# Getting Started Guide & User Manual

Citizen Services and Process Flow of Services

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## 1.1 Purpose


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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:
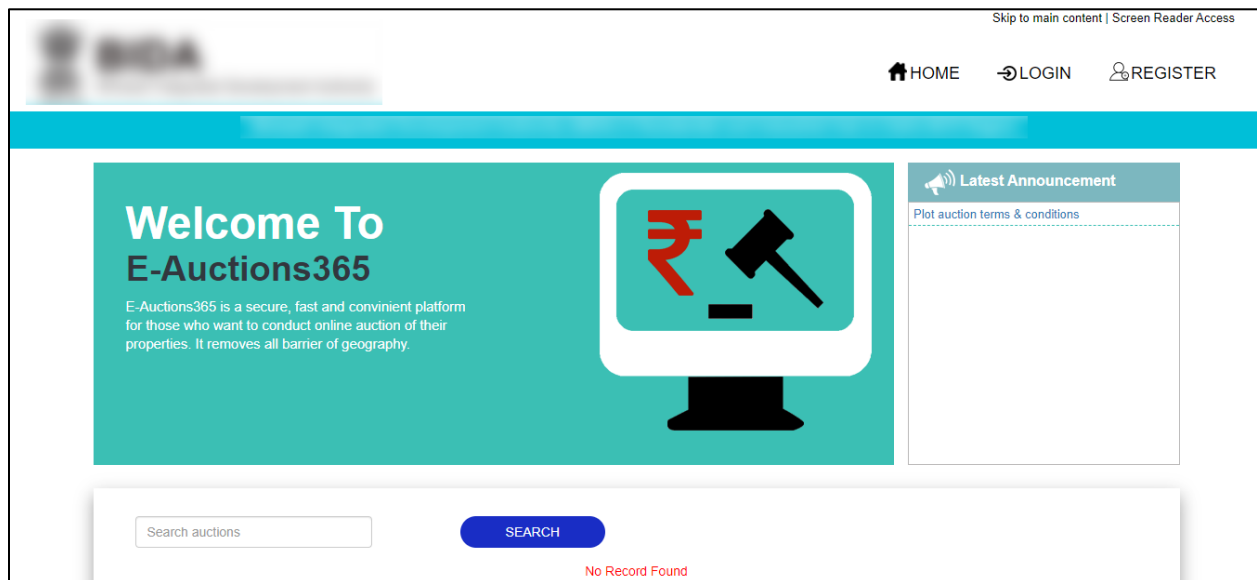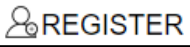


*Fig. 2.1: Main Page*

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" ( REGISTER ) button available at the right corner of the page.

The following interface is displayed to the user:

*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.
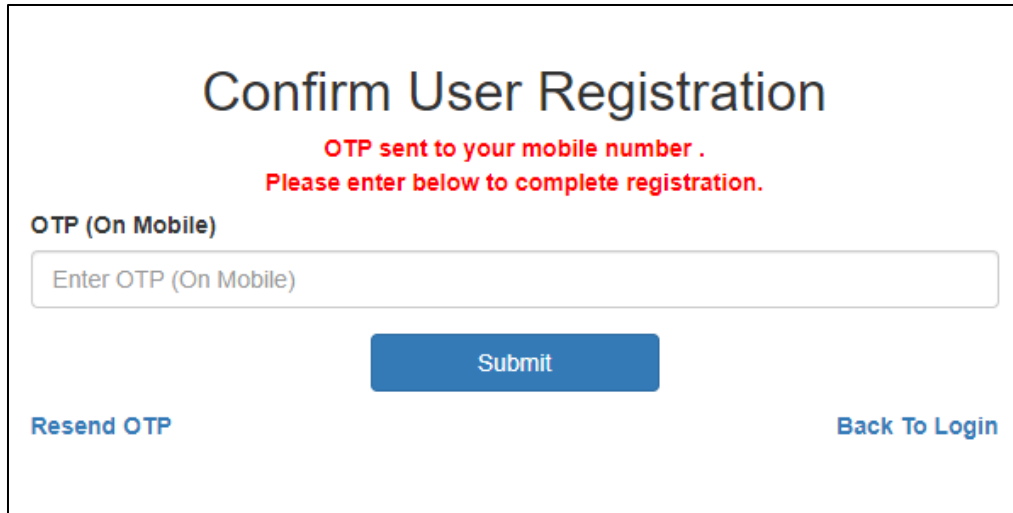
The following pop-up opens:

*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".

