UDH: Online Services

Getting Started Guide & User Manual

Citizen Services and Process Flow of Services

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1 UDH Application Overview

1.1 Purpose

The purpose of this User Manual is to educate the users about the UDH portal. This User Manual is a guide to the citizens about UDH portal, the services that the UDH portal provides and how the citizens can subscribe and avail those services through the portal. All the services that are provided to the citizens are explained and a walk through of these services are given. It is assumed that the User of the present system has Hands-On experience of Basic PC Usage and also has conceptual understanding about the working of this system.

This document helps the user to understand the structure of the UDH portal. The document covers all the modules of the portal and explains functionalities of each of them in detail.
This document helps user with:

- Getting Started with the UDH Portal through SSO
- Subscribing the services provided by the UDH Portal
- Availing the services provided by the UDH Portal
- Different processes available in the module UDH Portal

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 the UDH Urban Services Application

For accessing UDH Services portal user first has to go to SSO (Rajasthan Single Sign On) portal and sign in with the correct credentials. To get SSO credentials user has to register himself/herself as a Citizen on SSO Portal by providing mobile number and Aadhar Number. Once the registration completed successfully, user will be provided User Id and Password to access the SSO portal. To login into SSO portal user has to enter his/her credentials through following screen.

The link to the SSO portal is: https://sso.rajasthan.gov.in

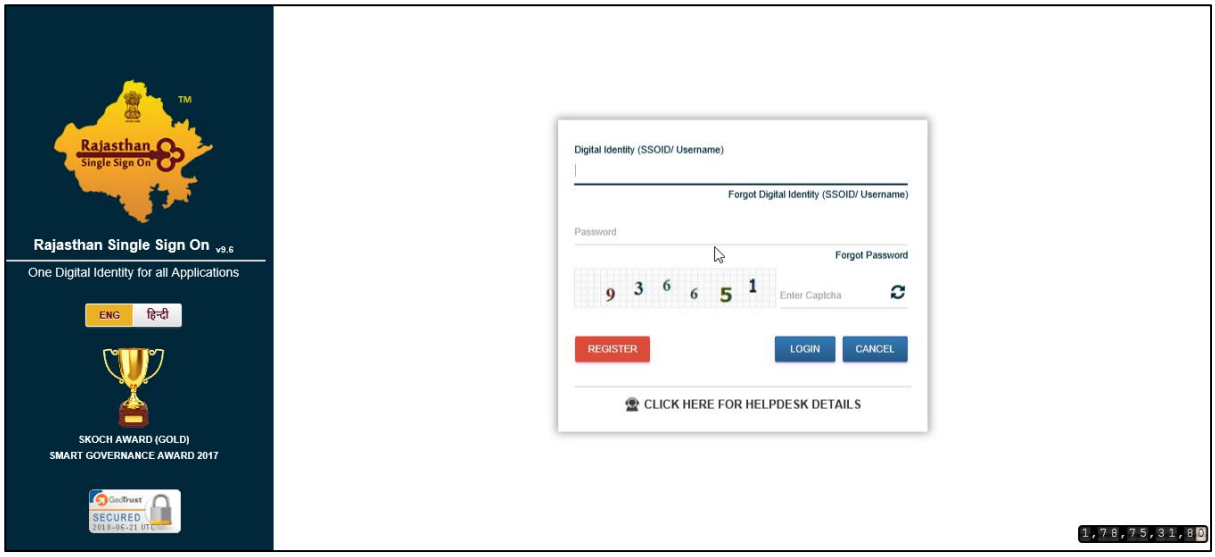


Figure 2.1 Accessing the UDH website

After his credentials are verified, he is directed to the home page of the SSO Portal. The home page consists of various types of Applications shortcuts in the Active or Inactive state. The help desk is given for assisting user.

To reach the UDH portal, the user first has to select the Citizen Services form SSO, Citizens Apps (G2C) Services from the side panel and the respective applications portals that are available for citizens will be displayed.

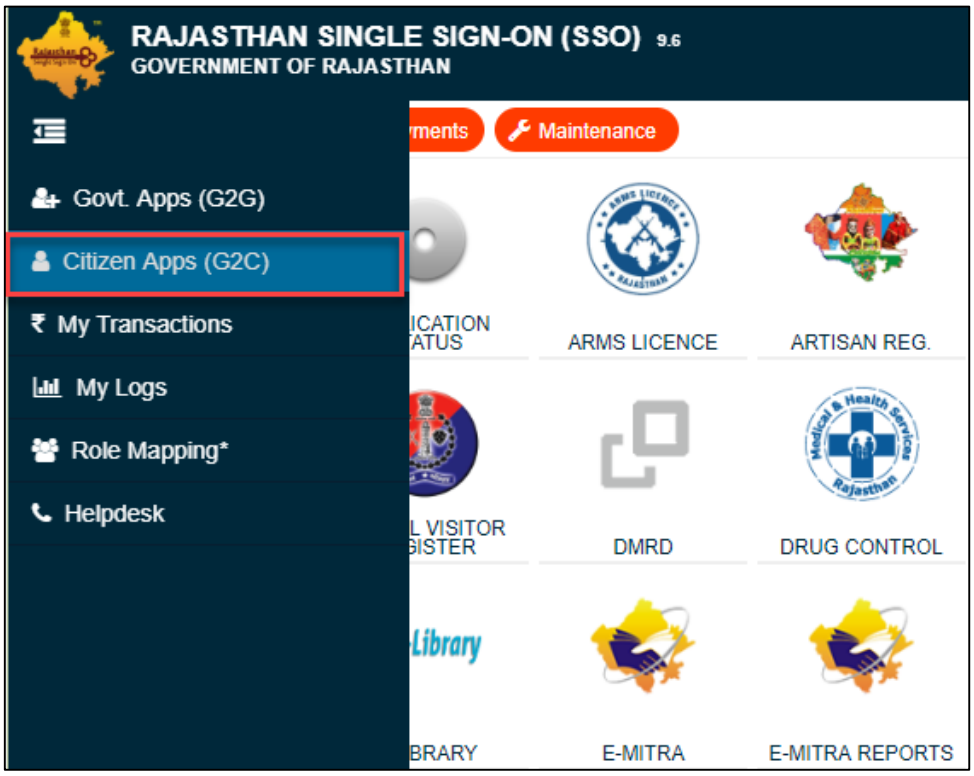


Figure 2.2 Citizen SSO Application

The User can select Urban Services Icon, which will redirect him to the UDH Application portal.

Figure 2.3 Selecting the UDH Portal

2.2 Dashboard

Once user successfully logs-in UDH Services application, the user is directed to the dashboard of the UDH portal.

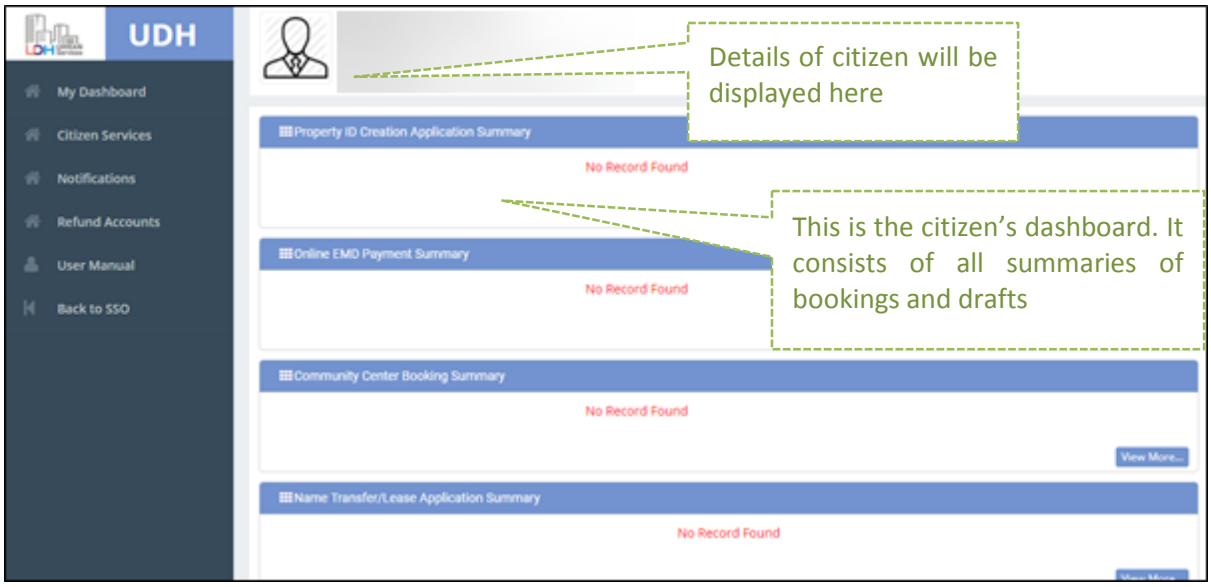


Figure 2.4 UDH Dashboard

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. As given in the above screen, the summary of Property ID Creation Application, EMD Payments Application, Community Center Booking Application, and Lease Applications are shown in dashboard as user has subscribed these services. All the Login User details such as Name, Phone No., Aadhar Number, Date of Birth and State are displayed on the top. On the left panel, User has options of-

- **My Dashboard** : Redirects the citizen to the dashboard of the UDH Application
- **Citizen Services**: Redirects the citizen to Citizen Services Page where User can subscribe for different services
- **Notifications** : Redirects the citizen to notifications page where all the tasks and status are shown
- **Refund Accounts**: Redirects the citizen to Refund Accounts page which contains lists of bank accounts of the login user that are used for getting refunds.
- **User Manual** : To download the User Manual for UDH Application Portal
- **Back to SSO:** Redirects the citizen back to the SSO Home page.
  On the top, user has his profile name, clicking on which will open choices to **back to SSO** which will lead him back to SSO Home Page and **Log Out** to log out of the application as well as SSO portal.

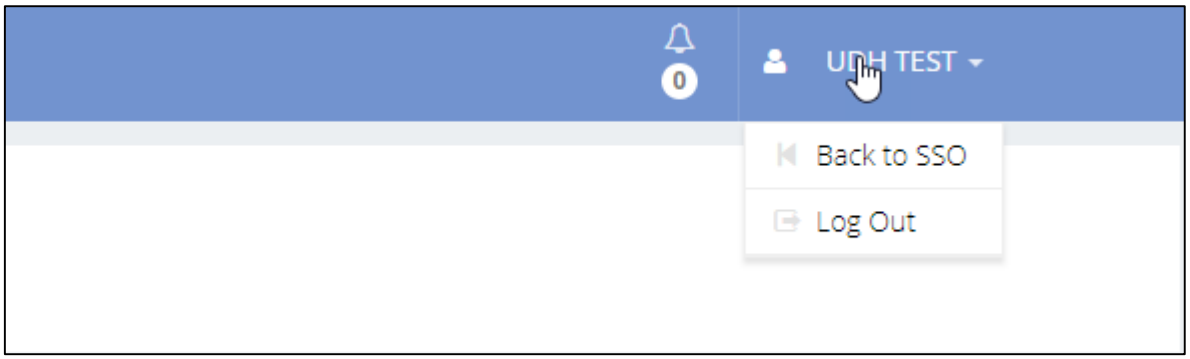


Figure 2.5 Profile Options

3 Citizen Services

The citizen services are those services that are provided by the UDH application portal to the user/citizens. For availing these services, the citizen first has to subscribe these services and pay the subscription fees online if applicable. After the subscription the respective service gadget will be added to section under My Services. The subscription plans can be paid or free for the services. The validity signifies the time period for which the particular subscription of the service is valid, after which it has to be renewed.

To reach Citizen Services Module, User can use following navigation –

UDH Dashboard>> Citizen Services

Following services are available to the citizens. The citizens have to click on **Subscribe** to go to the subscription page.

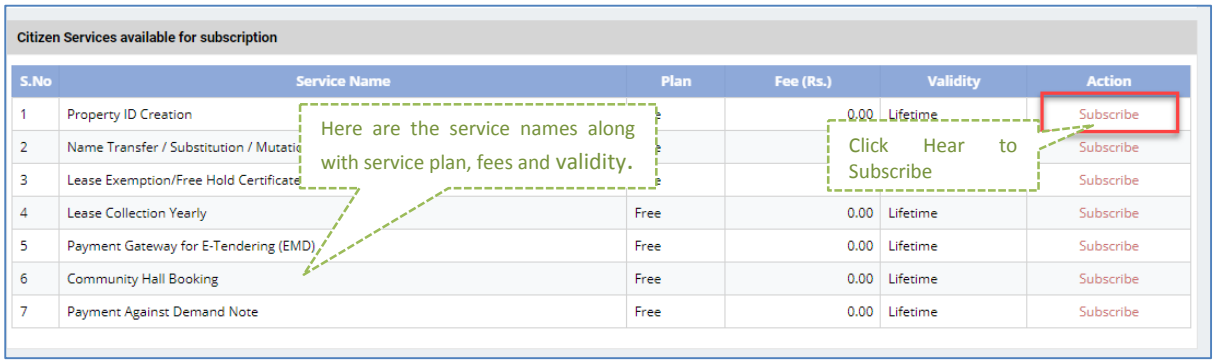


Figure 3.1 Citizen Services Home

- On clicking on Subscribe button of the respective service, the user will be leaded to page for subscribing the service. The form containing details of subscription is displayed which shows Service Name, Subscription Validity, Subscription Fee, Tax, Net Payable Amount and respective UIT/Development Authority.
- User has to select the particular UIT/Development Authority for which he wants to subscribe the service. The user can subscribe the same service for different authorities and for each subscription user has to pay subscription fee separately if applicable (The subscription fee can be free or paid to the citizen).
- User also has to select the checkbox for declaring the commitment for terms and conditions of UIT/DA.
- To proceed further user can click on **Proceed to Subscribe** or click on **Back to Services** to go back to the list of services. A pop up window appears which confirms user whether he/she surely want to subscribe that service. If the fees is to be paid, on clicking **Proceed to Subscribe,** user will be guided to payment gateway for online payment of the fees.

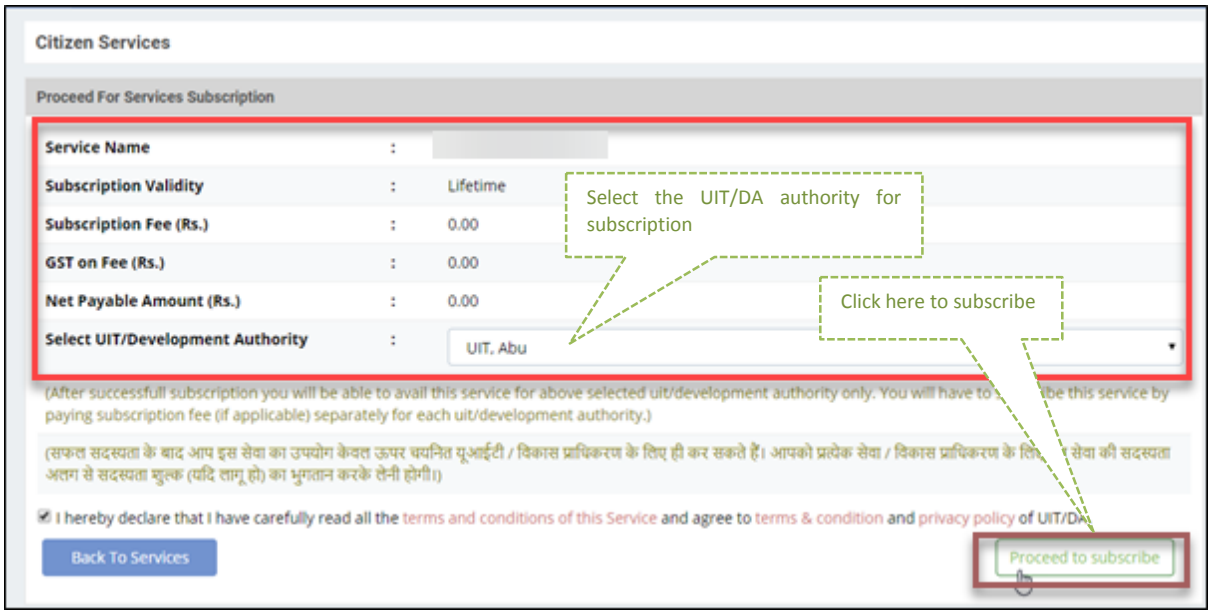


Figure 3.2 Subscribing Service

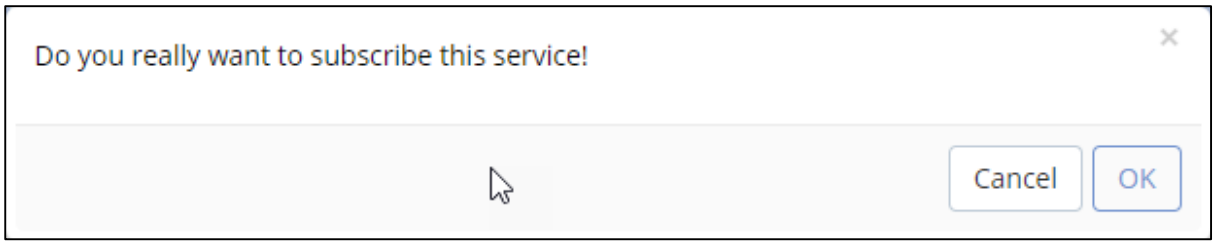


Figure 3.3 Subscribe Service Confirmation

On clicking OK, a message of confirmation that the subscription is successful is displayed. The user can find the respective subscribed service gadget under the panel of **My Subscriptions** in the Citizen Services Home Page. There are 2 options given to User, the **View** option and the **Proceed** option.

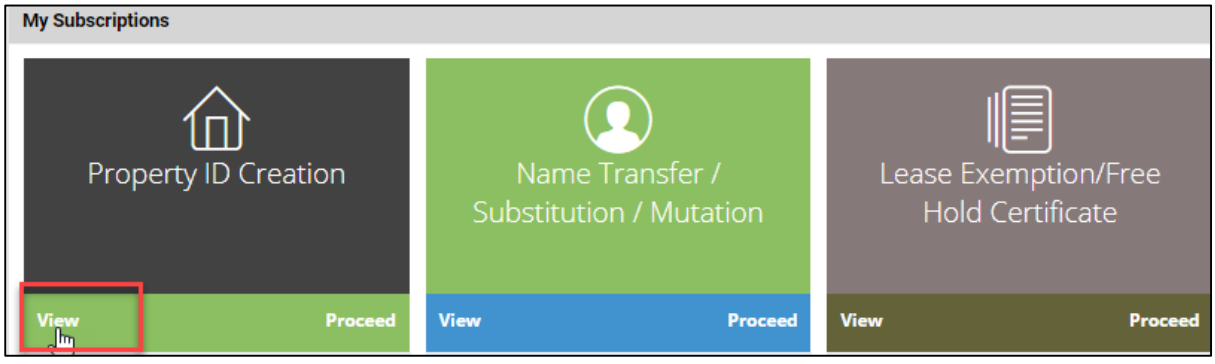


Figure 3.4 My Subscriptions: View Options

The view options allows the user to see the subscription history. The service subscription details such as the Subscription Name, Subscription Validity, Subscription fees, and the dates from which the service is effective and till which date. The validity signifies the time frame till which the subscription is valid after which it is to be renewed. The subscription fees is the amount of fees that is paid by citizen for subscribing these services. The UIT/Development Authority which subscribes the service is included in the details. All the services that citizen subscribes are added to this list of subscriptions which can be later viewed by the user.

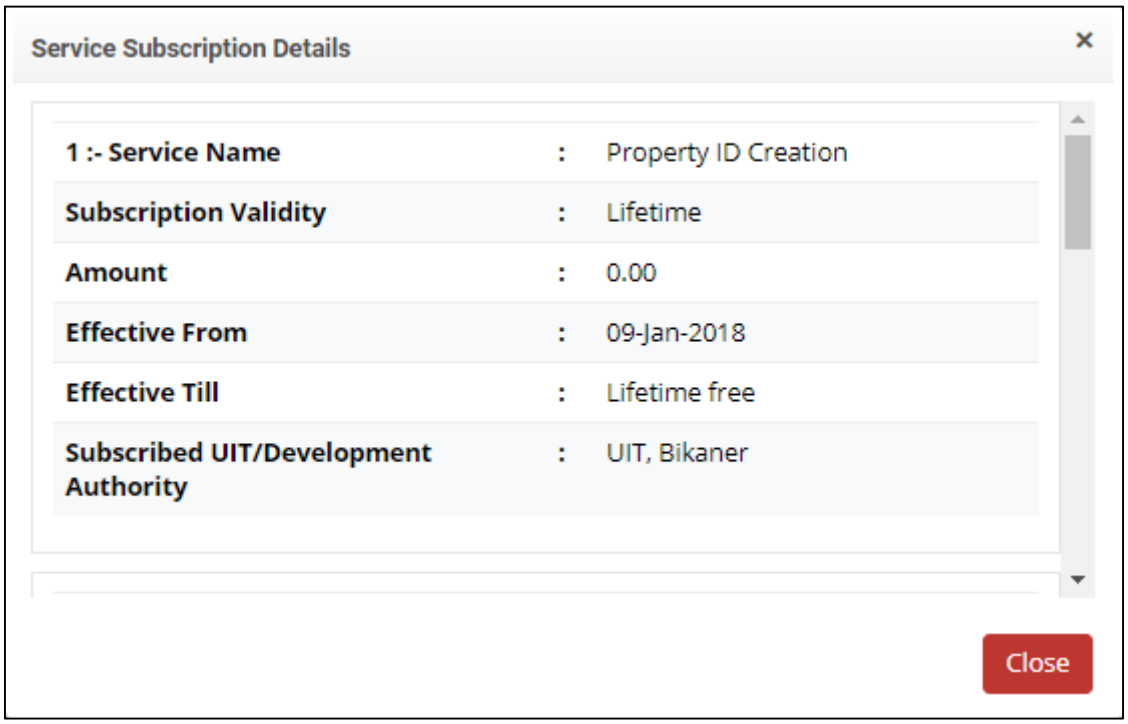


Figure 3.5 Service Subscription Details

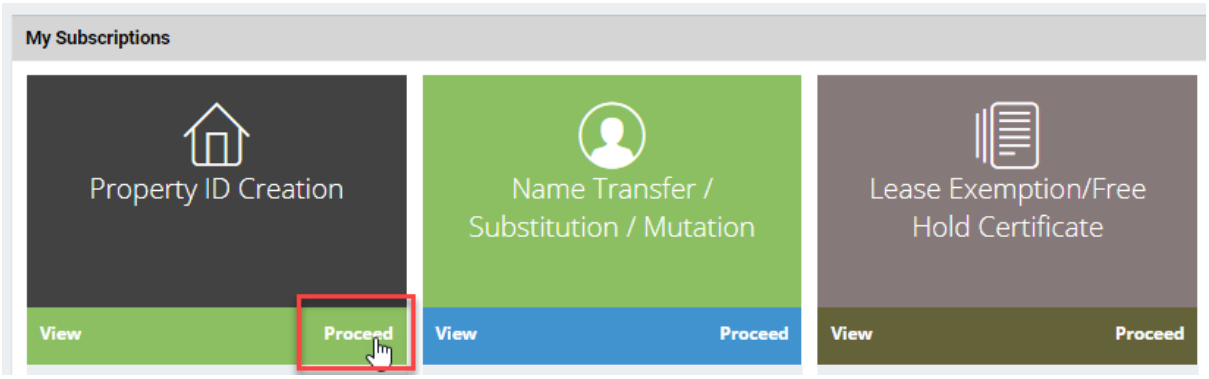


Figure 3.6 Proceeding the Service

To avail a particular service, user has to click on **Proceed** option, in the respective subscribed service gadget. After which he will be directed to page containing the list to all the UIT/DA that user has subscribed that service from. The list can consist of single or multiple authorities depending on the subscription of the respective user/citizen.

