



Model Contract on E-Governance for Municipalities in the State of Madhya Pradesh, India

Model Contract

Indo-USAID Financial Institutions Reform and Expansion Project—
Debt & Infrastructure Component (FIRE-D Project)

USAID-TCGI Contract No. 386-C-00-04-00119-00

2006

This publication was produced for review by the United States Agency for International Development. It was prepared by The Communities Group International (TCGI), in partnership with AECOM.

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DISCLAIMER

The author's views expressed in this publication do not necessarily reflect the views of the United States Agency for International Development or the United States Government.

Model Contract
On
E-Governance
For
**Municipal Corporations, Government of
Madhya Pradesh (UADD)**
&
**Municipal Management Information System (MMIS)
Service Provider**



Funded By
USAID FIRE-D Project

Prepared By
 **Total Synergy Consulting**
Private Limited

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AGREEMENT

THIS AGREEMENT IS MADE AND EXECUTED AT _____ ON THIS ___ DAY OF _____, _____ BY _____ AND _____ BETWEEN the urban local body of [*please insert name of the Municipal Corporation*] (hereinafter referred to as the “**ULB**”) which expression shall unless it be repugnant to the context be deemed to include its successors and assigns AND _____, having its registered office at _____ (hereinafter referred to as the “**Solution Provider**”) which expression shall unless it be repugnant to the context be deemed to include its successors and assigns.

WHEREAS, the ULB invited tenders for the development, implementation and maintenance of an integrated and comprehensive computerized system, including provision to necessary hardware and networking at its offices including zonal offices of the ULB through public notice for the following work:

1. Financial Accounting, including Budgeting
2. Property Tax Billing
3. Water Tax Billing
4. Miscellaneous Taxes Billing
5. Issuance of different types of Licenses and Plans
6. Birth & Death Registration and Certificates
7. Employees Database, including Payroll
8. Inventory Management (Stores & Workshop)
9. Procurement (Central Purchase System)
10. Ration Card System
11. Fixed Assets
12. Public Grievances

WHEREAS, the services rendered by the Solution Provider for developing an integrated application consisting of all the 12 modules are collectively referred to as the “Modules”.





WHEREAS, subsequent to the analysis of bidding documents rates submitted by the Solution Provider and other technical details, ULB has entrusted the complete work to the Solution Provider to develop, implement and maintain the computerised system in the ULB including its various departments and offices and the Solution Provider has agreed to supply, install and maintain a fully operational computerised system and perform the work and render the services in relation to the Modules to the ULB on the following terms and conditions.

NOW THEREFORE, in consideration of the mutual covenants and obligations by the parties thereto, it is agreed as follows:

1. Responsibilities of the Solution Provider, Scope of Work

Solution Provider hereby agrees to

- (a) Study the existing systems, procedures and methodology, departmental functional requirements, business processes, user requirements being followed in various departments and the information flow from one department to another department in various offices and departments of ULB and its zonal offices and finalise the baseline requirement.
- (b) Conduct a detailed Business Process Re-Engineering (“BPR”) study with a view to improving work efficiency and streamlining all systems and procedures. It is expected that the ULB level BPR study undertaken by the Solution Provider would be preceded by a similar state level BPR study/report that may be undertaken either by the Government of Madhya Pradesh (“GoMP”) or any of its appointed agencies for one or all ULB’s in the State of Madhya Pradesh. If such a state level BPR study has already been done the Solution Provider must ensure that the ULB level BPR study incorporates the recommendations and findings of the state level BPR study. However, in the event the state level BPR study has not been done, conducting a ULB level BPR study by the Solution Provider and incorporate the findings of the state level BPR study will not be a condition precedent for commencement of performance by the Solution Provider under this Agreement and the same shall be determined at the later stage at the time of signing the agreement with the relevant Solution Provider.
- (c) Design new systems in a manner to generate effective controls and checks and ensure that they are amenable to easy computerisation.
- (d) Closely monitor the implementation of modified/new systems
- (e) Design, test, deliver and install bi-lingual application Software and customisation/modification of the Software for the Modules.





- (f) Deploy all necessary and suitable computer infrastructure (including servers, desktops, printers and all other hardware accessories along with systems software, Power Back up, Air Conditioners etc. required at the Data Centre (Data Centre is more elaborately discussed at Clause 4.1 below);
- (g) Set up of cash counters, query terminals for collecting payments;
- (h) Network all major ULB offices and information kiosks;
- (i) Complete System integration and commissioning of the system for use by the Completion Date;
- (j) Develop a citizen friendly website of the ULB and ensuring updation of the same on a periodic basis, (at least once every _____ days)
- (k) Develop User and Technical Operating Manuals
- (l) Provide training to the ULB's employees and impart On-the-Job Training to these employees in implementing and operating the computerised system.
- (m) Develop appropriate and integrated Software covering all the defined Modules and provide connectivity with zones, head office departments.
- (n) Provide support and maintenance of the Software in accordance with Para 5 of the Annexure A stipulating the Technical Guidelines.
- (o) Maintain and take regular back ups of ALL computer data and software on a regular basis on CD's, DVDs or Tapes etc. in a manner more elaborately discussed in Para 11 of the Annexure A stipulating the Technical Guidelines.
- (p) Supply Source code of the complete Software in accordance with the provisions of Clause 16.7 mentioned below.

2. Implementation Plan

- 2.1. The Solution Provider shall finalise in consultation with the ULB the draft implementation plan submitted by the Solution Provider to the ULB as a part of the technical proposal and submit the final Implementation Plan within ___ days of signing of this Agreement.
- 2.2. The Implementation Plan shall indicate all the key milestones to be achieved by the Solution Provider from time to time. The Solution Provider shall use its best means and endeavor to ensure that it achieves the milestones indicated in the Implementation Plan as per the schedule. The Solution Provider shall revise the





Implementation Plan from time to time in special cases and shall inform ULB of delays in achieving any milestone in the Implementation Plan, if any.

3. Guidelines

The Solution Provider and the ULB have mutually agreed to certain terms and conditions in relation to the computerisation of the ULB and its various offices and have laid down certain guidelines with respect to the Technical, Functional and Reporting for the Application Software created for the Modules and these guidelines are annexed here as Annex A, Annex B and Annex C respectively (collectively referred to as the “**Guidelines**”). The Solution Provider shall develop and implement the said solution as per the Guidelines given here. It is also agreed and understood between the Parties that the Guidelines annexed here are only indicative and not exhaustive and are open to review and modification by the ULB, from time to time, with prior consultation with the Solution Provider.

4. Premises preparation and Electricity

- 4.1 ULB shall at its own cost and expenses prepare the municipal premises (where all the computer equipment is to be installed) and the Data Centre which means a physical location identified by the ULB, having the necessary electrical infrastructure, which will host - both the database and the Application servers and provide appropriate operational conditions prior to the installation of the Software within __ days of signing of this Agreement.
- 4.2 ULB shall bear the cost of the actual electricity consumption consumed at the Data Centre.
- 4.3 Solution Provider shall inform the ULB in reasonable time before the delivery of the systems and the application software and provide all necessary information and assistance as may be necessary to enable the ULB to prepare the premises for the installation of the system.

5. Training

- 5.1 Initial implementation of the application software shall be the responsibility of the Solution Provider. However, Solution Provider shall be responsible for training of the ULB’s staff to enable them to independently operate the software and effectively operate the system in the manner referred to in Para 9.2 of the Annexure A stipulating the Technical Guidelines. For this the Solution Provider will need to submit a training plan at the beginning of each year (during the contract period) so that necessary staff can be made available by the ULB and Solution Provider shall be fully responsible to provide training in accordance with the training plan submitted by the Solution Provider.





- 5.2 Solution Provider shall arrange for deputing appropriate number of supervisory staff to support and monitor the operational staff of the ULB and it shall be the responsibility of the Solution Provider to ensure that the work and the systems at the terminals is at no stage delayed for reasons such as deficient staff or insufficient training of the staff members. The Solution Provider shall be responsible to ensure efficiency in the working at the computer terminals at all times.

6. Solution Providers' personnel

- 6.1 The Solution Provider shall recruit and depute technically qualified and experienced staff and will furnish to the ULB the employment details of the staff deputed for the job including their names, addresses and qualifications. The staff workers deputed by the Solution Provider shall adhere to the normal working conditions prescribed by the ULB including conditions as to the working hours. The ULB reserves the right to ask for replacement of any IT staff (provided by the Solution Provider) that it deems unfit or is found negligent of his duties or found misusing the data, infrastructure or property of the ULB
- 6.2 The Solution Provider shall be responsible for payment of salaries and other fees, emoluments payable to the staff deputed by the Solution Provider at the Data Centre and other ULB's premises.

7. Maintenance

- 7.1 The Solution Provider shall maintain and support the application software. Maintenance includes any modifications required due to functional, regulatory and legal requirements and the details for such maintenance are provided in Para 5 of Annexure A stipulating the Technical Guidelines.
- 7.2 The Solution Provider shall also be fully responsible for installation, upkeep and maintenance of the compatible hardware to be deployed at the Data Centre and other zonal offices. In case of any problems with the hardware the same shall be rectified by the Solution Provider within a reasonable time not exceeding 5 days from the date the fault is notified to the Solution Provider. It shall be the duty of the Solution Provider to ensure that the work does not suffer and adequate standby arrangements are made by the Solution Provider. The ultimate objective is to ensure that the system is fully functional and operational at all times.

8. Stationary

As per the final system design mutually agreed to between the Parties, various reports will be generated and printed at the Data Centre or at individual desktops. For both the arrangements the Solution Provider shall provide pre-printed computer stationary and plain





paper computer stationary. No extra charges will be payable to the Solution Provider for consumables like computer stationary, printer cartridges, ribbons, magnetic media etc.

9. Compensation

For Designing, developing, installing, operating and maintaining the entire solution (including but not limited to systems and application software, computer hardware, networking, internet connectivity and Web services, etc.) the Solution Provider (“**Contract Price**”) shall be paid in the following manner:

- (a) Solution Provider shall be paid a fixed amount of Rs. _____ [*mention the amount in words*] per annum in consideration of the services performed by the Solution Provider under this Agreement;
- (b) As per the negotiated financial proposal submitted by the Solution Provider, the Solution Provider shall be paid a Per Transaction Fee for each different type of transactions under each of the twelve Modules. This per transaction fee may vary for different type of transactions. Only those type of transactions for each module (based upon which the Solution Provider has to be paid) haven been selected whose volume is very easy to check and audit by the ULB.
- (c) As part of the negotiated financial proposal submitted by the Solution Provider a sliding scale table for the Per Transaction fees shall also be agreed upon. This table shall specify the per transaction fee for different volumes of transactions (for each transaction type) such that the per transaction fee rate payable shall decrease with an increase in the total number of transactions.

10. Reporting of Progress and Assistance

- 10.1 The Solution Provider shall appoint a Project Manager who shall be in charge of the performance of all services to be provided by the Solution Provider under this Agreement. S/he shall be responsible for all meetings and communications with the ULB, as may be required from time to time. ULB shall also appoint a Nodal Officer who shall provide a single point of contact for all communications and meetings with the Project Manager. Such a nodal officer would be of sufficient seniority so as to be able to take decisions on all operational matters relating to this contract, as well as for providing all approvals for the work done by the Solution Provider.
- 10.2 The ULB will constitute a three member Monitoring Committee (MC) consisting of the Commissioner, Nodal Officer and one other senior member nominated by the Commissioner. The MC shall meet at least once every quarter along with the Project Manager and any other representatives of the Solution Provider, for taking any major decisions which cannot be taken at the level of the Nodal Officer.





- 10.3 The Solution Provider shall submit to the Monitoring Committee a progress report on a pre-agreed basis. The Solution Provider shall also provide such other data, reports and documents as may be requested by the ULB or the GoMP from time to time.
- 10.4 When the GoMP develops and implements a Municipal Administration System (“MAS”) based upon the different Management Information System (“MIS”) systems running in different ULB’s, it shall be the Solution Provider’s responsibility to provides all necessary support, technical assistance and the requisite data base connectivity required by such MAS to work at the GoMP level.

11. Information Systems Audit

It is expressly acknowledged and understood by the Solution Provider that the services and the application software designed and implemented by the Solution Provider shall be subject to an Information Systems Audit (“IS Audit”). The IS Audit may be conducted either by any external agency engaged by the ULB or GOMP, at its own cost OR by an internal team appointed by ULB or GOMP for such purposes. Such and IS Audit shall be carried out at any periodic internal deemed fit by the ULB or GOMP. The Solution Provider undertakes to extend full co-operation and provide all the necessary technical assistance to the IS Agency / Team. Details in relation to the Audit such as scope of the audit are mentioned in Para 13 of Annexure A to this Agreement stipulating the Technical Guidelines.

12. Effectiveness of Contract

This Agreement shall come into force and effect on the date (the "Effective Date") of ULB’s and Solution Provider signing the Contract. However, the enforceability of the Agreement with the Solution Provider shall be subject to prior ratification and approval of the form and contents of the Agreements by the GoMP.

13. Confidentiality/Non disclosure agreement

The Solution Provider shall ensure either by way of a contractual arrangement with each staff member deputed at the ULB and the Solution Provider under a Non disclosure Agreement/Confidentiality Agreement to ensure that any staff member at any point of time DOES NOT divulge or make known any trust, accounts, matter or transaction, undertaken or handled by them and shall not disclose to anybody any information, data or analysis etc. relating to the affairs of the ULB without prior written permission of the ULB.

14. Acknowledgment

The Solution Provider acknowledges that the software is to be used by the ULB in conjunction with the equipment installed at the terminals. The Solution Provider acknowledges that it has been supplied with sufficient information about the equipment and





that it has made all appropriate inquiries to enable it to undertake the project in accordance with this Agreement. The Solution Provider will neither be entitled to any additional payment nor excused from any obligation or liability under this Agreement because of any misinterpretation by the Solution Provider of any fact relating to the project and the subject matter of this Agreement. The Solution Provider will promptly bring to the attention of the ULB representative any matter that is adversely affecting the subject matter of this Agreement.

15. Sub contract

The Solution Provider must not employ Sub-Contractors for carrying out any part of the project except with the ULB's prior written approval (which will not be unreasonably withheld or delayed). The Solution Provider will not be relieved of any of its obligations under this Agreement by entering into any sub-contract for the performance of any part of the project and will at all times remain primarily and solely responsible and liable to the ULB for the conduct of the Sub-Contractors.

16. Intellectual property

- 16.1 All application software, data, plans, drawings, specifications, designs, reports and other documents procured or developed by the Solution Provider in the execution of the Agreement shall be and remain the SOLE property of the ULB, right from the beginning of the contract, during the whole duration of the project and after termination or expiration of this Agreement. The Solution Provider shall deliver ALL application software source code, manuals, data and any other documentation etc. acquired, prepared or deployed by the Solution Provider in the course of execution of this contract, as soon as it is requested to do so by the ULB or GOMP, either during the contract tenure or thereafter. Failure to do so shall immediately give the right to ULB / GoMP to terminate the contract with immediate effect and seek any damages or penalty payment, it deems just, from the Solution Provider. The ownership of all application software, data, plans, drawings, specifications, designs, reports and other documents procured or developed by the Solution Provider in the execution of the Agreement shall remain with the ULB in case the Solution Provider fails to execute tasks to the satisfaction of the ULB. The ULB will also remain the sole owner of all the property in case the Agreement is terminated for any other reason(s).
- 16.2 ULB shall be the automatic owner of any intellectual property rights in the application software and the documentation that may accrue, and such intellectual property rights shall be assigned to the ULB by the Solution Provider at no additional charges excepting the Contract Price.
- 16.3 At the request and expense of the ULB the Solution Provider will do all such things required and sign all documents or instruments reasonably necessary to enable the





ULB to obtain its intellectual property rights in the application software and the documentation.

- 16.4 The bound copies of Documentation of system study, system requirement specifications, system design documentation, and all manuals are to be handed over to the ULB after its completions at respective stages along with its soft copies on the latest media available at that time.
- 16.5 The Solution Provider, or sub-contractor(s) and their personnel shall not, either during the term or after expiration of this contract, disclose any proprietary, contract, any provision of Agreement thereof, any specifications, plan, document, flowchart, data, report, document, pattern (sample thereof) or any information related with the project and the ULB, or sample thereof without the prior written consent of the ULB.
- 16.6 **Ownership rights in Source Code and Object Code:** The Solution Provider shall assign all intellectual property rights that may accrue with respect to the Source Code and the object code, which includes but is not limited to the right to license, reproduce, have reproduced, use, import and distribute the software alone and/or integrated with other software products or other items. This extends to the software in the executable code, object code, modifications, new versions or other derivative works of the software.
- 16.7 **Escrow:** The Solution Provider would be obliged to submit at least two copies of the Software source code, complete system design and user documentation to an Escrow Agent mutually appointed by the parties on such terms and conditions as may be mutually agreed upon between the parties under a Source Code Escrow Agreement executed between the Parties.
- The source code of the application software will be the exclusive property of the Escrow agent mutually appointed by the Parties, during the whole duration of the Source Code Escrow Agreement who shall release the source code only on the happening of the events mentioned in the Source Code Escrow Agreement.
- 16.8 The provisions of this clause will survive the termination of this Agreement for any reason.

