Ministry of Housing and Urban Affairs
Government of India

National Urban Digital Mission (NUDM)

No Objection Certificates

Knowledge Standard

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0 INTRODUCTION

The terminology and vocabulary used for municipal governance differs among Urban Local Bodies (ULBs) across India due to the federal structure of governance, state-specific laws, and varying e-Governance system implementations. Non-standardized interfaces and storage also result in challenges related to data interpretation and interoperability. As a consequence, measuring municipal performance can lead to significant inconsistencies not only from city to city but also from state to state. Therefore, without clear definitions, vocabulary, specifications, and benchmarks for municipal governance, it is challenging to enable 'Data-Driven Governance.'

The municipal governance standards are being designed to include minimum base data elements common across municipal services in ULBs, development authorities or parastatals to ensure interoperability, harmonization, and data-driven governance. ULBs with more complex processes can adopt and expand on these initiatives. The Knowledge Standards will help in-

a.   identifying and categorizing important data elements for a domain

b.   resolving differences in terminology for Urban Governance

c.   to analyse current city domain models, processes, reports & KPIs; thus, retrofitting existing data models with missing data

The No-Objection Certificate (NOC) taxonomy defined in this standard includes common NOC entities, channels, processes, stakeholders, reports and Key Performance Indicators (KPIs) and their definitions.

The definition of entities for No Objection Certificates should kindly be guided by relevant state and local laws. In the absence of such laws, a considerate and inclusive approach may be adopted, keeping in mind local practices and community needs. The taxonomy structure in this document is scalable both vertically and horizontally to accommodate ULB specific complexities as well as change in people, processes, and technology over time.

This Knowledge Standard i.e. NOC Taxonomy will be used in developing technical standards i.e. NOC Data Models and API Specifications as well as for creating metadata specifications. A few sample parameters and specifications are also given in the Annex-A for understanding purposes.

Together, these standards will ensure semantic and syntactic interoperability among all e-Governance systems in India.

The audience for this standard includes, but is not limited to government organisation, industry, academics, architects, customers, users, tool developers, regulators, auditors and standards development organizations. This NOC Taxonomy is developed as an open standard under NUDM by National Institute of Urban Affairs (NIUA). No part(s) of the document may be sublicensed. Any attempted sublicense, whether voluntarily or otherwise, shall be null and void, and will attract penal action.

This document is also interrelated with other Indian standards for e-Governance such as SP7: 2016, IS 18000, IS 18006 (Part 1) and IS 18006 (Part 3/Sec 1):2021.

0.1 Governing Principles in the Design of Knowledge Standard

To ensure this taxonomy fits the needs of interested stakeholders the following principles have been followed in designing it.

Minimalist

The standards are designed to have minimum base elements common across ULBs to ensure interoperability, harmonisation and data-driven governance. These can then be adopted and built upon by some ULBs with higher process complexities.

Evolvable

The standard is designed to evolve over a period of time thereby adapting to changing needs and emerging technologies thus making the system comprehensive progressively.

Modular

The classifications and categorisations in the knowledge standard are designed modularly, yet they function together as a whole. They are independent and self-contained and may be combined and configured with similar units to suit separate contexts. For example, a builder applying for an NOC for construction must get approvals from multiple departments, such as fire safety, environment, and municipal planning. Each NOC is independent and self-contained, but collectively, they ensure compliance with all regulations before construction begins. These NOCs can be combined and customized based on the type of project (residential, commercial, or industrial).

Extendible

The standard is designed such that the elements of Urban Governance are positioned in a hierarchy that accommodates both horizontal and vertical additions. This leaves room for wider adoption and innovation to suit the contexts of any ecosystem. The end goal is to build a knowledge practice that supports Open Standards with the Data Element taxonomy as a base.

Open

The standard is designed to be 'open' to enable wider ecosystem participation and use. The standard is intended to be used by State Governments, Urban Local Bodies (ULBs), industry and technology providers, academia and civil society organisations who are either working in the domain or are providing services to the ULBs in any manner.

Accessible & Inclusive

The standard is designed to be inclusive and accessible for all types of stakeholders. The standard will enable the technology to reach every section of society.

0.2   Sample Use Cases

Samples of NOC Taxonomy use cases are mentioned below for reference-

Direct Application

a.   **Building Construction Permit** - NOCs from various departments and authorities is a prerequisite for granting Building Construction Permit by the Urban Local Bodies. The process and format of these NOCs needs to be streamlined and standardised for smoother delivery of Building Construction Permits.

b.   **Street Vending (NOC)** – It ensures vendors comply with zoning laws, public safety norms, and hygiene regulations while operating in designated vending zones. Digital integration of NOC issuance helps in reducing unauthorized vending, ensuring fair allocation of vending spaces, and streamlining approvals.

c.   **Trade License NOC** – Necessary for setting up new businesses, verifying that the trade complies with local regulations.

Indirect Application

By using these data elements in evidence-based governance and long- term planning, for e.g: Infrastructure Development Projects.

a.   For large-scale projects like metro rail, highways, or industrial zones, a NOC may be required indirectly. The ULB may issue clearance after verifying approvals from multiple agencies, such as environmental bodies or heritage conservation authorities. In such cases, project proponents must first obtain NOCs from these agencies before the ULB processes their final approvals.

Both applications ensure regulatory compliance, minimize conflicts, and promote planned urban development.

Information Consistency

Consistent use of Data elements, processes, KPIs and their definitions from this Knowledge Standards helps in implementing Information consistency across ULBs or any concerned authority. To ensure information consistency, ULBs or any concerned authority may use new or existing platforms for delivering NOC services. They should use Metadata tags from the data elements defined in this knowledge standard.

1 SCOPE

The scope of this standard is to provide an overview of the effective delivery of No Objection Certificates (NOCs). This standard aims to streamline the NOC issuance process by ensuring consistency, efficiency, and transparency across jurisdictions.

By introducing a common taxonomy for NOC management, the standard defines key entities, properties, categories, subcategories, and parameters involved in the

process. It provides a harmonized approach to managing NOC-related data and reducing procedural discrepancies. Additionally, this Knowledge Standard enhances data consistency, simplifies compliance, and facilitates better decision-making for concerned authorities by ensuring a structured and well-documented process for NOC approvals, assessments, and monitoring.

2 REFERENCES

The standards given below contain provisions which, through reference in this text, constitute provisions of this standard. At the time of publication, the editions indicated were valid. All standards are subject to revision, and parties to agreements based on this standard are encouraged to investigate the possibility of applying the most recent editions of these standards.

SP 7:2016 National Building Code of India (Third Revision)

URDPFI Guidelines issued by the Ministry of Housing and Urban Affairs

IS 18006 (Part 1) Municipal Governance - Reference Architecture.

The other parts in this series of standards consist of the following individual parts of IS 18006.

Part 1: Reference Architecture

Part 3: Property Tax

Part 5: Municipal Grievance Redressal

Part 6: Trade License

Part 7: Water and Sewerage

Part 8: Building Plan Approval

3 TERMINOLOGY AND ABBREVIATIONS

3.1 Terminology

For the purpose of this standard, the definitions given in IS 18006 (Part 1) : 2021and IS 18006 (Part 3/Sec 1): 2021 shall apply, in addition to the following:

3.1.1 Aadhaar

Aadhaar is a verifiable 12-digit identification number issued by Unique Identification Authority of India (UIDAI) to the residents of India.

3.1.2 Application Programming Interface (API)

The term Application Programming Interface (API) means any mechanism that allows a system or service to access data or functionality provided by another system or

service. The API is generally used to interact (like query, list, search, and sometimes submit & update) directly with the specific information on a system, to trigger some action on other systems, or to perform some other action on other systems.

3.1.3 Consumer

A Consumer is a person who purchases a product or avails a service for consideration, either for their personal use or to earn their livelihood by means of self-employment. It also includes a beneficiary of such goods/services when such use is made with the approval of such person. The term Consumer may be used interchangeably as per the State/ULB requirement.

3.1.4 Data Elements

A Data Element is a logical definition of data. Any unit of Data defined for processing is a Data Element. The basic principle of data modelling is the combination of an object class and an attribute to form a more specific 'data element concept'. For example, Application ID, name, address, ULB, building details that are associated with a Data Entity (Such as Trade License, Fire NOC etc.) and data entities.

3.1.5 Data Entities

Entities were created to help users to locate their data elements from the entire list. However, this grouping should not be confused with data sets. Data sets are lists of data elements required for a certain program or application to function and should be created by choosing relevant data elements from various entities.

3.1.6 Domain

A sub-category under an Information Technology field is a Domain; specific purpose within a "Domain" is known as "Area". For example, "Document type for Web publishing content" is one Area under the "Presentation" domain.

3.1.7 E-governance

A procedural approach in which the Government and the citizens, businesses, and other stakeholders are able to transact all or part of their activities using Information and Communication Technology tools.

3.1.8 Interoperability

The ability of different information technology systems and software applications to communicate, exchange data, and use the information that has been exchanged.

3.1.9 Metadata

Metadata is data about data. Metadata describes how and when and by whom a particular set of data was collected. Metadata is essential for understanding the information stored.

3.1.10 Depicted Symbols

Domain is depicted as [ ] for e.g. No Objection Certificate

Data Entities are depicted as [ ] for e.g. Building Details

Channels are depicted as [ ] for e.g. Digital and Non-Digital Channels

Stakeholders are depicted as [ ] for e.g. Stakeholder Matrix

Processes are depicted as [ ] for e.g. Application Creation

Reports & KPIs are depicted as [ ] for e.g. Demand Balance Collection Register under NOCs.

3.2 Abbreviations

BIS	Bureau of Indian Standards
CDG	Centre for Digital Governance
COA	Council of Architecture
CSC	Common Service Centre
FAR	Floor Area Ratio
ICT	Information and Communication Technology
ID	Identification Document/Number
IVR	Interactive Voice Response
KPI	Key Performance Indicators
MBBL	Model Building Bye-Laws
MoHUA	Ministry of Housing & Urban Affairs
NBC	National Building Code
NIUA	National Institute of Urban Affairs
NOC	No Objection Certificate
NUDM	National Urban Digital Mission
O&M	Operation & Maintenance
PAN	Permanent Account Number
PID	Property Identification Number

PTIN	Property Tax Identification Number
SLB	Service Level Benchmark
SLG	Service Level Guarantee
SMS	Short Message Service
ULB	Urban Local Body/Bodies
UPIC	Unique Property Identification Code
ULPIN	Unique Land Parcel Identification Number
UPYOG	Urban Platform for deliverY of Online Governance
URDPFI	Urban and Regional Development Plans Formulation and Implementation
UT	Union Territory
W&S	Water & Sewerage

4 NO OBJECTION CERTIFICATE (NOC)

No Objection Certificates (NOCs) are formal legal approvals issued by competent authorities certifying that a proposed activity, project, or establishment complies with applicable rules, regulations, and guidelines. NOCs serve as an essential compliance mechanism, ensuring that all necessary safety, environmental, operational, and administrative standards are met before granting permission to proceed with a specific activity.

NOCs play a critical role in urban planning, governance, and infrastructure development, ensuring compliance with regulatory frameworks and safeguarding public interest. The issuance of NOCs is governed by various authorities depending on the nature of the activity, and their purpose spans areas such as public safety, environmental protection, land use, and service delivery.

NOCs are mandated by legal and administrative requirements outlined in various state and national regulations, including building bye-laws, development control regulations, and sector-specific guidelines. For e.g., fire safety compliance, land-use permissions, and infrastructure development often require NOCs as prerequisites. The Model Building Bye-Laws 2016 and its subsequent amendments, issued by MoHUA also emphasize the importance of obtaining NOCs for critical aspects such as fire safety, environmental compliance, and land-use approvals. These guidelines aim to assist States and Union Territories (UTs) in revising their own regulatory frameworks to enhance urban planning and governance.

The taxonomy developed for NOCs captures critical entities, their properties, categories, parameters, and specifications. It serves as the backbone for organizing and defining NOC processes. This structured approach helps in:

a.   Identifying and regulating NOCs to enable effective enforcement and regulation

b.   Building accountability and ensuring transparency in NOC issuance and compliance.

c.   Building confidence among the citizens, encouraging them to abide by the regulations for their safety

Lack of regulatory authorities or enabling frameworks which cause delay in delivery of services.

4.1 Methodology for Formulating the No Objection Certificate (NOC) Standards

The development of a comprehensive framework for NOC standards requires a structured and systematic approach to ensure alignment with regulatory mandates, operational effectiveness, and citizen-centric outcomes. The following methodology was adopted to guide this process:

4.1.1 Mapping and Categorization of NOCs

The spectrum of NOCs listed in this standard is mapped with 18 functions and sub-functions devolved to the ULBs as defined in the 12th Schedule of the 74th Constitutional Amendment Act (CAA).[1]

The list has been further mapped to the 16 modules[2] currently offered on the Urban Platform for deliverY of Online Governance (UPYOG) under NUDM.

This document includes only those NOCs relevant to the online service delivery framework under NUDM.

4.1.2 Limitations:

4.1.2.1 Scope Constraints

The framework is limited to NOCs mapped to 18 functions/sub-functions under the 74th Constitutional Amendment Act (CAA).

