



SUGAMA - ROAD CUTTING & UTILITY SHIFTING PERMISSIONS MANAGEMENT PORTAL

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



GOVERNMENT OF KERALA

Government of Kerala
SUGAMA

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

[DASHBOARD](#)

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ROW SERVICES

ROAD CUTTING PERMISSION

Single window system to apply online for all permissions.

[LOGIN](#) [HOW TO?](#)

LOGIN TO FIND STATUS OF YOUR APPLICATION

[APPLICANT LOGIN](#) [Official Login](#)

USER MANUAL FOR OFFICIALS

Major Stakeholders:



Local Self-Government Department
Government of Kerala

NATIONAL HIGHWAY AUTHORITY OF INDIA



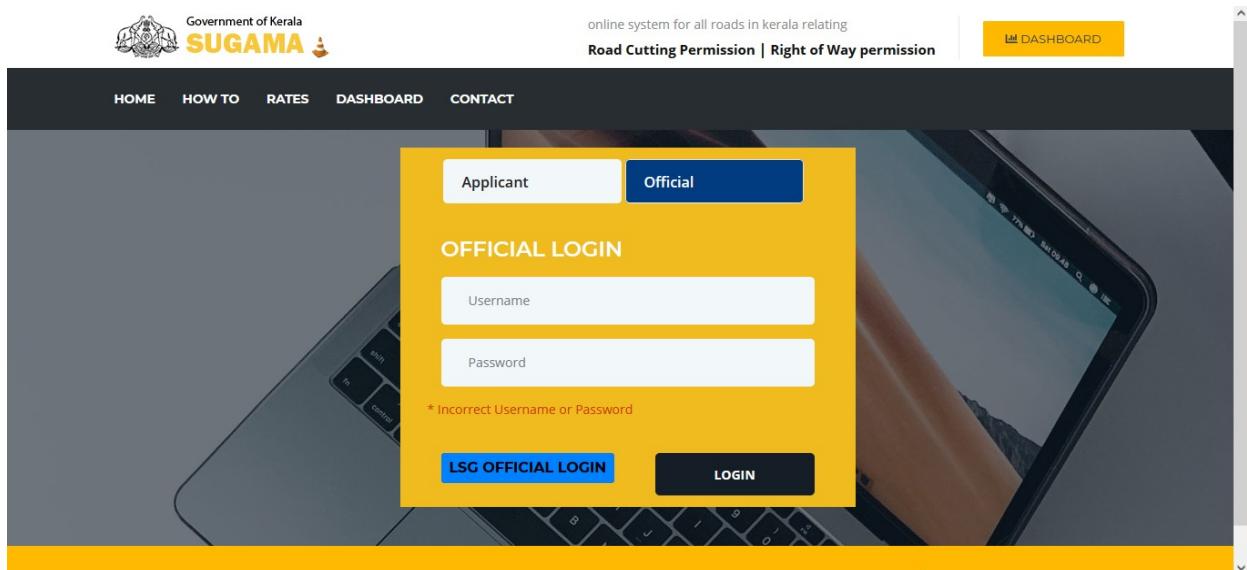
Based on the directions contained in the Government order G.O.(Ms)No.25/2018/ITD Dated 11/10/2018, Kerala State IT Mission have developed a new online portal for granting Right of Way (RoW) permissions to Telecom Service Providers(TSPs)/Infrastructure Providers(IPs) for laying Optical Fiber Cables (OFCs), 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 maintainence.

