

## USER MANUAL FOR THE FIRE INSPECTING OFFICER

### INTRODUCTION

This manual is prepared to guide Fire Station Operator user in using **the Fire NOC Application**.

### PURPOSE

The purpose of this manual is to provide step-by-step instructions on how to:

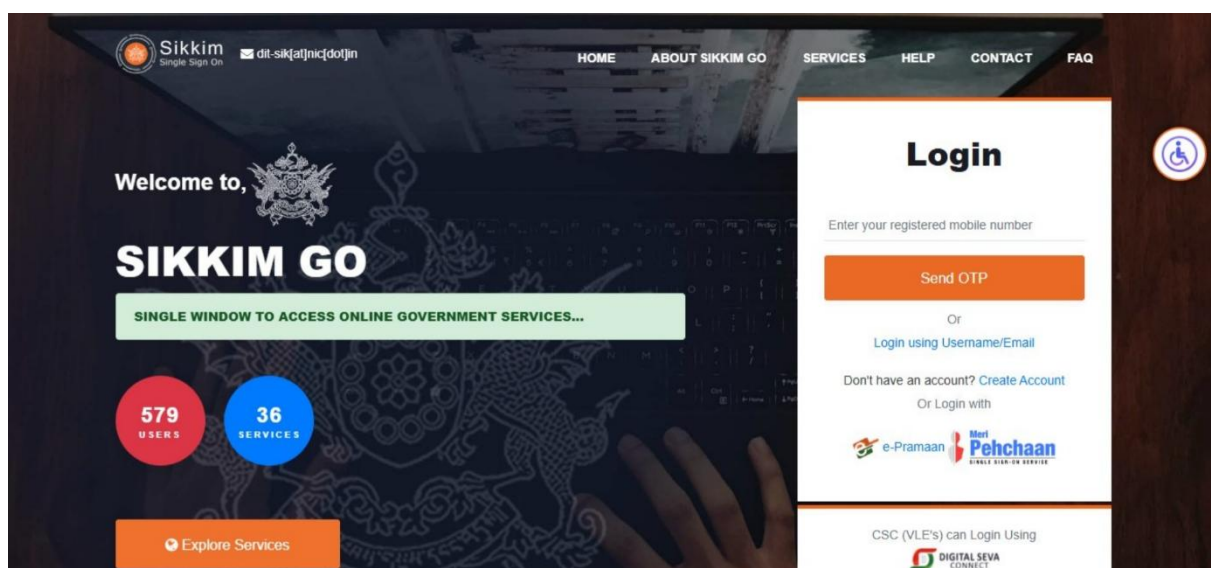
1. Use the application.
2. Log in to the application.
3. Complete the process of Fire NOC Application.

This manual covers the entire process from inspection report, forward and return of the Fire NOC applications. It also explains the basic features available on the user dashboard, including viewing application status and updates.

### The following are the steps to be followed:

#### **STEP 1. Visit the Sikkim Single Go Portal**

- Open your preferred web browser (e.g., Chrome, Firefox, Safari).
- Enter the official URL <https://sso.sikkim.gov.in/> in the address bar. Press **Enter** to proceed. The system will redirect the user to the **Sikkim Go Portal Home Page**, as shown in **Figure 1.1**.
- The home page displays the Sikkim Go logo, navigation menu options such as **Home**, **About Sikkim GO**, **Services**, **Help**, **Contact**, and **FAQ**, along with the login panel on the right-hand side of the screen.



**Fig 1.1**

## STEP 2: Login to the Sikkim Go Portal

After successful login, the user can log in to the Sikkim Go portal using **registered email ID and password**.

### Step 2.1 Login Using Registered Email ID and Password

The user can log in using their **registered Email ID/Username and Password**.

- Click on the **“Login using Username/Email”** option.
- Enter the registered email ID or username along with the password in the appropriate fields.
- Click on the **“Log In”** button to access the portal, as illustrated in the Figure 1.2.

