

5/1/04

Software Application to facilitate the docket process in the Garden Dept. of the P.M.C

The docket¹ is produced every month as a part of the tree felling action and execution that is handed to the Pune Tree Authority and the garden dept., mandated by the Maharashtra Tree Act.

Since the past 10 months the citizens group, Pune Tree Watch has been making use of the docket to keep a check on the illegal felling of trees around Pune. It is an excellent document and can be optimally used, within the means of the Information Technology, to preserve the status of trees and help citizens to act as the local guardians. This would be strongly supported by a stand-alone website for the Garden department, in marathi and english following the lines of the P.M.C.

The initial idea is to upgrade the current manual process that is followed by the garden dept. to an automated system and to make available all the information to the citizens of Pune on the website. This will ensure prompt and effective functioning within the system, transparency and accountability within the administration.

This system would include

- a) auto-convert facility from marathi to english catering to the cosmopolitan crowd of Pune.
- b) ability to sort by region/area.
- c) information to enable monitor each application. This would encompass information as to what was requested, what was approved or what decision was made, objections if any, premises of these objections, the decision taken, all entered into the site
- d) statistics and report generation, for e.g how many trees were cut on a periodic basis, how many were planted, transplanted, what is the primary reason for tree felling etc.

This could come under the common umbrella of a Garden Dept. website which would include profiles of parks, plans for the future, budget, Pune Tree Authority related information (see below) etc.

Deliverables

Website - Information such as the Maharashtra Tree Act, The Pune Tree Authority, Minutes of meetings, dockets, decisions, objection letters, complaints, applications for tree felling permissions, information on the current parks and gardens, future plans, details of nurseries, budget, the 13 items under RTI suo moto that the govt depts. have to publish on their own, etc.

Conclusion

As you can see that the docket (see annex) is a tabular form of data that is entered in a word document. If this same information is entered through a software application, it will help in information retrieval, report generation and a variety of analysis very easily. The sheer volume of work can be taken care of, by such an automation process. The garden dept. as we know has to cover a lot of ground at the field and office level and this will save plenty of time, energy and ensure qualitative responses. This information can also be fed into the Environment Status Report.

¹, The docket essentially a list of applications that the garden dept. receives for tree felling.

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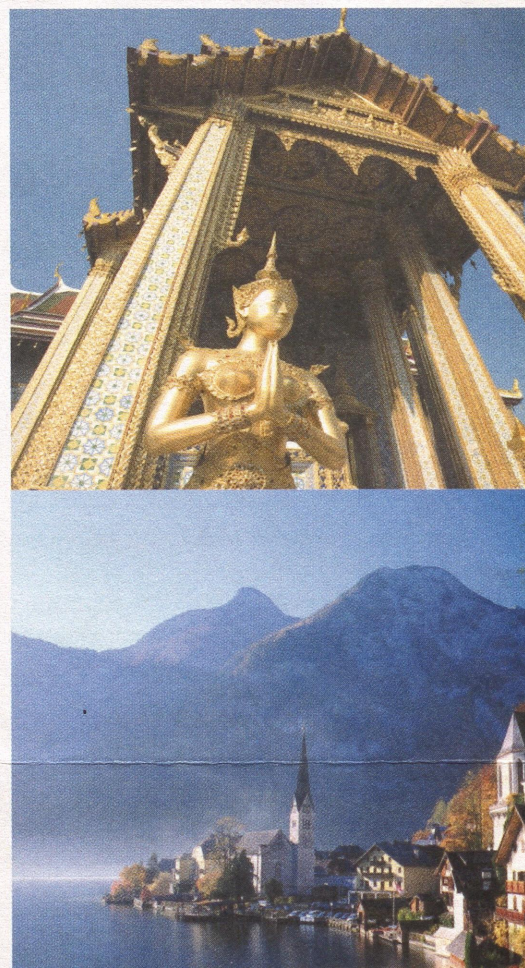
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Memorandum of Understanding drawn up on April 03, 2007
between PMC Garden Dept. and Persistent System Pvt. Ltd.
for the execution of the PMC Garden Website

Persistent Systems Pvt. Ltd. Roles and Responsibilities

1. Persistent will develop this website for the Garden Department and Pune Tree Authority and citizens of Pune
2. Persistent will offer the services of several technical resources as needed to create this website
3. Persistent will provide this service free of software design and development cost to PMC
4. The project will be executed per plan specified by Persistent. Refer Appendix 1.
5. Project will be of 3 months duration, from April 1 to June 30th 2007
6. Once the site goes live, it will be handed over by Persistent to PMC and will thereafter be owned, operated, maintained, updated and the content kept dynamic and up-to-date by PMC
7. Persistent will specify data needed for the website and the format in which it is needed from the respective agencies as follows:
 - The data needs to be in English
 - The data will be in softcopy format, (for example on a CD)
8. Persistent will not take the responsibility of data translation from one language to another, or from one format to another
9. Persistent will not take the responsibility of validating the credibility of the content put on the website
10. The technical resource(s) identified by PMC need to be a part of this project from the beginning and attend all review meetings
11. Persistent will ensure that the website is built in a way that allows easy maintenance by non-technical PMC resources.
12. Persistent will provide a one time handover orientation and training for resources identified by PMT.

