

USER MANUAL FOR THE HQ DIRECTOR USERS

INTRODUCTION

This manual is prepared to guide HQ Director 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 approve, 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 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 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.

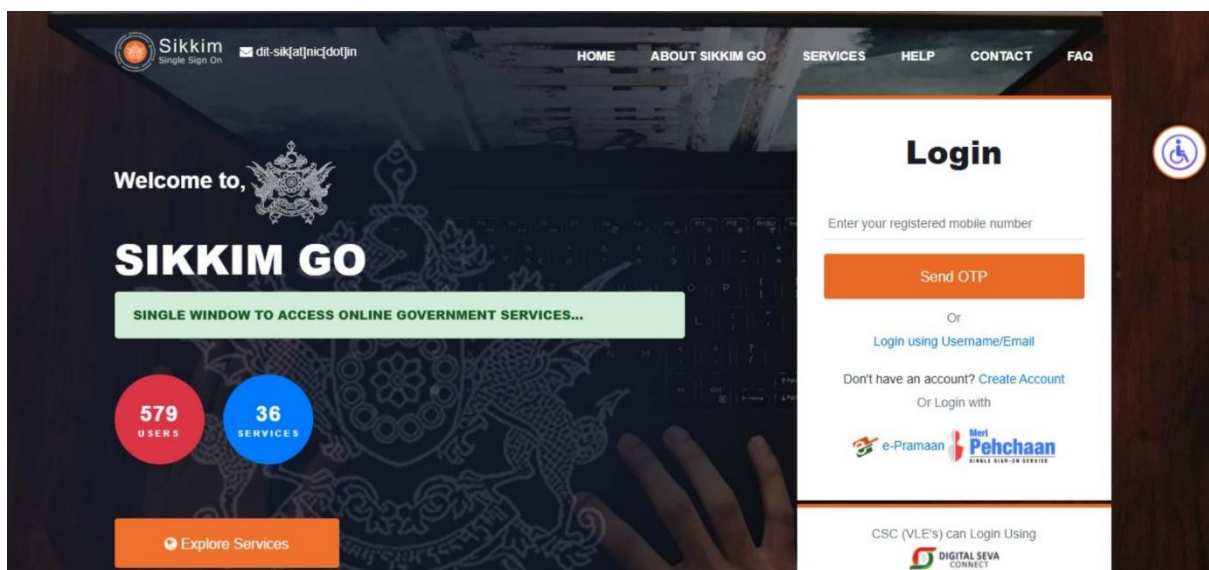


Fig 1.1

STEP 2: Login to the Sikkim Go portal

After successful login, the user can log in to the Sikkim Go portal using

Step 2.2 Login Using Registered Email ID and Password

Alternatively, 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.

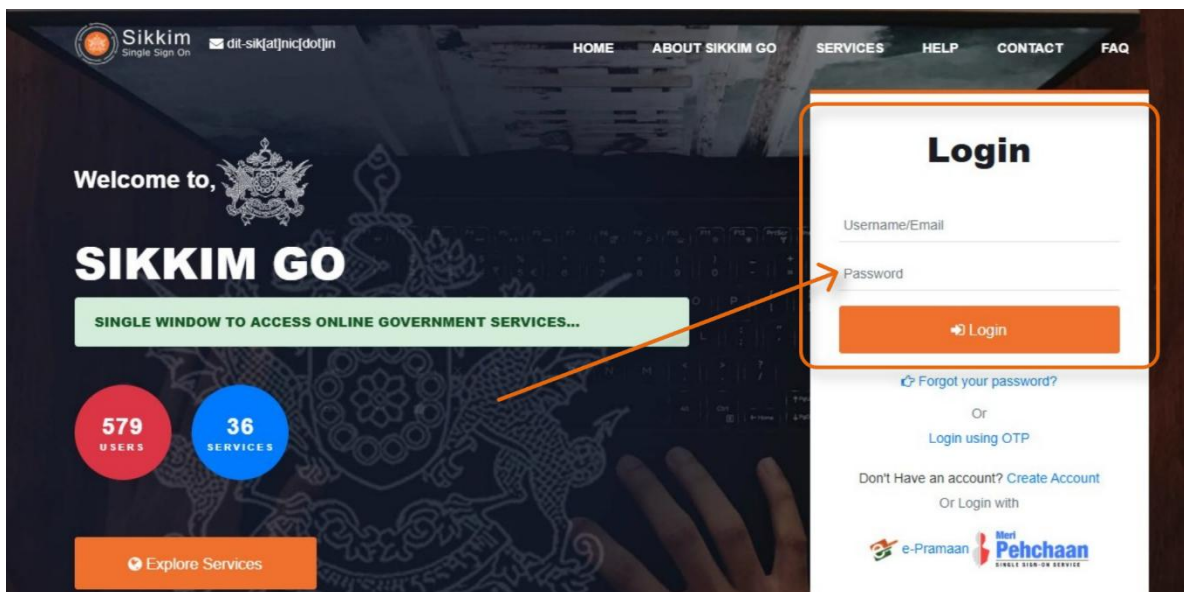


Fig 1.2

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.

