No. F 3(47)2018/Sys/   Serial No. _____

Dated: , 2018

M/s. _____
_____
_____
_____

Subject : E-Tender for Facility Management Services for ApplicationSoftware

Enclosures:

1.	Scope of work	Annexure I
2.	Draft of Agreement	Annexure II
3.	Draft of Indemnity Bond	Annexure III
4.	Firm's Description	Annexure IV
5.	Projects Undertaken	Annexure V
6.	CV's of Personnel who will work for the project	Annexure VI
7.	List of deliverables	Annexure VII
8.	Format for the Quote	Annexure VIII
9.	General Instructions to Bidders	Annexure IX
10.	Instructions for online Bid Submission	Annexure X
11.	Tender Acceptance Letter	Annexure XI
12.	Performance Bank Guarantee	Annexure XII

(Tenderers are required to participate as per e-tendering procedure of DDA)

IMPORTANT DATES:

Document download start	date & time	23.03.2018	3:30 PM
Pre Bid meeting and Presentation by DDA (Conference Hall DDA, Vikas Sadan, INA)	date & time	05.04.2018	11:00AM
Document download end	date & time	16.04.2018	3:30 PM
Bid submission end	date & time	17.04.2018	3:30 PM
Technical Bid opening	date & time	18.04.2018	3:30 PM

E-tenders are invited at http://eprocure.gov.in/eprocure/app, for Facility Management services for the maintenance of the Software Applications developed, implemented and in operation as per the requirements described in Scope of work given in Annexure-I.

The terms and conditions shall be as under:-

Tenderers are required to deposit tender fee amounting Rs.**590/-** and EMD amounting Rs.**1,25,000** through separate transactions with RTGS/NEFT in the account of Sr. A.O. Cash Main, D.D.A having account No.1014042405

with Central Bank of India,Vikas Sadan,I.N.A. branch, New Delhi (IFSC Code CBIN0282695) the Unique Transaction Reference of RTGS/NEFT shall have to be uploaded by the prescribed date. The Director (Systems) will get tender fee and EMD verified from Sr. A.O Cash Main on the unique transaction reference number against each RTGS/NEFT payment before the tenders are opened. Tenders not accompanied with tender fee or EMD shall not be considered.

1.   Tenderers **must read complete tender document** before filling bids. Many important terms and conditions are given in draft of agreement (Annexure-II) and other Annexures, to avoid duplication, which may effect your costing and execution of contract.

2.   **The technical Bids shall be opened online** in the presence of a committee or their representatives by authorized bid openers. Price Bids of only those tenderers shall be opened whose technical bids qualify. The Tenderer technically qualified will be at liberty to be present either in person or through an authorized representative at the time of opening of the Price Bids with the Bid Acknowledgement Receipt or they can view the bid opening event online at their remote end.

3.   The Tenderer should furnish Earnest Money in the form of NEFT/RTGS. The amount will be retained by DDA as part of security deposit, in case tender is accepted, otherwise it will be refunded. However no interest shall be payable on the earnest money.

4.   The tender shall be submitted online in two parts, viz., technical bid and price bid.

Technical Bid

The Tenderers are required to furnish following documents in technical bid:-

i)   Scanned Copy of Memorandum & Article of Association of the company.
ii)   Scanned Copy of ISO or CMM certification.
iii) Scanned Copy of Proforma of firm's / Co's description (Annexure-IV).
iv)   Scanned Copy of Details of the firm's / Company's experience in the field of application software development and maintenance (Annexure-V).
v)   Scanned Copy of details of the CVs of the officers / officials who may be deputed for the project - (Annexure-VI-A for Project Leader, Annexure-VI-B for the Data Base Administrator and Annexure VI-C for Software Engineer).
vi)   Scanned Copy of Audited balance sheets for preceding 3 years preferably showing the revenue earned from Software Facility Management.
vii) Scanned copy of the certificates for satisfactory services from the Government Organizations, Public Sector Undertakings, reputed Private Companies where facility maintenance services for application software packages were provided in last three years with name, designation and telephone numbers of the contact person.

viii) Scanned Copy of reference of RTGS/NEFT(Tender fee & EMD)

ix)   Scanned Copy of Tender Acceptance Letter (Annexure-XI).
x)   Scanned Copy of GST Registration Certificate

Any tender found lacking with respect to the necessary information and /or documents and/or Earnest Money with the Technical bid will not be considered.

Price Bid

Schedule of price bid in the form of BoQ_XXXXX.xls

The Tenderers shall submit the financial bid as provided in BoQ_XXXXX.xls along with this tender document. **Bidders are advised to download and quote rates and upload in the site at the respective location. Quoted rates must be inclusive of GST and all taxes and duties applicable**. In case taxes/duties are levied after the award of work and during the period of contract then it shall not be payable by DDA. However, all applicable deductions on account of taxes and duties etc shall be made by DDA. **Bidders are requested to quote in BoQ1. Also man-months rates for technical persons are to be given in BoQ2** (The services of additional man power may be sought for the development of new application not covered under the scope of work for existing application during the period of assignment).

5.   The parties desirous of bidding may seek further clarification during pre-bid meeting. Annexure-I (scope of work) is about the details of the application softwares developed and implemented with details of the environment for which the Facility Maintenance and Management Services are required.

6.   The Tenderers shall furnish the documentary proof of their technical capability to undertake the job of application software maintenance & application software development in Client-Server as well as Web based environment.

7.   Once the Technical bids of the tenderers are opened, the committee constituted for the purpose of evaluation of tenders will evaluate and may prepare a shortlist of the tenderers found suitable based on the technical bids. The shortlisted tenderers will be required to give a presentation of their technical capabilities, experience of handling similar assignments, the technical manpower & the infrastructure available with them. The Committee, after viewing the presentation of the tenderers, will finally shortlist the tenders according to the capabilities, skills and will open the financial bids of only the finally shortlisted tenderers.

8.   The decision arrived at for finally short-listing the tenderers by the tender Committee and the Commissioner (Systems) shall be final and binding upon all the tenderers.

9.   Commissioner(Systems), DDA shall have the right to reject all or any of the tenders including the lowest tender without assigning any reason whatsoever.

10.   Once the quotation of the Tenderer is accepted and the acceptance is communicated to the Tenderer, the Tenderer shall present itself in the office of the DDA and shall execute an agreement within 7 days, as per Annexure II appended herewith, and shall furnish a demand draft of the amount equivalent to 5% of the contractual amount of the work as security deposit after adjusting the earnest money and shall also furnish a Bank Guarantee of the amount equivalent to 10% of the contractual amount of the work as Performance Bank Guarantee. The Performance Bank Guarantee will be invoked by DDA in case the performance of the vendor is not found satisfactory during the period of facility maintenance contract.

11.   If the tenderer, whose tender is accepted does not furnish the security deposit and Performance Bank Guarantee and does not execute the agreement within the prescribed time, the entire earnest money shall stand forfeited.

12.   Initially the assignment shall be for a period of one year and it may be extended for the second & third years at the discretion of DDA, if the services of the tenderer are found satisfactory, at the same rate and same terms and condition.

13.   The tenderer shall submit the plan of action, name the Project Manager, Project Leader and the team of software engineers/consultants with their designations and roles to carry out the work immediately after the signing of the agreement.

       The minimum manpower to be deployed at DDA for carrying out day-to-day work   is:
       1) Project Leader   -   1 No.
       2) DataBase Administrator   -   1 No.
       3) Sr. Software Engineer   -   5 No.
       4) Sr. Software Engineer for Mobile Apps.   -   1 No.
       5) Jr. Software Engineer   -   12 No.
            Total   20 No.

14.   The tenderer shall start taking over the work from the day the agreement is signed.   The vendor currently providing the facility maintenance and management services to DDA (prior to the assignment) would be expected to be available only for one month to provide guidance and complete understanding of the application softwares to facilitate take over. The Commissioner(System) / Director(System) shall convene joint weekly review meetings with both (the vendor already providing services and the tenderer assigned the work) to facilitate the handing/taking over.

15.   The tenderer shall be fully responsible to provide the assigned services after one month from the date of agreement.

16.   The tenderer shall be provided with adequate office space with electricity (without air conditioning) with minimal furniture for its operations. DDA shall not provide any telephone connection or almirah or conveyance.
       All the officials deputed by the vendor shall be paid the salaries, travel allowances etc. by the tenderer and the officials shall continue to be employees of the tenderer even after expiry of the assignment and DDA shall have no liability whatsoever, in this regards.

17.   The material if any is required to be brought to or removed from DDA premises by the tenderer shall be brought/removed only on working days as per DDA's calendar. A list of the material brought/removed shall be provided to the Dy. Director coordinating the operations of the tenderer and the gate pass shall be issued by him for removal.

18.   If the tenderer finds any hindrance in the start of the work so as to necessitate an extension of time allowed in the tender, the tenderer shall apply in writing to Comm.(S) who may grant the same in writing, if reasonable and satisfactory cause is shown. The extension can be granted by the Comm.(S) in his absolute discretion and if he finds the cause shown as genuine and sufficient.

19. **Eligibility Criteria of Tenderer:**
   a) The Tenderer must have an office in the territory of Delhi, NCR.
   b) Tenderer must be ISO or CMM certified (Proof to be attached with the Technical proposal).

20. **PAYMENT TERMS :**

   The tenderer shall be paid for the services rendered on quarterly basis after the completion of satisfactory services for each quarter. Rates are inclusive of all taxes/duties and any other charges. However, GST/Tax amounts included must be mentioned in the bill.

21. **PENALTY CLAUSE:**

   i.   In case the M/s……………………..fails to adhere to the time frame for starting the work as per the schedule, they shall pay as liquidated Damages and not by way of penalty, an amount equal to 1% of the total contractual amount of work for one year or lesser amount as the Commissioner (System) may decide for every day that M/s……………delay in starting / taking over of the work. The decision of the Commr. (S) shall be final and binding unless reasonable grounds are shown in writing during the weekly review meetings.

   ii. If the work for any specific assignment/application does not progress in accordance with the time schedule prescribed by the DDA and agreed by M/s…………………..., then a penalty equivalent to 2% of the pro rata amount payable towards the facility management for the month in respect of that application shall be deducted for the loss of every day unless the reasons are established that the circumstances were beyond the control. The decision of the Commr. (S) shall be final and binding unless reasonable grounds are shown in writing during the weekly review meetings.

   iii. If any application comes to standstill on account of failure of the application software or RDBMS or OS and does not get resolved by next working day then a penalty equivalent 5% of the pro-rata amount payable towards the facility management for the month in respect of that application shall be deducted for the loss of every day.   In case the application does not become operational the next morning and even beyond DDA would be free to impose the above penalty for each day loss and in addition may call for experts from open market to resolve problem at the risk and cost of the M.s…………..

   iv) In case M/s………………are not able to depute the personnel of the skill and experience level as required then M/s……………….. shall also pay penalty for delay in services @ Rs. 1000/- per person per day of the delay in schedule agreed mutually.

   v)   In case the performance of M/s. ……………... is not found satisfactory during the period of facility maintenance contract, Performance Bank Guarantee will be invoked by DDA. Commr.(Systems), DDA shall have the right to invoke Performance Bank Guarantee at any time.   The tenderer shall have no claim for any compensation or any loss on this account.

22.   The decision of the VC, DDA with respect to any of the matters pertaining to the tender or the agreement or arising therefrom shall be final and binding and shall not be called in question in any proceedings or at any forum whatsoever.

23.   The tenderer will not sub-let / sub-contract in part, or in full after getting the assignment. In the event of tenderer sub-letting the work / sub-contracting in part or full after the award of the work, the tenderer shall be considered to have thereby committed a breach of agreement and DDA shall forfeit the security deposit. The tenderer shall have no claim for any compensation or any loss on this account.

24.   In case of any dispute between parties of this agreement, the same shall be subject to the jurisdiction of Delhi Courts only.

25.   Settlement of Disputes & Arbitration : as detailed in Draft of Agreement Annexure-II.

IMPORTANT NOTE:
1) Tender documents may be downloaded from Central Public Procurement Portal https://eprocure.gov.in/eprocure/app . Aspiring Bidders/ Suppliers who have not enrolled/registered in e-procurement should enroll/register before participating through the website https://eprocure.gov.in/eprocure/app . The portal enrollment is free of cost. Bidders are advised to go through instructions provided at **Annexure-X regarding 'Instructions for online Bid Submission** '.

2) Tenderers can access tender documents on the website, fill them with all relevant information and submit the completed tender document into electronic tender on the website https://eprocure.gov.in/eprocure/app .

3) Tenders and supporting documents should be uploaded through e-procurement. Hard copy of the tender documents will not be accepted.

Director(Systems)

SCOPE OF WORK OF FACILITY MAINTENANCE & MANAGEMENT SERVICES

1) Facility Management and Maintenance services for the Following application :-

A) Legal Information System:
OS :- Windows NT with Oracle 8i RDBMS.
Front end : Visual Basic
For Web Enabled Module Front End – Asp.Net, HTML

B) Receipt and Dispatch.
OS:- Window Server 2003
RDBMS - ORACLE 8i
Front end : Visual basic

C) Applications for Housing Department
a) AWAAS
OS:- Windows NT ORACLE RDBMS
Front end : D2K.

b) Online Application for Housing for various schemes
OS – Windows
Front end – .net 4
Back end – Oracle 8i

c) PMAY (Pradhan mantri aawas yojana) MIS
OS – Windows
Front end – .net 4
Back end – Oracle 8i

D) Applications of Land Disposal Department
a) Bhoomi
OS :- Windows NT with Oracle RDBMS.
Front end : Visual Basic, Crystal Reports

b) Online Application for Land Disposal
i.   IDLI (Interactive Disposal of Land Information System)
OS – Windows
Front end – .NET 4
Back end – Oracle 8i

ii.   Online application for allotment of land to Govt./Semi Govt, organization
OS – Windows
Front end – .net 4
Back end – Oracle 8i

iii.   Online application for calculation of outstanding Ground rent
OS – Windows
Front end – .net 4
Back end – Oracle 8i

iv.   Generation of online demand letters for various types of plots & shops etc.
OS – Windows
Front end – .net 4
Back end – Oracle 8i

E) DDA' s Bilingual (Hindi & English) website
Maintenance of website and development of new pages i.e. static, dynamic and

management of 1000 Email accounts of DDA
RDBMS- oracle
Front End – Asp.Net, Ajax Control, Asp Classic
Web server placed in data center (DDA or outside)

F) Application for Accounts Department

   a) Payrolls
     OS- Window RDBMS –Oracle 8i
     Front end –VB

   b) Budget
     OS- Window RDBMS –Oracle 8i
     Front end –VB

   c) Online OPD Medical Claims Reimbursement System
     RDBMS- Oracle 8i
     Front end - .NET (C#)

   d) Online Water Bill Payment
     OS - Windows
     RDBMS- Oracle 8i
     Front end - .NET (C#)

   e) Online Pension Calculation and PPO Generation System
     OS – Window XP / Window 7 / Window 8
     Front End – Asp.Net 2.0
     Back End – Oracle 8i
     Browser – Mozilla Firefox/Chrome Version 3.5.0 and above

   f) Online Payment
     OS – Windows Server 2003
     RDMS – Oracle 8i
     Front End – Asp.Net 2.0 with C#
     Web Service is also used

G) Land Management Information System (LMIS)
OS-Windows 2000
RDBMS –Oracle
Front end- VB and asp for web enable module
 GIS tools: Arc GIS, Arc SDE, Arc info, Arc view ,map objects
Auto cadd

H) File Tracking
OS - Windows
RDBMS –sql server 2000
Front end- ASP Classic

I) Online Complaint Registration and Inventory Management System.
Front-End: asp.net 4.0, AJAX, JQUERY, CSS, and Java Script, Web Services
Back-End: Oracle 8i
Reporting tools: Seagate, Crystal Reports

J) Document Management System
OS - Windows
RDBMS –Oracle 8i/My SQL/Postgres SQL
Front end - .Net Java

K) Applications for Personnel Department

   a. Personnel Management Information System
     OS - Windows
     RDBMS- Oracle 8i

Front end VB 6.0
Reports: Crystal Reports 8.0

b. Single Window System for Redressal of Staff Grievances/ Mobile/Web based Monitoring & Disposal of Staff Request/Grievances System
OS – Windows OS - Android for Mobile Application
RDBMS- Oracle 8i
Front end - .NET (C#) 2.0

c. Development Request Monitoring System
OS - Windows
RDBMS- Oracle 8i
Front end - .NET (C#) 4.0

d. Staff Benefit Fund
OS – Windows OS - Android for Mobile Application
RDBMS- Oracle 8i
Front end - .NET (C#) 4.0

L) Other Common Applications

a) Online Samasya Nidan Sewa and Common Web Application for Public Grievances.
OS - Windows
RDBMS- Oracle 8i
Front end - .NET (C#) 2.0

b) Online Conversion
OS – Windows Server 2003
RDMS – Oracle 8i
Front End – Asp.Net 2.0

c) Nagrik Suvidha Kendra
OS – Windows Server 2003
RDMS – Oracle 8i
Front End – Asp.Net 2.0

d) Visitors Gatepass
OS – Windows Server 2003
RDMS – Oracle 8i
Front End – VB 6.0 with crystal reports

M) Application for Engineering Department

a) Online Booking of DDA Open Spaces/Community Halls/Parks
OS - Windows
RDBMS- Oracle 8i
Front end - .NET (C#) 2.0

b) Online eMB
DSR based
Turnkey Projects based

N) Application of Building Department
Online Monitoring System for Building Permit Sanction.
OS – Window XP / Window 7 / Window 8
Front End – Asp.Net 2.0
Back End – Oracle 8i
Browser – Mozilla Firefox/Chrome Version 3.5.0 and above

O) Application for Nazarat Department
Staff Quarter Allotment System
OS – Windows Server 2003
RDMS – Oracle 8i

Front End – Asp.Net 2.0 with C# .Net 4.0

P) Application for Vigilance Department
Vigilance Data Management System
OS – Windows Server 2003
RDMS – Oracle 8i
Front End – Asp.Net 3.5 with C#

Q) VIP Reference Monitoring System
Front end: .NET 4.0
Backend: Oracle 8i

R) Feedback Capturing System for DDA Community Halls
RDBMS : Oracle 8i
Front End : .NET (C#)

S) Feedback Capturing System for members of DDA Sports Complex & Golf Course
RDBMS : Oracle 8i
Front End : .NET (C#)

T) Feedback for Maintenance of DDA Parks
RDBMS: Oracle 8i
Front-end: .NET(C#)

U) Feedback capturing system from allottees of various schemes of Housing
RDBMS : Oracle 8i
Front End : .NET (C#)

V) Encroachment Complaint Registration System
RDBMS : Oracle 8i
Front End : .NET (C#)

W) Issue Monitoring System(IMS)-MP/MLA
Front End – Asp.net 2.0, CSS and Java Script
Back End – Oracle 8i
Reporting Tools – Crystal Reports

2) The assignment will essentially include : -
- System Administration for LINUX, WINDOWS NT/2000/2003/2008/2016 OS based severs as well as WINDOWS XP/ 7/8/10 Desktops including loading, installation, granting authorizations.
- Network Administration
- Data Base administration for ORACLE, MY SQL, Postgres SQL, SQL Servers including loading, installation, granting authorizations, conducting draws and tuning of the RDBMS.
- Load, install the various application software and system softwares like Exchange server, Proxy Server, Antivirus server etc and their administration and Management that may be required for smooth and efficient operations.
- Load, install the software like GIS Softwares like Arc GIS,Arc Info,Arc view,Arc Sde etc, Architectural desktop 3.3, Auto Cadd, Auto Cad Map, 3D Studio, Landscape Software, STADD-PRO, Leap office.
- Trouble shooting on servers and all the client machines. The tenderer shall take care for the implementation of the applications on the new desktops that may be added to the network over the period of time as well as take care to install latest versions of the applications & system softwares.

- Installation of Application software and System Softwares like D2K, Power Builder, Visual Basic, Crystal Reports, Gist SDK, .NET and other developmental tools & packages.
- Customization and modification of the Application Software as may be necessary from time to time as per user requirements.
- Day to day small mew development may take place which shall be part of this scope.
- Taking regular backup .
- Carrying out the required processing, generation of printouts as may be assigned from time to time.
- Conduct user training for usage of the application software.
- Development of additional reports, queries, software modules that are required to further improve the utilization of the database.
- Maintenance of bilingual website (English, Hindi) includes new page development. Pages may be static or dynamic. Vendor will also maintain the Oracle RDBMS on web server placed in SIFY or any other service provider premises including data porting on it directly or through net or other means. Management of around 1000 email accounts of DDA.
- Creation/deletion of mail ids in mail server and configuring them time to time.

Note: The detailed write up for the applications are annexed to this Annexure I(A) to I(Z).

