NAKSHA Web Portal

User Manual of Urban Local Body Admin

For
Department of Land Resource
Government of India

Madhya Pradesh Electronics Development Corporation (MPSEDC)
State IT Center, 47-A, Arera Hills, Bhopal, M.P. – 462011,
Phone: +91-755-2518300, Fax: +91-755-2579824
URL: www.mapit.gov.in, Email: info@mapit.gov.in

Document Version History

Version	Date	Author	Comments
1.0	26/04/2025	Dikshant Gitey	Initial draft
1.1	20/05/2025	Yushak Khan	updated draft
1.2	26/05/2025	Dikshant Gitey	Updated Survey Activities & other parts.

Contents

1. Overview

The Madhya Pradesh State Electronics Development Corporation (MPSEDC) has been entrusted with the development of the NAKSHA Project as its technology partner. Launched by the Department of Land Resources (DoLR), NAKSHA is an initiative to modernize urban land records in 152 cities across India. By integrating existing land records with new survey data through advanced geospatial technologies like aerial and satellite mapping, the project aims to improve urban governance, streamline property ownership records, and reduce land disputes. Additionally, NAKSHA supports better infrastructure planning, fair property taxation, and transparent land management, ensuring real-time data access and seamless integration with state land records while maintaining secure, role-based access for different stakeholders.

1.1 About Web Application

The NAKSHA Web Portal is a robust, GIS-enabled land management system developed by MPSEDC. The portal enables interactive map visualization, attribute querying, and layer management, empowering stakeholders to manage land records spatially and accurately. It supports role-based access control to ensure secure, structured user interaction across Super Admins, State and District Authorities, ULB Admins, and Field Surveyors.

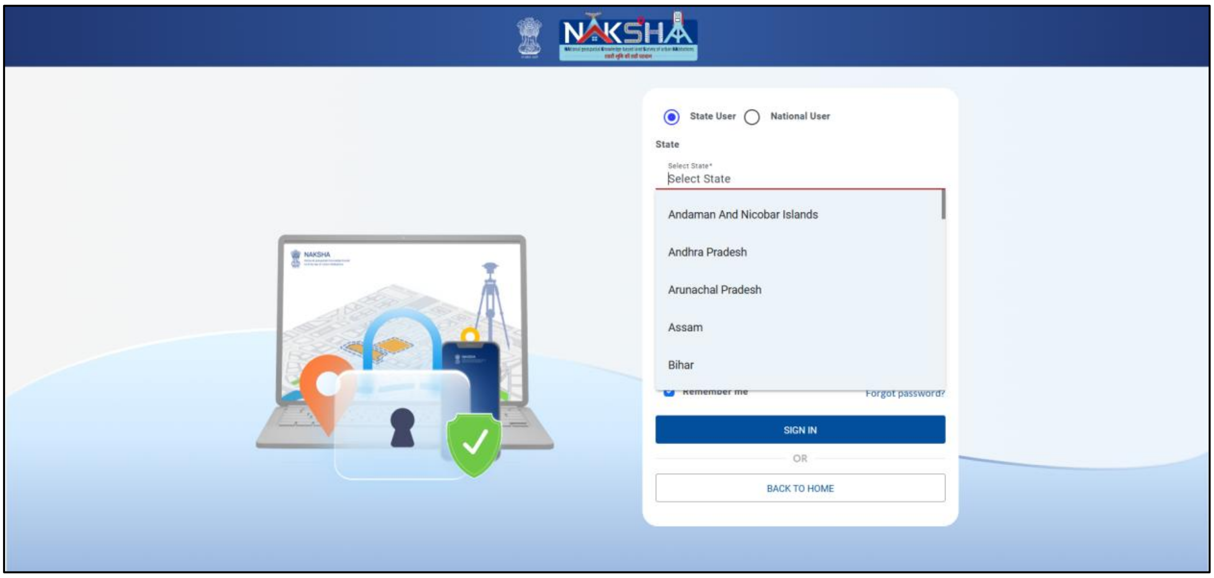
The NAKSHA Web Portal offers a comprehensive suite of functionalities tailored for efficient, GIS-enabled urban land record management. It begins with State & User Onboarding, which facilitates the registration of states, districts, ULBs, and survey users through web forms, along with role permission management and area assignment. The Survey Data Upload Utility enables agencies like Survey of India and drone operators to upload Original Raster Images (.tpk) and feature-extracted vector maps (.gdb), with automatic schema and geometry validation. The Download & Synchronization Module provides secure, role-based access to RoR data, raster images, and vector files for both web and mobile platforms. For on-ground validation, the Ground Truthing & Field Verification module allows field users to verify parcels using GIS tools, add field remarks, and capture updates in real time.

A powerful set of Advanced Polygon Management Tools enhances spatial editing capabilities. Users can merge or split polygons, manage nested polygons (polygon within polygon), and create new plots using base maps and survey layers. Polygon editing tools support vertex movement, boundary adjustment, and reshaping, while integrated measurement tools help calculate area, distance, and perimeter. Additionally, the portal supports CORS data upload in GeoJSON or CSV formats for precise spatial corrections.

To ensure project oversight, a Monitoring Dashboard offers real-time insights into data status, progress across ULBs, and overall implementation. Finally, the Training & Go-Live Support module provides users with onboarding materials, user guides, and training sessions to enable smooth adoption and effective use of the system.

The NAKSHA Portal brings together geospatial intelligence, field-level verification, and land administration workflows into a single digital ecosystem. It promotes accuracy, accountability, and legal clarity, serving as a critical foundation for urban planning, property taxation, infrastructure development, and dispute resolution across India’s urban landscape.

2. Login Page



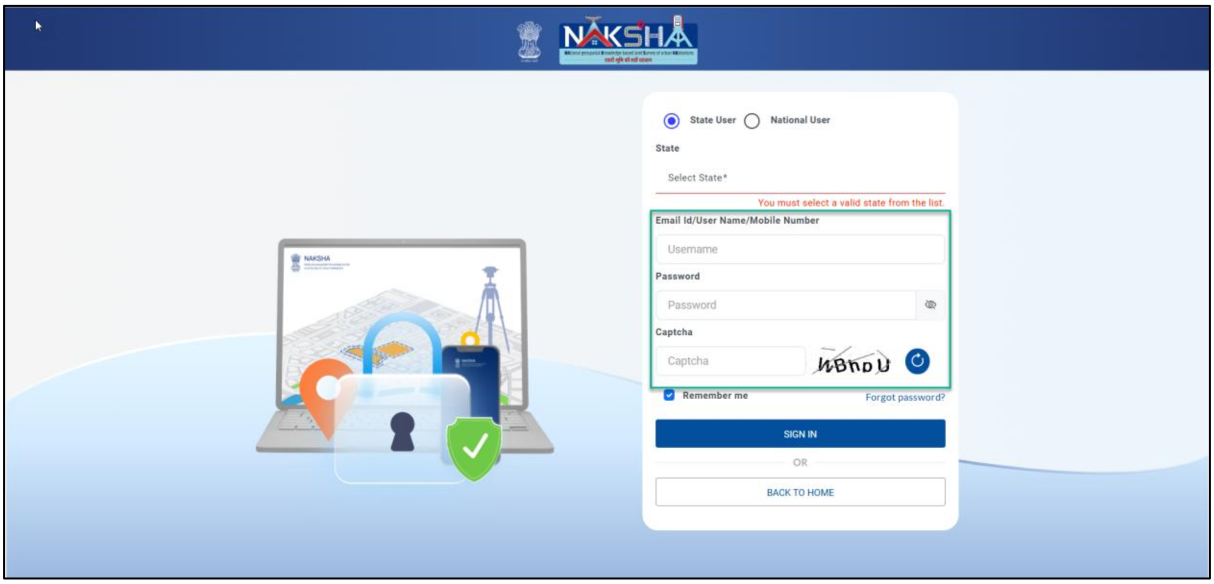
Navigation Path:
Access the NAKSHA web application via a web browser.

Purpose:
The Login page enables secure access to the NAKSHA web application for ULB Admins. It ensures role-based authentication by requiring user type, state, and credentials, redirects to the homepage upon successful login.

Steps:

1. **Accessing the Application:**
    1. Open your preferred web browser (Chrome, Edge, Firefox, etc.).
    2. Enter the Naksha application URL in the address bar.
    3. The login page will appear with two user options:
        - State User
        - National User
2. **Selecting the User Type and State:**
    1. Choose the appropriate user type by selecting either State User or National User.
    2. If you select State User, the State dropdown will be enabled.
    3. Click on the State dropdown menu and choose the appropriate state from the list.

3. Entering Login Credentials:



1. After selecting the state, enter your login credentials:
2. Username/Email ID/Mobile Number
3. Password
4. Captcha (Enter the exact characters shown in the Captcha field.)

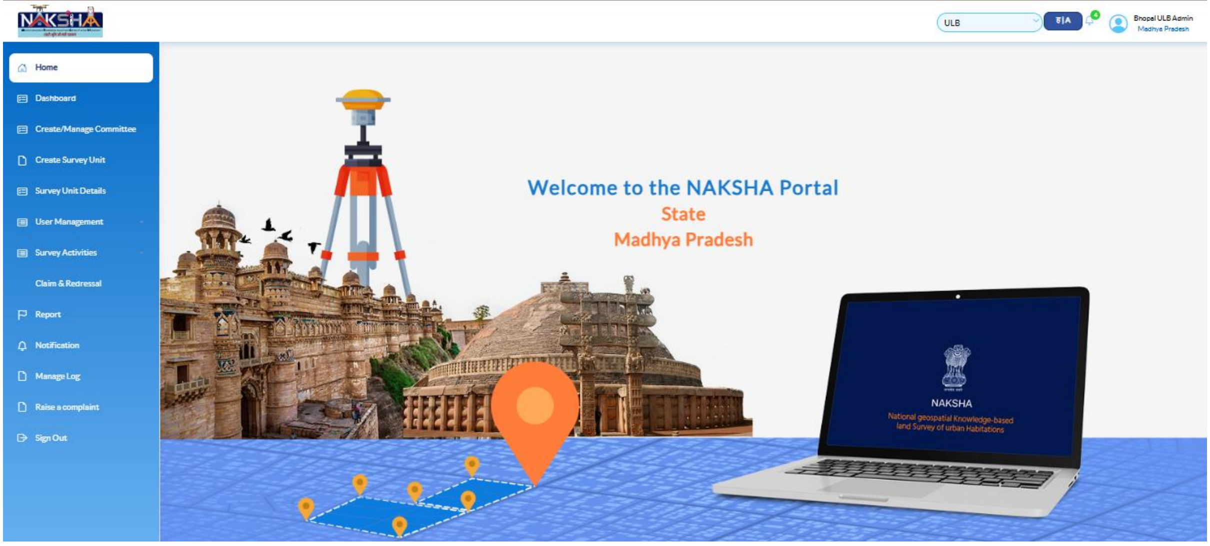
4. Signing In:

1. If required, check the "Remember me" option to save login details for future sessions.
2. Click the "Sign In" button.
3. If the credentials are correct, you will be redirected to the application's homepage.
4. If the credentials are incorrect, an error message will be displayed.

