

Implementation of Comprehensive IT Governance Solution - TBAS for Tea Board of India

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Glossary of Items:

ICT	Information and communication Technology
IT	Information Technology
TBI	Tea Board of India
TBAS	Tea Board Application System
DTP	Director Tea Promotion
DDTD	Deputy Director Tea Development
DA	Dealing Assistant
ED	Executive Director
DGFT	Directorate General of Foreign Trade
GoI	Government of India
TMCO	Tea (Marketing) Control Order
NABL	National Accreditation Board for Testing and Calibration Laboratories
FSSAI	Food Safety and Standards Authority of India
NOC	No Objection Certificate
DARPG	Department of Administrative Reforms and Public Grievances
CIC	Central Information Commission
CVC	Central Vigilance Commission
MoCI	Ministry of Commerce and Industry
GFR	General Financial rules
HACCP	Hazard Analysis and Critical Control Points
ISO	International Organization for Standardization
PIs	Principle Investigators
PCC	Per Capita Tea Consumption
SHG	Self-help Group
PRAN	Permanent Retirement Account Number
NPS	New pension Scheme
ITC	International Tea Committee
NEFT	National Electronic Funds Transfer
FSMS	Food Safety Management System
TRI	Tea Research Institute
AIN	Application Identification Number
MRN	Material Receipt Number
QC	Quality Check
PO	Purchase Order
CA	Competent Authority
SLA	Service Level Agreement
G2C	Government to Citizen
G2B	Government to Business
G2G	Government to Government
RTI	Right to Information
NOC	No Objection Certificate
RCMC	Registration cum Manufacturing Certificate

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SPTF	Special Purpose Tea Fund
QUPDS	Quality Up-gradation and Plantation Development Scheme
UCs	Utilization Certificate
MACP	Modified Assured Career Progression Scheme
HRMS	Human Resource Management System
ESS	Employee Self Service
HOD	Head of The Department
HLB	House Building Loan
GR	Grievance Redressal
ATR	Action Taken Report
IPR	Intellectual Property Rights
CIC	Chief Information Commissioner
SOA	Service Oriented Architecture
VPN	Virtual Private Network
SRS	System Requirement Specifications
MVC	Model-View-Controller
SAN	Storage Area Network
SI	System Integrator
ADA	Application Development Agency
UAT	User Acceptance Test
IA	Implementing Authority/Tea Board
RTO	Recovery Time Objective
RPO	Recovery Point Objective

1. Overview

Tea Board of India, in its pursuit for modernization and reforms has taken up the agenda of comprehensive e-Governance initiative in the organization. The board realizes the enormous benefits that usage of Information and Communication Technologies can bring in increasing the efficiency of the Organization.

The formulation of e-Governance Roadmap is to conceptualize and develop a framework for improvement of service delivery.

While formulating the roadmap, As Is Assessment Report, To Be Report and the IT Strategy Report were already submitted to Tea Board of India. This document (Functional Requirement specification) is being submitted subsequently. The document explains the behavioural aspect of the system.

The document has been classified into five major parts:

1. Generic requirements which will be used across all the services
2. Citizen and Business facing services
3. Employee facing services
4. ICT services
5. Technical and non-functional requirements

2. Generic Requirement

2.1. Portal

S. No	Business / Functional Requirement
1.	The system should allow users to access the portal via the internet and intranet
2.	Portal should be responsive and supported on the mobile browsers of Android, iOS and Windows mobile platforms.
3.	Acknowledge Identification Number (AIN) should be generated to enhance security
4.	The system should have the functionality to provide role based access to various modules/information/repository
5.	The user should be displayed approved/pending/in process service requests after login.
6.	The system should allow users to search for their request on the basis of Acknowledgment Identification Number (AIN) or Applicant details.
7.	The system should display service request details and status on the screen based on the user search
8.	The system should allow users to save the status as a PDF file and/or print the status
9.	System should allow the user to download all applicable forms as e-forms and submit/upload the same e-form once the user has connectivity. Accordingly the related database should be updated with application details
10.	System should provide the user with an Online Help facility like Frequently Asked Questions on workflow of applications. System may also provide video for online self-training
11.	System should allow user to check the authenticity of 'License', certificate of origin etc by providing the license no. on Portal. Portal should also have the facility for checking of authenticity of the output by providing the license no by external agencies or individual as applicable. External agency or individual may be asked for some information as required and after verification the authenticity details may be passed to the applicant. The facility should be there but the exercise of the same depends on Tea Board's acceptance. It applies to all the services where the output is referred or submitted for any other process/service by the applicant to government or non-government entity.
12.	System should allow the user to view the time taken to process the service request (to monitor service delivery time) (Technically: system should keep a log of the start time of the registration of the general service request till such time that the status of the application is closed/approved; system should display the user at the end of the service fulfilment, the total time taken to complete the service delivery)
13.	System should provide an acknowledgement with AIN to the applicant (once the application has been submitted online) through 1. Mobile Phone (SMS) 2. Email 3. On Screen along with print facility
14.	System should be able to record the IP address of user
15.	The system should allow user to view menu of services available
16.	Users (Citizen, Business) shall access the portal through public network

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17.	User (Citizen, Business) should have facility to view his/her details and service requests only
18.	Auto Escalation matrix along with service levels should be configurable in the system
19.	The system should allow to display the auction process at various locations for public view
20.	The system should allow the users to subscribe Tea Board reports for e.g. statistical reports as per the classification
21.	The system should have the payment component integrated for subscription
22.	Services should be categorized by department
23.	System should have a dynamic workflow engine so that workflows can be changed with minimum effort
24.	The system should have the functionality of integrating with social network sites as per the standard practise
25.	The system should have the functionality of reporting by public against unauthorized use of Tea Board's IPR and the same should be alerted to the legal section

2.2. Records and Query Management Service

S. No	Business / Functional Requirement
1.	The system should provide the user to search the repository based on AIN, Service, date range and year/month/week. It should also provide the user to select multiple values for a single field.
2.	The system should allow the administrator to configure / build a query on the searchable data through query builders.
3.	System should provide the ability to store, load and delete custom queries to each user for easy retrieval.
4.	System should maintain the history of data in case of modifications.
5.	System should provide the user with an ability to search using both full and partial strings. This search interface should be made available both as a separate interface and as well as an integrated interface.
6.	System should provide the user to export the search results in the standard formats selected by the user like doc, pdf, xls, etc. in printer friendly format with page numbers printed on every page.
7.	If a user performs a quick or advanced search, the System must never include in the search result list any record which the user does not have the right to access.
8.	System should allow the user to conduct an advanced search based on sub parameters on a major data field

2.3. Periodic Reports and Review Dashboard Service

S. No	Business / Functional Requirement
1.	System should present customized dashboards and reports to the users based on their role
2.	System should present various statistics such as summarized information, current progress, monthly numbers, comparative statements, trends with charting capability.
3.	System should allow the user to view alerts/events/reminders
4.	System should present the user with statistics of all applications
5.	System should present the application usage statistics that provide indicators on the application uptake and usage by the Departments/Offices

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6.	System should provide role based access to users hence showing required information to the authorized users only
7.	System should enable the users to filter there required information by passing/selecting certain information/criteria
8.	System should allow users to filter results by date and time
9.	System should allow users to filter the results by service name, category, application received, processed, pending along with no of days, rejected, SLA achieved, SLA missed, Fund disbursed, Fund used, Fund remaining etc
10.	System should assign various colour codes like Green, Blue, Red etc for service request closed within SLA, in process and under SLA, Missed SLA etc respectively
11.	System should display the results in various graphical manner and it should also have the functionality to display further details like the particular service request detail, person with whom the request is pending, SLA details etc by clicking on particular graph
12.	The system should have drilldown feature to individual office/department/ application level, if the management wants to review/ view any particular details, in case of any requirement
13.	System should have the facility to export the results (Graphs and further details) to .doc, .csv, .pdf format outputs
14.	System should incorporate business intelligence to compare various results from the dashboard where applicable

2.4. Login

S. No	Business / Functional Requirement
1.	System should present option for user to create Login through portal
2.	The department user login can be created only by Administrator. Roles and access to permissible services should be set by the administrator upon approval from the department head or concerned authority
3.	Citizen can create login after providing necessary information and will have Dashboard containing option of • New Application request • Status Inquiry • Application history • Information related to Tea Board like schemes, benefits, notices, notifications etc.
4.	The systems should allow change of first password mandatorily for first time login and should also provide change password option along with security question options in case of a forgot password scenario

2.5. Data Repository

S. No	Business / Functional Requirement
1.	The system should allow to store the digitally signed and issued certificates and letters
2.	The system should allow the retrieval of the stored certificate/communications etc. as per the authorization
3.	System should allow to store the proposals, concept papers, project papers, images, audio-video, activity proof etc. for concerned departments (Like promotion and Research)
4.	System should not allow modification of stored data
5.	System should allow smart search for the stored documents
6.	System to keep a track of the user details who access or download the stored documents

2.6. Document Management System

Document Management is used to storing, managing and tracking of digital documents, digital assets including videos and images. Document management results in easy search & retrieval and sharing of electronic documents. Document management also provides the administration security features over the contents of documents and managing the changes.

The following functionalities/features are envisaged for TBI's DMS component.

- 1. Storing Management:** Storing Management should manage the knowledge in organization for supporting creation, storage and dissemination of information among the organizational users. It should provide the users a one stop and ready access to information thereby increasing efficiency and timeliness by avoiding the rework. It should play a vital role in retaining the information created either by Citizens, Dealers, present Employees or transferred

/ retired employees. Documents should be stored in the system through different sources like

—

- a. Different Modules accepting document uploads
- b. Different Modules generating documents
- c. DMS module facilitating document upload either from available electronic documents or hard copies scanned, with proper indexing and tagging

Typical features expected are:

- d. Categorization of documents in folders-subfolders just like windows interface.
- e. No limit on the number of folder and levels of sub folder.

2. Access Control: Access control is used to manage access of documents, programs and other information stored as digital files in a computer. Access Control is expected to be a feature of the Document Management System facilitating editing of documents by an authorized user or team.

Typical features are:

- a. Use automatically folder and sub folder creation for managing access control
- b. Full audit trail of changes and access
- c. Approval process

3. Search and Retrieval Management: This should manage the easy search and retrieval of the stored documents. It should provide user with a one stop search and retrieval of the documents stored in the system from various sources.

Different searches and retrieval process expected from this are as follows –

- Extensive search facility to retrieve documents or Folders/Files.
- Full Text Search on image and electronic documents.
- Quick browse search as per defined search parameters.
- Full search by meta-data, author, category, document type, document extension etc.
- Extensive document and folder level operation such as move / copy, email, download, delete, metadata association etc.

- 4. Workflow Based Document Management:** A document uploaded in the system should go through a workflow based approval, before being stored in the system. The workflow should be a configurable one and can be changed whenever there is a need of the same.

Tea Board is a producer of voluminous business data which needs to be disseminated to the stakeholders in a user-friendly & effective manner. These data exist in various file formats, structured databases, unstructured file systems, etc. DMS will manage style & deliver all these digital information and business data (pdf, mov, doc, jpeg etc.) and services using a very user friendly, simple to use system. This will enable the end users to move on to use enhanced Document Management System and Enterprise Content Management System in the near future.

3. Common Functionalities

3.1. Information provision

The information provision component is envisaged for facilitating the dissemination of information. It had been observed that Information dissemination has been a key impediment in availing services in the current scenario. Lack of information regarding the processes and the supporting documents was among the key deterrent or the prime reason why citizens/business weren't able to avail services.

Information dissemination would be a priority while dealing on G2C & G2B front. The Information provision component would help citizens avail all basic information regarding the G2C services being provided by the TBAS-Portal, so as to effectively execute the information provision component, Application Vendor/content uploading agency will be vested with the responsibility of uploading the information on the Portal/ application. The following information shall be included in the Information provision component:-

- Procedural information related to services
- Service fee
- Required supporting documents and form
- Service levels for the delivery of service
- Process to validate authenticity of the documents
- Escalation matrix

The Application Vendor will accept only duly signed documents from the authorized persons in various departments for updating on the website. The various head of departments or the authorized persons in those departments will draft the content and be responsible for the same.

3.1.1. Functional Requirements

S. No	Description
1.	The system should allow only the officials to update information obtained from the departments
2.	The system should provide detailed information on the following to the user: a. Scheme Name b. Eligibility Criteria c. Nodes of obtaining service d. Application Fees e. Grievance filing procedure

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	f. Authorities to contact g. Forms and documents required h. Other locations for obtaining detailed information
3.	The system should be able to add new information components besides the above
4.	The system should be accessible to citizens, department officials, other government officials etc.
5.	The system should have the functionality to provide role based access to various modules/information/repository
6.	The Board/Department should be able to update the document over the TBAS application but this information would not be viewable to the end user until the department head puts his digital signature verifying its authenticity and correctness.
7.	The system should not allow any unauthorized user to upload information besides Department officials
8.	The system should have different presentation layer for each set of users i.e. Information seekers, updaters, approvers etc.
9.	The system should notify the Department Head once the information is updated over the application
10.	The system should allow the Department Head to either approve or reject the information update
11.	The system should update information over the system only after digital signature of the department head has been put up on the information update
12.	The system should ask for digital signature of the department head in case of rejection also.
13.	The system should ask for desired changes from the Dept Head in case of rejection by the department head
14.	The system should notify the Department officials both in case of acceptance or rejection of the information update
15.	The system should allow only the Department officials to make changes in the updated information hosted over the application
16.	The system should request Department official to put his digital signature after each updation
17.	The system should have a counter at the bottom of the page to record the number of people visiting the website so as to estimate the usefulness of information in terms of number of users
18.	The system should auto generate grievances in case of Department Head or Department officials are not performing against their agreed service levels
19.	The system should support multi-lingual interface as per localization and language technology standards

3.2. Form Availability

All services rendered by TBAS would be initiated with the application form submitted by citizen. Hence availability of application forms is a critical success factor which has been diligently re-engineered and shall be a core G2C & G2B component.

All services being rendered under TBAS would be required to have standardized application forms. These forms should be easily available to citizens. Citizens must be able to easily access or download the most recent version of the application form. Citizen through authorised user of the Board would be able to upload the filled forms in TBAS.

Various head of departments or authorized persons of those departments will make sure that any change in the Performa of the form is immediately notified to the Application Vendor who will then manage the updation of the form.

3.2.1. Functional Requirements

S. No	Description
1.	The system should store all the service request forms at predefined location for the selected services
2.	The system should be able to retrieve all service request forms from the predefined location
3.	The system should ensure that service request forms are easily downloadable in both PDF, HTML and word format
4.	The system should provide for printable versions of the service request forms
5.	The downloaded form should have all required field validations and the input fields should be editable in the form
6.	The downloaded form should have facility to upload and save as attachment or as eForms
7.	The system should have facility of offline form availability in the system in case of network down.
8.	The system should give an error message in case it is not able to retrieve the application from the given location
9.	The system should have a provision for uploading new version of the forms as and when it is required to change the version
10.	The system should maintain the version control for the service request form
11.	The system should have a security feature embedded for changing the version of the form and should allow only predefined process owners to change the form version
12.	The system should maintain log for all version change with the details of the process owner making version change
13.	The system should not allow to change the content of the form and should be in read only version
14.	The system should facilitate the availability of service request forms through - Online / website - Board counters

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15.	The system should allow for easy searching of the service request forms
16.	The system should have an easy and user friendly layout for locating the service request forms
17.	The system should be able to export forms in multiple formats so as to ensure compatibility of forms
18.	The system should have a life counter feature to keep track of number of forms being downloaded from the application
19.	The system should support multilingual/unicode interface as per Localization and Language Technology Standards.

3.3. Application receipt

All services rendered by TBAS would be initiated with the structured input submitted by citizen at Board office or portal. Hence first hand verification of documents and proper filling of form is a critical success factor.

Citizen/Business through authorised user at Government Board office would be able to apply for service through TBAS.

Various head of departments or authorized persons of those departments will make sure that any change in the supporting documents or mandatory field or fees shall be updated to the system through Application Vendor.

3.3.1. Functional Requirements

S. No	Description
1.	The System should enforce secure login as per the Login process
2.	The System, on successful login, should display the Main page or the Home page of the Applications Services Request with links to various services as per the Service Request Form.
3.	The System should be able to retrieve and load the online Application Form for the service as selected by the Applicant / Operator.
4.	The System should assign Unique Acknowledgment identification Number (AIN) to every form.
5.	The System should allow the Operator / Applicant to take a printout of the form before submitting it.
6.	The System should allow editing of the details in the online Application form even after a printout has been taken.
7.	The System should allow the Operator / Applicant to attach any scanned documents or any other supplementary attachments as required with the Application Form
8.	The System should imprint the AIN and the ID details of the operator on the Application Form
9.	The System should allow the operator/applicant to submit the Application Form online
10.	The System should enforce that the operator/applicant has duly filled up the Application Form and all its associated attachments before accepting it for submission
11.	The System must display a message for Successful or Unsuccessful submissions and it should log all such events
12.	The System must refresh the page and Load a new Application form in case the previous submission attempt was unsuccessful
13.	The System should save the Application Form and all attached documents into a Database
14.	The System should immediately forward, electronically, the Application Form and the attachments and notify to the Process Owner, as identified in respective processes.
15.	The System should be able to generate a Receipt for the Applicant, and allow it to be printed along with alerts and notification
16.	The system should allow the applicant to raise query against the AIN number to the department owners/officials directly through their login
17.	The system should allow the officials to attend/revert with responses for the queries

18.	The system should support multilingual interface as per Localization and Language Technology Standards
19.	The TBAS Application must support Digital Signatures of any of the Certifying Authorities registered under the Controller of Certifying Authorities, and must be modifiable as per the changes made by the respective Certifying Authorities on the structure of the Digital Signatures issued by them
20.	The Digital Signatures used and the TBAS Application must provide the Time Stamping of the act of Digitally Signing a document as mandated by the IT Act 2000.

3.4. Delivery Mechanism

The Delivery Component shall be used for delivering the output of the service request to the applicant. This will include receiving the processed application/license from the concerned line departments, application status, issuing the license and updating the application status against the AIN.

Printed copies of digitally signed documents should be made valid and have a legal Value

3.4.1. Functional Requirements

S. No	Description
1.	The system should be able to provide delivery against all service requests as required
2.	The system should be able to link delivery against specific service request through unique AIN
3.	The system should allow delivery only when the service request has been either approved / rejected
4.	The system should allow only validated predefined users to log into the TBAS application for retrieving the delivery against the service request. The system should allow the delivery of outputs through email as well.
5.	The system should ask for unique AIN to retrieve specific service delivery
6.	The system should allow downloading of service delivery output only after matching the digital verification
7.	The system should provide the printable version of the service output
8.	System should prompt the user to validate the digital signature first before printing to avoid error on printed output
9.	The system should print unique AIN on every service output generated through it
10.	The system should print the URL of the site from where the content of the service delivery may be verified
11.	The system should be able to maintain the database of all service delivery output in a logical manner to ease the retrieval of the same as and when required
12.	The system should have a counter to keep log of all delivery made with specific association of unique AIN
13.	The system should support multi-lingual interface as per localization and language technology standards

3.5. Rejection

The Application Rejection Component shall be used in case if applications are rejected at any point during the processing of the request. This shall make it mandatory for the authorities to cite the reason for rejection and upload the application rejection report & application status against the AIN in the TBAS Application. Applicant shall also be informed about the application rejection status via Notification.

Purpose of including this component in the BPR framework is to

- Make the G2C & G2B service system more transparent & accountable
- Providing reasons for rejection of application to the applicant
- Allow the officials to formally reject an application if it does not meet the desired criteria
- Return the fees of Applicant in case of rejection as applicable

3.5.1. Functional Requirements

S. No.	Description
1.	The system should allow authorized users to login to the system for rejecting the service request based on rejection criteria as mentioned for the service through a valid user ID and password
2.	The system should show a login failure screen in case the user name and password are not verified by the TBAS application
3.	The system should have a provision where the predefined process owner states the reason for rejection of the service request
4.	The system should reconfirm from the user for initiating the digital signing before actually initiating the process
5.	Upon digitally signing the document, digitally signed document should be saved in the given repository for future references and a hard copy of the same document should be generated for the applicant
6.	System should not allow the user to make any alteration in the digitally signed document or access the database only on entering the unique encrypted key/code
7.	System should display an appropriate message in case of retrieval failure or any other communication failure or in case the document could not be found due to any reason
8.	The system should allow the user to terminate the rejection process at any point of time during rejection
9.	The system should keep and maintain the data in a data repository (database) for all the rejection made
10.	The system should keep the records of all transaction performed and link it to the unique code of digital signature
11.	The system should open a page informing the user of successful completion of rejection function
12.	The system should not allow the user to modify the rejection once it has been digitally signed

13.	The system should not allow the user to delete any service request pending for approval at his end
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3.6. Digital Signature & Notification

The Notification component will provide alerts and notices to Applicant and concerned officers on activity like submission, rejection and delivery.

3.6.1. Functional Requirements

S. No.	Description
1.	The TBAS Application must support Digital Signatures of any of the Certifying Authorities registered under the Controller of Certifying Authorities, and must be modifiable as per the changes made by the respective Certifying Authorities on the structure of the Digital Signatures issued by them. a. The Digital Signatures used and the TBAS Application must provide the Time Stamping of the act of Digitally Signing a document as mandated by the IT Act 2000
2.	The system should intimate the users through predefined channels for pending service request application on a daily basis
3.	The Application should be able to notify the concerned officer by SMS or email as applicable or required
4.	Application should be able to populate the Dashboard for the concerned officer about the New Application, Pending application.
5.	The Application should be able to notify the Applicant by SMS or email as required and applicable whenever status of application change or any information is passed like clarification required, information not received etc.
6.	The application should be able to fetch the mobile no and other details of the applicant for the necessary action

3.7. Status tracking

The objective of this component is to keep track of the service levels of the various processes involved in a given service. This component shall be beneficial for two categories of users i.e. Applicant & Departmental users. These users would be able to track status of the request with help of the Acknowledgement identification number generated for the service request.

Each application by an applicant will be logged against a unique Acknowledgement identification number generated at the time of application submission and given to the applicant for future references and status tracking.

The purpose of the component is as follows:

- To ensure transparency in service processing by the government to the citizen/business for the service request made.
- To establish the validity and sanctity of the well defined service level.
- To ensure and define responsibility and ownership of the actors towards service delivery.

Whenever the TBAS Application detects an SLA being exceeded, it should automatically escalate the issue to a higher authority as per a defined escalation matrix.

3.7.1. Functional Requirements

S. No.	Description
1.	The system should have integrated auto status tracking features embedded in the overall architecture of the system
2.	The system should keep track of all the service requests from the citizens/business along with the respective unique application reference id generated at the time of application receipt
3.	The system should be available in public, Login and administrative views respectively
4.	The system should be able to keep track of the status of all service requests with the help of the respective unique AIN and map the current status with the pre-defined service level against each process.
5.	The system should be able to detect any change in the status of a given unique AIN
6.	In case there is a change in the status of a application , the system should update the status information in the database
7.	The system should have provisions for intimating the applicant about the current status of his/her application through SMS and/or Email especially if there is a change in the status with respect to the final delivery of the service
8.	The system should not provide details about the internal service levels to the applicant and only provide update about the status with respect to the final delivery. This feature should also allow the system to update the applicant if there is any change in the service level of the final delivery
9.	System should display the link for TBAS Application portal from where the applicant can retrieve the status information by entering the AIN

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10.	The system should also allow the applicant to retrieve update about his/her service request by sending a SMS containing the AIN
11.	System should display the number from where the applicant can retrieve the status information by sending SMS along-with the AIN
12.	The system should display an appropriate message if the system is unable to retrieve the details due to any reason like connectivity issues, maintenance issues, etc and also provide contact details of the system administrator and alternate link (if available)
13.	The System should have Side Menu on each page so as to reflect the contents of the containing directory, making it easier to navigate the site and locate the link for retrieving update against a given reference id
14.	The system should be adequate security features built in the architecture of the system to ensure that it cannot be hacked or manipulated
15.	The system should not allow the users to edit the details of the application upon retrieving the status update against a given reference id
16.	The System should allow the end user to print the status update information if the applicant is retrieving the status through the portal or email
17.	The system should allow the applicants to send specific application related query through the AIN in portal
18.	The systems should allow the users to respond the specific query through AIN to the applicant and the same should be done with alert and notification

3.8. Payment Component

The Payment Component shall be used for accepting any kind of service related payments for application fees or service delivery. These will include processing fees charged by the Board. This component shall also account for the fund flows from the collection points to the concerned departments and Board account where the payments need to be deposited in the form of DD/Cheque etc. as applicable. Purpose of including this component in the framework is to:

- Citizens/Business pay only what is defined as per the charter
- Provide Secure and trusted process of payment collection and deposit in the respective account for respective services and account the same
- All payments shall have authorized acknowledgements
- The system should have all the standard features for a secure transaction while integrating with payment gateway

3.8.1. Functional Requirements

S. No.	Description
1.	The system should allow financial transaction functions
2.	The system should check for all details of the service request form before initiating the payment
3.	The system should enable the payment option only when all the fields of service request forms are filled
4.	The system should return back and highlight the field which have inconsistencies / error for user to rectify the error
5.	The system should retain all the information of the service request form besides those having inconsistencies
6.	The system should open a new page for recording payment details against the service request
7.	The system should allow payment to be registered on the service application request against the following: a. Payment against the service b. Payment against the dues / payments as defined
8.	The system should record and maintain all details of payment against a AIN and account details
9.	The system should be able to maintain all the payment records in a database and retrieve the same as and when record
10.	The system should able to record specific payment details on the service request form after successful payment has been made
11.	The system should have the facility to refund the fees collected online/offline as applicable
12.	The system should support multilingual interface as per Localization and Language Technology Standards

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13.	The system should allow online transaction through approved financial instruments - Credit cards - Debit cards - Net banking
14.	On-line payment – The System should support online payment, including the following fields: - Facilitate payment against dues and recoveries online through a payment gateway interface with a bank - Allow the user / customer to make payment only till the last date of payment has not passed. - Facilitate automatic updation of the information on the applicant record, upon realization of the submitted money
15.	The system should ask for the final confirmation from user before initiating payments function
16.	The system should allow for user re-verification before initiating payment function through transaction unique ID allocated to the user
17.	The system should provide for migration to a secure payment gateways from the portal in a secured manner
18.	The system should allow predefined data / information to be provided to payment gateways
19.	The system should be able to generate unique ID codes for every transaction
20.	The system should be able to correlate and confirm - User data / information through unique ID code generated - Payment gateway data information through Unique ID code
21.	The system should provide for confirmation of transaction to the user and Tea Board
22.	The system should provide for payment receipt against the payment
23.	The system should provide printable version of receipt
24.	The system must not store any critical information of the user provided on the secured payment gateway
25.	The system should allow for data / information transfer / flow to TBAS application
26.	The TBAS should facilitate automatic updation of the information on the applicant record on successful payments made
27.	The system should not allow any initiation of payment function beyond prescribed date for transaction. The system should provide user friendly information for such transactions
28.	The system should provide for database security
29.	The system should provide for application security
30.	The system should follow predefined payment rules and regulation as defined from time to time in the TBAS application
31.	The confirmatory receipt issued should have a unique registration number against the transaction
32.	The system should maintain records of such transaction for users accounts respectively
33.	The system should allow for printable version of the confirmatory receipt for all such successful transactions
34.	The system should be able to send emails on registry value of the user account on the payments
35.	The system should maintain all information and records of user transaction tagged to the user

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	account and also provide for viewing of such information as and when required by the user
36.	The system should not allow any changes to be made by the user into the following: a. Past records b. Ongoing transaction once confirmation on initiation of such a transaction is given by the user c. Any values maintained for such transaction
37.	The system should be compatible for easy integration with accounting and financial application either inbuilt at a later stage into the portal or external with an interface with the portal
38.	The system should allow updation of manual deposits for any receipt
39.	The system should allow to create the disbursement payment records like subsidies, welfare activities or any other payment to be made by Tea Board
40.	The system should allow the authorization by competent authority before initiating the payment process
41.	The system process the payment disbursement requests in batch through a payment gateway and update the TBAS
42.	The system should auto update the payment details in the respective cases with information like payment ID no, transaction date, time etc.
43.	The system should store the payment information in database and should allow to generate required reports
44.	The system should send the notification about failed transactions along with reason and update the same in the system

3.9. Chairman's Dashboard

Tea Board envisages to implement the Tea Board Application System (TBAS); the data stored in for the application transaction along with targets etc. shall be shown in dashboard view for the senior management of the Board for quick status check and update and which shall help/supplement the decision taking capacity of the leadership.