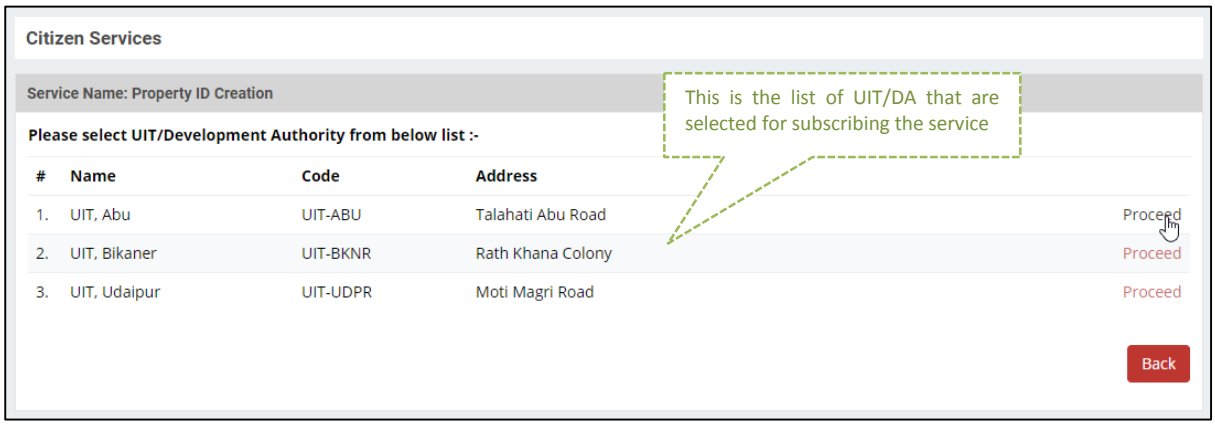


Figure 3.7 Citizen Services: Selecting Authority

After proceeding, the user/citizen can proceed with the respective service.

3.1 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.

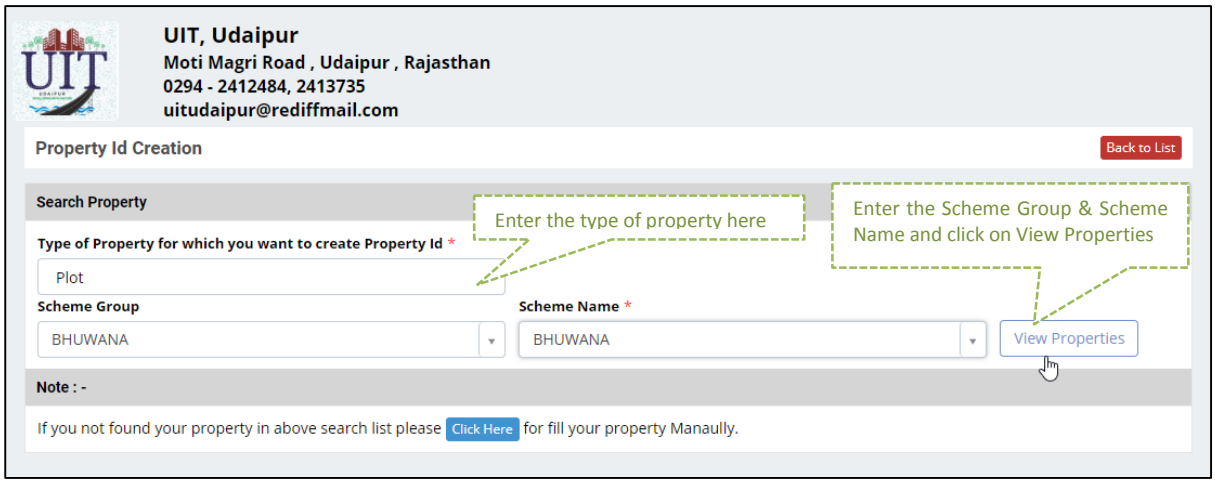


Figure 3.8 Searching Property

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.

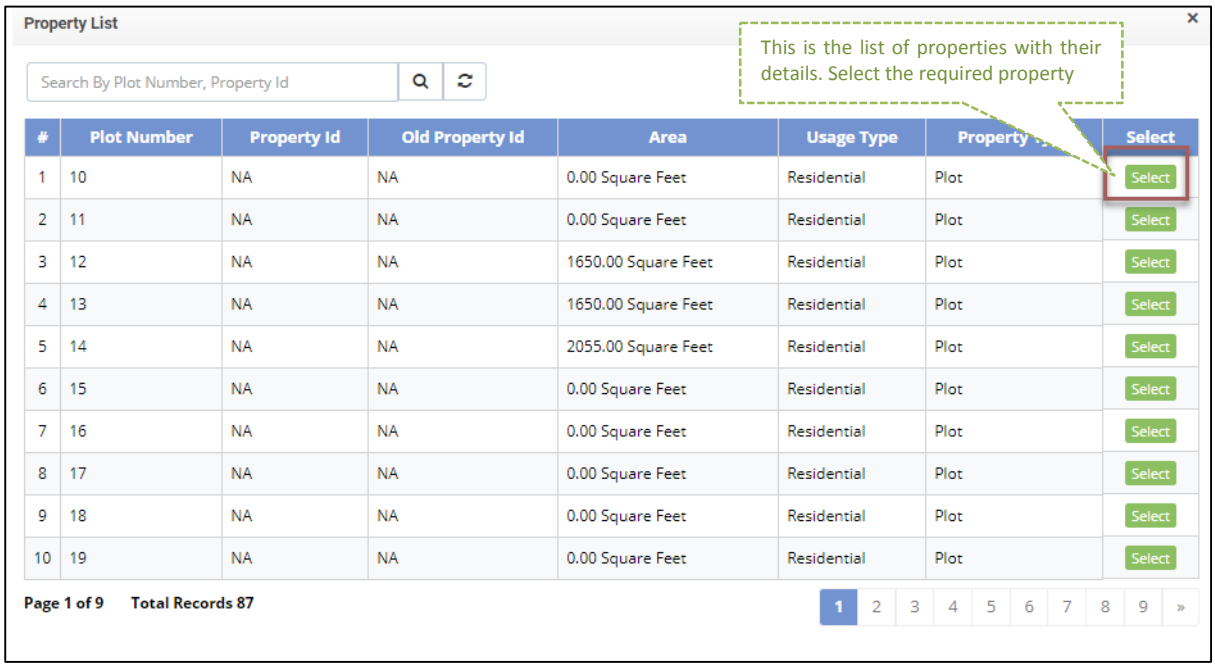


Figure 3.9 Selecting Property from the Property List

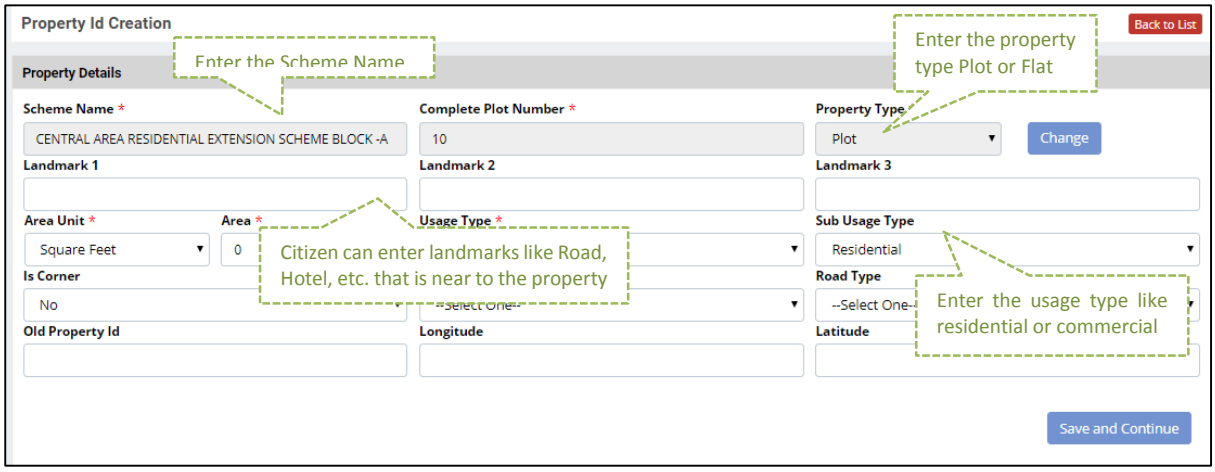


Figure 3.10 Property ID Creation

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 Leas 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 rerated 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, Las 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.

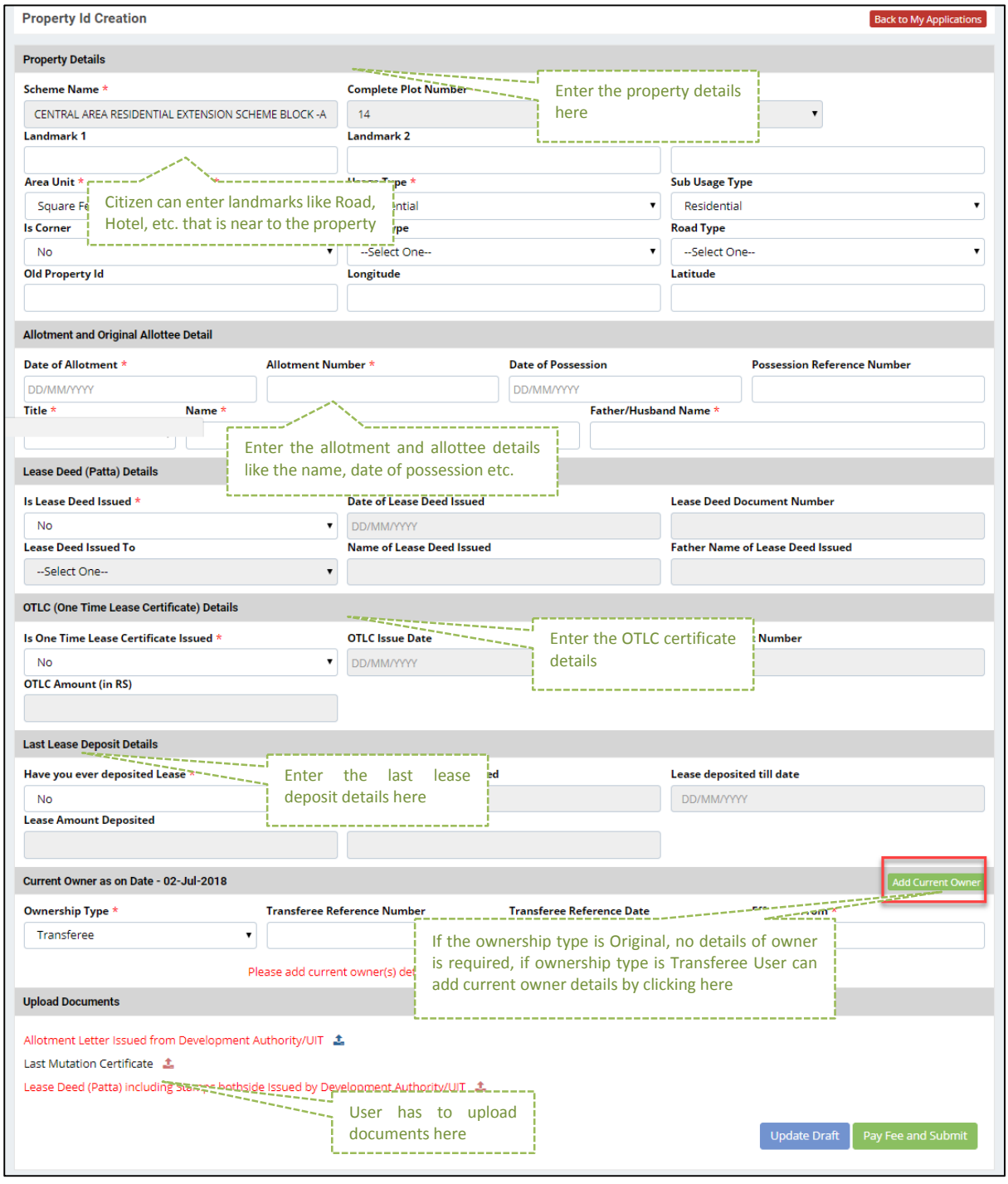


Figure 3.11 Property Details

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 ad owner details button and a dialog box will appear.

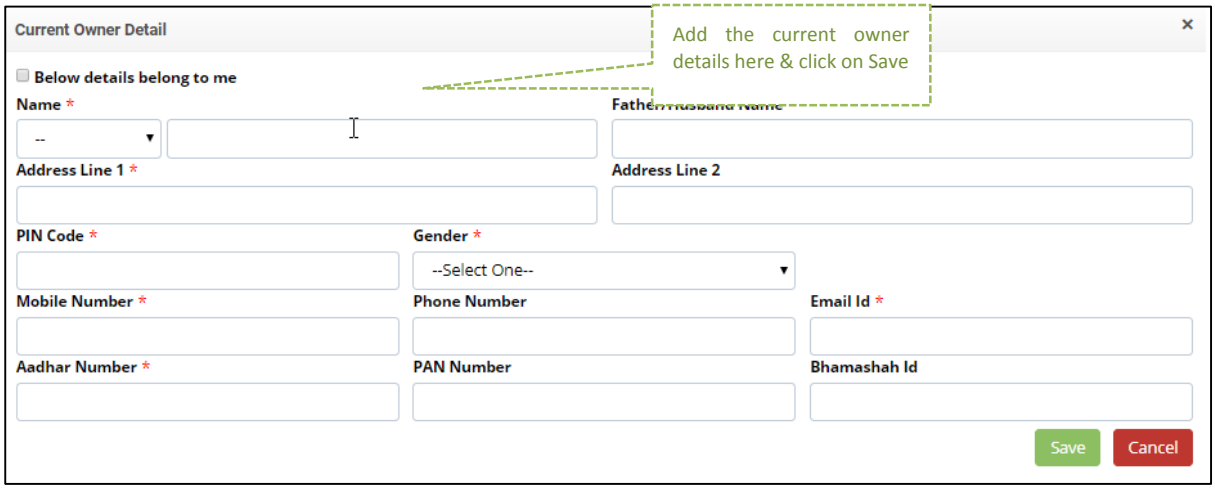


Figure 3.12 Owner Details

- 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.

Figure 3.13 Property ID Creation Draft

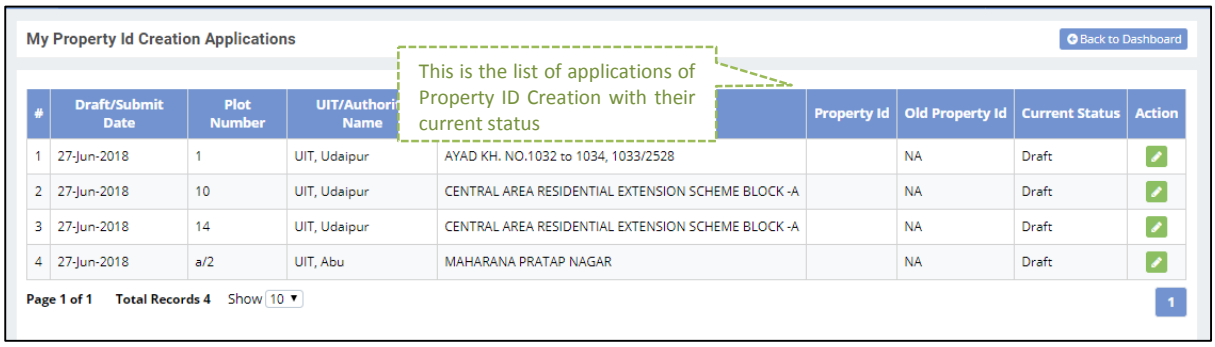


Figure 3.14 My Property ID Creation Applications

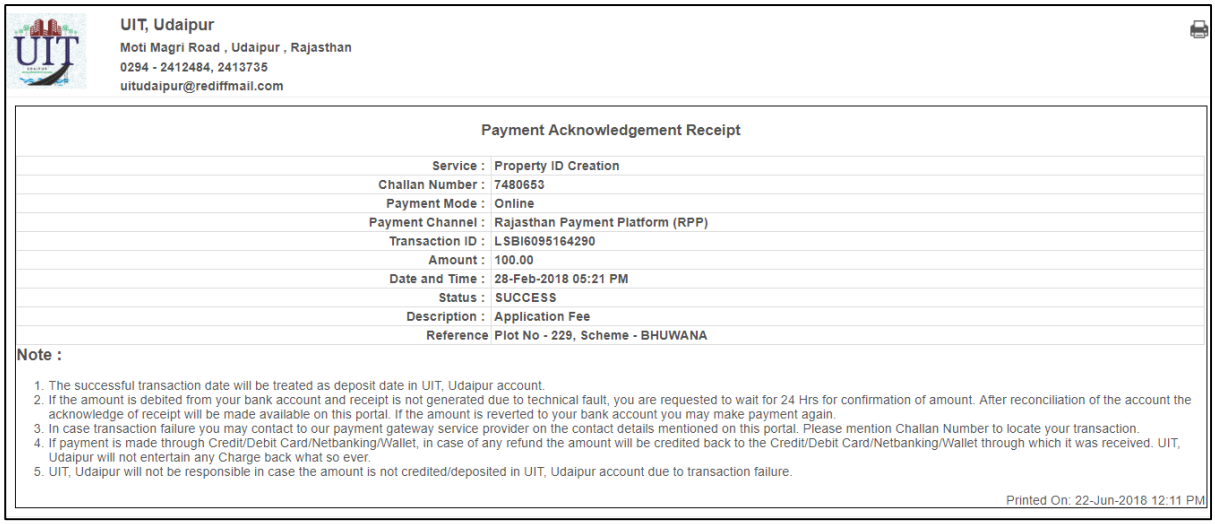


Figure 3.15 Payment Receipt

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.

Figure 3.16 Property ID Certificate

3.2 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.

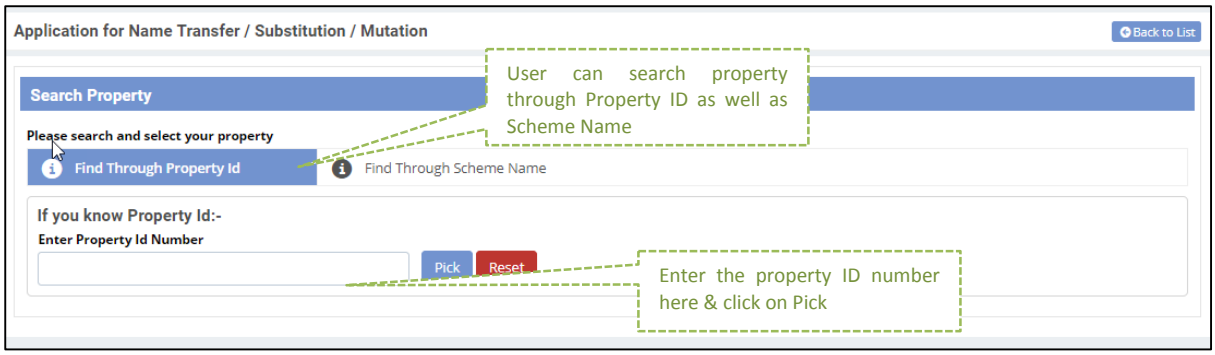


Figure 3.17 Search Property for Transfer/ Substitution/ Mutation through Property ID

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.

