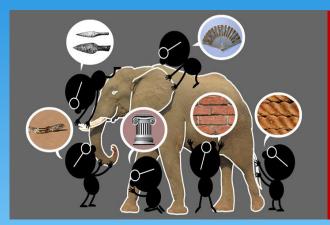
Gartner IT Infrastructure Operations & Data Center Summit 12 - 13 May 2014 | Mumbai, India.



Case Study – Bringing Efficiency, Transparency and Accountability into

e-Governance

Implementation of Publicly Funded Projects



Live Demo and Presentation by

Raja Seevan

Founder Trustee rajaseevan@indiancst.in or rajaseevan@gmail.com



Indian Centre for Social Transformation is a public charitable Trust with a mission to work towards realization of a national vision set out in Article 51A (j) of the Indian Constitution regarding the

Fundamental Duty of Indian Citizens i.e. "to strive towards excellence in all spheres of individual and collective activity so that the nation constantly rises to higher levels of endeavor and achievement."

www.indiancst.in





What does Indian CST do?

- 1. Indian CST has set up and is maintaining a secure cloud computing environment.
- 2. It has developed a sophisticated Project Management tool called Global Project Management System and is making available the same free for all public authorities.
- 3. GPMS-the Beyond the Enterprise Project Management software application facilitates data integration and data sharing.
- 4. It is therefore capable of bringing all stakeholders on the same board, try to align their myriad interests to a common minimum goal where public interest out weighs all other considerations.
- 5. The application with many modules is easily customizable for an individual entity and works across vertical sectors which is part and parcel of good governance.

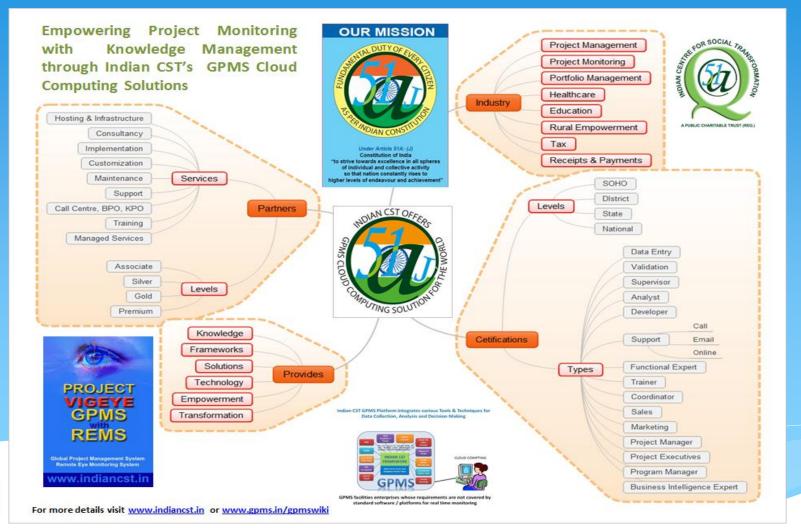


What does Indian CST do?

- Uniting all Indians into ONE INDIA to work together as TEAM INDIA
- Promoting transparency, efficiency, accountability and metrics in all public funded projects, through technology, empowerment, audit trail and mutual cooperation.
- Collaborating with Central/State/ local self Governments/ entities like PSUs, CVC, CSIR, NPC on implementation of appropriate cost effective e-governance solutions.
- Helping professional institutions for monitoring developmental works.
- Supporting International Bodies like UN, World Bank, ADB on building e-tools for tracking funded projects in real time.



What does Indian CST do?



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STEPOR SOCIAL TRANS

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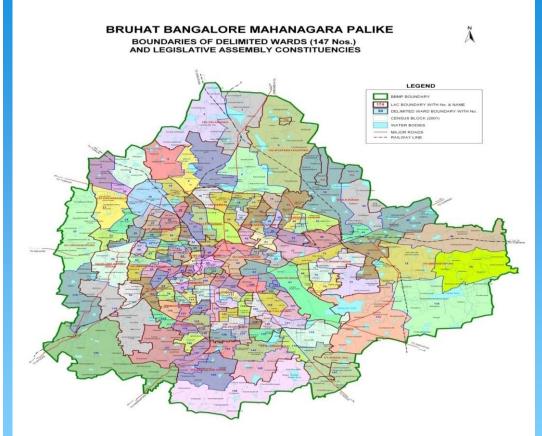
e-Governance Implementation of Publicly Funded Projects/Portfolios using Global Project Monitoring System (GPMS) Cloud: Lessons Learnt

- 1. The lessons learnt and best practices evolving from case studies, pilot projects and research in large scale implementation of e-governance projects.
- 2. It covers the end-to-end spectrum starting from:- viz: current challenges in egovernance projects, Evolving Innovative solutions
- 3. Piloting them in the 3rd largest City Municipality in India
- 4. Sustaining the implementation through the challenges over a period of 3 years
- 5. Demonstrating benefits on key Governance parameters including ROI.



The practical experience of implementing GPMS-FMS-IRMS municipality e-governance solutions modules in BBMP that looked at needs of municipalities and their citizens towards improving city governance, bringing efficiency, transparency, accountability and the use of GPMS-FMS-IRMS to deliver public services.

The Challenge in BBMP is its vast complexity which is more than a country in Europe



Bangalore being the fifth largest city in India has a budget of Rs 14,000 crores. The BBMP was not aware of the quantum of works awarded and its progress and settlement of bills. It approached Indian CST to implement the GPMS. On Implementation and the being data being uploaded into the GPMS all the engineers and staff at all levels are able to access the data monitor the works, track the project status, quantify the cost over runs and settle final bills. Ghost bills. unauthorized cost over runs, unapproved works, etc. surface automatically.

- BBMP is serving a population of One Crore
- The magnitude of financial benefits can be imagined.



GPMS-FMS for BBMP

The transformation initiative helped BBMP to come to grips with the myriad problems associated with increased workload and project execution in remote locations of Bangalore.

The Challenges

- Persistence, Resistance to use the system
- Frequent Change in Technology Partners
- Frequent change of Guards
- Lack of public support and sponsorships
- PMP professionals disinterest after promising help
- Corporate apathy in-spite of Corporate corny capitalism being visible in evasion of property tax
- Self Reliance got into building Integrated Cloud computing solutions instead of being change Agents
- Threats and abusive languages
- Own Investments when nonpayment's became norms
- Every one wants to know what is it in for me, so called volunteers, threatening gheraos

Difficulties faced

- Bringing Citizens and stakeholders to participate and asking them to join from anywhere at any time and share information of any type with responsibility on projects
- Collecting legacy data in bits and pieces from different software databases formats captured at source from all the 27 departments and to validate, then to inter connect / correlate with other significant data for add value to the input by processing, tagging and key wording to make search and retrieval easy



e-Governance Initiatives

The Challenges

- 1. No real time information
- 2. No integration of data available
- 3. No validation of data provided are in different formats
- 4. Current software applications on the premises are all in silos
- 5. Transparency, Efficiency and Accountability was lacking.
- 6. Skillset for this is inadequate.
- 7. No data is available for real-time analysis
- 8. Ad-hoc decision making in absence of reliable and structured decision support system
- 9. Presently they were doing manually with various Permutations and Combinations of requirements with assumptions
- 10.Communication between stakeholders needed improvement to avoid misunderstandings
- 11. There is no computer skill awareness as a common platform to used by everyone.
- 12. Most applications / Solutions were not web based.
- 13. Every report was manually prepared on excel sheets
- 14.Capacity building of all users of the system being done on need based manner on manual systems
- 15. Heads of Departments were not aware of how many Projects were going on or the Receipts coming in of Payments being done at any point of time in real time.



BBMP looking for improving their e-Governance Implementation and Brand Value.

e-Governance Initiatives

The Approach

"The way Indian CST team approaches a Problem, can alter the very nature of the Problem"

The team decided to approach the e-Governance challenge not as an IT company delivering services; but as a Social Entrepreneurship Organization delivering transformational change in the Quality of life of citizens. What this meant was that IT was only one of the many components. Many missing components were identified that would enhance the Solution with "What More is Possible?".

How to

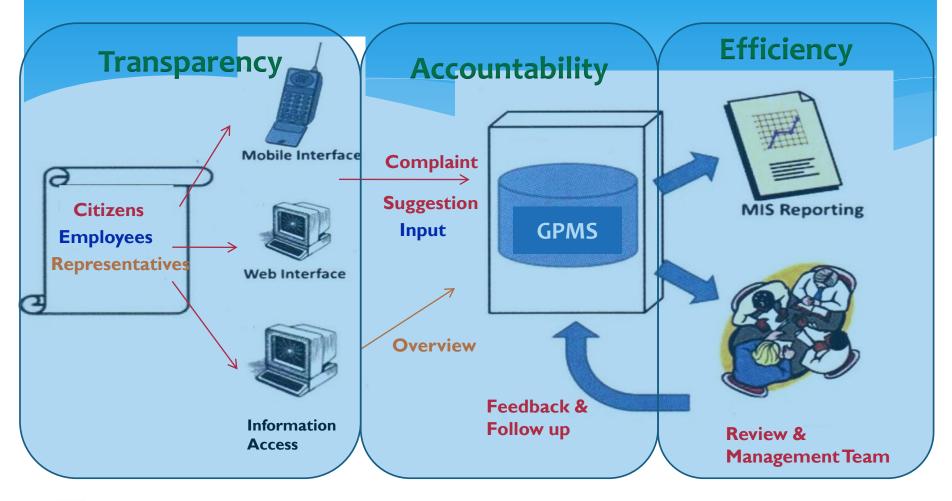
- Make BBMP citizen friendly
- Increase effective monitoring of overall Progress (physical and financial) on projects
- Provide Better information Online
- Increase Transparency and Accountability across all departments
- Deliver better services online
- Deliver GPMS monitoring e-tool
 Improve efficiency all round
- Remodel IT department by defining roles and sufficient qualified staff to meet increasing IT initiatives to transform the BBMP into e-enabled in all aspects.

• Reduce cost



Implementing municipality e-governance solutions modules in BBMP that looked at needs of municipalities and their citizens towards improving city governance, bringing efficiency, transparency, accountability and the use of GPMS-FMS-IRMS to deliver public services.

The Working Of The Elements Of GPMS At BBMP





Effective Decision Making

e-Governance Initiatives Innovation and leadership

Parameter for Transformation	As is situation	То Ве	Indian CST Deliverables
Innovation and leadership	 No real time information No integration No validation Applications are in silos Transparency, Efficiency and Accountability is lacking. Skillset for this is inadequate. 	BBMP wants a real time monitoring system for e governance reforms initiative To have an real time MIS for Reports online	 Customized GPMS-FMS (Global Project Monitoring System & Financial Management System) Bring Public participation into BBMP governance Integrate all Departments 29 together.



Outcome- Specific Reports : Diversity of Information available on line, Education, Project, Health, Employee related, Public Related, Governance related Nine Focus Areas of PMI- Scope, Cost, Time, Quality, Risk, HR, Procurement, Communication, Integration . In addition Document Management, Security Aspects, MMS, Vigilance, Prioritizing Task Management

e-Governance Initiatives Information analysis

Parameter for Transformation	As is situation	To Be	Indian CST Deliverables
Information analysis	 No data is available for real-time analysis Presently done manually with various Permutations and Combinations of requirements with assumptions 	BBMP looking for Real time integrated data analysis report with various hierarchy views	 Integrated Business intelligence reports for various Department heads to view and take decisions. In real time.



Outcome: specific reports automatically generated online, e.g. Dashboards of payments and receipts, Ward level, Zone level, and other Reports Real time information available for immediate processing instead of looking for the info and waiting for the info to reach one before the Processing can begin. Thus productivity of the employee improves

e-Governance Initiatives Strategic planning

Parameter for Transformation	As is situation	То Ве	Indian CST Deliverables
Strategic planning	 Communication between stakeholders needs improvement to avoid misunderstandings There is no computer skill awareness as a common platform to use by everyone. Most applications / Solutions are not web based. 	 To give proper infrastructure with connectivity and train the manpower to use and update info online from their offices. Plan to develop a platform for above 	 Integrate all information Integrate all departments together to enable exchange of information. Deliver an integrated cloud computing platform to enable any user to update information online. Handhold training program for BBMP Engineers to use system themselves



Outcome: specific reports online e.g. Bank reconciliation, Capacity building, Increased computer allocations, High Value Projects and Watch reports

e-Governance Initiatives Process Improvement

Parameter for Transformation	As is situation	To Be	Indian CST Deliverables
Process Improvement	• Everything is manual	 BBMP wants e governance reforms implementation and to be the trend setters by enabling computerization of Departments 	 Enable a Paperless office Bringing Efficiency, Transparency and Accountability along with Crowd Sourcing, Cloud Computing, Public Participation in Monitoring and real- time Feedback to Engineers.



Outcome : Automatic specific reports online are generated: e.g. Time taken for passing a bill, where a bill is stuck up can be viewed online! Citizens getting a prompt receipt about the money paid even as low as Re 5/- to a few crores

e-Governance Initiatives Human resource development

Parameter for Transformation	As is situation	То Ве	Indian CST Deliverables	
Human resource development	 Capacity building of all users of the system being done on need based manner on manual systems 	 Enable all BBMP Engineers to be computer savvy Conduct Training Programs 	 Implement user-friendly cloud computing platform with training of 7500 engineers Conduct various training consister for each engineer to 	
	BBMP STAFF TRA NL	BMP staff trained	sessions for each engineer to feel comfortable and confident to update data in real-time Conduct public awareness campaigns enable BBMP get correct and validated real time info online. Future Trainings at BBMP	
YEAR	▲ 1000 2009 2010 2011	1100 1200 2012 2013 2014	 Training 936 Bank branches on Bank Reconciliation and Integration with GPMS Training public on Property Tax online portal 3000 Contractors on GPMS WWW.indiancst.in 	

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GPMS-FMS Training Programs at BBMP

Admin Reports

Head Office Project		Cost Over Run Report
Basic Report		Cost Savings Report
Advanced Report		Time Over Run
POW 2009/10 Report		Contractor Class Report
Pcode Report		Contractor Detailed Report
Division Report		Contractor Cost Overrun
Sub Division Report	New York of the Armen of the Ar	Contractor Time Overrun
Ward Report		Projects without Zone
Department Report		Year Wise Project



e-Governance Initiatives Operational Results

Parameter for Transformation	As is situation	To Be	Indian CST Deliverables
<i>Operational</i> <i>Results</i>	 BBMP Heads of Departments were not aware of how many Projects were there at any point of time. 	Get data from Engineers in real time and integrate it to their general Receipts and Payment Modules.	 Indian CST helped BBMP Engineers to update 92000 projects. Bring in 5,00,000 general receipt and payments issued amounting to 7,500 crores, in real time. Bring payments issued by BBMP to various stakeholders and paid to 450 offices across Bangalore. Enable HOD's to intervene and take decisions based on above.



