eDozvola (ePermit) – System for the issuance of acts permitting building

User manual

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INTRODUCTION

The eDozvola system is accessed via Internet browser by entering the address:

https://dozvola.mgipu.hr/naslovna

The system is intended for the issuance of acts permitting building, i.e., for the conduction of procedures pursuant to the Physical Planning Act and the Building Act.

The system is implemented at the level of the Republic of Croatia and is applied in all counties, major towns and towns that are seats of counties and that perform tasks of issuing acts permitting building.

The document is divided into chapters in which the main pages of the system are described and an example of application submission via public web is presented on the example of a *Building permit*.

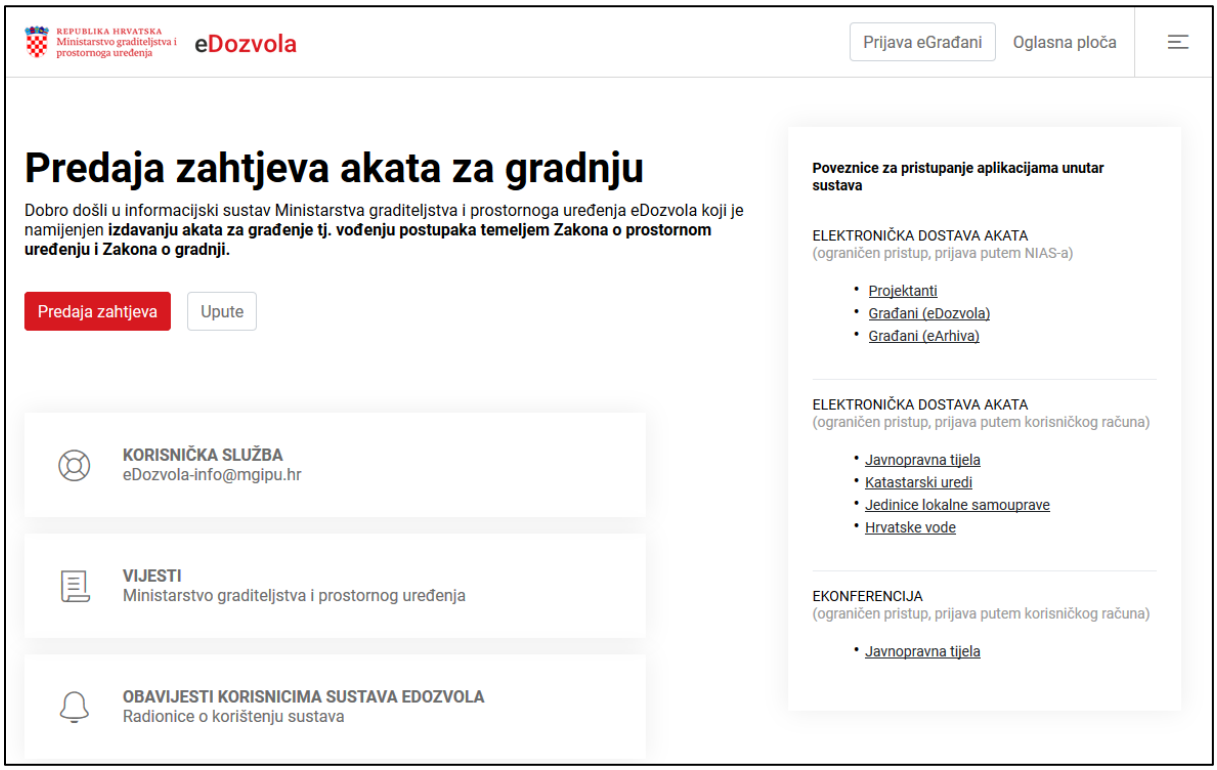

Fig. 1. Front page

IMPORTANT LISTS, REGULATIONS AND PROCEDURES

Within the eDozvola systems, the following modules are available that are accessed by selecting the menu in the upper right corner of the monitor (Fig. 2., Fig. 3.)

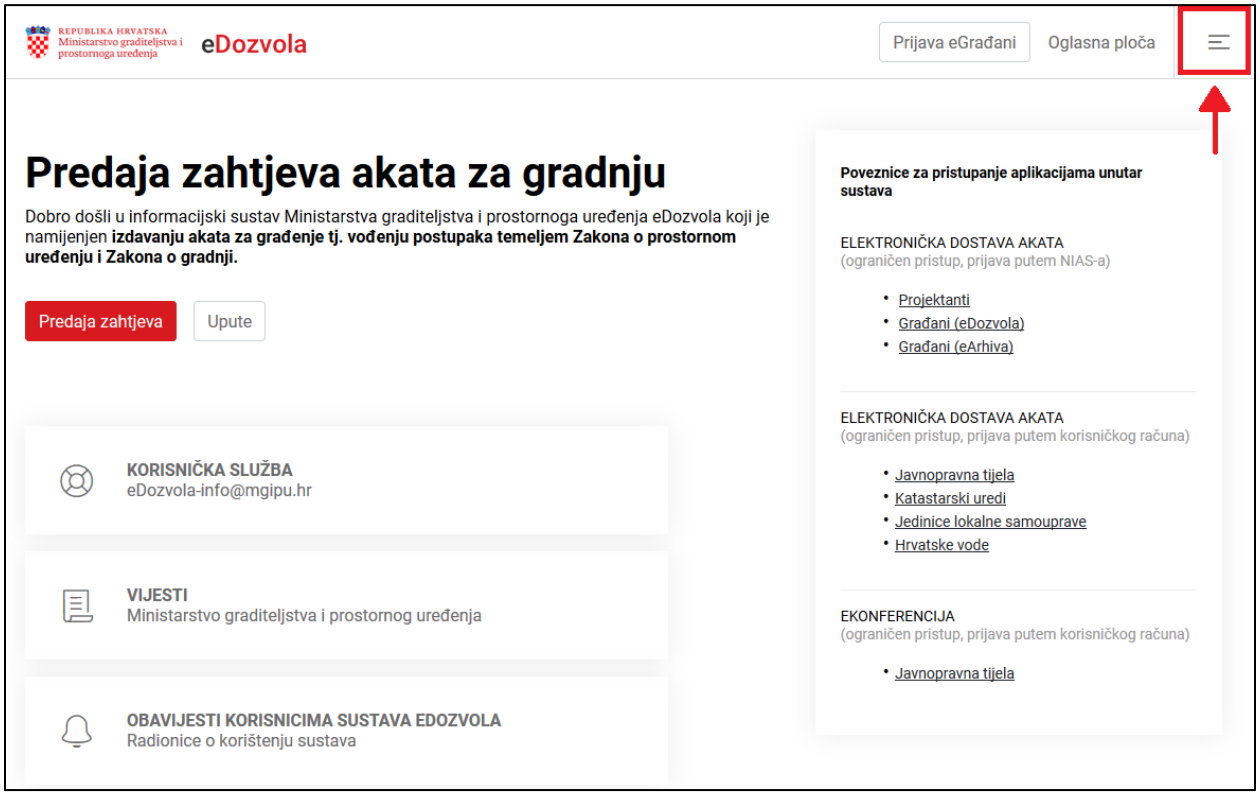

Fig. 2. Menu selection

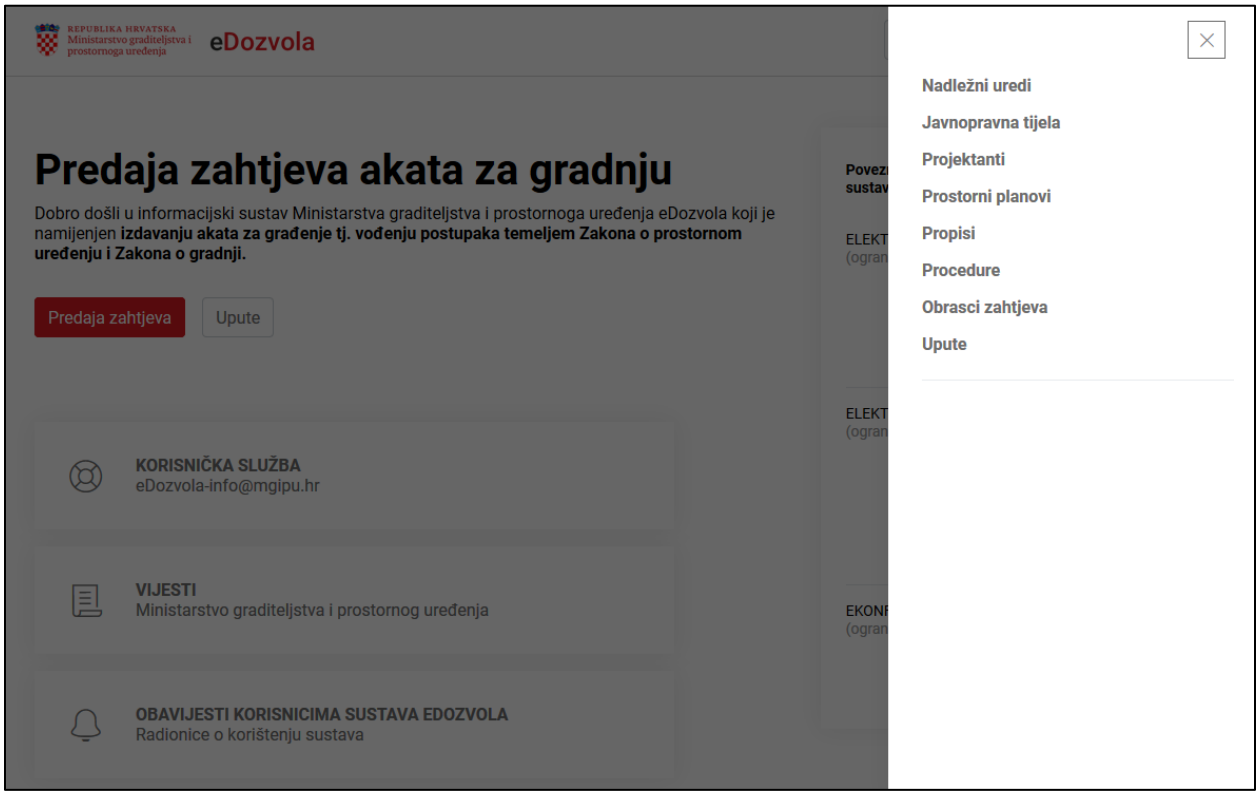

Fig. 3. Lists of the system

1. **Competent offices**

a. the module contains a list of competent offices, and the list of competent offices can be shown by competent body and local government

2. **Public law bodies**

a. the module contains a list of public law bodies that can be filtered by selecting the office via the drop-down menu

3. **Designers**

a. the module contains a list of designers that is shown by selecting the chamber, and by double-clicking on an individual designer more information on that designer is shown.

4. **Spatial plans**

a. the module contains a catalogue of verified spatial plans

5. **Regulations**

a. the module contains a list of regulations, acts and ordinances by fields that are important for construction

6. **Procedures**

a. the module contains procedures for the implementation of individual proceedings

7. **Application forms**

a. the module contains forms for the submission of applications

8. **Instructions**

a. the module contains the basic user instruction for the use of the system

NOTICE BOARD

The notice board contains an overview of the currently published acts, referred to the entire Republic of Croatia and is located next to the login button to the system or next to the names of users that are logged-in in the eDozvola / ePermit system (Fig. 4.).

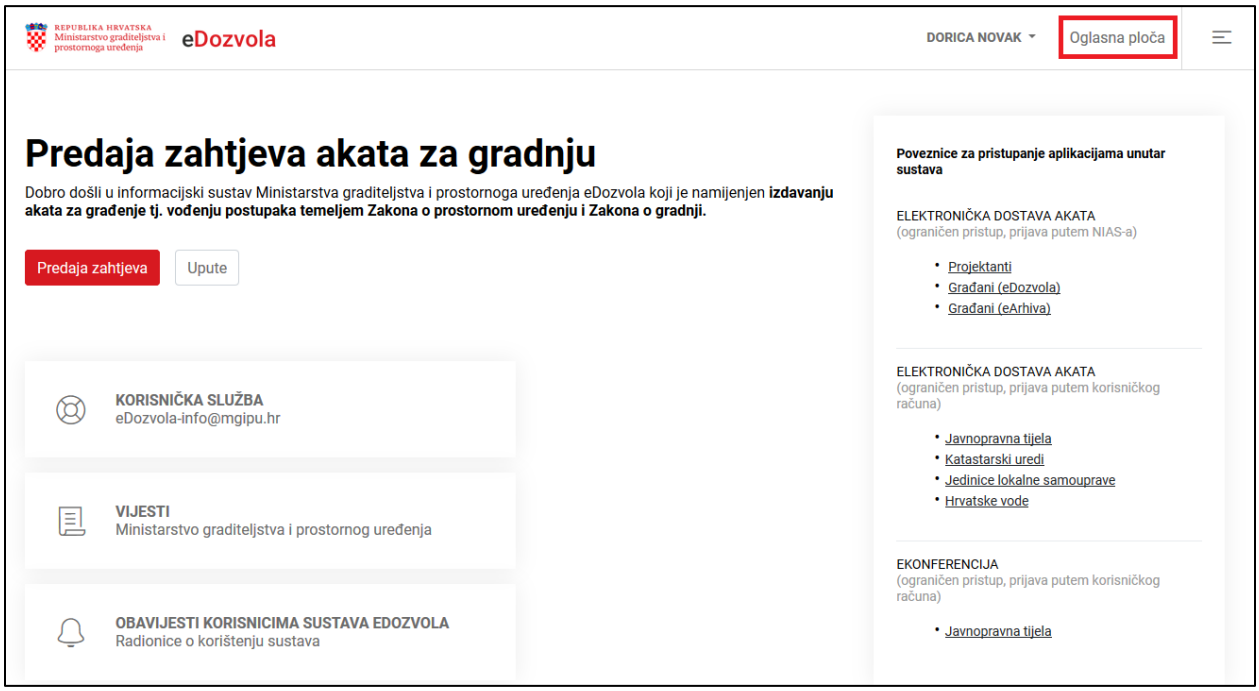

Fig. 4. Notice board

RETURN TO THE INITIAL PAGE

On the front page, by selecting the logotype for the Ministry of Construction and Physical Planning (MGIPU/MCPP), the system redirects the user to the websites of the MGIPU/MCPP with news, and by selecting the eDozvola/ePermit logotype the user is always returned to the eDozvola/ePermit title page (Fig. 5.).

