Getting Started Guide & User Manual

Citizen Services and Process Flow of Services

E-Connect Solutions Pvt. Ltd
G-18 to20, IT Park Extension, MIA,
Udaipur-313003 INDIA

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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:
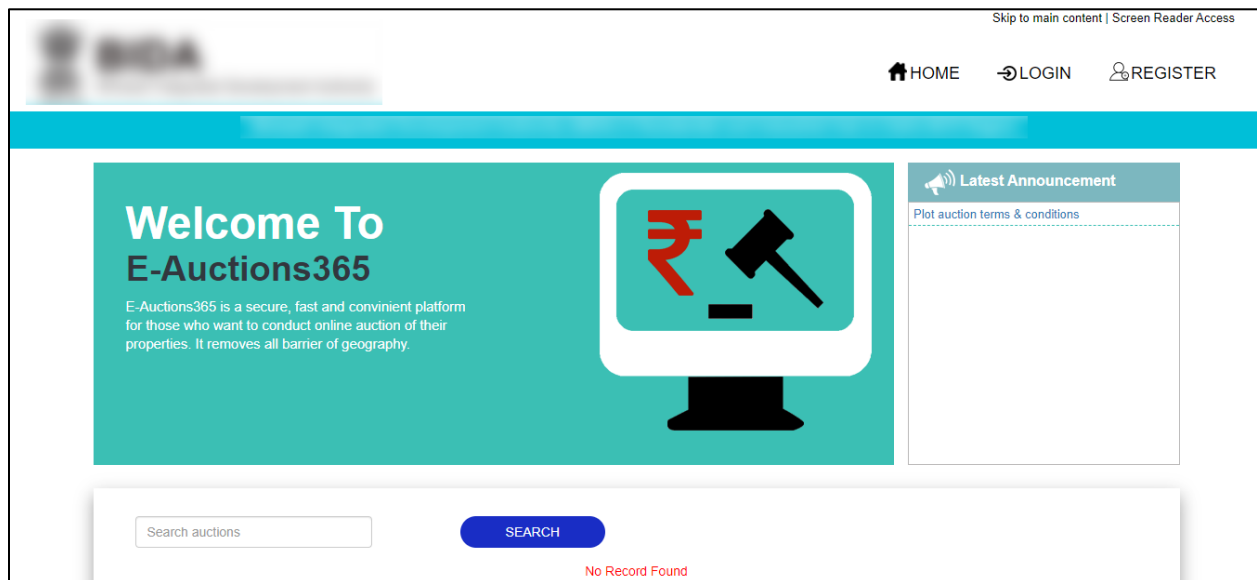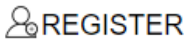

Fig. 2.1: Main Page

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

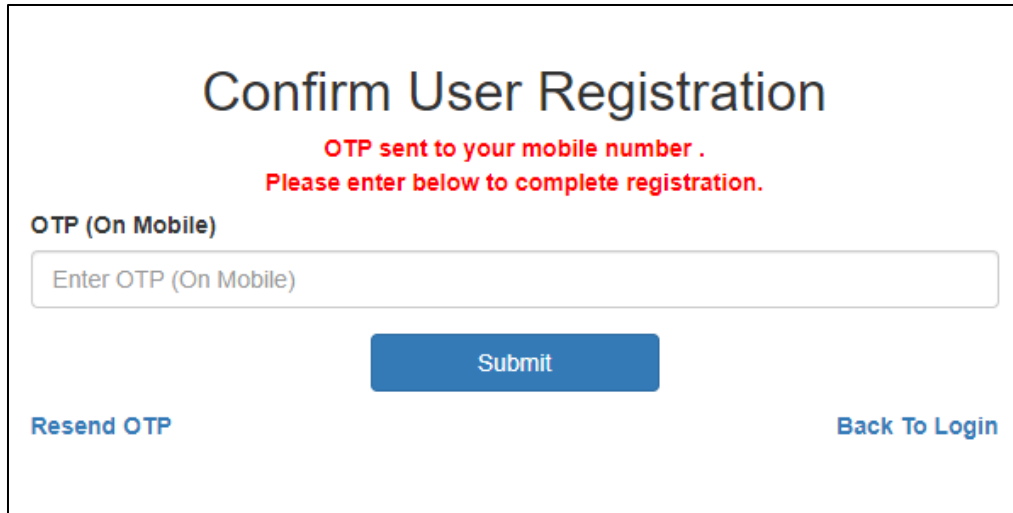The following interface is displayed to the user:

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".