3.9.1. Functional Requirements

S. No	Description
1.	System should be able to access the details of service requests and details from the database.
2.	System should provide role based access to users hence showing required information to the authorized users only
3.	System should enable the users to filter there required information by passing/selecting certain information/criteria
4.	System should allow users to filter results by date, time & various category
5.	System should assign various colour codes like Green, Blue, Red etc. for results against evaluation parameters
6.	System should display the results in various graphical manner and it should also have the functionality to display further details on selecting particular section/category
7.	The system should have drilldown feature to individual office/department/ application level, if the management wants to review/ view any particular details, in case of any requirement
8.	System should have the facility to export the results (Graphs and further details) to .doc, .csv, .pdf format outputs

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9.	The system should support the following graph/data visualization type, • Line Graph(Single and Multi Series) • Horizontal and Vertical Bar (Stacked and single) • Pie graph (Nested and Single) • Pareto graph • Area graph • Gantt chart • Scatter plot • Speedometer gauge • Bubble plot • Heat map
10.	System should incorporate business intelligence to compare various results from the dashboard where applicable
11.	The system should have the functionality to show the fund budgeted, expenditure, fund available, fund required etc. for various categories and geography
12.	The system should have the ability to add attributes to each category and geographic area.
13.	The system should have the functionality to show the compared figure of budget, expenditure for various heads and previous and current year
14.	The system should have the functionality to show the number of of licenses applications received, issued, rejected, pending, renewed, cancelled for various categories, geography and period as applicable and required
15.	The system should have the functionality to show the number of of applications for Development section received, issued, rejected, pending, cancelled for various categories, geography and period as applicable and required
16.	The system should have the functionality to show the geographical development activities for various categories
17.	The system should have the functionality to show the number of of welfare applications received, issued, rejected, pending, cancelled for various categories, geography and period as applicable and required
18.	The system should have the functionality to show the number of of promotion applications received, issued, rejected, pending, cancelled for various categories, geography and period as applicable and required
19.	The system should have the functionality to show the planned and unplanned promotion activities of the year and calendar and updated
20.	The system should have the functionality to show the analysed data of export/import figures of various type and category of tea
21.	The system should have the functionality to show the employee strength, sanctioned, retirement projection, male-female ratio employees, minority ratio, age group of employees, effective working hours etc. in various employee classes
22.	The system should the auction prices for various zones, quantity, quality etc.
23.	The system should have the functionality to highlight any vigilance cases and status/progress
24.	The system should show the details of legal cases along with court order/hearing dates/status etc.
25.	The system should highlight the Board meeting schedules
26.	The system should show the item details like parliament queries open for response not attended
27.	The system should allow to highlight the detail analytic representation of RTI cases and its status
28.	The system should have the ability to capture data from the e-auction website and present the key data points
29.	The system should allow to show the research project details in progress and status
30.	The system should have the facility to show the progress status of various research projects that are ongoing
31.	The system should have the provision to send an alert to all the stakeholders if a meeting request is accepted by the chairman.

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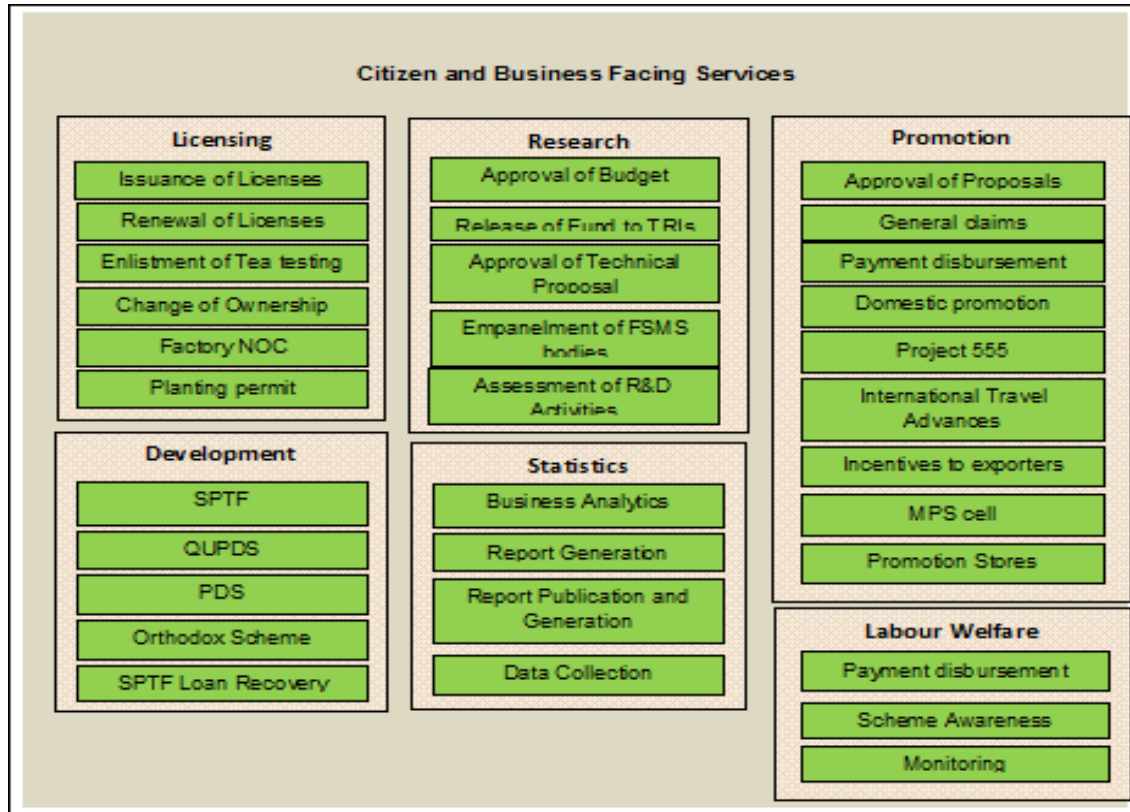
4. Functional Architecture

The overall Functional architecture is broadly categorized as – “Citizen and Business facing service Architecture”, “Employee facing service Architecture” and “ICT service Architecture”. The categories are described as below.

Citizen and Business Facing Services	Employee Facing Services	ICT Services
- Central Licensing - Research Directorate - Promotion Directorate - Development Directorate - Statistics Department - Labour & Welfare Department - RTI	- Legal and Vigilance Cell - Finance - Establishment Section - Security Section - Library - Hindi Cell - Stores Section	- Enterprise portal - Enterprise Content Management - Communication - Security services - Performance and SOA Governance - Other Services

4.1. Citizen and Business Facing Service Architecture

The Citizen and Business facing functionalities of the functional architecture of the Tea Board e-application are depicted in the diagram below.



4.1.1. Licensing

The Licensing Department is one of the most significant departments of the Board for implementation of various statutory and regulatory orders issued by the Government of India from time to time. One of the key activities of the Branch also includes monitoring and regulation of the activities of stakeholders to ensure proper implementation of different directives of Central Government and Tea Board issued from time to time. In addition, Licensing Branch provides necessary clarification and guidance to the Tea Industry and trade in relation to different legislation concerning tea under The Tea Act and various Control Orders. The department is also responsible for formulating various regulatory policies, amendment of existing Control Orders, preparation of guidelines for issuance of licenses, etc. which are significant to the tea trade.

Excluding the diverse statutory roles of the department, the Licensing department is primarily responsible for issuance of various licenses like

1. Issuance of fresh exporter license & renewal of exporter license,
2. Issuance of distributor's license,
3. Conversion of temporary exporter license to permanent exporter license,
4. Issuance of fresh tea waste, & Renewal of tea waste license
5. Issuance of fresh RCMC & Renewal of RCMC,
6. Issuance of NOC for setting up of tea manufacturing unit,
7. Issuance of factory registration after setting up of tea manufacturing unit,
8. Issuance of fresh broker's license, & renewal of broker's license,
9. Issuance of auction organiser license, & renewal of auction organiser license,
10. Issuance of buyer registration,
11. Issuance of flavour tea registration,
12. Permission for extension planting & issuance of planting permit for planting in virgin soils,
13. Permission for planting tea in favour of the tea estates as new comer,
14. Recording of change of ownership of the registered tea estates
15. Recording of change of ownership of the registered tea factories,
16. Issuance of fresh tea warehouse license & renewal of tea warehouse license,
17. Fresh enlistment of tea testing laboratory & renewal of tea testing laboratory
18. Issuance of duplicate certificate, change of address etc

In addition, as a key regulator of the industry and to ensure imports and exports of quality tea in and outside the country, Tea Board has put in place an online checking system called “Tea Council” which has started functioning from June 2013. The monitoring of the entire activities of the system including upgradation of the system from time to time is being done by Licensing Department. It is worth to mention here that this system demands close day to day monitoring to facilitate quality export and import.

The department is also responsible for monitoring e-auction activities on a day to day basis, (e-auction of teas, e-auction of tea waste) and addressing the concerned issues on priority level to facilitate tea trade. Publication of Tea Directory is also of prime importance to this department.

4.1.1.1. Licenses, Registration Certificates, NOC

4.1.1.1.1. Functional Requirements

Sl. No	Application Submission
1.	The system should allow both online and offline submission of application along with supporting documents.
	Case A: Online Application Submission
2.	The system should allow the users to submit the application and upload the scanned documents through the internet/intranet as applicable.
3.	The system should allow partial saving of the application with temporary acknowledgement number
4.	The system should allow receipt of application fee, if/as applicable through the payment gateway
5.	The system should have the ability to generate AIN along with notification on successful completion/submission of the application
	Case B: Offline Application Submission
6.	Applicant shall send the application by courier/post/etc.
7.	The system should allow authorized Tea Board users to upload the offline applications in to the system
8.	The system should allow partial saving of the application with temporary acknowledgement number
9.	Ability to enter the offline application fee (in the form of DD) as applicable, account the same (acknowledgement and confirmation)
10.	The system should allow updating the partially saved application along with the physical received documents
11.	The system should have the ability to generate AIN along with notification on successful completion/submission of the application
	Application Processing (Verification, Clarification, Processing)
	Verification, Clarification
12.	The system should allow the concerned official to check the application details and supporting documents
13.	The system should allow the concerned official to seek clarification from the applicant if required

14.	The system should allow receipt of clarification through online and offline mode
	Processing
15.	The system should allow to process the application through a workflow (as mentioned in the process maps)
16.	The system should allow the CA to approve/reject the application with proper comments and digital signature
17.	The system should generate the digitally signed certificate/registration/NOC letter as applicable and notify the applicant and user
18.	System should allow application processing as per the “ Scheme Related Cases for Processing ”
	Reverse of application fees
19.	The system should have the functionality to reverse the application fee collected in case of application not processed as per the guidelines

Scheme related cases for processing
Issuance of Certificate of Change of Ownership of Registered Tea Garden & Issuance of Certificate of Change of Ownership of Registered Tea Facto: System should have the functionality to route the application verification through the Law Officer The system should have the functionality to re-initiate the workflow for change of ownership approval process after legal scrutiny and comment by the Law Officer.
For EoI for setting New Tea Manufacturing Unit (Factory NoC): The system should allow the Factory advisor to extract the application detail and put the inspection details in the system

4.1.1.2. Renewal of Licenses, Certificates etc.

4.1.1.2.1. Functional Requirements

Sl. No	Renewal notification and application submission
1.	The system should allow notification to the licensee, certificate holders etc. and Tea Board official
	Case A: Online Application Submission
2.	The system should allow the users to submit the application and upload the scanned documents through the internet/intranet as applicable.
3.	The system should allow partial saving of the application with temporary acknowledgement number
4.	The system should allow receipt of application fee, if/as applicable through the payment gateway
5.	The system should have the ability to generate AIN along with notification on successful completion/submission of the application
	Case B: Offline Application Submission

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6.	Applicant shall send the application by courier/post/etc.
7.	The system should allow authorized Tea Board users to upload the offline applications in to the system
8.	The system should allow partial saving of the application with temporary acknowledgement number
9.	Ability to enter the offline application fee (in the form of DD) as applicable, account the same (acknowledgement and confirmation)
10.	The system should allow updating the partially saved application along with the physical received documents
11.	The system should have the ability to generate AIN along with notification on successful completion/submission of the application
Application Processing (Verification, Clarification, Processing)	
Verification, Clarification	
12.	The system should allow the concerned official to check the application details and supporting documents
13.	The system should allow the concerned official to seek clarification from the applicant if required
14.	The system should allow receipt of clarification through online and offline mode
15.	The system should allow verification of data with other departments like statistics etc. as applicable
Processing	
16.	The system should allow to process the application through a workflow (as mentioned in the process maps)
17.	The system should allow the CA to approve/reject the application with proper comments and digital signature
18.	The system should generate the digitally signed certificate/registration/NOC letter as applicable and notify the applicant and user
19.	System should allow application processing as per the “ Scheme Related Cases for Processing ”

4.1.1.3. Cancellation of Licenses, Certificates etc.

4.1.1.3.1. Functional Requirements

Sl. No	Description
1.	The system should generate the list of licensees who defaulted in return filing, renewals etc.
2.	The system should allow to trigger the initiation for cancellation/suspension of licenses/certificates
3.	The system should allow the cancellation request to be processed through a workflow
4.	The system should allow to generate show causes with notification to the licensees and capture their responses
5.	The system should allow the approval of CA for cancellation/suspension
6.	The system should auto update the status of the licenses as cancelled or suspended
7.	The system should not allow processing of any other applications where the rejected license/certificates are supplied

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4.1.2. Development

Develop directorate offers services for various scheme management, loan recovery from the Tea gardens, factories etc. Services covered under Development Directorate are as follows:

- Special Purpose Tea Fund (SPTF) – (Re-plantation, Replacement Planting, Rejuvenation)
- Quality Up gradation and Product Diversification Scheme (QUPDS)
- Plantation Development Scheme (PDS)
- Orthodox Scheme
- SPTF Loan Recovery

4.1.2.1. Development Schemes

4.1.2.1.1. Functional Requirements

Sl. No	Application Submission
1.	The system should allow both online and offline submission of application along with supporting documents.
	Case A: Online Application Submission
2.	The system should allow the users to submit the application and upload the scanned documents through the internet/intranet as applicable.
3.	The system should allow partial saving of the application with temporary acknowledgement number
4.	The system should allow generating challans for bank deposits (with auto-populated information like amount, name, reference etc.)
5.	The system should allow receipt of application fee, if/as applicable through the payment gateway
6.	The system should have the ability to generate AIN along with notification on successful completion/submission of the application
	Case B: Offline Application Submission
7.	Applicant shall send the application by courier/post/etc.
8.	The system should allow authorized Tea Board users to upload the offline applications in to the system
9.	Ability to enter the offline application fee (in the form of DD) as applicable, account the same (acknowledgement and confirmation)
10.	The system should allow generating challans for bank deposits (with auto-populated information like amount, name, reference etc.)
11.	The system should allow partial saving of the application with temporary acknowledgement number
12.	The system should allow to upload the scanned challans and update the system about the successful payment
13.	The system should generate AIN after confirmation from the concerned officials for the applications where the fees have been paid by challans
14.	The system should allow updating the partially saved application along with the physical received documents
15.	The system should have the The system should have the ability to generate AIN along with

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	notification on successful completion/submission of the application/submission of the application
	Application Processing (Verification, Clarification & NOC, Inspection, Processing)
	Verification, Clarification & NOC
16.	The system should allow the concerned official to check the application details and supporting documents
17.	The system should allow the concerned official to seek clarification from the applicant if required
18.	The system should allow receipt of clarification through online and offline mode
19.	The system should give notification and alert to applicant and concerned official for field verification.
20.	The system should allow appointment modification alert to stakeholders
21.	The system should allow the concerned official to enter the field verification comments in system defined format
22.	The system should allow the concerned official to issue digitally signed NOC and notification to the applicant. The same should be downloadable by the applicant.
23.	The system should allow the applicant to update the field activity through online and offline mode
	Inspection
24.	The system should schedule the field inspection and give notification and alert to applicant and concerned official for field verification
25.	The system should have the functionality to reschedule/modify/cancel the inspection schedule both by applicant and user.
26.	The system should allow the concerned official to enter the inspection comments in system defined format
	Processing
27.	The system should allow to process the application through a workflow (as mentioned in the process maps)
28.	The system should allow the CA to approve/reject the application with proper comments and digital signature
29.	The system should generate the digitally signed sanction letter and notify the applicant and user
30.	The system should initiate the payment disbursement process
31.	System should allow application processing as per the “ Scheme Related Cases Processing ”
	Disbursement
32.	The system should notify the user about any outstanding default SPTF loan amount of the applicant that needs to be adjusted from the payment
33.	The system should allow the user to adjust the SPTF loan amount from the payment/stop payment
34.	The system should notify the finance department of Tea Board to make the payment
35.	The system should allow the user to make the payment through the payment gateway and send notification to the applicant with the transaction details.
36.	The system should also allow the manual disbursement using DD/Cheque/etc. and the details should be updated in the system and generate notification.

Scheme related cases for processing

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For SPTF/PDS : System should have the functionality of two phase field inspection and two phase payment for the SPTF scheme as per the guidelines

For QUPDS:

The system store the Tea Board approved certification details and empanelled agencies

No NOC should be required for certification cases

The system should allow to store the value added machinery details for QUPDS scheme.

The system should allow the applicant to choose from the approved items only

4.1.2.2. SPTF Loan Recovery

4.1.2.2.1. Functional Requirements

Loan re-payment notification

The System should be able to notify the concerned official about the loan defaulters and loan reminder/notification that should be sent to the beneficiaries in regular intervals

The system should generate and allow concerned officials to view the notification letter and reminder letters

The system should allow the concerned official to take up the following actions such as:

1. Send alerts and notification to the beneficiaries
2. Print the digitally signed reminder letters (so that the letters can be sent to the beneficiaries in the form of hard copy)

Loan repayment and refund

The system should be able to auto calculate the interests & refund amount. System should generate refund list as applicable.

The system should allow the beneficiaries to repay the amount through payment gateway/ DD.

The system should be able to refund the amount to beneficiaries through payment gateway.

The system should account the loan default amount collected through the scheme disbursement

System should allow notification to the beneficiaries about the account transaction details

The System should be able to detect changes in status and send status updates to the beneficiaries

The system should have the functionality of initiating legal case request to legal department after CA approval

The system should have the functionality to enter and update legal proceedings

4.1.2.3. Revolving corpus fund

4.1.2.3.1. Functional Requirements

Description

The System should allow to store active loan defaulters

The system should generate the notification and letter for default in repayment

System should account the receivable amount for this head

System should account the transaction as per the finance rules

4.1.3. Small Tea Grower Development Directorate

The major activities of Small Tea Growers' Development Directorate (STGD) are:

- Capacity building of the Small Tea Growers community by equipping them technically and strategically by trainings and workshops at right intervals.
- To nurture the emerging areas of tea cultivation for the expansion and development by providing technological support.
- Monitoring the quality of tea production through measure like implementation of 65% fine leaf counting as a minimum yardstick.
- Ensuring Small Tea Growers the deserving return for their produce by regulating and declaring a Benchmark Price for green leaves per month.
- Monitoring the implementation of regulations like Tea Marketing Control Order and Tea Waste Control Order through satellite offices.
- Catering to the needs of the Small Growers' sector as a whole in a reach out mode.
- Overseeing proper implementation of R&D schemes like study tours, SCSP and likewise.
- Pesticide and fertilizer management of Small growers by ensuring GAP and GMP

4.1.3.1. Small Tea Grower/SHG Registration & Traceability**4.1.3.1.1. Functional Requirements**

Sl. No	Small Tea Grower Registration
1.	The system should allow registration of small tea growers with details like land, area, location, farmer details, contact details etc.
2.	The system should generate a unique identification number for each small grower as per location, date, sl. no. etc. in combination
3.	The system should allow printing of registration cards as applicable
	Registration of SHG/Cooperative
4.	The system should allow registration of SHA, Cooperatives of small tea growers with details like land, area, location, farmer details, contact details, assets etc.
5.	The system should generate a unique identification number for each SHG/Cooperative as per location, date, sl. no. etc. in combination
6.	The system should allow printing of registration cards as applicable
7.	The system should link the member growers to SHG/Cooperative with the unique IDs in relation
	Tea leaf shelling information
8.	The system should allow the SHGs to enter the details of tea leaf shelling (like quantity, factory where leaves were sold/own factory, date, price etc.)
9.	The system should allow to store the details of leaf collection

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	Production information by factories
10.	The system should allow the factories to enter the details of production of Tea with quantity and quality
11.	The system should allow factories to store the information of the bought leaf like source of the leaf, date of purchase, date of processing, category, variety, price etc..
	Analysis of the captured data and notifications
12.	The system should have the functionality to analyze the bought leaf price for various locations, zone, state etc. as per the selection criteria
13.	The system should allow the authorized users to trace the Tea product details as per the source and production date to the factory and garden level to SHG, own-garden, small growers etc.
14.	The system should allow the authorized officials to send specific notification to the small growers/SHGs/Cooperatives when required

Sl. No	Application Submission
1.	The system should allow both online and offline submission of application along with supporting documents by the applicants like SHGs, Universities, NGOs etc.
	Case A: Online Application Submission
2.	The system should allow the users to submit the application and upload the scanned documents through the internet/intranet as applicable.
3.	The system should have the ability to generate AIN along with notification on successful completion/submission of the application/submission of the application
	Case B: Offline Application Submission
4.	Applicant shall send the application by courier/post/by hand/etc.
5.	The system should allow authorized Tea Board users to upload the offline applications in to the system
6.	The system should have the ability to generate AIN along with notification on successful completion/submission of the application/submission of the application
	Application Processing (Verification, Clarification, Processing)
	Verification, Clarification
7.	The system should allow the concerned official to check the application details and supporting documents
8.	The system should allow the concerned official to seek clarification from the applicant if required
9.	The system should allow receipt of clarification through online and offline mode
	Processing
10.	The system should allow to process the application through a workflow
11.	The system should allow the CA to approve/reject the application with proper comments and digital signature
12.	The system should generate the digitally signed sanction/approval letter and notify the

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	applicant and user
13.	The system should allow the applicant to upload the bills against the activity details directly in the system or through Tea Board official
14.	The system should allow the approval of the bill/invoice through a workflow from the CA
15.	Upon approval the system should initiate the payment disbursement process
	Disbursement
16.	The system should notify the finance department of Tea Board to make the payment
17.	The system should allow the user to make the payment through the payment gateway/manual process and send notification to the applicant with the transaction details.

