



Kampala Capital City Authority

USER MANUAL

Web Portal

**DESIGN AND DEVELOPMENT OF THE COMPUTER AIDED
MASS PROPERTY VALUATION INFORMATION SYSTEM,
CITY ADDRESS MODEL (CAM) AND THE KCCA
CORPORATE GIS (CAM/CAMPV SYSTEM)**

Document Information

Document Name	User Manual – Web Portal
Released Version	1.0
Released Date	

Document Revision History

Version	Author	Date	Changes incorporated	Reviewed By	Review Date
1.0	Rajasi S	27-02-2019	Initial Document	Jaymala	27-02-2019
1.1	Rajasi S	02-03-2019	1. Definitions, Acronyms and Abbreviations 2. Explain Web Portal in point no. 2 3. GIS Portal	Jaymala	02-03-2019

Project Implementation Agency (PIA)	Project Monitoring Committee (PMC)

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1 Definitions, Acronyms and Abbreviations

Abbreviations	Description
KCCA	Kampala Capital City Authority
CAM	City Address Model
GIS	Geographic information System
URL	Uniform Resource Locator
HTTP	Hyper Text Transfer Protocol
OTP	One Time Password
LOI	Letter Of Intimation
FAQ	Frequently Asked Questions

2 Introduction to Web Portal

A web portal is most often one specially-designed Web page which brings information together in a uniform way. Usually, each information source gets its dedicated area on the page for displaying information; often, the user can configure which ones to display.

Portals provide a consistent look and feel with access control and procedures for multiple applications.

KCCA Web Portal display following information,

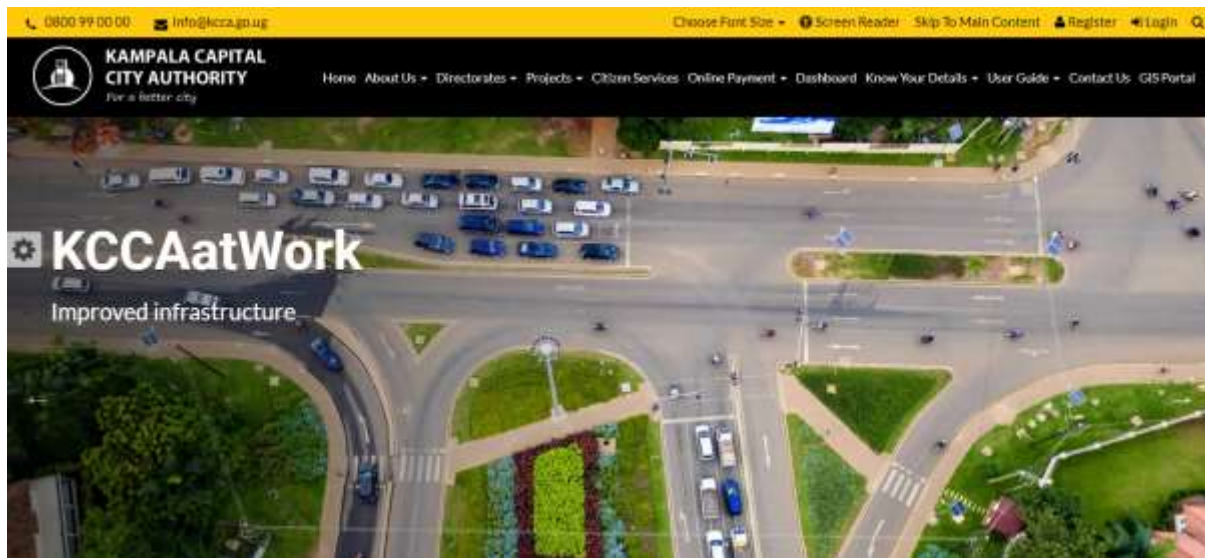
1. Title Menu Bar
2. Main Menu Bar
3. Home Slider
4. Citizen Services
5. In The News
6. Procurement Notices
7. Development Partners
8. Quick links, Website Policies, Help, In The News and Contact
9. Footer Details

3 How to start using this portal

On browser enter the following URL in 'type a URL' section and click enter to access KCCA web application.

URL: http://115.124.114.29:8080/KCCA_DEV/index (Development URL)

Following home page will appear,

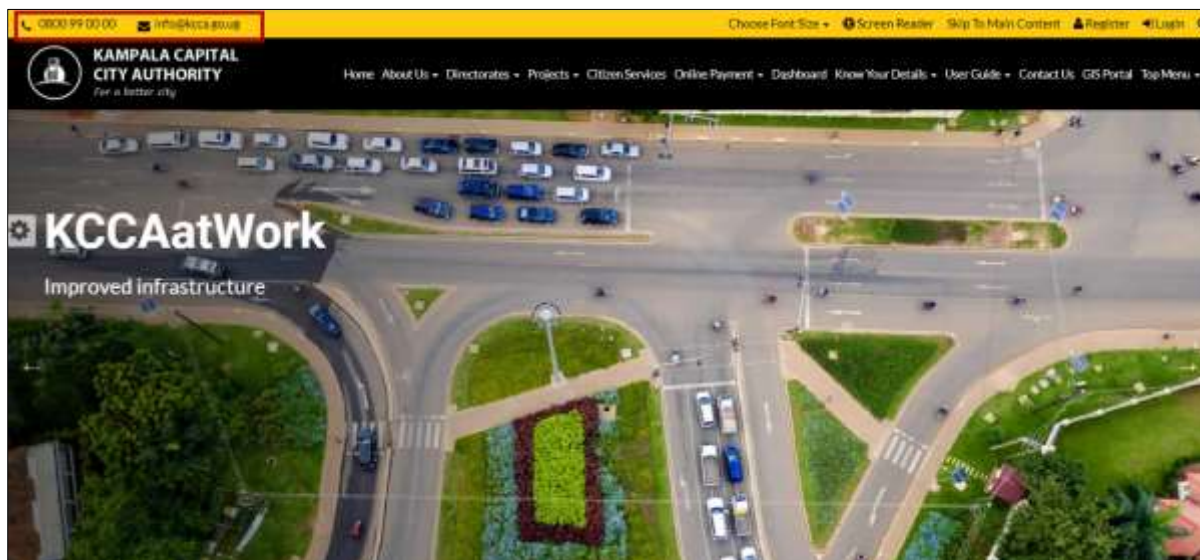


4 Title Menu Bar

Contact Details

User can use title menu bar mentioned contact details to clear their queries regarding application/ services.

4.1



4.2

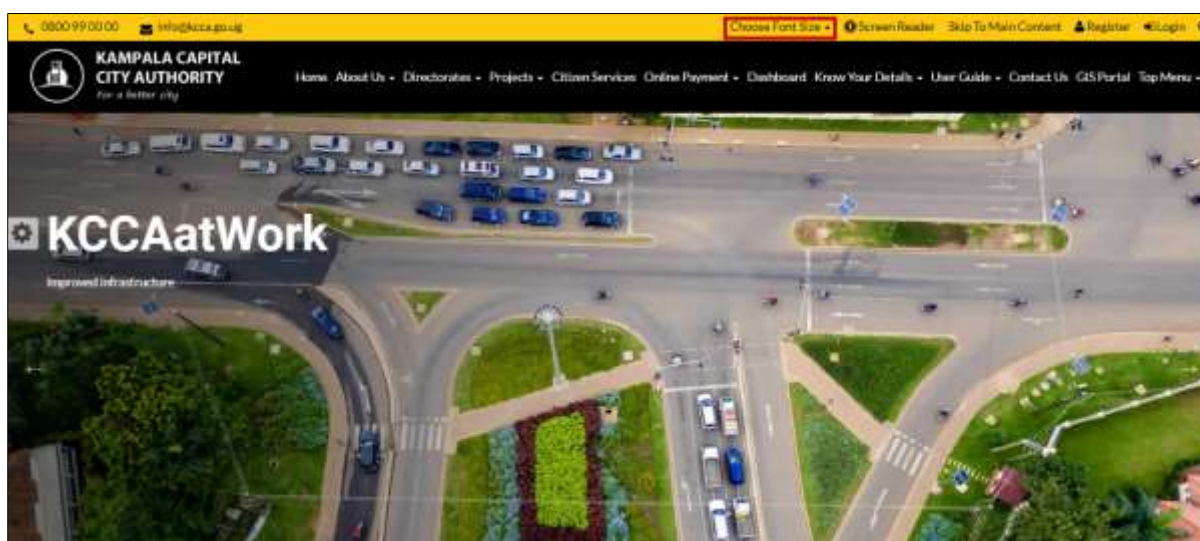
Choose Font Size

User can choose font size on KCCA portal with options 'A', 'A-' and 'A+'

