

ULB Web Portal

For



**State Urban Development Agency
Government of Chhattisgarh**

Help Document

Ver. 0.1

Prepared by



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I THEME AND TEMPLATE

General layout of Web Portal would look as below. As per review of committee member minor modification in UI/UX will be done.



Figure I: Template Part I

The screenshot displays the ULB Web Portal interface with several sections and associated numbers:

- Key Contacts** (Orange Box):
 - Shri. Niranjan Das (IAS) Director: 07712510090, uad.cg@nic.in
 - Shri S. A. Dudey Deputy director: 07712511583
- Latest News** (Blue Box):
 - Chhattisgarh - ESDM Sector Profile - 2015, 18/06/2018 (Numbered 2.12)
 - Chhattisgarh - ESDM Sector Profile - 2015, 18/06/2018
- Citizen Services** (Purple Box):
 - Service Dashboard (Numbered 2.31)
 - PROPERTY TAX (Icon: Upward arrow graph)
- Public Notice** (Dark Green Box):
 - 4 RFP for Selection of Agency for Designing, Development, Implementation, Integration, Testing, Commissioning And Support of Bhawan Sewa Portal In The Urban Local Bodies of State of Chhattisgarh, 14/06/2018, Updated_RPF_Bhawan Sewa Portal_Chhattisgarh_Volume_1.pdf (Numbered 2.14)
- Helpline Numbers** (Dark Blue Box):

155300 Citizen's Call center (Numbered 2.15)	1098 Child Helpline
1091 Women Helpline	2418201 Airport
139/2528131 Railway	102, 108 Ambulance

Figure 2: Template Part 2

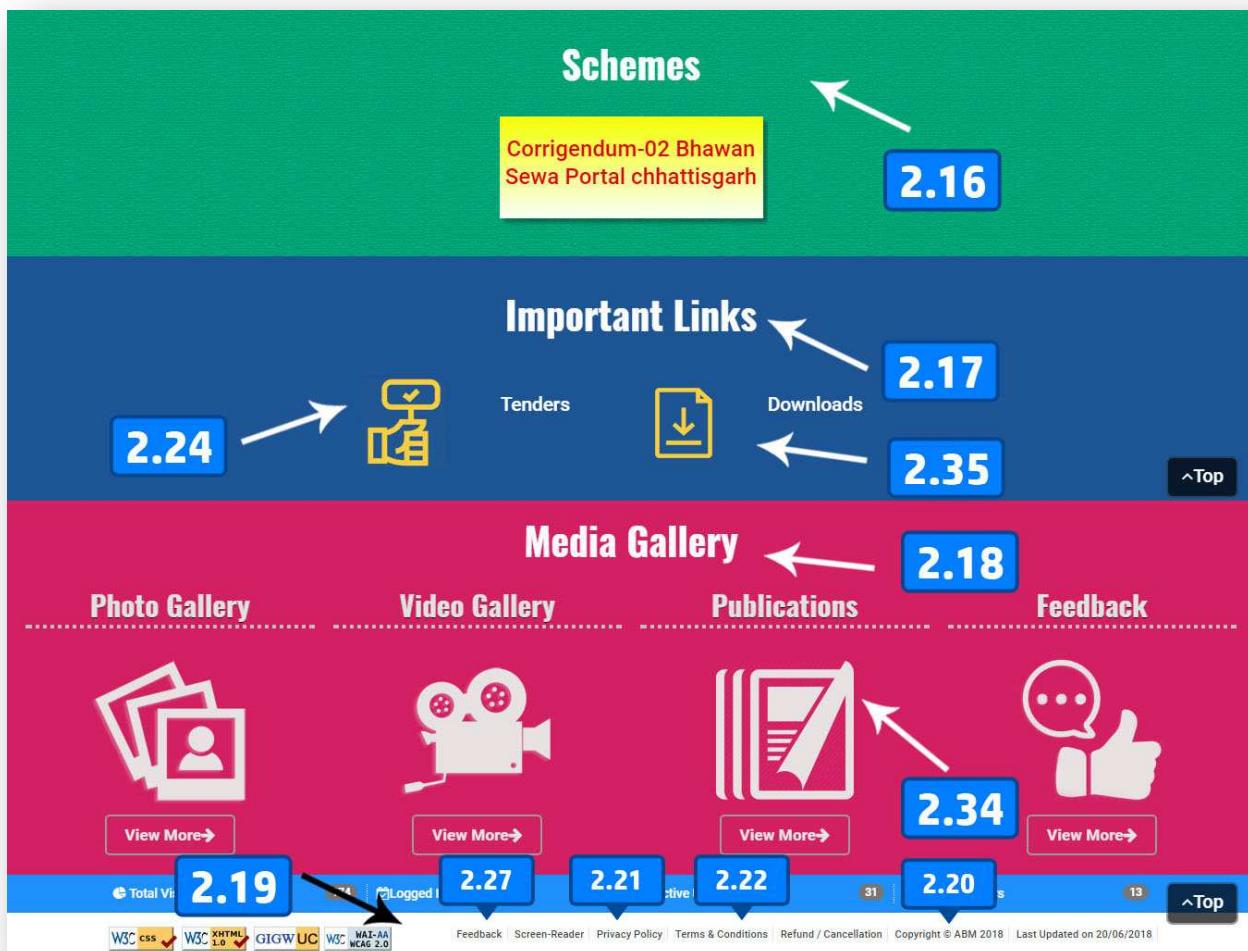


Figure 3: Template Part 3

I.I MENU SECTION

Main menu of the portal would look somewhat like given below. The menu can have multiple sublinks as required by organisation. The user through here can select the organisation, which would redirect to selected organisation page.

Menu structure is configurable, user can add menu as per ULB requirement.

