

दिल्ली नगर निगम

Municipal Corporation of Delhi

User Manual

For Parking Management System

Prepared By:



Authorized Signatories

Municipal Corporation of Delhi

Tech Mahindra

Version History

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Parking Management System

Table of Contents

1.	INTE	RODUCTION	4
2.	AUD	DIENCE ANALYSIS	4
3.	PRO	CESS IN THE APPLICATION	5
3	.1	Public	5
3	.2	Agency	5
3	.3	RP Cell	5
4.	USI	NG THE APPLICATION	6
5.	PUB	LIC/AGENCY	7
5	.1	VIEW PARKING SITES	7
5	.2	VIEW PARKING CHARGES	8
5	.3	VIEW POLICIES/CIRCULARS	8
5	.4	LODGING A COMPLAINT	10
5	.5	SEARCH	11
6.	RP C	ELL	
c	.1	Home Page	12
-	.1 .2	Nome Page	
-	.z .3	SEARCH PARKING STEES	
-	.3 .4	CREATE CONTRACTOR	
-	.4 .5	SEARCH CONTRACTOR	
-	.5 .6	Assign Contract	
-	.0 .7	SEARCH CONTRACT	
-	.7 .8	CONTRACT EXTENSION	
-	.o .9	CONTRACT EXTENSION	
-	.9 .10	Modify MLF	
-	.10 .11		
-	.11	View Past Dues	
	.12	View Payment Details	
-	.15 .14	CREATE INSPECTION	
-	.14	View and Resolve Inspection	
-	.15 .16	SEARCH INSPECTION	
-	.10	VIEW AND SEND NOTICES	
-	.18	VIEW AND SEND NOTICES	
-	.10	Pending Miscellaneous Request	
	.20	SEARCH MISCELLANEOUS REQUEST	
-	.20	VIEW CONTRACT LIST DUES	
-	.22	View Inspection List Dues	
-	.23	Edit Parking Charges	-
-	.24	UPLOAD POLICIES/CIRCULARS	
-	.25	View and Take Action on Complaint Request	
-	.26	SEARCH COMPLAINT	
-	.27	PAYMENT	
0	6.27		
	6.27	c ,	
	6.27		
Confic	dential	to MCD and Tech Mahindra	Page 2

Parking Management System

7. AGE	NCY/CONTRACTOR	
7.1	Номе Раде	41
7.2	New Miscellaneous Request	41
7.3	Search Request	42
7.4	CONTRACTOR DETAILS	43
7.5	CONTRACT DETAILS	44
7.6	LIST OF NOTICES	45
7.7	View Parking Charges	46
7.8	View Policies/Circulars	46
7.9	View Dues	47
7.10	VIEW INSPECTION DUES	48

Parking Management System

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.

Tabl	le 1	
Lan	IC I	

				Knowledg	ge		
User		Target User	Prior	Process	Computer	Age	Application Familiarity
		Individual	No	No	Good	20+	No
Public		Agency	No	Part	Good	25+	No
	Parking	1.801103		Ture	0000	20.	
MCD	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

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3.

Parking Management System

Process in the Application

The application facilitates the following processes for different users:

3.1 <u>Public</u>

- 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 <u>RP Cell</u>

- 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.

Parking Management System

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.





	PESUIALINU SAIALY DELAIS OF DELAIS LEAVE DAMAGE	
	resoliar fino Salary Details OFT Details Leave Dalance	» 1. Transfer for Salary
🗉 🎚 Grievance Management	Name Singh B.N.	» 2. Transfer back date
	Father/Husband Name	» 3. Health : Study
🗉 🎚 Vehicle Mgmt System	Gender	Leave.docx » 4. Filing of Affadivat SC or
🗉 🎚 Public Health	Date of Birth	HC
🗉 🎚 Legal Department	Date Of Appointment	» 5. IT Dept RTI Manuals
🗉 🕒 Advertisement	Date Of Joining	► DMC Act
🗉 🎚 File Management Syst	Date Of Retirement	* 1. DMC Act.v.11
± ⊧ C&C		
포 🗄 Language	Designation	Medical Schemes
	Office Name Municipal Corporation of Delhi	» A-Registered Pvt Hospitals
⊞ ⊫ Vigilance		» B-Diagnostic_Centers » C-Dental Clincs
E DOI		-
± ⊧ O & M	News Circulars Others	 Holiday List
🗉 🎚 Care Taker		» Holiday List 2011
🖃 🎚 Parking Management	Currently no Departmental NEWS is published.	Municipal Accommodation
		Municipal Accommodation
		► Latest News
		~
		1. MCD goes Online
Asset Management		2. MCD Goes online
🗉 🖟 Role Management		2. Heb does online the
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5.