Outcome : Result specific reports online : e.g Total revenue generated and cash availability on real time basis, No of complaints unattended or citizens / employees satisfied, Increase in No of employees using the system daily, Other vendors system being asked to be shut down by Top

Management

-		
Year	# Receipts	Value
2012-13	2,35,998	1306,27,74,578
2013-14	2,81,109	916,45,35,903

e-Governance Initiatives Stakeholder satisfaction

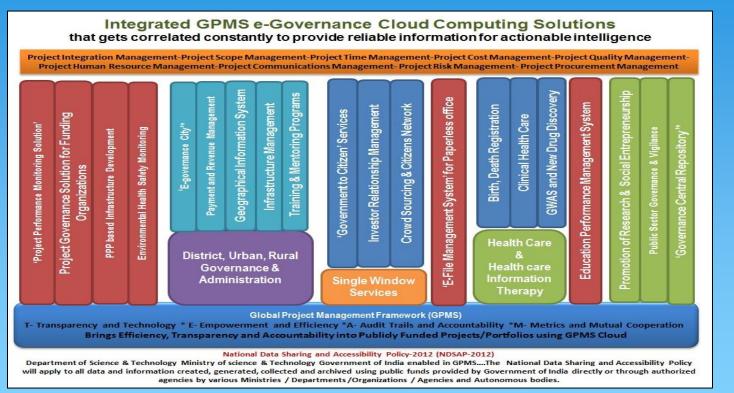
Parameter for Transformation	As is situation	То Ве	Indian CST Deliverables
Stakeholder satisfaction	 BBMP looking for improving their e- Governance Implementation and Brand Value. 	Attempt to bring all round performance monitoring system at all their various 450 offices across Bangalore.	 Delivered a robust GPMS system to enable all 198 wards , in real time effectively over a long term perspective. Indian CST helped BBMP to Validate data, Update the Engineers skillsets. Demonstrate Benefits Jointly present the BBMP case study not only to other municipality / departments in India, but also to offer this GPMS- FMS e-tool to the other municipalities across India and world.



Outcome: specific reports generated online could be views by all e.g. Surveys were conducted from employees, public, contractors, press reports etc.

e-Governance Initiatives







Poor and Good Practice Case Studies AN BBMP AND INDIAN CST TEAM'S INTENSIVE GPMS-FMS ANALYSIS AND SURVEY REPORT 2013

So what is happening in India?

Are we any where near all this and more ? What about Delhi? Our capital? What about our silicon city? Bangalore – sorry Bengaluru?



Amazon

Amazon is famous for pioneering a whole new business ecosystem in its deployment of the business cloud in the form of its Amazon Web Services (AWS) in 2006,.

- In a report* last year, it is noted that Amazon accepted "That the number of objects stored on its S3 cloud storage service hit 449 billion in the Q2, 2011, a massive jump from the262 billion objects stored on Amazon S3 in Q4, 2010.
- * Also, the S3 processed 290,000 requests per second at peak times, up from 200,000 at the end of 2010".
- PwC reports \$5.9 bn global revenue for Amazon by 2014

Namma Bengaluru

Bruhat Bengalurur Mahanagarpalike (BBMP) has collected funds and processed and paid payments totaling Rs 10 billion in 2012-13

₹ 2,230,548,919.34 recd in Jan 2013

In this financial year so far - Bengaluru citizens have received payments receipts from the BBMP cloud after deposting- house tax, building cess, conservancy charges and fees for birth and death registration etc etc.

 BU processed may-June 2010 semester exam papers for 240000 plus students (in atleast four papers each) and made available the answer scripts on the cloud reducing marks revaluation requests to a mere 9000 from 99000 in the previous year

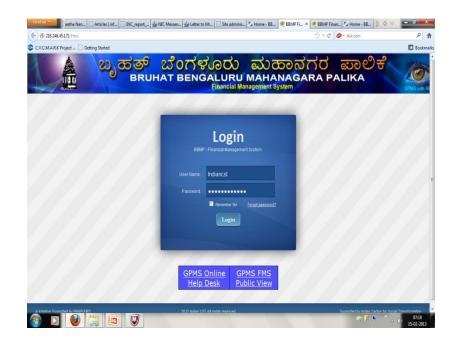


Cloud for profit and governance

Come Again?

Amazing facts!

Namma Bengaluru beats Amazon in its own game!!



You did not know it?!

And you say you are from the Information Technology sector and most of you are from Bengaluru our own silicon city?

Yet you did not know these facts You refuse to believe?

Come to the wards of Bengaluru, take a walk on its streets and see for yourself!!

(You can also <u>click</u> for a virtual tour)



www.bbmp.gov.in

Let us log in for some real time public view/news on revenue collections done today by BBMP having 936 Bank branches accounts for reconciliations

and its officials in the Head office, 8 Zones, Divisions, Sub-Divisions, 198 wards , 450+ Municipal offices and 271 Bangalore One

Lessons learnt and best practices evolving from case studies, pilot projects and research in large scale implementation of e-governance projects



http://218.248.45.171/fms

Bringing Efficiency, Transparency and Accountability into e-**Governance Implementation of Publicly Funded Projects**

Ongoing Implementations

- Global Project Monitoring System (GPMS) 1.
- GPMS Financial Management System(GPMS-FMS) 2.
- GPMS Complaint Monitoring System (Online Help Desk) GPMS Birth and Death Registration Monitoring System 3.
- 4. 5. 6.
- **GPMS** Medical Reimbursement Monitoring System
- **GPMS** Healthcare Information Therapy
- 7∙ 8. **GPMS Mobile Task Management System**
- **GPMS Remote Eye Monitoring System**
- **GPMS-FMS Public Page for Citizens Feedback** 9.
- 10. GPMS-Postal Ballot Monitoring System for EC
- GPMS-FMS Training Programs and hand holding onsite 11.

Citizen Centric Services

You can view more details on

www.gpms.in/gpmswiki

First Original Research and Analysis Paper





A Snapshot view of GPMS-FMS Solution on-going Implementation

at BBMP as on 31-03-2014 and the Receipts and Payments Transactions through the GPMS-FMS crosses Re. 7000 crores +

	Report As on 31 March 2014	Our Numbers	
	BBMP Zones	8	
	BBMP Divisions	30	
	BBMP Sub-Divisions	64	
	BBMP Wards	198	
	BBMP offices	450	
	BBMP DDO offices	1637	
	BBMP Bank Branches Integrated	936	
	P-codes	1747	
	R-codes	327	
	Bill Types	28	
	Annexures and Certificates	95	
	Number of Users in BBMP Finance Dept. FMS	712	
	Number of Users in GPMS	12750	
	Number of Bills (Payments) done	53984	
	Number of Work Bills Payments done	5235	
	Monthly Bank Statements / Deposits updated	120	
	Receipts issued through GPMS-FMS	5,17,107	
	Payments Received through GPMS-FMS	Re.22,22,73,10,484.86	
	Property Taxes updated in the GPMS-FMS	Re.14,74,19,63,000.00	
	Payments Issued through GPMS-FMS	Re.20,67,85,82,430.32	
	Payments of Work Bills Done April 2012-Sep 2012	Re. 7,40,32,42,817.00	
	Complaints Received	1565	
	Complaints Resolved	1419	
	Complaints un-resolved	21	
JSF		105	
ORN	Complaints to be resolved in progress	125	



e-Governance Initiatives

Results





Attempts to set fire to Server rooms, non-payment of server and bandwidth costs, difficulties in data sharing, vested interests of established players milking the corporation for private gain instead of public interest

A few of the activities at ground level that enabled implementation

- **Periodical training programs** were conducted for their all Engineers and office Staff last 5 years
- **Fortnightly reviews meeting and status updates** were conducted on regular basis for all the engineers, staff and officers.
- **Fixed responsibility for initiating the majority of actions** required to guide the projects and programs as they started.
 - **Trained engineers how to report current progress**, to update status and asked to add missing data information, validate the data, and generate their daily / monthly / quarterly types of reports online.
- Monitored continuous improvement for a substantial increase in the working efficiency of these department engineers, officers and its staff.
- **Established transparency across all the departments reporting online**, on-going projects status, financial approvals status, payments done etc.
 - Provided real time information for Citizen Engagement &
 Feedback on outcomes and consequences of actions at each stage of the service delivery chain Connecting Policy Makers, Providers, Beneficiaries and their Voice that Enables Results Agenda, Good Governance and Clients.

One Big Result – we can not be shut out and are still surviving

7

BBMP AND INDIAN CST CASE STUDY

GPMS-FMS e-Governance municipality cloud computing solutions enabled to Bring in Efficiency-Transparency-Accountability that has doubled the revenues for the third largest Municipality in India

One single BBMP Ward Case Study 111 Shantala Nagar

SI. No	Particulars	Properties Surveyed	Additional Amount Recovered		
1.	Survey	734			
2.	Notices issued and payment	302	Result:		
	received		Re. 15.66 crores collected by BBMP		
3.	Notices sent	275			
4.	Notice yet to be issued	157			
	Particular Commercial Property				
SI. No	Particulars	Property Built Area Surveyed	Amount Recovered		
1.	As per sanction plan	15,26,849.63 lakh Sq. feet			
2.	Total Built up area	16,42,890.00 lakh Sq. feet	Result:		
3.	SAS Declaration	10,00,790.00 lakh Sq. feet	Difference detected 4 years arrears =		
	by owner		-		
4.	Difference	6,32,811.00 lakh Sq. feet	Re. 10.40 crores		
5.	Helipad	830.00 lakh Sq. feet	collected by BBMP		
6.	Total difference noticed	6,33,642.00 lakh Sq. feet			



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Summary of Property Taxes collected across BBMP 198 wards

SI. No	Particulars	Property Taxes collected	Amount Recovered
1.	No. of applications arrears	5,36,502	
2.	Total amount no. of applications	39,929.10	Result:
3.	Current year	9,95,907	1281,72.39
4.	Total amount in lakh	88,243.29	Crores
5.	Total no. application	15,32,409	Collected for the Year
6.	Total Rupees amount in lakh	1281,72.39	by BBMP Revenue Department



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BBMP GPMS-FMS Online Status as on 31-3-2014

As of 31-March-2014

SI. No.	Particulars	Total number of Records	Total Amount
31. NO.	Failiculais	iotal number of Records	Re. Ps.
	Total General Receipts collected across BBMP offices	517107 receipts issued online to citizens	22,22,73,10,484.86
2	Total Property Taxes Collected		14,74,19,63,000.00
5	Total Number of Payment made across BBMP offices	3355 Entries 53984 Bills passed online	20,67,85,82,430.32
4.	Total Taxes Deducted		1.27,20,69,890.72
`	Work Bills Paid for the period 1st April 2012 - 06th Sep 2012	5261 Total Bills reported online	744,4312927 .00
6.	Total Taxes Deducted against Work Bills	5261 Total Bills reported online	94,0228523 .00



Out Come : All manual receipts issuing as of today has been discontinued and withdrawn at BBMP, only receipts generated online through the GPMS – FMS is being issued to citizens or payments done is now being updated online by all engineers and their staff

Results Achieved / Impact

Prior to GIS, BBMP had 10.6 lakhs properties in its tax net. Using GIS, BBMP has now identified **16.19 lakh** properties and among them 13.5 lakhs were brought into tax net. Steps are taken to bring the remaining into the tax net. This initiative has helped BBMP increase its revenue collection which is evident from the following table.

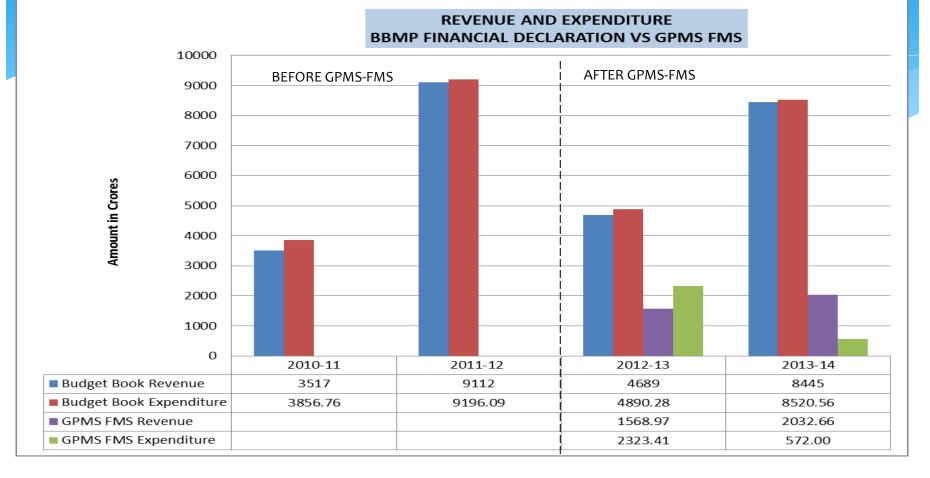
Year	Property Tax Collected (Re. Crores)
2006-07	360.00
2007-08	625.00
2008-09	566.00
2009-10	797.00
2010-11	1108.00
2011-12	1210.00
2012-13	1358.00
2013-14	1310.00

Visit <u>www.indiancst.in</u> www.gpms.in/gpmswiki for more details

BBMP has over six lakh commercial buildings and over 16 lakh non-residential buildings within its limits. In its eight zones, the BBMP has not less than 30 buildings which fetch over Rs 5 crore property tax per annum. About 60 buildings have the potential to bring in Rs 3 crore, 125 buildings Rs 2 crore, nearly 400 buildings with the potential for Rs 1 crore and around 1,300 buildings Rs 50 lakh. These have been classified as high-value assessment structures. The BBMP has, in its limits, 1.1 lakh industrial buildings, 22,000 apartment structures. 8,000 paying guest tech accommodations, 53 parks, 107 commercial malls, 891 marriage halls, 1,200 party halls, 441 star hotels, 2,450 lodges and 2,446 medical institutions.



