UP Fire Services

NOC Process

Operational Manual (For Officers)

(Version: 1.0)
DEPARTMENT LOGIN PAGE ( FSO/CFO/ DD /JD /ADMIN )

All the department officers (i.e., FSO/CFO/DD/JD) will be provided with their respective login IDs. After successful login the officer will be redirected to their respective panel, through which they can perform their action. General NOC Application Process will go through the below mentioned steps:-

UPFIRE NOC Application Life Cycle

1. **Apply for NOC:** - Applicant can register and login to their panel and can apply for NOC through the departmental portal. Applicant will be notified at each steps regarding any update of their Application Status

2. **Inspection by FSO:** - Fire Station Officer will receive the Applications forwarded from CFO for Inspection, the Fire Station Officer will Inspect the document or go for site inspection (as applicable ) after the successful inspection he will Fill Up the Inspection Document and its Details. FSO will mention their remarks in the Inspection Report and will issue Inspection Report with a Digitally Signed Inspection Certificate which will be forward to the concern CFO. Digitally Signed Inspection Report insures that the Document & Sites are physically verified and review by the signed by FSO.

3. **Forward Inspection Report To CFO:** - Digitally Signed Inspection Certificate and Inspection Report with FSO remarks are Forwarded to CFO for further action and process.

4. **Issuing of NOC Application**

   a. **Chief Fire Officer (CFO):** - Documents received from FSO (NOC Application/Inspection Report ) are further reviewed by CFO and following actions are carried out depending on whether CFO is NOC issuing authority or not.

   i. **CFO is the Issuing Officer:** - CFO will review the Application, Documents and Inspection Report from FSO and will take action accordingly (i.e., APPROVE / REJECT / RETURN TO APPLICANT WITH OBJECTION).

   ii. **CFO is not the Issuing Authority:** - CFO will forward the Application to the next higher level officer i.e, DD for further actions.
b. **Deputy Director (DD):** - Documents received from CFO (NOC Application/Inspection Report) are further reviewed by DD and following actions are carried out depending on whether DD is NOC issuing authority or not.

i. **DD is the Issuing Officer:** - DD will review the Application, Documents, Inspection Report forward from FSO/CFO and will take action accordingly (i.e., APPROVE / REJECT / RETURN TO APPLICANT WITH OBJECTION).

ii. **DD is not the Issuing Authority:** - DD will forward the Application to the next higher level officer i.e, JD for further actions.

c. **Joint Director (JD):** - JD will overview the Application Document, Inspected Document, remarks mentioned by FSO, CFO, DD, JD and will take action accordingly (APPROVE /REJECT / RETURN TO APPLICANT WITH OBJECTION).

**Note:**

1. The Objection can be raised only one time for any application, if the same objections are still found in the resubmitted Application the Issuing Authority may Reject the Application with proper remarks.
2. Only the Issuing Authority Remarks or Objections will be considered as final, other officers can suggest and recommend to the issuing Office.
ADMIN-PANEL
ADMIN LOGIN PAGE: - Admin Account has been created in-order to provide the Department the functionality to Add / Update the master content of the UPFIRE Departmental NOC Portal.

ADMIN DASHBOARD: - Admin Account is the master panel of the UPFIRE Departmental NOC Portal. After successful login the admin will be redirected to the dashboard page. Dashboard will contain various tabs through which they can control the master details.
ADD/UPDATE ZONE: - Admin Account contains the list of Zone Names, Admin will have the control to add and update zone name and its status i.e. Active or Inactive. Only the Active Zone Name will be shown in the applicant and officer panel.

ADD / UPDATE DIVISION: - Based on Zone names Admin have the option to add and update the division name, Admin will also manage and update the status of the division i.e. Active or Inactive. Only the Active Division Name will be shown in the applicant and officer panel.
ADD / UPDATE DISTRICT: - Based on Zone and Division name Admin have the option to add and update the district name, Admin can also manage and update the status of the districts i.e. Active or Inactive. Only the Active District Name will be shown in the applicant and officer panel.

