Kampala Capital City Authority

USER MANUAL
Building and Development Permits Process / Smart Permit (SP)

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

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# Definitions, Acronyms and Abbreviations

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<thead>
<tr>
<th>Abbreviations</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>KCCA</td>
<td>Kampala Capital City Authority</td>
</tr>
<tr>
<td>SRS</td>
<td>System Requirement Specification</td>
</tr>
<tr>
<td>FRS</td>
<td>Functional Requirement Specification</td>
</tr>
<tr>
<td>DMS</td>
<td>Document Management System</td>
</tr>
<tr>
<td>SP</td>
<td>Smart Permit</td>
</tr>
<tr>
<td>BPR</td>
<td>Business Process Reengineering</td>
</tr>
<tr>
<td>ICT</td>
<td>Information and Communication Technology</td>
</tr>
<tr>
<td>GIS</td>
<td>Geographic Information System</td>
</tr>
<tr>
<td>LOI</td>
<td>Letter of Intimation</td>
</tr>
</tbody>
</table>
2 Scope

- Property Tax Management Module
- Building Permission Module
- Document Management Module
- Workflow Management Module
- Web Portal Module
- Corporate GIS
- Mobile GIS Module
- Integration of the Proposed solution with
  - City Address Module (CAM)
  - Network of Utilities and Land Use
  - Traffic Management & Control
  - Right of way and Resettlement Action Planning
  - SMS & email
  - 3rd party Systems like e-Cities, Smart permit System, I-Roads, Land Information
  - System, Traffic Management, IFMS
- Migration of existing data
- Training to users
- Go-Live of the proposed solution

Maintenance services (Post Go Live) for 3 years
3 Introduction to Smart Permit system

Smart Permit module is used for getting the permit for various services' as enlisted below.

- Application for development permission
- Application for construction permit
- Application for occupation permit
- Application for demolition permit
- Application for Chain Link Permit
- Application for Hoarding Permit
- Application for tree/branch Cutting permit
- Application for extension of lease permit
- Application for renovation permit
- Application for excavation permit
- Application for subdivision-consolidation
4 How to start using this portal

Note: This section is all about the overall flow of the application. If user wishes to skip this section and directly jump to the main focused part of this user manual then click here

On Google Chrome, type the following address to access the Application

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

The following home page will appear
4.1 Login Process

4.1.1 Registered Citizen/Employee:

Firstly user needs to click on login option as shown in below screen

Then user need to select any one option according to the applicant type, if user is citizen then select “Citizen” and if user is employee then select “Employee”
Enter the login ID and password as provided and click on "Login" button.
Following screen will appear after successful login of Employee.

- Employee can view all the modules for which user is having rights in the application on left hand side of the screen as highlighted in above screen.
- The count of services displayed in grid of “My Task list” can be changed using “show” option.
- “Search” option is used to search a service amongst n number of service request present in grid.
4.1.2 Non Registered Citizen:

If user is a non registered citizen then user can create the account by clicking “Sign Up Now or Register” option as shown in below screen

![Login Screen](image)

![Register Screen](image)
When clicked on "Sign up now or Register" option, below registration form has been displayed by the system.

**Note:** Provision is given in the system for registration of citizens as well as professional license holders. Professional license holders are the personnel's associated with architect, structural engineer etc. eligibility.
Below is the description of all the fields present on form

<table>
<thead>
<tr>
<th>Sr. Number</th>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Coin Number.</td>
<td>Enter your Coin number</td>
</tr>
<tr>
<td>2.</td>
<td>Your Name</td>
<td>Enter your name</td>
</tr>
<tr>
<td>3.</td>
<td>Your Email</td>
<td>Enter your Email Id</td>
</tr>
<tr>
<td>4.</td>
<td>Your Mobile Number.</td>
<td>Enter your mobile number</td>
</tr>
<tr>
<td>5.</td>
<td>Your Date of Birth</td>
<td>Select your date of birth</td>
</tr>
<tr>
<td>6.</td>
<td>Gender</td>
<td>Select your gender</td>
</tr>
<tr>
<td>7.</td>
<td>PAN Number.</td>
<td>Enter your PAN number</td>
</tr>
<tr>
<td>8.</td>
<td>State</td>
<td>Select your State</td>
</tr>
<tr>
<td>9.</td>
<td>City</td>
<td>Select your City</td>
</tr>
<tr>
<td>10.</td>
<td>Address</td>
<td>Enter your address</td>
</tr>
<tr>
<td>11.</td>
<td>Pin code</td>
<td>Enter your pin code</td>
</tr>
<tr>
<td>12.</td>
<td>Username</td>
<td>Enter Username</td>
</tr>
<tr>
<td>13.</td>
<td>Password</td>
<td>Enter Password</td>
</tr>
<tr>
<td>14.</td>
<td>Confirm Password</td>
<td>Confirm password by re-entering the password</td>
</tr>
</tbody>
</table>
Post entering all the details, click on "Register" Button.

When clicked on register option, OTP generation message will be sent to your registered email ID and mobile number.

Below mentioned screen can be seen when the OTP generation message is received on registered mobile number.

"Your one time OTP is: 1233, and is valid for 30 minutes. This OTP is to be used for the register process"

message will be received on your registered mobile number.

Once the OTP is received, user have to enter the OTP in "confirm OTP" field and click on "confirm" option.

Refer the below screen for entering the OTP
Post entering all the details, click on "Register" Button to successfully add the details in the system. When clicked on “add” option citizen will be redirected to the home page as shown below.

Following screen will be displayed after successful Registration & Login of Citizen.
• Citizen can upload/change profile picture by clicking on "Upload/Change profile pic" option

• On-going activities of citizen are listed in "Citizens Activity List" section

• All the pending payments are displayed in a grid under "Payment 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"

4.2 Search
Search option is used to search a service by typing the initial letters of the service or any random letter. Service similar to the entered letters will be displayed in the dropdown.

Refer below screen,
On clicking any of the service listed in the dropdown, "Apply" page will be displayed by the system. User can directly apply for a service using this option when clicked on "Apply" button, service application page will be opened.
4.3 Track your Application

“Track your application” option is used to track the status of the application. User can get to know the status by entering the Service request Number (Application Number)

Refer Below Screen

After entering the Service request no click on “Go” button.

Below screen is displayed when clicked on “GO”
Using this option user can track the status of the application. As seen in above screen the status of application is displayed as “Pending”.
4.4 Verify Certificate/Outputs

"Verify Certificate/Outputs" gives information about the document (Property Bill Receipt, Water Bill etc.)

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 documents submitted by an individual.

Below is the description of all the fields present on form

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verify</td>
<td>Type of Document</td>
<td>Select the document type from the dropdown (Water Bill/NOC/Property Bill etc.)</td>
</tr>
<tr>
<td></td>
<td>Document Number</td>
<td>Enter &quot;Document Number&quot;</td>
</tr>
<tr>
<td></td>
<td>Document Date</td>
<td>Select document date from the date picker or enter the date manually</td>
</tr>
</tbody>
</table>

After entering all the required data when clicked on "Verify" option below screen will be displayed by the system
4.5 Citizen Services

Citizen can directly apply for any service without registration as well. User can either click on "Citizen Services" tab or scroll down the page and select requested Department to apply as shown in below screen:

On Click of "Citizen Services" below screen will be displayed.
4.6 Dashboard

Dashboard gives the graphical view of reports/application/ Transaction etc.

