



E- NagarPalika ENP 2.0 Government of Madhya Pradesh Directorate of Urban Administration & Development Citizen manual

The Madhya Pradesh E-Nagarpalika Citizen Portal is an integrated digital platform that provides seamless access to various municipal services for citizens. This SOP outlines the step-by-step process for efficiently utilizing the portal.

Objective -The primary objective of the Citizen Portal is to offer online access to municipal services such as bill payments, certificate applications, and grievance redressal, thereby enhancing transparency and convenience.

Scope This SOP applies to all users of the Citizen Portal, including residents, municipal employees, and service providers. The portal covers various Urban Local Bodies (ULBs) across Madhya Pradesh.

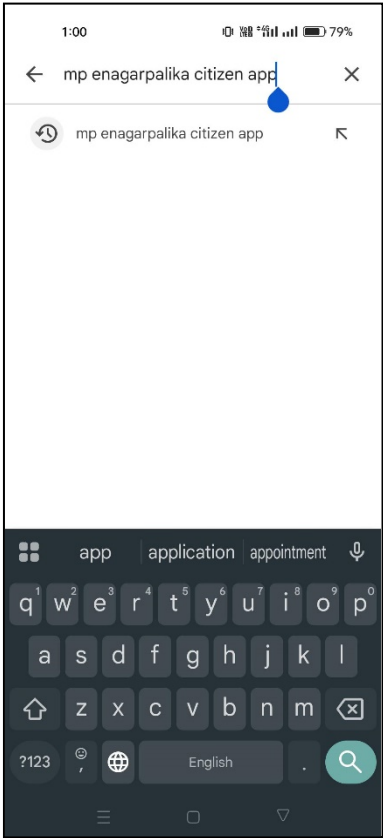
User Login

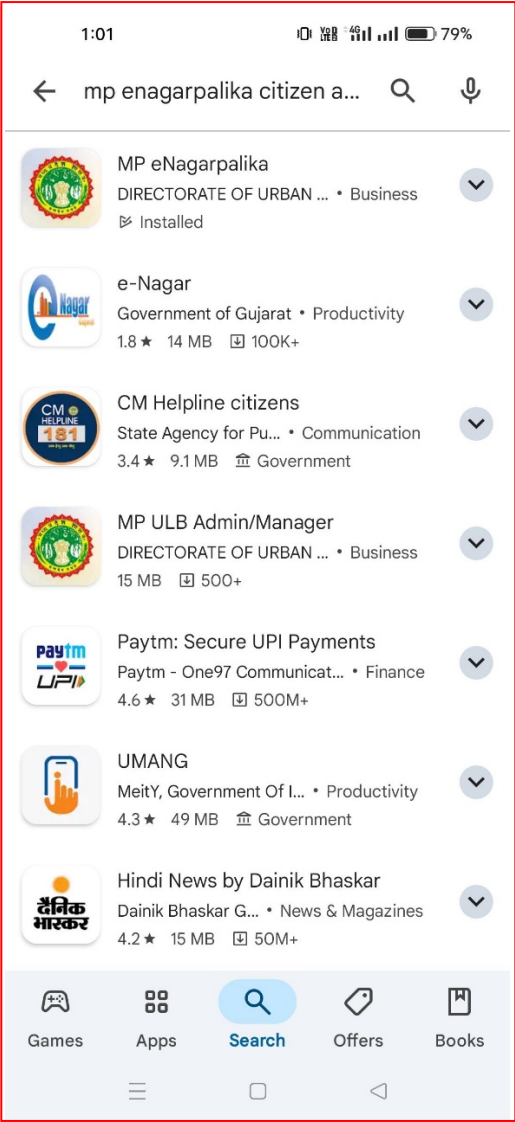
Login Process:

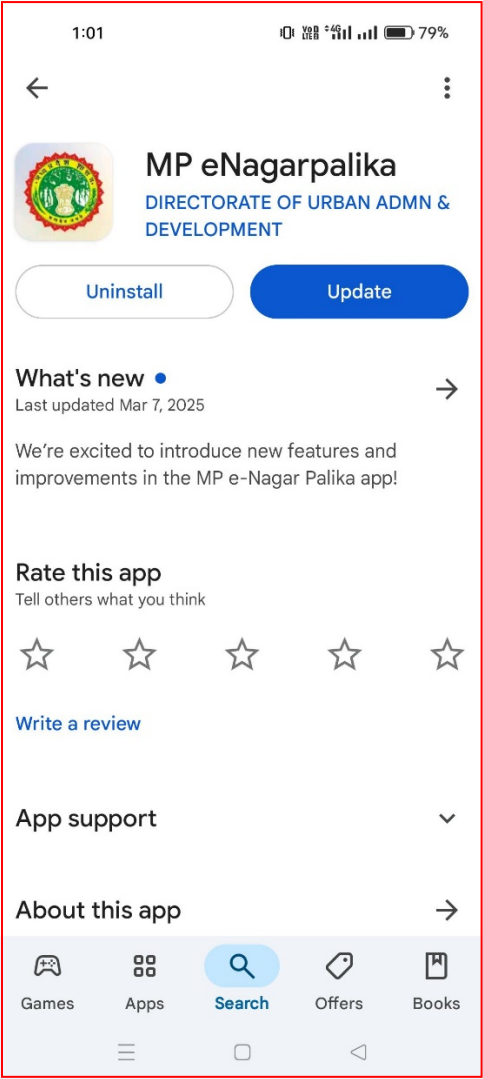
Step-1 Go to the Play Store or App Store in your mobile phone.

Step-2 Search 'MP E nagar palika Citizen App'.

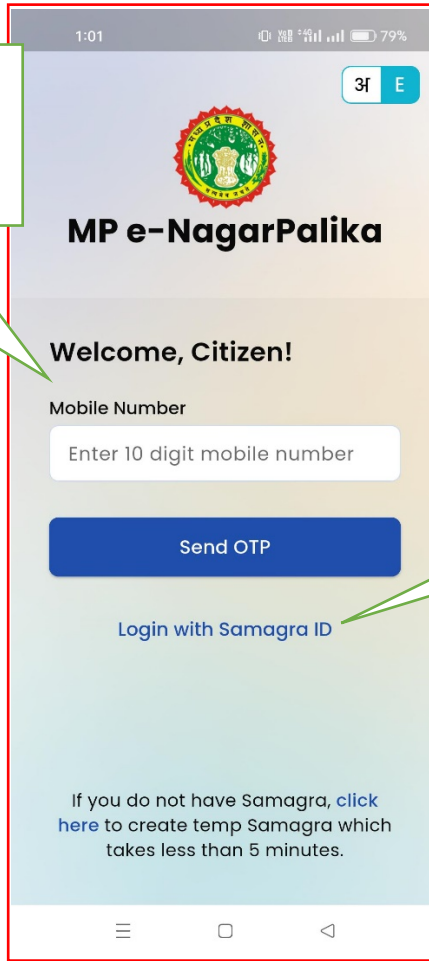
Step-3 Click on Install tab.