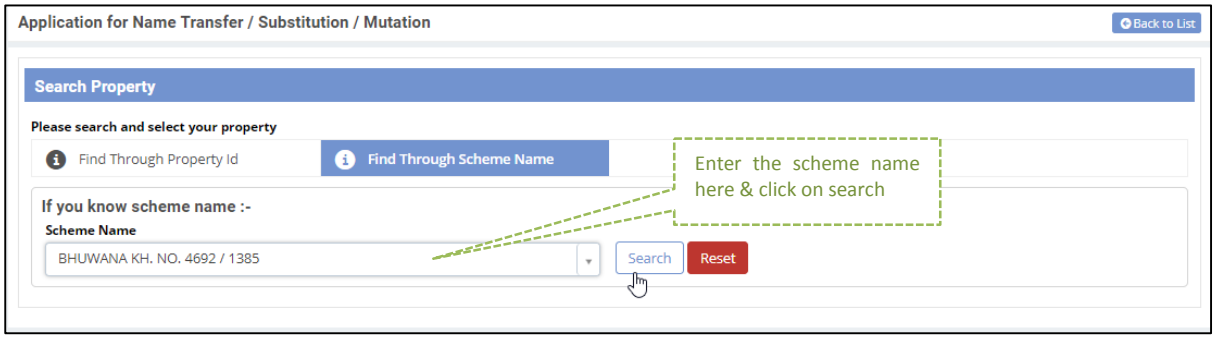


Figure 3.18 Search Property for Transfer/ Substitution/ Mutation through Scheme Name

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

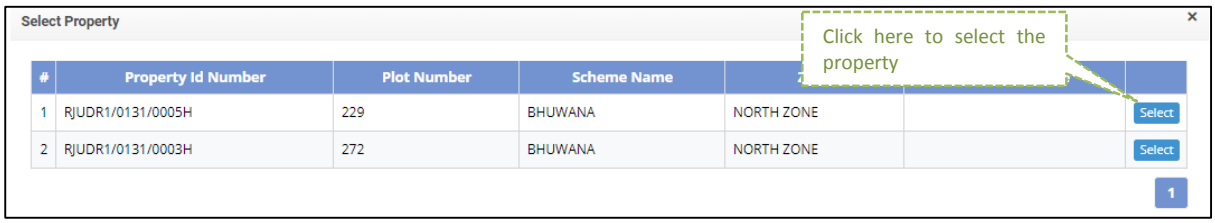


Figure 3.19 Select Property

- 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**.**

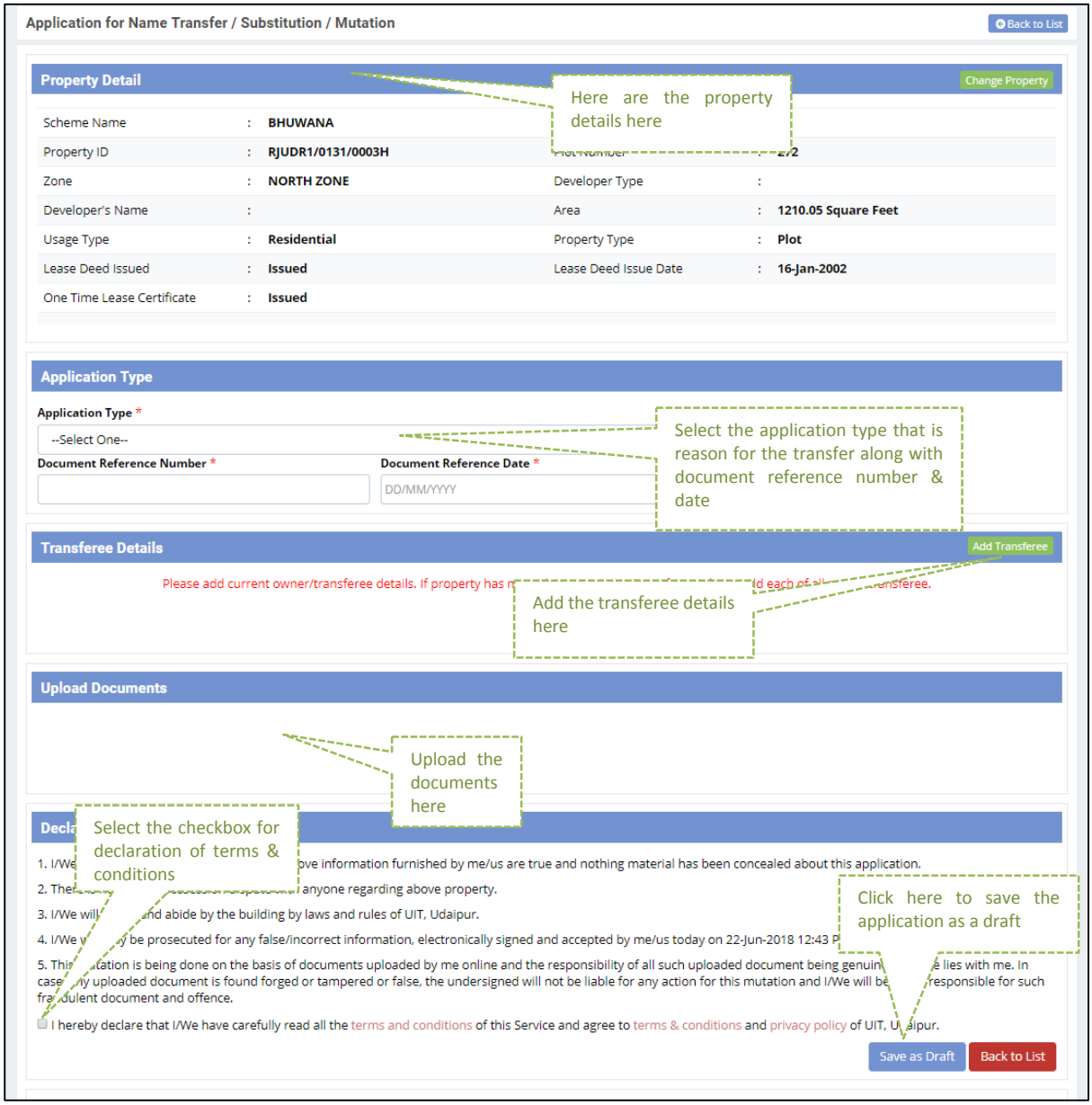


Figure 3.20 Application Form for Transfer/ Substitution/ Mutation

- 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.

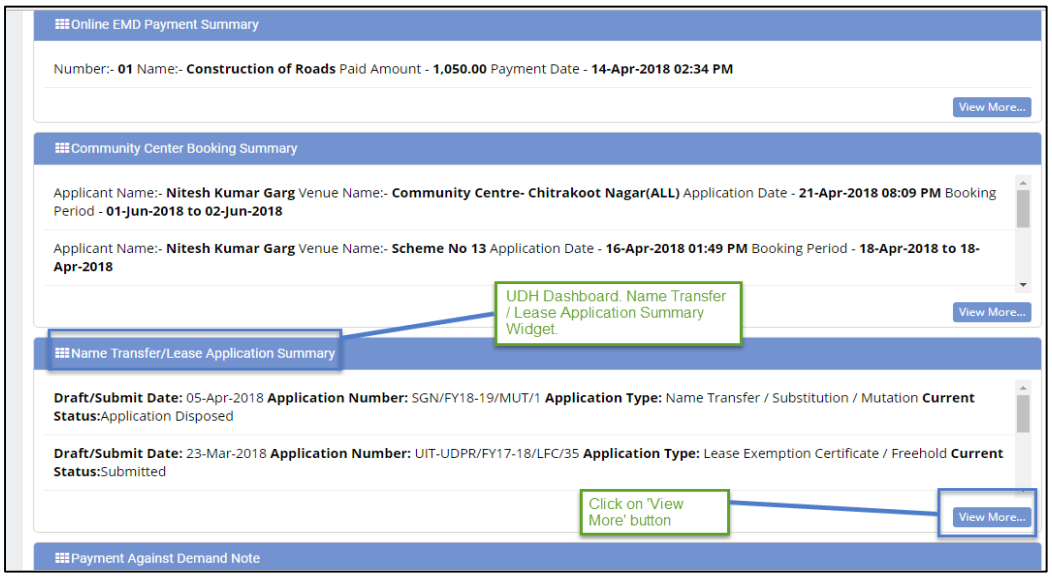


Figure 3.21 Dashboard with the Name Transfer/Lease Application

– 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.

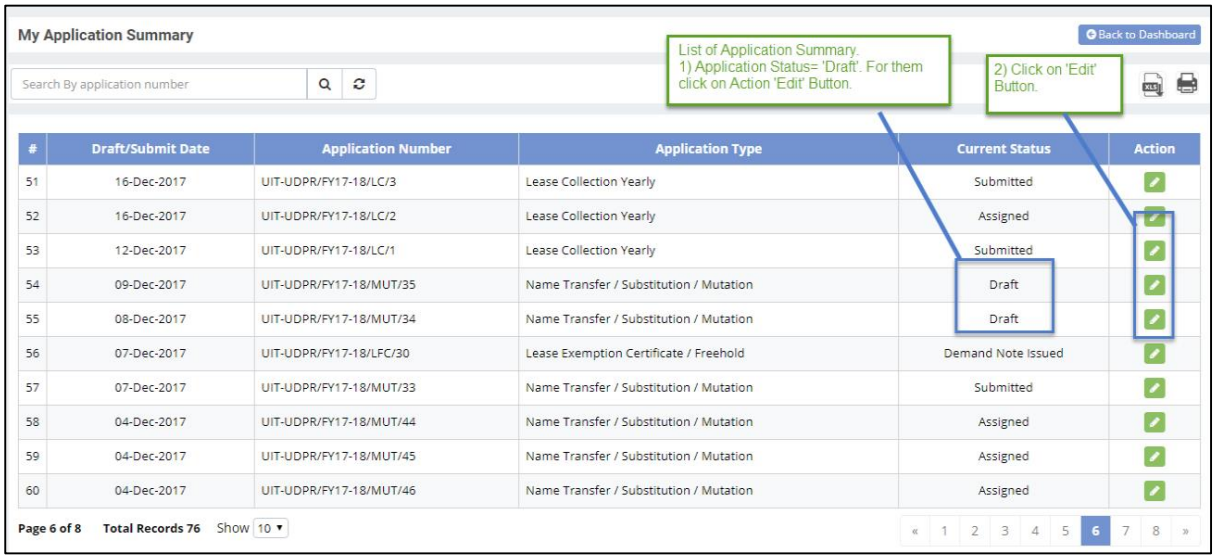


Figure 3.22 My Application Summary

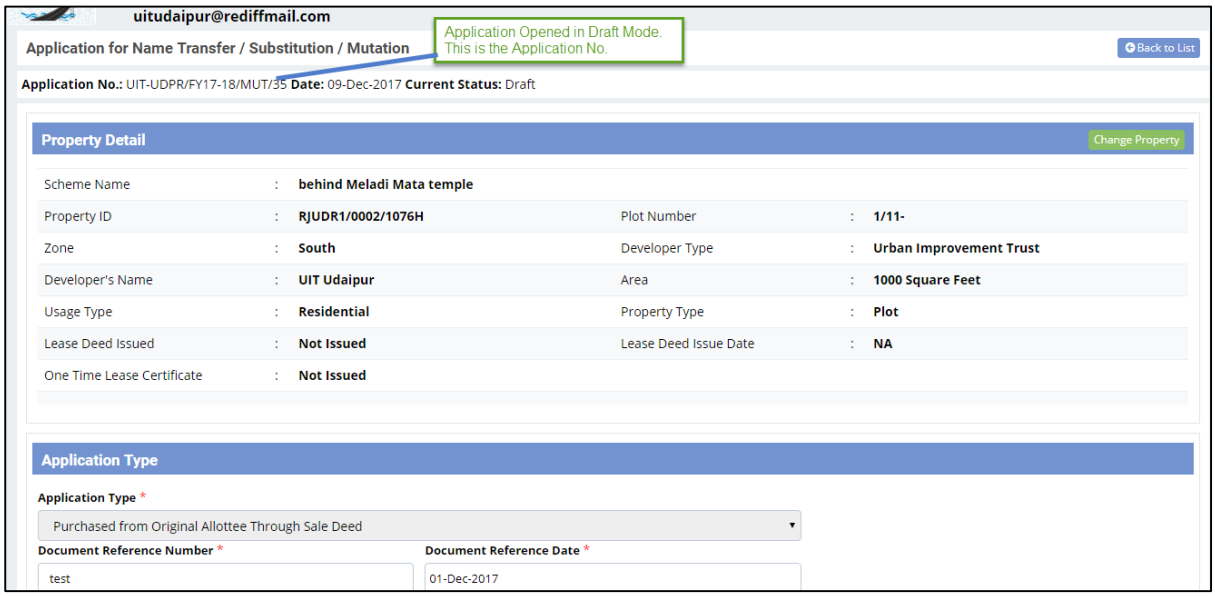


Figure 3.23 Application opened in draft mode

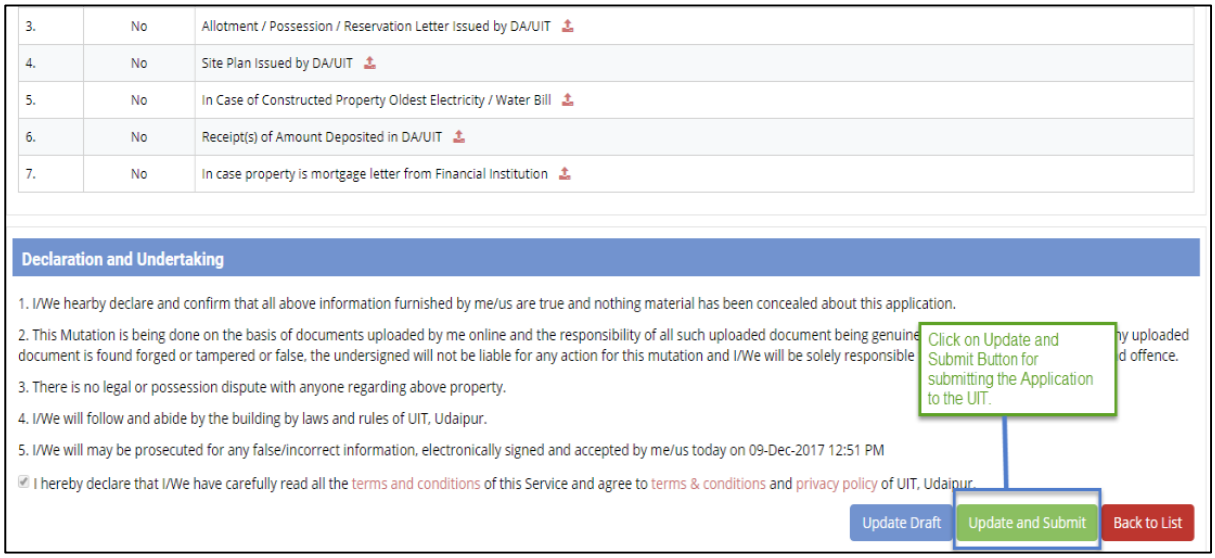


Figure 3.24 Updating and Submitting Application

- 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.

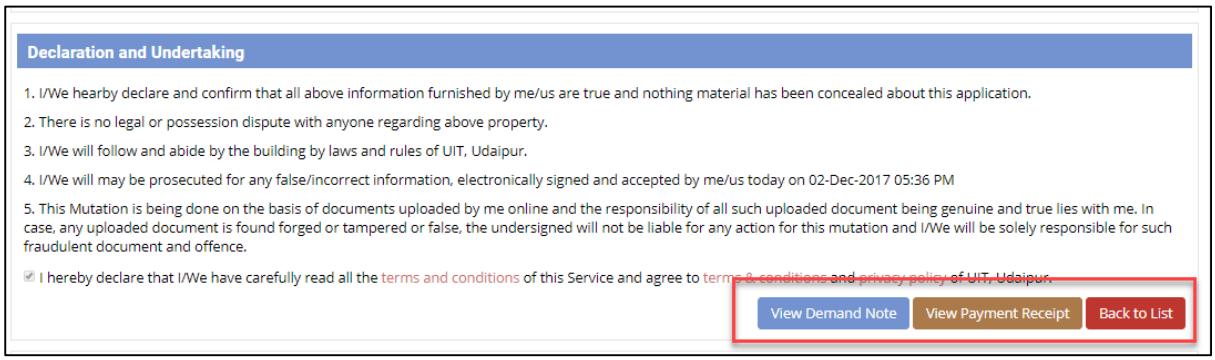


Figure 3.25 View Demand Note

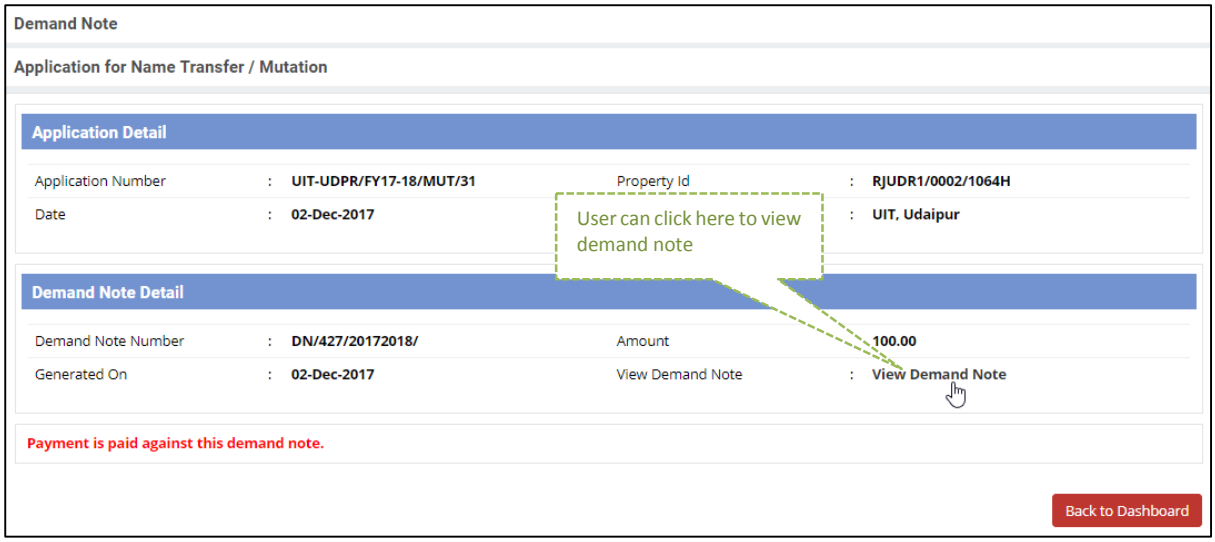


Figure 3.26 Status of Demand Note

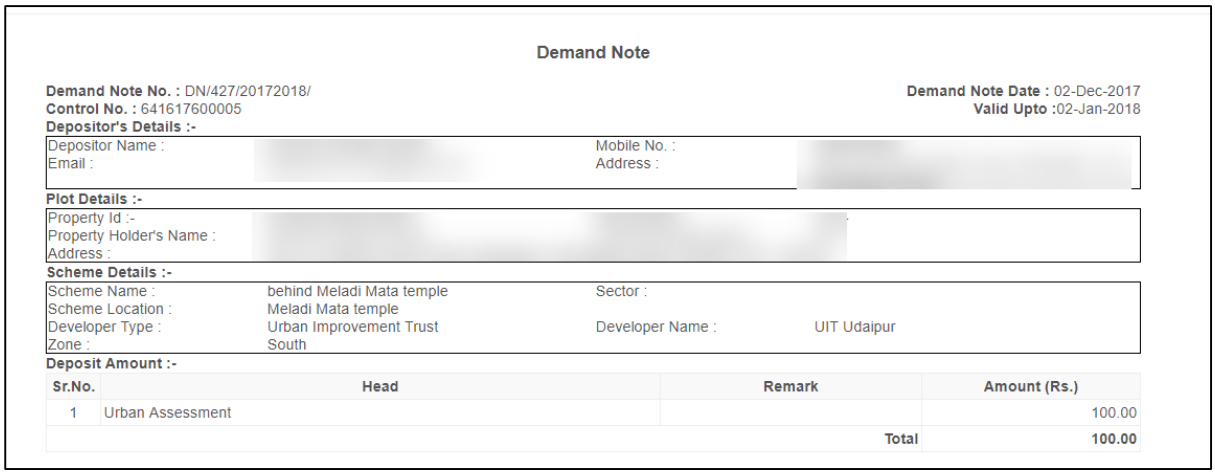


Figure 3.27 Demand Note

3.3 Lease Exemption/ Free Hold Certificate

This application is used to issue the Lease Exemption Certificate/ Free hold use of services. The citizens can submit their properties for exemption from lease to respective authority under which it falls. To avail this service, the user first has to subscribe using the above mentioned process of service subscription in Citizen Services section of this document.

On clicking on option to **proceed,** user will be guided to page of Lease Exemption/ Free Hold Certificate where he/she can select the property either through **Property ID or Scheme Name.**

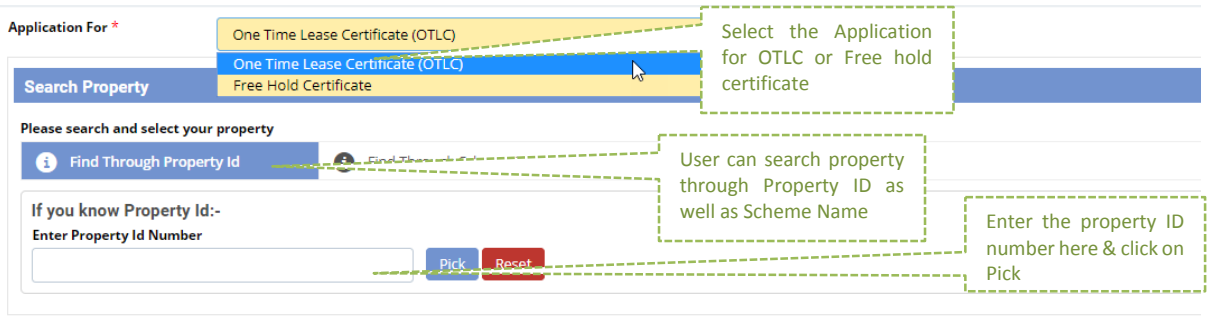


Figure 3.28 Search Property for Lease Exemption/ Free Hold Certificate

For searching through Property ID, User can enter the Property ID Number and select the option to **pick** which selects the respective property or **Reset** to change the property ID Number. 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.

Figure 3.29 Search Property for Lease Exemption/ Free Hold Certificate through Scheme Name

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

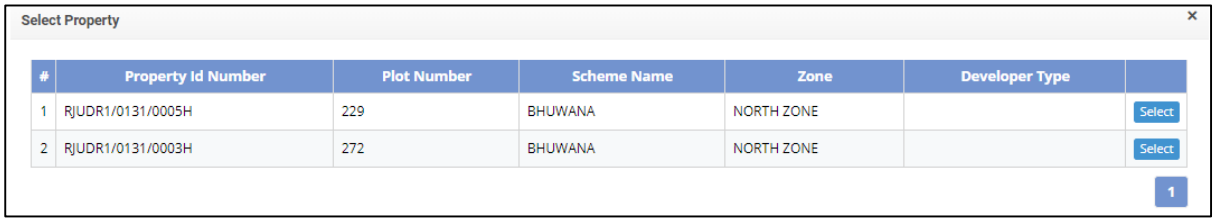


Figure 3.30 Select Property

After user picks a property, he/she is directed to the Application form for Lease Exemption/ Free Hold Certificate. The user can choose option for application as "**One Time Lease Certificate (OTLC)"** or "**Free Hold Certificate"**. In the selected Property, if the OTLC certificate is issued then the citizen cannot apply again.

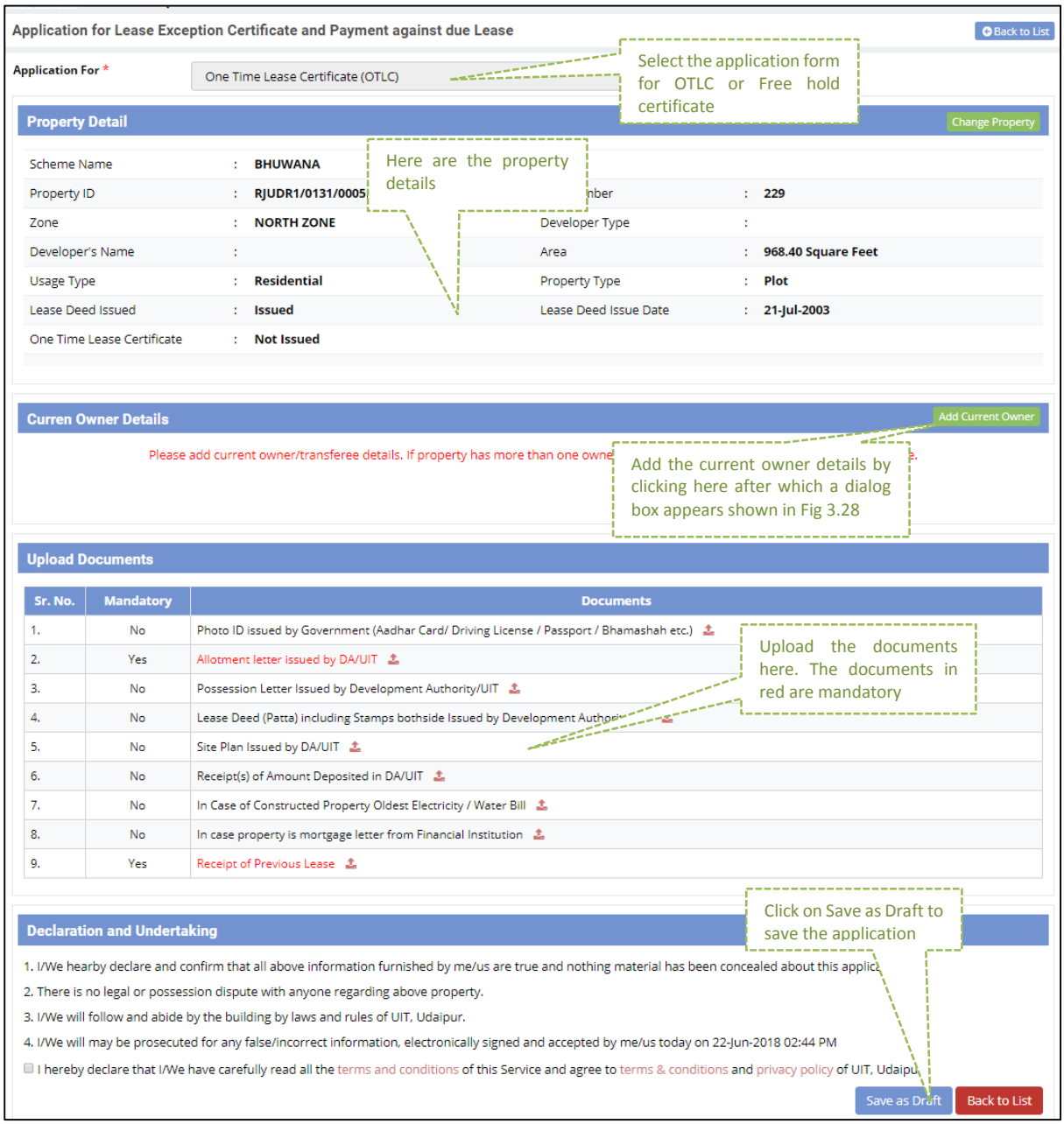


Figure 3.31 Application form for Lease Exemption/ Free Hold Certificate

- The application form consists of Property Details, Current Owner Details, Documents Uploading Section and Declaration.
- The property details are concerned with the scheme, property id, lease deed issue, property type and area. Lease deed and OTLC Certificate status are also mentioned. Owner details can be added by clicking on the option **Add Current Owner.**
- A pop up window will appear where the owner details such as name, father's name, and date of birth, address, pin code, Aadhar number, and PIN code can be added.
- If the SSO ID belongs to himself, then he can select the checkbox for **Below Details Belong to me,** for not entering the details again.
- After filling the details, click on **save as draft** to save the details of owner or **back to list** to get back to list.

