

# **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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### 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:

		User Login	
	<b>1</b>	Select User	
	सुखद पर्याताल	Junior Engineer 🗸 🗸	
	HOUSING & URBAN PLANNING	Username	
	DEPARTMENT, UTTAR PRADESH		
1000	(PRAVARTAN PORTAL FOR DEVELOPMENT AUTHORITIES, UTTAR PRADESH)	Password	
		•••••• ©	
		X8KXZX C Enter Captcha	
		SIGN IN	
		Forgot Password?	

- 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:

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#### 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:

💼 awasbandhu 😑	Housing & Urban Planning Department, Uttar Pradesh (Pravartan Portal For Development Authorities, Uttar Pradesh)	Lucknow Development Authority 💭 🗲
Dashboard     Transactions	Notice Reporting Form	
<ul> <li>Notice Reporting Form</li> </ul>		1
Generate Reports	Select Notice	e Reporting Form
<ul> <li>Application Status</li> </ul>	□ Notice Reporting Form Under Section 27(1)	Notice Reporting Form Under Section 16
<ul> <li>Application Entry Updation</li> </ul>		
Report and Status of Filled Cases		
Query Marked Cases		
Site Inspection Report Request		
Reports -		

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.

awasbandhu $\equiv$	Housing & Urban Planning Department, (Pravartan Portal For Development Authorities, U	Uttar Prades Jttar Pradesh)	sh		Lucknow Devel	lopment Authority (	
Dashboard	Notice Reporting Form					-	
						States of the second se	- 17
eports ~			Select Notice Re	porting Form			
	2 Notice Reporting	g Form Under	Section 27(1)	Notice Reporting	g Form Under Sec	tion 16	
	Basic Details Construction Details	Upload D	ocuments Preview				
	Title" Applicant's Name"		Title*	Father/Husband's Nam	•*)	Action	
	Mr.		Mr. Y	Father / Husband Na	ime	Add More	
	Mobile No	E	mailId		Mohalla/Villag	e Detail*	
					Select		~
	Select Zone*	Se	elect Ward <sup>®</sup>		Select Mohalla	•	
	Select	~	Select	~	Select		~
	Select Thana*	н	ouse No*		Pin Code*		
	Select	~					
	Category of Case*						
	Select	~					
	Details of unauthorized construction	•					
	Reundaries Details						A
	North*	South"		East*	We	st.	
			d				
			1.000				
			Next				

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

🖻 AWASBANDHU 🗏	Housing & Urban Planning (Pravartan Portal For Developm	Department, Uttar P ent Authorities, Uttar Prad	radesh esh)		Lucknow Developmer	nt Authority 💭	
Dashboard Transactions -	Notice Reporting Fo	rm					1/2
Reports -			Select Notice R	eporting Form			
		otice Reporting Form U	nder Section 27(1)	🗹 Notice Reporting	Form Under Section 1	6	
	Basic Details Other	Details Upload Doc	uments Preview				
	Title* Applica	nt's Name*	Title*	Father/Husband's Name	e	Action	
	Mr. V Appl	icant's Name	Mr. Y	Father / Husband Na	me	Add More	
	Mobile No		Email Id		Mohalla/Village Deta	ail*	
					Select		
	Select Zone*		Select Ward*		Select Mohalla*		
	Select	~	Select	~	Select		
	Select Thana*		House No*		Pin Code*		
	Select	~					
	Category of Case*						
	Select	~					

• 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 <u>the Dashboard;</u> page with the required details will appear, as shown below:

	our uj	puge min in	e i equii	ou uou		- appe	ar, a		10 111	
	н∪ ≡	Housing & Urban Planni (Pravartan Portal For Develop	ng Department, l oment Authorities, Ut	Jttar Pradesh tar Pradesh)				Lucknow Development A	uthority 😱 🗲	-
💞 Dashboard		Generate Report						- 421	And	
🖹 Transactions	*									
Reports	~	From Date	To Date	Report	Id	Zone Wise				
						Select	~	Search	Reset	
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		Sr. No. ↑↓ Report ID	↑↓ Case ID	¢↓	Form Type $\uparrow\downarrow$	Date 1	Zone $\uparrow\downarrow$	Name/Father's Name $\uparrow\downarrow$	Details of Unauthorize	ed C
		1 LDA/Z3/000	00891 N/A		Setcion 16	06/03/2025 at 11:58AM	ZONE 8	TEST पिता / पति TEST FATHER NAME	Description of the build constructed	ling
		2 LDA/Z8/000	00889 LDA/Z8/AN	1/2025/0000861	Section 27(1)	03/03/2025 at 9:22AM	ZONE 8	Ramesh पिता / पति Snjay	Details of unauthorized	i co
		3 LDA/Z3/000	00888 LDA/Z8/AN	11/2025/0000860	Setcion 16	27/02/2025 at 5:58PM	ZONE 8	Kushal पिता / पति Suneel	Description of the build constructed*	ling

• 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:

â awasbandhu ≡	Housing & Urban Planning Department, Uttar Pradesh (Pravartan Portal For Development Authorities, Uttar Pradesh)	Lucknow Development Authority 📿 🗲
🖑 Dashboard	Application Status	And
🖹 Transactions 🔹		
Reports -	From Date To Date	Report Id
	mm/dd/yyyy	Submit Reset
	Application Status	
	Show 25 + entries	Search:
	Sr. No. ↑↓ Report ID ↑↓ Case ID ↑↓ Form Type	↑↓ Date ↑↓ Zone ↑↓ Name/Father's Name ↑↓ Details of Unauthorized Con
	1 LDA/Z3/00000891 N/A Setcion 16	06/03/2025 at 11:58AM ZONE 8 FATHER NAME constructed
	2 LDA/Z8/00000889 LDA/Z8/ANI/2025/0000861 Section 27(	03/03/2025 1) st 0/2014 ZONE 8 Ramesh मिला / 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:

🟦 awasbandhu 😑	Housing & Urban Planning Department, Uttar Pradesh (Pravartan Portal For Development Authorities, Uttar Pradesh)	Lucknow Development Authority 💭 🗲
🖑 Dashboard	Application Entry Indation	And a state of the
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Reports -	From Date To Date	Report Id           J         Submit         Reset
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	1 LDA/Z3/00000891 N/A Setcion	TEST पिता / पति TEST Description of the building/land use bei at 11:58AM ZONE 8 FATHER constructed NAME

- 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:

🗟 AWASBANDHU 🗏	Housing & Urban Planning Department, Ut (Pravartan Portal For Development Authorities, Utta	Lucknow Deve	elopment Authority	•	
🎖 Dashboard	Report and Status of Filed Cases	s by Junior Engineer	Att	41110	
Transactions 👻			A Contraction of the second		12015
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	Show 25 🜩 entries			Search:	
	Sr. No. 1 Report Id 1 Notice Rep	orting Form Status and Date $\uparrow\downarrow$	Pravartan App Form Status and Date	Status ↑↓	View 1
	1 LDA/Z3/00000891 Submitted 06/03/202	5 at 11:58AM	Submitted 06/03/2025 at 11:56AM	Completed	•
	2 LDA/Z3/00000890 Pending	)	Submitted	Click here	•

- 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:

awasbandhu ≡	Housing & Urban Planning Department, Uttar Pradesh (Pravartan Portal For Development Authorities, Uttar Pradesh)	Lucknow Development Authority 😱 🗲
ð Dashboard	Notice Reporting Form	Contraction of the second seco
🖹 Transactions 👻		
Reports -	Report Id : LDA/Z6/00000866	
	Select Notice Reporting Form	
	□ Notice Reporting Form Under Section 27(1) □ Notice Repo	orting Form Under Section 16

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

Transactions ~	Notice Reporting Form		
Reports ~			
		Select Notice Reporting Form	
	🛛 Notice Reporting Form U	Inder Section 27(1)	ng Form Under Section 16
	Basic Details Construction Details Uplo	pad Documents Preview	
	Title" Applicant's Name"	Title* Father/Husband's Nar	ne" Action
	Mr.	Mr. Y Father / Husband N	Add More
	Makila Na	Emplified	Makella (Villaga Dataili
	Mobile No	Email Id	Soloct
	Colored Zerrori	C - L	Colore Markollor
	Select	Salart	Select
	Solost Thanat	House Net	Pin Codet
	Select		
	Category of Case*		
	Select		

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.

💼 awasbandhu 😑	Housing & Urban Planning Department, Uttai (Pravartan Portal For Development Authorities, Uttar Pr	' <b>Pradesh</b> radesh)	Lucknow Dev	relopment Authority 🌏 🗲
<ul> <li>✓ Dashboard</li> <li>➢ Transactions ~</li> </ul>	Notice Reporting Form			
Reports -		Select Notice Rep	orting Form	
	□ Notice Reporting Form	Under Section 27(1)	Notice Reporting Form Under S	ection 16
	Basic Details Other Details Upload D	ocuments Preview		
	Title* Applicant's Name*	Title*	Father/Husband's Name*	Action
	Mr.	Mr. ~	Father / Husband Name	Add More
	Mobile No	Email Id	Mohalla/Vil	lage Detail*
	Colort Zooot		Select	~
	Select V	Select Ward*	Select Moha     Select	······································
	Select Thana*	House No*	Pin Code*	
	Select			
	Category of Case* Select	·]		
		Next		

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.

