

Trade License

- Citizen User manual

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1.Introduction

SUJOG is an endeavor of Housing & Urban Development Department, Govt of Odisha, to leverage digital transformation in heralding a new era of improved efficiency and effectiveness of services delivery to the citizens. It aims to further enhance the public experience by providing accessible, convenient, transparent, and timely delivery of citizen centric services.

The SUJOG Trade License aims to help citizens to apply for new trade license, renew their existing trade licenses, apply for correction and ownership transfer of their licenses. The service allows the citizens to register any grievance under the purview of the municipal administration through the web and the mobile applications.

1.1. Purpose of this Document

The purpose of this document is to help the citizens in operating the Trade License Module. It provides a digital interface, allowing citizen to apply for the Trade License and subsequently make the payment online. This manual covers up the various features of Trade License and every feature is defined with a screenshot for user assistance.

1.2. Objective

In pursuance of the government's objective of accountable, transparent and citizen friendly government, it was decided to establish a timely issuance of trade license. The objective is to ensure online availability of the grievance system to the citizens thereby providing him/her facilities to lodge the grievances, find the status, and send reminders etc., irrespective of their geographical location.

1.3. Intended Audience

The trade license system enables citizens to submit applications for trade license remotely and track its status to approval. This manual can be used by Citizens to submit, track, and download their Trade License Certificates. The Trade License Module allows the citizens to:

- Apply for a Trade License.
- Apply for renewal of Trade License.
- Apply for correction of Trade License.
- Apply for Transfer of ownership of Trade License
- Complete the Payment for Trade License
- Keep a track of the status of the Trade License
- Download receipts of the payments made for any TL.
- Maintain a personal profile.
- Download Trade License Provisional and Final Certificates

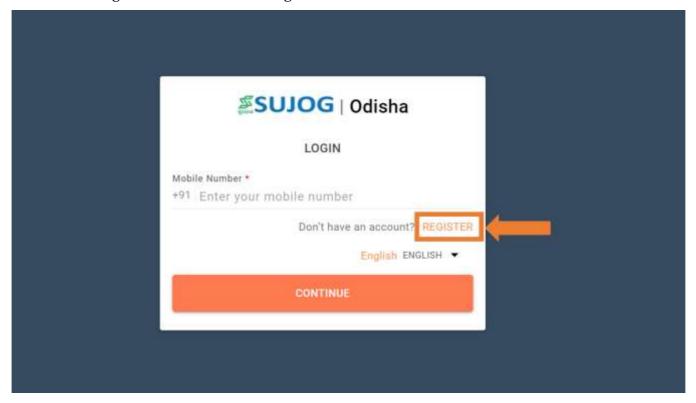
2. General Functionalities of SUJOG

2.1. Citizen Registration

1. To Register, please go to the following link: https://sujog.odisha.gov.in/home



Shri Mehan Charan Majhi Horskie Chief Minister 2. Click on 'Register' as shown in the image below.



3. Enter your mobile number and Name, select your city, and click on 'continue' button.



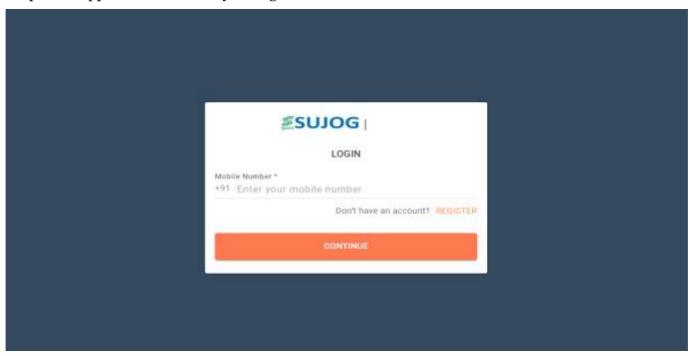
- 4. Application generated OTP (One Time Password) will be sent to the registered mobile number.
- 5. Enter the received OTP and click on 'Continue' to login into your account.



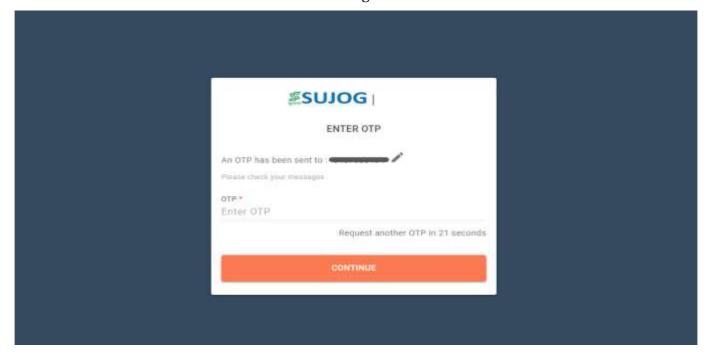
2.2. Citizen Login Application

If you are an already registered citizen on SUJOG, you need not register again. Please follow the below steps to login in the system to avail the services.

1. Open the application and enter your registered mobile number and click on continue.

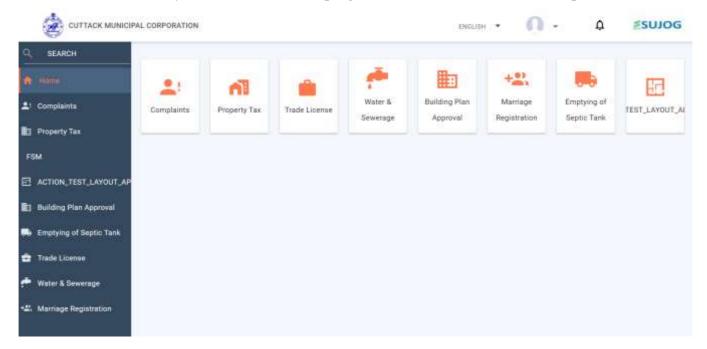


2. Citizen will need to enter the OTP received on the registered mobile number click on 'Continue'.

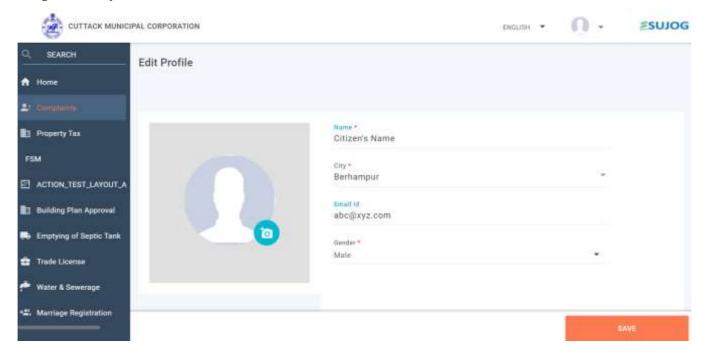


2.3. Edit User Profile

- 1. After completing the user registration on the portal, citizen will be able to make the following changes:
 - Upload profile photo
 - Capture/update name
 - Capture/update gender
 - Capture/update email ID
 - Capture/update base city
- 2. Citizen will select 'My Profile' icon on the top right corner and select Edit Profile option.



