



HUDA APPLICATION DEVELOPMENT

Industry Consultation

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Background

In 2006, HUDA went for a comprehensive computerization of Allottees account and Financial accounting system aimed to

- Bring an improved transparency in working of HUDA
- Build accountability in the system
- Improve service delivery mechanism of HUDA
- Redress grievances of the allottees/ general Public
- To make various online payment options

Key modules:-

1. Plot and Property Management (PPM)
2. Financial Accounting System (FAS)
3. Dynamic Portal and Payment Gateway:
4. Court case tracking and monitoring system

Objective of this meeting : Healthy competition by

- Providing key information upfront to prospective bidders
- Taking feedback from industry on key RFP criterion

Successful project ... satisfied users (allottees, General public & Govt. users)

The application was awarded the prestigious E-governance award in the year 2009.

The applications have also increased the revenue of HUDA by many folds. HUDA has collected more than 32 billion rupees by way of online payments.

Impact & geographical coverage

S. No.	Success Indicators	Before	Now
1	Allottee account information	Generated manually on request (2-3 hrs job) complete process takes 15-20 days till communication to the allottee	<u>Up to Date</u>
2	Application status tracking	On personal persuasion	<u>Online.</u>
3	Geographical Reach	Allottee has to visit concerned Estate office within restricted time limits.	No Restrictions. Anywhere and anytime. More than 10 Million persons visited HUDA website in the last one year
4	Identification of Vacant Properties	Lack of clarity / proper records on the vacant plots.	Information can be obtained on the click of the button.
5	Public Presence in Estate offices	About 300-350 persons per estate office / day.	Reduced Considerably
6	Service Delivery	There were 10-12 channels for clearance of one process.	<u>Maximum of 5 Channels. 38 services covered</u>



IMPACT & GEOGRAPHICAL COVERAGE

Success Indicators	Before	Now
Revenue Generation	Manual System was causing large revenue losses as it was nearly impossible to calculate the dues of each property manually	Many defaulters were identified whose dues were not paid for so long.
Automatic outstanding dues notice generation	Tedious process – at max 10 notices in 1 day in one Estate Office	Automatically . All defaulters in one go out of about 300,000 Allotees.
Payment Receipts	Single Bank at the premises of Estate Office and No Guarantee of attachment in the concerned File	Online Payment Gateway / RTGS/NEFT with instant reflection in allottee’s property account.
Role of Middle Man	Allottee has to depend heavily on middle men for completing various proceses.	The allotte can transcat online for various services and even monitor the status of his application online.
Court Case tracking and Monitoring System	Nil	Web based In-house application provides detailed MIS about the cort cases in different Courts.
MIS Reports for managements	Generated manually as and when demanded – tedious job	More than 100 reports are available on a single click



IMPACT & GEOGRAPHICAL COVERAGE

Success Indicators	Before	Now
Consistency in accounting procedures and calculation of Dues	lack of uniformity in calculation of Allottee Dues and accounting procedures.	Uniform calculation and accounting procedures across All Estate Offices in entire Haryana.
Interface between Estate Office and Allottee/ Public	For every activity Allottee / Citizen had to visit the office many times to get his work done.	Now Web Based Interface has been provided to the Allottee which obviates the need to visit to the Estate Office.
Single Window clearance	No Such Concept Existed . There were multiple window and undefined processes. About 300 applications were accepted daily	Single Window for all types of Clearances and application submission. About 50-60 applications are received. Only those applications are received where dues are Nil.
Toll Free Number 1800-180-3030	No such concept exists	Toll free number for PAN HUDA enquiries and registration of grievances
Live Web Casting of draw process	No such Concept exists	This process enables the applicants to view the live process by sitting any where in the world.

