

CERTIFICATE

Department of Computer Science and Engineering
Kumaraguru College of Technology
Coimbatore – 641 006

P-1082



This is to certify that the project work entitled

"E-Governance"

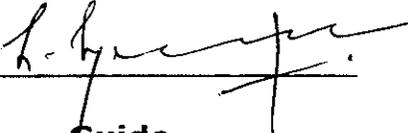
WORK FLOW MANAGEMENT

has been submitted by

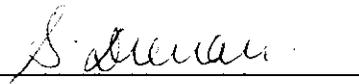
Miss. Sasirekha Duraiswamy

(Reg.No: 0037S0105)

In partial fulfillment of the award of the degree of
Master of Science in Applied Science – Software Engineering of
Bharathiar University, Coimbatore
During the academic year 2003-2004



Guide



8

Head of the Department

Certified that the candidate was examined by us in the Project Work Viva
Voce Examination held on 29.9.2003.


29/9

Internal Examiner



External Examiner

September 22, 2003

CERTIFICATE

TO WHOM IT MAY CONCERN

This is to certify that the project work titled **E-Governance-Work Flow Management**, for KG Information Systems Private Limited, has been successfully done by **Ms.D.Sasirekha (Reg.no 0037S0105)** submitted in partial fulfillment of Course of study **MSc (Applied Science-Software Engineering) Degree** under Bharathiar University. This has been carried out under our supervision from June 2003 to September 2003.

Due to confidentiality of the information pertaining to the project, the students are not permitted to take the source code and database related to the project outside our Organization.

The performance and conduct of the candidate during the project was good.

We wish her good luck and success in all her future endeavors.

Yours faithfully,



Balaji Hemchander
Manager – Projects

ACKNOWLEDGEMENT

I deem it a great pleasure to place my deep sense of gratitude and indebtedness to, **Dr.K.K.Padmanaban, B.Sc.(Engg.), M.Tech., Ph.D., Principal**, Kumaraguru College of Technology for giving me the opportunity to undertake the project work.

I am grateful to, **Dr.S.Thangasamy, Ph.D., Professor and Head of the Department**, Kumaraguru College of Technology, for giving me this golden opportunity to carry out my project work successfully.

My sincere thanks are offered to **Mr. RajaSehar., M.C.A.**, for the encouragement and support bestowed on me as my Project Guide. I am very much indebted to his for the suggestions and guidance extended in successfully completing the project.

I thank all my faculties whose diligent efforts have led me to complete the project successfully.

I owe my deepest gratitude to **Mr.H.Balaji**, KG Information Systems Limited, for rendering me permission to carry out my project work in the esteemed concern.

I extend my thanks to **Ms. D.Kavitha, B.E.**, KGiSL, for her, support, confident words and constructive criticism to me, throughout the entire project.

I wish to express my sincere thanks to the people who have contributed a lot towards the successful completion of this project work.

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SYNOPSIS

The project entitled “**E-Governance**” is developed for Coimbatore Municipal Corporation using ASP as Front End and Oracle 8.0 as Back End.

“E-Governance” or Electronic Governance may be defined as delivery of government services and information to the public using electronic means. This facilitates an efficient, speedy and transparent process for disseminating information to the public and other agencies, and for performing government administration activities.

This Project provides an effective E-Governance System that will help the corporation to deliver faster and better service to the general public. The system improves the productivity of the corporation staff and brings in transparency in the activities performed.

The System acts as an online Information center where the citizens can apply for birth and death certificates and post their grievances.

For improving the city business, all the information required for them are made available online. They can know the tender notifications and tariffs for various trades.

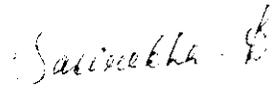
Apart from the online booking facility for various communication halls, the web site also provides an informative corporation calendar, which gives the details of various important events scheduled in the corporation.

INTRODUCTION

DECLARATION

I hereby declare that the project entitled “**E-Governance**” submitted to **KGiSL**, Coimbatore in partial fulfillment of the requirements for the award of the degree of Master of Science (Applied Science) Software Engineering, is a record of original work done by me, under the supervision and guidance of **Ms.D. Kavitha, B.E., KGiSL**, Coimbatore.

Date : 25.09.2003



Signature

Sasirekha Duraisamy

(Reg.No: 0037S0105)



1. INTRODUCTION

1.1 COMPANY PROFILE

KG Information Systems Private Limited (KGISL), incorporated in 1994, is promoted by Mr. Ashok Bakthavathsalam, who belongs to the 70-year old KG Group, a USD 150 million-business group based in South India. KG Group is engaged in diverse industries including textiles, healthcare, information technology, engineering, education and entertainment. Mr. Ashok Bakthavathsalam has more than 12 years of experience in IT industry, having worked in companies like Mentor Graphics, Hewlett Packard and Domestic Automation Company.

KGISL started its operations during the year 1997 by undertaking training and software services activities related to Y2K conversion solutions. KGISL, located in Coimbatore, currently offers software development services including contract-programming services, customized software development services, migration, engineering design services and re-engineering services.

KGISL offers IT training services through its IT training division, ITechcampus, to take care of the captive need for quality programmers. As on date more than 250 professionals have been trained.

KGISL began offering IT enabled services by providing Medical Transcription services from May 1999 through a tie up with Heartland Information Services Inc., a part of USD 2.0 billion HCR-Manorcare Corporation, USA (a S&P 500 company). KGiSL has maintained 98% accuracy levels and 100% turn around time record since inception. Recently, the Medical

E-Governance



Transcription division of KGiSL was hived off to form a joint venture with Heartland Information Services Inc. Heartland-KG Information Services Private Limited, the JV Company, employs more than 1200 professionals who have been trained in-house as per the training procedures of American Association of Medical Transcription (AAMT). The company is planning to increase the strength of medical transcriptionists by 1000 within the next one year.

KGiSL has recently set up a wholly owned subsidiary, KGiSL Inc., in the US to undertake marketing efforts in the US. KGiSL has made a strategic investment of 33% in Swift Alliance Inc., US which provides ERP solutions to small and medium size enterprises in US.

KGiSL has achieved compounded annual growth rate of 188% in sales and 265% in net profit from the first year of operations till FY 2001. The company has been making profits consistently from the first year of operations (FY 1997-98). During the FY ended March 31, 2001, KGiSL posted a turnover of Rs. 202.37 millions and a net profit of Rs. 57.43 millions.

KGiSL has proved its expertise in recruiting professionals of high caliber, imparting the best possible training and surpassing the international quality standards in Medical Transcription Business. KGiSL is currently planning to achieve similar success in Software Development Business.

KG Group

KG Group, a USD 150 million business group based in South India, was established in the year 1932. The group, which started by venturing into cotton-

E-Governance



Healthcare, Information Technology, Engineering, Education and Entertainment.

Textiles

The core business of the Group is in the Textiles industry. The Group is involved in all stages from growing, ginning, spinning and weaving to produce high quality cotton yarn or fabric to meet the client's requirements. The production facilities of all textile companies of KG group are ISO 9002 certified. All these companies have quality assurance departments equipped with the latest testing equipments to ensure that the quality of the yarn meets stringent international quality standards.

