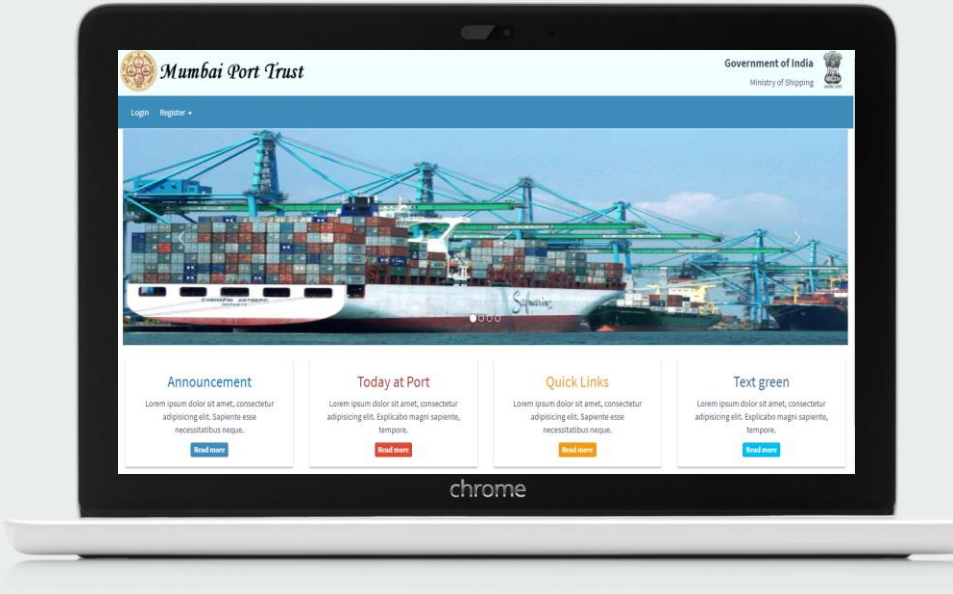
e-PLATFORM & FEEDBACK SYSTEM

Implementation of Mobile Application & Web Portal for an analytical tool for Consumer Satisfaction and Internal Rating



By, CDAC Mumbai

Objective

The objective of this project is to develop an e-Platform and feedback system for providing online application submission and accept feedback for various services offered by MbPT. The system will have capabilities to accept online applications for various MbPT services and receive feedback from customers and generate the ratings for the services / departments. The department officials will be able to access the user feedbacks.

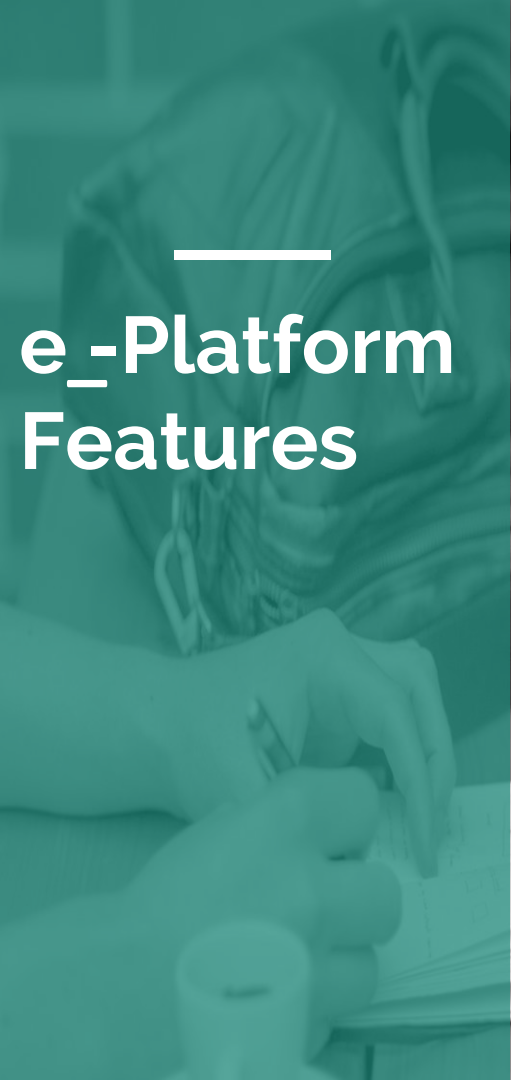
Modules

- e-Platform
- Feedback System

Challenges Overcome

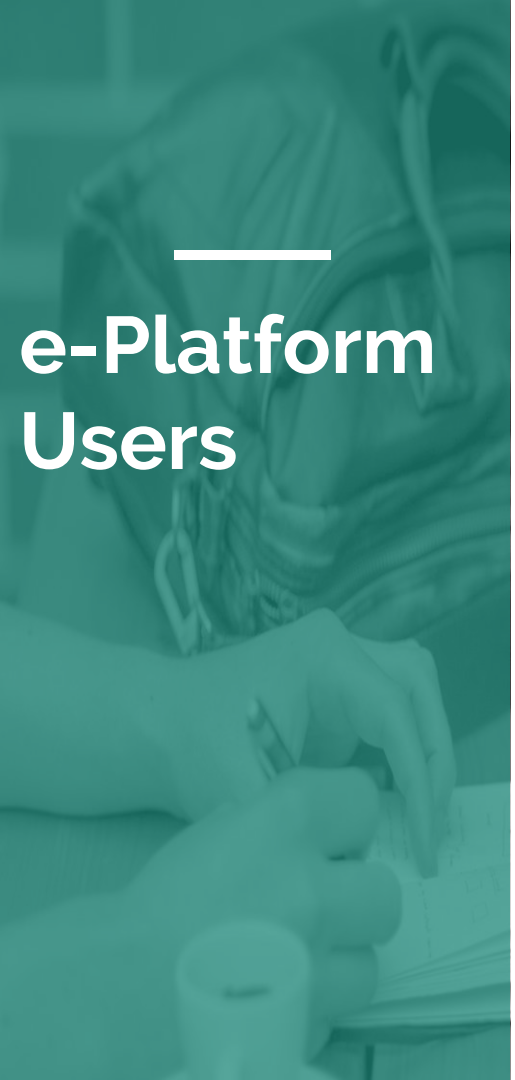
In the existing scenario Mumbai port users avail many of the MbPT services manually by submit applications on paper to the respective Departments, and because of which there is:

- **Lack of transparency**
- **Difficulty in maintenance of records**
- **Time taking process**
- **Inconvenience to the port users**



e_-Platform Features

- MbPT users can:
  - Provide online form submission for various MbPT services.
  - Upload the required documents through e-Platform.
  - Check the status/ remarks / comments made by MbPT
  - Make online payments. (after the MbPT officials enter the amount that is to be paid by the applicant)
- Status of the application will be conveyed to user through email and SMS.
- Provision for MbPT officer to make remarks / comments against each application.
- Provides day wise and month-wise report for each service.
- There will be one nodal officer but multiple MbPT officers can be assigned the same privileges.
- HoD can view various reports / status of the submitted applications for the services under his / her department.
- The e-Platform will not have any back office workflow.
- The e-Platform will not make any payment calculation based upon input in the application



e-Platform Users

- Port User
- Administrator
- Head of Department
- Nodal Officer

Roles of Port User

The **port user** has the following privileges:

- Register / view / edit his / her profile.
- Avail any service from any department through e-Platform.
- Make payments online.
- View the comments from nodal officer.
- Download application form and Permission Receipt as PDF.
- Submit feedback for any service provided by the MbPT which he has availed through e-Platform or through any other existing system.