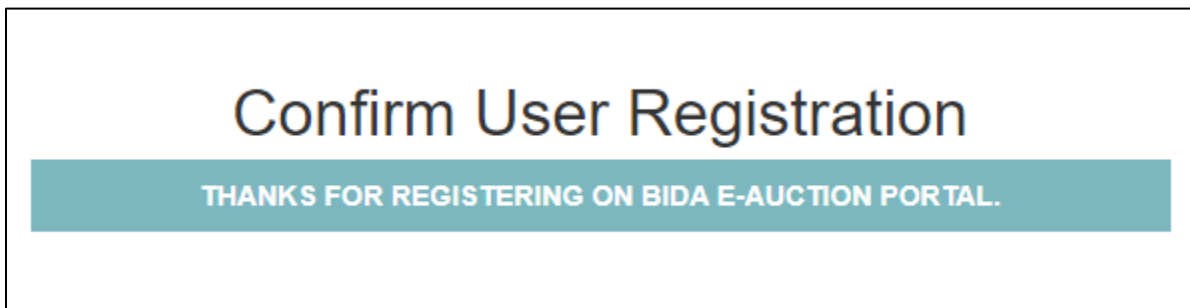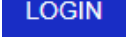Once the citizen has been registered, the confirmation message appears as follows:

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.

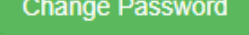The user is directed to the following interface:

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.
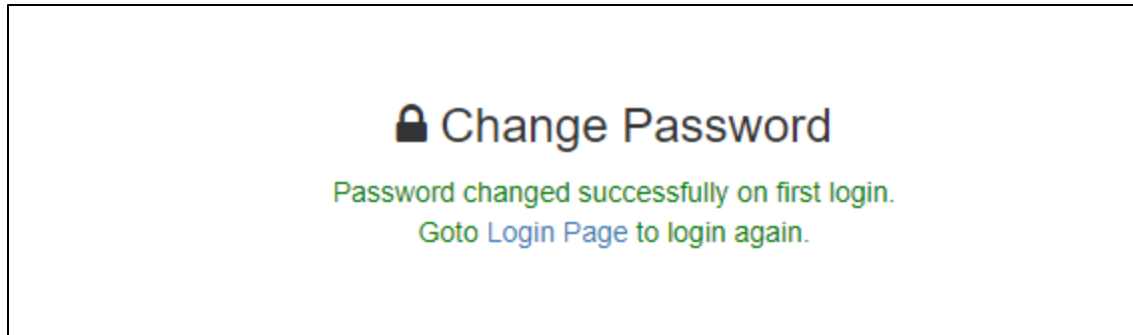
The pop-up appears as follows:

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, and 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:

Citizen Services

Services Subscription Detail

Service subscription sucessfully completed.

Service Name	:	Payment Against Demand Note
Subscription Validity	:	Lifetime
Subscription Fee (Rs.)	:	0.00
Paid Amount (Rs.)	:	0.00
Effective From	:	05-Mar-2022
Subscribed UIT/Development Authority	:	RFC E-Auction

Back To My Services

Fig. 2.11: Successful Subscription Message
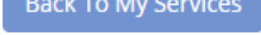
Click on the "Back to My Services" (Back To My Services) button to return to the landing page.

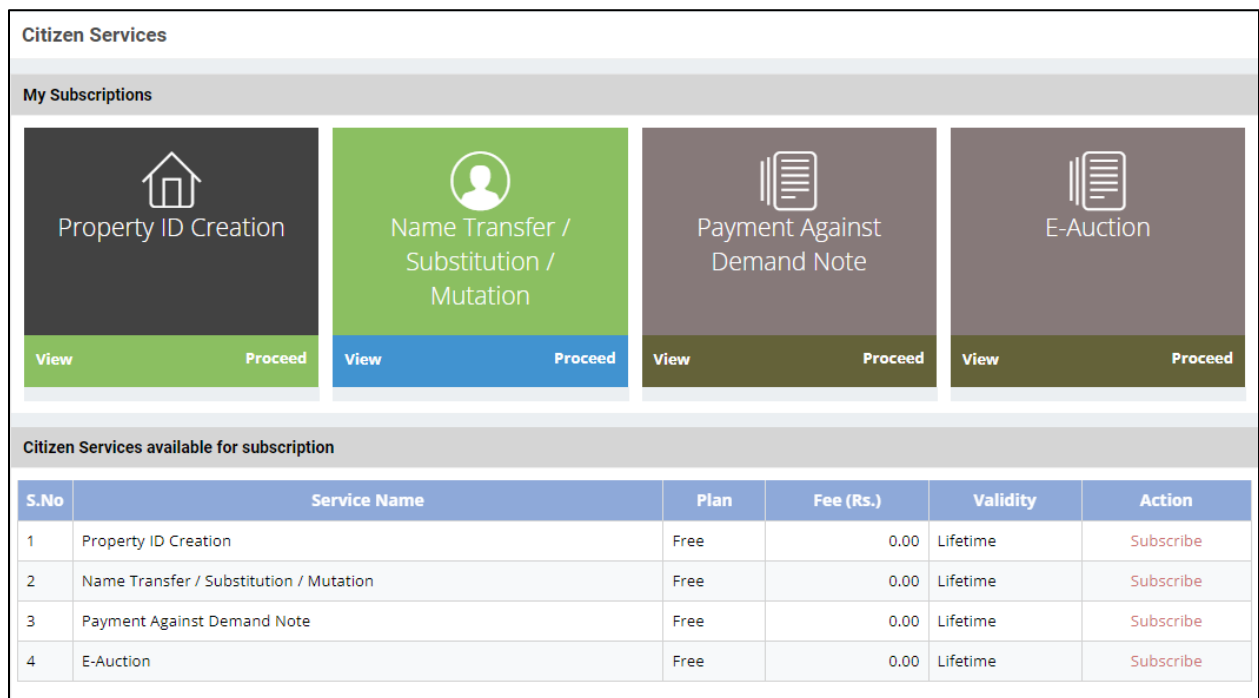Now, the landing page shows the subscribed services as shown in the figure below:

Citizen Services

My Subscriptions

Property ID Creation	Name Transfer / Substitution / Mutation	Payment Against Demand Note	E-Auction
View Proceed	View Proceed	View Proceed	View Proceed

Citizen Services available for subscription

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. 2.12: Service Available for Subscription

The user can click on the "View" (View) button to view the service details. The details are displayed as follows:
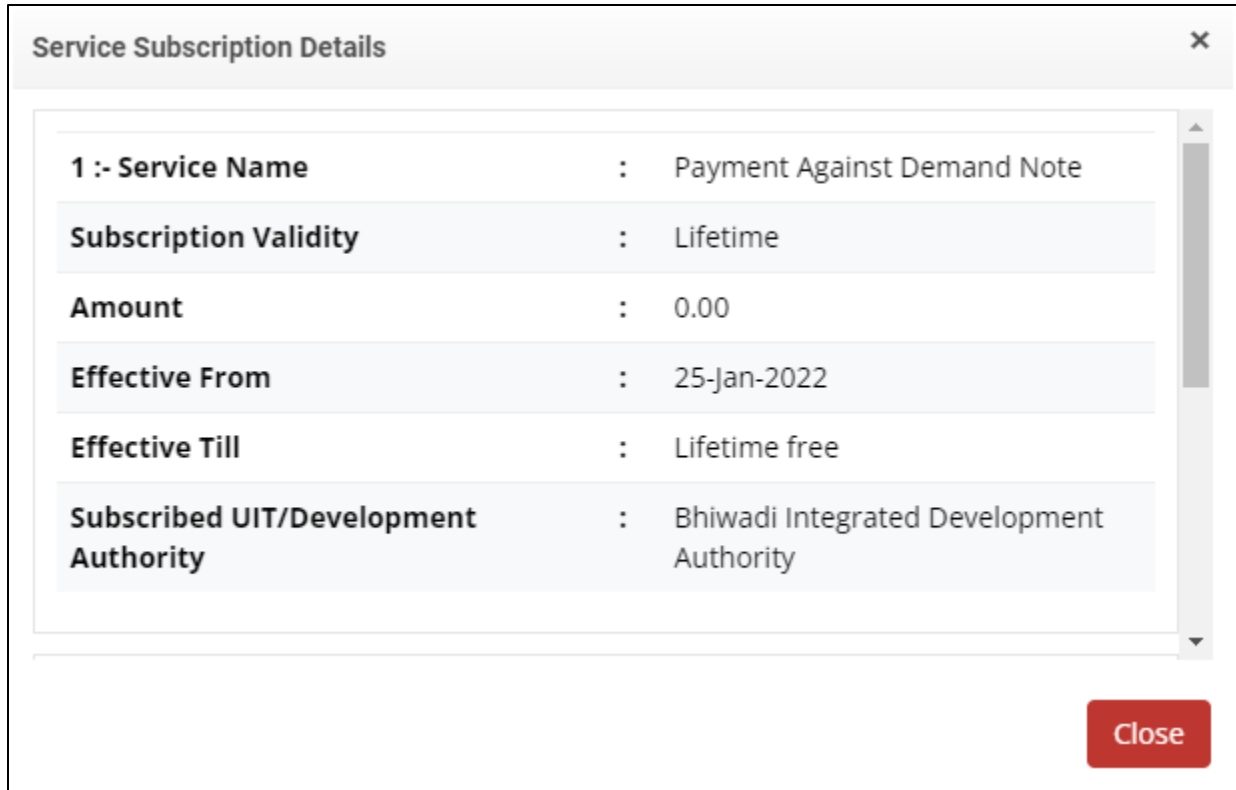
Fig. 2.13: Service Subscription Details
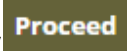
The details such as service name, subscription validity, amount, effective from, effective till, and subscribed UIT/development authority name is displayed.

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 Payment against Demand Note

This application provides citizens to view the challan and pay the challan fees online. To avail this service, the user first has to subscribe using the above mentioned process of service subscription in Citizen Service's section of this document.

On clicking on option to **proceed,** user would be guided to page of Online Challan where user can search status of any challan through the challan number which can be entered in a search box. User can click on Search button and the details of respective challan will be displayed.

Fig. 3.1: Search Online Challan

User can pay the required fees online through online payment. If the challan is already paid, the confirmation message will be displayed. User has option to print the challan through the **Print** button which will print the challan receipt.

Fig. 3.2: Challan Receipt