दिल्ली नगर निगम

Municipal Corporation of Delhi

User Manual

For

Parking Management System

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Version History

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1. Introduction

This user's manual provides information about how to use **Parking Management System** as a powerful management vehicle for the MCD that is ready to move beyond the traditional tools and style of operation. The manual addresses the needs of RP Cell Department stakeholders (MCD, Public); including some information for the Parking Management System (Administrator), and including some information for systems technical support people (Technical).
The Parking Management System application will facilitate the process of management of the different parking sites present with MCD, which includes managing the accounts of contractors who manage the day to day transactions happening on parking sites as well it will facilitate the MCD officials to do their regular jobs with increased transparency and more efficiency.

The user manual has been divided into three parts, covering the usefulness of the application from three different user perspectives namely:

1. Public (Disposal of information related to Parking Sites)
2. Contractors (Management of accounts for running of Parking Sites)
3. MCD Officials (Administration of Parking Sites and related works and requests)

The manual has been prepared from the user perspective, where the user is already aware of the manual process of managing the day to day transactions for outsourced Parking Sites.

2. Audience Analysis

This user's manual has been designed to cater to the needs of different Audience (users) of the application. The basic audience is and not limited to the one listed in the table.

Table 1

			Knowledge				
User		**Target User**	**Prior**	**Process**	**Computer**	**Age**	**Application Familiarity**
Public							
		Individual	No	No	Good	20+	No
		Agency	No	Part	Good	25+	No
MCD	**Parking Management**	HOD	No	Yes	Good	30+	Yes
		AC	No	Yes	Part	30+	Yes
		AO	No	Yes	Part	30+	Yes
		LI	No	Yes	~	30+	Part
		Other MCD officials	No	Yes	~	30+	No

Table 1.1

3. Process in the Application

The application facilitates the following processes for different users:

3.1 Public

1. View Parking Site Details
2. View Policies / Circulars
3. View Parking Charges
4. Raise New Complaint
5. Search & Track Complaint

3.2 Agency

1. Raise Miscellaneous Request
2. Search Miscellaneous Request
3. View Contractor Details
4. View List of Contracts
5. View Notices
6. View Dues
7. View Inspection Dues
8. View Parking Site Details
9. View Policies / Circulars
10. View Parking Charges
11. Raise New Complaint
12. Search & Track Complaint

3.3 RP Cell

1. Search Parking Sites and View Details
2. Search Contract and View Details
3. Search Contractor and View Details
4. Create/File Inspection
5. Inspection Dashboard (Taking action on the Inspection)
6. Search Inspection
7. Miscellaneous Request Dashboard (Taking action on the Request)
8. Search Miscellaneous Request
9. View Contracts List Dues
10. View Inspection List Dues
11. View and Edit Parking Charges
12. View and Edit Policies/Circulars
13. View Complaints and Take Action
14. Search Complaints

4. Using the Application

The Audience/User of the application i.e. Registered Agency and authorized MCD employee will get a login ID and password to access the system while the user. Error messages will be displayed if login ID or password is incorrect. The user logs into the Parking Management application on successful authentication.

User Need to enter the login id and password in the login Screen as in Figure 1 and need to click Login.

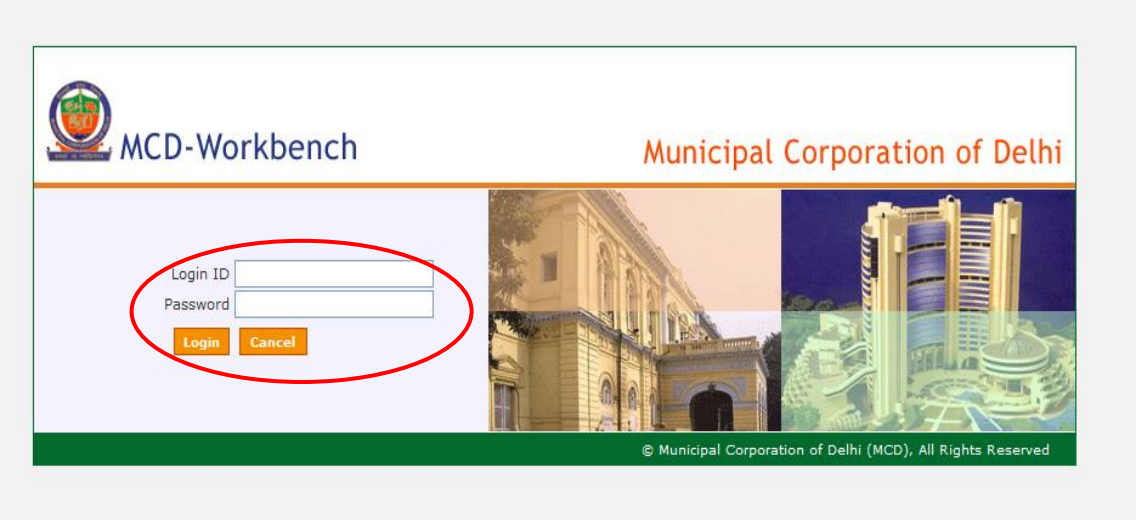


Figure 1

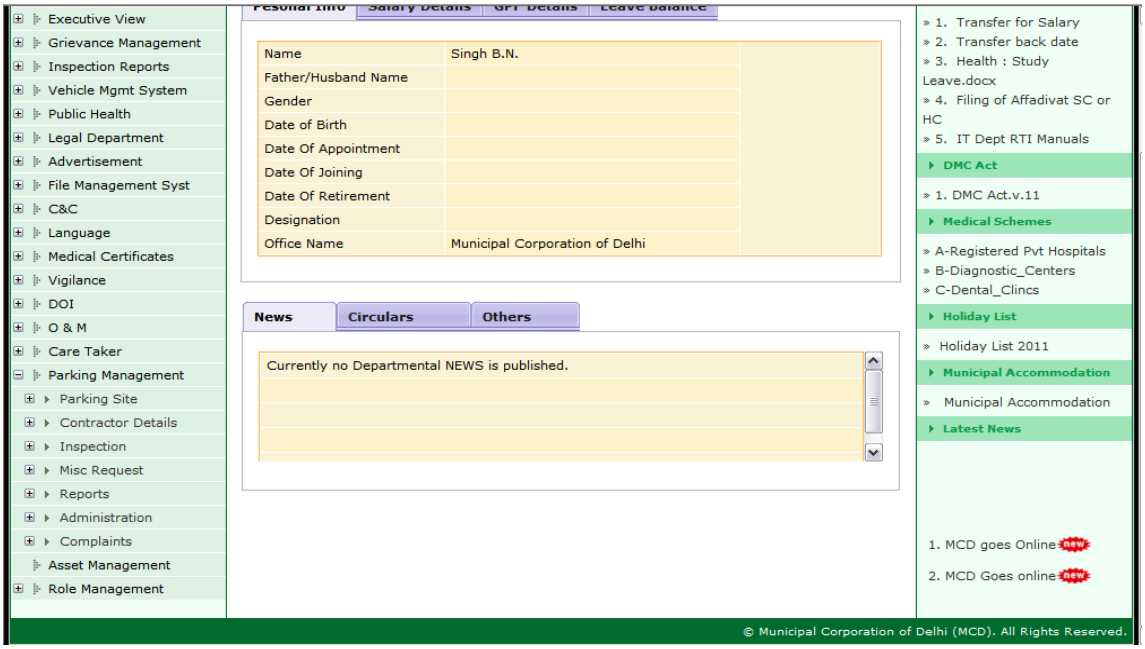


Figure 2

On logging in, system will direct the user to the MCD workbench. The left pane show all the list of facilities provided by Parking Management.
The user will be able to see only the option required by him (enabled for him) and the options will differ from user to user.

5. Public/Agency

As already mentioned in 3.1 and 3.2 the Public and Agency can avail the facility of Viewing Parking Sites, Viewing Parking Charges, Viewing Policies/Circulars, View Dues, Manage Account, Lodge and Track complaint etc.

In the below pages its mentioned how to make use of them.

5.1 View Parking Sites

In order to view the parking sites available across Delhi, which fall under the MCD jurisdiction, user needs to click on the link "**Parking Site List**". Clicking on this link will navigate the user to the page showing the details of the Parking Sites. Logical filters like zone, parking site name, parking site type and parking status have been provided on the page that will help the user to refine the list of displayed parking sites.

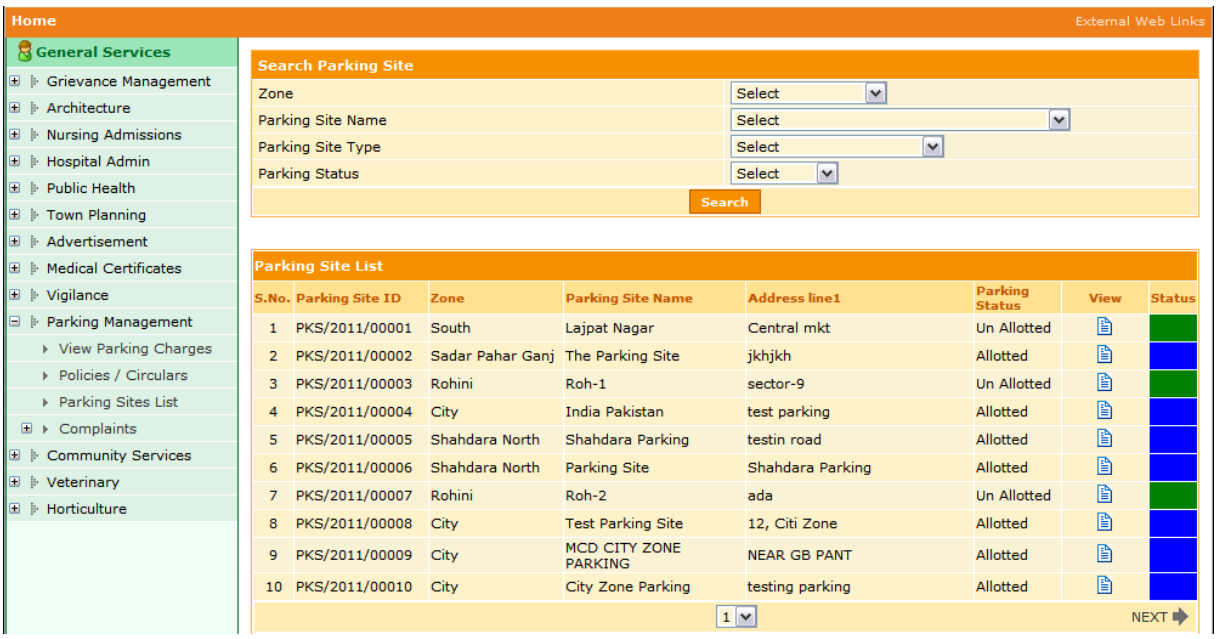


Figure 3

Parking site status has been indicated with Green, Blue and Black colours, which indicate if a parking site is allotted, Un-Allotted or In-Active respectively. A button "NEXT→" given at the bottom right corner is meant to display the next ten set of parking sites in case if the displayed results exceed more than ten in number.

5.2 View Parking Charges

In order to view the details of the parking charges applicable across the various parking sites available in MCD the user needs to click on the link "**View Parking Charges**". Clicking on this link will navigate the user to the page displaying the current parking charges as applicable on different parking sites.

Figure 4

In the above mentioned figure the details of the Parking Charges are mentioned Parking Site wise. The other details mentioned here is Type of Vehicle, Duration as based on these parameters Parking charges vary.

5.3 View Policies/Circulars

When user clicks on the link "**Policies/Circulars**", the application navigates to a page that displays the details of the various information available in the form of:

a. **Policy List**: Downloadable policies as currently applicable for the Parking Management.
b. **Circular Decision List**: Downloadable versions of different Circulars issued by the RP cell department.
c. **Application Form List**: Downloadable versions of various application forms available from RP Cell department.
d. **Court Decision List**: Downloadable versions of various court orders issued in context to the Parking Management.

Policy List

Is Active	Uploaded Document	Uploaded Date
✓	Parking Policy One	04/05/2011
✓	Parking Site Upgrade	26/04/2011
✓	test Policy	11/04/2011
✓	test Policy	11/04/2011

Circular Decision List

Is Active	Uploaded Document	Uploaded Date
	dad	21/04/2011
	bjherwjce	11/04/2011

Application Form List

Is Active	Uploaded Document	Uploaded Date
	bjhefr	13/04/2011
✓	Test Form	11/04/2011
✓	Test Form	11/04/2011

Court Decision List

Is Active	Uploaded Document	Uploaded Date
✓	test court decision	11/04/2011

Figure 5

5.4 Lodging a Complaint

A provision has been made where the citizen or the contractors can lodge a complaint with the department for e.g. of unauthorized Parking Site being run in their area etc. Select **New Complaint** under **Complaints**.

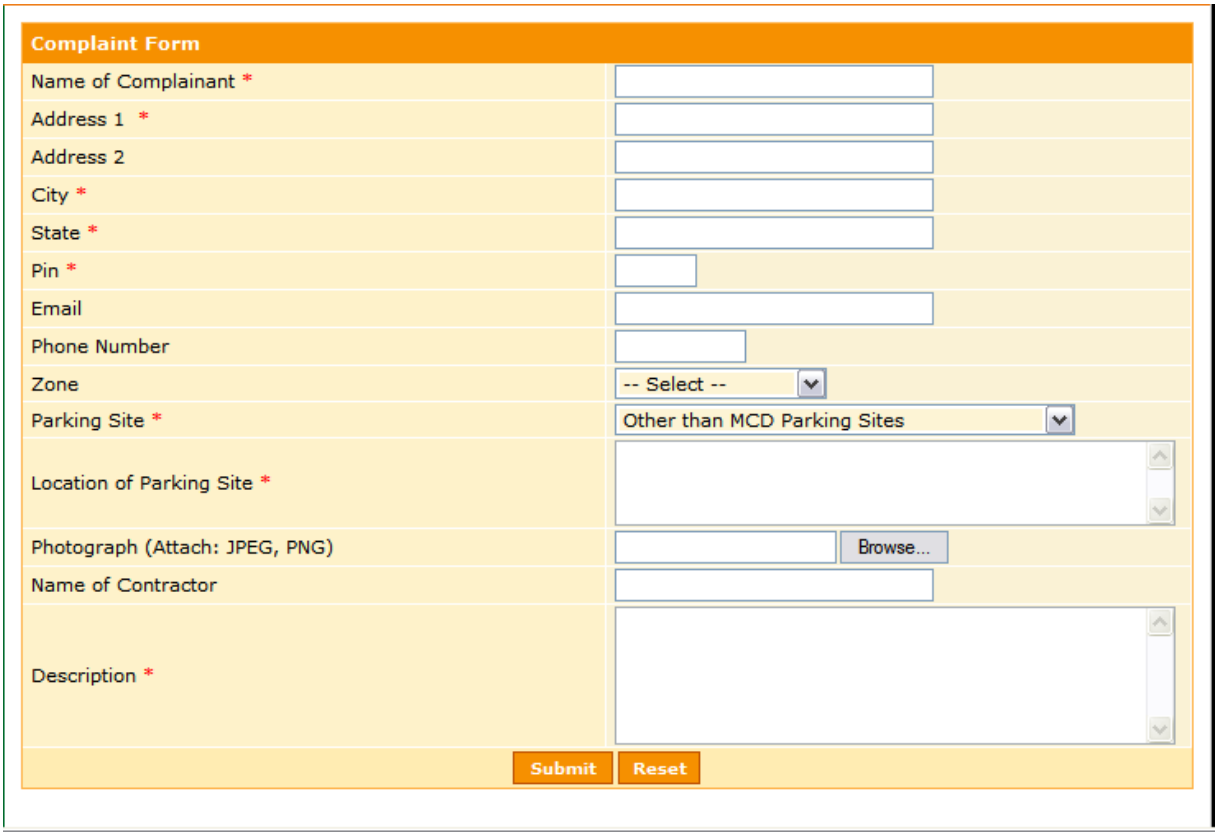


Figure 6

Fill in the required details in the above shown screen and press "**Submit**" button. For every complaint a **reference Id** will be generated. The user can use the **reference Id** to track the status of the complaint by searching.

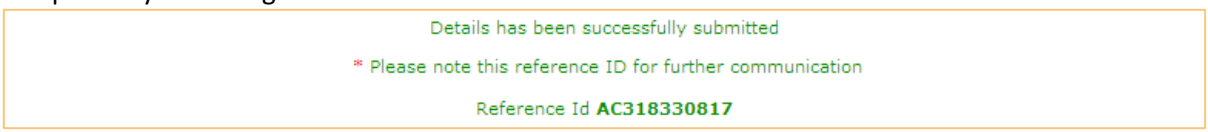


Figure 7

5.5 Search

User can check the complaint status from the search screen. User needs to enter the Complaint ID as shown in Fig 8, and enter the reference Id available. Press **Search** to get the search result or reset to reenter the Applicant type or Reference ID.

