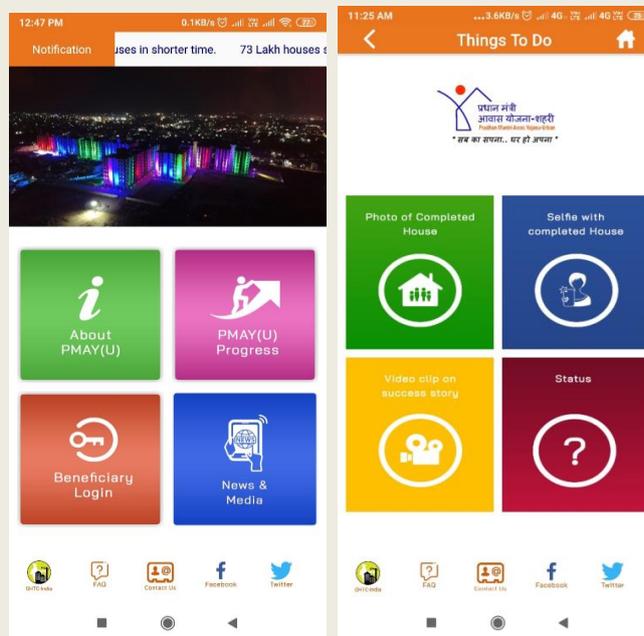




Standard Operating Procedure (SOP) On PMAY (U) Mobile Application



Link to install PMAY (U) Mobile Application

Google Play Store

https://play.google.com/store/apps/details?id=com.pmay.app_s&hl=en

Apple App Store

<https://itunes.apple.com/in/app/pmay-urban/id1454478722?mt=8>

Pradhan Mantri Awas Yojana (Urban)

Ministry of Housing & Urban Affairs

Government of India

www.pmay-urban.gov.in



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1. Pradhan Mantri Awas Yojana (Urban)-PMAY (U)

The PMAY (U) Mission was launched on 25th June 2015 with the aim to provide Housing for All to every eligible urban household in India by 2022. The scheme has achieved a significant milestone by approving more than 81 lakh houses against validated demand of about one crore houses in urban areas. Around 47 lakh houses are in various stages of construction and more than 25 lakh houses have been completed. Further, around 12 lakh houses are being constructed using new and emerging technologies.

Commemorating this achievement, the Mission intends to create a closer interface with its beneficiaries. Hence, a mobile application PMAY (U) has been developed to bring beneficiaries directly in contact with the Mission. The application would allow beneficiaries of PMAY (U) to upload photos/selfies and video of their stories/testimonies and experiences of owning a house under PMAY (U).

2. PMAY (U) Mobile Application

The Ministry of Housing and Urban Affairs (MoHUA) had launched PMAY (U) Mobile Application on 14thFeb, 2019. This allows beneficiaries of PMAY (U):

- (1) To capture and upload 02 high resolution photographs of completed houses along with their families;
- (2) To capture and upload 02 selfies of beneficiary with her/his house and
- (3) To upload 01 video clip (30 - 60 seconds) where beneficiaries can share their stories of owning a house under PMAY (U).

These stories would be an emotional recount of experiences such as increased self-esteem, sense of pride and dignity, improved social status, safety and security for the family, a protected environment for the girl child and children's education among others.

The Mobile Application is available on Google Play Store and Apple App Store.

Link to install PMAY (U) Mobile Application

Website: www.pmay-urban.gov.in

Mobile App: PMAY (U) available on



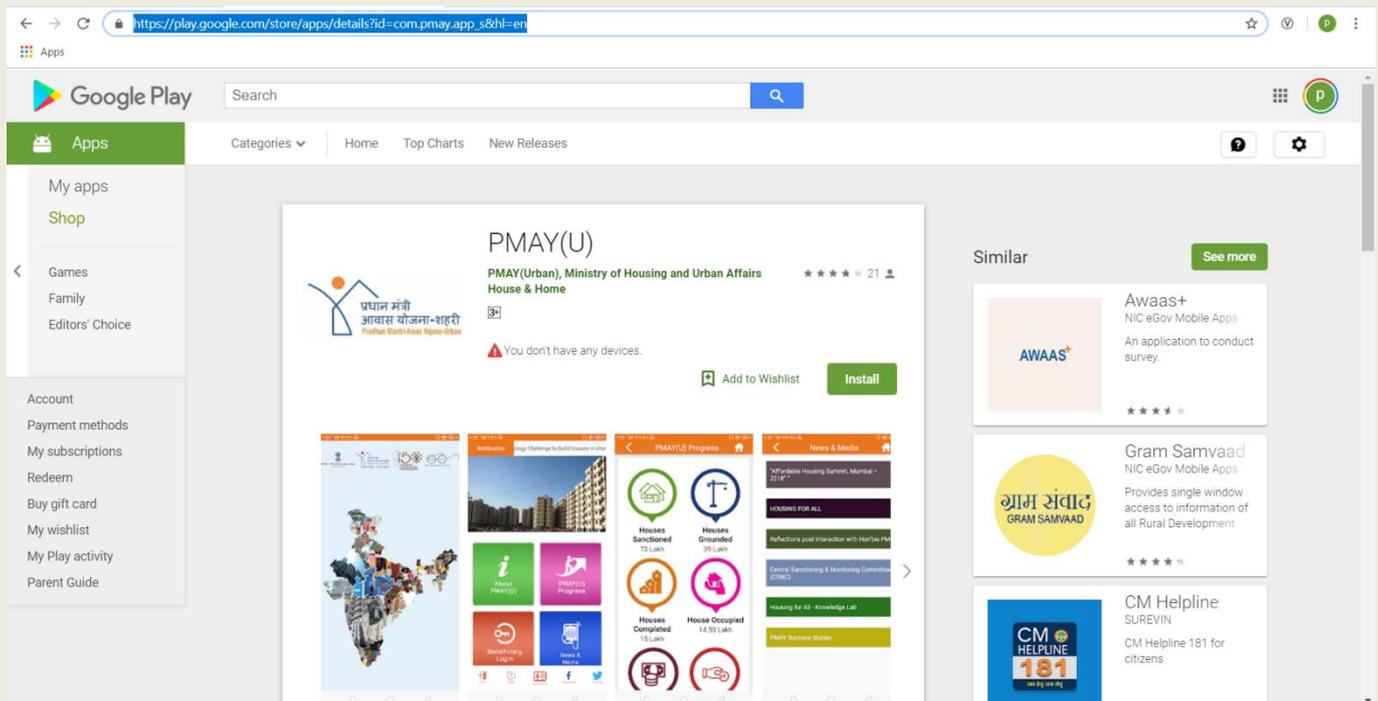


Google Play Store

https://play.google.com/store/apps/details?id=com.pmay.app_s&hl=en

Apple App Store

<https://itunes.apple.com/in/app/pmay-urban/id1454478722?mt=8>



The PMAY (U) Mobile Application is integrated with PMAY (Urban) MIS, to validate beneficiaries' details in PMAY (U) MIS through their registered mobile numbers. When mobile number is entered in the Mobile Application, a SMS alert would be sent after validating the mobile number.

1. If Mobile number exists for selected State, then user will receive OTP.
2. If Mobile number doesn't exist, then user will receive SMS ***“To Kindly contact concerned ULB to update your mobile number in PMAY (U) MIS.”***

The application allows beneficiaries of all components i.e. Beneficiary-Led individual house Construction or Enhancement (BLC), Affordable Housing in Partnership (AHP), In-situ Slum Redevelopment (ISSR) and Credit Linked Subsidy Scheme (CLSS) to capture and upload photos, selfies and videos of beneficiaries' testimonials success stories of an owning a house under PMAY (U). The photos, selfies and video bank of beneficiary's

Website: www.pmay-urban.gov.in

Mobile App: PMAY (U) available on





testimonies will be scrutinized at State and there after Central level through Content Management System (CMS).

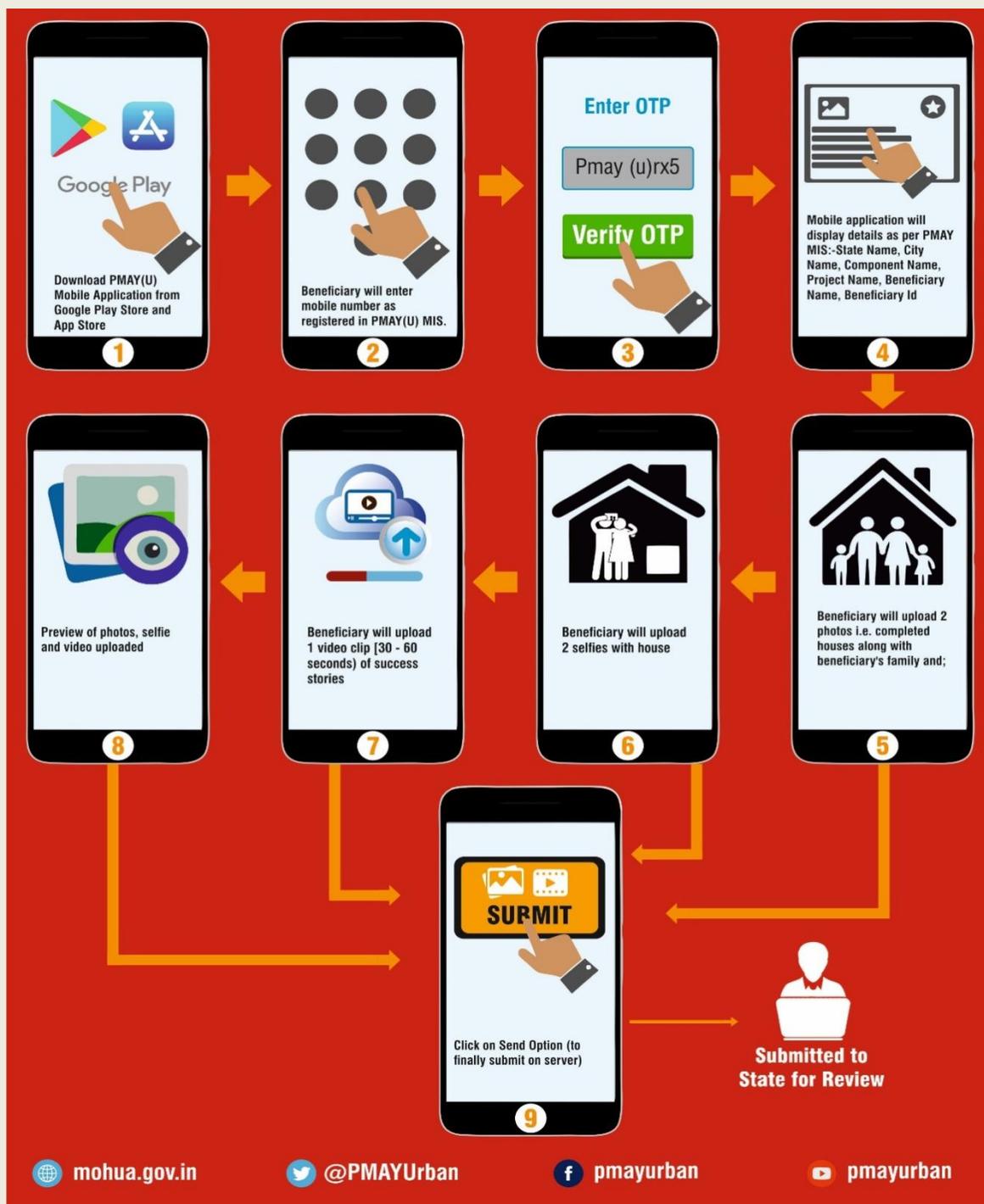
Website to Approve photos at State and Centre Level

<https://pmay-urban.gov.in/>





3. Process Flow of PMAY (U) Mobile App





4. Stakeholders of PMAY (U) Mobile Application and their Roles Matrix

S. No.	Stakeholder	Role Matrix
1.	Citizen	1. To view Information related to: - <ul style="list-style-type: none"> • PMAY(U) • Progress of PMAY(U) <ol style="list-style-type: none"> i. Houses Sanctioned ii. Houses Grounded iii. Houses Completed iv. Houses Occupied v. Central Assistance Released (in Cr.) vi. Total Investment (in Cr.) etc. • Latest News and Media Gallery of PMAY(U) 2. To track status of their application.





2.	PMAY(U) Beneficiaries (ISSR, CLSS, AHP, BLC)	<ol style="list-style-type: none"> 1. To validate their details in PMAY(U) MIS (through OTP validation) 2. To capture and upload 2 high resolution photographs (atleast 300 dpi) of completed houses along with beneficiary's family. 3. To capture and upload 2 selfies of beneficiary with her house. 4. To capture and upload 1 video clip [30 - 60 seconds) of success stories of beneficiaries in front of beneficiary house with logo of PMAY (U). 5. To track status of uploaded photos, selfies and videos (whether accepted or rejected) 6. To view Information related to:- <ul style="list-style-type: none"> • PMAY(U) • Progress of PMAY(U) <ol style="list-style-type: none"> i. Houses Sanctioned ii. Houses Grounded iii. Houses Completed iv. Houses Occupied v. Central Assistance Released (in Cr.) vi. Total Investment (in Cr.) etc • Latest News and Media Gallery of PMAY(U) • To track status of their testimonial uploading status.
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<p>3.</p>	<p>State/UTs Staff</p> <ul style="list-style-type: none"> • State Level Nodal Agency (SLNA)- Admin • SLNA • State Level Technical Cell (SLTC) • City Level Technical Cell (CLTC) • Surveyors • Supervisors • GIS Expert • MIS Expert • IEC Expert 	<ol style="list-style-type: none"> 1. SLNA Admin will register Users at State/UT level in supporting Content Management System (CMS) of PMAY (U) mobile app. 2. SLNA Admin will approve request for user who have registered through outside login in CMS. 3. SLNA will Approve/Reject photos, selfies and videos in CMS uploaded by beneficiaries through PMAY (U) Mobile App or uploaded by staff at State Level through CMS. 4. Upload photos/selfies/ videos in CMS on behalf of beneficiaries. 5. View/Download Reports in CMS. 6. View Information in PMAY(U) mobile application related to: - <ul style="list-style-type: none"> • PMAY(U) • Progress of PMAY(U) <ol style="list-style-type: none"> i. Houses Sanctioned ii. Houses Grounded iii. Houses Completed iv. Houses Occupied v. Central Assistance Released (in Cr.) vi. Total Investment (in Cr.) etc • Latest News and Media Gallery of PMAY(U)
<p>4.</p>	<p>Central Nodal Agencies (CNA's)</p> <ul style="list-style-type: none"> • National Housing Bank(NHB) • Housing and Urban Development Corporation (HUDCO) <p>For CLSS vertical</p>	<ol style="list-style-type: none"> 1. Register Users at PLI's level in CMS. 2. Approve/Reject photos, selfies and videos in CMS uploaded by PLI's through CMS. 3. Upload photos/videos from supporting Content Management System (CMS) on behalf of beneficiaries. 4. View/Download Reports in supporting Content Management System CMS.





5.	Primary Lending Institutions (PLIs) of Central Nodal Agencies	<ol style="list-style-type: none">1. Upload photos/videos from supporting Content Management System (CMS) on behalf of beneficiaries.2. View/Download Reports in supporting Content Management System CMS.
6.	Ministry of Housing and Urban Affairs	<ol style="list-style-type: none">1. Approve/Reject photos, selfies and videos in CMS approved by State/UTs and CNAs.2. Upload photos/videos from CMS on behalf of beneficiaries.3. View/Download Reports in CMS.