3. A new screen will appear where citizen will be able to update/make changes to profile picture, name, gender, city of residence and email id.





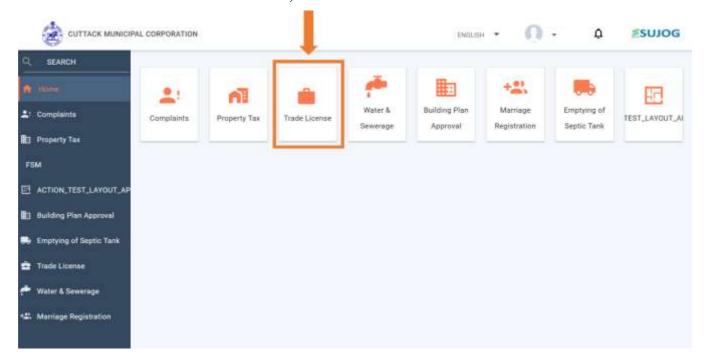
3. Functionalities of Trade License module

The key functionalities/facilities provided in the SUJOG Trade License for citizens of the state are as follows:

- 1. Apply for a new Trade License
- 2. Apply for a renewal of Trade License
- 3. Apply for correction of Trade License
- 4. Apply for Ownership Transfer of Trade License
- 5. Apply for Temporary Trade License, valid for 30 days.
- 6. Download your Instant Provisional Certificate
- 7. Download your payment receipts at any time.
- 8. Track your trade License applications.
- 9. Download your Trade License Certificate.

The steps to avail the above-mentioned facilities are detailed out below with images for reference.

After login, the citizen will be to navigate to the homepage to view and access all the services available on SUJOG. To access the Trade License service, the citizen selects the 'Trade License' tile.



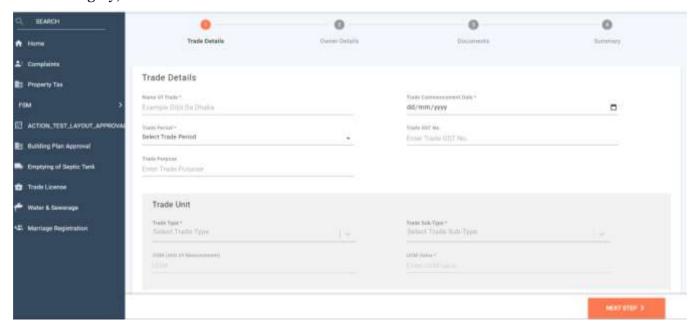


3.1. Apply New Permanent License

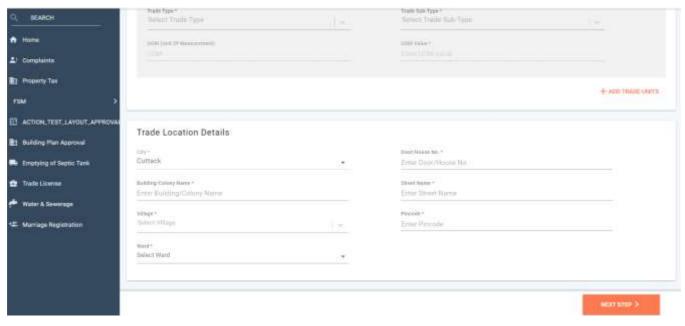
If Citizen is applying for a new trade license, select 'Apply for Trade License'.



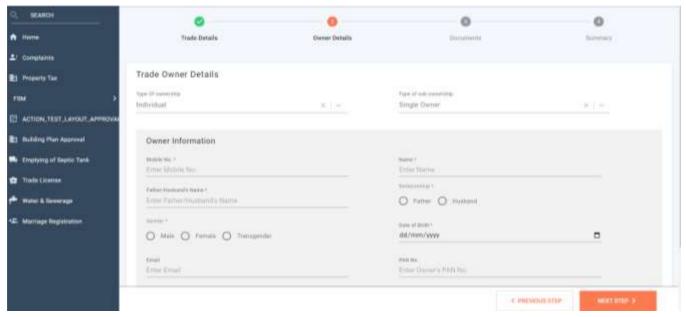
- Citizen will be able to view the details of the list of mandatory documents required to apply for trade license. To proceed the user needs to click on the Apply Button.
- The first section of the trade license application is trade details This section asks for details related to the trade, the trade commencement date, the trade period citizens want license for, trade category, trade location details.





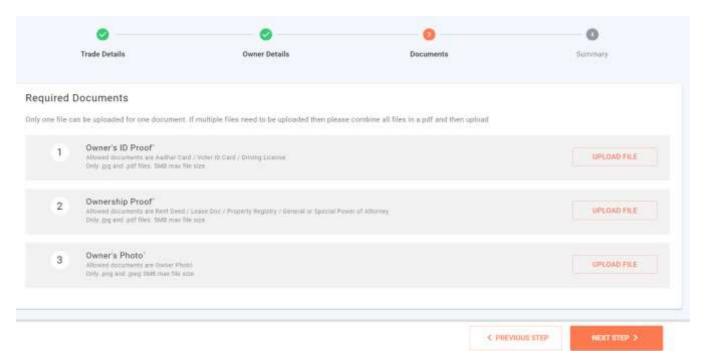


• The second section of the trade license application is owners' details – This section asks for details related to the trade owner.

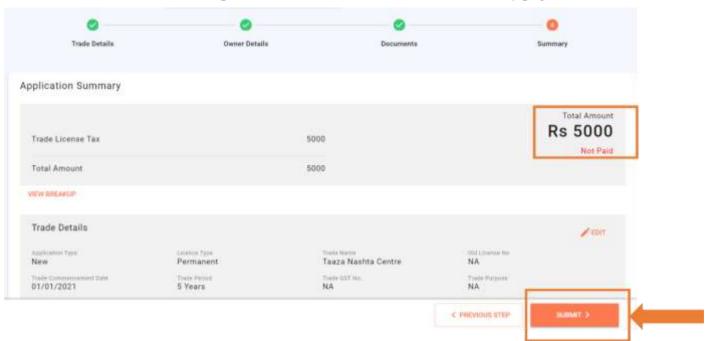


The third section of the trade license application is documents page – This section has the facility to upload the necessary documents - Owner's Identity Card, Ownership Proof, and a photo of the owner.



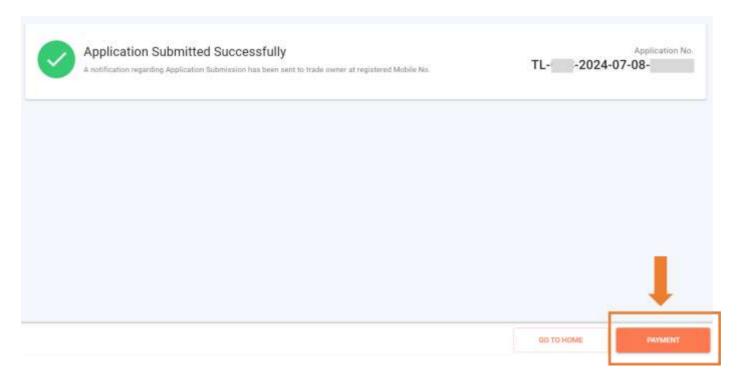


• Once the documents are uploaded, review all the details in the summary page and click on submit.

