

## [A Brief Note on e-Mutation](#)

The KMC Web Portal has been enhanced to support an additional Government to Citizen Service. Citizens can now avail of the e-Mutation service online through the afore-mentioned KMC Web Portal, after signing in with their valid User ID and password from the 'External User Login' link.

There are 17 different types of mutation processes. The **Process Flow** is as given below:

**Step 1:** Citizens can apply for Mutation of properties in digitized A42 Form online which is already hosted in KMC web portal and integrated with 'External User Login'. Thereafter, the citizens can apply by filling up the digitized form online and uploading one mandatory identification document like Aadhaar Card, Voter Identity Card, PAN Card etc. Various legal documents also need to be submitted depending on the type of mutation that is being done. However, there is currently no provision to upload these additional documents in the system online. Upon entry of the details in the digitized A42 Form, a temporary case number will be created in the system and an acknowledgement will be provided to the user. The acknowledgement will contain the data that the user has filled up in A42 form. The user will also receive an SMS about acknowledgement, and intimation for payment of e-Mutation processing fee will be sent to his registered mobile number.

**Step 2:** There is a search screen in the system that enables citizens to see the status of the mutation at any point of time, using the Assessee number or Case number as input. There is also online facility of payment for e-Mutation processing fee. Upon payment, the entire data is transferred to MAS (Municipal Application System). There is a form developed in MAS and through that form, the concerned Assessor-Collector can review the cases and fix a meeting with the user, mentioning the date and time for production of the required documents.

**Step 3:** On production of relevant documents on the allotted date and time, the KMC officer will review the entire case and he will either approve or reject the case or ask for new set of documents. The documents must be submitted in one of the 6 unit offices of Assessment-Collection department that are there in the city for different wards. The citizens must ensure that they submit the documents at the concerned unit office. If the documents that are produced, are deemed valid, then this e-Mutation application record will get merged with the main database in MAS. The status of the e-Mutation application will change as 'Registered' , 'Awaiting Approval' or 'Approved' during the course of progress.

**Step 4:** Upon approval of the e-Mutation application and the relevant documents, Owner's name and Address will be changed in database and applicant may then apply for Mutation Certificate. The concerned staff would then issue the certificate.