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Government of India

National Urban Digital Mission (NUDM)

PET REGISTRATION

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 Pet Registration taxonomy defined in this standard includes common Pet Registration entities, channels, processes, stakeholders, reports and

Key Performance Indicators (KPIs) and their definitions.

The definition of entities for Pet Registration should 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. Pet Registration Taxonomy will be used in developing technical standards i.e. Pet Registration 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 intended 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 Pet Registration 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.

Extensible

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 Taxonomy use cases are mentioned below for reference-

Direct Application

a. Pet Registration (New / Renewal)

Pet Registration is a statutory municipal service in many Urban Local Bodies, requiring pet owners to register domesticated pets, primarily dogs within the municipal jurisdiction. Registration typically involves verification of owner details, pet attributes, vaccination status, and payment of prescribed fees. Standardisation of the Pet Registration process, data elements, and certificate formats enables ULBs to ensure uniform enforcement of bye-laws, improve citizen experience and streamline service delivery across digital and non-digital channels.

b. Renewal, Modification, and Cancellation of Pet Registration

Pet Registration services often include renewal of annual licenses, modification of registration details (such as change of address or pet attributes), and cancellation due to death or transfer of ownership. A standardised taxonomy ensures consistent handling of these lifecycle events, reduces ambiguity in service requests, and enables predictable outcomes for both citizens and municipal officials.

c. Enforcement and Compliance Management

Pet Registration data is directly used by municipal veterinary and enforcement authorities to identify unregistered pets, verify compliance with vaccination and control norms, and initiate penalties or corrective actions as prescribed under municipal bye-laws. Digitally structured Pet Registration data supports field verification, inspections, and issuance of notices, thereby strengthening compliance mechanisms

Indirect Application

a. Public Health and Disease Surveillance

Aggregated Pet Registration data can be used to support public health planning and disease prevention programmes, particularly for monitoring rabies vaccination coverage and identifying high-risk areas (Planning for pet-friendly parks and designated walking zones based on pet density mapping). ULBs may use this data to plan targeted vaccination drives, awareness campaigns, and coordination with animal welfare and veterinary departments.

Estimation, planning and operations of pet waste disposal infrastructure to alleviate contamination in public spaces

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

b. Animal Welfare and Regulatory Oversight

Data generated through Pet Registration services supports oversight of breeders, dog care centres, and pet-related commercial activities, where applicable. Indirect use of registration data enables municipalities to monitor compliance with prescribed norms and improve coordination with animal welfare authorities. Lost-Found and Emergency Response:

- QR / Unique ID enabled pet with tags

- Emergency veterinary response mapping with co-relation of pet and hospital location

Both direct and indirect applications of Pet Registration ensure regulatory compliance and promote responsible pet ownership.

Information Consistency

Consistent use of data elements, processes, key performance indicators (KPIs), and their definitions from this Knowledge Standard enables **information consistency** across ULBs and other concerned authorities implementing Pet Registration services. To ensure such consistency, ULBs may leverage new or existing digital platforms for delivering Pet Registration services, while adhering to the standardised taxonomy defined herein.

The use of **metadata tags** corresponding to the data elements defined in this Knowledge Standard facilitates interoperability, comparability of data across jurisdictions and reuse of information for analytics, reporting, and integration with other municipal systems under the National Urban Digital Mission.

1 SCOPE

The scope of this Knowledge Standard is to provide an overview of the effective delivery of **Pet Registration** services by Urban Local Bodies (ULBs). This standard aims to streamline Pet Registration processes by ensuring **consistency, efficiency, and transparency** across jurisdictions.

By introducing a **common taxonomy for Pet Registration**, the standard defines key entities, attributes, categories and parameters involved in the registration and lifecycle management of registration of pets. This includes aspects such as pet and owner identification, registration validity, renewals, compliance requirements, and enforcement-related information. The standard provides a harmonised approach to managing Pet Registration-related data and reducing procedural inconsistencies across ULBs.

Additionally, this Knowledge Standard enhances **data consistency**, simplifies administrative compliance, and facilitates improved decision-making for concerned authorities by ensuring a structured and well-documented framework for Pet Registration applications, verification, approvals, renewals, and monitoring. The standard is intended to serve as a reference for

policymakers, municipal administrators, and technology providers involved in the design and delivery of Pet Registration services.

2 REFERENCES

The standards and documents given below contain provisions which, through reference in this text, constitute provisions of this Knowledge Standard. At the time of publication, the editions indicated were valid. All standards and documents are subject to revision and parties using this Knowledge Standard are encouraged to explore the possibility of applying the most recent editions.

- Relevant provisions of **Municipal Acts and Pet Registration Bye-laws** issued by State Governments and Urban Local Bodies
- **Policy and Guidelines for Pet Registration** issued by municipal corporations and veterinary public health departments
- **Prevention of Cruelty to Animals Act, 1960**, and rules framed thereunder, as applicable to pet ownership and welfare
- **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 5: Municipal Grievance Redressal

3 TERMINOLOGY AND ABBREVIATIONS

3.1 Terminology

For the purpose of this standard, the definitions given in IS 18006 (Part 1) : 2021 and 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.

Aadhaar may be used as an identity attribute for Pet Owners, subject to applicable laws and policies of the State/ULB

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.

APIs may be used to enable integration between Pet Registration systems and other municipal or State platforms.

3.1.3 Applicant / Pet Owner

An Applicant or Pet Owner refers to a person who applies for registration of a pet with the Urban Local Body and is responsible for compliance with

applicable municipal bye-laws, rules, and conditions relating to pet ownership.

The term Applicant or Pet Owner 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'. Examples of data elements in Pet Registration include Registration ID, Owner Name, Pet Type, Breed, Vaccination Status, Registration Validity and ULB Code.

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. Examples of data entities under Pet Registration include Pet Details, Owner Details, Registration Details, and Certificate Details.

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. Pet Registration

Data Entities are depicted as  for e.g. Pet 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. Registered Pets Report

3.2 Abbreviations

BIS	Bureau of Indian Standards
CDG	Centre for Digital Governance
CSC	Common Service Centre
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
NIUA	National Institute of Urban Affairs
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

4 PET REGISTRATION

Pet Registration is a municipal service through which domesticated pets, primarily dogs, are registered with the Urban Local Body (ULB) to certify compliance with applicable municipal bye-laws, public health norms and

animal welfare guidelines. It functions as a regulatory and administrative mechanism to promote responsible pet ownership, ensure adherence to vaccination and control requirements, and support effective civic management within urban areas.

Pet Registration plays a significant role in urban governance, public health management and animal welfare. By maintaining verified records of registered pets and their owners, ULBs are able to strengthen disease surveillance particularly for zoonotic diseases such as rabies, enable enforcement of municipal regulations, and improve planning related to animal control, civic hygiene and public safety. The service also contributes to accountability by clearly defining the responsibilities of pet owners and municipal authorities.

The requirement for Pet Registration is typically mandated through provisions under State Municipal Acts, city-specific bye-laws, policies and Guidelines issued by Directorate of Urban Local bodies / Local Self Government Department / Municipal Corporations and veterinary public health departments. A review of municipal frameworks across multiple cities indicates variations in eligibility conditions, age thresholds, documentation requirements, fee structures, validity periods and enforcement mechanisms. Despite these variations, the underlying intent across jurisdictions remains consistent to monitor and regulate pet ownership in the interest of public health, animal welfare and orderly urban living.

4.1 Methodology for Formulating the Pet Registration Standards

The formulation of the Pet Registration Knowledge Standard is grounded in an evidence-based and consultative

approach. Findings from a nationwide State Urban Digital Assessment (SUDA) covering all 36 States and Union Territories revealed that only a limited number of States and cities currently offer Pet Registration as a digitally enabled municipal service. To supplement this assessment, secondary research was undertaken through the review of publicly available municipal bye-laws, policies, operational guidelines, and Pet registration forms issued by Urban Local Bodies such as Brihanmumbai Municipal Corporation Mumbai, MCD, Solan, Chandigarh, Guwahati and others. These sources provided critical insights into prevailing legal provisions, operational practices and data requirements associated with Pet Registration.

The development of a comprehensive framework for standards requires a structured and systematic approach to ensure alignment with regulatory mandates, operational effectiveness and citizen-centric outcomes. The Pet Registration Knowledge Standard has been developed using the following structured approach:

- **Nationwide assessment** of urban digital services across all 30 States and Union Territories through the State Urban Digital Assessment (SUDA), formally validated by the respective Principal Secretaries / Administrative Secretaries
- **Identification of existing Pet Registration implementations**, revealing that only a limited number of States and cities currently offer Pet Registration

services

- **Secondary research and document review** of municipal bye-laws, policies, operational guidelines, and registration forms to understand legal provisions, operational workflows, and data requirements
- **Comparative analysis** of identified implementations to distinguish common minimum requirements from State- or city-specific variations
- **Derivation of a common taxonomy** covering key entities, attributes, lifecycle stages and process constructs relevant to Pet Registration
- **Alignment with NUDM principles** of minimalism, modularity, interoperability and extensibility and with the UPYOG ecosystem
- **Expert review and validation** through Domain Working Group (DWG) committees comprising representatives from government, industry, academia and independent consultants

This approach ensures that the Knowledge Standard is grounded in real-world municipal practice, supported by empirical evidence, and validated through multi-stakeholder consultation.