ADD / UPDATE FIRE STATION: - Based on Zone, Division and District Admin have the option to add and update the fire station, Admin can also manage and update the status of the fire station i.e. Active or Inactive. Only the Active Fire Station Name will be shown in the applicant and officer panel.
ADD/ UPDATE OFFICER: - Admin will also have the option to add and update the officer based on their role i.e. JD/ DD/CFO/FSO and can also manage their respective Zone/Division/District/ Fire station assigned to them. Admin will have the option to reset the password of any concern officer. Admin can also update the status of the officer status i.e. Active or Inactive. Only the Active Officer will be allowed be login.

![Image of Officers page]

![Image of Add Officer page]
ADD / UPDATE OBJECTION LIST: Admin can update the objection list i.e. the objection which are specified under the department policy and G.O. Admin can add the objection list, which will be raised by issuing officer to the users in case of any defect find in the applicant during NOC issuing process. Admin will also manage and update the status of the objections i.e. Active or Inactive. Only the Active objections will be shown to the applicant and officer.
Chief Fire Officer (CFO)
PANEL
CFO LOGIN PAGE: - CFO can login with their registered email id, password and will select the role to login at CFO Panel.

CFO DASHBOARD: - After successful login the CFO will be redirected to the dashboard. Dashboard contains various tabs through which he can control the Application Flow and even can also track any application based on their status.
CFO Dashboard contains following options:-

1. **New Application**: This tab will contain the records of the new application received for NOC. Based on the details CFO will forward the Application to FSO for Inspection Process.

2. **Marked For Inspection**: This tab will contain the records that have been forwarded for Inspection to FSO.
3. Application Inspected:

**Issuing Officer (CFO):** - If CFO is the Issuing Officer, he will have the final authority for any action on that particular applications i.e. APPROVE, REJECT & RETURN WITH OBJECTION.

a) **Approve:** - If officer finds the complete document as per the guidelines, officer will approve the application and will issue the Digitally Signed Certificate.

b) **Objection:** - If officer finds the document incomplete / missing or in-appropriate, he may but the application under objection, with a digitally Signed Objection Certificate, which will be intimated to applicant via. Email & SMS and also on their Dashboard.

c) **Reject:** - If officer find the application in-appropriate or incorrect as per the guidelines he has the authority to simply reject the application based on any objection or condition, which are intimated to Applicant via Email & SMS and also on their Dashboard.

**Issuing Officer (DD /JD):**- If CFO is not the Issuing Officer he will review the document, inspection reports, fill up the objections (if any) and other remark which will also be Digitally Signed and Verified by him. The Digitally Signed Application will be forwarded to the next higher Level for further Actions.

**Note:** - Objections can be put by the officers at their respective end but Only the Issuing Officer will have the authority for Final Approval /Rejection/ Return to Applicant with Objection and only those will be considered.
4. **Application Forwarded**: This tab keeps record of those applications which have been reviewed by the CFO and Forwarded to NEXT HIGHER LEVEL.

![Application Forwarded Tab](image)

5. **Application Returned**: This tab keeps record of those applications on which objection have been raised and currently have been returned to applicant.

![Application Returned Tab](image)
6. **Application Re-Submitted:** This tab keeps record of those applications which are resubmitted by applicant (i.e. applications on which objections were raised by CFO earlier). Now concerned Issuing Officer (CFO) will have only two options i.e. APPROVE or REJECT the Application.

7. **Application Rejected:** This tab keeps record of those applications which were rejected by the concerned Issuing Officer (CFO).
8. **NOC Issued:** In this tab officer can track record of those application for which NOC have been Issued by CFO.

9. **Register DSC:** Through this tab officer can register their Digital Signature, which is mandatory for performing any action through their panel i.e., actions such as approving of NOC, rejection of NOC, putting objection on application and even while forwarding any application to next higher level.

   **Note:** - For help on how to register DSC please refer Section [REGISTER DSC]

10. **Change Password:** Through this tab Officer can update their password at any point of time.
DEPUTY DIRECTOR (DD)
PANEL
DEPUTY DIRECTOR (DD) LOGIN PAGE: - DD can login with their registered email id, password and select the role to login at DD Panel.