5. Features of PMAY (U) Mobile App

1. Integration of Mobile Application with PMAY(U) MIS

- To validate Beneficiary's details in PMAY (U) MIS on the basis of mobile number.
- To display details of beneficiary in Mobile Application after successful validation from PMAY(U)MIS.





2. Other Features on PMAY(U) Mobile Application

- Enable Data entry in PMAY (U) Mobile App after successful validation of mobile number from PMAY (U) MIS System.
- To capture 2 high resolution photographs (at least 300 dpi) of completed houses along with beneficiary's family.
- To capture 2 selfies of beneficiary with her house.
- To capture 1 video clip (30 - 60 seconds) of success stories of beneficiaries in front of the beneficiary house with logo of PMAY (U).
- To preview uploaded photos, selfies and video before clicking on "**SEND**" option button.
- To view photos, selfies and video after submission of testimonials.
- PMAY (U) Mobile App will also capture Geo-Attributes of location (like Latitude and Longitude etc.) while capturing photos, selfies and video.
- Facility to Send "**SMS**" in local languages to the concerned beneficiaries on his/her mobile in case, if:
 1. Mobile number doesn't exist in PMAY (U) MIS.
 2. Uploaded photos, selfies and video rejected/accepted by the State /UT/ Ministry.

Note: Video clip would be labelled with beneficiary and project details viz. Name of the beneficiary, vertical Project Name, city name and State name.





3. Using a single mobile device, multiple beneficiaries can upload their testimonials and track their status of uploaded testimonials after validating their respective mobile number in PMAY (U) Mobile App.

Note: Mobile number of each beneficiary will be required for validation and sending of OTP.

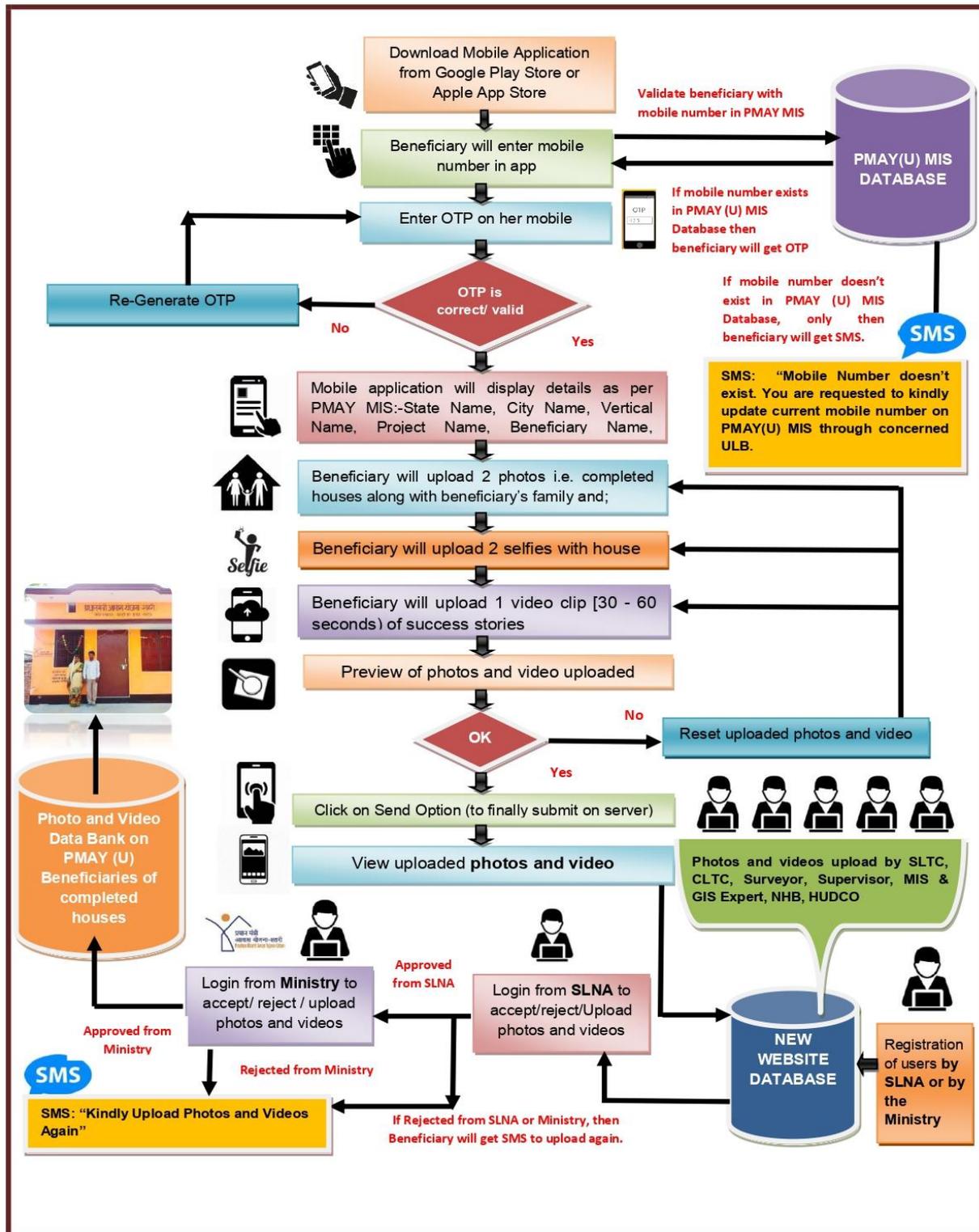
4. A Citizen can also track status of his/her application for the house.

5. A Citizen can view latest news, media and updates on PMAY(U)





6. Process Flow Chart of PMAY (U) Mobile App



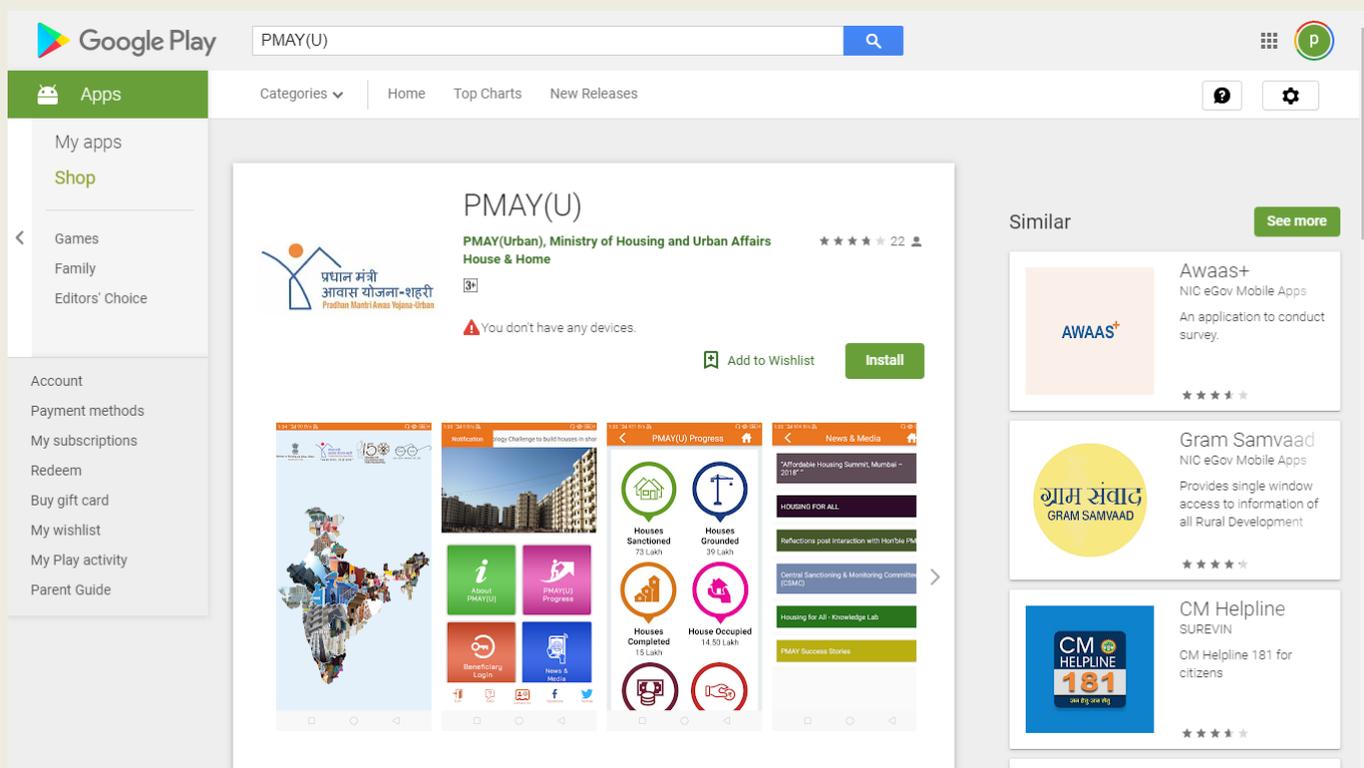


7. Mobile Device - Hardware Requirement to run PMAY (U) Mobile App

- ✓ Available for both widely used Mobile Platforms (Android / iOS)
- ✓ Built on Native Framework
- ✓ Runs on Screen Size 4 inches & above
- ✓ Requires 1 GB RAM and 50 MB storage
- ✓ Requires Internet Connection to perform Tasks and Get Updates.

8. Installation of PMAY (U) Mobile Application

Step 1: Navigate to the Google Play Store/ or App Store and search “**PMAY (U)**” Mobile App.



Step 2: Select **INSTALL** to download the **PMAY(U)** App on mobile device.

Note: The PMAY (U) Mobile App can be downloaded from either Google Play store or APP store (with following links)





Link to install PMAY (U) Mobile Application

Google Play Store

https://play.google.com/store/apps/details?id=com.pmay.app_s&hl=en

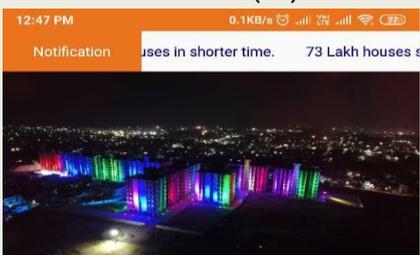
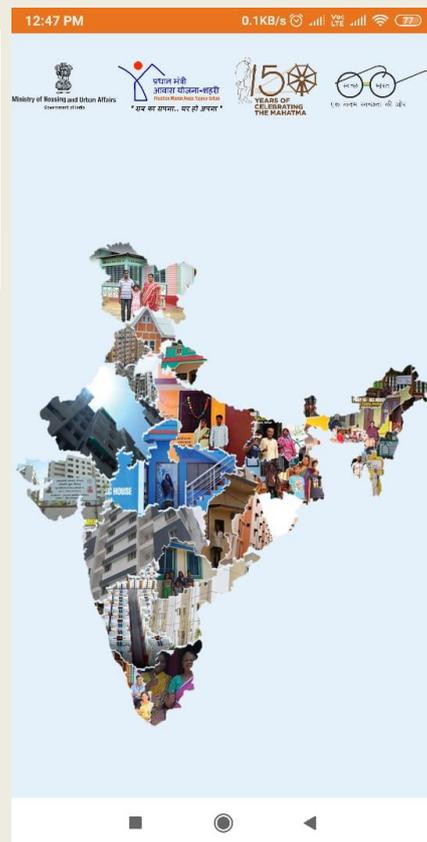
Apple App Store

<https://itunes.apple.com/in/app/pmay-urban/id1454478722?mt=8>

Step 3: Once the App is installed on mobile device, **PMAY (U) App** icon will be visible on Mobile screen as shown in picture.



Step 4: Once beneficiary / citizen clicks on Mobile App icon, device will display **landing screen** for 2-3 seconds (as shown on right hand side). Landing screen displays logos of Govt. of India and Ministry of Housing and Urban Affairs on top of the App and India's Map in rest of the screen showing images of Beneficiaries and houses constructed under PMAY (U).



Step 5: After 2-3 seconds, App will display home screen of **PMAY (U)** Mobile App. Home screen comprises of: -



1. Notification (on top of the screen)
2. Photos Slider (below to the notification)
3. Four Boxes (in middle screen)
 - i. About PMAY(U)
 - ii. PMAY(U) Progress
 - iii. Beneficiary Login
 - iv. News & Media

4. **Footer** –hyperlinked with GHTC-India website, FAQ, Contact us, Social media account

Website: www.pmay-urban.gov.in

Mobile App: PMAY (U) available on

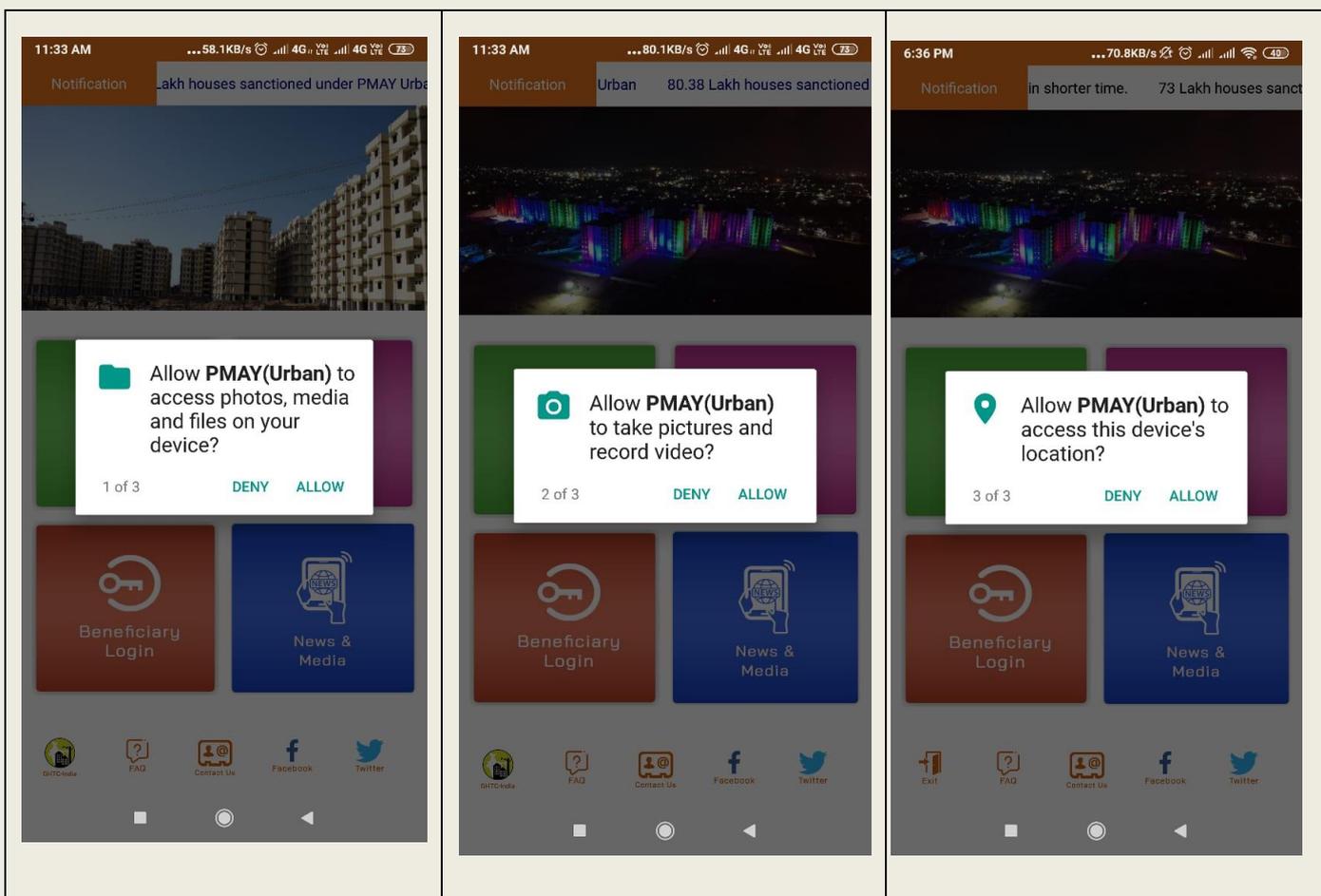




links ([facebook](#) and [twitter](#) account of PMAY (U)).

