



ONE CITY ONE PORTAL

USER MANUAL



Fluentgrid Limited

Hill No. 1 Rushikonda IT Park, Madhurawada, Visakhapatnam, Andhra Pradesh 530045

System Requirements

Supported by all Mobile Operating Systems and Web Browsers

© Copyright 2021 Fluentgrid Limited. All Rights Reserved.

Disclaimer

Property of Fluentgrid Limited

Author

Sudheer Pallagani – Fluentgrid Limited

Table of Contents

| | |
|--|-----------|
| INTRODUCTION..... | 3 |
| <i>Home Page.....</i> | <i>3</i> |
| <i>Bengaluru Smart City Limited</i> | <i>3</i> |
| QUICK LOOK AT END-USER INTERFACE..... | 4 |
| <i>Increase & Decrease Size of Fonts and Symbols</i> | <i>4</i> |
| <i>Login / Register Tab</i> | <i>4</i> |
| <i>Home Tab</i> | <i>4</i> |
| | 4 |
| OTHER FEATURES..... | 4 |
| <i>About Us</i> | <i>4</i> |
| <i>Namma Bengaluru</i> | <i>5</i> |
| <i>Projects</i> | <i>6</i> |
| <i>Interactions</i> | <i>6</i> |
| <i>Circulars</i> | <i>6</i> |
| <i>Challenges.....</i> | <i>7</i> |
| <i>Gallery.....</i> | <i>7</i> |
| <i>Contact Us.....</i> | <i>7</i> |
| CITIZEN REGISTRATION..... | 7 |
| LOGIN PAGE | 9 |
| FORGOT PASSWORD | 9 |
| WELCOME DROP-DOWN MENU | 10 |
| <i>Change Password.....</i> | <i>10</i> |
| <i>Update Profile</i> | <i>11</i> |
| <i>View Status with Complaint Id.....</i> | <i>11</i> |
| <i>View Status with Mobile Number.....</i> | <i>12</i> |
| MY TRANSACTIONS | 12 |
| <i>E-COMPLAINT</i> | <i>13</i> |
| <i>Logout</i> | <i>14</i> |
| SMART ELEMENTS..... | 14 |
| <i>AIR QUALITY INDEX:</i> | <i>14</i> |
| <i>COVID-19 DETAILS:.....</i> | <i>15</i> |
| <i>BMRCL:.....</i> | <i>15</i> |
| <i>KSRTC:</i> | <i>16</i> |

Introduction

The One City One Portal User & Training Manual contain all information which is essential for the user to make full use of One City One Portal website . This manual includes all the information on the various features of Bengaluru Smart City's functions and capabilities.

Visit One City One Portal at <https://www.smartoneblr.com>

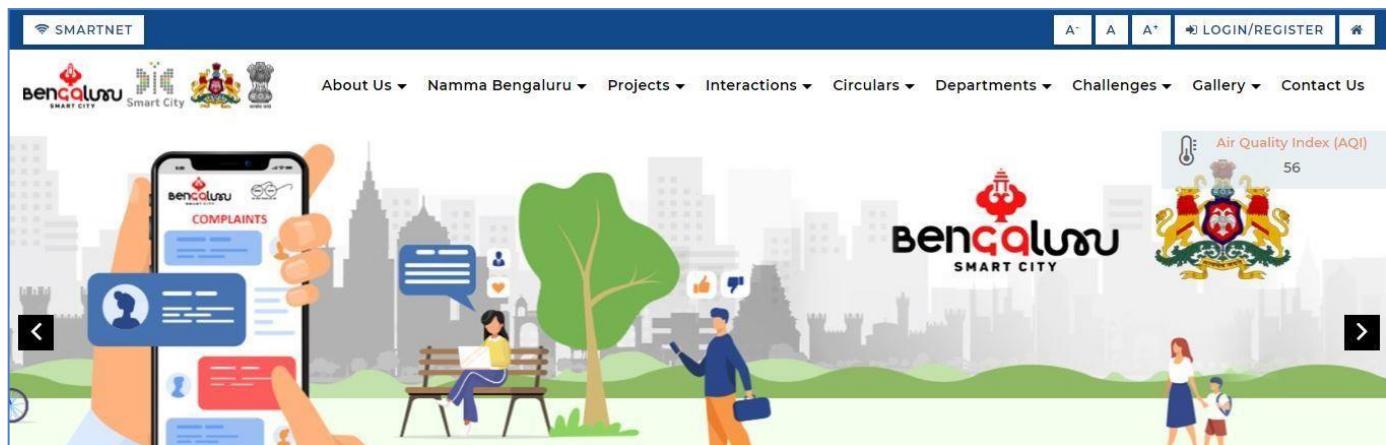
Home Page

Welcome to Bengaluru's [One City One Portal](#). The main purpose of the smart city mission is to help improve the facilities provided to the people.