4.1.2.2 Platform Specific-Focus

Alignment with UPYOG's 16 predefined modules restricts applicability to services outside the current National Urban Digital Mission (NUDM) scope.4.2 Identified NOCs

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[1] https://www.education.gov.in/sites/upload_files/mhrd/files/upload_document/74amend.pdf

[2] Property Tax (PT) Assessment and Payment, Online Building Plan Approval System (OBPAS), Public Grievance Redressal (PGR), Trade Licence (TL) Issuance and Payment, No-Objection Certificate (NOC) Issuance, Water and Sewerage (W&S) Connection Management, NMAM-Compliant Municipal Accounting and Finance, Birth and Death (B&D) Certificates, Miscellaneous Collections, Pet registration, Desludging Service, Asset Management, and Community Hall Booking. The technical details pertaining to UPYOG are available on https://upyog-docs.gitbook.io/upyog-v-2.0/upyog-1/implementation-guideline

The final list of NOCs addressed in this standard is mentioned below:

4.2.1 Building Plan Approval (BPA) NOC

In order to construct or modify a building, a building permit must be obtained from the Urban Local Body (ULB) or urban development authority. This is a certificate of permission issued by the concerned authorities to ensure that the construction activity adheres to building rules, regulations, byelaws, and standards. The building plan approval system ensures that the minimum standards for building height, size, ventilation, and other factors are enforced, as per the National Building Bye Laws/National Building Codes or Building Bye laws defined by the State Authorities. Land use and construction of buildings are state subjects and have been included as a municipal function in the XIIth Schedule of the Constitution of India under Article 243 (W).[3] For Urban Local Governments to issue the Building Construction Permit, NOCs from different authorities is a pre-requisite. Eg, Fire NOC, NOC from Town Planning Department, NOC from AAI, NOC from State CZMA, etc.

4.2.2 Fire Safety NOC

Fire NOC is a document issued by the respective ULBs which certifies that a building is resistant and is unlikely to observe any fire-related accidents. By meeting certain guidelines laid down by the fire department, an applicant can obtain NOC for any building.

The State Urban Department or the State Housing Department or the State Fire Department or the Municipal Fire Office is the concerned authority for issuing the same. The Fire NOC Knowledge Standard No. NOC_2022KS01, June 2022, NIUA may be referred for further information.[4]

4.2.3 Fire NOC for Building Occupancy

A Fire No Objection Certificate (NOC) is an official approval issued by the Fire Department, certifying that a building complies with fire safety regulations and is suitable for occupancy. It ensures that the structure adheres to prescribed fire zones, occupancy classifications, and construction standards based on fire resistance. The Fire NOC verifies that the building incorporates essential fire prevention, life safety, and fire protection measures to minimize risks associated with fire, smoke, fumes, and panic. This certification is mandatory before granting occupancy permission, ensuring that the building can be safely evacuated in case of emergencies.[5]

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[3] The OBPAS standard, NIUA may be referred for further information: http://15.207.2.81/nudmnew/wp-content/uploads/2024/04/OBPAS_NIUA_2024-1.pdf

[4] Fire NOC Knowledge Standard: https://niua.in/intranet/sites/default/files/2451.pdf

[5] Part 4: Fire and Life Safety- https://www.bis.gov.in/wp-content/uploads/2022/08/Booklet-Guide-for-Using-NBC-2016.pdf

4.2.4 Land Conversion and Zoning NOC

This NOC is required for changing the legal status of land from one category to another (e.g., from agricultural to non-agricultural). It involves obtaining permission for a change in land use, which is crucial for taxation and compliance purposes. Additionally, this NOC verifies that the further proposed construction/ project aligns with zoning regulations, approved land use policies, Regional Development Plans, and Master Plans, ensuring adherence to urban development strategies, regional planning guidelines, and sustainable land use practices, as per the Town and Country Planning Act / State Town and Country Planning Acts, URDPFI Guidelines, 2015; State Master Plans, issued by Local Urban Planning Authority / Development Control Department / Urban Development Authority / Local Planning Authority.[6]

4.2.5 Land Use and Zoning NOC

This ensures the proposed development aligns with the approved land use and zoning regulations specified in the City's Master Plan. This clearance verifies that the land use for the project is appropriate for the designated zones, i.e., residential, commercial, industrial, agricultural, recreational, public, and semi-public areas; as notified via State's Town Planning and Urban Development Act. It helps prevent incompatible land uses, ensuring that developments adhere to the overall planning strategy and land use policies of the area, thus promoting organized urban growth.[7]

4.2.6 Occupancy Certificate (OC)

Validates a building's readiness for habitation, verifying compliance with building codes and regulations, as per Local Municipal Acts, issued by ULBs /Development Authority /Town and Country Planning Department /Urban Development & Housing Department.[8]

4.2.7 Sewerage and Water Supply NOC

Regulates industrial wastewater disposal, ensuring compliance with sewage and drainage standards to prevent environmental pollution, as per Water (Prevention and Control of Pollution) Act, 1974, issued by Public Health Engineering Department /

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[6] For instance, in West Bengal, an application for land conversion must be made after mutation of the land, and specific documents like a registered deed of transfer and mutation certificate are required- https://egiyebangla.gov.in/acts/act_land_conversion_of_land.pdf

[7] Guwahati Metropolitan Development Authority: This authority designates areas for specific land uses (residential, commercial, industrial) to ensure organized urban development - https://gmda.assam.gov.in/portlet-innerpage/land-use-zoning

[8] Punjab Building Rules 2021: these rules highlight the importance of completion certificates in the building process - https://puda.punjab.gov.in/sites/default/files/Building%20Rules%202021.pdf

State Water Supply and Sewerage Boards / Municipal Corporations / ULBs / Pollution Control Boards.[9]

4.2.8 Street Vending Operational NOC

Legally permits street vendors to operate, verifying compliance with regulatory requirements, operational standards, State Urban Development and Street Vending Policies, ensuring adherence to health, safety, and environmental norms, and confirming the vendor's eligibility to conduct business in designated vending zones, issued by State Urban Development Department / Local Municipal Authority.[10]

4.2.9 Structural Stability NOC

Certifies structural safety of buildings, ensuring compliance with required safety standards to prevent structural safety of buildings, ensuring compliance with required safety standards to prevent structural failures, as per Building Bye-laws, issued by Town and Country Planning Department/ Development Authorities/ Urban Development Department, as per jurisdiction.[11]

4.2.10 Trade License NOC

A Trade License NOC is a mandatory document issued by local municipal authorities or urban development departments to permit and regulate various business activities. It ensures compliance with regulations, health, and safety standards, as outlined in the Local Municipal Authorities Trade Regulations. This NOC is crucial for maintaining public health and safety while allowing businesses to operate legally within designated areas.[12]

4.2.11 Water and Sewerage Disconnection NOC

Ensures safe disconnection of water and sewerage services during demolition, complying with public health and safety standards to prevent leaks or contamination,

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[9] Brihanmumbai Municipal Corporation (BMC): Illustrates the role of municipal corporations in regulating water supply and sewage systems. https://www.mmrda.maharashtra.gov.in/sites/default/files/2023-10/UDCPR_compressed_2.pdf

[10] Street Vendors (Protection of Livelihood and Regulation of Street Vending) Act, 2014: This Act provides a framework for regulating street vending in India, including the establishment of Town Vending Committees (TVCs) that oversee the issuance of NOCs for street vendors. https://mohua.gov.in/upload/uploadfiles/files/StreetVendorAct2014_English(1).pdf

[11] National Building Code of India 2016: Provides guidelines for structural safety and stability. https://www.bis.gov.in/standards/technical-department/national-building-code/

[12] The Trade License knowledge standard, NIUA may be referred for further information: TL_2022KS01 -https://niua.in/intranet/sites/default/files/2452.pdf

issued by the Public Health Engineering Department/ Directorate of Urban Local Bodies/Urban Development Housing Department.[13]

5 TAXONOMY for NO OBJECTION CERTIFICATEs (NOC)

While formulating knowledge standards for NOCs, it is essential to consider the interdependencies among various entities associated with NOC issuance and management. Processes such as application assessment, site inspection, approval, and fee payment are the foundational elements for all NOCs within ULBs or the concerned authority. The taxonomy for NOCs is accompanied by entities like NOCs channels, stakeholders, associated processes reports and KPIs. ***See Fig.1.***

Each NOC typically involves the following key elements:

a.   **Compliance Verification**: Certifies adherence to prescribed norms, such as zoning laws, building codes, environmental standards, and safety requirements.

b.   **Application Lifecycle:** Covers the submission, assessment, and approval of applications, supported by necessary documentation and site inspections.

c.   **Fee Mechanism:** Includes a fee-based structure for issuing and renewing NOCs.

d.   **Regulatory Enforcement:** Facilitates effective monitoring and enforcement of compliance   post-issuance.

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[13] Brihanmumbai Municipal Corporation (BMC): Illustrates the role of municipal corporations in regulating water supply and sewage systems. https://www.mmrda.maharashtra.gov.in/sites/default/files/2023-10/UDCPR_compressed_2.pdf
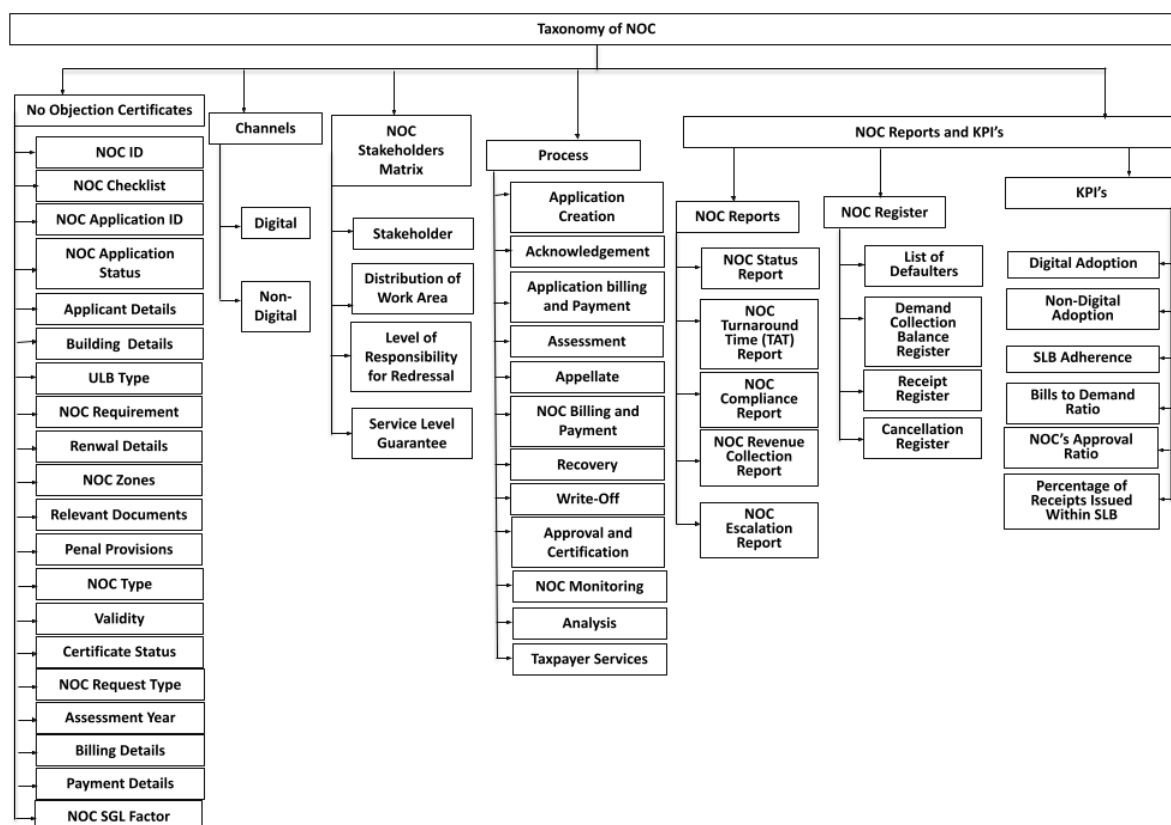
Fig. 1: TAXONOMY OF NOC

5.1 No Objections Certificates

5.1.1 NOC ID

The **NOC ID** is a unique identifier assigned to each NOC document by the ULB or the concerned authority for efficient record management and tracking. Since most ULBs and States/ UTs are increasingly utilizing digital systems for provision of services, this identifier is generated following the successful completion of the NOC application process including payment of NOC fees and approval by competent authority.

The NOC ID serves as a reference for future verification, renewals, or updates, ensuring streamlined governance and transparency.

5.1.2 NOC Checklist

An **NOC checklist** is a structured list of requirements, documents, or tasks used for **verification and compliance** before issuing a No Objection Certificate (NOC). It ensures that all necessary approvals and procedural requirements are met. NOC checklists vary based on the type of NOC and may include:

a.   **Pre-Approval Checklist** – Verifying required documents before processing.
b.   **Inspection Checklist** – Ensuring compliance with regulatory standards.
c.   **Regulatory Compliance Checklist** – Confirming adherence to legal and administrative guidelines.

d.   **Applicant's Checklist** – Helping applicants ensure complete submissions.

5.1.3 NOC Application ID

An NOC Application ID is a unique application identifier that is generated during the application process till the successful sanctioning of the NOC / cancellation. This application ID can be used to check the status of the filled application, get duplicate bills, receipts etc.

5.1.4 NOC Application Status

This is the current status of the NOC application. **See Fig.2**
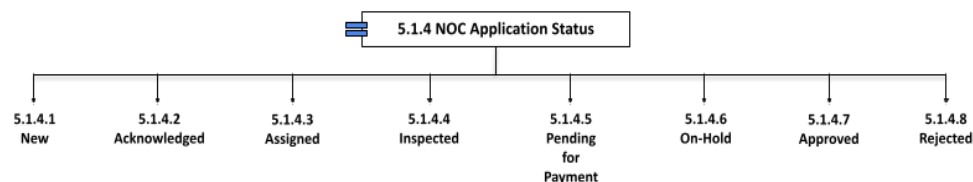
FIG 2 TAXONOMY FOR APPLICATION STATUS

5.1.4.1 New

New application status means that a NOC application has been filed.