Step 6: PMAY (U) Mobile App will ask permission (as shown in the screen below) from user to access Photos, Media and files from mobile device. If user accepts permission then App will ask permission from user to grant permission to PMAY (U) App to take pictures and record the video from the device. **User has full authority to deny or allow the permissions.**

Step 7: Once both permissions are granted by the user, then app will prompt the user to grant permission to access current location, if user clicks on the allow option, the app will enable GPS on Mobile device automatically and will fetch the actual location of the user.





Step 8: Once all the permissions are granted by the user, the app will automatically guide beneficiary/ citizen showing different options on home screen like About PMAY (U), PMAY (U) Progress, Beneficiary Login and News & Media.



Step 9: About PMAY (U) - On selection of this button, the App will display: -

1. Photo slider (on top of the screen)



2. **Check Status** (below to the photo slider) -This option will enable user/citizen to track status of his/her application for house under PMAY (U).



On click, App will open webpage of PMAY(U) MIS i.e. <https://pmaymis.gov.in> where user enters **assessment ID**. After entering of assessment ID, system will send OTP on applicant's mobile number (**On same number which was entered during submission of house demand**). On entering of correct OTP, system will display status of his application whether

- Application has been accepted by the concerned ULB or
- Applicant has become beneficiary. If yes, then system will also display his/her **beneficiary ID**.

3. Information related to PMAY (U) and its verticals as mentioned below: -

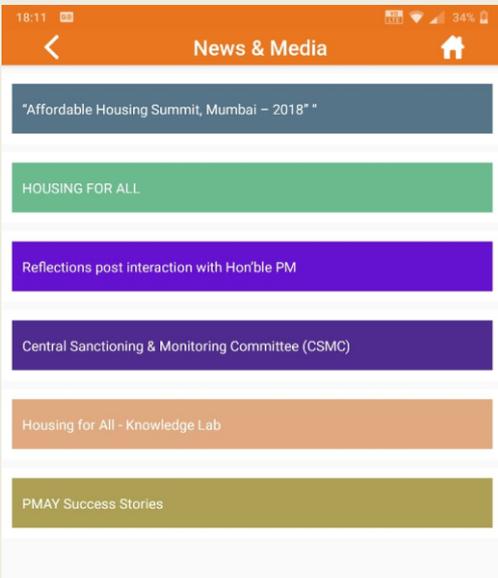
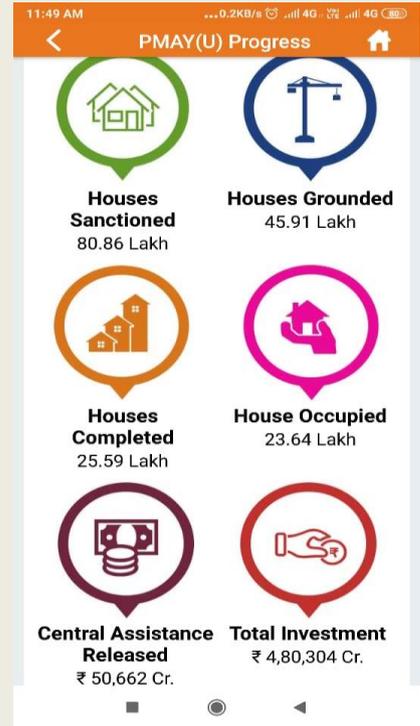
- BLC
- AHP
- ISSR
- CLSS





Step 10: PMAY (U) Progress - On selection of this button, App will display **national** progress of PMAY (U) in terms of: -

1. **Total Houses Sanctioned**
2. **Total Houses Grounded**
3. **Total Houses Completed**
4. **Total Houses Occupied**
5. **Total Investment in Cr.**
6. **Total Central Assistance released in Cr.**



Step 11: News & Media- On selection of this button, the App will display latest news, magazines and updates about PMAY (U) Mission.



Note: Ministry regularly posts latest news and notification related to PMAY(U) Mission under this section.





Step 12: Beneficiary Login- This button is only for **beneficiaries of PMAY (U)**, who have availed benefit of PMAY (U) scheme under any four vertical of the Mission i.e. BLC, AHP, ISSR, CLSS. On click of this button, Mobile Application will display screen to select State and enter his mobile number (same number as registered in PMAY (U) MIS system by concerned ULB).

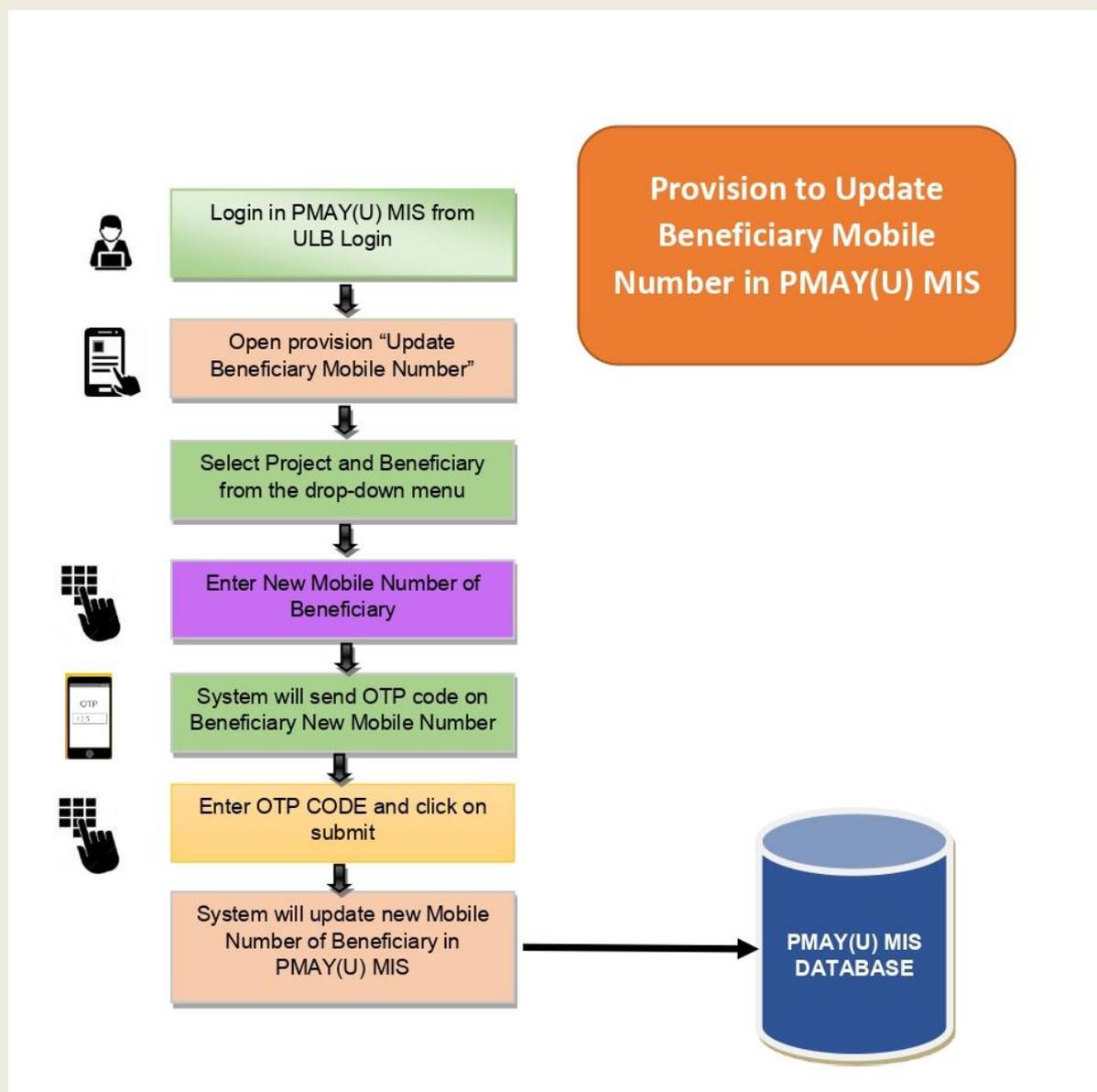


Once beneficiary selects State/UT name and enters his/her mobile number and clicks on submit button, PMAY (U) App will validate the beneficiary details from PMAY (U) MIS system. If the entered mobile number exists for selected State/UT in PMAY(U) MIS system, then the beneficiary will receive OTP on his/her mobile device else system will send a message to **“To contact concerned ULB office and Update current mobile number in PMAY(U) MIS system”**

Note: - Provision to update the mobile number of beneficiaries is available under ULB login on PMAY (U) MIS system. On updation of mobile number by the ULB officer, system will send OTP on beneficiary’s updated mobile number. On entering correct OTP, MIS system will update beneficiary’s mobile number in MIS system and enable beneficiary to access PMAY(U) Mobile App to upload his/her testimonial.

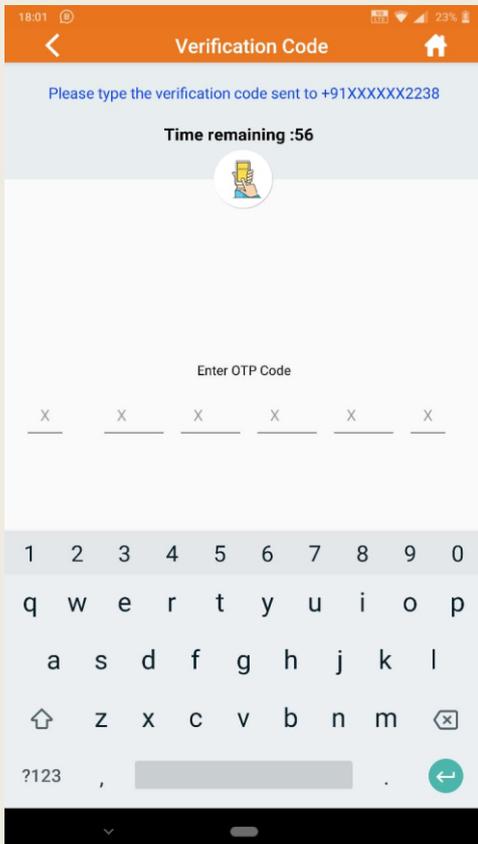
Kindly note that there are some duplicate mobile numbers have been entered in PMAY (U) MIS system i.e. ULB has entered the same mobile number against multiple beneficiaries in MIS system. Therefore, ULB’s are requested to take necessary actions to correct duplicate mobile numbers entered in PMAY (U) MIS so as to enable beneficiaries to access PMAY (U) Mobile App.





The Process of updating mobile number and reporting to view Duplicate mobile numbers in PMAY(U) MIS system are at Annexure – ‘A’ and Annexure – ‘B’ respectively.

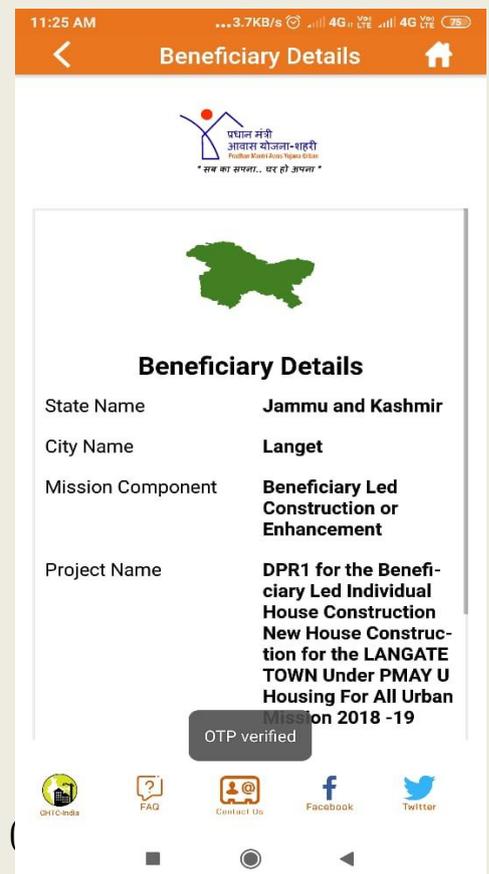




Step 13: PMAY (U) App after validating details entered by user from the existing PMAY(U) MIS system will send 6-digit OTP code on the beneficiary mobile number and display screen for entering 6-digit OTP code within the time limit.

Step 14: If user enters correct OTP within the time limit, the system will display other details of beneficiary as entered in PMAY (U) MIS system by ULB which have been approved by State followed by approval of the Centre in MIS system. The following details will be shown on the screen: -

1. State Name
2. City Name
3. Mission Component in which beneficiary availed house under PMAY(U)
4. Project Name
5. Beneficiary Name and Gender



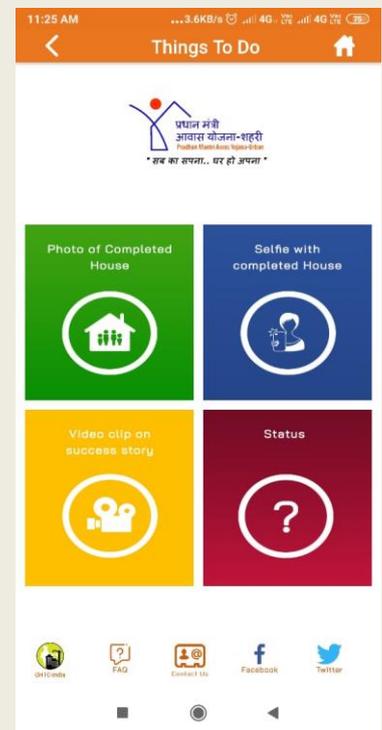


Mobile Application will also display beneficiary State/UT map on background.

*Note: - If user finds any mismatch in detail as shown on Mobile App, then she/he is requested to visit ULB to update correct details in MIS. If there is a mismatch in project name, then it is data entry problem at the ULB level because they might have entered the beneficiary details in different project wrongly. To rectify this issue, please refer the letter related to Beneficiary Modification issued by Ministry on **6thNov 2018** and submit modification request as per the protocol mentioned in the letter.*

Step 15: Mobile App will give provision to the beneficiary to either deny or confirm his/her details as displayed on screen.