Healthcare

KG Hospital is a 25-year-old tertiary care institution equipped with some of the most sophisticated medical equipment available in the world. This 300-bed super specialty hospital has more than 150 Doctors and 600 nursing staff. It is one of the very few multi-specialty hospitals in India that has received ISO 9002 quality certification.

KG hospital has about 20 departments and treats about 85,000 cases a year and performs around 3,500 surgeries in a year. This hospital has invested in providing the latest diagnostic tools including whole body scan, MRI imaging, color Doppler and computerized blood analysis laboratory. The viral hepatitis research laboratory is the first of its kind in the entire country to have facilities for the detection of Hepatitis virus A to E and it has been chosen to be part of the national multi-center trial on a new molecule of interferon.



1.2 CURRENT STATUS OF THE PROBLEM TAKEN UP

The system in the Coimbatore Municipal Corporation is described such that , a citizen goes to the zonal office and meets the clerk in charge and asks for a certificate. The citizen gets the hand written receipt and walks back.

The government servant collects the request and verifies the details manually . He collects the amount and issues the receipt in hand. He records the request and sends it for manual processing. The zonal records are sent and added to the main office records periodically. The citizen gets the birth/death certificate after processing in about 48 hours .

The data are fed manually from all the zones by bill collectors into the Main Office. This is considered as a decentralized environment.

In present practice there are many difficulties faced since everything is prepared manually.

- May lead to errors because of human intervention.
- Any sort of upgrades in the system becomes difficult.
- Time Consuming.
- Checking for the status of an application is very difficult.
- No payment gateway.
- No transparency in operations.
- Updation of any information becomes difficult

E-Governance



The national board of examinations, New Delhi, India has chosen KG Hospital for conducting six post-graduate diploma courses in Neurology, Neuro-Surgery, General Medicine, General Surgery, Orthopedics and Radio Diagnosis.

Other initiatives of KG group in healthcare segment include:

- **KG School of Nursing** offers a 3-year Diploma and a 4-year Degree course.
- **KG Institute of Paramedical Sciences**
- **KG Eye Hospital**, focused on eradicating cataract disease, in association with Lions International, has already performed more than 25,000 free interlobular lens operations in the past four years, and leads in this region in having conducted the maximum number of eye camps in rural part of India.



Since the system is tedious and time consuming process, the Municipal Corporation Of Coimbatore envisages to deliver host of civic services by using “ E- Governance” system.

1.3 RELEVANCE AND IMPORTANCE

The main business of the user is provision of various services to his client. At present the operation of CMC is done manually. Through this project, each and every stage of operation of CMC is computerised, which will enable CMC to cater to the needs of his client more efficiently and quickly. The status of operation is made transparent.

SOFTWARE REQUIREMENTS



2. SOFTWARE REQUIREMENTS

The “E-Governance” system is developed to simplify the burden involved in routine work in the manual system and substitute it with work flow management system efficiently. The system is fully computerised using “Active Server Page(ASP)” as the front-end and “Oracle 8” as the back-end.

2.1 SOFTWARE SPECIFICATION

Platform	-	Windows 2000
Front-end	-	ASP 3.0
Database	-	Oracle 8
Script language	-	VB Script and JAVA Script

2.1.1 THE PLATFORM

The Platform under which the system is developed is Windows 2000. Being one of the most popular operating system available today, gives the user the touch and look making the application developed under its base graceful. The windows helps the users to navigate and explore throughout the system in friendly fashion.

2.1.2 LANGUAGE

Dynamic HTML provides the primary client-side programming tool Internet Explorer 4.0. But the client-side functionality supported by various browsers that work in cross-platform are very little. An Active Server Page is a standard HTML file with additional features. An ASP contains tags similar to HTML tags and also contains Java applets, client-side Active X controls and



blinking text. Microsoft Active Server Page allows us to create server-side applications that can be used in many different browsers. ASP is basically VB Script or J Script that runs on the server. By using ASP we can create Web pages with dynamic content.

Oracle products are based on “Client/Server Technology”. It offers capabilities of both relational and object-oriented database systems. A client or front end database application also interacts with the database by requesting and receiving information from the ‘database server’. It acts as an interface between the user and the database. Further, it also checks for validation against the data entered by the user.

2.2 HARDWARE SPECIFICATION

The hardware specification listed is on minimum basis for optimum performance.

Processor	- Pentium 3
Frequency	- 600 Mhz
Main Memory	- 64 MB
Secondary Memory	- 40 GB
Floppy Drive	- 3 ½ (1.44 MB)
UPS	- 3 KVA online with 9 hours backup



2.3 SPECIFIC REQUIREMENT:

2.3.1 FUNCTIONAL REQUIREMENTS:

Requirement-service work flow

The main purpose of this feature enables to make and view entries about the work flow details defined by the CMC¹ for various services. Depends upon the work flow Each Application will be processed.

Stimulation/Response of the feature

The stimulation for this feature is

View

view option used to view all the application by status wise(ie) pending, completed & rejected and overall abstract view

Search

Search option enables the user to search the details and the status of the applications in various services.



2.3.2 PERFORMANCE REQUIREMENTS

Security

This system is highly secured and any unauthorized person can not access the system. Each user will be given with a login ID and password for unique reference. Only registered users can access the system.

Capacity

A good performance should be achieved with 512 KBPS internet connectivity. Simultaneous connectivity of the users upto 400 should not degrade the performance of the system. 90% of transaction should be processed with in 2 seconds.

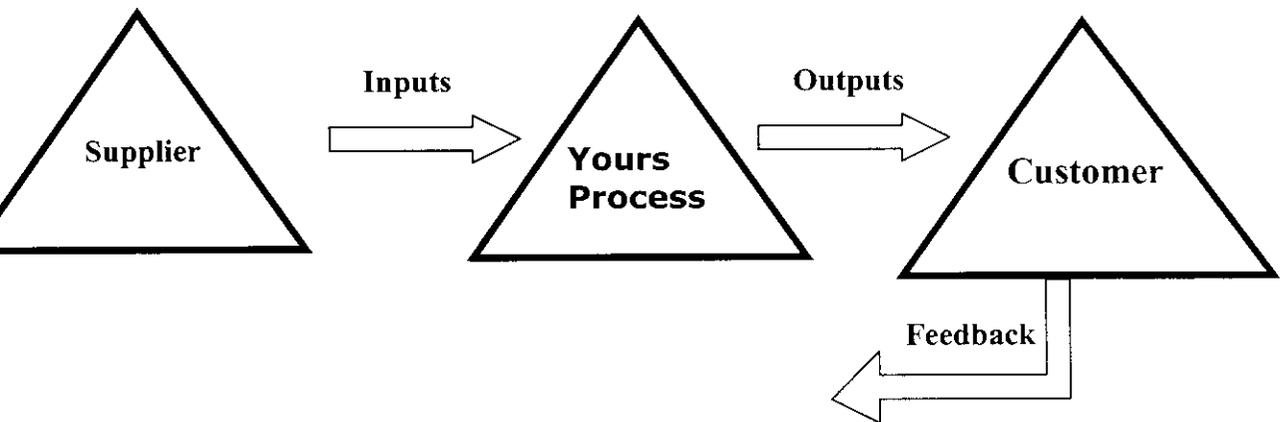
Availability

This system is web application so it can be accessed around the clock. In case of any maintenance work the user will be informed.