5.1.4.2 Acknowledged

Acknowledged application status means that the NOC application has been acknowledged by the ULB or the concerned authority/department.

5.1.4.3 Assigned

Assigned application status means that the NOC application is assigned to the inspection team and the inspection is in process.

5.1.4.4 Inspected

Inspected application status means that the NOC inspection is completed.

5.1.4.5 Pending for Payment

Pending for payment application status means that the NOC application is pending for payment after successful inspection.

5.1.4.6 On-hold

On-hold application status means that the NOC application is put on hold for a reason.

5.1.4.7 Approved

Approved application status means that the NOC application is approved. A NOC ID is generated in this case. (ref. section: 5.1.1 NOC ID)

5.1.4.8 Rejected

Rejected application status means that the NOC application is rejected after inspection

5.1.5 Applicant Details

Applicant details mean the details of the individual or group of individuals who hold the NOCs for the building such as name of all partners, mobile numbers, addresses, age, proofs of identity, email IDs, photographs and partnerships. In case of integrated digital systems and in adherence to concepts of Ease of Living and Ease of Doing Business, it is recommended that automated authentication as well as fetching of data be incorporated with other government documents and services such as Aadhaar, PAN, etc.

5.1.6 Building Details

Building is any structure for whatsoever purpose and of whatsoever materials constructed and every part thereof whether used as human habitation or not and includes foundation, plinth, walls, floors, roofs, chimneys, plumbing and building services, fixed platforms, *verandah,* balcony, projection.[14]

Building details in a NOC includes physical attributes of the building such as area, built-up space, number of floors, etc. which are used during the assessment process. In an integrated IT solution, a NOC should be linked with property ID (PID) (ref. section 5.1.6.1) to fetch relevant property details from the municipal property system and online building approval system respectively. ***See Fig.3.***
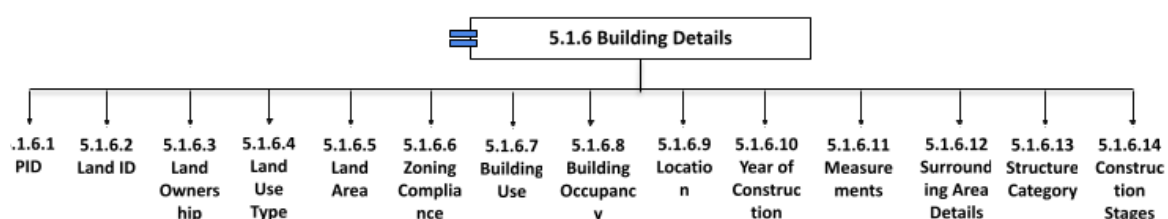
FIG. 3 TAXONOMY FOR BUILDING DETAILS

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[14] National Building Code Sectional Committee, CED 46. (2016). National Building Code of India, Part 4 Fire & Life Safety. Bureau of Indian Standards.

5.1.6.1 PID

A property ID (PID) or Property Tax Identification Number (PTIN) or Unique Property Identification Code (UPIC) is the unique identification number allotted to a property by the ULB for the purpose of property tax records. Typically, the PID/ PTIN is generated after the first-time enumeration of the property and its verification by the ULB officials. In an integrated IT solution, it is essential to link other relevant IDs, such as W&S consumer IDs, land IDs, and electricity consumer IDs, to the PID to ensure efficient services delivery, accurate revenue tracking and curb the revenue leakages.

5.1.6.2 Land ID

A Land ID or Land Identification Number (Land ID) is a unique identifier assigned to a specific parcel of land by local or national authorities for administrative, legal, and taxation purposes. The land revenue department in India, through the Digital India Land Records Modernization Programme (DILRMP), assigns a Unique Land Parcel Identification Number (ULPIN), a 14-digit alphanumeric code, to each land parcel based on its geo-coordinates

Similar to a Property Identification Number (PID), the Land ID is generated during the cadastral or land registration process and is used to maintain accurate land records.

5.1.6.3 Land Ownership

Details about the landowner and ownership documents.

a.   Landowner Information: This includes the name, address, and contact details of the person or entity owning the land.

b.   Ownership Documents: These are legal documents that prove ownership, such as Sale Deed, Gift Deed, Will, Mutation Certificate, Title Deed etc.

5.1.6.4 Land Use Type

a.   Residential: Land used for housing, apartments, or other residential purposes.

b.   Commercial: Land used for businesses, offices, shops, or other commercial activities.

c.   Industrial: Land used for manufacturing, processing, or other industrial activities.

d.   Agricultural: Land used for farming, cultivation, or other agricultural purposes.

Other Types: May include recreational, educational, or institutional uses.

5.1.6.5 Land Area

a.   Measurement Units: Land area is typically measured in square meters (m²) or acres.[15]

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[15] One acre = 4,047 square meters.

b.   Importance: Accurate measurement is crucial for legal and administrative purposes, such as taxation and zoning compliance.

5.1.6.6 Zoning Compliance

Confirmation that the land use complies with local zoning regulations.

a.   Zoning Regulations: Local laws that dictate how land can be used within a particular   area. These regulations ensure that land uses are compatible and safe.

b.   Compliance: Confirmation that the current or proposed use of the land aligns with these   regulations. This is crucial for obtaining necessary permits and approvals.

5.1.6.7 Building Use

The intended use of a building plays a crucial role in determining regulatory approvals and compliance requirements. Various No Objection Certificates (NOCs) are mandated based on the building's function, ensuring adherence to safety, zoning, and operational norms. For instance, a Building Plan Approval (BPA) NOC is essential for initiating construction, while a Fire Safety NOC and Fire NOC for Building Occupancy are required to ensure compliance with fire protection measures. Additionally, Land Conversion and Zoning NOCs and Land Use and Zoning NOCs regulate the permissible activities within a designated area. Once construction is complete, an Occupancy Certificate (OC) is necessary to confirm the building's suitability for use. Essential services like sewerage and water supply require a Sewerage and Water Supply NOC, while commercial activities demand a Trade License NOC and a Street Vending Operational NOC. Structural integrity is verified through a Structural Stability NOC, and in cases of change or disconnection, a Water and Sewerage Disconnection NOC is required.

The details about the various building uses can be referred in National Building Code Sectional Committee, CED 46, 2016.[16]

5.1.6.8 Building Occupancy

The principal occupancy for which a building or a part of a building is used or intended to be used; for the purposes of classification of a building according to occupancy, occupancy shall be deemed to include the subsidiary occupancies which are contingent upon it.[17]

Multiple types of NOCs may be required for the same building based on its usage, such as NOCs from the Food Department, Trade License, Fire Department, and other relevant authorities.

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[16] National Building Code Sectional Committee, CED 46. (2016). National Building Code of India, Part 4 Fire & Life Safety. Bureau of Indian Standards.

[17] National Building Code Sectional Committee, CED 46. (2016). National Building Code of India, Part 4 Fire & Life Safety. Bureau of Indian Standards.

5.1.6.9 Location

Location (address of the building) provides the particulars of the place where the building is situated such as ward, zone, tehsil in which the building is located, nearby fire station etc. It also indicates the Latitude and Longitude with the GIS positioning of a property with respect to the urban base map.

The location / geo-coordinates of the property / land should be part of the IT solution.

5.1.6.10 Year of Construction

This means the year in which the construction of the property mentioned in the application.

5.1.6.11 Measurements

Measurements of a property are values discovered by measuring the corresponding size, shape and/or area of property. For a building whose NOC is needed, applicants need to provide information and evidence related to plot area, covered area, parking area, number of sanctioned towers, height of the building or any other measurements related to the building that are required for provisioning of fire & life safety.

5.1.6.12 Surrounding Area Details

This details the surrounding area of the building such as open spaces, vertical openings, fire stop etc.

5.1.6.13 Structure Category

The construction of a building relies on factors such as material selection and structural design, which play a critical role in ensuring its resilience against complete burnouts and in preventing the rapid spread of fire, smoke, or fumes. Obtaining a Structural safety NOC is essential to certify that the building meets safety standards, minimizing risks to life and property.

5.1.6.14 Construction Stages

The current stage of construction of a building during which the NOC is applied such as pre-construction, during construction or post construction.

5.1.7 ULB Type

Type of ULB Urban Local Body as per the definition of MoHUA such as Nagar Panchayat, Municipal Council or Municipal Corporation.[18]

5.1.8 NOC Requirements

NOC as mandated by States/UTs regulations, ULB bye-laws, or other relevant authorities, are required to ensure compliance with applicable safety, environmental, operational, and regulatory standards. These certificates serve as formal approvals

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[18] Urban and Regional Development Plans Formulation and Implementation (URDPFI) Guidelines. Ministry of Housing and Urban Affairs

for various aspects such as infrastructure development, business operations, land use, and public safety. All projects and establishments must adhere to the prescribed bye-laws and guidelines to obtain the necessary NOCs before proceeding.

5.1.9 Renewal Details

These are details associated with the previous NOC. The renewal of the NOC has to be done within a specific time frame as per the ULB or as issued by the concerned authority. Renewal details may include:

1. Old NOC ID
2. Property tax receipt/ Land Parcel NUMBER
3. Old Application ID
4. Professional on record details

5.1.10 NOC Zones

For the purpose of issuing NOCs, cities or areas under the jurisdiction of an authority or department may be divided into distinct **NOC Zones** based on regulatory requirements such as fire and life safety, environmental clearance, industrial safety, or other mandated approvals. These zones are classified according to factors like building occupancy, structural hazards, land use, and developmental planning.

The number and classification of NOC Zones depend on various factors, including the city's existing layout, type of building construction, occupancy classification, and projected urban expansion. For instance, larger metropolitan areas may require multiple zones (e.g., high-risk, commercial, and residential), while smaller towns might function efficiently with one or two zones. These demarcations help streamline the NOC approval process, ensuring that buildings and developments meet the safety, environmental, and operational standards specific to their zone.

In an integrated IT solution, these zones should be geo-referenced to the city plan with details shared with the requisite departments delivering various NOCs for streamlined services delivery. This shall also facilitate NOC criteria being part of the backend Master Data Management System (MDMS) thus ensuring -

1. Accurate and automatic application of NOC rules and regulation
2. Auto-redirection of NOCs to various departments

faster and streamlined digital delivery of NOCs

5.1.11 Relevant Documents

When applying for a NOC, the applicant must provide valid and verifiable relevant documents to establish ownership, identity, and compliance with applicable regulations. These documents ensure that the property and its owner meet the necessary legal and procedural requirements. The relevant documents required may include (as per NOC type & state or concerned authorities' regulations):

1. Proof of Address of the Building
2. Identity Proof of the Applicant

3. Aadhaar Card
4. Layout Plans of the Building
5. License Details
6. Additional Documents as applicable:

a. Ownership Proof (Sale deed, Gift deed, Inheritance papers).
b. Occupancy Certificate (OC) for completed buildings.
c. Environmental & Fire Safety Clearances (if applicable).

In an integrated IT solution, some of these details can be auto-fetched from various govt. of India registries such as Digilocker.

For certain advanced systems, upon digital verification of documents, provisional 30 day NOCs such as Trade Licences are instantly provided to the applicant.

5.1.12 Penal Provisions

These are the penalties for violation or non-compliance of terms, provisions, rules, and regulations that are required to be followed by the registered entity. Some of the penalties for contravention of the provisions of the NOC are stated below:

a. If an entity violates the conditions of certificate or cause nuisance in the neighbourhood or surrounding, then the certificate might be cancelled or revoked;
b. The entity committing a breach of the terms of the certificate or applicable laws shall make it liable to pay prescribed penalty applicable at the discretion of the authority.
c. An appropriate legal action can also be taken against the defaulting entity.

5.1.13 NOC Type

NOC Type means type of NOC based on the period of validity such as permanent NOC, usually valid for the financial year, and provisional NOC usually valid for a shorter period of time. ***See Fig.4.***
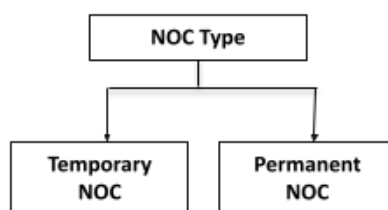

FIG. 4 TAXONOMY FOR NOC TYPE

5.1.13.1 Temporary NOC

A temporary NOC or provisional NOC is the NOC applied for the validity of a short period i.e., less than a financial year. For Ex. Fire NOC Issued for short-term events, exhibitions, fairs, or temporary structures.

5.1.13.2 Permanent NOC

A Permanent NOC is the NOC applied for the validity of the financial year that can be renewed as per the NOC guidelines. For Ex. Building Plan Approval or the occupancy certificates are legal clearances issued by the relevant municipal or urban development authorities, ensuring that a proposed construction project adheres to zoning laws, building regulations, environmental norms, and safety standards.

5.1.14 Validity

Validity is the time period through which a NOC is valid.

5.1.15 Certificate Status

This is the current status of validity of NOC. *See Fig.5.*
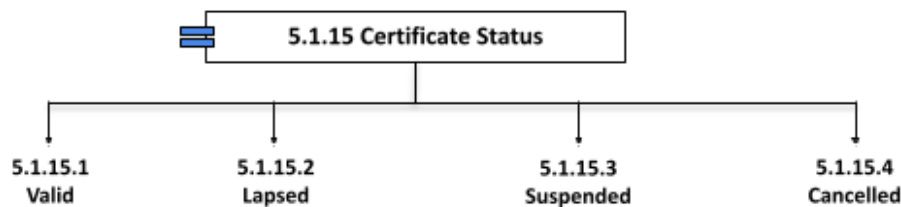
FIG. 5 TAXONOMY FOR CERTIFICATE STATUS

5.1.15.1 Valid

This is the status of NOC when it's within validity.