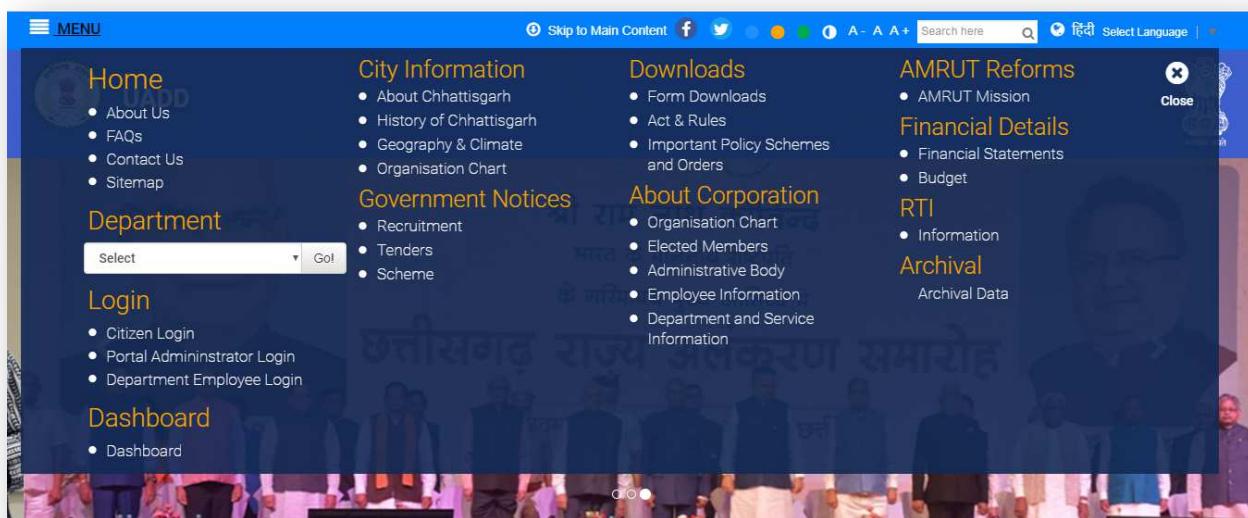


Figure 4: Main Menu Section

I.2 TOP BAR

The top bar will have menu, accessibility options, skin colour changing option, font size setting, language and translation options.

The section will have sliding images as per size given and that will change automatically as per time configured.



Figure 5: Top Bar Section

I.3 SLIDER IMAGES

This section will contain the slider images, these images can be of important events and initiatives.



Figure 6: Slider

I.4 COMMITTEE MEMBERS

This section will contain the details of committee members like HCM, HUDM Mayor, Commissioner. Citizen can view contact details and message from the committee members in this tab.



Figure 7: Committee Member Section

1.5 ABOUT US AND VISION

This section will contain the about the ULB and Vision of the ULB.

About Us

The state was formed on 1 November 2000 by partitioning 10 Chhattisgarhi and 6 Gondi speaking southeastern districts of Madhya Pradesh. The capital city is Raipur. Chhattisgarh borders the states of Madhya Pradesh in the northwest, Uttar Pradesh in the north, Jharkhand in northeast, Maharashtra in the southwest, Telangana and Andhra Pradesh in the south, Odisha in the southeast. Currently the state comprises 27 districts.

Vision

Be the number one state with world class Infrastructure. Become the destination of technically advanced and responsible business organizations. Be the number one state for technologically developed and enhanced agricultural focus. Be the leader in transparent and accountability-based governance in the country. Provide Improved and affordable healthcare facility to every citizen of the state. Be the number one state with highest literacy rates and well spread quality education for all.

[Read More...](#)

Figure 8: About Us Section

1.6 ABOUT CITY

By clicking on about city, the following full-page detail information regarding the profile will be displayed. The page will have option to display information, images, table content.

1.6.1 CITY INFORMATION

This section will contain the information of the city.

Figure 9: About City Section

1.6.2 HISTORY

This section will contain the city history.

Figure 10: History

1.6.3 GEOGRAPHY AND CLIMATE

This section will contain the city geography and climate information.

The screenshot shows a web page with a yellow header bar containing 'Home' and 'Mor Raipur' links, followed by 'Geography & Climate'. Below the header is a navigation menu with 'Geography & Climate' selected. The main content area has a light blue background and contains two sections: 'Geography' and 'Climate'. The 'Geography' section describes Raipur's location near a plain, the Mahanadi River, and surrounding hills. The 'Climate' section describes Raipur's tropical wet and dry climate, mentioning temperatures from 48 °C to 50 °C and rainfall from June to October.

Figure 11: Geography and climate

1.6.4 CULTURE & TOURISM

This section will contain the city culture and tourism information.

The screenshot shows a web page with a yellow header bar containing 'Home', 'City Information', and 'Tourist Attractions' links. Below the header is a navigation menu with 'Tourist Attractions' selected. The main content area has a light blue background and features a section titled 'Tourist Attractions Of Raipur' with two images of temples labeled 'Raipur'. To the right is a sidebar with a list of 'Offices' including schools, colleges, hospitals, blood banks, police stations, post offices, city map, and tourist attractions, where 'tourist attractions' is highlighted in red.

Figure 12: Tourism and Culture

1.6.5 DEMOGRAPHICS

This section will contain the city demographics information.

Demographics

Demographics

As of the 2011 census, Raipur Municipal Corporation had a population of 1,010,087, of which 519,286 are males and 490,801 are females —a sex ratio of 945 females per 1000 males, higher than the national average of 940 per 1000.^[3] 124,471 children are in the age group of 0–6 years, of which 64,522 are boys and 59,949 are girls —a ratio of 929 girls per 1000 boys. There are 769,593 literates (420,155 males, 349,438 females). The effective literacy was 86.90%; male literacy was 92.39% and female literacy was 81.10%, significantly higher than the national average of 73.00%.

The urban agglomeration had a population of 1,122,555, of which males constitute 578,339, females constitute 544,216 —a sex ratio of 941 females per 1000 males and 142,826 children are in the age group of 0–6 years. There are a total of 846,952 literates with an effective literacy rate of 86.45%.^[2]

As an important regional centre and a city with a history stretching back more than a thousand years, Raipur has attracted people from different parts of Madhya Pradesh and neighbouring states. The population includes local ethnic Chhattisgarhis, North Indians, South Indians, and a few people from the North East. Local ethnic Chhattisgarhi comprises Kalar, Kurni, Swarnkar, Teli, Koshta and Satnami communities. The city is also inhabited by the trading communities like Jayaswals, Baniyas, Agarwals, Jains, Gujaratis, and Marwaris. Due to close proximity with Odisha there are large numbers of Odia speaking population found in the city as well as in the state. The city is also home to an immigrant population that includes Sindhis. It also has a sizeable Bengali, Telugu, Malayalee and Maharashtrian population. Majority of the population in Raipur is Hindu. Muslims, Sikhs and Christians are minorities. Muslims primarily reside in such areas as Moudhapara (occupied by the immigrants from UP and Bihar), Bajnathpara, Chota Para.Raza Talab.Sanjay Nagar, Momin Para (Shia Islam community) and Byron Bazaar (which is named after a Briton who is supposed to have formed the place; Byron Bazar was once mostly inhabited by the Muslims from the "Madras Paltan" i.e. those serving in the British Army (Madras Regiment), and had occupied Byron Bazaar as a result of their regiment getting disbanded).The Sikhs residing at pandri, govinndagar, shyamnagar & tatibandh areas. The Christian population is scattered around the city. This city is also populated by the people of Kanwar and Gond community who are primarily tribals.

Figure 13: Demographics

1.6.6 EDUCATIONAL INSTITUTIONS

This section will contain the educational institutions in city.