'A' -> Default font size

'A-' -> Less than default font size

'A+' -> Greater than default font size

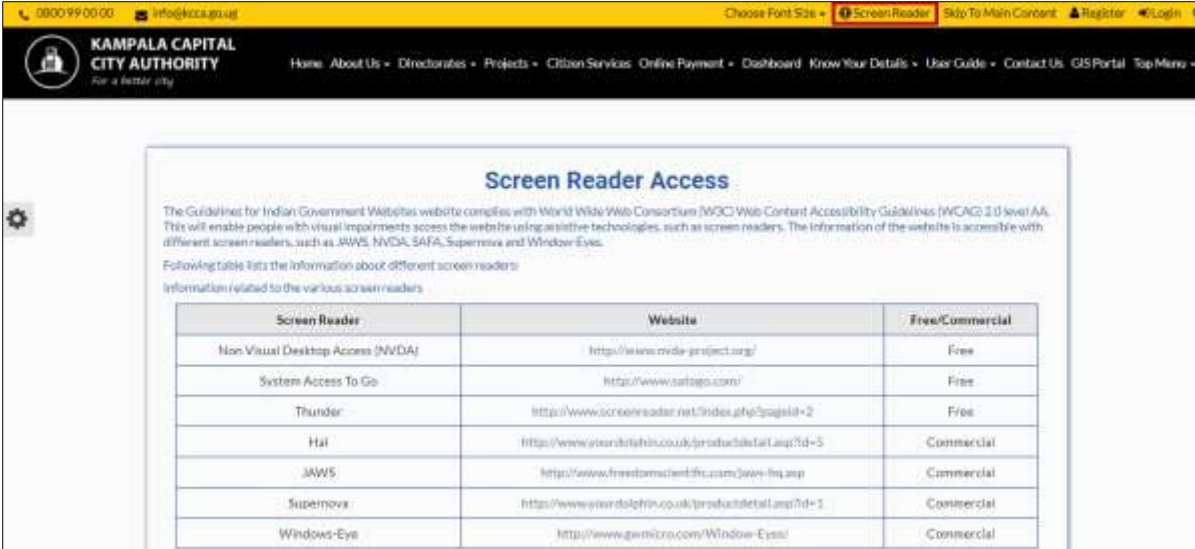


Screen Reader Access

User can hear the content of KCCA portal using 'Screen Reader'.

Screen Reader Access provide information about the different screen readers.

4.3



The Guidelines for Indian Government Websites website complies with World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 level AA. This will enable people with visual impairments access the website using assistive technologies, such as screen readers. The information of the website is accessible with different screen readers, such as JAWS, NVDA, SAFA, Supernova and Window Eyes.

Following table lists the information about different screen readers:
Information related to the various screen readers:

Screen Reader	Website	Free/Commercial
Non Visual Desktop Access (NVDA)	http://www.nvda-project.org/	Free
System Access To Go	http://www.sartago.com/	Free
Thunder	http://www.screenreader.net/index.php?pageid=2	Free
Hai	https://www.standishinc.co.uk/products/hai/Lang?id=5	Commercial
JAWS	http://www.freedomscientific.com/jaws-hq.asp	Commercial
Supernova	https://www.standishinc.co.uk/products/supernova/Lang?id=3	Commercial
Windows-Eye	http://www.gemicro.com/Window-Eyes/	Commercial

4.4 Skip To Main Content

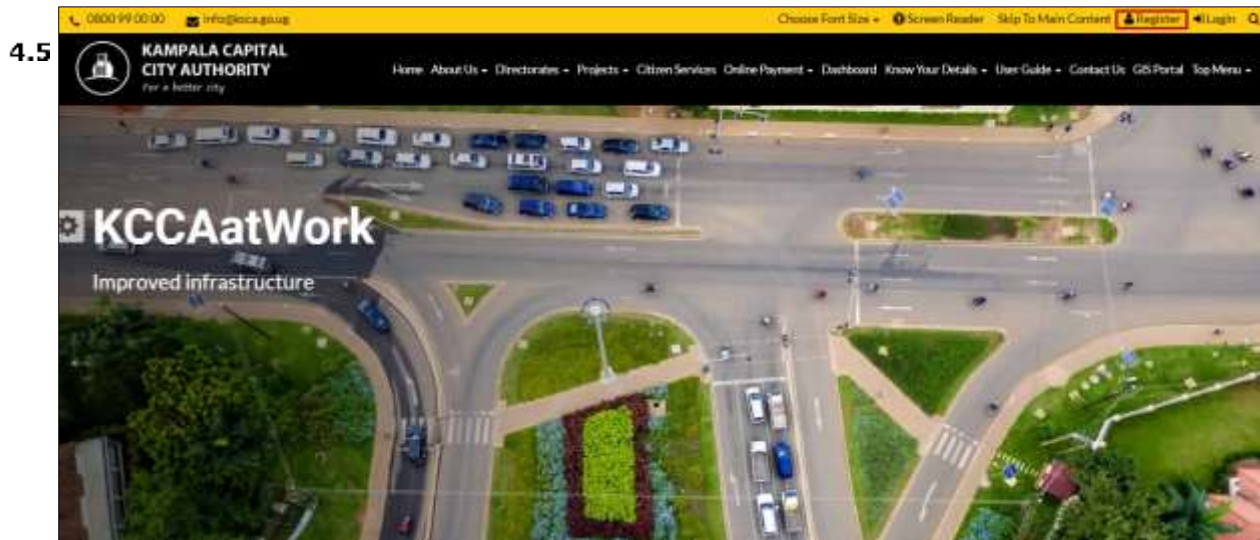
System provides facility to skip main content from landing page using 'Skip To Main Content' link.



The screenshot shows the KCCA portal landing page. At the top, there is a navigation bar with a search icon, phone number (0800 99 00 00), email (info@kcca.gov.ug), font size options, and links for 'Screen Reader', 'Skip To Main Content', 'Register', and 'Login'. Below the navigation bar is the KCCA logo and the text 'KAMPALA CAPITAL CITY AUTHORITY For a better city'. The main content area features a large banner image of streetlights at night with the text 'KCCAatWork' and 'A well lit city'.

Register

User can register into the web portal using 'Register' link.



4.5.1 Citizen Registration

- To register new citizen user, need to click on 'Register' link at home page right top corner or 'Sign up Now' at login Page. Then system will redirect to register page.
- If user is Citizen then select type as 'Citizen' and fill User Details, Other Details and User Credentials.

Citizen Professional License Holder

User Details Other Details User Credentials

Coin Number *:

Your Name*:

Please enter your name

Your Email*:

Mobile Number*:

Date of Birth *:

DD/MM/YYYY

Gender *:

Please Select

Next

User Details form field description:

Sr. No.	Field Name	Description
1	Coin Number	Enter your coin number
2	Your Name	Enter your name
3	Your Email	Enter your email
4	Mobile Number	Enter your mobile number
5	Date of Birth	Select your date of birth
6	Gender	Select your gender

User need to enter all 'User Details' and click on 'Next' button.

Citizen Professional License Holder

User Details **Other Details** User Credentials

PAN Number:

State *:

City*:

Address *:

Pin Code *:

Other Details form field description:

Sr. No.	Field Name	Description
1	PAN Number	Enter your pan number
2	State	select your state
3	City	select your city
4	Address	Enter your address
5	Pin Code	Enter your pin code

User need to enter all 'Other Details' and click on 'Next' button.

Citizen Professional License Holder

User Details Other Details **User Credentials**

Username *:

Password *:

Confirm Password *:

User Credentials fields description:

Sr. No.	Field Name	Description
1	Username	Enter user name
2	Password	Enter password
3	Confirm Password	Re-enter Password

- User need to enter all 'Use Credentials' and click 'Register' button.
- Password should have at least one number, one uppercase letter, one lowercase letter and one special symbol. Password minimum length is 8 and maximum length is 10.
- When clicked on register button, OTP generation message will be sent to your registered email ID and mobile no.
- Below mentioned OTP generation message received on registered mobile number,
"Your one time OTP is: 9562, and is valid for 30 minutes. This OTP is to be used for the register process".
- Once the OTP is received, user have to enter the OTP in "confirm OTP" field and click on "confirm" button.

Refer the below screen for entering the OTP,

After OTP verification user will redirect to Citizen Dashboard.

Sr.No	SR No	SRN Date	Service Applied For	Status	Remarks
1	UGDO1819000000685	23-01-2019	Application for Demolition Permit	In process	
2	UGDO1819000000426	19-01-2019	Occupational Permit	In process	
3	UGDO1819000000421	19-01-2019	Application for Chain Link Permit	In process	
4	UGDO1819000000417	19-01-2019	Excavation Permit	In process	

Sr.No	ULB Name	Payment For	Dues	Dues Date	Pay Now

Notification

Notification

Your Application is Rejected

Register Your Feedback

Register Your Feedback

Register Your Feedback

- On-going activities of citizen are listed in "Citizens Activity List" section.
- All the pending payments are displayed in a grid under "Pending Schedule" section.
- Any application related notification will be displayed under "Notification" section.
- "Help" section will contain a pdf file, wherein bifurcation will be done on basis of module and service explanation will be mentioned module wise.

Feedback related to any service can be written in "Register your Feedback".

4.5.2 Professional License Holder Registration

- To register new Professional License Holder user, need to click on 'Register' link at home page right top corner or 'Sign up Now' at login Page. Then system will redirect to register page.
- If user is Professional License Holder then select type as 'Professional License Holder' and fill User Details, Other Details and User Credentials.