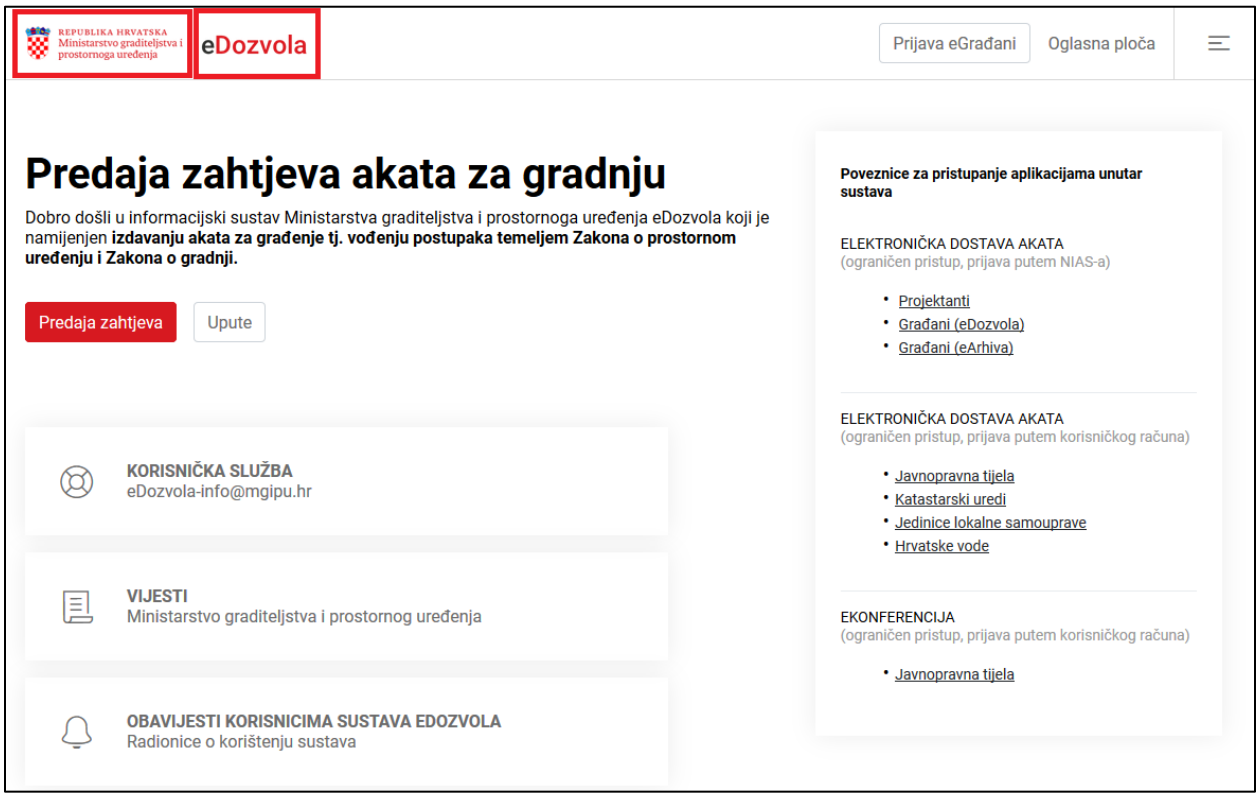

Fig. 5. Logotype MGIPU/MCPP and eDozvola/ePermit

E-CITIZENS – ADDITIONAL POSSIBILITIES

Logged-in users of the NIAS (e-Građani/e-Citizens) system have on the front page, in the drop-down menu next to their name, additional modules (Fig. 6.):

1. **eDozvola / ePermit**
   a. The list of procedures is shown that have been initiated since 2015 of the logged-in user based on the OIB/PIN, (designers, applicants, and parties involved in the procedure)
   b. Possibility of search and view of file details (Fig. 7.)
2. **eArhiva /eArchive**
   a. The list of archived procedures initiated from 1968 to 2015 of the logged-in user based on the OIB/PIN is shown (applicants and parties involved in the procedure)
   b. Possibility of search and view of file details (Fig. 8.)
3. **Log-out from NIAS**
   a. Log-out from the eGrađani/eCitizens system and the related services of eDozvola/ePermit

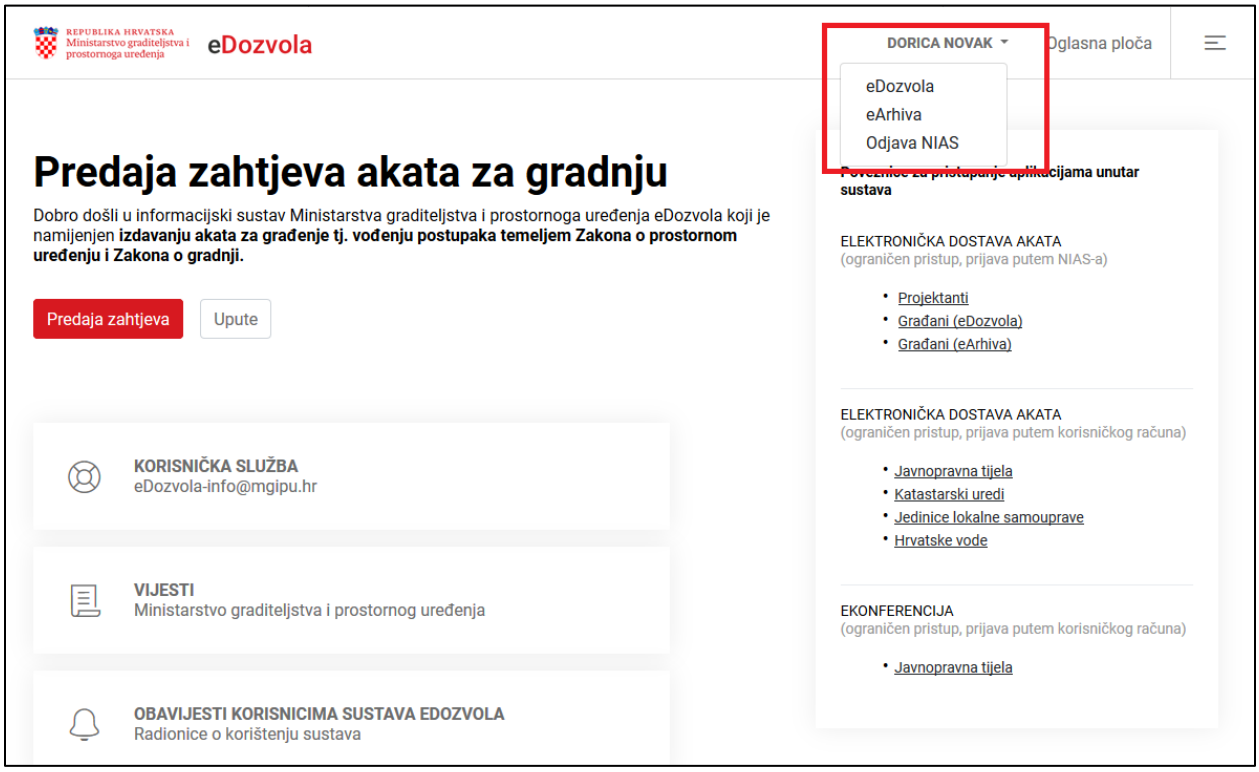

Fig. 6. System modules for users logged-in via the NIAS system

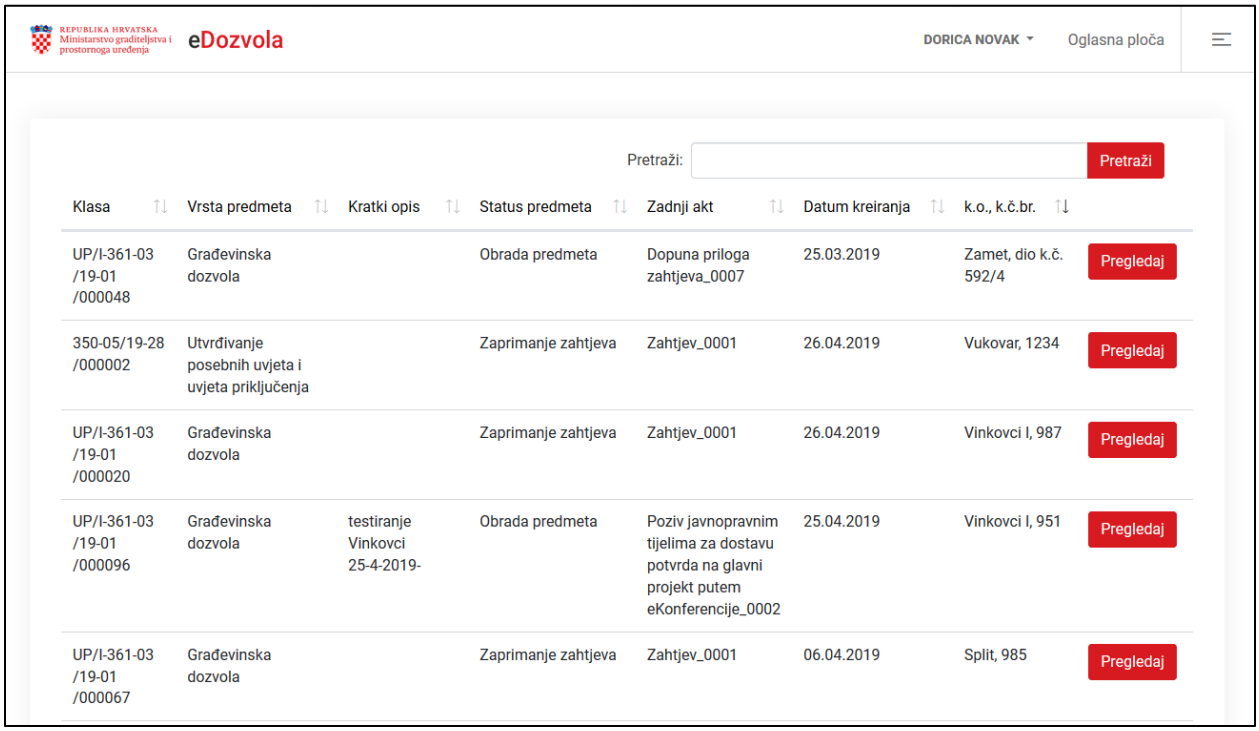

Fig. 7. List of procedures initiated since 2015

Fig. 8. List of procedures initiated in the period 1968-2015

OPTIONS FOR APPLICATION SUBMISSION

The application code (WEB ID) is an essential information when using the system, whereby the following possibilities are available (Fig. below):

1. **NEW APPLICATION** – described in more detail in the chapter **Initiation of procedure – new application**

a. Submission of new application, for logged-in and not logged-in users

2. **CONTINUE ENTRY** - described in more detail in the chapter **Continuation of application entry**

a. For applications that have been created but not submitted yet, the system stores the newly created application for 30 days

3. **CONNECTING WITH THE FILE** - described in more detail in the chapter **Connecting with file**

a. Creation of a new application by use of data from the previously submitted application

b. Data are copied from the previous application

4. **AMENDMENT OF APPLICATION** - described in more detail in the chapter **Application amendment**

a. In case that the documents are incomplete, the applicant has the possibility to supplement the application on-line

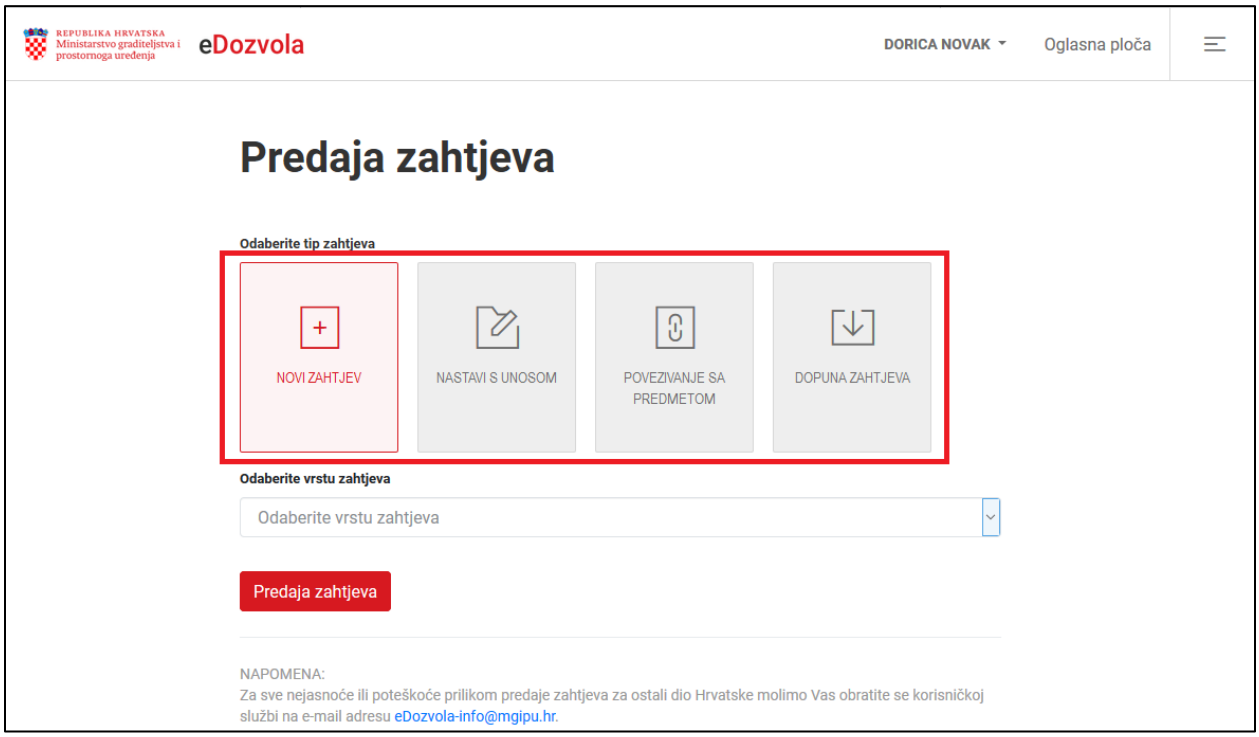

Fig. 9. Selection of application type

APPLICATION SUBMISSION

Steps of application submission:

1. Select the button **„Application submission“** (Fig. 10.)
2. Upon selection, the user has the possibility of choosing log-in into the eGrađani/eCitizens system or not (Fig. 11.)
    a. The option **„Yes, I wish“** redirects the user to the NIAS – National identification and authentication system through which login into the eDozvola/ePermit system is done.
    b. The option **„No, continue without login to e-građanin/e-citizen“** opens the window for application submission.