17. Standards of Performance

Solution Provider shall carry out the services and its obligations under this Agreement with due diligence, efficiency and economy in accordance with generally accepted norms, techniques and practices used in IT industry.





18. Termination for Default

- 18.1 The ULB may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Solution Provider terminate this Agreement in whole or in part:
- a) If the Solution Provider fails to deliver any or all of the application software and perform in accordance with the Guidelines within the time period(s) as pre-agreed with the ULB specified or any extension thereof granted by the ULB;
 - b) If Solution Provider fails to perform any other obligation(s) under this Agreement;
- 18.2 In the event of a delay to a milestone exceeding two months, and where such delay is wholly attributable to the ULB and has been notified to the Monitoring Committee, Solution Provider has the right, by giving thirty days notice in writing to terminate the agreement. In the event of the ULB, not rectifying the cause of the delay during the thirty-day notice period, then should Solution Provider choose to terminate the Agreement the ULB shall pay for the good that have been supplied and accepted by the ULB as on date of issue of notice of termination.
- 18.3 In the event that the ULB terminates this Agreement in whole or in part, pursuant to Clause 18.1 above), Solution Provider shall continue performance of the Agreement to the extent not terminated.

19. Termination for Insolvency

ULB may at any time terminate this Agreement by giving written notice to the Solution Provider without compensation to the Solution Provider, if the Solution Provider becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the ULB.

20. Consequences of Termination

- 20.1 In case this Agreement is terminated for reasons mentioned in Clause 18 and 19 discussed above or for any other reason, ULB shall have the option to retain the hardware, networking, infrastructure and the connectivity provided by the Solution Provider under this Agreement by calculating the depreciation @__% per year for computer hardware and @ ___% per year on other assets mentioned in the list below. Depreciation in both cases will be calculated on written down value method. In such cases of pre-mature termination of this Agreement, the Parties shall settle in the following manner:





Termination period	Consequences
If there is no commencement of work or progress even after ___ days of signing this Agreement, ULB may terminate	Solution Provider takes back all the hardware, software, furniture. No compensation payable
Termination by the ULB after one year of signing this Agreement	ULB pays (i) actual cost of hardware with depreciation ; (ii) 80% of the cost (fixed annual fee) of the software designed and installed by the Solution Provider
Termination by the ULB after two years of signing this Agreement	ULB pays (i) actual cost of hardware with depreciation ; (ii) 60% of the cost (fixed annual fee) of the software designed and installed by the Solution Provider
Termination by the ULB after three years of signing this Agreement	ULB pays (i) actual cost of hardware with depreciation ; (ii) 40% of the cost (fixed annual fee) of the software designed and installed by the Solution Provider
Termination by the ULB after four years of signing this Agreement	ULB pays (i) actual cost of hardware with depreciation ; (ii) 20% of the cost (fixed annual fee) of the software designed and installed by the Solution Provider
Termination by the ULB after five years of signing this Agreement (Termination by efflux of time)	(i) Hardware becomes the property of the ULB; (ii) Solution Provider must leave the software and the systems in a working condition and the ULB has complete and undeterred right to use the entire software application; (iii) ULB may extend the agreement period

20.2 ULB shall pay for the software and the hardware in cases of pre mature termination only if ULB decides to use the same and it shall be entirely at the discretion of the ULB. In the event ULB decides not to retain the hardware and/or continue to use the software, Solution Provider shall have to take back the hardware and/or the Software on as is where is basis.





21. Disaster management and back up strategy

The Solution Provider shall develop, implement and maintain an appropriate back up and a disaster management strategy to sufficiently protect the data from any damage in accordance with Para 11 of Annexure A to this Agreement stipulating the Technical Guidelines. The Solution Provider shall take back up of all the information, data generated and source code of the application software on a separate server and should provide this complete back up on a weekly basis to the Commissioner, ULB in CD's or DVDs or external hard disk and keep another copy of such backup at an offsite location. The Solution Provider shall ensure that in cases of any emergency including but not limited to events such as earthquake, floods, riots, terrorist attack, ULB may access and retrieve the information, data and software so generated within _____ days of the date of the calamity or emergency so as to ensure smooth functioning of the ULB work and no loss of data within _____ days.

22. Force Majeure

- 22.1 Subject to the provisions of Clauses 21 mentioned above in relation to the back up strategy and disaster management the Solution Provider shall not be liable for default, if and to the extent that its delay in performance or other failure to perform its obligations under this Agreement is the result of an event of Force Majeure.
- 22.2 For purposes of this clause, "Force Majeure" means an event beyond the control of the Solution Provider and not involving the Solution Provider's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of god, riots, civil disturbance, act of government, terrorist attacks, wars or revolutions, fires, earthquakes, floods, epidemics, quarantine restrictions and freight embargoes.
- 22.3 If a Force Majeure situation arises, the Solution Provider shall promptly notify the ULB in writing of such condition and the cause thereof. Unless otherwise directed by the ULB in writing, the Solution Provider shall continue to perform its obligations under the Agreement as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- 22.4 Obligation of either Party to this Agreement shall be suspended during the continuance of the Force Majeure event. However, after the Force Majeure ceases to continue, the work will be completed immediately for the pending period. However, if the event of Force Majeure continues for a period of one hundred and eighty (180) days or more at a time, the parties may, by mutual agreement, terminate the Agreement without either party incurring any further liability towards the other with respect to the contract, other than to effect payment for the Modules already delivered or services already performed as on the date on which such Force Majeure event had taken place or deemed to have taken place.





23. Liquidated Damages

- 23.1 Subject to Clauses____, if the Solution Provider fails to deliver any or all of the goods or perform the services (including designing the application Software) within the time period(s) specified, the ULB shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to _____percent (___%) of the Contract Price of the delayed Goods or unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of Ten percent (_____%). Once the maximum is reached, the ULB may consider termination of the Contract.
- 23.2 Should the failure to deliver be as a result of a delay by the ULB in providing information or equipment and this delay has been notified to the Monitoring Committee and agreed upon by the ULB then the Solution Provider will not be liable to liquidated damages caused by that delay.
- 23.3 If the delivered goods and/or services (including the application Software) cannot be put to use without the undelivered parts of the goods and/or services, the damages will be calculated using the total price of the component or subsystem that cannot be put to use.

24. Resolution of Disputes

- 24.1 The ULB and the Solution Provider shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Agreement.
- 24.2 If, after thirty (30) days from the commencement of such informal negotiations, the ULB and the Solution Provider have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism of Arbitration. If, within 30 days of commencement of such negotiations, the parties are unable to resolve the dispute amicably, it shall be competent for either party to take recourse to appropriate action under the Arbitration and Conciliation Act 1996. All Arbitration proceedings shall be held at _____, Madhya Pradesh.

25. Applicable Law

The Agreement shall be governed by, and interpreted in accordance with, the laws of India.





26. Notices

Any Notice given by one party to the other pursuant to this Agreement shall be sent to the other party in writing or by fax or email and confirmed in writing to the address specified in Parties to Correspondence (Clause 30). A Notice shall be effective when delivered or on the notice's effective date, whichever is later.

27. Taxes and Duties

Solution Provider shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed within India.

28. Employees

During the time Solution Provider has any obligations to the ULB under the Agreement and for a period of six (6) month thereafter, both the Solution Provider and the ULB shall refrain from canvassing any employee of the other party with a view to offering employment to such employee.

29. Representation

Solution Provider represents that all documents including invoices, billings, certificates, reports, releases submitted to the ULB and other recipients shall, to best of Solution Provider's knowledge, truly reflect the facts about the activities and transactions to which they pertain and contain no material misstatement or omissions. Acceptance of such reports and documents does not constitute the agreement of the ULB with the contents thereof.

30. Parties to Correspondence

ULB:

Mr. / Ms. _____

Postal Address _____

E-mail: _____

Solution Provider

Mr. / Ms. _____

Postal Address _____

E-mail: _____





THIS AGREEMENT MADE, UNDERSTOOD AND AGREED BETWEEN THE URBAN LOCAL BODY AND THE SOLUTION PROVIDER AND HERETO HAVE BEEN SIGNED ON THE DATES RESPECTFULLY

1. Signature _____ First Party
Urban Local Body
Mr. / Ms. _____
Postal Address _____

E-mail: _____

2. Signature _____ Second Party
Solution Provider
Mr. / Ms. _____
Postal Address _____

E-mail: _____

Witnesses:

1. Signature _____ Representative, UADD
Government of Madhya Pradesh
Mr. / Ms. _____
Postal Address _____

E-mail: _____

2. Signature _____ Project Manager,
Solution Provider
Mr. / Ms. _____
Postal Address _____

E-mail: _____





Annexure A: Technical Guidelines

The Solution Provider is required to study, design, develop, implement and maintain the application software for the ULB, provide the required training and also acquire and install the necessary hardware and networking infrastructure.

The technical guidelines cover the Information Technology aspects of this contract.

1. Architecture

1.1. Deployment Architecture

The architecture proposed for deployment is **centralized architecture having a common database and integrated application** for all the twelve modules (as specified in this contract). Both the database and the application will be hosted on separate servers physically located at the ULB Data Centre. A Data Centre is defined as a physical location identified by the ULB, having the necessary infrastructure, which will host both the database and the Application servers. The client machines will be deployed in the respective departments or zonal offices, as the case may be.

1.2. Software Solution Architecture

The software solution will be a **3-tier web based application** :-User Interface, Business Logic (or application code), and the Database.

The database will be a common database for all the twelve modules, hosted on the Database server at the ULB Data Centre.

The Application will be an integrated application consisting of all the twelve modules, hosted on a separate Application server at the ULB Data Centre.

The Database and the Application will be hosted out of separate machines for reasons of security, performance, and maintenance.

The client tier will serve as the interface for the users and will be a standard web browser.

1.3. Development Platform

In order to maintain a standard development and deployment platform the software to be used for each of the tier is mentioned below:





Database tier: Keeping in view the expected user and data loads:

ULB population less than or equal to five lakhs	MS SQL Server (optionally Oracle)
ULB population greater than five lakhs	Oracle (Enterprise version)

Business Logic or Application tier: Since the solution is to be based on platform independent, object oriented and open platform, **JAVA** is the desired platform for application development.

Client tier: Internet Explorer - a standard web browser will be used for the client tier.

2. The Server / Workstation minimum specifications

The Database and Application servers must be hosted in a dust free, restricted access Data Center as mentioned above. These servers must be supported by Uninterrupted Power Supply (UPS) ensuring at least EIGHT hours of backup time.

Minimum configuration for the servers (Database, Application) and the workstations is given below. The hardware equipment provided by the Solution Provider must meet the following MINIMUM specifications.

Server(s)	Latest version of Intel Xeon Processor (1 / 2 - capable of supporting two Processors, upto 2MB cache memory, 2 – 16 GB RAM, 160 – 240 GB Hard Disk capacity, supporting hot swap SCSI, RAID support (RAID 0 or RAID 1), DVD writer, Latest version of MS Windows Server supporting the required no. of clients.
Workstation(s)	Intel Pentium IV having a speed of 3GHz or higher, 512 MB RAM, 80 GB Hard Disk, 15” SVGA Monitor, 101 Keyboard, 100/1000 Mbps Network card, 2 USB Ports, Latest version of MS Windows and MS Office Professional.

3. Connectivity Requirements

Real time connectivity must be provided by the Solution Provider **between the ULB Data Centre hosting the Database and Application servers, and the various Zonal offices (if any)**. Further, if required by the ULB, Solution Provider may also need to extend this connectivity down to the Ward level.

Ideally, leased line connectivity is desired for 24 x 7 real time connectivity. In case this is not possible due to any unavoidable reasons a 512 Mbps broadband connection must be provided.





4. Development of Application Software

The Solution Provider is responsible for developing an **integrated application consisting of ALL the 12 modules**. While developing this integrated application the Solution Provider must follow standard software development methodology (SDLC), and adopt industry coding standards.

4.1. Follow standard methodology

The application developed must follow the Standard Development Life Cycle (SDLC) methodology.

4.2. Adopt Coding Standards

Coding standards must be maintained to make debugging and maintenance easier. Coding standards to be followed by the Solution Provider include (but are not limited to):

- Naming conventions for variables, constants, data types, procedures and functions
- Code flow indentation
- Error and exception detection and handling
- Source code organization, including use of libraries and include files (wherever necessary)

5. Maintenance of Application Software

The Solution Provider will maintain and support the MMIS application. Maintenance includes any **modifications required due to functional, regulatory and legal requirements**. It also includes troubleshooting software problems and implementing system change requests. The Solution Provider must keep the MMIS application in good working order; make changes and upgrades to the application, as and when necessitated or as requested by the ULB.

5.1. Maintain the MMIS application

The Solution Provider will maintain the developed MMIS system. This includes resolving problems or changing and adding functionality from time to time, on a need basis in order to meet changes in business process requirements, statutory compliances, legal requirements, government orders etc.

5.2. Perform Problem Identification and resolution

This includes identification and resolution of Application problems like malfunctions in the system, problems in performance, corruption of data etc.

5.3. Maintain version control





The Solution Provider must maintain version control and configuration information for the MMIS application.

5.4. Maintain and update related documentation

The Solution Provider must maintain and update the Application documentation to reflect on-going maintenance and enhancements to the MMIS application itself. This includes documentation like **Functional specifications, SRS, Source code etc.**

The project documentation must correctly reflect the state of the solution / technology / implementation at any point of time during the tenure of the contract.

6. Operational Support

Provide operational **support for** the overall **system stabilization, systems administration and database administration** at the ULB Data Centre hosting the Database and the Application servers.

6.1. Qualified Staff

The Solution Provider will provide qualified and requisite number of persons at all times during the five years period to provide the above mentioned operational support activities and any other related work needed by the ULB.

6.2. Central Help Desk Facility

The Solution Provider must maintain a Central Help Desk as a contact center for technical problem resolution and trouble shooting. This Central Help Desk should be available on phone, fax, and e-mail during regular working hours on all the working days. It should address all the issues pertaining to operation support and maintenance arising at any of the locations. In case the end user problems are not resolved within a reasonable time the Solution Provider will depute qualified personnel at the location to provide necessary help.

7. Data Migration

During the Systems Requirement Study (SRS) stage the Solution Provider will identify along with the ULB, the **data elements to be migrated from the manual / legacy system** by developing a data mapping matrix and also developing the data entry programs for data migration. The Solution Provider will ensure that the data converted is reasonably free of errors and meets the requirements of the ULB.





The volume of data to be migrated from the manual system differs from module to module and can be calculated based on the following guidelines:

Module Name	Volume of data to be migrated
Financial Accounting , including Budgeting	Balances beginning of current financial year
Property Tax Billing	Previous 5 years data
Water Tax Billing	Balances beginning of current financial year
Miscellaneous Taxes Billing	Balances beginning of current financial year
Issuance of different types of Licenses and Plans	Previous 5 years data
Birth and Death Registration	Previous 3 years data
Employees Database, including Payroll	Data beginning from current financial year
Inventory Management (Stores & Workshop)	Data beginning from current financial year
Procurement (Central Purchase System)	Data beginning from current financial year
Ration Card System	Data beginning from current financial year
Fixed Assets	Assets available beginning of current financial year
Public Grievances	Data beginning from current financial year

8. Software Documentation

The Solution Provider must maintain up-to-date documentation including:

- Functional Requirements Document
- System Design Document (typically Database Design, Security Architecture)
- Source code for all modules
- System administration manual
- User manual for all the modules containing screen shots and detailed steps for each task
- Installation manual

9. Training and Skill Transfer

The Solution Provider will ensure that necessary technical skills are transferred to the ULB staff. For this the Solution Provider will need to **submit a training plan at the beginning of each year** (during the contract period) so that necessary staff can be made available by the ULB.

9.1. Application training

For each of the application modules developed and installed, the Solution Provider is required to train the associated end-user ULB staff to enable them to effectively operate the system. The Solution Provider must carry out a training needs assessment for the various levels of users such as end-users, heads of departments etc. A training schedule (for each contract year) along with the areas covered, time required and training literature





(if any) will be provided by the Solution Provider. The faculty for conducting such trainings will also be provided by the Solution Provider.

The Solution Provider must also assign adequate number of machines exclusively for the purpose of conducting these trainings and subsequent practice by the ULB staff. These machines would be installed in a separate space / room provided by the ULB.

9.2. Number of persons to be trained

The Solution Provider will provide comprehensive training as under:

Contract Year	Percentage of staff to be trained
Year 1	25%
Year 2	25%
Year 3	25%
Year 4	25%
Year 5	No training, other than refresher courses or for new ULB staff should be necessitated

9.3. Re-training

The Solution Provider will be responsible for re-training the ULB users whenever changes are made in the software that affects the functionality of the Application.

10. Security of Data

In order to maintain the sanctity of data, the Solution Provider must include **Authorization and Access Control mechanisms**

10.1. Internal Access Control

Internal access control is required to protect information from access points internal to the ULB. These may be applied to points in the ULB where potential damage may occur. The Solution Provider must therefore ensure:

- Access to application software should be restricted to authorized users only
- Direct access to backend database should be restricted to one designated database administrator only
- Access to servers and supporting infrastructure should be restricted to authorized system administrator(s) only.





