



Getting Started Guide & User Manual

Citizen Services and Process Flow of Services



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Table of Contents

1	Application Overview	4
1.1	<i>Purpose</i>	4
2	Getting Started	4
2.1	<i>Accessing Application for the First Time.....</i>	4
2.2	<i>Citizen Registration & Login</i>	4
2.3	<i>Change Password</i>	7
2.4	<i>Dashboard.....</i>	9
3	Name Transfer/ Substitution / Mutation.....	13

Table of Figures

Fig. 2.1: Main Page	4
Fig. 2.2: Citizen Registration	5
Fig. 2.3: OTP Registration.....	6
Fig. 2.4: Confirm Registration	6
Fig. 2.5: Login Page.....	7
Fig. 2.6: Change Password	7
Fig. 2.7: Password Changed Message.....	8
Fig. 2.8: Dashboard	9
Fig. 2.9: Citizen Services.....	10
Fig. 2.10: Services Confirmation.....	10
Fig. 2.11: Successful Subscription Message	11
Fig. 2.12: Service Available for Subscription	11
Fig. 2.13: Service Subscription Details	12
Fig. 3.1: Search Property for Transfer/ Substitution/ Mutation through Property ID.....	13
Fig. 3.2: Search Property for Transfer/ Substitution/ Mutation through Scheme Name	13
Fig. 3.3: Select Property	14
Fig. 3.4: Application Form for Transfer/ Substitution/ Mutation.....	15
Fig. 3.5: Dashboard with the Name Transfer/Lease Application	16
Fig. 3.6: My Application Summary	16
Fig. 3.7: Application opened in draft mode	17
Fig. 3.8: Updating and Submitting Application	17
Fig. 3.9: View Demand Note	18
Fig. 3.10: Status of Demand Note	18
Fig. 3.11: Demand Note	18

1 Application Overview

1.1 Purpose

2 Getting Started

This manual provides a general walkthrough of the application. The logical arrangement of the information shall enable the citizen to understand the sequence and flow of the system application.

2.1 Accessing Application for the First Time

For accessing the portal, the user must register himself/herself as a Citizen. Once the registration completed successfully, user will be provided User Id and Password to access the portal.

The link to the BIDA portal is: <https://bida.e-auctions365.com>

2.2 Citizen Registration & Login

As the user clicks on the above-mentioned link, the following screen appears:

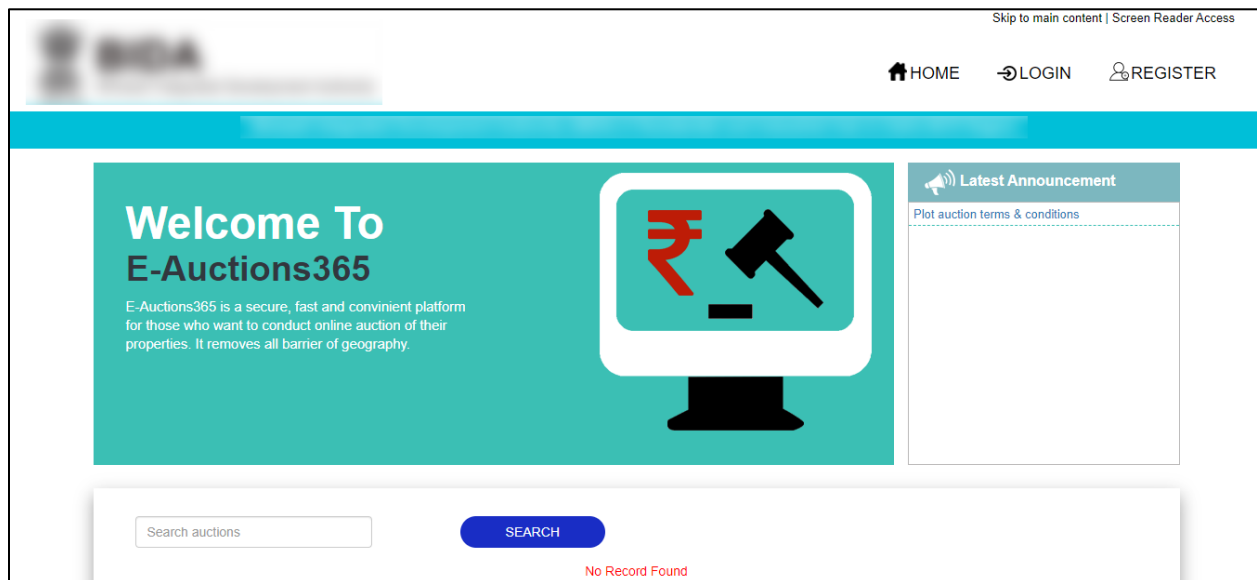
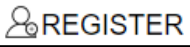


Fig. 2.1: Main Page

Through this page, the user can login/register to the portal. Initially, the user needs to register to the portal. To do so, click on the “Register” () button available at the right corner of the page.

