

Kolkata Urban Services For The Poor

**Software Details
for**

Corrigendum - 1

of

Terms of Reference

for

**Supply, Installation and Commissioning of Server, Computer Systems,
Software, UPS, Local Area Networking with Networking Items, Electrical Wiring
and Earthing, together with 3 Years' Maintenance and Support For 55
Locations in non-KMA ULBs**



Change Management Unit

**ILGUS Bhavan, Sector-III,
HC Block, Salt Lake City, Kolkata- 700106**

January 2012



Corrigendum -1
for

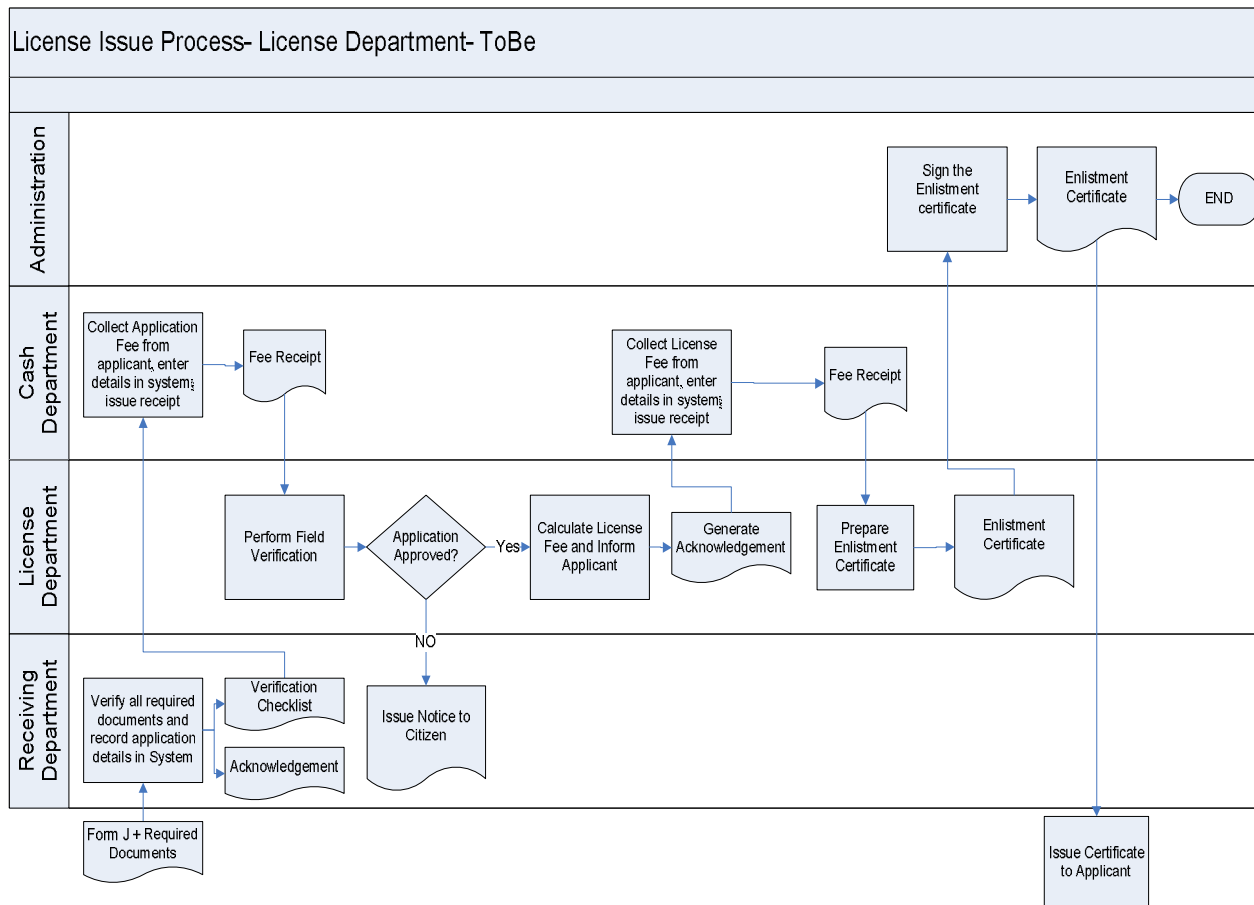
Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

Details of the software modules

1. Trade License

Every person engaged in any trade or profession in the ULB is required to obtain a Certificate of Enlistment or popularly known as the "Trade Licence". The key activities of the department are Issuance of new trade license, Renewal of trade license, Cancellation of trades.

Process

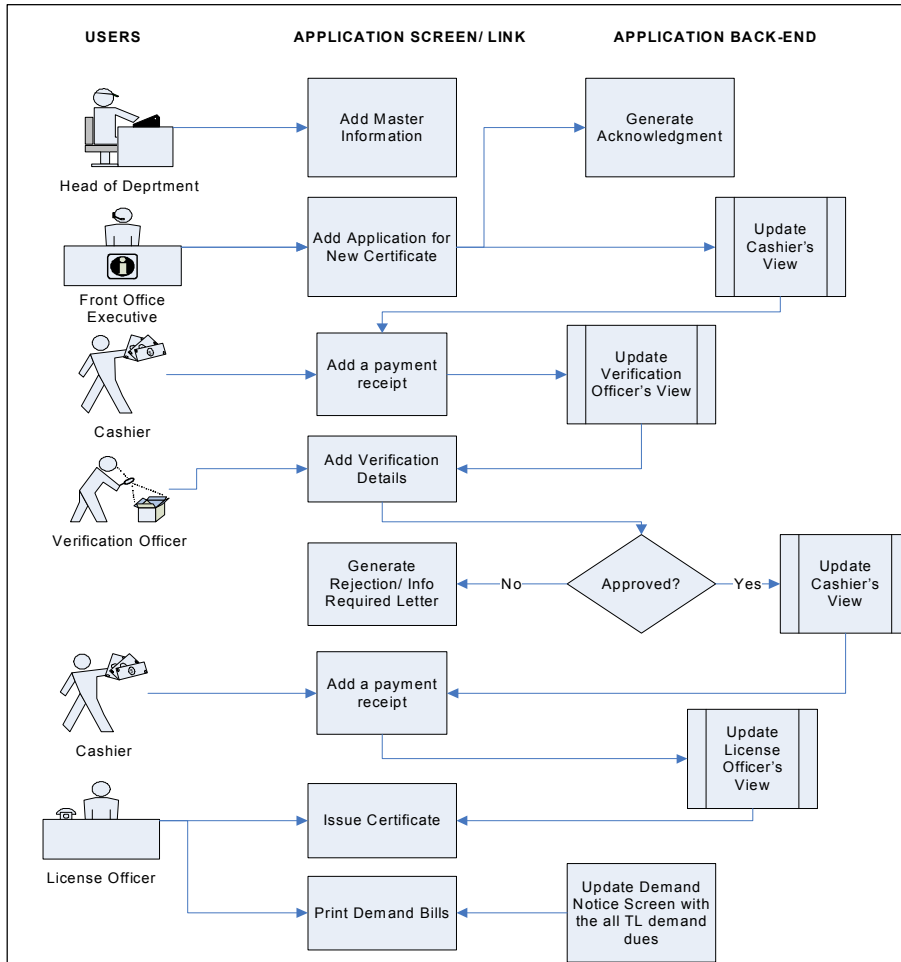




Corrigendum -1
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Process Computerization





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Technical - Process Computerization Explanation

The head of department enters the master data in the system.

The front office executive enters the application for new certificate (Application for new Enlistment) (received from the citizen). The system generates an acknowledgement (New Enlistment Application Acknowledgement) on successful submission of the application.

The system updates the cashiers' tables with the information regarding this new application. The cashier will enter the payment details against this application.

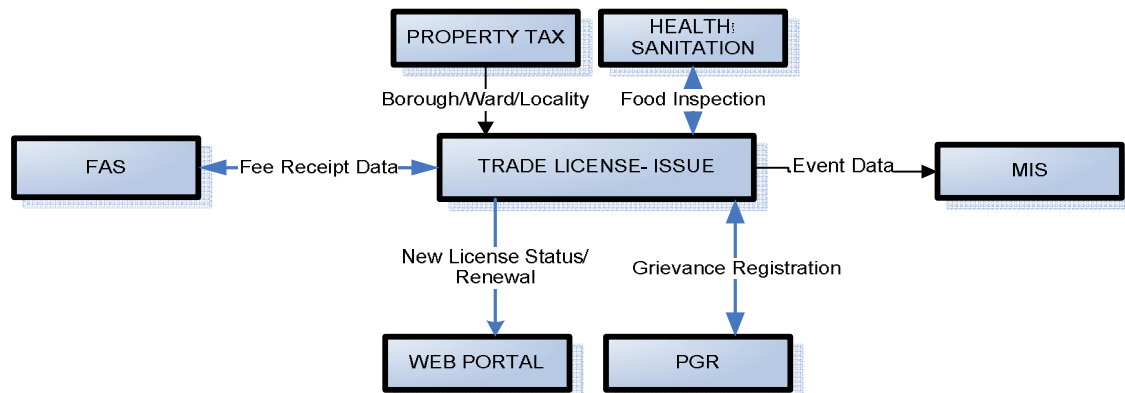
The system then updates the officer's tables with the information regarding this new application. On approval, the cashier's tables are updated. On rejection the system generates a rejection letter (Rejection Letter)

The system updates the cashier's tables with the information regarding the approved application. The cashier will enter the payment details against this application. The system then updates the License officer's view.

The license officer can then Issue the certificate (Enlistment Certificate)

The system also generates a list of all the demand dues (Enlistment Renewal Certificate), which can be printed by the license officer.

Links with other modules



- 1) **FAS:** All payment receipts (application/ license) are entered through the payment screen in the Trade License module and these are updated in the FAS module.
- 2) **Property Tax:** Information like Borough, Ward, Localities must be available in the Property Tax Modules before hand. Also, the system will not allow a trade application to be entered, if the property tax for the particular holding number has not been paid.
- 3) **Sanitation:** Applications for food related trade will be inspected in both the trade license module as well as the health (sanitation) module. In the trade license module, an application will be marked for whether food inspection is required. Only application which requires food inspection will flow to the Health (Sanitation) module. The application will not be approved, until, the status is approved from both modules.
- 4) **Web Portal:** The application number generated will be made available in the web portal with latest status.
- 5) **MIS:** Data captured through the module will be compiled into MIS reports at the central level.
- 6) **PGR:** Citizen can post a grievance regarding his pending application for getting a license for the trade.

Process Impact

Physical Parameters:

Existing stationeries which does not require any change:



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- 1) The application forms (Form J) and any other forms, as per the Bengal Municipal act will be used with out any change. The

Process Standardization

1. All hard copy proofs given must be filed with the file number being same as the application number generated by the system.
2. Details for Application for new enlistment certificate:
 - a. Mandatory:
 - i. Title of Enlistment
 - ii. Enlistment Type
 - iii. Enlistment Category/ Sub Category
 - iv. Plinth Area
 - v. Assessment Number
 - vi. Shop Number
 - vii. Applicant's address
 - b. Optional
 - i. Enlistment Address/ Contact Number
 - ii. Name of Proprietors, partners , MD (depending on enlistment type radio button)
 - iii. Annual Income
 - iv. Income Tax
 - v. Expected Date of commencement of business
 - vi. Monthly rent payable
 - vii. Capital
 - viii. Applicant's holding number

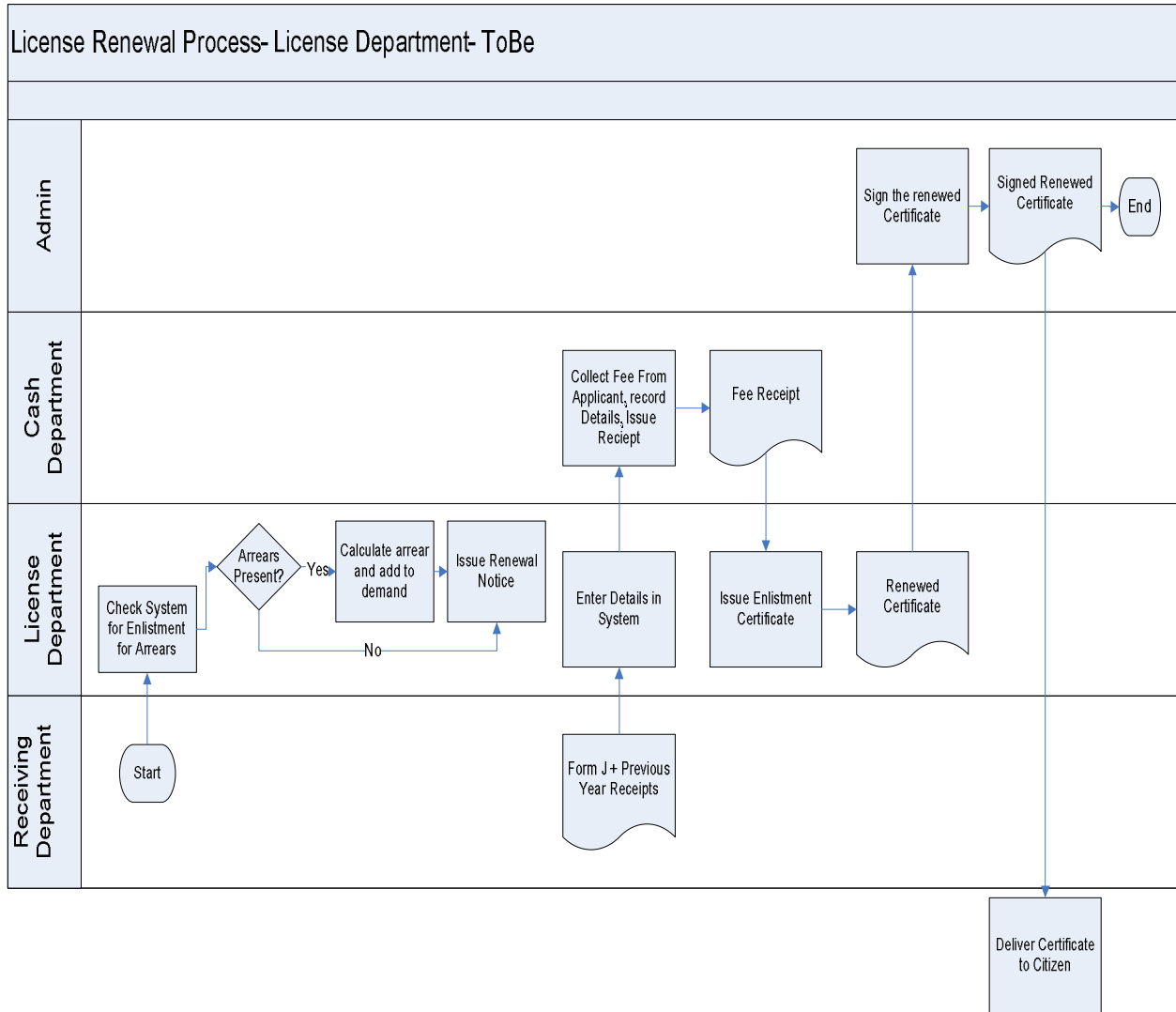
b. Renewal of Enlistment Certificate



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Process

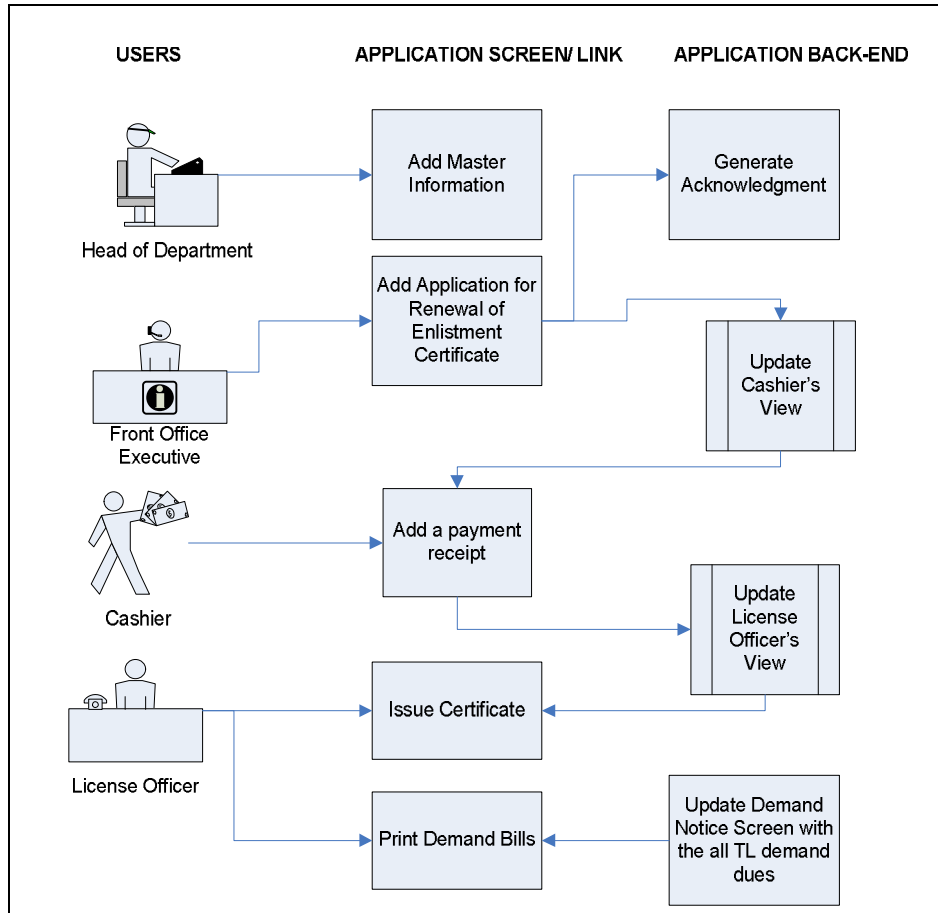




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Process Computerization





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Technical - Process Computerization Explanation

The head of department enters the master data in the system.

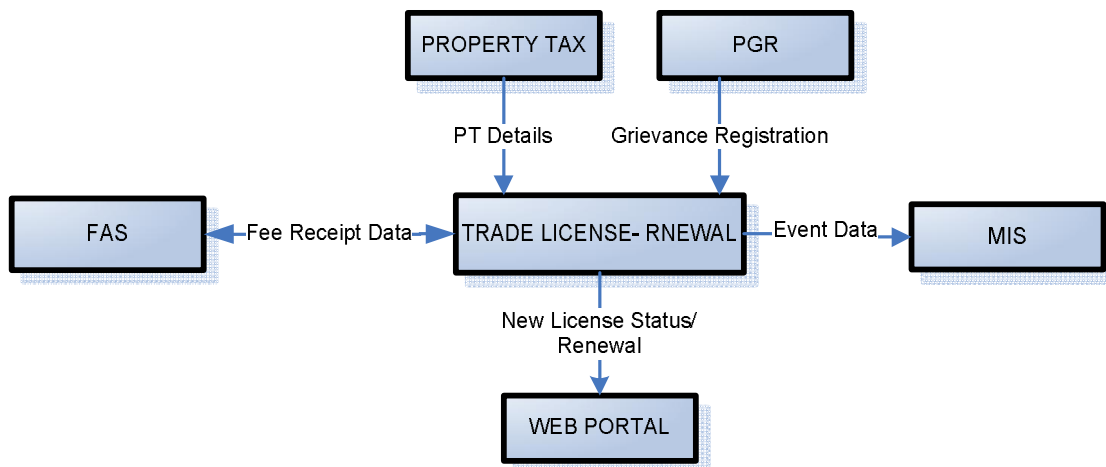
The front office executive enters the application for renewal of enlistment certificate (Renewal of Enlistment Application) (received from the citizen). The system generates an acknowledgement (Renewal of Enlistment Application Acknowledgement) on successful submission of the application.

The system updates the cashiers' tables with the information regarding this new application. The cashier will enter the payment details against this application. The system then updates the License officer's view.

The license officer can then Issue the certificate (Enlistment Renewal Certificate)

The system also generates a list of all the demand dues (Demand Notice), which can be printed by the license officer.

Links with other Modules



- 1) **FAS:** All payment receipts are entered through the payment screen in the Trade License module and these are updated in the FAS module.
- 2) **Property Tax:** Information like Borough, Ward, Localities must be available in the Property Tax Modules before hand. Also, the system will not allow a trade renewal application to be entered, if the property tax for the particular holding number has not been paid.
- 3) **Web Portal:** The application number generated will be made available in the web portal with latest status.
- 4) **MIS:** Data captured through the module will be compiled into MIS reports at the central level.
- 5) **PGR:** Citizen can post a grievance regarding his pending renewal application for getting a license for the trade.

Process Standardization

1. All hard copy proofs given must be filed with the file number being same as the application number generated by the system.
2. Details for Application for renewal of enlistment certificate
 - A. Mandatory
 - i. License Number
 - ii. Applicant's holding number and address



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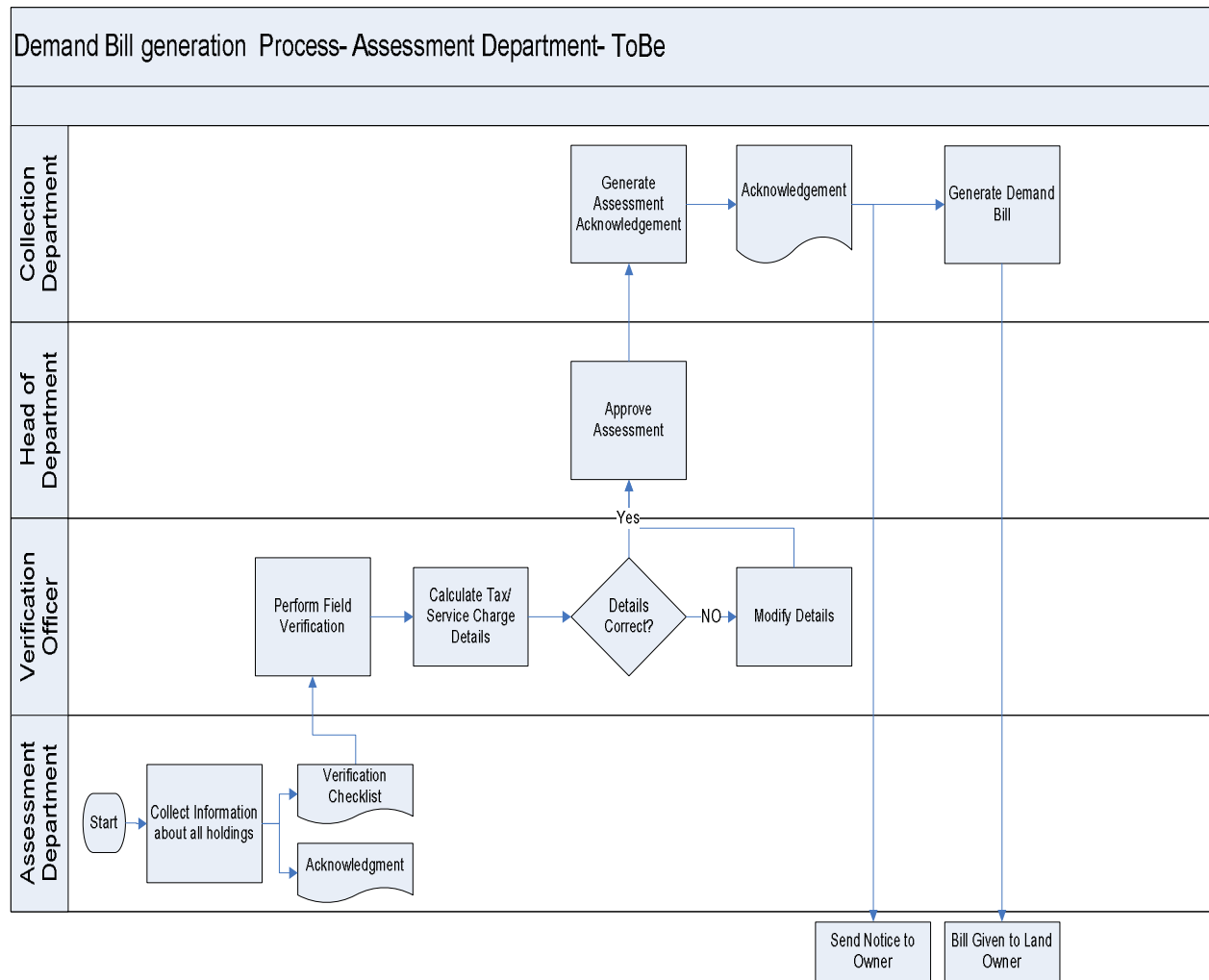
Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

2. Property Tax

The key activities of the Property Tax department include Identification of premises, Evaluating/Categorizing premises to determine the Annual Value of a property, Hearing the cases and deciding the Annual Value of a property, Issuing and Collecting bills, which might be generated for changes in the value of an older demand, Tracking any demands which become outstanding and following up with assesses, if necessary, and Mutation of premises

a. New Assessment

Process

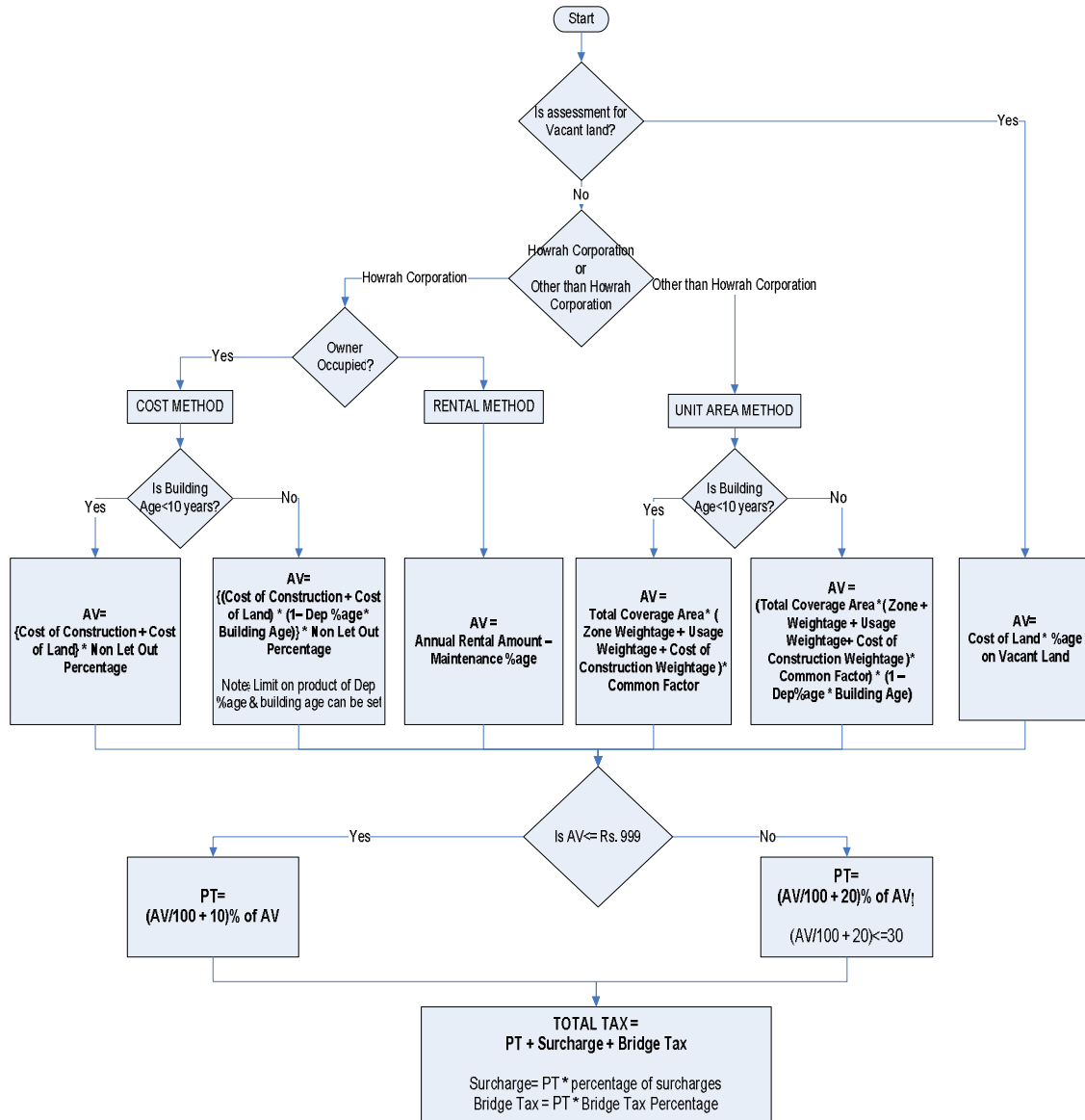




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Property Tax Calculation Details

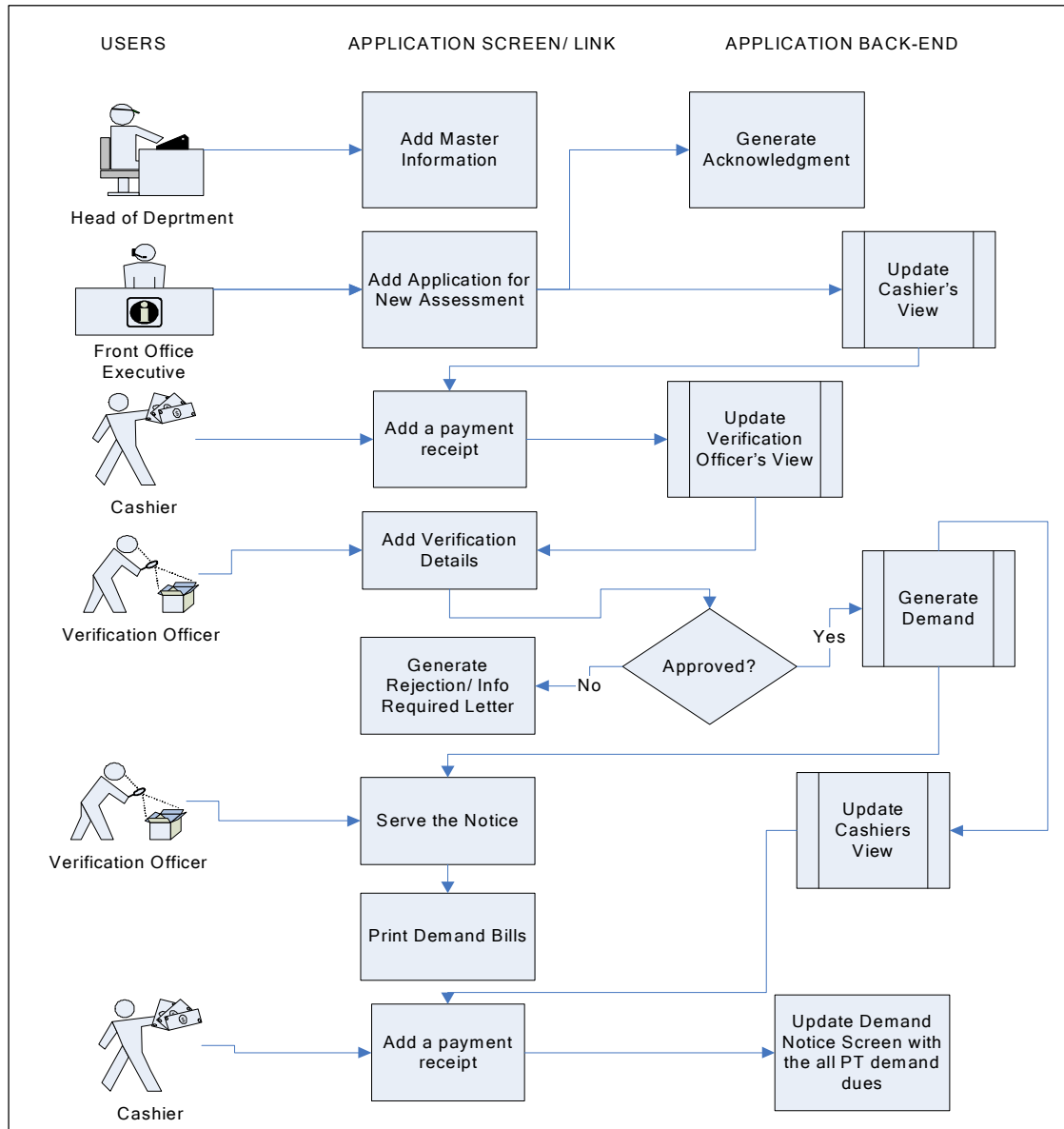




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The head of department enters the master data in the system.