Step 16: If beneficiary clicks on continue button, then App will display dashboard screen which is dedicated only for the beneficiaries of PMAY (U) to perform following action: -



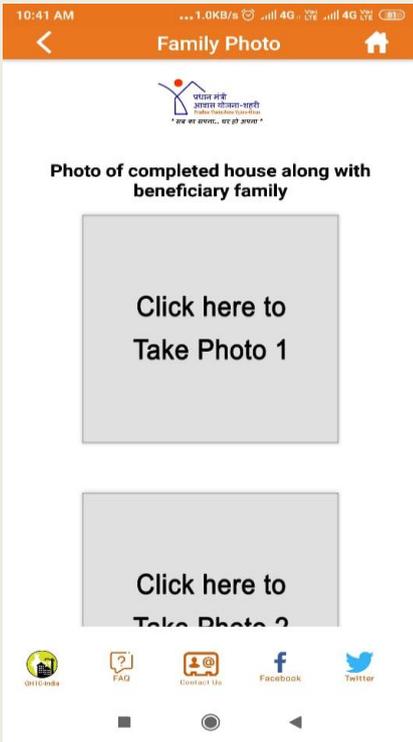
- 1. To upload 2 Photos of Completed House.**
- 2. To upload 2 Selfies of Beneficiary with Completed House.**
- 3. To upload 1 video testimonial (30-60 seconds).**
- 4. To track the status of his/her uploaded testimonials whether it is pending, accepted or rejected by the State or Centre.**



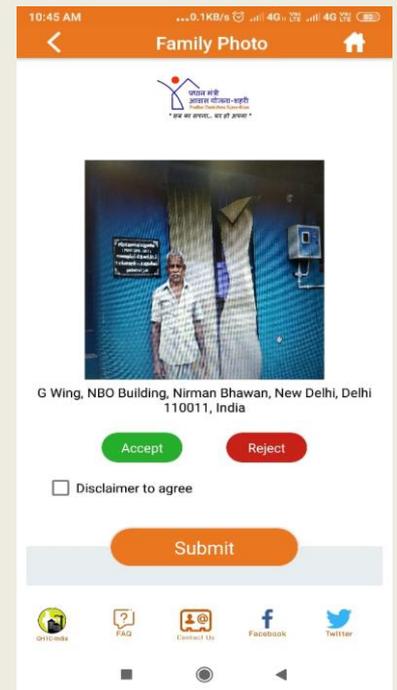


9. Uploading of 2 Photos of Completed House along with beneficiary

To upload photos of beneficiary with his/her house, the beneficiary will have to click on first icon “**Photo of Completed Houses**”.



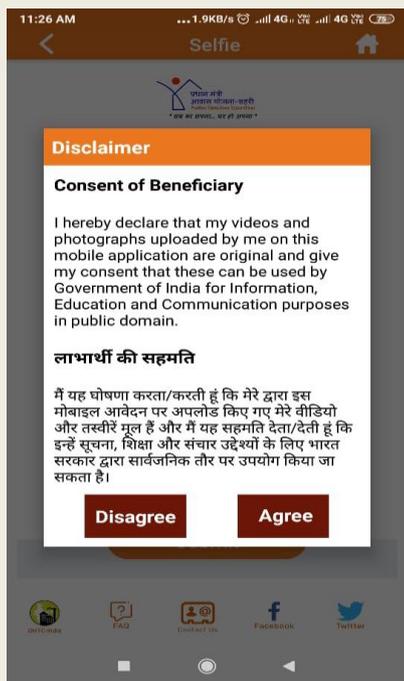
On click, the system will display screen as shown in the picture. On the mobile screen there are two blocks. On clicking on first block, mobile application will enable camera where beneficiary will take photos of his/her completed house.



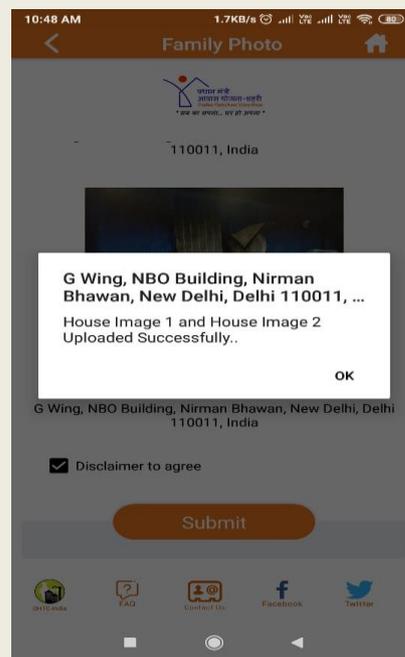
On successful capturing of photo, Mobile Application will display **geo-attributes i.e. latitude and longitude** of where the photo has been clicked as shown in the picture. There will be two buttons for beneficiary either to **ACCEPT** photo or **REJECT** photo.

If beneficiary clicks on **ACCEPT** button then Mobile Application display captured photo on the first box. Similarly, beneficiary will click on the second box and capture second picture of his/her house.





Before clicking on **SUBMIT** button, Mobile Application will prompt beneficiary to give his/her **Consent** by clicking on the disclaimer check box. On clicking on the **disclaimer check box**, system will display consent text and option for beneficiary to either **AGREE or DISAGREE as shown in picture**. After clicking on the **AGREE** button, Mobile Application submits photos of beneficiary house to server for approval at the State/UT level followed by approval of the Ministry.



*Note: If beneficiary clicks on **DISAGREE** button then Mobile Application will exit the screen*

On successfully submission of 2 photos of completed houses, Mobile Application will display a message on screen **“Submitted successfully”**.

Similarly, beneficiary will click on the second box and capture second picture of his/her house.

Note: Before clicking on photos, it is requested to kindly read IEC Advisory thoroughly- issued by the Ministry.

Do's and Don'ts for PHOTOGRAPHS

A. Do's for the Photographs.

- While capturing the photo women should be focused along with the whole family in a single frame in front of the house.
- PMAY (U) Logo must be visible on the front wall of the house.
- The beneficiary and hi/her family should be in a presentable





attire preferably in traditional clothing.

- d) The expression of the beneficiary should reflect his/her emotions, e.g. feeling of happiness& joy/ satisfaction.
- e) While capturing the photographs it may be ensured that the surroundings are neat and tidy to the extent possible and do not hinder the view of the house in picture.

B. Don't for the photographs.

- a) A Half Frame of the house or the Beneficiary should not be captured.
- b) Pictures should not be photographed when Exposure of Light is low.
- c) Beneficiary should not be photographed in any discomfort.



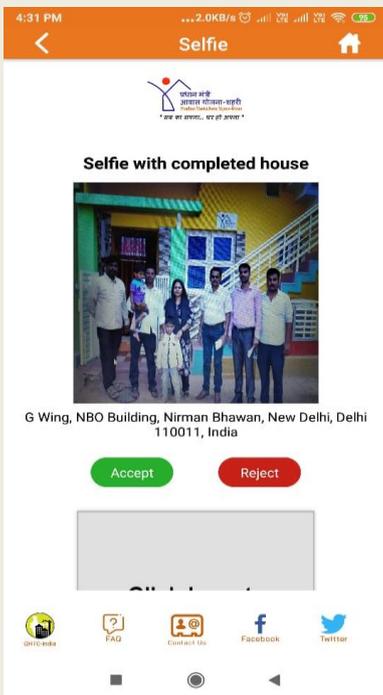
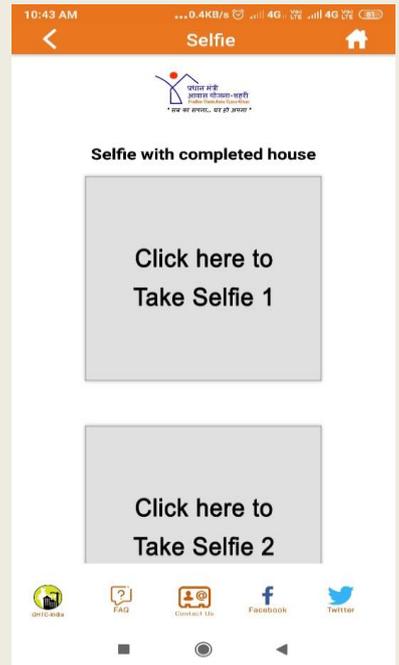


10. Uploading of 2 Selfies of Beneficiaries with House



To upload selfies of beneficiary with his/her house, beneficiary will click on second icon “**Selfie with Completed Houses**”.

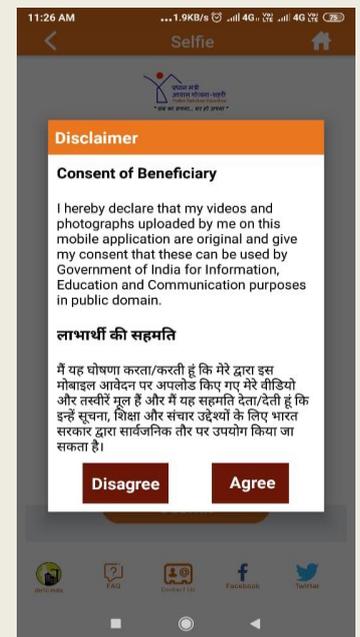
On click, system will display screen as shown in the picture. On the mobile screen there are two blocks. On clicking on first block, Mobile Application will enable **front camera** where beneficiary will take selfie with his/her completed house.



On successful capturing of selfies, Mobile Application will display **geo-attributes i.e. latitude and longitude** of where selfies have been taken as shown in the picture. There will be two buttons for beneficiary either to **ACCEPT** photo or **REJECT** selfie.

Similarly, beneficiary will click on the second box and capture second picture of his/her house.

Before clicking on **SUBMIT** button, Mobile Application will prompt beneficiary to give his/her Consent by clicking on the disclaimer check box. On clicking on the **disclaimer check box**, system will display consent text and option for beneficiary to either **AGREE or DISAGREE** as shown in the picture. After clicking on **AGREE button**, mobile application submit selfies of beneficiary with his/her house to server for approval at the



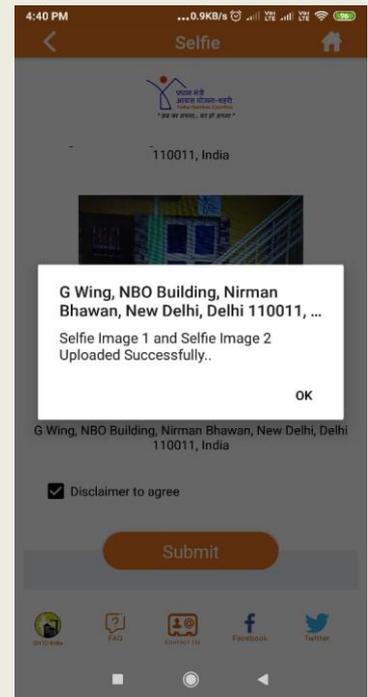


State/UT/SLNA level followed by approval of the Ministry.

On successfully submission of 2 selfies of beneficiary with his/her completed houses, Mobile Application will display message on screen **“Submitted successfully”**.

*Note: If beneficiary clicks on **DISAGREE** button then Mobile Application will exit the screen*

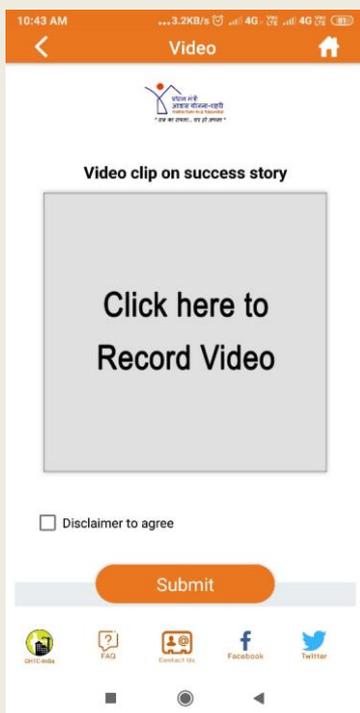
Similarly, beneficiary will click on the second box and capture second selfie with his/her completed house.



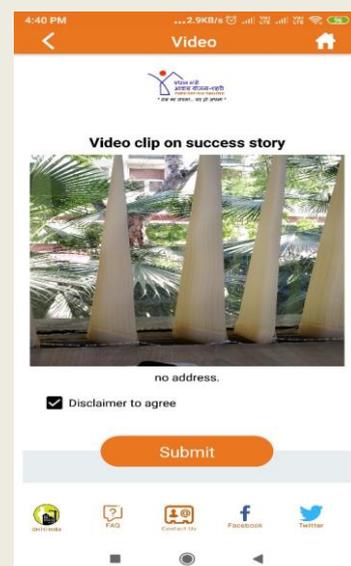


11. Uploading of Video Testimonial on Success Story

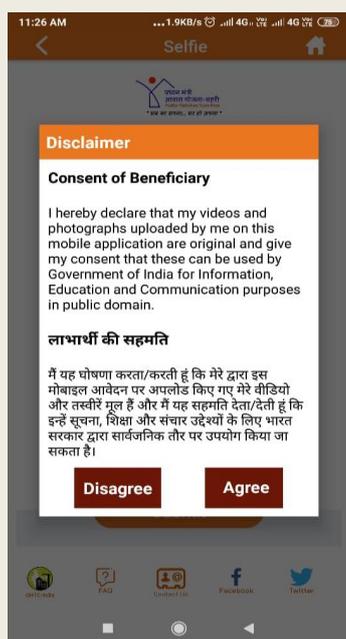
To upload video on success story of beneficiary, click on third icon “**Video clip on success story**” icon.



On click, the system will display screen as shown in the picture. On clicking on box, Mobile Application will enable camera in video mode where beneficiary will record video for 30-60 seconds.



On successful capturing of video, Mobile Application will display two buttons for beneficiary either to **ACCEPT** video or **REJECT** video. If beneficiary clicks on **ACCEPT** button, then Mobile Application displays captured video on box along with **geo-attributes i.e. latitude and longitude** of where video has been recorded as shown in the picture.



Before clicking on the **SUBMIT** button, Mobile Application will prompt beneficiary to give his/her Consent by clicking on disclaimer check box. On clicking on the disclaimer check box, system will display consent text and option for beneficiary to either **AGREE or DISAGREE** as shown in picture. After clicking on the **AGREE button**, Mobile





Application submit video of beneficiary to server for approval at the State/UT/SLNA level followed by approval of the Ministry.

*Note: If beneficiary clicks on **DISAGREE** button, then Mobile Application will exit the screen*

On successfully submission of video of beneficiary containing Life Transforming experience that has come after moving into a pucca house under PMAY (U), Mobile Application will display a message on screen **“Submitted successfully”**.

Do's and Don'ts for Video Testimonials

A. The beneficiary testimony should contain following information:

- a) The beneficiary should introduce himself / herself, specify the name of the City and State that she/he belongs.
- b) The beneficiary's family background, occupation and the monthly income of the family should be captured.
- c) The Beneficiary should speak about the problems experienced in a kutcha house.
- d) They should mention about how they came to know about the PMAY-Urban scheme and the process adopted to get a house under the scheme
- e) The beneficiary and his/her family should explain about the Life Transforming experience that has come after moving into a pucca house under PMAY (U)-
 - i. Some of the key factors which can be elaborated by the beneficiary may include Dignified living, Availability of basic amenities (water, electricity, kitchen, toilet etc.)
 - ii. The beneficiary may be able to express the emotions he/she has experienced such as: Increased Self Esteem, Sense of pride and dignity, Improved Social Status, Safety and Security for the family, Protected Environment for the girl child, Ability to focus better on children's education especially that of the girl child.

B. Do's for video testimonials.

- a) While capturing the video, the beneficiary should be along with the whole family in a single frame in front of the house.