Select Login Method any one you can pick at a time, either [Samagra ID](#) OR [Mobile number](#)



1:01 79%

MP e-NagarPalika

Welcome, Citizen!

Mobile Number

Enter 10 digit mobile number

Send OTP

[Login with Samagra ID](#)

If you do not have Samagra, [click here](#) to create temp Samagra which takes less than 5 minutes.

When you Select Login Method Samagra ID you need to fill [Samagra ID](#)

1:01

79%

3f E



MP e-NagarPalika

Welcome, Citizen!

Mobile Number

Send OTP

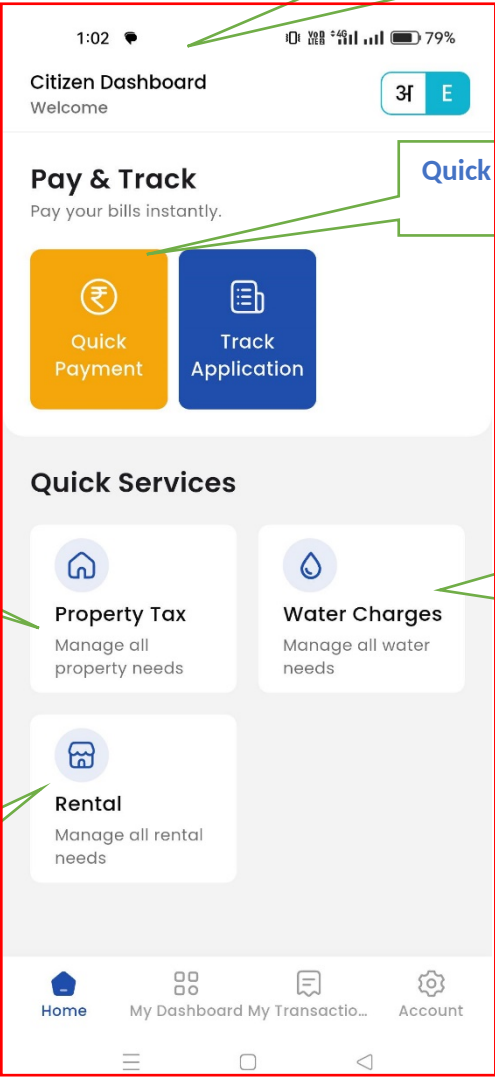
Login with Samagra ID

If you do not have Samagra, [click here](#) to create temp Samagra which takes less than 5 minutes.

When you Select Login Method Mobile:
you need to fill **MOBILE NUMBER**

After filling **MOBILE NUMBER** click on send OTP
Button, this action will send OTP IN THE registered
MOBLIE NUMBER

After Putting **OTP** and clicking on **Login Button**, we will get **Dashboard**



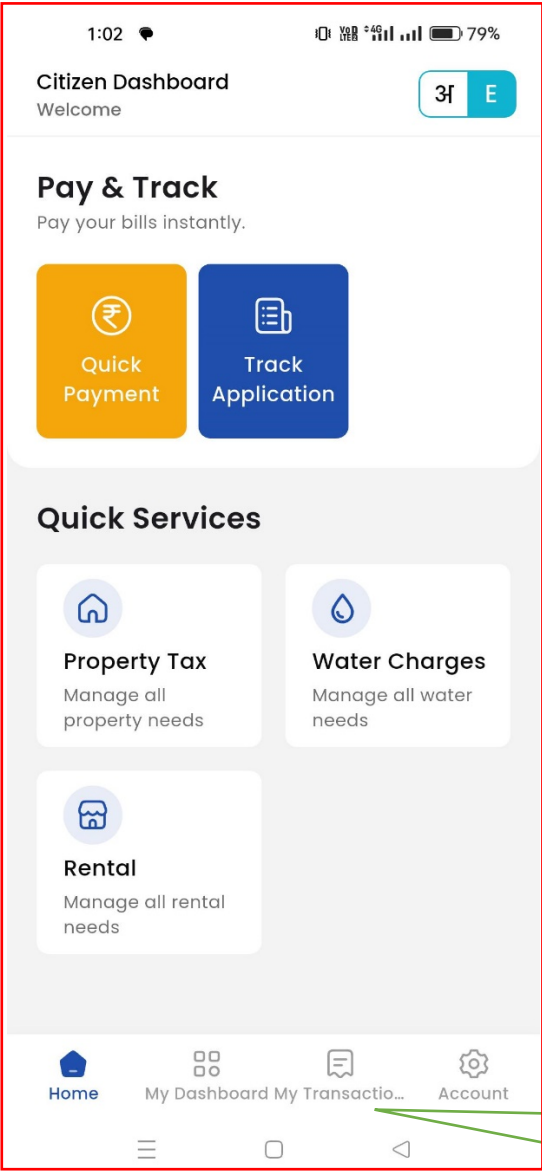
The screenshot displays the Citizen Dashboard interface. At the top, the status bar shows the time as 1:02 and battery level at 79%. The dashboard header includes the title 'Citizen Dashboard' and a 'Welcome' message, alongside a user profile icon and an 'E' button. The main section is titled 'Pay & Track' with the subtitle 'Pay your bills instantly.' It contains two prominent buttons: 'Quick Payment' (orange) and 'Track Application' (blue). Below this, the 'Quick Services' section offers three options: 'Property Tax' (house icon), 'Water Charges' (water drop icon), and 'Rental' (apartment icon). Each service card includes a brief description: 'Manage all property needs', 'Manage all water needs', and 'Manage all rental needs' respectively. The bottom navigation bar features four icons labeled 'Home', 'My Dashboard', 'My Transactio...', and 'Account'. Several callout boxes provide additional context: one points to the top right corner stating that after entering an OTP and clicking the login button, the user will reach the dashboard; another points to the 'Quick Payment' button, explaining it enables instant payments for municipal services; a third points to the 'Property Tax' card, noting it handles property tax payments and related services; a fourth points to the 'Water Charges' card, indicating it is for paying water bills and accessing water-related charges; and a fifth points to the 'Rental' card, stating it manages payments and services related to municipal rentals.