The key features lay of the Smart City Mission:

- Emphasis on development of city
- Resolving various infrastructure and social issues happening across the city

Bengaluru Smart City Limited - "Liveable Bengaluru- Healthy, Connected & Vibrant"

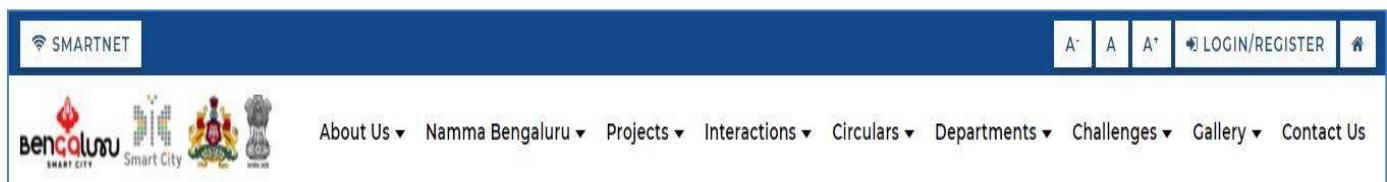


Bengaluru Smart City Limited

As per the guidelines issued by the Government of India, **Bruhat Bengaluru Mahanagara Palike (BBMP)** has formed a Special Purpose Vehicle (SPV) called Bengaluru Smart City Limited (BenSCL) for the implementation of projects under the smart city mission for the city of Bengaluru. This SPV will undertake the entire responsibility for vendor selection, implementation, and operationalization of various smart city projects.

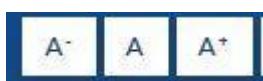
Quick Look at End-user Interface

The top menu bar displays the various features of the website.



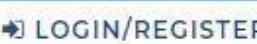
Increase & Decrease Size of Fonts and Symbols

This feature allows you to view the web content as per your convenience and comfort level



- A- is for reducing the size of the fonts and symbols on the website
- A is for retaining the original size of fonts and symbols on the website
- A+ is for increasing the size of the fonts and symbols on the website

Login / Register Tab

Click on  to display the Login dialogue box.

Home Tab

Click on  to navigate back go the home page.

Other Features

The menu bar at the top displays information on different areas of Bengaluru city and various features and activities involving the municipal corporation.



About Us

The About Us tab details out the mission of smart cities, based on what criteria a smart city is identified, profile of the Bengaluru Smart City, Bruhat Bengaluru Mahanagara Palike, Board of Directors and Smart Initiatives.

About Us ▾

- › About BenSCL
- › Smart City Mission
- › Smart City Selection
- › Organization Structure
- › Smart Initiatives
- › About BBMP
- › Board Of Directors
- › Smart City Proposal**

Namma Bengaluru

The Namma Bengaluru tab provides an Introduction to the city of Bengaluru, History and Heritage, City Infrastructure – Linkage, Connectivity, Road and Transport facilities and Public Services .

Namma Bengaluru ▾

- › Introduction
- › History And Heritage
- › Visit Places
- › Economy
- › Linkage And Connectivity

Projects

The Projects tab provides information on the status of smart city projects if Completed, In-progress and Upcoming.



Projects ▾

- > Completed
- > Inprogress
- > Upcoming

Interactions

The Interactions tab provides information on Awards, Press Releases and Annual Reports of Bengaluru Smart City Limited.



Interactions ▾

- > Awards
- > Press Release
- > Annual Reports

Circulars

The Circular tab provides information on government orders passed, circulars such as Smart City Mission guidelines and the Memorandum of Association of Bengaluru Smart City Limited.



Circulars ▾

- > Government Orders
- > Circulars

Challenges

The Challenges tab displays information on the challenges being faced by Bengaluru Smart City Mission.

Challenges ▾

- > TULIP
- > Nurturing Neighbourhoods
- > Streets4People
- > India Cycles4Change Challenge
- > Transport4All
- > Climate Smart Cities
- > Indian Urban Data Exchange
- > Data Maturity Assessment Framework

Gallery

The Gallery tab displays information and photos of various events and programs happening across the city.

Gallery ▾

- > Photo Gallery

Contact Us

The Contact Us tab displays the contact information of the BenSCL along with map.

Contact Us

BENGALURU SMART CITY LIMITED

O/o. Managing Director, #30/1,
Thimmaiah Road,
Millers Tank Bund Area,
Vasanthnagar, Bengaluru-52.
Ph No: 080-22200080
Email-Id:bsclnodal@gmail.com



Citizen Registration

One City One Portal is a single window interface for citizens & stakeholders to access the online services provided by Bengaluru Smart City.

