

User Manual

Auto Appeal System – Nivesh Mitra 3.0

Introduction:

As part of the State Government's ongoing efforts to strengthen the **Ease of Doing Business (EoDB)** ecosystem and ensure timely delivery of services to investors, an **Auto-Appeal Module** has been introduced on Nivesh Mitra 3.0.

Under this module, applications that remain pending beyond the prescribed Service Level Agreement (SLA) shall be automatically escalated to the designated appellate authority for necessary action.

Key Features of the Auto-Appeal Module

1. **Automatic Escalation of Delayed Applications**
 - Applications not disposed of within the notified SLA shall be automatically moved to the Auto-Appeal Module.
2. **Dashboard for Appellate Authorities**
 - Dedicated dashboard for monitoring pending auto-appeals and taking necessary action will be displayed in the DNO login.
3. **Real-Time Notifications**
 - Automated alerts and notifications to investors and concerned departmental nodal officers regarding generated auto-appeals, scheduled hearings and pending actions.
4. **Application Tracking**
 - Complete audit trail and status tracking of auto-appealed applications.
5. **Monitoring and Reporting**
 - Provision for monitoring pendency, disposal timelines, and departmental performance through dashboards and MIS reports in DNO Login.

Appellate Officer Hierarchy:

Upon breach of the prescribed SLA, the application shall be automatically escalated to the **First Appellate Authority (AA1/ Department Nodal Officer - DNO)**. If the application remains undisposed for **seven (7) days** at the A1 level, it shall be further **auto-escalated to the Second Appellate Authority (AA2/ Department Finance Officer - DFO)** for necessary action and disposal.

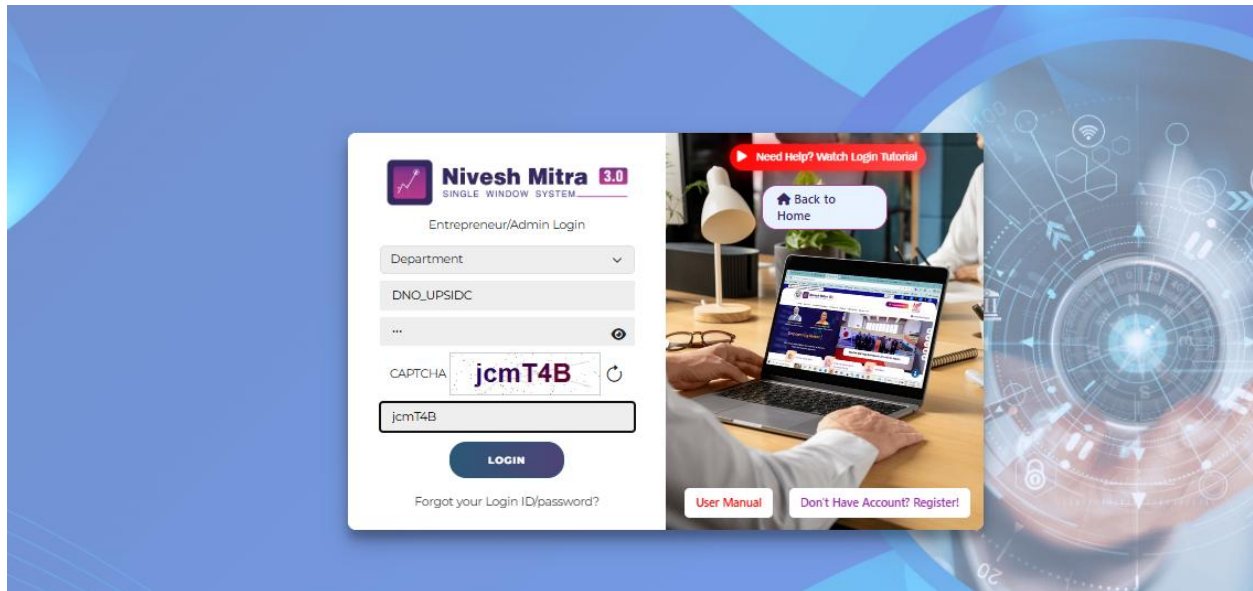
There will be 2 types of appeals:

1. **Auto-Appeal** – Automatically raised by the system once the application goes beyond the SLA. The appeal will be shown to the investor, DNO, DFO and State Admin of their dashboards.
2. **Manual Appeal** – The option of raising a manual appeal will be shown to the investor in case the application was rejected, and the investor is not satisfied with the rejection reason.

