



**User Manual
of
Enforcement Case Management System
(Pravartan Portal), Grievance Redressal System
& Pravartan Citizen Mobile App
(New Upgraded Version)**

**Developed for
HOUSING AND URBAN PLANNING DEPARTMENT**



Government of Uttar Pradesh

Submitted By:

Designed & Developed By:



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Table of Contents

1. Introduction	4
1.1 Overview of the Web Application	4
1.2 Scope of the User Manual	4
1.3 Intended Audience of the Application	4
1.4 Application Convention	4
2. Junior Engineer Login	5
2.1 Dashboard	5
2.2 Notice Reporting Form	6
2.3 Generate Reports	7
2.4 Application Status	8
2.5 Application Entry Updation	8
2.6 Report and Status of Filed Cases	9
2.7 Query Marked Cases	15
2.8 Site Inspection Report Request	16
2.9 Query Report	16
2.10 Compliance Report	17
2.11 Seal Removal Order Report	17
2.12 Site Inspection Report	18
2.13 Grievance Redressal System and Pravartan Citizen App	18
3. Assistant Engineer Login	24
3.1 Cases Details	24
3.2 Report Details	25
3.3 Site Inspection Request	25
3.4 Report and Status of Filed Cases by Junior Engineer	26
3.5 Compliance Report	26
3.6 Grievance Redressal System and Pravartan Citizen App	27
4. Executive Engineer Login	33
4.1 Cases Details	34
4.2 Report Details	34
4.3 Site Inspection Request	35
4.4 Report and Status of Filed Cases by Junior Engineer	35
4.5 Query Report	36
4.6 Grievance Redressal System and Pravartan Citizen App	36
5. Enforcement Officer/Prescribed Authority Login	42
5.1 Case Details	42
5.2 Back Log Entry	43
5.3 Report Details	43
5.4 Report and Status of Filed Cases by Junior Engineer	44
5.5 Closed Application	44
5.6 Seal Removal Report	45
5.7 Disposed Application	45
5.8 Query Report	46
5.9 Compliance Report	46
5.10 Site Inspection Report	47
5.11 Hearing Report	47
5.12 Grievance Redressal System and Pravartan Citizen App	48
6. Development Authority Login	53
7. Dashboard	54
7.1 Zone Master	54
7.2 Ward Master	55
7.3 Mohalla Master	56
7.4 Thana Master	57
7.5 Ward-Thana Mapping Master	58
7.6 Create/Update User Details	59

7.7	Zone Mapping	60
7.8	Ward Mapping.....	60
7.9	Grievance Redressal System and Pravartan Citizen App	61
8.	For Technical Support	68

1. Introduction

1.1 Overview of the Web Application

The software has been developed for the redevelopment of Enforcement Case Management Module of Housing and Urban Planning Department, Uttar Pradesh. The module is intended to be used by the respective authority or user to create and manage the cases or application details, which have been developed for Housing and Urban Planning Department, Government of Uttar Pradesh. This portal enables user to login and manage the application execution through the web portal, and furnish related details after logging in.

Along with, the application details, notifications, intimations, and status of cases and notices, all will be available to the respective users for further processing.

The concerned departmental users can also view the status of the entire case execution from their login and will get SMS and email alerts at all necessary steps.

1.2 Scope of the User Manual

This user manual provides step-by-step guidance on how the authorized users will use the software to view and maintain users.


1.3 Intended Audience of the Application

Housing and Urban Planning Department, Uttar Pradesh will be the intended audience of this application.

1.4 Application Convention


The application has the following conventions:

- a. Fields which have * sign indicate mandatory fields.
- b. Error messages will be displayed in the pop-up box.
- c. Success messages will be displayed in the pop-up box.
- d. All the menu links will be displayed in the side menu.



**HOUSING & URBAN PLANNING
DEPARTMENT, UTTAR PRADESH**

(PRAVARTAN PORTAL FOR DEVELOPMENT
AUTHORITIES, UTTAR PRADESH)



User Login

Select User

Junior Engineer

Username

Password

••••••••

X8KXZY

Enter Captcha

SIGN IN

[Forgot Password?](#)

- ## 2.1 Dashboard

The image is a screenshot of the 2019 Form 990-BL (EIN 15-0000000) for the American Red Cross. The form is divided into several sections, each with a title and a table of data. The sections include: 1. **Section 1: General Information** (Part I) - Contains basic information about the organization, including its name, address, and tax status. 2. **Section 2: Revenue** (Part II) - Details the organization's revenue sources, including contributions, grants, and other income. 3. **Section 3: Expenses** (Part III) - Details the organization's expenses, including salaries, benefits, and other costs. 4. **Section 4: Assets and Liabilities** (Part IV) - Details the organization's assets and liabilities at the beginning and end of the year. 5. **Section 5: Net Assets or Fund Balances** (Part V) - Details the organization's net assets or fund balances at the beginning and end of the year. 6. **Section 6: Supplemental Information** (Part VI) - Contains additional information about the organization's operations, including a list of the organization's programs and a description of its activities. The form is filled out with data for the year 2019, and the total revenue is \$1,000,000. The form is a PDF document, and the data is presented in a clear, organized manner.

2.2 Notice Reporting Form

Click on **Notice Reporting Form** option from side menu of the Dashboard; page with the required details will appear, as shown below:

The screenshot shows the 'Notice Reporting Form' page. On the left is a sidebar with a menu: Dashboard, Transactions, Notice Reporting Form (selected), Generate Reports, Application Status, Application Entry Updation, Report and Status of Filled Cases, Query Marked Cases, Site Inspection Report Request, and Reports. The main header includes 'AWASBANDHU', 'Housing & Urban Planning Department, Uttar Pradesh (Pravartan Portal For Development Authorities, Uttar Pradesh)', and 'Lucknow Development Authority'. The main content area is titled 'Notice Reporting Form' and contains a section 'Select Notice Reporting Form' with two buttons: 'Notice Reporting Form Under Section 27(1)' and 'Notice Reporting Form Under Section 16'.

Select Notice Reporting Form from the given options:

- Notice Reporting Form under Section 27(1)
- Notice Reporting Form under Section 16

Case I: Notice Reporting Form under Section 27(1)

Enter the required details in the given fields, section-wise.

The screenshot shows the 'Notice Reporting Form' page with 'Notice Reporting Form Under Section 27(1)' selected. The form is divided into four tabs: Basic Details, Construction Details, Upload Documents, and Preview. The 'Basic Details' tab is active, showing fields for: Title (dropdown), Applicant's Name (text), Title (dropdown), Father/Husband's Name (text), and an 'Add More' button. Below these are fields for Mobile No, Email Id, and Mohalla/Village Detail (dropdown). Further down are dropdowns for Select Zone, Select Ward, Select Mohalla, Select Thana, House No, and Pin Code. A 'Category of Case' dropdown is also present. A section for 'Details of unauthorized construction' includes a text area. At the bottom, a 'Boundaries Details' section has four text fields for North, South, East, and West boundaries. A 'Next' button is at the bottom right.

- Once the entire details are entered, preview details and Click on Submit button to submit.

Case II: Notice Reporting Form under Section 16

Enter the required details in the given fields, section-wise.

The screenshot shows the 'Notice Reporting Form' interface. At the top, there's a header with 'AWASBANDHU' and 'Housing & Urban Planning Department, Uttar Pradesh'. A sidebar on the left contains 'Dashboard', 'Transactions', and 'Reports'. The main content area is titled 'Notice Reporting Form' and features a 'Select Notice Reporting Form' section with two options: 'Notice Reporting Form Under Section 27(1)' (unchecked) and 'Notice Reporting Form Under Section 16' (checked). Below this, there are tabs for 'Basic Details', 'Other Details', 'Upload Documents', and 'Preview'. The 'Basic Details' tab is active, showing a form with fields for 'Title*' (dropdown), 'Applicant's Name*' (text), 'Father/Husband's Name*' (text), 'Mobile No' (text), 'Email Id' (text), 'Mohalla/Village Detail*' (dropdown), 'Select Zone*' (dropdown), 'Select Ward*' (dropdown), 'Select Mohalla*' (dropdown), 'Select Thana*' (dropdown), 'House No*' (text), 'Pin Code*' (text), and 'Category of Case*' (dropdown). A 'Next' button is at the bottom right of the form.

- Once the entire details are entered, preview details and Click on Submit button to submit.

2.3 Generate Reports

To Generate Reports, Click on **Generate Reports** option from side menu of the Dashboard; page with the required details will appear, as shown below:

The screenshot shows the 'Generate Report' interface. It has a header with 'AWASBANDHU' and 'Housing & Urban Planning Department, Uttar Pradesh'. A sidebar on the left contains 'Dashboard', 'Transactions', and 'Reports'. The main content area is titled 'Generate Report' and features a search section with 'From Date' (calendar), 'To Date' (calendar), 'Report Id' (text), and 'Zone Wise' (dropdown). There are 'Search' and 'Reset' buttons. Below the search section, there's a table with columns: 'Sr. No.', 'Report ID', 'Case ID', 'Form Type', 'Date', 'Zone', 'Name/Father's Name', and 'Details of Unauthorized Construction'. The table contains three rows of data.

Sr. No.	Report ID	Case ID	Form Type	Date	Zone	Name/Father's Name	Details of Unauthorized Construction
1	LDA/Z3/00000891	N/A	Setcion 16	06/03/2025 at 11:58AM	ZONE 8	TEST पिता / पति TEST FATHER NAME	Description of the building constructed
2	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	Section 27(1)	03/03/2025 at 9:22AM	ZONE 8	Ramesh पिता / पति Snjay	Details of unauthorized co
3	LDA/Z3/00000888	LDA/Z8/ANI/2025/0000860	Setcion 16	27/02/2025 at 5:58PM	ZONE 8	Kushal पिता / पति Suneel	Description of the building constructed*

- Select **Date**, enter **Report Id**, select **zone** from Zone Wise field dropdown, and then Click on **Search** button.

2.4 Application Status

To view Application Status, Click on **Application Status** option from side menu of the Dashboard; page with the required details will appear as shown below:

Sr. No.	Report ID	Case ID	Form Type	Date	Zone	Name/Father's Name	Details of Unauthorized Construction
1	LDA/Z3/00000891	N/A	Setcion 16	06/03/2025 at 11:58AM	ZONE 8	TEST पिता / पति TEST FATHER NAME	Description of the building/la constructed
2	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	Section 27(1)	03/03/2025 at 9:22AM	ZONE 8	Ramesh पिता / पति Snjay	Details of unauthorized const

- Select **Date**, enter **Report Id**, and then Click on **Search** button.
- Click on Reset button to reset details, if needed.

2.5 Application Entry Updation

Click on **Application Entry Updation** option from side menu of Dashboard, page with the required details will appear, as shown below:

Sr. No.	Reporot ID	Case ID	Form Type	Date	Zone	Name	Details of Unauthorized Construction
1	LDA/Z3/00000891	N/A	Setcion 16	06/03/2025 at 11:58AM	ZONE 8	TEST पिता / पति TEST FATHER NAME	Description of the building/land use bei constructed

- Select **Date**, enter **Report Id**, and then Click on **Search** button.
- Click on Reset button to reset details, if needed.

2.6 Report and Status of Filed Cases

To view report and status of Filed Cases, Click on Report and Status of Filed Cases option from side menu; page with the required details will appear, as shown below:

From Date: mm/dd/yyyy To Date: mm/dd/yyyy Report Id: [Input Field] [Submit] [Reset]

Report and Status of Filed Cases by Junior Engineer

Show 25 entries Search: [Input Field]

Sr. No.	Report Id	Notice Reporting Form Status and Date	Pravartan App Form Status and Date	Status	View
1	LDA/Z3/00000891	Submitted 06/03/2025 at 11:58AM	Submitted 06/03/2025 at 11:56AM	Completed	[View]
2	LDA/Z3/00000890	Pending	Submitted 06/03/2025 at 11:56AM	[Click here]	[View]

- Select **Date**, enter **Report Id**, and then Click on **Search** button.
- Click on **Reset** button to reset details, if needed.
- To view the status of application form filled via Pravartan mobile app, Click on **Click on Here** button/link; user will be redirected to the Notice Reporting Form page. Notice Reporting Form page will appear, as shown below:

Report Id : LDA/Z6/00000866

Select Notice Reporting Form

☐ Notice Reporting Form Under Section 27(1) ☐ Notice Reporting Form Under Section 16

- Select the respective **Notice Reporting Form** and fill in the required details, section-wise.

Fill Notice Reporting Form via web portal

Case I: Notice Reporting Form under Section 27(1)

Enter the required details in the given fields, section-wise.

The screenshot shows the 'Notice Reporting Form' interface on the AWASBANDHU portal. The header includes the portal name, department, and user profile. The left sidebar contains 'Dashboard', 'Transactions', and 'Reports'. The main content area is titled 'Notice Reporting Form' and features a 'Select Notice Reporting Form' section with two options: 'Notice Reporting Form Under Section 27(1)' (selected) and 'Notice Reporting Form Under Section 16'. Below this is a tabbed interface with 'Basic Details', 'Construction Details', 'Upload Documents', and 'Preview'. The 'Basic Details' tab is active, showing fields for 'Title', 'Applicant's Name', 'Father/Husband's Name', 'Mobile No', 'Email Id', 'Mohalla/Village Detail', 'Select Zone', 'Select Ward', 'Select Mohalla', 'Select Thana', 'House No', 'Pin Code', and 'Category of Case'. There is also a 'Details of unauthorized construction' text area and a 'Boundaries Details' section with 'North', 'South', 'East', and 'West' fields. A 'Next' button is at the bottom right.

- Once the entire details are entered, preview details and Click on Submit button to submit.

Case II: Notice Reporting Form under Section 16

Enter the required details in the given fields, section-wise.

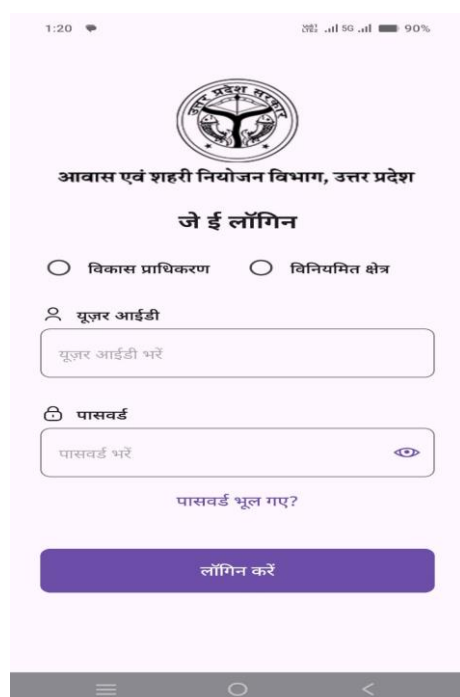
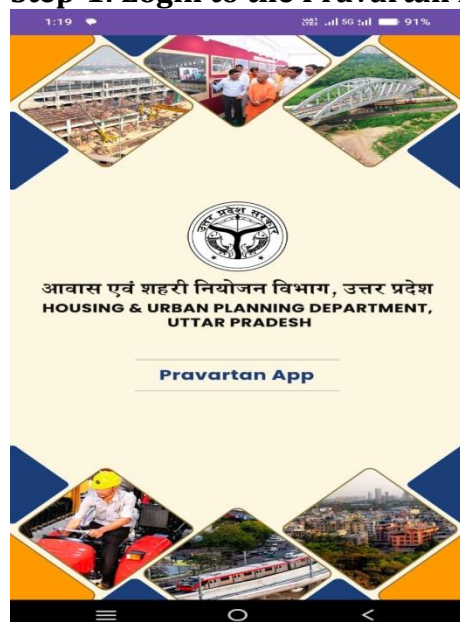
The screenshot shows the 'Notice Reporting Form' interface on the AWASBANDHU portal, specifically for Section 16. The header and sidebar are identical to Case I. The 'Select Notice Reporting Form' section shows 'Notice Reporting Form Under Section 16' selected. The 'Basic Details' tab is active, displaying the same set of fields as Case I. The 'Details of unauthorized construction' text area is present, but the 'Boundaries Details' section is not visible. A 'Next' button is at the bottom right.

- Once the entire details are entered, preview details and Click on **Submit** button to submit.

Fill Notice Reporting Form via Mobile Application

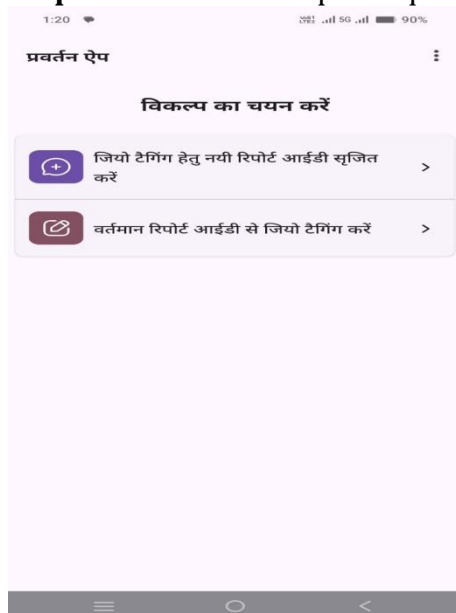
- To fill Notice Reporting Form via Mobile Application; Click on Go to Pravartan Mobile App from the web portal dashboard.