The Register tab **REGISTER** displays the Citizen Registration dialogue box, where you can create a new account by entering your mobile number and following the password confirmation protocols, name, email id. And Click on REGISTER to create a new user account .

MOBILE NUMBER
Please Enter Valid Mobile Number

PASSWORD
Please Enter Password

CONFIRM PASSWORD
Please Enter Confirm Password

NAME
Please Enter Full Name

EMAIL ID
Please Enter Valid Email

REGISTER

Enter information as instructed in the screen grab below, you will receive a One Time Password (OTP) on your registered mobile number.

OTP sent to Registered Mobile No. & Email
Ref No: 16840276

ENTER OTP

CLOSE **RE-SEND-OTP** **SUBMIT**

In case you do not receive the OTP on your mobile number in the first attempt, click RE-SEND OTP, you will receive a OTP, click SUBMIT to proceed further or CLOSE to cancel

Login Page

You may now access your account using the login credentials issued at the time of creating your account. The random alphanumeric values must be entered in the CAPTCHA field to sign-in.

The login page features a header with 'Login' and 'Register Now' buttons. Below is a 'MOBILE NUMBER' input field with a placeholder 'Moble Number'. A 'PASSWORD' input field follows, with a placeholder 'password'. To the right of the password field is a CAPTCHA box containing 'f6157' and a refresh icon. A large blue 'SIGN IN' button with a right-pointing arrow is centered below the inputs. At the bottom left is a 'Forgot Password?' link.

Forgot Password

The FORGOT PASSWORD link allows you to access your account by generating a One Time Password (OTP) and sent to your registered email id and mobile number used at the time of creating your account.

The forgot password page has a header with a 'Forgot Password' button. Below are two input fields: 'Email' with a placeholder 'Enter Email' and 'Mobile Number' with a placeholder 'Mobile Number'. At the bottom are two buttons: a red 'CLOSE' button and a blue 'GENERATE OTP' button.

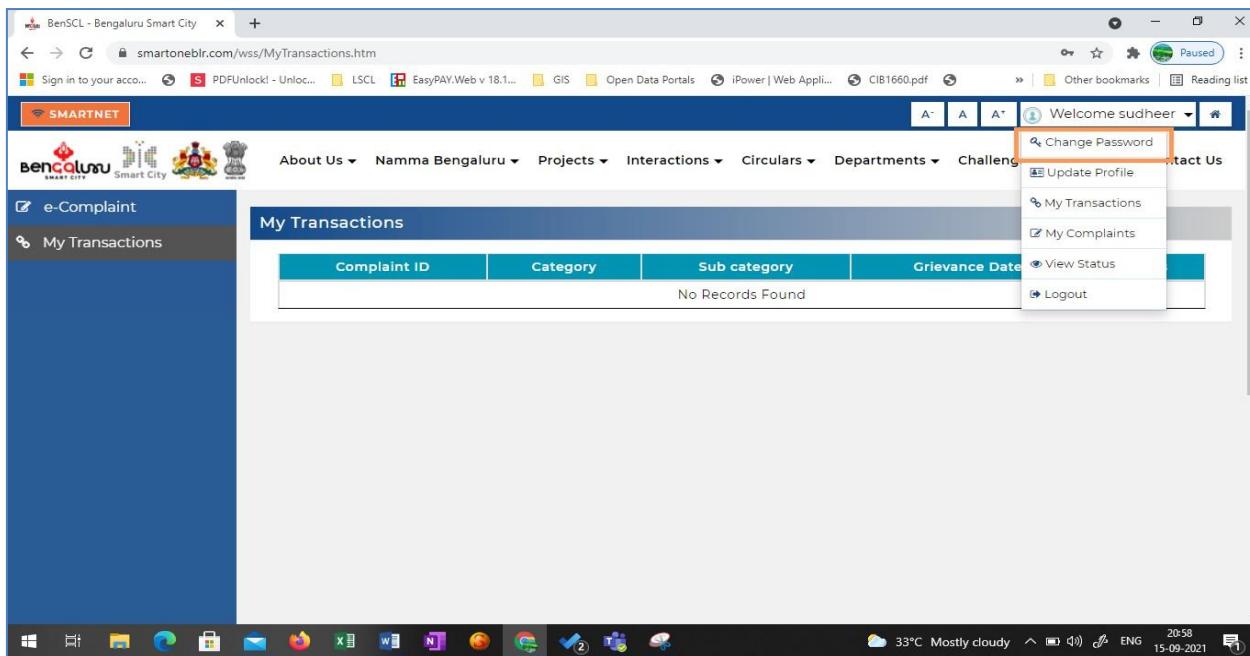
Welcome Drop-down Menu

The Welcome Drop-down Menu displays the information applying to your account in a single glimpse. You may click on any tab on the drop-down menu to view information. Once you are done, you may click on LOGOUT at the bottom to exit your account.