The front office executive enters the application for new assessment (Application for new Assessment) (received from the citizen). The system generates an acknowledgement (New Assessment Application Acknowledgement) on successful submission of the application.

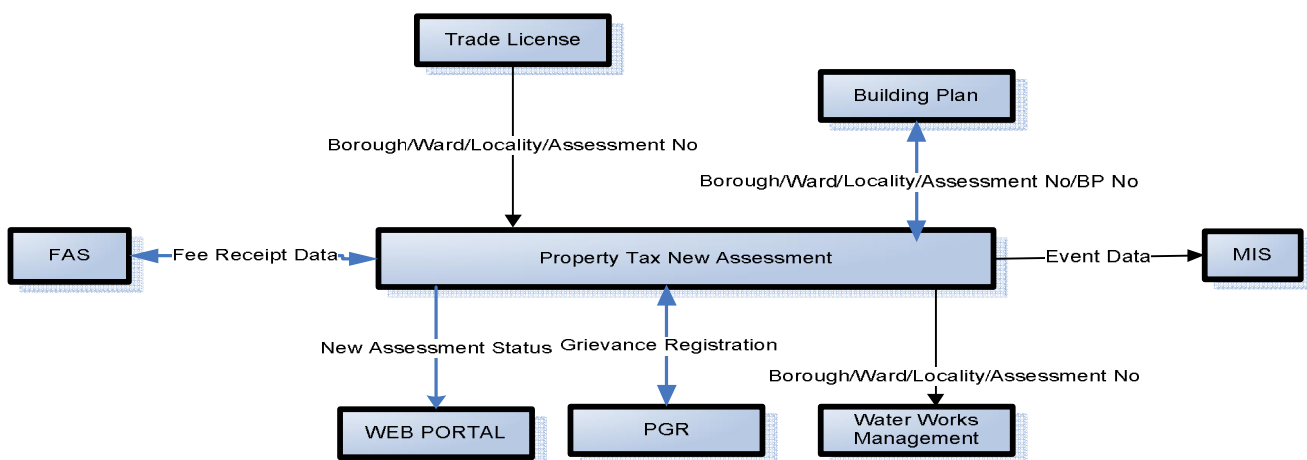
The system updates the cashiers' tables with the information regarding this new application. The cashier will enter the payment details against this application.

The system then updates the officer's tables with the information regarding this new application. On approval, the cashier's tables are updated. On rejection the system generates a rejection letter (Rejection Letter)

Upon approval Demand for the particular assessment number is generated and notice is served to citizen. The Cashier's tables are updated; the cashier will enter the payment details against this assessment no.

The system also generates a list of all the demand dues, which can be printed by the verification officer.

Links with other modules



- 1) **FAS:** All payment receipts are entered through the payment screen in the Property tax module and these are updated in the FAS module.
- 2) **Water Works:** Information regarding payment of Property Tax. Flows from Property Tax module to Water Works Module. Also, the system will not allow a water connection application to be entered, if the property tax for the particular holding number has not been paid.
- 3) **Web Portal:** The application number generated will be made available in the web portal with latest status.
- 4) **MIS:** Data captured through the module will be compiled into MIS reports at the central level.
- 5) **TL:** Information regarding payment of Property Tax. Flows from Property Tax module to Trade License Module. Also, the system will not allow a Trade License application to be entered, if the property tax for the particular holding number has not been paid.
- 6) **PGR: Citizen** can post a grievance regarding his pending application for getting a assessment for his property.
- 7) **Building Plan:** information regarding Building permit no . Flows from Building Plan module to Property Tax module. And information regarding Assessment no, borough, ward, locality, Flows form Property Tax module to Building Plan module.

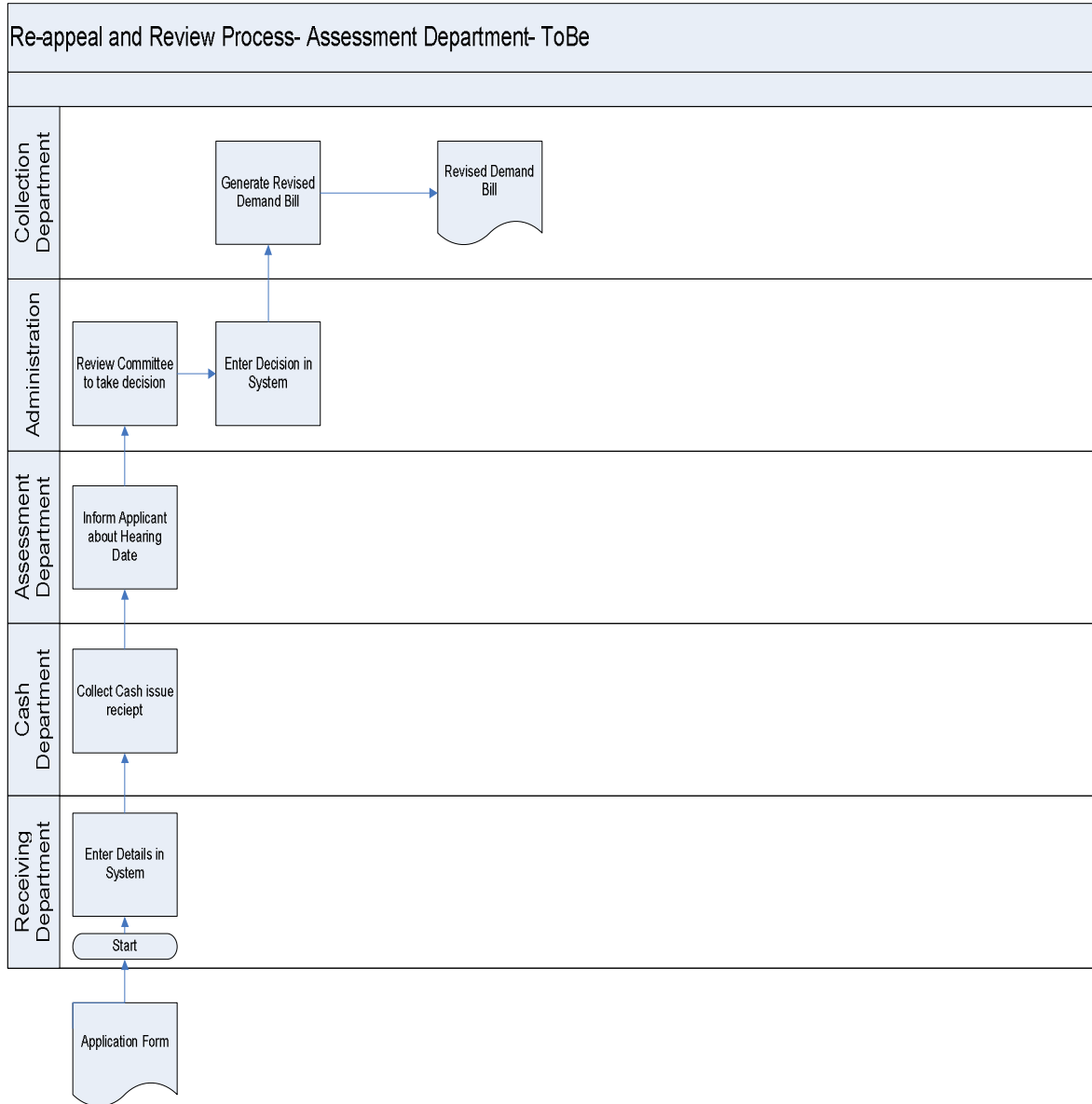


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b. Review of Assessment

Process

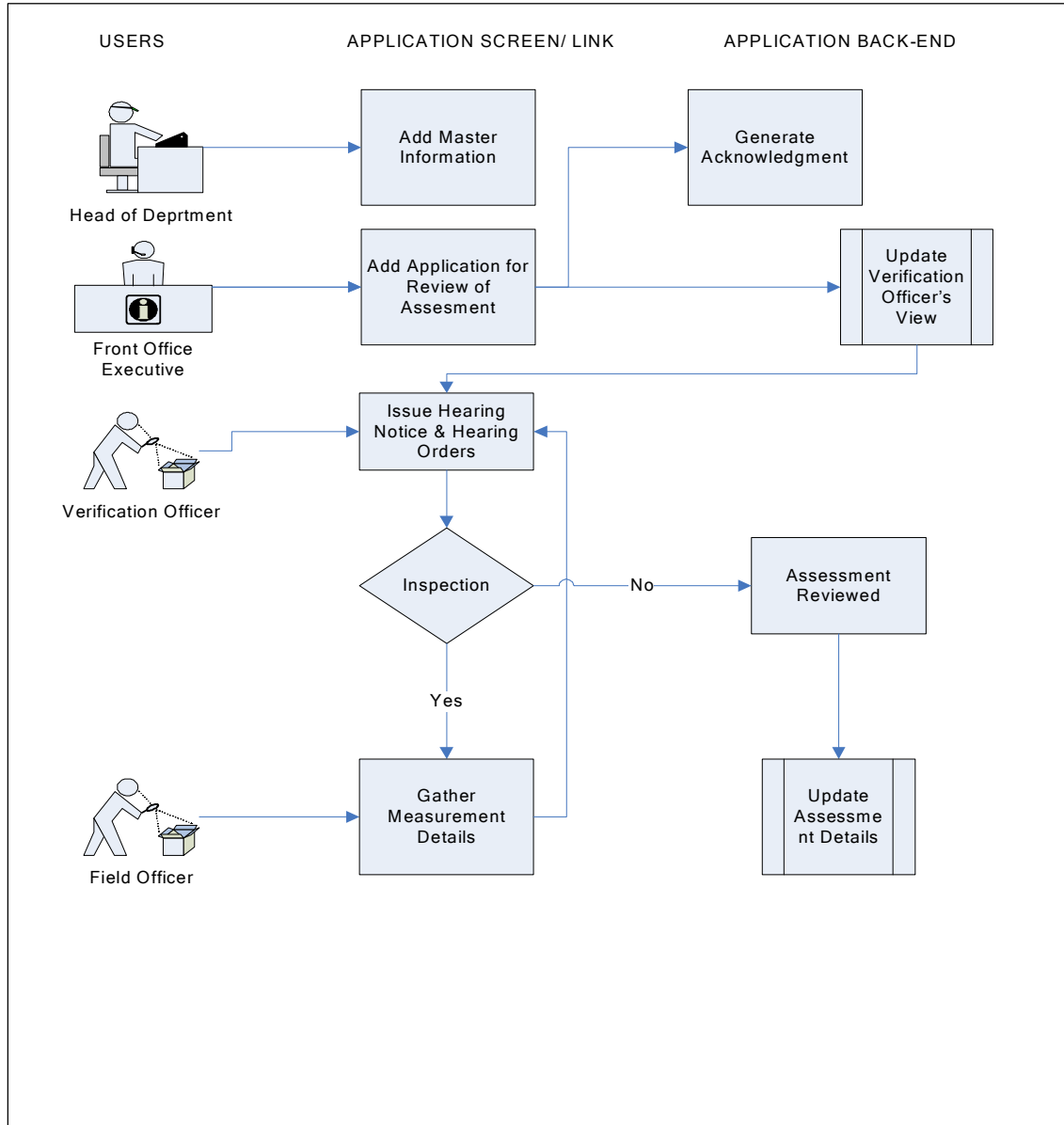




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Process Computerization





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Technical - Process Computerization Explanation

The head of department enters the master data in the system.

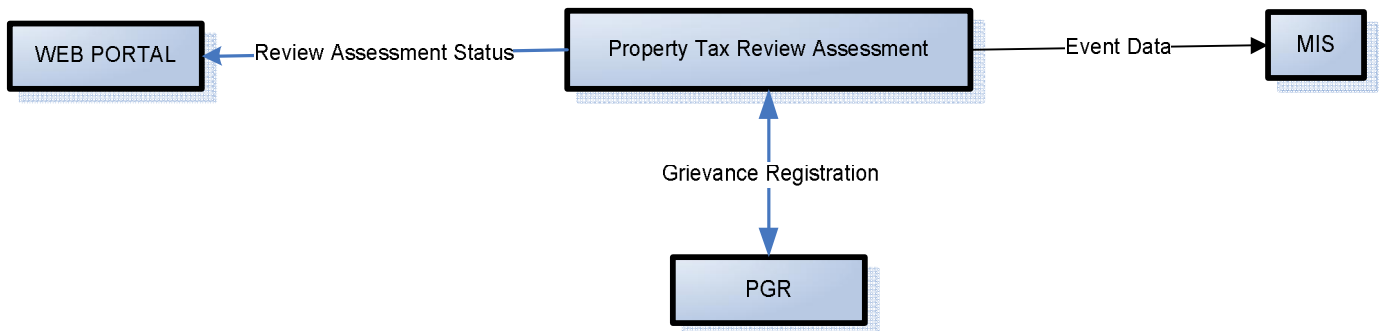
The front office executive enters the application for Review assessment (Application for Review of Assessment) (received from the citizen). The system generates an acknowledgement (Review Assessment Application Acknowledgement) on successful submission of the application.

The system then updates the officer's tables with the information regarding this new application. The Officer issues Hearing Notice to Citizen, and updates the hearing orders. If in Hearing orders inspection not requires then Assessment is reviewed.

If Inspection is required then field inspection is done and updated in Hearing Orders, this process continues till inspection in Hearing Order is not required.

Upon assessment reviewed, Assessment tables are updated with new measurement and calculation details.

Links with other modules



1. **PGR:** Citizen can post a grievance regarding his pending revision application for getting a license for the trade.
2. **Web Portal:** The application number generated will be made available in the web portal with latest status.
3. **MIS:** Data captured through the module will be compiled into MIS reports at the central level.



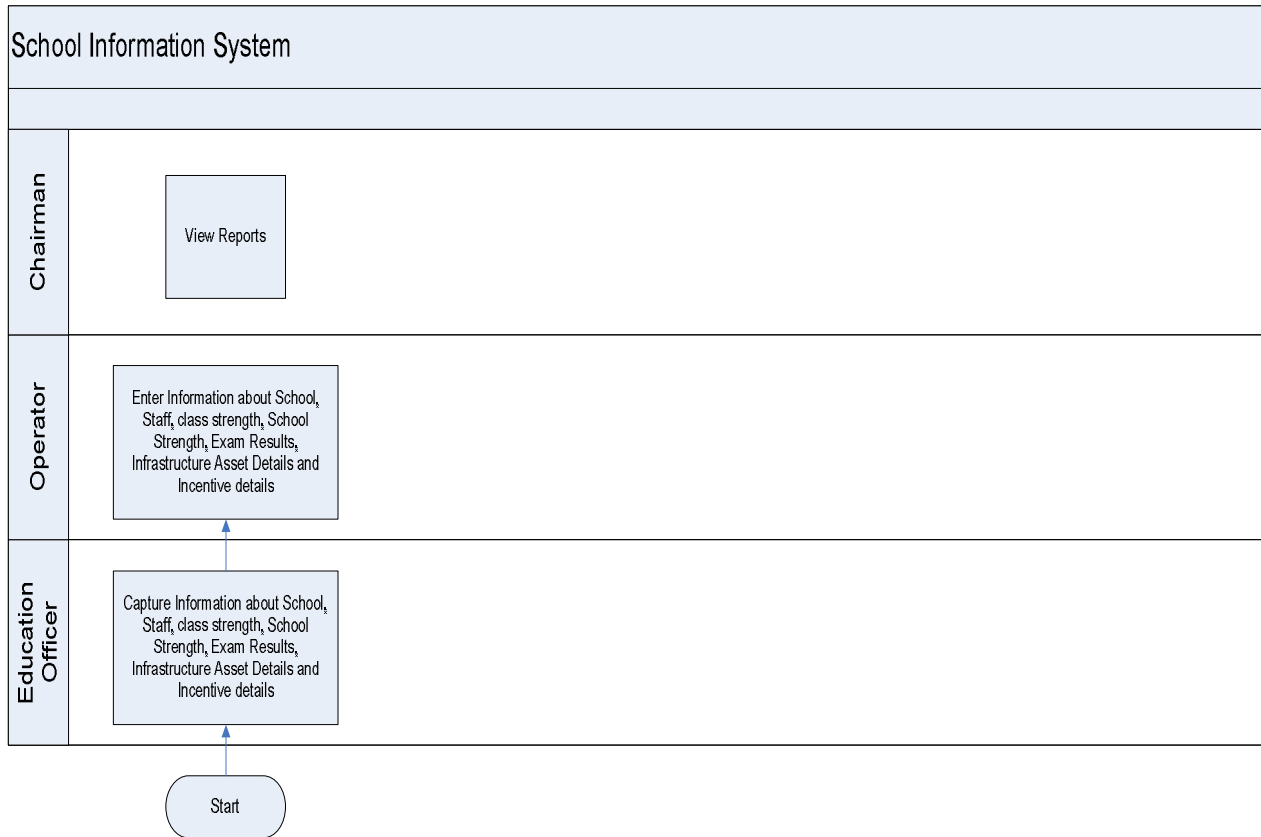
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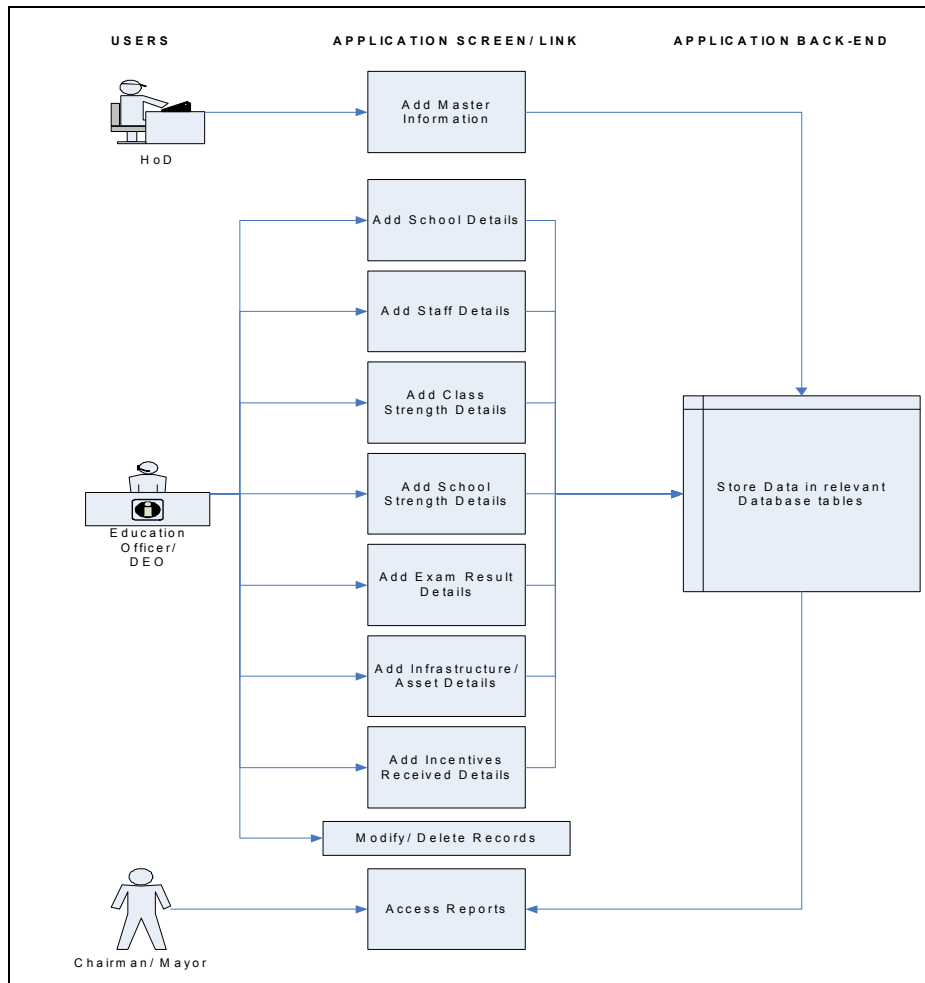
3. School Information System

The scope of this module is to document all the business functions of the "E-Education" module of the KUSP Application Software. The education department in each municipality maintains details of each school in its preview, the details of teachers in each school, the conditions, and facilities of a school. The department also maintains data about budget allocation for the schools. The data about different schemes like Mid Day Meal Program etc will also be maintained by the education department of a municipality/corporation. This document lists the functionalities that will be computerized as part of KUSP Project

Process



Process Computerization



Technical - Process Computerization Explanation

The head of department enters the master data in the system.

The education officer or a data entry officer enters the data related to the municipal schools. This is stored in the application database and can be retrieved by the officer/ DEO for modification/ deletion if so required. The data can also be used for reports to be used by the Mayor/ Chairman.

Process Standardization

1. Education level classification must be standard for all schools under a municipality.
2. Details captured for all schools must include:
 - a. Mandatory:
 - i. School Name
 - ii. Education Level
 - iii. Maintained by status
 - iv. Building Type
 - v. Address
 - vi. Caste wise (general, SC, ST, OBC, others) and Religion wise (Hindu, Muslim, Christian, Sikh, Buddhist others) break up of students in each class of the school
 - vii. Total number of students appearing, passing and repeating final exams in each class of the school



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- viii. Average daily attendance
 - ix. Total number of students dropping out in an academic session
 - x. Total number of rooms and class rooms
 - xi. Plinth area
 - xii. SSR
 - xiii. PTR
 - xiv. No. of books in library
 - xv. Availability of laboratories for physics, chemistry, geography, biology and computers
 - xvi. Sport facilities available
 - xvii. Incentives received type (cash or kind) and Quantity/ amount
- b. Optional
- i. School type
 - ii. Education type
 - iii. School building status
 - iv. Availability of uniforms, badges, various school committees and associations
3. Details captured for all school staff must include:
- a. Mandatory
- i. Staff member name
 - ii. Date of birth
 - iii. Date of appointment
 - iv. Employment type and category
 - v. Designation
 - vi. General Qualification
 - vii. Scale of pay
 - viii. Associated school name
 - ix. Present and permanent address
- b. Optional
- i. Professional qualifications
 - ii. Period of service
 - iii. Gross monthly salary
 - iv. Extra Curricular interests

Integration with other modules



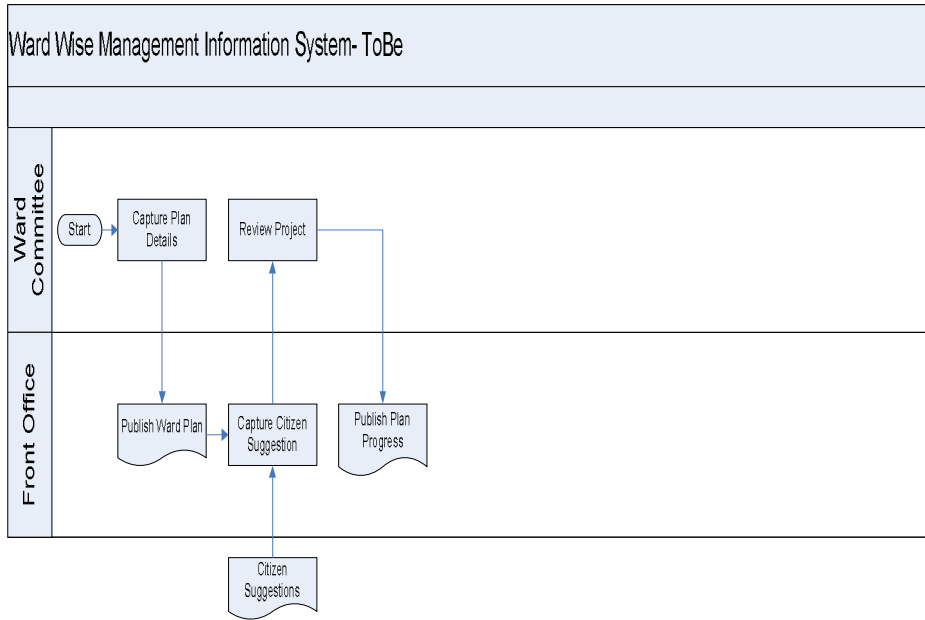
1. **PT:** Information like Borough, Ward, Localities must be available in the Property Tax Modules
2. **MIS:** Data captured through the module will be compiled into MIS reports at the central level.



4. Ward Wise Management System

The purpose of this module is to describe all the business functions of the “Ward Wise Management System” module of the KUSP Application Software. The plan details are captured for a particular project to be undertaken. Ward wise plan is published for citizens suggestions, Project is reviewed daily and the progress is published.

Process

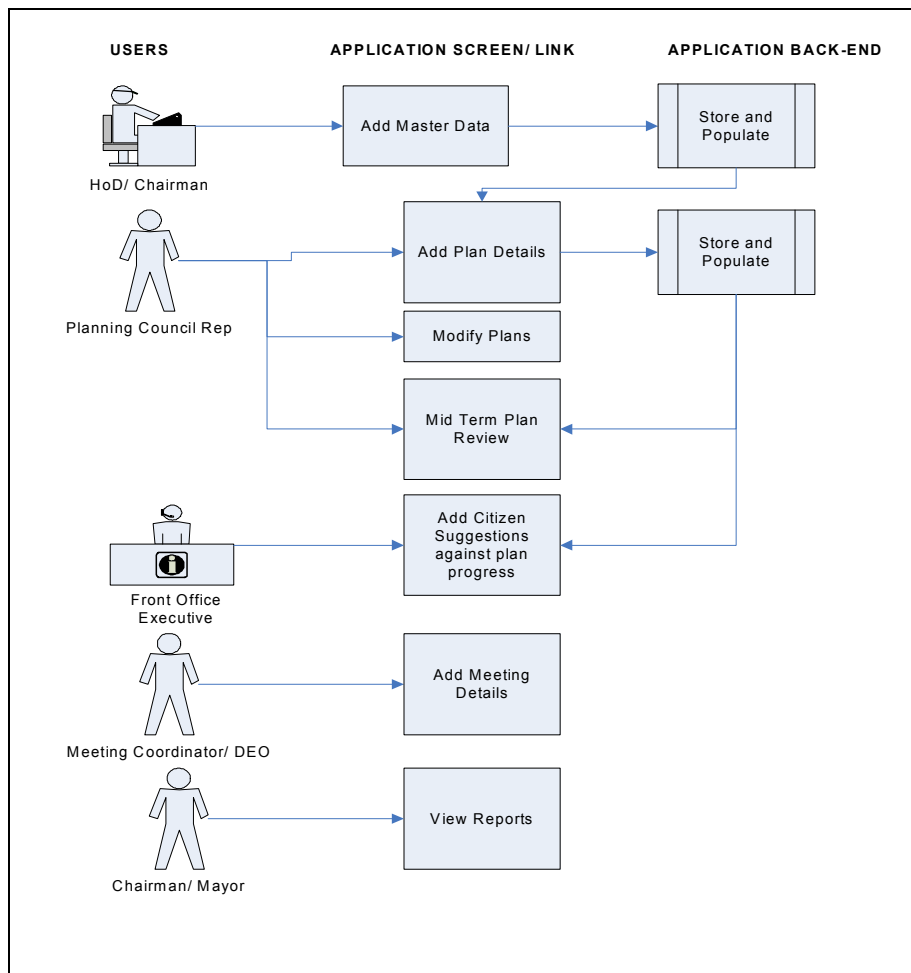




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Process Computerization



Technical - Process Computerization Explanation

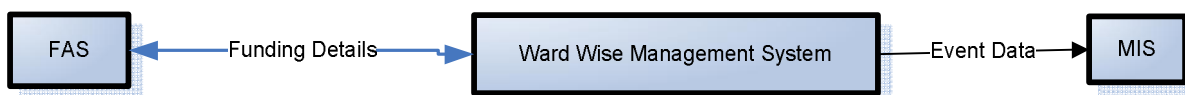
The head of department enters the master data in the system.