	Asset Management
1.	The system should allow to enter the details of the asset for sub regional or single man offices like laptops, vehicle, data card mobile phones etc.
2.	The system should allow to allocate the assets to employees responsible
3.	The system should allow the transfer of assets from one employee to other in case of a requirement
4.	The system should allow the creation of rented office details along with the rent agreement and its renewal reminders and storage of documents
5.	The system should allow the timely money transfer against rented offices to facilitate payments
6.	The system should allow the transfer of rents to employee account for applicable cases where the office is run at the employee residence
7.	The system should allow to make the payment from respective heads and account the same
8.	This asset management module should be an extended part of the TBAS stores module and should have all the required functionalities of a asset management module

	Tour plan, activity report and monitoring
1.	The system should allow to the employees responsible to create their fortnightly tour plan as per the mandate
2.	The system should allow use the business logic to prompt the tour plan for responsible employees
3.	The system should allow the authorities to edit the tour plan in case of requirement
4.	The system should allow the authorities to approve the tour plan
5.	The system should allow the users to update their tour activities against the plan when applicable
6.	The system should send the notification to users to create and update the tour plan and achievement
7.	The system should allow the users to create the monthly activity report and send to the authorities
8.	The system should have the functionalities to allow the user to crate the tour plan, activity, monthly report only when previous reports are created and closed
9.	The system to send notification to users for monthly activity report when the same is due
10.	The system should allow the authorities to approve the tour report and monthly report for analysing the same when required

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	Other requirements
11.	The system should have the functionality to send group notification about activities required from the employees responsible
12.	The system should allow the authorities to send selective information to the employees for region, zone or location wise
13.	The system should allow the authorities to send special assignments/task like inspection/audit/field visit to the employees in field offices and the employees should be allowed to enter their actions and send it back to the authorities as required

4.1.4. Research Directorate

The research directorate of Tea Board has been entrusted to conduct, coordinate and evaluate tea research nationally through 3 tea research institutes,

- a) DTR & DC
- b) TRA
- c) UPASI-TRF
- d) Other national R&D institutes and university

The List of processes /services offered by the directorate are:

Sr. No.	Name of the process
1	Approval of Budget for TRA & UPASI
2	Release of Fund to Tea Research Institutes and Others
3	Approval of Technical Proposal other than Research Project
4	Empanelment of Food Safety Management System Bodies and Soil Testing Laboratories
5	Mechanism for the Assessment of R & D activities

4.1.4.1. Approval of Budget for TRIs**4.1.4.1.1. Functional Requirements**

Sl. No	Notification
1.	The system should allow authorized officials to send notification to the Tea Research Institutions (TRIs) for their budget requirement
2.	The system should have the ability to allow the users to generate letters to request the budget requirement
	Budget requirement by TRIs
3.	System should allow the TRIs to enter their budget requirement in the system
4.	The system should allow send notification to the research directorate and send acknowledgement to the TRIs
	Clarification and Processing
5.	The system should allow the concerned official to check the application details and supporting documents
6.	The system should allow the concerned official to seek clarification from the applicant if required
7.	The system should allow receipt of clarification through online and offline mode

8.	The system should allow to process the application by the committee
9.	The system should allow to send the budget requirement to the finance department
10.	The system should notify when the budget is received in the particular head for research activities

4.1.4.2. Release of fund to TRIs and other institutions**4.1.4.2.1. Functional Requirements**

Sl. No	Request for fund release
1.	The system should allow Tea Research Institutions (TRIs) to enter their request for fund release under the approved project respectively
2.	The system should have the ability to allow the users to generate acknowledgement and notification to the TRIs and user
3.	The system should allow to upload the supporting documents like project details and UCs etc.
4.	The system should allow offline submission of supporting documents with a reference to the acknowledgement number
5.	The system should allow the user to upload the offline submitted documents as required to the system
Clarification and Processing	
6.	The system should allow the concerned official to check the request details and supporting documents
7.	The system should allow the concerned official to seek clarification from the applicant if required
8.	The system should allow receipt of clarification through online and offline mode
9.	The system should allow to process the application through a workflow
10.	The system should initiate the payment disbursement procedure after the approval from the CA
11.	The system should notify the finance department to release the fund as per the approval
Disbursement	
12.	The system should notify the finance department of Tea Board to make the payment
13.	The system should allow the user to make the payment through the payment gateway/manual process and send notification to the TRIs with the transaction details.

4.1.4.3. Approval of Technical proposals (other than research projects)**4.1.4.3.1. Functional Requirements**

Sl. No	Proposal submission
1.	The system should allow submission of proposal by the applicants
2.	The system should have the ability to allow the users to generate acknowledgement and notification
3.	The system should allow to upload the supporting documents like project details and synopsis
4.	The system should allow offline submission of supporting documents/detailed proposal with a reference to the acknowledgement number
5.	The system should allow the user to upload the offline submitted documents as required to the system

	Clarification and Processing
6.	The system should allow the concerned official to check the request details and supporting documents
7.	The system should allow the concerned official to seek clarification from the applicant if required
8.	The system should allow receipt of clarification through online and offline mode
9.	The system should allow to process the application through a workflow
10.	The system should allow the financial concurrence process if required
11.	The system should allow approval process through a workflow
12.	The system should notify the finance department to release the fund as per the approval
	Disbursement
13.	The system should notify the finance department of Tea Board to make the payment
14.	The system should allow the user to make the payment through the payment gateway/manual process and send notification to the applicant with the transaction details.

4.1.4.4. Empanelment of FSMS bodies**4.1.4.4.1. Functional Requirements**

Sl. No	Application submission
1.	The system should allow submission of proposal by the applicants
2.	The system should have the ability to allow the users to generate acknowledgement and notification
3.	The system should allow to upload the supporting documents
4.	The system should allow offline submission of supporting documents with a reference to the acknowledgement number
5.	The system should allow the user to upload the offline submitted documents as required to the system
	Clarification and Processing
6.	The system should allow the concerned official to check the request details and supporting documents
7.	The system should allow to process the application through a workflow
8.	The system should allow fix the presentation schedule
9.	The system should allow to notify the applicant/committee member about the presentation schedule
10.	The system should allow to enter the presentation and evaluation remarks
11.	The system should allow approval process through a workflow
	Issue of Certificate
12.	The system should allow the user to generate the digitally signed certificate of empanelment
13.	The system should notify the applicant about the approval/rejection
14.	The system should allow the applicant to take the digitally signed certificate

4.1.4.5. Empanelment of Soil Testing Laboratories**4.1.4.5.1. Functional Requirements**

Sl. No	Application submission
1.	The system should allow submission of proposal by the applicants
2.	The system should have the ability to allow the users to generate acknowledgement and notification
3.	The system should allow to upload the supporting documents
4.	The system should allow offline submission of supporting documents with a reference to the acknowledgement number
5.	The system should allow the user to upload the offline submitted documents as required to the system
Clarification and Processing	
6.	The system should allow the concerned official to check the request details and supporting documents
7.	The system should allow to process the application through a workflow
8.	The system should allow fix the inspection schedule
9.	The system should allow to notify the inspection team and applicant about the inspection schedule
10.	The system should allow to enter the inspection remarks
11.	The system should allow approval process through a workflow
Issue of Certificate	
12.	The system should allow the user to generate the digitally signed certificate of empanelment
13.	The system should notify the applicant about the approval/rejection
14.	The system should allow the applicant to take the digitally signed certificate

4.1.4.6. Project assessment and funding**4.1.4.6.1. Functional Requirements**

Sl. No	Concept proposal submission and evaluation
1.	The system should allow submission of concept proposal by the applicants/institutions
2.	Ability to allow the users to generate acknowledgement and notification
3.	The system should allow to upload the supporting documents
4.	The system should allow offline submission of supporting documents with a reference to the acknowledgement number
5.	The system should allow the user to upload the offline submitted documents as required to the system
6.	The system should allow to fix the evaluation date and notify the screening committee members
7.	The system should allow the evaluation of the proposal by a screening committee and capture the comments
8.	The system should allow the approval of the shortlisted proposals through a workflow
9.	The system should allow the shortlist of the proposal and notifies the applicants to submit the full proposal

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	Full proposal submission and evaluation
10.	The system should allow submission of complete proposal by the applicants/institutions shortlisted
11.	The system should allow to upload the supporting documents
12.	The system should allow offline submission of supporting documents with a reference to the acknowledgement number
13.	The system should allow the user to upload the offline submitted documents as required to the system
14.	The system should allow to fix the evaluation date and notify the screening committee members
15.	The system should allow the evaluation of the proposal by a screening committee and insert the comments
16.	The system should allow the approval of the shortlisted proposals through a workflow
17.	The system should allow the final list
	Integrated project list
18.	The system should allow to create the consolidated project proposal by combining similar type of projects for same region
19.	The system should notify the applicant
20.	The system should have the functionality to allocate coordinators to the integrated projects
	Audit of the projects
21.	The system should allow the concerned official to create the audit calendar
22.	The system should allow the approval of the audit calendar through a workflow form the CA
23.	The system should allow to enter the inspection/audit remarks in the system
24.	The system should allow the approval of the audit reports through workflow from the CA
25.	The system should allow to send the audit report to the applicants
	Fund disbursement
26.	The system should allow to create the proposal processing for fund disbursements
27.	The system should allow the processing through finance and a workflow
28.	The system should allow finance department to disburse the fund through payment gateway/manual process after the approval of CA
29.	The system should allow the disbursement and notification to the user and applicant

Research equipment details
The system should allow to create a research equipment purchase details register by the TRIs, Institutions etc. funded by Tea Board for all regions
The system should allow to create/enter the equipment details by the officials as well
The system should allow to retrieve the equipment details for search categories and parameters
The system should allow to update the register
The system should allow to update the status of the equipment use as per the project requirement and working condition
The system should allow to show the not in use equipment details as required
The system should allow to update the equipment status as not in working condition etc.

4.1.5. Statistics

The Statistics Department of Tea Board of India is responsible for the collection, analysis, preparation and presentation/publishing of statistical data relating to tea area, production, consumption, export, import, auction prices, retail prices relating to the Tea industry in India and World for preparing various MIS reports to the Board, Ministry and other stakeholders.

4.1.5.1. Statistics department requirements

4.1.5.1.1. Functional Requirements

Sl. No.	Description
1.	The system should provide an user friendly, web based interface for data preparation and presentation
2.	The system should allow on line filling of return forms like form e, import/export return and other relevant forms
3.	The system should be able to analyse Big Data
4.	The system should allow data to be accessed from any industry standard data source (including legacy applications of Tea Board on India)
5.	The system should provide the capability to upload data from a spreadsheet in to memory for analysis
6.	The system should provide self-service analytics
7.	The system should be compatible with both Windows and Linux operating systems
8.	The system should allow data classification as per the Tea Board policy
	<i>The system should provide the following capabilities for Analytics:</i>
9.	The system should have the capability to explore and seek correlations on data sets for any size data analysis
10.	The system should provide interactive analytical capabilities such as Correlations & Regression, scenario analysis, decision tree, trend analysis
11.	The system should provide capability to analyse unstructured data
12.	The system should provide Text Analytics on unstructured Data
13.	The system should provide enhanced forecasting capabilities with Scenario Analysis i.e. It allows users to see how the forecast would be effected by changing independent variable values
14.	The system should automatically select the most appropriate forecasting algorithm for selected data
15.	The system should provide a clear explanation of Analytical results
	<i>The system should provide Scalability and High Performance leveraging cost-effective architecture with increasing needs of managing Big Data</i>
16.	The system should provide Scalability and High Performance leveraging cost-effective architecture
17.	The system should have the ability to scale up easily considering the increasing needs of managing Big Data
	<i>The system should provide capabilities for analyzing / exploring data and creating reports using In-Memory technology:</i>
18.	The system should provide Auto-charting Based on data selected for analysis, system should automatically choose best visualization suited to display the type of data selected

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Sl. No.	Description
19.	The system should provide Geographical map views to provide a quick understanding of geospatial data
20.	The system should allow users to change queries dynamically
21.	The system should provide viewable descriptive statistics, such as min, max and mean, enabling users to gain an overall sense of a particular measure
22.	The system should provide the capability to link to an external url from a visual object with relevant context
23.	The system should allow hierarchy creation for adding drill-down capabilities to visualizations and reports
24.	The system should provide capabilities to Slice and dice multidimensional data by applying filters on any level of a hierarchy
25.	The system should provide capabilities to Drill up and down through hierarchies, or expand and collapse entire levels
26.	The system should allow previewing, filtering or sampling data prior to creating visualizations or reports
27.	The system should provide users the capability to save and share their analysis as exploration, report, or PDF
28.	The system should provide the capability to export data to Excel and CSV/TSV document formats
29.	The system should be capable of read and write of comments on reports to aid in collaboration
30.	The system should be capable of emailing a report link with comments to others
31.	The system should allow users to Capture screenshots and share comments with others
32.	The system should provide progressive filters.
33.	The system should provide collaboration support with Annotation on Tablet
34.	The system should allow users to Receive Alerts
35.	The system should provide a thumbnail view of recent and favourite items to select and open
36.	The system should provide filtering and selection capabilities to reports with easy-to-integrate common action elements such as radio buttons, drop-down/combination boxes, check boxes and sliders
37.	The system should provide Percentage of Records as part of Filtering and Result Data set giving a purview of the amount of data being Analysed
38.	The system should have capability to calculate new data items on the fly from existing data items using expressions
39.	The system should support distribution of Reports and Dashboards to tablets and mobile phones on latest operating systems like Android, iOS, windows and blackberry OS etc.
40.	The system should allow the analysis / explorations / reports for offline viewing to mobile devices
41.	The system should have the ability for Interactive report viewing for information consumers on iPad and Android devices
42.	The system should support same dashboard / report created on Web to be accessed from iPad and Android devices without requiring any redesign
43.	The system should allow users to securely view reports on mobile devices while online or offline
44.	All users should have access to all capabilities of the solution platform and should not be restricted by way of licensing

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Sl. No.	Description
45.	The system should be able to create the required management dashboards and reports required by management
46.	The system should provide the ability to switch between different percentages for the confidence interval
47.	The system should have the capability to custom colors across reports and sessions
48.	The system should have the ability to cancel query in process
49.	The system should have the capability to lookup email address in metadata
50.	The system should have the capability to link stored processes
51.	Self-service capability to import data from databases and social networking sites
	<i>The system should have the capability for Office Integration</i>
52.	The system should support viewing Reports and Dashboards in Office solutions
53.	The system should support e-mail integration
54.	The system should support Spreadsheet integration
	<i>The system should have the capability to monitor the In-memory server environment:</i>
55.	The system should have capability to monitor Resource utilization including CPU, I/O and Memory
56.	The system should have capability to monitor User sessions
57.	The system should have capability to monitor Mobile device logging history
58.	The system should provide ability to Refresh reports from the device
59.	The system should provide server side logging for user actions – reports downloaded
	<i>Indicative requirement of reports</i>
60.	Suggestive reports: - Land Use Classification wise Analysis - Tea Category pattern analysis (Tea-wise Area Statistics) - Wholesale and Retail Prices analysis - Auction Sale data reports category wise, district wise etc. - Production contribution of the District, State Nation in World Market. - Calculation of yield rate district/State and Identify High/Low Production States - Tea Category wise production - Tea Category wise Import/Export - Most demanded Tea Type in market - District wise Tea Category Production for given range year - District wise Production contribution for a selected season and state. etc
61.	Existing Reports: - Price variations - Tea Category Wise Production for a state and Year - Tea Category Group wise Production Statistics - Productivity performance in Agro-Climatic Zones - District wise production contribution summary - All India Yield Summary - Advance estimation on Production - Quarterly Estimate on Tea Category Production - Total Area and Classifications of Area - Area under Tea Category
62.	Analysis and forecasting:

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Sl. No.	Description
	• Time series Analysis (advance estimation of production) • Correlation analysis with regard to area and production as also production to consumption; • Price trend analysis and forecasting • Effect of market arrivals on wholesale and retail prices. • Tea Category Yield by District/State by season/year/zone • Land Usage by District Tea Category wise • Yield data and analysis for Tea category and area/location
63.	Analysis on Tea Category: • Tea Category Pattern • Tea Category Diversification Analysis (minor or major) • Root cause analysis of reduction in yield • Demand analysis for the produce • Best market analysis to sell produce for high returns • Ideal Tea Category for optimizing returns • Irrigational needs based on past data and Tea Category record. • Soil types and fertility in the respective areas • Land usage patterns etc.
64.	Data Sensitivity analysis, Impact Analysis, Tea Category Diversification, Variance analysis for production and sell etc.
65.	Trend analysis: • Trend analysis of the Tea Category yield/ Tea Category pattern • Trend analysis of land usage/Area Expansion • Trend analysis of retail and wholesale prices • Trend analysis and diagnosis of market arrivals vis a vis production to determine the gaps. • Analysis of shifting of Tea Category from major to minor (and vice versa)

4.1.6. Promotion Directorate

Promotion Directorate of Tea Board of India is primarily responsible for promotion of Indian Tea in domestic and international markets. There are numerous activities undertaken by the TBI through its Promotion Directorate for increase in consumption of Indian Tea in domestic and international markets through various schemes as follows:

Process	Sub-Process
Overseas Promotion	Overseas Offices (Promotion)
	Contribution to Tea Councils/ITC/ITPF
	Overseas Promotion
	International Fair & Exhibition
Project 5-5-5	Project 5-5-5
Boutique	Tea Boutique
Trade related activities	Deputation Delegation (Outbound)
	Deputation Delegation (Inbound)
	Seminar Conference/IITC
	Market Research
	Infrastructure (Tea Park/Warehouse)
	Inspection Charges
Incentive to exporters	ICD Amingaon
	Scheme for participation in Exhibition
	Logo/Brand Support/Origin Promotion
	Support to Associations
Publicity Materials	Purchase of Tea
	Printing Materials/Publication
	Gift Items
	Caddies/Carton/Chest let

Process	Sub-Process
	Freight & Insurance
	Promotional Package/Website/Computer
Legal and Consultancy	Legal and Consultancy
Domestic Promotion	Campaign/Promotion
	Domestic Fair
	Domestic Advertisement/Sponsorship
	Domestic Advertisement other
	Tea Centre/Bar/Buffer
	Administrative

4.1.6.1. Promotion Schemes

4.1.6.1.1. Functional Requirements

Sl. No	Application Submission
1.	The system should allow both online and offline submission of application along with supporting documents.
	Case A: Online Application Submission
2.	The system should allow the users to submit the application and upload the scanned documents through the internet/intranet as applicable.
3.	The system should allow partial saving of the application with temporary acknowledgement number
4.	The system should allow receipt of application fee, if/as applicable through the payment gateway
5.	The system should have the ability to generate AIN along with notification on successful completion/submission of the application/submission of the application
	Case B: Offline Application Submission
6.	Applicant shall send the application by courier/post/etc.
7.	The system should allow authorized Tea Board users to upload the offline applications in to the system
8.	Ability to enter the offline application fee (in the form of DD) as applicable, account the same (acknowledgement and confirmation)
9.	The system should allow partial saving of the application with temporary acknowledgement number

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10.	The system should allow updating the partially saved application along with the physical received documents
11.	The system should have the The system should have the ability to generate AIN along with notification on successful completion/submission of the application/submission of the application
Application Processing (Verification, Clarification, Processing)	
Verification, Clarification	
12.	The system should allow the concerned official to check the application details and supporting documents
13.	The system should allow the concerned official to seek clarification from the applicant if required
14.	The system should allow receipt of clarification through online and offline mode
15.	The system should allow the applicant to update the activity through online and offline mode with supporting documents
Processing	
16.	The system should allow to process the application through a workflow (as mentioned in the process maps)
17.	The system should allow role based access to officials of promotion department to check with the data for license, statistics etc.
18.	The system should allow the actors to check the application details with a checklist and as per the guidelines
19.	The system should allow the CA to approve/reject the application with proper comments and digital signature
20.	The system should generate the digitally signed sanction/approval letter and notify the applicant and user
21.	The system should initiate the payment disbursement process
22.	System should allow application processing as per the “ Scheme Related Cases Processing ”
23.	The system should do a check the validity and status of the licenses and returns from licensing and statistics department respectively
Disbursement	
24.	The system should notify the finance department of Tea Board to make the payment
25.	The system should allow the user to make the payment through the payment gateway/manual process and send notification to the applicant with the transaction details.

Scheme related cases for processing

For ICD Amingaon :

System should have the functionality of verifying the export data (Tea exported from Amingaon) through statistical department

For Overseas/Domestic Promotion:

The system should allow the authorized officials to prepare and store the tour report with metadata reference.

The system should allow the retrieval of stored reports to authorized users.

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Promotion Store Management (Publicity material & In house tea requirement at head office)

:

The systems should allow the user for indenting

The system should allow the order generation for procurement

The system have the facility for stock entry

The system should have the facility to record the issue of materials from the store

The system should have the facility of stock and issue register

For Market Research :

System should have the functionality to enter various data (production, consumption, export, import, quality, variety) of other countries.

The system should allow extracting comparison statements of/with various countries

The system should allow activities supporting market research and analysis to the authorized users

4.1.7. Welfare

Welfare department takes various measures and monitors the developments and fill the critical gaps in the provision of labour welfare activities of tea plantation workers and their family members through the management of tea estates. Tea board also provides financial assistance to support labour welfare activities pertaining to health, education etc. as follows:

Process	Sub-Process
HRD Scheme	Ambulance
	Medical Equipment
	Disabled Person
	Education Stipend
	Nehru Award
	Book and Uniform grant
	Scouts and Sports
	Short term training
	Awareness campaigns

4.1.7.1. Welfare Scheme (HRD Scheme)

4.1.7.1.1. Functional Requirements

Sl. No	Application Submission
1.	The system should allow both online and offline submission of application along with supporting documents.
	Case A: Online Application Submission
2.	The system should allow the users to submit the application and upload the scanned documents through the internet/intranet as applicable.
3.	The system should allow partial saving of the application with temporary acknowledgement number
4.	The system should have the The system should have the ability to generate AIN along with notification on successful completion/submission of the application/submission of the application
	Case B: Offline Application Submission
5.	Applicant shall send the application by courier/post/etc.
6.	The system should allow authorized Tea Board users to upload the offline applications in to the system
7.	The system should allow partial saving of the application with temporary acknowledgement number
8.	The system should allow updating the partially saved application along with the physical received documents
9.	The system should have the The system should have the ability to generate AIN along with notification on successful completion/submission of the application/submission of the

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	application
	Application Processing (Verification, Clarification, Processing)
	Verification, Clarification
10.	The system should allow the concerned official to check the application details and supporting documents
11.	The system should allow the concerned official to seek clarification from the applicant if required
12.	The system should allow receipt of clarification through online and offline mode
	Processing
13.	The system should allow to process the application through a workflow (as mentioned in the process maps)
14.	The system should allow the CA to approve/reject the application with proper comments and digital signature
15.	The system should generate the digitally signed sanction/approval letter and notify the applicant and user
16.	The system should initiate the payment disbursement process
17.	System should allow application processing as per the "Scheme Related Cases Processing"
	Disbursement
18.	The system should notify the finance department of Tea Board to make the payment
19.	The system should allow the user to make the payment through the payment gateway/manual process and send notification to the applicant with the transaction details.

Scheme related cases for processing

For Ambulance and Medical Equipment:

System should have the functionality of extracting the application for presenting the case to welfare committee and Board meeting

The system should allow the user update the system about the Committee and Board decision and re-initiate the workflow as required

For Scout: The system should allow the authorized officials to enter the state scout secretary recommendation in the system

The system should allow the payment process accordingly

For awareness campaign :

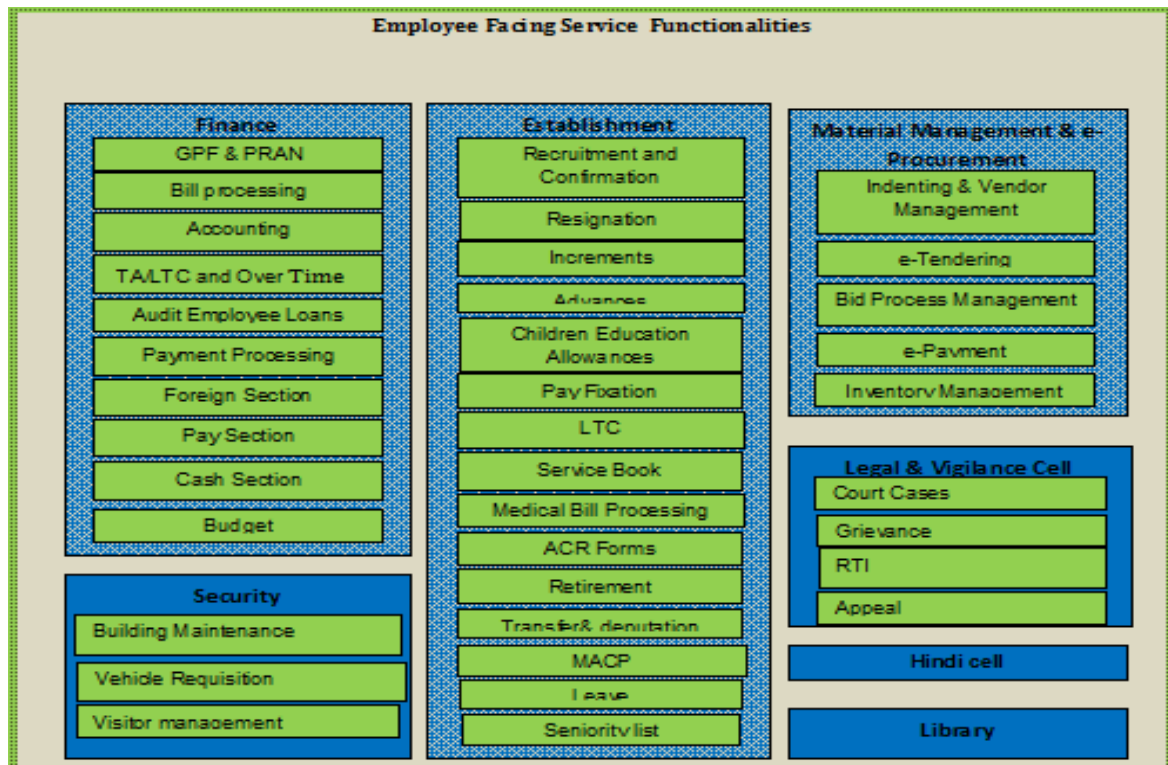
The systems should allow the store of worker, estate & factory information

The systems should allow the user sending awareness notification to the workers from time to time

The system should allow the user to store the awareness campaign information like attendance, campaign content etc. in the system with the date and venue

4.2. Employee Facing Service Functionalities

Various Employee Facing Service functionalities of the overall functional architecture of Tea Board e-application are depicted in the diagram below.