Quick Payment - Enables users to make instant payments for municipal services.

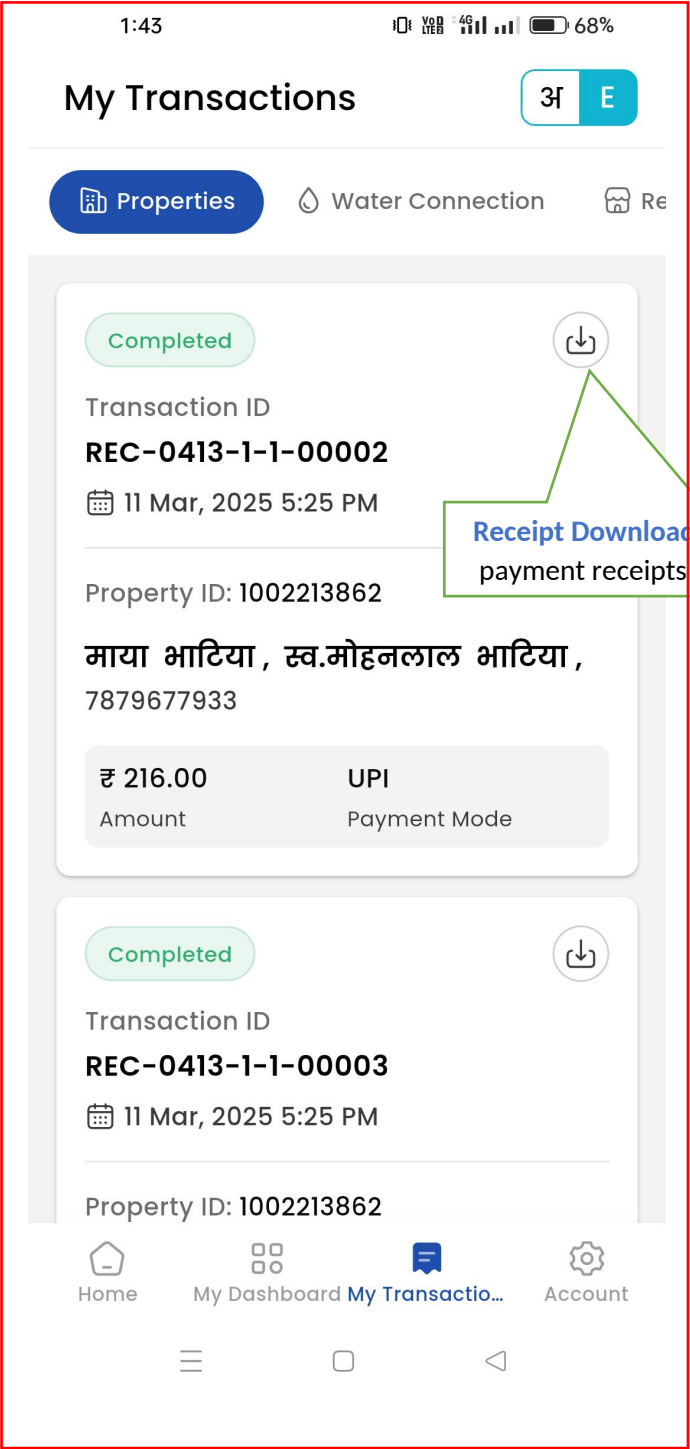
property tax payments and related services.

pay water bills and access water-related charges

payments and services related to municipal rentals.



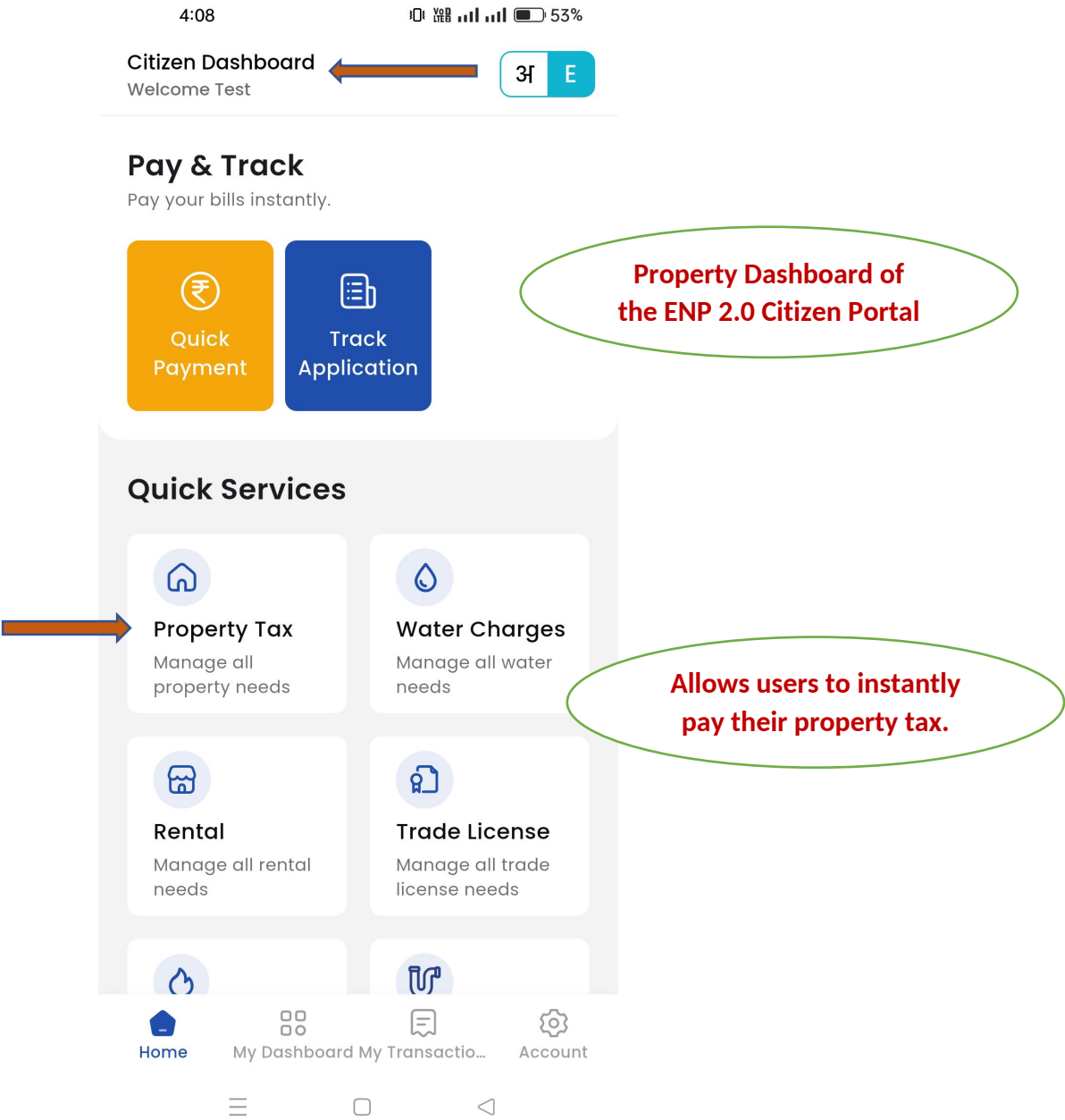
My Transactions -
Provides a history of all past payments and transactions made by the user.