Roles of Administrator

The **administrator** shall be responsible for following activities:

- Creating/updating new department
- Create feedback for existing MbPT services.
- Creating HoD and Nodal Officer.
- Assignment of HoD to department and Nodal Officer to service.
- Updating HoD and Nodal Officer profile.
- Generate, view and download reports for submitted applications & feedback.
- Update departments / feedback services.
- Activate or deactivate departments /feedback services

Roles of Head Of Department

The **HoD** has following privileges:

- View any service under his / her department.
- View the services availed by the different port users through the e-Platform for his / her department.
- Dynamically create / update the feedback questionnaires related to the services of the department.
- View feedbacks submitted for any of the services that belongs to his / her department.
- Generate / view / download reports about a particular feedback.
- Update his or her profile, reset or change the password.

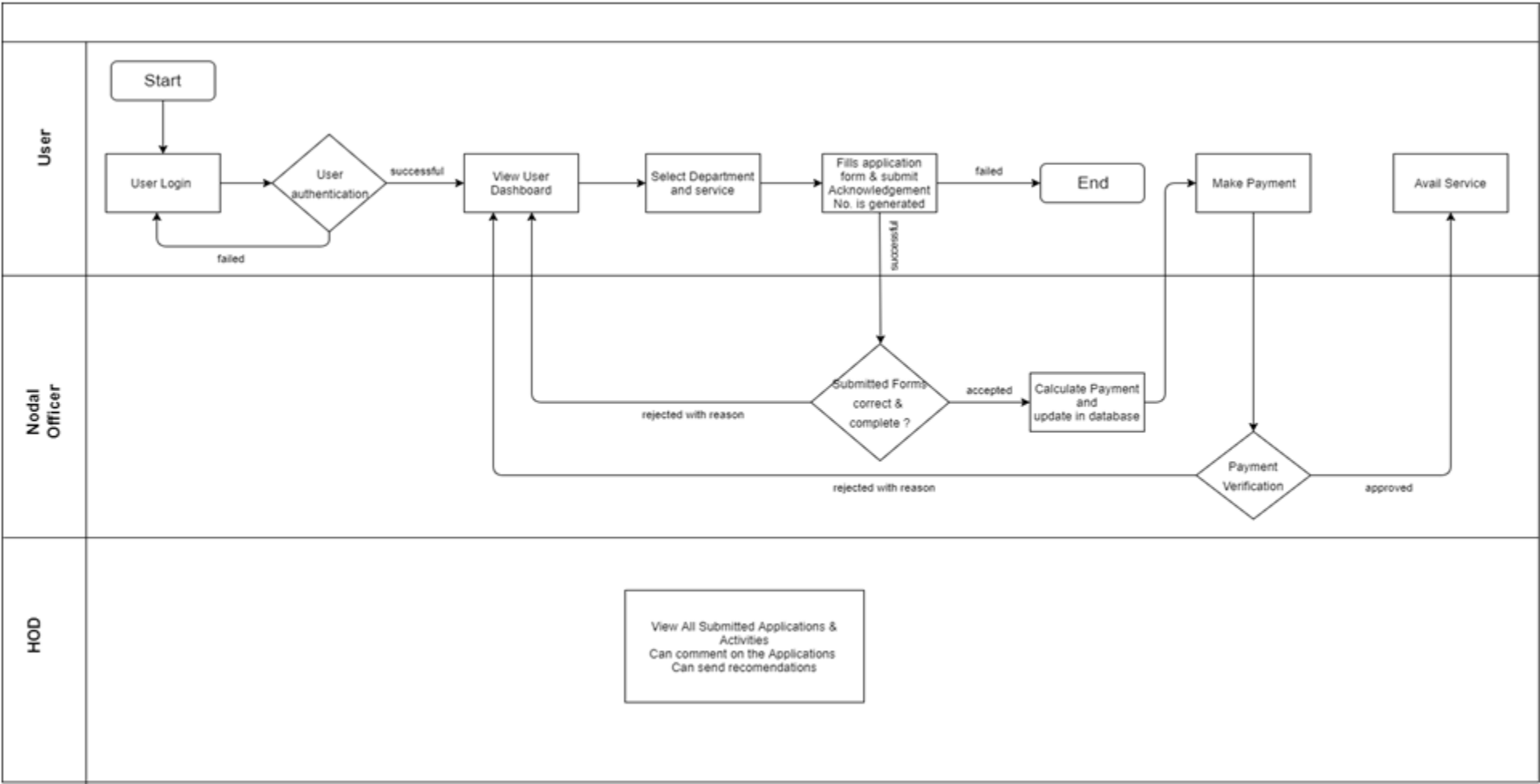
Roles of Nodal Officer

A **nodal officer** can be responsible for one or more services of a department and will have following privileges:

- Nodal officer can view the services availed by the different port users through e-Platform under his/her purview.
- Nodal officer can calculate the payment offline and update the payment information in the E-Platform system.
- Change application status (submitted /approved / rejected / pending) and also comment/remarks on the submitted application.
- Nodal officer can generate reports about a particular feedback.
- Nodal officer can see all the feedbacks of the service for he / she is responsible.
- Nodal officer can login and can update his profile, reset or change the password.