Application : Modules /Functions

The applications were launched in 2006 and used then latest available technologies like .NET as platform and SQL. The key modules/Functions of the application are as follows :

Plot and property management system

- Allotment of the plots by draw or auction, scrutiny of applications, generation of schedule of payments, allotment letters, and offer of possession to plot holders.
- Maintenance of date-wise tracking of the payments received; compute possession interest, delay interest, rebates, extension fee and generate notices to the plot holders for due payments, extension fee, and enhancement due.
- Tracking of cancelled/ vacant plot, Issue Transfer certificate, Mortgage certificate, No-dues certificate etc.
- Monitoring of appeals filed by the plot holders.
- Monitoring of legal cases of HUDA property under litigation. Etc..

Financial accounting system

- Preparation of all account books like Cash book, Bank book, Journal, Ledgers
- Funds transfers between HUDA offices through Credit/Debit Notes
- Reconciliation of Bank Statements
- Reconciliation of funds
- Preparation of Balance sheet
- Budget estimates of the receipts and expenditures of the current financial year at office level
- Monitoring of loans to employees
- Preparation of trial balance. Monthly accounts are now easily available through trial balance. Etc..

Application : Modules /Functions

Court Case tracking system

- Facilitate data entry to add/edit the details of the court cases. This is done by employees of HUDA.
- Allow access of reports to the users of the websites - external as well as internal. The external users have limited access to the site and can view a limited set of reports. Internal users can get access to reports in 21 pre-defined formats apart from having the options to choose fields for a custom report.
- All the users of the website have access to the calendar using which the user can view the number of cases listed for hearing on any given day, along with the location details of the hearing.
- This application has been implemented in a two-tier architecture.

HUDA Portal

- Publish information about the new schemes of HUDA.
- Publish tenders and notices.
- Allow online registration of users for the schemes of HUDA and to facilitate online payment of dues.
- Allow banks to upload scheme data details
- Allow download of different kinds of application forms and challans.
- Provide dynamic information to registered Allottees about their Plots and Payments Due.

Existing Application : Key Issues

S. N o.	Key Issues	Details
1	Older platform	<ul style="list-style-type: none"> ▪ Launched in 2006, currently the application are using .Net 2.0 as development platform and MSSQL server 2008 as the database. ▪ Challenge to integrate new applications into the current setup without sacrificing some new features, functionality and performance. ▪ No longer supported by OEM's
2	Security Risks	<ul style="list-style-type: none"> ▪ Old and outdated Software (IIS 7.5), platform leaves HUDA at an immediate security risk No new security patches are released form the OEM's
3	Sub-optimal performance	<ul style="list-style-type: none"> ▪ The Number of users has increased significantly and daily transactions have increased... Poor performance under stress conditions
4	Older Architecture:	<ul style="list-style-type: none"> ▪ The e-HUDA applications were developed in a two tier architecture Incorporating new processes/ changes is challenging
5	Integration/Compatibility Issues	<ul style="list-style-type: none"> ▪ There is no Integration layer for External services... integrating with external services like Banking, SMS and Email gateways, other government websites etc. is a challenge
6	Issue tracking	<ul style="list-style-type: none"> ▪ Currently, the consolidated list of issues that have been resolved are on monthly basis ... Daily/weekly updates are not available ▪ Inadequate quality of tracker for analysis and reporting

New Application proposed : Key Features

1. **Multi Tier Architecture:** The applications have to be implemented in a multi-tier architecture. Single application with multiple modules to cater all the functional requirements of HUDA, **which improve security and performance** of the applications.
2. **Latest Technology:** Latest platform and technologies should enhance security, performance and integration features of the application with better GUI layouts for the end users.
3. **Centralized Architecture** – It is proposed that all the applications will make use of a centralized architecture. All requests from the users (both internal and external) will be routed to a single system for processing.
4. **Bilingual:** The Application developed should support bilingual Languages (English & Hindi) as per Indian government norms.
5. **Browser compatibility:** The Application will Support all browsers and Devices (Like tablets, Mobiles)
6. **Mobile App:** Mobile app for portal application for on the go access to HUDA Allottee services
7. **Cloud Compatibility:** The New Application Shall be Cloud Ready and to be hosted on virtual platforms.
8. **Open Source/ Proprietary Software:** New application can be developed either on open source or proprietary software.

