
KMC User Manual Document

Citizen Portal

Version -1

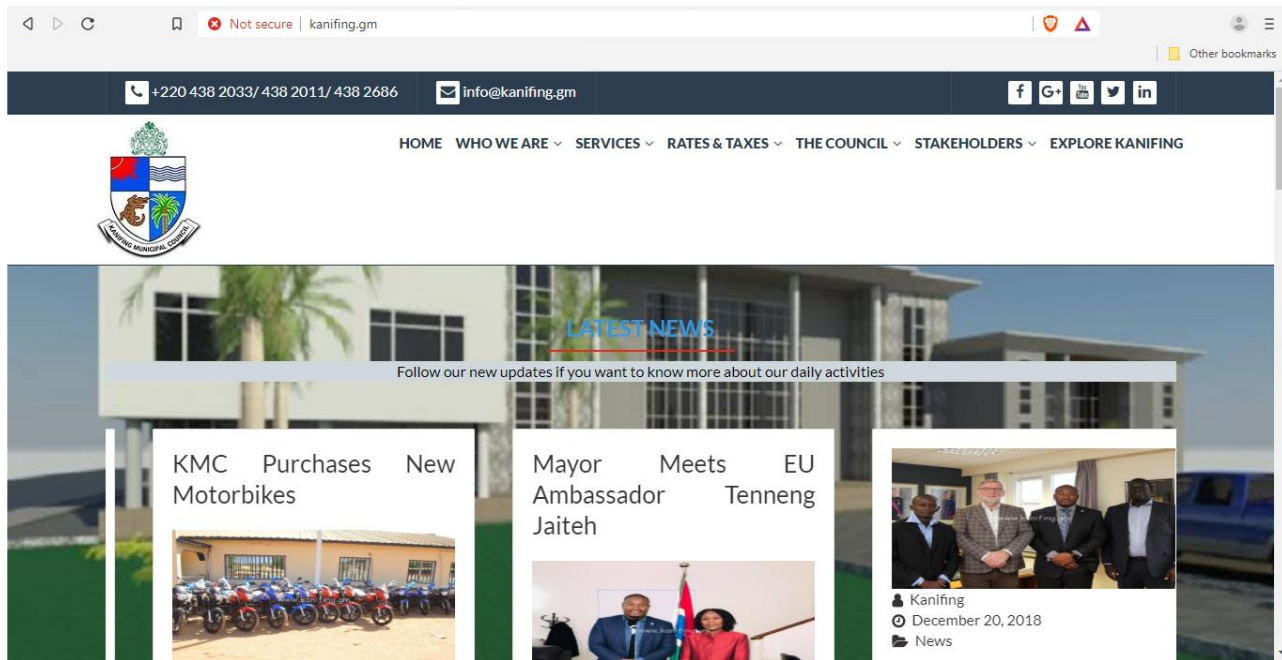
Contents

1. Citizen Portal	2
1.1 Register User	4
1.2 User Login	5
1.3 Change Password.....	8
1.4 Apply New License	8
1.5 View / Edit Application.....	12
1.5.1 Application in Process	13
1.6 Download / Print License	14
1.7 Renew License	15

