



CITY GAS DISTRIBUTION SINGLE WINDOW SYSTEM

Government of Madhya Pradesh

USER GUIDE FOR: DEPARTMENT

Submitted By:

MPSEDC, Bhopal Govt. of MP

Submitted To:

Food Department, Govt. of MP

M.P. STATE ELECTRONICS DEVELOPMENT CORPORATION LTD.

State IT Centre, 47-A, Arera Hills, Bhopal-462011 (M.P.)

www.mpsedc.mp.gov.in



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Abbreviation

S. No	Name	Description
1	CGD	City Gas Distribution
2	NOC	No Objection Certificate
3	ROU	Right of Utility
4	DM	District Management
5	PNGRB	Petroleum and Natural Gas Regulatory Board



Department Login & Dashboard

1. Introduction

Department users can log in to the portal to access and manage **NOC** and **ROU** applications. After logging in, the dashboard provides a consolidated view of applications along with their current status. From the dashboard, officials can review submitted applications, check supporting documents, and take necessary actions such as **approval**, **rejection**, or **sending the application back to the applicant** for corrections. This section provides step-by-step instructions for logging in, navigating the dashboard, and performing actions on applications.

2. Department Login

The department logs in to the system to manage its profile, view the dashboard and application details, and take actions on **NOC** and **ROU** applications



Steps:

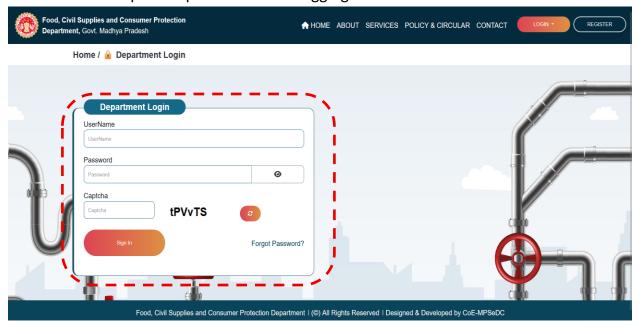
- Open the City Gas Distribution, Single Window System Portal (https://www.citygas.mp.gov.in)
 - a. On the homepage, please locate the Login Panel on the right-hand side.
 - **b.** Click on **Department**.
 - c. Enter credentials:
 - **I. Username** (provided by Collector during assignment)
 - **II. Password** (set during first login or sent via system)



- **III.** Captcha Code (enter as displayed in the image).
- 2. Click on Login.
- **3.** If credentials are correct, the **Department Dashboard** will open.

Note:

- In case of a forgotten password, the *Forgot Password* option should be used to reset through email or mobile OTP.
- Please ensure that the mobile number and email are verified during registration, as this will help avoid problems while logging in.



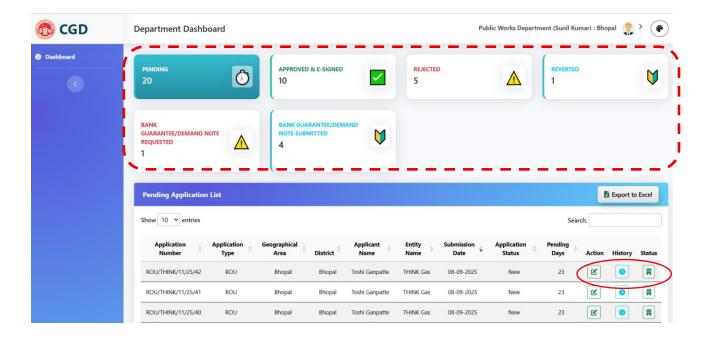
3. Department Dashboard Overview

The dashboard displays all application statuses and enables the department to take appropriate actions

- a. Pending Application Department can take action on the application.
- **b. Approved & E-signed** Applications that have been **reviewed**, **approved**, and digitally **e-Signed** by the department."
- **c. Rejected** Applications that have been reviewed and rejected by the department along with feedback
- **d. Reverted** Applications returned to the applicant with requests for correction or clarification.
- e. Bank Guarantee/Demand Note Requested Applications where the department has requested submission of a Bank Guarantee/Demand Note.



f. Bank Guarantee/Demand Note Submitted – Applications where the applicant has provided the required Bank Guarantee/Demand Note



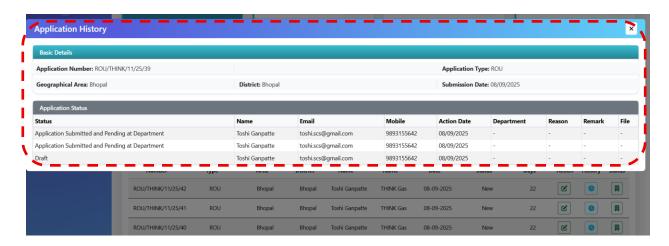
 By clicking the **Action** button, the department can carry out actions on applications (see highlighted circle in the snippet above)

Note: At the left end (*highlighted in below snippet*) department's user can take action on application and in right end can see the details of application filled by applicant.



