



User Manual
for
No Dues Certificate Service
(After Payment of All Dues)
(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 No Dues Certificate service on the Industrial Estate Management System (IEMS) web portal of the Department of Industries & Enterprise Promotion, Uttar Pradesh. The module is designed for use by the respective authority to view, approve, reject, and process applications and appeals related to the 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.

The concerned departmental users can also view the status of the entire project execution through 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 respective authority will use the web portal to view, approve, reject, 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 No Dues Certificate by the Department (DIC)

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

The screenshot shows the dashboard of the Industrial Estate Management System. A callout bubble highlights the 'Service Wise Request' menu item. The dashboard includes several key metrics and tables:

Request Status Summary:

| | | | | |
|------------------|-----------------|--------------------|--------------|----------------|
| REQUEST RECEIVED | REQUEST PENDING | REQUEST IN PROCESS | QUERY MARKED | REQUEST CLOSED |
| 239 | 115 | 4 | 4 | 124 |

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 | 110 | 50 | 1 | 59 | 1 |
| 2 Sending Request for Lease Deed Execution and Registration | 62 | 24 | 2 | 38 | 0 |
| 3 Request for Transfer & Ownership Change-Modification of partner | 5 | 5 | 0 | 0 | 0 |
| 4 Request for Transfer & Ownership Change | 12 | 9 | 0 | 3 | 0 |
| 5 Request for Transfer & Ownership Change-Legal Heir | 5 | 3 | 0 | 2 | 0 |
| 6 Service for Mortgage Permissions | 11 | 4 | 0 | 5 | 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. | 6 | 4 | 0 | 1 | 1 |
| 9 Request for Change / Addition of Product | 6 | 4 | 1 | 1 | 1 |
| 10 Request for Additional Unit | 2 | 2 | 0 | 0 | 0 |
| Total | 239 | 115 | 4 | 117 | 7 |

Land Type Details by Category Table:

| Category | Offline Allotted | Direct Allotted | GoM Allotted | Vacant |
|--|------------------|-----------------|--------------|------------|
| M1 Manufacturing / Industrial Plot | 31 | 2 | 0 | 937 |
| M11 Industry whose recognized by the State Government (Large / Micro, Small, and Medium Manufacturing Units and Logistics & Transportation / Warehousing Units | 20 | 0 | 0 | 0 |
| M12 Service Sector Enterprises (Healthcare, Finance, Technology, Retail, and Education) | 3 | 0 | 0 | 1 |
| M13 Specialized Training Institute / Common Facility Center (Hospital-dispensary-clinic) and Residential / Housing Accommodation for staff / workers (Hostel, dormitory) | 3 | 0 | 0 | 0 |
| M14 Commercial establishments whose manufacturing units are operated in the industrial area itself. | 0 | 0 | 0 | 0 |
| M15 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 | 57 | 2 | 0 | 938 |

Zone Wise Status Table:

| Zone | Type | Vacant/Allotted | Request Received | Request Pending | Request In Process | Query Marked | Request Closed |
|---------------|------|-----------------|------------------|-----------------|--------------------|--------------|----------------|
| NA | NA | 0/0 | 5 | 5 | 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 | 2/30 | 77 | 13 | 2 | 2 | 64 |
| Total | | 2/30 | 77 | 13 | 2 | 2 | 64 |
| BUNDELKHAND | Plot | 0/4 | 77 | 3 | 0 | 0 | 64 |
| Total | | 0/4 | 77 | 3 | 0 | 0 | 64 |
| PURVANCHAL | Plot | 0/4 | 9 | 3 | 0 | 0 | 6 |
| Total | | 0/4 | 9 | 3 | 0 | 0 | 6 |
| PURVANCHAL | Plot | 2/30 | 77 | 13 | 2 | 2 | 64 |
| Total | | 2/30 | 77 | 13 | 2 | 2 | 64 |
| MADHYANCHAL | NA | 0/0 | 1 | 1 | 0 | 0 | 0 |
| Total | | 12/5 | 30 | 12 | 0 | 0 | 8 |
| PASCHIMANCHAL | Plot | 14/20 | 72 | 40 | 0 | 0 | 32 |
| Total | | 1/0 | 1 | 1 | 0 | 0 | 0 |
| NA | NA | 0/0 | 215 | 123 | 2 | 2 | 92 |
| Total | | 15/20 | 288 | 164 | 2 | 2 | 124 |