10.2. External Access Control

External access controls are required for permitting authorized remote access by employees of the ULB and citizens. For this the Solution Provider must ensure:

- Only authorized users' access sensitive data. This can be done using the id/password mechanism of access.
- Identifying various levels of data access and mapping it to the desired privileges within the application.
- Maintaining audit trails for critical functions within the application. These functions can be identified along with the ULB during the system study activity.

11. Data backup requirements to ensure data availability

The Solution Provider must prepare a robust backup strategy within the first month of his commencing work. This strategy must include **Data and Application backups** to be taken **on regular intervals** such that in the event of any adversity (e.g. a hard disk crash), the most recent application state can be re-created.

11.1. Data Backup

The Solution Provider must take **daily data backups** in order to ensure that data can be recovered till the previous day transactions. The maximum data to be re-entered in such a case will therefore be limited to transactions for one day only.

Further, in order to ensure maintaining data off-site, the Solution Provider must, on a weekly basis, prepare in duplicate CDs for data backed up. One copy of this must be handed over to the commissioner on a pre-agreed day of the week, and the other copy along with a log, must be maintained with the Solution Provider.

11.2. Application Backup

Application Code backups must be taken at a **pre-agreed interval**. As in case of Database backup, the Solution Provider must prepare in duplicate CDs for the application code backed up. One copy of this must be handed over to the commissioner and the other copy along with a log, must be maintained with the Solution Provider.

In case changes are made to the application code arising from changes in requirements, change in law, regulations, notifications, etc. the Solution Provider must additionally prepare on CD, a copy of the application code and submit the same to the Escrow Agent upon such terms and conditions as may be mutually agreed between the Solution Provider, ULB and the Escrow Agent.





12. Disaster Management and Business Continuity Planning

The Solution Provider must, within one month of commencing work, provide a detailed disaster management strategy to maintain business continuity. This is to ensure that in case of any emergency, the application along with up-to-date data can be brought online. This strategy must clearly define an alternate location and/or method of replacing the hardware and software (if required). The Solution Provider must also maintain latest backups of data, application and documentation in a location other than the Data Center so that application can be brought online with minimum time delays.

The cases of emergency here include those as referenced in clause 18.2 of this contract.

13. Auditing for Progress Review

The ULB and UADD reserves the right to conduct an Information **Systems Audit at regular intervals** to ascertain the progress of the application developed. For this it may identify a team internally or assign an independent party to perform the audit with a view to:

- Review project progress
- Review and highlight any revision in scope, deliverables, time schedules etc.
- Review Backup strategy
- Review Coding standards adopted
- Review Security Procedures
- Review Project, Source Code and User Help documentation
- Review Training needs and schedules
- Identify high level issues affecting project progress; or
- Any other area deemed important by the ULB / GOMP

To assure smooth audits the Solution Provider must cooperate with the audit team by providing all necessary inputs and documentation as may be desired.

14. Service requirements from the Solution Providers for implementation and support

During the contract tenure

- The Solution Provider will solely be responsible for all repairs and maintenance of all equipment regardless of his contractual arrangements with the backend service provide, if any.
- The Solution Provider will also be responsible for all software maintenance. This includes incorporating all changes to the Application software necessitated by any change in statutory or legal requirements as promulgated from time to time, within a reasonable period of time.





Annexure B: Functional Guidelines

1. Financial Accounting, Including Budgeting

Process Overview

The financial accounting system would be the central repository of all systems. The system would be seamlessly integrated with all other systems like tax, payroll, inventory etc. Accrual based accounting and double accounting system would be followed.

The guidelines, rules and conventions mentioned in National Accounting Manual would be followed.

Sub Process

The system would have the following subsystems:

- Account Codification structure
- Payments
 - General Information
 - Suppliers and Contractors
 - Salaries
 - Contractual Staff Payment
 - Administrative Expenses
- Receipts
 - General Information
 - Property tax, Water Tax and rent
 - Grants
 - Security and Earnest Money
 - Waiver, discount and collection
 - Reassessment
- Vouchers/ General Entries
- Budgeting
- Bank Reconciliation
- MIS and reporting



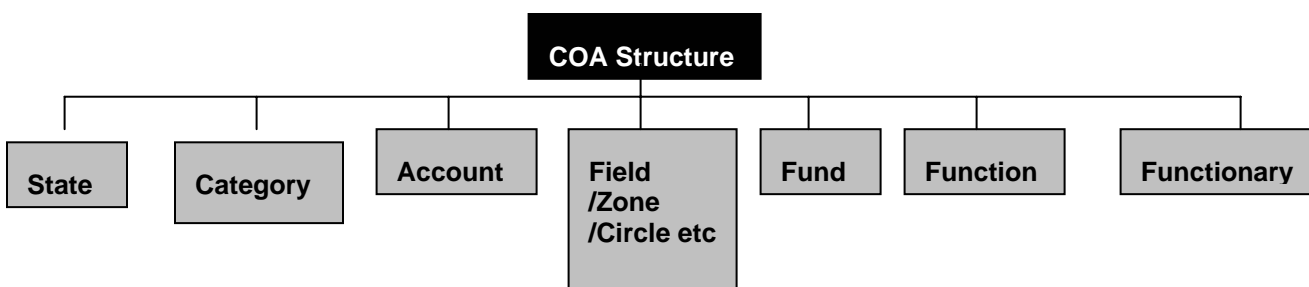


- Integration with other systems

1.1. Accounts Codification Structure

The Chart of Accounts (COA) should have the provision to:

- Define the heads under which the income and expenditure of local bodies are classified
- Facilitate maintenance of accounts and preparation of financial statements
- Manage Accounting, Budgeting and MIS requirements
- Cater to requirements five year hence and keeping a provision for unforeseen events like merger of ULB, de merger into 2 entities etc
- Consolidate for state level information
- Summary level and detailed level information
- Update summary information with transactions. For example – on line availability of total funds available in various banks
- Permit parent child relationship between accounts
- Have mandatory and optional fields
- The levels even in the mandatory groups can be either mandatory or optional based on the requirements
- Enter data at a lower level that is consolidated to higher level thereby facilitating decentralization
- The broad codification requirements are:





- Functions and Accounts would be mandatory and rest would be option based on ULB requirement
- The state and ULB code would be stored as a default in the system and user would not be required to enter it.
- **State** represents Madhya Pradesh
- **Category** represents classification of local bodies within the state. (e.g. Corporations, Municipality etc.)
- **Field** would be the physical location of different departments
 - Sub-levels in this group will be based on the Territorial hierarchy
 - States or cities, which having decentralized accounting zones/boroughs etc and prepares budgets at these levels, would have to use the field group as mandatory
 - The accounting units may be computed at circle level and consolidated to Zone and ULB level
- **Funds:** funds are set up by ULB for meeting certain objectives
 - Income and expenditure under these funds are to be identified and disclosed separately
 - The details can be kept separately either at COA level (Funds) or by providing separate account heads to capture the income and expenditure for each such fund
 - In some instances, separate books of accounts and financial statements are maintained considering it as a separate accounting entity
 - Funds can have sub- level within it
 - The codification structure for the funds may consist of Major Fund and Minor Fund
 - Major Fund code would represent the broad categorization of Funds and minor Fund within it represents a particular Fund
- **Functions:** shall represent the various functions or services carried out by the local body
- **Functionary:** Functions are provided through various responsibilities centers called Departments
- **Account Heads** shall represent the nature of the income or expenditure
 - Account codes may be defined as two separate segments if required
 - The function codes and account codes have been defined in NAM and it would be followed to facilitate consolidation
 - The function group codes, coding logic and procedure provided in NAM would be followed in consultation with ULB for codification structure





- The size of each field would be decided after looking at the various codes for each field, levels required in that field, relation ships etc.

1.2. Payments

1.2.1. General Information

- The payments of ULB are mainly due to salaries, contractors and suppliers, administration expenses, statutory payments like PF, Sales tax etc.
- System would make direct payments and also make payments for all subsidiary systems like salaries, purchases etc.
- System would store all required information regarding payments such as to meet reporting requirements from this system or from subsidiary system
- Transfer information from other modules at required frequency i.e. daily, weekly, monthly etc.
- Transfer information from other systems and vice versa at detailed or summary level as required
- Automatic assigning of check number in series to payments
- Provision to make automatic payments
- Make payments based on budgets

1.2.2. Suppliers and Contractors

- The master database containing details of each party, payment terms, taxes etc. would be shared with Purchasing system
- Enter categories for vendors like OEM, Regular, One Time etc.
- Enter unlimited vendors
- Create invoices or transfer automatically from purchases
- Compare invoices online with PO.
- Make prepayment on invoices/ PO.
- Automatically select payments based on due dates
- Provide various kinds of invoices like standard, Debit Memo, Credit Memo, Prepayment, Tax invoice etc.





- Automatic sales tax calculation and deduction
- Automatic TDS computation
- Adjustment of prepayment against due payments as per norm
- Keeping certain due payments as security
- Maintain approval hierarchies
- Approve invoices before payment
- Place hold on due payments
- Assign reasons for holding payment
- Automatic selection list based on due date
- Select invoices for payment from the list of invoices that have become due
- Combine multiple invoices and make single payment
- Make part payment against invoices
- Automatic check printing for selected invoices
- Automatic payment requisition to banks
- Electronic funds transfer from banks to supplier accounts
- Reconciliation with banks

1.2.3. Salaries

- Receive details of salaries, dues etc. from salary module
- Details received by department, field, zone, designation etc.
- Create summary general entries for monthly salaries
- Create payment vouchers accordingly
- Pay advances as per norms
- Adjust loans, advances against salaries
- Manage rent payments for leasehold houses
- Have approval structure
- Payment through Electronic funds transfer
- Make provision for due tax





- Make payments for salaries to employees and fees to contractual staff through specified mode
- Transfer of consolidated payment details to banks

1.2.4. Contractual Staff payments

- Access to contractors database
- Receive details of contractual payment dues
- Make payments to the contractual staff
- Provision to make monthly payments through cheques, cash or EFT from banks
- Transfer of summary information as account codes to GL

1.2.5. Administrative Expenses

- The payment for administrative expenses, taxes would be made in GL
- Enter voucher and create liability
- Approve vouchers as per approval hierarchy
- Make payment

1.3. Receipts

1.3.1 General Information

- The receipts of ULB are mainly due to property and other grants, taxes (property, water, others), security money, earnest money and other deposits.
- Receive payments for all subsidiary systems
- Receive information from other modules at required frequency i.e. daily, weekly, monthly etc.
- Receive information at detailed or summary level as required
- Transfer summary / consolidated details to G

The system should have a provision to:





- Enter receipts by departments
- Enter receipt by year it pertains to, advance, current and arrears
- Adjust bill against receipts by different methods FIFO, LIFO, Average, Individual invoices
- Enter receipts in banks/ checks/ cash received
- Enter advances received
- Enter earnest money and deposits
- Adjust discounts
- Adjust statutory payments
- Receive as per payment terms
- Receive directly in banks
- Receive cash or check or credit card or other modes
- Cancel receipts on cheque return etc.
- Transfer consolidated entry (of all amounts collected throughout the day) general ledger

1.3.2 Property Tax, Water Tax and Rent

- Receivable is raised at the time of demand creation through a consolidated journal entry in accounting system
- On receipt of cheque the cashier will make an entry in his cashbook in the accounting system through cash collection module.
- The cheque/ payments are received in the individual systems
- Individual modules maintain person details
- The receipt system has access to the property bill
- If any check is returned, the same is intimated to respective module
- Contra entry is passed

1.3.3 Grants

- No bill is raised and amount is credited on receipt





- Gross amount is entered along with adjustments

1.3.4 Security and Earnest Money

- Bills are not raised for security and earnest money
- Amount is recognized on receipt
- Individual details are entered and reconciled
- Payment is made after completion of transaction
- Other collections like Toll, Sewage, hall rent, license, fee from parks and gardens are entered on collection

1.3.5 Waiver, Discount on Collection

- Discount on collection, waiver has to be given by appropriate authority
- Enter general entry or adjust existing invoice for the same.
- The waiver and discounted amount would be separately shown

1.3.6 Reassessment

- By competent authority
- Enter /adjust invoices accordingly
- May be summary level adjustment or individual level adjustment
- In case of individual, separate entries would be passed and data maintained

1.4. Vouchers/ general entries

- Separate vouchers for receipts, payments, contra (cash to bank and vice-versa), debit note, credit note and journal entry
- Vouchers are passed for each general entry





- Vouchers display transactions in detail and summary form
- Accrual concept is followed
- Double entry system is followed
- The voucher is passed with all details of chart of accounts
- The vouchers can be automatically created from receipts, payments, cash management, fixed assets etc.
- Can be manually entered
- Support narration in vouchers through user defined LOV (List of Values)
- Multiple vouchers can be entered in groups having a name
- The accounting period would have 12 months
- It may have one or more separate periods as Adjustment period.
- Can have three stages – entry, approval and posting
- The journals would be validated (verification of the account codes and checking the debit and credit amounts) on-line during journal entry; thus, account combinations, and arithmetical accuracy of transaction is immediately verified
- Monthly closing of books of accounts or as defined by ULB
- Backdating of vouchers should be allowed only to specific people who should use the same only during finalization of accounts on a periodical basis
- Automatic carry forward the opening balances in the next period
- Any other MIS information required by ULB
- Multi currency functionality
- Exchange rate conversion requirements

1.5. Budgeting

- Provision for budgeting
- Provision for online budgetary control
- Enter budgets as per chart of accounts in accounting system
- Compute Budgets with statistical accounts
- Allocate budgets to multiple departments on selected basis





- Multiple budgets monitoring
- Revise budgets midway if required
- Combine with rolling
- Budgetary control may be by account codes, departments, fields, funds, ULB's etc or a combination of above
- Capture budget by ward
- Capture budget by location etc
- Can be for any duration i.e. >1year, yearly, half yearly, quarter or month
- Budget Control may be absolute, advisory or no interference
- Ability to reserve funds for expected payments
- Top down or bottoms up approach
- Change/ update budgets
- Comparison with actual, previous year etc
- Variance Analysis
- Purchase order approval based on unutilized budget
- Carry Forward of Budget

1.6. Bank Reconciliation

- Create multiple banks
- Enter multiple account details in each bank
- Manage multiple currency
- Attach check printing formats
- Manage bills of exchange
- Manage balances
- Transfer between banks
- Automatic Upload of bank statements
- Automatic reconciliation
- Funds planning





- Enter interest entries
- Enter bank charges

1.7. MIS and Reports

The accounting system should be able to generate various statutory and MIS reports as and when required. System should also provide a flexible reporting tool for automatic generation of MIS reports. System should provide facility to drill down from various reports to vouchers etc

The reports required as per NAM, and the reports required by ULB should be provided

A sample of reports in financial accounts is as under

1.7.1. Financial Statements

- Balance Sheet
- Receipts and Payments
- Income and Expenditure
- Cash Flow

1.7.2. Books of Accounts

- Vouchers
- Cash Book/ Bank Book
- Ledger Book
- Journal Book
- Day Book
- Trial Balance

1.7.3. Register

- Register of Receipts and Payments





- Register of Adjustment
- Register of Investment
- Advance Ledger
- Deposit Ledger
- Loan Register
- Fixed Asset Register
- Appropriation register
- Register of Unpaid Bills
- Register of Dishonored cheques
- Budget

1.7.4. Other Reports

- Zone/ Ward wise report
- Aging report of debtors and creditors
- Variance report of budget and actual
- Party wise statement
- Ratio analysis report
- Revenue trend analysis statement
- Bank Reconciliation statement
- Comparison with multiple budgets – summary or detailed level
- Variance Analysis
- Report of budget violation
- Rolling budgets
- Depreciation Reports – Tax and Company law
- Asset sales
- Asset Report by category, location, scheme, person etc.
- Analytical reports





- Asset Physical verification report

1.8. Integration with other systems

The system would be completely integrated with all other systems where bills are raised, expenses are booked and payments are received. Financial accounting is the key repository where data from all other systems are transferred. Expenses are booked and incomes are received. The system would automatically transfer data on designated times.

System Name	Information Received	Information sent
Property Tax	<ul style="list-style-type: none"> • Total Bills raised • List of Assessment and Reassessment • Outstanding by individual assesses • Age analysis • Arrears and Out standings • Penalties 	<ul style="list-style-type: none"> • Cash Collected • Cheques dishonored • Party details
Octroi and other taxes	<ul style="list-style-type: none"> • Octroi charged • Octroi received • Other taxes/ charges due/ received or outstanding including penalties, security deposits etc 	<ul style="list-style-type: none"> • Money received • Checks cleared
Water Supply and Sewage	<ul style="list-style-type: none"> • Total Bills raised • Outstanding by individual assesses • Age analysis • Arrears and Out standings • Penalties 	<ul style="list-style-type: none"> • Cash Collected • Cheques dishonored • Party details





Birth and Death	Cash Collection	<ul style="list-style-type: none"> • Cash Collected • Cheques dishonored • Party details
Personnel Management System	<ul style="list-style-type: none"> • Monthly Employee Salary • Pension • Loan and interest details 	<ul style="list-style-type: none"> • Payment of salary
Procurement and Monitoring of projects	<ul style="list-style-type: none"> • Project wise detail for CWIP • Allocation of salary during project • Interest during construction 	Value of CWIP





2. Property Tax Billing

Property Tax is the main source of income of most ULBs. Property tax is levied on residential and commercial properties. Property tax is collected from the citizens and organizations, which own the properties. In respect of property tax on State or Central Government departments or undertakings, the property tax is received from the State or Central Government, as the case may be and in respect of Government undertakings, property tax is received directly from such undertakings or from the State or Central Government.