Parking Management System

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.

Public/Agency

As already mentioned in <u>3.1</u> and <u>3.2</u> 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 <u>View Parking Sites</u>

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.

Home						External	Web Link
Seneral Services	Search Parking Site						
🗄 🖟 Grievance Management	Zone			Select 🗸			
🗄 🎚 Architecture	Parking Site Name			Select	~		
Hereing Admissions	Parking Site Type			Select V		-	
🗈 🖡 Hospital Admin	Parking Status			Select V			
🗉 🕴 Public Health	Turking Status		Sear				
🗄 🎚 Town Planning			Sear				
🗄 🎚 Advertisement							
🗄 🎚 Medical Certificates	Parking Site List						
🗄 🖟 Vigilance	S.No. Parking Site ID	Zone	Parking Site Name	Address line1	Parking Status	View	Status
🖃 🎚 Parking Management	1 PKS/2011/00001	South	Lajpat Nagar	Central mkt	Un Allotted		
View Parking Charges	2 PKS/2011/00002	Sadar Pahar Ganj	The Parking Site	jkhjkh	Allotted		
 Policies / Circulars 	3 PKS/2011/00003	Rohini	Roh-1	sector-9	Un Allotted		
 Parking Sites List 	4 PKS/2011/00004	City	India Pakistan	test parking	Allotted	B	
	5 PKS/2011/00005	Shahdara North	Shahdara Parking	testin road	Allotted		
Community Services	6 PKS/2011/00006	Shahdara North	Parking Site	Shahdara Parking	Allotted		
🗄 🎚 Veterinary	7 PKS/2011/00007	Rohini	Roh-2	ada	Un Allotted		
🗄 🎚 Horticulture	8 PKS/2011/00008	City	Test Parking Site	12, Citi Zone	Allotted		
	9 PKS/2011/00009	City	MCD CITY ZONE PARKING	NEAR GB PANT	Allotted		
	10 PKS/2011/00010	City	City Zone Parking	testing parking	Allotted		
			1				NEXT 🔶

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 \rightarrow " 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.

Parking Management System

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.

ि सिल्ली नगर निगम Municipal Corporation of Delhi अर्थ के Search का									
Home									
🗟 General Services									
🗄 🎚 Grievance Management	Pa	arki	ing Charges I	List					
Architecture	s.	No.	Type Of Vehicle	Name Of Parking Site	Duration	Duration Type	Effective Start Date	Rate	Remark
H In Nursing Admissions		1	Car	Roh-2	2		18/04/2011	INR 100.00	qweq
🗄 🖟 Hospital Admin		2	Car	rtert	2	Hourly	01/03/2011	INR 100.00	mon
🗄 🎚 Public Health		3	Car	Roh-1	2	Day	13/04/2011	INR 1,000.00	nfkjrbekjv
🗄 🖟 Town Planning		4	Car	Roh-2	2	Monthly	19/04/2011	INR 100.00	sdada
H Advertisement		5	Car	Roh-1	2	Day	14/04/2011	INR 22.00	cervgre
 		6	Scooter/Motor Cycle		- dnwjkd	Monthly	14/04/2011	INR 222.00	cdsfcr
🗆 🎚 Parking Management		7	Car	West Zone PS	0 - 10 Hours	Hourly	01/04/2011	INR 10.00	Parking Charges for Cars for 10 hours
 View Parking Charges Policies / Circulars Parking Sites List 		8	Car	community centre, New Friends Colony	01-10 hours	Hourly	02/04/2011	INR 10.00	we dont know anything about it
			Scooter/Motor Cycle	community	01-10 hours	Hourly	02/04/2011	INR 7.00	but still dont know anything about it
Iveterinary Iveterinary Iveterinary							1 💌		



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.

User Manual	MCD
Parking Management System	MCD

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

Circula	Circular Decision List				
Is Active	Uploaded Document	Uploaded Date			
	<u>dad</u>	21/04/2011			
	biherwice	11/04/2011			

Applic	Application Form List						
Is Active	Uploaded Document Uploaded Date						
	<u>bihefr</u>	13/04/2011					
9	Test Form	11/04/2011					
S	Test Form	11/04/2011					

Court E	ecision List	
Is Active	Uploaded Document	Uploaded Date
S	test court decision	11/04/2011

Figure 5

Parking Management System

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**.