Step-1: Login to the Pravartan Mobile Application:

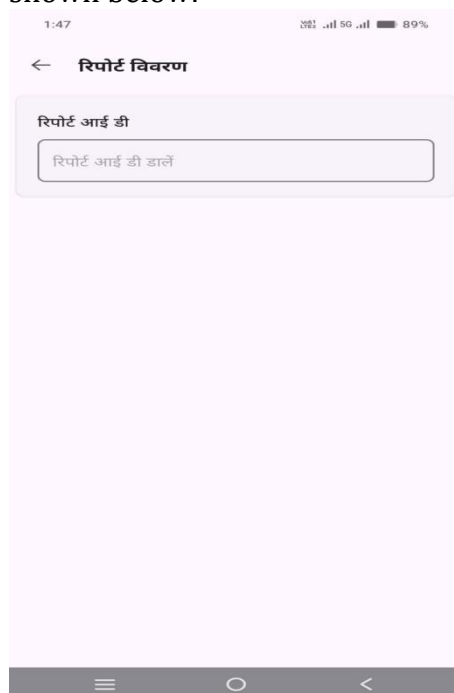


- Enter **User Id** and **Password** and Click on **Login** button below.
- To reset password, Click on **Forgot Password** link below.

Step-2: Select form as per requirement.



- Select the required option from the screen to proceed with the application form.
- In case of a form filled on web portal, user will have to select the specific option from Pravartan mobile application and enters the **Report ID** in the given field of mobile application. Report ID field will appear, as shown below:



1:21 90%

← कृपया फॉर्म भरें

नोट:-
सभी क्षेत्रों में डाटा भरना अनिवार्य है

भूखण्ड का क्षेत्रफल (वर्ग मीटर)

जोन
विकल्प चुनें

क्या अवैध प्लॉटिंग हुई है?
☒ हाँ ☐ नहीं

क्या मानचित्र की स्वीकृति है?
☒ हाँ ☐ नहीं

क्या स्वीकृति के विपरीत भूमि का उपयोग हुआ है?
☒ हाँ ☐ नहीं

किस प्रयोजन हेतु स्वीकृति है?
विकल्प चुनें

किस प्रयोजन हेतु निर्माण किया जा रहा है?

- Enter the required details in the given fields and proceed ahead.

1:21 90%

← कृपया फॉर्म भरें

क्या स्वीकृति के विपरीत निर्माण हो रहा है?
☒ हाँ ☐ नहीं

क्या निर्मित तल में विचलन है?
☒ हाँ ☐ नहीं

कितने तल की स्वीकृति है?

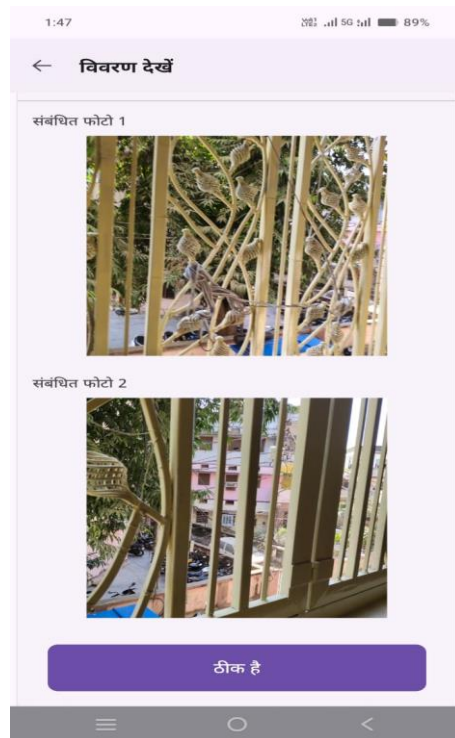
कितने तल में विचलन है?

विचलित तल का क्षेत्रफल (वर्ग मीटर) कितना है?

क्या निर्मित भूखण्ड क्षेत्र में विचलन है?
☒ हाँ ☐ नहीं

अनाधिकृत निर्माण का क्षेत्रफल (वर्ग मीटर) कितना है?

- Upload photos by Click on the **Click on/upload photos** button.



2.7 Query Marked Cases

To view **Query Marked Cases**, Click on **Query Marked Cases** option from side menu of Dashboard; page with the required details will appear, as shown below:

Sr No	Report ID	Case ID	Form Type	Date	Zone	Name/Father's Name	Details of Unauthorized Cases
1	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	Section 27(1)	03/03/2025 at 9:22AM	ZONE 8	Ramesh पिता / पति Snjay	Details of unauthorized con
2	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	Section 27(1)	03/03/2025 at 9:22AM	ZONE 8	Ramesh पिता / पति Snjay	Details of unauthorized con

- Select **Date**, enter **Report Id**, and then Click on **Search** button.
- Click on **Reset** button to reset details, if needed.

2.8 Site Inspection Report Request

To view site inspection request report, Click on **Site Inspection Report Request** option from side menu of Dashboard; page with the required details will appear, as shown below:

The screenshot displays the 'Site Inspection Report Request' page. The sidebar on the left contains 'Dashboard', 'Transactions', and 'Reports'. The main content area features a header 'Site Inspection Report Request' and a search form with 'From Date', 'To Date', and 'Report Id' fields, 'Submit', and 'Reset' buttons. Below the form is a table with 3 entries, each showing details of unauthorized construction.

Sr. No.	Report ID	Case ID	Form Type	Date	Zone	Name/Father's Name	Details of Unauthorized C
1	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	Section 27(1)	03/03/2025	ZONE 8	Ramesh पिता / पति Snjay	Details of unauthorized co
2	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	Section 27(1)	03/03/2025	ZONE 8	Ramesh पिता / पति Snjay	Details of unauthorized co
3	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	Section 27(1)	03/03/2025	ZONE 8	Ramesh पिता / पति Snjay	Details of unauthorized co

- Select **Date**, enter **Report Id**, and then Click on **Search** button.
- Click on **Reset** button to reset details, if needed.
- Click on **View** action icon to view the details.

2.9 Query Report

To view query report, Click on **Query Report** option from side menu of Dashboard; page with the required details will appear, as shown below:

The screenshot displays the 'Query Report' page. The sidebar on the left contains 'Dashboard', 'Transactions', and 'Reports'. The main content area features a header 'Query Report' and a search form with 'From Date', 'To Date', and 'Report Id' fields, 'Submit', and 'Reset' buttons. Below the form is a table with 3 entries, each showing details of unauthorized construction.

Sr. No.	Report ID	Case ID	Form Type	Zone	Father/Husband's Name	Details of Unauthorized Construction
1	LDA/Z4/00000875	N/A	Section 27(1)	ZONE 8	Test AnuragPatel पिता / पति Test Father	Details of unauthorized construction
2	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	Section 27(1)	ZONE 8	Ramesh पिता / पति Snjay	Details of unauthorized construction
3	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	Section 27(1)	ZONE 8	Ramesh पिता / पति Snjay	Details of unauthorized construction

- Select **Date**, enter **Report Id**, and then Click on **Search** button.
- Click on **Reset** button to reset details, if needed.

2.10 Compliance Report

To view compliance report, Click on **Compliance Report** option from side menu of Dashboard; page with the required details will appear, as shown below:

AWASBANDHU

Housing & Urban Planning Department, Uttar Pradesh
(Pravartan Portal For Development Authorities, Uttar Pradesh)

Lucknow Development Authority

Dashboard

Transactions

Reports

Compliance Report

From Date: mm/dd/yyyy To Date: mm/dd/yyyy Report Id: Notice Type: Select Notice Type

Submit Reset

Compliance Report

Show 25 entries Search:

Sr.No.	Report ID	Case ID	Date	Zone	Notice Type	Notice Issued Date	Dispatch Number
--------	-----------	---------	------	------	-------------	--------------------	-----------------

- Select **Date**, enter **Report Id**, select **Notice Type** from dropdown, and then Click on **Search** button.
- Click on **Reset** button to reset details, if needed.

2.11 Seal Removal Order Report

To view seal removal order report, Click on Seal Removal Order **Report** option from side menu of Dashboard; page with the required details will appear, as shown below:

AWASBANDHU

Housing & Urban Planning Department, Uttar Pradesh
(Pravartan Portal For Development Authorities, Uttar Pradesh)

Lucknow Development Authority

Dashboard

Transactions

Reports

Seal Removal Order Report

From Date: mm/dd/yyyy To Date: mm/dd/yyyy Report Id:

Submit Reset

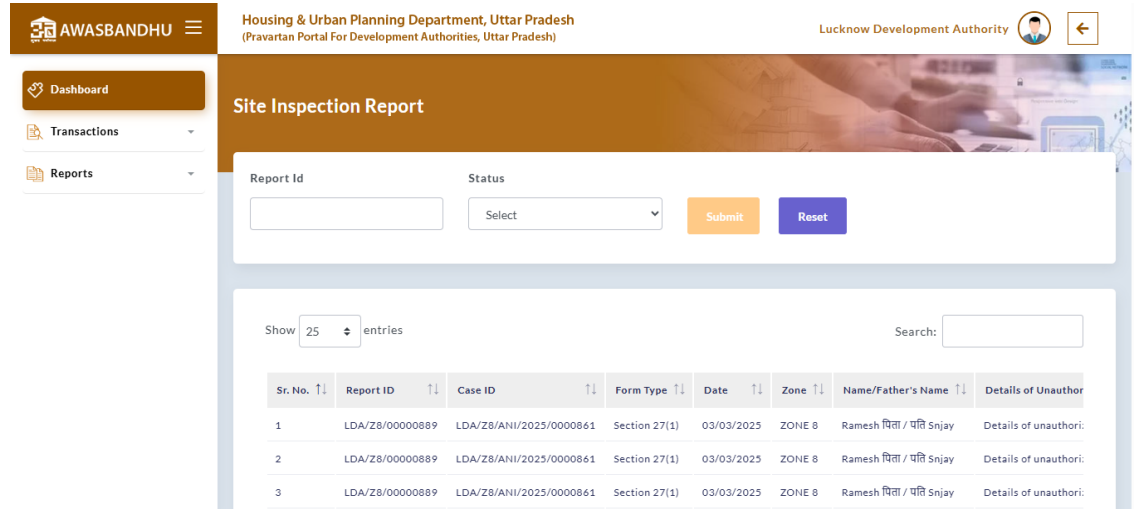
Show 25 entries Search:

Sr.No.	Report ID	Case ID	Date	Zone	Father/Husband's Name	Details of Unauthorized Construction
1	LDA/Z8/00000889	LDA/Z8/ANI/2023/0000861	03/03/2023	ZONE 8	Ramesh पिता / पति Snjay	Details of unauthorized construction
2	LDA/Z8/00000852	LDA/Z8/ANI/2023/0000856	10/02/2023	ZONE 8	Test Applicant पिता / पति Test Father	Test Details of unauthorized construction
3	LDA/Z8/00000886	LDA/Z8/ANI/2023/0000859	27/02/2023	ZONE 8	Ramesh पिता / पति Dinesh	unauthorized construction

- Select **Date**, enter **Report Id**, and then Click on **Search** button.
- Click on **Reset** button to reset details, if needed.

2.12 Site Inspection Report

To view site inspection report, Click on **Site Inspection Report** option from side menu of Dashboard; page with the required details will appear, as shown below:



The screenshot displays the 'Site Inspection Report' page. The sidebar on the left contains 'Dashboard', 'Transactions', and 'Reports'. The main area features a header 'Site Inspection Report' and a form with 'Report Id' and 'Status' dropdowns, 'Submit' and 'Reset' buttons, and a table of reports. The table has columns: Sr. No., Report ID, Case ID, Form Type, Date, Zone, Name/Father's Name, and Details of Unauthor.

Sr. No.	Report ID	Case ID	Form Type	Date	Zone	Name/Father's Name	Details of Unauthor
1	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	Section 27(1)	03/03/2025	ZONE 8	Ramesh पिता / पति Snjay	Details of unauthori.
2	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	Section 27(1)	03/03/2025	ZONE 8	Ramesh पिता / पति Snjay	Details of unauthori.
3	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	Section 27(1)	03/03/2025	ZONE 8	Ramesh पिता / पति Snjay	Details of unauthori.

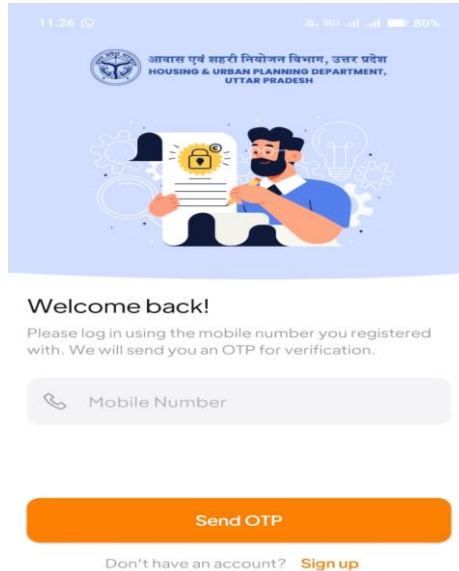
- Enter **Report Id** and select Status from dropdown, and Click on **Search** button.
- Click on **Reset** button to reset details, if needed.

2.13 Grievance Redressal System and Pravartan Citizen App



User Manual of Enforcement Case Management System (Pravartan Portal), Grievance Redressal System & Pravartan Citizen App (New Upgraded Version), Developed for Housing and Urban Planning Department, Government of Uttar Pradesh

- Enter Mobile Number and Click on **Send OTP** button below.



11:26 80%

आवास एवं शहरी नियोजन विभाग, उत्तर प्रदेश
HOUSING & URBAN PLANNING DEPARTMENT,
UTTAR PRADESH

Welcome back!

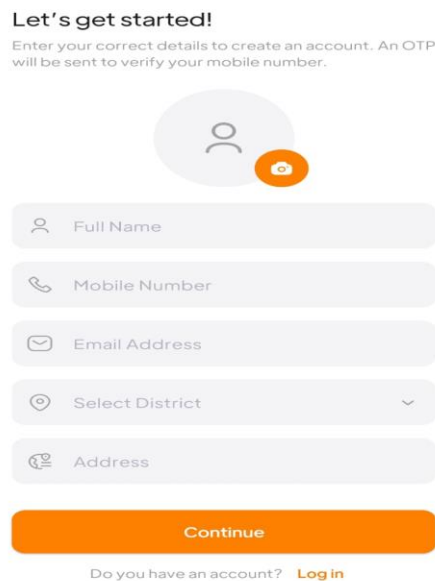
Please log in using the mobile number you registered with. We will send you an OTP for verification.

Mobile Number

Send OTP

Don't have an account? [Sign up](#)

- Enter OTP received on registered mobile number to proceed with the further steps ahead.



11:26 80%

आवास एवं शहरी नियोजन विभाग, उत्तर प्रदेश
HOUSING & URBAN PLANNING DEPARTMENT,
UTTAR PRADESH

Let's get started!

Enter your correct details to create an account. An OTP will be sent to verify your mobile number.

Full Name

Mobile Number

Email Address

Select District

Address

Continue

Do you have an account? [Log in](#)

- Enter the required details in the given fields and then Click on **Continue** button below.

Pravartan Citizen App  



No Grievances Yet


Looks like you haven't added any grievances.
Please create your first grievance.


 Add Grievance

- Click on **+ Add Grievance** button to add a new grievance.
- After Clicking on **+Add Grievance** button; a new page with required fields will appear, as shown below:

← Lodge Grievance


You can lodge a grievance by providing the following details:

Select Development Authority 

Select Zone 


Address/Location of Illegal Construction

Pin Code

Select Grievance Type 


Grievance Description

Upload Documentary Evidence (JPG or PDF)

 Attach Document

No file selected (Max: 400 KB)

Illegal Construction Site Photographs



- Select **Development Authority**, **Zone**, and enter the required details in the given fields. Once the required details are entered, Click on **Attach Document** button to attach the required documents.

User Manual of Enforcement Case Management System (Pravartan Portal), Grievance Redressal System & Pravartan Citizen App (New Upgraded Version), Developed for Housing and Urban Planning Department, Government of Uttar Pradesh

- Once the details are entered, preview page with filled details will appear, as shown below:

← **Grievance Details**

Token Number: LDA/G00000001

Grievance Date: 17/4/2025

Grievance Type: Building without necessity permits

Development Authority: Lucknow Development Authority

Zone: ZONE 1

Address: Test address data

Pin Code: 226028

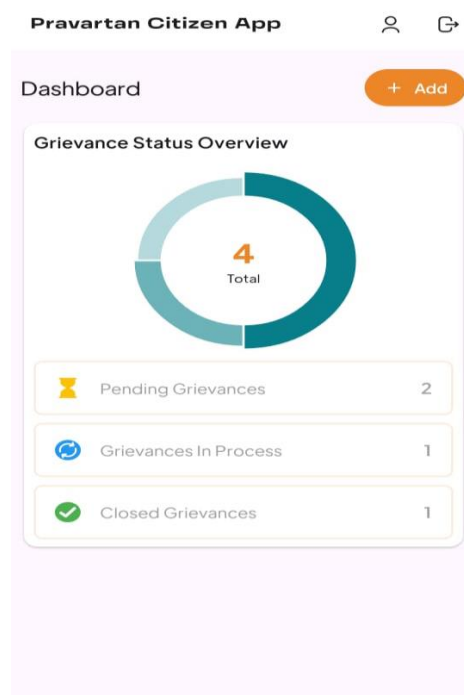
Description: Test Grievance Description

Evidence Document

No Grievances Yet

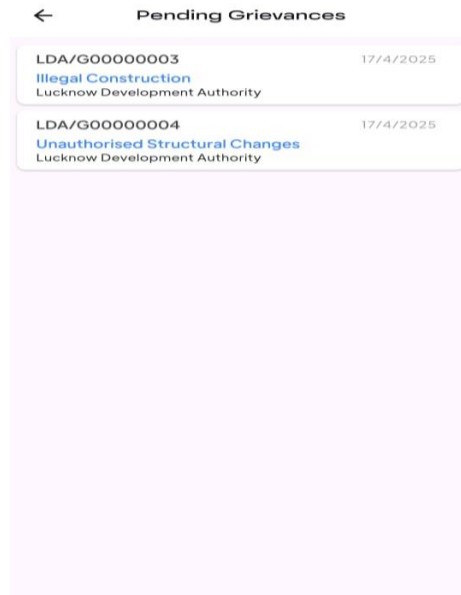
Site Photos

- Mobile application Dashboard screen will appear, as shown below:

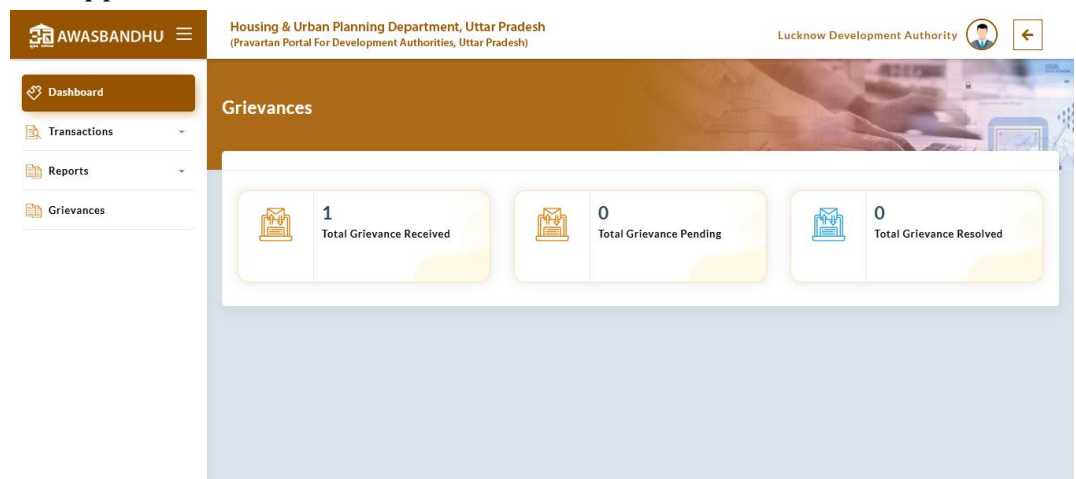


- Click on **+Add** button to add a new grievance.