4.2.1. Finance

Finance department of the Tea Board of India is mainly responsible of all the financial transactions, budgets, accounting and expenditure of the Board. It communicates with the central ministry for the budget allocation and sends the requirement to the ministry and provides the utilization certificate as well. This department receives the fund from ministry and further circulates to various departments and Zonal/Regional offices as per the approved plan and requirement. Finance department maintains the expenditure details and records of the board. It has many processes starting from salary, party payment to pension etc. as follows:

Process	Sub-Process
Finance	Budget
	GPF & PRAN
	Bills Section(Payments)
	Medical & Other Bills
	TA/LTC and Over Time
	Employee Loans
	Advance & Settlement, Accounts
	Main Accounts
	Pay Section (Salary and others)
	Cash Section (Payment)
	Pension Section
	Cash section

4.2.1.1. Finance Activities**4.2.1.1.1. Functional Requirements**

Sl. No	Generic requirements
1.	The system should have all the functionality of central government PSU/undertaking finance operations
2.	The system should have the functionality to generate all financial reports mandated by Government of India for the finance department of a central government PSU/undertaking
3.	The system should have all functionality as per GFR, Delegation of financial power, Common format for autonomous bodies, FRSR, Treasury rules, CSMA rules, PF rules, NPS rules, TDS rules, Service Tax rules
	Central Accounts
4.	General
5.	The system should support the multiple office codes
6.	The system should club multiple office codes into a sub group and group (field offices, sub-regional, regional, zone and head office)
7.	The system should control the transaction processing with rules defined for each of the offices
8.	Set-up of processing and accounting rules along with GL account code for each transaction

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9.	The system should support the extension of GL masters i.e. account codes, customer and vendor master for use by more than one office code
10.	The system should provide for segmental reporting based on different geographies and office segments.
11.	The system should allow dynamic creation of General Ledger Heads (GLs) for various heads of fund for Tea Board of India as per the guidelines
12.	The system should allow dynamic creation of sub-GL codes under a GL as per the requirement and shall relate and account child-parent relation
13.	The system should allow creation of deposit account codes for various offices, schemes, loans, deposits etc.
	Transaction Accounting - General Requirements
14.	The system should allow double entry book keeping for the financial transactions
15.	The system should generate an output of all accounting entries for a user specified period
16.	The system should process, track, account and report on for the necessary range of currencies across all the modules
17.	The system should permit entry of free format text (e.g. in the case where the accounting personnel wants to provide additional information during posting of Journal entries, vouchers etc.)
18.	The system should support the user definable fiscal years with following capabilities: • splitting a fiscal year into multiple user-definable accounting period • allow for multiple accounting periods to be "open" at any given time • restrict posting to specific accounting periods based on authorizations & allow for posting to prior periods based on authorizations • not allow for posting to prior fiscal years which have been closed The system should have voucher processing controls with following capabilities: • provides for directly posting any voucher to the ledger or keeping it "on-hold" • should not allow for modifications of any voucher posted to the ledger • should allow modifications of details on a voucher kept "on-hold" • provides for automatically reversing any voucher (Individually/Collectively batch wise) The system should process voucher in faster ways and ease of data entry; in the following ways: • Provision to provide reference to an existing voucher with an option for copy and modify few details as required before posting. • Should provide for voucher templates • Should provide for recurring vouchers
19.	The system should support multiple sub-ledger/General Ledger entry for break up transactions
20.	The system should support assignment of accounting details for the sub-ledgers and its components like Vendor/ Supplier/ Contractor, Employee, Asset, Inventory, Work Order, Investment, Loans, Project, Borrowings, Deposits, Taxes etc. with segregation of its type whether asset or liability.
21.	The system should automatically post and update general ledger control / main account whenever a sub-ledger account is posted.
22.	The system should maintain only balances for control accounts in the General ledger; details of such transactions would be available in the respective sub-ledgers.
23.	The system should not allow direct postings to main / control accounts in general ledger which represent as control account of respective sub-ledger component.

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24.	The system should provide an option to match debits and credit when an account is posted
25.	The system should automatically issue warning for duplicate vouchers based on same dates, same references, same accounts, same party etc.
26.	The system should record the dates of the event, accounting, preparation of the voucher, authorization of the voucher, changes, if any, reference document, reversal, if any etc. on each voucher
27.	The system should support entering transactions for memorandum i.e. transactions which do not update the ledgers.
28.	The system should support such memo transactions for reporting
29.	The system should automatically convert any of the memo transactions into regular transactions for processing.
30.	The system should allow keep track of all inter-related transactions e.g. Work order to Goods Receipt to Vendor invoice to Payment
31.	The system should support reporting for user-definable accounting periods or a period range for all reports
32.	The system should allow printing documents / reports on pre-printed stationery
33.	The system should allow mapping of Chart of Account Codes with the ones as prescribed by the Board
34.	The system should maintain multiple chart of accounts
35.	The system should integrate with other modules as and when introduced without much customization/modification to the existing module.
	General reporting requirement
36.	The system should print / publish reports; and save them as viewable files in PDF, TXT, MS-Excel and XML formats as prescribed by the board
37.	The system should export and extract data and graphical reports to spreadsheets / databases/ presentations for analysis and reporting.
38.	The system should support customizations of reports to Board's needs, as per the details listed below: - Ability to allow users to specify the exact layout of the required report including location of the fields, header, footer, page numbering, title etc. - Ability to export extracted data and graphical reports to spreadsheets / databases/ presentations/pdf/text
39.	The system should provide context sensitive help to guide users to form the reports required by them
40.	The system should define a schedule for generation of each report. (e.g.: daily, weekly, monthly) as required
41.	The system should define users to whom the report needs to be sent. The output format can be a paper or electronic Via email/internet/intranet etc.
42.	The system should be able to isolate and report on errors and exceptions.
	Reporting
43.	The system should generate financial statements at the various defined levels of the Organization
44.	The system should generate financial statements for multiple offices/region/zone and consolidation

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45.	The system should support the generation of internal reports and transactional reports for each of the organizational units. It should be able to report at least on the following heads: • By deposit/expense/availability heads • By Asset/Liability heads • By transaction types • By status in the workflow process like draft, pending
46.	The system should support the definition and maintenance of alternative organizational structures for internal and external reporting. (Example grouping/regrouping of offices/zones for MIS reporting etc.)
47.	The system should create separate physical segregation of data by offices/region/zones & various schemes/heads
48.	The system should provide statutory financial ratios based on set parameters as required by government
	General Ledger
49.	The system should support entry of description or name of Zone Office, Regional Office, SRO etc. for each location/account Code
50.	The system should maintain group chart of accounts
51.	The system should support multiple charts of accounts and map the transactions automatically onto the different charts.
52.	The system should support add new general ledger codes to the existing chart of accounts
53.	The system should support generation of voucher on serial number maintained offices/schemes
54.	The system should define functional/base currencies of the respective transactions
55.	The system should block and delete GL accounts not in use. However deletion to be done with proper authorization
56.	The system should create an audit trail for the GL account created and amended
57.	The system should ensure that only authorized persons are allowed to create general ledger master data.
58.	The system should support add new accounts, change descriptive information on existing accounts and delete accounts no longer required.
59.	The system should capture the following information in accounting for a transaction should: cost centre, budget code, project office etc.,
60.	The system should allow ability to view the Chart accounts as drop down list restricting to that group or nearby group.
	Transaction input
61.	The system should support input of following indicative fields on transactions: • Voucher series, Transaction reference, Accounting period (to be automatically derived from date) etc. at Header level • Account code, Amount, Debit/credit, Analysis code etc. at Line level
62.	The system should support 'park & post' of transactions
63.	The system should list the 'parked' transactions and option to 'post' them individually or collectively
64.	The system should support automatic accounting entries for accounts payable accounting, fixed asset accounting, accounts receivables accounting
65.	The system should support budget preparation office wise/department wise/location wise etc.
66.	The system should support accounting for security deposit and calculation of interest on

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	security deposit and posting
67.	The system should support reversal of vouchers with a reason code.
68.	The system should display individual voucher wise entry for general ledger as well as consolidated total for user specified period for current year as well as prior years.
69.	The system should display all outstanding, still to be cleared from the system separately in the general ledger report
70.	The system should assist users in routine vouchers entries by creating predefined sample vouchers for frequent use.
71.	The system should identify all predefined provisional voucher, which have not been posted in the books of accounts like rent, electricity/ telephone bills etc.
72.	The system should support clearing of all outstanding entries in the general ledger
73.	The system should identify separately all outstanding entries pending for clearing and all cleared entries.
74.	The system should facilitate online document approval process at multi levels. (System should allow posting to General ledger only after final approval is received from the reviewing authority
75.	The system should allow the user to review the document before final posting.
76.	The system should allow entry of foreign exchange rates on a periodic basis while transacting for foreign offices
77.	The system should support the calculation and accounting of foreign exchange rate variation at the month and year end as per accounting standards applicable for government
78.	The system should have option of compulsory data entry in selected fields as required
79.	The system should support journal amount(s) entry as debits or credits, mentioning the account code, sub-accounts, Cost centre/charge codes, sub-ledgers, line description, header description etc.
80.	The system should support the journals entries and periodic entries as per requirement
81.	The system should support clearing accounts and balance them at the transaction completion
	<i>Sub-ledgers and Integration</i>
82.	The system should consolidate information within and across general ledgers for monthly reporting purposes
83.	The system should integrate GL, accounts payable, accounts receivable with all the sub-ledgers and synchronize with the GL in on-line, real-time manner. System should facilitate recording of transactions through sub-ledger, e.g. employee wise LTA, allowance etc.
84.	The system should support the functionality of financial module to be fully integrated with the stores and payroll modules thus ensuring that the operational and financial books always reflect the same results
85.	The system should have a common control account as a link between sub-ledgers detail and general ledger summary
86.	The system should post to control accounts in the general ledger automatically, the postings made to sub-ledgers.
87.	The system should detect any differences between sub-ledgers and control accounts in main general ledger
88.	The system record and do inter-organization/inter-office accounting for the transactions
89.	The system should report on the inter-organization/inter-office balances
90.	The system should reconcile accounts of the inter-organization/inter-office
91.	The system should support multiple levels of approval for a journal voucher before it is posted into General Ledger.

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	<i>Period-end Closing</i>
92.	The system should track period-end provisions by different voucher series.
93.	The system should automatically keep all provisions till FY closing
94.	The system should automatically re-group accounts based on balances
95.	The system should identify the need of any corrective measures/ items of exceptions with respect to the closing the financial periods; in a scenario of multiple modules (sub-ledgers) to be closed before closing the GL.
96.	The system should ensure that all pending activities are carried out before closure and prompt any alert or notification if some activities are not carried out
97.	The system should allow post adjustment entries in closed period with proper audit trail and authorization
98.	The system should make provisions for expenses from the system based on open items at the time of period closing
99.	The system should create provisions for all open GL before making provisions for the period
100.	The system should keep all provisions made on FY end
101.	The system should do a periodic and year end closing of accounts as per user defined closing calendar
102.	The system should carry forward the closing balance of the financial year as opening balance to the next financial year automatically as applicable or adjust the refund if required
103.	The system should maintain monthly accounting periods in the financial year
104.	The system should facilitate blocking of entries in a particular general ledger when required
105.	The system should monitor closing provisional entries separately
106.	The system should post and view transactions in foreign currency as well as in local currency as required
107.	The system should automatically carry forward of balances for accounting reports for the financial year end as applicable
108.	The system should keep the previous year open for a specified period while processing the next year's data
109.	The system should provide additional periods for the adjustment entries i.e. say audit entries on the last day of financial year /month for any outstanding liability/adjustments
110.	The system should allow write off as applicable with proper approval
111.	The system should calculate interest as per predefined information
	<i>Financial Statements and Reporting</i>
112.	The system should generate Annual Account Report as per the format and mandate for/by the government
113.	The system should generate Balance sheet in accordance with government guidelines
114.	The system should generate a report on net movement by account, showing opening balance at start of month, net transactions value (or detailed transaction) and closing balance.
115.	The system should have a transaction listing based on: • By Account(s) • By Date(s) • By Voucher Number(s) • By Voucher series(s) • By User(s) • By transaction type(s)
116.	The system should handle reporting and disclosures under all accounting standards
117.	The system should have the capability of supporting multiple calendars years for reporting

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	purposes
118.	The system should maintain audit trail of documents created in the system
119.	The system should be able to identify the user who created the document , the user who approved the document, user who edited the document and what all has been edited)
120.	The system should allow ability to retrieve deposit/expenditure from inception to till date without transfer
121.	The system should generate Balance Sheet for the period inputted by the user
122.	The system should allow Quarterly, half yearly and annual consolidation of Financial Statements
123.	The system should drill-down from the statement to the original transactions
124.	The system should reconcile with the general ledger on an account-to-account basis
125.	The system should generate any reports, comparing against: • Previous periods • Previous year
126.	The system should generate reports on government loans etc. as applicable
127.	The system should generate government audit report on expenditure etc.
	<i>Receipts and Collection</i>
128.	The system should provide for accounting of fees collected for various services by Ta Board
129.	The system should also account for the manual fees collection for various services of Tea Board
130.	The system should account the fees collected to respective heads/sub-heads and account it with the specific deposit account
	Payment (Bills, Vendor Payment, Subsidy and Scheme Disbursements)
131.	<i>General</i>
132.	The system should fully integrate the Accounts payables system with the general ledger, cash book, accounts receivable, cost head/sub-head, purchasing, inventory and other relevant functions
133.	The system should allow all type of transactions and adjustment journals
134.	The system should allow payment of subsidies and scheme disbursements after proper approval for CA
135.	The system should initiate the payment process and trigger to the finance user
136.	The system should allow make online payment through payment gateway and offline payment as applicable and required
137.	The system should account for disbursements to their cost heads/sub-heads
138.	The system should account for purchases and categorizing the purchases
139.	The system should allow to enter invoices for adhoc purchases, regular and service PO
140.	The system should support debit/ credit note for rate differences in transactions
141.	The system should support different tax rates and purchase rates for different line items in the same PO
142.	The system should provide for regular and automatic adjustment of invoices / credit notes with prepayments/ debit notes
143.	The system should allow to track and trace documents through the use of an document numbering scheme
144.	The system should allow workflow for streamlining work processes and alert for the approval, pending items for approval etc
145.	The system should have the ability to transfer vendor balances from one vendor to another
146.	The system should provide details of discounts offered by vendors
147.	The system should check double invoicing

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148.	The system should scan external documents and link these to the system generate document
149.	The system should create unlimited line items in the journal vouchers/invoices/bills/debit note / credit note
150.	The system should record the liability with the due date of payment and providing date wise outstanding report
151.	The system should initiate tax deduction and deposit process
	Masters
152.	The system should record the following details for each vendor master record: Vendor/Beneficiary Type, Vendor/ Beneficiary code, Name, Address, Payee name (if different from the vendor), Payment address (if there is a different payee), Telephone number, Fax number, E-mail, Contact person, Payment terms, Payment method, Payment charges to be recovered, Paying Bank details, Vendor Bank details, Sales Tax Numbers, Permanent Account Number, Payment location, Payment lead time, TDS exemption details, SSI details, ECS related information, RTGS related information, Vendor type etc.
153.	The system should check and stop creation of duplicate vendor master accounts. (The system could check for duplicate address, PAN numbers or bank account details to avoid duplicate vendor master creation).
154.	The system should capture vendor TIN number, NSS and PAN numbers mandatory fields and further provides for type of transactions where such mandatory fields are to be filled up where applicable
155.	The system should view vendor addresses and modifying them
156.	The system should facilitate the set up of "irregular / one-time vendors" account for processing transactions for rarely used vendors so as to obviate the need to set up individual master file records.
157.	The system should see the identity against each transaction on enquiry on the "irregular / one-time vendors" account(Example: Identification of person/representative person accounted in one time vendors transactions)
158.	The system should provide for the ability to provide different TDS rates for the same vendors
159.	The system should not deduct TDS for certain vendors when a certificate of no deduction is given and to comply with relevant reporting requirement in TDS return
160.	The system should deduct TDS for certain vendors at a lesser rate when a certificate of lesser deduction is given and to comply with relevant reporting requirement in TDS return
161.	The system should provide an option to enter the "Exemption No" where no deduction or lesser deduction is made for a vendor
	Invoice Entry
162.	The system should provide an invoice register facility by which invoices can be logged prior to accounting in the general ledgers
163.	The system should provide for the following types of invoice entry: • Against a purchase order or contract only • Against a purchase order or contract and with a goods • Against a purchase order or contract, goods receipt no
164.	The system should support automatic generation of the Debit/Credit notes on the vendor, based on the purchase order and the quality acceptance note
165.	The system should allow collation of purchase orders in the invoice register by Purchase order type (Material purchase order, Services, Other Central Purchase Orders, Local Purchase order), Purchase order value etc.
166.	The system should provide for Debit/Credit Notes based on proper authorization
167.	The system should generate ageing analysis for the outstanding invoices

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168.	The system should reflect invoice wise outstanding for a particular vendor and for group of vendors.
169.	The system should record deductions from invoices under various accounts like cash discount, rebates, charges etc. with reasons for intimating to the vendor / contractor
170.	The system should support three way checking process for processing of invoices. (Three way check process specifies that goods are received on the basis of purchase order and invoice is accounted on the basis of goods received in the system)
171.	The system should record and account discrepancies arising out of physical verification of inventories
172.	The system should trace for adjustments in accounts for the transfers between units/offices
173.	The system should support claim management with respect to material loss/ short supply either to the account of supplier or transporter.
174.	The system should support automatic generation of accounting entries for PO-based invoices from PO
175.	The system should provide reference and match PO-based invoices with the PO
176.	The system should record details of the associated tax and miscellaneous charges
177.	The system should specify if taxes / charges are to be calculated for each item in the invoice or the entire invoice.
178.	The system should define payment schedules for invoices together with associated discounts and penalties.
179.	The system should indicate if discounts are based on individual invoice values or gross invoice value.
180.	The system should specify if payments are to be made to third parties in case of PO-based invoices.
181.	The system should raise item based credit and debit notes.
182.	The system should track over-invoicing, return of good and price variance
183.	The system should record advances against vendor with reference to a general reference, multiple purchase orders or multiple proforma invoices.
184.	The system should support the functionality of maintaining vendor as customer, giving the user the option of transaction set-off
185.	Vendor code, Transaction reference (internal), Vendor transaction reference, Transaction date, Posting period, Transaction value, Order number (to which the invoice relates), Narrative (for purchase ledger entry), Tax codes (Multiple), Tax amounts (Multiple), TDS details, if applicable etc.
186.	The system should assign default status to the transactions entered as say 'authorized for payment', 'Not authorized', 'New', 'Draft' etc.
187.	The system should prompt if any "advance" is outstanding against the vendor while posting the invoice.
188.	The system should support entering invoices for "pre-paid" expenses and apportion the amount between prepaid accounts and expense accounts on a periodic basis
189.	The system should allow the flexibility to post expenses pertaining to prior periods in the current period and apportion the remaining amounts as pre-paid for the remaining periods
190.	The system should allow manual entering of invoices
191.	The system should support multiple approval hierarchy for invoices as per the delegation of authority of the company.
192.	The system should create invoice template and add Logos / modify fonts as per user requirements.
193.	The system should provide an option as to the gross amount or the net amount on which TDS to be calculated

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194.	The system should deduct TDS on invoice or payment whichever is earlier
195.	The system should define the tax amount on the partial Invoice/PO where there is a consolidated invoice/PO for (say) materials & service
196.	The system should calculate TDS on foreign transaction as per the exchange rate given applicable on date of accrual in books, which may be different from exchange rate on date of remittance.
197.	The system should provide a warning message in cases of transactions that require tax deduction
198.	The system should facilitate matching invoice with PO and Goods receipt so that data entry is minimal
199.	The system should perform regular and automatic adjustment of invoices / credit notes with prepayments/ debit notes
200.	The system should account for all types of taxes (Service tax, WCT, VAT, CST, ED etc.) where applicable during invoice posting/ advance payment whichever is earlier
201.	The system should generate the TDS certificates in prescribed formats on annual as well as monthly basis
202.	The system should comply with the e-TDS requirements
203.	The system should provide different TDS rates for the same vendors
204.	The system should identify the 'deemed service provider' liability for payment of service tax and availing credit thereof (also retrospectively)
205.	The system should account for bills partially
206.	The system should interface with one or more banks for payment processing
207.	The system should authorize the vouchers using digital signatures
208.	The system should authorize the vouchers online (using workflow)
209.	The system should exclude the service tax amount & other specified amounts like reimbursement amounts for calculation of TDS
210.	The system should generate TDS related information in excel, PDF, .txt formats
211.	The system should deduct TDS for certain vendors at a lesser rate when a certificate of lesser deduction is given and to comply with relevant reporting requirement in TDS return
212.	The system should provide an option to enter the "NOC No" where no deduction or lesser deduction is made for a vendor
213.	The system should provide an option as to the gross amount or the net amount on which TDS to be calculated
214.	The system should deduct TDS on invoice or payment whichever is earlier
215.	The system should define the tax amount on the partial Invoice/PO where there is a consolidated invoice/PO for (say) materials & service
216.	The system should calculate TDS on foreign transaction as per the exchange rate given applicable on date of accrual in books, which may be different from exchange rate on date of remittance.
217.	The system should handle retrospective TDS / surcharge rate changes.
218.	The system should generate a list of all foreign payments made
219.	The system should apply service tax on gross amounts in case of payments to foreign vendors.
220.	The system should manage payments, advances and deductions to vendors.
221.	The system should support receipt of money from vendors (e.g. recoveries, advances) etc.
222.	The system should allow payment of invoices on the "irregular / one-time vendors" account through the automatic payment processing function.
223.	The system should make part payment against an invoice and balance payment process on a subsequent date
224.	The system should make advance payment to a vendor and later link it to vendor specific

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	invoice or invoices received
225.	The system should facilitate centralized payment vouchers for all the purchases made for the various different project from the same vendor
226.	The system should block invoices and vendors for payment along with reason codes
227.	The system should provide for a reporting on payments made to a group of vendors with the statistical reporting on the services or goods supplied. For example, in case of the transporter payments, a report on the payments made to the transporter along with the quantity of goods carried.
	Reports
228.	The system should provide creditors report showing balances
229.	The system should provide for optional inclusion of open items, supporting the amount ranges etc.
230.	The system should provide analytical, summary and standard reports that provide an accurate picture of the accounts payable including invoice, tax, payment amount
231.	The system should generate report on year-to-date payments made to the vendor
232.	The system should generate report on discounts availed by the company
233.	The system should provide the list of invoices against a PO
234.	The system should provide reports on: - The PO's generated - The receipts against PO - The open PO - The rejections related to a PO - Procurement schedule - PO vendor reports
235.	The system should generate creditors report for: - All creditors - User defined range of creditors - Account balances aged over 1 month, 2 months, 3 months - Aged by transaction on date - Aged by due date
236.	The system should have the information on the creditors ageing report at transaction level as well as vendor level
237.	The system should have the transaction ageing periods be user definable
238.	The system should generate the reports by both vendor name as well as payee name
239.	The system should provide for all TDS related reporting
240.	The system should provide for printing vendor statements to be dispatched to vendors
241.	The system should provide report on TDS returns
242.	The system should report on retention payable vendor wise (TDS, Security Deposit, Other deductions etc.)
243.	The system should report on the foreign payments based on method of payment (Example Wire transfer, payment gateway etc.)
244.	The system should report on the advances paid to the suppliers age wise
245.	The system should report on the list of 'active' vendors
246.	The system should report on status of PO/Work Orders/ Service Contracts at any given period
247.	The system should report on the vendors based on Vendor type (company, Non company)
248.	The system should track customs duty paid
249.	The system should meet custom duty reporting requirements
250.	The system should generate the desired vendor correspondence, like balance confirmation,

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	payment reminders and the automation of the correspondence
251.	The system should report on vendor payment invoice wise
252.	The system should report on mobilization advance (prepayment) report vendor wise
253.	The system should generate item wise payable report
	Cash Sections
	<i>Payment Processing</i>
254.	The system should provide for the following types of transactions: - Payments for vouchers generated by all sections (both automatic and manual) - Cash/bank receipts - Electronic fund transfer
255.	The system should select items for payment interactively by the following methods: - All items older than an input date - All outstanding items on an account - Individual items on an account - All items up to "X" amount in total - Other options as required by business needs to be provided
256.	The system should prevent payments to vendors of more than a user specified amount
257.	The system should use the proposed payment list as the basis for selecting payments, but with facilities to modify or delete them as follows: - Specific exclusions by Vendor, Invoice - Inclusion of items not yet due or suspended - Part payments
258.	The system should provide for the payment approval process be mapped in the system as per the delegation of authority manual
259.	The system should support online processing of payment vouchers, bulk payment and payment across multiple bank accounts and authorization through work flow
260.	The system should provide for single/ multiple payments through payment gateway and manual procedure as required and accounted in the system
261.	The system should provide for upper limits and lower limits on payments for specific payment methods (e.g. Cash payments should not exceed Rs. Xxx with a provision to allow such payments for few authorized people)
262.	The system should allow grouping of multiple line items in one payment
263.	The system should allow splitting one line item into multiple payments
264.	The system should produce a remittance advice for all payments made (irrespective of method of payment) and notification to users and beneficiaries and vendor with notification
265.	The system should post, payments to the cash book and update automatically the general ledger i.e. Vendor ledger control account, Bank account, Penalties accounts, recovery from vendors etc., TDS account (location specific), Expense accounts (DD charges, etc.)
266.	The system should support batch processing of payment vouchers, bulk payment and payment across multiple bank accounts
267.	The system should enable selection of multiple documents for payment through pay groups
	Receipts Processing
268.	The system should account the receipts in cash book/bank book
269.	The system should account the receipts based all receipts in various offices under various head/sub-heads
270.	The system should generate 'Daily Cash Collection Statement' and reports as required
	Reports

