

Fire NOC - Employee User Manual




About This Manual

This manual helps the Fire No Objection Certificate (NOC) application users to understand and use the application. The chapters in this manual are organized to present the functional and operational capabilities of Fire NOC. It explains the procedures to the citizen to initiate and complete the fire NOC application and make payment for the charges and fees for the request. In case of further assistance, send an email to contact@egovernments.org

Intended Audience

This manual is intended to assist ULB employees of different roles such as NOC Counter Employee, Licensing Clerk, Licensing Inspector, and Licensing Officer on various activities such as initiation of NOC request on behalf of citizen, supporting document verification for NOC, field inspection and approval of the request.

Document Conventions

If you see...	It means....
Bold Text	Important topic or subject or mandatory information
<i>Italicized text</i>	The word or set of words are especially emphasized.
Note: 	The following paragraph provides additional information
Tip: 	The following paragraph provides suggestive use
	Mandatory field

Document History

Version No	Date	Description
v1.0	21-Jun-2019	Initial draft

Glossary

Term	Description
ULB	Urban Local Bodies
NOC	No Objection Certificate
UoM	Unit of Measurement for Fee Collection for a building applying for Fire NOC
NBC	National Building Code
ULB Employees	NOC Counter Employee, Licensing Clerk, Licensing Inspector, Licensing Officer

Introduction

The eGovernments Foundation has developed the Fire NOC application on its DIGIT platform.

The application makes the process of obtaining a Fire No Objection Certificate (NOC) easy, smooth and transparent. It eliminates the current manual process by automating and streamlining it, thus providing a better citizen service experience with the Urban Local Body (ULB) employees. The application enables:

- ULB employees to request for and get Fire NOCs online, on behalf of citizens for their properties
- ULB employees to issue the NOC in an efficient and transparent manner
- ULB employees to request online for provisional (pre-construction) and new (post-construction) NOCs on behalf of citizens

Key Features

Key Feature	Role-based process workflow
Description	The Fire NOC application has a role-based workflow model. Every role in the flow performs specific actions. For details, refer to the Role-Action Matrix
Key Feature	Ability to submit different types of fire NOC application forms
Description	Applicants can submit different types of fire NOC application forms. For example, single, multiple, institutional, private and government. There is a provision to apply for NOC for one or multiple buildings or premises.
Key Feature	Configurable fee calculation mechanism
Description	ULBs can configure their own fee calculation mechanism. ULBs have a choice to collect fees either as a flat, fixed amount or based on a Unit of Measurement (UoM), building usage, with or without charge slabs, etc. They can also set a minimum charge per applicant.
Key Feature	Configurable set of supporting documents
Description	ULBs can define their own set of supporting documents that an applicant needs to submit along with the application form.
Key Feature	Configurable rate for fees and charges
Description	ULBs can define the rate for fees collected and charges levied for each fire NOC application.
Key Feature	Configurable triggers for notifications and alerts
Description	ULBs can configure notification and alert triggers as well as the content for each notification to be sent to various stakeholders. For example, Citizen, Licensing Inspector, Licensing Clerk, etc.
Key Feature	Individual accountability
Description	The system addresses the need for individual accountability. It assigns the tasks at each stage in the workflow of the application form request to individual employees instead of groups. As a result, it is possible to send the form back to a previous state and refer the form for an opinion from other users, as per roles in the workflow. For details, refer to the Role-Action Matrix
Key Feature	Capture comments and attach documents
Description	The system allows users to capture comments and documents for roles in the workflow while processing the NOC application request.
Key Feature	Dashboard with application statistics
Description	The system has a dashboard with statistics showing the number and status of NOC application requests for a given workflow role. This helps manage the task worklist among employees.
Key Feature	Application request history
Description	

The system provides a view of the NOC application request history making the process and progress transparent to all stakeholders.

User Function Mapping

Role-Action Matrix

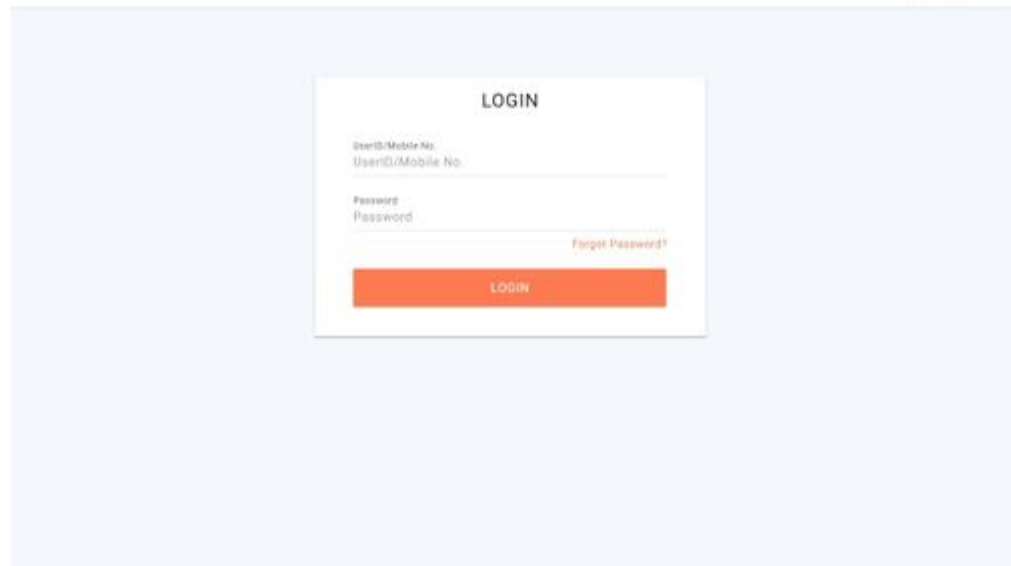
Action	Role Involved
<p>Initiate Fire NOC application: The first step in the workflow is to initiate entering details in the Fire NOC application form, online. The online application form is filled in by the ULB employee manning the NOC counter, on behalf of the citizen.</p>	<ul style="list-style-type: none"> • NOC Counter Employee
<p>Submit application: After entering all required details, the counter employee saves and submits the application in the system.</p>	<ul style="list-style-type: none"> • NOC Counter Employee
<p>Collect Payment: On submitting the form, the applicant has to pay the application fees. Counter employees collect the fire NOC application fees in cash, by cheque, or by debit/credit card payment and record the same in the system.</p>	<ul style="list-style-type: none"> • NOC Counter Employee
<p>Verify and Forward or Reject: The application form is deemed submitted only after the fees are collected. On submit, the system then moves the application form and assigns the task to a Licensing Clerk (a ULB employee) who verifies the form information and supporting documents.</p> <p>If the information and supporting documents are correct, the clerk forwards the application to the Licensing Inspector for a field inspection.</p> <p>If the information is incorrect or if there is any discrepancy in supporting documents, the clerk rejects the NOC application.</p>	<ul style="list-style-type: none"> • Licensing Clerk
<p>Approve: After Licensing Inspectors receive the application, they visit the property location and physically verify and corroborate the information provided in the application form. They also inspect the property to verify that it complies with all recommended safety precautions, rules, and regulations. This is an offline process.</p> <p>If the property passes the inspection, the licensing inspector forwards the application to the Licensing Officer for approval.</p> <p>The Licensing Officer is the final authority to grant the fire NOC. The officer checks the inspection report and all documents submitted in the previous workflow stages and either approves or rejects the request.</p> <p>Citizens receive a copy of the fire NOC after the officer approves the request.</p>	<ul style="list-style-type: none"> • Licensing Officer
<p>Reject: The NOC application can be rejected by the:</p> <ul style="list-style-type: none"> • Licensing Clerk - if the information or supporting documents are incorrect • Licensing Inspector - if there is any deficiency at the physical location • Licensing Officer - if there is any deficiency at any point in the earlier stages <p>Once an application is rejected, it cannot be processed further. Citizens are not allowed to re-apply for a NOC with the same application.</p>	<ul style="list-style-type: none"> • Licensing Clerk • Licensing Inspector • Licensing Officer
<p>Send Back: The licensing officer or inspector can send the form back to the previous stage of the workflow with comments. The assignee of that stage has to take appropriate action and re-start the process.</p>	<ul style="list-style-type: none"> • Licensing Officer • Licensing Inspector
<p>Refer for Opinion: The licensing clerk or inspector can send the application to any role in the workflow for their comments.</p>	<ul style="list-style-type: none"> • Licensing Clerk • Licensing Inspector

