Software@ ULB, System Architecture Plan

Public Protal Hosted onServer

Local Server

PC PC PC

Internet Connectivity

LAN Connecttivity

ULB

PC PC PC

LAN Connecttivity

Local Server

VPN/VSAT Connectivity

ULB

internet Connectivity

VPN/VSAT Connectivity

H.O.

Public Portal Hosted on Server

Solution Proposed
- Data Center
  - Data Coming From all ULBs
- Complete MIS Solution
  - All Types of MIS Reports
  - Graphical Reports
- Actions
  - Controlling All ULBs

VPN/VSAT Connectivity

ULB

Internet Connectivity

LAN Connecttivity

Public Portal Hosted on Server

Modules Ready
- Birth/Death Registration & Certificate and Parivaar Register
- Management of House, Water & Property Tax [Calculation and Collection]
- Management of Licenses & Utility Bills [Calculation, Collection]
- Grievances Handling | Personal Information System & Salaries
- Double Entry Accounting System
- Project Management System
- Website

Local Server

PC PC PC

Services Available
- Right To Information (RTI)
- House/Water Tax, Death/Birth Certificate
- Tender, Directory, Photo Gallery
- Complaints/ Grievances, News Bulletein
- Login, Feedback, Sitemap, Contact Us
- HIT-Counters, Mail Issues, Site Search

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MARG Software Solutions

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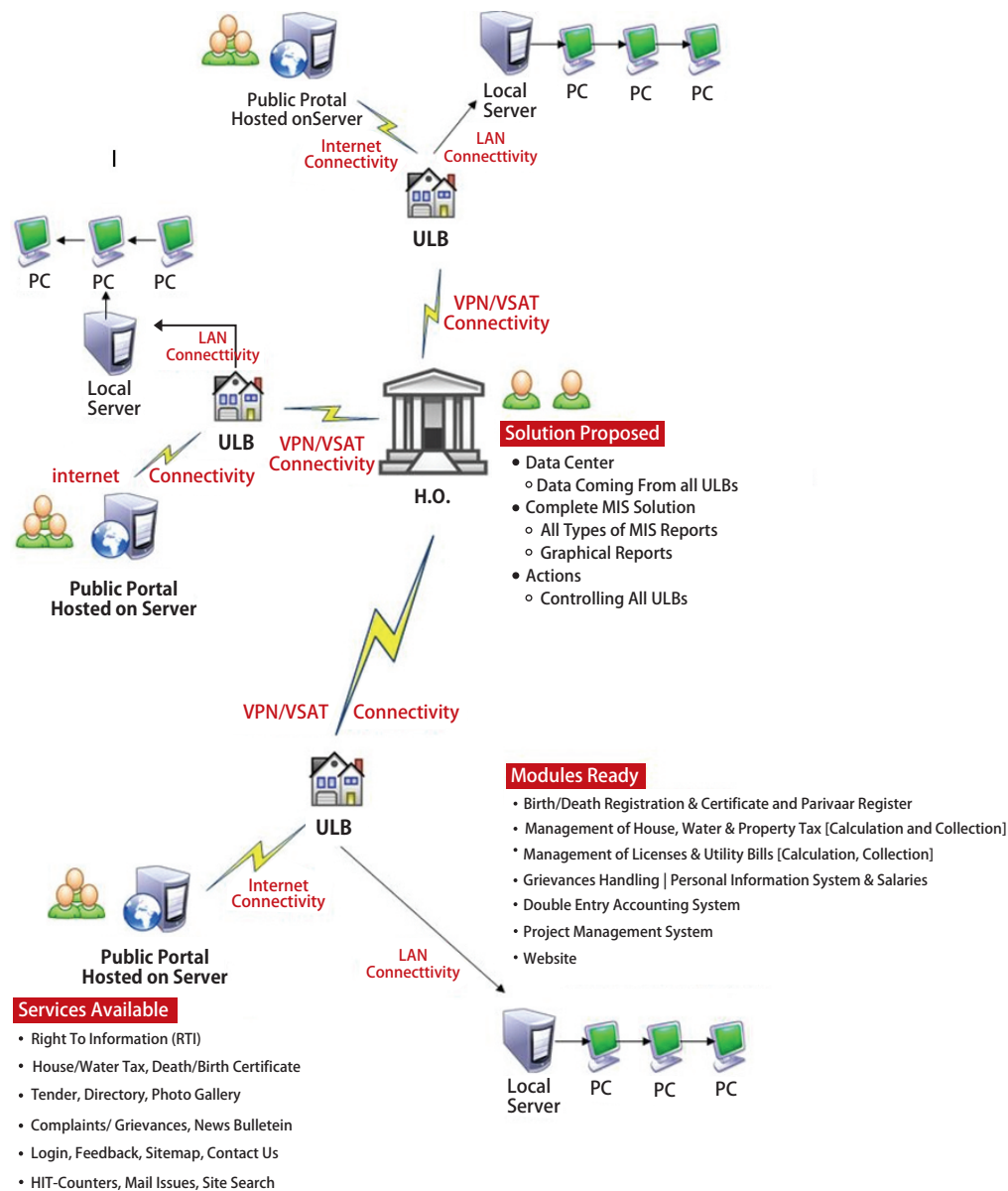Cell: + 91-9415408619/9415108785
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Software@ ULB

is a multi-layered, multi-functional, multi-use, web 'n' window based application that, upon implementation across the ULB's of Uttar Pradesh will connect government and public-using software technology.

The sole intention of the application is to bring in more transparency, effective and efficient execution of government policies, better revenue management for government, and better availability of services for every citizen of the state.