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271.	The system should generate payment advice through the system
272.	The system should report on foreign remittance payment details
273.	The system have the ability to generate payment due report
274.	The system have the ability to generate payments in foreign currency party wise period wise
275.	The system have the ability to generate cash book
276.	The system should generate petty cash register
277.	The system should generate bank book
278.	The system should generate cash flows for: - Immediate future (considering vendor invoices and custom receipts) - Medium-term and long-term requirements (considering planned purchases and sales)
279.	The system should generate Bank balance analysis (bank balances by amount slabs)
280.	The system should generate Daily Limit utilization reports
281.	The system should generate Cash Flow statement
282.	The system should generate reports on cash positions of the offices
283.	The system should generate bank reconciliation statement based on the inputs given
284.	The system should generate bank guarantee reports bank wise, division wise, category wise
285.	The system should generate list of expired bank guarantees bank wise, division wise, category wise
286.	The system should generate fixed deposit reports including interests
287.	The system should list out loans with outstanding and interest paid/payable for a given period
288.	The system should list out the report for all receipts based on the receipt type
	Asset Accounting
	General
289.	The system should support fixed asset classification as per following: • Support the classification by Asset category, Asset type, Asset ID, Physical ID, Asset location, Asset Value, Cost Centre, Put to use date, Nature of Financing (Plan/Non-Plan), Employee responsible, applicable rate of depreciation, terminal value of the asset, installation date, name of the vendor, any other user defined field etc. • Support asset master, Asset Classification (as per Income Tax Act requirements), Asset Class (User-definable), Asset Usage Status (In-use, Stand-by, etc.), Depreciation details, Expected Life of asset, Insurance details, AMC details, Ownership details (Owned/Leased), Lease details, if Leased asset etc.
290.	The system should deal with the scenarios demanding conversion of a booked revenue expenditure to Capital expenditure
291.	The system should provide restricted role based access for allowing the capitalization transactions in the prior periods.
292.	The system should provide for capitalization of imported assets considering: - Landed cost of assets - Accounting for exchange rate gain/loss
293.	The system should facilitate tracking and depreciate assets associated with the parent asset
294.	The system should facilitate department wise budgetary control
295.	The system should facilitate asset category wise budget.
296.	The system should enforce budgeting control from the step of requisition / purchase order of the assets.
297.	The system should allow for modification of asset capex budgets
298.	The system should provide comparative reporting on the asset actuals versus budgets
299.	The system should upload Mass Assets specifically in case initial uploading or asset

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	acquisitions
	<i>Asset transactions</i>
300.	The system should provide for transferring assets based on a transfer request; on workflow based approval mechanism.
301.	The system should automatically generate accounting entries for each transfer including for following account heads: - Capital account - Accumulated depreciation
302.	The system should keep track of history of asset transfers
303.	The system should allow for asset splits
304.	The system should allow recording of the disposal of assets upon retirement
305.	The system should provide for additional capitalization on existing assets
306.	The system should support physical verification of assets by generating tag numbers or an appropriate list for the purpose
307.	The system should record verification details on the asset master for tracking and audit trail
308.	The system should prompt for or to facilitate lodging insurance claims for lost/damaged assets
309.	The system should maintain the audit trail of cost data to facilitate scrap sale
310.	The system should handle lease (both finance and operating lease) and hire purchase accounting & payments
	<i>Depreciation</i>
311.	The system should support multiple depreciation rates, schedules and terms for each asset; as per details below: - As per government procedure
312.	The system should track asset values / schedules as per each of the above depreciation terms separately and individually
313.	The system should support multiple depreciation methods for each of the depreciation
314.	The system should allow for multiple types/levels in grouping of assets
315.	The system should provide for specific depreciation
316.	The system should provide for the flexibility of changing depreciation details as follows: • Depreciation rate • Depreciation method
317.	The system should allow for changing of depreciation details with retrospective effect in the current fiscal year
318.	The system should automatically generate accounting entries for change in depreciation details giving period-wise break-up
319.	The system should post depreciation entries automatically based on calculated depreciation
320.	The system should provide a flexibility of allowing a specific depreciation start date, which may be different from the capitalization date or date placed in service
321.	The system should keep track of all changes to depreciation details for proper audit trail
322.	The system should allow for limits on depreciation. For example the leased assets cannot be depreciated below 5% of the original cost
323.	The system should allow for assets with a minimum value
324.	The system should automatically stop computing depreciation for assets reaching zero-value or depreciation limit; but making them available in the system for tracking and maintenance
325.	The system should generate a comparison statement across different depreciation terms / schedules along with analysis of differences in the depreciation expense

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	<i>Asset Issues and transfers</i>
326.	The system should facilitate inter-location, inter-cost centre or inter-office issues and transfers
327.	The system should facilitate Inter-location and inter-office transfers in two stage: Transfer-out; Transfer- in
	<i>Asset Revaluation and Retirements</i>
328.	The system should retire the assets partially or fully
329.	The system should perform upward or downward revaluation of asset
330.	The system should link revaluation to previously performed revaluations
	<i>Analysis and reporting</i>
331.	The system should drill down the cost report to the details of the transactions
332.	The system should provide variance analysis reporting (cost centre variance, office centre)
333.	The system should report cost (estimated / planned / actual) for each cost head
334.	The system should view the reports based on the various cost heads defined
335.	The system should generate report on the cost category wise, area wise, office wise etc.
336.	The system should maintain allocation journal/details
337.	The system should perform flexible budgeting – calculation and reporting
338.	The system should report transactions not incorporated into management accounting and controlling
339.	The system should give error/warning messages once it exceeds predefined % of total budget
340.	The system should generate reports based on expense category and number
	Taxation Section
341.	<i>General</i>
342.	The system should be in compliance with all Indian tax laws. More specifically, ability to comply with tax deduction at source & tax collected at source, Value Added Tax (including work contract tax) of various States, Service Tax, Excise Duty, Entry Tax, Wealth Tax, Customs Duty, etc. as applicable
343.	The system should define short forms (abbreviations) for the taxes
344.	The system should maintain the period for which specific tax rate as applicable (customizable)
345.	The system should maintain various tax rates applicable to a specified type of tax
346.	The system should maintain different tax rates for a tax depending upon location as applicable
347.	The system should comply with various schemes available for a tax depending upon location / type etc.
348.	The system should adapt to changes in taxation related statutes
349.	The system should generate report on various taxes in statutory formats and creates seamless payment with NSDL as applicable for tax payment
350.	The system should generate tax returns /challans in the format prescribed by the tax authorities
351.	The system should generate reports having the data flowing into statutory returns / challans.
352.	Ability of system to facilitate the taxation setup in the system in a flexible masters so that future changes in rates, introduction of new taxes does not require programming effort
353.	The system should facilitate minimal data entry during tax related transaction and most of the tax related data being defaulted from the master data
354.	The system should facilitate download of all tax related information in excel, PDF, .txt formats

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355.	The system should facilitate a tax calendar containing the important due dates and providing due alerts and notifications
356.	The system should generate report for the purchases made/services availed, tax amounts for the same, the amount of tax exempted etc.
357.	The system should flag transactions so that they can be reported periodically
358.	The system should provide warning/information message on the type of taxes applicable to a particular transaction
359.	The system should be compatible with GST (Goods & Services Tax) when it becomes applicable
	<i>Other Taxes</i>
360.	The system should allow off set custom duty paid against output service tax / excise duty under government regulations
361.	The system should calculate Stamp Duty as applicable
	<i>Budgeting - General</i>
362.	The system should do budgeting on user-definable periodic basis in any currency
363.	The system should integrate the corporate budgeting process with the budgeting and planning of individual units
364.	The system should automatically convert individual budgets into a common budgeting period
365.	The system should provide for budgeting at the lowest level and any consolidation of the levels
366.	The system should prepare budget, control and monitor at project sites
367.	The system should prepare and track budget separately for each department
368.	The system should do automatic de-allocation of budget in case it is unused
369.	The system of system to provide for the following budgets: • Revenue budgets for various income/ expense accounts • Capital Expenditure budget
370.	The system should provide for "what-if" analysis with multiple options
371.	The system should provide the following features to aid in the budgeting process: • Previous period actual (for more than one periods) • Previous period budgets • Copying of any previous budgets/actual with modification • Historic trends extrapolated for the planning period • Interface with spreadsheets • Should allow for recording overheads budgets based on • Cost centres • Revenue heads
372.	The system should provide for recording the Capital Expenditure budget across the Corporate office other offices
373.	The system should upload and download data with other office applications etc.
374.	The system should include quantity information (which affect the budget) in addition to financial data.
375.	The system should Budget for CO based mainly on admin expenses
376.	The system should notify the budgeting and planning due dates and calendars using automated workflow.
377.	The system should enter specific supporting details and workings for line items.
378.	The system should maintain adequate audit trails of master data and transaction data
379.	The system should support module based development and build. It should be scalable to add new users/user groups/plans/reporting hierarchy

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380.	The system should allow easy upload of data in manual and batch modes
381.	The system should allow users to query the GL quickly and easily to allow for planning based on actuals
382.	The system should ensure central maintenance of all data, meta data and computation rules
383.	The system should enter the budgets for various account heads., once entered in the system be revised and can the system maintain revised versions for future reference
384.	The system should revise the budgets and maintain revised versions for future reference and track all the changes made to the budget like date of change the authorized person who changed it and with reason codes
385.	The system should track of all the changes made to the budget like date of change the authorized person who changed it and with reason codes
386.	The system should prepare budget vs actual report
387.	The system should consolidate budget across company codes / companies and compare with actuals at user defined time intervals
	MIS Reports
388.	The system should generate Trial balance at periodic intervals.
389.	The system should generate Balance sheet in accordance with Schedule
390.	The system should allow for generating financial statements at the various levels and offices
391.	The system should generate the following data: Sales data, material consumption data, WIP data, FG data, Debtors data, Creditors data, Advances, Cash & Bank data, BG & LC data etc.
392.	Consolidation of data from various divisions: • Outcome budget • Capital expenditure • Annual plan etc.
393.	The system should generate capital commitments and approved 'spill overs'
	General Audit trail
394.	Audit log of all the activities would be maintained in the system which can be checked by competent authority as required. The system should be able to create reminder to in order to start the new audit cycle. The system should maintain the history and results of previous years audit. The system should be able to record the audit time budget which can be compared with the actual time charges during the audit execution. The system should be able to attach The List of Audit Candidates and The Audit Selection Report. The system should be able to record the audit schedule for each auditor. The system should be able to assist in generating the online Audit Program for the upcoming audit cycle. The system should provide a facility to provide checklist which updates the status of audit activities.

Activity related functional requirements

For Budget (BE & RE):

The system should have the functionality to send the request for budget requirement to concerned department heads and offices

The system should have the functionality to give budget requirement by concerned department

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heads and offices

The system should have the functionality to prepare the consolidated budget requirement for the Board

The systems should have the functionality to allow the authorized users to edit/update the budget estimation

The system should have the functionality to process the budget estimation approval through the workflow

The system should allow the user to take the extract of the budget estimation in desired format in printable version

The system should allow the revised estimation (RE) preparation approval and estimation in similar as budget estimation

The system should allow the user to update the system when Board receives the fund from ministry

The system should allow the authorized user to update the fund allocation as per the approval and fund received and should give notification

For GPF and PRAN:

The system should allow the authorized officials to enter the GPF no and PRAN of the employees after the creation and procedure by establishment

The system should give notification to the employees about their GPF/PRAN details and transaction details

The system should allow the maintenance of the GPF and PRAN fund and account the same as per the procedure

The system should allow permanent withdrawal of PF deposits

The system should allow final PF payment for retired employees of the Board

For Medical and other bills :

The systems should allow the initiation of the payment for medical bills and other bills

The systems should allow the user to process the payment of the bills to employee account/medical as required through the payment gateway and manual process

The system should generate notification about the transaction

For LTA/LTC, OT:

The system should allow create the LTA advance payment procedure payment with acknowledgement to the employee

The system should have the functionality to process the final LTA settlement payment to the employee and account the advance LTA if applicable

The system should create the transfer LTA payment as required and mandated by the Board

The system should generate the notification about the LTA transaction to the employee concerned

The system should have the functionality to create the Overtime payment request creation

The system should check the budget approval for the OT

The system should the allow the approval from the CA through the workflow for the OT approval

The system have the functionality to disburse the payment and account the same

For Employee loans:

The system should process the loan application through a workflow

The system should allow the payment of the employee loan amount as approved by Tea Board

The system should allow the processing of eligible PF loan for employee through a workflow

The system should allow the creation of deduction list and amount as per the agreement

The system should give notification to the employee for every transaction

The system should account the recovery of loan instalments through salary deduction and give

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notification and account the same for the statement
The system should have the functionality other than salary deduction deposits against loan
The system should auto calculate the loan and interest as per the interest rate as per the agreement
The system should allow to generate the loan statement to the employee and official as required
The system should also allow the accounting of PF loan deposit and should notify the employee accordingly

For Salary Section:

The system should allow creation of salary sheet as per the establishment data and deduction list
The system should auto post the salary to the employee account in a batch through payment gateway
The system should allow credit of deduction amount to the respective heads like PF, Loan, Tax etc.
The system should notify the concerned officer about the posting of deduction to respective heads
The system should allow checking updation with approval of the deduction and posting
The system should auto generate the tax deduction list and allow the deposit of tax against individual
The system should prepare the salary slip immediately after the salary credit/preparation
The system should extend the salary slip to the employees in their log in
The system should generate notification to the employee for salary credit and deductions

For Pension Section:

The system should allow to send the pension forms to retiring employees after establishment notification
The system should allow the employee to choose the option for retirement benefits like single, joint etc..
The system should allow the approval of the pension case through a workflow
The system should allow the credit of pension disbursement with notification to the employee
The system should allow the creation of family pension case and approval through workflow
The system should allow the official to send give legal comments when required for the family pension
The system should allow the credit of family pension with notification
The system should allow the cash pension for special cases with approval

For Subsidy payment:

The system should allow the transfer of money to beneficiary account after receiving the approval for disbursement from concerned department and CA
The system should send notification beneficiary after payment disbursement
The system should account payment disbursement to respective heads/sub-heads like development, welfare & promotion etc..

For Cash section & Main accounts reports:

The system should allow the daily transaction through cash section
The system should account the transaction with respective heads
The system should create GL reports as mandated
The system should allow daily book, cash book as per the format
The system should create GL and Sub-GL reports as required by the main accounts section

4.2.2. Security Section

The Security Section is headed by the Security officer for ensuring safety & security of the entire premises with the help of security and other different categories of staff. The Security section also looks after reception desk at ground floor, plumbing and electrical works, care taking of the building, maintenance of various utilities like Lifts, Generator, EPABX, Central AC plant, Room AC, water purifiers, pest control, Firefighting equipment. The Security section is also entrusted with the responsibility of maintenance of office car and hiring & detailing of hired cars.

4.2.2.1. Maintenance (Planned and Unplanned)

4.2.2.1.1. Functional Requirements

Sl. No	Planned maintenance
1.	The system should allow to enter the planned maintenance schedule details
2.	The system should allow to enter the vendor details and contact information for respective category of maintenance
3.	The system should allow the approval of the maintenance through a workflow from CA
4.	The system should generate the notification and alert to the security officer about the maintenance in advance
5.	The system should allow to update the maintenance activity details
6.	The system should have the functionality to initiate the payment process after the maintenance activity
7.	The system should allow the disbursement of the amount after approval through a workflow
8.	The system should give notification about the payment disbursement to the vendor and user
Unplanned maintenance	
9.	The system should allow the entry of post maintenance activity details for the unplanned and emergency activities
10.	The system should have the functionality to initiate the payment process after the maintenance activity
11.	The system should allow the disbursement of the amount after post facto approval through a workflow
12.	The system should give notification about the payment disbursement to the vendor and user

4.2.2.2. Visitor Management

4.2.2.2.1. Functional Requirements

Sl. No	Description
1.	The system should allow the visitors to apply (directly or through the receptionist) for entry pass by providing visiting details
2.	The system should generate a request no. and notification to the visitor and officer whom the visitor want to meet
3.	The system should allow the user to approve/reject the pass request and send the notification to the requestor
4.	The system should allow the receptionist to generate urgent pass without sending them to the

	approving officials
5.	The system should allow the user to capture the visitor picture through web cam and store the identity details
6.	The system should generate a two copy visitor pass to the visitor
7.	The system should count the no. of visitors and store their details for future use and reference. The system should also generate a copy at the end of the day for total no. of visitors for a particular day.
8.	The systems should allow the assistants/secretary/PA of higher officials to approve/reject the pass request on their behalf

4.2.2.3. Vehicle Requisition

4.2.2.3.1. Functional Requirements

Sl. No	Description
1.	The system should have the functionality to store the empanelled agencies with their details like e mail, mobile No. phone Nos. contact person etc.
2.	The system should allow the users to raise the request for a vehicle
3.	The system should generate a request no. and notification
4.	The system should allow the CA to approve the vehicle requisition through a workflow
5.	The system should have the functionality to allocate the travel agency for specific approved requests
6.	The system should have an option to select a vendor from the list of vendors
7.	The system should generate alerts and notification to the vendor about the vehicle requirement and details
8.	The system should allow the vendor to update the allotted vehicle details and driver contact details
9.	The system should allow sending the vehicle details to the requestor
10.	The system should allow the user to update the travel experience and opinion about the service for payment action
11.	The system should allow the security officer to upload the invoice of the vendor in the system
12.	The system should have the functionality of payment disbursement through the finance department after the approval by CA as required
13.	The system should generate a consolidated expenditure statement for each and every travel agency separately for every month and also a total consolidated expenditure for every month.

4.2.3. Establishment Section

Establishment Branch is headed by Secretary, Tea Board of India. This branch looks after the administrative/ policy matter and deals with the staff matter of Tea Board of India.

Major Functions of Establishment Branch

Sl. No	Major Functions
1	Recruitment & Confirmation
2	Resignation
3	Increment
4	Advances (Interest Bearing and Non-Interest Bearing Advances)
5	LTC
6	Transfer, Joining Time / Transfer TA & Daily Allowance
7	Processing of Medical Bills (Advances, Settlement/ Reimbursement)
8	Processing of Medical Bills (Claims by Empanelled Hospitals)
9	Service Book
10	ACR Forms
11	Children Education Allowance (CEA)
12	Retirement (Retirement List, Notice and Pension)
13	Seniority List, Promotion, Pay Fixation
14	Filling up posts on deputation
15	Modified Assured Career Progression Scheme (MACP)
16	Pay Structure Revision as per recommendation of Pay Commission and relevant G.O
17	Disciplinary Action
18	Grievance
19	Experience Certificate/ NOC
20	Salary of Technical Advisor

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Sl. No	Major Functions
21	Leave
22	Special Allowance, Overtime Allowance, Compensatory Off
23	Application for New Pension Scheme
24	Guest House Reservation
25	Issuance of ID Card and health card to employee and to his/ her lawful dependents
26	Allotment of Staff Quarter
27	R & I Branch for receiving and issuance of mails
28	Advances

4.2.3.1. Generic Requirements

4.2.3.1.1. Functional Requirements

Sl. No	Description
1.	The system should have the ability to define organization hierarchy, organization structure of head office, zone office, Regional, Sub division & Site office etc.
3.	The system should have the ability to generate tree structure giving details of all role holders and reporting employees (defining reporting and reviewing relationship)
4.	The system should have the ability to define various categories of employees across class I,II,III & IV
5.	The system should have the ability to define name of functions, sub-functions and positions (should be able to take into account the existing manning norms for the company)
6.	The system should have the ability to maintain reporting structure (hierarchy of positions)
7.	The system should have the ability to support integration of positions with manpower planning to understand staffing requirements
8.	The system should have the ability to create new functions & positions
9.	The system should have the ability to maintain change in designations due to promotions, transfers (Integrate with Promotion Module, Transfer Module)
10.	The system should have the ability to define multiple organizational structures (positions) and multiple reporting relationships and integrate with the respective employee data
11.	The system should have the ability to restrict making changes to authorized persons only
12.	The system should have the ability to seek confirmation after every change made in the structure, changes to be made permanent only on authentication by the authorized person.
13.	The system should have the ability to define administrative powers for organizational units position-wise
14.	The system should have the ability to tightly integrate administrative power definitions to work flows, approvals and alerts
15.	The system should have the ability to provide reports of total organization hierarchy
16.	The system should have the ability to provide reports on list of vacant positions

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17.	The system should have the ability to provide reports on reporting relationships (Functional, administrative) in a department.
18.	The system should have the ability to generate reports on categories of employees across class I,II,III & IV
19.	The system should have the ability to clearly define the hierarchy of Delegation of Power in the organization
20.	The system should have the ability to define the policy for outsourcing of manpower
21.	The system should have the ability to define all Rules, Procedures, Regulations for outsourced employees.
22.	The system should have the ability to store and maintain employee personal data such as employee no., name, addresses, phone numbers, emergency contact information and email addresses, Bank Account Details, Passport details etc
23.	The system should have the ability to maintain employee's gender, date of birth, blood group, citizenship, marital status, religion, caste etc.
24.	The system should have the ability to maintain an employee's education, certifications, degrees and any endorsements (Professional Membership)
25.	The system should have the ability to maintain previous employment details like name of the organization, position held (designation), start/end dates, reason for leaving, last salary drawn, references etc.
26.	The system should have the ability to maintain names, date of birth and contact details of spouse, children, dependents, parents, dependents, nominees under different schemes, etc.
27.	The system should have the ability to maintain employee's recruitment category like physically handicapped/ sportsperson /ex-servicemen / specialist / SC / ST / OBC / compassionate grounds/Others
28.	The system should have the ability to update employee's recent photograph and photograph with dependent
29.	The system should have the ability to maintain employee's medical details after joining
30.	The system should have the ability to maintain employee's health problems, medical history and capture the details (integrate with payroll for reimbursement amount and health problem details as applicable)
31.	The system should have the ability to store caste certification verification & police verification report and detailed status
32.	The system should have the ability to maintain the languages known with details of speak read and writes separately. Clear indication for the mother tongue
33.	The system should have the ability to integrate Organization management with employee master
34.	The system should have the ability to maintain details of present designation, salary details, reporting hierarchy.
35.	The system should have the ability to maintain history of trainings attended (prior to joining & after joining) like name of the course, name of the Institution, month & year of training, duration of the course in days/weeks etc.
36.	The system should have the ability to maintain the awards for which nominated / received by the employee including the name of the award, year of award, in which discipline/field and date of receipt of award.
37.	The system should have the ability to maintain date of joining, probation period, date of confirmation in each grade/post
38.	The system should have the ability to maintain details of promotion from one grade / scale / discipline to another including any reappointment through internal selections
39.	The system should have the ability to maintain full transfer history of the employee including the current & new location, nature of transfer (self-initiated / company initiated), date of

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	joining and date of relieving at different locations etc.
40.	The system should have the ability to maintain present place of posting including name of the department, cost centre, present designation, grade etc.
41.	The system should have the ability to maintain history of disciplinary actions taken / initiated against the employee including date of charge, nature of charge etc.
42.	The system should have the ability to maintain details of suspended employees (reasons of suspension, time duration of suspension, restricted privileges etc.)
43.	The system should have the ability to change employee job status (Active-Trainee, Probation, re-appointed, Extended probation, Regular, Contractual, deputation, Suspended, absconding (FIR) & Exit Resigned, VRS, Terminated)
44.	The system should have the ability to date and time stamp all changes in the database enabling data availability on 'as on date/time' basis
45.	The system should have the ability to update the data through work flow on real time and online basis
46.	The system should have the ability to link employee data with the position based standard responsibility
47.	The system should have the ability to maintain concurrent jobs for employees with additional responsibilities/special duties in addition to regular responsibilities (Internal/External)
48.	The system should have the ability to link employees with the membership with various Committees (permanent or temporary) and membership of any professional organization
49.	The system should have the ability to update only authenticated data reflected in the employee master on prompt
50.	The system should have the ability to maintain employee data with regards to claims, etc
51.	The system should have the ability to maintain and view employee leave details
52.	The system should have the ability to maintain employee data with respect to PF, Gratuity, etc. and the nominations for the same
53.	The system should have the ability to create organizational chart of all positions and reporting relationships.
54.	The system should have the ability to provide restricted access to different classes of employee master data
55.	The system should have the ability to maintain Audit trail of all changes made to sensitive information
56.	The system should have the ability to maintain performance appraisal and promotion details
57.	The system should have the ability to update all information in Employee Master data since recruitment (such as personal details, addresses, transfers, deputation, and change of location.
58.	The system should have the ability to process various secured and non-secured loans to the employees eligible
59.	The system should have the ability to issue Release Orders to release the loan money by the respective accounting unit against sanction order.
60.	The system should have the ability to provide details of lien against employees
61.	The system should have the ability to submit and declare of assets by employees
62.	The system should have the ability to record whether an employee is an office bearer of a recognized union or association with details thereof.
63.	The system should have the ability to provide reports on all employee details as per department, class/cadre wise, location in specified period.
64.	The system should have the ability to provide reports on employee counts retired, resigned, suspended, dismissed or left, per department, class/cadre-wise, superannuating in a specified period