The following interface is displayed to the user:

Citizen Registration

PERSONAL DETAILS

First Name* **Middle Name** **Last Name***

Date of Birth* **Gender***

CONTACT ADDRESS DETAILS

Mobile Number (OTP will be sent to this number)* **Email Address***

Correspondance Address*

City* **State*** **PIN***

LOGIN CREDENTIALS

User Id* **Password*** **Confirm New Password***


Enter the text as Shown in the image  [Already registered? Login Now](#)

Fig. 2.2: Citizen Registration

The form is divided into three sections viz, personal details, contact address details and login credentials.

- **Personal Details:** Provide details such as first name, middle name, last name, date of birth and gender
- **Contact Address Details:** Details such as mobile number, email address, correspondence address, city, state, and PIN needs to be provided
- **Login Credentials:** Login details such as user ID, password, new password, and captcha needs to be mentioned

Now, click on “Get OTP” () button to get an OTP on the mobile number provided in the form.

The following pop-up opens:

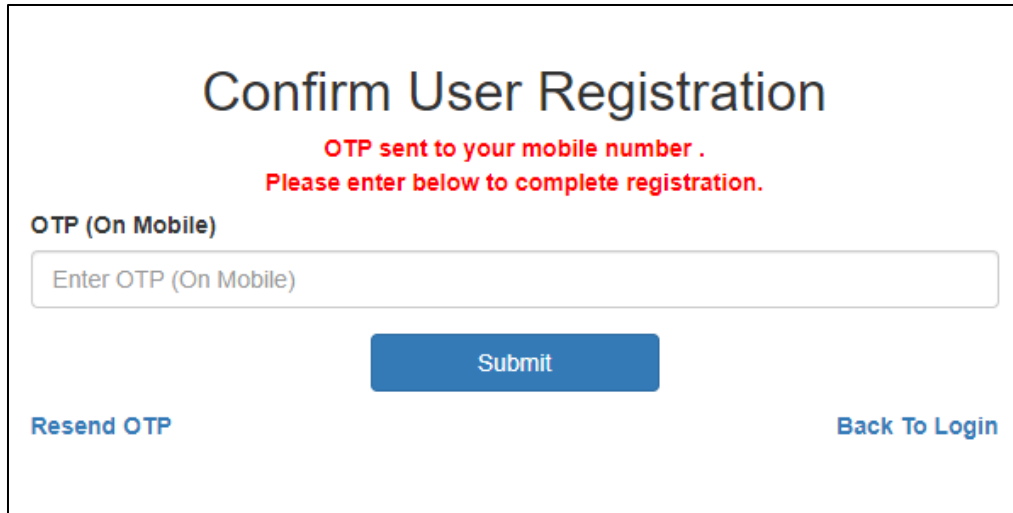



Fig. 2.3: OTP Registration

User must enter the OTP received on the mentioned mobile number and then click on the “Submit” () button.

In case, the user hasn’t received the OTP, click on “Resend OTP”.

Once the citizen has been registered, the confirmation message appears as follows:

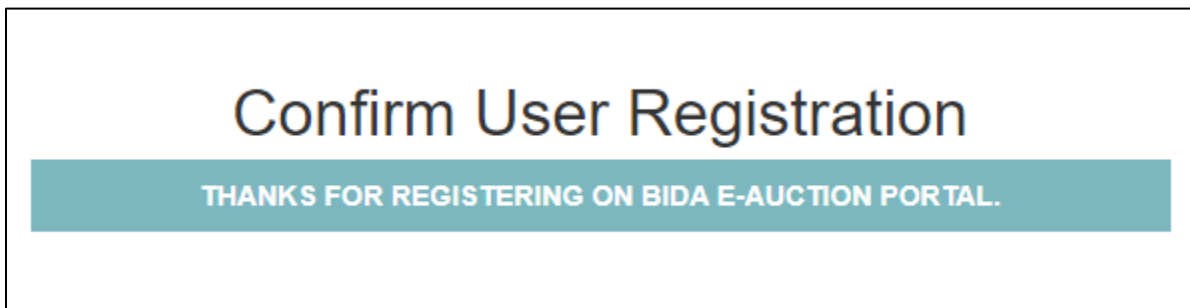



Fig. 2.4: Confirm Registration

Now, login to the portal by clicking on the “Login” () button available at the top right corner of the page.

The user is directed to the following interface:

Fig. 2.5: Login Page

Provide the login ID, password and captcha and then click on the “Login” (**LOGIN**) button. The citizen will be successfully login to the system.

2.3 Change Password

When the user login to the portal, the system asks to change the password and provide new password. The following interface appears to the user:

Fig. 2.6: Change Password

Provide new password and then click on the “Change Password” (**Change Password**) button to change the password. User can click on the “Back to Login Page” (**Back to Login Page**) to return to the login page.