3. BUSINESS PROCESS RE-ENGINEERING

BUSINESS PROCESS:

Business processes are simply a set of activities that transform a set of inputs into a set of outputs (goods or services) for another person or process using people and tools. This is shown diagrammatically in Fig.



3.1 Fig

Why business process improvement ?

Improving business processes is paramount for businesses to stay competitive in today's marketplace. Over the last 10 to 15 years companies have been forced to improve their business processes because we, as customers, are demanding better and better products and services. And if we do not receive what we want from one supplier, we have many others to choose from (hence the competitive issue for businesses).

Many companies began business process improvement with a continuous improvement model (Fig 3.2). This model attempts to understand and measure the current process, and make performance improvements accordingly.



This method for improving business processes is effective to obtain gradual, incremental improvement. New technologies (like the Internet) are rapidly bringing new capabilities to businesses, thereby raising the competitive bar and the need to improve business processes dramatically.



What is BPR ?

Business Process Re-Engineering is the redesign of business processes and the associated systems and organizational structures to achieve a dramatic improvement in business performance. The business reasons for making such changes could include poor financial performance, external competition, and erosion of market share or emerging market opportunities. BPR is not – downsizing, restructuring, reorganization, automation, new technology, etc. It is the examination and change of five components of the business:

- ✓ *Strategy*
- ✓ *Processes*
- ✓ *Technology*
- ✓ *Organization*
- ✓ *Culture*



BPR relies on a different school of thought than continuous process improvement. In the extreme, re-engineering assumes the current process is irrelevant. Such a clean state perspective enables the designers of business processes to disassociate themselves from today's process, and focus on a new process. In a manner of speaking, it is like projecting oneself into the future and asking oneself : What should the process look like ? What do my customers want it to look like ? What do other employees want it to look like ? How do best-in-class companies do it ? What might we be able to do with new technology ? Such an approach is pictured below (Fig 3.3).

It begins with defining the scope and objectives of our re-engineering project, then going through a learning process (with your customers, your employees, your competitors and non-competitors, and with new technology). Given this knowledge base, we can create a vision for the future and design new business processes.

Given the definition of the "to be" state, we can then create a plan of action based on the gap between our current processes, technologies and structures, and where we want to go. It is then a matter of implementing our solution.



Fig 3.2 Breakthrough Re-Engineering Model

SCREEN DESIGN



4. SYSTEM DESIGN AND DEVELOPMENT

Design is essentially creative activity does not mean that it consists simply of a series of bright ideas. Design requires a full understanding of the problem. There is need for analysis of the requirements and resources. The acceptable design is likely to compromise between the number of factors: particularly costs, reliability, accuracy, security, control, integration, expansibility, availability and acceptability.

DATA BASE DESIGN

The database has been carefully designed based on the needs and requirements of various designations in CMC. The details of the applicant given in the application form are also maintained for the work flow implementation. For example, the applicant details in an water connection module has to be transferred from AE to AEE then to AC in order to complete the entire work flow.

The time factor involved during the transfer application from one designation to higher designation is also noted in the database so that pending applications can be identified by higher official and actions could be taken. This will be in the future used for status tracking of any particular application by the applicant.

The application number is set as the primary key in all the tables. The application number is used to access information of any kind based on the queries from the client.

LIST OF SCREEN SHOTS

I. COMMON PAGES:

A. CLERK:

Login Page

Application Details Entry

B. ASSISTANT COMMISSIONER:

Login Page

List of authorities

List of application to be viewed

New employee entry page

New designation entry page

New service entry page

II. SPECIFIC PAGES FOR EACH MODULE:

1. WATER CONNECTION MODULE:

A. ASSISTANT ENGINEER:

Login Page

List of applications to be viewed

Details of a particular application for his/her report

B. ASSISTANT EXECUTIVE ENGINEER:

Login Page

List of application to be viewed

Details of a particular application for his/her report



SCREEN DESIGN

The home page provides the following provisions,

- The detailed information of various department in CMC.
- The various hotspots in the city.
- Map of the Coimbatore city.
- General information about the city including bus routes.
- Application forms along with their requirements for various operations in CMC.

The screens provided for the designations inside the CMC involves the following options:

- Authorized entry/login for each designation.
- Provision for going back to the previous operation.
- Area for writing report and submitting it to the higher official.
- Setting constraints depending on the designations. For example, a clerk cannot make any changes in the database of any applicant while Asst Commissioner has rights to view the details of any applicant and can make any changes to the existing employee as well can add new employees.

2. BUILDING PLAN APPROVAL:

A. JUNIOR ENGINEER:

Login Page

List of application to be viewed

Details of a particular application for his/her report

B. ASSISTANT TOWN PLANNING OFFICER:

Login Page

List of application to be viewed

Details of a particular application for his/her report

3. BIRTH /DEATH CERTIFICATE ISSUAL MODULE:

A. SANITARY INSPECTOR:

Login Page

List of application to be viewed

Details of a particular application for his/her report

III STATUS PAGES:

Water connection status tracking

Building plan status tracking

Birth/Death status tracking

IV. HOME PAGE



4.1 MODULE DESCRIPTION

The “E-GOVERNANCE” consists the following modules:

- Work Flow Management
 - New Water Supply Connection Approval
 - Building Plan Approval
 - Online Birth Certificate Issuing Process
 - Online Death Certificate Issuing Process
 - Tax Calculation And Demand Generation
- Online Service
 - Auditorium Booking

Work Flow Management:

The Work Flow Management System (WFMS) is designed to track the status of all applications received for various services like Engineering, Revenue, Town planning, Public health etc.

WFMS is to be developed as a web enabled software so that the user can access it either through internet or internet URL link in any browser .



Features of WFM:

- Improved efficiency - automation of many business processes results in the elimination of many unnecessary steps
- Better process control - improved management of business processes achieved through standardizing working methods and the availability of audit trails
- Improved customer service – consistency in the processes leads to greater predictability in levels of response to customers
- Flexibility – software control over processes enables their re-design in line with changing business needs
- Business process improvement - focus on business processes leads to their streamlining and simplification

The Evolution of Workflow Work flow Management consists of the automation of a business process, in whole or part, during which documents, information or tasks are passed from one participant* to another for action, according to a set of procedural rules.



Water Supply Connection Approval (WFM)

The water supply connection approval comes under the service **‘ENGINEERING’**.

- User - Application form details
- Clerk - Application Entry
- JE - Inspection report (Junior Engg)
- AE - Application Verification (Assistant Engg)
- AC - Application Approval (Assistant Commissioner)
- User - View application status

User gives in the application form to the clerk. The clerk makes the application entry and he / her forwards it. It is based on the workflow it is passed to the next level of authority.

Building Plan Approval (WFM)

Building Plan Approval comes under the service **‘TOWN PLANNING’**

- User - Application form details
- Clerk - Application entry
- JE - Inspection report
- ATPO- Application Verification
- AC - Application Approval
- User - View Application Status

User gives in the application form to the clerk. The clerk makes the application entry and he / her forwards it. It is based on the workflow it is passed to the next level of authority.



Online Birth / Death Certificate Issuing Process (*WFM*)

This comes under the service "**PUBLIC HEALTH**"

- User - Application form details online
- Clerk - Verification
- JE - Inspection report
- SI - Approval (Sanitary Inspector)
- User - Issue Of Certificate

The entry is made online by the public and when he clicks submit button automatically based on the workflow is passed on to the next level i.e., clerk and so on.