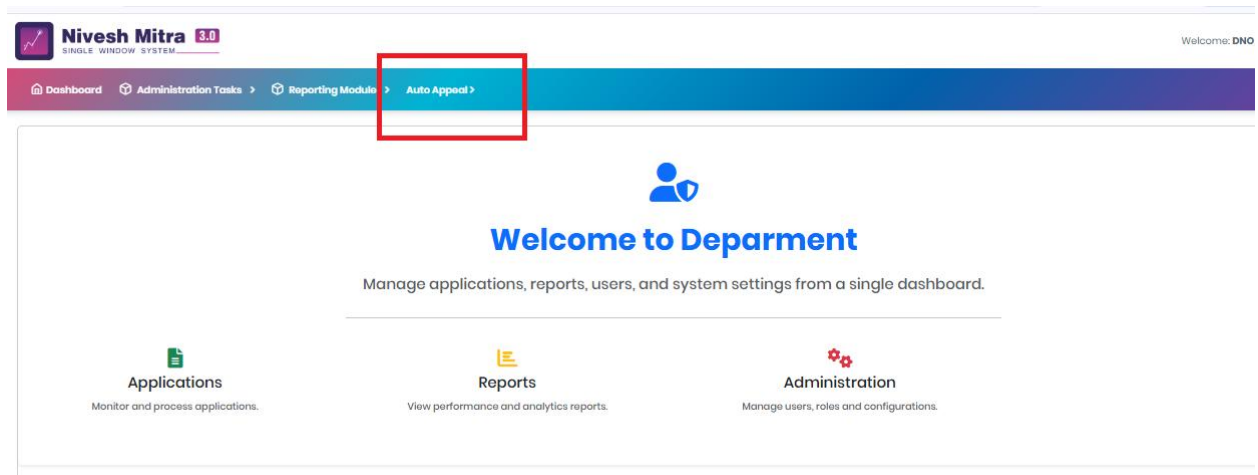
How to Dispose of Auto Appeals from Department Nodal Officer (AA1 LEVEL)

Login:

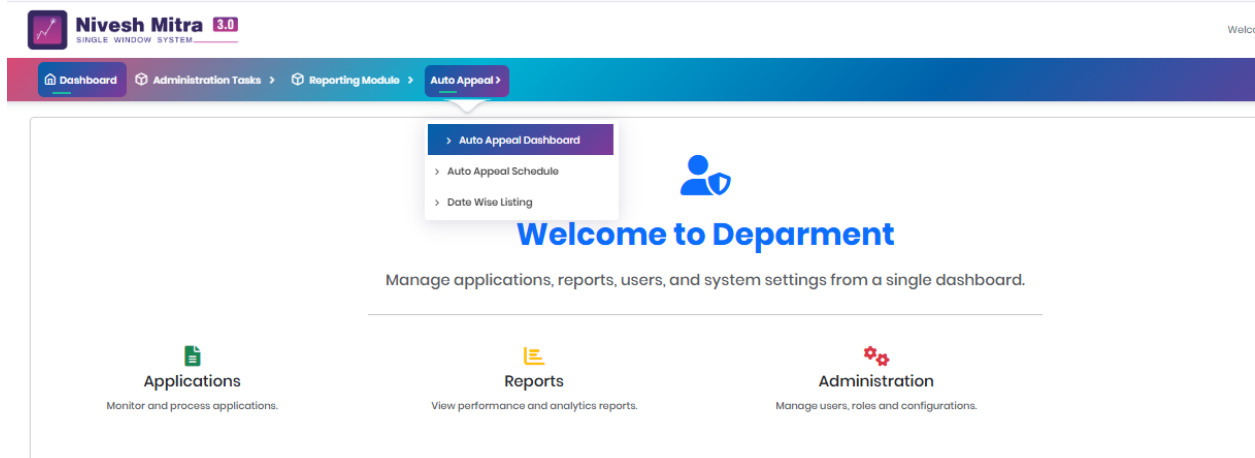
STEP 1: Department Nodal officer will login on Nivesh Mitra 3.0