The planning council rep can add and modify plan details. He can also mid term review details for the plans. The plan details are stored on the application database and are available with the front office executive to add citizen suggestions against the same.

Meeting coordinators can also add meeting details in the system.

Chairman/ mayor can also get information about plans and their progress by generating reports.

Links with other modules



1) **FAS:** Funding Details of individual projects is obtained from the FAS module.

2) **MIS:** Data captured through the module will be compiled into MIS reports at the central level.



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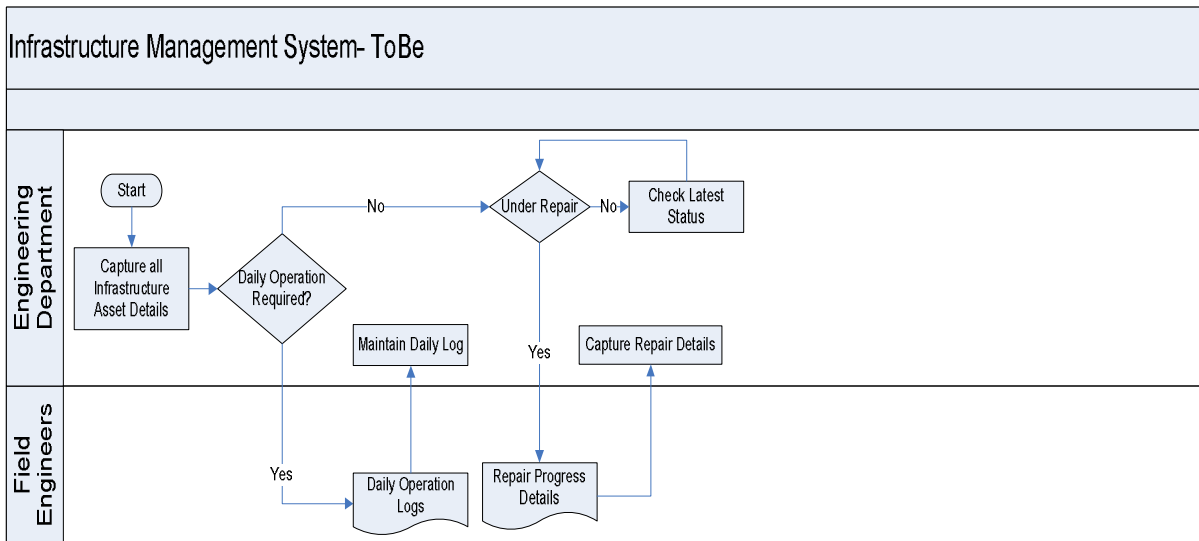
Process Standardization

- 1. All project progress information must be sent to the ULB on a periodic basis.
- 2. All projects must be made available for citizen feedback/ suggestions.
- 3. All meeting details must be captured and stored in the application.

5. Infrastructure Management System

The scope of this module is to document all the business functions of the “Infrastructure Management System” module of the KUSP Application Software. Various features covered are Provision for codification of Roads, Pumps, Pipes, Drains, Reservoirs, Maintenance detail record, Daily log for pump operations and Reports for better understanding of issues in maintaining infrastructure

Process

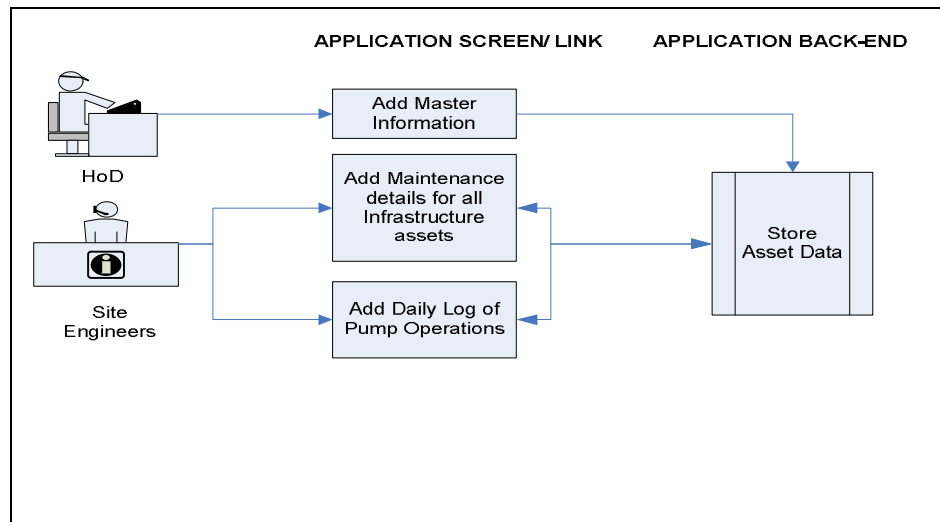


Process Computerization



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Technical - Process Computerization Explanation

The head of department enters the master data in the system.

Site engineers can then add maintenance details for all the infrastructure assets captured in the system via the master screens.

Site engineers can also add daily log of pump operations.

Link with other modules



1. **PT**: Information like Borough, Ward, Localities must be available in the Property Tax Modules

2. **MIS** : Data captured through the module will be compiled into MIS reports at the central level.

Process Standardization

1) Asset numbers need to be assigned to individual infrastructure assets, including:

- a) Pumps
- b) Tubewells
- c) Water Pipes
- d) Hand Pumps
- e) Stand Post
- f) Street Light Pole Number
- g) Culverts
- h) Drains
- i) Sewerages
- j) Treatment Plant



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k) Road

l) Additional Infrastructure Items

The codification rules should remain standard across ULBs.

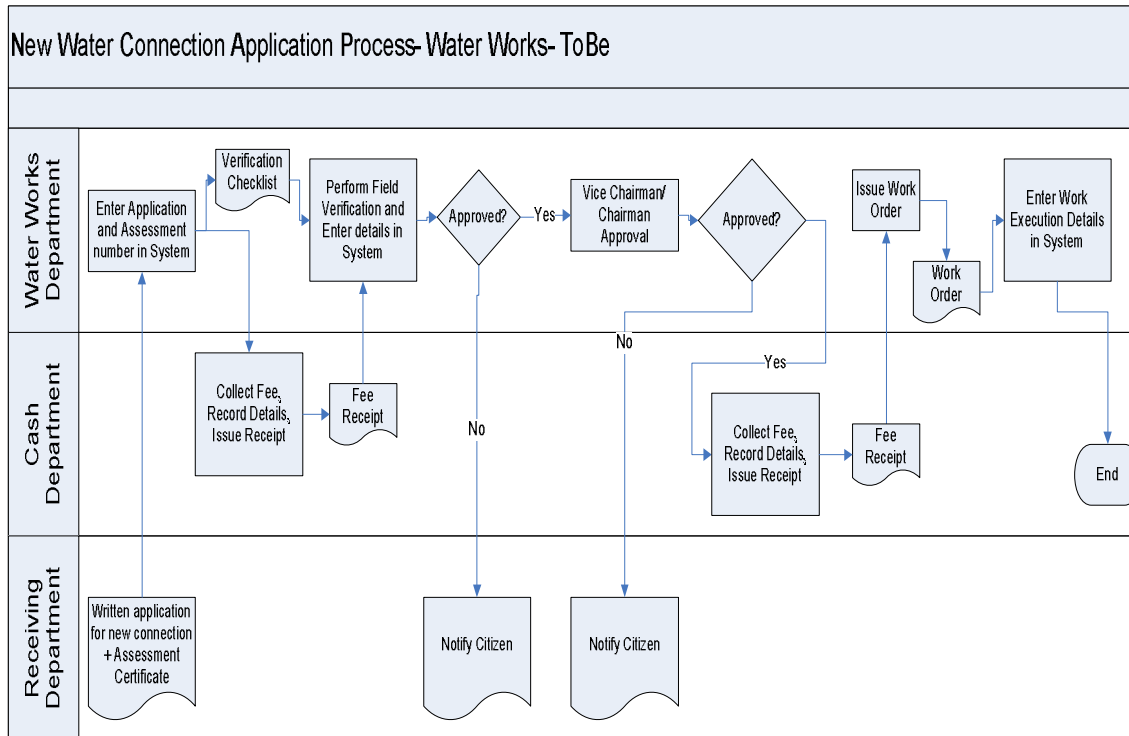


6. Water Works Management System

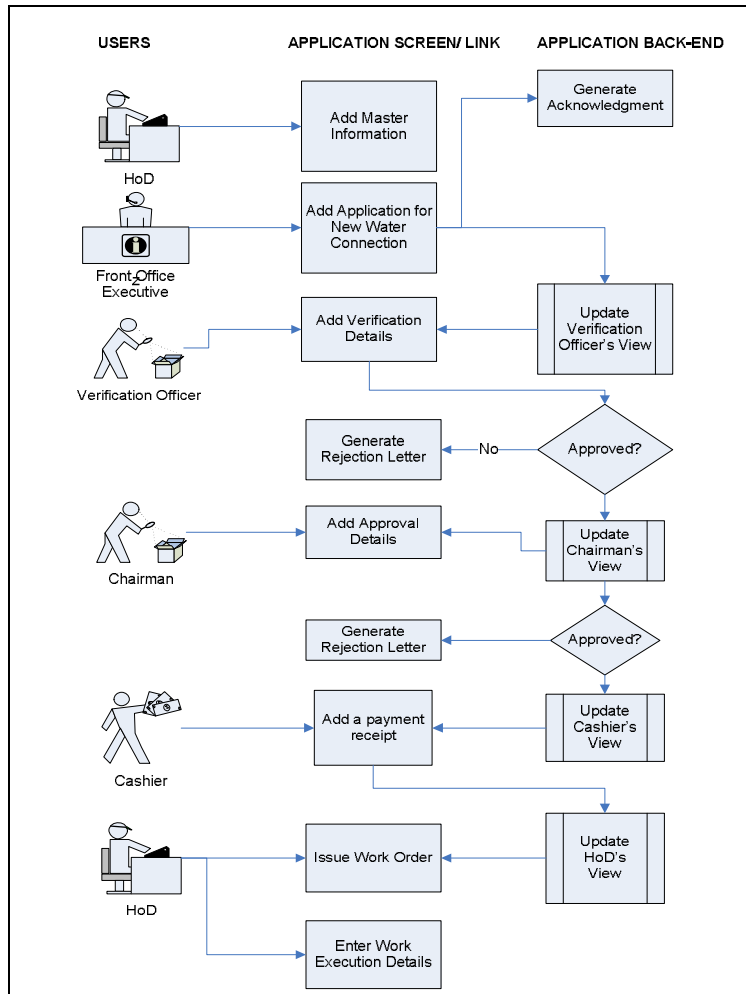
The objective of the water supply department is to provide uninterrupted water supply to the residents. Various features covered are Automates the calculation of water levy and generation of demand bill, Integration with the Assessment and collection department for cross checking docs and payment of property tax, Maintaining demand, collection and balance information differently for metered and non-metered connections, Maintaining disconnection information during a period, Exemption/Remission information which is given on monthly tax during a period, Automation of the complaint redressal process, Applicant can know the status of the applied process using web portal, Using web portal user can download application forms and apply for a Water Connection and DCB (Demand ,Collection, Balance) register details

a. New Water Connection

Process



Process Computerization



Technical - Process Computerization Explanation

The head of department enters the master data in the system.

The front office executive enters the application (New connection Application form) for new water connection (received from the citizen). The system generates an acknowledgement (New connection Application Acknowledgement) on successful submission of the application.

The system updates the cashiers' tables with the information regarding this new application. The cashier will enter the payment details against this application. The system then updates the verification officer's view.

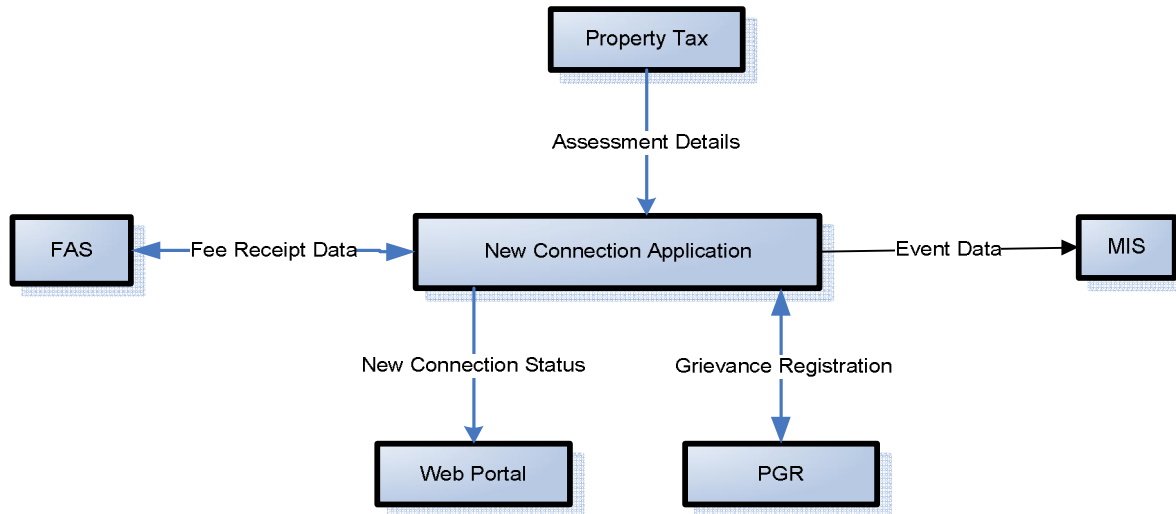
The verification officer can either approve or reject the application. If rejected, the system will generate a printable rejection letter. If approved the system updates the cashier's tables. The cashier will enter the payment details against this application. The system then updates the verification HOD's view who the issues a work order. The HOD can then enter work execution details against the particular work order.



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Links with other modules



- 1) **FAS:** All payment receipts are entered through the payment screen in the Water Works module and these are updated in the FAS module.
- 2) **Property Tax:** Information like Borough, Ward, Localities must be available in the Property Tax Modules before hand. Also, the system will not allow a water application to be entered, if the property tax for the particular holding number has not been paid.
- 3) **Web Portal:** The application number generated will be made available in the web portal with latest status.
- 4) **MIS:** Data captured through the module will be compiled into MIS reports at the central level.
- 5) **PGR:** Citizen can post a grievance regarding his pending application for getting Water tap connection.



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Process Standardization

- 1) The citizens will have two application options: Normal and Tatkal. Depending on this a fee may be charged at the time of application submission. This is true across all ULBs, though each ULB may define their own rates.
- 2) Once the application is submitted, a verification checklist will be printed (New Connection Application Verification Checklist). The officer in charge of processing new water connections will manually distribute these checklists to the various members of field force on a regular basis.
- 3) Once the application is approved, it will go for further approval, after which another fee will be collected from the citizen.
- 4) In case, the application is rejected at any point in the process, a rejection notice will be generated from the system and served to the citizen.
- 5) Any fee once collected, will not be returned under any circumstance.

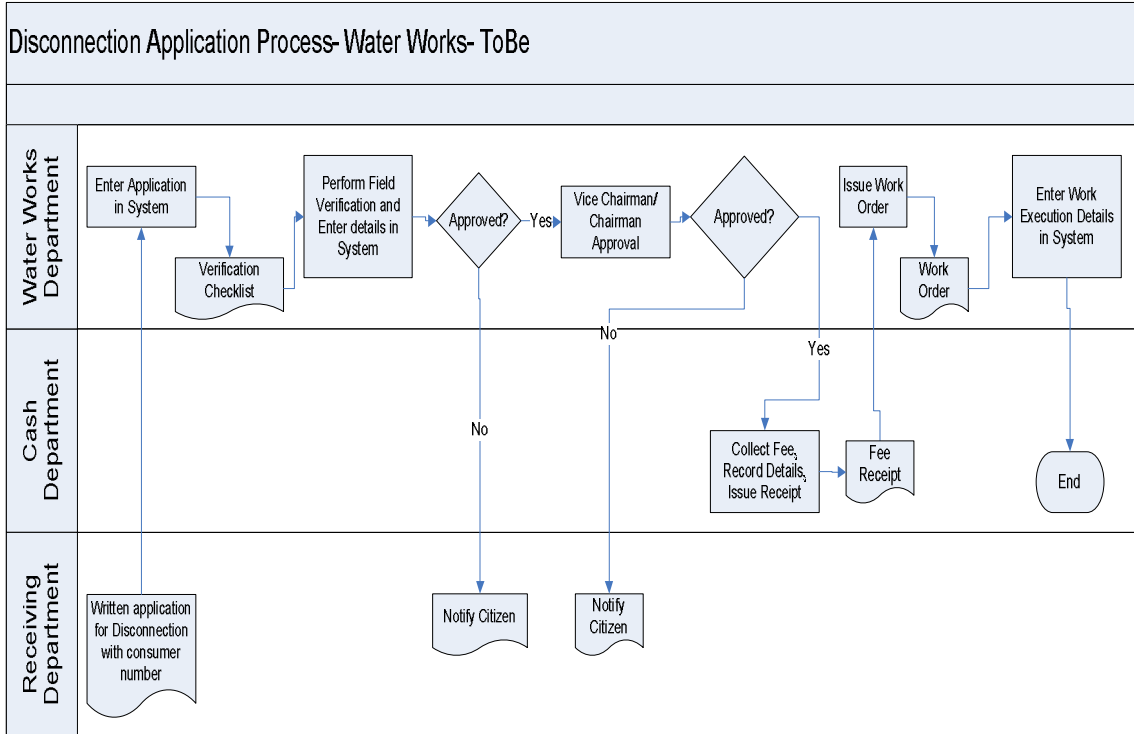


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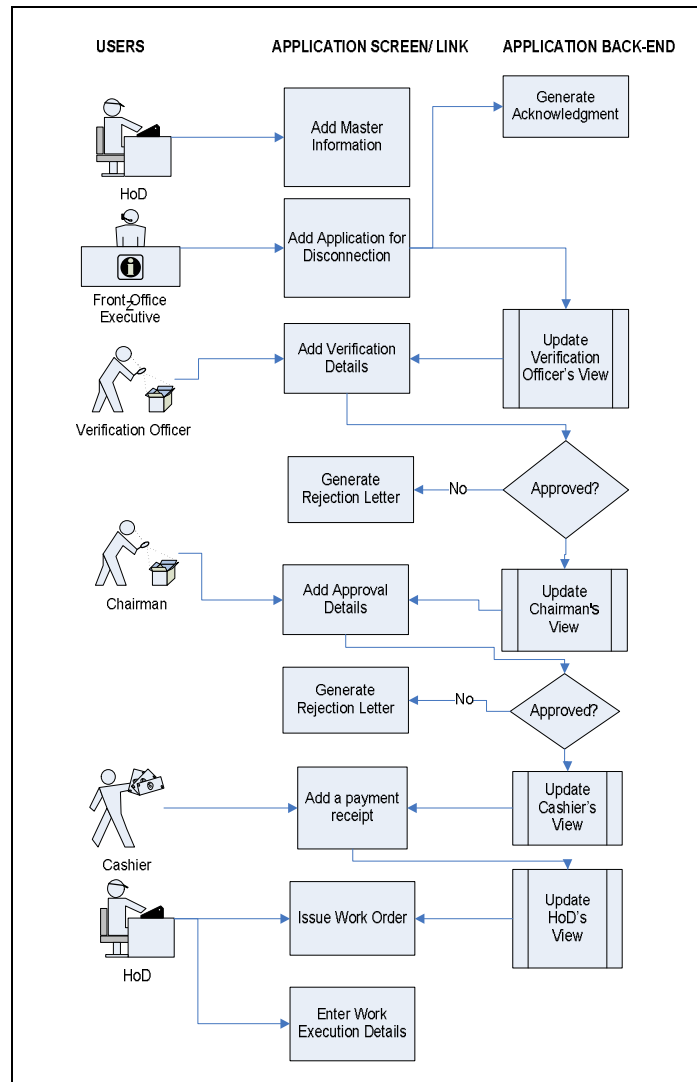
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b. Disconnection of Water Connection

Process



Process Computerization



Technical - Process Computerization Explanation

The head of department enters the master data in the system.

The front office executive enters the application for disconnection (received from the citizen) (Disconnection application Form). The system generates an acknowledgement (Disconnection Application Acknowledgement) on successful submission of the application. The system then updates the verification officer's view.

The verification officer can either approve or reject the application. If rejected, the system will generate a printable rejection letter. If approved the system updates the chairman's tables.

The chairman can either approve or reject the application. If rejected, the system will generate a printable rejection letter. If approved the system updates the cashier's tables.

The cashier will enter the payment details against this application. The system then updates the verification HoD's view who issues a work order. The HOD can then enter work execution details against the particular work order.



Corrigendum -1
for

Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

Process Standardization

1) The citizens will have two application options: Normal and Tatkal. Depending on this a fee may be charged at the time of application submission. This is true across all ULBs, though each ULB may define their own rates.

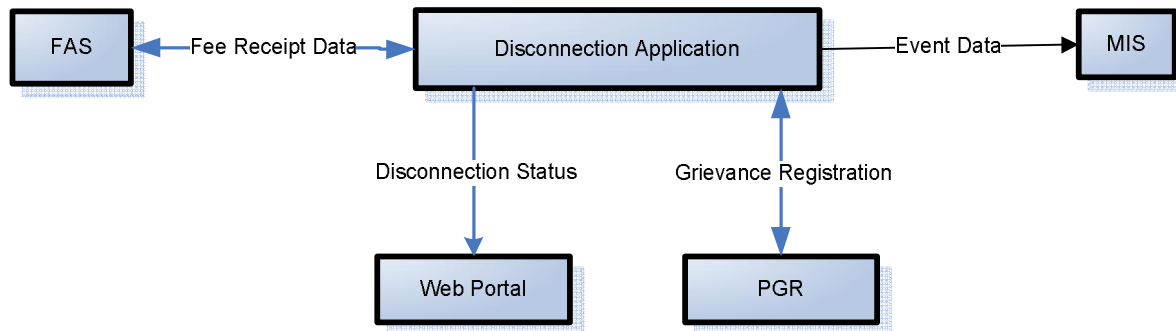
2) Once the application is submitted, a verification checklist (Disconnection Application Verification Checklist) will be printed. The officer in charge of disconnections will manually distribute these checklists to the various members of field force on a regular basis.

3) Once the application is approved, it will go for further approval, after which another fee will be collected from the citizen.

4) In case, the application is rejected at any point in the process, a rejection notice will be generated from the system and served to the citizen.

1) Any fee once collected, will not be returned under any circumstance.

Links with other modules



1. FAS: All payment receipts are entered through the payment screen in the Water Works module and these are updated in the FAS module.

2. CWP: The application number generated will be made available in the web portal with latest status

3. MIS: Data captured through the module will be compiled into MIS reports at the central level.

4. PGR: Citizen can post a grievance regarding his pending application for disconnection of Water tap.

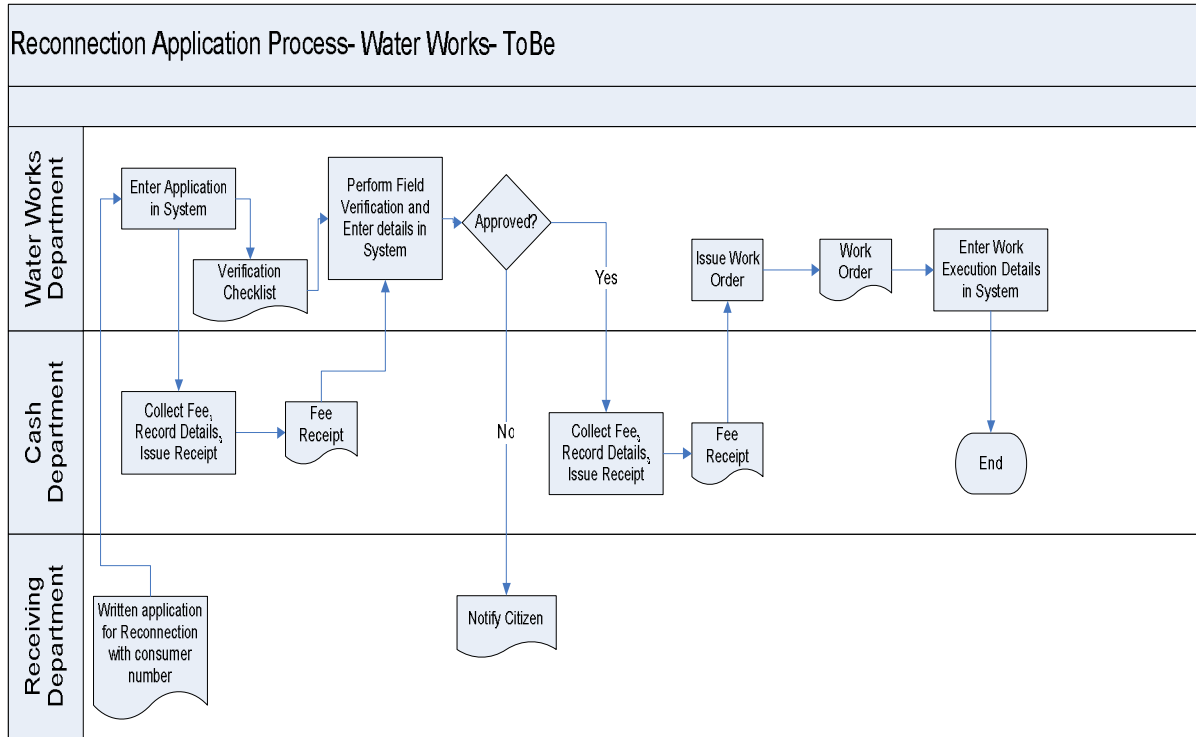


Corrigendum -1
for

Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

c. Reconnection Application for Water Connection

Process

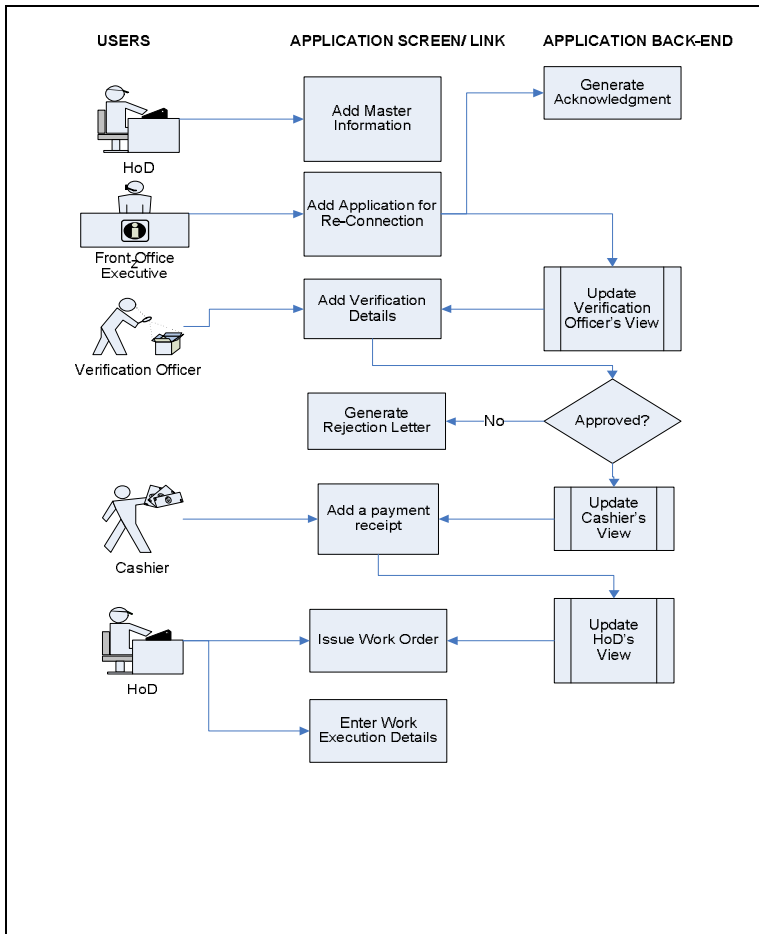


Process Computerization



Corrigendum -1
for

Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs





Corrigendum -1
for

Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

Technical - Process Computerization Explanation

The head of department enters the master data in the system.

The front office executive enters the application for reconnection (Application for Reconnection) (received from the citizen). The system generates an acknowledgement (Application for Reconnection Acknowledgement) on successful submission of the application. The system then updates the verification officer's view.

The verification officer can either approve or reject the application. If rejected, the system will generate a printable rejection letter. If approved the system updates the cashier's tables.

The cashier will enter the payment details against this application. The system then updates the verification HoD's view who issues a work order. The HoD can then enter work execution details against the particular work order.