- b) PMAY (U) logo must be embossed and visible in front wall of the house.
- c) The beneficiary may speak in their vernacular.
- d) The beneficiary should be in presentable attire preferably in traditional clothing.
- e) The beneficiary should be comfortable during the video shoot and should speak naturally.
- f) The narration/experience of the beneficiary should be captured in original.
- g) While capturing the video it may be ensured that the surroundings are neat and tidy to the extent possible

C. Don't for the Beneficiary video testimonials.

- a) The audio and video quality should be high and should not have blur effects or background sounds.
- b) The video should be recorded professionally giving a complete visual of the beneficiary's house. The half frame shouldn't be captured.

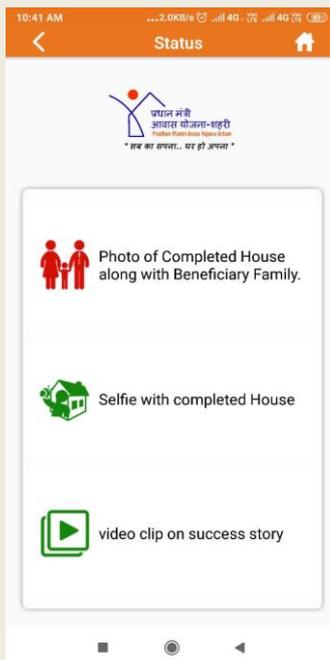
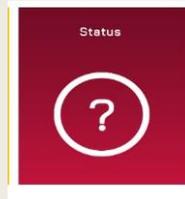
Note: Beneficiary can capture and upload photos, selfies and video in parts also.





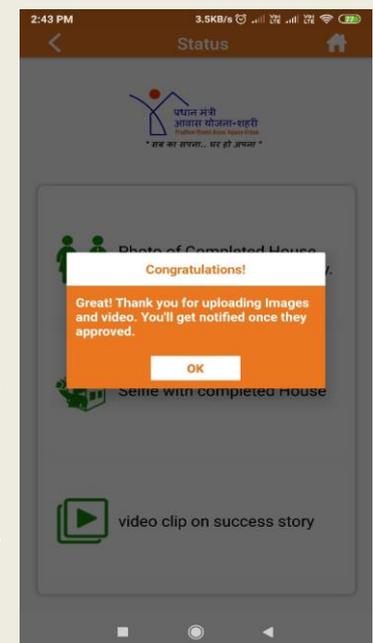
12. To Track Status of uploading testimonials

STATUS – This icon is used to track status of uploading photos, selfies and video of beneficiary. Mobile App will display two colours i.e. **RED OR GREEN** against icon as shown in picture against each upload i.e. Photos, selfies and video. If Mobile Application displays **RED** colour, it means beneficiary has not uploaded their testimonials.



If mobile application displays **GREEN** colour, it means beneficiary has uploaded their testimonials and the same has been sent to CMS server for further approval at State/UT/SLNA level and followed by the approval of the Centre.

If all testimonials have been uploaded by the beneficiary through Mobile Application, then the screen will display green colour against each icon. In this case system will also **display a message** as shown in picture.



*Note: If any photos, selfies and video rejected either by the State/UT or Centre then icon colour will again turn into RED colour from GREEN colour. **System will send SMS to the beneficiary on his/her registered mobile number for approval/ rejection***





of his/her testimonial at all stages.

Note: Beneficiary can capture and upload photos, selfies and video in parts also.

13.Supporting Content Management System (CMS) for State/UT and Centre Level Officials/Staff

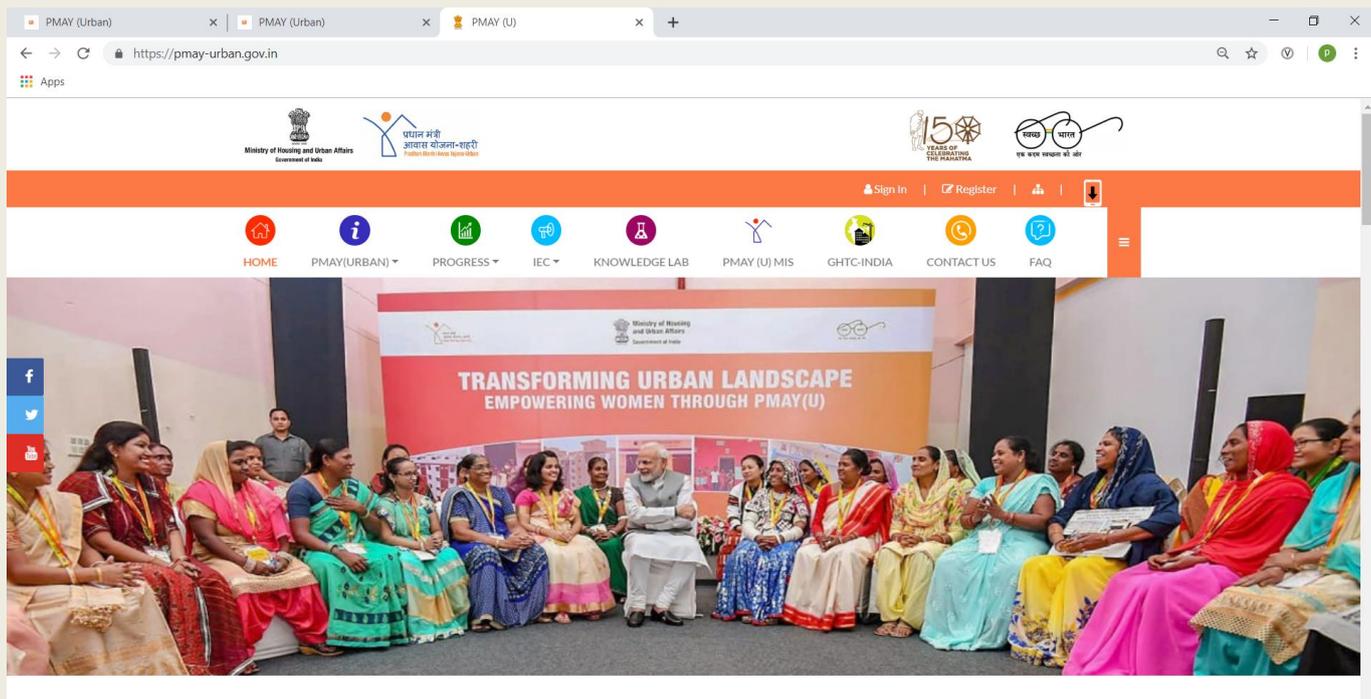
The Ministry has also designed and developed **Content Management System (CMS)** which can be accessed through www.pmay-urban.gov.in for officials / staff at State/UT and Central level for the following: -

1. To approve/Reject photos, selfies and videos in CMS uploaded by beneficiaries through PMAY (U) Mobile App.
2. To track status of uploading photos, selfies and videos by Beneficiary.
3. To upload photos, selfies and videos in CMS on behalf of beneficiaries.

Website to Approve photos at State and Centre Level

<https://pmay-urban.gov.in/>





14. Process for Approval/Rejection of Beneficiaries Testimonials by State/UT and Centre in CMS

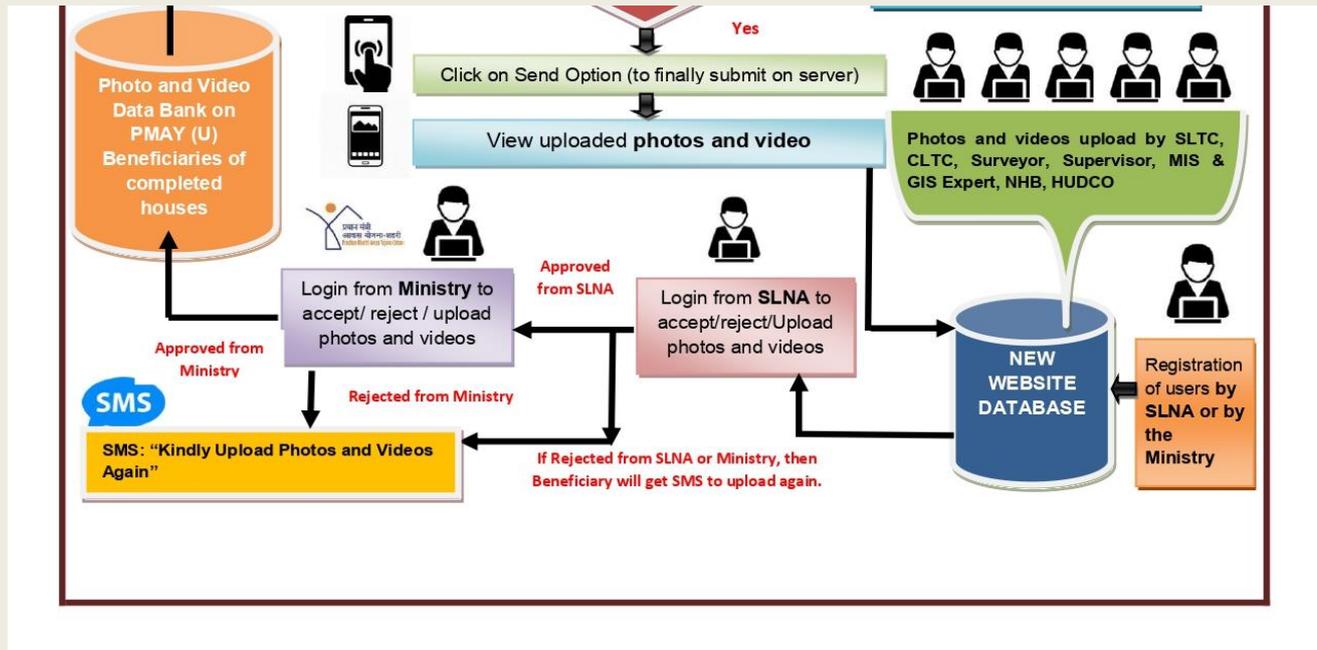
All photos, selfies and videos uploaded by beneficiaries and other officials/staff at ULB/State/UT level using PMAY (U) Mobile App and CMS will be shown under SLNA login in CMS portal for its moderation. Once testimonials are successfully approved by the SLNA, system will send approved testimonial to Centre Login for its FINAL approval.

*Note: If SLNA and Centre approves any testimonial, then it is mandatory for SLNA and Centre to give rating to photos, selfies and testimonials individually from **1 to 5 Stars**. All approved testimonials from the State and Centre will be uploaded on photo and video bank as shown in the picture below.*

If SLNA or Centre rejects any testimonial then system will send SMS alert to the beneficiary about the rejection of testimonials with rejection reason. After rejection of testimonial, mobile application will enable beneficiary to upload testimonial again.

Note: Beneficiary can capture and upload photos, selfies and video in parts also.



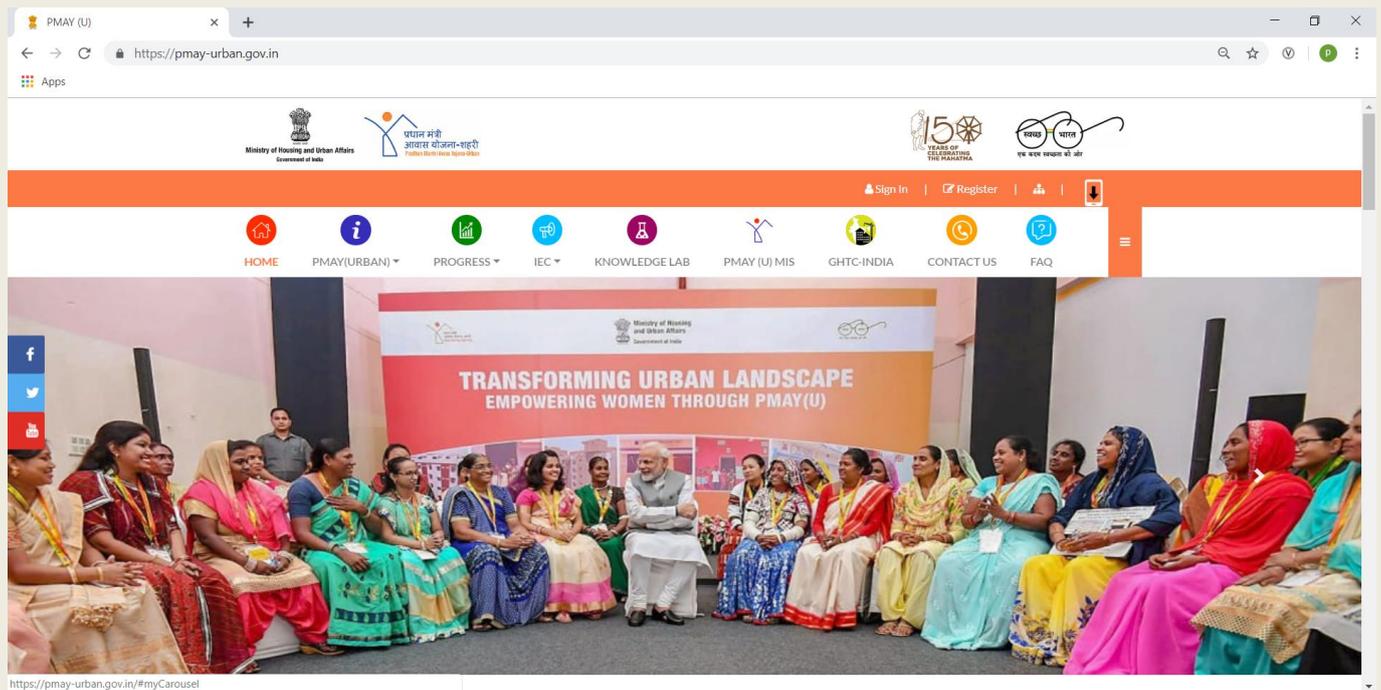


15. Login Screen

In CMS portal i.e. www.pmay-urban.gov.in, officials from State/UT can login by clicking on “**Sign In**” displayed on the right-hand side of the home page. The Ministry has registered users as SLNA **Admin** of each State/UT. User name and password for all SLNA Admin have been shared by the Ministry.

If any State/UT wants to add or register more SLNA users, the provision is available in the SLNA Admin login to register more SLNA users. There will be one **SLNA Admin user for each State/UT**.





16. Role of SLNA Admin

1. **SLNA Admin** will register Users at State/UT level in supporting Content Management System (CMS) of PMAY (U) Mobile App.
2. **SLNA Admin** will approve request for user who have registered through outside login in CMS.
3. **SLNA Admin** will Approve/Reject photos, selfies and videos in CMS uploaded by beneficiaries through PMAY (U) Mobile App and uploaded by official/staff at State Level through CMS.
4. Upload photos/selfies/ videos in CMS on behalf of beneficiaries.
5. View/Download Reports in CMS.

17. Users at State/UT level

In CMS, there is a provision to register other officials at State/UT level like **SLTC, CLTC preferably (GIS, MIS and IEC expert), Surveyor, Supervisor** etc. to perform following tasks in CMS: -

1. Upload photos/selfies/ videos in CMS on behalf of beneficiaries.
2. View/Download Reports in CMS.

Note: All uploaded testimonials by these types of users will be sent to SLNA login for its approval or rejection.





18.Registration of other users at State/UT Level

Registration of officials at State/UT level can be done either inside the SLNA Admin login or outside login i.e. by clicking on “**Register**” link on the Home Page. If official register themselves from outside SLNA admin login, then all registrations will come to SLNA Admin for its approval.





