



# **Chandigarh Smart City Limited (CSCL)**

Chandigarh Smart Governance System

## **Trade License - Citizen User Manual**

*Version 1.0*

# ***Table of contents***

<b>1. Overview</b>	<b>3</b>
<b>2. General Functions</b>	<b>4</b>
2.1. Login	4
2.2. Edit Profile	5
<b>3. Applying for a new Trade License</b>	<b>7</b>
3.1. Apply	7
3.2. My Applications	8
<b>4. Trade Details</b>	<b>9</b>
4.1. Trade Details Section	9
<b>5. Owner Details</b>	<b>11</b>
5.1. Owner Details Section	11
<b>6. Documents Upload</b>	<b>12</b>
<b>7. Application Summary</b>	<b>14</b>
<b>8. Payment</b>	<b>17</b>
<b>9. Fee Detail</b>	<b>18</b>

## 1. Overview

The purpose of this document is to help the citizens in operating the Trade License System (TLS). It provides a digital interface, allowing citizen to apply for the Trade License and subsequently make the payment online.

The TLS allows the citizens to ●

Apply for a 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.

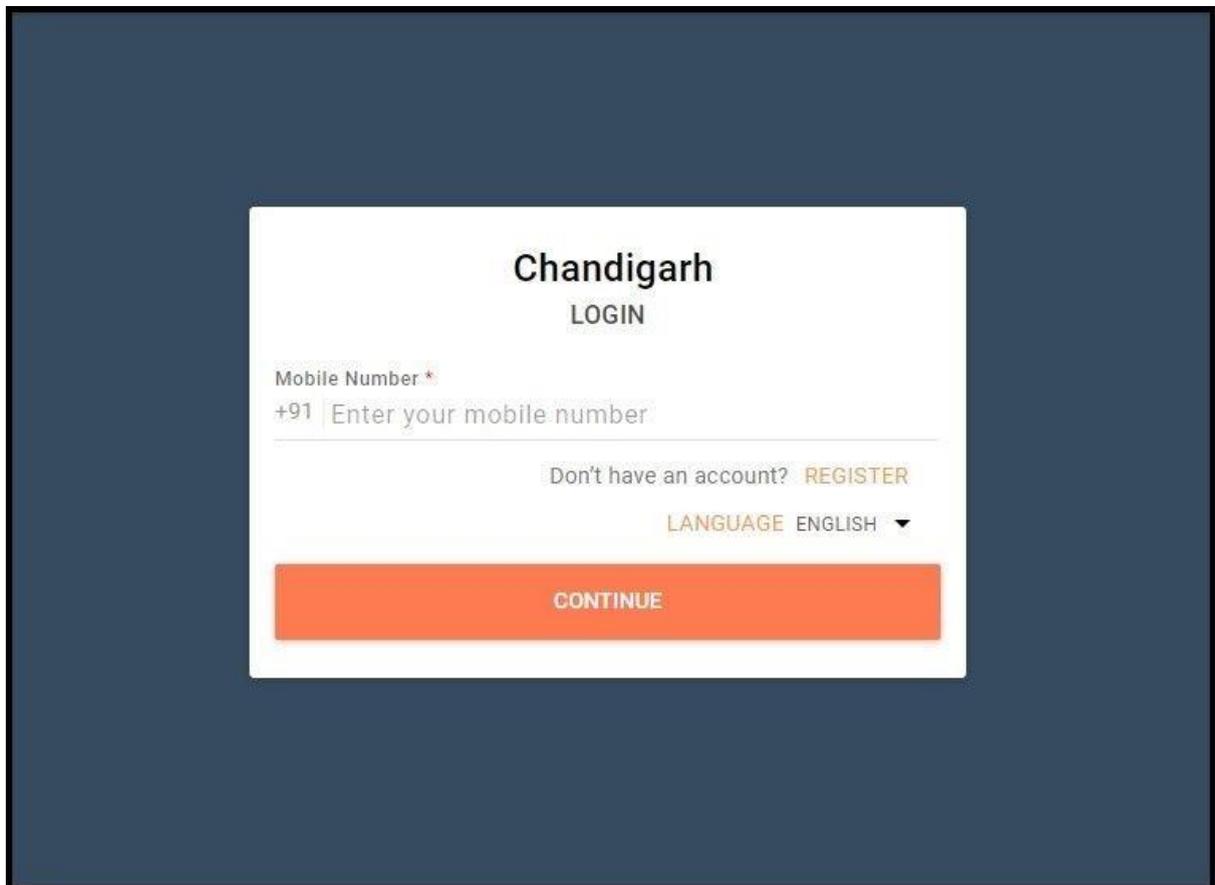
This manual covers up the various features of TLS and every feature is defined with a screenshot for user assistance.