Common Features

Login


Steps	Screen
<ul style="list-style-type: none"> • Login into DIGIT mSeva application using the 	

registered user ID, password, and city as authentication mode



Field Name	Description
User ID	Enter the employee id of the ULB employee user ID
Password	Enter the password to authenticate the login
City	Select the city from the drop-down list
Action Button	Description
LOGIN	Click on the LOGIN button to proceed to login
FORGOT PASSWORD?	Click on FORGOT PASSWORD? link to reset the login password

Recover Password

Steps	Screen
<ul style="list-style-type: none"> In the Login Page, enter the Username and City then click Forgot Password? link. Enter the registered mobile number and City, click on Continue 	

Field Name	Description
Mobile Number	Enter the registered mobile number of the employee as user ID
City	Select the city from the drop-down list to which employee belongs
Action Button	Description
CONTINUE	Click on the CONTINUE button to proceed to reset the password

Steps	Screen
<ul style="list-style-type: none"> On clicking CONTINUE, a 6 digit OTP is generated and sent to the registered mobile number. The employee enters the OTP, employee id, new password, and confirmation to reset the forgotten login password 	

Field Name	Description
OTP	Enter the OTP delivered to the registered mobile number
User Name	Enter the employee id of the ULB employee
New Password	Enter the new password to authenticate the login now onwards
Confirm New Password	Enter the new password again for confirmation
Action Button	Description
CHANGE PASSWORD	Click on the CHANGE PASSWORD button to reset the password to the new one

Edit Profile

Steps	Screen
<ul style="list-style-type: none"> Edit Profile allows the user to update display name, display picture, update password and email address. To update or modify profile details, click on the drop-down at the upper-right corner of the landing page and select Edit Profile link to proceed 	

Steps	Screen
<ul style="list-style-type: none"> In the Edit Profile page, user can update display name, email id and can go for uploading a profile picture by clicking on the camera icon in the photograph canvas section User can opt for CHANGE PASSWORD option to update login password 	

Field Name	Description
Name	Enter the display name to update the existing one
Phone Number	Read-only field displaying the registered mobile number of the employee
Email Id	Enter the updated mail id for communication
Action Button	Description
CHANGE PASSWORD	Click on the CHANGE PASSWORD button to modify the existing login password
SAVE	Click on SAVE button to confirm the changes done to the user profile

Change Password

Steps	Screen
<ul style="list-style-type: none"> Change password allows the user to update the existing login password 	



Field Name	Description
Current Password	Enter the current password used to login
New Password	Enter the new password to login now onwards
Confirm New Password	Enter the new password as confirmation to login now onwards
Action Button	Description
CHANGE PASSWORD	Click on the CHANGE PASSWORD button to modify the existing login password

Using Fire NOC

Apply For Fire NOC On Behalf Of Citizen

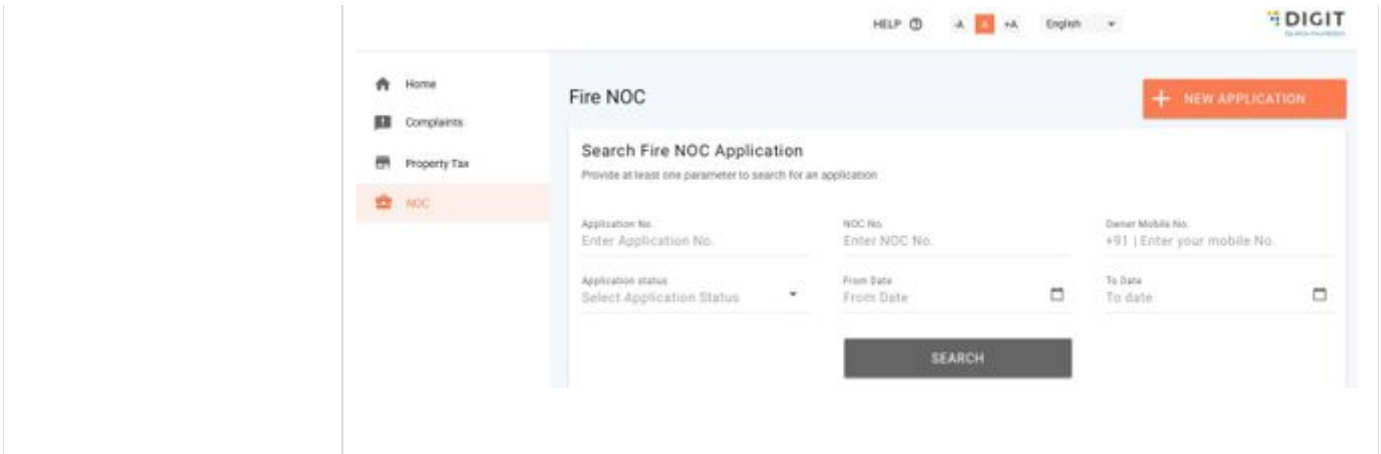
Purpose

This feature allows NOC Counter Employees to request a Fire NOC for buildings/premises on behalf of the citizen