BBMP REVENUE AND EXPENDITURE: 4-YEAR TREND BEFORE AND AFTER IMPLEMENTATION OF GPMS-FMS





Bruhat Bengaluru Mahanagara Palike (BBMP)



Handling BBMP 92,000+ projects Rs.14000 crores publically funded online in BBMP-GPMS by integrating all projects from Head office, 8 zones, 198 wards, 12500 engineers were trained, periodical training programs were conducted by Indian CST at Head office, all the 8 Zones onsite, 198 ward offices, coordinations, validations were under taken to make this happen. Various business intelligence reports were generated online , support given for online Help Desk, Indian CST is continuing to help BBMP in the Implementation across Bangalore Urban and Bangalore Rural by enabling the Public participation on the portal.



http://www.vigeyegpms.in/BBMP/

Bruhat Bengaluru Mahanagara Palike (BBMP)

shboard NRHM Data	Map Flow Chart	Hospitals GPMS Hea	thcare GPMS Connect	Helpdesk	Contact Us Logout 🛐
tirth and Death Modules		Death Information		Bith and Death Information	
Add Birth Record			· · · · · · · · · · · · · · · · · · ·		Complete Report
Add Still Birth Record			Total Zones	8	East Zone
Add Death Record	ಬೃಬೆಮಹಾ	ಬ್ಬಬೆಮವಾ BBMP	Total Wards	198	West Zone
Pending Birth Reports Pending Death Reports		- How we wanted	Total SHO	66	south Zone
Sent Birth Reports	~	A A	Total Male Birth	238402	 Rajarajeshwari Nagar Zone Bommanahalli Zone Mahadevapura Zone Dasarahalli Zone
Sent Death Reports Print Birth Report /			Total Female Birth	225908	
ertificate Print Death Report / ertificate		1	Total Birth	464326	 Yelahanka Zone
Search Birth Report			Total Male Death	54289	
Search Death Report			Total Female Death	33295	
Online Helpdesk			Total Death	87584	
Article Search					
Other Links					

Health Care Department

- 1. BBMP healthcare department too has benefited by GPMS as it has integrated at all the **1800** govt, private, PHC, clinics , nursing homes, Hospitals across Bangalore Urban and Rural to update online all the information online in real time about the Birth and Death happening.
 - Till date 6,00,000 lakhs people's Birth and Death has been updated online.
- 3. GPMS Hospital Information Therapy too has been enabled and provided on secured cloud computing solution along with **GPMS Video conferencing**.
 - GPMS Vault: Enabling patients to access electronic Health Records through India Citizen Network

http://vigeyegpms.in/bbmphealth/



Bruhat Bengaluru Mahanagara Palike (BBMP)

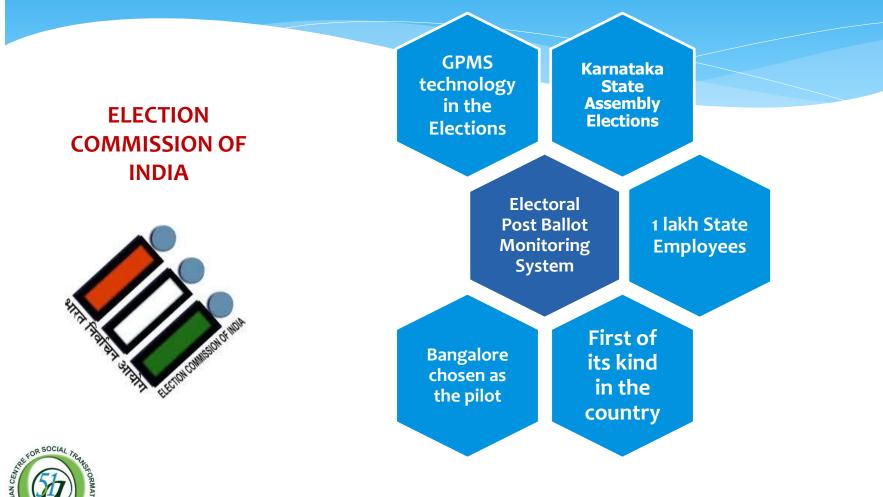


GPMS Revenue Monitoring System

- BBMP Revenue department too has benefited by using GPMS, as it has integrated all the various 936 branches of nationalized, private, cooperative, banks across Bengaluru to their BBMP departments together across 8 zones, 198 wards, 450 offices for each engineer, revenue inspectors, head of accounts departments to report revenue collected on daily basis in real time brining in total transparency in its all the BBMP operations.
- 2. This by far is the single largest collection of civil infrastructure project information in any government body in Karnataka.

http://www.vigeyegpms.in/fms/index.php?module=receipt&action=rms or http://218.248.45.171/fms

Election Commission of India adopted the GPMS Cloud computing solution for the 2013 Karnataka State Assembly Elections where the pilot was done at Bangalore assembly constituencies to Monitor the Electoral Postal Ballot



http://gpms.in/ec-lac/

Media Participation

Home

Palike lets user-friendly complaints system decay

No effort by BBMP to create awareness about it among public, officials

Nivedita Jain

BANGALORE: The BBMP'S Inability to make the best use of its resources has come to the fore again. The Palike has failed to make the most of its virtual world resource - the GPMS Online Complaint Monitoring System.

Through this system, the public can post complaints online. However, due to lack of co-ordination among Palike en- cerned, he said. gineers and poor awareness among the public, the system site, shows a total of 2,133 comremains underutilised.

oped by the Indian Centre for Social Transformation (ICST), a public charitable trust, in 2009. "It was the first-of-its kind initiative in the country.



public and the Palike responsi-The public could log on and ble for the state of affairs. post complaints about any is-

"The people whose comsue affecting their locality by attaching supporting docu-plaints have been solved as well ments, images, audios and sigas the Palike officials fail to upnature. It was designed in such date the status on the website. a way that the user could view Also, the Palike officers are suphis/her complaint and its status posed to direct the ward engilater on," Raja Seevan, founder neers to take suitable action in trustee of ICST, told Deccan regard to the complaints Herald. The complaints are lodged by the public. But, this sent to the administrator of the is not being done efficiently. portal, who then forwards The BBMP's registered conthem to the Corporator con-tractors too can update the de HBR Layout (ward number

The system, on Palike's web- are not doing so." The complaints mainly per-system. plaints that have been lodged tain to dog menace, lack of The application was devel- by the public till date. However, streetlights, delay in receiving the status of most of the complaints has remained 'unresolved,'leaving people sceptical lodged in the first four months the system. about the worthiness of the systhis year, a total of 1.244 com- DH News Service tem. Seevan holds both the

plaints were lodged in 2009 The ICST had trained 3,500 Palike engineers and about 450 officers across 198 wards in using the system initially. The GPMS currently has details of over 92,000 Palike projects.

MP COMMISSIONER **AKSHMINARAYANA**

steps would be taken

to create awareness among Pailke officials

and the public on using the system.

The GPMS also has a facility through which the public can access information related to ward-wise projects, cost estimates and other aspects.Jagadish, a Palike engineer from tails of the projects online, but 24), said that he was not aware of the online complaints

BBMP Commissioner M Lakshminarayana said that steps would be taken to create structions, bad roads and others. awareness among the Palike of-While 754 complaints have been ficials and the public on using

			Cost Analy	vsis of Organizations			
	Criteria		RED & MAROON	ORANGE	GREEN	Over all Co	lor Coding
Estimated vis awarded		led	17	3	205	F	1
Awarded vis payments		nts	194	0	31	٣	
Estimated vis payments		ints	193	3	29	٣	
Cost Analysis			404	6	265	ľ	Ľ
			Cost (Color Crunching			
	No. of Projects	X	Award Value(More than 50 Cr)	Award Value(b/w 50 Cr-10 Cr)	Award Value(blw 10 Cr-1 Cr)	Award Value(b/w 50 Iac-1 Cr)	Award Value(less than 50 lac)
RED & MAROON Projects	17	7.5555555555555	0	0	0	0	17
ORANGE Projects	178	79.111111111111	0	0	0	6	172
GREEN Projects	30	13.333333333333333	0	0	1	3	26



URL: http://www.deccanherald.com/content/397766/palike-lets-user-friendly-complaints.html http://vigeyegpms.in/bbmp/?module=report&action=cost analysis&wardid=2

Media Particiapation LINIT HERMUD - JUNY L 13 Hospitals 'indifferent' to Palike health cards

Pourakarmikas allege delay in payment of bills; no complaints till now, says BBMP

Niveditha Jain

BANGALORE: Even with Bruhat Bangalore Mahanagara Palike (BBMP) health cards, pourakarmikas are unable to access free medical facilities with a few hospitals refusing to give treatment and some others even barring them.

Mamatha M (name changed) still remembers the day when a private hospital on Bannerghatta Road refused to hand over the body of her husband (name withheld on request) who was a pourakarmika.

"The hospital authorities refused to hand over my husband's body and told us to pay Rs 30,000. Despite assuring them that the Palike will clear the bills, they refused to listen to us. With the help of my relaaged to pay them Rs 30,000 as Palike did not help us out. The body was handed over afmatha said, who lost her hus- health



tives and close friends, I man- Palike health cards allow medical treatment up to Rs two lakh per year for the family of **pourakarmikas.** DH FILE PHOTO

following an order from the the tenure of S Subramanya as was later extended to all the number has come down to 60. cards

ter 24 hours," a tearful Ma- State government introduced the commissioner. The cards employees of BBMP. for were initially meant for As part of the scheme, iden- expenses is excluded from the pourakarmikas work on per- earliest," he added. band in 2012. The Palike, pourakarmikas in 2007 during pourakarmikas but the facility tity cards were issued to Palike

employees and their dependents. The card-holders are entitled for medical treatment up to Rs two lakh per family per year.

Palike employees maintain that from past two-three years. the hospital authorities were delaying treatment and behaving indifferently with the cardholders since the Palike was taking time to clear the medical bills.

"I went to a private clinics few weeks ago to undergo a blood test. But, the doctors there told directed me to another hospital. They told me Palike has not cleared bills of pourakarmikas and they will not allow a repetition," a pourakarmika who wished to be unnamed said.

According to BBMP sources, around 60 hospitals including private clinics have tied up with the Palike for the health months," said BBMP scheme. "Few years ago, Pourakarmikas and Health around 120 hospitals were un- Gangmen Union Secretary der the scheme but now the Pothanna. Outpatient department (OPD) more scheme from the past six manent basis for BBMP and



ALAKSHMINARAYANA. COMMISSIONER: Only one file pertaining to medical bills pending Pourakarmikas who have problems can always approach us and sort the issue.

than 3.500

about 50 per cent of them were facing problem from hospitals over health card. "The health card comes with several conditions. The daughter of a pourakarmika is entitled to the benefit only till her marriage while son can avail of the facility till 25 years of age," said Union Vice President Gunashekhar.

However, an official with the Administration Department of the Palike said there have been no complaints from pourakarmikas till date and there were no bills to be cleared. by the BBMP. He said the issue would be brought to the notice of the commissioner.

Palike Commissioner M Lakshminarayana told Deccan Herald that only one file pertaining to medical bills was pending at present. "Pourakarmikas who have problem can always approach us and sort the issues. The hospitals should communicate with us properly and tell us if According to the Union, there are any bills pending so that we can clear them at the **DH News Service**



http://www.deccanherald.com/content/397766/palike-lets-user-friendly-complaints.html

Other Indian CST: GPMS – Case Studies

Sl. No.	Details of the Initiatives
1	E-Governance- BBMP 92000+ Projects, Rs.14000 cr.
2	BBMP Healthcare - Birth and Death Monitoring- 1800 hospitals integrated, 6 lakhs data information updated
3	Real time Revenue Monitoring of 7,00,000 plus General Receipts, 59,000 Payments 320+ R-codes, 936 bank branches, across all 450 BBMP department offices connected total of Re. 7,000 crores transactions as on 31-3-2014
4	Valsad District, Farida Taluk 207 + Projects of 13th Finance
5	NHAI- 217 National roads and projects
6	Education- Bangalore University- 3 lakhs Students, 24 Lakhs Answer scripts online, Schools, 750 Colleges too integrated
7	Citizen Healthcare – 6,00,000 Oncology patients 70 lakhs plus medical records data brought online for BIACH&RI
8	Beneficiary Monitoring- IAY Bihar 30 Lakhs BPL updated
9	Ministry of Minorities Schemes Monitoring – 55,000 + 2010/11 All India Students
STAL TRAKETOR	



Other Indian CST: GPMS – Case Studies

Details of the Initiatives
Transactions Monitoring- Income Tax department Pilot completed
India Citizens Network - crosses 1 cr. Plus Registered Citizens
MSME's Monitoring- 11 Lakhs and counting up to date
NGO's Monitoring – 41,000 Registered NGO's in India + and counting
Vigeye GPMS- CWG 2010 – 13,000 projects updated online, Re. 13000 cr. 1, 50,000 User names given
Team one world – 256 Country Instances released
GPMS Training Programs - Awareness Programs/ workshops conducted for approx. 50,000 people across India
GPMS-IRMS-FMS- Karnataka Udgyog Mitra for Monitoring all projects and managing all Rs. 7.30 lakh crores Investments MOU's signed across the entire state under Global investors meet online
 CSIR-800- Project Management and Monitoring of 800 million beneficiaries monitoring 1800 Schemes of the Govt. of India. GWAS Central India-Sequencing of the Indian Population UK-India GWAS Central: global data basing of gene-disease knowledge for 21st century research and healthcare



Lessons Learnt

Avoid reinventing the wheel – built on what exists. If some other organizations has developed it, procure and tailor it for their requirements, rather than developing from scratch.