Tax Calculation And Demand Generation (*WFM*)

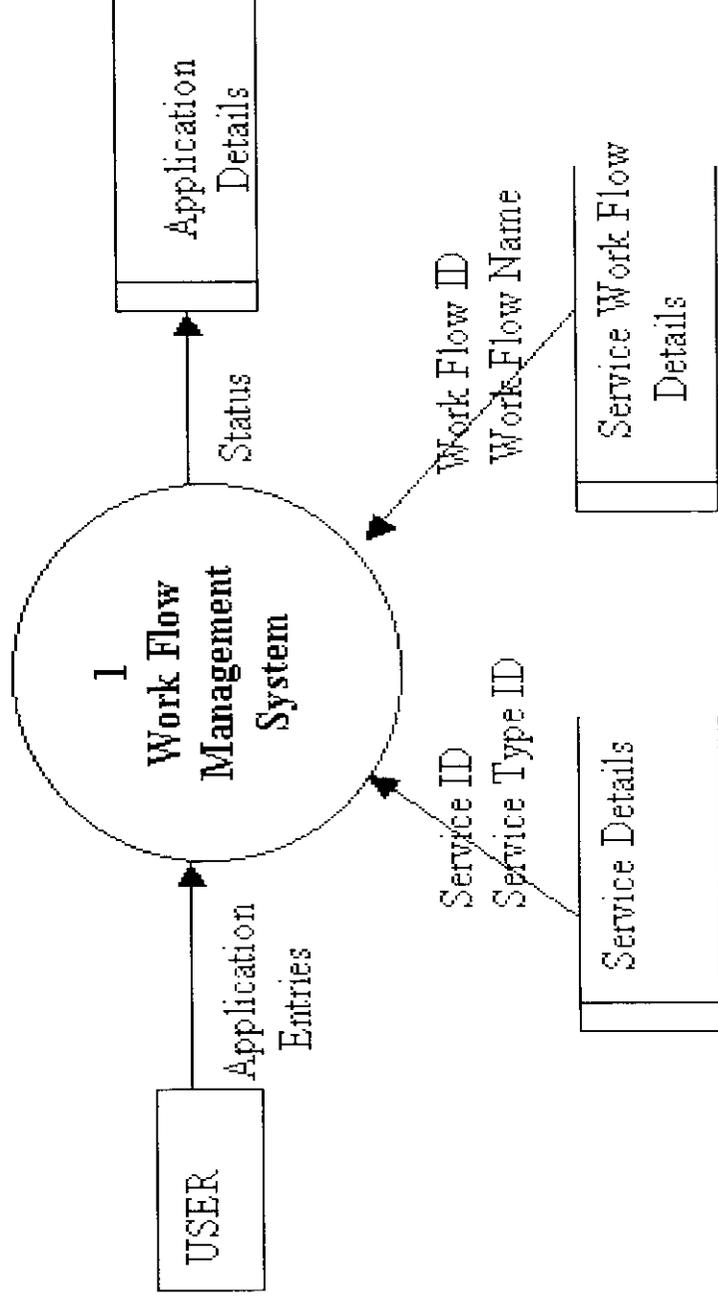
This comes under the service "**REVENUE**". Each and every tax assise will have a Tax assessment number and the tax will be calculated based on it. With the given Tax assessment number public can come to know the tax amount that is to be paid on online. The tax is calculated for every half-yearly. This is done only for calculating the property tax. If the assise doesn't pay the tax then a demand will be issued by the CMC to the respective assise, in that case the assise should pay the tax with the penalty amount.



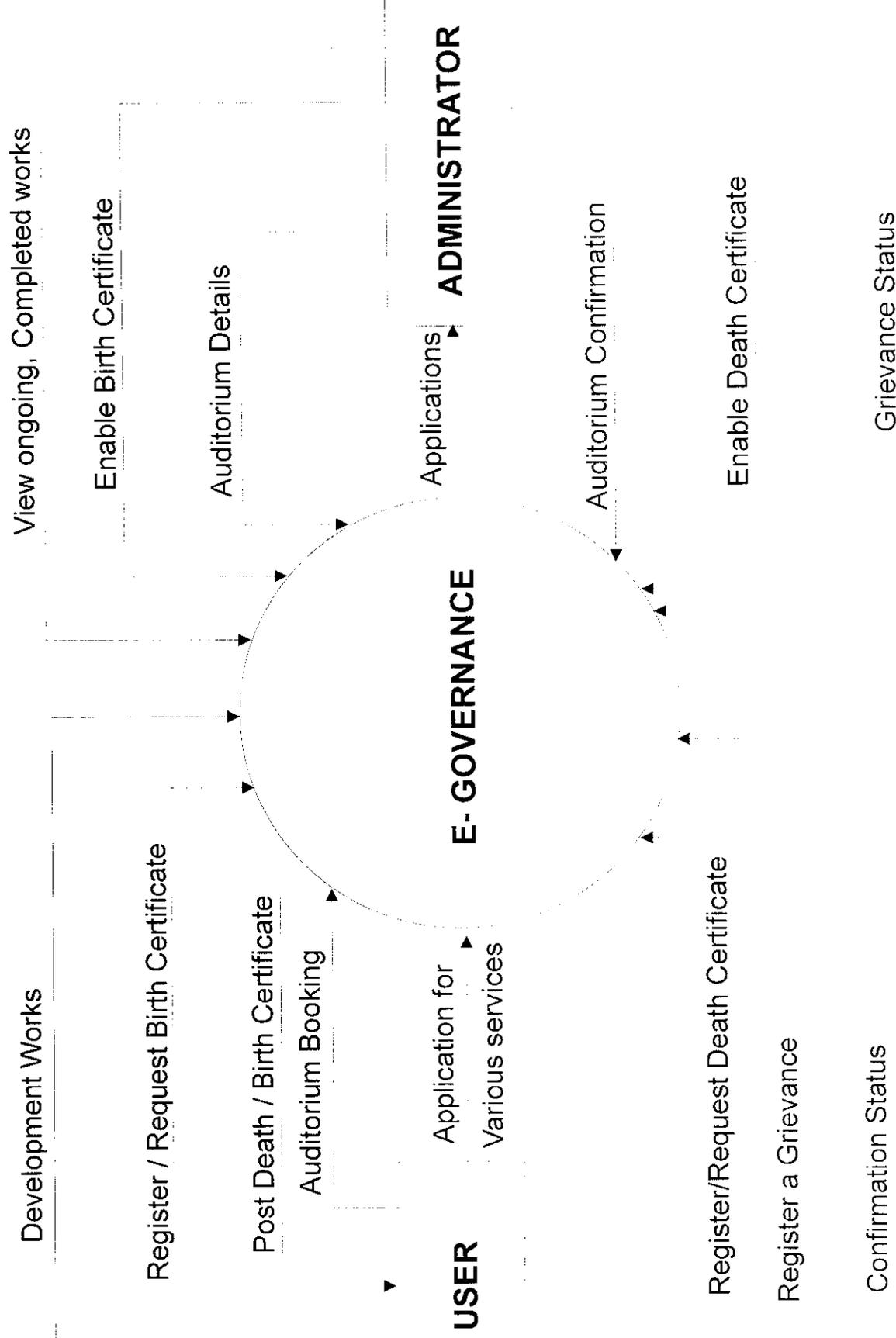
Online Auditorium Booking:

In Online Auditorium Booking, the names of the various auditorium will be displayed, from which the user can select the auditorium of his choice and key in the month and year in which he requires the auditorium. The System will display the status of availability in different colours. While green colour indicates the availability, red denotes it is already booked. If the auditorium is available on that date, booking can be done provisionally which will be valid for 24 hours. Provisional booking is indicated in blue colour. If not confirmed within 24 hours, the blue colour will automatically converted into green colour

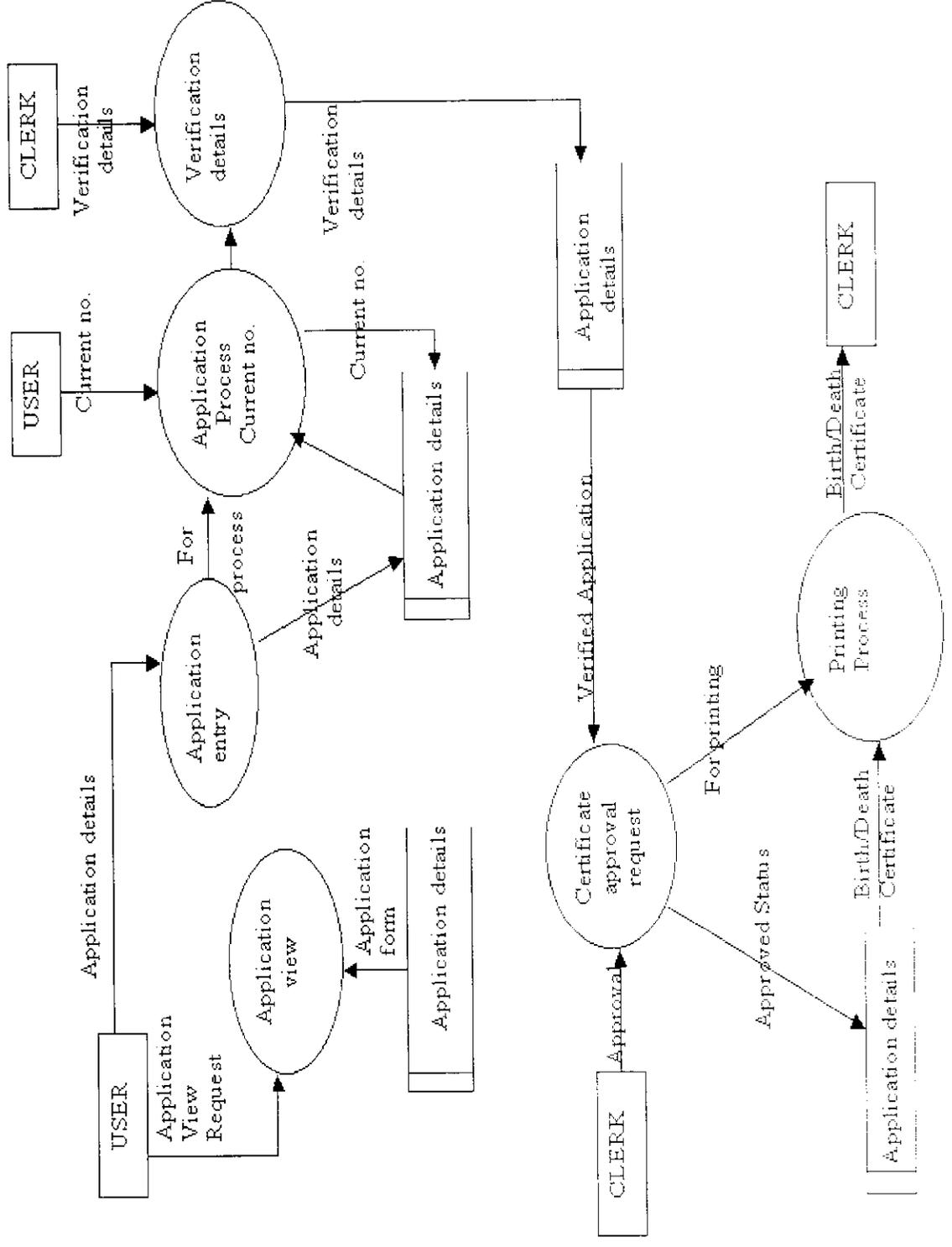
DFD – Work Flow Management System



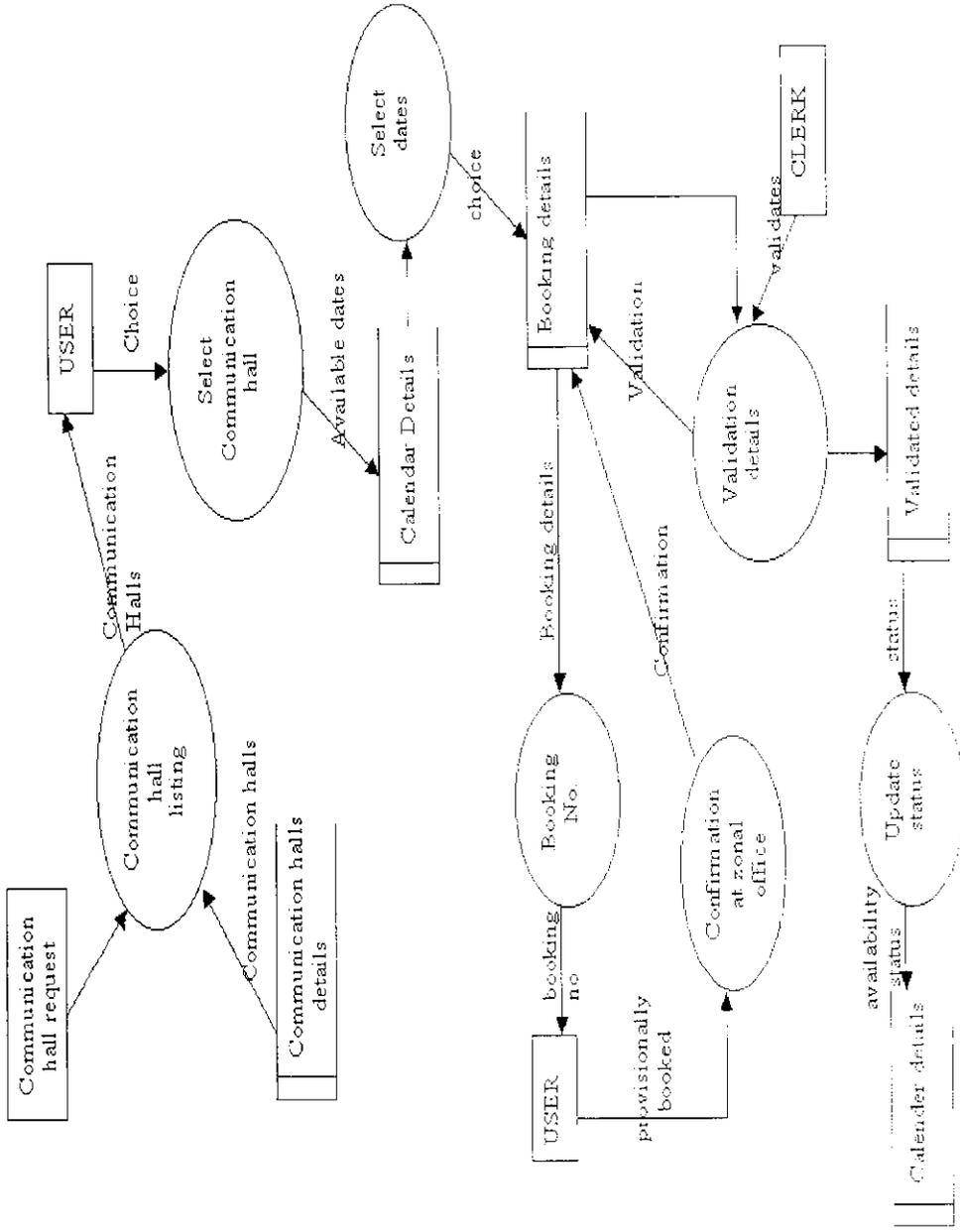
CONTEXT DIAGRAM - E- GOVERNANCE



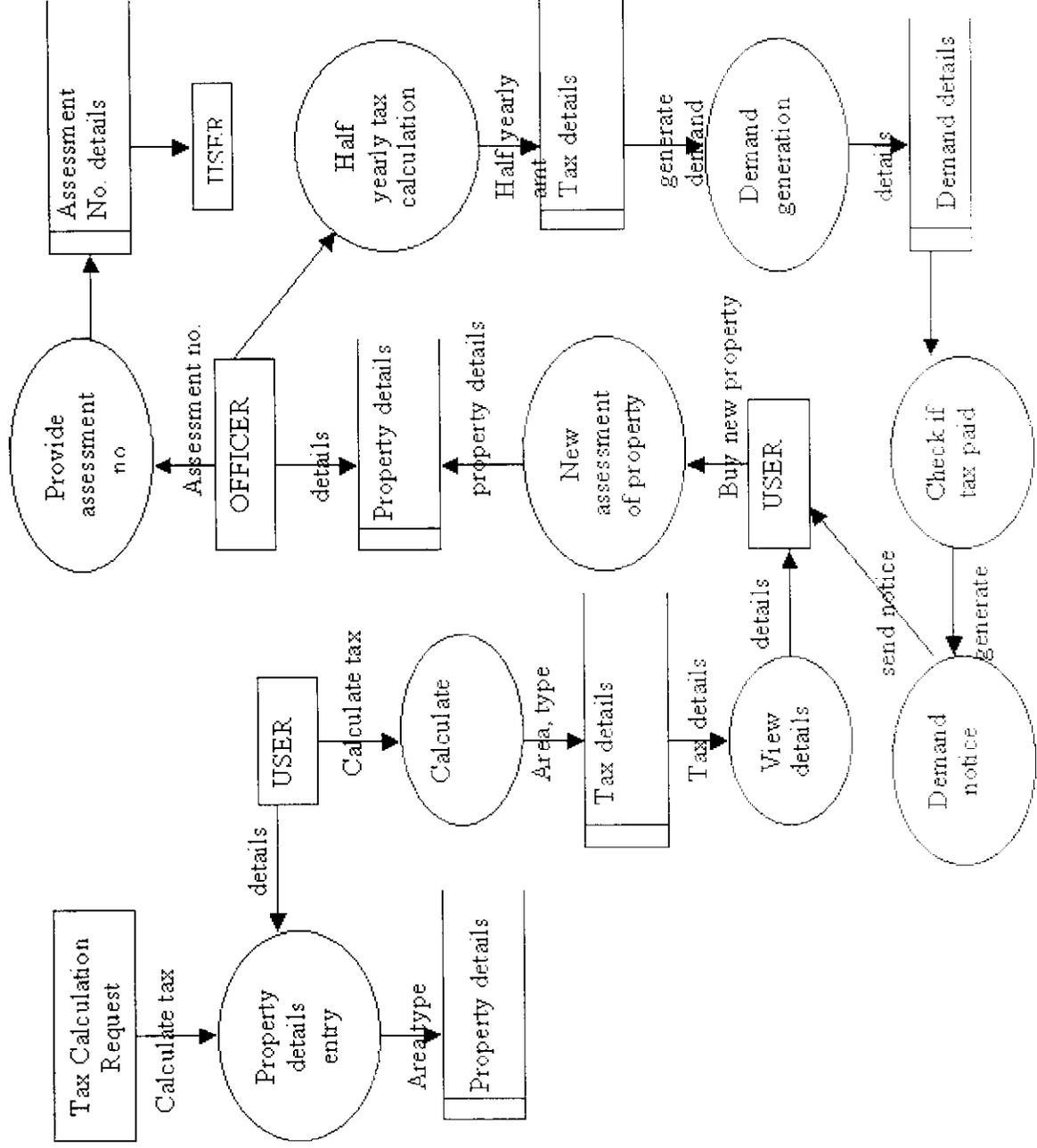
Online Birth/Death Certificate Issual Process



Online Communication Hall booking