4.2 Limitations:

While the term “Pet Registration” is used in a generic sense throughout this Knowledge Standard, the present version primarily captures the registration of domestic animals kept as pets within

urban households, in alignment with prevailing municipal bye-laws and operational practices across Urban Local Bodies (ULBs).

Based on the assessment of States/UTs and ULB-level digital systems and secondary research, dog registration emerges as the most widely implemented and standardised form of pet registration across Indian cities. Accordingly, examples, data attributes and process flows in this document may predominantly reference dogs as a representative use case.

However, the taxonomy, data elements, and process constructs defined in this Knowledge Standard are designed to be generic and extensible, enabling States and ULBs to include other domestic pets (such as cats or other notified household animals) as per their respective legal provisions, policies, and administrative requirements.

It is explicitly clarified that the scope of this Knowledge Standard does not extend to livestock, cattle, or performing animals.

5 TAXONOMY for Pet Registration

Pet Registration represents the core data entity within the Pet Registration Knowledge Standard. It captures all information related to the registration, renewal, modification, and certification of pets within the jurisdiction of an Urban Local Body (ULB). This entity enables structured data capture, regulatory compliance, service delivery and monitoring across digital and non-digital channels.

The Pet Registration entity is composed of multiple attributes and

sub-entities that together define the complete lifecycle of a Pet Registration service.

The taxonomy for Pet Registration is accompanied by entities like channels, stakeholders, associated processes reports and KPIs. **See Fig.1.**

Each Pet Registration, identified through a unique Pet Registration ID, encompasses the following key elements, which together define the regulatory and operational scope of the Pet Registration service:

- a. **Compliance Verification:** Certifies adherence to prescribed municipal norms and regulations related to pet ownership. This includes compliance with vaccination requirements (such as anti-rabies vaccination), age eligibility of pets, licensing conditions, and other provisions stipulated under municipal pet registration bye-laws and veterinary public health guidelines.
- a. **Application Lifecycle:** Covers the complete lifecycle of a Pet Registration application, including submission, acknowledgement, verification, assessment, approval or rejection, renewal, and cancellation. The lifecycle is supported by submission and verification of mandatory documents such as vaccination certificates, pet ownership declarations, and identity proofs, and may include physical or field verification where mandated by the ULB.
- b. **Regulatory Enforcement:** Facilitates effective post-registration monitoring and enforcement by the ULB. This includes identification of unregistered pets, tracking of expired registrations, imposition of penalties for non-compliance, and support for public health surveillance and animal control measures post-issuance.

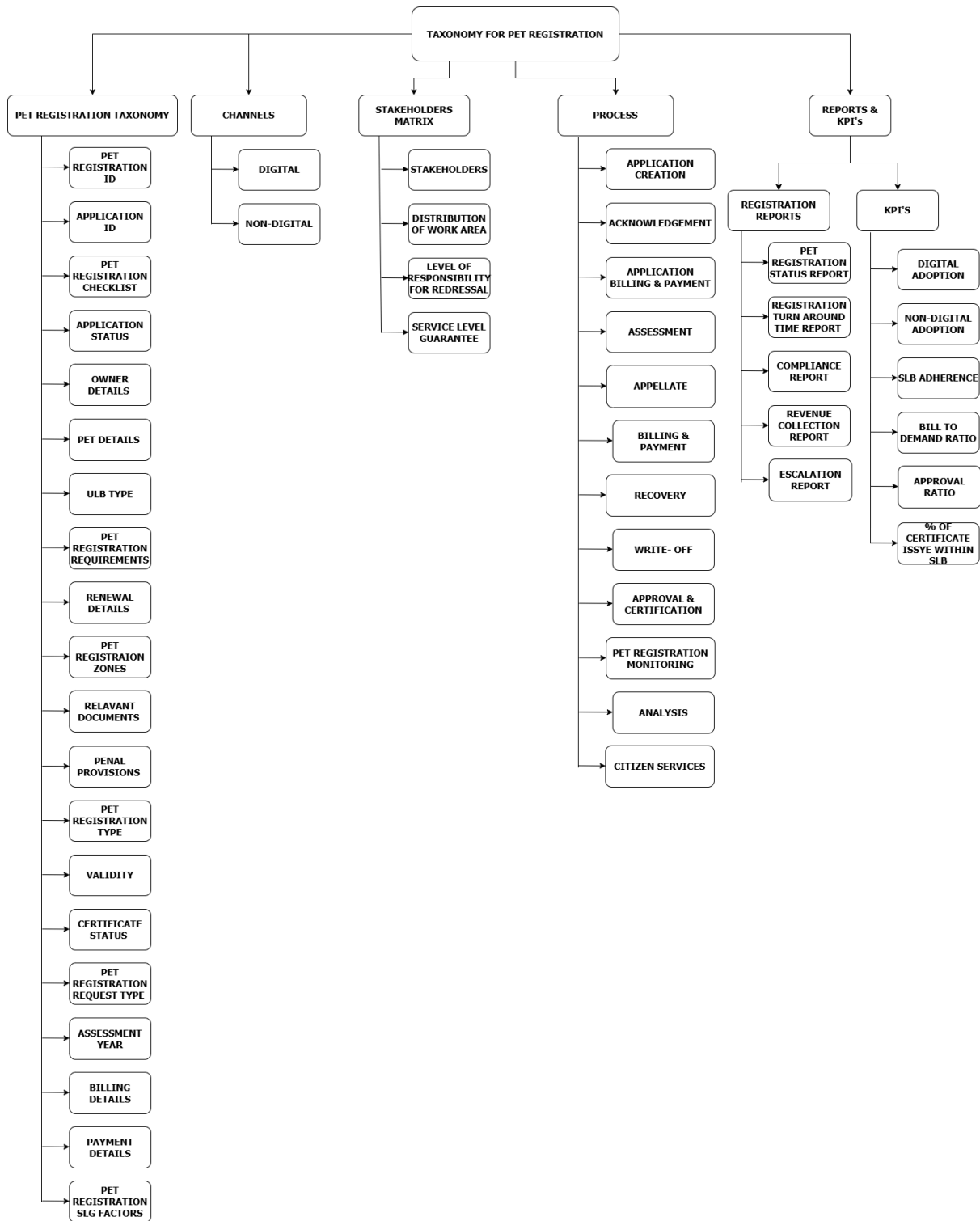


Fig. 1: TAXONOMY OF PET REGISTRATION

5.1 Pet Registration

5.1.1 Pet Registration ID

The Pet Registration ID is a **unique system-generated identifier**

assigned to each Pet Registration record by the Urban Local Body. It serves as the primary reference number for tracking, managing, and retrieving Pet Registration details across all stages of the lifecycle.

The Pet Registration ID ensures uniqueness, traceability, and interoperability across municipal systems, including citizen service portals, veterinary health systems, billing modules, grievance redressal systems and reporting dashboards.

Prior to the issuance of the Registration ID.

5.1.2 Pet Registration Application ID

A Pet Registration Application ID is a unique application identifier that is generated during the Pet Registration application process and remains valid until the application is successfully approved, rejected, cancelled, or otherwise closed.

The Pet Registration Application ID enables end-to-end tracking of the application throughout its lifecycle and may be used by the applicant and the Urban Local Body (ULB) to:

- Check the status of the submitted Pet Registration application
- Download acknowledgements
- Access duplicate bills and receipts
- Track renewal or modification requests

The Pet Registration Application ID enables traceability and transparency throughout the application lifecycle.

5.1.3 Pet Registration Checklist

The Pet Registration Checklist is a structured list of mandatory and optional requirements that must be fulfilled by a pet owner for successful

registration or renewal of a pet with the Urban Local Body (ULB). The checklist ensures uniformity, completeness, and regulatory compliance of Pet Registration applications across digital and non-digital channels.

The checklist is derived from municipal pet registration bye-laws, veterinary public health guidelines, and operational practices followed by ULBs, and reflects requirements identified through State Urban Digital Assessments and secondary research of existing municipal frameworks.

Indicative Checklist Components

a. Pet Owner-Related Requirements

- Identity proof of pet owner
- Proof of residence within ULB jurisdiction
- Declaration of responsible pet ownership
- Contact details (mobile number and address)

b. Pet-Related Requirements

- Pet species and breed details
- Age and gender of the pet
- Colour and identifiable markings
- Recent photograph of the pet

c. Health and Vaccination Requirements

- Valid anti-rabies vaccination certificate issued by a registered veterinary practitioner
- Record of booster vaccinations, where applicable

- Sterilisation certificate (if mandated or incentivised by the ULB)
- d. Regulatory and Administrative Requirements**
- Undertaking to comply with municipal pet-related bye-laws
 - Previous registration details (in case of renewal)
 - No outstanding penalties or dues related to Pet Registration

5.1.4 Pet Registration Application Status

This represents the current processing status of a Pet Registration application. **See Fig.2**

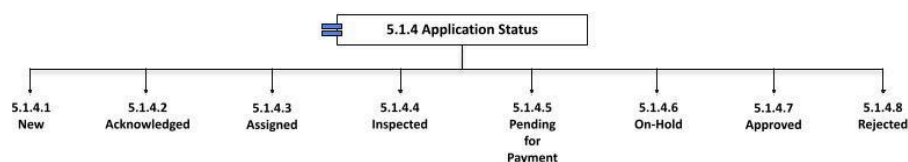


FIG. 2 TAXONOMY FOR APPLICATION STATUS

5.1.4.1 New

New application status means that a Pet Registration application has been filed.