Figure 8

Clicking on Search button will display the search results. The user can check the details of the complaint by click on the Complaint ID highlighted by Blue Underline.

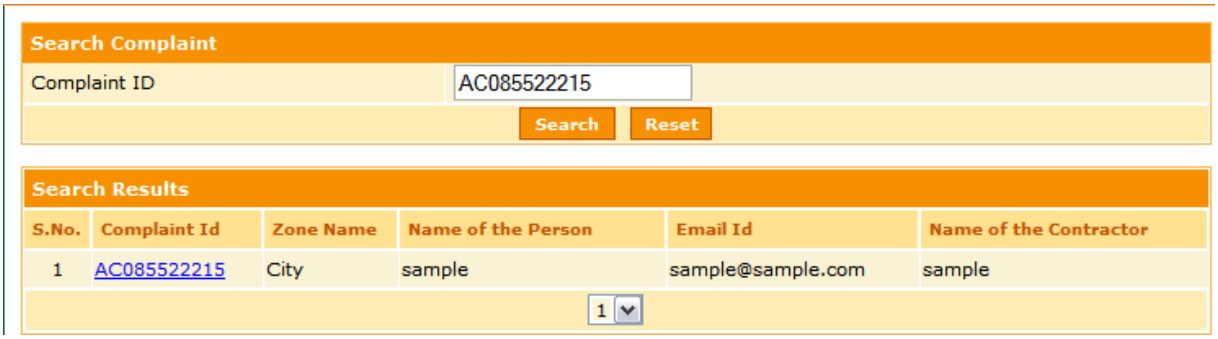


Figure 9

The new page will be the complaint details of the search parameter entered in the above shown screen. The user can check the Documents uploaded, status, details etc. To go back to the search screen press back.

Complaint Details	
Complaint Id	AC085522215
Complaint Date	26/03/2011
Name of Complainant	sample
Address of Complainant	sample, sample, sample, sample, PIN: 123456
Email	sample@sample.com
Phone Number	1212121212
Location of Parking Site	sample
Name of Contractor	sample
Parking Site	Other than MCD Parking Sites
Description	sample
Zone	City
Photograph (Attach: JPEG, PNG)	No Photograph
Status	Pending
Back	

Figure 10

6. RP Cell

RP Cell has following roles for the application

1. OSD, Administrative Head of the Department
2. Assistant Commissioner (Application Administrator)
3. Superintendent
4. Administrative Officer
5. Field Inspector
6. Bill Clerk

6.1 Home Page

The below mentioned figure shows the home page of Parking Management.

Figure 11

6.2 Search Parking Sites

This link will be enabled for HOD, Assistant Commissioner, Superintendent, Administrative Officer and Field Inspectors, to facilitate them to view the parking sites information.

The search parking site feature works the same as the View Parking Site Feature as mentioned in 5.1

6.3 Create Parking Sites

This link will only be enabled for the application administrator role which will be played by the Assistant Commissioner.

This page enables the user to be able to create a Parking Site to maintain as the base data information upon which all the transactions will be based. User needs to enter the entire mandatory (* marked) information to proceed further. Other details related to parking sites can also be filled as per the availability of information.

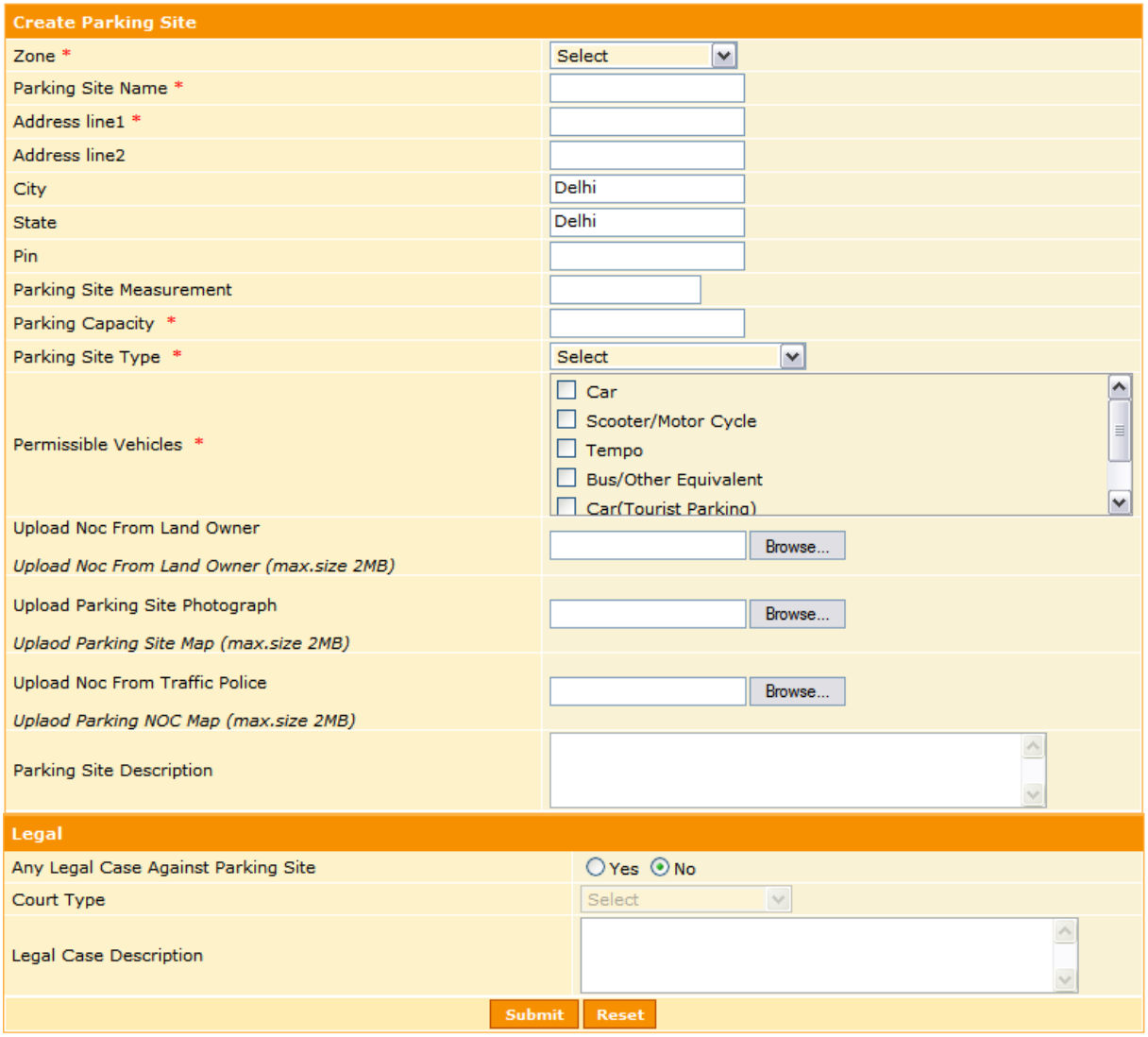


Figure 12

On clicking the submit button a success message will be displayed to user on successful creation of the Parking Site. Every Parking site created will be given a unique system generated ID, through which it will be further identified in any transaction.

6.4 Create Contractor

This link will only be enabled for the application administrator role which will be played by the Assistant Commissioner.

This page enables the user to be able to create a Contractor to maintain as the base data information upon which all the transactions will be based. User needs to enter the entire mandatory (* marked) information to proceed further. Other details related to contractor can also be filled as per the

availability of information.

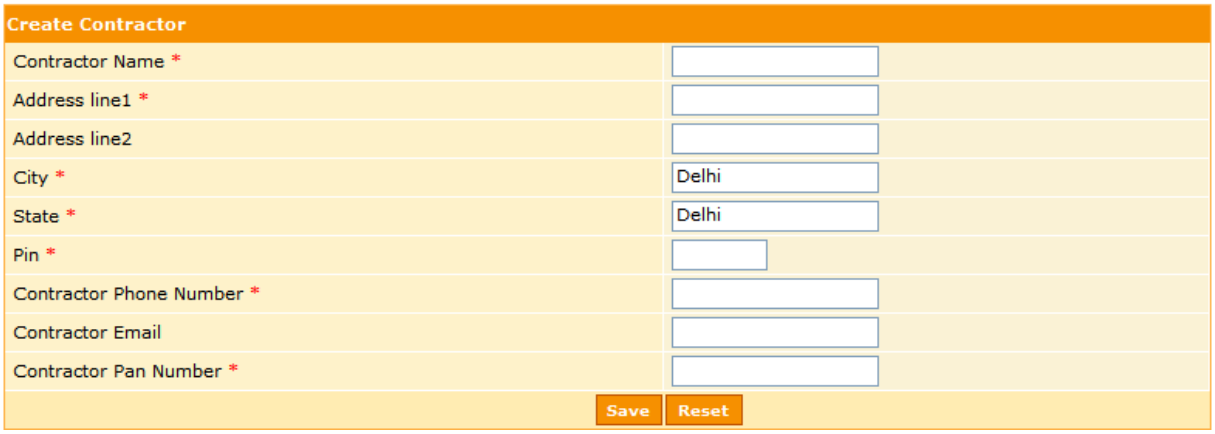


Figure 13

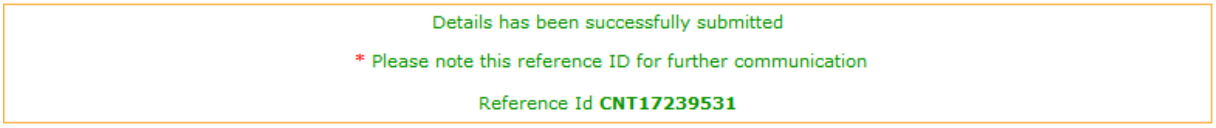


Figure 14

6.5 Search Contractor

This link will be enabled for HOD, Assistant Commissioner, Superintendent, Administrative Officer and Field Inspectors, to facilitate them to view the contractor details.

The "**Edit**" feature that enables to update or modify the contractor information will be enabled only for Assistant Commissioner.

User can enter either Contractor ID or Contractor PAN Number to search the contractor details. In case if user does not enter anything and clicks on Search button, then the system will display all the available contractor details to the user.

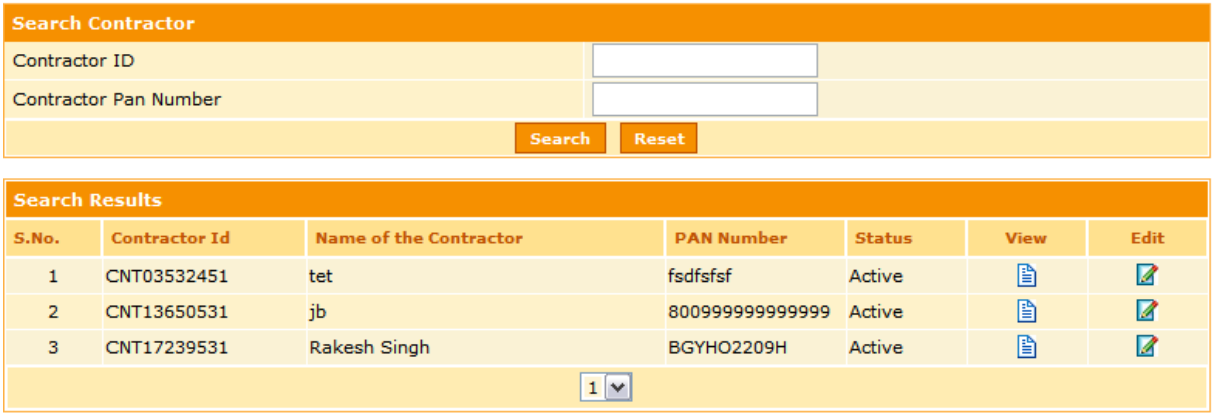


Figure 15

The image under the column View can be clicked to view the complete contractor details individually.

Figure 16

The image under the Edit column can be used by Assistant Commissioner to update or modify the contractor details.

Figure 17

6.6 Assign Contract

This link will only be enabled for the application administrator role which will be played by the Assistant Commissioner. The link will be present under Parking Site → Assign Contract.

User can enter the entire mandatory (*marked) details to assign a parking site to any contractor. This is done by choosing first a parking site and then the contractor to whom the Parking Site is being contracted.

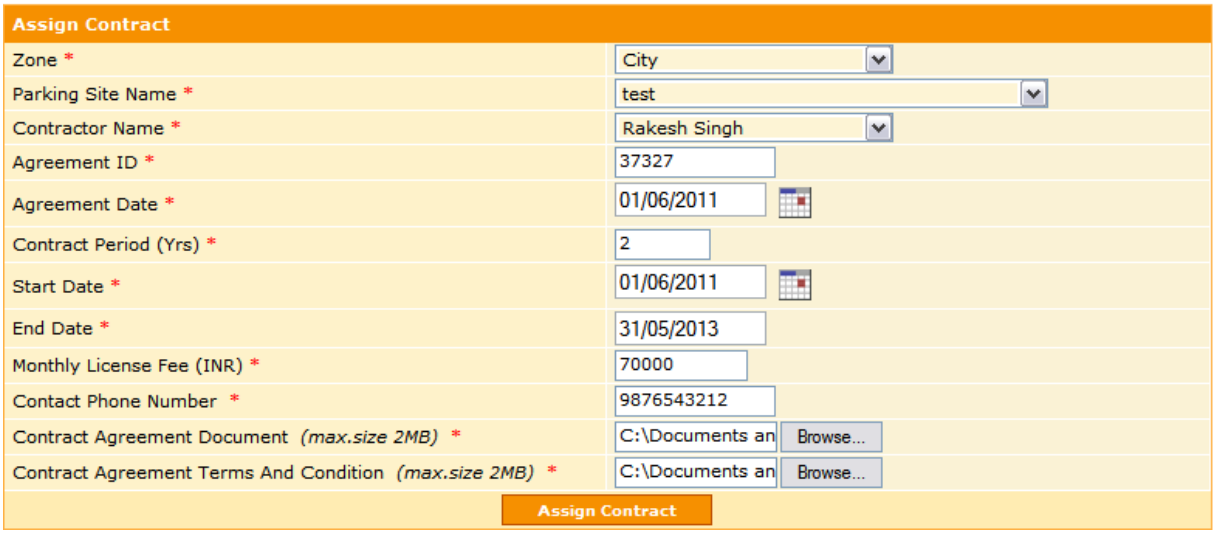


Figure 18

Description of a few details to be entered here are as follows:

a. Agreement ID: This will be the legal contract ID signed between MCD and the contractor
b. Agreement Date: This will be the legal date of contract signed between MCD and the contractor
c. Contract Period: This will be either 2 Years or 5 Years

On clicking the submit button a success message will be displayed to user on successful creation of the Contract. Every Contract created will be given a unique system generated ID, through which it will be further identified in any transaction.

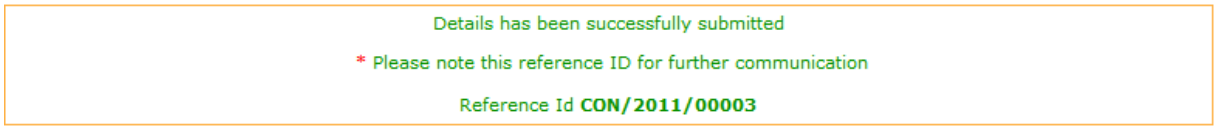


Figure 19

6.7 Search Contract

This link will be enabled for HOD, Assistant Commissioner, Superintendent, Administrative Officer and Field Inspectors, to facilitate them to view the contractor details. The link will be present under Parking Site → Search Contract.

User can enter Zone, Parking Site Name, Agreement Date, From Date or To Date to search the contractor details. In case if user does not enter anything and clicks on Search button, then the system will display all the available contractor details to the user.

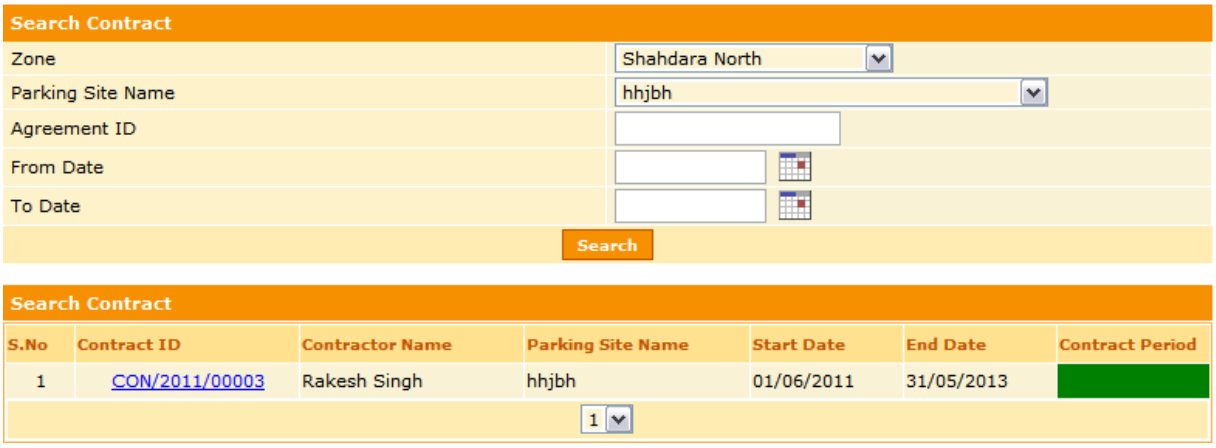


Figure 20

Contract Period status has been indicated with Green, Yellow and Red colours, which indicate if a parking site is well within expiry period, about to expire or expired. A button "NEXT→" given at the bottom right corner is meant to display the next ten set of parking sites in case if the displayed results exceed more than ten in number.

