



महाराष्ट्र शासन

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
दिनांक :- ०३ ऑक्टोबर २०१५.

प्रति,
जनरल मॅनेजर,
महाऑनलाईन लि.
सायन, मुंबई

विषय :- "आदिवासी विकास आयुक्तालय, महाराष्ट्र राज्य, नाशिक
कार्यालयाची वेबसाईट तयार करणे बाबत..

संदर्भ :- मा. सचिव, आदिवासी विकास विभाग, मंत्रालय, मुंबई
यांचेकडील बैठक दिनांक ३०/०९/२०१५.

"आदिवासी विकास आयुक्तालय, महाराष्ट्र राज्य, नाशिक या कार्यालयाच्या वेबसाईट संदर्भात वरील संदर्भान्वये दिनांक ३०/९/२०१५ रोजी मंत्रालय, मुंबई येथे झालेल्या बैठकीस अनुसरून या सोबत वेबसाईट संदर्भात आयुक्तालयाच्या गरजांचा विचार करून आवश्यक ती मागणी (Requirement) इंग्रजीमध्ये तयार करून या सोबत जोडून पाठविण्यात येत आहे. तथापी या मागणीमध्ये (Requirement) जादाची माहिती किंवा गरजांबाबत आदिवासी विकास आयुक्त कार्यालयाशी संपर्क साधण्यात यावा ही विनंती.


आयुक्त, आदिवासी विकास,
महाराष्ट्र राज्य, नाशिक. 

प्रत माहितीस्तव सादर :-

मा. सचिव, आदिवासी विकास विभाग, मंत्रालय विस्तार, मुंबई ४०० ०३२.

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Scope of Work / Functional Requirements

*New Website Implementation for
Commissionerate Nashik,
Tribal Development Department*

October 2015

Document Control

<i>Version</i>	<i>Date</i>	<i>Name</i>	<i>Role</i>	<i>Summary of Changes</i>
1.0	21/09/2015	Santosh Chavan	Team Member	Initial Draft
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Review

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3.0	03/10/2015	Abhishek Dubey	Principal Consultant

Approvals

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1. Introduction

1.1. Tribal Development Department Overview

In 1972, Tribal Development Directorate established for effective implementation of Tribal Welfare Schemes under Social Welfare Department. In 1976 Tribal Development Commissionerate was established. Independent Tribal Development Department was established on 22nd April 1983 and Department works independently since 1984. To strengthen the Tribal Development Department, Directorate was merged into Commissionerate in 1992.

There are 4 ATC (Addl. Commissioner, Tribal Development) and 29 ITDP (Integrated Tribal Development Project) offices for effectively implementation of various State Govt. & Central Govt. welfare schemes. These schemes include social welfare, economical welfare, educational upliftment, social justice, women & child welfare, healthcare, nutrition, employment, etc. Total outlay of this department for the year 2015-16 is Rs.5170 Crores.

There are 45 Scheduled Tribe Communities in Maharashtra, in which the Bhils, the Gonds, the Mahadeo Kolis, the Pawras, the Thakurs and the Varlis are the main tribes. There are three tribes Viz. the Kolams (Yavatmal District), the Katkaris (mainly in Raigad, Thane and Palghar Districts) and the Madia Gonds (Gadchiroli District), which have been notified as Primitive Tribes by the Government of India.

There are 36 Districts in the State and the tribal population is largely concentrated in the Western Hilly Districts of Dhule, Nandurbar, Jalgaon, Nashik, Palghar and Thane (Sahyadri Region) and the eastern forest Districts of Chandrapur, Gadchiroli, Bhandara, Gondia, Nagpur, Amravati and Yavatmal (Gondwana Region).

There are total 29 Integrated Tribal Development Project Offices in the State. Out of which 11 Integrated Tribal Development Project Offices have been declared most sensitive. These most sensitive I.T.D.P. Offices are namely Nashik, Kalwan, Taloda, Jawhar, Dahanu, Dhaarani, Kinwat, Pandharkavda, Gadchiroli, Aheri and Bhamragad.