5. Password Recovery:

1. If you forget your password, click on the "Forgot Password?" link.
2. Follow the instructions to reset your password.

3. Home Page



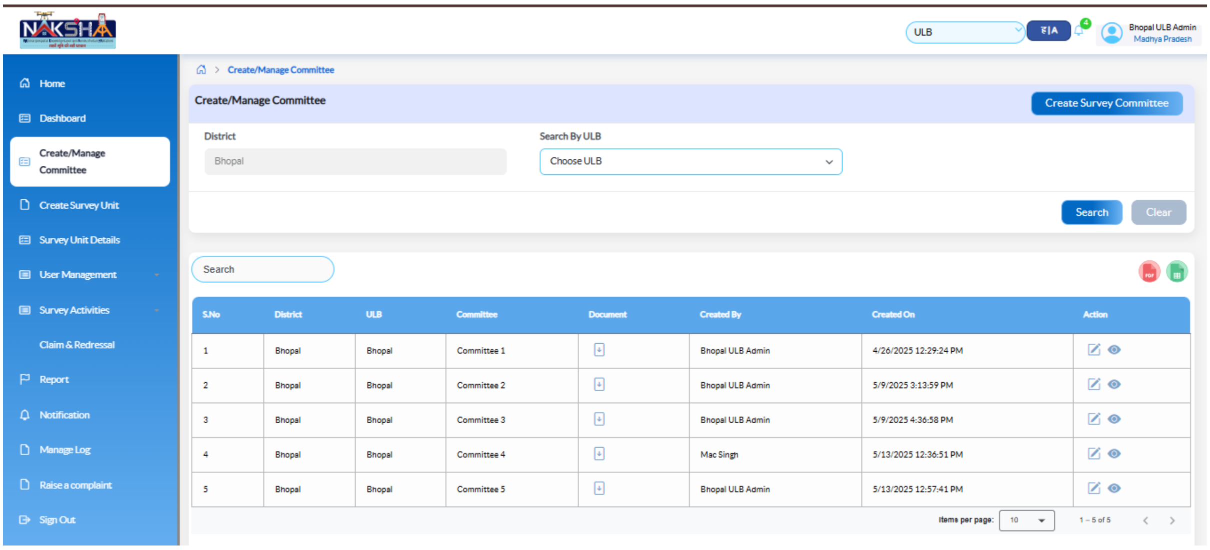
Navigation Path:
The Home Page loads automatically as the landing page after login.

Purpose:
The Home Page serves as a welcome page and quick access to key modules. It offers an overview of recent activities, such as survey statuses and pending claims, for efficient navigation.

Steps:

1. **Access the Landing Page:**
    1. After a successful login, the Home Page greets the ULB Admin with a welcome message and the selected state name.
    2. You can view the sidebar with a navigation menu from here with various modules:
        - Home
        - Dashboard
        - Create/Manage Committee
        - Create Survey Unit
        - Survey Unit Details
        - User Management
        - Survey Activities
        - Claim & Redressal
        - Sign Out

4. Create/Manage Committee



Navigation Path:
Click "Create/Manage Committee" below "Dashboard" on the left sidebar.

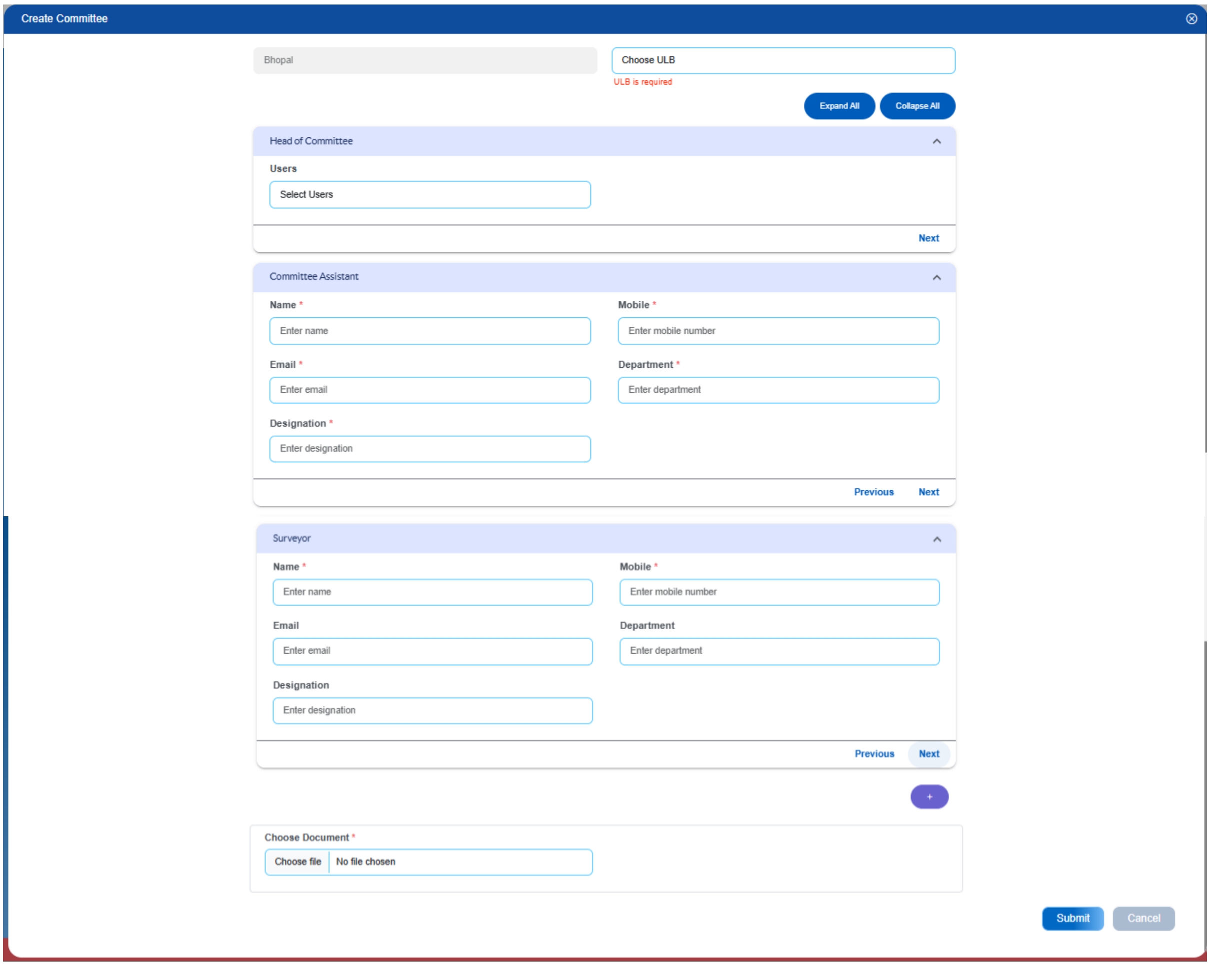
Purpose:
The Create/Manage Committee module enables ULB Admins to create and manage committees for survey activities. It allows assigning committee heads, surveyors, and assistants, and uploading supporting documents.

Steps:

1. **Access the Create/Manage Committee Section:**
    1. On the left sidebar, locate the "Create/Manage Committee" option (below "Dashboard").
    2. Click "Create/Manage Committee" to open the module.
2. **View Committees:**
    1. The main section displays a table listing all committees with the following columns:
        - S.No: Serial number of the committee.
        - District: Name of the district.
        - ULB: Urban Local Body name.
        - Committee: Committee name.
        - Document: Indicates a document is attached.
        - Created By: Name of the creator.
        - Created On: Date and time of creation.
        - Action: Icons for actions (eye icon for view, pencil icon for edit).

    3. **Filters:**
        1. District dropdown: Pre-selected district.
        2. Search by ULB dropdown: Choose a specific ULB (default: Choose ULB).
        3. Search: A blue button to apply the selected filters and update the table.
        4. Clear: A grey button to reset the filter selections and show all committees.

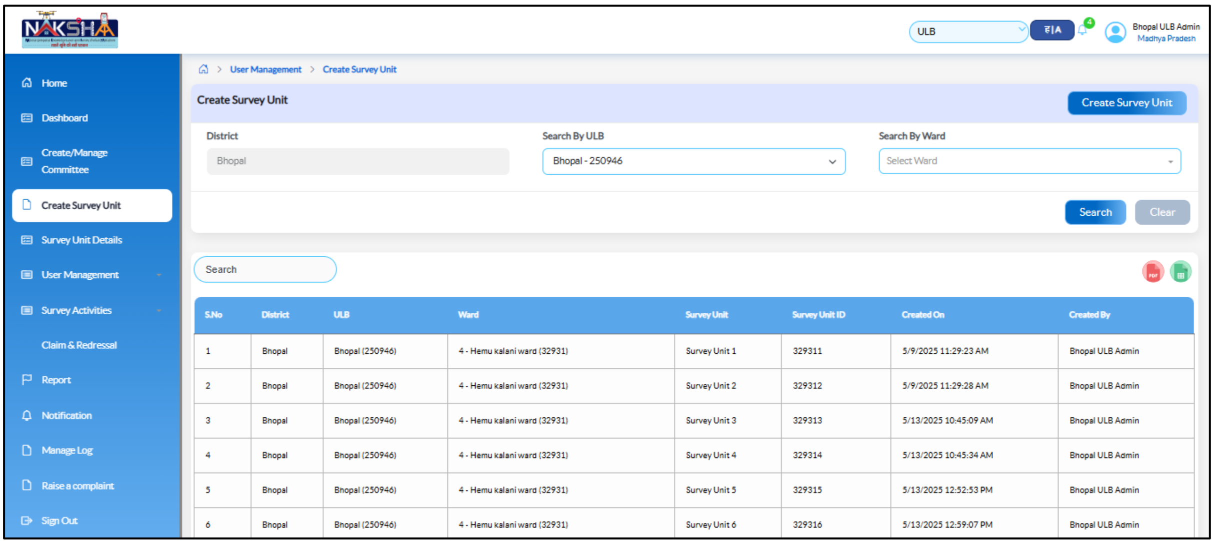
4.1 Create a New Committee:



1. Click the "**Create New**" button on the top-right of the index page.
2. **Select ULB:**
    - ULB dropdown: Select an Urban Local Body (required; error if not selected).
    - Expand All: Expand all sections (if applicable).
    - Collapse All: Collapse all sections.
    - Next: A blue button to proceed to the next step.
3. **Select a ULB, then click "Next".**
4. **Add Head of Committee:**
    - Users field: A dropdown or selection box to choose the head of the committee.
5. **Add Surveyor & Committee Assistants:**
    1. Name: Text field to enter the surveyor's name.
    2. Mobile: Text field for the surveyor's mobile number.
    3. Email: Text field for the surveyor's email address.
    4. Department: Text field for the surveyor's department.
    5. Designation: Text field for the surveyor's designation.
    6. Add more members by clicking on the "+" button.

