USER MANUAL AND PROCESS FLOW FOR "DEPARTMENT" USER

02nd JULY 2026

Government of India
Ministry of
Information and Broadcasting

LIVE EVENT DEVELOPMENT CELL

इंडिया सिने हब
INDIA CINE HUB

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1 Introduction

The India Cine Hub (ICH) Live Event Management Portal is an integrated, end-to-end digital platform developed to modernize and streamline the entire lifecycle of live event approvals across the country. It acts as a centralized system that brings together all processes related to venue booking, application submission, scrutiny, approvals, and compliance into a single, user-friendly interface.

The portal is designed to significantly reduce procedural delays and enhance transparency by digitizing traditionally fragmented and manual processes. It enables event organizers to efficiently submit, track, and manage applications for a wide spectrum of events, including concerts, sporting events, cultural festivals, exhibitions, conferences, and large-scale public gatherings. By adopting a structured workflow, the platform ensures that every application progresses systematically through defined stages, while providing real-time updates on status and actions required.

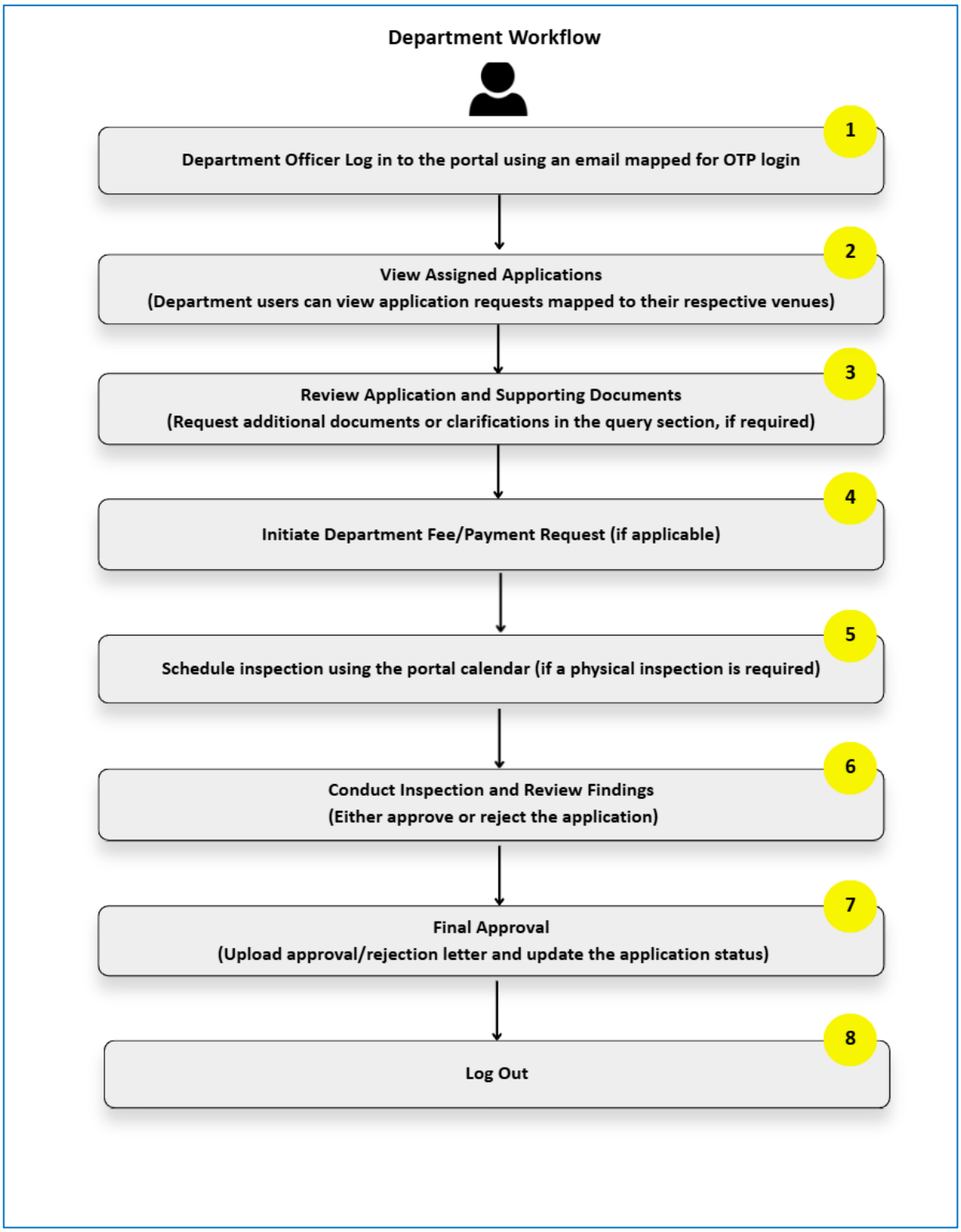
A key strength of the portal lies in its ability to facilitate seamless coordination among all involved stakeholders. It enables department-wise processing, ensures accountability at every stage, and minimizes communication gaps through in-built tracking and notification mechanisms.

At the core of the ICH platform is a collaborative ecosystem driven by three principal stakeholders:

- Applicants – These include individuals, event management companies, and organizations seeking to host events. Applicants can explore available venues listed on the portal, submit booking requests, and even apply for conducting events at venues that are not yet onboarded, ensuring flexibility and inclusivity in the system.
- Nodal Officers – They act as system administrators and coordinators, responsible for onboarding and configuring venues, mapping relevant departments to specific event types, and overseeing the overall progress of applications. Their role ensures that the workflow remains structured, efficient, and compliant with regulatory requirements.
- Departments – These are the concerned government authorities and agencies responsible for reviewing applications and granting approvals. They assess proposals, raise queries for clarification, schedule inspections where required, process payments, and issue final permissions or clearances in accordance with applicable rules and policies.

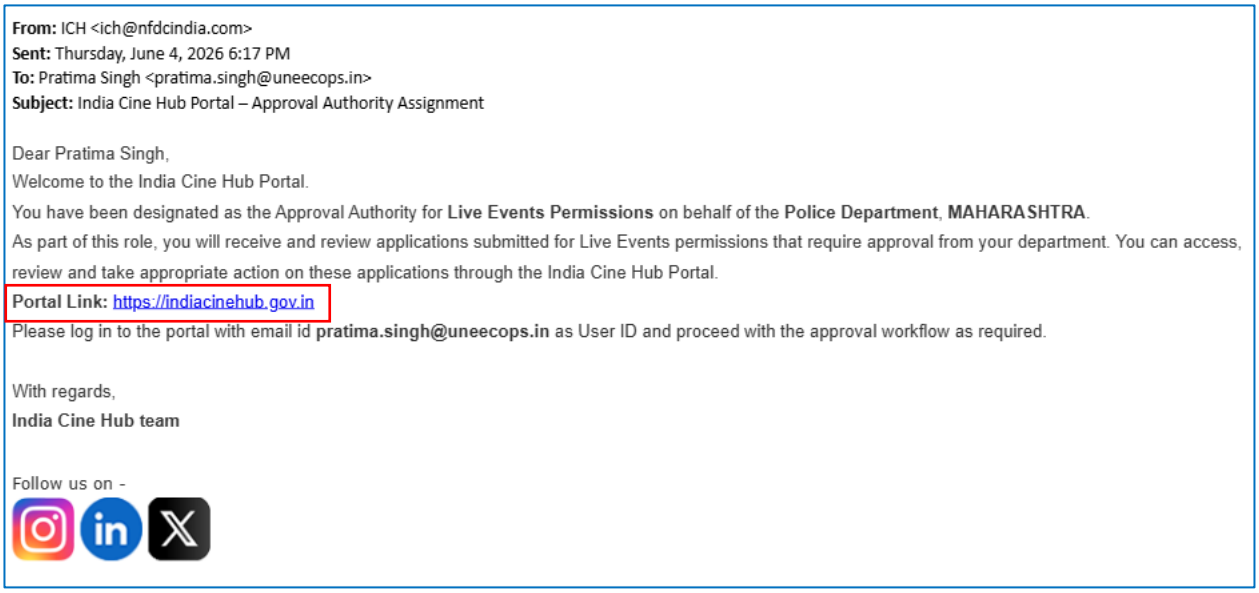
By integrating these stakeholders into a single digital framework, the ICH Live Event Management Portal promotes greater efficiency, transparency, and accountability. It eliminates redundancies, reduces turnaround time, and ensures a smoother, well-coordinated experience for both event organizers and regulatory authorities, ultimately contributing to a more organized and professional event management ecosystem across the country.