- To view pending grievances, Click on **Pending Grievances** option from the App Dashboard screen; page will appear as shown below:



- Click on **Grievance** option from the side menu of the Dashboard; page will appear, as shown below:



User Manual of Enforcement Case Management System (Pravartan Portal), Grievance Redressal System & Pravartan Citizen App (New Upgraded Version), Developed for Housing and Urban Planning Department, Government of Uttar Pradesh

- Click on **Total Grievances Received** option to view the number of grievances received through mobile app.

The screenshot shows the 'Total Grievance Received' dashboard. The header includes the AWASBANDHU logo, the department name 'Housing & Urban Planning Department, Uttar Pradesh', and the user 'Lucknow Development Authority'. The left sidebar contains navigation options: Dashboard, Transactions, Reports, and Grievances. The main content area has a search bar with fields for 'Grievance Token Number', 'From Date', and 'To Date', along with 'Submit' and 'Reset' buttons. Below the search bar is a table titled 'Grievances Details' showing a list of grievances. The table has columns for Sr. No., Date, Grievance Token Number, Name, Type of Complaint, Mobile Number, Zone, Address, and Grievance Description. A single entry is visible for Sr. No. 1, dated 17/04/2025, with token number LDA/G00000001. The table is paginated, showing 1 to 1 of 1 entries.

Sr. No.	Date	Grievance Token Number	Name	Type of Complaint	Mobile Number	Zone	Address	Grievance Description
1	17/04/2025	LDA/G00000001	kushagra	Building without necessity permits	7408818166	ZONE 1	Test address data	Test Grievance Description

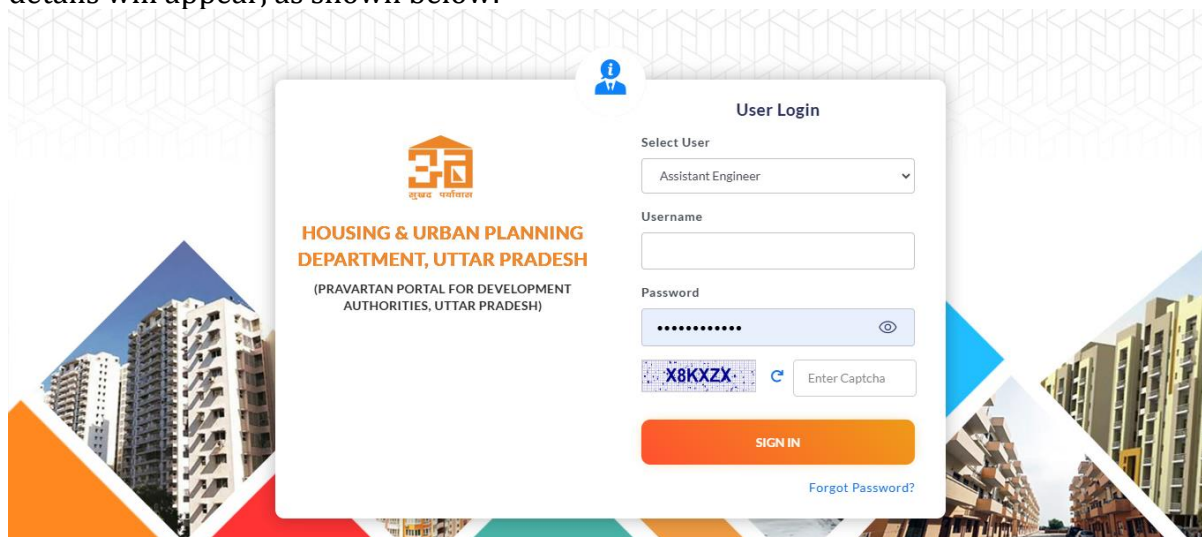
- Click on **View** action icon to view the action taken against the grievances received.

The screenshot shows the 'Grievance Application Details' page. The header is the same as the previous screenshot. The left sidebar is also the same. The main content area is titled 'Grievance Application Details' and shows the details of the selected grievance. It includes a table with the following information:

Sr. No.	Action	Remarks	File	Date
1.	Reply to Complainant by Admin	Resolved		17/04/2025
2.	Reply to Admin by JE	Test Reply to admin	N/A	17/04/2025
3.	Forwarded to Junior Engineer (I) by Admin	Test Forward to Junior Engineer	N/A	17/04/2025

3. Assistant Engineer Login

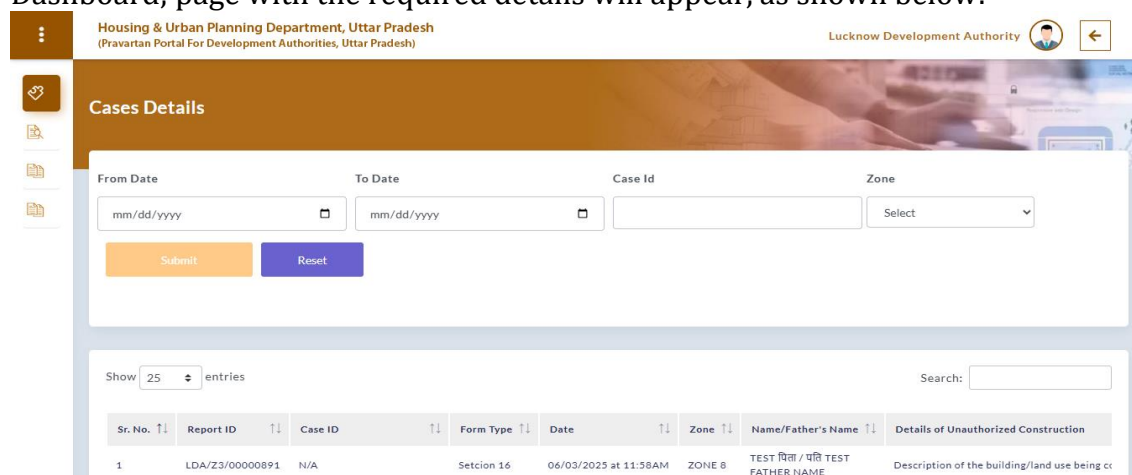
To login, user will have to enter the login URL in the web browser and then press enter to redirect to the Assistant Engineer login page. Login page with the required details will appear, as shown below:



- Select user from dropdown, enter **Username**, **Password**, and **Captcha** in the given fields and then Click on **Sign In** button below.
- Click on **Forgot Password** link below to reset new password.

3.1 Cases Details

To view Cases Details, Click on **Cases Details** option from side menu of Dashboard; page with the required details will appear, as shown below:



Sr. No.	Report ID	Case ID	Form Type	Date	Zone	Name/Father's Name	Details of Unauthorized Construction
1	LDA/Z3/00000891	N/A	Setcion 16	06/03/2025 at 11:58AM	ZONE 8	TEST FATHER NAME	Description of the building/land use being c

- Select **Date**, enter **Case Id**, and select **Zone** from dropdown options. Once the details are selected, Click on **Submit** button below.
- Click on **Reset** button to reset details, if needed.

3.2 Report Details

To view report details, Click on **Report Details** option from side menu of the Dashboard; page will appear, as shown below:

Housing & Urban Planning Department, Uttar Pradesh
(Pravartan Portal For Development Authorities, Uttar Pradesh)

Lucknow Development Authority

Report Details

From Date: To Date: Case Id: Zone Wise: Status Wise Reports:

Show 25 entries

Sr. No.	Report ID	Case ID	Form Type	Date	Zone	Name/Father's Name	Details of Unauthorized Construction
1	LDA/Z8/00000891	N/A	Section 16	06/03/2025 at 11:58AM	ZONE 8	TEST FATHER NAME	Description of the building/land use being ci
2	LDA/Z8/00000852	LDA/Z8/ANI/2025/0000856	Section 27(1)	10/02/2025 at 1:16PM	ZONE 8	Test Applicant पिता / पति Test Father	Test Details of unauthorized construction
3	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	Section 27(1)	03/03/2025 at 9:22AM	ZONE 8	Ramesh पिता / पति Snjay	Details of unauthorized construction

- Select **Date** from dropdown, enter **Case Id**, select **Zone** and **Status wise Report** from dropdown, and Click on **Submit** button.

3.3 Site Inspection Request

To view site inspection requests, Click on **Site Inspection Request** option from side menu of the Dashboard; page will appear, as shown below:

Housing & Urban Planning Department, Uttar Pradesh
(Pravartan Portal For Development Authorities, Uttar Pradesh)

Lucknow Development Authority

Site Inspection Report Request

From Date: To Date: Report Id:

Show 25 entries

Sr. No.	Report ID	Case ID	Form Type	Date	Zone	Name/Father's Name	Details of Unauthorized Construction	Request ID
1	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	Section 27(1)	03/03/2025	ZONE 8	Ramesh पिता / पति Snjay	Details of unauthorized construction	Descriptio
2	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	Section 27(1)	03/03/2025	ZONE 8	Ramesh पिता / पति Snjay	Details of unauthorized construction	Descriptio
3	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	Section 27(1)	03/03/2025	ZONE 8	Ramesh पिता / पति Snjay	Details of unauthorized construction	Descriptio
4	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	Section 27(1)	03/03/2025	ZONE 8	Ramesh पिता / पति Snjay	Details of unauthorized construction	Descriptio

Housing & Urban Planning Department, Uttar Pradesh
(Pravartan Portal For Development Authorities, Uttar Pradesh)

Lucknow Development Authority

Site Inspection Report Request

From Date: To Date: Report Id:

Show 25 entries

f Unauthorized Construction	Request Description	View	Requested Date	Response Date	Site Inspection Report Status	Action
Unauthorized construction	Test site inspection	<input type="button" value="View"/>	07/03/2025	07/03/2025	Forwarded	<input type="button" value="Forward"/>
Unauthorized construction	Test site inspection	<input type="button" value="View"/>	03/03/2025	N/A	Pending	<input type="button" value="Forward"/>
Unauthorized construction	Test site inspection	<input type="button" value="View"/>	03/03/2025	N/A	Pending	<input type="button" value="Forward"/>
Unauthorized construction	Test site inspection	<input type="button" value="View"/>	03/03/2025	N/A	Pending	<input type="button" value="Forward"/>

- Select **Date**, enter **Report Id**, and then Click on **Search** button.
- Click on **Reset** button to reset details, if needed.
- To view and forward, Click on Pending requests from Site Inspection Report/Request section.
- In case of forwarded reports, report status will be reflecting **Forwarded**.

3.4 Report and Status of Filed Cases by Junior Engineer

Click on **Report and Status of Filed Cases by Junior Engineer** from side menu of the Dashboard; page will appear, as shown below:

Housing & Urban Planning Department, Uttar Pradesh
(Pravartan Portal For Development Authorities, Uttar Pradesh)

Lucknow Development Authority

Report and Status of Filed Cases by Junior Engineer

From Date: mm/dd/yyyy To Date: mm/dd/yyyy Report Id:

Report and Status of Filed Cases by Junior Engineer

Show 25 entries Search:

Sr. No.	Report Id	Notice Reporting Form Status and Date	Pravartan App Form Status and Date	View
1	LDA/Z3/00000891	Submitted 06/03/2025 at 11:58AM	Submitted 06/03/2025 at 11:56AM	View
2	LDA/Z3/00000889	Submitted 03/03/2025 at 9:22AM	Submitted 03/03/2025 at 9:15AM	View

- Select **Date**, enter **Report Id**, and then Click on **Search** button.
- Click on **Reset** button to reset details, if needed.

3.5 Compliance Report

To view **Compliance Report**, Click on **Compliance Report** option from side menu of the Dashboard; page with the required details will appear, as shown below:

Housing & Urban Planning Department, Uttar Pradesh
(Pravartan Portal For Development Authorities, Uttar Pradesh)

Lucknow Development Authority

Compliance Report

From Date: mm/dd/yyyy To Date: mm/dd/yyyy Report Id: Notice Type: Building Demolition Notice

Compliance Report

Show 25 entries Search:

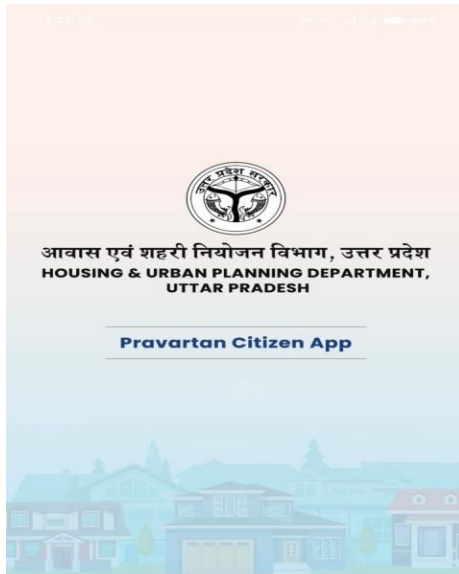
Sr.No.	Report ID	Case ID	Date	Zone	Notice Type	Notice Issued Date
1	LDA/Z3/00000852	LDA/Z3/AHV/2023/0000856	10/02/2023	ZONE B	Sealing order under section 26(A)(1) / धारा 26(ए)(1) के तहत सीलिंग आदेश	27/02/2023
2	LDA/Z3/00000852	LDA/Z3/AHV/2023/0000856	10/02/2023	ZONE B	Sealing order under section 26(A)(1) / धारा 26(ए)(1) के तहत सीलिंग आदेश	27/02/2023
3	LDA/Z3/00000852	LDA/Z3/AHV/2023/0000856	10/02/2023	ZONE B	Sealing order under section 26(A)(1) / धारा 26(ए)(1) के तहत सीलिंग आदेश	27/02/2023
4	LDA/Z3/00000852	LDA/Z3/AHV/2023/0000856	10/02/2023	ZONE B	Building Demolition order under section 27(1) / धारा 27(1) के तहत भवन विध्वंस आदेश	27/02/2023
5	LDA/Z3/00000886	LDA/Z3/AHV/2023/0000839	27/02/2023	ZONE B	Building Demolition order under section 27(1) / धारा 27(1) के तहत भवन विध्वंस आदेश	27/02/2023
6	LDA/Z3/00000886	LDA/Z3/AHV/2023/0000859	27/02/2023	ZONE B	Sealing order under section 26(A)(1) / धारा 26(ए)(1) के तहत सीलिंग आदेश	27/02/2023
7	LDA/Z3/00000852	LDA/Z3/AHV/2023/0000856	10/02/2023	ZONE B	Sealing order under section 26(A)(1) / धारा 26(ए)(1) के तहत सीलिंग आदेश	27/02/2023
8	LDA/Z3/00000852	LDA/Z3/AHV/2023/0000856	10/02/2023	ZONE B	Building Demolition order under section 27(1) / धारा 27(1) के तहत भवन विध्वंस आदेश	27/02/2023
9	LDA/Z3/00000852	LDA/Z3/AHV/2023/0000856	10/02/2023	ZONE B	Building Demolition order under section 27(1) / धारा 27(1) के तहत भवन विध्वंस आदेश	27/02/2023
10	LDA/Z3/00000889	LDA/Z3/AHV/2023/0000861	03/03/2023	ZONE B	Sealing order under section 26(A)(1) / धारा 26(ए)(1) के तहत सीलिंग आदेश	06/03/2023
11	LDA/Z3/00000889	LDA/Z3/AHV/2023/0000861	03/03/2023	ZONE B	Building Demolition order under section 27(1) / धारा 27(1) के तहत भवन विध्वंस आदेश	06/03/2023
12	LDA/Z3/00000889	LDA/Z3/AHV/2023/0000861	03/03/2023	ZONE B	Sealing order under section 26(A)(1) / धारा 26(ए)(1) के तहत सीलिंग आदेश	06/03/2023

Showing 1 to 12 of 12 entries

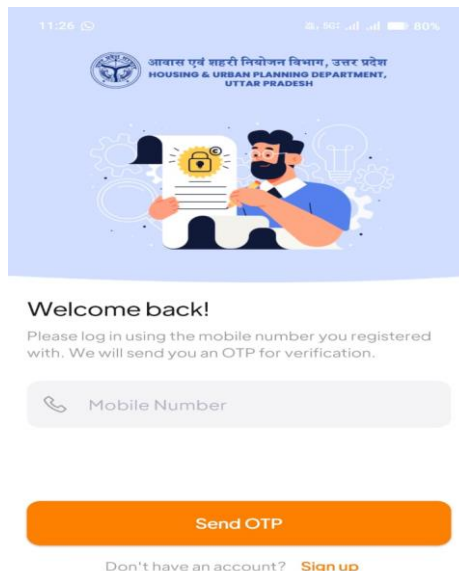
[Previous](#) [Next](#)

- Select **Date**, enter **Report Id**, and select **Notice Type** from dropdown. Once the details are entered, Click on **Submit** button below.
- Click on **Reset** button to reset details, if needed.