Receipt Download - Allows users to download payment receipts for completed transactions.

Property Tax Module

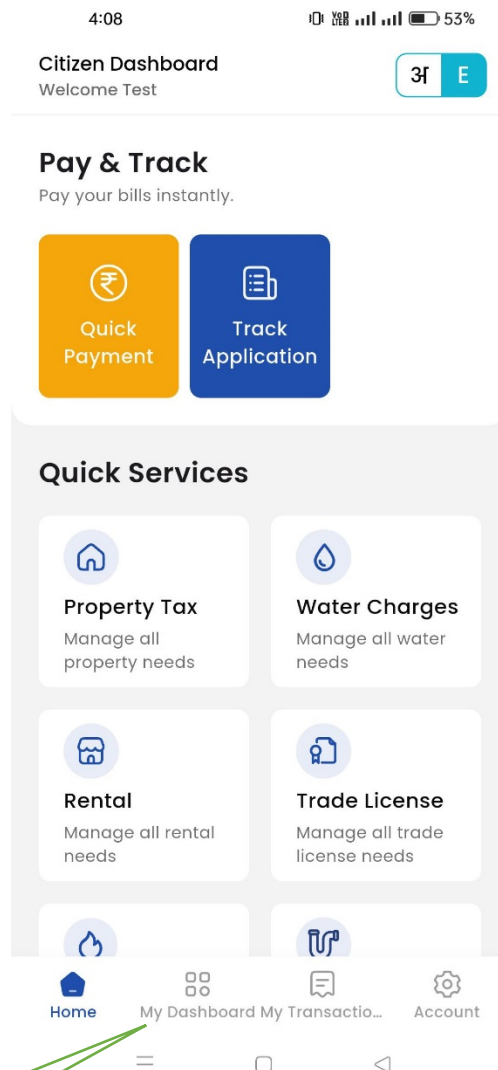
Property Dashboard of the ENP 2.0 Citizen Portal:



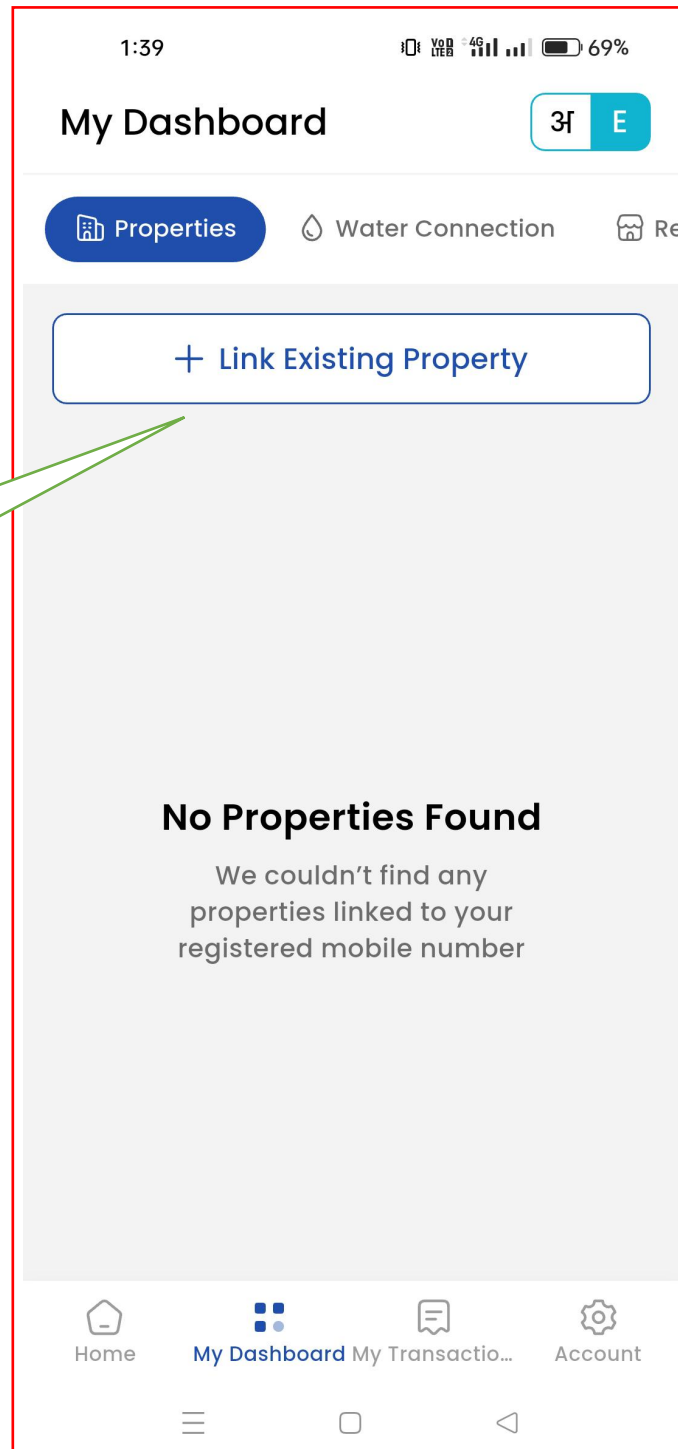
Link Property ID

Link Property ID – Allows users to connect their property with the portal by entering their property details or unique property identification number. Once linked, users can access property tax details, outstanding dues, and make payments directly from the dashboard.

