KMC User Manual Document

Citizen Portal

Version -1

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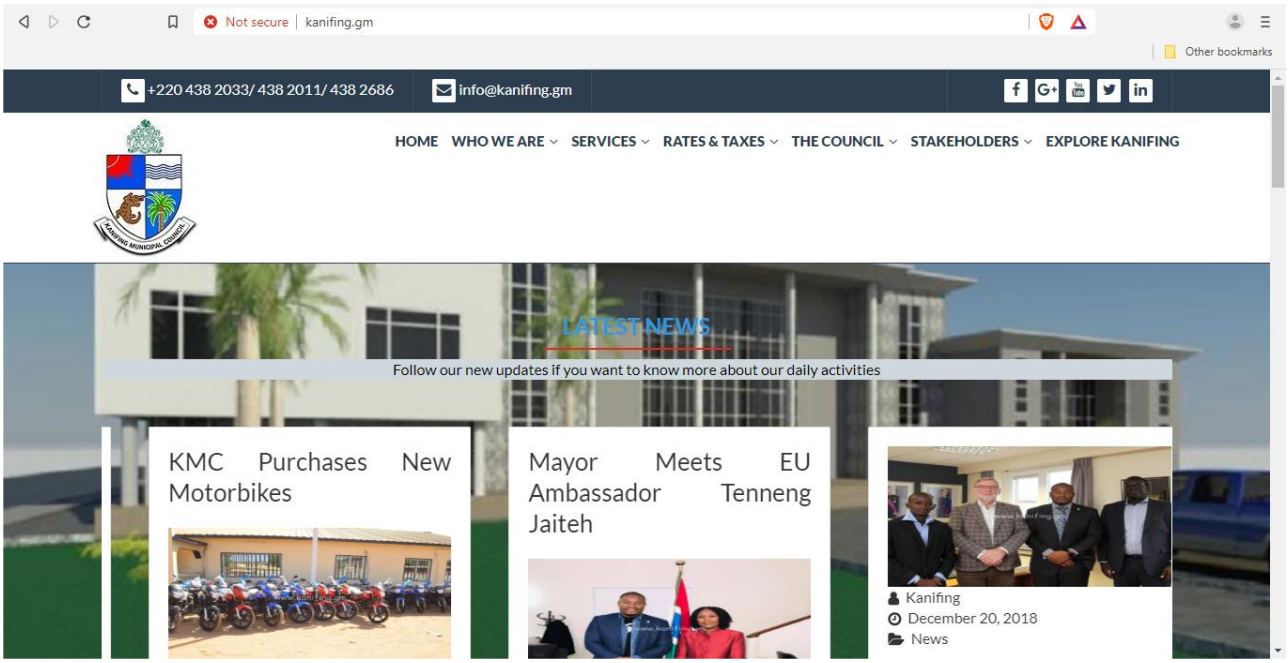
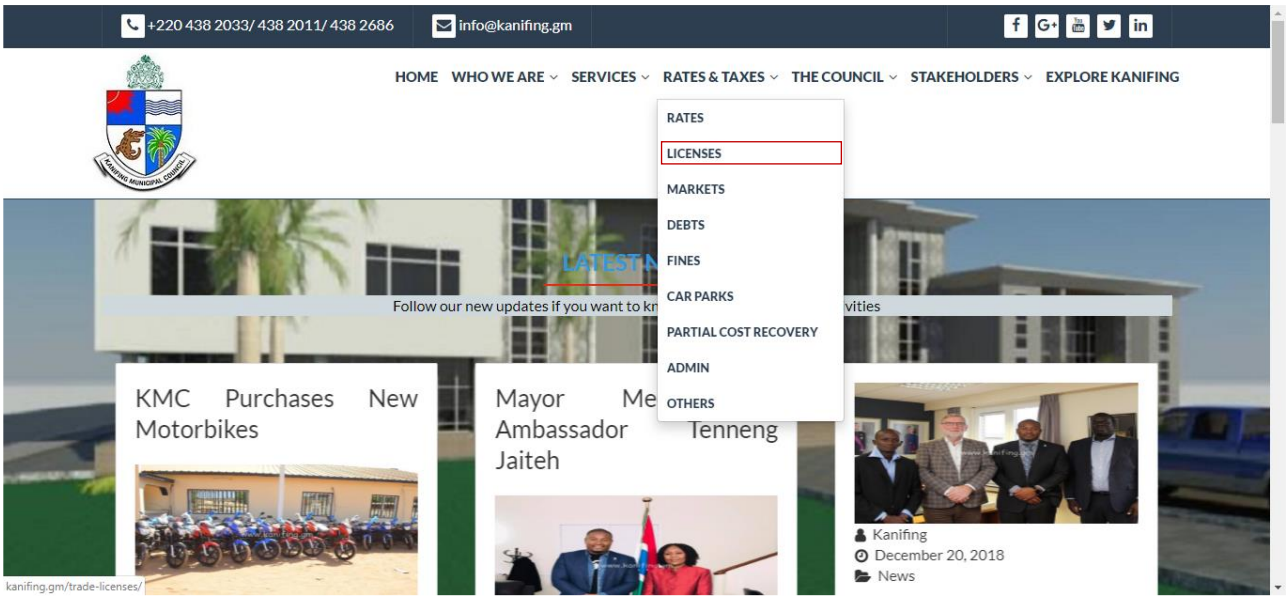
1. Citizen Portal

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

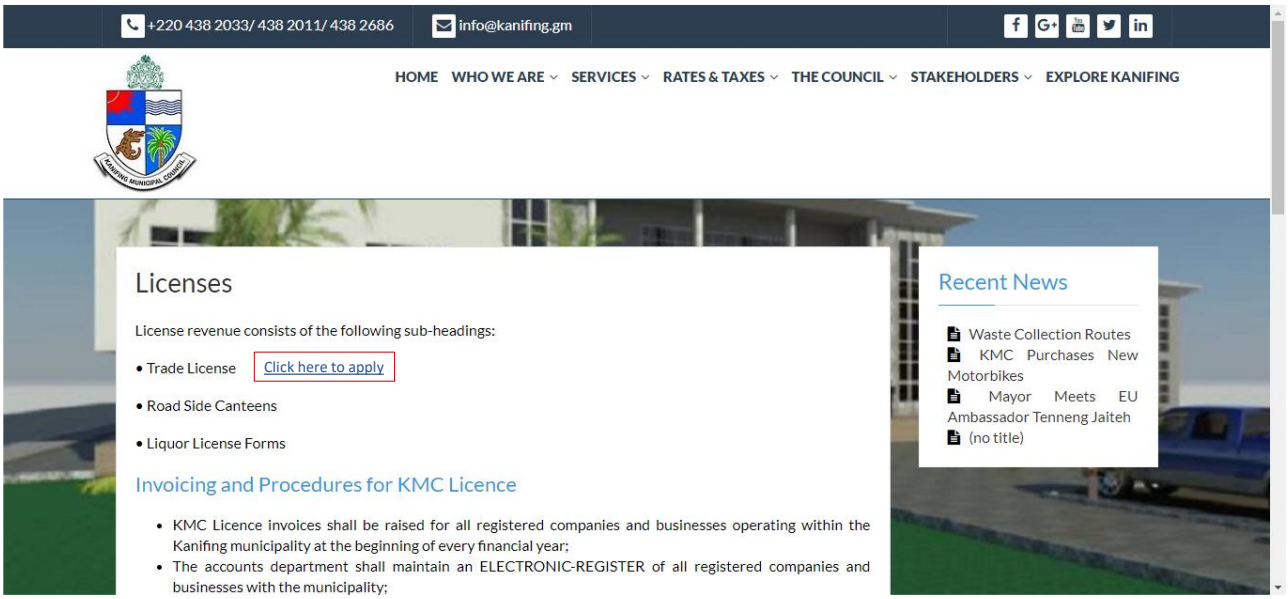
Citizens who wish to apply for trade license will need to browse the kanifing.gm website,