4. **Upload Document:**
    1. Choose Document: File upload field to attach a document.
    2. Click "Choose Document" to upload a file (optional).
    3. Click "Submit" to create the committee.

5. Create Survey Unit



Navigation Path:
Click "Create Survey Unit" below "Create/Manage Committee" on the left sidebar.

Purpose:
The Create Survey Unit module allows ULB Admins to define and manage survey units for urban land record surveys. It supports tracking survey units and exporting data for offline use.

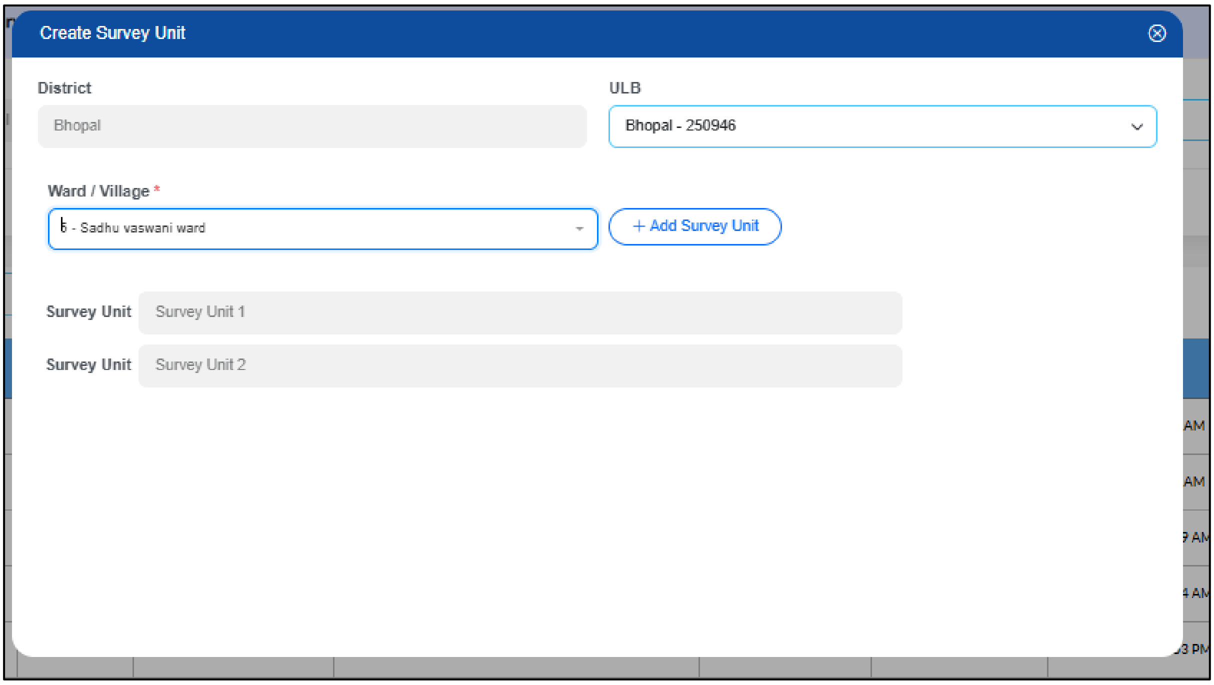
Steps:

1. **Access the Survey Unit Module:**
    1. On the left sidebar, locate the "Create Survey Unit" option.
    2. Click "Create Survey Unit" to open the module.
2. **Use the Index Page**
    1. **View Survey Units:**
        - S.No: Serial number of the survey unit.
        - District: Name of the district.
        - ULB: Urban Local Body name with ID.
        - Ward: Ward name with ID.
        - Survey Unit: Survey unit name.
        - Survey Unit Id: Unique ID for the survey unit.
        - Created On: Date and time of creation.
        - Created By: Name of the creator.
    2. **Filters:**
        - District dropdown: Pre-selected district.
        - Search by ULB dropdown: Choose a specific ULB.

- Search by Ward dropdown: Select a ward.
- Search: Apply the selected filters to update the table.
- Clear: Reset the filters to show all survey units.

3. **Export Data:**
    1. PDF Icon: Click this to export the survey unit list as a PDF file.
    2. Excel Icon: Click this to export the survey unit list as an Excel file.

5.1 Create a New Survey Unit



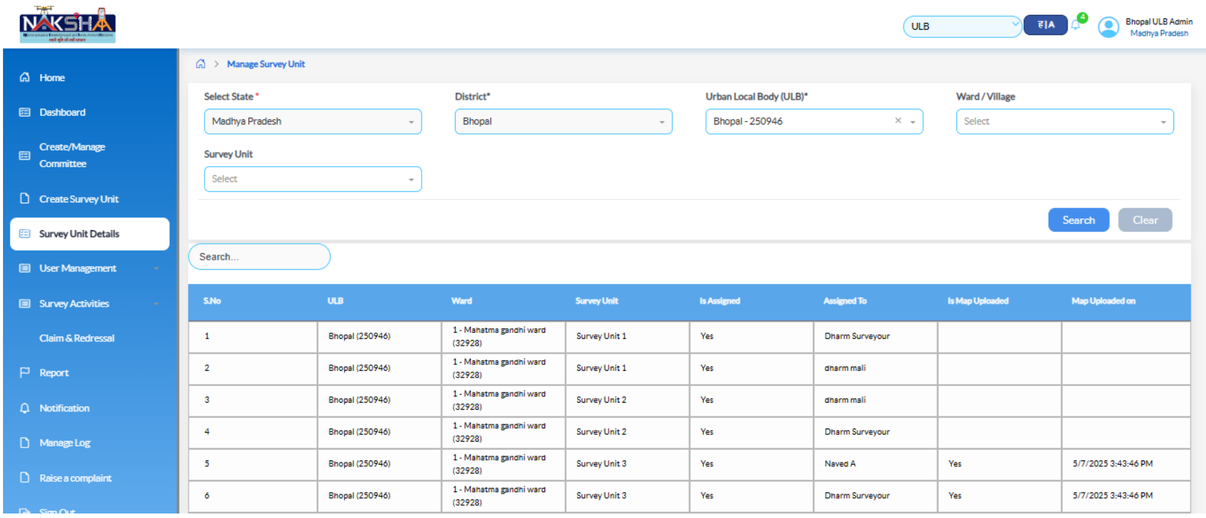
4. Click the "**Create Survey Unit**" button on the top-right of the index page.
5. **Select Area for Committee Creation:**
    - Select ULB: Use the ULB dropdown to select the relevant Urban Local Body.
    - Expand All: Open all sections (if applicable).
    - Collapse All: Minimize all sections.
    - Next Button (blue): After selecting the District and ULB, click the "Next" button to proceed.

6. **Select Head of Committee:**
    - Use the Users dropdown/selection box to choose the Head of the Committee.
    - Only users who are surveyors with existing login credentials will be listed here.
    - Select the appropriate user from the dropdown list.
7. **Add Surveyors & Committee Assistants:**
    - For each member, fill in the required fields:
        - ➢ Name: Enter the name of the surveyor or assistant.
        - ➢ Mobile: Enter their mobile number.

  - ➢ Email: Enter their email address.
  - ➢ Department: Enter their department name.
  - ➢ Designation: Enter their designation/title.
- Click the "+" (Add) button to include more members to the committee as needed.

8. **Upload Document (Optional):**
   - Choose Document: Click the "Choose Document" button to upload a supporting file (e.g., appointment letter or approval).
   - The selected file name will appear in place of “No file chosen”.
   - This step is optional.
9. **Submit Committee Details:**
   - After completing all fields and optionally uploading a document, click the "Submit" button to create and save the committee record.

6. Survey Unit Details



Navigation Path:
Click "Survey Unit Details" below "Create Survey Unit" on the left sidebar.

Purpose:
This module provides detailed insights into survey units, including assignment status and map uploads. It helps ULB Admins monitor survey progress and verify data accuracy for effective land record management.