Below is the screen to locate the "Dashboard" tab on home screen

On Click of "Dashboard" below screen will be displayed.
4.7 Directorates

“Directorates” tab is used to know the Revenue collection, Internal Audit info etc.

Below is the screen to locate the “Directorates” tab on home screen

On Click of “Directorates” below screen will be displayed

Post clicking on any of the enlisted directorates, below screen will be displayed.
4.8 **Online Payment**

Online Payment option is used to do the payments for a service or application directly. Search will be done on basis of property Number for property Tax module, similarly the search parameter will differ as per service.

Below is the screen to locate the "**Online Payment**" tab on home screen

User can do the Online Payment for Three services which are listed as below. These services will be present in the dropdown when clicked on **Online Payment**

- Property Bill Payment
- Ground Rent Payment
- Pay Against LOI
4.9 User Guide

The main purpose of “user guide” is to let know the users about the flow and schema of each and every module/service etc. currently present in the application for better understanding of the same.

Below is the screen to locate the "User Guide" tab on home screen

“User Manuals”, “Presentations”, “Downloads” and “FAQ's” are present in the dropdown of “User guide” tab

User manuals and presentations will contain the description about module and usage of each and every module.
4.10 About Us

About us option is used to know about the users aware of the department or concern office.

Below is the screen to locate the “About Us” tab on home screen.

When clicked on “About Us” option below screen will be displayed

When clicked on “About Authority” option below screen will be displayed

<table>
<thead>
<tr>
<th>The Authority</th>
<th>Composition of Authority</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Authority has corporate body with perpetual succession and may sue and be sued in its corporate name and by, in, through or at the instance of anything that may be done employed or suffered by a body corporate.</td>
<td></td>
</tr>
<tr>
<td>The Authority is the governing body of the Capital City and administers Capital City on behalf of the national government subject to the Act.</td>
<td></td>
</tr>
<tr>
<td>A new council that applies to a district shall, subject to this Act and with the necessary modifications, apply to the Authority.</td>
<td></td>
</tr>
<tr>
<td>The Authority consists of the following members:</td>
<td></td>
</tr>
<tr>
<td>1. The Lord Mayor;</td>
<td></td>
</tr>
<tr>
<td>2. The Deputy Lord Mayor;</td>
<td></td>
</tr>
<tr>
<td>3. One councilor who is elected by the council to represent each electoral area in the Capital City in thousands of enrolled adult suffrage;</td>
<td></td>
</tr>
<tr>
<td>4. Two councillors representing the youth serving whom shall be female;</td>
<td></td>
</tr>
<tr>
<td>5. Two councillors with disability representing persons with disabilities, one of whom shall be female;</td>
<td></td>
</tr>
<tr>
<td>6. Where provisions relating one third of the councillors such that the councillors elected under paragraphs (1), (2) and (3) shall form two-thirds of the Authority.</td>
<td></td>
</tr>
<tr>
<td>One councilor representing each of the following professional bodies:</td>
<td></td>
</tr>
<tr>
<td>1. A person is not disqualified to be a councilor unless he or she is a citizen of Uganda.</td>
<td></td>
</tr>
</tbody>
</table>
4.11 Contact Us

“Contact us” option is given for user privilege, any queries or concerns regarding the application/service can be registered using this option.

Below is the screen to locate the “Contact Us” tab on home screen

Below screens is displayed when clicked on “Contact Us” option

Below is the description of all the fields present on form

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Name</td>
<td>Enter your name</td>
</tr>
<tr>
<td>2.</td>
<td>Email Id</td>
<td>Enter your Email Id</td>
</tr>
<tr>
<td>3.</td>
<td>Contact Number</td>
<td>Enter your contact number</td>
</tr>
</tbody>
</table>
4. Leave a feedback

<table>
<thead>
<tr>
<th></th>
<th>Leave a feedback</th>
<th>Enter Feedback</th>
</tr>
</thead>
</table>

Post entering the details click on “Send Message” button.

5. Subject

<table>
<thead>
<tr>
<th></th>
<th>Subject</th>
<th>Enter Subject</th>
</tr>
</thead>
</table>

“Project” option is given for user to make them aware and understand about the project.

Below is the screen to locate the “Project” tab on home screen

When clicked on “Project button”, below screen will be displayed wherein multiple projects will be enlisted.
4.13 Know your details

“Know your details” option is given for user know about to Application charge, Property Number and Ward, Zone details etc.

Below is the screen to locate the “Know your details” tab on home screen

Click on “Know Your Details” Button below screen will appear
4.14 GIS Portal

“GIS Portal” option is given for user to redirect on GIS Portal or getting the location details.

Below is the screen to locate the “GIS Portal” tab on home screen

When clicked on “GIS Portal button” below Screen will be displayed
4.15 Skip To Main Content

"Skip To Main Content" option is given for user to Skip to main content on current screen.

Below is the screen to locate the "Skip to Main Content" tab on home screen.

4.16 Screen Reader

"Screen Reader" option is given for user to know about screen reader.

Below is the screen to locate the "Screen Reader" tab on home screen.
After Click on “Screen Reader Button” below screen will appear.

4.17 Choose Font Size

“Choose Font Size” option is given to adjust the font size of the screen.

Below is the screen to locate the “Choose Font Size” tab on home screen.
5 Masters

5.1 Terms and conditions Master

- System provides the facility to define the Permit type wise rules and regulations. Only admin has right to add update and inactive the record.

- To add the record, user should click on “Add” button.

- To Update the record, User must select the desired record from the grid by ticking checkbox, edit/update the data and click on “Update” button

- To Delete the record, User must select the desired record from the grid by ticking checkbox and click on “Delete” button

- To Search the desired record, User should enter/select the provided search parameters and click on “Search” button. Respective records will be displayed in the grid below

- Once Transaction is been done then the master cannot be updated

**Follow the path:** Department login→ Smart Permit→ Masters → Terms and Conditions Master

Below mentioned screen is displayed when clicked on “Terms and Condition Master”

User can either **search** the added master or **add** new terms/conditions to the respective service.
Firstly let us go through the entire flow of search master

5.1.1 SEARCH

Select the "Service Name" from the dropdown. All the services mapped to user will be enlisted in the dropdown. User has to select any one amongst the enlisted services.

Department name will be auto displayed on bases of service name selection.

Now when clicked on “Search” option, the data present in the system for the entered service will be listed in search result section, user can edit as well as delete the added terms and condition.
Below screen appears when clicked on edit option

Below is the description given for all the fields present on form

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Terms and Condition (Eng.)</td>
<td>Enter terms and condition in English language</td>
</tr>
<tr>
<td>2.</td>
<td>Terms and Condition (Reg.)</td>
<td>Enter terms and condition in regional language</td>
</tr>
<tr>
<td>3.</td>
<td>Status</td>
<td>Check/Uncheck the status</td>
</tr>
</tbody>
</table>

User can save the edited terms and condition by clicking the “update” button, if no duplication of data is found than a message will be displayed by the system saying “Updated Successfully”

5.1.2 ADD

User has to click on “Add” option to add a new terms and conditions against a service in the system, refer below screen.
Following screen will be displayed when clicked on add button

Below is the description given of all the fields present on form

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Service Name</td>
<td>Select service name from the dropdown</td>
</tr>
<tr>
<td>2.</td>
<td>Department</td>
<td>Auto displayed on basis of service name selection</td>
</tr>
<tr>
<td>3.</td>
<td>Terms and Condition (Eng.)</td>
<td>Enter terms and condition in English language</td>
</tr>
<tr>
<td>4.</td>
<td>Terms and Condition (Reg.)</td>
<td>Enter terms and condition in regional language</td>
</tr>
<tr>
<td>5.</td>
<td>Status</td>
<td>Check/Uncheck the status</td>
</tr>
</tbody>
</table>

User can save the added terms and conditions by clicking the “Save” button, if no duplication of data is found and all the validations are fulfilled then a message will be displayed by the system saying “Added successfully”

“Reset” option is used to clear the entered data on form
5.2 Act Master

- System provides the facility to define the Act. Only admin has right to add update and inactive the record.