List Of Schools In Raipur

List Of Schools In Raipur

List Of Schools In Raipur



Figure 14: Educational Institutions

1.7 ABOUT CORPORATION

By clicking on about corporation, the following full-page detail information regarding the corporation profile will be displayed. The page will have option to display information, images, table content.

1.7.1 ORGANISATION CHART

This section will contain the organisation chart of the organisation.

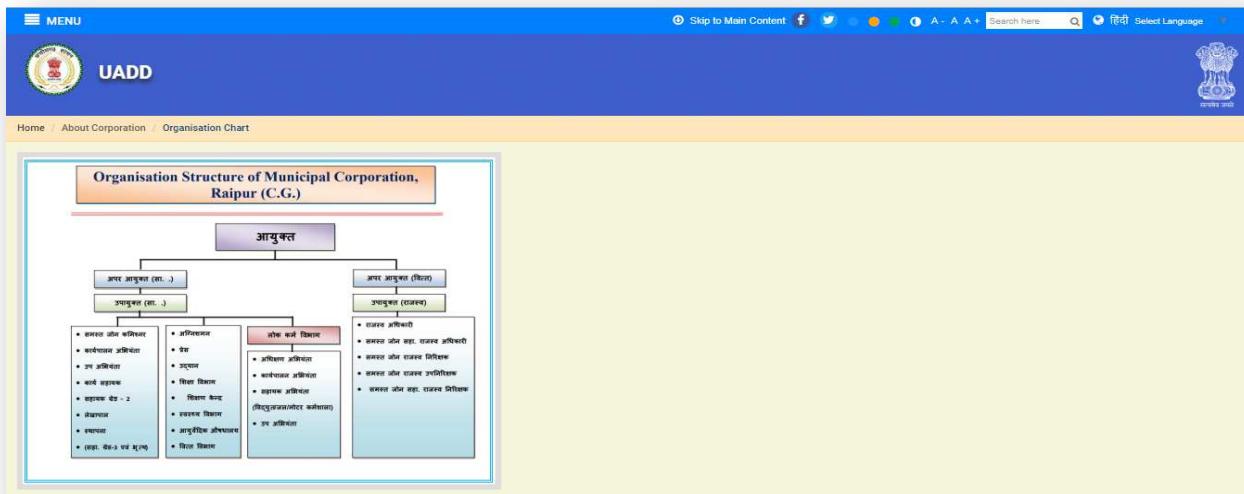


Figure 15: Organisation Chart

1.7.2 ELECTED BODY

This section will contain the elected body of the organisation.

The screenshot shows the 'Councillor/Corporator List' page. At the top, there is a blue header bar with the 'ABM' logo, a search bar, and language selection options. Below the header, the page title is 'Councillor/Corporator List'. The main content is a table showing a list of 11 individuals, each with their name, start date, and end date. The table has columns for SNo, Name, From, and UpTo. The names listed are Shri. Pramod Dubey, Smt. Kiranmayi Nayak, Shri Sunil Kumar Soni, Shri Tarun Prasad Chatterjee, Shri Balbeer Juneja, Administrator, Shri Santosh Agrawal, Shri Tarun Prasad chatterjee, Shri Swaroop Chand Jain, Shri S.R.Murthi, and Shri Swaroop Chand Jain.

SNo	Name	From	UpTo
1	Shri. Pramod Dubey	07.01.2015	Till Date
2	Smt. Kiranmayi Nayak	05.01.2010	07.01.2015
3	Shri Sunil Kumar Soni	05.01.2004	05.01.2010
4	Shri Tarun Prasad Chatterjee	04.01.2000	25.12.2003
5	Shri Balbeer Juneja	05.01.1995	04.01.2000
6	Administrator	27.02.1985	04.01.1995
7	Shri Santosh Agrawal	11.09.1984	26.02.1985
8	Shri Tarun Prasad chatterjee	27.02.1983	10.09.1984
9	Shri Swaroop Chand Jain	27.02.1982	26.02.1983
10	Shri S.R.Murthi	27.02.1981	27.02.1982
11	Shri Swaroop Chand Jain	27.02.1980	27.02.1981

Figure 16: Elected Body

1.7.3 EMPLOYEE INFORMATION

This section will contain the employee information of the organisation.

Sr. No.	Employee Name	Department	Powers & Duties	Responsibility	Gross Salary	Contact Number	Email Address
1	Nilesh Rane	Property Tax	Inspection, Site visit	Generate Bills	40000	9876543210	nilesh@cg.gov.in

Figure 17: Employee Information

1.7.4 ADMINISTRATIVE BODY

This section will contain the administrative body of the organisation.

SNo	Name	From	UpTo
1	Shri Rajat Bansal (I.A.S.)	06.06.16	Till Date
2	Dr. Saransh Mittar (I.A.S.)	09.03.15	06.06.16
3	Shri Awanish Kumar Saran (I.A.S)	10.02.14	09.03.15
4	Shri Narendra Kumar Dugga (S.A.S.)	01.10.13	10.02.14
5	Shri Taran Prakash Sinha (S.A.S.)	29.11.11	30.09.13
6	Shri Rajesh Sukumar Toppo (I.A.S.)	18.04.11	29.11.11
7	Shri Ramesh Sharma (S.A.S.)	30.03.11	18.04.11
8	Shri O.P. Choudhary (I.A.S.)	24.10.09	30.03.11
9	Shri Amit Kataria (I.A.S.)	05.01.09	24.10.09

Figure 18: Administrative Body

1.7.5 COMMITTEE MEMBER INFORMATION

This section will contain the committee information of the organisation.

The screenshot shows a table with the following data:

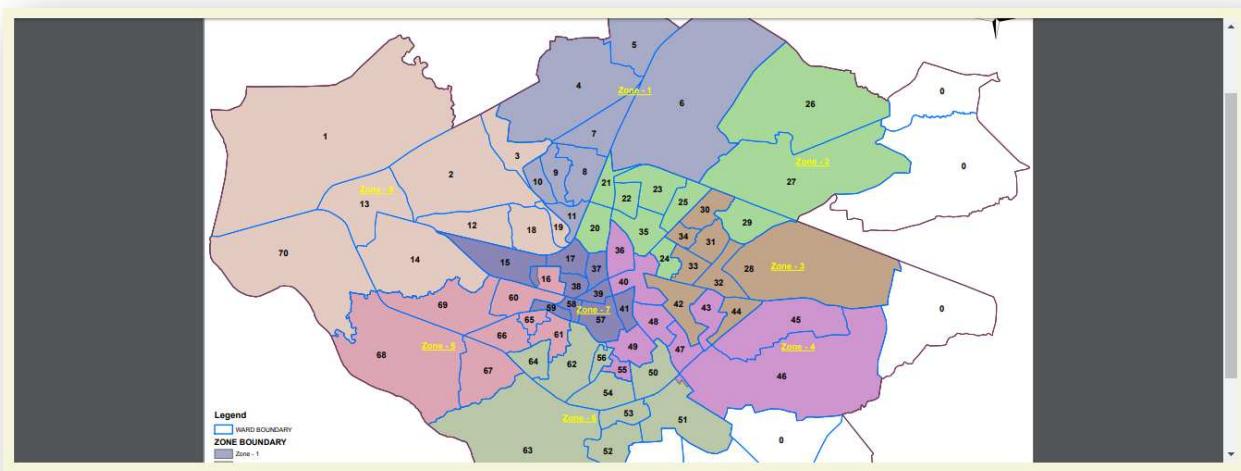
Committee Name	Committee Purpose	Committee Type	Committee Members	Frequency of Meeting	Committee Formation Date	Committee Related Document
State High Powered Steering Committee (SHPSC)	The State Level High Powered Steering Committee (SHPSC), Haryana under Atal Mission for Rejuvenation and Urban Transformation (AMRUT) today approved the State Annual Action Plan for forwarding the same to Union Ministry of Urban Development for approval.	Approval Committee	Chief Minister, Mayor, Commissioner	1 month	01/06/2018	CA Appl.updated.pdf

At the bottom of the page, there are links for W3C CSS, W3C XHTML, GIGW UC, and W3C WCAG 2.0 compliance, along with links for Feedback, Screen-Reader, Privacy Policy, Terms & Conditions, Refund / Cancellation, Copyright, and Last Updated on 20/06/2018.

Figure 19: Committee Member Information

1.7.6 GIS DATA

This section will contain the GIS data of the organisation.



1.7.7 MUNICIPAL ACT & RULES

This section will contain the municipal act and rules of the organisation.

Home / Downloads / Act & Rules		
Name	Description	Download
Municipal Act & Rules	Municipal Act & Rules	Corrigendum-01_Bhwan_Sewa_Portal_Chhattisgarh.pdf

Figure 21: Municipal Act & Rules

1.7.8 GALLERY

This section will contain the images and videos of the organisation.



Figure 22: Photo Gallery

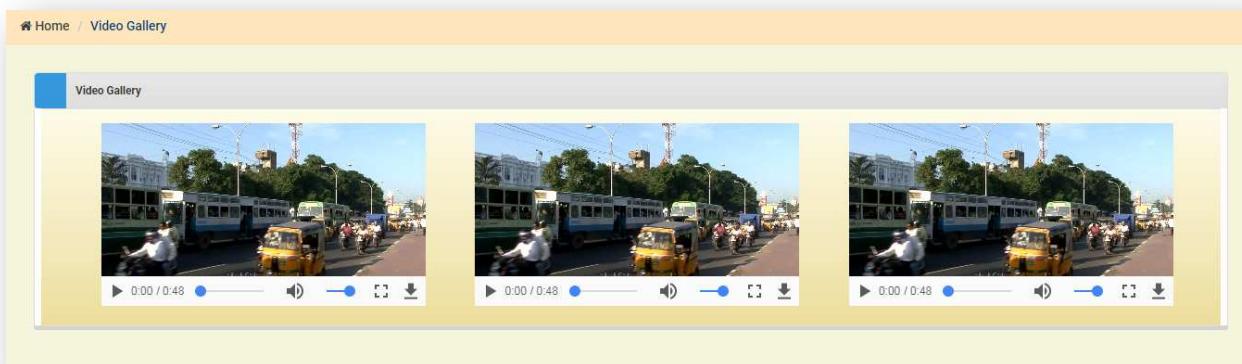


Figure 23: Video Gallery

I.8 AMRUT REFORMS

This section will contain the AMRUT Reforms.

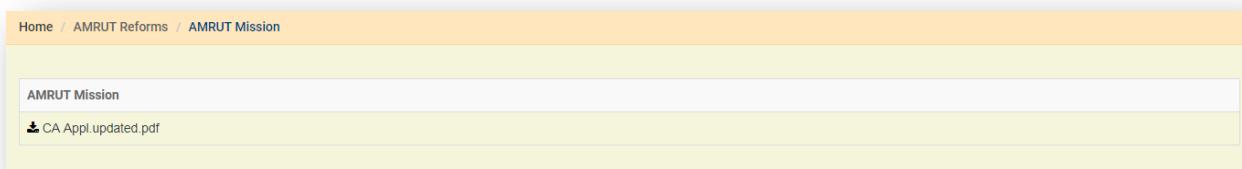


Figure 24: AMRUT Reforms

I.9 FINANCIAL DETAILS

This section will contain the financial details of the organisation.

Financial Statements			
Sr. No.	Financial Year	Document Name	Document
1	2016-2017	Financial Statement	CA Appl updated.pdf

Figure 25: Financial Details

I.10 GRIEVENCE MANAGEMENT

This section will have the option for complaint registration and view status of their application.

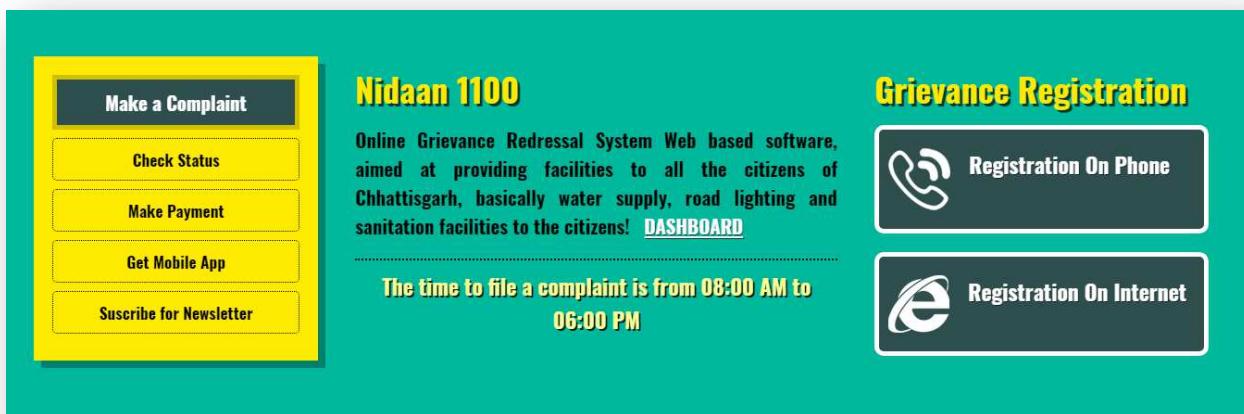


Figure 26: Grivence Management Page

I.II CONTACT US

This section contains the list of key contacts in the ULB.