PMC Role and Responsibilities

1. Identify minimum 1 technical resource(s) who will be responsible to own, operate, maintain, update and keep the content dynamic and up-to-date should be technically knowledgeable and should have expertise in the following general areas
 - Knowledge about computers and internet
 - Knowledge about Microsoft Office and Website tools and technologies like Dreamweaver and html
 - Knowledge about internet
2. These resources must be identified at no later than 1st May 2007, be a part of the project from the beginning and attend all review meetings (approximately 4-5 total)
3. Provide support and assistance to Persistent in
 - Data gathering
 - Providing all content to be put on the website
 - Timely (within one week) reviews of the design as needed



4. Provide data in formats required to be put on the website. All website content will be handed over by May 7th in English language, and in soft copy format on a CD.
5. PMC will be responsible for the credibility and validation of provided data
6. Ownership: PMC will take over the ownership of the project once complete
7. Maintenance: PMC will take over the maintenance of the project once complete.
8. Update and Up-to-Date: PMC will ensure that the website will be updated on a regular basis and kept current. The trained technical resource mentioned in (1) above will be easily able to perform this task.
9. Hosting: PMC will be responsible for hosting the website and will identify a vendor by 1st May. Requirements for Hosting are: My SQL, IIS 6.0, .NET framework 2.0, Visual Studio 2003
10. Apart from the above mentioned technical resource, PMC will also provide a contact person to Persistent who will attend all review meetings and provide the information and necessary permissions, documents etc. to facilitate the efforts of Persistent and enable them to conduct and complete the work in a timely manner.
11. PMC will budget for costs related to translation, photography and graphic artist services
12. Infrastructure required at PMC end:
 - a. Pentium P4 desktop machines with a minimum of 256mb RAM
 - b. Microsoft Office
 - c. 24 hrs Internet connectivity with a speed of at least 56kbps

A Sample of Some Content that will be included in the website:

- a. Information and profile of officials, authorities employed with the Garden Department and members of the Pune Tree Authority
- b. List of all projects being undertaken by the Garden Dept. & Pune Tree Authority
- c. Information on Parks and Gardens with pictures, facilities available, timings, etc.
- d. Number of Plantations, Number of trees transplanted successfully
- e. Number of awards received
- f. Logging of complaints and suggestions. Display of responses to the complaints made
- g. Make docket information available on the website
- h. Important declarations made by the Pune Tree Authority
- i. Flower and vegetable shows, exhibitions organized by Garden Dept. with photos
- j. RTI related information - ?
- k. Media outreach

of forthcoming ones

A more detailed list will be generated after talks with the concerned parties

What about MTA

role
Wason

Yeshwant Khaire
 Garden Superintendent, PMC

Tasneem Balasinorwala
 Pune Tree Watch

Jhumkee Iyengar
 Consultant, Persistent



Appendix: Project Plan

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Phase 1: **Competitive Content Analysis**

Apr 5-15

Competitive Content Analysis (studying various other related website)

Validation of the Pune Tree Act

What is the background information available with clients

Questionnaire: Preparing a questionnaire to gather information from the potential users of website, pertaining to the most frequently needed information, and what they would like to see on the website.

Phase 2: **User Data Gathering and Analysis**

Apr 15-30

Data Gathering with users: Circulating the questionnaires

What would they like to see on the website

- Garden and parks information
- Pune Tree Act procedure

Preference for kind of colors

Interview/ Focus Groups with builders/ contractors/ individuals to gather information on the Pune Tree Act procedures

Contextual enquiry into the tasks

Data Analysis

- Determine the most significant objects and the actions related to these objects

Phase 3: **Story Boarding and High-level Information Architecture**

May 1- 15

Conceptual Models/ Parallel Designs

Wireframes

- Design navigation so that it is easily understood and users know what to do next
- Effectively layout information on screens to optimize the structure, organization, and functionality of the entire application

Formative Testing: To find critical problems that prevent the users from doing their tasks

Phase 4: **Detailed Design & Summative Testing**

May 16- Jun 10

Detailed Design

- Effective labeling systems and content organization to minimize the user's visual, intellectual, mental, and motor work.

Summative Testing

- Validate the design by testing it with users and getting their feedback
- Analyze and report User Testing results

Implement further design enhancements (if needed)



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|-----------------|---|-----------|
| Phase 5: | Visual Design & Graphics Design | Jun 11-15 |
| | To create professional look & feel for the website
Provide a consistent standard of color usage for various interface elements | |
| Phase 6: | Ongoing implementation and support | Jun 15-30 |
| | Ensuring that the design, in its completeness, has been implemented as per the usability specifications, by ongoing collaborative work with the development team
Continuous review of the production screens to ensure that the proposed screens are implemented
Tweaking of the screen designs (wherever necessary) to accommodate additional features, functions and information that needs to be implemented | |
| Phase 7: | Site goes live | Jun 30 |
| Phase 8: | Support as required | Jul 1-15 |