- To add the record, user should click on “Add” button.

- To update the record, User must select the desired record from the grid by ticking checkbox, edit/update the data and click on “Update” button

- To delete the record, User must select the desired record from the grid by ticking checkbox and click on “Delete” button

- To Search the desired record, User should enter/select the provided search parameters and click on “Search” button. Respective records will be displayed in the grid below

- Once Transaction is been done then the master cannot be updated

**Follow the path:** Department login → Smart Permit → Masters → Act Master

Below mentioned screen is displayed when clicked on “Act Master”

User can either **search** the added master or **add** new act against the respective service.

Firstly let us go through the entire flow of **search** master
5.2.1 SEARCH

Select the “Service Name” from the dropdown. All the services mapped to user will be enlisted in the dropdown. User has to select any one amongst the enlisted services.

Department name will be auto displayed on bases of service name selection.

Now when clicked on “Search” option, the data present in the system for the entered service will be listed in search result section, user can edit as well as delete the added terms and condition.
Below screen appears when clicked on edit option

![Edit Act Master](image)

Below is the description given for all the fields present on form

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Service Name</td>
<td>Auto displayed cannot be edited</td>
</tr>
<tr>
<td>2.</td>
<td>Department</td>
<td>Auto displayed cannot be edited</td>
</tr>
<tr>
<td>3.</td>
<td>Act Name (English)</td>
<td>Enter act name in English language</td>
</tr>
<tr>
<td>4.</td>
<td>Act Name (Regional)</td>
<td>Enter act name in Regional language</td>
</tr>
<tr>
<td>5.</td>
<td>Section Number</td>
<td>Enter Section Number</td>
</tr>
<tr>
<td>6.</td>
<td>Status</td>
<td>Check/Uncheck the status</td>
</tr>
</tbody>
</table>

User can save the edited act by clicking the “update” button, if no duplication of data is found than a message will be displayed by the system saying “Updated Successfully”

5.2.2 ADD

User has to click on “Add” option to add new act against a service in the system, refer below screen.
Following screen will be displayed when clicked on **add** button

Below is the description given of all the fields present on form

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CREATE ASSET SUB CATEGORY</td>
<td>Service Name</td>
<td>Select service name from the dropdown</td>
</tr>
<tr>
<td>1.</td>
<td>Department</td>
<td>Auto displayed on basis of service name selection</td>
</tr>
<tr>
<td>2.</td>
<td>Act Name (English)</td>
<td>Enter act name in English language</td>
</tr>
<tr>
<td>3.</td>
<td>Act Name (Regional)</td>
<td>Enter act name in Regional language</td>
</tr>
<tr>
<td>4.</td>
<td>Section Number</td>
<td>Enter Section Number</td>
</tr>
<tr>
<td>5.</td>
<td>Status</td>
<td>Check/Uncheck the status</td>
</tr>
<tr>
<td>6.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
User can save the added act name by clicking the “Save” button; if no duplication of data is found and all the validations are fulfilled then a message will be displayed by the system saying “Added successfully”

“Reset” option is used to clear the entered data on form

5.3 Charge Master

System provides facility to define Charges/Fees for the services. Admin has right to add, update and delete (inactive) the record. Charges can be application level or scrutiny level. Charges are date tracked. Charges are defined for a combination of Charge Code, Service Name, Charge level, License type and sub type. If new rates are created for a combination of Charge Code and Service and License type, then existing rates gets end dated. During update mode, charge rates section and Active flags of all blocks can be updated if it is not used in transactions. During delete mode, charge record can be deleted only if it is not used in transactions.

Follow the path: Department login→ Smart Permit→ Masters → Charge Master

Below mentioned screen is displayed when clicked on “Charge Master”

User can either “Search” the added master or “Add” new charges against the service.

Firstly let us go through the entire flow of search master
5.3.1 SEARCH

Select required Parameter and Click on search, on click of “Search” Button bellow screen will be displayed

Now when clicked on “Search” option, the data present in the system for the entered service will be listed in search result section, user can edit as well as view the added charges against a service

Note: All parameters are not mandatory for searching the defined charges. User can select as per the preference, below is the description of each field.

The data present in the system as per the entered parameter will be displayed in search result section; user can view as well as edit the charges

Below screen appears when clicked on “View” option
Below screen appears when clicked on **edit** option
**Note:** Greyed out fields cannot be edited (for example: service Name, Fee description etc.)

**Note:** entire "Add NOC Charge Master" section is non-editable

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>UPDATE IMMOVABLE ASSET</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>LAND DETAILS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
6. LOCATION DETAILS

8.

9.

10.

11.

12.

Note: To edit the existing factor, user will have to select the edit option against the appropriate factor. On click of edit, factor details will get auto populated in Charge Details section. Now user can to changes in the same and later click on save option.

User can save the edited Immovable asset by clicking the “update” button, if no duplication of data is found than a message will be displayed by the system saying “Updated Successfully”

“Reset” option is used to clear the entered data on form

5.3.2 ADD

User has to click on “Add” option to add new charges in the system, refer below screen.

Following screen appears when clicked on add button
Below is the description of all the fields present on form

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Add NOC Charge Master</td>
<td></td>
</tr>
</tbody>
</table>

**Sr. No**

**Field Name**

**Description**
1. Service Name | Select Service Name from the dropdown
2. Fee/Charge Description | Select fee/charge type from the dropdown
3. At Scrutiny Time/At Application Time/At Issuance | User will have to select either of the option. On basis of this selection charges will get implied for the service

**NOC Charge Details**

4. Factor Name | Select factor name from the dropdown
5. Factor Value | Select factor value from the dropdown. Factor value varies as per the selection of factor name
6. Flat/Slab | Select charge type from the dropdown i.e. flat/slub. If flat is selected then, "slub based", "From slab" and "To slab" will get disabled.
7. Slab based on | If charge type is selected as "slub" then user need to select the slab based on value from the dropdown.
8. Valid from | User need to mention the date from which charges will be applied
9. Valid To | Non editable
10. From Slab | Enter from slab
11. To Slab | Enter to slab
12. Value Type | Select value type from the dropdown
13. Value | Enter value against the selected value type
14. Status | Check/uncheck the status

Note: if factor name is selected as "not applicable" for a charge against a service then system will not allow the user to add any other factor for a charge against a service.

User can save the added charges by clicking the "Save" button; if no duplication of data is found and all the validations are fulfilled then a message will be displayed by the system saying **"Added successfully"**

"Reset" option is used to clear the entered data on form

5.4 Agent Master

Agent master is used for the registrations of agents in the system.

- To add the record, user should click on "Add" button.
- To update the record, User must select the desired record from the grid by ticking checkbox, edit/update the data and click on "Update" button
To delete the record, User must select the desired record from the grid by ticking checkbox and click on “Delete” button

To Search the desired record, User should enter/select the provided search parameters and click on “Search” button. Respective records will be displayed in the grid below

**Follow the path:** Department login → Smart Permit → Masters → Agent Master

Below mentioned screen is displayed when clicked on “Agent Master”

User can either “Search” the added master or “Add” new charges against the service.