Steps:

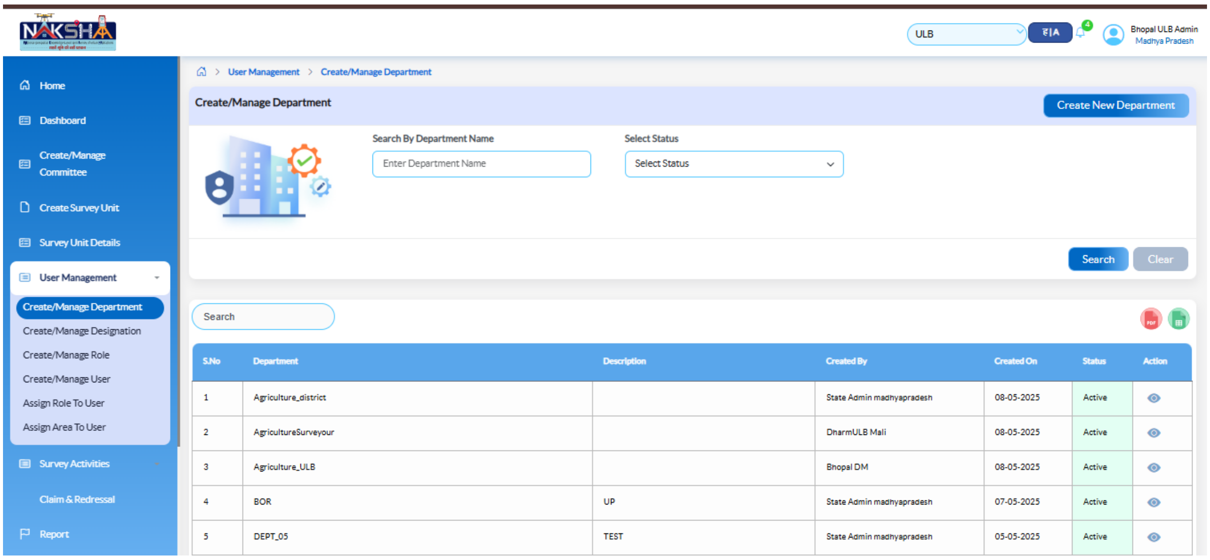
1. **Access the Survey Unit Details Module:**
   1. On the left sidebar, locate the "Survey Unit Details" option.
   2. Click "Survey Unit Details" to open the module.
2. **Use the Index Page:**
   1. View Survey Unit Details: The main section displays a table listing all survey units with the following columns:
      - S.No: Serial number of the survey unit.

- ULB: Urban Local Body name with ID.
- Ward: Ward name with ID.
- Survey Unit: Survey unit name.
- Is Assigned: Indicates if the unit is assigned.
- Assigned To: Name of the assignee.
- Is Map Uploaded: Indicates if a map is uploaded.
- Map Uploaded On: Date and time of map upload.

2. Filters:
    - Select State dropdown: Pre-selected state (e.g., Madhya Pradesh).
    - District dropdown: Pre-selected district (e.g., Bhopal).
    - Urban Local Body (ULB) dropdown: Choose a specific ULB.
    - Ward/Village dropdown: Select a ward (default: Select).
    - Search: Apply the selected filters to update the table.
    - Clear: Reset the filters to show all survey units.

7. User Management

7.1. Create/Manage Department



Navigation Path:
On the left sidebar, locate "User Management."
Click "Create/Manage Department" to access the module.

Purpose:
This module enables ULB Admins to create and manage departments for organizational users. It supports defining department roles to ensure proper administrative structure for survey-related tasks.

Steps:

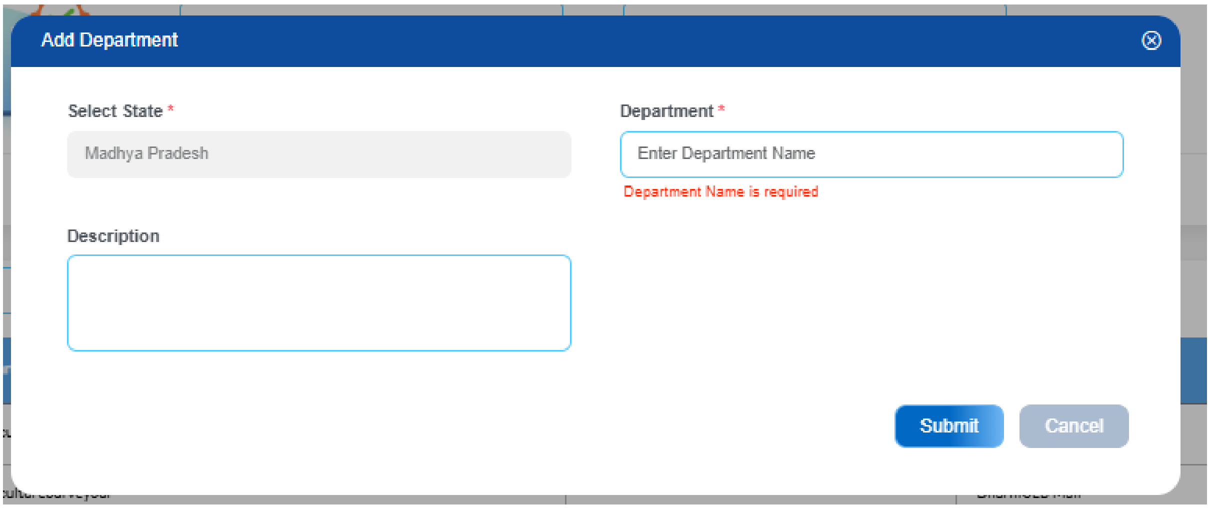
1. **Search for a Department**

1. Locate the "Department Name" field at the top of the interface.
2. Enter the name (or part of the name) of the department you want to find in the "Enter Department Name" text box.
3. In the "Select Status" dropdown next to the search field, choose a status.
4. Click the Search button to display matching departments in the table below.
5. To clear the search filters and reset the table, click the Clear button.

2. View Department Details

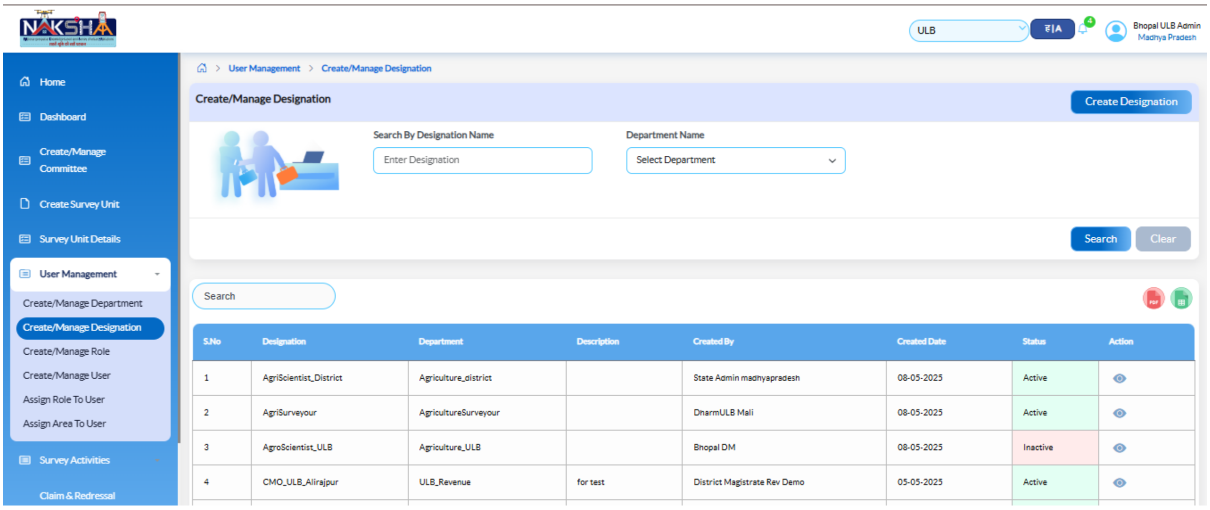
1. The table displays a list of departments with the following columns:
   - S.No: Serial number of the department entry.
   - Department: Name of the department.
   - Description: A brief description of the department.
   - Created By: The user who created the department.
   - Created On: The date the department was created.
   - Status: The current status of the department (e.g., Active).
   - Action: Options to view or edit the department (represented by icons).
2. Scroll through the table to view all departments if the list is long.
3. To view a particular department, click on the eye button in the Action column for the department you want to view.

3. Create a New Department



1. Click the "Create New" button located at the top-right corner of the interface.
2. A form will appear where you can enter details:
   - Enter the Department Name in the text field (required; error if not filled).
   - Optionally, add a Description in the text area.
3. Click "Submit" to create the department, or "Cancel" to discard.

7.2. Create/Manage Designation



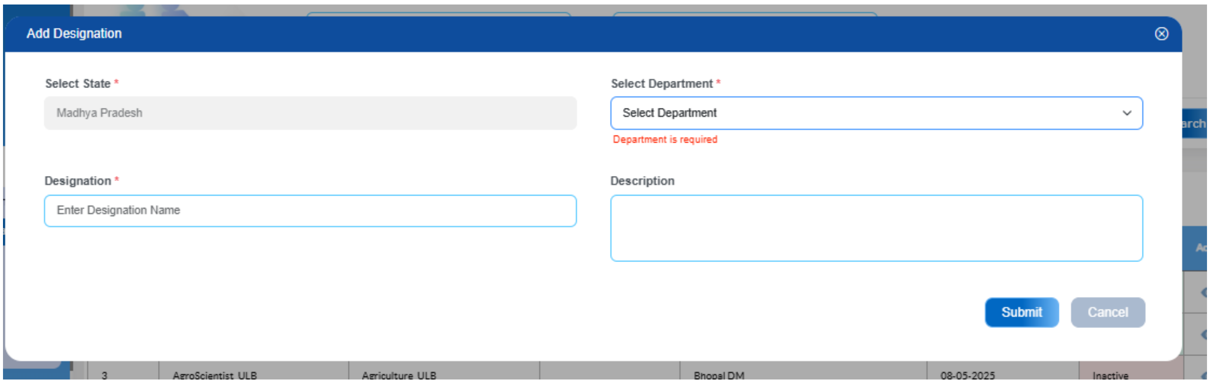
Navigation Path:
From the left sidebar, select "User Management."
Click "Create/Manage Designation" below "Create/Manage Department."

Purpose:
The Create/Manage Designation module allows ULB Admins to define and manage user designations within departments. It ensures users are assigned appropriate roles for survey and administrative duties.