The pop-up appears as follows:

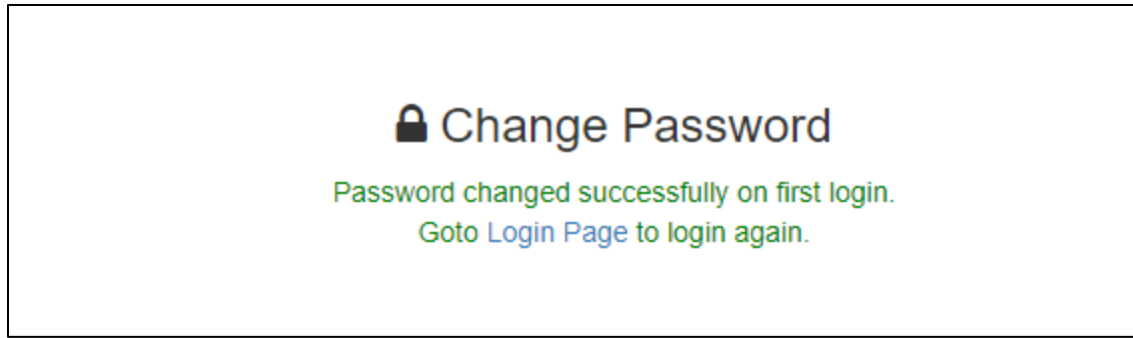


Fig. 2.7: Password Changed Message

Once the password has been changed, the user needs to login to the portal again. Go the login page to login to the portal.

2.4 Dashboard

As the user successfully logs-in to the application, he/she is directed to the dashboard.

The dashboard is titled 'Citizen Services' and features a sidebar menu on the left with the following items: My Dashboard, Citizen Services, Notifications, Refund Accounts, My Auction, My Profiles, My Transactions, and User Manual. A red arrow points to the 'Citizen Services' menu item.

The main content area is divided into two sections:

- My Subscriptions:** This section contains four service cards:
 - Property ID Creation:** Includes 'View' and 'Proceed' buttons.
 - Name Transfer / Substitution / Mutation:** Includes 'View' and 'Proceed' buttons.
 - Payment Against Demand Note:** Includes 'View' and 'Proceed' buttons.
 - E-Auction:** Includes 'View' and 'Proceed' buttons.
- Citizen Services available for subscription:** A table listing services that can be subscribed to.

S.No	Service Name	Plan	Fee (Rs.)	Validity	Action
1	Property ID Creation	Free	0.00	Lifetime	Subscribe
2	Name Transfer / Substitution / Mutation	Free	0.00	Lifetime	Subscribe
3	Payment Against Demand Note	Free	0.00	Lifetime	Subscribe
4	E-Auction	Free	0.00	Lifetime	Subscribe

Fig. 2.8: Dashboard

The dashboard provides complete overview about the services. It consists of summary of all the service applications that the user has subscribed. If the user has not subscribed any services, the dashboard would be clear. On subscribing any service, the summary of the application would be added to the dashboard.

Click on the "Subscribe" (Subscribe) button to subscribe to the E-Auction service.

The following form appears:

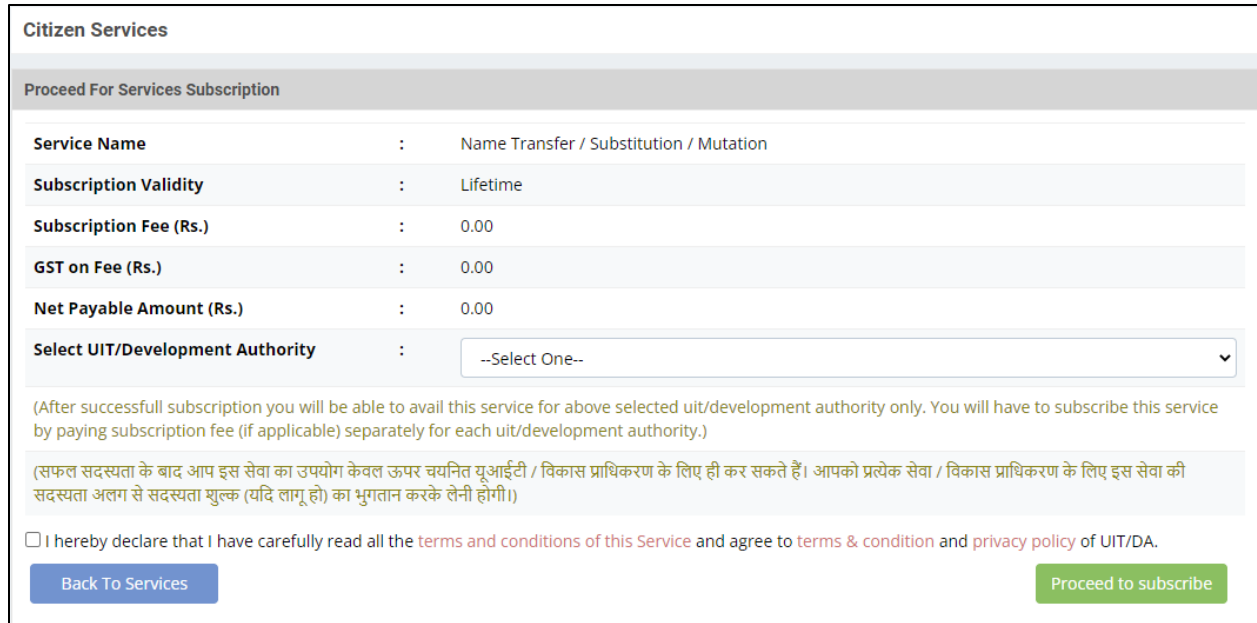
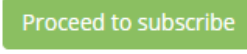
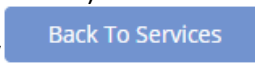


