**AUTOMATED DEVELOPMENT AUTHORITY**

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1. **Outline:**

The Rajdhani Unnayan Kartripakkha (RAJUK) had been emerged through the ongoing crisis of planned and controlled development of Dhaka City. RAJUK established in April 30, 1987 by replacing Dhaka Improvement Trust (DIT). The prime intension of the organization was to develop, improve, extend and manage the city and the peripheral areas through a process of proper development planning and development control.

1. **Existing system analysis**

RAJUK is headed by a Chairman and 5 members. The Chairman is the Chief Executive of the Organization. The operation of RAJUK is as follows:

The five members head the five different departments of RAJUK and are involve in the decision making process. The activities of the above mentioned department are described briefly as follows:

1. **Administration and Land**: This department is responsible for overall management and administration assigned by the Chairman and the Board from time to time. Besides it looks after the administrative functions of different sections of the organization including sections dealing with establishment.
2. **Planning**: The Planning Department is responsible for the preparation of structural plans, urban area plans and detailed area plans for the greater Dhaka city. They also identify the problems related to urbanization and urban development.

The Town Planning section provides land use clearance and gives permission for development activities both by private and public sectors. Additionally, they provide permission or rejection of acquisition of lands for development activities.

The Development Control section deals with the building permits and the special project permits.

1. **Development**: This department looks after and implements all sorts of development works/projects of RAJUK regularly assigned by the Government.
2. **Finance**: RAJUK’s finance and budget is maintained by this department.
3. **Estate**: The Estate wing takes care of the allocation of the residential/commercial/industrial plots/apartments. It is also involved in the completion of lease deeds mutation, transfers to leases, land use clearance and so on.

1. **Problems:**

The problems of the current system are as follows:

1. **Inefficient file system** – The whole process makes use of pen and paper managing which can be troublesome. A large amount of space is required to physically store the files of the 1528 sq km under the RAJUK jurisdiction. The office rooms thus become very congested.
2. **Time consuming** - A lot of time is wasted when files are stuck in one place without being forwarded. For example about 30 days is currently required for land clearance but if the time the files spent on a desk waiting to be forwarded, is eliminated then the process could be completed in half the time.
3. **Tedious searching** – file tracking can be quite troublesome. It takes a long time and many steps to find a file. This can be because the officials many not always be present at their desks or they may not remember the name of all the files under them.
4. **Transparency issues** – One part of the office knows very little about another part. Hence it is not visible when and where files are stuck and how each file is handled. This allows room for corruption.
5. **Security issues** – Some files may be misplaced intentionally with unwanted motivations.
6. **Risk of damage** – Files stored physically are subject to damaged by water, fire, etc. It is also possible for the papers to simply tear off from the weak files.
7. **Automation status:**

The Plan Preparation Section and the Finance Department is currently automated.

A management information system (MIS) exists but it is not completely developed. Only the name, photo and personal info of clients can be stored so that they can be shown online when their requested query has been processed.

1. **Scope**

**5.1 Portion implementing:**

We are implementing the subsystems that are directly involved with the citizens and used most frequently. The following show the work flow of these processes:

1. **Land Use Clearance:**
2. **Building Permit:**
3. **Special Project Permit:**
4. **Appeal System:**
5. **Complaint System:**

**5.2 Portions not implementing:**

We are not implementing the activities of the Estate Department because most of the work of this department is manual or survey dependent and follow various procedures. The citizens involved with this department are mostly not accustomed to the digital world and hence we fear automating it would not be of much use to the public.

We would also skip the Development Department as the projects (like Jhilmil Housing Project, Hatirjhil Project, etc) have major dependencies on the government and many other institutions.

The Detail Area Plan (DAP) production and the Finance Department have already been automated and hence we would not implement these sections either.

**6. Assessment of project’s worthiness**

**6.1 Is the system worth implementing**

There is no fully functional automated system that RAJUK uses for its Planning Department. Converting the manual system to an automated one has the obvious advantage of faster, less corrupted work.

Bangladesh is a developing country and its people are becoming more and more familiar with technology day by day. This project would assist the citizens in handling their properties smoothly and quickly and also eliminate the vagueness of the whole process.

**6.2 Benefits/Contributions of the system**

* **Efficient data storage** – The hassle of storing the files physically will be eliminated.
* **Files Management -** Some important data may need fast searching and processing. A big commotion occurs when the office needs to look up past files for reference. Now those files are just a click away.
* **Easy monitoring**– A supervisor can monitor and take steps to further improve efficiency of the system because the status of each file would be clearly visible to him.
* **Faster and efficient office work** – Since data would be presented in a structured way and files would be forwarded online, office work would become swifter.
* **Easier file forwarding**– Now the staff does not have to carry around loads of files from one officer to another. Files can be forwarded online as soon as work of one is completed.
* **Data security** – Physical files may be damaged by water, fire, etc or may be lost due to misuse. However, storing them in a database confirms safety and security. Records of past interactions can also be stored without any difficulty.
* **Complaint system** – There is no solid and effective way of complaint in the current system. Adding this field would make the problems of the citizens more visible and RAJUK can take steps to ensure better quality of life.

**7. Possible roadblocks of proposed system**

**7.1 Problems faced by implementation**

Computer illiteracy – Some of the office staff may not be very comfortable with using the computer.

Maps/plans/architectural plans - Automating the information of supporting documents (eg: architectural plans, maps etc) that are required for the process might be a roadblock for implementing this proposed system.

**7.2 How to counter them**

Computer illiteracy – A training session can be held to ensure that the technical staff is at ease with this new system.

Automating supporting documents - Architectural plans or other required documents could be provided as a PDF file or scanned directly.