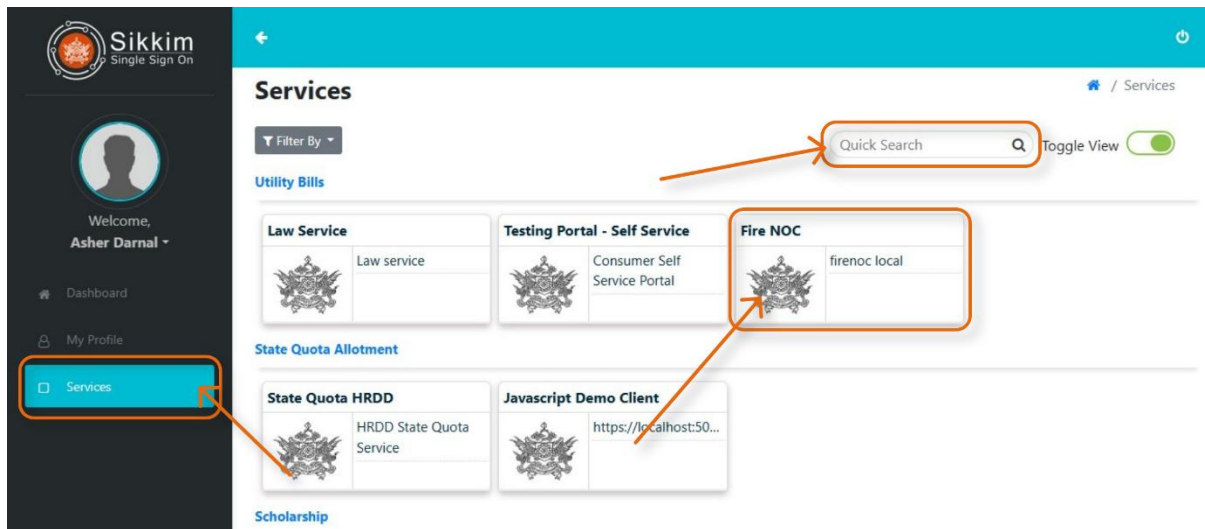


Fig 1.3

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

This dashboard provides the **Director-level overview** of Fire NOC applications under jurisdiction. It displays real-time counts of applications at different stages, including **Inspected Applications, Pulled & Pending Action, Approved Applications, Rejected Applications, and Processed Applications**. Each category card includes a “**View**” option, allowing the Director to quickly access detailed lists for review, approval, or final decision-making. The left-hand menu supports navigation to inspected, pulled, processed applications, and reporting features, enabling effective monitoring and oversight of the entire Fire NOC processing workflow, as illustrated in **Figure 1.5**.

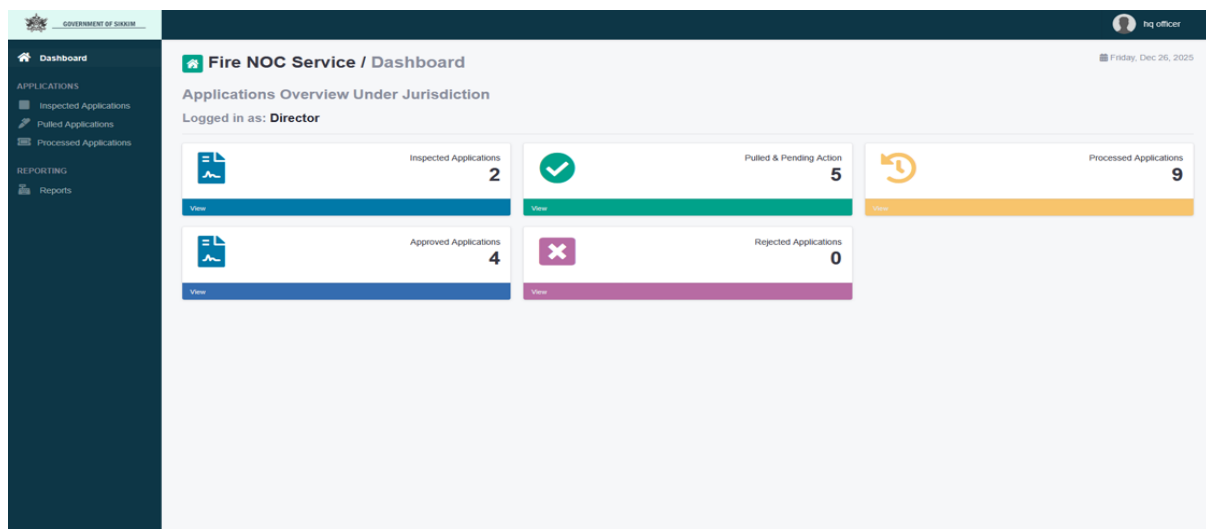


Fig 1.5

STEP 4. Inspected Applications Page

On the **Fire NOC HQ Director 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**.

