

# Getting Started Guide & User Manual

Citizen Services and Process Flow of Services



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# 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:

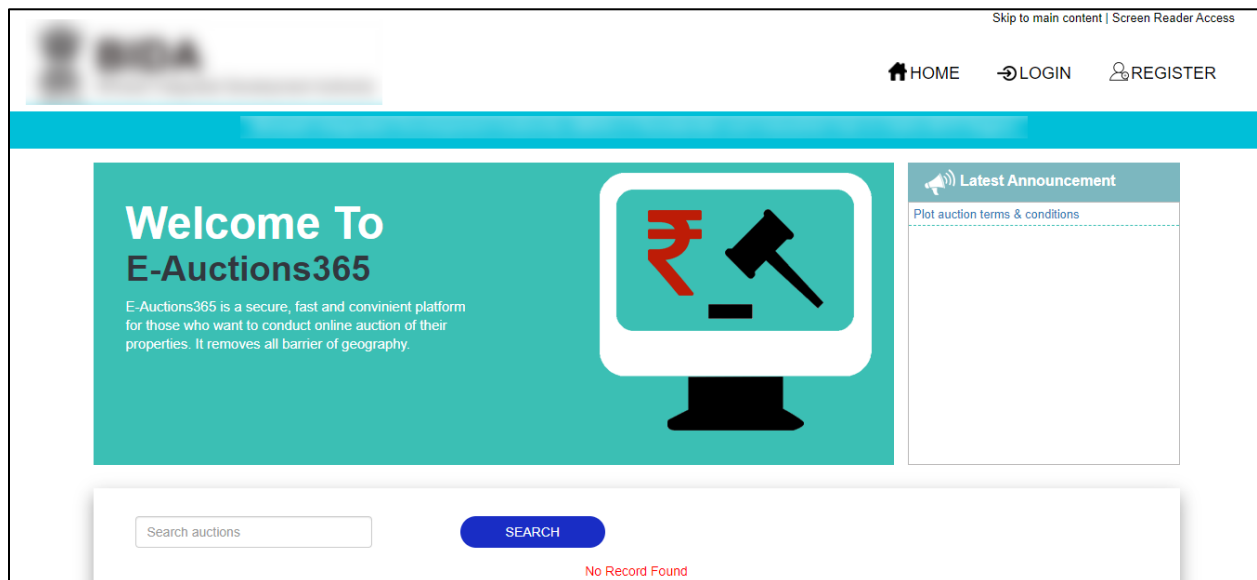
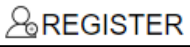


Fig. 2.1: Main Page

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:

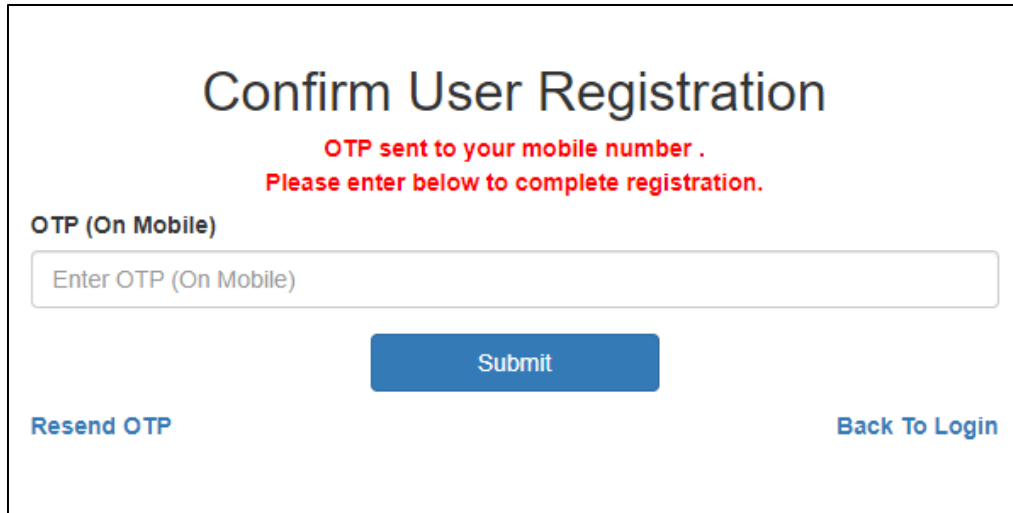



Fig. 2.3: OTP Registration

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:

