SOP for General Trade License Application – MCD

Citizen Interface

https://mcdonline.nic.in

Municipal Corporation of Delhi

April 2024

Standard Operating Procedure

➢ Open the system's browser; ensure the system is connected to the internet.

➢ Enter the URL in the address bar of the browser: *https://mcdonline.nic.in/gtlmcd* and go to "**Citizen Login**" module.

➢ Read the User Manual.

➢ At first time visit, citizen must register to proceed, please "**New User Click Here for Signup / Registration**".

➢ Fill mandatory information on Sign-Up page and click on Submit button.

➢ On successful Sign-Up, **Login** with Registered Mobile No. along with country code through OTP authentication.

➢ After successful authentication, on "**Online Services**" Page, select "General Trade License"

➢ Citizen can also change mobile number and other details through "**Edit Profile**" option available under name display at top right corner.

➢ All the registered General trade licenses details will be shown on Dashboard Page with key details such as License Number, Unit/Establishment Name.

➢ Citizen must read all the Important Instructions and Guidelines

➢ To search legacy record, go to "**Legacy Search**" module and search using License number, Unit/Establishment Name.etc.

➢ If record found

  o if validity is expired, then renewal can be done.

  o If record found and its validity is not expired, then Amendment and Surrender can be done.

➢ If record not found for legacy then click on, "**Apply New GTL License**" button for applying for new General trade license

➢ Fill all the required information on application form page such as Trade Category, Trade description, Personal Details, Establishment Details, Premises Details, Constitution Details, Storage Details etc. and upload required documents.

➢ Filled details can be saved as draft using "**Save as Draft**" button to submit the details later.

➢ Click on "**Submit**" button to save the application form details and pay requisite fees using **online payment gateway.**

➢ On successful Submission **for New and Renewal**, the applicant himself can generate the license.

➢ On successful Submission **for Amendment**, Registered details will be sent to **MCD Officials** for scrutiny and approval.

➢ Registered details can be seen on Dashboard with status.

➢ Following options will be available on "Action" button on Dashboard for a registered detail:

- **View**: Submitted application form can be seen with all filled details

- **Payment Receipt**: Payment receipt can be downloaded in case of successful payment

- **Download GT License:** license will be available and can be downloaded only in case of New and Renewal of License

➢ In case of any deficiency raised by MCD Officials while scrutiny, Citizen Need to provide required information or documents using "**Submit Deficiency Details**" in case of amendment.

➢ Check deficiency letter to see which documents are marked deficient and re-upload those documents and submit for verification and approval by MCD officials.

➢ On Rejection by MCD Officials, Citizen needs to apply afresh for amendment and surrender of General Trade License.

➢ Rejection letter can be downloaded from "**Action**" button to check rejection remarks

➢ On Approval from MCD Official, **Final License** can be downloaded from "**Action**" button for any registered detail.

> Note: License Validity Period = One Year and valid up to 31-March of the Financial Year

> Note:
>
> 1. Amendment and Surrender are only allowed for Valid Licenses
> 2. Renewal is only allowed for Expired Licenses

➢ Following options will be available on "from "**Action**" button" button on Dashboard for a registered detail after issuance of General Trade license:

- **Renewal** General Trade license renewal can be applied on expiry of license or one month prior or 7 days after the start of current FY as per above note.

- **Amendment**: Citizen can apply for amendments in license details to get required details changed in license which are allowed.

- **Surrender:** Citizen can apply for surrender of license and after approval, surrender acknowledgement receipt can be downloaded from "Action" button under Dashboard.

➢ Select appropriate option from "Action" button as per the requirement

➢ Fill all the required details on form opened along with necessary documents and submit

➢ Pay requisite fee using **online payment gateway**

➢ Check details and status of registered request from Dashboard

➢ Download relevant updated License/ receipt and other documents available under "Action" button on Dashboard.