In case if user wants to see the complete contract details he can click on the blue hyperlink of the Contract ID, which will blow up the complete contract details.

Figure 21

6.8 Contract Extension

This link will only be enabled for the application administrator role which will be played by the Assistant Commissioner.

If a contract needs to be extended then the application administrator may do so by clicking on the "**Extension**" button for an individual contract. He will be required to enter the details such as Effective start date that will necessarily be after the contract expiry date, effective end date, renewed MLF and Remarks.

If the required details are entered correctly, on clicking the Submit button the contract shall get extended and a success message will be displayed.

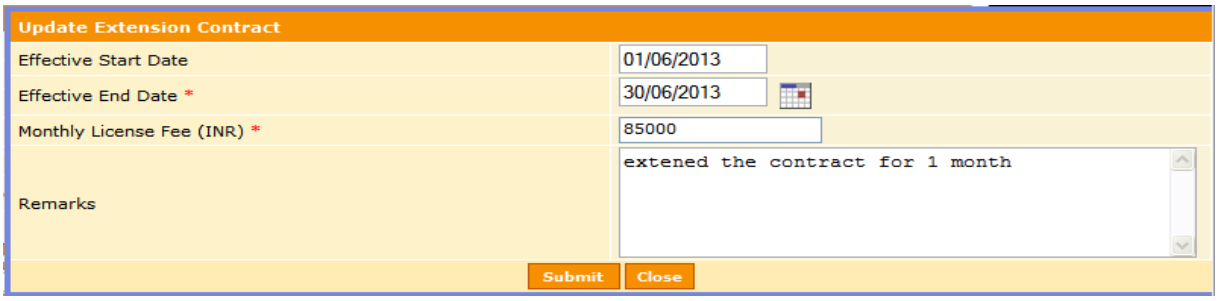


Figure 22

6.9 Contract Renewal

This link will only be enabled for the application administrator role which will be played by the Assistant Commissioner.

At end of every 1 year of contract, the same needs to be renewed for carrying out further business transactions. This can be done by application administrator by clicking on the "**Renewal**" button for an individual contract. He will be required to enter the details such as Effective start date, renewed MLF and Remarks.

If the required details are entered correctly, on clicking the Submit button the contract shall get renewed and a success message will be displayed.

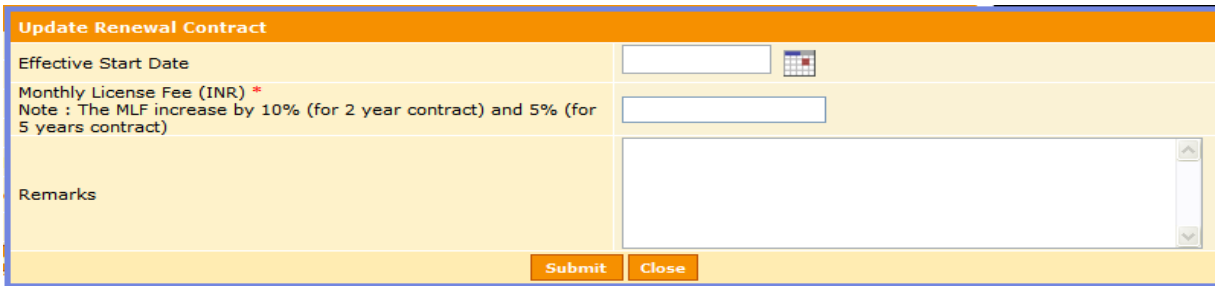


Figure 23

6.10 Modify MLF

This link will only be enabled for the application administrator role which will be played by the Assistant Commissioner.

If the Monthly License Fee (MLF) is required to be updated at any point of time, application administrator can do so by clicking on "**Modify MLF**" button. He will be required to enter the Modified MLF amount, Effective Start Date and Remarks.

If the required details are entered correctly, on clicking the Submit button the contract shall get renewed and a success message will be displayed.

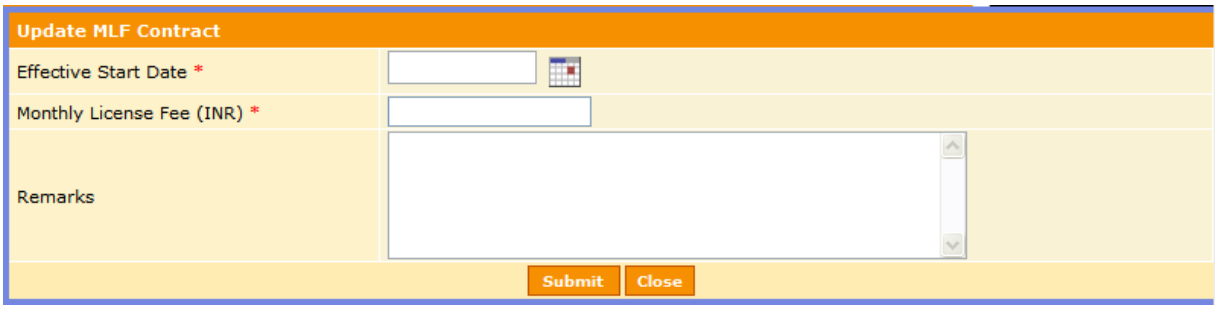


Figure 24

6.11 Cancel Contract

This link will only be enabled for the application administrator role which will be played by the Assistant Commissioner.

In case if a contract is required to be cancelled, application administrator can do so by entering the Cancellation date and remarks.

If the required details are entered correctly, on clicking the Submit button the contract shall get renewed and a success message will be displayed.

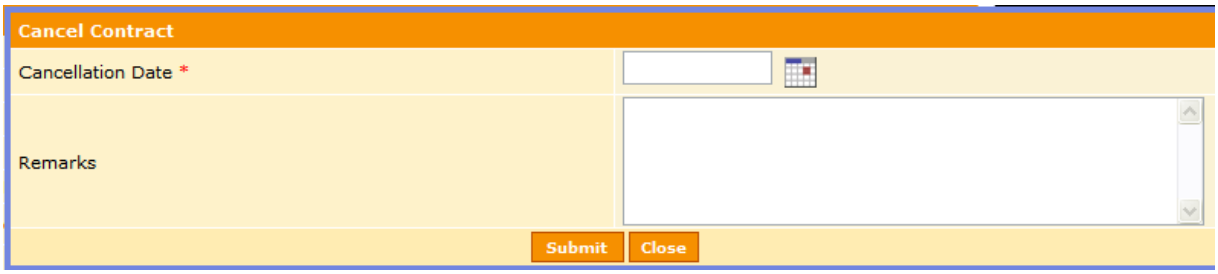


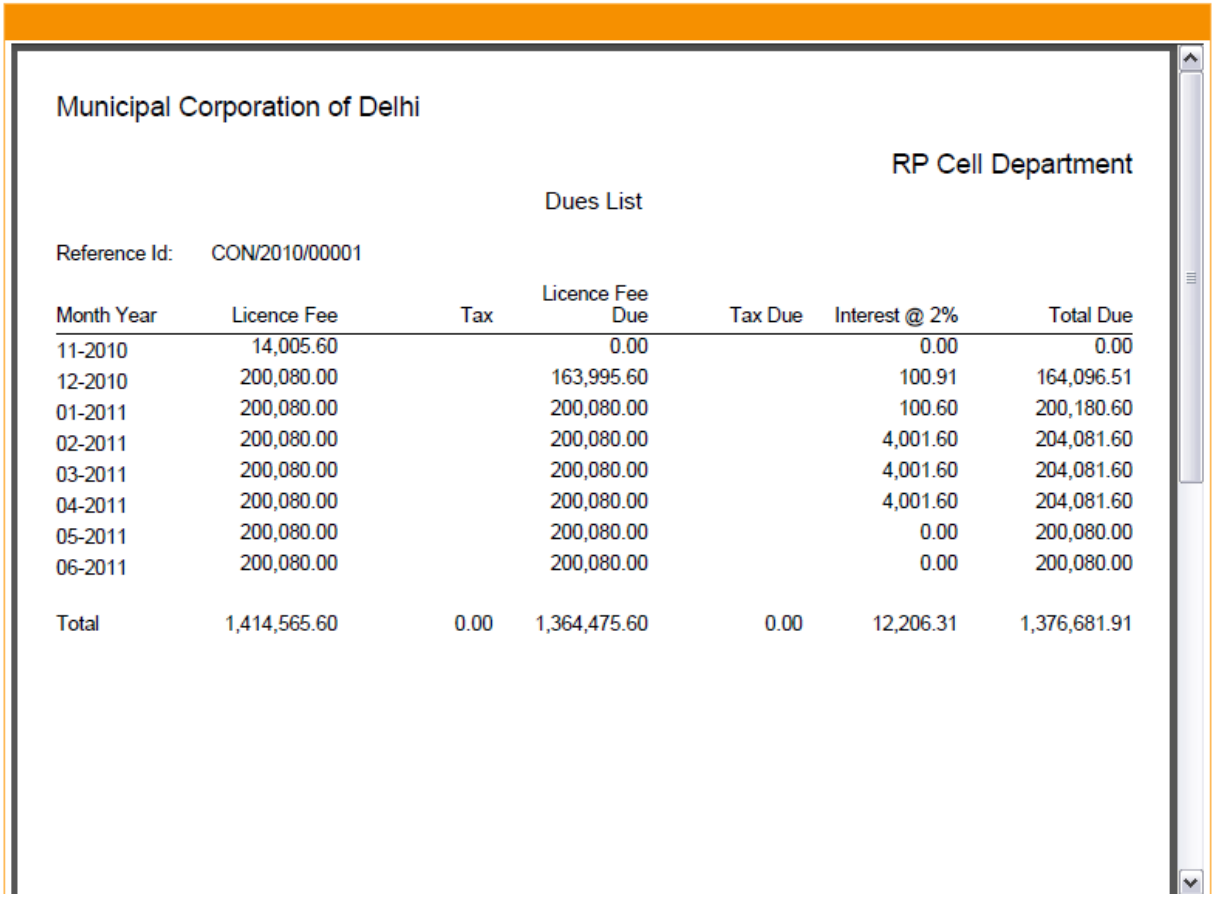
Figure 25

6.12 View Past Dues

This link will only be enabled for the application administrator role which will be played by the Assistant Commissioner.

In case if a contract is required to be cancelled, application administrator can do so by entering the Cancellation date and remarks.

If the required details are entered correctly, on clicking the Submit button the contract shall get renewed and a success message will be displayed.



Municipal Corporation of Delhi

RP Cell Department

Dues List

Reference Id: CON/2010/00001

Month Year	Licence Fee	Tax	Licence Fee Due	Tax Due	Interest @ 2%	Total Due
11-2010	14,005.60		0.00		0.00	0.00
12-2010	200,080.00		163,995.60		100.91	164,096.51
01-2011	200,080.00		200,080.00		100.60	200,180.60
02-2011	200,080.00		200,080.00		4,001.60	204,081.60
03-2011	200,080.00		200,080.00		4,001.60	204,081.60
04-2011	200,080.00		200,080.00		4,001.60	204,081.60
05-2011	200,080.00		200,080.00		0.00	200,080.00
06-2011	200,080.00		200,080.00		0.00	200,080.00
Total	1,414,565.60	0.00	1,364,475.60	0.00	12,206.31	1,376,681.91

Figure 26

6.13 View Payment Details

This link will only be enabled for the application administrator role which will be played by the Assistant Commissioner.

User can navigate to this page in order to view the payment details of the money deposited by a contractor against a particular contract.

Paid Details -

Transaction Id	G8 Receipt No.	Paid/Received On	Paid Amount	Payment Mode	Bank Name	Cheque Number	Card Number	Expand / Collapse
PG145411714	80809	25/05/2011	INR 400,000.00	Cheque/DD				
Remarks	nsdvehd	Tax Collected At Source						

Application Fee	Registration Fee	Security Deposit	Caution Deposit	Voliation Charges	Penalty Charges	Tax Collected From Souce
- N/A -	- N/A -	INR 400,000.00	- N/A -	- N/A -	- N/A -	- N/A -

PG145332214	80809	25/05/2011	INR 599,696.00	Cheque/DD	icici	233333		
Remarks	btrhythjyt	Tax Collected At Source	13196.00					

Monthly Payments

Month	Year	License Fee	Interest
5	2008	INR 50,000.00	INR 0.00
6	2008	INR 100,000.00	INR 0.00
7	2008	INR 100,000.00	INR 0.00
8	2008	INR 100,000.00	INR 0.00
9	2008	INR 100,000.00	INR 0.00
10	2008	INR 86,500.00	INR 0.00
11	2008	INR 50,000.00	INR 0.00

RF145422914	8972398	25/05/2011	INR - 400,000.00	Refunds / Adjustments				
Remarks	Need to be adjusted against the MLF	Tax Collected At Source						

Application Fee	Registration Fee	Security Deposit	Caution Deposit	Voliation Charges	Penalty Charges	Tax Collected From Souce
- N/A -	- N/A -	INR - 400,000.00	- N/A -	- N/A -	- N/A -	- N/A -

Figure 27

The screen above will tell about the details of payment such as transaction ID, G8 Receipt number, mode of payment, amount etc.

6.14 Create Inspection

This link will be enabled for HOD, Assistant Commissioner, Superintendent, Administrative Officer and Field Inspectors, and Additional Commissioners of MCD in case if they want to initiate an inspection for an MCD authorized parking site or any other site where unauthorized parking is being carried out.

The inspection report is divided into three different sections. The first section is intended to capture the Inspection details. User should enter all the necessary (*marked) information. The other details should be entered or uploaded as per the availability.

Inspection here can be initiated either for an MCD authorized parking site or any random site where unauthorized parking activities are being carried out.

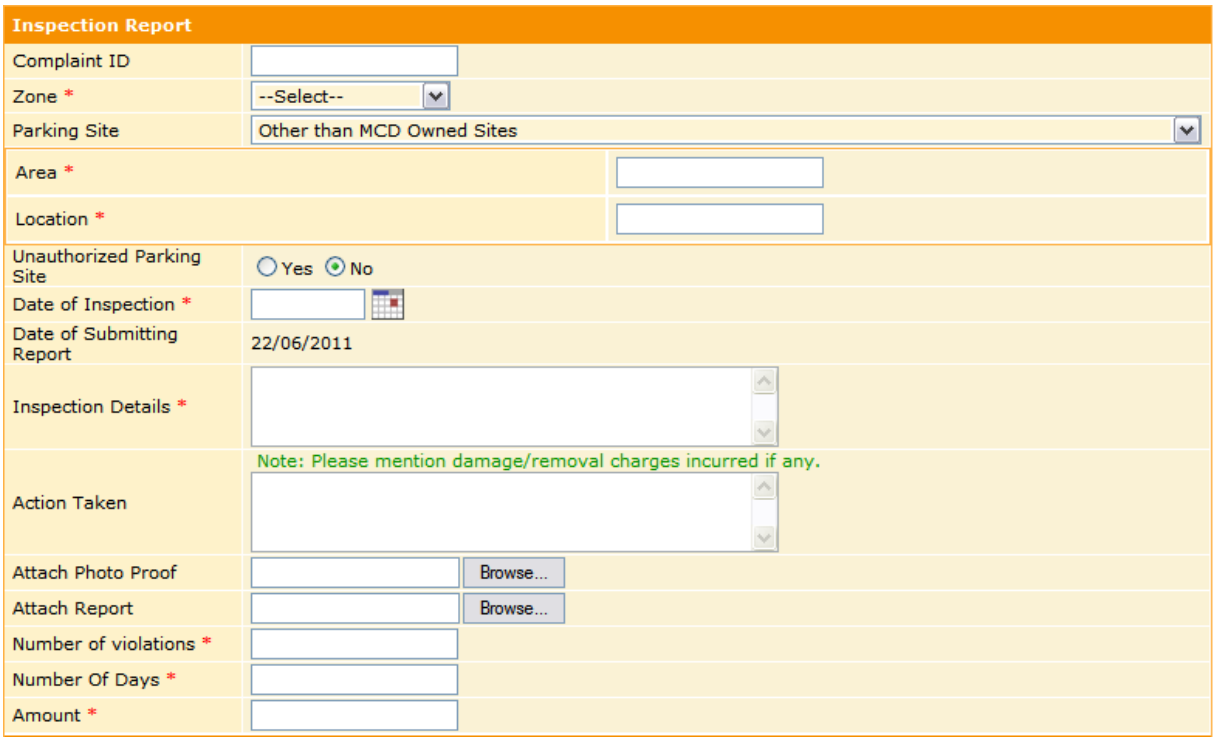


Figure 28

The second section is intended to capture the contractor details in case if the selection is made for filing an inspection for an MCD parking site. On selecting the parking site, system will automatically fetch the details of the any contractor to whom the parking site is allotted.