Citizen
 Professional License Holder

User Details
Other Details
User Credentials

Coin Number *:

Your Name*:

Your Email*:

Mobile Number*:

Next

User Details form field description:

Sr. No.	Field Name	Description
1	Coin Number	Enter your coin number
2	Your Name	Enter your name
3	Your Email	Enter your email
4	Mobile Number	Enter your mobile number

User need to enter all 'User Details' and click on 'Next' button.

Citizen
 Professional License Holder

User Details
Other Details
User Credentials

Category *:

Registration Number *:

License Number *:

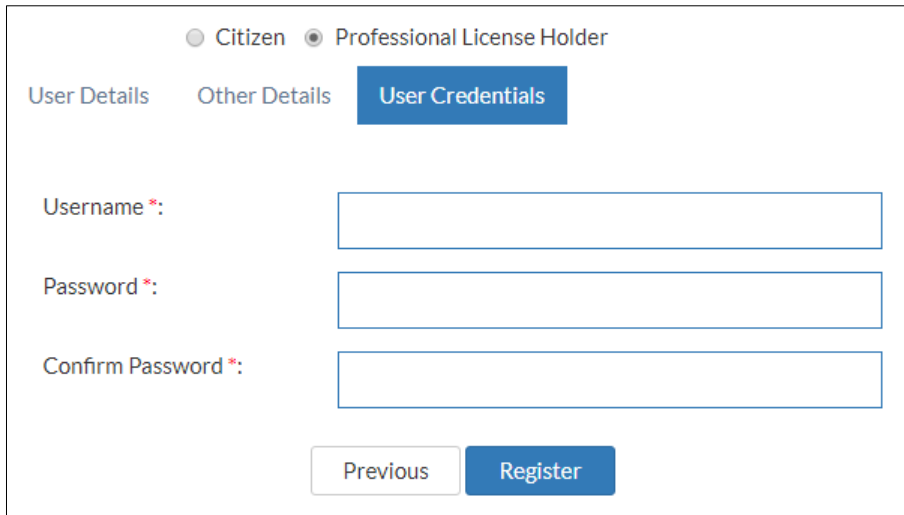
License Validity Date *:

Previous
Next

Other Details form field description:

Sr. No.	Field Name	Description
1	Category	select your category
2	Registration Number	Enter your registration number
3	License Number	Enter license number
4	License Validity Date	Select license validity date

- User need to enter all 'Other Details' and click on 'Next' button.



User Credentials fields description:

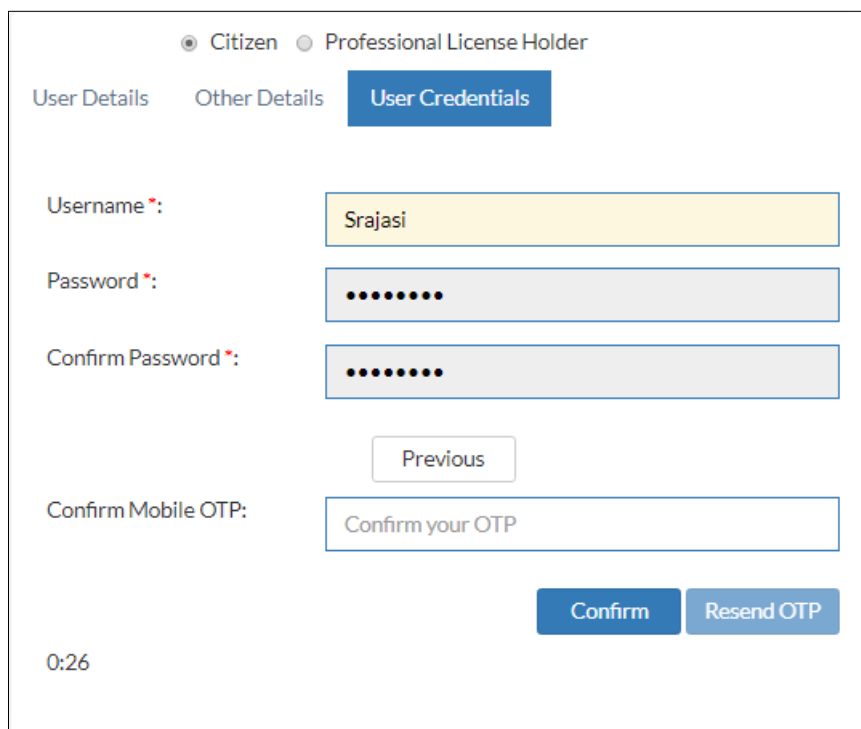
Sr. No.	Field Name	Description
1	Username	Enter user name
2	Password	Enter password
3	Confirm Password	Re-enter Password

- User need to enter all 'Use Credentials' and click 'Register' button.
- Password should have at least one number, one uppercase letter, one lowercase letter and one special symbol. Password minimum length is 8 and maximum length is 10.
- When clicked on register button, OTP generation message will be sent to your registered email ID and mobile no.
- Below mentioned OTP generation message received on registered mobile number,

“Your one time OTP is: 7065, and is valid for 30 minutes. This OTP is to be used for the register process”.

- Once the OTP is received, user have to enter the OTP in “confirm OTP” field and click on “confirm” button.

Refer the below screen for entering the OTP,



Citizen Professional License Holder

User Details Other Details **User Credentials**

Username *:

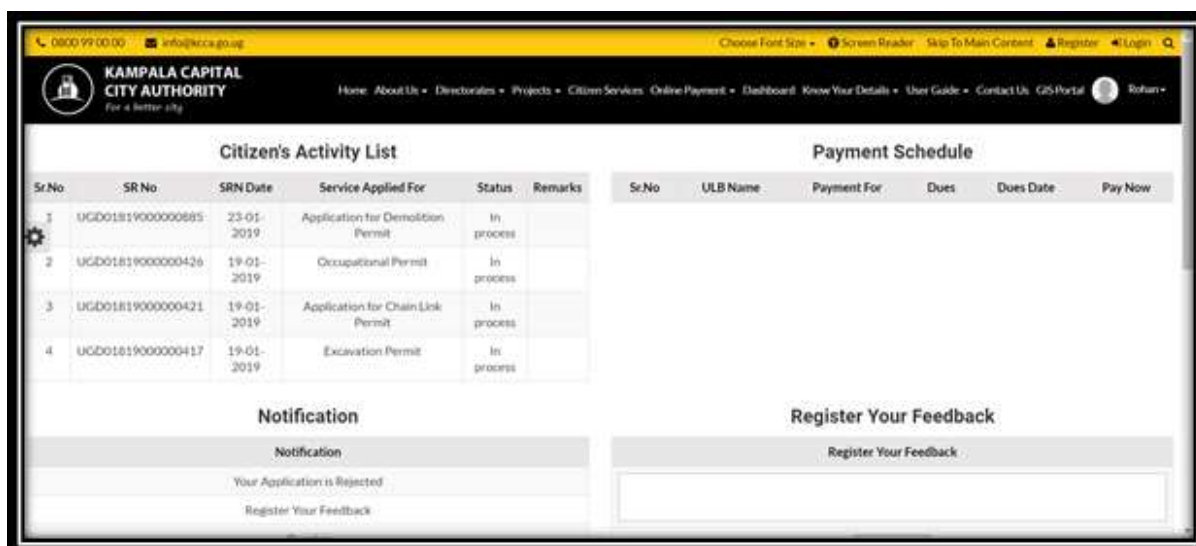
Password *:

Confirm Password *:

Confirm Mobile OTP:

0:26

- After OTP verification user will redirect to Professional License Holder user Dashboard.



KAMPALA CAPITAL CITY AUTHORITY
 For a better city

Home • About Us • Directorates • Projects • Citizen Services • Online Payment • Dashboard • Know Your Details • User Guide • Contact Us • GIS Portal • [Return](#)

Citizen's Activity List

Sr.No	SR No	SRN Date	Service Applied For	Status	Remarks
1	UGDO181900000885	23-01-2019	Application for Demolition Permit	In process	
2	UGDO181900000426	19-01-2019	Occupational Permit	In process	
3	UGDO181900000421	19-01-2019	Application for Chain Link Permit	In process	
4	UGDO181900000417	19-01-2019	Excavation Permit	In process	

Payment Schedule

Sr.No	ULB Name	Payment For	Dues	Dues Date	Pay Now

Notification
 Notification
 Your Application is Rejected
[Register Your Feedback](#)