Complaint Form	
Name of Complainant *	
Address 1 *	
Address 2	
City *	
State *	
Pin *	
Email	
Phone Number	
Zone	Select
Parking Site *	Other than MCD Parking Sites
Location of Parking Site *	
Photograph (Attach: JPEG, PNG)	Browse
Name of Contractor	
Description *	
Submit	Reset

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.

Details has been successfully submitted
* Please note this reference ID for further communication
Reference Id AC318330817
Figure 7

Parking Management System

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.

Compl	laint ID				
			Search Re	eset	
Searc	h Results				
S.No.	Complaint Id	Zone Name	Name of the Person	Email Id	Name of the Contractor
			No results for		

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.

Searc	ch Complaint				
Comp	laint ID		AC085522215		
			Search Re	eset	
Searc	ch Results				
S.No.	Complaint Id	Zone Name	Name of the Person	Email Id	Name of the Contractor
1	AC085522215	City	sample	sample@sample.com	sample
			1 🗸		
			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.

User Manual	MCD
Parking Management System	MCD

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
Ba	ack

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

User Manual	MCD
Parking Management System	MCD

6.1 <u>Home Page</u>

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

Welcome : B.N. Singh : Monday,	June 20, 2011	Home Change Pas	ssword Logout FAQ User M	anual Sitemap For Any Support
	र्मचारी कार्यक्षेत्र /ee Workbench		Person	nalization Selekt Theme 💌
Home				External Web Links
SEmployee Workbench	Pesonal Info Salary Details	GPF Details Leave Balance		Circulars
Executive View				» 1. Transfer for Salary
 B B Grievance Management B Inspection Reports B Vehicle Mgmt System Public Health B Legal Department B Advertisement B File Management Syst B C&C B Language B Medical Certificates B Vigilance 	Father/Husband NameGenderDate of BirthDate Of AppointmentDate Of AppointmentDate Of RetirementDate Of RetirementDesignation	gh B.N. nicipal Corporation of Delhi		 2. Transfer back date 3. Health : Study Leave.docx 4. Filing of Affadivat SC or HC 5. IT Dept RTI Manuals > DMC Act 1. DMC Act.v.11 > Medical Schemes > A-Registered Pvt Hospitals > B-Diagnostic_Centers > C-Dental Clincs
	News Circulars	Others		▶ Holiday List
 B ▷ 0 & M Care Taker ▷ Parking Management ▷ Parking Site ▷ Search Parking Site ▷ Search Contract B ▷ Contractor Details 	1 Press and Information go	es līve	View	 Holiday List 2011 Municipal Accommodation Municipal Accommodation Latest News

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.

User Manual	MCD
Parking Management System	MCD

Create Parking Site	
Zone *	Select 🗸
Parking Site Name *	
Address line1 *	
Address line2	
City	Delhi
State	Delhi
Pin	
Parking Site Measurement	
Parking Capacity *	
Parking Site Type *	Select
Permissible Vehicles *	Car Scooter/Motor Cycle Sus/Other Equivalent Car(Tourist Parking)
Upload Noc From Land Owner	Browse
Upload Noc From Land Owner (max.size 2MB)	
Upload Parking Site Photograph	Browse
Uplaod Parking Site Map (max.size 2MB)	
Upload Noc From Traffic Police	Browse
Uplaod Parking NOC Map (max.size 2MB)	biowse
Parking Site Description	
Legal	
Any Legal Case Against Parking Site	OYes ⊙No
Court Type	Select
Legal Case Description	
Sub	nit Reset



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

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User Manual		MCD	
Parking Management System		WCD	
availability of information.			
-			
availability of information. Create Contractor Contractor Name *			

Delhi Delhi

F III			
Contractor Phone Number *			
Contractor Email			
Contractor Pan Number *			
Save	Reset		
Figure 13			
Details has been successfully submitted			
* Please note this reference ID for further communication			

Reference Id CNT17239531

Figure 14

6.5 Search Contractor

Address line2 City *

State *

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.