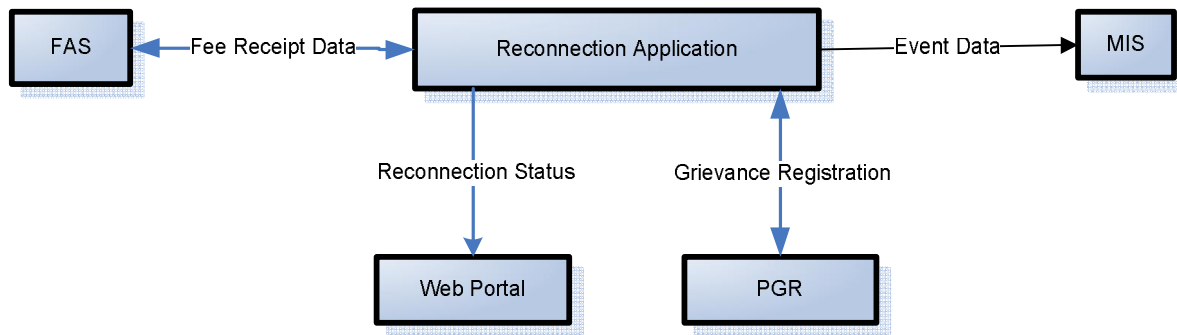
Corrigendum -1
for

Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

Process Standardization

- 1) The citizens will have two application options: Normal and Tatkal. Depending on this a fee may be charged at the time of application submission. This is true across all ULBs, though each ULB may define their own rates.
- 2) Once the application is submitted, a verification checklist will be printed. The officer in charge of re-connections will manually distribute these checklists to the various members of field force on a regular basis.
- 3) Once the application is approved, another fee will be collected from the citizen.
- 4) In case, the application is rejected; a rejection notice will be generated from the system and served to the citizen.
- 5) Any fee once collected, will not be returned under any circumstance.

Links with other modules



1. **FAS:** All payment receipts are entered through the payment screen in the Water Works module and these are updated in the FAS module.
2. **MIS:** Data captured through the module will be compiled into MIS reports at the central level.
3. **CWP:** The application number generated will be made available in the web portal with latest status
4. **PGR:** Citizen can post a grievance regarding his pending application for getting reconnection of water tap.

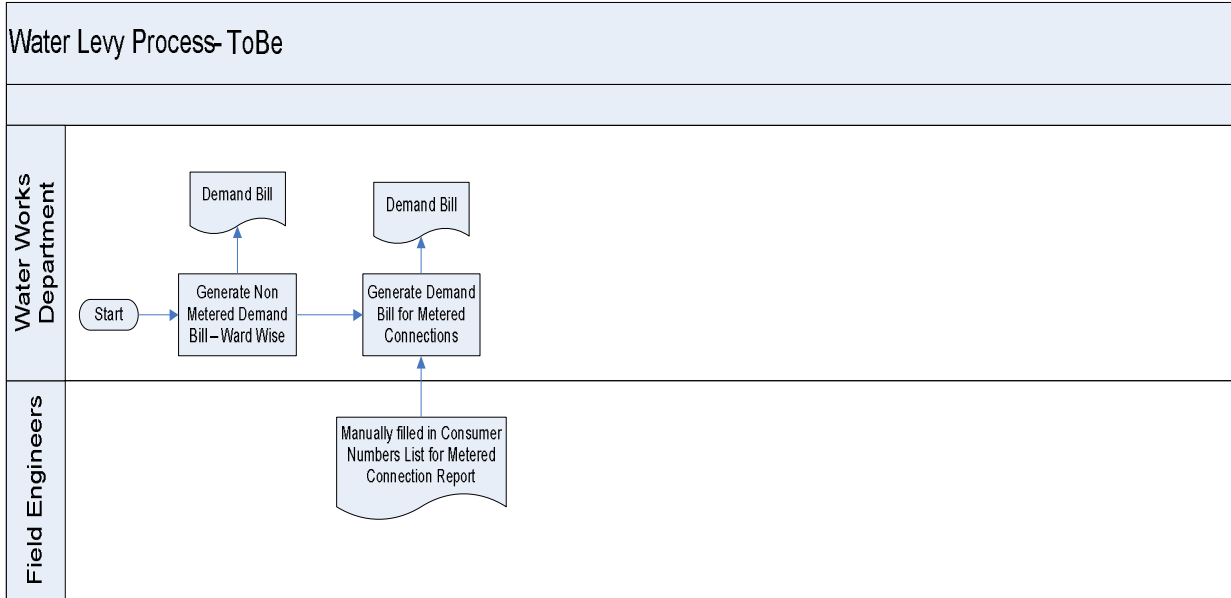


Corrigendum -1
for

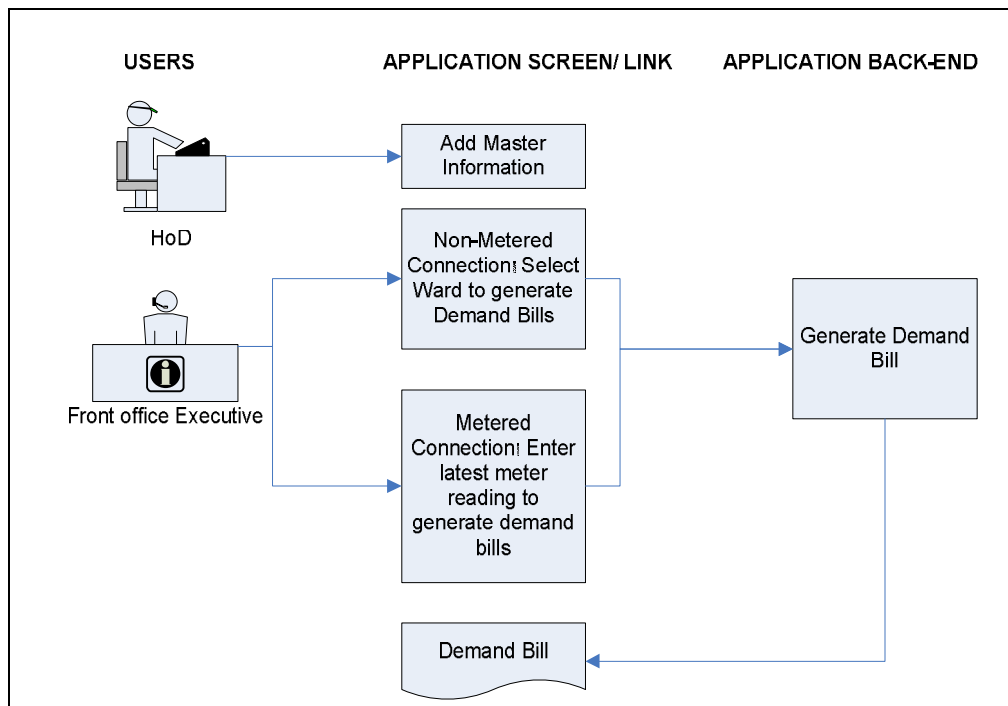
Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

d. Water Levy

Process



Process Computerization





Corrigendum -1
for

Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

Technical - Process Computerization Explanation

The head of department enters the master data in the system.

The front office executive chooses non-metered connection option and can generate printable demand bills (Demand bill Generation for Non Metered) based on Wards.

The front office executive can choose metered connection option and capture the latest meter reading for a particular consumer number. The system will then generate a printable demand bill (Demand Bill Generation Metered) for this consumer number.

Process Standardization

- 1) The Front office executive must generate non-metered connection demand bills for all Wards under the ULB.
- 2) The front office executive must enter the latest meter reading from the filled up form (Consumer Numbers List for Metered Report) to generate the demand bill for the same.

Links with other modules



1. **FAS:** All payment receipts are entered through the payment screen in the Water Works module and these are updated in the FAS module.
2. **MIS:** Data captured through the module will be compiled into MIS reports at the central level.

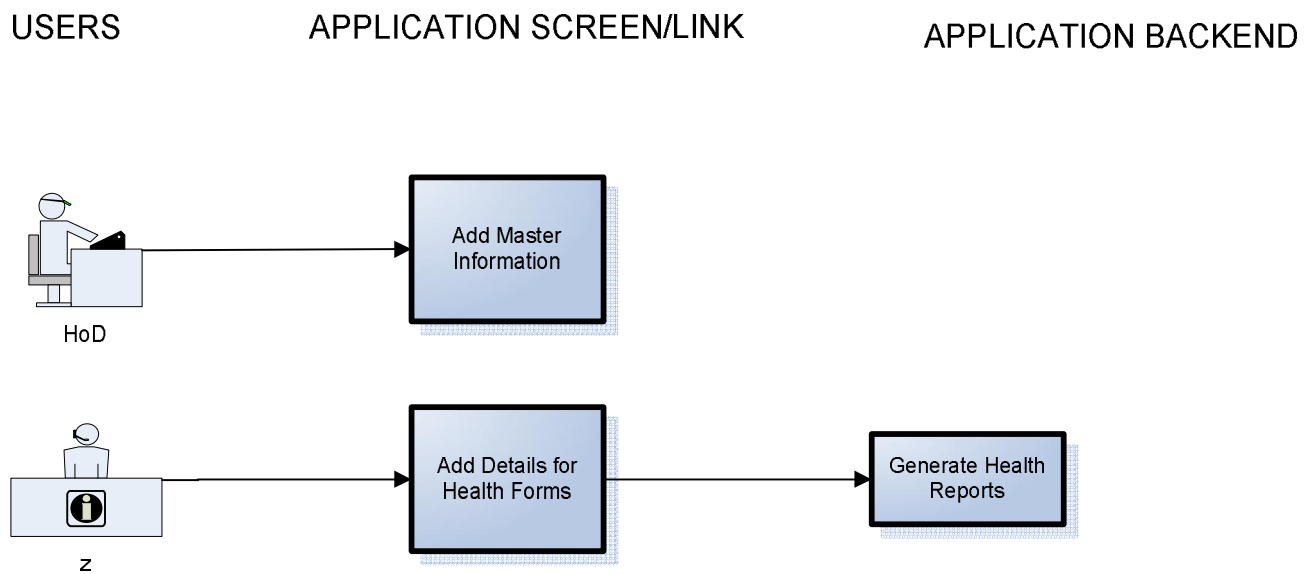


7. Health System

Process

Form A, Form B, Form C and Form D are used to capture information at Field level, Ward Level, Municipal level and Ministry level. Instead of collecting the information manually in the different forms all the information is captured in the application

Process Computerization

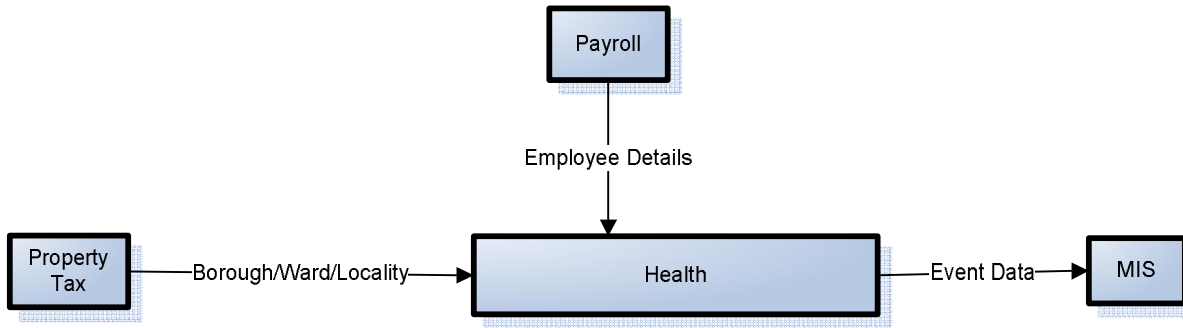


Technical - Process Computerization *Explanation*

The head of department enters the master data in the system.
The HHW enters the Form A, Form B, Form C and Form D details.



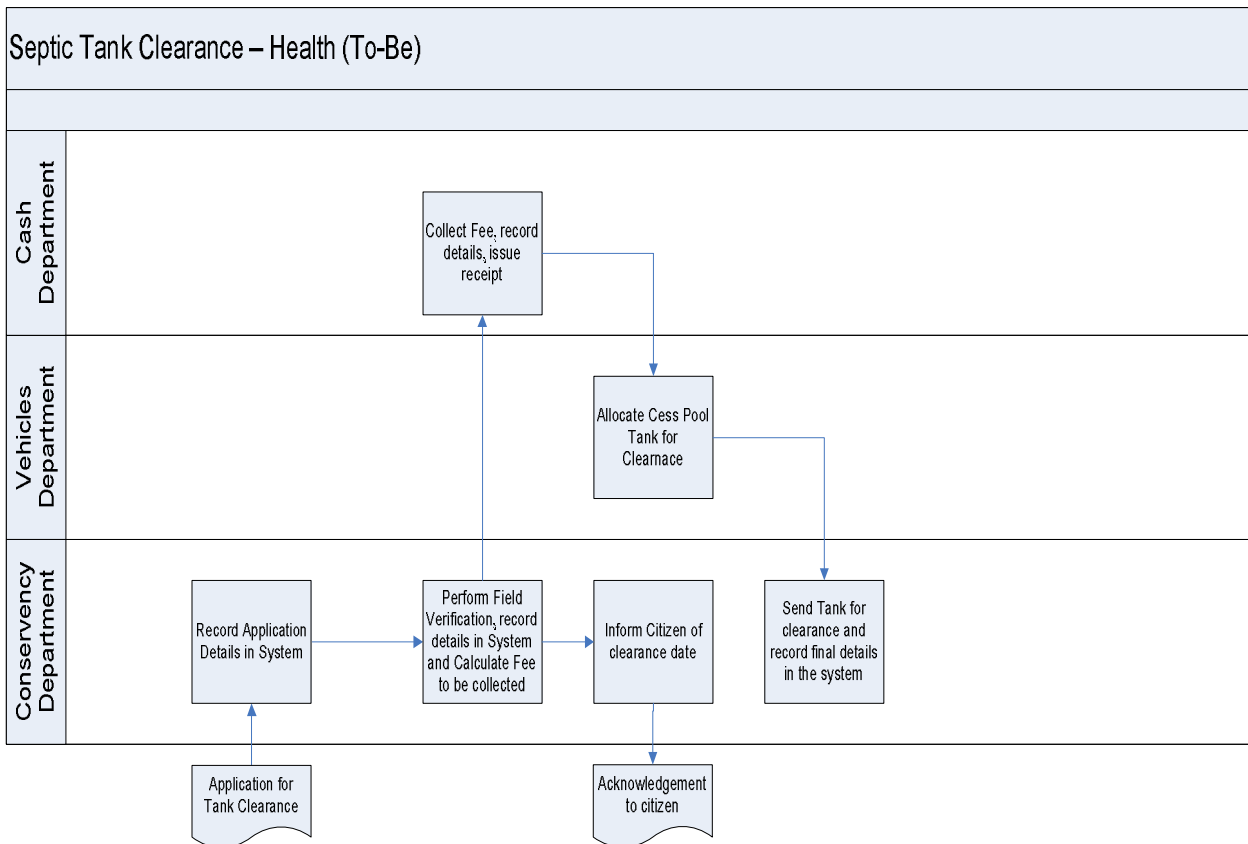
Links with Other Modules



1. **Payroll:** Information like Employee Details must be available in the Payroll Modules
2. **PT:** Information like Borough, Ward, Localities must be available in the Property Tax Modules
3. **MIS:** Data captured through the module will be compiled into MIS reports at the central level.

b. Septic Tank Clearance Process

Process

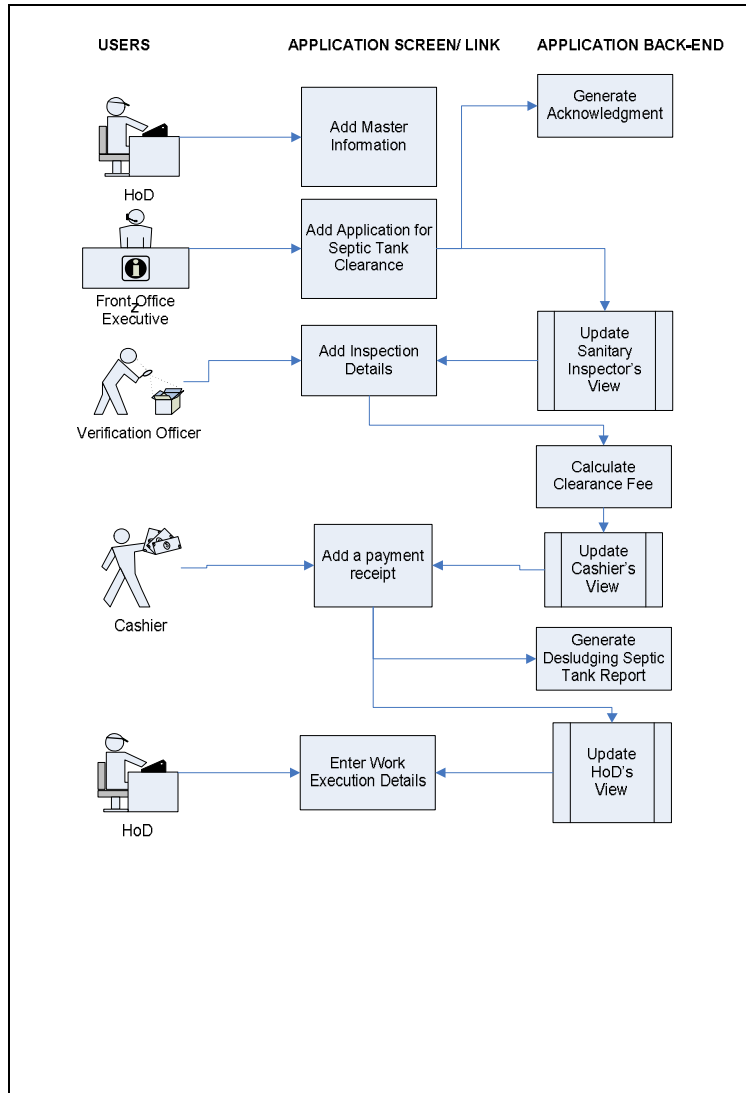




Corrigendum -1 for

Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

Process Computerization



Technical - Process Computerization Explanation

The head of department enters the master data in the system.

The front office executive enters the application (Application for Desludging Septic Tank) for septic tank clearance (received from the citizen). The system generates an acknowledgement (Application for Desludging Septic Tank - Acknowledgement) on successful submission of the application.

The system then updates the verification officer's view.

The verification officer can either approve or reject the application. If rejected, the system will generate a printable rejection letter. If approved the system updates the cashier's tables. The cashier will enter the payment details against this application.

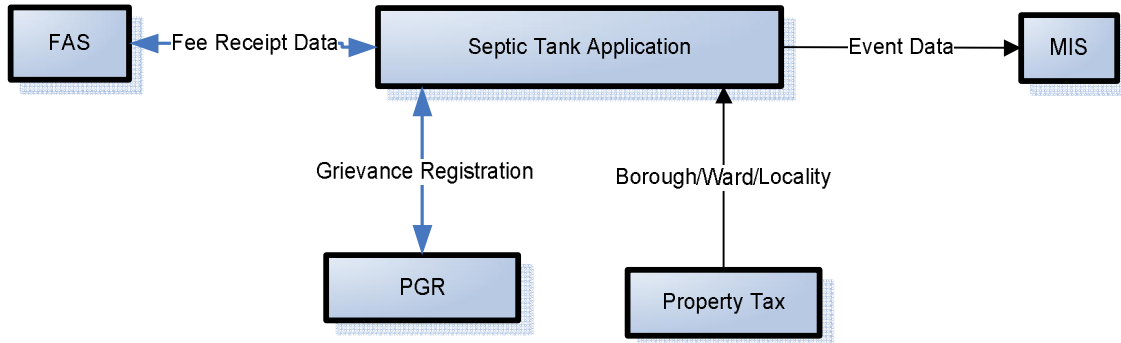
The system then updates the HoD's view who can generate the desludging septic tank report as well as execution details against a particular application.



Corrigendum -1
for

Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

Links with other modules



- 1. FAS:** All payment receipts are entered through the payment screen in the Health System module and these are updated in the FAS module.
- 2. PGR:** Citizen can post a grievance regarding his pending application for cleaning to his septic tank.
- 3. MIS:** Data captured through the module will be compiled into MIS reports at the central level.
- 4. PT:** Information like Borough, Ward, Localities must be available in the Property Tax Modules



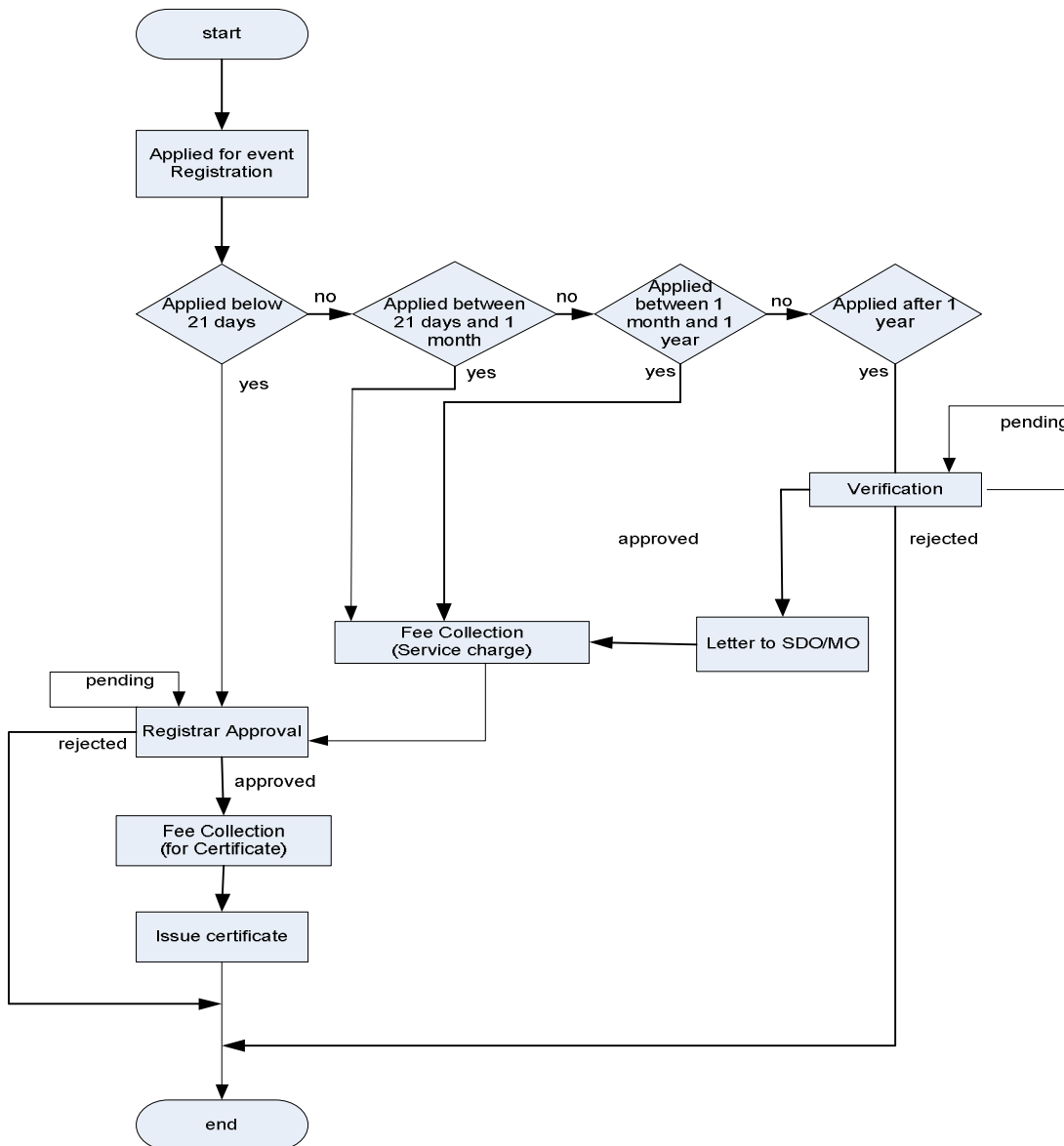
Corrigendum -1
for

Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

8. Birth and Death

The scope of this module is to document all the business functions of the “Birth and Death” module of the KUSP Application Software. Various features covered are Automate the process of issuing birth/death/cremation certificates as well as the registration process, Direct linkage with the accounts and cash department for accruing collections which will reduce the manual process, Automation of the complaint redressal process, Applicant can know the status of the applied certificate using web portal, User can download the application forms using web portal and Provision for name inclusion of child

a. Issue of Birth Certificate Process



The front office executive enters the application for Birth/ Still Birth (received from the citizen). The system generates an acknowledgement (Birth Application - Acknowledgement) on successful submission of the application For Birth Registration there are two events.

- Institutional Event.



Corrigendum -1
for

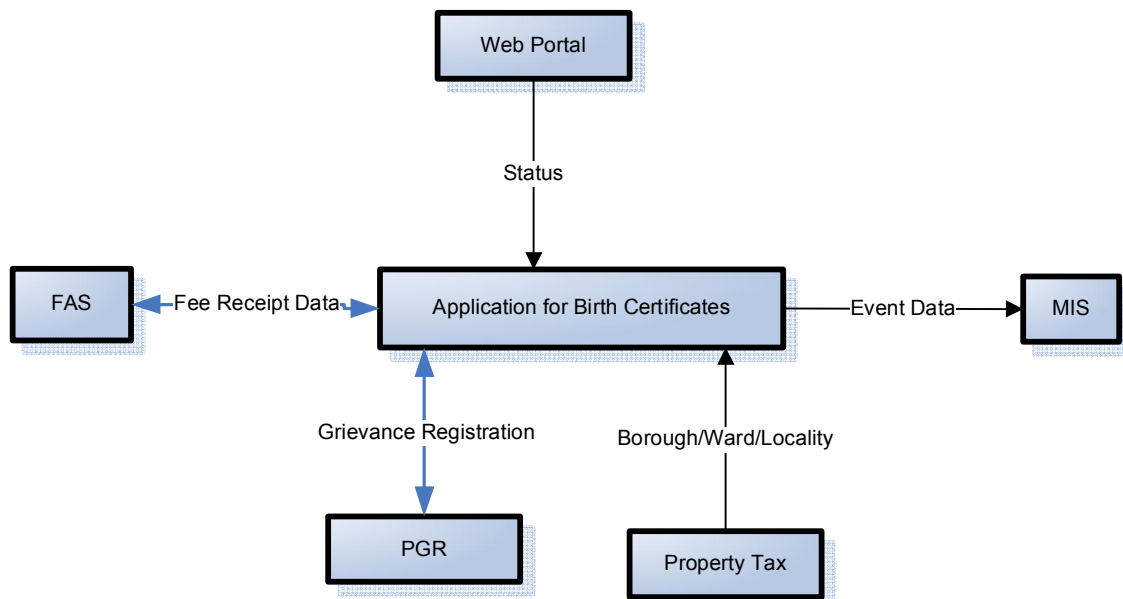
Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

If Birth occurred is Institutional, Verification is mandatory when event come to notice after 365 days. If the Birth is registered within 21 days of Date of Birth, application directly goes to the Registrar Verification. If the Birth is registered between 22 and 365 days of Date of Birth, Late Fee will be charged. If the Birth is registered is after 365 days from Date of Birth, Late Fee will be charged. After paying the Late Fee, Authorized person will go for verification and if founds correct then he will approve and issue a letter to Sub Divisional Officer/MO. The application goes to the Registrar Verification during verification, if it is found that event has not occurred, the application will be rejected.

- Non-Institutional Event.

If Birth Occurred is Non-Institutional, then verification is mandatory. If the Birth is registered within 21 days of Date of Birth, application directly goes to the Registrar Verification. If the Birth is registered between 22 and 365 days of Date of Birth, Late Fee will be charged. If the Birth is registered is after 365 days from Date of Birth, Late Fee will be charged. After paying the Late Fee, Authorized person will go for verification and if founds correct then he will approve and issue a letter to Sub Divisional Officer/MO. The application goes to the Registrar Verification during verification, if it is found that event has not occurred, the application will be rejected.