Navigate to RATES & TAXES / LICENSES page

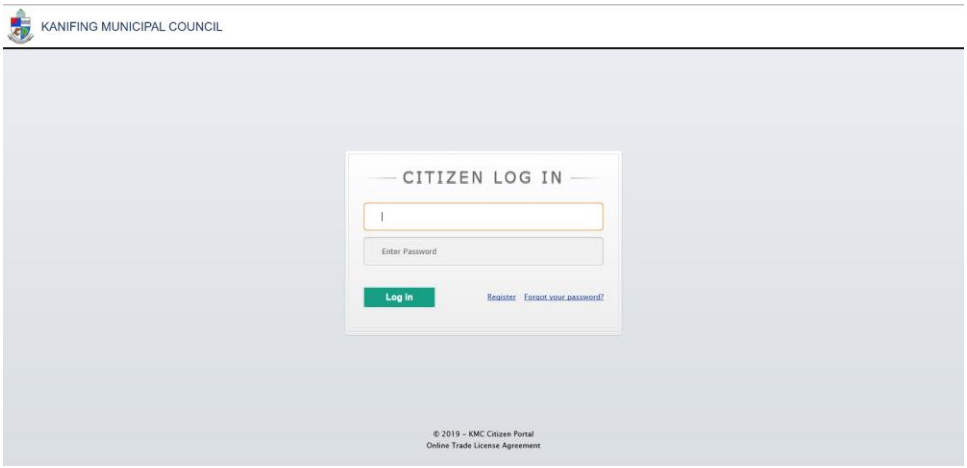


And click on hyperlink “Click here to apply” which will be available next to the Trade License option in the list of Licenses.



1.1 Register User

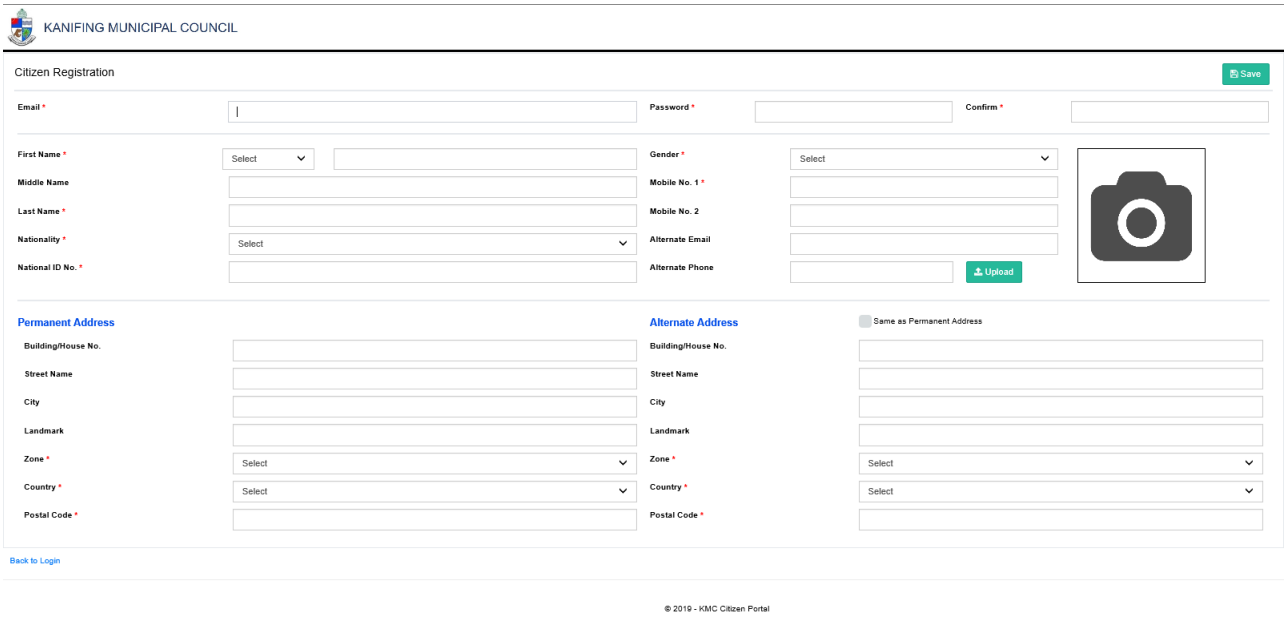
Citizens who wish to apply for trade licenses and are visiting the portal for the first time, will have to register to the portal. If collector is registering on behalf of the citizen, the process remains the same. Clicking " **Register**" hyperlink on the Login page will allow the citizen to register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