DD DASHBOARD: - After successful login the DD will be redirected to the dashboard page. Dashboard contains various tabs through which he can control the Application Flow and can also track the application based on the Application Status.
DD Dashboard contains following options:

**Total Application:** This tab contains detailed records of all the applications i.e. division wise, district wise, fire station details, DD can track records of all the application details which come under their divisions, districts and their respective fire stations.

**New Application:** This tab will contain all the records of new application which are forwarded from CFO for further actions. Based on the criteria the further action will be performed by DD.
Issuing Officer (DD): - If DD is the Issuing Officer, he will have finally the authority for any action on that particular applications i.e. APPROVE, REJECT & RETURN TO APPLICANT WITH OBJECTION.

a) Approve: - If officer finds the complete document as per the guidelines, officer will approve the application and will issue the Digitally Signed Certificate.

b) Objection: - If officer finds the document incomplete / missing or in-appropriate, he may but the application under objection, with a digitally Signed Objection Certificate, which will be intimated to applicant via. Email & Message and even on their Dashboard.

c) Reject: - If officer find the application in-appropriate or incorrect as per the guidelines he has the authority to simply reject the application based on any objection or condition, which are intimated to Applicant via Email & Message and even on their Dashboard.

Forward Application to JD:- If DD is not the Issuing Officer he will review the document, inspection reports , fill up the objections (if any) and other remark which will also be Digitally Signed and Verified by him. The Digitally Signed Application will be then forwarded to the next higher Level for further Actions.

Note:- Objections can be put by the officers at their respective end but Only the Issuing Officer will have the authority for Final Approval /Rejection/Objection and only those will be considered.
Application Returned with Objection: This tab will contain the list of application on which objections have been raised by DD and have been returned to the applicants.

Application Forwarded to JD: This tab will contain the list of application which are forwarded to JD for further actions.

Objection Resolved: - This tab contain the list of application on which objections have been resolved from applicant end.
**NOC Issued**: This tab contains list of applications for which NOC have been issued from DD.

**Application Rejected**: This tab keeps record of those applications which were rejected by the concerned Issuing Officer (DD).
**Register DSC:** Through this tab officer can register their Digital Signature, which is mandatory for performing any action through their panel i.e., actions such as approving of NOC, rejection of NOC, putting objection on application and even while forwarding any application to next higher level.

*Note:* For help on how to register DSC please refer Section [REGISTER DSC]

**Change Password:** Through this tab Officer can re-set there password at any point of time.
JOINT DIRECTOR (JD) PANEL
**JOINT DIRECTOR (DD) LOGIN PAGE:**- JD can login with their registered mail id, password and select the role to login at JD Panel.

![Login Page](image)

**JD DASHBOARD:**- After successful login the JD will be redirected to the dashboard page. Dashboard contains various tabs through which he can control the Application Flow and even can also track the Application Status Based on the Application Status. JD can also track the other report status and over all status also.

![Dashboard Page](image)
JD Dashboard contains following options:

**All Application:** This tab contains detailed records of all the applications i.e, zone wise, division wise, district wise, fire station details, JD can track records of all the application details.

a) **Zone Wise Report:** This section give the detailed overview of the zone will application.

![Zone Wise Report]

b) **Division Wise Report:** This section will provide the detailed overview of the division wise NOC applications.

![Division Wise Report]
c) **District Wise Report**: This section will provide the detailed overview of the district wise NOC applications.

d) **Fire Station Wise Report**: This section will provide the detailed overview of the firestation wise NOC applications.
**New Application:** This tab will contain all the records of new application which are forwarded from DD for final actions. Based on the criteria the further action will be performed JD.

JD will have finally the authority for any action on that particular application i.e, **APPROVE**, **REJECT** & **RETURN TO APPLICANT WITH OBJECTION**.

a) **Approve:** - If officer finds the complete document as per the guidelines, officer will approve the application and will issue the Digitally Signed Certificate.

b) **Objection:** - If officer finds the document incomplete / missing or in-appropriate, he may but the application under objection, with a digitally Signed Objection Certificate, which will be intimated to applicant via Email & Message and even on their Dashboard.

c) **Reject:** - If officer find the application in-appropriate or incorrect as per the guidelines he has the authority to simply reject the application based on any objection or condition, which are intimated to Applicant via Email & Message and even on their Dashboard.
Objection Resolved: - This tab shows the list of application which were put under objection by JD and the user have resolved those objections and have re-submitted the application will provide the detailed overview of the division wise NOC applications.