Fig. 2.9: Citizen Services

This form describes all the service details such as service name, subscription validity, subscription fee, GST on fee, net payable amount, and UIT/development authority. Select UIT/Development Authority name from the drop-down and check the box for terms & conditions and then click on the “Proceed to subscribe” () button for subscription. If there is no need for subscription, then click on the “Back to Services” () button to return to the main page.

If the user clicks on the “Proceed to Subscribe” button, then the following confirmation pop-up appears:

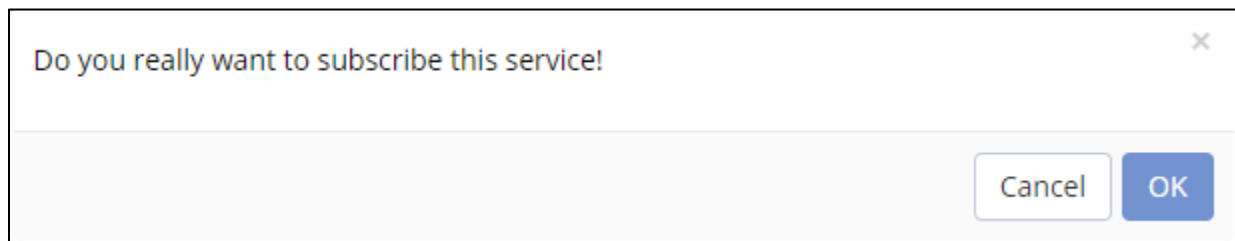

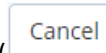


Fig. 2.10: Services Confirmation

Click on “Ok” () to subscribe the citizen service or click on the “Cancel” () button to cancel the subscription.

After the subscription, the message for successful subscription appears as follows:

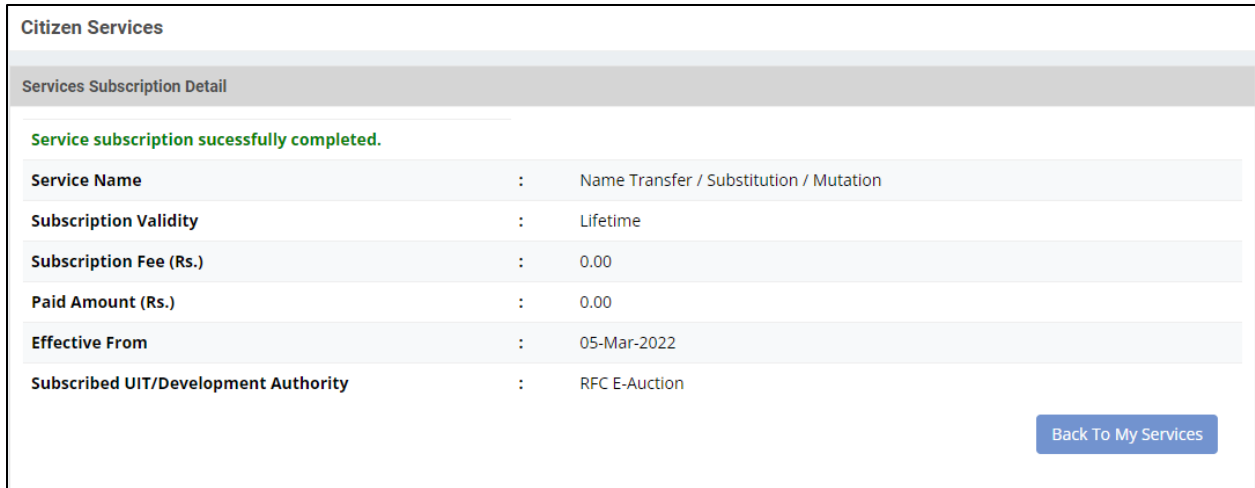
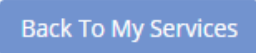


Fig. 2.11: Successful Subscription Message

Click on the “Back to My Services” () button to return to the landing page.

