

ChallanOff - User Guide

One plate. Every challan. Paid in the same breath.

For cities that still ask citizens to create an account first. Check a plate, pay the challan, done - the city skin is yours.

Live system: <https://ugsp-web-production.up.railway.app>

Access (demo only)

Guest vehicle PB10AB1234; pay/login OTP 123456; Admin admin@ugsp.local / Admin@12345

Try this

1. Guest check challan
2. OTP pay
3. Admin branding

Full user guide

ChallanOff - End User Guide

Check and pay traffic challans & electricity bills - Trial / Demo Guide

Audience: Demo users, trainers, UAT participants

Version: 2.0 (ChallanOff Demo)

Scope: Citizen Web, Admin Web, Flutter Mobile (Android + iOS)

This guide explains how to try ChallanOff using sample credentials and mock government / payment data. No real money or live department systems are used in demo mode. The portal name can be changed in Admin branding; this guide uses the default name ChallanOff.

1. What is ChallanOff?

ChallanOff is a citizen portal for Punjab traffic challans and related services (electricity bills, RC / DL lookup). You can check e-challans and electricity bills without signing in. Sign in with mobile OTP only when you are ready to pay, view history, or manage saved vehicles and consumers. An admin panel supports operations, reports, and CMS content.

2. Access URLs (Demo / Production)

Application

URL

Notes

Citizen Web

<https://ugsp-web-production.up.railway.app>

Primary end-user portal

Check challan (public)

<https://ugsp-web-production.up.railway.app/check-challan>

No login required

Check bill (public)

<https://ugsp-web-production.up.railway.app/check-bill>

No login required

Admin Web

<https://ugsp-admin-production.up.railway.app>

Staff / operator console

API

<https://ugsp-api-production.up.railway.app/api>

Backend used by web and mobile

Mobile (Flutter)

Run locally via Flutter SDK

Set API_BASE to the API URL above

3. Sample Credentials (Trial / Demo)

Use these credentials only in mock/demo environments. Change the admin password before any production go-live.

3.1 Citizen login (Web and Mobile)

Login is required for payment and history - not for checking challans or bills.

Field

Sample value

How to use

Mobile number

Any 10-digit Indian mobile (e.g. 9999999999)

Enter on Sign in screen

OTP (demo)

123456

Fixed mock OTP when OTP MOCK_CODE is enabled

Name (optional)

Any name (e.g. Demo Citizen)

Collected on first OTP request

Tip: In demo mode the API also logs the OTP. If OTP fails, confirm mock mode is still enabled on the server.

3.2 Admin login (Web)

Field

Sample value

Email

admin@ugsp.local

Password

Admin@12345

3.3 Sample service inputs (mock data)

Service

Sample input

Expected demo result

e-Challan (guest or signed-in)

Vehicle PB10AB1234

Mock unpaid challan (about INR 500)

Electricity bill (guest or signed-in)

Consumer no. 1234567890 (PSPCL)

Mock unpaid bill (about INR 1,245.50)

RC Lookup

PB10AB1234

Mock vehicle owner / make / model

DL Verify

DL number + DOB (e.g. 1990-01-01)

Mock Active licence details

Payment

Sign in Razorpay (default) Mock complete

Creates receipt in History

4. Citizen Web - Features

4.1 Public site (no login)

Home hero with vehicle number field Check Challans (goes to public check page)

Public pages: /check-challan and /check-bill - lookup without an account

English / Punjabi language switch

CMS pages: About, Services, FAQ, Privacy, Terms

Sign in only when you choose Pay (or open dashboard / history)

Responsive layout for mobile and desktop

4.2 Authentication

OTP-based login (no password for citizens)

Needed for: pay, history, saved vehicles/consumers, favourites

Not needed for: checking challan or electricity bill status

After OTP, redirect returns you to the page you came from (including pay flow)

4.3 Dashboard and account (after login)

Welcome dashboard with total paid and saved vehicles / consumers

Favourites - mark services in Settings; they appear on Home

Notifications - enable in Settings; bell icon and dashboard feed (local demo feed)

Profile - view account and saved items

Settings - language, notifications, dark mode preview, favourite services

History - payment list and receipt download

4.4 Core services

Service

Guest check?