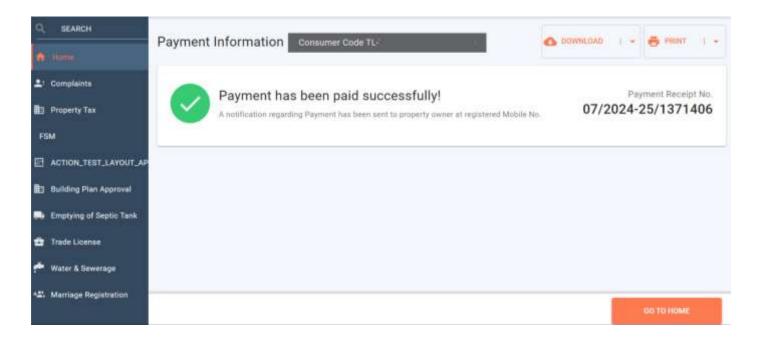


• Once application is submitted, citizen has to make the payment to avail instant Provision Trade License.



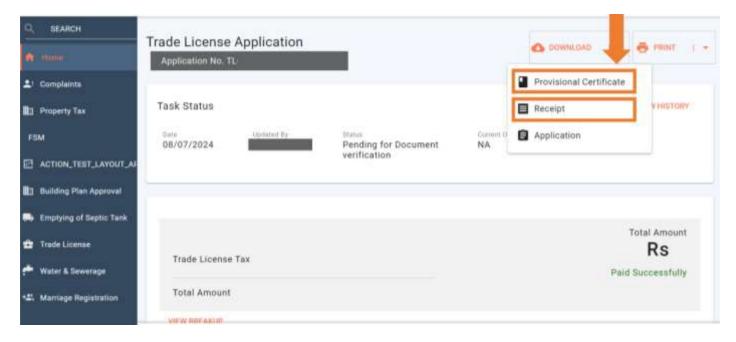


• Once you click on payment, it takes you to the payment page. Select the payment gateway and it redirects to the payment gateway page. Once you complete the payment you will be able to download the receipt and provisional trade license.

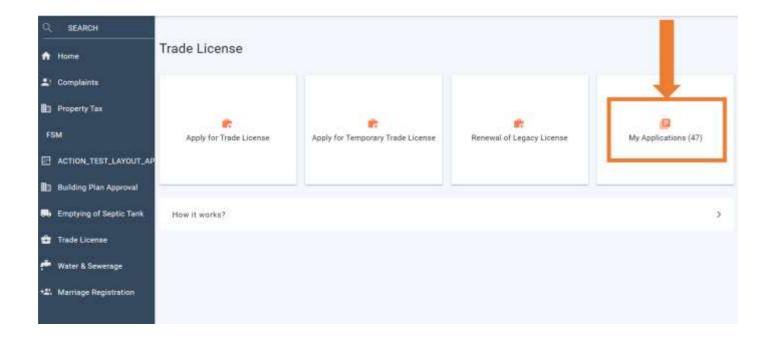


• After successful payment, citizen will be able to download the payment receipt and the Provisional Trade License Certificate.

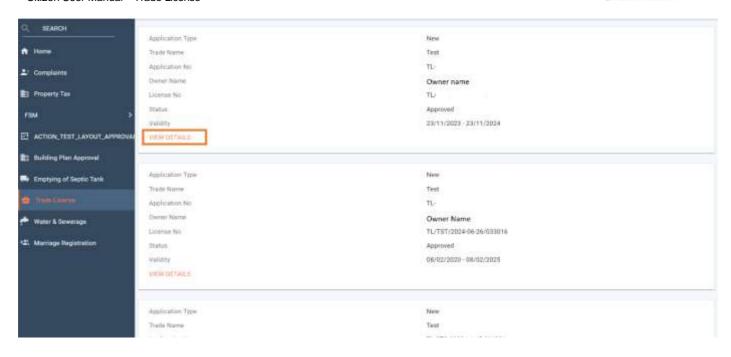




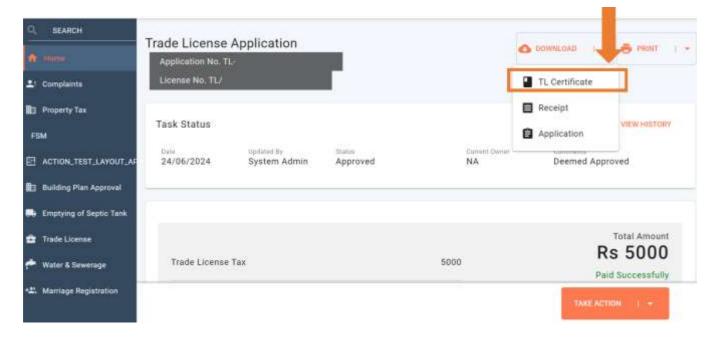
• After payment, the application is pending with the ULB officers for the verification & Approval process. Citizens will receive timely SMS notifications regarding the status and can also check the status on the SUJOG application, in the 'My Applications tile'.







• Once the application is approved by the ULB, Citizen will be able to download the Trade License Certificate



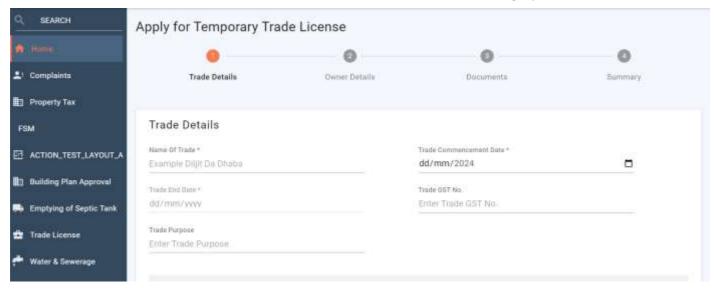


3.2. Apply for Temporary License

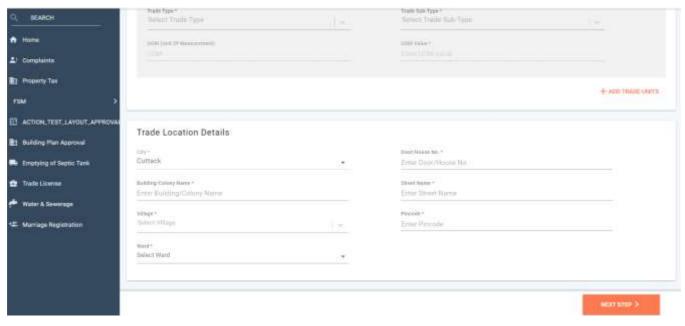
Temporary license is valid for trades less than 30 days. If Citizen is applying for a new trade license, select 'Apply for Temporary Trade License'.



