



**User Manual**  
**for**  
**Joint Mortgage Service**  
**(Industrial Estate Management System)**

**Developed for**  
**Directorate of Industries & Enterprise Promotion,**  
**Uttar Pradesh**



**Dated: 01.04.2026**

**Submitted by:**



**Designed & Developed by:**



## Table of Contents

<b>1. Introduction .....</b>	<b>3</b>
<b>1.1. Overview of the Web Application.....</b>	<b>3</b>
<b>1.2. Scope of the User Manual.....</b>	<b>3</b>
<b>1.3. Intended Audience of the Application .....</b>	<b>3</b>
<b>1.4. Application Conventions.....</b>	<b>3</b>
<b>2. View Applications Submitted by the Applicant for Joint Mortgage (DIC).....</b>	<b>4</b>
<b>3. Approval of Applications Submitted for Joint Mortgage (DIC) .....</b>	<b>5</b>
<b>4. Appeal against Applications Submitted for Joint Mortgage (JCI) .....</b>	<b>7</b>
<b>5. Technical Support .....</b>	<b>8</b>

## **1. Introduction**

### **1.1. Overview of the Web Application**

The software has been developed for the Joint Mortgage service on the Industrial Estate Management System (IEMS) web portal of the Department of Industries and Enterprise Promotion, Uttar Pradesh. The module is designed and developed for use by the respective authority to view, approve, reject, raise a query, and process applications and appeals related to specific service requests through the web portal. It enables authorized users to log in and view, manage, process, and execute service requests.

The project details, notifications, intimations, and status of acceptance and rejection will be available to the respective users for further processing.

The concerned departmental users can also view the status of the entire project execution through their login and will receive 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 respective authority will use the web portal to view, approve, reject, raise a query, and appeal applications submitted for the respective service requests and process them after logging in.

### **1.3. Intended Audience of the Application**

Directorate of Industries & Enterprise Promotion, Government of Uttar Pradesh will be the intended audience of this application.

### **1.4. Application Conventions**

The application has the following conventions:

- a. Fields marked with an \* indicate mandatory fields.
- b. Error messages will be displayed in a pop-up box.
- c. Success messages will be displayed in a pop-up box.
- d. All menu links will be displayed in the side menu.

## 2. View Applications Submitted by the Applicant for Joint Mortgage (DIC)

The approval process begins by reviewing the application details available on the dashboard screen of the web portal.

The dashboard displays the following information:

- Plot/Shed Status:** Total: 293. Includes PLOTS (292 Total, 255 Vacant, 37 Allotted) and SHEDS (1 Total, 0 Vacant, 1 Allotted).
- Total Allotment:** Gem (2), Offline (33), Direct (2).
- Total Revenue:** ₹ 80000.00 (Eighty Thousand Only).
- Request Status:** REQUEST RECEIVED (133), REQUEST PENDING (85), REQUEST IN PROCESS (3), QUERY MARKED (3), REQUEST CLOSED (48).
- Service Wise Status:**

Service Name	Total Request Received	Total Pending Requests	Total Requests under Objection	Total Approved Requests	Total Rejected Requests
1 Request for Allotment of Plots/Sheds	55	34	0	21	0
2 Sending Request for Lease Deed Execution and Registration	28	18	2	10	0
3 Request for Transfer & Ownership Change-Modification of partner	3	3	0	0	0
4 Request for Transfer & Ownership Change	5	5	0	0	0
5 Request for Transfer & Ownership Change-Legal Heir	2	2	0	0	0
6 Service for Mortgage Permissions	8	2	0	4	2
7 Request for issue of 'No Dues' Certificate by the department after payment of all dues.	18	10	0	6	2
8 Request for Division of the Land.	3	2	0	0	1
9 Request for Change / Addition of Product	5	2	1	2	1
10 Request for Additional Unit	1	1	0	0	0
<b>Total</b>	<b>128</b>	<b>79</b>	<b>3</b>	<b>43</b>	<b>6</b>
- Land Type Details by Category:**

Category	Offline Allotted	Direct Allotted	GeM Allotted	Vacant
M Manufacturing / Industrial Plot	23	2	0	964
<b>Total</b>	<b>23</b>	<b>2</b>	<b>0</b>	<b>964</b>
- Zone Wise Status:**