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#### **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:

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

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#### 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:

💼 awasbandhu 😑	Housing & (Pravartan Po	Urban Planning De ortal For Development	partment, Uttar Pradesh Authorities, Uttar Pradesh)				Lucknow Development	Authority	<del>&lt;</del>
💞 Dashboard	Ouerv M	arked Cases					- 421	-	Contraction of the local diversion of the loc
🖹 Transactions 👻									
Reports -	From Date	•	To Date		Report Id				
	mm/dd/	yyyy <b>c</b>	mm/dd/yyyy				Subm	it Reset	
	Query M	arked Cases							
	Show 25	entries					Search:		
	Sr No ↑↓	Report ID 1	Case ID 1	Form Type $\uparrow\downarrow$	Date 11	Zone ↑↓	Name/Father's Name $\uparrow\downarrow$	Details of Unauthor	rized Co
	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 unauthori	zed con
	2	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	Section 27(1)	03/03/2025	ZONE 8	Ramesh पिता / पति Snjay	Details of unauthori	zed 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:

💼 awasbandhu 🗏	Housing & Urban Planning Department, Uttar Prade (Pravartan Portal For Development Authorities, Uttar Pradesh)	sh L	ucknow Development Authority 😱 🗲
<ul> <li>Dashboard</li> <li>Transactions</li> </ul>	Site Inspection Report Request		
🖹 Reports 👻	From Date To Date mm/dd/yyyy	Report Id	Submit Reset
	Show 25 ¢ entries		Search:
	Sr. No. 11 Report ID 11 Case ID	↑↓ Form Type ↑↓ Date ↑↓ Zone ↑↓	Name/Father's Name 11 Details of Unauthorized C
	1 LDA/Z8/00000889 LDA/Z8/ANI/2025/0000	861 Section 27(1) 03/03/2025 ZONE 8	Ramesh पिता / पति Snjay Details of unauthorized co
	2 LDA/Z8/00000889 LDA/Z8/ANI/2025/0000	861 Section 27(1) 03/03/2025 ZONE 8	Ramesh पिता / पति Snjay Details of unauthorized co
	3 LDA/Z8/00000889 LDA/Z8/ANI/2025/0000	861 Section 27(1) 03/03/2025 ZONE 8	Ramesh पिता / पति Snjay Details of unauthorized co
3 AWASBANDHU = 왕 Dashboard R Transactions -	Housing & Urban Planning Department, Uttar Prade (Pravartan Portal For Development Authorities, Uttar Pradesh) Site Inspection Report Request	h L	ucknow Development Authority 💿 🗲
Reports -	From Date To Date	Report Id	n in the second s
	mm/dd/yyyy 🗖 mm/dd/yyyy		Submit Reset
	Show 25 ¢ entries		Search:
	↑↓ Form Type ↑↓ Date ↑↓ Zone ↑↓ Name/Fa	her's Name 斗 Details of Unauthorized Construct	Ion 11 Description 11 View 11 Action 11
	861 Section 27(1) 07/03/2025 ZONE 8 Ramesh 🕅	ता / पति Snjay Details of unauthorized constructio	n Test site inspec Done Done
	861 Section 27(1) 07/03/2025 ZONE 8 Ramesh 配 861 Section 27(1) 03/03/2025 ZONE 8 Ramesh 配	রা / पति Snjay Details of unauthorized constructio রা / पति Snjay Details of unauthorized constructio	in Test site inspection Done Done

- 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:

awasbandhu =	Housing & Urban Planning Department, Uttar Pradesh (Pravartan Portal For Development Authorities, Uttar Pradesh)				Lucknow Development Authority			
🤣 Dashboard	Query Rer	oort					A DESTRUCTION OF A DESTRUCTUO OF A	
Transactions -								
Reports -	From Date	9	To Date		Report Id			
	mm/dd,	/ ууууу 🗖	mm/dd/yyyy				Submit Reset	
	Show 25	entries					Search:	
	Sr. No. ↑↓	Report ID $\uparrow \downarrow$	Case ID ↑↓	Form Type $\uparrow\downarrow$	Zone $\uparrow\downarrow$	Father/Husband's Name $\uparrow\downarrow$	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 Prade (Pravartan Portal For Development Authorities, Uttar Pradesh)	Lucknow Development Authority 💭 🗲		
🖑 Dashboard	Compliance Report	A MAR	All the second s	
🖹 Transactions 👻				
Reports -	From Date To Date	Report Id	Notice Type	
	mm/dd/yyyy 🗖 mm/dd/yyyy		Select Notice Type 💙	
	Submit Raset Compliance Report Show 25 • entries		Search:	
	Sr.No. ↑↓ Report ID ↑↓ Case ID	$\uparrow \downarrow  {\sf Date}  \uparrow \downarrow  {\sf Zone} \ \uparrow \downarrow  {\sf Notice Type} \ \uparrow \downarrow$	Notice Issued Date $\uparrow \downarrow$ Dispatch Number $\uparrow \downarrow$ D	

- 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 & U (Pravartan Port	Irban Planning Der tal For Development A	oartment, Uttar Pradesh uthorities, Uttar Pradesh)		Lucknow Development Authority 🌏 🗲				
🔗 Dashboard	Seal Rem	oval Order Pe	nort				Contraction of Contra		
🖹 Transactions 👻			port			14-12-1			
Reports -	From Dat	e	To Date		Report	Id			
	mm/dd	//////	mm/dd/yyyy				Submit Reset		
	Show 25	♦ entries					Search:		
	Sr.No. ↑↓	Report ID 1	Case ID	Date 1	Zone ↑↓	Father/Husband's Name $\uparrow\downarrow$	Details of Unauthorized Construction 1		
	1	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	03/03/2025	ZONE 8	Ramesh पिता / पति Snjay	Details of unauthorized construction		
	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		
	3	LDA/Z8/00000886	LDA/Z8/ANI/2025/0000859	27/02/2025	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:

🔝 AWASBANDHU 🗏	Housing & Urba (Pravartan Portal F	an Planning Depar for Development Author	tment, Uttar Pradesh orities, Uttar Pradesh)			Lu	cknow Development Auti	hority 🌏 🗲
🖑 Dashboard	Site Inspect	ion Report			4210	A Annual An		
🖹 Transactions 🔹	Site inspect	ion Report						
Reports -	Report Id		Status					ſ
			Select	~	Submit	Reset		
							_	
	Show 25 ¢ entries						Search:	
	Sr. No. ↑↓	Report ID $\uparrow \downarrow$	Case ID ↑↓	Form Type $\uparrow\downarrow$	Date ↑↓	Zone $\uparrow\downarrow$	Name/Father's Name $\uparrow\downarrow$	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



• 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.
S Full Name
& Mobile Number
Email Address
<ul> <li>Select District</li> </ul>
€ 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 으 다



- 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:

You can lodge a grievance by providing the following details: Select Development Authority  Select Zone
Select Development Authority ~
Select Zone ~
Address/Location of Illegal Construction
Pin Code
Select Grievance Type 🗸 🗸
Grievance Description
Jpload Documentary Evidence (JPG or PDF)
Attach Document
No file selected (Max: 400 KB)
Illegal Construction Site Photographs

Lodge Grievance

←

• 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:

←	P	ending	Griev	ance	S	
LDA/G	00000	003			17/	4/2025
Illegal C Lucknow	Develo	pment Aut	hority			
LDA/G	00000	004			177	4/2025
Unauth Lucknow	orised v Develo	Structura pment Aut	I Change hority	es		

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

	i∪ ≡	Housing & Ur (Pravartan Porta	ban Planning Department, Uttar al For Development Authorities, Uttar Pr	Lucknow Development Authority 😱 🗲			
<ul> <li>Dashboard</li> <li>Transactions</li> </ul>	·	Grievance	s	And			
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 (Pravartan Portal For	Planning Departmen Development Authorities	t, Uttar Prades , Uttar Pradesh)	h		Lucknow Development Authority 🌏 🗲					
🥂 Dashboard	Total Grievan	ce Received			Art a	1	42173	Ĥ	Steres .		
Transactions -							0				
Reports -	Grievance Token	Number I	From Date		To Da	Date				-	
Grievances			mm/dd/yyyy		ti mn	n/dd/yyyy	•	Submit	Reset		
	Show 10 \$	entries				Search:					
	Sr. No. †↓ Dat	e ↑↓ Grievance Tol	ken Number ↑↓	Name $\uparrow\downarrow$	Type of Complain	$\uparrow \downarrow$ Mobile Number $\uparrow \downarrow$	Zone ↑↓	Address ↑↓	Grievance De	scripti	
	1 17/0	04/2025 LDA/G000000	01	kushagra	Building without necessity permits	7408818166	ZONE 1	Test address data	Test Grievance Description	2	
	Showing 1 to 1 of	1 entries					Previous		lext		

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

iboard	Dashboard			- 421	-						
sactions -											
orts -											
vances				•							
	Lucknow Development Authority										
	Grievance Application Details										
	Grievance	e Token Number : LDA/G000000	LDA/G0000001 Date : 17/0/								
	Name of Cor	nplainant	kushagra								
	Type of Com	plaint	Building without necessity permits								
	Mobile Num	ber	7408818166								
	Zone		ZONE 1								
	Address		Test address data								
	Pin Code		226028								
	Grlevance D	escription	Test Grievance Description								
	Documentar	y Evidence									
	Photograph		•								
	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 17/04/2								

## 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:

MANYARYA		User Login	
		Select User	
		Assistant Engineer 🗸	
	HOUSING & URBAN DI ANNING	Username	
	DEPARTMENT, UTTAR PRADESH		
	(PRAVARTAN PORTAL FOR DEVELOPMENT	Password	m11
	, e men 125, e mai na 12264,	•••••	11.5
		C Enter Captcha	
		SIGN IN	
		Forgot Password?	

- 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:

:	Housing & Urban Planning Departr (Pravartan Portal For Development Author	ment, Uttar Pradesh rities, Uttar Pradesh)		Lucknow Development Authority				
<b>V</b>	Cases Details		A MAR					
	From Date	To Date	Case Id	Zone	E.			
	mm/dd/yyyy	mm/dd/yyyy		Select	~			
	Submit Re	set						
	Show 25 ¢ entries			5	iearch:			
	Sr. No. 1↓ Report ID 1↓ Ca	ise ID ↑↓ Form Type ↑↓	Date ↑↓ Zone ↑	↓ Name/Father's Name 1↓ Detai	s of Unauthorized Construction			
	1 LDA/Z3/0000891 N/	A Setcion 16	06/03/2025 at 11:58AM ZONE 8	TEST पिता / पति TEST FATHER NAME Descri	ption of the building/land use being co			

- 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 & Ui (Pravartan Port	ban Planning De al For Development tails	epartment, Uttar Pradesh Authorities, Uttar Pradesh)		a series	Lucknow Development Authority					
From Date		To Date	Case Id	Zone Wis Select	e	Status Wise Rep	orts Y Submit			
Show 25	¢ entries						Search:			
Sr. No. 11	Report ID 1	Case ID 11	Form Type	Date 11	Zone ↑↓	Name/Father's Name 1	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 being			
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/28/00000889	LDA/Z8/ANI/2025/0000861	Section 27(1)	03/03/2025 at 9:22AM	ZONE 8	Ramesh पिता / पति Sniav	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:

:	H (P	lousing & Ur Pravartan Porta	rban Planı al For Devel	ning Dep opment Au	artment, Ut ithorities, Utta	<b>tar Pradesh</b> Ir Pradesh)		Lucknov	v Development	Authority (		←				
<b>\$</b>	Si	te Inspec	ction R	eport F	Request							Re A	4210			
E11		From Date				To Date		R	eport Id							X
Eh		mm/dd/y	ууу	mm/dd.		mm/dd/yyy	1	•					Submit	Reset		
	Show 25 ¢ entries										Search	:				
		Sr. No. ↑↓	Report ID	†↓	Case ID	¢↓	Form Type 斗	Date ↑↓	Zone $\uparrow\downarrow$	Name/Fat	her's Name ↑↓	Details	of Unauthorized (	Construction 1	Requ	uest D
		1	LDA/Z8/0	0000889	LDA/Z8/ANI	/2025/0000861	Section 27(1)	03/03/2025	ZONE 8	Ramesh पि	ता / पति Snjay	Details o	f unauthorized co	onstruction	Desc	riptio
		2	LDA/Z8/0	0000889	LDA/Z8/ANI	/2025/0000861	Section 27(1)	03/03/2025	ZONE 8	Ramesh पि	ता / पति Snjay	Details o	of unauthorized co	onstruction	Desc	riptio
		3	LDA/Z8/0	0000889	LDA/Z8/ANI	/2025/0000861	Section 27(1)	03/03/2025	ZONE 8	Ramesh पिर	ता / पति Snjay	Details o	of unauthorized co	onstruction	Desc	riptio
		л	104/78/0	0000880	I DA /78/ANI	/2025/0000841	Section 27/1)	03/03/2025	ZONE 8	Pomerh 107	सा / पासि Saiav	Detailer	d unauthorized o	onstruction	Deco	rintio
<b>30</b> AV	NAS	BANDHU	≡	Housing (Pravarta	g & Urban P n Portal For D	lanning Depa evelopment Au	artment, Uttar P thorities, Uttar Prad	radesh lesh)				Lucknov	v Development	Authority (		÷
🥂 Dast	nboard	i Ins	Ĵ.	Site In	spection	Report F	lequest							-		
Repo	orts			-	Dete		T- D-t-			Descentia	de la companya de la comp				/ / /	
🖹 Grie	vance	s		From	Date		To Date		-	Report Id				D		
				mm	/dd/yyyy	L	mm/dd/y	ууу					Submi	Res	el .	
				Show	25 <b>\$</b> er	ntries							Search	:		
				f Unaut	horized Const	ruction $\uparrow \downarrow$ R	equest Description	$\uparrow \downarrow  \mathbf{View} \ \uparrow \downarrow$	Request	ed Date ↑↓	Response Date	eî↓ s	te Inspection Rep	port Status $\uparrow\downarrow$	Action	t t
				! unauth	orized constru	ction Te	est site inspection	٠	07/03/20	025	07/03/2025	(	Forward	led	*	
				funauth	orized constru	iction Te	fgfdg	٠	03/03/20	025	N/A	0	Pendir	18	œ	
				! unauth	orized constru	iction Te	est	۲	03/03/20	025	N/A	C	Pendir	ng D	œ	
				Lunauth	orized constru	ction T	+		03/03/30	195	N/A	C	Dendir		12	

- 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, Utt (Pravartan Portal For Development Authorities, Uttar	a <b>r Pradesh</b> Pradesh)	Lucknow Development Authority 🇔 🔤				
<i>3</i>	Report and Status of Filed Cases	by Junior Engineer	Att		Representation of the second s		
	From Date T	o Date	Report Id				
	mm/dd/yyyy	mm/dd/yyyy		Submit	Reset		
	Report and Status of Filed Cases by Ju	nior Engineer					
	Show 25 ¢ entries			Search:			
	Sr. No. $\uparrow \downarrow$ Report Id $\uparrow \downarrow$	Notice Reporting Form Status and	Date î↓ Pravartan	App Form Status and Date	↑↓ <b>view</b> ↑↓		
	1 LDA/Z3/00000891	Submitted 06/03/2025 at 11:58AM	)	Submitted /03/2025 at 11:56AM			
	2 LDA/Z8/00000889	Submitted 03/03/2025 at 9:22AM	03	Submitted /03/2025 at 9:15AM	•		

- 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:

Complian	ce Report						- BIIG	-
From Date		To Date			Report Id		Notice Type	
mm/dd/	VYVY	mm/dd/yyy	Y	-			Building Demolition No	tice
Subr	it Reset							
Show 25	entries						Search:	
Sr.No. 11	Report ID 1	Case ID 11	Date 11	zone ↑↓	Notice Type		†1	Notice Issued
1	LDA/28/00000852	LDA/Z8/ANI/2025/0000856	10/02/2025	ZONES	Sealing order under section 28	(A)(1) / धारा 28(ए)(1) के	तहत सीलिंग आदेश	27/02/2025
2	LDA/28/00000852	LDA/28/AN1/2025/0000856	10/02/2025	ZONE 8	Sealing order under section 28	(A)(1) / धारा 28(ए)(1) के	तहत सीलिंग आवेश	27/02/2025
9	LDA/28/00000852	LDA/Z8/ANI/2025/0000856	10/02/2025	ZONE 8	Sealing order under section 20	(A)(1) / धारा 20(ए)(1) के	तहत सीलिंग आदेश	27/02/2025
4	LDA/28/00000852	LDA/Z8/ANI/2025/0000856	10/02/2025	ZONES	Building Demolition order und	er section 27(1) / धारा 2	7(1) के तहत भवन विश्वंस आदेश	27/02/2025
5	LDA/28/00000886	LDA/28/ANI/2025/0000859	27/02/2025	ZONE 8	Building Demolition order und	er section 27(1) / भारा 2	7(1) के तहत भवन विश्वंस आवेष	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 आवेश	27/02/2025
7	LDA/Z8/00000852	LDA/28/ANI/2025/0000856	10/02/2025	ZONE 8	Sealing order under section 20	(A)(1) / धारा 26(ए)(1) के	तहत शीलिंग आदेश	27/02/2025
	LDA/28/0000852	LDA/28/ANI/2025/0000856	10/02/2025	ZONE 8	Building Demolition order und	er section 27(1) / धारा 2	7(1) के तहत भवन विश्वंस आदेश	27/02/2025
9	LDA/28/00000852	LDA/28/ANI/2025/0000856	10/02/2025	ZONE 8	Building Demolition order und	er section 27(1) / भारा 2	7(1) के तहत भवन विश्वंस आवेश	27/02/2025
10	LDA/28/00000889	LDA/28/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
	LDA/28/00000889	LDA/28/ANI/2025/0000861	03/03/2025	ZONE 8	Building Demolition order und	er section 27(1) / भारा 2	7(1) के तहत भवन विश्वंस आवेश	06/03/2025
11								

- 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.



#### Welcome back!

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

🗞 Mobile Number



• 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.							
S Full Name							
S Mobile Number							
Email Address							
<ul> <li>Select District</li> </ul>							
€ Address							
Continue							
Do you have an account? Log in							

• 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:

← Lodge Grievance	
You can lodge a grievance by providing the followi details:	ng
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 Nu	umber: LDA/G00000001
Grievand	e Date: 17/4/2025
Grievand	<b>e Type:</b> Building without necessity permits
Develop Authority	ment Authority: Lucknow Development
Zone: ZC	NE 1
Address	: Test address data
Pin Code	: 226028
Descript	ion: Test Grievance Description
Evidence	eDocument
Begenertart Oftingen Bygg	A &
An Orientee	
Site Pho	tos
Y	

• 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:

←	Pending Grievance	es
LDA/GO Illegal C Lucknow	0000003 onstruction Development Authority	17/4/2025
LDA/GO Unautho Lucknow	0000004 prised Structural Changes Development Authority	17/4/2025

• 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.

🟦 AWASBANDHU 🗏	Housing & Urban Planning Department, Uttar Pradesh (Pravartan Portal For Development Authorities, Uttar Pradesh)	Lucknow Development Authority 🎧 🗲
🖑 Dashboard	Dashboard	And Allen and a
🖹 Transactions 👻		
Reports -	Grievance Token Number From Date	To Date
Grievances	mm/dd/yyyy	mm/dd/yyyy D Submit Reset
	Grievances Details	
	Show 10 ¢ entries	Search:
	Sr. No. $\uparrow \downarrow$ Date $\uparrow \downarrow$ Grievance Token Number $\uparrow \downarrow$ Name $\uparrow \downarrow$	Type of Complain
	1 17/04/2025 LDA/G00000002 kushagra	Unauthorised Structural Changes 7408818166 ZONE 3 Test address 2 Test d
	Showing 1 to 1 of 1 entries	Previous 1 Next

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

			Eucknow Development Autor	ority 🌄 🗲		
Dashboard		A State				
				-		
	Lucknow	w Development Auth	ority			
	Gr	ievance Application Details	lority			
Grievanc	e Token Number : LDA/G0000002		Date	: 17/04/2025		
Name of Cor	mplainant	kushagra				
Type of Com	nplaint					
Mobile Number 7408818166						
Zone ZONE 3						
Address		Test address 2 226028 Test data of greivances				
Pin Code						
Grlevance D	escription					
Documentar	ry Evidence					
Photographs		• •				
Sr. No.	Action	Remarks	File Da	te		
	Grievance Name of Co Type of Con Mobile Num Zone Adfress Pin Code Grievance E Documenta Photograph	Dashboard  Lucknov Gr Grievance Token Number : LDA/G00000002 Name of Complainant Type of Complainat Mobile Number Zone Address Pin Code Grievance Description Documentary Evidence Photographs	Dashboard           Lucknow Development Auth           Grievance Application Details           Grievance Token Number : LDA/G00000002           Name of Complainant         Unauthorised Structural Changes           Type of Complainat         Unauthorised Structural Changes           Mobile Number         7408358166           Zone         ZONE 3           Address         Test address 2           Pin Code         226028           Grievance Description         Test data of grelvances           Documentary Evidence         Image: Structural Evidence           Photographs         Image: Structural Evidence	Dashboard         Lucknow Development Authority Grievance Application Details         Srievance Application Details         Mare of Complainant         Type of Complainant       Unauthorised Structural Changes         Type of Complainant       Unauthorised Structural Changes         Mobile Number       7408818166         Zone       ZONE 3         Address       Test datas of grelvances         Documentary Evidence       Image: Colspan"         Photographs       Image: Colspan"		

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 A	uthority 🎧 🗲	
🖑 Dashboard	Total Grievance Pending	144 144		
Reports -	Grievance Token Number From Date	To Date		
Grievances	mm/dd/yyyy	mm/dd/yyyy	🖬 Submit	Reset
	Grievances Details Show 10  entries of Complain 11 Mobile Number 11 Zone 11 Acc ubicided familiaries TOTOPERS	Idress 11 Grievance Description	Search:	View 11 Action 11
	Jthorised Structural Changes 7406616166 20NE 3 Tes	t address 2 lest data or greivances		
	Chaudan 1 to 1 of 1 antelias			revious 1 Next

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

🟦 awasbandhu 🗏	Housing & Urban Planning Department, Uttar Pradesh (Pravartan Portal For Development Authorities, Uttar Pradesh)	Lucknow Development Authority
<ul> <li>Dashboard</li> <li>Transactions</li> </ul>	Grievances	
Reports -	Reply to Admin	
Crievances	Remark * Leave a comment here Submit	Upload Document * Choose File No file chosen Only PDF.Max size 1 MB and JPEG Image.Max Size 1 MB are allowed
	Copyrig	ht Housing & Urban Planning Department, Uttar Pradesh   Designed and Developed by Omninet

• **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:

		User Login
	<b></b>	Select User
		Executive Engineer/Zonal Officer
	HOUSING & URBAN PLANNING	Username
	DEPARTMENT, UTTAR PRADESH	
	(PRAVARTAN PORTAL FOR DEVELOPMENT	Password
1 26 M		······ ©
		XBKXZX C Enter Captcha
		Forgot Password?

