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Regd. under the Societies Registration (Uttar Pradesh Amendment) Act, 1975 since 1987.

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To,
The Housing Commissioner,
Housing & Development Board,
Government of Uttar Pradesh,
Lucknow, Uttar Pradesh

Subject: Regarding technical issues and support on the FASTPASS Portal

Respected Sir,

We appreciate your initiative taken by the Government of Uttar Pradesh for introducing the FASTPASS Portal to streamline and simplify the building plan approval process. However, certain technical issues on the portal are currently causing considerable difficulties for architects and applicants.

In particular, the uploading of complete files/documents is not functioning reliably. In several cases, even after uploading the complete file, only part of the file is displayed on the portal, while at times the uploaded documents do not appear at all. This results in repeated attempts, delays and unnecessary difficulties in processing applications.

We would also like to bring to your kind notice the difficulties being faced while seeking technical support through the **Lucknow FASTPASS helpline**. Users are generally advised to raise a ticket for the issue. However, in most of the instances, the issue remains unresolved, while the ticket is closed from the helpline end without providing a proper solution. The user is then required to raise the same ticket again and repeat the entire process, resulting in unnecessary delays and considerable inconvenience.

We therefore request your good office to kindly look into the matter and issue necessary directions for early resolution of the technical issues and improvement of the helpline/ticket support system, so that tickets are closed only after the concerned issue has actually been resolved.

We shall be grateful for your kind intervention in the matter.

Yours faithfully,

U.P. ARCHITECTS ASSOCIATION
PRESIDENT

Ar. Ankit Agarwal
President