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:

Table of Contents

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.

2. Junior Engineer Login

To login and redirect to the **Junior Engineer** Dashboard, enter the login URL in the web browser or login by visiting the web portal login section. After entering the login URL in the web browser and press enter key, user will be redirected to the login page; login page will appear, as shown below:

- Select **User** from field's dropdown; enter **Username**, **Password**, and **Captcha** in the given fields. Once the details are entered, Click on **Sign In** button below.

- Click on **Forgot Password** link below to reset new password.

2.1 Dashboard

Once logged in, user will be redirected to the Dashboard page; Dashboard page with the required details will appear, as shown below:

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:

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.

- 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.

- 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:

- 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:

- 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:

- 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:

- 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:

- 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.

- 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.

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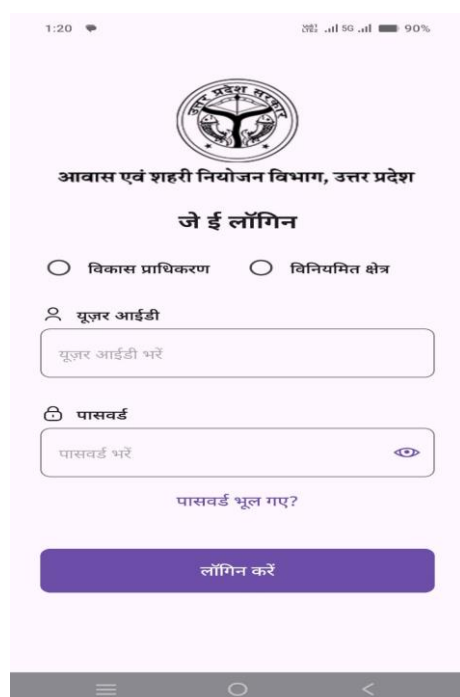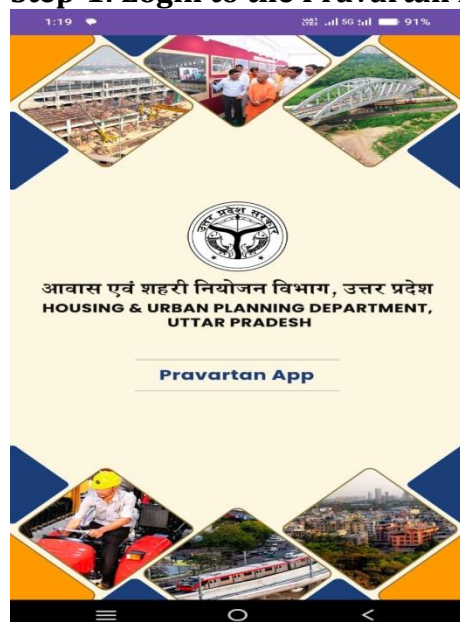
- Enter **User Id** and **Password** and Click on **Login** button below.
- To reset password, Click on **Forgot Password** link below.

Step-2: Select form as per requirement.
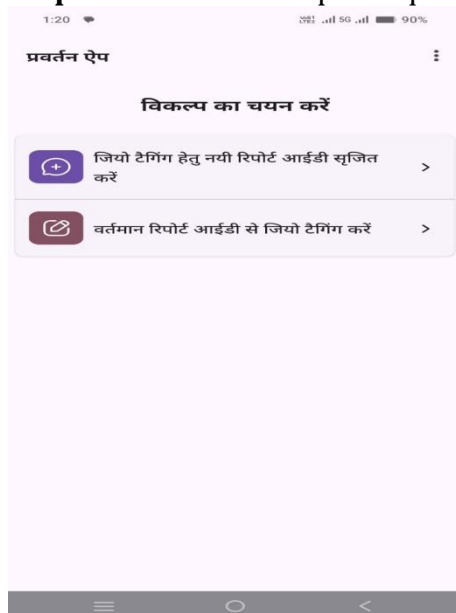
- Select the required option from the screen to proceed with the application form.
- In case of a form filled on web portal, user will have to select the specific option from Pravartan mobile application and enters the **Report ID** in the given field of mobile application. Report ID field will appear, as shown below:
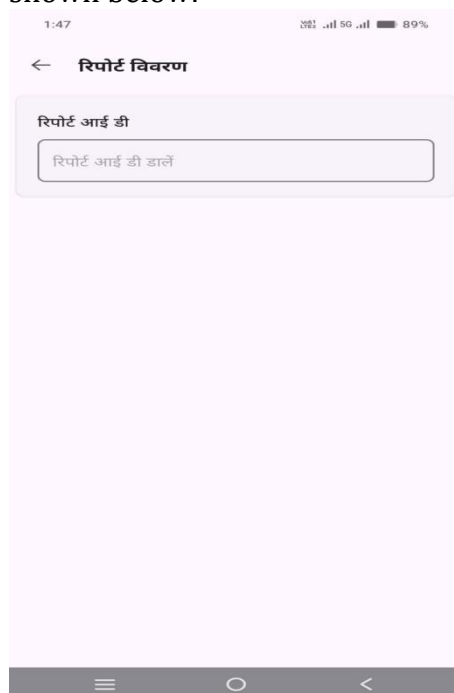
- Enter the required details in the given fields and proceed ahead.