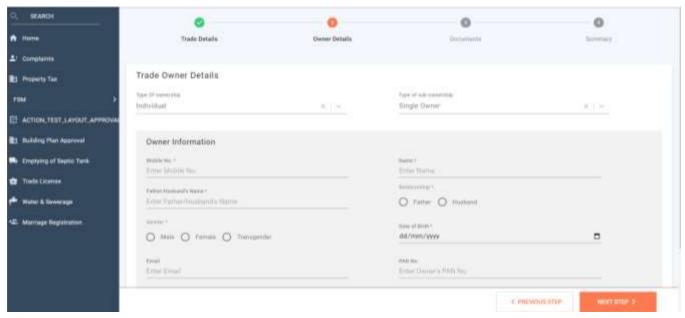
- Citizen will be able to view the details of the list of mandatory documents required to apply for trade license. To proceed the user needs to click on the Apply Button.
- The first section of the trade license application is trade details This section asks for details related to the trade, the trade commencement date, trade end date, trade category, trade location details.





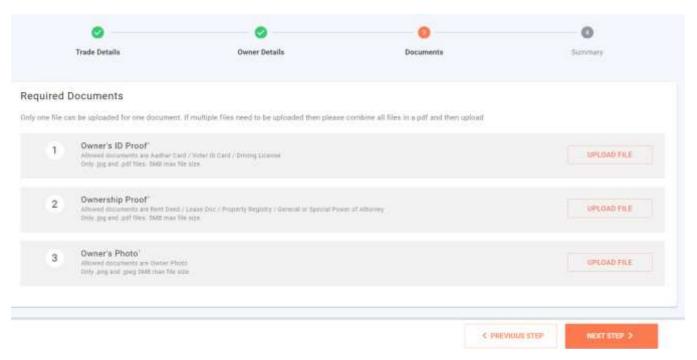


• The second section of the trade license application is owners' details – This section asks for details related to the trade owner.



The third section of the trade license application is documents page – This section has the facility to upload the necessary documents - Owner's Identity Card, Ownership Proof, and a photo of the owner.



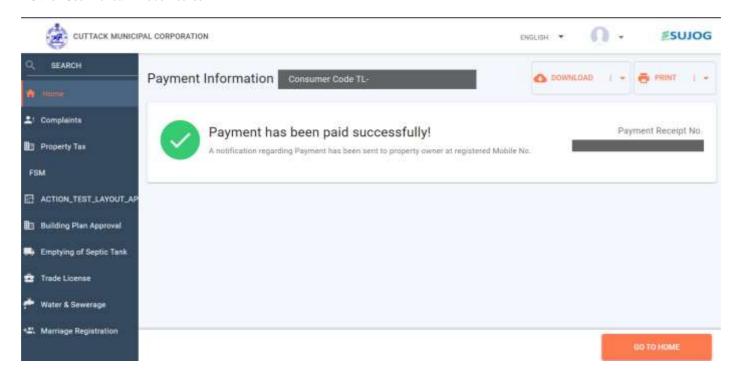


- Once the documents are uploaded, review all the details in the summary page and click on submit.
- Once application is submitted, citizen has to make the payment to avail instant Provision Trade License.

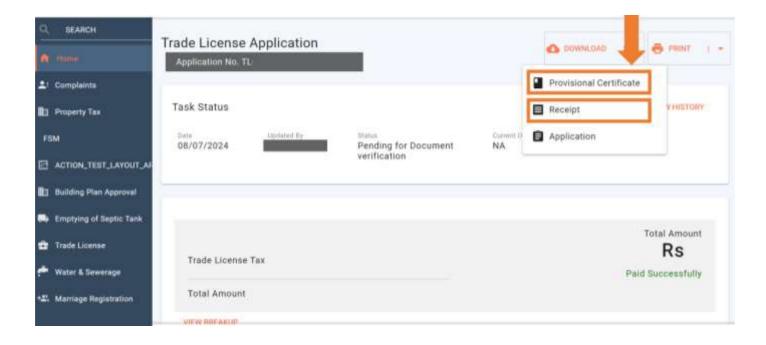


• Once you click on payment, it takes you to the payment page. Select the payment gateway and it redirects to the payment gateway page. Once you complete the payment you will be able to download the receipt and provisional trade license.



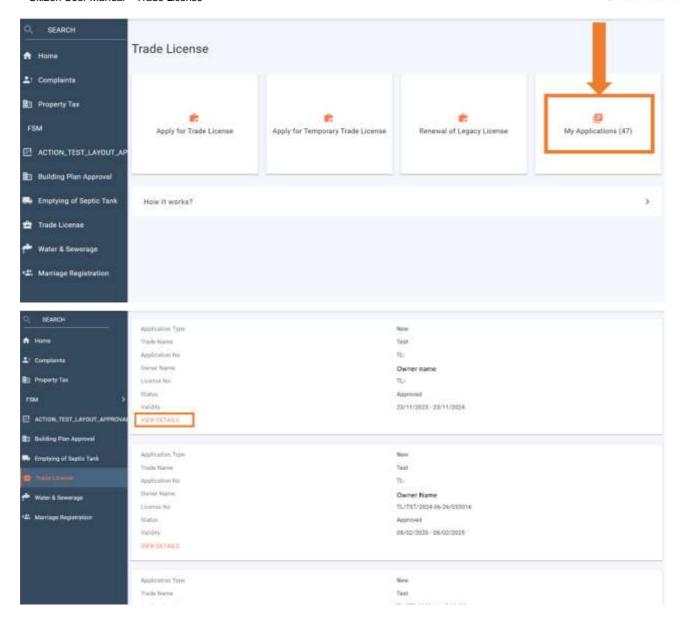


• After successful payment, citizen will be able to download the payment receipt and the Provisional Trade License Certificate.

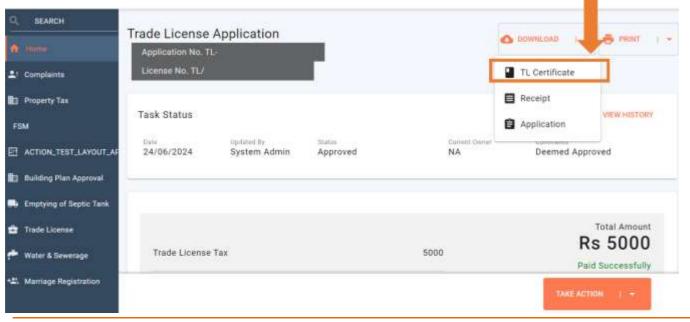


• After payment, the application is pending with the ULB officers for the verification & Approval process. Citizens will receive timely SMS notifications regarding the status and can also check the status on the SUJOG application, in the 'My Applications tile'.