3.6 Grievance Redressal System and Pravartan Citizen App



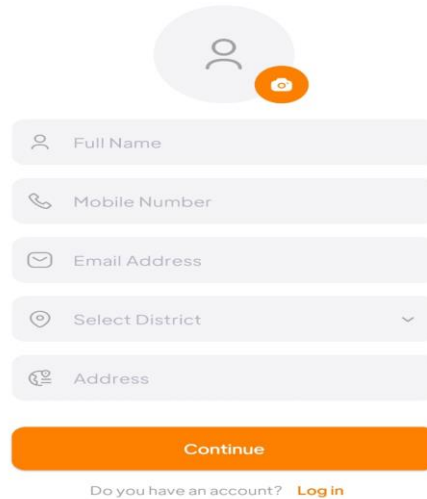
- Enter **Mobile Number** and Click on **Send OTP** button below.



- Enter OTP received on registered mobile number to proceed with the further steps ahead.

Let's get started!

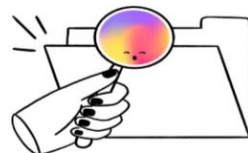
Enter your correct details to create an account. An OTP will be sent to verify your mobile number.



The registration form consists of a profile icon placeholder at the top, followed by five input fields: 'Full Name', 'Mobile Number', 'Email Address', 'Select District' (a dropdown menu), and 'Address'. Below these fields is an orange 'Continue' button. At the bottom, there is a link that says 'Do you have an account? Log in'.

- Enter the required details in the given fields and then Click on **Continue** button below.

Pravartan Citizen App  



No Grievances Yet

Looks like you haven't added any grievances.
Please create your first grievance.

 **Add Grievance**

- Click on **+Add Grievance** button to add a new grievance.

- After clicking on **+Add Grievance** button; a new page with required fields will appear, as shown below:

← **Lodge Grievance**

You can lodge a grievance by providing the following details:

Select Development Authority

Select Zone

Address/Location of Illegal Construction

Pin Code

Select Grievance Type

Grievance Description

Upload Documentary Evidence (JPG or PDF)

Attach Document

No file selected (Max: 400 KB)

Illegal Construction Site Photographs

- Select **Development Authority, Zone**, and enter the required details in the given fields. Once the required details are entered, Click on **Attach Document** button to attach the required documents.
- Once the details are entered, preview page with filled details will appear, as shown below:

← **Grievance Details**

Token Number: LDA/G00000001

Grievance Date: 17/4/2025

Grievance Type: Building without necessity permits

Development Authority: Lucknow Development Authority

Zone: ZONE 1

Address: Test address data

Pin Code: 226028

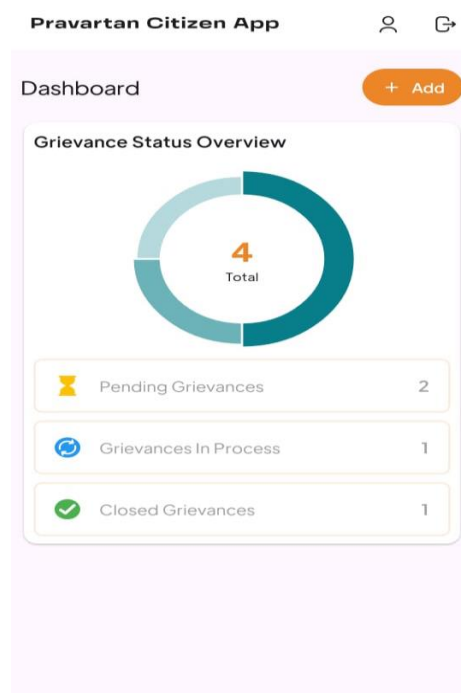
Description: Test Grievance Description

Evidence Document

No Grievance Yet

Site Photos

- Mobile application Dashboard screen will appear, as shown below:



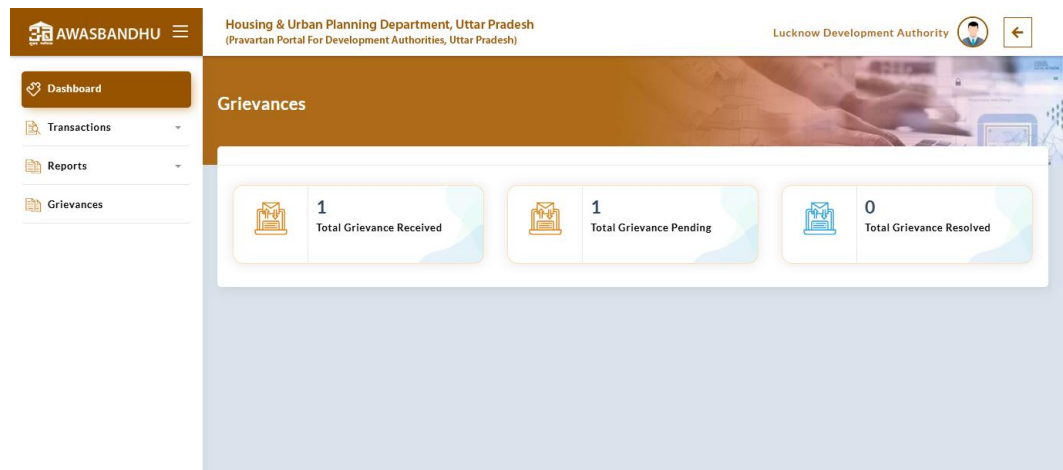
- Click on **+Add** button to add a new grievance.
- To view pending grievances, Click on **Pending Grievances** option from the App Dashboard screen; page will appear as shown below:

The screenshot shows the 'Pending Grievances' screen. It has a back arrow and the title 'Pending Grievances'. Below the title is a list of two grievances, each with a unique ID, a description, and the date '17/4/2025'.

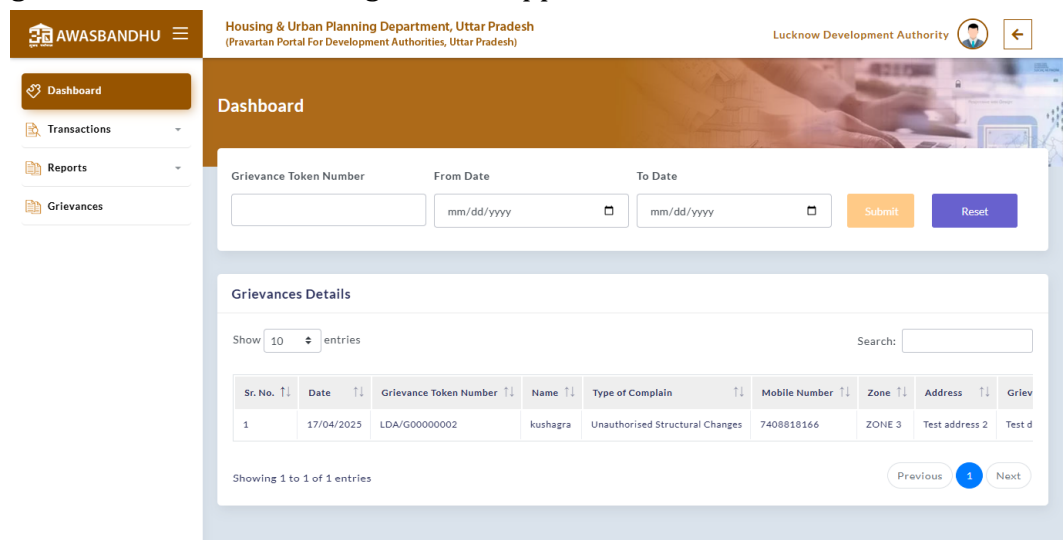
Grievance ID	Description	Date
LDA/G00000003	Illegal Construction Lucknow Development Authority	17/4/2025
LDA/G00000004	Unauthorised Structural Changes Lucknow Development Authority	17/4/2025

User Manual of Enforcement Case Management System (Pravartan Portal), Grievance Redressal System & Pravartan Citizen App (New Upgraded Version), Developed for Housing and Urban Planning Department, Government of Uttar Pradesh

- Click on **Grievance** option from the side menu of the Dashboard; page will appear, as shown below:



- Click on **Total Grievances Received** option to view the number of grievances received through mobile app.



User Manual of Enforcement Case Management System (Pravartan Portal), Grievance Redressal System & Pravartan Citizen App (New Upgraded Version), Developed for Housing and Urban Planning Department, Government of Uttar Pradesh

- Click on **View** action icon to view the action taken against the grievances received.

AWASBANDHU Housing & Urban Planning Department, Uttar Pradesh (Pravartan Portal For Development Authorities, Uttar Pradesh) Lucknow Development Authority

Dashboard

Grievance Application Details

Grievance Token Number : LDA/G00000002 Date : 17/04/2025

Name of Complainant	kushagra
Type of Complaint	Unauthorised Structural Changes
Mobile Number	7408818166
Zone	ZONE 3
Address	Test address 2
Pin Code	226028
Grievance Description	Test data of grievances
Documentary Evidence	
Photographs	

Sr. No.	Action	Remarks	File	Date
1.	Forwarded to Assistant Engineer by Admin()	Test Forward to AE	N/A	17/04/2025

- Click on **Grievances Pending** option from the Dashboard to view and perform action against pending grievance.

AWASBANDHU Housing & Urban Planning Department, Uttar Pradesh (Pravartan Portal For Development Authorities, Uttar Pradesh) Lucknow Development Authority

Total Grievance Pending

Grievance Token Number From Date To Date

Submit Reset

Grievances Details

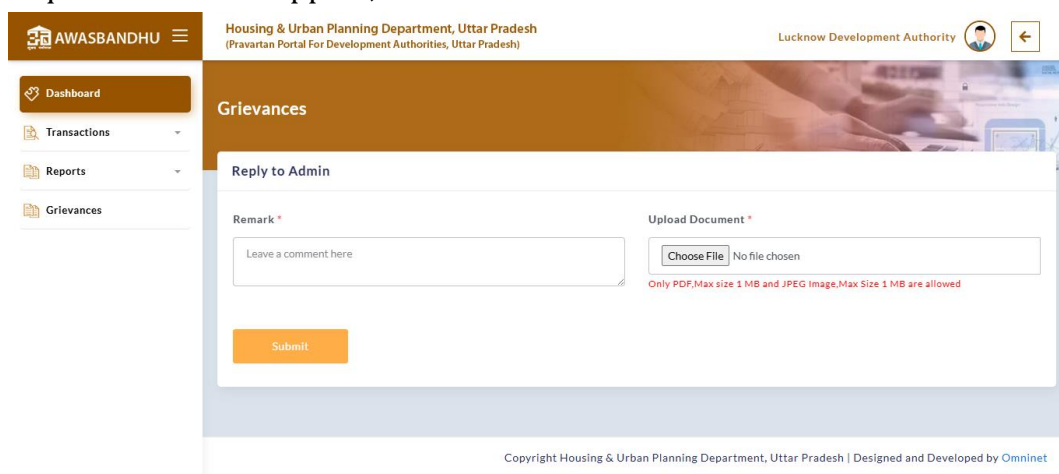
Show 10 entries Search:

Type of Complaint	Mobile Number	Zone	Address	Grievance Description	Documentary Evidence	View	Action
Unauthorised Structural Changes	7408818166	ZONE 3	Test address 2	Test data of grievances			

Showing 1 to 1 of 1 entries

User Manual of Enforcement Case Management System (Pravartan Portal), Grievance Redressal System & Pravartan Citizen App (New Upgraded Version), Developed for Housing and Urban Planning Department, Government of Uttar Pradesh

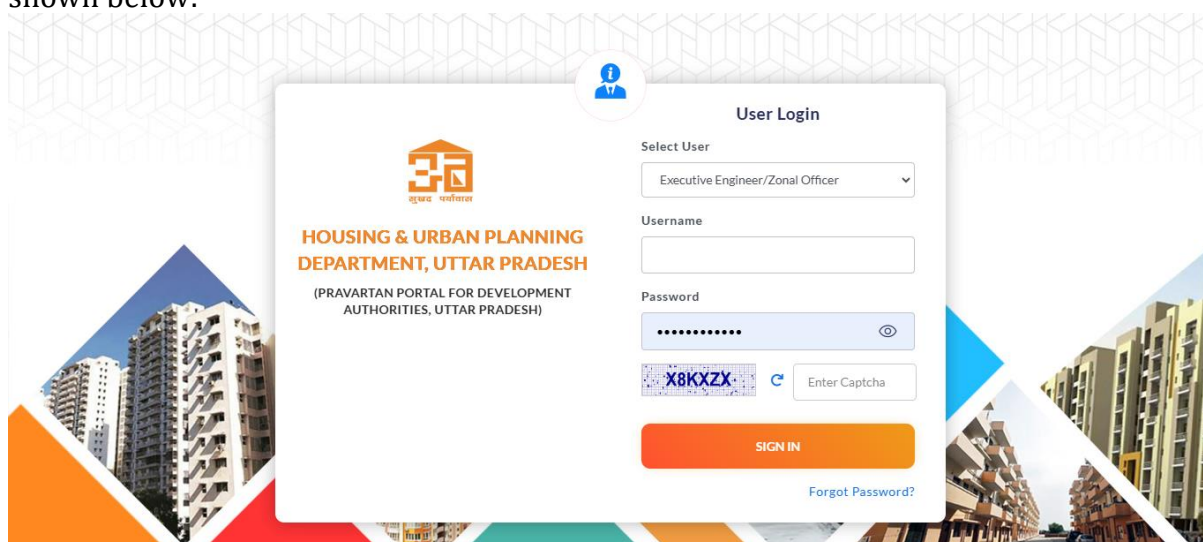
- After clicking on **Action** icon from pending grievances; a new page with required fields will appear, as shown below:



- Upload Document**, enter **Remark** and Click on **Submit** button below.

4. Executive Engineer Login

To login to the Executive Engineer portal, enter the login URL in the web browser and then press enter; user will be redirected to the login page which will appear, as shown below:



- Select user from dropdown, enter **Username**, **Password**, and **Captcha** in the given fields and then Click on **Sign In** button below.
- Click on **Forgot Password** link below to reset new password.

4.1 Cases Details

To view **Cases Details**, Click on **Cases Details** option from side menu of the Dashboard; page with the required details will appear, as shown below:

Housing & Urban Planning Department, Uttar Pradesh
(Pravartan Portal For Development Authorities, Uttar Pradesh)

Lucknow Development Authority

Cases Details

From Date: mm/dd/yyyy To Date: mm/dd/yyyy Case Id: Zone: Select

Submit Reset

Show 25 entries Search:

Sr. No.	Report ID	Case ID	Form Type	Date	Zone	Name/Father's Name	Details of Unauthorized Construction
1	LDA/Z3/00000891	N/A	Section 16	06/03/2025 at 11:58AM	ZONE 8	TEST पिता / पति TEST FATHER NAME	Description of the building/land use being co

- Select **Date** from dropdown, enter **Case Id**, Select **Zone**, and then Click on **Search** button.
- Click on **Reset** button to reset details, if needed.

4.2 Report Details

To view **Report Details**, Click on **Report Details** option from side menu of the Dashboard; page will appear, as shown below:

Housing & Urban Planning Department, Uttar Pradesh
(Pravartan Portal For Development Authorities, Uttar Pradesh)

Lucknow Development Authority

Report Details

From Date: To Date: Case Id: Zone Wise: Status Wise Reports: Submit

Show 25 entries Search:

Sr. No.	Report ID	Case ID	Form Type	Date	Zone	Name/Father's Name	Details of Unauthorized Construction
1	LDA/Z3/00000891	N/A	Section 16	06/03/2025 at 11:58AM	ZONE 8	TEST पिता / पति TEST FATHER NAME	Description of the building/land use being co
2	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	Section 27(1)	03/03/2025 at 9:22AM	ZONE 8	Ramesh पिता / पति Snjay	Details of unauthorized construction
3	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	Section 27(1)	03/03/2025 at 9:22AM	ZONE 8	Ramesh पिता / पति Snjay	Details of unauthorized construction

- Select **Date**, enter **Case Id**, select **Zone Wise**, select **Status Wise Reports**, and then Click on **Submit** button.

4.3 Site Inspection Request

To view **Site Inspection Requests**, Click on **Site Inspection Requests** option from side menu of the Dashboard; page with the required details will appear, as shown below:

Housing & Urban Planning Department, Uttar Pradesh
(Pravartan Portal For Development Authorities, Uttar Pradesh)

Lucknow Development Authority

Site Inspection Report

Report Id: Status:

Show 25 entries Search:

Sr. No.	Report ID	Case ID	Form Type	Date	Zone	Name/Father's Name	Details of Unauthorized Construction	View
1	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	Section 27(1)	03/03/2025	ZONE 8	Ramesh शर्मा / पति Snjay	Details of unauthorized construction	<input type="button" value="View"/>

Showing 1 to 1 of 1 entries Previous 1 Next

- Enter **Report Id** and select **Status** from dropdown and then Click on **Submit** button.
- Click on **Reset** button to reset details, if needed.