2 Department Workflow



3 Sign up

1. Departments are not required to sign up separately. Once the State Nodal Officer creates and maps the respective department by entering an official detail and an email ID, an automated email is sent by the ICH Team to the department. Through this email, the department receives a link to access the portal. A sample email copy is provided below, and departments can use the link in the email to log in to the ICH portal.



From: ICH <ich@nfdcindia.com>
Sent: Thursday, June 4, 2026 6:17 PM
To: Pratima Singh <pratima.singh@uneecops.in>
Subject: India Cine Hub Portal – Approval Authority Assignment

Dear Pratima Singh,
Welcome to the India Cine Hub Portal.
You have been designated as the Approval Authority for **Live Events Permissions** on behalf of the **Police Department**, **MAHARASHTRA**.
As part of this role, you will receive and review applications submitted for Live Events permissions that require approval from your department. You can access, review and take appropriate action on these applications through the India Cine Hub Portal.
Portal Link: https://indiacinehub.gov.in
Please log in to the portal with email id **pratima.singh@uneecops.in** as User ID and proceed with the approval workflow as required.

With regards,
India Cine Hub team

Follow us on -

Figure 1: Sample – automated official Email received by the Department of State

4 Log In

2. Department is now required to visit the India Cine Hub website https://indiacinehub.gov.in/ and click on "Register/Login" page and enter their registered email ID and login to the screen via OTP.

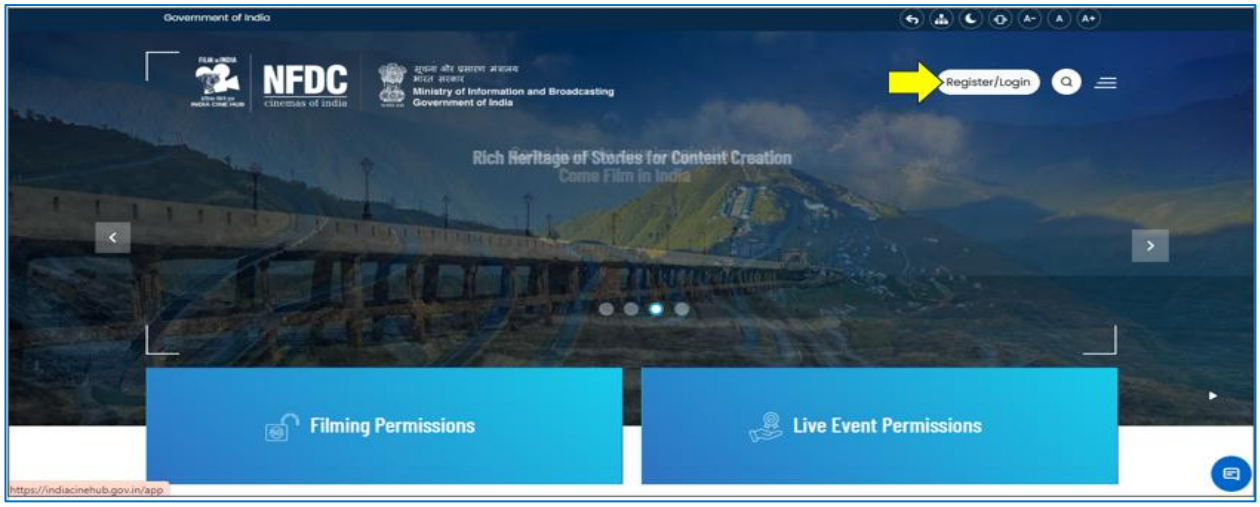


Figure 2: ICH Portal – Main Webpage



Figure 3: ICH Live Events Portal for Department User – Login Page

3. The department user to get an access to the main screen to refer "Requested Application" for a review:

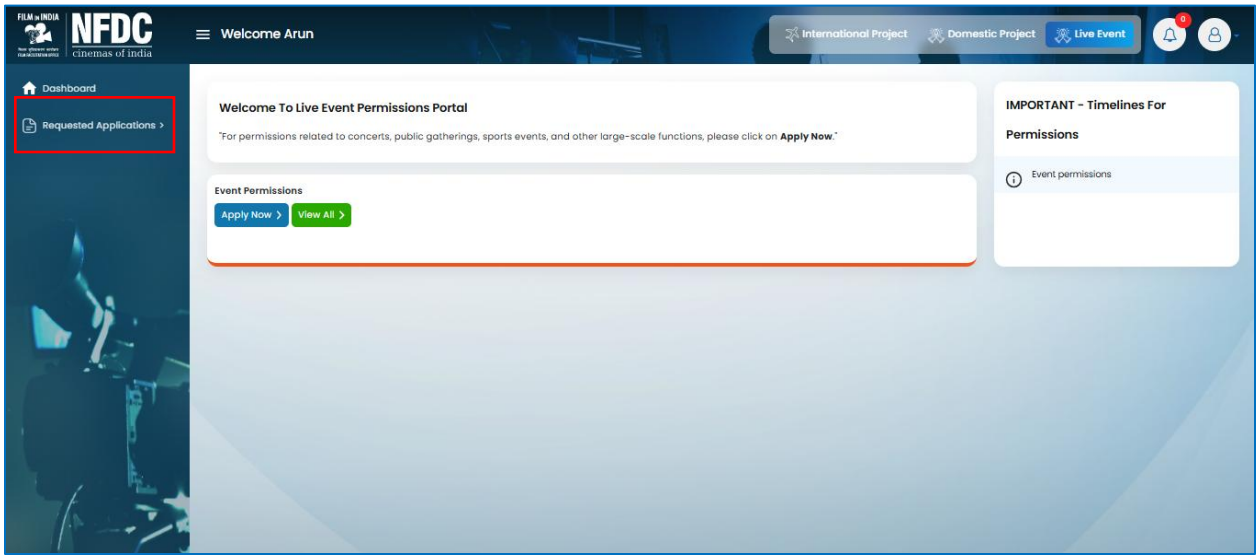


Figure 4: ICH Live Events Portal for Department User – Welcome Page

4.1 View Event Request Detail

4. Once clicking on Requested Applications, department to click and view the event permissions list by clicking on the respective option:

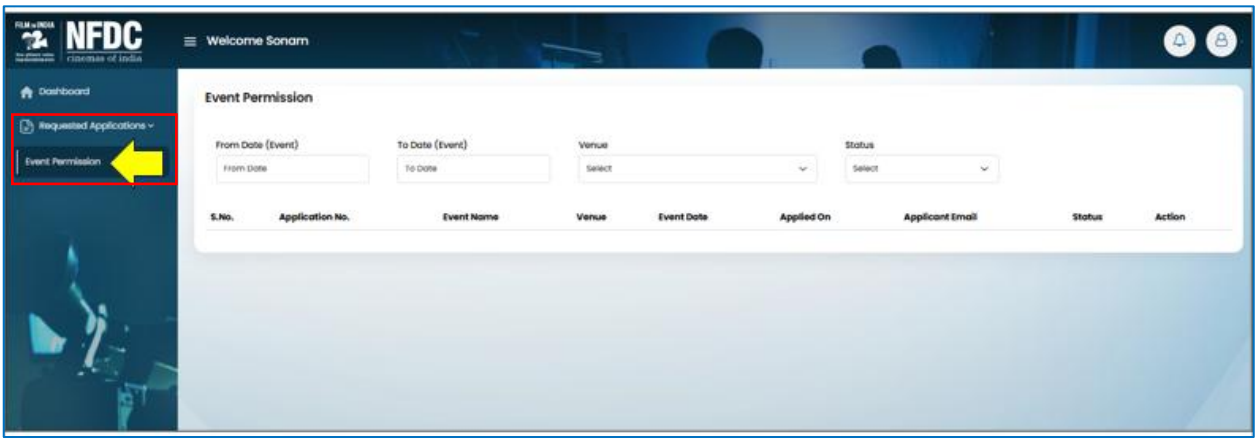


Figure 5: ICH Live Events Portal for Department User – Welcome Page with "Event Permission option"