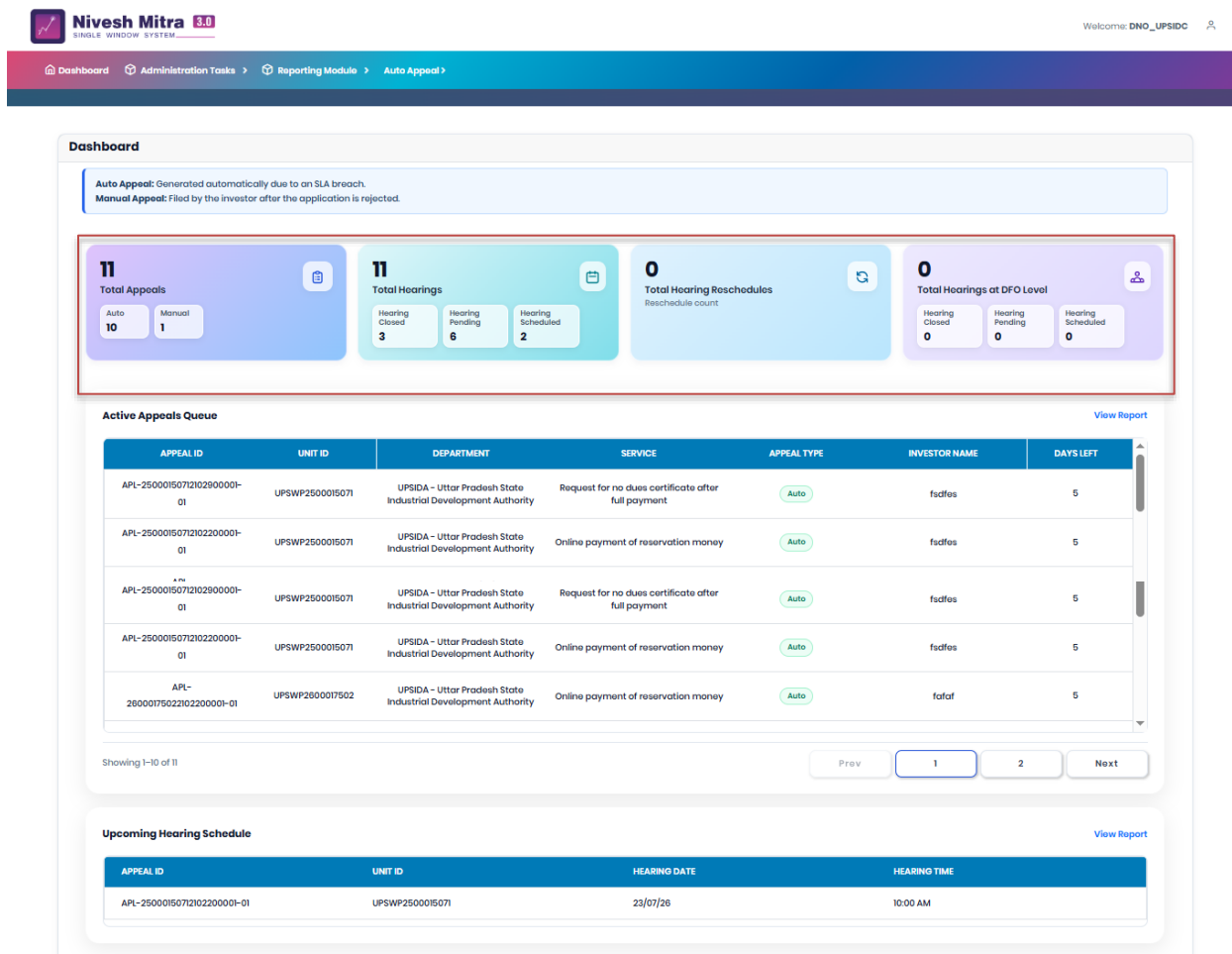
STEP 2: The DNO OFFICER will see the Auto-Appeal option in the Top Menu to access the list of all the applications which are pending beyond timeline.