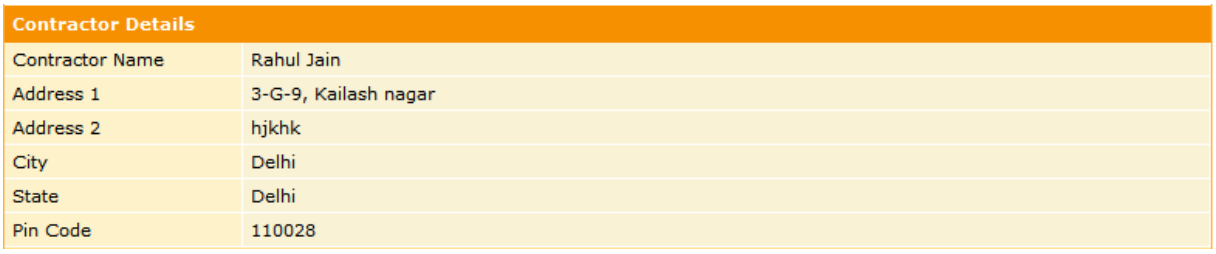


Figure 29

The third section captures any FIR details if the same has been lodged for any unauthorized parking activity being carried out at any site.

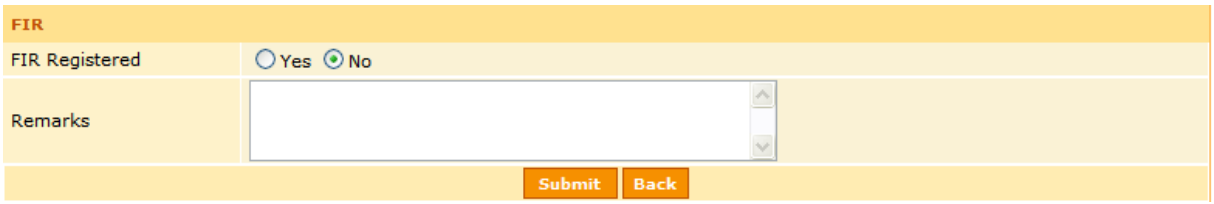


Figure 30

If the required details are entered correctly, on clicking the Submit button the Inspection will be created and a success message will be displayed. Every inspection created will be given a unique system generated ID for further tracking purposes.

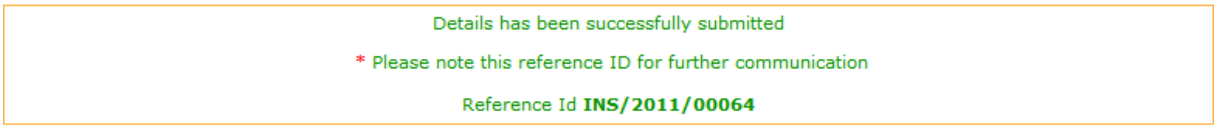


Figure 31

6.15 View and Resolve Inspection

This link will be enabled for HOD, Assistant Commissioner, Superintendent, Administrative Officer and Field Inspectors, and Additional Commissioners of MCD for them to view the details of a pending inspection that will be shown in the inspection dashboard.

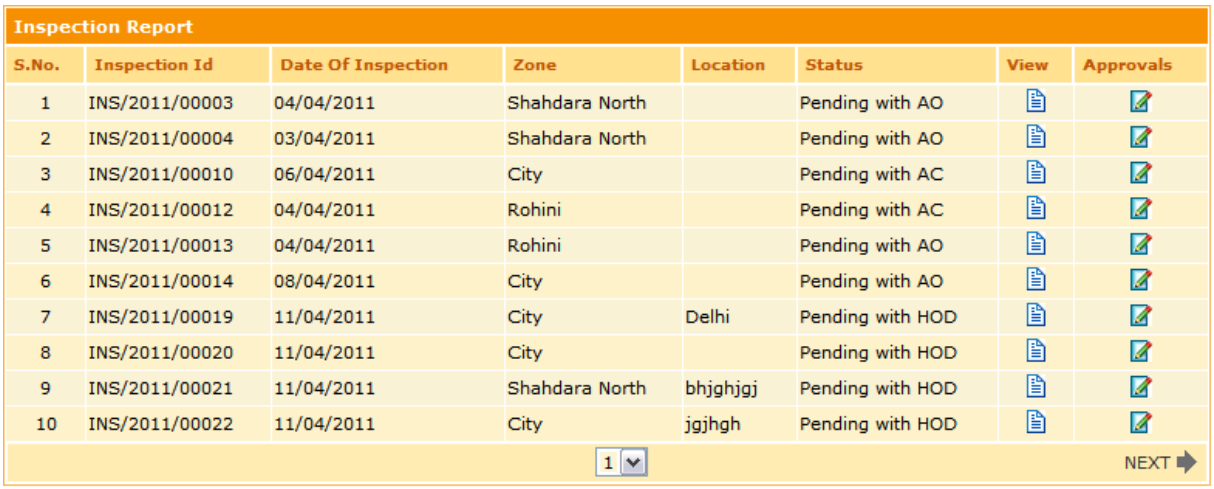
Workflow for Inspection:

An inspection is driven by a workflow as defined in the system and followed in MCD. Anytime an inspection is initiated by anyone in the hierarchy it goes to the below level till the last point and traverses back to the top most level in hierarchy until it gets closed. A person at top in hierarchy has the option to ***Reject or initiate Rework.*** On doing so the flow goes back one level below for the next person to again work on the inspection.

The workflow is as given below:

Addl. Commissioner (optional) ⇢⇠ HOD ⇄ Assistant Commissioner ⇄ Superintendent

Superintendent ⇄ Administrative Officer ⇄ Field Inspector



Inspection Report

S.No.	Inspection Id	Date Of Inspection	Zone	Location	Status	View	Approvals
1	INS/2011/00003	04/04/2011	Shahdara North		Pending with AO		
2	INS/2011/00004	03/04/2011	Shahdara North		Pending with AO		
3	INS/2011/00010	06/04/2011	City		Pending with AC		
4	INS/2011/00012	04/04/2011	Rohini		Pending with AC		
5	INS/2011/00013	04/04/2011	Rohini		Pending with AO		
6	INS/2011/00014	08/04/2011	City		Pending with AO		
7	INS/2011/00019	11/04/2011	City	Delhi	Pending with HOD		
8	INS/2011/00020	11/04/2011	City		Pending with HOD		
9	INS/2011/00021	11/04/2011	Shahdara North	bhjghjgj	Pending with HOD		
10	INS/2011/00022	11/04/2011	City	jgjhgh	Pending with HOD		

1 NEXT

Figure 32

The image under the View column allows the user to view the details of inspection.

Inspection Report

Complaint ID	NA
Unique ID of Report	INS/2011/00003
Date of Inspection	04/04/2011
Date of Submitting Report	04/04/2011
Parking Site	Shahdara Parking
Attach Photo Proof	No Document
Attach Report	No Document
Zone	Shahdara North
Action Taken	5grt5r4
Area	NA
Location	NA
Inspected By	Vinay Kumar
Inspection Details	trgh5tr
Number of violations	2134
Number Of Days	4212
Amount	214421.00
Status	Pending
Contractor Details	
Contractor Name	Rahul Jain
Address 1	3-G-9, Kailash nagar
Address 2	hjkhk
City	Delhi
State	Delhi
Pin Code	110028
FIR	
FIR Registered	Yes No
Challan under DMC Act	
Remarks	g4tg54

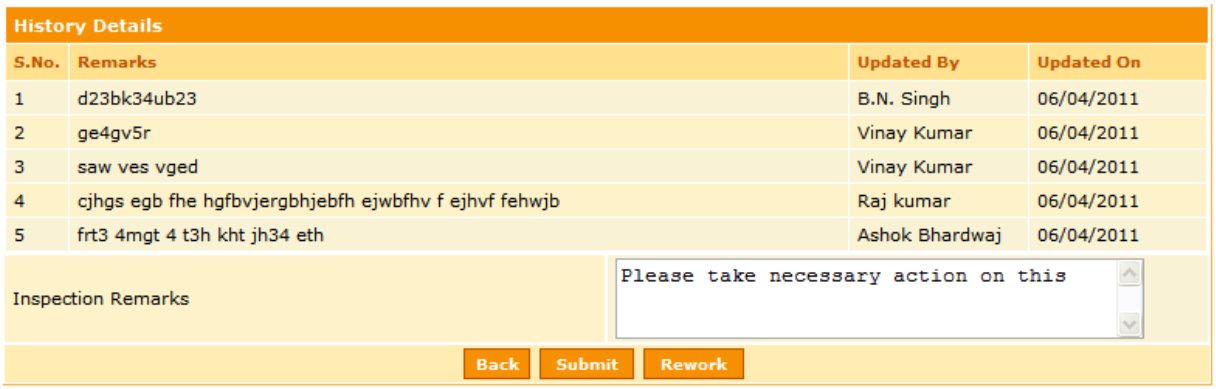
History Details

S.No.	Remarks	Updated By	Updated On
No History Details			

Back

Figure 33

The same feature also facilitates the user to take an action on the inspection as and when desired as per the approval workflow defined in the system. The image under the Approval column allows the user to enter his remarks and take approve or reject action on an inspection.



History Details

S.No.	Remarks	Updated By	Updated On
1	d23bk34ub23	B.N. Singh	06/04/2011
2	ge4gv5r	Vinay Kumar	06/04/2011
3	saw ves vged	Vinay Kumar	06/04/2011
4	cjhgs egb fhe hgfbvjergbhjebfh ejwbfhv f ejhvf fehwjb	Raj kumar	06/04/2011
5	frt3 4mgt 4 t3h kht jh34 eth	Ashok Bhardwaj	06/04/2011

Inspection Remarks: Please take necessary action on this

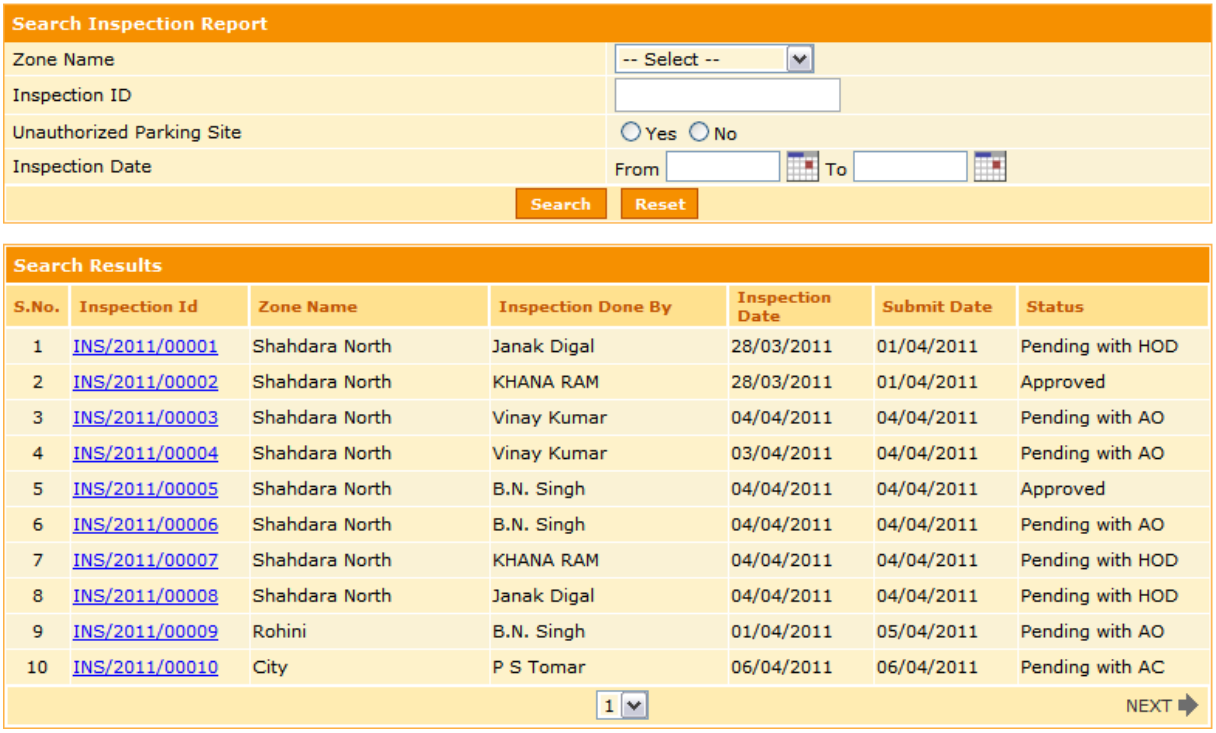
Back Submit Rework

Figure 34

While taking an action on the inspection the History details of all actions taken on the inspection till date are also displayed with details such as who took the action and when was it taken.
Clicking on submit button here will be an Approve action whereas a click on Rework button will be a Reject action.

6.16 Search Inspection

This link will be enabled for HOD, Assistant Commissioner, Superintendent, Administrative Officer and Field Inspectors, and Additional Commissioners of MCD for them to search and view the details of inspections. User can enter Zone, Inspection ID, and Unauthorized parking Site details or Inspection Date to look for any particular inspection. Incase if user does not enter anything then clicking on search button will display all the inspection details present in the system.



Search Inspection Report

Zone Name	-- Select --
Inspection ID	
Unauthorized Parking Site	Yes No
Inspection Date	From To

Search Reset

Search Results

S.No.	Inspection Id	Zone Name	Inspection Done By	Inspection Date	Submit Date	Status
1	INS/2011/00001	Shahdara North	Janak Digal	28/03/2011	01/04/2011	Pending with HOD
2	INS/2011/00002	Shahdara North	KHANA RAM	28/03/2011	01/04/2011	Approved
3	INS/2011/00003	Shahdara North	Vinay Kumar	04/04/2011	04/04/2011	Pending with AO
4	INS/2011/00004	Shahdara North	Vinay Kumar	03/04/2011	04/04/2011	Pending with AO
5	INS/2011/00005	Shahdara North	B.N. Singh	04/04/2011	04/04/2011	Approved
6	INS/2011/00006	Shahdara North	B.N. Singh	04/04/2011	04/04/2011	Pending with AO
7	INS/2011/00007	Shahdara North	KHANA RAM	04/04/2011	04/04/2011	Pending with HOD
8	INS/2011/00008	Shahdara North	Janak Digal	04/04/2011	04/04/2011	Pending with HOD
9	INS/2011/00009	Rohini	B.N. Singh	01/04/2011	05/04/2011	Pending with AO
10	INS/2011/00010	City	P S Tomar	06/04/2011	06/04/2011	Pending with AC

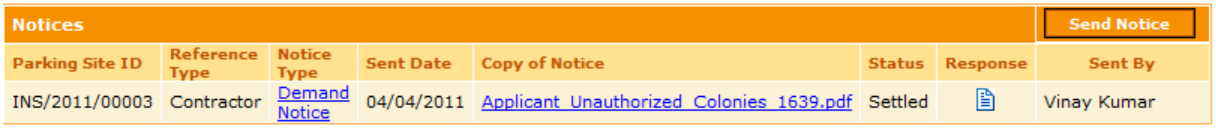
1 NEXT

Figure 35

If user wants to view the details of inspection and the action taken on it, then he must click on the inspection ID hyperlink highlighted and underlined in blue colour.

