engineer? ☒ Edit ☐ Forward

Measured From: *

Measured To: *

Distance Measured (in km): *

Estimated Amount: *

Defect Liability Period *

Remarks

Estimated Document : *

Browse...

No file selected.

View Doc

Update

At this point if they want to edit the details they can do so by clicking the edit button and update it or he/she can forward it to Executive Engineer.

History
Upload upcoming maintenance works
Profile
Feedback
API
Approve

Stretch Info

Application Ref No ROW/101334/1955	From ABC	To DEF	Side Of Road LEFT SIDE	Road Sketch VIEW
---------------------------------------	-------------	-----------	---------------------------	-------------------------------------

Remarks

Remarks	Doc VIEW	Updated Date 08-09-2021
---------	-----------------------------	----------------------------

Inspection Date	Updated By	Remarks	Edit
08-09-2021	AEE Roads Sub Dn NTA		Edit

Do you want to edit or Forwarded to Executive Engineer? ☐ Edit ☒ Forward

[Forward](#)

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Now select completed button and the details will be displayed.

Rights Of Way
RoW Permission
Online
Dashboard
Inbox
Applications
Issued Demand Notice
Reverted Stretches For Payment Clarification
Confirm Shifting Fee
Waiting For Collectorate Sanction
Rejected From Co-ordination Committee
Sanctioned
Issued Permission Letter
Verification Of Work Completion
Reverted For work clarification
Issued NOC

Asst Executive Engineer

Inprocess Applications

New
Joint Inspection Updated
Given To Assistant Engineer
Returned From Assistant Engineer
Return To Executive Engineer
Reverted Stretches
Completed

Show 10 entries
Search:

Sl No	Stretch Id	From	To	Side of Road	Total Length(M)	Total Width(M)	Road Sketch	Stretch Applied on	Assigned To	View History	Action
1	ROW/101334/1955	abc	def	Left Side	0	0	file-sample.doc	08-09-2021	Executive Engineer Roads Division TVPM	View	

Showing 1 to 1 of 1 entries
Previous 1 Next

LOGIN AS EXECUTIVE ENGINEER /LB SECRETARY

Take Inprocess Applications and select **Returned From Asst Executive Engineer**

The screenshot shows the 'Rights Of Way' application interface. The top navigation bar is orange with the user profile 'Executive Engineer'. The left sidebar is blue with various menu items. The main content area is titled 'Inprocess Applications' and features four filter buttons: 'Joint Inspection Updated', 'Given To Asst Executive Engineer', 'Returned From Asst Executive Engineer' (highlighted in orange), and 'Reverted Stretches'. Below the filters, there is a table with columns: Sl No, Stretch Id, From, To, Side of Road, Total Length(M), Total Width(M), Road Sketch, Stretch Applied on, Assigned To, View History, and Action. The table contains one entry with the following details:

Sl No	Stretch Id	From	To	Side of Road	Total Length(M)	Total Width(M)	Road Sketch	Stretch Applied on	Assigned To	View History	Action
1	ROW/101334/1955	abc	def	Left Side	0	0	file-sample.doc	08-09-2021	Executive Engineer Roads Division TVPM	View	Edit/Verify

Below the table, it says 'Showing 1 to 1 of 1 entries'. At the bottom right of the table area, there are 'Previous', '1', and 'Next' navigation links.

Click on button “**Edit/Verify**” to verify the details and if any changes required then we can edit by selecting the edit option. If no changes required then click on **Generate Demand Notice**.

The screenshot shows the 'Stretch Processing' application interface. The top navigation bar is orange with the user profile 'Executive Engineer'. The left sidebar is blue with various menu items. The main content area is titled 'Stretch Processing' and features a 'Go Back' button. Below the title, there are two sections: 'Applicant Info' and 'Stretch Info'. The 'Applicant Info' section contains the following details:

Applicant Organization	Email	Contact Number	Contact Address
WATER AUTHORITY	ASWATHYJAYAKUMAR14@GMAIL.COM	5678909875	GHASD

The 'Stretch Info' section contains the following details:

Application Ref No	From	To	Side Of Road	Road Sketch
ROW/101334/1955	ABC	DEF	LEFT SIDE	VIEW

Below the 'Stretch Info' section, there is a table with columns: Inspection Date, Updated By, and Remarks. The table contains one entry with the following details:

Inspection Date	Updated By	Remarks
08-09-2021	AEE Roads Sub Dn NTA	

Below the table, there is a form with the text 'Do you want to edit or Generate ?' and two radio buttons: 'Edit' and 'Generate' (selected). At the bottom right of the form area, there is a 'Generate Demand Notice' button.