## 2. General Functions

### 2.1 Login

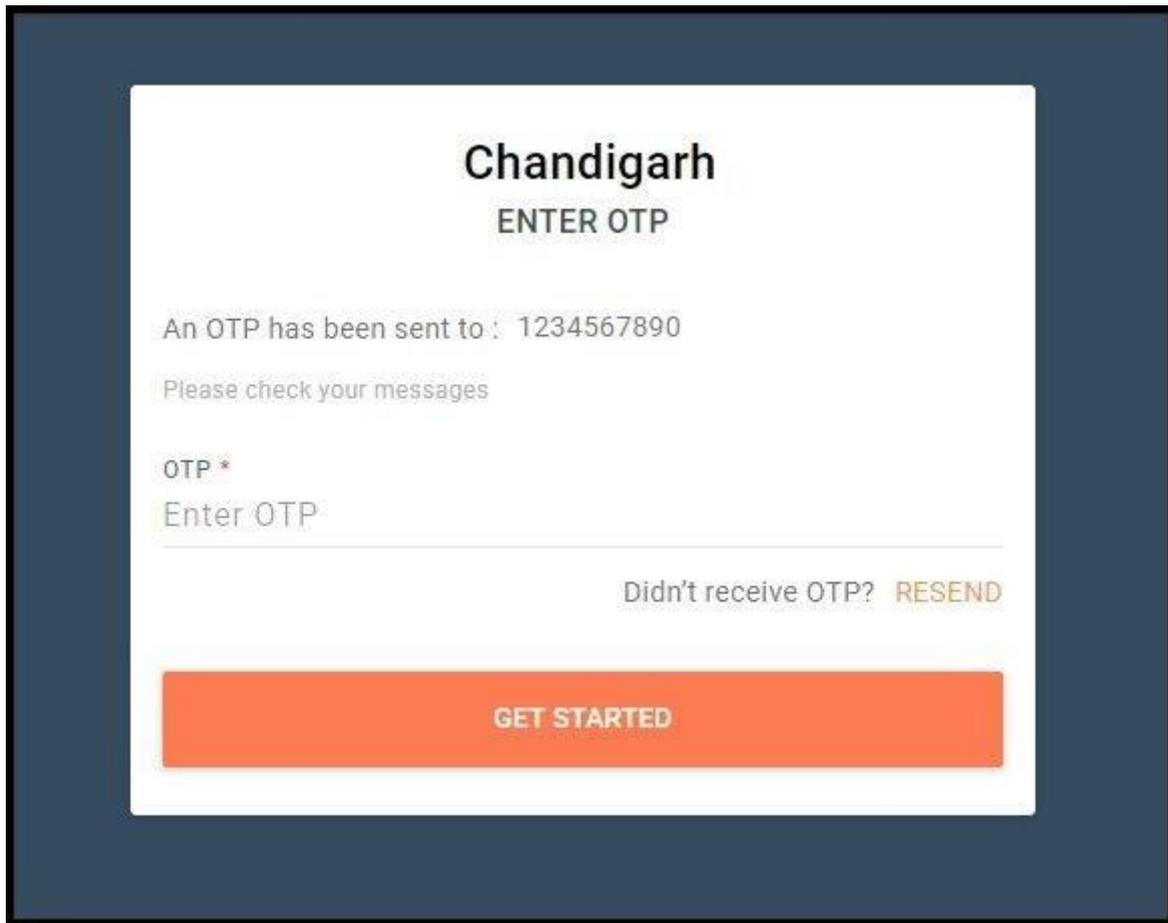
To Login please visit the following link:

→ <https://egov.transerve.com/citizen/user/login>



The screenshot shows a login form for Chandigarh. The form is centered on a dark blue background. At the top, it says "Chandigarh LOGIN". Below this is a text input field labeled "Mobile Number \*" with a placeholder "+91 | Enter your mobile number". To the right of the input field, there is a link "Don't have an account? REGISTER". Below the input field, there is a language selection dropdown menu labeled "LANGUAGE ENGLISH" with a downward arrow. At the bottom of the form is a large orange button labeled "CONTINUE".

- Citizen have to enter their mobile number and click on the CONTINUE button.



- Citizen have to enter the OTP received on their entered mobile number.
- On login, the citizen will be redirected to the Home page.

## 2.2 Edit Profile

Logged in citizens can edit their profile by navigating to below link:

→ <https://egov.transerve.com/citizen/user/profile>

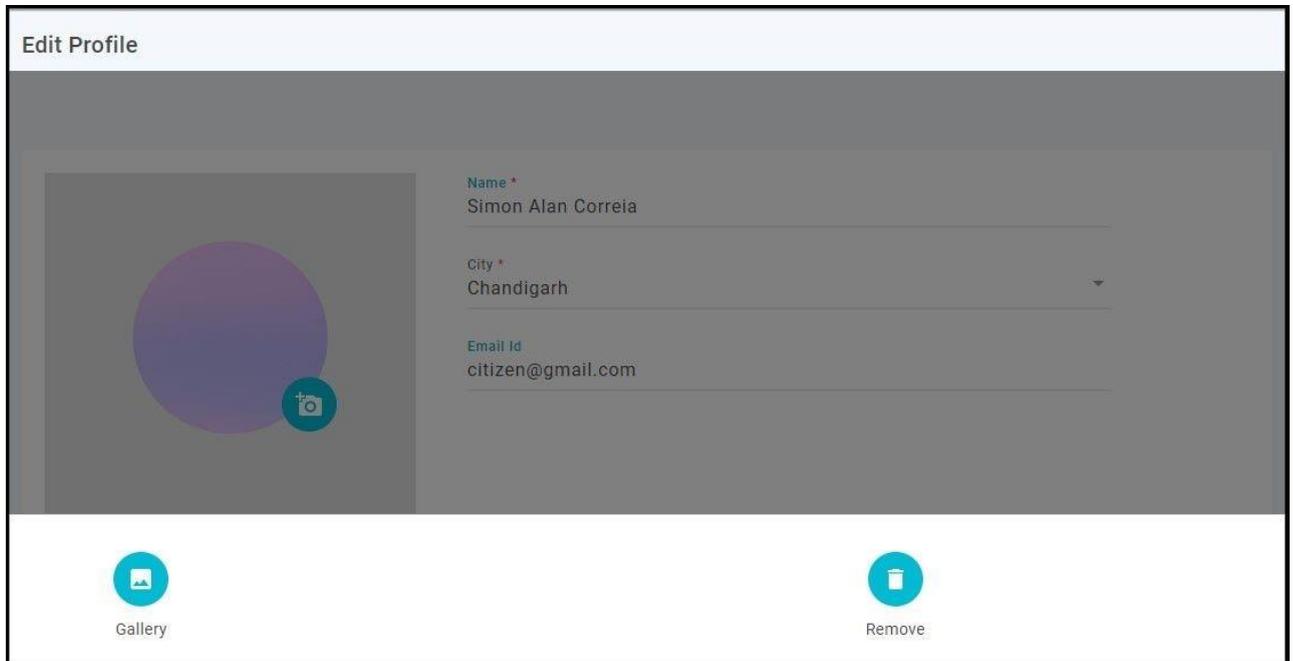


- Or by clicking on the profile icon in the header.