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;

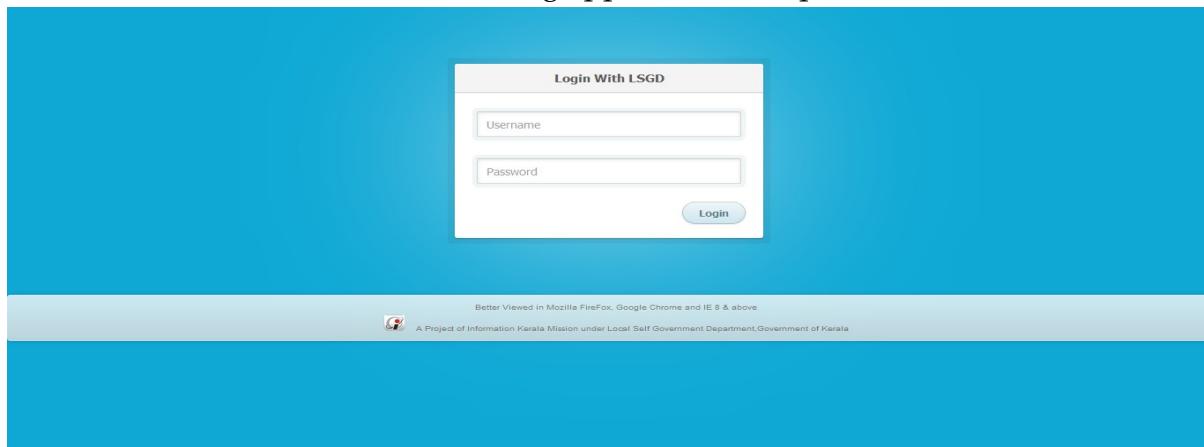


In case of LSGD, fresh application submitted by applicant for road cutting permissions are routed directly to concerned Local Body Secretary. LB Secretary can forward the application to Asst. Engineer / Asst. Exe Engineer in that local body to conduct site inspection and prepare the estimate. LB Secretary 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.

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.

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.

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.

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

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.

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.

Then click the “**view**” button

Enter the details after the site inspection.

Click Submit

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.

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
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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

Asst Executive Engineer

Inprocess Applications

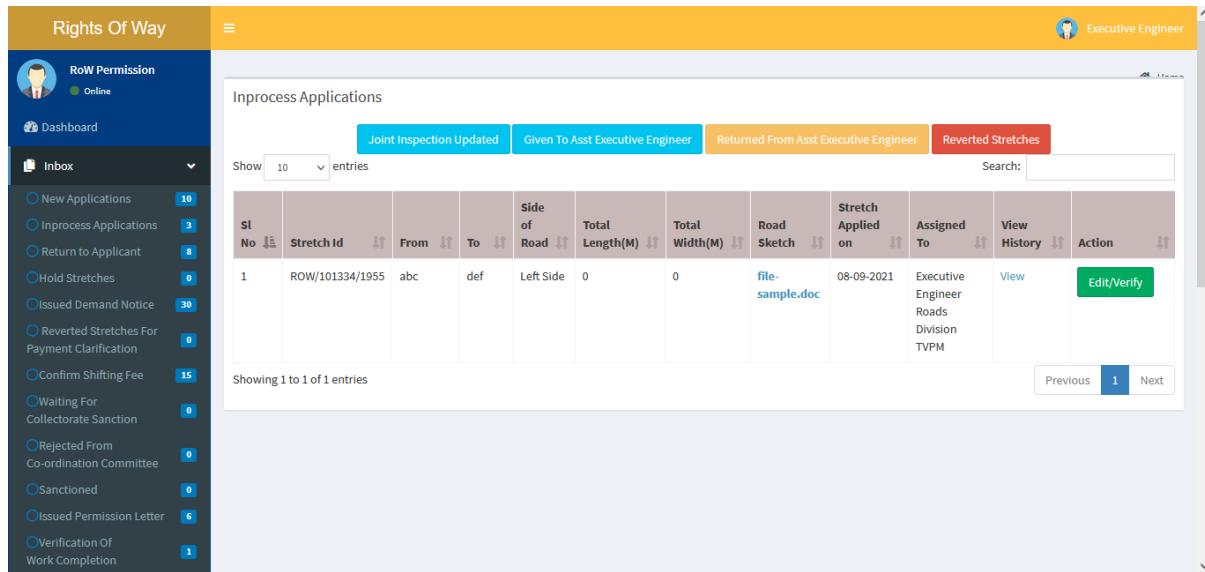
New	Joint Inspection Updated	Given To Assistant Engineer	Returned From Assistant Engineer	Return To Executive Engineer	Reverted Stretches						
Completed											
Show 10 entries <input style="width: 100px;" type="text"/> Search: <input type="text"/>											
Sl No	Stretch Id	From	To	Side of Road	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