Legal Information System

OS :- Windows NT with Oracle 8i RDBMS.
Front end : Visual Basic

The Legal software(Legal Cases Monitoring System & Fee Bill processing Module) is user-friendly GUI application developed for Legal Department of Delhi Development Authority(DDA). This application computerizes the task taking place in various wings of Legal Department. It is a client server application and has been developed using

a. Visual Basic as Front End (GUI) under WINDOWS NT environment
b. Oracle 8i as Back End RDBMS

At present the system is implemented at Vikas Sadan, DDA. The software has three main modules :-

1.   Legal Cases Monitoring System (Window based)
2.   Legal Cases Monitoring System(Web based)
3.   Fee bill processing of Lawyers

1.   **Legal Cases Monitoring System** broadly comprises of following modules:-

A. Masters
B. Part "A" (Legal Wing)
C. Part "B" (Administrative/Property)
D. Scanning
E. Queries
F. Reports

G. Interface to other Projects (databases on different servers)

HMIS (For Housing Department)
BHOOMI (For Land Department)

On the basis of department file number we get the Property Details like Plot/Flat No., Application No., Name, Priority No., Address etc. from BHOOMI/HMIS database. The interface to all other databases is proposed to be provided as & when created.

A. Masters:-

Information pertaining to all the masters maintained in the system are entered/updated through this module.

B. Part A-Legal Wing

It comprises of the following sections:

- **Case Details:** This is the main screen for case detail entry. All the details of cases such as case id, case title, status, court name, department, branch name, nature of the case, party details, connected case details are entered through this screen.

- **Lawyer Appointment Detail:** This screen is used to enter the details of appointment of lawyers dealing with particular cases.

- **Lawyers History Master:** This screen is used to fetch the details of lawyers who have dealt with a particular case.

- **Case Details Change :** This screen is used to maintain the link between old case no and new case no., if the case no of the same case gets changed due to various reasons.

- **Hearing/Appeal/Interim Directions Details:** This screen is used to enter the hearing, appeal and interim directions details on day-to-day basis.

- **Stay/Interim Order Details:** This screen is used to enter details regarding the stay/Interim Order details of the cases.

- **Final Decision Detail:** This screen used to enter details regarding the decision concerning the cases entered.

C. Part-B-Administrative/Property Details

It comprises of the following sections:

- **Housing Department:** This screen is used to enter the property details of the cases pertaining to Housing Department which have been entered through Part-A. The system also provides interface to Housing database on the other server. On the basis of department file number we get Property Details like Flat No., Application No., Name, Priority No., Address etc. from HMIS database.

- **Land Disposal Department:** This screen is used to enter the property details of the cases pertaining to Land Disposal department which have been entered through Part-A. The system also provided interface to Land Disposal database on other server. On the basis of department file number we get the Property Details like Plot No., Application No., Name, Address etc. from BHOOMI database.

  - Engineering Department
  - Personnel/Vigilance Department
  - Land Management Department
  - Director Work Charge Department
  - Enforcement Department
  - Horticulture Department
  - Staff Quarter Department
  - Building/Planning Department
  - Nazarat/Finance/System Department

In Part-B we enter the details of the cases which are entered in Part-A corresponding to each department.

D.   Scanning

Scanning module has been developed to scan and save the documents pertaining to Legal Wing for future reference. It comprises of the following sections.

- **Legal Reference Library Master**: This is used to save the Legal scanned document for legal reference.
- **Case Related Document Master**: This is used to save the legal scanned document related to particular case.
- **Legal Reference Library**: To view the documents related to legal references.
- **Scanned Document Searching screen**: To view and search the documents related to particular case.
- **Case move option** : To move a duplicate/wrong entered case to a temporary

E.   QUERY:

In this module information is fetched based on certain queries like:

- Case Number Wise
  - Details of Part – 'A' (Legal Wing)
  - Details of Part –"A' and Part – 'B'
- Case Title Wise
  - Details of Part – 'A' (Legal Wing)
  - Details of Part –"A' and Part – 'B'

F.   REPORTS

It comprises of following sections:

- Masters – all master lists are printed.
- Details of cases : Reports are printed as per the option given below:-
  - Court wise
  - Branch wise
  - Branch wise & Lawyer wise (Lawyer specified/Lawyer not specified)
  - Branch wise & Court wise and status wise
  - Lawyer wise & field between specified period
  - Branch wise, Lawyer wise and status wise
  - List of pending cases court wise case title wise
  - List of pending cases Year wise and case ID wise
  - List of rule matter
  - List of Stay/ Interim Orders Branch wise , Court wise

Details of cases (Where/Whose)

- Hearing is due
- Hearing is due (department, branch wise)

- Hearing is due (court, branch wise)
- Hearing is due (branch, court wise)
- List of Updation of Cases – Last Hearing Date Wise
- List of Not Updated Cases – Last Hearing Date Wise
- List of Cases where Hearing Date is Null
- Stay is granted
- Finally decided
- Final decision not complied

- Department Details:- Reports regarding the cases entered in various departments are printed.

  - Housing
  - Land Disposal
  - Engineering
  - Personnel/Vigilance
  - Land Management
  - Director Work Charge
  - Enforcement Branch
  - Horticulture
  - Staff Quarter
  - Building / Planning
  - Nazarat / Finance / Systems Department

- MIS Reports: The following reports are generated:

  - Cases Handled by a Lawyer

- New MIS Reports

  - 24 hour warning
  - 72 hour warning
  - Court working
  - Cases handled by panel Lawyers
  - Count of cases Dept. wise Hearing is Null
  - Count of cases Branch wise Hearing is Null
  - Count of cases Branch wise Court wise
  - Stay Order
  - Interim Orders
  - Interim Directions
  - Final Decision

- Data Checklist: Reports regarding data checklists corresponding to Part A and B are printed.

- Others: Reports regarding the discrepancies found are printed
- SYSTEM: Following reports are printed:-

  - Count of new cases entered user wise
  - Count of new cases entered Department wise
  - Count of cases updated user wise
  - Count of cases updated Department wise
  - User Log
  - Data updation report

Certain other reports are also printed through this reports section.

2. Legal Information System(Web Based):

OS :- Windows server 2003 with Oracle 8i RDBMS.
Front end : Asp.Net, HTML
Tools: Crystal reports

This applcation is developed in .Net framework to provide a better facility and easily acessable for user outside vikas sadan. All the features are same as mentioned in point 1 of legal information system(Windows based).

3. Lawyers Fee Bill processing System

This application maintains the details of money transactions being done by Legal Wing of DDA for lawyers handling the cases in various courts. It handles issues like the payment to lawyers, their bill summary, Payment orders, Cheque details etc. The module also takes care of the processing of the payments under the different policies of DDA according to the type of Lawyers and courts. It contains the following main modules:

- Master
- Transaction
- Reports

Masters

Master module maintains and updates the details of the masters being used in the system.

Transactions

Transaction module maintains the lawyer related transactions. The details that are being maintained are Lawyer Fee Bill for various cases and courts, Retainer ship Fee, Miscellaneous payments, income tax deposition, Advance or Additional Payment, Payment of Cost, Payment order details.

Reports

This menu spools out various MIS related reports and other reports . This contains following section :-

Masters : it prints all the masters being maintained.

Registers : this prints the following reports as per the option given

- Bill Register
- Law Office/JLO register
- Account Department/Payment Register
- Income Tax Register

Fee Bill Reports : this prints the following reports as per the option given

- List Of Fee Bill
- Bill based on Hearing Details and name
- Retainership Fee
- Miscellaneous Payments

Payment Order Report: Payment order report and payment order for retainer
ship are printed under this section.

Lawyers Details : This section prints following reports :

- Lawyers Payment details
- Lawyers wise payment details
- Lawyers entrustment details

Costing Reports : Following reports are printed under this section.

- Cost details
- Cost Payment order

Advance /additional Payment
Form 16 A
Covering letter forwarding the payment
Expenditure Report
Income Tax Deposited
Count of Bills-user wise
No. of Bill Date wise
Cases Lawyers Wise
System : Count of bills and count of old fee bills are printed under this   section.

The vendor shall have to customize the software, impart the training to the users as and when required.

Receipt and Dispatch

OS:- UNIX with ORACLE RDBMS
Front end : Visual basic

All the receipts/Dak at the reception of D Block Vikas Sadan is automated and updated through R&D System. Various pendency reports are processed time to time by this system. The receipt is given to the public immediately while receiving the requests.

The vendor shall have to customize the software, impart the training to the users as and when required.

AWAAS

OS- Windows NT
RDBMS - ORACLE
Front end : D2K.

It is an application software being used for the automation of day to day activities of housing deptt. It is developed in Developer 2000(D2K) as front end and Oracle 8i as the backend. It has 8 modules as under :-

i)   Registration Module
ii)   Master Maintenance
iii)   Allotee Payment Maintenance Module
iv)   Draw of Lots
v)   Queries
vi)   Demand Letters Maintenance Module
vii)   Post Draw Activities Module
viii) Compactor Module

 Each module has some specific function. **Registration module** deals with the registration related activities of applicants of housing schemes. Data Entry of application records, uploading of applicants data and various reports based on applicant data are the main activities being covered under this module. **The master maintenance module** takes care of various masters for all the modules of Awaas. Creation and updation of masters and creation/deletion of users of AWAAS and giving them privileges are managed through this module. Through **allottees payment maintenance module** the payments received through banks, drafts and cheques are fed into awaas and various reports are processed for accounting purpose. The computerized allotment of flats is done through **draw of lots module**. The various day to day queries are answered through the **Queries module.** The demand letters of flats are generated and processed through **Demand Letters Maintenance module.** The activities such as transfer of name, addition/deletion of name , mutation , cancellation, updation of CDs etc. are post draw activities and are handled by **Post draw activities module. The Compactor Module** is devised for keeping the record of files of housing. This module presently is not in use.

Some other utilities attached to AWAAS are as under :-

Sr.No.	Name of Software/Program	Utility
1	Non Recovery Certificate Program	It generates notice(NRC) to defaulters showing pending due installments and penalty etc.
2	Demand & Collection Ledger Program	It generates Details of receipts and due against an individual allotee with penalty.

3	Defaulter Listing Program	It enlists the details like file no.,flat details and allotee name of defaulters.
4	Sundry Debtors Program	It shows File number wise, Locality wise demand raised and payment received.
5	Electronic Receipts Uploading Program	It can upload the receipt data received through e-mail into AWAAS with various check mechanism.
6	Flat cost computing program	It can compute the cost of all types of flats based on costing parameters.

The detailed description of these programs is as under :-

Non recovery certificate Program: - The notices are required to be sent to the defaulters to recover the due amount. These notices are generated and printed through this program. These notices are called 'Non Recovery Certificates' i.e. 'NRC'. The details of the number of installments paid, the installments pending and the penalty on the delayed payments are described in the NRC. The recovery from the defaulters is expedited with the help of NRCs.

Demand & Collection Ledger Program: - For calculations in the file, the detail of the net amount received from an allotee and the net amount demanded are processed and printed by this program in the form of a balance sheet for individual allotee which is called Demand & Collection Ledger(D&C Ledger).It has in fact the listing of all the challans of the received amount against a fluted &C Ledger is not sent to allottees and is used by the accounts wing for various calculations.

Defaulter Listing Program: - This program lists the file numbers of the defaulters. By the help of this program the housing finance wing pin points the defaulters against whom the actions like cancellation etc. is to be taken.

Sundry Debtors Program: - This program calculates the total amount received and the total amount demanded against the allotted flats of any locality allotted through a particular housing scheme. It first calculates the demanded and received amount for individual files and by adding up the total demand and total receipt of a locality is calculated.

Electronic Receipts Uploading Program:- To automate the receipts of housing from various bank a program has been developed which shall upload

the challans Data of receipts received through e-mail attachments. If this program is utilized then the verification of receipts can be expedited and thus the cases in the housing management and housing finance wings can be quickly disposed off.

Flat cost computing program: - Presently the costing of flats is done Manually and the cost is entered manually in the AWAAS which is prone to errors. This costing program calculates the cost of flats in such a way that it is not required to be entered again for processing the demand letters rather it automatically feeds the cost in appropriate tables of AWAAS after computations.

Counter Monitoring System: - D2K front end and Oracle 8i back end. It is used for monitoring some key activities of housing such as cancellation, refund, transfer/mutation etc.

Free Hold System: - The applications for the freehold of flats are updated in this systems and the challans are processed and printed by it for conversion charges. Various reports are also processed. (D2K front end and Oracle 8i back end)

R T I System:- One additional application for receiving the applications of RTI is operational at reception. It updates the requests contents and processes the reports for monitoring the progress etc.

Online Application for Housing for various schemes

RDBMS:Oracle 8i
Front End: .Net(C#)

Description:

It is web enabled software developed for " Online Application of DDA Aawasiya Yojana 2017" for submitting online application and making payment online through NEFT/RGTS and Netbanking.
The process and main features of the software are given as under:-

Process:
1. DDA Housing Scheme 2017 Brochure is given in the software. Applicant can see brochure page by page and download it.
2. Instructions are also given in the software for filling the Application Form and make payment online.
3. First, applicant will register by entering following information:
   a. Name of Applicant
   b. Date of Birth of Applicant
   c. PAN No of Applicant
   d. Mobile No
   e. Email-ID
   PAN Number is unique. Once entered, there is no scope to change PAN No., Email-ID and mobile no. After registration, User id (i.e. PAN No.) and password is sent to registered email id.
4. After registering, applicant will log-in into web enabled software by entering user id and password received in Email-ID through software at the time of registration.
5. After logging in into the web enable software, application form is filled by the applicant by entering the required fields.
6. Applicant will upload passport size photo and signature of applicant/ joint applicant which should be in jpg format and not exceed 50kb in size each.
7. After filling the details and uploading the photo and signature, details are saved in the database and message is displayed on the next screen with the application form number, applicant name and registration amount. Applicant Form no is automatically generated by the system.
8. Details entered by the applicant can be edited once.
9. After submitting final application form, applicant can make payment online.
10. Payment can be done in one of the two mode i.e. NEFT/RGTS and Netbanking.
11. In NEFT/RGTS, challan is generated and applicant will submit the challan with the registration amount in bank.
12. In Netbanking, applicant will make payment online through payment gateway.

Features:-
1. Entire process i.e. filling application form and make payment online should be completed within 3 days (i.e. 72 hours) from the date of submission of Application Form.
2. Following categories are given in the software for the applicant to select:

a. General
b. Exservice Man
c. Person with Disability
d. Scheduled Caste
e. Scheduled Tribe
f. War Widow
3. Following provisions have also been incorporated in the software:
a. Provision to enter Aadhar No in the application form.
b. Provision to select upto seven location preferences and select nationality
c. Provision to regenerate password using "Forgot Password" facility.
d. Provision to re-generate acknowledgement slip. Regeneration of acknowledgement slip can be generated once.
e. Provision to enter/edit offline applicant details by the bank and generate report like list of online/offline application details submitted by applicants and officers of empanelled banks and also export data into excel file.
4. Validation checks have been incorporated in the software for online and offline Application Form.

PMAY (Pradhan mantri aawas yojana) MIS

PMAY MIS is a software developed and maintained by NIC for Ministry of Housing and Urban Affairs. The FMS team needs to provide operations support for the software.

Bhoomi (Land Disposal System)

OS :- Windows NT with Oracle RDBMS.
Front end : Visual Basic

Bhoomi Application is applicable for the computerization of the activities the Land Disposal Department. Various modules of the application are as under:-

PROPERTY MODULE

This Module is used for maintaining records of properties. All new properties are first added to the Database through this module. It is also used to search existing properties as well as to check out the property details according to Scheme, Locality and Plot No, status regarding allotment etc of a particular property. This module also has linkage to identify the allottees details of a property. Site Maps of various properties can be viewed or scanned through this module. Various summary and detail report options have also been provided.

REGISTRATION MODULE

This Module is used for entering registrant/applicant details for a particular allotment program. This includes interfaces for entering applicant's details, payments details, etc. as also accepting/ rejecting applicants and transferring applicants from one program to another. This module is also used to generate checklists and reports based on various criterions.

ALLOTMENT MODULE

This module consists for various functionalities for making allotments through various modes of allotments like Tender, Auction, Draw. This includes provision for scheduling programs, attaching property to program, capturing details of highest bidder in case of Auction & Tenders, and generating cross-references of applicants and properties in case of draw. This also includes provision for generating various types of reports related to the programs held.

DEMAND MODULE

Demand Module follows the Allotment module. It deals with all those Post-Allotment activities, which includes File No. Generation, Raising Demand under various modes of allotment, Specifying Payment Terms, Receive revised amounts, Raise revised amount.

DISPATCH MODULE

This module follows the Demand module. Once the file numbers are generated, the allottees have to deposit the money for the property they have bought. For this a Demand is raised and allottees are given sets of challans (1 set=4 copies), as per their payment schedule. The Challans are generated through this module. Allottees deposit payment in the Banks through these challans. Deposits made through these challans can be verified on-line by the concerned branches.

CASH MAINS MODULE

This module comes in picture when Allottee deposits the challan in the Bank. Information about challans deposited in the bank is uploaded in the system. Report for uploaded challans is generated and matched with the physical copy of challans sent to Cash Housing and Cash Mains by Bank. C Form is generated for verified challans. There is facility for storing information about DD/Cheques received by DDA or Cheques sent to Allottees. Remittance Slip is maintained for DD/Cheques received by DDA.

MASTER MODULE

The masters maintain the data, which is required for the application to be operative. The data, which is maintained in the masters, is global in nature and has to be changed very rarely. This Module provides a visual interface for interaction with Master Data such as the masters as Locality, Scheme, Department, Employee, Land Use, Designation, Category, and Bank Master etc.

ONLINE VERIFICATION MODULE

This module comes in picture when DDA gives possession letter to allottees. For a given File No., it is verified that whether allottees have paid full payment for the demand raised. If yes, then possession letter is given to allot tees. Online verification process is required once the allottees have submitted their payments in the bank and intimated the respective branch about the money submission. The respective A.D.'s of branches could check the deposition of Challans via Online Verification module.

FILE DATA LOADING MODULE

This module is used for loading information about those allottees that have already been allotted a property, but their information is not added into the Database. Enter the file number followed by the entry of property details. Then enter the rest of the information like Allottee Details, Allotment Details, Demand & Collection Details, Correspondence Details, Possession Details, Lease Details, Other Activity Details, Ground Rent Details, Status of Facilities, and Printing of Reports. Existing information about above given details can be added or edited also. This module is only used for loading the old Data but not for loading the Current Data.

LEASE ADMINISTRATION

Lease administration module will generate various leases for various departments like Perpetual Lease, Conveyance Deed, Alternate Allotment Lease, Supplementary Lease. This module is also used for stamping and execution letters, and trap conversion related data and print reports. Apart from generating various leases, this module will trap all the information related to lease like stamping date, execution details and consequently assign a possession Date for a plot.

POST ALLOTMENT MODULE

This module is used for all the post allotment activities like generation of NOC, Possession letter, call letter for Conveyance deed, deficiency letter, Cancellation as well as Restoration of Allotment, list of allottees whose neither possession nor deficiency letter has been issued, Mutation, Time Extension for Construction etc.

LICENSE MODULE

This module is specifically made for the license cell that handles all the property that is not sold but given on license. As of now it deals with two aspects of license module i.e. Janak place and license parking. The module is used for generating offer letter, Possession letter, processes monthly payment of Janak Place and generates reports accordingly. Entry of License Parking is done via this module. Possession letter and other required reports of parking are generated via this module.

REQUEST MONITORING SYSTEM

The Request Monitoring system or the Dak Module is introduced into the system to enter the details of the complaints and grievances of the general public against DDA. Complaints can be registered in two ways Public Hearing Dak Using this module, one can register his complaint; view the current status of his complaint and also the action taken by the DDA official regarding his complaint. DDA officials can check for the complaint directed to their department and take necessary actions. This module is also used for registering the dak received by DDA. The dak is also directed to concerned department.

FREEHOLD MODULE

This Module is being used at the DDA Freehold counter for entering requests for Conversion of property from Leasehold to Freehold. The Allottees fill-up a conversion form and all the details of that form are entered into the system through an entry screen. A request-id is generated and then a Conversion detail form as well as a challan report is generated. Some other reports can also be spooled out by the system.

REQUEST MODULE

The Request module is being used at the DDA request counter. The allottees fill up a request submission form for issues like change of address, mutation, transfer of property etc. The details are entered into the system through an entry screen. Besides accepting the form details, the user also enters the Department that will handle the request, the designation to whom the request will be directed, and the documents received along with the request form. A unique diary number is generated for each request. This module also generates reports like the Feedback report and the Acknowledgement report.

SECURITY MODULE

This module is used to handle the security related issues for all the modules that come under the purview of the entire LAND system. The security is provided at various levels. The rights such as read/write/read-write are provided at the menu level and also for the various menu options. Each user-id is given rights to access data for their respective departments and as per their designations for the menu and form options.

The vendor shall have to customize the software, impart the training to the users as and when required.

IDLI (Interactive Disposal of Land Information System)

RDBMS: Oracle 8i
Front End: .NET(C#)

It is a web Enabled Application Software that has been developed for entering the institutional data, Industrial data, generated barcode and monitoring of users of data capture team, Office of Land disposal, DDA for the use of DDA users only.