5.1.4.2 Acknowledged

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

5.1.4.3 Assigned

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

5.1.4.4 Inspected

Inspected application status means that the Pet Registration inspection is completed.

5.1.4.5 Pending for Payment

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

5.1.4.6 On-hold

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

5.1.4.7 Approved

Approved application status means that the Pet Registration application is approved. A Pet Registration ID is generated in this case. (ref. section: [5.1.1 Pet Registration ID](#))

5.1.4.8 Rejected

Rejected application status means that the Pet Registration application is rejected after inspection.

5.1.5 Applicant Details (Pet Owner Details)

Pet Owner Details refer to the information of the individual responsible for owning and maintaining the pet within the jurisdiction of the ULB. These details are essential for establishing accountability and ensuring compliance with municipal pet registration bye-laws.

Pet Owner Details may include:

- Name of the pet owner
- Mobile number
- Residential address
- Age
- Proof of identity
- Email ID
- Photograph

In the case of integrated digital systems and in adherence to Ease of Living principles, it is recommended that automated authentication and data fetching be enabled using government registries such as Aadhaar or other notified identity systems, subject to applicable law

5.1.6 Pet Details

Pet Details refer to the set of attributes describing the domestic pet for which registration is sought under the Pet Registration service. These details are recorded and managed as part of a Pet Registration record identified through a Pet Registration ID ([refer 5.1.1](#)).

Pet Details are used for identification, verification, assessment, certification, renewal, and regulatory monitoring of registered pets throughout the registration lifecycle.

5.1.6.1 Pet Registration Type

Pet Registration Type/Category refers to the classification of Pet Registration as notified by the concerned Urban Local Body (ULB) or State authority, typically based on the type of pet (for example, dog or cat). This category is used to determine the applicable registration requirements, conditions, validity and fee structure, strictly in accordance with the relevant municipal bye-laws, rules, or administrative notifications.

This is intended to support extensibility for inclusion of other domestic pets as permitted by State/UT regulations.

5.1.6.2 Breed

Breed refers to the specific breed or classification of the pet as declared by the applicant.

Where the exact breed cannot be determined, appropriate categories such as mixed or non-descript may be recorded.

5.1.6.3 Gender

Gender indicates the biological sex of the pet.

5.1.6.4 Date of Birth

The Date of birth (DOB) of a pet is defined as the specific or estimated, calendar day pet was born.

Where the exact date of birth is unavailable, approximate age may be captured in accordance with applicable guidelines.

5.1.6.5 Colour and Identifiable Markings

This attribute captures the physical description of the pet, including colour and any identifiable markings.

These details support visual identification and verification during inspection or enforcement activities.

5.1.6.6 Vaccination Details

Vaccination Details capture information related to vaccinations prescribed under applicable municipal bye-laws or veterinary public health guidelines.

This may include:

- Type of vaccination
- Date of vaccination
- Validity or next due date

5.1.6.7 Sterilisation Status

Sterilisation Status as an option indicates whether the pet has undergone sterilisation.

This attribute may be mandatory or optional depending on State/ULB policy and incentive structures.

5.1.6.8 Microchipping Details (if applicable)

Microchipping Details refer to the unique identification number of an implanted microchip, where mandated or adopted by the State/UT or Urban Local Body.

5.1.6.9 Veterinary certification

Veterinary certification refers to attesting to the health condition of the pet at the time of registration.

5.1.7 ULB Type

Type of ULB as per the definition of MoHUA such as Nagar Panchayat, Municipal Council or Municipal Corporation.¹

5.1.8 Pet Registration Requirements

Pet Registration Requirements refer to the mandatory conditions, criteria, and prerequisites prescribed under State/UT regulations, municipal bye-laws, or veterinary public health guidelines that must be satisfied for granting or renewing Pet Registration.

These requirements ensure compliance with Directorate, ULBs or public health or competent authority norms, animal welfare provisions, and municipal regulations governing pet ownership.

Pet Registration Requirements may include, but are not limited to:

- Eligibility of the pet for registration
- Compliance with vaccination requirements
- Submission of prescribed declarations and documents
- Fulfilment of fee and penalty obligations, if any

5.1.9 Renewal Details

Renewal Details refer to information associated with a previously issued Pet Registration that is required at the time of renewal.

Renewal Details may include:

¹ Urban and Regional Development Plans Formulation and Implementation (URDPFI) Guidelines. Ministry of Housing and Urban Affairs

- Previous Pet Registration ID
- Reference to earlier registration validity period

Renewal of Pet Registration shall be carried out within the time period specified by the ULB or competent authority

5.1.10 Pet Registration Zones

For the purpose of administering Pet Registration services, the jurisdiction of a ULB may be divided into defined Pet Registration Zones.

These zones may be created for administrative, enforcement, or operational purposes and may be aligned with:

- Municipal wards
- Enforcement or inspection zones

In an integrated IT solution, Pet Registration Zones may be geo-referenced and used for assignment, monitoring and reporting.

5.1.11 Relevant Documents

Relevant Documents refer to the set of documents required to be submitted by the applicant for verification and processing of Pet Registration applications.

The documents required may vary based on State/UT regulations and ULB bye-laws and may include:

- Proof of identity of the pet owner
- Proof of residence within ULB jurisdiction
- Vaccination certificate

- Sterilisation certificate, where applicable
- Previous registration certificate (in case of renewal)

In integrated digital systems, eligible documents may be fetched or verified through authorised government repositories, subject to applicable laws.

5.1.12 Penal Provisions

Penal Provisions refer to penalties and enforcement actions applicable in cases of non-compliance with Pet Registration regulations, conditions, or validity requirements.

Penalties may be imposed for:

- Failure to register a pet
- Providing false or misleading information
- Violation of registration conditions
- Non-renewal of registration within prescribed timelines

The nature and extent of penalties shall be governed by applicable municipal bye-laws and regulations.

5.1.13 Pet Registration Type

Pet Registration Category refers to the classification of Pet Registration as notified by the concerned Urban Local Body (ULB) or State authority, typically based on the type of pet (for example, dog or cat). This category is used to determine the applicable registration requirements, conditions, validity and fee structure, strictly in accordance with the relevant municipal bye-laws, rules, or administrative notifications.

5.1.14 Validity

Validity refers to the period for which a Pet Registration certificate remains effective from the date of issue.

5.1.15 Certificate Status

This is the current status of the validity of certificates . **See Fig.3.**

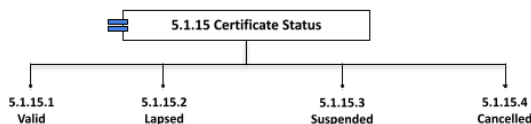


FIG. 3 TAXONOMY FOR CERTIFICATE STATUS

5.1.15.1 Valid

The registration certificate is within its prescribed validity period.

5.1.15.2 Lapsed

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

5.1.15.3 Suspended

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

5.1.16 Pet Registration Request Type

Pet Registration Request Type refers to the classification of a Pet Registration application based on the nature of the request submitted by the applicant. This classification enables the Urban Local Body (ULB) to process applications appropriately based on the intended action on an existing or new Pet Registration record. **See Fig.4.**

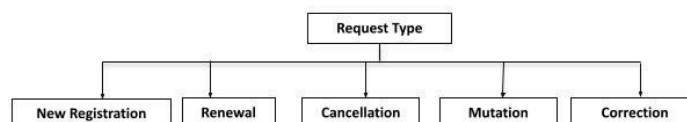


FIG 4 TAXONOMY FOR PET REGISTRATION REQUEST TYPE

5.1.16.1 New Registration

New Registration refers to an application submitted for first-time registration of a pet with the Urban Local Body. The application is submitted along with the requisite documents and applicable registration and processing fees, as prescribed by the ULB.

5.1.16.2 Renewal

Renewal refers to an application submitted to extend the validity of an existing Pet Registration. The renewal application shall reference the original Pet Registration ID and must be submitted within the time frame specified by the ULB.

5.1.16.3 Cancellation

Cancellation refers to an application submitted to cancel an existing Pet Registration. Cancellation may be initiated due to reasons such as death of the pet, transfer of ownership outside the ULB jurisdiction, or any other reason as permitted under municipal bye-laws.

The competent authority may cancel the Pet Registration after due verification.

5.1.16.4 Mutation

Mutation refers to an application submitted for transfer of an existing Pet Registration from one pet owner to another. Mutation may occur due to sale, adoption, or transfer of ownership of the pet, subject to submission and verification of prescribed documents.

5.1.16.5 Correction

Correction refers to an application submitted for rectification of errors or updates in the details of an existing Pet Registration. This may include correction of pet details, owner information, or other registration attributes.

5.1.17 Assessment Year

Assessment Year refers to the financial year for which a Pet Registration

application is assessed, processed, or renewed by the Urban Local Body (ULB) or the concerned authority.