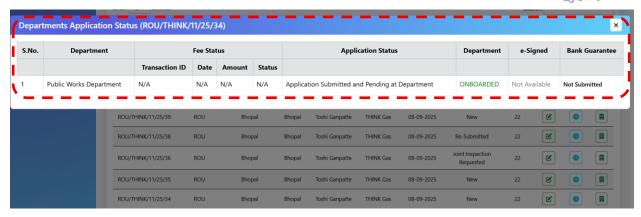


• By clicking the **History** button (located near the Action button in the first snippet above), the user can view the complete application history, including submission dates, returns, and re-submissions.



 By clicking the Status button, the user can view the Application status of the department (located near the Action & History button in the first snippet above)

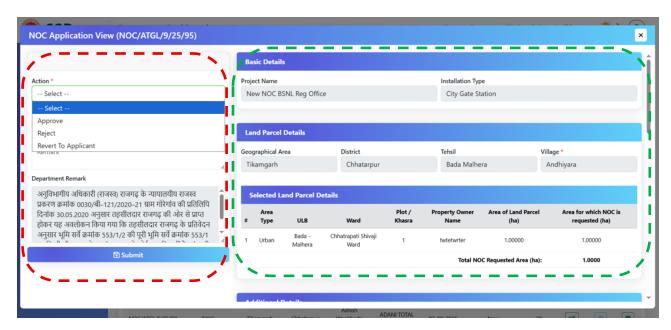




4. Action Taken by Department (Dashboard)

Part A – NOC Application

For **NOC** Application the department can take following actions: **Approve**, **Reject** and **Revert to Applicant**.



I. Approve

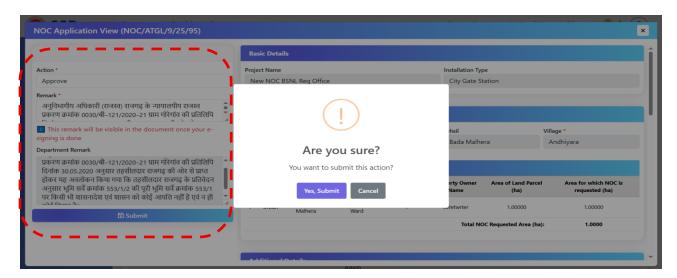
Steps:

- The department selects **Approve** action from the dropdown menu.
- Add Department Remark (the remark will be visible in the e-signed NOC certificate)
- o Click on the **Submit** button.
- The system generates the NOC Certificate.



- The department clicks on Initiate E-Sign.
- The system redirects to the **e-Hastakshar portal**.
- The authorized officer enters their e-Sign credentials.
- An OTP request is generated.
- The user enters the **OTP** to complete **verification**.
- After verification is successful, the e-Sign process is completed.

Note: In the green-highlighted area, the department can view the project details entered by the applicant.







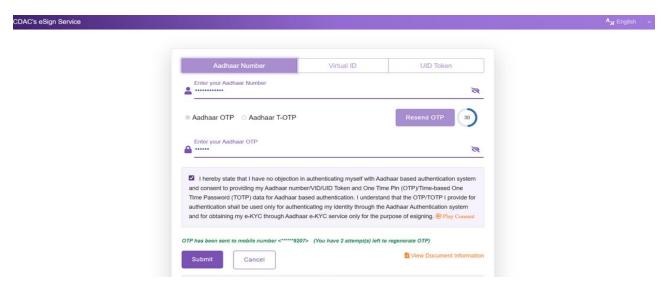


Madhya Pradesh State Electronics Development Corporation Ltd (MPSeDC)

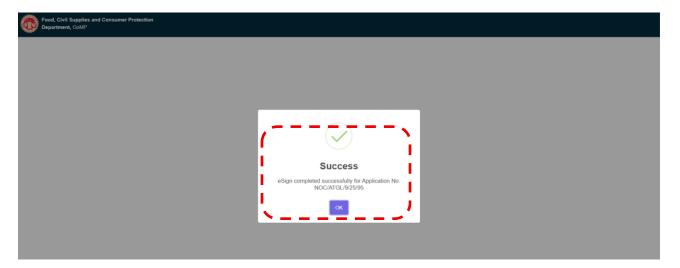
Department of Science & Technology, Government Of Madhya Pradesl