Scope of Work

Application Development & Software licenses

- The SI is required to design, develop and deploy the applications as per technology of their choice to best meet the existing hardware requirements as mentioned in RFP.
- The SI is required to upgrade current application or develop newer version of applications on latest platforms and database technologies.
- The SI will ensure that all the licenses of proposed application / system software etc. procured for this project are procured in the name of HUDA and shall be full use perpetual licenses.

O&M Support/ Warranty etc.

- For the Up Graded/developed applications as part of this RFP, the selected SI will be responsible for smooth Operations and Maintenance Services for the period covering onsite support for 3 years of AMC from the date of Go-Live
- SI to provide AMC support for the application for a period of three years after Go-Live.
- Updates to all software components with latest patches/version upgrades, as released by concerned OEM players from time to time.
- Software support for new features to be developed or modifications in the Portal application, Plot and Property Management and Financial Accounting System, using dedicated onsite manpower, as per user's feedback OR Policy Changes.
- SI shall deploy the required resources (at least 3) onsite fulltime at HUDA premises.

Pre-Qualification Criteria

S No.	Qualification Criteria
PQ 1.	Must be a registered company under the Indian Companies Act, 1956 and have been in existence for a period of at least 5 years.
PQ 2.	Experience in IT related activities / services ((software, O&M etc.) for at more than 5 years
PQ 3.	Valid ISO 9001:2016 and CMMI-5 certificates or higher
PQ 4.	Not blacklisted by GoI or the Haryana State Government
PQ 5.	Valid Service Tax Registration and PAN No
PQ 6.	Company must have on its roll IT staff of at least 100 professionally qualified personnel (relevant degree holders B. Tech/B.E/MCA/M.Tech/ MBA)
PQ 7.	The Company should have Positive net worth and An overall annual turnover of not less than INR 50 Crore during each of the last three financial years.
PQ 8.	Company must have engagement with Government / PSU in India where value of work relating to software development, enhancement and / or maintenance is INR 5 crore or higher in the last 5 years and successfully delivered the prospective project.
PQ 9.	Local Office in Panchkula / Chandigarh / Mohali

Technical Qualification Criteria (1/3)

TQ 1 Experience

Sr No.	Qualification Criteria	Score
1	Projects completed for Indian Government Ministries / Departments / PSUs with value of work relating to software development, enhancement and / or maintenance INR 3 crore or higher in last five years.	5 projects: 20 Marks 4 projects: 16 Marks 3 projects: 12 Marks 2 projects: 8 Marks
2	Projects completed for an Urban development authority in application Development and implementation for plot and property management, financial accounting systems in the last 5 years.	One Project in a particular project = 2 Marks 2 projects: 10 Marks

TQ- 2 Solution Proposed & Approach and Methodology

S No.	Qualification Criteria	Score
1	Solution architecture and detailing of components used including aspects of security, scalability, performance assurance	10 Marks
2	Approach and methodology for the project	10 Marks

Technical Qualification Criteria (2/3)

TQ- 3 Resource Deployment Plan

S No.	Qualification Criteria	Score
1	Proposed resource Deployment Plan	5 Marks

TQ- 4 Resource Profile (Project Staff)

S No.	Qualification Criteria	Score
1	Project Manager (Offsite)	10+ yrs. Exp = 5, 7-10 Yrs. Exp = 3, less than 7 = 0
2	Senior Architect (1, Onsite)	7+ yrs. Exp = 5, 5-7 Yrs. Exp = 3, less than 5 = 0
3	Senior Software Engineer (Minimum 2, Onsite)	7+ yrs. Exp = 5, 5-7 Yrs. Exp = 3, less than 5 = 0
4	Software Engineer (Minimum 4 onsite)	5+ yrs. Exp = 5, 3-5 Yrs. Exp = 3, less than 3 = 0
5	Quality Analyst (Minimum 1 onsite)	5+ yrs. Exp = 5, 3-5 Yrs. Exp = 3, less than 3 = 0
6	Database Administrator, onsite	5+ yrs. Exp = 5, 3-5 Yrs. Exp = 3, less than 3 = 0