- 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 🔵 🗲		
<u>ک</u>	Cases Details			A A		All the second s	a and the second s	
	From Date	To Date		Case Id	Zor	ie	A	
	mm/dd/yyyy	mm/dd/yyyy				Select ~		
	Submit	Reset						
	Show 25 ¢ entries					Search:		
	Sr. No. 1 Report ID 1	Case ID ↑↓	Form Type ↑↓ Date	↑↓ Zone ↑↓	Name/Father's Name	Details of Unauthorized Constr	uction	
	1 LDA/Z3/00000891	N/A	Setcion 16 06/03/202	25 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 & Ui (Pravartan Port	rban Planning De al For Development A	partment, Uttar Pradesh Authorities, Uttar Pradesh)			Lucknow Development Authority 🌏 🗲				
<b>?</b>	Report De	tails								
	From Date	8	To Date	Case Id	Zone Wise Select	e	Status Wise Rep Select	∽ Submit		
	Show 25	entries						Search:		
	<b>Sr. No.</b> ↑↓	Report ID ↑↓	Case ID ↑↓	Form Type $\uparrow\downarrow$	Date ↑↓	Zone ↑↓	Name/Father's Name $\uparrow\downarrow$	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 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:

Site Inspection Repo	ort		N	14/2			-
Report Id	Status						
	Select		~		Reset		
Show 25 + entries	Select		~		Reset	Search:	
Show 25 + entries	Select	Form Type ↑↓	v Date 1↓	Submit	Reset	Search:	Vi

- 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, Utt (Pravartan Portal For Development Authorities, Uttar	tar Pradesh r Pradesh)		Lucknow Development Au	thority 🌏 🗲	
<u>ی</u> ا	Report and Status of Filed Cases	by Junior Engineer				
	From Date T	Fo Date	Report Id		h	
	mm/dd/yyyy	mm/dd/yyyy		Submit	Reset	
	Report and Status of Filed Cases by Ju	nior Engineer				
	Show 25 🗢 entries			Search:		
	Sr. No. 1 Report Id 1	Notice Reporting Form Status and Date	↑↓ Pravartan App Form	Status and Date	$\uparrow \downarrow$ View $\uparrow \downarrow$	
	1 LDA/Z3/0000891	Submitted 06/03/2025 at 11:58AM	Submitted 06/03/2025 at 11:	56AM	•	
	2 LDA/Z8/00000889	Submitted 03/03/2025 at 9:22AM	Submitted 03/03/2025 at 9:1:	5AM)	٠	

- 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:

Query Rej	port					
From Date		To Date			Report Id	Zone
mm/dd/yyy	Ŷ	mm/dd/yyyy				Select
Submit	Reset	l				
Query Ma	rked Cases					
Show 25	entries					Search:
	Descent ID 1	Case ID 11	Form Type 1	Zone ↑↓	Name/Father Name	*1
<b>Sr. No.</b> ↑↓	Report ID					Details of Unauthorized Construction
Sr. No. ↑↓ 1	LDA/28/00000889	LDA/Z8/ANI/2025/0000861	Section 27(1)	ZONE 8	Ramesh/Snjay	Details of Unauthorized Construction
<b>Sr. No.</b> ↑↓ 1 2	LDA/Z8/00000889	LDA/Z8/ANI/2025/0000861	Section 27(1) Setcion 16	ZONE 8 ZONE 8	Ramesh/Snjay Kushal/Suneel	Details of Unauthorized Construction Details of unauthorized construction Description of the building/land use be
sr. No. ↑↓ 1 2 3	LDA/Z8/00000889 LDA/Z8/00000888 LDA/Z8/00000886	LDA/Z8/ANI/2025/0000861 LDA/Z8/ANI/2025/0000860 LDA/Z8/ANI/2025/0000859	Section 27(1) Setcion 16 Section 27(1)	ZONE 8 ZONE 8 ZONE 8	Ramesh/Snjay Kushal/Suneel Ramesh/Dinesh	Details of Unauthorized Construction     Details of unauthorized construction     Description of the building/land use be     unauthorized construction

- 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.

Let's Enter y will be	s get started! rour correct details to create an account. An OTP sent to verify your mobile number.
	° 💿
0	Full Name
S	Mobile Number
	Email Address
$\odot$	Select District 🗸 🗸
¢2	Address
	Continue

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

Pravartan Citizen App 으 다



- 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:

ou can lodge a grievance by providing the follow letails:	ving
Select Development Authority	$\sim$
Select Zone	~
Address/Location of Illegal Constructio	n
Pin Code	
Select Grievance Type	~
Grievance Description	
Jpload Documentary Evidence (JPG or PDF)	
Attach Document	
No file selected (Max: 400 KB)	
legal Construction Site Photographs	

Lodge Grievance

←

• 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:

←		Pendi	ng G	rieva	ance	s		
LDA/G	Constr Devel	0003 uction	Author	ity		1	7/4/	2025
LDA/G	0000	0004				1	7/4/	2025
Unauth Lucknov	orised Devel	Struct	Author	hange ity	s			

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

	i∪ ≡	Housing & Ur (Pravartan Porta	ban Planning Department, Utta I For Development Authorities, Uttar P	Lucknow Deve	Lucknow Development Authority		
Dashboard     Transactions	·	Grievance	5				
Grievances	~		1 Total Grievance Received	M	0 Total Grievance Pending	M	O 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 🛞 🗲				
<ul> <li>✓ Dashboard</li> <li>➡ Transactions</li> </ul>	Total Grie	vance Red	ceived				the second	A2110		
Reports -	Grievance	From Date		To Dat	To Date			1		
Grievances			mm/dd/yyyy		mm.	′dd/yyyy		Submit	Reset	
	Grievance Show 10	s Details								
	Sr. No. ↑↓	Date ↑↓	Grievance Token Number ↑↓	Name ↑↓	Type of Complain	†↓ Mobile Number †↓	Zone †↓	Address 1	Grievance Descripti	
	1	17/04/2025	LDA/G00000001	kushagra	Building without necessity permits	7408818166	ZONE 1	address data	Test Grievance Description	
	Showing 1 to 1 of 1 entries							Previo	nus 1 Next	

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

actions -	Dashboard		A CONTRACTOR	2	
rts 🗸					
/ances		Luckno	w Development Authority	,	
		G	rievance Application Details		
	Grievanc	e Token Number : LDA/G0000001	Q	Da	te : 17/04/2025
	Name of Co	mplainant	kushagra		
	Type of Com	plaint	Building without necessity permits		
	Mobile Num	ıber	7408818166		
	Zone		ZONE 1		
	Address		Test address data		
	Pin Code		226028		
	Grlevance D	escription	Test Grievance Description		
	Documentar	ry Evidence			
	Photograph	s			
		Antion	Remarks	File	Date
	Sr. No.	Action			
	Sr. No.	Reply to Complainant by Admin	Resolved		17/04/2025
	Sr. No. 1.	Reply to Complainant by Admin	Resolved Test Reply to admin		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	
<b>A</b>	Select User	
	Enforcement Officer/Prescribed Authorit	
HOUSING & LIPBAN DI ANNING	Username	
DEPARTMENT, UTTAR PRADESH		
(PRAVARTAN PORTAL FOR DEVELOPMENT	Password	m'1
A CHICKINES, CHIMICKIDESH)	····· ©	11
	X8KXZX C 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:

:	Housii (Pravar	i <b>g &amp; Ui</b> an Port	rban Planning al For Developm	g Depart nent Autho	tment, Utt prities, Uttai	t <b>ar Pradesh</b> Pradesh)					Lucknow	Development Authority	, 🔹 🕻	÷
<u>چ</u>	Cases Details													
	Fron	Date			1	o Date	Report Id					ne		A.
	mm/dd/yyyy 🗖				•	mm/dd/yyyy						Select		•
					Reset									
	Show	25	entries									Search:		
	Sr. 1	<b>Io.</b> ↑↓	Report ID	↑↓ c	ase ID	↑↓	Form Type $\uparrow\downarrow$	Date	†↓	Zone $\uparrow\downarrow$	Name/Father's Name $\uparrow\downarrow$	Details of Unauthorized	Construction	t↓
	1		LDA/Z3/00000	0891 N.	/A		Setcion 16	06/03/202	25 at 11:58AM	ZONE 8	TEST पिता / पति TEST FATHER NAME	Description of the buildin constructed	ng/land use bein	ng
	2		I DA/78/00000	0889 IF	DA/78/ANI/	2025/0000861	Section 27(1)	03/03/202	25 at 9:22AM	70NF 8	Ramesh पिता / पति Sniav	Details of unauthorized o	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:

:	Housing & U (Pravartan Port	rban Planning Departm al For Development Authori	ient, Uttar ties, Uttar Pr	Pradesh adesh)		Lucknow Development Authority 😱 🗲				
9 2	Back Log F	Entry						A DE LA DE L		
4	Upload Site	Plan *								
1	Choose F	ile No file chosen		🖻 imp	port					
	Total Case	S								
	Show 25	entries						Search:		
	Sr. No.	Case ID	Zone	Name/Father's Name	Address	Date		Enforce	ement Officer	
	†↓	11	†↓	†1	†↓	†1	Show Cause Notice $\uparrow\downarrow$	Notice to stop development work $\uparrow\downarrow$	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:

:	Housing & U (Pravartan Port	rban Planning De tal For Development /	partment, Uttar Pradesh Authorities, Uttar Pradesh)				Lucknow	Development Authority 😱 🗲	]
<b>\$</b>	Report De	etails				A			
	From Dat	e	To Date	Case Id	Zone Wi	5e	Status Wise Rep	ports	次
		1000			Select		✓ Select	✓ Submit	
	Show 25	♦ entries						Search:	
	Sr. No. ↑↓	Report ID 1	Case ID ↑↓	Form Type $\uparrow\downarrow$	Date 1	Zone ↑↓	Name/Father's Name $\uparrow\downarrow$	Details of Unauthorized Construction $\uparrow\downarrow$	
	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)	14/02/2025 at 1:21PM	ZONE 8	RAMPAL पिता / पति TF IPAI	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 Pla (Pravartan Portal For Dev	anning Department, Uti velopment Authorities, Utta	ta <b>r Pradesh</b> í Pradesh)		Lucknow Developmen	t Authority		<del>&lt;</del>
<b>V</b>	Report and Stat	tus of Filed Cases	by Junior Engineer	No.				
	From Date	1	lo Date	Report Id				A
	mm/dd/yyyy		mm/dd/yyyy		Submit	Rese	et	
	Show 25 💠 ent	tries			Search	1:		
	Sr. No. ↑↓ R	Report Id ↑↓	Notice Reporting Form Status and Date	†↓	Pravartan App Form Status and Date	†↓	View	†↓
	1 L	DA/Z3/0000891	Submitted 06/03/2025 at 11:58AM	)	Submitted 06/03/2025 at 11:56AM		۲	
	2 L	DA/Z8/0000889	Submitted 03/03/2025 at 9:22AM		Submitted 03/03/2025 at 9:15AM		۲	
	3 L	DA/Z3/0000888	Submitted 27/02/2025 at 5:58PM		Submitted 27/02/2025 at 5:10PM		۲	