- Think of integration on day One not after implementation. Ensure that all e-tools are capable of talking to each other.
- Put in place simple ICT policy guidelines which provide for interoperability and electronic data interchange. These include standardizing on development platform (e.g. Windows or Linux, Proprietary or Open Source), technologies (web based or client server based), databases (e.g. SQL Server or Oracle) and procurement preferences (COTS or bespoke development).



Lessons Learnt

Pilot everything first, before rolling it out organization wide. Pilot in a project or a contract or a unit or with a vendor or consultant, before making it the norm for all.

- Budget for Total Cost of Ownership (TCO) not just the software cost. Without complementary investments in hardware, connectivity, data creation and most importantly training, e-tools implementation cannot succeed.
- Domain Experts (Engineers) to be in the Driver's Seat not the ICT staff. Commitment and time of top management is essential for e-tools success.

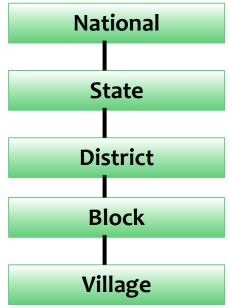
Business process reengineering or a Change Management process



Lessons Learnt

Early Interaction with IT departments at state and national level

- Support from Head of the department and Senior Management is a must
- Need to build IT capacity/cadre in long term
- It is therefore important to budget for Total Cost of Ownership (TCO) of all ICT requirements (hardware, connectivity, software, services, training, data entry, etc.) rather than just the cost of the e-tool software.





Extraordinary features of the technological innovation

How can GPMS cloud computing solutions assist Governance and empower citizens? Indian CST's GPMS Cloud computing solutions incorporates world's best practices on how to get things done, affordable technology adapted to local co quick deployment are used to process the information, as it gets validated, collated, validation of bills and photos - Proposed "Crowd Sourcing" Process to actionable intelligence. Read More NGO PSU Common Man Municipalities Healthcare Education Funding Agency MSME e-Governance Banking BPO / KPO Life Science's Agriculture Investigation Tax Department Bank NPA Crowd Sourcing Reports Project Nirmala GPMS-Global Project Monitoring System GPMS Online QPR GPMS Project Nirmala GPMS MIS GENO CLUSTER REMS GPMS MIS **GPMS Geno Cluster** GPMS REMS India citizens **GPMS** Cloud Data Capture Network

-tome | About Us| Where We Work | MOU's | FAQ | Services | Case Studies | Reports | GPMS Users | GPMS Opportunities | GPMS Trial Demo | Feedback

Our technology platform/product is built to keep delivering values to beneficiaries (empowerment through availability of information & participation), enabling human minds with choices, benchmarks, supporting facts to elevate their thinking & opportunity to make a difference instead of taking step by step instructions.

GPMS platform has the capability to facilitate conversion of unstructured data to structured data, maintaining their integrity, survey tools, benchmarking from similar initiatives/projects.

Some of these details can be viewed here online:

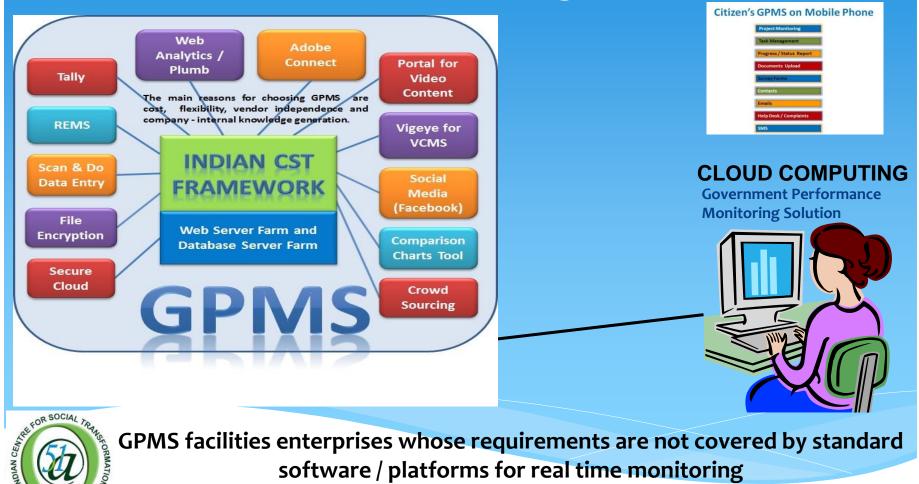
- a. http://bbmp.gov.in/web-based-project-management-system
- b. BBMP Financial Management Solution Login Page
- c. BBMP Financial Mangement Public Information

d. Up to Date Summary of Online Receipts of Property Tax e. Work Bill Report of 15 Nov 2012 (Similar reports can be generated for other days)



For GPMS Trial Demo click here

Indian CST GPMS Platform integrates various Tools & Techniques for Data Collection, Analysis with Correlations for Decision Making



A PUBLIC CHARITABLE TRUST (REGD.

A JOURNEY THAT WILL NEVER END.. A JOURNEY THAT HAS A NEW PATH AND A NEW ROUTE

INDIAN CST'S INITIATIVES

DUTY OF

DIAN CONS

GPMS PROJECT VIGEYEGPMS PROJECT VIGEYE PROJECT SANJEEVANI PROJECT NIRMALA PROJECT DAMINI PROJECT LAKSHMI INDIA CITIZENS NETWOR



INNOVATION SUCCESS EVALUATION DEVELOPMENT GROWTH SOLUTION PROGRESS MARKETING

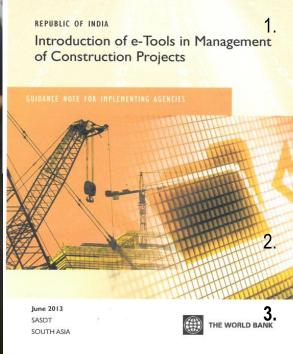


- The goal is to use technology-aided tools to enable efficiency and transparency and bring about accountability in all organizations projects or services.
- To provide total transparency in all the projects functions for the Organization.
- 3. Empower managers by providing them accurate ready-to-view real-time information online.
- Provide a single-point database for all Citizen Services and matters.
- 5. Enable access to central repository to all citizen transaction data through cloud services.
- Bring about constant improvement in services to the citizen through continuous public feedback.
- Organizations can provide GPMS portal for public to register complaints, view projects, provide additional information, suggestions of their interest and update delays or inconvenience caused through this GPMS-REMS online portal.

Bruhat Bengaluru Mahanagara Palike (BBMP)

DRAF





GPMS Implementation Result:

This is the First time in the country and also across the world where one can see 92,000+ projects online. GPMS is getting the acceptance in BBMP, A city corporation implementation of this large scale capability is getting established in the country and will be seen as a trendsetter for E-governance projects monitoring system online Management.

This by far is the single largest collection of civil infrastructure project information in any government body in Karnataka.

Indian CST acting as the citizen's initiative interface for the successful implementation of the said project



http://www.vigeyegpms.in/BBMP/ <u>First</u> GPMS Original Research and Analysis Paper

The Future Initiatives

1. Developing a toolkit for Citizen's participation Ward level public spending

2. **Improving democracy at grass root level** by empowerment of citizen and increasing their participation in local governance

3. In each of the 198 wards of the **BBMP**, it is proposed that at least three to five potential candidates will be identified and supported for active participation in governance in each ward. They could in turn volunteer to take part in the next BBMP Corporation elections to be held sometime in 2015.

4. To make this happen a Network of networks need to be set up.

5. **A communication portal** interconnecting al the stakeholders needs to be set up. Both physical contacts and virtual meetings will have to be arranged and tools and techniques for networking and civil action fortified.



Area	800 Sq Km
Zones	08
Wards	198
Assembly Constituencies	28
Population	96 lakhs
Road Length	10121 Kms
Primary & Secondary Storm Water Drains	840 Kms
Road Side Drains	13000 Kms
Play Grounds and Stadium	154
Parks	1079
Nurseries, Primary, Secondary and PU Colleges	136
Daycare Centers, Maternity Home and Referral Hospitals	111
Street Lights	421000
Number of Slums	570
Number of Lakes	132
Number of Properties	16 lakhs
Solid Waste Generated per day	3500 MT

Come, Contribute your mite now.

- * Join with us & participate in this endeavor.
- Implement your Corporate Social Responsibility through us.
- * Collaborate in our projects/initiatives.
- * Use our cost effective services/solutions and save resources.
- * Support by sponsoring any for our activities.
- * Lets work together as TEAM INDIA

Contribute your mite to our Society, by fulfilling your Fundamental Duty!



Associate 2 transform & Excel

Thank You

For trying out the GPMS Cloud Computing Solution at your organizations Trial Demo Version is provided -send email

For any further enquiries, please contact:

Mr. Raja Seevan, Founder Trustee, Indian Centre for Social transformation,

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Mobile No : +919739047849

Helpline No:+919742979111 Email: rajaseevan@indiancst.in rajaseevan@gmail.com

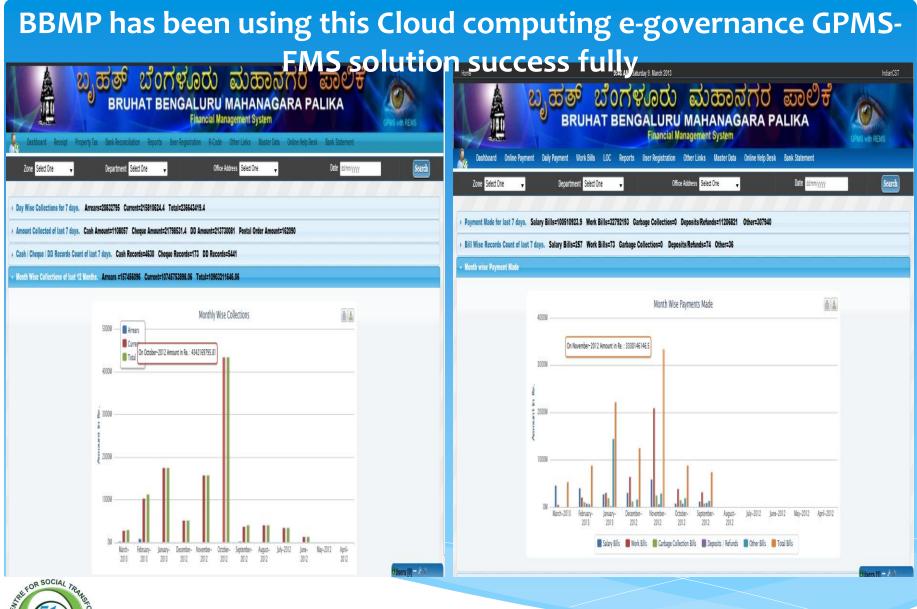


Visit us at : www.indiancst.in www.gpms.in/gpmswiki

BBMP has been using this Cloud computing e-governance GPMS-FMS solution success fully

Home IndianCST	Project Home Milestone Risk Management Visit Details Problem Task Project Team Documents
CLORULPROJECT MANAGEMENT SYSTEM CRUS with REUS Welcome : Indiancst Thursday 6. September 2012 TRANSLATE CO Dashboard Create Update Report Incomplete Data Financial Management Online Help Desk Other Links	Project Name: Web Based Project Management System Ward Name: Vasanth Nagar
Total projects : 68138 BBMP Project Counts BBMP Project Counts Completed :10799 Yet to Start ed :1 File in Progress :2659 Suspended Projects :75 Cost Over Run : 2905 Cost Saving : 3258 Time Over Run : 291 Deleted : 31	Project Images Project Documents
Without Workcode : 1536 POW 2009/10 : 5050 POW 2008/09 : 6783 Without Zone : 6874 Without Location : 8521	QC Documents
Total Head Office Projects : 2798	
Total Zone Projects : 49976	QC Images
Projects Waiting for Approval: 1 Task Assigned: 4 Modified Projects: 1922 Deleted Projects: 31	
Total Projects Modified Today : 2	
Total Wards : 198	
Total Cost	
→ No of Users Log In Today :3	
No of Failed Attempt :1	
Copyright ICST © 2010 Powered by India	
ALLE COR SOCIAL TRANKS	







www.indiancst.in

BBMP has been using this Cloud computing e-governance **GPMS-FMS solution success fully**

R-Code & Amount Details
 Total Amount in F

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- Dashb	oard Receipt	Bank Reconcilia	tion Reports	s User Registration	R-Code	Other Links	Master Data	Online Help Desk	
	(CASH / CHEQU	E / DD / POS	STAL ORDER WISE R	EVENUE F	RECEIPT DATA	ENTRY SHEE	T VIEW	
Advanced Search	h								
Department	Select	+	Zone	Select	+	Receipt No.			
Office Address	Select	•	Divison	Select	+	LP No./Reg No.			
Financial year	Select	+	Sub-Divison	Select	+	Receipt Date:Fro	m		
Party Name			Ward Name	Select	•	То			
				Search					

Page 1 of 7119 Total Records : 35593 Show 5 Perpage << < 1

G SL No. G Receipt No. G Receipt Date G LP No /Reg No. Location De

			 Er Nosneg no. 		 Faity Name 		
1	<u>RD/RDAROUTRH</u> / <u>05/2012-13</u> /Sep/0145	06-09-2012	KTR/153/2012-13	Zone : Bommanahalli Division : Bangalore South Sub-Division : Uttarahlii Ward Name & No. : Vasanthapura (197)	Party Name : K VENKATRAMANI & V.RAJAMATHANGI	<u>View R-Code &</u> Amount Paid Details	4085.00
2	<u>JP/ADTPRRN</u> /06/2012-13 /Sep/0027	06-09-2012	AD.COM/RJH /548/12-13	Zone : Rajarajeshwarinagar Division : Yeshwanthpur Sub-Division : GoraguntePalya Ward Name & No. : H.M.T (38)	Party Name : Prakash G. Thalfeja	<u>View R-Code &</u> Amount Paid Details	130500.00
3	RD/RDAROANJP /05/2012-13 /Sep/0033	06-09-2012	CR/BFORM /321/2012-13	Zone : Bommanahalli Division : Bangalore South Sub-Division : Anjanapur Ward Name & No. : Anjanapur (196)	Party Name : M.N.GURUPRASAD	<u>View R-Code &</u> Amount Paid Details	100.00
4	<u>RD/RDAROHRMV</u> / <u>09/2012-13</u> /Sep/0102	08-09-2012	1	Zone : Mahadevapura Division : K.R.Puram Sub-Division : HoraMavu Ward Name & No. : Ramamuthy Nagar (26)	Party Name : N.RAMANAIAH S/O CHINNAPULLA REDDY	<u>View R-Code &</u> Amount Paid Details	100.00
5	ER/EREEMHDP /09/2012-13 /Sep/0002	06-09-2012	1	Zone : Mahadevapura Division : Mahadevapura Sub-Division : Marathahalli Ward Name & No. : Marathalli (88)	Party Name : M.Venkatachalapathi	<u>View R-Code &</u> Amount Paid Details	19710.00
Total Am	ount :					र 1	.001622204.26/-
Total Amount In Words : Rs.One Arab Sixteen Lakh Twenty Two Thousand Two Hundred Four And Paise Twenty Six Only							