5. Department now to go for further actions like clicking on "View Details" to review the detailed applications.

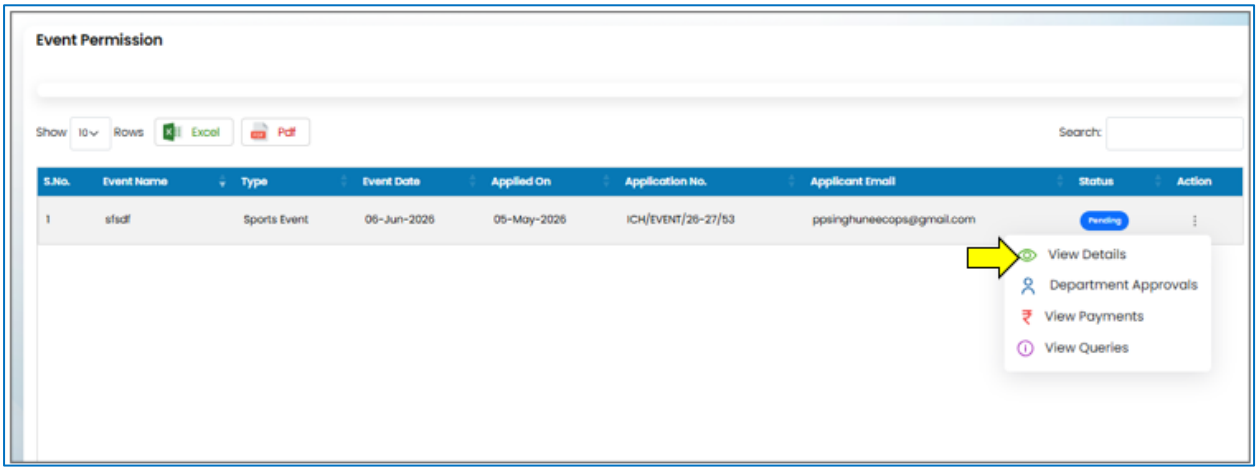


Figure 6: ICH Live Events Portal for Development User – Event Permission Page with "View Details" action

6. Department now to view the "General Event Details:

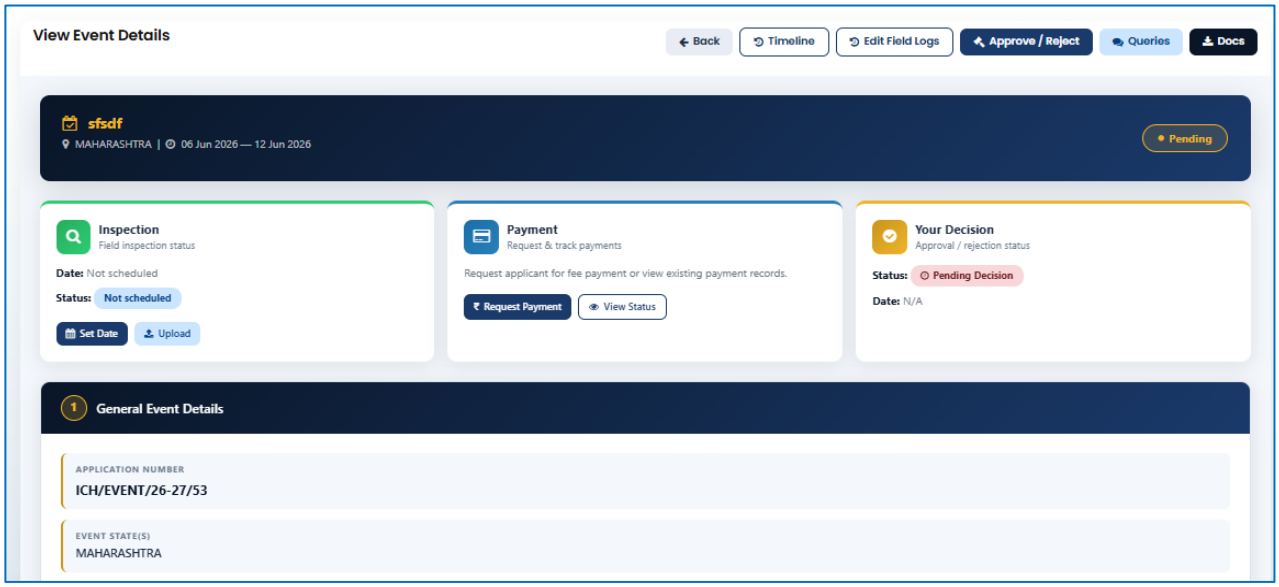


Figure 7: ICH Live Events Portal for Department User – View Event Details Page View

4.2 Set Inspection Date

7. Department now to act further by setting up an inspection by clicking on **"Set Date"** option.

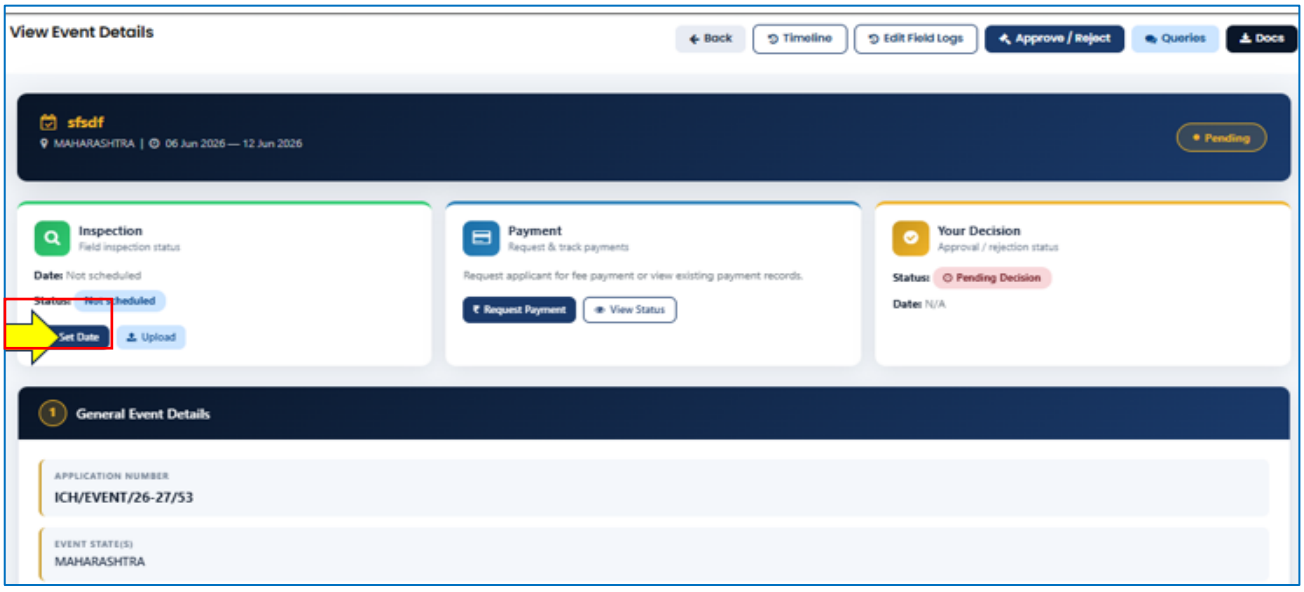


Figure 8: ICH Live Events Portal for Department User – View Event Details Page – Inspection option

8. While setting the inspection date, the system will only allow the dept user to set the date between the setup date and the actual event date.