Now, the landing page shows the subscribed services as shown in the figure below:

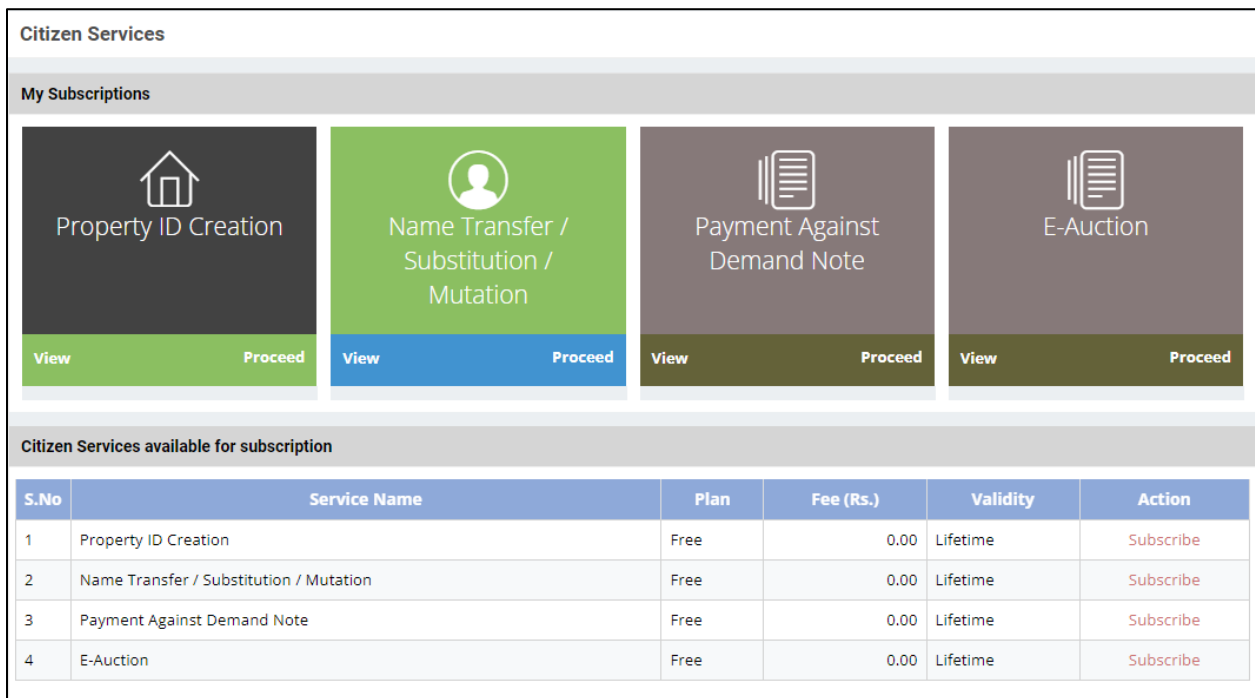



Fig. 2.12: Service Available for Subscription

The user can click on the “View” () button to view the service details. The details are displayed as follows:

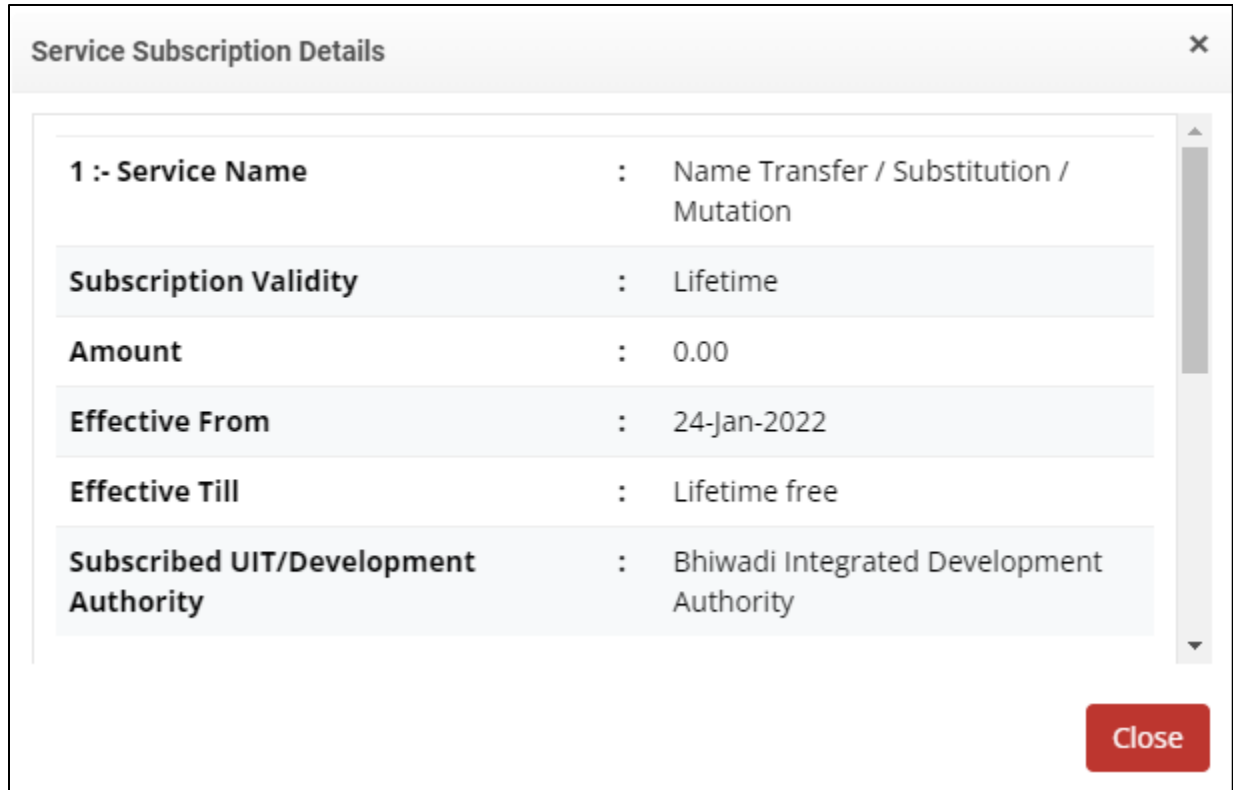




Fig. 2.13: Service Subscription Details

The details such as service name, subscription validity, amount, effective from, effective till, and subscribed UIT/development authority name is displayed.