Requirements:-
Following requirements for web-enabled software for database management of files for the Data   Capture team of LD-department.
➢ Data input formats for Institutional land and Industrial land.
➢ Real time monitoring of users of data capture team.
➢ Data inputs formats for tracking physical location of files.
➢ Barcode label for files containing Unique ID file Number.

Web enabled software: - Based on above requirements, a web enabled software "INTERACTIVE DISPOSAL OF LAND INFORMATION SYSTEM (IDLI)" has been designed and developed.
Only authorized users will be given excess to the software. The process and main features of the software are given as under:-

A.   **For the users of the Office of Land Disposal , DDA:-**

1. **Log-in: -** On the Login page new user can be created by   competent authority. After log-in with user id and password provided to them, Performance Dashboard form and Horizontal menu will be displayed as given below:-

2. **MODULES:**-

(A) Entry Form:-.After filling in the form, users(privilege for creation files) is required to press **Submit** Button on the screen which will save data and a system generated Barcode and unique Id will be shown as per format given below:-

(B) Additions Form:-. After Search Main File Number, Users (privilege for creation files) can add Part File Number and add allotment for a specific Main File Number.

(C) **File Location Form:-**. The Users (privilege for creation files) also placed File from a specific location by entering the File No., Uid No, almirah no, Floor, Wing and Store Number.

(D) Mark Attendance Form:-. This Form is used for mark the attendance for users.

(**E**) **Print Barcode Form**: - This form is being used for print out the Multiple barcode by using unique ID, where the case of printer problem or any other problems. Generated Barcode a will be shown as per format given below.

3. **Edit Forms :-**

If the file is created**,** then users (privilege for Edit) can edit the entry form only once.
➤ If file is court case or E.O.T case   then users can also edit the form only once.
➤ Users can also attach the file or change the file only once.

4. **Search Forms :-**

(A) **Institutional: -** The Users (privilege for search) Can Search Detail of Entry Form by entering the Unique Id or Main File No. or Part File No or Society Name.
(B) **Industrial: -** The Users (privilege for search) Can Search Detail of Entry Form by entering the Unique Id or Main File No. or Part File No
(C) **File location: -** The Users (privilege for search) Can Search Location of File   by entering the Unique Id or File No.

5. **REPORTS: -** Following reports can be generated:-

(A**)** **Data capture Monitoring report**: 5:- By entering between dates users (privilege for View report) can find details of file location.
(B) **Real-time Monitoring Report**: 1- By entering between dates users (provision for views report) can see the details of number of files enter by the users (Provision for File Creation) division wise.
(C) **Weekly Work Report**: - By entering between dates (not more than 7 days) users (provision for views report) can find report of how many entry of file can be done.
(D) **Monthly Work Report**: - By entering between dates (not more than 30 days) users (provision for views report) can find report of how many entry of file can be done.
(E) **Login Time wise work report**:-Competent authority (provision for views report) can find how many users login on a day and total number of file entered by a users on a day.

(F**)** **Attendance Report**: - By entering between dates (not more than 7 days), Competent authority (provision for views report) can find how many user present or not.

6. **Master Page**:-

(A) **User Rights form**: - In this form competent authority have rights to take privilege (like file edit, create, view, search, delete and user details) to users and also find to which users have given rights.

(B) **Add Premises**: - In this form users (Provision for add) can add premises by entering some fields in a page.

7. **CHANGE PASSWORD: -** The user can change password by clicking on this link on the Login Page.

8. **LOGOUT: -** users can logout by clicking on this link on the Vertical menu.

Online application for Allotment of Land to Govt. / Semi Govt. Organization

RDBMS: Oracle 8i
Front End: .NET(C#)

Description
It is a Web enabled software developed for Institutional Land Deptt. for Monitoring System for Allotment of Land to Govt. / Semi Govt. Agency".
The process and main features of the software are given as under:-

1. A government/semi government agency will have to register first through "REGISTRATION OF GOVT./SEMI GOVT. AGENCY " link in software 'Monitoring System of Allotment of Land to Govt. / Semi Govt. Agency' for getting userid and password for applying .

2. The details entered for registration by the govt./semi govt. agency will be verified by LD Deptt. of DDA, and after verification an email and SMS containing userid and password of the govt./semi govt. agency will be sent to their registered email- id and mobile no.

3. After logging in with userid and password provided through email and SMS, applicant can fill the Application Form through 'Application Form' link.

4. After filling in the application form, acknowledgement is automatically generated with reference no.

5. In the first place, all applications submitted by applicant is available to the LD Department, that is, Director (IL). Director (IL) then takes action and forwards the same to either Commissioner (Planning) or Chief Architect for further taking necessary action at their end.

6. Commissioner (Planning) or Chief Architect can further forward the reference to Principal Commissioner (LM) and Chief Engineer of the concerned zone for taking necessary action at their end. If required, the same reference can also be sent to officers of his/her Department before sending the same to Comm.(L.M.) and C.E. of the concerned zone.
   After receiving reply from officers of his/her Department, he/she can take action and forward the reference to Principal Commissioner (LM) and Chief Engineer for further taking necessary action.

7. Principal Commissioner (LM) and Chief Engineer can take action and directly send back to Commissioner (Planning) or Chief Architect for further taking necessary action. Otherwise, they can forward to officers of their Department if required. After receiving reply from officers of their deptt. Principal Commissioner (LM) and Chief Engineer can take action and forward back to Commissioner (Planning) or Chief Architect for further taking necessary action.

8. Commissioner (Planning) or Chief Architect takes action and forward back to Director (IL) for further taking necessary action.

9. After receiving back the reference from Comm.(P) or Chief Architect , Director (IL) takes following actions in the following sequence : -

a. Status of Approval / Rejection / Decision
In case of approval,
b. Date of sending a letter to obtain consent from applying agency.
c. Date of receipt of consent from applying agency.
d. Reference to be forwarded to VC , DDA for final approval.
e. Date of receipt of reference e from VC, DDA
f. Date of issue of Demand Letter

Following reports are available:
1. Status Report
2. Delay Status Report

Following provisions are also there in the software:-
1. To display the status and details of a particular reference.
2. To change password.
3. To display number of application received, number of application pending and number of application forwarded. On clicking on these number, details of reference are displayed accordingly.
4. To display login details (for Director (IL) user only)

Online Application for calculation of outstanding Ground rent

RDBMS : Oracle 8i
Front End : .NET (C#)

Description
This is a web based for calculation of ground rent for socities. Outstanding Ground Rent is calculated based on society details, members details, freehold details, payment details, refund details and mutual transfer entered by the staff/officers of land Costing wing and Management Wing of CGHS. This project is basically used by members of Land Costing wing and Management Wing of CGHS. The details of societies, members, payments and freeholds are first entered through the software. The entered details are then verified by the concerned departments according to which ground rent is calculated.
Web application has following modules:
1. Master entry of data Module
2. Verification Module.
3. Calculation of ground rent Module.
4. Mutual transfer Module.
5. Reports Module.

1. Master entry of data Module

This module enables privileged users to enter society details, member's details, freehold member's details, payments details and refund details.

2. Verification Module

This module enables privileged users to verify (10% and 100%), master data entered through module 1.

3. Calculation of ground rent Module

This module enables calculation of ground rent for verified society.

4. Mutual transfer Module

This module enables to carry out mutual transfer of flats in the societies.

5. Reports Module

Reports include are**:**
1. Payments Report.
2. Freeholds Report
3. 100% verified payments
4. 10% verified payments
5. 100% verified freeholds
6. 10% verified freeholds.

Online Rohini Residential Scheme-1981

RDBMS :   Oracle 8i
Front End : .NET 4.0 (ASP.net & C#)

Description:
   It is a web enabled application developed for Land Disposal Department of DDA and allottees of DDA Rohini Residential Scheme-1981 to check status of Allottee and property details. This software is also used to generate various reports as required. This software has been designed and developed as per the requirements of Land Disposal Department.

Through this application, the user can check important payment dates and payment schedule, print demand letter through their login id and password. The process and main features of the software are given below:-

1. Firstly, allottee has to register himself/herself in the web based application. After registration, email containing userid and password is sent to the registered email-id of Allottee.
2. After login with user-id and password provided through email , allottee can check or view their details and property allotted to him/her, payment schedule, make on line payments,   print demand letter, Allottee ledger and check deficiency status which has been informed by DDA.
3. The software will be accessed by the users of Land disposal deptt. based on the login-id and password provided to them.
4. Privilege has been given only to the concerned department users to view the Payment details, update possession, and upload/download documents.

Following Masters are used in the software:-
   a) Registration Master
   b) Category Master
   c) Property Master
   d) Locality Master
   e) Scheme Master
   f) Land Use Master
   g) Bank master
   h) ICICI Login Master

Following reports can be genertaed and printed by various users of Land

Disposal deptt.:-

1. Print Demand Letter
2. View/Print Payment details
3. View general information like Allottee details, property details etc.
4. View of payment history
5. View of allotte ledger

DDA' s Bilingual (Hindi & English) website
Maintenance of website and development of new pages i.e. static, dynamic and management of 1000 Email accounts of DDA

Front End – Asp.Net, Ajax Control, Classic Asp
RDBMS- Oracle
Web server placed in SIFY

The website is hosted on server located in SIFY data centre in Mumbai. The website is dynamic and data in Oracle tables from Servers placed in Vikas Sadan is being replicated on the server placed in SIFY. New pages may be required to be developed as and when required and hosted on the site. Daily updation of the website. Hosting of Tender documents on daily basis. Maintenace of the bilingual website .modifications in the pages as required to be carried out on daily basis.

The vendor shall have to customize the software, impart the training to the users as and when required. The vendor shall ensure that web site of DDA is certified for GIGW compliance by making necessary modification in the web site as per direction received from STQC.

DDA' s RERA Website
Maintenance of website and development of new pages i.e. static, dynamic

Front End – Asp.Net, Ajax Control, Classic Asp
RDBMS- Oracle
Web server placed in SIFY

One dedicated Engineer for RERA Website should be posted.

Payroll

Objective of Payroll System
- Complete computerization of payroll system.
- Interlinking of all sections dealing with payroll process.
- Creating a centralized database for MIS.
- Easy to use and maintain.
- Flexible enough to accommodate further changes.
- Generation of pay bill register.
- Preparing of A-Roll and Bank Statements.
- Calculation of GPF statement of employees.
- Generating various MIS reports.
- Maintaining the data for loan & advances and their recovery thereafter.
- Calculation of income-tax of the employees.
- Automatic calculation and printing of Form-16.
- Computerization of pension department and gratuity.
- Computerization of reimbursement like medical, newspaper, telephone etc.
- Maintaining the old data for calculation of arrears etc.

- Client Server Technology. Oracle- Visual Basic base.
- Operational in 16 DDO offices in 12 DDA Locations.
- Centralized data base.
- Distributed data to be merged in central Server
- Inbuilt MIS report – Yearly PBR & other reports, Yearly Schedule of Income Tax, Yearly income and Deduction Reports.
- PMIS integration possible.
- User based security feature.
- Maintaining proper backup of data & Software.
- Maintaining back up of system software
- Maintaining connectivities . Training the users.

REPORTS > Generate by payroll system Monthly PBR, Yearly PBR, Pay slip, A-Rolls, Cheque statement, Bank statement, Increments, PBR summary, PBR Heads, Department wise & Class wise summary, Branch wise summary, With Held Release Statement. Few more reports and Yearly data compilation.

GPF > Reports > Individuals employee, All Employees, GPF statement, Advance/Recovery details.

Income Tax > Print > Yearly Schedule of Income tax, Form No.16, Summary of income tax recovered.

Advance/Rec > HBA > Reports > Recv Schedule for all emp, Recv Schedule for individual emp, Summary report employee wise, Summary report department vise.

Advance/Rec > Vehicle > Reports > Recv Schedule for all emp, Recv Schedule for individual emp, Summary report employee vise, Summary report department vise

Advance/Rec > Pay >Reports > Recv Schedule for all emp, Recv Schedule for individual emp, Summary report employee vise, Summary report department vise

Advance/Rec > Festival > Reports > Recv Schedule for all emp, Recv Schedule for individual emp, Summary report employee vise, Summary report department vise

Advance/Rec > Misc > Reports > Recv Schedule for all emp, Recv Schedule for individual emp, Summary report employee vise, Summary report department vise

Arrears > Reports > Arrear Statement.

Reimbursement > Medical, Telephone Bill, News paper.

Pension > Normal pension checklist, Family pension checklist, Pensioner detail, Pension Calculation, Gratuity Calculation, Commutted pension, Money order Pension process, Masters, Reports, Administrator.

Reports > PBR > Monthly PBR, Yearly PBR, Pay slip, A-Rolls, Bank Wise, Increment, PBR Summary, PBR Heads, Department wise summary, Branch wise Summary, Class wise summary

Master > PBR> Class, Category, Bank, Cadre, Department, Branch, Scale, Basic Master, Designation, CCA Master, Location Master, DDO(AO) Master, DDO(AAO)Master.

Master > Income Tax> Sec 88 Saving Heads, Section 88 limit, Sec 88 Rebates on Gross Income, Miscellaneous Deduction, Percentage of Tax deduction.

Master > Advance/Recovery> Master (Number of installments)
Admin > Old Data > HRA, DA, CCA.

Utility > Daily Data Entry Report, Change EMP ID, Show PMIS No. User wise, With Held Release, Transfer Employee.

To ensure correctness and completeness of data.
➢ Facility Management team shall run and maintain the system.
➢ Facility Management team shall maintain proper backup and shall take steps necessary as DBA.
➢ Facility Management team shall organize training and guidance necessary for day to day functioning.
➢ Modification of the system as and when required.
➢ Adding reports as and when required
➢ Installation in various offices of DDA

OS- Window   RDBMS –Oracle 8   Front End – Visual Basic

Budget

Software is developed for compilation of DDA Budget

OS- Window RDBMS –Oracle 8i
Front end –D2K

The vendor shall have to customize the software, impart the training to the users as and when required.

Online OPD Medical Claims Reimbursement System

RDBMS : Oracle 8i
Front End : .NET (C#)

Description

It is a Web enabled software developed for monitoring medical claims and reimbursement of employees/pensioners of DDA. This software can be accessed from any location. It has following main features:-

- Reimbursement of Medical Claim submitting by the Employee/Pensioner of DDA.
- Provision for recovering amount paid to employees.
- Provision for adjustment of Annual Medical Ceiling Amount of particular employee in case of promotion.
- Provision for Linking of Working Medical Card No to Pensioner Medical Card No so that amount reimbursed prior to the retirement can be transferred to Pensioner Medical Card No.
- Privilege has also been provided in the software for each employee/pensioner to view the status of his/her medical claim and reimbursement.

This software has following modules:
1. Master Module
2. Claim Reimbursement Module
3. Data Uploading Module
4. User Registration Module (for viewing status)
5. Reports Module
6. User Creation Module

1. Master Module
   This module has following sections:

   a) **Employee Details**
         Employee details like medical card no, name, father name, date of birth, annual ceiling amount, employee type, status etc are entered through this screen.

   b) **Dependant Details**
         Dependant details like medical card no, dependant name, date of birth, relationship etc are entered through this screen.

   c) **Annual Ceiling Amount with Pay Scale and Grade Pay Details**
         Annual Ceiling Amount with pay scale and grade pay are entered through this entry screen.

d) Change of Annual Ceiling Amount in case of Promotion

Annual Ceiling Amount of particular employee is changed in case of promotion in the basis of effective date of promotion. Proportionate ceiling amount of current financial year is calculated.

2. Claim Reimbursement Module

This module has following sections:

1. Claim Reimbursement Entry

This section is used to enter Medical Claim Reimbursement of particular employee/pensioner under annual ceiling amount of current financial year.

2. Reimbursement Over and Above OPD Limit

This section is used to enter claim reimbursement over and above annual ceiling limit of current financial year on the approval of Hon'ble VC, DDA or FM, DDA.

3. Claim Search

This section is used to search claim details by name, medical card no etc.

4. Print Duplicate Claim Details

This section is used to print duplicate claim reimbursement receipt.

5. Clearance Cheque

This section is used to view the cheques cleared by bank.

6. Cheque for multiple

This section is used to enter details of single cheque for multiple claimant.

7. Recover Amount

This section is used to recover amount that has already been paid.

8. Update Bank Details in Ref. Trans. No

This section is used to update Bank details like Bank Name and Account No of particular Reference Transaction No after claim entry.

3. Data Uploading Module

This module has been developed for uploading of Medical Card Details of employee and dependant details by the Agency of Medical Cell using userid and password provided to him/her. For uploading data, Medical Card Details of employee and dependant details data is made available by the Agency of Medical Cell in Excel Sheet Format.

Uploaded data by Agency are to be made available for the office of the Air Commodore (Retd.) Sh. S. Samadar for the verification for accepting or rejecting the same.

It will be the responsibility of Medical Cell to finally upload the accepted data (New, Changed and Disabling of the card) on the server on regular basis.

4. User Registration Module

Registration is done by the employee/pensioner by entering Medical Card No, Name, E-Mail ID and captcha displayed on screen through this module. User gets password on E-Mail ID provided at the time of registration.

User can login using Medical Card No and password provided on Email-ID into website to get details of Medical Claim Reimbursement.

5. Report Module

Following reports can be generated through the software-
  i. Details of employees
  ii. Cash Book.
  iii. Cheque Wise Reports.
  iv. Statement of Cheques encashed.
  v. Non Encashment of Cheques.
  vi. Expenditure chargeable to work/scheme.

6. User Creation Module

This module has following sections:
  a. Department Section
  b. User Creation Section
  c. Send Admin/Operator Password
  d. Send User Password
  e. Operator Maintanance
  f. Login Details

  a. Department Section

Zone /department is entered through this section.

  b. User Creation Section

This module is used to create user id and password of the users of Medical Cell, Vikas Sadan and Medical Cell of different zone. User is created in one of the two priviledge i.e. Administrator and Operator Priviledge. Operator user of particular zone is created when administrator user of that zone is available.

  c. Send Admin/Operator password Section

Password of Admin/Operator is sent on his/her Email-ID on his/her request through this section.

  d. Send User Password Section

Password of user is sent on his/her Email-ID on his/her request through this section.

  e. Operator Maintenance

Creation/Updation of user login details under administrator of particular zone is done through this section.

f.   Login Details

Login details like Username, IP Address, Login Date, Login Status and URL Details are displayed according to the selection of dates in this section.

Online Water Bill Payment

RDBMS : Oracle 8i
Front End : .NET (C#)

Description

       It is a web based application of Water Bill Online Payment developed for uploading water bill data of various zone by the concerned Dy. CAO, thereafter depositing the billing payment by the public through payment gateway.
This software has following modules:
1. Data Uploading Module
2. Registration Module
3. User Login and online payment Module
4. Reports Module

1. Data Uploading Module

      This module has been developed for uploading of water bill data by the Dy. CAO using userid and password provided to the Dy. CAO. Water Bill data is uploaded by the Dy. CAO in Excel Sheet Format.

2. Registration Module

      Registration is done by the public by entering Consumer ID, E-Mail ID and captcha displayed on screen through this module. Public gets password on E-Mail ID provided at the time of registration.

3. User login and Online Payment Module

      Public can login using consumer-id and password provided on Email-ID into website to get details of Water Bill in the format provided by Dy. CAO and make a payment online through payment gateway.

4. Reports Module

Following report and bill format is generated through the software.
   a. Report showing list of data uploaded by the Agency.
   b. Report showing list of duplicate data uploaded by the Agency.
   c. Report showing list of Bank payment transaction.

Online Pension Calculation and PPO Generation System

OS: - Window XP / Window 7/ Window 8
Front End: - Asp.Net 2.0
Back End: - Oracle 8i
Browser: - Mozilla Firefox/Chrome Version 3.5.0 and above

The Pension Calculation and PPO Generation System is user-friendly GUI application developed for Pension department. The system is developed to calculate pension and provide the information to the pensioner. It generates a unique PPO No. and stores the information about pensioner who is the employee of DDA (Delhi Development Authority).
Following modules of this software are:

1. Master Module
2. Calculation Module
3. Pension Transfer Module
4. Revised Pension Module
5. Report Module
6. User Creation Module

1. **Master Module:-**

   Information pertaining to all masters maintained in the system is entered/update through this module. Following masters are given below:

   a. Bank Details
   b. Family Member Details
   c. Designation Master
   d. Commutation table No
   e. DA Master
   f. Pensioner Bank Details Master
   g. Pensioner Image Master

2. **Calculation Module:-**

   This module has been developed to calculate the pension and generate the PPO of employees of DDA. All the details of employee are entered through this module. This module has following calculation screens:-

   a. Pensioner Calculation
   b. Family Pensioner calculation
   c. Pension Without PPO
   d. Family Pension Without PPO
   e. Pending Calculated Pension

3. **Pension Transfer Module:-**

This module has been developed to transfer the pension into the family pension. This module has following screens:-
   a. Pensioner to Family Pensioner
   b. Change Gratuity

4. **Revised Pension Module:-**

This module has been developed to revise the pension of pensioner after changing the DA/Basic/Grade Pay. This module has following screens:-
   a. Revised Pension
   b. Revised Family Pension

5. **Report Module:-**

This module comprises of following sections:
   a. Bank Advise for Pensioner/Family Pensioner.
   b. Bank Advise for Pension transfer.
   c. Gratuity Bills.
   d. Commutation of Pension.
   e. PPO Book for Pension/Family Pensioner.
   f. Computed pension statement for pensioner/family pensioner.
   g. With held Amount Statement particular case.
   h. Approval Sheet Retirement/Death Case.
   i. With held Amount Report.
   j. Pensioners Benefits Authorizations Statement.
   k. Pension Through Bank/particular Bank.
   l. Pensioners All Bank Advice.
   m. Consolidate Report.
   n. Medical Statement.
   o. PPO Register.
   p. PPO Book Cover.