Firstly let us go through the entire flow of search master

**5.4.1 SEARCH**

Select required Parameter and Click on search, on click of “Search” Button below screen will be displayed

Now when clicked on “Search” option, the data present in the system for the entered details will be listed in search result section, user can only view the same.
User can search on basis of coin number or agent name.

The data present in the system as per the entered parameter will be displayed in search result section; user can only view the added agent details, edit provision is not present.

Below screen appears when clicked on “View” option

5.4.2 ADD

User has to click on “Add” option to add new agents in the system, refer below screen.
Following screen appears when clicked on **add** button

**Add Agent Master**

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coin Number</td>
<td>Enter valid 10 digit coin number</td>
</tr>
<tr>
<td>Name</td>
<td>Enter agent name</td>
</tr>
<tr>
<td>Address</td>
<td>Enter agent address</td>
</tr>
<tr>
<td>Contact Number</td>
<td>Enter valid contact number</td>
</tr>
<tr>
<td>Email Id</td>
<td>Enter email id</td>
</tr>
</tbody>
</table>

Below is the description of all the fields present on form
6. **Phone Number**
Enter valid phone number

User can save the added agents by clicking the "Save" button; if no duplication of data is found and all the validations are fulfilled then a message will be displayed by the system saying "Added successfully"

"Reset" option is used to clear the entered data on form

### 5.5 Factor Master

Factor master is explicitly used defining the factor name and mapping the same with the desired lookup. Defined factor is later used in charge master.

- To add the record, user should click on "Add" button.
- To view the record, User must select the desired record from the grid by ticking checkbox, edit/update the data and click on "view" button
- To delete the record, User must select the desired record from the grid by ticking checkbox and click on "Delete" button
- To Search the desired record, User should enter/select the provided search parameters and click on "Search" button. Respective records will be displayed in the grid below

**Follow the path:** Department login → Smart Permit → Masters → Factor Master

Below mentioned screen is displayed when clicked on "Factor Master"

User can either "Search" the added master or "Add" new factors
Firstly let us go through the entire flow of search master

5.5.1 SEARCH

Select required Parameter and Click on search, on click of “Search” Button bellow screen will be displayed

Now when clicked on “Search” option, the data present in the system for the entered details will be listed in search result section, user can only view the same.

User can search on basis of coin number or agent name.

The data present in the system as per the entered parameter will be displayed in search result section; user can only view and edit the data.

Below screen appears when clicked on “View” option

5.5.2 ADD

User has to click on “Add” option to add new agents in the system, refer below screen.
Following screen appears when clicked on add button

Below is the description of all the fields present on form

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Factor Name</td>
<td>Enter Factor Name</td>
</tr>
<tr>
<td>2.</td>
<td>Factor Name (Regional)</td>
<td>Enter Factor Name in regional language</td>
</tr>
<tr>
<td>3.</td>
<td>Lookup Name</td>
<td>Enter lookup name</td>
</tr>
<tr>
<td>4.</td>
<td>Module Name</td>
<td>Displayed on basis of lookup name</td>
</tr>
<tr>
<td>5.</td>
<td>Lookup Description</td>
<td>Displayed on basis of lookup name</td>
</tr>
<tr>
<td>6.</td>
<td>Status</td>
<td>Check/uncheck the status</td>
</tr>
</tbody>
</table>
User can save the added factors by clicking the “Save” button; if no duplication of data is found and all the validations are fulfilled then a message will be displayed by the system saying “Added successfully”

“Reset” option is used to clear the entered data on form
6 Transaction

6.1 LOI Generation

For approved application, LOI (letter of intimation) needs to be generated. User can search applications which are pending for LOI generation. If no parameters given, then all application for which LOI is not generated will get retrieved. User needs to select one of the application and press <Generate LOI> button. This button will take to next screen where user can generate LOI. LOI charges for selected service are shown. User can modify charge amount by giving remarks. Charges can be modified only if it is allowed at charge master. After saving the data, unique LOI Number and LOI letter gets generated.

**Follow the path:** Department login → Smart Permit → Transaction → LOI Generation

Below mentioned screen appears when clicked on "LOI Generation"

User has to enter the application number and basis of that number rest all details will be automatically fetched from the database. If user is unaware of the application number then he/she might search for the number on clicking the question option as present in above screen.

Below screen is displayed when clicked on question mark option.
Note: All parameters are not mandatory for searching an asset, user can select as per the preference, below is the description of each field

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Module Name</td>
<td>Auto displayed</td>
</tr>
<tr>
<td>2.</td>
<td>Service Name</td>
<td>Respective service name for the application must be selected from the dropdown (mandatory field)</td>
</tr>
<tr>
<td>3.</td>
<td>Applicant Name</td>
<td>User has to manually enter the applicant name on basis of which search can be done in the selected service. (no-mandatory)</td>
</tr>
<tr>
<td>4.</td>
<td>Application Number</td>
<td>Auto displayed when clicked on search</td>
</tr>
<tr>
<td>5.</td>
<td>Applicant Name</td>
<td>Auto displayed when clicked on search</td>
</tr>
</tbody>
</table>

Post selecting the service name user must click on search option to get the application number and applicant name against the service.
Below screen is displayed post click on search

User will have to click on anyone of the application number amongst the fetched numbers. On clicking the application number, user will be redirected to the main page (shown below) where the data in rest fields will get pre populated on basis of the application number.

User must enter remarks against the charges and click on save option.
On click of save option LOI letter will be generated by the system as shown below.

![Image of a letter]

Payment against LOI has to be done through "Pay against LOI" option.
6.2 Pay against LOI

Pay against LOI option is used to do the payment against generated LOI.

**Follow the path:** Home Screen (Without login) → Online Payment → Pay Against LOI

Below mentioned screen appears when clicked on "Pay against LOI"

User has to mention the LOI number or application number, on basis of that rest data will be auto displayed by the system. On click of submit button user will be redirected to next screen where user can do the payment. After saving the data, unique receipt number and payment receipt gets generated.

6.3 Inspection Intimation

*Inspection Intimation and Inspection Entry is only applicable for Development Permission service.*

Inspection intimation is used for sending the intimation of inspection for development permission service.

**Follow the path:** Department login → Smart Permit → Transactions → Inspection Intimation

Below mentioned screen appears when clicked on "Inspection Intimation"
Inspection Intimation can either be done for Application or permit.

Above mentioned screen is for "Application Inspection"

Below is the description of all the fields present on form

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Application Number</td>
<td>Enter application number</td>
</tr>
<tr>
<td>2.</td>
<td>Applicant Name</td>
<td>Auto-displayed on basis of application number</td>
</tr>
<tr>
<td></td>
<td>Inspection Date/Time</td>
<td>Select inspection date from date picker</td>
</tr>
<tr>
<td>4.</td>
<td>Inspector Name</td>
<td>Select inspector name from the dropdown who is going to perform the inspection</td>
</tr>
<tr>
<td>5.</td>
<td>Start Time</td>
<td>Select inspection start time from time picker</td>
</tr>
<tr>
<td>6.</td>
<td>End Time</td>
<td>Select inspection end time from time picker</td>
</tr>
</tbody>
</table>

Now, let us go through the UI of permit inspection

Below screen is displayed when clicked on "Permit Inspection" radio button.
Below is the description of all the fields present on form

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Application Number</td>
<td>Enter application number</td>
</tr>
<tr>
<td>2.</td>
<td>Owner Name</td>
<td>Auto-displayed on basis of application number</td>
</tr>
<tr>
<td>3.</td>
<td>Permit From Date</td>
<td>Auto-displayed on basis of application number</td>
</tr>
<tr>
<td>4.</td>
<td>Permit To Date</td>
<td>Auto-displayed on basis of application number</td>
</tr>
</tbody>
</table>

**Intimation Details**

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.</td>
<td>Inspection Date/Time</td>
<td>Select inspection date from date picker</td>
</tr>
<tr>
<td>6.</td>
<td>Inspector Name</td>
<td>Select inspector name from the dropdown who is going to perform the inspection</td>
</tr>
<tr>
<td>7.</td>
<td>Start Time</td>
<td>Select inspection start time from time picker</td>
</tr>
<tr>
<td>8.</td>
<td>End Time</td>
<td>Select inspection end time from time picker</td>
</tr>
</tbody>
</table>

“Save” option is used to save the entire data present on form.