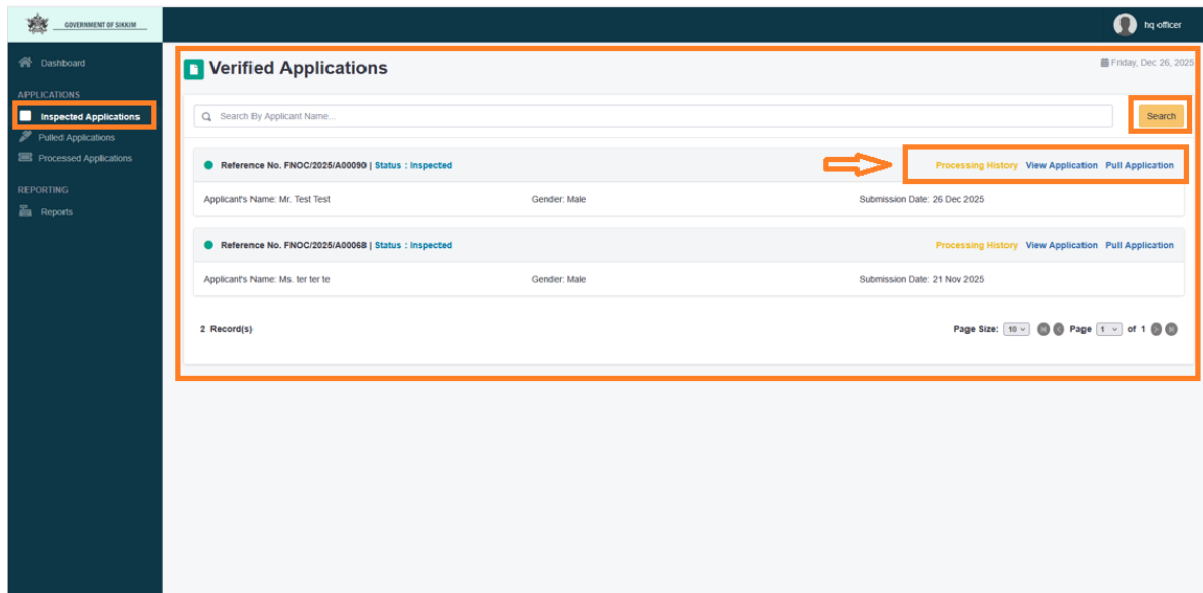


Fig 1.6

Step 4.1 Verified Applications List

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

- A list of verified Fire NOC applications from HQ inspection officer users
- Each application entry displaying:
 - **Application Reference Number**
 - **Application Status (Inspected)**
 - **Applicant Name**
 - **Submission Date**

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

Step 4.2 Search for an Application

At the top of the Verified 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.

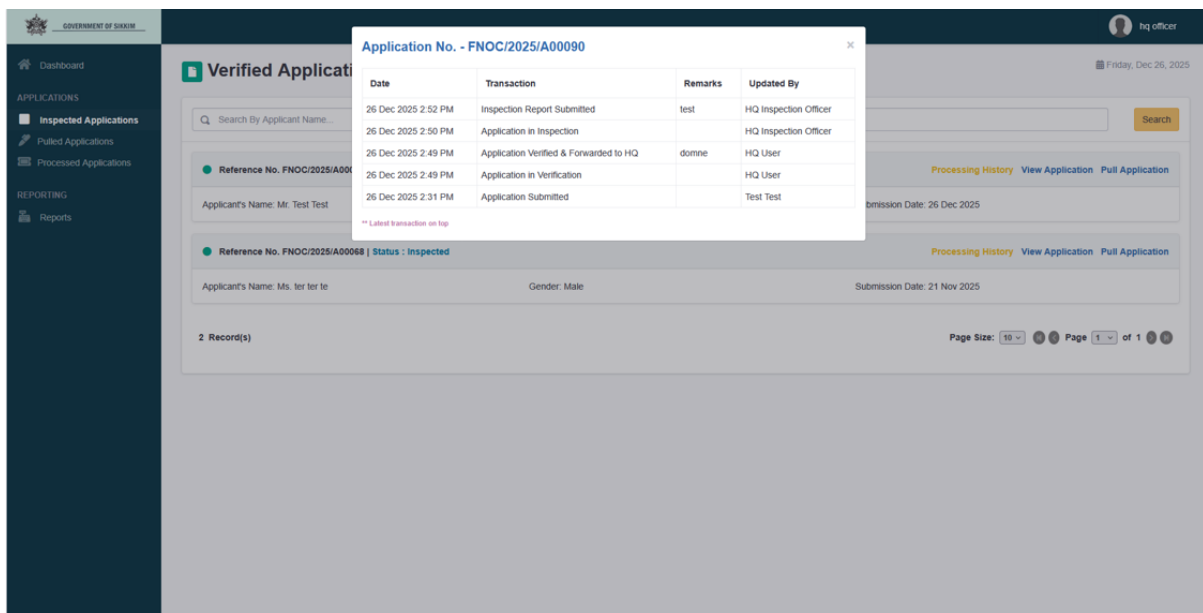


Fig 1.7

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.