3. Approval of Applications Submitted for No Dues Certificate by the Department (DIC)

To proceed with actions on an application submitted for the No Dues Certificate service, click the “Service Wise Request” option in the side menu and select the service “No Dues Certificate”.

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 | 110 | 50 | 1 | 59 | 1 |
| 2 Sending Request for Lease Deed Execution and Registration | 62 | 24 | 2 | 38 | 0 |
| 3 Request for Transfer & Ownership Change-Modification of partner | 5 | 5 | 0 | 0 | 0 |
| 4 Request for Transfer & Ownership Change | 12 | 9 | 0 | 3 | 0 |
| 5 Request for Transfer & Ownership Change-Legal Heir | 5 | 3 | 0 | 2 | 0 |
| 6 Service for Mortgage Permissions | 11 | 4 | 0 | 5 | 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. | 6 | 4 | 0 | 1 | 1 |
| 9 Request for Change / Addition of Product | 6 | 4 | 1 | 1 | 1 |
| 10 Request for Additional Unit | 2 | 2 | 0 | 0 | 0 |
| Total | 239 | 115 | 4 | 117 | 7 |

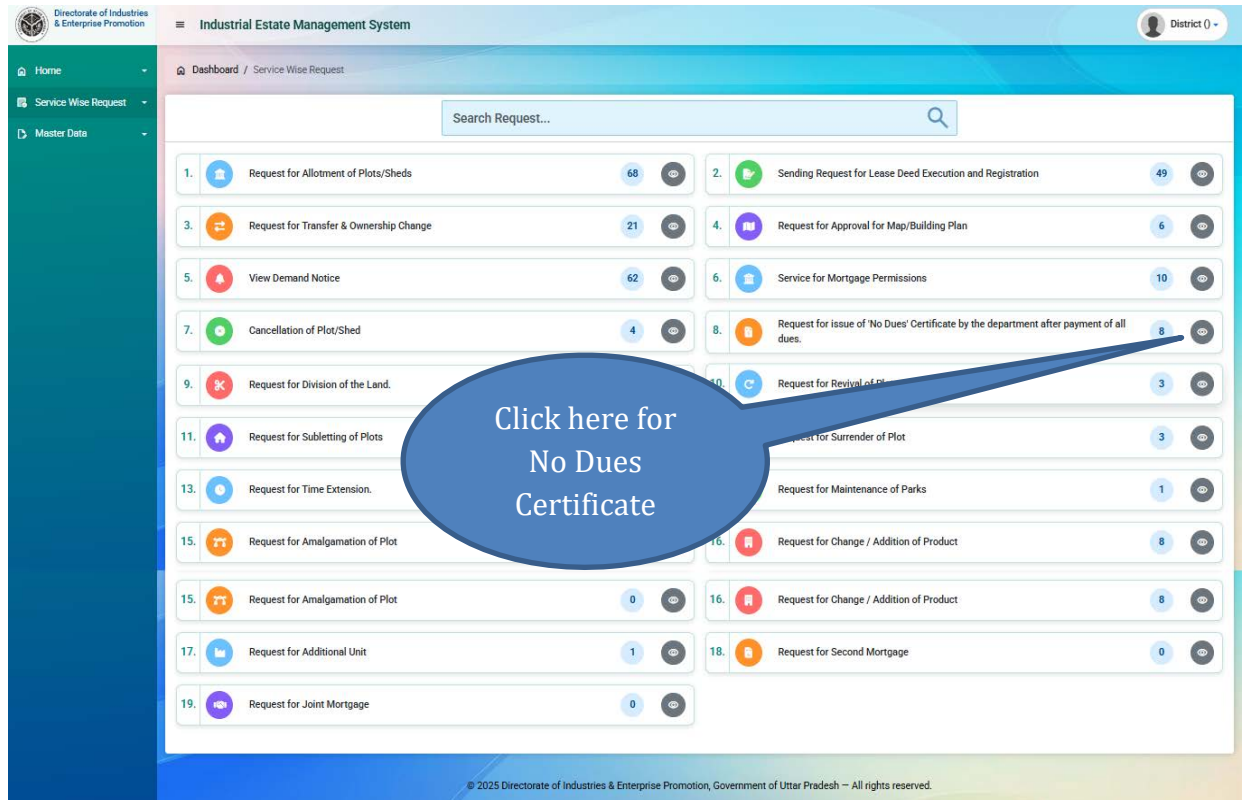
Land Type Details by Category

| Category | Offline Allotted | Direct Allotted | GA&T Allotted | Vacant |
|---|------------------|-----------------|---------------|------------|
| M1 Manufacturing / Industrial Plot | 31 | 2 | 0 | 937 |
| M2 Industry whose recognized by the State Government (Large / Micro, Small, and Medium Manufacturing Units and Logistics & Transportation / Warehousing Units) | 20 | 0 | 0 | 0 |
| M3 Service Sector Enterprises (Healthcare, Finance, Technology, Retail, and Education) | 3 | 0 | 0 | 1 |
| M4 Specialized Training Institute / Common Facility Center (Hospital-dispensary/clinic) and Residential / Housing Accommodation for staff / workers (Hostel, dormitory) | 3 | 0 | 0 | 0 |
| M5 Commercial establishments whose manufacturing units are operated in the industrial area itself. | 0 | 0 | 0 | 0 |
| M6 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 | 57 | 2 | 0 | 938 |