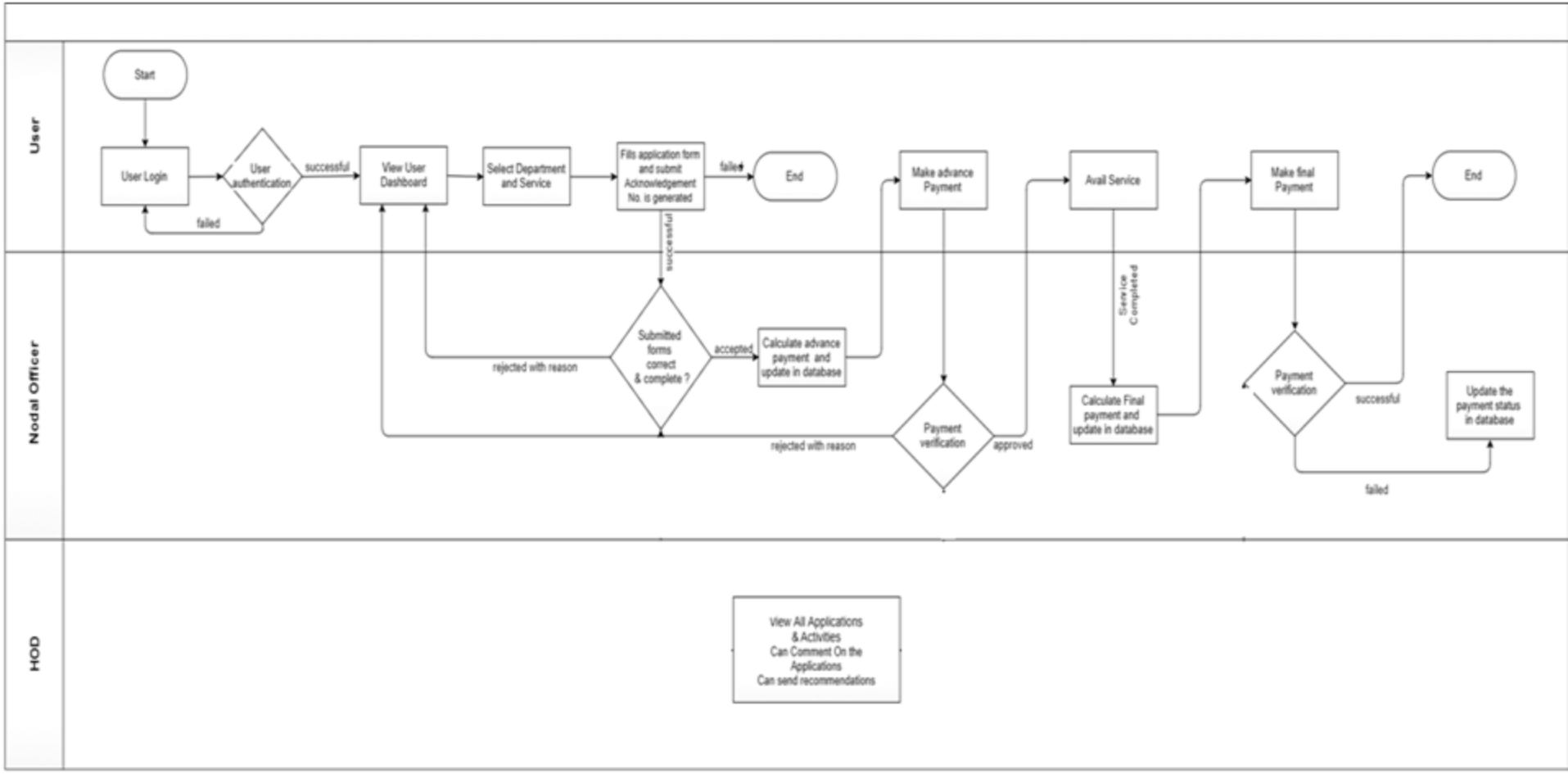
E-platform

Case: Services with One Time Payment

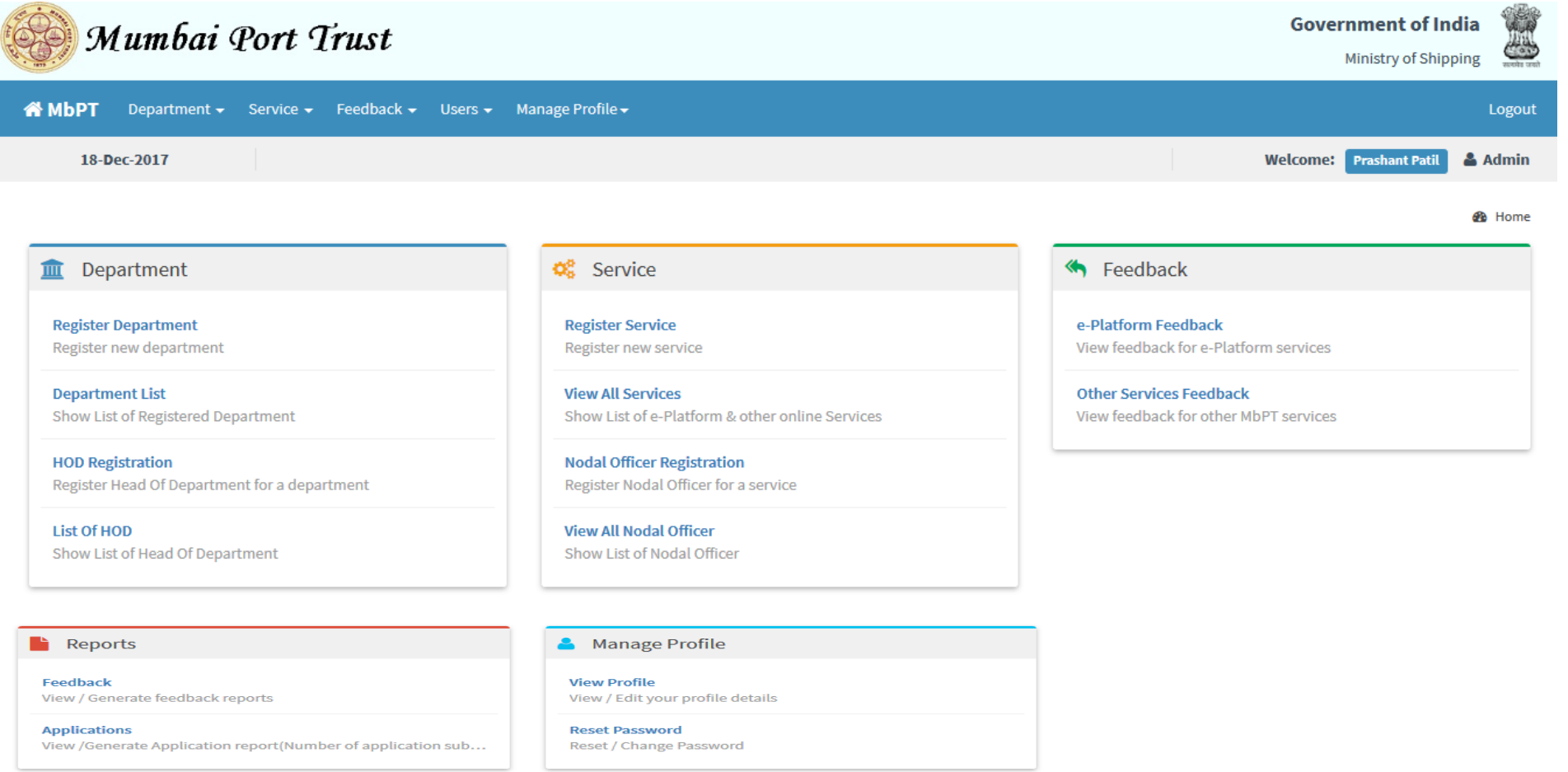


E-platform

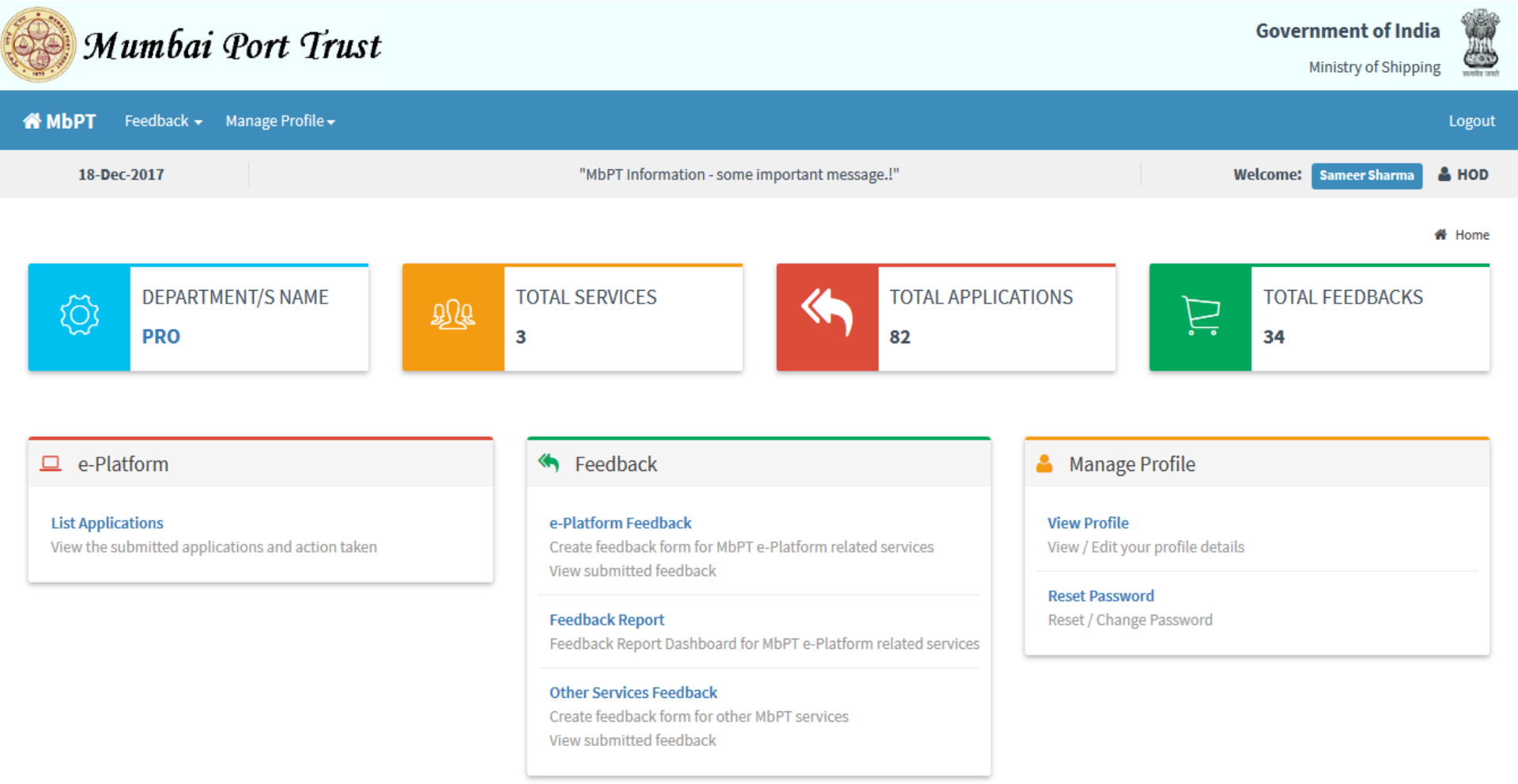
Case: Service with Advance and Final Payment



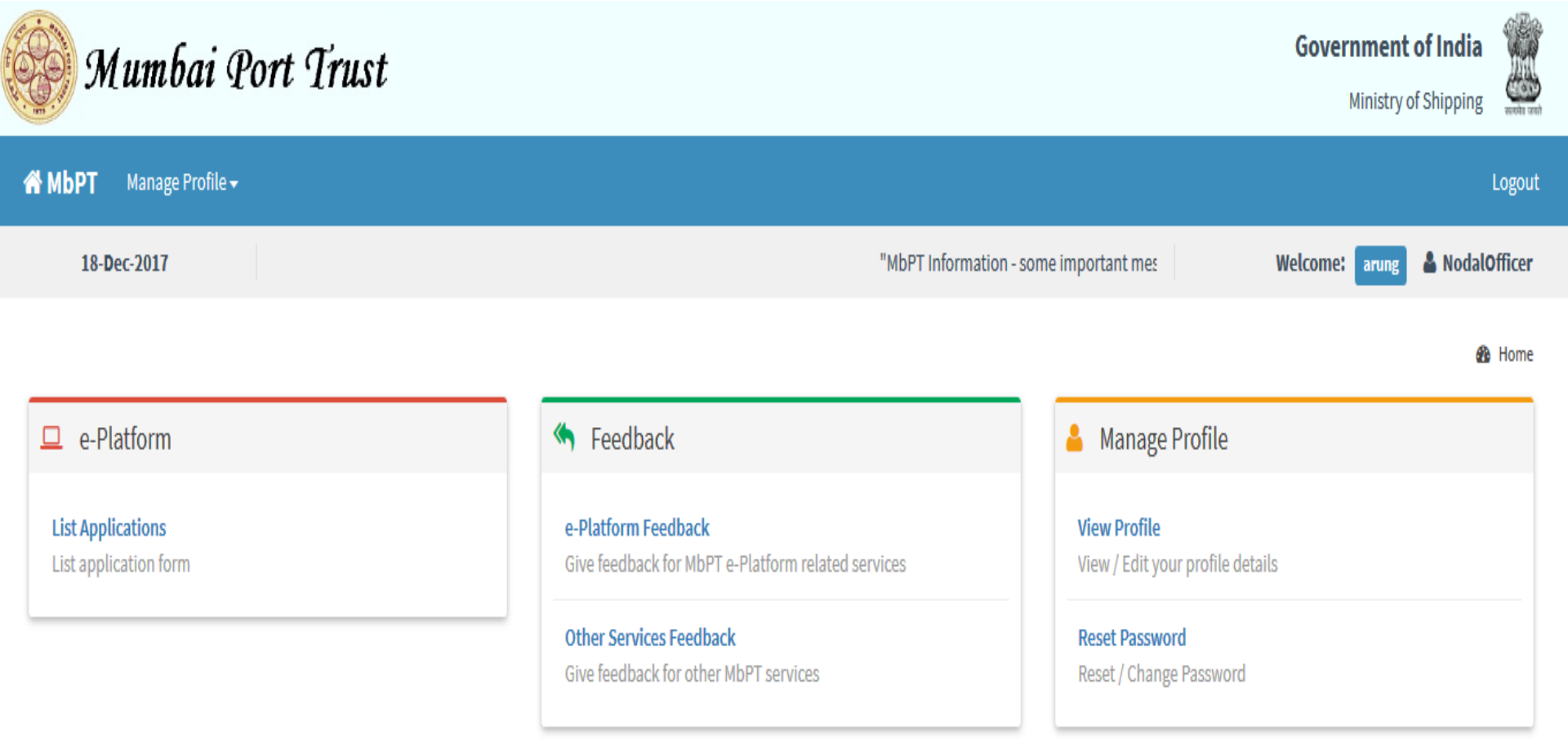
Dashboard of Administrator



Dashboard of HoD



Dashboard of Nodal Officer



Submitted Applications List For Nodal / HoD

MbPT | Department | Service | Feedback | Manage Profile | Logout

06-Dec-2017 | !bPT Information - some important message.!" | NodalOfficer: civil18