Register Your Feedback
 Register Your Feedback

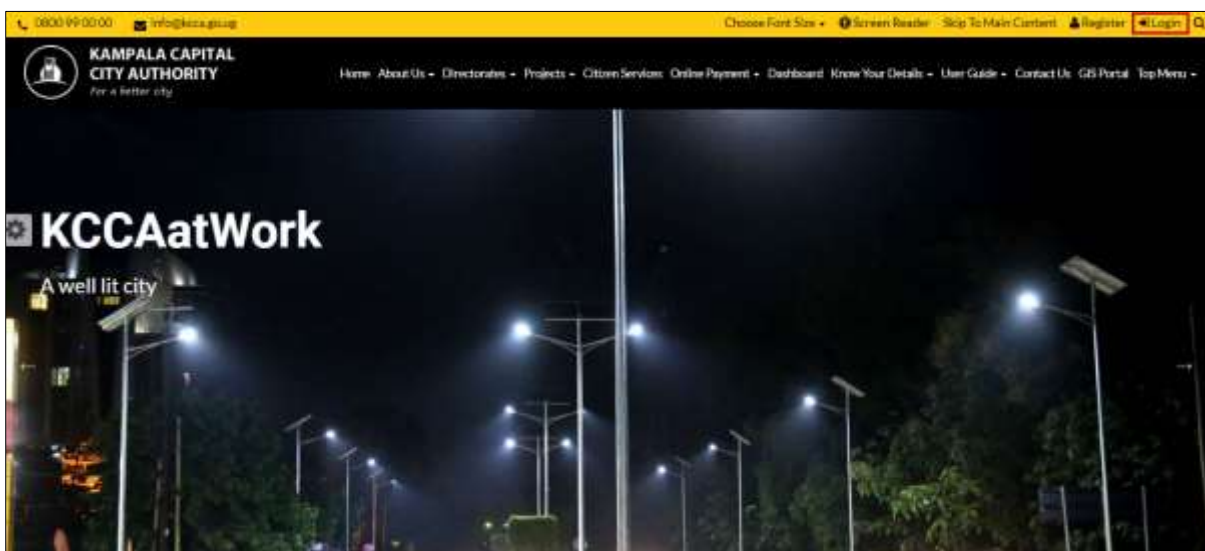
- On-going activities of user are listed in “Citizens Activity List” section.

- All the pending payments are displayed in a grid under "Pending Schedule" section.
- Any application related notification will be displayed under "Notification" section.
- "Help" section will contain a pdf file, wherein bifurcation will be done on basis of module and service explanation will be mentioned module wise.
- Feedback related to any service can be written in "Register your Feedback".

Login

User need to click right top corner Login link to proceed with login process.

4.6



4.6.1 Citizen Login

If user is a citizen then user need to select applicant type as a 'Citizen'.

→ Login
🔍 Search
📍 Track Your Application
🔑 Verify Certificate/Outputs

LOGIN

Applicant Type Citizen Employee Agent

👤

🔒

Login

[Forgot Password ?](#)

[Don't have an account? Sign Up Now](#)

Enter Mobile Number/ User Name, Password and click on 'Login' button. After Successful login citizen user will redirect to Citizen Dashboard.

The screenshot shows the Citizen Dashboard for the Kampala Capital City Authority. It features a navigation menu at the top and several data tables. The 'Citizen's Activity List' table contains the following data:

Sr.No	SR No	SRN Date	Service Applied For	Status	Remarks
1	UGD0181900000885	23-01-2019	Application for Demolition Permit	In process	
2	UGD0181900000426	19-01-2019	Occupational Permit	In process	
3	UGD0181900000421	19-01-2019	Application for Chain Link Permit	In process	
4	UGD0181900000417	19-01-2019	Excavation Permit	In process	

The 'Payment Schedule' table is currently empty. Below the activity list, there is a 'Notification' section with the message: 'Your Application is Rejected' and a 'Register Your Feedback' button. To the right, there is another 'Register Your Feedback' section with a text input field.

4.6.2 Employee Login

If user is an employee then user need to select applicant type as an 'Employee'.

[Login](#) [Search](#) [Track Your Application](#) [Verify Certificate/Outputs](#)

LOGIN

Applicant Type Citizen Employee Agent

Select ULB ▼

[Forgot Password ?](#)

[Don't have an account? Sign Up Now](#)

User need to select 'Kampala Capital City Authority', enter employee name, Password and click on 'Login' button. After Successful login employee user will redirect to Employee Dashboard.

KCCA Kampala Capital City Authority

Employee Dashboard

MY TASK LIST

Show 10 entries

Service Request No. (SR No.)	Service Request Date (SR Date)	Service Name	Assigned Date	Status
UGD0181900000918	2019-02-20 19:50:15.420	File Creation	2019-02-20 19:50:15.418	Pending
UGD0181900000699	2019-02-19 20:08:14.879	Document Repository	2019-02-19 20:08:14.934	Pending
UGD0181900000682	2019-02-18 12:35:15.263	File Creation	2019-02-18 12:35:15.295	Pending
UGD0181900000680	2019-02-16 17:01:48.939	Document Repository	2019-02-16 17:01:49.001	Pending
UGD0181900000679	2019-02-16 16:04:20.258	Document Repository	2019-02-16 16:04:20.318	Pending
UGD0181900000654	2019-02-12 14:58:39.114	Document Repository	2019-02-13 14:58:39.133	Pending
UGD0181900000638	2019-02-12 20:59:15.054	File Creation	2019-02-12 20:59:15.072	Pending

- Employee user can view the module wise menu list at the left panel with 'Search' option as user want to search any particular menu/ service from the menu list.
- User can also view 'My Task List' in centre with number of service application with status 'Pending'.

- Citizen can upload/change profile picture by clicking on "Upload/Change profile pic" option
- Citizen/ Employee user can also view the profile as follows, and update the user profile details.

KAMPALA CAPITAL CITY AUTHORITY
For a better city

Home | About Us | Directorates | Projects | Citizen Services | Online Payment | Dashboard | Know Your Details | User Guide | Contact Us | GIS Portal | James H. Makubayo

Upload/Change Profile Pic

User Profile Details

Adhar No. *	<input type="text" value="4555555555"/>	PAN Number:	<input type="text"/>
Full Name *	<input type="text" value="James H Makubayo"/>	Date of Birth *	<input type="text" value="10/01/1972"/>
Mobile No. :	<input type="text" value="0779680538"/>	Email Id: *	<input type="text" value="pravin.kokhande@innovaveit.com"/>
Pin Code:	<input type="text" value="400012"/>	Gender *	<input type="text" value="Select Gender"/>
Permanent Address *	<input type="text" value="Kampalacity"/>		

5 Login Screen Menu

Search

'Search' link is used to search a service by typing initial or some letter of service name in 'Search Services' field.

5.1

After entering the service name select service name from dropdown list then system will display popup with service information and 'Apply' button.

5.2

Track Your Application

User can track the status of application using 'Track Your Application' link.

[Login](#) [Search](#) **Track Your Application** [Verify Certificate/Outputs](#)

Track Your Application

Here you can track the status of your application. Kindly enter the Application ID that you received while applying. After entering a valid Application ID you will be able to see the current status of your application

Application Number

User need to enter application ID and click on 'Go' button.

Track Your Application ×

Service Name:

Application No.: Applicant Name:

Mobile No.: Coin No.:

Status:

Employee Name	Assigned Date	Dispatch Date	Remarks	Action
Initiator	27/02/2019	-	-	Pending

5.3

Verify Certificate/ Outputs

User can verify the certificate/ Outputs by using 'Verify Certificate/ Outputs' link.

This option is basically of more advantage for any official person who may or may not be the part of the process to verify the KCCA documents by an individual.

[Login](#) [Search](#) [Track Your Application](#) [Verify Certificate/Outputs](#)

Verify Certificate/Outputs

You can verify certificates/outputs by entering the document ID that you received.

Property Bill (.)

UGD020180000012520

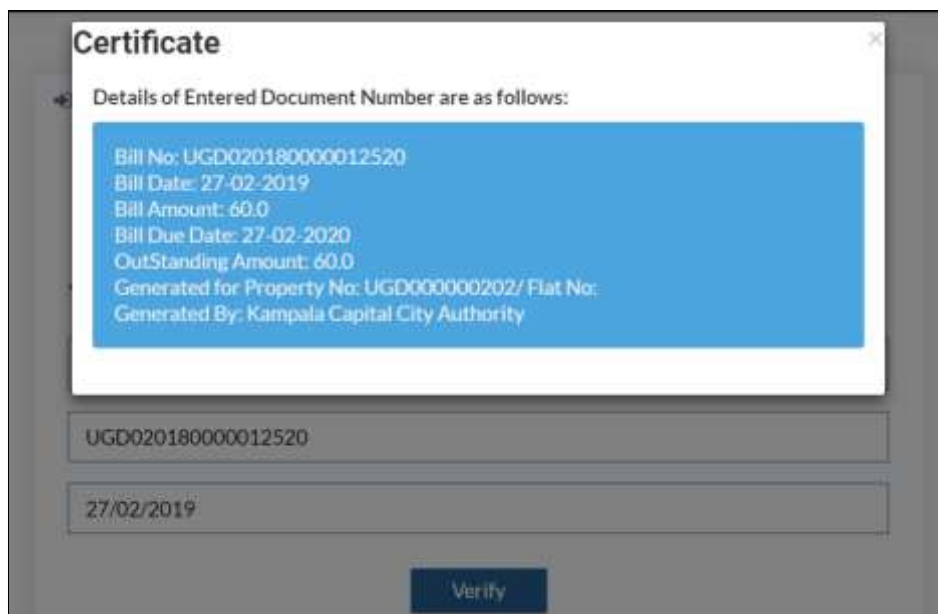
27/02/2019

[Verify](#)

Verify Certificate/ Outputs field description:

Sr. No.	Field Name	Description
1	Type of Document	Select type of document
2	Document Number	Enter document number
3	Document Date	Select document date

User need to select all mandatory details and click on 'Verify' button.