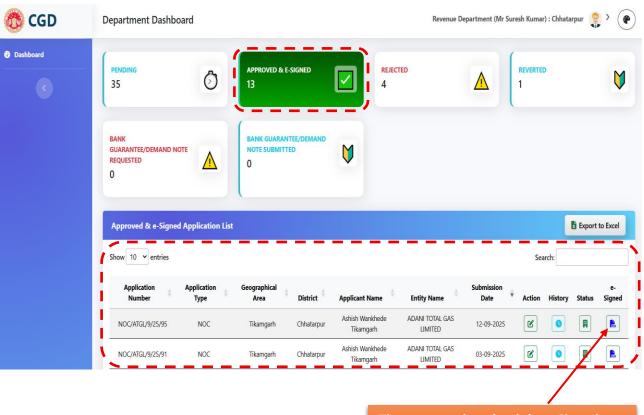


o Upon completion, a success message appears on the screen





- The system redirects back to the CGD portal.
- The application moves to the **Approved & e-Signed** section and appears on the department dashboard



The user can download the e-Signed certificate by clicking the e-Signed







राजस्व विभाग

जिला -Chhatarpur (म.प्र.)

क्रमांक: REVENUE/1032/959 दिनांक: 01/10/2025

अनापति प्रमाण-पत्र

आवेदक श्री/श्रीमती Ashish Wankhede Tikamgarh Developer Chhatarpur Adani Total Gas Limited Chhatarpur के आवेदन-पत्र NOC/ATGL/9/25/95 दिनांक 12/09/2025 अनुसार ग्राम Andhiyara क्षेत्र Urban तहसील Bada Malhera, जिला Chhatarpur म.प्र. में स्थित भूमि प्लॉट नंबर 1 पर संलग्न मानचित्र अनुसार City Gate Station नेटवर्क गैस स्थापित करने हेतु अनापित प्रमाण-पत्र की माँग के उपरांत कार्यालय कलेक्टर जिला Chhatarpur द्वारा अनुविभागीय अधिकारी (राजस्व) से अनापित प्रमाण-पत्र चाहा गया।

Adani Total Gas Limited Chhatarpur द्वारा प्रस्तुत आवेदन-पत्र एवं संलग्न मानचित्र अनुसार ग्राम Andhiyara क्षेत्र Urban तहसील Bada Malhera, जिला Chhatarpur म.प्र. में City Gate Station गैस स्थापित करने हेतु विभाग का अभिमत निम्नानुसार हैं -

अनुविभागीय अधिकारी (राजस्व) राजगढ़ के न्यायालयीय राजस्व प्रकरण क्रमांक 0030/बी-121/2020-21 ग्राम गोरेगांव की प्रतिलिपि दिनांक 30.05.2020 अनुसार तहसीलदार राजगढ़ की ओर से प्राप्त

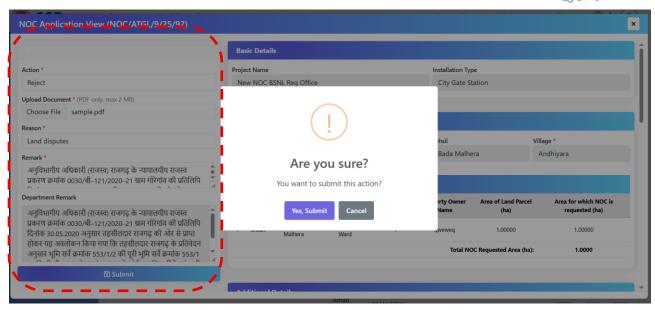
- When the department approves and e-Sign an application, it moves to the
 'Collector' and appears in the Collection Dashboard under 'Pending' section. Here,
 the collector can take further actions such as Approve, Reject, or Revert.
- After approval and e-Signing by the department, the application is routed to the
 Collector and shown in the Collector Dashboard under 'Pending', from where the
 Collector may Approve, Reject, or Revert it.

II. Reject

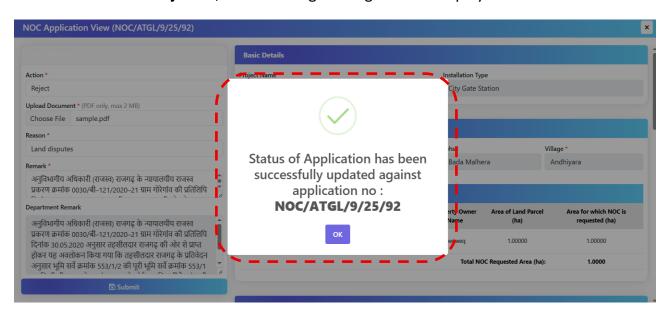
Steps:

When the department reject an application along with any supporting documents and remarks (sample remarks added for reference), it is marked as Rejected in the dashboard, the applicant is notified via Email/SMS, and it appears in the Rejected box. No further action can be taken unless the applicant submits a new application.



