

## Standard Operating Procedure and Checklist

<b>Name of Department</b>	<b>Municipal Boards</b>
---------------------------	-------------------------

### Application Type: Registration

#### A. Standard Operating Procedure for Applicant

<b>Application for</b>	<b>Business License</b>
<b>Application Type</b>	<b>License and Renewal</b>
<b>Mandatory supporting documents required (enclosures)</b>	<ul style="list-style-type: none"> <li>a. Proof of Address (Rangbah Shnong Certificate/ EPIC/Electricity Bill/Telephone Bill)</li> <li>b. Proof of Nationality. (EPIC/Driving License/Passport).</li> <li>c. Building Permission or Undertaking in Prescribed Format.</li> <li>d. Municipal Tax Receipts</li> <li>e. Memorandum of Association and Certificate of Registration for Firms/companies.</li> <li>f. Automobile workshop/printing press should furnish two copies of Site Plan.</li> <li>g. Site Map showing location of the Business Establishment.</li> <li>h. Sales Tax/VAT Registration</li> <li>i. Income Tax Clearance Certificate.</li> <li>j. 3 (three) Nos. Photograph, Passport size of the applicant or authorized representative of the Firm/Company.</li> <li>k. Labour License</li> </ul>
<b>Process description</b>	<ul style="list-style-type: none"> <li>➤ <b>Step 1:</b> Applicant visits the single window portal and submits application addressing to CEO, Municipal Board; along with all enclosures</li> <li>➤ <b>Step 2:</b> Dealing Assistant Reviews the application and enclosures</li> <li>➤ <b>Step 3:</b> Dealing Assistant forwards the application to concerned Executive Engineer/Engineer</li> <li>➤ <b>Step 4:</b> Concerned Executive Engineer/Engineer reviews the application and remarks from DA and either: rejects the application and forwards to CEO or informs applicant about queries or in case of initial go ahead or instructs field staff to undertake inspection visit</li> <li>➤ <b>Step 5.1:</b> <i>(In case of rejection by Executive Engineer)</i> CEO rejects the applicant and informs applicant about the reasons</li> <li>➤ <b>Step 5.2:</b> <i>(In case of queries to applicant):</i> Applicant provides clarification and/or rectify the deficiencies in enclosures</li> <li>➤ <b>Step 5.3:</b> <i>(In case of initial go ahead by Executive Engineer)</i> Field Staff (concerned officer) informs applicant about the date of inspection visit</li> <li>➤ <b>Step 6:</b> Inspection visit take place and concerned officials uploads the inspection report; Executive Engineer either: rejects the application and forwards to CEO or informs applicant about queries or in case of initial go ahead, informs the applicant about the amount to be paid for issue of license</li> </ul>

	<ul style="list-style-type: none"> <li>➤ <b>Step 7.1:</b> <i>(In case of queries to applicant):</i> Applicant provides clarification and/or rectify the deficiencies in enclosures</li> <li>➤ <b>Step 7.2:</b> <i>(In case of initial go ahead by Executive Engineer)</i> Applicant pays the required fee and uploads proof of payment</li> <li>➤ <b>Step 8:</b> Dealing assistant prepares draft certificate of license and forwards to Executive Engineer</li> <li>➤ <b>Step 9:</b> Executive Engineer reviews and forwards to CEO</li> <li>➤ <b>Step 10:</b> CEO issues the license and uploads the certificate; in case of rejection CEO rejects the application and provides reasons to applicant for the same</li> <li>➤ <b>Step 11:</b> Applicant downloads the certificate</li> </ul>
<b>Procedure for Fees payment</b>	<b>Refer Annexure 1</b>
<b>Timeline for completing the process</b>	Business License by SMB – 7 days
<b>Checking of Application Status</b>	Application status can be tracked through Single window portal

## B. Inspection Procedure:

### A. Pre-Inspection

1. A quality check shall be done on the documents submitted by the applicant in terms of completeness and correctness of the information furnished by Dealing Assistant.
2. Verification of compliance of submitted document done by Dealing Assistant.

### B. Inspection

1. Inspection shall be made during regular working hours except when special circumstances indicate otherwise.
2. At the beginning of the inspection, the inspector shall locate the applicant and inform about the purpose of the proposed inspection.
3. The Inspector may collect photographic evidence if any non-compliance has been observed.
4. The Inspector may seek information / clarifications or documentary evidence from the representative to ascertain the correctness of the application.
5. If applicant wilfully delays or obstructs the inspection, the same shall be recorded in the inspection report for taking further necessary action in the matter.
6. At the end of the inspection, the Inspector may inform the applicant about apparent non-compliance observed during inspection so that the applicant may initiate necessary corrective action wherever required.

