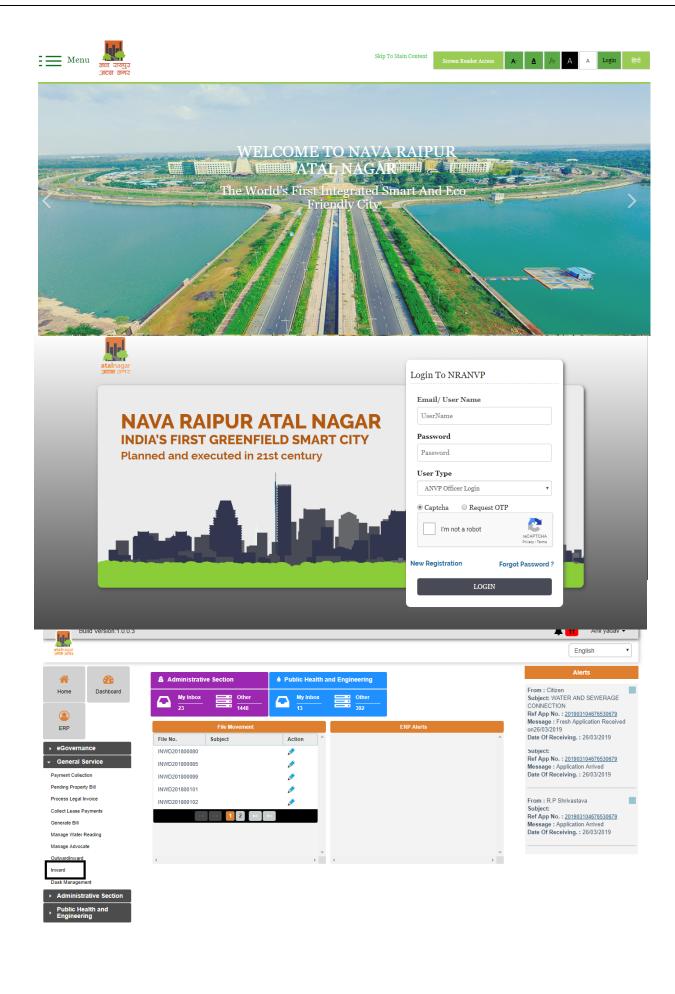
## **Frequently Asked Questions**

A. Citizen/Employees can raise request through following NRANVP portal:

## www.navaraipuratalnagar.com

- B. Citizen can avail below services through portal:
  - 1. Planning Section
    - Alteration Modification in Building Plan
    - Certificate Issuance
    - Change Stakeholder
    - Layout NOC Or Building Plan Approval
    - Other Planning NOC
  - 2. Rehabilitation Section
    - Citizen Annuity Request
    - Trainee Registration
  - 3. Administrative Section
    - Application For Grievance
    - Online RTI
  - 4. Land Section
    - Application for Land Mutual Transfer
    - NOC Issuing
  - 5. Estate & Project Section
    - Lease Followed By License
    - Payment Settlement
    - Property No Dues Certificate
    - Record Development Status
    - Surrender / Swapping / Free Hold Of Plot
    - Transfer Of Lease Or License
  - 6. Public Health & Engineering Section
    - Reconnection Of Water Supply
    - Water And Sewerage Connection
    - Water Meter Testing
  - 7. Environment Section
    - Environment NOC
- C. Employees User Credentials has been shared to all the users.
- D. On receiving external letters, it should be scanned and uploaded in the application through <a href="www.navaraipuratal</a>nagar.com and can be forwarded/edit. User has to click on Inward link under General Service. Required training has been provided, if required more session can be conducted.



Ε.	User Manual, other documents and all the other relevant information can be accesse through visiting NRANVP Citizen Portal
	www.navaraipuratalnagar.com
F. I	Jser can call and seek assistance by calling through NRANVP Helpdesk land line
	0771-2211501