4.4 Report and Status of Filed Cases by Junior Engineer

Click on **Report and Status of Filed Cases by Junior Engineer** option from the side menu of Dashboard; page with the required details will appear, as shown below:

Housing & Urban Planning Department, Uttar Pradesh
(Pravartan Portal For Development Authorities, Uttar Pradesh)

Lucknow Development Authority

Report and Status of Filed Cases by Junior Engineer

From Date: To Date: Report Id:

Report and Status of Filed Cases by Junior Engineer

Show 25 entries Search:

Sr. No.	Report ID	Notice Reporting Form Status and Date	Pravartan App Form Status and Date	View
1	LDA/Z3/00000891	Submitted 06/03/2025 at 11:58AM	Submitted 06/03/2025 at 11:56AM	<input type="button" value="View"/>
2	LDA/Z8/00000889	Submitted 03/03/2025 at 9:22AM	Submitted 03/03/2025 at 9:15AM	<input type="button" value="View"/>

- Select **Date** and enter **Report Id** in the given fields and then Click on **Submit** button.
- Click on **Reset** button to reset details, if needed.

4.5 Query Report

To view **Query Report**, Click on **Query Report** from side menu of the Dashboard page; page with the required details will appear, as shown below:

Housing & Urban Planning Department, Uttar Pradesh
(Pravartan Portal For Development Authorities, Uttar Pradesh)

Lucknow Development Authority

Query Report

From Date: mm/dd/yyyy To Date: mm/dd/yyyy Report Id: Zone: Select

Submit Reset

Query Marked Cases

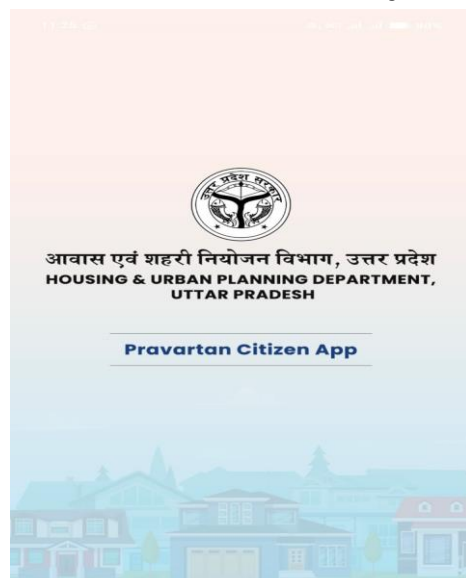
Show 25 entries Search:

Sr. No.	Report ID	Case ID	Form Type	Zone	Name/Father Name	Details of Unauthorized Construction
1	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	Section 27(1)	ZONE 8	Ramesh/Snjay	Details of unauthorized construction
2	LDA/Z3/00000888	LDA/Z8/ANI/2025/0000860	Section 16	ZONE 8	Kushal/Suneel	Description of the building/land use being con
3	LDA/Z8/00000886	LDA/Z8/ANI/2025/0000859	Section 27(1)	ZONE 8	Ramesh/Dinesh	unauthorized construction
4	LDA/Z4/00000626	LDA/ANI/2021/0000626	Section 27(1)	ZONE 4	मी० फैजान अली व मी० इब्राहिम खान /वसीम अहमद व उमर खान	<p>मी० फैजान अली पुत्र वसीम अहमद व मी० इब्राहिम मर खान, प्लॉट नं०-01 व 02, खसरा नं०-51(मी०), अ बांधा रोड, लखनऊ।</p><p>सामग्री 2200.00 वर्ग फी के क्षेत्रफल में प्लॉट पर अवरुद्ध/मी० कोरम एवं दीवार बांधी जा निर्माण कार्य कराया जा रहा है।शेड द्वारा निर्माण के बादत कोई स्वीकृत मानचित्र/साक्षीय अभिलेख। दिखाना।अतः उक्त निर्माण के विरुद्ध उ०प्र० नगर विकास अभिनियम: 1973 की धारा: 27(1) एवं 28(1) के कार्यवाही प्रस्तावित की जाती है।</p>

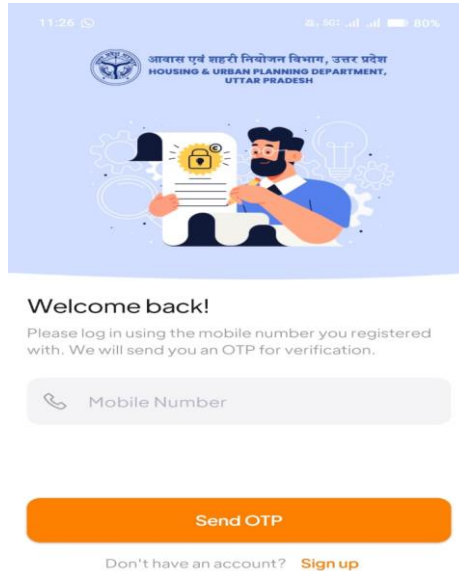
Showing 1 to 4 of 4 entries Previous Next

- Select **Date**, enter **Report Id** and select **Zone** from dropdown, and then Click on **Submit** button.
- Click on **Reset** button to reset details, if needed.

4.6 Grievance Redressal System and Pravartan Citizen App



- Enter Mobile Number and Click on **Send OTP** button below.



11:26 5G 90% 80%

आवास एवं सहायी नियोजन विभाग, उत्तर प्रदेश
HOUSING & URBAN PLANNING DEPARTMENT,
UTTAR PRADESH

Welcome back!

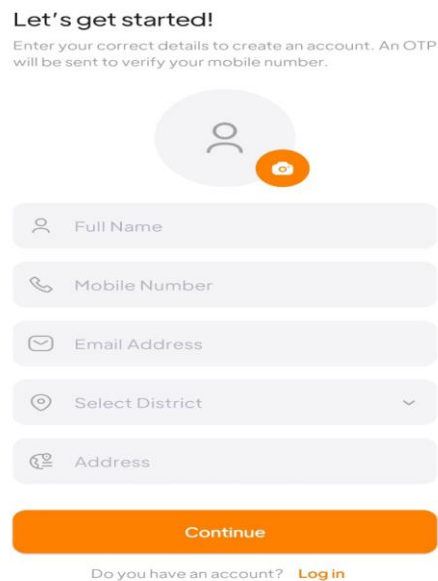
Please log in using the mobile number you registered with. We will send you an OTP for verification.

Mobile Number

Send OTP

Don't have an account? [Sign up](#)

- Enter OTP received on registered mobile number to proceed with the further steps ahead.



Let's get started!

Enter your correct details to create an account. An OTP will be sent to verify your mobile number.

Full Name

Mobile Number

Email Address

Select District

Address

Continue

Do you have an account? [Log in](#)

- Enter the required details in the given fields and then Click on **Continue** button below.

Pravartan Citizen App  



No Grievances Yet


Looks like you haven't added any grievances.
Please create your first grievance.


 Add Grievance

- Click on **+Add Grievance** button to add a new grievance.
- After clicking on **+Add Grievance** button; a new page with required fields will appear, as shown below:

← Lodge Grievance


You can lodge a grievance by providing the following details:

Select Development Authority 

Select Zone 


Address/Location of Illegal Construction

Pin Code

Select Grievance Type 


Grievance Description

Upload Documentary Evidence (JPG or PDF)

 Attach Document

No file selected (Max: 400 KB)

Illegal Construction Site Photographs



- Select **Development Authority**, **Zone**, and enter the required details in the given fields. Once the required details are entered, Click on **Attach Document** button to attach the required documents.

User Manual of Enforcement Case Management System (Pravartan Portal), Grievance Redressal System & Pravartan Citizen App (New Upgraded Version), Developed for Housing and Urban Planning Department, Government of Uttar Pradesh

- Once the details are entered, preview page with filled details will appear, as shown below:

← **Grievance Details**

Token Number: LDA/G00000001

Grievance Date: 17/4/2025

Grievance Type: Building without necessity permits

Development Authority: Lucknow Development Authority

Zone: ZONE 1

Address: Test address data

Pin Code: 226028

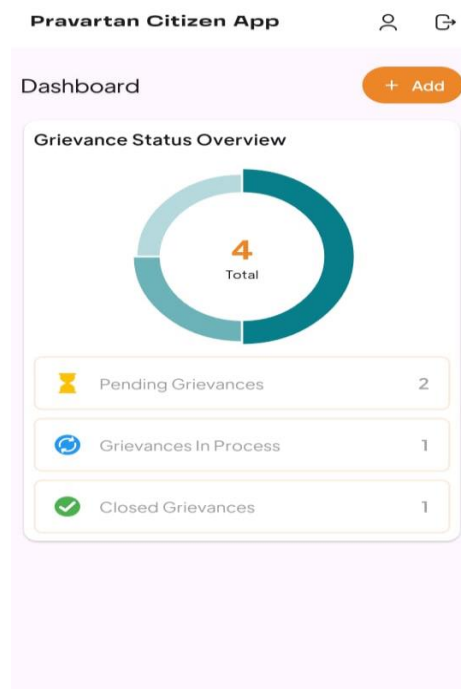
Description: Test Grievance Description

Evidence Document

No Grievances Yet

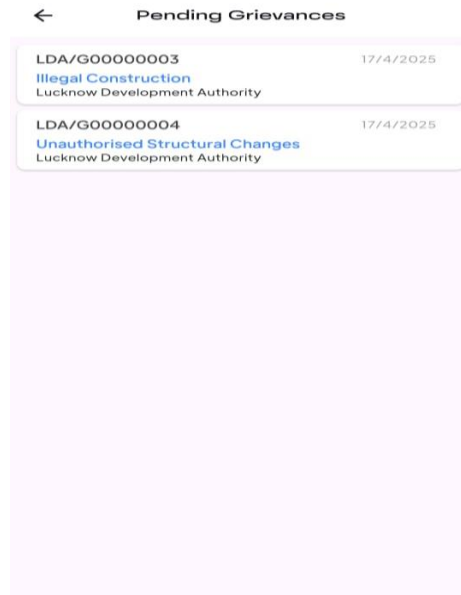
Site Photos

- Mobile application Dashboard screen will appear, as shown below:

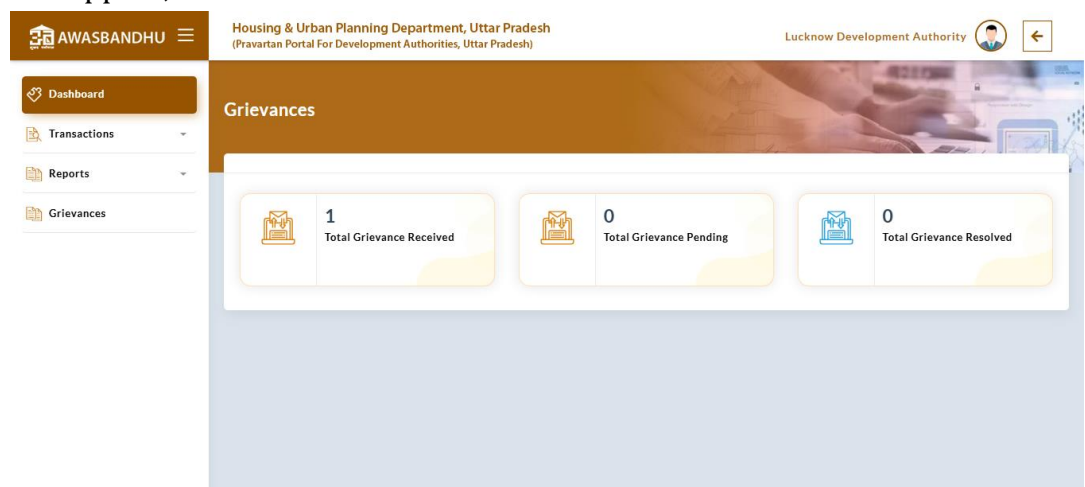


- Click on **+Add** button to add a new grievance.

- To view pending grievances, Click on **Pending Grievances** option from the App Dashboard screen; page will appear as shown below:



- Click on **Grievance** option from the side menu of the Dashboard; page will appear, as shown below:



User Manual of Enforcement Case Management System (Pravartan Portal), Grievance Redressal System & Pravartan Citizen App (New Upgraded Version), Developed for Housing and Urban Planning Department, Government of Uttar Pradesh

- Click on **Total Grievances Received** option to view the number of grievances received through mobile app.

The screenshot shows the 'Total Grievance Received' dashboard. The header includes the AWASBANDHU logo, the department name 'Housing & Urban Planning Department, Uttar Pradesh', and the user 'Lucknow Development Authority'. The left sidebar contains navigation options: Dashboard, Transactions, Reports, and Grievances. The main content area has a search bar with fields for 'Grievance Token Number', 'From Date', and 'To Date', along with 'Submit' and 'Reset' buttons. Below the search bar is a table titled 'Grievances Details' showing a list of grievances. The table has columns for Sr. No., Date, Grievance Token Number, Name, Type of Complain, Mobile Number, Zone, Address, and Grievance Description. A single entry is visible for Sr. No. 1, dated 17/04/2025, with token number LDA/G00000001. The table is paginated, showing 1 to 1 of 1 entries.

Sr. No.	Date	Grievance Token Number	Name	Type of Complain	Mobile Number	Zone	Address	Grievance Description
1	17/04/2025	LDA/G00000001	kushagra	Building without necessity permits	7408818166	ZONE 1	Test address data	Test Grievance Description

- Click on **View** action icon to view the action taken against the grievances received.

The screenshot shows the 'Grievance Application Details' page. The header includes the AWASBANDHU logo, the department name 'Housing & Urban Planning Department, Uttar Pradesh', and the user 'Lucknow Development Authority'. The left sidebar contains navigation options: Dashboard, Transactions, Reports, and Grievances. The main content area displays the details of a specific grievance. The 'Grievance Token Number' is LDA/G00000001 and the 'Date' is 17/04/2025. The details include the Name of Complainant (kushagra), Type of Complaint (Building without necessity permits), Mobile Number (7408818166), Zone (ZONE 1), Address (Test address data), Pin Code (226028), and Grievance Description (Test Grievance Description). There is a section for 'Documentary Evidence' with a blue upload icon and a section for 'Photographs' with two image thumbnails. Below the details is a table showing the actions taken against the grievance.

Sr. No.	Action	Remarks	File	Date
1.	Reply to Complainant by Admin	Resolved		17/04/2025
2.	Reply to Admin by JE	Test Reply to admin	N/A	17/04/2025
3.	Forwarded to Junior Engineer (I) by Admin	Test Forward to Junior Engineer	N/A	17/04/2025

5. Enforcement Officer/Prescribed Authority Login

To login to the **Enforcement Officer/Prescribed Authority** portal, enter login URL in the web browser and then press enter; user will be redirected to the login page which will appear, as shown below:

User Login

Select User
Enforcement Officer/Prescribed Authority

Username
[Text Field]

Password
[Text Field]

Captcha
X8KXZX [Enter Captcha]

SIGN IN

[Forgot Password?](#)

- Select **User**, enter **Username**, **Password**, and **Captcha** in the given fields and then Click on **Sign In** button below.
- Click on **Forgot Password** link below to reset new password.

5.1 Case Details

To view **Cases Details**, Click on **Cases Details** from side menu of the Dashboard page; **Cases Details** page with the required details will appear, as shown below:

Housing & Urban Planning Department, Uttar Pradesh
(Pravartan Portal For Development Authorities, Uttar Pradesh)

Lucknow Development Authority

Cases Details

From Date: mm/dd/yyyy To Date: mm/dd/yyyy Report Id: [Text Field] Zone: [Dropdown]

Submit **Reset**

Show 25 entries Search: [Text Field]

Sr. No.	Report ID	Case ID	Form Type	Date	Zone	Name/Father's Name	Details of Unauthorized Construction
1	LDA/Z3/00000891	N/A	Setcion 16	06/03/2025 at 11:58AM	ZONE 8	TEST पिता / पिता TEST FATHER NAME	Description of the building/land use being constructed
2	LDA/Z3/00000899	LDA/Z3/ANU/2025/0000861	Section 27(1)	03/03/2025 at 9:22AM	ZONE 8	Ramesh पिता / पिता Ravi	Details of unauthorized construction

- Select **Date**, enter **Report Id**, and select **Zone** from dropdown options, and then Click on **Submit** button.
- Click on **Reset** button to reset details, if needed.

5.2 Back Log Entry

To view back log entry page, Click on **Back Log Entry** option from side menu of the Dashboard; page with the required details will appear, as shown below:

Back Log Entry

Upload Site Plan *

Choose File No file chosen Import

Total Cases

Show 25 entries Search:

Sr. No.	Case ID	Zone	Name/Father's Name	Address	Date	Enforcement Officer		
						Show Cause Notice	Notice to stop development work	Order For Seal
1.	LDA/ANI/2024/0000844	ZONE-3	AJEET SINGH पिता / पति R K SINGH	Lucknow U.P.	12/09/2024	1	0	0

5.3 Report Details

To view report details page, Click on **Report Details** option from side menu of the Dashboard; page with the required details will appear, as shown below:

Report Details

From Date To Date Case Id Zone Wise Status Wise Reports Submit

Show 25 entries Search:

Sr. No.	Report ID	Case ID	Form Type	Date	Zone	Name/Father's Name	Details of Unauthorized Construction
1	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	Section 27(1)	03/03/2025 at 9:22AM	ZONE 8	Ramesh पिता / पति Snjay	Details of unauthorized construction
2	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	Section 27(1)	03/03/2025 at 9:22AM	ZONE 8	Ramesh पिता / पति Snjay	Details of unauthorized construction
3	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	Section 27(1)	03/03/2025 at 9:22AM	ZONE 8	Ramesh पिता / पति Snjay	Details of unauthorized construction
4	LDA/Z8/00000854	N/A	Section 27(1)	14/02/2023 at 1:21PM	ZONE 8	RAMPAL पिता / पति TF IPAL	ZX

- Select **Date** from dropdown, enter **Case Id**, select **Zone** from dropdown, and then select **Status wise Reports** from dropdown. Once the details are entered and selected, Click on **Submit** button.