Property Tax may comprise of the General Tax, Water Tax, Water Benefit Tax, Conservancy Tax or Sewerage Tax, Sewerage Benefit Tax, Education Cess, Development Cess, Street Tax, Fire Brigade Tax, Tax on Vehicles, Boats and Animals, Light Tax, Health Tax, Dog Tax, Tree Cess, Fire Cess, Any other taxes.

In addition to the taxes referred above, Property Tax Department may also collect Property Transfer Charges, Notice Fee, Warrant Fee, Other Fees and interest and penalties charged for delays and defaults made by the taxpayers

Accounting Principles

The Accounting Principles specified in National accounting manual for Property tax shall govern the recording, accounting and treatment of transactions relating to Property and Other Taxes.

Process overview

The main functioning of module consists of computing property tax due for each entity coming under the purview, raising required bills, accepting the amount. It also records property transfers, refunds and remissions and recovery through legal proceedings. The taxes pertaining to state government are also computed and managed in the system. The system converts all transactions into accounting entries and transfers the same to financial accounting system.

The required system would also provide any additional functionality requirement specified by the ULB.

The system would capture all PT details like ward/ circle, property, owner name, tax due, individual collections, computation rates, property tax breakup into individual taxes, etc."





Sub Processes

The Property tax system would have the following sub processes.

- Raising Tax bills
- Collecting Taxes
- Refunds and Remissions
- Creating Liability of State Government dues and making payments.
- Recovery through legal proceedings
- Property Transfers
- MIS and Reports

2.1 Master Maintenance

- Ability to maintain details of Revenue Zones, Wards, Blocks, Locations, Locality Apartments/Complexes (Addition/Modification/Search)
- Ability to maintain details of Revenue Zones (Addition/Modification/Search)
- Details of Nature of Use of the Buildings
- Details of Building Classification Type, Roof Type master, Wall type master, floor type
- Details of Unit Rates
- Details of Tax Rates
- Details of Depreciation Rate
- Details of Bill Collector Master
- Details of Service Tax Master
- Details of Exemption Details Master
- Ability to maintain details of Bank Master





2.2 Raising Tax Bills

System would have the provision to raise tax bills as per specified requirements and methodology including self-assessment. Further it should have the ability to

- Manage various entities like individuals, companies, properties occupied by State Government etc
- Ability to calculate the PT to be levied based on the building type, area, usage details etc
- Ability to change property tax computations and determine arrears/refunds etc. with proper controls/Authorization
- Manage existing assessments, new assessment
- Manage change in assessments
- Generate bills on due dates
- Generate notices of demand, warrants and penalties as per the relevant provision
- Take care of prepayments, post payments, any adjustments pertaining to earlier periods
- Levy interest and other charges on non payment and adjust on receipt
- Generate/ enter property and other tax write-offs
- Enter subsequent collection/ recovery of 'Receivables of Property and Other Taxes' written off
- Carry forward arrears of Property and Other Taxes
- Compute the components of property tax separately
- Enter the revision petition application, appeal petition into the system, and all relevant details if the assesses does not agree with the tax levied

2.3 Collection Of Taxes

System should have the ability to:

- Generate the PT paid for the assessment
- Generate advance PT receipt for the assessment





- Generate enter/add the application details for exemption from property tax
- Generate the field verification checklist report for exemption for bill collector's use
- Enter/add the field verification details, approval details for exemption and generating an exemption approval details report
- Manage vacancy remission application, acknowledgement, field verification, approvals etc.
- Manage write off from property tax by entering application, acknowledgement, field verification, approvals etc.
- Segregate collections into year-wise recovery, head wise recovery, tax received in advance, interest income etc.
- Enter collections in advance for future period
- Charge Interest on delayed payment in accordance with relevant provisions
- Compute/ provide for discount on property & other taxes for payment within a certain period, if allowed by its rules
- Transfer data to Financial accounting system

2.4 Recognition of Liability and Payment of Specific State Government dues

- Generate specific head wise liability to State Government and rebate income earned based on collections made on behalf of the State Government.
- Record payment to State Government

2.5 Refunds And Remissions

- Compute/ record all refunds and remissions arising under eligible circumstances as provided in the Act.
- Manage change in regulations in individual periods
- Transfer details to Tax Department for updating the Register of Demand and other registers.

2.6 Recovery of Property and Other Taxes Through Legal Proceedings

The sub process would maintain individual record for each property where legal proceedings are on. The system would have the ability to

- Separately record expenditure incurred in respect of attachment and sale of the properties of the defaulter as cost incurred on recovery.





- Enter amount collected
- Transfer details of the adjustment of the amount collected to the Accounts department
- Determine amount payable subsequent to the sale of the attached property

2.7 Property Transfer

- Entering/adding the application details for title transfer of property
- Modifying an existing record and deleting an existing record.
- Issuing an acknowledgment for the application for title transfer property.
- Generating the field verification checklist report for the bill collector's use.
- Entering/adding the field verification details, approval details, fee payment details for title transfer property
- Record transfer of property from one entity to another
- Record revenue for the Property Transfer Charges levied.
- Generating the endorsement for the title transfer property after the property is transferred and the fees is paid
- Transfer details to financial accounting system

2.8 MIS And Reporting Needs

- System should have the provision to create all required reports on required durations including Form P&OT-1, Form P&OT- 3, Form P&OT- 4, GEN – 12, Form GEN-14 etc.
- Any additional reports required by ULB for example -Field verification checklists- Special Notices, Demand Notices
- Bill Collectors Collection(Counter Collection, Direct bank remittance)
- Collections by Election Ward, Locality
- Penalty on Late Payment Collection, Unauthorized Construction
- Revenue collection by Block, Ward, Zone, Street
- Arrears Register, Area Base Register, DCB Register
- Exemption Details Register, PT Register





- Register of Appeals for the year
- Register of Warrants
- Remittance/Daily Col Register
- Receipts/Payments Register of PT for the year
- True Extract of PT Demand Register
- Vacancy Remission Register
- Write Off Register
- Certificates of Ownership, Valuation
- Other Notices, Final Notice, Warrant Notice
- Apartment Details, Complex Details, Group Housing Details, Row Housing Detail
- Building Age wise Assessment List
- Monthly List of Buildings Requiring Levy of PT or Revision of PT
- Occupiers Notice Details, Occupiers Other Than Owners
- Tax Section Circle No.(Property details by the owner)

Interface Requirement

The system would be integrated to accounting system and periodic transfer of data would take place. System would also be linked to the state system. All transactions would be converted into accounting entries and would be transferred to GL in summary form on required duration as specified by the ULB

- Transfer all required details to GL
- Create and manage provision for unrealized tax as per provisioning norms in GL
- Automatically transfer amount outstanding for more than 5 years from the specific year-wise receivable account to a general arrears account in GL
- Provide any other functionality specified by ULB

Accounting Records And Procedures

The records, registers, documents, forms, accounting entries etc, specific to Property & Other Taxes, e.g., Summary Statement of Year-wise & Head-wise Collection of Property & Other Taxes (Form POT-3). These (Form POT-1 to POT-5) defined in National accounting manual would be followed.





3. Water Tax Billing

ULBs have an obligation to make reasonable and adequate provision for the management and maintenance of all municipal water works and the construction or acquisition of new works necessary for a sufficient supply of water for public and private purposes. ULBs are entitled to charge the users for the provision of these services. The charges for the water supply are recovered as a Tax along with the Property Tax, based on the Assessment Value of the property or as a charge based on measurement or at a fixed amount or both.

The revenue sources in relation to water supply are Water Tax, Sewerage Tax, Water supply Charges, Sewerage Charges, Meter Rent for Water Supply; Connection Charges for Water Supply and Water Tanker Charges, Road Damage Recovery Charges.

Accounting Principles

The Accounting Principles specified in National accounting manual for **Water Supply and Sewerage** shall govern the recording, accounting and treatment of transactions.

- Generate bills in respect of Water Tax, Water Benefit Tax, Water Supply Charges, Water Meter Rent, Sewerage Charges, ETC in the period in which they become due.
- Record Revenue against bills, Notice Fee, Warrant Fee, and Other Fees
- Record revenue in respect of Connection Charges for Water Supply.
- Record Revenue in respect of Water Tanker Charges and Road Damage Recovery Charges
- Recognize Penalties.
- Make provisions for demand outstanding beyond two (2) years as per guidelines.
- Adjust Refunds, remissions of taxes against income for various years.
- ¶ Write-offs in respect of water supply income
- Recognize any subsequent collection or recovery of 'Receivables of Water Supply Income' that were already written off as a 'Prior Period Income'.

Process Overview

The main functioning of module consists of computing water tax due for each entity coming under the purview, raising required bills, accepting the amount. It also records advances, refunds and remissions and recovery through legal proceedings. The system converts all transactions into accounting entries and transfers the same to financial accounting system.





The required system would also provide any additional functionality requirement specified by the ULB.

Sub Process

The system should broadly be able to take care of the following functionalities and should have the ability to

- New tap connection / change of use/ closing/ holding/reconnection
- Assessment of water tax
- Collect water supply income
- Refunds and Remissions
- Recovery through legal proceedings
- Water deposits
- Expenditure on water works
- Water Funds accounting
- MIS and Reports

3.1 Master Maintenance

System would maintain all master details to ensure minimum data entry and common selections across modules. The master details would include:

- Revenue Zones, Wards, Blocks, Locations
- Bill Collector
- Application Type
- Connection Types
- Water Source Types
- Usage Type
- Security Deposit Master.
- Meter Cost
- Charges
- Regularization penalty





- Demand and Penalty period
- Slab rates for metered connection Master
- Bank master

3.2 New Tap Connection/ Change Of Use/ Closing/Holding/Reconnection Application

- Accept and maintain the application details for new connections / change of use(Addition/Modify/Search/Cancel)
- Generate an application acknowledgment receipt through the system
- Enter / generate (for old connections) details regarding the field verifications
- Enter the approval and remarks of the AE/ME.
- Enter the approval and remarks of the commissioner.
- Capture the proceedings and Order details for order generation against each application number
- Enter Details of order payments. All the collections pertaining to the release or sanction connections are maintained
- Capture the work execution details
- Capture the meter reading as on date for metered-connections.
- Maintain the details of the unauthorized/illegal connections as per the field inspection made by the inspectors.

3.3 Assessment Of Water Tax

System would have the provision to:

- Take care of individual recording by ward, income head etc.
- Manage various entities like individuals, companies etc
- Maintain details pertaining to each meter like Consumer No, name, location, Revenue Ward No, Number per connection Type, Category Type, Usage Type, Connection Type, Pipe Sizes, Property type, Assessment No., Building permission No, Security Deposit, Connection Charges, Name of the Meter, Meter Serial No., Meter owned by, Initial Meter Reading, Status(Active/Disconnected/Holding) etc.





- Compute water charges pertaining to each consumer
- Maintain the details of arrears as per the assessment and as on date
- Generate bills on due dates including arrears if any
- Carry forward arrears of water supply income account up to three years or as specified
- Adjust advance receipts against the subsequent demands

3.4 Collect Water Supply Income

- Enter collections of water supply income, in detail by year, head etc.
- Maintain the advance charges paid by the consumer along with the adjustment period.
- Enter/ generate breakup of collections.
- Record Write-offs of unrealized income
- Enter income received in advance
- Separately enter
 - Connection Charges for Water Supply;
 - Water Tanker Charges;
 - Road Damage Recovery Charges; and
 - Penalties levied in respect of Water Supply related matters
 - Generate demand register

3.5 Refunds And Remissions

- Enter refunds and remissions granted in detail including period, year, head etc.
- Manage changes in regulations in individual period if required

3.6 Recovery Of Water Supply Income Through Legal Proceedings

The transactions in respect of Recovery of Property and Other Taxes have been described in Property & Other Taxes. The transactions relating to Recovery of Water supply Income shall be accounted in similar manner





3.7 Water Deposits

- Enter deposits towards Water Connection, Water Meter, Water Tankers, etc.
- Adjust deposits
- Generate Summary of Daily collection
- Generate details of deposits adjusted in the Summary Statement of Deposits Adjusted (Form GEN-19).
- Record refund of deposit as per rules
- Generate Payment Order (Form GEN- 14) for the deposits to be refunded
- Generate list of lapsed deposits as per norms
- Transfer required information to financial accounting

3.8 Expenditure on Water Works

The accounting for expenditures pertaining to Water Supply Department shall be similar to:

- Public Works (for expenditure incurred through awarding of contracts to outside parties for carrying out certain activities such as laying of new pipelines, construction of pump houses, repairs related to water supply, etc.),
- Stores (for expenditure incurred on purchase of stores such as TCL Powder, Chlorine Gas, etc.) and
- Other Revenue Expenditures (in respect of all other expenditures pertaining to water supply related activities such as electricity charges, bulk water purchase charges, etc.) and
- Fixed Assets (in respect of the fixed assets purchased)

3.9 Water Funds Accounting

- In case of having a dedicated Water and Sewerage Fund, income from these services (taxes and charges) is kept in this fund and expenditure are also met out of the fund
- Such types of funds are normally treated as a separate accounting entity and separate books are maintained for the same
- Separate financial statements would be prepared for each fund





- ULB may have special funds to meet specific objectives. System would treat all such funds as separate entities

3.10 MIS And Reporting Needs

System should have the provision to create all required reports on required durations including Form WS-1, Form WS-2, Form W-2, Form WS-3, Form WS – 4, Form GEN 12, Form GEN-14, Form GEN-19, Form GEN – 20, Form GEN – 22 and others specified by the ULB.

The reports would also include:

- Acknowledgment for application
- Intimation letter or proceedings for tap connection.
- Work order
- Consumer register (All water Tap Connections Details)
- Disconnection Notice for unauthorized Connection
- Disconnection Notice for existing Connection
- List of Tap Connections Sanctioned in Specified Period.
- Demand Register
- Arrear Demand Register (All Water Tap Connections Arrears List)
- Preprinted Demand Notice
- Bill Collector wise collected Water charges
- Location wise Collected Water charges
- Zone wise collected Water charges
- Arrear Details individual List
- Report for all Water Tap connections DCB
- Block wise DCB Report
- Individual DCB Report
- Modification/Reconnection Details report
- Assessment Register details





3.11 Interface Requirement

The system would be integrated to accounting system and periodic transfer of data would take place. System would also be linked to the state system. All transactions would be converted into accounting entries and would be transferred to GL in summary form on required duration as specified by the ULB

- Transfer all required details to GL
- Create and manage provision for unrealized revenue receivables as per provisioning norms in GL and adjust write off against provision
- Transfer, the amount outstanding in the specific year-wise receivable account to a general arrears account, on completion of three years or as specified

3.12 Internal Controls

- Ability to maintain data integrity across systems
- Ability to generate reconciliation statements required by the ULB

3.13 Accounting Records And Procedures

Various records, registers, documents, forms, accounting entries, etc., mentioned in National Accounting manual and stipulated by ULB would be followed for accounting for transactions related to Water Supply. The specific forms (Form WS-1 to WS -4) are applicable to Water Supply.

The accounting records and procedures for accounting of Water Tax and Water Benefit Tax (which are usually collected along with Property Tax) have been described in Property and Other Taxes.





4. Miscellaneous Taxes Billing

Octroi and transit fee is charged from all goods and vehicles entering the boundaries of the state. For determining the liability for Octroi, a valuation/assessment of the goods is carried out at the point of entry. Octroi may be collected in one of the following ways:

- On valuation/assessment of the goods at the point of entry into the city and spot collection of the entire amount payable.
- On provisional valuation/assessment of the goods at the point of entry into the city and spot collection of a substantial amount payable, subject to confirmation and final valuation/assessment at the Octroi Head Office, at which time, a further amount may be payable or a refund granted to the importer.
- On valuation/assessment of the goods at the point of entry into the city, but collected periodically.

Accounting Principles

The accounting principals defined in National accounting manual would govern the recording, accounting and treatment of transactions relating to Octroi, penalties, transit fee and other incomes.

Process Overview

The Octroi department collects the following:

- Octroi
- Transit Fees from vehicles plying across the municipal area
- Penalties in the event of Octroi under recovery or evasion
- Octroi on Consumption of Electricity
- Miscellaneous receipts, e.g., escort fees, toll, etc.