- 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:

Closed Application						
From Date	To Date		Report Id			
mm/dd/yyyy	mm/dd/yyyy				Submit	Reset
Show 25 🜩 entries					Search:	:
Show 25 Sr. No. 1 Report ID 1	Ĵ Case ID 1Ĵ Form Type 1Ĵ	Date 1	Zone 1 Details O	Tunauthorized Construction ↑↓	Search: View ↑↓ (	: Closed Date

- 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 & U (Pravartan Port	rban Planning Dep al For Development A	partment, Uttar Pradesh uthorities, Uttar Pradesh)			Lucknow Development Authorit	y 😱 🗲	
<b>\$</b>	Seal Remo	oval Order Re	port			A CARLES	Allia	
Ē))	From Date		To Date			Report Id		×.
	mm/dd/y	ууу	mm/dd/yyyy				Submit	eset
	Show 25	entries					Search:	
	Sr.No. ↑↓	Report ID ↑↓	Case ID ↑↓	Date ↑↓	Zone ↑↓	Father/Husband's Name $\uparrow \downarrow$	Details of Unauthorized Construction $\uparrow\downarrow$	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 Dep (Pravartan Portal For Development Au Disposed Application	artment, Uttar Pradesh ithorities, Uttar Pradesh)				Lucknow De	velopment Au	thority 💭 🖣	÷
	From Date mm/dd/yyyy	To Date			Case Id		ubmit	Reset	
	Show 25 ¢ entries	Case ID ↑↓	Form Name ↑↓	Date ↑↓	Zone ↑↓	Details of Unauthorized Construction	Search: 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*	۲	Case is Disposed	
	2 LDA/Z8/00000886	LDA/Z8/ANI/2025/0000859	Section 27(1)	27/02/2025	ZONE 8	unauthorized construction	۲	Now This case is Dispo	ose
	Showing 1 to 2 of 2 entries						Pro	evious 1 Nex	t

- 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 & Ui (Pravartan Port	rban Planning D al For Development	epartment, Utta Authorities, Uttar F	<b>ir Pradesh</b> Pradesh)				Lucknow Development Author	ity 🌏 🗲	-
<i>₹</i> ?	Query Rep	oort					A A		Provension and the second	
	From Date		Ta	Date			Report Id			Ŕ
	mm/dd/y	ууу		mm/dd/yyyy				Submit	Reset	
	Show 25	entries						Search:		
	<b>Sr. No.</b> ↑↓	Report ID 1	Case ID	†↓	Form Type $\uparrow\downarrow$	Zone $\uparrow\downarrow$	Name/Father Name $\uparrow\downarrow$	Details of Unauthorized Construction	1↓ Query Mark	ked
	1	LDA/Z8/000088	LDA/Z8/ANI/20	025/0000861	Section 27(1)	ZONE 8	EO पिता / पति Snjay	Details of unauthorized construction	EO	
	2	LDA/Z3/00000888	B LDA/Z8/ANI/20	025/0000860	Setcion 16	ZONE 8	EO पिता / पति Suneel	Description of the building/land use being construct	ed* EO	
	3	LDA/Z8/0000085	LDA/Z8/ANI/20	025/0000858	Setcion 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 <u>below</u>:

omplian	ce Report				and the second se	
From Date		To Date			Case Id Notice Type	
mm/dd/	уууу	mm/dd/yyyy			Select Notice Type	
Complian Show 25	ce Report				Search:	
Sr.No. 11	Report ID 1	Case ID 11	Date 1	zone †↓	Notice Type	Notice Issue
4	LDA/28/00000852	LDA/28/ANI/2025/0000856	10/02/2025	ZONE 8	Sealing order under section 28(A)(1) / धारा 28(ग्)(1) के तहत सीलिंग आने.घ	27/02/2025
2	LDA/Z8/00000852	LDA/Z8/AN1/2025/0000856	10/02/2025	ZONE 8	Sealing order under section 28(A)(1) / धारा 28(ए)(1) के तहत सीलिंग आदेश	27/02/2025
	LDA/28/00000852	LDA/Z8/ANI/2025/0000856	10/02/2025	ZONE 8	Sealing order under section 20(A)(1) / III7I 20(II)(1) के जबन कीलिंग आनेफ	07/00/0005
з					seams order under section 20(A)(1), and 20(4)(1) + digit and it offen	27/02/2023
3	LDA/28/00000852	LDA/Z8/AN1/2025/0000856	10/02/2025	ZONE 8	Building Demolition order under section 27(1) / यारा 27(1) के तहत भवन विश्वंस आवेश	27/02/2025
3 4 5	LDA/Z8/00000852	LDA/28/ANI/2025/0000856	10/02/2025	ZONE 8 ZONE 8	Summy of the disks section collect(1) ' कार collect(1) ' कार collection ' कारण' आपने Building Demolition order under section 27(1) / गारा 27(1) के तहत भाषन विश्वंस आवेश Building Demolition order under section 27(1) / गारा 27(1) के तहत भाषन विश्वंस आवेश	27/02/2025
3 4 5 6	LDA/28/00000852 LDA/28/00000886 LDA/28/00000886	LDA/28/ANI/2025/0000856 LDA/28/ANI/2025/0000859 LDA/28/ANI/2025/0000859	10/02/2025 27/02/2025 27/02/2025	ZONE 8 ZONE 8 ZONE 8	seeing of us under section 20(r)) গে বেংগ্() পার্ব ২০(()) পারে আলে জাবের Building Demolition order under section 27(1) পার 27(1) কি লার মানা বির্ধান আইয় Building Demolition order under section 27(1) / पाর 27(1) के लात মানা বির্ধান আইয় Sealing order under section 28(A)(1) / पाর 28(ए(1) के लात सोलिंग आदेश	27/02/2025 27/02/2025 27/02/2025
3 4 5 6 7	LDA/28/00000852 LDA/28/00000886 LDA/28/00000886 LDA/28/00000852	LDA/28/ANI/2025/0000856 LDA/28/ANI/2025/0000859 LDA/28/ANI/2025/0000859 LDA/28/ANI/2025/0000856	10/02/2025 27/02/2025 27/02/2025 10/02/2025	ZONE 8 ZONE 8 ZONE 8 ZONE 8	seams of use under section 20(s(1) জাত 20(s(1) প তাও আলা ভাৰত Building Demolition order under section 27(1) দেৱ 27(1) কি বস্তুৰ মাৰণ বিশ্বৰ্ধ আইজ Building Demolition order under section 22(1)/ দেৱ 27(1) के বস্তুৰ মাৰ্শি বিশ্বৰ্ধ আইজ Sealing order under section 28(s(1)/ দেৱ 28(t)(1) কি বস্তুৰ মাৰ্শি আইজ Sealing order under section 28(s)(1)/ দেৱ 28(t)(1) কি বস্তুৰ মাৰ্শি আইজ	27/02/2023 27/02/2025 27/02/2025 27/02/2025 27/02/2025
3 4 5 6 7 8	LDA/28/00000852 LDA/28/00000886 LDA/28/00000886 LDA/28/00000852 LDA/28/00000852	LDA/28/ANI/2025/0000856 LDA/28/ANI/2025/0000859 LDA/28/ANI/2025/0000859 LDA/28/ANI/2025/0000856 LDA/28/ANI/2025/0000856	10/02/2025 27/02/2025 27/02/2025 10/02/2025 10/02/2025	ZONE 8 ZONE 8 ZONE 8 ZONE 8 ZONE 8	seams of the union section 2004(1) জন 2004(1) ত বাবে মানাৰ ব Building Generalition order under section 27(1) দ বাবে 27(1) ক বাবে মানাৰ কিৰ্মা Building Demolition order under section 27(1) / মান 27(1) ক বাবে মানাৰ কিৰ্মান আইজ Sealing order under section 26(A)(1) / মান 20(0)(1) ক বাবে মানিন্দ আইজ Sealing order under section 26(A)(1) / মান 20(0)(1) ক বাবে মানিন্দ আইজ Building Genelition order under section 27(1) / মান 27(1) কি বাবে মানাৰ মিগ্ৰ'ন আইজ	27/02/2023 27/02/2025 27/02/2025 27/02/2025 27/02/2025 27/02/2025
3 4 5 6 7 8 9	LDA/Z8/00000852 LDA/Z8/00000886 LDA/Z8/00000886 LDA/Z8/00000852 LDA/Z8/00000852 LDA/Z8/00000852	LDA/28/AHI/3025/0000856 LDA/28/AHI/3025/0000859 LDA/28/AHI/3025/0000859 LDA/28/AHI/3025/0000856 LDA/28/AHI/3025/0000856 LDA/28/AHI/3025/0000856	10/02/2025 27/02/2025 27/02/2025 10/02/2025 10/02/2025 10/02/2025	ZONE 8 ZONE 8 ZONE 8 ZONE 8 ZONE 8 ZONE 8	Sealing Orden Union Section 20(4)) পাল 21(4)) পাল বাবে আলে ভালত Building Demolition order under section 27(1) / মান 27(1) ক বছন খাবন জির্জন আইফ Sealing order under section 26(4)(1) / মান 28(0)(1) के तहन सालिन आदेख Sealing order under section 26(4)(1) / মান 28(0)(1) के तहन सालिन आदेख Building Demolition order under section 27(1) / মান 27(1) के तहन साल जिल्ही आदेख Building Demolition order under section 27(1) / মান 27(1) के तहन साल जिल्ही आदेख	27/02/2023 27/02/2025 27/02/2025 27/02/2025 27/02/2025 27/02/2025 27/02/2025
3 4 5 7 8 9 10	LDA/28/0000852 LDA/28/0000886 LDA/28/0000886 LDA/28/0000852 LDA/28/0000852 LDA/28/0000852 LDA/28/0000859	LDA/28/ANI/2025/000854 LDA/28/ANI/2025/000859 LDA/28/ANI/2025/000859 LDA/28/ANI/2025/000856 LDA/28/ANI/2025/000856 LDA/28/ANI/2025/000865	10/02/2025 27/02/2025 27/02/2025 10/02/2025 10/02/2025 10/02/2025 03/03/2025	ZONE 8 ZONE 8 ZONE 8 ZONE 8 ZONE 8 ZONE 8 ZONE 8	Sealing of the Union Section 20(A)(1) দেশ 20(A) স্থান বাবে বিশ্ব বিশ্ব বাইজ Building Demolition order under section 27(1) / যাব 27(1) ক বছৰ মধ্যৰ বিশ্বৰ আইজ Building Demolition order under section 27(1) / যাব 20(0)(3) के तहल साहित्य आदेख Sealing order under section 26(A)(1) / यादा 20(0)(3) के तहल साहित्य आदेख Building Demolition order under section 27(1) / यादा 27(1) के तहल साहित्य आदेख Building Demolition order under section 27(1) / यादा 27(1) के तहल साहित्य आदेख Building Demolition order under section 27(1) / यादा 27(3) के तहल साहित्य आदेख	27/02/2023 27/02/2025 27/02/2025 27/02/2025 27/02/2025 27/02/2025 27/02/2025 06/03/2025
3 4 5 6 7 8 9 10 11	LDA/28/0000852 LDA/28/0000886 LDA/28/0000886 LDA/28/0000886 LDA/28/0000852 LDA/28/0000852 LDA/28/0000889 LDA/28/0000889	LDA/28/AHI/2025/0000856 LDA/28/AHI/2025/0000856 LDA/28/AHI/2025/0000859 LDA/28/AHI/2025/0000856 LDA/28/AHI/2025/0000856 LDA/28/AHI/2025/0000861 LDA/28/AHI/2025/0000861	10/02/2025 27/02/2025 10/02/2025 10/02/2025 10/02/2025 03/03/2025 03/03/2025	ZONE 8 ZONE 8 ZONE 8 ZONE 8 ZONE 8 ZONE 8 ZONE 8 ZONE 8	Sealing of der under section 20(4) / आरा 20(4) / भार 27(4) के सहय भारत कियं के आदेश Building Demolition order under section 27(1) / मारा 27(1) के सहय भारत कियंस आदेश Building Demolition order under section 20(4) / मारा 20(4)(3) के सहय भारत कियंस आदेश Sealing order under section 20(4)(1) / मारा 20(4)(3) के सहय भारत कियंस आदेश Building Demolition order under section 27(1) / मारा 27(1) के सहय भारत कियंस आदेश Building Demolition order under section 27(1) / मारा 27(3) के सहय भारत कियंस आदेश Sealing order under section 26(4)(1) / मारा 22(3)(3) के सहय भारत कियंस आदेश Sealing order under section 26(4)(1) / मारा 22(3) के सहय भारत कियंस आदेश Building Demolition order under section 27(1) / मारा 27(1) के सहय भारत कियंस आदेश	27/02/2023 27/02/2025 27/02/2025 27/02/2025 27/02/2025 27/02/2025 27/02/2025 06/03/2025