Tax Calculation & Demand Generation



IMPLEMENTATION DETAILS



5. IMPLEMENTATION DETAILS

Implementation is the stage of the project when the theoretical design is turned in to a system. This is the crucial phase in the system life cycle. Implementation means putting a new system design into operation. Following steps are considered in the implementation stage:

- Implementation Planning
- System Conversion
- User Training
- Data Transmission

5.1 Implementation Planning:

This planning is a logical starting point to manage different activities that must be covered. A pre-implementation meeting with the personals from all departments is arranged.

5.2 System Conversion:

Conversion is a process of changing from old system to the new one. The system implementation is done using the following conversion methods

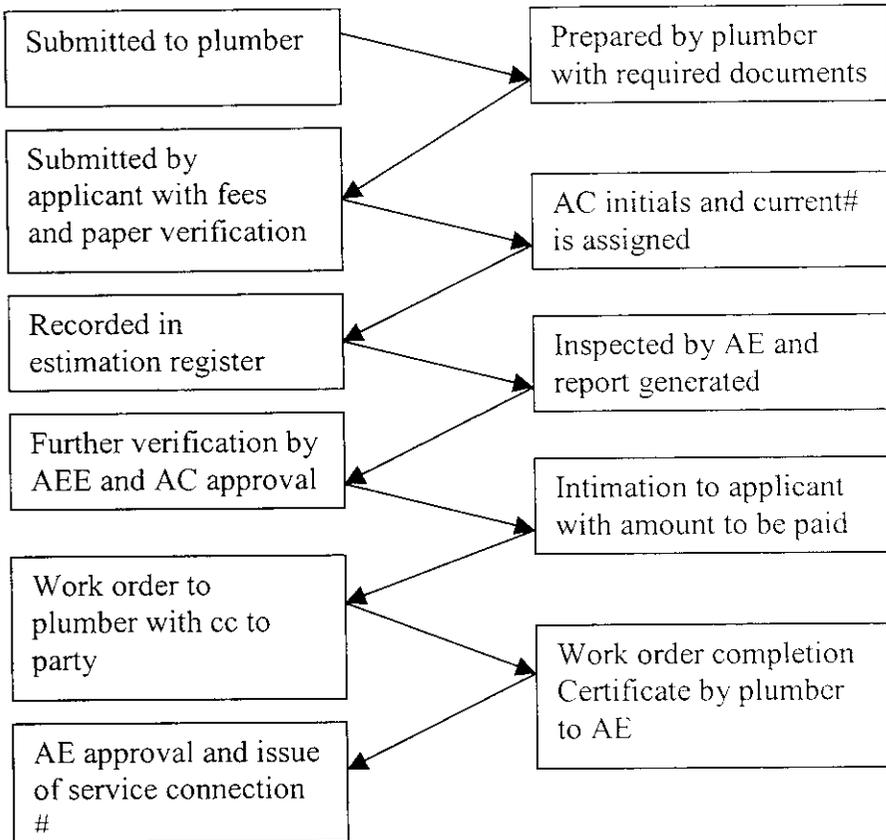
- Direct Conversion
- Parallel Conversion