Zone	Type	Vacant/Allotted	Request Received	Request Pending	Request In Process	Query Marked	Request Closed
PASHCHIMANCHAL	NA	0/0	215	122	3	3	93
	Plot	12/21	74	40	0	0	34
	Shed	0/1	1	1	0	0	0
<b>Total</b>		<b>12/22</b>	<b>290</b>	<b>163</b>	<b>3</b>	<b>3</b>	<b>127</b>

### 3. Approval of Applications Submitted for Joint Mortgage (DIC)

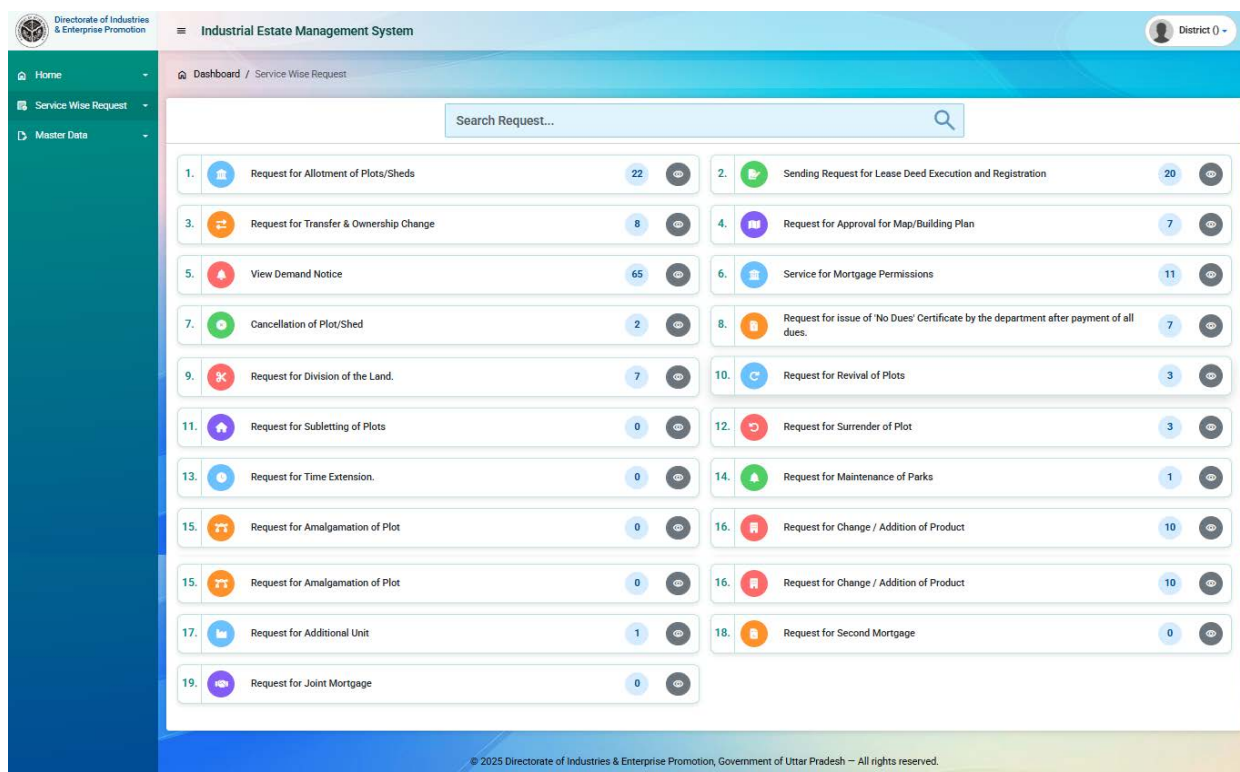
To proceed with actions on an application submitted for the Joint Mortgage service, click the **“Service Wise Request”** option in the side menu and select the service **“Joint Mortgage”**.