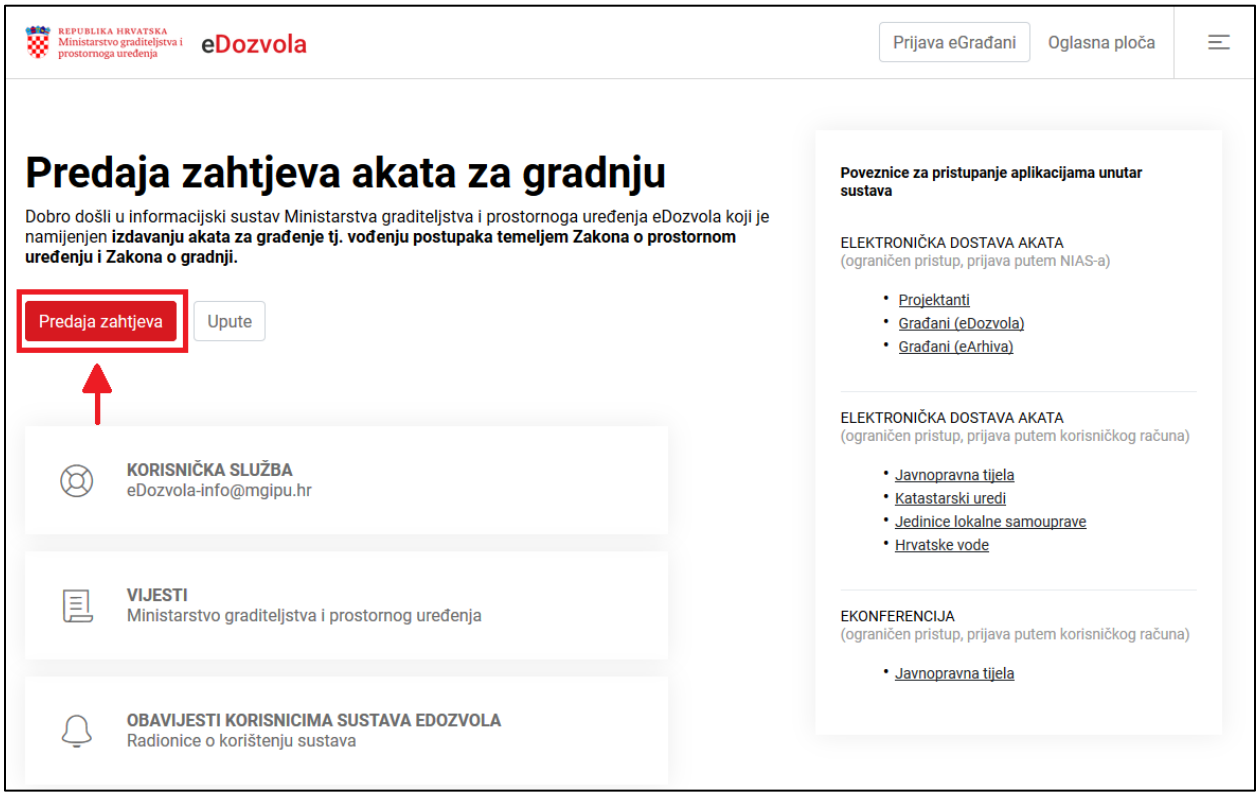

Fig. 10. Submission of application

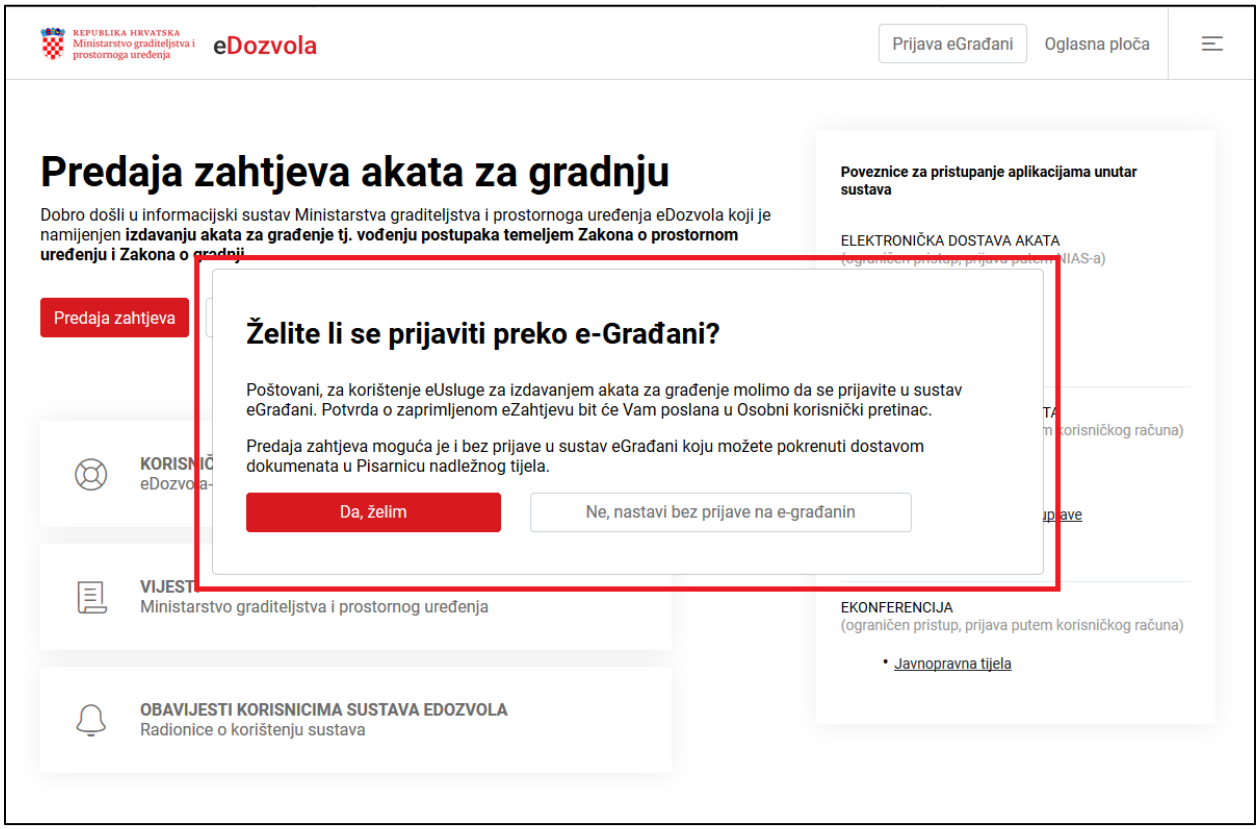

Fig. 11. Login via e-Građani/e-Citizens

EGRAĐANI/ECITIZENS – SUBMISSION OF E-APPLICATION

Fig. 12. Steps for application submission by logged-in users

Steps for e-application submission by user logged-in in the eGrađani/eCitizens system (Fig. 12.):

1. **Save data**
   a. Saving of entered data, desirable to be done upon entry of each tab
2. **Create application**
   a. Creating the application document
3. **Sign application**
   a. Digital signing of the application by using the AKD certificate (eOsobna/ePersonal -eOI/ePersonal identification or ePoslovna/eBusiness - eKID)
4. **Submit application**
   a. Electronic submission of application into the eDozvola/ePermit system
   b. A notification on the received application is delivered to the **OKP mailbox /PERSONAL USER MAILBOX/** as well as the application enclosed to the message (Fig. 13.)

By submission of the application by a logged-in user, the application is promptly processed. During the processing procedure the competent body shall deliver acts to the citizen's personal user mailbox.

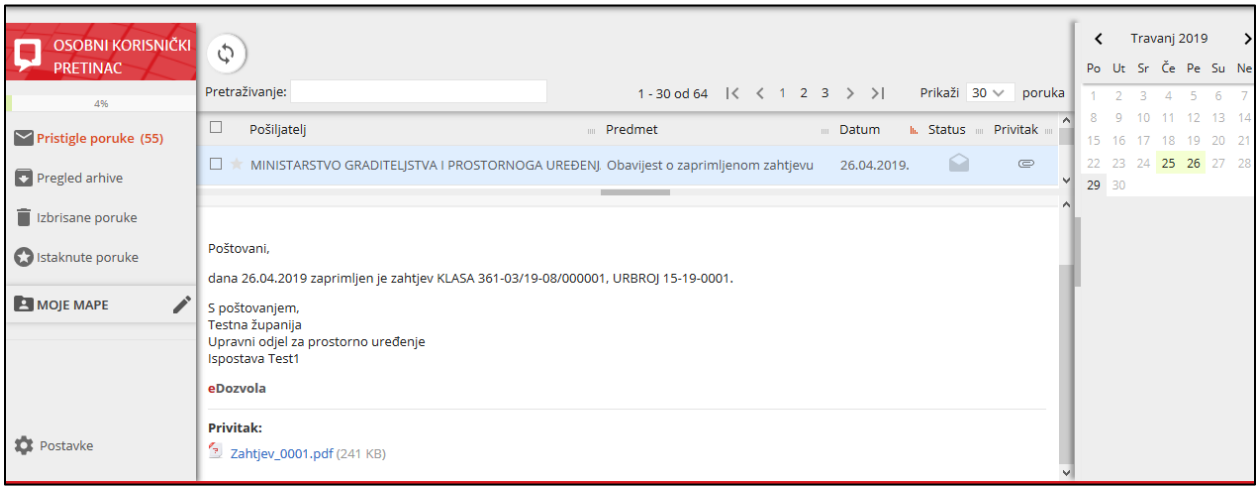

Fig. 13 Delivery of acts to the personal user mailbox of the logged-in user

NON-LOGGED-IN USERS – APPLICATION SUBMISSION

Fig. 14 Steps for application submission by non-logged-in users

Steps for e-application submission by non-logged-in users (Fig. 14.):

1. **Save data**
    a. Saving of entered data, desirable to be done upon entry of each tab
2. **Create application**
    a. Creating the application document

By submitting the application through public web (for citizens that are not logged-in via the NIAS system) an **application code** is obtained through which the registry office shall initiate the procedure (Fig. 15.).

<u>The submitted application shall be delivered to the registry office within **30 days**.</u>

In the registry office, initiation of the procedure through the application code is possible within 30 days. If an application submitted through public web is older than 30 days, the system shall not allow initiation of the procedure and submission of a new application shall be required.

Upon application submission, the wording application ready for delivery to the registry office shall appear on the monitor.

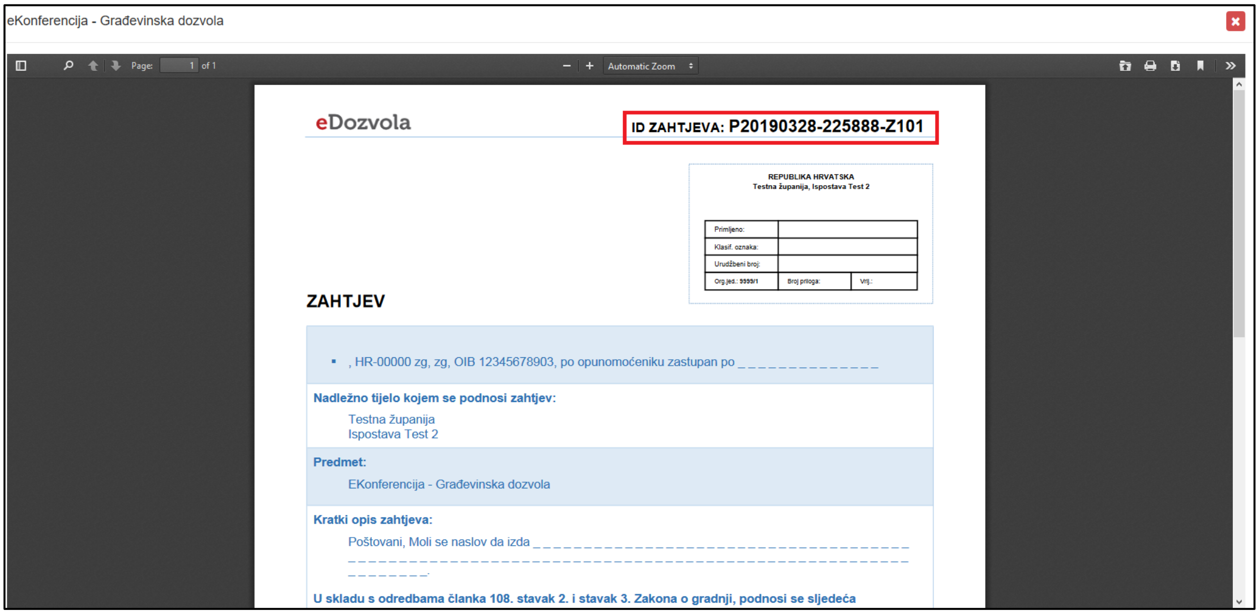

Fig. 15. Submitted application

INITIATION OF PROCEDURE – NEW APPLICATION

Steps for application submission ():

1. Selection of application type -> **„NEW APPLICATION“**
2. Selection of application type, or type of procedure respectively (examples: Building permit, Amendments to the building permit, Cancellation of location permit, Use permit…)
3. Selecion of button **„Application submission“**