### C. Post Inspection

1. Inspection report shall be uploaded and a copy of the same shall be issued to the applicant.
2. All observations of the inspection along with photographic evidence of non-compliance should be included as part of the report.
3. Noncompliance areas shall be listed in the report along with additional measures that need to be taken by the applicant to ensure compliance.

## Annexure 1

### Business License fees

Sl. No	Trades	Proposed Fee		
		Small	Medium	Large
	<b>a. General Trades:</b>			
1	Groceries ( <i>Rice, Flour, Edible Oils, Sugar, Salt, Pulses, Grams etc</i> )(General)	250.00	500.00	750.00
2	Groceries (Fair Price Shop)	150.00	300.00	450.00
3	Spices, Onion and Garlic	150.00	300.00	450.00
4	Fruits and Vegetables	300.00	600.00	900.00
5	Cosmetics and Toiletries.	200.00	400.00	600.00
6	Processed Foods/Fruits products	200.00	400.00	600.00
7	Fresh Meat/Fish and dried fish	600.00	1200.00	1800.00
8	Milk and Dairy Products.	150.00	300.00	450.00
9	Sweets and Confectionery	200.00	400.00	600.00
10	Tea Leaves	400.00	800.00	1200.00
11	Bakery Items and packaged biscuits.	550.00	1100.00	1650.00
12	Non-alcoholic Beverages and Ice-Cream	150.00	300.00	450.00
13	Stationeries	550.00	1100.00	1650.00
14	Books	550.00	1100.00	1650.00
15	Newspaper and Magazines	550.00	1100.00	1650.00
16	Building and Construction Hardware ( <i>Glass, tiles, metals, synthetic items, paints, sanitary wares and fittings</i> )	1650.00	3300.00	4950.00
17	Building Materials (Sand, Stones, cement, bricks, hollow blocks etc)	1000.00	2000.00	3000.00
18	Furniture (Sales)	850.00	1700.00	2550.00
19	Household Furnishings (carpets etc)	500.00	1000.00	1500.00
20	Household Appliances and Utensils (non-electrical)	300.00	600.00	900.00
21	Electrical items, equipments	1100.00	2200.00	3300.00
22	Electrical and Electronic household appliances.	1100.00	2200.00	3300.00
23	Audio and Video Appliances.	1100.00	2200.00	3300.00
24	Computers and IT products (hardware and software)	1000.00	2000.00	3000.00
25	Cellular/ Tele phone,Fax and accessories	800.00	1600.00	2400.00
26	Cellphone recharge voucher/Bill collection Centre	200.00	400.00	800.00
27	Photography equipments and accessories.	550.00	1100.00	1650.00
28	Time Pieces	550.00	1100.00	1650.00
29	Optical and optics.	550.00	1100.00	1650.00
30	Jewellery	1100.00	2200.00	3300.00

31	Hosiery	500.00	1000.00	1500.00
32	Textiles	2200.00	4400.00	6600.00
33	Readymade Garments	1100.00	2200.00	3300.00
34	Wool and Woolen Products	1100.00	2200.00	3300.00
35	Leather Products	500.00	1000.00	1500.00
36	Synthetic Products including Foam.	500.00	1000.00	1500.00
37	Footwear	550.00	1100.00	1650.00
38	Trunks, Suitcases, Briefcase	450.00	900.00	1350.00
39	Sports items and equipments	850.00	1700.00	2550.00
40	Musical instruments	850.00	1700.00	2550.00
41	Toys	500.00	1000.00	1500.00
42	Rubber products including tyres, tubes etc...	750.00	1500.00	2250.00
43	Hand Tools	500.00	1000.00	1500.00
44	Workshop and Agricultural Machineries and accessories	1000.00	2000.00	3000.00
45	Sewing/Knitting Machines and accessories	750.00	1500.00	2250.00
46	Chemical and Scientific Equipments.	500.00	1000.00	1500.00
47	Packing materials	300.00	600.00	900.00
48	Tobacco products.	550.00	1100.00	1650.00
49	Betel and Pan Products.	100.00	200.00	300.00
50	Medicines and Pharmaceutical Products	800.00	1600.00	2400.00
51	Wine and alcoholic drinks	2000.00	4000.00	6000.00
52	Timber and wood products.	500.00	1000.00	1500.00
53	Fertilizers and Manure.	1000.00	2000.00	3000.00
54	Automobiles (Four wheelers)	2000.00	4000.00	6000.00
55	Automobiles (Two and Three wheelers)	1000.00	2000.00	3000.00
56	Mechanical and automobile spare parts and accessories.	1650.00	3300.00	4950.00
57	Handicrafts	300.00	600.00	900.00
58	Scraps	300.00	600.00	900.00
59	Firewood and Charcoal	550.00	1100.00	1650.00
60	Kerosene/Spirits/Coal Tar	450.00	900.00	1350.00
61	Livestock including live chicken.	550.00	1100.00	1650.00
62	Livestock Feed	300.00	600.00	900.00
63	Livestock medicines and equipments.	300.00	600.00	900.00
	<b>b. Services:</b>			
1	Automobile repair and servicing.	1100.00	2200.00	3300.00
2	Automobile Upholstery	300.00	600.00	900.00
3	Automobile Battery and Electrical Repairing Units.	300.00	600.00	900.00
4	Tyre repairing, retreading and vulcanizing.	550.00	1100.00	1650.00
5	Petrol and Diesel Service stations.	2000.00	4000.00	6000.00