The screenshot displays the Industrial Estate Management System dashboard. The top navigation bar includes the Directorate of Industries & Enterprise Promotion logo, the system name, and a user profile dropdown. The left sidebar contains menu items: Home, Service Wise Request, and Master Data. The main content area is divided into several sections:

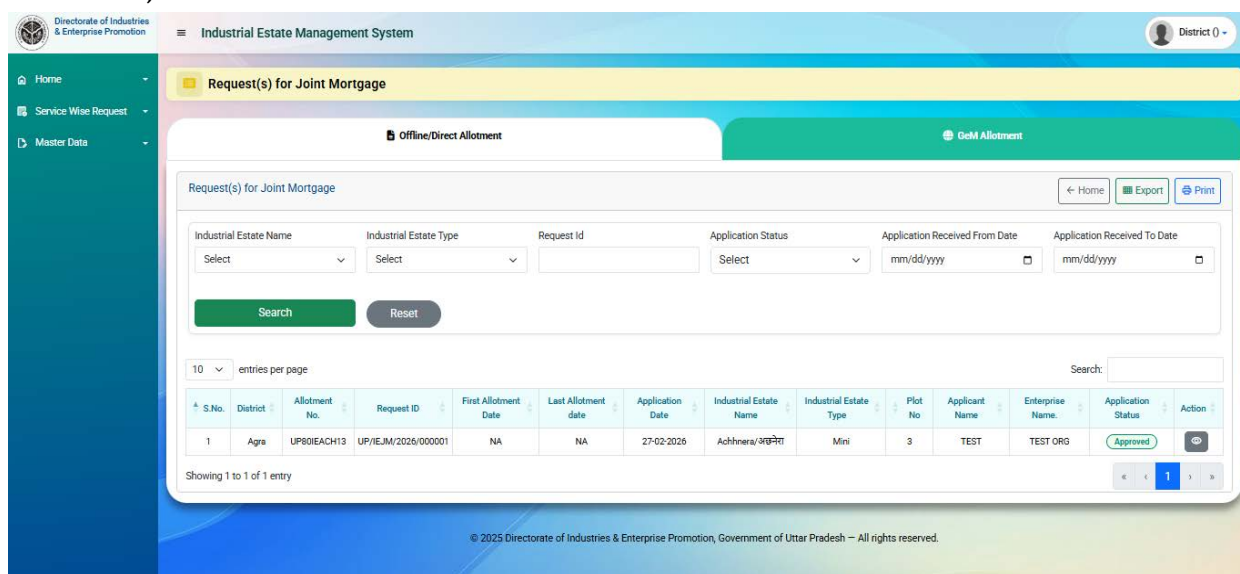
- Dashboard:** A summary section with a 'Plot/Shed Status' table showing 292 total plots (292 total, 255 vacant, 37 allotted) and 1 total shed (1 total, 0 vacant, 1 allotted). It also shows 'Total Allotment' for Gem (2), Offline (33), and Direct (2) methods, and a 'Total Revenue' of ₹80,000.00 (Eighty Thousand Only).
- Request Status:** A row of colored boxes representing request counts: 133 Request Received, 85 Request Pending, 3 Request In Process, 3 Query Marked, and 48 Request Closed.
- Service Wise Status:** A table with columns for Service Name, Total Request Received, Total Pending Requests, Total Requests under Objection, Total Approved Requests, and Total Rejected Requests. It lists 10 services, with a total of 128 requests received, 79 pending, 3 under objection, 43 approved, and 6 rejected.
- Land Type Details by Category:** Two tables showing details for Manufacturing / Industrial Plots. The first table shows 23 offline allotted, 2 direct allotted, 0 GeM allotted, and 964 vacant plots. The second table adds a category for industry units, showing 5 offline allotted, 0 direct allotted, 0 GeM allotted, and 15 vacant units, for a total of 28 offline allotted, 2 direct allotted, 0 GeM allotted, and 979 vacant units.
- Zone Wise Status:** A table showing request counts by zone (PASHCHIMANCHAL) and type (NA, Plot, Shed). It includes columns for Vacant/Allotted, Request Received, Request Pending, Request In Process, Query Marked, and Request Closed. The total across all categories is 290 requests received, 163 pending, 3 in process, 3 query marked, and 127 closed.