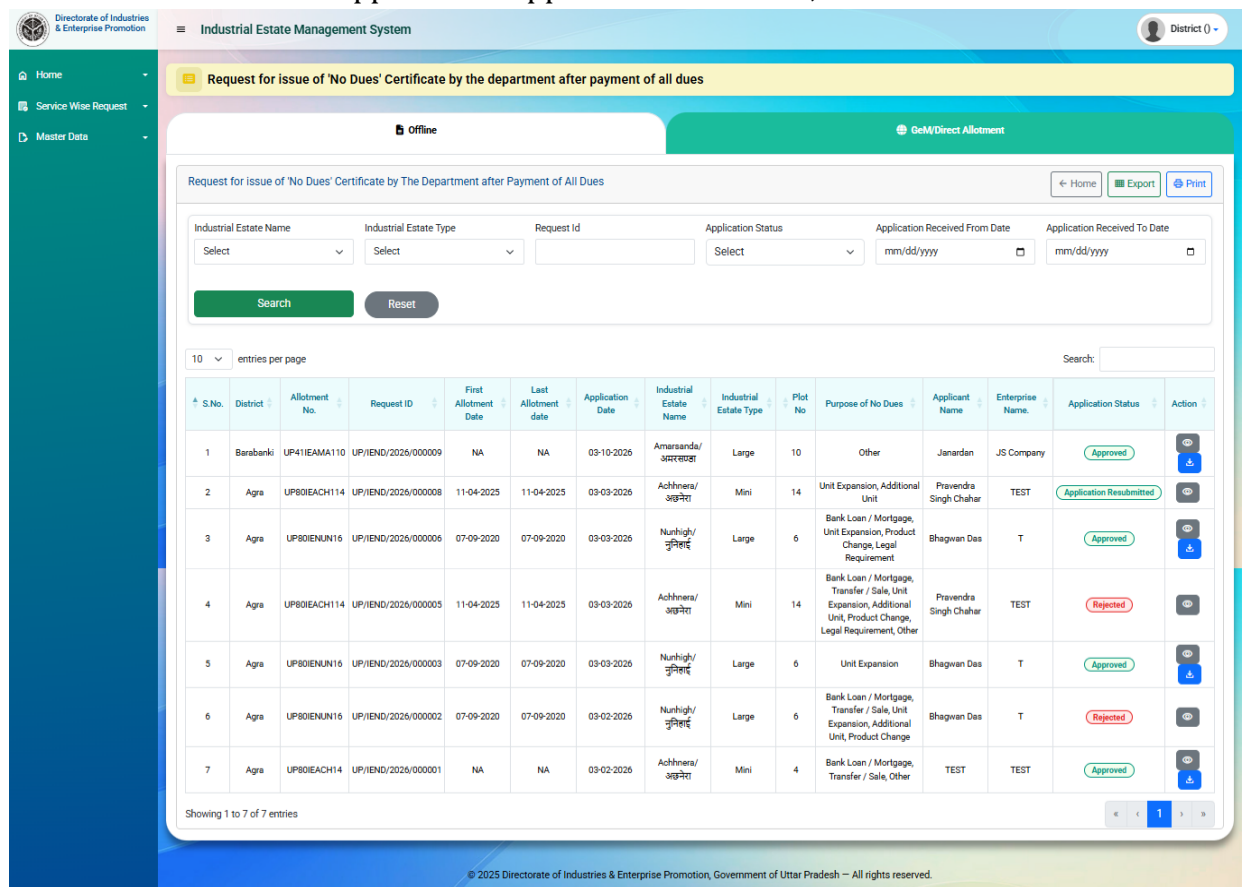
Zone Wise Status

| Zone | Type | Vacant/Allotted | Request Received | Request Pending | Request In Process | Query Marked | Request Closed |
|---------------|--------------|-----------------|------------------|-----------------|--------------------|--------------|----------------|
| NA | NA | 0/0 | 6 | 5 | 0 | 0 | 0 |
| | Total | 0/0 | 6 | 5 | 0 | 0 | 0 |
| BUNDELKHAND | Plot | 0/4 | 0 | 3 | 0 | 0 | 6 |
| | Total | 0/4 | 0 | 3 | 0 | 0 | 6 |
| PURVANCHAL | Plot | 2/30 | 77 | 13 | 2 | 2 | 64 |
| | Total | 2/30 | 77 | 13 | 2 | 2 | 64 |
| BUNDELKHAND | Plot | 0/4 | 9 | 3 | 0 | 0 | 5 |
| | Total | 0/4 | 9 | 3 | 0 | 0 | 6 |
| PURVANCHAL | Plot | 2/30 | 77 | 13 | 2 | 2 | 64 |
| | Total | 2/30 | 77 | 13 | 2 | 2 | 64 |
| MADHYANCHAL | NA | 0/0 | 1 | 1 | 0 | 0 | 0 |
| | Total | 12/5 | 20 | 12 | 0 | 0 | 8 |
| PASCHIMANCHAL | Plot | 14/20 | 72 | 40 | 0 | 0 | 32 |
| | Total | 1/0 | 1 | 1 | 0 | 0 | 0 |
| | Total | 0/0 | 215 | 123 | 2 | 2 | 92 |
| | Total | 15/20 | 288 | 164 | 2 | 2 | 124 |

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- Once the service request (**No Dues Certificate**) is selected, a new page displaying the list of submitted applications appears on the screen, as shown below.



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- To perform the required action for a specific application, click the **“View”** action button from the grid. The application actions page (**Approve/Reject**) with application details appears, as shown below.