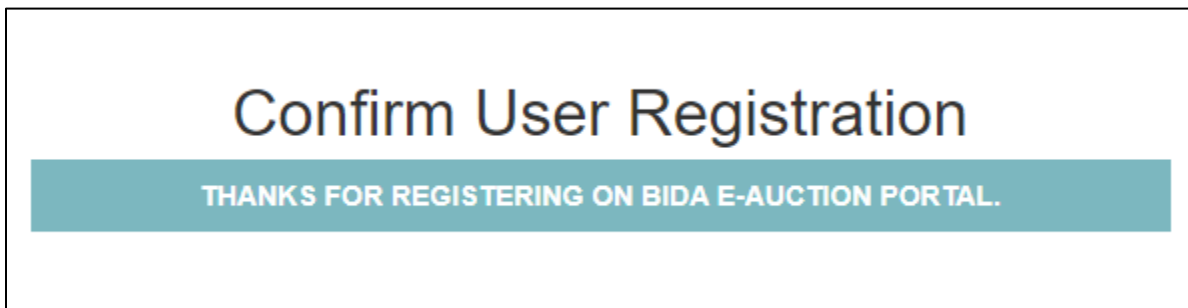
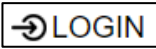


Fig. 2.4: Confirm Registration

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

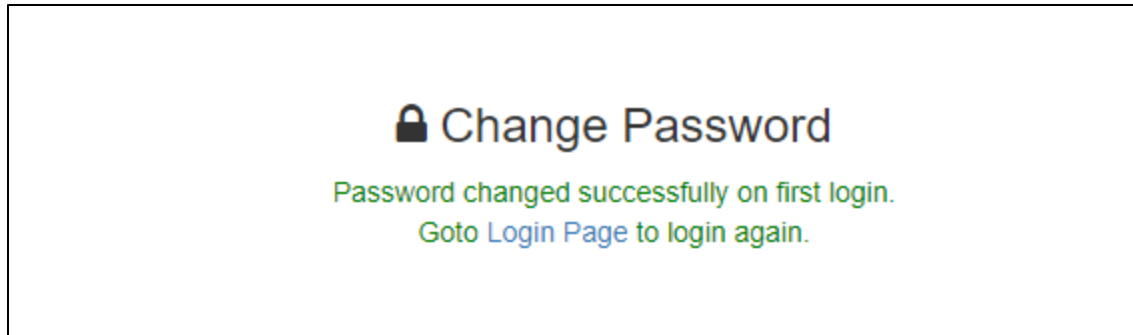
When the user login to the portal, the system asks to change the password and provide new password. The following interface appears to the user:

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 interface includes a sidebar menu with the following items: My Dashboard, Citizen Services, Notifications, Refund Accounts, My Auction, My Profiles, My Transactions, and User Manual. The main content area is titled 'Citizen Services' and contains a 'My Subscriptions' section with four cards: Property ID Creation, Name Transfer / Substitution / Mutation, Payment Against Demand Note, and E-Auction. Below this is a table titled '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. 2.8: 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:

**Citizen Services**

Proceed For Services Subscription

<b>Service Name</b>	:	Property ID Creation
<b>Subscription Validity</b>	:	Lifetime
<b>Subscription Fee (Rs.)</b>	:	0.00
<b>GST on Fee (Rs.)</b>	:	0.00
<b>Net Payable Amount (Rs.)</b>	:	0.00
<b>Select UIT/Development Authority</b>	:	--Select One--

(After successful subscription you will be able to avail this service for above selected uit/development authority only. You will have to subscribe this service by paying subscription fee (if applicable) separately for each uit/development authority.)

