



User Manual
for
Maintenance of Parks Service
(Industrial Estate Management System)

Developed for
Directorate of Industries & Enterprise Promotion,
Uttar Pradesh



Dated: 01.04.2026

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 Maintenance of Parks service on the Industrial Estate Management System (IEMS) web portal of the Department of Industries & 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, 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.

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

The 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 Maintenance of Parks (JCI)

The approval process can begin by reviewing the application details available on the web portal's dashboard screen.

The dashboard provides a comprehensive overview of the Industrial Estate Management System. It includes the following sections:

- Plot/Shed Status:** A summary of plots and sheds, categorized by total, vacant, and allotted counts.
- Total Allotment:** A breakdown of allotment types: Gem (2), Offline (33), and Direct (2).
- Total Revenue:** A summary of revenue generated, currently at ₹ 80,000.00 (Eighty Thousand Only).
- Request Status:** A summary of request counts across different stages: Request Received (133), Request Pending (85), Request in Process (3), Query Marked (3), and Request Closed (48).
- Service Wise Status:** A table detailing the status of requests across various services.
- Land Type Details by Category:** Two tables providing detailed information on land types, including Manufacturing/Industrial Plots and other categories, with columns for Offline Allotted, Direct Allotted, GeM Allotted, and Vacant.
- Zone Wise Status:** A table showing the status of requests across different zones, including PASHCHIMANCHAL, with columns for Type, Vacant/Allotted, Request Received, Request Pending, Request in Process, Query Marked, and Request Closed.

Category	Total	Vacant	Allotted
PLOTS	734	697	37
SHEDS	1	0	1

Status	Count
REQUEST RECEIVED	133
REQUEST PENDING	85
REQUEST IN PROCESS	3
QUERY MARKED	3
REQUEST CLOSED	48

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
Total	128	79	3	43	6

Category	Offline Allotted	Direct Allotted	GeM Allotted	Vacant
M Manufacturing / Industrial Plot	23	2	0	954
Total	23	2	0	954

Category	Offline Allotted	Direct Allotted	GeM Allotted	Vacant
M Manufacturing / Industrial Plot	23	2	0	954
MT Industry whose recognized by the State Government (Large / Micro, Small, and Medium Manufacturing Units and Logistics & Transportation / Warehousing Units)	5	0	0	15
Total	28	2	0	979

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
Total		12/22	290	163	3	3	127

3. Approval of Applications Submitted for Maintenance of Parks (JCI)

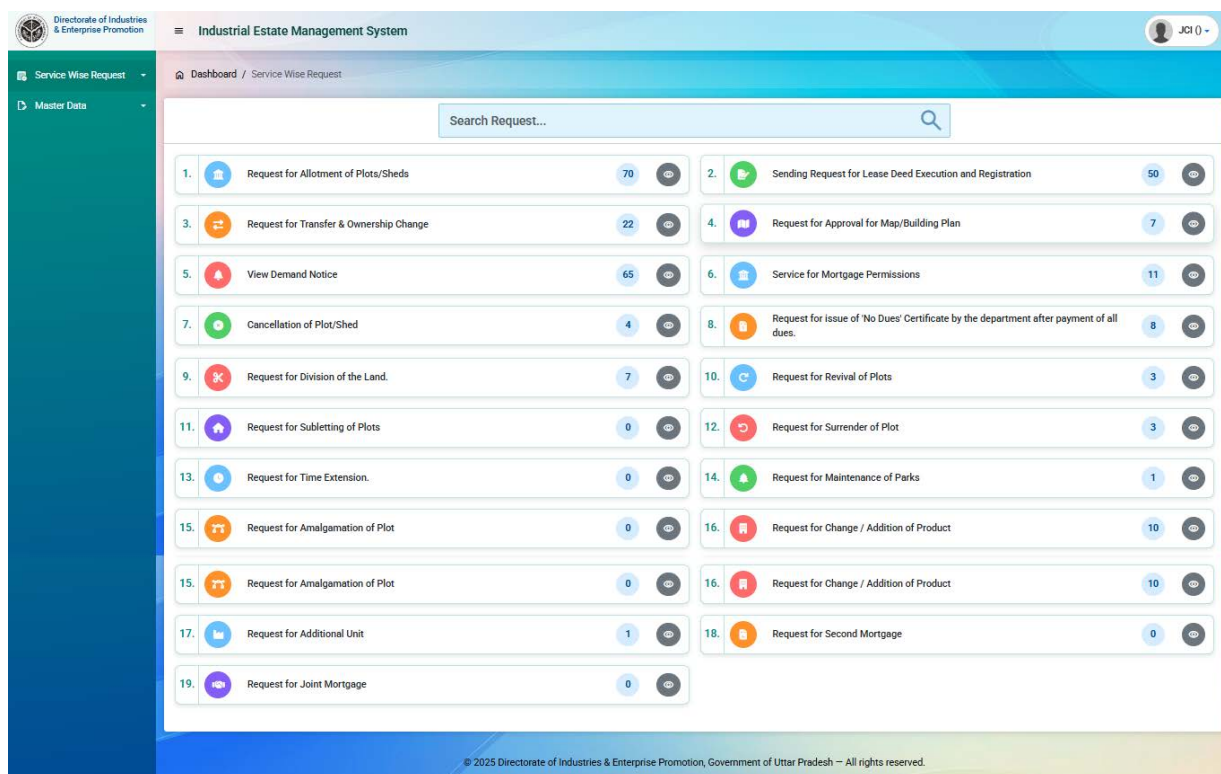
To proceed with actions on an application submitted for the Maintenance of Parks service, click the “Service Wise Request” option in the side menu and select the service “Maintenance of Parks”.