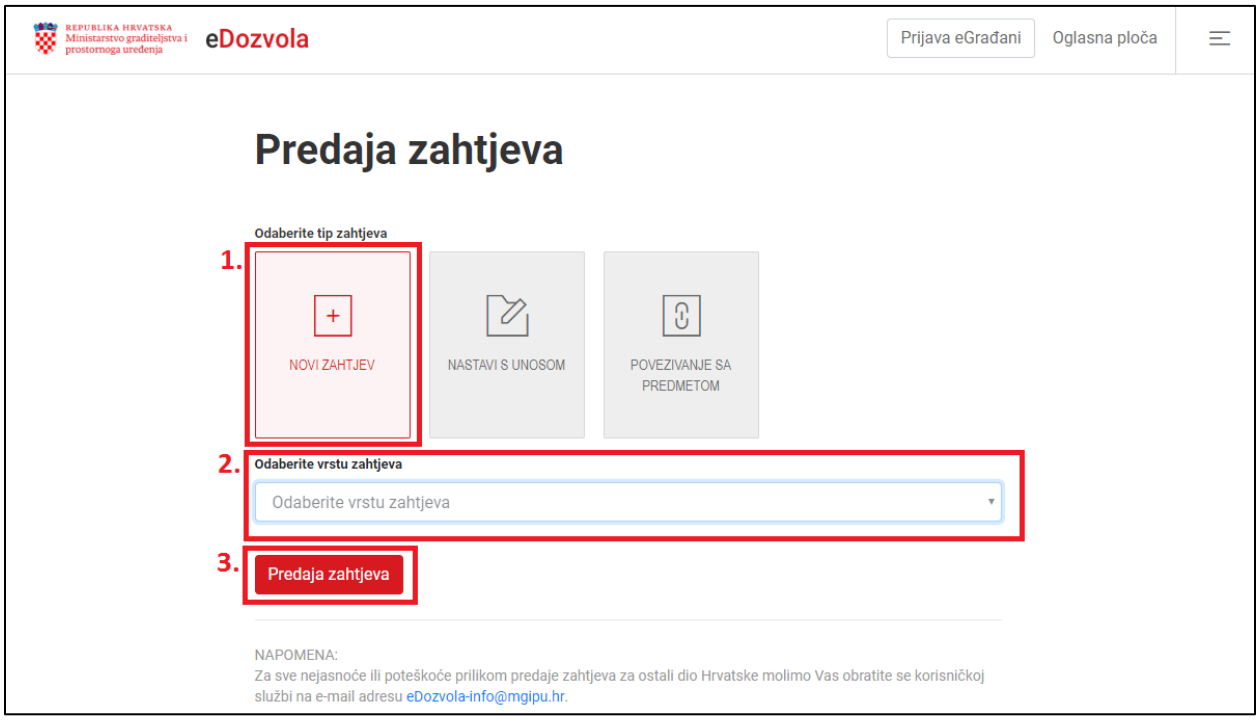

Fig. 16. Initiation of application submission

NOTE: An initiated application entry can be continued within 30 days.

Fig. 17. Notification on continuation of application entry within 30 days

CONTINUATION OF APPLICATION ENTRY

The option of continuation of application entry enables subsequent editing of data in the application that has been **saved** but **not submitted** yet.

- An unsubmitted application can be edited within 30 days from the first saving of data in the application.

<u>Steps to submit an application</u> <u>(Fig. below):</u>

1. Selection of application type -> **„CONTINUE ENTRY "**
2. Entry of application code
3. Selection of button **„Application submission"**

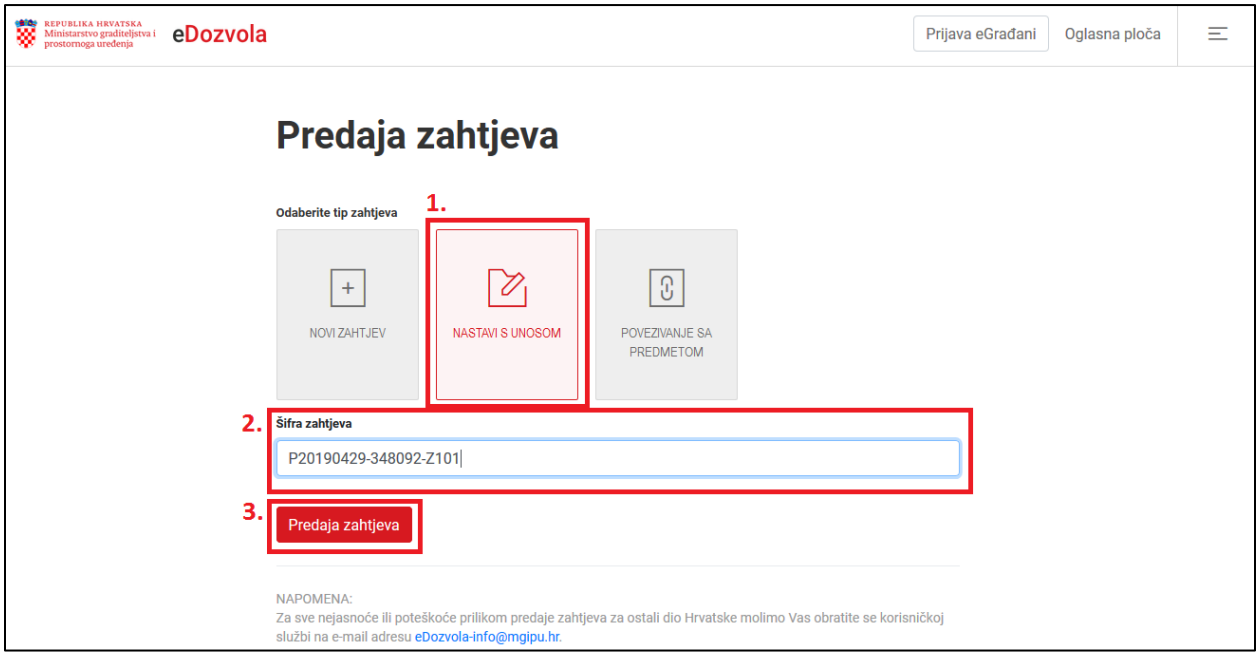

Fig. 18. Continuation of data entry by using the application code

CONNECTING WITH FILE

By the connecting with file option a **new application** is created in which data from the previously submitted application shall be copied.

Steps for application submission (Fig. below):

1. Selection of application type -> button **„CONNECTING WITH FILE“**
2. Entry of application code
3. Selecion of button **„Application submission“**

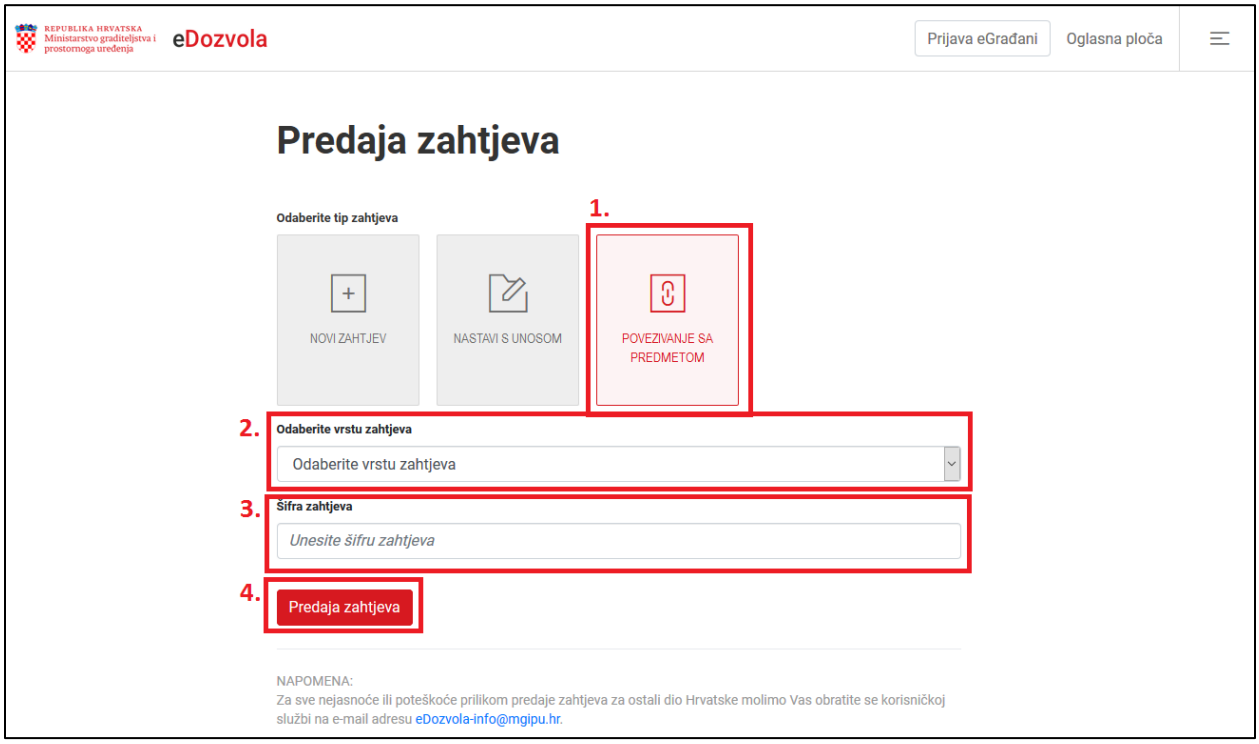

Fig. 19. Connecting with file by using the application code

APPLICATION AMENDMENT – FOR E-CITIZENS ONLY

This option is available EXCLUSIVELY to logged-in users through the e-Citizens system, for applications that are under Processing. Amendment of applications or documents respectively is enabled pursuant to request by the Competent body, through the following steps:

1. Enclosure of requested documents, described in chapter ***Enclosures (documents)***
2. Indication of the type of appended enclosure, described in the chapter

3. ***Enclosures*** to the amendment
4. Submission of amendment to the competent body, described in chapter ***Submission of amendment***

<u>Steps for submission of amendment</u> <u>(Fig. below):</u>

1. Selection of application type -> button **„AMENDMENTS TO APPLICATION“**
2. Entry of application code for which amendment is requested
3. Selection of button **„Application submission“**

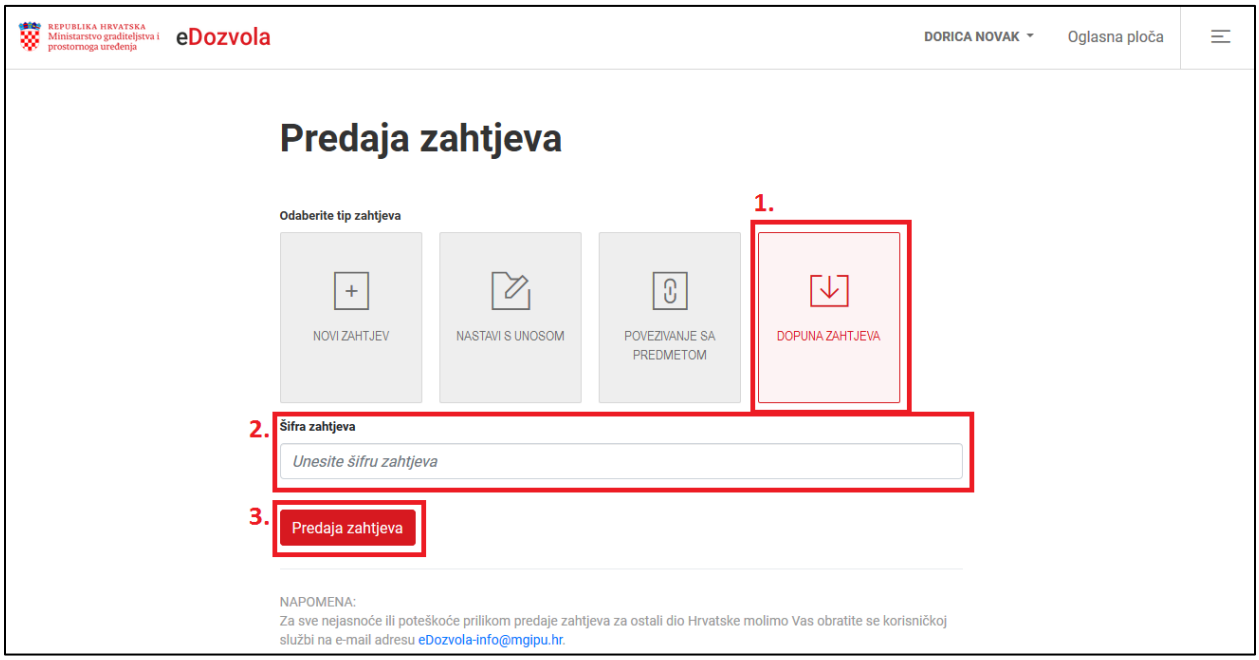

Fig. 20. Application amendment by using the application code

ENCLOSURES (DOCUMENTS)

In the application amendment, by positioning on the tab *„ENCLOSURES (DOCUMENTS)“* a new window is opened in which the user adds through the tab a new enclosure by selecting the button **„ADD ENCLOSURE“**.