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

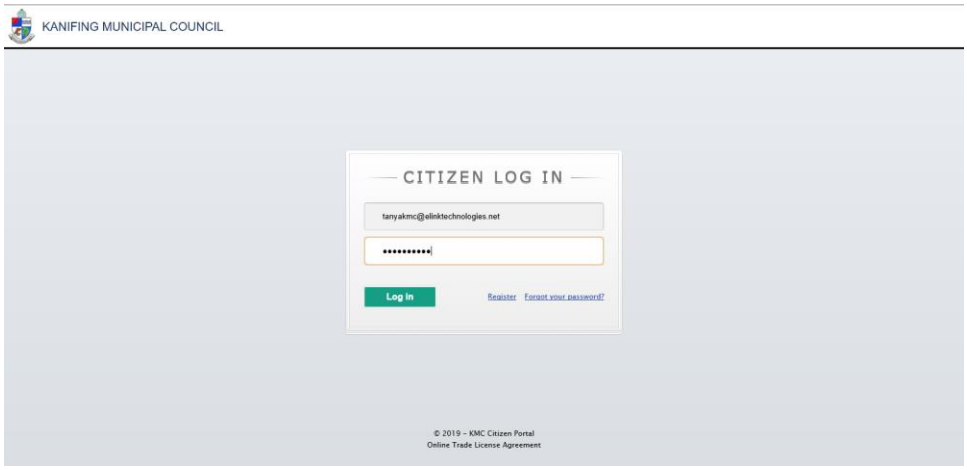


Steps for Registration

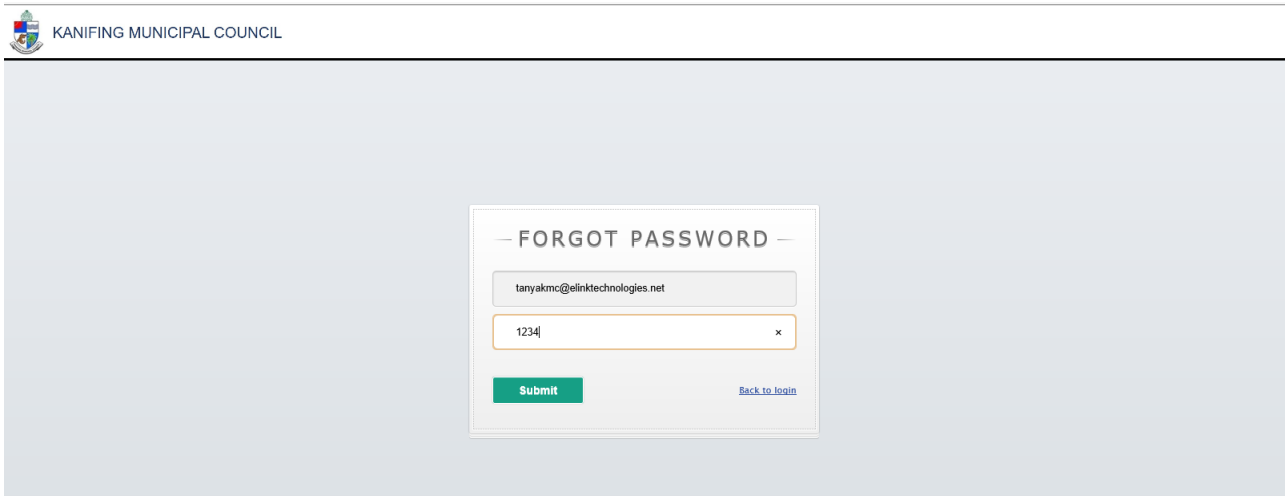
1) Login to KMC portal
2) On login page click on hyperlink "**register**", Citizen Registration form will be opened.
3) Enter all the details which are mandatory like Email, Personal details, Permanent Address, Alternate address, Set password, Upload Image.
4) Click on Save button to save details of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

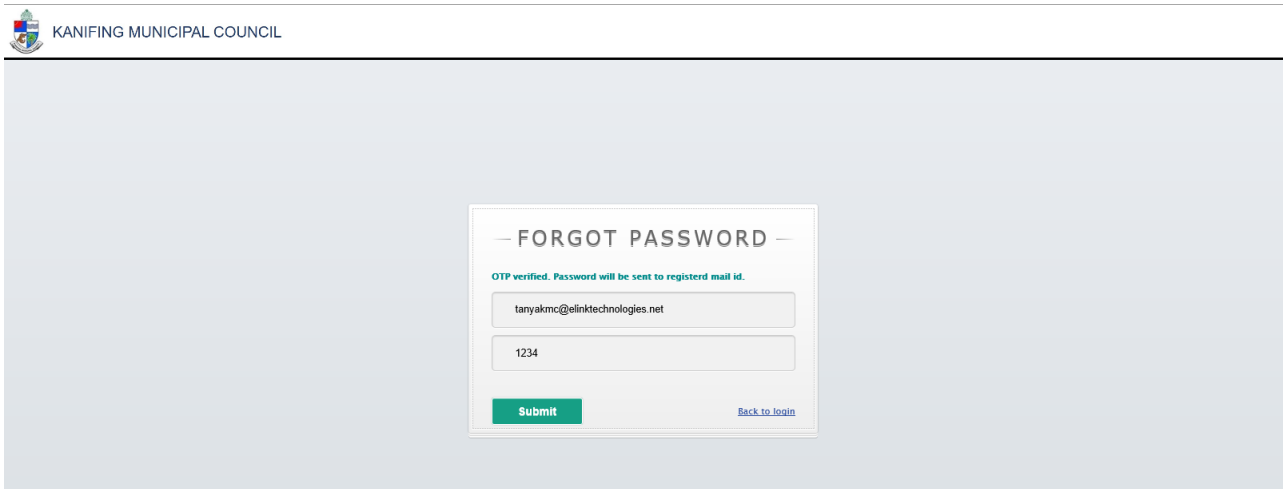
1.2 User Login

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



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.





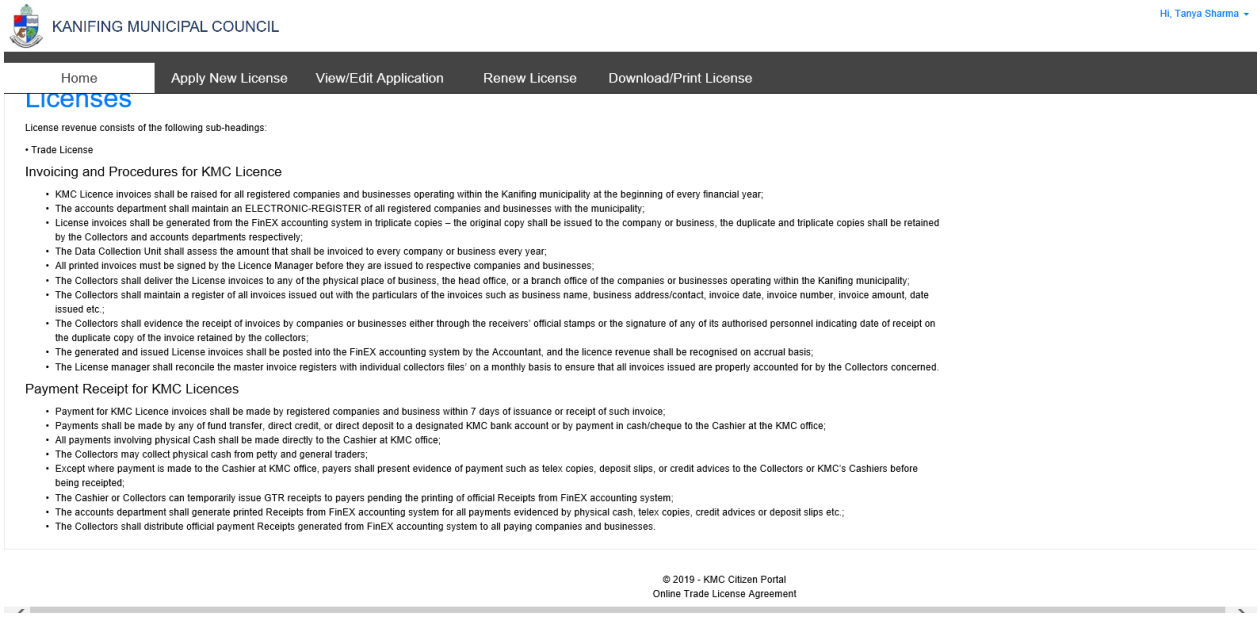
Once the user logs in, the Citizen portal homepage will be visible.

