



User Manual
for
Second Mortgage 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 Second 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, view, manage, process, and execute service requests.

The project details, notifications, intimations, and acceptance/rejection status 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

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 Second 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):**
 - PLLOTS:** 292 Total Plots, 255 Vacant Plots, 37 Allotted Plots
 - SHEDS:** 1 Total Sheds, 0 Vacant Sheds, 1 Allotted Sheds
- Total Allotment:** Gem (2), Offline (83), 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 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	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
- Land Type Details by Category:**

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
Total	28	2	0	979
- Zone Wise Status Table:**

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 Second Mortgage (DIC)

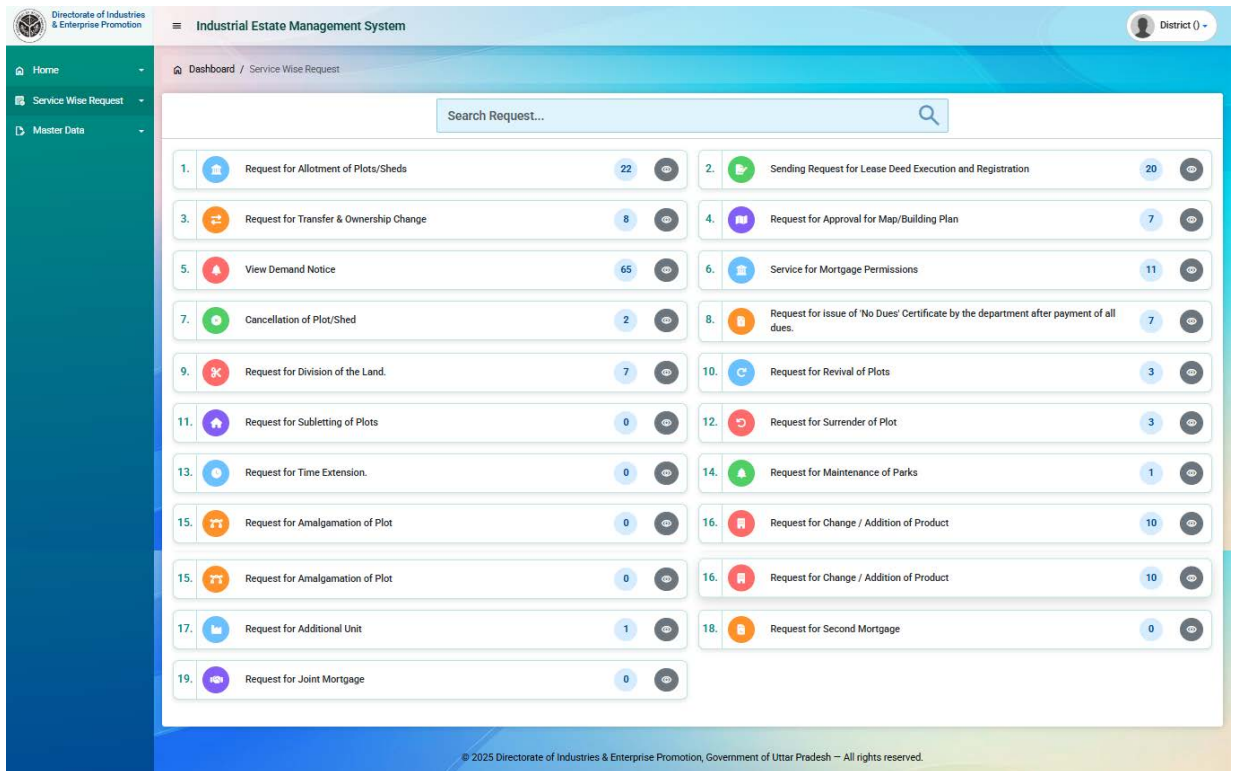
To proceed with actions on an application submitted for the Second Mortgage service, click the “Service Wise Request” option in the side menu and select the service “Second Mortgage”.