User Task Flow

Landing Page - Fire NOC Counter Employee

Steps	Screen
<ul style="list-style-type: none"> After successful login, click on New application from Fire NOC from the landing page among all applications NOC counter employees can go for search option to search for existing NOC requests 	



Action Button	Description
+ NEW APPLICATION	Click on the + NEW APPLICATION button to proceed to initiate a Fire NOC request
SEARCH	Click on SEARCH to search details about existing NOC requests

Application for Fire NOC Details

Steps	Screen
<ul style="list-style-type: none"> In Fire NOC Application screen, the applicants need to specify the type of NOC they are requesting for. There are two options available for types of NOC as New and Provisional Applicants need to select Provisional for Pre-Construction NOC or New for Post-Construction NOC If applied for New NOC, applicants have to provide <i>provisional fire NOC</i> for the construction number which will fetch all information of applied previously through DIGIT system After filling information, click on NEXT STEP which is given on the bottom right of the screen 	

Field Name	Description
NOC Type	Select radio button Provisional for Pre-Construction NOC or New for Post-Construction NOC
Provisional fire NOC number	For New , enter the provisional NOC number and click on SEARCH for details
Action Button	Description
NEXT STEP	Click on the NEXT STEP button to proceed to the next stage of the application

Property Details

Steps	Screen
<ul style="list-style-type: none"> In the next stage of the application enter Property Details in the application. An applicant can request Fire NOC for single or multiple buildings and accordingly additional building details need to be entered Depending on the information provided for Building Usage Type and Subtype fields, UoM value is generated in the application 	

Field Name	Description
No of buildings	Select radio button <i>Single Building</i> or <i>Multiple Buildings</i> as per the requirement of applicants
Name of the Building	Enter the registered name of the building as per property paper
Building Usage Type as per NBC	Select the usage type of building from the drop-down list of standards defined by NBC. For example, <i>residential, commercial, institutional, etc.</i>
Building Usage Subtype as per NBC	Select the usage sub-type of building from the drop-down list of standards defined by NBC. For example, for <i>commercial</i> type, subtypes may be a <i>shopping mall, cinema hall, restaurant</i> etc.
No Of Floors	Select the number of floors (excluding basement but including ground floor) the building has from the drop-down list
No Of Basements	Select the number of basements the building has from the drop-down list
Ground Floor Built-up Area	Enter the built-up area (<i>the carpet area plus the thickness of outer walls and the balcony</i>) of the ground floor of the building in sq meter
Height of the building from Ground Floor	Enter the total height of the building in meters measured from the ground floor
Action Button	Description
ADD BUILDING	Click on the ADD BUILDING button to add details of additional buildings for Fire NOC

Steps	Screen
<ul style="list-style-type: none"> After adding property details, enter location details of the property for which NOC is requested 	

- Applicants can enter *Property ID* using the SEARCH button and enter other details such as *Plot/Survey Name, Mohalla, PIN Code, etc.*
- Applicants can use *Location on Map* field to enter the GPS location of the building in Google Map

Property Location Details

<p>Property ID ⓘ Enter Property ID Q SEARCH</p> <hr/> <p>Plot/Survey No.* Enter Plot/Survey No.</p> <hr/> <p>Street Name Enter Street Name</p> <hr/> <p>Pincode* Enter Pincode</p> <hr/> <p>Applicable Fire station Sarjapur Fire Station</p>	<p>City* Amritsar ▼</p> <hr/> <p>Building/Colony Name Enter Building/Colony Name</p> <hr/> <p>Mohalla* Enter Mohalla</p> <hr/> <p>Locate on Map Select your trade location on map 📍</p> <hr/>
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< PREVIOUS STEP
NEXT STEP >

Field Name	Description
Property ID	Enter the property id of the building and click <i>search</i> to fetch details
City	Select the city where the building is located
Plot/Survey No.	Enter the plot or survey number of the land where the building is located
Building/Colony Name	Enter the registered name of the building as per property paper
Street Name	Enter the name of the street on which building is located
Mohalla	Enter mohalla in which building is located
PIN Code	Enter PIN Code of the location of the building
Location on map	Enter the GPS location of the building in Google Map
Applicable fire station	Enter the name of the fire station under which jurisdiction the building falls
Action Button	Description
NEXT STEP	Click on the NEXT STEP button to proceed to the next stage of the application
PREVIOUS STEP	Click on the PREVIOUS STEP button to go back to the previous stage of the application

Applicant Details - Individual/Multiple

Steps	Screen
<ul style="list-style-type: none"> • In the next stage of the application, select the applicant type from the drop-down list. • Available applicant types are <i>individual, multiple or institutional private/government</i>. The required information regarding individual and multiple applicants are identical. However, for individual, the application captures data for one applicant 	

whereas for multiple it captures for more than one applicant

- Enter details of the applicant(s) like *Mobile Number, Name, Gender, Date of birth, etc.* and proceed to the next stage

Field Name	Description
Applicant Type	Select <i>Individual</i> or <i>Multiple</i> from the drop-down list as per requirement
Applicant Information	
Mobile No	Enter the registered mobile number of the applicant and click on <i>Search</i> to fetch details
Name	Enter the complete name of the applicant as per Government identity proof documents
Gender	Select the gender of the applicant from given options using a radio button
Date Of Birth	Enter the date of birth of the applicant as per Government identity proof documents
Email	Enter the email id of the applicant for further communications and notifications
Father/Husband's Name	Enter the name of the father or husband of the applicant
Relationship	Specify the relationship whether <i>Father</i> or <i>Husband</i> using the radio button
PAN No	Enter the PAN card number of the applicant
Correspondence Address	Enter the address of the applicant where further correspondence regarding the application will be sent
Special Applicant Category	Select special applicant category from the drop-down list if the applicant belongs to one of them.
Action Button	Description
ADD APPLICANT	Click on the ADD APPLICANT button to add additional applicant details if applicant type for Fire NOC is Multiple