Technical Qualification Criteria (3/3)

TQ 5 Certifications

S No.	Qualification Criteria	Score
1	Other relevant certifications ISO 20000 and ISO 27001.	1 Certification = 3 marks Both Certifications = 5 marks

TQ 6 Technical Presentation

S No.	Qualification Criteria	Score
1	Technical Presentation	10 Marks

Timelines & Milestones

S.No.	Project Phase	Required Activities	Deliverables	Timeline
1	Kick off	<ul style="list-style-type: none"> ▪ Project kick-off meeting ▪ High level project plan 	a) High level project plan	T* + 1 Weeks
2	Planning	<ul style="list-style-type: none"> ▪ Develop detailed Project Schedule and Resource Plan ▪ Develop Risk Management Plan ▪ Develop Communication Plan ▪ Develop Training plan ▪ Develop system Change Management Processes ▪ Work environment, etc. 	a) Baseline Project Plan b) Planning Assumptions & Constraints, critical success factors, benchmarks, and performance measures c) Risk management plan d) Reporting framework e) Communications plan	T* + 3 Weeks

Timelines & Milestones

S.N	Project Phase	Required Activities	Deliverables	Timeline
3	System Study/ Design	<ul style="list-style-type: none"> ▪ Establish environment ▪ System Study, Process mapping & FRS ▪ High Level & Low Level Design ▪ Requirement Traceability Matrix ▪ SRS document ▪ Create Test plan & test cases. ▪ Identification & Preparation of data migration, strategy and plan 	<ul style="list-style-type: none"> a) Business process maps b) Functional requirement c) High Level Design d) Low Level Design e) Requirement Traceability Matrix f) Software requirement document g) Test strategy and test Plan h) Creation of test plan and test cases. i) Data migration, strategy and plan 	T* + 6 Weeks
4	Development	<ul style="list-style-type: none"> ▪ Software Development ▪ Unit testing ▪ Integration Testing ▪ Updation of traceability matrix 	<ul style="list-style-type: none"> a) Developed code after QA 	T* + 15 Weeks

Timelines & Milestones

S.N o.	Project Phase	Required Activities	Deliverables	Timeline
5	Testing/ UAT	<ul style="list-style-type: none"> ▪ Detailed test plan ▪ Setup test environment ▪ Preparation of test data setup ▪ Execute test & document results ▪ Report the bugs ▪ Bug fixing ▪ Regression testing ▪ Updation of traceability matrix ▪ Error correction & retesting 	<ul style="list-style-type: none"> a) Test Plans b) Test Results c) Bug reports d) Regression test results e) Updated traceability matrix f) UAT Signoff 	T* + 18 Weeks
6	Pilot Go-Live	<ul style="list-style-type: none"> ▪ Setup of production Setup ▪ Execution of data migration, strategy and plan ▪ Validation of migrated data ▪ Preparation of Go-live plan ▪ Training as per training plan 	<ul style="list-style-type: none"> a) Production environment b) Signoff of data migration c) Training d) Go-Live Plan 	T* + 22 Weeks

Timelines & Milestones

S.No.	Project Phase	Required Activities	Deliverables	Timeline
7	Third party Audit	<ul style="list-style-type: none"> ▪ Close all the audit findings. 	a) Audit Closure Report	
8	Go-Live	<ul style="list-style-type: none"> ▪ Go-live signoff from User. ▪ Conduct post-implementation review/audit ▪ Detailed Operations and management plan with resource details. ▪ Prepare Lessons Learned Report ▪ Prepare 3-Year product evolution plan 	a) Operation and Management Plan b) Operations and Management Resource Deployment plan c) Three Year product evolution & resource plan	T* + 27 Weeks