19.Registration of Officials at State/UT Level- Outside Login

To register officially through outside login, the user has to click on “Register” on Home Page as shown below: -



Once the user clicks on “Register”, the system will display below screen to register user at State/UT level.

User will select designation, State, Level of Staff i.e. State Level, City Level, District Name, City Name (if city level staff).

User will enter First name, middle name, last name, mobile number, email-ID, Date of birth, date of joining , employee id .





After entering all these details, user will enter desired user name and password and confirm password.

DOJ (From to Date) * dd-mm-yy

Employee Id * Employee Id

User Name * User Name

Password * Password

Confirm Password * Confirm Password

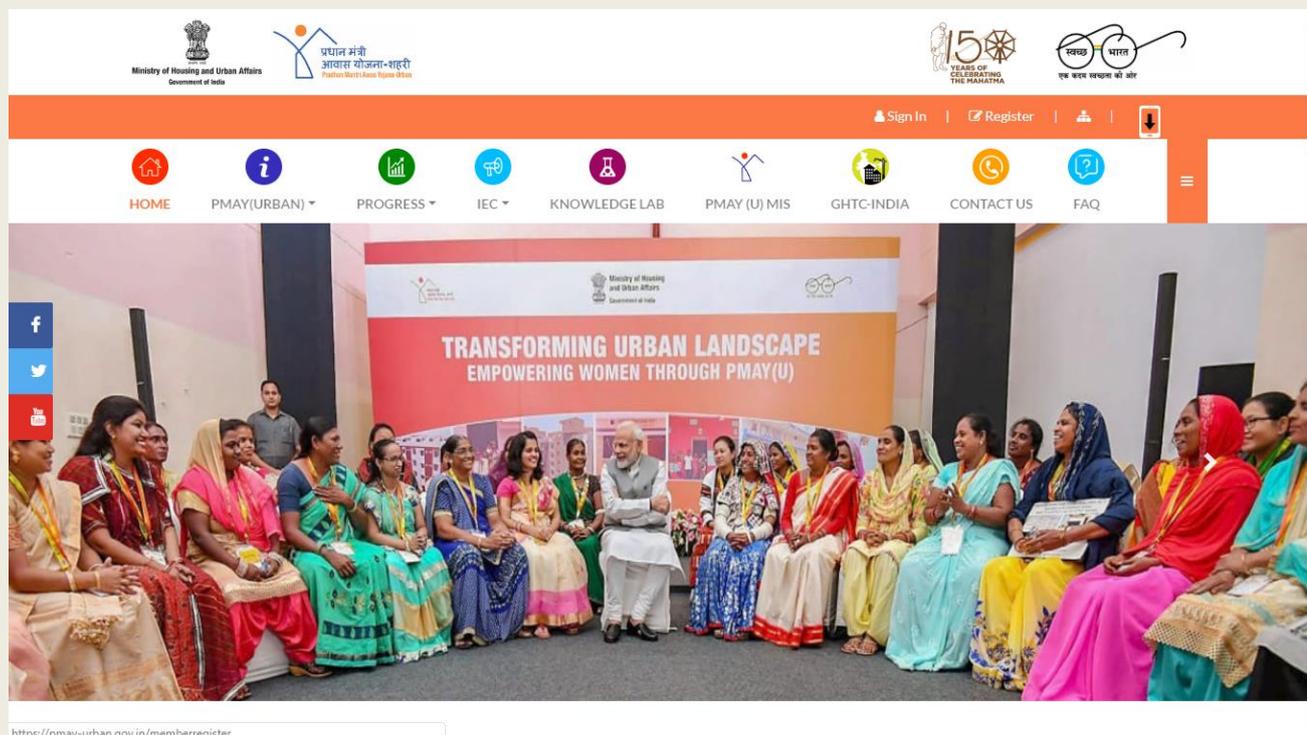
Register Reset Login

Upon successfully entering all the details user can register him/her self by click on the **REGISTER** button. User can also press the **RESET** button and re-enter all the details if

needed.

20.Approval of registration by SLNA Admin

To approve registration by SLNA Admin, user will click on “**Sign-in**” button on home page as shown below: -



Once user clicks on “**Sign-in**” button, the system will display login screen

Website: www.pmay-urban.gov.in

Mobile App: PMAY (U) available on



Standard Operating Procedure on PMAY (U) Beneficiary Mobile App



where user will enter SLNA Admin user name, password and captcha to login as shown below:

Existing User Login !

Username
Username

Password*

Captcha Code*
Enter Captcha

SIGN IN

New user? Register here

Forget Password? Click here

On successful login, the system will display below screen. User will click on the **“All Staff Member”** menu available on the left panel.

Dashboard

All Staff Members

Beneficiaries

Reports

No of Beneficiaries
330

No of Selfie Images
14

No of House Images
22

No of Videos
3

Note: Please click on the state(on map) to see the beneficiaries related details

Jammu and Kashmir

Mon Jun 03 2019 23:02:05 GMT+0530 (India Standard Time)

Hello, sinaadmin

On clicking the **“All Staff Member”**, the menu system will display a list of

Website: www.pmay-urban.gov.in

Mobile App: PMAY (U) available on





registrations on the screen along with Registration Approval Status i.e. “Pending” or “Approved”. SLNA Admin will click the view button against on “Pending” status to approve request.

If SLNA Admin wants to approve/view staff then he can search staff by Name, Mobile number, email-id, designation or by status.

Staff Members

Dashboard / Staff Members

+ Add Staff Member

Show 10 entries

S.No	Name	Mobile No.	Email ID	Department	Designation	State	District	Status	Action
1	sinatest	9098987872	sinatest@test.com	STATE	SLNA	Assam		Approved	View
2	testctc	9878909876	testctc@xyz.com	STATE	CLTC	Assam	Bongaigaon	Approved	View
3	anotherstest	9867543456	anotherstest@gmail.com	STATE	SLNA	Andaman and Nicobar Islands		Approved	View
4	testslna	9898787676	testslna@test.com	STATE	SLNA	Daman and Diu		Approved	View
5	Test	9999090909	test@123.com	STATE	SLNA	Punjab		Approved	View
6	Sina	9871234567	sinaadmin@test.com	STATE	SLNA ADMIN	Haryana		Approved	View
7	mohit	8902333988	mohit@gmail.com	STATE	SLNA	Haryana		Pending	View
8	testslnauser	9898787658	testslnauser@test.com	STATE	SLNA	Assam		Approved	View
9	shivenduss	9876543212	shivenduss@gmail.com	STATE	SLTC	Goa		Pending	View
10	Nandini	qwer	nandini@gmail.com	STATE	SLTC	Himachal Pradesh		Approved	View

Showing 1 to 10 of 79 entries

Previous 1 2 3 4 5 ... 8 Next

On click of view button, the system will display details of staff entered during registration process from outside login. At the bottom there is a dropdown option for SLNA Admin to perform Action i.e. to either **APPROVE** this registration or put on **PENDING** for approval. Once SLNA Admin APPROVE registration, then staff become authorized user of the CMS and can perform tasks.



Standard Operating Procedure on PMAY (U) Beneficiary Mobile App



PMAY (Urban) x +
https://pmay-urban.gov.in/edit-staff-member/22

Apps

Mon Jun 03 2019 23:11:09 GMT+0530 (India Standard Time) Hello, sinaadmin

Add Staff Member

Dashboard / Staff Members / View Staff Member

Select User *
STATE

Select Sub Department *
SLNA

State Name *
Haryana

Frist Name *
mohit

Middle Name *
Middle Name

Last Name *
goel

Mobile Number *
8902333988

Email_id *
mohit@gmail.com

DOB *
03-03-1993

DOJ (From to Date) *
13-11-2018

Employee_id
111

Pending
Pending
Approve

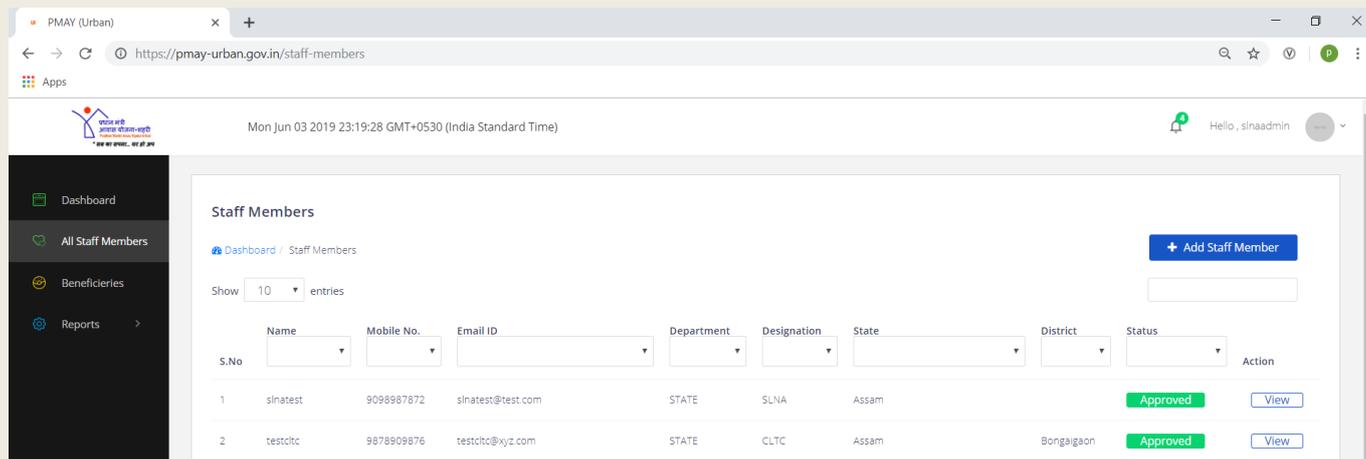
Action



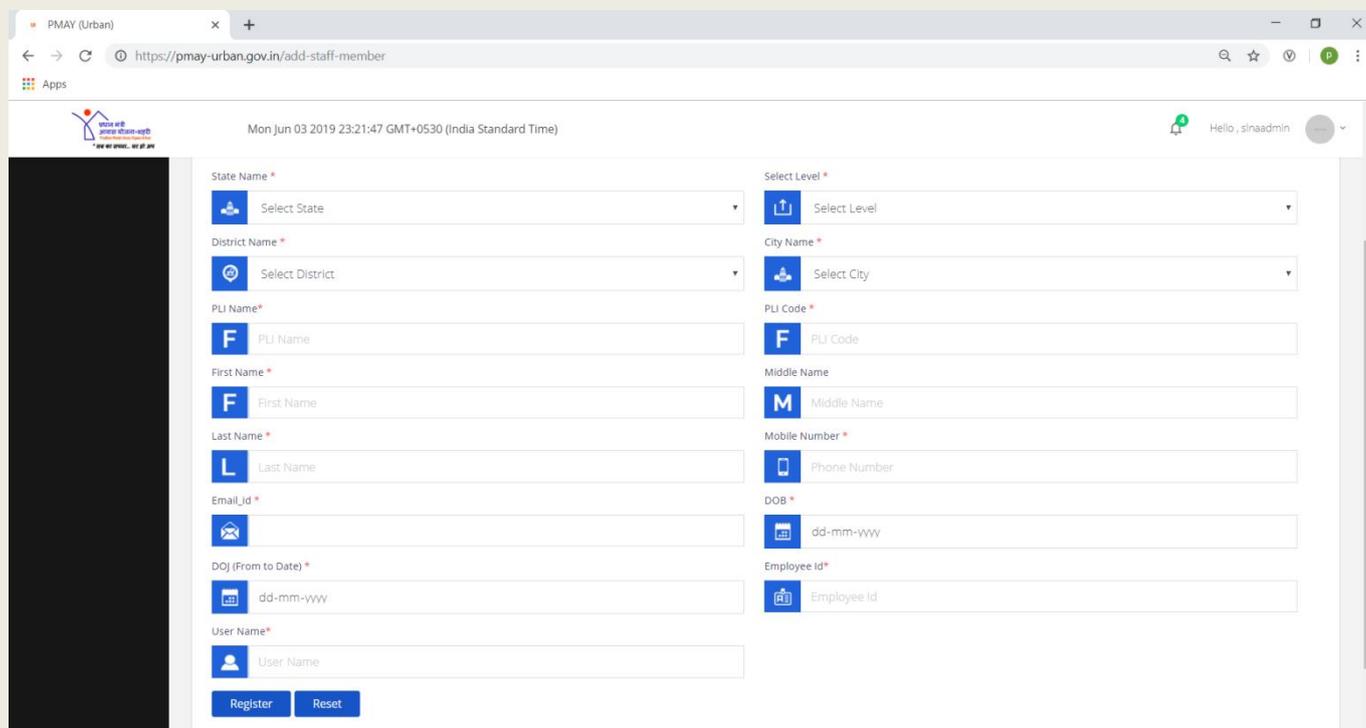


21.Registration of Officials at State/UT Level- Inside SLNA Admin

To register the user inside the SLNA Admin login, user should click on **ADD STAFF Member** button on the right-hand side as shown in the screen below: -



On clicking the Add Staff Member option, the system will display the screen as shown below for SLNA Admin to register staff for his State/UT.



SLNA Admin will select, State Name, Level of Staff i.e. State Level, City Level, District Name, City Name (if the user is to register as a city level staff) etc. User will then enter First name, middle name, last name, mobile





number, email-ID, Date of birth, date of joining, employee id and user name. Upon successfully entering all the details, SLNA Admin can register staff by clicking on the **REGISTER** button. SLNA Admin can also press the **RESET** button and re-enter all the details if needed. On successful registration of staff by SLNA Admin, the system will send the password on staff mobile number.

22. To approve/ Reject beneficiaries' testimonial by State/UT SLNA

To Approve/ Reject beneficiaries' testimonial by State, user will click on **“Sign-in”** button on home page as shown below: -



Once user clicks on **“Sign-in”** button, the system will display login screen where user will enter SLNA user name, password and captcha to login as shown below:



Standard Operating Procedure on PMAY (U) Beneficiary Mobile App



Existing User Login !

Username

Password*

Captcha Code*

SIGN IN

New user ? Register here

Forget Password ? Click here

On successful login, the system will display the screen as shown below. The User will click on **“Beneficiaries”** menu available on left panel.

Dashboard

All Staff Members

Beneficiaries

Reports

No of Beneficiaries 330

No of Selfie Images 14

No of House Images 22

No of Videos 3

Note: Please click on the state(on map) to see the beneficiaries related details

Jammu and Kashmir

On click the **“Beneficiaries”** option the menu system will display a list of beneficiaries who have uploaded their photos, selfies and video through Mobile Application. System will display beneficiary’s details like Name, Beneficiary ID (as per PMAY(U) MIS System), mobile number and

Website: www.pmay-urban.gov.in

Mobile App: PMAY (U) available on



Standard Operating Procedure on PMAY (U) Beneficiary Mobile App



State.

The System will also display the status of approval of photos, selfies and video by the State Login. To approve testimonial, SLNA will click on **“View”** button.