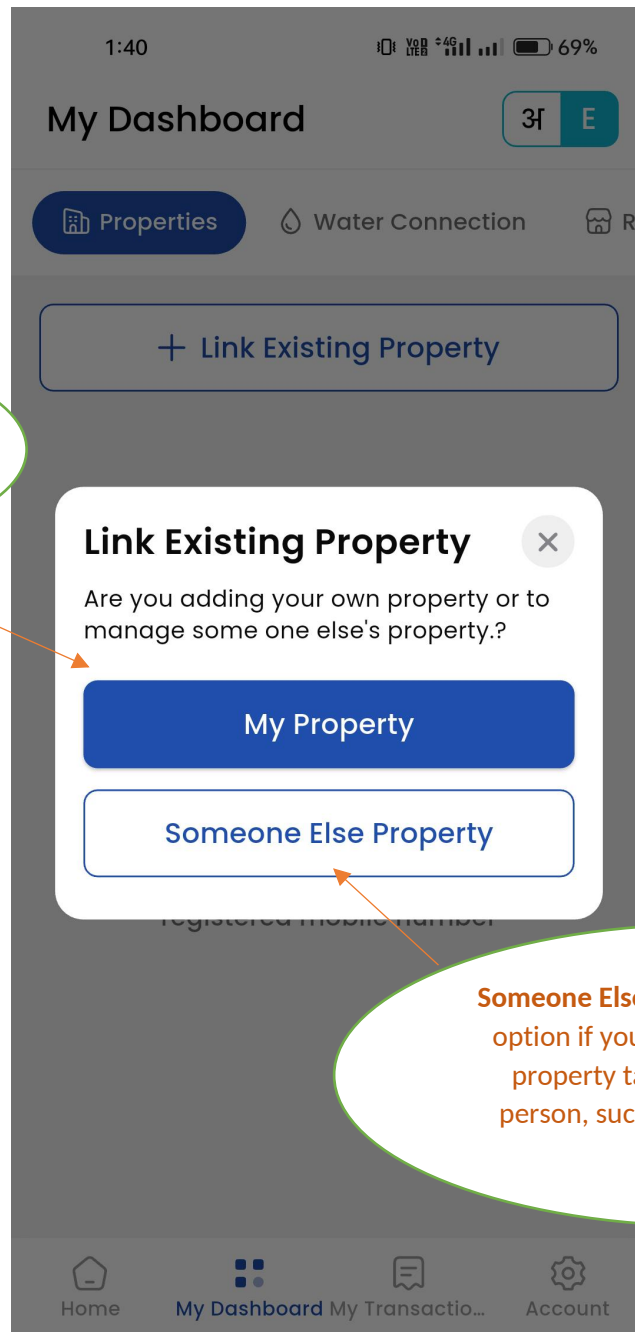
After clicking on "**Link Property ID**," a pop-up message appears asking the user whether they are adding their **own property** or managing **someone else's property**.



For **Link Property ID** First
go to **My Dashboard**



Click on **Link Existing Property** tab for **Link Property ID**



My Property – Select this option if you are linking a property that

Someone Else's Property – Choose this option if you are managing or paying property tax on behalf of another person, such as a family member or client.

This page helps users link their property to the portal for tax payments and other services

4:17 57%

← Link Existing Property 3f E

Property ID

Enter Property ID

OR

Mobile Number

Enter Mobile Number

Search

Users can enter their unique **Property ID** to retrieve property

Fetches property details based on the entered **Property ID or Mobile Number**.

Alternatively, users can enter their **registered mobile number** to find linked properties.

1:42 68%

← Link Existing Property 3f E

Property ID

1002213654

OR

Mobile Number

Enter Mobile Number

Search

Enter **Property ID**

We click on **search button** it Fetches property details based on the entered Property ID

After clicking on **search button** of given Property ID **RECORD found** will show **property details**

1:46

4G 68%

Link Existing Property

अ E

राम किशोर काछी , हीरालाल काछी ,
86, 41300001, जयसिंहनगर, 484771, Jaysin...

