

Jaipur Development Authority, Jaipur

Office Order

No. : F.14(9) JDA/Estt./2016

Dated: 20-6-2016

Subject: Online Delivery of Citizen Services

Jaipur Development Authority has decided to provide online facility for following services

- Name Transfer / Name Substitution of property and
- One Time Lease Certificate (OTLC).

The process flow of filling and submitting the application form online by the applicant using this application software would be as under:

Applicant Registration & Application for Service(s)

1. Applicant will have to register by filling an online registration form available at JDA official website (www.jda.urban.rajasthan.gov.in).
2. One time registration amount of Rs. 100.00 shall be payable for such a registration. The validity of registration amount would be for a period of 5 years. The payment may be made only through online mode via Net banking, Debit / Credit Card etc.
3. After successful registration, applicant will be able to apply for these services online.
4. Applicant would be required to visit JDA office personally to get the uploaded documents compared and verified with the original documents. For this, the applicant may fix online appointment of his choice as per the available slot (Date & Time). He will be required to bring original papers for comparison.
5. In case applicant is unable to come personally to JDA office for verification of his documents on scheduled date and time, he may nominate another person for which an Authority Letter along with photo id of both (Applicant & nominated person) would be required.
6. Applicant would be able to track status of application online on Dashboard through his login account. He will also receive query/demand (if any) from time to time on this account.
7. Applicant would be required to provide details, documents etc., regarding query/demand on portal itself.



8. Required payment made using various mode will be available like Net Banking, NEFT/RTGS, Cash etc. In case of deposit of any amount through Cash/DD, the challan will have to be uploaded by the applicant. In other cases he would be required to enter UTR/Instrument number on portal regarding payment made.

The process flow for processing applications would be as under:

Functions of Counsellor

1. The Applicant/Nominee will contact Counsellor along with original of uploaded documents on scheduled date and time.
2. In case applicant nominates another person, he will be required to provide authority letter along with photo id of both (applicant & nominated person) which will be uploaded as attachment by counsellor against the application.
3. The counsellor will match the documents with the originals as uploaded by applicant and will mark each document **<Accepted>** or **<Not-Accepted >** as the case may be.
4. The counsellor will complete the application if required, scan the missing document (if any), upload against the application, will check whether it is uploaded properly or not and mark the document **<Accepted>** once satisfied.
5. The case will be decided by the counsellor as mentioned below

#	Event	Action
1	Case Found OK	Forward to respective section for further necessary action.
2	Case Incomplete	Return case with appropriate remarks. Case remains Pending with applicant for remission.
3	Case Not Acceptable	Close case with appropriate remarks.
4	Applicant Absent	Return case with appropriate remarks. Applicant can reschedule counsellor appointment.

6. In the event of **<Case Found OK>**, the acknowledgement receipt will be printed and handed over to the applicant.
7. Once the case is accepted by counsellor it will be forwarded to the Nodal Officer of the respective section of that service.

The process flow of the department user using this application software would be as mentioned below:



Functions of Concerned Wing

Nodal Officer: Respective Deputy Commissioner (Zone)/Joint Registrar Cooperative

1. Department users related to online citizen services will use their Employee Number to Sign-In to this portal using tab **<Property Related>**.
2. It will be the responsibility of the Nodal Officer to map all the related employees in this online system so that proper routing of the application is possible.
3. The application admitted by Counsellor will land into the login account of Nodal Officer as New Case.
4. Nodal Officer will forward the application to concerned Dealing Assistant with directions.
5. As per the directions the application will move online within the section / zone.
6. At any point of time, query/demand may be posted. There is provision for attaching document in PDF format with the query/demand. Applicant will get 7 days to respond to the query/demand.
7. Any query/demand to be sent to the applicant will be approved by Nodal Officer and then posted online by Dealing Assistant.
8. A system generated SMS will be sent to applicant's mobile number, informing that JDA has posted a query/demand against his application.
9. The details of query/demand will be available on the dashboard of User Account of Applicant from where he would be required to respond to the query/demand.
10. To close the case Nodal Officer will direct Dealing Assistant to put up document to be issued and printout of the Note Sheet on original file for signatures of Nodal Officer. After signing all the documents Nodal Officer will press **<Dispose Application>** button.
11. Only when Nodal Officer sends case through **<Dispose Application>** the Dealing Assistant will get **<Close Case>** button.
12. Dealing assistant will dispatch the Document, scan it, upload and Press **<Close Case>** Button. The uploaded document will be visible to the applicant on his dashboard. It will be mandatory to send the original signed Transfer Letter / Name Substitution Letter / One Time Lease Certificate to the Applicant through Speed Post.
13. Applicant will also be informed through SMS and email informing that the service requested for has been rendered.



The OIC, Citizen Care Centre will be the Nodal Officer for this project.

Additional Commissioner (Administration) will appoint two dedicated Counsellors immediately for this Online Delivery of Citizen Services Project.

This bears the approval of Jaipur Development Commissioner.



(Pawan Arora)
Secretary, JDA

Copy for information and further necessary action to:

1. Jaipur Development Commissioner, JDA.
2. Secretary, JDA.
3. Conservator of Forest, JDA.
4. Director (Law / Finance / Town Planning / Engineering – I / Engineering – II), JDA.
5. Additional Commissioner (Administration / Land / LPC / Rehabilitation / East / West), JDA.
6. OSD (R.M.), JDA.
7. Joint Commissioner (System Management / R.M & C), JDA.
8. Chief Controller Enforcement (CCE), JDA.
9. System Analyst, JDA.
10. Joint Registrar (Cooperative), JDA.
11. Additional Director (REV. & DP.), JDA.
12. Deputy Commissioner (Zone 01 / 02 / 03 / 04 / 05 / 06 / 07 / 08 / 09 / 10 / 10A / 11 / 12 / 12A / 12B / 13 / 13A / 14 / 14A / 15 / 16 / 17 / 18 / 19 / Admin.), JDA.
13. Deputy Director (EXP. & BUDGET / Project & Audit), JDA.
14. Deputy Registrar (Cooperative), JDA.
15. Sr. Accounts Officer / Accounts Officer (Payment / Pension / RCR / Scheme), JDA.
16. OIC (Citizen Care Centre), JDA.
17. OSD (Public Relation) / PRO, JDA.



(Pawan Arora)
Secretary, JDA