NEXT STEP	Click on the NEXT STEP button to proceed to the next stage of the application
PREVIOUS STEP	Click on the PREVIOUS STEP button to go back to the previous stage of the application

Applicant Details - Institutional Private/Government

Steps	Screen
<ul style="list-style-type: none"> In the next stage of the application, select the applicant type from the drop-down list according to the requirements Available applicant types are <i>individual, multiple or institutional private /government</i> Select Applicant Subtype from the dropdown list which is populated according to value selected as <i>Institutional-Private</i> or <i>Government</i> as Applicant Type. Enter details of the applicant like <i>Name Of Institution, Name of Authorized Person, Mobile Number of Authorized Person, etc.</i> and proceed to the next stage 	

Field Name	Description
Applicant Type	Select <i>Institutional-Private</i> or <i>Institutional-Government</i> from the drop-down list as per the type of the property for which NOC is applied
Applicant Sub Type	Select Applicant Subtype from the dropdown list which is populated according to value selected as <i>Institutional-Private</i> or <i>Government</i> as Applicant Type.
Applicant Information	
Name Of Institution	Enter the registered name of the institution on behalf of which applicant is requesting NOC
Official Telephone Number	Enter the official contact number of the institution
Name Of Authorized Person	Enter the name of the authorized person from the institution
Designation in Institution	Enter the designation of the authorized person in the institution
Mobile No Of Authorized Person	Enter the registered mobile number of the authorized person in the institution

Email Of Authorized Person	Enter the email id of the authorized person in the institution for further communications and notifications
Official Correspondence Address	Enter the address of the authorized person in the institution where further correspondence regarding the application will be sent
Action Button	Description
NEXT STEP	Click on the NEXT STEP button to proceed to the next stage of the application
PREVIOUS STEP	Click on the PREVIOUS STEP button to go back to the previous stage of the application

Documents

Steps	Screen
<ul style="list-style-type: none"> In the next stage of the application, upload necessary supporting documents for the Fire NOC application The documents basically belong to two categories <ul style="list-style-type: none"> – Applicant Documents – Building Documents Under Applicant Documents, the applicant needs to upload Government authorized Identity Proof documents such as Aadhar Card and Address Proof such as Driving License Under Building Documents, upload site plan and ground floor plan of the property for which NOC is applied. Upload files can be in JPG or PDF with size maximum 5MB 	

Field Name	Description
Applicant Documents	
Identity Proof	Select the type of Identity Proof document from the dropdown list such as Aadhar Card. Click on <i>UPLOAD FILE</i> button to upload the image or scan copy of the document
Address Proof	Select the type of Address Proof document from the dropdown list such as Driving License. Click on <i>UPLOAD FILE</i> button to upload the image or scan copy of the document
Building Documents	
Site Plan	Click on <i>UPLOAD FILE</i> button to upload the image or scan copy of the site plan of the property
Ground Floor Plan	Click on <i>UPLOAD FILE</i> button to upload the image or scan copy of the ground floor plan of the property
Action Button	Description

NEXT STEP	Click on the NEXT STEP button to proceed to the next stage of the application
PREVIOUS STEP	Click on the PREVIOUS STEP button to go back to the previous stage of the application

Application Summary

Steps	Screen
<ul style="list-style-type: none"> • In the next stage of the application, the application summary with applicant's entered data is shown as read-only mode along with fee estimation for the NOC • The applicant can edit relevant details in different sections • If all details are correct, the applicant can submit the NOC application for approval to ULB 	

Fire NOC- Application Summary

Fee Estimate

Total Amount
Rs 4500

NOC Fee	5000
Rebate	500
Penalty	0
Total Amount	4500

[VIEW BREAKUP](#)

NOC Details

[EDIT](#)

NOC Type	Provisional fire NoC number
New	324244

Property Details

[EDIT](#)

Property Details

Property Type	Name Of Building	Building Usage Type	Building Usage Subtype
Single Building	Suncity Villa	Educational	Training Institution
No. of Floors	No. of Basement	Plot Size (in sq meters)	Ground Builtup Area (sq meters)
3	1	450	222
Height of Building (in meters) 100			

Property Location Details

Property ID	City	Door/House No.	Building/Company Name
456	Amritsar	707/B	Suncity Apartments
Street Name	Mohalla	Pincode	Location On Map
Old Gurudwara Street	Old Gurudwara Street	875478	Lat-long value
Applicable Fire station Sarjapur Fire Station			

Applicant Details

[EDIT](#)

Mobile No.	Name	Gender	Father/Husband's Name
938337333	Jaswinder Singh	Male	Ravi das
Date of Birth	Email	PAN No.	Correspondence Address
12/12/1978	satinder@gmail.com	GHJKGHTY7	707/B, railway Colony, Vikarnagar, Amritsar

Documents

[EDIT](#)

Aadhar Card Filename.jpg View	Driving License Filename.jpg View	Site Plan Filename.jpg View
Owner's Checklist as per NBC Filename.jpg View	Copy of Provisional Fire NoC Filename.jpg View	

[SUBMIT](#)

Field Name	Description
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Fee Estimate

Displays the estimated fee calculated for the NOC application along with the link to go to VIEW BREAKUP of the fee

Property Details

Displays the user entered values and files for *property details*, *location details*, *applicant details* and *documents* along with EDIT link to modify those details

Action Button	Description
SUBMIT	Click on the SUBMIT button to proceed to the next stage of the application

Post Application Submission

Steps	Screen
<ul style="list-style-type: none"> Once submitted, confirmation form for the NOC will be displayed along with the application number The applicant can download, print confirmation form or go to payment option to pay the calculated fee for the NOC 	

Field Name	Description
Application No	Displays the system generated application number for the NOC
Action Button	Description
PROCEED TO PAYMENT	Click on the PROCEED TO PAYMENT button to proceed to the next stage of the application
DOWNLOAD CONFIRMATION FORM	Click on DOWNLOAD CONFIRMATION FORM to download a PDF copy for the confirmation form
PRINT CONFIRMATION FORM	Click on PRINT CONFIRMATION FORM to get a print out of the confirmation form

Collection Of Payment

Steps	Screen
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- A citizen can use different modes to pay the application fee such as debit or credit card, cash, cheque, etc. Fire NOC application offers the option to NOC counter employees to capture all the collection details for each mode of payment in the system
- NOC counter employees can capture G8 Receipt Details also on the same page of the application

Field Name	Description
Capture Payment Details	
CASH: Paid By	Select the value from the drop-down list to capture the persona who paid the application fee. For example, Owner
Payer Name	Enter the name of the payer of the application fee
Payer Mobile Number	Enter the contact number of the payer of the application fee
G8 Receipt Details (Optional)	
G8 Receipt Number	Enter the G8 receipt number which is issued to the fire NOC applicant for payment of fee
G8 Receipt Issue Date	Enter the issue date of the G8 receipt which is issued to the fire NOC applicant for payment of fee
Action Button	Description
SUBMIT	Click on SUBMIT to post the details of the collection


- Once payment is done, the success message will be displayed along with the payment receipt number

with the option to download or print the receipt

- A sample receipt is displayed in the screen

HELP ⓘ -A A +A English ▾ **DIGIT**
By eGATE Foundation

Application for Fire NOC (2018-2019) Application No. NOC-JLD-2018-09-8786




Thank you for making Payment

Your payment is recorded successfully. A notification regarding Payment Collection has been sent to trade owner at registered Mobile No.