“Reset” option is used to clear out the entered data on form.

“Close” option is used to close the current page/transaction.

On click of save button, data will be saved and intimation will be sent to the inspector whose name was selected from the dropdown. Apart from this, Inspection Intimation Letter will be generated by the system as shown below.
Below mentioned screen will be displayed post inspector login
Inspector will have to click on "Pending" option to do the inspection entry.

Below mentioned screen is displayed when clicked on pending option.

Below is the description of all the fields present on form

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Inspection against</td>
<td>Auto fetched</td>
</tr>
<tr>
<td>2.</td>
<td>Inspection Number</td>
<td>Display field, auto generated</td>
</tr>
<tr>
<td>3.</td>
<td>Application Number</td>
<td>Auto fetched (if inspection is against application)</td>
</tr>
<tr>
<td>4.</td>
<td>Applicant Name</td>
<td>Auto fetched (if inspection is against application)</td>
</tr>
<tr>
<td>5.</td>
<td>Permit Number</td>
<td>Auto fetched (if inspection is against permit)</td>
</tr>
<tr>
<td>6.</td>
<td>Owner Name</td>
<td>Auto fetched (if inspection is against permit)</td>
</tr>
<tr>
<td>7.</td>
<td>Permit from date</td>
<td>Auto fetched (if inspection is against permit)</td>
</tr>
<tr>
<td>8.</td>
<td>Permit to date</td>
<td>Auto fetched (if inspection is against permit)</td>
</tr>
<tr>
<td>9.</td>
<td>Inspection date time</td>
<td>Selection inspection date from the date picker</td>
</tr>
<tr>
<td>10.</td>
<td>Inspection By</td>
<td>Auto-displayed</td>
</tr>
<tr>
<td>11.</td>
<td>Department witness 1</td>
<td>Select department witness from the dropdown</td>
</tr>
<tr>
<td>12.</td>
<td>Department witness 2</td>
<td>Select department witness from the dropdown</td>
</tr>
<tr>
<td>13.</td>
<td>License Holder witness 1</td>
<td>Enter license holder witness</td>
</tr>
<tr>
<td>14.</td>
<td>License Holder witness 2</td>
<td>Enter license holder witness</td>
</tr>
<tr>
<td>15.</td>
<td>Inspection overall remark</td>
<td>Enter inspection remark</td>
</tr>
<tr>
<td>16.</td>
<td>Inspection status</td>
<td>Select inspection status from the dropdown</td>
</tr>
</tbody>
</table>

**Inspection Details**

| 17.    | Inspection details       | Enter inspection detail                               |
| 18.    | Inspection Remark        | Enter inspection remark                                |
19. Status

Select status from the dropdown

On click of "save" option data will get saved and inspection report will be generated by the system as shown below.

Kampala Capital City Authority

INSPECTION REPORT

To, 

Jenny S Dayi,

Airport Road, Kampala City

Subject: INSPECTION REPORT

Inspection Remark:  Permit Number: UGD/AIP/2020/00007 Permit Date: 26/02/2019

Sir / Madam,

You are hereby informed that, inspection of Permit Number: was carried out by Permit Inspector: KCCA Inspector on dated 02/03/2021. Below are the findings with reference to the inspection:

<table>
<thead>
<tr>
<th>Sr Number</th>
<th>Inspection Details</th>
<th>Inspection Remark</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Inspection Done</td>
<td>Inspection Done</td>
</tr>
</tbody>
</table>

Signature:

Kampala Capital City Authority

Note: If inspection is been done then only system will allow the application to go further in scrutiny process.
7 Report

7.1 Application Status Report

System provides facility to get application status of all the applications on basis of date or service name or application number

Follow the path: Department login→ Smart Permit→ Report→ Application Status Report

Below mentioned screen appears when clicked on "Application Status Report"

Note: All parameters are not mandatory for searching an asset, user can select as per the preference, below is the description of each field

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>From Date</td>
<td>Select from date from date picker</td>
</tr>
<tr>
<td>2.</td>
<td>To Date</td>
<td>Select to date from date picker</td>
</tr>
<tr>
<td>3.</td>
<td>Service Name</td>
<td>Select service name from the dropdown</td>
</tr>
<tr>
<td>4.</td>
<td>Application Number</td>
<td>Select application number from the dropdown</td>
</tr>
</tbody>
</table>

Select/Enter required Parameter and Click on "Generate Report" button for generating application status report. Now when clicked on generate report button, all the matching records of assets present in the system as per the entered parameter will be displayed in the report as shown below. Please refer below screen

Application Status Report
7.2 Collection Report

System provides facility to get application wise collection report in detailed or summary format.

**Follow the path:** Department login → Smart Permit → Report → Collection Report

Below mentioned screen appears when clicked on “Collection Report”

![Collection Report Screen](image)

**Note:** All parameters are not mandatory for searching an asset, user can select as per the preference, below is the description of each field

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Detailed Collection Report/Summary Collection Report</td>
<td>Select either of the option</td>
</tr>
<tr>
<td>2.</td>
<td>From Date</td>
<td>Select “from date” from date picker</td>
</tr>
<tr>
<td>3.</td>
<td>To Date</td>
<td>Select “To Date” from date picker</td>
</tr>
</tbody>
</table>

If “All” is selected then no data has to be entered by the user

If “Service” is selected then user has to select service name from the dropdown

If “Hierarchy” is selected then user has to select division/perish/village from the dropdown

Select/Enter required Parameter and Click on “Generate Report” button for generating Collection report. Now when clicked on generate report button, all the matching records of application present in the system as per the entered parameter will be displayed in the report. Please refer below screen

**Detailed Collection Report**
### Summary Collection Report

#### KCCA Collection Report

<table>
<thead>
<tr>
<th>Sr Number</th>
<th>Permit Type</th>
<th>Fee / Charges</th>
<th>Amount</th>
<th>Mode Of Payment</th>
<th>Receipt No</th>
<th>Receipt Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Application for Subdivision</td>
<td>Scrutiny Charges</td>
<td>1075.00</td>
<td>Cash</td>
<td>UG03181692CD00000017</td>
<td>19/01/2019</td>
</tr>
<tr>
<td>2</td>
<td>Consolidation Of Lands and Building</td>
<td>Scrutiny Charges</td>
<td>3070.00</td>
<td>Cash</td>
<td>UG03181692CD00000017</td>
<td>19/01/2019</td>
</tr>
<tr>
<td>3</td>
<td>Application for Subdivision</td>
<td>Processing Fees</td>
<td>2500.00</td>
<td>Cash</td>
<td>UG03181692CD00000017</td>
<td>19/01/2019</td>
</tr>
<tr>
<td>4</td>
<td>Consolidation Of Lands and Building</td>
<td>Application Charges</td>
<td>2500.00</td>
<td>Cash</td>
<td>UG03181692CD00000017</td>
<td>19/01/2019</td>
</tr>
</tbody>
</table>
7.3 Permit Wise Agent Status

System provides facility to get permit wise agent status on basis of date or agent name.