User Manual	MOD
Parking Management System	MCD

Search (Contractor					
Contracto	or ID					
Contracto	or Pan Number					
		Search	Reset			
Search I	Results					
S.No.	Contractor Id	Name of the Contractor	PAN Number	Status	View	Edit
1	CNT03532451	tet	fsdfsfsf	Active		
2	CNT13650531	jb	8009999999999999	Active		
3	CNT17239531	Rakesh Singh	BGYHO2209H	Active		
		1	~			



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

Contractor View			
Contractor ID	CNT17239531	Contractor Name	Rakesh Singh
Contractor Details			
Address line1	D-56, Lajpat Nagar - I	Address line2	
City	Delhi	State	Delhi
Pin	110024	Contractor Phone Number	9876543212
Contractor Pan Number	BGYHO2209H	Contractor Status	Active
Contractor Email		rakesh.singh@gmail.com	

Figure 16

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

Create Contractor	
Contractor Name *	Rakesh Singh
Address line1 *	D-56, Lajpat Nagar - I
Address line2	
City *	Delhi
State *	Delhi
Pin *	110024
Contractor Phone Number *	9876543212
Contractor Email	rakesh.singh@gmail.co
Contractor Pan Number *	BGYHO2209H
Save	Reset



Parking Management System

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 \rightarrow 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.

Assign Contract	
Zone *	City
Parking Site Name *	test
Contractor Name *	Rakesh Singh
Agreement ID *	37327
Agreement Date *	01/06/2011
Contract Period (Yrs) *	2
Start Date *	01/06/2011
End Date *	31/05/2013
Monthly License Fee (INR) *	70000
Contact Phone Number *	9876543212
Contract Agreement Document (max.size 2MB) *	C:\Documents an Browse
Contract Agreement Terms And Condition (max.size 2MB) *	C:\Documents an Browse
Assign C	ontract



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.



Parking Management System

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 \rightarrow 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.

Searc	h Contract						
Zone				Shahdara North			
Parkin	g Site Name			hhjbh			
Agree	ment ID						
From I	Date						
To Da	te						
			Sea	rch			
Searc	h Contract						
S.No	Contract ID	Contractor Name	Parking S	ite Name	Start Date	End Date	Contract Period
1	CON/2011/00003	Rakesh Singh	hhjbh		01/06/2011	31/05/2013	
	1 💌						
			Fierr	ro 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 \rightarrow " 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.

View Contract								
Zone		Shahd	lara North		Parking Site	Name		hhjbh
Parking Site ID		PKS/2	011/00002		Agreement	ID		37327
Agreement Date		01/06	/2011		Contract Pe	Contract Period (Yrs)		2
Start Date		01/06	/2011		End Date			31/05/2013
Monthly License Fe	e (INR)	70000	.00					
Contract Agreemer	nt Document	bodhi.	. <u>txt</u>		Contract Ag Condition	reement Term	ns And	<u>bodhi.txt</u>
Contractor Name		Rakes	h Singh		Contact Pho	ne Number		9876543212
Exte	nsion Rei	newal	Modify MLF	Canc	el Contract	Past Due	5	Payment Details
Contract Detail List								
Contract ID	Date of Acti	on Mo	nthly Licence Fee	(INR)	Start Date	End Date	Status	Remarks
CON/2011/00003	21/06/2011	70	000.00		01/06/2011	31/05/2013	Active	Contract Agreement Created
onfidential to MCD and Tech Mahindra Pa								

Page 18

Parking Management System

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.

Update Extension Contract	
Effective Start Date	01/06/2013
Effective End Date *	30/06/2013
Monthly License Fee (INR) *	85000
Remarks	extened the contract for 1 month
Submit	Close

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.

User Manual	MCD
Parking Management System	MCD

Update Renewal Contract				
Effective Start Date				
Monthly License Fee (INR) * Note : The MLF increase by 10% (for 2 year contract) and 5% (for 5 years contract)				
Remarks				
Submit	Close			
Figure 23				

Modify MLF

6.10

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.

Update MLF Contract				
Effective Start Date *				
Monthly License Fee (INR) *				
Remarks				
Submit Close				
Figure 24				

6.11 <u>Cancel Contract</u>

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.

User Manual	MOD
Parking Management System	MCD

Cancel Contract	
Cancellation Date *	
Remarks	
Submit	Close
Figur	e 25

6.12 <u>View Past Dues</u>

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.

Parking Management System

			Dues List		RP Cell	Department
			Dues List			
Reference Id:	CON/2010/00001					
Nonth Year	Licence Fee	Tax	Licence Fee Due	Tax Due	Interest @ 2%	Total Due
1-2010	14,005.60		0.00		0.00	0.00
2-2010	200,080.00		163,995.60		100.91	164,096.51
)1-2011	200,080.00		200,080.00		100.60	200,180.60
2-2011	200,080.00		200,080.00		4,001.60	204,081.60
3-2011	200,080.00		200,080.00		4,001.60	204,081.60
4-2011	200,080.00		200,080.00		4,001.60	204,081.60
5-2011	200,080.00		200,080.00		0.00	200,080.00
6-2011	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

6.13 <u>View Payment Details</u>

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.