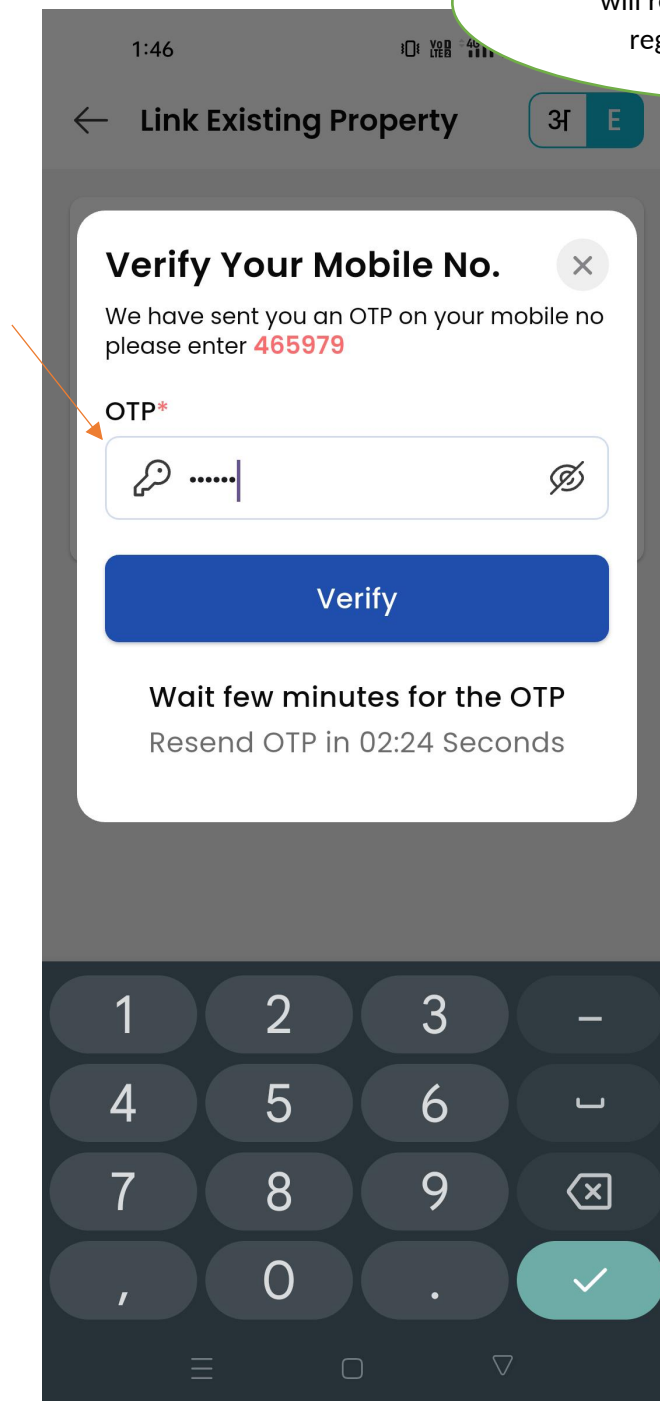
1002214131
Property ID

sq. ft.
Area

+ Add to My Dashboard

With property details we will get **Add to My Dashboard** to link property ID

After clicking on [link button](#), we will receive one OTP on your register mobile number



1:46

← Link Existing Property

Verify Your Mobile No.

We have sent you an OTP on your mobile no please enter **465979**

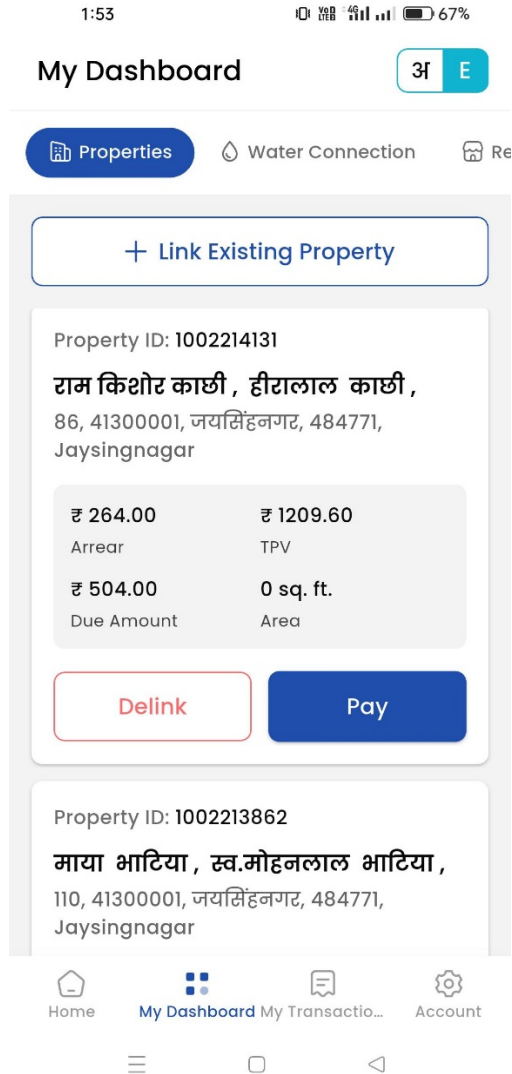
OTP*

Verify

Wait few minutes for the OTP
Resend OTP in 02:24 Seconds

1 2 3 -
4 5 6 _
7 8 9 ✕
, 0 . ✓

After putting OTP, that property added to favourite Successfully.



Delink Property ID

The "**Delink Property ID**" option is useful in the following situations:

- 1 **Incorrect Property Linked** – If you have linked the **wrong Property ID**, you can **delink** it and add the correct one.
- 2 **Someone Else's Property is Linked** – If another person's property is **mistakenly linked** to your account, you can remove it using this option.
- 3 **You Were Managing Someone Else's Property** – If you linked a property to manage it temporarily for a **relative or client** and no longer need access, you can **delink** it.
- 4 **Property is Sold or Ownership Has Changed** – If you have **sold your property** or its **ownership has been transferred**, you should **delink** it to ensure it no longer appears in your account.

1:53

VoLTE 4G 67%

My Dashboard

अ E

 Properties

 Water Connection

 Recharge

+ Link Existing Property

Property ID: 1002214131

राम किशोर काछी , हीरालाल काछी ,
86, 41300001, जयसिंहनगर, 484771,
Jaysingnagar

₹ 264.00

Arrear

₹ 1209.60

TPV

₹ 504.00

Due Amount

0 sq. ft.

Area

Delink

Pay

Click on the **Delink Property** option

Property ID: 1002213862

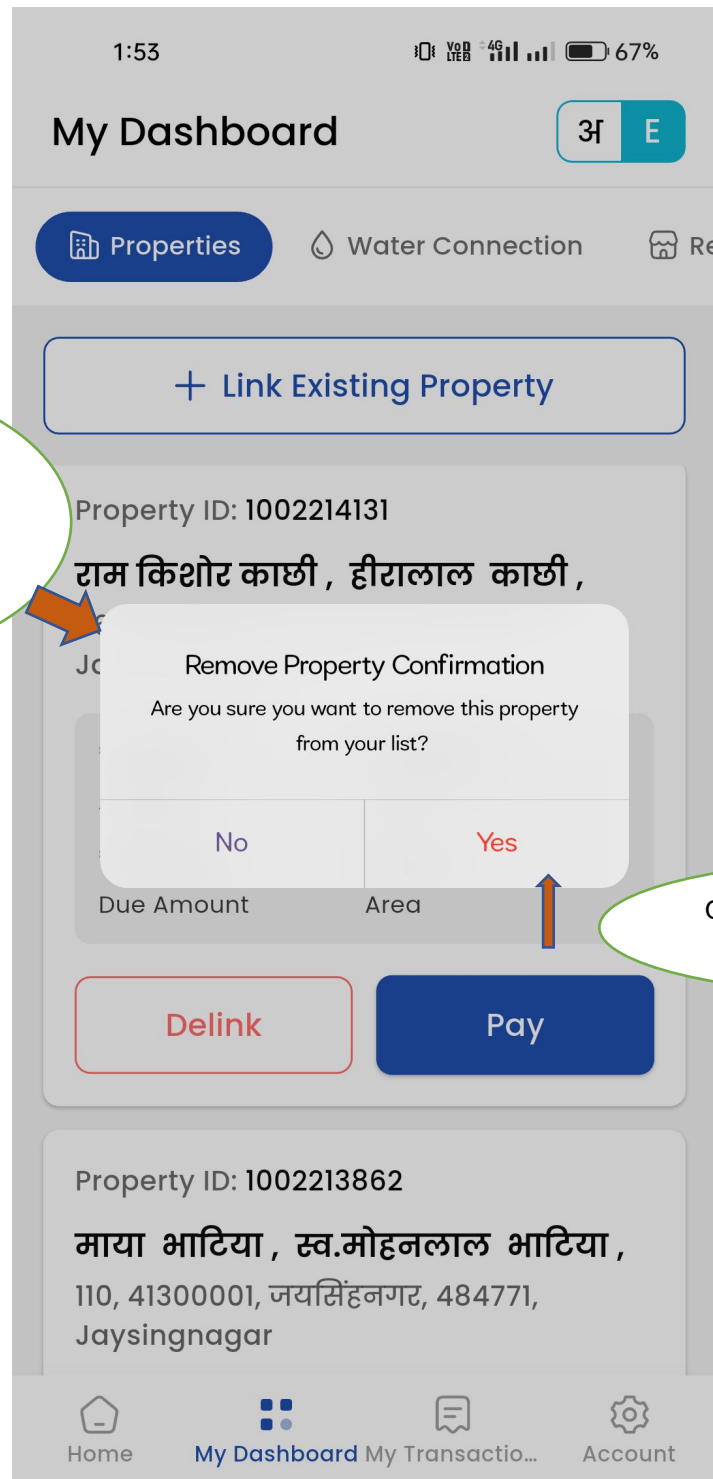
माया भाटिया , स्व.मोहनलाल भाटिया ,
110, 41300001, जयसिंहनगर, 484771,
Jaysingnagar