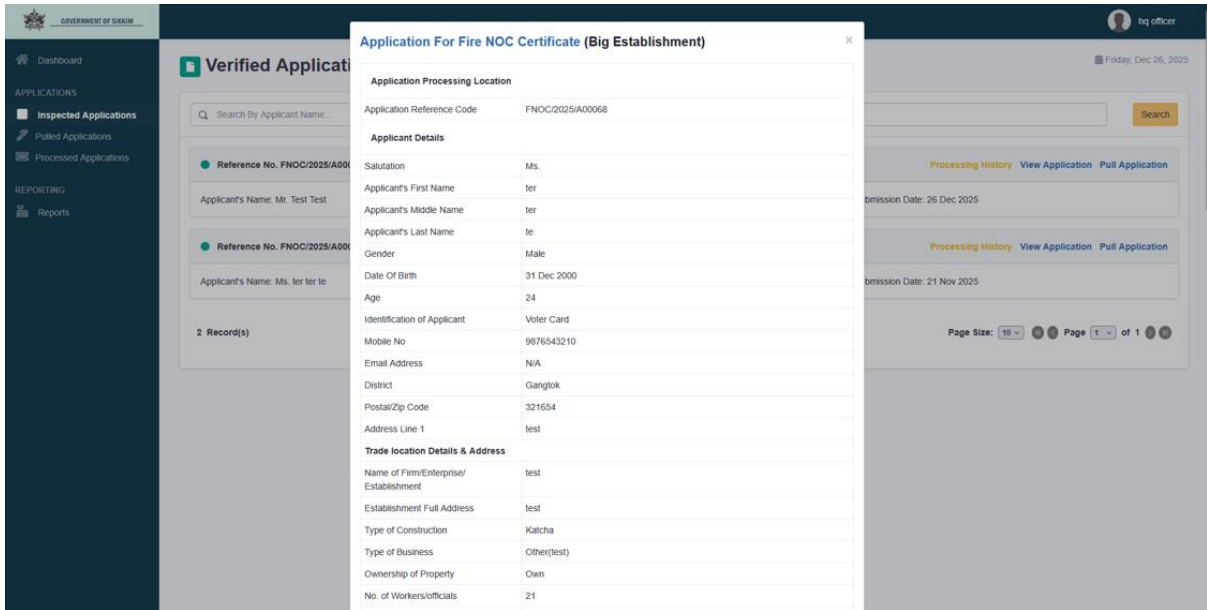


Fig 1.8

Step 4.6 Pull Application for Action

When the user clicks on “Pull Application”, the system assigns the application to the HQ Director 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**.

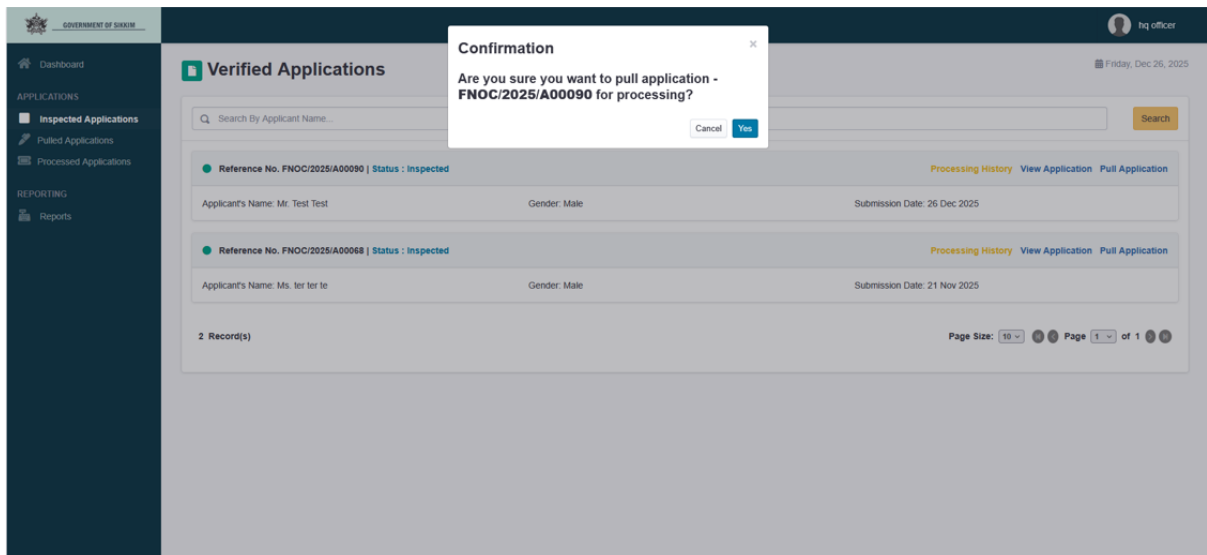


Fig 1.9

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**.