Links with other modules



- 1) **FAS:** All payment receipts are entered through the payment screen in the Birth and Death module and these are updated in the FAS module.
- 2) **Web Portal:** The application number generated will be made available in the web portal with latest status.
- 3) **MIS:** Data captured through the module will be compiled into MIS reports at the central level.
- 4) **PGR:** Citizen can post a grievance regarding his pending application for getting Birth Certificate.
- 5) **PT:** Information like Borough, Ward, Localities must be available in the Property Tax Modules

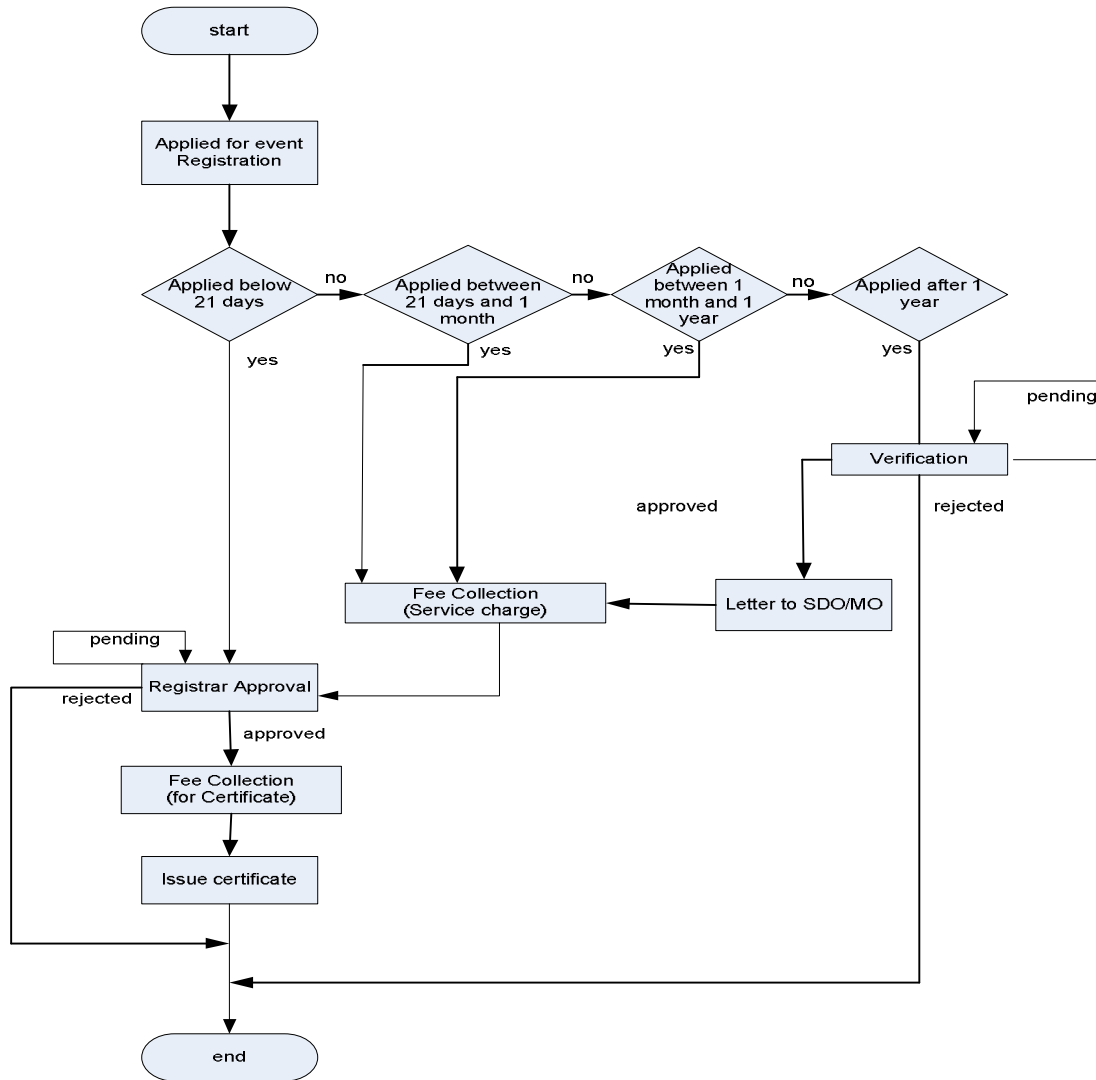


Corrigendum -1 for

Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

b. Issue of Death Certificate Process

Process



Technical - Process Computerization Explanation

The head of department enters the master data in the system.

The front office executive enters the application for Death certificate (Death Application – Form) (received from the citizen). The system generates an acknowledgement (Death Application - Acknowledgement) on successful submission of the application. If the difference in the date of death and date of application is less than 21 days then the system, updates the registrar's view. If the difference is less than 1 year then it populates the cashier's view. If the difference is greater than one year then the verification officer's view is updated.



Corrigendum -1

for

Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

The verification officer/ registrar can either approve or reject the application. If rejected, the system will generate a printable rejection letter. If approved the system updates the cashier's tables. The cashier will enter the payment details against this application.

The registrar finally issues the (Issue of Death Certificate) certificate.



Corrigendum -1

for

Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

Process Standardization

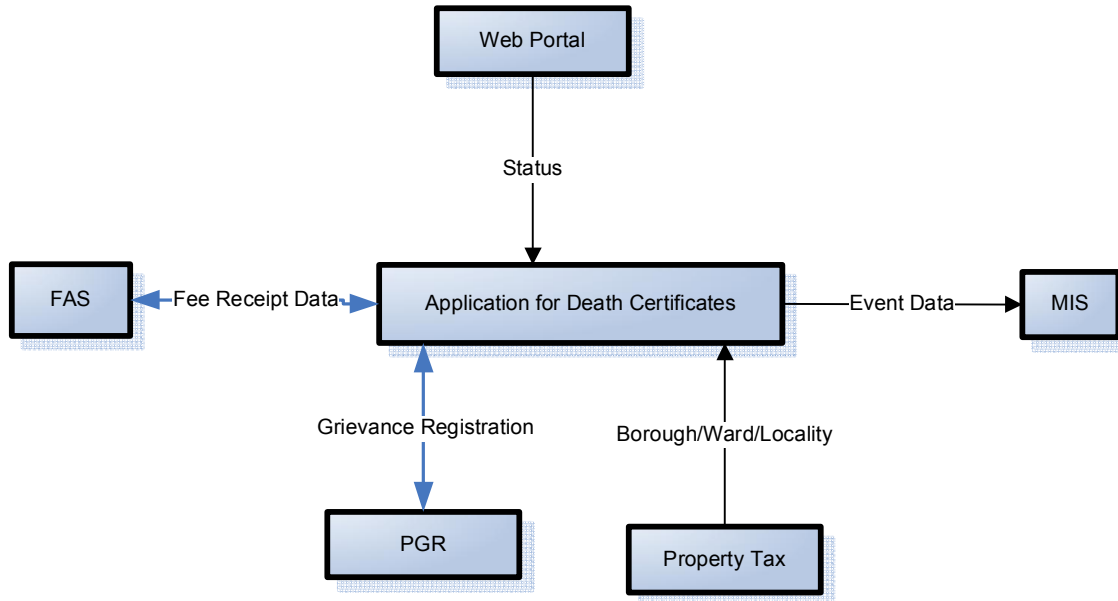
- 1) At the time of Application registration, the number of certificates needed by the citizen is required.
- 2) If the application status is “rejected”/ “pending” at any stage, then the Verification officer / Registrar’s office will print and issue a letter stating the same.
- 3) The citizen can get the latest information about his/ her application by either quoting the application number given as part of the registration application to the Front office executive or on the web through the city web portal.
- 4) Detail for all hospitals in the ULB must capture:
 - a. Mandatory:
 - i. Hospital Name
 - ii. Registration No.
 - iii. Hospital type
 - iv. Address
- 5) All certificates will be issued by the registrar’s office, post necessary payments.



Corrigendum -1
for

Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

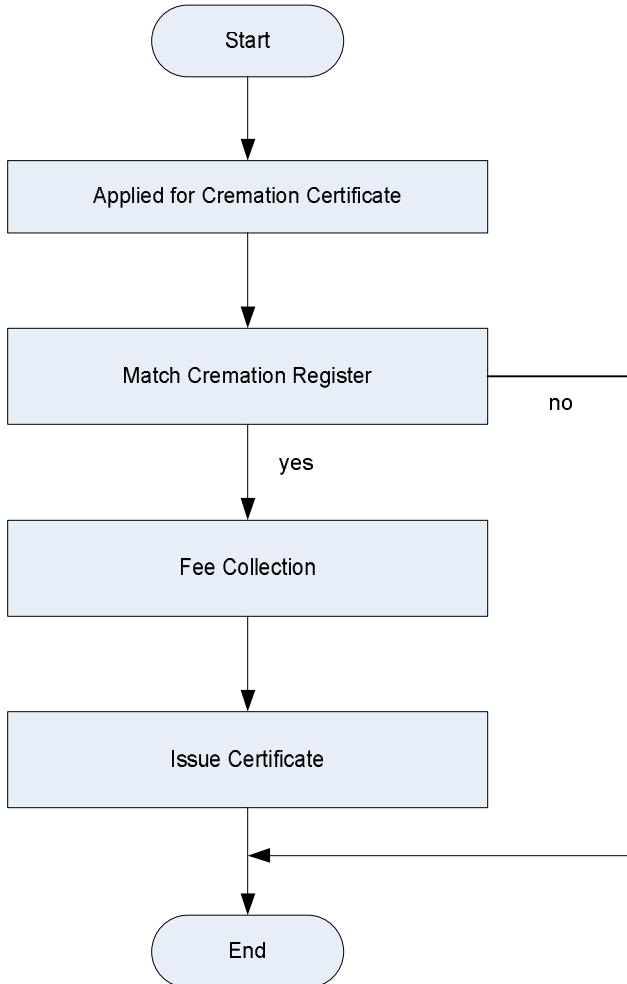
Links with other modules



- 1) **FAS:** All payment receipts are entered through the payment screen in the Birth and Death module and these are updated in the FAS module.
- 2) **Web Portal:** The application number generated will be made available in the web portal with latest status.
- 3) **MIS:** Data captured through the module will be compiled into MIS reports at the central level.
- 4) **PGR:** Citizen can post a grievance regarding his pending application for getting Death Certificate.
- 5) **PT:** Information like Borough, Ward, Localities must be available in the Property Tax Modules



c. Issue of Cremation Certificate Process





Corrigendum -1
for

Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

Technical - Process Computerization Explanation

The head of department enters the master data in the system.

The front office executive enters the application (Cremation Application - Application) for cremation certificate (received from the citizen). The system generates an acknowledgement on successful submission of the application. The system then updates the verification officer's view.

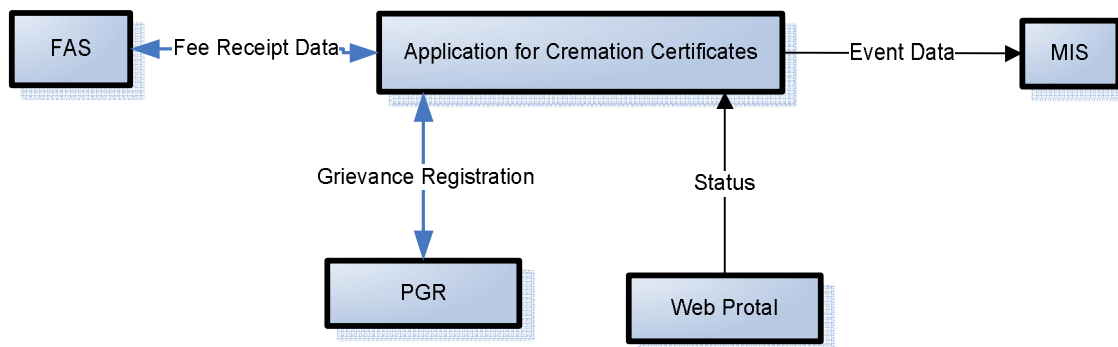
The verification officer can either approve or reject the application. If rejected, the system will generate a printable rejection letter. If approved the system updates the cashier's tables. The cashier will enter the payment details against this application. The system then updates the registrar's view.

The registrar finally issues the (Issue of Certificate - Cremation) certificate.

Process Standardization

- 1) At the time of Application registration, the number of certificates needed by the citizen is required.
- 2) If the application status is "rejected"/ "pending" at any stage, then the Verification officer's office will print and issue a letter stating the same.
- 3) The citizen can get the latest information about his/ her application by either quoting the application number given as part of the registration application to the Front office executive or on the web through the city web portal.
- 4) Detail for all hospitals in the ULB must capture:
 - b. Mandatory:
 - i. Hospital Name
 - ii. Registration No.
 - iii. Hospital type
 - iv. Address
- 5) All certificates will be issued by the registrar's office, post necessary payments.

Links with other modules



- 1) **FAS:** All payment receipts are entered through the payment screen in the Birth and Death module and these are updated in the FAS module.
- 2) **Web Portal:** The application number generated will be made available in the web portal with latest status.
- 3) **MIS:** Data captured through the module will be compiled into MIS reports at the central level.
- 4) **PGR:** Citizen can post a grievance regarding his pending application for getting Cremation Certificate.

9. ULB Infrastructure

The purpose of this module is to document all the business functions of the "ULB Infra Structure" module of the KUSP Application Software. Various features covered are Provision to capture and modify all assets, Tagging each



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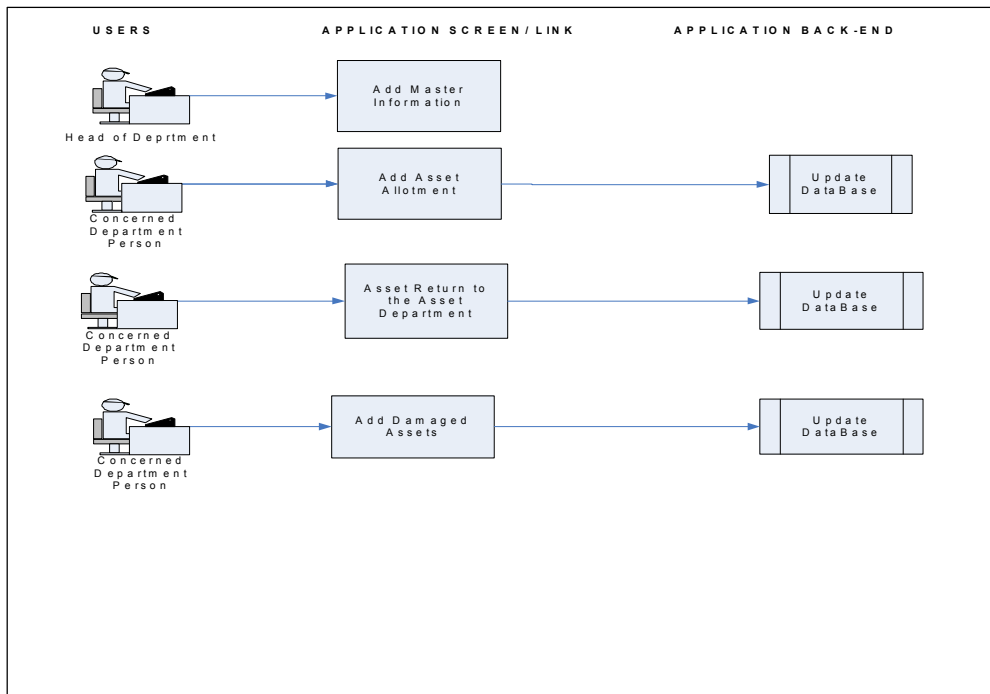
asset to a building/ location/ department, Asset Maintenance Details Capture, Store Management Grouping assets, Supplier details, Requisition/ temporary requisition to stores, Receipts of delivery/ return, Record room inward/ outward/ return details and Vehicle movement, maintenance and repairs

a. Assets

Process



Process Computerization





Corrigendum -1
for

Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

Technical - Process Computerization Explanation

The head of department enters the master data in the system.

Concerned department personnel can add asset allotment details in the system. They can then capture return of these assets to the department including damaged assets.

Process Standardization

1) Details captured for all Assets must include:

a. Mandatory:

- I. Asset Name
- II. Asset Identification No
- III. Asset Purchased Date
- IV. Asset Purchased Value
- V. Asset Present Value
- VI. As On Date

2) The Asset Department Allot the Asset to the particular Department, Details captured for Asset Allotment must include:

a. Mandatory:

- I. Asset Name
- II. Asset Identification No
- III. Department
- IV. Building/Place Name
- V. Asset Location Name
- VI. Asset Issue Ref No

3) Any Department Returns any Asset to the Asset Department, Details captured for Asset Return must include:

a. Mandatory:

- I. Asset Issue Ref No
- II. Asset Return Ref No

4) Any Department return damaged assets to the asset Department, Details captured for Asset Damages must include;

a. Mandatory:

- I. Asset Issue Ref No
- II. Council Approval Date

Link with Other Modules



1. **Payroll:** Information like Departments must be available in the Payroll Modules

2. **MIS:** Data captured through the module will be compiled into MIS reports at the central level.

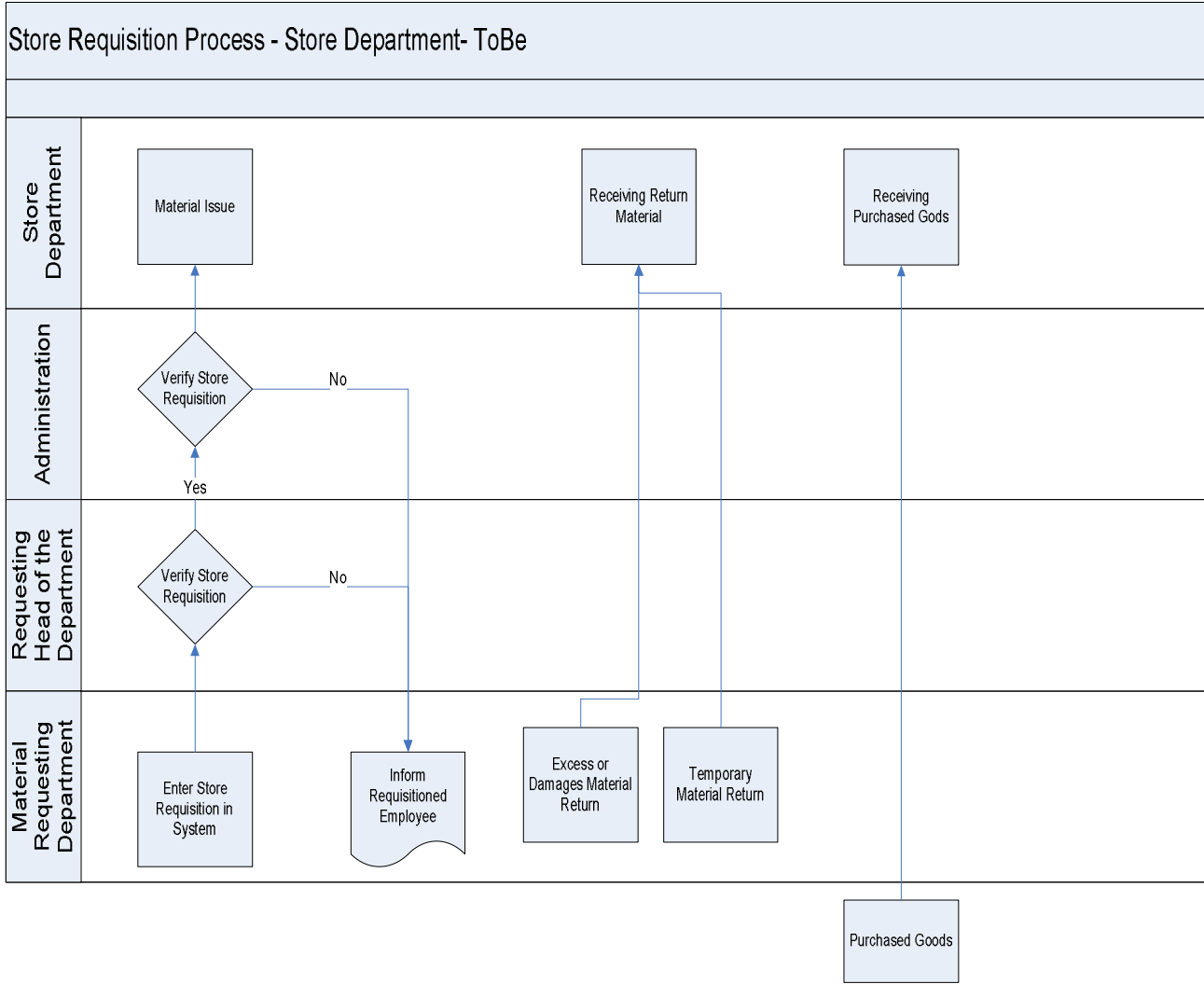


Corrigendum -1
for

Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

b. Stores

Process

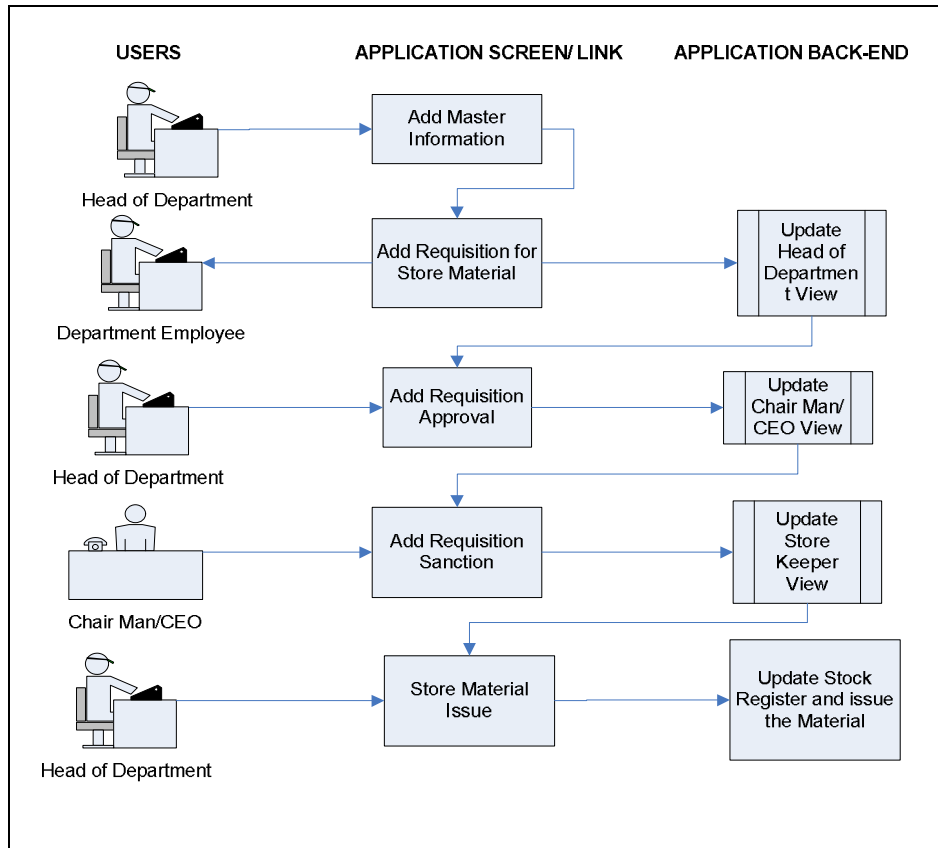




Corrigendum -1
for

Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

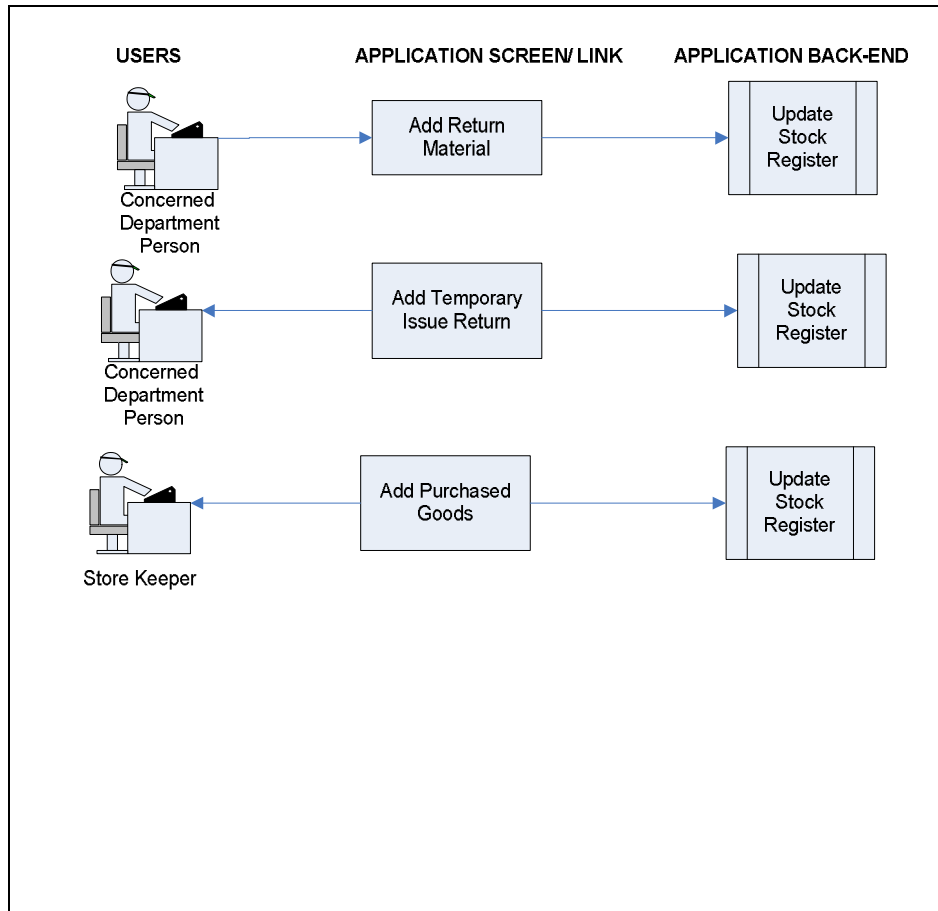
Process Computerization





Corrigendum -1
for

Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs





Corrigendum -1
for

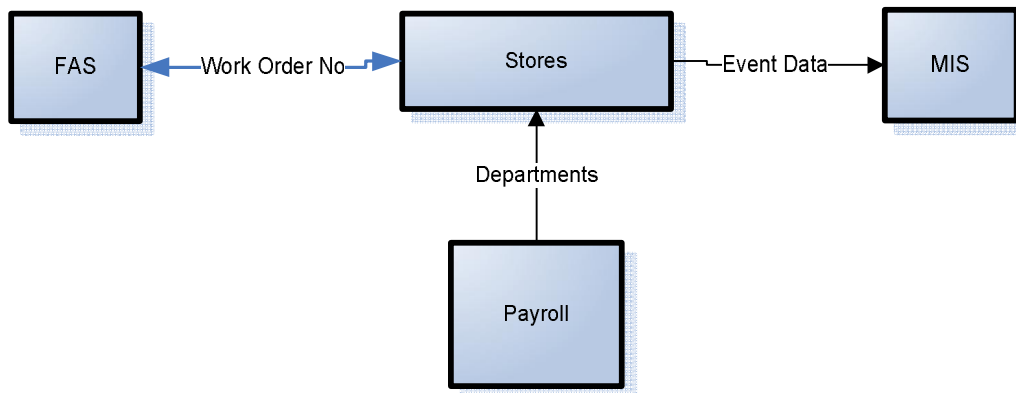
Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

Technical - Process Computerization Explanation

The head of department enters the master data in the system.

Any department employee can raise a requisition for store material. The head of department can then either approve or reject the requisition. In case of approval, the request is forwarded to the chairman, who can again approve or reject the application. If approved, the store manager can then issue the material against the application.

