Instructions to Citizen Users & MCGM Users when Property Tax Citizen Portal is accessed

1) If KYC is not filled then after entering Property Account number and Captcha code user will be directed to KYC details tab. User is requested to fill in the correct details in the mandatory fields and save. Then only user will be able to navigate to other pages and avail the services of Citizen Portal.

2) If OTP is not received on mobile of user, he/she may login as an **Instant Payment** user and make payment of Property Tax instantly.

3) Later if he/she is an authentic user then he/she may apply for registration by clicking on registration tab and enter the required details and upload the relevant documents in pdf format with file size not exceeding 10MB. The pdf file name should not include special characters or space, else the pdf file will not be uploaded and error message will be seen. A system generated reference number will be sent to this mobile number(SMS and WhatsApp) and or email ID. Approval process may take one working day. Approval/ Rejection message will be sent to the registered mobile number (SMS and WhatsApp) and or email ID.

4) MCGM users will be allowed to login using their existing User ID and Password of Property Tax System under “For MCGM Users” tab. OTP will be sent to the mobile number registered in the Property Tax system at the time of creation of their user ID. This option is under development and will be deployed soon.