Payment Receipt No.
NOC-JLD-2018-09-123434

DOWNLOAD RECEIPT
PRINT RECEIPT

Fire NOC Payment Receipt



Application No. NOC-JLD-2018-09-145323 **Date of Payment** 24/04/2018
Payment Receipt No. HJ-893737

APPLICANT INFORMATION

Applicant Name	Hari Singh	Mobile No	+91 3848484843
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AMOUNT PAID

NOC Fee	Rebate/Penalty	Adhoc Penalty/Rebate	TOTAL
1,600	-60	NA	1,700

PAYMENT INFORMATION

Payment Mode	Transaction ID/ Cheque/ DD No.	Bank Name & Branch
Netbanking	WRN-546-34-1	HDFC, Gopinath Bazar - Amritsar

Generated by: Satpal Dhillon Commissioner/EO

Field Name	Description
Payment Receipt No	Displays the system generated payment receipt number for the NOC
Action Button	Description
DOWNLOAD RECEIPT	Click on DOWNLOAD RECEIPT to download a PDF copy for the payment receipt
PRINT RECEIPT	Click on PRINT RECEIPT to get a print out of the payment receipt

Document Verification For Fire NOC

Purpose

This feature allows Licensing Clerks to authenticate the supporting documents submitted along with a Fire NOC application for buildings /premises on behalf of the citizen or by the citizen

User Task Flow

Landing Page - Licensing Clerk

Steps	Screen																														
<ul style="list-style-type: none"> After successful login, landing page containing a list of tasks according to Module/Service and assigned to the employee is displayed. Licensing clerks can click on a task under Module /Service - Fire NOC which is pending an action such as <i>Document Verification Pending</i> which is related to their role. 	<table border="1"> <thead> <tr> <th>Module/Service</th> <th>Task ID</th> <th>Status</th> <th>Updated By</th> <th>Current Owner</th> <th>SLA (Days Remaining)</th> </tr> </thead> <tbody> <tr> <td>Fire NOC New Application</td> <td>TL-252-2828</td> <td>Initiated</td> <td>Raminder Pal</td> <td>JE-1</td> <td>01</td> </tr> <tr> <td>Property Tax New Assessment</td> <td>TL-252-2828</td> <td>Initiated</td> <td>Raminder Pal</td> <td>JE-1</td> <td>03</td> </tr> <tr> <td>Property Tax New Assessment</td> <td>TL-252-2828</td> <td>Initiated</td> <td>Raminder Pal</td> <td>JE-1</td> <td>10</td> </tr> <tr> <td>Property Tax New Assessment</td> <td>TL-252-2828</td> <td>Initiated</td> <td>Raminder Pal</td> <td>Jaswinder Singh</td> <td>12</td> </tr> </tbody> </table>	Module/Service	Task ID	Status	Updated By	Current Owner	SLA (Days Remaining)	Fire NOC New Application	TL-252-2828	Initiated	Raminder Pal	JE-1	01	Property Tax New Assessment	TL-252-2828	Initiated	Raminder Pal	JE-1	03	Property Tax New Assessment	TL-252-2828	Initiated	Raminder Pal	JE-1	10	Property Tax New Assessment	TL-252-2828	Initiated	Raminder Pal	Jaswinder Singh	12
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Property Tax New Assessment	TL-252-2828	Initiated	Raminder Pal	Jaswinder Singh	12																										

Document Verification

Steps	Screen
<ul style="list-style-type: none"> On click, the request details with Fire <i>NOC Details</i>, <i>Property Details</i>, <i>Applicant Details</i>, submitted supporting <i>Documents</i> etc. is displayed to the Licensing Clerk Licensing Clerks can review and validate attached supporting documents, update any record in sections of <i>NOC Details</i>, <i>Property Details</i>, <i>Applicant Details</i> and <i>Documents</i> section. and take any of the below actions to process the request VERIFY AND FORWARD (<i>authorize the documents as correct and proceed to the next stage</i>) 	

of the workflow which is field inspection)

- REFER FOR OPINION (send the application to other employees in the same role in the workflow for their comments)
- REJECT (reject the fire NOC request for inadequate or incorrect document)

HELP -A +A English

Task Details

Status: Pending for Document verification

Application No: NOC-JLD-2018-09-8786

Task Status

[VIEW HISTORY](#)

Date	Updated By	Current Owner	Status
12/12/2018	Sukhwinder singh	Rahul Ram	Pending for document verification

Comments
lorem ipsum dolor sit amet

Document-1
Filename.jpg [View](#)

Document-2
Filename.jpg [View](#)

Fee Estimate

		Total Amount
		Rs4500
NOC Fee	5000	
Rebate	500	
Penalty	0	
Total Amount	4500	

NOC Details

[EDIT](#)

NOC Type	Provisional fee NoC number
New	324244

Property Details

[Property Details](#)

Property Type	Name Of Building	Building Usage Type	Building Usage Subtype
Single Building	Suncity Villa	Educational	Training Institution
No. of Floors	No. of Basement	Plot Size (in sq meters)	Ground Builtup Area (sq meters)
3	1	450	222
Height of Building (in meters) 100			

[Property Location Details](#)

Property ID	City	Door/House No.	Building/Company Name
456	Amritsar	707/B	Suncity Apartments
Street Name	Mohalla	Pincode	Location On Map
Old Gurudwara Street	Old Gurudwara Street	875478	Lat-long value
Applicable Fire station Sarjapur Fire Station			

Applicant Details

[EDIT](#)