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## User Manual for Joint Mortgage Service (Industrial Estate Management System), Developed for Directorate of Industries & Enterprise Promotion, Uttar Pradesh



- Once the service request (**Joint Mortgage**) is selected to perform the relevant action, a new page displaying the list of submitted applications appears on the screen, as shown below.



- To perform the required action for a specific application, click the **“View”** action button from the grid. The application actions page (**Query/Approve/Reject**) with application details appears, as shown below.
- To approve, click the **“Approve”** button below.
- To raise a query for the submitted application, click the **“Raise Query”** button below. Once the **“Raise Query”** button is clicked, a pop-up screen with a query remarks box appears, as shown below.
- Click the **“Submit”** button to submit the remarks and raise a query.

- To reject an application, click the “**Reject**” button. The rejection confirmation dialog box appears, as shown below.
- Click the “**Yes, Reject**” button to reject the application.

## 4. Appeal against Applications Submitted for Joint Mortgage (JCI)

The Appellate Authority (JCI Login) can view the application details after logging in to the IEEMS web portal.

The screenshot displays the IEEMS dashboard for a user logged in as JCI 0. The dashboard includes several key sections:

- Plot/Shed Status:** A summary of plots and sheds. Total: 735.
 

<b>PLOTS</b>	734 Total Plots	697 Vacant Plots	37 Allotted Plots
<b>SHEDS</b>	1 Total Sheds	0 Vacant Sheds	1 Allotted Sheds
- Total Allotment:** Gem (2), Offline (33), Direct (2).
- Total Revenue:** ₹ 80000.00 (Eighty Thousand Only).
- Request Status:**

REQUEST RECEIVED: 133	REQUEST PENDING: 85	REQUEST IN PROCESS: 3	QUERY MARKED: 3	REQUEST CLOSED: 48
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- Service Wise Status:** A table showing request counts across various services.
 

Service Name	Total Request Received	Total Pending Requests	Total Requests under Objection	Total Approved Requests	Total Rejected Requests
1 Request for Allotment of Plots/Sheds	55	34	0	21	0
2 Sending Request for Lease Deed Execution and Registration	28	18	2	10	0
3 Request for Transfer & Ownership Change-Modification of partner	3	3	0	0	0
4 Request for Transfer & Ownership Change	5	5	0	0	0
5 Request for Transfer & Ownership Change-Legal Heir	2	2	0	0	0
6 Service for Mortgage Permissions	8	2	0	4	2
7 Request for issue of 'No Dues' Certificate by the department after payment of all dues.	18	10	0	6	2
8 Request for Division of the Land.	3	2	0	0	1
9 Request for Change / Addition of Product	5	2	1	2	1
10 Request for Additional Unit	1	1	0	0	0
<b>Total</b>	<b>128</b>	<b>79</b>	<b>3</b>	<b>43</b>	<b>6</b>
- Land Type Details by Category:** Two tables showing details for Manufacturing / Industrial Plot.
 

Category	Offline Allotted	Direct Allotted	GeM Allotted	Vacant
M Manufacturing / Industrial Plot	23	2	0	964
M1 Industry whose recognized by the State Government (Large / Micro, Small, and Medium Manufacturing Units and Logistics & Transportation / Warehousing Units)	5	0	0	15
<b>Total</b>	<b>28</b>	<b>2</b>	<b>0</b>	<b>979</b>
- Zone Wise Status:** A table showing request counts by zone and type.
 

Zone	Type	Vacant/Allotted	Request Received	Request Pending	Request in Process	Query Marked	Request Closed
PASHCHIMANCHAL	NA	0/0	215	122	3	3	93
	Plot	12/21	74	40	0	0	34
	Shed	0/1	1	1	0	0	0
<b>Total</b>		<b>12/22</b>	<b>290</b>	<b>163</b>	<b>3</b>	<b>3</b>	<b>127</b>

**Note:** The remaining authorities will have view-only access to the applications on the IEMS web portal.

## **5. Technical Support**

If any technical error occurs while using this software or web application, you can contact the technical helpline number at +91-522-4150500 or raise a query by emailing at [info@iemsme.in](mailto:info@iemsme.in).