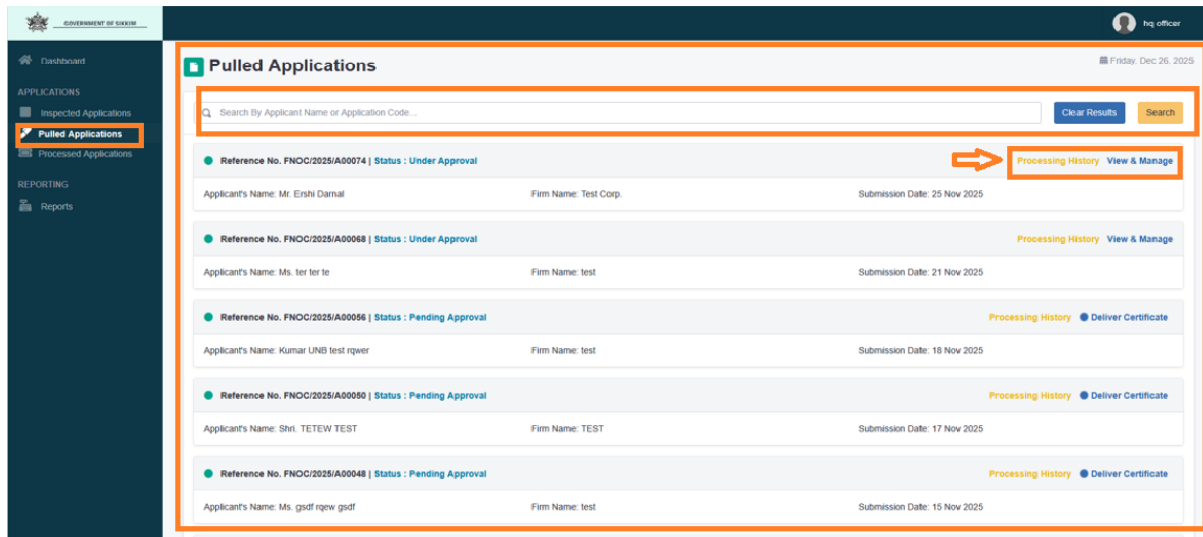


Fig 1.10

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 Approval)
- **Applicant Name**
- **Firm Name**
- **Submission Date**

This page allows the HQ Director 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 HQ Director 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**.

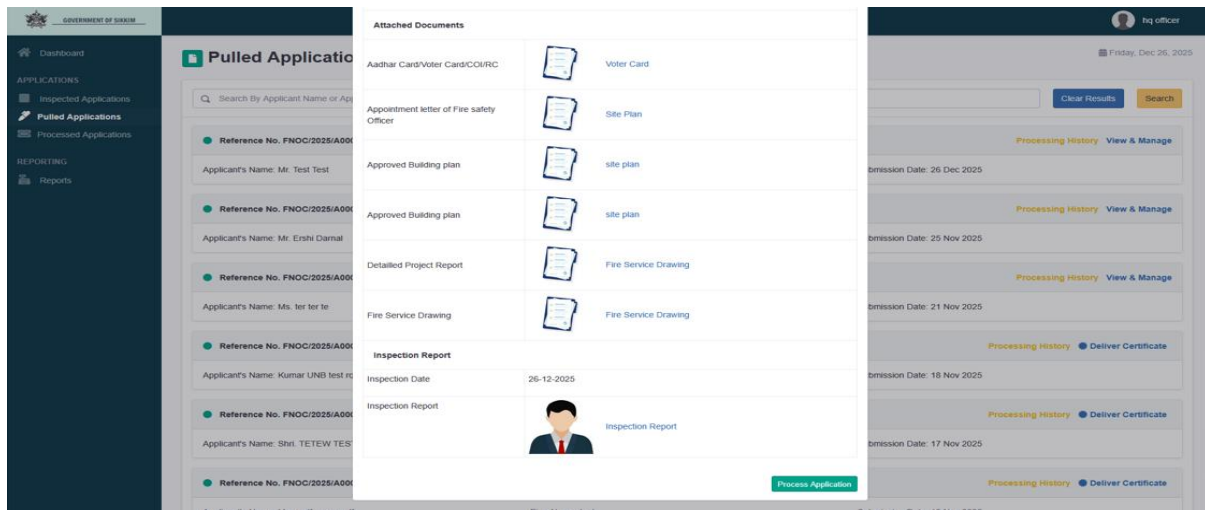


Fig 1.11

From this page, the HQ Director user can:

- Review application details
- Verify submitted documents
- Proceed with further processing actions as applicable

Step 6. Review Application Details

On this screen, the Inspection Officer 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 HQ Users.
- **Attached Documents** – Displays all documents submitted by the applicant, with options to view or download each document
- **Inspection Report** – Displays inspection report submitted by the HQ Inspection Officer.

This screen allows the HQ Director User to perform the **Process Application**, as illustrated in **Figure 1.12**.