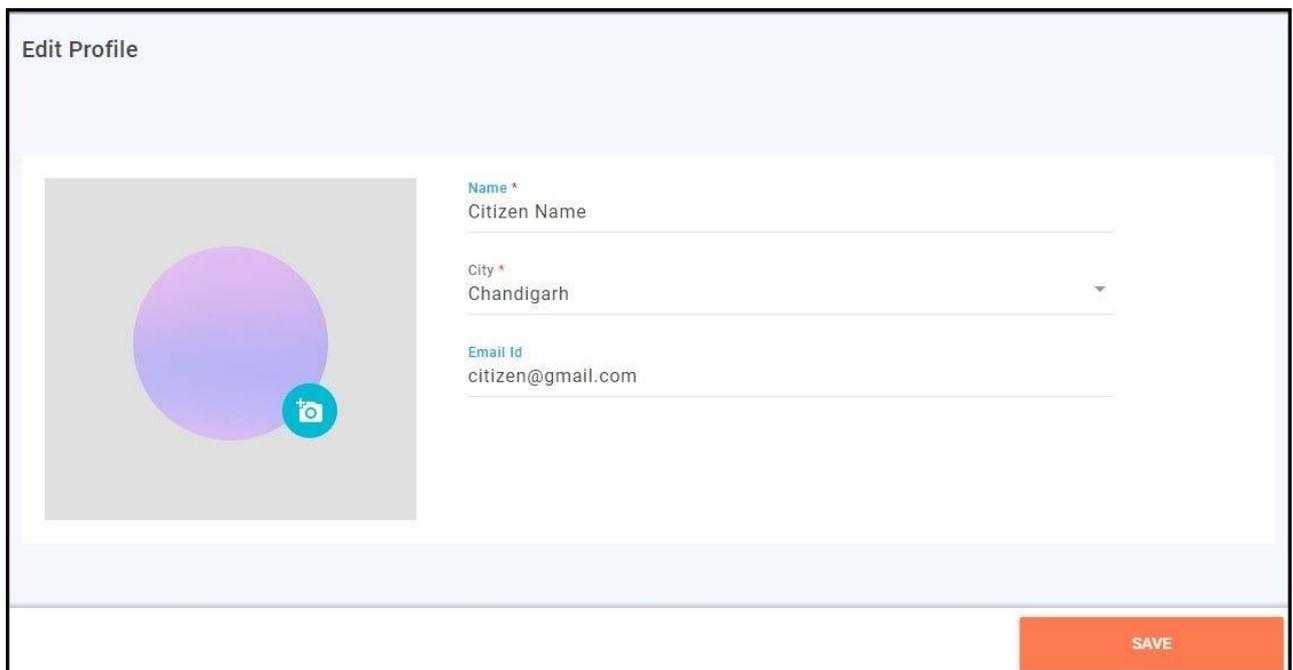
User can edit the below details from the profile page:

- Name
- City

- Email Id
- Profile Picture



- User can either select a new picture by clicking on the Gallery icon or can remove existing profile picture by clicking on Remove icon.



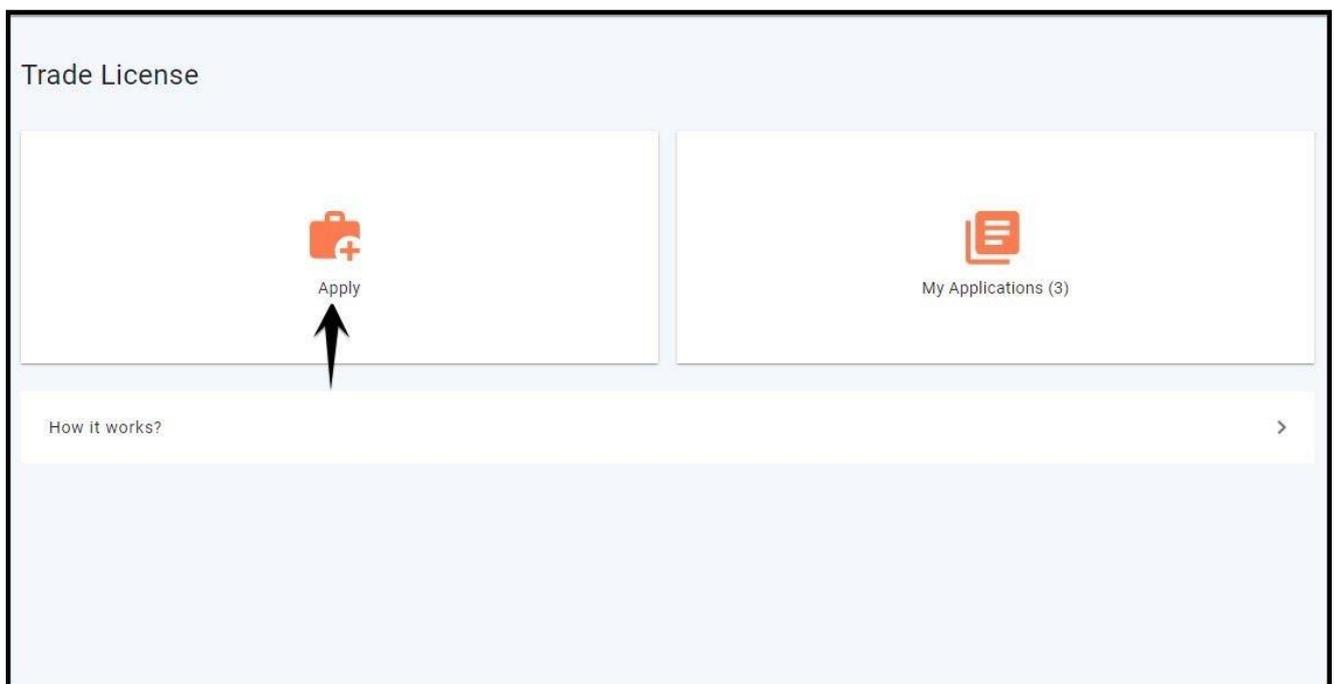
- On updating profile details, the user has to click on the SAVE button in order to successfully save the edited changes.

### 3. Applying for a new Trade License



- Citizen have to click on the Trade License button present on the Home page.

#### 3.1 Apply



- Citizen then have to click on the Apply button present on the Trade License page to initiate the Trade License process.

#### 3.2 My Applications

### Trade License



Apply



My Applications (3)

- Citizen can view previous applications submitted by clicking on My Applications button.
- On the current page it will display the count of current applications submitted by the citizen.

### My Applications

**Search Trade License Application**  
Please provide at least one parameter to search application

Application No.