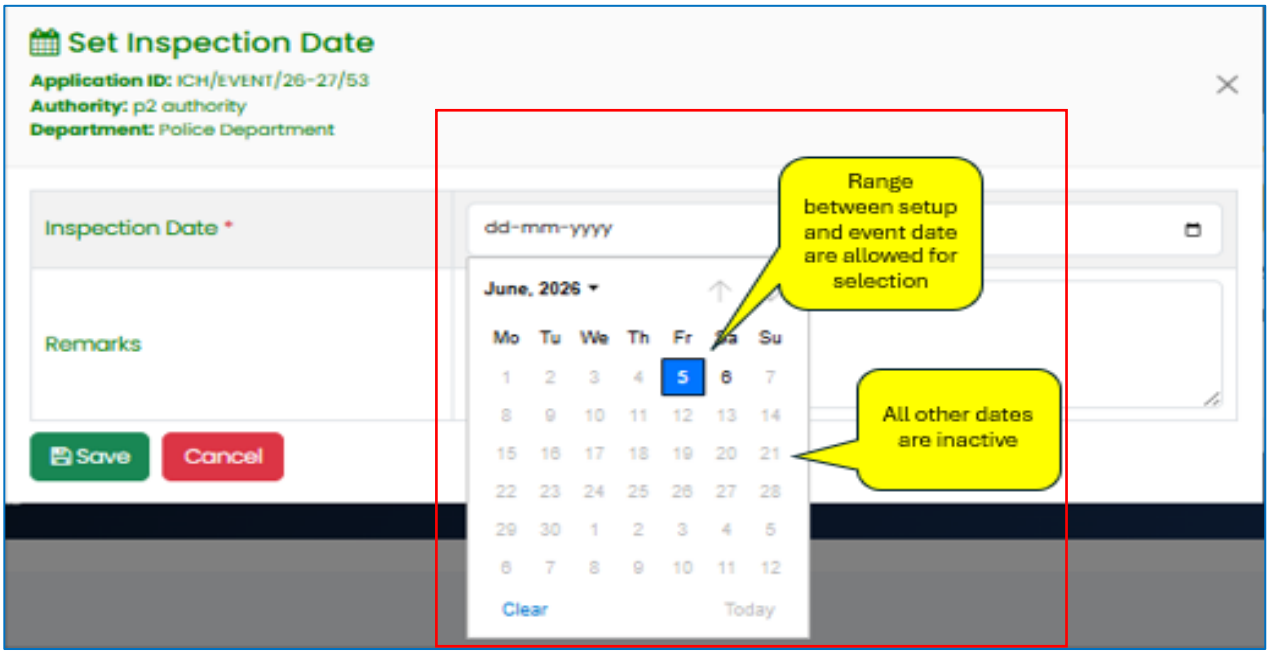


Figure 9: ICH Live Events Portal for Department User – View Event Details – Set Inspection Date Page with Calendar View

4.3 Request Payment from Applicant

9. The department can further request standard payments for a venue request by clicking the payment option in the detail view.

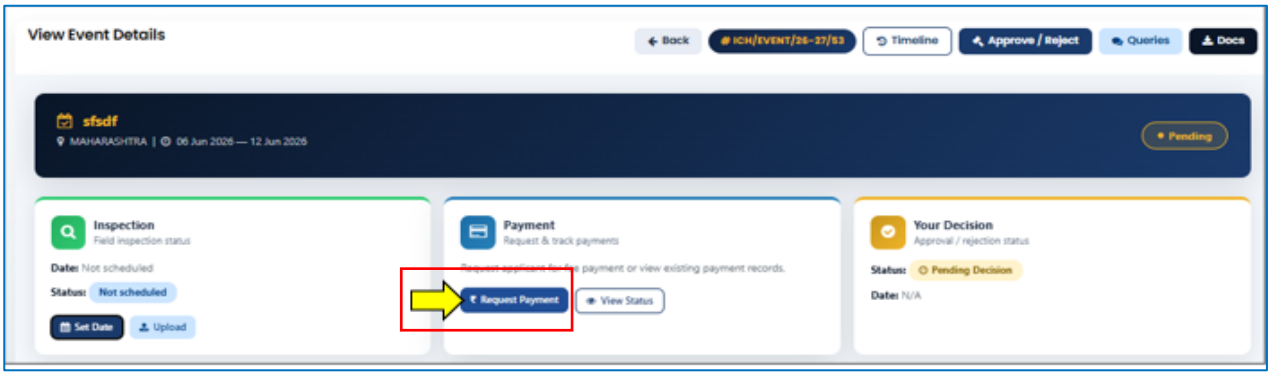


Figure 10: ICH Live Events Portal for Department User – Payment Page with Request Option

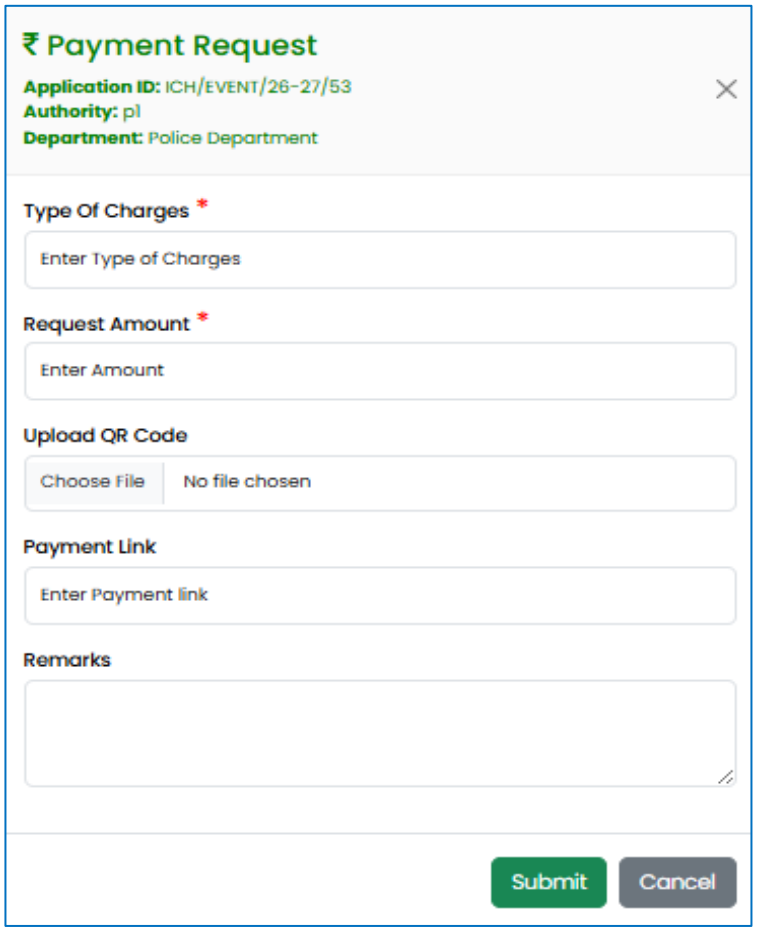


Figure 11: ICH Live Events Portal for Department User – Payment Request Page

10. The department can make a request to applicant for payment by either uploading a QR Code or payment link, whichever is convenient.
11. For instructions on uploading a QR Code and a payment link while submitting a payment request, please refer to **Section 4.4 – "View Payment from Applicant"**. Figures **12, 13, and 14** in this section provide the detailed steps for generating and uploading the QR Code and payment link.