6. **User Creation module:-**

This module is used to create user id and password of the users of pension department according to user privilege such as Admin privilege, Operator privilege, Draft user privilege, Print user privilege, Pension user privilege and Admin All privilege.

Online Payment

OS - Windows Server 2003
RDBMS - Oracle 8i
Front End - Asp.Net 2.0 with C#
Web service is also used.

Online payment of dda housing flats and built up shop is accepted.
Payment can be made using net banking through debit/credit card or through RTGS/NEFT.

Role of FMS Engineers
Web service Management
Creation/Maintenance of database
Reports to System Department or A/C Department.
Installation/Development/Troubleshooting/Customisation of application as per requirement
Training of users.

Land Management Information System (LMIS)

OS- Window 2000
RDBMS –Oracle 8i
Front end- Vbasic and asp for web enable module
GIS tools : Arc GIS, Arc SDE, Arc info, Arc view ,map objects
Auto cadd

- It is a GIS based application that, inter alia, caters to the information of the acquired Land
- Scanning of the village maps and Digitization of maps is done
- Geo referencing of the maps is to be done
- There is provision for Data entry and Updating of different attributes of the maps
- Monitoring of Land Usage and payment of compensation and enhanced compensation is there.

The vendor shall have to customize the software, impart the training to the users as and when required.

File Tracking

File Tracking System (FTS) is a web based application which helps in tracking the movement of files and letters. The application enables the users to maintain consistent watch over the movement of various important documents in the process of decision making. The system has been designed in such a manner that the controlling officer of an organization/division/section can view the movement of the documents and could take appropriate decision.   The application can be accessed through internet explorer web browser.

RDBMS –SQL Server 2000
Front end- ASP

The vendor shall have to customize the software, impart the training to the users as and when required at various locations of DDA's offices.

Online Complaint Registration and Inventory Management System

Project Description

Online complaint registration and Inventory Management is a web based application which provides online registration facility for user's complaints of Desktops (along with its peripherals), Laptops, Printers, UPS and Computer Networks.

Inventory management provides interface for updating item details like AMC (Annul maintenance contract) date, warranty date, status of item (In stock, Allotted, Purchased by user, Discarded, Disposed)

Technologies used

Front-End: asp.net 4.0, AJAX, JQUERY, CSS, and Java Script, Web Services
Back-End: Oracle 8i
Reporting Tools: Seagate Crystal Reports **8,**
Number of forms: **56**   Number of reports: **30**

User Roles

	DDA Employees
	Helpdesk Officer(HDO)
	Engineer
	Stock Manager
	Super Admin

Description of Roles

1. DDA Employees

DDA Employees can register complaints related to various computer peripherals

Facilities Available:

(a)Register Complaints related to computer peripherals.

(b)Check complaint status.

(c)View warranty details of computer items by providing DDA's unique item number.

2. Helpdesk Officer (HDO)

Helpdesk officer is responsible for monitoring various complaints received Online/Offline and allocation as per problem type to Engineers.

Facilities Available:

1. **Masters data entry screens**
    a) Problem Master
    b) Engineer Master
2. **Registration of new complaints**
3. **Updation of call status**
4. **Allotment of calls to engineers**
5. **List of Reports**
    a) All Inventory Details
    b) List of Complaints Registered
    c) List of Complaints Pending
       Engineer Wise
    d) L i s t of Inventory under AMC
    e) List of Inventory under Warranty
    f) List of All engineers (Master Report)
    g) List of All problems (Master Report)

3. Engineer

Engineer can update the status of calls allotted to him.

Facilities Available:

1. **View all complaints pending in his account.**
2. **Updation of call status**
3. **View and update personal profile**
4. **List of Reports**
    a) List of Complaints Attended
    b) List of All Inventories
    c) List of Inventory under AMC
    d) List of Inventory under Warranty

4. Stock Manager

Facilities Available:

1. **Master data entry screens**
    a) Item Type Master
    This screen is used to enter master items type like Computer, Printer, and UPS etc.

    b) Nodal Officer
    This screen is used to enter nodal officer details like name, department and designation

c) RC Item Number

d) Supplier Master

e) Item Serial Master

f) Brand Master

2. **Inventory Management**

   a) Add purchase order details.

   b) Add stock details (Received from above PO)

   c) Allotment of stock to Nodal Officer/Users

   d) Allotment information

   e) Link/De-Link stock
      Linking of stock refers to:
      Items like printer, UPS and scanner is allotted with one computer, so these items linked with computer.

   a) Update warranty information

3. **List of Reports**

   a) List of All Inventory b) List of All Allotment

   c) List of Nodal Branches d) List of Item Types

   e) List of Suppliers

   b) List of All Brands

   g) List of All Purchase Orders h) List of RC Numbers

   i) List of Stock under AMC

   j) List of Stock under Warranty

5. **Super Admin**

   Super admin can view reports related to whole application.

   <u>Facilities Available:</u>

   1. **Reports**

   a) List of All Inventories

   b) List of all allotment

   c) List of All Complaints

   d) List of Inventory under AMC

   e) List of Inventory under warranty

Document Management System

The FMS vendor needs to manage already developed applications by DDA scanning vendors. The scanning vendor on completion of his work of scanning uploads the files in DMS software. There are three version of the software running presently as detailed below:

3 existing application for maintenance

1) 2 Application Windows Server 2008   .Net4
2) 1 Application Windows Server 2016 Std.   Java/My SQL/Postgres SQL

DBA required for management of applications with skill set of Oracle 8i/10g and My SQL/Postgres SQL alongwith .Net Application Developer.

Personnel Management System

RDBMS : Oracle 8i
Front End : Visual Basic 6.0

Description

This software is a user friendly Graphical User Interface (GUI) based Application designed for the computerization of details of employees working in DDA.

Following modules of this software are:
1. Employee Details Module
2. Master Module
3. Posting & Transfer Module
4. Establishment Order Module
5. Reports Module
6. User Creation Module

2. Employee Details Module

This is the main module for employee details entry. All the details of employee are entered/updated through this module. This module has following employee details entry screens:-

- personal details,
- ACP details,
- ACR Rating details,
- posting & transfer details,
- promotion details,
- disciplinary details,
- qualification details,
- training details,
- conference / seminar attended details
- book / paper published details
- other creativity / hobby details
- nominee details,
- family details,
- police and medical details,
- deputation details etc.

3. Master Module

Information pertaining to all masters maintained in the system are entered/updated through this module. Following masters are given below:
a) Department Master
b) Branch Master
c) Designation Master
d) Pay Scale Master
e) Grade Pay Master

4. Posting & Transfer Module

This module has been developed for posting & transferring of employees of DDA like a draw according to sensitivity/non-sensitivity, number of month in sensitive department, starting position of post and employee. Various reports have been generated given below:

a) List of employees entered.
b) List of posts entered.
c) List of employees according to generated random no
d) List of posts according to generated random no
e) List of employee after transfer & posting done like a draw.

5. Establishment Order Module

This module has been developed for generating and printing of Establishment Order of CR Branch of Personnel Department according to following options:-

a) Promotion Type (Regular, Regular with condition and adhoc).
b) Promotion Authority
c) Promotion Committee etc.

6. Reports Module

It comprises of following sections:

1. Master Reports: - all master lists are printed.
2. Employee Details Reports:- Reports are printed as per given below:-

a) Seniority wise list of the employees working in DDA
b) Alphabetically list of the employees working in DDA
c) Seniority list of all the employees working in DDA
d) List of the employees showing their Pay Scale or Pay Band/Grade Pay.
e) List of the employees showing date of superannuation
f) List of Education Status of the employees.
g) List of the employees showing their tenure(Posting wise)
h) List of the employers showing the method/mode for their recruitment
i) List of employees showing their Group/Cadre/Designation/Department/Section.
j) List of the employees showing their status viz permanent/confirmed/ probation/ ad-hoc/ contract and status of service viz regular/work charge(Regular) /work-charge.
k) List of the employees showing their age & age group
l) List of the employees showing the gender & marital status
m) List of the employees showing their category.
n) List of the employees showing those are Disability status.
o) List of the employees showing the blood group
p) List of the employees availing benefits under Family Planning Scheme
q) List of the employees, those were attended Training/seminar/Conference or Book paper Published
r) List of the employees showing their nominee detail
s) List of the employees who have not yet exercise their option for nomination
t) List of the employees those Home Town is out of Delhi

u) List of the employees those have changed Home Town.
v) List of the employees those ACR are pending.
w) List of the employees those ACR are adverse.
x) List of the employees those have been granted ACP/MACP.
y) List of the employees those are involved in disciplinary proceeding/action.
z) List of the employees those are working on Deputation from DDA
aa) List of the employees those are working on deputation in DDA

7. User Creation Module

This module is used to create user id and password of the users of personnel department according to user priviledge such as menu priviledge, record priviledge, group priviledge and department priviledge.

Single Window System for Redressal of Staff Grievances/Mobile/Web based Monitoring & Disposal of Staff Request/Grievance System

OS – Windows OS - Android for Mobile Application
RDBMS : Oracle 8i
Front End : .NET (C#)

Description

It is a web based application developed for Personnel Department for monitoring the grievances of DDA Employees.

Computerized receipt/acknowledgement is given to the person submitting the grievances at the counter of VIkas Sadan Office. The software is being used in Vikas Sadan Office only. Persons at the counter is entering the details of the grievances of the employees through the software. This grievance record is to be saved and made available to the concerned Dealing Assistant for taking further necessary action. List of grievances is generated Dealing Assistant Wise so that this report can be given to each Dealing Assistant at the end of the day.

Only Dealing Assistant will enter the action taken on grievances of employees and only the Deputy Director (Grievances) has been given the privilege in the software to close the grievances of employees. All the others Officers i.e. Directors, Deputy Directors, Assistant Directors of Personnel Deptt. have been given privileges to view the grievances pertaining to them. However Commissioner (Personnel) has been given the privilege to view all grievances. Following modules of this software are:
1. Entry Module (at the counter of DDA)
2. View and Action Taken Module
3. Reports Module
4. User Creation Module

1. **Entry Module**
Persons deputed by Personnel Deptt. at the counter for this purpose will enter the following details :-

   a) Name
   b) Department
   c) Designation
   d) Branch
   e) Mobile No/Telephone No.
   f) Employee Category
   g) Subject Matter
   h) Brief of Grievance
   i) Pertain to (Dealing Assistant)
   j) Date of submission

Following Masters are used in the software :-

i) Department Master :-Information is retrieved and displayed from the Department Master of the Personnel Management System Software.

j) Designation Master :-Information is retrieved and displayed from the Designation Master of Personnel Management System Software.

k) Subject Matter :- List of subject matters with time period.

l) Dealing Assistant Master:-Information is retrieved and displayed as provided by Personnel Deptt. for creation of users for Dealing Assistants.

After entering the details, the users at the counter can generate and provide receipt/acknowledgement for grievances of employee submitted at the counter. In receipt/acknowledgement, a reference id is automatically generated by the system with the following format :-

XXXXXXXXXXXXXXXXXX
1. First two characters represent **PD** (Personnel Department).
2. Next six characters represent
   PB-I representing Personnel Branch – I   or
   PB-II representing Personnel Branch – II   or
   PB-III representing Personnel Branch – III   or
   PB-IV representing Personnel Branch – IV   or
   PB-V representing Personnel Branch – V   or
   CR representing CR Branch - I   or
   Welfare representing Welfare Branch
3. Next two characters represent year - **YY.**
4. Next two characters represent month - **MM.**
5. Next two characters represent day - **DD**
6. Running serial no. starting from **1**

2. View and Action Taken Module

Priviledge has been to the users of Personnel Department for viewing the grievances, taking action on the grievance and close the grievance.

If a grievance is wrongly marked to a dealing assistant by the user entering the details at the counter, a provision has also been made in the software to transfer the same to other Dealing Assistant if no details pertaining to action taken has been entered regarding that grievance.

3. Reports Module

Following reports have been developed and can be generated and printed through the software:-
1. Generate Receipt/Acknowledgement.
2. Generate duplicate Receipt/Acknowledgement.
3. Generate report showing list of grievances according to each Dealing Assistant Officer.
4. Generate report showing list of pendency (None of reply till target date).

5. Generate report showing list of total no of grievences received, pending, action taken and closed.
6. Generate report showing list of grievances that are not closed after crossing the target date.
7. Generate report showing list of grievances received.
8. Generate report showing list of grievances pending.
9. Generate report showing list of grievances action taken.
10. Generate report showing list of grievances closed.

4. User Creation Module

     This module is used to create user id and password of the users of personnel department.

Mobile/Web based Monitoring & Disposal of Staff Request/Grievances System

RDBMS :   Oracle 8i
Front End : .NET (C#)

Description

It is a mobile/ web based application developed for Personnel Department for monitoring & Disposal of Staff Request/Grievances received from the working/retired employees of DDA. The software is used to maintain the request/grievances record of the employees and the action taken on a particular reference. This software is also used to generate various reports as required. This software has been designed and developed as per the requirements of Personnel Department.

Through this application , the working and retired employees of DDA can send their request for a particular subject matter or registering their grievance of a particular subject matter for the Redressal. The process and main features of the software are given below :-

1. DDA staff user is required to register himself/herself in the Mobile/web based Grievance system. After registeration , email and SMS containing userid and password is sent to the registered email-id and mobile no. of DDA working or retired employees.

2. After login with user-id and password provided through email and SMS , applicant can fill details about the request/grievance and upload relevant documents pertaining to a subject matter.

    The privilege has also been provided to the applicant to check the status of his/her request/Grievance and upload documents in case of deficiency or the documents which were not uploaded by the applicant earlier.

3. The request/grievance record is saved and a computerized acknowledgement receipt is generated by the system   for the request/Grievance submitted online either through web enabled software or mobile based application in the following format :-

    PB-I/160718/1
    7. First two characters represent
        PB-I representing Personnel Branch – I   or
        PB-II representing Personnel Branch – II   or
        PB-III representing Personnel Branch – III   or
        PB-IV representing Personnel Branch – IV   or
        PB-V representing Personnel Branch – V   or
        WL representing Welfare Branch

8. Next two characters represent year - **YY.**
9. Next two characters represent month - **MM.**
10. Next two characters represent day - **DD**
11. Running serial no. starting from **1**

4. The request/grievance record saved is made available to the concerned Assistant Director for taking further necessary action.

5. The software will be excessed by the users of Personnel deptt. based on the login-id and password provided to them.

6. Privilege has been given only to the concerned Assistant Director to check the request/Grievance and enter action taken on the particular request/grievance. He/she can also specify the deficiency , if any. In case a particular request/grievance is required to be sent to Vigilance department , concerned Assistant Director also has the privilege to enter dates of sending a particular request/grievance to Vigilance deptt. and date of receiving back from the Vigilance Deptt. .

7. Only the concerned Deputy Director have the privilege in the software to close the request/grievances of employees.

8. All the others Officers i.e. Commissioner (Personnel), Directors, Deputy Directors, Assistant Directors of Personnel Dept. are given the privilege to view the grievances pertaining to them and generate various reports.

9. The privileged user can enter/update masters details and attach concern AD, DD and Director with particular Subject Matter and designation and personnel branch. The users of AD, DD, Dir can be created by the privileged user. Transfer AD between DD and transfer DD between Directors facility has also been provided. In place of old user to new user can also be changed.

10. facility to change password has also been provided.

Following Masters are used in the software:-

   m) Department Master
   n) Designation Master
   o) Branch Master
   p) Holiday Master
   q) Document Master
   r) Attach officer/Personnel Barnch dealing with particular subject of request/grievance Master.
   s) Subject Matter
   t) user master

Following reports can be genertaed and printed by various users of Personnel deptt. :-

6. Report showing Total Refrences Received till date
7. Report showing Total Refrences pending till date
8. Report showing Total references on which Action has been Taken till date
9. Report showing Total Refrences closed till date
10. Report showing Pendency List (No action has been taken till target date)
11. Report showing Total Refrences Received during a particular period
12. Report showing Total Refrences pending during a particular period
13. Report showing Total references on which Action has been Taken during a particular period
14. Report showing Total Refrences closed during a particular period

15. display references details received during a particular period for a particular AD/ALL ADS
16. display references that are not closed after crossing the target date during a particular period for a particular AD/ALL ADS.

Development Request Monitoring System

RDBMS:Oracle 8i
Front End: .Net(C#)

Description:
It is web enabled software developed for "Development Request Monitoring System" for references of MP/MLA/Raj Niwas/Ministry/Others.
The process and main features of the software are given as under:-
   a. SA& GR user create followings master data
       i.   source type, source details and concerned persons details in the master form.
       ii. HOD details in the master form
       iii. department name in the master form
       iv. userid and password of HODs/View users in the master form.
   b. SA& GR user will enter reference/items details and forward the reference item details to HOD/HODs
   c. HOD/HODs will take necessary action on forwarded items like ATR/Final Reply/Interim reply /Seek information from SA&GR etc.
   d. SA& GR will also take necessary action on items like ATR/Close Item /Reply of HOD in case of "Seek information from SA&GR" etc.
   e. SA&GR will create Meeting Notice/Agenda/Minutes Entry and Minutes Report.
   f. HOD/HODs will take action like ATR which as per Minutes of Meeting.
   g. If particular item no has been dropped/completed by the HOD/HODs but not closed by the user of SAGR Deptt., sending the same back to concerned HOD.

   Following reports are available:-
       a) Total Items Report
       b) Action Awaited Items Report
       c) Under Progress Items Report
       d) Closed Items Report
       e) No action taken on items after meeting Report
       f) Action taken on items after meeting Report
       g) Total Reference Report
       h) Action Awaited Reference Report
       i) Under Progress Reference Report
       j) Closed Reference Report
       k) Meeting Details Report of an Items Report
       l) Reference Item Details Report

   Following provisions are also there in the software:-

       a) To change Password.
       b) To display number of Reference/Items received, pending and forwarded.
       c) To display the status and details of particular reference/items.
       d) To take Print out of each and every master data.
       e) To search each and every reference/items details.

Staff Benefit Fund for DDA
OS – Windows OS - Android for Mobile Application
Application Tools: ASP.Net 4.0/C#, CSS, Jquery
Database Tools: Oracle 8i

Description:-
- It is a web Enabled Application Software and Mobile application that has been developed for allocation of fund for the benefit of the serving DDA employees. Allocation of funds is done under various categories :-

    o Grant of scholarship for higher technical/Professional education for wards of staff in Grade pay of above Rs. 2400/- and up to Rs.4800/-.
    o Application for grant of Scholarship for higher technical/professional education Female/Male wards of staff in grade pay up to Rs. 2400/-.
    o Grant of relief of distress sickness etc.For staff in grade pay up to Rs. 4800/-.
    o Application form for women empowerment activities including seminar campus training programmed and gender sensitization campus etc.
    o Application form for developing occupational skills of physically/mentally challenged DDA employees and their ward for giving aides, special software etc.
    o Application for grant of Recreational facilities viz holiday camp study tour to employee/wards.

    For mobile APP:-

    - Application Tools: Android.
    - Database Tools: Oracle 8i

Benefits:-
- Web/Mobile application can be accessed anytime from anywhere.
- User friendly software which is easy to operate.
- Improved efficiency.
- Save time by automating repetitive tasks.
- Easy and fast retrieval of information.

Scope:-
- Scheme is opened for allocation of fund for Category/Categories for a limited period.
- DDA employees can submit their online/offline application.

- In each forms, before click on submit button user must select whether form is attested or not. If user selects pre- attested then software prints the form having user details and reference number. Otherwise software generates print with other information. User takes the print and get it attested from the concerned person.

- After getting the form attested, User uploads attested form details.
- This form is developed for editing user information only once before the last date of submission.

- **Form for eligibility:-**Admin checks application received one by one, verifies its eligibility and then if eligible, sends it for approval.