Application status

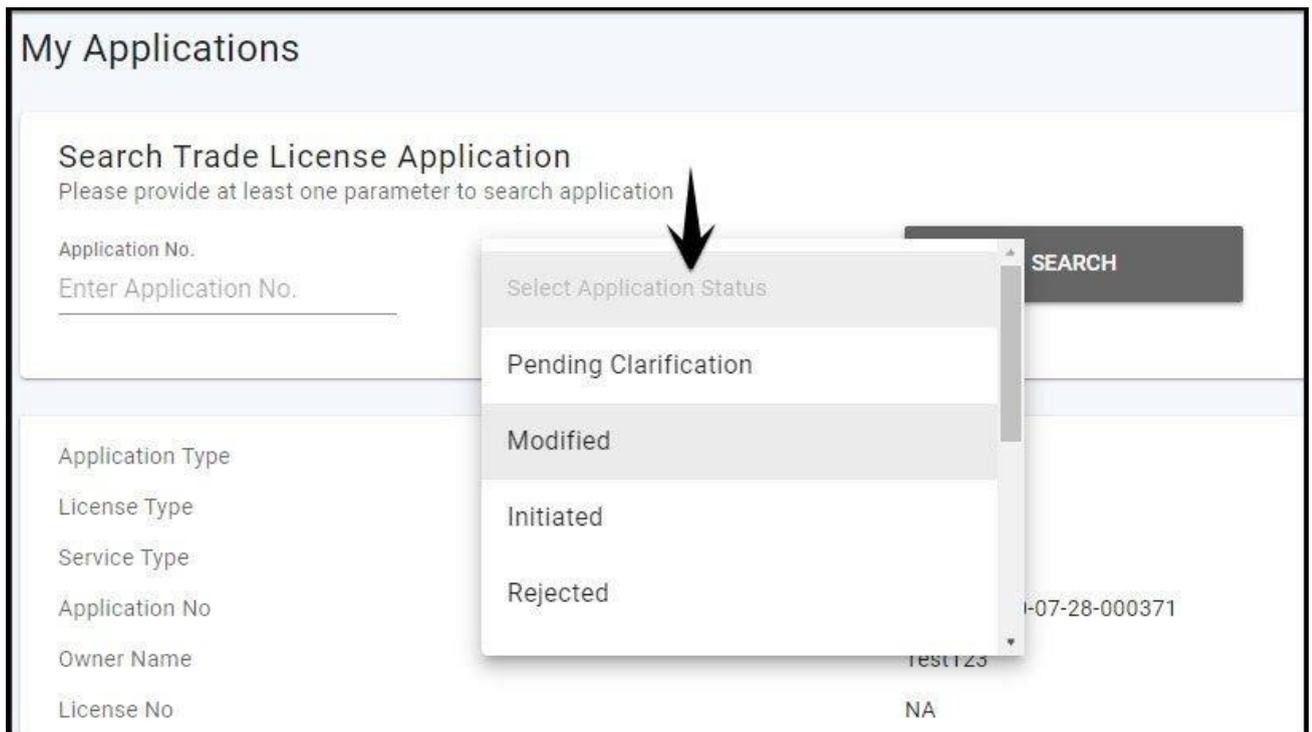
**SEARCH**

**CLEAR ALL**

Application Type	New
License Type	Dhobi Ghat
Service Type	License
Application No	CH-TL-2020-07-28-000371
Owner Name	Test123
License No	NA
Status	Pending Clerk Verification
License Period	1 Years
License Validity	28/07/2020 - 27/07/2021
<a href="#" style="color: #e67e22; text-decoration: none;">VIEW DETAILS</a>	

Citizen can view all the submitted applications on this page.

- Citizen can search the submitted application by using the below options:
  - Application No.
  - Application Status



**My Applications**

**Search Trade License Application**  
Please provide at least one parameter to search application

Application No.  
Enter Application No. \_\_\_\_\_

Select Application Status:  
 Pending Clarification  
 Modified  
 Initiated  
 Rejected

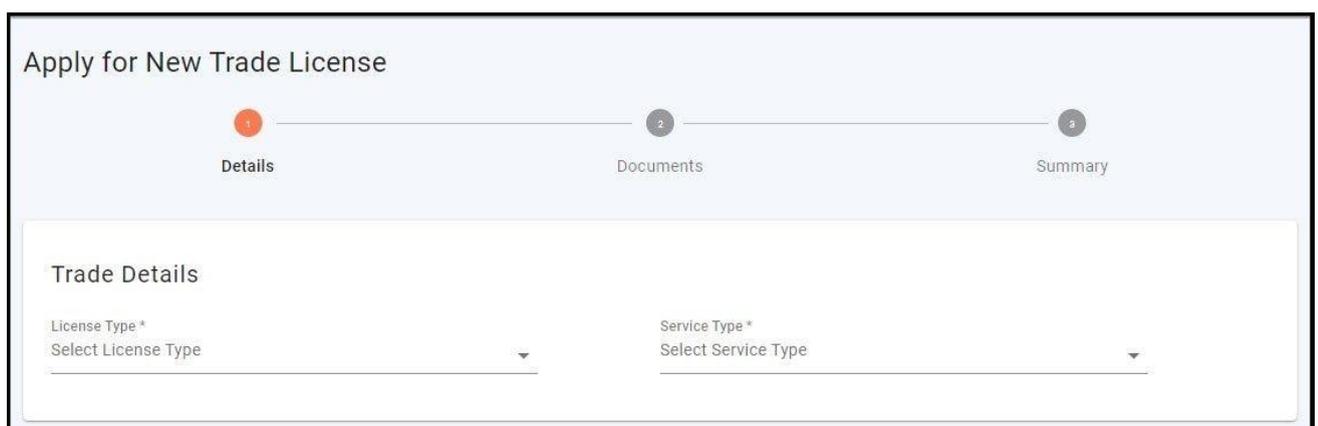
SEARCH

Application Type  
 License Type  
 Service Type  
 Application No. I-07-28-000371  
 Owner Name Test 123  
 License No NA

- Citizen can select from the various statuses while searching for any application.