Submitted Applications

Show 10 entries | Search:

Sr. No.	Application Name	Status	Application Submission Date	Applicant Name	View More
1	Film Shooting	Approved	09-10-2017 12:37 PM	sameer10	ViewMore
2	Film Shooting	Pending	06-10-2017 04:48 PM	sameer10	ViewMore
3	Film Shooting	Pending	03-10-2017 04:52 PM	sameer30	ViewMore
4	Film Shooting	Submitted	05-10-2017 04:52 PM	sameer30	ViewMore
5	Film Shooting	Approved	13-10-2017 01:57 PM	sameer1	ViewMore
6	Film Shooting	Pending	13-10-2017 02:28 PM	sameer1	ViewMore
7	Film Shooting	Approved	13-10-2017 02:36 PM	sameer1	ViewMore
8	Film Shooting	Approved	13-10-2017 02:41 PM	sameer1	ViewMore
9	Film Shooting	Approved	16-10-2017 12:41 PM	sameer41	ViewMore
10	Film Shooting	Submitted	02-11-2017 06:10 PM	samiksha	ViewMore

Showing 1 to 10 of 60 entries | Previous 1 2 3 4 5 6 Next

View of Nodal Officer/ HOD

User Applications

Show 10 entries

Search:

Sr. No.	Application Name	Status	Application Date	View More
1	Photography	Approved	10-11-2017 03:07 PM	ViewMore

Showing 1 to 1 of 1 entries

Previous 1 Next

Application for Photography

Basic Information

Acknowledge Number	PRO_PHO_1000204
Start Date and Time	01-11-2017 03:00 PM
End Date and Time	23-11-2017 03:00 PM
Number of Person	2
Area Of Work	Indra Dock, Prince's Dock
Application Status	Approved

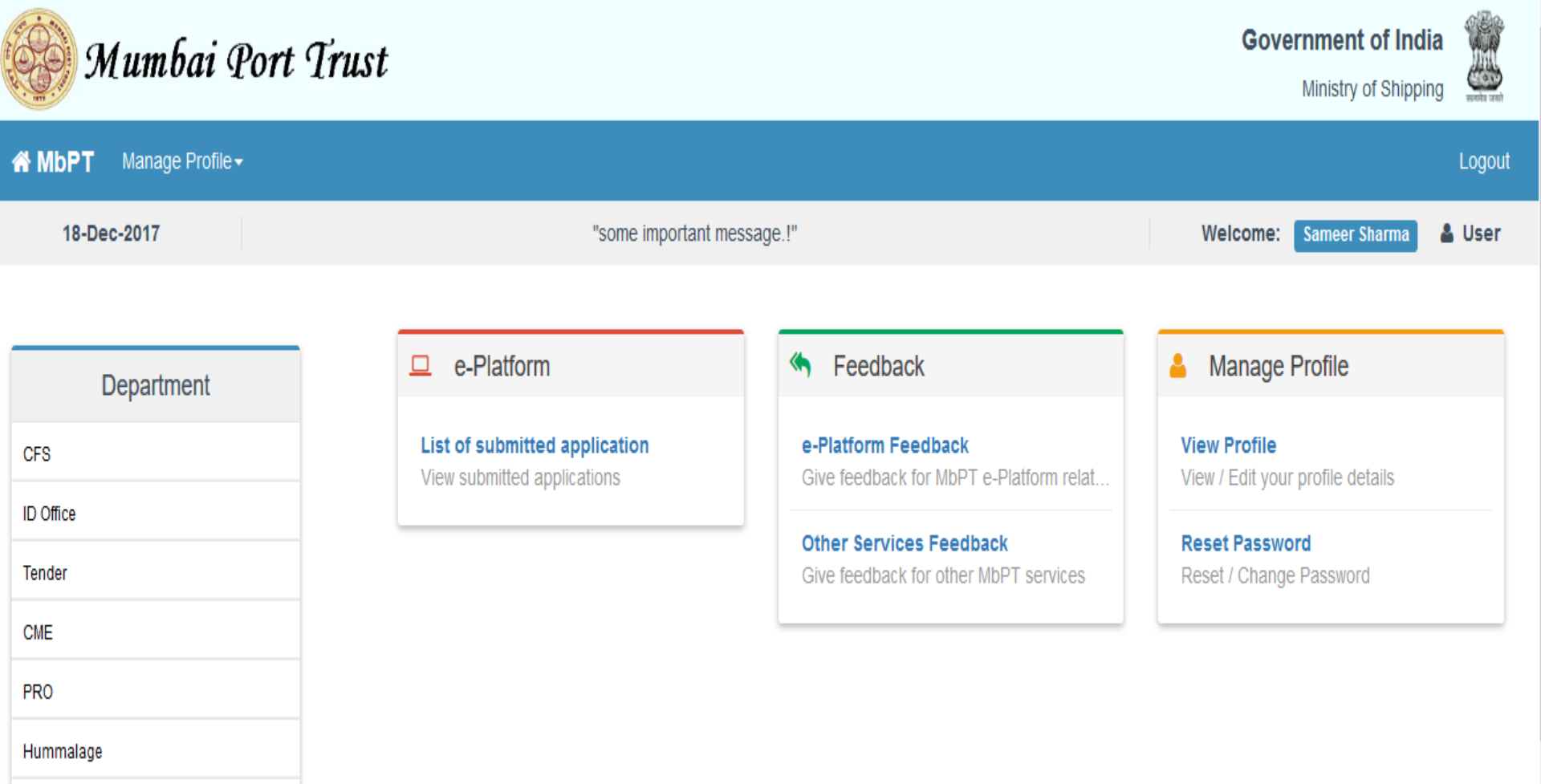
Payment Information

Amount due date :01-11-2017 03:00 PM

Total Amount	1542
Remark	qwd
Payment Status	Success

Generate PDF

Dashboard For Port User



Submitted Application Format

Mumbai Port Trust

User Details

Company Name: CDAC	Contact Person: SANJEE K	Mobile Number: 7867987678
Email id: sk345@cdac.in	Country: INDIA	City: MUMBAI
State: MAHARASHTRA	Pin code: 400041	Company Address: JUHU LANE 10
Fax: 56789876	Tele: 02265653451	GST-IN: ADF675456778
PAN: ADF67876	Registration No: 876567HG	

MbPT Details

Service Name: PHOTOGRAPHY Contact Details: PRO MBPT HEAD QUARTERS Nodal Officer: MR ARUN

Email Id: arun@mbptmail.com

Basic Information

Acknowledge Number	PRO_PHO_1000199
Start Date and Time	18-11-2017 05:00 PM
End Date and Time	21-11-2017 05:00 PM
Number of Person	5
Area Of Work	Sassoon Dock
Application Status	Approved

Amount due date :18-11-2017 05:00 PM

Total Amount	400
Remark	pay
Payment Status	Success

Comments from MbPT Officers:

Date: 18/11/17 Time: 6:30PM Person Name: Mr. ARUN Designation: ASSITANT MANAGER

Comment: Permission granted for photo shoot at Sasson Docks from 18/11/17-21/11/2017

Format of Permission Letter

Mumbai Port Trust

Subject: *Permission to*.....