- **Form for Approval: -**All the eligible applications are approved here. Here also the amount is mentioned against each form .At this stage User finally check all the application shown in this form and after checking all applications they are approved for payment.
  As a user, approved application amount is automatically reduced and remaining amount is shown on the form.
- Various reports generated through the software.
- Role wise privilege is given as under like Employee (DEO), Sadmin, Admin and Jadmin.
    - Employee (DEO):- Privilege for entry, edit, print and Upload.
    - Sadmin:-Approval, Add fund, Opening of scheme.
    - Admin:-Approval, View/Print reports, Forms for eligibility.
    - Jadmin:- Privilege for entry, editing, view/print reports.

Online Samasya Nidan Sewa and Common Web Application for Public Grievances

RDBMS : Oracle 8i
Front End : .NET (C#)

Description
It is a Web enabled software developed for entering the grievances by public online or at the reception counter of DDA, maintaining records of grievances and to reply online by DDA officials. It has also following main features:

• This software is accessed from the reception counter of DDA and from any location
• Reference Number is automatically generated by the system.
• Provision for transferring grievances between the nodal officers and departments.
• Privilege provided in the software for each user to view the status of his/her grievances records.

Following modules of this software are:
1. Grievance Entry Module
2. View and Action Taken Module
3. Reports Module

5. Grievance Entry Module
Following details of Grievance is entered by the public online or at the reception counter of DDA in case of Housing/Land/General/Pension.

In case of Housing/ Land	In case of General	In case of Pension
a. Name	a. Name	a. Pension Branch
b. Address	b. Address	b. Visitor name
c. Mobile No	c. Mobile No	c. Name of pensioner/deceased employee
d. Telephone No	d. Telephone No	
e. Email-ID	e. Email-ID	
f. Property No	f. Details of grievance	d. Post held at the time of retirement
g. Property Type	g. File No, if any	e. PPO No, if any
h. Locality	h. Last visit date	f. Address
i. File No	i. Person / Branch Contact	g. Mobile No
j. Status of property as on date	j. No of earlier visit, if any	h. Telephone No
k. Applied for free hold, if any, provide date and application no	k. Department	i. Email-ID
	l. Request date	j. Details of grievance
		k. File No, if any
		l. Last visit date
l. Specific query		m. Person / Branch

m. Last visit date n. Person / Branch Contact o. No of earlier visit, if any p. Department q. Request date		Contact n. No of earlier visit, if any o. Department p. Request date

After entering details of grievance, receipt is given to the user submitting the grievance. Reference No is automatically generated by the system in the following format.

At the reception counter of DDA
XXXXXXXXXXXXXXX

1. First one character   -H for housing
                                         -G for General
                                         -P for pension
2. Next four character   -Year
3. Next two character   -Month
4. Next two character   -Date
5. And Next character   -running serial no

By the public online
XXXXX

1. First one character   -H for housing
                                         -G for General
                                         -P for pension
2. And Next character   -running serial no

6. **View and Action Taken Module**
Priviledge has been to the users of Department for viewing the grievances, taking action on the grievance and close the grievance.

If a grievance is wrongly marked to a department by the user entering the details at the counter or by the public online, a provision has also been made in the software to transfer the same to other department by the nodal officer of concern department if no details pertaining to action taken have been entered regarding that grievance.

7. **Reports module**
Following reports can be generated through the software-
  i. Acknowledgement Receipt
  ii. Officer wise Scroll Report
  iii. No of grievances record received reports during particular periods.

Common Web Application for Public Grievances

RDBMS : Oracle 8i
Front End : .NET (C#)

<u>**Description**</u>
It is a web based application of Common Web Application for Public Grievances for monitoring the grievances of different sources like Samasya Nidan Sewa, LG Listing Post, Public Grievance Monitoring System, Centralised Public Grievances Redressal & monitoring System in single web application.
This software has following modules:
1. Grievances Details Module
2. Updation/Deletion of Grievances Details Module
3. Transfer Module
4. Reports Module

1. Grievances Details Module

This is the main screen for the grievance details entry. All the following details pertaining to grievances are entered through this screen.
  a) Department of DDA to which grievance pertains
  b) Nodal Officer of that department
  c) Major head like LIG, MIG etc
  d) Major sub head like Conversion, mutation etc
  e) Name of person submitting the grievance
  f) Mobile no
  g) Grievance source like LGLP, SNS, PGMS of Delhi Government, CPGRAMS of Central Government.
  h) Reference ID of the grievance in that source
  i) Status of grievance
  j) Status as on date
  k) Unique ID

Unique ID is automatically generated after the selection of Department, major head and major sub head in the following format.

XX-XX-XX-XXX

XX(first two characters)   -Department Code
XX(next two characters)   -Major Head Code
XX(next two characters)   -Major Sub head Code

XXX(next three characters)   -running serial no generated by the system

If for a particular mobile no , Department code/Major head code/major sub head code are same, then all the grievances entered having that mobile number is displayed and a provision is given whether

the unique ID already given is to be attached to this grievance or a new ID is to be generated by the system.

Provision is available in the software to update the status against a particular Unique ID.

Following Masters used in the software are :-

c) Department Master :-Information will be retrieved and displayed from the Department Master.
d) Nodal Officer Master :-Information will be retrieved and displayed from the Nodal Officer Master.
e) Major Head Master :- Information will be retrieved and displayed from the Major Head Master.
f) Major Sub Head Master :- Information will be retrieved and displayed from the Nodal Officer Master.

2. Updation/Deletion of Grievances Details Module

This module has been developed for updation/deletion of the grievance source details.

3. Transfer Module

This module has been developed for transferring the grievance to pertaining other nodal officer.

4. Reports Module

Report has been generated according to Nodal Offices wise.

Online Conversion

OS - Windows Server 2003
RDBMS   Oracle 8i
Front End Asp.Net 2.0

Software helps in online conversion of leasehold to freehold of group housing / housing flats / land disposal plots.

- Tells the deficiency in documents if any through emails.
- User is expected to upload / submit the documents.
- 30/45 days to convert from leasehold to freehold.

Role of FMS Engineers

1) To provide reports as and when required.
2) To create/Issue username and password to the user.
3) Database maintainence / creation of data.
4) Installation/Development/Troubleshooting/Customisation of application as per requirements.
5) Training to the staff.

<u>Nagrik Suvidha Kendra</u>

Presently facility of online conversion online payment and receipt is being offered at NSK at different locations.
Other features /services like mutation etc. may be offered at NSK's.

<u>Role of FMS Engineers</u>
1) To provide various reports.
2) To Issue username and password.
3) Creation / Maintenance Database
4) Customization of application/Installation/ Development/Troubleshooting as per requirements.
5) Training of users.

Visitors Gatepass

OS - Windows Server 2003
RDBMS   Oracle 8i
Front End VB 6.0 with crystal reports

Gate Pass is issued to visitor. Hardcopy of Gate pass with photo is handed over to visitor.

Role of FMS Engineers

1)   To provide various reports.
2)   To Issue username and password.
3)   Creation / Maintainence Database
4)   Customization of application / Development/Troubleshooting as per requirements.
5)   Training of users

Online Booking of DDA Open Spaces/Community Halls /Parks

RDBMS: Oracle 8i
Front End: .NET(C#)

Description

This is a web enabled software developed for online booking for a particular open space/community halls/parks maintained by DDA. The main features are described below:

1. A facility has been provided in the software so that a person can see the details of Open Spaces/Community Halls/Parks available for online booking.

2. A facility has been provided in the software so that a person can see the availability of a particular Open Spaces/Community Halls/Parks available for online booking.

3. Online payment through debit card/credit card/netbanking

Following modules of the software are
1. Booking module
2. Confirmation/cancellation module
3. Refund module
4. Reports module

1. Booking module

For online booking of a particular Open Spaces/Community Halls/Parks , the applicant is required to enter various details. After filling in the required details,

a. The applicant has to accept the terms & conditions & ensure the fire safety measures before going further for online booking.

b. Once the applicant accepts the terms & conditions & ensures to follow the fire safety measures , he can upload required documents.

c. A receipt will be generated by the computer showing booking details and payment amount details. The applicant can also take the print out of the receipt.

d. Clicking on "Online payment" button, applicant can pay the said amount through debit card/credit card/net banking.

e. After successful payment, a receipt will be generated showing successful payment details.

f. If the applicant does not pay within 45 minutes of the booking, his booking will be automatically cancelled by the system.

2. Confirmation/cancellation module

a. Request of bookings of the applicant will be available to S.E.s of the concerned zones .

b. The booking is to be confirmed/cancelled by the concerned person after he/she verifies the documents of the applicants and is satisfied with other requirements as laid down by DDA for booking.

c. SE of the concerned zone can enter the claim amount if any, within 15 days of the function date which gets deducted from the refund amount.

3. Refund module

a. Security amount is refunded automatically after 15 days of the function date for confirmed bookings.

b. The AO of the concerned zone press the Refund button, to initiate the refund of the balance amount whose some claim amount has been forfeited

4. Reports Module

Following reports are being generated:
a. Booking Report
b. Cash Book Report
c. Summary Report
d. Confirmed Bookings Report
e. Cancelled Bookings Report

Measurement book filling system (Stage wise payment)

1. **Background:**
   - Frontend: Asp.net 4.0/C#, CSS, jQuery, Backend: Oracle 10g.

2. **Benefits:**
   - Web based software easy to access outside (contractor) and in DDA officials.
   - Online application for Measurement Book which make system automated.

   - It reduces time and paper work.

3. **Scope:**
   - The software "Measurement book filling system (stage wise)" is a Web Based Software that is developed for Capturing measurement.

   - The scope of this system is to make working fast and timely.

4. **Place of operation/betterment where is operational**:

   - There is four type of user Executive Engineer, Assistance Engineer, Junior Engineer and Contractor.

   - DDA (EXE, AE, JE)

   - Also access from outside DDA (Contractor)

5. **Whether developer in house or developed by any agency and the name of the agency:**

   - In House Development(DDA)

6. **Operational since:**

   - Dec 2015

Online Book Measurement Filling System

1. **Background:**
   - Frontend: Asp.net 4.0/C#, CSS, jQuery, Java Script, Ajex
   - Backend: Oracle 10g

2. **Benefits:**
   - Web/Mobile (Android) Based software easy to access outside of DDA.
   - Provides the facility of e-measurement.
   - Provides the facility of e-abstract.
   - Provides the facility to track the location (longitude & latitude) of users.
   - Provides the facility to enter the measurement on same day/date.

3. **Scope:**
   There are five types of user which work as following:
   - ➢ **Contractor** enter the measurement and submit for text check to JE.
   - ➢ **Junior Engineer** verify the measurement with 100 % text check and send to AE for text check.
   - ➢ **Assistant Engineer** verify the measurement with 50 % text check and send to EXE for text check.
   - ➢ **Executive Engineer** verify the measurement with 10 % text check and send to Contractor for acceptance.
   - ➢ **Account User** verify and accept measurement and bill before update the payment.

4. **Place of operation/betterment where is operational:**
   - DDA
   - Also access from outside DDA

5. **Whether developer in house or developed by any agency and the name of the agency:**
   - In House Development by Agency Espire Info labs Pvt. Ltd.

6. **Operational since when:**
   - May 2015

Online Monitoring System for Building Permit Sanction

OS: - Window XP / Window 7/ Window 8
Front End: - Asp.Net 4.0
Back End: - Oracle 8i
Browser: - Mozilla Firefox/Chrome Version 3.5.0 and above

This System is for monitoring the sanction of building permits. The system is developed to provide the information about building permits. It generates a unique "Reference No" by which we track and monitor the status of building permits. In addition to this it also provides information about the pending and approval status of building permits.

Following modules of this software are:
1. Master Module
2. Entry Form Module
3. File Forward Module
4. Report Module
5. User Creation Module

1. **Master Module:-**

   Information pertaining to all masters maintained in the system is entered/update through this module. Following masters are given below:
   a. Designation Master
   b. Add other Department Master

2. **Entry Form Module:-**

   This is the main module for user details entry. All the details of users and the information about their building file are entered through this module. This module has the screen:-
   a. BPMS Entry Details

3. **File Forward Module:-**

   This module is used for forward the file from one department to another department and one section to other sections. File contains a unique reference no and unique file no. This module has the screen:-
   a. Received Building Permit File

4. **Report Module:-**

   This module comprises of following sections:
   a. Pending Deficiency
   b. External Approval
   c. Pending Stages
   d. Designation Pending

5. User Creation module:-

This module is used to create user id and password of the users of pension department according to user privilege such as Admin privilege, Operator privilege, Draft user privilege, Print user privilege, Pension user privilege and Admin All privilege.

Staff Quarter Allotment System

OS - Windows Server 2003
RDBMS - Oracle 8i
Front End - Asp.Net 2.0 with C# .Net 4.0

Various Modules of the software are:
Masters:
Information pertaining to all the masters is maintained /updated through this module
Allotment of Quarter :
Various processes involved are Registration, Form verification, Quarter Allotment, Quarter possession, Quarter Retention.
Waiting list and unauthorized occupancy list are also generated.
Reports:
Vacant Quarters Report (Locality wise vacant quarter details),
Allotted Quarter Report (Locality wise allotted quarter details),
Summary Quarter Details(Locality wise total quarters),
House details type wise (Status wise),
Allottee summary report (Quarter name & Allottee details) locality wise.

Role of FMS Engineers

1) To provide various reports
2) Issue username and password
3) Database and masters creation/maintainence
4) Customization of applicationInstallation/Development/Troubleshooting as per requirements.
5) Training of users

Vigilance Data Management System

OS -Windows Server 2003
RDBMS   Oracle 8i
Front End Asp.Net 3.5 with C#

General Complaint Management System. It is used to record complaints and when released. Their status is updated by Vigilance department.
Search Facility based on complaint No, Investigation init wise, Date wise.

Role of FMS Engineers

1) To provide various reports.
2) To Issue username and password.
3) Creation / Maintainence Database
4) Customization of application / Development/Troubleshooting as per requirements.
5) Training of users

VIP REFERENCES MONITORING SYSTEM

Front end: .NET 4.0
Backend: Oracle 8i

Description
VIP references from various sources are received in the Office of V.C., DDA After sending the intimation to the applicant, the references are then forwarded to various departments for taking necessary action. For monitoring these references and tracking the action taken on them by different Officers, Office of V.C., DDA required the development of a Web enabled software for this purpose for use of DDA users only.

1. Firstly applications are received in the Office of V.C, DDA. An intimation letter is sent to the applicant. After sending the intimation, these references are then given to the Consultants to V.C.

2. After receiving the references, data/information is required to be entered here.

3. After entering the data, the reference is to be forwarded by the users in the office of V.C., DDA to the concerned HoD/LEVEL 1 users for taking necessary action within defined period.

4. The concerned HoD/Level 1 users forward the application to Junior staff and also send the interim reply to the applicant (i.e to Director/level 2 and then director can send to Deputy Director/Level 3). It was also told that in some cases, HoD/Directors may not send the reference to the Junior staff and takes the action at their level. The reference may also be sent to more than one HoD/Level 1 users simultaneously and the same is true for level 2 users and accordingly provision is to made in the software.

5. The Junior staff takes the necessary action and reply back to concerned HoD.

6. Once the reply is received from the junior staff, Concerned HoD sends the final reply to the applicant and the same should be visible to the Office of V.C., DDA.

7. Once the final reply is received from concerned HoD/HoDs, provision is to be made for the users in the Office of V.C., DDA to close the reference.

8. While forwarding, provision was required to be made in the software for entering remarks and attachment of a file, if any.

9. An email to be sent to the concerned user to whom the reference is being forwarded.

10. Privilege to be given to the users of the Office of V.C., DDA to send reminders to the users with whom the reference is pending.

11. All the references with more than defined period to be displayed in different colour.

12. Report was required in the format provided for the references received till date.

FEATURES
A. For the users of the Office of V.C., DDA:-
9. **Log-in:-** After log-in with userid and password provided to them, reference entry form and horizontal menu will be displayed as given below:-

FORWARD	RE_FORWARD & CLOSE	DELAY	MASTERS	REPORTS	CANGE PASSWORD	LOGOUT

10. **Entry & Forward:-** If reference is required to be entered, details will be entered by the user.

   - After filling in the form, user is required to press **Submit Reference** Button on the screen which will save data and a system generated reference no. will be shown as per format given below:-

      If the reference is received from an MP and is entered on 15/12/2016 and is first entry of that date, then reference no. **MP151220161** will be generated by the system where first two digits represent source of reference / then date of entering the reference / running serial no.

   - And the details along with the reference no. generated is shown which can be printed for future reference, if required.

   - After that the user can forward the reference from the same screen to concerned HoD/HoDs .

11. **FORWARD:-** The user can also forward the reference by clicking **FORWARD** Link on the horizontal menu, If the reference is not sent to the Concerned HoD/HoDs from the entry screen. Provision of writing remarks and attachment of a file, if required, is there in the software.

12. **RE_FORWARD & CLOSE:-** IF the concerned HoD/HoDs have given final reply to the applicant and sends back the reference to the users of V.C Office, the user in the office of V.C. can close the same or re-forward to the concerned HoD/HoDs. Provision of writing remarks and attachment of a file, if required, is there in the software.

13. **DELAY:-** If the user clicks on this Link, all the pending references will be shown. By clicking on the **Details** button given against a particular reference, the details will be shown, and the user in the Office of V.C., DDA has to click the **Send Reminder to user** button for sending the reminder. Reminder will be sent to the user on his email-id with whom the reference is pending.

14. **Masters:-** Users in the Office of V.C., DDA has been given privilege to enter all masters data being used in the software.

- **Source Detail Master**:- Fields to be entered given in the screen shot placed opposite. Provision of disabling a particular source details has also been given in the software.

- **User creation master**:- Fields to be entered given in the screen shot placed opposite. Users in the office of V.C, DDA will create login IDs and passwords for HoDs/Level 1 users only and the same will be sent to their email_ids automatically by the system. Provision of editing a particular ID details has also been given in the software.

B. For HoD(Level 1) users of DDA.

Log-in:- After log-in with UserId and password provided to HoD(Level1) user, details of references and horizontal menu as given below will appear:-

Total references received till date	Action awaited	Work(s) under progress	Works completed
ACTION TO BE TAKEN	MASTERS	REPORTS	CHANGE PASSWORD	LOGOUT

i.   **ACTION TO BE TAKEN:-** If the user clicks on this link on horizontal menu, all **the** references will be shown.

a.   **Forward:-** For forwarding a reference to Directors/level-2 officers, user has to click the **Forward** button shown against a particular reference I-D. After this details of reference will be shown. The user can write remarks and attach a file, if required and then click **Forward** button provided in the last of the form.

b.   **Interim Reply:-** Button is to be clicked by the user, if Interim reply has been sent. HoD level user can give the interim reply before forwarding the reference to his junior staff or after receiving the reference from his junior staff. The user can write remarks and attach a file, if required.

c.   **Send back to VC Office**:- If the HoD/Level 1 user has to send back the reference to the user of the office of V.C., DDA, then the user has to click **Send back to VC Office** Button. The user can write remarks and attach a file, if required.

d.   **Final reply**:- If the final reply has been sent, then HoD user will click **Final reply** button

ii.   **Masters:-** HoD/LEVEL 1 users have been given privilege to create user-id and password for Level 2/Level 3 officers under their control:-

a.   User creation master:- Fields as given in the screen shot placed opposite are to be entered. Password will be automatically generated by the system and login–Id and password will be sent to the email_ids of the

users automatically by the system. Provision of editing a particular ID details has also been provided in the software.

C. For Director/Level 2 users of DDA.

1. **Log-in:-** After log-in with userid and password provided to Director/Level2 users, details of references and   horizontal menu as given below will appear.

Total references received till date	Action awaited	Work(s) under progress	Works completed
ACTION TO BE TAKEN	REPORTS	CHANGE PASSWORD	LOGOUT

  i. **ACTION TO BE TAKEN:- If the user clicks on this link on horizontal menu, all the** references will be shown .

   a. **Forward:** For forwarding a reference to DY. Director/Level-3 officers, user has to click the forward button shown against a particular reference I-D. After this details of reference will be shown. The user can write remarks and attach a file, if required and then click **Forward** button provided in the last of the form.

   b. **Send back:-** For sending a reference back to HoD/level-1 officers, user has to click the forward button shown against a particular reference I-D. After this details of reference will be shown. The user can write remarks and attach a file, if required and then click **Send back** button to send back the reference to HoD(level-1) user.

D. For Dy. Director/Level 3 users of DDA.

1. **Log-in:-** After log-in with userid and password provided to Dy. Director/Level 3 users, details of references and   horizontal menu as given below will appear.

Total references received till date	Action awaited	Work(s) under progress	Works completed
ACTION TO BE TAKEN	REPORTS	CHANGE PASSWORD	LOGOUT

  i. **ACTION TO BE TAKEN:- If the user clicks on this link on horizontal menu, all the** references will be shown:-

   a. **Send Back:-** For sending a reference back to level-2 officers, user has to click the forward button shown against a particular reference I-D. After this details of reference will be shown. The user can write remarks and attach a file, if required and then click **Send Back** button provided in the last of the form.