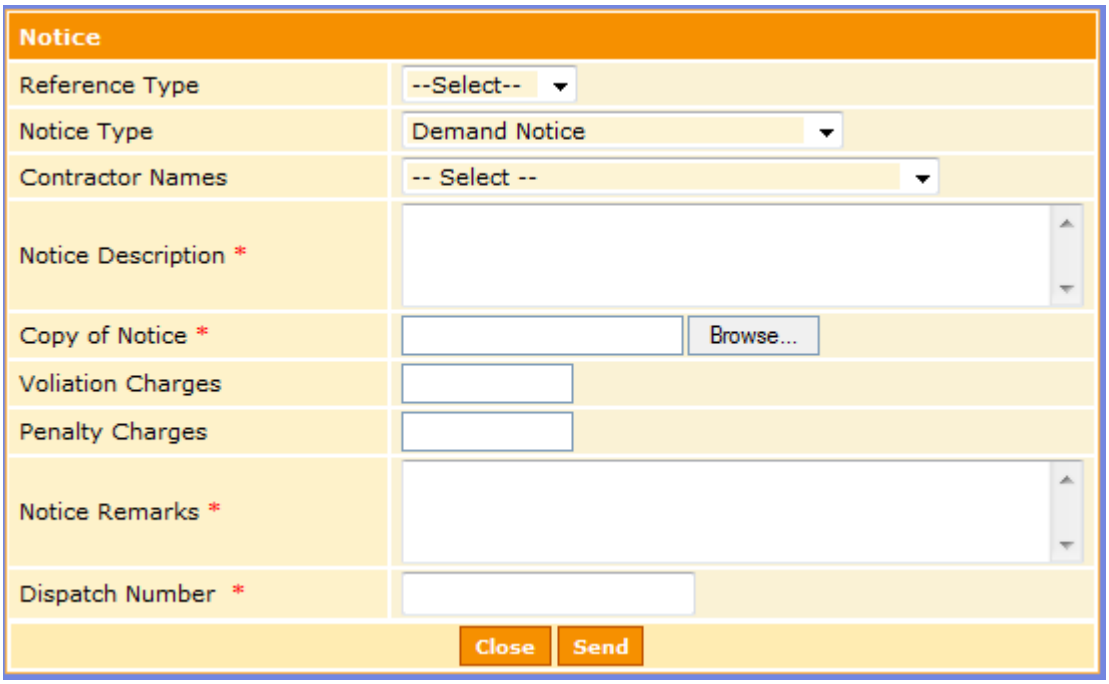
6.17 View and Send Notices

This link will be enabled for HOD, Assistant Commissioner, Superintendent, Administrative Officer and Field Inspectors, and Additional Commissioners of MCD for them to view the details of notices sent to contractor against an inspection and also clicking on send notice button will help user to be able to send a notice. The link will be present for any Inspection created.



Notices Send Notice

Parking Site ID	Reference Type	Notice Type	Sent Date	Copy of Notice	Status	Response	Sent By
INS/2011/00003	Contractor	Demand Notice	04/04/2011	Applicant_Unauthorized_Colonies_1639.pdf	Settled		Vinay Kumar



6.18 View Inspection Payment Summary

This link will be enabled for HOD, Assistant Commissioner, Superintendent, Administrative Officer and Field Inspectors, and Additional Commissioners of MCD for them to search and view the details of payment received against inspections.

Figure 36

When user clicks on Payment Details button he will be redirected to another page that will show all the details of the payment processed.

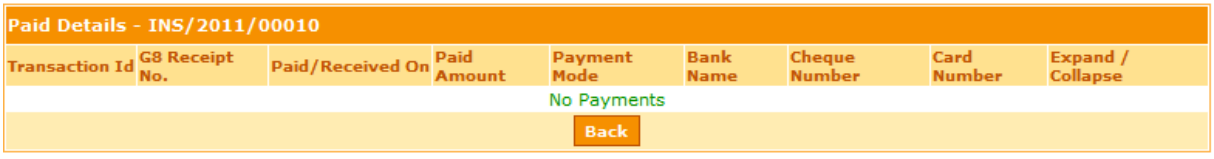


Figure 37

6.19 Search Miscellaneous Request

This link will be enabled for HOD, Assistant Commissioner, Superintendent, Administrative Officer and Field Inspectors for them to search and view the details of miscellaneous requests. User can enter Request ID, Request Type, Agreement ID, Applicant Name or Request Date to look for any particular request details. Incase if user does not enter anything then clicking on search button will display all the request details present in the system.

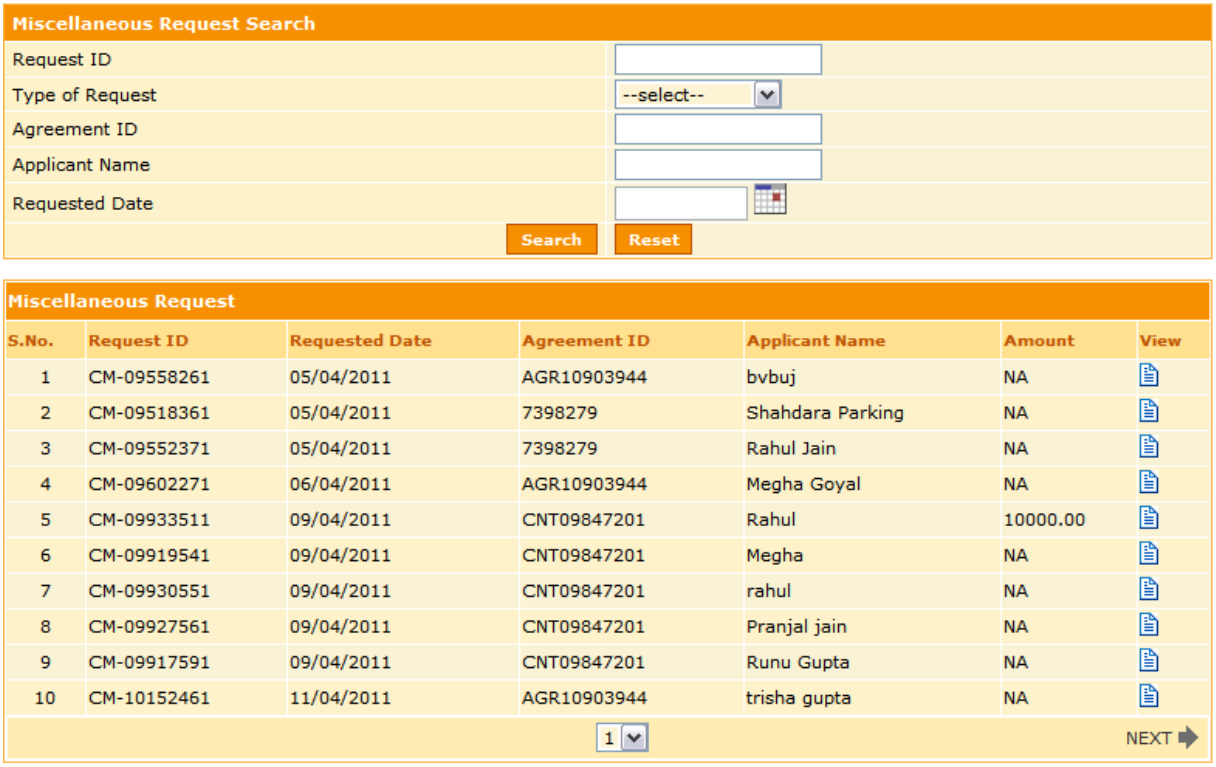
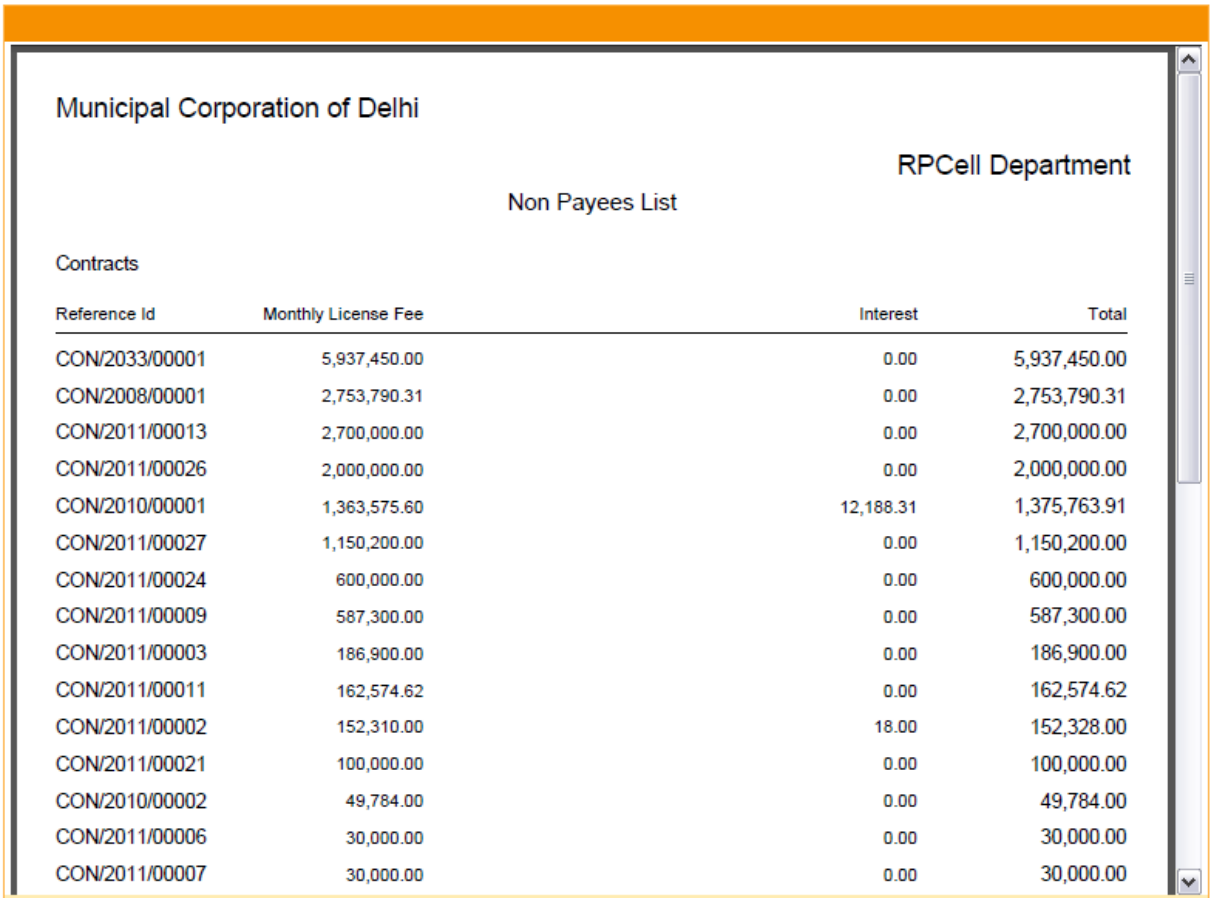


Figure 41

If user wants to view the details of request and the action taken on it, then he must click on the image given under the View column.

6.20 View Contract List Dues

This link will be enabled for HOD, Assistant Commissioner, Superintendent, Administrative Officer and Field Inspectors for them to view the report on the dues pending contract wise. On clicking the link system will pull the details of all the contracts available and the dues present against all the contracts if any. System will generate a “pdf” file for the same that can also be saved and used for future reference.



Municipal Corporation of Delhi

RPCell Department

Non Payees List

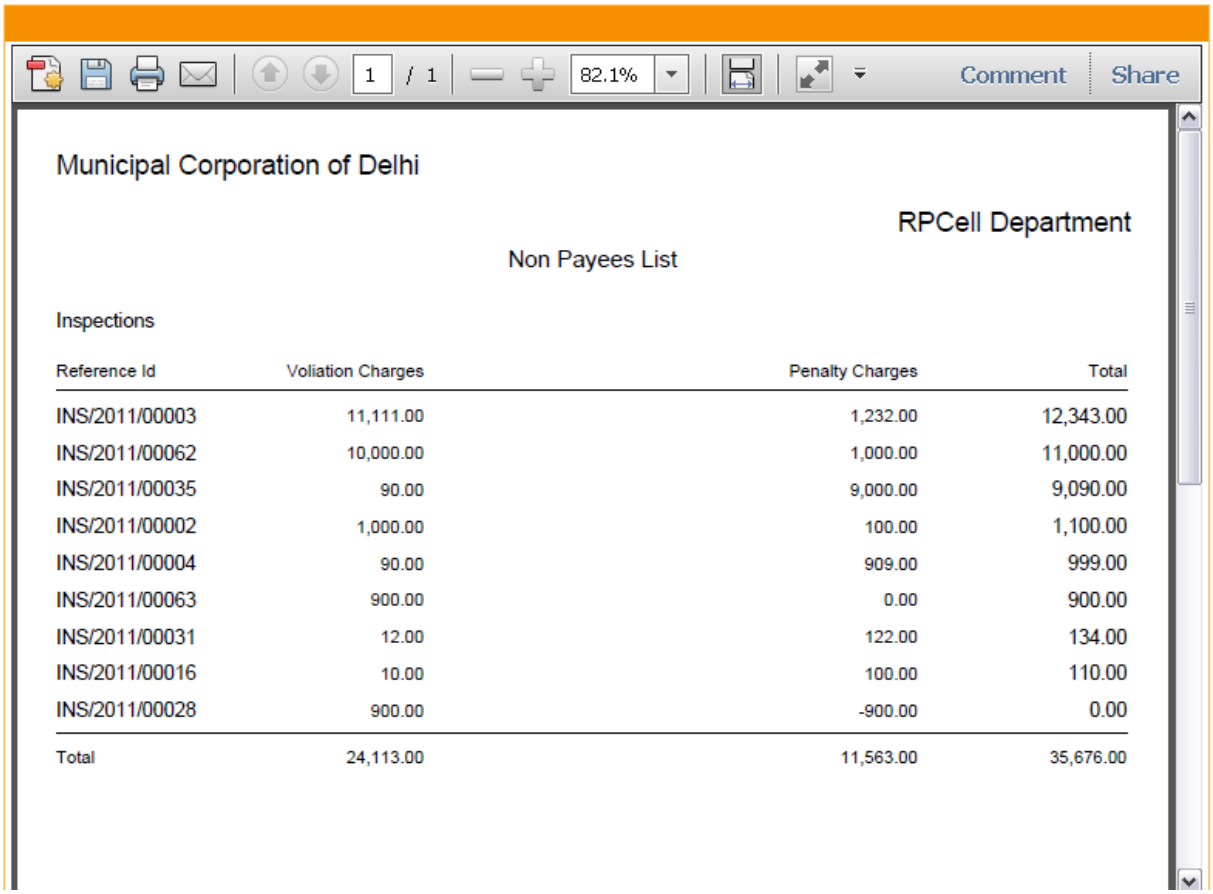
Contracts

Reference Id	Monthly License Fee	Interest	Total
CON/2033/00001	5,937,450.00	0.00	5,937,450.00
CON/2008/00001	2,753,790.31	0.00	2,753,790.31
CON/2011/00013	2,700,000.00	0.00	2,700,000.00
CON/2011/00026	2,000,000.00	0.00	2,000,000.00
CON/2010/00001	1,363,575.60	12,188.31	1,375,763.91
CON/2011/00027	1,150,200.00	0.00	1,150,200.00
CON/2011/00024	600,000.00	0.00	600,000.00
CON/2011/00009	587,300.00	0.00	587,300.00
CON/2011/00003	186,900.00	0.00	186,900.00
CON/2011/00011	162,574.62	0.00	162,574.62
CON/2011/00002	152,310.00	18.00	152,328.00
CON/2011/00021	100,000.00	0.00	100,000.00
CON/2010/00002	49,784.00	0.00	49,784.00
CON/2011/00006	30,000.00	0.00	30,000.00
CON/2011/00007	30,000.00	0.00	30,000.00

Figure 42

6.21 View Inspection List Dues

This link will be enabled for HOD, Assistant Commissioner, Superintendent, Administrative Officer and Field Inspectors for them to view the report on the dues pending inspection wise. On clicking the link system will pull the details of all the inspections available and the dues present against all the inspections if any. System will generate a “pdf” file for the same that can also be saved and used for future reference.