The Octroi Department may incur administrative expenses such as:

- establishment expenses,
- rent, printing & stationery
- office expenses, etc.
- Performance Bonus payable to octroi staff;





- Compilation fees paid to the railway and postal authorities for goods imported via railways and post, respectively;
- Security charges to the Police Department or Security Agencies

Sub Process

The process followed for levy and collection of octroi is described would be as under:

- Final assessment cases at Octroi Nakas
- Provisional assessment cases at Octroi Nakas
- Periodic Payment for Account Current
- Transit Fees and transit deposit
- Penalties
- Other security deposits received
- Year End approval and reversal
- Accounting for expenditure

4.1 Master Maintenance

- Enter nakas located at the roads leading to entry into the city or at major transportation hubs like railway stations, airport, port, etc. or a post office.
- Enter various applicable rates
- Enter details of all importers whom account current facility is provided.

4.2 Final Assessment cases at Octroi Nakas

- Compute octroi on goods imported to the ULB limits for consumption; use or sale
- Collect assessed amount on the spot
- Issue receipt
- Remit / deposit collections as per procedure provided in the Chapter 5 on General Accounting Procedures of NAM





4.3 Provisional Assessment cases at the Octroi nakas

- Receive collections as per Form OC – 2 for provisional assessment
- Transfer details to Octroi Provisional account in financial accounts.
- Complete assessment of Octroi payable
- Compute deficit/ excess deposit if any
- Recover deficit in octroi/ refund excess deposit and transfer details to financial accounting
- Transfer from Octroi Provisional to Octroi Account in financial accounts

4.4 Account Current facility

- Enter all details about importers to whom Account Current facility is provided as per rules.
- Receive Security Deposit from Account Current importer.
- Generate details of the Security Deposit in a 'summary statement of Collection/ refund' in Form OC – 1.
- Compute consolidated Octroi payable for goods passed from nakas during specified period.
- Compile list of consolidated recoveries from Account Current importers as per Form OC – 3
- Receive consolidated Octroi from importers
- Transfer details to GL.
- Record adjustment of Security Deposit against Octroi due for non-receipt of the whole or part of the amount outstanding within a specified period.
- Compute details of the amount forfeited
- Transfer details to Accounts Department in Form OC – 3
- Enter refund of Octroi Security Deposit.

4.5 Transit Fee and Transit Deposit

- Collect transit fee and refundable transit deposit for goods imported in the City for immediate exportation out of the City.
- Generate transit pass





- Generate deposit register
- Refund the transit deposit at the time of exit at octroi naka
- Enter the details of transit deposit refunded
- Obtain a confirmation of receipt from the party
- Generate consolidated statement for Transit Collection and Refunds in Form no OC – 4
- Transfer details to financial accounting
- Compute Transit Deposit lapsed when not claimed within the period stipulated, subject to any Rules framed by the ULB.
- Recognize as an income of the ULB.

4.6 Penalties

- Enter/ compute penalties in cases of under recovery or evasion of octroi assessed and paid by the importer.
- Record receipt of octroi penalty.
- Record miscellaneous income e.g., in respect of toll, escort fees, fees for temporary import of goods for job work, labor charges, processing charges, etc.

4.7 Other Security Deposits received

- Accept Security Deposit for various facilities offered to the importers such as for cheque facility, temporary import of goods, etc.
- Refund security deposit on application being made by the party as per the rules
- Record payment of refunds/remissions granted.
- Transfer details to Payables in Financial Accounting for payment
- Payables would prepare a Payment Order (Form GEN-14) for refunds/remissions
- Receive transfer details of refunds/remissions payments to the Octroi Department
- receive share of Octroi levied by the State on consumption of electricity if applicable
- Record receipt on receipt of proceeds from the State Government.
- Issue receipt in Form GEN-8 for amount received.





- Receive assessment/ascertainment of the Octroi amount relating of the prior years/periods

4.8 Year end accrual and reversal

- Account income on octroi on collection of amount for electricity consumption is accounted on collection.
- Income would be accrued if sanction order (or proceedings) is passed and the amount is ascertained at year end.
- Accounts Department shall pass the entry on receipt of accrued income in the next accounting period.

4.9 Accounting for expenditure

- Compute Performance Bonus payable on the basis of Rules, if any, prescribed in this behalf.
- Transfer details to accounts for payment.
- Receive bill from railways and postal department for services rendered for Octroi collection
- Pay Compilation Fees to the Railway and Postal departments from accounts payable
- Enter details of security Charges due to the Police Department or Security Agency
- Transfer details of security Charges due to the Police Department or Security Agency for payment
- Make payment from Accounts payable in financial accounting

4.10 MIS and reports

The required reports from OC1 to OC4 would be provided. Any additional reports required by client would be provided.

4.11 Accounting records and procedures

This section describes the records, registers, documents, forms, accounting entries, etc., in respect of accounting for transactions related to Octroi. For the purposes of Accountings of Octroi there are certain forms, registers, etc., which are specific to Octroi, e.g., Summary Statement of Collection/Refund of Octroi (Form OC-1) to OC- 4.





5. Issuance of different types of Licenses and Plans

The issue of different types of licenses and plans also constitute a part of ULB activities.

Process

The system should have the provision for the following:

- Master maintenance
- Manage licenses
- Collect License fees
- MIS and reports

Accounting Principles

The accounting principles defined in National accounting manual would govern the recording, accounting and treatment of transactions relating to Octroi, penalties, transit fee and other incomes.

5.1 Master Maintenance

- Addition and updating of the ULB's information in the ULB Master.
- Addition and updating the sanitary zone/division information in the Sanitary Zone/Division Master.
- Addition and updating of the following in the Revenue Wards Master:
 - Various revenue wards information under sanitary zones/divisions
 - Various revenue blocks under revenue wards information.
- Addition and updating the Election Wards Information.
- Addition and updating the Locality categories.
- Addition and updating the sanitary zone/division allocation to Sanitary Inspectors
- Addition and updating Trade categories, Sub-trade categories, Trade rates
- Revenue Block Categorizations.
- Capture soft copy of all documents, certificates etc.





5.2 Manage license

- Enter details of an applicant for a new trade license.
- Generate inspection report for recording the findings of the field inspection of the applicant's premises.
- Enter comments of SI/HO.
- Recording the NOC/Installation Permission Details, this will be later used for checking while issuing the License to Industry/Factory.
- Facilitate the commissioner to also enter his remarks in the system.
- Allow printing of the license document from the system.
- Record application details from the application form submitted by the applicant.
- Record trade License renewal details. The required data is collected from the application, challan submitted.
- Generate a new license after the information on supporting documents, fee details, and the necessary approvals are recorded in the system.
- Generate the list of license holders who wish to close their trades on their own.
- Update the status of a trade license as 'active' or 'closed', and the reasons for closure are entered.
- Record the details from the application submitted by the applicant for change of Title.
- Generation of license with changed title, after the necessary supporting documents, fee, and approvals are entered in the system. Allow printing of the same.
- Capture details of the un-assessed trades, i.e., individuals performing trade without a proper trade license.
- Track the renewal notices sent to the license holders to renew their License. Further, track response dates, late fee applicability, etc.
- Capture grievances against a license, or in general.
- Generate demand collection and balances revenue ward-wise for the ULB.
- Generate the list of license holders who wish to close their trades on their own.
- Update the status of a trade license as 'active' or 'closed', and the reasons for closure are entered.
- Record the details from the application submitted by the applicant for change of Title.





- Generation of license with changed title, after the necessary supporting documents, fee, and approvals are entered in the system. Allow printing of the same.
- Capture details of the un-assessed trades, i.e., individuals performing trade without a proper trade license.
- Track the renewal notices sent to the license holders to renew their License. Further, track response dates, late fee applicability, etc.
- Capture grievances against a license, or in general.
- Generate demand collection and balances revenue ward-wise for the ULB.

5.3 Collect License Fees

- Compute License fees due
- Enter receipt of license fee/late fee details (check/DD details, etc.)
- Late fee details for the corresponding time periods in the penalty fee master
- Record the Panchanama details collected from the sanitary inspectors report.
- Generate a list of defaulters who haven't paid their renewal fee.

5.4 MIS and reports

Generate all required reports and print license details.

- Generate inspection report for recording the findings of the field inspection of the applicant's premises
- Allow printing of the license document from the system.
- generate a new license after the information on supporting documents, fee details, and the necessary approvals are recorded in the system
- generate demand collection and balances revenue ward-wise for the ULB

5.5 Linkages with other modules

Transfer all license fees amount due and received to financial accounting system.





6. Birth And Death Registration And Certificates

The registration of birth and death is compulsory in India under the Registration of Birth and Death Act, 1969. This is a function of Municipalities and the Registrar is authorized to issue birth and death certificates. Hospitals are responsible for the registration of births and deaths within the municipality. The births and deaths, that take place in the hospital are recorded and reported to the municipalities. For all non-hospital births and deaths the concerned parties have to make necessary applications to the municipalities. Municipal Commissioner is the registrar for birth and deaths registration in the municipality.

Process

The main activities for registration of birth and death are:

- Birth registration
- Death registration
- Corrections in the registration details
- Issue of Birth / Death Certificates
- Updation of registration details
- Inclusion of child's name
- MIS and reports

6.1 Master Maintenance (Birth Registration)

Add/ Modify/ delete/Search

- Maintain all hospital details
- Maintain registrar details
- Maintain birth delivery details
- Maintain birth attention detail
- Maintain fees details
- Maintain separate procedures based on date of application and date of birth and birth in hospital or not
- Individual User id and passwords for all authorized users





- User id linked to roles and responsibilities
- Capture all documents electronically

6.2 Birth Registration

- Receive application for birth registration.
- Enter all required details - registration number, details of child, hospital and residential address, Hospital name, Father, mother name etc.
- Conduct verification checks for data validity
- Select applicable registration procedure
- Determine applicable fee and penalty if any
- Collect requisite fee and penalty if any
- Ability to add, modify, edit, delete birth details
- Generate birth registration slip

6.3 Master Maintenance (Death Registration)

- Add/ Modify/ delete/Search
- Maintain all hospital details
- Maintain causes of death
- Maintain attention details
- Maintain registrar details
- Maintain fees details
- Maintain separate procedures based on date of application and date of death and death in hospital or not

6.4 Death Registration

- Receive application for death certificate
- Enter details





- Conduct verification checks for data validity
- Select applicable registration procedure
- Determine applicable fee and penalty if any
- Collect requisite fee and penalty if any
- Ability to add, modify, edit, delete death details
- Generate registration slip

6.5 Correction of Birth and Death Registration Details

- Receive application for correction
- Verify time limit for application of death registration
- Reject all applications not within the time limit
- Cancel registration details if required with reason.
- Ensure all requirements as per selected procedures are received
- Enter fee received
- Generate receipt
- Enter verification by Sanitary Inspector
- Capture sanitary inspectors approval/ recommendations
- edit, modify data based on recommendation
- Generate registration slip

6.6 Issue of Birth and Death Certificates

- Receive application and challan
- Accept fees
- Generate receipt
- Verify registration details from database
- Generate birth/ death certificate





6.7 Inclusion of Child's name

- Facilitate inclusion of child's name if not provided during registration.
- Receive application
- Verify registration details
- Compute late fee charges if any
- Accept fees
- Update data after verification
- Generate receipt

6.8 MIS and Report

- Download and Print Application Forms and Challans for applicants
- Reports on birth / death registration
- Births in a period by gender
- Birth by father's literacy, occupation etc.
- Birth by mothers literacy, occupation etc.
- Number of deaths by occupation
- Number of deaths by gender
- Reports by cause of death
- Deaths between two periods
- Any other MIS reports specified by ULB

6.9 Linkages With Other Modules

- Interface with Financial accounting system to enter application fees and penalties received





7. Employee s Database, including Payroll

The proposed system would manage salaries, allowances, deductions, Provident Fund, Pension Fund, loans, advances, etc. pertaining to the employees of the ULB. System would maintain all employee related transactions. The employee related funds (for e.g. PF fund account) would also be maintained.

The Objectives of Human Resource Management System are as follows:

- To automate human resource management operational processes
- To build up-to-date consolidated HRM information for effective HRM planning
- Providing single window access across departments
- Compute Salaries and other allowances
- Compute statutory deductions from salaries including those for income tax, profession tax, provident fund contribution, etc.,
- Enter details of trust for management of Provident Funds and track investments of Provident Fund money
- Maintain and track Funds for meeting the pension and other retirement benefits including Gratuity and Leave Encashment as per state government directives.
- Track contribution due towards Pension and other retirement benefit funds and recognize as an expense and a liability
- Track loans given to employees and compute Interest receivable.
- Enter / computes Bonus, ex-gratia, overtime allowance, other allowances and reimbursements etc. to the employees
- Recruitment, designations and employee designations,
- Employee performance appraisal system and employees benefits planning and monitoring
- Provides information for the payroll processing for the Finance Section and Cash Section

Accounting Principles

The Accounting Principles stated in national Accounting manual shall govern the recording, accounting and treatment of employee related transactions.



Accounting Records & Procedures

It describes the records, registers, documents, forms, accounting entries, etc., in respect of accounting for employee related transactions. For the purposes of accounting of employee related transactions there are certain forms, registers, etc., which are specific to employee related transactions, e.g., Pay bill – Form ES -1. These (Forms ES –1 to ES – 6) would be provided by the system.

7.1 General Points

- Single and integrated view of all employees across all departments of ULB
- Compute salaries for all categories of employees
- Salaries for employees working in secretariat, department of governments, corporations etc.
- Flexible system to take care of various government rules and specific orders
- Capture soft copy of documents

The HR system would have following sub processes:

- Manpower planning and budgeting
- Work Force Recruitment
- Time Sheet
- Leave Management
- Training and Development
- Performance Management
- Employee relationship management
- Planning and budgeting salaries
- Loans and Advances
- Payment otherwise than by pay bill
- Provident Fund
- Retirement benefit
- Reporting and MIS





- Integration with other systems

7.2 Man Power Planning And Budgeting

- Maintain a head-count budget of the ideal workforce,
- Comparative analysis of ideal and actual staff strength
- Determine the vacancy requisitions feasibility
- Record required competencies for each position
- Identify employee strengths and weaknesses based on required competencies and available competencies
- Define budgets against Departments, jobs, grades, positions or any combination of these
- Review budgets over a period of time. This review should be able to be made by Department, division etc. Also by job/position or combination
- View the status of budgets and actual and also variances of budgets over time.
- View flag deviations in budgeted headcount
- Provision to forecast the manpower and costing indicators
- Enable salary estimates to be included in the non-monetary budgets to facilitate better planning

7.3 Workforce Recruitment

- Start recruitment cycle on receiving request from a Department
- Manage internal and external recruitment
- Automatically suggest a shortlist of candidates for each vacant position based on education, experience, skills, competencies etc.
- Maintain job information like Number of job openings, number of person requesting, authorizing, and initiating requisition, Job descriptions, Position number/job code, Salary plan, Range of salary grades, Job location, Working hours, Start date, Full-time/part-time, Necessary educational level, work experience.
- Maintain information about job provisions as per reservations and quotas allocated by the Government.
- Advertise internally and externally
- Maintain complete details of received application





- Accept electronic applications (e-mail, Intranet, Internet, electronic forms)
- Maintain different types of tests and associated questionnaire.
- Facilitate the entry of test results
- Manage interviews
- Enter interview results and select successful applicants
- Provide a summary of the hired applicants
- Also recruit contractual staff along with relevant details like duration, fees etc.
- Record and analyze all recruitment costs
- Maintain checklist on all the joining formalities

7.4 Time Sheet System

- Monitor attendance of all employees, part time employees and contractual employees as per stipulation
- The master data base would store Employee name, Department name, Class number/title, Regular pay hours, Overtime hours and reason, Leave information, Multiple pay rate, Leave balances, Sick balances, Other balances
- Enter and monitor attendance details of all the employees like time spent in office, Overtime hours and reasons, Type of leave if not attended work, etc.
- Multiple data entry capability including card readers, bar coding, etc.
- Allocate time to multiple projects
- Manage leave applications and approval
- Monitor attendance records on a daily, weekly, and biweekly basis.
- Track and maintain work schedules by position, classification, and/or employee
- Track actual hours worked by work schedule by position, classification, and/or employee

7.5 Leave Management System

- Define absence data such as Absence types, Codes
- Track leave by type, (e.g. maternity, casual, sports, optional, commuted, half-pay, study, hospital, earned, disability, compensatory etc.), reason, hours accrued, accrual frequency (e.g., monthly, pay period, etc.), automatic adjustments based on length of employee service, carryover balances and accrual limits





- Keep track of holidays and to define weekly holidays and other holidays
- Capture supporting documentation based on use of leave (e.g. doctor's notes, etc.).
- Ability to track leave taken by employee, type of leave, hours taken, and balance.
- Ability to alter criteria as policy changes
- Facility for leave encashment

7.6 Training And Development

- Provide every course with a unique code, specific topics and objectives.
- Maintain record of resources such as instructors, rooms, equipment, and course materials.
- Identify training opportunities that will prepare employees for new roles.
- Match employee qualifications with requirements of a position and determine training needs
- Maintain employee-training history
- Create a training catalogue that includes information on each course such as course description, prerequisites, objectives, content, time schedule, costs, capacity and locations
- Ability to use the Performance Evaluation Workbench to create aptitude tests.
- Conduct courses
- Transfer the skills or qualifications acquired by an employee to his/her record.
- Take feedback

7.7 Performance Management

- Plan, design, perform and analyze multiple appraisal models
- Attach selected appraisal models with job levels across organization
- Conduct training in appraisal system for employees
- View appraisal results within an individual's profile
- Record dates and results of employee reviews and ratings
- Store comments about the employee review
- Generate employee review history, annual review, result distribution





- Capture data regarding proposals for promotions for both gazetted and non-gazetted employees from different Secretariat Departments
- Link promotions to a variety of employee related issues. For example: seniority, quotas, disciplinary proceedings.
- Capture data regarding proposals for resignations for all employees from different Departments
- Reject resignation proposal of all employees placed under suspension for disciplinary reasons
- Employee should be able to withdraw his resignation before it takes effect

7.8 Employee Relationship Management

- Maintain information on employee grievances:
 - Types of workplace grievances
 - Grievances actions processes and activities
 - Types of grievances
 - Details of grievances and resolutions
- Maintain information on employee disciplinary activities:
 - Violations requiring disciplinary action
 - Disciplinary actions processes and activities
 - Types of disciplinary action
 - Details of disciplinary incidents and resolutions

7.9 Planning And Budgeting Salaries

- Budget for the salaries expenditure for a period
- Assist in managing an overall salary increase budget for the organization
- Facilitate approval of increase in salary by group and by individual employee
- Perform simulation exercises
- Mass update employee records with approved increases.