Step 3: Officer will access the option for Auto Appeal dashboard.



Step 4: The dashboard will have overview of the applications pending beyond SLA. The appeals will be listed on the dashboard, mapped with Unit Id of the applications.



Step 5: When the Officer will click on Numbers displayed on the Cards (Summary) → The system will navigate them to the list Application with data of the appeals:
The system will have the option for the Print and Excel to download the data.


Single Window System
Welcome: DNO_UPSIDC

Dashboard
Administration Tasks
Reporting Module
Auto Appeal

Auto Appeals

Auto Appeal: Generated automatically due to an SLA breach.
Manual Appeal: Filed by the investor after the application is rejected.

Current Date & Time: 10/7/2020, 5:54:54 pm

Excel Print

Report: Auto Appeals | Total Records: 10

S.NO.	APPEAL ID	UNIT ID	DEPARTMENT	SERVICE	TYPE	INVESTOR	DAYS LEFT IN CLOSURE	STATUS
1	APL-26000181012...	UPSWP2600018101	UPSIDA - Uttar Pradesh State Industrial Development Authority	Functional/Working/Start of Production Certificate	Auto	dddd	5	Hearing Completed
2	APL-2500015071...	UPSWP2500015071	UPSIDA - Uttar Pradesh State Industrial Development Authority	Online payment of reservation money	Auto	fsdfes	5	Hearing Scheduled
3	APL-2500015071...	UPSWP2500015071	UPSIDA - Uttar Pradesh State Industrial Development Authority	Request for no dues certificate after full payment	Auto	fsdfes	5	Hearing Completed
4	APL-2600017502...	UPSWP2600017502	UPSIDA - Uttar Pradesh State Industrial Development Authority	Online payment of reservation money	Auto	fafaf	5	Hearing Scheduled
5	APL-2500015072...	UPSWP2500015072	UPSIDA - Uttar Pradesh State Industrial Development Authority	Request for permission for creation of second charge in favour of financial institution	Auto	rfis	5	Hearing Completed
6	APL-2500015071...	UPSWP2500015071	UPSIDA - Uttar Pradesh State Industrial Development Authority	Request for permission for joint	Auto	fsdfes	5	Pending
5	APL-2500015072...	UPSWP2500015072	UPSIDA - Uttar Pradesh State Industrial Development Authority	Request for permission for creation of second charge in favour of financial institution	Auto	rfis	5	Hearing Completed
6	APL-2500015071...	UPSWP2500015071	UPSIDA - Uttar Pradesh State Industrial Development Authority	Request for permission for joint mortgage	Auto	fsdfes	5	Pending
7	APL-2600017502...	UPSWP2600017502	UPSIDA - Uttar Pradesh State Industrial Development Authority	Request for Time Extension	Auto	fafaf	5	Pending
8	APL-2600017503...	UPSWP2600017503	UPSIDA - Uttar Pradesh State Industrial Development Authority	Request for Time Extension	Auto	Nitin Sharma	5	Pending
9	APL-2600022428...	UPSWP26000224-LA04	UPSIDA - Uttar Pradesh State Industrial Development Authority	Land Allotment System	Auto	hgfhghth	5	Pending
10	APL-2500015071...	UPSWP2500015071	UPSIDA - Uttar Pradesh State Industrial Development Authority	Request for recognition of legal heir after death of Allottee	Auto	fsdfes	5	Pending

Step 6: To schedule the hearing, the user (DNO) will select “Auto appeal schedule”.