TO

User Details

Company Name: CDAC	Contact Person: SANJEE K	Mobile Number: 7867987678
Email id: sk345@cdac.in	Country: INDIA	City: MUMBAI
State: MAHARASHTRA	Pin code: 400041	Company Address: JUHU LANE 10
Fax: 56789876	Tele: 02265653451	GST-IN: ADF675456778
PAN: ADF67876	Registration No: 876567HG	

Permission is granted to avail service.....

From .....To.....

With the reference of acknowledgement number.....

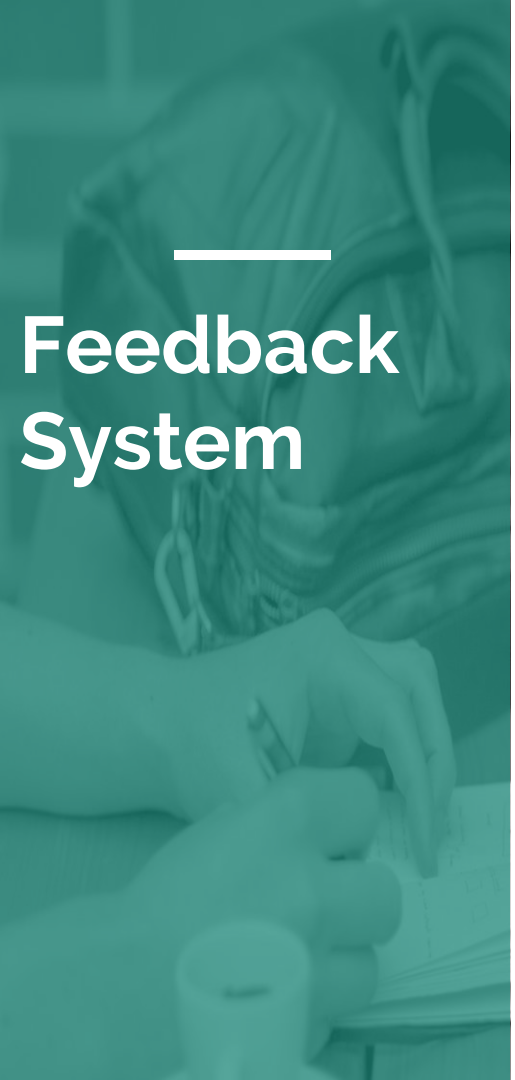
Dated.....Location.....

Details of approving authority

NAME- SIGNATURE

DESIGNATION-

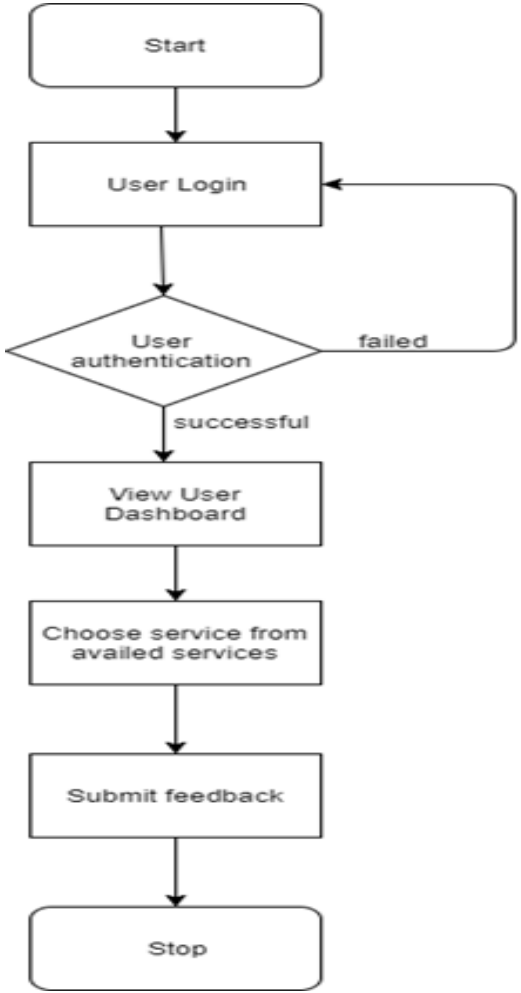
DEPATMENT Name & Address - STAMP/SEAL



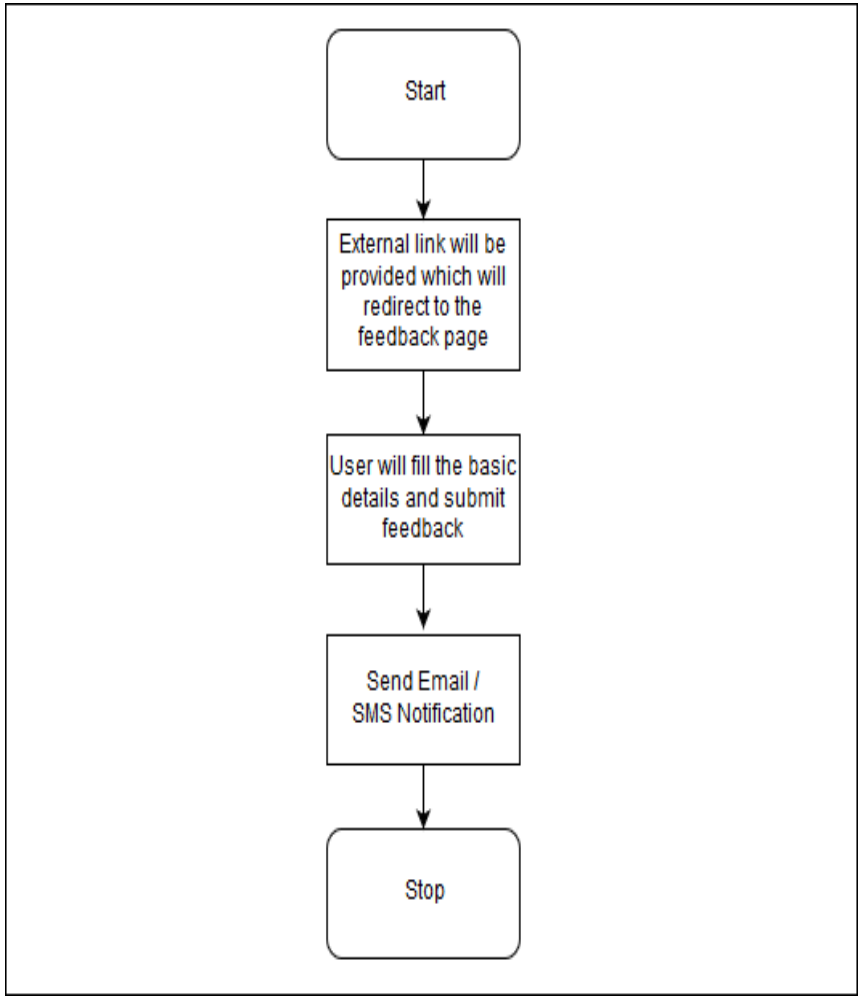
Feedback System

- Feedback questionnaire can be created dynamically for any services provided by MbPT.
- Nodal Officer / HoD can create feedback questionnaire with customized forms according to the requirements relating to the services offered by MbPT.
- Comment section allows customers to enter his / her opinion about the service availed.
- Nodal officer can view / reply on the feedback provided by the users.
- Once a feedback is submitted, an email will be sent to user who has submitted the feedback and to the concerned department head / nodal officer
- Multiple reports can be generated for analysis and better understanding of the services.