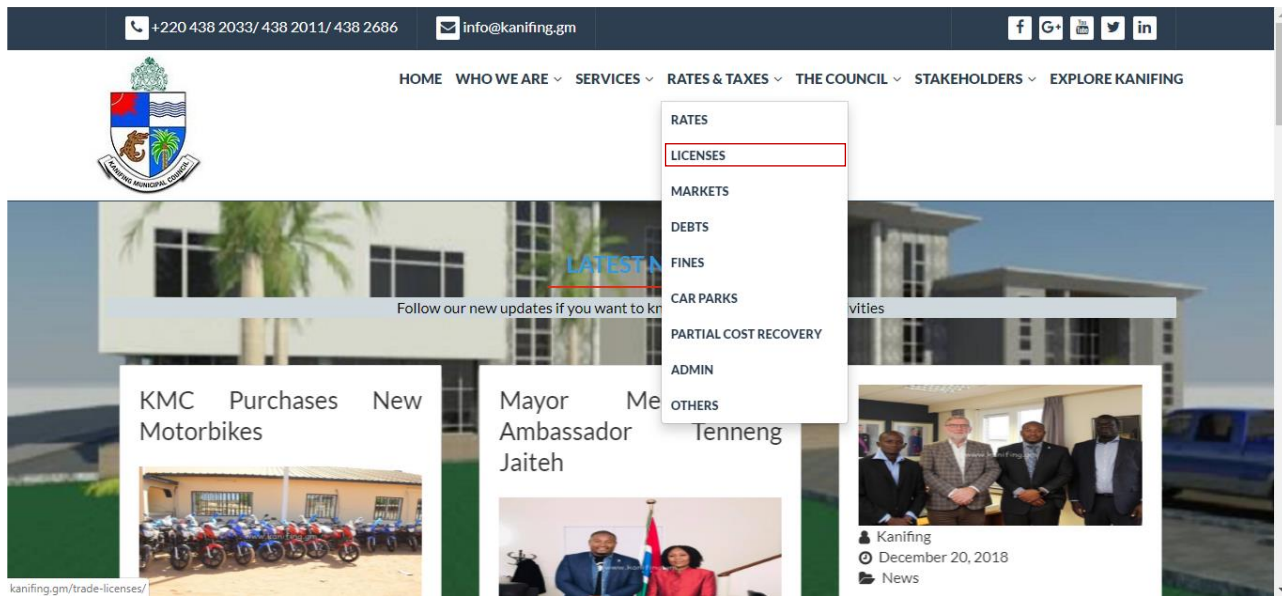
1. Citizen Portal

The citizen portal will assist citizens/collector (on behalf of citizens) to apply for trade licenses within the purview of KMC.

Citizens who wish to apply for trade license will need to browse the kanifing.gm website,



Navigate to RATES & TAXES / LICENSES page



And click on hyperlink "Click here to apply" which will be available next to the Trade License option in the list of Licenses.

The screenshot shows the top navigation bar of the Kanifing Municipal Council website. It includes contact information: +220 438 2033/ 438 2011/ 438 2686 and info@kanifing.gm. Social media icons for Facebook, Google+, YouTube, Twitter, and LinkedIn are also present. The main menu includes: HOME, WHO WE ARE, SERVICES, RATES & TAXES, THE COUNCIL, STAKEHOLDERS, and EXPLORE KANIFING. The Kanifing Municipal Council logo is on the left. The main content area features a 'Licenses' section with the text: 'License revenue consists of the following sub-headings:' followed by a list: Trade License (with a 'Click here to apply' link), Road Side Canteens, and Liquor License Forms. Below this is a section titled 'Invoicing and Procedures for KMC Licence' with two bullet points: 'KMC Licence invoices shall be raised for all registered companies and businesses operating within the Kanifing municipality at the beginning of every financial year;' and 'The accounts department shall maintain an ELECTRONIC-REGISTER of all registered companies and businesses with the municipality;'. To the right is a 'Recent News' section with a list of news items: 'Waste Collection Routes', 'KMC Purchases New Motorbikes', 'Mayor Meets EU Ambassador Tenneng Jaiteh', and '(no title)'.

1.1 Register User

Citizens who wish to apply for trade licenses and are visiting the portal for the first time, will have to register to the portal. If collector is registering on behalf of the citizen, the process remains the same. Clicking “ **Register**” hyperlink on the Login page will allow the citizen to register themselves to the portal.

The screenshot shows the 'CITIZEN LOG IN' page of the Kanifing Municipal Council. The page header includes the council logo and the text 'KANIFING MUNICIPAL COUNCIL'. The main content area features a login form with the following elements: a title 'CITIZEN LOG IN', a text input field for the username, a password input field labeled 'Enter Password', a green 'Log in' button, and a link that says 'Register: Forgot your password?'. At the bottom of the page, there is a small copyright notice: '© 2019 - KMC Citizen Portal Online Trade License Agreement'.