Forgot Password

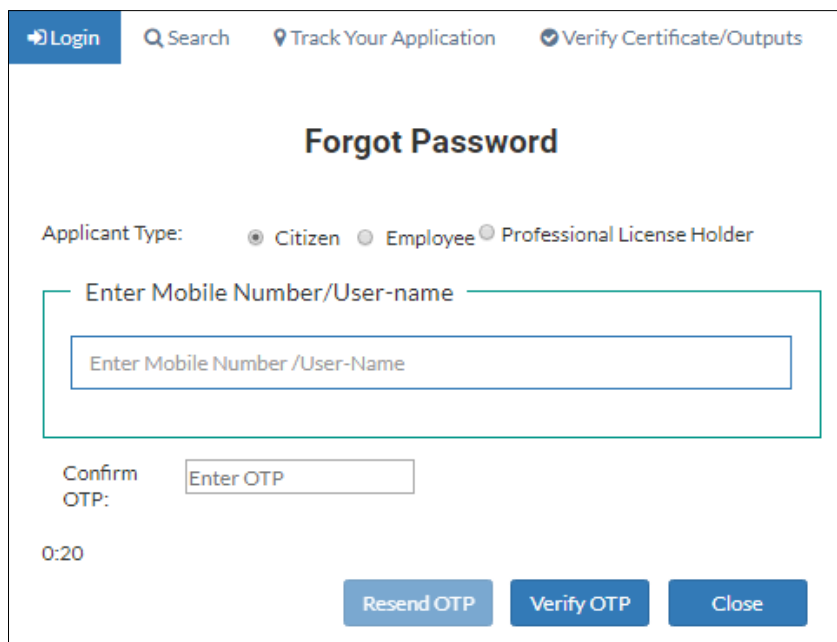
If user forgot password then user can use 'Forgot Password' link to change the password.

5.4

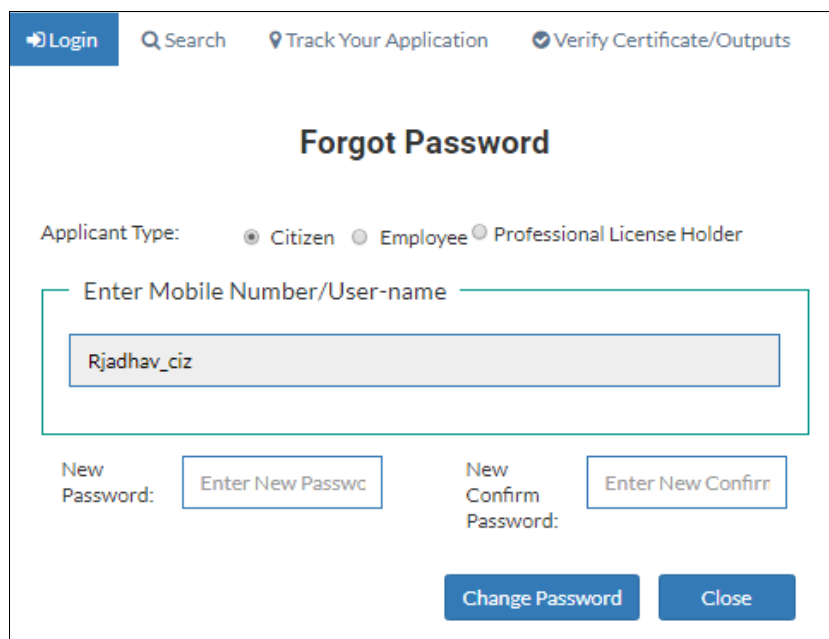
Forgot password field description:

Sr. No.	Field Name	Description
1	Applicant Type	Select type of applicant
2	Enter Mobile Number/ User Name	Enter your mobile number/ user name

- User need to select applicant type, mobile number/ username and click on 'Send OTP'.
- When clicked on 'Send OTP' button, OTP generation message will be sent to your registered email ID and mobile no.
- Below mentioned OTP generation message received on registered mobile number,
"Your one time OTP is: 6594, and is valid for 30 minutes. This OTP is to be used for the register process".
- Once the OTP is received, user have to enter the OTP in "Confirm OTP" field and click on "Verify OTP" button.



- After OTP verification user need to enter new password and click on 'Change Password' button.



Forgot password field description:

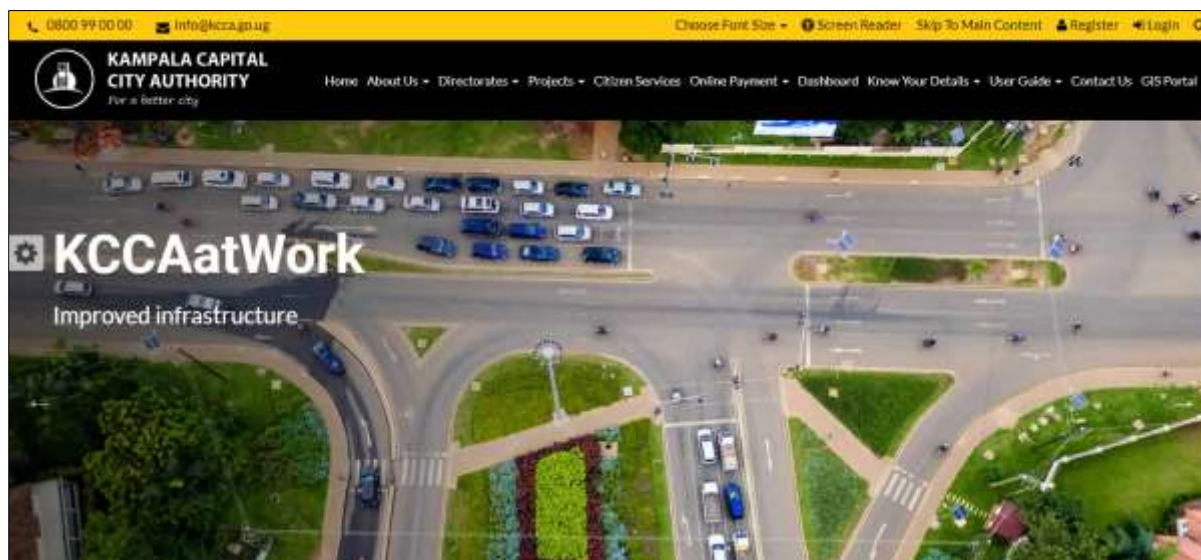
Sr. No.	Field Name	Description
1	New Password	Enter new password
2	New Confirm Password	Re-enter new password

6 Main Page Menu Bar

Home

User can use 'Home' link to redirect to KCCA home page. Refer the below screen for home page screen,

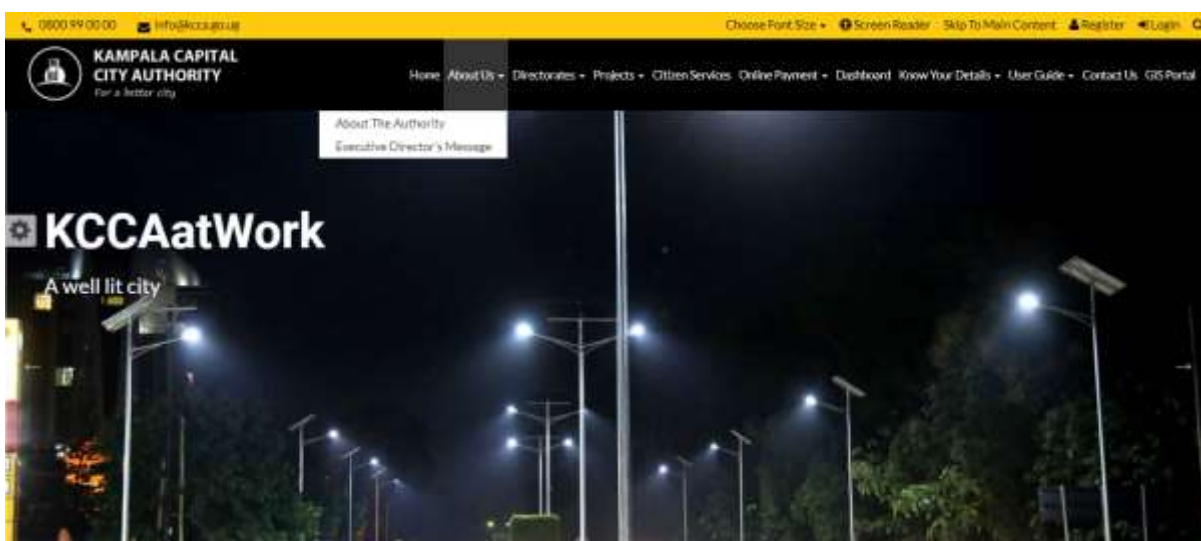
6.1



6.2 About Us

User can use 'About Us' link to redirect to Information screen about 'The Authority' and 'Executive Director's Message'.

