



U.P. ARCHITECTS ASSOCIATION®

Regd. Under the Societies (Uttar Pradesh Amendment 1975) Act 1860 Since 1987.

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To,
The Principal Secretary
Housing and Urban Planning Department
Government of Uttar Pradesh
Lucknow

Subject: Representation regarding review and improvement of the FASTPASS Portal in view of operational difficulties being faced by Architects across Uttar Pradesh

Respected Sir,

The U.P. Architects Association (UPAA), through its constituent associations and members across various districts of Uttar Pradesh, has been receiving representations regarding certain operational and technical difficulties being encountered in the day-to-day use of the FASTPASS portal for building plan approval.

The Association appreciates the Government's initiative towards digitisation, transparency and streamlining of the building plan approval process through FASTPASS. However, based on feedback received from Architects working across different Development Authorities, certain issues appear to be recurring in nature and may require a uniform review at the State level.

In this regard, the Association respectfully submits the following observations and suggestions for kind consideration:

1. Retention of useful facilities available under UPOBPAS

While further upgrading and strengthening FASTPASS, the useful facilities and user-friendly features that were available under UPOBPAS may kindly be retained or suitably incorporated. It is requested that the transition to the upgraded system may enhance existing functionality without discontinuing facilities that were useful and operationally convenient for professional users.

2. Provision of User ID and Password-based Login

In addition to OTP-based authentication, a secure User ID and Password-based login facility may kindly be considered. Architectural offices and project teams generally involve multiple authorised personnel and may operate through different

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office systems. Dependence upon a particular registered mobile number for each login may consequently cause operational inconvenience.

3. Comprehensive User Manuals and Video Tutorials

Detailed stage-wise user manuals and video tutorials covering the complete building plan approval process may kindly be made available on the portal. These may cover application creation and submission, scrutiny, shortfalls/objections, compliance, revised submissions, NOCs, fee payments and final approval. Such guidance would facilitate proper utilisation of the portal and reduce avoidable dependence on technical support.

4. Identification and Processing of NOCs through FASTPASS

The portal may kindly be enabled to identify the NOCs applicable to a particular proposal based on the project particulars entered by the Architect. Wherever feasible, provision may also be made for generation/download of the requisite NOC applications or documents directly through the portal, without waiting for a shortfall or observation to be raised.

Further, the processing of NOCs and inter-departmental communication may, as far as practicable, be integrated with FASTPASS, with the status of each NOC and the concerned department being clearly reflected on the portal. This would strengthen the intended single-window mechanism.

5. Visibility of Revised Documents and Upload-related Issues

Revised drawings and documents submitted in response to shortfalls/observations may kindly be clearly identified and made readily visible to the concerned officials. The system may also be suitably configured to ensure that the latest successfully uploaded/revised document is made available for scrutiny. Instances of earlier versions being displayed in place of subsequently uploaded documents may kindly be examined and rectified.

6. Payment, Challan and Receipt Mechanism

A dedicated payment/challan section for each application may kindly be provided, clearly indicating the applicable fees, challan details, payment status, payment history and the relevant fee head/purpose against which the amount has been levied.

The mechanism for adjustment of fees may also be simplified and automated, wherever applicable, and system-generated receipts may be made readily available

for download. Provision of convenient online payment modes, including Net Banking and other commonly used digital payment facilities, may also kindly be considered.

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7. Online Submission and Processing of Compounding Drawings

Wherever permissible under the applicable rules and regulations, complete online submission, scrutiny and processing of compounding drawings may kindly be enabled through FASTPASS, thereby minimising the requirement for physical submission of drawings and documents.

8. System Stability and Technical Support Mechanism

The recurring technical issues and system-related glitches being reported by users may kindly be examined and addressed on priority. A responsive and adequately staffed technical support mechanism may also be established/provided to facilitate timely resolution of portal-related issues faced by Architects and Applicants and to minimise the requirement of repeated visits or manual follow-up with the concerned offices.

The Association respectfully submits that addressing the above issues would considerably improve the **efficiency, transparency, reliability and user-friendliness** of the FASTPASS portal and would facilitate smoother coordination amongst Architects, Applicants, Development Authorities and other concerned departments.

It is, therefore, requested that the above points may kindly be considered at the appropriate level and necessary directions may be issued for their examination and suitable remedial measures. The Association shall be pleased to extend its cooperation and provide further feedback, if required, for the effective improvement of the system.

Submitted for your kind consideration and necessary action, please.

Thanking you,

Yours faithfully,

For U.P. ARCHITECTS ASSOCIATION

A. Garg.

Ar. Akshat Garg

Gen. Secretary

General Secretary

U.P. Architects Association (UPAA)