• Once the application is approved by the ULB, Citizen will be able to download the Trade License Certificate

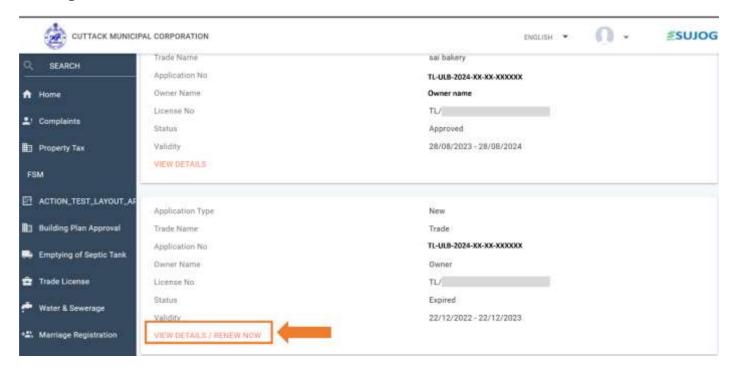




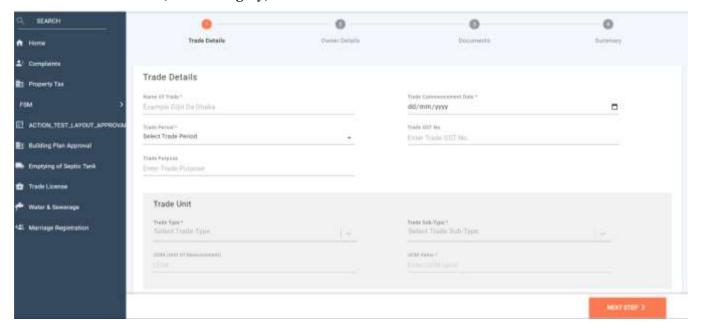
3.3. Apply for Renewal of Trade License

If the Trade License has expired or is going to be expired, then citizen has to apply for the renewal of the Trade License. The citizen will get reminders over SMS and on the SUJOG App notifications regarding the expiry of the Trade License. Follow the below steps to apply for renewal.

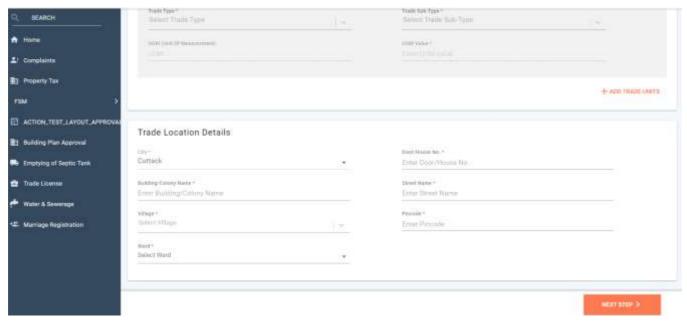
Renewal Option is visible to citizen one month prior to date of expiry and after the certificate has expired. Citizen will not be able to apply for correction or ownership transfer until the Trade License is renewed and active again.



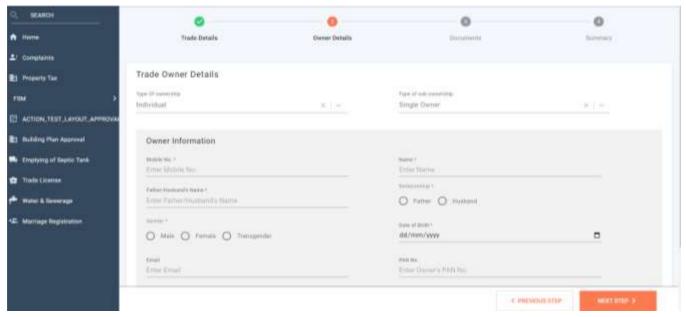
• Once you click on 'Renew Now' The first section of the trade license application is trade details – This section asks for details related to the trade, the trade commencement date, the trade period citizens want license for, trade category, trade location details.





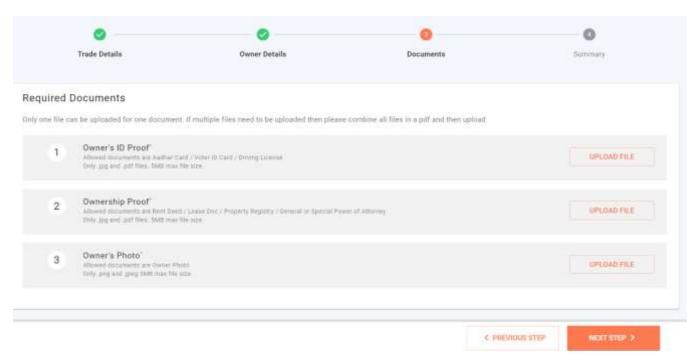


• The second section of the trade license application is owners' details – This section asks for details related to the trade owner.

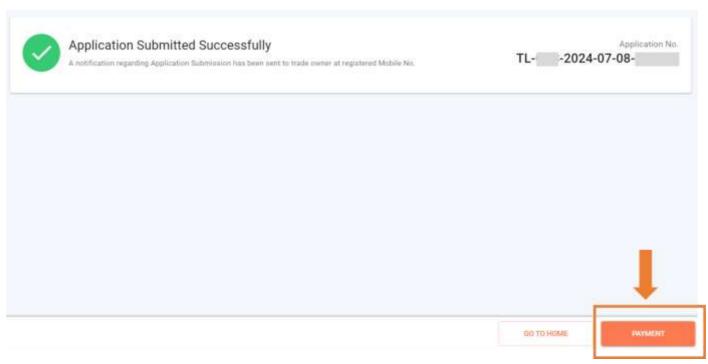


 The third section of the trade license application is documents page – This section has the facility to upload the necessary documents - Owner's Identity Card, Ownership Proof, and a photo of the owner.



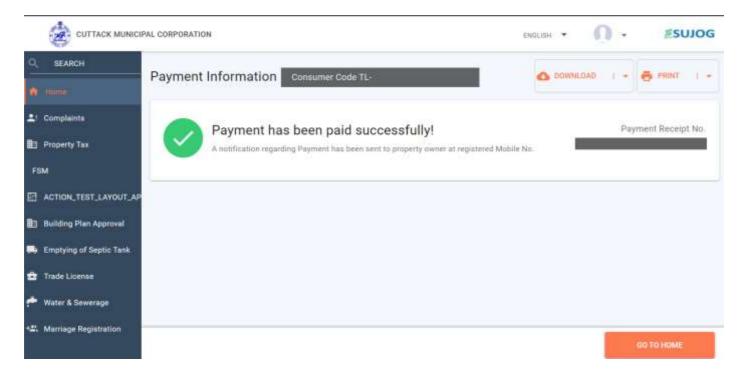


- Once the documents are uploaded, review all the details in the summary page and click on submit.
- Once application is submitted, citizen has to make the payment to avail instant Provision Trade License.

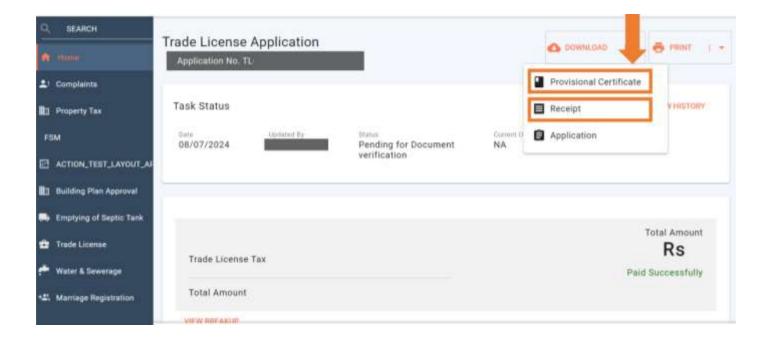


• Once you click on payment, it takes you to the payment page. Select the payment gateway and it redirects to the payment gateway page. Once you complete the payment you will be able to download the receipt and provisional trade license.