Nivesh Mitra 3.0
SINGLE WINDOW SYSTEM

Welcome: DNO_UPSIDC

Dashboard Administration Tasks Reporting Module **Auto Appeal**

Auto Appeal Dashboard

- Auto Appeal Schedule
- Auto Appeal Dashboard
- Data Wise Listing

Dashboard

Auto Appeal: Generated automatically due to an SLA breach.
Manual Appeal: Filed by the investor after the application is rejected.

Total Appeals
Auto: 10, Manual: 1

Total Hearings
Hearing Closed: 3, Hearing Pending: 6, Hearing Scheduled: 2

Total Hearing Reschedules
Reschedule count: 0

Total Hearings at DFO Level
Hearing Closed: 0, Hearing Pending: 0, Hearing Scheduled: 0

Active Appeals Queue

APPEAL ID	UNIT ID	DEPARTMENT	SERVICE	APPEAL TYPE	INVESTOR NAME	DAYS LEFT
APL-250001507121020000-01	UPSWP2500015071	UPSIDA - Uttar Pradesh State Industrial Development Authority	Request for no dues certificate after full payment	Auto	fsdfas	5
APL-2500015071210220000-01	UPSWP2500015071	UPSIDA - Uttar Pradesh State Industrial Development Authority	Online payment of reservation money	Auto	fsdfas	5

Step 7. User will be able to access the filter for selecting Auto Appeal Applications on this interface by Application type.

Auto Appeal Schedule

Auto Appeal: Generated automatically due to an SLA breach.
Manual Appeal: Filed by the investor after the application is rejected.

Department: UPSIDA - Uttar Pradesh State Industrial Development Authority
Service: All Services
Unit ID: Enter Unit ID
Application Type: All Types (selected), Auto, Manual
Hearing Stage: All Stages

Show Reset

Found 8 matching records

#	APPEAL ID	UNIT ID	UNIT NAME	SERVICE	TYPE	FILED ON	PENDING AT OFFICER NAME	DAYS LEFT IN CLOSURE	ACTION
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Select Hearing type:

Auto Appeal Schedule

Auto Appeal: Generated automatically due to an SLA breach.
Manual Appeal: Filed by the investor after the application is rejected.

Department: UPSIDA - Uttar Pradesh State Industrial Development Authority
Service: All Services
Unit ID: Enter Unit ID
Application Type: All Types
Hearing Stage: All Stages, Schedule Hearing (selected), Upload Hearing

Show Reset

Found 8 matching records

#	APPEAL ID	UNIT ID	UNIT NAME	SERVICE	TYPE	FILED ON	PENDING AT OFFICER NAME	DAYS LEFT IN CLOSURE	ACTION
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To schedule the hearing from the list → access the schedule hearing button →

#	APPEAL ID	UNIT ID	UNIT NAME	SERVICE	TYPE	FILED ON	PENDING AT OFFICER NAME	DAYS LEFT IN CLOSURE	ACTION
1	APL-25000150712102200001-01	UPSWP2500015071	INVEST UP	Online payment of reservation money	Auto	15/04/26	DA	1 Day Left	Scheduled: 23/07/26, 10:00 AM Upload Document
2	APL-26000175022102200001-01	UPSWP2600017502	DNS INFO SOLUTIONS	Online payment of reservation money	Auto	13/04/26	---	1 Day Left	Expired Reschedule Hearing
3	APL-26000224260514175631-01	UPSWP26000224-LA04	hgfhghfh	Land Allotment System	Auto	15/05/26	DA	1 Day Left	Pending Schedule Hearing
4	APL-25000150712102400001-01	UPSWP2500015071	INVEST UP	Request for reconstitution Allottee firm company etc	Manual	14/04/26	DA	1 Day Left	Pending Schedule Hearing
5	APL-25000150712102300001-01	UPSWP2500015071	INVEST UP	Request for recognition of legal heir after death of Allottee	Auto	14/04/26	---	1 Day Left	Pending Schedule Hearing

Interface (pop-up) will open where the user will update the information required to schedule the hearing:

Schedule Hearing
×

Hearing must be concluded within SLA period. Current SLA for APL-26000175022101500001-01: Day 2/7.