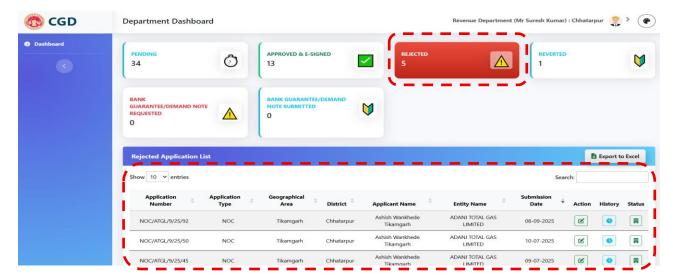


Once **rejected**, the following message will be displayed on the screen





o The application appears in the **reject** box on the Department dashboard.



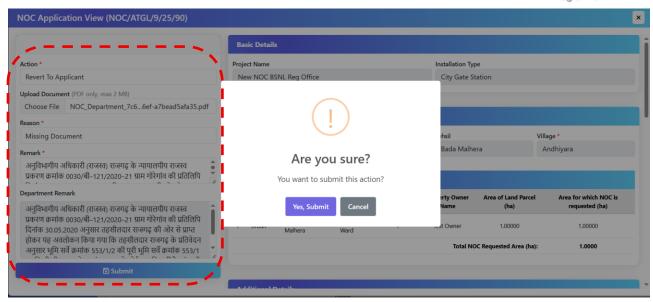
 When the department rejects an application, it is moved to the 'Rejected' section in the applicant dashboard. The applicant can not take further action on it and must submit a new application to proceed

III. Revert To Applicant

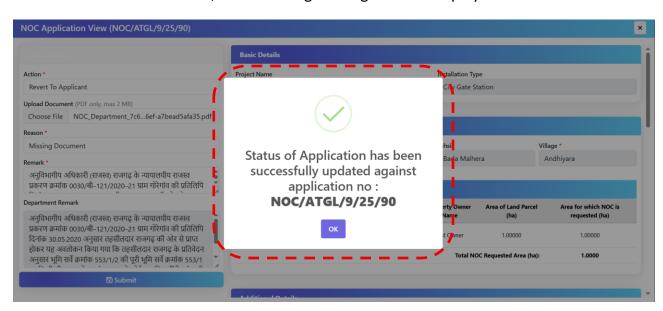
Steps:

• When the department reverts an application to the applicant with remarks and any required supporting documents (sample remarks shown for reference), the application is marked as 'Reverted' in the dashboard. The applicant is notified via Email/SMS and must correct and re-submit the application, after which the department can take further action.



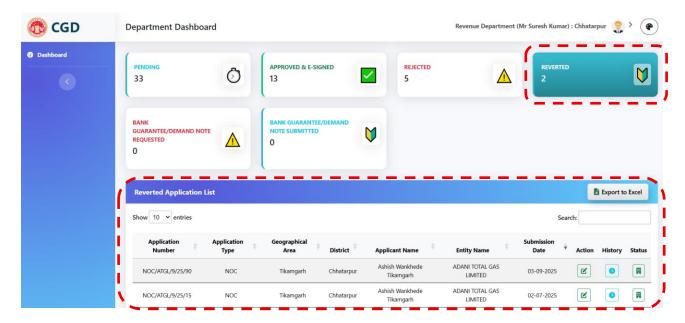


Once **reverted**, the following message will be displayed on the screen





• The application appears in the **reverted** box on the department dashboard.



When an NOC application is reverted (along with the reason) by the department, it moves to the 'Revert' section in the applicant dashboard. The applicant must re-submit the application along with the required documents/clarification. Once re-submitted, the application moves back to the department dashboard in the 'Pending' section, allowing the department to take further action

Part B – ROU Application

For **ROU applications**, the department can take actions on received applications such as **Reject**, **Revert to Applicant**, Assign for **Joint Inspection**, **Accept, or Mark as Bank Guarantee/Demand Note Required**.

Steps:

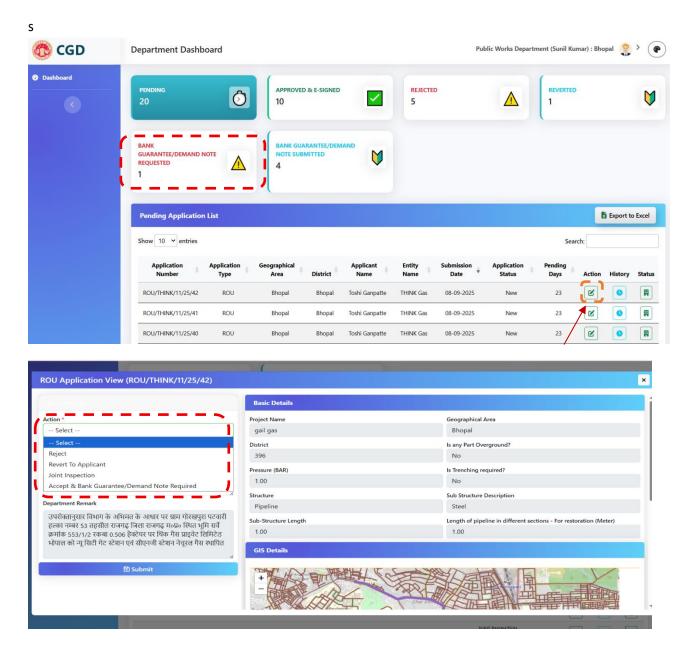
- **a.** From **Dashboard** → Click on '**Pending**' box
- **b.** Select the application from the list to act on.
- c. Click on the Action button.

Available Actions:

 Reject – The application is moved to 'Rejected', and the applicant is notified through Email/SMS.



- Revert The application is moved to 'Reverted'; the applicant must make corrections and re-submit.
- Joint Inspection Application status changes to 'Joint Inspection Requested'; an
 applicant notification is sent, and following the inspection, the application
 returns to 'Pending'
- Accept & Bank Guarantee/Demand Note Required The application moves to 'Bank Guarantee/Demand Note Requested', after which the applicant must submit the required documents.

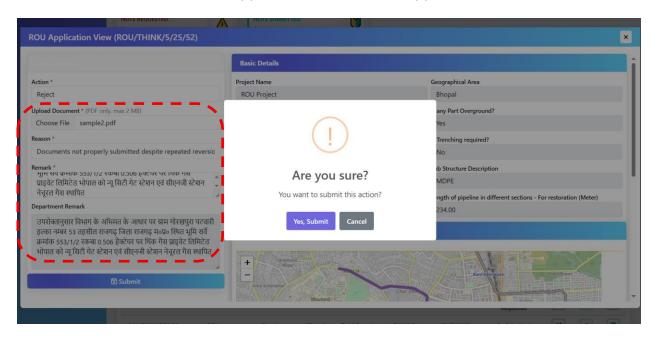




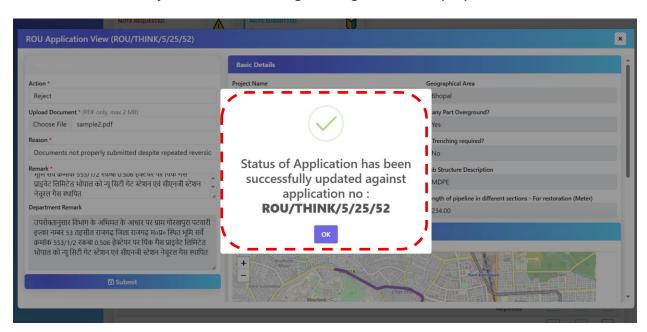
Explanation of Each Action

I. Reject

O When the department reject an application by adding any supporting documents along with the remarks (sample remarks added for reference), it is marked as Rejected in the dashboard, the applicant is notified via Email/SMS, and it appears in the Rejected box. No further action can be taken unless the applicant submits a new application

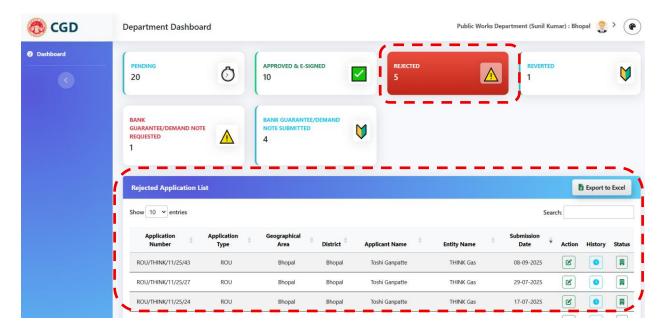


Once rejected, the following message will be displayed on the screen





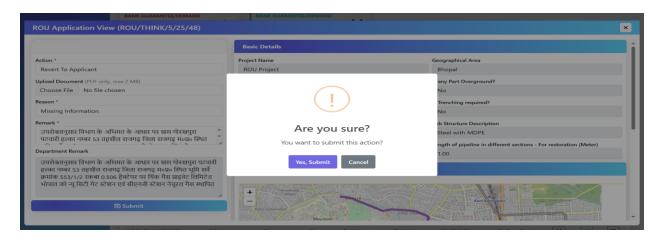
• The application appears in the **reject** box on the Department dashboard.