Change Password

If you wish to change your password, click on 'Change Password' link, as shown below.



After clicking the "Change Password" link, enter your existing or old password, then, enter a new password of your choice containing alphanumeric and special characters, re-enter the new password in the confirm password field and click UPDATE as shown in the figure below.

Change Password

| | | |
|------------------|---|---|
| Old Password | : | <input type="text" value="Old Password"/> |
| New Password | : | <input type="text" value="New Password"/> |
| Confirm Password | : | <input type="text" value="Confirm Password"/> |

RESET UPDATE

After clicking on “Update” button, your password will be updated.

Update Profile

Enter all valid details in mandatory fields and click UPDATE to submit information or click BACK to navigate back to the menu.

Update Profile

| | | |
|---------------|---|---|
| Mobile Number | : | <input type="text" value="9987109928"/> |
| First Name | : | <input type="text" value="sudheer"/> |
| Last Name | : | <input type="text" value="-"/> |
| Email | : | <input type="text" value="sudheer.p@fluentgrid.com"/> |
| Address | : | <input type="text" value="Paidichintapadu,Eluru,West Godavari,Andhra Pradesh,,534001"/> |



NO IMAGE
AVAILABLE

EDIT

RESET UPDATE

View Status with Complaint Id

Enter the details or reference number of the complaint/other issues, random CAPTCHA, and click SUBMIT.

View Status

| | | |
|---------------------|---|---|
| VIEW STATUS | : | <input type="text" value="Complaints"/> |
| SEARCH BY | : | <input type="text" value="Complaint ID"/> |
| COMPLAINT ID | : | <input type="text" value="Complaint ID"/> |

✓ SUBMIT

View Status with Mobile Number

Enter the details or reference number of the complaint/other issues, random CAPTCHA, and click SUBMIT.