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65.	The system should have the ability to provide reports on status of details of disciplinary proceedings, time, progress, status
Staffing - Manpower Planning	
66.	The system should have the ability to automate manpower requirement/planning based on competencies, skills, experience, qualification and other criteria
67.	The system should have the ability to analyze the unit-wise, cadre wise, grade wise resources available and required and do a gap analysis with specific time frame.
68.	The system should have the ability to create new posts or modify existing posts through proper approval
69.	The system should have the ability to issue alerts before any position falling vacant due to retirement/term of temporary or contractual employee getting over
70.	The system should have the ability to generate a consolidated manpower plan (Institution-wise/Unit-wise) for approval through work-flow
71.	The system should have the ability to identify critical posts (by function)
72.	The system should have the ability to integrate with the recruitment/promotion module for filling up of vacancies
73.	The system should have the ability to include the entire process of recruitment in the system including the budget involved in it. It may also include other new areas
74.	The system should have the ability to define positions for internal or external recruitment (define vacancies based on sanctioned strength and existing employee strength for each department/unit/section etc)
75.	The system should have the ability to define the requirements for recruitment of deceased dependents
76.	The system should have the ability to record the details of the applicants of deceased dependents
77.	The system should have the ability to furnish the list of applicants of deceased dependents found eligible for being called for interview/selection
78.	The system should have the ability to carry out recruitment for different grade/rank of employees and Part time employees
79.	The system should have the ability to support vacancy and post based roster system for recruitment
80.	The system should have the ability to derive competencies automatically from the job or position competency requirements into vacancy competency requirements
81.	The system should have the ability for managing recruitment for special categories requiring relaxation in norms
82.	The system should have the ability to draw recruitment schedule in accordance with the requirement plan
83.	The system should have the ability for generating advertisement for recruitment for internal / external candidates for publication on HRMS portal, Media and websites
84.	The system should allow provision for approval of advertisement from competent authority
85.	The system should allow linkage to resumes received from the extranet (careers page on websites or homepages on external job sites)
86.	The system should have the ability to receive on-line/offline responses for open positions
87.	The system should have the ability to attach documents / credentials in soft form as a part of the application or at any other time as decided by the institution
88.	The system should have the ability to auto generate unique identity number for each new applicant
89.	The system should have the ability to create workflow for approval of application through

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	various levels
90.	The system should have the ability to capture details of the Recruitment Policy and to alert users if there is any violation of the policy
91.	The system should have the ability to route recruitments through various levels of approvals and review. Audit trails of the entire approval process should be available
92.	The system should have the ability to re-induct a person into the organization after a gap in service as applicable
93.	The system should have the ability to design tests to be conducted in written or online modes as required
94.	The system should have the ability for generation of call letters for written test/interview with allocation of Roll numbers (same as unique identity numbers allocated during recruitment phase) and venue. Should support manual intervention in changing venue/centre subsequently.
95.	The system should have the ability to create various competencies and categories them into various competency types viz., Ability, Skill, Knowledge, etc.
96.	The system should have the ability to maintain various types of tests and maintain a question/answer database of each type of test (functional, psychometric, analytical etc.) to be administered as part of the selection process.
97.	The system should have the ability to define the evaluation criteria and generation of results post-evaluation
98.	The system should have the ability to track interview results / Applicant's progression
99.	Generation of merit list of candidates on user configurable criteria such as category-wise, centre-wise, alphabetically, roll no. wise, score wise etc.
100.	The system should have the ability to record payments made to the panel members/invigilators/candidates etc.
101.	The system should have the ability to maintain details of the candidates resorting to unfair means
102.	The system should have the provision to record comments of interviewers at various levels of interviews
103.	The system should allow generation of system driven regret letters and/or offer / appointment letters through both manual as well as electronic modes (with terms and conditions for appointment)
104.	The system should have the ability to issue orders of appointment on contract basis
105.	The system should have the ability to issue orders of re-engagement (or extension) of retired officers, on contract basis with re-employment terms
106.	The system should have the ability to issue order on completion of probation period
107.	The system should have the ability to maintain checklist for verification and acknowledgement of various aspects related to joining viz., medical reports, testimonials, other relevant certificates, etc.
108.	The system should allow for maintaining a checklist of details to be mentioned in each employee's personnel file
109.	The system should have the ability to change employment status from probation to confirmed/not confirmed as applicable
110.	The system should have the ability to integrate with the Performance reporting of the employee on probation
111.	The system should have the ability to attach scanned copy of the police verification certificate and medical fitness certificate of the employee hired on probation
112.	The system should have the ability to generate reports on Recruitment cost incurred/employee and cost per recruitment agency

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113.	The system should have the ability to generate report on the time taken by each agency to recruit for a position
114.	The system should have the ability to generate reports on the Recruitment & appointment details for each quarter/year
115.	The system should have the ability to generate report on the number of employees confirmed per quarter/year.
116.	The system should have the ability to generate reports on the Separation details
117.	The system should facilitate E-Exit process for employees at the time of exit. For retirement, send reminder of the retirement date to the employee in advance
118.	The system should have the ability to maintain case details of the employees reinstated/reappointed after being terminated
119.	The system should have the ability to retrieve details of terminated employees in case he/she is reinstated or reappointed
120.	The system should have the ability to calculate back pay or other entitlements of reinstated/reappointed employees
Succession Planning (SP)	
121.	The system should have the ability to automate the process of Succession Planning
122.	The system should have the ability to capture SP Policy and customize process to update/edit the policy
123.	The system should have the ability to identify key positions (employees who are retiring in near future) to formulate the vacancy list.
Time & Leave Management	
124.	The system should have the ability to manage on-line application, tracking and approval of various kinds of leave through workflow logic and self-service.
125.	The system should have the ability to update work schedule/shift pattern of employees
126.	The system should have the ability to maintain working hours, weekly offs and national holidays
127.	The system should have the ability to define and process overtime allowances cases beyond ceiling limit
128.	The system should have the ability to define and process types of leaves: half pay leave, earned leave, casual leave, study leave, maternity, paternity, child care - all types, special leave, Leave not due etc)
129.	The system should have the ability to define admissible leave for employees of all classes
130.	The system should have the ability to track attendance and map it with applied leave
131.	The system should have the ability to record employee's punch in/punch out details (integrating with access card/bio-metric machine)
132.	The system should have the ability to manually update attendance & leave details of employees
133.	The system should have the ability to correct attendance & leave details of employees
134.	The system should have the ability to update half day attendances/leaves in the system
135.	The system should have the ability of record keeping and maintenance of historical data
136.	The system should have the ability to provide reports on punch in/punch out data
137.	The system should have the ability to provide reports on late coming hours
138.	The system should have the ability to notify if there is no leave balance.
139.	The system should have the ability to provide reports on total number of admissible leave and actual leaves taken in a period by an employee

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	Payroll Management
140.	The system should allow for tight integration with Financial Accounting systems.
141.	The system should have the ability to centralize the entire payroll process
142.	The system should store audit trails for all system activities.
143.	The system should have the ability to support alert features about scheduled dates like receipt of payments.
144.	The system should have the ability to support for transactions in multiple currencies and cross currencies if required
145.	The system should have the ability to provide customizable 'workflow' for all internal processes & approvals associated with the payroll system.
146.	The system should have the ability to provision for TDS calculations (if any) & tracking of TDS payable to the Government
147.	The system should have the ability to set approval limits for expense reimbursement should be configured based upon the hierarchy limits.
148.	The system should have the ability to provision to allocate cost of employee based on his/her associated cost
149.	The system should have the ability to maintain information of the salary bank account.
150.	The system should have the ability to allow for the creation of user defined components of Pay like Recurring and Ad hoc Allowances, Recurring and Ad hoc Deductions , User Defined Allowances & Deductions
151.	The system should have the ability to allow for the computation of the following elements : Fixed Pay elements applicable to all employees Like Basic, PF, Special Allowance, Conveyance Allowance etc.,
152.	The system should have the ability to allow restriction of administrative functions to a few select payroll users
153.	The system should have the ability to have a data upload facility to upload historical payroll data
154.	The system should have the ability to allow the maintenance of slab wise details for statutory elements like Income Tax as well as user defined elements
155.	The system should have the ability to provision to calculate reduction in salary based on attendance policy
156.	The system should have the ability to allow the following calculation of onetime payment of allowance and / or deduction: Incentive, arrear, uniform, lease / conveyance maintenance, Foundation day, etc, By Amount: enter amount to be deducted or payable, by Days: enter number of Days for system to compute the amount based on Basic Pay or gross Pay and/or any other component of Pay, By Percentage: enter percentage for system to compute the amount based on basic pay or gross pay and/or any other component of pay
157.	The system should have the ability for input of start and end date for recurring payment / deduction (both specific, and general)
158.	The system should have the ability to automatically update Payroll database for changes in employee record without interfering with payroll processing (e.g. Promotions in the middle of month)
159.	The system should have the ability to allow Back dated calculations
160.	The system should have the ability to allow provision to suspend Payroll runs or control final settlement processing on a case to case basis as well as group basis
161.	The system should have the ability to have the provision to run separate bonus/ incentive runs as applicable
162.	The system should have the ability to have a provision to process Arrear and backdated

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	Payment calculations
163.	The system should have the ability to provision to recover advances in subsequent pay periods with a single transaction
164.	The system should have the ability to maintain earnings history information (i.e., a record of all pay of all activity) for each employee for a user-specified period of time.
165.	The system should have the ability to handle tax exemptions as per the Income Tax Rules
166.	The system should have the ability to handle Gratuity Calculations
167.	The system should have the ability to handle Provident fund rules like Calculate and deduct contributions according to the respective Statutory Acts/ Company policy etc, Maintain individual GPF accounts and generate individual account slip for every financial year
168.	The system should have the ability to notify (flag) individuals of any outstanding balances when employee is terminated
169.	The system should have the ability to record an employee's selection of benefit, retirement and deduction options.
170.	The system should have the ability to automatically recover salary advances.
171.	The system should have the ability to define multiple payment methods (Bank Transfer/Cheque Payment)
172.	The system should have the ability to require approval before a specific payment is made to an employee.
173.	The system should have the ability to maintain a salary range for each job family or job class/career band.
174.	The system should have the ability to automatically adjust calculations for mid-pay period salary, advanced salary, and employment actions.
175.	The system should have the ability to convert the payroll to an excel or other software formats
176.	The system should have the ability to assign work calendar (scheduled work days, scheduled holidays, etc) to one or more employee groups.
177.	The system should have the ability to default standard holiday data, as well as user-defined holiday data for all the region and zones
178.	The system should have the ability to create and maintain work calendars over user-defined years.
179.	The system should have the ability to provide input to Finance & Accounts Module for salary payment based on attendance.
180.	The system should have the ability to calculate arrears in case promotion is made with retrospective effect.
181.	The system should have the ability to support salary fitment as applicable on promotion. The fitment made should automatically reflect in payroll.
182.	The system should have the ability to update salary details on promotion, Succession Planning
183.	The system should have the ability to Support encashment of Leave, tours and travel and also on retirement with consequent tax adjustments as applicable
184.	The system should have the ability to Release of festival advance and other advances against salary if allowed
185.	The system should have the ability for Payment of medical reimbursement, allowances, recovery and taxation thereon
186.	The system should have the ability for Provision of Housing loan or any other loan component to be adjusted against the employee salary
187.	The system should have the ability to allow payroll to deduct the amount due from an employee.
188.	The system should have the ability to Define tax rules to determine employees tax liability as per changes India statutory legislation for actual tax liability of employee

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189.	The system should have the ability to capture employee asset details such as various land holdings, investments in shares, any bank deposits and various sources of income of employees as applicable
190.	The system should have the ability to provide investment declaration form in electronic format. The employee will be required to fill and submit the form electronically so as to automatically updating of salary record and tax calculation by the system
191.	The system should have the ability to ensure support for major statutory reports / certificates of taxes in the user defined format as per government formats
192.	The system should have the ability to establish deduction limits for each deduction based on various parameters like: Employee; Job Classification, Company, Benefit plan, Salary
193.	The system should have the ability to reverse deduction to be included in next pay check if incorrectly withheld / Option with user
194.	The system should have the ability to determine deduction amounts by: Amount of earnings, Percent of earnings, Number of hours
195.	The system should have the ability to apply or stop various deductions based on employee status changes.
196.	The system should have the ability to Provide for online ad-hoc calculation of employees pay slip amount
197.	The system should have the ability to Perform on-line calculation of pay and benefits for terminated employee based upon termination date
198.	The system should have the ability to evaluate different scenarios for change in pay-roll structures.
199.	The system should have the ability to display the status of the Payroll calculations
200.	The system should have the ability to Post the amount of salary paid for each element of pay for an employee, based on the relevant GL account code and employee cost centre information to General Ledger. Financial postings include: Element, Amount, GL Account, Cost Centre
201.	The system should have the ability to Post salary payment advice including multiple payment methods such as online, bank, cash and cheque to General Ledger
202.	The system should have the ability to generate pay slip with following detail:- Taxable and non - taxable components in separate columns, Tax till date, Calculated, Recovered, Projected, Loan balances and no. of instalments deducted / left, Provident fund opening balance, interest till date, closing balance etc.
203.	The system should have the ability to Support PF settlement process including generation of settlement sheets and relevant vouchers for accounting
204.	The system should have the ability to support calculation of periodic interest and crediting the amount to the accounts
205.	The system should have the ability to perform PF application processing, loan sanctioning, loan disbursement, modification of loan instalments, loan short closure, recovery through payroll, final settlement during closing/transfer for different type of PF loans
206.	The system should have the ability to maintain nominee details and payment to nominee in case of death of an employee.
207.	The system should have the ability to provide PF Returns and other statutory forms.
208.	System should generate all types of reports/registers related to PF management
209.	The system should have the ability to perform gratuity calculation, provision & accounting employee-wise as per user defined rules
210.	The system should have the ability to perform forfeiture of Gratuity in case of dismissals etc.
211.	The system should have the ability to generate gratuity payment cheques
212.	The system should have the ability to maintain nominee details and payment to nominee in case of death of an employee

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213.	The system should have the ability to maintain nominee details to facilitate pension processing
214.	The system should have the ability to support pension disbursement and support multiple payment modes for pension
215.	The system should have the ability to calculate family pension and payment
216.	The system should have the ability to support all related accounting procedures including generation of vouchers and related reports
217.	The system should have the ability to perform Income tax calculation and deduction for pension payment.
218.	The system should have the ability to generate income tax calculation, TDS, returns etc w.r.t. pension fund
219.	The system should have the ability to generate through system including pension fixation sheet, and annual pension income statement
220.	The system should have the ability to handle employees joining and going out on deputation / LIEN along with details like:- Leave salary contribution, Pension, PF etc., Economic rehabilitation with nomination & other details
221.	The system should have the ability to generate reports on list of employees based on pay scales
222.	The system should have the ability to have provision for generating ad-hoc payroll reports & provision for generating user defined reports
223.	The system should have the ability to generate reports on list of employees for whom system notified error in payroll run.
224.	The system should have the ability to generate reports about percentage of salary increments by employee, by division, by certain jobs family within all divisions.
225.	The system should have the ability to produce reports on employee cost by employee/Organization unit etc.
Training & Development (T&D)	
226.	The system should have the ability to provision to define training – short-term, long-term training needs and Provision to capture ad-hoc courses offered by various entities.
227.	The system should have the ability to design selection criteria for various in-house/ external trainings especially higher studies
228.	The system should have the ability to provide training feedback by the employee supervisor.
229.	The system should have the ability to capture Training Policy and customize process to update/edit the policy
230.	The system should have the ability to issue letter of permission for undergoing higher studies
231.	The system should have the ability to capture Training Needs of various classes of employees through PMS Form
232.	The system should have the ability to capture Training needs of employees met/not met during the quarter/year
233.	The system should have the ability to formulate and update annual Training Calendar with list of Training Programs, Batch size, target group etc.
234.	The system should have the ability to provide input to Finance & Accounts Module for payment to Trainers/Institutes
235.	The system should have the ability to update list of Trainers/Institutes for various training programs.
236.	The system should have the ability to record participant's attendance in training programs and employees nominated but did not attend a training program
237.	The system should have the ability to notify HoD/employees about the nomination for training

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	program
238.	The system should have the ability to define and print training nomination letters to be sent to employees for invitation
239.	The system should have the ability to define training feedback & effectiveness form
240.	The system should have the ability to manually update training feedback provided by participants in the online feedback form
241.	The system should have the ability to analyze training feedback
242.	The system should have the ability to seek nomination from employees/HoD for training programs not included in Training Calendar
243.	The system should have the ability to capture Training facilities available within the organization
244.	The system should have the ability to book training rooms by departments for specific training programs
245.	The system should have the ability to capture course content of all training programs along with list of Target group, batch size and facility of e-learning
246.	The system should have the ability to maintain topic/subject wise database of internal & external faculty, number and details of courses conducted by them quarterly, half-yearly, yearly and cumulative
247.	The system should have the ability to maintain training budget (for each category of training) - cost of training
248.	The system should have the ability to maintain data for internal training exam and certification obtained by staff
249.	The system should have the ability to maintain data on external certifications obtained by staff
250.	The system should have the ability to have online registration, cancellation, reminder, and confirmation of training classes.
251.	The system should have the ability to define the competency inventory for unique roles in the organization across all classes
252.	The system should have the ability to monitor Planned Training against actual training conducted based on user defined parameters such as number of trainings, budget, participants etc.
253.	The system should have the ability to maintain training database with full training history of all employees
254.	The system should have the ability to view status of requests for guest house booking for guests & other field employees nominated for training (Integrate with ESS)
255.	The system should have the ability to produce individual and departmental training reports.
256.	The system should have the ability to provide report with the participant list and total training hours for each employee during the year
257.	The system should have the ability to calculate total Training Cost in a year against the T&D Budget
258.	The system should have the ability to provide reports on training programs nominated for but not attended during employment (reasons for not attending)
	Employee Self Service (ESS)
259.	The system should have the ability to facilitate employee for changes in permanent & correspondence addresses, details of family members, emergency contact details, contact details, office location, nomination for various schemes like PF /Gratuity, etc.
260.	The system should have the ability to add /update bank information, PAN no, passport details, driving license no. etc
261.	The system should have the ability to provide address proof letter to employer for various

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	purposes
262.	The system should allow to integrate ESS with Employee Master
263.	The system should have the ability to remind the employee through self service/e-mail/sms regarding modification or requirement of additional data
264.	The system should have the ability to send the employee confirmations after changes are made online
265.	The system should have the ability to view list of weekly offs, holidays in an year
266.	The system should have the ability to apply for leave under the appropriate category and state the reasons for it
267.	The system should have the ability to Check the status of leave request
268.	The system should have the ability to approve/cancel/modify leave requests by employees
269.	The system should have the ability to view accrued leave balances.
270.	The system should have the ability to approve or cancel leaves of subordinates
271.	The system should have the ability to intimate the controlling officer when an employee goes on unauthorized absence / returns back from unauthorized absence/ extends leave/ reports in the middle of the sanctioned leave period
272.	The system should have the ability to provide reports to subordinates & HR in ESS on attendance & leave details.
273.	The system should have the ability to provide reports to HR and HoD on employees presently on leave in the department.
274.	The system should have the ability to provide the Manager consolidated status of present/absent employees working under him/her.
275.	The system should have the ability to provide report on attendance details & leave quota/balances
276.	The system should have the ability to provide reports on number of employees for whom leave has not been approved/declined/modified
277.	The system should have the ability to check position in the gradation list (CATEGORY WISE, GRADE WISE, CLASS WISE)
278.	The system should have the ability to view vacancy list & status of vacancy (Filled/vacant/abolished)
279.	The system should have the ability to view department wise manpower strength by HoD
280.	The system should have the ability to internally apply for a job and view the status of the application
281.	The system should have the ability to provide report on list of vacancies (filled/vacant/abolished)
282.	The system should have the ability to submit / update declarations for Income Tax calculation
283.	The system should have the ability to view compensation and benefit details by Employee
284.	The system should have the ability to apply for Loans & Advances and Check the status of approval
285.	The system should have the ability to approve loans and advances of employees by appropriate authority
286.	The system should have the ability to Check Loan Balances
287.	The system should have the ability to display and print pay slip information for each pay period, including gross pay, taxes, other deductions and net pay, with pay period and year-to-date totals.
288.	The system should have the ability to view Income tax computations
289.	The system should have the ability to handle making online application for sanction of LTC/LTA/other entitlements through ESS and approval through workflow.
290.	The system should have the ability to apply for medical advance, LTC/LTA/TRANSFER

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	TA/transfer grant/ advance/re-imbursements
291.	The system should have the ability to enter and approve general claims and expenses through the system
292.	The system should have the ability to track loan requests made by employees and send reminders, Feedback & Grievances
293.	The system should have the ability to view PF accumulation
294.	The system should have the ability to provide report on past salary slips & income tax statements
295.	The system should have the ability to provide report on expense requests approved/claimed/rejected/paid
296.	The system should have the ability to view the training calendar and nominate oneself and subordinate for the same
297.	The system should have the ability to approve/Reject the Training requests.
298.	The system should have the ability to view history of past trainings attended
299.	The system should have the ability to provide reports on training calendar of present/past years
300.	The system should have the ability to provide reports on training programs attended during employment.
301.	The system should have the ability to provide reports on training programs nominated for but not attended during employment.
302.	The system should have the ability to request for VRS (integrate with Employee Master for status of disciplinary proceedings and HBL)
303.	The system should have the ability to make transfer requests by employees
304.	The system should have the ability to check status of selection for promotion after interview
305.	The system should have the ability to maintain complete history of employee transfers since recruitment
306.	The system should have the ability to record request for transfer through employee self service and indicate appropriately at the time of transfer exercise. Record of such request wherever acceded to be maintained.
307.	The system should have the ability to provide promotion letter/increment letter through the system.
308.	The system should have the ability to generate reports on the total number of employees applied for transfers, number approved/rejected/pending
	Grievance Redressal
309.	The system should have the ability to store and update GR policies & procedures
310.	The system should have the ability to edit the policies by level of authorities
311.	The system should have the ability to issue docket number for different classes of employees separately
312.	The system should have the ability to define composition of the GR committees
313.	The system should have the ability to store various GR forms for printing
314.	The system should have the ability to maintain checklist of the documents that employees need to submit as part of the procedures
315.	The system should have the ability to design surveys
316.	The system should be able to provide information to the citizens about details related to grievance filing process
317.	The system should allow to register the grievance in either of two categories i.e. • Fresh Grievance

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	• Grievance Escalation
318.	The system should allow to generate a unique registration number during registering an applicant with the application. Should be able to identify the applicant uniquely based on this registration number.
319.	The system should allow the complainant to attach files in picture / document / .pdf / video / audio and other formats along with the grievance complaint
320.	The system should be able to issue an acknowledgement receipt once the applicant is registered with the system.
321.	The system should be able to mark the application to the Receiving Official for grievance redressal
322.	The system should allow the Field Official to upload field report over the system
323.	The system should maintain records of all the grievances filed through the grievance redressal system for a particular period of time
324.	The system should allow the Official to review the Field Report online in a pre-defined format
325.	The system should allow the Official to upload the Action Taken Report over application in a pre-defined format
326.	The system should be able to store soft copy of Action Taken Report (ATR) in database and generate trigger for Front Office Executive / Applicant that the certificate has been prepared and he can take a printout of the same.
327.	The system should generate monitoring reports on specified time intervals and send it to relevant authorities
328.	The system should allow stakeholders to track the application status at different pre-defined stages.
329.	The system should allow user to take a print out of the soft copy of the Action Taken Report as per the delivery component
330.	The system should be able to send SMS to applicant in case of missing of final SLAs and status tracking.
331.	The system should have the ability to generate reports on the total number of grievances handled per year
332.	The system should have the ability to generate reports on the various types of grievances handled per year
333.	The system should have the ability to generate reports on the average time taken to resolve a grievance

4.2.3.2. Recruitment & Confirmation

4.2.3.2.1. Functional Requirements

Sl. No	Approval for recruitment and publication of vacancy
1.	The system should allow to process the approval for the recruitment through a workflow (as mentioned in the process maps)
2.	Application Submission
3.	The system should allow both online and offline submission of application along with supporting documents.
4.	Case A: Online Application Submission
5.	The system should allow the users to submit the application and upload the scanned documents through the internet/intranet as applicable.
6.	The system should allow saving of the application with acknowledgement number

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7.	Case B: Offline Application Submission
8.	Applicant shall submit the hard copy of the application (even by courier/post/etc.)
9.	The system should allow authorized Tea Board users to upload the offline applications in to the system
	Application Processing (Verification, Clarification , shortlisting, Publication of Final Merit List) and issuance of “Offer of Appointment”
10.	The system should allow the concerned official to check the application details and supporting documents
11.	The system should allow the concerned official to seek clarification from the applicant if required
12.	The system should allow receipt of clarification through online and offline mode
13.	The system should allow the concerned official to issue digitally signed Admit Card (where ever applicable) to appear in exams (where ever applicable) along with a notification to the applicant.
14.	The system should allow the concerned official to enter the results/comments/ remarks against candidates in system defined format
15.	The system should allow the concerned official to issue digitally signed “Offer of Appointment” and the notification to the applicant
	Joining Procedure
16.	The system should allow both online and offline submission of forms along with supporting documents.
17.	Case A: Online Submission of Forms and documents
18.	The system should have the ability to allow the selected candidates to submit forms along with the ability to upload the scanned documents.
19.	The system should allow saving of these document
20.	Case B: Offline Submission of Forms and documents
21.	Applicant shall submit the hard copy of the forms and related documents (even by courier/post/etc.)
22.	The system should allow authorized Tea Board users to upload the offline documents into the system
23.	The system should allow the concerned official to check the documents
24.	The system should allow the concerned official to seek clarification from the selected candidate
25.	The system should allow receipt of clarification through online and offline mode
26.	The System should have a validation on submission of all required documents. System should allow the concerned officer to issue digitally signed joining advice letters to candidates. A system generated notification to the concerned department/personnel should be sent along with the V.R (Verification Request).
27.	An auto generated notification is sent to the concerned employee for creating a new PR File and the system should support the workflow for joining confirmation.
	Confirmation
28.	On completion of the probation period, the system should automatically notify the employee and the concerned official about confirmation.
29.	The system should automatically generate notifications for ACR, Vigilance Clearance and the system should support the workflow for the confirmation

4.2.3.3. Increment**4.2.3.3.1. Functional Requirements**

Sl. No	Process Initiation
1.	The system should allow the concerned official to access the Establishment Database to print the list of entitled candidates to process.
2.	Approval Process
3.	The system should support the workflow for approval process and the publication of the list.
4.	Attendance Validation
5.	The system should allow the concerned official to check the employee's attendance on 1 st July to confirm his eligibility criteria.
6.	In case of Deferred Increment
7.	The system should support the workflow for deferred increment
8.	Updation of PR Files & Intimation to Finance/ Account
9.	The system should allow to record this increment in the PR File. An auto-generated notification is sent to finance with details of increment of all employees.