Timelines & Milestones

S.No	Project Phase	Required Activities	Deliverables	Timeline
9	Annual Maintenance	<ul style="list-style-type: none"> ▪ Regular Updating of the HUDA web portal as per directions of HUDA ▪ Software maintenance, including preventive maintenance and troubleshooting problems ▪ User support to HUDA staff and officers ▪ Making applications compatible with all the major browsers, for newer versions ▪ Suggest & implement new features on the applications as per user's convenience ▪ Database administration and trouble-shooting ▪ Maintaining system documentation : <ul style="list-style-type: none"> ▪ Source code ▪ Function specifications document ▪ User manual & Training manuals ▪ FRS & SRS ▪ Review meetings with Senior management of the bidder- at least once in a month ▪ Closure of issues arising out of Security Audit. 	<ul style="list-style-type: none"> a) Issue tracker reports b) Monthly Activities and Status Reports c) Application Availability Reports d) SLA compliance reports 	Monthly For Next 3 years post Go live phase

Timelines & Milestones

S.No.	Project Phase	Required Activities	Deliverables	Timeline
10	Exit Management	<ul style="list-style-type: none">• A detailed program of the transfer process that could be used in conjunction with a Replacement System Integrator including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer.• Plans for the communication with the System Integrator's sub-contractors, staff, suppliers, customers and any related third party as necessary to avoid any material detrimental impact on the HUDA's operations• The System Integrator shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date	a) Exit Management Plan	T*+ 8 Weeks, and then updated Annually.

Service Level Agreement/LD – SLA 1/5

PART A – Implementation Phase

S. No	Major Area	Parameter	Requirements	Penalty
1	Implementation Phase	Completion of each Phase <ul style="list-style-type: none">• Kick off• Planning,• System Study/Design• Development• Testing /UAT• Pilot Go-Live• TPA & Go- Live	As per milestone & timelines Section	<ul style="list-style-type: none">▪ Delay of each week : recurring penalty of 1 % of the total contract value. The maximum penalty capped at 10%▪ HUDA may carry out the work at the risk and cost of SI in case of failure▪ Time extension can be considered if the delay is not on the part of the SI.
2	Resource Deployment	Deployment of on-site resources as per TQ 4 section	Within 30 days of issue of LOI	Rs.1500/- per day per resource will be levied on the bidder.
3	Resource availability	Availability of on-site resources as per TQ 4 section	Non-availability of resource.	0.1% per working day per resource of the total contract value (capped at 10%)

Service Level Agreement - SLA 2/5

Service Level Monitoring (SLM)

The Service level monitoring parameters on which the SLA shall be applicable are as under. The SLM's will be measured on the basis of MIS reports generated from the monitoring system, maintained and operated by the System integrator

S. No.	Metric	Expected Service Level	Remarks
SLM 1	Solution/ Application availability at central location.	>=99.5%	Statistics from the SLA Monitoring tool to be deployed, maintained by the System Integrator Application has to be available 24x7
SLM 2	Average Time taken for closure of bugs and configuration changes in the Solution/ application	Not later than 4 days or Within mutually agreed timelines between HUDA and SI.	1 breach every 8 hours over 4 days after approval or mutually agreed timeline

Service Level Agreement – SLA 3/5

S. No.	Metric	Expected Service Level	Remarks
SLM3	Time taken to update the content, press releases, news, notices and tenders etc. on web portal.	Not later than 2 days or within mutually agreed timelines between HUDA and SI	HUDA would require certain updates for circulars / notifications to be uploaded on urgent basis 1 breach if task is not completed within agreed timelines
SLM4	For vulnerability attacks due to which the whole website is defaced/not available /content changed/redirected	Restore website Within 8 hours Detection of Vulnerability and information of same within 30 minutes	Action must be taken to restore the website within 8 hours of reporting/detection of such incident, else it would be considered as a breach.
SLM5	Patch Management (for application software and Database)	Within approved time window of HUDA's approval	a) Testing has to start within 1 working day of release of patch or mutually agreed time. b) Results of testing & recommendations to be submitted c) 1 breach if patch is not implemented within 3 days