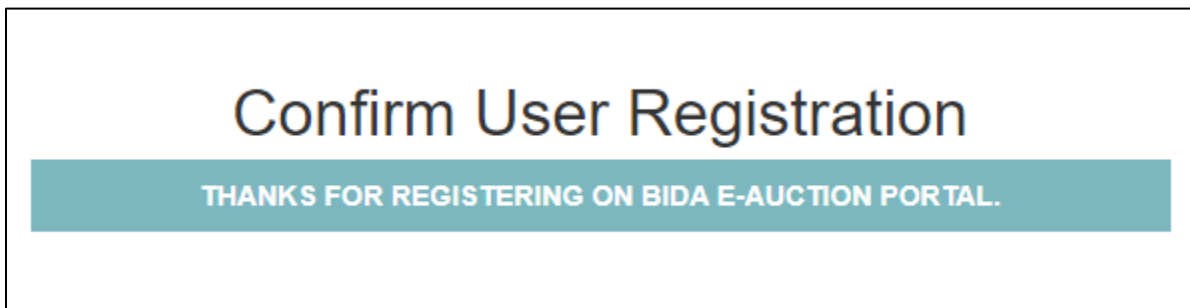Once the citizen has been registered, the confirmation message appears as follows:



*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" () 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" () button to change the password. User can click on the "Back to Login Page" () to return to the login page.

The pop-up appears as follows:
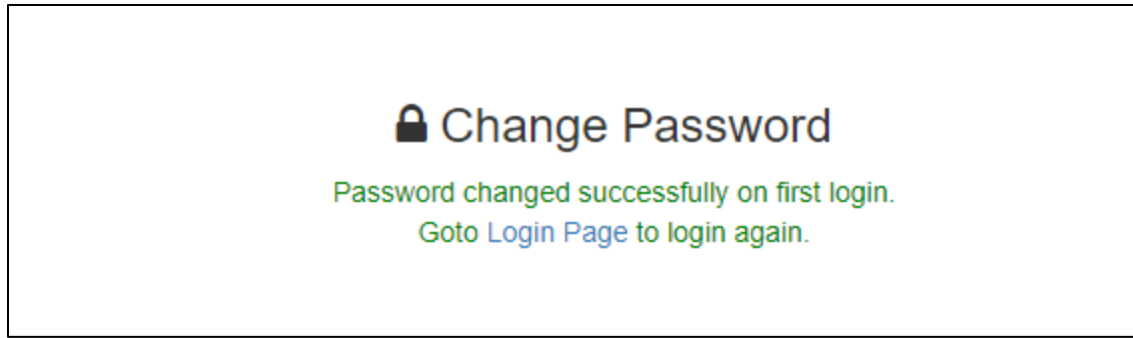
*Fig. 2.7: Password Changed Message*

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.



*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:
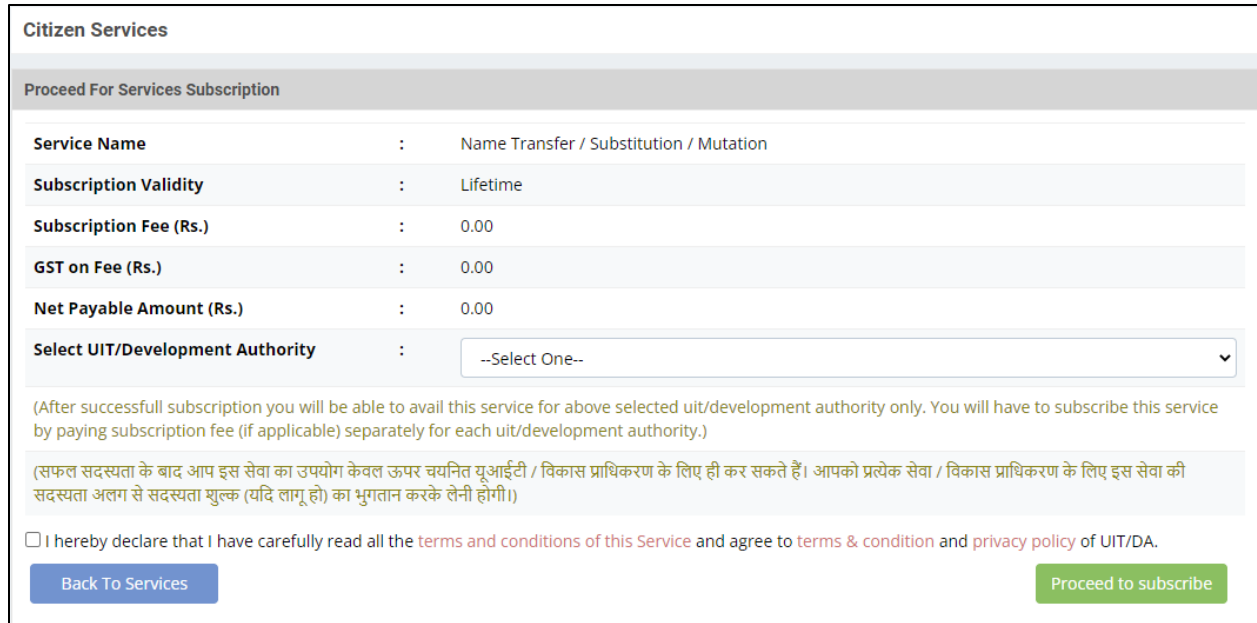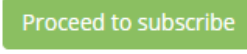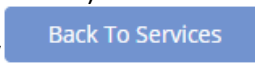
*Fig. 2.9: Citizen Services*