On selecting “**Generate Demand Notice**” the payment page will be popped up. Fill the mandatory details and finally click the “**Submit**” Button.

In the payment page, the officer can prefer online or offline payments of restoration charge. By default online payment is enabled for all items.

Payment Details

View Demand notes Summary: [Download](#)

Restoration Amount: 400000 Mode of Payment: Select

Supervision Charges: Mode of Payment: Select

License Fee: Mode of Payment: Select

Annual Fee: Mode of Payment: Select

Total Distance Measured: 3

Upload/Restoration Fee explanation doc: [Browse](#) No file selected.

TSD/BG required: Select

Remarks:

In Favour Of:

Treasury Code: 0104 ☒ verified

Office Code: 0003 ☒ verified

Any other charges other than mentioned above needs to be remitted as per the demand note issued from concerned Road Authority.

[Cancel](#) [Submit](#)

Once submitted by the official, the application along with demand note generated will be forwarded to applicant for making payment. The applicant will now make the payment and the PBG will be uploaded. The official have to now confirm the shifting fee and permission should be issued based on that. For that select “**Confirm Shifting Fee**” from **Inbox**

Verify Payment Info

Show 10 entries Search:

Sl.No.	Application Id	Company Name	Stretch Applied on	Status	Action
11	ROW/101295	Water Authority	23-07-2021 00:35:41	PBG Submitted for Restoration Fee	View
12	ROW/101299	Water Authority	23-07-2021 13:45:55	PBG Submitted for Restoration Fee	View
13	ROW/101304	Water Authority	28-07-2021 10:42:44	PBG Submitted for Restoration Fee	View
14	ROW/101321	Water Authority	04-08-2021 07:07:39	PBG Submitted for Restoration Fee	View
15	ROW/101326	Water Authority	09-08-2021 06:07:48	PBG Submitted for Restoration Fee	View
16	ROW/101334	Water Authority	08-09-2021 06:55:29	PBG Submitted for Restoration Fee	View

Showing 11 to 16 of 16 entries

Previous 1 2 Next

Click “**View**” corresponding to the application id, the screen will be displayed as follows:

Rights Of Way Executive Engineer

Row Permission Online

Preview- Application Form

Water Authority

District: Thiruvananthapuram
KWA Division: Project Division, Thiruvananthapuram
KWA Sub Division: Assistant Executive Engineer
 Email : aswathyjayakumar14@gmail.com
 Contact Number : 5678909875
 Contact Address : ghasd

Stretches Info

Show 10 entries

Stretch Id	From	To	Side of Road	Road Sketch	View and Issue Permission	Revert
ROW/101334/1955	abc	def	Left Side	file-sample.doc	Issue Permission	Revert

Showing 1 to 1 of 1 entries

Previous 1 Next

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The official can now Issue Permission by verifying the payment or else Revert it.

Select “**Issue Permission**” and click the **Submit** button after uploading Proceedings/Order documents and giving Remarks.

Payment Info

Payment Info: [View](#)

Proceedings/Order : [Browse...](#) img_examp...100kB.jpg

Remarks *

payment done

[Cancel](#) [Submit](#)

Official can view the payment details submitted by applicant by clicking **View** button against Payment Info

Rights Of Way

RoW Permission

Online

Dashboard

Inbox

PBG

Grievance

History

Upload upcoming maintenance works

Profile

Feedback

API

Sub Officers

Approve

Executive Engineer

Preview- Application Form

Permission Letter Uploaded Successfully..

Water Authority

District :Thiruvananthapuram

KWA Sub Division : Assistant Executive Engineer

Contact Number : 5678909875

KWA Division : Project Division, Thiruvananthapuram

Email : aswathyjayakumar14@gmail.com

Contact Address : ghasd

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The applicant can now check the permission letter issued. After completing the work they will notify the completion of work by by Requesting an NOC.

The official now have to verify the completion of work done. For that Select **Verification of Work Completion** from the left side pane.