Figure 27: Contact Us

I.I2 LATEST NEWS AND EVENTS

This section will display multiple news along with photos, videos and external links. The news will not visible in this section after the expiry of validity date.



Figure 28: Latest News

I.13 ONLINE SERVICES

This section will have the service information and citizen will able to apply for the different services provided by the ULB.



Figure 29: Citizen Services

I.14 PUBLIC NOTICES

This section will display multiple public notices along with photos, videos and external links. The public notices will not visible in this section after the expiry of validity date.

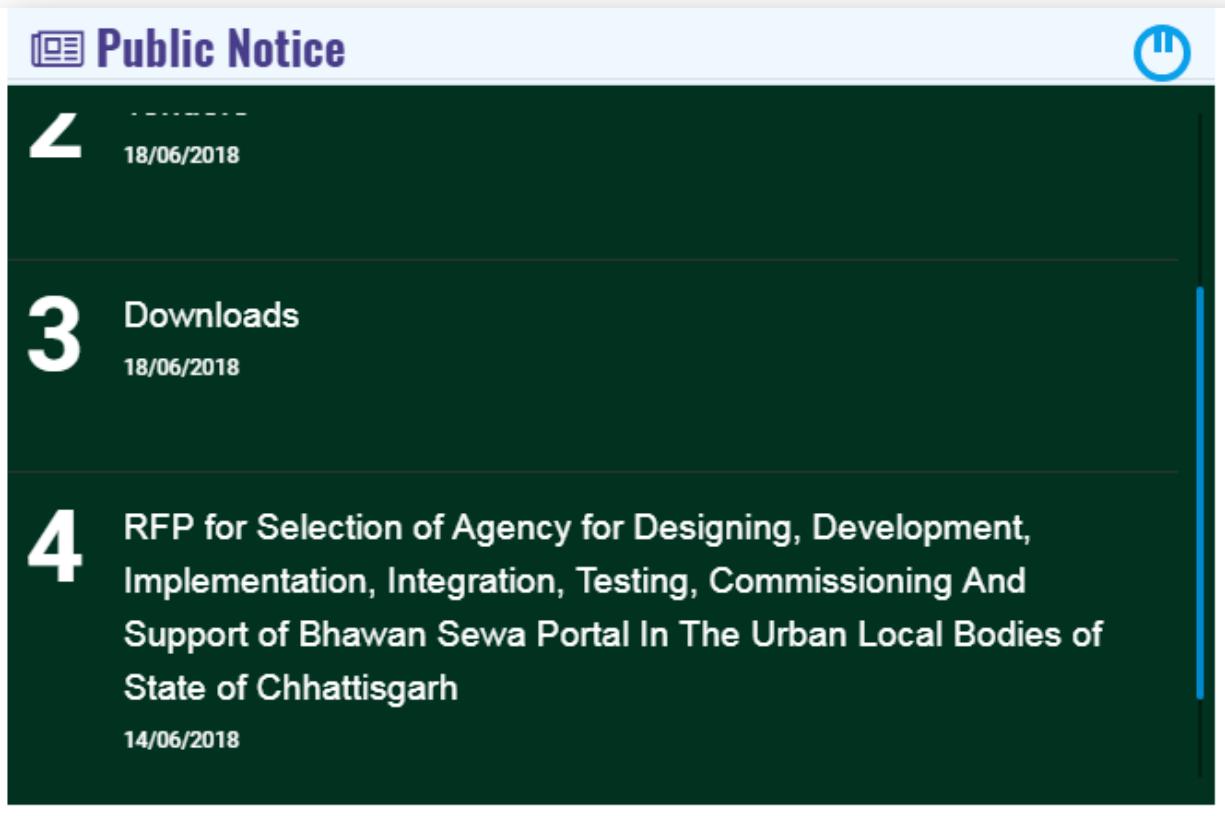


Figure 30: Public Notices

I.15 HELPLINE NUMBERS

This section will have the helpline numbers of the city like Citizen call centre, Child helpline, Woman helpline, Airport, railway, police etc.

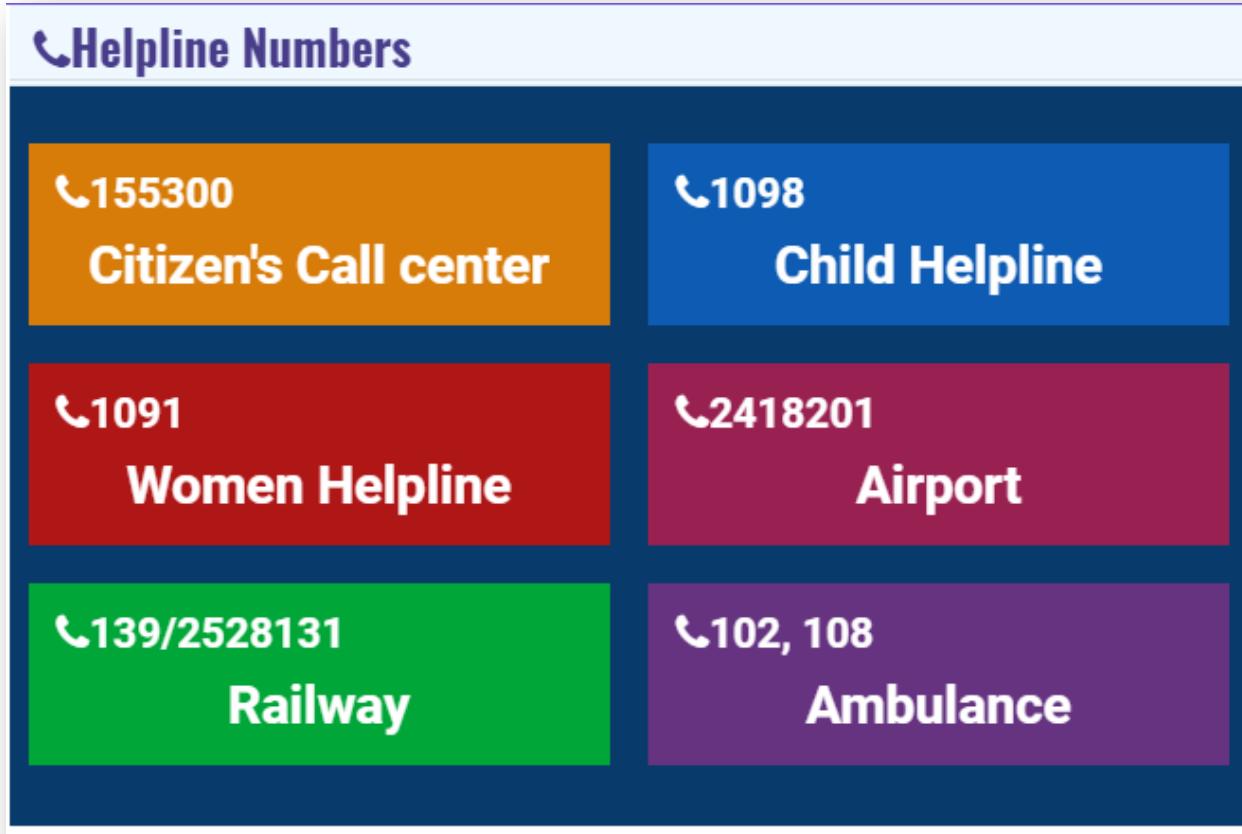


Figure 31: Helpline Number

I.16 SCHEMES

This section will have the list of schemes and highlights in the ULB.