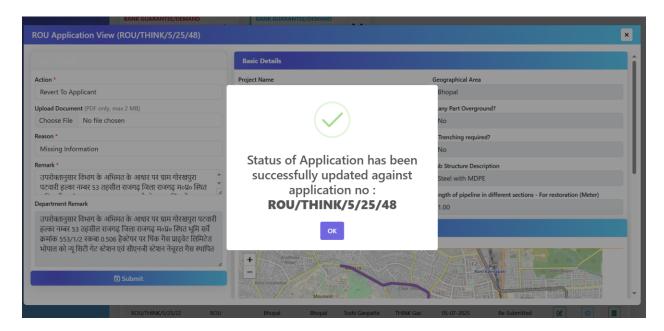
 When an application is rejected by the department, it moves to the 'Rejected' section in the applicant dashboard. The applicant can not take any further action on it. To proceed, a new application must be submitted.

II. Revert To Applicant

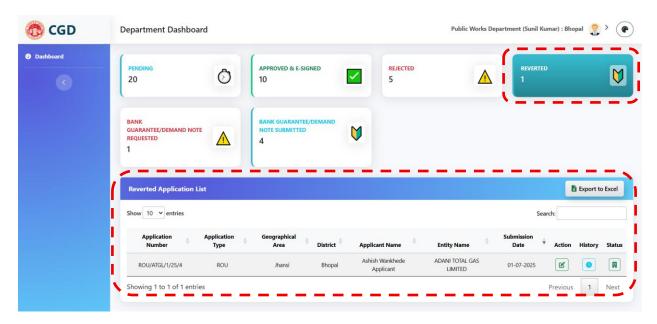
 When the department reverts an application, it appears as Reverted in the dashboard, and the applicant is notified via Email/SMS. The applicant must correct and re-submit the application, after which the department can take further action.







o The application appears in the **reverted** box on the Department dashboard.

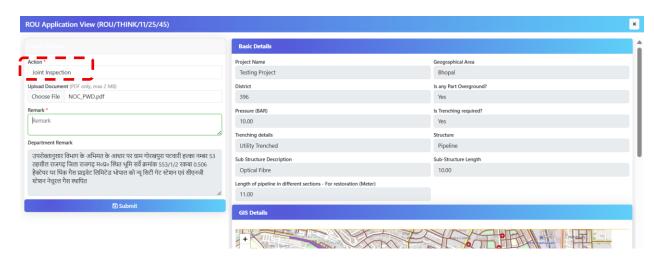


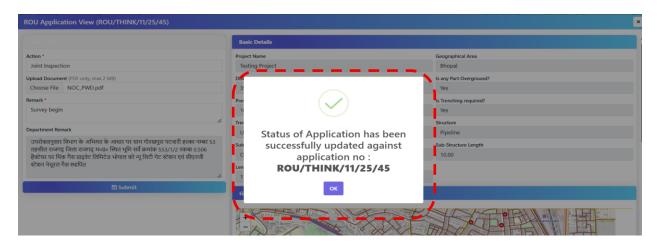
When an application is revered (along with the reason) by the department, it moves to the 'Revert' section in the applicant dashboard. The applicant must re-submit the application along with the required documents/clarification.
 Once re-submitted, the application moves back to the department dashboard in the 'Pending' section, allowing the department to take further action.



III. Joint Inspection

 When the department requests a **Joint Inspection**, the application status changes to **Joint Inspection Requested** in the dashboard, and the applicant is notified via **Email/SMS**. After the inspection is completed, the application returns to Pending for further action.



