

24

*Years of
Group
Innovation*



**e-GOVERNANCE
SOLUTION**

Introduction

One of the most modern initiatives to establish good governance is e-Governance. At present, the features of e-Governance are observed in almost all developed, or underdeveloped, and developing countries to foster their developmental processes.

e-Governance raises transparency, accountability, efficiency, effectiveness, and inclusiveness in the governing process in terms of reliable access to the information within government, between government, national, state, municipal, and local level governments, citizens, and businesses, and empowers businesses through access and use of information.

Synergy e-Governance is about the use of technology to steer citizens and promote public service. It includes a pragmatic application and usage of technology for delivering efficient and cost-effective services and information and knowledge to the citizens being governed, thereby realizing the vast potential of the government to serve the citizens. It made correlations between state and society, government and people, people to people, governance and society.

Objectives

1. Make information available for everyone.
2. Government be aware of people's problems.
3. Encourage people's participation in government activities.
4. Establish transparency and accountability.
5. Reduce the cost of information and services.

Outcome

1. Citizen satisfaction
2. Maintain the development trend
3. Increase transparency
4. Better decision-making for people.
5. Reduce the middleman's cost.

Solution features

1. Convenience
2. User friendly - easy to use
3. User empowerment
4. High Performance
5. Scalable
6. Lightweight
7. Many more functionalities from the Synergy Platform can be used.

e-Governance Modules



Functional Specifications

Complete e-Governance services

1. Grievance Registration Services

- User can file complaints/issues, track the status of raised issues, and can see the latest updates on the dashboard.
- User can call or email in the helpline module 24/7
- Chat window for assistance

2. Citizen Dashboard(My Requests)

- It has a dashboard with all functionality features
- Can check and view all the services
- Can filter the results based on different criteria like date, request status 24/7
- Chat window for assistance

3. Citizen Dashboard(My Payments)

- View the pending and completed request details
- View the history of different payments
- Filter the payment records based on different criteria like date filter, subject, service number, etc
- Search particular payment with task subject or service number

4. Employee Dashboard

- Can check tasks assigned to them and update the status
- You can also view the graphical representation of their work
- Can view the step task on any service
- Can view/download documents uploaded by citizens for availing the

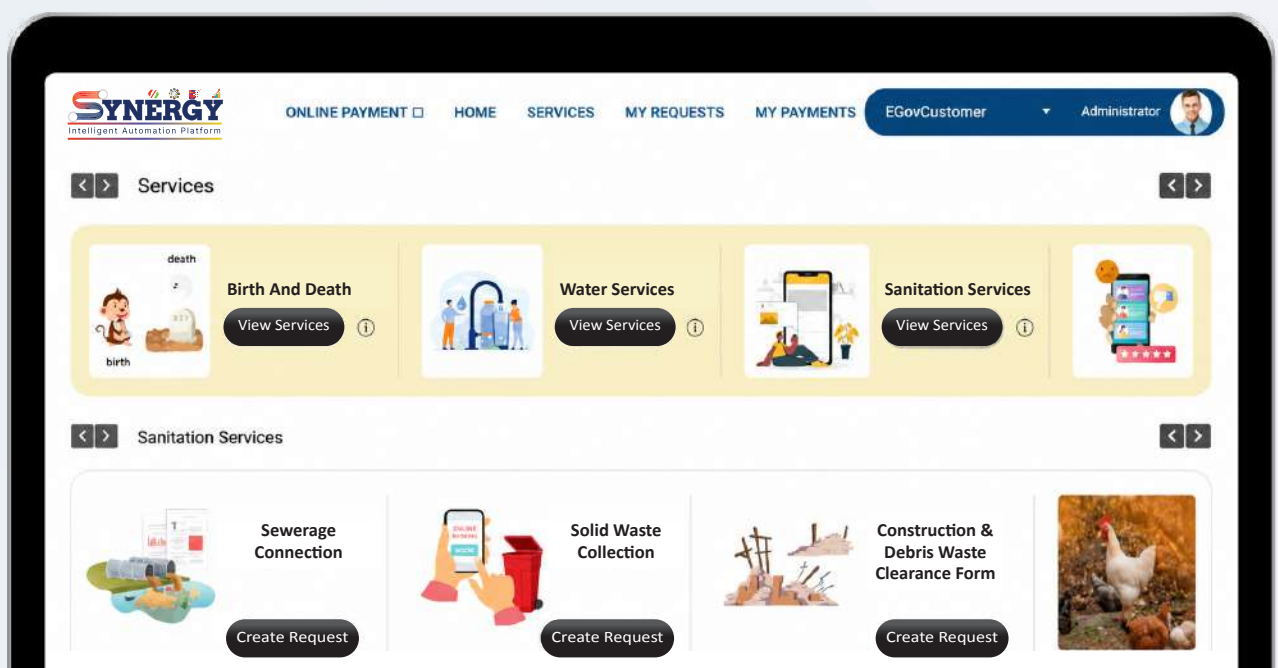
5. Mobile GIS

- It supports popular platforms like Android, and iOS
- It seamlessly interacts with each other in case of multiple mobile applications
- It provides services to the citizens online
- It provides a holistic view of the processes by the Municipal Corporation to the citizens

6. Notification

- Push notifications for information or services
- Receive notification about complaints status

e-Governance Services



Technical Specifications

e-Governance is compatible with all modern browsers and works on all devices and operating systems. Mobile applications are available on all mobile platforms such as Android and Apple. such as Android & Apple.

1. Software Interface

Web Applications can run on any modern browser such as Google Chrome or Microsoft Edge etc. The mobile application will be developed in Google flutter, so it will be cross-platform and work on Android, iOS, etc.

2. Single Sign-In

With role-based user management. System access must be protected by username and password. It should be role-based login. There should be an administrative login and a user's login to facilitate updating respective sections with restrictions. No user should be able to modify other pages not assigned to that role. The program would give

3. Browser independent

The Web portal should be using a CSS-based design approach. The portal should work with the popular versions of major browsers like Internet Explorer, Chrome, Mozilla, etc., and should work with all commonly used screen resolutions.

4. Confidentiality

By disabling the "Inspect Element" feature in the browser to maintain the confidentiality of the application code

5. Accessibility

The portal would be accessed only from pre-designated static IPs and a VPN would be used for information transfer.

6. Navigation

The user should be able to perform operations without having to navigate through multiple pages or links—no operation should require more than 2

7. Restrictions

Executable files would not be allowed to be uploaded.

8. Alert

Exception reporting for tracking unknown IPs requesting access to the server.

9. Administration

The system should not require any administration tasks at the user level. Interfaces should be available for administration/setup operations.

10. Help

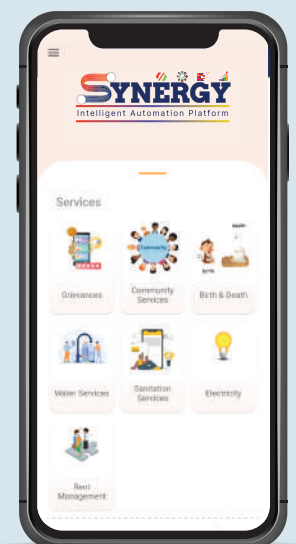
The system should come equipped with a computer-based tutorial in English and the local language for users to "self-solve" any navigability or operational doubts.

11. Standards Adherence

The system should adhere to commonly accepted web design standards (such as the acceptable size of the web page, minimal images, small style sheets, and so on).

Mobile App

*Bring your idea to life
and get set up for
success! Our mobile app
is a new opportunity to
make difference.*





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