View Details

Preview of Form/प्रपत्र का पूर्वावलोकन करें एवं अंतिम रूप से दर्ज करें

| Plot Details/प्लॉट विवरण | | | |
|---|------|---|------------------|
| 1: District of Industrial Estate/औद्योगिक अस्थान का जन्मद | Agra | 2: Industrial Estate/औद्योगिक अस्थान | Achheera/अच्छेरा |
| 3: Type of Industrial Estate/औद्योगिक अस्थान का प्रकार | Mini | 4: Plot/Shed Type/प्लॉट/शेड का प्रकार | Plot |
| 5: Plot/Shed No./ प्लॉट/शेड संख्या | 14 | 6: Plot/Shed Area (in Sq. Mtr.)/प्लॉट/शेड क्षेत्रफल | 700.00 |
| 7: Type of Plot/प्लॉट का प्रकार | M | | |

| Basic Details of Applicant/अर्पक का सामान्य विवरण | | | |
|---|------------------------|--|----------------------------|
| 1: Applicant Name/अर्पक का नाम | Pravendra Singh Chahar | 2: PAN No./ पैन नंबर | BYAP58726T |
| 3: GST No./जीएसटी नं. | 09ALJPC4256C1ZD | 4: Category/वर्ग | GEN |
| 5: Organization/Name of Firm/संस्थान/फर्म का नाम | TEST | 6: Firm's Address/फर्म का पता | TEST |
| 7: District/जन्मद | Agra | 8: State/राज्य | Uttar Pradesh |
| 9: PIN Code/पिन कोड | 543454 | 10: Email Id/ईमेल आईडी | gaurav.sinha2711@gmail.com |
| 11: Mobile No./मोबाइल नंबर | 9650906556 | 12: Legal Status of Firm/फर्म की कानूनी स्थिति | Pvt Ltd |
| 13: Total Land Cost | 100.00 | | |

| Partner Details/साझेदार विवरण | | | | | |
|-------------------------------|------|--------------|------------|-----------|----------------|
| S.No. | Name | Share (in %) | Address | Phone No. | Email ID |
| 1 | TEST | 10 | BYAP58726T | 799979989 | TEST@GMAIL.COM |

| | | | |
|-----------------------|----------------------|---------------------|------------|
| 14: Allotment Order | View | 15: Allotment Date | 08-02-2026 |
| 16: Lease Deed Letter | View | 17: Lease Deed Date | 21-02-2026 |

Purpose of No Dues Certificate: Unit Expansion, Additional Unit

Declaration/घोषणा

I/We hereby declare that:

- All premium / installment amounts of the plot/shed have been paid in full.
- All lease rent, maintenance charges, interest / penal interest (if any) up to the current financial year have been paid.
- There are no outstanding dues of any nature payable to the Directorate of Industries / District Industries Centre in respect of the above plot/shed.
- All deposited earnest money / security (if any) may be adjusted against the plot/shed.
- The information furnished above is true and correct to the best of my/our knowledge.

I hereby accept all terms, conditions, and obligations for issue of 'No Dues' Certificate by The Department after Payment of All Dues.

| Action | Remark | Date | Attachment |
|-----------------------------|-------------|------------|------------|
| Application Submitted | - | 03/03/2026 | - |
| Query Marked | Test remark | 03/03/2026 | - |
| Query Response by Applicant | - | 03/03/2026 | - |

[Approve](#) [Reject](#)

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- To approve, click the **“Approve”** button. Once the **“Approve”** button is clicked, an approval remarks box appears on the screen. Enter the approval remarks and click the **“Approve”** button.

Remark Descriptions

Remark*

Upload Approval Certificate

Files should be in .JPG, .JPEG, .PNG, or .PDF format. Each file must not exceed 5 MB in size.