Service Level Agreement - SLA 4/5

S. No.	Metric	Expected Service Level	Remarks
SLM6	Solution (including Application and database) Backup Service	SI should ensure that the back-up taken is complete, consistent and correct.	The selected SI shall be required to take daily backups and implement replication as per agreed benchmark. Every instance of non-replication of backup is 1 breach
SLM7	Compliance Reports, SLA monitoring reports The bidder has to establish a reporting framework which includes various reports formats as well as their reporting frequency along with HUDA.	The reports should be provided as per agreed framework timelines.	Delay of every 5 days = 1 breach,

Service Level Agreement - SLA 5/5

Resource Deployment/Availability SLM

S. No	Major Area	Parameter	Requirements	Penalty
1	Resource Deployment	Deployment of on-site resources as per Operations & Maintenance resource deployment plan	Within 1 days of Operations & Maintenance phase	Rs.1500/- per day per resource will be levied on the bidder.
2	Resource availability	Availability of on-site resources Operations & Maintenance resource deployment plan	Non-availability of resource without information/approval of client.	0.1% per working day per resource of the total contract value. The maximum penalty to be capped at 10% of the total contract value.

Payments Schedule

S. No	Milestone	Payment %
1.	Mobilization Successful completion of Kickoff phase.	10 % of Total contract value
2.	Study/Design Successful completion of Planning and System Study/Design phase.	10 % of Total contract value
3.	Completion of UAT (testing) Successful completion of Development and Testing/UAT phase.	10 % of Total contract value
4.	Pilot Go-Live* Successful completion of Pilot Go-Live phase.	10 % of Total contract value
5.	Closure of TPA gaps (Implementation) Successful completion of Third party Audit phase as defined in Section above	10 % of Total contract value
6.	Go - Live** Successful completion of Go-Live phase as defined in milestones & timelines Section above	10 % of Total contract value
7.	Operation & Maintenance : Successful Completion of Annual Maintenance phase as defined in milestones & timelines Section above	40% of total contract value equated quarterly for 12 quarters

THANK YOU

Any further questions and suggestions must be sent to HUDA
within 4 days to programmerhuda@gmail.com

ALLOTTEE ACCOUNT INFORMATION



Urban Estate Code	UE020-Panchkula	Sector Id	15
Property Number	1085	Name of Allottee	KRISHAN KUMAR
No. of Installments	6	Type of Installment	Yearly
Cost	13748.00	Location Cost	0.00
Changed Area Cost	0.00	Incidental Area Cost	0.00
Enhancement Cost	1243.55	Cost Of Property	14991.55
Earnest Money deposited	3437.50	Payment On Allotment	0.00
Earnest Money + Payment On Allotment	3437.50	Principal Installment for Fully Paid	0.00
Enhancement Principal for Fully Paid	0.00	Possession Interest for Fully Paid	0.00
Enhancement Interest for Fully Paid	0.00	Amount for Fully Paid	33135.00
Possession Interest(%)	9.00	Delay Interest(%)	12.00
Enhancement Interest(%)	15.00	Surcharge(Extn)(%)	10.00
Rebate(Ext)(%)	10.00	Offer of Possession Date	14/01/1986
Allotment Date	06/04/1979	OC/POC Date	

Current Outstanding

Earnest Amount	Payment on Allotment	Compounding Fee	Allotment Surcharge	Penalty	Delay Interest (Enhancement)	Delay Interest (Installment)	Enhancement Interest	Possession Interest	Principal Extension	Extension Fee Surcharge	Enhancement Fee Principal
0.00	0.00	12235.00	0.00	0.00	0.00	0.00	0.00	0.00	20900.00	0.00	0.00