The Assessment Year is used for administrative, accounting, reporting, and compliance purposes and enables:

- Alignment of Pet Registration records with the applicable financial year
- Aggregation and comparison of registration data across periods
- Linking of billing, payment and renewal information to a defined assessment cycle

The Assessment Year shall typically correspond to the financial year defined by the Government of India or as prescribed by the respective State Government or ULB.

5.1.18 Billing Details

Billing Details refer to the information related to bills generated during the processing of a Pet Registration application, including new registration, renewal, or other applicable request types. Billing Details support financial accounting, demand tracking, and reconciliation for Pet Registration services delivered by the Urban Local Body (ULB) **See Fig.5.**

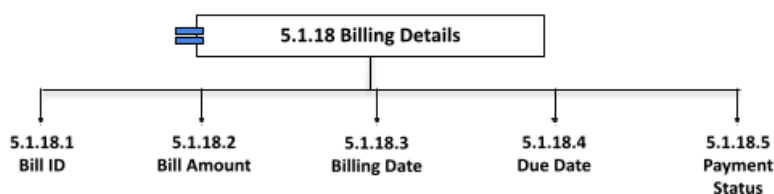


FIG.5- TAXONOMY FOR BILLING DETAILS

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.

The Bill Amount is determined as per the fee structure prescribed by the ULB/ competent authority.

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 by which the bill raised for a Pet Registration application must be paid. In case of non-payment by the due date, penalties or surcharges may be levied as per applicable municipal regulations.

5.1.18.5 Payment Status

Payment Status indicates the current status of payment against a raised bill. This status enables monitoring of outstanding dues and reconciliation of payments.

5.1.19 Payment Details

Payment Details refer to the information related to payments made by the applicant towards bills raised for Pet Registration services, including

new registration, renewal, or other applicable request types. These details support financial accounting, reconciliation, and audit of Pet Registration transactions by the Urban Local Body (ULB). **See Fig.6**

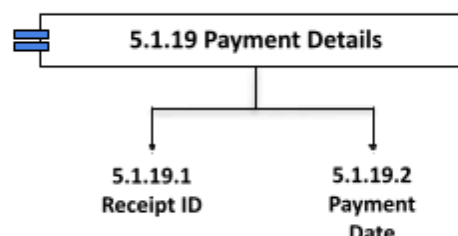


FIG 6. TAXONOMY FOR PAYMENT DETAILS

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

Payment Date is the date on which the applicable Pet Registration fees are paid by the applicant and recorded in the municipal accounting system.

5.1.20 Pet Registration SLG Factors

Pet Registration SLG Factors refer to the time-related parameters associated with a Pet Registration application that determine the timeliness of service delivery in relation to the Service Level Guarantee (SLG) prescribed by the Urban Local Body (ULB) or the concerned authority. (Ref. [5.1.20.1](#) Service level Guarantee) set by the ULB or any other concerned Authority. **See Fig.7.**

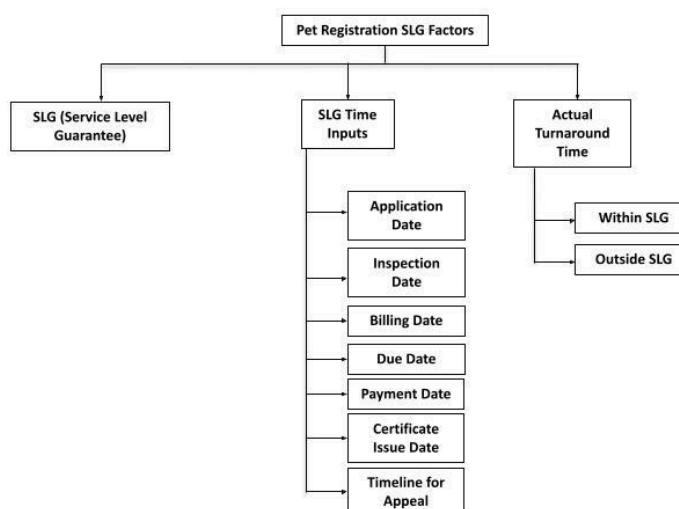


FIG 7. TAXONOMY FOR SLG FACTORS

5.1.20.1 Service level Guarantee (SLG)

The maximum time that service departments expect to take to complete a pet registration 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

SLG Time Inputs are key dates captured during the Pet Registration application lifecycle to assess compliance with prescribed SLGs.

5.1.20.2.1 Application Date

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

5.1.20.2.2 Inspection Date

Inspection Date is the date on which inspection related to the Pet Registration application is conducted by the ULB or designated authority.

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 the Pet Registration certificate and Pet Registration ID are issued to the applicant. This date shall be used for determining the validity period of the registration.

5.1.20.2.7 Timeline for Appeal

Timeline for Appeal refers to the period within which an aggrieved applicant may file an appeal against an order or

decision related to Pet Registration, as specified in the assessment or decision notice.

5.1.20.3 Actual Turnaround Time

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

5.1.20.3.1 Within SLG (Service level Guarantee)

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

5.1.20.3.2 Outside SLG (Service level Guarantee)

When a Pet Registration service is issued beyond the SLG (Service Level

Guarantee) exceeding the time period defined.

5.2 Channels

Channels /Mode refer to the modes through which Pet Registration services are made available to applicants for submission, tracking, payment, and issuance of Pet Registration certificates. The availability of multiple channels ensures inclusivity, accessibility, and continuity of service delivery across varied citizen capacities and local contexts.

Pet Registration services may be delivered through digital and non-digital channels, as per mediums available by the concerned authority.

See Fig.08

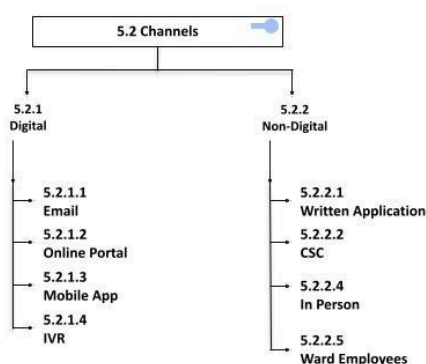


FIG 08. TAXONOMY FOR PET REGISTRATION CHANNELS

5.2.1 Digital

Digital means an electronic way to collect, store, process, and transmit data in the desired form. In the context of Pet Registration, this refers to processes and corresponding data used by the authority and the applicant for Pet Registration applications which are submitted, processed, or generated in digital form for the

purpose of registration, allocation, assessment, follow-up, renewal and appeal, wherever applicable.

5.2.1.1 Email

Electronic media for transfer of messages and information through the internet. Email may be used for submission of Pet Registration-related information, communication of acknowledgements, clarification

requests, status updates, or issuance of digitally signed Pet Registration certificates, as permitted by the authority.

5.2.1.2 Online Portal

Web portals or web applications refer to websites developed for Pet Registration management. This broadly includes facilities for application submission, capture of pet and owner details, document upload, fee calculation, payment through integrated payment gateways and generation of Pet Registration certificates.

These portals may be developed at the National, State, or ULB level for e-governance service delivery.

In case of an integrated system at city or State level, the system may include information related to all Pet Registration services required under applicable municipal regulations and enable routing of applications to the concerned departments or officials 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 or tablet. In the context of Pet Registration, mobile applications may be used for application submission, document upload, payment, tracking, and issuance of registration certificates.

5.2.1.4 IVR

Interactive Voice Response (IVR) is a technology that allows individuals to interact with a computer-operated phone system through the use of voice

or keypad inputs. In the context of Pet Registration, IVR systems may be used to capture basic application requests, provide information on procedures or register service requests. The call centre operator may register the details in the system and contact the applicant in case additional information or clarification is required.

5.2.2 Non-Digital

These are other means (non-digital) through which a Pet Registration request is captured.

5.2.2.1 Written Application

A written application refers to a channel for Pet Registration which includes an application in a prescribed form or format, addressed to the Municipal Commissioner or any competent authority, requesting new registration, renewal or modification of Pet Registration.

5.2.2.2 CSC

Common Service Centres (CSCs) are access points for delivery of various services using Information and Communication Technology (ICT). CSCs were introduced under the National e-Governance Project by the Government of India. CSCs may act as assisted facilitation centres for submission of Pet Registration applications.

5.2.2.3 In Person

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

An applicant may walk into the municipal office or ward office to submit their Pet Registration application, seek assistance, or complete formalities related to registration.

5.2.2.4 Ward Employees

Ward employees are employees of the municipal council or municipal authority concerned with administrative wards of the city. In the context of Pet Registration, applications may be submitted or facilitated through respective ward employees, wherever such arrangements are prescribed.

