The Kerala Clinical Establishments (Registration and Regulation) Act 2018

Frequently Asked Questions for Registration

1. How can I create an account for registering my Clinical establishment?

   The steps included in the new user account creation are

   - Create a new user ID by clicking on the "**sign up for new user**" button.
   - Enter the required information in the registration page.
   - Once you enter a valid email and mobile number, an OTP will be sent to that respective mobile number and email ID.
   - To complete the registration process, enter the OTP received in the space allocated.
   - After getting confirmation on User Activation, login using your credentials for Provisional Registration.

2. What are the valid identity proofs acceptable for registration?

   PAN, AADHAR, Voters ID, Passport and TAN (only for Government Organization) are accepted as valid ID proofs for registration. The unique identification code/number of the ID proof should be entered in the space provided for authentication.

3. What are the stipulations for creating the password?

   Password should be of minimum 8 characters with at least 1 uppercase letter, 1 digit and 1 special character respectively.

4. Is there an option to add my email as my username?

   Yes, if you wish to add your email id as the username while registering, please check the box "**use email ID as username**" below the username space.

5. What is the next step after submitting the application?

   Once the application is submitted, the status will be pending until the District Registration Authority approves it and once the approval is complete, a Provisional Registration Certificate can be downloaded for future requirements.

6. Can anyone register an account for clinical establishment?

   Yes, anyone who is related with their respective establishment is qualified for registration. The person filling up the application form will be the authorized person identified by the clinical establishment who would have access to the web portal of the clinical establishment.

7. Is it imperative that I possess both a valid email ID and an active mobile number?

   A valid and active email and mobile number is necessary; not only at the time of registration but also during resetting the password as well as receiving intimations regarding registration and further proceedings.

8. How do I complete my Provisional Registration?

   i.   Login in the system using your credentials and fill up the application form.
   ii.   Upload the necessary documents in the format and size as specified.
   iii.   Pay the registration fees online.
   iv.   After successful payment, download and keep the acknowledgement slip for future reference.

9. When will I get the provisional Certificate?

   The Provisional Certificate will be issued **within 45 days** of submitting the application.

10. What are the documents mandatorily required for successful registration?

    - Establishment Registration Certificates under LSGD / Ownership Certificate or Any Other Relevant Certificates in **PDF Format**. (Only for Private Establishments).
    - Photograph of the Front view of Establishment in JPG Format.
    - In Charge qualification for Labs/Diagnostics Centre in PDF format.
    - Staff and Equipment details in the pre-defined format.
    - (Download the necessary templates as required-provided in the website)

11. How do I recover my Password if I forget my login credentials?

    Click on the "**Forgot Password**" button/link and enter the user ID and registered mobile number for receiving instructions on resetting the password and recovering your account.

12. How to login once I have completed the registration formalities?

    After successful registration, you can login to your account by navigating to the "**Login**" section and entering the Username and Password in the space provided along with a security captcha.

13. Is captchas' case sensitive?

    Yes, wherever the captcha contains lower and upper case letters, the same format should be applied in entering them to have a successful registration/login.

14. What is the format for uploading pictures of the Front View of the Establishment?

    The pictures of the front view of the establishment should be uploaded in **JPG Format** only.

15. Are there any size restrictions on uploading images?

    Yes, there are size restrictions. The picture of the front view of your establishment should be of **maximum size of 500kb** each.

16. Can I get multiple clinics registered under a single account?

    Yes, you can get multiple establishments registered under a single account.

17. What is the required format in uploading registration certificates, ownership certificates and other relevant documents?

    All the necessary documents, including registration certificates and ownership certificates should be uploaded in **PDF Format** only. Other formats will not be accepted/uploaded. Each file should be of **maximum 500kb** each.

18. Which all medical systems are recognized to be registered?

    Modern Medicine, Ayurveda, Naturopathy, Homoeopathy, Siddha and Unani systems can be registered as a clinical establishment. (Both public and private establishments)

19. Whether clinical establishments having multiple branches be registered separately or under a single registration?

    Individual applications should be submitted for each branch. However, individual applications can be submitted under a single registration.

20. Which all templates are available for filing and uploading at the time of registration?

    Templates for **KCEA human resources, KCEA Medical diagnostic equipment, KCEA fees and charges** are pre-set in the site itself. The user only need to download and edit in the required details and upload the same.

21. How can I apply for Permanent Registration?

    Once you procure a valid Provisional Registration Certificate, the same can be used for applying Permanent Registration **within 2 years** from date of receipt of Provisional Certificate.

22. How can I apply for Permanent Registration if I do not possess a valid Provisional Registration Certificate?

In case you do not possess a Provisional Registration Certificate, you can still apply for Permanent Registration Certificate by paying an additional fee (subject to change depending upon the establishment to be registered) and an explanation as to why you failed to procure a provisional registration.

23. What is the provision for fee refund?

Fee once paid will not be refunded under any circumstances.

24. What is the procedure for changing the category or related information of my already registered clinical establishment?

The certificate in respect of such clinical establishment should be surrendered to the authority within thirty days and application for fresh registration should be filed.

25. If my clinical establishment is shifted to another location in same district, what is the procedure to be followed?

The current registration certificate need to be surrendered and a fresh application need to be submitted for receiving a new certificate.

26. What are the points to be remembered while making the fee payment?

Kindly cross check whether the amount of fees is same as the amount to be paid as per provided category in Schedule 1- Fees for Registration, Renewal, Late Application, Appeals in the Kerala Clinical Establishment Rules, 2018.

27. What are the available modes of payment of fees?

Only online payments are accepted and must be done through the e treasury.

28. What should I do if the site displays a message stating that the *email ID already exists* while registering for the first time?

This message is displayed when there is already an account associated with the email ID that you have entered for registration. In such a situation, click the "**forgot password**" link in the login page and follow the instructions given to reset the password and login again with the email ID.
(Please refer Q.11 for further clarification)

29. Can I make corrections to the application after paying fees?

No corrections are entertained after the fees have been successfully paid.

30. Where can I access the details of fee payment?

You can find the transaction details at the e-treasury site at https://etreasury.kerala.gov.in/