- The appended enclosure shall be digitally signed by selecting the button

- The signature procedure is described in detail in chapter ***Fig. 32. Signing the application/***PDF document

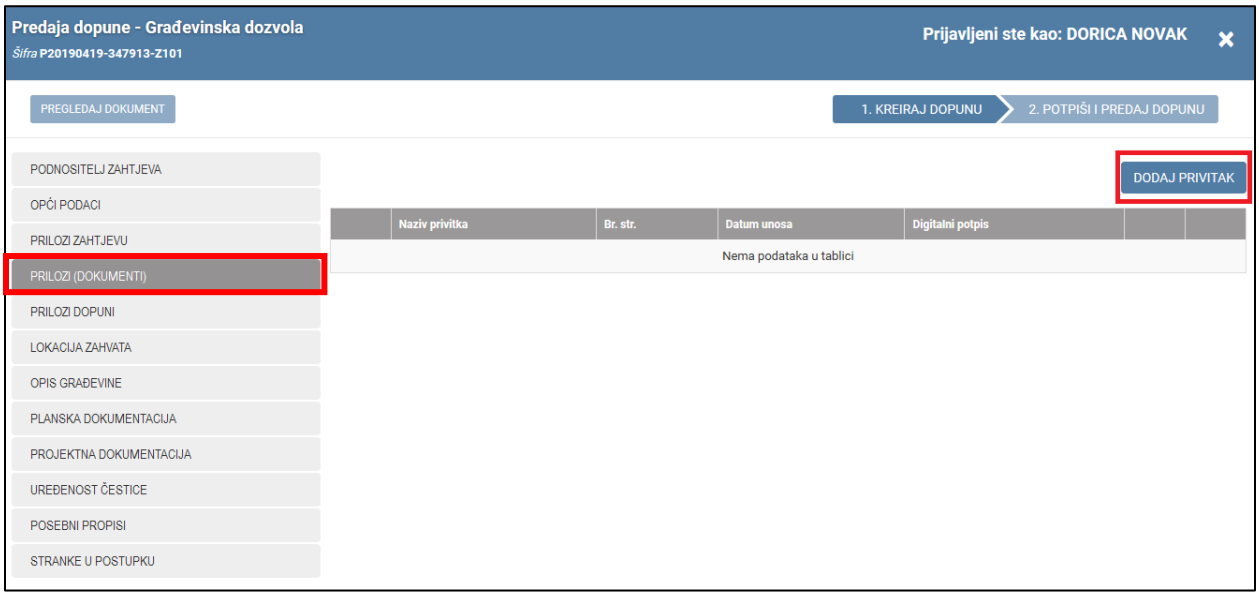

Fig. 21 Appending enclosure

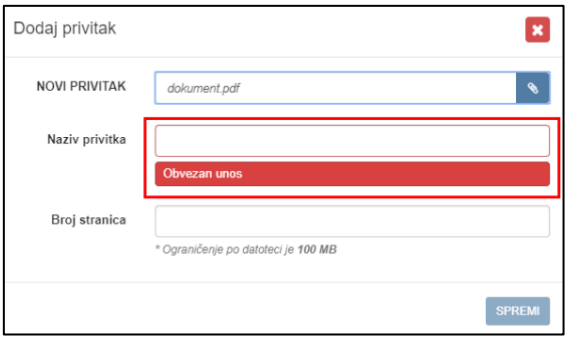

Fig. 22. Selection of computer file

Upon completion of all mandatory and wished fields, by selecting the button **„SAVE“** a row is created with the newly added enclosure.

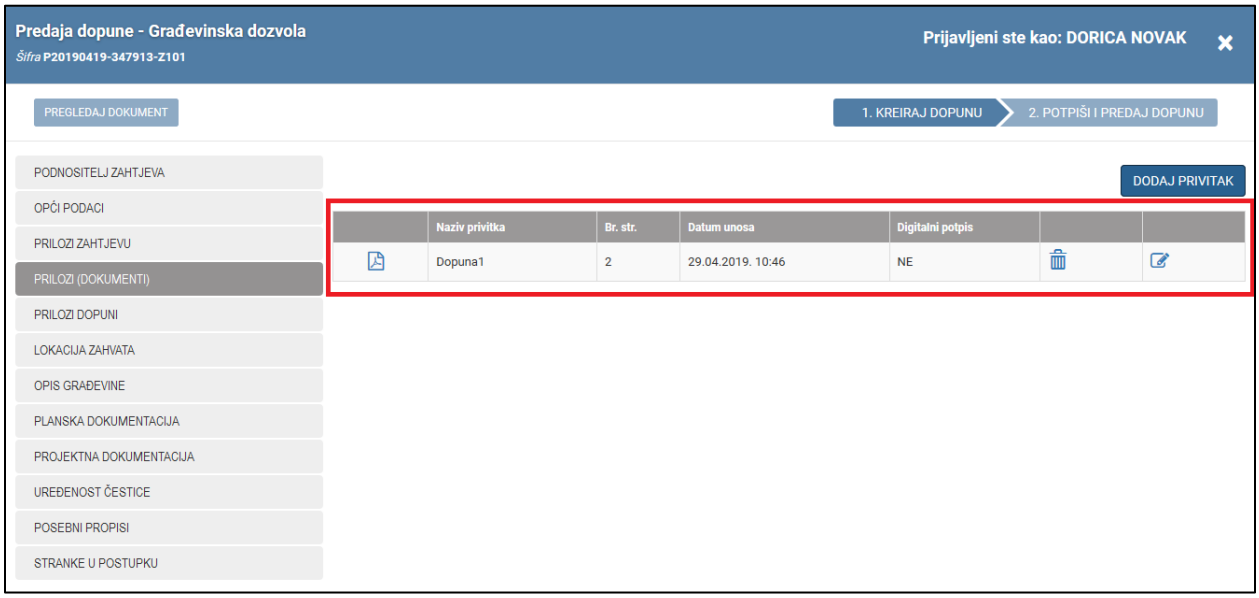

Fig. 23. Newly created enclosure

ENCLOSURES TO THE AMENDMENT

The type of the submitted enclosure shall be indicated, through the relevant file tab (on the left side of the interface):

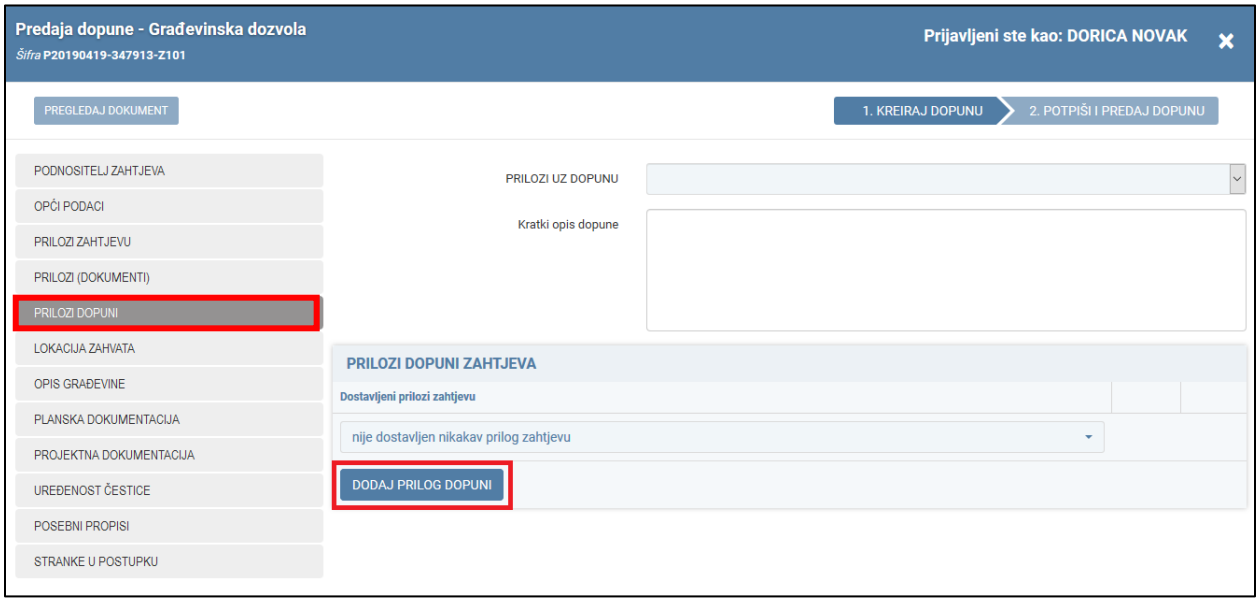

Fig. 24. Adding enclosure to the amendment

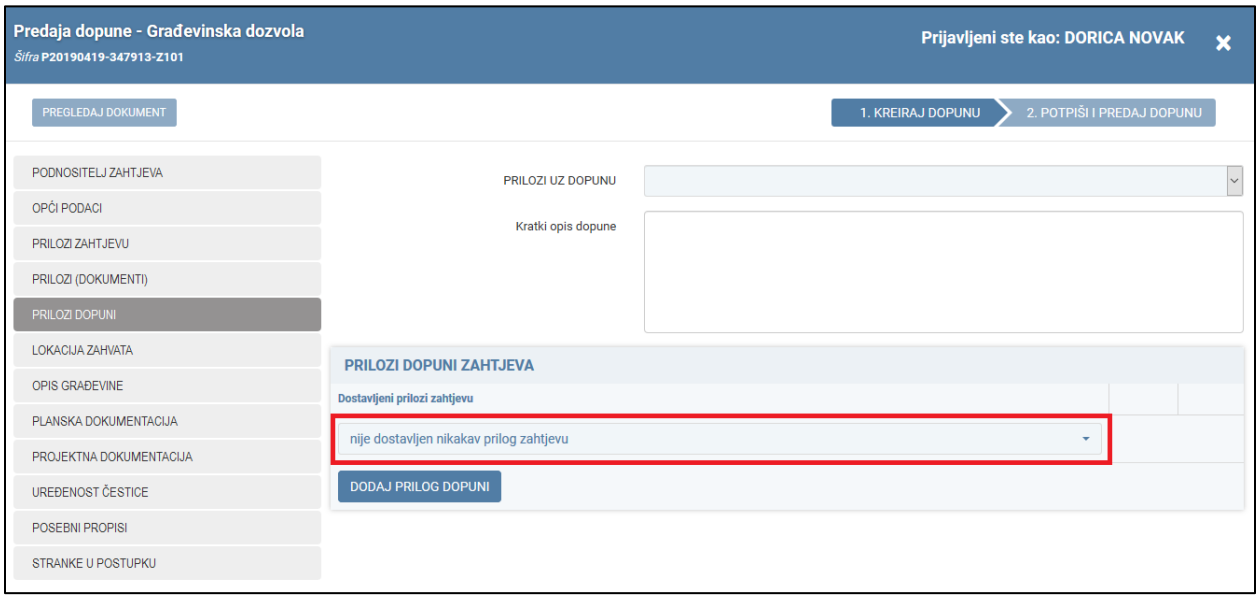

Fig. 25. Selection of enclosure to application amendment

AMENDMENT SUBMISSION

Steps for submission of eAmendment to the competent body:

1. Saving the entered data and document creation by selecting the action **„CREATE AMENDMENT“**
2. Digital signature of the document and submission by selecting the action **„SIGN AND SUBMIT AMENDMENT“**
    a. The signature procedure is described in chapter ***Fig. 32. Signing the application/***PDF document

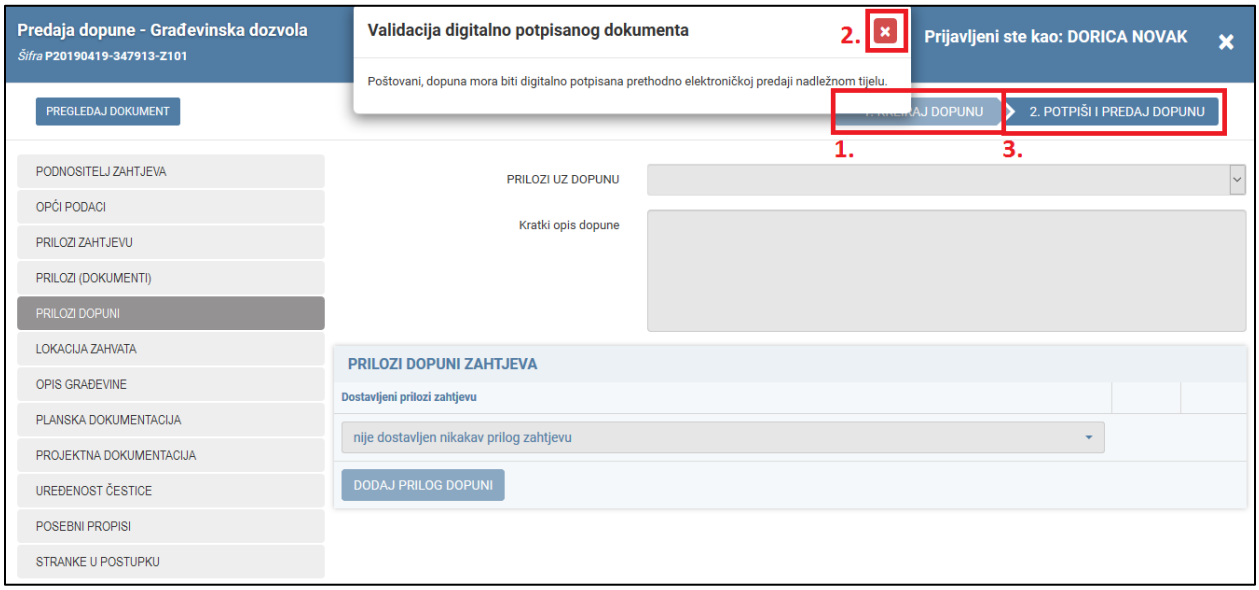

Fig. 26. Creation, signature and submission of amendment

DIGITAL SIGNATURE

The eUsluga/eService of permit issuance enables a fully electronic communication between the applicant, the involved designers and the parties involved in the procedure with the body competent for permit issuance.

- A precondition for electronic operation is the digital signature of all documents exchanged.
- In the process of application or amendment preparation, the ePermit system requires the signing of documents prior to submission -> by selecting the foreseen actions (shown in the figures below).