Dashboard

Inbox

New Applications

Inprocess Applications

Return to Applicant

Hold Stretches

Issued Demand Notice

Reverted Stretches For Payment Clarification

Confirm Shifting Fee

Waiting For Collectorate Sanction

Rejected From Co-ordination Committee

Sanctioned

Issued Permission Letter

Verification Of Work Completion

Reverted For work clarification

Issued NOC

196

Total Applications

More info

2

NOC Issued Stretches

More info

196

Pending Applications

More info

2

Stretches Held

More info

Requested NOC Stretches Info

Show

10

entries

Search:

Sl.No.	Application Id	Company Name	Stretch Applied on	Status	Action
1	ROW/101169	Water Authority	20-03-2021 04:49:32	Work Completed & Requested NOC	View
2	ROW/101334	Water Authority	08-09-2021 06:55:29	Work Completed & Requested NOC	View

Showing 1 to 2 of 2 entries

Previous

1

Next

Click **View**, where they can issue NOC to the applicant

Rights Of Way

Executive Engineer

RoW Permission

Online

Dashboard

Inbox

PBG

Grievance

History

Upload upcoming maintenance works

Profile

Feedback

API

Sub Officers

Approve

Verify Application

District :Thiruvananthapuram

KWA Sub Division : Assistant Executive Engineer

Contact Number : 5678909875

KWA Division : Project Division, Thiruvananthapuram

Email : aswathyjayakumar14@gmail.com

Contact Address : ghasd

Water Authority

Please ensure that the application applied against the Government Order issued by IT Department (for Telecom operators) before start processing of application.

Stretches Info

Show 10 entries

Search:

Stretch Id	From	To	Side of Road	Total Width	Total Length	Road Sketch	Applied on	Issue NoC
ROW/101334/1955	abc	def	Left Side	0	0	file-sample.doc	08-09-2021	Issue NOC

Showing 1 to 1 of 1 entries

Previous

1

Next

Click **Issue NOC**. If there occurred any damage during work, then select Yes and upload documents regarding the damage. At this time NOC will not be generated and the application will be reverted back to the applicant.

Dashboard

Inbox

PBG

Grievance

History

Upload upcoming maintenance works

Profile

Feedback

API

Sub Officers

Approve

Reports

Water

Please ensure that the application applied against the Government Order issued by IT Department (for Telecom operators) before start processing of application.

Stretches Info

Show 10 entries

Search:

Stretch Id	From	To	Side of Road	Total Width	Total Length	Road Sketch	Applied on	Issue NoC
ROW/101334/1955	abc	def	Left Side	0	0	file-sample.doc	08-09-2021	Issue NOC

Showing 1 to 1 of 1 entries

Previous

1

Next

Issue NOC:

Work Start Date:05-10-2021

Work Completed Date :12-10-2021

NOC Requested Date :05-10-2021

Description :work completed

Work Report :[View](#)

Work Completion Date:

12-10-2021

Work Completed based on permission issued:

☒ Yes ☐ No

Any Damage During Work:

☐ Yes ☒ No

Upload Doc 1(if any):*

Browse...

No file selected.

Upload Doc 2(if any):

Browse...

No file selected.

Remark:*

Issue NOC

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The screenshot shows a modal window titled "Issue NOC:" with the following fields and options:

- Work Start Date:** 05-10-2021
- Work Completed Date:** 12-10-2021
- NOC Requested Date:** 05-10-2021
- Description:** work completed
- Work Report:** [View](#)
- Work Completion Date:** 12-10-2021
- Work Completed based on permission issued:** ☒ Yes ☐ No
- Any Damage During Work:** ☒ Yes ☐ No
- Damage Report:** (Empty text area)
- Upload Doc 1(if any):*** No file selected.
- Upload Doc 2(if any):** No file selected.
- Remark:*** (Empty text area)
- Revert to Applicant:** (Green button)

The background shows the "Verify Application" page with a sidebar menu and a table of application stretches.

If there are no damage occurred the NOC will be issued. The Applicant can now view the NOC Issued on their page.

The screenshot shows the "Verify Application" page with a green banner indicating "NOC Issued..". The page displays the following information:

- Water Authority:** (User profile icon)
- District:** Thiruvananthapuram
- KWA Division:** Project Division, Thiruvananthapuram
- KWA Sub Division:** Assistant Executive Engineer
- Email:** aswathyjayakumar14@gmail.com
- Contact Number:** 5678909875
- Contact Address:** ghasd

The sidebar menu on the left includes options like Dashboard, Inbox, PBG, Grievance, History, Upload upcoming maintenance works, Profile, Feedback, API, Sub Officers, Approve, and Reports.

Officials can view history by selecting **History** menu from the left side pane.

Rights Of Way

RoW Permission

Online

Dashboard

Inbox

PBG

Grievance

History

Upload upcoming maintenance works

Profile

Feedback

API

Sub Officers

Approve

Reports

Applied Stretch Status

Home

 > Applied Stretch Status

Sl No	Application ID	View History	Authority	Division	District	From	To	Side of Road	Total Length	Total Width	Updated Date	Status
1	ROW/101334/1955	View	PWD	Roads Division, TVM	Thiruvananthapuram	abc	def	0	0	08-09-2021	<div>NOC Issued</div>	

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