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It will facilitate citizens to avail various permissions, NOCs, licenses and services available with MBMC in online mode. Following is an indicative list of various NOCs, License & Permission approval modules. 1. Storage License 2. Trade License Page 23 of 116 RFP for Online License Management system for Mira Bhayander Municipal Corporation (MBMC) 3. Factory License 4. Film License 5. Show Tax License 6. Advertisement 7. Advertisement and Sky-Sign License 8. Temporary License 9. Welcome Spring License 10. Name Board License 11. Hospital License 12. Lab License 13. Clinic License 14. Any other as required Aspects that needs prime attention include:  Service definitions, service organization, service personnel;  Effectiveness and efficiency of provided services;  Service levels Envisaged Benefits from the BPR:  Status Tracking of application  Automated monitoring of service level  Creation of electronics database for certificate details  Creation of certificate database  Generation of Various MIS report  Reduction in time line from application submission to issue of certificate  Maintaining Unique Certificate number  Taking leverage of IT application by Integration with other application/database for automated verification of applicant. These 13 components are the basic building blocks of the entire NOC, Licenses & Permissions Approval Portal. These components are listed as follows: I. Information – The information component is envisioned for handling the dissemination of information only. II. Forms availability – Service inputs are accumulated with the aid of various Forms. Forms could be in physical or non-physical format. Forms in both formats consist of various fields of required information, which would be the basis for any process to be initiated. III. Application receipt – Application receipt component of the portal deals with issuing a receipt to provide a piece of information to the applicant through which he can be associated with the requested service. IV. Payment – Page 24 of 116 RFP for Online License Management system for Mira Bhayander Municipal Corporation (MBMC) Payment element of the proposed framework will define the overall process of payment for the selected services. It will account for the flow of funds from the initiation points (Web Application) to the final destination point (concerned departments) where the payment needs to be deposited. V. Verification (physical/online) – Verification component of the portal is going to deal with the authentication of a particular service request. Verification process would ensure that no counterfeit or frivolous applications are lodged in to the system also it will help to identify and validate the right beneficiary availing the services. VI. Rejection – Rejection element of the proposed Portal framework is envisaged to meet all the rejection related functions of concerned departments for the selected services under the project. This element allows rejecting the service request at the defined designated levels. VII. Approval/signing of approver – Approval service component of the framework is envisaged to provide for mechanism for approval of service request. It allows the concerned responsibility center to approve the service request through a secured method. VIII. Delivery/collection – The delivery service component of the proposed portal framework relates to the Delivery/Collection of the output against the service request made by the applicant. It is envisioned that this component will detail out the specifics involved for service delivery of the listed service under the project. IX. Status – The objective of this component is to keep track of the service levels of the various processes involved in a given service. This component is solely related with status tracking from the consumer‘s perspective as well as the department/administration perspective. X. Monitoring (MIS) – Monitoring and reporting element of the proposed framework is envisaged to meet all the monitoring and reporting requirement of concerned departments for the selected services under the project. The element will capture relevant information from service perspective. XI. Workflow – Workflow is the base component of the indicative framework where the ‗AS IS processes‘ will be mapped against the ‗TO BE envisioning‘, based on consultant‘s understanding various service delivery models have been envisioned, based on nature and processing of services. Details of Components Each of the 13 service components of the proposed NOC, License & Permissions Approval Portal framework have been discussed below. 3.1.2 Information Component Page 25 of 116 RFP for Online License Management system for Mira Bhayander Municipal Corporation (MBMC) The information component is envisaged for handling the dissemination of information only since the lack of information is a key impediment in availing of services on time and with minimum effort. The information regarding the following will be disseminated:  Procedural information  Supporting documents requirement  Service Levels  Service Owners  Any recent Government Orders or Administrative Orders for all the services  Cost for availing the services  Details of any citizen centric government schemes Citizen Relevance  Expedite the application procedure since all the requirements would be clearly indicated to the applicant  Reduce the effort required for an applicant to avail a service by eliminating the need for making multiple visits to the service centers for collecting information regarding the service owners, the supporting documents etc.  Aids in disseminating information regarding any citizen welfare centric government schemes Department Relevance  Reduced number of queries by the citizens  Aids in disseminating information regarding any citizen welfare centric government schemes 3.1.3 Form Availability Component Service inputs are accumulated with the aid of various Forms. Forms could be in physical or non-physical format. Forms in both formats consist of various fields of required information, which would be the basis for any process to be initiated. In physical format, form availability becomes an important consideration as this can depend on a variety of external factors. Lack of availability of forms would impede the process. Non-physical or electronic forms would address the lack of availability issue and would standardize the fields using a system approach. Form availability would ensure that the services can be accessed. Forms once available with the appropriate fields will not only form the basis for accessing any particular service, but would also be used in creating an incremental database. The purpose of the element as envisaged in the proposed portal framework has been listed below:  To make available the relevant form available f