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

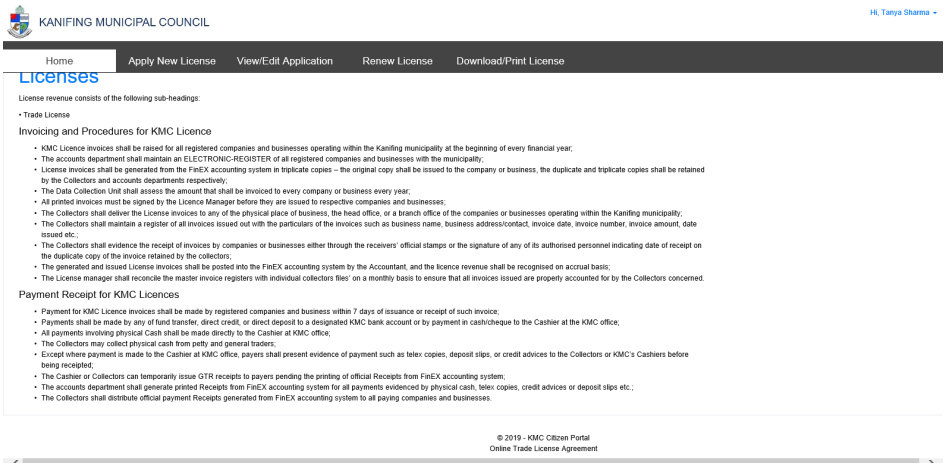
Other than that, the homepage will have the following menus:

- 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.

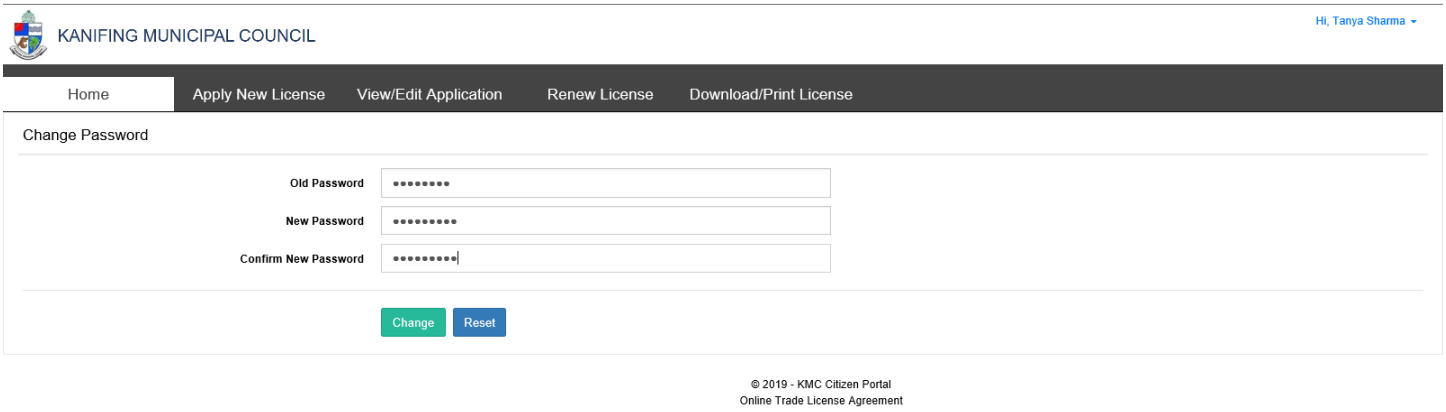


Clicking on the User’s image or user ID will give users access to profile settings, change password and log out of the portal.



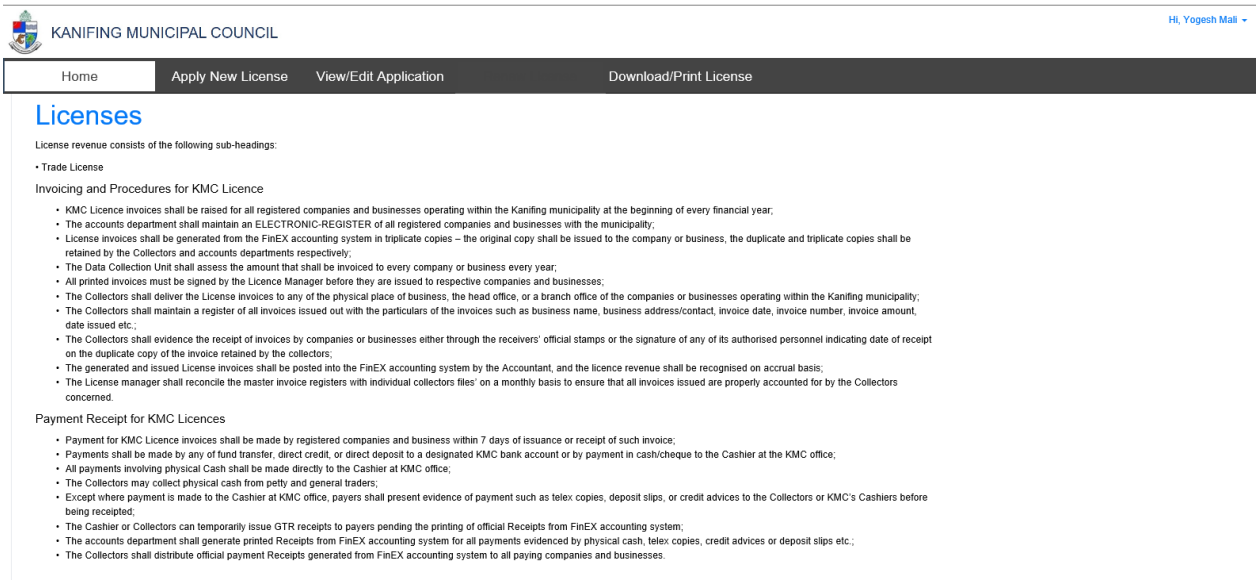
1.3 Change Password

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.