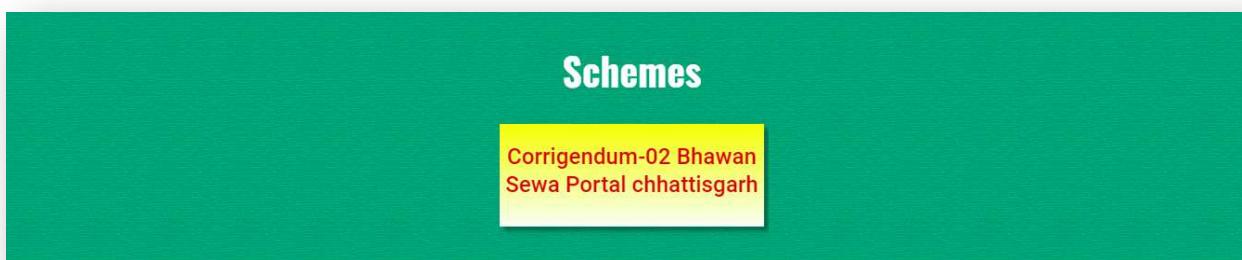


Figure 32: Scheme Section

I.17 IMPORTANT LINKS

This section will have the option to link the Tenders, Recruitment, Downloads and many other pages as per ULB requirement.



Figure 33: Important Links

I.18 MEDIA GALLERY

This section will have option to view photo gallery, video gallery and publications which will be managed through content management.

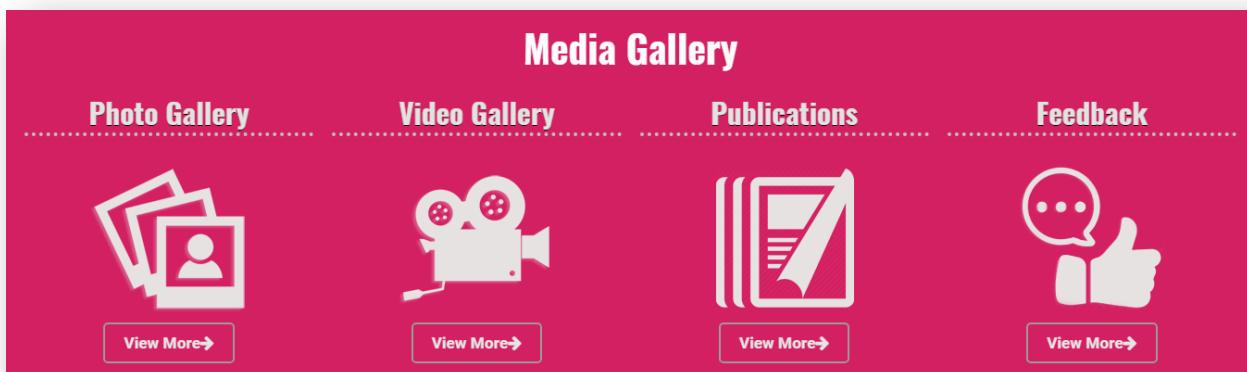


Figure 34: Media Gallery Section

I.19 FOOTER SECTION

This section will have multiple external websites links and by clicking it would be redirected to that link. It will also show visitors counts having counters like Total Visitors, Today's Visitors, Active Users and Regular Users. The option for other details such as Citizen Guidelines, feedback, screen reader, privacy policy, terms and conditions, etc. is also available in footer section.



Figure 35: Footer Section

I.20 COPYRIGHT POLICY

This section will show the copyright policy for the web portal.

Copyright Policy

Copyright Policy

Material featured on this site may be reproduced free of charge in any format or media without requiring specific permission. This is subject to the material being reproduced accurately and not being used in a derogatory manner or in a misleading context. Where the material is being published or issued to others, the source must be prominently acknowledged. However, the permission to reproduce this material does not extend to any material on this site, which is explicitly identified as being the copyright of a third party. Authorisation to reproduce such material must be obtained from the copyright holders concerned.

Figure 36: Copyright Policy

I.21 PRIVACY POLICY

This section will show the privacy policy for the web portal.

Privacy Policy

Privacy Policy

State Urban Development Agency Portal and apps based on State Urban Development Agency Portal such as Windows 8 app does not automatically capture any specific personal information from you, (like name, phone number or e-mail address), that allows us to identify you individually.

If the State Urban Development Agency Portal requests you to provide personal information, you will be informed for the particular purposes for which the information is gathered and adequate security measures will be taken to protect your personal information.

We do not sell or share any personally identifiable information volunteered on the State Urban Development Agency Portal site to any third party (public/private). Any information provided to this Portal will be protected from loss, misuse, unauthorized access or disclosure, alteration, or destruction.

We gather certain information about the User, such as Internet protocol (IP) addresses, domain name, browser type, operating system, the date and time of the visit and the pages visited. We make no attempt to link these addresses with the identity of individuals visiting our site unless an attempt to damage the site has been detected.

Figure 37: Privacy Policy

I.22 TERMS & CONDITIONS

This section will show the terms & conditions for the web portal.

Terms & Conditions

Terms & Conditions

This Portal is designed, developed and hosted by State Urban Development Agency, Government of Chhattisgarh.

Though all efforts have been made to ensure the accuracy and currency of the content on this Portal, the same should not be construed as a statement of law or used for any legal purposes. State Urban Development Agency accepts no responsibility in relation to the accuracy, completeness, usefulness or otherwise, of the contents. Users are advised to verify/check any information with the relevant Government department(s) and/or other source(s), and to obtain any appropriate professional advice before acting on the information provided in the Portal.

In no event will the Government or State Urban Development Agency be liable for any expense, loss or damage including, without limitation, indirect or consequential loss or damage, or any expense, loss or damage whatsoever arising from use, or loss of use, of data, arising out of or in connection with the use of this Portal.

Links to other websites that have been included on this Portal are provided for public convenience only. State Urban Development Agency is not responsible for the contents or reliability of linked websites and does not necessarily endorse the view expressed within them. We cannot guarantee the availability of such linked pages at all times.