(सफल सदस्यता के बाद आप इस सेवा का उपयोग केवल ऊपर चयनित यूआईटी / विकास प्राधिकरण के लिए ही कर सकते हैं। आपको प्रत्येक सेवा / विकास प्राधिकरण के लिए इस सेवा की सदस्यता अलग से सदस्यता शुल्क (यदि लागू हो) का भुगतान करके लेनी होगी।)

I hereby declare that I have carefully read all the **terms and conditions of this Service** and agree to **terms & condition** and **privacy policy** of UIT/DA.

[Back To Services](#) [Proceed to subscribe](#)

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” ( [Proceed to subscribe](#) ) button for subscription. If there is no need for subscription, then click on the “Back to Services” ( [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:

Do you really want to subscribe this service!

[Cancel](#) [OK](#)

Fig. 2.10: Services Confirmation

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

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

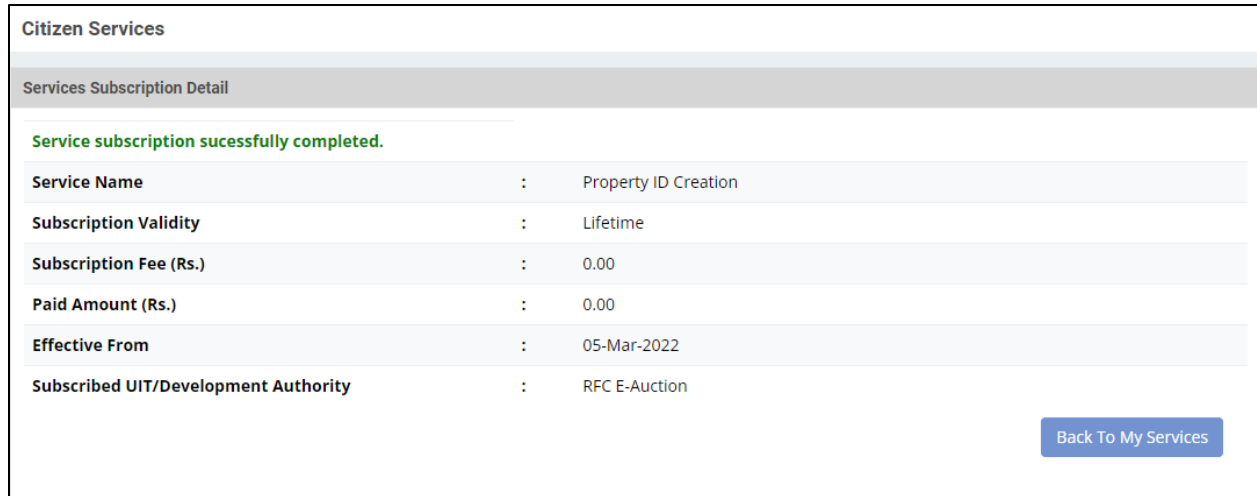



Fig. 2.11: Successful Subscription Message

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:

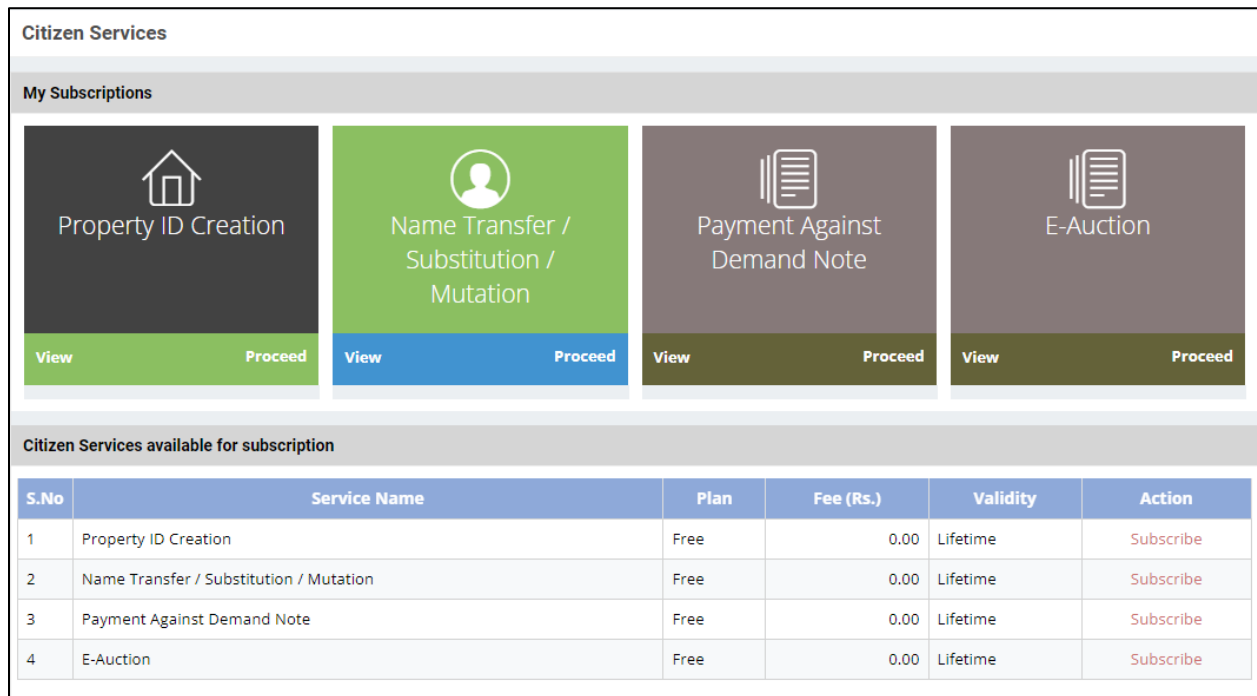



Fig. 2.12: Service Available for Subscription

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

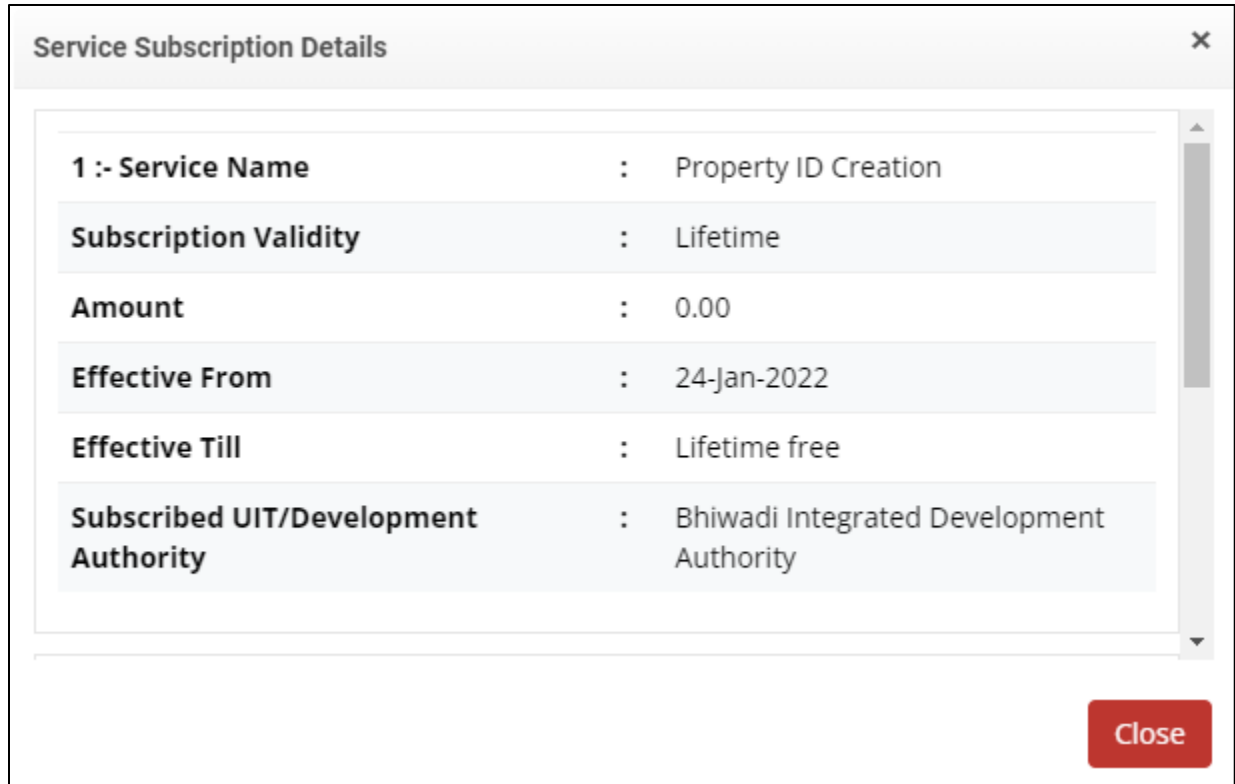



Fig. 2.13: Service Subscription Details

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 Property ID Creation

Property Id is a seventeen/twenty-digit unique number of each property that is provided by respective UIT/ Development Authority after approval of Property Id application. For example, **RJUDR1/0139/0094H** is a seventeen-digit Property Id issued for house and **RJUDR1/0139/0094F001** is a twenty digit Property Id issued for flat. The Property ID helps the identification of all the properties that come under UIT/DA. For accessing this application, user first has to subscribe the Property Id service using the above mentioned process of service subscription in [Citizen Services](#) section of this document.

User will be guided to a form where he/she can select the Property type, Scheme Group and Scheme Name. After selecting the respective property, User has to click on **View Properties** button.

Fig. 3.1: Searching Property

After which all the properties that fall under that scheme and scheme group along with their plot number, property id, and old property id, area, property type and view option to entire details of property. The list of property can be searched by plot number and property id.

**Note: Property ID creation is a mandatory prerequisite for the working of all the other services.**

Property List

Search By Plot Number, Property Id

#	Plot Number	Property Id	Old Property Id	Area	Usage Type	Property	Select
1	10	NA	NA	0.00 Square Feet	Residential	Plot	Select
2	11	NA	NA	0.00 Square Feet	Residential	Plot	Select