5.3 User Training:

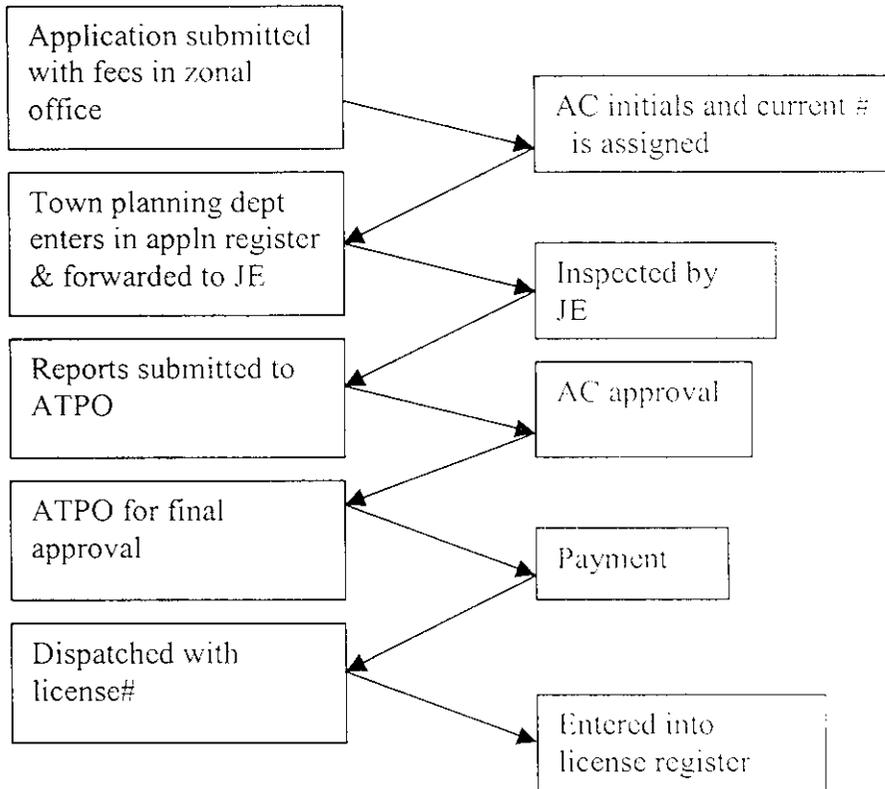
Hands-on training to user is essential to make them comfortable with the system. Accordingly, two or three day demonstration and practical training with the past data are to be given to the users of the system.

WORKFLOW IMPLEMENTATION:

WATER CONNECTION:



BUILDING PLAN APPROVAL:



TESTING



6. TESTING

Testing is a vital process to the success of any system. At first, the system is tested to see whether it produces correct outputs. Then, the system is tested for volume of transactions, stress and recovery from failure and usability.

6.1 Functional testing

Functional testing is performed to specify the operating conditions, input values and expected results. All the functions in the system are tested with required parameters.

6.2 Stress testing

The purpose of stress testing is to determine the limitation of the system. In this system, stress testing is performed to identify whether the package is able to handle all the abnormal situation.

6.3 Performance testing

Performance testing is done with this system to verify the response time, execution time, throughput, primary and secondary memory utilization and traffic rate on data channel and communication links.

6.4 Structural testing

Structural testing is performed to examine the internal processing logic of the system in each and every phase.



6.5 White Box testing:

White box testing is done with the system, which derives test cases that do the following:

- Guarantee that all the independent paths within a module have been exercised at least once in the package.
- Exercise all logical decisions on their true and false sides.
- Execute all loops at their boundaries and within their operation bounds.
- Exercise internal data structures to ensure their validity.

One of the test case tools of white box testing is control structure testing.

6.6 Control Structure testing:

This test case design exercises the logical conditions contained in a programme module of the package.

6.7 Data Flow testing:

The data flow testing method selects test paths of programme according to the locations of definitions and uses of variables in the package.

6.8 Loop testing

Loops are cornerstones for the vast majority of all algorithms implemented in software. Loop testing is done with the system that focuses exclusively on the validity of loop constructions.

CONCLUSION AND FUTURE OUTLOOK



7. CONCLUSION AND FUTURE OUTLOOK

Creating business applications using web services entails putting into proper relationship a number of other web services, which can be implemented by using any combination of programming language, operating system, or packed software, inside or outside the firewall.

Through the widespread adoption of Web services, the internet is becoming more efficient, especially for business interactions. In the next generation, Web services building blocks will enable automatic Internet interactions, combining direct access to software applications and business documents, by-passing familiar text-based Web pages to software-based data directly.

Web services is the next stage of evolution for e-business- the result of viewing systems from a perspective that everything is a service, dynamically discovered and orchestrated, using messaging on the network.

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WEBSITES

www.asp.org

www.oracle.com

www.w3schools.com

APPENDICES



9. APPENDIX

SAMPLE TABLE STRUCTURE

MASTER TABLES

Water_master:

NAME	NULL?	DATATYPE
APPNO	NOT NULL	VARCHAR2(20)
ANAME		VARCHAR2(20)
CITY		VARCHAR2(20)
PINCODE		VARCHAR2(15)
SRVICE_CONNNO		NUMBER(20)
ZONE		VARCHAR2(20)
WARD		VARCHAR2(10)
FLAG		VARCHAR2(10)
STATUS		VARCHAR2(5)
TYPE		VARCHAR2(20)

Build_Master

NAME	NULL?	DATATYPE
APPNO	NOTNULL	VARCHAR2(20)
ANAME		VARCHAR2(25)
AADDRESS		VARCHAR2(25)
CITY		VARCHAR2(15)
PINCODE		VARCHAR2(10)
SER_CONN		NUMBER(20)
ZONE		VARCHAR2(20)
WARD		VARCHAR2(10)
FLAG		VARCHAR2(10)
PLINTH AREA		VARCHAR2(10)
PLOT_ADD		VARCHAR2(25)
SURVEY_NO		VARCHAR2(10)
PLOT_AREA		VARCHAR2(10)
STATUS		VARCHAR2(5)



TRANSACTION TABLES

Water_conn:

NAME	NULL?	DATATYPE
APPNO	NOT NULL	VARCHAR2(20)
STARTDATE		DATE
FINALDATE		DATE
DESIGID		VARCHAR2(10)
FLAG		VARCHAR2(15)

Build_conn:

NAME	NULL?	DATATYPE
APPNO	NOT NULL	VARCHAR2(20)
STARTDATE		DATE
FINALDATE		DATE
DESIGID		VARCHAR2(10)
FLAG		VARCHAR2(15)