4.4 View Payment from applicant

12. For QR Code and a payment link generation, Department should go back on the event permission page and click on “View Payments” section

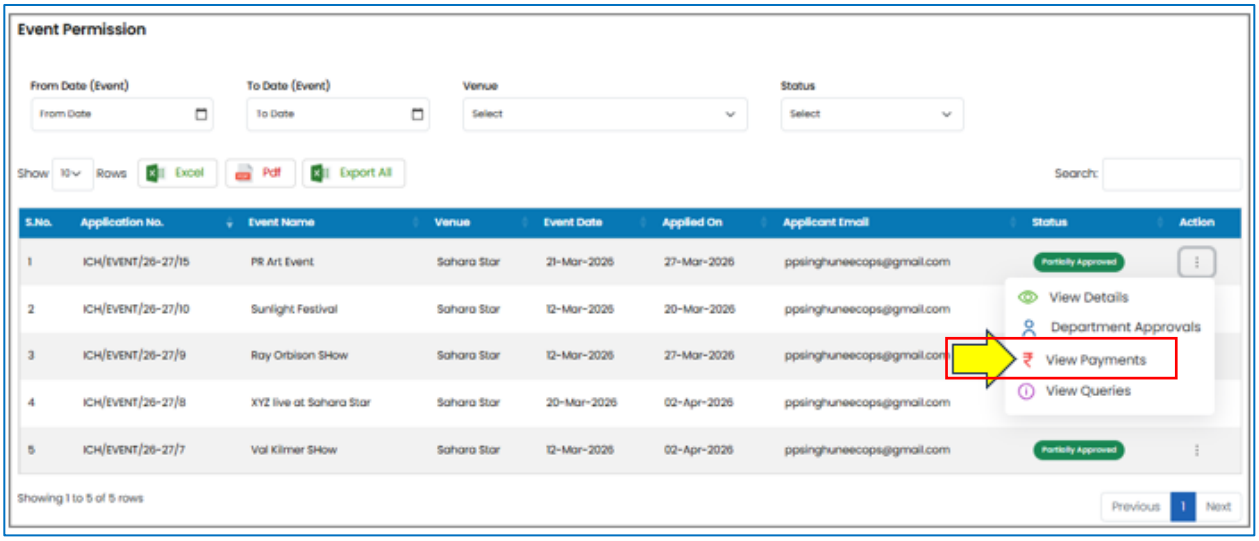


Figure 12: ICH Live Events Portal for Department User - Event Permission Page – View Payments section

13. Click on the Eye icon to view the payment information.

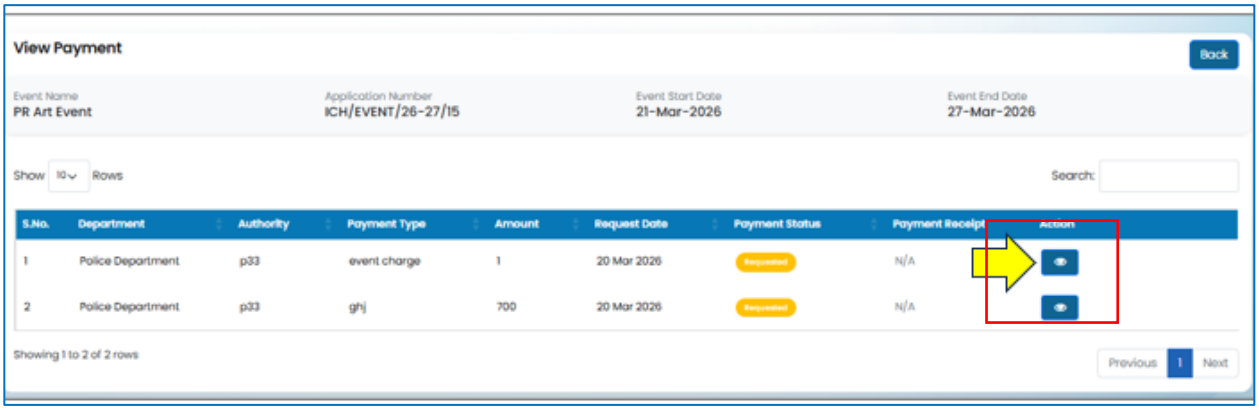


Figure 13: ICH Live Events Portal for Department User - View Payment Page - Eye icon view for action on payments

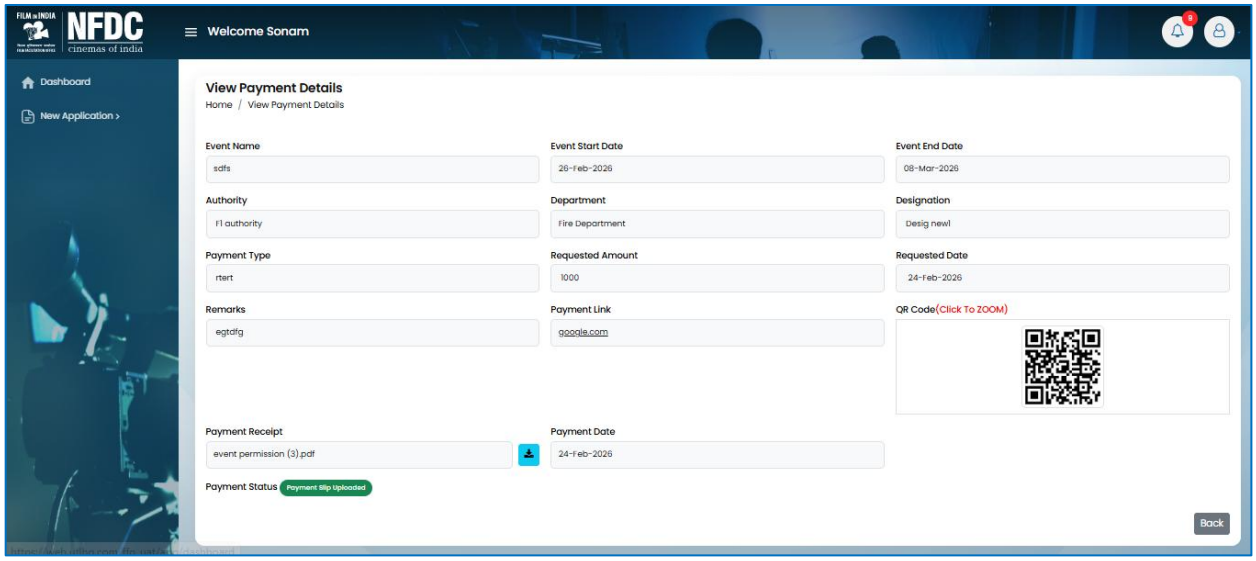
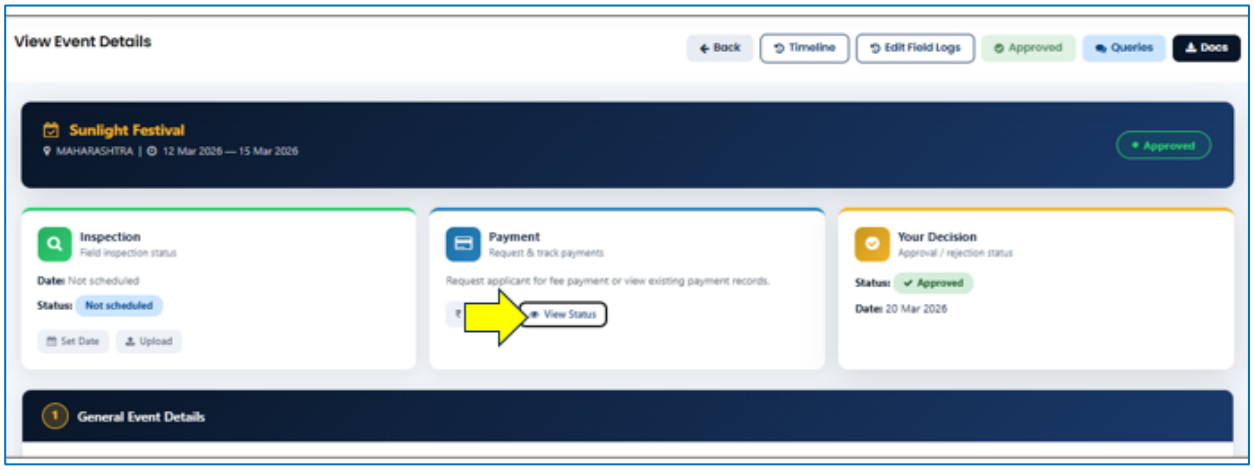


Figure 14: ICH Live Events Portal for Department User - View Payment Details page for QR Code and Payment Link Creation