	Â	ecs)	ಹತ್ ಬೆ BRUHAT	O BENG	SALURU N Financial Manage	ಮ 14HAI	NAGARA		A	GPMS with REMS
2	Dashboard	Receipt	Bank Reconciliation	Reports	User Registration	R-Code	Other Links	Master Data	Online Help Desk	
	d Search the Department :	Select		Date:			Month		Search	

General Receipts Department Wise Collection Details

S.No	Department	Arrear Amount	Current Amount	Total Amount
1	GAD - Management	0	33720482	33720482
2	Finance & Accounts	0	15741154	15741154
3	Revenue	446104	135084483.26	135640405.26
4	Maket	6073049	21010903	27083952
5	Advertisement	3820191	17897952	21718143
6	Horticulture & Environmental Management	0	595796	595796
7	Health - General	154870	6049261	6214931
8	Health - Medical	500	315020	315020
9	Town Planning	0	717546306	717546306
10	Engineering - Public Works (Zonal)	47387	33010194	33057581
11	Engineering - Multi Purpose Engineering	0	885311	885311
12	Engineering - Projects	0	1489105	1489105
13	Engineering - Road Related Infrastructure	0	98930	98930
14	Engineering Traffic Engineering Cell	0	232136	232136
15	Engineering - Electrical	0	7510970	7510970
	Total	10541901	991188003.26	1001850222.26

This Report has been generated from Global Project Management System - Indian CST, BBMP-FMS 2012-09-06 12:40:00 User : indiancs

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Centre for Social Transformation	apported By Indian CST	



Problem - Solution Matrix

	Key Challenge / Problems faced	Main Reason(s) for Problem faced	Parties Affected	Type of E-Tool(s) Required *	Key Functionality Required	Key Data To Be Captured
	Minimizing project time overruns	Lack of timely and accurate progress reporting; Timely communication of likely time over-runs and mitigating measures	8 3	Project / Time Management System	Real time communication, document sharing, report generation, dashboard features, programme overview	Progress status reports
y Level	Minimizing project cost overruns	Poor planning, design and contract terms leaving scope for ambiguity and interpretation; Lack of timely and updated documentation for establishing accountability for cost control and over-runs	880	Financial Accounting & Cost Management System, Procurement Management system	Generates estimates, produces contract templates, manages procurement process	Estimates, Tenders, Contracts
ecretar	State That he had	Lack of timely and accurate quality management data;	880	Quality Management System	Allows real time communication, document sharing, reports generation, dashboard	Works status reports
al S	Timely approvals & coordination with other agencies	Poor project planning and regular follow-up leading to delays in approvals, Clearances and permits by other agencies third parties - utilities (electric power, gas, telephone, cable, etc.), public infrastructure (highways, bridges, streets, sewer, water, etc.) and railroads.	880	Project Management System; Integration Management System; Communications Management System	Allows online communication and coordination; records responses and approvals	Correspondence, meeting notes, decisions
	Minimizing Litigation & ensuring efficient grievance redressal	Cumbersome and poor grievance redressal; lack of system for dealing with project affected people	860	Simple Spreadsheet for Legal Cases Monitoring; Grievance Redressal System; Risk Management System	Provides an online grievance and grievance redressal mechanism	Complaints register, damage claims, mitigation measures and responses



Problem - Solution Matrix

Key Challenge / Problems faced	Main Reason(s) for Problem faced	Parties Affected	Type of E-Tool(s) Required *	Key Functionality Required	Key Data To Be Captured
Poor public opinion & media perception	Weak information sharing with public and media; lack of transparency; shortage of information in suitable format	8	Communication System; Content Management System (CMS) / Website	Platform for public feedback and disclosure	Progress, site photographs, public notices, tender notice expenditure and payment data
Accurate and timely information for RTI / Assembly questions	Lack of systematic and comprehensive MIS and reporting systems	8	Content Management System (CMS) / Website; Document Management System; Performance M&E / BME System	Generates progress reports, summary data, overall progress in graphical form	Progress reports, site photographs, budget and expenditure reports
Managing Political Interference Ensuring transparency and	Manual systems leaving scope for discretion and manipulation Lack of file management systems and	000	All E-tools collectively All E-tools collectively		
accountability at all levels Demonstrating real impacts	documented procedures to be followed at all levels Lack of readily available information about project		Performance M&E / BME System	Generates reports and data on	Impact evaluations,
of project(s)	beneficiaries, cost benefit analysis, value for money etc.	8		project impact and benefits	maintenance register, economic evaluation
Challenge in institutionalizing learning	Lack of Information sharing, knowledge exchange on project implementation and broader lessons and best practice from the ground	880		Provides a repository of documented learning, lessons and best practices, project management tools, online learning	Lessons learnt and best practice documents, learnin toolkits



Problem - Solution Matrix

	Key Challenge / Problems faced	Main Reason(s) for Problem faced	Parties Affected	Type of E-Tool(s) Required *	Key Functionality Required	Key Data To Be Captured
	progress	Lack of simple but accurate and timely executive dashboard showing project progress; overload of unimportant data	880	Project Management System; Performance M&E / BME System	Provides an overview of project progress highlighting key markers, dashboard format	Physical progress reports
	Difficulties in tracking Financial progress	Lack of appropriate accounting and cost management systems showing up-to-date information on invoicing and payments	880	Project Management System;	Provides an overview of financial progress in graphical format	Budgets, budget requests, invoice, payment certificates
er Level		Weak Project Management and Monitoring. Lack of schedule control, particularly for CPM tasks; Establishing accountability for delays; Lack of decisiveness and timely response to problems and backlog of RFC / RFI issues	980	Project Management System; Time Management System; Decision Support System (DSS)	Provides detailed progress information allowing problems to be detected at an early stage.	Physical and financial progress reports, record of instructions
	high quality or works	Inadequate competency checks on Contractors; Findings of quality checks and audits not adequately communicated; Lack of documentation for Contractor non-performance and cause of NCRs; Limited capacity to detect performance gaps and re-programme promptly	980	Quality Management System; Computer Aided Design (CAD) System	Provides the system to be followed in a standard way and records the checks and audits carried out.	Inspection reports, testing records, As-Built drawings
	Managing Scope & Variation Orders	Poor Planning and design; Inadequate surveys and engineering design; Ineffective dispute resolution process	980	Computer Aided Design (CAD) System; Scope Management System; Integration Management System	Allows variations to be processed quickly by providing access to base information and applying change controls	Surveys, technical feasibilities, drawings, specifications,designs; variation claims
	Integration and Liaison with other govt. agencies	Poor quality of planning; lack of shared information and shared systems	860	Integration Management System	Allows access to shared information to all parties involved in the planning and implementation process	Project and programme reports covering a range of topics from planning to implementation



Problem - Solution Matrix

	Key Challenge / Problems faced	Main Reason(s) for Problem faced	Parties Affected	Type of E-Tool(s) Required *	Key Functionality Required	Key Data To Be Captured
		Manual tendering subject to delays in contract award; Faulty choice of contract type / package; Openness and flexibility of tendering process / identifying suitable contract modality and terms;	880		Bidding document preparation, online bid submission and bid negotiation, standardised evaluation calculations and	Tender notices, SBDs, RFPs, Contracts, evaluations and approvals
		lack of consistency in application of tender rules	860		comparisons, contract award and approvals, invoicing and payments, track tender progress and stages	
Level		Lack of understanding on risk scenarios and 'what ifs"; Lack of risk management tools and practice; Limited capacity to identify common risks and common approaches to mitigation; Limited capacity to monitor, assess and document risks			Record, assess, quantify enumerate risk occurences and predict risk scenarios	Risk assessments, risk recurrence data, risk reports
iief Engineer Le	coordination between all	Inadequate reporting and poor communication from lower levels; Lack of an updated common view of the project progress, available to all key actors	980	System; Content Management System (CMS) / Website	Systematic contract monitoring, computerised benchmarking to compare performance of contractors, standard Planned Value Curve and Bar chart Plans, online billing and payment approvals	Schedule, daily and weekly updates, As-Built drawings, RFI, quality audits, contractor statements, Maps, GIS Data, Interim Payment Certificates, Completion certificates, No objection certificates
		Lack of an electronic repository on project, contractual, and compliance data; project performance analysis not routinely available	980		Provides updated data, analysis, reports generation	Status updates and reports
	Field Supervisors and Project	Lack of effective communication and project management systems; Efficient document control and ensuring availability of updated documents to all key actors	880		Provided updated data, analysis, reports generation	Status updates and reports
	Where to intervene - too much vs. too little oversight and control	Lack of well designed Decision Support System highlighting areas for management escalation and intervention	980		Provides updated data, analysis, reports generation	Status updates and reports



Ward Level Report

5.4m2

which is your Ward?				NP Wards
-least -	Search	Waid	a ward to know about it as well	as to list the localities and projects under
		Sumber	Ward Name	Receivation Category
		1	Veripesanda	Backward Category B
		2	Chowdephwart	Backward Category & (Women)
		1	Attur	General (Women)
		. 4	Yeutania Satellite	Backward Category A
			Jakkur	General
			Thanbandra	Beckmard Category & (Women)
		7	Egetarayategura	Scheduled Tribe
		1	Fodgehall	Sectorent Category 8
			Vidyarahyapura	General (Women)
		10	Designer maganitie	Geleiat
		71	Kuvempu Regar	Backward Category & (Nomen)
		12	Shemyhalli	Soteduled Caste (Marrien)
		13.	Malavandra	Bastimant Category & (Norren)
		14	Segraguese	General
		18	T-DeserviteD	General (Werner)
		18	Jataball	Scheduled Caste
		17	1.0.94%	General
		18	Radialicistos Temple	Beckward Category A
		19	Sanjay Ragan	Baldmard Category B
		20	Ganga Nagar	General
		21	Hebbel.	General
		22	Vahvatatinagerahalii.	Bashward Category B
	1	23	Tegavara	General (Worren)
	1	24	+BR Layout	Beckward Category A
		28	Reamany	General (Warrier)
		26	Rememorthy Neger	Backward Category A
		17	Serveral-add	General.
		28	Kammanahali	General
	13	29	Kacharakanahalli	General
		30	Kadupordenahali	General (Worker)
		31	Kushal Hagar	General (Warrien)
5		11	Yavalbyrasandra	Genetal



lome	TRANSLA Wards	Head Office	Citizen User &	Hospitals	Travels	GPM S On	Amenities	Communications	E6M	Others
-	4	Kem	pegowda W	/ard (Ward	ino:1) Pro	ject Details		Tota	l Project	s : 277
	Wo	rkcode	Vie	w / Commer	nts		ġ	Project Name		
	202-09-N	-0-8-8-WD-025		N 🥥				ervesion of RCC Drain Usi Ree Quarters Chainage.	ity Duct and I	ormation of gra
	202-09-10	-P-E-R-WD-024						struction of RCC Drain Usi s to Margurethe Motel Ch		ormation of gra
	202-09-16	P.E.R. WD-001		N 🤤				struction of RCC Drain Util s timbers chainage 960-11		ormation of gra
	202-09-10	P-E-R-WD-022		N 🤤				struction of RCC Drain Util tar Garrage ChainageChair		ormation of gra
	202-09-15	P-E-R-WD-021	-	N 🤤				ervestion of RCC Drain Util against Timbers Chainage		ormation of gra
	202-09-10	-P-E-R-WD-020		NŞ				struction of RCC Drain Uti Ite 10 Arjaneya Temple C		ormation of gra
	202-09-10	-P-E-R-WD-017		N 🤤		Construction of Two Town	lane double road f	rom Yelahanka Police stat	ion to NH-7 V	a Yelahanka
	202-09-10	-G-H-P-PV-025		N 🤤		hoviding Pathways a Ish Phase Parks.	nd fancing for Bai	ance Portion and other im	provemento a	Yelahanka 4th
			-	. 0						
	200.08.4							Calcular ald be used and Val	And a Test	-

	commissioner								commissioner							
Workcode & Project Deta	D	7			BBMP WARD RE IARY OF COST ANALYS	SUP			Ð				BBMP WARD R Mary of time analys	SUI		
Work Code Number : 202			able has been provided	y each of the wards, summary t led contract value.	r of projects undertaken by ise along with total award		For getting a bird? eye				table has been provided	by each of the wards, summary ded contract value.	ber of projects undertaken wise along with total awar		For getting a bird∳s eye vie	F
Name of the Project : Wi Quarters Chainage.		Cost Analysis	Approved Cost (t)	Number of Projects	Ward Name	SLNo	• Search	- Select Your Ward WardSelect Select		Time Analysis	Awarded Contract (1)	Number of Projects	Ward Name	\$1.No	• Search	Select Your Ward Ward —Select— —Select—
Estimated Cost : 93936		<u>Cest</u> <u>Analisis</u>	257482921	152	Yelachenahali	1		Yelachenahalli Singasandra Begur		<u>Time</u> <u>Analisis</u>	257692921	152	Yelachenahali	1		Telachenahalli Singasandra Beour
Expenditure Incurred : 0		<u>Cost</u> Atalisis	244439601.54	225	Singasandra	2		Gotigere Anjanapur Utarakali		<u>Time</u> Aralisis	244439601.54	225	Singasandra	2		Gotipere Anjanapur Utarahali
Zone : Yelahanka Division : Yelahanka		<u>Cest</u> <u>Analisis</u>	337488054.6	250	Brour	3		Konanakunte Vasanthapura HSR Layout Bornmanahalii		<u>Time</u> <u>Analusis</u>	337486054.6	250	Beaur	3		Konanakurte Vasanthapura HSR Layout Bommanahalli
Sub Division : yelahanka		<u>Cost</u> Analysis	121854639	168	Gottigere	4		Jaraganahali Putenahali Bilekahali		<u>Time</u> <u>Analysis</u>	121854639	168	Gatizere	4		Jaraganahali Putenahali Bilekahali
Ward Name : Kempegow		<u>Cest</u> <u>Aralisis</u>	157755567	162	Atianapur	5	paka	Hongasandra Mangammanapa Arakere		Time Araksis	157755567	162	Ariatatur	5	ala	Hongasandra Mangammanapa Arakere
Contractor Class : Class		<u>Cest</u> <u>Aralisis</u>	382411651	257	<u>Utarahali</u>	6		Sheftyhali Vialiasandra Bagalagurte		<u>Time</u> Analisis	392411651	257	Utanhali	6		Shethhali Malasandra Bagalagunte
		Cest Analisis	477397285	228	Konanaitunte	7				<u>Time</u> Analysis	477397285	228	Konanakunte	1		
This Repo		Cost Analysis	354493916	206	Vasanthapura	8				Time Analysis	354493916	206	Vasanthapura	8		