Payment Schedule

Payment Category	Enhancement Number	Installment Number	Due Date	Balance Amount	Principal Amount Due	Possession/ Enhancement Interest Due	Total
Extension Fees	Year 21	21	01/01/2008		20900.00	0.00	20900.00





WEBSITE VIEW OF APPLICATION TRACKING STATUS

Query Received Application Status

Urban Estate*

Sector Id*

Property Category*

Property Sub Category*

Plot Number*

Application Type*

Application Number*

For Search, please enter either Application Number or Plot Detail

Application Type	Application No.	Application Status	Application Submission Date	Planned Issue Date	Pending Status	Pending Official	Approved Date
OC Certification	Z0004/EO012/UE020/2007/OCCER/001250	INPRO-InProcess	27/12/2007		Intime	Junior Engineer	
OC Certification	Z0004/EO012/UE020/2007/OCCER/001691	REJEC-Rejected	17/01/2008		Intime	Sub Divisional Clerk	

[BACK](#)

RE-ENGINEERING IN PROCESS HIEARCHY (Online Building Approval)



<i>Processing Sequence</i>	<i>Previous Process Hierarchy (Designation Wise)</i>	<i>Re-engineered (phase 1) Process Hierarchy (Designation Wise)</i>	<i>Re-engineered (phase 2) Process Hierarchy (Designation Wise)</i>
1	Sub Divisional Clerk	Sub Divisional Clerk	Sub Divisional Clerk
2	Record Keeper	Record Keeper	Junior Engineer
3	Assistant	Assistant	Sub Divisional Engineer
4	Accountant	Accountant	Estate Officer
5	Assistant	Sub Divisional Clerk	
6	Record Keeper	Sub Divisional Engineer (S)	
7	Sub Divisional Clerk	Estate Officer	
8	Junior Engineer		
9	Technical Committee		
10	Sub Divisional Engineer (S)		
11	Estate Officer		

CURRENT SYSTEM HIERARCHY (Transfer Permission)



Manual Hierarchy	PPM Hierarchy	Recommended Hierarchy
Single Window	Single Window	Single window(Assistant)
Record Keeper	Record Keeper	Acct. Assistant
Assistant	Junior Engineer	Junior Engineer
Account Assistant	Accountant	Superintendent
Accountant	Assistant	Estate Officer
Superintendent	Superintendent	
Senior Accounts Officer	Estate Officer	
Assistant Estate Officer		
Estate Officer		

CURRENT SYSTEM HIERARCHY (Conveyance deed)



Manual Hierarchy	PPM Hierarchy	Recommended Hierarchy
Single Window	Single Window	Single Window (Assistant)
Record Keeper	Record Keeper	Accountant
Assistant	Accountant	Superintendent
Account Assistant	Assistant	Estate Officer
Accountant	Superintendent	
Deputy Superintendent	Estate Officer	
Senior Accounts Officer		
Assistant Estate Officer		
Estate Officer		

Business process re-engineering (process- fresh building plan)



<i>Processing Sequence</i>	<i>Previous Process Hierarchy (Designation Wise)</i>	<i>Re-engineered (phase 1) Process Hierarchy (Designation Wise)</i>	<i>Re-engineered (phase 2) Process Hierarchy (Designation Wise)</i>
1	Sub Divisional Clerk	Sub Divisional Clerk	Sub Divisional Clerk
2	Record Keeper	Record Keeper	Record Keeper (Allotment Branch)
3	Assistant	Assistant	Sub Divisional Engineer
4	Accountant	Accountant	Estate Officer
5	Assistant	Sub Divisional Clerk	
6	Record Keeper	Sub Divisional Engineer (S)	
7	Sub Divisional Clerk	Estate Officer	
8	Junior Engineer		
9	Sub Divisional Engineer (S)		
10	Estate Officer		

Note:- Similar exercise has been done for other 37 processes.