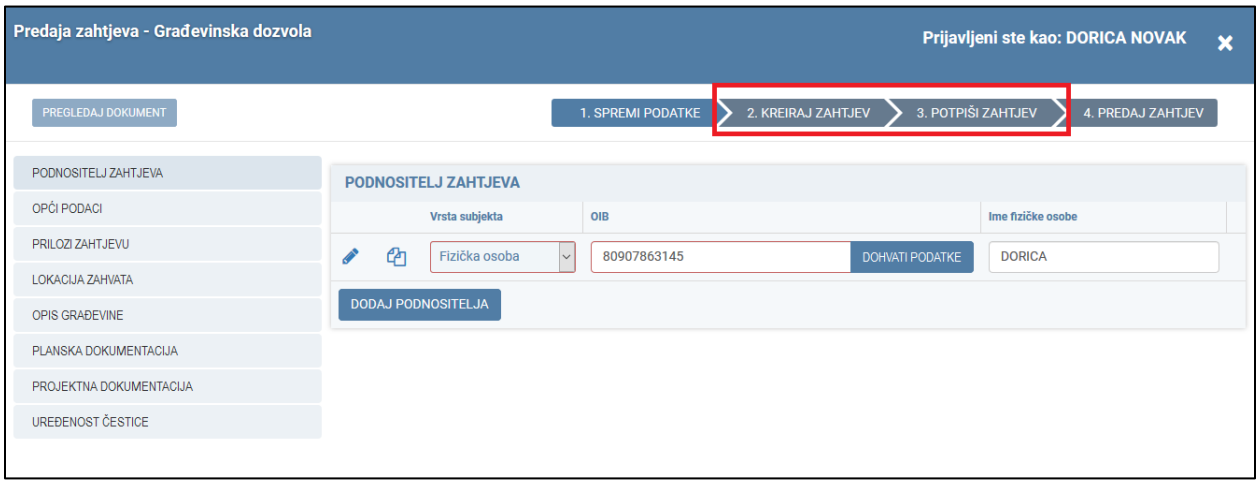

Fig. 27. Overview of application submission prior to editing

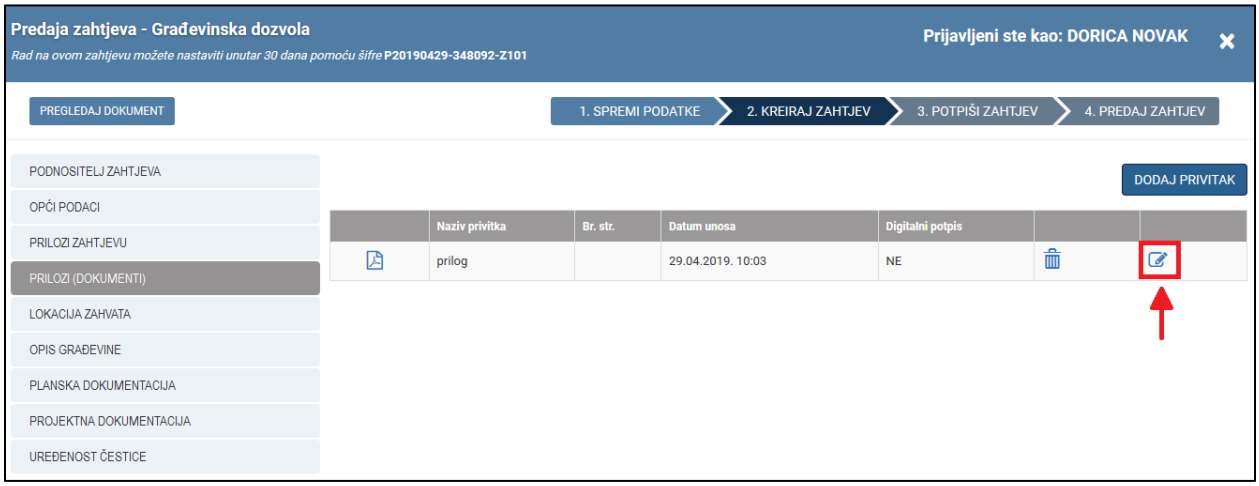

Fig. 28. Signing in the tab Enclosures (documents)

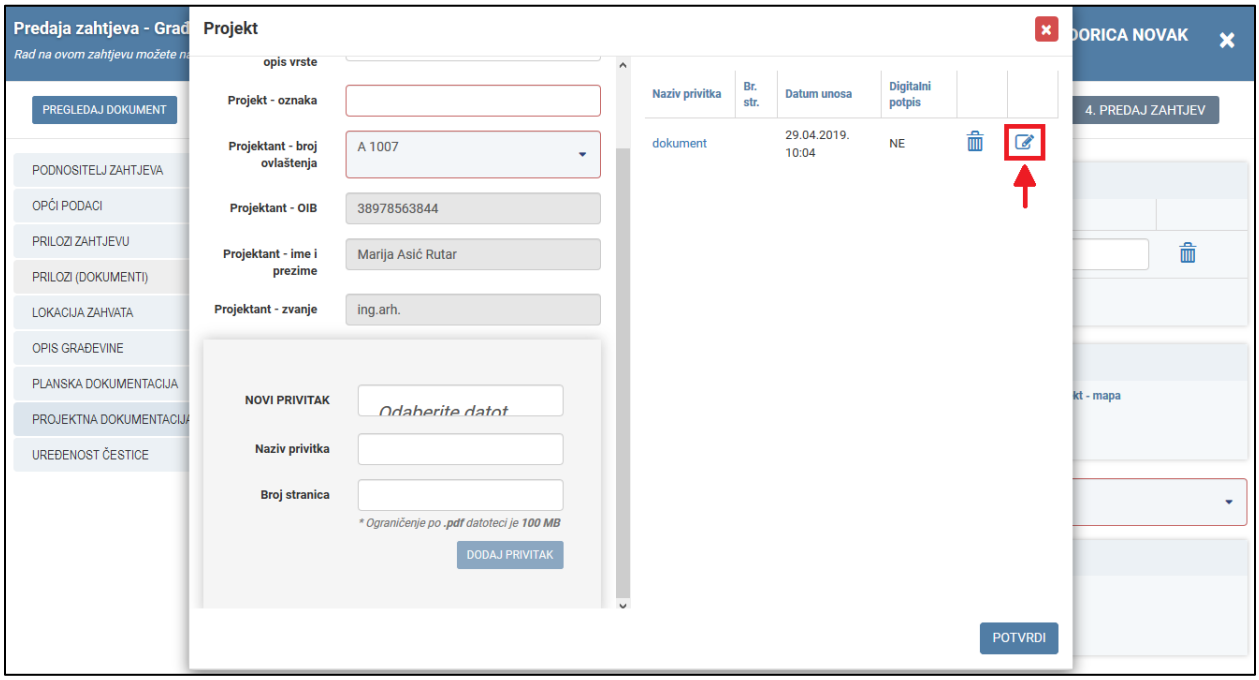

Fig. 29. Signing in the tab Enclosures (documents

If the user has failed to sign all the enclosures in the design documents, then the system notifies him prior to application submission (Fig. 29.).

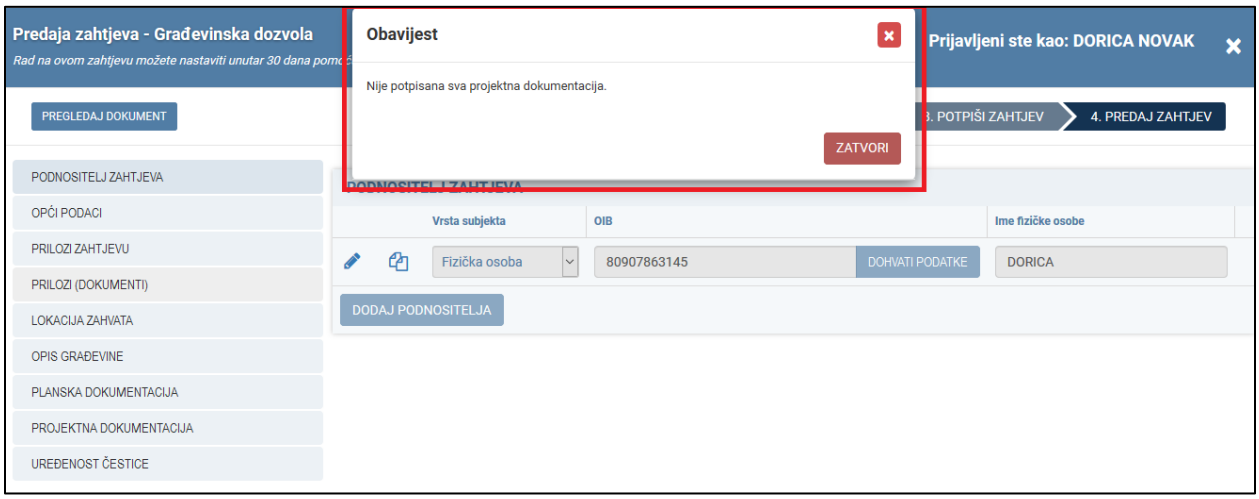

Fig. 30. Notification of signed design documents

STEPS FOR SUCCESSFUL SIGNATURE

1. By selecting one of the actions for signing, the procedure of digital signature is initiated
2. The AKD signature interface is shown in which the action **SIGN (figure)** shall be selected
1. Thereupon the certificates of the logged-in user shall be confirmed that shall be used for signing the document
2. and the signature PIN entered that has been obtained from the body that has issued the personal or business certificate