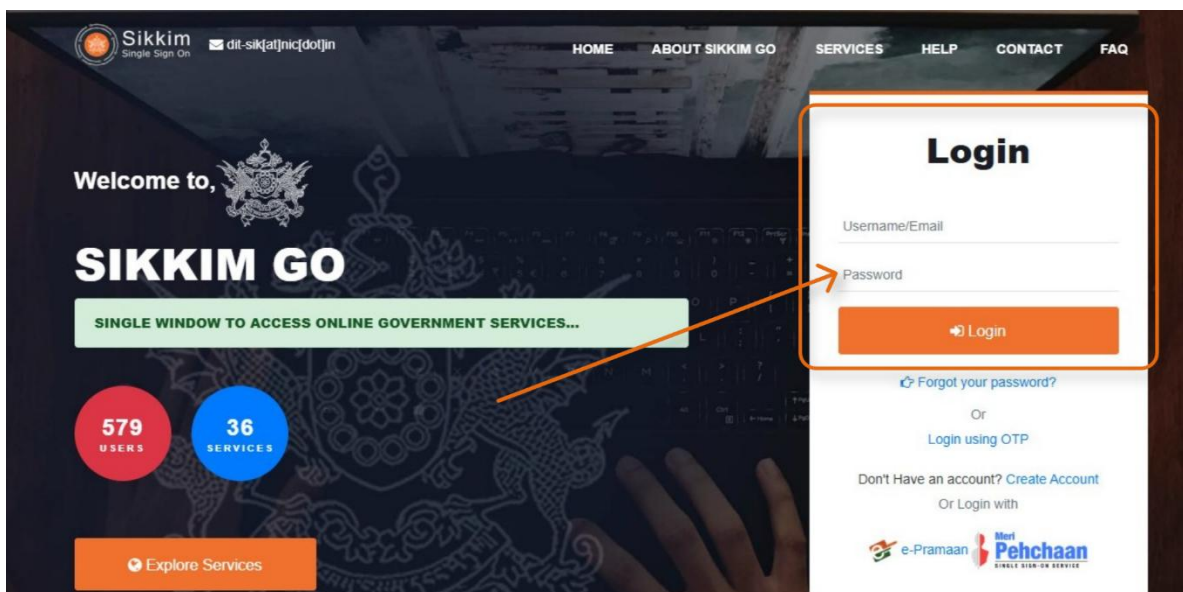


Fig 1.2

## STEP 3: Accessing the Fire NOC Service

After successful login to the Sikkim Go portal, the user can access various online government services available on the dashboard.

### Step 3.1 Navigate to the Services Section

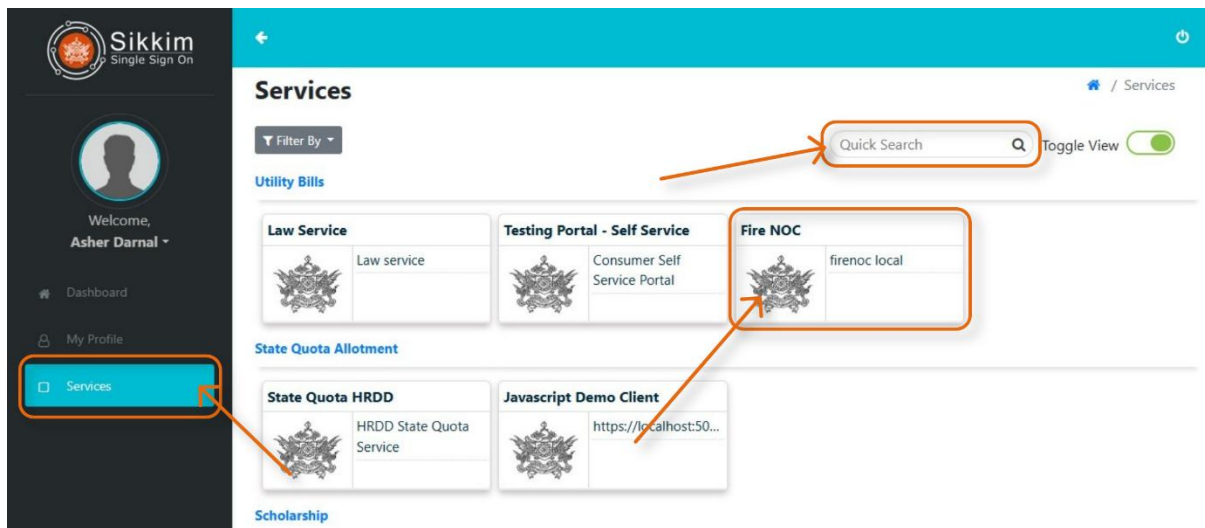
Once logged in, the user will be redirected to the dashboard. On the left-hand side menu, click on the **“Services”** option. The Services page will display a list of available government services grouped under different categories.