Citizens registering themselves to the portal will require to provide the following personal details:

- Full name (as First name, Middle name and Last name (family name))

- At least one address as permanent address
- Telephone number (mobile number which they want to register for receiving alerts and notifications)
- Email ID which will be their login ID
- Unique Citizen no. (preferably NIN or Citizen UID in format provided by KMC) for verification of authenticity
- User will also have provision to upload image
- User will set password using Password and Confirm password fields.
- At least one address as alternate address

The screenshot shows the 'Citizen Registration' form on the Kanifing Municipal Council portal. The form is divided into several sections:

- Personal Information:** Includes fields for Email, Password, Confirm, First Name, Middle Name, Last Name, Nationality, National ID No., Gender, Mobile No. 1, Mobile No. 2, Alternate Email, and Alternate Phone. There is an 'Upload' button for a profile picture.
- Permanent Address:** Includes fields for Building/House No., Street Name, City, Landmark, Zone, Country, and Postal Code.
- Alternate Address:** Includes fields for Building/House No., Street Name, City, Landmark, Zone, Country, and Postal Code. A checkbox labeled 'Same as Permanent Address' is located above these fields.

A 'Save' button is located in the top right corner of the form. A 'Back to Login' link is at the bottom left.

© 2019 - KMC Citizen Portal

Steps for Registration

- 1) Login to KMC portal
- 2) On login page click on hyperlink "**register**", Citizen Registration form will be opened.
- 3) Enter all the details which are mandatory like Email, Personal details, Permanent Address, Alternate address, Set password, Upload Image.
- 4) Click on Save button to save details of user.
- 5) System will prompt message as "Registration successful"

1.2 User Login

Registered users can login to their portal by using their registered Email ID and password.

— CITIZEN LOG IN —

tanyakmc@elinkechnologies.net

Log In Register Forgot your password?

© 2019 - KMC Citizens Portal
Online Trade License Agreement

Users who have forgotten their password can use the “Forgot Password” hyperlink. System will generate OTP through which user will get password in their registered email id.

— FORGOT PASSWORD —

tanyakmc@elinkechnologies.net

1234 x

Submit Back to login

— FORGOT PASSWORD —

OTP verified. Password will be sent to registered mail id.

tanyakmc@elinkechnologies.net

1234

Submit Back to login

Once the user logs in, the Citizen portal homepage will be visible.

We propose the Licensing regulations to be displayed on the homepage.

Other than that, the homepage will have the following menus:

- Apply New License
- View/Edit Application
- Renew License
- Download/Print License

Newly registered users or users who do not have any active applications or licenses will have access only to “Apply New License” menu.

KANIFING MUNICIPAL COUNCIL

Hi, Tanya Sharma

Home Apply New License View/Edit Application Renew License Download/Print License

Licenses

License revenue consists of the following sub-headings:

- Trade License

Invoicing and Procedures for KMC Licence

- KMC Licence invoices shall be raised for all registered companies and businesses operating within the Kanifing municipality at the beginning of every financial year;
- The accounts department shall maintain an ELECTRONIC-REGISTER of all registered companies and businesses with the municipality;
- License invoices shall be generated from the FinEX accounting system in triplicate copies – the original copy shall be issued to the company or business, the duplicate and triplicate copies shall be retained by the Collectors and accounts departments respectively;
- The Data Collection Unit shall assess the amount that shall be invoiced to every company or business every year;
- All printed invoices must be signed by the Licence Manager before they are issued to respective companies and businesses;
- The Collectors shall deliver the License invoices to any of the physical place of business, the head office, or a branch office of the companies or businesses operating within the Kanifing municipality;
- The Collectors shall maintain a register of all invoices issued out with the particulars of the invoices such as business name, business address/contact, invoice date, invoice number, invoice amount, date issued etc.;
- The Collectors shall evidence the receipt of invoices by companies or businesses either through the receivers' official stamps or the signature of any of its authorised personnel indicating date of receipt on the duplicate copy of the invoice retained by the collectors;
- The generated and issued License invoices shall be posted into the FinEX accounting system by the Accountant, and the licence revenue shall be recognised on accrual basis;
- The Licence manager shall reconcile the master invoice registers with individual collectors files' on a monthly basis to ensure that all invoices issued are properly accounted for by the Collectors concerned.