Click on the "Close" () button to close the pop-up.

The user will return to the landing page. Now, click on the "Proceed" () button to view the auction details.

For detail description, refer to the section [Participating in Auction](#).

3 Name Transfer/ Substitution / Mutation

The Name Transfer/ Substitution/ Mutation service allows citizen/user to apply for transfer the property in case when the owner of property is changed due to any reason i.e. mutation, sale, and gift. For accessing this service, user first has to subscribe using the above mentioned process of service subscription in Citizen Service section of this document.

On clicking on option to **proceed**, user will be guided to page of Name Transfer/ Substitution/ Mutation application where he/she can select the property either through **Property ID or Scheme Name**. For searching through Property ID, User can enter the Property ID Number and select the option to **pick** which selects the property through its Property ID. An option to **Reset** is provided to change the property ID Number.

The screenshot shows the 'Application for Name Transfer / Substitution / Mutation' web interface. At the top right, there is a 'Back to List' button. Below the title, there is a 'Search Property' section with the instruction 'Please search and select your property'. Two options are available: 'Find Through Property Id' (selected) and 'Find Through Scheme Name'. Below these options, there is a form titled 'If you know Property Id:-' with a text input field labeled 'Enter Property Id Number'. To the right of the input field are 'Pick' and 'Reset' buttons. A callout box points to the 'Find Through Property Id' option, stating 'User can search property through Property ID as well as Scheme Name'. Another callout box points to the 'Pick' button, stating 'Enter the property ID number here & click on Pick'.

Fig. 3.1: Search Property for Transfer/ Substitution/ Mutation through Property ID

User can also search for the property through scheme name. The user has to select the scheme name from the checkbox and click on search button to search for the property. An option to **Reset** is provided to change the property ID Number.

The screenshot shows the 'Application for Name Transfer / Substitution / Mutation' web interface. At the top right, there is a 'Back to List' button. Below the title, there is a 'Search Property' section with the instruction 'Please search and select your property'. Two options are available: 'Find Through Property Id' and 'Find Through Scheme Name' (selected). Below these options, there is a form titled 'If you know scheme name :-' with a dropdown menu labeled 'Scheme Name' containing the text 'BHUWANA KH. NO. 4692 / 1385'. To the right of the dropdown are 'Search' and 'Reset' buttons. A callout box points to the 'Find Through Scheme Name' option, stating 'Enter the scheme name here & click on search'.

Fig. 3.2: Search Property for Transfer/ Substitution/ Mutation through Scheme Name

After which the records of properties in that scheme are displayed out of which user can select the desired property

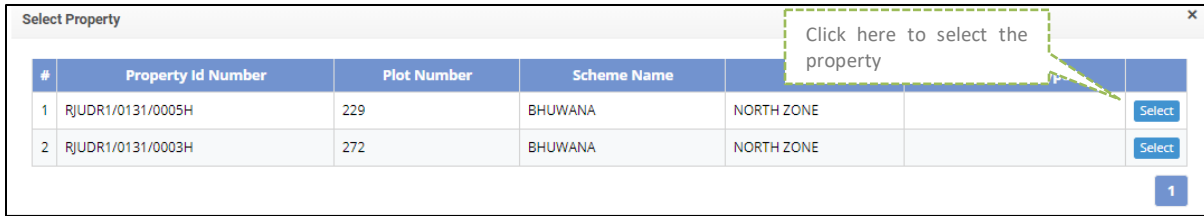


Fig. 3.3: Select Property

- After selecting property, an application form of all property details is displayed along with the application type, document reference number and date.
- The application type is to be specified that is reason of the name transfer along with the document reference name and date.
- The transferee details has to be entered if the property owner is transferee with the details of the original owner. According to the reason, list of documents would be changed that have to be uploaded.

Application for Name Transfer / Substitution / Mutation Back to List

Property Detail Change Property

Scheme Name	: BHUWANA	Plot Number	: 272
Property ID	: RJUDR1/0131/0003H	Zone	: NORTH ZONE
Developer's Name	:	Developer Type	:
Usage Type	: Residential	Area	: 1210.05 Square Feet
Lease Deed Issued	: Issued	Property Type	: Plot
One Time Lease Certificate	: Issued	Lease Deed Issue Date	: 16-Jan-2002

Application Type

Application Type *

Document Reference Number *

Document Reference Date *

Select the application type that is reason for the transfer along with document reference number & date

Transferee Details Add Transferee

Please add current owner/transferee details. If property has more than one transferee, add each of them.