### Step 3.2 Locate the Fire NOC Service

On the Services page, the user can locate the **Fire NOC** service using either of the following methods:

- **Manual Selection:** Scroll through the list of available services and locate the **Fire NOC** service card.
- **Quick Search Option:** Use the **Quick Search** option available on the top-right corner of the Services page.
- Enter **“Fire NOC”** in the search box to directly navigate to the Fire NOC service.

The Fire NOC service card will be displayed, as illustrated in Figure 1.3.



**Fig 1.3**

### **Step 3.3 Select the Fire NOC Service**

- Click on the **Fire NOC** service card to proceed further.
- After selecting the Fire NOC service, the user will be redirected to the **Online Fire NOC Application**.

### **Step 3.4 Apply for Fire NOC**

On the Fire NOC Application landing page, click on the **“Click to Apply”** option to initiate the application process.

- After successful login, the user can proceed with verification of a new Fire NOC application view existing application details.



Fig 1.4

### Fire NOC Service Dashboard

The Fire NOC Fire Inspection Dashboard presents a quick overview of Fire NOC applications under the jurisdiction of the Fire Station Operator Users. It shows the count of **Verified Applications**, **Pulled & Pending Action**, and **Processed Applications**, along with options to view each category. The left-side menu enables easy navigation between application stages, supporting efficient monitoring and processing, as illustrated in **Figure 1.5**.

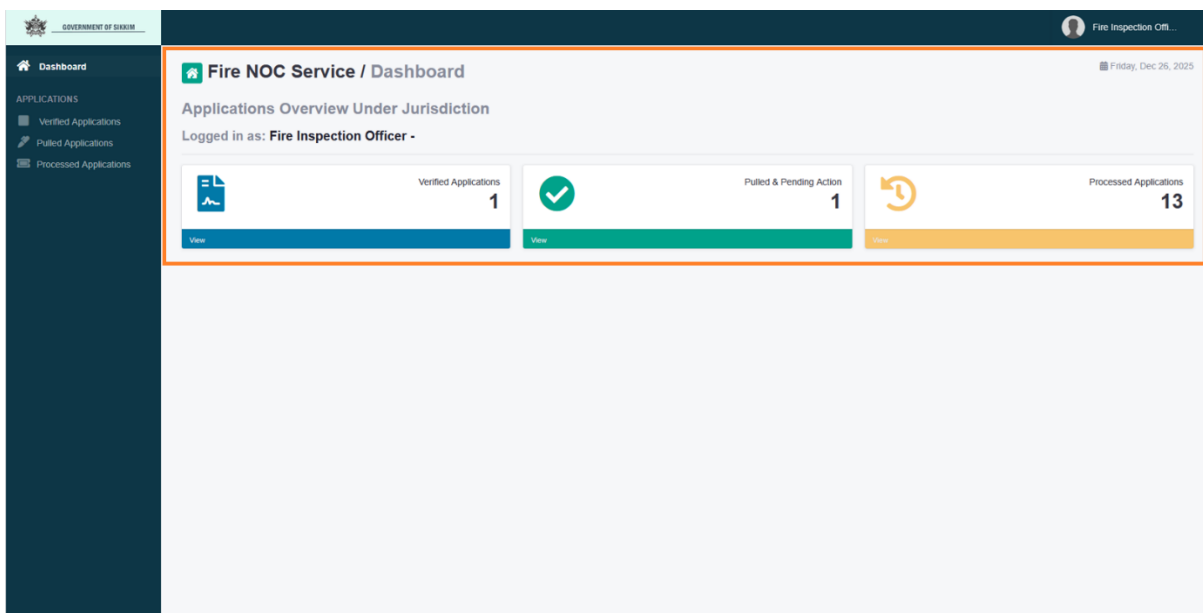
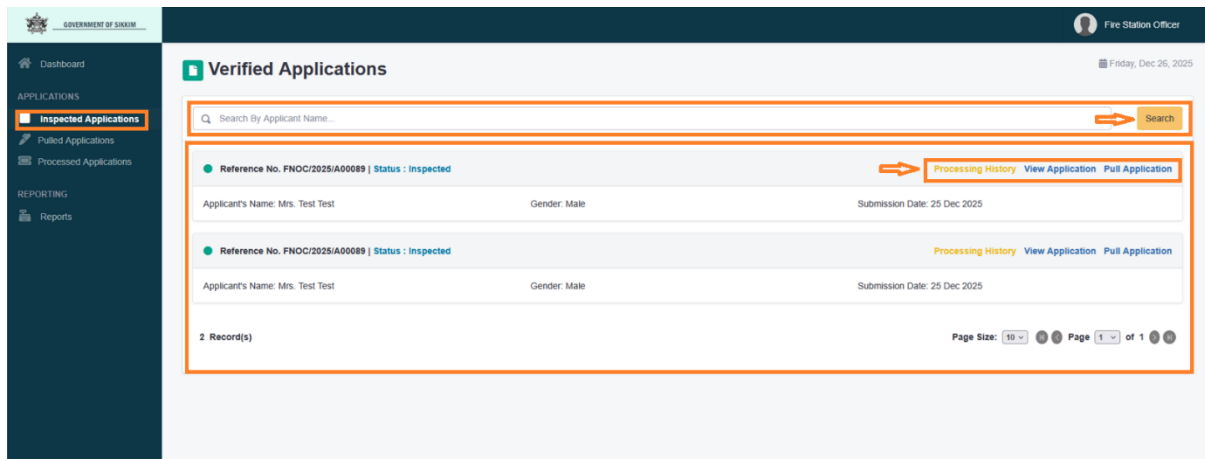