NOC Issued: - This tab shows the list of application for which NOC have been issued by the JD.

Application Rejected: - This tabs shows the list of application which have been Rejected
Objection Application: This tab shows the list of application which are currently under Objections and are pending on user ends.

Register DSC: Through this tab officer can register their Digital Signature, which is mandatory for performing any action through their panel i.e., actions such as approving of NOC, rejection of NOC, putting objection on application and even while forwarding any application to next higher level.

1. **Note:** For help on how to register DSC please refer Section [REGISTER DSC]

Change Password: Through this tab concern officer (JD) can re-set their password at any point of time.
ANDROID APPLICATION INSTALLATION:-

First of all Download the APK file and transfer downloaded APK to your mobile phone.

Process of installation:

After the transferring open destination source in your mobile and tap APK to install, after installation Application Icon will appear on your mobile named “FIRE DEPT UP”.

After Installation open Application. On first time opening some permission will require, it will necessary for the use of application.

1. Access of Photos, Media, and Files.
2. Take Pictures and Record Video.
3. Access Device Location

After Allowing these permission you will able to login from the application. By entering USERID (Email) and Password. As given below in screen view:
After Login Welcome Screen will appear with the associated account fire station. As Given Below:
You will be able to Refresh the and Logout with given options on the Top Right Corner.

If NOC is Scheduled for current date then will appear on the Dropdown, you can select the NOC by clicking on the Select NOC ID option. Given on screen View:

After selection you Click on the given button PROCEED NEXT to view the detail of selected NOC ID:
If your device’s location is not enabled then it will ask for enabling. For enable the location setting click on the setting and make use location setting on. After enabling you will see the detail of selected NOC.

After this Process you have to take the site’s image, you will can upload it by using two options first by Camera and another is from Gallery by clicking on the camera button given on right side on Upload Photo Section.

After all these you have to write remarks and have to submit by clicking the SUBMIT button given at the bottom. It will submitted with photo, remarks and along with Location Detail.

After Submission Success screen will appear. In this screen a button CLICK FOR THE NEXT SUBMISSION will showed. After clicking this button you will able to choose next scheduled NOC.

A screen view is given below:
You can Logout by clicking the logout button given on the top right corner on the application. It will ask a confirmation message and after clicking OK you will Logged out.
REGISTER DSC:- To register you DSC please follow the below mentioned steps:-

Download the below mentioned files as applicable for Windows XP/ Windows7-32bit/ Windows7-64bit

How to Install capicom.dll for Windows XP/ Windows7-32bit/ Windows7-64bit

1. Download for Windows XP
2. Download for Windows 7-32 Bit
3. Download for Windows 7- 64 Bit

Download the respective folder as per requirement of Operating System

Procedure to install capicom.dll for Windows XP

Extract the folder to your desktop and copy "capicom.dll" to your system folder i.e C:\Windows\System32.
Execute batch file "WindowsXP" from the extracted folder to register capicom.dll with Operating System.

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Procedure to install capicom.dll for Windows 7-32 Bit

1. Extract the folder to your desktop and copy "capicom.dll" and "Interop.CAPICOM.dll" to your system folder i.e C:\Windows\System32.
2. Execute batch file "Windows7-32bit" as administrator (right click and select run as administrator) from the extracted folder to register "capicom.dll" with Operating System.

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Procedure to install capicom.dll for Windows 7-64 Bit

1. Extract the folder to your desktop and copy "capicom.dll" and "Interop.CAPICOM.dll" to your system folder i.e C:\Windows\SysWOW64
2. Execute batch file "Windows7-64bit" as administrator (right click and select run as administrator) from the extracted folder to register "capicom.dll" with Operating System.

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Please ensure in your internet explorer popup blocker is off (as shown in the attached jpg)