Birth_conn:

NAME	NULL?	DATATYPE
APPNO		VARCHAR2(20)
STARTDATE		DATE
FINALDATE		DATE
DESIGID		VARCHAR2(10)
FLAG		VARCHAR2(15)

Death_conn:

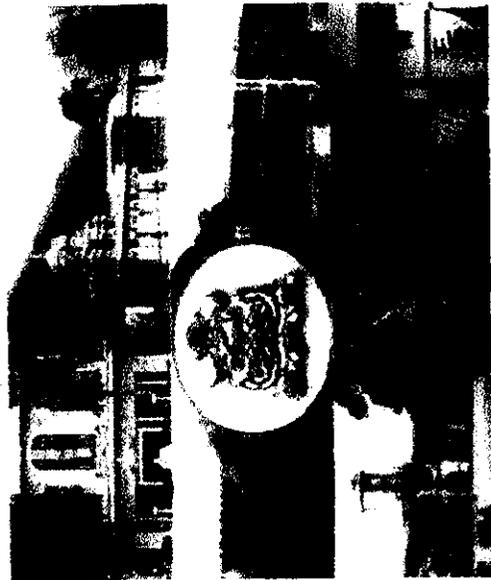
NAME	NULL?	DATATYPE
APPNO		VARCHAR2(20)
STARTDATE		DATE
FINALDATE		DATE
DESIGID		VARCHAR2(10)
FLAG		VARCHAR2(15)



Coimbatore City Municipal Corporation

General Information
About City
Auditoriums
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Temples
Hotels
City Man

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Application Entry
 Status Update
 Assessment/Service Connection
 No Entry

Service Selection

Service Selection	
Section:	Engineering
Service:	New Water Supply Connection
Service Type:	Domestic



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Application Entry

Service:	NEW WATER SUPPLY CONNECTION
Service Type:	DOMESTIC
Zone:	EAST ZONE
Ward:	WD-06
Date of Issue of Application:	22-Jun-03
Name of the Applicant:	Nithesh Kumar
Date of Registration:	24-Jun-03
Address 1:	336, Thudiyalur Road
Address 2:	Saravanampatti
City:	XXXXXX
State:	XXXXXX
Pincode:	626 035
Phone:	0422-26253633
E-Mail:	nithesh@yahoo.com

Coimbatore City Municipal Corporation

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Applications pending (3)

Application No	Current No	Zone	Ward	Service	Category	Detail
00030624001	0001	EAST ZONE	WARD-06	NEW WATER SUPPLY CONNECTION	COMMERCIAL	..
00030624002	0002	EAST ZONE	WARD-08	BUILDING PLAN APPROVAL	Domestic	..
00030624003	0003	EAST ZONE	WARD-11	NAMETRANSFER WATER SUPPLY CONNECTION	BULK	..



Coimbatore City Municipal Corporation

Services >> Town Planning >> Building Plan Approval >> Application Status

[Engineering](#)

[Public Health](#)

[Revenue](#)

[Town Planning](#)

*** Application Status Tracking

*** Building Plan Approval

Reference Number*

The Fields Marked * must be filled

BUILDING PLAN APPROVAL

Reference No. 298765432 Service

Ward WARD - 34

Applicant Name SARAVANAN Address Bharathi Park, Saibaba Colony

Status Pending

S.No	Work Flow	Start Date	End Date	Officer Responsible	Remarks	Status	Max Days	No.Of Days Taken
1	Application Entry	29-May-2003	29-May-2003	Clerk		Sanctioned	1	0
2	Verification 1	29-May-2003	10-Jul-2003	AE/JE (TP)	Letter send for L.P.A Development charges	Sanctioned	4	42
3	Verification 2	10-Jul-2003	14-Jul-2003	ATPO	A Letter sent to the party for the remittance of LPADC	Sanctioned	2	4
4	Verification 3	-	-	AC	LETTER SENT TO THE PARTY ON 7.7.03 FOR THE REMITTENCE OF L.P.A D.C	-	1	-
5	Approval	-	-	TPO	-	-	2	-
6	Sanction	-	-	COM	-	-	2	-
7	Dispatch	-	-	Rcd CLERK	-	-	1	-
		Completed				Under process		Not received

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Coimbatore City Municipal Corporation

services>>Engineering>>New Water Supply Connection>>Application Status

*** Application Status Tracking

*** New Water Supply Connection

Reference Number *

The Fields Marked * must be filled

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NEW WATER CONNECTION

Reference No. 20030529059 Service
 Ward WARD-06
 Applicant Name NITESH KUMAR Address
 Status Pending

Thudiyalur Road, Saravanampatti

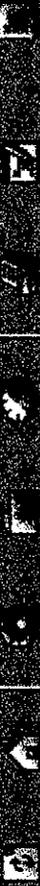
S.No	Work Flow	Start Date	End Date	Officer Responsible	Remarks	Status	Max Days	No.Of Days Taken
1	Application Entry	29-Jun-2003	29-Jun-2003	Clerk		Sanctioned	1	0
2	Verification 1	29-Jun-2003	10-Jul-2003	A/E/JE	Letter send for L.P.A Development charges	Sanctioned	4	11
3	Verification 2	10-Jul-2003	14-Jul-2003	AEE	A Letter sent to the party for the remittance of LPADC	Sanctioned	2	4
4	Verification 3	14-Jul-2003	15-Jul-2003	EE	LETTER SENT TO THE PARTY ON 7.7.03 FOR THE REMITTENCE OF L.P.A. D.C	Sanctioned	1	1
5	Approval	15-Jul-2003	15-Jul-2003	AC	send to west zone	Sanctioned	2	0
6	Sanction	-	-	COM	-	-	2	-
7	Dispatch	-	-	Red CLERK	-	-	1	-
		Completed		Under process		Not received		



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Assessee Details for Bharathi Park in Ward - 34

#	WARD	ASST NO.	Name & Address	Half-Yearly Tax	Penalty	Total
1.	Wd-34	<u>61632</u>	Raju 10, Bharathi Park, Coimbatore.	2,510.00	550.00	3,060.00
2.	Wd-34	<u>66150</u>	Kumar 11, Bharathi Park, Coimbatore.	308.00	150.00	458.00



Coimbatore City Municipal Corporation

ue>> Tax dues

*** Property Tax

*** Individual Tax Dues

Assessment Number*

The Fileds Marked * must be filled



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Coimbatore City Municipal Corporation

ices>>Public Health>>Status Tracking

*** Public Health

Engineering

Public Health

Revenue

Town Planning

*** Application Status Tracking

Reference Number *

The Fields Marked * must be filled

REQUEST FOR BIRTH CERTIFICATE

Reference No. 20030529068

Service

Ward WARD. 51

Address LAKSMI MILLS COLONY, CBE

Applicant Name RAJU

Status Completed

S.No	Work Flow	Start Date	End Date	Officer Responsible	Remarks	Status	Max Days Taken	No.Of Days Taken
1	Application Entry	29-Aug-2003	29-Aug-2003	CLERK		Sanctioned	1	0
2	Verification1	29-Aug-2003	06-Sep-2003	HEALTH OFFICER	Issued	Sanctioned	6	7
3	Issue Certificate	06-Sep-2003	10-Sep-2003	SI	Issued	Sanctioned	2	4

Completed

Under process

Not received