1.4 Apply New License

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

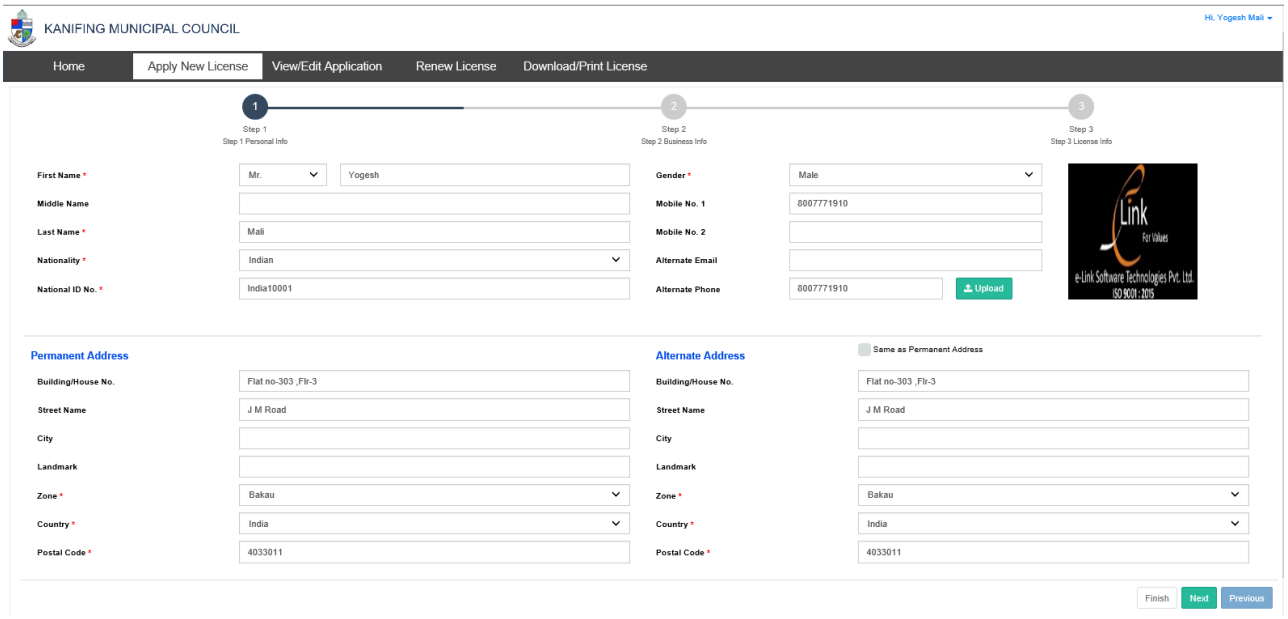


Personal information of the applicant will be picked up from the user's profile.

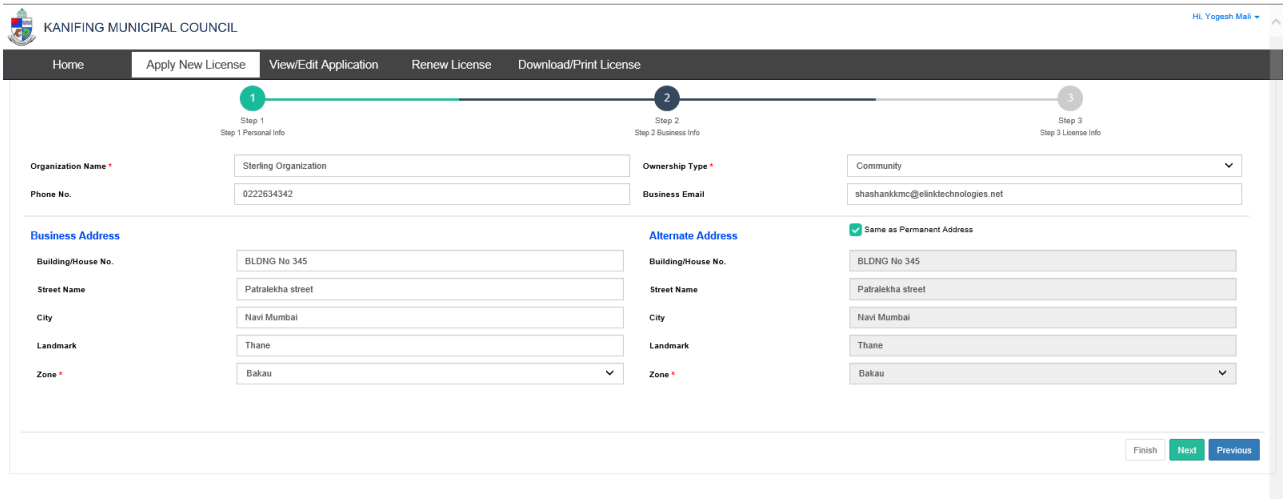
Changes made to the personal information will be updated in the user's profile to keep the details in sync.

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

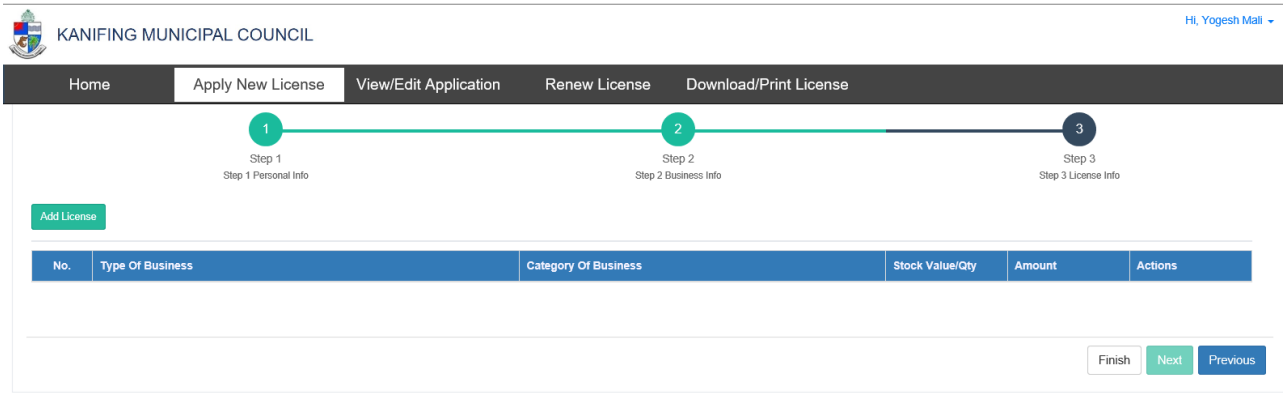
Users who want to apply for licenses at different locations will have to create separate applications per location.

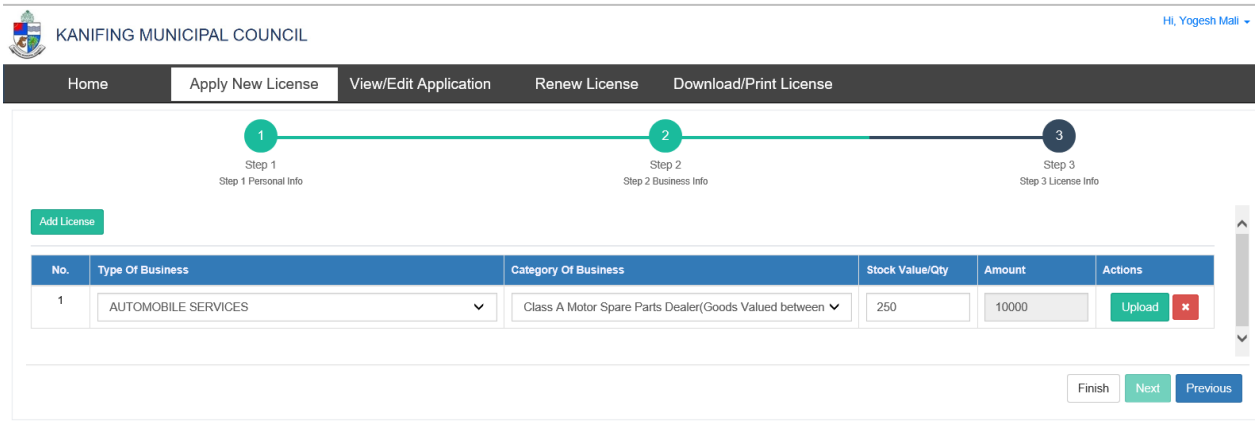


Users who are applying for the new license will need to update the organization's details in the Business information section.