- Build salary budgets from bottom to top, with roll-up over the Departmental structure.
- Distribute salary budgets from the top down to manage salary administration.
- Provide for automatic system checks ensuring that salary adjustments are within the allocated budget amount of the Department

7.10 Master Maintenance

- Maintain Employee base
- Maintain established pay scales including:
 - Salary administration plans (grades, steps, salary points, scale)
 - Assigning default compensation packages to employees at the location, job code or employee level
 - Recording hourly, monthly and yearly rates for employees
 - Maintaining salary structures.
- Define salary scales that can be established for multiple Departments and other user-defined criteria.
- Administer long-term incentive programs, including granting, tracking expiration and forfeiture, cancellation and changes based on life events
- Award compensation adjustments to group of employees
- Directly link Appraisal System to Compensation Management prompting the system to give a choice to recommend for changes in employees' compensation.

7.11 Pay Bill & Deductions

Ability to create Pay Bill for each department on the basis of employee muster and service book maintained.

- Calculate payments based on employee compensation rules, and employment contract
- Compute gross salaries payable to the employees as per the conditions of service
- Calculate different type of pays. For example basic, allowances, bonus etc
- Define pay type. For example hourly/daily/weekly/monthly





- Compute/ enter deductions in respect of statutory payments such as income tax, profession tax, provident fund, etc., voluntary deductions such as group insurance premium, investment by employees, contribution to various societies, loan recovery for external agencies, etc., as well as recoveries in respect of loans, advances, etc., to arrive at the net salary payable to the employees.
- Consolidate pay bills drawn by all DDOs in a Department.
- Enable the calculation of hourly rated salary for temporary staff.
- Make automatic calculations for flexible benefits
- Transfer all required details and accounting entries to accounting system.
- Generate a Consolidated Pay Bill summary in Form ES- 1 from the Departmental Pay Bills
- Group employees by Department in any manner without having to set up multiple employee records for each Department
- Enter department-wise details of establishment expenses
- Generate a separate Functional Expense Subsidiary Ledger in Form GEN – 34 for recording Function-wise establishment expenses
- Update the Subsidiary Ledger mentioned above.
- Enter/ compute statutory and other deductions and recoveries from salaries.
- Enter / compute for accounting liabilities towards amounts payable to different authorities in respect of statutory deductions, and, dues towards settlement of obligations on behalf of employees (e.g. housing loan, contribution to various societies, loan recovery for external agencies, group insurance premium, investment by employees, etc.), recovery of installments of loans or interest levied on loan and/or advances from employees, etc.,
- Generate Register of Employee Advances maintained in Form ES-2 for recovery of Loans / advances
- Generate Register of Interest on Loans to Employees maintained in Form ES-3 for recovery of loans and interest respectively.
- Make payments to the employees either (i) by Cheque or (ii) by directly crediting the amount to employees' bank account; or (iii) in cash.
- Ensure that employees don't get paid twice in one payroll period without authorization.
- Simulate payroll runs for the current pay period to check new settings, the effects of data changes, or payment of advances in the next pay period
- Cap overtime claims up to---OT hours. When this threshold is reached, the system must provide warning prompt. However , the system will still allow users the users the flexibility to enter hours and override the default





- View Employee costs per Department/division and costs per job, position, and the comparison to equal job levels in same Departments in other states
- Give employees the option of ‘prepaying’ some of their deductions when they go on leave
- Automatically deduct funds from an employee’s prepaid deduction balance if the employee’s normal pay is not sufficient to cover the deduction
- Make automatic calculation of mid-pay period changes to pay, benefits, deductions, and taxes
- Pay an employee from more than one Department and split salary and benefits among Departments, including retirement benefits
- Process payroll Biweekly, Monthly, Semi-monthly, Bi-monthly, On-demand (i.e., terminations, vacation advance, court order, ratification.)
- Generate Unpaid Salary Register maintained in Form ES-4. The register shall have the details for unclaimed salary as well as subsequent payment of salary
- The system would provide cancellation of issued checks etc as per requirements

7.12 Loans And Advances To Employees

7.12.1 Taking loans

- Maintain different kind of loan schemes and eligibility criteria
- Receive applications for loan and advances from eligible employees for eligible reasons
- Recording of advances and loans to employees by department or as specified.
- Maintain Loan history, Loan types, Advance types, Calculation of installments, interest, etc.
- Determine outstanding, defaulters, etc.
- Ability to show as deductions in payroll
- Generate Register of Employee Loans / Advances (Form ES-2)
- Transfer required detail to accounts





7.12.2 Accrual of Interest on Loans Provided to Employees

- Computing interest on loans and advances as per terms specified
- Generate Register of Interest on Loans to Employees (Form ES-3)
- Computing Penal Interest for non-payment of principal or interest installment at rate and manner prescribed

7.12.3 Recovery of Loans and Advances and Interest Accrued

- Recover loans and advances from salary
- Enter recovery of loans and advances.
- Update the Register of Employee Loans / Advances (Form ES-2) for the amount of advances and loans recovered.
- Recover interest installment as per the terms and conditions of loan agreement, interest accrued and recognized

7.13 Payments Otherwise Than From Pay Bill

- Provision to enter various types of employee related payments such as leave travel concession, bonus & ex-gratia, overtime, medical reimbursement, hospitalization claim, suspension allowance, gratuity, leave salary, house rent reimbursement, etc.,
- Recording of payments otherwise than from Pay Bill
- Enrolment of employees in benefits programs and plans based on Base, Grade, Years of service
- Setting up benefits plans for employees over a specified number of years old (in order of priority) like Health benefits, Insurance benefits for employees, spouses, and children, Investment (unit trust), Leave benefits, Pensions
- Define benefit plans
- Assign benefit plan codes by employee based on their classification (to identify level of benefits for which each employee qualifies
- Track employee's coverage and coverage level based on their position
- Prorate benefits for part time employees





- Track and maintain benefit information and changes in status for retired employees, surviving spouse and dependents based on eligibility criteria
- Track benefits assigned to employees by financial year
- Facilitate provision of leave travel concession (LTC) for employees

7.14 Provident Fund

7.14.1 Employees' Provident Fund Contribution

- Maintain PF rate applicable
- Deduction for employees' provident fund contribution from the salaries of the employees from the Pay Bill
- Transfer of money to Provident Fund Bank Account.

7.14.2 Payment of Provident Fund Contribution in Respect of Employees on Deputation

- Recording of payment of Provident Fund Contribution in respect of employees on deputation.
- Deposit with relevant authority

7.14.3 Loans to Employees against Provident Fund

- Enter loan requisitions
- Approve loan
- Recording of the loans granted against Provident Fund Contribution. As per the prescribed rules
- Payment through bank/ other sources





7.14.4 Recovery of Provident Fund Loan

- Compute/ enter deduction for recovery of loan given from the provident fund, from the salaries of the employees from the Pay Bill
- Recording of transfer of money to Provident Fund Bank Account

7.14.5 Investments of Employees' Provident Fund Contribution

- Enter investments of Provident Fund money as per the guidelines applicable to any Employee Provident Fund
- Generate Provident Fund Investment Register to be maintained in Form IN-1
- Follow procedures and guidelines for investments, maturity of investment, recording of interest, profit/loss on sale/maturity of investments, etc.

7.14.6 Interest on Provident Fund

- Enter Interest earned on Investments made out of the Provident Fund Reserve, to the Provident Fund Reserve and individual employees
- Transfer to accounts

7.14.7 Withdrawal from Provident Fund

- Enter withdrawal either at the time of employee's retirement or otherwise in accordance with the prescribed rules in this behalf
- Generate pre approved payment order (Form GEN - 14)
- Transfer details to accounts
- Close PF account on ceasing to be an employee.
- Make payment from PF Bank A/c.





7.15 Retirement Benefits

- Provision to enter / compute Retirement benefits for employees of ULB usually a. Pension Gratuity; and Leave Encashment

7.16 Pension

- Pay from Pension A/c as per prescribed rules
- Generate Pension Register in Form ES-6
- Generate details of PPO in Pension Payment Order Register in Form ES-5
- Transfer requisite entries in GL

7.16.1 Pension Payment through Fund

- Provision to create separate fund for Pension.
- Compute and transfer sum as determined by the State Government towards the Pension Fund.
- Ability to compute pension as per the prescribed rules, through monthly payments or by commuting a portion thereof payable at the time of retirement and the balance through monthly payments after retirement.
- Generate Pension Payment Order (Form ES-5)
- Record payment of uncommuted payment and make monthly pension payments.
- Transfer requisite entries in GL

7.16.2 Employees on Deputation

- Identify employees on deputation separately
- Enter / compute pensions as required





7.17 Gratuity And Leave Encashment

- Create separate funds for Gratuity and Leave Encashment as per the rules prescribed by the State Government.
- Compute contribution to the Fund at the rates prescribed.
- Transfer details to accounting system for recognizing liability.
- Transfer of money to the fund bank account, payments from the fund, etc. shall be similar to Pension Fund
- Ability to pay gratuity and leave encashment amounts directly paid without creation of a separate fund
- Take care of Employees on Deputation

7.18 Investment Of Retirement Benefits Funds

7.18.1 Investment of Pension Fund

- Enter Investments made in respect of Pension Fund
- Generate Pension Fund Investment Register to be maintained in Form IN-1.
- Provide for maturity of investment, recording of interest, profit/loss on sale/maturity of investments, etc.

7.18.2 Investment of Other Retirement Benefits Fund

- Maintain separate data for Investments made in respect of other retirement benefits funds including gratuity and leave encashment in Form IN-1
- Transfer data for financial accounting

7.19 Accounting In Respect Of Trusts Formed By The ULB

- Ability to enter details of Trusts for management of provident fund, pension fund, gratuity fund, leave encashment fund and other retirement benefits funds as per the guidelines of the State Government in this behalf.





- Transfer its contribution to the Trusts as required.
- Enter investments in funds.
- Enter details of funds received, invested and payments made to the employees, the interest received on the investments made, etc.
- Maintain separate books of accounts for Trusts.
- Prepare financial statements in respect of the funds managed by it.

7.20 Reporting And MIS

Reporting can be for a particular date or date range, in different fields like Department, section, name and designation of the employee etc

The system should be able to generate, but should not be limited to, the following reports:

- Staff turnover
- Staff movement
- Vacancy requisitions
- Promotions
- Resignations
- Staff analysis
- Employee costs
- All analytical requirements
- Salary reporting
- Budget simulation
- What-if analysis.
- perform total compensation reporting and analysis
- Employee compensation history.

Reports under Recruitment

- Applicant selection
- Applicant statistics





- Applicants by Name
- Applicants education and training
- Vacancies
- Applications made on compassionate grounds
- Promoted applicants
- Direct recruitments etc

7.21 Integration With Other Systems

- The system shall be able to export information to spreadsheets (e.g. Microsoft Excel) for year-end review
- Sharing information with all subsidiary modules like property tax, financial accounting etc. for defining individual user responsibilities based on job allocations.
- Transfer accounting information to financial accounting system.

7.22 Internal Control

- All internal control requirements would be met and required reports would be provided.





8. Procurement (Central Purchase System) And Inventory Introduction.

Procurement and inventory management are closely linked with each other and are defined as one section under National Accounting Manual. The functionalities of both systems are closely interlinked hence procurement and Inventory have been combined under a common heading.

The system should have the functionalities to take care of the following:

- Manage functions of the Stores, involving procurement, storage, issue, disposal and accounting of materials, may be performed either centrally by Central Stores (referred to as Municipal Stores) or by the Department Stores empowered by the ULB to perform the aforesaid functions.
- Manage functions of sub stores. Generally, ULB empowers the Public Works, Health - Sanitation, Health - Medical; water Works, Workshop for Vehicles and Machinery repairs and Public Lighting Departments to maintain their own stores.
- Account for financial transactions carried out by Stores will arise on account of:
 - Receipt of Earnest Money Deposit (EMD) from the bidders to a contract
 - Refund of EMD to the unsuccessful bidders
 - Payment of advance to the contractor
 - Delivery of material and its documentation
 - Consumption of materials
 - Payments to Suppliers
 - Adjustments of Security Deposits
 - Write-off / disposal of obsolete, scrap and unusable materials.

Accounting Principles

The following Accounting Principles shall govern the recording, accounting and treatment of transactions relating to stores:

- Enter cost in respect of material, equipment, etc., procured
- Valuation of stock in accordance with the First in – First out method or any other method specified
- Enter Revenue in respect of disposal of material





- Enter value of Finished goods and work-in-progress (WIP)
- Add cost to existing assets or WIP

Further to this, the Accounting Principles specified in National accounting manual for Inventory shall govern the recording, accounting and treatment of transactions relating to Property and Other Taxes

Process

The main sub process in purchasing system is as follows:

- Supplier Management
- Tender Management
- Contract Management
- Item management
- PO management
- Requisition
- Purchase Order
- Receipt of Material
- Issue of material
- Return of Material
- Valuation of closing stock at period end
- Disposal of material
- Write off of material
- MIS and reports

8.1 Supplier Management

- Single site for Dept/ULB s registration
- Enter various types of users (as contractor, supplier, goods, services, etc.),
- Allow contractors/suppliers to apply online for departmental registration as well as for procuring the necessary DSC





- Allow applicants to upload the necessary supporting documents, and pay registration fees (support online and offline payment mechanisms)
- Allow system to issue a unique application number to each applicant for departmental registration as well as for DSC
- Allow applicants to track the status of his application online using the application numbers provided to them
- Maintain database of enlisted contractors, architects, suppliers with proper contact information to send out alerts on new tenders, corrigendum, etc.
- Track the validity period of departmental registration (and blacklisting period) and DSC s of contractors
- Facility to the contractor to upload required documents (certificates, statements, etc) in his personal space available to him after registering online
- Enter multiple locations of supplier
- Separately enter bill to and ship to site
- Enter relationship between suppliers
- Enter all required tax details, ST number etc. for each supplier

8.2 Tender Management

- Enter tender details for tender floated for procuring materials
- Enter bidder's detail for tender floated for procuring materials
- Enter Earnest Money Deposit (EMD) collected from the bidders on such basis as prescribed by the ULB at the time of submitting their tenders.
- Enter amount deposited in respective banks
- Issue receipt for the amount collected in Form GEN – 8
- Generate a Summary of Daily Collection in Form GEN – 12
- Generate Deposit Register (Form GEN – 18)
- Transfer the relevant entries to GL
- Refund of The EMD to the unsuccessful bidders
- Generation of Payment Order (PO) in Form GEN – 14 for refund of Deposits





- Facilitate upload of drawings, technical specifications, and other data on the project along with the tender document and purchase orders etc.
- Allow selection of multiple bid evaluation stages (Pre-Qualification, 2-stage, 3-stage, etc.) based on the type, nature, and value of tender entered by the user
- Allow tenders to be tracked throughout their lifecycle in terms of stage of processing, comments at various stages of evaluation, and the decisions made
- Integration with payment gateways for online payment of EMD, tender document fee, etc., as decided by the state. T
- Rate vendors on credibility
- Attach items to vendors
- Support online access and viewing of bids by the inviting officer on the scheduled date & time of bid opening
- Support separate workflows for bid evaluation based on type of tenders
- Record comments from all approvers at different stages of evaluation. System should further facilitate attaching evaluation results with the bids
- Support automatic evaluation of technical and price bids by the system using pre-specified criteria. System should then rank bidders (L1, L2, etc.) at the commercial bid evaluation stage
- Online auction can also be used for getting procurement

8.3 Contract Management

- Template library for contracts with common set of terms and conditions
- Define the contract on the selected vendor
- System should track a contract through various stages-Active, close, terminated. Pre contract stages such as under construction (contract document under construction) and under negotiation (negotiations underway between department and supplier) should also be supported
- Facilitate digital signing of rate contract by the competent authority on the system, and issue of the same to the selected supplier
- Allow selected supplier to receive and acknowledge the electronic copy on the system using his digital signature certificate
- System should maintain a secured log of this exchange for future references.