5.1.15.2 Lapsed

This is the status of NOC when it's beyond validity.

5.1.15.3 Suspended

This is the status of NOC when it is beyond validity if a certificate issued is suspended for a reason by the ULB or any concerned Authority.

5.1.15.4 Cancelled

This is the status of NOC when it's beyond validity if a certificate issued is cancelled for a reason by the ULB or any concerned Authority.

5.1.16 NOC Request Type

Request type is the classification of application based on the nature of application. See Fig.6.
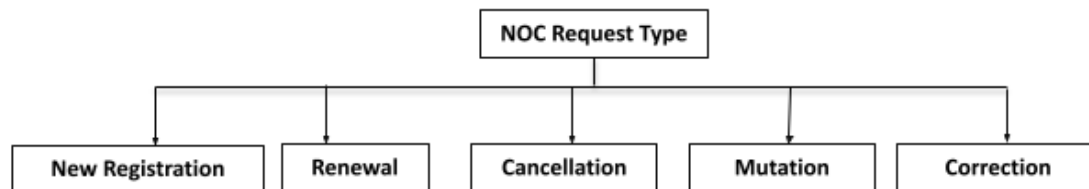
FIG 6 TAXONOMY FOR NOC REQUEST TYPE

5.1.16.1 New Registration

New registration means an application for registration for fresh NOC is to be submitted with requisite documents and registration & processing fee along with applicable NOC fee.

5.1.16.2 Renewal

Renewal means the application to renew the NOC for any kind of NOC category. The renewal of the NOC has to be done within a specific time frame as per the municipal authority. In this case the original NOC ID shall be referred and used.

5.1.16.3 Cancellation

Cancellation means an application type to cancel an existing NOC. The ULB or any competent authority's officer, after receiving the application with required information, if not satisfied about its correctness will remove such establishments/buildings from the register of building approvals and cancel the NOC.

5.1.16.4 Mutation

Mutation means an application type for transfer of title to existing NOC.

5.1.16.5 Correction

Correction means an application type for correction of building-related information of an existing NOC.

5.1.17 Assessment Year

Assessment year is the financial year for which assessment was done for an obtained NOC.

5.1.18 Billing Details

These are the details of bills generated during the process of application for a new NOC or while renewing an old NOC. **See Fig.7.**
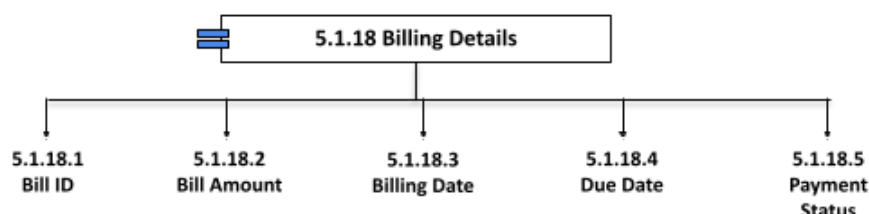
FIG. 7- TAXONOMY FOR BILLING DETAILS

5.1.18.1 Bill ID

Bill ID is a unique identifier that identifies an applicant's bill for accounting purposes.

5.1.18.2 Bill Amount

An amount of money paid by the applicant during the application of the service. The application processing fees are included in the overall fee calculation.

5.1.18.3 Billing Date

Billing date is the date on which a bill is generated during the application process.

5.1.18.4 Due Date

Due date is the date on which the bill for a particular application (application fees or the bill for a particular NOC is due for the current assessment duration) is due for the new application. Upon non-payment of bill by the given due date, a surcharge may be levied on the initial demand by the imposition of a penalty.

5.1.18.5 Payment Status

Payment status is the status of payment against a raised bill.

5.1.19 Payment Details

These are the details of payment made during the process of application for a new NOC or while renewing an old NOC. **See Fig.8**
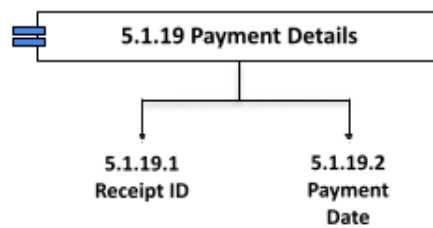
FⁱG 8. TAXONOMY FOR PAYMENT DETAILS

5.1.19.1 Receipt ID

Receipt ID is a unique identifier which is generated once payment is completed and payment details are captured on the accounting system.

5.1.19.2 Payment Date

The date on which the NOC fees (application for NOC) is paid by the applicant.

5.1.20 NOC SLG Factors

These are important time factors associated with a NOC application that determine the timeliness aspect of NOC approval with respect to Service Level Guarantee (SLG) (Ref. 5.1.20.1 Service level Guarantee) set by the ULB or any other concerned Authority. *See Fig.9.*
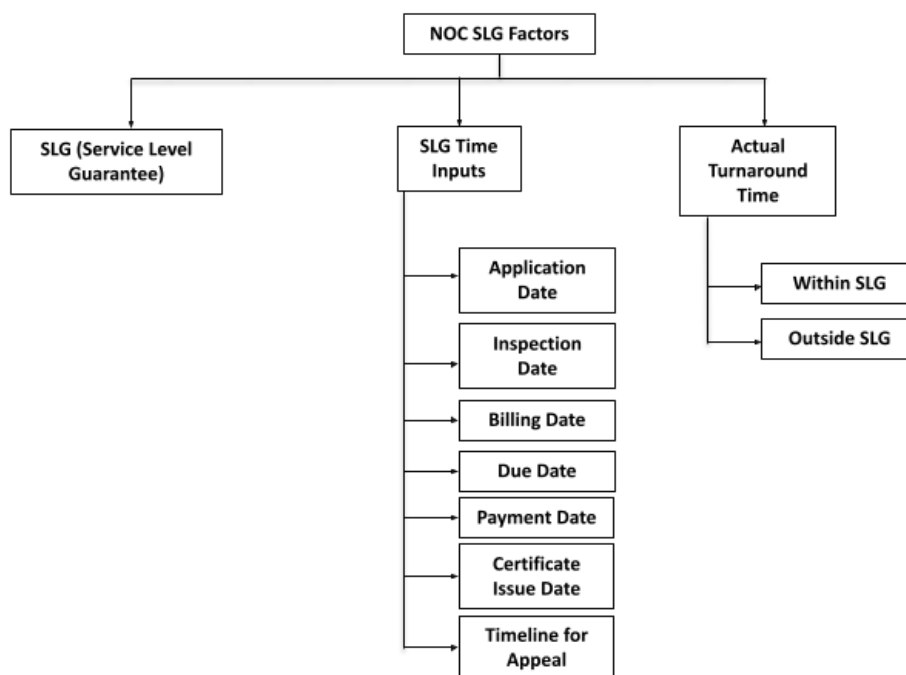
FIG 9. TAXONOMY FOR NOC SLG FACTORS

5.1.20.1 Service level Guarantee (SLG)

The maximum time that service departments expect to take to complete a NOC process. Also called expected compliance time set by the ULB or any concerned authority in citizen charter or any public disclosed document for a service in which it should be issued or managed. Public sharing of a comparative picture of various SLG in the municipal corporation may introduce competition to improve performance.

5.1.20.2 SLG Time Inputs

These are important dates that help capture service level compliances.

5.1.20.2.1 Application Date

Application is the date on which the application was first observed by the citizen.

5.1.20.2.2 Inspection Date

It is the date on which an inspection has been conducted by the ULB inspector.

5.1.20.2.3 Billing Date

Refer section 5.1.18.3

5.1.20.2.4 Due Date

Refer section 5.1.18.4

5.1.20.2.5 Payment Date

Refer section 5.1.19.2

5.1.20.2.6 Certificate Issue Date

Certificate issue date is the date on which NOC ID was issued to the applicant by the ULB or any concerned authority. This is the date that shall be referred for NOC validity.

5.1.20.2.7 Timeline for Appeal

This is the timeline mentioned in an assessment notice by when an aggrieved person can appeal to the appellate authority.

5.1.21.3 Actual Turnaround Time

Actual Turnaround Time is the actual time taken by the ULB or any concerned authority in which a NOC is issued, cancelled, restored, renewed, or suspended.

### 5.1.21.3.1 Within SLG (Service level Guarantee)

When a NOC is issued in the given SLG (Service Level Guarantee) without exceeding the time period defined.

5.1.22.3.2 Outside SLG (Service level Guarantee)

When a NOC is issued beyond the SLG (Service Level Guarantee) exceeding the time period defined.

5.2 Channels

Channel / Mode / Method through which NOC application is being registered by the stakeholder or information and response is shared by the ULBs. *See Fig.10.*
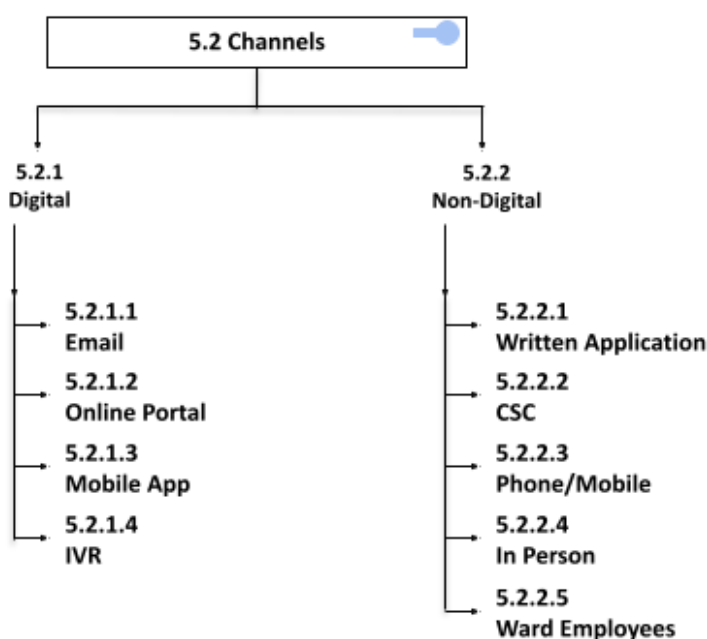
FIG 10. TAXONOMY FOR NOC CHANNELS

5.2.1 Digital

Digital means an electronic way to collect, store, process and transmit data in the desired form. In the context of NOCs, this refers to processes and corresponding data used by the authority and the individual for NOCs which are requested or generated in digital form for the purpose of recording, allocation, assessment, follow up, and appeal.

5.2.1.1 Email

Electronic media for transfer of messages and information through the internet.

5.2.1.2 Online Portal

Web portals or web applications refers to the websites developed for NOCs management. This broadly includes an assessment calculator, NOCs data, owner's information and facility to pay the NOCs fees through payment gateways linked to the

portals. These portals also include the websites developed by the National, State or ULB for e-governance service delivery.

In case of an integrated system at city / State level, this system will include information of all NOCs required for approval of one application (such as Building Plan Approval may require Fire NOC and Structural Stability NOC). The system will also auto direct the application to the requisite departments during the application process to ensure minimal hassle for the applicant.

5.2.1.3 Mobile App

A mobile application, also referred to as a mobile app or simply an app, is a computer program or software application designed to run on a mobile device such as a phone, tablet, or watch.

5.2.1.4 IVR

Interactive Voice Response (IVR) is a technology that allows humans to interact with a computer-operated phone system through the use of voice and DTMF tones input via a keypad. The call centre operator will listen to the IVR recorded NOCs and register the same in the system. The call centre operator may contact the citizen in case information provided is insufficient or any clarification required.

5.2.2 Non-Digital

These are other means (non-digital) by which a request for NOCs are captured.

5.2.2.1 Written Application

A written application refers to a channel for NOCs which includes an application in a prescribed Form/Format, addressed to Municipal Commissioner or any competent authority, requesting for new or renewal of NOC.

5.2.2.2 CSC

Common Service centers are the access points for delivery of various services using Information and Communication Technology (ICT). CSCs were introduced under the National E-government Project by the Government of India.

5.2.2.3 Phone/ Mobile

Mobile telephone, also called mobile, is a portable device for connecting to a telecommunications network in order to transmit and receive voice, video, or other data.

5.2.2.4 In Person

A person/s can walk in to the municipal office/ ward office to submit their NOC application.

5.2.2.5 Ward Employees

Ward employees are the employees of municipal council or municipal authority, concerned with administrative wards of the city. In terms of NOCs an application can be submitted through the respective ward employees where the NOC is established.

5.3 NOC Stakeholder Matrix

Stakeholder matrix captures the stakeholders including the distribution of work area, level of responsibility and Service Level Guarantee of various stakeholders within the ULB and/ or contracted organizations based on ward / locality/jurisdiction, service /issue category.