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

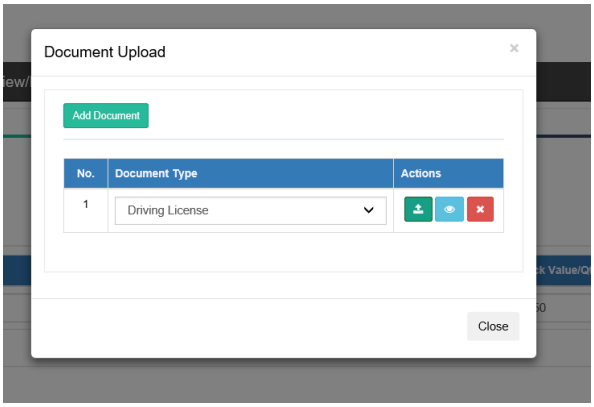


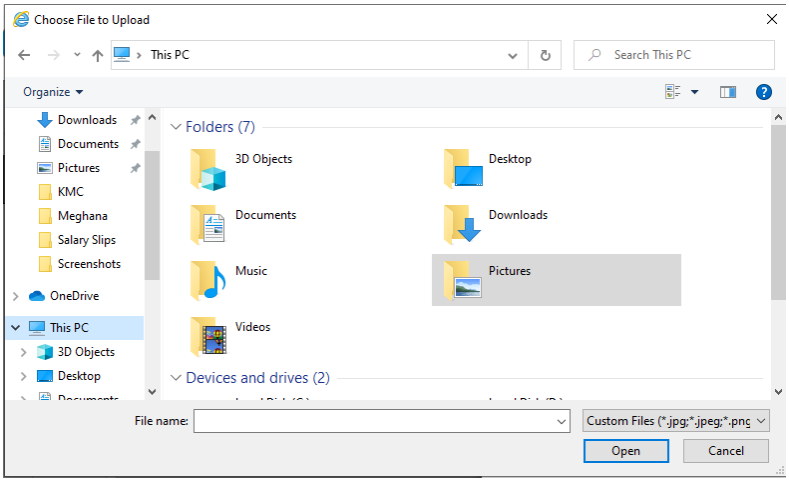


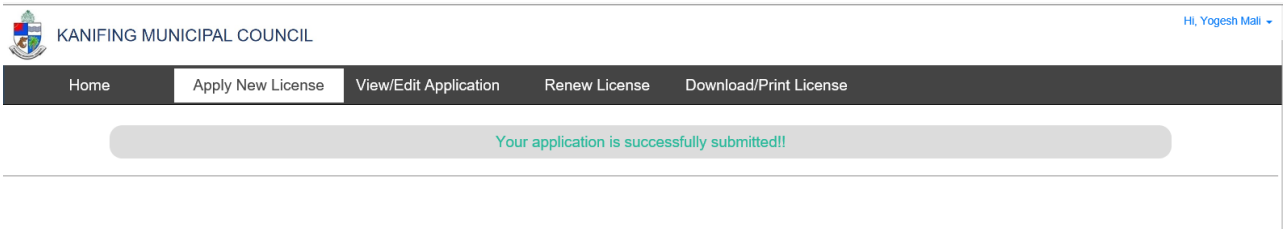
Users can upload multiple documents per license applied for by selecting document name, type and soft copy of each document.

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.





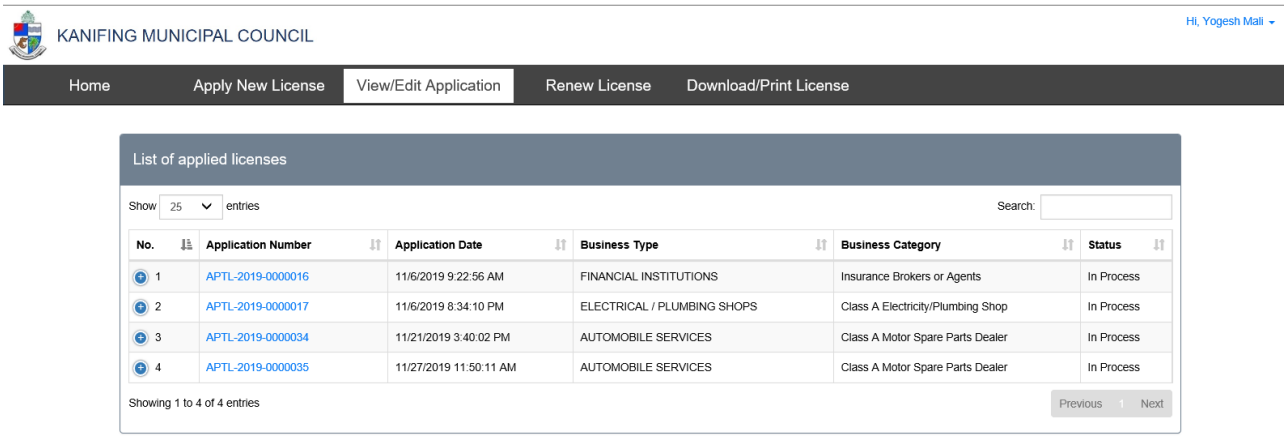


Once the application is submitted, the View/Edit Application menu is available to the user to View/Edit their applications.

1.5 View / Edit Application

Users can view and edit their applications.

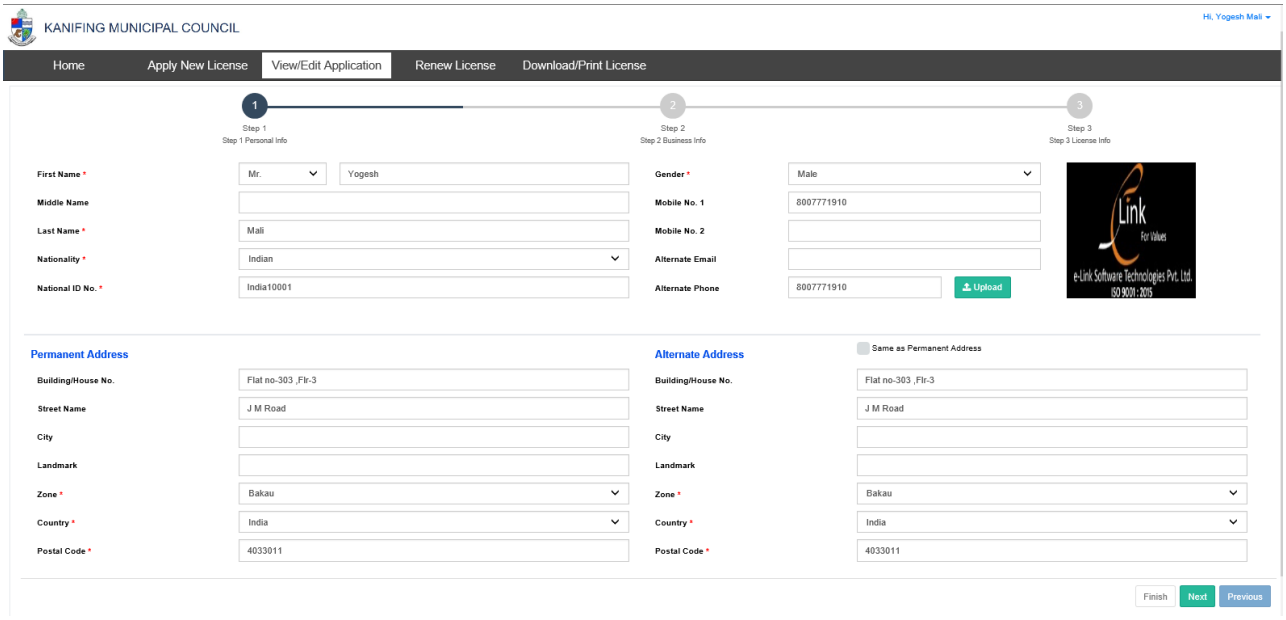
Editing is allowed only if either the application is not under review or the application is rejected.