Mon Jun 03 2019 23:33:32 GMT+0530 (India Standard Time) Hello, sinaadmin

Beneficiaries

+ Add Beneficiary

Show 10 entries

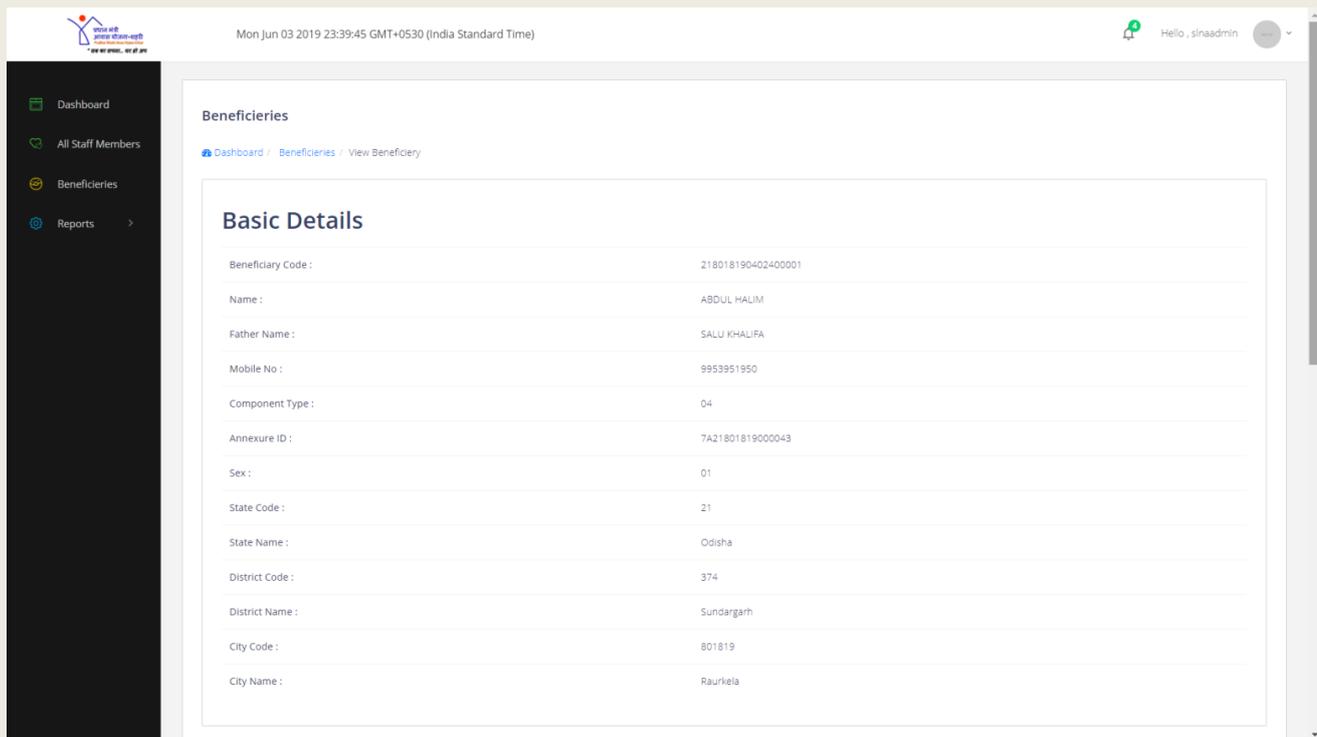
S.No	Name	Beneficiary Code	Mobile No.	State	Selfie Status	Family Photo Status	Video Status	Action
#1	ABDUL HALIM	218018190402400001	9953951950	Odisha	pending	pending	N/A	View
#2	ABDUL HAMEED	278027373269500167	9890373178	Maharashtra	N/A	N/A	N/A	View
#3	ABDUL KAYYUM KASSAB	238024355990300034	9754121355	Madhya Pradesh	N/A	N/A	N/A	View
#4	ABHAY SHRIVASTAV	A209800951254087	8144511964	Uttar Pradesh	N/A	N/A	N/A	View
#5	ABHINAV SINGH	228019656766600098	7000719953	Chhattisgarh	N/A	N/A	N/A	View
#6	ABHISHEK ARORA	A206800429204151	8585909993	Haryana	N/A	N/A	N/A	View
#7	ADHIKARULA RADHA KUMARI	288029471402300310	9550098740	Andhra Pradesh	N/A	N/A	N/A	View
#8	AIJAZ AHMAD WANI	010002079172600001	9910832238	Jammu and Kashmir	pending	approved	approved	View
#9	AIZAZ MOHAMMAD SHAIKH	238022480895800056	9424097986	Madhya Pradesh	N/A	N/A	N/A	View
#10	AJAY PRASAANTH MUTHURAMAN SOMASEKAR	A233803327503297	9940227605	Tamil Nadu	N/A	N/A	N/A	View

Showing 1 to 10 of 330 entries

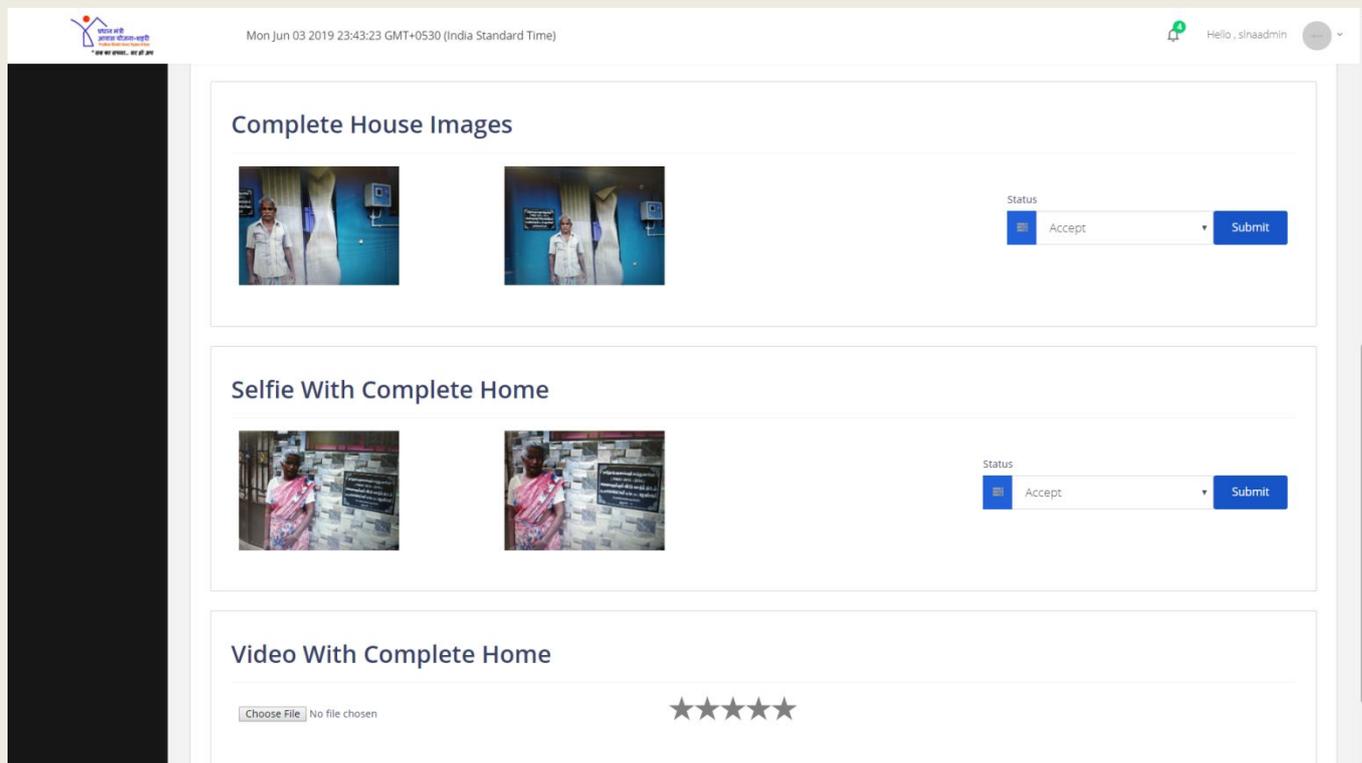
Previous 1 2 3 4 5 ... 33 Next

On click the view button, the system will display details of beneficiaries as per PMAY (U) MIS system like Name, Father Name, mobile number, component type, Annexure id etc.





The Screen will also display photos, selfies and video uploaded by the beneficiaries. User has to choose option from drop down menu of the status based on the quality of photos, selfies and video and click on submit button to confirm the action.

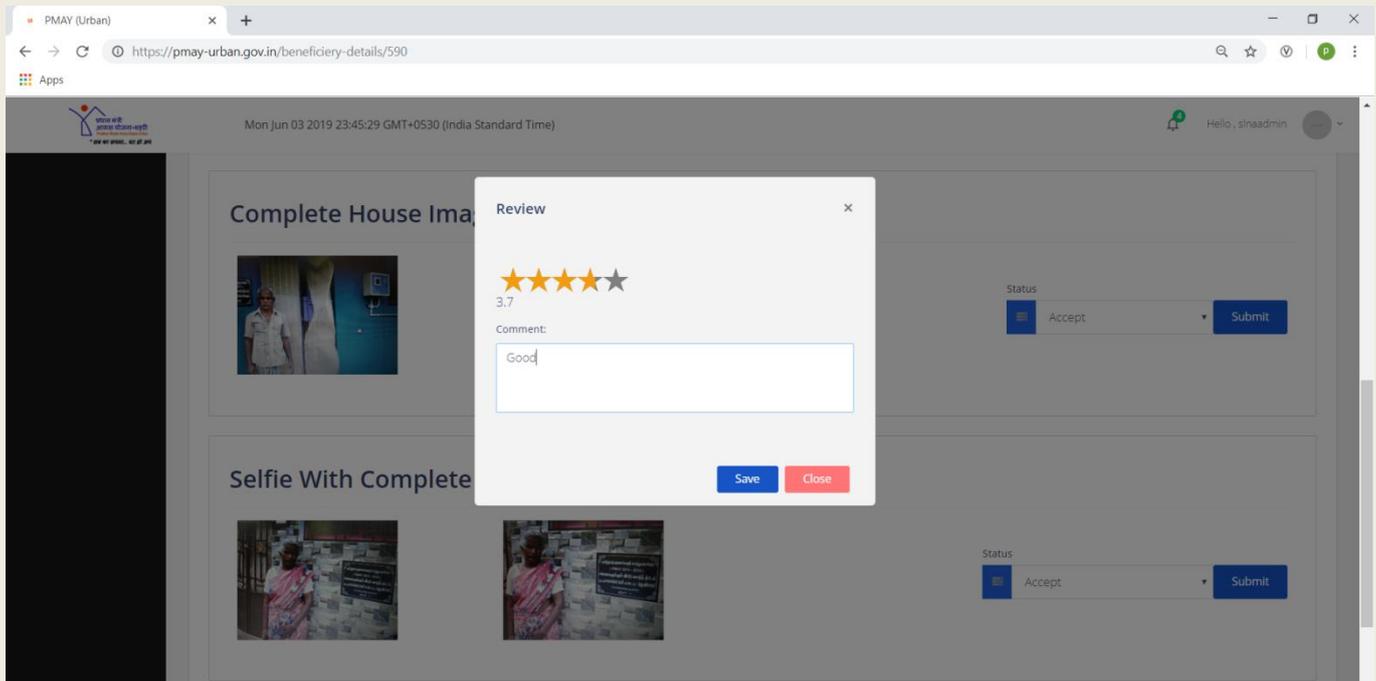


If SLNA select the “**APPROVE**” option from the dropdown menu, then the **Website:** www.pmay-urban.gov.in **Mobile App:** PMAY (U) available on



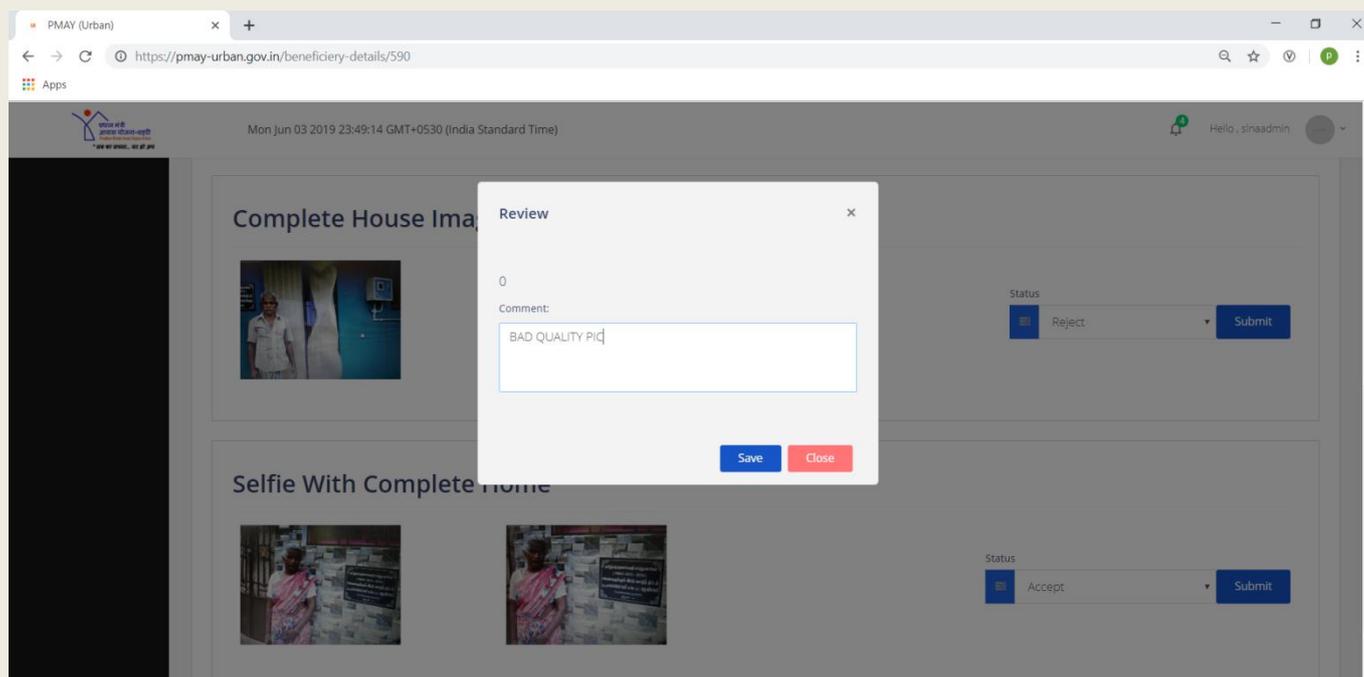


system will display below screen where SLNA will give rating to the testimonial and, enter his/her comments and click on the **SAVE** button to submit his decision. SLNA can also click on the **CLOSE** button to cancel his decision.