E. For View users

1. **Log-in:-** After log-in with userid and password provided to View users, details of references given below will appear:-

Type of References	Total references	Action awaited	Work(s) under progress	Works completed

  Further details are shown by clicking on the relevant no. given under a particular column.

F. Following three provisions are available to all users:-

 1. **REPORTS:-** Following two reports can be generated:-

   a. **Source wise references report:-**

Source wise references for a particular period can be generated. If the reference is pending with a concerned Officer, it will be reflected in a different colour.

b. **Pendency Report:-**

All the references which are pending will be reflected in this report.

2. **CHANGE PASSWORD:-** The user can change password by clicking on this link on the horizontal menu.

3. **LOGOUT:-** user can logout by clicking on this link on the horizontal menu.

Feedback Capturing System for DDA Community halls

OS – Windows OS - Android for Mobile Application
RDBMS : Oracle 8i
Front End : .NET (C#)

Description
This is a web based and mobile based application for taking feedbacks from users who book DDA community hall for any purpose. They give feedbacks for various Community halls services within 20 days after their event completion. Their feedback is then examined by DDA Chief Engineers of various zones and by the contractors added by the Chief engineers. Necessary actions are taken thereafter.
Web application has following modules:
1.   User login and feedback submission.
2.   Chief Engineer login to evaluate feedbacks.
3.   Contractor login to evaluate feedbacks.
4.   Reports Module(for Chief Engineer)

Mobile application has following modules:
1. User login and feedback submission.

1. User login and feedback submission Module

User then can login into the application and can give feedback on various services of Community hall.

2. Chief Engineer login to evaluate feedbacks Module

Chief Engineer of zone can login to view feedbacks of his zone and take necessary action on them.

3. Contractor login to evaluate feedbacks Module
Contractor (created by Chief Engineer) can login to view feedback pertaining to his service and take necessary action on them.
4. Reports Module
Reports include are**:**
 1.   Rating wise Report showing feedbacks received for a particular rating.
 2.   Community hall wise Report for viewing feedback for a particular Community hall.
 3.   Service wise Report for viewing feedbacks for a particular service.
 4.   Work wise with delay status Report viewing works done by chief engineer in a specific time with delay caused (in days).
 5.   Service wise count Report for viewing count of feedbacks received service wise.
 6.   Total feedbacks received till date Report for viewing Count and detail of total feedbacks received till current date.

Feedback Capturing System for members of DDA Sports Complex & Golf Course

OS – Windows OS - Android for Mobile Application
RDBMS : Oracle 8i
Front End : .NET (C#)

Description

This is a web based and mobile based application for taking feedbacks from members of DDA Sports Complex and Golf Course. They give feedbacks for various parameters and sub parameters. Their feedback is then examined by respective secretaries of various complexes and by the contractors added by the secretaries. Necessary actions are taken thereafter.

Web application has following modules:
1. Member Registration Module
2. Member login and feedback submission.
3. Secretary login to evaluate feedbacks.
4. Contractor login to evaluate feedbacks.
5. Reports Module(for Secretary)

Mobile application has following modules:
1. Member Registration Module
2. Member login and feedback submission.

1. Member registration Module

This module enables member to generate password on his Email ID or mobile number using his unique Membership Number.

2. Member login and feedback submission Module

Member then can login into the application and can give feedback on various parameters and sub parameters.

3. Secretary login to evaluate feedbacks Module

Secretary of sports complex or golf course can login to view feedbacks of his complex and take necessary action on them.

4. Contractor login to evaluate feedbacks Module
Contractor (created by secretary) can login to view feedback pertaining to his service and take necessary action on them.

5. Reports Module
Reports include are**:**
    1. Period Wise Report showing feedbacks received for a particular period.
    2. Work wise with delay status Report viewing works done by Secretary in a
       specific time with delay caused (in days).

3. Parameter & sub parameter wise count Report for viewing count of feedbacks received parameter and sub parameter wise.
4. Member details Report showing count and details of all active members.
5. Contractor details report for viewing count and details of contractor attached to a particular service of Sports Complex & Golf Course
6. Periodic contractor work count Report for viewing works done by contractor for a particular period.
7. Total feedbacks received till date Report for viewing Count and detail of total feedbacks received till current date.

Feedback for maintenance of DDA parks

OS – Windows OS - Android for Mobile Application
RDBMS: Oracle 8i
Front-end: .NET(C#)

Description

Feedback for maintenance of DDA Parks is a web based software that is used for monitoring and taking necessary action on feedback of DDA parks submitted by the applicant. This software is also used to generate various reports as required. This software is designed as per the requirements of Horticulture Department of DDA.

It was required that applicant searches the park on the available list of parks. Feedback on selected DDA Park is submitted by the applicant on certain maintenance activities online and thereafter automatically generated receipt/acknowledgement with specific reference no for future reference. This feedback is saved with the following information:

1. Horticulture Division
2. Park name/address
3. Applicant's Name
4. Gender (Male/Female/Other)
5. Applicant's Office Landline no
6. Applicant's Mobile no
7. Applicant's Email
8. Office address
9. Pincode of city
10. Feedback Type (Horticulture/Civil/Electrical Work)
11. Feedback of DDA Park
12. Image of the park to be uploaded
13. Reference No

Reference no is generated with the following format:
DMMYYYYX
Where :   D   indicates current date
              MM   indicates current month
              YYYY   indicates current year
              X   indicate running serial no.

This feedback record is saved with the division of DDA Parks for which feedback is being registering. Concerned officer takes necessary action on the feedback. According to the type of work, following officer can take necessary action:

1. Deputy Director (Horticulture)   for horticulture work
2. Executive Engg. (Civil)   for civil work
3. Executive Engg. (Electrical)   for electrical work

All the others Officers/Officials, that is, Additional Secretary to LG, Director (Horticulture), concerned zone of Chief Engineer can see the feedback records of applicant of respective division of DDA Parks.

Following actions can be taken by the officer:
1. Work under progress
2. Work completed
3. Work not related to maintenance issue, forwarded to concerned wing of DDA
4. Work not related to DDA

Following maintenance activities are to be taken action on the feedback by the officers:

Horticulture maintenance activities
1. Grass cutting
2. Trimming of hedge
3. Cleaning of lawn
4. Hoeing in flower beds
5. Grassing of patch work
6. Repair of play equipments for children
7. Request for smooth walking track
8. Filling of gap plants in lawn
9. Weeding in lawn
10. Provision/Repair of dustbins.
11. New/Repair of garden benches

Civil maintenance activities
1. Cleaning of Pucca jogging Track
2. Cleaning of parking space (If available)
3. Display of boards
4. Cleaning of toilets
5. Repair of gate
6. Repair of boundary wall including grills

Electrical maintenance activities
1. Repair/replacement of lights
2. Repair of electrical pole/wiring
3. Repair of tubewell pump

Search facility is also provided in the software to display list of DDA parks with number of ordinary toilet and bio-toilet on each parks.

View status facility is provided in the software for the public to know the status of his/her feedback.

Number of feedback with the status is displayed on the first page of the software according to the work wise. On selecting on number of feedback, further number of feedback with the status is displayed on the next page according to the privileges of the user.

Following reports/receipt/acknowledgement were required:-
1. Generate Receipt/Acknowledgement.
2. Generate report showing list of received feedbacks.
3. Generate report showing list of work under progress feedbacks.
4. Generate report showing list of work completed feedbacks.

5. Generate report showing list of work not related to maintenance issue, forwarded to concerned wing of DDA feedbacks.
6. Generate report showing list of work not related to DDA feedbacks.
7. Generate report showing list of feedbacks according to parks wise.
8. Generate report showing list of feedbacks according to division wise.
9. Generate report showing list of feedbacks according to status wise.
10. Generate report showing list of work completed feedbacks of current month for the public.
11. Generate report showing list of work completed feedbacks of previous month for the public in archive mode.

Feedback Capturing System for allottees various schemes of Housing Department

OS – Windows OS - Android for Mobile Application
RDBMS : Oracle 8i
Front End : .NET (C#)

Description
This is a web based and mobile based application for taking feedbacks from allottees of various schemes of Housing Department including DDA Housing scheme 2014. They give feedbacks for various Construction and Maintenance parameters and sub parameters as mentioned in DDA brochure. Their feedback is then examined by DDA Chief Engineers of various zones and by the contractors added by the Chief engineers. Necessary actions are taken thereafter.

Web application has following modules:
1. Allottee Registration Module
2. Allottee login and feedback submission.
3. Chief Engineer login to evaluate feedbacks.
4. Contractor login to evaluate feedbacks.
5. Reports Module(for Chief Engineer)

Mobile application has following modules:
1. Allottee Registration Module
2. Allottee login and feedback submission.

1. Allottee registration Module

This module enables allottee to generate password on his Email ID or mobile number using his unique Application Number.

2. Allottee login and feedback submission Module

Allottee then can login into the application and can give feedback on various Construction and Maintenance parameters and sub parameters.

3. Chief Engineer login to evaluate feedbacks Module

Chief Engineer of zone can login to view feedbacks of his zone and take necessary action on them.

4. Contractor login to evaluate feedbacks Module
Contractor (created by Chief Engineer) can login to view feedback pertaining to his service and take necessary action on them.

5. Reports Module

Reports include are **:**
1. Period Wise Report showing feedbacks received for a particular period.
2. Work wise with delay status Report viewing works done by chief engineer in a specific time with delay caused (in days).
3. Parameter & sub parameter wise count Report for viewing count of feedbacks received parameter and sub parameter wise.
4. Total feedbacks received till date Report for viewing Count and detail of total feedbacks received till current date.

Encroachment Complaint Registration System

    RDBMS : Oracle 8i
    Front End : .NET (C#)

Description
This is a web based application to allow public user to complain regarding any encroachment done pertaining to DDA. They can submit their complaint via text, image, audio or video file. Their complaint is then examined by the Chief Engineer and necessary action is taken on them.

Web application has following modules:
1. User registration and complaint submission.
2. Chief Engineer login to evaluate complaints.

1. User registration and complaint submission Module

User submits his complaint via text, audio, image or video file.

2. Chief Engineer login to evaluate complaints Module

Chief Engineer can login to view complaints and take necessary action on them.

Issue Monitoring System (IMS)-MP / MLA

Project Description
IMS-MP/MLA is a web based application which provides online Upload and Update Issues for Elected Representatives MP's/MLA's.

And Generate online Report:

1. Outstanding Issues: Constituency Wise.
2. Outstanding Issues: Constituency & Deptt. Wise.
3. Outstanding Issues: Deptt. Wise.
4. Outstanding Issues: MP/MLA Wise.
5. Disposed Issues: Constituency Wise.
6. Disposed Issues: MP/MLA Wise.
7. Summary of Issues: Zone Wise.
8. Summary of Issues: All Zone.
9. Summary of Issues: Constituency Wise.
10. Summary of Issues: Deptt. Wise.
11. ATR's More Than 30 Days: Deptt. Wise.

Technologies Used

Front-End: asp.net 2.0, CSS, and JAVA Script
Back-End: Oracle 8i
Reporting Tools: Crystal Reports
Number of Forms: 26
Number of Reports: 11

Issue Monitoring System (IMS) – MP/MLA
User Manual for DDA Officials & Staff
Introduction

Department Heads and all personnel up to the level of Dy. Director who are monitoring the Issues pertaining to an MP/MLA/Member for their department have been placed in the category of DDA officials. They are responsible for ensuring task execution and / or completion. Once an issue is allotted to a department, they monitor the Issue for Action Progress; updation of "Action Taken Report" with regard to a particular issue and completion of action on a particular issue.

User Rights for DDA Officials & Staff.

Following rights have been provided to:-

(a) View statistics and details of issues for the selected Constituency (appear on the home page by default).

(b) View details of outstanding issues pertain to his department.

(c) Get alerts on the following at Home Page:-

   (i)   Total Queries raised on him.
   (ii) Total queries raised by him and pending reply.
   (iii) Total Requests for Re-Assignment by him and pending reply.

(d) Update Action taken Report (ATR).

(e) Download the PPTs and MOMs w.r.t the issues of selected MP/MLA/Member.

(f) Change Password.

(g) Request for Re-Assign Action Deptt. **This right is not provided to the staff.**

(h) Raise a query on departments regarding the issue. **This right is not provided to the staff.**

(i) Replying to a query raised on you. **This right is not provided to the staff.**

(j) Generate Reports; take a soft copy in multiple formats or hard copy prints.
   MP/MLA/Member specific reports are also included here.

User Manual

Open DDA's website (www.dda.org.in). *At home page, under -* **Hotlinks***, click on* **Elected Representatives MP's/MLA's corner**
The IMS home page will open as shown below:
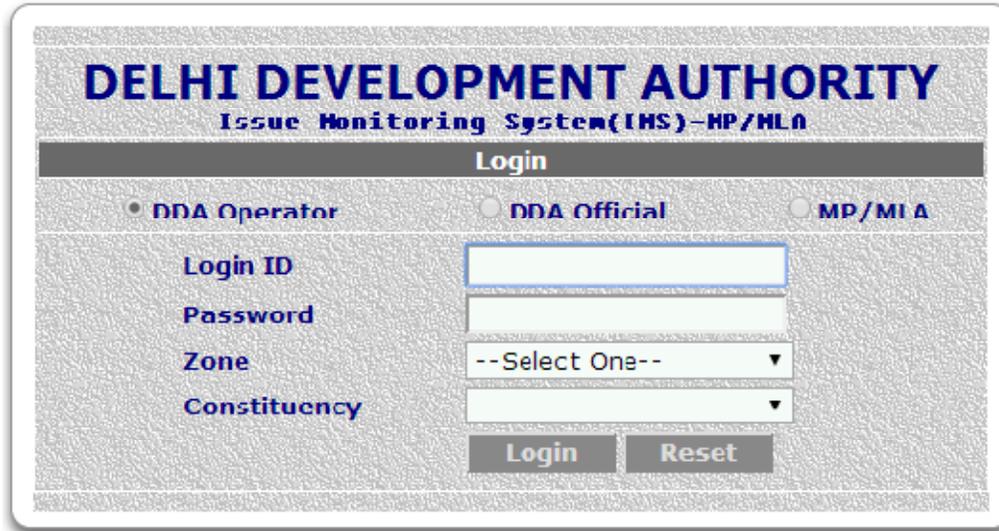
Select **DDA Official or DDA Operator** (for staff) Button   Key in your Login Id & Password   then select the Zone & constituency and click on Login. After Login, the Home Page appears and can do the following:-
View

(a) **View Statistics of issues of selected Constituency**. This appears by default at Home Page.

(b) **View the list of issues of selected Constituency**. Click on the button "**View Issues**" on Home Page, the list of issues appears.

(c)   View **List** of issues of **selected constituency.**

(d) View **List** of issues of **all constituencies** pertain to **his department**.

(e) View alert on the following at Home Page:-

(i) Total Queries raised on the official.

(ii) Total queries raised by the official and pending reply.

(iii) Total Requests for Re-Assignment by the official and pending reply.

(f) **Download PPT & Minutes of Meeting.** Power Point Presentations (PPTs) and Minutes of Meeting (MOM) can be downloaded by clicking the buttons **"Download PPT"** and **"Download MOM"** respectively at the **Home Page.** All PPTs and MOMs will be downloaded in to the system in a folder in Zip Format, double click on it, the PPT and MOM files will appear in the folder.

(g)   **Change Password.** An user can change his /her password at any time by clicking the button "**Change Password".** Insert the data into the fields and click on the button **"Change".** The new password gets updated.

(h)   **Updating Action Taken Reports (ATRs).** The ATRs can be updated by:- selecting the department, and then click on the button **"Update ATR"** then enter the data and click on the button **Update.**

        Note : -- Officials & Staff can update ATRs for his department only. ATRs once updated cannot be changed. It goes to ATR History and get permanently stored there. Multiple ATRs can be updated as and when required.

(i)   **Request for Re-Assign Action Agency/Department**. The departments have been provided with a facility to request for Re-Assign Action Agency for the following occasions:-

        Action on an issue has been completed by a particular department and the department has no further action to be taken by them on the issue

OR

        Action on an issue has been completed by a particular department, the department has no further role with regard to the issue and further action has to be taken by another department.

OR

        A department has been marked as an Action Agency but it has no role to play on that issue.

        For this, click on the button "**View Issue"** at the Home Page and click on the button "**Update Issue"** for a particular issue then click on button "Request for Re Assign Deptt." . A text box opens in which you are required to write the reasons for seeking re assignment of that issue. Now click on the button **"Send".** Your request will be displayed on your screen as well as to the concerned Nodal Agency – Dy. Advisor/Consultant.

Note: Once the Nodal Agency re-assigns the issue, you will get alert at the Home Page on the link **"Request for Re Assignment of Deptt. by You and Pending Reply"** and the issue gets transferred from you. **If the** Nodal Agency does not Re-Assign the issue on your request, you have a facility to send him reminders.

(j)   **Raising a Query.** All users in the category **"DDA Officials "** have been provided with the facility to raise a query on an issue an seeking clarification from an official pertaining to his own department or any other department.

        An official can raise a query on another official who is equivalent to him in designation or subordinate to him in designation. Such officials can be from of his own department or from any other department.

        To raise a query on an Issue, go to **Home Page**, click on the button "**View Issues"**, then click on the button "**Update Issue"** for the concerned issue, Click on the button "**To Raise Query",** select the **Agency** on which the query has to be raised, enter the query in the text box and click on the button **"Send".**

Note : queries are visible only to the official on whom the query has been raised.

(k)   **Replying to a Query raised on you.** To reply to a query on an issue first go to **Home Page**, click on the button "**View Issues**", then click on the button "**Update Issue**" for the concerned issue. In the Query Status window, all the queries which are to be replied are shown. Click on the button **"Reply"**. A text box opens to write the reply. After writing the reply, click on the button **"Send"**. A confirmation message is displayed.

(l)   **Generate Reports.** Various reports have been provided for the convenience of users. Users can take soft copy in multiple formats or hard copy prints. **MP/MLA/Member specific reports** are also included.

Issue Monitoring System (IMS) – MP/MLA

User Manual for Hon'ble MPs/MLAs, Auth. Members, Consultative Committee & Standing Committee Members

Introduction

MPs, MLAs, Authority Members, Consultative Committee Members and Standing Committee Members can host developmental issues pertaining to their constituenc/areay for which DDA has to take action.

Whenever a MP/MLA/Member raises a new issue on the IMS, the issue is automatically linked to and visible to the Nodal Officer (SA&GR). For all new issues the Nodal Officer (SA&GR) allocates the issue to the respective Department(s) or Action Agency.

It may also happen that new issues are communicated by an MP/MLA/Member in hard copy format. In such cases the Nodal Officer (SA&GR) only update such fresh issues on IMS and allocate the issue to the respective Department (s) or Action Agency.

User Rights for Hon'ble MPs/MLAs, Auth. Members, Consultative Committee & Standing Committee Members

Following rights have been provided to:-

(a)   View statistics and details of issues raised pertaining to his constituency (appears on the home page by default).

(b)   Add a new Issue.

(c)   Gets an alert - **Total queries raised by the MP/MLA and pending reply.**

(d)   Download the PPTs and MOMs w.r.t the issues raised.

(e)   Change Password.

(f)   Raise a query to the Nodal Officer (SA&GR) seeking any clarification regarding the issue.

(g)   Generate Reports; take a soft copy in multiple formats or hard copy prints. **MP/MLA/Member specific reports** are also included here.

<u>**User Manual**</u>

Open DDA's website (www.dda.org.in). *At home page under -* **Hotlinks***, click on* **Elected Representatives MP's/MLA's corner**

The IMS home page will open as shown below:

   Select **MP/MLA** Button Key in your Login ID & password. After the Login, the following are facilitated:-

(a) **To view statistics of issues pertaining to your constituency:** This appears on the home page by default.

(b) **To view details of issues pertaining to your constituency:** Click on the button "**View Issues**" on Home Page, the list of issues appears.

(c) **To add a new Issue:** A new issue can be uploaded by – in the Home Page, click on the button **"Add Issue"** enter data in the field then click on the button **"Submit".**

(d) **Download the PPTs and MOMs w.r.t the issues raised by the Hon'ble Member:** Power Point Presentations (PPTs) and Minutes of Meeting (MOM) can be downloaded by clicking the buttons **"Download PPT"** and **"Download MOM"** respectively at the **Home Page**. All PPTs and MOMs will be downloaded in to the system in a folder in Zip Format, double click on it, the PPT and MOM files will appear in the folder.

(e) **Change Password.** Password can be changed at any time by clicking the button "**Change Password".** Insert the data into the fields and click on the button **"Change".** The new password gets updated.

(f) **Raising a Query.** A query can be raised to the Nodal Officer (SA&GR) by the Hon'ble Member seeking any clarification on the issues raised.