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:
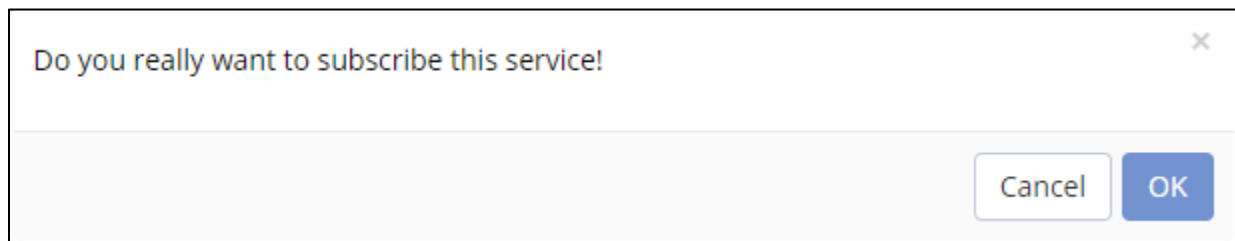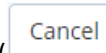


*Fig. 2.10: Services Confirmation*

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:
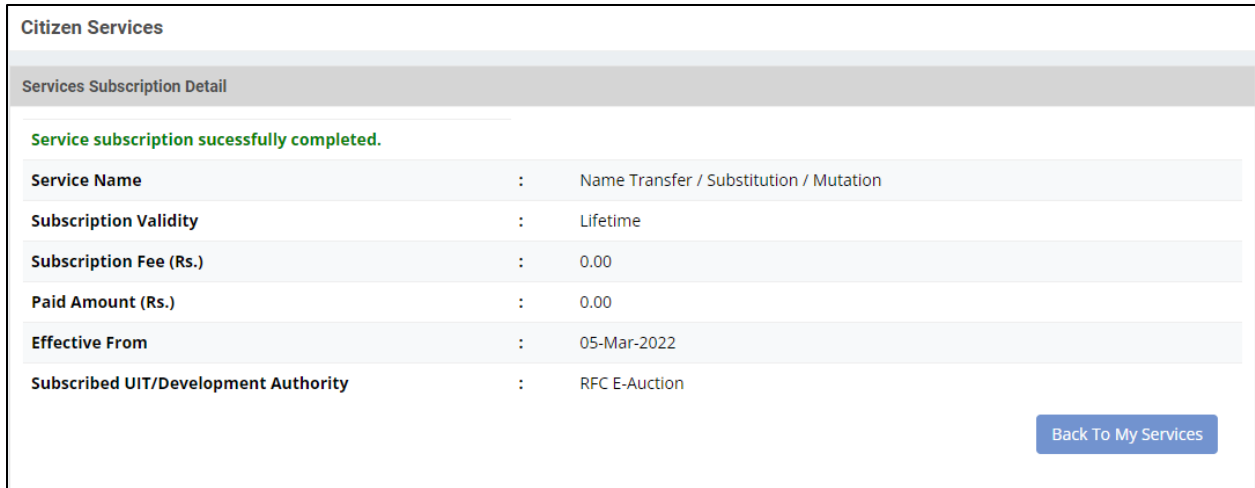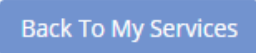
*Fig. 2.11: Successful Subscription Message*

