

MUNICIPAL CORPORATION OF GREATER MUMBAI

No. BDD/ 384, dated 07/11/2016

C I R C U L A R**SUB: STREAMLINING LICENSING PROCESS FOR HOSPITALITY INDUSTRY**

A. Various departments of Municipal Corporation of Greater Mumbai (MCGM) are involved in the process of issuance of licenses / remarks / NOCs for commencing and operating hotels/ restaurants/ hospitality establishments in Mumbai. In order to seek license, separate applications are required to be submitted to the concerned departments. Even though the process of simplification of forms and information to be appended with the forms have been completed; due to involvement of multiple departments in the issuing process, there is a possibility that the applicant is required to furnish similar information many times. Hence, it becomes imperative to initiate steps towards addressing the process of simplification of issuance of license by submitting a single application form through One Window System (to be internally processed by different departments of Municipal Corporation of Greater Mumbai).

B. As per the prevailing policy, the applicant is at discretion to apply for various Municipal Corporation of Greater Mumbai licenses to the concerned departments of Municipal Corporation of Greater Mumbai and if one department requires the remarks from the other department, the applicant is required to go to the department for such remarks. The same results into delay in issuance of license.

C. The Government of Maharashtra, while formulating the policy on Ease of Doing Business for Hospitality Industry directed that the prevailing cumbersome process of issuance of license be discontinued to best possible extent. All the stakeholders, including Municipal Corporation of Greater Mumbai, were on the board at the time of aforesaid decision.

D. In view of the above, following directions are being issued with the aim to streamline the regulatory process for hotels/ restaurants/ hospitality establishments and set up a predictable and transparent system, eliminating duplication of information in forms and documentary proofs. This will enable issuance of a composite license for hospitality industry within a stipulated time-frame.

- I. It should be ensured that the licensing process are simple, unambiguous and void of duplicity of submission of application.
- II. In order to simplify the process, following relieves are given:
 - i. Online issuance of Shops and Establishment (S&E) Registration through MCGM web portal, www.mcgm.gov.in.
 - a. Renewal of registration of S&E can be done through Mobile App. "MCGM 24x7".
 - ii. Submission of "Combined Business Application" (CBA) Form through Ward One Window along with requisite supporting documents and self certification formats, as applicable.
- III. All the proposed activities to be merged, self-certified, discontinued are as per details mentioned in Annexure I of the circular.
- IV. Self certification is permissible in case of following activities, if offered by the applicant, as per guidelines (For sr. No i and ii below, uploaded on MCGM web portal – www.mcgm.gov.in under 'Citizen Services' → Health Services → Health Licence u/s 394/412) of the concerned department and submitted along with the Combined Business Application (CBA):
 - i. Hair Dressing Saloon (Beauty parlour) license
 - ii. Swimming pool NOC
 - iii. For Operating Boiler, copy of MPCB permission to be enclosed
 - iv. For roofing license/ monsoon shed, "Self Declaration" to be submitted by the applicant for the monsoon period (June to October) on yearly basis, if found otherwise, the same may be demolished at the cost of the applicant.
- V. "Ward One Window", will forward the copy of application (CBA), within two working days from the date of submission, to the concerned departments i.e., Chief Fire Officer (CFO), Health and License department for scrutiny of application and obtain remarks in a time bound manner.
- VI. The concerned department will offer remarks along with necessary fees payable by the applicant within twenty-one working days from receipt of application in the form of demand note.
- VII. The applicant is required to pay the charges within thirty days of receipt of Demand Note, failing which the license/ permission will be refused and the applicant shall be required to resubmit the CBA again.

VIII. On satisfactory compliance, "One Window" at ward shall issue a "Composite License" through an Asst. Commissioner of Ward. The composite license shall be issued within six days from the date of payment of fees by the applicant.

IX. In case, additional information is sought from the applicant, the concerned department is mandatory to inspect the premises within seven days from the date of submission of additional information as per requisition.

X. On satisfactory compliance, the license to be processed as per para VIII above.

XI. Every department shall ensure that fees and charges are levied strictly as per prevailing policy of Municipal Corporation of Greater Mumbai.

XII. In the absence of facility for Online submission of Combined Business Application (CBA), the aforesaid One Window System shall be followed.

XIII. Once the facility for submission of online CBA is made available along with the facility for submission of uploading Self-Certification formats, the online status information shall be available on the Municipal Corporation of Greater Mumbai citizen portal to the applicant.

XIV. Physical "One Window" at ward level shall run in parallel with the online system for the purpose of on-the-spot clarification(s) to the stakeholders (including internal departments of Municipal Corporation of Greater Mumbai),

E. The above circular comes into force with immediate effect. Said directives to be followed by concerned departments and wards of Municipal Corporation of Greater Mumbai accordingly.

[Signature]
29/2/16
Sup. License

[Signature]
29.2.16
E.H.O.

[Signature]
29/2/16
C.F.O.

[Signature]
30/07/16
Chief Engg. (DP)

[Signature]
30/2/16
A.M.C. (City)

[Signature]
30/02/16
A.M.C. (E.S.)

[Signature]
A.M.C. (W.S.)