5.3 Pet Registration Stakeholder Matrix

The Stakeholder Matrix identifies the various stakeholders involved in the

delivery, regulation, and oversight of Pet Registration services, along with their respective roles, responsibilities, and levels of engagement. Clearly defining stakeholders ensures accountability, role clarity and effective coordination across authorities involved in the Pet Registration lifecycle. Stakeholders may belong to different levels of governance and may perform operational, supervisory, regulatory or facilitative functions in the Pet Registration process. **See Fig.9.**

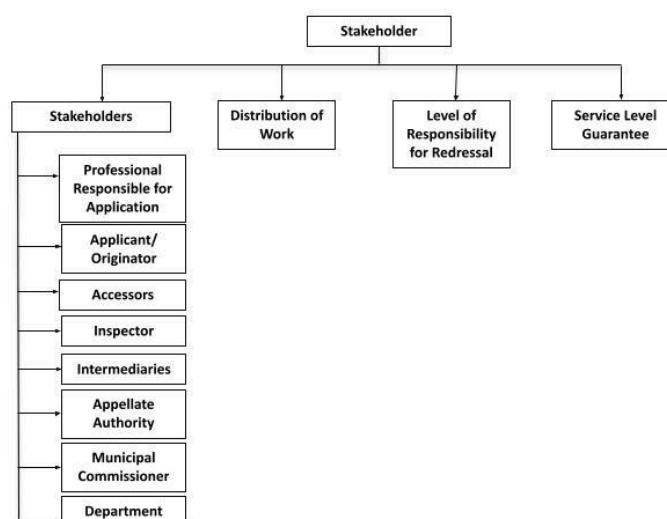


FIG 9. TAXONOMY FOR STAKEHOLDERS

5.3.1 Stakeholder

A stakeholder is any individual, group, or organization that is directly or indirectly involved in, affected by, or has an interest in the Pet Registration process. Stakeholders may participate at different stages such as application submission, verification, assessment, approval, monitoring, or grievance redressal.

Key stakeholders in Pet Registration typically include applicants (pet owners), municipal authorities,

facilitating agencies, supervisory bodies and system operators.

5.3.1.1 Professional Responsible for Application

The Professional Responsible for Pet Registration refers to a qualified professional or stakeholders responsible for certifying, verifying, or endorsing specific aspects of a Pet Registration application, where applicable, before or during submission to the Urban Local Body (ULB).

Such professionals may include registered veterinary practitioners or authorised animal health professionals responsible for validating pet health records, vaccination certificates or sterilisation details, as mandated under applicable municipal bye-laws or guidelines.

5.3.1.2 Applicant / Originator

Applicant means the originator of the Pet Registration application who requests the service from the Urban Local Body. The applicant is typically the pet owner or the individual legally responsible for the pet and is accountable for compliance with applicable municipal bye-laws and conditions relating to Pet Registration.

5.3.1.3 Assessors

An assessor is a ULB official responsible for determining the applicable Pet Registration fee for revenue purposes, based on prescribed fee structures, pet categories, validity periods, or other criteria defined under municipal bye-laws.

The value derived by the assessor is used to calculate payable fees for new registrations, renewals, or modifications, and may inform future fee revisions.

5.3.1.4 Pet Registration Inspector

A Pet Registration Inspector is a person appointed by the Urban Local Body or a competent authority to perform inspection, verification and compliance-related duties for Pet Registration applications.

The inspector may conduct physical or documentary verification of pet details, vaccination status, ownership particulars, and adherence to

municipal norms, as required under applicable regulations.

5.3.1.5 Intermediaries

An intermediary is an individual, group of persons (such as volunteers), or organizations (including NGOs, trusts, or Common Service Centres) who initiate or submit Pet Registration applications on behalf of the applicant who lacks the capacity to access available service channels.

Such intermediaries should be authorised or registered with the ULB to provide assistance to applicants who are from marginalized sections, are illiterate, elderly, or differently abled, and shall not charge additional fees beyond those prescribed by the ULB.

Applications submitted by intermediaries on behalf of applicants who are capable of independently submitting their requests may not be considered by the ULB.

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 pet registration 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, office, or authority of the Urban Local Body or Government agency responsible for administering, regulating and issuing Pet Registration certificates as per relevant statutes, rules, regulations, and municipal by-laws.

5.3.2 Distribution of Work Area

This refers to the wards, zones, or administrative sectors within the Urban Local Body or competent department for which each stakeholder is responsible in relation to Pet Registration service delivery, verification, inspection and enforcement.

5.3.3 Level of Responsibility for Redressal

In order to ensure that Pet Registration applications and related grievances are resolved within the prescribed time norms, escalation levels of responsibility for redressal are defined and mapped across appropriate authorities.

5.3.4 Service Level Guarantee

Refer section [5.1.20.1](#)

5.4 Processes

A process by which an application is created at the municipal authority/competent authority. See **Fig.10**.

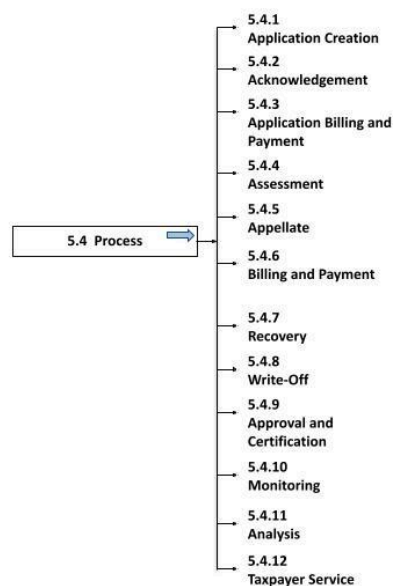


FIG 10. TAXONOMY FOR PET REGISTRATION PROCESSES

5.4.1 Application Creation

Application Creation refers to the process through which a Pet Registration application is initiated by the applicant or an authorised

intermediary through available digital or non-digital channels.

This process includes capturing mandatory pet owner details, pet attributes, vaccination and health information, supporting documents,

and declarations as prescribed under municipal bye-laws.

See Fig.11

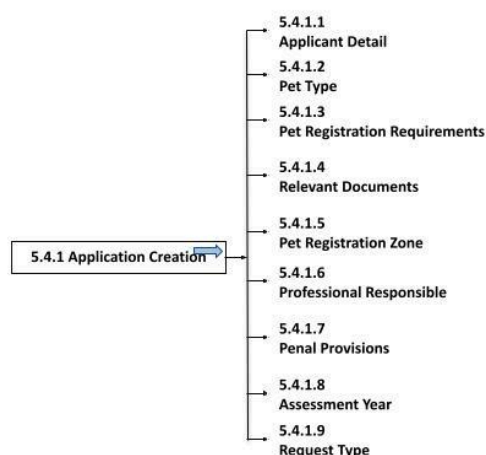


FIG 11. TAXONOMY FOR APPLICATION CREATION

5.4.1.1 Applicant Details

Refer section [5.1.5](#)

5.4.1.2 Pet Type

Refer section [5.1.6.1](#)

5.4.1.3 Pet Registration Requirements

Refer section [5.1.8](#)

5.4.1.4 Relevant Documents

Refer section [5.1.11](#)

5.4.1.5 Pet Registration Zone

Refer section [5.1.10](#)

5.4.1.6 Professional Responsible for Application

Refer section [5.3.1.1](#)

5.4.1.7 Penal Provisions

Refer section [5.1.12](#)

5.4.1.8 Assessment Year

Refer section [5.1.1.6](#)

5.4.1.9 Pet Registration Request Type

Refer section [5.1.16](#)

5.4.2 Acknowledgement

Application Acknowledgement refers to the process of formally acknowledging receipt of a Pet Registration application by the ULB system or designated authority.

Upon acknowledgement, a Pet Registration Application ID is generated ([refer section 5.1.2](#)), enabling the applicant to track the status of the application throughout its lifecycle.

Application status post acknowledgment is changed to acknowledged. **See Fig.12**

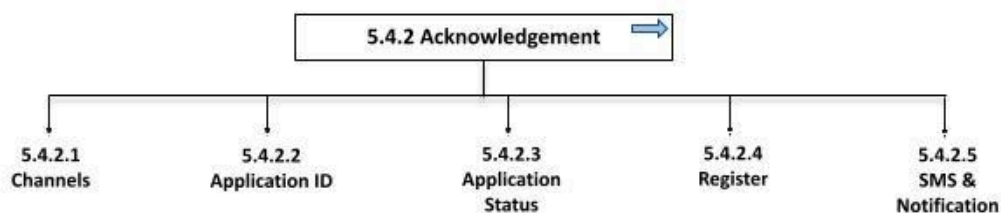


FIG 12. TAXONOMY FOR ACKNOWLEDGEMENT

5.4.2.1 Pet Registration Channels

Refer section [5.2](#)

5.4.2.2 Application ID

Refer section [5.1.2](#)

5.4.2.3 Application Status

Refer section [5.1.4](#)

5.4.2.4 Pet Registration Register

Refer section [5.5.2](#)

5.4.2.5 SMS & Notifications

These are the notifications sent to citizens informing them about the Pet Registration 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.13.**

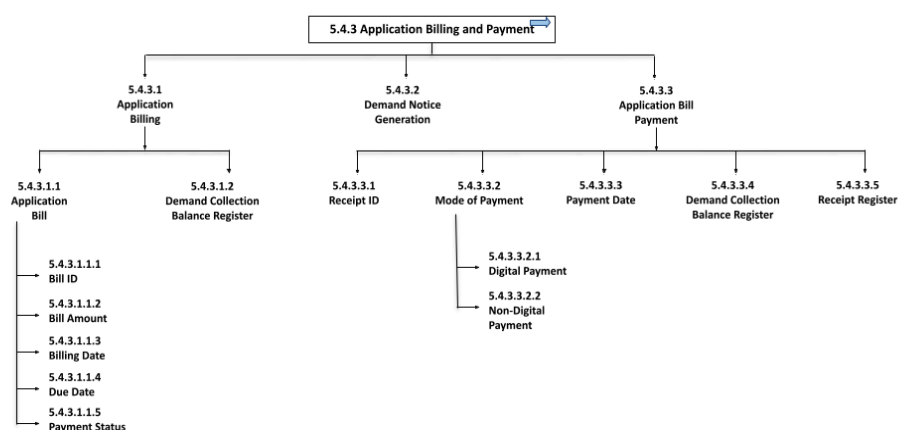


FIG 13. TAXONOMY OF APPLICATION BILLING & PAYMENT

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

The Application Bill is the initial bill generated for the Pet Registration application. This may include application processing fees, registration fees, inspection fees (if

applicable), and other charges as prescribed under municipal bye-laws.