4.2.3.4. Retirement**4.2.3.4.1. Functional Requirements**

Sl. No	Process Initiation
1.	The system should allow the concerned official to access the departmental database to print the list of Superannuation for the year is identified.
2.	Issuance of Office Memo
3.	The system should support the workflow for generating the digitally signed office memo to the employee and his/ her department. The system should support updation of employee's PR file.
4.	Processing of Pension Benefits and updation of PR File
5.	About 60 days prior to the employee's retirement, the system should generate an auto-notification to the concerned Tea Board Official for initiating employee's pension benefits and the system should support the work flow of approval of employee's benefits. The System should allow to update the PR File.

4.2.3.5. Seniority/ Promotion/ Pay Fixation**4.2.3.5.1. Functional Requirements**

Sl. No	Process Initiation and Publication of Provisional List
1.	The system should allow the concerned official to access the database to print the seniority list.
2.	The system should support the work flow for approval and publication of the provisional list.
3.	Finalization of List
4.	The system should support to submit/ register any objection to the published list along with the support to the workflow for publication of final list
5.	Filling up of vacancies through Promotion

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6.	The system should support the workflow for calculating vacancies, determining vacancies to be filled up through promotion and the approval of those positions from competent authority
7.	Issuance of Office Memo and Publication of Vacancies with location and strength
8.	The System should allow to generate digitally signed office memo to publish the list of vacancies with location
9.	System generated notification shall be sent to the employees with details of vacancies and location.
10.	Application Submission
11.	The system should allow both online and offline application submission
12.	Case A: Online Submission of Application
13.	The system should have the ability to allow the selected candidates to submit forms along with the ability to upload the scanned documents.
14.	The system should allow saving of these document
15.	Case B: Offline Submission of Application
16.	Applicant shall submit the hard copy of the forms and related documents (even by courier/post/etc.)
17.	The system should allow authorized Tea Board users to upload the offline documents into the system
18.	Application Processing/ Issuance of Promotion Order/ Fixation
19.	The System should support the workflow for processing and approval. ACR evaluation and Vigilance clearance are part of the approval process.
20.	The system should allow the insert the recommendation of the departmental promotion committee and chairman approves the recommendation for further processing.
21.	The system should allow to issue the digitally signed Promotion Order and an auto generated notification shall be sent to the employee and respective offices.
22.	The system should support the workflow for the approval of the fixation along with a provision to the concerned employee to check the employee's increment.
22.	Updation of Records
23	The system should allow to incorporate respective changes (due to this fixation) in the employee's P.R. File

4.2.3.6. Transfer/ Joining Time/ Transfer TA & DA

4.2.3.6.1. Functional Requirements

Sl. No	Process Initiation for Transfer
1.	The system should allow the concerned official to access the database to identify the primary list of candidates.
2.	The system should support the work flow for approval of transfer.
3.	Issuance of Transfer Order
4.	The system should allow Asst. Secretary to issue the digitally signed transfer order and an auto generated notification shall be sent to the employees who will be transferred through the transfer order.
5	Calculation of Joining Time and issuance of Memorandum
6.	The System should allow the insert the manually calculated joining time and the concerned authority should be allowed to issue digitally signed memorandum of joining time. The system should generate a notification to the employee and his/ her controlling officer for the same.
7.	Calculation for Transfer TA & DA

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8.	The System should allow the employee to apply for Transfer TA & DA through employee self-service. The service will be enabled only for transferred employees.
9.	The system should display the application form with filled up fields like fields related to employee's personal details and field related to the transfer and the advance amount.
10.	The System should have a validation on the Transfer TA and DA amount as these TA & DA is dependent on the employee's designation and distance between employee's present location and transferred location.
11.	Payment of TA and DA
12.	The system should allow the workflow for the approval process of Transfer TA & DA
13.	On release of the advance amount the system should notify the same to Asst. Secretary
14.	Settlement of Transfer TA & DA
15.	On joining at the new location, the system should notify the employee to settle the advance TA & DA (if any) on line.
16.	The system should allow the employee to apply for settlement of Transfer TA&DA online with the provision to upload supportive documents
17.	The System should support the workflow for processing and approval of settlement of Transfer TA & DA.
18.	The system should notify the settlement advice to the finance department (Pay Section) and on disbursement a notification is sent to Asst. secretary for records and to the employee for his information.

4.2.3.7. Modified Career Progression Scheme

4.2.3.7.1. Functional Requirements

Sl. No	Process Initiation and Approval
1.	The system should notify concerned tea board official and the employee on 10 th /20 th /30 th year of service
2.	The system should allow the concerned official to access the database to identify the primary list of candidates who has completed 10 th /20 th /30 th year of service.
3.	The system should support the work flow including the ACR evaluation and Vigilance clearance.
4.	The System should have a provision to allow entries from Departmental Screening Committee's recommendation.
5.	The System should support the workflow for approval by competent authority
6.	Issuance of Memo and up gradation under MACP Scheme (Fixation)
4.	The system should allow Asst. Secretary to issue the digitally signed memo on employee's up gradation (fixation) and an auto generated notification shall be sent to the employee and finance department
5	Updation of Records
6.	The System should allow to update employee's P.R. File.

4.2.3.8. Pay Structure Revision

4.2.3.8.1. Functional Requirements

Sl. No	Process Initiation and Approval
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1.	The system should allow the concerned official to initiate the Pay Structure Revision.
3.	The system should support the work flow including access to the concerned database to take employee's pay structure details for all employees
4.	The System should have a provision to notify the finance department and each employee about the approved pay structure
5	Updation of Records
6.	The System should allow to update employee's P.R. File.

4.2.3.9. Filling up posts on deputation

4.2.3.9.1. Functional Requirements

Sl. No	Process Initiation and Approval
1.	The system should notify concerned tea board official and those employees who are on deputation to inform the last day of their deputation period.
2.	The system should support the complete workflow including the provision to upload and save comments from respective stake holders and agreement for the deputation. The System should allow the concerned official to issue the digitally signed memo.
3.	The system should check the complete submission of all required formalities, non-compliance to that, the system should notify the respective official and the concerned official of Tea Board.
4.	Updation of Records
5.	The System should allow to update employee's P.R. File.

4.2.3.10. Service Book

4.2.3.10.1. Functional Requirements

Sl. No	Opening and Annual Updation of Service Book
1.	The system should notify concerned tea board official to open a new service book for an employee who has completed his probation period. The system should support the workflow
2.	The system should support to update the relevant fields of the service book which are readily available (like-name, father's/ husband's name, present address, permanent address, date of joining etc.) in Personal Records of the employee.
3.	The system should notify the employee and the concerned tea board official for annual updation of the employee's service book.
4.	The scope of the updation should be allowed in a specified format which may be downloaded to get physically signed. The system should allow to upload the scan copy of the physically signed document.
5.	The system should support to capture relevant information from an employee's service book to the employee's pension book.

4.2.3.11. ACR Forms

4.2.3.11.1. Functional Requirements

Sl. No	Submission of ACR Forms
1.	The system should notify concerned tea board official and employee to submit their ACR Forms

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2.	The system should map an employee with his/ her reporting officer and reviewing officer
3.	The system should notify the non-compliance to the employee and to his/ her reporting officer.
4.	All complete submission of ACR Forms shall be stored in the ACR DB with a limited access to the designated official only.
5.	The system should support the work flow.
6.	The system should have the ability to post the forms (ACR/property returns etc.) and submission by the Officials of the Board
7.	The system should have the ability to post the form (for collection application on time to time vacancy under Direct Recruitment) and submission by the applicant (from outside the organisation)

4.2.4. Stores Section

The stores section of Tea Board is responsible for procurement of goods, service from empaneled vendors under a rate contract or through a bidding process. It also manages and maintains the procured items. Stores department is also responsible for receiving requirement from various departments/officials and issue the items.

4.2.4.1. General requirement, Structure & Master data**4.2.4.1.1. Functional Requirements**

Sl. No	Description
1.	The system should allow to define stores department to carry out purchase for entire Tea Board
2.	The system should allow for maintaining store and functionality to create stock
3.	The system should allow maintaining multiple storage locations under Tea Board
4.	The system should allow to create item groups and codes and sub codes
5.	The system should have the provision for changing, deleting and blocking an item code
6.	The system should have the provision of making the item code inactive
7.	The system should allow to allocation of different item numbering to different group of items
8.	The system should have the provision for handling item having different unit of measurement for Purchasing, Stock Keeping, Issuance etc. with conversion logic.
9.	The system should allow enabling categorization of items based on its type like goods, accessories, etc.
10.	The system should have the provision of searching item based on its characteristics
11.	The system should allow to Store supplier information with item code
12.	The system should allow to classify vendor on criteria like indigenous/foreign, PSU/Non PSU, private, society, non-profit etc.
13.	The system should allow to store Telephone number, E-Mail Addresses, contact name, and Fax Numbers, etc.in Vendor Profiles
14.	The system should allow defining Payment Profile for each Vendor
15.	The system should allow online provisional registration by the Vendors and with minimum of two levels of verification & authorization for Final registration and vendor code allocation
16.	The system should allow maintaining information regarding material and vendor combination like planned delivery time, price, payment terms etc.
17.	The system should allow to maintain stock master for proper maintenance of procured items

4.2.4.2. Purchase Management**4.2.4.2.1. Functional Requirements**

Sl. No	Description
1.	The system should have the capability to raise Indents with the following information: • Requesting Department • Indent Date • Indent No. • Material Specifications

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	• Material Code • Quantity required • Unit of Measure • Date by which required / Delivery Schedule • Approval of Department Head/CA as required
2.	The system should allow the approval to be done in a workflow
3.	The system should allow to raise indents by more than one department
4.	The system should allow to indicate a budgetary estimate in indent
5.	The system should allow close integration with budget module with indent management
6.	The system should allow automatic approval notification based on value of the indent
7.	The system should allow authorized person to amend the indent.
8.	The system should link all indents to Purchase Orders and vice-a-versa
9.	The system should raise a common Purchase Order for multiple indents
10.	The system should allow workflow-based requisition Approval which needs approval from CA
11.	The system should allow blocking indent if there is no sufficient budget against the cost centre/head
12.	Maintaining and tracking Requisition History
13.	The system should have the provision to generate requisitions automatically for items replenished frequently like Consumables, based on re-order level
14.	The system should have the provision to check the availability of free or reserved stock available at store location while creating requisitions
15.	The system should allow automatic conversion of purchase requisition to Purchase Orders as per user-defined criteria
16.	The system should allow to generate PO based on the information from the indent and the vendor database
17.	The system should allow to have the option to either pick up standard terms of payment and delivery and modify the terms to specific requirements while preparing a PO
18.	The system should allow to print PO on pre-printed stationery
19.	The system should allow to print draft PO for review before approval
20.	The system should allow for online approval of PO
21.	System should allow user to check budget during PO approval
22.	The system should allow to carry out bulk or lot approval of POs
23.	The system should allow each purchasing department to have a separate PO number identification
24.	The system should allow to capture the following information for PO: - PO number - PO Date - Item code and description - Unit and Quantity - Rate - Cash discount percentage - Net Amount - Delivery period (date) / Delivery schedule - Other terms regarding Charges (Tax, Packing and Forwarding, Freight, Insurance, Dispatch instructions, Payment terms) as per purchase manual
25.	The system should allow to link PO number directly to the indent number
26.	The system should allow to generate standard contract paper based on value or quantity
27.	The system should allow automatic sequential Purchase Order numbering scheme
28.	The system should allow maintaining various types of Purchase Orders including Standard PO,

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	Contract, Sub-Contract Order etc.
29.	The system should allow to create Purchase Orders for Miscellaneous (Non-Inventoried) Items / job work
30.	The system should allow option to enter multiple deliveries per item in a PO
31.	The system should allow the specifying special Purchasing Conditions for an item
32.	The system should have the option to add 'Inspection Required' flag on selected items
33.	The system should have the option to define separate Due Date per item or job in a single Order
34.	The system should allow support for review of PO prior to the release
35.	The system should allow tracking PO Status
36.	The system should allow sending reminders for Due Deliveries / completion dates of jobs
37.	The system should allow creating PO for each purchase and cost to be allocated accordingly
38.	The system should have the option to modify order quantity in ongoing parallel Purchase Orders
39.	The system should have the provision to define various types of taxes on purchase order
40.	Provision to define 'other charges' like Freight, Insurance, Handling Charges on PO
41.	The system should have the provision order line should show both item price and landed cost
42.	The system should have the provision to record and account of Import levies (duties, clearance etc.)
43.	The system should have the provision for tracking changes to the purchase orders
44.	The system should allow enabling short closure/cancellation of PO
45.	The system should allow creation of a purchase provision in finance as soon as purchase order is approved
46.	The system should allow registering Latest Purchase Price for an item
47.	The system should have the option to designate Discount by Order and by Order-Line
48.	The system should have the option to configure Price / Discount Grades (by quantity and by amount)
49.	The system should allow maintaining Effective Dates for Prices and Discounts
50.	The system should allow updation of Prices and Discounts (by a fixed amount or a percentage)
51.	The system should allow creation of rate Contracts utilizing pre-defined Templates
52.	The system should allow managing and monitoring of User-defined Contract Milestone Dates
53.	The system should have the option to specify Delivery Date and Quantity along with Contracts
54.	The system should have the option to create Price and Discount Agreements
55.	The system should have the option to define Shipping and Handling Costs alongside a Contract
56.	The system should have the option to associate and monitor Delivery Schedule with a Contract
57.	The system should have the option to receive Acknowledgement from Vendor upon acceptance of purchase or release order (once entered in the system)
58.	The system should allow contract History Maintenance
59.	The system should allow contract Documentation and Reporting
60.	The system should allow configuring PO Milestones (Internal Lead Time)
61.	The system should allow retaining PO Data for audit purposes
62.	The system should allow generating Stock Replenishment Orders
63.	The system should allow maintaining detailed Purchase Statistics
64.	The system should allow specifying and managing a purchase budget department wise/project wise
65.	The system should allow procurement is to be linked to purchase budget
66.	The system should allow tracking PO Maintenance History
67.	The system should allow maintaining Shipment Notification from vendor in the system
68.	The system should allow to verify vendor invoice before actual payment based on PO terms

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	and conditions and goods receipt
69.	The system should support to generate delivery report to the vendor
70.	The system should have the option to create subsequent credit or debit note to vendor
71.	The system should allow to set-up a limit for invoice verification
72.	The system should allow tracking of purchase orders, for which materials are not received.
73.	The system should allow to receive part of the total consignment mentioned in the PO
74.	The system should allow to generate Material Receipt Note (MRN) on pre-printed stationery and Updating of stock ledger
75.	The system should allow to hold MRN booking in case the actual quantity of goods received is less / more than a particular amount of value or a certain percentage in quantity
76.	The system should allow to book MRN for specified items with a variation in both quantity and value of a specified percentage or amount
77.	The system should allow to print draft MRN before Quality check
78.	The system should allow capturing the QC check in case of items requiring the same.
79.	The system should allow to capture quantity rejected by Quality Check against the MRN
80.	The system should allow generating a Debit Note to be sent to the vendors for all rejections. The Debit Note should be linked to the Rejection Note in the system.
81.	The system should allow to book add-on costs (incidentals) for each line item on the MRN
82.	The system should allow to use the MRN and authorize credit to vendor account on receipt of vendor invoice after comparison of terms with PO
83.	The system should allow to link multiple MRNs to a single vendor invoice and vice-a-versa (i.e. multiple invoices from a vendor to a single MRN)
84.	The system should allow the validation of invoice details a purchase voucher should be generated by the system
85.	The system should allow managing Receipt by Project / Location / Lot Number / Site
86.	The system should allow managing Receipt of consolidated POs on a single shipment
87.	The system should allow sequential Receipt Numbering Scheme
88.	The system should have the option for Rejection of Items
89.	The system should have the provision to trigger a notification to quality upon registering the receipt of goods
90.	The system should have the provision to block the usage of goods till certified by quality control
91.	The system should allow generating Claims for non-conformance receipt and for return of goods
92.	The system should allow the cumulative tracking of Receipts / job completion certificates
93.	The system should have the provision to update Purchase Statistics, Financial Accounting and Project Accounting as per Invoice
94.	The system should have the provision for Part-Rejection of received Goods
95.	Interface with General Ledger to increase the Materials Account and Credit Accounts Payable upon receipt
96.	Enabling seamless integration of purchasing system with Inventory Management System
97.	The system should allow purchasing Materials directly for a project
98.	The system should allow processing emergency purchases without tendering process
99.	The system should allow Automatic Intimation to finance department for actual payment to suppliers
100.	The system should allow monitoring payment process based on payment terms established in the PO
101.	The system should allow to automate incoming invoice management
102.	The system should give various option to determine source for any material automatically

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103.	The system will provide an online collaboration platform with vendors
104.	The system should allow vendors to login through vendor portal and see open purchase orders
105.	The system should allow vendor to send order acknowledgement through vendor portal on real-time basis
106.	The system should allow vendor to register shipping notification through its portal which will directly be reflected in Tea Board's system
107.	The system should allow vendor to see order statuses, raise invoices over internet and manually
108.	The system should allow capturing Vendor Lead Times (external and transportation)
109.	The system should allow maintaining Main / Default Vendor for an Item or service
110.	The system should allow identifying vendor by the type of material or service provided
111.	The system should allow maintaining statistics for On-Time, Early, Late deliveries/ completion and number of quantities supplied, for each Vendor
112.	The system should have the option to include Delivery Schedules and Quality Specs within the Requisitions
113.	The system should allow creation of Contracts for set items, set time period and set quantity/monetary value
114.	The system should allow configuring Contract Effectivity Dates
115.	The system should have the provision to update PO and Purchase Cost as per Invoice
116.	The system should have the option to create a new Requisition similar to an existing Requisition
117.	The system should allow to store Vendor Qualification Level (e.g. qualified, non-qualified, and under evaluation)
118.	The system should have the provision to electronically transmit a Purchase Order to the Vendor (on mail ID extracted from predefined Vendor Profile)
119.	The system should allow marking characteristic of Item like Domestic, Imported, Excisable etc.
120.	The system will support entire Asset/Equipment procurement process
121.	The system should give provision to automatically notify maintenance department for carry out maintenance activities.
122.	The system should support breakdown maintenance
123.	The system should be able to calculate maintenance costs.
124.	The system should have the provision to outsource maintenance jobs to external parties.

4.2.4.3. Store Management

4.2.4.3.1. Functional Requirements

Sl. No	Description
1.	The system should allow to define Item Codes under an item group
2.	System should be able to capture minimum, maximum and re-order level for the inventory.
3.	The system should allow to receive goods against a purchase order
4.	The system should allow to track all the goods receipts and corresponding invoices in the system
5.	The system should allow automatic 2-way/3-way matches during procurement cycle
6.	The system should allow seamless Integration with Quality Management during Goods Receipt.
7.	The system should not allow full payment when material or equipment is under inspection.
8.	System should be able to enter different services rendered by service providers like

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	inspection/ maintenance services.
9.	The system should allow to transfer material from one location to another
10.	The system should allow to generate Store ledger with the following details for each item: - opening balance (Quantity and value) - receipts and issues - closing balance (Quantity and value)
11.	The system should allow to record the issue of materials from Store
12.	The system should allow to generate a Demand Note on the system including the following: - Item Code and Name - Quantity and Unit - Purpose (Capital/Repair/Any other) - Project wise
13.	The system should capture item issue and online update of stock entries in the system.
14.	The system should allow inquiry & reporting option for various Inventory Transactions (by item-code, item-type, Cost Centre, date of transaction, etc.)
15.	The system should allow inquiry & Reporting for Inventory Status (by item-code, type, etc.)
16.	The system should allow inquiry & reporting for Slow Moving and Obsolete Inventory
17.	The system should allow tracking items by Item-Code
18.	The system should allow identifying and segmenting Type of material movement
19.	The system should allow enabling vendor consignment stock
20.	The system should have the provision for views of inventory balances across Tea Board
21.	The system should allow managing accounting for the return of stock to suppliers
22.	The system should allow handling damaged broken and returned material in the store
23.	The system should allow making stock requirement predictions based on re-order level, safety stock etc.
24.	The system should allow flexible assignment of inventory processing by Items (General Usage / Reserved)
25.	The system should allow conducting analysis for Items
26.	The system should allow maintaining Audit Trail of all transactions
27.	The system should allow to track used / unused material supplied to subcontractor
28.	The system should allow to track and control Vendor-Wise Inventory
29.	The system should allow monitoring and display stock details
30.	The system should have the provision to scrap material and track them
31.	The system should have the option to run Reports / Inquiries on Inventory Status
32.	The system should allow enabling Stocking Locations default, fixed, assigned, manual or system-assigned (with provisions to change the Locations as needed)
33.	The system should allow multiple Stocking Locations per Item
34.	The system should have the option to store Item by batch or Serial Number
35.	The system should have the provision to input unique descriptions, cost information and other details with batches
36.	The system should allow to display of Resources and Inventory availability by Location
37.	The system should allow allocation of Inventory to department
38.	The system should check and alert other departments consuming the materials purchased for one department
39.	The system should allow for manual update of Inventory Quantities
40.	The system should allow to Create and assigning Adjustment Reason Codes
41.	The system should allow to store the audit trail of Inventory Adjustments
42.	The system should have the provision to check available material at different locations
43.	The system should allow for automatic Quantity Reservation as per Requisition

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44.	The system should highlight other departments consuming the materials purchased for one department
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4.2.4.4. Reports and Analysis

4.2.4.4.1. Functional Requirements

Sl. No	Description
1.	The system should have the functionality to generate the following reports. The reporting capability should not be limited to the following requirements only. • List of Indent with status • List of vendors • List of materials • List of materials vendor-wise • List of Purchase Orders with status • List of Purchase Orders pending for approval • Monthly or period wise purchase value analysis location-wise • Vendor Evaluation report with marks for different criteria • List of Purchase Order vendor-wise • List of preferred vendors for a particular material • Stock overview of different materials location-wise • Stock Overview of all stocks under a office • Stock with subcontractors • Stock in Transit • List of pending invoices • Dead stock or non-moving stock • Consumption report location-wise, area-wise or project-wise • List of obsolete items • Stock overview of scrap location-wise • Conducting Vendor Performance Analysis (on the basis of quality of item / services offered, delivery / timely completion performance) • Maintaining Vendor Quality Ratings (on the basis of quality of item / services offered, delivery / timely completion performance and cost /price)

4.2.5. Legal

The major activities of **Legal Cell** are:

- The Legal Cell attends all kinds of legal matters both at headquarters and Zonal/regional offices of the Board.
- This Cell is also responsible for performing the job pertaining to the disposal of applications made under Right to Information Act, 2005 and sending reports periodically to the Ministry as well as the Central Information Commission.
- The Cell also looks into the public grievance raised against the board and ensure timely reply/redressal of the same
- The cell also looks after the IPR related issues
- The Cell is headed by Law Officer with a Stenographer/UDC and Peon under him.