User Manual	MCD	
Parking Management System	MCD	

					_	Bank	Cheque	Card	Expand
fransaction Id	G8 Receipt No.	Paid/R	eceived On	Paid Amount	Payment Mode	Name	Number	Number	Collapse
PG145411714	80809	25/05/2		INR 400,000.00	Cheque/DD				-
Remarks nsdvehd		Tax Co Source	ollected At						
Application Registration Fee Fee		Securi Depos		Caution Deposit	Voliation Charges	Penalty Charges	Tax (Souc	Collected Fr	om
- N/A N/A -		- INR	400,000.00	- N/A -	- N/A -	- N/	A -		- N/A -
PG145332214	80809	25/05/2	2011	INR 599,696.00	Cheque/DD	icici	233333		_
Remarks	btrhythjyt	Tax Co Source	ollected At	13196.00					
Monthly Payı	ments								
Month	Year		License Fe	e		Ir	iterest		
5	2008				INR	50,000.00			INR 0.00
6	2008			INR 100,000.00					
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	25/05/2	2011	INR - 400,000.00	Refunds / Adjustr	nents			
Remarks	Need to be adjusted against the MLF	Tax Co Source	ollected At						
Application Fee	Registration Fee	Securi Depos		Caution Deposit	Voliation Charges	Penalty Charges	Tax (Souc	Collected Fr	om
			400,000.00		- N/A -	- N/			- 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 <u>Create Inspection</u>

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.

User Manual	MCD
Parking Management System	MCD

Inspection Report	
Complaint ID	
Zone *	Select V
Parking Site	Other than MCD Owned Sites
Area *	
Location *	
Unauthorized Parking Site	OYes ⊙No
Date of Inspection *	
Date of Submitting Report	22/06/2011
Inspection Details *	
	Note: Please mention damage/removal charges incurred if any.
Action Taken	
Attach Photo Proof	Browse
Attach Report	Browse
Number of violations *	
Number Of Days *	
Amount *	



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.

Contractor Details	
Contractor Name	Rahul Jain
Address 1	3-G-9, Kailash nagar
Address 2	hjkhk
City	Delhi
State	Delhi
Pin Code	110028

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.

User Manual	N	ICD	
Parking Management System		MCD	

FIR	
FIR Registered	○Yes ⊙No
Remarks	
	Submit Back
	Eignus 20



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.



6.15 <u>View and Resolve Inspection</u>

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

Parking Management System

Inspec	tion 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 Histo	ry Details
B	ack



MCD

User Manual	MCD
Parking Management System	MCD

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.

Histo	ry 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
Inspec	tion Remarks	necessary action on t	this ^
	Back Submit Rework		
	E: 34		

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

6.16 <u>Search Inspection</u>

Reject action.

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. User Manual MCD
Parking Management System

Zone	Name		-	Select 🗸				
Inspe	ction ID							
Unaut	horized Parking Site	e	(○Yes ○No				
Inspe	ction Date		F	rom	То			
			Search	Reset				
Sear	ch Results							
S.No.	Inspection Id	Zone Name	Inspection Do	ne 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 📦	



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 <u>View and Send Notices</u>

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	Tune	Sent Date	Copy of Notice		Response	Sent By
INS/2011/00003	Contractor	Demand Notice	04/04/2011	Applicant Unauthorized Colonies 1639.pdf	Settled		Vinay Kumar

User Manual	
Parking Management System	MCD

Notice	
Reference Type	Select
Notice Type	Demand Notice
Contractor Names	Select 🗸
Notice Description *	A
Copy of Notice *	Browse
Voliation Charges	
Penalty Charges	
Notice Remarks *	A
Dispatch Number *	
	Close Send

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.

Paymen	t Summary					Payment Details
S.No.	Reference Type	Violation Charges	Penalty Charges	Total Amount	Due Ar	nount
		No	Payment related notices			
			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.

Paid Details - INS/2011/00010							
Transaction Id <mark>G</mark>	8 Receipt Io.	Paid/Received On	Paid Amount	Payment Mode	Bank Name	Cheque Number	Expand / Collapse
				No Payments			
				Back			
				Figure 37			

6.19 Search Miscellaneous Request

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Parking Management System

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.