Fig 1.5

#### STEP 4. Access the Inspected Applications Page

On the **Fire NOC Fire Station Operation Dashboard**, click on the **“Inspected Applications”** option available under the **Applications** section in the left-hand side navigation panel.

**When the user clicks on “Inspected Applications”,** the system opens the **Verified Applications** page, as illustrated in **Figure 1.6**.



**Fig 1.6**

#### Step 4.1 View Applications List

When the **View Applications** page is displayed, the user can see:

- A list of verified Fire NOC applications from Fire Station Operator Users
- Each application entry displaying:
  - **Application Reference Number**
  - **Application Status**
  - **Applicant Name**
  - **Firm Name**
  - **Submission Date**

This page shows all applications that are verified and pending further action at the Inspection level.

#### Step 4.2 Search for an Application

At the top of the New Applications page, a **Search** field is provided.

- Enter the **Applicant Name** or **Application Code** in the search box.
- Click on the **“Search”** button.

When the user clicks on the Search button, the system filters and displays the matching application(s) based on the entered criteria.

#### Step 4.3 Available Actions for Each Application

For each application listed on the page, the following action options are available on the right-hand side:

- Processing History
- View Application
- Pull Application

#### Step 4.4 View Processing History

When the user clicks on “Processing History”, the system displays the complete history of the application, including all actions taken and status changes at different stages, as illustrated in Figure 1.7.

Date	Transaction	Remarks	Updated By
26 Dec 2025 2:38 PM	Application in Inspection		Fire Inspection Officer
26 Dec 2025 2:37 PM	Application Verified & Forwarded to FireStation	done	HQ User
26 Dec 2025 2:36 PM	Application Called Back For Verification	went	HQ User
26 Dec 2025 2:33 PM	Application Verified & Forwarded to FireStation	done	HQ User
26 Dec 2025 2:14 PM	Application in Verification		HQ User
25 Dec 2025 2:10 PM	Application Submitted		Test Test

Fig 1.7

#### Step 4.5 View Application Details

When the user clicks on “View Application”, the system opens the detailed view of the selected application, allowing the user to review applicant details, uploaded documents, and other related information, as illustrated in Figure 1.8.