6	Kerosene Depots	550.00	1100.00	1650.00
7	Coal Depots	550.00	1100.00	1650.00
8	LPG and Bio-Gas dealership.	2000.00	4000.00	6000.00
9	Carriage Agencies.	1500.00	3000.00	4500.00
10	Tourist Transport Providers and Travel Agencies.	1000.00	2000.00	3000.00
11	Consignment and Courier services	1000.00	2000.00	3000.00
12	Contractors and Suppliers of Govt. Private and public organizations.	500.00	1000.00	2000.00
13	Advertising Agencies.	500.00	1000.00	2000.00
14	Cyber Café/PCO/Photo copying/Fax/ Lamination and other information outlets.	300.00	600.00	900.00
15	Photography and Video recording and processing.	500.00	1000.00	1500.00
16	DTP and Publication.	1100.00	2200.00	3300.00
17	Electronic and electrical repairing.	300.00	600.00	900.00
18	Beauty Parlors and Hair Cutting Salons.	550.00	1100.00	1650.00
19	Dry Cleaning, Dyeing and Laundry.	1100.00	2200.00	3300.00
20	Tailoring without sale of materials.	250.00	500.00	750.00
21	Time Piece repairing.	550.00	1100.00	1650.00
22	Shoe Repairing	300.00	600.00	900.00
23	Plumbing.	1000.00		
24	Hotels/Guest Houses			
		Economy	Standard	Deluxe/ Starred
i.	1 to 10 seats	850.00	1700.00	2550.00
ii.	1 to 20 seats	1100.00	2200.00	3300.00
iii.	1 to 49 seats	3000.00	6000.00	9000.00
iv.	1 to 100 seats	3500.00	7000.00	10500.00
v.	above hundred seats	4100.00	8200.00	12300.00
25	Restaurants	1500.00	3000.00	4500.00
26	Tea Stalls	350.00		
27	Fast Food Centers	600.00		
28	Mobile Food Vending by Trolleys/Hand Cart	500.00		
29	Food Catering	1000.00	2000.00	3000.00
30	Signboard and Banners making, engraving, rubber stamp making and photo framing.	500.00		
31	Banking and Insurance Services.	5000.00		
32	Stock and Brokerage services	5000.00		
33	Consultancy Services.	2000.00	4000.00	6000.00
34	Party Decorator	1500.00	3000.00	4500.00

35	Hospital/ Nursing Home			
i.	General Ward per bed	25.00		
ii.	Private Ward per bed	100.00		
36	Diagnostic Centre	2000.00	4000.00	6000.00
	<b>c. Mills, Industrial Units and Workshops:</b>			
1	Flour, Atta, Rice, Rice, Oil.	1100.00	2200.00	3300.00
2	Saw mill	3000.00	6000.00	9000.00
3	Bakery	850.00	1700.00	2550.00
4	Food/Fruit Processing	800.00	1600.00	2400.00
5	Fabrication workshops.	1500.00	3000.00	4500.00
6	Shoe making and manufacturing units.	600.00	1200.00	1800.00
7	Cement Concrete Hollow Block Industry	450.00	900.00	1350.00
8	Brick Kilns.	1000.00	2000.00	3000.00
9	Printing Presses.	1100.00	2200.00	3300.00
10	Vehicle Body Making.	850.00	1700.00	2550.00
11	Plastic Goods manufacturing units.	800.00	1600.00	2400.00
12	Soap/Candle Manufacturing units.	750.00	1500.00	2250.00
13	Black Smith.	300.00	600.00	900.00
14	Furniture Making (Steel, wood, plastic).	850.00	1700.00	2550.00
15	Bed Making	1100.00	2200.00	3300.00
16	Mattress and quilt making.	500.00	1000.00	1500.00
	<b>d. Entertainment Services.</b>			
1	Cinemas	8000.00		
2	Video Parlors	1500.00		
3	CDs, DVDs, Audio & Video Cassettes Sales and Rental.	1000.00		
4	Gaming Centre	3000.00		
5	Cable TV networks.	1500.00		
6	Archery Counters/Lottery Sales/ Jack Pot	500.00		
7	Fairs and Exhibitions.		1000 per day	