- 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:

Housing & Url (Pravartan Portal	I For Development A	uthorities, Uttar	r Pradesh)					
Hearing Re	port						and the second s	
From Date		To Date	Report I	d	Searc	h Reset		
						Next 7 D	lays Next 15 Day	ys Next 30 Day
Show 25	entries					5	iearch:	
Sr. No. 11	Report ID 1	Case ID 11	Date 11	Zone †1	Name/Father Name $\uparrow\downarrow$	Details of Unauthorized Construction $\uparrow\downarrow$	View 11 N	ext Hearing Date
1	LDA/28/00000889	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
2 Housing & Url (Pravartan Portal Hearing Re	LDA/28/00000889 ban Planning De I For Development A	N/A partment, Utta	03/03/2025 at 9:22AM tar Pradesh (Pradesh)	ZONE 8	Ramesh በየጠ / ፕሬሽ śnjay	Details of unauthorized construction	pment Authorit	03/03/2025
2 Housing & Uri (Pravartan Portal Hearing Re From Date	LDA/28/00000889 ban Planning De I For Development A	N/A partment, Utta uuthorities, Uttar	03/03/2025 st 9:22AM tar Pradesh (Pradesh) Report I	ZONE 8	Ramesh Rttt / 4ft srjav	Details of unauthorized construction	pment Authorit	03/03/2025
2 Housing & Url (Pravartan Portal Hearing Re From Date	LDA/28/00000889 ban Planning Dep I For Development A sport	N/A partment, Uttar uuthorities, Uttar	03/03/2023 at 9:22AM tar Pradesh Pradesh) Report I	ZONE 8	Ramesh Rtt / HB Snjay	Details of unauthorized construction Lucknow Develop		03/03/2025
2 Housing & Url (Pravarian Porta) Hearing Re From Date	LDA/20/0000889 Dan Planning De For Development A sport	N/A partment, Utta uuthorities, Uttar	03/03/2023 at 9:22AM	20NE 8	Ramesh Rttt / tR snjay	Details of unauthorized construction	Pment Authorit	03/03/2025
2 Housing & Uri (Pravarian Portal Hearing Re From Date	LDA/20/0000889 ban Planning Der For Development A oport	N/A partment, Utt	03/03/2023 at 9:22AM	d	Ramesh Rtt / tR Snjay	Details of unauthorized construction	pment Authorit	93/03/2025
2 Housing & Uri (Pravarian Borta) Hearing Re From Date	LDA/20/0000889 ban Planning De For Development A port	N/A partment, Uttar To Date Case ID 11	OS/OS/2023 at 9:22AM	d Zone 1	Ramesh Rttr / tR snjay	Details of unauthorized construction	ment Authorit	os/o3/2025
2 Housing & Uri (Pravarian Porta) Hearing Re From Date	LDA/28/30000889 ban Planning Del for Development A port     imi     entries Report ID 11 LDA/28/30000889	N/A partment, Utt uuthorities, Uttar To Date Case 1D 11 N/A	03/03/2023 at 9:22AM iar Pradesh Pradesh  Date  1  03/03/2023 at 9:22AM	d Zone 1 Zone 1	Ramesh Rtt / UR Snjay Smart Hame/Father Hame 11 Ramesh Rtt / UR Snjay	Details of unauthorized construction	pment Authorit pment Authorit	93/93/2025

- 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



• 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.
S Full Name
🗞 Mobile Number
🖂 Email Address
<ul> <li>⊘ Select District ~</li> </ul>
Continue
Do you have an account? Log in

• 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:

←	Lodge Grievance	
You can lod details:	lge a grievance by providing the fo	llowing
Select D	evelopment Authority	~
Select Z	one	~
Address	/Location of Illegal Construc	tion
Pin Cod	e	
Select G	Frievance Type	~
Grievand	ce Description	
Upload Doc	cumentary Evidence (JPG or PDF)	
	Attach Document	
	No file selected (Max: 400 KB)	
Illegal Cons	truction 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 N	umber: LDA/G00000001
Grievand	ce Date: 17/4/2025
Grievand	ce Type: Building without necessity permits
Develop Authorit	<b>ment Authority:</b> Lucknow Development y
Zone: ZC	DNE 1
Address	: Test address data
Pin Code	e: 226028
Descript	tion: Test Grievance Description
Evidence	eDocument
Begenertart Official Appr	A 8-
A Constant A Cons	
Site Pho	tos
1	

• 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:

÷	Pending Grievance	es
DA/G	0000003	17/4/2025
llegal C	onstruction Development Authority	
DA/G	0000004	17/4/2025
Jnauth ucknow	orised Structural Changes Development Authority	

• 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	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 & U (Pravartan Port	rban Planning al For Developm	g Department, Uttar Prade eent Authorities, Uttar Pradesh)	sh		Luck	now Develo	opment Autho	rity 💭 [	<del>&lt;</del>
😵 Dashboard	Total Grie	vance Rec	ceived				Ch a	A2110		- 7
Reports •	Grievance	Token Number	From Date		To Date	Vianar	-	Fullenti	Participation of the second	
	Grievance	s Details								
	Show 10	entries						Search:		
	Sr. No. ↑↓	Date ↑↓	Grievance Token Number $\uparrow\downarrow$	Name $\uparrow\downarrow$	Type of Complain $\uparrow\downarrow$	Mobile Number $\uparrow\downarrow$	Zone $\uparrow\downarrow$	Address ↑↓	Grievance Des	cripti
	1	17/04/2025	LDA/G0000001	kushagra	Building without necessity permits	7408818166	ZONE 1	Test address data	Test Grievance Description	
	Showing 1 to	o 1 of 1 entries						Previo	ous 1 N	ext

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

WASBANDHU —	(Pravartan Portal Fo	r Development Authorities, Uttar Pradesh		Lucknow Development Authority 😱 🗲		
shboard	Dashboard		A CAR			
insactions -						
ports +				Ð		
ievances	[]			•.		
		Luckno <u>G</u>	W Development Author	ity		
	Grievance	Token Number : LDA/G0000001	2	Date : 17/04/2025		
	Name of Con	plainant	kushagra			
	Type of Com	plaint	Building without necessity permits			
	Mobile Numl	per	7408818166			
	Zone		ZONE 1			
	Address		Test address data			
	Pin Code		226028	28		
	Grievance De	escription	Test Grievance Description			
		/ Evidence				
	Documentar					
	Documentar Photographs		•			
	Photographs Sr. No.	Action	Contraction of the second seco	File Date		
	Documentar Photographs Sr. No. 1.	Action Reply to Complainant by Admin	Contraction of the second seco	File Date		
	Photographs Sr. No. 1. 2.	Action Reply to Complainant by Admin Reply to Admin by JE	Remarks Resolved Test Reply to admin	File Date		

### 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:

		User Login	
	<b></b>	Select User	
		Development Authorities Admin 👻	
		Username	
	DEPARTMENT, UTTAR PRADESH	LDAAD0000002	
	(PRAVARTAN PORTAL FOR DEVELOPMENT	Password	
16 12	AUTHORITIES, UTTAK FRADESH)	0	11
		D7XVPO S	
		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. •

## 7. Dashboard

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

awasbandhu 🗮	Housing & Urban Planning Department, Uttar Prade (Pravartan Portal For Development Authorities, Uttar Pradeah)	Joh Luckn	now Development Authority 💭 🗲
🖑 Dashboard	Dashboard	and the second se	
📸 Master -			and the second s
🚯 Transaction -	Cases Details		Zone Wise Details
hinh Reports -			
Grievances	Total Reports	al Cases Pending with Enforcement Officer/ Prescribed Authority	Cases Pending with Executive Engineer/Zonal Officer
	Cases Panding with Assistant Engineer		
	Notice Details		
	O Total Show Cause Notices O Issued	Suilding Demolition	Stop O Total Seal Orders Issued
	O Total Police Copy Issued O Total 1 Issued	Seal Removal Order d	
	Category Wise Cases		
	Residential Com	nmercial Industrial	O Official
	Community Centre, Utilities	015	
	Action Executed on Cases		
	2 Total Query Marked	al Closed Application	O Total Hearing Created
	Post Compliance	Site Inspection Report	

• 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:

ন্ত্র AWASBANDHU গু Dashboard	∪ ≡	(Pravartan Portal For Development Au	thorities, Uttar Pradesh)	1	And the second second		<
🖒 Master		Zone Master					
3 Transaction	-	Development Authority*	Zone Name*	Zone Short	Name*		
Reports		Lucknow (LDA)	~			Add Zone	
Grievances							
		Zone Master					
		Show 25 Ventries				Search:	
		Sr.No. * Development /	Authority Name	Zone Name	Zone Short Name	Action	
		1 Lucknow Devel	opment Authority	Zone 2	12		
		2 Lucknow Devel	opment Authority	ZONE 3	Z 3		
		3 Lucknow Devel	opment Authority	ZONE 4	Z4		
		4 Lucknow Devel	opment Authority	ZONE 5	Z 5	<ul> <li>•</li> </ul>	
		5 Lucknow Devel	opment Authority	ZONE 6	Z6	· •	
		6 Lucknow Devel	opment Authority	ZONE 7	Z7	-	
		7 Luchason Devel	opment Authority	ZONE 8	Z8		

• 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.