## 4. Trade Details

### 4.1 Trade Details Section



**Apply for New Trade License**

Progress: 1 Details (highlighted) 2 Documents 3 Summary

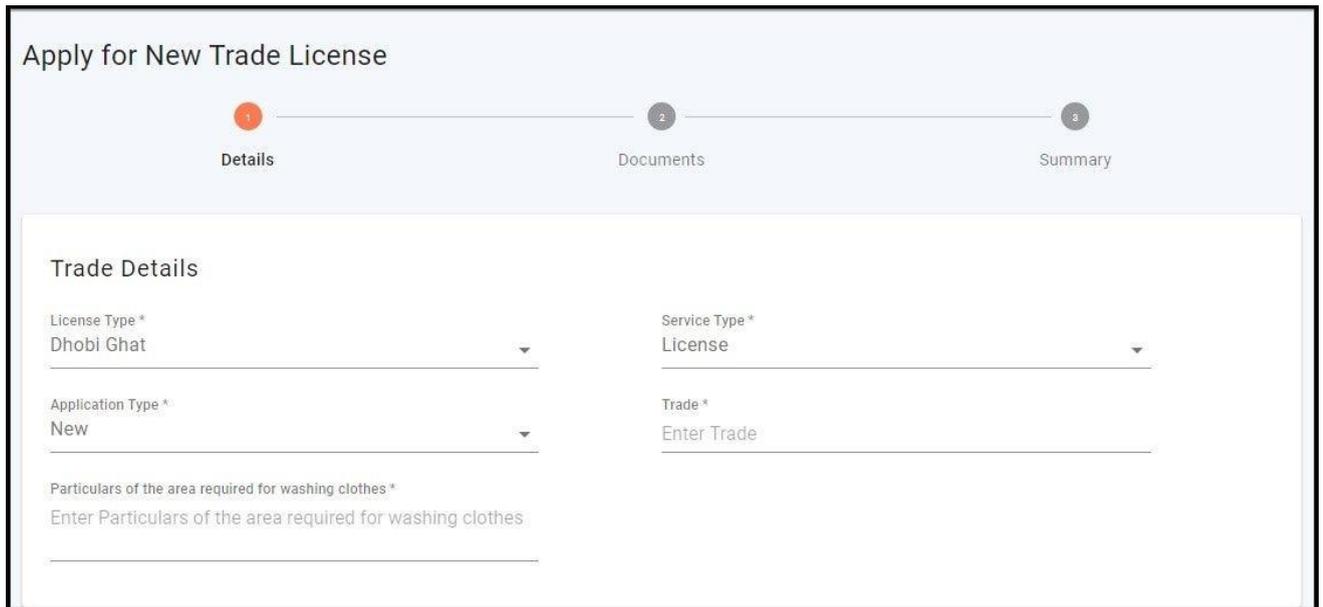
**Trade Details**

License Type \*  
Select License Type

Service Type \*  
Select Service Type

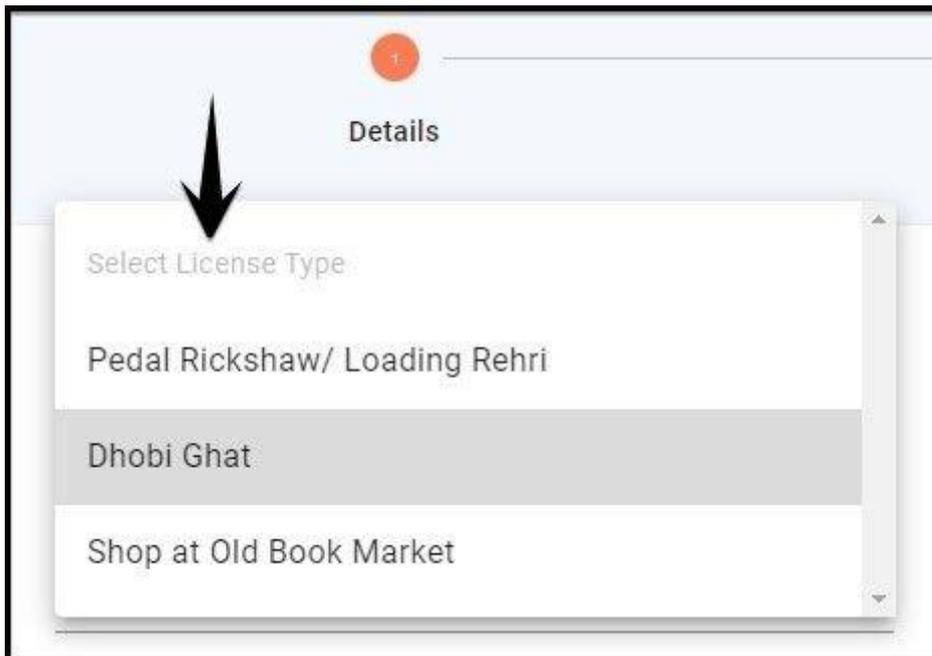
Once citizen clicks on the Apply button, a form will be displayed which will include all the details related to Trade for which the citizen needs the License.

- On top of the page it will display the sections of the application.
- The current section will be highlighted in orange color.
- The first section is Trade Details



- Sub sections will be displayed as per the selections done by the citizen.

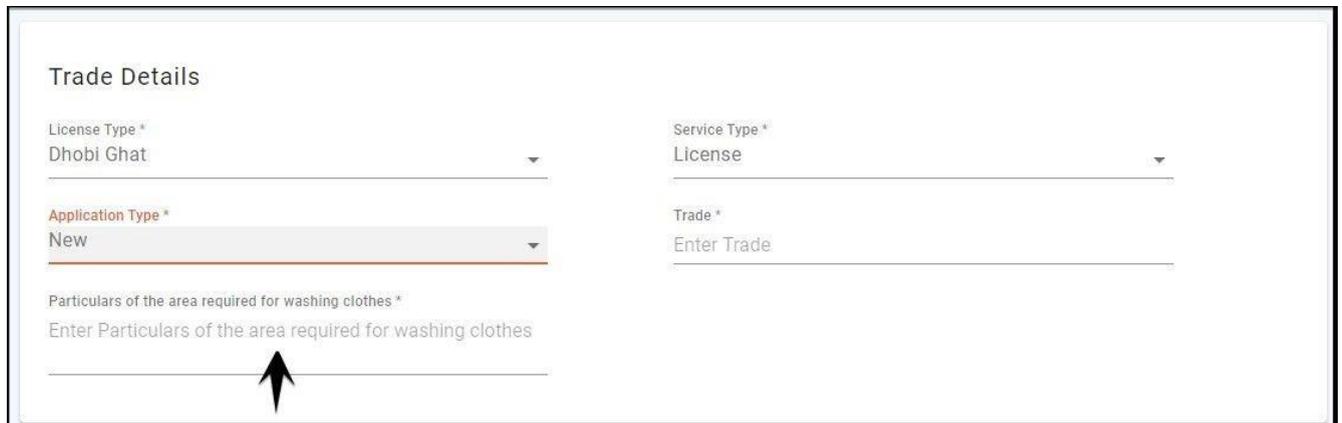
Follow are the subsections under Trade Details section:



- Citizen need to select License Type from the dropdown menu.