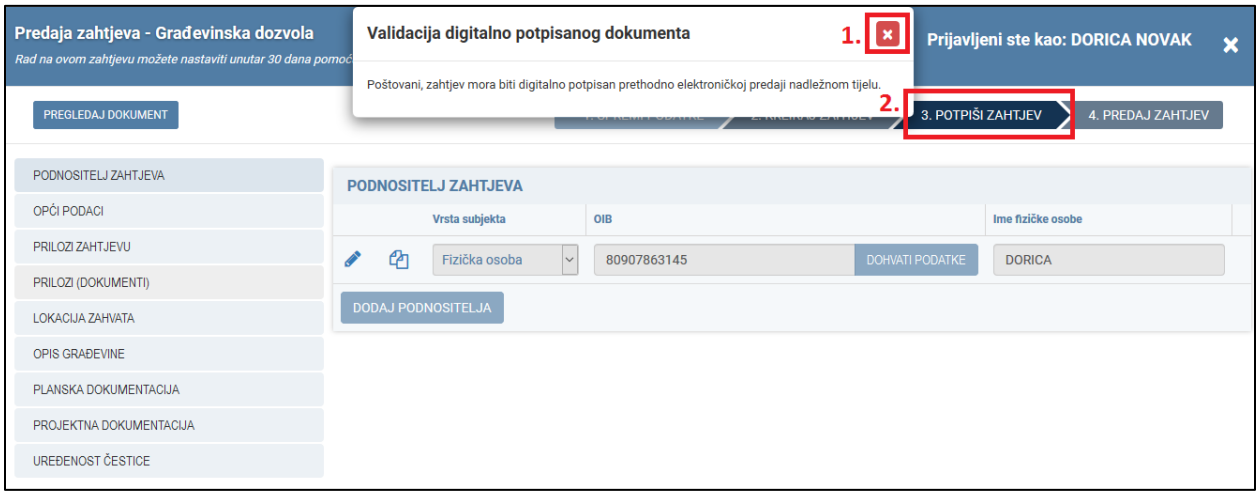

Fig. 31. Signing the application

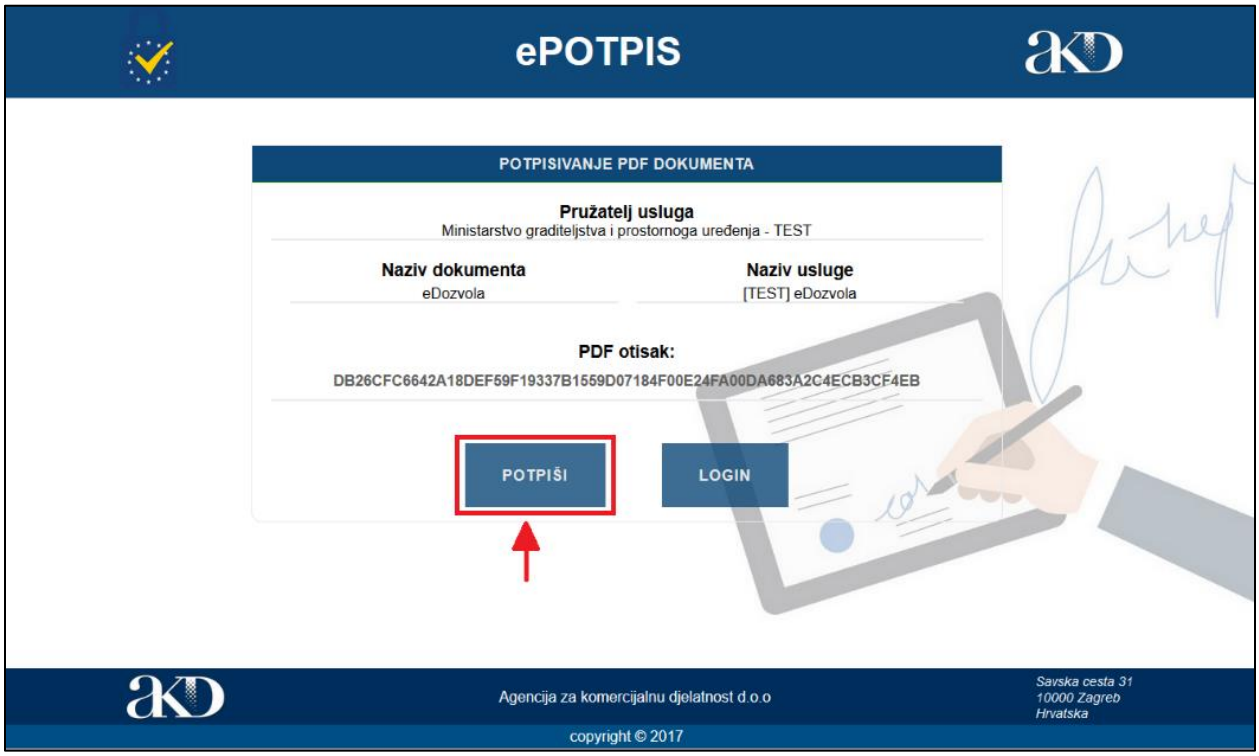

Fig. 32. Signing the application/PDF document

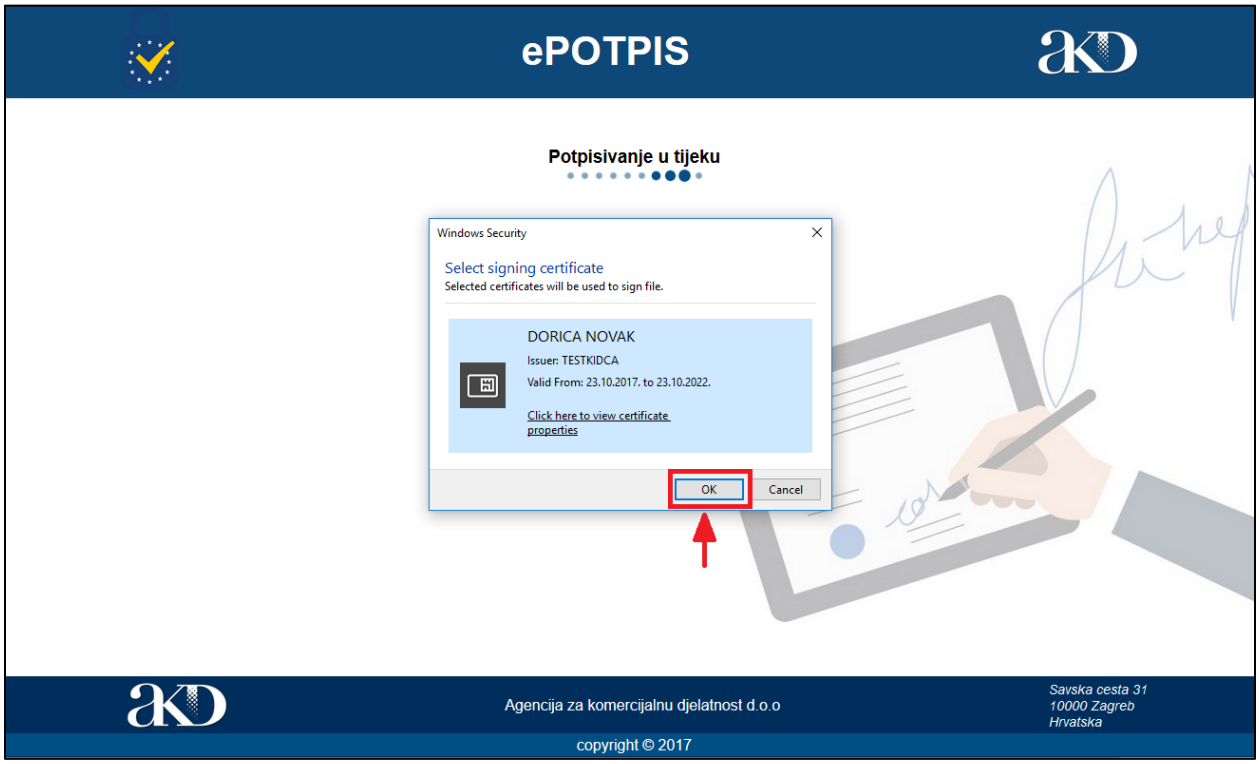

Fig. 33. Signing the application – certificate confirmation

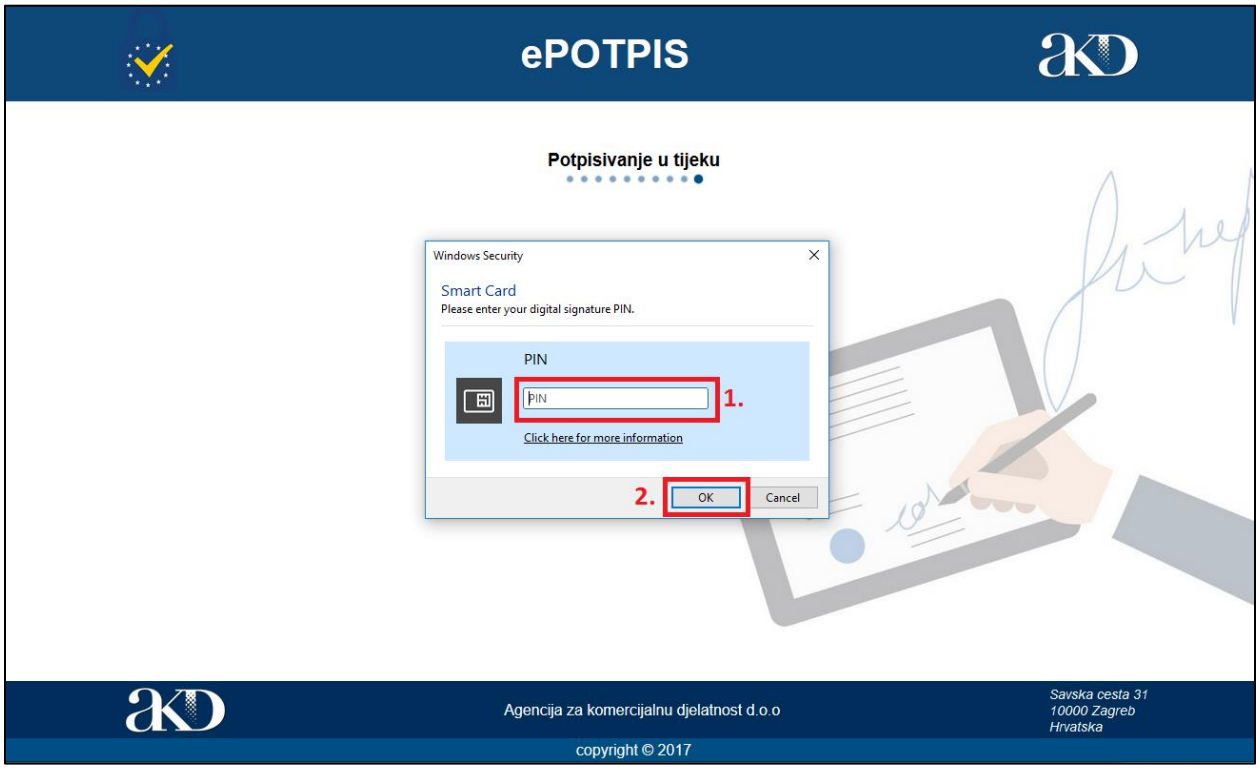

Fig. 34. Entry of the respective PIN of the AKD certificate

ENTRY OF DATA

To submit the application, all the mandatory fields shall be filled in. If the user tries to submit the application without having filled in the mandatory fields, the system shall warn the user and clearly mark the mandatory fields that have not been filled in.

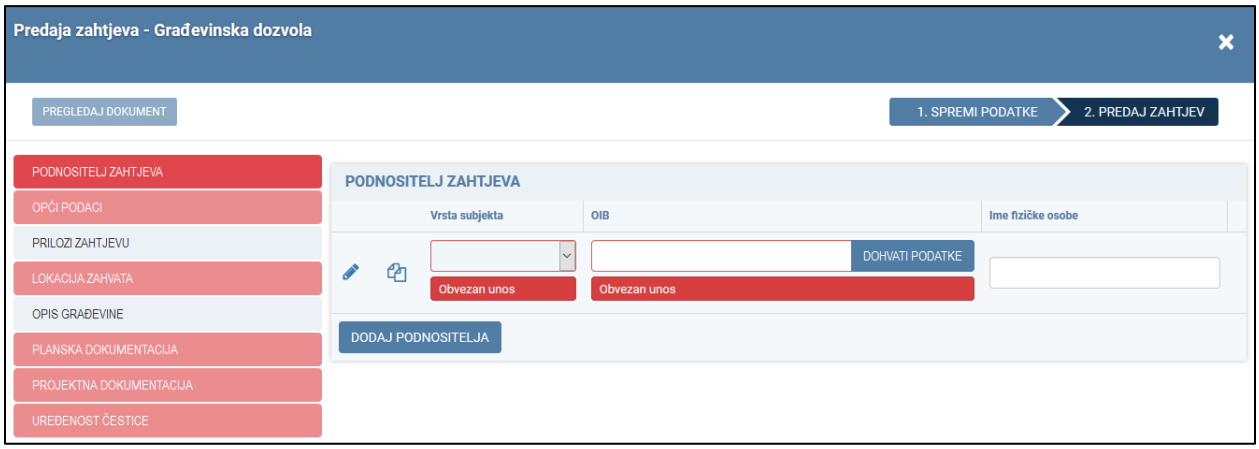

Fig. 35. Mandatory fields

SAVING OF DATA

When filling in a new application, successive saving of data is recommended by clicking the button **„SPREMI PODATKE“/”SAVE DATA”.** By clicking the **”SAVE DATA”** button all entered data is saved, and in the application header the following notification with the file code appears: **„Work on this application can be continued within 30 days by using the code Pxxxxxxxx-xxxxxx-yyy“**.

Fig. 36. Notification about continuation of work on the application

APPLICANT

When filling in a new application, in the tab *„APPLICANT“, upon entry of the „Type of subject“* and the OIB/PIN, by selecting the button **„IMPORT DATA“** the following fields shall be completed provided that the user is recorded in the OIB/PIN system and is a natural person :

- *„Name of the natural person“,*
- *„Surname of the natural person “,*
- *„State“,*
- *„Postal code“,*
- *„Locality“,*
- *„Street and house number “.*

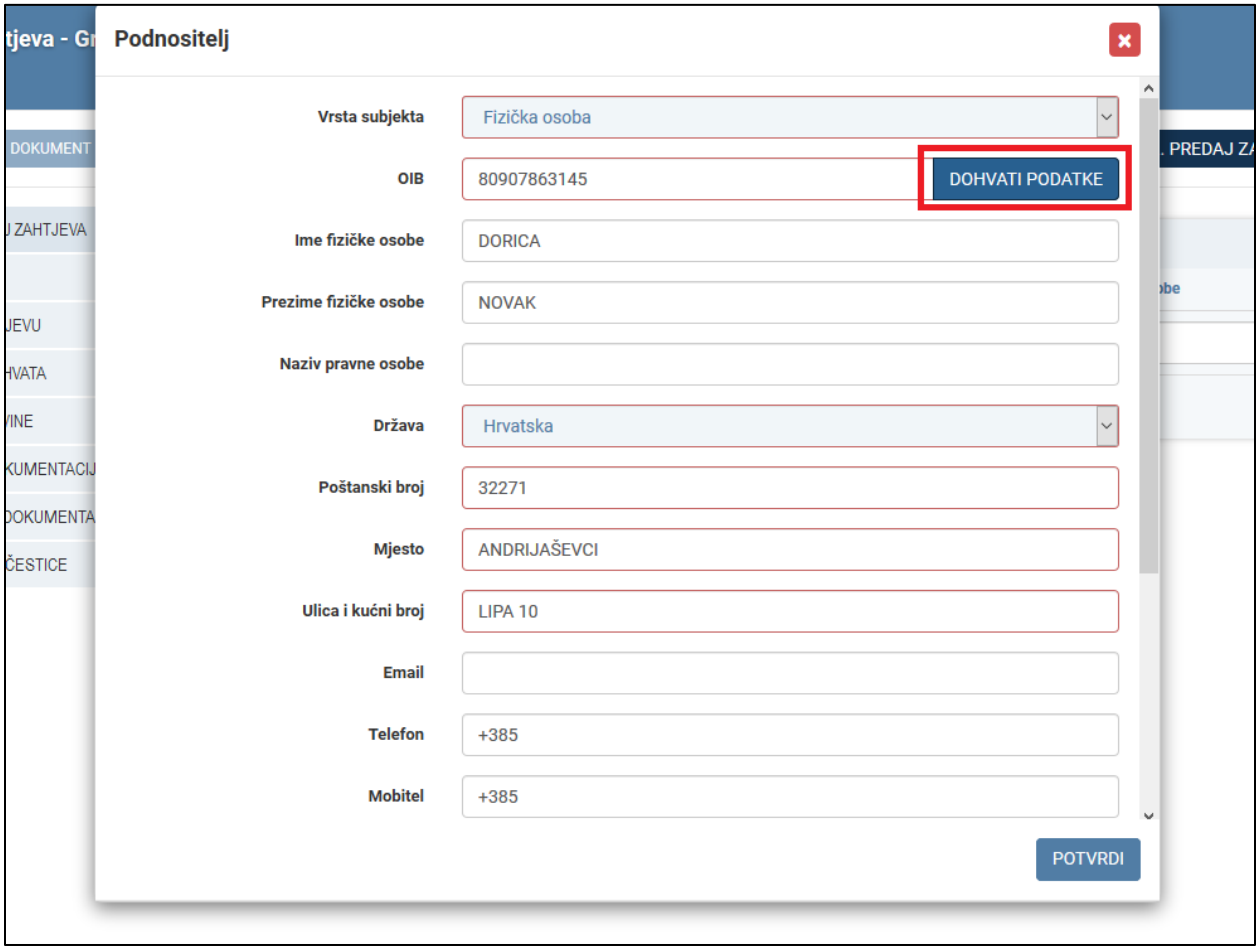

Fig. 37. Action Import data

GENERAL DATA

On the tab „GENERAL DATA“, first the *„Competent body - county“* shall be selected from the drop-down menu.

- As help to the user, the list of competences can be found by selecting the action **„OVDJE“/”HERE”.**
- As next upon county selection, the values from the field ***„Competent body – administrative department“*** are filtered by selected county, and by selecting the administrative department the value in the field *„Competent body – locality of administrative department“* is automatically filled in.