Link with Other Modules



- 1. FAS:** All payments are entered in the ULB Infrastructure module and these are updated in the FAS module.
- 2. MIS:** Data captured through the module will be compiled into MIS reports at the central level.
- 3. Payroll:** Information Departments must be available in the Property Tax Modules

10. Financial Accounting System

The scope of the FAS module is to understand exactly the present functionalities of the Financial Accounting System, the future requirements and enhancements that would be carried out in order to streamline the process. Features provided by Financial Accounting System are Accrual based double entry accounting, Chart of Accounts, Integration with other e-governance application modules, Cashier/Accountant transactions, Grants/ investments data capture, Unutilized grants/ deposits, Utilization certificate, Refund of grants and deposits, Budget allocation and re-appropriation of budget, Bank/treasury payments and receipts, Deposit work details like Zilla Parishad, Security Deposits/ Earnest Money, Grants against Fixed Assets, Capital Works in Progress, Employee Details, Service book of each employee, Loans and advances to employees, Maintenance of PF details of employees, Maintaining earnings and deductions like HRA, DA, DP, Pita, PF etc, Maintaining promotions and increments of employees, Attendance and maintenance of leaves, Pay Slip generation, Employee Certificate, Maintaining Termination/ suspension details of employees

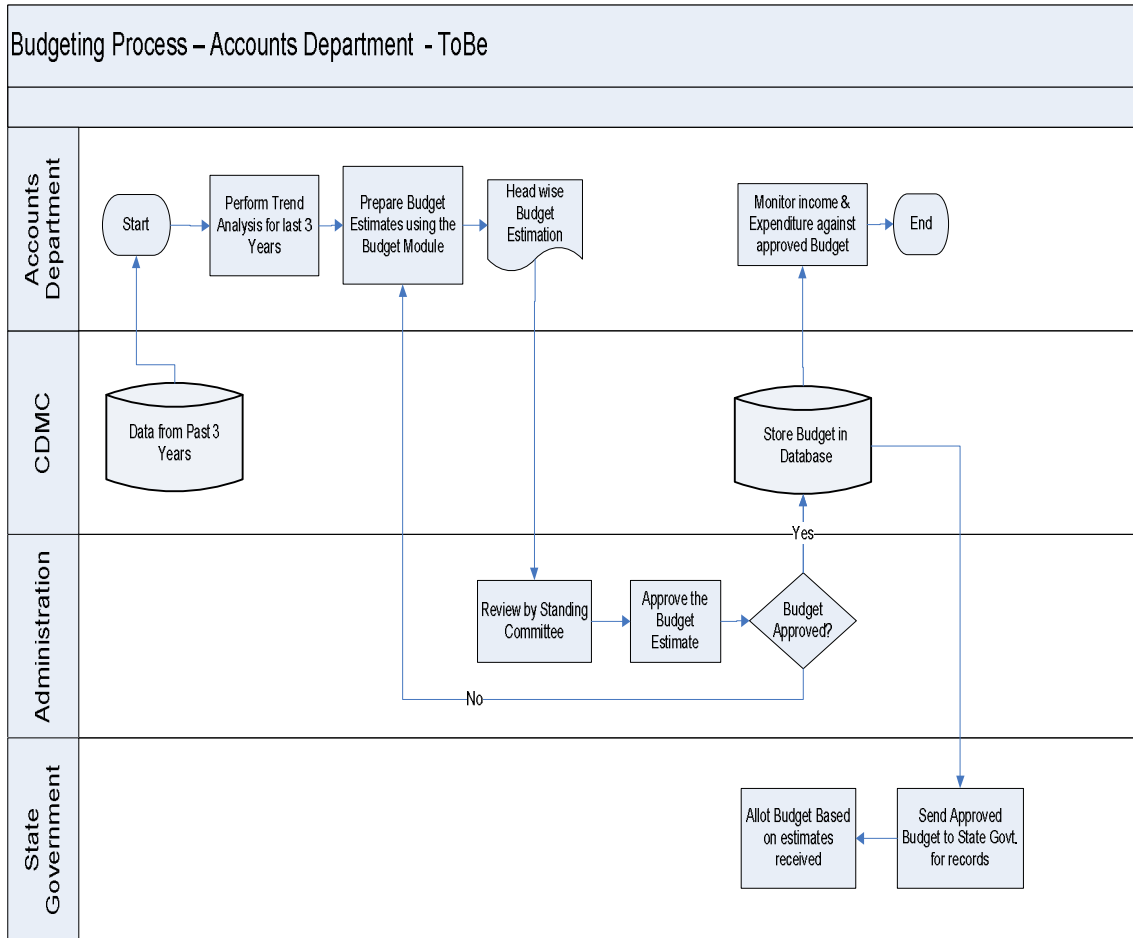


Corrigendum -1
for

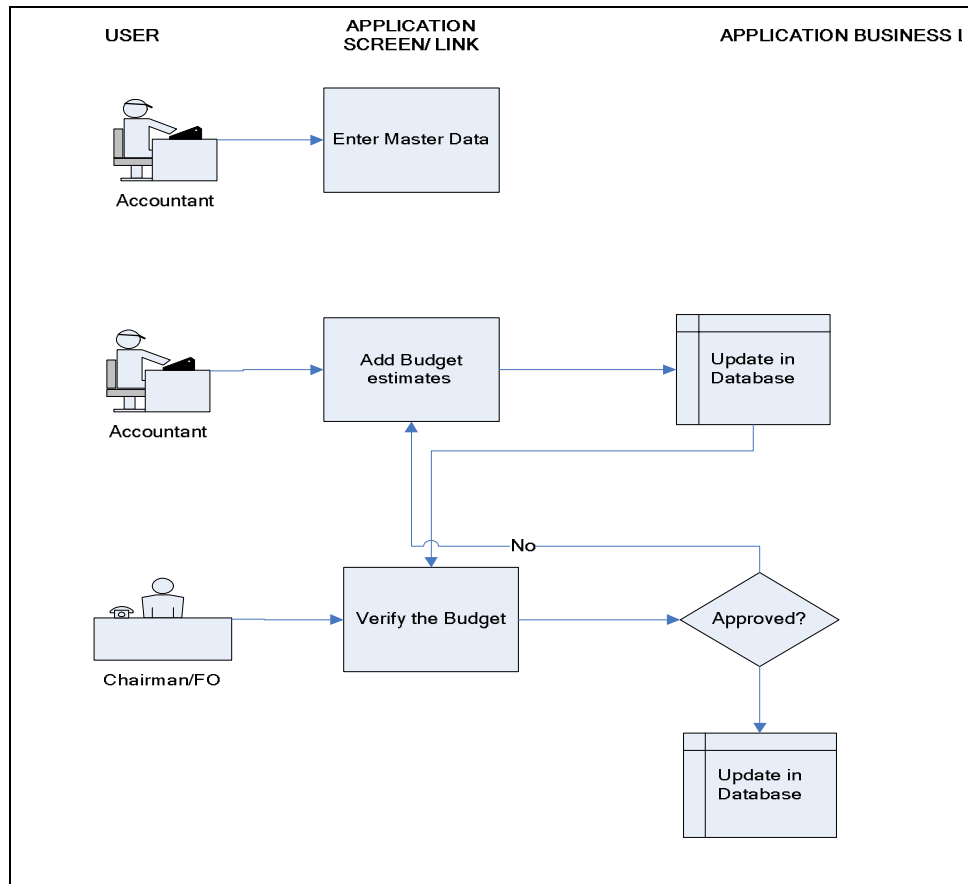
Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

a. Budgeting Process

Process



Process Computerization



Technical - Process Computerization Explanation

The head of department enters the master data in the system.

The accountant can add budget estimates which will be approved/ rejected by the Chairman or finance officer. If rejected, the accountant can re-enter the budget estimates. If approved, the same is saved in the application database.

Process Standardization

- 1) Using last three Budgets, the accountant estimate Budget.
- 2) The Chairman/FO must verify the budget and approval the budget
- 3) Detail for all Budget Process in the ULB must capture:
 - a. Mandatory:
 - I. Account Heads
 - II. Functions
 - III. Slum/Non Slum/General

Link with Other Modules

There is no link with other modules for this process

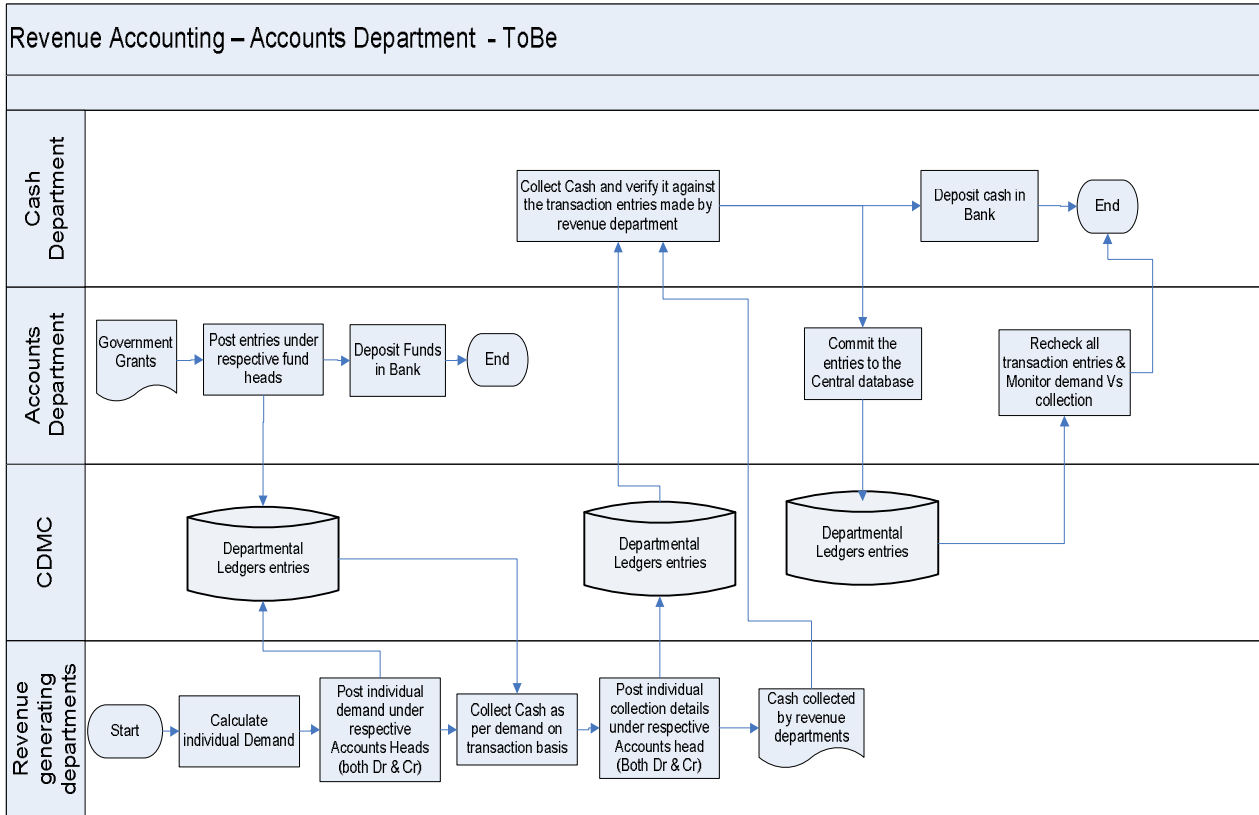


Corrigendum -1
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Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

b. Revenue Accounting

Process

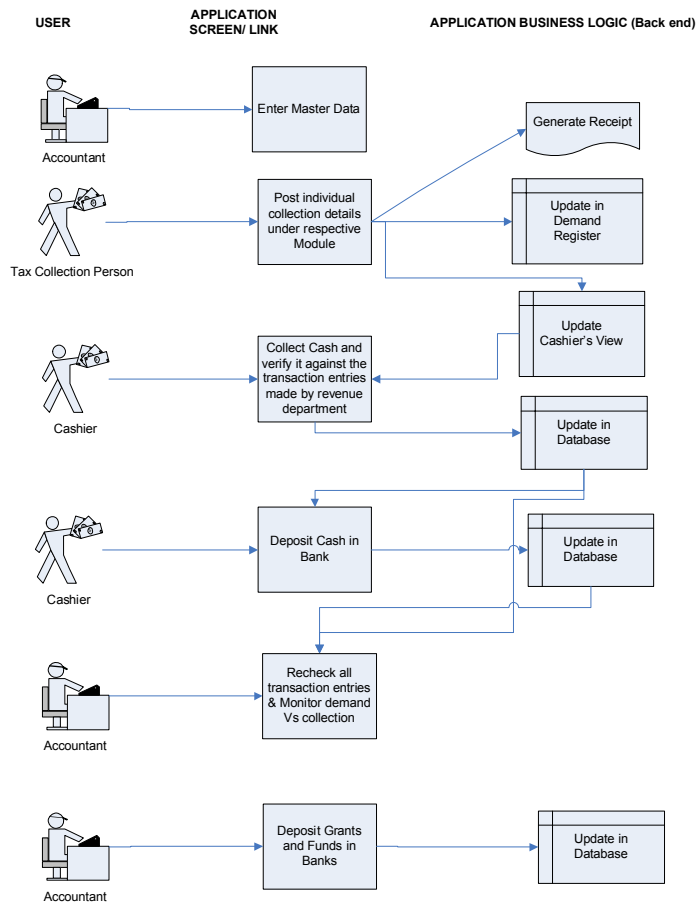




Corrigendum -1
for

Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

Process Computerization





Corrigendum -1 for

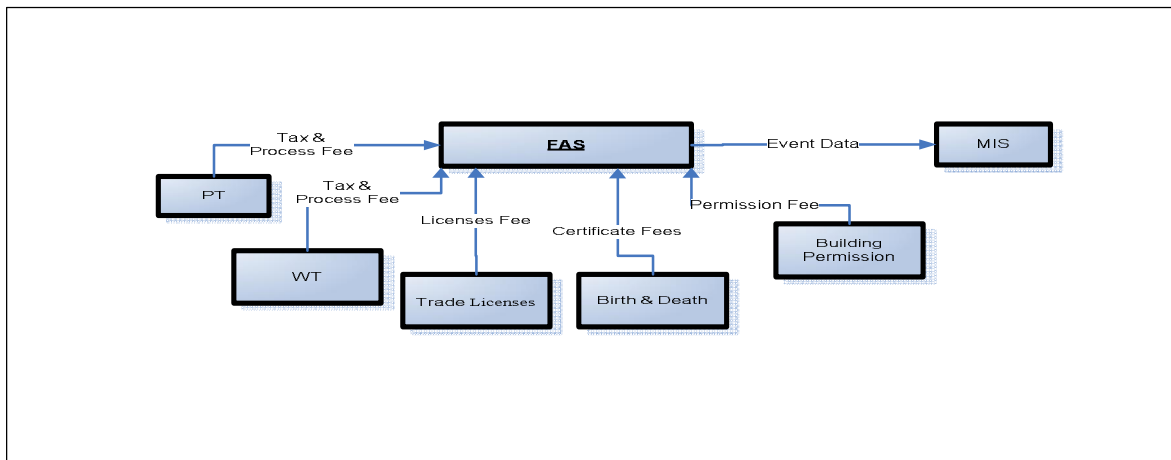
Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

Technical - Process Computerization Explanation

The accountant enters the master data in the system.

The tax collection persons can post individual collection details under respective modules of the system. The same is updated in the cashier's view. The cashier collects the cash and verifies the same against the transaction entries made by the revenue department. The cashier then enters the cash deposited in banks into the system. The accountant then rechecks all the transaction entries and monitors demand vs. collection. The account then captures details of deposit grants and funds in banks.

Links with other modules



- 1) **PT**: All payment receipts are entered through the payment screen in the PT module and these are updated in the FAS module.
- 2) **WT**: All payment receipts are entered through the payment screen in the WT module and these are updated in the FAS module.
- 3) **Trade Licenses**: All payment receipts are entered through the payment screen in the TL module and these are updated in the FAS module.
- 4) **Birth & Death**: All payment receipts are entered through the payment screen in the BD module and these are updated in the FAS module.
- 5) **Building Permission**: Fee collected through Building Permission module will be updated in the FAS module.
- 6) **MIS**: Data captured through the module will be compiled into MIS reports at the central level.

Process Standardization

- 1) The Revenue Department must generate Demand and collect the cash as per demand.
- 2) The Demand and Collection must be posted to respective Heads.
- 3) Cash department checks the collected cash and verifies it against the transaction entries made by the revenue department.
- 4) Accounts Department check the transactions and Demand Vs Collection.
- 5) Detail for Revenue accounting in the ULB must capture:
 - a. Mandatory:
 - I. Module Code & Name
 - II. Purpose Code & Name



Corrigendum -1

for

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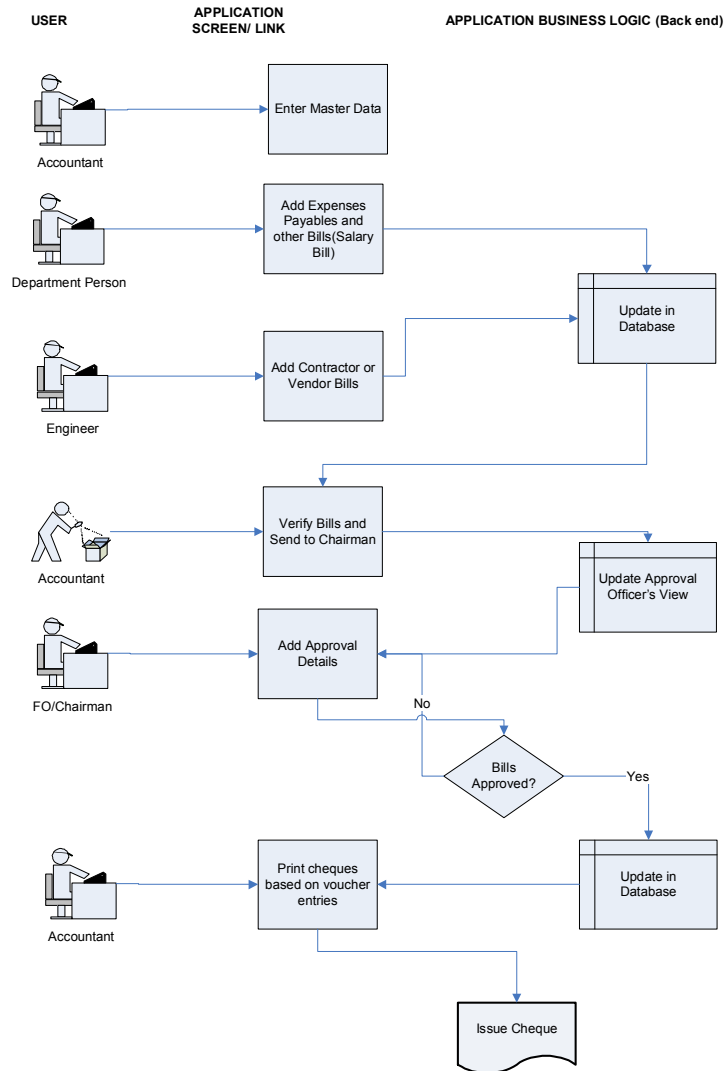
III. Sub Purpose Code & Name

IV. Account Heads



Corrigendum -1 for

Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs



Technical - Process Computerization Explanation

The accountant enters the master data in the system.

The concerned department person enters details of expenses payables and other bill (salary bill) into the system.

Engineers can also add bidder/vendor bills.

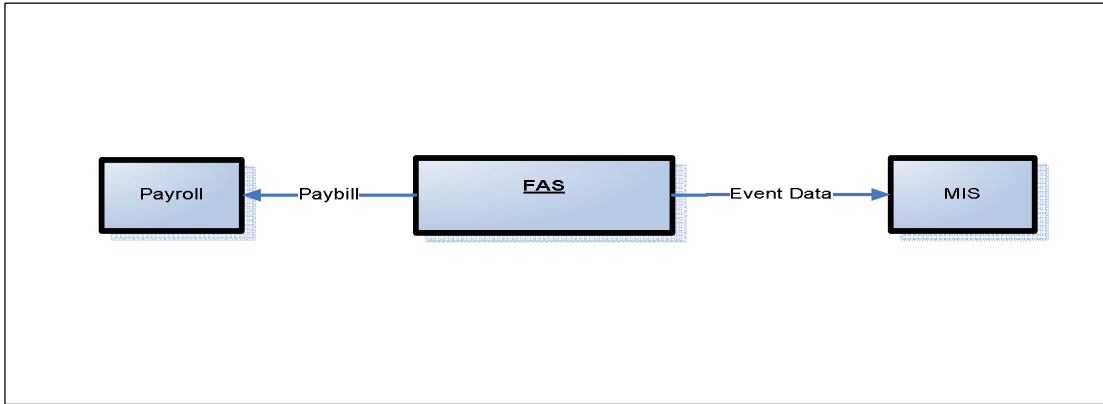
The account verifies the bills and forwards to the chairman/ FO. If approved by the chairman/FO the accountant can print cheques based on the voucher entries.



Corrigendum -1
for

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Links with other modules



1. **MIS:** Data captured through the module will be compiled into MIS reports at the central level.
2. **Payroll:** Information like Employee Details, Employee Pay details must be available in the Payroll Modules



Corrigendum -1
for

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Process Standardization

- 1) Vendor or bidder or other expensive bill must maintain ULB Departments.
- 2) The Accountant verify the bills before approval
- 3) The Chairman/FO must verify the bills and Approved
- 4) The Chairman/FO must sign in the cheque for payment of bills.
- 5) Detail for Expenditure Accounting in the ULB must capture:
 - a. Mandatory:
 - I. Bill No, Date
 - II. Purpose
 - III. Approval Date.
 - IV. Voucher No and Date

11. Payroll

The purpose of this module is to describe all the business functions of the “Pay Roll and Personnel Management” module of the KUSP Application Software. The various features provided by Payroll are Maintaining Employees Personal Information, Maintaining Employees Pay details, Calculation of an Employee’s net salary based on his earnings and Pay slip generation

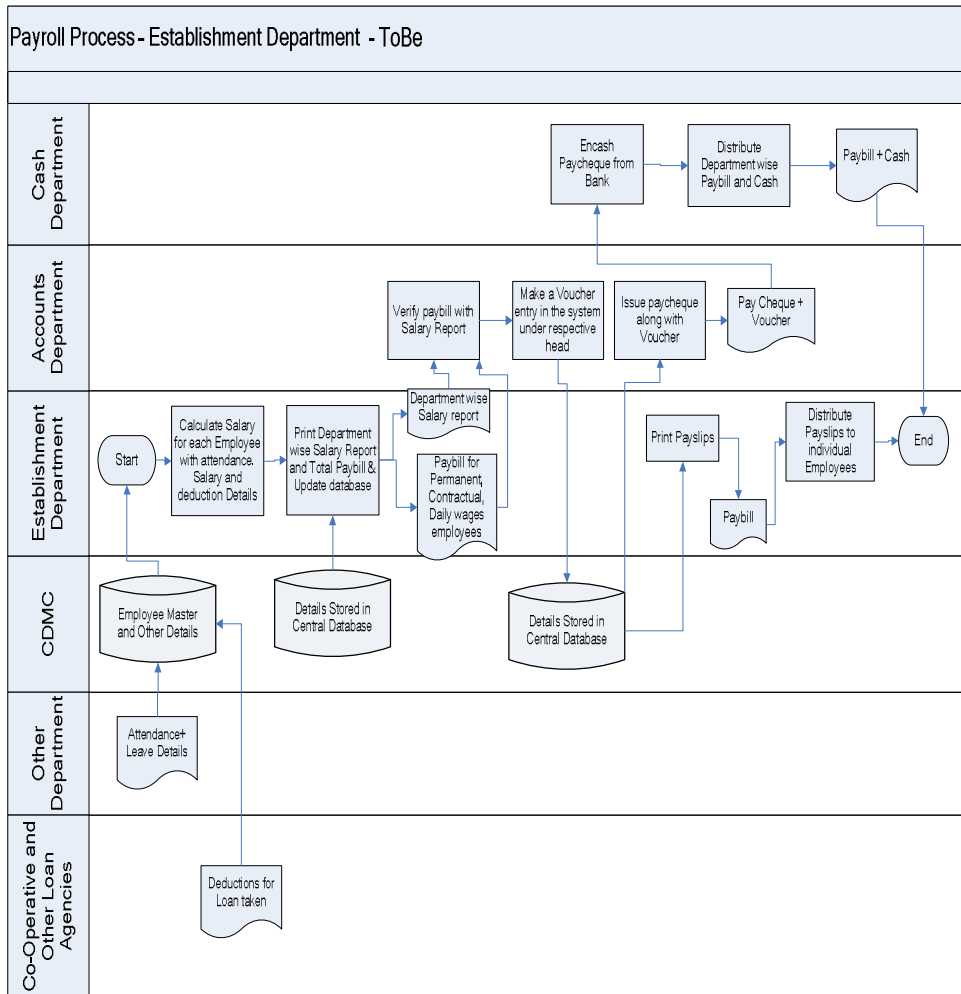


Corrigendum -1
for

Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

a. Payroll Process

Process

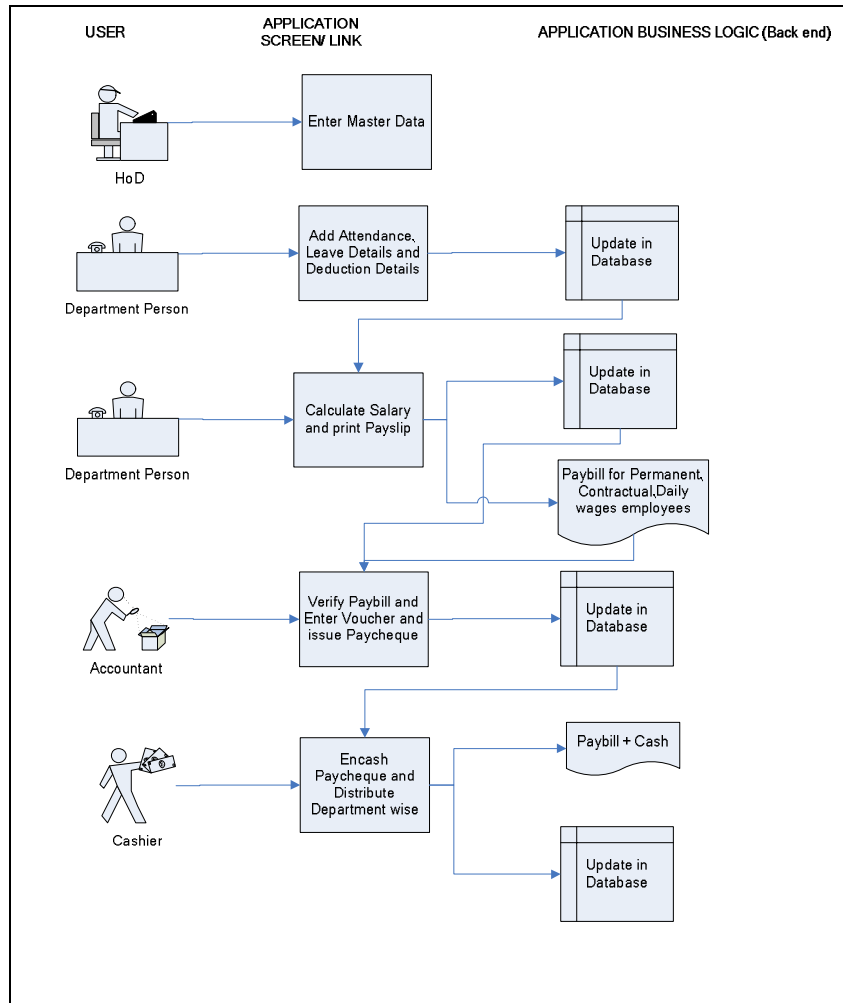




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Process Computerization



Technical - Process Computerization Explanation

The head of department enters the master data in the system.

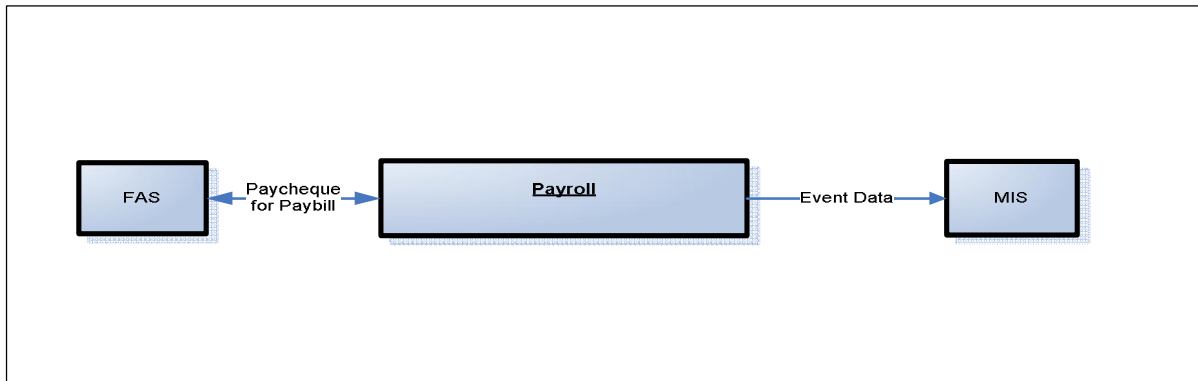
The concerned department person enters details of attendance, leave details and deduction into the system. The same is used to calculate and print the payslip. The accountant then verifies the paybill and enters the voucher and issues the paycheque.



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Links with other modules



- 1) **FAS:** Issue the Pay cheque for pay-bill thorough FAS Module
- 2) **MIS:** Data captured through the module will be compiled into MIS reports at the central level.