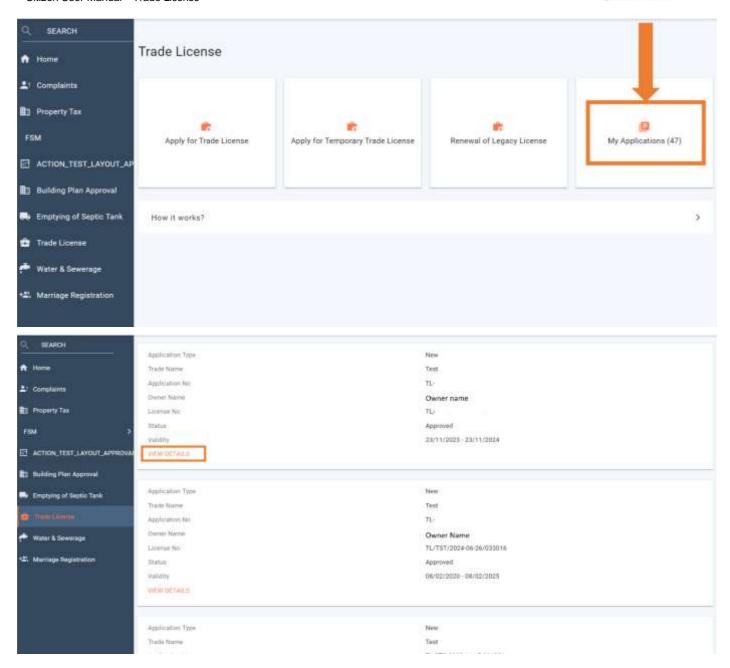


• After successful payment, citizen will be able to download the payment receipt and the Provisional Trade License Certificate.



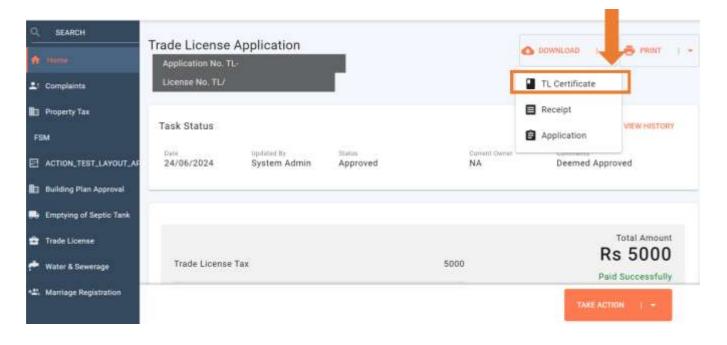
• After payment, the application is pending with the ULB officers for the verification & Approval process. Citizens will receive timely SMS notifications regarding the status and can also check the status on the SUJOG application, in the 'My Applications tile'.





• Once the application is approved by the ULB, Citizen will be able to download the Trade License Certificate

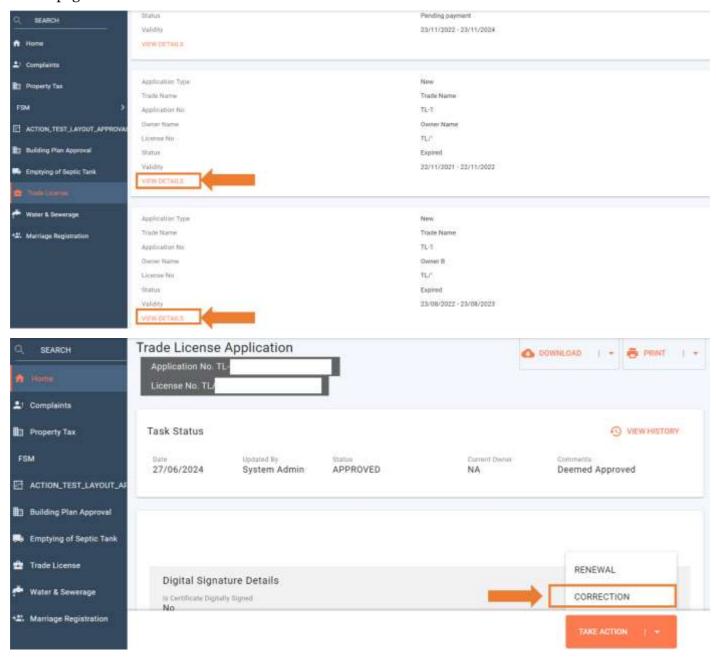






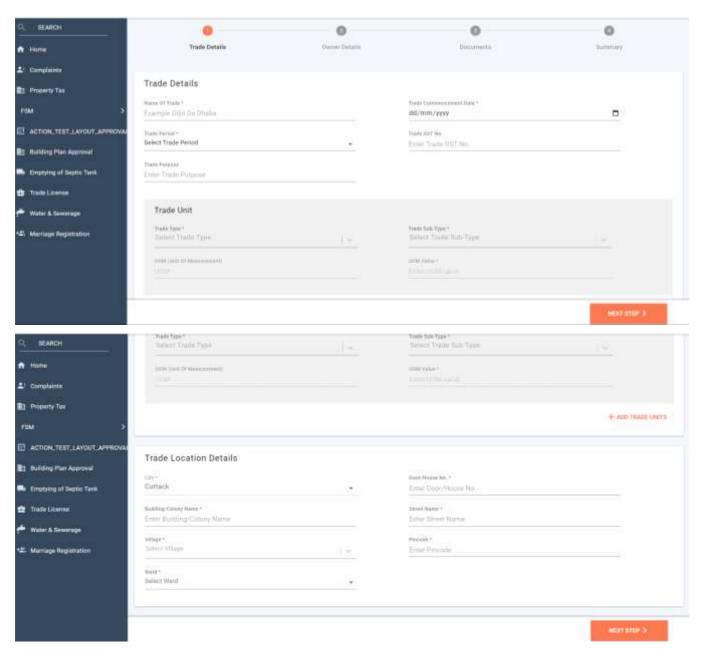
3.4. Apply for Correction in Trade License

If Citizen wishes to correct any spelling in the Trade License details, then citizen has to apply for the correction of the Trade License. Follow the below steps to apply for correction. Correction is allowed only on the trade details page.



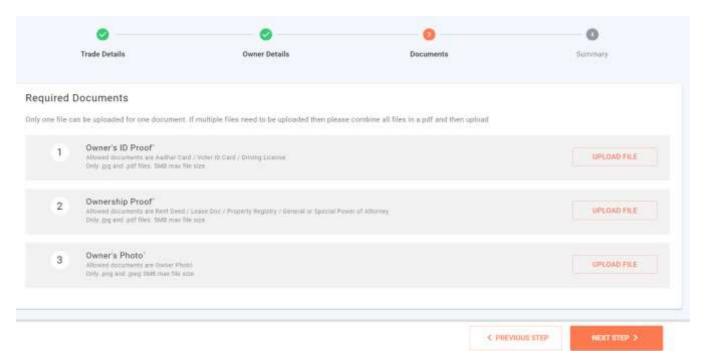
- Once you click on 'View Details', the application page opens and in the 'Take Action' button, you will see an option for 'Correction'. Click on the same to initiate the trade license correction application.
- The first section of the trade license application is trade details This section asks for details related to the trade, the trade commencement date, the trade period citizens want license for, trade category, trade location details.