Payment Receipt for KMC Licences

- Payment for KMC Licence invoices shall be made by registered companies and business within 7 days of issuance or receipt of such invoice;
- Payments shall be made by any of fund transfer, direct credit, or direct deposit to a designated KMC bank account or by payment in cash/cheque to the Cashier at the KMC office;
- All payments involving physical Cash shall be made directly to the Cashier at KMC office;
- The Collectors may collect physical cash from petty and general traders;
- Except where payment is made to the Cashier at KMC office, payers shall present evidence of payment such as telex copies, deposit slips, or credit advices to the Collectors or KMC's Cashiers before being receipted;
- The Cashier or Collectors can temporarily issue GTR receipts to payers pending the printing of official Receipts from FinEX accounting system;
- The accounts department shall generate printed Receipts from FinEX accounting system for all payments evidenced by physical cash, telex copies, credit advices or deposit slips etc.;
- The Collectors shall distribute official payment Receipts generated from FinEX accounting system to all paying companies and businesses.

© 2019 - KMC Citizen Portal
Online Trade License Agreement

Clicking on the User's image or user ID will give users access to profile settings, change password and log out of the portal.

KANIFING MUNICIPAL COUNCIL

Hi, Tanya Sharma

Home Apply New License View/Edit Application Renew License Download/Print License

Licenses

License revenue consists of the following sub-headings:

- Trade License

Invoicing and Procedures for KMC Licence

- KMC Licence invoices shall be raised for all registered companies and businesses operating within the Kanifing municipality at the beginning of every financial year;
- The accounts department shall maintain an ELECTRONIC-REGISTER of all registered companies and businesses with the municipality;
- License invoices shall be generated from the FinEX accounting system in triplicate copies – the original copy shall be issued to the company or business, the duplicate and triplicate copies shall be retained by the Collectors and accounts departments respectively;
- The Data Collection Unit shall assess the amount that shall be invoiced to every company or business every year;
- All printed invoices must be signed by the Licence Manager before they are issued to respective companies and businesses;
- The Collectors shall deliver the License invoices to any of the physical place of business, the head office, or a branch office of the companies or businesses operating within the Kanifing municipality;
- The Collectors shall maintain a register of all invoices issued out with the particulars of the invoices such as business name, business address/contact, invoice date, invoice number, invoice amount, date issued etc.;
- The Collectors shall evidence the receipt of invoices by companies or businesses either through the receivers' official stamps or the signature of any of its authorised personnel indicating date of receipt on the duplicate copy of the invoice retained by the collectors;
- The generated and issued License invoices shall be posted into the FinEX accounting system by the Accountant, and the licence revenue shall be recognised on accrual basis;
- The Licence manager shall reconcile the master invoice registers with individual collectors files' on a monthly basis to ensure that all invoices issued are properly accounted for by the Collectors concerned.