Steps:

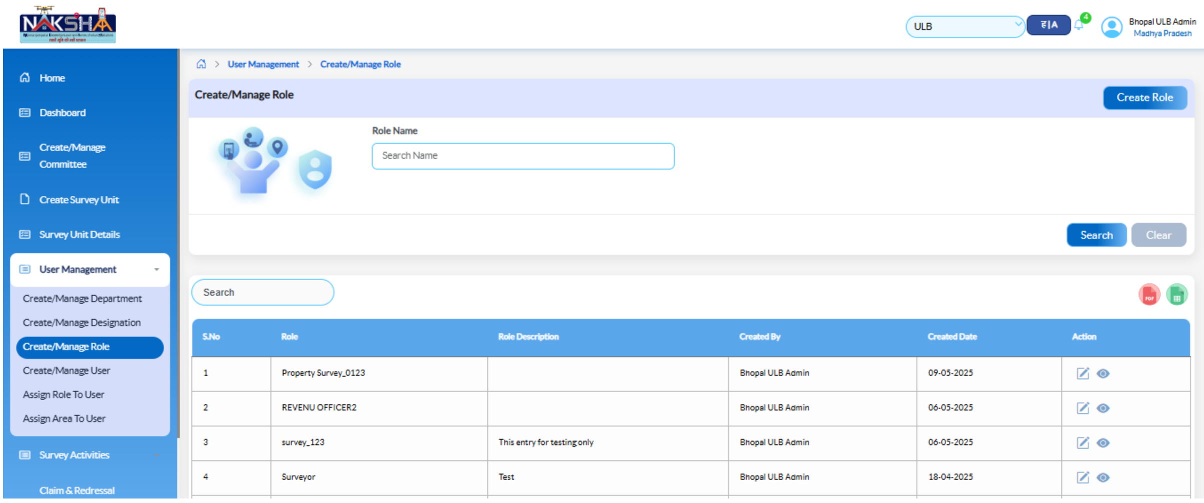
1. **Access the Create/Manage Designation Section:**
    1. Ensure you are in the "Create/Manage Designation" section of the application.
2. **Search for a Designation:**
    1. Enter the name of the designation you want to find in the "Enter Designation" text box.
    2. In the "Department Name" dropdown, select a department (default: Select Department).
    3. Click the Search button to display matching designations in the table below.
    4. To clear the search filters and reset the table, click the Clear button.
3. **View Designation Details:**
    1. The table displays a list of designations with the following columns:
        - S.No: Serial number of the designation entry.
        - Designation: Name of the designation.
        - Department: Associated department.
        - Description: A brief description of the designation.
        - Created By: The user who created the designation.
        - Created Date: The date the designation was created.
        - Status: The current status of the designation .
        - Action: Options to view or edit the designation (represented by icons).
        - To view a particular designation, click on the eye button in the Action column for the designation you want to view.

4. Create a New Designation



1. Click the "Create Designation" button on the top-right of the index page.
2. Open the Add Designation Form:
   - State is pre-selected in the dropdown.
   - Choose a department from the dropdown (required).
   - Enter the Designation Name in the text field (required).
   - Optionally, add a Description in the text area.
3. Click "Submit" to create the designation, or "Cancel" to discard.

7.3. Create/Manage Role



Navigation Path:
From the left sidebar, select "User Management."
Click "Create/Manage Role" below "Create/Manage Designation."

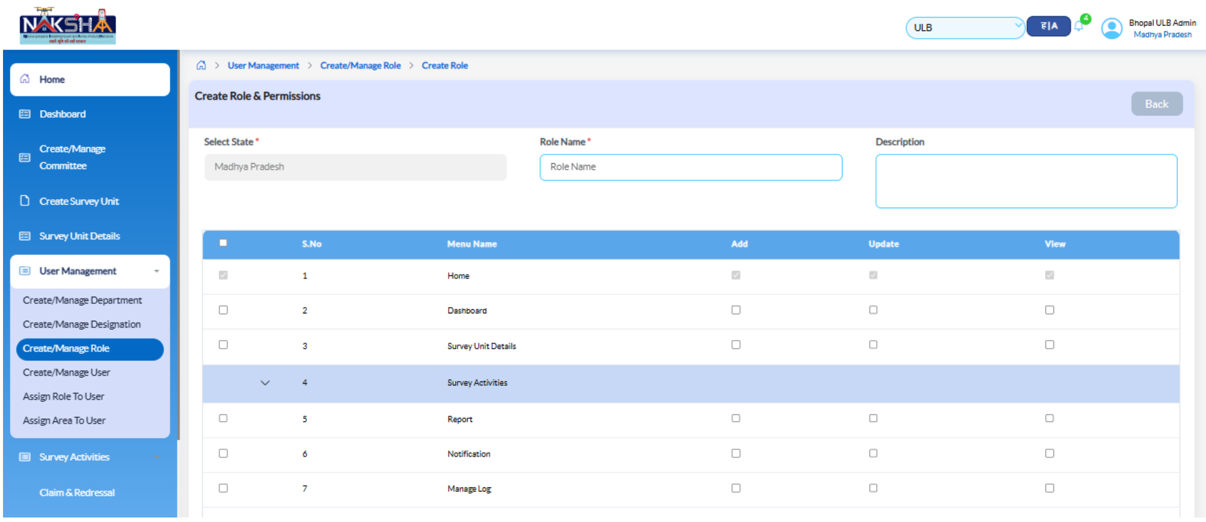
Purpose:
This module facilitates creating and managing roles with specific permissions for NAKSHA web application users. It ensures secure, role-based access to features like survey tracking and user management.

Steps:

1. **Search for a Role:**
   1. Enter the role name in the "Role Name" field.

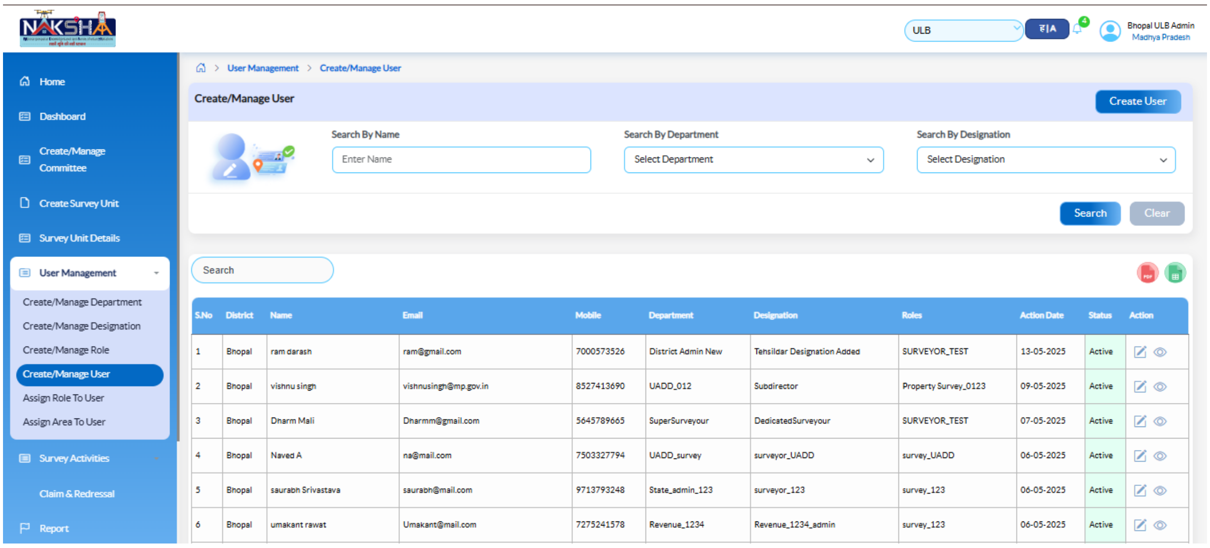
    2. Click the "Search" button to filter roles.
    3. Click the "Clear" button to reset the filter.
2. **Review Role Details:**
    1. The table displays:
        - S.No: Serial number of the role.
        - Role: Name of the role.
        - Role Description: Brief description of the role .
        - Created By: Name of the creator.
        - Created Date: Date of creation.
        - Action: Options to view or edit (eye icon for view, pencil icon for edit).

3. **Create a New Role:**



    1. Click the "**Create Role**" button on the top-right of the index page.
    2. **Role Details Input Fields:**
        1. State: Pre-filled with "Madhya Pradesh."
        2. Role Name: A mandatory field for entering the new role name.
        3. Description: An optional field for adding details about the role.
    3. **Permissions Assignment Table:**
        1. A list of menu options is displayed, where the user can assign permissions for different sections of the system.
        2. Columns in the table:
            1. S.No: Serial Number
            2. Menu Name: Name of the module
            3. Add: Checkbox for allowing adding permissions
            4. Update: Checkbox for allowing update permissions
            5. View: Checkbox for allowing view permissions
        3. Check the respective boxes to grant specific permissions.
    4. **Action Buttons:**
        1. Back Button: Allows returning to the previous page without saving changes.
        2. Submit Button: Saves the role with assigned permissions.

7.4. Create/Manage User



Navigation Path:
On the left sidebar, find "User Management."
Click "Create/Manage User" below "Create/Manage Role."

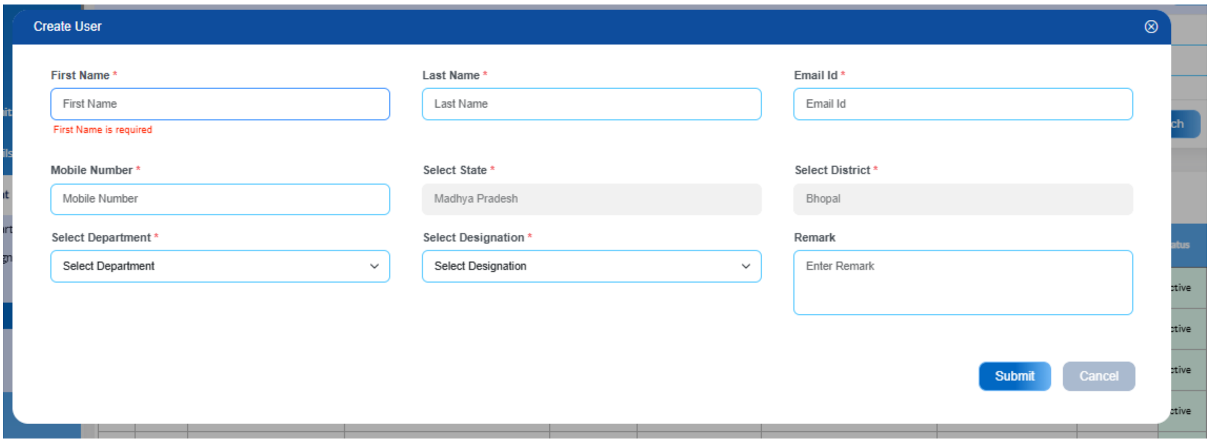
Purpose:
The Create/Manage User module enables ULB Admins to add and manage users, assigning them departments, designations, and roles. It ensures the right personnel are onboarded for survey and administrative tasks.