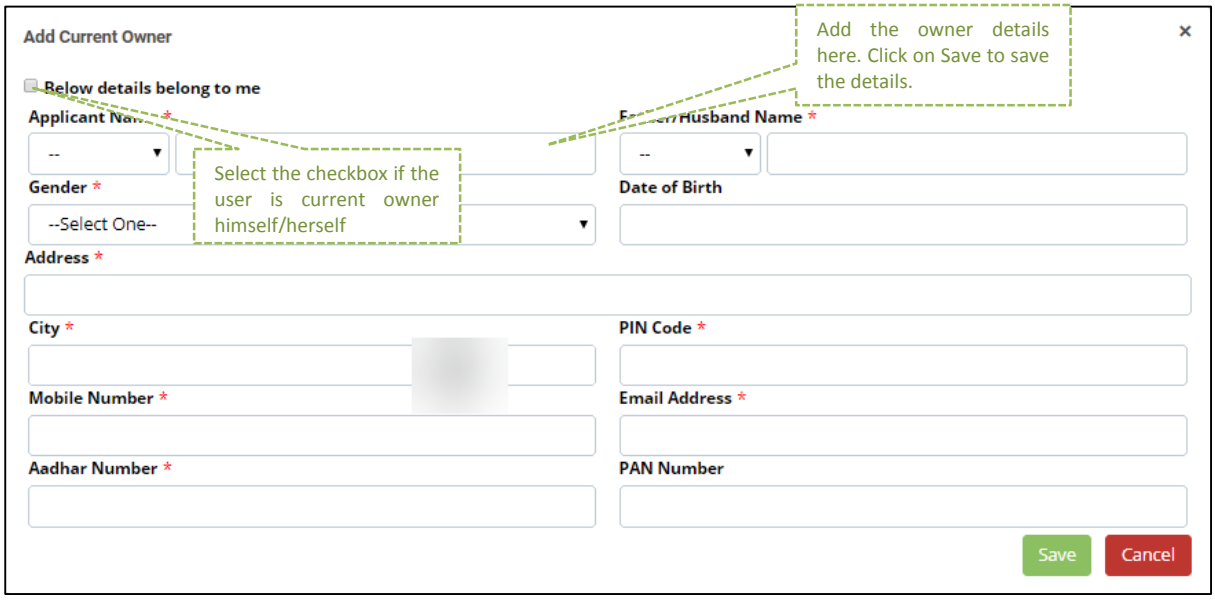


Figure 3.32 Add current owner

- The documents which have to be uploaded are enlisted in table which status if they are mandatory or not. The documents which are not uploaded till the time are marked red. The user can upload that document when option comes on clicking the document name.
- The User has to click the checkbox which declares the undertaking, terms and conditions. User can click on **Save as Draft** to save the details or **Back to List** to go back to list of properties.
- Click on 'Edit Icon' Button for submitting the Application. All the saved details can be viewed by the citizen.
- User can also validate digital signature by clicking on the link given at the bottom as "**How to get digital signature".**
- After Saving the Application in Draft Mode it will be redirected to the Application Summary List view. After this, click on '**Update and submit'** button for submitting the property to the UIT/DA.
- User can view the status of application from the dashboard under Lease Application Summary in dashboard by clicking on "View More" button and selecting his application from My Application summary.
- User can see the status of his application which he has submitted.
- After submission, if fees is to be paid for Lease Exemption Certificate/ Free hold 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 Lease Exemption Certificate/ free hold Application. The current status would be then changed to ""Disposed". After which, the user can download the Lease Exemption Certificate/ free hold Certificate from the dashboard.

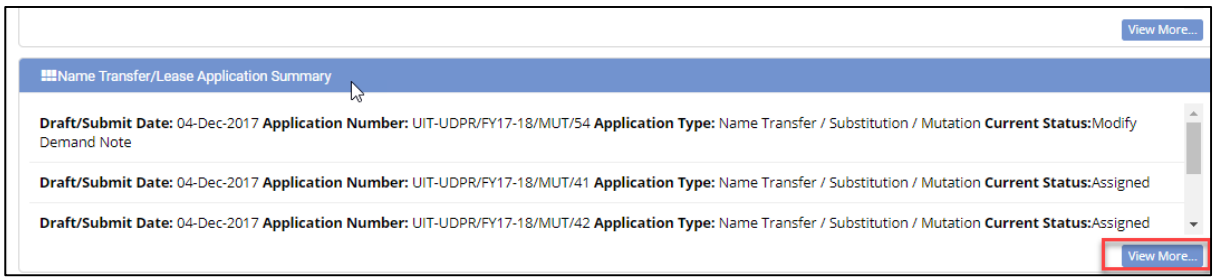


Figure 3.33 Lease Application Summary

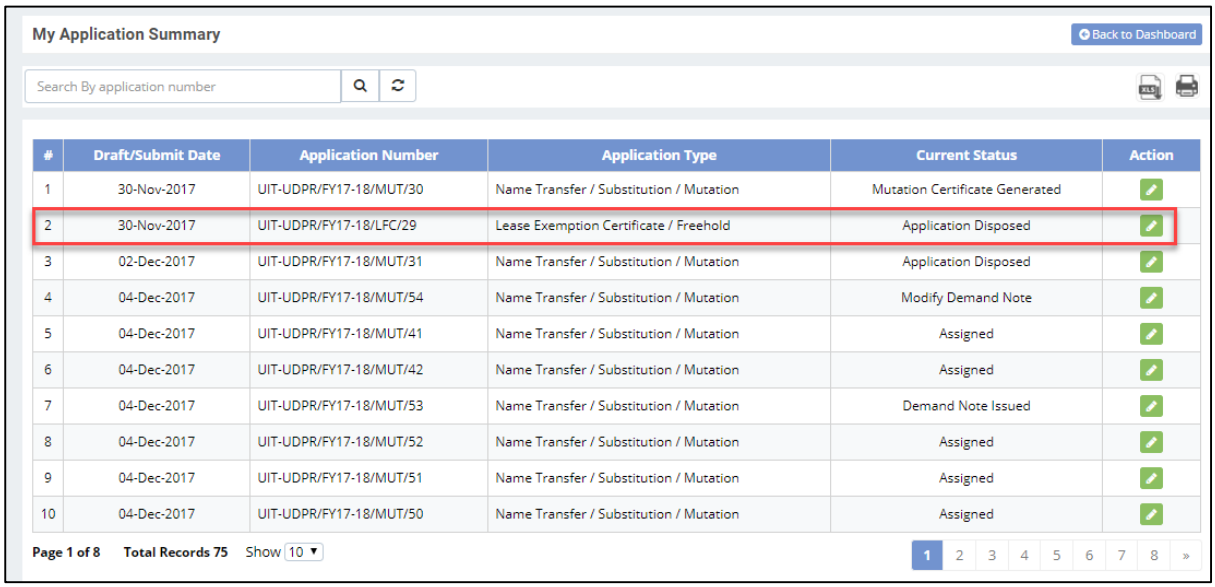


Figure 3.34 My Application Summary

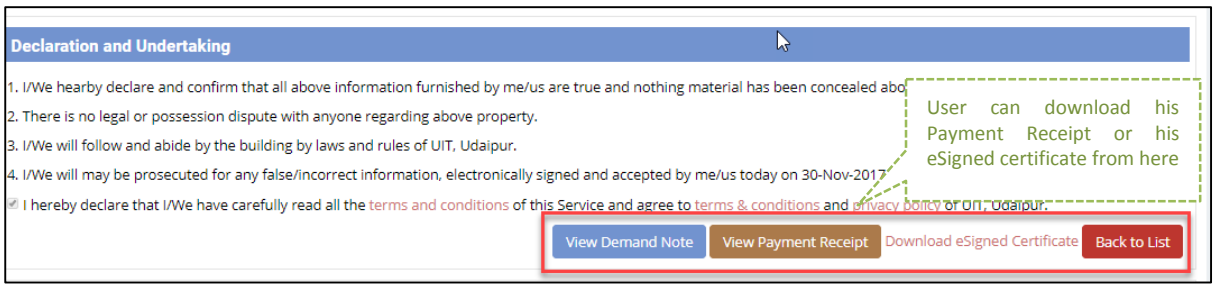


Figure 3.35 Download eSigned Receipt

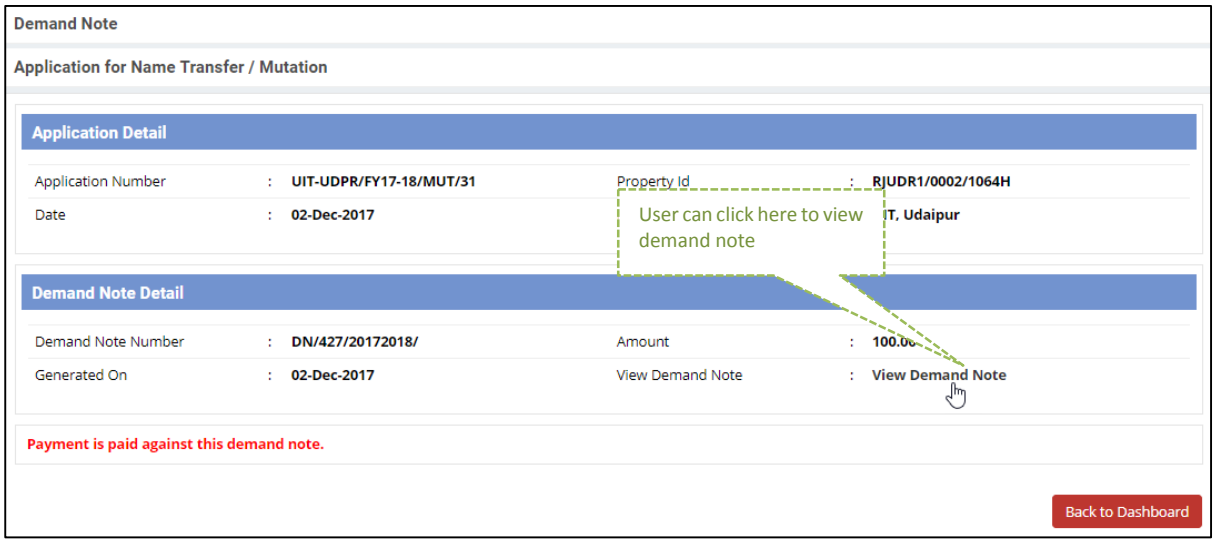


Figure 3.36 Status of Demand Note

क्रमांक : UIT-UDPR/FY17-18/LFC/29 दिनांक :- 11-Jan-2018 03:18 PM

लीज मुक्ति प्रमाण पत्र

1- भूस्वामी का नाम / Plot Holder's Name	
2- पिता / पति का नाम / Father / Husband Name	Mr sdfsdfsdf
3- भूखण्ड संख्या / Plot Number	1/84-
4- योजना का नाम / Scheme Name	behind Meladi Mata temple
5- क्षेत्रफल / Area	1000 Square Feet
6- वार्षिक शहरी जमाबंदी की राशि (प्रतिवर्ष) / Annual urban settlement amount (per year)	0.125
7- एकमुश्त शहरी जमाबंदी की राशि / Amount of lump sum urban settlement	1
(कॉलम 6 की राशि की 8 गुणा राशि)	

उपरोक्त एकमुश्त शहरी जमाबंदी की राशि 1 अंके रूपये एक रुपये रसीद / चालान नंबर DN/426/20172018/ दिनांक 30-Dec-2017 द्वारा जमा कराये गये | अतः उक्त भूखण्ड को आवंटन / कब्जा पत्र जारी होने की तिथि से 99 वर्ष तक शहरी जमाबंदी के भुगतान से उक्त भूखण्ड को मुक्त किया जाता है |

Officer in Charge
(Lease)
UIT, Udaipur

Figure 3.37 eSigned Certificate

3.4 Lease Collection Yearly

This application is provided to citizens for depositing their lease. The citizens must enter the previous lease deposit details if there is no records of previous lease deposit details, otherwise they will be entered by the UIT/DA. If the OTLC Certificate is not issued then than citizen can deposit the Lease Amount and if the OTLC Certificate is not issued, the citizen cannot apply again. To avail this service, the user first has to subscribe using the above mentioned process of service subscription in Citizen Services section of this document.

On clicking on option to **proceed,** user will be guided to page of Lease Collection Yearly 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 respective property or **Reset** to change the property ID Number.

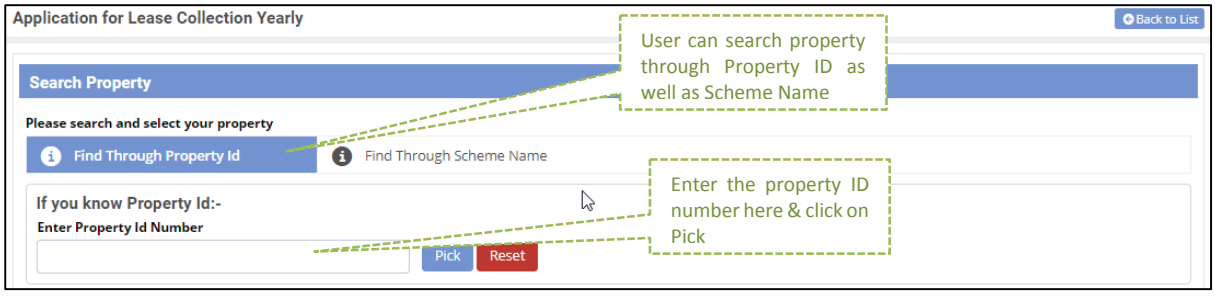


Figure 3.38 Search Property for Lease Collection Yearly

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.

Figure 3.39 Search Property for Lease Collection Yearly through Scheme Name

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

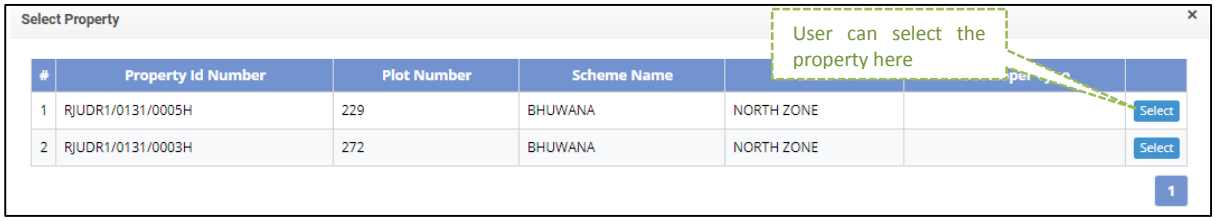


Figure 3.40 Select Property

When the property is finally selected by user, user is taken to following application form.

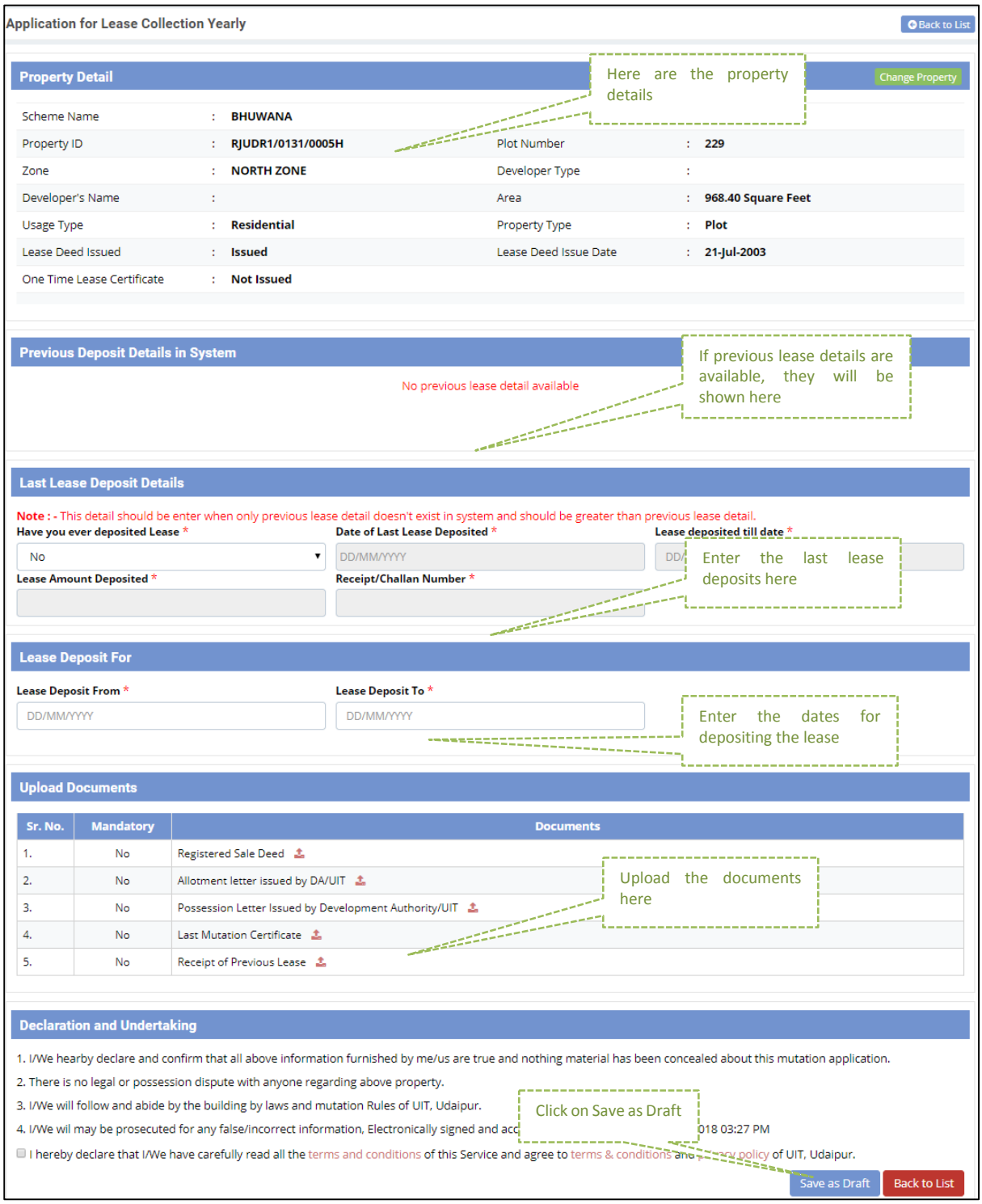


Figure 3.41 Application Form for Lease Collection Yearly

- The application form consists of property details are concerned with the scheme, property id, lease deed issue, property type and area. The Previous deposits and last lease deposit details are also specified.
- There are mandatory fields about the last lease deposits that have to be filled by the user.
- The dates from which Lease Deposit are valid are also to be filled by the user. Certain documents have to be uploaded by the user.
- In the selected Property, if the OTLC certificate is issued then the citizen cannot apply again.

- After selecting the Property, enter the Last Lease Deposit Details which the citizen has already paid (Last Lease Details). This detail is to be entered if and only if previous deposit detail is not available in the system.
- The documents which have to be uploaded are enlisted in table which status if they are mandatory or not. The documents which are not uploaded till the time are marked red. The user can upload that document when option comes on clicking the document name.
- The User has to click the checkbox which declares the undertaking, terms and conditions. User can click on **Save as Draft** to save the details or **Back to List** to go back to list of properties.
- After Saving the Application in Draft Mode it will be redirected to the Application Summary List view .Click on 'Edit Icon' Button from Action field for submitting the Application. All the saved details will be visible to citizen.