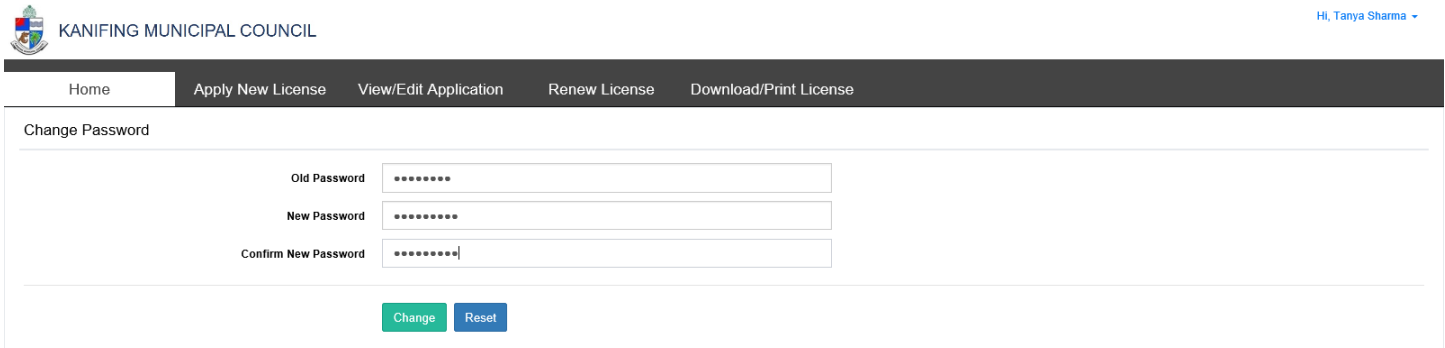
Payment Receipt for KMC Licences

- Payment for KMC Licence invoices shall be made by registered companies and business within 7 days of issuance or receipt of such invoice;
- Payments shall be made by any of fund transfer, direct credit, or direct deposit to a designated KMC bank account or by payment in cash/cheque to the Cashier at the KMC office;
- All payments involving physical Cash shall be made directly to the Cashier at KMC office;
- The Collectors may collect physical cash from petty and general traders;
- Except where payment is made to the Cashier at KMC office, payers shall present evidence of payment such as telex copies, deposit slips, or credit advices to the Collectors or KMC's Cashiers before being receipted;
- The Cashier or Collectors can temporarily issue GTR receipts to payers pending the printing of official Receipts from FinEX accounting system;
- The accounts department shall generate printed Receipts from FinEX accounting system for all payments evidenced by physical cash, telex copies, credit advices or deposit slips etc.;
- The Collectors shall distribute official payment Receipts generated from FinEX accounting system to all paying companies and businesses.

© 2019 - KMC Citizen Portal
Online Trade License Agreement

1.3 Change Password

Users who want to change password will have to enter their existing (current) password, followed by the new password and confirm the new password by re-entering the same.



The screenshot shows the Kanifing Municipal Council website interface. At the top left is the council's logo and name. At the top right, a user is logged in as 'Hi, Tanya Sharma'. A navigation menu includes 'Home', 'Apply New License', 'View/Edit Application', 'Renew License', and 'Download/Print License'. The main content area is titled 'Change Password' and contains three input fields: 'Old Password', 'New Password', and 'Confirm New Password', each with a masked password field. Below the fields are two buttons: 'Change' and 'Reset'. At the bottom right, there is a copyright notice: '© 2019 - KMC Citizen Portal Online Trade License Agreement'.

1.4 Apply New License

Registered users can apply for new licenses using the “Apply New License” menu.

Licenses

License revenue consists of the following sub-headings:

- Trade License

Invoicing and Procedures for KMC Licence

- KMC Licence invoices shall be raised for all registered companies and businesses operating within the Kanifing municipality at the beginning of every financial year;
- The accounts department shall maintain an ELECTRONIC-REGISTER of all registered companies and businesses with the municipality;
- License invoices shall be generated from the FinEX accounting system in triplicate copies – the original copy shall be issued to the company or business, the duplicate and triplicate copies shall be retained by the Collectors and accounts departments respectively;
- The Data Collection Unit shall assess the amount that shall be invoiced to every company or business every year;
- All printed invoices must be signed by the Licence Manager before they are issued to respective companies and businesses;
- The Collectors shall deliver the License invoices to any of the physical place of business, the head office, or a branch office of the companies or businesses operating within the Kanifing municipality;
- The Collectors shall maintain a register of all invoices issued out with the particulars of the invoices such as business name, business address/contact, invoice date, invoice number, invoice amount, date issued etc.;
- The Collectors shall evidence the receipt of invoices by companies or businesses either through the receivers' official stamps or the signature of any of its authorised personnel indicating date of receipt on the duplicate copy of the invoice retained by the collectors;
- The generated and issued License invoices shall be posted into the FinEX accounting system by the Accountant, and the licence revenue shall be recognised on accrual basis;
- The License manager shall reconcile the master invoice registers with individual collectors files' on a monthly basis to ensure that all invoices issued are properly accounted for by the Collectors concerned.

Payment Receipt for KMC Licences

- Payment for KMC Licence invoices shall be made by registered companies and business within 7 days of issuance or receipt of such invoice;
- Payments shall be made by any of fund transfer, direct credit, or direct deposit to a designated KMC bank account or by payment in cash/cheque to the Cashier at the KMC office;
- All payments involving physical Cash shall be made directly to the Cashier at KMC office;
- The Collectors may collect physical cash from petty and general traders;
- Except where payment is made to the Cashier at KMC office, payers shall present evidence of payment such as telex copies, deposit slips, or credit advices to the Collectors or KMC's Cashiers before being receipted;
- The Cashier or Collectors can temporarily issue GTR receipts to payers pending the printing of official Receipts from FinEX accounting system;
- The accounts department shall generate printed Receipts from FinEX accounting system for all payments evidenced by physical cash, telex copies, credit advices or deposit slips etc.;
- The Collectors shall distribute official payment Receipts generated from FinEX accounting system to all paying companies and businesses.