	Housing & Urban (Pravartan Portal For	Planning Department, Uttar Pradesh De Edit Zone	×		
🖑 Dashboard		Zone			
🖹 Master 👻	Zone Master	Zone 2			
🖹 Transaction 👻		Zone Short Name			
Reports -	Show 25 🗸	12		Sea	irch:
Grievances	Sr.No.	UPDATE		Zone Short Name	Action
	1	4		12	8
	2	Lucknow Development Authority	ZONE 3	Z3	<b>/ =</b>
	3	Lucknow Development Authority	ZONE 4	Z4	8
	4	Lucknow Development Authority	ZONE 5	Z5	8
	5	Lucknow Development Authority	ZONE 6	Z6	<b>/</b> =
	6	Lucknow Development Authority	ZONE 7	27	<ul> <li>1</li> </ul>
	7	Lucknow Development Authority	ZONE 8	Z8	18

• 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:

5010111							
awasbandhu	≡	Housing & Urban Planning Department, (Pravartan Portal For Development Authorities,	Uttar Pradesh Uttar Pradesh)				
🖑 Dashboard		Ward Master			And the	ADDITION OF ADDITION OF ADDITION	-
🖹 Master	-						1
🖹 Transaction	•	Development Authority* Sel	ect Zone*		Ward*		P
Reports	-	Lucknow (LDA)	Select		~	Add Ward	
Grievances							
		Ward Master					
		Show 25 🗸 entries				Search:	
		Sr.No. * Development Authority Nan	ne :	Zone Name	Ward Name	Action	
		1 Lucknow Development Author	rity	Test 9	Ward 9	2	
		2 Lucknow Development Autho	rity	Test Zone	Test Ward	2	

• 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.

🟦 awasbandhu 😑	Housing & U (Pravartan Port	rban Planning Department, Uttar Pr al For De Edit Ward	radesh	×	
Oashboard	Show 25	Select Zone			Search:
🖹 Master 👻				~	
Transaction -	Sr.No.	Dev Ward			C Action
Reports -	1	Luci Ward 9			
Grievances	2	Luci	UPDATE		
	3	Luci		ARSAWA	
	4	Lucknow Development Authority	ZONE 1	BBD	
	5	Lucknow Development Authority	ZONE 1	CHAK MALHAURI	<b>*</b>
	6	Lucknow Development Authority	ZONE 1	CHINHAT	✓
	7	Lucknow Development Authority	ZONE 1	ELDICO GREEN	2
	8	Lucknow Development Authority	ZONE 1	GAJIPUR	
	9	Lucknow Development Authority	ZONE 1	GOMTI NAGAR VISTAAR SEC	TOR 1

• 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:

1	Housing & Ui (Pravartan Port	rban Planning Department, L al For Development Authorities, Ut	Jttar Pradesh tar Pradesh)					<
<b>V</b>	Mohalla M	laster					421734	
	Developmen	t Authority"	Select Zone*		Select Ward*		Mohalla*	1
	Lucknow (	LDA) 🗸	Select	~	Select	~		
En.		Add Mohalla						
	Mohalla M Show 25	aster • entries					Search:	
	Sr.No.	Development Authority Name	Zone Name	Ward Name		Mohalla Name		Action
	1	Lucknow Development Authority	Test 9	Ward 9		Mohalla 9		
B.	1	Lucknow Development Authority	Test 9	Ward 9		Mohalla 9		<ul> <li>Image: A start of the start of</li></ul>
	2	Lucknow Development Authority	Test Zone	Test Ward		Test Mohalla		2
ED:	3	Lucknow Development Authority	ZONE 1	CHINHAT		AMITY COLLAGE KE SAAMI	IE	<ul> <li>Image: Image: Ima</li></ul>
	4	Lucknow Development Authority	ZONE 1	CHINHAT		BHABUDIHA		2
	5	Lucknow Development Authority	ZONE 1	CHINHAT		BHUJANGHI PURWA		<ul> <li></li></ul>
	6	Lucknow Development Authority	ZONE 1	CHINHAT		FUSUPURWA		

• 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.

🔝 AWASBANDHU 😑	Housing & Urban Planning Department, Uttar Pradesh (Pravartan Portal For De Edit Mohalla	×	
🖑 Dashboard	Show 25 v en Select Zone		Search:
🖹 Master 👻	Sr.No. 🕆 Develop	✓ Mohalla Name	Action
Transaction -	1 Lucknov Select Ward	Mohalla 9	
Reports -	2 Ward 9	✓ Test Mohalla	3
Grievances	3 Lucknov Mohalla	AMITY COLLAGE KE SA	AMNE
	4 Lucknov Mohalla 9	BHABUDIHA	<b>*</b>
	5 Lucknov UPDATE	BHUJANGHI PURWA	8
	6 Lucknov	FUSUPURWA	<b>*</b>
	7 Lucknow Development Authority ZONE 1 CHINHAT	JUGGAUR	8
	8 Lucknow Development Authority ZONE 1 CHINHAT	LAXMANPUR	<b>*</b>
	9 Lucknow Development Authority ZONE 1 CHINHAT	LOLAI	8
	10 Lucknow Development Authority ZONE 1 CHINHAT	MADHAVPURAM	<b>*</b>

• 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 & Urb (Pravartan Portal)	an Planning Department, For Development Authorities, L	Uttar Pradesh Ittar Pradesh)					
<b>?</b>	Thana Mast	er						Annual
	Development /	Authority*	Select Zone*		Thana Name*		Police Name*	Contract of the second
	Lucknow (LD	(A)	Select		•			
		Add Thana						
	Thana Maste	er						
	Show 25	✓ entries					Search:	
	Sr.No.	Development Authority Nar	ne	Zone Name	Thana Name	; P	olice Name	Action
	1	Lucknow Development Authority	prity	Test 9	Thana 9	Т	est Police	
D)	2	Lucknow Development Autho	rity	Test Zone	Test Thana	Te	est Police	
Ē	3	Lucknow Development Autho	rity	ZONE 1	BBD	SI	но	
	4	Lucknow Development Autho	rity	ZONE 1	CHINHAT	SI	НО	
	5	Lucknow Development Autho	rity	ZONE 1	GAJIPUR	SI	НО	1
	6	Lucknow Development Autho	rity	ZONE 1	GOMTINAGAR	SI	ю	1

• 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.

awasbandhu	≡	Housing & Ur (Pravartan Porta	rban Pla al For De	nning Department, Uttai	r Pradesh	v		
🖑 Dashboard		Thana Mas	ter	Select Zone		~		
🖹 Master	*	Show 25	▼ en			~	Soarch	
Transaction	•			Thana Name			Jearch	
Reports	<u> </u>	Sr.No. *	Deve	Police Name			Police Name     Test Police	Action
intervalices		2	Luckn	Test Police			Test Police	
		3	Luckn		UPDATE		sho	8
		4	Luckn				<u>SHO</u>	
		5	Luckn	ow Development Authority	ZONE 1	GAJIPUR	SHO	
		7	Luckn	ow Development Authority	ZONE 1	GOMTI NAGAR	SHO	
		8	Luckn	w Development Authority	ZONE 1	GOMTI NAGAR VISTAA	R 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 ≡	Housing & Urban Planning Depart (Pravartan Portal For Development Author	ment, Uttar Pradesh rities, Uttar Pradesh)					<del>&lt;</del>
🖑 Dashboard	Ward-Thana Mapping Mas	ter			42179	A	
Master -			1				X I
Transaction -	Development Authority*	Select Zone*	Select Wa	rd*	Select Thana*		
Reports -	Lucknow (LDA) 🗸	Select	Select	~	Select		~
Grievances	Add						
Transaction -	Ward-Thana Mapping Master						
Reports -	Show 25 Ventries				Search:		
Grievances							
	Sr.No. <sup>*</sup> Zone Name	Ward Name		Thana Name	) Act	on	
	1 Test 9	Ward 9		Thana 9	1	8	
	2 ZONE 3	MANAK NAGAR		MANAKNAGAR		<b>a</b>	
	3 Test Zone	Test Ward		Test Thana		8	
	4 ZONE 7	BALDA ROAD		WAZIRGANJ ANSHIK		<b>a</b>	

• 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.

💼 awasbandhu 😑	Housing & Urban Plannin (Pravartan Portal For De	g Department, Uttar Pradesh	×	
🖑 Dashboard	Ward-Thana Mar	ect Zone		
🖹 Master 👻			~	
Transaction -	Show 25 v en Sele	ect Ward		Search:
Reports -	Sr.No. 🍵 Z	Ward 9	► hana Name	C Action
Grievances	1 T Sele	ect Thana	nana 9	28
	2 Z	Thana 9		2 🖉
	з т	UPDATE	st Thana	8
	4 Z		AZIRGANJA	NSHIK
	5 ZONE 3	KRISHNANAGAR	KRISHNA NAG	AR 🖉
	6 ZONE 4	DALIGANJ	ALIGANJ	8
	7 ZONE 1	GOMTINAGAR VISTAR SECTOR	5 GOMTI NAGAR	EVISTAAR
	8 70NE 4	KURSLBOAD	HASANCANIA	

#### 7.6 Create/Update User Details

To create/update user details, Click on **Create/Update User Details** submenu from Transaction menu of Dashboard. The page with the required <u>details will app</u>ear, as shown below:

	Housing & Urban Planning Department, Uttar Pradesh (Pravartan Portal For Development Authorities, Uttar Pradesh)	Lucknow Development Authority
🖑 Dashboard	Create User	
Master +		
🖹 Transaction -	District* Designation* Name*	Email Id
Reports -	Lucknow (LDA) V Select V	
Grievances	Mobile* Address*	
		REATE
🖹 Transaction 👻	User Details	
Reports -		
Grievances	Show 25 v entries	Search:
	Sr.No. 1 District 1 Username 1 Name 1 Designation 1 Zone	Mapping 🗧 Ward Mapping 🗧 Action 🙏 Status 💲
	1 Lucknow LDAJE00010031 Ldaje Junior Engineer	
	2 Lucknow LDAJE00010030 Test KSEJE Junior Engineer	
	3 Lucknow LDAJE00010028 KUSHAGRA Junior Engineer	