Mobile No.	Name	Gender	Father/Husband's Name
938337333	Jaswinder Singh	Male	Ravi das
Date of Birth	Email	PAN No.	Correspondence Address
12/12/1978	satinder@gmail.com	GHJGHTY7	707/B, railway Colony, Vikarnagar, Amritsar

Documents

[EDIT](#)

Aadhar Card
Filename.jpg [View](#)

Driving License
Filename.jpg [View](#)

Site Plan
Filename.jpg [View](#)

Owner's Checklist as per NBC
Filename.jpg [View](#)

Copy of Provisional Fire NoC
Filename.jpg [View](#)

	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid #ccc; padding: 5px 15px; background-color: #f0f0f0;">REJECT</div> <div style="border: 1px solid #ccc; padding: 5px 15px; background-color: #e67e22; color: white;">REFER FOR OPINION</div> <div style="border: 1px solid #ccc; padding: 5px 15px; background-color: #e67e22; color: white;">VERIFY & FORWARD</div> </div>
--	--

Action Button	Description
VERIFY AND FORWARD	Click on the VERIFY AND FORWARD button to proceed to the next stage of workflow which is Field Inspection
REFER FOR OPINION	Click on REFER FOR OPINION to other employees in the same role in the workflow for their comments
REJECT	Click on REJECT to reject the fire NOC request for the inadequate or incorrect document

VERIFY AND FORWARD

Steps	Screen
<ul style="list-style-type: none"> Select the name of the field inspector from drop-down list, enter comments and upload any supporting document for reference to the field inspector Upload documents with .pdf and .jpeg file extension with the maximum size limit of 5 MB 	

Field Name	Description
Field Inspector Name	Select the name of the applicable field inspector from the drop-down list
Comments	Enter any comment for attention or reference to the field inspector
Action Button	Description
UPLOAD FILE	Click to upload any supporting doc .pdf and .jpeg file extension with the maximum size limit of 5 MB
VERIFY AND FORWARD	Submit the fire NOC request for next stage of workflow which is Field Inspection

REFER FOR OPINION

Steps	Screen
<ul style="list-style-type: none"> Select the name of the employee from whom 	

opinion is sought from the drop-down list, enter comments and upload any supporting document for reference to the field inspector

- Upload documents with .pdf and .jpeg file extension with the maximum size limit of 5 MB

Refer for Opinion ×

Refer To

Select Name of Employee

Comments

Enter Comments

Supporting Documents

Only .jpg and .pdf files. 5MB max file size.

UPLOAD FILE

REFER FOR OPINION

Field Name	Description
Field Inspector Name	Select the name of the employee from the drop-down list from whom opinion is sought
Comments	Enter any comment for attention or reference to the field inspector
Action Button	Description
UPLOAD FILE	Click to upload any supporting doc .pdf and .jpeg file extension with the maximum size limit of 5 MB
REFER FOR OPINION	Sent the fire NOC request for comment and opinion from an employee of a similar role in workflow

REJECT

Steps	Screen
<ul style="list-style-type: none"> • Select the reason for rejection from a list of predefined values such as inadequate information • Enter comments to justify the action • Upload any supporting document for the action 	

Reject Application

×

Reason for Rejection
 Select Reason for Rejection ▼

Comments
 Enter Comments

Supporting Documents
 Only .jpg and .pdf files. 5MB max file size.

UPLOAD FILE

REJECT APPLICATION

Field Name	Description
Reason for Rejection	Select the applicable reason for rejection of the fire NOC request at the document verification stage
Comments	Enter any comment to justify the action
Action Button	Description
UPLOAD FILE	Click to upload any supporting doc .pdf and .jpeg file extension with the maximum size limit of 5 MB
REJECT APPLICATION	Reject the fire NOC request

Field Inspections For Fire NOC

Purpose

As per workflow role, Licensing Inspector to visit the property physically and do the verification of norms and regulations required for issuing a fire NOC. For example, fire fighting pieces of equipment are present and functional to fight a hazard. This feature allows the Licensing Inspectors to record their observations in the system and take action on a fire NOC request accordingly.

User Task Flow

Landing Page - Licensing Inspector

Steps	Screen
<ul style="list-style-type: none"> After successful login, landing page containing a list of tasks according to Module/Service and assigned to the employee is displayed. Licensing clerks can click on a task under Module /Service - Fire NOC which is pending an action such 	

as *Field Inspection Pending* which is related to their role.

HELPS -A A +A English

DIGIT
by eGangotri Foundation

Welcome Jaswinder,

34
Total Task

12
Nearing SLA

05
Over SLA

ALL (34) ASSIGNED TO ME (1) Sort By: SLA Module: All

Module/Service	Task ID	Status	Updated By	Current Owner	SLA (Days Remaining)
Fire NOC New Application	TL-252-2828	Initiated	Raminder Pal	JE-1	01
Property Tax New Assessment	TL-252-2828	Initiated	Raminder Pal	JE-1	03
Property Tax New Assessment	TL-252-2828	Initiated	Raminder Pal	JE-1	10
Property Tax New Assessment	TL-252-2828	Initiated	Raminder Pal	Jaswinder Singh	12

Field Inspection

Steps	Screen
<ul style="list-style-type: none"> On click, the request details with <i>Fire NOC Details, Property Details, Applicant Details</i>, submitted supporting <i>Documents</i> etc. is displayed to the Licensing Inspectors Licensing Inspectors can review the information, update any record in sections of <i>NOC Details, Property Details, Applicant Details</i> and <i>Documents</i> section. and take any of the below actions to process the request VERIFY AND FORWARD (<i>authorize as field inspection is satisfactory proceed to the next stage of the workflow which is approval of fire NOC</i>) REFER FOR OPINION (<i>send the application to other employees in the same role in the workflow for their comments</i>) REJECT (<i>reject the fire NOC request for inadequate safety feature or violation of norms and regulations of fire NOC</i>) 	

Task Details

Application No. NOC-JLD-2018-09-8786

Status Pending for Document verification

Task Status

[VIEW HISTORY](#)

Date: 12/12/2018 Updated By: Sukhwinder singh Current Owner: Rahul Ram Status: Pending for document verification

Comments
lorem ipsum dolor sit amet

Document-1
Filename.jpg [View](#) Document-2
Filename.jpg [View](#)

Fee Estimate

Total Amount
Rs4500

NOC Fee	5000
Rebate	500
Penalty	0
Total Amount	4500

NOC Details

[EDIT](#)