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 Pet Registration collections. It helps in monitoring demand raised, collection received, and outstanding balance for various services under Pet Registration 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 [5.1.18.1](#)

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 Pet Registration 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 or 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

Assessment refers to the process of scrutinising Pet Registration applications and supporting documents by the concerned ULB department or authority. Assessment

may be conducted digitally or manually, based on local administrative practices.

Upon initiation of assessment, the application status is updated to **Assigned**. See Fig.14.

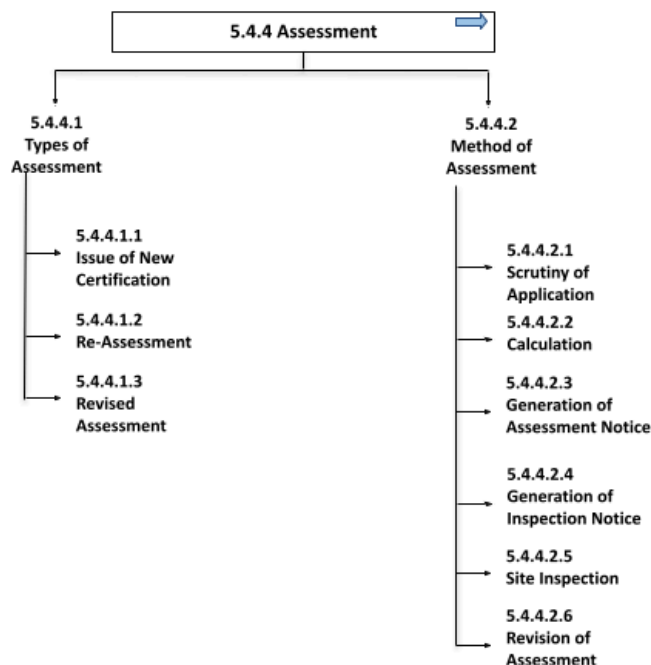


FIG 14. TAXONOMY FOR ASSESSMENT

5.4.4.1 Types of Assessment

Types of assessment is the classification of assessment processes

undertaken to provide Pet Registration service. See Fig.15.

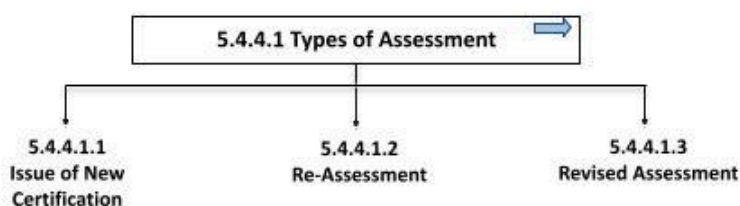


FIG 15. TAXONOMY FOR TYPES OF ASSESSMENT

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 undertaken when there is a change in details of an existing Pet Registration.

5.4.4.1.3 Revised Assessment

Revision of Assessment refers to reassessment of Pet Registration fees based on inspection findings or updated information, followed by issuance of a revised assessment notice.

Urban Local Body (ULB) or concerned authority to assess a Pet Registration application based on defined Pet Registration factors, as prescribed under applicable municipal bye-laws or policies.

See Fig.16.

5.4.4.2 Method of Assessment

Method of Assessment refers to the different methods undertaken by the

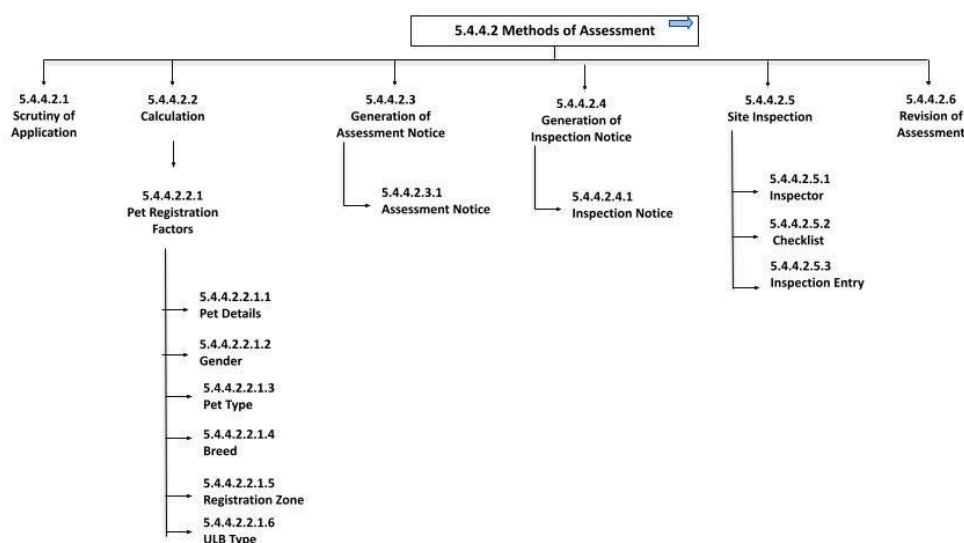


FIG 16. TAXONOMY FOR METHOD OF ASSESSMENT

5.4.4.2.1 Scrutiny of Application

Scrutiny of Application is the preliminary assessment conducted immediately after submission of a Pet Registration application by the applicant. This scrutiny is carried out by the designated assessing officer or veterinary/public health official of the ULB.

5.4.4.2.2 Calculation

Calculation is the process of determining the applicable Pet Registration fee based on criteria specified under State Municipal Acts,

ULB bye-laws, or orders issued by the competent authority.

The calculation process may use one or a combination of Pet Registration-specific factors to compute the registration fee, renewal fee, penalties (if any), or incentives, and to generate the corresponding bill (demand).

5.4.4.2.2.1 Pet Registration Factors

Pet Registration Factors are limited attributes associated with a Pet Registration application that may be considered by the Urban Local Body

(ULB) for the purposes of registration, fee determination, or regulatory compliance, as prescribed under applicable municipal bye-laws.

In most municipal bye-laws, pet registration requirements and fees are primarily determined based on the type of pet with specific provisions commonly notified for dogs. Other attributes, where captured, are generally for record-keeping or compliance purposes and do not necessarily influence fee assessment.

Indicative Pet Registration Factors may include:

- **Pet Type**
The type of pet for which registration is sought (for example- dog, cat or et al), as explicitly notified under the applicable municipal bye-laws.
- **Mandatory Compliance Attributes (Record-based)**
Limited attributes required for statutory or public health compliance, such as proof of vaccination, where mandated by the ULB or State authority.

Other attributes such as age or sterilisation status, if captured, are typically governed through administrative instructions, public health advisories and factors explicitly provided under the relevant bye-laws.

The applicability and use of Pet Registration Factors shall be determined solely by the respective State or Urban Local Body in accordance with its notified legal framework.

5.4.4.2.2.1.1 Pet Details

Refer section [5.1.6](#)

5.4.4.2.2.1.2 Gender

Refer section [5.1.6.3](#)

5.4.4.2.2.1.3 Pet Type

Refer section [5.1.6.1](#)

5.4.4.2.2.1.4 Breed

Refer section [5.1.6.2](#)

5.4.4.2.2.1.5 Pet Registration Zone

Refer section [5.1.10](#)

5.4.4.2.2.1.6 ULB Type

Refer section [5.1.7](#)

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 Registration Certificate assessed on the basis of the Pet Registration factors. This notice is not considered as the final bill. The assessment notice is the interim notice to confirm the fee of the Registration Certificate.

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 pet owner 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.

5.4.4.2.5.1 Pet Registration Inspector

Refer section [5.3.1.4](#)

5.4.4.2.5.2 Pet Registration Checklist

Refer section [5.1.3](#)

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 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 fees. The appeal process is initiated with a simple appeal letter or through application.

See Fig.17.