Steps:

1. You'll see a table listing all users with columns:
   - S.No: Serial number of the user.
   - District: Name of the district.
   - Name: Full name of the user.
   - Email: User's email address.
   - Mobile: User's mobile number.
   - Department: User's department.
   - Designation: User's designation.
   - Roles: Assigned roles.
   - Action Date: Date of the last action.
   - Status: User status.
   - Action: Icons for actions (eye icon for view, pencil icon for edit).

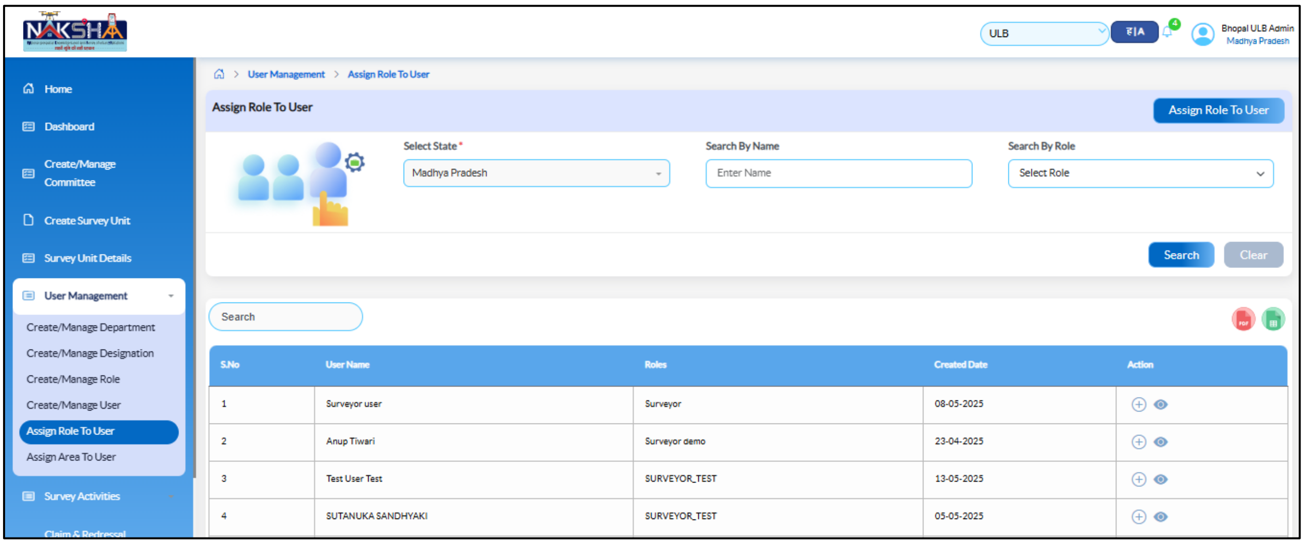
2. **Search for Users**
   - Use the search fields at the top to filter users:
     - Name: Type a name in the "Enter Name" field.
     - Department: Select a department from the "Select Department" dropdown.
     - Designation: Select a designation from the "Select Designation" dropdown.
   - Click the Search button to filter the table.
   - To reset the table, click the Clear button.

3. **View a User**
    1. Find the user in the table.
    2. In the Action column, click the eye icon to view the user's details.
4. **Edit a User**
    - Find the user in the table.
    - In the Action column, click the pencil icon to edit the user's details.
5. **Create a New User**



1. Click the "Create User" button on the top-right of the index page.
2. Enter User Details:
    - First Name: Enter the user's first name (required).
    - Last Name: Enter the user's last name (required).
    - Email ID: Enter the user's email address.
    - Mobile Number: Enter the user's mobile number (required).
    - Choose a department from the dropdown (required).
    - Choose a Designation from the dropdown (required).
    - Optionally, add a Remark in the text area.
    - Click "Submit" to create the user, or "Cancel" to discard.

7.5. Assign Role to User

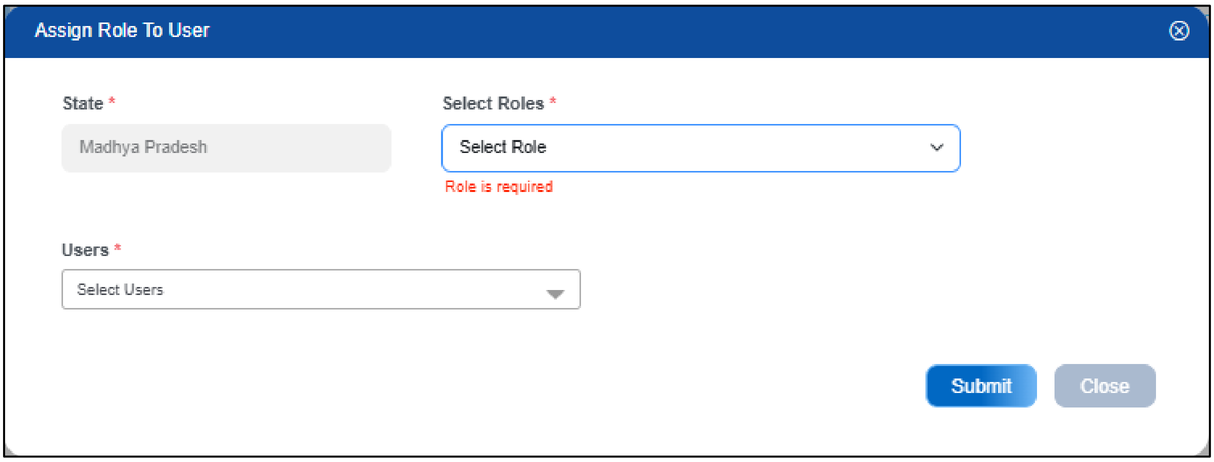


Navigation Path:
On the left sidebar, find "User Management."
Click "Assign Role to User" below "Create/Manage User."

Purpose:
This module allows ULB Admins to assign or update roles for users, ensuring they have appropriate permissions. It supports flexible role management for survey and administrative responsibilities.

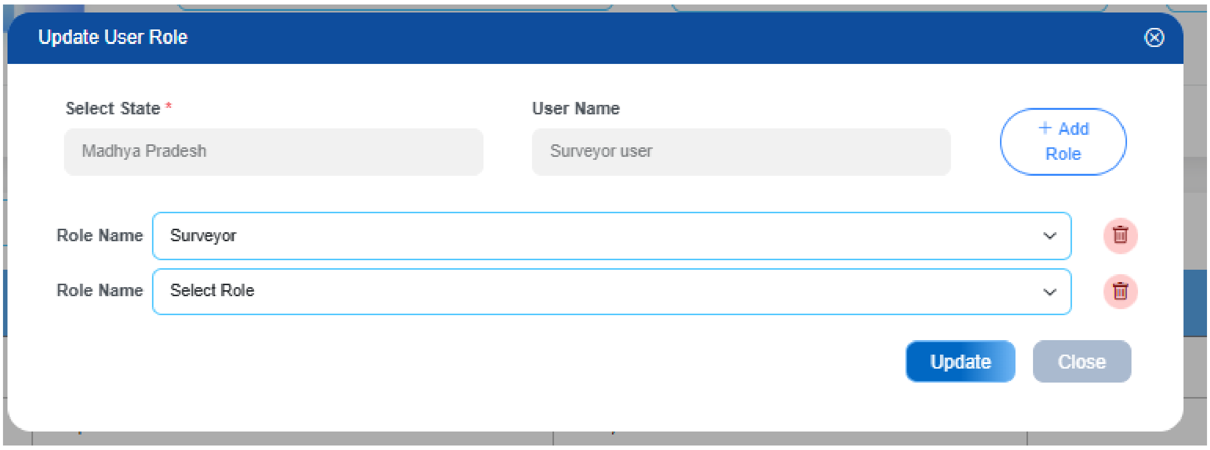
Steps:

1. **Access the Assign Role to User Section:**
   - Ensure you are in the "Assign Role to User" section of the application.
2. **Filter and Search Users & Assigned Roles:**
   - Select the state from the "Select State" dropdown.
   - Enter the user's name in the "Name" field.
   - Select a role from the "Role" dropdown.
   - Click the "Search" button to display the user list.
   - Click the "Clear" button to reset the filters.
3. **Review User Role Details:**
   - S.No: Serial number of the assignment.
   - User Name: Name of the user.
   - Roles: Assigned role.
   - Created Date: Date of assignment.
   - Action: Icons for actions (plus icon for assign, eye icon for view, pencil icon for edit).
4. **Create a New Role Assignment:**



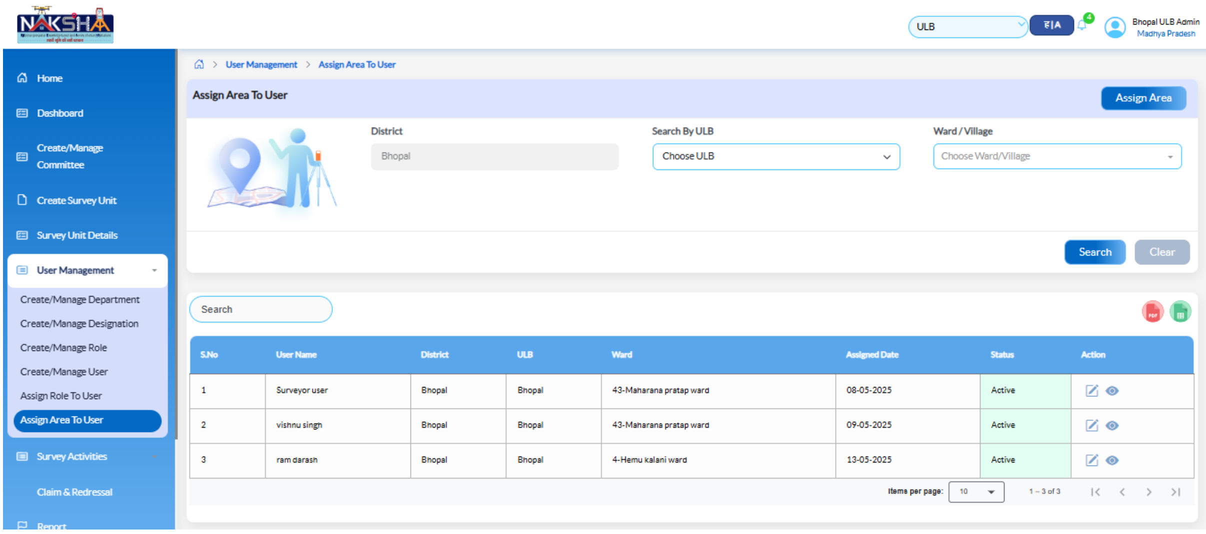
1. Click the "Assign Role to User" button on the top-right of the index page.
2. Popup Form Elements:
   - State: Pre-filled with "Madhya Pradesh."
   - Select Roles: A mandatory dropdown where the admin selects the role to be assigned.
   - Users: A dropdown where the admin selects the user to whom the role will be assigned.
3. Click "Submit" to assign the role, or "Close" to discard.