Choose File No file chosen

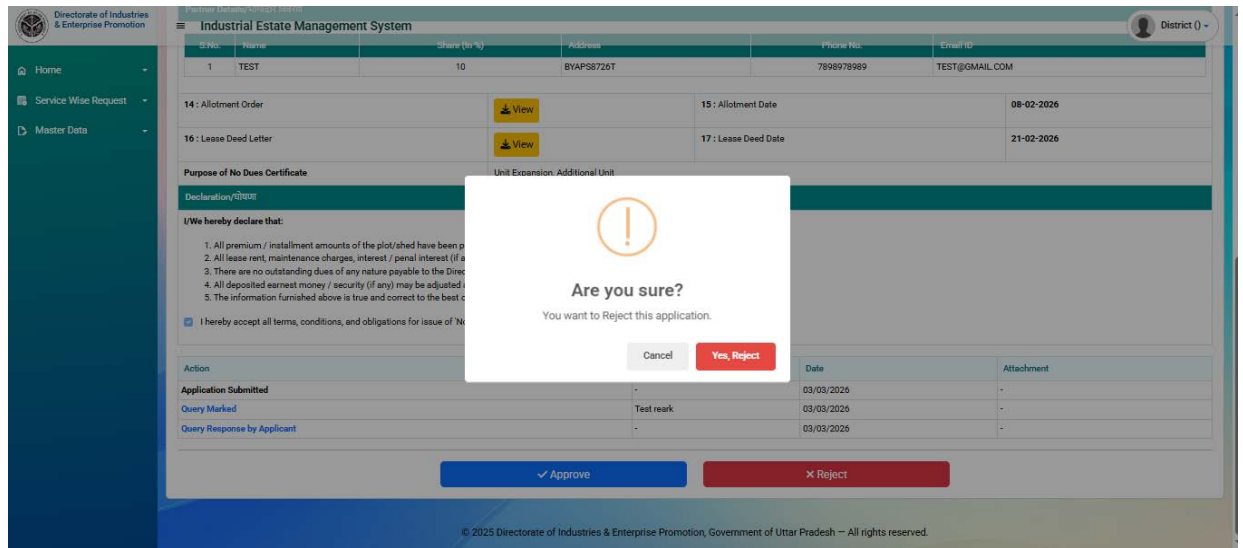
[Submit](#) [Generate Approval Certificate](#)

[Approve](#) [Reject](#)

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



- Click **Yes, Reject** button to reject the application.

4. Appeal against Applications Submitted for No Dues Certificate by the Department (JCI)

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

The screenshot displays the IEMS dashboard with the following sections:

- Dashboard:** Overview of Plot/Shed Status (Total: 735) and Total Allotment (Gem: 2, Offline: 31, Direct: 2). Total Revenue is ₹ 80000.00 (Eighty Thousand Only).
- Request Status:** Summary of request counts: REQUEST RECEIVED (129), REQUEST PENDING (84), REQUEST IN PROCESS (2), QUERY MARKED (2), and REQUEST CLOSED (45).
- Service Wise Status:** Table showing request counts across various services.
- Land Type Details by Category:** Two tables showing details for Manufacturing / Industrial Plot and other categories.
- Zone Wise Status:** Table showing request counts by zone and type.

| 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 | 54 | 34 | 0 | 20 | 0 |
| 2 Sending Request for Lease Deed Execution and Registration | 27 | 17 | 2 | 10 | 0 |
| 3 Request for Transfer & Ownership Change-Modification of partner | 2 | 2 | 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 | 3 | 0 | 3 | 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 | 4 | 2 | 0 | 1 | 1 |
| 10 Request for Additional Unit | 1 | 1 | 0 | 0 | 0 |
| Total | 124 | 78 | 2 | 40 | 6 |

| Category | Offline Allotted | Direct Allotted | GeM Allotted | Vacant |
|--|------------------|-----------------|--------------|------------|
| M Manufacturing / Industrial Plot | 23 | 2 | 0 | 953 |
| M1 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 | 978 |

| Zone | Type | Vacant/Allotted | Request Received | Request Pending | Request In Process | Query Marked | Request Closed |
|----------------|------|-----------------|------------------|-----------------|--------------------|--------------|----------------|
| PASHCHIMANCHAL | NA | 0/0 | 215 | 123 | 2 | 2 | 92 |
| | Plot | 13/20 | 71 | 99 | 0 | 0 | 32 |
| Total | | 13/20 | 286 | 162 | 2 | 2 | 124 |