Process Standardization

- 1) Attendance and Leave details should maintain each department in ULB.
- 2) Deductions and earning must maintain Establishment Department.
- 3) Every Month generate paybill.
- 4) Detail for Payroll Process in the ULB must capture:
 - a. Mandatory:
 - I. Employee Code.
 - II. Employee Name
 - III. Deductions.
 - IV. Earnings

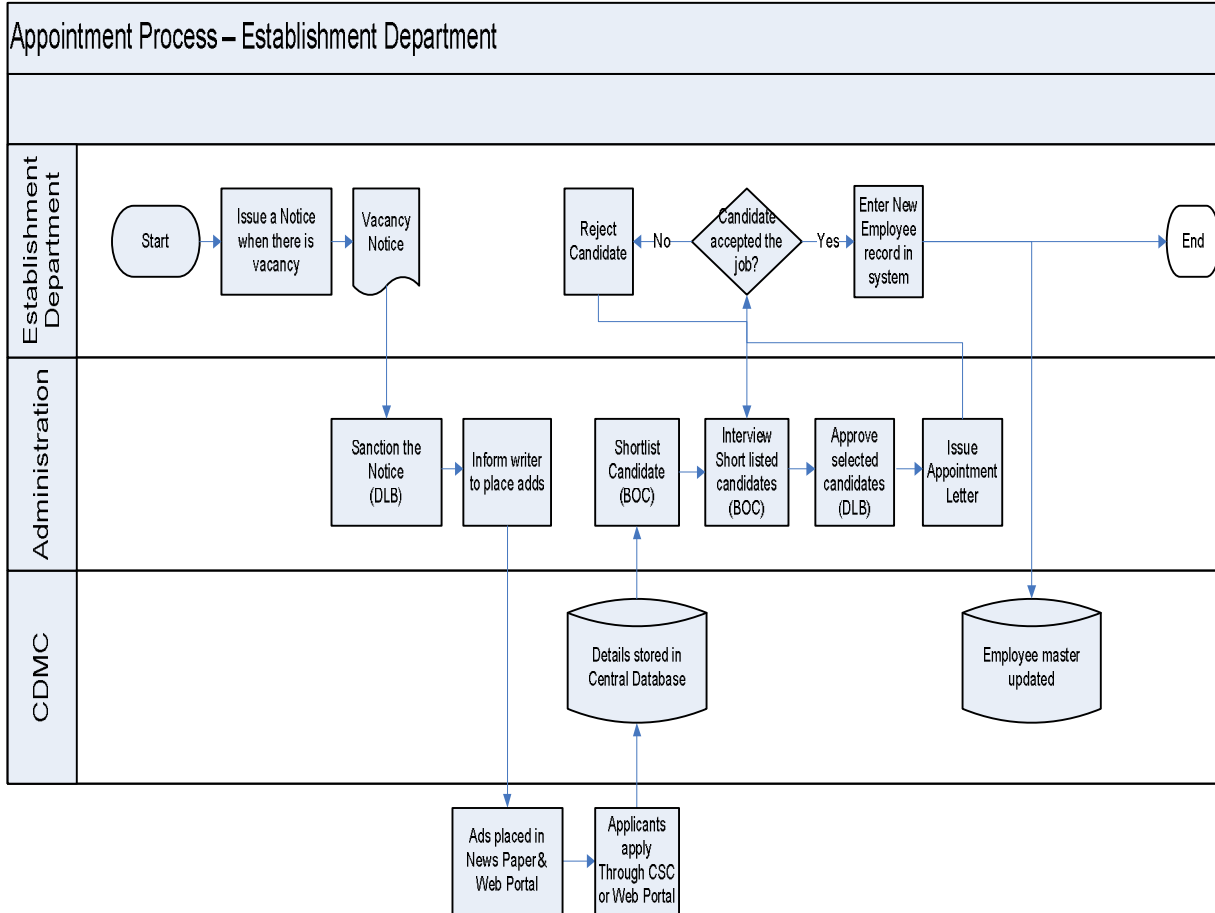


Corrigendum -1
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b. Appointment Process

Process

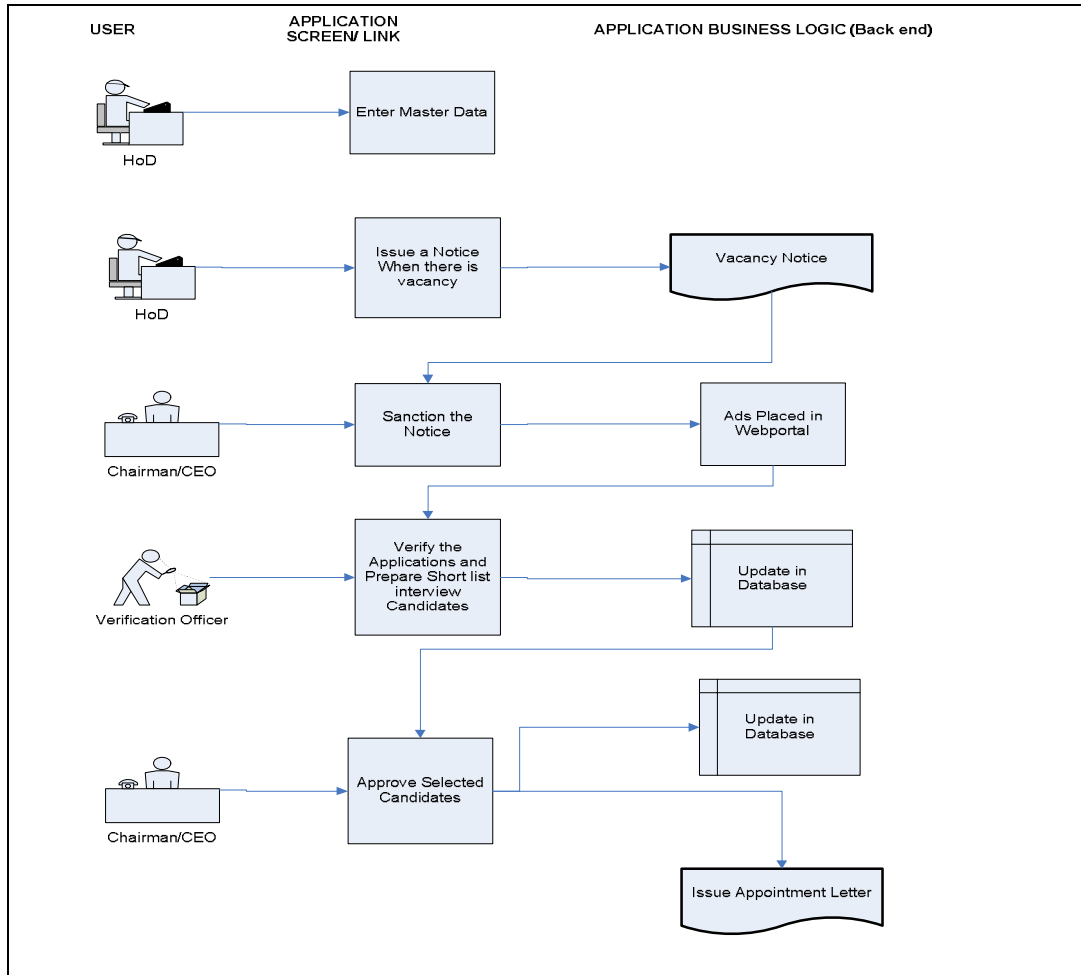




Corrigendum -1 for

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Process Computerization



Technical Process Computerization Explanation

The head of the department issue a notice when there is a vacancy

Chairmen/CEO sanction the notice

Verification officer verifies the Applications and prepares short list interview candidates

Chairmen/CEO approves the selected candidates and issue appointment letters

Links with other modules



- 1) **Web Portal:** Vacancy Details are placed in Web Portal for recruiting Employees



Corrigendum -1

for

Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

- 2) **MIS:** Data captured through the module will be compiled into MIS reports at the central level.

Process Standardization

- 1) Administration Department must sanction Notice for new Employee's recruiting.
- 2) Administration Department must Approved Selected Candidates.
- 3) The Selected Candidate must accept the job.
- 4) Detail for all candidates must capture:
 - a. Mandatory:
 - I. Applicant Name
 - II. Date of Birth
 - III. Qualification
 - IV. Address

12. Building Plan

This module primarily deals with the tasks of Issue of Building Permissions, standardization of collection of building fees and other charges, atomize the technical scrutiny, effective monitoring of file processing, status of the building applications, approval of site proposals, and generation of receipts like Building Application acknowledgement, Fee payment notice, Building Permission receipt, Rejection Notice.

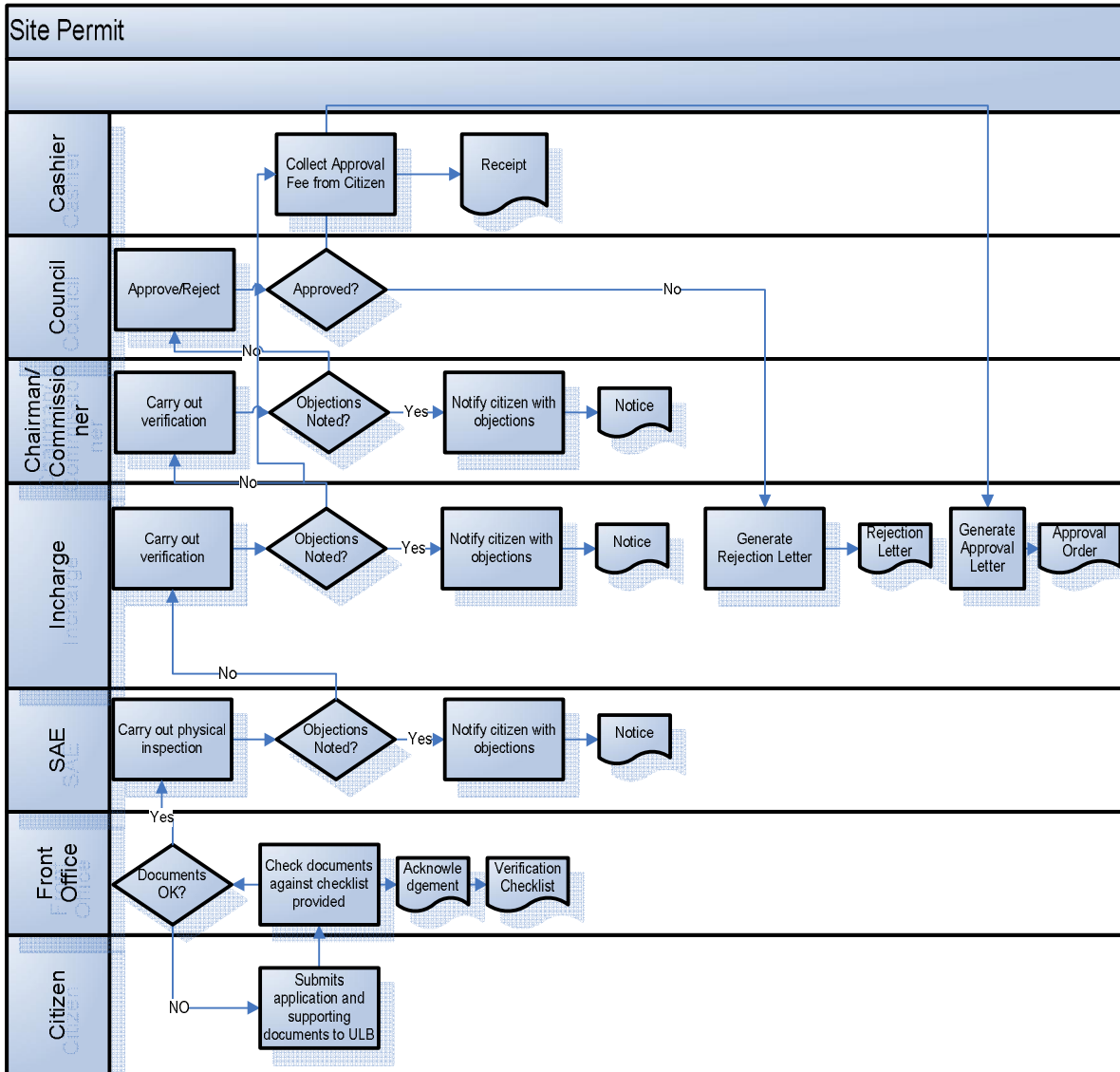
- a) Site Plan

Process



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for

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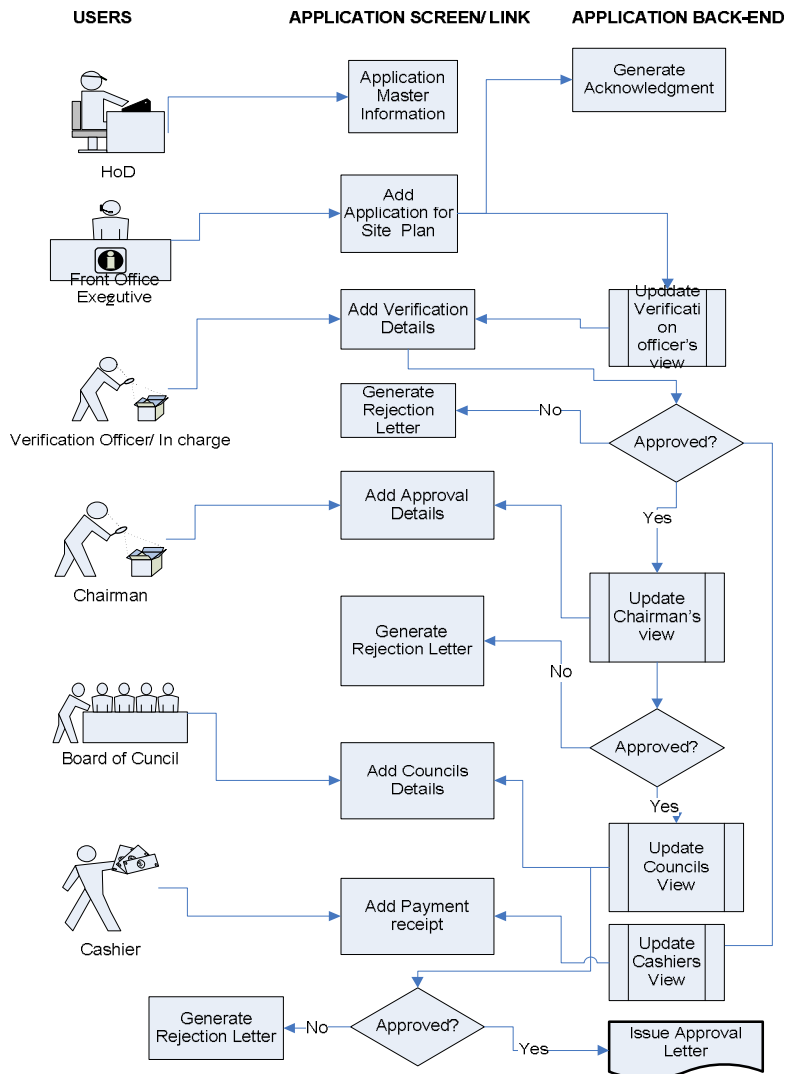


Process Computerization



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for

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Technical - Process Computerization Explanation

The head of department enters the master data in the system.

The front office executive enters the application for new site plan (received from the citizen). The system generates an acknowledgement on successful submission of the application.

The verification officer can either approve or reject the application. If rejected, the system will generate a printable rejection letter. If approved the system updates the chairman's tables.

The chairman can either approve or reject the application. If rejected, the system will generate a printable rejection letter. If approved the system updates the council's tables.

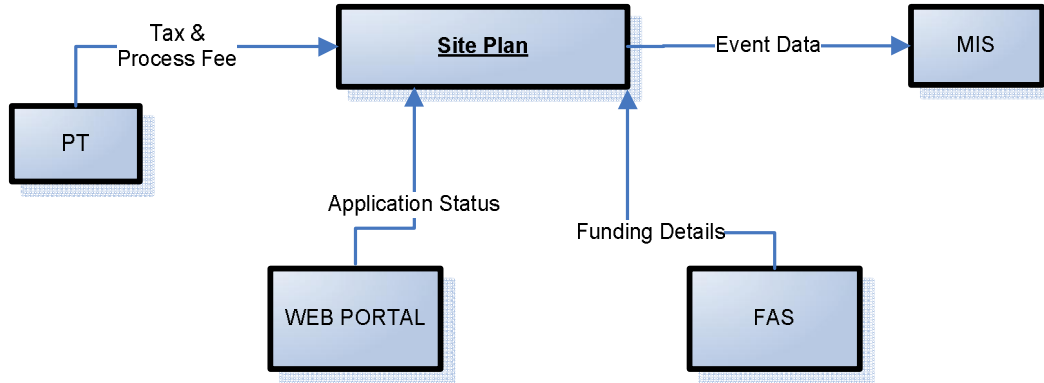
The Board of Council can either approve or reject the application. If rejected, the system will generate a printable rejection letter. If approved the system generates the Approval letter.



Corrigendum -1 for

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Links with other modules



1. **FAS:** All payment receipts are entered through the payment screen in the Building Plan module and these are updated in the FAS module.
2. **Property Tax:** Information like Borough, Ward, Localities must be available in the Property Tax Modules before hand. Also, the system will not allow a Building Plan application to be entered, if the property tax for the particular holding number has not been paid.
3. **Web Portal:** The application number generated will be made available in the web portal with latest status.
4. **MIS:** Data captured through the module will be compiled into MIS reports at the central level.

Process Standardization

1. The citizens will have two application options: Normal and Tatkal. Depending on this a fee may be charged at the time of application submission. This is true across all ULBs, though each ULB may define their own rates.
2. Once the application is submitted the front officer verifies all the documents and sends an acknowledgement.
3. Physical verification of the site is carried out is carried out by the SAE an then passed to the In charge
4. The Chairman carries out the verification followed by the BOC who approves or rejects the application

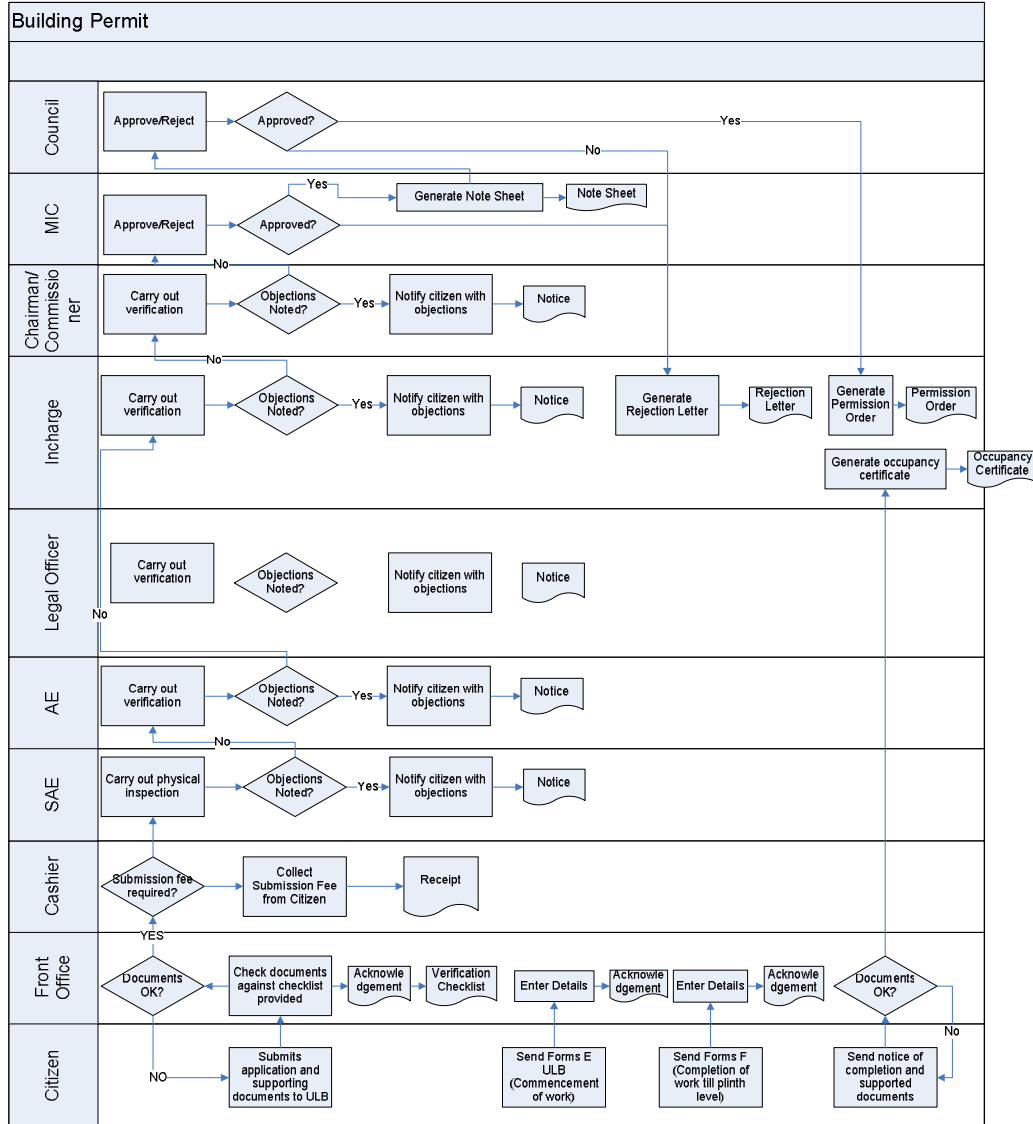


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b) Building Plan

Process

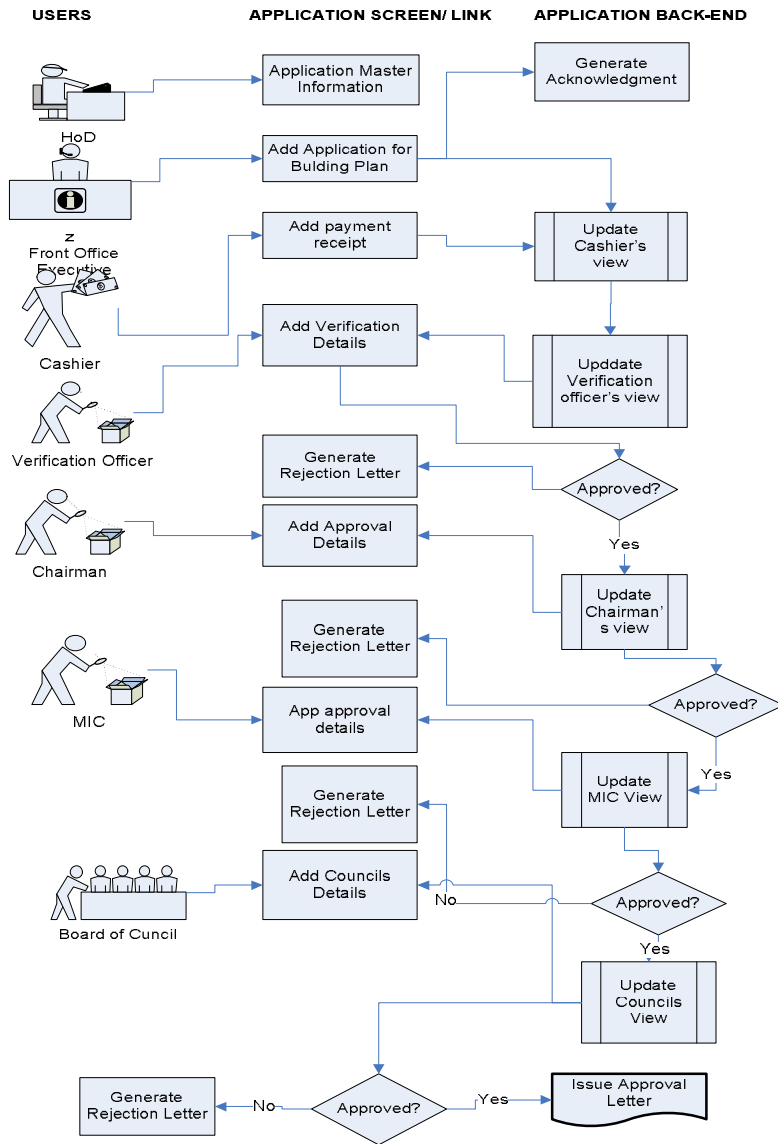




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Process Computerization





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Technical - Process Computerization Explanation

The head of department enters the master data in the system.

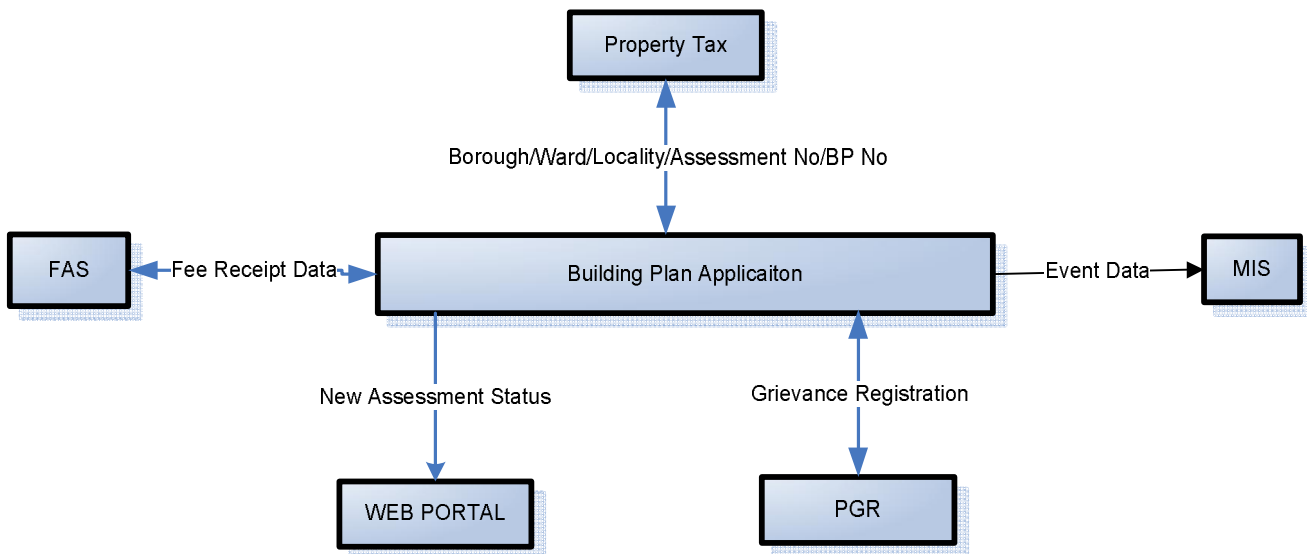
The front office executive enters the application for new site plan (received from the citizen). The system generates an acknowledgement on successful submission of the application.

The verification officer can either approve or reject the application. If rejected, the system will generate a printable rejection letter. If approved the system updates the chairman's tables.

The chairman can either approve or reject the application. If rejected, the system will generate a printable rejection letter. If approved the system updates the council's tables.

The Board of Council can either approve or reject the application. If rejected, the system will generate a printable rejection letter. If approved the system generates the Approval letter.

Links with other modules



1. **FAS:** All payment receipts are entered through the payment screen in the Building Plan module and these are updated in the FAS module.
2. **Property Tax:** Information like Borough, Ward, Localities must be available in the Property Tax Modules before hand. Also, the system will not allow a Building Plan application to be entered, if the property tax for the particular holding number has not been paid.
3. **Web Portal:** The application number generated will be made available in the web portal with latest status.
4. **MIS:** Data captured through the module will be compiled into MIS reports at the central level.
5. **PGR:** Citizen can post a grievance regarding his pending application for getting a Building Permissions.



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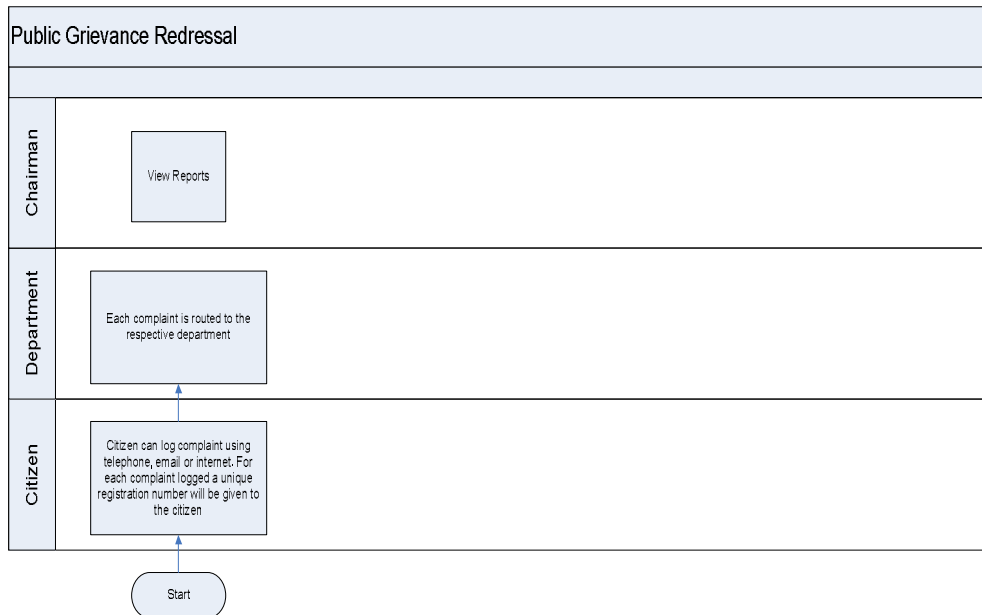
Process Standardization

1. The citizens will have two application options: Normal and Tatkal. Depending on this a fee may be charged at the time of application submission. This is true across for all ULBs, though each ULB may define their own rates.
2. The citizen submits the application for the approval of Site Plan.
3. Once the application is submitted the front officer verifies all the documents and sends an acknowledgement.
4. Physical verification of the site is carried out is carried out by the SAE and then pass the report to AE.
5. AE verifies the report and passes it to the In charge.
6. The In charge verifies and if approved passes it to the Chairman
7. The Chairman carries out the verification followed by the BOC who approves or rejects the application

13. Public Grievance and Redressal

The scope of this module is to document all the business functions of the “Grievance Registration and Redress” module of the KUSP E-Governance Application Software. This department accepts Grievance Registration forms Citizens either in person or from Web Portal. The system will create a complaint tracking number for each registered grievance. These grievances will in turn be routed to the appropriate departments of the ULB like Health Dept, Water Works Dept etc.