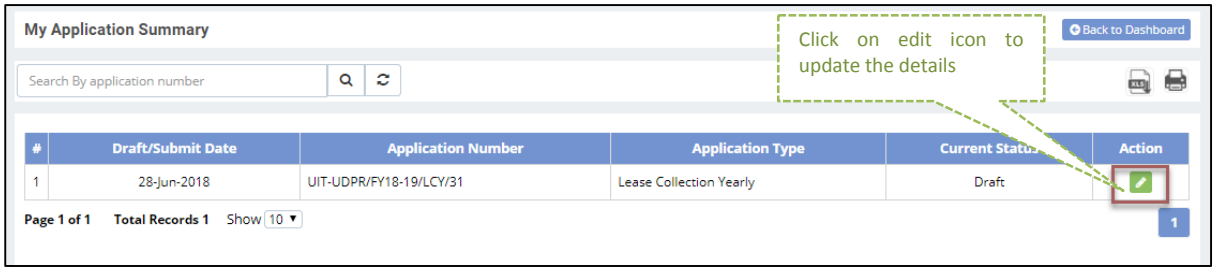


Figure 3.42 My Application Summary

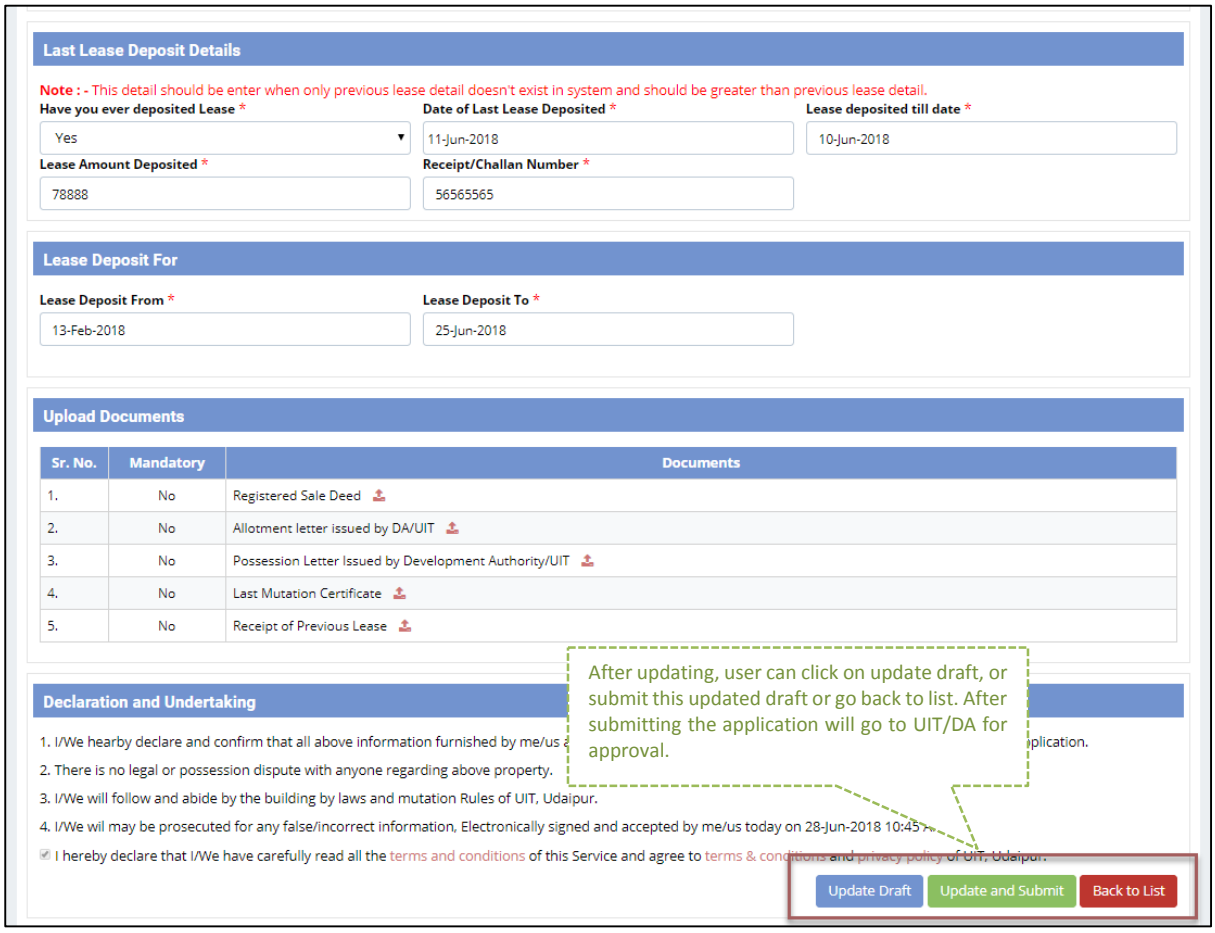


Figure 3.43 Lease Collection Yearly Form in Draft Mode

- After this Click on '**Update and submit'** button for submitting the property to the UIT/DA. User can also update the draft for later changes in the details or go back to list in application summary. The updated application will go to UIT/DA for approval.

- After submission, if fees is to be paid for Lease Yearly Collection 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 Lease Collection Receipt. After which, the user can download the Lease Collection Receipt from the dashboard.
- After reaching dashboard, in the Lease Collection Summary, user can reach to his form and status has been changed to disposed, user can download his eSigned certificate.

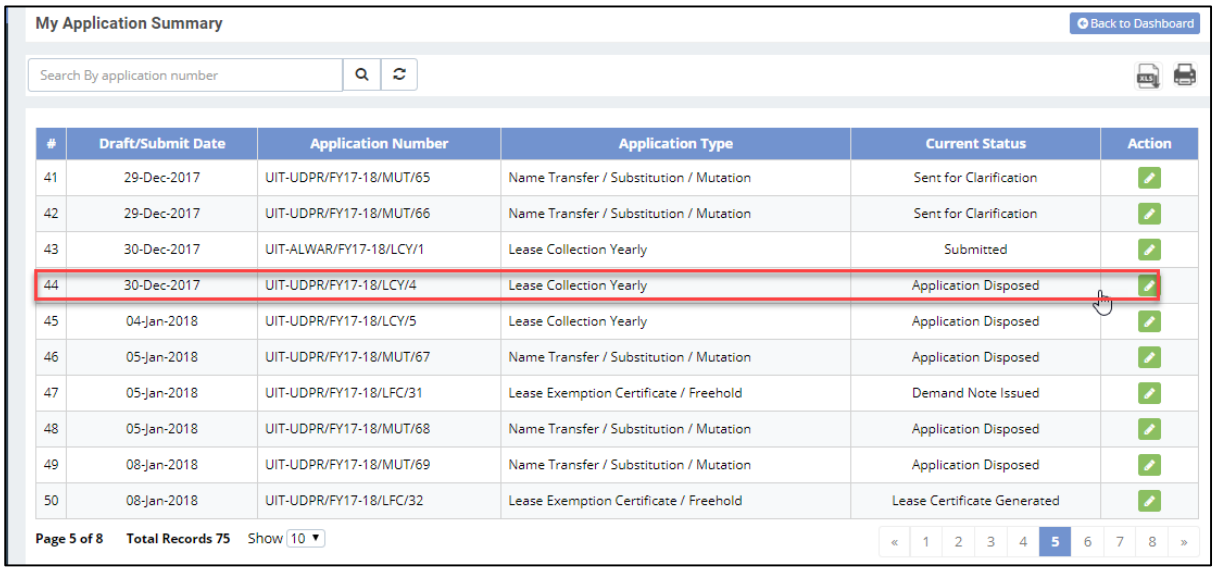


Figure 3.44 Lease Application Summary

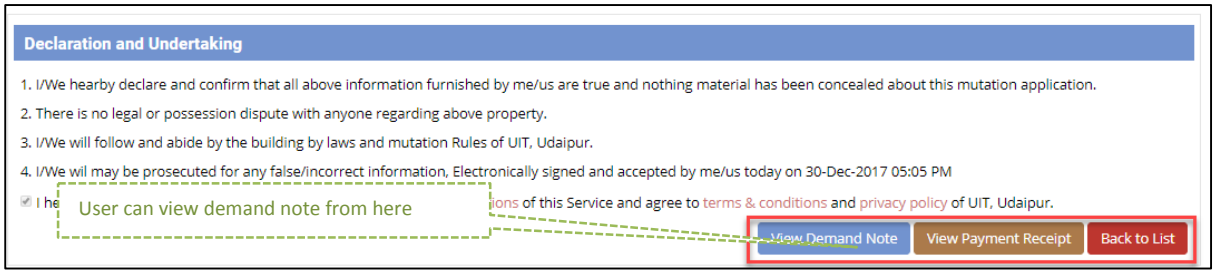


Figure 3.45 View Demand Note

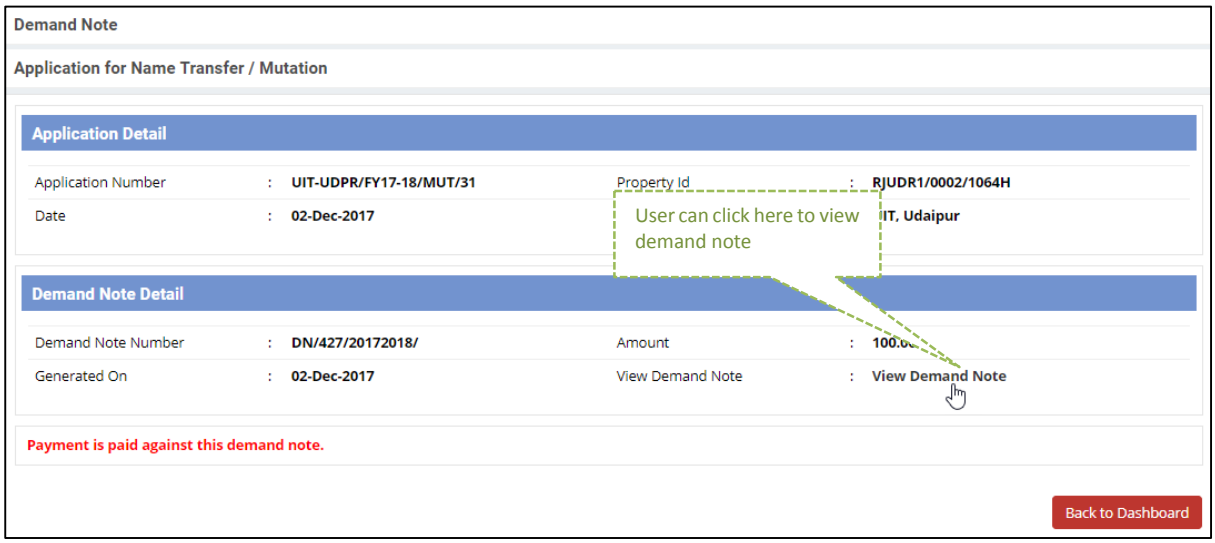


Figure 3.46 Status of Demand Note

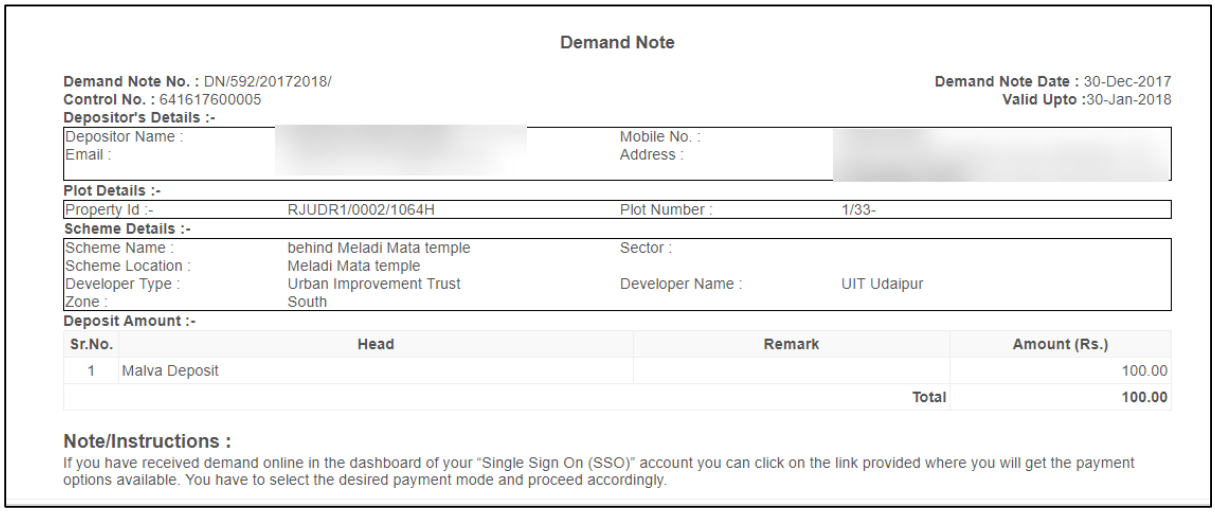
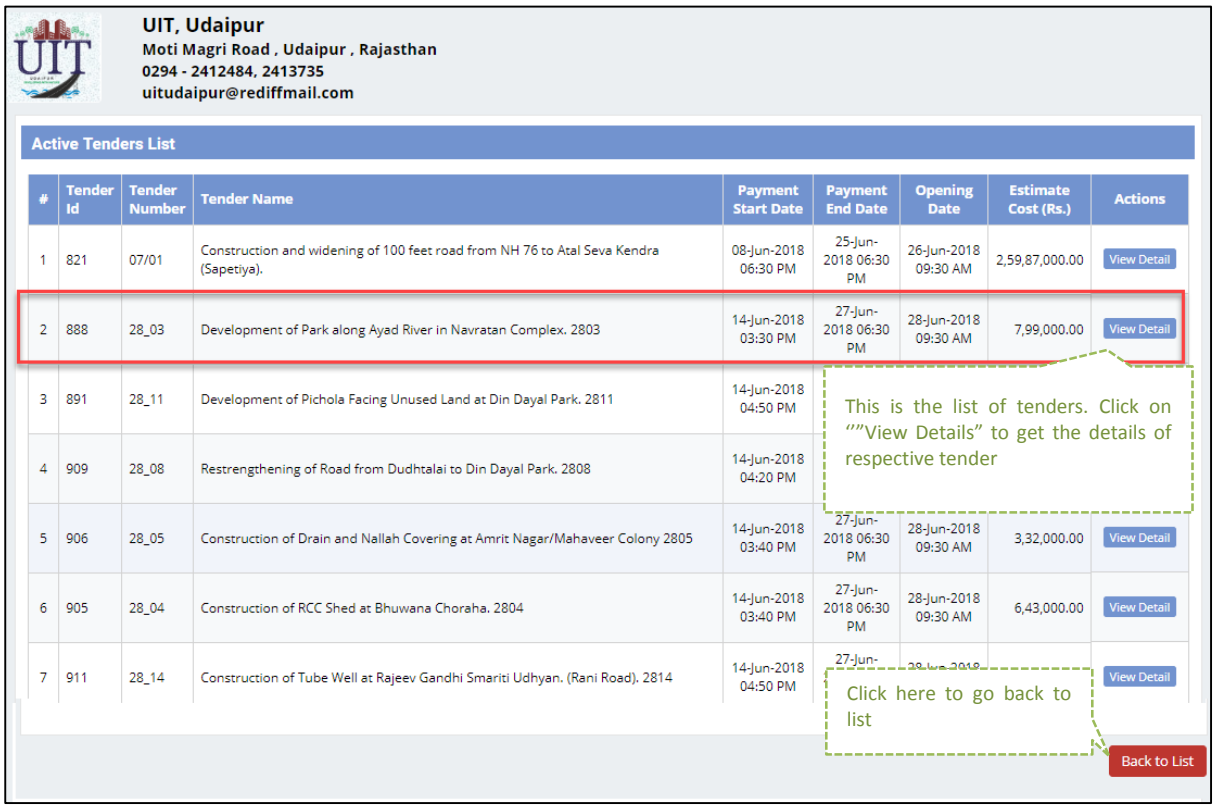


Figure 3.47 Demand Note

3.5 Payment Gateway for E-Tendering (EMD)

This applications allows citizens to pay the EMD amount through the online payment gateway. A tender participant receipt is provided by the UIT/DA soon as the payment is completed. To avail this service, the user first has to subscribe using the above mentioned process of service subscription in Citizen Services section of this document.

On clicking on option to **proceed,** user will be guided to page of Payment Gateway for E-Tendering(EMD) where all the tenders are enlisted in a tabular form with their Tender Number, Tender ID, Tender Name, the opening and closing dates of tender, the estimate cost and an action button for viewing the details of tender.



#	Tender Id	Tender Number	Tender Name	Payment Start Date	Payment End Date	Opening Date	Estimate Cost (Rs.)	Actions
1	821	07/01	Construction and widening of 100 feet road from NH 76 to Atal Seva Kendra (Sapetiya).	08-Jun-2018 06:30 PM	25-Jun-2018 06:30 PM	26-Jun-2018 09:30 AM	2,59,87,000.00	View Detail
2	888	28_03	Development of Park along Ayad River in Navratan Complex. 2803	14-Jun-2018 03:30 PM	27-Jun-2018 06:30 PM	28-Jun-2018 09:30 AM	7,99,000.00	View Detail
3	891	28_11	Development of Pichola Facing Unused Land at Din Dayal Park. 2811	14-Jun-2018 04:50 PM				
4	909	28_08	Restrengthening of Road from Dudhtalai to Din Dayal Park. 2808	14-Jun-2018 04:20 PM				
5	906	28_05	Construction of Drain and Nallah Covering at Amrit Nagar/Mahaveer Colony 2805	14-Jun-2018 03:40 PM	27-Jun-2018 06:30 PM	28-Jun-2018 09:30 AM	3,32,000.00	View Detail
6	905	28_04	Construction of RCC Shed at Bhuwana Choraha. 2804	14-Jun-2018 03:40 PM	27-Jun-2018 06:30 PM	28-Jun-2018 09:30 AM	6,43,000.00	View Detail
7	911	28_14	Construction of Tube Well at Rajeev Gandhi Smariti Udhyan. (Rani Road). 2814	14-Jun-2018 04:50 PM	27-Jun-			View Detail

Figure 3.48 Active Tender List

- On selecting the desired tender from the list, and clicking the **Action,** button user will be leaded to page containing details of tender such as the opening and closing dates, payment mode, SPPP UBN number, Payment mode, E-Proc tender ID, Estimate cost, Payment mode and Tender fee details. The Apply button is displayed in the bottom if the EMD payment start date has commenced.
- User can click on **apply** button which will lead to user to payment process.

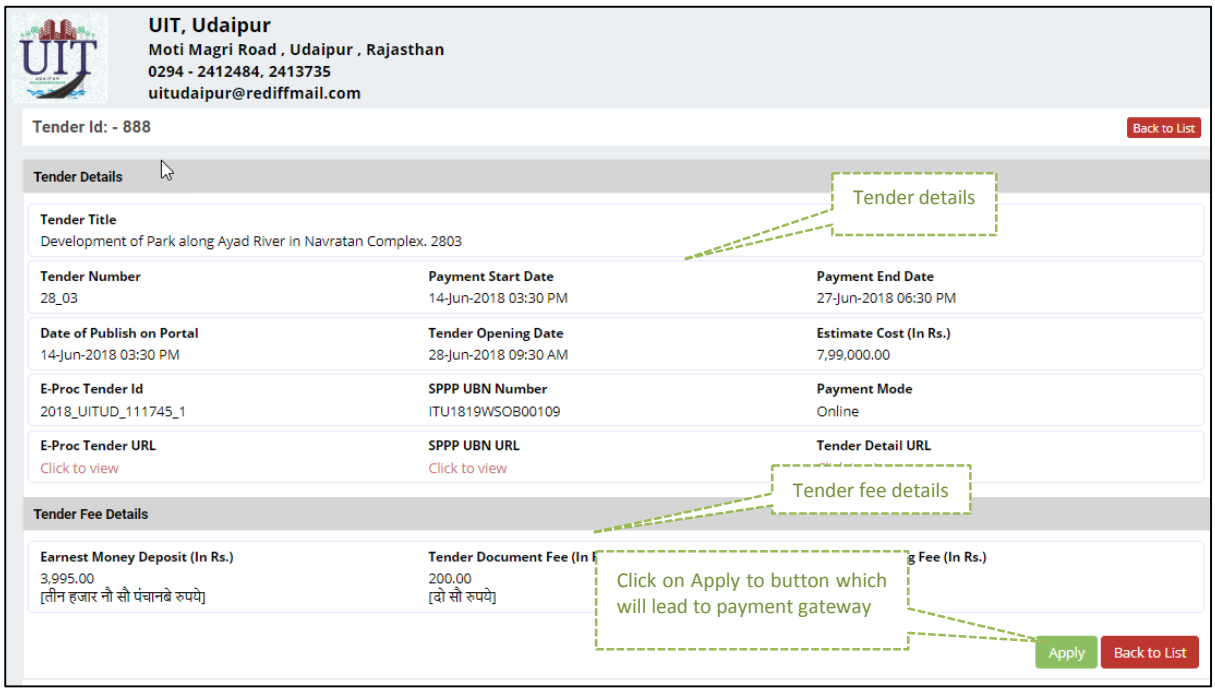


Figure 3.49 Tender Details

- The user will be guided to another page which shows the available payment modes and final tender details with an option to **Proceed** to payment process.
- The user can ensure the tender details for which the payment is about to be made and choose the payment mode.
- User can go back details or to list by clicking on **Back to Detail** and **Back to List** respectively.

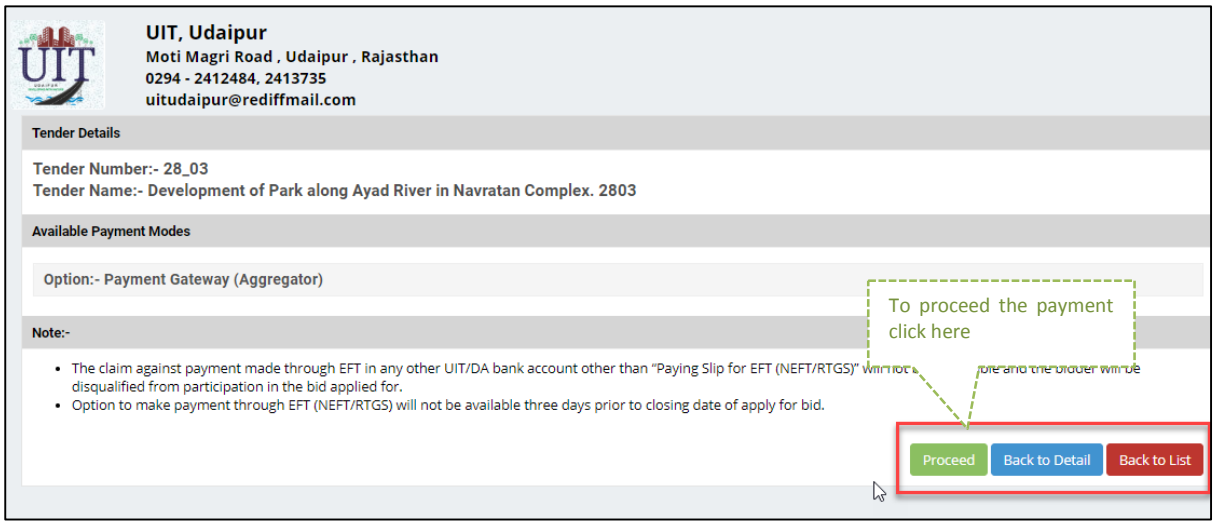


Figure 3.50 Process for Tender Payment

- On clicking **Proceed,** user is taken to billing details of the tender which include Tender details, Applicant Details which have to be filled in by the user, Tenderer category to be selected and tender fee details which contains Earnest Money Deposit, Tender Document Fee and RISL processing fee.
- According to the Tendered Category the EMD value will change. User has to select the payment mode from BG, Online, and NEFT/RTGS. Available payment modes may differ in each tender. It depends on the configuration set by the respective UIT/DA on each tender.
- How to pay through selected payment mode is described in above section.
- The user has to approve the checkbox declaring the terms and conditions. After which user can click on **Proceed** to move further in the payment process.
- User can go back details or to list by clicking on **Back to Detail** and **Back to List** respectively.