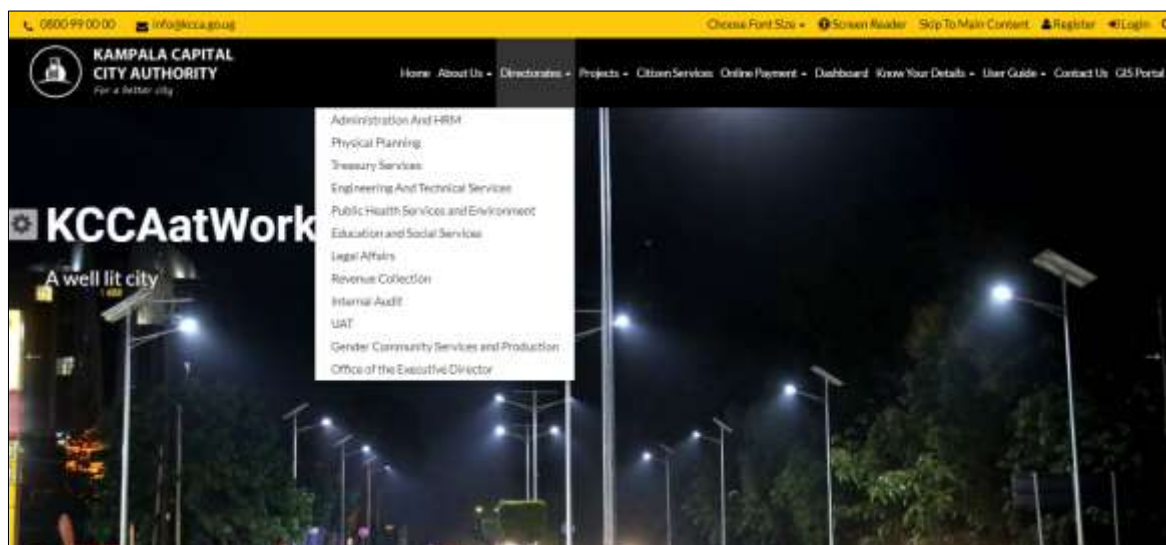
6.3



Directorates

User can use 'Directorates' link to redirect to the directorates information screen as follow,

1. Administration and HRM
2. Physical Planning
3. Treasury Service
4. Engineering and Technical Service
5. Public Health Services and Environment
6. Education and Social Services
7. Legal Affairs
8. Revenue Collection
9. Internal Audit
- 10.UAT
- 11.Gender community Services and Production
12. Office of the Executive Director



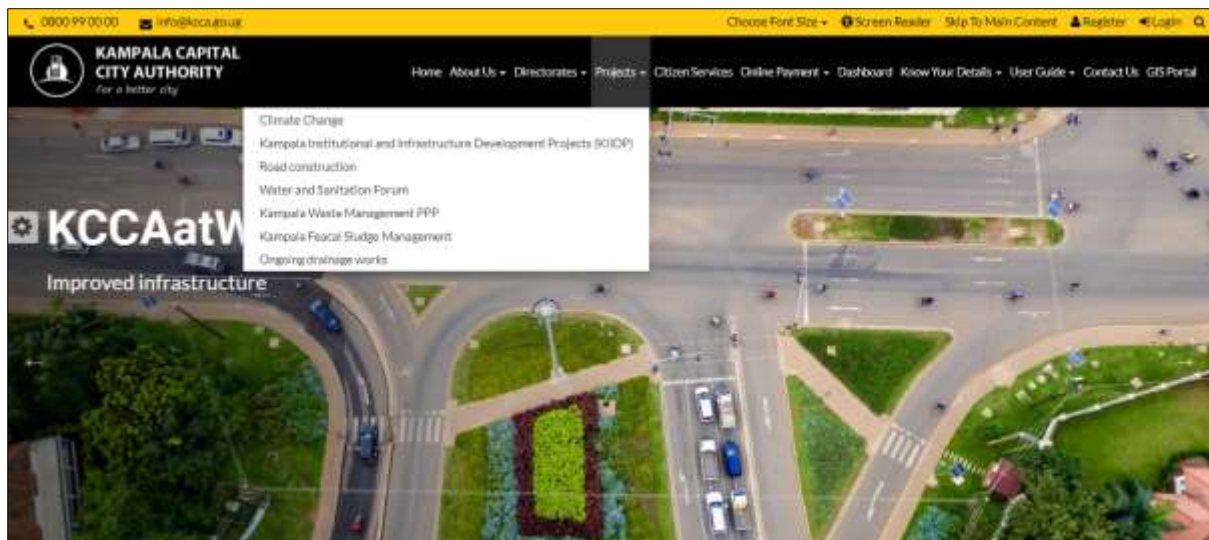
6.4

Projects

User can use 'Projects' link to get the information about the KCCA Projects as follows,

1. Climate Change
2. Kampala Institutional and Infrastructure Development Project (KIIDP)
3. Road Construction
4. Water and Sanitation Forum

5. Kampala Waste Management PPP
6. Kampala Faecal Sludge Management
7. Ongoing Drainage works

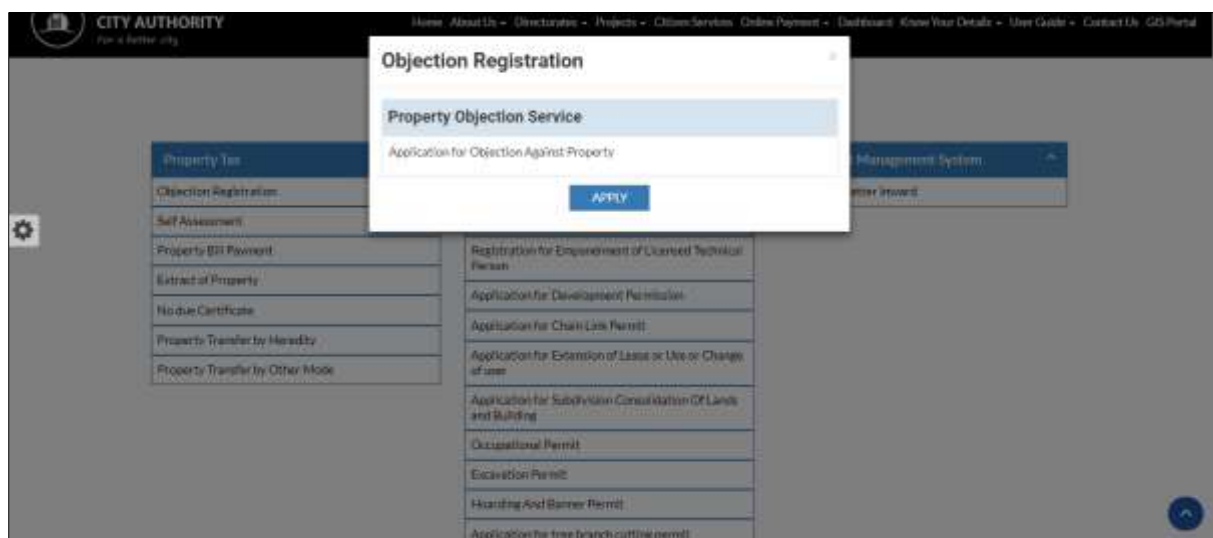


6.5 Citizen Services

User can use 'Citizen Services' link to get the department wise services list and can directly apply for any service without login.



User need to click on department name, select any one service from the services list and need to click on 'Apply' button.