3	12	NA	NA	1650.00 Square Feet	Residential	Plot	Select
4	13	NA	NA	1650.00 Square Feet	Residential	Plot	Select
5	14	NA	NA	2055.00 Square Feet	Residential	Plot	Select
6	15	NA	NA	0.00 Square Feet	Residential	Plot	Select
7	16	NA	NA	0.00 Square Feet	Residential	Plot	Select
8	17	NA	NA	0.00 Square Feet	Residential	Plot	Select
9	18	NA	NA	0.00 Square Feet	Residential	Plot	Select
10	19	NA	NA	0.00 Square Feet	Residential	Plot	Select

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1 2 3 4 5 6 7 8 9 >

Fig. 3.2: Selecting Property from the Property List

Property ID Creation

Property Details

Enter the Scheme Name

Enter the property type Plot or Flat

Scheme Name \* CENTRAL AREA RESIDENTIAL EXTENSION SCHEME BLOCK -A

Complete Plot Number \* 10

Property Type Plot

Landmark 1

Landmark 2

Landmark 3

Area Unit \* Square Feet

Area \* 0

Usage Type \* Citizen can enter landmarks like Road, Hotel, etc. that is near to the property

Sub Usage Type Residential

Road Type --Select One

Enter the usage type like residential or commercial

Latitude

Longitude

Save and Continue

Back to List

Fig. 3.3: Property ID Creation

On clicking select option, the property details page is displayed. This page displays property details as per records of respective UIT/DA. User can change/update/enter false/missing details as per records available in documents with his/her.

- User has to fill the property details which consists of Property details such as Scheme Name, plot number and property type which can be changed.
- The Landmarks, Usage Type, facing direction of the property, Latitude and Longitude are also to be entered. Click on **Save and Continue**.
- Allotment and Original Allottee details: In this section, user has to enter first allotment details with the name of original allottee.