List of 4 ATCs (Additional Tribal Commissionerate) Offices:

Sr	Additional Commissionerate Offices (ATCs)	No. of Project Offices	Name of Project Offices under ATC
1.	Additional Commissionerate Amravati	7	Aurangabad, Kinwat, Kalmnuri, Dharni, Akola, Pusad, Pandharkawda
2.	Additional Commissionerate Nagpur	8	Bhandara, Nagpur, Chandrapur, Gadchiroli, Bhamragad, Deori, Aheri, Chimur
3.	Additional Commissionerate Nashik	7	Dhule, Yawal, Kalvan, Rajur, Taloda, Nandurbar

4.	Additional Commissionerate Thane	7	Jawhar, Dahanu, Pen, Shahapur, Ghodegaon, Solapur
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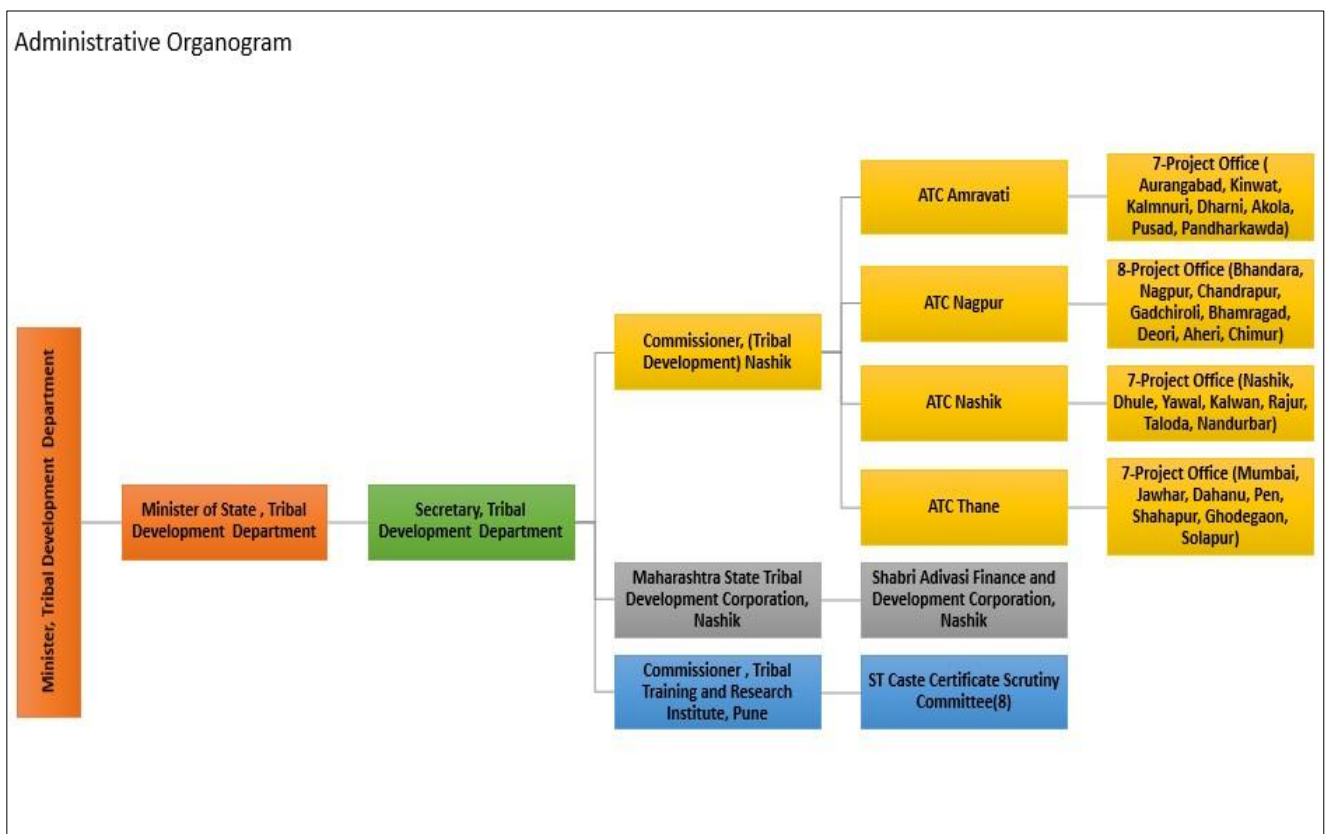
List of 29 ITDP (Integrated Tribal Development Project) Offices:

Sr. Integrated Tribal Development Project Offices, Tribal Development Department	
1.	Aheri (अहेरी)
2.	Akola (अकोला)
3.	Aurangabad (औरंगाबाद)
4.	Bhamragad (भामरागड)
5.	Bhandara (भंडारा)
6.	Chandrapur (चंद्रपूर)
7.	Chimur (चिमूर)
8.	Dahanu (डहाणू)
9.	Deori (देवरी)
10.	Dharni (धारणी)
11.	Dhule (धुळे)
12.	Gadchiroli (गडचिरोली)
13.	Ghodegaon (घोडेगाव)
14.	Jawhar (जव्हार)
15.	Kalamnuri (कळमनुरी)
16.	Kalwan (कळवण)
17.	Kinwat (किनवट)
18.	Mumbai (मुंबई)
19.	Nagpur (नागपूर)
20.	Nandurbar (नंदुरबार)
21.	Nashik (नाशिक)
22.	Pandharkawda (पांढरकवडा)

23.	Pen (पेण)
24.	Pusad (पुसद)
25.	Rajur (राजूर)
26.	Shahapur (शहापूर)
27.	Solapur (सोलापूर)
28.	Talode (तळोदे)
29.	Yawal (यावल)

1.2. Organization Structure

Organization structure of Tribal Development Department



Source: <https://tribal.maharashtra.gov.in>

2. Features required / Scope of Work – Overview

2.1. Desirable Features Overview

A per the direction given by Hon. Secretary Sir and as per the discussion held at Department of Information Technology (DIT), Mantralaya regarding website compliance Status (GIGW and Localization parameters) of existing Commissionerate website, requesting for detailed proposal for developing a new website for Commissionerate Nashik, which will be compliant to Guidelines for Indian Government Website (GIGW), W3C and other important standards with fulfilling following brief minimum requirements mentioned below.

- Proposed website should be bi-lingual website (English and Marathi). Home page should open in Marathi. User should have option to select view of content on website in English and Marathi language.
- Proposed Website design should be as per DIT, Government of Maharashtra's Compliance Matrix of Guidelines for Indian Government Website (GIGW), W3C, Mobile friendly, Platform compatible etc.
- Home page of proposed website should display features such as Feedback Form, Sitemap, Search Features & Updated Organization Chart of Department, Staff Directory of Commissionerate and allied offices, and Citizen Charter etc.
- Proposed website should contain detailed Organization chart for Tribal Development Department which should include each functional unit of the Department including Commissionerate-1, Additional Tribal Commissionerate (ATC)-4 and Project Offices (POs)-29 and link should be present on home page.
- Proposed website should display all allied Offices Details of Tribal Development Department (Commissionerate, Additional Tribal Commissionerate, and Project Offices) should include office address, building/ Site photo, contact details, Telephone, Fax, Email ID, Google Map for reference etc.
- Proposed website should display Staff Directory which should contain key officials details of Commissionerate, Additional Tribal Commissionerate, Project Office, Ashramshala and Hostels which should include name, official Photo, Qualifications, designation, contact details (phone, email Id) etc.
- Proposed website should display list of services provided for Students/ Institutions etc. by each unit including Commissionerate, Additional Tribal Commissionerate and Project Offices.

2.2. Necessary Features Overview

- Proposed website should be a dynamic website, portal needs to be managed, and updated regularly by content management system which should be user friendly with photo uploading facility available. Date of content updated should be displayed clearly on home page. (for example: Content updated on date DD/MM/YYYY: HH.MM)
- Proposed website should display Ashramshala/ Hostel list PO wise on home page. Each Ashramshala/ Hostel profile should include services provided, time scheduling, building photos, staff number and details, number of toilet and bathroom availability and cleanliness with photos, provision for updating repairing requirements, complaints/ feedback system etc.
- Provision should be made to update Inventory/ services provided to Ashramshala/ Hostel students on website on regular basis.
- List of Students admitted to Ashramshala/ hostels should be displayed on website
- Important details regarding Tribal Development Department including Commissionerate, Additional Tribal Commissionerate, Project Offices, Ashramshala, and hostels which needs to be declared under Right to Information (RTI) act, need to be displayed on the proposed website.
- E-Vikas link should be available on home page of portal for Scholarship Application, Ashramshala/ Hostel online admission process etc. Also important notices, timelines should be updated on home page on regular basis.
- All important Programs list, Schemes, Performa, Application Formats, and Online Application Processes Flow etc. should be updated on website on regular basis.
- Facility should be made available to update number of calls received on helpline with token number along with action taken by concern Project Offices.
- MIS & facility to generate intelligence report related to all schemes should be made available, along with Scheme Management Dashboard.