Create a meeting link using **Microsoft Teams** or **Zoom**. After creating the meeting link, paste it into the field below while scheduling the hearing.

Investor Email ID

Application Current Status

NITINBSHARMA16@GMAILCOM

FORWARDED

Hearing Date (DD/MM/YY)

Hearing Time

17-07-2026

10 : 00 AM

Selected: 17/07/26

Hearing Mode

Meeting Link (Teams / Zoom) *

Video Conference

https://teams.microsoft.com

Cancel

Schedule Hearing

Before the hearing:

- ### During the hearing:

- To upload the proceedings of the meeting, DNO will navigate to Upload Document button → interface will open in which the user has to enter required data and click on Submit button:

#	APPEAL ID	UNIT ID	UNIT NAME	SERVICE	TYPE	FILED ON	PENDING AT OFFICER NAME	DAYS LEFT IN CLOSURE	ACTION
1	APL-25000150721022200001-01	UPSWP2500015 071	INVEST UP	Online payment of reservation money	Auto	15/04/26	DA	1Day Left	Scheduled: 23/07/26, 10:00 AM Upload Document
2	APL-26000175022022200001-01	UPSWP2600017 502	DNS INFO SOLUTIONS	Online payment of reservation money	Auto	13/04/26	---	1Day Left	Expired Reschedule Hearing

Upload Hearing Document

✕

i Capture hearing outcome details, remarks, and an optional supporting document. Required fields are marked with *.

Appeal ID

APL-2500015072102200001-01

Application Current Status

FORWARDED

Pending At *

☒ Department Officer
 ☐ Investor

Officer Name

MR KHAN BASI

Designation

—

Tentative Date of Completion — Department

(DD/MM/YY) *

DD-MM-YYYY

Document Upload

Choose File

No file chosen

Allowed: PDF / JPG / PNG / DOC / DOCX (max 10MB)

Officer Remark *

Enter officer remark

Investor Remark *

Enter investor remark

Officer Remark *

Enter officer remark

Investor Remark *

Enter investor remark

DNO Remark *

Enter appellate remark

Reason for Delay *

Enter reason for delay

Cancel

Submit

In case the investor or the officer with whom the application is pending, is not available at the time of the hearing, the DNO may reschedule the hearing.

#	APPEAL ID	UNIT ID	UNIT NAME	SERVICE	TYPE	FILED ON	PENDING AT OFFICER NAME	DAYS LEFT IN CLOSURE	ACTION
1	APL-2500015071202200001-01	UPSWP2500015071	INVEST UP	Online payment of reservation money	Auto	15/04/26	DA	1 Day Left	Scheduled: 23/07/26, 10:00 AM Upload Document
2	APL-26000175022102200001-01	UPSWP2600017502	DNS INFO SOLUTIONS	Online payment of reservation money	Auto	13/04/26	---	1 Day Left	Expired Reschedule Hearing

Once the hearing is completed, the Status of the application with show ‘Hearing Completed’.

Nivesh Mitra 3.0
SINGLE WINDOW SYSTEM

Welcome: DNO_UPSIDC

Dashboard
Administration Tasks
Reporting Module
Auto Appeal

Date Wise Listing

Auto Appeal: Generated automatically due to an SLA breach.
Manual Appeal: Filed by the investor after the application is rejected.