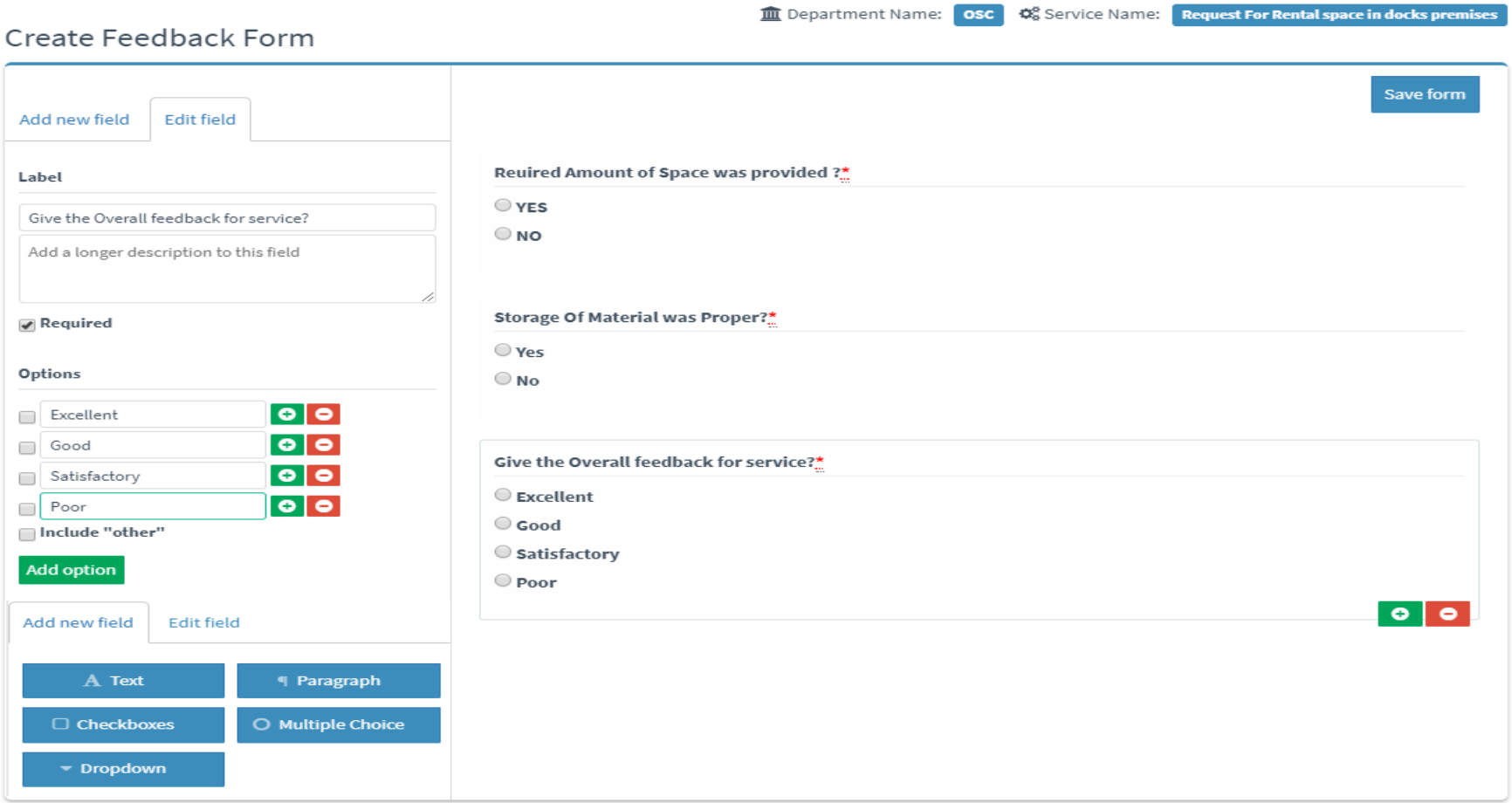
PROCESS FLOW FOR THE FEEDBACK OF e-PLATFORM SERVICES