Showing 1 to 1 of 1 entries

[Previous](#) [1](#) [Next](#)

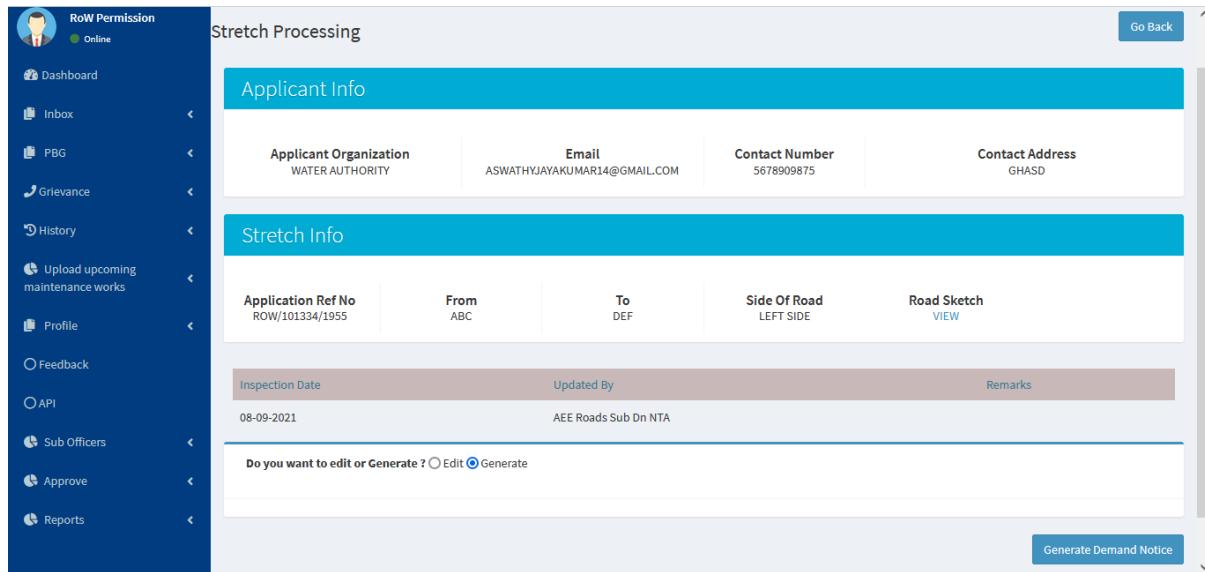
LOGIN AS EXECUTIVE ENGINEER /LB SECRETARY

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



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

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**.



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

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.

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**

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

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

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.

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

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

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

☰

Rights Of Way

RoW Permission

Online

Dashboard

Inbox

PBG

Grievance

History

Upload upcoming maintenance works

Profile

Feedback

API

Sub Officers

Approve

Approve

Verify Application

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

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

Stretches Info

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

Executive Engineer

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

Approve

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:

Work Completed based on permission issued: Yes No

Any Damage During Work: Yes No

Upload Doc 1(if any):* No file selected.

Upload Doc 2(if any):* No file selected.

Remark:

Issue NOC

Executive Engineer

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RoW Permission Online

Verify Application

Water Authority

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:

Work Completed based on permission issued: Yes No

Any Damage During Work: Yes No

Damage Report:

Upload Doc 1 (if any): No file selected.

Upload Doc 2 (if any): No file selected.

Remark:

[Revert to Applicant](#)

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

Rights Of Way

RoW Permission Online

Verify Application

NOC Issued..

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

[Revert to Applicant](#)

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

Rights Of Way

RoW Permission Online

- Dashboard
- Inbox
- PWD
- 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	ROD Issued

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