From Date
To Date
Hearing Status

DD-MM-YYYY
DD-MM-YYYY
All

Show
Reset

6 hearings

Current Date & Time: 16/7/2026, 6:35:49 pm

Excel
Print

Search Info: From Date: -, To Date: -, Hearing Status: All, Total Records: 5

DATE	TIME	APPEAL ID	UNIT ID	TYPE	INVESTOR	SERVICE	HEARING MODE	STATUS
14/07/2026	12:00 AM	APL-2500015072...	UPSWP2500015072	Auto	rfs	Request for permission...	Already Approved	Hearing Completed
15/07/2026	10:00 PM	APL-2600017502...	UPSWP2600017502	Auto	fafaf	Online payment of res...	Video Call	Scheduled: 16/07/2026, 10:00 PM
18/07/2026	10:00 AM	APL-2500015071...	UPSWP2500015071	Auto	fsdfes	Request for no dues ce...	Already Approved	Hearing Completed
23/07/2026	10:00 AM	APL-2500015071...	UPSWP2500015071	Auto	fsdfes	Online payment of res...	Video Call	Scheduled: 23/07/2026, 10:00 AM
27/07/2026	10:00 AM	APL-26000161012...	UPSWP2600016101	Auto	dddd	Functional/Working/St...	Video Call	Hearing Completed
27/07/2026	10:00 AM	APL-25000161012...	UPSWP2600016101	Auto	dddd	Functional/Working/St...	Video Call	Hearing Completed

Showing 1-5 of 5
Prev
1
Next

DNO will get 7 days to schedule and complete the hearing. In case, the appeal hearing is not conducted within 7 days, or the application is pending, in both the cases, the appeal will be escalated to AA2 (DFO).

The process at DFO will be similar to DNO. In case the application is pending at DFO after 7 days, the pendency will be escalated to State level for further action.

The proceedings of the hearings will be available for download to the investor and DNO as below:

Dashboard
Reporting Module
Auto Appeal

From Date: DD-MM-YYYY
To Date: DD-MM-YYYY
Hearing Status: All
Show
Reset
5 hearings

Current Date & Time: 20/7/2026, 1:49:49 pm
Excel
Print

Search Info: From Date: -, To Date: -, Hearing Status: All, Total Records: 5

DATE	TIME	APEAL ID	UNIT ID	TYPE	INVESTOR	SERVICE	HEARING MODE	STATUS
14/07/2026	12:00 AM	APL-2500015072...	UPSWP2500015072	Auto	rfs	Request for permission...	Already Approved	Hearing Completed
15/07/2026	10:00 PM	APL-2600017502...	UPSWP2600017502	Auto	fafaf	Online payment of res...	Video Call	Scheduled: 15/07/2026, 10:00 PM
18/07/2026	10:00 AM	APL-250001507L...	UPSWP2500015071	Auto	fsdfs	Request for no dues co...	Already Approved	Hearing Completed

Hearing — APL-26000175022102200001-01

Hearing Details

Appeal ID
Request ID
Unit ID

APL-26000175022102200001-01
26000175022102200001
UPSWP2600017502

Department
Investor
Investor Email

UPSIDA - Uttar Pradesh State Industrial Development Authority
fafaf
—

Unit Name
Service
Current Status

DNS INFO SOLUTIONS
Online payment of reservation money
—

Hearing Date
Hearing Time
Hearing Mode

15/07/2026
10:00 PM
Video Call

Hearing Status
Days Left in Closure

Scheduled
1

Meeting Link (Teams / Zoom)

<https://teams.live.com/meet>

Officer Name

MR KHAN BASI

Officer Designation

—

Hearing Remark

—

Upload Hearing Document

Pending At

—

Pending At Name

MR KHAN BASI

DNO Officer Name

MR KHAN BASI

Person Name

fafaf

Mobile Number

9452906240

DNO Email ID

ICS@UPSIDA.CO.IN

Updated By

Mr Khan Basi (DNO_UPSIDC)

Dept Tentative Completion

—

Investor Tentative Completion

—

Re-Schedule Count

0

Officer Remark

—

Investor Remark

—

DNO Remark

—

DFO Remark

—

Reason for Delay

—

Document Upload

—

Close

 Print