5.4 Report and Status of Filed Cases by Junior Engineer

To view report and status of filed cases by junior engineer, Click on **Report and Status of Filed Cases by Junior Engineer** option from side menu of the Dashboard; page with the required details will appear, as shown below:

Housing & Urban Planning Department, Uttar Pradesh
(Pravartan Portal For Development Authorities, Uttar Pradesh)

Lucknow Development Authority

Report and Status of Filed Cases by Junior Engineer

From Date: mm/dd/yyyy To Date: mm/dd/yyyy Report Id:

Show 25 entries Search:

Sr. No.	Report Id	Notice Reporting Form Status and Date	Pravartan App Form Status and Date	View
1	LDA/Z3/00000891	Submitted 06/03/2025 at 11:58AM	Submitted 06/03/2025 at 11:56AM	<input type="button" value="View"/>
2	LDA/Z8/00000889	Submitted 03/03/2025 at 9:22AM	Submitted 03/03/2025 at 9:15AM	<input type="button" value="View"/>
3	LDA/Z3/00000888	Submitted 27/02/2025 at 5:58PM	Submitted 27/02/2025 at 5:10PM	<input type="button" value="View"/>

- Select **Date** from the dropdown and enter **Report Id** in the given fields and then Click on Submit button.
- Click on **Reset** button to reset details, if needed.

5.5 Closed Application

To view report details page, Click on **Report Details** option from side menu of the Dashboard; page with the required details will appear, as shown below:

Housing & Urban Planning Department, Uttar Pradesh
(Pravartan Portal For Development Authorities, Uttar Pradesh)

Lucknow Development Authority

Closed Application

From Date: mm/dd/yyyy To Date: mm/dd/yyyy Report Id:

Show 25 entries Search:

Sr. No.	Report ID	Case ID	Form Type	Date	Zone	Details Of Unauthorized Construction	View	Closed Date	Status
1	LDA/Z4/00000876	N/A	Section 27(1)	27/02/2025 at 10:27AM	ZONE 8	Details of unauthorized construction	<input type="button" value="View"/>	27/02/2025 at 12:00AM	OK

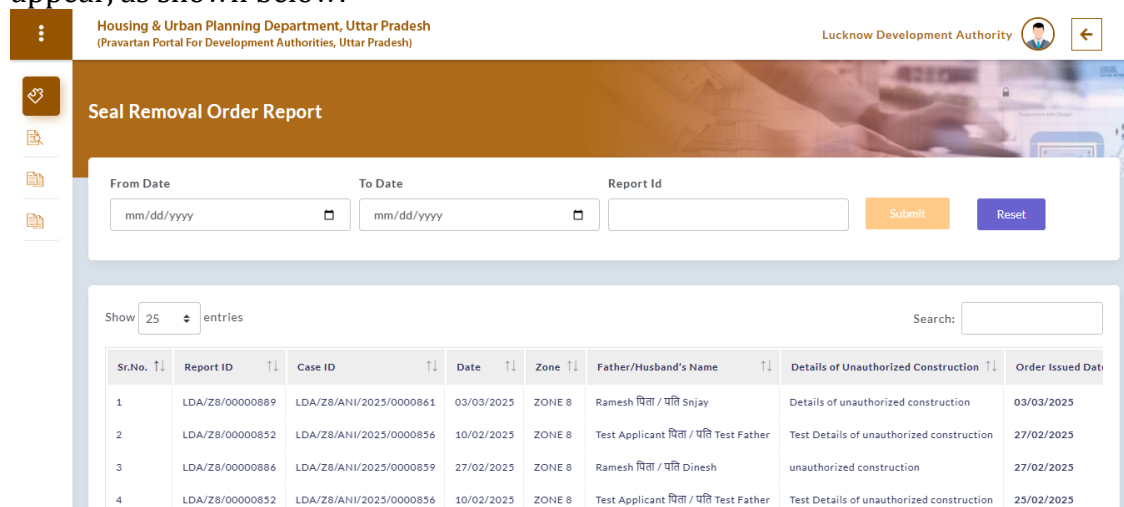
Showing 1 to 1 of 1 entries

Previous 1 Next

- Select **Date** from dropdown and enter **Report Id** in the given fields and then Click on **Submit** button.
- Click on **Reset** button to reset details, if needed.

5.6 Seal Removal Report

To view seal removal report details, Click on **Seal Removal Report** option from side menu of the Dashboard; page with the required details will appear, as shown below:



Housing & Urban Planning Department, Uttar Pradesh
(Pravartan Portal For Development Authorities, Uttar Pradesh)

Lucknow Development Authority

Seal Removal Order Report

From Date: mm/dd/yyyy To Date: mm/dd/yyyy Report Id:

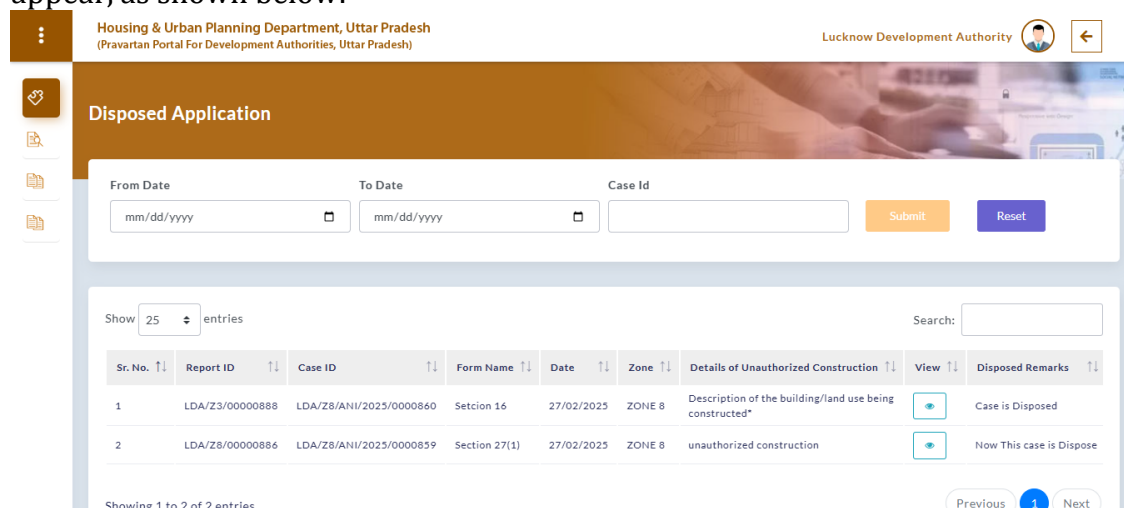
Show 25 entries Search:

Sr.No.	Report ID	Case ID	Date	Zone	Father/Husband's Name	Details of Unauthorized Construction	Order Issued Date
1	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	03/03/2025	ZONE 8	Ramesh पिता / पति Snjay	Details of unauthorized construction	03/03/2025
2	LDA/Z8/00000852	LDA/Z8/ANI/2025/0000856	10/02/2025	ZONE 8	Test Applicant पिता / पति Test Father	Test Details of unauthorized construction	27/02/2025
3	LDA/Z8/00000886	LDA/Z8/ANI/2025/0000859	27/02/2025	ZONE 8	Ramesh पिता / पति Dinesh	unauthorized construction	27/02/2025
4	LDA/Z8/00000852	LDA/Z8/ANI/2025/0000856	10/02/2025	ZONE 8	Test Applicant पिता / पति Test Father	Test Details of unauthorized construction	25/02/2025

- Select **Date** from dropdown and enter **Report Id** in the given fields and then Click on **Submit** button.
- Click on **Reset** button to reset details, if needed.

5.7 Disposed Application

To view disposed application details, Click on **Disposed Application** option from side menu of the Dashboard; page with the required details will appear, as shown below:



Housing & Urban Planning Department, Uttar Pradesh
(Pravartan Portal For Development Authorities, Uttar Pradesh)

Lucknow Development Authority

Disposed Application

From Date: mm/dd/yyyy To Date: mm/dd/yyyy Case Id:

Show 25 entries Search:

Sr.No.	Report ID	Case ID	Form Name	Date	Zone	Details of Unauthorized Construction	View	Disposed Remarks
1	LDA/Z3/00000888	LDA/Z8/ANI/2025/0000860	Setcion 16	27/02/2025	ZONE 8	Description of the building/land use being constructed*	<input type="button" value="View"/>	Case is Disposed
2	LDA/Z8/00000886	LDA/Z8/ANI/2025/0000859	Section 27(1)	27/02/2025	ZONE 8	unauthorized construction	<input type="button" value="View"/>	Now This case is Dispose

Showing 1 to 2 of 2 entries

Previous 1 Next

- Select **Date** from dropdown and enter **Case Id** in the given fields and then Click on **Submit** button.
- Click on **Reset** button to reset details, if needed.

5.8 Query Report

To view **Query Report**, Click on **Query Report** option from side menu of the Dashboard; page with the required details will appear, as shown below:

Housing & Urban Planning Department, Uttar Pradesh
(Pravartan Portal For Development Authorities, Uttar Pradesh)

Lucknow Development Authority

Query Report

From Date: mm/dd/yyyy To Date: mm/dd/yyyy Report Id:

Show 25 entries Search:

Sr.No.	Report ID	Case ID	Form Type	Zone	Name/Father Name	Details of Unauthorized Construction	Query Marked
1	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	Section 27(1)	ZONE 8	EO पिता / पति Snjay	Details of unauthorized construction	EO
2	LDA/Z3/00000888	LDA/Z8/ANI/2025/0000860	Section 16	ZONE 8	EO पिता / पति Suneel	Description of the building/land use being constructed*	EO
3	LDA/Z8/00000859	LDA/Z8/ANI/2025/0000858	Section 16	ZONE 8	EO पिता / पति Test Father F	dasdsad	EO

- Select **Date** from dropdown and enter **Report Id** in the given fields and then Click on **Submit** button.
- Click on **Reset** button to reset details, if needed.

5.9 Compliance Report

To view **Compliance Report**, Click on **Compliance Report** option from side menu of the Dashboard; page with the required details will appear, as shown below:

Housing & Urban Planning Department, Uttar Pradesh
(Pravartan Portal For Development Authorities, Uttar Pradesh)

Lucknow Development Authority

Compliance Report

From Date: mm/dd/yyyy To Date: mm/dd/yyyy Case Id: Notice Type: Select Notice Type

Compliance Report

Show 25 entries Search:

Sr.No.	Report ID	Case ID	Date	Zone	Notice Type	Notice Issued Date
1	LDA/Z8/00000852	LDA/Z8/ANI/2025/0000856	10/02/2025	ZONE 8	Sealing order under section 28(A)(1) / धारा 28(ए)(1) के तहत सीलिंग आदेश	27/02/2025
2	LDA/Z8/00000852	LDA/Z8/ANI/2025/0000856	10/02/2025	ZONE 8	Sealing order under section 28(A)(1) / धारा 28(ए)(1) के तहत सीलिंग आदेश	27/02/2025
3	LDA/Z8/00000852	LDA/Z8/ANI/2025/0000856	10/02/2025	ZONE 8	Sealing order under section 28(A)(1) / धारा 28(ए)(1) के तहत सीलिंग आदेश	27/02/2025
4	LDA/Z8/00000852	LDA/Z8/ANI/2025/0000856	10/02/2025	ZONE 8	Building Demolition order under section 27(1) / धारा 27(1) के तहत भवन विध्वंस आदेश	27/02/2025
5	LDA/Z8/00000886	LDA/Z8/ANI/2025/0000859	27/02/2025	ZONE 8	Building Demolition order under section 27(1) / धारा 27(1) के तहत भवन विध्वंस आदेश	27/02/2025
6	LDA/Z8/00000886	LDA/Z8/ANI/2025/0000859	27/02/2025	ZONE 8	Sealing order under section 28(A)(1) / धारा 28(ए)(1) के तहत सीलिंग आदेश	27/02/2025
7	LDA/Z8/00000852	LDA/Z8/ANI/2025/0000856	10/02/2025	ZONE 8	Sealing order under section 28(A)(1) / धारा 28(ए)(1) के तहत सीलिंग आदेश	27/02/2025
8	LDA/Z8/00000852	LDA/Z8/ANI/2025/0000856	10/02/2025	ZONE 8	Building Demolition order under section 27(1) / धारा 27(1) के तहत भवन विध्वंस आदेश	27/02/2025
9	LDA/Z8/00000852	LDA/Z8/ANI/2025/0000856	10/02/2025	ZONE 8	Building Demolition order under section 27(1) / धारा 27(1) के तहत भवन विध्वंस आदेश	27/02/2025
10	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	03/03/2025	ZONE 8	Sealing order under section 28(A)(1) / धारा 28(ए)(1) के तहत सीलिंग आदेश	06/03/2025
11	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	03/03/2025	ZONE 8	Building Demolition order under section 27(1) / धारा 27(1) के तहत भवन विध्वंस आदेश	06/03/2025
12	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	03/03/2025	ZONE 8	Sealing order under section 28(A)(1) / धारा 28(ए)(1) के तहत सीलिंग आदेश	06/03/2025

Showing 1 to 12 of 12 entries

Previous 1 Next

- Select **Date** from dropdown, enter **Report Id** in the given fields, select Notice Type from Notice Type field's dropdown and then Click on **Submit** button below.
- Click on **Reset** button to reset details, if needed.

5.10 Site Inspection Report

To view **Site Inspection Report**, Click on **Site Inspection Report** option from side menu of the Dashboard; page with the required details will appear, as shown below:

Housing & Urban Planning Department, Uttar Pradesh
(Pravartan Portal For Development Authorities, Uttar Pradesh)

Lucknow Development Authority

Site Inspection Report

Report Id Status

Show 25 entries Search:

Sr. No.	Report ID	Case ID	Form Type	Date	Zone	Name/Father's Name	Site Inspection Report Status	Download
1	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	Section 27(1)	03/03/2025	ZONE 8	Ramesh पिता / पति Snjay	Received	

Showing 1 to 1 of 1 entries Previous 1 Next

- Enter **Report Id** and select **Status** from the given dropdown and then Click on **Submit** button.
- Click on **Reset** button to reset details, if needed.

5.11 Hearing Report

To view **Hearing Report**, Click on **Hearing Report** option from side menu of the Dashboard; page with the required details will appear, as shown below:

Housing & Urban Planning Department, Uttar Pradesh
(Pravartan Portal For Development Authorities, Uttar Pradesh)

Lucknow Development Authority

Hearing Report

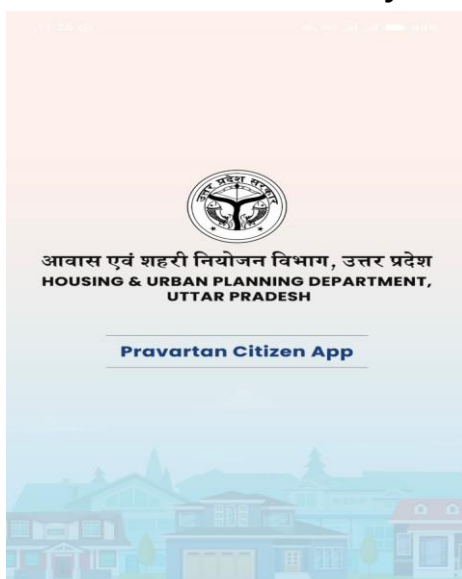
From Date To Date Report Id

Show 25 entries Search:

Sr. No.	Report ID	Case ID	Date	Zone	Name/Father's Name	Details of Unauthorized Construction	View	Next Hearing Date
1	LDA/Z8/00000889	N/A	03/03/2025 at 9:22AM	ZONE 8	Ramesh पिता / पति Snjay	Details of unauthorized construction		03/03/2025
2	LDA/Z8/00000889	N/A	03/03/2025 at 9:22AM	ZONE 8	Ramesh पिता / पति Snjay	Details of unauthorized construction		03/03/2025

- Select **Date** from dropdown and then enter **Report Id** in the given field. Once the details are entered in the given fields, Click on **Search** button.
- Click on **Reset** button to reset details, if needed.

5.12 Grievance Redressal System and Pravartan Citizen App



- Enter Mobile Number and Click on **Send OTP** button below.



Welcome back!

Please log in using the mobile number you registered with. We will send you an OTP for verification.

 Mobile Number

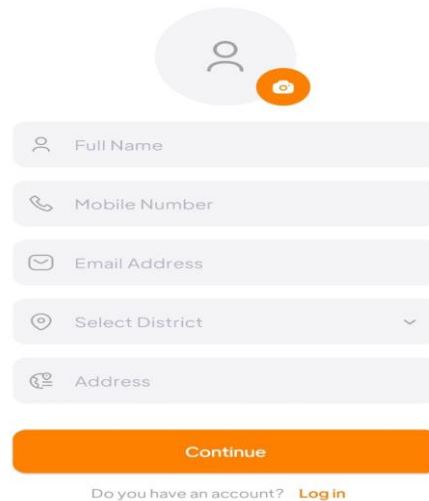
Send OTP

Don't have an account? [Sign up](#)

- Enter OTP received on registered mobile number to proceed with the further steps ahead.

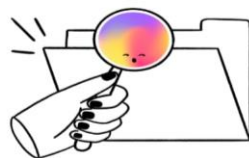
Let's get started!

Enter your correct details to create an account. An OTP will be sent to verify your mobile number.



- Enter the required details in the given fields and then Click on **Continue** button below.

Pravartan Citizen App  



No Grievances Yet

Looks like you haven't added any grievances.
Please create your first grievance.

 **Add Grievance**

- Click on **+Add Grievance** button to add a new grievance.