Reference Id	Voliation Charges	Penalty Charges	Total
INS/2011/00003	11,111.00	1,232.00	12,343.00
INS/2011/00062	10,000.00	1,000.00	11,000.00
INS/2011/00035	90.00	9,000.00	9,090.00
INS/2011/00002	1,000.00	100.00	1,100.00
INS/2011/00004	90.00	909.00	999.00
INS/2011/00063	900.00	0.00	900.00
INS/2011/00031	12.00	122.00	134.00
INS/2011/00016	10.00	100.00	110.00
INS/2011/00028	900.00	-900.00	0.00
Total	24,113.00	11,563.00	35,676.00

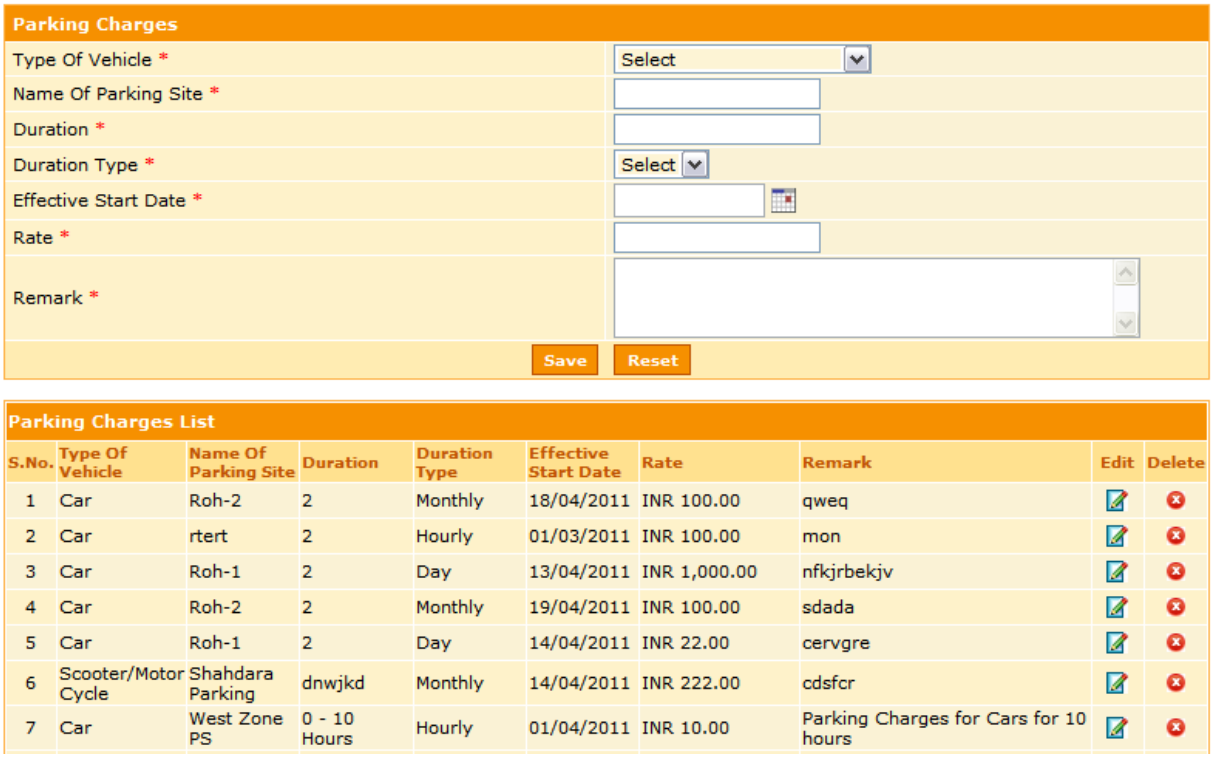
Figure 43

6.22 Edit Parking Charges

This link will be enabled only for the application administrator i.e. Assistant Commissioner. Using this link he can edit and formulate the parking charges list applicable parking site wise and the same shall be available as information for others to view across the MCD website.

User needs to enter all the necessary (*marked) information. The other details can be entered as per the availability. On entering all the correct required details, once the user clicks “Save” button, the details will be recorded in the system.

The image under the Edit column can be used to update or modify the details of parking charges and the image under the Delete column can be used to delete the details of any parking charges.



Parking Charges

Type Of Vehicle *	Select
Name Of Parking Site *	
Duration *	
Duration Type *	Select
Effective Start Date *	
Rate *	
Remark *	

Save Reset

Parking Charges List

S.No.	Type Of Vehicle	Name Of Parking Site	Duration	Duration Type	Effective Start Date	Rate	Remark	Edit	Delete
1	Car	Roh-2	2	Monthly	18/04/2011	INR 100.00	qweq		
2	Car	rtert	2	Hourly	01/03/2011	INR 100.00	mon		
3	Car	Roh-1	2	Day	13/04/2011	INR 1,000.00	nfkjrbekjv		
4	Car	Roh-2	2	Monthly	19/04/2011	INR 100.00	sdada		
5	Car	Roh-1	2	Day	14/04/2011	INR 22.00	cervgre		
6	Scooter/Motor Cycle	Shahdara Parking	dnwjkd	Monthly	14/04/2011	INR 222.00	cdsfcr		
7	Car	West Zone PS	0 - 10 Hours	Hourly	01/04/2011	INR 10.00	Parking Charges for Cars for 10 hours		

Figure 44

6.23 Upload Policies/Circulars

This link will be enabled only for the application administrator i.e. Assistant Commissioner. Using this link he can upload various documents such as policies, circulars, application forms, court decisions etc. and the same shall be available as information for others to view across the MCD website.

User needs to enter all the necessary (*marked) information. The other details can be entered as per the availability. On entering all the correct required details, once the user clicks “Add” button, the details will be recorded in the system. “Update” button can be used to modify the details of an

existing or already uploaded document. The “Is Active” checkbox shown here depicts that if the same is shown as checked it signifies the stated policy is currently prevalent and vice versa.

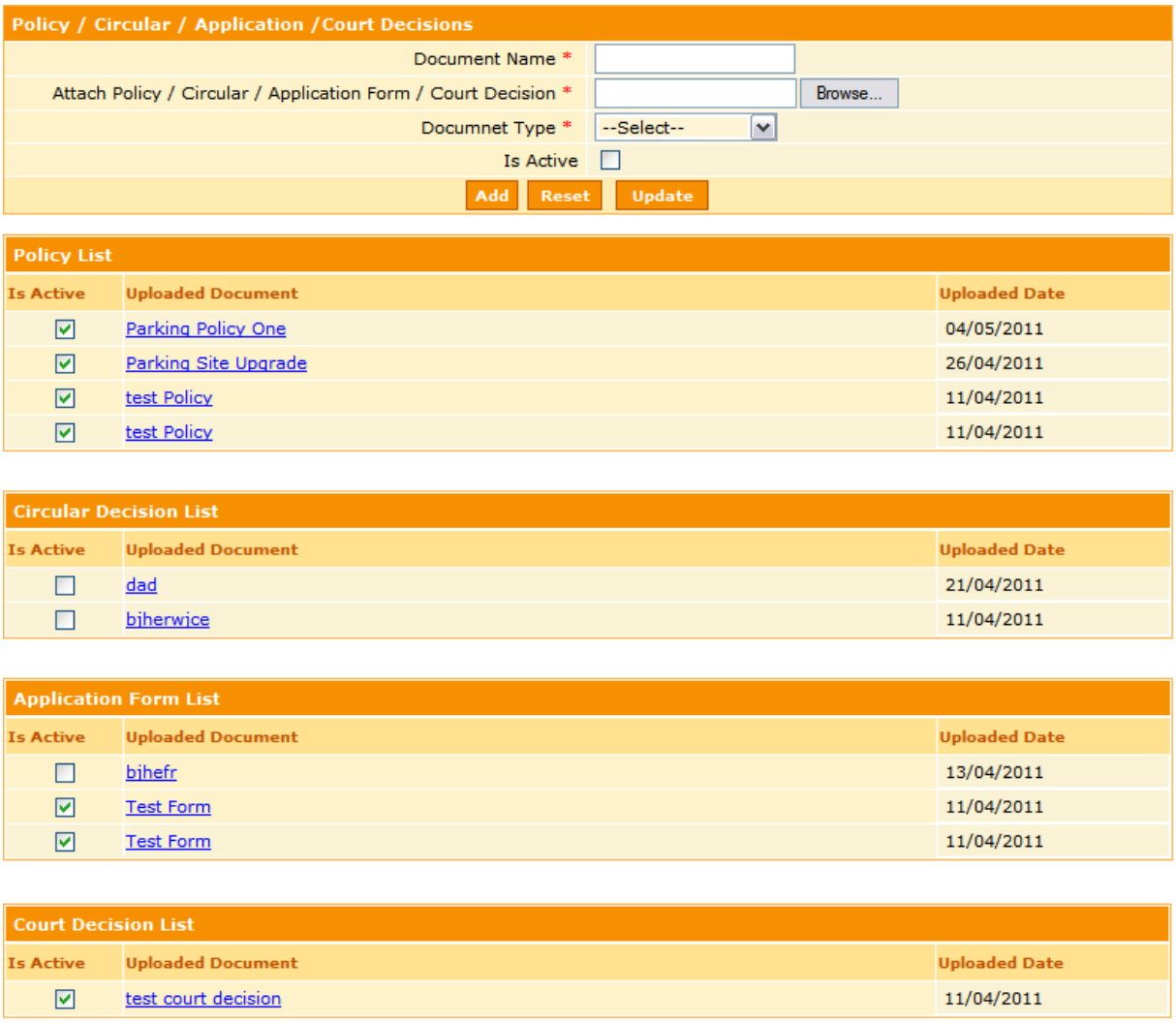


Figure 45

6.24 View and Take Action on Complaint Request

This link will be enabled for HOD, Assistant Commissioner, Superintendent, Administrative Officer and Field Inspectors of MCD for them to view the details of a complaints lodged by a citizen or a contractor and the same will be shown in the complaints dashboard.

Workflow for Complaint Request:

A complaints request is driven by a workflow as defined in the system and followed in MCD. Anytime a complaint is initiated by a citizen or a contractor it comes to HOD who assigns it to some employee in department and then from there it goes to the below level till the last point and traverses back to the top most level in hierarchy until it gets closed. A person at top in hierarchy has the option to ***Reject or initiate Rework.*** On doing so the flow goes back one level below for the next person to again work on the inspection.

The workflow is as given below:

Contractor/Citizen ⇢⇠ HOD ⇄ Assistant Commissioner ⇄ Superintendent

Superintendent ⇄ Administrative Officer ⇄ Field Inspector

Zone -- All --

Complaint List

S.No.	Complaint ID	Date	Zone	Location Details	Status	View	Approvals
1	AC084173016	25/03/2011	Rohini	central market	Pending		
2	AC084571717	25/03/2011		xxxxx	Pending		
3	AC085522215	26/03/2011	City	sample	Pending		
4	AC086441711	27/03/2011		temp	Pending		
5	AC103515013	13/04/2011	Civil Lines	asasas	Pending		
6	AC109271311	19/04/2011	Rohini	dasd	Closed		
7	AC109551915	19/04/2011	City	sdas	Pending		

1

Figure 46

User can segregate the list of complaints zone wise by selecting the required zone.

The image under the View column allows the user to view the details of request.

Complaint Details

Complaint Id	AC084173016
Complaint Date	25/03/2011
Name of Complainant	ritu
Address of Complainant	minto road, delhi, ND, PIN: 111111
Email	
Phone Number	
Location of Parking Site	central market
Name of Contractor	NA
Parking Site	Lajpat Nagar
Description	n
Zone	Rohini
Photograph (Attach: JPEG, PNG)	No Photograph
Status	Pending

History Details

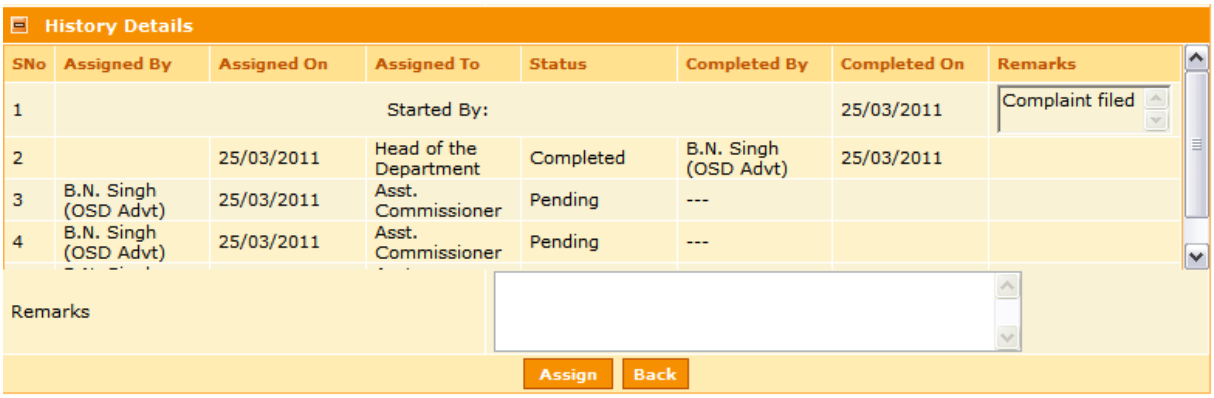
SNo	Assigned By	Assigned On	Assigned To	Status	Completed By	Completed On	Remarks
1			Started By:			25/03/2011	Complaint filed
2		25/03/2011	Head of the Department	Completed	B.N. Singh (OSD Advt)	25/03/2011	
3	B.N. Singh (OSD Advt)	25/03/2011	Asst. Commissioner	Pending	---		
4	B.N. Singh (OSD Advt)	25/03/2011	Asst. Commissioner	Pending	---		

Back

Figure 47

The same feature also facilitates the user to take an action on the complaint as and when desired as per the approval workflow defined in the system. The image under the Approval column allows the user to enter his remarks and take approve or reject action on a complaint.

The complaint that initially comes to the HOD can be assigned by him to any employee in the department for him to further take necessary action.



History Details

SNo	Assigned By	Assigned On	Assigned To	Status	Completed By	Completed On	Remarks
1			Started By:			25/03/2011	Complaint filed
2		25/03/2011	Head of the Department	Completed	B.N. Singh (OSD Advt)	25/03/2011	
3	B.N. Singh (OSD Advt)	25/03/2011	Asst. Commissioner	Pending	---		
4	B.N. Singh (OSD Advt)	25/03/2011	Asst. Commissioner	Pending	---		

Remarks

Assign Back

Figure 48

While taking an action on the complaint the History details of all actions taken till date are also displayed with details such as who took the action and when was it taken.
Clicking on submit button here will be an Approve action whereas a click on Rework button will be a Reject action.

6.25 Search Complaint

This link will be enabled for HOD, Assistant Commissioner, Superintendent, Administrative Officer and Field Inspectors for them to search and view the details of complaints. User can enter Zone Name, Complaint ID, Name of Person or Name of Contractor to look for any particular complaint details. Incase if user does not enter anything then clicking on search button will display all the complaint details present in the system.

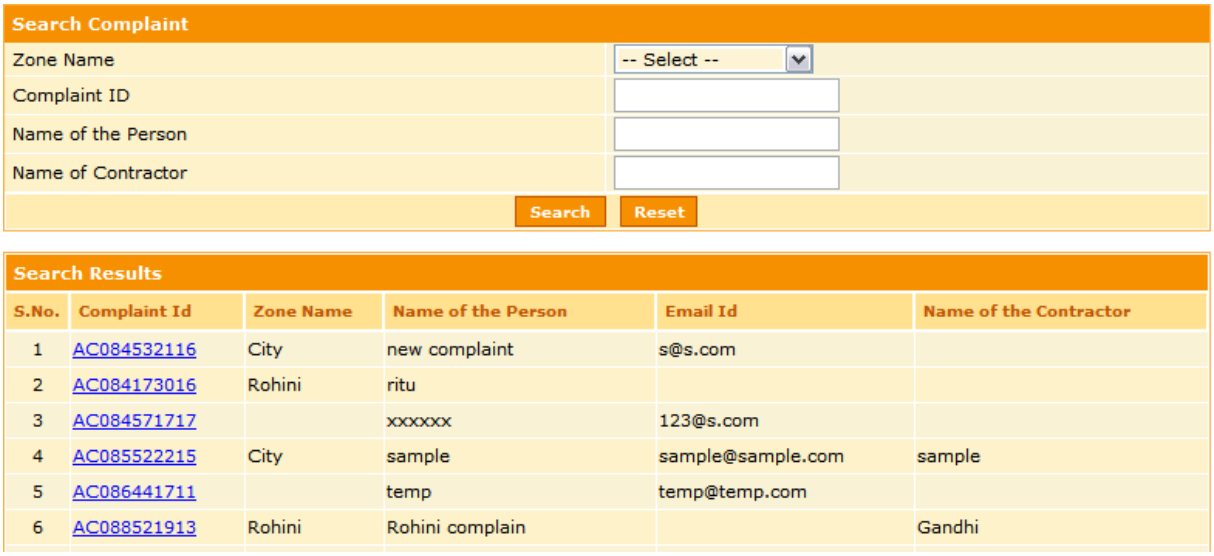


Figure 49

If user wants to view the details of request and the action taken on it, then he must click on blue colored and underlined hyperlink of the complaint ID.

6.26 Payment – (Currently Disabled)

The payment against any permission has to be updated by Bill Clerk of RP Cell department on receiving the payment by cash or DD.
There are two types of payment

6.26.1 Make Single Payment

The Payment page gets activated on selecting the make single payment link from left panel of the menu. The page gives a variety of Applicant Type. Against which the payment can be adjusted.