[Signature]
Aji Melh
Municipal Commissioner

Copy to: DMCs.: [Zone I/ II/ III/ IV/ V / VI/ VII/ MCO/ Special/ R.E./ G.A.]

Assistant Commissioners: (A to T Wards) / CE (DP)/ EHO/ CFO/ CI (S&E) / SL/ Ch.(BD)

ANNEXURE I**PROPOSED LICENSING SCENARIO FOR HOTELS/ RESTURANTS/ HOSPITALITY ESTABLISHMENTS**
(GOM recommendations)**RECOMMENDATIONS ON DISCONTINUATION OF LICENSES**

Sr. No.	Name of License	NOC/Licence/ Remark	Rationale for Removal by GoM	Action Taken
1	Licence under Prevention of Food Adulteration Act	Health License	Already covered under new FSSAI Act	Removed
2	Cold Storage Licence (if over 25 cubic ft.)	Health License	Already covered under new FSSAI Act	Merged with other licenses issued to Star hotels.
3	Health NOC - medical certificate for food handlers	Health	Already covered under new FSSAI Act	Along with MCGM Hospitals registered private medical practitioners are permitted to certify.
4	Municipal Beer Bar Licence, 1956/ Madira/ Permit room license	License/ Health	Under scope of Excise department	Madira Permit room/ beer bar license in exiting licensed eating house is removed however fees is collected as per schedule M.
5	Central Excise Licence for Bakery Products	Health	Already covered under new FSSAI Act	Does not exist.
6	Factory License For Laundry, 1948	B&F	Separate License for laundry unnecessary - waste discharged similar to household/ residential	Removed. To be issued and implemented by MPCB.
7	Licence for Boiler & Generation, 1962	Environment	Remove license - ensure safety through tougher norms and self certification	Removed
8	Licence for Chimney under the Smoke Nuisance Act	B&F	Outdated and has low relevance in present context for hotels and restaurants	Removed
9	License for Mixer & Grinder, 1962 (if using 3 phase power)	B&F	Relevance needs to be verified - License could be replaced by mandatory norms or self certification	Removed
10	Environment clearance from local environment body - NOC to operate furnaces, ovens, etc.	Environment	MPCB already provides pollution clearance	Removed. To be issued and implemented by MPCB.
11	Hair Dressing Saloon (Beauty Parlour) Licence.	Health	No clear purpose	Self Certification, format uploaded on MCGM portal. (merged with other license issued to star hotels).
12	Fountain NOC	PCO	Limited rationale	NOC required, as Fountain can be mosquito breeding source for transmission of malaria / dengue, with provision of payment of fees upto 5 yrs
13	Swimming pool License	PCO/ Health	MCGM, Police, MPCB all ask for this license	Removed for PCO. However Health NOC is required.
14	Rolling Shutter License	License	Could be discontinued by mandating rolling shutters inside the premises along with fines/ charges for not obeying the guidance.	License not required if the rolling shutter is erected within the premises. However, is mandatory if the rolling shutter is projecting on Municipal roads and footpaths.

15	Gymnasium & Health Club NOC	Health	No clear purpose	Does not exist.
16	Lodging House Licence, 1965	Health	Lodging house license should be merged with the eating house license	Merged with other licenses issued to Star hotels.
17	Roofing License	B&F	Instead of license, applicant can provide a promissory note stating that roofing will be dismantled in October, failing which BMC will demolish the same.	In-agreement with recommendation. Applicant to intimate City Engineer office/ Ward Officer about erection (in June) & demolition of temporary structure (in Oct), else would be demolished without notice at the cost of applicant along with fine, if found during inspection.
18	NOC for Fire Brigade Assignment	CFO	Has already been taken at the time of construction - can be deleted or combined with eating house license.	One time NOC. Basis for grant of NOC post construction is to ensure compliance on Fire SOPs for operating business.
19	Registration under weights & Measurement Act	-	Does not hold any relevance for the hospitality industry	Does not exist.

RECOMMENDATIONS ON MERGING LICENSE

Sr. No.	Name of License	NOC/Licence/ Remark	Recommendation by GoM	Action Taken
1	Licence for Sign Boards Directions	License	Advertising and projection License. Can be merged FSSAI Act along with other 6 license.	Merge the two licenses under a single category of Signboards (specifying illuminated/ non- illuminated category). Applicant can specify all requirements in a single application. Propose online certificate & renewal through mobile app.
2	Neon Signs License	License		
3	Eating House Licence	Health	Can be merged with Eating house and Lodging house licenses. All are covered under the FSSAI Act.	Merged with other licenses issued to Star hotels.
4	Licence for storage of Diesel Oil	Fire/ License		Applicant can submit single application to health department and Fire department for storage of inflammable items.
5	Licence for storage of Kerosene & Compressed Gas (LPG)	Fire/ License		Fire Dep. issues one time NOC. License department of MCGM does not give said license for running business of hotels & restaurants
6	Pest Control Certificate	PCO		Empanelled external agency for certification
7	Swimming Pool Permission from Pest control Office - BMC	PCO		Removed
8	Gradation Certificate	Health	Removed	

BCL
29.7.16
BHO

Executive Health Officer