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

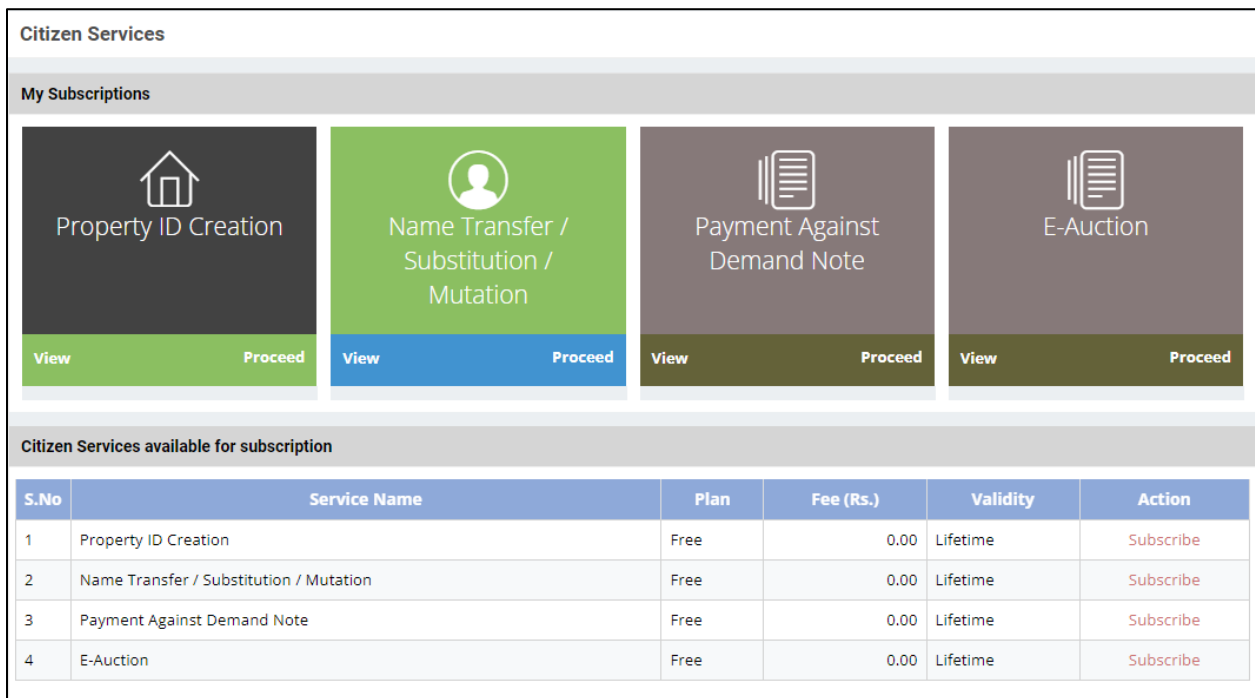Now, the landing page shows the subscribed services as shown in the figure below:



*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:
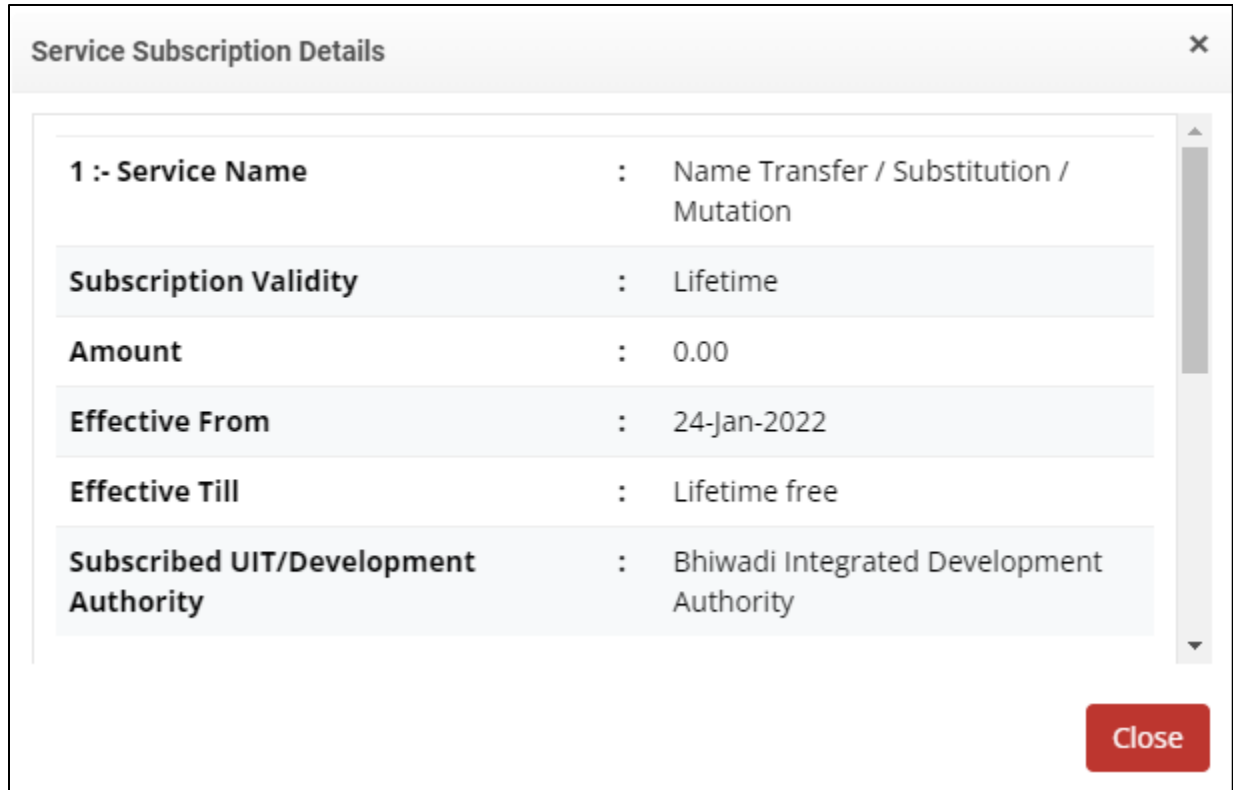
*Fig. 2.13: Service Subscription Details*