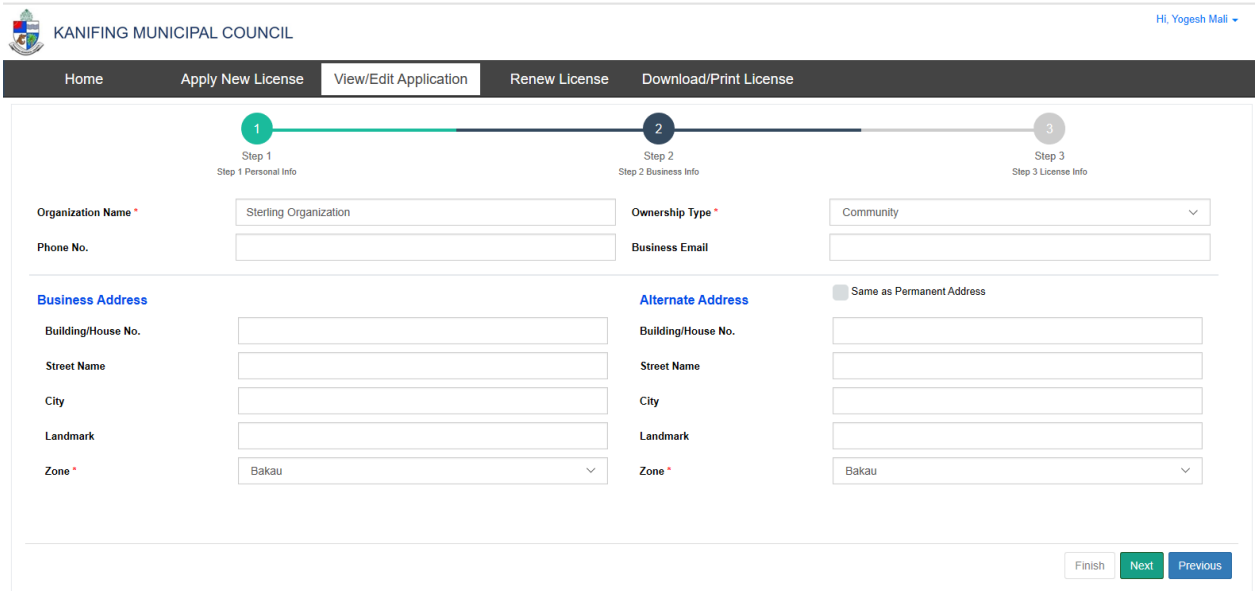


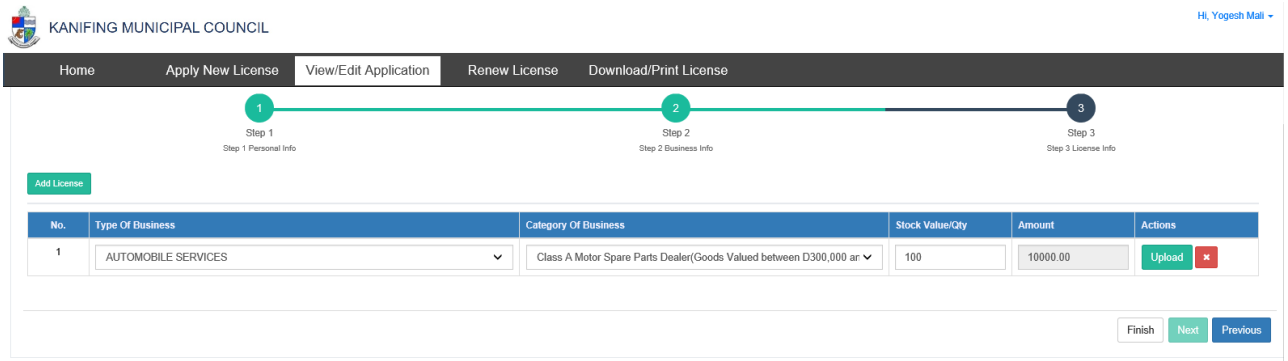
If the application shows status as “In Process”, it indicates that the application is still not under review and the user is allowed to modify/update the application.

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*).







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.

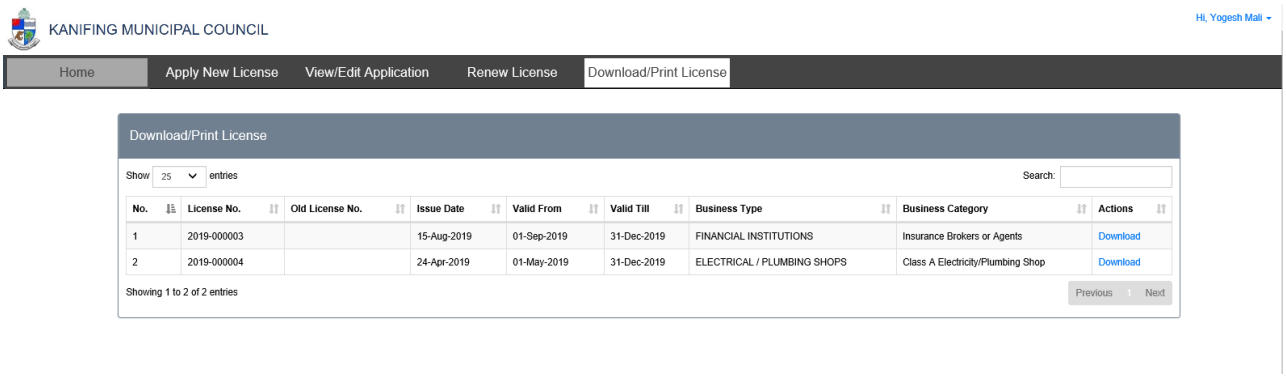
Users who do not have access to internet can collect a hard copy of the license from KMC on payment of fees as decided by KMC.

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.



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.