What you can do in demo

Check / Pay e-Challan

Yes (check)

Public check by vehicle or challan no.; OTP to pay

Check / Pay Electricity

Yes (check)

Public check by consumer no.; OTP to pay

RC Lookup

Yes (mobile / API)

Look up vehicle registration details

DL Verification

Optional auth

Check driving licence status (signed-in app path)

Transport RTO hub

After login

Browse RC / DL / challan from the signed-in app

4.5 Payments (demo)

After an unpaid result, guests see Sign in to pay

Signed-in users get the normal PayBlock / checkout

Payment options from enabled gateways (default: Razorpay mock)

Convenience fee shown in checkout summary

Mock-complete payment for trial (no real card charge)

Receipt stored under History

5. Citizen Web - Quick walkthrough

1. Open the portal: Go to <https://ugsp-web-production.up.railway.app>

2. Check a challan (no login): On Home enter vehicle PB10AB1234 Check Challans, or open /check-challan

3. Review dues: Confirm unpaid amount (about INR 500). Optionally also try /check-bill with 1234567890

4. Sign in to pay: Tap Sign in to pay mobile 9999999999 OTP 123456 complete mock payment

5. History: Open the signed-in app History to see payments and open a receipt

6. Other services: After login: RC Lookup with PB10AB1234; DL and electricity from the app menu

7. Preferences: Settings: enable Notifications (bell appears) and mark Favourites

6. Admin Web - Features

URL: <https://ugsp-admin-production.up.railway.app>

Login: admin@ugsp.local / Admin@12345

Staff login and session

Users - search, enable / disable citizen accounts

Transactions - filter payments; initiate refund (demo)

API logs - inspect failed external calls

Reconciliation summary

Reports export (including PDF where enabled)

Portal settings - branding (portal name / logo / tagline), fees, gateway toggles, API

Setu mode

CMS - pages, blog, media uploads for About / FAQ / banners

7. Mobile App (Flutter) - Features

The Flutter app shares the same citizen API as the web portal. Guest check for challan, bill, and RC works without login; OTP is required to pay.

7.1 Setup for demo

From apps/mobile (android/ and ios/ runners are already in the repo):

Install Flutter SDK

cd apps/mobile

flutter pub get

flutter run --dart-define=API_BASE=<https://ugsp-api-production.up.railway.app/api>

Optional APK: flutter build apk

--dart-define=API_BASE=<https://ugsp-api-production.up.railway.app/api>

Android emulator note: For a local API use <http://10.0.2.2:3000/api>. For Railway demo use the production API URL above. iOS builds require macOS + Xcode.

7.2 Mobile capabilities

Challan tab - check e-challan without login; Pay prompts OTP if needed

Bill tab - check electricity bill without login; Pay prompts OTP if needed

RC tab - vehicle registration lookup (guest)

Account - OTP login, saved vehicles/consumers, sign out

Branding loaded from GET /branding (portal name)

Secure token storage (flutter_secure_storage)

Material 3 navy / teal ChallanOff theme

Device token registration endpoint ready for FCM (push not required for demo)

7.3 Mobile sample credentials

Field

Value

Mobile

9999999999 (or any 10-digit number)

OTP

123456 (only for pay / account)

Sample vehicle

PB10AB1234

Sample consumer

1234567890

API base

<https://ugsp-api-production.up.railway.app/api>

8. Demo mode limitations

API Setu runs in mock mode - data is sample, not live Punjab department records

Payments use mock / test gateway keys - no real money is charged

OTP is fixed (123456) when mock OTP is configured - not sent by SMS

Guest users can check dues but cannot pay without OTP login

Notifications on citizen web are a local demo feed (not push SMS/FCM in this trial)

Do not use demo credentials or mock OTP settings in a live production cutover

9. Support and troubleshooting

Issue

What to try

Cannot check challan without login

Use Home vehicle field or /check-challan - no Sign in needed

Pay asks for login

Expected - complete OTP, then continue payment

OTP rejected

Use exactly 123456; request a new OTP; hard-refresh the browser

Login works on API but not in UI

Hard refresh (Ctrl+F5); confirm you are on the Railway web URL

Service lookup empty / error

Use sample numbers in section 3.3; check API health URL

Admin login fails

Confirm email admin@ugsp.local and password Admin@12345

Mobile cannot reach API

Check API_BASE dart-define and device network

10. Quick reference card

Item

Value

Product name

ChallanOff (configurable in Admin branding)

Citizen Web

<https://ugsp-web-production.up.railway.app>

Public check challan

/check-challan

Public check bill

/check-bill

Admin Web

<https://ugsp-admin-production.up.railway.app>

Citizen OTP (pay only)

Any mobile + 123456

Admin

admin@ugsp.local / Admin@12345

Sample vehicle / RC

PB10AB1234

Sample consumer

1234567890 (PSPCL)

- End of guide -

Document prepared for ChallanOff trial/demo. Internal use unless otherwise approved.

Prepared by Digicane Systems. Treat demo accounts as public evaluation credentials.