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:

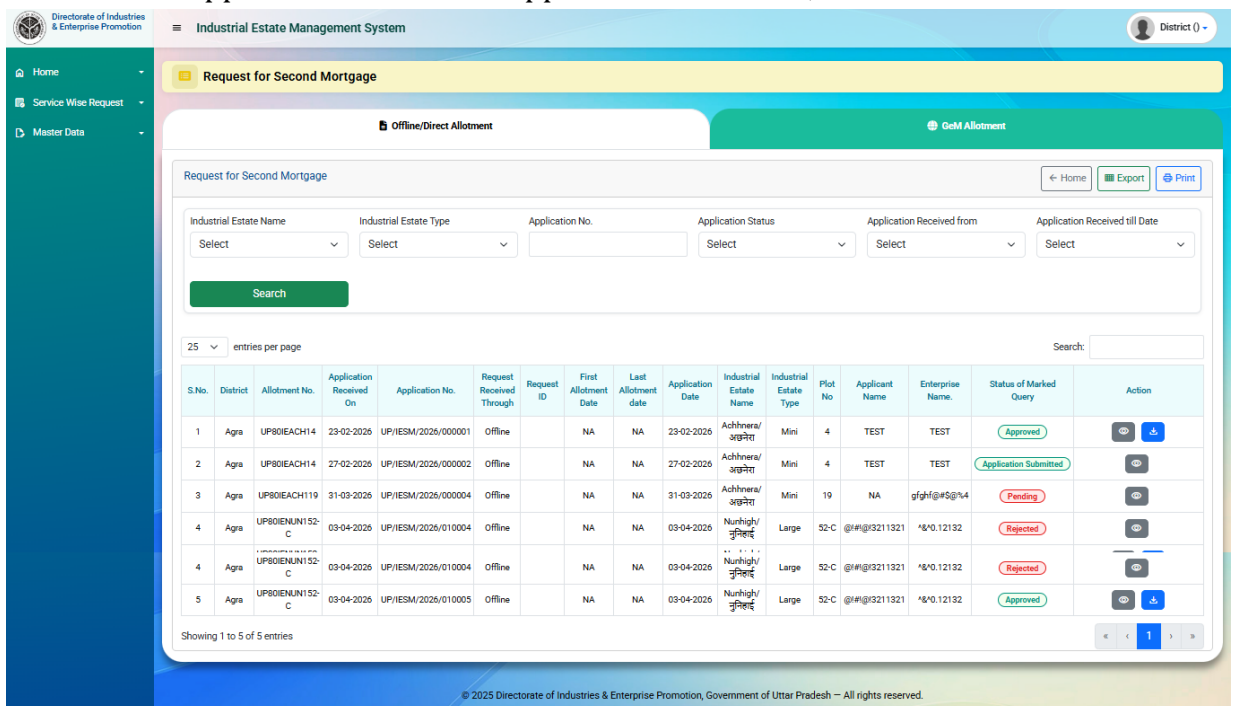
- Dashboard:** A summary section with a 'Plot/Shed Status' card showing a total of 293 plots/sheds. It includes sub-cards for Plots (292 Total, 255 Vacant, 37 Allotted) and Sheds (1 Total, 0 Vacant, 1 Allotted). A 'Total Allotment' card shows Gem (2), Offline (33), and Direct (2). A 'Total Revenue' card shows ₹ 80000.00 (Eighty Thousand Only).
- Request Status:** A row of five colored boxes representing request statuses: 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 services and a total row.
- 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). Each table has columns for Category, Offline Allotted, Direct Allotted, GeM Allotted, and Vacant.
- Zone Wise Status:** A table with columns for Zone, Type, Vacant/Allotted, Request Received, Request Pending, Request In Process, Query Marked, and Request Closed. It shows data for the PASHCHIMANCHAL zone.

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 (**Second Mortgage**) is selected, a new page displaying the list of applications submitted 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

District ()

View Details

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

Plot Details/प्लॉट विवरण			
1: District/जिल्ला	Agra	2: Industrial Estate/औद्योगिक आस्थान	Achhnera/अछनेरा
3: Type of Industrial Estate/औद्योगिक आस्थान का प्रकार	Mini	4: Plot/Shed Type/प्लॉट/शेड का प्रकार	Plot
5: Plot/Shed No./ प्लॉट/शेड संख्या	4	6: Plot/Shed Area (in Sq. Mtr.)/प्लॉट/शेड क्षेत्रफल	654.00
7: Type of Plot/प्लॉट का प्रकार	M		

Basic Details of Applicant/अर्थिक का सामान्य विवरण			
1: Applicant Name/अर्थिक का नाम	TEST	2: Organization/Name of Firm/सांठ/फर्म का नाम	TEST
3: Legal Status of Firm/फर्म की कानूनी स्थिति	Pvt Ltd	4: Gender/लिंग	Male
5: Designation/पदनाम		6: Email Id/ईमेल आईडी	gaurav.sinha2711@gmail.com
7: Mobile No./मोबाइल नंबर	9650506556	8: PAN No./ पैन नंबर	BYAPS8726T
9: GST No./जीएसटी नं.		10: Firm's Address/फर्म का पता	TEST
11: Category/वर्ग	GEN	12: State/राज्य	Uttar Pradesh
13: PIN Code/पिन कोड	226029	14: District/जिल्ला	Agra