Personal information of the applicant will be picked up from the user's profile.

Changes made to the personal information will be updated in the user's profile to keep the details in sync.

Users are allowed to apply for multiple licenses under one application if they are applying for the same location.

Users who want to apply for licenses at different locations will have to create separate applications per location.

KANIFING MUNICIPAL COUNCIL

Hi, Yogesh Mail


Home Apply New License View/Edit Application Renew License Download/Print License

1
Step 1
Step 1 Personal Info

2
Step 2
Step 2 Business Info

3
Step 3
Step 3 License Info

<p>First Name * <input type="text" value="Mr."/> <input type="text" value="Yogesh"/></p> <p>Middle Name <input type="text"/></p> <p>Last Name * <input type="text" value="Mali"/></p> <p>Nationality * <input type="text" value="Indian"/></p> <p>National ID No. * <input type="text" value="India10001"/></p>	<p>Gender * <input type="text" value="Male"/></p> <p>Mobile No. 1 <input type="text" value="8007771910"/></p> <p>Mobile No. 2 <input type="text"/></p> <p>Alternate Email <input type="text"/></p> <p>Alternate Phone <input type="text" value="8007771910"/> <input type="button" value="Upload"/></p>
--	--



<p>Permanent Address</p> <p>Building/House No. <input type="text" value="Flat no-303_Flr-3"/></p> <p>Street Name <input type="text" value="J M Road"/></p> <p>City <input type="text"/></p> <p>Landmark <input type="text"/></p> <p>Zone * <input type="text" value="Bakau"/></p> <p>Country * <input type="text" value="India"/></p> <p>Postal Code * <input type="text" value="4033011"/></p>	<p>Alternate Address</p> <p><input type="checkbox"/> Same as Permanent Address</p> <p>Building/House No. <input type="text" value="Flat no-303_Flr-3"/></p> <p>Street Name <input type="text" value="J M Road"/></p> <p>City <input type="text"/></p> <p>Landmark <input type="text"/></p> <p>Zone * <input type="text" value="Bakau"/></p> <p>Country * <input type="text" value="India"/></p> <p>Postal Code * <input type="text" value="4033011"/></p>
---	---

Users who are applying for the new license will need to update the organization's details in the Business information section.

KANIFING MUNICIPAL COUNCIL Hi, Yogesh Mali

Home **Apply New License** View/Edit Application Renew License Download/Print License

1 Step 1 Step 1 Personal Info 2 Step 2 Step 2 Business Info 3 Step 3 Step 3 License Info

Organization Name * Sterling Organization Ownership Type * Community
 Phone No. 0222634342 Business Email shashankmnc@elinktechnologies.net

Business Address **Alternate Address** Same as Permanent Address

Building/House No. BLDNG No 345 Building/House No. BLDNG No 345
 Street Name Patralekha street Street Name Patralekha street
 City Navi Mumbai City Navi Mumbai
 Landmark Thane Landmark Thane
 Zone * Bakau Zone * Bakau

Finish Next Previous

On the below page, users can select the types of licenses they want to apply for and upload documents for each license.

KANIFING MUNICIPAL COUNCIL Hi, Yogesh Mali

Home **Apply New License** View/Edit Application Renew License Download/Print License

1 Step 1 Step 1 Personal Info 2 Step 2 Step 2 Business Info 3 Step 3 Step 3 License Info

Add License

No.	Type Of Business	Category Of Business	Stock Value/Qty	Amount	Actions

Finish Next Previous

Home Apply New License View/Edit Application Renew License Download/Print License

1 Step 1 Step 1 Personal Info 2 Step 2 Step 2 Business Info 3 Step 3 Step 3 License Info

Add License

No.	Type Of Business	Category Of Business	Stock Value/Qty	Amount	Actions
1	AUTOMOBILE SERVICES	Class A Motor Spare Parts Dealer(Goods Valued between	250	10000	Upload <input type="checkbox"/>

Finish Next Previous

Users can upload multiple documents per license applied for by selecting document name, type and soft copy of each document.