- 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:

(Pra	using & Urban Planning vartan Portal For Development	Department, Uttar Pradesh nt Authorities, Uttar Pradesh)	Lucknow Development Authority
Zor	e Mapping		
	User Name		
	LDAJE00010031		
	Name	Ldaje	
	Designation	Junior Engineer	
	Address	Lucknow	
	Mobile	7379258639	
	Email Id	kushagrastv2403@gmail.com	
		Zone	Select All
		Zone 2	e3
		ZONE 3	52
		ZONE 4	
		ZONE 5	
		ZONE 6	
		ZONE Z	
		ZONE &	
			Sudamit

• 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 <u>zone</u>; ward mapping page will appear, as shown below:

Ward Mapping	100 March 100 Ma	
User Name		
LDAJE00010031		
-		
Name	Loaje	
Address	Lucknow	
Mobile	7379258639	
Zone	Ward	Select All
ZONE 3	0	
ZONE 3	ALAMBAGH	
ZONE 3	AVADH VIHAR	
ZONE 3	AZAD NAGAR	
ZONE 3	BADALI KHEDA	
ZONE 3	GANGA NAGAR	0
ZONE 3	GAURI BAAZAR	
ZONE 3	GAURI VIHAR	
ZONE 3	HIND NAGAR	
ZONE 3	KAKORI	
ZONE 3	KRISHNANAGAR	
ZONE 3	MANAK NAGAR	
ZONE 3	MURLIVIHAR	
ZONE 3	PARA	
ZONE 3	rtr	
ZONE 3	SAROJNI NAGAR	
ZONE 3	SHANTI NAGAR	
ZONE 3	SHIVPURI COLONY	
ZONE 3	SHMAVIHAR	
ZONE 3	VISHNU LOK COLONY	
	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



• 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.							
$\sim$							
S Full Name							
S Mobile Number							
Email Address							
<ul> <li>Select District </li> </ul>							
€ Address							
Continue							
Do you have an account? Log in							

• 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:

← Lodge Grievance	
You can lodge a grievance by providing the followi details:	ng
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 Nu	umber: LDA/G00000001
Grievand	ce Date: 17/4/2025
Grievand	<b>e Type:</b> Building without necessity permits
Develop Authority	<b>ment Authority:</b> Lucknow Development y
Zone: ZC	DNE 1
Address	: Test address data
Pin Code	: 226028
Descript	ion: Test Grievance Description
Evidence	eDocument
Hermonetari Ortinani Appr	A 0-
No Grissance	) NM S
Site Pho	tos

• 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:

	Pending Grievance	s
DA/GO	0000003	17/4/2025
llegal Co ucknow l	Development Authority	
DA/GO	0000004	17/4/2025
Jnautho ucknow I	rised Structural Changes Development Authority	

• 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)								
<ul> <li>Dashboard</li> <li>Master</li> </ul>	Grievance	es			N.C.		43117		
Transaction 👻									
Reports 🗸	r Ali	5		3	real i	1	1		
Grievances		Total Griev Received	ance	Total Grievance Pending		otal Grievance in Process	Total Reso	Grievance ved	
	Action Ex	ecuted or	n Cases						
	Show 10	¢ entri	85				Search:		
	<b>6</b> -11-	7	Turk of the second second	Teleford and the			Total Grievance in	evance in Process	
	\$ <b>5.100</b> ↑↓	zone ↑↓		10tai Grievance Pending ↑↓	Admin ↑↓	Junior Engineer $\uparrow\downarrow$	Assistant Engineer $\uparrow\downarrow$	Executive Enginee	
	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 t	o 4 of 4 ent	ries				Previou	s 1 Next	

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

awasbandhu ≡	Housing & Urban Planning Departr (Pravartan Portal For Development Author	nent, Uttar Pradesh ities, Uttar Pradesh)	Ĩ		Lucknow D	evelopment Authority	<b>+</b>
💞 Dashboard	Total Grievance Received					4110	
🖹 Transaction 👻	Grievance Token Number	From Date		To Date	- He -		
Reports -		mm/dd/yyyy		t mm/d	id/yyyy 🗖	Submit Rese	t
Grievances							
	Show 10 e entries 11 Type of Complain 11 12 Building without necessity permits 13 Unauthorised Structural Changes 14 Unauthorised Structural Changes 15 Ulauthorised Structural Changes 16 Ulauthorised Structural Changes 17 Ulauthorised Structural Changes 18 Ulauthorised Structural Changes 19 Ulauthorised Structural Changes 19 Ulauthorised Structural Changes 19 Ulauthorised Structural Changes 10 Ulauthorised Structural Changes 10 Ulauthorised Structural Changes 11 Ulauthorised Structural Changes 12 Ulauthorised Structural Changes 13 Ulauthorised Structural Changes 14 Ulauthorised Structural Changes 15 Ulauthorised Structural Changes 16 Ulauthorised Structural Changes 17 Ulauthorised Structural Changes 18 Ulauthorised Structural Changes 19 Ulauthorised Stru	Mobile Number         1           7408818166         7408818166           7408818166         7408818166           7408818166         7408818166	Zone 1 ZONE 1 ZONE 3 ZONE 5 ZONE 5 ZONE 4	Address     ↑↓       Test address data     1       Test address 2     1       Test address     1       Test address     1       test demo address     1       test     1	Grievance Description 1 Test Grievance Description Test data of greivances Test Greivance Description Test Grievances Data test	Search: Documentary Evidence 11 4 4 4 4 4 7 Previous 1	view 11 a a a a Next

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

awasbandhu $\equiv$	Housing & Urban Planning Department, Uttar Pradesh (Pravartan Portal For Development Authorities, Uttar Pradesh)			Lucknow Development Authority		
ashboard	Dashboard		AT AT	Allen		
ansactions 👻						
eports -					e	
ievances		Lucknow	w Dovelopment Auth			
		Gr	ievance Application Details	Jinty		
	Grievance	Token Number : LDA/G0000001		Date : 17/04/20	025	
	Name of Con	nplainant	kushagra			
	Type of Com	plaint	Building without necessity permits			
	Mobile Numl	ber	7408818166			
	Zone		ZONE 1			
	Address		Test address data			
	Pin Code		226028			
	Grlevance D	escription	Test Grievance Description			
	Documentar	y Evidence	<b>A</b>			
Pho						
	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		
	200	Forwarded to Junior Engineer () by Admin	Test Forward to Junior Engin	neer N/A 17/04/2025		

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

🟦 AWASBANDHU 😑	Housing & Urban Planni (Pravartan Portal For Develo	ing Department, pment Authorities, U	Uttar Prades Ittar Pradesh)	sh		Lucknow Development Au	thority	) 🗲
🖑 Dashboard	Total Grievance Pe	ending				-		and they
🖹 Master 👻		awwa <b>z</b> .			and the second s			
🖹 Transaction 👻	Grievance Token Numb	per Fro	om Date		To Date			-
Reports -			mm/dd/yyyy		mm/dd/yyyy	Submit	Reset	
Grievances								
	Show 10	Mobile Number 1	↓ Zone ↑↓	Address ↑↓	Grievance Description 1	Search:	View 1↓ A	ction 1
	Construction	7408818166	ZONE 5	Test address	Test Greivance Description	<b></b>	•	
	orised Structural Changes	7408818166	ZONE 5	Test demo address	Test Grievances Data	<b>_</b>	•	
	Construction	7408818166	ZONE 4	test	test	<b></b>	•	
	<ul> <li>Showing 1 to 3 of 3 entri</li> </ul>	es				Pr	evious 1	Next

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

n <b>t, Uttar Pradesh</b> s, Uttar Pradesh)	Lucknow Development Authority 🎧 🗲				
	All Market	-			
		2			
Concerned Officers					
	Upload Document *				
	Choose File No file chosen				
	Only PDF,Max size 1 MB and JPEG Image,Max Size 1 MB are allowed				
	nt, Uttar Pradesh) s, Uttar Pradesh)	nt, Utar Pradesh s, Utar Pradesh o Concerned Officers Upload Document * Choose File No file chosen Only PDF.Max size 1 MB and JPEG Image.Max Size 1 MB are allowed			

- **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:

awasbandhu ≡	Housing & Urban Planning Department, Uttar Pradesh (Pravartan Portal For Development Authorities, Uttar Pradesh)	Lucknow Development Authority 📿 🗲
🖑 Dashboard	Total Grievance in Process	
Aaster -	Grievance Token Number From Date	To Date
Reports -	mm/dd/yyyy	mm/dd/yyyyy
Grievances		
	Grievances Details	
	Show 10 🗢 entries	Search:
	ype of Complain         1         Mobile Number         I         Zone         1         Address         1           nauthorised Structural Changes         7408818166         ZONE 3         Test address 2	Grievance Description 11     Documentary Evidence 11     View 11     Action 11       Test data of greivances     Image: Comparison of the second
	Showing 1 to 1 of 1 entries	Previous 1 Next

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

	н∪ ≡	Housing & Urban Planning Department, Uttar Prades (Pravartan Portal For Development Authorities, Uttar Pradesh)	h Lucknow Development Authority 💭 🗲
🔊 Dashboard			
🖹 Master	*	Reply to Complainant Forward to Concerned Offi	cers
Transaction	*		
Reports	*	Reply	
Grievances		Remark *	Upload Document *
		Leave a comment here	Choose File No file chosen
		Submit	

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

💼 AWASBANDHU 😑	Housing & Urban Planning Department, Uttar Pradesh (Pravartan Portal For Development Authorities, Uttar Pradesh)	Lucknow Development Authority 😱 🗲
🖑 Dashboard	Total Grievance Resolved	All
🖹 Master 👻		
🖹 Transaction 👻	Grievance Token Number From Date	To Date
Reports -	mm/dd/yyyy	mm/dd/yyyy
Grievances		
	Grievances Details	
	Show 10 + entries	Search:
	Sr. No. ↑↓ Grievance Token Number ↑↓ Date ↑↓ Name ↑↓ Type of C	complain $\uparrow \downarrow$ Mobile Number $\uparrow \downarrow$ Zone $\uparrow \downarrow$ Address $\uparrow \downarrow$ G
	1 LDA/G00000001 17/04/2025 kushagra Building	without necessity permits 7408818166 ZONE 1 Test address data Te
	Showing 1 to 1 of 1 entries	Previous 1 Next
	1         LDA/G00000001         17/04/2023         kushagra         Building v           Showing 1 to 1 of 1 entries         Showing 1 to 1 of 1 entries         Showing 1 to 1 of 1 entries         Showing 1 to 1 of 1 entries	without necessity permits 7408838166 ZONE 1 Test address data T Previous 1 Next

### 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.