NOC Type: New Provisional fee NoC number: 324244

Property Details

Property Details

Property Type Single Building	Name Of Building Suncity Villa	Building Usage Type Educational	Building Usage Subtype Training Institution
No. of Floors 3	No. of Basement 1	Plot Size (in sq meters) 450	Ground Builtup Area (sq meters) 222
Height of Building (in meters) 100			

Property Location Details

Property ID 456	City Amritsar	Door/House No. 707/B	Building/Company Name Suncity Apartments
Street Name Old Gurudwara Street	Mohalla Old Gurudwara Street	Pincode 875478	Location On Map Lat-long value
Applicable Fire station Sarjapur Fire Station			

Applicant Details

[EDIT](#)

Mobile No. 938337333	Name Jaswinder Singh	Gender Male	Father/Husband's Name Ravi das
Date of Birth 12/12/1978	Email satinder@gmail.com	PAN No. GHJGHTY7	Correspondence Address 707/B, railway Colony, Vikarnagar, Amritsar

Documents

[EDIT](#)

Aadhar Card Filename.jpg View	Driving License Filename.jpg View	Site Plan Filename.jpg View
Owner's Checklist as per NBC Filename.jpg View	Copy of Provisional Fire NoC Filename.jpg View	

	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid #ccc; padding: 5px 15px; background-color: #f0f0f0;">REJECT</div> <div style="border: 1px solid #ccc; padding: 5px 15px; background-color: #e67e22; color: white;">REFER FOR OPINION</div> <div style="border: 1px solid #ccc; padding: 5px 15px; background-color: #e67e22; color: white;">VERIFY & FORWARD</div> </div>
--	--

Action Button	Description
VERIFY AND FORWARD	Click on the VERIFY AND FORWARD button to proceed to the next stage of workflow which is approval of fire NOC
REFER FOR OPINION	Click on REFER FOR OPINION to other employees in the same role in the workflow for their comments
REJECT	Click on REJECT to reject the fire NOC request for inadequate safety feature or violation of norms and regulations of fire NOC

VERIFY AND FORWARD

Steps	Screen
<ul style="list-style-type: none"> Select the name of the designated approver from the drop-down list, enter comments and upload any supporting documentation such as field inspection photographs, etc. for reference to the fire NOC approver Upload documents with .pdf and .jpeg file extension with the maximum size limit of 5 MB 	

Field Name	Description
Approver Name	Select the name of the applicable fire NOC approver name from the drop-down list
Comments	Enter any comment for attention or reference to the approver
Action Button	Description
UPLOAD FILE	Click to upload any supporting doc .pdf and .jpeg file extension with the maximum size limit of 5 MB
VERIFY AND FORWARD	Submit the fire NOC request for next stage of workflow which is Field Inspection

REFER FOR OPINION

Steps	Screen

- Select the name of the employee from whom opinion is sought from the drop-down list, enter comments and upload any supporting document for reference to the field inspector
- Upload documents with .pdf and .jpeg file extension with the maximum size limit of 5 MB

Refer for Opinion ✕

Refer To
Select Name of Employee ▼

Comments
Enter Comments

Supporting Documents
Only .jpg and .pdf files. 5MB max file size.

UPLOAD FILE

REFER FOR OPINION

Field Name	Description
Field Inspector Name	Select the name of the employee from the drop-down list from whom opinion is sought
Comments	Enter any comment for attention or reference to the field inspector
Action Button	Description
UPLOAD FILE	Click to upload any supporting doc .pdf and .jpeg file extension with the maximum size limit of 5 MB
REFER FOR OPINION	Sent the fire NOC request for comment and opinion from an employee of a similar role in workflow

REJECT

Steps	Screen
<ul style="list-style-type: none"> • Select the reason for rejection from a list of predefined values such as inadequate information • Enter comments to justify the action • Upload any supporting document for the action 	

Reject Application

×

Reason for Rejection
 Select Reason for Rejection ▼

Comments
 Enter Comments

Supporting Documents
 Only .jpg and .pdf files. 5MB max file size.

UPLOAD FILE

REJECT APPLICATION

Field Name	Description
Reason for Rejection	Select the applicable reason for rejection of the fire NOC request at the field inspection stage
Comments	Enter any comment to justify the action
Action Button	Description
UPLOAD FILE	Click to upload any supporting doc .pdf and .jpeg file extension with the maximum size limit of 5 MB
REJECT APPLICATION	Reject the fire NOC request

Approval Of Fire NOC

Purpose

This feature allows the Licensing Officers to review the fire NOC request, check comments and observations made by previous employees of the workflow and either approve or reject the fire NOC request. On approval, fire NOC with QR code is generated and a copy of the same is shared to the applicant.

User Task Flow

Landing Page - Licensing Officer

Steps	Screen
<ul style="list-style-type: none"> After successful login, landing page containing a list of tasks according to Module/Service and assigned to the employee is displayed. Licensing clerks can click on a task under Module /Service - Fire NOC which 	

is pending an action such as *Pending for Approval* which is related to their role.

HELP -A A +A English

DIGIT
by eGangotri Foundation

Welcome Jaswinder,

34
Total Task

12
Nearing SLA

05
Over SLA

ALL (34) ASSIGNED TO ME (1) Sort By: SLA Module: All

Module/Service	Task ID	Status	Updated By	Current Owner	SLA (Days Remaining)
Fire NOC New Application	TL-252-2828	Initiated	Raminder Pal	JE-1	01
Property Tax New Assessment	TL-252-2828	Initiated	Raminder Pal	JE-1	03
Property Tax New Assessment	TL-252-2828	Initiated	Raminder Pal	JE-1	10
Property Tax New Assessment	TL-252-2828	Initiated	Raminder Pal	Jaswinder Singh	12

Field Inspection

Steps	Screen
<ul style="list-style-type: none"> On click, the request details with <i>Fire NOC Details, Property Details, Applicant Details</i>, submitted supporting <i>Documents</i> etc. is displayed to the Licensing Officers Licensing Officers can review the information, update any record in sections of <i>NOC Details, Property Details, Applicant Details</i> and <i>Documents</i> section. and take any of the below actions to process the request APPROVE (<i>approve the fire NOC request</i>) REFER FOR OPINION (<i>send the application to other employees in the same role in the workflow for their comments</i>) REJECT (<i>reject the fire NOC request for inadequate or incorrect information</i>) 	

Task Details

Application No. NOC-JLD-2018-09-8786

Status
Pending for Document verification

Task Status

VIEW HISTORY

Date	Updated By	Current Owner	Status
12/12/2018	Sukhwinder singh	Rahul Ram	Pending for document verification