Add the transferee details here

Upload Documents

Upload the documents here

Declaration

Select the checkbox for declaration of terms & conditions

1. I/We hereby declare that the above information furnished by me/us are true and nothing material has been concealed about this application.

2. I/We have not discussed this application with anyone regarding above property.

3. I/We will abide by the building by laws and rules of UIT, Udaipur.

4. I/We may be prosecuted for any false/incorrect information, electronically signed and accepted by me/us today on 22-Jun-2018 12:43 PM

5. This mutation is being done on the basis of documents uploaded by me online and the responsibility of all such uploaded document being genuine and correct. If any uploaded document is found forged or tampered or false, the undersigned will not be liable for any action for this mutation and I/We will be solely responsible for such fraudulent document and offence.

I hereby declare that I/We have carefully read all the terms and conditions of this Service and agree to terms & conditions and privacy policy of UIT, Udaipur.

Click here to save the application as a draft

Save as Draft Back to List

Fig. 3.4: Application Form for Transfer/ Substitution/ Mutation

- User has to commit and select the checkbox for declaring the Terms Conditions and Policies. After User can **Save as Draft** which saves the details as draft As the application is saved in the Draft Mode then from the Dashboard click on ‘View More’ button from the Name Transfer /Lease Application widget.
- The **Back to List** button redirects user to property search page. The user has option to change the property for which he can click on **Change Property**. User can also validate digital signature by clicking on the link given at the bottom as “**How to get digital signature**”.
- As the application is saved in the Draft Mode then from the dashboard click on ‘View More’ button from the Name Transfer /Lease Application widget, which will lead user to list of Lease Application Summary.

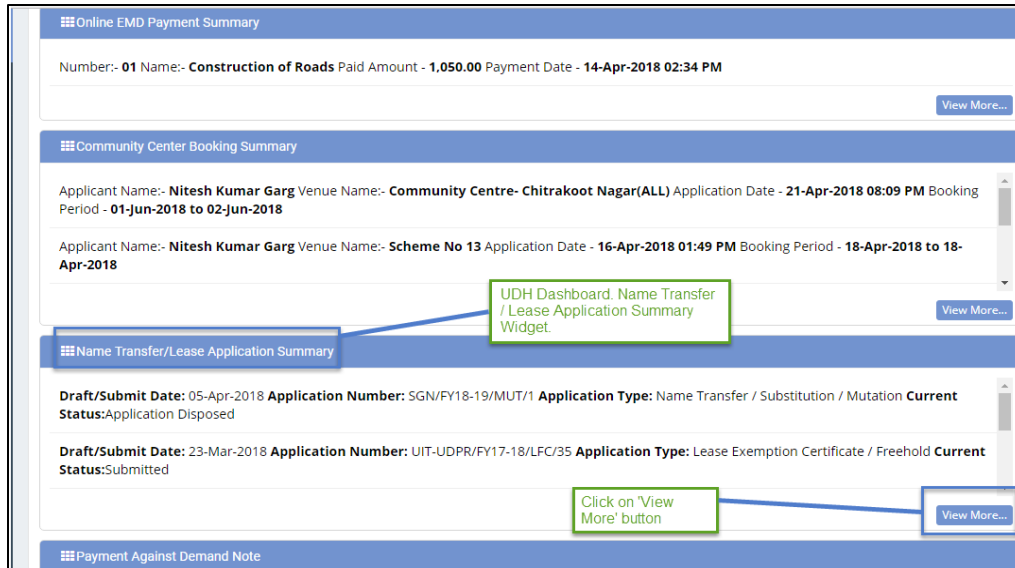


Fig. 3.5: Dashboard with the Name Transfer/Lease Application

- The user can edit the application in draft mode by clicking on the edit button. At least one applicant details has to be added to successfully update the draft.

My Application Summary

Search By application number

Back to Dashboard

List of Application Summary. 1) Application Status= 'Draft'. For them click on Action 'Edit' Button. 2) Click on 'Edit' Button.

#	Draft/Submit Date	Application Number	Application Type	Current Status	Action
51	16-Dec-2017	UIT-UDPR/FY17-18/LC/3	Lease Collection Yearly	Submitted	<input checked="" type="checkbox"/>
52	16-Dec-2017	UIT-UDPR/FY17-18/LC/2	Lease Collection Yearly	Assigned	<input checked="" type="checkbox"/>
53	12-Dec-2017	UIT-UDPR/FY17-18/LC/1	Lease Collection Yearly	Submitted	<input checked="" type="checkbox"/>
54	09-Dec-2017	UIT-UDPR/FY17-18/MUT/35	Name Transfer / Substitution / Mutation	Draft	<input checked="" type="checkbox"/>
55	08-Dec-2017	UIT-UDPR/FY17-18/MUT/34	Name Transfer / Substitution / Mutation	Draft	<input checked="" type="checkbox"/>
56	07-Dec-2017	UIT-UDPR/FY17-18/LFC/30	Lease Exemption Certificate / Freehold	Demand Note Issued	<input checked="" type="checkbox"/>
57	07-Dec-2017	UIT-UDPR/FY17-18/MUT/33	Name Transfer / Substitution / Mutation	Submitted	<input checked="" type="checkbox"/>
58	04-Dec-2017	UIT-UDPR/FY17-18/MUT/44	Name Transfer / Substitution / Mutation	Assigned	<input checked="" type="checkbox"/>
59	04-Dec-2017	UIT-UDPR/FY17-18/MUT/45	Name Transfer / Substitution / Mutation	Assigned	<input checked="" type="checkbox"/>
60	04-Dec-2017	UIT-UDPR/FY17-18/MUT/46	Name Transfer / Substitution / Mutation	Assigned	<input checked="" type="checkbox"/>