14. Department can now track the payment status by clicking on the “view status” option



15. The payment status will be displayed.

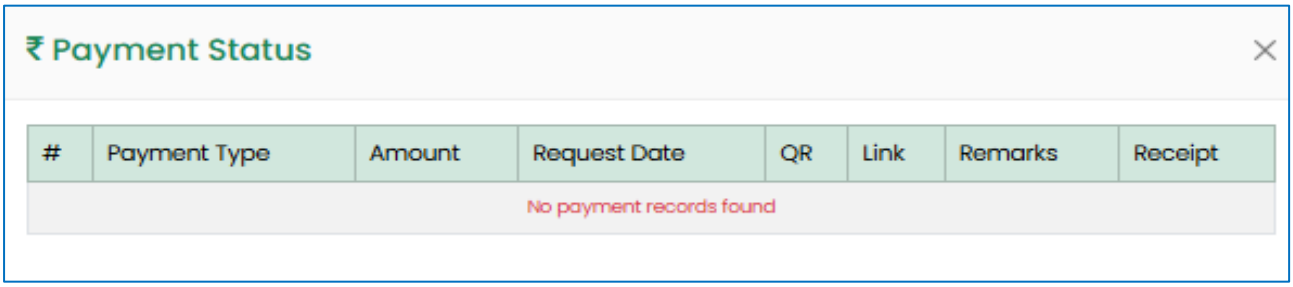
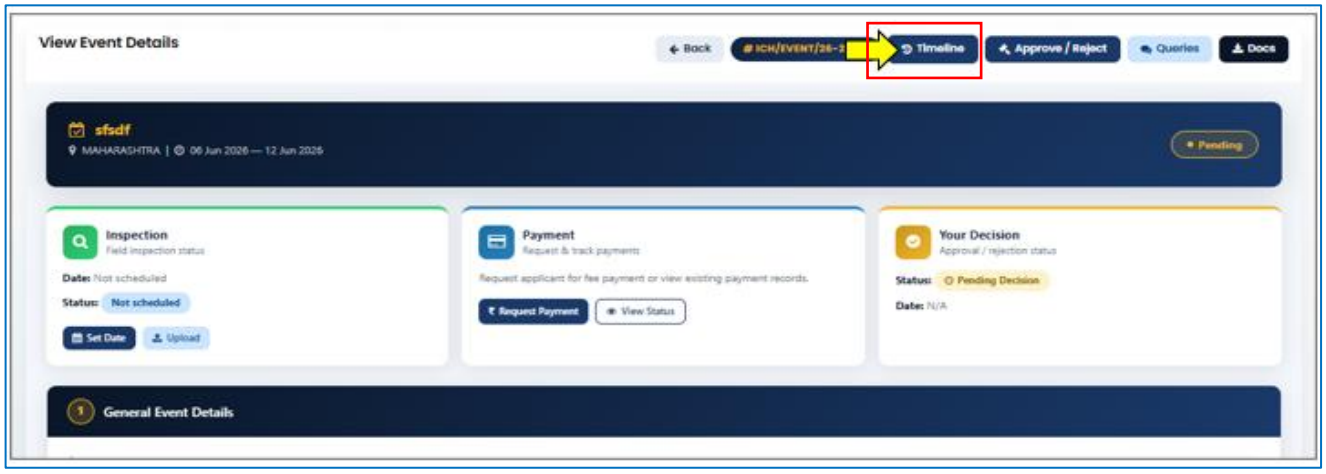


Figure 15: ICH Live Events Portal for Department User – View Event Details – Payment Status Page view

4.5 View Approval Timeline

16. The department can now access separate options on the View Details page, such as Timeline, Approve/Reject, and Queries. To review the request history and department-wise actions taken on the request, the department should first click the Timeline option. This will display the complete timeline and actions performed by each department for the selected request.



17. The department can view the timeline and department wise action on a request

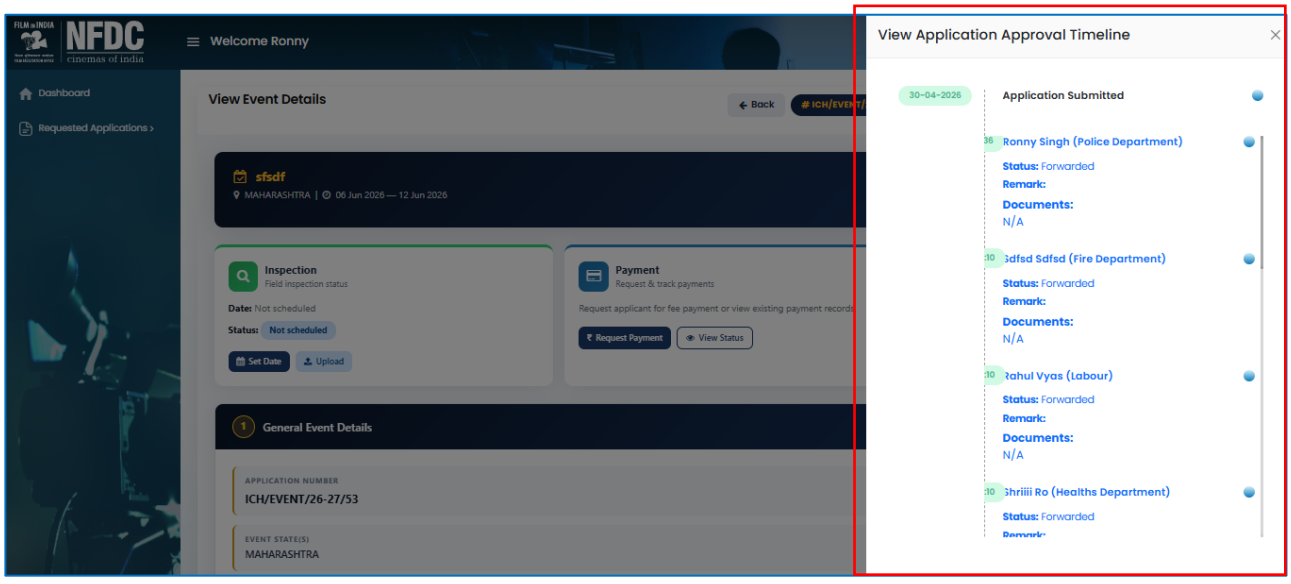


Figure 16: ICH Live Events Portal for Department User - View Event Details – Timeline View for Application Approvals

4.6 Approve/Reject a Request

18. The Department now further clicks on Approve/Rejection option to either approve or reject an application by clicking on the Approve/reject option as shown:

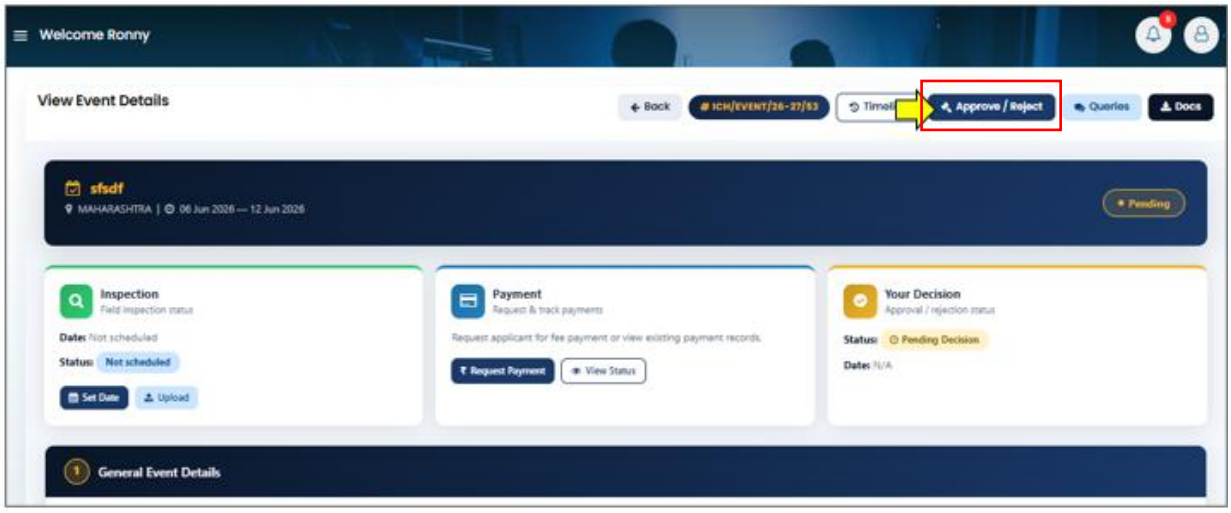


Figure 17: ICH Live Events Portal for Department User – View Event Details - Approval/Reject Page View