 Home

 My Dashboard My Transactio...

 Account



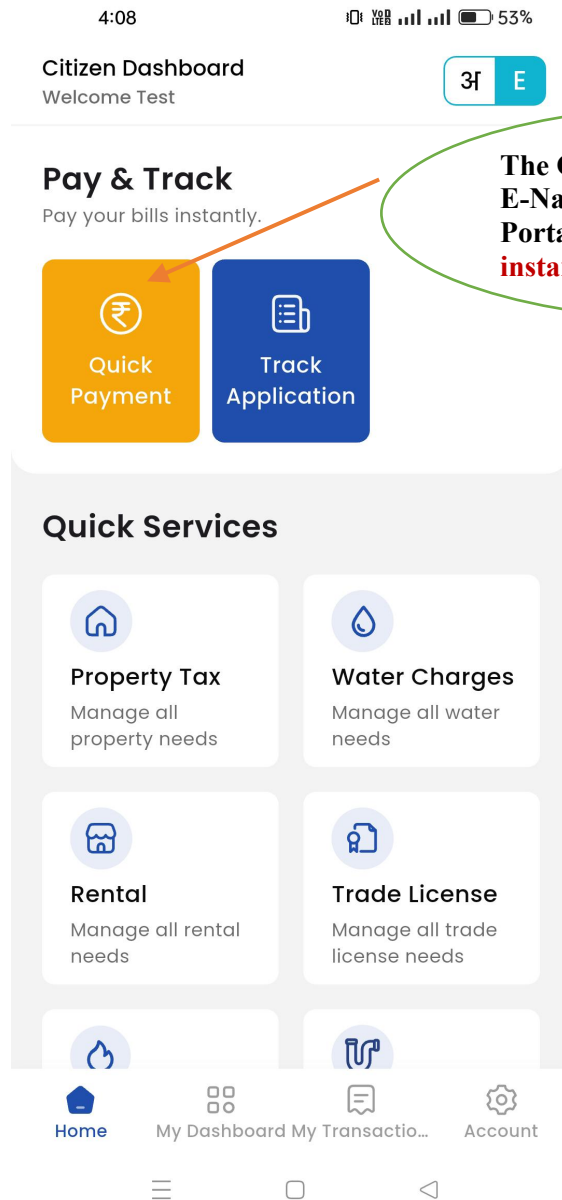


A **confirmation message** will appear - "**Are you sure you want to remove this property?**"

Click on **Yes, proceed button** to confirm delink

Quick Payment Services in ENP 2.0

The **Quick Payment** option in the **E-Nagarpalika (ENP 2.0) Citizen Portal** allows users to make **instant online payments** for various municipal services.



After selecting Quick Payment option from app, you need to click on **Property Tax Payment option** for do property tax payment

4:08

ENP 2.0

 **Payments**

3f E



Property Tax Payment



Water Charges



Rental Charges



Trade License



4:09

VoLTE 53%

 Pay Property Tax

3f

E

Users can search for their property tax details using: **Property ID**

 Search Criteria

Property ID

1002213654

OR

Mobile Number

Enter 10 digit mobile number

Search

Putting property ID

Click on search Button

Users can search for their property tax details using: **Registered Mobile Number**

4:09

VoWiFi 4G 53%

 Pay Property Tax

अ E

Property ID : 1002213654

किशोर कुशवाहा पिता/पति हीरा लाल कु...

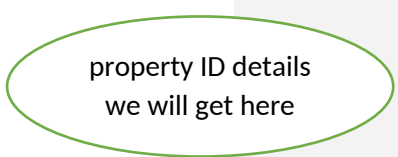
45, 41300001, जयसिंहनगर, 484771, दददददद...

sq. ft.

-

Plot Area

Rate Zone



property ID details
we will get here

4:09

VoLTE 4G 53%

 Pay Property Tax

3f

E



Property ID. 1002213654

After clicking on Property Id, we
will get property ID details

Old Property ID
6/45Plot Area
0 sq. ft.Rate Zone
N/ATPV
₹ 0.00

Owner Details



Property Address



Tax Details

Arrear ₹ 0.00

Current Year Tax ₹ 60.00

Rebate Given ₹ 0.00

Total ₹ 60.00

*Tax calculation is based on current system

Pay Part/Advance

Pay



4:45 4G 48%

← Pay Property Tax

Property ID. 1002213654

Old Property ID 6/45	Plot Area 0 sq. ft.
Rate Zone N/A	TPV ₹ 0.00

Owner Details

Property Address

Payment Mode

 ☐

 PhonePe ☐

 AXIS BANK ☐

Proceed

When we click Pay button
we will get 3 options to pay
property Bill

After clicking on **Razor pay** we will get this screen we have to fill mobile number and **continue** with payments

This payment was created in Test Mode. Only test payments can be made for this.