Once we receive the list of documents required for each license type, we can list only those documents required for a particular license making it easy for the users to identify required documents.

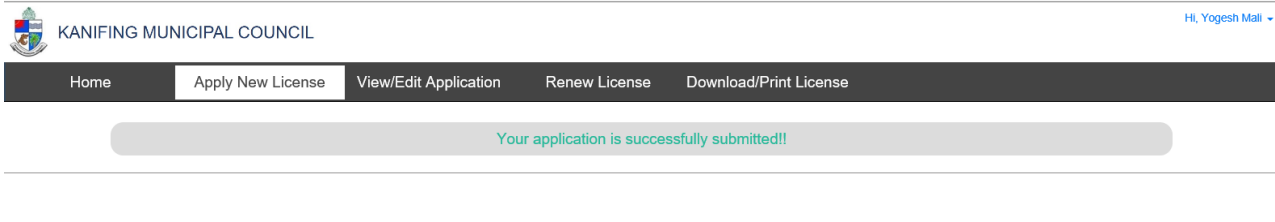
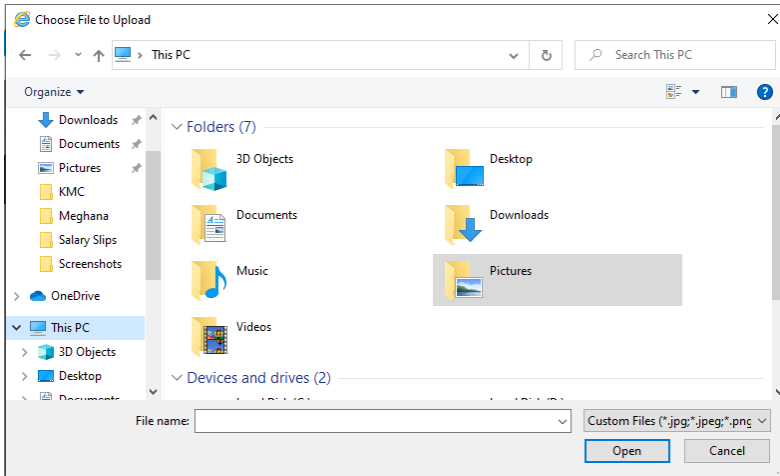
We can restrict uploading specific file types; like .JPG, .TIF, .PNG, .PDF and can also restrict the size to 1MB per document.

Document Upload

Add Document

No.	Document Type	Actions
1	Driving License	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Close



Once the application is submitted, the View/Edit Application menu is available to the user to View/Edit their applications.

1.5 View / Edit Application

Users can view and edit their applications.

Editing is allowed only if either the application is not under review or the application is rejected.



List of applied licenses

Show 25 entries Search:

No.	Application Number	Application Date	Business Type	Business Category	Status
1	APTL-2019-0000016	11/6/2019 9:22:56 AM	FINANCIAL INSTITUTIONS	Insurance Brokers or Agents	In Process
2	APTL-2019-0000017	11/6/2019 8:34:10 PM	ELECTRICAL / PLUMBING SHOPS	Class A Electricity/Plumbing Shop	In Process
3	APTL-2019-0000034	11/21/2019 3:40:02 PM	AUTOMOBILE SERVICES	Class A Motor Spare Parts Dealer	In Process
4	APTL-2019-0000035	11/27/2019 11:50:11 AM	AUTOMOBILE SERVICES	Class A Motor Spare Parts Dealer	In Process

Showing 1 to 4 of 4 entries Previous Next

If the application shows status as "In Process", it indicates that the application is still not under review and the user is allowed to modify/update the application.

1.5.1 Application in Process

The new application generates a unique application number (format provided by KMC *APTL-yyyy-xxxxxxx e.g. APTL-2019-0000001*).