Follow the path: Department login → Smart Permit → Report → Permit Wise Agent Status

Below mentioned screen appears when clicked on “Permit Wise Agent Status”

Note: All parameters are not mandatory for searching an asset, user can select as per the preference, below is the description of each field

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>From Date</td>
<td>Select “From date” from date picker</td>
</tr>
<tr>
<td>2.</td>
<td>To Date</td>
<td>Select “To date” from date picker</td>
</tr>
<tr>
<td>3.</td>
<td>Agent Name</td>
<td>Select Agent Name from the dropdown</td>
</tr>
</tbody>
</table>

Select/Enter required Parameter and Click on “Generate Report” button for generating permit wise agent status report. Now when clicked on generate report button, all the matching records of agents present in the system as per the entered parameter will be displayed in the report as shown below. Please refer below screen.
8 Services

There are total 11 services present in Smart Permit module let us go through each service one by one.

8.1 Application for Development permission

Building permission refers to the approval needed for development; it is usually given in the form of a building permit. A development application is a request for permission to use a particular piece of land for a specific use or carry out a particular activity.

**Follow the path:** Citizen Service → Smart Permit → Application for development permission

Below mentioned screen appears when clicked on “Application for Development permission”
User has to enter all the mandatory fields present on form and upload the relevant checklist document as enlisted in application form.

**Note:** Charges which are imposed at application level or scrutiny level depends on the configuration of charges.

Currently in above mentioned screen charges are defined at application level so user will have to do the payment first. On click of save below screen will be displayed.

User will have to click on "**Success**" option to redirect it to payment gateway.

After successful payment, receipt and acknowledgement will be generated by the system.
## Receipt

**Kampala Capital City Authority**

**Receipt**

<table>
<thead>
<tr>
<th>Receipt Number</th>
<th>Smart Permit</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>UGC01819000000030</td>
<td>Application for Development Permission</td>
<td>25-02-2019</td>
</tr>
</tbody>
</table>

**Received From:** Jenny Dryal

**Application Number:** UGC01819000000030

<table>
<thead>
<tr>
<th>Sr Number</th>
<th>Fee Name</th>
<th>Amount Due</th>
<th>Amount Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Application for Development Permission</td>
<td>8192000.00</td>
<td>8192000.00</td>
</tr>
</tbody>
</table>

**Amount:** Fifty-One Lakh Ninety Two Thousand Only

**Total Amount:** 8192000.00

**Mode:** Cash

**Bank Name:**

**Account Number:**

**Amount:** 8192000.00

Chief Officer

## Acknowledgement

**Kampala Capital City Authority**

**Smart Permit**

<table>
<thead>
<tr>
<th>Application Number</th>
<th>UGC01819000000030</th>
</tr>
</thead>
</table>

**Application Name:** Application for Development Permission

**Application Date:** 25-02-2019

**Department Name:** Smart Permit
Once payment is done, the application will go into scrutiny process firstly at initiator login as shown in below screen.

Initiator will have to click on pending option to go further with the scrutiny process.

**Note:** If inspection entry is not done against the application then system won't allow the initiator to go further, below message will be displayed when clicked on pending.

If inspection is done against the application then the application will be moved further in scrutiny process.

Initiation can approve or reject the application as well as view the received application.
Approve and reject option can be located from below mentioned screen.

When clicked on view application the entire application can be seen in display mode.
On click of approve, the application will be forwarded to next level. Level 1 user can perform below mentioned activity on the received application.

1. Approve
2. Reject
3. Reject but forward
4. Deferment
5. Resubmission
6. View application

Below mentioned screen depicts the above activities.
Similar process will be followed for further scrutiny levels i.e. level 2 and Level 3.

The final level user will do the final approval, on which certificate will be generated.

Kampala Capital City Authority
SANCTION OF BUILDING PERMISSION AND COMMENCEMENT CERTIFICATE

To,

Ash D King
Kampala City

Sir / Madam,

With Reference to your Application Number UGD01819000001883 dated 26-02-2019 for the grant of sanction of commencement certificate under section 2010/2011 of the Kampala Capital City Act, to carry out development work / Building on plot address the commencement certificate / Building permit is granted under section 2010/2011 of the said Act, subject to the following condition.

1. All documents are submitted along with the proposal.

2. Proposal submitted for development permission has been scrutinized and found in as per DCR.

(Signature of person scan)

Your’s faithfully,

City Engineer / Sectional Engineer.
Kampala Capital City Authority

(Spooman of Stamps of Approval to be marked on building plan)

Office of the Kampala Capital City Authority
Building Permit Number UGD/ADP/2018/00024
8.2 Application for Construction Permit

Construction Permit allows you or your contractor to proceed with a construction or remodelling project on your property.

Follow the path: Citizen Service → Smart Permit → Application for Construction Permit

Below mentioned screen appears when clicked on “Application for Construction Permit”
User will have to fill the applicant details initially. Later proceeding with form if user is aware of the development permission number then he can enter the same else number can be search by clicking the search option as highlighted in above screen.

When clicked on search option below screen will be displayed.

![Image](image_url)

Multiple fields are given for searching the development permission number for example coin number, contact number, owner name etc.

After entering data when clicked on search, data present in the system for the entered details will be listed in the grid.
User has to click on the desired development permission number to get the details of the same on application form.
Now proceeding with “Project Description” section user has to mention all the project related details in this section.

Apart from this user has to mention agent, professional and client details. If mentioned details are similar as mentioned in development permission then on click of yes all the details will get fetched and if no then user has to manually enter all the details.

Later user has to upload the relevant checklist document as enlisted in application form and save the application by clicking “save” option

**Note:** Charges which are imposed at application level or scrutiny level depends on the configuration of charges.

Currently in above mentioned screen charges are defined at application level so user will have to do the payment first.

To get to know the further process click here

On final approval certificate will be generate by the system.

### 8.3 Application for Occupation Permit

Occupancy Certificate is a document issued by government agency certifying a building’s compliance and indicating it to be in a condition suitable for occupancy. The purpose of obtaining a certificate of occupancy is to prove that, according to the law, the house or building is in liveable condition.

Occupational permit can be either fully or partial.

**Follow the path:** Citizen Service → Smart Permit → Application for Occupational Permit

Below mentioned screen appears when clicked on “Application for Occupational Permit”
User will have to fill the applicant details initially. Later proceeding with form if user is aware of the development permission number then he can enter the same else number can be search by clicking the search option as highlighted in above screen.

When clicked on search option below screen will be displayed.

![Image of the form](image)

Multiple fields are given for searching the development permission number for example coin number, contact number, owner name etc.

After entering data when clicked on search, data present in the system for the entered details will be listed in the grid.
User has to click on the desired development permission number to get the details of the same on application form. All the additional fields will be auto displayed by the system on basis of development permission number.

Now proceeding with “Occupation Permit details” section user has to select either “partial” or “fully” occupation. If “Partial” option is selected then in plan details section user can select multiple level as per preference whereas in case of “Fully” option no provision will be given to select the levels.