- Lease Deed (Patta Details): In this section user has to specify Lease Deed (Patta) details. If Patta has been issued by the respective UIT/DA user has to enter complete details of Lease Deed (Patta) as per record available.
- OTLC (One Time Lease Certificate): In this section user has to declare whether he/she has got OTLC certificate issued or not. In case OTLC issued user has to enter complete details of OTLC.
- Last Lease Deposit Details: In this section user has to enter Last Lease deposit details if OTLC has not been issued.
- Current Owner Details as on application date: In this section the current owner details as on date of application are to be filled along with the declaration that the current owner is a Transferee or Original Allottee. In case the current owner is Transferee, user also has to upload the transfer related documents such as last Mutation Certificate.
- Upload Documents: In this section user has to upload all required documents such as Allotment Letter issued by UIT/Development Authority, Last Mutation Certificate (in case property has been transferred), OTLC Certificate (In case OTLC has been issued), Last Lease Deposit Receipt (In case OTLC has not been issued).
- The user can click on either **Update Draft** or **Submit** or **Pay Fee and Submit**.
- If user submits the application a unique application number will be provided to the user for future reference.



Property Id Creation Back to My Applications

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**Property Details**

Scheme Name \*  Complete Plot Number \*  Enter the property details here

Landmark 1  Landmark 2

Area Unit \*  Citizen can enter landmarks like Road, Hotel, etc. that is near to the property Type \*  Sub Usage Type

Is Corner \*  Type  Road Type

Old Property Id  Longitude  Latitude

---

**Allotment and Original Allottee Detail**

Date of Allotment \*  Allotment Number \*  Date of Possession  Possession Reference Number

Title \*  Name \*  Enter the allotment and allottee details like the name, date of possession etc. Father/Husband Name \*

---

**Lease Deed (Patta) Details**

Is Lease Deed Issued \*  Date of Lease Deed Issued  Lease Deed Document Number

Lease Deed Issued To  Name of Lease Deed Issued  Father Name of Lease Deed Issued

---

**OTLC (One Time Lease Certificate) Details**

Is One Time Lease Certificate Issued \*  OTLC Issue Date  Enter the OTLC certificate details Document Number

OTLC Amount (in RS)

---

**Last Lease Deposit Details**

Have you ever deposited Lease  Enter the last lease deposit details here Lease deposited till date

Lease Amount Deposited

---

**Current Owner as on Date - 02-Jul-2018**

Ownership Type \*  Transferee Reference Number  Transferee Reference Date  If the ownership type is Original, no details of owner is required, if ownership type is Transferee User can add current owner details by clicking here Add Current Owner

Please add current owner(s)

---

**Upload Documents**

Allotment Letter Issued from Development Authority/UIT [📎](#)

Last Mutation Certificate [📎](#)

Lease Deed (Patta) including [📎](#) User has to upload documents here

Fig. 3.4: Property Details

If the **Ownership Type** is Original Allottee, no other details are required.

If the **Ownership Type** is Transferee, then he has to attach the original owner details by clicking on add owner details button and a dialog box will appear.

Fig. 3.5: Owner Details

- The user has to add the personal details such as Name, Father’s name, Address, PIN code, PAN number, Aadhar number, E-Mail ID and Bhamashah ID.
- Click on Save to save the details. If the user selects Update Draft, the draft will be updated and stored in Property ID Summary under My Dashboard.
- If the user selects Pay Fees and Submit he will be guided to payment window through which he can deposit the fees and a receipt would be generated.
- After successfully paying the online fees Application is submitted to the UIT department and they will process the application.
- When the application status is changed to ‘Approved and Property Id Generated’ then the Property Number will be generated against the Property.
- The Property ID creation application summary is shown on dashboard which displays the created application with their respective details and status.
- On clicking View More, user would be guided to the table of created applications and their details. User can Action button which will be lead him/her to the application form given in Fig 3.9, along with the stored details. The draft can be updated by the user.
- In the application form user has option to **Submit the Draft** and Pay the fees through the online gateway. After a successful transaction, Payment Receipt can be displayed.