Miscellaneous Request Search	
Request ID	
Type of Request	select 💌
Agreement ID	
Applicant Name	
Requested Date	
Search	Reset

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

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.

Page 30

Parking Management System

6.20 <u>View Contract List Dues</u>

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.

	ooration of Delhi	Non Payees List	RPCe	ell Department
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

Parking Management System

6.21 <u>View Inspection List Dues</u>

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.

Municipal Corp		82.1% - -	Comment Sha
		R Non Payees List	PCell Department
Inspections			
Reference Id	Voliation Charges	Penalty Charges	s 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

~

Parking Management System

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

Park	Parking Charges List								
S.No.	Type Of Vehicle	Name Of Parking Site	Duration	Duration Type	Effective Start Date	Rate	Remark	Edit	Delete
	Car	Roh-2	2	Monthly	18/04/2011	INR 100.00	qweq		8
2	Car	rtert	2	Hourly	01/03/2011	INR 100.00	mon		8
3	Car	Roh-1	2	Day	13/04/2011	INR 1,000.00	nfkjrbekjv		0
4	Car	Roh-2	2	Monthly	19/04/2011	INR 100.00	sdada		0
5	Car	Roh-1	2	Day	14/04/2011	INR 22.00	cervgre		0
	Scooter/Motor Cycle	Shahdara Parking	dnwjkd	Monthly	14/04/2011	INR 222.00	cdsfcr		0
7	Car		0 - 10 Hours	Hourly	01/04/2011	INR 10.00	Parking Charges for Cars for 10 hours		0



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

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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.

olicy / Circular / Application /Court Decisions						
Document Name *						
Attach Policy / Circular / Application Form / Court Decision *	Browse					
Documnet Type *	Select					
Is Active						
Add Reset	Update					

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 De	Circular Decision List					
Is Active	Uploaded Document	Uploaded Date				
	dad	21/04/2011				
	biherwice	11/04/2011				

Application	Application Form List						
Is Active	Uploaded Document	Uploaded Date					
	<u>bihefr</u>	13/04/2011					
	Test Form	11/04/2011					
	Test Form	11/04/2011					

Court Deci	Court Decision List				
Is Active	Uploaded Document	Uploaded Date			
	test court decision	11/04/2011			

Figure 45

Parking Management System

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	нор 🔁	Assistant Commissioner	Superintendent	
--------------------	-------	------------------------	-----------------------	--

Superintendent 🔁 Administrative Officer 🚅 Field Inspector

			Zone	All 💌			
Comp	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	B	
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	B	
7	AC109551915	19/04/2011	City	sdas	Pending	B	
				1 💌			

Figure 46

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

User Manual	
Parking Management System	MCD

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

Com	plaint Details								
Complaint Id					AC084173016				
Complaint Date 2					25/03/	2011			
Name	Name of Complainant								
Address of Complainant				minto r	road, delhi, ND, P	IN: 111111			
Email									
Phone Number									
Location of Parking Site				central	market				
Name of Contractor				NA					
Parking Site				Lajpat	Nagar				
Description				n					
Zone	•				Rohini				
Photo	ograph (Attach: J	PEG, PNG)			No Photograph				
Statu	IS				Pendin	g			
E H	listory 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		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					~
				Ba	ck				
				T .10	4 -				

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.

E H	listory 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				~
Rema	Remarks						~	
	Assign Back							
				Figure 48				
Parking Management System

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 <u>Search Complaint</u>

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.

Search Complaint	
Zone Name	Select 💌
Complaint ID	
Name of the Person	
Name of Contractor	
Search	Reset

Search Results					
S.No.	Complaint Id	Zone Name	Name of the Person	Email Id	Name of the Contractor
1	AC084532116	City	new complaint	s@s.com	
2	AC084173016	Rohini	ritu		
3	AC084571717		XXXXXXX	123@s.com	
4	AC085522215	City	sample	sample@sample.com	sample
5	AC086441711		temp	temp@temp.com	
6	AC088521913	Rohini	Rohini complain		Gandhi

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.

Parking Management System

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

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.

Single Payment		
Applicant Type	Select 💌	
Reference Id *		
Application Fee		
Registration/Renewal Fee		
Security Deposit		
Caution Deposit		
Penalty / Damage Charges		
Voliation Charges		
Payment Mode		
G8 Receipt Number *		
G8 Amount *		
Payment Mode *	○ Cash ○ Cheque/DD ○ Debit Card ○ Credit Card ○ Others	
Received Date		
Bank Name		
Cheque/DD Number		
Cheque/DD Date		
MICR Code		
Card Type	◯ Visa ◯ Master Card	
Card Number		
Amount		
Remark *	Note: Please provide transaction details for reference	
Submit 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.