   To raise a query on an Issue, go to **Home Page**, click on the button "**View Issues**", then click on the button "**Update Issue**" for the concerned issue, Click

on the button "**To Raise Query"**, enter the query in the text box and click on the button **"Send".**

(g)   **Generate Reports.** Various reports have been provided for the convenience of users. Users can take soft copy in multiple formats or hard copy prints. **MP/MLA/Member specific reports** are also included.

Issue Monitoring System (IMS) – MP/MLA

User Manual for Nodal Officers (SA&GR) & their Staff

Introduction

Whenever a member raises a new issue on the IMS, the issue is automatically gets linked to and visible to the Nodal Officer (SA&GR). For all new issues the Nodal Officer (SA&GR) allocates the issues to the respective Department (s).

It may also happen that new issues are communicated by an MP/MLA/Member in hard copy format. In such cases the associated Deputy Advisor or Consultant only can update such fresh issues on IMS application and allocate the issue to the respective Department (s).

User Rights for Nodal Officer (SA&GR) & their Staff

Following rights have been provided to:-

(a)   View statistics and details of issues for the selected MP/MLA/Member (appear on the home page by default).

(b)   Get alerts on the following at Home Page:-

(i) Total New Issues Raised on him.

(ii) Total Queries raised on him.

(iii) Total queries raised by him and pending reply.

(c)   Add a new Issue received on hard copy on behalf of an MP/MLA/Member.

(d)   Edit existing issues.

(e)   Update Action taken Report (ATR) received on hard copy from Departments.

(f)   Reopening a Disposed issue.

(g)   Raise a query on department(s) regarding the issue. **This right is not provided to the staff.**

(h)   Upload the PPTs and MOMs w.r.t the issues of the selected MP/MLA/Member.

(i)   Download the PPTs and MOMs w.r.t the issues of the selected MP/MLA/Member.

(j)   Change Password.

(k)   Generate Reports; take a soft copy in multiple formats or hard copy prints. **MP/MLA/Member specific reports** are also included here.

<u>**User Manual**</u>

Open DDA's website (www.dda.org.in). *At home page, under -* **Hotlinks**, *click on* **Elected Representatives MP's/MLA's corner**

The IMS home page will open as shown below :
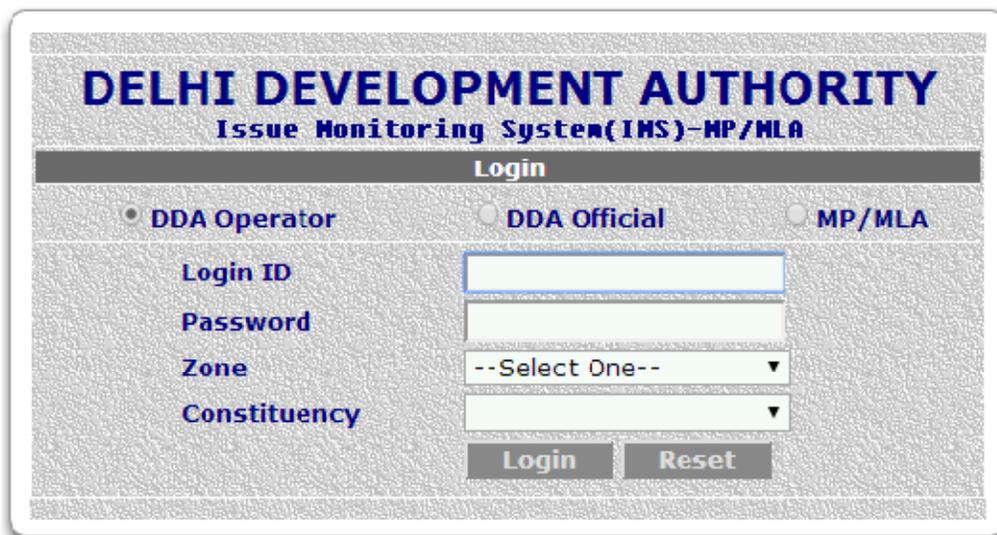
Select **DDA Official or DDA Operator** (for staff) Button   Key in your Login Id & Password   then select the Zone & constituency and click on Login. After Login, the Home Page appears and can do the following:-

(a)   **View Statistics of issues of selected Constituency**. This appears by default at Home Page.

(b)   **View the list of issues of selected Constituency**. Click on the button "**View Issues**" on Home Page, the list of issues appears.

(c)   **Get alerts on the following at Home Page:-**

   (i) Total New Issues Raised and pertaining to you.

   (ii) Total Queries raised addressed to you.

   (iii) Total queries raised by you and pending reply.

(c)   **Add a New Issue**. A new issue can be uploaded by :-

In the Home Page, click on the button "Add Issue"   enter data in the fields – **Issue, Raised by, Type and Feasibility** then assign the **Action Branch / Department** and then **Submit.**

(d)   **Edit/Update existing issues**. Click on the button "**View Issue**" in the Home Page then click on the button "**Update Issue**" for a particular issue.

(i)   The fields - **Status, Type, Feasibility, Over View** and **VC's Direction** can be updated by entering the data and then click on the button **"Update"**.

(ii)   **Action Taken Report** can be updated by selecting the department, and then click on the button **"Update ATR"** then enter the data and click on the button **Update.**

        Nodal Officer (SA&GR) & Staff can update ATRs for any department. ATRs once updated cannot be changed. It goes to ATR History and gets permanently stored there. Multiple ATRs can be updated.

(iii)   **Assign/Re-Assign Action Agencies for an issue.** This can be done by clicking on the button **"Assign"** against the desired Action Agency, then click on the button **"OK"**.

        To remove an agency from the Action Agency list click on the button **"Remove"** against the existing Action Agency, then click on the button "OK".

(iv)   **Changing Status of an Issue**. Nodal Officer (SA&GR) & their Staff can change the Status of an Issue by selecting the option from the **drop down menu** and choose one of the three options and click on the button **"Update"** at the bottom.

(e)   **Reopening a Disposed issue**. A disposed issue can be reopened by - Click on the buttons **"Home"**, **"View Issues",** then click on the button **"Re Open"** of the desired issue, change the "Status" then click on the button **"Update".**

(f)   **Raising a Query**. Nodal Officer (SA&GR) can raise a query to any Action Branch/ Department seeking clarifications from an official pertaining to his own department or any other department on the issue. **This right is not provided to the staff.**

        To raise a query on an Issue, go to **Home Page**, click on the button "**View Issues**", then click on the button "**Update Issue**" for the concerned issue, Click on the button "**To Raise Query**", select the **Agency** on which the query has to be raised, enter the query in the text box and click on the button **"Send".**

        Nodal Officer (SA&GR) can raise a query on another official who is equivalent to him in designation or subordinate to him in designation. Such officials can be from of his own department or from any other departments.

        No official can raise a query on another official who is senior in designation to the official raising the query.

(g)   **Upload PPT & Minutes of Meeting.** Power Point Presentations (PPTs) and Minutes of Meeting (MOM) can be uploaded by clicking the buttons "**Upload PPT & MOM"** at the **Home Page** then Click on the button **"Choose File"** then select the file to be uploaded, then click on the button **"Upload"**. The provision for deleting the uploaded files is also provided.

(h)   **Download PPT & Minutes of Meeting.** Power Point Presentations (PPTs) and Minutes of Meeting (MOM) can be downloaded by clicking the buttons **"Download PPT"** and **"Download MOM"** respectively at the **Home Page**. All PPTs and MOMs will be downloaded in to the system in a folder in Zip Format, double click on it, the PPT and MOM files will appear in the folder.

(i)   **Change Password.** An user can change his /her password at any time by clicking the button "**Change Password".** Insert the data into the fields and click on the button **"Change".** The new password gets updated.

(j)   **Generate Reports.** Various reports have been provided for the convenience of users. Users can take soft copy in multiple formats or hard copy prints. **MP/MLA/Member specific reports** are also included.

DRAFT OF AGREEMENT

This agreement is executed at New Delhi on this ……… day ……….. of……………………, 2014 between the Delhi Development Authority, a body corporate constituted Under section 3 of the Delhi Development Act, 1957 (hereinafter referred to as "The Authority") which expression shall unless the context requires another or different meaning include its successors and assigns through its Secretary of the one part and M/s …………………………………………having its registered office at ………………………. which expression shall unless, the context requires another or a different meaning include its successors, heirs, legal representatives, executors, administrators and assigns of the other part.

WHEREAS the Authority is desirous of assigning the work of Application Software Maintenance and Facility Management Services with brief specification as per Annexure-I of the Tender Document.

AND WHEREAS M/s. …………………….. had submitted to the Authority a tender, which after negotiations by the authorized representatives of the parties hereto has been accepted by the Authority.

AND WHERAS M/s…………., shall depute its personnel to DDA with prior approval from the Commissioner(Systems) to carry out the task of application software maintenance, facility management and development of additional patches/modules for the fulfillment of the assignment.

Now, therefore, the parties hereto agree as under:-

1. M/s………………………... shall provide the Facility Maintenance and Management Services for various Application Software packages for a period of one year from the date of signing of the agreement. The contract may be extended with mutual agreement upto a maximum period of three years from the date of signing the agreement if the services of the tenderer are found satisfactory at the same rate and same terms and condition.

2. M/s……………………. shall provide the Facility Maintenance and Management Services for various Application Software packages every day for DDA and co-ordinate with the officers deputed by the Commissioner (Systems) for various projects to the satisfaction of the user wings as well as the coordinating officer for the project.

3. M/s. ------------ shall submit resumes of the engineers of the levels of Project Leader, Team Members, Database Administrator and Systems Administrator. Comm(S) shall have the right to select or reject the Manpower offered and may insist for change without assigning any reason at the start of the assignment of during the currency of the agreement. The manpower will be deputed to work for DDA.

4. M/s. ………… shall adhere to the DDA Calendar and DDA office timings and shall ensure that in case required the personnel will function beyond office hours to meet the targets agreed mutually.

5. M/s………… shall deploy the Software team to function from the DDA premises. and the in case M/s………… proposes any change during the term of Facility management, the same will of the similar skill level and experience and shall be with prior approval of Commissioner(System). The replacements shall be with prior approval of Commr.(S). The replacements shall not be frequent. In case personnel deputed by M/s……………does not perform as per the requirements of DDA the same shall be replaced immediately on request from DDA.

6. M/s. ………….. shall also advise the "hardware and system software" infrastructure which may be required for the enhancement of the application and shall also quote the price of the same if it is proprietary product.

7. Payment terms :

M/s…………………shall be paid for the services rendered on quarterly basis after the completion of satisfactory services for each quarter. The break up rates are as under:

A. Annual lump sum for Facility Management and Maintenance Support

S.No.	Application	Annual Rates for Facility Maintenance & Management Support (in Rs.) inclusive of all Taxes etc.
1.	Legal Information System	
2.	Receipt & Dispatch	
3.	Application for Housing Department a) AWAAS b) Online Application for Housing for various schemes c) Pmay (Pradhan mantri aawas yojna) MIS	

4.	Applications of Land Disposal Department
	a) Bhoomi
	b) Online Application for Land Disposal
	   i) IDLI (Interactive Disposal of Land Information System)
	   ii) Online application for allotment of land to Govt./Semi Govt. organization
	   iii) Online application for calculation of outstanding ground rent
	   iv) Generation of online demand letters for various types of plots & shops etc.	

5.	DDA's Bilingual (Hindi & English) website Maintenance of website and development of new pages i.e. static, dynamic and management of 1000 email accounts of DDA.	

6.	Application for Accounts Department
	   i) Payrolls
	   ii) Budget
	   iii) Online OPD Medical Claims Reimbursement System
	   iv) Online Water Bill Payment
	   v) Online Pension Calculation and PPO Generation System
	   vi) Online Payment	

7.	Land Management Information System	
8.	File Tracking	
9.	Complaint Registration & Inventory.	
10.	Document Management System	

11.	Application for Personnel Department
	   i) Personnel Management Information System
	   ii) Single Window System for Redressal of Staff Grievances/Mobile/Web based Monitoring & Disposal of Staff	

	Request/Grievances System	
	iii) Development Request Monitoring System	
	iv) Staff Benefit Fund	
12.	Other Common Applications	
	i) Online Samasya Nidan Sewa and Common Web Application for Public Grievances	
	ii) Online Conversion	
	iii) Nagrik Suvidha Kendra	
	iv) Visitors Gatepass	
13.	Application for Engineering Department	
	i) Online Booking of DDA Open Spaces/Community Halls/Parks	
	ii) Online eMB	
14.	Application for Building Department	
	Online Monitoring System for Building Permit Sanction	
15.	Application for Nazarat Department	
	Staff Quarter Allotment System	
16.	Application for Vigilance Department	
	Vigilance Data Management System	
17.	VIP Reference Monitoring System	
18.	Feedback Capturing System for DDA Community Halls	
19.	Feedback Capturing System for members of DDA Sports Complex & Golf Course	
20.	Feedback for Maintenance of DDA Parks	
21.	Feedback Capturing System from allottees of various schemes of Housing	
22.	Encroachment Complaint Registration System	
23.	Issue Monitoring System(IMS)- MP/MLA	

B.   Man month rate for Technical Personnel
      (These rates shall apply only for Technical manpower which may be hired   for specific additional work beyond the scope of work of the Facility   Management   and Maintenance Services).

S.No.	Level of Technical Manpower	Man Month rate (in Rupees per month) inclusive of all Taxes etc.
1.	Sr. Software Engineer (Role- Analyst, Designer, DBA) With minimum 3 years of experience	
2.	Jr. Software Engineer (Role – Programmer) With minimum 3 years of experience	

8.   The Work place for engineer shall be DDA, Vikas Sadan, Vikas Minar New Delhi or any other office DDA.

9.   Penalty Clauses
   i)   In case the M/s……………………..fails to adhere to the time   frame   for starting the work as per the schedule, it shall pay as liquidated Damages and not by way of penalty, an amount equal to 1% of the   total   contractual amount of work for one year or lesser amount as the Commissioner (System)

may decide for every day that M/s…………….delays in start/taking over of the work. The decision of the Commr. (S)shall be final and binding unless reasonable grounds are shown in writing during the weekly review meetings.

ii)   If the work for any specific assignment/application does not progress in accordance with the time schedule prescribed by the DDA and agreed by M/s …………………., then a penalty equivalent to 2% of the pro   rata   amount payable towards the facility management for the month in respect   of   that application shall be deducted for the loss of every day   unless the reasons are established that the circumstances were beyond the control. The decision of the Commr. (S) shall be final and binding unless reasonable grounds are shown in writing during the   weekly review meetings.

iii)   If any application comes to standstill on account of failure of the application software or RDBMS or OS and does not get resolved by next working day then a penalty equivalent 5% of the pro-rata amount payable towards the facility management for the month in respect of   that application shall be deducted for the loss of every day. In case   the   application   does   not   become operational the next morning and   even beyond the DDA would be free to impose the above penalty for each day loss and in addition may call for experts from open market to resolve problem at the risk and cost of the M/s…………..

iv.   In case M/s………………is not able to depute the personnel of the skill and experience level as required then M/s……………….. shall also pay penalty for delay in services @ Rs. 1000/- per person per day of the delay in schedule agreed mutually.

v)   In case the performance of M/s. ……………... is not found satisfactory during the period of facility maintenance contract, Performance Bank

Guarantee will be invoked by DDA. Commr.(Systems), DDA shall have the right to invoke Performance Bank Guarantee at any time.   The tenderer shall have no claim for any compensation or any loss on this account.

10.   M/s………………………….shall deploy the following manpower at DDA for carrying out day-to-day work after taking over :-

1.	Project Leader	:	1
2.	Data Base Administrator	:	1
3.	Sr. Software Engineer	:	5
4.	Sr. Software Engineer for Mobile Apps.	:	1
5.	Jr. Software Engineer	:	12
		:	------
	Total	:	20
			------

11.   M/s……………………….. will further keep a back-up team of Seven Software Engineers / Professionals to meet the exigencies of work and to take care of the   eventualities when any of the team members proceeds on leave. These officials will regularly be involved in the facility management work to keep   them   fully   abreast   with   the requirement in DDA.

12.   M/s. ……………………will further ensure and depute (as per commitment during the technical   presentation) on short term basis more IT professionals on need basis. M/s………………………… will also ensure completion of the assigned tasks as per agreed schedule even if it requires working late or   working on holidays.

13. The scope of work for Facility Management & Maintenance Services shall be as per Annexure-I and the annexed write up for each application with tender document. The scope shall also include day to day computer operations including booting the server in the morning at 9.30 AM and shutting down servers at 7.00 PM on all week days including Saturdays and on Government Holidays, if so required by DDA.

14. M/s…………………………………..shall be free to discuss the issues, if any, with Commissioner (Systems) and Director (Systems) with prior appointment.

15. M/s………………………shall be provided with adequate office space with electricity with minimal furniture for its operations. DDA shall not provide any telephone connection or almirah or conveyance.

16. M/s……………………………. will not sub-let / sub-contract in part, or in full after getting the assignment in the event M/s……………………….. subletting the work/sub-contracting in part or full after the award of the work M/s………………………….. shall be considered to have thereby committed a breach of agreement and DDA shall forfeit the security deposit. M/s……………………….. shall have no claim for any compensation or any loss on this account.

17. M/s. …………………………… shall provide an Indemnity Bond duly signed by an authorized office bearer of the company to indemnify DDA against violation of the copy right act to meet the requirements and schedules by the personnel of M/s………….during the period of the agreement

18. M/s……………………………shall keep all manuals for the application software upto date and shall provide the copy of the upto date documentation and the source code quarterly on CD's.

19. M/s…………………………………….shall on completion of the assignment will ensure smooth handing over and shall provide all documentation as well as source code to the new Facility Management Service provider under the supervision of the DDA Systems Team.

20. This agreement can be terminated on giving notice by either party but M/s……………………….shall be bound to provide services to DDA for three months from the date of the notice to ensure smooth handing over to DDA or any other agency appointed by DDA.

21. All the terms and conditions as stated in the Tender Document/Work order No -------- -----------dated------------ shall be part and parcel of this Agreement and binding to M/s. …………..

22. In case of any dispute arising out of or relating to the terms and conditions of this agreement during the currency of the agreement or completion of the assignment or abandonment, the decision of Vice Chairman, DDA or any other Officer authorized by him shall be final and binding.

23. The tenderer shall not in any circumstances share/disclose data/any information with anybody/organization/institution/company etc. related to DDA.

24. In case of any dispute between parties of this agreement, the same shall be subject to the jurisdiction of Delhi Courts only.

25. Settlement of Disputes & Arbitration
(A) Except where otherwise provided in the contract, all questions and disputes relating to the meaning of the Scope of work and instructions herein before mentioned and as to the quality of work or as to any other question, claim, right, matter or thing whatsoever

in any way arising out of or relating to the contract, Scope of work, instructions, orders or these conditions or otherwise concerning the works or the execution or failure to execute the same whether arising during the progress of the work or after the cancellation, termination, completion or abandonment thereof shall be dealt with as mentioned hereinafter.

i) If the contractor considers any work demanded of him to be outside the requirements of the contract, or disputes any scope of work or decision given in writing by the Officer-in-Charge on any matter in connection with or arising out of the contract or carrying out of the work, to be unacceptable, he shall promptly within 15 days request the Director(Systems) in writing for written instruction or decision. Thereupon the Director(Systems) shall give his written instructions or decision within a period of one month from the receipt of the contractor's letter.

If the Director(Systems) fails to give his instructions or decision in writing within the aforesaid period or if the contractor is dissatisfied with the instructions or decision of the Director(Systems), the contractor may, within 15 days of the receipt of Director(Systems) decision appeal to the Commissioner(Systems) who shall afford an opportunity to the contractor to be heard, if the latter so desires, and to offer evidence in support of his appeal. Commissioner(Systems) shall give his decision within 30 days of receipt of the Contractor's Appeal. If the contractor is dissatisfied with this decision, the contractor shall within a period of 30 days from receipt of the decision, give notice to the PC(Systems) for appointment of Arbitrator, failing which, the said decision shall be final, binding and conclusive and not referable to adjudication by the Arbitrator.

ii) Except where the decision has become final, binding and conclusive in terms of Sub Para (i) above disputes or difference shall be referred for adjudication through arbitration by a Sole Arbitrator who shall be a technical person having the knowledge and experience of the trade, to be appointed by the consent of both the parties. In case both the parties do not agree to appoint a sole arbitrator then in that case the provisions of arbitration and conciliation Act,1996 w.r.t. appointment of arbitrator shall apply and would be binding on both the parties. If the arbitrator so appointed is unable or unwilling to act or resigns his appointment or vacates his office due to any reason whatsoever, another sole arbitrator shall be appointed in the manner aforesaid. Such person shall be entitled to proceed with the reference from the stage at which it was left by his predecessor.

It is a term of this contract that the party invoking arbitration shall give a list of disputes with amounts claimed in respect of each such dispute along with the notice for appointment of arbitrator and giving reference to the rejection by the Commissioner(Systems) of the appeal.