These terms and conditions shall be governed by and construed in accordance with the Indian Laws. Any dispute arising under these terms and conditions shall be subject to the exclusive jurisdiction of the courts of India.

Figure 38: Terms and Conditions

I.23 HYPERLINKING POLICY

This section will show the hyperlinking policy for the web portal.

Hyperlinking Policy

Hyperlinking Policy

In cases where the nature of information/document calls for a restriction on its reproduction, the copyright statement may be worded as follows:

We do not object to you linking directly to the information that is hosted on our site and no prior permission is required for the same. However, we would like you to inform us about any links provided to our site so that you can be informed of any changes or updatations therein. Also, we do not permit our pages to be loaded into frames on your site. Our Department's pages must load into a newly opened browser window of the user.

Figure 39: Hyperlink Policy

I.24 TENDER

By clicking on tenders, the the following full-page information of regarding Tenders will be displayed.

Department Name	Tender Description	Tender Published Date	Tender End Date	Tender Document
Public Works Department	REQUEST FOR PROPOSAL(RFP) - PWD invites proposal for planning, development, estimation and Structural design, detailed engineering and related services for the work " Construction of Common facility Centre at Chhuikhan & Khairagarh, Dist- Rajnandgaon".	14/06/2018	30/06/2018	Tender1.pdf

Figure 40: Tenders Section

I.25 RECRUITMENT

By clicking on tenders, the the following full-page information of regarding Recruitment will be displayed.

Recruitment Reference Number	Job Description	Date of Publicity	Last Date of Submission	Document
CG-100	Junior Engineer in Civil Department	18/06/2018	21/06/2018	CA AppIupdated.pdf

Figure 41: Recruitment Section

I.26 NEWSLETTER

By clicking on subscribe button and entering email id the monthly e-Newsletter will be send to the email.

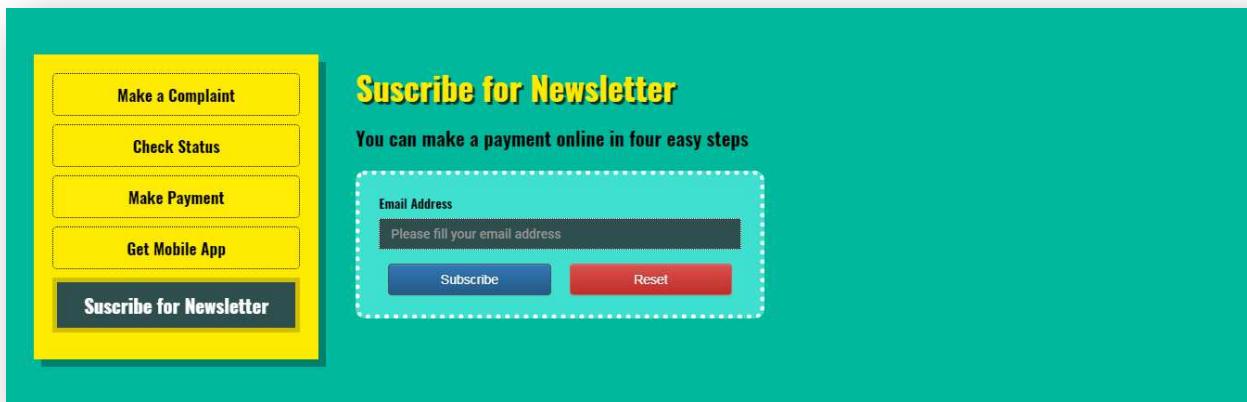


Figure 42: News Letter Subscription

I.27 FEEDBACK

This section will show the published feedbacks, which will scroll automatically.

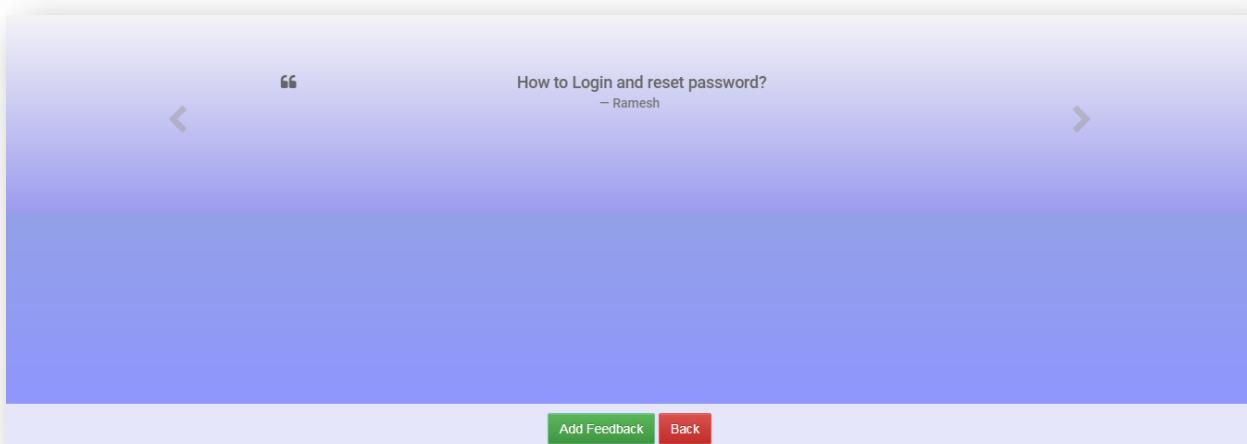


Figure 43: Feedback Page

I.28 RIGHT TO INFORMATION

This section will display different documents and external links related to RTI information.

The screenshot shows a section titled "RTI" with a list of items:

- Information about the name and posting location of the Public Information Officer and First Appellate Officer (all-regional office) under section 5 (1) and (2) of Right to Information Act 2005.
- Information of section 4 under the Right to Information Act 2005 at the level of Urban Administration and Development Department
- Directorate of Urban Administration and Development, Raipur, Chhattisgarh
- Under the Right to Information Act 2005, Appellate Officer, Public Information Officer and Assistant Information Officer appointed under the Bilaspur division
- Information of the Public Information Officer, Assistant Public Information Officer, Appellate Officer of Urban Bodies under Bastar Section
- RIGHT TO INFORMATION ACT, 2005 - A list of Public Authorities is being prepared and attached - Sarguja Division
- Information on Right to Information, Appellate Authority / Public Information Officer / Assistant Public Information Officer's Name and Designation- Raipur Division
- municipal Corporation
- Municipality
- Nagar Panchayat

Figure 44: RTI Page

I.29 FREQUENTLY ASKED QUESTION

This section will display the frequently asked question to citizen.