- Upload photos by Click on the **Click on/upload photos** button.
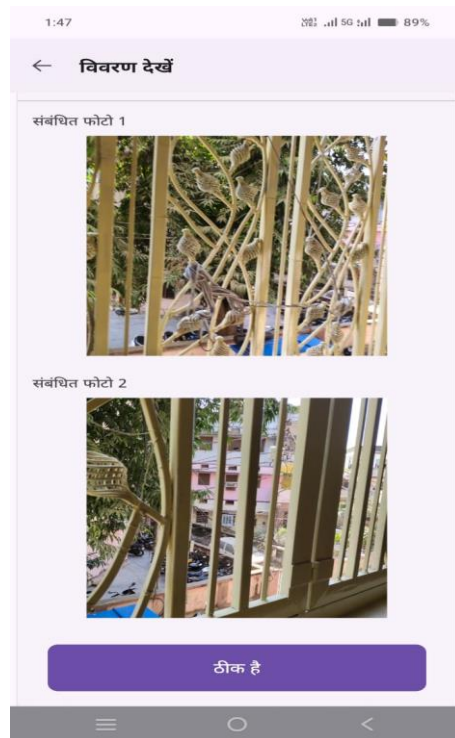
2.7 Query Marked Cases

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:

- 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:

- 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:

- 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:

- 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:

- 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:

- 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

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

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

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

- 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:

- 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:

- 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:

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

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

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:

- 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:

- 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:

- 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:

- 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:

- 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.

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

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

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

- 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:

- 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:

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

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

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

- 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:

- 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:

- 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:

- 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:

- 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:

- 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.

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

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

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

- 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:

- 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:

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

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

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:

- 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:

- 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:

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:

- 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:

- 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:

- 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:

- 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:

- 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:

- 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:

- 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:

- 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:

- 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.

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

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

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

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

- 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:

- 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:

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

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

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:

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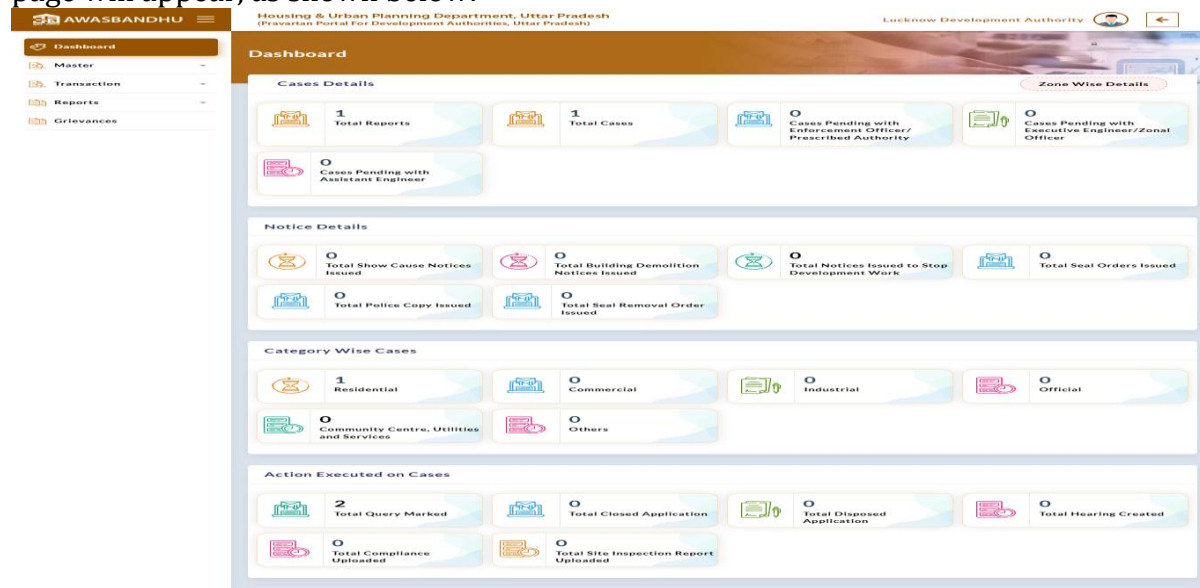
- Click on the relevant option from **Dashboard** to proceed ahead.