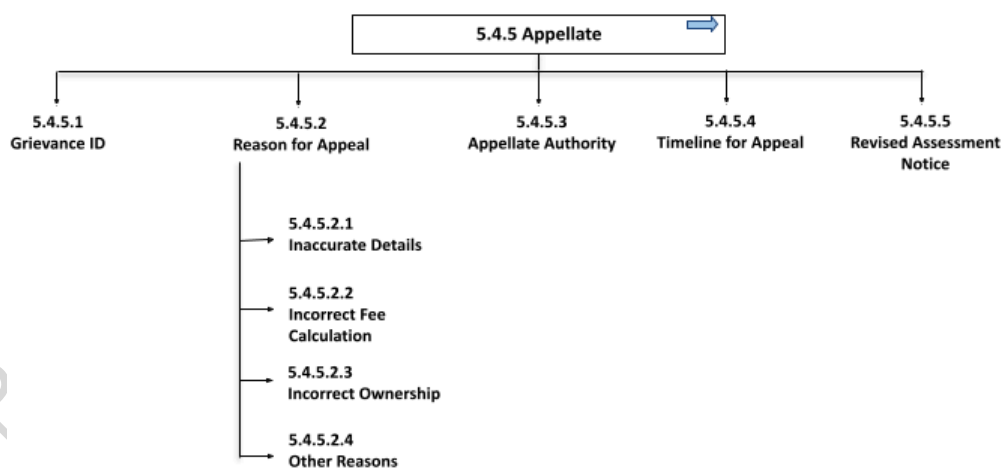


FIG 17. TAXONOMY OF APPELLATE

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, pet details 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 assessed on the basis of the revised assessment.

5.4.6 Pet Registration Billing & Payment

Pet Registration Billing & Payment refers to the process of generating a registration fee demand against an approved Pet Registration application and the subsequent payment of the same by the applicant, in accordance with the applicable municipal bye-laws, rules, or notified fee schedules.

Pet Registration fees are generally fixed, category-based and non-assessment driven. **See Fig.18.**

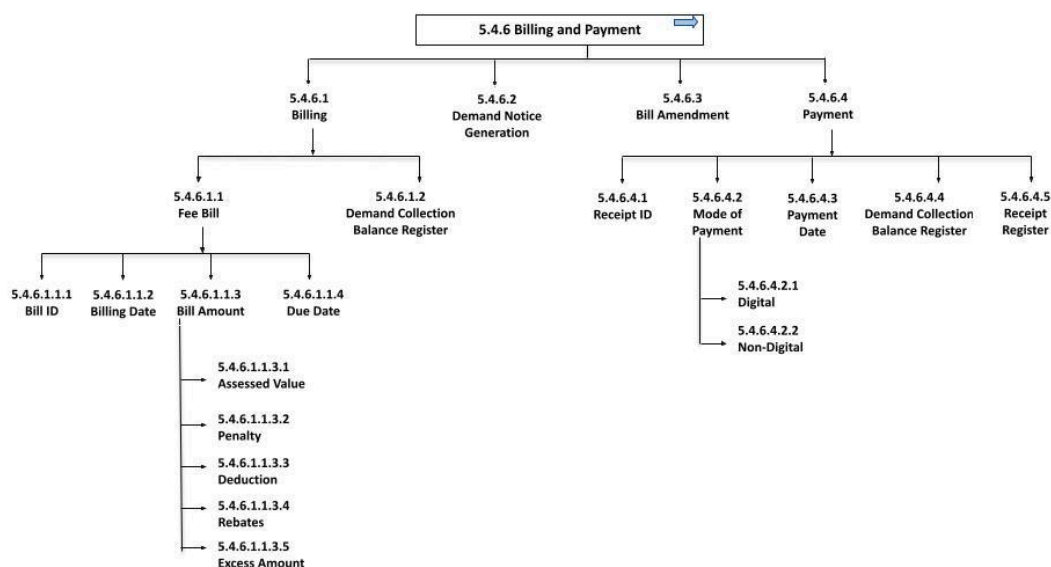


FIG 18. TAXONOMY OF BILLING & PAYMENT

5.4.6.1 Pet Registration Billing

Pet Registration Fee Bill refers to the final fee demand generated in reference to a Pet Registration Application, based on the applicable fee category notified by the ULB.

5.4.6.1.1 Pet Registration Fee Bill

It means the final bill generated in reference to the Application based.

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

Assessed Value refers to the fee-determining value derived by the Urban Local Body (ULB), where applicable, for the purpose of

calculating the payable Pet Registration fee, strictly in accordance with the fee structure notified under the relevant municipal bye-laws or policies.

5.4.6.1.1.3.2 Penalty

Penalty refers to an additional amount levied by the ULB in cases such as delayed registration, delayed renewal, or non-compliance with timelines, where such provisions are explicitly provided under municipal bye-laws.

5.4.6.1.1.3.3 Deductions

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

5.4.6.1.1.3.4 Rebates

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

5.4.6.1.1.3.5 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 refers to the process of correcting or revising a Pet Registration fee bill in cases where an error is identified in fee category selection, duplication, or data entry, either upon request by the applicant or suo motu by the ULB.

Bill amendments shall be carried out in accordance with the applicable bye-laws or administrative instructions.

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, in the context of Pet Registration, refers to the process of recovering unpaid Pet Registration fees from applicants who have failed to pay the prescribed registration or renewal fee within the stipulated time period, as notified under applicable municipal bye-laws.

Given that Pet Registration fees are generally fixed, non-tax, and non-property-linked, recovery mechanisms are typically limited in scope and are primarily administrative and facilitative in nature and do not involve coercive recovery actions such as attachment or seizure of movable or immovable property. Recovery is primarily administrative and notice-based. **See Fig.19**

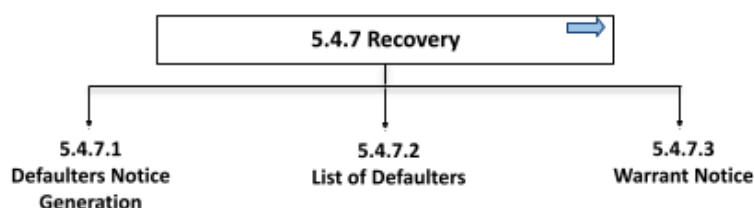


FIG 19. TAXONOMY OF RECOVERY

5.4.7.1 Defaulters Notice Generation

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

The concerned authority may consider including late fees or penalties in such notices where permitted under applicable bye-laws or notified fee rules.

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 Pet registration 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

Approval & Certification refers to the process of granting approval to a Pet Registration application and issuing a Pet Registration Certificate by the concerned authority, in accordance with applicable municipal pet bye-laws.

Application status in this case is Approved. **See Fig. 20.**

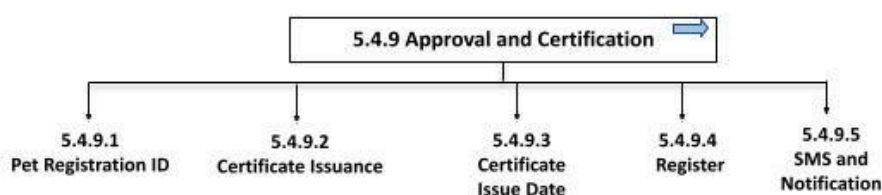


FIG 20. TAXONOMY OF APPROVAL & CERTIFICATION

5.4.9.1 Pet Registration ID

Refer section [5.1.1 Pet Registration](#)

5.4.9.2 Certificate Issuance

This process involves issuing a Pet Registration Certificate following the assessment and approval of the Pet Registration 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 [5.1.20.2.6 Certificate Issue Date](#)

5.4.9.4 Pet Registration Register

Refer section [5.5.2 Pet Registration Register](#)

5.4.9.5 SMS & Notifications

Refer section [5.4.2.5 SMS & Notifications](#)

5.4.10 Pet Registration Monitoring

Pet Registration Monitoring refers to administrative monitoring undertaken by the concerned authority from the time an application is submitted until the Pet Registration Certificate remains valid. Monitoring focuses on registration status, renewals, and compliance with basic bye-law provisions, where applicable. **See Fig. 21.**

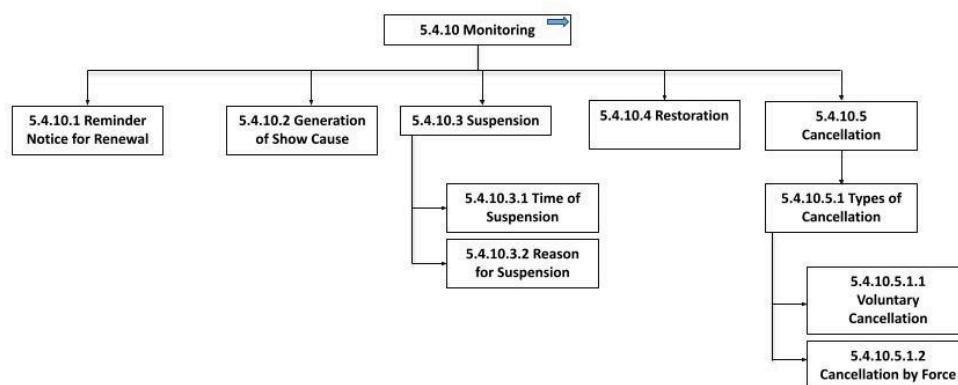


FIG 21. TAXONOMY OF PET REGISTRATION MONITORING

5.4.10.1 Reminder Notice for Renewal

This refers to issuing reminders to pet owners for renewal of expired or expiring Pet Registration Certificates. Notices may be issued via SMS, email, or other communication channels, as

determined by the ULB or the concerned authority.