Norkcode & Project Details	
Work Code Number : 202-09-N-P-E-R-WD-025	
Name of the Project : Widening of Asphalted surface a Quarters Chainage.	nd construction of RCC Drain Utility Duct and formation of gravel Footpath from Manjunatha Hotel to police
Estimated Cost : 9393670	Approved Cost : 9393670
Expenditure Incurred : 0	Approved Cost in Percentage : 93.94
Zone : Yelahanka	Chief Engineer : C.E(YALAHANKA)
Division : Yelahanka	Executive Engineer : Rangalah
Sub Division : yelahanka	Assistant Executive Engineer : Rajanna.M
Ward Name : Kempegowda	Assistant Engineer : Devarajaiah
Contractor Class : Class 1 A (Civil)	Contractor Name :
	Read More Details



http://vigeyegpms.in/bbmp/?module=public&action=wards http://vigeyegpms.in/bbmp/?module=public&action=wardinfo&wardid=195 http://vigeyegpms.in/bbmp/?module=public&action=projectinfo&wardid=195 http://vigeyegpms.in/bbmp/?module=public&action=projectinfo&wardid=195 http://vigeyegpms.in/bbmp/?module=report&action=timeanyorgreport&isactive=Yes http://vigeyegpms.in/bbmp/?module=report&action=costanyorgreport&isactive=Yes

Mismatch Receipt



SL No.		Receipt No.	28-02-2014	LP No./Reg No. daw/ 57 / ktr / 28 / /13-14	Cone: East Division: C.V.Raman Nagar Sub-Division: C.V.Raman Nagar	Party Name : BISWAJIT DEY, DONA DEY	R-Code & Amount Details	O Total Amount in 3
age 1 of 1	10		Total Records	:t	Show 5 Per page 🔜	< 1 Go > >>		10 10
Constant	Gener	Jelect			Search	11 11 11		
Amount		Select		ward Name	Select	• 10		AVA
Party Na				Ward Name	Select	• To		1810
Financia		Select		Sub-Divison	Select	Receipt Date:From		10 10
Office Ad		Select		Divison	Select	+ LP No/Reg No.		11/11
Departm	nent	Select	•	Zone	02 - East	Receipt No.		

Bruhat Benga	duru Mahanagara Palli	ie .	6
	RECEIPT (General Purpose) [para 22(1)]		
RD/RDAROCVRN/02/	2013-14/Feb/0302		
Revenue	Office Address	: RD ARO C V Ramannagar	
East	Receipt Dat	e :28-02-2014	
C.V.Raman Nagar /C.	V.Raman Nagar /C.V.Ra	man Nagar(No.57)	
daw/ 57 / ktr / 28 / /	13-14		
ty Address NO. B	305 95 / 85 / ML L. A	Five Only), From Srt/Smt. BESH YOTHI ENCLAYE APARIMEN Address NO B 106, 96, 85 (1) AMN ROAD, BANGALORE	

Ē	Changentit	(heater (i)	Red Taxe	Rank Rawell Rame	Bark Type	Table Rescuel
	99-672	15-02-2214	IND VYDYA DANK	NO SHIVEN SHE BANDA CPR	Druma Barn	1211
			Current Year 1913	u		Annet
	ta Transfer Pe					(3245.0
da	ta Transfer Pe	Tutal Arr	num!			(39



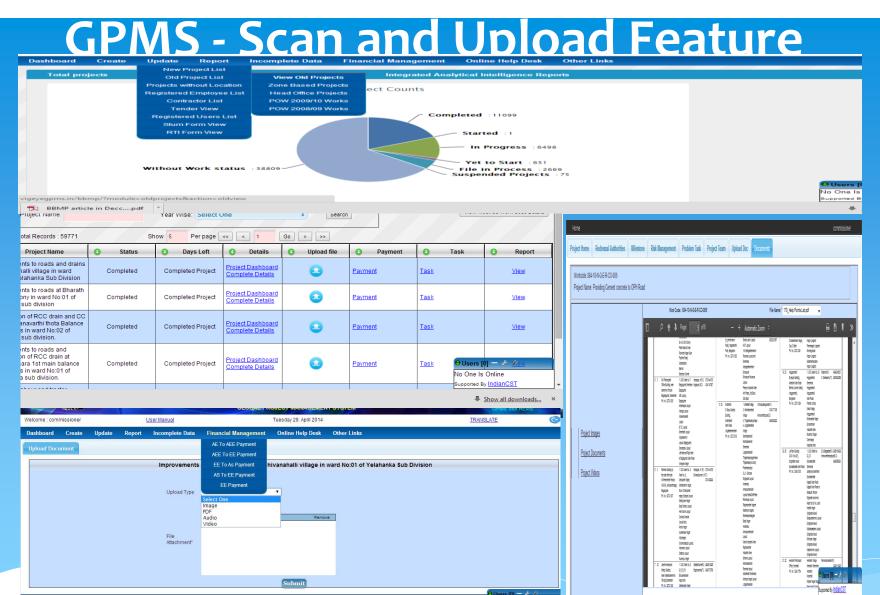
http://218.248.45.171/fms/index.php?module=HelpDesk&action=comments&rcid=1395 http://218.248.45.171/fms/index.php?module=receipt&action=rms-view http://218.248.45.171/fms/index.php?module=receipt&action=rmsreceipt&receiptid=492280&nomenu=1

Money Collected but not Deposited

Dashboard Online	Payment Daily Payment	Work Bills	Monthly Bank Statement	LOC	Reports	User Registration	Other Links	Online Help Desk
			Complaint No. : FM	S/CMT-	1459			
Project Name	BBMP - FMS		С	omplaint	Raised Date	08-04-2014		
Subject	Receipt instead of Accour	it No-044220:	10028670 it has been wro	ngly ente	ered in A/c N	0-044621400000	67	
Complaint / Requirement	Respected Sir, Receipt instead	l of Account N	o-04422010028670 it ha	s been w	rongly entere	ed in A/c No-0446	2140000067	
	Comments / Require	ment / Feedb	ack / Suggestion				Uplode	ed Files List
ICST Super User - 08-04-201	4 04:04:24					Receipt to be	corrected.xls	x
Dear Sir,								
We required approval lett generated.	er from ACF / DCF to chan	ge the accoun	t number for the receipts	which is	already been			
S. Hanumantha Prasad - 08-0	04-2014 04:04:11							
	otesheet mentioning name	of the party, o	l.d. number, amount, nar	ne of the	bank, receit			
no., r-code, and other de	etails thro" DCF[WEST].							⊖ Users [8] 🗆 .



http://218.248.45.171/fms/index.php?module=HelpDesk&action=comments&rcid=1459





http://vigeyegpms.in/bbmp/?module=dashboard&action=%272%27 http://vigeyegpms.in/bbmp/?module=oldprojects&action=oldview http://vigeyegpms.in/bbmp/?module=projectlist&action=FileAttachMent&workcodeid=5980 4&projectid=59802

Online Help Desk

Dashboard Online Payment Daily Payment Work Bills Monthly Bank Statement LOC Reports User Registration Other Links Online Help Desk		Raise Your Complaint / Required	ment / Feedback / Suggestion	
Raise Complaint View Complaints	Subject*	How the added to be a company		
Welcome to Bruhat Bengaluru Mahanagar Palike	Your Mex	194°		
	Your Nam	act Number*	(Decas File) No 1	l (f. jung, jung, jung, jung, jung, di ada kata land) na pagan nggangan Na man
Financial Management System General Payment	Your Loss		and the second se	Taranta neu los los fuebras
Dashboard Online Payment Daily Payment Work Bills Monthly Bank Statement LOC Reports User Registration Other Links	Sashboard Or	line Payment Daily Payment Work Bills Monthly Ba	nk Statement LOC F	Reports User Registration Other Links
HELP DESK COMPLAINTS VIEW		Complaint No	. : FMS/CMT-1548	
ZoneSelect • DepartmentSelect • Office AddressSelect • to to	Project Name	BBMP - FMS	Complaint Raised Date	26-04-2014
Complaint No. Complaint Raised Date From To : StatusSelect e	Subject	KATHA NO CHANGE		
Complaint FromSelect + Search	Complaint /	RESPECTED SIR, I WAS ENTERED IN KATHA NO 338/3AC-304 PLS CHA	NGE IT 338/3AC-314 REC	CIPT NUMBER RD/RDAROHRMV/09/2014-15/APR/0120 D
Page 1 of 317 Total Records : 1563 Show 5 Per page <	Requirement	26-04-2014		
S. No. Complaint No. Late Complaint Prof. Complaint Prof. <thcomplaint prof.<="" th=""> <thcomplaint prof.<="" th=""> <thco< th=""><th></th><th>Comments / Requirement / Feedback / Suggesti</th><th>on</th><th>Uploded Files List</th></thco<></thcomplaint></thcomplaint>		Comments / Requirement / Feedback / Suggesti	on	Uploded Files List
2 FMSICMT-1582 29-04-2014 Name : Guru Mobile No : 9845500620 Telephone : Email Nd : gururasad@rateksi.co.in	ICST Super User - 29-04- Resolved	2014 12:04:02		



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Receipt Generated

		ard Receipt	Property Tax	-	-	s User Registration			
			CASH /	CHEQUE / DD / P	OSTAL ORD	ER WISE REVENU	E RECEIPT DATA ENTRY S	SHEET VIEW	
Advance	ed Search -								
Departn	nent	Engineering - Pr	ojects +	Zone	04 - South	\$	Receipt No.		
Office A	ddress	Select	÷	Divison	Select	\$	LP No./Reg No.		
Financia	al year	Select	÷	Sub-Divison	Select	\$	Receipt Date:From		
Party Na	ame			Ward Name	Select	\$	То		
Amount	Search	Select	÷						
					8	Search			
Page 1 of 64	4		Total Record	s:319	Show 5	Per page << <	1 Go > >>		
🕒 SI. No.	0	Receipt No.	Receipt Date	C LP No./Reg No.	. 🕒 Loo	cation Details 🕒 😌	Party Name	R-Code & Amount Details	⊖ Total Amount in ₹
1	EI/EIEES	<u>SUTH/04/2013-</u> 0001	19-02-2014	Ad.com/168/1486/2013-0	Ward Name	aya Nagar Party Mon : JayaNagar	Name : Secretary No : 9902299099	View R-Code & Amount Paid Details	7809.00
					Zone : South	hiknete			
		Bruhat Ben	galuru Mahanaga RECEIPT	ra Palike	5	in: Party r	Name : District Secretary	Amount Roid Dataila	Users [23] 🗆 🤌 🎤
			(General Purpose) [para 22(1)]				No • 01/1622181 hys. Arrears=2402981 Current=68199540 Total=	ISU	poorted By IndianCST
eceipt No		: EI/EIEESUTH/04/2		ce : EI EE Projec	ct South			14652 DD Amount=46676686 Postal Order Amount	=345401
epartmer	nt	: Engineering - Proj		ress	2		Count of last 7 days. Cash Records=2457 Cheque		
						Cash / Cheque / DD Records (Count of last / days. Cash Records=2457 Cheque	Records=00 DD Records=1400	
	ubdiv.	: South	Rec	eipt Date :19-02-2014	-0		st 12 Months. Arrears =250405620 Current=5309		
ivision/Su Ward(Wa	rdno.)	: South : Jaya Nagar /Jayal	Rec	eipt Date :19-02-2014	PAL				
ivision/Su Ward(Wa	rdno.) an No./		Rec Nagar /Pattabhiran	eipt Date :19-02-2014	PALIK		st 12 Months. Arrears =250405620 Current=5309		
	rdno.) an No./ on No. the sum o	: Jaya Nagar /Jaya : Ad.com/168/1486 of ₹ <u>7809.00</u> /- (<u>Seven</u>	Rec Nagar /Pattabhiran 6/2013-04 A Thousand Eight Ht	eipt Date :19-02-2014	Sri/Smt. Secretary	Month Wise Collections of las 1000M	st 12 Months. Arrears =250405620 Current=5309	776351.29 Total=5580968860.29	na



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Payments Made:

L Dashboard Online Payment Daily Payment Work Bills Monthly Ban	k Statement LOC Reports User Registration Other L	inks Online Help Desk	MARKANA		Office Add	reas EP EE Mahala	ahmi Puram (SPS	EMAHP)		10	leyment D	alle	05/03/20	14
Daily Payment Made		and the set of the set			5. No.	Bill Type	I obel Number		aved Grow					
View Payment					1. 5a	ary / Wage / Penalon Billa		-		0		0	_	0
					Work Bill			•		3207195		*2000	11/3	
	Welcome to				No. 1611	o. Work Deterla	Nature of work	Category of work	Job Code	Ward No.	Gross Ant in T	Deduction Ant in 7	Net Arrit	Hernetke
		4			1 15	Construction of dry waste collection and	New	Other	043-13-	43 - Nandini	1106670	80271	1026399	
Bruhat Beng	aluru Mahanaga	ar Palike	e ///			sorting contro in word No.43			000078	Leyout				
	Management Sy				2 20		Maintenance	Other	044-13- 000062	44 - Marappana Palya	887954	64278	823876	
	neral Payment	stem			3 22	Construction of RCC drain with covering slab to 6th cross Partimalanagara in Nandini Layout in word No.43	New		043-13- 000042	43 - Nanđini Layout	1099245	165651	933594	
	Bank Statement LOC Reports User Registration ION - NUMBER OF PAYMENT'S MADE ACROSS	and the state of the second second	esk		4 23	Construction of RCC drain with covering slat 1st mainin word No.44 (ch. 0.00 to 160.00	New	Drains and Storm Water Drains	044-13- 000019	44 - Marappana Palya	1981375	291526	1659549	
Zone U3 - West • Department (2	ngineering - Public Works • Conal) Payment Date:Fro	om			5 24	Constructionsf RCC drainwith Covering slat to 1st main read Nanjundestwaranagers in Marapapelya in word No.44		Drains and Storm Water Drains	044-13- 000022	44 - Marappana Palya	1981498	171067	1810429	
	-Select • To Select • Employee Name Search		7		6 30	Construction of RCC drain with covering slab to 5th Cross parimalanagarain Nandini layout in Ward Na.43 (Naar gootha school)	New	Drains and Storm Water Drains	043-13- 000043	43 - Nandini Layout	2188197	329095	1859102	
Page 1 of 125 Total Records : 623 O SI, No. O Name & Designation O Department O Date O Tota	Show 5 Per page << < 1 Go > >> I Number of Bills 0 Total Gross Amount in 7 0 Total De	eduction Amount in ₹	al Net Amount in र 🚯 Remark:	s 🛛 B	7 31	drain with Covering alab to 1st main read Nanjundeshwaranagara in Marappanapalya in	New	Drains and Storm Water Drains	044-13- 000023	44 - Marappana Palya	1981527	171027	1810500	
1 Employee Name :Usha.R 1 Designation :First Division Usion Vorks (Zonal) Assistant	8 13207195/-	1443886/-	11763309/-	Viev	8 33	ward No.44 ch. 160.00 to 320.00 Construction of RCC drain with covering slat	New	Drains	044-13-	44 - Marappana	1980731	170971	1809760	-
2 Employee Name Jusha R Designation :First Division Assistant 30-01-2014	2 2090857/-	254024/-	1842633/-	Viev		to 2nd main road Nanjundoshwranagara alum in Marappanapalya in ward NO.44 (dt.160.00		Storm Water Drains		Palya				
3 Employee Name :Usha.R Engineering - Public Designation :First Division Works (Zonal) 30-01-2014	4 9932328/-	827164/-	9105164/- OUsers [36]	an a		te 320) Sill Total 13207195 Amount		ork Bill T Suction A		43656	1	Verk Bill T Ameu		11783309
4 Employee Name JJsha.R Engineering - Public Designation :First Division Works (Zonal) 30-01-2014 Assistant	4 4318489/-	606213/-	3712276/- 🚈 B. K. Lak: 3712276/- 🚈 MOH Mai	lleshwara		bago Cloaranco Billa posita / Rofunda		-		0 0		•		0 0
5 Employee Name :Usha.R Designation :First Division Engineering - Public Assistant Works (Zonal) 30-01-2014	4 5397825/-	750417/-	4647408/-		Grand To					0	14	0 43886	1176	0 83309
Associati			Currented By Indi		Tetel Gre	ss Amount in Words*	One Cre	e Thirty	Two Lakh !	Seven Thous	and One H	undred Nr	nety five C	niγ



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Total Receipts Collected

	Dash	board	Receipt	Property Tax	Monthly Bank	Statement	Reports Us	er Registration	Other Links	Online Help De	sk						
	1-1-		1-1	11	1-1-1-	CAS	SH / CHEQUE ,	/ DD / POSTAL	ORDER WIS	SE REVENUE F	RECEIPT D	ATA ENTRY SHEET VIE	W	1111			_/
	anced Sear	rch			5/17	7		1-1-1-		5777	7.7.		77		1		
Dep	artment		Select		•		Zone	Select		•	Rei	ceipt No.					
Off	ice Address		Select		•		Divison	Select		•	LP	No./Reg No.					
Fina	incial year		Select		•		Sub-Divison	Select		•	Re	ceipt Date:From					
Par	y Name						Ward Name	Select		•	То						
Am	ount Search		Select		•												
									Search								
Page 1	of 106538	17	77	77	Total Records	: 532687		Show 5	Per page 🔜	< 1 Go	> >>		17		11		
O S	l. No. (Receipt I	lo.	Receipt Date	0	LP No./Reg No.	0	Location	Details	0	Party Name	0	R-Code & Amount Details	0	Total Amount in ₹	
1	HM	/HMREFBN	ISK/04/2014-1	5/Apr/0621	29-04-2014	1		Sub-Div	n : Padmanabha N vision : Bhanashar ame & No. : Gane:	nkari	Party Name :	USHA W/O SURYA NARAYAN	View R-Co Amount P	o <u>de &</u> aid Details			500.00
:	RDI	/RDAROJV	'BN/02/2014-1	5/Apr/0039	29-04-2014	DA80/ KTR 30	04/13-14/	Sub-Div	East n : C.V.Raman Na vision : Jeevanbhi ame & No. : Hoys	ima Nagar	Party Name : KULKARNI AI	SRI. ANANDKUMAR R ND OTHERS	View R-Co Amount P	ode & aid Details			500.00
3	HM.	/HMSVGN/	02/2014-15/Ap	<u>n/0110</u>	29-04-2014	1		Sub-Div	East n : C.V.Raman Na vision : C.V.Rama ame & No. : Sarva	n Nagar	Party Name :	SUMALATHA W/O VARADARAJ	View R-Co Amount P	ode & aid Details			350.00
4	HM	/HMVVPM/	04/2014-15/Ap	r/0097	29-04-2014	Ad.com/143/3	387/2014	Sub-Div	South n : Chikpete rision : KempGow ame & No. : Visve		Party Name :	Venkatesh	View R-Co Amount P	ode & aid Details			25.00
ł	<u>TP//</u>	ADTPSUT/	04/2014-15/Ap	<u>r/0137</u>	29-04-2014	Ad.com/SUT/	1008/13-14	Sub-Div	South n : BTM Layout vision : BTM Layou ame & No. : BTM I		Party Name :	M. CHANDRA AND BHAGYA. N	<u>View R-Co</u> Amount P	ode & aid Details		3	32000.00
Tota	Amoun	nt :														₹ 22953358553	3.76/-
Tota	Amoun	nt In Wo	ords :						Rs.Twenty Tv	wo Arab Ninety	Five Crore	e Thirty Three Lakh Fifty	Eight Th	ousand Five Hundred Fif	ty Three And	Paise Seventy Siz	ix Only
																	_



http://218.248.45.171/fms/index.php?module=receipt&action=rms-view

Total Payment Made

Payment	Daily Payment Work E	Bills Monthly Bank Staten	ent LOC Reports	User Registration	Other Links Onli	ine Help Desk	
	411	PAYMENT I	FORMATION - NUMBE	R OF PAYMENT	S MADE ACROSS B	BMP OFFICES	1111
- / /	-	Department	Select	•	Payment Date	e:From	
	•	Office Address	Select		То		
	•	Financial year	Select	•	Employee Na	me	
	•						
			Searc				
	Total Records	: 3355	Show s Per page		G0		
signation	O Department	O Date O	Total Number of Bills	O Total Gro	oss Amount in ₹ 0	Total Deduction Amount in ₹	O Total Net Amount in
anna Kumar licer-Project	Engineering - Projects	24-03-2014		1	280490/-	0/-	
anna Kumar licer-Project	Engineering - Projects	24-03-2014		0	11200099/-	1258390/-	
LR ision Assistant	Engineering - Public Works (Zonal)	05-03-2014		8	13207195/-	1443888/-	1
anna Kumar Ticer-Project	Engineering - Projects	01-03-2014		2	14000/-	0/-	
anna Kumar licer-Project	Engineering - Projects	01-03-2014		3	3234164/-	406145/-	
			5398	4 ₹20	678582430.32	₹ 1272069890.72	₹ 1940929
n Words :				Rupees : Twenty	Arab Sixty Seven C	rore Eighty Five Lakh Eighty Tw	ro Thousand Four Hundr



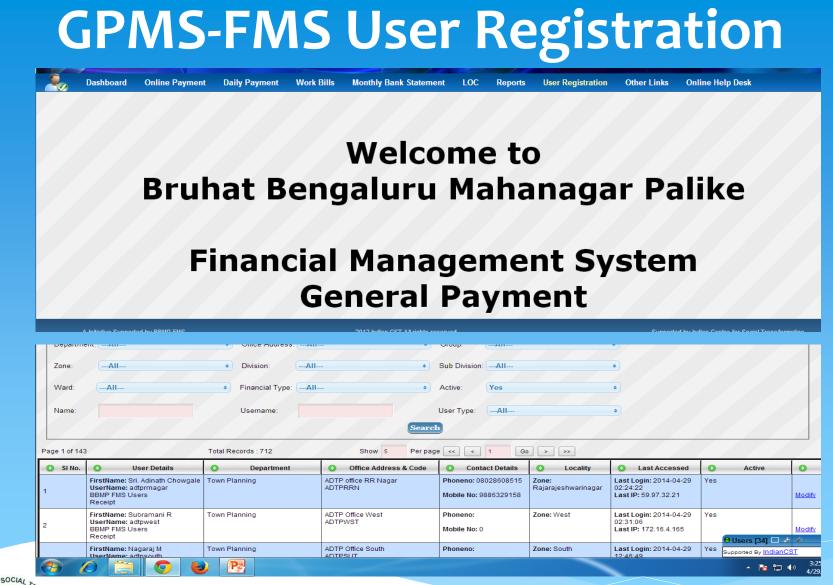
http://218.248.45.171/fms/index.php?module=payment&action=pms-view

Monthly Bank Statement

5	Dashboard Monthly	/ Bank Statement + User Re	egistration Online Help Desk	+ Other Links	+ Master Da	ata +		
///		М	IONTHLY BANK STATEMEN	T ENTRY VIEW				
Advanced	d Search							1
Zone	Select	Department	Select +	Date				
Divison	Select	Office Address	Select +	Sub-Diviso	onSelect		•	
			Search					
Page 1 of 10	7 Т	otal Records : 534	Show 5 Per page <<	< 1 Go >	>>			
🖯 S. No.	Electron	O Department	😌 Bank Details	🖯 Month & Year	🕤 Opening Bal	🖯 Credits	🖯 Debits	🖯 Closing Bal
1	Zone : Dasarahalli	Department : Engineering - Electrical Offz Address : EEEETDSR	Account No: 04551010007037 Bank Name : Syndicate Bank Branch : Peenya Industrial Area Accounts : Deposits	2013-May	72102.75	0.00	3044.00	69058.75
2	Zone : Dasarahalli	Department : Engineering - Electrical Offz Address : EEEETDSR	Account No : 2891201000175 Bank Name : Canara Bank Branch : Bagalagunte Accounts : Deposits	2013-May	10000.00	00.00	00.00	10000.00
3	Zone : East	Department : Engineering - Electrical Offz Address : EEELEAST	Account No : 04461010004566 Bank Name : Syndicate Bank Branch : BWSSB, Avenue rd Accounts : Deposits	2013-May	5605371.00	9173322.00	12308742.00	2469951.00
4	Zone : East	Department : Engineering - Electrical Offz Address : EEELEAST	Account No : 8402101010133 Bank Name : Canara Bank Branch : Mayohall Accounts : Deposits	2013-May	860581.00	0.00	1875.00	858706.00
5	Zone : West Division : Raiaii Nacar	Department : Health - General	Account No : 4081012922 Bank Name : Syndicate	2013-Mav	96274.00	34495.00	OUsers [31] Supported By <u>Ir</u>	



http://218.248.45.171/fms/index.php?module=bankstatement&action=deposit-entry-view

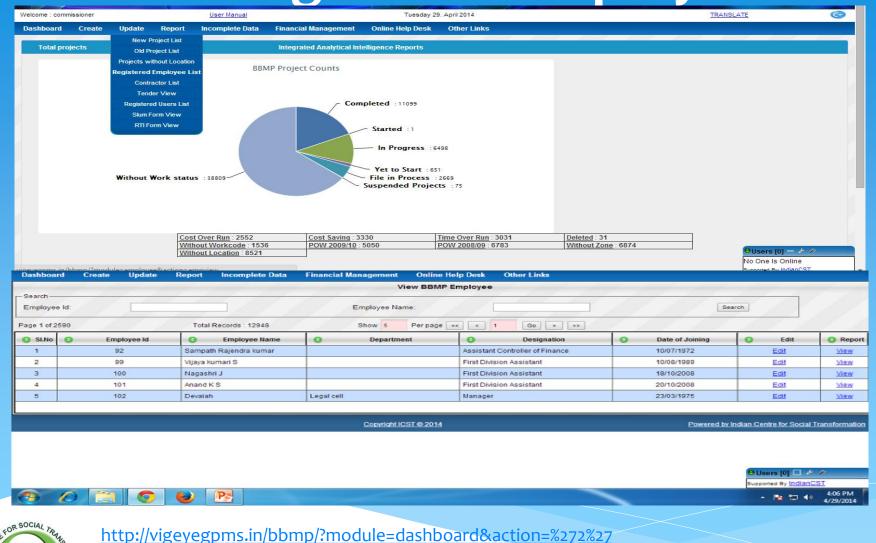




RITABLE TRUST (REGE

http://218.248.45.171/fms/index.php?module=paydashboard&action=Welcome http://218.248.45.171/fms/index.php?module=user&action=view1

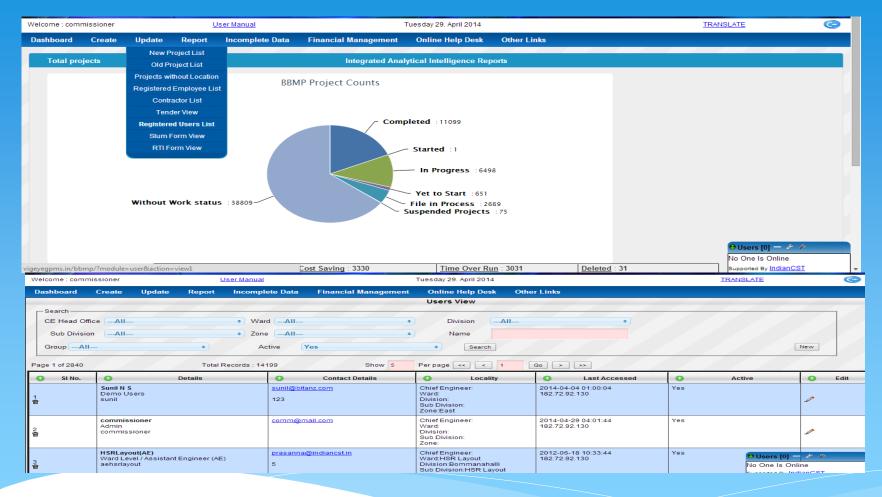
GPMS – Registered Employee List



http://vigeyegpms.in/bbmp/?module=employee&action=empview

A PUBLIC CHARITABLE TRUST (REGD.