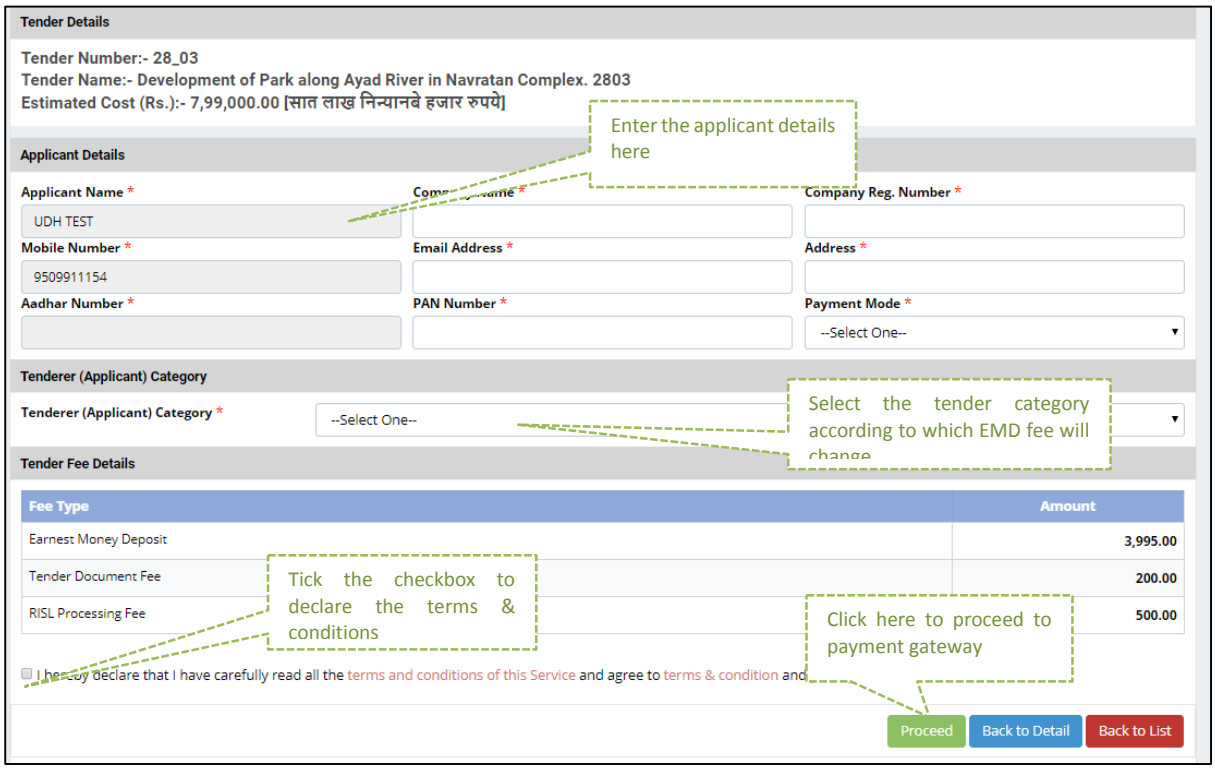


Figure 3.51 Tender Details`

- After clicking on Proceed button, user will be taken to the payment gateway where the user can select the type of payment gateway he/she wants to select.
- The user has to check the terms and conditions and click on **Proceed to Payment** after which he will be redirected to the payment gateway.
- User can select option for going back to the application.

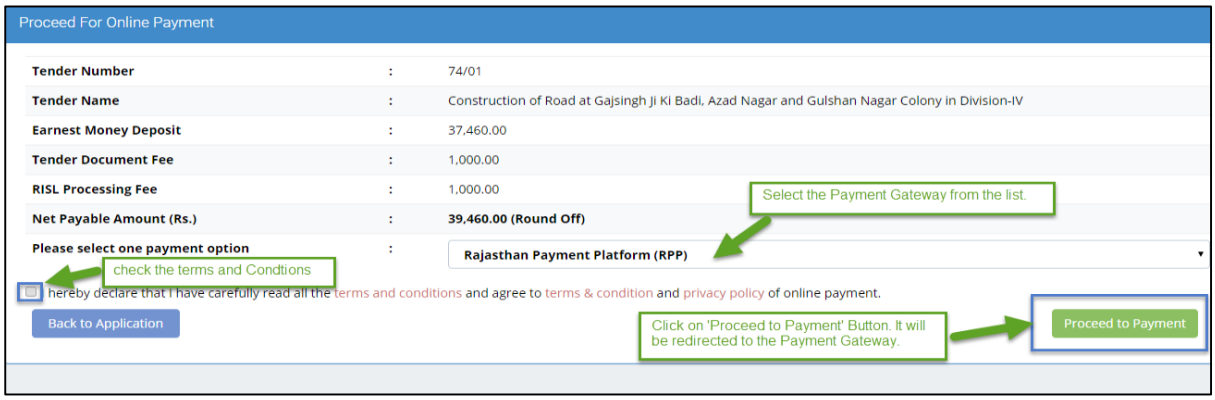


Figure 3.52 Online Payment for Tender

- After the successful payment is made, the user will be taken to page of Online Payment Transaction Response which shows the transaction status, transaction amount and payment details. If the transaction fails, status would be shown as ‘”failed”.

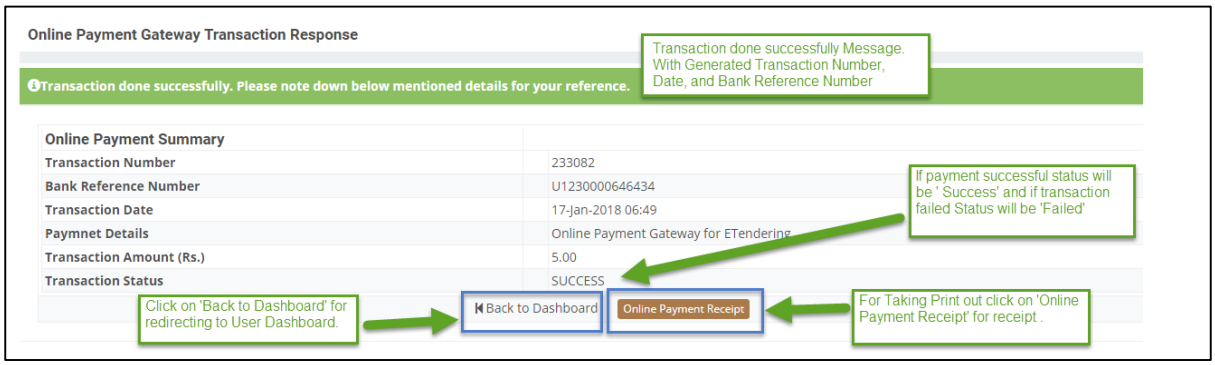


Figure 3.53 Online Payment Transaction Response

– After clicking on 'Back to Dashboard' the user will be redirected to the dashboard. After clicking on **Online Payment Receipt** which will take the print of the payment receipt of the tender.

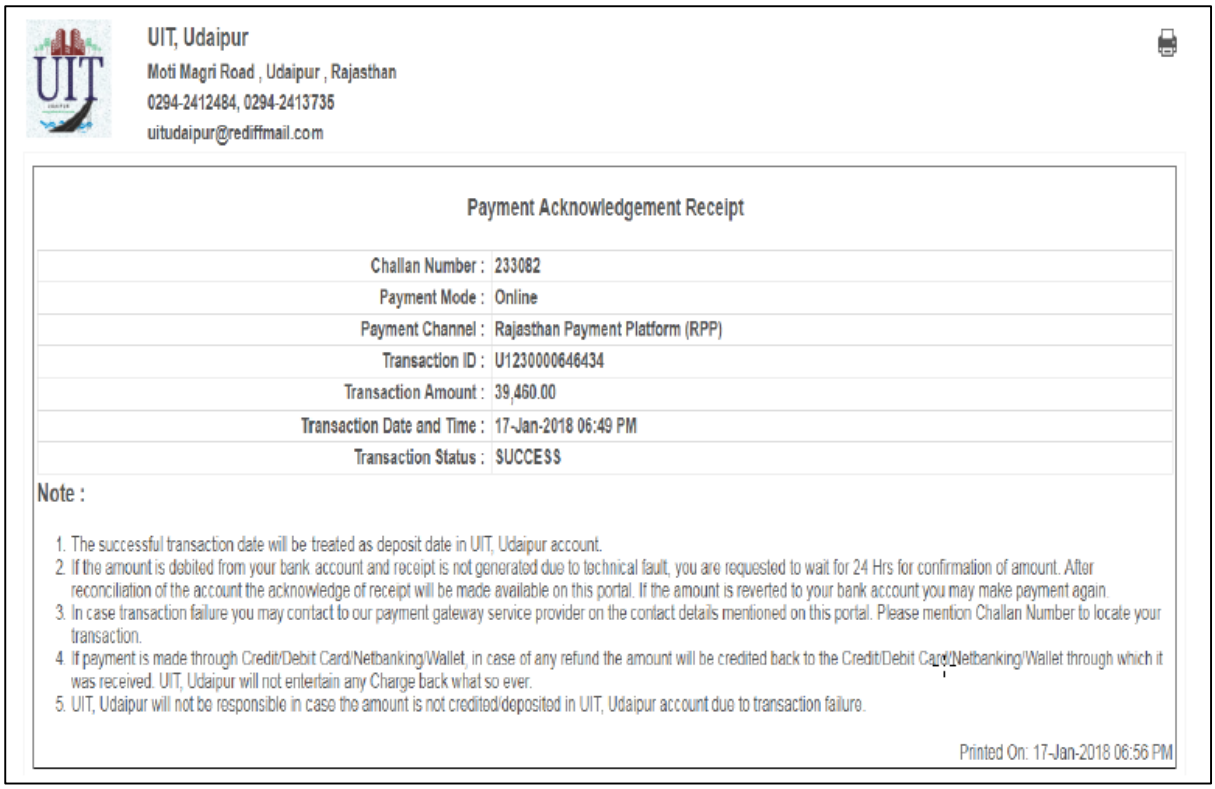


Figure 3.54 Payment Acknowledgement Receipt

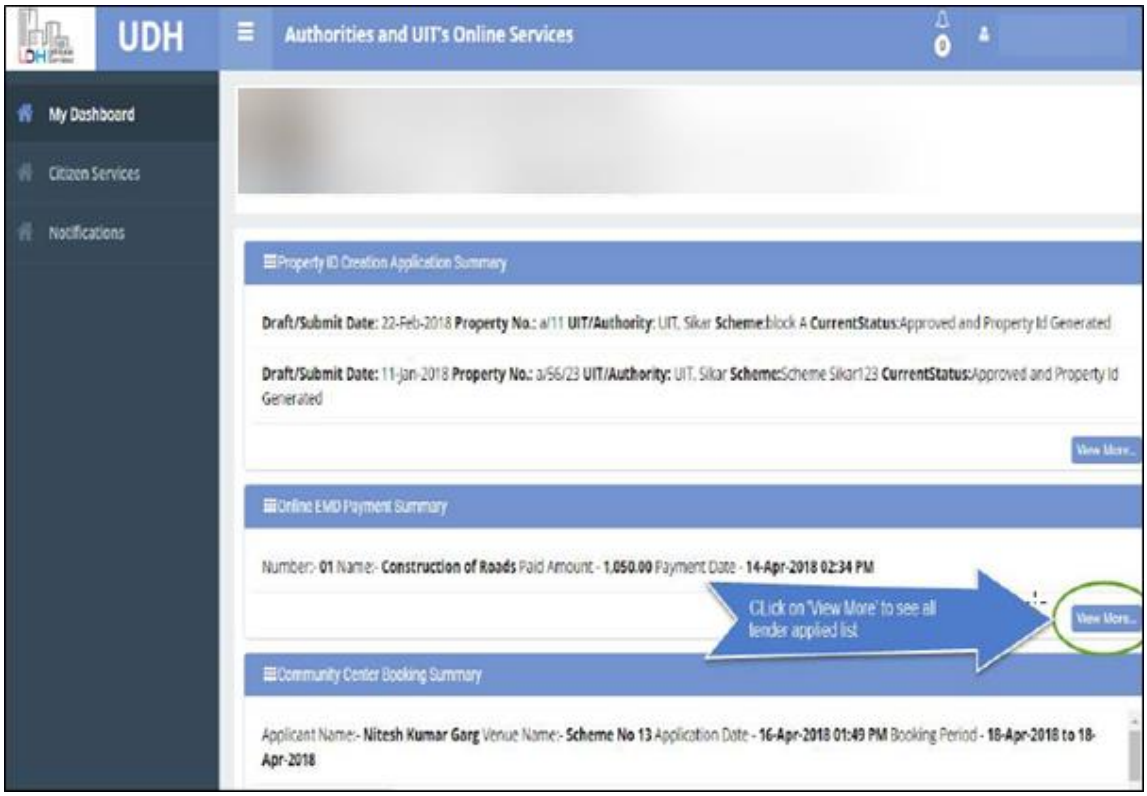


Figure 3.55 Citizen Dashboard

- From the Citizen Dashboard in the respective service section click on '**view more'** button. List of Tender Applications will be visible. In the action tab of respective record click on '**view details'** button.
- All the details of the applied Tender will be visible and user can take the print of '**Tender Participant Receipt'** which has to be uploaded on E-Proc as well as NEFT/RTGS paying slip.

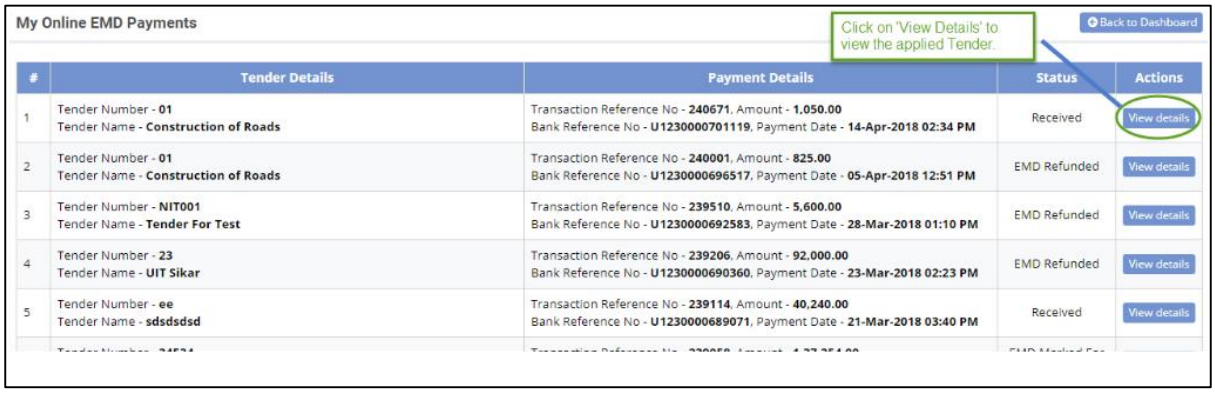


Figure 3.56 Online EMD Payments List

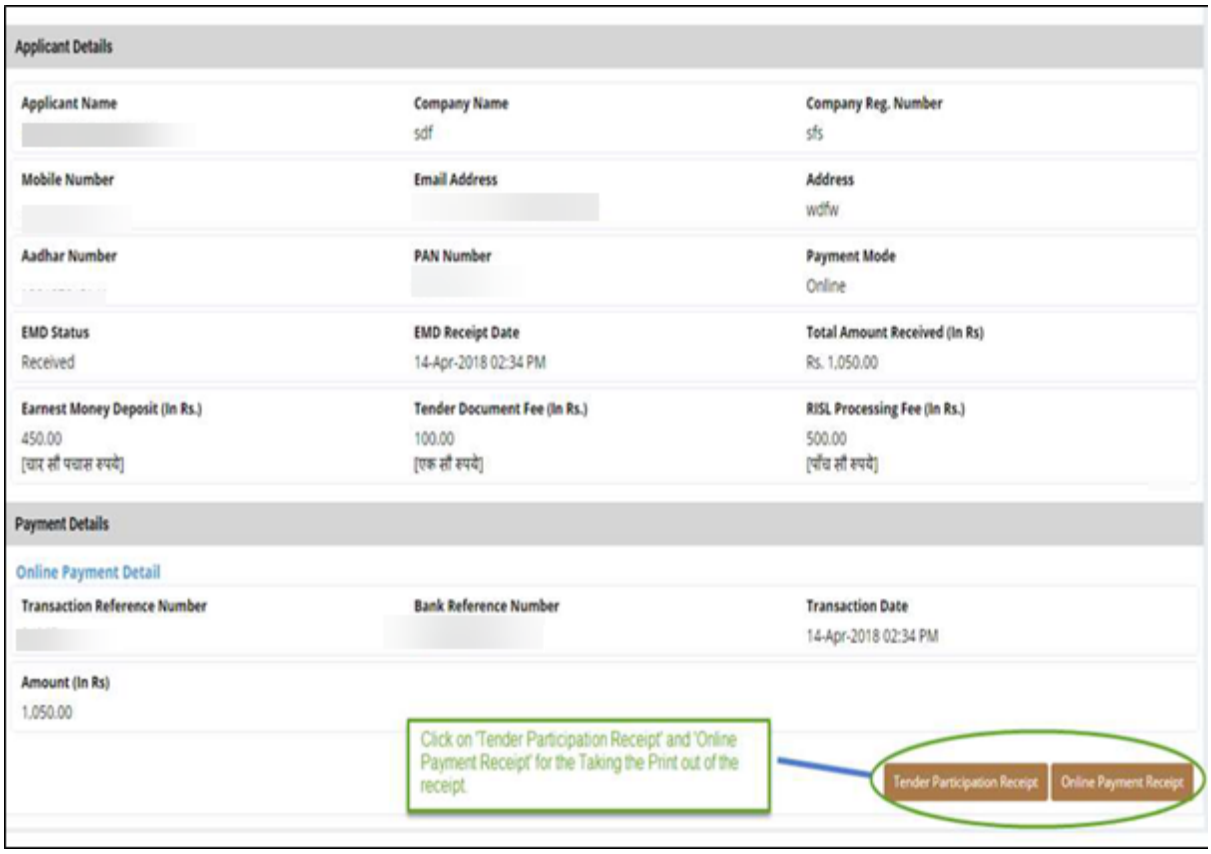


Figure 3.57 Tender Payment Details

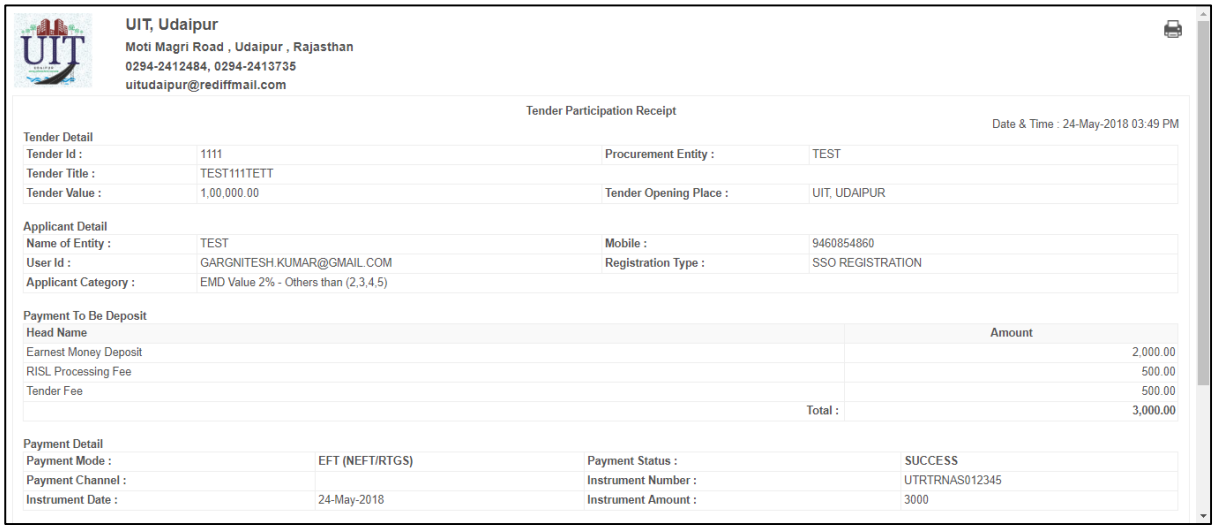
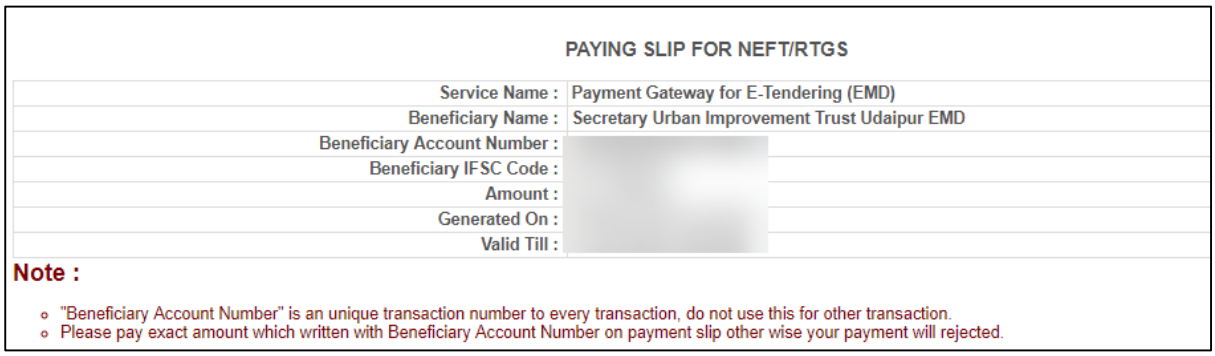


Figure 3.58 Tender Participation Receipt



PAYING SLIP FOR NEFT/RTGS

Service Name :	Payment Gateway for E-Tendering (EMD)
Beneficiary Name :	Secretary Urban Improvement Trust Udaipur EMD
Beneficiary Account Number :	
Beneficiary IFSC Code :	
Amount :	
Generated On :	
Valid Till :	

Note :

- "Beneficiary Account Number" is an unique transaction number to every transaction, do not use this for other transaction.
- Please pay exact amount which written with Beneficiary Account Number on payment slip other wise your payment will rejected.

Figure 3.59 Paying Slip for NEFT/RTGS

3.6 Community Hall Booking

This application allows the citizens to book the community hall or centers across the state as well as pay the booking fees online. The citizens can view the details of various community centers, check the availability and book the community hall according to their choice and pay the requisite amount for booking. To avail this service, the user first has to subscribe using the above mentioned process of service subscription in Citizen Services section of this document.

On clicking on option to **proceed,** the user will be guided to the list of the community halls under the control of the respective authority or UIT. User can select any community center out of the list of the community hall centers which also contains an option to **View Details** which will lead the full details of that community hall.