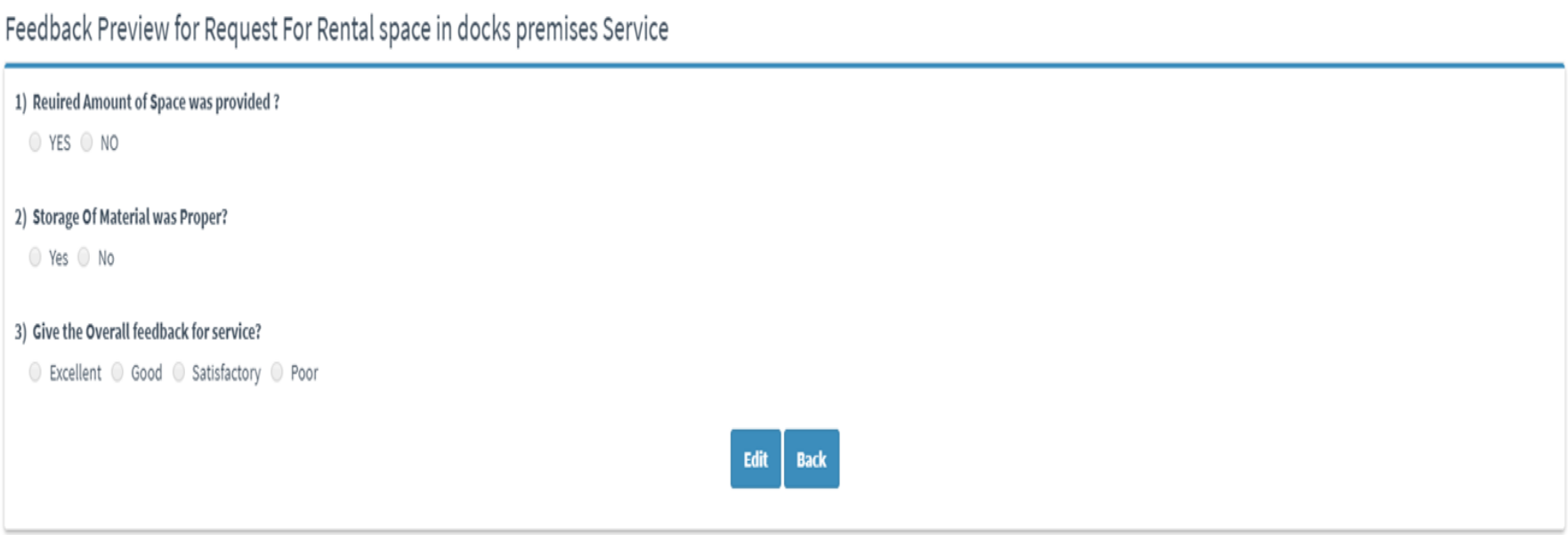
PROCESS FLOW FOR PROVIDING FEEDBACK OF EXISTING ONLINE SERVICES



Feedback Form Creation



Preview of feedback form

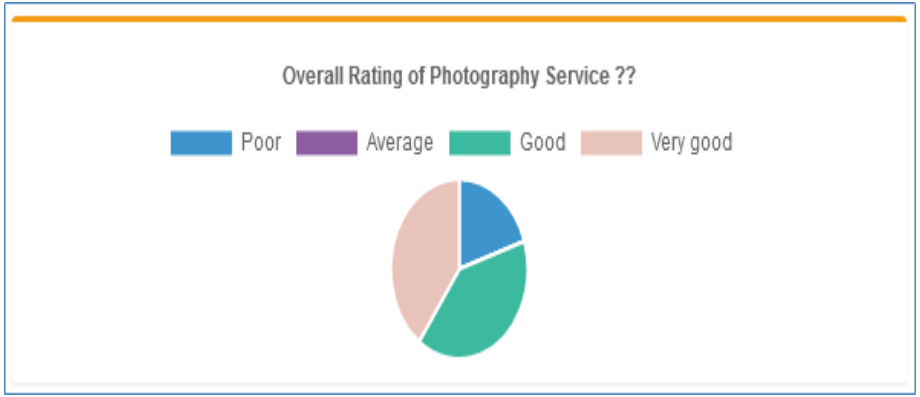


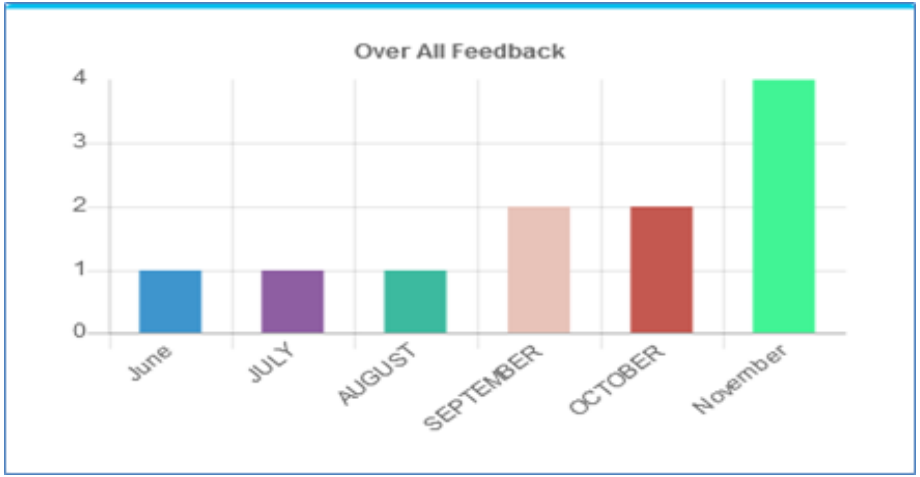
Reports of submitted feedbacks

System shall generate reports for the submitted feedback based upon the services of the different departments. It shall generate tabular and graphical format (pie chart and bar chart) based upon the feedbacks which were received for each and every question. System will provide option to download tabular report in PDF and excel format.

The available reports are mentioned below:

- Service wise report
- Question wise per service report
- Month wise number of feedback received
- Day/ Range wise report





List of services identified in e-Platform for Feedback

Department	Services
PRO	1. Request for Permission of Photography.
	2. Request for Permission of Film Shooting.
	3. Request for Permission of Recce.
Marine	1. Request for Harbor Craft License Issuance
	2. Passenger boat License Issuance
	3. Request for plying permission for tugs / barges
	4. Request for Permission for underwater CCTV inspection / survey / work
	5. Request for Permission for Family-get-together & Boat Cruising
	6.Request for Garbage Disposal
	7. Request for sludge / Slop unloading
	8.Bunkering Request at JD – Supply by Barges
	9. Bunkering Request at JD – Supply by Shore Pipeline
	10. Permission for Hot work
	11. Permission for Swimming
	12. Permission for ID Fresh water supply
	13. Permission for ID Bunkering
	14. Berthing permission for barges
	15. Permission to supply Fresh water to Ships in the Mumbai Harbour through water Barge
	16. Request for Bunkering / Discharging

Railway	1. Request for Cargo storage permission
	2. Request for placing empty wagons in docks
Traffic / Dock	1. Request For Rental space in docks premises
	2. Request for Working permission for stuffing, DE- stuffing of container
	1.Request for supply of fresh water to ship
	2. Request for Gang way Supply
	1. Request for License for fishing boats.
	2. License for below mentioned services : A. Request for Use of Ice Crushing Machine B. Request for Supply of Ice C. Request for Fish Auction D. Request for Use of Weighted Scale E. Request for Supply of Water F. Request for Handcarts G. Request for Trucks / Tempos H. Request for Vessel registration
	Permission for hot works for minor repairs / lashing / unlashing to be carried out on vessel in wet docks
	1. Request for Birthing of barges at Haji Bunder.

CME	1. Request for Dry Docking
	2. Registration for Dry Dock License, wet dock specialized job permission
	3. Dry Dock Slot Extensions / Cancellation / Interchange
	4. Allotment of Dry Dock (HDD)
	5. Request for Providing Electric Connection
	6. Request for Bunking
	7. Request for Electric providing temporary electric supply for illumination / loud speaker(MbPT employees)
	8.Contractor Registration form of Mechanical / Electrical / piping / painting
	9. Vendor Registration form.
Civil Eng. Dept.	1. Request for application for Repair of Quarters
	2. Request for water supply
	3. Registration of contractors

Pension	1. Request for TDS application certificate.
	2 Request of Bill Certificate
	1. Request for Status Change for below mentioned services: A. Request for address change. B. Request for Maternal status change. C. Death intimation, enclosures forms already on portal. D. Request for Bank details change. E. Request for KYC change. F. Request for Employment status change. G. Request for Phone Number change.
Medical	1. Request for Re-imbursement of medical bills for serving and retired employees.
	2. Sending of PO to vendors directly by hospital. (e.g. Medicine PO orders should be issued to vendor through the application)
	3. Vendor should be able to summit all his bills for the payment through this application.
	4. Application for Receiving the bills from hospitals that are empaneled with the MbPT Hospital.
EDP	1. Tender Fee Receipt and e-Payment

LIST OF OTHER SERVICES IDETIFIED FOR FEEDBACK SYSTEM

- Vessel Operations
- Cargo Operations
- Container Operations
- Railway Operations
- Permit License
- Finance Operations (Payment / Refund / Deposit)
- CME Resource Allocation
- Passenger Vessel Feedback
- CE Resources
- e-Auction / Sales
- Legal Services
- E-states
- RTI
- Transportation Services
- Procurement / Tender Services
- Permission For Coal Operations
- Crude Oil related services
- Marine Survey & Dredging – Salvage
- Workshop
- Service of Civil Engineering

Questions .?

Thank You

C-DAC Mumbai