See Fig.11.
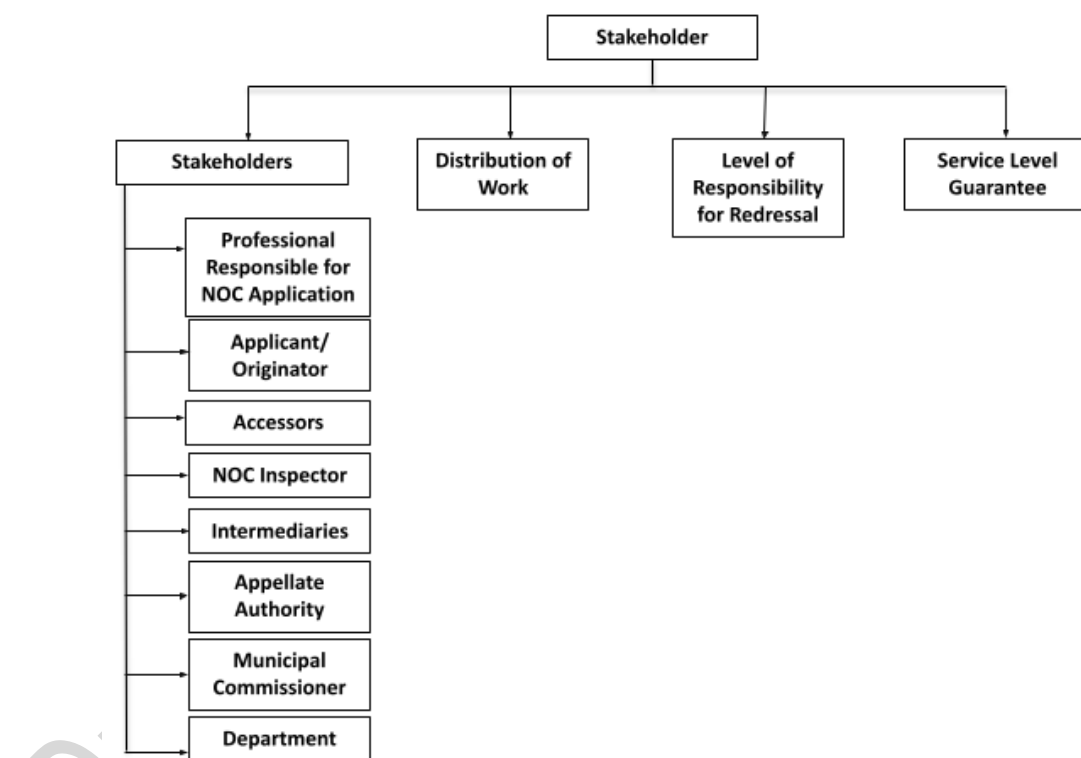
FIG 11. TAXONOMY FOR NOC STAKEHOLDERS

5.3.1 Stakeholder

NOC stakeholders are the stakeholders involved in the NOC processes and delivery of NOCs such as the citizen, assessor, inspectors, appellate authority and Municipal Commissioner.

Participation by all relevant stakeholders ensures sharing a common understanding and involvement in the decision-making process as well as accountability in urban

governance. Participation by all stakeholders leads to empowerment, and to joint ownership and harmonized access to information connecting multiple urban departments to serve citizens better.

5.3.1.1 Professional Responsible for NOC Application

The Professional Responsible for NOC refers to the qualified professional/ stakeholder responsible for drafting (if applicable), assessing and/ or approving the application (such as an architect, fire safety expert, contractor, structural designer) before submitting it to the ULB.

5.3.1.2 Applicant / Originator

Applicant means the originator of the NOCs application who requests the service.

5.3.1.3 Assessors

An assessor is a ULB official who determines the value of a NOC fee for revenue purposes. The value an assessor derives is used to calculate future NOCs rate.

5.3.1.4 NOC Inspector

A NOC Inspector is a person who has been appointed by a government department or agency to perform NOC compliance and enforcement duties.

5.3.1.5 Intermediaries

Intermediary is the individual, group of persons (Volunteers) or organizations (NGOs, Trusts etc.) who initiated the NOC request or application on the behalf of the originator who lacks the capacity to use any channels which are provided by the ULB. These intermediaries should be registered with the ULBs in order to provide their services to the originator (who is either from marginalized section, illiterate or differently abled) and should not charge extra money from the originator.

The application submitted by the intermediaries for the originator who is capable of filling their own request will not be considered by the ULBs.

5.3.1.6 Appellate Authority

Appellate Authority is the authority or representative of the authority assigned to review the procedures and decisions or assessment of NOC fee to make sure that the proceedings were fair and that the proper law/regulation are applied appropriately.

5.3.1.7 Municipal Commissioner

Commissioner of the ULB or municipal body means an officer appointed by the Government, and includes an Additional Director, a Joint Director, Deputy Director, or any other officer of the Government authorized by it to perform the functions of the Commissioner and Director of Municipal Administration.

5.3.1.8 Department

Department/Competent Authority means any department or authority of a local/ municipal body or government agency responsible for issuing No Objection Certificates (NOCs) as per relevant statutes, rules, regulations, and bye-laws.

5.3.2 Distribution of Work Area

This refers to the ward and/or sectors within ULB or any competent department for which each of the stakeholders are responsible.

5.3.3 Level of Responsibility for Redressal

In order to ensure that applications are resolved within the prescribed time norm, escalation levels of responsibility for redressal are mapped.

5.3.4 Service Level Guarantee

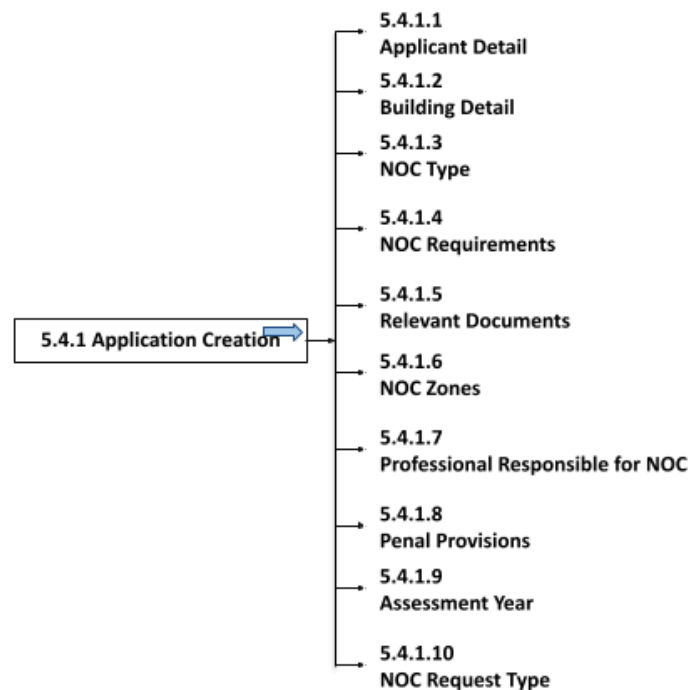Refer section 5.1.20.1

5.4 Processes

A process by which an application is created for NOC at the municipal authority/competent authority such as new NOC, renewal of NOC, or transfer of NOC. *SeeFig.12.*
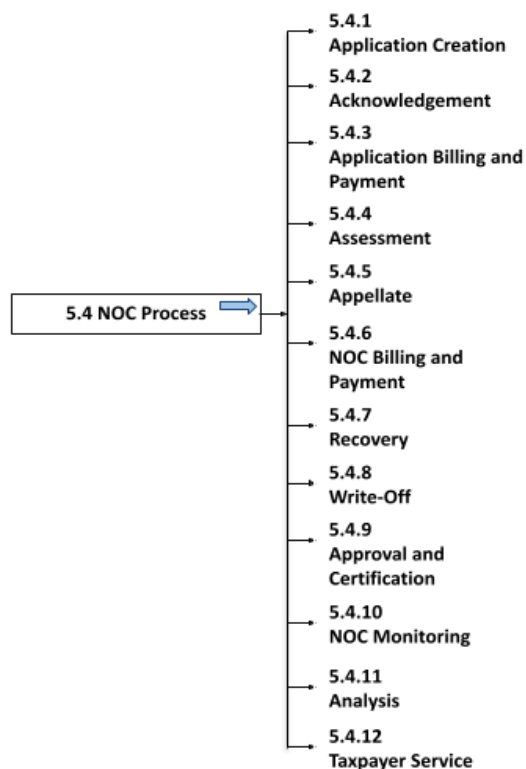
FIG 12. TAXONOMY FOR NOC PROCESSES

5.4.1 Application Creation

A process by which an application is created for NOC at the municipal authority or any other competent authority such as new NOC, renewal of NOC, or transfer of NOC. *See Fig.13.*

FIG 13. TAXONOMY FOR NOC PROCESSES

5.4.1.1 Applicant Details
Refer section 5.1.5

5.4.1.2 Building Details
Refer section 5.1.6

5.4.1.3 NOC Type
Refer section 5.1.13

5.4.1.4 NOC Requirements
Refer section 5.1.8

5.4.1.5 Relevant Documents
Refer section 5.1.11

5.4.1.6 NOC Zone

Refer section 5.1.10

5.4.1.7 Professional Responsible for NOC

Refer section 5.3.1.1

5.4.1.8 Penal Provisions

Refer section 5.1.12

5.4.1.9 Assessment Year

Refer section 5.1.17

5.4.1.10 NOC Request Type

Refer section 5.1.16

5.4.2 Acknowledgement

The process to acknowledge the new registration/renewal by the ULBs. An acknowledgement slip or receipt is generated post acknowledgement of the application. An application ID is generated in this case. Acknowledgement may be automatic or manual (if the NOC request is received through a non-digital channel). Application status post acknowledgment is changed to acknowledged. *See Fig.14*
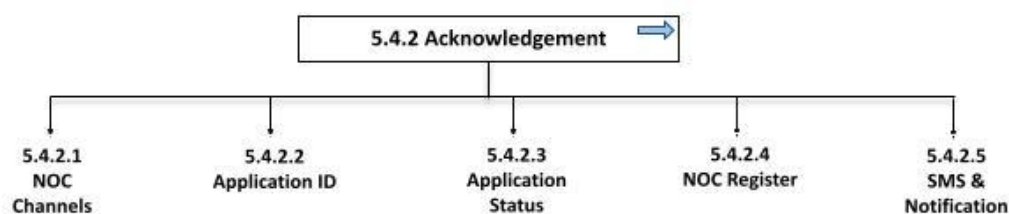
FIG 14. TAXONOMY FOR ACKNOWLEDGEMENT

5.4.2.1 NOC Channels
Refer section 5.2

5.4.2.2 Application ID
Refer section 5.1.3

5.4.2.3 Application Status
Refer section 5.1.4

5.4.2.4 NOC Register

Refer section 5.5.2

5.4.2.5 SMS & Notifications

These are the notifications sent to citizens informing them about the NOC being registered on the system.

5.4.3 Application, Billing & Payment

Application Billing & Payment is the process of generating bill (demand) against a new application by the ULB and subsequent payment of the same by the applicant. ***See Fig.15.***
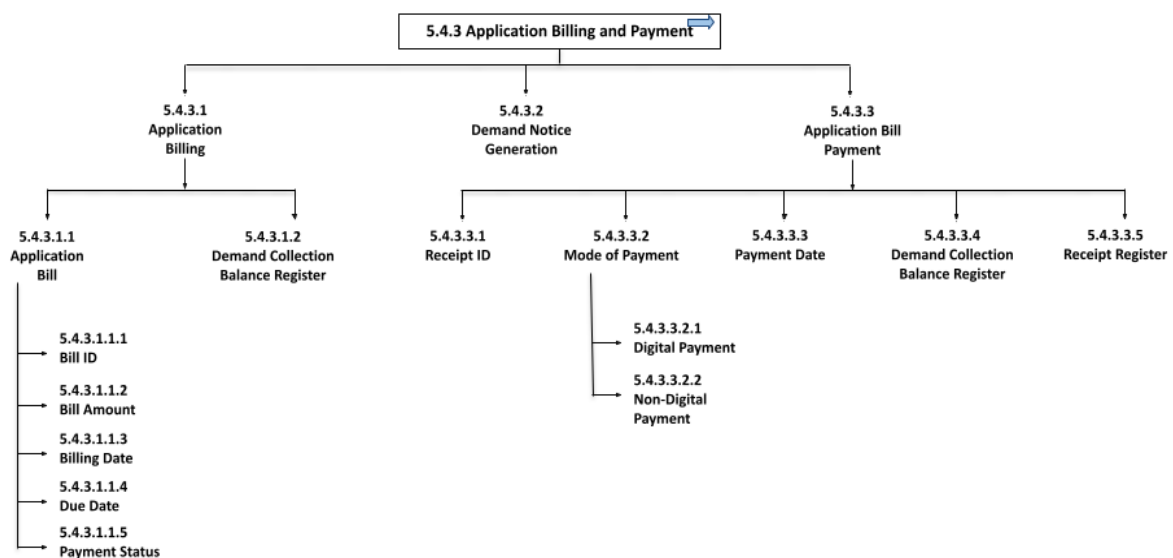
FIG 15. TAXONOMY OF APPLICATION BILLING & PAYMENT

5.4.3.1 Application Billing

The process by which an application bill is generated during the process of a new application.

5.4.3.1.1 Application Bill

It is the initial bill generated for the application/inspection fee for the applied NOC. Inspection bill consists of application processing fee and inspection fee amount.

5.4.3.1.1.1 Bill ID

Refer section 5.1.18.1

5.4.3.1.1.2 Bill Amount

Refer section 5.1.18.2

The fee and application processing fee are included in the overall fee calculation. ULB may ask for inspection fees to be based on the number of times inspection is done.

5.4.3.1.1.3 Billing Date

Refer section 5.1.18.3

5.4.3.1.1.4 Due Date

Refer section 5.1.18.4

5.4.3.1.1.5 Payment Status

Refer section 5.1.18.5

5.4.3.1.2 Demand Collection Balance Register

The Demand Collection Balance (DCB) Register is a key financial record used in ULBs to track the status of revenue collection including NOC collections. It helps in monitoring demand raised, collection received, and outstanding balance for various services under NOC revenue.

5.4.3.2 Demand Notice Generation

This is the process in which a bill (demand) is generated and served to the applicant.

5.4.3.3 Application Bill Payment

Payment is the voluntary tender of money or its equivalent paid by citizens against the bill generated.