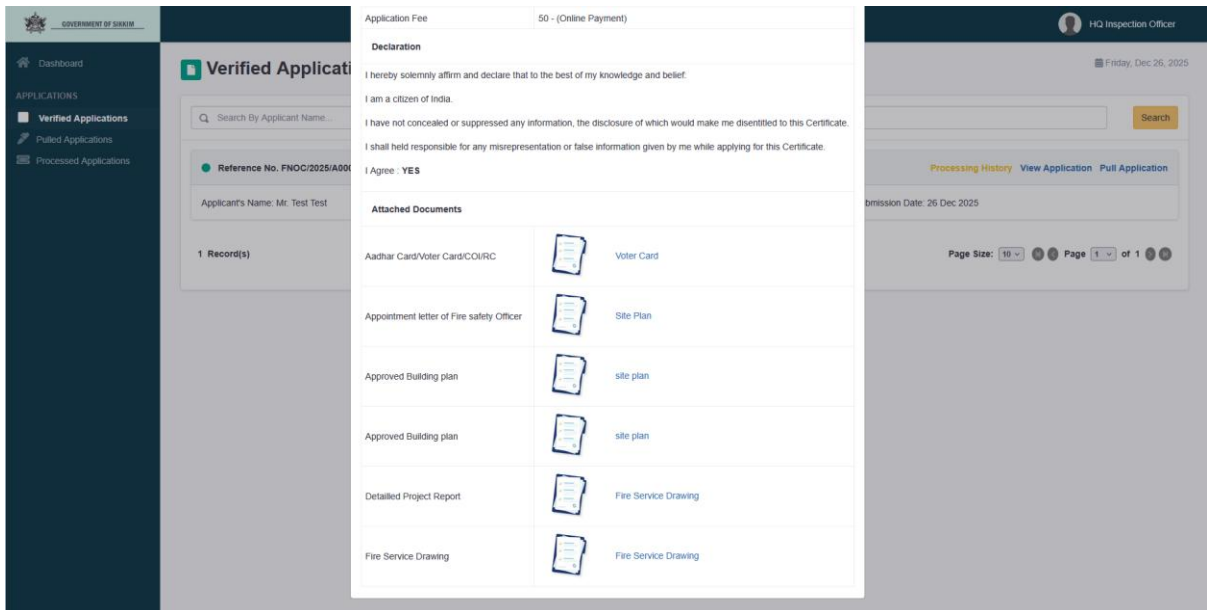


Fig 1.8

#### Step 4.6 Pull Application for Action

When the user clicks on “Pull Application”, the system assigns the application to the Inspection Officer user for further processing.

The confirmation message will pop up for the final confirmation. If the user wishes to pull the application user must click on **yes option**, as illustrated in **Figure 1.9**.