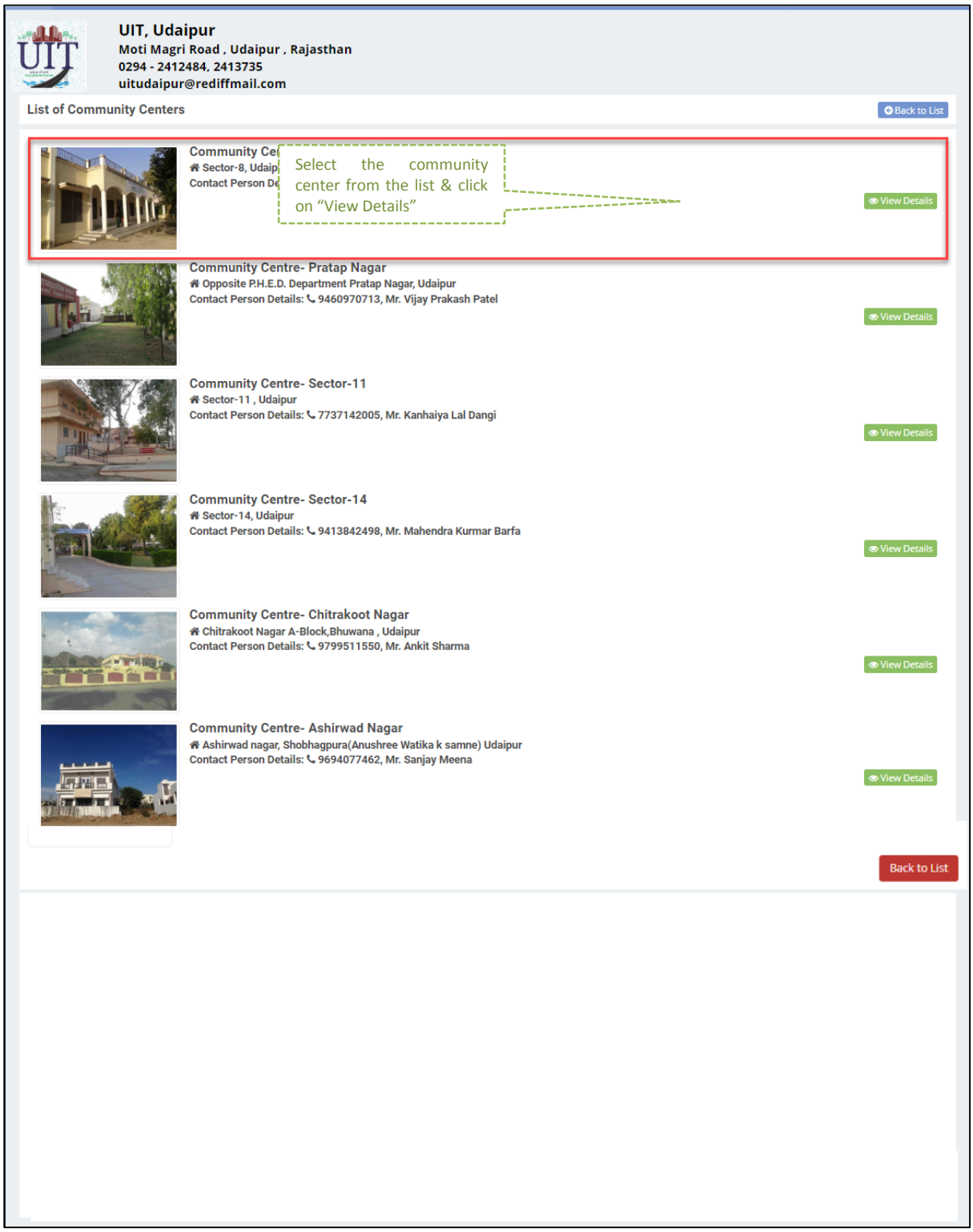


Figure 3.60 Community Centers List

- After selecting UIT in which Community Hall is to be Booked: The list of Community Center will be visible to the Citizen. Click on 'View Detail' Button, as per the required.
- The list of Venues will be visible to the citizen with the Photo Gallery and Community Center Description. As required click on the 'Check Availability' button. The rent of the venue is also mentioned. The user can select the option to see "Cancellation Rules" to see rules/regulations regarding cancelling of a booking.

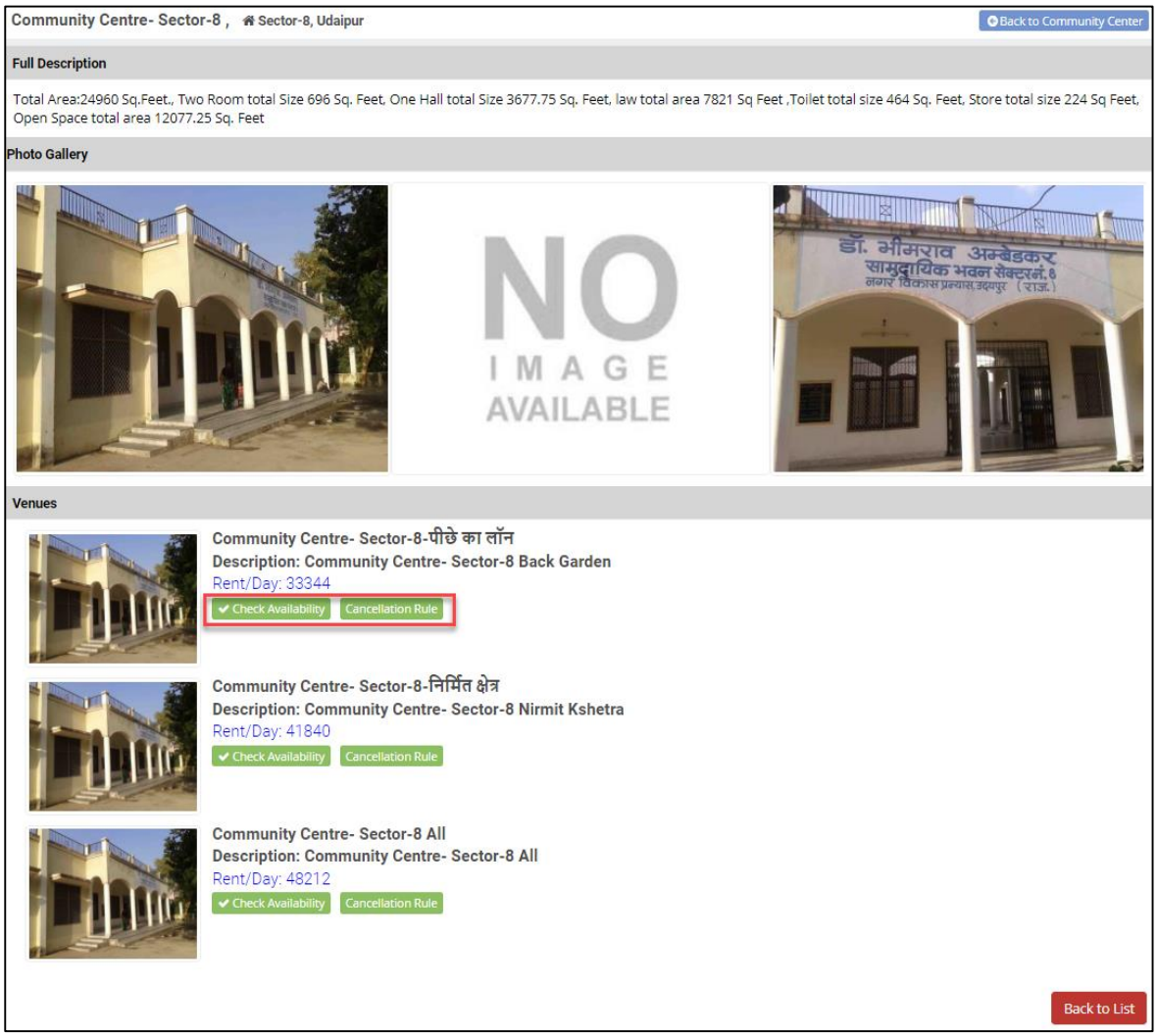
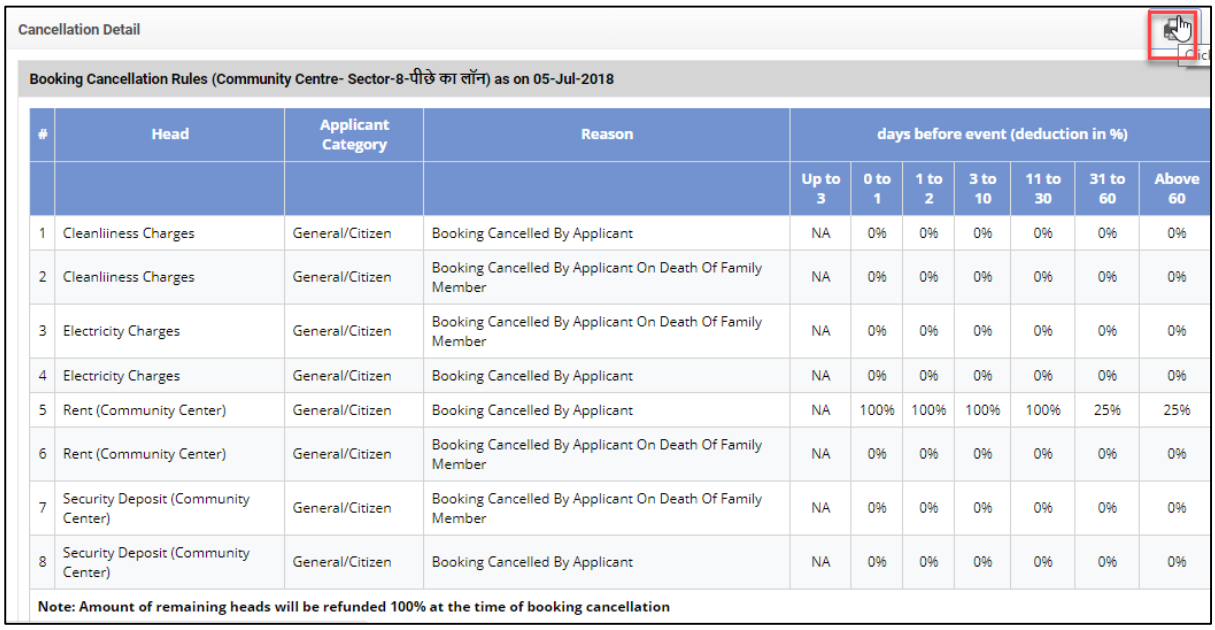


Figure 3.61 Community Center Description

- The cancellation rules will guide user to various rules/regulations and charges such as Cleanliness, Electricity, Rent, Security Deposits, days before the booking is cancelled and the reason for cancelling of the booking.
- The Calendar will be visible with the current status of Community Hall whether it is “Allotted”, “Some Part is Booked”, “Available” or “Cancellation Rules”.



Cancellation Detail

Booking Cancellation Rules (Community Centre- Sector-8-पीछे का लॉन) as on 05-Jul-2018

#	Head	Applicant Category	Reason	days before event (deduction in %)						
				Up to 3	0 to 1	1 to 2	3 to 10	11 to 30	31 to 60	Above 60
1	Cleanliness Charges	General/Citizen	Booking Cancelled By Applicant	NA	0%	0%	0%	0%	0%	0%
2	Cleanliness Charges	General/Citizen	Booking Cancelled By Applicant On Death Of Family Member	NA	0%	0%	0%	0%	0%	0%
3	Electricity Charges	General/Citizen	Booking Cancelled By Applicant On Death Of Family Member	NA	0%	0%	0%	0%	0%	0%
4	Electricity Charges	General/Citizen	Booking Cancelled By Applicant	NA	0%	0%	0%	0%	0%	0%
5	Rent (Community Center)	General/Citizen	Booking Cancelled By Applicant	NA	100%	100%	100%	100%	25%	25%
6	Rent (Community Center)	General/Citizen	Booking Cancelled By Applicant On Death Of Family Member	NA	0%	0%	0%	0%	0%	0%
7	Security Deposit (Community Center)	General/Citizen	Booking Cancelled By Applicant On Death Of Family Member	NA	0%	0%	0%	0%	0%	0%
8	Security Deposit (Community Center)	General/Citizen	Booking Cancelled By Applicant	NA	0%	0%	0%	0%	0%	0%

Note: Amount of remaining heads will be refunded 100% at the time of booking cancellation

Figure 3.62 Cancellation Details

– After selecting the required date total amount will be displayed. Click on “Book Now” button as per the Date Selection.

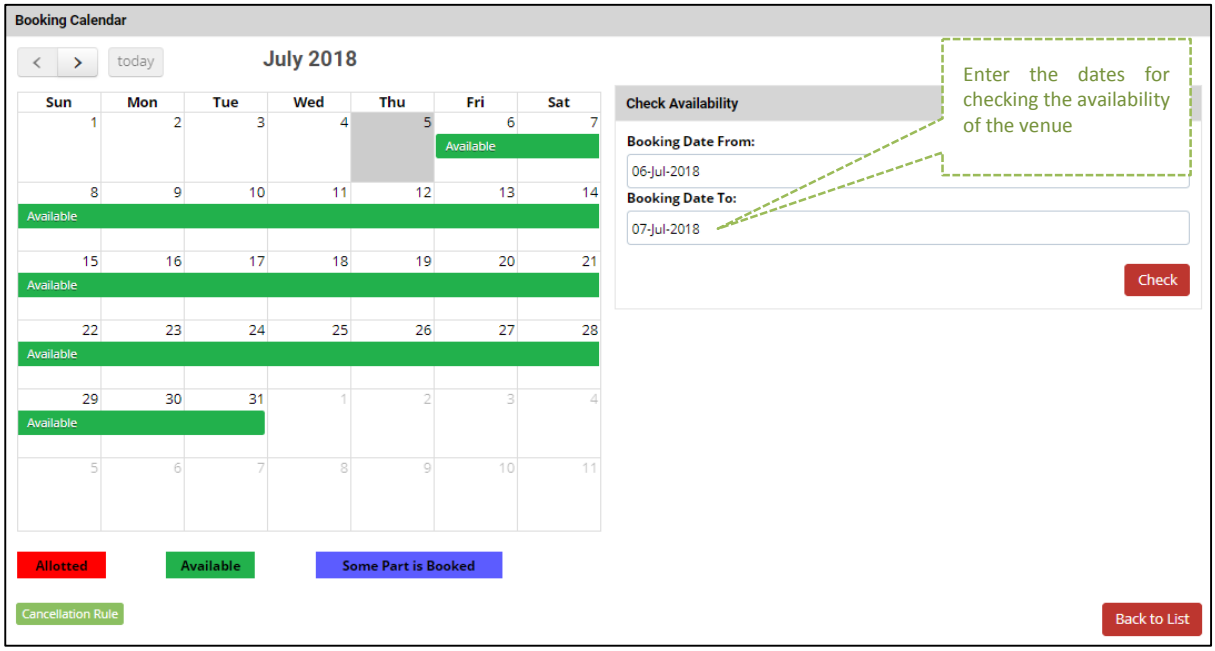


Figure 3.63 Checking Availability for Community Center

– After the book now button is clicked, the user is asked to fill in the application form containing the details of the user, the user has to select the checkbox for agreeing the terms and conditions. User can also view the cancellation rules .After which he can select the option for **Book & Pay Online.**

– After which a dialog box appears, to ensure if the user wants to book this venue, user can click on **OK.**

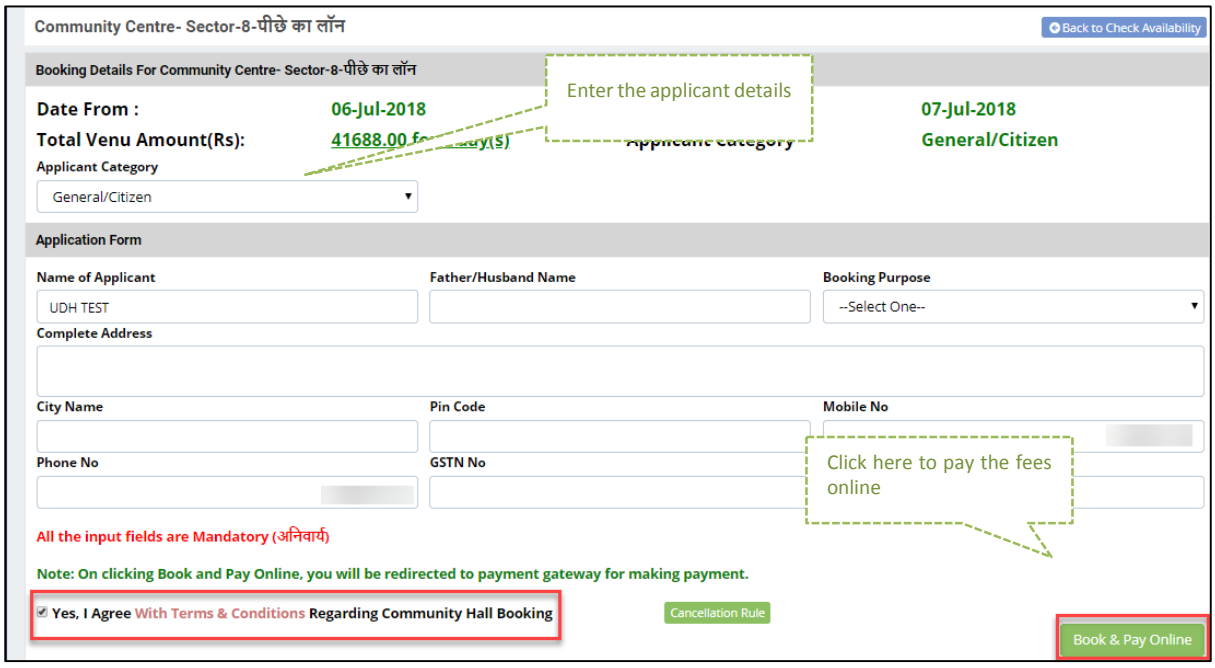


Figure 3.64 Booking Details for the Community Center

Figure 3.65 Venue Booking

– The user is taken to the payment window for online payment process. After a successful payment, a transaction response summary of the payment. The online payment receipt can be can be viewed or printed. User can go to dashboard using **Back to Dashboard** option.

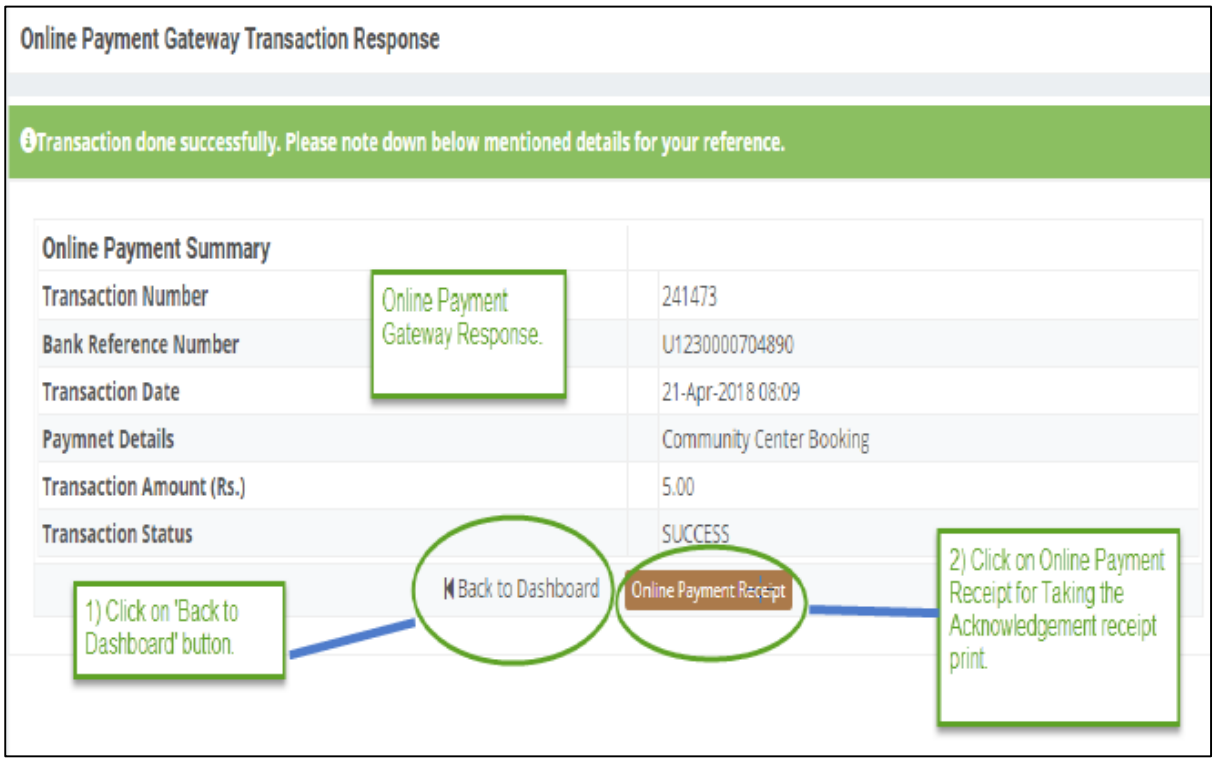


Figure 3.66 Online Payment Gateway Transaction Response

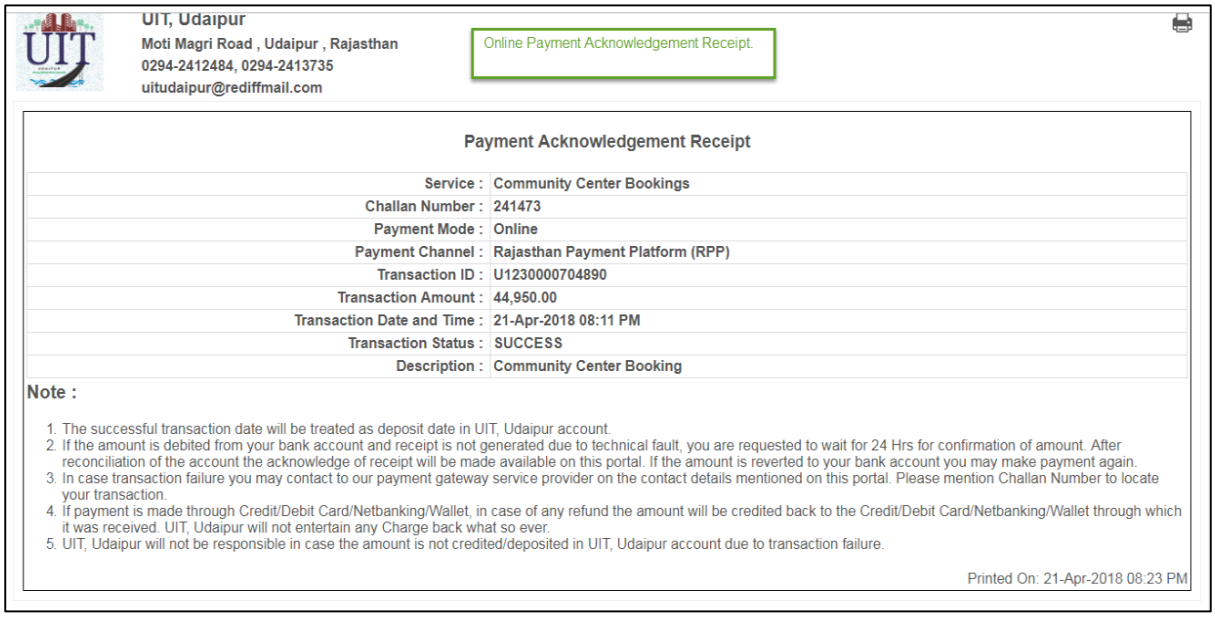


Figure 3.67 Payment Receipt

- User can go to dashboard and find his/her payment summary enlisted in the respective booking details. User can then further go on My Community Center Bookings and view his booking under “My Community Center Bookings”
- After which the list of all the community center bookings by user are displayed.
- User can select his selected booking, which will open an application from containing Booking details, applicant details and payment details. The form can be printed by clicking the **print** option. User can also apply for **Booking Cancellation Request.**