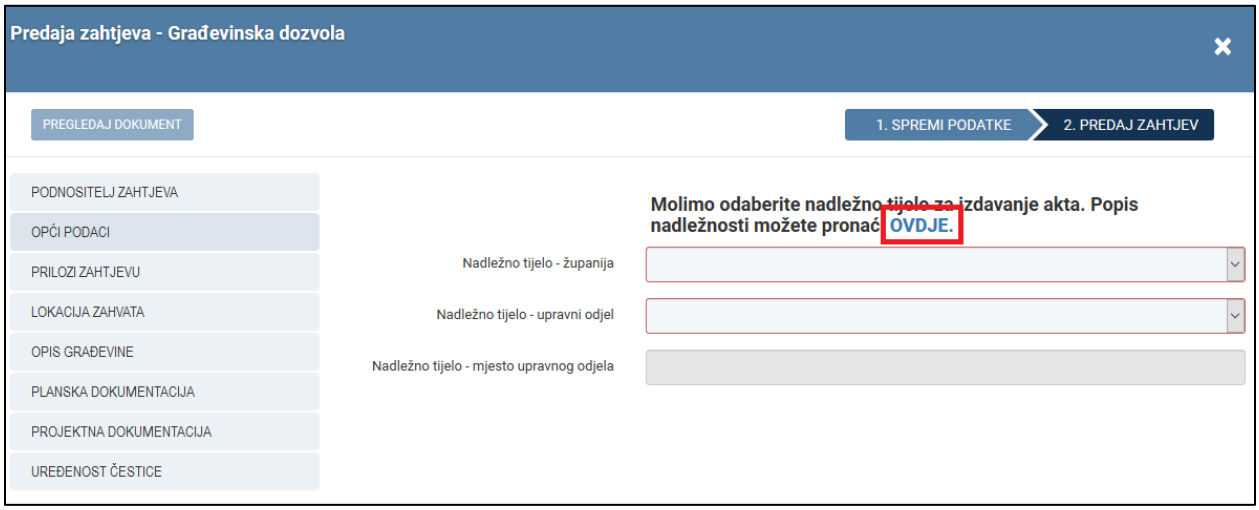

Fig. 38. Help at the selection of competences

ENCLOSURES (DOCUMENTS)

By saving data, the tab *„ENCLOSURES (DOCUMENTS)“* becomes visible (Fig. 39. Data saving), and the user is enabled to add enclosures and to open the ISPU locator in the tabs *„Project location “* (Fig. 40. Project location - ISPU locator) and *„Construction work description“* (Fig. 41. Construction work description - ISPU locator (1/2), Fig. 42. Construction work description - ISPU locator (2/2)).

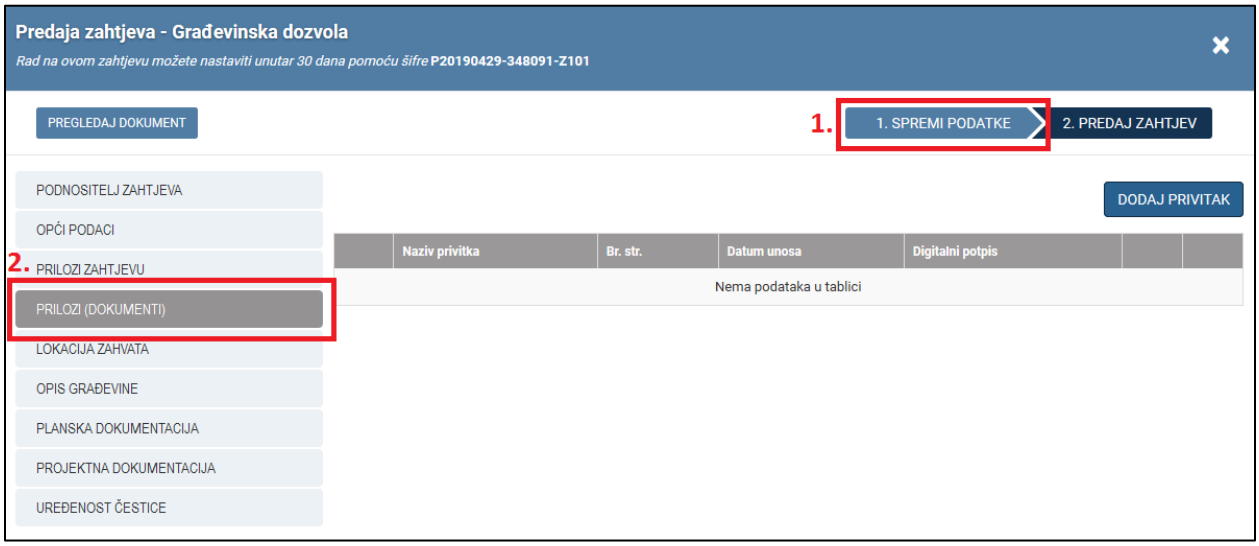

Fig. 39. Data saving

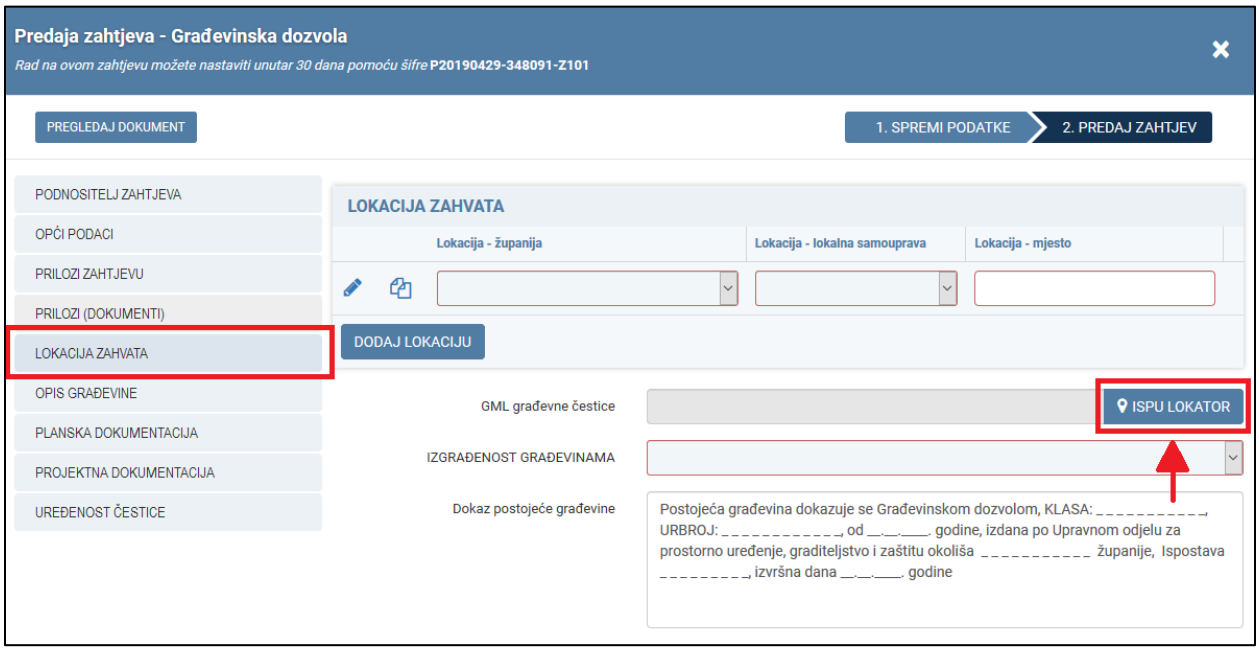

Fig. 40. Project location - ISPU locator

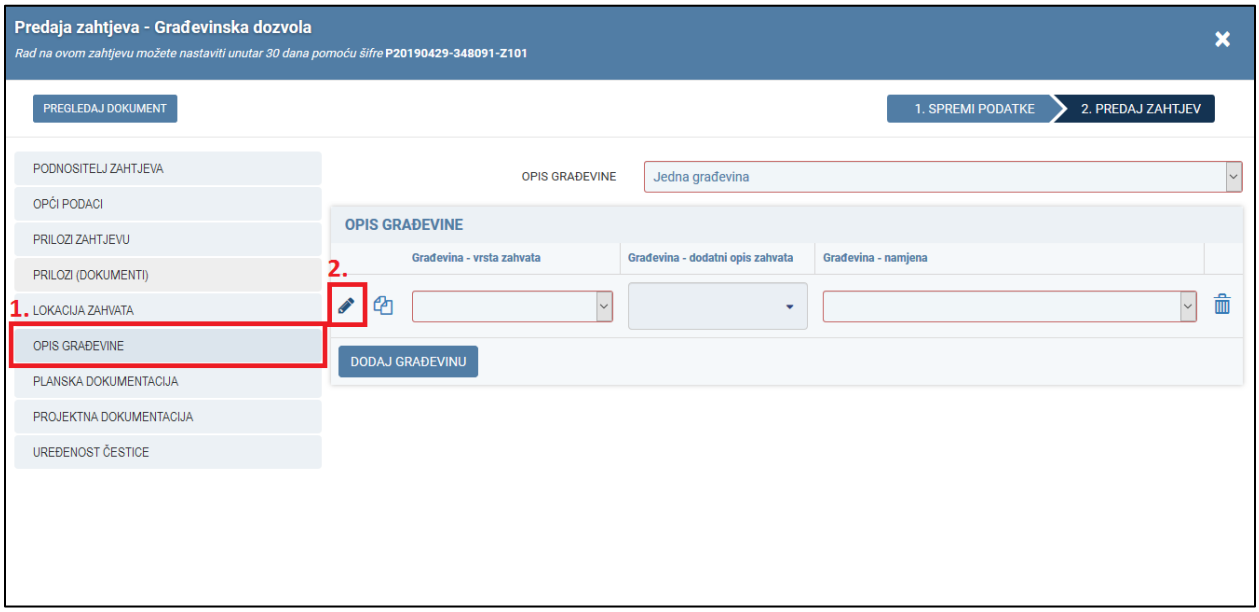

Fig. 41. Construction work description - ISPU locator (1/2)

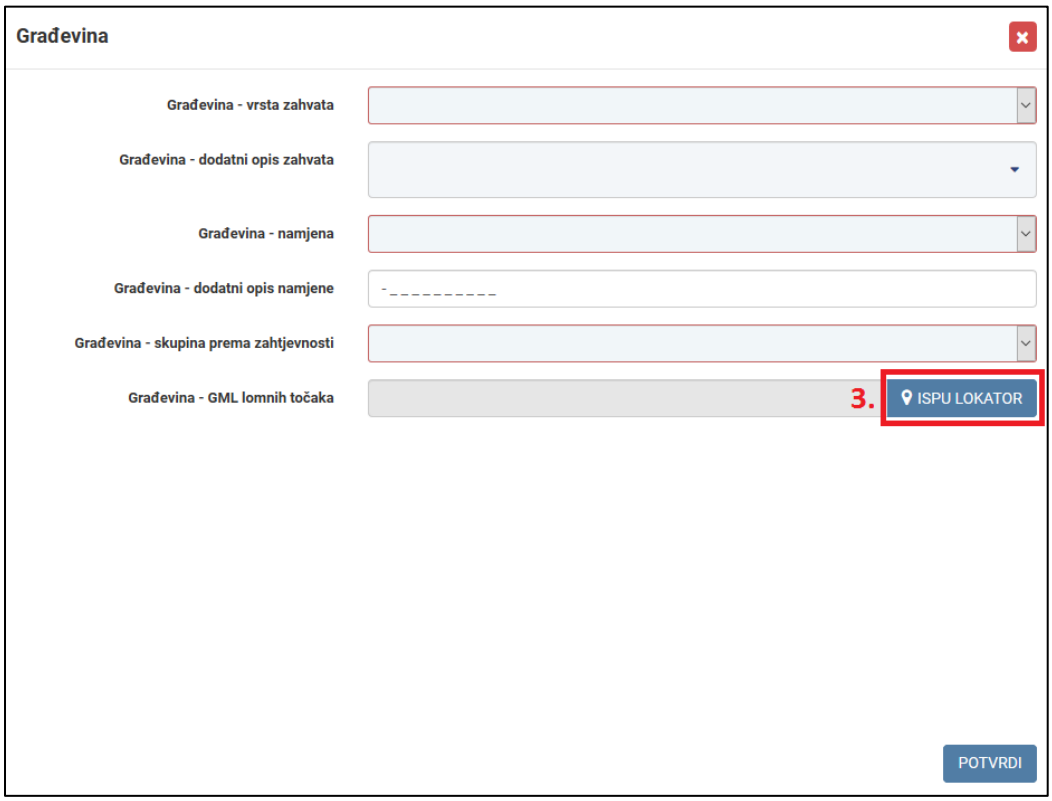

Fig. 42. Construction work description - ISPU locator (2/2)

DOCUMENT REVIEW

Upon saving data, the user can review the document with the data entered up to that moment. By clicking the button „**PREGLEDAJ DOKUMENT**“/”**REVIEW DOCUMENT**” a new window is opened displaying the application, the file code and data that is saved linked to the file (data shall be saved prior to the review).

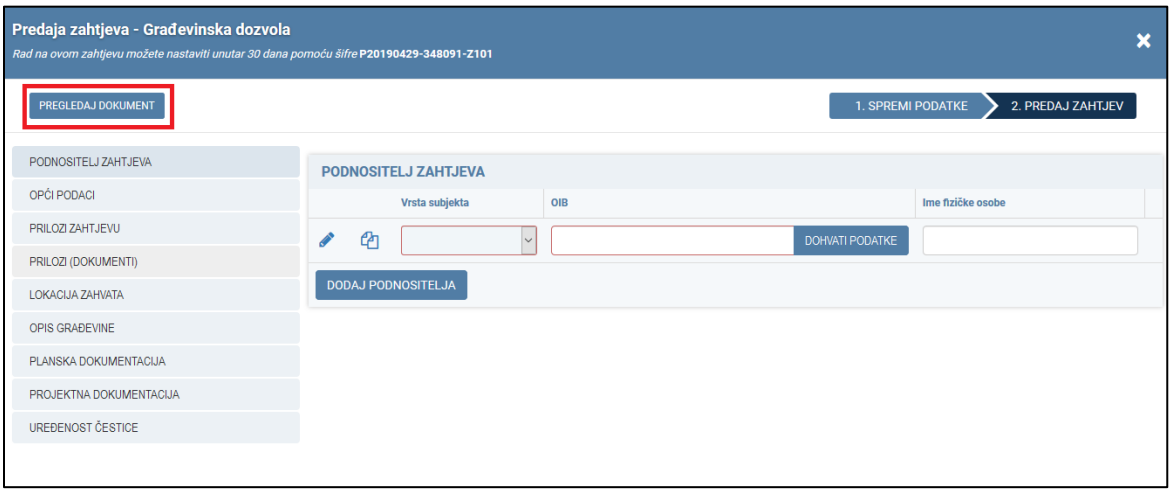

Fig. 43. Document review

Fig. 44. Temporary review of application