Parking Management System

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.

Regular Payment	
Reference Id	CON/2011/00002 Go
Figure 51	

On successful result the screen will navigate to Fig 52

Regular Payme	ent					
		Referenc	e Id CON/2011	/00002 Go		
Payment Mode						
G8 Receipt Numb	per *					
G8 Amount						
Payment Mode *			○ Cas ○ Ren		O Debit Card 🤇	Credit Card 🔿 Others 🔿
Received Date						
Bank Name						
Cheque/DD Num	ıber					
Cheque/DD Date	2					
MICR Code						
Card Type			O Visa	Master Card		
Card Number						
Month - Year	License Fee	License Fee Paid	Interest @ 2%	Interest Paid	Amount Due	Current Payment
03-2011	INR 900.00	INR 0.00	INR 18.00	INR 0.00	INR 918.00	
04-2011	INR 25410.00	INR 0.00	INR 0.00	INR 0.00	INR 25410.00	
05-2011	INR 63000.00	INR 0.00	INR 0.00	INR 0.00	INR 63000.00	
06-2011	INR 63000.00	INR 0.00	INR 0.00	INR 0.00	INR 63000.00	
07-2011	INR 63000.00	INR 0.00	INR 0.00	INR 0.00	INR 63000.00	
08-2011	INR 63000.00	INR 0.00	INR 0.00	INR 0.00	INR 63000.00	
09-2011	INR 63000.00	INR 0.00	INR 0.00	INR 0.00	INR 63000.00	
10-2011	INR 63000.00	INR 0.00	INR 0.00	INR 0.00	INR 63000.00	
11-2011	INR 63000.00	INR 0.00	INR 0.00	INR 0.00	INR 63000.00	
12-2011	INR 63000.00	INR 0.00	INR 0.00	INR 0.00	INR 63000.00	
01-2012	INR 63000.00	INR 0.00	INR 0.00	INR 0.00	INR 63000.00	
02-2012	INR 63000.00	INR 0.00	INR 0.00	INR 0.00	INR 63000.00	
03-2012	INR 63000.00	INR 0.00	INR 0.00	INR 0.00	INR 63000.00	
04-2012	INR 31680.00	INR 0.00	INR 0.00	INR 0.00	INR 31680.00	
Total	INR 750990.00	INR 0.00	INR 18.00	INR 0.00		INR 751008.00 INR (

Figure 52

Confidential to MCD and Tech Mahindra

Parking Management System

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.

Tax Collected At Source	225	
Amount	10000	
	Note: Please provide transaction details for reference	
Remark *		
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.

Regular Payment	
Reference Id	CON/2011/00002 Go
Figure 54	

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

Refunds		
Reference Id *	CON/201	1/00002 Go
Application Fee		
Registration/Renewal Fee		
Security Deposit		10000.00
Caution Deposit		
Refund Mode		
Receipt Number *		
Refund Mode *		Others O Cheque/DD
Bank Name		
Cheque/DD Number		
Cheque/DD Date		
MICR Code		
Amount		
		Note: Please provide transaction details for reference
Remark *		
	Sub	mit

Figure 55

Parking Management System

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.

welcome : Rahul Jain : Friday, Jul	निगम	rsonalization Select Theme
· · ·	Se	arch go
Home	Pesonal Info My Start Frequent Contact Favorites	External Web Links Circulars
 ▷ Parking Management ▷ Misc Request ▷ New Request ▷ Search ▷ Contractor Details ▷ List of Contracts 	 The Municipal Corporation of Delhi is among the largest municipal bodies in the world Within its jurisdiction are some of the most densely populated areas in the world It has also the unique distinction of providing civic services to rural and urban villages, MCD came into existance on the 7th of April, 1958 under and Act of Parliament 	 > 1. Transfer for Salary > 2. Transfer back date > 3. Health : Study Leave.docx > 4. Filing of Affadivat SC or HC > 5. IT Dept RTI Manuals
 List of Notices View Parking Charges Policies / Circulars Dues List 	Approvals Statistics Others	DMC Act J. DMC Act.v.11 Medical Schemes
 Insp Dues List 1) The Municipal Corporation of Delhi is among the largest municipal bodies in the world 2) Within its jurisdiction are same of the most descely acquisited areas in the world. 		 A-Registered Pvt Hospitals B-Diagnostic_Centers C-Dental_Clincs Holiday List Holiday List 2011
	Message HOD Vigilance 1) The Municipal Corporation of Delhi is among the largest municipal bodies in the world 2) Within its jurisdiction are some of the most densely populated areas in the world	Municipal Accommodation Municipal Accommodation Latest News



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 Confidential to MCD and Tech Mahindra Pag

User Manual	MOD
Parking Management System	MCD

the awarded parking site.