The screenshot shows a section titled "Frequently Asked Questions" with a sub-section "How to apply for RTI application?". The text within the sub-section states:

The RTI Act prescribes a very simple procedure for obtaining information. It requires: Step 1: Writing an application specifying the particulars of the information sought. Step 2: Submitting the evidence of payment of application fee along with the application. Step 3: Sending the application to the concerned Public Information Officer/ Assistant Public Information Officer.

Figure 45: FAQ's

I.30 ACCESSIBILITY

Accessibility options enables you to increase or decrease the font size and/or change color scheme of this website according to your preferences.

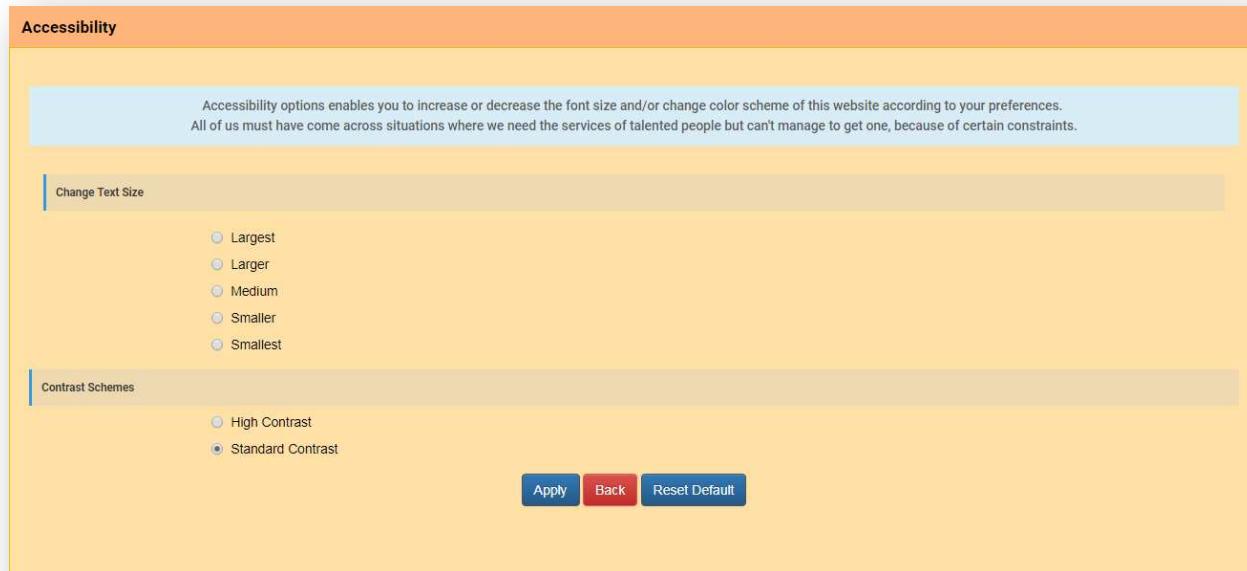


Figure 46: Accessibility Option

I.3I DASHBOARD

Web portal will have the service dashboard. Citizen can access the dashboard from service section of home page. The details about the dasboard will be covered in the seprate SRS.

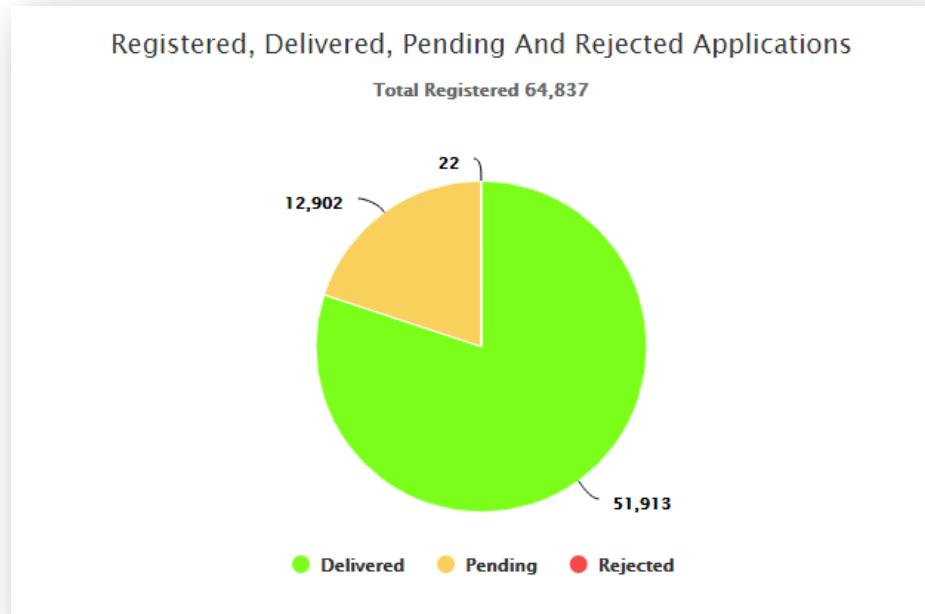


Figure 47: Dashboard

I.32 ARCHIVAL PAGE

This section display the archival data for different sections.

The screenshot shows a web page titled "Data Archival". On the left, there is a sidebar with links: Tenders, Recruitment, Schemes (which is highlighted in purple), Highlights, and Announcements. The main content area is titled "Schemes". It includes a dropdown menu set to "10", a search bar, and a table with one entry. The table has columns for "Sr No." and "Schemes". The entry shows "Sr No. 1" and "Schemes Corrigendum-01 Bhawan Sewa Portal Chhattisgarh". Below the table, it says "Showing 1 to 1 of 1 entries". At the bottom right, there are buttons for "First", "Previous", "1" (highlighted in blue), "Next", and "Last".

Figure 48: Archival Page

I.33 SEARCH

Serch option is used to search the content in the website. On click on search button system will display the search content and there links.

The screenshot shows a search result page. At the top, there are links for "Home" and "Search Result". Below that, a header says "Quick link search result". Underneath, there are two items: "» RTI" and "» Information".

Figure 49: Search Page

I.34 PUBLICATIONS

This section displays the important publication of government.

Home / Publications

Publications

Raipur publishes Raipur Magazine from time to time. This magazine is a valuable source of information about all that is happening in Raipur. Special emphasis here is to cover the efforts for improvement of this state. Report Card of Raipur, as released by Hon'ble Chief Minister of Chhattisgarh, is also available here for quick viewing.

Publication: January, 2018



Figure 50: Publications Page

I.35 DOWNLOADS

This section displays the application forms and important circular to citizen for downloading

मुख्यमंत्री / Downloads / Important Policy Schemes and Orders

Important Policy Schemes and Orders Title	Important Policy Schemes and Orders Description	Download
Municipal Corporation Appointment Rule 2018	Municipal Corporation Appointment Rule 2018	 downloadRule2018.pdf

Figure 51: Downloads