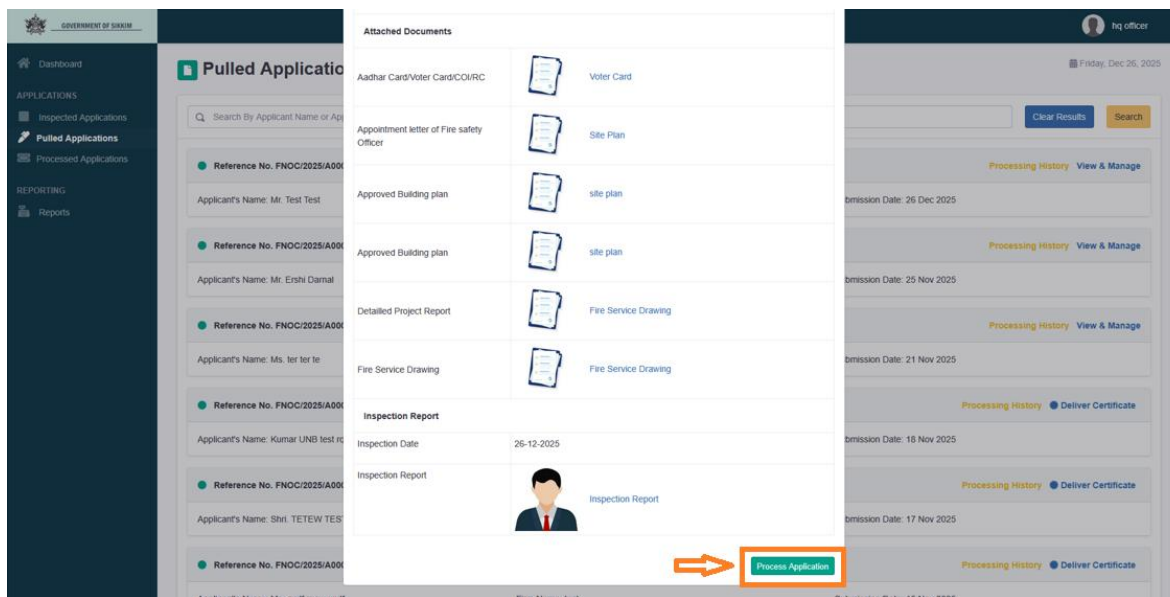


Fig 1.12

Step 6.1 Application Approval Process

- When the HQ Director User clicks on the **“Process Approval”** button, the system opens the Approval & Issue of Fire NOC Page.
- This action confirms that the application has been reviewed and is found suitable for approval.

STEP 7. Approval and Issue of Fire NOC

After completing the verification and clicking on the **“Process Approval”** option, the system opens the Approval & Issue of Fire NOC Page, as illustrated in **Figure 1.13**.

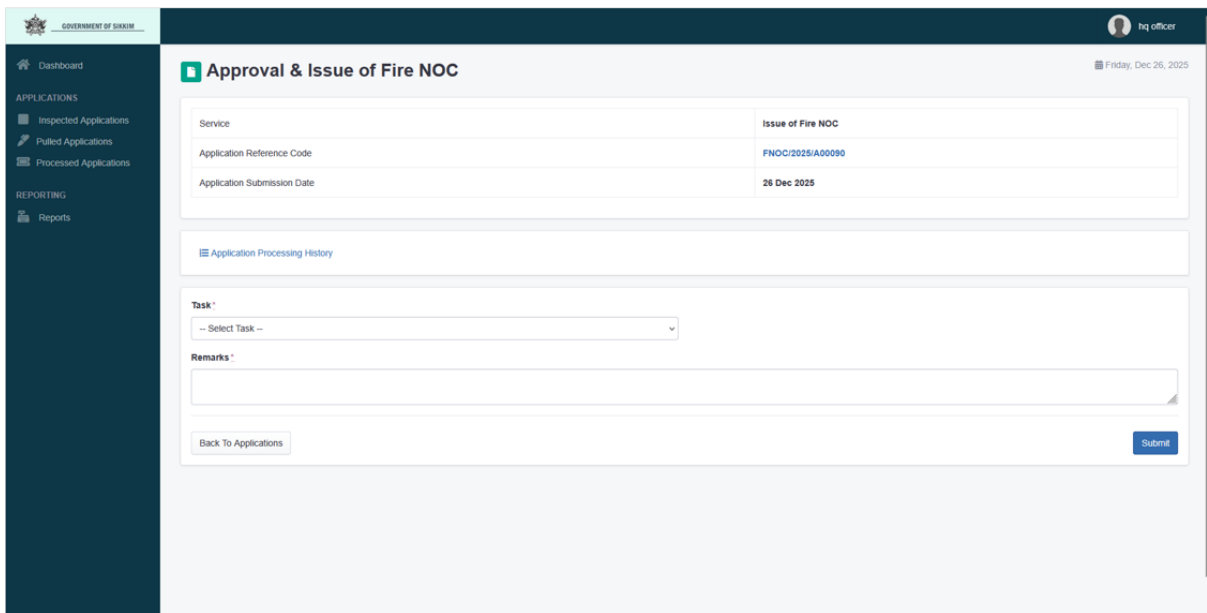


Fig 1.13

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 Select Task

Under the **Select Task** section, the Director is required to choose the course of action the drop down option:

- Return to the Applicant (Returned to Applicant for the correction).
- Re-verify by HQ User
- Re-site inspection
- Reject (Rejection means the application is invalid)

Approve (Approval, certificate can be issued for the application), as illustrated in **Figure 1.14**.

