Procedure / Process Flow

- Citizen can apply for the service on Web, Aaple Sarkar, and Mobile App or can visit to CFC/ULB office. On Web, he can upload the supporting mandatory documents.
- Pay the prescribed fees either Online (Credit Card/Debit Card/Net Banking) or Offline (At ULB/CFC).
- Application no. is generated which is further can be used by applicant to track the application.
- Applicant will be informed through SMS and email for every important event.
- Verification of documents will be done at ULB/CFC counter. Citizen needs to submit the physical copies of the documents at the ULB/CFC counter.
  ULB/CFC clerk will check all the documents and authorize or Un-authorize the application.
- If application is un-authorized then citizen can re-submit document or can correct the application form.
- If application is authorized then it will be scrutinized (if applicable) by the respective department.
- If application is rejected during final scrutiny then rejection letter will be generated and intimated to applicant through sms and email.
- Once the application is scrutinized (if applicable), LOI charges will be auto populated based on charge master setup and generate the LOI (if applicable).
- Applicant needs to make the payment against the LOI (if applicable).
- Later, Citizen will avail the digitally signed certificate against the service applied through online login or from the ULB/CFC counter.