5. Edit Role Assignment:



1. From the index page, locate the user whose role you want to edit.
2. Click the pencil icon in the Action column for that user.
3. Update Role:
   - The State will be pre-selected (e.g., Madhya Pradesh).
   - The User Name will be pre-filled (e.g., Surveyor user).
   - Existing roles will be displayed (e.g., Surveyor) with a trash icon to remove them.
   - Add more roles by clicking the "+ Add Role" button and selecting additional roles from the dropdown.
4. Click "Update" to save the changes, or "Close" to discard.

7.6. Assign Area to User

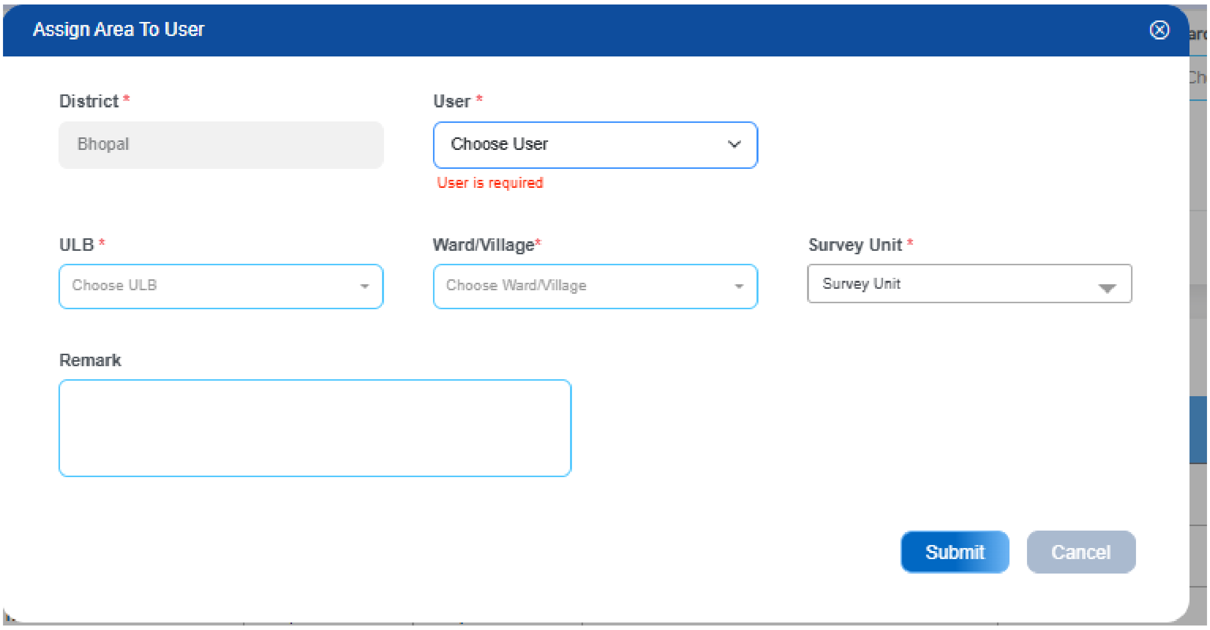


Navigation Path:
On the left sidebar, find "User Management."
Click "Assign Area to User" below "Assign Role to User."

Purpose:
The Assign Area to User module enables ULB Admins to allocate specific areas to users for survey tasks.

Steps:

1. **Filter and Search Users & Assigned Areas**
   - select a ULB from the "ULB" dropdown.
   - select a ward/village from the "Ward/Village" dropdown.
   - Click the "Search" button to display the user list.
   - Click the "Clear" button to reset the filters.
2. **View or Edit Assigned Area**
   1. In the table, locate the user.
   2. To view the user's assigned area, click the eye icon in the "Action" column.
   3. To edit the user's assigned area, click the pencil icon in the "Action" column.
   4. The table displays:
      - S.No: Serial number of the assignment.
      - User Name: Name of the user.
      - District: Name of the district.
      - ULB: Urban Local Body name.
      - Ward: Ward name.
      - Assigned Date: Date of assignment.
      - Status: Assignment status.
      - Action: Icons for actions (eye icon for view, pencil icon for edit).
3. **Assign a New Area**

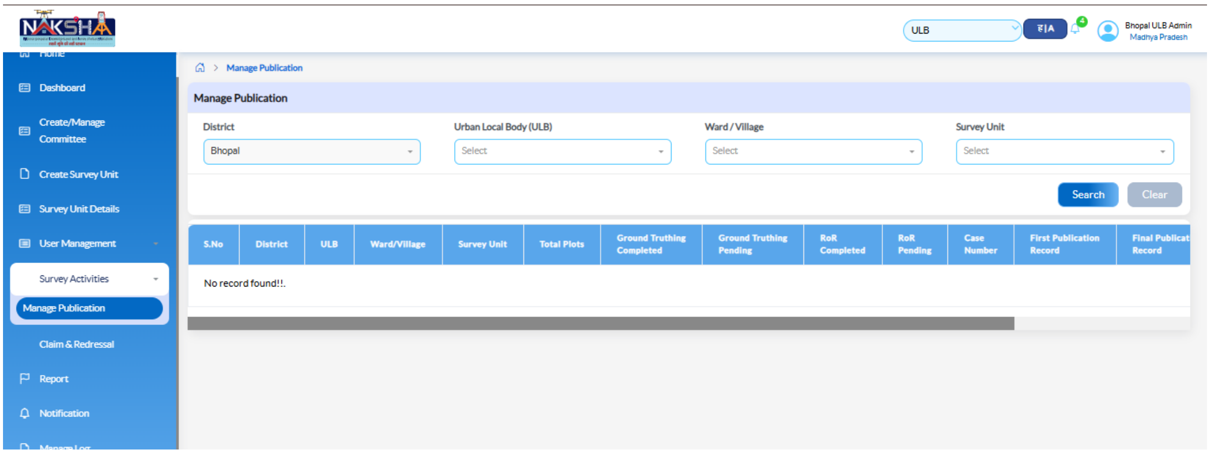


   - Choose a ULB from the dropdown (required).
   - Select a Ward/Village from the dropdown (required).
   - Choose a Survey Unit from the dropdown (required).
   - Select a User from the dropdown (required; error if not selected).
   - Optionally, add a Remark in the text area.

- Click "Submit" to assign the area, or "Cancel" to discard.

8. Survey Activities

8.1 Manage Publication



Navigation Path:
From the left sidebar, select "Manage Publication" under "Survey Activities" below "User Management."

Purpose:
This module enables ULB Admins to view and take action on Record of Rights (RoR) publication records, including First, Provisional, and Final Publication stages, ensuring accurate land record publication.

Steps:

1. **View All Publications:**
   1. On the Publication Module index page, a table displays all publication records with the following columns:
      - S.No: Serial number of the publication record.
      - District: Name of the district (e.g., Bhopal).
      - ULB: Urban Local Body name.
      - Ward/Village: Ward or village name.
      - Survey Unit: Survey unit name.
      - Total Plots: Total number of plots.
      - Ground Truthing Completed: Number of plots with ground truthing completed.
      - Ground Truthing Pending: Number of plots with ground truthing pending.
      - RoR Completed: Number of plots with Record of Rights completed.
      - RoR Pending: Number of plots with Record of Rights pending.
      - Case Number: Unique case number.
      - First Publication Record: Date of the first publication (e.g., 10-05-2025).
      - Final Publication Record: Date of the final publication (e.g., 20-05-2025).
      - Status: Publication status (e.g., Published).

- Remark: Additional notes (e.g., Awaiting approval).
- Action: Icons for actions (eye icon for view).

2. **Filters:**
   - District dropdown: Pre-selected district (e.g., Bhopal).
   - Search by ULB dropdown: Select an ULB (default: Choose ULB).
   - Ward/Village dropdown: Select a ward or village (default: Choose Ward/Village).
   - Search: Apply the selected filters to update the table.
   - Clear: Reset the filters to show all publication records.

2. **Publication Process:**
   - ULB Admin users are responsible for handling all three stages of RoR publication—First Publication, Provisional Publication, and Final Publication—as received from Surveyor users. The steps to view, verify, and take action are explained below.

3. **Common Initial Steps for All Publication Types**
   1. Access the Publication Module.
   2. Navigate to the Publication section from the dashboard/menu.
   3. A list of all publication records (First, Provisional, Final) will appear in the table view.
   4. View Specific Record:
      - Locate the desired record using filters (e.g., Surveyor name, ULB, status).
      - Click the eye icon in the Action column to open the Publication Detail View.
      - Here, you can see:
        - ➢ RoR Details
        - ➢ Map View
        - ➢ Forwarded documents and data from the Surveyor

Publication Process overview:

A. First Publication Process

Step 1: Review Data from Surveyor
- Review the data and map submitted for First Publication.

Step 2: Take Action

If Approved:
- Click "Proceed for 1st Publication".
- Complete:
  - OTP Verification
  - e-Sign Authentication

Once successful:
- The Publication Status is updated to "First Published".
- The record is visible and locked in the system as first-level published.

If Rejected:
- Click "Reject".
- Enter the mandatory remark.
- Click Submit.

The record is sent back to the Surveyor for corrections. Remarks will be visible to them for necessary updates.

B. Provisional Publication Process

Step 1: Review Data from Surveyor

- Review RoR and map sent for Provisional Publication.

Step 2: Take Action

If Approved:

- Click "Proceed for Provisional Publication".
- Complete:
  - OTP Verification
  - e-Sign Process

Upon success:

- Status changes to "Provisionally Published" across the system.