- System must alert the stores in –charge and the contracted suppliers when the contract is approaching its renewal date
- Allow extension of contract allowed under special conditions. System should request specification of appropriate reasons for the extension

8.4 Item Management

- Maintain a comprehensive item codes list
- The items could be divided into categories and further sub categories
- Item codes may have a parent child relation
- Attach unit of measurement with each item
- Enter item name, corresponding supplier code and name and OEM supplier name if required
- enter multiple quantity denominations with conversion option

8.5 Purchase Order Management

- The rate contract catalog should contain the item name, item code (system generated or manual, as decided), a description of the item, unit of measurement, supplier name, supplier part number (if any), rate contract unit price, etc.
- The rate contract catalogue should allow for differential pricing by further specifying the freight charges (zone-wise), local taxes, discounts for specific users, etc. for delivery in various permitted location
- Allow products to be identified (searched) by more than one specific identifier such as description, item code, etc. The system must have the ability to add additional specific identifiers, such as manufacturers' part number, alternative catalogue codes, etc.
- Facilitate assignment of unique code to items and sub items. Coding to be automatically generated by system if required





8.6 Requisition

- Enter requisition details
- Select item details including categories and sub categories and all other required data and enter required quantity, receive by date and other required details
- Enter/ create multiple items in one requisition
- Enter multiple locations in one requisition
- Online facility to create and approval requisitions
- Automatically generate a unique requisition number to each new requisition allowing it to be tracked on the system.
- Allow linking of the requisition number with the overall project code if the procurement is part of a bigger project with multiple procurements.
- Allow each participating purchasing department to define workflow, privileges, and set parameters that govern the approval process required for requisitions.

8.7 Purchase Order

Purchases must be accounted for by a variety of reporting criteria, including project, spending unit, program and organization (e.g., ministry, department or agency) support commitment and encumbrance accounting by default.

- Support workflow for a nodal procurement agency to receive indents from multiple departments, prepare cost estimates and send them to respective departments for their approvals.
- Further receive approval from the departments, and start the tendering process (if decided).
- Facilitate online creation of the PO with a unique PO number.
- enter budget and monitor availability
- provide budgetary control
- Combine multiple requisitions to form one PO
- Enter/ create multiple items in one PO
- Provide delivery dates with PO
- Provide multiple delivery locations in one PO





- Provide separate billing and delivery locations
- Provide advance with PO as a percentage or fixed amount if required
- Record other details with PO like agreement, guarantee, etc.
- Provide approval of PO by responsibility assigned to various users
- Provide approval by more than one person in some cases
- Provide approval of different PO denominations by users login
- Facilitate hierarchy-based workflow for creation / approval of the PO
- Allow Linking of the PO with the overall project code if the procurement is part of a bigger project with multiple procurements.
- Capture references of all indent actions (creation, approvals, rejections, etc.).
- Allow attaching of supporting documents with the online approval order.
- Allow tracking of the PO throughout the creation and approval cycle using the unique indent number.
- Maintain PO history in terms of date and time of creation, submission to the last approver, current stage in workflow, items received against the PO etc.
- Identify material purchased from any grant or special funds separately in the Stores Ledger or in the Stock Account of Books and Forms.

8.8 Receipt Of Materials

- Enter material received at various stores and sub stores
- Generate the Material Receipt Note in Form ST-1
- Generate Stores Ledger maintained in Form ST-2
- Check quality of received material
- Accept/ reject received material
- Assign reason for rejection
- Transfer material to stores and sub stores
- Create automatic bill based on PO and accepted material
- Enter receipt of bill from the supplier
- Verification of Bill against PO





- Adjust advance against receipts manually or by percentage
- Deduct tax as per rules on all purchases
- Enter corresponding item name as per vendor records
- Check material availability on line
- Generate Register of Bills for Payment maintained in Form GEN – 13
- Create liability due in respect of materials purchased
- Automatically / manually select invoices for payment
- Transfer details to GL
- Assign category to materials for A, B, C analysis, X, Y, Z analysis etc.
- Identify material purchased from any grant or special funds separately in the Stores Ledger or in the Stock Account of Books and Forms.

8.9 Issue Of Material

- Show material availability at all stores, sub stores
- Issue of material could be for consumables, asset creation and for other purpose
- Issue material on the basis of required documents
- Record issue of material to various persons
- Record issue of material to various projects separately
- Facilitate creation of an asset by adding more costs/ materials
- Issue materials based on requisitions
- Transfer material from one store to other stores, sub stores and back

8.10 Return Of Materials

- Create template of reasons for non-acceptance
- Enter defective material received
- Return defective material
- Generate details in Stores Ledger (Form ST – 2)





- Adjust Invoice for return, if payment is not made
- Raise the claim and receive money if payment is made

8.11 Valuation Of Closing Stock At Period-End

- Compute closing stock valuations as per standard practice
- Generate Statement of Closing Stock in Form ST – 3. Part A, Part B.
- Generate list of inventory by location to assist in physical verification.
- Provide comparison of actual with recorded
- Enter changes after stock verification.
- Compute stock consumed during specified period as per guidelines
- Provision to create multiple stores and transfer of material between stores
- Compute the cost of finished goods and work-in-progress related to goods produced for sale as per guidelines.

8.12 Disposal Of Material

- Identify the materials ready for disposable
- Recording of disposal of material.
- Generate Summary of Daily Collection (Form GEN –12) for sale proceeds.
- Compute gain / loss on transaction as per guidelines.
- Transfer all details to GL.

8.13 Write-Off Of Material

- Write off pilfered/damaged material.
- assign reasons
- Provide analysis





8.14 MIS And Reports

System would have the provision to create all required reports including Form GEN 8, Form GEN 12, Form Gen 13, Form Gen 14, Form Gen 18, ST1, ST2, ST3 A and B.

Further the system would provide reports that would assess / provide analytical reports on material purchase, receipt, issue as required by the user.

Few examples are:

- Vendor performance on various parameters like quality of material supplied, timely shipment etc.
- Purchase details by material, vendors, stores, sub stores, projects, time periods etc.
- Purchase details by issuing authority
- Average time in approval of PO, material receipt etc.

8.15 Accounting Records And Procedures

- This section describes the records, registers, documents, forms, accounting entries, etc., in respect of accounting for transactions related to Stores. For the purposes of accounting of Stores there are certain forms, registers, etc., which are specific to Stores, these Forms (Form ST - 1 to ST- 3) are prefixed "ST".

8.16 Interface Requirement

- The system would be integrated to accounting system and periodic transfer of data would take place. System would have provision to be linked to the state system. All transactions would be converted into accounting entries and would be transferred to GL in summary form on required duration as specified by the ULB
- Transfer all required details to GL on purchase, consumption and year-end stock
- Transfer data to Asset module for all asset purchases





8.17 Internal Controls

The following internal controls shall be observed by the ULB in respect of Stores related transactions:

- Ensure budget availability with respect to the expenditure incurred at the time of accruing of the expenditure i.e. Budget monitoring shall be on accrual basis rather than payment basis
- Ensure that all the purchase bills/invoices were journalized before release of the payments
- At the end of the financial year, the Stores-in-charge, the Head of the Accounts Department and the Municipal Chief Auditor shall physically verify the stock lying in stores and compare it with the stock as per the book records.
- In case of any difference, appropriate remedial steps as prescribed by the ULB shall be taken.
- Ensure availability of adequate budget allocation before procuring any material, after considering all commitments made against the budget allocation.
- At the time of issue of any material to the Departments, ensure that there is an adequate budget provision in respect of that department.
- Ensure that the entire dues recoverable including advance provided to supplier has been recovered before making the final payment to the supplier. Further, it should be ensured that only net amount has been paid to the supplier, as may be applicable to the materials actually received or accepted.
- Before releasing payment to the supplier, system shall ensure that the material received is recorded in the Stores Ledger.
- Further, it shall be ensured that the Payment Order provides reference to the Stores Ledger where the entry for receipt of material is recorded.
- At the time of payment to Suppliers/contractors and any other creditors it shall be ensured that no amount is due from them, which may be adjusted before payment.
- System would ensure that materials in respect of which bills have been received but have not been forwarded to the Accounts are stated separately in the Statement of Closing Stock (Form ST – 3).
- Ensure that the 'Purchase of Materials' account has been reconciled at the period and the balance has become nil on accounting of stock entries for the closing stock (on the basis of Statement of Closing Stock in Form ST –3) and consumption of stores. .
- Specify such appropriate calendar of returns /reports for monitoring.



9. Ration Card System

Public Distribution System is an important constituent of the strategy for Poverty Eradication to ensure Food Security to the vulnerable sections of Society. The implemented system would have the facility to provide:

9.1 Master Maintenance

- Dividing the jurisdiction into various separate areas/ localities
- List of all Fair Price shops
- Criteria prescribing eligibility including norms for identifying families falling below poverty line
- Procedure for issue of ration card
- Categorization of cardholders under Public Distribution System
- Facilities available to each category of card holders
- Record of all existing card holders
- Maintaining minimum duration when the cards should be issued/ transferred etc.

9.2 Registration for Ration cards

The system should have the ability to:

- Enter applications for issue of ration card
- Acknowledge every application for ration card and give registration number and acknowledgement slip.
- The acknowledgement slip will indicate the date on which the ration card can be collected in case all information as required have been correctly given.
- In case the ration card is not ready for collection on the date specified in the acknowledgement slip, due to unavoidable administrative reasons or for re-verification of details etc, the reasons for the delay and the likely date by which the card will be available will also be invariably intimated.
- Provide advice regarding the FPS at which they could register their cards for obtaining supplies.
- Store all required documents as soft copy
- Accept/ reject application as per norms
- Enter addition and deletion of the names of the family member
- Transfer ration cards
- Change address with in the jurisdiction of the same FPS.
- Change address including change in Fair Price Shop.





- Issue of Surrender Certificate on transfer of family to other city or otherwise
- Issue of new ration cards, family card with surrender certificate etc. within same State.

MIS and reports

- Generate Acknowledgement slip on receipt of application
- Generate Surrender Certificate on transfer of family to other city or otherwise
- Issue of new ration cards, family card with surrender certificate etc. within same State.
- Analytical report on designated time and actual time taken for the processing
- Analyze reasons for delay
- Create checklist of family cards to detect and eliminate the bogus cards.

Integration with other systems

- Facility to be linked to public grievance system for solving problems/ complaints
- Linkage with public distribution system





10. Fixed Assets

The fixed assets module stores all the fixed assets owned by the ULB. It keeps track of all existing assets, new purchases, depreciation and retirement of assets.

Process

The process of managing the assets base includes the following:

10.1 Master maintenance

- All asset categories and sub/ sub categories
- Location of placement of assets
- Enter multiple prorated conventions
- Persons/ designations responsible for assets
- All existing assets
- Master maintenance
- Store all depreciation rates
- Store method of depreciation computation
- Attach depreciation rates to each asset category/ subcategory combination
- Depreciation calculation as per Company and Tax Laws
- Categorization of assets, depreciation rates, prorated conventions etc as per Tax Laws
- All existing assets

10.2 Purchase of asset

- Automatic transfer of asset details from Accounts Payable/ Purchasing
- Linked to PO, invoice etc
- Enter assets manually in the system
- Individual code number for each asset





- Enter unlimited assets

10.3 Maintain assets

- Assign asset to multiple categories
- Assign assets to Major/ minor category of assets
- Enter of all assets with location
- Enter Person responsible for the asset
- Maintain asset register
- Check default depreciation rates and make changes if required
- Attach Prorate conventions
- Asset depreciation computed monthly
- Add more costs to existing assets
- Create Work in Progress asset and add unlimited costs and costs type
- Manage WIP asset as per provisions
- Transfer WIP asset to asset
- Transfer assets between locations, persons, categories
- Online asset creation

10.4 Assets write off/ retirement/ revaluation/ scrap

- Compute Written down value of asset
- Enter dismantling cost of asset if required
- Provision to sell asset and compute gain/ loss
- Revalue assets
- Sell asset to outsiders
- Compute gain loss on sale of assets
- Write off assets as per norms
- Write off assets when required





MIS and reports

- Asset register
- Depreciation computation as per Company law and tax laws
- Asset with location, person responsible
- Asset by category/ sub category
- Total Depreciation computation
- Generate physical verification reports
- All other required reports specified by the client

Integration with other systems

- Integration with Requisition, Purchase order, Accounts Payable for transfer of purchase of asset data
- Transfer depreciation to GL
- Transfer asset revaluation /WIP addition detail to GL
- Transfer gain/ loss on sale of asset





11. Public Grievances

The public grievance system should enable a person to record his grievance against the various departments. The system should be flexible and should have the provision to enter data from the web, through phone or through direct contact.

Process

The system should have the facility to

- Grievance management
- MIS and reports

11.1 Master Maintenance

- maintain the possible modes of intimation of the grievance by the citizen to the municipality (Add/Modify/Search).
- maintain different types of grievances caused to the citizens
- maintain names of department or section against whom grievance can be made
- number of days within which the grievance needs to be addressed
- nature of grievance whether it is financial or non-financial.
- Maintain various status
- maintain the Citizen Charter/Policies
- maintain the details of officers designated to redress grievances mapped to the department-section.

Grievance Management system would have the ability to:

- Enter the grievance through various modes
- Generate acknowledgement of receipt
- Identify the concerned department and concerned person
- Sent notification to the concerned person





- maintain the statuses of the grievances registered in the Municipality
- allow designated person to allot the grievance to the concerned officer responsible
- update the status of the registered grievance.
- record the actual date of Redressal.
- integrate with other modules such as Property Tax, Water Tax using the unique Grievance ID.
- provide the User status of the grievance Redressal application by supplying the complaint number.

11.2 MIS and reports

- Section wise grievance register for a given period with its status.
- Section-wise number of grievances pending.
- List of grievances attended by staff and pending reports.
- Grievance Disposal Register department wise.
- Grievance Status Summary (Type wise/Zone wise/ward wise).
- Action Take reports.
- Statistics on Grievances handled (received/disposed/types/zones etc.).
- Analytical reports for Performance evaluation.
- Reports regarding Internal performance of the sections.
- Department wise SLA Parameters.
- Status by source of complaint.
- Department-wise compensation paid.





GENERIC PRINCIPALS

The system would have certain generic functionalities that would be common across all modules. The same are listed below:

- The National Accounting Manual (NAM) has defined the approach, methodology, guidelines and required reports and formats for ULB's. The same would be followed.
- System would have the flexibility to merge data at state level and produce unified results.
- Double entry system and accrual based accounting would be followed.
- System should be able to generate all statutory reports and reports required by ULB and respective state.
- System would be integrated and data would seamlessly flow into accounting system.
- System would adhere to the technical guidelines specified under technical guidelines.
- For all areas not specifically mentioned in the report, system would follow the guidelines of National accounting manual and specification provided by ULB.
- Certain portions of the system would be defined as flexible/ variable and system would have the flexibility that user would be able to make changes easily in them. For example – change in property tax rates, introduction of slab system etc. without having to resort to code level change
- System would have the flexibility to take care of likely future requirements.
- The codification structure and conventions defined under NAM would be followed broadly and ULB would add under the broad guidelines.
- The frequency of transfer from sub ledgers to GL would be decided by ULB.
- System would operate with well-defined workflow functionality across different modules. The data would seamlessly move across systems as per the process requirements.
- The system would have the provision to attach, capture and store soft copy of documents along with transactions wherever required.
- The system would ensure data integrity is maintained at all level.
- System would internally keep an audit trail on transactions.
- The users would be assigned individual responsibilities and password and their access to the system would depend on it.
- In check issue and purchase approvals, approval ceiling in amounts may be attached to specific responsibilities.



- Alerts may be placed in system to ensure no one is trying to do what he is not supposed to be doing.
- Online help should be available to the user for each system function. Topics covered in the user manual shall also be available through the online help





Report Reference: AB_02

<Name of ULB>

BANK BOOK

Receipt					Payment				
Date	Receipt No.	Account Code	Particulars of Receipt	Amount	Date	Voucher No.	Account Code	Particulars Of Payment	Amount
1	2	3	4	5	6	7	8	9	10





Report Reference: AB_03

<Name of ULB>

JOURNAL

Date	Voucher No.	Account Code	Particulars	Amount (Dr)	Amount (Cr)
1	2	3	4	5	6





Report Reference: AB_04

<Name of ULB>

LEDGER

_____ Account

Date	Account Code	Particulars	Amount (Dr)	Amount (Cr)	Balance
1	2	3	4	5	6





Report Reference: AB_05

<Name of ULB>

TRAIL BALANCE FOR THE PERIOD FROM _____ TO _____

Account Code	Account Head	Opening Balance		During The Period		Closing Balance	
		Amount (Dr)	Amount (Cr)	Amount (Dr)	Amount (Cr)	Amount (Dr)	Amount (Cr)
1	2	3	4	5	6	7	8





Report Reference: AB_06

<Name of ULB>

RECEIPT AND PAYMENT ACCOUNT FOR THE PERIOD _____ TO _____

Account Code	Receipt	Amount	Account Code	Payment	Amount
1	2	3	4	5	6





Report Reference: AB_07

<Name of ULB>

INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDING _____

Account Code	Expenditure	Amount	Account Code	Income	Amount
1	2	3	4	5	6





Report Reference: AB_08

<Name of ULB>

BALANCE SHEET AS ON _____

Account Code	Liabilities	Amount	Account Code	Assets	Amount
1	2	3	4	5	6





Subsidiary Books

Report Reference: AB_09

<Name of ULB>

RECEIPT

Date: _____	
Received from Shri _____ a sum of Rs. _____ (in words)	
towards _____ vide cash/cheque/demand draft/Banker's cheque no _____ dated _____ drawn on _____ Bank, _____ Place of the Bank.	
----- Signature of Clerk	----- Signature of Authorized Officer

Note: Separate receipt books can be maintained for Cash/Cheques.





