SOP for General Trade License Application – MCD

Citizen Interface

https://mcdonline.nic.in

Municipal Corporation of Delhi

April 2024

Note: This document will be amended on regular basis as per the upgradation done in the application.

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
    - If validity is expired, then renewal can be done.
    - 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 Y ear 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.