GPMS – Registered User List





http://vigeyegpms.in/bbmp/?module=dashboard&action=%272%27 http://vigeyegpms.in/bbmp/?module=user&action=view1

GPMS – Contractor List

Welcom	e : commis	sioner	<u></u>	Iser Manual			Tuesda	ay 29. April 201	4				TRA	NSLATE		C
Dashb	oard (Create Upda	te Report	Incomple	ete Data Financi	al Management	On	line Help De	sk Othe	r Links						
Sea								ers View							-	
	Head Office				dAll	•		Division	AII		•					
	Ib Division	AII		Zone		¢		Name								
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Page 1	of 2840		Total F	Records : 141	99	Show 5	Per pa	age << <	1	Go > >>						
Θ	SI No.	0	Details		-	t Details	0	Local	ity	C Last Access	sed	0	A	ctive	0	Edit
1 留		Sunil N S Demo Users sunil			<u>sunil@bitanz.com</u> 123		Ward: Divisio	on:)ivision:		2014-04-04 01:00:04 182.72.92.130					10	
2 1111		commissioner Admin commissioner			<u>comm@mail.com</u>		Ward: Divisio			2014-04-29 04:01:44 Yes 182.72.92.130					se a construction de la construcción de la construc	
3 🖻		HSRLayout(AE) Ward Level / Assi aehsrlayout	stant Engineer (AE)	prasanna@indiancst.i 5	n	Ward: Divisio Sub D	Engineer: HSR Layout on:Bommanah)ivision:HSR La Bommanahalli		2012-06-18 10:33:44 182.72.92.130		Yes		OUsers [0] No One Is O Supported By	nline	
Welcom	ne : commis	sioner		<u>User Manual</u>			Tues	day 29. April 20	14				I	RANSLATE		C
Dashb	oard	Create Upda	ite Report	Incomple	ete Data Financi	al Management	On	line Help De	sk Othe	r Links						
Adva	nced Searc	h					Cont	tractor View								
	ractor Nam													Se	arch	
Page 1	of 609		Tota	Records : 30	044	Show 5	Perp	bage << <	1	Go > >>						
	🕒 Regis	stration No. & Date	0	Contracto	or Name	O Contractor	Class	0	Ad	Idress	0	Pan No.	0	Edit	0	Report
1	1/	04-01-2005	Rajashekar Re	ddy.T		Class 1 A (C	ivil)	No.1300 C, 1 75	st Cross, H.A	L, 3rd Stage, Bangalore-				Edit		<u>View</u>
2	2/	04-01-2005	Somappa.k			Class 1 A (C	ivil)	No.139/A, 6th	Main Road, M	/lattikere, Bangalore-54				<u>Edit</u>		<u>View</u>
3	3/	or Name: Total R Registration No. & Date 1/04-01-2005 Rajashekar Redd				Class 1 A (C	ivil)							<u>Edit</u>		<u>View</u>
4	4/	04-07-2005	Chandrasheka	ra Reddy.M.B	l.	Class 1 A (C	ivil)	No.3726, 12th nagara, Bang		I.A.L 2nd State, Indira				Edit		<u>View</u>
5	5/	04-12-2005	Lakshman Red	idy.M.		Class 1 A (C	ivil)		r, No.65, H co	main road,G.M blony, Indira nagara,				<u>Edit</u>		<u>View</u>



http://vigeyegpms.in/bbmp/?module=user&action=view1 http://vigeyegpms.in/bbmp/?module=contractor&action=contractorview

GPMS – FMS Pending Payment

LOC

Reports

User Registration

Other Links

Online Heln Desk

Monthly Bank Statement

Dashboard Daily Payment Work Bills **Online Payment** General Payment View Payment >> Payment Pending Scrutiny >> Approval >>

Payment Approved Payment Reject

Additional Approval >>

Release Payment >> brunat Bengaluru Mahanagar Palike

Welcome to

Financial Management System General Payment

-	-				ancialimanagement	oystem			GPMS with REMS
	Dashboard	Online Payment	Daily Payment	Work Bills Monthly Ba	ank Statement LOC	Reports	User Registration Oth	er Links Onl	ine Help Desk
		P	ENDING PAYME	NT INFORMATION -	NUMBER OF PAYM	ENT'S MADE	ACROSS BBMP OF	FICES	
dvance	d Search ——								
Paying	g Unit Office De	tails			DDO Office Details		Status		
Depar	rtment	Select One	\$	Department*	Select One	\$	Scrutiny Status	Select One	\$
Zone	3	Select One	\$	Zone*	Select One	÷	Approval Status	Select One	+
Office	Address	Select One	•	DDO Office Address*	Select One	+	Payment Released	Select One	\$
Bill De	tails								
Bill Ty	ype	Select One	•	Payment Mode Select	One	⇒ Fin	ancial year Sel	lect One	÷
Bill Er	ntered By			Payment No.		Pay	yment Date:From	To :	
					Search				
1 of 11	122	Total Records :	5610	Show 5 Per page <<	< 1 G0 >				⊖ Users [22] -
_		Bill Information	1	t Office Details	DDO Office Details	G Gross*	Deduction*	Net*	ARO HSR Layout
_	-		Paying Uni		DDO Office Details	Gross.	Seduction.	Met.	ARO Bommanahalli
	ayment Numbe 3/Nov/0001	r: AD/CAOCNT/01/2012-							😭 ARO JeevanBhemaN
Bi	ill Date : 07/11/.		Bill Entered By : Rar		ce : Chief Accounts Officer				🙇 B. K. Laks
	ill Type : DC Bil	I - Supply Bills	Designation : First D		a · Hood Office	1204	o/		120/Supported By IndianCST



http://218.248.45.171/fms/index.php?module=paydashboard&action=Welcome http://218.248.45.171/fms/index.php?module=payment&action=paymentpending

GPMS-FMS Receipt with Rupees Two cores

	(Genera	lahanagara Palik CEIPT al Purpose) a 22(1)]	.e	5
Receipt No.	: EP/EPOFCHDOZ/01/2014-15/A	pr/0016		
Department	: Engineering - Public Works (Zonal)	Office Address	: EP OFC Cell Headoffice	
Zone	: Head Office	Receipt Date	: 26-04-2014	
License Plan No./ Registration No.	: CE/OFC/PR/05/2014-15			

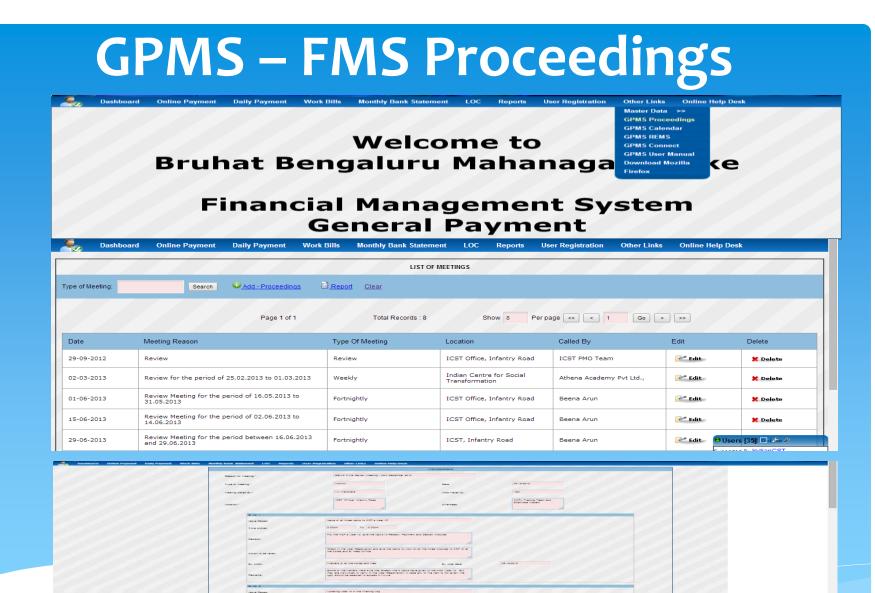
Received the sum of ₹ <u>121877250.00</u>/- (<u>Twelve Crore Eighteen Lakh Seventy Seven Thousand Two Hundred Fifty Only</u>), From Sri/Smt. <u>Bharti Airtel Limited</u>, Party Address <u>Circle office</u>, <u>#55 Divya shree towers</u>. <u>Bannerghatta main road Bangalore.-560029</u>, Property Address <u>Circle office</u>, <u>#55 Divya shree towers</u>. <u>Bannerghatta main road Bangalore.-560029</u>, Remarks <u>Permission to lay OFC by HDD Method for total length of 143385 Mtrs as per the Annexure-1 and drawings. Including No of Ducts- 3 and No of pits 1640...</u>

		N	ote : * subject to re	alization.			
S No.	Amount Paid Through	Cheque/DD No.	Cheque/DD Date	Bank Name	Bank Branch Name	Bank Type	Total Amount
1	DD*	826074	25-04-2014	HDFC Bank	Bangalore	Private Bank	86031000
2	DD *	826075	25-04-2014	HDFC Bank	Bangalore	Private Bank	14338500
3	DD *	826073	25-04-2014	HDFC Bank	Bangalore	Private Bank	21507750

	Current Year : 2014-15	
S.No	R Code & Description	Amount
1	R1033 - Duct Services	₹ 86031000
2	R0008 - Misc Deposits	₹ 14338500
з	R0009 - Security Deposits	₹ 21507750
	Total Amount	₹ 121877250.00



http://218.248.45.171/fms/index.php?module=receipt&action=rmsreceipt&receiptid=530588&nomenu=1



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The set Transport upper content is many cold the contents, where he upper ad one may upper to the a

GPMS-FMS – View Complaints

Card a subsection				Login to BBM	IP	Dashboard		Raise Complaint		View Complai	ints
ogin to BBMP	Dashboard GPMS Online	Raise Complaint Complaint Monitoring System	<u>View Complaints</u>					nt Monitoring System Requirement List			
		ne to Online Help Desk			Advanced Sear	ch					
					Complaint No		aint Raised Date /yyyy To : dd/mm		T	Search	
Helpdesk is a portal GPMS Applications.	, or an application which is an integral part of	of project		l							
or any issues regard	vide the general public to log in and submit c ling application. The complaints raised are ser	nt over to			Complaints Un-Re 2310	esolved : Complain 47	ts In progress :	Complaints Resolved : 1	Total Complai	nts : 2358	
	the portal and Admin may assign the raised iss of the management team for resolving the pro		THERE		S. No.	Complaint Id	Date	Subject		Status	(
a well and the second sec	The user can use this interface to raise comple ainst, subject of the issue, and contact details.	aint, along	19		1	BBMP-GPMS/CMT-2358	29-04-2		ad shedding, virtually and no sweepers to	Un-Resolved	\
View Complaints : option 'View Complai	The user can view his complaint and its status nts'.	under the			2	BBMP-GPMS/CMT-2357	29-04-2		ad shedding, virtually and no sweepers to	Un-Resolved	,
	er can upload pdf document, images, audio: ated to the complaint.	s, videos,			3	BBMP-GPMS/CMT-2356	29-04-2		ad shedding, virtually and no sweepers to		_
kpublic&laction=view-cc	mplaints										



http://vigeyegpms.in/bbmp/?module=helpdeskpublic&action=dashboard http://vigeyegpms.in/bbmp/?module=helpdeskpublic&action=view-complaints

GPMS Revenue Monitoring System: BBMP Revenue department and Accounts department too has benefited by using GPMS, as it has integrated all the various 936 branches of nationalized, private, cooperative, banks across Bengaluru to their BBMP departments together across 8 zones, 198 wards for each engineer, accounts officers, revenue inspectors, head of accounts departments to report revenue collected or payments done on daily basis in real time brining in total transparency in its all the BBMP operations.

Nearly 550,000 receipts and payments online transactions amounting to Re. 7,000 crores plus has been given to citizens or stake holders of Bangalore and BBMP stake holders generated from GPMS-FMS and Daily Total amount of entered property Tax receipts issued view enabled online. Bank reconciliation too has been enabled using our GPMS-FMS for the very first time

Nearly various stake holders 55,000 plus invoices, DC bills, payments has been released amounting to another Re.000's crores plus has been done online using GPMS-FMS which includes, Salary Bills, Garbage collections, deposits, Payment to contractors etc.

This by far is the single largest collection of civil infrastructure project information in any government body not only in Karnataka but India.

Indian CST acting as the citizen's initiative interface for the successful implementation of the said project

Today this can be promoted as an end-to-end GPMS cloud computing solution for any municipality in the country with local customization



Some of these details can be viewed here online:

- a. http://bbmp.gov.in/web-based-project-management-system
- b. BBMP Financial Management Solution Login Page
- c. **BBMP** Financial Mangement Public Information
- d. Up to Date Summary of Online Receipts of Property Tax
- e. <u>Work Bill Report of 15 Nov 2012</u> (Similar reports can be generated for other days)