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.



*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.



*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
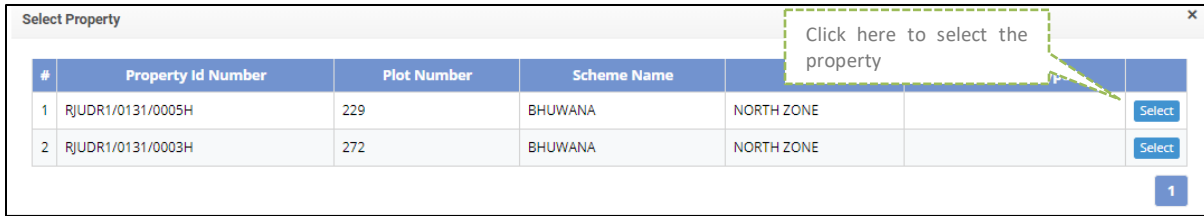
*Fig. 3.3: Select Property*

- 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.

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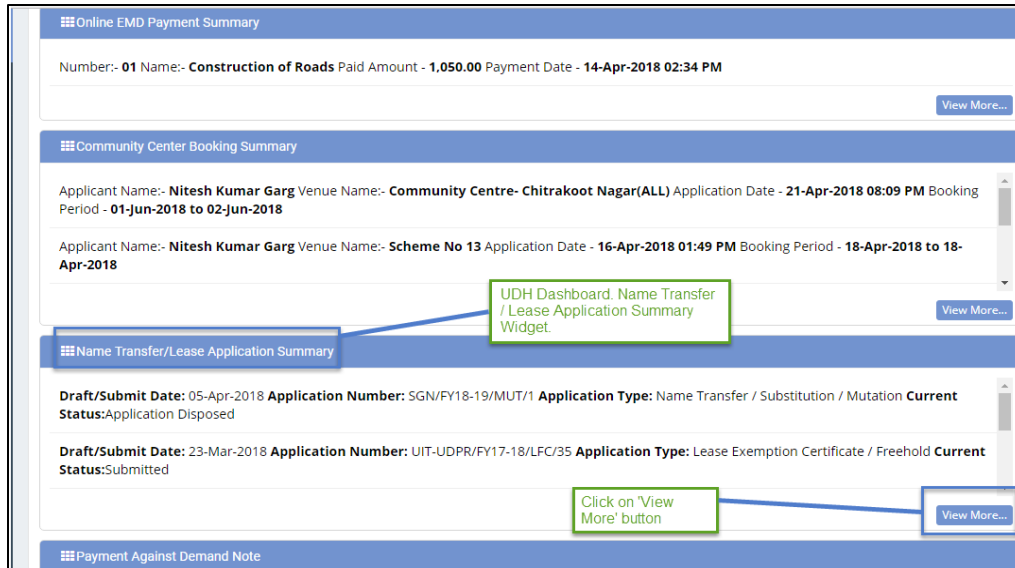
*Fig. 3.5: Dashboard with the Name Transfer/Lease Application*

− 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.



*Fig. 3.6: My Application Summary*

*Fig. 3.7: Application opened in draft mode*



*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.

*Fig. 3.9: View Demand Note*



*Fig. 3.10: Status of Demand Note*



*Fig. 3.11: Demand Note*