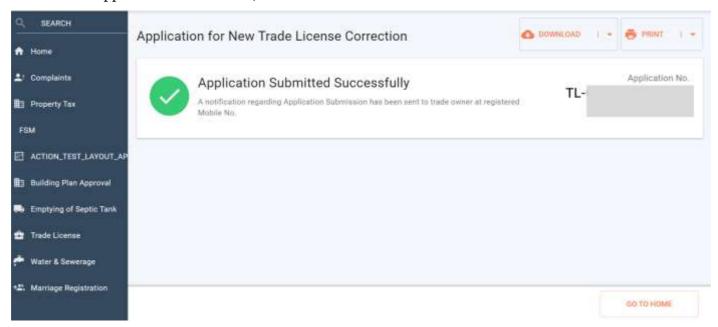


 The third section of the trade license application is documents page – This section has the facility to upload the necessary documents - Owner's Identity Card, Ownership Proof, and a photo of the owner.



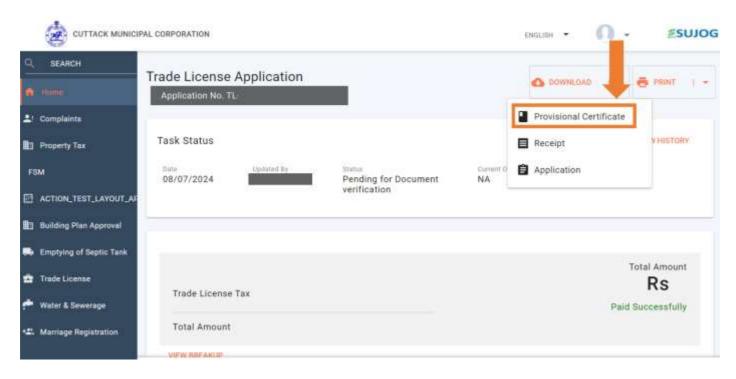


- Once the documents are uploaded, review all the details in the summary page and click on submit.
- Once application is submitted, Citizen can download instant Provision Trade License.

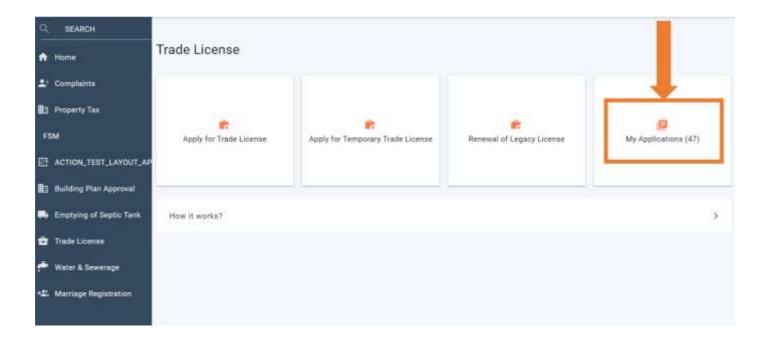


• After submission, citizens can download the provisional trade license certificate.

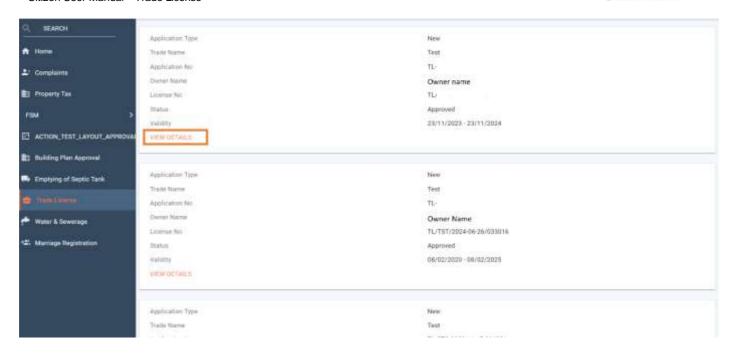




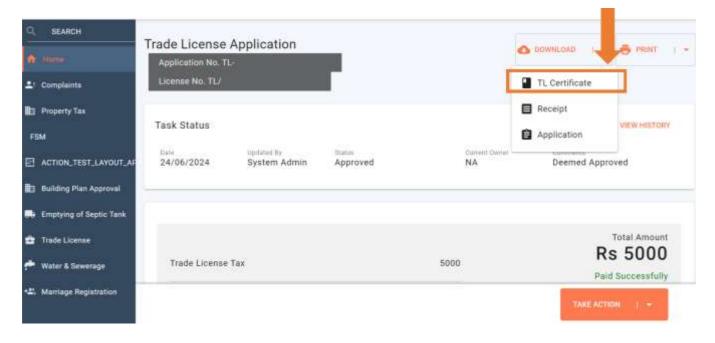
• After Submission, the application is pending with the ULB officers for the verification & Approval process. Citizens will receive timely SMS notifications regarding the status and can also check the status on the SUJOG application, in the 'My Applications tile'.







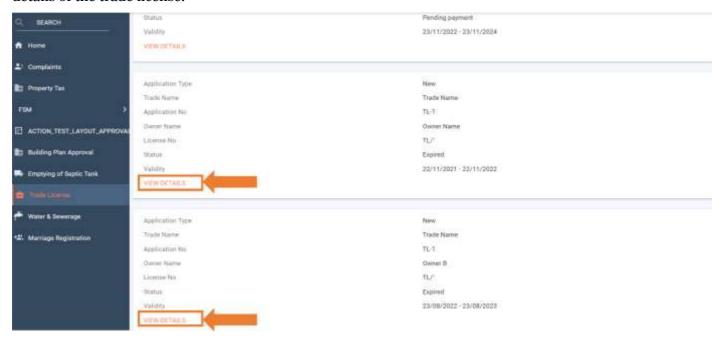
• Once the application is approved by the ULB, Citizen will be able to download the Trade License Certificate



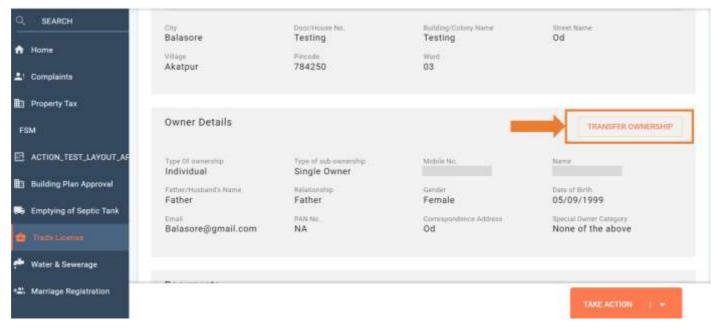


3.5. Apply for Ownership Transfer in Trade License

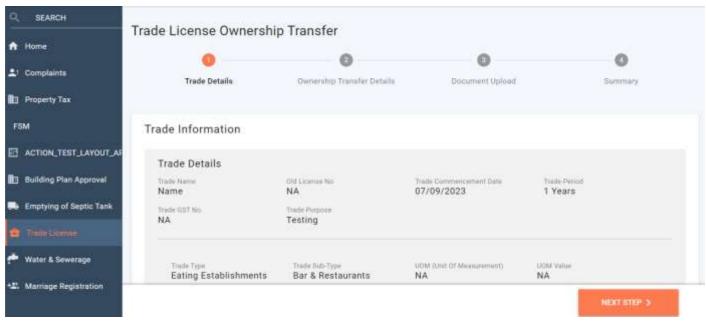
If Citizen wishes to transfer ownership of the Trade License, then citizen has to apply for the Ownership of the Trade License. Follow the below steps to apply for correction. This service allows to modify only the owner details of the trade license.