Payment Request from Urban Administration & Development Department, Government of Madhya Pradesh

RECEIPT
REC-0101-61-22-00006

AMOUNT PAYABLE
INR 1,098.00

INR 1,098.00 DUE
INR 0.00 PAID

U

Urban Administration
Development Department...

Total Amount
₹1,098

Contact details
Enter mobile & email to continue

+91 ▾ Mobile number

Email address

Continue

After clicking on **UPI pay** we will get this screen we have to fill UPI ID and **continue** with payments



Checking payment status...20:03

UPI, G Pay, Paytm, BHIM & more

@ UPI ID
PhonePe, Gpay, Paytm, BHIM & more

Card
Visa, Mastercard, Rupay & more

After clicking on **Net banking**, we will get this screen we have to fill UPI ID and **continue** with payments

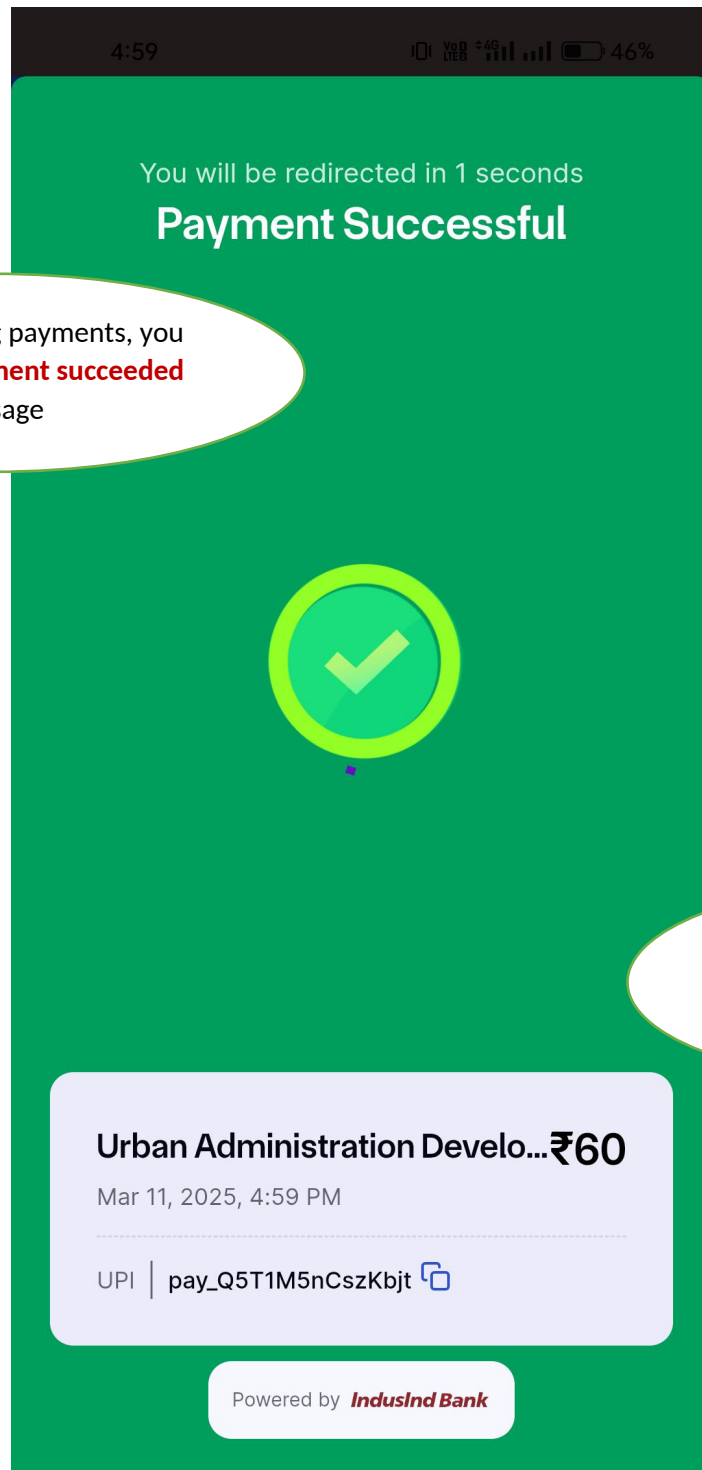
Merchant Id :	1002974283	ULB Code :	0101
Transaction No :	REC-0101-61-22-00008	Currency :	INR
Amount :	1098.0		

URN : 1023487
(SAVE FOR FUTURE REFERENCE)

☐ Terms and Conditions :

I accept the Terms and Conditions contained herein that shall apply to any person using the services of Easypay provided by Axis Bank for making payments through an online payment gateway service. Each User is therefore deemed to have read and accepted these Terms and

Payment Options



After completing payments, you will receive **payment succeeded** message

After completing your payment, you can go back to your **home screen**



5:00

46%

←

Payment Receipt

Receipt/Acknowledgment

Jaysingnagar Nagar Parish

Municipal Act 1956 Sec. 186

Property Tax

Receipt No.: PG-6413-16-6-3-00001

Online Receipt

New Property ID: 1002213654

ULB Code: 0413

Old Property ID: 0-0-0

Assessment Year: 2024-25

Property Owner Name: Rishi ganes Raych (do not guess)

Mobile No.: *****

Address: 45, weffern, ,,,,,,,,,, 494771

House No.: 45

Zone/Ward: 3/6

Rate Zone: 3

Customer Copy

Date: 11-09-2025 16:59:16

Property Tax and Other Taxes have been Calculated Based on the Details Given Below

Usage Type	Usage Factor	Floor No.	Construction Type	Area	Rate	ALV	Maintenance Discount	TPV
				0.00	0.00	0.00	0.00	0.00

Property Tax Summary

Year	Property Tax	Education Cess	Sanitation	Urban Tax	Garbage Charges	Area Kar	Total Tax	Rebate	Penalty	Advance	NET TOTAL
2024-25	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

Paid amount: 0.0

Date: 11-03-2025 16:59:16

Mode of Payment: UPI

Total current: 0.0

Arrear: 0

Total discount: 0.00

Net paid amount: 0.0

Total Advance: 0

Balance = 0

Remarks: Payment Collected online with reference ID: pay_QJTYMtaCua8p, Total Demand = 0.0, Payment = 0.0

This receipt is not a proof of ownership

Online Payment

You can also pay through this link - enrgaripalika.mpg.gov.in

Receipt of your Payment



Rashmi Saxena
Trainer