User Manual for No Dues Certificate Service (After Payment of All Dues)(Industrial Estate Management System), Developed for Directorate of Industries & Enterprise Promotion, Uttar Pradesh

Preview of Form/प्रपत्र का पूर्वावलोकन करें एवं अंतिम रूप से दर्ज करें

| Plot Details/भूखंड विवरण | | | |
|---|------|---|-----------------|
| 1: District of Industrial Estate/औद्योगिक अखण्ड का जिल्ला | Agra | 2: Industrial Estate/औद्योगिक अखण्ड | Achhnera/अछनेरा |
| 3: Type of Industrial Estate/औद्योगिक अखण्ड का प्रकार | Mini | 4: Plot/Shed Type/भूखंड/शेड का प्रकार | Plot |
| 5: Plot/Shed No./ भूखंड/शेड संख्या | 14 | 6: Plot/Shed Area (in Sq. Mtr.)/भूखंड/शेड क्षेत्रफल | 700.00 |
| 7: Type of Plot/भूखंड का प्रकार | M | | |

| Basic Details of Applicant/अवेदक का सामान्य विवरण | | | |
|---|------------------------|--|----------------------------|
| 1: Applicant Name/अवेदक का नाम | Pravendra Singh Chahar | 2: PAN No./ पैन नंबर | BYAPS8726T |
| 3: GST No./जीएसटी नं. | 09ALJPC4256C1ZD | 4: Category/वर्ग | GEN |
| 5: Organization/Name of Firm/संस्थान/कर्म का नाम | TEST | 6: Firm's Address/कर्म का पता | TEST |
| 7: District/जिल्ला | Agra | 8: State/राज्य | Uttar Pradesh |
| 9: PIN Code/पिन कोड | 543454 | 10: Email Id/ईमेल आईडी | gaurav.sinha2711@gmail.com |
| 11: Mobile No./मोबाइल नंबर | 9650506556 | 12: Legal Status of Firm/कर्म की कानूनी स्थिति | Pvt Ltd |
| 13: Total Land Cost | 100.00 | | |

| Partner Details/अभिप्रेत विवरण | | | | | |
|--------------------------------|------|--------------|------------|------------|----------------|
| S.No. | Name | Share (In %) | Address | Phone No. | Email ID |
| 1 | TEST | 10 | BYAPS8726T | 7898978989 | TEST@GMAIL.COM |

| | | | |
|-----------------------|----------------------|---------------------|------------|
| 14: Allotment Order | View | 15: Allotment Date | 08-02-2026 |
| 16: Lease Deed Letter | View | 17: Lease Deed Date | 21-02-2026 |

Purpose of No Dues Certificate
Unit Expansion, Additional Unit

Declaration/घोषणा
I/We hereby declare that:

- All premium / installment amounts of the plot/shed have been paid in full.
- All lease rent, maintenance charges, interest / penal interest (if any) up to the current financial year have been paid.
- There are no outstanding dues of any nature payable to the Directorate of Industries / District Industries Centre in respect of the above plot/shed.
- All deposited earnest money / security (if any) may be adjusted against the plot/shed.
- The information furnished above is true and correct to the best of my/our knowledge.

I hereby accept all terms, conditions, and obligations for issue of 'No Dues' Certificate by The Department after Payment of All Dues.

| Action | Remark | Date | Attachment |
|-----------------------------|------------|------------|------------|
| Application Submitted | - | 03/03/2026 | - |
| Query Marked | Test reark | 03/03/2026 | - |
| Query Response by Applicant | - | 03/03/2026 | - |

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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, contact the technical helpline number at +91-522-4150500 or raise a query by emailing at info@iemsme.in.