Comments
lorem ipsum dolor sit amet

Document-1

Filename.jpg

View

Document-2

Filename.jpg

View

Fee Estimate

Total Amount
Rs4500

NOC Fee	5000
Rebate	500
Penalty	0
Total Amount	4500

NOC Details

EDIT

NOC Type	Provisional fee NoC number
New	324244

Property Details

Property Details

Property Type	Name Of Building	Building Usage Type	Building Usage Subtype
Single Building	Suncity Villa	Educational	Training Institution
No. of Floors	No. of Basement	Plot Size (in sq meters)	Ground Builtup Area (sq meters)
3	1	450	222
Height of Building (in meters)			
100			

Property Location Details

Property ID	City	Door/House No.	Building/Company Name
456	Amritsar	707/B	Suncity Apartments
Street Name	Mohalla	Pincode	Location On Map
Old Gurudwara Street	Old Gurudwara Street	875478	Lat-long value
Applicable Fire station			
Sarjapur Fire Station			

Applicant Details

EDIT

Mobile No.	Name	Gender	Father/Husband's Name
938337333	Jaswinder Singh	Male	Ravi das
Date of Birth	Email	PAN No.	Correspondence Address
12/12/1978	satinder@gmail.com	GHJGHTY7	707/B, railway Colony, Vikarnagar, Amritsar

Documents

EDIT

Aadhar Card	Driving License	Site Plan
Filename.jpg	Filename.jpg	Filename.jpg
View	View	View
Owner's Checklist as per NBC	Copy of Provisional Fire NoC	
Filename.jpg	Filename.jpg	
View	View	

	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid #ccc; padding: 5px 15px; margin: 2px;">REJECT</div> <div style="background-color: #f44336; color: white; padding: 5px 15px; margin: 2px;">REFER FOR OPINION</div> <div style="background-color: #f44336; color: white; padding: 5px 15px; margin: 2px;">VERIFY & FORWARD</div> </div>
--	--

Action Button	Description
APPROVE	Click on APPROVE to accept the fire NOC request and hence confirming to issue fire NOC to citizen
REFER FOR OPINION	Click on REFER FOR OPINION to other employees in the same role in the workflow for their comments
REJECT	Click on REJECT to reject the fire NOC request for inadequate safety feature or violation of norms and regulations of fire NOC

VERIFY AND FORWARD

Steps	Screen
<ul style="list-style-type: none"> Select the name of the designated approver from the drop-down list, enter comments and upload any supporting documentation such as field inspection photographs, etc. for reference to the fire NOC approver Upload documents with .pdf and .jpeg file extension with the maximum size limit of 5 MB 	

Field Name	Description
Approver Name	Select the name of the applicable fire NOC approver name from the drop-down list
Comments	Enter any comment for attention or reference to the approver
Action Button	Description
UPLOAD FILE	Click to upload any supporting doc .pdf and .jpeg file extension with the maximum size limit of 5 MB
VERIFY AND FORWARD	Submit the fire NOC request for next stage of workflow which is Field Inspection

REFER FOR OPINION

Steps	Screen

- Select the name of the employee from whom opinion is sought from the drop-down list, enter comments and upload any supporting document for reference to the field inspector
- Upload documents with .pdf and .jpeg file extension with the maximum size limit of 5 MB

Refer for Opinion ×

Refer To

Select Name of Employee

Comments

Enter Comments

Supporting Documents

Only .jpg and .pdf files. 5MB max file size.

UPLOAD FILE

REFER FOR OPINION

Field Name	Description
Field Inspector Name	Select the name of the employee from the drop-down list from whom opinion is sought
Comments	Enter any comment for attention or reference to the field inspector
Action Button	Description
UPLOAD FILE	Click to upload any supporting doc .pdf and .jpeg file extension with the maximum size limit of 5 MB
REFER FOR OPINION	Sent the fire NOC request for comment and opinion from an employee of a similar role in workflow

REJECT

Steps	Screen
<ul style="list-style-type: none"> • Select the reason for rejection from a list of predefined values such as inadequate information • Enter comments to justify the action • Upload any supporting document for the action 	

Reject Application ✕

Reason for Rejection
 Select Reason for Rejection ▼

Comments
 Enter Comments

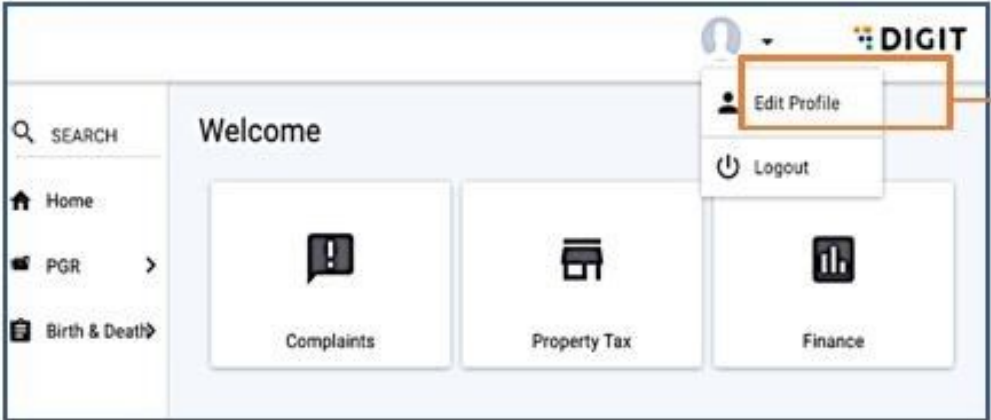
Supporting Documents
 Only .jpg and .pdf files. 5MB max file size.

UPLOAD FILE

REJECT APPLICATION

Field Name	Description
Reason for Rejection	Select the applicable reason for rejection of the fire NOC request at the approval stage
Comments	Enter any comment to justify the action
Action Button	Description
UPLOAD FILE	Click to upload any supporting doc .pdf and .jpeg file extension with the maximum size limit of 5 MB
REJECT APPLICATION	Reject the fire NOC request

Logout

Steps	Screen
<ul style="list-style-type: none"> Click on the drop-down at the upper-right corner of the landing page and select Logout link to sign out from the application 	
Steps	Screen
<ul style="list-style-type: none"> A confirmation window pops up where the users 	

need to give their confirmation to log out from the application

Logout



Are you sure you want to logout?

CANCEL

LOGOUT

Action Button	Description
LOGOUT	Click on the LOGOUT button to sign out from the application
CANCEL	Click on CANCEL button to cancel the logout process and go back to the fire NOC application