- After clicking on **+Add Grievance** button; a new page with required fields will appear, as shown below:

← **Lodge Grievance**

You can lodge a grievance by providing the following details:

Select Development Authority

Select Zone

Address/Location of Illegal Construction

Pin Code

Select Grievance Type

Grievance Description

Upload Documentary Evidence (JPG or PDF)

Attach Document

No file selected (Max: 400 KB)

Illegal Construction Site Photographs

- Select **Development Authority, Zone**, and enter the required details in the given fields. Once the required details are entered, Click on **Attach Document** button to attach the required documents.
- Once the details are entered, preview page with filled details will appear, as shown below:

← **Grievance Details**

Token Number: LDA/G00000001

Grievance Date: 17/4/2025

Grievance Type: Building without necessity permits

Development Authority: Lucknow Development Authority

Zone: ZONE 1

Address: Test address data

Pin Code: 226028

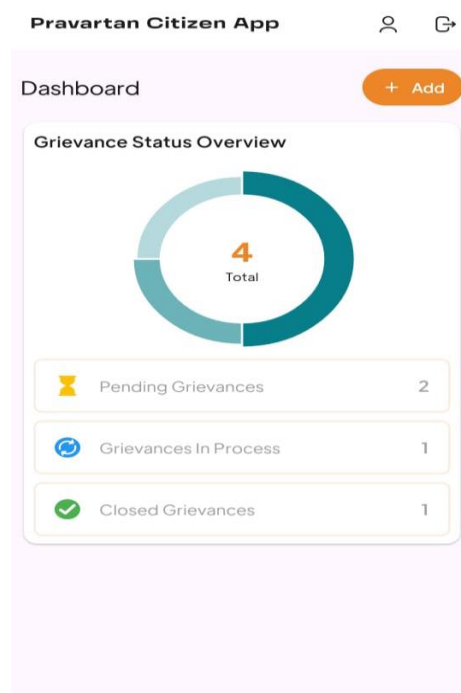
Description: Test Grievance Description

Evidence Document

No Grievance Yet

Site Photos

- Mobile application Dashboard screen will appear, as shown below:



- Click on **+Add** button to add a new grievance.
- To view pending grievances, Click on **Pending Grievances** option from the App Dashboard screen; page will appear as shown below:

The screenshot shows the 'Pending Grievances' screen. It has a back arrow and the title 'Pending Grievances'. Below the title is a list of grievances:

Grievance ID	Grievance Description	Date
LDA/G00000003	Illegal Construction Lucknow Development Authority	17/4/2025
LDA/G00000004	Unauthorised Structural Changes Lucknow Development Authority	17/4/2025

User Manual of Enforcement Case Management System (Pravartan Portal), Grievance Redressal System & Pravartan Citizen App (New Upgraded Version), Developed for Housing and Urban Planning Department, Government of Uttar Pradesh

- Click on **Grievance** option from the side menu of the Dashboard; page will appear, as shown below:

AWASBANDHU Housing & Urban Planning Department, Uttar Pradesh (Pravartan Portal For Development Authorities, Uttar Pradesh) Lucknow Development Authority

Dashboard Transactions Reports Grievances

Grievances

1 Total Grievance Received

0 Total Grievance Pending

0 Total Grievance Resolved

- Click on **Total Grievances Received** option to view the number of grievances received through mobile app.

AWASBANDHU Housing & Urban Planning Department, Uttar Pradesh (Pravartan Portal For Development Authorities, Uttar Pradesh) Lucknow Development Authority

Dashboard Transactions Reports Grievances

Total Grievance Received

Grievance Token Number From Date To Date Submit Reset

Grievances Details

Show 10 entries Search:

Sr. No.	Date	Grievance Token Number	Name	Type of Complain	Mobile Number	Zone	Address	Grievance Description
1	17/04/2023	LDA/G00000001	kushagra	Building without necessity permits	7408818166	ZONE 1	Test address data	Test Grievance Description

Showing 1 to 1 of 1 entries Previous 1 Next

User Manual of Enforcement Case Management System (Pravartan Portal), Grievance Redressal System & Pravartan Citizen App (New Upgraded Version), Developed for Housing and Urban Planning Department, Government of Uttar Pradesh

- Click on **View** action icon to view the action taken against the grievances received.

The screenshot displays the AWASBANDHU dashboard for the Housing & Urban Planning Department, Uttar Pradesh. The left sidebar contains navigation links: Dashboard, Transactions, Reports, and Grievances. The main content area is titled 'Dashboard' and features a 'Grievance Application Details' section for the Lucknow Development Authority. This section includes a table with the following data:

Sr. No.	Action	Remarks	File	Date
1.	Reply to Complainant by Admin	Resolved		17/04/2025
2.	Reply to Admin by JE	Test Reply to admin	N/A	17/04/2025
3.	Forwarded to Junior Engineer (I) by Admin	Test Forward to Junior Engineer	N/A	17/04/2025

6. Development Authority Login

For **Development Authority login**, the user will have to login by entering the login URL in the web browser. Once redirected to the login page; login screen will appear, as shown below:

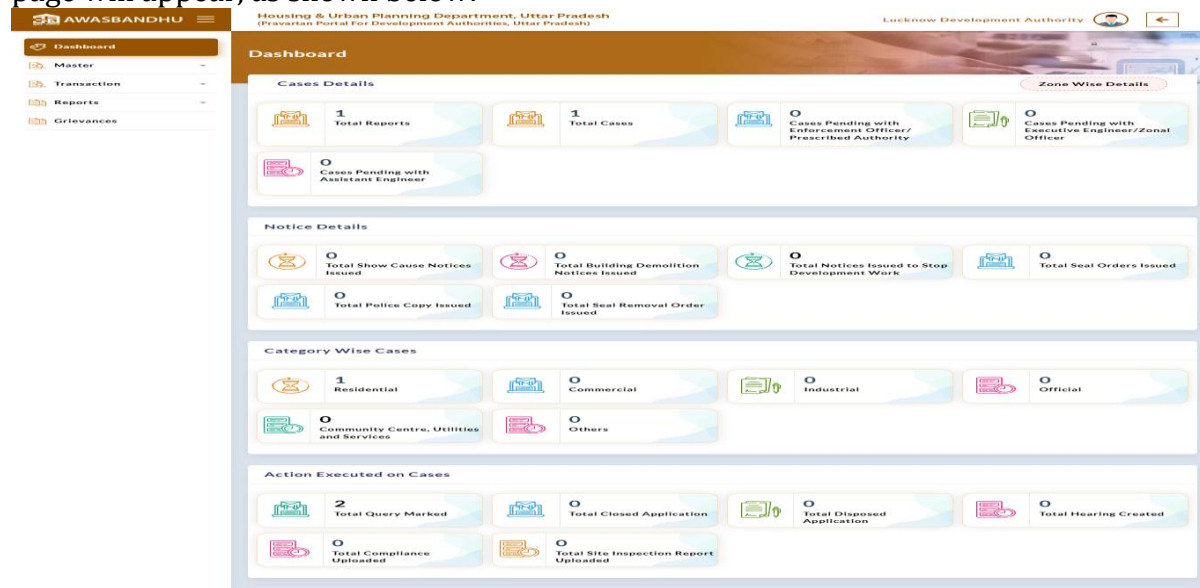
The screenshot shows the 'User Login' page for the Housing & Urban Planning Department, Uttar Pradesh. The page includes a logo, the department name, and a login form with the following fields:

- Select User:** A dropdown menu with 'Development Authorities Admin' selected.
- Username:** A text input field containing 'LDAAD00000002'.
- Password:** A text input field with a toggle icon.
- Captcha:** A captcha image with the text 'D7XVPO' and an 'Enter Captcha' button.
- SIGN IN:** An orange button to submit the login information.
- Forgot Password?:** A link to reset the password.

- Select **User**, enter **Username**, **Password**, and **Captcha** in the given fields and then Click on **Sign in** button below.
- Click on **Forgot Password** link below to reset new password.

7. Dashboard

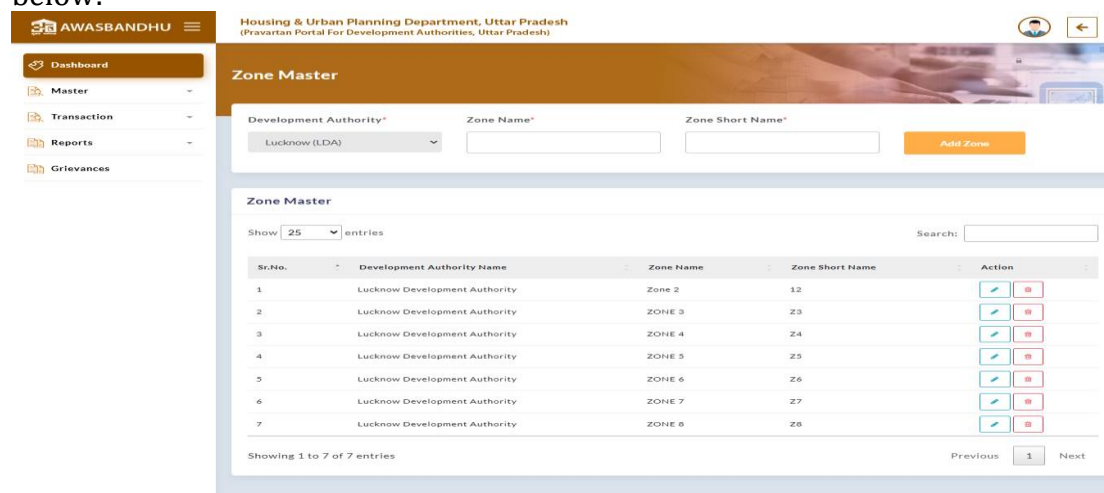
Once logged in, the user will be redirected to the **Dashboard** page. The **Dashboard** page will appear, as shown below:



- Click on the relevant option from **Dashboard** to proceed ahead.

7.1 Zone Master

To add, update, or edit zone, Click on **Zone Master** sub-menu from the Dashboard screen; page with the required details will appear, as shown below:



- To Add Zone, enter **Zone Name** and **Zone Short Name** in the given fields and then Click on **Add Zone** button.

User Manual of Enforcement Case Management System (Pravartan Portal), Grievance Redressal System & Pravartan Citizen App (New Upgraded Version), Developed for Housing and Urban Planning Department, Government of Uttar Pradesh

- To edit zone details, Click on edit button/icon from Action column of the grid.

The screenshot shows the 'Edit Zone' modal form. The form contains two input fields: 'Zone' with the value 'Zone 2' and 'Zone Short Name' with the value '12'. Below the fields is an orange 'UPDATE' button. The background shows a 'Zone Master' table with columns for Sr.No., Development Authority Name, Zone Name, Zone Short Name, and Action.

- To update, select **Zone** and **Zone Street Name** from the dropdown, and then Click on **Update** button below.

7.2 Ward Master

To add, update, or edit ward, Click on **Ward Master** sub-menu from the Dashboard screen; page with the required details will appear, as shown below:

The screenshot shows the 'Ward Master' form. The form has three dropdown menus: 'Development Authority*' with 'Lucknow (LDA)', 'Select Zone*' with 'Select', and 'Ward*' which is empty. There is an orange 'Add Ward' button. Below the form is a 'Ward Master' table with columns for Sr.No., Development Authority Name, Zone Name, Ward Name, and Action.

- To Add ward, select **Zone** from dropdown and then enter **Ward** in the given fields and then Click on **Add Ward** button.

User Manual of Enforcement Case Management System (Pravartan Portal), Grievance Redressal System & Pravartan Citizen App (New Upgraded Version), Developed for Housing and Urban Planning Department, Government of Uttar Pradesh

- To edit ward details, Click on edit button/icon from Action column of the grid.

Sr.No.	Development Authority Name	Zone Name	Ward Name	Action
1	Lucknow Development Authority	ZONE 1	WARD 9	[Edit] [Delete]
2	Lucknow Development Authority	ZONE 1	WARD 9	[Edit] [Delete]
3	Lucknow Development Authority	ZONE 1	WARD 9	[Edit] [Delete]
4	Lucknow Development Authority	ZONE 1	WARD 9	[Edit] [Delete]
5	Lucknow Development Authority	ZONE 1	WARD 9	[Edit] [Delete]
6	Lucknow Development Authority	ZONE 1	WARD 9	[Edit] [Delete]
7	Lucknow Development Authority	ZONE 1	WARD 9	[Edit] [Delete]
8	Lucknow Development Authority	ZONE 1	WARD 9	[Edit] [Delete]
9	Lucknow Development Authority	ZONE 1	WARD 9	[Edit] [Delete]

- Select **Zone** and **Ward** from the given dropdown and then Click on **Update** button below to update.

7.3 Mohalla Master

To add, update, or edit mohalla, Click on Mohalla Master Sub-menu from the Dashboard screen; page with the required details will appear, as shown below:

Sr.No.	Development Authority Name	Zone Name	Ward Name	Mohalla Name	Action
1	Lucknow Development Authority	Test 9	Ward 9	Mohalla 9	[Edit] [Delete]
1	Lucknow Development Authority	Test 9	Ward 9	Mohalla 9	[Edit] [Delete]
2	Lucknow Development Authority	Test Zone	Test Ward	Test Mohalla	[Edit] [Delete]
3	Lucknow Development Authority	ZONE 1	CHINHAT	AMITY COLLAGE KE SAAMNE	[Edit] [Delete]
4	Lucknow Development Authority	ZONE 1	CHINHAT	BHABUDIHA	[Edit] [Delete]
5	Lucknow Development Authority	ZONE 1	CHINHAT	BHUJANGHI PURWA	[Edit] [Delete]
6	Lucknow Development Authority	ZONE 1	CHINHAT	FUSUPURWA	[Edit] [Delete]

- To Add Mohalla, select **Zone** and **Ward** from dropdown and then enter **Mohalla** in the given fields and Click on **Add Mohalla** button.

User Manual of Enforcement Case Management System (Pravartan Portal), Grievance Redressal System & Pravartan Citizen App (New Upgraded Version), Developed for Housing and Urban Planning Department, Government of Uttar Pradesh

- To edit mohalla details, Click on edit button/icon from Action column of the grid.

AWASBANDHU Housing & Urban Planning Department, Uttar Pradesh (Pravartan Portal For Development Authorities, Uttar Pradesh)

Dashboard Master Transaction Reports Grievances

Show 25 entries

Sr.No. Development Authority Zone Chinihat Mohalla Name Action

1 Lucknow Development Authority ZONE 1 CHINHAT Mohalla 9

2 Lucknow Development Authority ZONE 1 CHINHAT Test Mohalla

3 Lucknow Development Authority ZONE 1 CHINHAT AMITY COLLEGE KE SAAMNE

4 Lucknow Development Authority ZONE 1 CHINHAT BHABUDIHA

5 Lucknow Development Authority ZONE 1 CHINHAT BHUJANGHI PURWA

6 Lucknow Development Authority ZONE 1 CHINHAT FUSUPURWA

7 Lucknow Development Authority ZONE 1 CHINHAT JUGGAUR

8 Lucknow Development Authority ZONE 1 CHINHAT LAXMANPUR

9 Lucknow Development Authority ZONE 1 CHINHAT LOLAI

10 Lucknow Development Authority ZONE 1 CHINHAT MADHAVPURAM

- To update, select **Zone**, **Ward**, and **Mohalla** from dropdown and then Click on **Update** button below.

7.4 Thana Master

To add, update, or edit thana details, Click on thana master sub-menu from the Dashboard screen; page with the required details will appear, as shown below:

Housing & Urban Planning Department, Uttar Pradesh (Pravartan Portal For Development Authorities, Uttar Pradesh)

Thana Master

Development Authority* Select Zone* Thana Name* Police Name*

Lucknow (LDA) Select

Add Thana

Thana Master

Show 25 entries

Sr.No. Development Authority Name Zone Name Thana Name Police Name Action

1 Lucknow Development Authority Test 9 Thana 9 Test Police

2 Lucknow Development Authority Test Zone Test Thana Test Police

3 Lucknow Development Authority ZONE 1 B B D SHO

4 Lucknow Development Authority ZONE 1 CHINHAT SHO


5 Lucknow Development Authority ZONE 1 GAJIPUR SHO


6 Lucknow Development Authority ZONE 1 GOMTI NAGAR SHO


- To Add Thana, select **Zone** from dropdown and then enter **Thana Name** and **Police Name** in the given fields and Click on **Add Thana** button.


User Manual of Enforcement Case Management System (Pravartan Portal), Grievance Redressal System & Pravartan Citizen App (New Upgraded Version), Developed for Housing and Urban Planning Department, Government of Uttar Pradesh


- To edit thana details, Click on edit button/icon from action column of the grid.



AWASBANDHU




 Dashboard

 Master



 Transaction

 Reports

 Grievances

Housing & Urban Planning Department, Uttar Pradesh

(Pravartan Portal For De

Thana Master

Select Zone

Thana Name















Thana 9

Police Name

Test Police

UPDATE


Search:


Sr.No.	Deve	Police Name	Action
1	Lucknow Development Authority	Test Police	 
2	Lucknow Development Authority	Test Police	 
3	Lucknow Development Authority	SHO	 
4	Lucknow Development Authority	SHO	 
5	Lucknow Development Authority	SHO	 
6	Lucknow Development Authority	SHO	 
7	Lucknow Development Authority	SHO	 


- To update, select Zone, Thana Name, and Police Name from the dropdown and then Click on Update button below.


7.5 Ward-Thana Mapping Master

To add, update, map, or edit ward-thana, Click on ward-thana mapping master sub-menu from the Dashboard screen; page with the required details will appear, as shown below:


AWASBANDHU







Dashboard

Master

Transaction

Reports

Grievances

Transaction

Reports

Grievances

Housing & Urban Planning Department, Uttar Pradesh

(Pravartan Portal For Development Authorities, Uttar Pradesh)

Ward-Thana Mapping Master

Development Authority*

Lucknow (LDA)

Select Zone*

Select

Select Ward*

Select

Select Thana*

Select

Add

Ward-Thana Mapping Master

Show 25 entries

Search:

Sr.No.	Zone Name	Ward Name	Thana Name	Action
1	Test 9	Ward 9	Thana 9	<div></div> <div></div>
2	ZONE 3	MANAK NAGAR	MANAKNAGAR	<div></div> <div></div>
3	Test Zone	Test Ward	Test Thana	<div></div> <div></div>
4	ZONE 7	BALDA ROAD	WAZIRGANJ ANSHIK	<div></div> <div></div>

- To Add, select **Zone**, **Ward**, and **Thana** from dropdown and Click on **Add** button.