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 icon labeled 'JCI ()'. The left sidebar contains menu items for 'Service Wise Request' and 'Master Data'. The main dashboard area is divided into several sections:

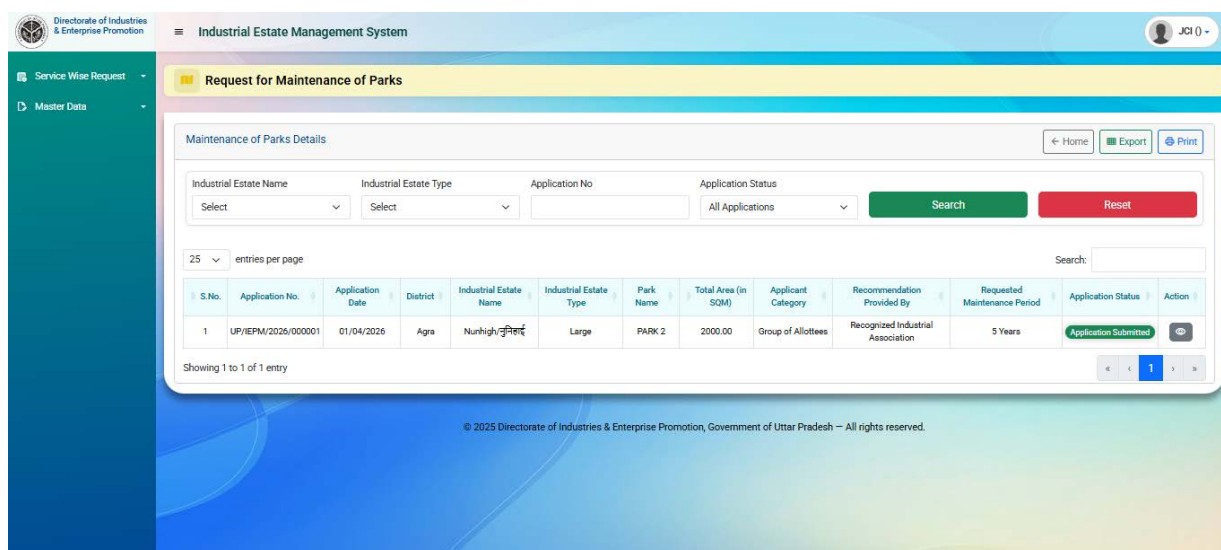
- Plot/Shed Status:** A summary table showing 735 total plots/sheds, categorized by Plots (734 Total, 697 Vacant, 37 Allotted) and Sheds (1 Total, 0 Vacant, 1 Allotted).
- Total Allotment:** A list of allotment types: Gem (2), Offline (83), and Direct (2).
- Total Revenue:** A red box indicating ₹ 80000.00 (Eighty Thousand Only).
- Request Status:** A row of colored boxes showing counts for Request Received (133), Request Pending (85), Request in Process (3), Query Marked (3), and Request Closed (48).
- 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 service categories with their respective counts.
- Land Type Details by Category:** Two tables showing details for Manufacturing / Industrial Plot and Industry whose recognized by the State Government (Large / Micro, Small, and Medium Manufacturing Units and Logistics & Transportation / Warehousing Units).
- Zone Wise Status:** A table showing status across different zones (e.g., PASHCHIMANCHAL) and types (NA, Plot, Shed), with columns for Vacant/Allotted, Request Received, Request Pending, Request in Process, Query Marked, and Request Closed.