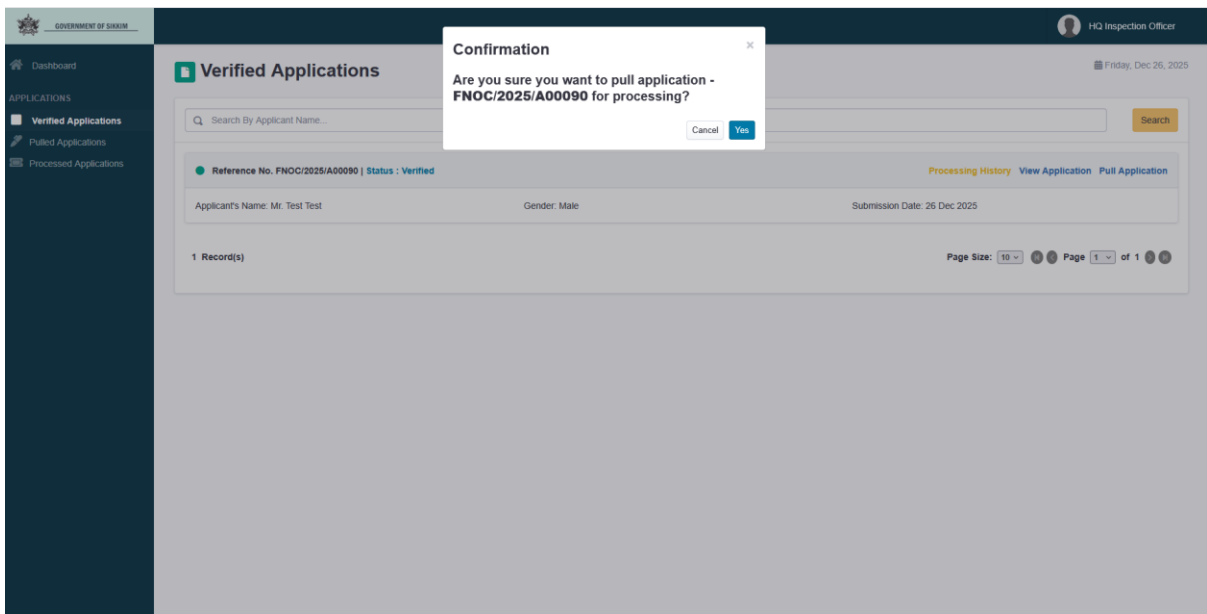


Fig 1.9

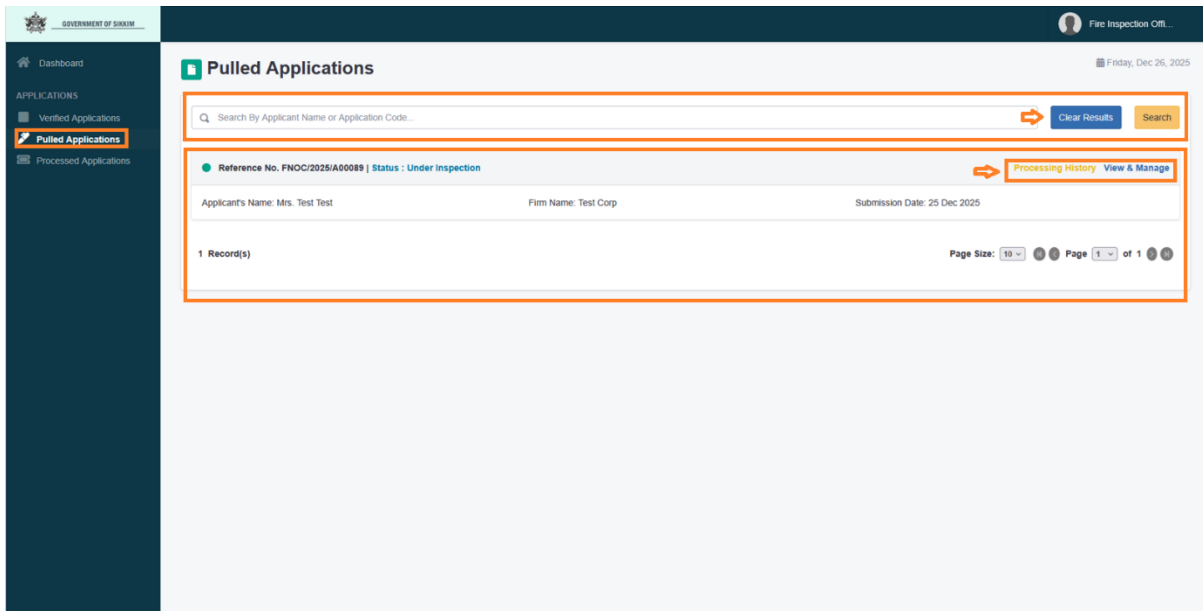
After pulling the application:

- The application moves to the **Pulled Applications** section.
- The Inspection Officer user can proceed with review and decision-making actions.

## STEP 5. Access the Pull Applications Page

On the left-hand side navigation panel, under the **Applications** menu, click on **“Pulled Applications”**.

When the user clicks on **“Pulled Applications”**, the system opens the **Pulled Applications** page, as illustrated in **Figure 1.10**.



**Fig 1.10**

### Step 5.1 View Pulled Applications List

When the **Pulled Applications** page is displayed, the user can view applications that have already been pulled for action and are currently under processing.

Each application entry on this page displays the following details:

- **Application Reference Number**
- **Application Status** (e.g., Under Verification)
- **Applicant Name**
- **Firm Name**
- **Submission Date**

This page allows the Fire Station Operator User to track applications that are actively being worked on.

### Step 5.2 Search Pulled Applications

At the top of the Pulled Applications page, a **Search** field is provided.

- Enter the **Applicant Name** or **Application Code** in the search box.
- Click on the **“Search”** button.

**When the user clicks on the Search button,** the system filters and displays the matching pulled application(s).

To reset the search results:

- Click on the **“Clear Results”** button.

**When the user clicks on Clear Results,** the system clears the search criteria and displays the complete list of pulled applications.