If user has already received partial occupancy certificate then also it is mandatory to apply for final (fully) occupancy certificate.

**Note:** If for development permission the final (fully) occupancy certificate is received then system will restrict that permission for reapplication of occupancy certificate.
Later user has to upload the relevant checklist document as enlisted in application form and save the application by clicking "save" option.

**Note:** Charges which are imposed at application level or scrutiny level depends on the configuration of charges.

Currently in above mentioned screen charges are defined at application level so user will have to do the payment first.

To get to know the further process click here.

On final approval certificate will be generate by the system.

### 8.4 Application for Demolition Permit

**Description**

**Follow the path:** Citizen Service → Smart Permit → Application for Demolition Permit

Below mentioned screen appears when clicked on "Application for Demolition Permit"
User will have to fill the applicant details initially. Later proceeding with form if user is aware of the house number or property number then he can enter the same else number can be search by clicking the search option as highlighted in above screen.

When clicked on search option below screen will be displayed.
Multiple fields are given for searching the property number for example coin number, house no, contact number, owner name etc.

After entering data when clicked on search, data present in the system for the entered details will be listed in the grid.
User has to click on the desired number to get the details of the same on application form. All the additional fields will be auto displayed by the system on basis of property number or house number.

User has to explicitly mention the reason for demolition.

Later user has to upload the relevant checklist document as enlisted in application form and save the application by clicking “save” option

**Note:** Charges which are imposed at application level or scrutiny level depends on the configuration of charges.

Currently in above mentioned screen charges are defined at application level so user will have to do the payment first.

To get to know the further process click here

On final approval certificate will be generate by the system.
8.5 Application for Chain Link Permit

Chain Link permit is a permission to install the chain link fence on the described location.

**Follow the path:** Citizen Service → Smart Permit → Application for Chain Link Permit

Below mentioned screen appears when clicked on "Application for Chain Link Permit"
### Chain Link Permit

#### Applicant Details
- **UserID**: [Provide value]
- **UserID Name**: [Provide value]
- **Applicant Name**: [Provide value]
- **Mobile Number**: [Provide value]
- **Code Number**: [Provide value]
- **Organisation Name**
  - **Authorised**
- **Address**: [Provide value]

#### Required Data for Chain Link Permit
- **Main B/No.**
- **Building Permission Number**: [Provide value]
- **District**: [Provide value]
- **Location**: [Provide value]
- **Isolation Reason**: [Provide value]
- **Chain Type**: [Provide value]
- **Area**: [Provide value]

#### Upload Document
- **Survey Report**: [Provide file]
- **Certificate of title**: [Provide file]
- **Chain Link Sketch**: [Provide file]

#### Charges
- **Charges**: [Provide value]
- **Payment Method**: [Provide value]
User will have to fill the applicant details initially. Later proceeding with form if user is aware of the house number or building permission number then he can enter the same else number can be search by clicking the search option as highlighted in above screen.

When clicked on search option below screen will be displayed.

Multiple fields are given for searching the building permission number for example coin number, house no, contact number, owner name etc.

After entering data when clicked on search, data present in the system for the entered details will be listed in the grid.
User has to click on the desired number to get the details of the same on application form. All the additional fields will be auto displayed by the system on basis of building permission number or house number.

User has to explicitly mention the chain type and installation reason.

Later user has to upload the relevant checklist document as enlisted in application form and save the application by clicking "save" option.

**Note:** Charges which are imposed at application level or scrutiny level depends on the configuration of charges.

Currently in above mentioned screen charges are defined at application level so user will have to do the payment first.

To get to know the further process click here

On final approval certificate will be generate by the system.
8.6 Application for Hoarding Permit

Precautions must be taken before and during building work to protect the safety of the public if required by the Relevant Building Surveyor. A hoarding is a temporary protective barrier designed to protect the public or persons within the vicinity of a building or building site during construction.

Follow the path: Citizen Service → Smart Permit → Application for Hoarding Permit

Below mentioned screen appears when clicked on “Application for Hoarding Permit”
User will have to fill the applicant details initially. Later proceeding with form if user is aware of the development permission number then he can enter the same else number can be search by clicking the search option as highlighted in above screen.

When clicked on search option below screen will be displayed.

Multiple fields are given for searching the development permission number for example coin number, contact number, owner name etc.

After entering data when clicked on search, data present in the system for the entered details will be listed in the grid.
User has to click on the desired development permission number to get the details of the same on application form.

Now proceeding with “Hoarding Details” section user has to mention all the hoarding related details in this section such as hoarding type, hoarding sub type, length, width etc.

Later user has to upload the relevant checklist document as enlisted in application form and save the application by clicking “save” option.

**Note:** Charges which are imposed at application level or scrutiny level depends on the configuration of charges.

Currently in above mentioned screen charges are defined at application level so user will have to do the payment first.

To get to know the further process click here

On final approval certificate will be generate by the system.


### 8.7 Application for Tree/Branch Cutting Permit

The Tree Cutting Permit is required for cutting the trees in the vicinity of building permission.

Provision is given for the user to either select tree or branch.

**Follow the path:** Citizen Service → Smart Permit → Application for Tree Cutting Permit

Below mentioned screen appears when clicked on “Application for Tree Cutting Permit”
### Permission To Cut a Tree / Branches Of Tree

#### Applicant Details
- **Last Name:** [Input Field]
- **First Name:** [Input Field]
- **Last Name:** [Input Field]
- **First Name:** [Input Field]
- **Organization Name:** [Input Field]

#### Required Data for tree / branche cutting permit
- **Nature:** [Select]
- **Address:** [Input Field]
- **Street:** [Input Field]
- **City:** [Input Field]
- **State:** [Input Field]
- **Zip Code:** [Input Field]
- **Phone:** [Input Field]
- **Fax:** [Input Field]

#### Tree Details
- **Number:** [Input Field]
- **Location:** [Input Field]
- **Species:** [Input Field]

#### Upload Document
- **Environmental Impact Assessment Report:** [Browse]
- **Survey Report:** [Browse]
- **Cost Technical Report:** [Browse]
- **Charges:**
  - [Input Field]
  - [Input Field]
User will have to fill the applicant details initially. Later proceeding with form if user is aware of the house number or building permission number then he can enter the same else number can be search by clicking the search option as highlighted in above screen.

When clicked on search option below screen will be displayed.

![Know Your Details](image)

Multiple fields are given for searching the building permission number for example coin number, house no, contact number, owner name etc.

After entering data when clicked on search, data present in the system for the entered details will be listed in the grid.
User has to click on the desired number to get the details of the same on application form. All the additional fields will be auto displayed by the system on basis of building permission number or house number.

On basis of “Tree” or “Branch” selection, tree details section will be changed accordingly.

If **tree** is selected then multiple entries of tree can be done in grid by click “+” icon and if **branch** is selected then only single entry provision is given by the system.
Later user has to upload the relevant checklist document as enlisted in application form and save the application by clicking "save" option.

**Note:** Charges which are imposed at application level or scrutiny level depends on the configuration of charges.

Currently in above mentioned screen charges are defined at application level so user will have to do the payment first.

To get to know the further process click here

On final approval certificate will be generate by the system.

### 8.8 Application for Extension of Lease Permit

A lease extension is a legal agreement that extends the term of a rental agreement. Multiple provision is been given on single application such as change of use, change of user etc. along with new lease and extension of existing lease.