At the bottom of the dashboard, there is a copyright notice: © 2025 Directorate of Industries & Enterprise Promotion, Government of Uttar Pradesh – All rights reserved.

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- Once the service request (**Maintenance of Parks**) is selected, 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.

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Directorate of Industries & Enterprise Promotion

Industrial Estate Management System

JCI 0

Dashboard / Service Wise Request / Request for Maintenance of Parks / Request for Maintenance of Park Preview

Service Wise Request

Master Data

Preview Print

Basic Details/सामान्य विवरण

1: District/जिल्हा	Agra	2: Industrial Estate Name /औद्योगिक आस्थान का नाम	Nunhigh/नुनिहाई
3: Industrial Estate Type /औद्योगिक आस्थान का प्रकार	Large	4: Land Type/भूखंड का प्रकार	M
5: Name of Park/पार्क का नाम	PARK 2	6: Total Area of Park (Sq. m.)/पार्क का कुल क्षेत्रफल (वर्ग मीटर)	2000.00

Applicant Details/अर्पितकर्ता का विवरण

1: Applicant Category Group of Allottees

Sl.No.	Name of Applicant	Registration No	Authorized Person	Designation	Mobile	Email	Address	Firm Name	Legal Status Of Firm	Firm Address
1	zvczcv	NA	NA	sdfdsf	6392864151	samrat.ar1999@gmail.com	Unnamed RoadNai Basti	efewr	Pvt Ltd	Unnamed RoadNai Basti

Eligibility & Recommendation Details

1: Recommendation Provided By	Recognized Industrial Association	2: Recommended Authority Name	Recommended Authority Name
3: Recommendation Letter Reference No.	65456463	4: Date of Recommendation	26/03/2026

Maintenance Request Details

1: Requested Maintenance Period	5 Years	2: Proposed Maintenance Start Date	01/04/2026
3: Proposed Maintenance End Date	01/04/2031		

Scope of Maintenance

- Lawn & Green Area Maintenance
- Tree Plantation & Care
- Watering & Irrigation
- Cleaning & Waste Removal
- Temporary Benches (with permission)
- Temporary Exercise / Recreation Equipment (with permission)

Uploaded Documents/अपलोड किए गए दस्तावेज

1: Recommendation letter from Industrial Association / Deputy Commissioner of Industries.	View
2: Affidavit (₹500 Stamp Paper)	View
3: Identity Proof of Authorized Signatory	View
4: Industrial Estate Map Highlighting Park Area	View

Declaration/घोषणा

Affidavit Submission --- Affidavit on ₹500 Stamp Paper

Applicant Undertakes That:

1. The park shall be used only as a park
2. No permanent construction shall be undertaken
3. No encroachment shall be done
4. Temporary facilities will be installed only after written approval
5. Maintenance rights can be withdrawn anytime without compensation
6. Temporary structures shall be removed within 30 days of withdrawal
7. Penalty of ₹1000 per day is acceptable in case of encroachment

Inspection & Monitoring Acknowledgement

Applicant Acknowledges That:

1. Monthly inspection reports will be submitted by field officers
2. Any violation may lead to immediate withdrawal of permission