5.4.3.3.1 Receipt ID

Refer section 5.1.19.1

5.4.3.3.2 Mode of Payment

It means mode of payment of bill amount by the applicant.

5.4.3.3.2.1 Digital payment

A digital payment occurs when the payment for processing the application and NOC fees could be done via digital and electronic medium, such as using debit card, credit card, payment gateway etc.

5.4.3.3.2.2 Non-Digital payment

Non-digital payment refers to the mode of payment of money in physical form like cash, demand draft, cheque, etc.

5.4.3.3.3 Payment Date

Refer section 5.1.19.2

5.4.3.3.4 Demand Collection Balance Register

Refer section 5.4.3.1.2

5.4.3.3.5 Receipt Register

Refer section 5.5.2.3

5.4.4 Assessment

The process by which the documents were scrutinized by the concerned department with the support of other related departments. The assessment is conducted online or offline by the officer assigned based on the location/area. Application status in this case   is   assigned.   ***See***   ***Fig.16.***
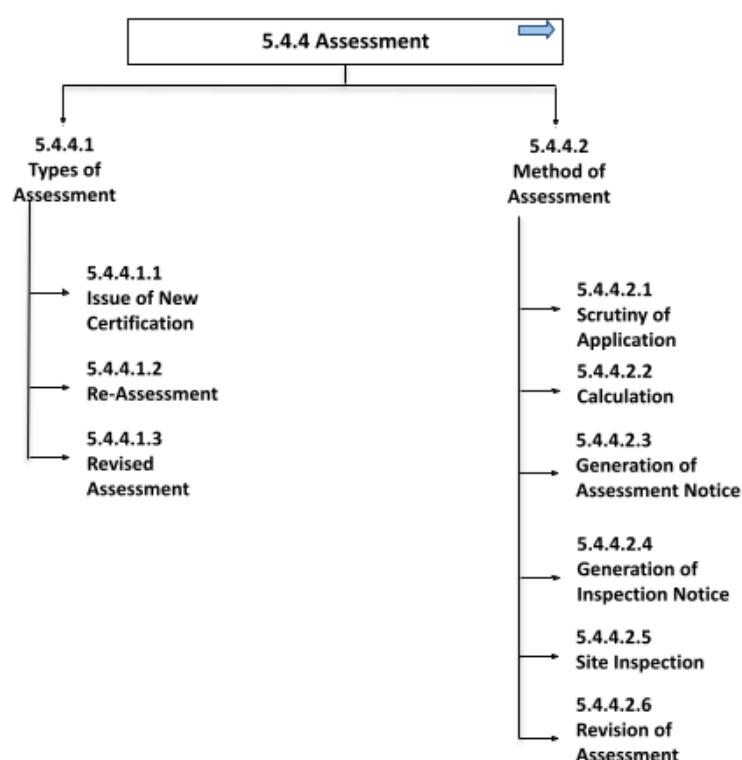
FIG 16. TAXONOMY FOR ASSESSMENT

5.4.4.1 Types of Assessment

Types of assessment is the classification of assessment processes undertaken to provide NOC service. *See Fig.17.*

FIG 17. TAXONOMY FOR TYPES OF ASSESSMENT

5.4.4.1.1 Issue of New Certificate

Assessment process undertaken while issuing a certificate for the first time.

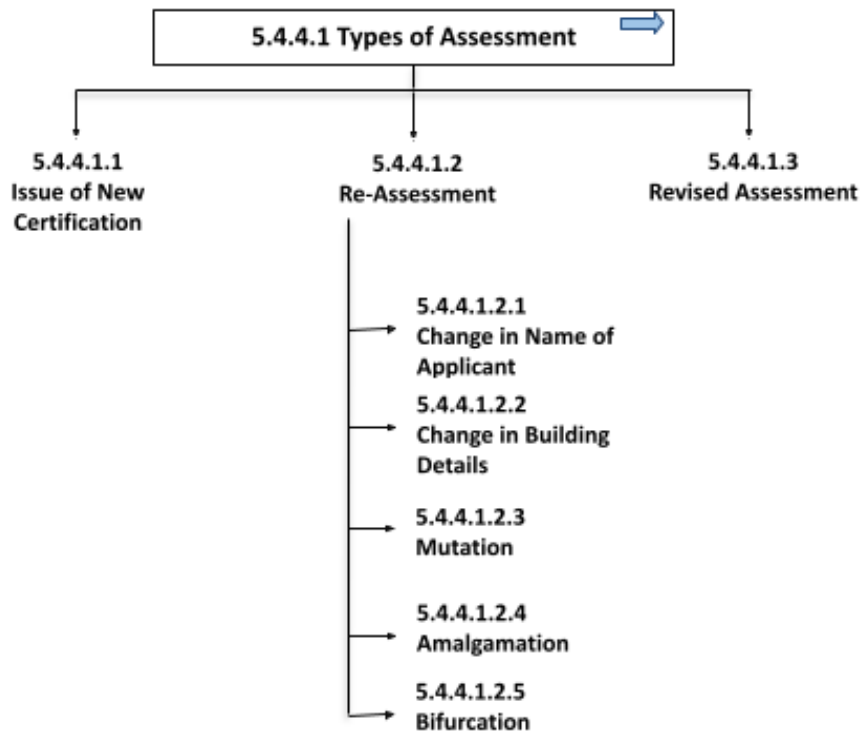### 5.4.4.1.2 Re-Assessment

Assessment process undertaken to determine new fee based on the change in the usage of an existing NOC or change in the building details.

5.4.4.1.2.1 Change in Name of Applicant

Assessment process undertaken during change in name of applicant.

5.4.4.1.2.2 Change in Building Details

Assessment process undertaken during change in building details which is mentioned in the NOC.

5.4.4.1.2.3 Mutation

Assessment process undertaken during transfer of NOC from one owner to another owner.

5.4.4.1.2.4 Amalgamation

Assessment process undertaken when two or more NOCs are merged into a single NOC with a Single or Joint owner.

5.4.4.1.2.5 Bifurcation

Assessment process undertaken when a NOC is bifurcated into two or more NOCs.

5.4.4.1.3 Revised Assessment

Assessment process undertaken during changing the assessed value for a NOC based on the periodic increase in rates (based on Local acts) or based on noticed changes in the NOC factors. Revised assessment may also take place after appellate decision to change the NOC fees amount.

5.4.4.2 Method of Assessment

This means different methods undertaken to assess the NOC application based on NOC factors.

See Fig.18.
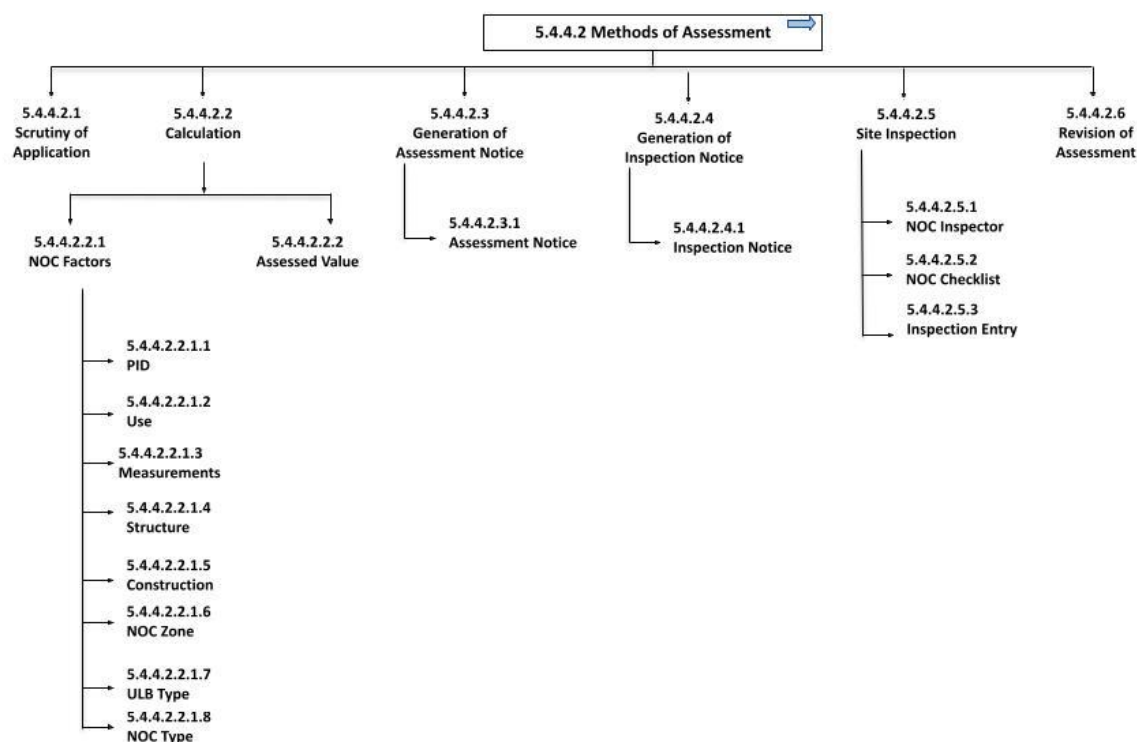
FIG 18. TAXONOMY FOR METHOD OF ASSESSMENT

5.4.4.2.1 Scrutiny of Application

It is the assessment conducted on the application as soon as it has been applied by the citizen and the scrutiny is conducted by the assessing officer. During the initial assessment scrutiny of documents may be done by the ULB officials and appropriate inspection fees, NOC fees and inspection notices are generated.

5.4.4.2.2 Calculation

Calculation is the process of calculating the fees for applied NOC based on the specified criteria as mentioned in the State Municipal Acts or as decided by the Municipal Commissioner. NOC calculation process comprises the use of any one or combination of methods using various attributes of NOC (such as PID, NOC type, building details, construction stages, Land use, zone, NOC request type) and any other related amount to calculate NOC bill amount.

5.4.4.2.2.1 NOC Factors

These are the factors associated with a NOC and used in various NOC processes like assessment, calculation of tax and billing.

5.4.4.2.2.1.1 PID

Refer section 5.1.6.1

5.4.4.2.2.1.2 Use

Refer section 5.1.6.4

5.4.4.2.2.1.3 Measurements

Refer section 5.1.6.11

5.4.4.2.2.1.4 Structure Category

Refer section 5.1.6.13

5.4.4.2.2.1.5 Construction Stage

Refer section 5.1.6.14

5.4.4.2.2.1.6 NOC Zone

Refer section 5.1.10

5.4.4.2.2.1.7 ULB Type

Refer section 5.1.7

5.4.4.2.2.1.8 NOC Type

Refer section 5.1.13

5.4.4.2.2.2 Assessed Value

For the purpose of NOC fee, a building is assessed over its location, type, height, design, Floor Area Ratio (FAR) etc. This ascertained price is known as assessed value. Assessed value is converted to NOC fee (demand) once inspection is completed and NOC factors are verified. This may include inspection fee value.

5.4.4.2.3 Generation of Assessment Notice

This is the process in which assessment notice is generated and shared with the applicant.

5.4.4.2.3.1 Assessment Notice

Assessment notice is the notice served to the applicant indicating the assessed value of NOC assessed on the basis of the NOC factors. This notice is not considered as the final bill. The assessment notice is the interim notice to confirm the fee of the NOC.

5.4.4.2.4 Generation of Inspection Notice

This is the process in which Inspection notice is generated and shared with the applicant.

5.4.4.2.4.1 Inspection Notice

Inspection notice is the notice served to the applicant notifying them about the planned time of inspection-by-inspection officer.

5.4.4.2.5 Site Inspection

Site Inspection is the process by the Concerned authority officials to check that the building is carrying out safety measures and guidelines. This form of inspection is conducted post scrutiny of application. Show Cause Notice can be issued to the applicant if they violate the rules or if a complaint is raised against them.

5.4.4.2.5.1 NOC Inspector

Refer section 5.3.1.4

5.4.4.2.5.2 NOC Checklist

Refer section 5.1.2

5.4.4.2.5.3 Inspection Entry

It means reporting the details of inspection post ground inspection by the inspector such as inspection time, details, notes etc. Application status in this case is inspected or rejected.

5.4.4.2.6 Revision of Assessment

Revised assessment notice is the notice served to the applicant indicating the revised assessed value of NOC assessed on the basis of the actual ground inspection. Thereafter a revised assessment notice is shared with the applicant.

5.4.5 Appellate

Appellate is the process followed after the assessment is presented and the applicant is aggrieved by the fixation or the charging of the NOC fees. The appeal process is initiated with a simple appeal letter or through NOC application. *See Fig.19.*
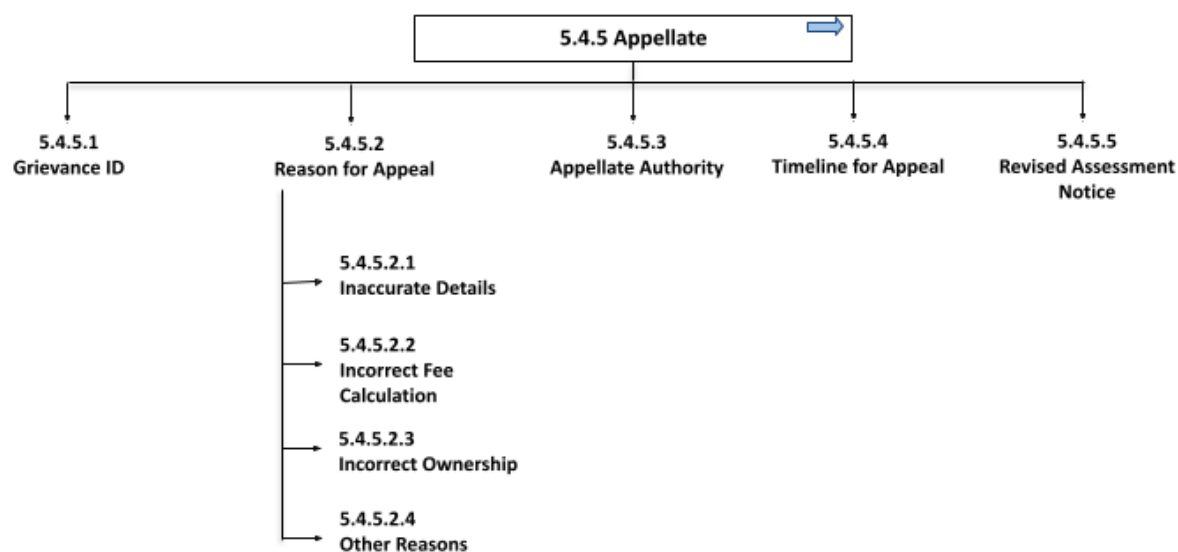
FIG 19. TAXONOMY OF APPELLATE

5.4.5.1 Grievance ID

Grievance ID is a unique identifier allotted to the grievance by the Concerned Authority for the purpose of grievance recording, allocation, assessment, follow up, and appeal.