**Follow the path:** Citizen Service → Smart Permit → Application for Extension of Lease Permit

Below mentioned screen appears when clicked on "Application for Extension of Lease Permit"
User will have to fill the applicant details initially. Later proceeding with form if user is aware of the house number or building permission number then he can enter the same else number can be search by clicking the search option as highlighted in above screen.

When clicked on search option below screen will be displayed.

![Image of search screen]

Multiple fields are given for searching the building permission number for example coin number, house no, contact number, owner name etc.

After entering data when clicked on search, data present in the system for the entered details will be listed in the grid.
User has to click on the desired number to get the details of the same on application form. All the additional fields will be auto displayed by the system on basis of building permission number or house number.

Proceeding with lease details section, on basis of property number payment dues will be fetched. If dues is found greater than zero then system will restrict user to go further with the application. User will have to clear the dues first (dues must be zero).
Later there are four provisions present on the application as shown in below screen. Description of each is enlisted.

“Change of Use” – used for changing the proposed use

“Change of User” – used for changing the owner

“New Lease” – new lease application

“Extension of lease” – to extend the existing lease
### Applicant Details

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Name</td>
<td>[User Name]</td>
</tr>
<tr>
<td>Service Area</td>
<td>[Service Area]</td>
</tr>
<tr>
<td>Applicant Name</td>
<td>[Applicant Name]</td>
</tr>
<tr>
<td>Mobile Number</td>
<td>[Mobile Number]</td>
</tr>
<tr>
<td>Email ID</td>
<td>[Email ID]</td>
</tr>
<tr>
<td>Organization Name</td>
<td>[Organization Name]</td>
</tr>
<tr>
<td>Organization Address</td>
<td>[Organization Address]</td>
</tr>
</tbody>
</table>

### Extension of Lease or Use or Change of User

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Development</td>
<td>[Development]</td>
</tr>
<tr>
<td>Development Remarks</td>
<td>[Development Remarks]</td>
</tr>
<tr>
<td>Division</td>
<td>[Division]</td>
</tr>
<tr>
<td>Renovation</td>
<td>[Renovation]</td>
</tr>
<tr>
<td>Location</td>
<td>[Location]</td>
</tr>
<tr>
<td>Street, Road</td>
<td>[Street, Road]</td>
</tr>
<tr>
<td>Post Office</td>
<td>[Post Office]</td>
</tr>
<tr>
<td>Block Number</td>
<td>[Block Number]</td>
</tr>
<tr>
<td>Lease Period From</td>
<td>[Lease Period From]</td>
</tr>
<tr>
<td>Lease Period To</td>
<td>[Lease Period To]</td>
</tr>
<tr>
<td>Current Use of User</td>
<td>[Current Use of User]</td>
</tr>
<tr>
<td>Last Date of User</td>
<td>[Last Date of User]</td>
</tr>
<tr>
<td>Existing Owner Name</td>
<td>[Existing Owner Name]</td>
</tr>
<tr>
<td>Existing Owner Address</td>
<td>[Existing Owner Address]</td>
</tr>
</tbody>
</table>

### Owner Details

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Owner Name</td>
<td>[Owner Name]</td>
</tr>
<tr>
<td>Owner Address</td>
<td>[Owner Address]</td>
</tr>
<tr>
<td>Owner Contact</td>
<td>[Owner Contact]</td>
</tr>
<tr>
<td>Contact Phone</td>
<td>[Contact Phone]</td>
</tr>
</tbody>
</table>

### Extension of Leases

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lease Permit</td>
<td>[Lease Permit]</td>
</tr>
<tr>
<td>Lease No</td>
<td>[Lease No]</td>
</tr>
<tr>
<td>Lease Date</td>
<td>[Lease Date]</td>
</tr>
<tr>
<td>Lease Period From</td>
<td>[Lease Period From]</td>
</tr>
<tr>
<td>Lease Period To</td>
<td>[Lease Period To]</td>
</tr>
<tr>
<td>Extension of Lease</td>
<td>[Extension of Lease]</td>
</tr>
</tbody>
</table>

### Remarks

- [Remarks]
If lease is found for the building permission then system won't allow user to apply for new lease, other three provisions can be utilized by the user. Whereas when applying for new lease then extension of lease won't be applicable at the same time.

Later user has to upload the relevant checklist document as enlisted in application form and save the application by clicking "save" option.

**Note:** Charges which are imposed at application level or scrutiny level depends on the configuration of charges.

Currently in above mentioned screen charges are defined at application level so user will have to do the payment first.

To get to know the further process [click here](#)

On final approval certificate will be generate by the system.

### 8.9 Application for Renovation Permit

Renovation Permit is used for renewal of permit

**Follow the path:** Citizen Service → Smart Permit → Application for Renovation Permit

Below mentioned screen appears when clicked on "Application for Renovation Permit"
User will have to fill the applicant details initially. Later proceeding with form if user is aware of the house number or property number then he can enter the same else number can be search by clicking the search option as highlighted in above screen.

When clicked on search option below screen will be displayed.

Multiple fields are given for searching the property number for example coin number, house no, contact number, owner name etc.

After entering data when clicked on search, data present in the system for the entered details will be listed in the grid.
User has to click on the desired number to get the details of the same on application form. All the additional fields will be auto displayed by the system on basis of property number or house number.

User has to explicitly select the reason for renovation from the dropdown. Multiple reasons can be selected.

Later user has to upload the relevant checklist document as enlisted in application form and save the application by clicking “save” option

**Note:** Charges which are imposed at application level or scrutiny level depends on the configuration of charges.

Currently in above mentioned screen charges are defined at application level so user will have to do the payment first.

To get to know the further process [click here](#).

On final approval certificate will be generate by the system.
8.10 Application for Excavation Permit

Road Excavation Permits are necessary when excavating in any portion of the road right of way. The road right of way is usually the area between the sidewalks on each side of the street, including the sidewalks.

**Follow the path:** Citizen Service → Smart Permit → Application for Excavation Permit

Below mentioned screen appears when clicked on "Application for Excavation Permit"
User will have to fill the applicant details initially. Later proceeding with form in section namely "Data required for excavation permit" if user is aware of the house number or property number then he can enter the same else number can be search by clicking the search option as highlighted in above screen.

When clicked on search option below screen will be displayed.

Multiple fields are given for searching the property number for example coin number, house no, contact number, owner name etc.

After entering data when clicked on search, data present in the system for the entered details will be listed in the grid.
User has to click on the desired number to get the details of the same on application form. All the additional fields will be auto displayed by the system on basis of property number or house number.

In section namely **“Service Provider Details”** user has to mention the details of agents, clients (contractor) and professional license holder.

In section namely **“Stability Analysis”** user has to mention the geotechnical investigations and safety measures.

Later user has to upload the relevant checklist document as enlisted in application form and save the application by clicking “**save**” option

**Note:** Charges which are imposed at application level or scrutiny level depends on the configuration of charges.

Currently in above mentioned screen charges are defined at application level so user will have to do the payment first.
To get to know the further process click here

On final approval certificate will be generate by the system.

**8.11 Application for Subdivision-Consolidation**

The Tree Cutting Permit is required for cutting the trees in the vicinity of building permission.

Provision is given for the user to either apply for subdivision or consolidation in same application

**Follow the path:** Citizen Service → Smart Permit → Application for subdivision-Consolidation Permit

Below mentioned screen appears when clicked on “Application for subdivision-Consolidation Permit”
User can either apply for subdivision or consolidation at a time. If applied for consolidation then multiple properties can be entered in the system whereas for subdivision single property can be entered.