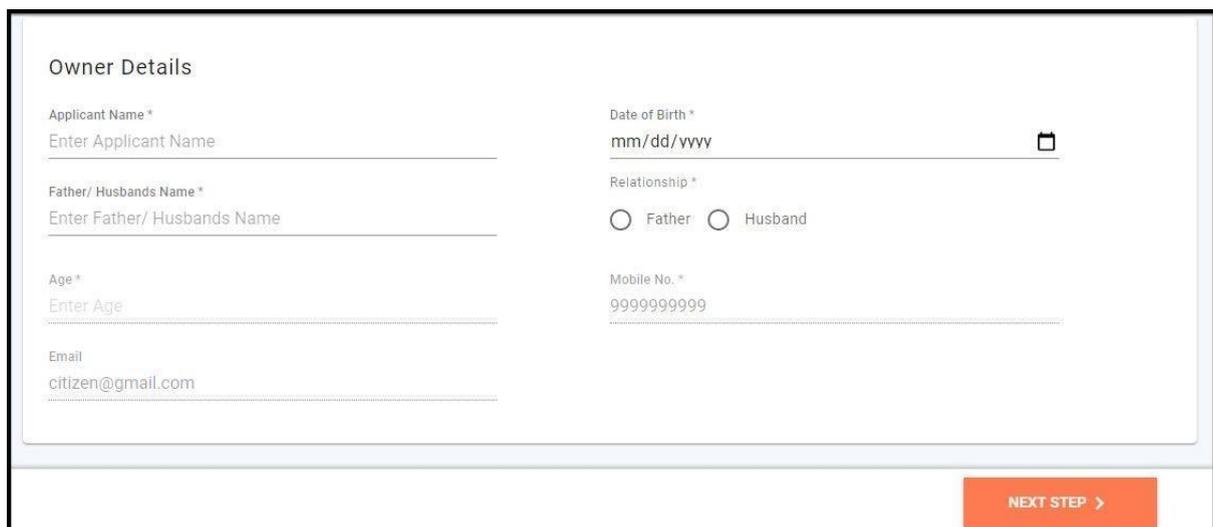
- Next, citizen need to select the Service Type based on the License Type selected.



- Trade Details subsection will be displayed once Service Type has been selected.

## 5. Owner Details

### 5.1 Owner Details Section

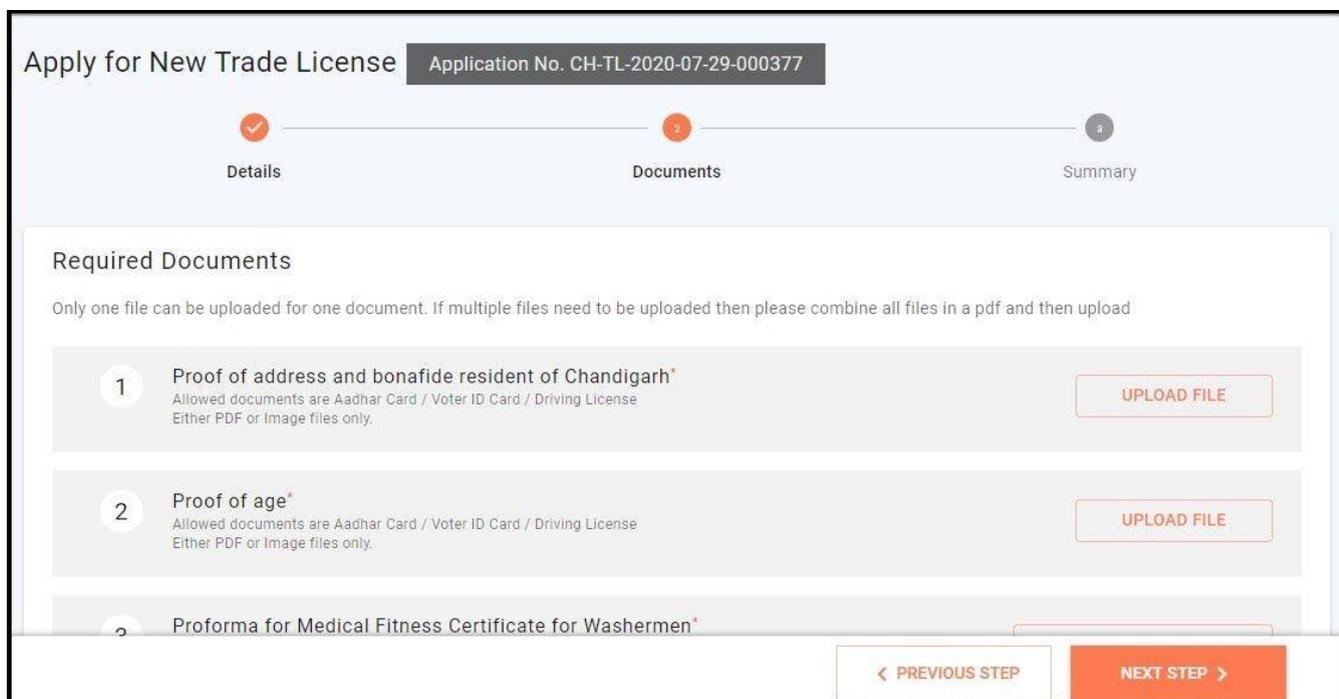


Once the Trade Details are entered, the Citizen will need to enter the Owner Details and click on NEXT STEP button.

Here the Citizen will enter the details about the owner who is related to the Trade.

- All fields except Age, Mobile No. and Email will be editable.
  - Age will be calculated on the Date of Birth added.
    - If the Citizen age is above 50 years based on DOB selected License period will be set to 5 years by default and citizen will not be able to change it.
  - Mobile No. and Email is captured from the profile page.

## 6. Documents Upload



- Once the citizen has entered Trade Owner Details, the next step is to upload relevant documents related to Trade.

Below is the list of documents to be uploaded:

1. **Proof of address and bonafide resident of Chandigarh\***
  - a. Allowed documents are Aadhar Card / Voter ID Card / Driving License
  - b. Either PDF or Image files only.
2. **Proof of age\***
  - a. Allowed documents are Aadhar Card / Voter ID Card / Driving License
  - b. Either PDF or Image files only.
3. **Rickshaw/rehri bill\* (Only for License Type Pedal Rickshaw/ Loading Rehri)**
  - a. Allowed only a Valid Bill
  - b. Either PDF or Image files only.
4. **Proforma for Medical Fitness Certificate for Washermen\***
  - a. Allowed Proforma based on provided format Either PDF or Image files only.
5. **Applicant image\***
  - a. Allowed only passport size photograph Only image files.
6. **Form A\* (Only for License Type Shop at Old Book Market)**
  - a. Allowed Form A based on provided format
  - b. Either PDF or Image files only.
7. **Form B\* (Only for License Type Shop at Old Book Market)** Allowed Form B based on
  - a. provided format Either PDF or Image files only.
8. **Form C\* (Only for License Type Shop at Old Book Market)**

- a. Allowed Form C based on provided format
- b. Either PDF or Image files only.