19. On click of the Approve/Reject button, the Approve/Reject screen will be displayed:

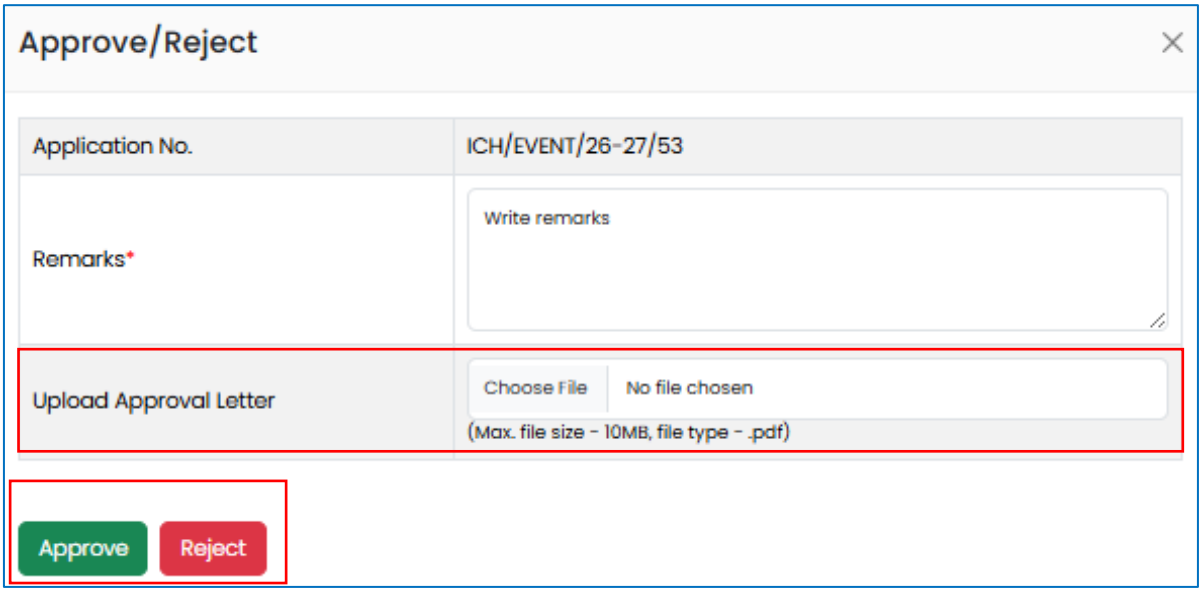


Figure 18: ICH Live Events Portal for Department User – Approve/Reject Page view for Approve/Reject the application

20. The department now requires uploading the approval permit letter on their behalf and proceed by clicking on “Approve” option. So, the status of overall application will be treated as partially approved even if

approval from other departments is pending. The overall application will be considered as fully approved once all department upload their approval letters and approve the requests. In case, of rejection, the applicant requires to make a fresh application.

4.7 Raise Queries to Applicant

21. The department can raise queries regarding an application via the query feature. The query will be visible to the applicant for response.

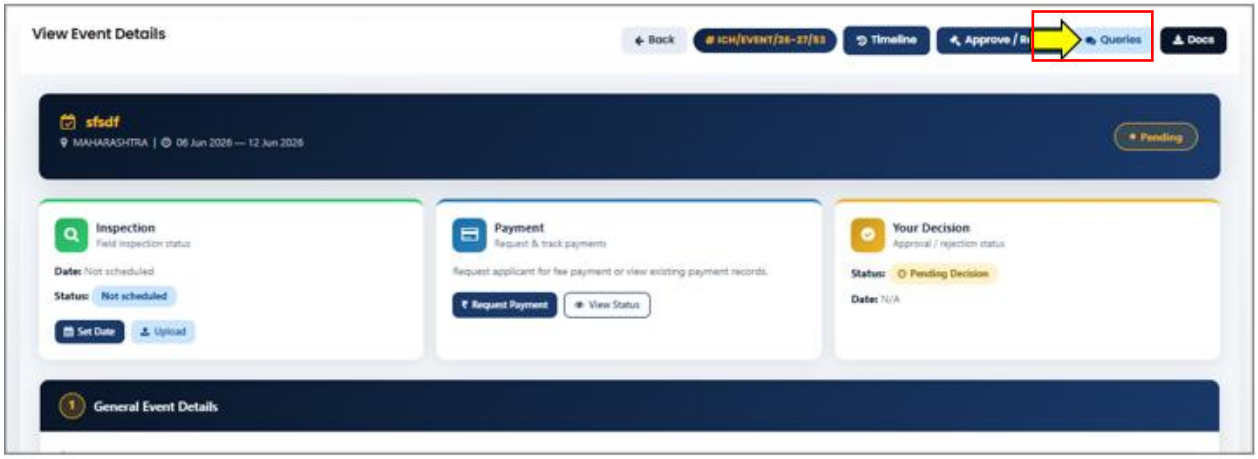


Figure 19: ICH Live Events Portal for Department User - View Event Details - Queries Section

22. The Department to enter the Event Query Listing Page and further click on **"Add query"** section for raising a query to the Applicant.

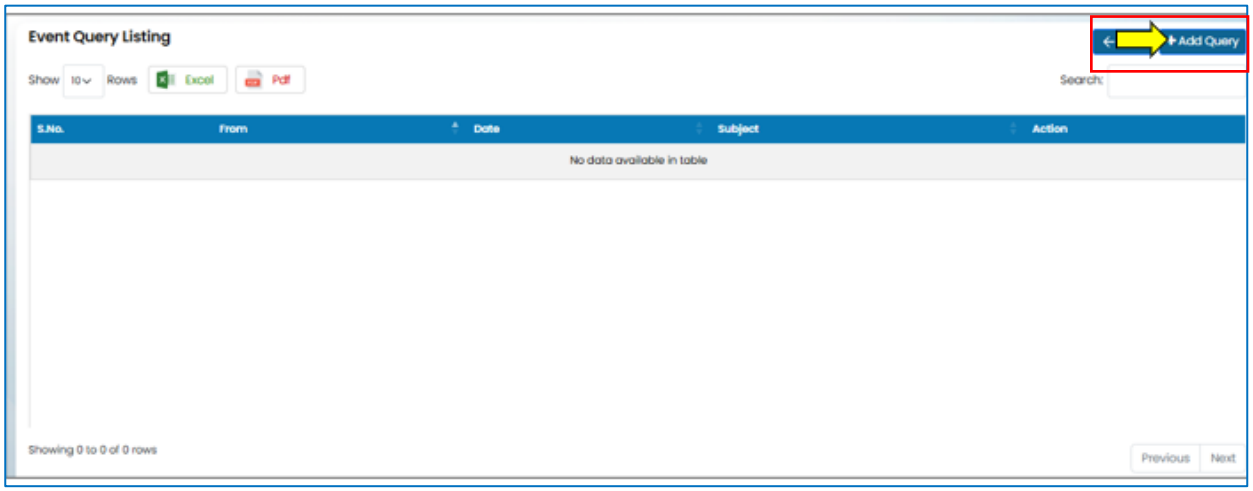


Figure 20: ICH Live Events Portal for Department User – Event Query Listing Page with Add Query Option

23. Department to enter the detail of Queries under the Query form and send to the concerned by clicking on **"Send Query"** option.

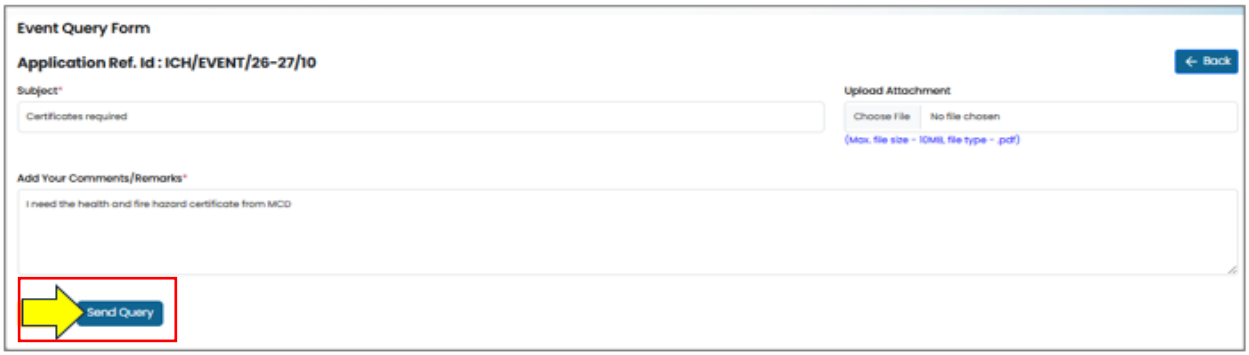


Figure 21: ICH Live Events - Department Portal - Event Query Form - for adding a query by department and send to applicant

24. Department to view the response from the applicant against a query raised by the department after an applicant provides a response.