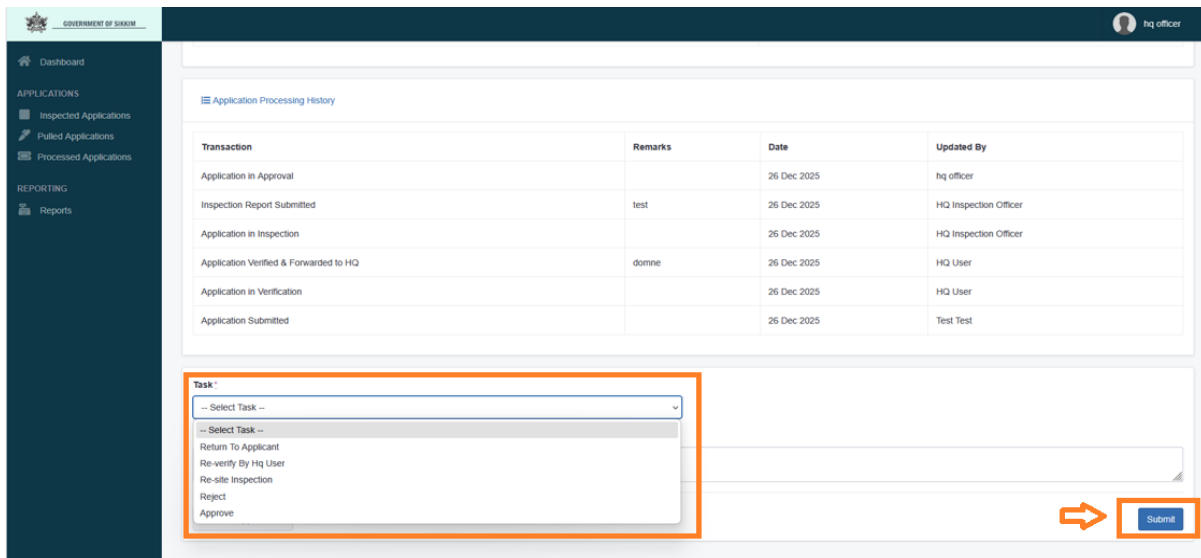


Fig 1.14

Step 7.4 Submit after the Task Determination

- After course of action (task) is determined, add a suitable remarks and click on the **Submit** button to proceed forward, for the final approval and the delivery of the certificate.

STEP 8. Access Pulled Applications

After logging in as an **HQ Officer**, the user is redirected to the dashboard. From the left-hand side menu, click on **“Pulled Applications”**. The Pulled Applications page displays all applications that are pending final approval or delivery.

Each application entry shows:

- Application Reference Number
- Applicant Name
- Firm Name
- Submission Date
- Current Status (e.g., *Pending Approval*)

The available action options are displayed on the right side of each application record, as illustrated in **Figure 1.15**.

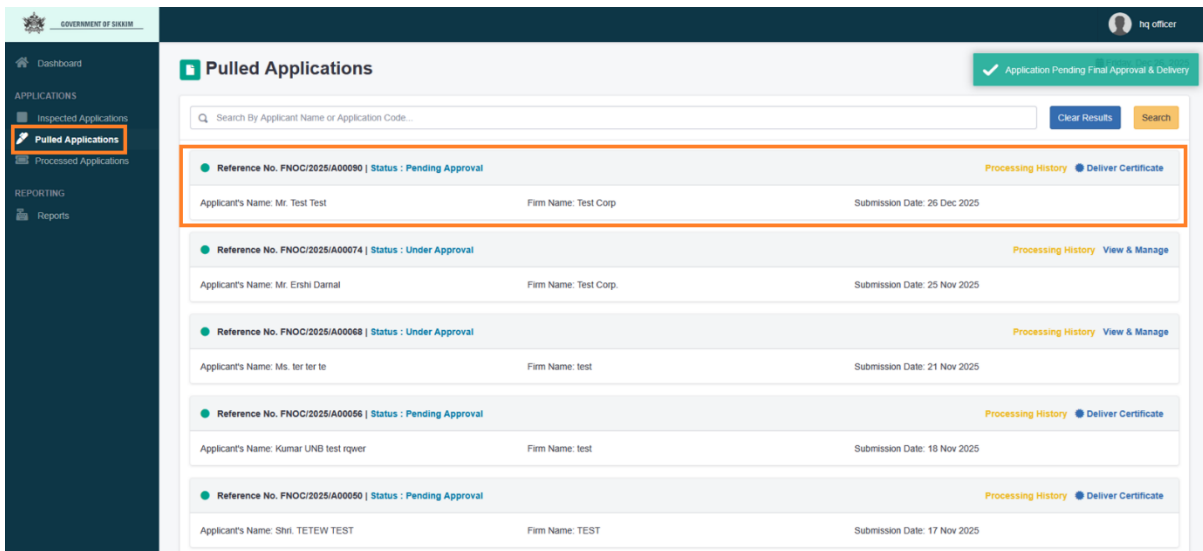


Fig 1.15

Step 8.1 Initiate Certificate Delivery

For applications with the status **“Pending Approval”**, the **“Deliver Certificate”** option is enabled.

- Click on **“Deliver Certificate”** corresponding to the selected application.
- The system verifies the approval status and proceeds to the delivery stage.

Step 8.2 Deliver Fire NOC Screen

Upon clicking **“Deliver Certificate”**, the system opens the **Deliver Fire NOC** page, as illustrated in **Figure 1.16**.