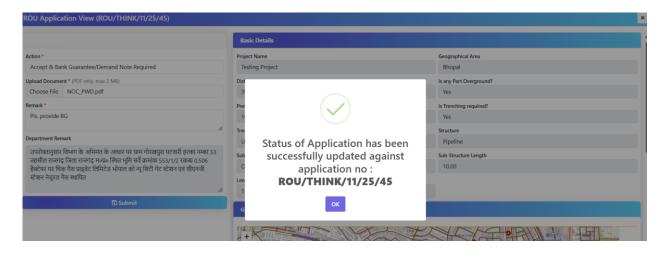


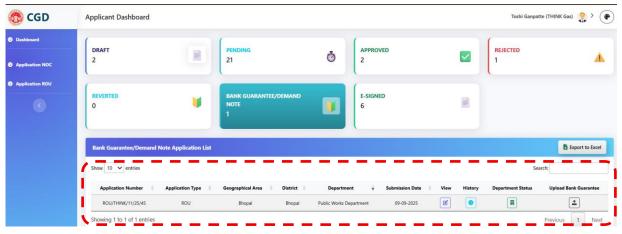




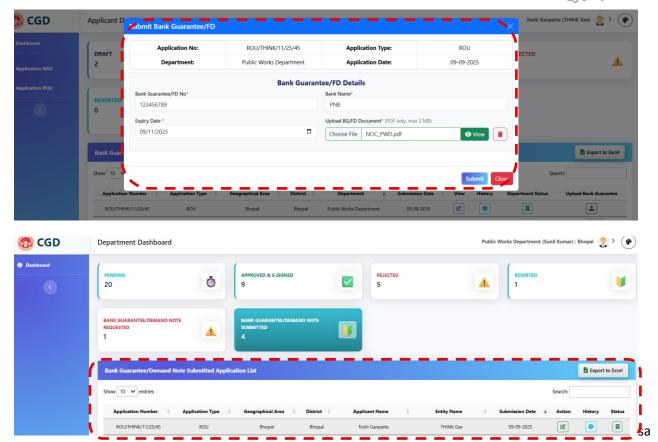
IV. Accept & Bank Guarantee/Demand Note Required

- The department requests a Bank Guarantee (BG) or Demand Note.
- The application status changes to "Bank Guarantee / Demand Request."
- The applicant is notified via Email/SMS and sees "Bank Guarantee Request" in their dashboard.
- The applicant submits the required Bank Guarantee/Demand Note documents.
- After submission, the application status changes to "Bank Guarantee/Demand Note Submitted."
- The department can **Approve**, **Reject**, or **Revert** the submitted documents.









V. Approved and e-Sign by Department

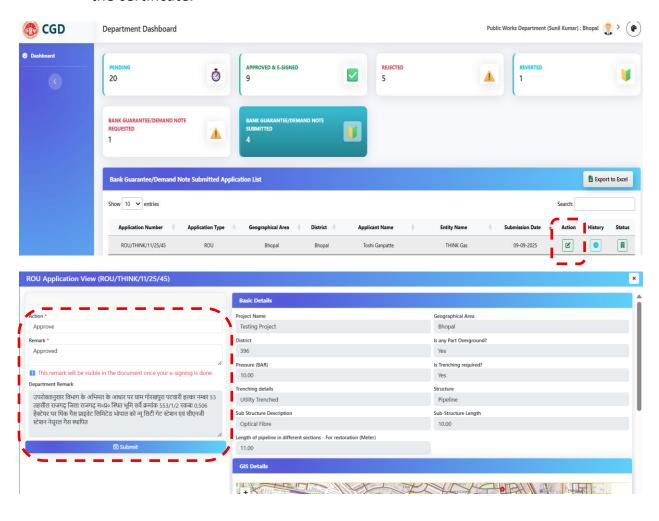
When the Bank Guarantee/Demand Note is submitted by the applicant, the department can approve the application.

Steps:

- The department selects **Approve** action from the dropdown menu.
- Click on the Submit button.
- The system generates the **NOC/ROU Certificate**.
- The department clicks on Initiate e-Sign.
- The system redirects to the E-Sign portal.
- The authorized officer enters their E-Sign credentials.
- Request for **OTP** is generated.
- o The user enters the OTP and verifies.
- After successful verification, the e-Sign process is completed.
- A success message is displayed on the screen.
- The system redirects back to the CGD portal.



- The application status changes to Approved & e-Signed and moves to the Approved & E-Signed Section in the Department Dashboard.
- The applicant is notified via Email/SMS about the approval and can download the certificate.







क्रमांक: PWD/1336/935 दिनांक: 11/09/2025

सिटी गैस पाइपलाइन बिछाने हेतु रोड कटिंग अनुमति पत्र

आवेदक श्री/श्रीमती Toshi Ganpatte , Officer (Bhopal) मैंo THINK Gas जिला Bhopal द्वारा प्रस्तुत आवेदन क्रमांक: ROU/THINK/11/25/45 के संदर्भ में निम्नलिखित विवरण प्राप्त हुआ है:

क्र.	सड़क क्रमांक	सड़क का नाम	चेनेज स्टार्ट	चेनेज एंड	चेनेज दूरी (KM)
1	426575	Main Road No. 3	10	10	10

सिटी गैस पाईप लाईन बिछाने हेतु रोड कर्टिंग की अनुमति निमानुसार शर्तो पर दी जाती है।