It is also a term of this contract that if the contractor does not make any demand for appointment of arbitrator in respect of any claims in writing as aforesaid within 120 days of receiving the intimation from the Officer-in-Charge that the final bill is ready for the payment, the claim of the contractor, shall be deemed to have been waived and absolutely barred and the DDA shall be discharged and released of all liabilities under the contract in respect of these claims.

The parties hereto agree that the seat and place of adjudication by the arbitrator shall be Delhi/New Delhi only.

The arbitration proceedings shall be governed by the Arbitration and Conciliation Act, 1996 and/or any statutory modifications or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceeding under this clause.

The language of arbitration proceedings shall be English only. The arbitrator shall make a reasoned award (the 'Award') which shall be final and binding on the parties.

It is also a term of this contract that the arbitrator shall adjudicate on only such disputes as are referred to him by the appointing authority and give separate award against each dispute and claim referred to him and, in all cases, where the total amount of the claims by any party exceeds Rs.1, 00,000/-, the arbitrator shall give reasons for the award.

It is also a term of this contract that if any fees are payable to the arbitrator, these shall be paid equally by both the parties as per scheduled IV of the arbitration and conciliation (Amendment) Act, 2015.

It is also a term of the contract that the arbitrator shall be deemed to have entered on the reference on the date he issues the notice to both the parties calling them to submit their statement of claims and counter statement of claims. The venue of the arbitration shall be such place as may be fixed by the arbitrator in his sole discretion. The fees, if any, of the arbitrator, shall, if required, to be paid before the award is made and published, be paid half and half by each of the parties. The cost of the reference and of the award (including the fees, if any, of the arbitrator) shall be in the discretion of the arbitrator who may direct to any by whom and in what manner, such costs or any part thereof shall be paid and fix or settle the amount of costs to be so paid.

(B)   The Decision of the Director(Systems) regarding the deduction and penalties which may be decided to be accepted will be final and could not be open to Arbitration.

In witness whereof this deed has been executed by the parties on the date, month and year mentioned herein above.

For and on behalf of
[Tenderer]

Witness:-
1.

2.

For and on behalf of
Delhi Development Authority

Witness:-
1.

2.

DRAFT OF INDEMNITY BOND

THIS BOND is made on this ……… day of …………, 2014 by M/s…………………. through Sh……………………………….. duly authorised representative of the …………………. (hereinafter referred to as ………………….. which expression shall unless context requires different or another meaning, include its successors, administrators and assigns) in favour of the Delhi Development Authority, a body corporate constituted under Section 3 of Delhi Development Act, 1957 (hereinafter called "The Authority" which expression shall include its successors and assigns).

WHEREAS …………… has entered into an agreement executed on ………………………., 2014 with the Authority (hereinafter referred to as "The said Agreement") for the Application software maintenance and Facility Management.

AND WHEREAS according to clause 17 of the said Agreement dated……….. M/s…………… has to indemnify the DDA against any loss or damage that DDA may sustain on account of infringement of Copyright Act or any other law for the time being in force with respect to Application software used, developed, modified, supplied to, or usage thereof by DDA or on any account as aforesaid.

Now therefore, in consideration of the said Agreement, the executant………….. hereby undertakes to indemnify DDA and shall always keep it indemnified against any loss, damage that it may sustain or any claim made against it or any proceedings that may be taken out against it for the usage of the application softwares maintained, developed, and the software packages/tools used or supplied/used including infringement of any provisions of the Copyright Act 1957, or any law or statue for the time being in force, on account of sale, supply and usage of the Application softwares by DDA etc.

Now, therefore, in witness thereof the executant Company has set its hand through its authorized representative on the day, month and the year first mentioned herein above.

<div style="text-align:right">

EXECUTANT
For M/s
Authorised representative

</div>

Witness:

1.
2.

FIRM'S DESCRIPTION

1. Name of the Firm
2. Year Established
3. Office Address
4. Tel No.
5. Fax No.
6. Email ID
7. Sector in which firm has
    provided Facility management
    services during previous year

8. No. of full time personnel :
    a) Project Leader
    b) Database Administrator
    c) System administrator
    d) Software engineer/consultant

9. Annual   turnover
    a) From Facility Management Services
    b) Total
        For the years 2013-2014, 2014-2015 and 2015-2016

10. Income tax   clearance certificate attached

11. Copies of Audited Balance Sheets attached

As of this date the information furnished in all parts of this form is correct to the best of my knowledge.

(Name & Designation   (Signature)   (Date)
  of the person signing)   seal

PROJECTS UNDERTAKEN

(INDICATE PROJECTS RELATING TO SOFTWARE DEVELOPMENT AND SOFTWARE MAINTENANCE ONLY WITH A SEPARATE SHEET FOR EACH PROJECT)

Name & Address of the client	Consultancy provided as i Main consultant ii Associate Consultant iii Joint Consultant
Title of consulting service provided	Start Date Completion Date
No. of professional man-months of services Services provided for the project	approx. value of
Type of Services Provide for the Computerisation	
Application I System Developed ii & Implemented and iii maintained under iv facility management v	
Software Tools I High Level Lang/ ii RDBMS used for iii Development iv	
Operating System for I which application ii implemented iii	
Specify any special features of the Project	
Specify whether any termination of Contract or litigation or arbitrations was involved.	
Name and Designation of the Contact Person Contact Telephone No. Fax No. Email Id.	

CURRICULUM VITAE OF PROFESSIONAL IN THE FULL TIME EMPLOYMENT OF THE TENDERER WHO WILL WORK FOR THE PROJECT
(Project Leader)

(Use Separate Sheet for each Personnel)

Name of the Personnel   :

Designation   :

Qualifications   :

Experience in no. of years   :   .
(For System analysis, system
design, programming, user
training and other services)

No. of years with tenderer   :
(For System analysis, system
design, software development,
user training and other services).

Description of Computerisation :
Projects handled with his role
and the software development
tools, RDBMS, front end tools
used.

_____

CURRICULUM VITAE OF PROFESSIONAL IN THE FULL TIME EMPLOYMENT OF THE TENDERER WHO WILL WORK FOR THE PROJECT
(Data Base Administrator)

(Use Separate Sheet for each Personnel)

Name of the Personnel   :

Designation   :

Qualifications   :

Year of OCP certification for DBA from ORACLE :

Experience in no. of years as DBA:
(As required in eligibility criteria)

No. of years with tenderer as DBA:

Description of Computerisation   :
Projects handled with his role
and the software development
tools, RDBMS, front end tools
used.

_____

CURRICULUM VITAE OF PROFESSIONAL IN THE FULL TIME EMPLOYMENT OF THE TENDERER WHO WILL WORK FOR THE PROJECT
(Software Engineers)

(Use Separate Sheet for each Personnel)

Name of the Personnel　　　　:

Designation　　　　　　　　:

Qualifications　　　　　　　　:

Experience in no. of years　　:

	Experience in years	
GIS Technology		**For GIS Team**
Oracle		**For GIS Team**
Visual Basic		**For GIS Team**
Crystal Reports		**For GIS Team**
Oracle		**For Other Team**
Developer 2K		**For Other Team**
Visual Basic		**For Other Team**
Crystal Reports		**For Other Team**
. Net Technology		**For Other Team**

No. of years with tenderer　　:

Description of Computerisation　:
Projects handled with his role
and the software development
tools, RDBMS, front end tools used.

LIST OF DELIVERABLES AND NUMBER OF COPIES REQUIRED TO BE SUBMITTED BY THE TENDERER FOR EACH APPLICATION SYSTEM.

<u>Ref. No.</u>	<u>Details of the Deliverables</u>	<u>No. of copies required</u>
Quarterly		
1.	Latest Source Code of the Application Software	Two copies on CDs
2.	Latest Executable Code of the Application Software	Two copies on CDs
3.	Cold Backup of the Database	Two copies on CDs
On Completion of the FMS agreement		
1.	Final System specifications for the software	Two Copies on CDs
2.	System Manuals	Two Copies on CDs
3.	User Manuals	Two Copies on CDs and Two Printed Copies
4.	Operation Manuals	Two Copies on CDs and Two Printed Copies
5.	Final Source code & Executable software	Two sets of CDs
6.	Cold Back up of the Data Base	Two sets of CDs.

All the documentation be created using software like MS-Word, etc. on IBM-PC Compatibles under WINDOWS.

The above list of deliverables is indicative only and may undergo change at the time of Award of work during the project tenure.

Quote Format

a) Annual lump sum Quote for the Work as mentioned in Annexure I

S.No.	Application	Annual Rates for Facility Maintenance & Management Support (in Rs.) inclusive of all Taxes etc.
1.	Legal Information System	
2.	Receipt & Dispatch	

3.	Application for Housing Department
	   a) AWAAS
	   b) Online Application for Housing for various schemes
	   c) PMAY (Pradhan mantra aawas yojna) MIS	

4.	Applications of Land Disposal Deptt.
	a) Bhoomi
	b) Online Application for Land Disposal
	   i) IDLI (Interactive Disposal of Land Information System)
	   ii) Online application for allotment of land to Govt./Semi Govt. organization
	   iii) Online application for calculation of outstanding ground rent
	   iv) Generation of online demand letters for various types of plots & shops etc.	

5.	DDA's Bilingual (Hindi & English) website Maintenance of website and development of new pages i.e. static, dynamic and management of 1000 email accounts of DDA.	

6.	Application for Accounts Department
	   a) Payrolls
	   b) Budget
	   c) Online OPD Medical Claims Reimbursement System
	   d) Online Water Bill Payment
	   e) Online Pension Calculation and PPO Generation System
	   f) Online Payment	

7.	Land Management Information System	
8.	File Tracking	
9.	Complaint Registration & Inventory.	
10.	Document Management System	
11.	Application for Personnel Department	

	a) Personnel Management Information System b) Single Window System for Redressal of Staff Grievances/Mobile/Web based Monitoring & Disposal of Staff Request/Grievances System c) Development Request Monitoring System d) Staff Benefit Fund	
12.	Other Common Applications a) Online Samasya Nidan Sewa and Common Web Application for Public Grievances b) Online Conversion c) Nagrik Suvidha Kendra d) Visitors Gatepass	
13.	Application for Engineering Department a) Online Booking of DDA Open Spaces/Community Halls/Parks b) Online eMB	
14.	Application for Building Department Online Monitoring System for Building Permit Sanction	
15.	Application for Nazarat Department Staff Quarter Allotment System	
16.	Application for Vigilance Department Vigilance Data Management System	
17.	VIP Reference Monitoring System	
18.	Feedback Capturing System for DDA Community Halls	
19.	Feedback Capturing System for members of DDA Sports Complex & Golf Course	
20.	Feedback for Maintenance of DDA Parks	
21.	Feedback Capturing System from allottees of various schemes of Housing	
22.	Encroachment Complaint Registration System	
23.	Issue Monitoring System(IMS)- MP/MLA	

b) Man-month Rates for following Technical personnel
(The services of additional Technical manpower may be sought for the
development of new application not covered under the scope of work
for existing applications during the period of assignment)

S.No.	Level of Technical Manpower	Man Month rate (in Rupees per month) inclusive of GST and all Taxes etc.
1.	Sr. Software Engineer	

	(Role- Analyst, Designer, DBA) With minimum 3 years of experience	
2.	Jr. Software Engineer (Role – Programmer) With minimum 3 years of experience	

Above quoted amount is inclusive of GST and all taxes and duties applicable. In case taxes/duties are levied after the award of work and during the period of contract then it shall not be payable by DDA. However all applicable deductions on account of taxes and duties etc shall be made by DDA.

Bidders are requested to quote in BoQ1. Also man-months rates for technical persons are to be given in BoQ2 (The services of additional man power may be sought for the development of new application not covered under the scope of work for existing application during the period of assignment).

(Name & Designation   (Signature)   (Date)
of the person signing)   with seal

Note: Same is provided in .xls format along with this tender document. Bidders are advised to download and quote rates and upload in the site at the respective location.

General Instructions to bidder

The Director (Systems) on behalf of Delhi Development Authority invites online tenders from firm/ contractor of repute in two bid system for the following work:

S.No.	REFERENCE No.	Name of Work & Location	Earnest Money	Last Date & time of submission of on-line tender	Time & date of Opening of Technical bid
1	2	3	4	5	6
1	F3(47)2018/Sys	E-Tender for Facility Management Services for Maintenance of Software Applications	Rs. 1,25,000	03:30 PM on 17.04.2018	3:30 PM on 18.04.2018

1. The tender document consisting of eligibility criteria, scope of work, and other details to be executed and the set of terms and conditions of the contract to be complied with and other necessary documents can be seen from website http://eprocure.gov.in/eprocure/app or www.dda.org.in free of cost.

   Intending agencies/tenderers need to register themselves on the E-Tendering Website http://eprocure.gov.in/eprocure/app. Aspiring Bidders/ Suppliers who have not enrolled/registered in e-procurement should enroll/register before participating. The portal enrollment is free of cost. Bidders are advised to go through instructions provided at Annexure-X regarding '**Instructions for online Bid Submission** '. For any further clearification Contact on 24x7 Help Desk - Toll Free No. **0120 400 1002, 0120 400 1005, 0120 400 00462, 0120 627 7787** or send a mail over to – **cppp-nic@nic.in, support-eproc@nic.in**

   If needed they can be imparted training on online tendering process as per details available on the website. The intending bidder must have valid class-II or class-III digital signature to submit the bid.

2. Earnest money and tender fee shall be deposited through RTGS/NEFT in the account of Sr. A.O. Cash Main, D.D.A having account No. 1014042405 with Central Bank of India, Vikas Sadan, I.N.A. Branch, New Delhi (IFSC Code CBIN0282695). The unique transaction reference of RTGS/NEFT shall have to be uploaded by the tenderer at Central Public Procurement Portal (http://eprocure.gov.in/eprocure/app) by the prescribed date. The Director (Systems) will get tender fee/earnest money verified from Sr. A.O. Cash Main based on the unique transaction reference number against each RTGS/NEFT payment before the tenders are opened.

Earnest money and tender fee have to be deposited through separate transaction.

(1)   Tender fee : Rs.590/-(to be deposited through RTGS/NEFT in the account of the Sr.A.O Cash (Main) as mentioned above.

(2)   The unique transaction reference of RTGS/NEFT against EMD, Tender fee shall be placed online at respective location before bid submission closing date & time.

Online tender documents submitted by intending bidders shall be opened only of those bidders, whose Earnest Money Deposit, Tender fee and other documents placed in the specified location are found in order.

Instructions for Online Bid Submission

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e Procurement at https://eprocure.gov.in/eprocure/app

1) Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the e-Procurement/e-tender portal is a prerequisite for e-tendering.

2) Bidder should do the enrollment in the e-Procurement site using the "**Online Bidder Enrollment**" option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide the correct/true information including valid email id. All the correspondence shall be made directly with the contractors/bidders through email id provided.

3) Bidder need to login to the site thro' their user ID/ password chosen during enrollment/registration.

4) Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/SmartCard, should be registered.

5) The DSC that is registered only should be used by the bidder and should ensure safety of the same.

6) Contractor/Bidder may go through the tenders published on the site and download the required tender documents/schedules for the tenders he/she is interested.

7) After downloading / getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as asked, otherwise bid will be rejected.

8) If there are any clarifications, this may be obtained through Help desk. Bidder should take into account the corrigendum published before submitting the bids online.

9) Bidder then logs in to the site through the secured log in by giving the user id/ password chosen during enrolment/registration and then by giving the password of the e-Token/Smartcard to access DSC.

10) Bidder selects the tender which he/she is interested in by using the search option & then moves it to the 'my tenders' folder.

11) From my tender folder, he selects the tender to view all the details indicated.

12) It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the bid will be rejected.

13) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/xls/rar formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Bidders Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through rar and the same can be uploaded, if permitted. However of the file size is less than 1 MB the transaction uploading time will be very fast.

14) If there are any clarifications, this may be obtained through the site, or during the pre-bid meeting if any. Bidder should take into account the corrigendum published from time to time before submitting the online bids.

15) The Bidders can update well in advance, the documents such as certificates, annual report details etc., under My Space option and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.

16) Bidder should submit the Tender Fee/ EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender or as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer.

17) While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.

18) The bidder has to select the payment option as offline to pay the Tender FEE/ EMD as applicable and enter details of the instruments.

19) The details of payments made through RTGS/NEFT should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise submitted bid will not be acceptable or liable for rejection.

20) The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.

21) The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid will be rejected.

22) If the price bid format is provided in a spread sheet file like BoQ_xxxx.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Priced-bid/BOQ template must not be modified / replaced by the bidder; else the bid submitted is liable to be rejected for this tender.

23) The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour.

24) After the bid submission (i.e. after Clicking "Freeze Bid Submission" in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.

25) The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.

26) All the data being entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.

27) Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

28) The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.

29) The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.

30) For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. Parallely for any further queries, the bidders are asked to contact over phone: 0120 400 1002, 0120 400 1005, 0120 400 00462, 0120 627 7787 or send a mail over to cppp-nic@nic.in, support-eproc@nic.in

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date:

To,
_____
_____
_____
_____
_____

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: -

_____
_____
_____
_____
_____

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

_____
_____

as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc .,), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. In case any provisions of this tender are found violated , then your department/ organisation shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,
(Signature of the Bidder, with Official Seal)

PERFORMANCE BANK GUARANTEE

To,
Delhi Development Authority
Systems Department B Block
1st Floor Vikas Sadan INA
New Delhi 110023

1. In consideration of The Delhi Development Authority having offered to accept the terms and conditions of the proposed agreement between ....and Delhi Development Authority (hereinafter called "the said Contractor(s)") for the work of Facility Maintenance & Management Services (hereinafter called "the ~ said agreement") having agreed to production of a irrevocable Bank Guarantee for Rs. .... (Rupees ....only) as a security / guarantee from the contractor(s) for compliance of his obligations in accordance with the terms and conditions in the said agreement. We, ...Bank), a Company incorporated under the Indian Companies Act, 1913, and governed by the Banking Regulation Act, 1949 and having its registered office at ...., and its Corporate office at .... and having one of its Branch office at .... (hereinafter referred as "the Bank") hereby undertake to pay to the DDA an amount not exceeding Rs. .... (Rupees ....only) on written demand by the DDA.

2. We, the Bank do hereby undertake to pay the amounts due and payable under this guarantee without any demure, merely on a demand from the DDA stating that the amount claimed is required to meet the recoveries due or likely to be due from the said contractor(s). Any such demand made on the bank shall be conclusive as regards the amount due and payable by the bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. .... (Rupees .... only) on demand by the DDA.

3. We, the bank further undertake to pay the DDA any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Contractor(s) shall have no claim against us for making such payment.

4. We, The Bank further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the DDA under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till Officer-in-Charge on behalf of the DDA certified that the terms and conditions of the said agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this guarantee.

5. We, The Bank further agree with the Company that the DDA shall have the fullest liberty without our consent and without affecting in any manner our obligation hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the DDA against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act of ommission on the part of the DDA or any indulgence by the DDA to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s).

7. We, ... Bank lastly undertake not to revoke this guarantee except with the previous consent of the DDA in writing.

8. This guarantee shall be valid till .... unless extended on demand by the DDA.

 Notwithstanding anything contained herein above:

1. Our liability under this Guarantee shall not exceed Rs............... (Rupees.............only)

2. This Bank Guarantee shall be valid upto .... and valid for claim upto date ....

3. The Bank is liable to pay the guaranteed amount or any part thereof under this guarantee only and only if you serve upon us a written claim or demand on or before date .... and the bank shall be relieved and discharged from all its liabilities thereafter irrespective of whether or not the original bank guarantee is returned to us.

In witness whereof the Bank, through its Authorised Officer, has set its hand and stamp on this ....at New Delhi.

For...................................... Bank

Authorised Signatory
Sign / EMP No...............................

DELHI DEVELOPMENT AUTHORITY

The Delhi Development Authority invites E-tender for Facility Management Services for the Maintenance of the Software Applications in two bid system from the specialized Agencies/Firms having an office in the territory of Delhi, NCR, ISO or CMM certified.

Earnest Money Rs. 1,25,000/-
Cost of Tender Documents Rs.590/-(inclusive of GST)

Scope of work as detailed in tender document.

The tender document consisting of eligibility criteria, scope of work and other details alongwith other necessary documents are available at DDA's website www.dda.org.in   and   at   CPP   portal   of   NIC   at   URL http://eprocure.gov.in/eprocure/app.
Tender dates are as follows:

Document download starts -	date & time	23.03.2018	3:30 PM
Pre-bid meeting -	date & time	05.04.2018	11.00 AM
(Conference Hall , B-block , Grd floor,			
Vikas Sadan , INA, New Delhi-110023)			
Document download ends:-	date & time	16.04.2018	3:30 PM
Submission of Technical & Financial Bids ends:-	date & time	17.04.2018	3:30 PM
Technical Bid opening:-	date & time	18.04.2018	3:30 PM

For any clarification contact at Ph. Nos. 24694157 or 0120 400 1002, 0120 400 1005, 0120 400 00462, 0120 627 7787. Full details available on DDA's website at www.dda.org.in or dial 1800110332

Director(Systems)