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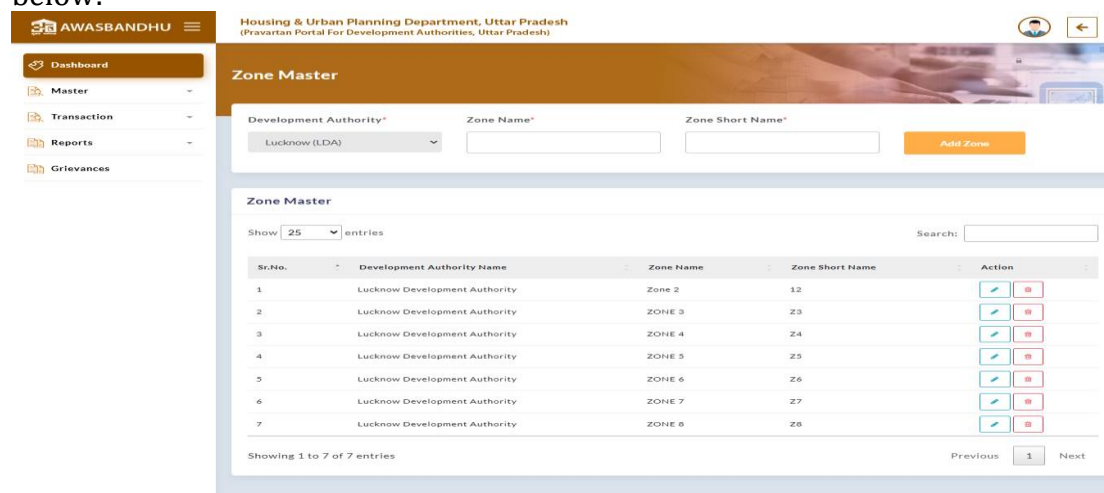
- To Add Zone, enter **Zone Name** and **Zone Short Name** in the given fields and then Click on **Add Zone** button.

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

- 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:

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

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

- 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:

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

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

- 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:

- 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.

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

- 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:

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

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

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:

- 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:

- 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:
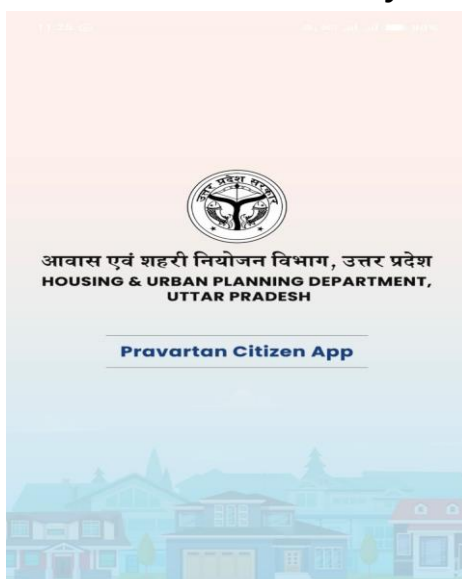

- Select the required zone and ward to be mapped by check marking the given check box and then Click on **Submit** button below.

7.9   Grievance Redressal System and Pravartan Citizen App

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

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

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

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

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

- 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:

- 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:

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

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

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

- **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:

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

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

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.