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- Data Interpretation in terms of expenses, physical financial achievements, targets for Schemes should be available on portal.
 - As per the Indian Government Website guidelines, Provision for Unique Identification Number (UID) Integration in website.
 - Periodical Security Audit should be carried out (at least once in year) to identify potential risk and security challenges for portal with solutions
 - Facility to capture Visitors count should be made available.

3. Standards and Guidelines – Compliance Overview

As per the directions of Government of India norms regarding Indian Government Website, The Proposed New Commissionerate Website should be compliant following Standards/ Guidelines:

- GIGW (Guidelines for Indian Government Website)
- W3C Validation
- Accessibility Standards WCAG 2.0
- Mobile Friendliness: It can be accessible or can be opened on all supporting Mobile Phones, all possible leading Portable Devices such as Tablets, Phablets etc.
- Platform Compatibility: Can be accessible on all leading operating systems including - Windows, Android, Mac OS (apple devices) etc.
- Browser Compatibility: It should be compliance to all leading browsers including – Internet Explorer above 6.0, Google Chrome, Mozilla Firefox, Safari etc.
- Valid Security Certification received

4. Type of Users – Role and Responsibility Overview

As mentioned in Commissionerate Website User Details section, Login should be created for each user. Type and total number of Users which needs to be created should include following but not limited to:

4.1. Type of Users

Sr.	Offices/ Functional Units	Expected No. of Users
1.	Tribal Development Department, Mantralaya	1
2.	Commissionerate Nashik	1
3.	Additional Tribal Commissionerate	4
4.	Project Offices	29
5.	Ashramshala	529
6.	Hostel	491

4.2. User's Roles and Responsibilities

As mentioned in Commissionerate Website User Details section, Login should be created for each user. Roles and responsibilities for each level of users should be following but not limited to:

- Facility should be made available to create Super Users which can monitor the group user activities, login details etc.
- Respective users should able to access their respective profile created on portal e.g. Project Office- Project Officers, Ashramshala- Head Masters, Hostel- Warden etc. users etc.
- Respective users should able to update their respective profiles and details such as Office Name, Address, uploading building photos, toilet bathroom photos, inventory details, available stock etc. as applicable .

- Respective users should be able update their staff details of offices such as Mantralaya, Commissionerate, ATC Office, Project Office, Ashramshala, and Hostel through website using their login required.
- User should be able to update details of their daily activities/ transactions such as attendance for Ashramshala and Hostel Students, Bill Generation & report generation of PO etc. through website.
- Super User should able to monitor data entered through report generated at real time for ATC Office, Project Offices, Ashramshala, Hostels etc.
- Users should have option to generate Intelligence report from website as and when required such as Pending application Status, Bill Generated, ECS done, PO Wise Status/ Performance in clearing the applications, scholarship disbursements etc.
- In case of any issues users should able to launch complaints through mail facility provided in website or he give reviews based his user experience through perception survey facility.
- User should able to access the number of helpline call/ tickets/ token registered for respective their offices whereas super user can monitor Complaints/ feedback of their group users i.e. Mantralaya, Commissionerate, ATC, PO respectively. Also Ashramshala and Hostel related complaints can be viewed by PO, their respective Super User i.e. ATC & Commissionerate and finally, Mantralaya. So that number complains registered and action taken on those complains / feedbacks can be monitored by Super Users.

5. Training Requirements Overview

The following sections describe the training requirements required for all types users whose going to access the website for different functionalities, services etc.

- As per the list of functionalities/ features proposed in the new Commissionerate website and type of expected users it is important to provide hands on training session for the all type of Users.
- The format for the Training sessions should be based on Type/ Level of Users- with his responsibilities, authorization levels, Services that the particular user can access etc. then along with these reporting sections available/ accessible for that particular login and the finally process for raising queries/ Complaints/ Feedback etc.
- For Super Users the reporting section training is important. Training session should include how to access group user's data, reports, Activity logs, and consolidating the same to have complete view of group of offices under super users, giving remarks or suggestions online on any activity of data status etc.
- Training session should be conducted at Client Environment, with detailed presentations, providing hands-on trainings on Website, providing manuals/ booklets to be read for each level of users with how to sections and providing details functionality of website based on User level.
- After completion of UAT successfully and on confirmation from department, A Technical Support/ Technical Assistance/ Manpower (One at each office in office working hours) should be deployed at Commissionerate Nashik, Additional Tribal Commissionerate offices (total 4) and Project Offices (total 29) level to for support and resolve technical queries will need to be faced by Users at initial phase i.e. At least for Six Month from date of Successfully UAT and Go Live of Website.