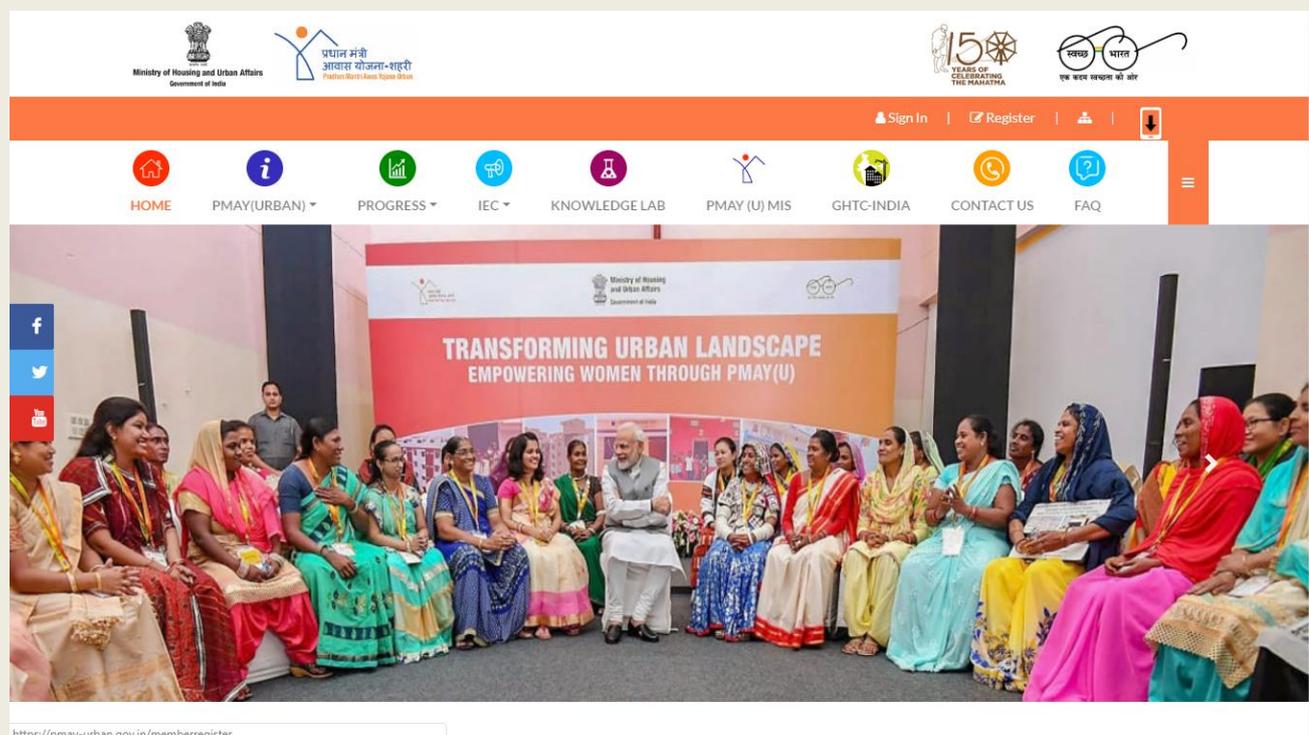
If SLNA selects the **“REJECT”** option from the dropdown menu, then the system will display below screen where SLNA will enter reason for his rejection and click on the **SAVE** button to submit his decision. SLNA can also click on the **CLOSE** button to cancel his decision.





23.Upload photos/selfies/ videos in CMS on behalf of beneficiaries

To upload testimonials on behalf of beneficiaries’, the users at State/UT level will click on **“Sign-in”** button on home page as shown below: -



Standard Operating Procedure on PMAY (U) Beneficiary Mobile App



Once user click on **“Sign-in”** button, the system will display login screen where user will enter user name, password and captcha to login as shown below:

Existing User Login !

Username

Password*

Captcha Code*

SIGN IN

New user ? Register here

Forgot Password ? Click here

On successful login, system will display below screen. User will click on **“Beneficiaries”** menu available on left panel.

Dashboard

All Staff Members

Beneficiaries

Reports

No of Beneficiaries 330

No of Selfie Images 14

No of House Images 22

No of Videos 3

Note: Please click on the state(on map) to see the beneficiaries related details

Jammu and Kashmir

Mon Jun 03 2019 23:02:05 GMT+0530 (India Standard Time)

Hello, sinaadmin

Website: www.pmay-urban.gov.in

Mobile App: PMAY (U) available on



Standard Operating Procedure on PMAY (U) Beneficiary Mobile App



On click of **“Beneficiaries”** menu, the system will display list of beneficiaries who have uploaded their photos, selfies and video through Mobile Application. System will display beneficiary’s details like Name, Beneficiary ID (as per PMAY(U) MIS System), mobile number and State.

System will also display status of approval of photos, selfies and video by the State Login. To approve testimonial, SLNA will click on **“View”** button. To upload testimonial i.e. photos, selfies and videos on behalf of beneficiaries: User will click on **“Add Beneficiary”** button on the right hand side as shown in the screen below

The screenshot shows the 'Beneficiaries' page in the PMAY (U) Beneficiary Mobile App. The page includes a sidebar with navigation options: Dashboard, All Staff Members, Beneficiaries (selected), and Reports. The main content area displays a table of beneficiaries with the following columns: S.No, Name, Beneficiary Code, Mobile No., State, Selfie Status, Family Photo Status, Video Status, and Action. A '+ Add Beneficiary' button is located in the top right corner. The table lists 10 beneficiaries, with their respective details and approval statuses. A pagination bar at the bottom indicates 'Showing 1 to 10 of 330 entries' and includes page numbers 1 through 33.

S.No	Name	Beneficiary Code	Mobile No.	State	Selfie Status	Family Photo Status	Video Status	Action
#1	ABDUL HALIM	218018190402400001	9953951950	Odisha	pending	pending	N/A	View
#2	ABDUL HAMEED	278027373269500167	9890373178	Maharashtra	N/A	N/A	N/A	View
#3	ABDUL KAYYUM KASSAB	238024355990300034	9754121355	Madhya Pradesh	N/A	N/A	N/A	View
#4	ABHAY SHRIVASTAV	A209800951254087	8144511964	Uttar Pradesh	N/A	N/A	N/A	View
#5	ABHINAV SINGH	228019656766600098	7000719953	Chhattisgarh	N/A	N/A	N/A	View
#6	ABHISHEK ARORA	A206800429204151	8585909993	Haryana	N/A	N/A	N/A	View
#7	ADHIKARULA RADHA KUMARI	288029471402300310	9550098740	Andhra Pradesh	N/A	N/A	N/A	View
#8	AIJAZ AHMAD WANI	010002079172600001	9910832238	Jammu and Kashmir	pending	approved	approved	View
#9	AIZAZ MOHAMMAD SHAIKH	238022480895800056	9424097986	Madhya Pradesh	N/A	N/A	N/A	View
#10	AJAY PRASAANTH MUTHURAMAN SOMASEKAR	A233803327503297	9940227605	Tamil Nadu	N/A	N/A	N/A	View

On click the **“Add Beneficiary”** button, the system will display below screen where user will enter Beneficiary ID (as in PMAY (U) MIS system).



Standard Operating Procedure on PMAY (U) Beneficiary Mobile App



Wed Jun 12 2019 19:43:37 GMT+0530 (India Standard Time) Hello, centeradmin

Add Beneficiaries

Dashboard / Add Beneficiaries

Beneficiary Code

Confirm identity

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If the beneficiary exists in PMAY (U) MIS system then system will display details of beneficiary on screen as entered by ULB in PMAY (U) MIS system (as shown below). If details are correct, then user will click on **CONFIRM** button.

Wed Jun 12 2019 19:45:02 GMT+0530 (India Standard Time) Hello, centeradmin

Add Beneficiaries

Dashboard / Add Beneficiaries

Name * Kanagavalli

Father Name * Balamurugan

Project Name * Construction of 231 Individuals Houses at Bogi Street and 2 other Slums

Sex * Male

State Name * Tamil Nadu

City Name * Udhagamandalam

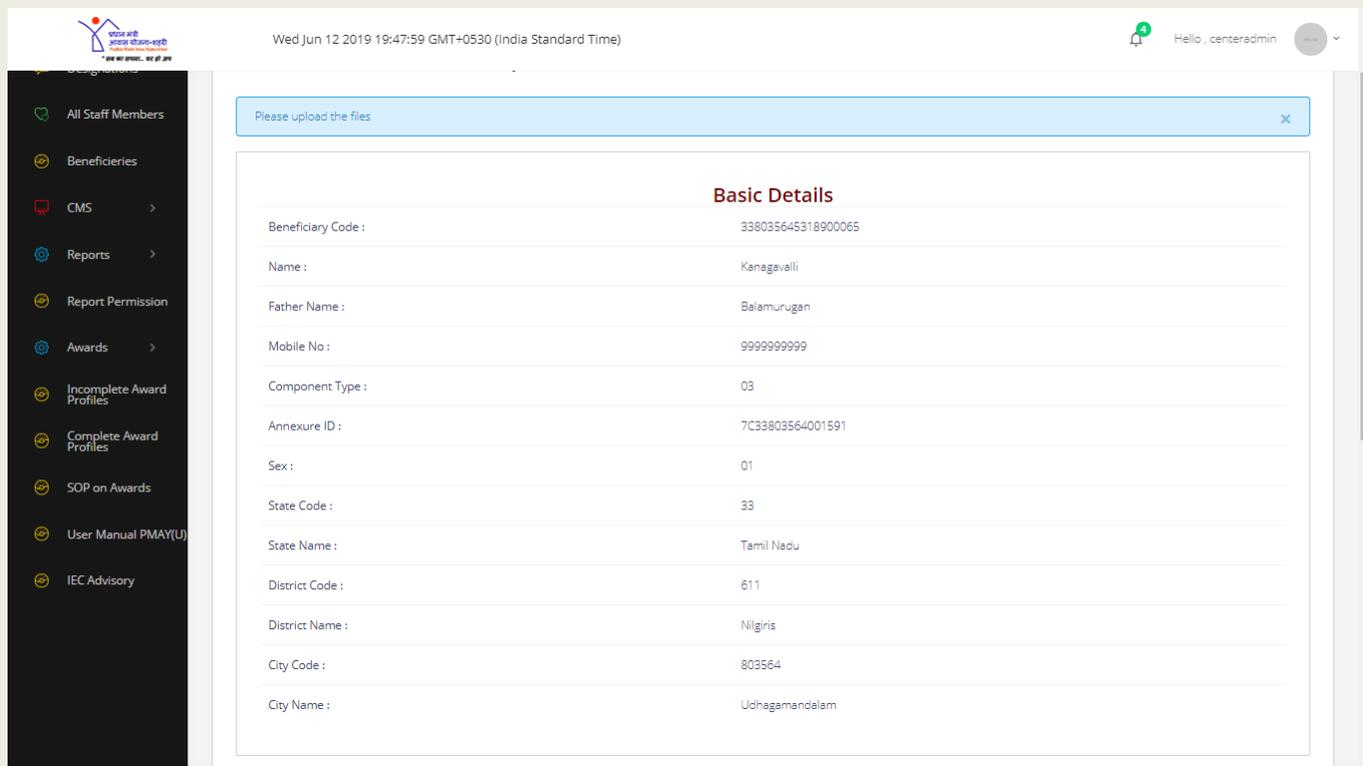
Confirm

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Once user clicks on **CONFIRM** button, the system will display details of beneficiaries as entered in PMAY (U) MIS system.



At the bottom, the system will give an option to user to upload photos, selfies and videos of beneficiaries in parts on his/her behalf. On successfully uploading of testimonials, it is mandatory for users to give rating from 1 to 5 Stars to photos, selfies and video individually.





Logo of PMAY-U Beneficiary Mobile App | Wed Jun 12 2019 19:48:51 GMT+0530 (India Standard Time) | Hello, centeradmin

Complete House Images

No file chosen No file chosen ★★★★★

Selfie With Complete Home

No file chosen No file chosen ★★★★★

Video With Complete Home

No file chosen ★★★★★





Annexure- A

Screen to update mobile number in PMAY (U) MIS system under ULB login: -

What's New : 319 latest by 15-02-2019.

Home Survey Data Annexure 7# Beneficiary Revision of Project MPR Allotment Letter HFAPoA AIP CBT Fin. Component PMAY (Urban) Awards ^{NEW} Report Offline Data
Citizen Data Admin

Download

Update Beneficiary Mobile Number

Project Name : Beneficiary Name :

Show Cancel

Record as per PMAY-MIS Database

Project Name :	CONSTRUCTION OF 150 EWS HOUSES UNDER BLC-NC DPR 01
Beneficiary Details :	Anil Mahadev Kale (Male - Father Name - Mahadev Chandar Kale)
Old Mobile Number :	9688438564

Update New Mobile Number.

Enter New Mobile No * Send OTP





Annexure- B

Report to view Duplicate Mobile Number

Report	Offline Data
Physical & Financial Report	
Allotment Report	
Annexure Report	
Survey Report	
Beneficiary Report	List of valid Beneficiary component/category Wise
Financial Report	Date Wise Beneficiary Attachment
CBT Report	Joint Holder Missing Details
CLSS Report	List of Attached Beneficiary
Geotagged Report	Category Wise Beneficiary Data
Aadhar Seeded / Bridged	Component Wise Beneficiary Data
Complaint/Feedback Report	Duplicate Beneficiary by Aadhar No.
Design and Developed by NIC MoHUA Divs	
	Beneficiary Details for GeoTagging
	Beneficiary Aadhar Status
	List of Beneficiary having Duplicate Mobile Number
	List of Beneficiaries having Duplicate Aadhaar
	List of Valid Beneficiary Component-Wise

State Name : Maharashtra City Name : Kolhapur You are Login as : MHFKAHMC (Log Out)

What's New : e now and historical MPR has been reset. Please submit the MPR data for the periods 1. Since inception upto Dec 2

Home Survey Data Annexure 7i Beneficiary Revision of Project MPR Allotment Letter HFAPA AIP CBT Fin. Component PMAY (Urban) Awards Report

Offline Data Citizen Data Admin Download

List of Beneficiary having Duplicate Mobile Number

Record per page : 500

List of Duplicate Mobile No.

S.No	Duplicate Mobile No. Count	Mobile No.
1	5	7276217238
2	5	7709560516
3	3	9172529246
4	2	9767912631

First 1 Last

List of Beneficiary having Duplicate Mobile Number

Record per page : 500

List of Beneficiary with Duplicate Mobile No. : 7276217238

S.No	State Name	City Name	Mission Component	Annexure Id	Beneficiary Name	Father Name	Gender	Survey Code	Beneficiary Code	Beneficiary Address	ULB Contact Person Name	ULB Contact Person Mobile No.	ULB Contact Person Email Id
1	Maharashtra	Kolhapur	BLC	7C27802887009695	SUNIL SHANKAR LOKARE	SHANKAR	Male	6366030	27802887142600011	PLOT NO 4, SUBHASH NAGAR NEAR DATTA MANDI, 0	Yogesh B Patil	9960862265	
2	Maharashtra	Kolhapur	BLC	7C27802887009695	SUNIL CHANDRAKANT SATHE	CHANDRAKANT DADU SATHE	Male	6511547	27802887142200028	HOUSE NO. 1518, E WARD, RAJARAMPURI 3RD LANE, MATANG V, 0	Yogesh B Patil	9960862265	
3	Maharashtra	Kolhapur	BLC	7C27802887007441	SHARAYU RAHUL MORE	SADASHIV MAHADEV NIKAM	Female	6337930	278028871424100001	1808, BWARD, RANA ARKED, MANGALWAR PETH, 0	Yogesh B Patil	9960862265	
4	Maharashtra	Kolhapur	BLC	7C27802887013859	MAHESH JAYAVANT POWAR	JAYWANT	Male	6627778	27802887142600013	27 LAXMI V, ISOLATION HOSPITAL ROAD JAWAHA, 0	Yogesh B Patil	9960862265	
5	Maharashtra	Kolhapur	BLC	7C27802887007466	SHAKUNTALA NARAYAN MANE	WO NARAYAN	Female	6333037	278028871425200004	80, Amane Gallii, Near Khandoba , Shivaji Peth, 0	Yogesh B Patil	9960862265	

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