Clicking on PREVIOUS STEP button will redirect user to the Trade Details section. But the uploaded documents will be saved automatically.

### Required Documents

Only one file can be uploaded for one document. If multiple files need to be uploaded then please combine all files in a pdf and then upload

	<b>Proof of address and bonafide resident of Chandigarh*</b> Allowed documents are Aadhar Card / Voter ID Card / Driving License Either PDF or Image files only.	DOCUMENT.PNG 
	<b>Proof of age*</b> Allowed documents are Aadhar Card / Voter ID Card / Driving License Either PDF or Image files only.	DOCUMENT.PNG 
	<b>Proforma for Medical Fitness Certificate for Washermen*</b> Allowed Proforma based on provided format Either PDF or Image files only.	<a href="#">DOWNLOAD SAMPLE</a> DOCUMENT.PNG 
	<b>Applicant image*</b> Allowed only passport size photograph Only image files.	DOCUMENT.PNG 

[< PREVIOUS STEP](#) [NEXT STEP >](#)

Uploaded documents will be displayed with a green checkmark signifying the document has been uploaded successfully.

- On click of DOWNLOAD SAMPLE button, will download a sample file of the related document.
- On click of remove “x” icon, will remove the uploaded document.

## 7. Application Summary

**Apply for New Trade License** Application No. CH-TL-2020-07-29-000377

✓ Details
✓ Documents
3 Summary

### Application Summary

<b>Fee Estimate</b>	<b>Total Amount</b>
Dhobi Ghat License Fees	15.00
<b>Total Amount</b>	<b>Rs 15.00</b>

**Trade Details** ✎ EDIT

License Type	Service Type	Application Type	Trade
Dhobi Ghat	License	New	12333
Particulars of the area required for washing clothes 12333		License Period	
		1 Years	

← PREVIOUS STEP
SUBMIT APPLICATION >

**Trade Details** ✎ EDIT

License Type	Service Type	Application Type	Trade
Dhobi Ghat	License	New	12333
Particulars of the area required for washing clothes 12333		License Period	
		1 Years	

**Owner Details** ✎ EDIT

Applicant Name	Father/ Husbands Name	Relationship	Full Address
12333	12333	Father	12333
Date of Birth	Age	Mobile No.	Email
01/08/1991	28	9999999999	citizen@gmail.com

**Documents** ✎ EDIT

Proof of address and bonafide resident of Chandigarh Document.png <span style="float: right; color: #e67e22;">DOWNLOAD</span>	Proof of age Applications1.jpg <span style="float: right; color: #e67e22;">DOWNLOAD</span>	Proforma for Medical Fitness Certificate for Washermen Document.png <span style="float: right; color: #e67e22;">DOWNLOAD</span>	Applicant image Document.png <span style="float: right; color: #e67e22;">DOWNLOAD</span>
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← PREVIOUS STEP
SUBMIT APPLICATION >

Once the citizen has uploaded the documents, the next step is the summary of the filled application form as shown above.

Application Summary		Total Amount
Fee Estimate		<b>Rs 15.00</b>
Dhobi Ghat License Fees	15.00	
Total Amount	15.00	

Fee estimate will be shown based on the license period selected under Trade Details section.

Trade Details <span style="float: right;"></span>			
License Type Dhobi Ghat	Service Type License	Application Type New	Trade 12333
Particulars of the area required for washing clothes 12333	License Period 1 Years		

Edit feature is available below every section, clicking on which the details of that section can be edited out before proceeding.

Documents <span style="float: right;"></span>		
Proof of address and bonafide resident of Chandigarh Document.png <a href="#">DOWNLOAD</a>	Proof of age Applications1.jpg <a href="#">DOWNLOAD</a>	Proforma for Medical Fitness Certificate for Washermen Document.png <a href="#">DOWNLOAD</a>
Applicant image Document.png <a href="#">DOWNLOAD</a>		

[< PREVIOUS STEP](#)
[SUBMIT APPLICATION >](#)

Citizen can download each document by clicking on the DOWNLOAD button. Once done, citizen can click on the SUBMIT APPLICATION button.

Application for New Trade License (2020-21)



**Application Submitted Successfully**

A notification regarding application submission has been sent to trade owner at registered mobile no.

Application No.  
CH-TL-2020-07-29-000377

[GO TO HOME](#) [DOWNLOAD CONFIRMATION FORM](#) [PRINT CONFIRMATION FORM](#)

On successful submission of the application, users can:

1. Download Confirmation Form
2. Print Confirmation Form

On clicking the GO TO HOME button, it will take the user to Home page.

## 8. Payment

Citizen will make payment of License fees once the application is approved by the Commissioner. Citizen will be notified once application is approved, application will be in Pending Payment state.



### Trade License Application

DOWNLOAD | PRINT

Application No. CH-TL-2020-06-14-000113

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**Task Status** VIEW HISTORY

Date	Updated By	Status	Current Owner	Comments
14/06/2020	Renil Commissioner	Pending payment	NA	Approved

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**Fee Estimate** Total Amount

Rehri Registration Fees	1000.00	
<hr/>		
Total Amount	1000.00	Rs 1000.00

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**Trade Details**

License Type	Service Type	Application Type	License Period
Pedal Rickshaw/ Loading Rehri	Registration Certificate	New	10 Years

MAKE PAYMENT

Citizen need to click on the MAKE PAYMENT button in order to proceed with the payment.