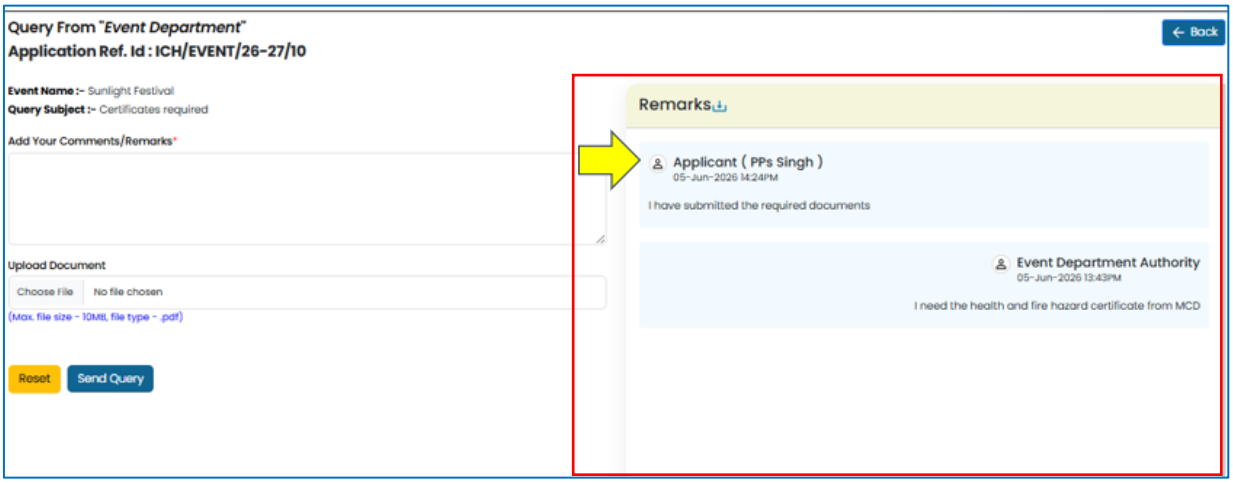


Figure 22: ICH Live Events - Department Portal - Query Page - with a response view from applicant to department

4.8 View Department Wise Approvals

25. The department now further go back to the Events Permission page and now clicks on “Department Approvals” action to view the department wise approvals as shown:

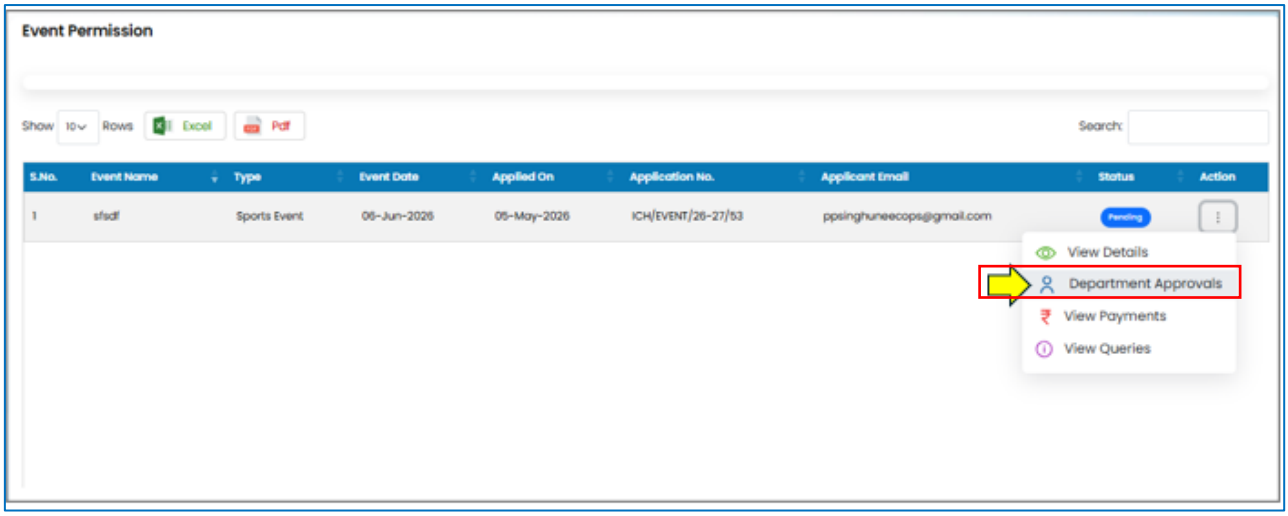


Figure 23: ICH Live Events Portal for Department User - Department Approvals section



Figure 24: ICH Live Events Portal for Department User – Approvals Page View

26. Likewise, Same process to be followed for viewing the Queries by clicking on “View Queries” option to track and view the queries raised by the applicant which alternatively can also be referred from Figure 22. (Its understood and skipped as repetitive evidence)

5 Log out

27. Now the final step is to log out from the department’s portal. Department can click on “Log Out” option to finally logout from the ICH portal.

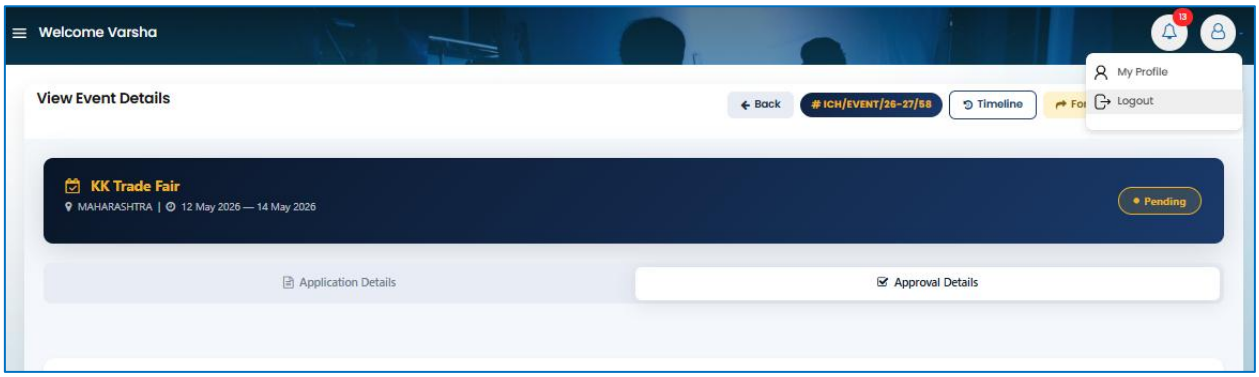
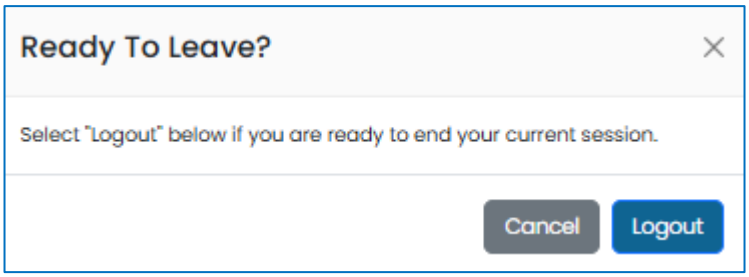


Figure 25: Log Out Page



6 CHECKLIST FOR SUBMISSION

Sr. No.	Document Name	Type
1	Approval Letter	PDF File
2	QR Code (In case of payment request from applicant)	PDF File
3	Payment Link (In case of payment request from applicant)	Payment URL

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