### Step 5.3 Available Actions for Pulled Applications

For each pulled application listed on the page, the following action options are available:

- **Processing History**
- **View & Manage**

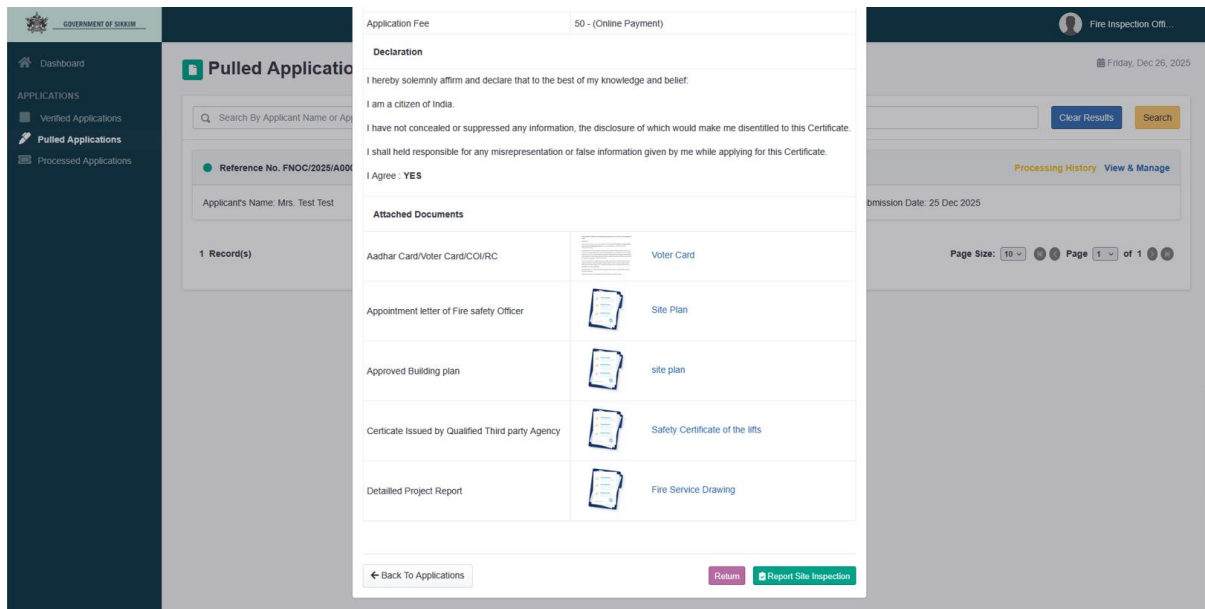
### Step 5.4 View Processing History

**When the user clicks on “Processing History”,** the system displays the complete history of the selected application, including all actions performed and status changes at different stages.

This helps the Fire Station Operator User review previous actions before proceeding further.

### Step 5.5 View and Manage Application

**When the user clicks on “View & Manage”,** the system opens the detailed application management page, as illustrated in **Figure 1.11**.



**Fig 1.11**

From this page, the Fire Station Operator User can:

- Review application details

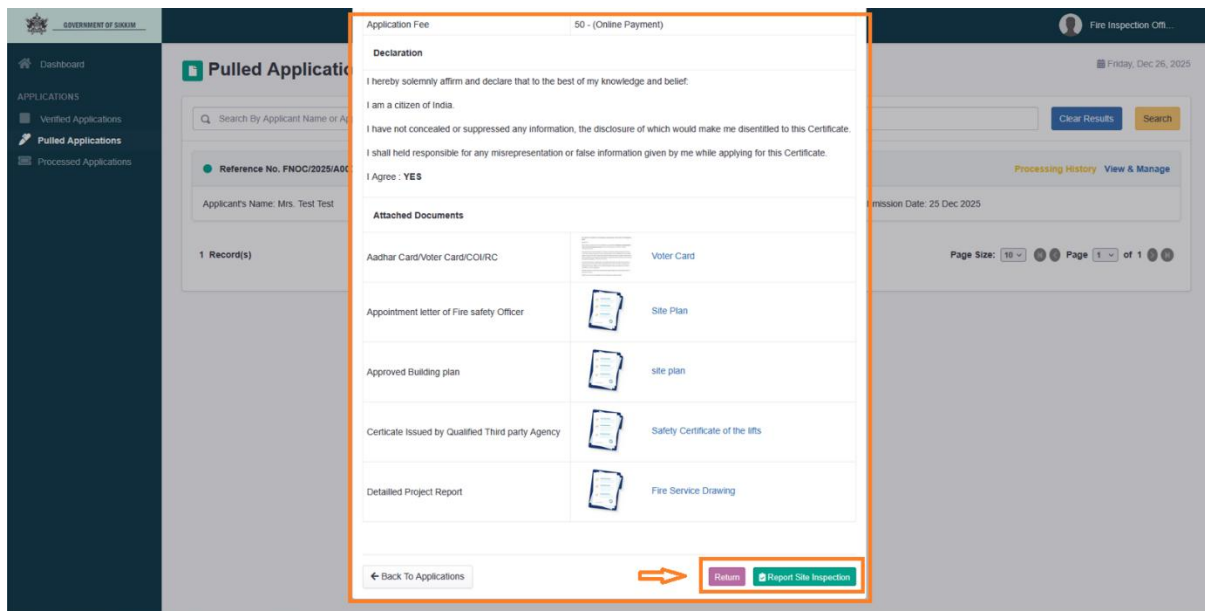
- Verify submitted documents
- Proceed with further processing actions as applicable