Software@ ULB
Under State Government's E-Governance Drive

Birth/Death Registration & Certificate & Parivaar Register
Management of House, Water & Property Tax
Management of Licenses & Utility Bills
Grievances Handling
Personal Information System & Salaries
Double Entry Accounting System
Project Management System
Website

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About MARG Software Solutions

MARG, an ISO 9001-2000 certified company, is the leading information technology consulting, services, and business process outsourcing organization that envisioned and instigated the adoption of the flexible business practices that today enable our client companies to operate more efficiently and produce more value.

MARG Software Solution's strength lies in perceiving the client's business processes, culture, vision and goals across the industry segments and offering client oriented solutions, which are highly reliable. We commenced operations in 1998, to provide consulting and IT services to clients - globally as partners to conceptualize and realize technology driven business transformation initiatives.

Software@ ULB - An Overview

To provide better services and to improve internal efficiency of all the ULBs with in Uttar Pradesh, MARG proposes a state level software solution at all ULBs in Uttar Pradesh - Software@ULB, a State Level E-Governance Solution. MARG has successfully developed the required software modules as per the E-Governance's guidelines and benchmark.

Modules in Software@ULB

Birth/Death Registration & Certificate and Parivaar Register | Management of House, Water & Property Tax [Calculation and Collection] | Management of Licenses & Utility Bills [Calculation, Collection] | Grievances Handling | Personal Information System & Salaries | Double Entry Accounting System | Project Management System | Website

Birth/Death Registration & Certificate and Parivaar Register

As per the government guidelines, the software allows registration, certificate generation, analysis of number of death/birth registered against requests applied for, timeline for issue of new/modified certificate, accuracy of issued certificate, accessibility / availability of facilities/services, cutoff date for data digitization of legacy data and updated status of all the applications with multiple search options. It would help municipalities issue certificates, provide statical information,

Management of House, Water & Property Tax [Calculation and Collection]

Municipal corporations have to access and collect house, water and property tax and resolve all the disputes related to it. This software will allow automatic bill generation, collection, inclusion of new assessee, change of ownership, serving of the demand notice, acceptance, disposal & monitoring of petitions and appeals, maintenance of correct & appropriate records and timely revision of guidelines as and when required.

Management of Licenses & Utility Bills [Calculation, Collection]

This includes license generation/NOC, upgrading, modification, and cancellation for trade, food establishments, selling, manufacturing etc. The software module allows automated generation of receipt number, time framed approval, escalation, and automatic generation of demand notice for renewal of licenses. The utility bill includes automatic bill generation and collection of sewerage bill, sanitation charges, rental and lease from municipality properties, playgrounds, auditoriums, and etc. These bills are generated for residential, commercial and industrial properties.

Grievances Handling

Upon registration of a grievance, a registration number is given along with resolution time limit. Various reports like no. of registered cases, pending cases, disposed grievances, are generated to keep track of all the grievances.

Personal Information System & Salaries

This module helps in human resource management and will centralize, standardize, govern all the functions more effectively. Software will provide one window service to all the employees and avail all the updated information online. Through this application the ULB can generate salaries and maintain the employees' information.

Project Management System

This module allows management of all the construction activity. The module feature allows physical, static monitoring of the project. The module also maintains an online database of the vendors, suppliers, machines, raw material status and other activities done during construction projects.

Double Accounting System

As per the operational requirements, the accounting system has to be integrated with other departments. It has a double entry system, standardized accounting heads, allow execution of all new accounting rules, principles and policies, and create budget and monitor it as well. This module allows real time, multi location interface for other departments, allow updation of ledgers with receipts, update - vendor payments, receipts, escalate pending issues, and reconcile subsidiary accounts, and most important – allow automated, updated closure of books.

Website

Website provides an overview of the department and is an interface between the ULB and citizens. All the activities being carried out by the department can be displayed here. Administrative heads, financial status, achievements, addresses, RTI policies, Tenders, Complaints, Gallery, News & Events can also be effectively displayed using the website. Employees can access their mails and Citizens would also be able to contact the ULB through "feedback/contact us" links.

Software@ULB, Highlights & Key Benefits

- ✔ Define a common bench mark of service level KPI, methods of assessment and data collection, across all the ULB's, Standardize the service delivery to be made across all the ULB's.
- ✔ Enhance citizen's awareness, perception, satisfaction about the services and the performance of the services.
- ✔ Uniform platform for defining, data collection, measuring and reporting service level KPI's.
- ✔ Perform analysis, define targets and draft plans for achieving the targets.

It will benefit ULB's and state at all levels of operations and service delivery.

Software@ULB, System Implementation Methodology & Support Services

Hardware / Infrastructure study
⌄
Application Implementation
⌄
Website launch
⌄
Staff Training
⌄
Data Entry
⌄
Maintenance of Software Modules

MARG offers the end to end complete solution for implementation of Software@ULB at all the levels of ULB's. All the efforts will be done to ensure that appropriate steps are taken to fill the gaps.

Once the hardware has been implemented to a satisfactory level by ULB, application implementation will be carried out, followed by training of staff.

Data entry support will be provided to enter all the achieve data into the system, there by turning the entire database into electronic media.

MARG will also provide an engineer to provide complete support for application customization, maintenance along with data entry operators and support team.

MARG's Credentials & Achievements

In this drive of implementing a successful e-governance operational methodology across the state, MARG has already taken up the implementation of all the relevant modules at war footing.
MARG has successfully implemented these software modules at 20-ULB locations and is in process of implementing the modules at other ULB locations.