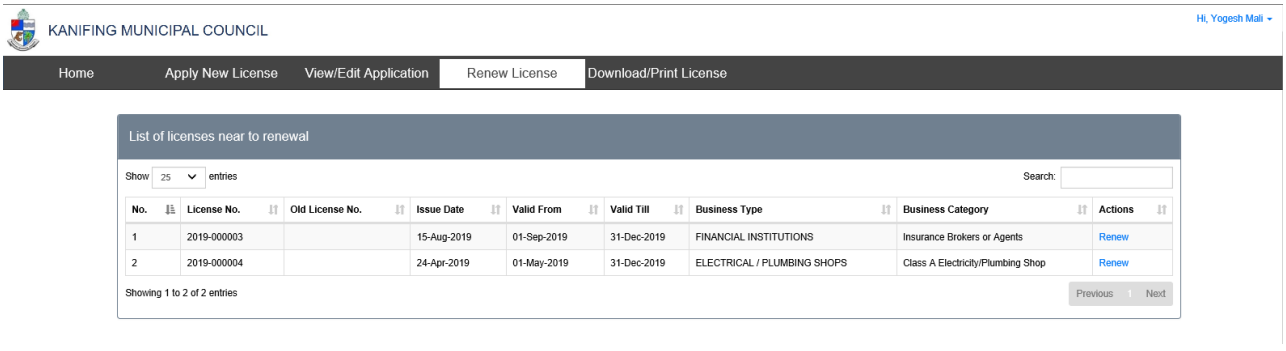
Users can download the license(s) from the portal or can directly print the same.

1.7 Renew License

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

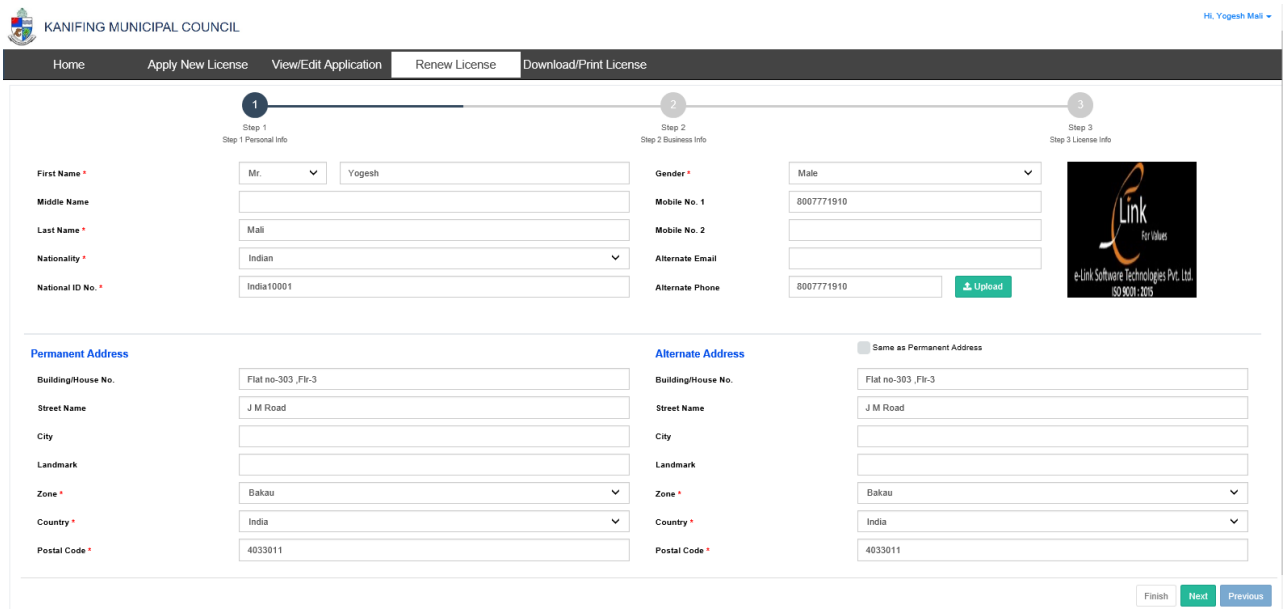
When the user logs in to the portal, a message should highlight the license(s) which are expiring.

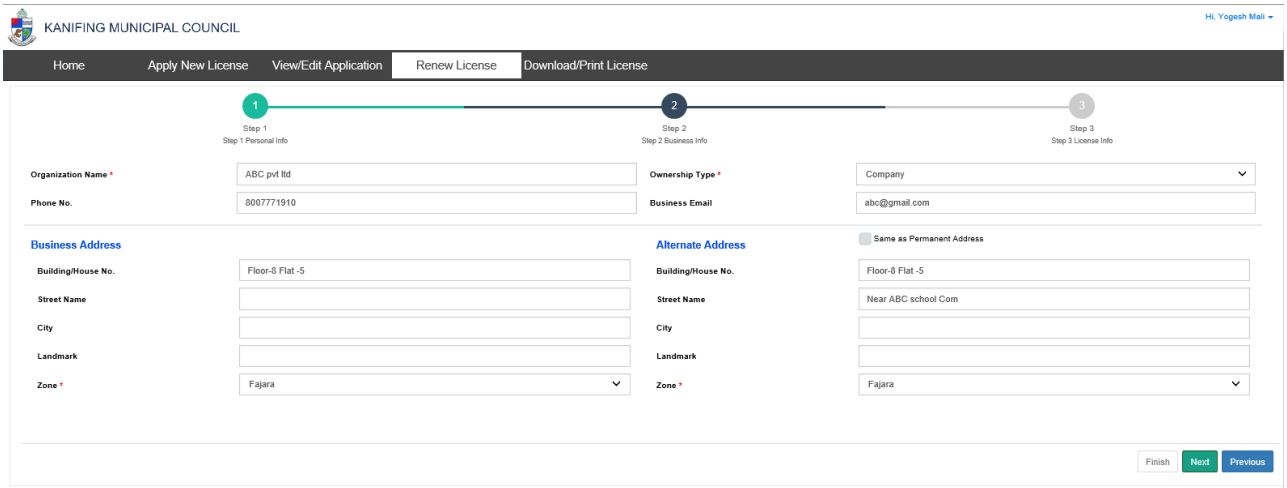
We propose that the user is allowed to edit the personal and business details, but not the license details before renewal.



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.


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
First Name *
Mr.
Yogesh
Middle Name
Last Name *
Mali
Nationality *
Indian
National ID No. *
India10001
Gender *
Male
Mobile No. 1
8007771910
Mobile No. 2
Alternate Email
Alternate Phone
8007771910
Upload
Permanent Address
Building/House No.
Flat no-303 ,Flr-3
Street Name
J M Road
City
Landmark
Zone *
Bakau
Country *
India
Postal Code *
4033011
Alternate Address
Same as Permanent Address
Building/House No.
Flat no-303 ,Flr-3
Street Name
J M Road
City
Landmark
Zone *
Bakau
Country *
India
Postal Code *
4033011
Finish
Next
Previous


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 *
ABC pvt ltd
Phone No.
8007771910
Ownership Type *
Company
Business Email
abc@gmail.com
Business Address
Building/House No.
Floor-8 Flat -5
Street Name
City
Landmark
Zone *
Fajara
Alternate Address
Same as Permanent Address
Building/House No.
Floor-8 Flat -5
Street Name
Near ABC school Com
City
Landmark
Zone *
Fajara
Finish
Next
Previous