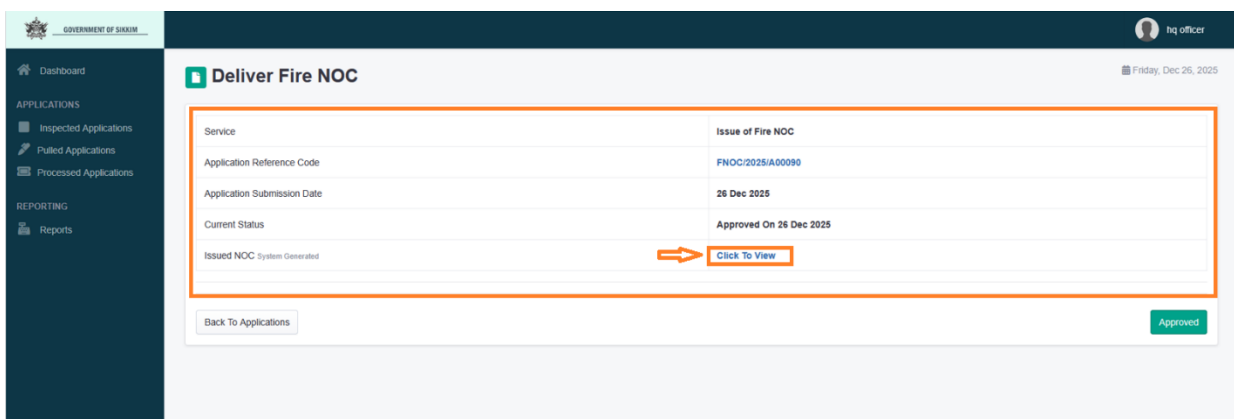


Fig 1.16

This page displays the final details of the approved application, including:

- Service Name: *Issue of Fire NOC*
- Application Reference Code
- Application Submission Date
- Current Status: *Approved*

- Issued NOC: *System Generated*

A “Click to View” link is provided next to the Issued NOC field.

Step 8.3 View Issued Fire NOC Certificate

- Click on “Click to View” to open the system-generated Fire NOC certificate.
- The Fire NOC certificate is downloaded on the user’s system, allowing the officer to verify the final document before delivery, as illustrated in **Figure 1.17**.



Fig 1.17

Step 8.4 Completion of Delivery Process

Once the certificate is generated and verified:

- The application status is marked as **Approved**.
- The Fire NOC certificate is considered officially delivered through the system.

The user may:

- Click “**Back to Applications**” to return to the application list, or
- Proceed with other pending applications.

Step 8.5. Confirm Approval and Deliver Fire NOC

After the application has been approved and the **Deliver Fire NOC** page is accessed, the system prompts the user with a **Confirm Approval** dialog, as illustrated in **Figure 1.18**.

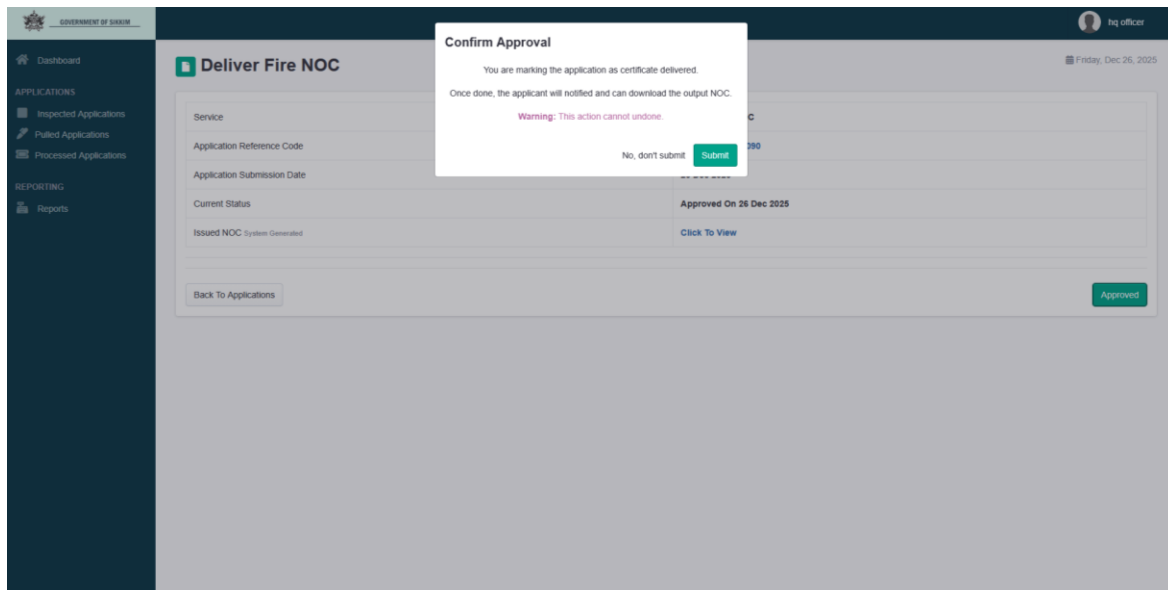


Fig 1.18

Confirm Approval Pop-up Screen

- This confirmation window informs the HQ Officer that they are about to **mark the application as “Certificate Delivered.”**
- It clearly states that:
 - Once confirmed, the applicant will be **notified automatically.**
 - The applicant will be able to **download the final Fire NOC certificate** from their account.
 - The action is **final and irreversible**, as highlighted by the warning message: *“This action cannot be undone.”*

Available Actions

- **Submit**
 - Click on **Submit** to confirm the delivery of the Fire NOC certificate.
 - Upon submission:
 - The application status is updated to **Delivered/Approved.**
 - The Fire NOC certificate becomes available for the applicant to view and download.
 - The application moves to the **Processed Applications** section.
- **No, don't submit**
 - Click this option to cancel the action and return to the Deliver Fire NOC page without making any changes.

This step ensures a final verification before certificate delivery, maintaining accountability and preventing accidental approvals.