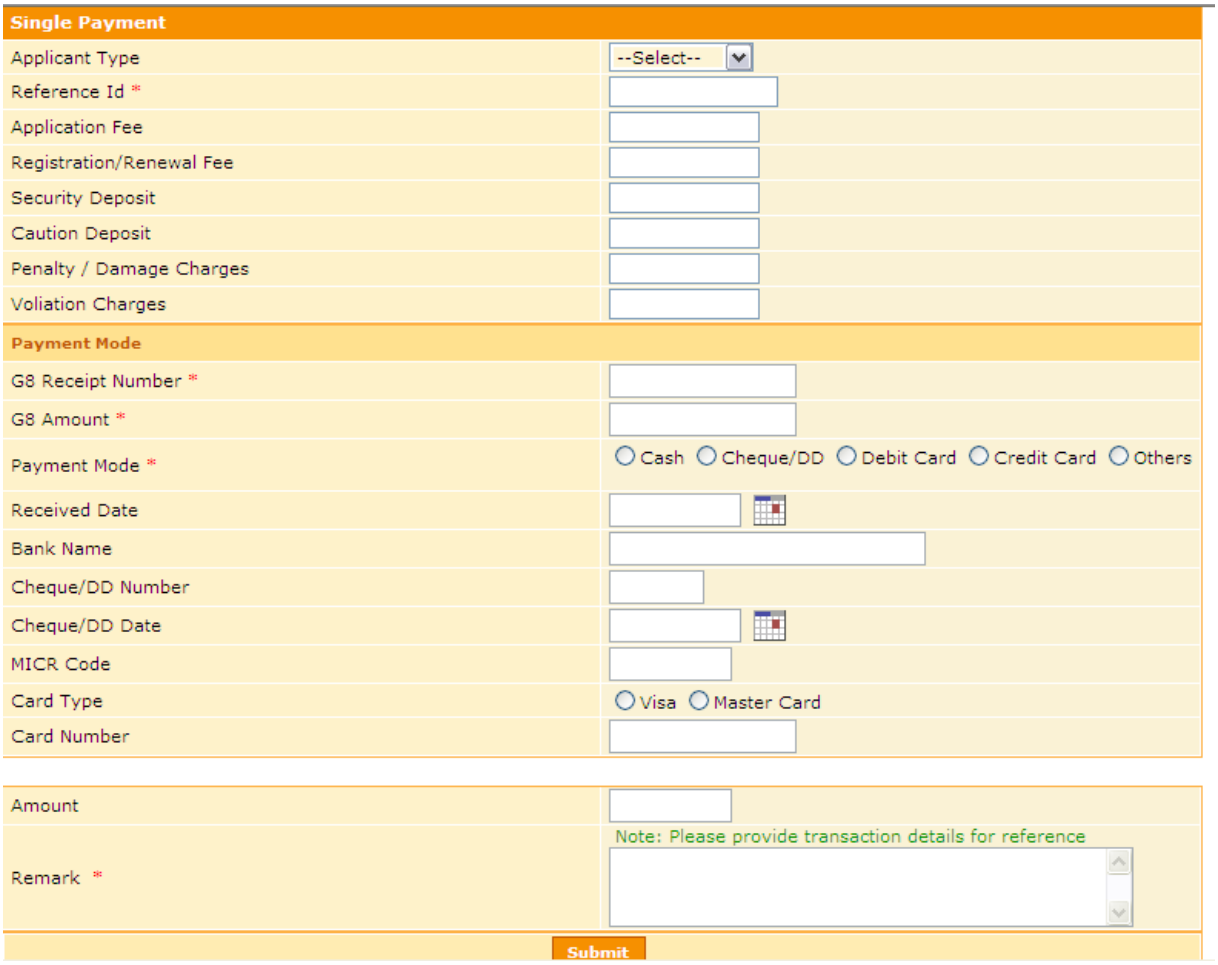


Figure 50

On successful filling of the form and entering the details the payments will be updated against the contractor and registered user and same will be updated in the dues statement.

6.26.2 Make Regular Payment

The Payment details are updated for regular payment of license Fee against a contract. The Bill Clerk needs to know the reference ID before hand to proceed.

Figure 51

On successful result the screen will navigate to Fig 52

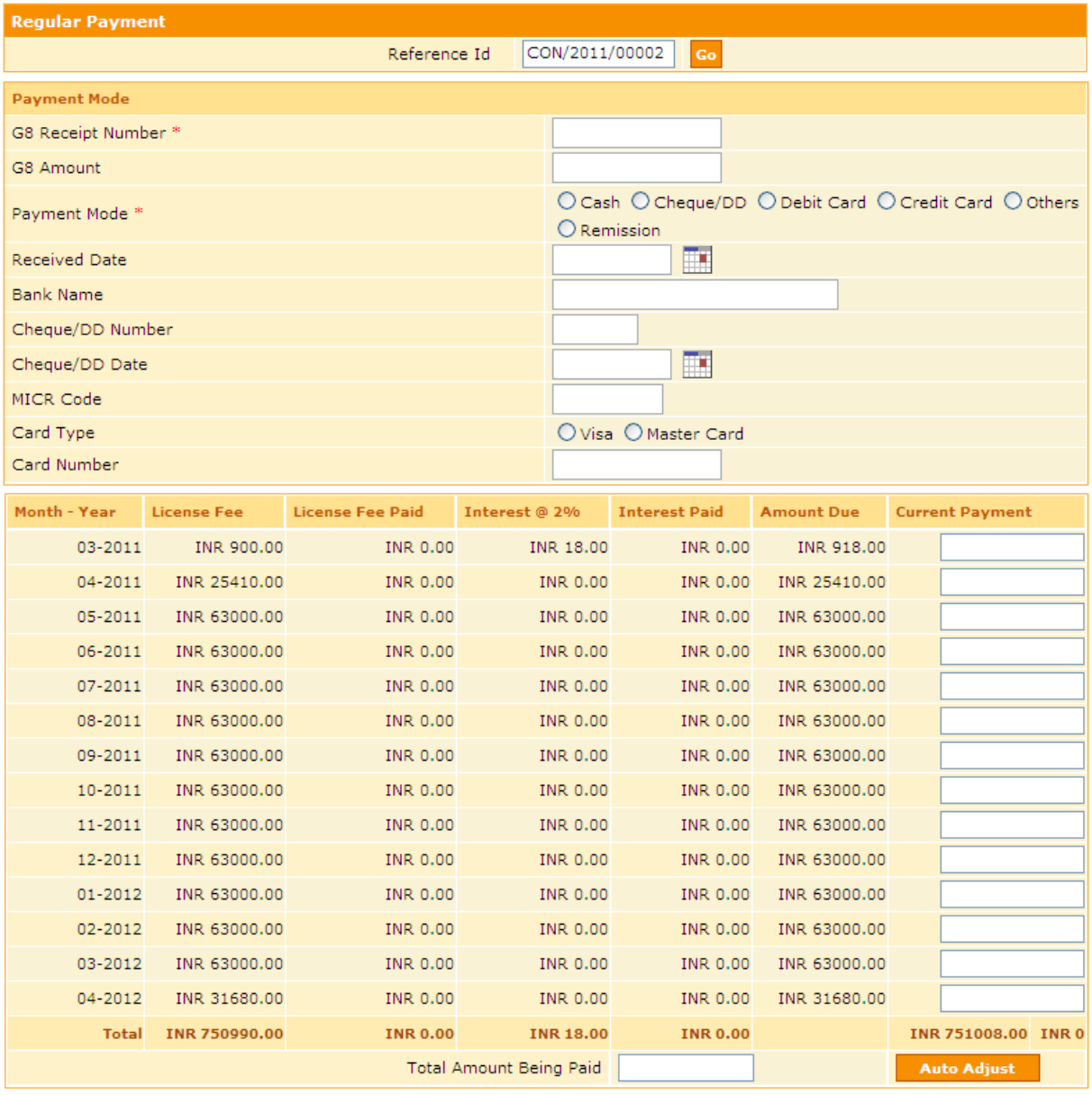


Figure 52

The Bill Clerk needs to update the Total Amount being paid first then proceed to make the current payment as per the Contractor's request of adjusting the payment for a respective month or make sparse payment for all the month and select Auto Adjust button.
On Selecting the Auto adjust button Fig 53 will come up after the payment page. The Bill clerk needs to fill in the details of the form and submit.

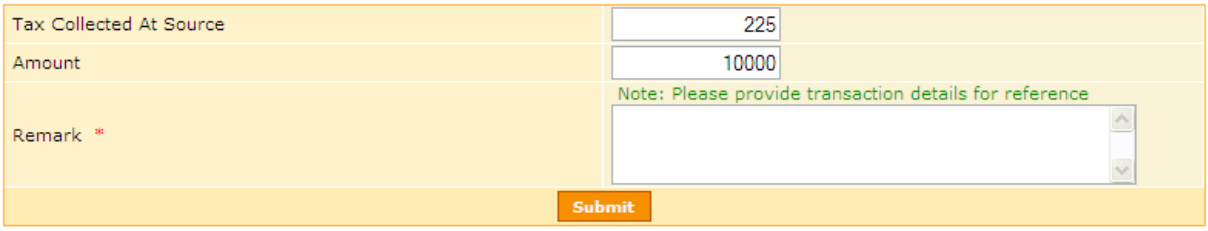


Figure 53

6.26.3 Refund Single Payment

The payment made against security deposit/ caution money which are refundable can be refunded using Refund single payment screen. The Bill Clerk needs to know the reference ID before hand to proceed.

Figure 54

At clicking at "GO" Fig 55 will be displayed and user can refund the amount by entering the details.

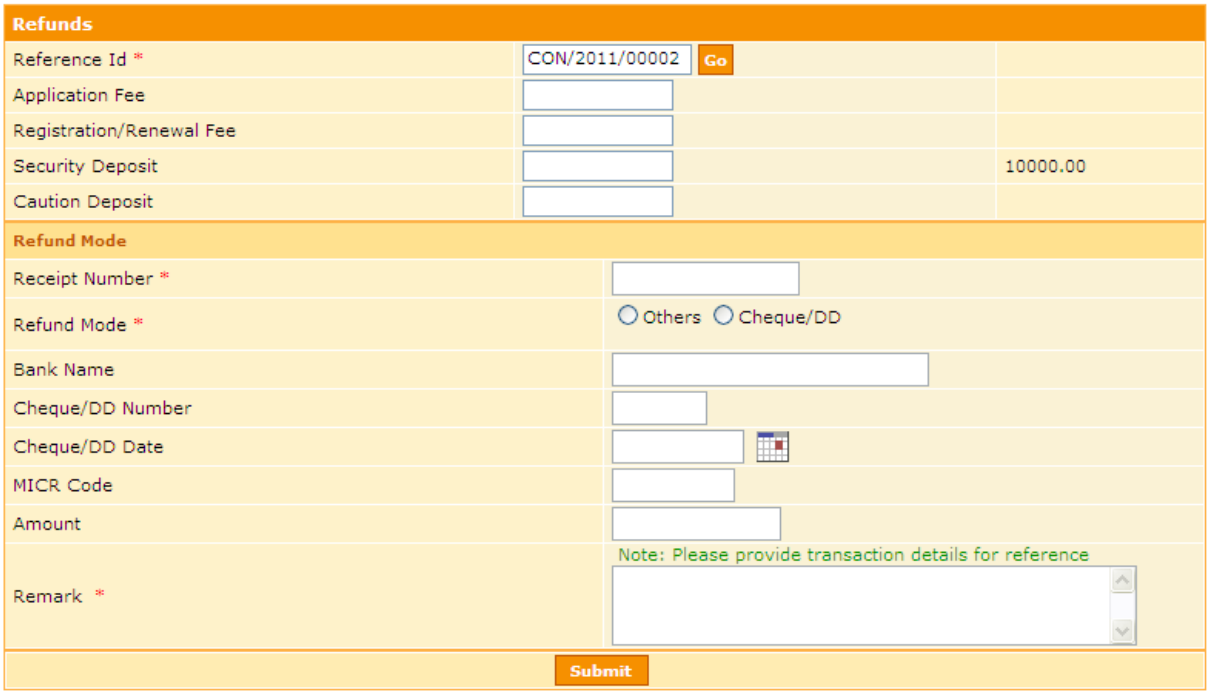


Figure 55

7. Agency/Contractor

The below mentioned snippets will be covering the details of features and functionalities that can be used by outside agencies and contractors who have agreements with MCD for carrying out business on MCD authorized parking sites.

7.1 Home Page

The below mentioned figure shows the home page of Parking Management, as it will appear for contractors.

Figure 56

7.2 New Miscellaneous Request

Contractors can raise different requests, as listed below. These request on being submitted will assigned a unique ID and the same will be visible to MCD officials for further processing.

Request Types:

a. Extension: To extend the time period of an existing contract.
b. Adjustments: To adjust an amount from one finance head into another, normally in case of surplus funds available with MCD.
c. Refunds: Requesting MCD for a refund of certain amount.
d. Cancel/Modify: Requesting MCD for either cancellation or modification of either a contract or any other details.
e. Remission: Requesting MCD for a waiver in case of not being able to carry out business on

the awarded parking site.

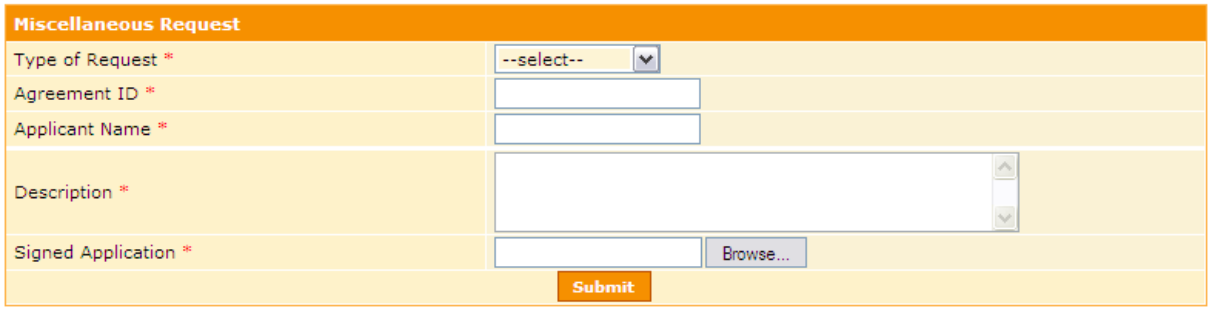


Figure 57

User can enter all the required fields (*marked). On entering all the correct required details, once the user clicks “Submit” button, the details will be recorded in the system and a success message along with the unique request ID will be displayed. This ID can be used for further tracking purpose.

7.3 Search Request

Contractors can access this link/page for them to search and view the details of request raised. User can enter Request ID, Type of Request, Applicant ID, Applicant Name or Request Date to look for any particular request details. Incase if user does not enter anything then clicking on search button will display all the request details present in the system and raised or logged by the user.

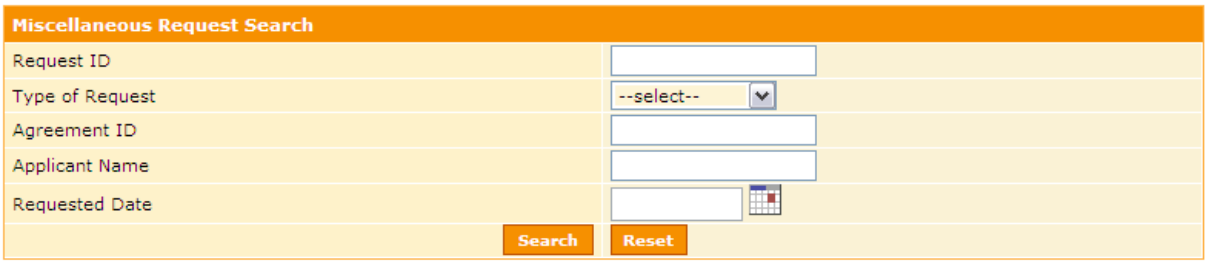


Figure 58

Miscellaneous Request						
S.No.	Request ID	Requested Date	Agreement ID	Applicant Name	Amount	View
1	CM-09558261	05/04/2011	AGR10903944	bvbuj	NA	
2	CM-09518361	05/04/2011	7398279	Shahdara Parking	NA	
3	CM-09552371	05/04/2011	7398279	Rahul Jain	NA	
4	CM-09602271	06/04/2011	AGR10903944	Megha Goyal	NA	
5	CM-09933511	09/04/2011	CNT09847201	Rahul	10000.00	
6	CM-09919541	09/04/2011	CNT09847201	Megha	NA	
7	CM-09930551	09/04/2011	CNT09847201	rahul	NA	
8	CM-09927561	09/04/2011	CNT09847201	Pranjal jain	NA	
9	CM-09917591	09/04/2011	CNT09847201	Runu Gupta	NA	
10	CM-10152461	11/04/2011	AGR10903944	trisha gupta	NA	
		1				NEXT

Figure 59

If user wants to view the details of request and the action taken on it, then he must click on the image under the "View" column.

Miscellaneous Request	
Request ID	CM-09518361
Type of Request	Extension
Agreement ID	7398279
Applicant Name	Shahdara Parking
Amount	
Requested Date	05/04/2011
Till Date	28/11/2014
Description	extend for 2 years
Signed Application	user.txt
Status	Pending
Back	

Figure 60

7.4 Contractor Details

This page displays the profile information of the contractor as stored in the MCD records.