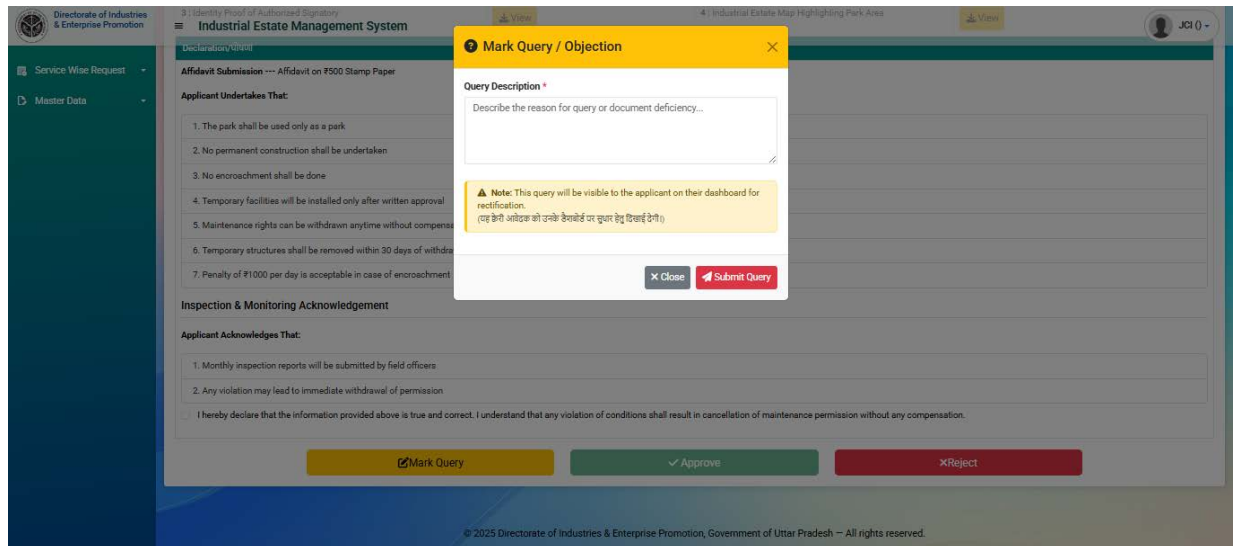
I hereby declare that the information provided above is true and correct. I understand that any violation of conditions shall result in cancellation of maintenance permission without any compensation.

Mark Query
Approve
Reject

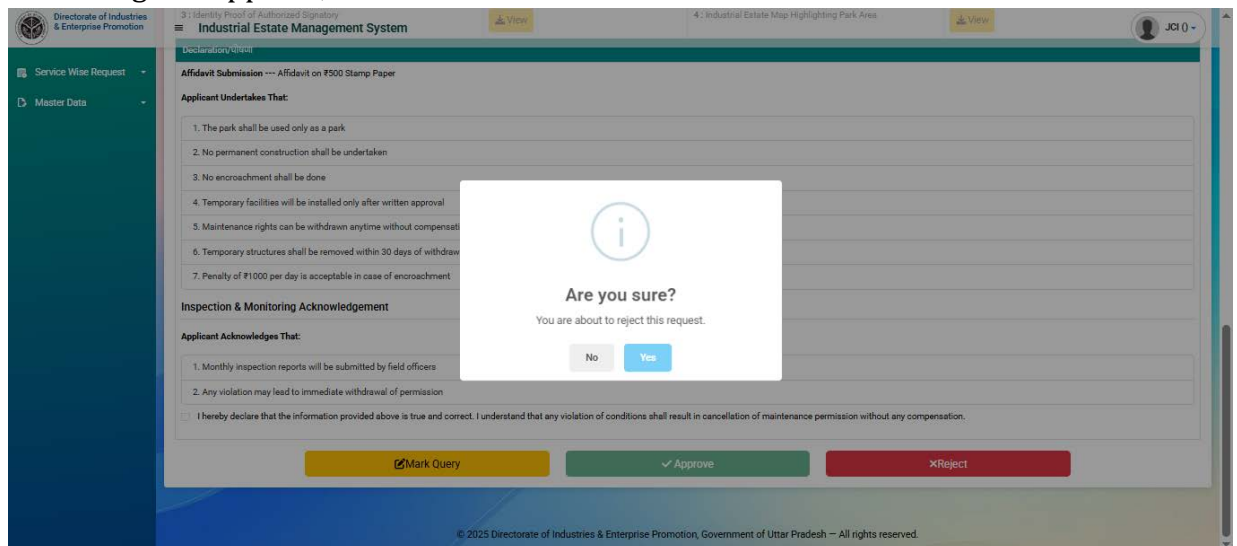
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- To approve, click the **“Approve”** button below.
- To raise a query for the submitted application, click the **“Raise Query”** button below. Once the **“Raise Query”** button is clicked, a pop-up screen with a query remarks box appears, as shown below.