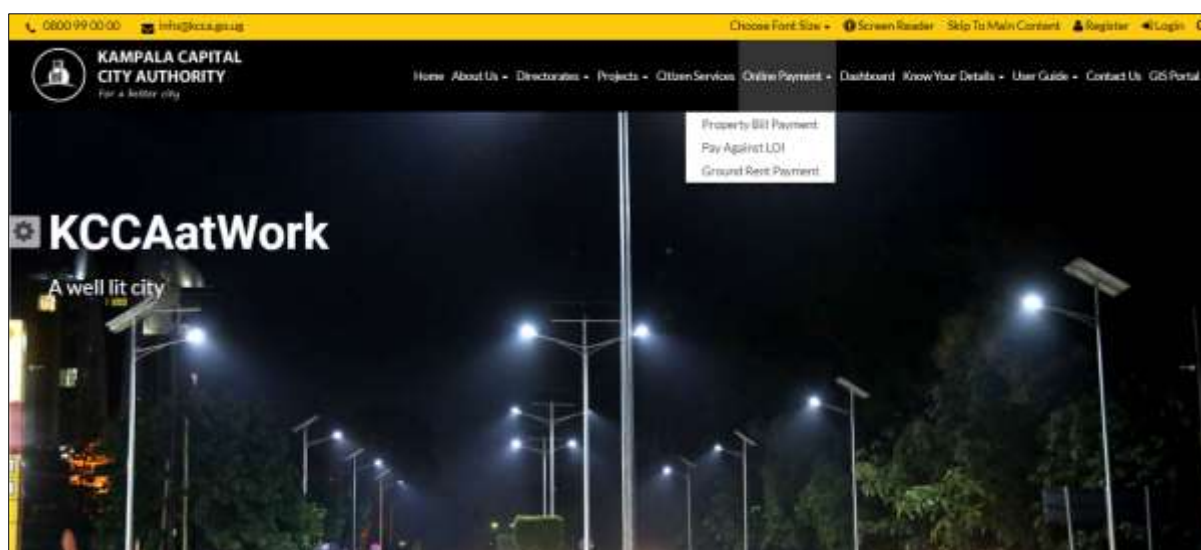


Online Payment

6.6 User can use 'Online Payment' link to do the payments online without user login.

Refer online payment link as follows,

1. Property Bill Payment
2. Pay against LOI
3. Ground Rent Payment



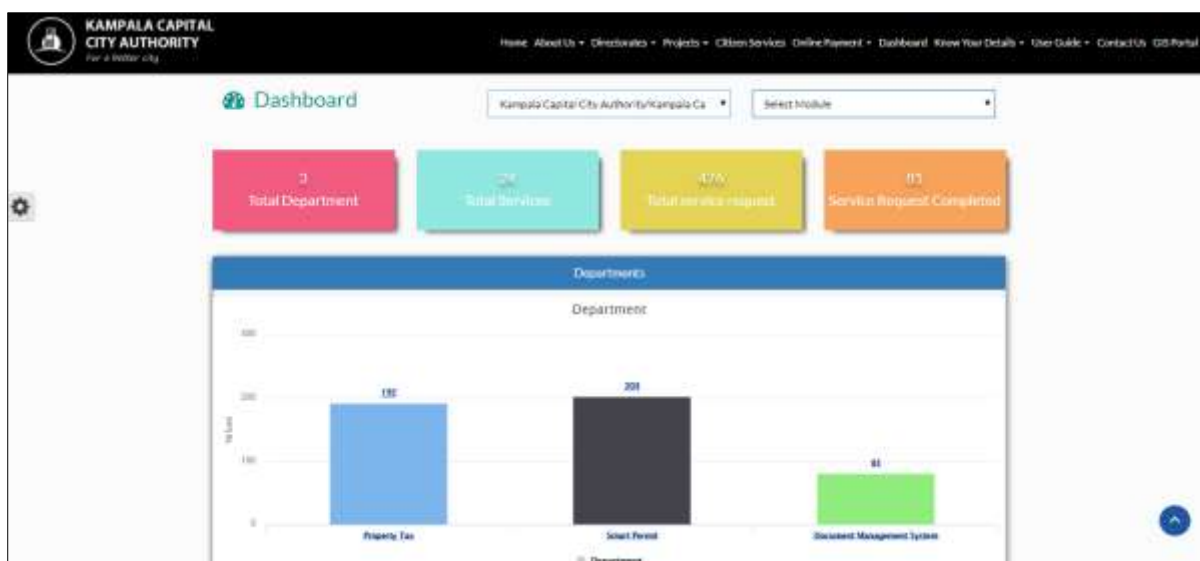
Dashboard

User can use 'Dashboard' link to view the graphical view of reports/application/services etc.

- User can view the service count as mentioned below,

6.7

Department Name Bar -> Service Name Bar -> Central Division Bar -> Kampala Name Bar.

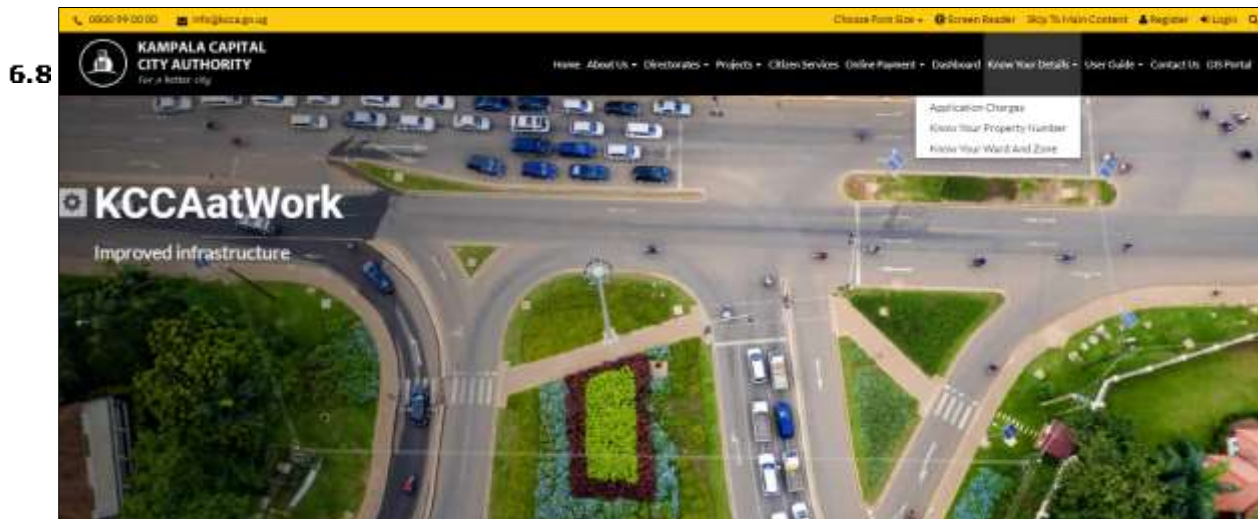


- User can view status wise application count as mentioned below,
Application status -> Department Name -> Service Name.



Know Your Details

User can use 'Know Your Details' link to get the details about the 'Application Charges', 'Property Number' and 'Ward and Zone'.



User Guide

6.9

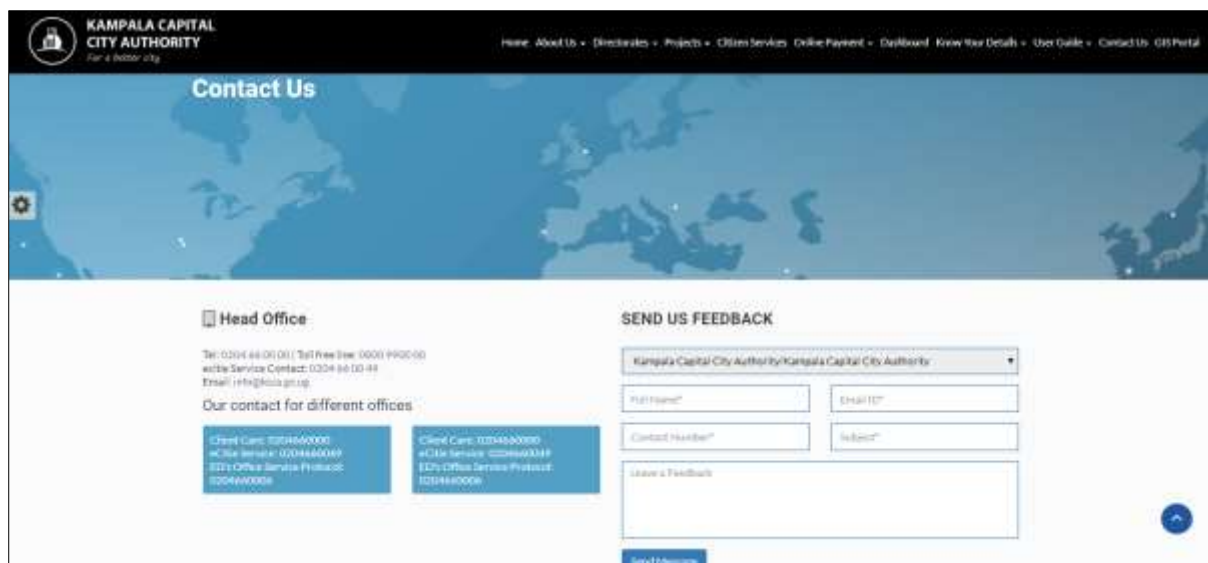
'User Guide' link is used to get the knowledge about the Portal.

- User can view the module wise presentation pdf documents after clicking on the 'Presentation' link.
- User can get all module wise user manuals to know the exact flow and service details after clicking on the 'Manuals' link.
- User can clear their queries using frequently ask questions after clicking on the 'FAQ' link.
- User can download pdf document related to KCCA 'Publications' and 'Kamala Steward Magazines' and 'Act & Regulations' after clicking on the 'Download' link.



Contact Us

6.10 User can use 'Contact Us' link to clear their queries regarding application/ services.



User can also send feedback with the below mentioned fields,

Sr. No.	Field Name	Description
1	Full Name	Enter your full name
2	Email ID	Enter your email ID
3	Contact Number	Enter your contact number
4	Subject	Enter your subject
5	Leave a Feedback	Enter a feedback comment

User need to fill all mandatory details and click on 'Send Message' button.

GIS Portal

User can access 'GIS Portal' link for various functionality of GIS.

6.1



7 Web Portal Color

User can change web portal color from below highlighted setting mark with multiple colors.



It will change color of main menu bar, citizen services and footer section.

Note: Changed color will display only for that particular user browser.

Refer the below screen for web portal color,



8 Home Slider

After main menu bar user can view home slider with multiple images related to KCCA portal.

This home slider images is defined by admin through 'KCCA Admin Panel' under 'Common Configuration' section.