Partner Details/साथीदार विवरण					
S.No.	Name	Share (in %)	Address	Phone No.	Email ID

Primary Mortgage Holder			
7: Bank Name	test	8: Bank Address	test address
9: Sanctioned Loan Amount (₹)	546.13	10: Purpose of Loan	Machinery
11: Loan Sanction Letter No.	00830000583	12: Loan Sanction Letter Date	19/12/2025

Second Mortgage Bank			
1: IFSC Code	ICIC0001246	2: Bank Name	ICICI Bank
3: Bank Address	ICICI BANK LTD, SHOP NO. 13, ALPS HEIGHTS, NEAR VISHWAMAHAL HOTEL, MULUND W, MUMBAI, MAHARASHTRA.400080	4: Sanctioned Loan Amount (₹)	4000.00
5: Purpose of Loan	Working Capital	6: Loan Sanction Letter No.	564
7: Loan Sanction Letter Date	15/02/2026	8: Custodian of Original Lease Deed	rrrr

Uploaded Documents/अपलोड किए गए दस्तावेज			
1: Copy of First Mortgage Permission Order	View	2: NOC / Consent Letter from First Mortgagee Bank	View
3: Loan Sanction Letter of Second Mortgagee Bank	View	4: No-Dues Certificate (Departmental)	View
5: Affidavit of Allottee (Second Mortgage - prescribed format)	View	6: Any other document required by the Authority	View

Declaration/घोषणा

I/We hereby declare that:

- The first mortgage charge on the above-mentioned plot/shed is valid and subsisting.
- The entire premium amount of the plot/shed has been fully paid
- The proposed second mortgage charge shall at all times remain subordinate to the first mortgage charge.
- The original lease deed shall continue to remain with the first mortgagee bank.
- All information and documents submitted with this application are true, correct, and complete.
- Any false declaration, suppression of facts, or violation shall render the permission liable for cancellation, without prejudice to any other action under law.
- I/We agree that permission for second mortgage shall be governed strictly by the Industrial Estate Management Policy 2025 and Government Orders issued from time to time.
- I/We hereby declare that I am abide in case of any amendment, modification, or revision in the Industrial Estate Management Policy / SOP or any Government Order issued from time to time.

I hereby accept all terms, conditions, and obligations for Second Mortgage.

NOC Certificate	NA
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Mark Query

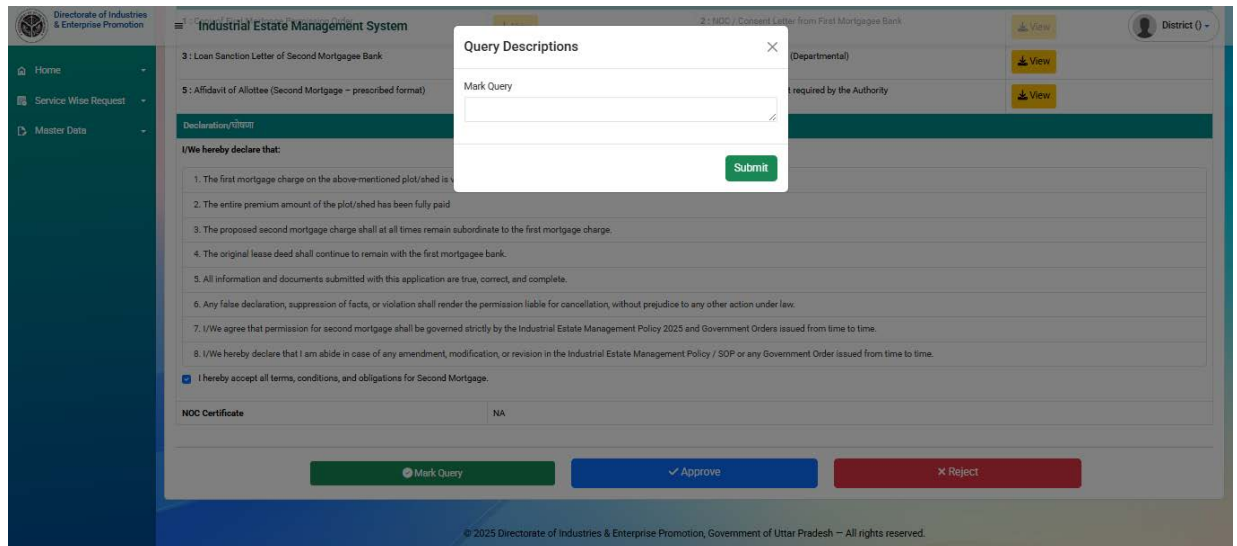
Approve

Reject

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- To approve, click the “**Approve**” button below.
- To raise a query for the application submitted, 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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The screenshot displays the 'Industrial Estate Management System' interface. A 'Query Descriptions' dialog box is open, allowing the user to 'Mark Query'. The background shows a declaration form with the following text:

I/We hereby declare that:

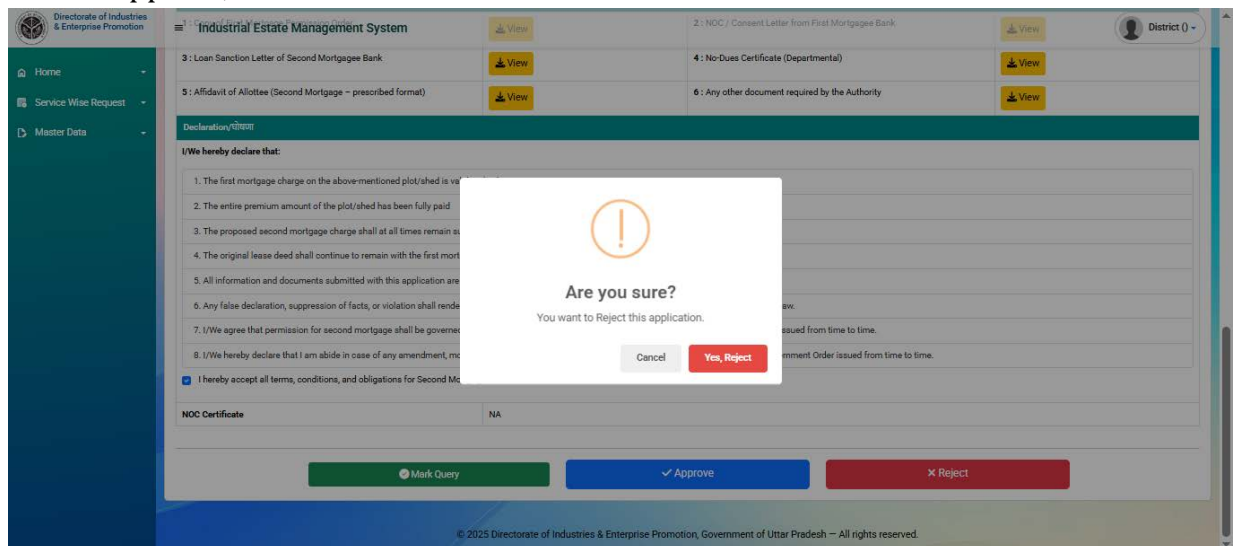
1. The first mortgage charge on the above-mentioned plot/shed is...
2. The entire premium amount of the plot/shed has been fully paid
3. The proposed second mortgage charge shall at all times remain subordinate to the first mortgage charge.
4. The original lease deed shall continue to remain with the first mortgagee bank.
5. All information and documents submitted with this application are true, correct, and complete.
6. Any false declaration, suppression of facts, or violation shall render the permission liable for cancellation, without prejudice to any other action under law.
7. I/We agree that permission for second mortgage shall be governed strictly by the Industrial Estate Management Policy 2025 and Government Orders issued from time to time.
8. I/We hereby declare that I am abide in case of any amendment, modification, or revision in the Industrial Estate Management Policy / SOP or any Government Order issued from time to time.

I hereby accept all terms, conditions, and obligations for Second Mortgage.

NOC Certificate: NA

Buttons: Mark Query, Approve, Reject

- Click the **“Submit”** button to submit the remarks and raise a query.
- To reject an application, click the **“Reject”** button. A rejection confirmation dialog box appears, as shown below.



The screenshot displays the 'Industrial Estate Management System' interface. A 'Are you sure?' dialog box is open, asking for confirmation to reject the application. The background shows the same declaration form as in the previous screenshot.

Are you sure?
You want to Reject this application.

Buttons: Cancel, Yes, Reject

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

4. Appeal against Applications Submitted for Second Mortgage (JCI)

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

The screenshot displays the IEMS dashboard with the following sections:

- Plot/Shed Status:** Total: 735. Includes PLOTS (734 Total, 697 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:** 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	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
Manufacturing / Industrial Plot	23	2	0	964
Total	23	2	0	964

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

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.