5.4.5.2 Reason for Appeal

Reason for appeal is the reason as captured in assessment notice or bill because of which an aggrieved person appeals to the appellate authority for necessary action.

5.4.5.2.1 Inaccurate Details

This means the aggrieved person has appealed given the reason for inaccurate details such as incorrect name, building details, NOC type etc. in an assessment notice.

5.4.5.2.2 Incorrect Fee Calculation

This means the aggrieved person has appealed given the reason for incorrect fee calculation in an assessment notice.

5.4.5.2.3 Incorrect Ownership

This means the aggrieved person has appealed given the reason for incorrect ownership in an assessment notice.

5.4.5.2.4 Other Reasons

This means the aggrieved person has appealed given any other reason as per the assessment notice.

5.4.5.3 Appellate Authority

Refer section 5.3.1.6

5.4.5.4 Timeline for Appeal

Refer section 5.1.20.2.7

5.4.5.5 Revised Assessment Notice

Revised assessment notice is the notice served to the applicant indicating the revised assessed value of NOC assessed on the basis of the revised assessment.

5.4.6 NOC Billing & Payment

NOC billing & payment is the process of generating bill (demand) against the calculated and approved NOC fee by the concerned authority and subsequent payment of the same by the applicant. *See Fig.20.*
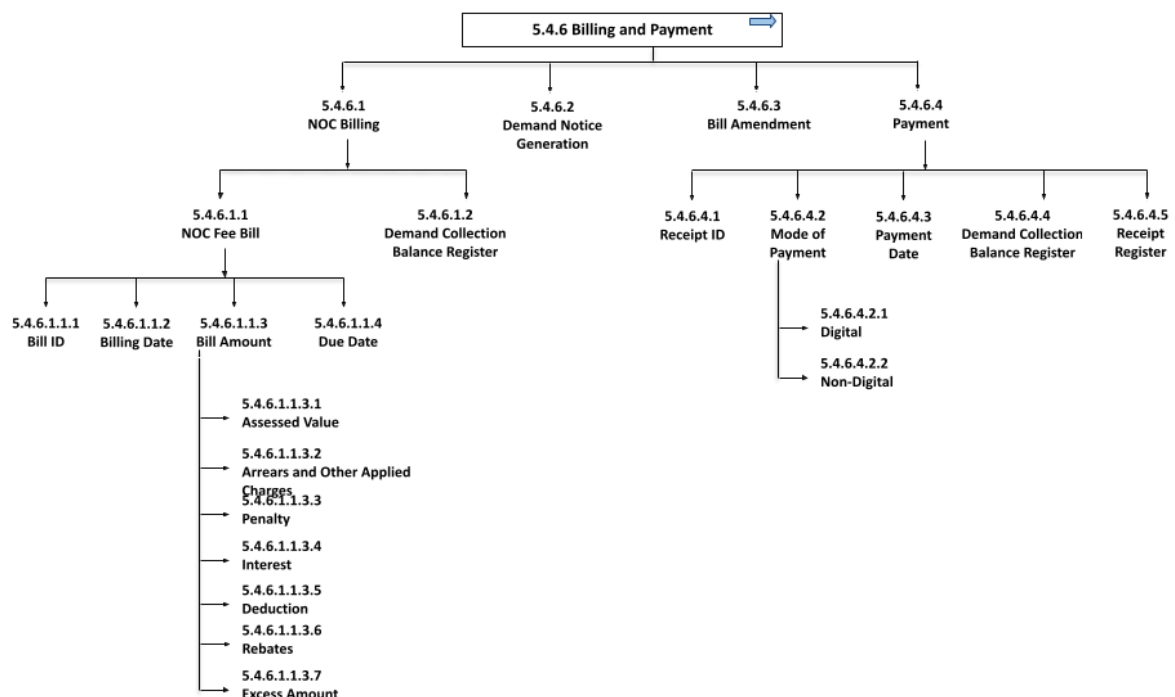
FIG 20. TAXONOMY OF BILLING & PAYMENT

5.4.6.1 NOC Billing

The process by which a NOC fee bill is generated based on NOC factors post assessment and verification of the application. Application status in this case is pending for payment.

5.4.6.1.1 NOC Fee Bill

It means the final bill generated in reference to the NOC Application based on assessed value for the certificate.

5.4.6.1.1.1 Bill ID

Refer section 5.1.18.1

5.4.6.1.1.2 Billing Date

Refer section 5.1.18.3

5.4.6.1.1.3 Bill Amount

Refer section 5.1.18.2

5.4.6.1.1.3.1 Assessed Value

Refer section 5.4.4.2.2.2

5.4.6.1.1.3.2 Arrears & Other Allied Charges

Arrears are defined as previous years and/or unpaid bill amount or NOC fees.

5.4.6.1.1.3.3 Penalty

The amount of extra money the citizen has to pay for failing to adhere to NOC rules and/or/laws, timelines.

5.4.6.1.1.3.4 Interest

The amount collected above the NOC bill in the event of late payment. It is usually determined at a particular rate of NOC.

5.4.6.1.1.3.5 Deductions

Deductions is the component of NOC fee which has been deducted from the gross fee in lieu of advance or any other exemptions made subject to the rules of assessment of NOC application.

5.4.6.1.1.3.6 Rebates

Discount given to the citizen for paying NOC bill in advance or before end of the statutory period or for undertaking certain listed activities as per the applicable rules.

5.4.6.1.1.3.7 Excess amount

This means any other amount that may be added in the bill as per assessment, rule or law.

5.4.6.1.1.4 Due Date

Refer section 5.1.18.4 Due Date

5.4.6.1.2 Demand Collection Balance Register

Refer section 5.4.3.1.2 Demand Collection Balance Register

5.4.6.2 Demand Notice Generation

Refer section 5.4.3.2 Demand Notice Generation

5.4.6.3 Bill Amendment

Bill amendment is the process of amending NOC bill when an applicant notices a discrepancy in the calculation of the bill and submits a request for amendment or when the ULB realizes discrepancy in the calculation of bill and amends it.

5.4.6.4 Payment

Payment is the voluntary tender of money or its equivalent paid by the applicant against the bill generated.

5.4.6.4.1 Receipt ID

Refer section 5.1.19.1 Receipt ID

5.4.6.4.2 Mode of Payment

Refer section 5.4.3.3.2 Mode of Payment

5.4.6.4.2.1 Digital Payment

Refer section 5.4.3.3.2.1 Digital payment

5.4.6.4.2.2 Non-Digital payment

Refer section 5.4.3.3.2.2 Non-Digital payment

5.4.6.4.3 Payment Date

Refer section 5.1.19.2 Payment Date

5.4.6.4.4 Demand Collection Balance Register

Refer section 5.4.3.1.2

5.4.6.4.5 Receipt Register

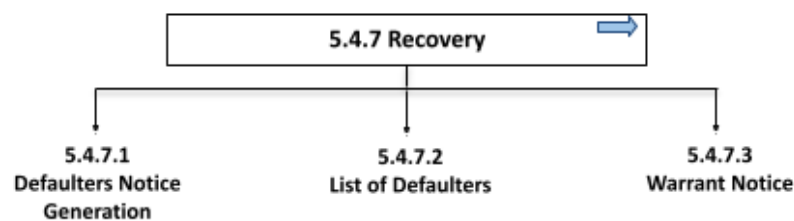Refer section 5.5.2.3 Receipt Register

5.4.7 Recovery

Recovery means, recovery of fees from the applicant or defaulters. In some cases, recovery may be in terms of impounding any movable or immovable asset of the defaulter. Few methods of recovery in NOC are: *See Fig.21*

    a.   by presenting a bill
    b.   by serving a written notice of demand
    c.   by a suit

FIG 21. TAXONOMY OF RECOVERY

5.4.7.1 Defaulters Notice Generation

This means generation and service of notice to the defaulters who have not paid the NOC bill by the due date. In these cases, bills are amended to include penalties or late fee for defaulting.

5.4.7.2 List of Defaulters

Refer section 5.5.2.1 List of Defaulters

5.4.7.3 Warrant Notice

Warrant notice is the bill that is served by the authority on the service seeker for recovery.

5.4.8 Write-off

Write-Off of NOC fee is the process of deductions or exemptions of fee, in compliance with any law, or through the guidelines of the ULB or the court of law.

5.4.9 Approval & Certification

The process of approving the applied application for NOC post assessment and inspection and issues NOC by the municipal commissioner of the ULBs. Application status in this case is approved. *See Fig. 22.*
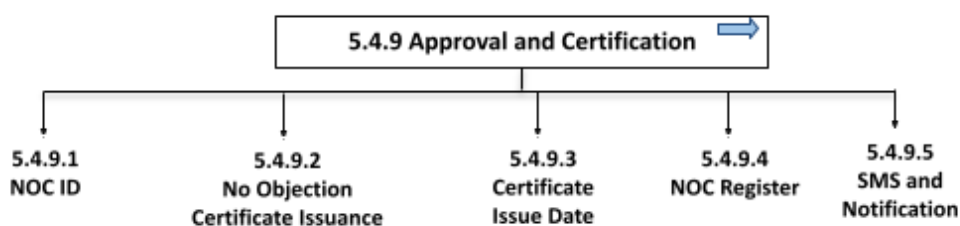
FIG 22. TAXONOMY OF APPROVAL & CERTIFICATION

5.4.9.1 NOC ID

Refer section 5.1.1 NOC ID

5.4.9.2 No Objection Certificate Issuance

This process involves issuing a No Objection Certificate following the assessment and approval of the NOC application. It is recommended that the certificates be either digitally or manually signed and stamped by the relevant competent officer, such as the Commissioner or Deputy Commissioner. Additionally, the certificates should be watermarked with the competent authority's logo, in accordance with the relevant rules and regulations. It is also advisable to upload digitally signed certificates to DigiLocker to facilitate easier access and integration with other services.

5.4.9.3 Certificate Issue Date

Refer section 5.4.9.3 Certificate Issue Date

5.4.9.4 NOC Register

Refer section 5.5.2 NOC Register

5.4.9.5 SMS & Notifications

Refer section 5.4.2.5 SMS & Notifications

5.4.10 NOC Monitoring

NOC monitoring is the monitoring process undertaken by the ULB officials from the time a NOC application is lodged on the system until it's approved and remains valid. The NOCs and associated revenue are monitored based on the purpose of NOC, Service Level Benchmarks, building type, regulation purpose and need for renewal. ***See Fig. 23.***
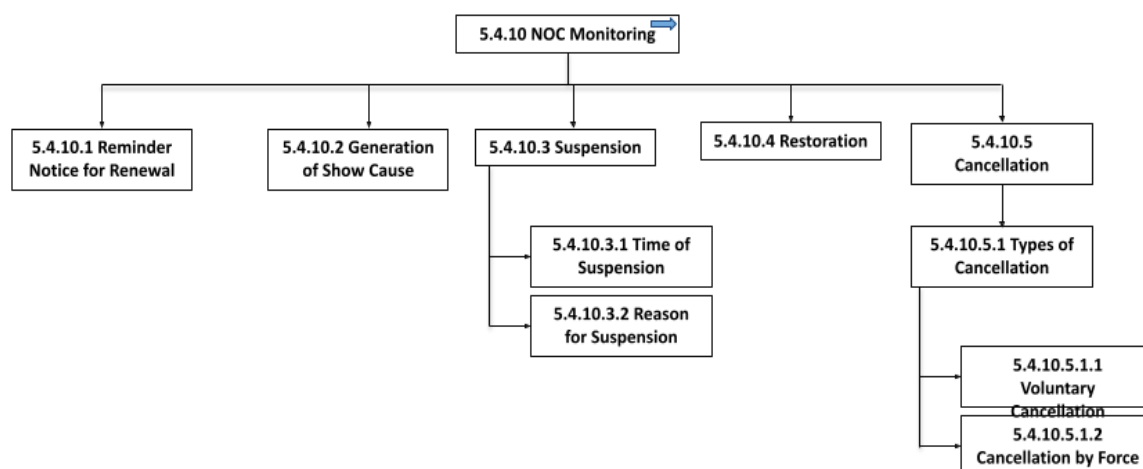
FIG 23. TAXONOMY OF NOC MONITORING

5.4.10.1 Reminder Notice for Renewal

The process of issuing a notice for renewal by the ULBs to the applicant for renewal of expired certificate. The notice may be issued via SMS, Email, or by sending a physical letter to the owner of the NOC.