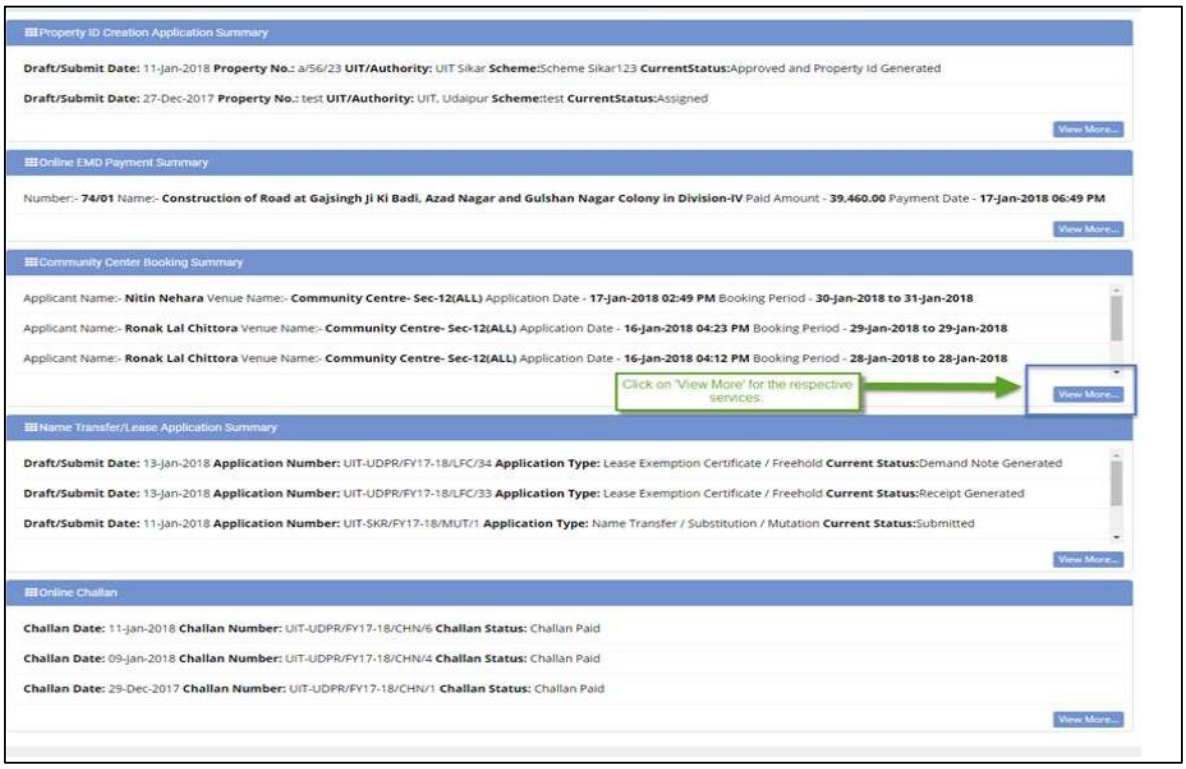


Figure 3.68 Dashboard with the Booking Summary

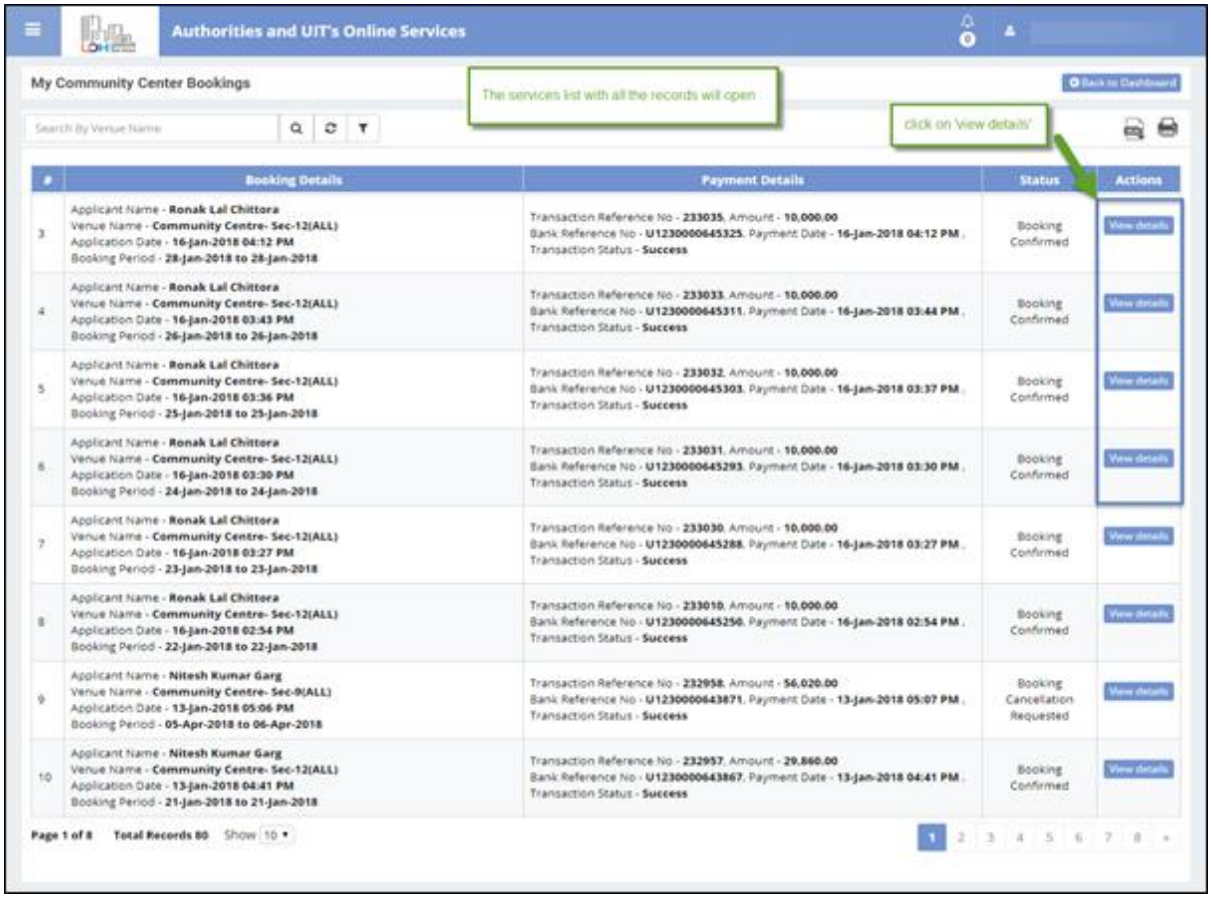


Figure 3.69 My Community Center Booking

- In the details of Booking, user has option to “print booking memo”, which will allow the user to print the booking memo or print the online receipt. User also has option to see the Cancellation Rule.

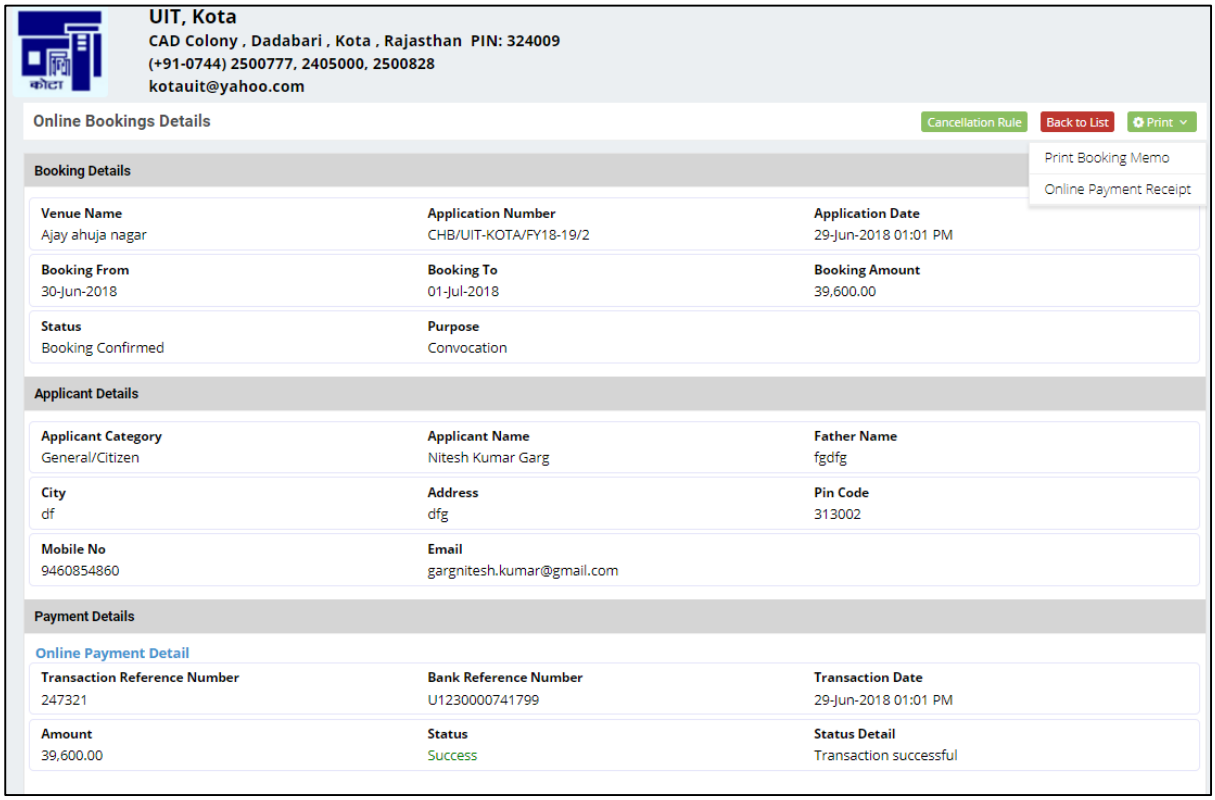


Figure 3.70 Booking Details of the Community Center

3.7 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 Services 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.

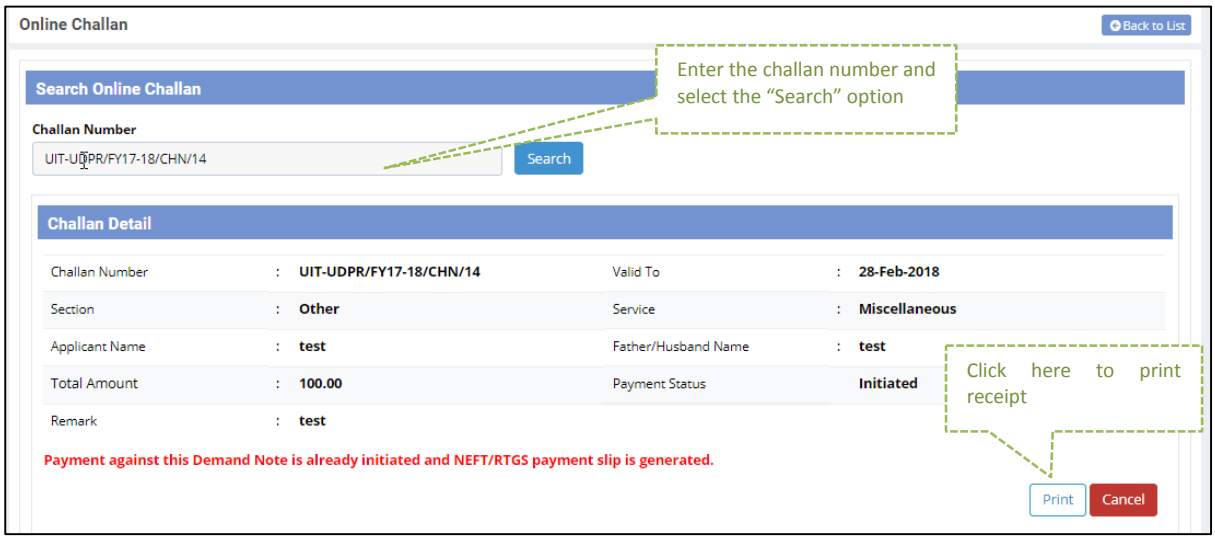


Figure 3.71 Search Online Challan

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.

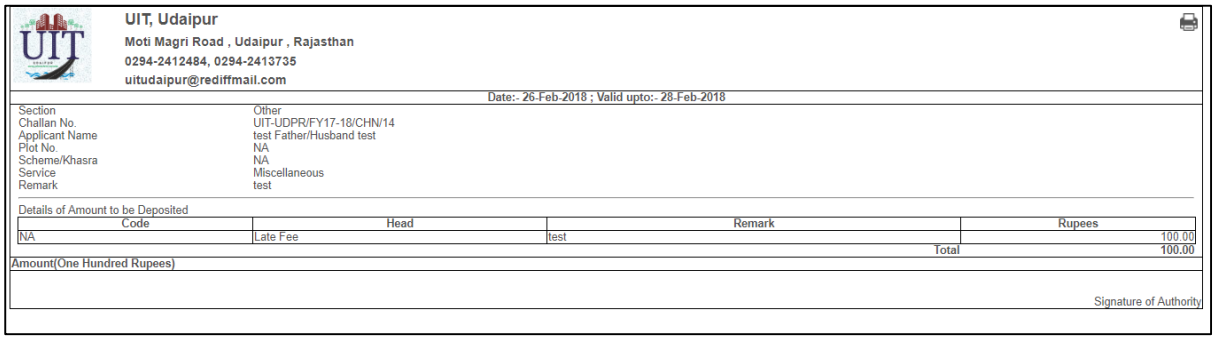


Figure 3.72 Challan Receipt

4 Notifications

The system provides the user to view his tasks and to reach Notifications, User can use following navigation –

UDH Dashboard>> Notifications

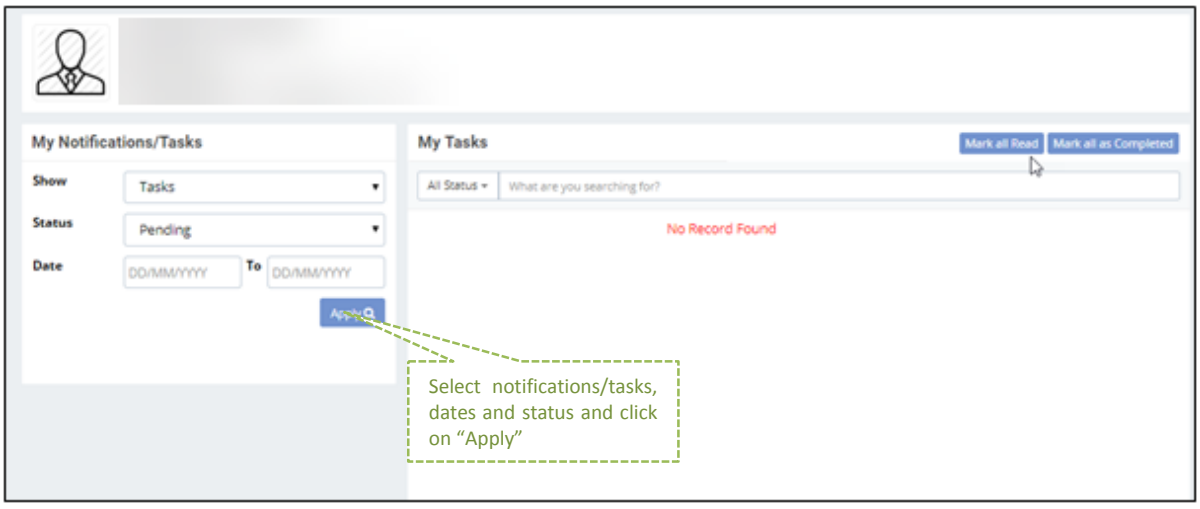


Figure 4.1 Notifications

The notifications consists of all the tasks and actions that the user has completed within a fixed period of time according to their status whether they are pending or completed. The date can be filtered and the user has to click on **Apply.** In the section of **My Task,** all the actions or tasks user has done during that period are displayed along with their date and time them were completed. On clicking any task, user is redirected to that respective task application form. The actions that can be taken by the user on the task are **Approve** or **Submit.**

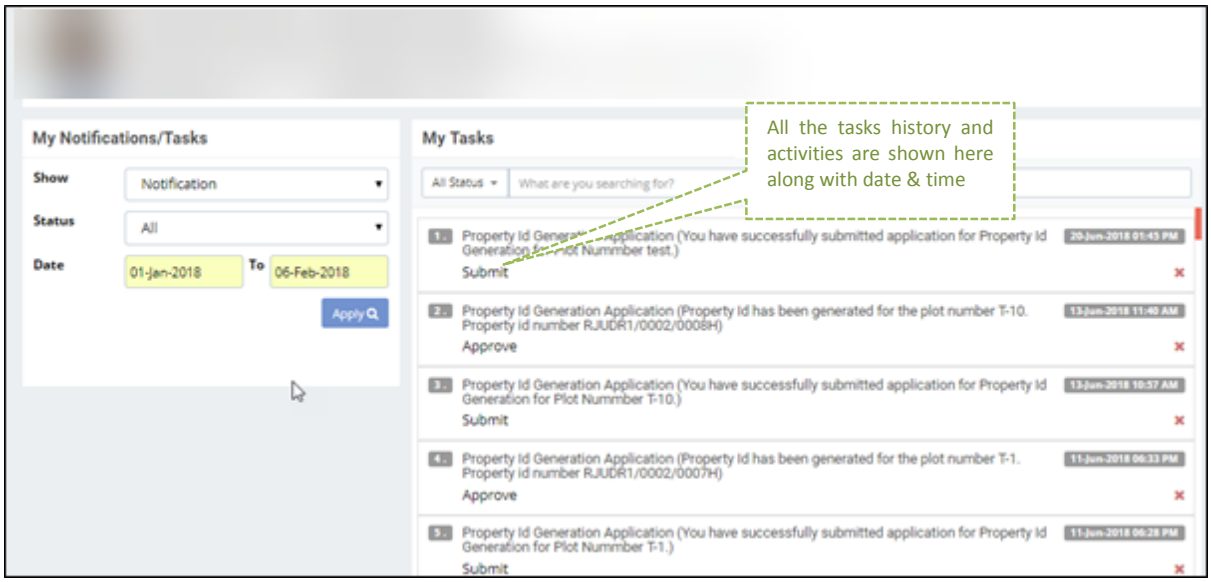


Figure 4.2 My Notifications/ Tasks

5 Refund Accounts

The refund accounts feature of the applications allows user to add the required refund account details through which the refund amount can be availed by the user. To reach the refund accounts, user can follow this navigation-

UDH Dashboard>> Refund Accounts

The user reaches the page of refund accounts, where all the account details are displayed in a tabular form. The user is provided with the option to print or export the account records. The records can be filtered on the basis of status that can be Drafted, Submitted or Assigned.

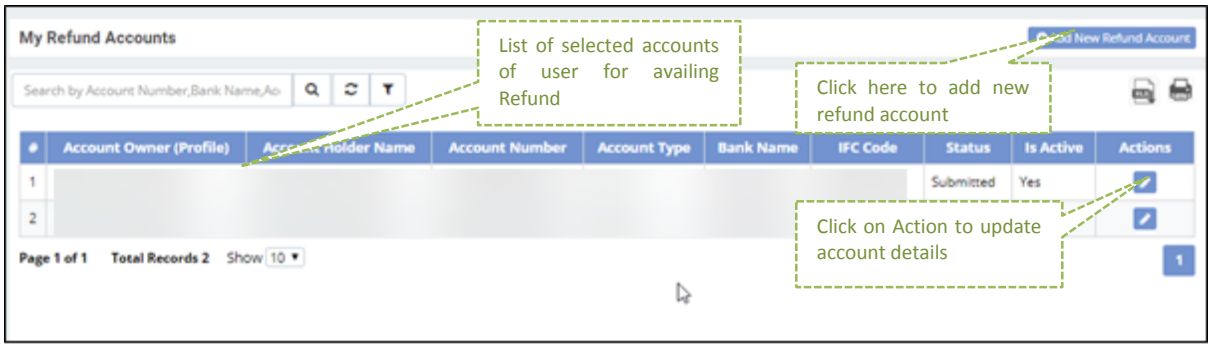


Figure 5.1 Refund Accounts Table

Another feature to add new refund account is also provided to the user. As user clicks on the add new refund account option, a dialog box appears on which user can add details of the account such as Account type, Bank name, IFC Code, Account Number and Account holder name. Submitted records cannot be edited. User can **save as draft, save and submit or cancel.**

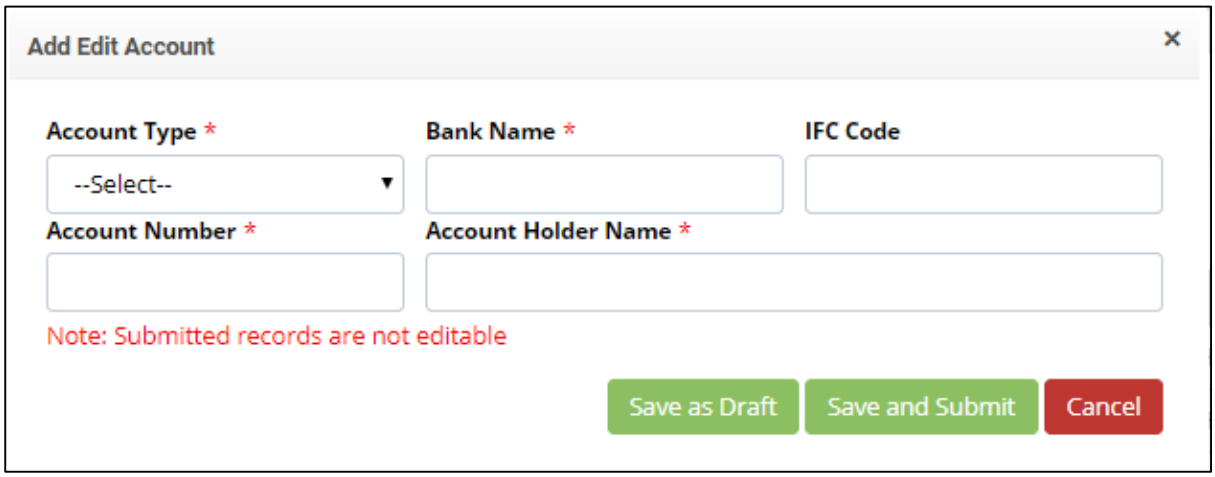


Figure 5.2 Add Refund Account

6 User Manual

This option allows the user to download the User Manual of the Application directly to the user's system.