Miscellaneous Request			
Type of Request *	select 💌		
Agreement ID *			
Applicant Name *			
Description *			
Signed Application *	Browse		
Submit			
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.

Miscellaneous Request Search							
Request ID							
Type of Request	select 💌						
Agreement ID							
Applicant Name							
Requested Date							
Search	Reset						

Figure 58

User Manual	MCD	
Parking Management System	MCD	

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

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	<u>user.txt</u>				
Status	Pending				
Ba	Back				



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	Address line1 3-G-9, Kailash nagar		hjkhk					
City	Delhi	State	Delhi					
Pin	110028	Contractor Phone Number	9891708989					
Contractor Pan Number	BHF093903248908	Contractor Status	Active					
Contractor Email		rahul.jain@gmail.com	rahul.jain@gmail.com					

Figure 61

Confidential to MCD and Tech Mahindra

Parking Management System

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.

Con	Contract List						
S.No	Contract ID	Contractor Name	Parking Site Name	Start 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		
з	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	venkrjbvk		
CON/2011/00005		3000.00	20/04/2011	31/12/2011	Modified MLF	venkrjbvk		
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

Confidential to MCD and Tech Mahindra

Parking Management System

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.

Notice	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	B				
	1 💌									



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 Notic				Response Date	Dairy Number			
	No Notice Responses									
Notic	Notice Response									
Response Description *										
Сору	of Response *			I	Browse]				
	onse Remarks/Ac taken *	tion					<			
Dairy	Number *									
				Close Save						

Figure 65

Parking Management System

7.7 View Parking Charges

The functionality here is same as explained in 5.2

Park	Parking Charges List								
S.No.	Type Of Vehicle	Name Of Parking Site	Duration	Duration Type	Effective Start Date	Rate	Remark		
	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		
	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		
	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

Notice	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	1					
2	INS/2011/00003	Demand Notice	04/04/2011	Applicant Unauthorized Colonies 1639.pdf	Settled	1					
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	1					
6	INS/2011/00063	Demand Notice	01/06/2011	demand bill.doc	Pending	1					
	1 💌										



Parking Management System

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.

	8	🧼 🄷 🚺 / 4	💿 💿 77.4% 🕶 拱	Find •			
ß				RpCe	RpCell Department		
			Dues List			≡	
60	Reference Id:	CON/2010/00001					
			Licence Fee				
	Month Year	Licence Fee	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		
	07-2011	200,080.00	200,080.00	0.00	200,080.00		
	Total	1,614,645.60	1,563,655.60	12,188.31	1,575,843.91		
	Reference Id:	CON/2010/00002					
			Licence Fee				
	Month Year	Licence Fee	Due	Interest @ 2%	Total Due		
~	12-2010	20,000.00	0.00	0.00	0.00		
Ø	01-2011	20,000.00	0.00	0.00	0.00		
	02-2011	20,000.00	18,534.00	0.00	18,534.00		
	03-2011	20,000.00	0.00	0.00	0.00		
	04-2011	20,000.00	2,250.00	0.00	2,250.00		
	05 2011	20.000.00	19 500 00	0.00	19 500 00		
			Back				

Figure 68

Parking Management System

7.10 <u>View Inspection Dues</u>

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

	🗎 🚑 - 🤃	1 / 1 📄	💌 77.4% 🕶 🔚	Find	•	
ľ	Municipal Cor					
66					RP Cell Department	
?						
	Inspection Id	Parking Site Name	Penalty Charges	Voliation charges	Total Due	
	INS/2011/0000	Shahdara Parking	1232.00	11111.00	12343.00	
	INS/2011/0000	Shahdara Parking	909.00	90.00	999.00	
	INS/2011/0002	Shahdara Parking	-900.00	900.00	0.00	
	INS/2011/0006	Parking Site	1000.00	10000.00	11000.00	
	INS/2011/0006	Test Demand	0.00	900.00	900.00	

Figure 69