1. Pet Registration Inspector

Refer section [5.3.1.4 Pet Registration Inspector](#)

2. Pet Registration Checklist

Refer section [5.1.3 Pet Registration Checklist](#)

3. Inspection Entry

Refer section [5.4.4.2.5.3 Inspection Entry](#)

5.4.10.2 Generation of Show Cause Notice

Where enabled under municipal pet bye-laws, the concerned authority may issue a show cause notice to a pet owner in cases of non-compliance with notified conditions of registration.

The notice provides an opportunity to submit explanations within a stipulated time period.

5.4.10.3 Suspension

Suspension refers to suspension of a Pet Registration Certificate only where such action is explicitly permitted under applicable bye-laws.

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

Restoration refers to reactivation of a suspended or expired Pet Registration Certificate upon compliance with prescribed conditions, payment of applicable fees, or rectification of deficiencies.

5.4.10.5 Cancellation

The process of cancelling the certificate for the owners. The cancellation of pet registration 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 certificate 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 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 Documentation Gaps

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

5.4.10.5.2.2 Emergency Issues

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

5.4.10.5.2.3 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.

5.4.10.7 Cancellation Register

Refer section [5.5.2.5 Cancellation Register](#)

5.4.11 Analysis

Analysis is the process through which all Pet Registration 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. 22**

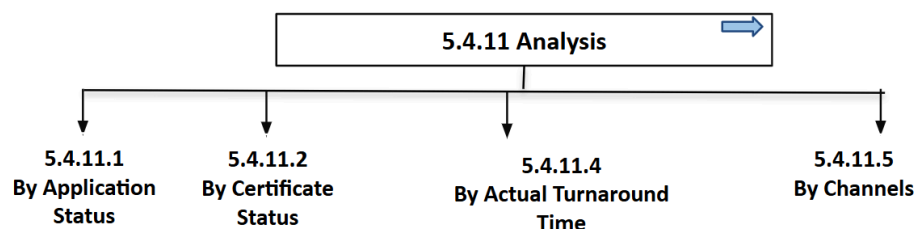


FIG 22. TAXONOMY OF ANALYSIS

5.4.11.1 By Application Status

Refer section [5.1.4 Pet Registration Application Status](#)

5.4.11.2 By Certificate Status

Refer section [5.1.15 Certificate Status](#)

5.4.11.3 By Actual Turnaround Time

Refer section [5.1.20.3 Actual Turnaround Time](#)

5.4.11.4 By Pet Registration Channels

Refer section [5.2 Channels](#)

5.4.12 Citizen Services

Citizen Services are facilitative services provided to Pet Registration applicants and registered pet owners. In the context, these are no due certificate, duplicate bills, and duplicate certificates. **See Fig.23.**

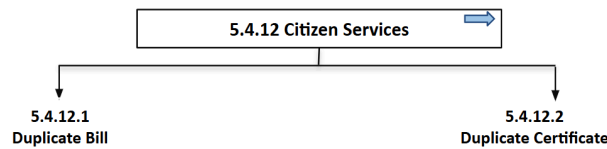


FIG 23. TAXONOMY OF TAXPAYER SERVICES

5.4.12.1 Duplicate Bill

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

5.4.12.2 Duplicate Certificates

These are duplicate copies of certificates 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).

pet registration application processes within a ULB. These reports use key data points and performance indicators to assess how efficiently and transparently certificates 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. 24**

5.5 Pet Registration Reports Reports and KPIs

Pet Registration Reports and KPIs include structured documents that track and evaluate the performance of

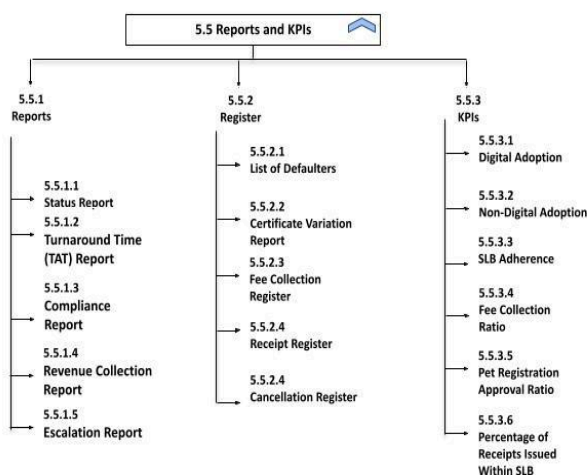


FIG 24. TAXONOMY OF REPORTS & KPIs

5.5.1 Pet Registration Reports

Pet Registration Reports provide consolidated information on applications, certificates, payments, and service outcomes across different channels. These reports may be maintained in digital or physical form, as prescribed by the respective ULB. Following are some standard formats of reports that may be maintained:

5.5.1.1 Pet Registration Application Status Report

Provides an overview of Pet Registration applications by status (submitted, under scrutiny, approved, rejected, pending for payment, cancelled), enabling tracking of service workload and pendency.

5.5.1.2 Pet Registration Turnaround Time (TAT) Report

Captures the time taken to process Pet Registration applications against the prescribed Service Level Benchmarks (SLBs), where notified.

5.5.1.3 Pet Registration Compliance Report

Tracks compliance with statutory requirements under applicable municipal bye-laws, such as submission of mandatory documents (e.g., vaccination proof), where prescribed.

5.5.1.4 Pet Registration Revenue Collection Report

Provides details of registration and renewal fees collected, pending payments, and renewals processed during a defined period.

5.5.1.5 Pet Registration Escalation / Pendency Report

Identifies applications exceeding prescribed timelines or pending beyond reasonable processing periods for administrative review.

5.5.2 Pet Registration Register

The Pet Registration Register is a consolidated record of all Pet Registration certificates issued by a ULB. It provides visibility into:

- Pending renewals, where applicable
- Fee collection details

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

- Total registrations issued
- New registrations and renewals

5.5.2.1 List of Defaulters

List of Defaulters or Defaulter's register provide details of Pet Registration defaulters, in a given interval. A defaulter is a person or body that has not paid last or previous Pet Registration 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 pet registration categories based on variations in request submissions, request dates, approval statuses, and other relevant parameters. They provide insights into trends and processing timelines.

5.5.2.3 Fee Collection Register

Maintains records of demands raised and fees collected for Pet Registration services.

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

Captures details of cancelled Pet Registration certificates, including applicant details, reason for cancellation and date of cancellation, where cancellation is permitted under applicable rules.

5.5.3 KPIs

KPIs are measurable indicators used to assess the effectiveness and efficiency of Pet Registration service delivery.

5.5.3.1 Digital adoption

Digital Adoption means utilizing a digital channel to apply and obtain a pet registration. Digital adoption of pet registrations can be measured in the following terms:

- % of citizens using digital channels for pet registration payment
- % of citizens using digital channels for accessing services
- % volume from different channels
- % of certificates 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. Non-digital adoption can be measured through the following key indicators.

#	Indicator	Description
a.	% of citizens applying for Pet registrations through offline/manual processes	Measures reliance on physical submission of applications instead of online channels.
b.	% of Pet registration payments made via cash or demand drafts	Indicates preference for non-digital payment methods such as cash, cheque, or DD
c.	% of pet registrations processed via in-person verification and approval	Tracks the dependency on physical site visits and manual scrutiny for approvals

d.	% volume of applications handled through offline counters vs. digital platforms	Compares the workload of physical offices with digital service platforms.
e.	% of pet registrations issued beyond Service Level Benchmark (SLB) due to manual processes	Evaluates delays caused by non-digital workflows and dependency on manual approvals
f.	Average processing time for pet registrations through manual submission vs. digital alternatives	Measures the efficiency gap between non-digital and digital service delivery.
g.	Citizen feedback scores on ease of access through offline channels	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 Fee Collection Ratio

Ratio of fees collected against fees demanded for Pet Registration services during a defined period

5.5.3.5 Pet registration's Approval Ratio

This means the number of total pet registration issued in comparison to the total number of applications received for certificates 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)
Pet registration ID	Unique identifier assigned to each pet issued by the authority.	Varchar (50)	Yes
Pet Type	Type of pet registered (e.g., dog, cat), as notified	Varchar (100)	Yes
Application / Registration Status	Status of application (Pending, Approved, Rejected, Under Review).	Enum	Yes
Certificate Validity	Duration for which the certificate remains valid (Start Date – End Date).	Date Range	Yes

Pet Registration ID – A unique identifier generated by the issuing Urban Local Body (ULB) or competent authority for each Pet Registration application or certificate, used for tracking applications, registrations, renewals (where applicable) and regulatory compliance.

Pet Registration Type – The category of Pet Registration as notified by the concerned ULB or State authority, typically based on the type of pet (for example, dog or cat) and used to apply the relevant rules, conditions, and fee structure.

Application / Registration Status – The current stage of the Pet Registration application or certificate lifecycle, used to track processing progress. Typical statuses may include submitted, under scrutiny, approved, rejected, pending for payment, expired or cancelled, as applicable.

Validity Period – The timeframe for which a Pet Registration certificate remains valid, where validity or renewal is prescribed under applicable municipal bye-laws or government notifications. In cases where lifetime or one-time registration is notified, the validity period shall be recorded accordingly.

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P-Draft for State/UT Consultation