1. NOC Inspector

Refer section 5.3.1.4 NOC Inspector

2. NOC Checklist

Refer section 5.1.2 NOC Checklist

3. Inspection Entry

Refer section 5.4.4.2.5.3 Inspection Entry

5.4.10.2 Generation of Show Cause Notice

The process of issuing a show causes notice to NOC owners who have offended any rule and/or regulations as per the concerned authority   . The notice is served to give an opportunity to defend the charges made against the NOC owner by explanations and reasons in writing and/or by personal hearing. If the offender justified the charges/actions then the charges will be dropped. NOCs of owners who fail to justify the charges will be suspended by the concerned authority.

5.4.10.3 Suspension

The process by which a valid NOC is suspended by the ULB by giving a reason for suspension.

5.4.10.3.1 Time of Suspension

This means recording of the time at which the certificate has been suspended by the Concerned authority.

5.4.10.3.2 Reason for Suspension

This means recording the reason for which the certificate has been suspended by the Concerned authority.

5.4.10.4 Restoration

The process by which the applicant may restore a previously expired NOC.

5.4.10.5 Cancellation

The process of cancelling the certificate for the owners. The cancellation of NOC is issued when there is no satisfactory response received from the owner for which show because notice was issued.

5.4.10.5.1 Type of Cancellation

Type of cancellation captures classification of NOC cancellation such as voluntary cancellation or cancellation by force.

5.4.10.5.1.1 Voluntary Cancellation

This means cancellation of application by the applicant.

5.4.10.5.1.2 Cancellation by Force

This means cancellation of application or NOC by force by giving reasons for cancellation such as safety issues, legal issues, documentation gaps or any other reason.

5.4.10.5.2 Reason for Cancellation

The concerned authority   may cancel the application by providing relevant reasons, if the applicant did not respond to show cause notice on time.

5.4.10.5.2.1 Property Mismatch with Application

The concerned authority   may cancel the application if the property use mentioned in application did not   match during site inspection.

5.4.10.5.2.2 Documentation Gaps

The concerned authority may cancel the application if there are any documentation gaps in the application submitted post show cause notice.

5.4.10.5.2.3 Emergency Issues

The concerned authority may cancel the application if the assessing officer or inspection officer reported any & emergency issue.

5.4.10.5.3 Administrative/Legal Issues

The concerned authority may cancel the application if there are any administrative/legal issues.

5.4.10.6 Cancellation Order

A cancellation order is generated post cancellation of the application or NOC.

5.4.10.7 Cancellation Register

Refer section 5.5.2.4 Cancellation Register

5.4.11 Analysis

NOC analysis is the process through which all NOCs applications are analyzed to check quality of service and become aware of (and eventually rectify) any deficiency in services. This helps in improving the efficiency, accountability, responsiveness and transparency of a ULB, ultimately leading to improvement in service delivery. ***See Fig. 24***
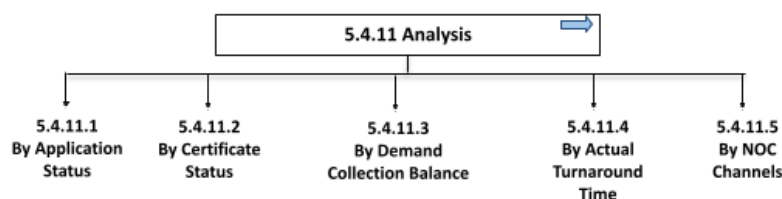
FIG 24. TAXONOMY OF ANALYSIS

5.4.11.1 By Application Status

Refer section 5.1.4 NOC Application Status

5.4.11.2 By Certificate Status

Refer section 5.1.15 Certificate Status

5.4.11.3 By Demand Collection Balance

Demand Collection Balance (DCB) is a financial record that tracks the total amount demanded, the amount collected, and the remaining balance for a specific period of a revenue collection.
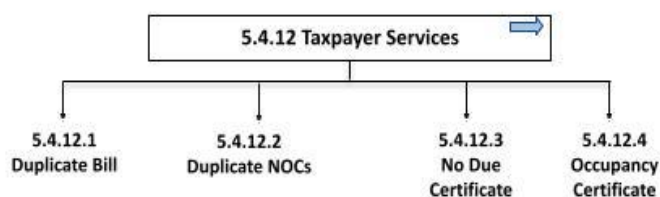
5.4.11.4 By Actual Turnaround Time

Refer section 5.1.21.3 Actual Turnaround Time

5.4.11.5 By NOC Channels

Refer section 5.2 Channels

5.4.12 Taxpayer Services

These are the services available to all taxpayers in a municipality. In the context of NOCs these are no due certificate, duplicate bills, occupancy certificates and duplicate certificates. *See Fig.25.*

FIG 25. TAXONOMY OF TAXPAYER SERVICES

5.4.12.1 Duplicate Bill

These are duplicate copies of bills that an applicant can ask for.

5.4.12.2 Duplicate NOCs

These are duplicate copies of certificate that an applicant can ask for and/or these can be accessed on DigiLocker by the citizen post signing in DigiLocker as per prescribed rules (Department of Electronics and Information Technology, 2016).

5.4.12.3 No Due Certificate

No Dues Certificate (NDCs) is a certification provided to the citizen by the ULB confirming and testifying that the asset / property held by them is free from any encumbrances.

5.4.12.4 Occupancy Certificate

A certificate of occupancy is a document issued by a ULB or building department or any other concerned authority certifying a building's compliance with applicable building codes and other laws, and indicating it to be in a condition suitable for occupancy.

5.5 NOC Reports and KPIs

NOC reports and KPIs include structured documents that track and evaluate the performance of NOC processes within a ULB. These reports use key data points and performance indicators to assess how efficiently and transparently NOCs are being issued and managed. Since most ULBs and States/ UTs are moving towards completely digital and integrated systems, these reports and KPIs can be generated through system dashboards to help authorities and stakeholders make informed decisions, improve service delivery, ensure compliance with regulations, and enhance accountability. *See Fig. 26*
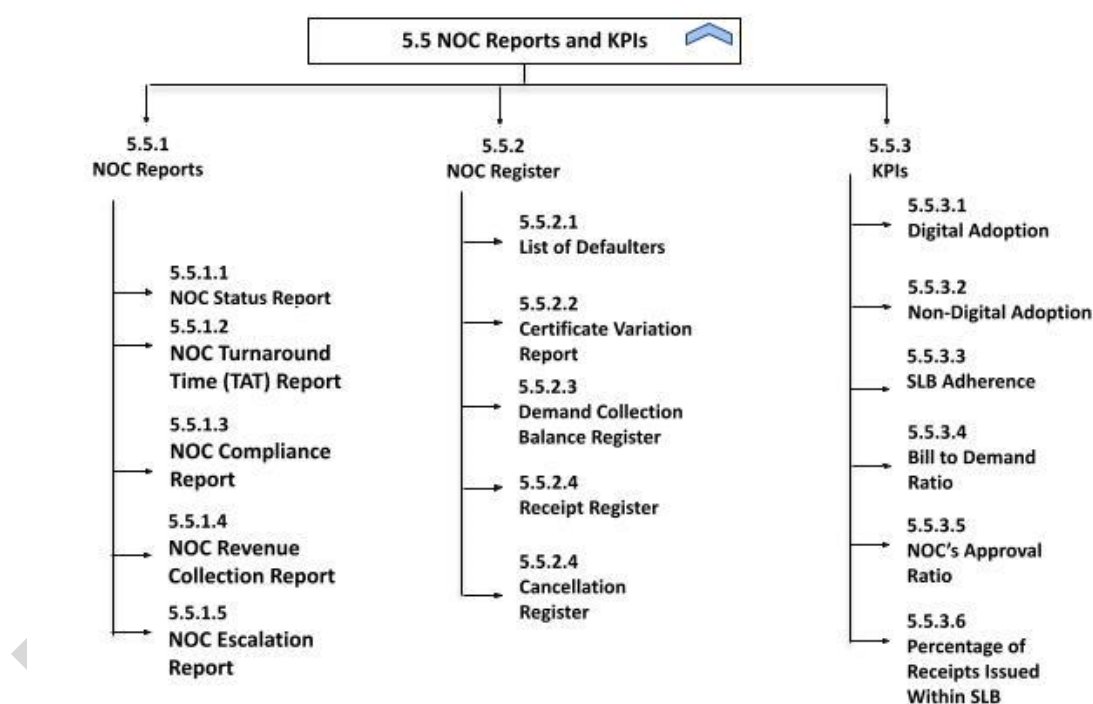
FIG 26. TAXONOMY OF REPORTS & KPIs

5.5.1 NOC Reports

The NOC Reports mentions the complete information regarding the NOCs which are raised through various governance channels. These reports should be maintained by the ULBs. Following are some standard formats of reports that may be maintained:

5.5.1.1 NOC Status Report

Provides an overview of all NOCs issued, pending, or rejected to track processing efficiency.

5.5.1.2 NOC Turnaround Time (TAT) Report

Measures the time taken to process NOCs, helping identify delays in approvals.

5.5.1.3 NOC Compliance Report

 Ensures issued NOCs adhere to legal and regulatory requirements.

5.5.1.4 NOC Revenue Collection Report

 Tracks revenue generated from NOC fees and pending payments.

5.5.1.5 NOC Escalation Report

Identifies NOCs that exceed standard processing timelines and need intervention.

5.5.2 NOC Register

The NOC register provides complete information about the total number of NOCs pertaining to the respective ULBs / concerned authorities. This report gives a clear view of indicators like the number of certificates, number of new certificates, number of certificates renewed, number of pending certificates for renewal, inspection details and amount collected.

Considering that most of the ULBs and States/ UTs are moving towards a digital system, this holistic NOC register report shall be system generated.

5.5.2.1 List of Defaulters

List of Defaulters or Defaulter's register provide details of NOC defaulters, in a given interval. A defaulter is a person or body that has not paid last or previous NOC bills. This report includes application ID number, owner details, building details, demand year and arrears.

5.5.2.2 Certificate Variation Report

These reports track modifications in NOC categories based on variations in request submissions, request dates, approval statuses, and other relevant parameters. They provide insights into trends, processing timelines, and shifts in demand for different types of NOCs.

5.5.2.3 Demand Collection Balance Register

Refer section [5.4.3.1.2 Demand Collection Balance Register](#)

5.5.2.4 Receipt Register

This report provides details about the payments made and receipts issued after the payment of fees.

5.5.2.5 Cancellation Register

Cancellation register report provides the information about the total number of NOCs that are cancelled in a given interval. This report gives a clear idea about the details like building details, applicant details, zone/ ward/ SI Ward, current owner and status of the NOCs.

5.5.3 KPIs

This refers to KPIs that should be captured for NOCs management.

5.5.3.1 Digital adoption

Digital Adoption means utilizing a digital channel to apply and obtain an NOC. Digital adoption of NOCs can be measured in the following terms:

a.   % of citizens using digital channels for NOC payment
b.   % of citizens using digital channels for accessing services
c.   % volume from different channels
d.   % of NOCs allocated within SLB through each channel.

5.5.3.2 Non-Digital adoption

Non-digital adoption refers to the extent to which individuals or organizations rely on traditional, offline methods to access, process, and complete various services and transactions. This includes physical visits to government offices, manual documentation, in-person approvals, and paper-based applications. NOCs, non-digital adoption can be measured through the following key indicators:

Indicator	Description
a. % of citizens applying for NOCs through offline/manual processes	1. Measures reliance on physical submission of applications instead of online channels.
b. % of NOC payments made via cash or demand drafts	2. Indicates preference for non-digital payment methods such as cash, cheque, or DD

c. % of NOCs processed via in-person verification and approval	3. Tracks the dependency on physical site visits and manual scrutiny for approvals
d. % volume of applications handled through offline counters vs. digital platforms	4. Compares the workload of physical offices with digital service platforms.
e. % of NOCs issued beyond Service Level Benchmark (SLB) due to manual processes	5. Evaluates delays caused by non-digital workflows and dependency on manual approvals
f. Average processing time for NOCs through manual submission vs. digital alternatives	6. Measures the efficiency gap between non-digital and digital service delivery.
g. Citizen feedback scores on ease of access through offline channels	7. Captures public sentiment and satisfaction with non-digital service delivery mechanisms

5.5.3.3 SLB Adherence

SLB Adherence means the number of applications processed by the ULB within the SLB (time, escalation matrix) as determined by the State / ULB specific law / rule / notification / government order.

5.5.3.4 Bills to Demand Ratio

This means comparing the number of generated bills with respect to the number of demands generated for the applied NOCs requests to account collections by the NOC fees.

5.5.3.5 NOC's Approval Ratio

This means the number of total NOCs issued in comparison to the total number of applications received for NOCs in an area.

5.5.3.6 Percentage of Receipts Issued within SLB

This means percentage of receipts issued within the agreed SLB parameters (time, priority, others as needed).

Annex A: Sample Parameters and Specifications for location

Attribute Name	Locational Specification	Data Type	Mandatory (Yes/No)
NOC ID	Unique identifier assigned to each NOC issued by the authority.	Varchar (50)	Yes
NOC Type	Type of NOC applied for (Fire, Environmental, Land Use, etc.	Varchar (100)	Yes
Approval Status	Status of application (Pending, Approved, Rejected, Under Review).	Enum	Yes
Validity Period	Duration for which the NOC remains valid (Start Date – End Date).	Date Range	Yes

NOC ID – A unique identifier generated by the issuing authority for tracking approvals and compliance.

NOC Type – The category of No Objection Certificate, ensuring compliance with respective regulatory requirements.

Approval Status – The current stage of the application to track processing progress.

Validity Period – The timeframe during which the NOC is considered valid before renewal or reapplication is required.

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