If Rejected:

- Provide remarks and click Reject.
- Record is returned to the Surveyor with remarks for correction.

C. Final Publication Process

Step 1: Review Data from Surveyor

- Review the final RoR data and map received for Final Publication.

Step 2: Take Action

If Approved:

- Click "Forward for Final Publication".
- Perform:
  - OTP Verification

After successful OTP:

- The record is forwarded to the District Admin (State-level) for final review and publication.
- Status updates to "Sent to District Admin".

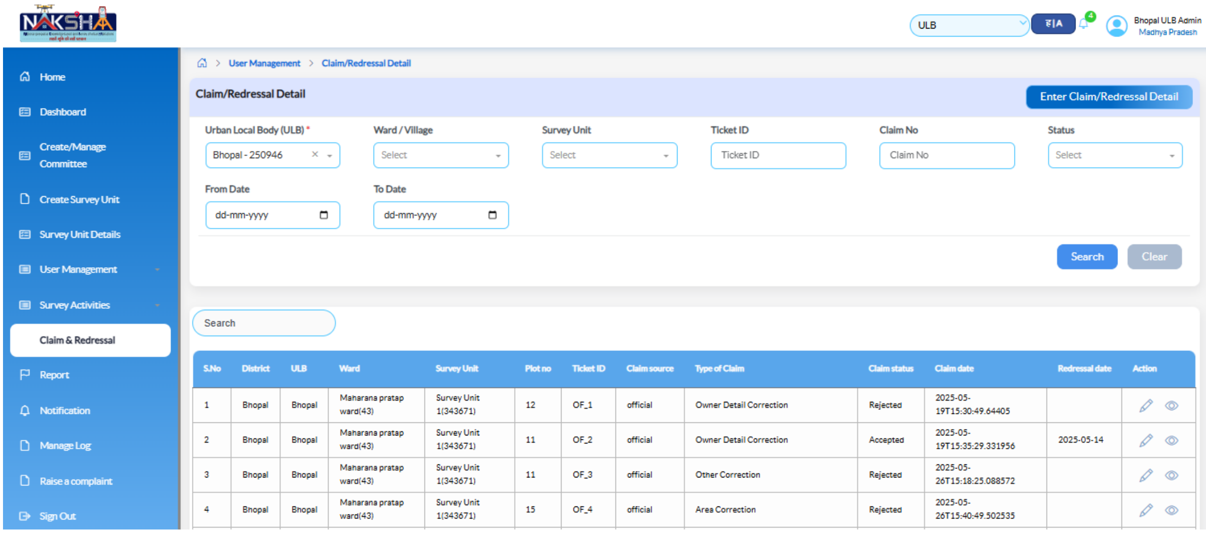
If Rejected:

- Enter a remark and click Reject.
- Data goes back to the Surveyor, and rejection remarks are shown for correction.

Important Notes for ULB Users

- Each publication level (First, Provisional, Final) follows the same review, reject, or approve structure.
- OTP and e-sign are mandatory for approval at each level.
- Rejected records include the reason/remark and remain traceable for resubmission.

9. Claim & Redressal



Navigation Path:
On the left sidebar, locate the "Claim and Redressal" option below "Manage Publication."
Click "Claim and Redressal" to open the module.

Purpose:
This module enables ULB Admins to manage internal and public claims related to land records, including entering, tracking, and resolving claims with supporting documents.

Steps:

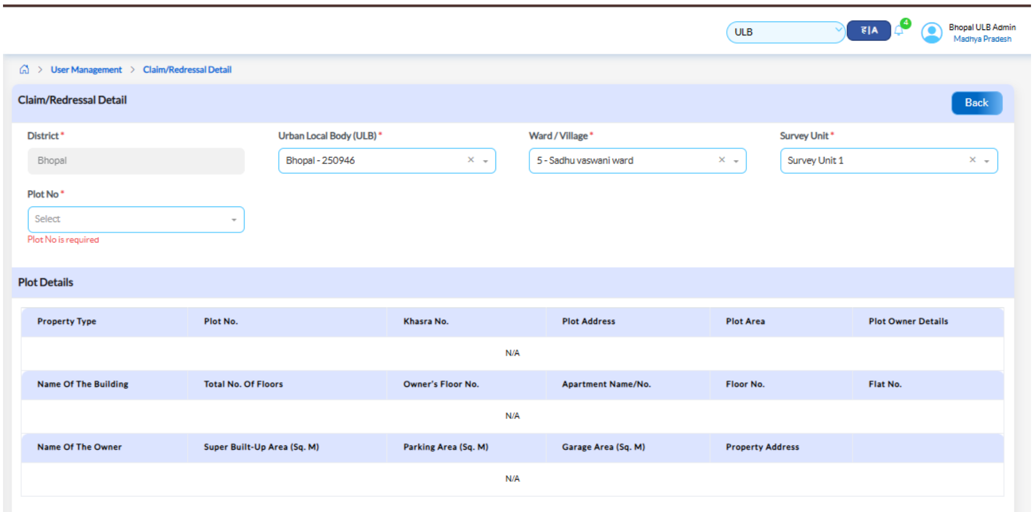
1. **Access the Claim and Redressal Module:**
   - On the left sidebar, locate the "Claim and Redressal" option.
   - Click "Claim and Redressal" to open the module.
2. **Use the Index Page:**
   1. View Claims: The main section displays a table listing all claims with the following columns:
      - ➢ S.No: Serial number of the claim.
      - ➢ District: Name of the district.
      - ➢ ULB: Urban Local Body name.
      - ➢ Ward/Village: Ward or village name.
      - ➢ Survey Unit: Survey unit name.
      - ➢ Claim ID: Unique identifier for the claim.
      - ➢ Claimant Name: Name of the claimant.
      - ➢ Claim Type: Type of claim (e.g., Ownership Dispute).
      - ➢ Claim Date: Date the claim was filed.
      - ➢ Status: Current status of the claim.
      - ➢ Assigned To: Name of the assigned officer.
      - ➢ Resolution Date: Date of resolution, if resolved.
      - ➢ Action: Icons for actions (eye icon for view, pencil icon for edit).
   2. Filters:
      - ➢ District dropdown: Pre-selected district (e.g., Bhopal).
      - ➢ Search by ULB dropdown: Select an ULB (default: Choose ULB).

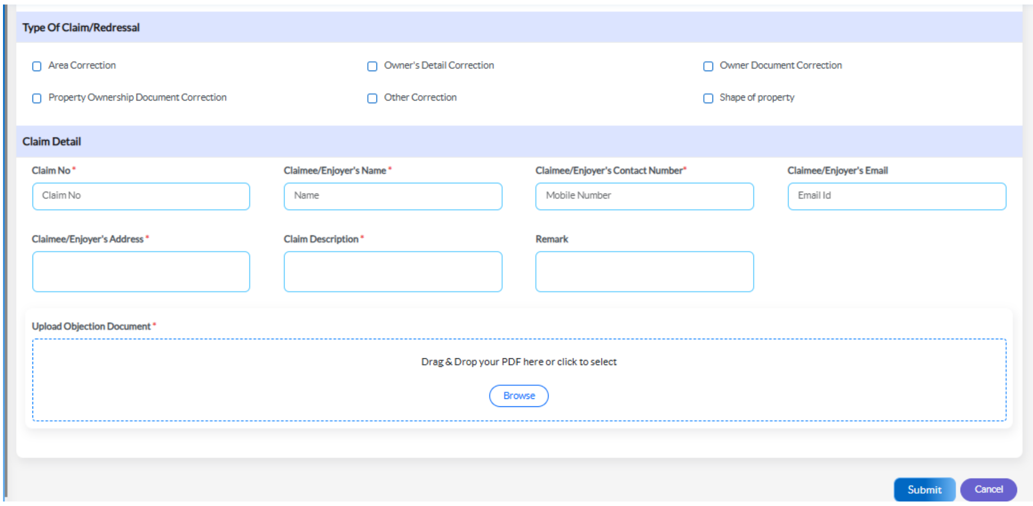
- ➢ Ward/Village dropdown: Select a ward or village (default: Choose Ward/Village).
- ➢ Search by Status dropdown: Select a status (default: Select Status).
- ➢ Search: Apply the selected filters to update the table.
- ➢ Clear: Reset the filters to show all claims.

3. Claim & Redressal Management:

- ULB Admins are responsible for managing both internal claims (entered via the Claim & Redressal form) and public claims (filed by citizens via the website). Below are the detailed steps to handle both types.

4. Entering New Claim & Redressal Details: (ULB Admin Form)





1. Access the Form:
   - Navigate to the “Claim & Redressal Details” section.
   - Click the “Enter Claim & Redressal Details” button to open the form.
2. Fill the Claim Details:
   - Claimant Name
   - Claim Type
   - Survey Number / Plot ID

        - Description of Claim
        - Relevant Dates (if applicable)
        - Attach Documents: Use "Choose File" to upload claim-supporting documents (PDF, images, etc.).

3. Submit the Claim:
    - After verifying all details, click "Submit".
    - The system will generate a unique Ticket Number.
    - This ticket number can be used to track the claim status.
4. Enter Redressal Status:
    - Once a case is under process, open it using the ticket number.
    - Fill in:
        - Redressal Status
        - Proceeding Notes
        - Upload Supporting Documents (if required)
    - Submit the redressal record.
    - Once submitted, claim and redressal entries cannot be edited.

5. Managing Public Claims (Filed via Website)

- Access Public Claims Table:
    - Go to the Public Claims section from the dashboard/menu.
    - You'll see a table listing all public claims filed via the website.
- View & Edit Claim Details:
    - Locate the claim you wish to process.
    - Click "Edit Claim Details" in the Action column.
- Review Pre-Filled Claim Information:
    - All public claim fields (name, plot, issue, documents) will be pre-filled.
- Take Action:
    - Select the Claim Status from the dropdown:
        1. Accept
        2. Reject
    - Enter:
        3. Redressal Description
        4. Attach Proceedings/Response Documents (optional)
- Submit Final Decision: Click "Submit" to finalize and close the claim.
- Once a public claim's redressal is submitted, it cannot be reopened or modified.

6. Important Notes

- All claims are tracked via system-generated ticket numbers.
- Only ULB Admin has access to edit public claims and enter redressal outcomes.
- Status filters can be used to view:
    - Pending Claims
    - Resolved Claims
    - Rejected Claims

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