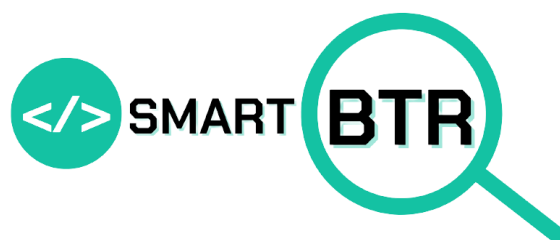


PROJECT REPORT

**Integrated Web-Portal for Urban Development Department & ULBs
for Citizens' Awareness**

**PREPARED BY:
SMARTBTR PRIVATE LIMITED**



Email: contact@smartbtr.com

Website: smartbtr.com

Address:- Gossaigaon, Assam

1. Executive Summary

SmartBTR Private Limited has developed an integrated web-portal for the Urban Development Department, designed to enhance citizen engagement, transparency, and efficient administration. The portal includes dedicated sections for Urban Local Bodies (ULBs), comprehensive Admin Panels, a Citizen Charter platform, and a Projects section. This report details the structure, functionality, and benefits of the web-portal.

2. Introduction

The web-portal serves as a centralized platform for the Urban Development Department to interact with citizens, share information, and streamline administrative processes. It features essential pages:

- About The Department: Provides an overview of the department's mission, objectives, and structure.
- Separate Portal for Urban Local Bodies: Individual portals for each ULB to manage governance, services, and communication.
- News/Event Page: Updates on departmental news, events, and initiatives.
- Gallery: Visual documentation of projects, events, and achievements.
- Projects Section: Enables ULBs to update ongoing project progress for transparency and accountability.
- Contact Us Page: Contact information and feedback mechanisms for citizen interaction.

3. Admin Panel

The Admin Panel facilitates efficient management of the entire portal with features including:

- Dashboard: Overview of website analytics, user interactions, and system status.
- Content Management: Dynamic updating of website content, news, and events.
- User Management: Control over user access levels, permissions, and registrations.
- ULB Management: Centralized oversight and support for individual ULB portals.
- Projects Management: Monitoring ongoing project progress reported by ULBs.

4. ULB Admin Panels

Each ULB has a tailored admin panel to manage local requirements:

- Local Governance: Tools for administering local issues, services, and public facilities.
- Resource Allocation: Management of budgets and allocation for local projects.
- Reporting: Generation of reports on local activities, finances, and developments.
- Projects Update: Reporting progress on ongoing projects for department oversight.

5. Citizen Charter Section

Promotes transparency and accountability through:

- Service Information: Details on departmental and ULB services.
- Grievance Redressal: Mechanisms for citizen complaint lodging and resolution tracking.
- Feedback Mechanisms: Surveys and forms for citizen satisfaction and service enhancement.

6. Benefits

The integrated web-portal enhances governance and citizen engagement by:

- Transparency: Access to information on departmental activities, budgets, and projects.
- Efficiency: Streamlined service delivery and grievance handling processes.
- Accessibility: User-friendly interface on desktop and mobile devices.
- Empowerment: Encouraging citizen participation in local governance and decision-making.

7. Conclusion

The integrated web-portal developed by SmartBTR Private Limited for the Urban Development Department and ULBs is a significant advancement in enhancing citizens' engagement, transparency, and administrative efficiency. It represents a model for utilizing technology to empower citizens and improve public service delivery in urban areas.

This project report emphasizes the comprehensive features, benefits, and strategic importance of the web-portal in promoting citizens' awareness and participation in urban development initiatives. The addition of the Projects section enables real-time monitoring of ongoing initiatives, ensuring effective project management and stakeholder accountability.