Progress: 1 Step 1 Personal Info | 2 Step 2 Business Info | 3 Step 3 License Info

Step 1 Personal Info

First Name * Gender *

Middle Name

Last Name * Mobile No. 1

Nationality * Mobile No. 2

National ID No. * Alternate Email

Alternate Phone

Permanent Address

Building/House No. Alternate Address

Street Name Street Name

City

City

Landmark

Landmark

Zone * Zone *

Country * Country *

Postal Code * Postal Code *

Same as Permanent Address



1 Step 1 Step 1 Personal Info 2 Step 2 Step 2 Business Info 3 Step 3 Step 3 License Info

Organization Name * Sterling Organization Ownership Type * Community

Phone No. Business Email

Business Address **Alternate Address** Same as Permanent Address

Building/House No. Street Name City Landmark Zone * Bakau

Building/House No. Street Name City Landmark Zone * Bakau

Finish Next Previous



1 Step 1 Step 1 Personal Info 2 Step 2 Step 2 Business Info 3 Step 3 Step 3 License Info

Add License

No.	Type Of Business	Category Of Business	Stock Value/Qty	Amount	Actions
1	AUTOMOBILE SERVICES	Class A Motor Spare Parts Dealer(Goods Valued between D300,000 ar	100	10000.00	Upload <input type="button" value="x"/>

Finish Next Previous

1.6 Download / Print License

Once the licenses are issued to the user against their application, users will receive the same as email attachments.

Other than that, users will also be allowed to download and/or print the licenses from the portal after logging into their profile.

Users who do not have access to internet can collect a hard copy of the license from KMC on payment of fees as decided by KMC.

The format for the license should be provided by the KMC to design the same and integrate it into the portal.

License number as provided by KMC (yyyy-xxxxxx e.g. 2019-000001) will be used.

User, other than the SMS will also be able to view the message highlighted on their profile informing them about the licenses issued to them.

Once the licenses are issued, the "Download/Print License" menu will be available to the user.

Download/Print License

Show 25 entries Search:

No.	License No.	Old License No.	Issue Date	Valid From	Valid Till	Business Type	Business Category	Actions
1	2019-000003		15-Aug-2019	01-Sep-2019	31-Dec-2019	FINANCIAL INSTITUTIONS	Insurance Brokers or Agents	Download
2	2019-000004		24-Apr-2019	01-May-2019	31-Dec-2019	ELECTRICAL / PLUMBING SHOPS	Class A Electricity/Plumbing Shop	Download

Showing 1 to 2 of 2 entries Previous Next

Users will be able to view those licenses which are issued to them.

In case all the licenses against an application are issued, the “View/Edit Application” menu will be disabled if there are no other active applications in that profile.

Users can download the license(s) from the portal or can directly print the same.

1.7 Renew License

Users, whose licenses are expiring will receive a notification SMS on their registered mobile numbers.

When the user logs in to the portal, a message should highlight the license(s) which are expiring.

We propose that the user is allowed to edit the personal and business details, but not the license details before renewal.

List of licenses near to renewal

Show 25 entries Search:

No.	License No.	Old License No.	Issue Date	Valid From	Valid Till	Business Type	Business Category	Actions
1	2019-000003		15-Aug-2019	01-Sep-2019	31-Dec-2019	FINANCIAL INSTITUTIONS	Insurance Brokers or Agents	Renew
2	2019-000004		24-Apr-2019	01-May-2019	31-Dec-2019	ELECTRICAL / PLUMBING SHOPS	Class A Electricity/Plumbing Shop	Renew

Showing 1 to 2 of 2 entries Previous Next

Either the user Views/Edits or clicks “Renew License”, the list of licenses expiring will be displayed.

User will then be allowed to update the Personal information and the Business Information.



1

Step 1
Step 1 Personal Info

2

Step 2
Step 2 Business Info

3

Step 3
Step 3 License Info

First Name *

Middle Name

Last Name *

Nationality *

National ID No. *

Gender *

Mobile No. 1

Mobile No. 2

Alternate Email

Alternate Phone



Permanent Address

Building/House No.

Street Name

City

Landmark

Zone *

Country *

Postal Code *

Alternate Address

Same as Permanent Address

Building/House No.

Street Name

City

Landmark

Zone *

Country *

Postal Code *

Finish Next Previous



1

Step 1
Step 1 Personal Info

2

Step 2
Step 2 Business Info

3

Step 3
Step 3 License Info

Organization Name *

Phone No.

Ownership Type *

Business Email

Business Address

Building/House No.

Street Name

City

Landmark

Zone *

Alternate Address

Same as Permanent Address

Building/House No.

Street Name

City

Landmark

Zone *

Finish Next Previous