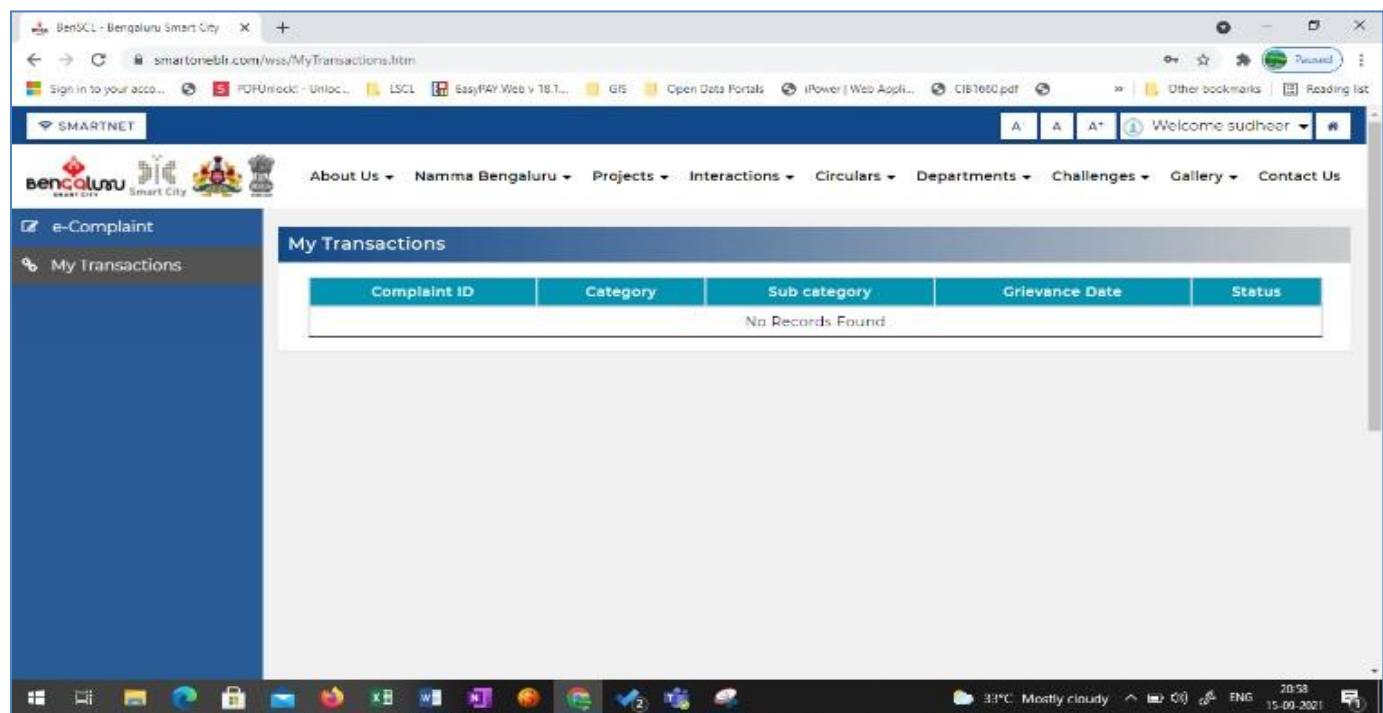
View Status

| | | | |
|----------------------|---|---------------|---|
| VIEW STATUS | : | Complaints | ▼ |
| SEARCH BY | : | Mobile Number | ▼ |
| MOBILE NUMBER | : | Mobile Number | |

✓ SUBMIT

My Transactions

The My Transactions page allows you to view your online transactions such as registered complaints, e-payments, documents requested, etc., made using the One City One Portal.



| Complaint ID | Category | Sub category | Grievance Date | Status |
|------------------|----------|--------------|----------------|--------|
| No Records Found | | | | |

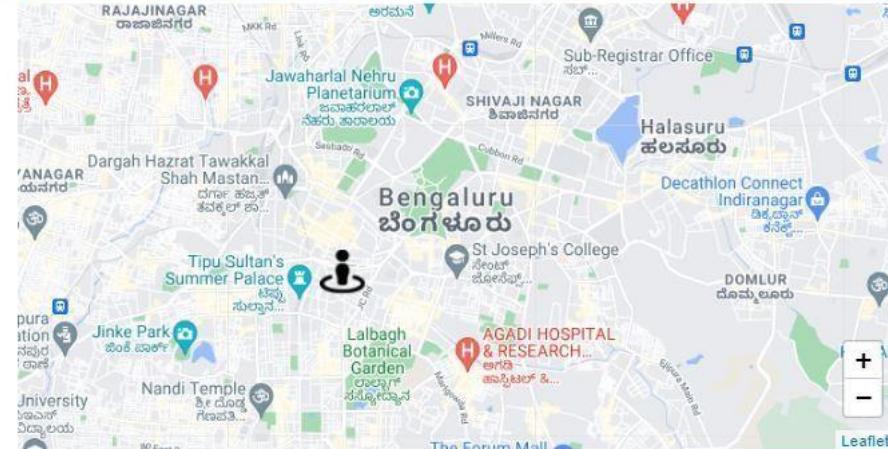
E-Complaint

The e-Complaint tab allows you to register online complaints.

e-Complaint

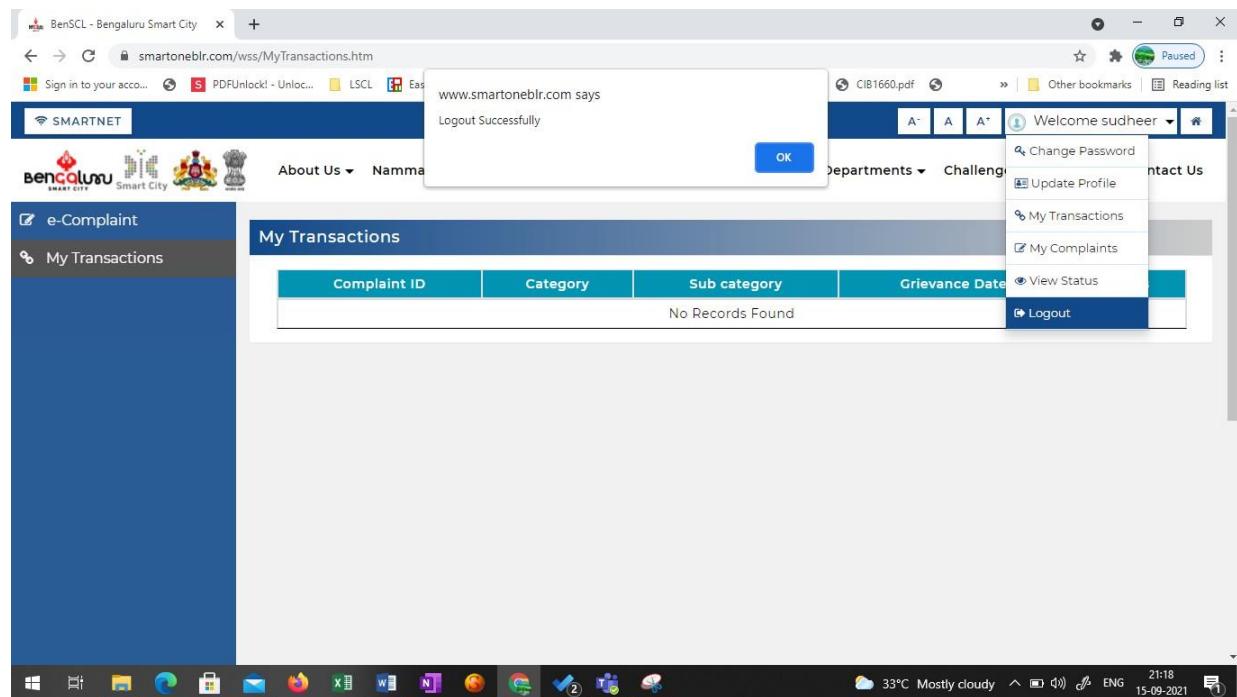
- You just need to select the Category, Sub Category and Description
- Details of your location will be auto identified with Geo enabled feature. User can also report complaint in different location using the 'other location' option provided in screen.
- Click on SUBMIT once you are complete, else click RESET to re-enter the information or click BACK