- Approved
 उपरोक्त अभार पर सिटी गैस पायुप्ताहान बिखाने हेतु सड़क कटिंग की निम्निलिखित समर्त अनुमति प्रदान की जाती है। 1. रोड कटिंग हेतु सीजीडी संस्था रोड प्राप्तिकारी को वर्क प्रोप्ताम व टाहम लाइन प्रस्तुत करेंगी।
 2. रोड कटिंग के समय आपके द्वारा साइन बार्ड एवं बैरिकेट्स आवश्यक रूप से लगाये जायेंगे ताकि दुर्घटना आदि न हो एवं आवागमन में कोई बाधा उत्पन्न न होवे।
 3. रोड कटिंग के समय आपके द्वारा साइन बार्ड एवं बैरिकेट्स आवश्यक रूप से लगाये जायेंगे ताकि दुर्घटना आदि न हो एवं आवागमन में कोई बाधा उत्पन्न न होवे।
 3. रोड कटिंग वाले प्रस्तावित मार्गों पर भिमात पाडय लाइन डालने के लिए खटाई भारतीय मानक ब्यरों के दिशा निर्देश अनरूप कार्य कराया जाना अनिवार्य होगा। सेफ्टी कोड के प्रावधानों का पालन करना अनिवार्य होगा।

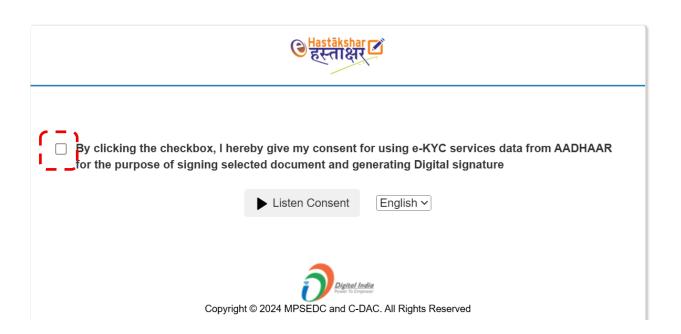






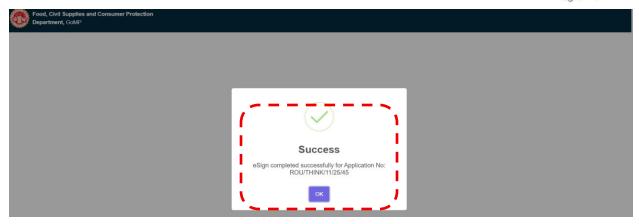
Madhya Pradesh State Electronics Development Corporation Ltd (MPSeDC)

Department of Science & Technology, Government Of Madhya Pradesh

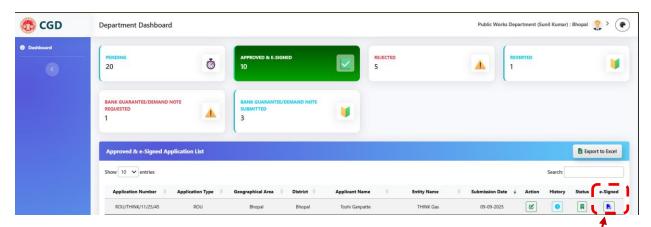








- o The system redirects back to the **CGD portal**.
- The application moves to the **Approved** and **e-Signed** section and appears on the department dashboard.



o Clicking the **e-Signed** button allows the user to download the **e-Signed** certificate



Page 1 of 3



लोक निर्माण विभाग

जिला -Bhopal (म.प्र.)

क्रमांक: PWD/1336/1056

दिनांक: 10/09/2025

सिटी गैस पाइपलाइन बिछाने हेतु रोड कटिंग अनुमति पत्र

आवेदक श्री/श्रीमती Toshi Ganpatte , Officer (Bhopal) मैं॰ THINK Gas जिला Bhopal द्वारा प्रस्तुत आवेदन क्रमांक: ROU/THINK/5/25/51 के संदर्भ में निम्नलिखित विवरण प्राप्त हुआ है:

क्र.	सड़क क्रमांक	सड़क का नाम	चेनेज स्टार्ट	चेनेज एंड	चेनेज दूरी (KM)
1	426575	Main Road No. 3	1	1	1

सिटी गैस पाईप लाईन बिछाने हेतु रोड किटांग की अनुमित निमानुसार शर्तों पर दी जाती है। उपरोक्तानुसार विभाग के अभिमत के आधार पर ग्राम गोरखपुरा पटवारी हल्का नम्बर 53 तहसील राजगढ़ जिला राजगढ़ म॰प्र॰ स्थित भूमि सर्वें क्रमांक 553/1/2 रकवा 0.506 हैक्टेयर पर थिंक गैस प्राइवेट लिमिटेड भोपाल को न्यू सिटी गेट स्टेशन एवं सीएनजी स्टेशन नेचूरल गैस स्थापित

 When the department approves and e-Signs an application, it is forwarded to the Collector and displayed in the Dashboard under the 'Pending' section. The Collector can then take further actions such as Approve, Reject, or Revert."



Contact Information

1. Mr. Parag Pathak

• **Designation:** Senior Consultant, Food Department

• Mobile Number: 7898228444

2. Mr. Mayank Chandel

• **Designation:** Junior Supply Officer, Food Department

Mobile Number: 7247615725