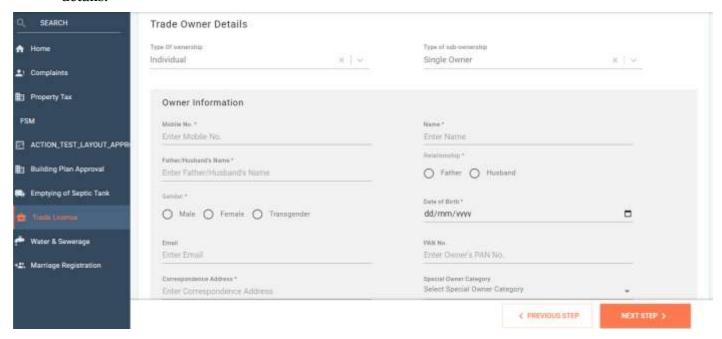
• Once you click on 'View Details' of an application, under the 'Owner Details' section, you will see the Transfer Ownership button. Click on the button to initiate the application.





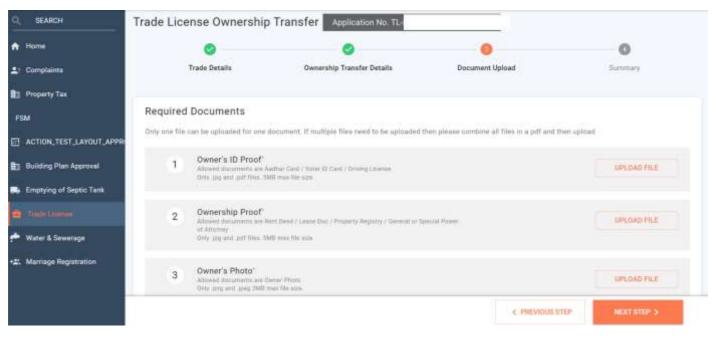


- The first section of the Transfer Ownership application is trade details Changes are not allowed in this page, therefore click on next step.
- In the next page the Transferor details will be visible, and the citizen has to provide the new owner details.

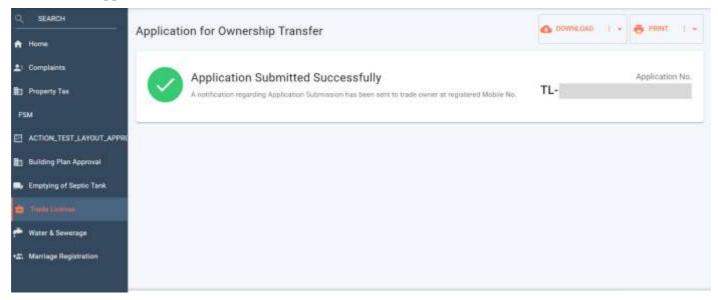


• The third section of the application is documents page – This section has the facility to upload the necessary documents - Owner's Identity Card, Ownership Proof, and a photo of the owner.



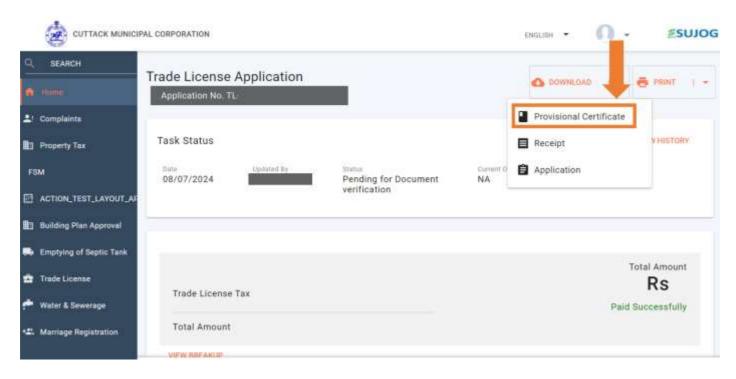


- Once the documents are uploaded, review all the details in the summary page and click on submit.
- Once application is submitted, Citizen can download instant Provision Trade License.

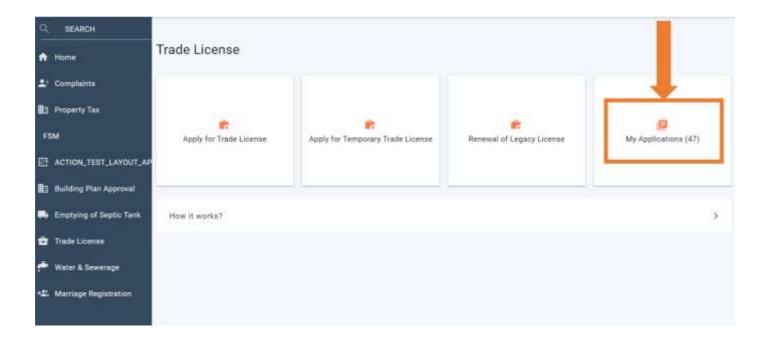


• After submission, citizens can download the provisional trade license certificate.

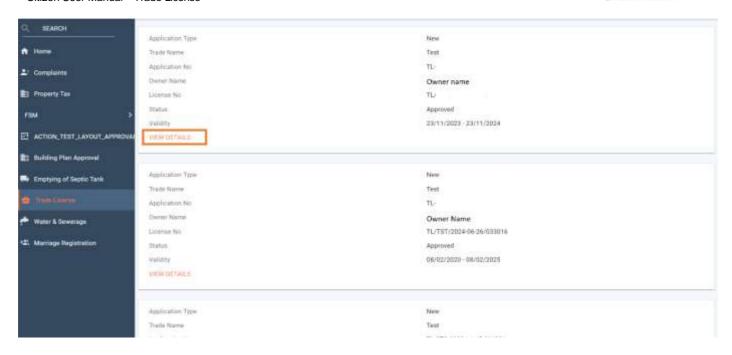




• After Submission, the application is pending with the ULB officers for the verification & Approval process. Citizens will receive timely SMS notifications regarding the status and can also check the status on the SUJOG application, in the 'My Applications tile'.







• Once the application is approved by the ULB, Citizen will be able to download the Trade License Certificate