Complaint Registration

| | |
|--|---|
| Category <input type="text" value="select"/> | Registered locality : Paidichintapadu,Eluru,West Godavari,Andhra Pradesh,,534001 <input checked="" type="checkbox"/> Do you want to report the issue in other location? |
| Sub category <input type="text" value="--Select--"/> |  |
| Description <input type="text" value="Description"/> | |
| Add File <input type="file" value="CHOOSE FILE"/> * Only .png or .jpg | |
| Ward Name <input type="text" value="Dharmaraya Swamy Temple"/> | Ward No <input type="text" value="119"/> |
| Address <input type="text" value="63, Kalasipalyam New Extension, Kalasipalya, Bengaluru, Karnataka 560002, India"/> | |
| <input type="button" value="✓ SUBMIT"/> | |

Logout

Click Logout to exit your account.

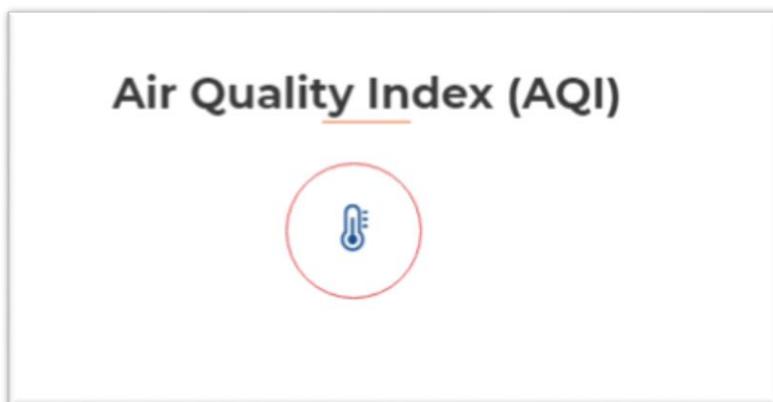


Smart Elements

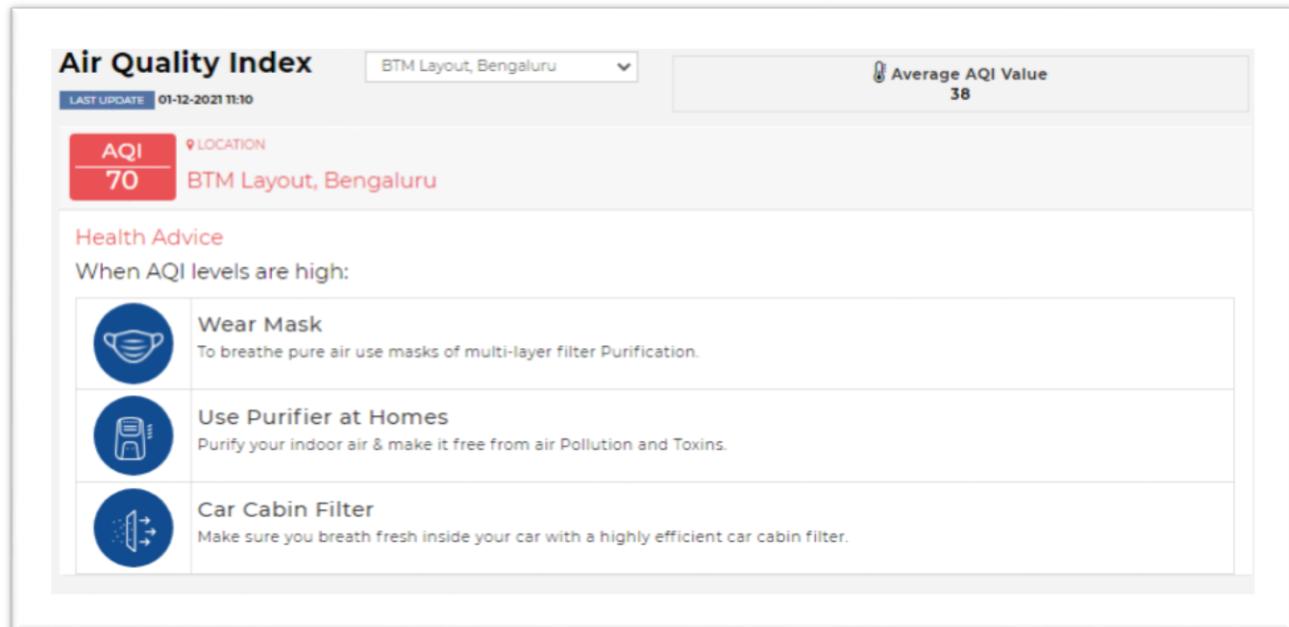
Smart Elements which were integrated will be appeared in the Horizontal Scrollbar.