User Manual of Enforcement Case Management System (Pravartan Portal), Grievance Redressal System & Pravartan Citizen App (New Upgraded Version), Developed for Housing and Urban Planning Department, Government of Uttar Pradesh

- To edit Ward-Thana mapping details, Click on edit button/icon from action column of the grid.

AWASBANDHU Housing & Urban Planning Department, Uttar Pradesh (Pravartan Portal For Development Authorities, Uttar Pradesh)

Dashboard Master Transaction Reports Grievances

Ward-Thana Mapping

Show 25 entries

Sr.No. Zone Thana Name Action

1 2 3 4 5 ZONE 3 KRISHNANAGAR KRISHNA NAGAR 6 ZONE 4 DALIGANJ ALIGANJ 7 ZONE 1 GOMTINAGAR VISTAR SECTOR5 GOMTI NAGAR VISTAAR 8 ZONE 4 KURSI ROAD HASANGANJ 2

Search:

Thana Name Action

Thana 9 ANAKNAGAR st Thana AZIRGANJ ANSHIK

UPDATE

7.6 Create/Update User Details

To create/update user details, Click on **Create/Update User Details** sub-menu from Transaction menu of Dashboard. The page with the required details will appear, as shown below:

AWASBANDHU Housing & Urban Planning Department, Uttar Pradesh (Pravartan Portal For Development Authorities, Uttar Pradesh) Lucknow Development Authority

Dashboard Master Transaction Reports Grievances

Transaction Reports Grievances

Create User

District* Lucknow (LDA) Designation* Select Name* Email Id Mobile* Address* CREATE

User Details

Show 25 entries Search:

Sr.No. District Username Name Designation Zone Mapping Ward Mapping Action Status

1 Lucknow LDAJE00010031 Ldaje Junior Engineer ACTIVE

2 Lucknow LDAJE00010030 Test KSEJE Junior Engineer ACTIVE

3 Lucknow LDAJE00010028 KUSHAGRA Junior Engineer ACTIVE

- To create, select **Designation** from dropdown, enter **Name**, **Email Id**, **Mobile**, and **Address** in the given fields and then Click on **Create** button.
- To edit user details, Click on edit button/icon from Action column of the grid.

7.7 Zone Mapping

- For zone mapping, Click on **Zone Mapping** button/link for a particular district; zone mapping page will appear, as shown below:

Zone Mapping

User Name: LDAJE00010031

Name: Ldaje
Designation: Junior Engineer
Address: Lucknow
Mobile: 7379258639
Email Id: kushagrastv2403@gmail.com

Zone	Select All
Zone 2	<input checked="" type="checkbox"/>
ZONE 3	<input checked="" type="checkbox"/>
ZONE 4	<input type="checkbox"/>
ZONE 5	<input type="checkbox"/>
ZONE 6	<input type="checkbox"/>
ZONE 7	<input type="checkbox"/>
ZONE 8	<input type="checkbox"/>

Submit

- Select the required zone to be mapped by check marking the given check box and then Click on **Submit** button below.

7.8 Ward Mapping

- For ward mapping, Click on **Ward Mapping** button/link for a particular zone; ward mapping page will appear, as shown below:

Ward Mapping

User Name: LDAJE00010031

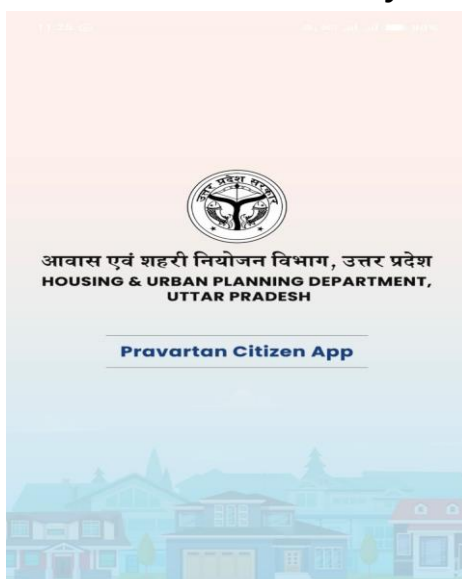
Name: Ldaje
Designation: Junior Engineer
Address: Lucknow
Mobile: 7379258639

Zone	Ward	Select All
ZONE 3	0	<input type="checkbox"/>
ZONE 3	ALAMBAGH	<input type="checkbox"/>
ZONE 3	AVADH VIHAR	<input type="checkbox"/>
ZONE 3	AZAD NAGAR	<input type="checkbox"/>
ZONE 3	BADALI KHEDA	<input type="checkbox"/>
ZONE 3	GANGA NAGAR	<input type="checkbox"/>
ZONE 3	GAURI BAAZAR	<input type="checkbox"/>
ZONE 3	GAURI VIHAR	<input type="checkbox"/>
ZONE 3	HIND NAGAR	<input type="checkbox"/>
ZONE 3	KAKORI	<input type="checkbox"/>
ZONE 3	KRISHNANAGAR	<input type="checkbox"/>
ZONE 3	MANAK NAGAR	<input type="checkbox"/>
ZONE 3	MURLI VIHAR	<input type="checkbox"/>
ZONE 3	PARA	<input type="checkbox"/>
ZONE 3	PFR	<input type="checkbox"/>
ZONE 3	SARAJINI NAGAR	<input type="checkbox"/>
ZONE 3	SHANTI NAGAR	<input type="checkbox"/>
ZONE 3	SHIVPURI COLONY	<input type="checkbox"/>
ZONE 3	SHIMA VIHAR	<input type="checkbox"/>
ZONE 3	VISHNU LOK COLONY	<input type="checkbox"/>

Submit

- Select the required zone and ward to be mapped by check marking the given check box and then Click on **Submit** button below.

7.9 Grievance Redressal System and Pravartan Citizen App



- Enter Mobile Number and Click on **Send OTP** button below.



Welcome back!

Please log in using the mobile number you registered with. We will send you an OTP for verification.

 Mobile Number

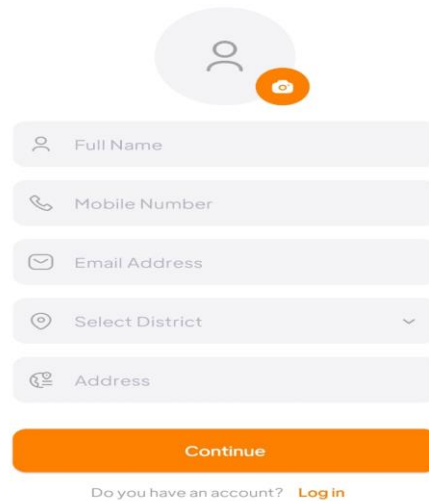
Send OTP

Don't have an account? [Sign up](#)

- Enter OTP received on registered mobile number to proceed with the further steps ahead.

Let's get started!

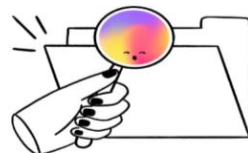
Enter your correct details to create an account. An OTP will be sent to verify your mobile number.



The registration form consists of several input fields and a button. At the top, there is a circular profile picture placeholder with a person icon and an orange camera icon. Below it are five input fields: 'Full Name' (with a person icon), 'Mobile Number' (with a phone icon), 'Email Address' (with an envelope icon), 'Select District' (a dropdown menu with a location pin icon and a downward arrow), and 'Address' (with a location pin icon). At the bottom of the form is a large orange button labeled 'Continue'. Below the button, there is a link that says 'Do you have an account? [Log in](#)'.

- Enter the required details in the given fields and then Click on **Continue** button below.

Pravartan Citizen App  



No Grievances Yet

Looks like you haven't added any grievances.
Please create your first grievance.

[+ Add Grievance](#)

- Click on **+ Add Grievance** button to add a new grievance.

- After clicking on **+Add Grievance** button; a new page with required fields will appear, as shown below:

← **Lodge Grievance**

You can lodge a grievance by providing the following details:

Select Development Authority

Select Zone

Address/Location of Illegal Construction

Pin Code

Select Grievance Type

Grievance Description

Upload Documentary Evidence (JPG or PDF)

Attach Document

No file selected (Max: 400 KB)

Illegal Construction Site Photographs

- Select **Development Authority, Zone**, and enter the required details in the given fields. Once the required details are entered, Click on **Attach Document** button to attach the required documents.
- Once the details are entered, preview page with filled details will appear, as shown below:

← **Grievance Details**

Token Number: LDA/G00000001

Grievance Date: 17/4/2025

Grievance Type: Building without necessity permits

Development Authority: Lucknow Development Authority

Zone: ZONE 1

Address: Test address data

Pin Code: 226028

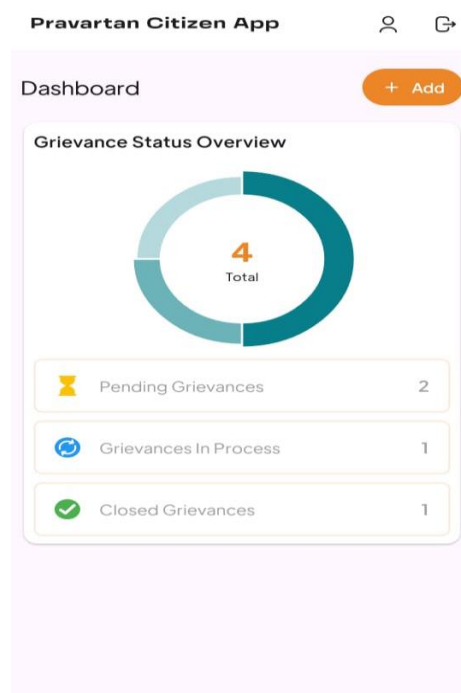
Description: Test Grievance Description

Evidence Document

No Grievance Yet

Site Photos

- Mobile application Dashboard screen will appear, as shown below:



- Click on **+Add** button to add a new grievance.
- To view pending grievances, Click on **Pending Grievances** option from the App Dashboard screen; page will appear as shown below:

The screenshot shows the 'Pending Grievances' screen. It has a back arrow and the title 'Pending Grievances'. Below is a list of two grievances, each with a unique ID, a description, and the date '17/4/2025'.

ID	Description	Date
LDA/G00000003	Illegal Construction Lucknow Development Authority	17/4/2025
LDA/G00000004	Unauthorised Structural Changes Lucknow Development Authority	17/4/2025

User Manual of Enforcement Case Management System (Pravartan Portal), Grievance Redressal System & Pravartan Citizen App (New Upgraded Version), Developed for Housing and Urban Planning Department, Government of Uttar Pradesh

- Click on Grievance option from the side menu of the Dashboard; page will appear, as shown below:

AWASBANDHU Housing & Urban Planning Department, Uttar Pradesh (Pravartan Portal For Development Authorities, Uttar Pradesh) Lucknow Development Authority

Grievances

5 Total Grievance Received, 3 Total Grievance Pending, 1 Total Grievance in Process, 1 Total Grievance Resolved

Action Executed on Cases

Show 10 entries Search:

Sr.No	Zone	Total Grievance Received	Total Grievance Pending	Total Grievance in Process			
				Admin	Junior Engineer	Assistant Engineer	Executive Engineer
1.	ZONE 1	1	0	0	0	0	0
2.	ZONE 3	1	0	0	0	1	1
3.	ZONE 4	1	1	0	0	0	0
4.	ZONE 5	2	2	0	0	0	0

Showing 1 to 4 of 4 entries Previous 1 Next

- Click on **Total Grievances Received** option to view the number of grievances received through mobile app.

AWASBANDHU Housing & Urban Planning Department, Uttar Pradesh (Pravartan Portal For Development Authorities, Uttar Pradesh) Lucknow Development Authority

Total Grievance Received

Grievance Token Number From Date To Date Submit Reset

Grievances Details

Show 10 entries Search:

	Type of Complain	Mobile Number	Zone	Address	Grievance Description	Documentary Evidence	View
ra	Building without necessity permits	7408818166	ZONE 1	Test address data	Test Grievance Description		
ra	Unauthorised Structural Changes	7408818166	ZONE 3	Test address 2	Test data of greivances		
ra	Illegal Construction	7408818166	ZONE 5	Test address	Test Grievance Description		
ra	Unauthorised Structural Changes	7408818166	ZONE 5	Test demo address	Test Grievances Data		
ra	Illegal Construction	7408818166	ZONE 4	test	test		

Showing 1 to 5 of 5 entries Previous 1 Next

User Manual of Enforcement Case Management System (Pravartan Portal), Grievance Redressal System & Pravartan Citizen App (New Upgraded Version), Developed for Housing and Urban Planning Department, Government of Uttar Pradesh

- Click on **View** action icon to view the action taken against the grievances received.

Lucknow Development Authority
Grievance Application Details

Grievance Token Number : LDA/G00000001 Date : 17/04/2025

Name of Complainant	kushagra
Type of Complaint	Building without necessity permits
Mobile Number	7408818166
Zone	ZONE 1
Address	Test address data
Pin Code	226028
Grievance Description	Test Grievance Description
Documentary Evidence	
Photographs	

Sr. No.	Action	Remarks	File	Date
1.	Reply to Complainant by Admin	Resolved		17/04/2025
2.	Reply to Admin by JE	Test Reply to admin	N/A	17/04/2025
3.	Forwarded to Junior Engineer () by Admin	Test Forward to Junior Engineer	N/A	17/04/2025

- Click on **Grievances Pending** from Dashboard Grievances section; pending grievances page will appear, as shown below:

Total Grievance Pending

Grievance Token Number From Date To Date

mm/dd/yyyy mm/dd/yyyy

Grievances Details

Show 10 entries Search:

r Complain	Mobile Number	Zone	Address	Grievance Description	Documentary Evidence	View	Action
Construction	7408818166	ZONE 5	Test address	Test Grievance Description			
orised Structural Changes	7408818166	ZONE 5	Test demo address	Test Grievances Data			
Construction	7408818166	ZONE 4	test	test			

Showing 1 to 3 of 3 entries Previous 1 Next

User Manual of Enforcement Case Management System (Pravartan Portal), Grievance Redressal System & Pravartan Citizen App (New Upgraded Version), Developed for Housing and Urban Planning Department, Government of Uttar Pradesh

- Click on **Action** icon from pending grievances section to view the details, as shown below:

The screenshot shows the 'Reply' form in the AWASBANDHU portal. The form is titled 'Reply' and has two main sections: 'Remark *' and 'Upload Document *'. The 'Remark *' section has a text area with the placeholder 'Leave a comment here'. The 'Upload Document *' section has a 'Choose File' button and the text 'No file chosen'. Below these sections is a 'Submit' button. The portal header includes 'AWASBANDHU', 'Housing & Urban Planning Department, Uttar Pradesh', and 'Lucknow Development Authority'. The left sidebar shows 'Dashboard', 'Master', 'Transaction', 'Reports', and 'Grievances'.

- Upload Documents**, enter **Remarks**, and Click on **Submit** button to submit.
- In case, when action is taken against the pending grievances; same will appear in in-process section of grievances; page will appear, as shown below:

The screenshot shows the 'Total Grievance in Process' page in the AWASBANDHU portal. The page has a search bar with 'Grievance Token Number', 'From Date', and 'To Date' fields. Below the search bar is a table titled 'Grievances Details'. The table has columns: 'ype of Complain', 'Mobile Number', 'Zone', 'Address', 'Grievance Description', 'Documentary Evidence', 'View', and 'Action'. The table contains one entry: 'nauthorised Structural Changes', '7408818166', 'ZONE 3', 'Test address 2', 'Test data of grievances'. The page also shows 'Showing 1 to 1 of 1 entries' and 'Previous 1 Next'.

User Manual of Enforcement Case Management System (Pravartan Portal), Grievance Redressal System & Pravartan Citizen App (New Upgraded Version), Developed for Housing and Urban Planning Department, Government of Uttar Pradesh

- **Upload Documents**, enter **Remarks**, and Click on **Submit** button to submit.

The screenshot shows the 'Reply' form in the AWASBANDHU portal. The left sidebar contains a menu with 'Dashboard', 'Master', 'Transaction', 'Reports', and 'Grievances'. The main header displays 'Housing & Urban Planning Department, Uttar Pradesh (Pravartan Portal For Development Authorities, Uttar Pradesh)' and 'Lucknow Development Authority'. The form has two buttons at the top: 'Reply to Complainant' and 'Forward to Concerned Officers'. The 'Reply' section includes a 'Remark *' field with a placeholder 'Leave a comment here', an 'Upload Document *' section with a 'Choose File' button and 'No file chosen' text, and a red note stating 'Only PDF, Max size 1 MB and JPEG Image, Max Size 1 MB are allowed'. A 'Submit' button is at the bottom.

- To view the total number of grievances resolved, Click on Total Grievances Resolved section; page will appear, as shown below:

The screenshot shows the 'Total Grievance Resolved' page in the AWASBANDHU portal. The left sidebar is the same as the previous screenshot. The main header is the same. The page title is 'Total Grievance Resolved'. Below the title, there are filters for 'Grievance Token Number', 'From Date' (mm/dd/yyyy), and 'To Date' (mm/dd/yyyy), with 'Submit' and 'Reset' buttons. Below the filters is a 'Grievances Details' section with a 'Show 10 entries' dropdown and a 'Search:' input. A table displays the details of one grievance:

Sr. No.	Grievance Token Number	Date	Name	Type of Complain	Mobile Number	Zone	Address	G
1	LDA/G00000001	17/04/2025	kushagra	Building without necessity permits	7408818166	ZONE 1	Test address data	Ti

At the bottom, it says 'Showing 1 to 1 of 1 entries' and has 'Previous', '1', and 'Next' buttons.

8. For Technical Support

If you experience any technical difficulties when using this mobile application, you can email us at support@otpl.co.in or call our technical helpline at +91-522-4150500.