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- 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 Maintenance of Parks (AC)

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

The screenshot displays the IEMS dashboard with the following sections:

- Plot/Shed Status:**

Total: 8992		
PLOTS	8977 Total Plots	8900 Vacant Plots
		77 Allotted Plots
SHEDS	15 Total Sheds	14 Vacant Sheds
		1 Allotted Sheds
- Total Allotment:**
 - Gem: 0
 - Offline: 57
 - Direct: 2
- Total Revenue:** ₹ 44211.00 (Forty Four Thousand Two Hundred Eleven Only)
- Request Status:**
 - REQUEST RECEIVED: 245
 - REQUEST PENDING: 116
 - REQUEST IN PROCESS: 5
 - QUERY MARKED: 5
 - REQUEST CLOSED: 129
- Service Wise Status Table:**

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	112	50	1	61	1
2 Sending Request for Lease Deed Execution and Registration	63	25	2	38	0
3 Request for Transfer & Ownership Change-Modification of partner	6	6	0	0	0
4 Request for Transfer & Ownership Change	12	8	0	4	0
5 Request for Transfer & Ownership Change-Legal Heir	5	3	0	2	0
6 Service for Mortgage Permissions	11	3	0	6	2
7 Request for issue of 'No Dues' Certificate by the department after payment of all dues.	20	10	0	8	2
8 Request for Division of the Land.	7	5	0	1	1
9 Request for Change / Addition of Product	7	4	2	2	1
10 Request for Additional Unit	2	2	0	0	0
Total	245	116	5	122	7
- Land Type Details by Category Table:**

Category	Offline Allotted	Direct Allotted	GeM Allotted	Vacant
M Manufacturing / Industrial Plot	33	2	0	936
M1 Industry whose recognized by the State Government (Large / Micro, Small, and Medium Manufacturing Units and Logistics & Transportation / Warehousing Units)	20	0	0	0
M2 Service Sector Enterprises (Healthcare, Finance, Technology, Retail, and Education)	3	0	0	1
M3 Specialized Training Institute / Common Facility Center (Hospital-dispansary-clinic) and Residential / Housing Accommodation for staff / workers (Hostel, dormitory)	3	0	0	0
M4 Commercial establishments whose manufacturing units are operated in the industrial area itself.	0	0	0	0
M5 Residential cum office (Mixed) buildings whose manufacturing units are operated in the industrial area itself. (in the premises of own manufacturing unit / plot)	0	0	0	0
Total	59	2	0	937
- Zone Wise Status Table:**

Zone	Type	Vacant/Allotted	Request Received	Request Pending	Request In Process	Query Marked	Request Closed
NA	NA	0/0	6	6	0	0	0
	Total	0/0	6	6	0	0	0
BUNDELKHAND	Plot	0/4	9	3	0	0	6
	Total	0/4	9	3	0	0	6
PURVANCHAL	Plot	2/31	79	13	2	2	66
	Total	2/31	79	13	2	2	66
BUNDELKHAND	Plot	0/4	9	3	0	0	6
	Total	0/4	9	3	0	0	6
PURVANCHAL	Plot	2/31	79	13	2	2	66
	Total	2/31	79	13	2	2	66
MADHYANCHAL	NA	0/0	1	1	0	0	0
	Plot	12/5	20	12	0	0	8
	Total	12/5	21	13	0	0	8
PASCHIMANCHAL	Plot	14/21	76	42	0	0	34
	Shed	0/1	1	1	0	0	0
	NA	0/0	215	122	3	3	93
	Total	14/22	292	165	3	3	127

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.