Air Quality Index:

Air Quality Index displays the details of overall AQI value of the Bengaluru city and Air Quality Index will display the independent values of each station installed at the locality.



You can get information area wise by selecting a location of your choice.



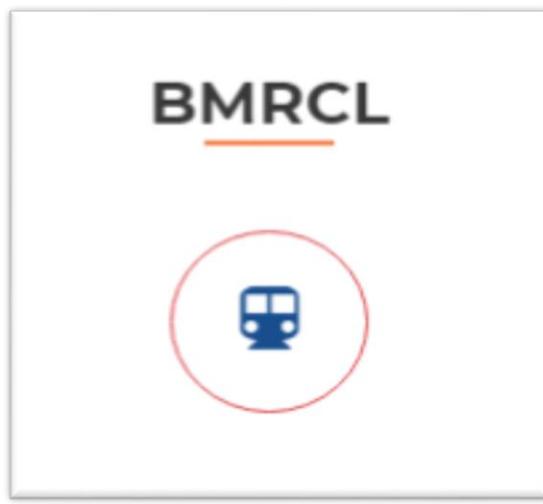
Covid-19 Details:

Vaccine Registration and related information is made available in a pdf format which is downloadable on clicking the Covid 19 icon.



BMRCL:

BMRCL will display the Fare Calculator for Ticket Fare calculation between the selected stations and the price difference between Token and Smart Card.



Home / Fare Calculator

Fare Calculator

| | |
|---|----------------------------|
| From Station | Please select From Station |
| To Station | Please select To Station |
| Token (For a single Journey) | ₹ Token Price |
| Stored Value Ticket - Varshik (Smart Card) | ₹ Token Price |

For Multiple Journeys

- Get 5% discount for smart card, over Token fare.
- User can load an amount of Rs 50/- up to maximum of Rs 3000/- into the Card.
- The stored value in the ticket decreases to the extent of journey performed.

For More info : <https://english.bmrc.co.in/Ticket>

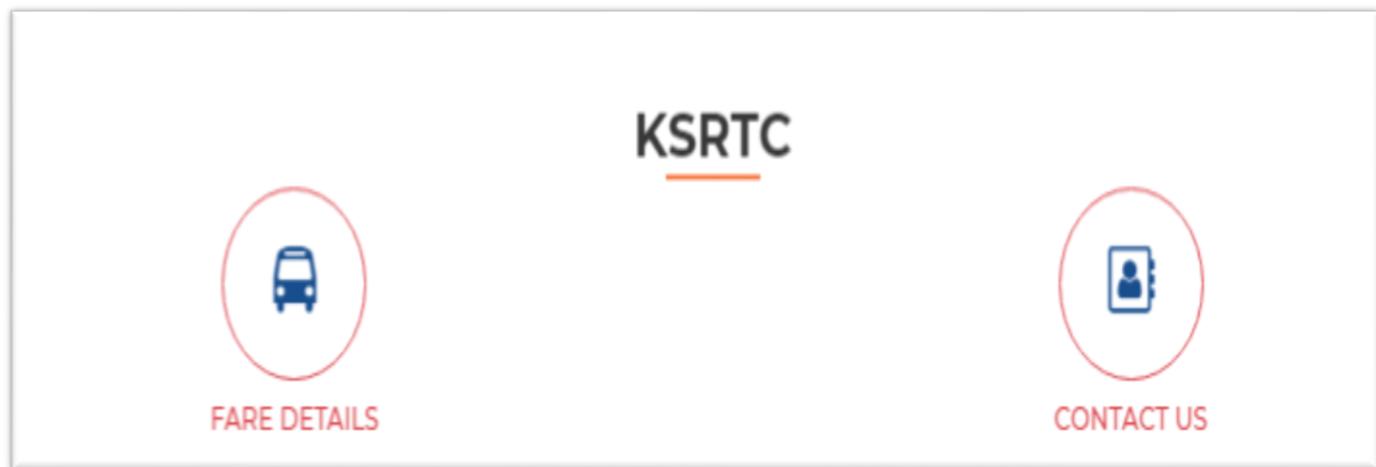
◀ BACK

KSRTC:

KSRTC provides information on Fare Details and KSRTC Personnel

Fare Details: KSRTC Fare details are displayed on clicking this icon.