Page 6 of 8 Total Records 76 Show 10

« 1 2 3 4 5 6 7 8 »

Fig. 3.6: My Application Summary

Fig. 3.7: Application opened in draft mode

3.	No	Allotment / Possession / Reservation Letter Issued by DA/UIT
4.	No	Site Plan Issued by DA/UIT
5.	No	In Case of Constructed Property Oldest Electricity / Water Bill
6.	No	Receipt(s) of Amount Deposited in DA/UIT
7.	No	In case property is mortgage letter from Financial Institution

Declaration and Undertaking

- I/We hereby declare and confirm that all above information furnished by me/us are true and nothing material has been concealed about this application.
- This Mutation is being done on the basis of documents uploaded by me online and the responsibility of all such uploaded document being genuine document is found forged or tampered or false, the undersigned will not be liable for any action for this mutation and I/We will be solely responsible for any offence.
- There is no legal or possession dispute with anyone regarding above property.
- I/We will follow and abide by the building by laws and rules of UIT, Udaipur.
- I/We will may be prosecuted for any false/incorrect information, electronically signed and accepted by me/us today on 09-Dec-2017 12:51 PM

I hereby declare that I/We have carefully read all the [terms and conditions](#) of this Service and agree to [terms & conditions](#) and [privacy policy](#) of UIT, Udaipur.

Note: A green box highlights the 'Update and Submit' button with the text: 'Click on Update and Submit Button for submitting the Application to the UIT.'

Fig. 3.8: Updating and Submitting Application

- After Submission, if fees is to be paid for Name Transfer/ Mutation Application, a demand note is generated by respective Authority/UIT and the user is notified through the means of Message, Mail and notification on the dashboard. The notification will guide the user to pay the required demand note after which UIT/DA will process and assign the Transfer/Mutation Application. The current status would be then changed to “Disposed”. After which, the user can download the Transfer/Mutation Certificate from the dashboard.
- In the application form, the user has option to view the demand note and print the payment receipt.

Declaration and Undertaking

1. I/We hereby declare and confirm that all above information furnished by me/us are true and nothing material has been concealed about this application.
2. There is no legal or possession dispute with anyone regarding above property.
3. I/We will follow and abide by the building by laws and rules of UIT, Udaipur.
4. I/We will may be prosecuted for any false/incorrect information, electronically signed and accepted by me/us today on 02-Dec-2017 05:36 PM
5. This Mutation is being done on the basis of documents uploaded by me online and the responsibility of all such uploaded document being genuine and true lies with me. In case, any uploaded document is found forged or tampered or false, the undersigned will not be liable for any action for this mutation and I/We will be solely responsible for such fraudulent document and offence.

I hereby declare that I/We have carefully read all the [terms and conditions](#) of this Service and agree to [terms & conditions and privacy policy](#) of UIT, Udaipur.

View Demand Note
View Payment Receipt
Back to List

Fig. 3.9: View Demand Note

Demand Note

Application for Name Transfer / Mutation

Application Detail

Application Number	: UIT-UDPR/FY17-18/MUT/31	Property Id	: RJUDR1/0002/1064H
Date	: 02-Dec-2017		: UIT, Udaipur

User can click here to view demand note

Demand Note Detail

Demand Note Number	: DN/427/20172018/	Amount	: 100.00
Generated On	: 02-Dec-2017	View Demand Note	: View Demand Note

Payment is paid against this demand note.

Back to Dashboard

Fig. 3.10: Status of Demand Note

Demand Note

Demand Note No. : DN/427/20172018/ Control No. : 641617600005	Demand Note Date : 02-Dec-2017 Valid Upto : 02-Jan-2018
--	--

Depositor's Details :-
 Depositor Name : Mobile No. :
 Email : Address :

Plot Details :-
 Property Id :-
 Property Holder's Name :
 Address :

Scheme Details :-

Scheme Name :	behind Meladi Mata temple	Sector :
Scheme Location :	Meladi Mata temple	
Developer Type :	Urban Improvement Trust	Developer Name :
Zone :	South	UIT Udaipur

Deposit Amount :-

Sr.No.	Head	Remark	Amount (Rs.)
1	Urban Assessment		100.00
Total			100.00

Fig. 3.11: Demand Note