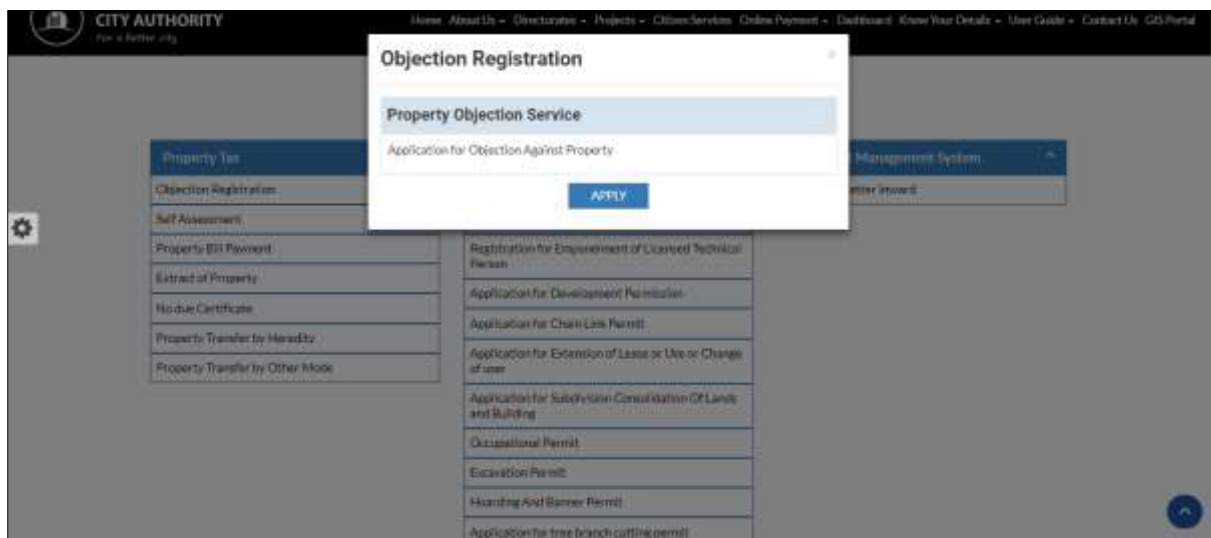


9 Citizen Services

User can use 'Citizen Services' link to get the department wise services list and can directly apply for any service without login.



User need to click on department name, select any one service from the services list and need to click on 'Apply' button.



10 In the News

User can view KCCA related important news in this section.

News related details is defined by admin through 'KCCA Admin Panel' under 'Common Configuration' section.



11 Procurement Notices

User can view KCCA related important notices in this section.

Notices related details is defined by admin through 'KCCA Admin Panel' under 'Common Configuration' section.



The screenshot shows the 'PROCUREMENT NOTICES' section of the KCCA web portal. The header includes the KCCA logo and navigation links: Home, About Us, Directorates, Projects, Citizen Services, Online Payment, Dashboard, Know Your Details, User Guide, Contact Us, GIS Portal, and Top Menu. The main content area displays a grid of nine procurement notices, each with a title and a gear icon for configuration.

PROCUREMENT NOTICES		
Contact number of Pump Operator for Disaster Management	Change Of Interview Date for the Post of Registrar	Application for the post of "Registrar" for the 01-06-2017 term
Supply of five brand new tractors and other various items	Provision of Catering Services for KCCA Health Centres	Advertisement for nakivubo and kibizi
Service level support and preventive maintenance for the e-LTE camera system	Consultancy services for design review and construction supervision of drainage improvement works in Kampala	Bid notice under open domestic bidding for construction of Kasubi market

12 Development Partners

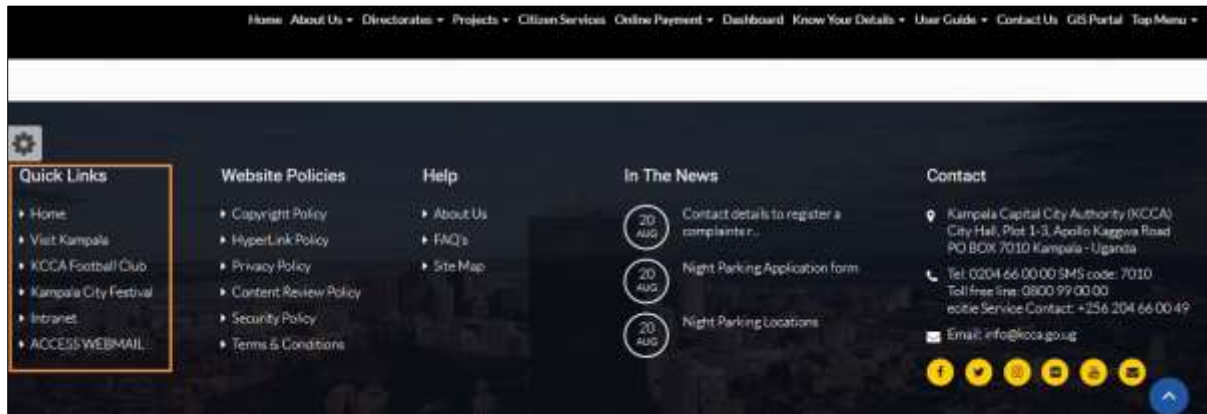
User can view development partners list with images in this section.



13 Quick Links

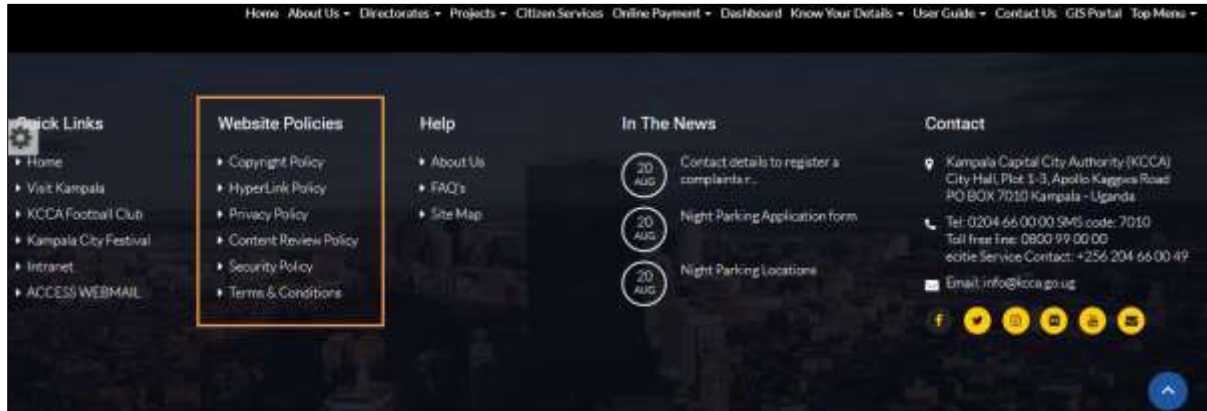
In this section user can view some quick links. Using quick links we can directly redirect to that mentioned link.

Quick Links related details is defined by admin through 'KCCA Admin Panel' under 'Common Configuration' section.



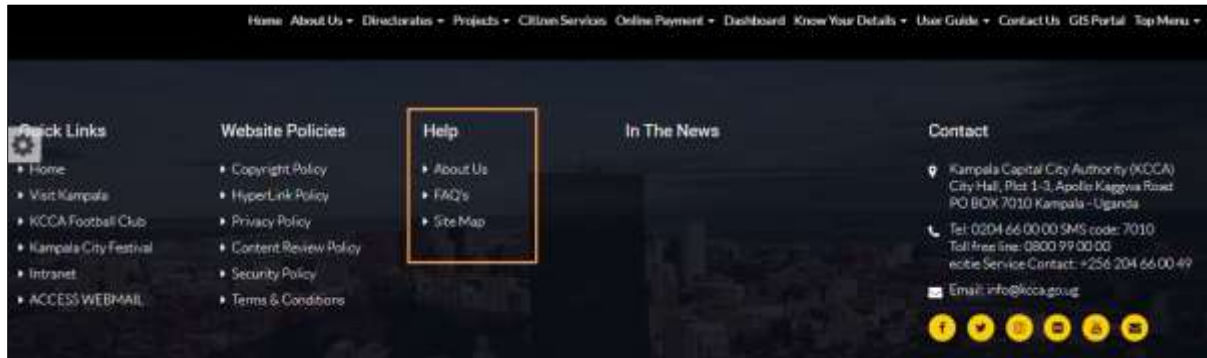
14 Website Policies

Some website related policies information link is defined in 'Website Policies' section. Clicked on policies link, redirected user to that related policies information page.



15 Help

'Help' section provide some informatics links like About Us, FAQ's and Site Map. Clicked on help link, redirected user to that related page.



16 In the News

User can view KCCA related important news in this section.

News related details is defined by admin through 'KCCA Admin Panel' under 'Common Configuration' section.



17 Contact

User can use 'Contact' information to clear their queries regarding application/ services.

The contact section contains Address, Contact Numbers, Email ID and Social links.



18 Footer Detail

Footer detail display information related best browser viewed, copyright detail and last updated date.