Contact US: Details on KSRTC personnel are displayed on clicking this icon.



| Fare details of Bengaluru bound Schedules | | | | | | | | |
|---|-----------|---------------|---------|-----------|---------|--------------------|----------------|------------|
| Fares from Bengaluru to District/Taluk places | | | | | | | | |
| Sl no | From | To | Express | Rajahamsa | Airavat | Airavat club class | Non AC Sleeper | AC Sleeper |
| 1 | Bengaluru | Afzalpur | 720 | -- | | | -- | -- |
| 2 | Bengaluru | Ajjampura | 284 | | | | | |
| 3 | Bengaluru | Alamelu | 684 | | | | | |
| 4 | Bengaluru | Alanda | 715 | -- | | | -- | -- |
| 5 | Bengaluru | Alnavara | 566 | | | | | |
| 6 | Bengaluru | Aluru | 227 | | | | | |
| 7 | Bengaluru | Anekal | 50 | | | | | |
| 8 | Bengaluru | Ankola | 579 | 709 | | | 902 | |
| 9 | Bengaluru | Annigere | 528 | | | | | |
| 10 | Bengaluru | Arakalgudu | 215 | | | | | |
| 11 | Bengaluru | Arasikere | 186 | | | | | |
| 12 | Bengaluru | Athani | 730 | | | | 910 | |
| 13 | Bengaluru | Aurad | 854 | 1210 | | | | |
| 14 | Bengaluru | B Bagewadi | 604 | 943 | | | | |
| 15 | Bengaluru | Babaleshwara | 684 | | | | | |
| 16 | Bengaluru | Badami | 597 | 910 | | | 1027 | 1537 |
| 17 | Bengaluru | Bagalkote | 589 | 900 | | | 1015 | 1520 |
| 18 | Bengaluru | Bagepalli | 117 | | | | | |
| 19 | Bengaluru | Bailahongala | 561 | | | | 850 | |
| 20 | Bengaluru | Banahatti | 526 | | | | | |
| 21 | Bengaluru | Bangarpet | 92 | | | | | |
| 22 | Bengaluru | Bantwala | 367 | | | | 638 | |
| 23 | Bengaluru | Basavakalyana | 762 | 1231 | | | | |
| 24 | Bengaluru | Belagavi | 603 | 740 | | | 870 | 1100 |
| 25 | Bengaluru | Belagi | 629 | 961 | | | 1087 | 1628 |
| 26 | Bengaluru | Bellary | 349 | 542 | | | 613 | 734 |
| 27 | Bengaluru | Belthangadi | 334 | 550 | | | 650 | |
| 28 | Bengaluru | Beluru | 254 | | | | | |
| 29 | Bengaluru | Bhadravathi | 280 | 380 | 470 | 502 | 490 | 643 |
| 30 | Bengaluru | Bhalki | 833 | 1210 | | | | |

KSRTC Officers Details

| S.No. | No. Of Bus Stations | Contact No. |
|-------|-------------------------|-------------|
| 1 | Kempegowda Bus Station | 7760990560 |
| 2 | Mysuru Road Bus Station | 7760990530 |
| 3 | Shanthinagara | 7760990531 |

| Depot Managers & Contact details | | | |
|----------------------------------|---------------|---|-------------|
| S.No. | Designation | Address | Contact No. |
| 1 | Depot Manager | KSRTC, Bengaluru Central Division, Depot-1, Shanthinagara, Bengaluru | 7760990264 |
| 2 | Depot Manager | KSRTC, Bengaluru Central Division, Depot-2, Shanthinagara, Bengaluru | 7760990265 |
| 3 | Depot Manager | KSRTC, Bengaluru Central Division, Depot-4, Shanthinagara, Bengaluru | 7760990268 |
| 4 | Depot Manager | KSRTC, Bengaluru Central Division, Depot-5, Deepanjali Nagar, Bengaluru | 7760990272 |
| 5 | Depot Manager | KSRTC, Bengaluru Central Division, Depot-6, Mysuru Road, Bengaluru | 7760990273 |