Property ID Creation Application Summary	
Draft/Submit Date: 27-Jun-2018	Property No.: 1 UIT/Authority: UIT, Udaipur Scheme:AYAD KH. NO.1032 to 1034, 1033/2528 CurrentStatus:Draft
Draft/Submit Date: 27-Jun-2018	Property No.: 10 UIT/Authority: UIT, Udaipur Scheme:CENTRAL AREA RESIDENTIAL EXTENSION SCHEME BLOCK -A CurrentStatus:Draft

Fig. 3.6: Property ID Creation Draft

**My Property ID Creation Applications** [Back to Dashboard](#)

This is the list of applications of Property ID Creation with their current status

#	Draft/Submit Date	Plot Number	UIT/Auth Name	Property id	Old Property id	Current Status	Action
1	27-Jun-2018	1	UIT, Udaipur	REBARIYO KA GUDDA KH. NO. 840/703 Me, 702 Me, 701 Me, 701/2, 841/715	NA	Draft	
2	27-Jun-2018	10	UIT, Udaipur	CENTRAL AREA RESIDENTIAL EXTENSION SCHEME BLOCK -A	NA	Draft	
3	27-Jun-2018	14	UIT, Udaipur	CENTRAL AREA RESIDENTIAL EXTENSION SCHEME BLOCK -A	NA	Draft	
4	27-Jun-2018	a/2	UIT, Abu	MAHARANA PRATAP NAGAR	NA	Draft	

Page 1 of 1 Total Records 4 Show 10

Fig. 3.7: My Property ID Creation Application

**Payment Acknowledgement Receipt**

Service : Property ID Creation  
 Challan Number : 7480653  
 Payment Mode : Online  
 Payment Channel : Rajasthan Payment Platform (RPP)  
 Transaction ID : LSB16095164290  
 Amount : 100.00  
 Date and Time : 28-Feb-2018 05:21 PM  
 Status : SUCCESS  
 Description : Application Fee  
 Reference : Plot No - 229, Scheme - BHUWANA

**Note :**

- The successful transaction date will be treated as deposit date in UIT, Udaipur account.
- If the amount is debited from your bank account and receipt is not generated due to technical fault, you are requested to wait for 24 Hrs for confirmation of amount. After reconciliation of the account the acknowledge of receipt will be made available on this portal. If the amount is reverted to your bank account you may make payment again.
- In case transaction failure you may contact to our payment gateway service provider on the contact details mentioned on this portal. Please mention Challan Number to locate your transaction.
- If payment is made through Credit/Debit Card/Netbanking/Wallet, in case of any refund the amount will be credited back to the Credit/Debit Card/Netbanking/Wallet through which it was received. UIT, Udaipur will not entertain any Charge back what so ever.
- UIT, Udaipur will not be responsible in case the amount is not credited/deposited in UIT, Udaipur account due to transaction failure.

Printed On: 22-Jun-2018 12:11 PM

Fig. 3.8: Payment Receipt

If the Property ID is generated, the status of property in the summary section in My Dashboard will be changed to “Approved”. User can view the certificate by clicking on view “Property ID Certificate” which will open the certificate and can be printed by the user.

Date of Issue: 28-Dec-2017

**Unique Property ID Registration Details**  
 ----- RJUDR1/0054/0005H -----

**Particulars of Property / संपत्ति का विवरण**

S.No.	Particular	Description
1	Type of Property / प्रॉपर्टी का प्रकार	Plot
2	Plot Number / भूखंड संख्या	10
3	Old Property id / पुरानी संपत्ति आईडी	---
4	Name of Scheme / योजना का नाम	Rebaryo Ka Gudda Kh. No. 840/703 Me, 702 Me, 701 Me, 701/2, 841/715
5	Scheme Location & Details / योजना का स्थान और विवरण	REBARIYO KA GUDDA
6	Area along with unit / क्षेत्रफल	1250.00 Square Feet
7	Corner (Yes/No) / कोना (हाँ/नहीं)	No

Fig. 3.9: Property ID Certificate