Contractor View			
Contractor ID	CNT09453121	Contractor Name	Rahul Jain
Contractor Details			
Address line1	3-G-9, Kailash nagar	Address line2	hjkhk
City	Delhi	State	Delhi
Pin	110028	Contractor Phone Number	9891708989
Contractor Pan Number	BHF093903248908	Contractor Status	Active
Contractor Email		rahul.jain@gmail.com	

Figure 61

7.5 Contract Details

Contract can view the details of all the contracts available with him by using this link. The list of all the contracts available with him will be displayed in a tabular form. The last column stating the contract period will be available in color coded format depicting if a contract is active, about to expire or expired.

Contract List

S.No	Contract ID	Contractor Name	Parking Site Name	Start Date	End Date	Contract Period
1	CON/2010/00001	Rahul Jain	Shahdara Parking	29/11/2010	01/04/2015	
2	CON/2010/00002	Rahul Jain	Test Demand	01/12/2010	30/11/2012	
3	CON/2011/00005	Rahul Jain	Parking Site	31/12/2010	31/12/2023	
4	CON/2011/00008	Rahul Jain	City Zone Parking	11/04/2011	10/04/2013	
5	CON/2011/00014	Rahul Jain	Lajpat Nagar	01/03/2014	29/04/2011	
6	CON/2011/00016	Rahul Jain	Lajpat Nagar	01/04/2014	31/03/2016	

Figure 62

User can click on the Contract ID blue color link to view the complete details of the contract.

View Contract

Zone	Shahdara North	Parking Site Name	Parking Site
Parking Site ID	PKS/2011/00006	Agreement ID	AGR10903944
Agreement Date	05/04/2011	Contract Period (Yrs)	2
Start Date	31/12/2010	End Date	06/04/2011
Monthly License Fee (INR)	10000.00		
Contract Agreement Document	File_Management_System_1.ppt	Contract Agreement Terms And Condition	Applicant_Unauthorized_Colonies_1639.pdf
Contractor Name	Rahul Jain	Contact Phone Number	9891200898

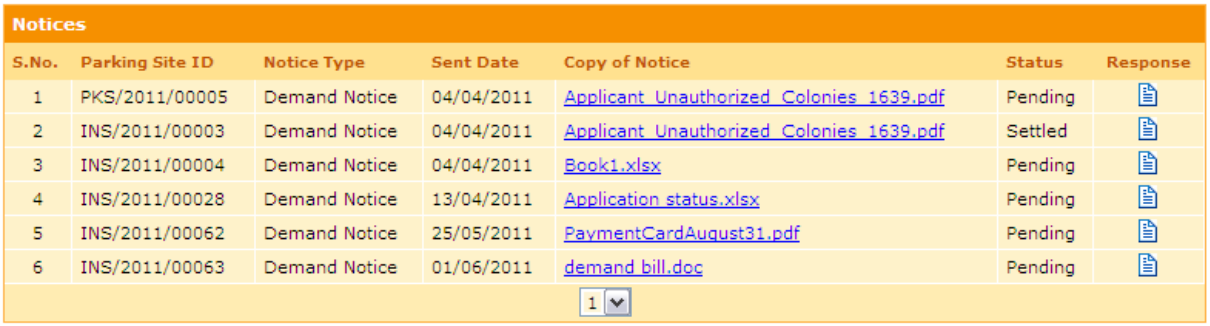
Contract Detail List

Contract ID	Date of Action	Monthly Licence Fee (INR)	Start Date	End Date	Status	Remarks
CON/2011/00005		10000.00	31/12/2010	06/04/2011	Active	Contract Agreement Created
CON/2011/00005		1000.00	07/04/2011	19/04/2011	Modified MLF	vcnkrjbvk
CON/2011/00005		3000.00	20/04/2011	31/12/2011	Modified MLF	vcnkrjbvk
CON/2011/00005		11000.00	01/01/2012	30/12/2012	Contract Renewed	
CON/2011/00005		11000.00	31/12/2012	13/04/2011	Contract Extended	ok
CON/2011/00005		20000.00	31/12/2012	29/04/2014	Contract Extended	fee change-ext for 2 yrs
CON/2011/00005		11000.00	31/12/2014	30/12/2016	Contract Extended	again ext
CON/2011/00005		11000.00	30/04/2014	30/12/2014	Contract Renewed	renew
CON/2011/00005		30000.00	31/12/2016	30/12/2018	Contract Extended	check date of action
CON/2011/00005	25/04/2011	111.00	31/12/2018	31/12/2020	Contract Extended	eqe
CON/2011/00005	26/04/2011	1000.00	01/01/2021	31/12/2023	Contract Extended	check date

Figure 63

7.6 List of Notices

Contractor can view the list of all notices issued to him by MCD, using this link. A copy of notice is also available in downloadable form.



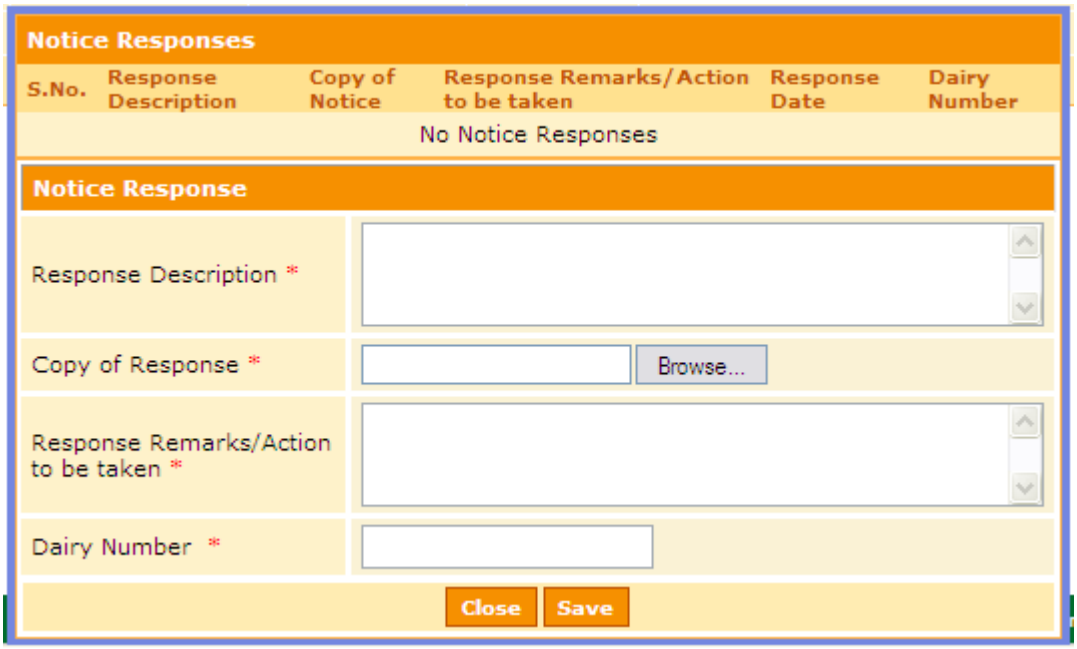
Notices

S.No.	Parking Site ID	Notice Type	Sent Date	Copy of Notice	Status	Response
1	PKS/2011/00005	Demand Notice	04/04/2011	Applicant_Unauthorized_Colonies_1639.pdf	Pending	
2	INS/2011/00003	Demand Notice	04/04/2011	Applicant_Unauthorized_Colonies_1639.pdf	Settled	
3	INS/2011/00004	Demand Notice	04/04/2011	Book1.xlsx	Pending	
4	INS/2011/00028	Demand Notice	13/04/2011	Application status.xlsx	Pending	
5	INS/2011/00062	Demand Notice	25/05/2011	PaymentCardAugust31.pdf	Pending	
6	INS/2011/00063	Demand Notice	01/06/2011	demand bill.doc	Pending	

1

Figure 64

User can respond to the Notice by clicking on the image under the "Response" column. User can enter all the required fields (*marked). On entering all the correct required details, once the user clicks "Submit" button, the details will be recorded in the system and the same will be available to MCD officials for further action. Also any responses made against a notice previously will also be visible to the user at any point of time.



Notice Responses

S.No.	Response Description	Copy of Notice	Response Remarks/Action to be taken	Response Date	Dairy Number
No Notice Responses					

Notice Response

Response Description *

Copy of Response * Browse...

Response Remarks/Action to be taken *

Dairy Number *

Close Save

Figure 65

7.7 View Parking Charges

The functionality here is same as explained in 5.2

Parking Charges List

S.No.	Type Of Vehicle	Name Of Parking Site	Duration	Duration Type	Effective Start Date	Rate	Remark
1	Car	Roh-2	2	Monthly	18/04/2011	INR 100.00	qweq
2	Car	rtert	2	Hourly	01/03/2011	INR 100.00	mon
3	Car	Roh-1	2	Day	13/04/2011	INR 1,000.00	nfkjrbekjv
4	Car	Roh-2	2	Monthly	19/04/2011	INR 100.00	sdada
5	Car	Roh-1	2	Day	14/04/2011	INR 22.00	cervgre
6	Scooter/Motor Cycle	Shahdara Parking	dnwjkd	Monthly	14/04/2011	INR 222.00	cdsfcr
7	Car	West Zone PS	0 - 10 Hours	Hourly	01/04/2011	INR 10.00	Parking Charges for Cars for 10 hours
8	Car	community centre, New Friends Colony	01-10 hours	Hourly	02/04/2011	INR 10.00	we dont know anything about it
9	Scooter/Motor Cycle	community centre, New Friends Colony	01-10 hours	Hourly	02/04/2011	INR 7.00	but still dont know anything about it

1

Figure 66

7.8 View Policies/Circulars

The functionality here is same as explained in 5.3

Notices

S.No.	Parking Site ID	Notice Type	Sent Date	Copy of Notice	Status	Response
1	PKS/2011/00005	Demand Notice	04/04/2011	Applicant_Unauthorized_Colonies_1639.pdf	Pending	
2	INS/2011/00003	Demand Notice	04/04/2011	Applicant_Unauthorized_Colonies_1639.pdf	Settled	
3	INS/2011/00004	Demand Notice	04/04/2011	Book1.xlsx	Pending	
4	INS/2011/00028	Demand Notice	13/04/2011	Application status.xlsx	Pending	
5	INS/2011/00062	Demand Notice	25/05/2011	PaymentCardAugust31.pdf	Pending	
6	INS/2011/00063	Demand Notice	01/06/2011	demand bill.doc	Pending	

1

Figure 67

7.9 View Dues

The functionality here is same as explained in 6.12 except the only the dues pertaining to the contractor logged in will be visible here.

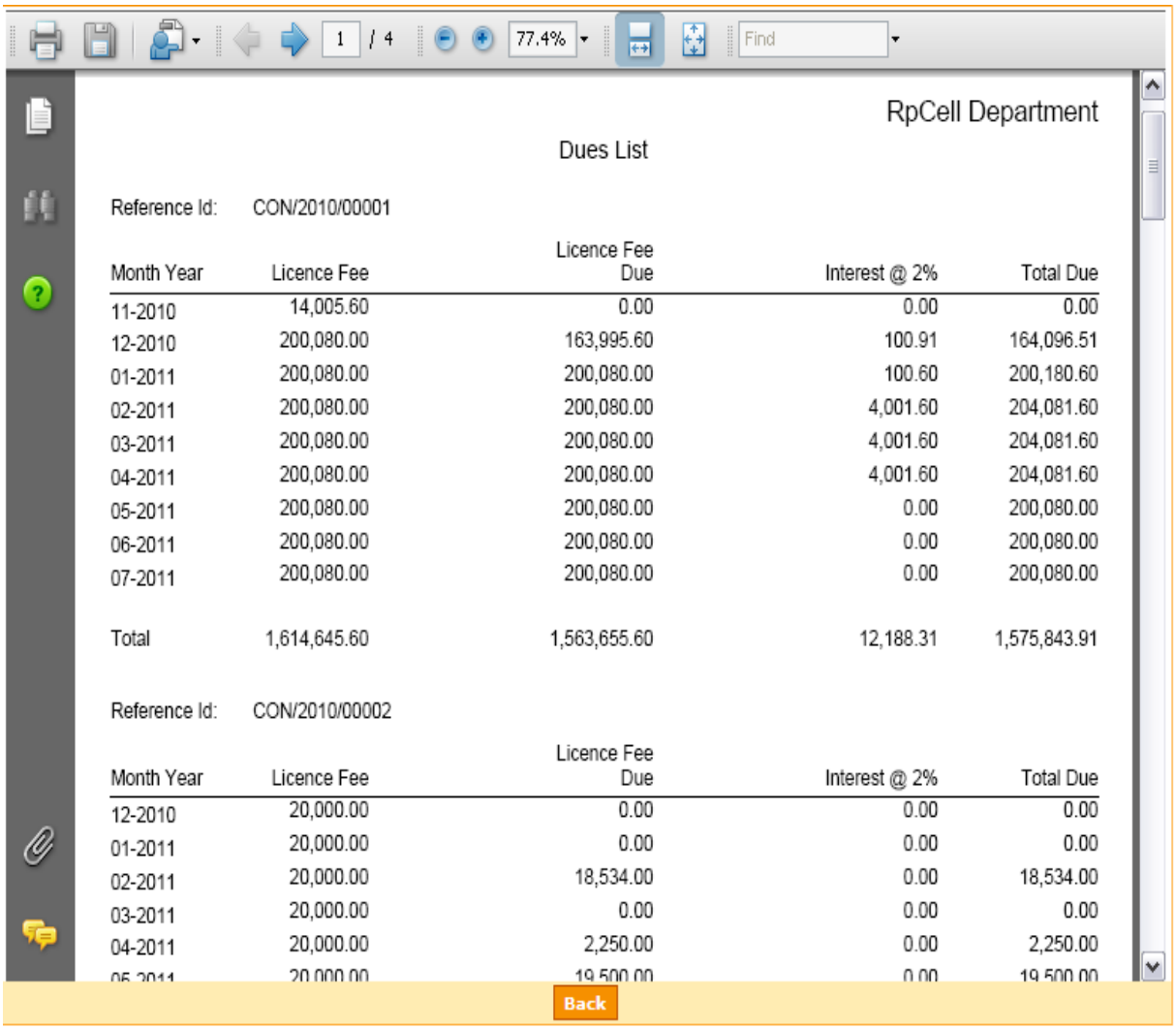


Figure 68

7.10 View Inspection Dues

Contractor can view all the dues pending with him against any inspection initiated for any contract being held by a contractor.

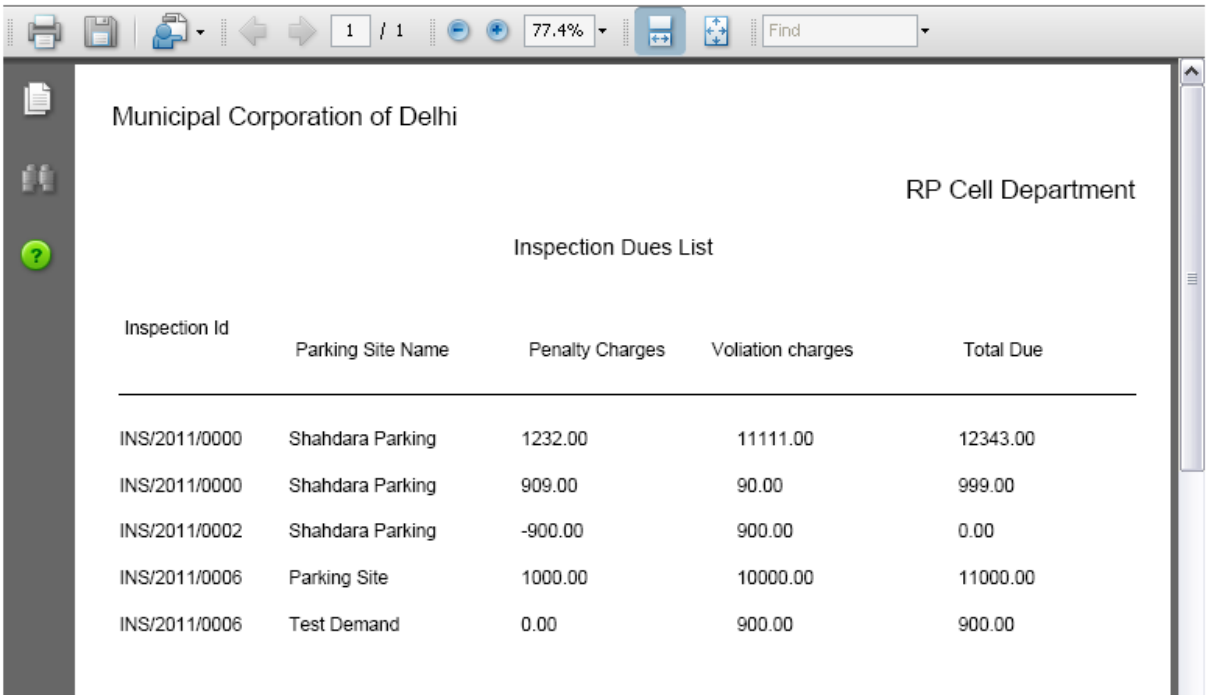


Figure 69