Process

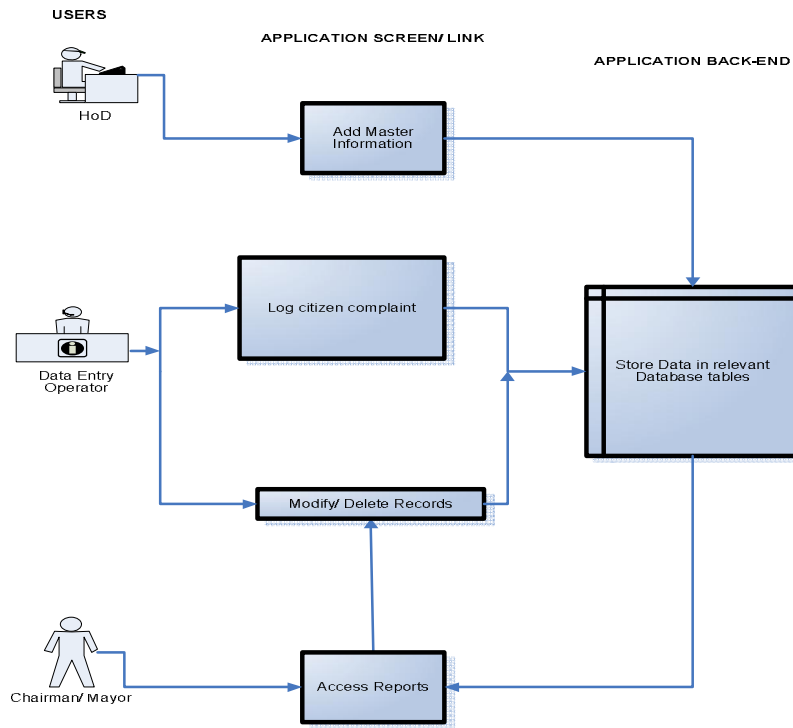


Process Computerization



Corrigendum -1
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Corrigendum -1 for

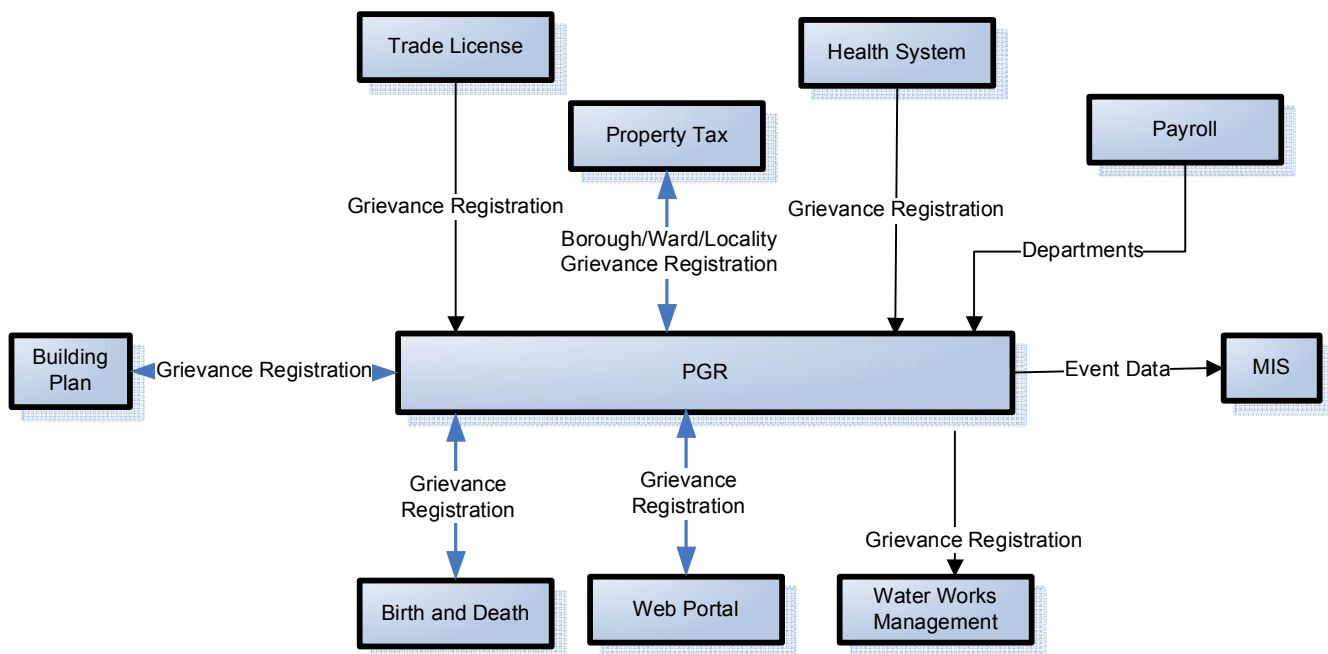
Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

Technical - Process Computerization Explanation

The head of department enters the master data in the system.

The citizen can log complaint using telephone, email or internet. For each complaint logged a unique registration number will be given to the citizen. This is stored in the application database and can be retrieved by the officer/ DEO for modification/ deletion if so required. The data can also be used for reports to be used by the Mayor/ Chairman.

Links with other Modules



1. **TL:** Citizen can post a grievance regarding his pending application for getting a license for the trade.
2. **PT:** Citizen can post a grievance regarding his pending application for getting Property tax.
3. **Payroll:** Information like Departments must be available in the Property Tax Modules
4. **HS:** Citizen can post a grievance regarding his pending application for cleaning to septic tank.
5. **BP:** Citizen can post a grievance regarding his pending application for getting a Building Permissions.
6. **BD:** Citizen can post a grievance regarding his pending application for getting Certificates.
7. **WT:** Citizen can post a grievance regarding his pending application for getting water tap connections.
8. **CWP:** Citizen can post a grievance regarding his pending application.
9. **MIS:** Data captured through the module will be compiled into MIS reports at the central level.

Process Standardization

4. Details captured for all complaints must include:
 - a. Mandatory:



Corrigendum -1

for

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- i. Aggrieved Person Name
- ii. Ward
- iii. Locality
- iv. Address1
- v. City
- vi. Grievance Date
- vii. Complaint Title
- viii. Complaint Location
- ix. Details of Complaint
- b. Optional
 - i. Borough
 - ii. Address 2
 - iii. Pin code
 - iv. STD Phone No
 - v. SMS Alert Required?
 - vi. Mobile Number
 - vii. Grievance Type
 - viii. Department
 - ix. Grievance Service
 - x. Application No
 - xi. Other Services
 - xii. Other Service Type
 - xiii. Probable Redressal Date
 - xiv. Complaint Location
 - xv. Details of Complaint
 - xvi. Previous Grievance No(if any)
 - xvii. Previous Grievance Date(if any)
 - xviii. Grievance Mode
 - xix. Remarks(if any)



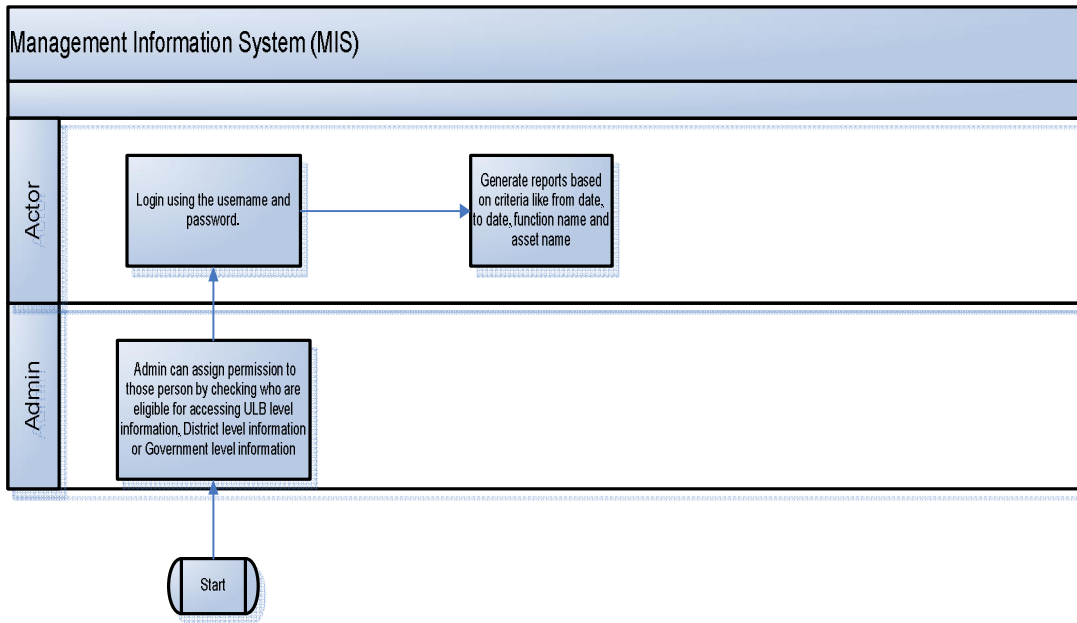
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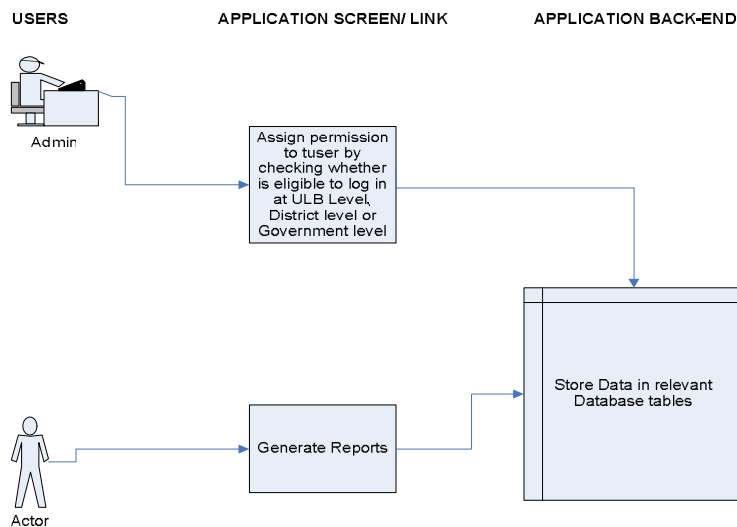
14. Management Information System

The purpose of this module is to document all the reports information of the KUSP Application Software.

Process



Process Computerization





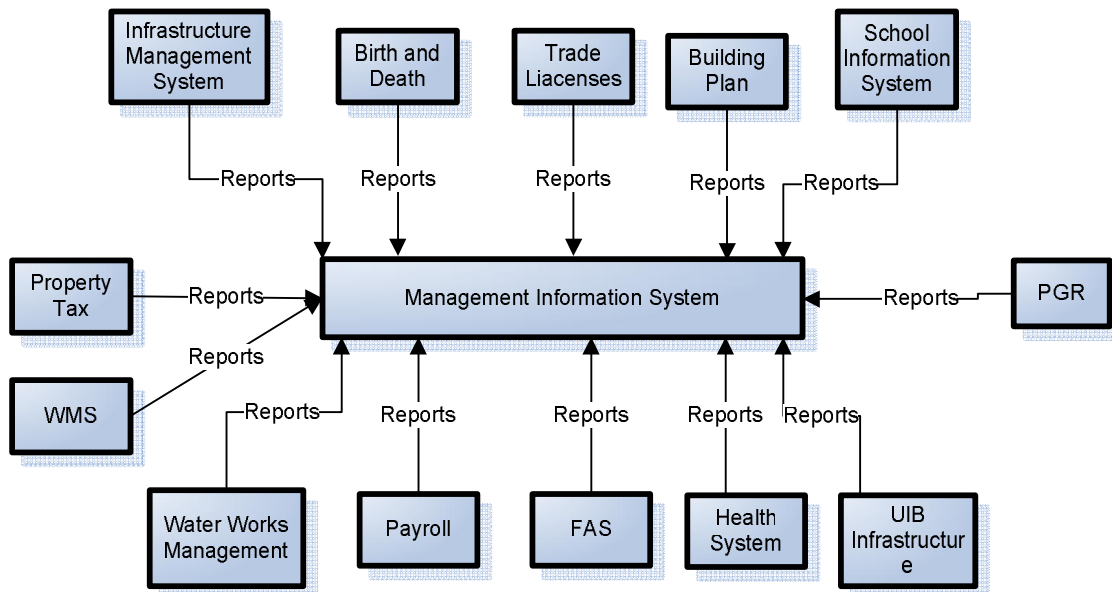
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Technical - Process Computerization Explanation

The admin can assign permission to the person by checking whether he is eligible to login at ULB level, District level or Government level. The actor can log in using the username/password and generate reports.

Link with Other Modules



1. **IMS:** Data captured through the module will be compiled into MIS reports at the central level.
2. **BD:** Data captured through the module will be compiled into MIS reports at the central level.
3. **TL:** Data captured through the module will be compiled into MIS reports at the central level.
4. **WMS :** Data captured through the module will be compiled into MIS reports at the central level.
5. **PGR:** Data captured through the module will be compiled into MIS reports at the central level.
6. **Payroll:** Data captured through the module will be compiled into MIS reports at the central level.
7. **FAS:** Data captured through the module will be compiled into MIS reports at the central level.
8. **PT:** Data captured through the module will be compiled into MIS reports at the central level.
9. **WT:** Data captured through the module will be compiled into MIS reports at the central level.
10. **ULBI:** Data captured through the module will be compiled into MIS reports at the central level.
11. **SIS:** Data captured through the module will be compiled into MIS reports at the central level.
12. **BP:** Data captured through the module will be compiled into MIS reports at the central level.
13. **HS:** Data captured through the module will be compiled into MIS reports at the central level.



Corrigendum -1 for

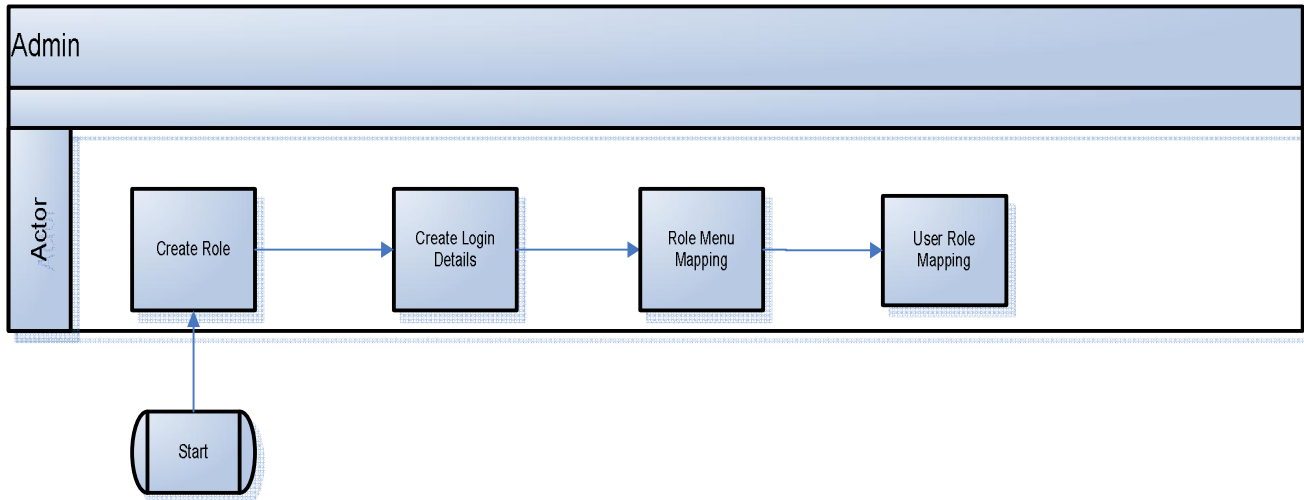
Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

Admin module console:

Admin Login

The admin module provides administration of the Municipal Administrative System. The administration provides mainly User Management, Authentication and Authorization.

Process



Functional

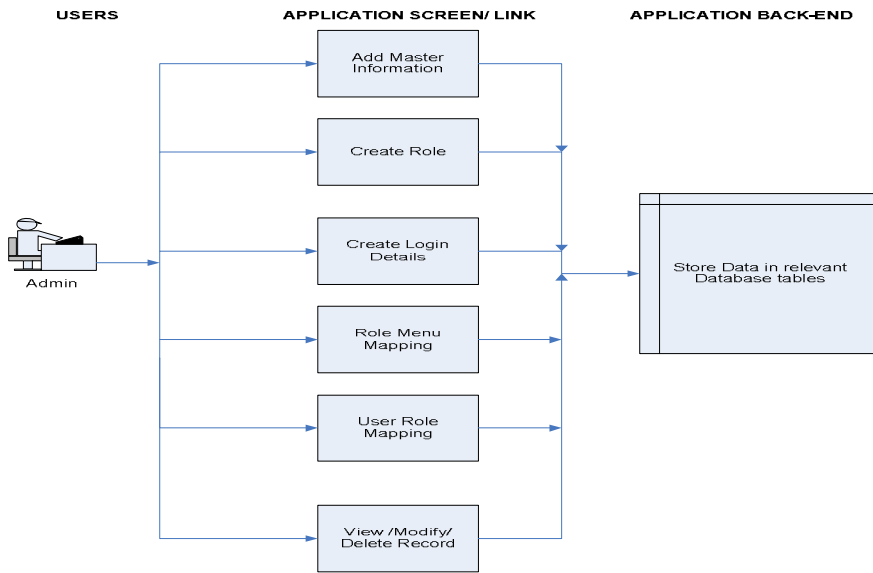
The administration provides mainly User Management, Authentication, and Authorization. User Management includes creation of users and defining their roles and access control. Administration Modules provides an interface for the administrator of the MAS system. The functionality of the administration module are User Authentication, Maintaining User Roles, Maintaining the list of Menu Items that are to be displayed on the user interface, Mapping Users to the roles and defining their access controls and Mapping the User Roles with the Menu Items

Process Computerization



Corrigendum -1
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E



Corrigendum -1
for

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Technical - Process Computerization Explanation

The admin enters the master data in the system. Admin Can create a Role, login details, do Role Menu Mapping and User role mapping. The admin can view, modify and delete the records.

Process Change Impact

1. Creation of Roles
2. Creation of user login details
3. Mapping user to Role and Role to Menu Mapping

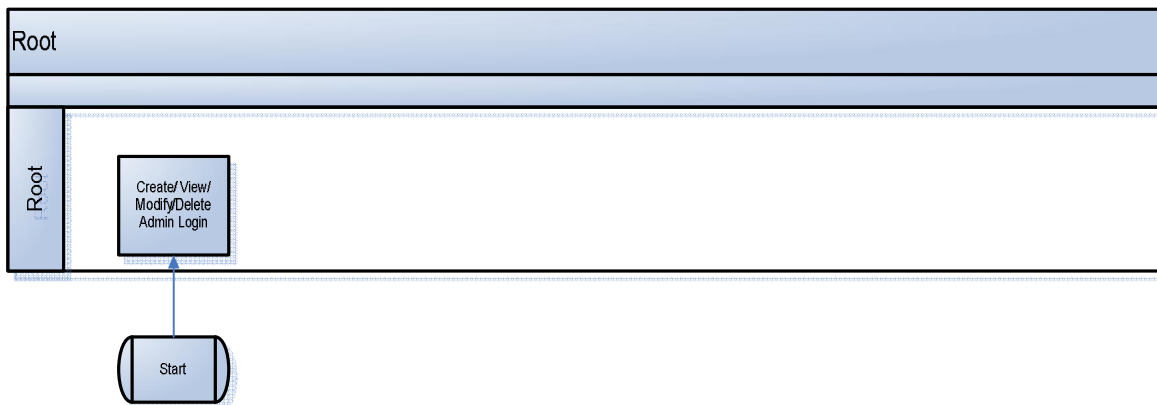
Link with Other Modules



1. Payroll : Information like Employee Details must be available in the Payroll Modules

b. Root Login

Process





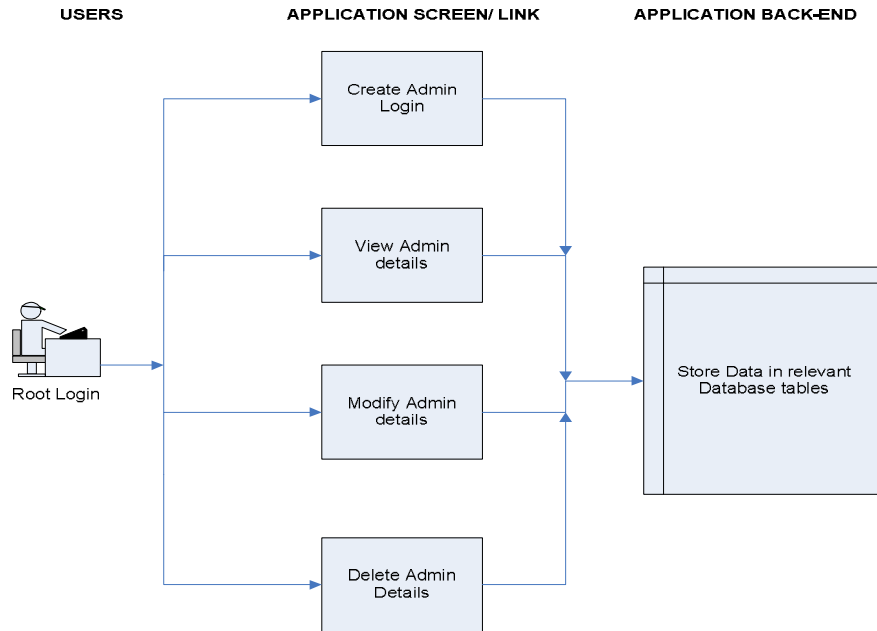
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Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

Functional

The Root provides mainly User Management, Authentication, and Authorization. User Management includes creation, viewing, modifying and deletion of admin logins.

Process Computerization





Corrigendum -1
for

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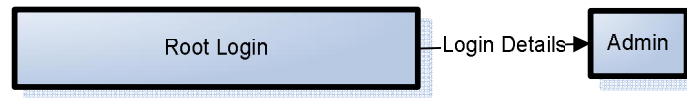
Technical - Process Computerization Explanation

The root enters the master data in the system. Root can create admin login, view login details, modify login details and delete admin login details

Process Change Impact

1. Create, modify, view and delete the Admin Login

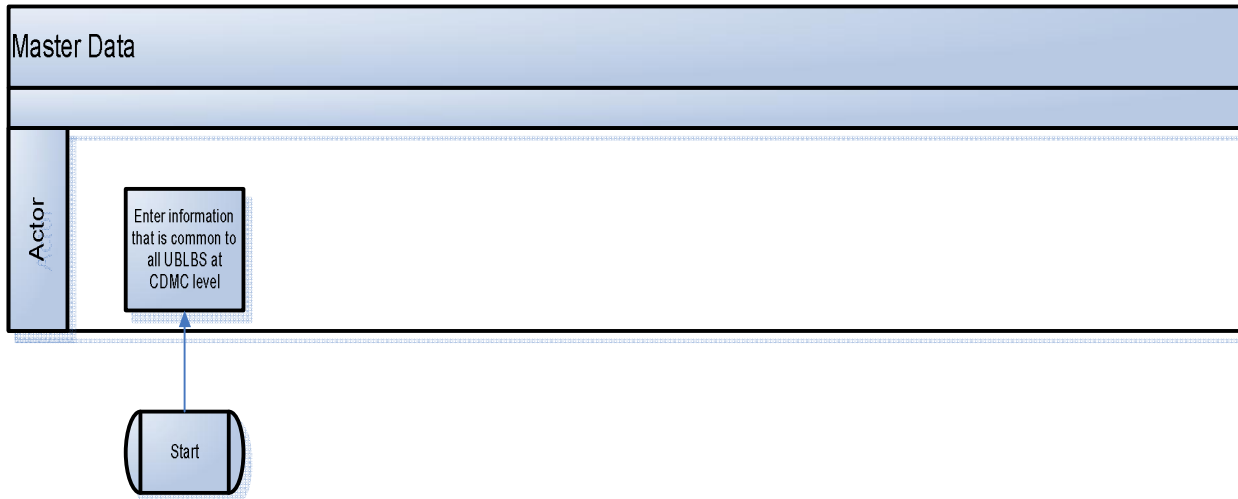
Link with Other Modules



1. **Payroll** : Information like Employee Details must be available in the Payroll Modules

Master Data entry

Process



Functional

There are few tables that have common data across the ULBS. But some ULB may or may not use whole data but they can use only part of that as per their requirements .If any new record needs to be added these should be added through CDMC only. Newly added data will be available for all ULBs. ULB have to use that data as per their requirements.



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Supply, Installation and Commissioning of Server, Computer Systems, Software, UPS, Local Area Networking with Networking Items, Electrical Wiring and Earthing, together with 3 Years' Maintenance and Support For 55 Locations in non-KMA ULBs

Some of the tables will not have front end screen, the common data for these tables will be inserted will be inserted at the time of creation of tables.

The following common tables to all Municipalities as well as Corporations has to be pre populated from backend. No Front End Screen is available for these Tables

Module Name	Entity Name
Property Tax	Owner Ship Type Master
Common	Religion
	Education
	Nationality
	Occupation
	Payment Mode
	Collected At
	Relation Ship
Birth and Death	Delivery Type Master
	Death Cause Master
	Hospital Type
	Medical Attention
School Information Master	Education Master
	School Maintained By
Infrastructure Management System	Motor Type Master
	Status Master
	Work Type Master
	Sub Work Type Master
Public Grievance Redressal	Letter Mode Master
Financial Accounting Manual	Module Master
	Treasury Master
ULB Infrastructure	Unit Master

The following Configuration Table data needs to be pre populated by implementation team prior to start of the application. All data in these Tables are mandatory. Separate check list will be provided to verify each record before installation of KUSP application in any Municipalities and Corporation.

Module Name	Entity Name
Admin	Menu Master
Common	Control
	State Master
	District Master
	ULB Master
	Search Page Length
Citizen	Citizen Module



Corrigendum -1
for

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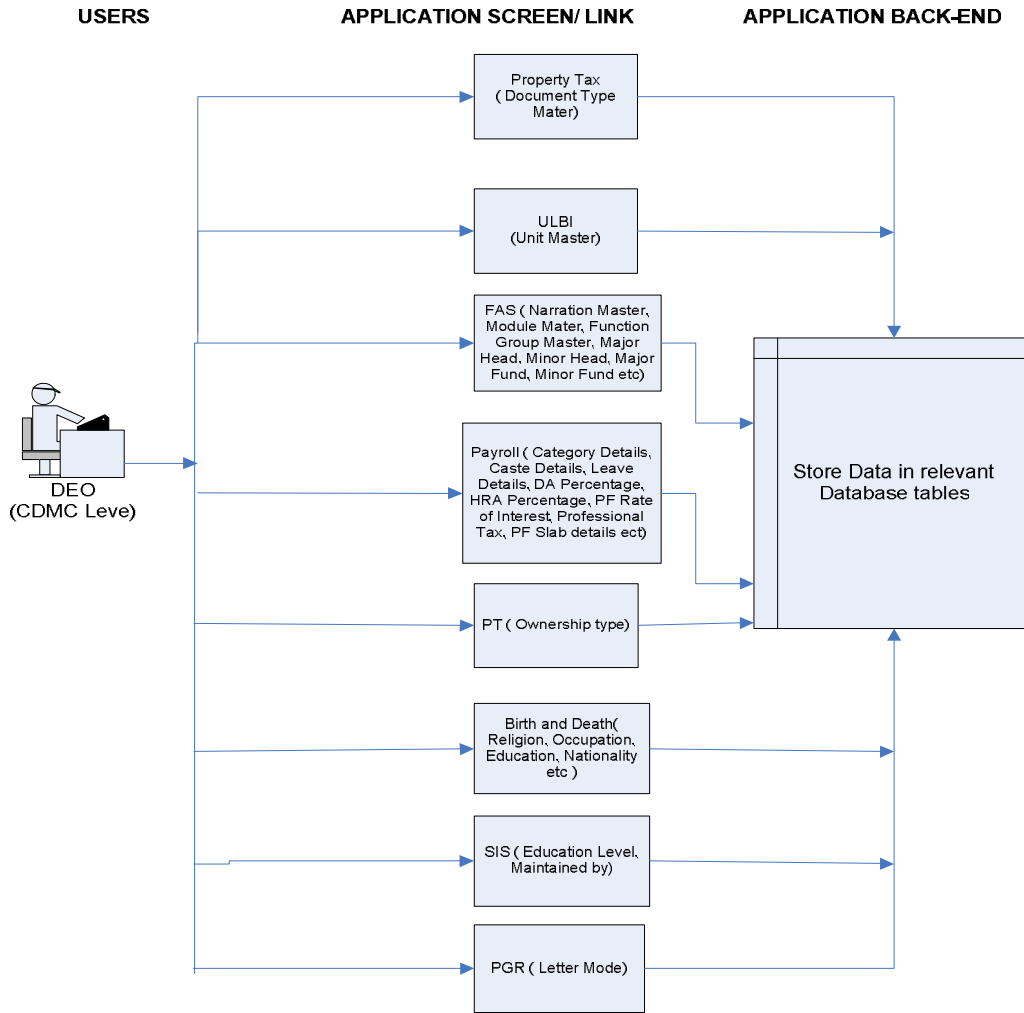
Module	Master
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For the following tables Front End GUI Screen in view mode is provided for Municipalities as well as Corporation. No provision is provided to Add or Modify and Delete any record at Municipalities as well as Corporation Level. Addition of any new record is possible by CDMC administrator or IT personnel after prior permission from management based on Municipalities or Corporation request. No Delete and Modify provision in CDMC location will be provided.

Module Name	Entity Name
Financial Accounting System	Narration
	Function Group
	Function Group Description
	Functionary Master
	Cost center Master
	Major Fund
	Major Head
	Minor Fund
	Minor Head
	Detailed Head
	Purpose Code
	Sub-Purpose Master
	Financial Year
Property Tax	Document Type Master
Payroll	Category Master
	Caste Master
	Designation Master
	Department Master
	DA Percentage
	DP Percentage
	HRA Percentage
	PF Rate of Interest
	PF Rate of Contribution
	Professional Tax
	PF Slab Details
	Pay Scale Details
	IR Percentage
Group Details	



Process Computerization



Technical - Process Computerization Explanation

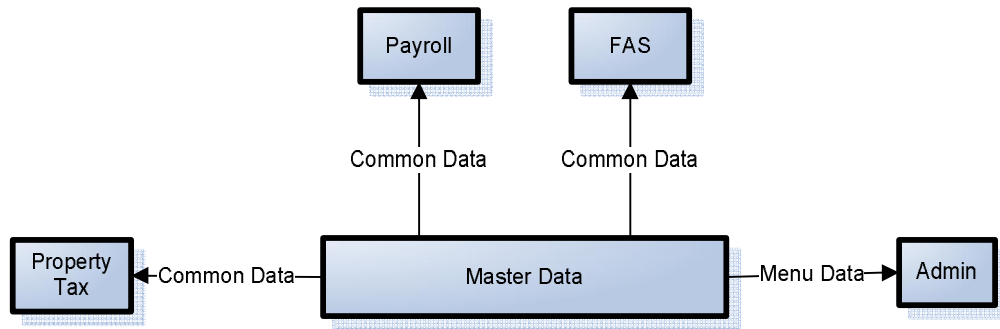
The DOE enters the table information that is common to all the ULBS.....

Link with Other Modules



Corrigendum -1
for

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1. **FAS:** FAS Common Data which are entered in the Master Data, these are updated in the FAS module.
 2. **Payroll:** Payroll Common Data which are entered in the Master Data, these are updated in the Payroll module.
 3. **PT:** PT Common Data which are entered in the Master Data, these are updated in the PT module.
1. **Admin:** Menu Data which are entered in the Master Data, these are updated in the Admin module.