### Step 6. Review Application Details

On this screen, the Fire Station Operator User can review the following sections:

- **Payment Details** – Displays the application fee and payment mode
- **Declaration** – Shows the applicant’s declaration and consent
- **Verification Review** – Review from the District Fire Station Operator Users.
- **Attached Documents** – Displays all documents submitted by the applicant, with options to view or download each document

This screen allows the Fire Station Operator User to perform the **final verification** before taking an action, as illustrated in **Figure 1.12**.



**Fig 1.12**

#### Step 6.1 Return Application

- **When the Fire Station Operator User clicks on the “Return” button**, the system returns the application to the Applicant for correction or re-submission.
- This option is used when discrepancies, missing information, or document issues are identified during verification.

The application status is updated accordingly, and further action is awaited from the concerned applicant.

## Step 6.2 Report Site Inspection

- When the Fire Station Operator User clicks on the “Report Site Inspection” button, the system forwards the verified application to the next approval authority.
- This action confirms that the application has been reviewed and is found suitable for approval.

## STEP 7. Site Inspection Report Submission

After completing the verification and clicking on the “Forward for Approval” option, the system opens the Site Inspection Report Submission page, as illustrated in **Figure 1.13**.

The screenshot displays the 'Site Inspection Report' page. The top navigation bar includes the Government of Sikkim logo and the user's name 'Fire Inspection Off...'. The left sidebar lists 'Dashboard' and 'APPLICATIONS' with sub-items: 'Verified Applications', 'Pulled Applications', and 'Processed Applications'. The main content area is titled 'Site Inspection Report' and shows the following details:

Service	Issue of Fire NOC Certificate
Application Reference Code	FNOC/2025/A00089
Application Submission Date	25 Dec 2025

Below the table is a link for 'Application Processing History'. The 'Add Site Inspection Report' section contains:

- 'Inspection Date\*': A text input field.
- 'Inspection File Report\*': A file upload field with a 'Browse...' button and the text 'No file selected'.
- 'Remarks': A large text area for notes.
- 'Back To Applications': A button on the bottom left.
- 'Submit': A blue button on the bottom right, highlighted with an orange arrow.

**Fig 1.13**

### Step 7.1 View Application Details

On this page, the officer can view the basic application information, including:

- Service name (Issue of Fire NOC Certificate)
- Application Reference Code
- Application Submission Date

### Step 7.2 View Application Processing History

- Click on the “Application Processing History” link to review the complete workflow and actions taken on the application so far.

### Step 7.3 Add Site Inspection Report

Under the **Add Site Inspection Report** section, the officer is required to provide the following details:

- **Inspection Date:** Select the date on which the site inspection was conducted.

- **Inspection File Report:** Click on **Browse** to upload the inspection report document.
- **Remarks:** Enter inspection observations or any additional comments in the remarks field.

Fields marked with an asterisk (\*) are mandatory.

#### **Step 7.4 Submit the Inspection Report**

- After filling in all required details and uploading documents, click on the **Submit** button to save and forward the inspection report for further processing.

Alternatively, the officer may click **Back to Applications** to return to the application list without submitting.

This completes the site inspection reporting step in the Fire NOC application workflow.