Report Reference: AB_10

<Name of ULB>

RECEIPT REGISTER

Sno	Receipt Number	Receipt Date	Mode of receipt Cash/Cheque /draft	Name of the Drawer	Cheque/ Draft No.	Bank (for amounts received through cheque/ draft)	Cash (for Amounts received by Cash)	Deposited into Bank Account No.	Date of Deposit	Date of Realisation	Whether returned
1	2	3	4	5	6	7	8	9	10	11	12
	Opening total										
	Days total										
	Closing total										





Report Reference: AB_11

<Name of ULB>

COLLECTION REGISTER OF _____ FOR THE YEAR 20__ to 20__

_____ Department

Sno	Receipt Date	Receipt No.	Name of the payer	Reference number	Particulars of Income					Total
					Account Head	Account Head	Account Head	Account Head	Others (Specify)	
1	2	3	4	5	6	7	8	9	10	11
	Opening total									
	Days total									
	Closing total									





Report Reference: AB_12

<Name of ULB>

REGISTER OF BILLS FOR PAYMENT FOR THE YEAR _____

Sno	Date of presentation by the Supplier/ Department	Name of Party/ Department	Particulars	Bill Amount	Sanction Date	Voucher No.	Amount Sanctioned	Date of Payment or issue of cheque	Amount Dis-allowed	Balance outstanding at the end of the year
1	2	3	4	5	7	8	9	10	11	12





Report Reference: AB_13

<Name of ULB>

CHEQUE ISSUE REGISTER

Sno	Date	Bank Payment Voucher No. & Date	Payment Order Number & Date	Name of the Payee	Nature of Payment	Cheque/ Draft No.	Date of the Cheque/ Draft	Amount	Date of Issue of Cheque/ Draft	Date of Clearance
1	2	3	4	5	6	7	8	9	10	11





Report Reference: AB_14

<Name of ULB>

REGISTER OF ADVANCES FOR THE YEAR 20 ____ to 20 ____

Sno	Date	Name of the person to whom the advance is paid	Particulars of the Advance	Bank Payment Voucher Number & Date	Payment Order Number & Date	Amount	Date of Repayment/ Adjustment	Voucher Number of Repayment/ Adjustment	Balance remaining unadjusted at the end of the year
1	2	3	4	5	6	7	8	9	10





Report Reference: AB_15

<Name of ULB>

DEPOSIT REGISTER FOR THE YEAR ENDED 20__ to 20__

In respect of _____

Sno	Date	Name of the Party	Nature/ Type/ Kind of Deposit	Receipt Number	Amount	Refund or Adjustments				Balance Deposit	
						Date & Voucher No.	Adjusted against demand of		Amount		
							Income Head	Year			Amount
1	2	3	4	5	6	7	8	9	10	11	12





Budget Reports

Report Reference: AB_16

<Name of ULB>

BUDGET ADMISSION (HEADWISE)

DATE: _____ to _____

Head:		Account Code:			Budget Provision:		
Group Name:		Group Code:					
Admit No. Date	Work Description	Party Name	Remark	Zone	Ward	Admit Amount	Balance Amount
1	2	3	4	5	6	7	8
Total							





Report Reference: AB_18

Name of ULB>

BUDGET ADMISSIONWISE BALANCE REPORT (DETAILED)

DATE: _____ to _____

Head:		Account Code:			Budget Provision:				
Group Name:		Group Code:							
Admit No./ Date	Work Description	Party Name	Remark	Zone	Ward	Admit Amount	Balance Amount		
							Date	Amount Paid	Balance
1	2	3	4	5	6	7	8	9	10





Report Reference: AB_19

<Name of ULB>

BUDGET ADMISSION-HEAD WISE SUMMARY (ALL HEADS)

DATE: _____ to _____

Account Code	Head Name	Budget Provision	Admit Amount	Balance Amount





Module Name: Property Tax Billing

Report Reference: PT_01

Demand Register

Report Reference: PT_02

Bill

Report Reference: PT_03

Receipt

Report Reference: PT_04

Notice

Report Reference: PT_05

Defaulters List





Module Name: Water Tax Billing

Report Reference: WT_01

Demand Register

Report Reference: WT_02

Bill

Report Reference: WT_03

Receipt

Report Reference: WT_04

Notice

Report Reference: WT_05

Defaulters List





Module Name: Miscellaneous Taxes Billing

Report Reference: MT_01

Demand Register

Report Reference: MT_02

Bill

Report Reference: MT_03

Receipt

Report Reference: MT_04

Notice

Report Reference: MT_05

Defaulters List





Module Name: Licenses and Plans

Report Reference: LP_01

Demand Register

Report Reference: LP_02

License

Report Reference: LP_03

Bill

Report Reference: LP_04

Receipt

Report Reference: LP_05

Daily Collection Register

Report Reference: LP_06

Reminder Letter, Notice

Report Reference: LP_07

Defaulters List





Module Name: Birth and Death Registration

Report Reference: BD_01

Birth Certificate

Report Reference: BD_02

Death Certificate

Report Reference: BD_03

Birth / Death Register

Report Reference: BD_04

Still Birth Registration Register







Module Name: Employees Database, Payroll

Report Reference: EP_01

Monthly Salary Register

Report Reference: EP_02

Salary Slip

Report Reference: EP_03

Deductions Register

Report Reference: EP_04

Employee Advances

Report Reference: EP_05

Leave Details

Report Reference: EP_06

GPF Status





Module Name: Inventory Management (Stores and Workshop)

Report Reference: IN_01

Purchase Register

Report Reference: IN_02

Goods Returned Register

Report Reference: IN_03

Statement of Department Consumption





Module Name: Procurement (Central Purchase System)

Report Reference: PU_01

Creditors List

Report Reference: PU_02

Procurement Register





Module Name: Ration Card System

Report Reference: RC_01

Ration Card

Report Reference: RC_02

List of Ration Cards Issued





Module Name: Fixed Assets

Report Reference: FA_01

<Name of ULB>

LAND DETAILS as on _____

Sno	lease hold/ free hold	Locat ion	Survey no.	Area (acre / sq. m.)	Date of acquis ition	Cost of acquiri ng the land	Was the land subject to improvement such as filling, leveling etc. after acquisition? (Yes / No)	Details of improvement		Total Cost	From whom acquired	Mode of acquisition	How is the land being currently used	Current market value
								Date	Cost					
1	2	3	4	5	6	7	8	9	10	11 (7+10)	12	13	14	15





Report Reference: FA_02

<Name of ULB>
BUILDING DETAILS as on _____

Sno	Description of the Building	Location	Survey no	Building Dimensions			Number of Floors	Total sq. feet (carpet area)	Area of the land on which building is located (acre / sq. m.)	In case of acquired property, estimated date of Construction completion and date of acquisition by the ULB	Date of construction In case property constructed by the ULB	Cost of acquisition / construction
				Length	Breadth	Height						
1	2	3	4	5	6	7	8	9	10	11	12	13

Was the building subject to any improvement such as renovation, extension or otherwise after acquisition? (Yes / No)	Details of improvement		Total Cost	Amount of depreciation, provided on the building, if any	Written down value of the Building	From whom acquired	Mode of acquisition	Current usage of the building	Current market value
	Date	Cost							
14	15	16	17 (13+16)	18	19 (17-18)	20	21	22	23





Report Reference: FA_03

<Name of ULB>

ROAD, STREET, LANE AND FOOTPATHS DETAILS as on _____

Sno	Name of the road, street and lane	Type of Road / Street / Lane (earthen, tar or concrete)	Survey no. of land	Road, Street or Lane dimension		Area (Sq. m.)	Date of acquisition / construction	Cost of acquisition / construction
				Length	Width			
1	2	3	4	5	6	7 (5*6)	8	9

Were the roads, streets or lanes subject to any improvement? (Yes/No)	Details of improvement		Total Cost	Depreciation Amount (if any)	Written down value	From whom acquired	Mode of acquisition
	Date	Cost					
10	11	12	13 (9+12)	14	15 (13-14)	16	17







Report Reference: FA_04

<Name of ULB>

BRIDGES, CULVERTS, FLYOVERS, SUBWAYS AND CAUSEWAYS DETAILS as on _____

Sno	Description of bridge, culvert, flyover, causeway or subway	Location	Survey no. of the land	Structure Dimensions		Area of the land on which structure is constructed (acre / sq. m.)	In case of acquired property, estimated date of Construction completion and date of acquisition by the ULB	Date of construction In case property constructed by the ULB	Cost of construction / acquisition
				Length	Breadth				
1	2	3	4	5	6	7	8	9	10

Was the structure subject to any improvement such as extension or otherwise after acquisition? (Yes / No)	Details of Improvement		Total Cost	Depreciation for the structure, if any	Written down value of the structure	From whom acquired	Mode of acquisition
	Date	Cost					
11	12	13	14 (10+13)	15	16 (14-15)	17	18





Report Reference: FA_05

<Name of ULB>

DRAINS INCLUDING UNDERGROUND DRAINS DETAILS as on _____

Sno	Type of drain (open or underground)	Name of the road/street where the drains located	Survey no. of the land	Structure Dimension			Area of the land where drains are constructed (acre / sq. m.)	In case of acquired property, estimated date of Construction completion and date of acquisition by the ULB	Date of construction In case property constructed by the ULB
				Length	Breadth	Height			
1	2	3	4	5	6	7	8	9	10

Cost of construction / acquisition	Was the structure subject to any improvement such as extension or otherwise after acquisition? (Yes/No)	Details of improvement		Total Cost	Amount of depreciation Provided, If any	Written down value of the structure	From whom acquired	Mode of acquisition
		Date	Cost					
11	12	13	14	15 (11+14)	16	17 (15-16)	18	19





Report Reference: FA_06

<Name of ULB>

WATER WORKS DISTRIBUTION DETAILS as on _____

Sno	Description of the water distribution system assets	Name of the road/street where the distribution assets are located	Survey no. of the land	Structure Dimension		Area of the land where the distribution system assets are located (acre / sq. m.)	In case of acquired property, estimated date of Construction completion and date of acquisition by the ULB	Date of construction In case property constructed by the ULB	Cost of construction / acquisition
				Length	Diameter				
1	2	3	4	5	6	7	8	9	10

Was the structure subject to any improvement after acquisition? (Yes/No)	Details of improvement		Total Cost	Depreciation provided on the structure, if any	Written down value of the structure	From whom acquired	Mode of acquisition
	Date	Cost					
11	12	13	14 (10+13)	15	16 (14-15)	17	18





--	--	--	--	--	--	--	--

Report Reference: FA_07

<Name of ULB>

PUBLIC LIGHTING SYSTEM DETAILS as on _____

Sno	Name of the road/ Location	Survey number of road	Number of lamp posts	Cost of acquisition and erection of lamp posts	Meters of cables used	Cost of acquisition and laying of cables	Total Cost	Amount of Depreciation, if any	Written down value	Year of acquisition/ installation	Acquired from whom	Mode of acquisition
1	2	3	4	5	6	7	8 (5+7)	9	10 (8-9)	11	12	13





Report Reference: FA_08

<Name of ULB>

LAKES AND PONDS DETAILS as on _____

Sno	Description of the lake and pond	Location	Survey no. of the land	Area of the lake / pond (acre / sq. m.)	Date of construction / acquisition	Cost of acquisition / construction	Was the lake / pond improved after acquisition? (Yes / No)	Details of improvement		Total Cost	From whom acquired	Mode of acquisition
								Date	Cost			
1	2	3	4	5	6	7	8	9	10	11 (7+10)	12	13





Report Reference: FA_09

<Name of ULB>

CAPITAL WORK IN PROGRESS DETAILS as on _____

Sno	Name of the project	Work Order number and Year in which sanctioned	Location of the Project	Estimated cost of the project	Cost already incurred on the project	Source of finance from which project funded	Estimated date of completion of the project
1	2	3	4	5	6	7	8





Report Reference: FA_10

<Name of ULB>

PLANT AND MACHINERY DETAILS as on _____

Sno	Description Of plant and machinery (including the 'make')	Capacity	Location	Number of shifts in use	Date of acquisition	Cost of acquisition / construction	Amount of depreciation provided, if any	Written down value	Date of commencement of operation	From whom acquired	Mode of acquisition	Current market value
1	2	3	4	5	6	7	8	9 (7-8)	10	11	12	13





Report Reference: FA_11

<Name of ULB>
VEHICLES DETAILS as on _____

Sno	Description of the vehicle (LCV, HCV or cars, jeeps etc. and its 'make')	Date of acquisition	Cost of acquisition	Was the vehicle subject to any improvement such as body extension or otherwise? (Yes/No)	Details of improvement		Total Cost	Amount of depreciation provided, if any	Written down value of the vehicle after
					Date	Cost			
1	2	3	4	5	6	7	8 (4+7)	9	10 (8-9)

Year of manufacture	Registration details	Engine No.	Chassis No.	From whom acquired	Mode of acquisition	Current market value
11	12	13	14	15	16	17





Report Reference: FA_12

<Name of ULB>

FURNITURE AND FIXTURES DETAILS as on _____

Sno	Description of the asset (table, chair, cupboard, partition, safe vault, cabinet, etc.)	Location / Department	Asset reference number	Date of acquisition	Cost of acquisition / construction	Amount of depreciation provided, if any	Written down value	From whom acquired	Mode of acquisition
1	2	3	4	5	6	7	8 (6-7)	9	10





Report Reference: FA_13

<Name of ULB>

OFFICE EQUIPMENT DETAILS as on _____

Sno	Description of the asset (photocopier machine, typewriter, air conditioner, water cooler, computer etc.)	Location / Department	Asset reference number	Date of acquisition	Cost of acquisition / construction	Amount of depreciation provided, if any	Written down value	From whom acquired	Mode of acquisition
1	2	3	4	5	6	7	8 (6-7)	9	10





Report Reference: FA_14

<Name of ULB>

OTHER EQUIPMENT DETAILS as on _____

Sno	Description of the equipment (including its 'make')	Location / Department	Asset reference number	Date of acquisition	Cost of acquisition / construction	Amount of depreciation provided, if any	Written down value	From whom acquired	Mode of acquisition
1	2	3	4	5	6	7	8	9	10





Report Reference: FA_15

<Name of ULB>

LIVESTOCK DETAILS as on _____

Sno	Location of the animal	Description of the animal	Number of animals	Amount paid for acquisition	Date of acquisition	From whom acquired	Mode of acquisition
1	2	3	4	5	6	7	8





Report Reference: FA_16

<Name of ULB>

INVESTMENT DETAILS as on _____

Sno	Funds from which investment made	Instrument invested in (government securities/ bank deposit)	Amount invested	Amount of interest receivable from the last receipt till the cut-off date
1	2	3	4	5





Module Name: Public Grievances

Report Reference: PG_01

Complaint Register



UADD Reports

Report Reference: UADD_01

**C.M. MONITORING
(Section wise Report)**

Section: _____

Sno	Division	Computer Code	Reference	ULB Name	Subject	Date of Receipt	Current Status	Date of Disposal	Remarks
1	2	3	4	5	6	7	8	9	10





Report Reference: UADD_02

C.M. MONITORING
(Division wise Report)

Division: _____

Sno	Section	Computer Code	Reference	ULB Name	Subject	Date of Receipt	Current Status	Date of Disposal	Remarks
1	2	3	4	5	6	7	8	9	10





Report Reference: UADD_03

GOVT. OF INDIA / GOVERNER / STATE MINISTERS
(Section wise Report)

Section: _____

Sno	Division	Computer Code	Reference	ULB Name	Subject	Date of Receipt	Current Status	Date of Disposal	Remarks
1	2	3	4	5	6	7	8	9	10





Report Reference: UADD_04

GOVT. OF INDIA / GOVERNOR/ STATE MINISTERS
(Division wise Report)

Division: _____

Sno	Section	Computer Code	Reference	ULB Name	Subject	Date of Receipt	Current Status	Date of Disposal	Remarks
1	2	3	4	5	6	7	8	9	10





Report Reference: UADD_05

PUBLIC GRIEVANCES MONITORING
(Section wise Report)

Section: _____

Sno	Division	Computer Code	ULB Name	Name of Complainant	Reference	Subject	Date of Receipt	Current Status	Date of Disposal	Remarks
1	2	3	4	5	6	7	8	9	10	11





Report Reference: UADD_06

PUBLIC GRIEVANCES MONITORING
(Division wise Report)

Division: _____

Sno	Section	Computer Code	ULB Name	Name of Complainant	Reference	Subject	Date of Receipt	Current Status	Date of Disposal	Remarks
1	2	3	4	5	6	7	8	9	10	11