### Payment Information

Application No. CH-TL-2020-06-14-000113

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**Payment Collection Details**

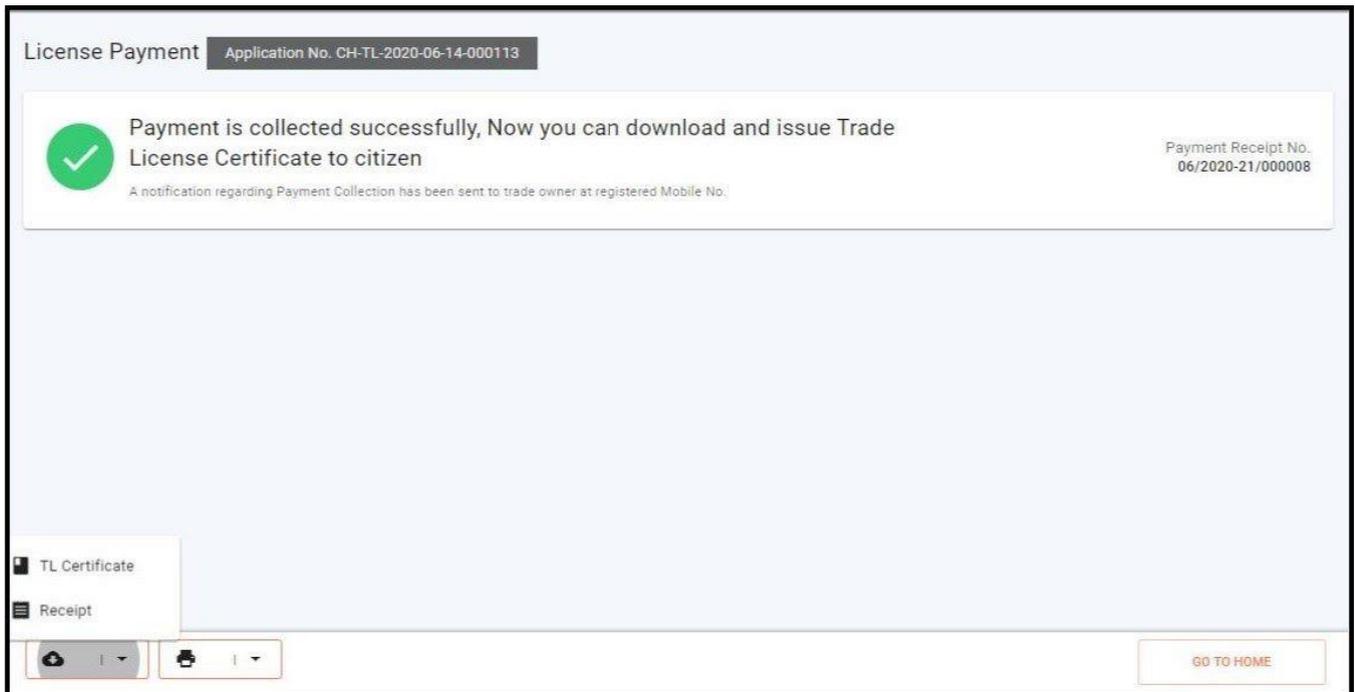
**Fee Estimate** Total Amount

Rehri Registration Fees	1000.00	
<hr/>		
Total Amount	1000.00	Rs 1000.00

PAYU  
 ATOM

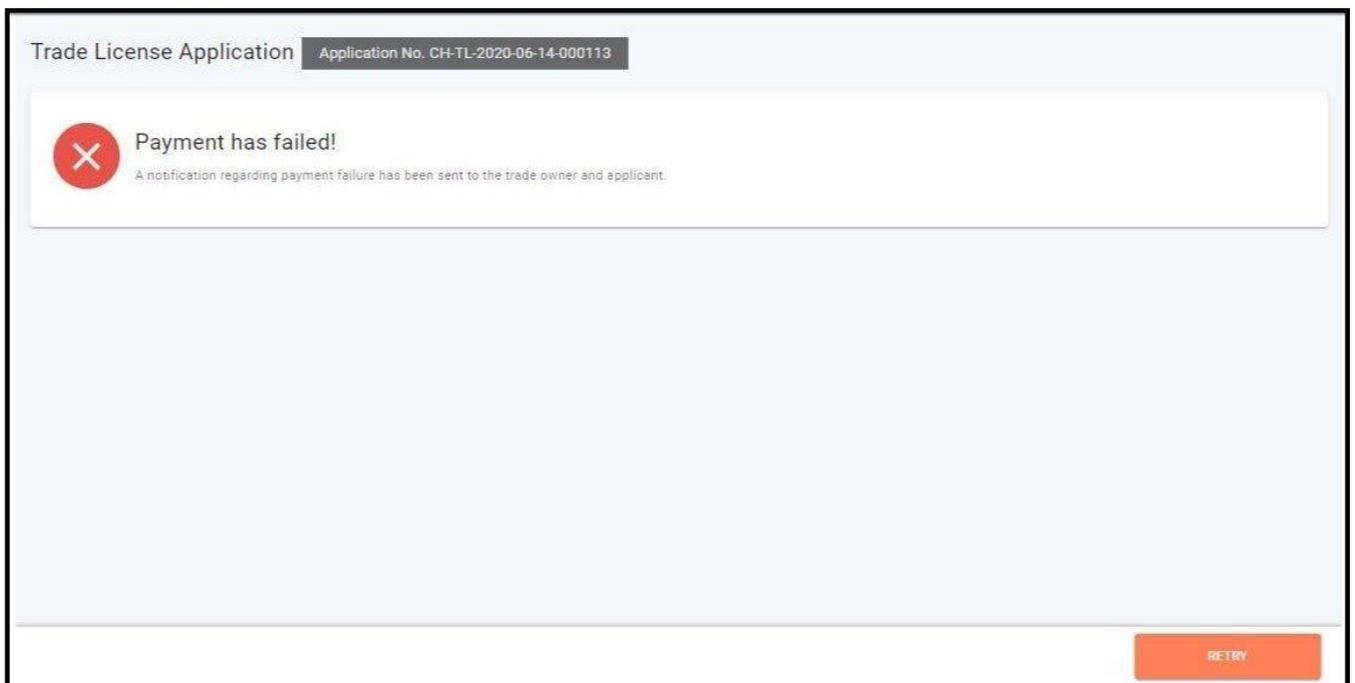
MAKE PAYMENT

Citizen will choose from the available payment options and make the payment accordingly.



Payment confirmation page will be displayed on successful payment.

- The Citizen can download as well as print the TL Certificate and Receipt on click of the respective buttons.



Payment failure will display a failed confirmation message once payment has been processed.

## 9 Fee details: -

Sr.N.	Nomenclature	For 5 years	For 10 years	For 15 years
(i)	Registration Certificate for a rickshaw and loading rehri/ Animal powered cart.	Rs. 600/-	Rs. 1000/-	Rs. 1500/-
(ii)	Driver's License for a rickshaw and loading rehri/ Animal powered cart.	Rs. 300/-	for a period of 15 years, thereafter renewal for each five years @ Rs. 200/-	
(iii)	Charges for a new number disc or plate.			Rs. 100/-

(b) In case an application for the renewal of registration certificate or driving license in respect of a rickshaw and loading rehri is made after the expiry of the period, an additional fee shall be charged at the rates.

\*\*\**End of Document*\*\*\*