Presently Legal Cell is holding the office of Vigilance Cell and the major activities of the Vigilance Cell are:

- The main function of the Vigilance Cell is to implement the directives of the Government/Central Vigilance Commission. The Vigilance Cell also attends the various queries and submits monthly and quarterly report to the Government.
- The Deputy Chairman of Tea Board is the Chief Vigilance Officer (part-time) appointed by the Central Vigilance Commission. The Law Officer of the Board is also working as Vigilance Officer

The List of processes /services offered by the cell is:

Sr. No.	Name of the process
1	Court Case filed against Tea Board
2	Court case filed by Tea Board
3	Grievances
4	Reply of RTI Queries
5	Vigilance Cell – Logging of Complain
6	First appeal under RTI
7	Second appeal before CIC
8	IPR
9	Renewal of IPR

4.2.5.1. Court Case filed against Tea Board

4.2.5.1.1. Functional Requirements

Sl. No	Summon to be uploaded in the system
1.	The system should allow to upload the summon
2.	The system should generate a unique identification number against uploading of the Summon with a notification to the HOD and Legal Officer
	Registering the Summon with On-Going Cases or Opening a New File and Processing there after
3.	The system should allow Legal Officer to analyze and map the document with historical records. In case of a new case, the system should allow to open a new file.
4.	The system should support the workflow
5.	The system should allow Law Officer to allocate the case to a legal firm/ lawyer
6.	The System should allow to upload and download documents for review
7.	The System should allow to insert comments on contents of the document
8.	The System should generate notification/ alerts to the corresponding stakeholder (within Tea Board of India) about the pending activity.
9.	The System should allow to temporarily save all draft affidavit / required documents against the specific file no/ unique identification no
10.	The System should notify designated official before saving final documents (affidavit/ court order/ Summons etc) with unique identification
11.	The System should update all concerned official on change of status of the case.
12.	The System to allow to track case dates (hearing dates/ date for appearing in front of court etc)along with engaged lawyer/ law firm

4.2.5.2. Court Case filed by Tea Board

4.2.5.2.1. Functional Requirements

Sl. No	Requisition to file a case by Tea Board of India
1.	The System should allow all concerned official to initiate the process to file a case
2.	The system should allow to upload required documents
	Processing
3.	The system should allow Legal Officer to analyze and map the document with historical records. In case of a new case, the system should allow to open a new file.
4.	The system should support the workflow
5.	The system should allow Law Officer to allocate the proceedings to a legal firm/ lawyer
6.	The System should allow to upload and download documents for review
7.	The System should allow to insert comments on contents of the document
8.	The System should generate notification/ alerts to the corresponding stakeholder (within Tea Board of India) about the pending activity.
9.	The System should allow to temporarily save all draft affidavit /letters/ petitions/ required documents against the specific file / case
10.	The System should notify designated official before saving final documents (affidavit/ court

	order/ Summons etc.) with unique identification
11.	The System should update all concerned official on change of status of the case.
12.	The System to allow to track case dates (hearing dates/ date for appearing in front of court etc)along with engaged lawyer/ law firm

4.2.5.3. Right to Information (RTI)

4.2.5.3.1. Functional Requirements

Sl. No	Application Submission
1.	The system should allow both online and offline submission of application/appeal along with supporting documents by the applicants
	Case A: Online Application Submission
2.	The system should have the ability to allow the users to submit the application/appeal along with the ability to upload the scanned documents.
3.	The system should have the ability to generate AIN along with notification on successful completion/submission of the application
4.	The System should allow applicant to submit the application fees on-line
	Case B: Offline Application Submission
5.	Applicant shall send the application by courier/post/by hand/etc.
6.	The system should allow authorized Tea Board users to upload the offline applications in to the system along with the payment documents of application/appeal fees
7.	The system should have the ability to generate AIN along with notification on successful completion/submission of the application
	Application Processing (Verification, Clarification, Processing)
	Verification, Clarification
8.	The system should allow the concerned official to check the application/appeal details and supporting documents
9.	The system should allow the concerned official to seek clarification from the applicant if required
10.	The system should allow receipt of clarification through online and offline mode
	Processing
11.	The system should allow to process the application through the workflow
12.	The system should allow the CA to approve/reject the draft reply of the application/appeal with proper comments
13.	The system should allow applicant to view the status of his/ her application/appeal and the reply (if the letter has been issued) against the AIN
14.	The system should allow generation of reply in hardcopy and updating the post/courier details once sent

4.2.5.4. Grievance

4.2.5.4.1. Functional Requirements

Sl. No	Application Submission
1.	The system should allow both online and offline submission of application along with supporting documents by the applicants
	Case A: Online Application Submission
2.	The system should allow the users to submit the application and upload the scanned documents through the internet/intranet as applicable.
3.	The system should have the ability to generate AIN along with notification on successful completion/submission of the application
	Case B: Offline Application Submission
4.	Applicant shall send the application by courier/post/by hand/etc.
5.	The system should allow authorized Tea Board users to upload the offline applications in to the system
6.	The system should have the ability to generate AIN along with notification on successful completion/submission of the application
	Grievance logged in the DAPRG Portal
7.	The system should allow authorized Tea Board users to upload printout of the Grievance, logged in the DARPG Portal
8.	The system should have the ability to generate AIN along with notification on successful completion/submission of the application
9.	The system have the ability to generate a separate AIN series for Grievance logged through DAPRG Portal
	Application Processing (Verification, Clarification, Processing)
	Verification, Clarification
10.	The system should allow the concerned official to check the application details and supporting documents
11.	The system should allow the concerned official to seek clarification from the applicant if required
12.	The system should allow receipt of clarification through online and offline mode
	Processing
13.	The system should allow to process the application through the workflow
14.	The system should allow the CA to approve/reject the reply against the application with proper comments
15.	The system should allow applicant to view the status of his/ her application and the reply (if the letter has been issued) against the AIN

4.2.5.5. Vigilance

4.2.5.5.1. Functional Requirements

Sl. No	Application Submission
1.	The system should allow both online and offline submission of vigilance application along with supporting documents by the applicants
	Case A: Online Application Submission
2.	The system should allow the users to submit the application and upload the scanned documents through the internet/intranet as applicable.
3.	The system should have the ability to generate AIN along with notification on successful completion/submission of the application
	Case B: Offline Application Submission
4.	Applicant shall send the application by courier/post/by hand/etc.
5.	The system should allow authorized Tea Board users to upload the offline applications in to the system along with the supporting documents
6.	The system should have the ability to generate AIN along with notification on successful completion/submission of the application
	Application Processing (Verification, Clarification, Processing)
	Verification, Clarification
7.	The system should allow the concerned official to check the application details and supporting documents
8.	The system should allow the concerned official to seek clarification from the applicant if required
9.	The system should allow receipt of clarification through online and offline mode
	Processing
10.	The system should allow to process the application through the workflow
11.	The system should allow the CA to approve/reject the draft reply of the application/appeal with proper comments
12.	The system should allow applicant to view the status of his/ her application and the reply against the AIN
13.	The system should not allow in any case to unauthorized users and the information related to vigilance should be kept very confidential
14.	The system should allow the CA to initiate action against any vigilance case

4.2.5.6. IPR (Fresh Application)

4.2.5.6.1. Functional Requirements

Sl. No	Application Submission
1.	The system should allow both online and offline submission of fresh IPR application
2.	The system should show the relevant applicable laws for various countries as per the applicant information

3.	The system should segregate the online and offline submitted applications
	Case A: Online Application Submission
4.	The system should allow the users to submit the application along with the ability to upload the scanned documents.
5.	The system should allow to receive the payment against any application as per the applicable fees
6.	The system should allow to generate AIN along with notification on successful completion
7.	The system should allow to upload the signed documents by the applicant like legal agreements etc. (receipt of hardcopy of the signed documents/agreement is mandatory)
	Case B: Offline Application Submission
8.	Applicant shall send the application by courier/post/by hand/etc.
9.	The system should allow authorized Tea Board users to upload the offline applications in to the system along with the supporting documents
10.	The system should allow to upload the signed documents by the applicant like legal agreements etc. (receipt of hardcopy of the signed documents/agreement is mandatory)
11.	The system should allow to generate AIN along with notification on successful completion and receipt of the payment
	Application Processing (Verification, Clarification, Processing)
	Verification, Clarification
12.	The system should allow the concerned official to check the application details and supporting documents
13.	The system should allow the concerned official to seek clarification from the applicant if required
14.	The system should allow receipt of clarification through online and offline mode
	Processing
15.	The system should allow to process the application through the workflow
16.	The system should allow the CA to approve/reject the draft reply of the application with proper comments
17.	The system should allow applicant to view the status of his/ her application and the reply against the AIN
18.	The system should allow generation of IPR license with digital signature
19.	The system should allow the download of approved licenses from the system

4.2.5.7. IPR (Renewal of Licenses)

4.2.5.7.1. Functional Requirements

Sl. No	Application Submission
1.	The system should allow both online and offline submission of renewal of IPR license applications
2.	The system should segregate the online and offline submitted applications
	Case A: Online Application Submission

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3.	The system should allow the users to submit the application along with the ability to upload the scanned documents.
4.	The system should allow to receive the payment against any renewal application
5.	The system should allow to generate AIN along with notification on successful completion
6.	The system should allow to upload the signed documents by the applicant like legal agreements etc. (receipt of hardcopy of the signed documents/agreement is mandatory)
7.	The system should allow the user to send the photographs of the packets as well
	Case B: Offline Application Submission
8.	Applicant shall send the application by courier/post/by hand/etc.
9.	The system should allow authorized Tea Board users to upload the offline applications in to the system along with the supporting documents
10.	The system should allow to upload the signed documents by the applicant like legal agreements etc. (receipt of hardcopy of the signed documents/agreement is mandatory)
11.	The system should allow to generate AIN along with notification on successful completion and receipt of the payment
12.	The system should allow to get the sample packets from the applicant and the same status should be updated
	Application Processing (Verification, Clarification, Processing)
	Verification, Clarification
13.	The system should allow the concerned official to check the application details and supporting documents
14.	The system should allow the concerned official to seek clarification from the applicant if required
15.	The system should allow receipt of clarification through online and offline mode
	Processing
16.	The system should allow to process the application through the workflow
17.	The system should allow the CA to approve/reject the draft reply of the application with proper comments
18.	The system should allow applicant to view the status of his/ her application and the reply against the AIN
19.	The system should allow generation of renewed IPR license with digital signature
20.	The system should allow the download of approved renewed licenses from the system

4.2.6. Hindi Cell

4.2.6.1. Functional Requirements

The proposed system should have the functionalities as mentioned below:

- Repository of Hindi documents.
- Automated process to apply for Hindi training
- Receiving documents for translation through the system.
- All the documents translated in Hindi should be stored in the Hindi database.
- Integrating with establishment section and storing the credentials of candidates trained in Hindi.
- All static forms and system generated forms will be bilingual.
- Direct link to “e maha shabdha kosha” www.rajbhasha.nic.in

Direct link to “Mantra software” www.rajbhasha.nic.in

4.2.7. Library

The Library Section of Tea Board keeps various books and reports specific to the Tea and related industry and other important publications. The library section is responsible for procurement and issue/collection of books among the employees of Tea Board. It also stores the Tea Board Annual Reports and Account Reports.

4.2.7.1. Purchasing of Books**4.2.7.1.1. Functional Requirements**

Sl. No	Planned maintenance
1.	The system should allow the librarian to create a purchase order for books.
2.	Based on the book type, the librarian should have the facility to place the order for the book generated through the system
3.	The system should have the facility to store the email ids of the empanelled vendors.
4.	The system should allow the librarian to send notification containing structured forms to the probable vendors (from the empanelment vendor list).
5.	The system should have the facility to upload the manually received quotes
6.	The system should have the provision to generate the purchase order.
7.	The system should have the facility to enter details of book catalogue for newly procured books/CDs etc.
8.	The system should have the facility to enter the brief description for each book
9.	The system should have the facility to enter the book card number for each book and identifying each book uniquely
10.	The system should have the provision to enter the profile information for each book
11.	The system should update the library book available list as per the current status and show the users

4.2.7.2. Request for Books and Issuance of Books**4.2.7.2.1. Functional Requirements**

Sl. No	Request for Books
1.	The system should allow authorized official of Tea Board to request for books from the available list
2.	The system should have facility to cross check the inventory of books present in the library and intimate the requestor about the status (book is available in library/issued/not available) of the book.
3.	The system should have the functionality of smart search of books by name, subject, author etc. • If the book is available, the system should send a request to the librarian to issue the book to the respective person along with the notification to the requestor once the book gets assigned by the librarian • If the book is not available, the system should show a message to the requestor mentioning that the book is not available in the library • the system should have the option to put an acquisition request for the respective

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	book as required The acquisition request should be approved by a competent authority before the purchase process gets initiated by the system If the request is received for a book that is already issued; the system should have the facility to store the names of the requestor.
4.	The system should send confirmation to the requestor after the book is returned to the library
5.	The system should have the facility to enter the book card information (Date of issue, Borrower's name, Due Date, Date of return etc.) for each book and identifying each book uniquely
6.	The system should auto update/store the book card information for each book used for transactions
7.	The system should generate alerts automatically and intimate the borrower that the due date for book submission is approaching
8.	If the books are not returned to the library on time the system should generate auto alerts to the librarian and the reporting officer of the person holding the book on regular intervals
9.	The system should be able to generate reports as required
10.	After the book is returned the system should have the facility to add the book so that is ready for re-issuance.
11.	The systems should have the functionality to create a wish list for non-available books by the user
12.	The system should send notification the requestor when the wish list book is available in the library
13.	The system should have the option of identifying each book uniquely (either through bar code or unique number methodology)
	Storage of digitized records
14.	The system should allow the authorized users to store the important reports like annual reports and account reports etc.
15.	The system should have the facility to catalogue the digital records for public/restricted view
16.	The system should show the digitized records to the authorized users when required

4.2.8. Secretariat Branch

Secretariat branch headed by the secretary of the Tea Board of India is a vital part of the board which takes care of the secretarial affairs like parliamentary queries, board meeting preparation and meeting circulation agenda preparation, meetings/proceedings preparation etc.

4.2.8.1. Parliamentary Queries**4.2.8.1.1. Functional Requirements**

Sl. No	Description
1.	The system should have the functionality to upload the parliamentary query (includes queries from standing committee of both houses) received by the secretariat branch of Tea Board
2.	The system should allow the user create the required instances of the query and send to specific officials as per the requirement
3.	The system should allow the officials to input the answer to their specific department/office through the system
4.	The system should allow the users to refer the old responses and queries from the archive or history through a smart search facility
5.	The system should prepare a consolidation report from various departments/offices and send to the secretary
6.	The system should allow the secretary/official to update the system generate consolidate response sheet
7.	The system should have the functionality to get the response approved from CA through a workflow
8.	The system should create the final soft copy and generate the hard copy for sending the response to the ministry with a digital signature
9.	The system should give alerts and notifications about the delay in response to the concerned officials and should trigger alert to the higher official with details

4.2.8.2. Board Meetings**4.2.8.2.1. Functional Requirements**

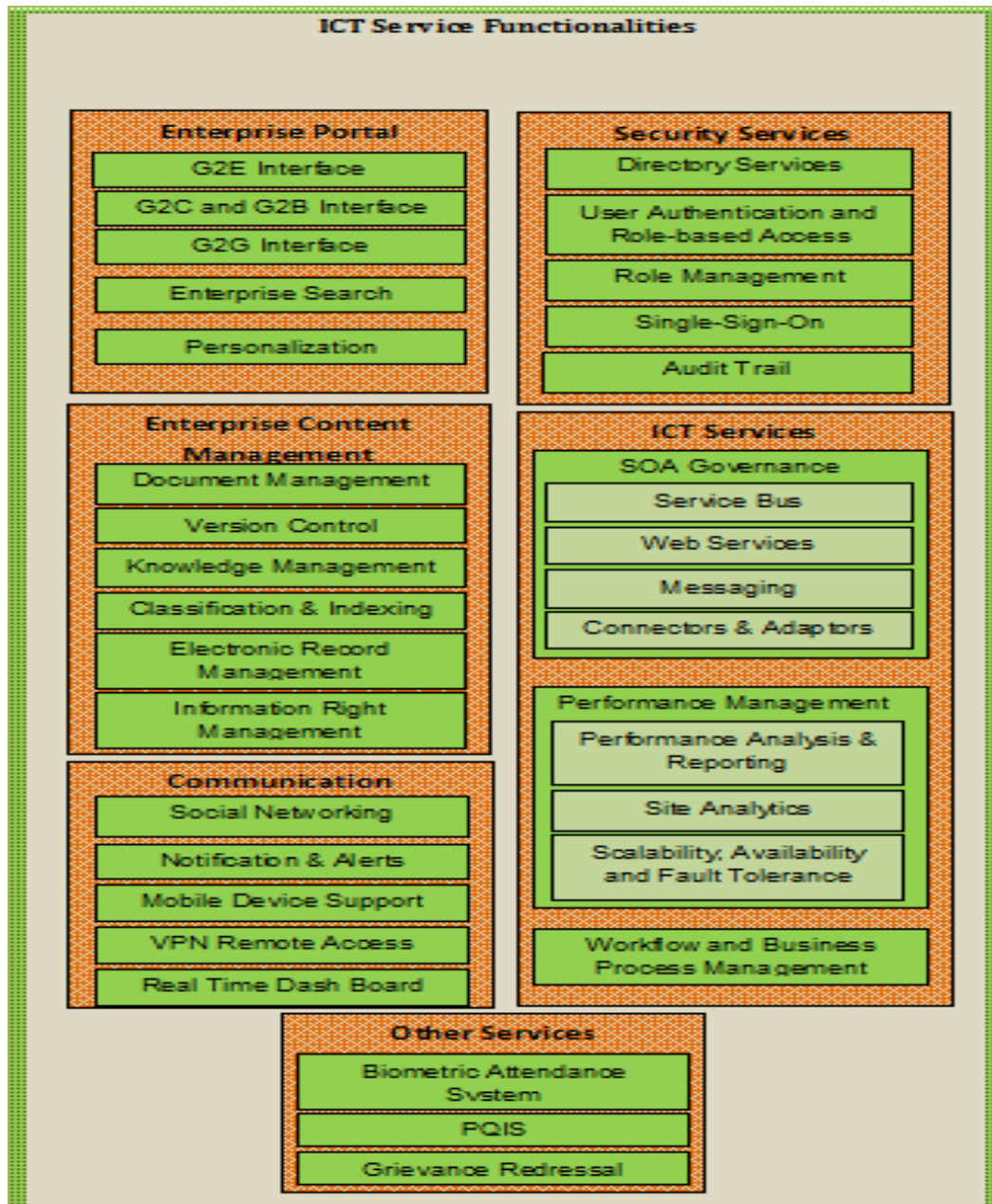
Sl. No	Description
1.	The system should have the functionality create the board/committee meeting notification and send to the recipients/members
2.	The system should allow the creation of meeting agenda as per the desired format with approval through a workflow
3.	The system should allow the preparation and storage of board/committee meeting minutes and resolutions
4.	The system should allow to send notification along with resolution details to required recipients

4.2.8.3. Bill, Tax Payments & Collection**4.2.8.3.1. Functional Requirements**

Sl. No	Description
1.	The system should have the functionality to store the tax payment details and schedule
2.	The system should generate notification in advance for tax payment as per schedule
3.	The system should generate a request for tax payment to the finance after the approval from CA
4.	The system should store the tax payment invoice in digital copy with notification to secretariat branch
5.	The system should have the functionality to insert the telephone bill details for payment
6.	The system should have the functionality for the CA approval of the payment through a workflow
7.	The system should generate a request for bill payment to the finance
8.	The system should allow the user to update the payment details with notification to secretariat branch
9.	The system should allow the user to initiate the payment process for stay/travel expenses for board meeting/standing committee/other committee
10.	The system should generate a request for bill payment to the finance
11.	The system should allow the user to update the payment details with notification to secretariat branch
12.	The system should also have the functionality to insert and account the deposit/collection for rent against the ATM counter at head office

4.3. ICT Services Architecture

The ICT services of the functional architecture will include the following components



- Enterprise Portal
- Enterprise Content Management
- Communication
- Security Services
- Performance and SOA Governance
- Other Services

Enterprise Portal

The portal will have the following features:

- 1 **G2E Interface:** The employee interface (Government to Employee) of Tea Board will be an Intranet and Internet over VPN interface providing a common platform for employees to automate processes like Employee Provisioning, Expenses Submission, Employee Directories, etc., access applicable policies / procedures, and post relevant information for access and usage by Tea Board employees.

The Interface should also include custom enterprise-wide workflows to automate various aspects of Tea Board organization. The employee portal will provide a secure unified access point and should be designed to aggregate and personalize information.

- 2 **G2C & G2B Interface:** The Tea Board external user interface for businesses & stakeholders (including citizens) will be exposed to the Internet and provide content to anonymous and registered users. It should provide information from diverse sources across Tea Board in a unified way. Access to information and services may vary depending on the status of the user, whether anonymous or registered.

The interface should enable the following services:

1. Online application filing
 2. Online application tracking
 3. Online availability of interactive forms through the webportal
 4. Timely information dissemination at all levels with the help of ICT, mobile and hand held devices
 5. Empowerment of Citizens through availability of information in public domain
 6. Grievance redressal
 7. Mobile, SMS and email integration for providing various informational and transactional services
- 3 **G2G Interface:** The Government to Government interface will be specifically for governmental organisations and ministries. These stakeholders may interact with Tea Board on a regular basis and some of them have a stake on the Tea Board functioning. An interface will enable effective communication and will reduce the lead time in exchange of information.

The G2G Interface should enable:

1. Easy exchange of information among the internal stakeholders and External Agencies including Ministry.
2. Streamlined file movement and tracking by monitoring and tracing of the file
3. Easy collection, storage and retrieval of data/information
4. Access to common and shared documents and data based on roles
5. Ease of availability of information
6. Ease of monitoring and control over the operations

7. Ease of monitoring of the External stakeholders like Exporters, Factory owners and other License Holders
8. Grievance redressal
9. Mobile, SMS and email integration for providing various informational and transactional services
10. Personnel Information management
11. Knowledge management
12. Report generation without any manual intervention

- 4 Self Service Initiatives:** Self Service initiatives provide employees the ability to view and update personal information via the web application without having to go through the HR staff. The functionality of this module spans through the entire system, making information available anywhere, anytime. All information should be subject to Tea Board wide security policy, allowing Tea Board employees to view only the authorized information.

Some of the common functionalities envisaged to be made available to the employee through this initiative are as follows:-

- a. Nomination
- b. Service Book
- c. Tour approval
- d. Leave Travel Concession (LTC) approval
- e. Reimbursement (TA Bill, Newspaper, Children education, Medical Bills, etc.)
- f. Leave application (Earned Leave, Casual Leave) and approval
- g. Festival advance applications
- h. Salary slip
- i. Vehicle application in tour
- j. GPF Advance – Partial and Final
- k. Application to change salary component
- l. Leave status
- m. Tour Diary submission, etc.

- 5 Enterprise Search:** Enterprise search is the practice of making content from multiple enterprise-type sources, such as databases and intranets, searchable to a defined audience. Enterprise Search software searches information within an enterprise (the search function and its results may still be public). Enterprise search can be contrasted with web search, which applies search technology to documents on the open web, and desktop search, which applies search technology to the content on a single computer.

Enterprise search systems index data and documents from a variety of sources such as: file systems, intranets, document management systems, e-mail, and databases. Many enterprise search systems integrate structured and unstructured data in their collections.

- 6 Personalization:** The portal will have the personalization feature for user (especially employees, external stakeholders including research associates). The portal can be personalized as per user

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group for simplifying and enhancing his/her portal experience. The portal can also be customized by the user as per his/her interests and needs.

Some examples are customizable “quick links”, change skins based on the theme, user recognition, browsing history, recent activities etc. for engaging the user.

Enterprise Content Management

- 5. Version Control:** Version control is used to manage changes of documents, programs and other information stored as digital files in a computer. Version Control in all practicality should also be a feature of the Document Management System facilitating simultaneous interactive editing of documents by a virtual team.

Typical features are:

- Use check-in/out to automatically version control
- Version history report as a single document
- Full audit trail of changes and access
- Notification of changes to users
- Approval process

- 6. Knowledge Management:** Knowledge Management manages the knowledge in organization for supporting creation, storage and dissemination of information among the organizational users. It provides the users a one stop and ready access to information thereby increasing efficiency and timeliness by avoiding the rework. It will play a vital role in retaining the information created by employees who are transferred to other organizations or retire.

Typical features include workflows, taxonomy, indexing, discussion forums, comment and rate facility, metadata management etc.

- 7. Classification, Indexing & Catalogue Services:** Classification and indexing plays a key role in content management. It helps in effective archival & retrieval of enterprise content.

Typical features include:

- Accommodate existing Taxonomy providing navigation across all content through virtual tree structure
- Crawl and index websites, intranets, network drives, Mail Exchange folders
- Ability to provide document summaries & thesaurus of taxonomy terms

Tea Board is a producer of voluminous business data which needs to be disseminated to the stakeholders in a user-friendly & effective manner. These data exist in various file formats, structured databases, unstructured file systems, etc. Catalogues services will catalogue, manage, style & deliver all these digital information, including spatial (raster, vector) and business data (pdf, mov, doc, jpeg etc.) and services using a spatial platform for cataloguing and delivery.

- 8. Electronic Record Management Functionality:** It deals with capturing, managing, accessing and securing enterprise records for the purpose of protection & preservations.

Typical Features include:

- Ability to create file plans
- Ability to automatically declare Records through Workflow
- Content Management for multiple stages
- Destroy records irrevocably at end of lifecycle after appropriate approval process
- Role based access rights to records & ability to restrict access rights to parts of records
- Automatic and Manual Creation of metadata & customizable metadata fields
- ERM compliant with relevant standards
- Audit trail of all actions including destruction

Communication

The communication system should have the following features:

- 1 Social Networking:** Social Networking has emerged as one of the powerful for communicating to a large audience instantly. Tea Board can use social media for spreading awareness on tea plantation activities among the general public. This feature will enable sharing of information in social networking websites. The information can be articles, natural disaster updates, multimedia, feeds etc.
- 2 Notification & Alerts:** Use of sound files, an animated icon in the system tray, a popup window or some combination of these.

However, if the user is travelling and is on the go, such alerts won't be helpful as the user is away from his computer. In this case, special monitoring software can offer advanced options for mobile email notification including sending a text message to the user's cell phone, sounding an alarm on the phone etc.

- 3 Mobile Device Support:** It will facilitate accessing portal services through mobile devices like PDA, tablet computers etc.. It helps in connecting to portal service on-the-go and also from remote locations.

In future if Tea Board introduces digital field survey mobile devices, then they should be compatible with portal applications for exchange of data/information.

- 4 VPN/Remote Access:** Remote access is the ability to get access to a computer or a network from a remote distance. Tea Board employees at various regional locations and who are travelling may need access to the Tea Board network. Dial-up connection through desktop, notebook, or handheld computer modem over regular telephone lines are common methods of remote access.

This facility can also be part of Virtual Private Network (VPN) which is a network using primarily public telecommunication infrastructure to provide remote access.

5 Real Time Dashboard:

- The data presentation should point directly to the likely source of the problem. Real-time dashboards aren't the place for deep analysis or introspection into the drivers of the business.
- Real-time dashboards are often about tracking activity. It may be useful to show the raw data around these events in the form of a ticker, scroll or RSS feed.
- Getting time right on an operational dashboard is critical. If the measures and trends represent too long a time period, users may not react to changes quickly enough. On the other hand, very small time windows encourage frantic reactions to changes that may not represent real trends. Ideally, the dashboard should offer the ability to configure this time range and "freeze" a moment in time.
- Naturally, alerting users to problems is a central mission for real-time dashboards
- If real-time dashboards are about identifying and responding to issues, the tool should point users to what they can do about a problem
- By the time a real-time dashboard is designed , a strong theory is required to understand how the pieces of the business fit together (i.e. the relationships between key measures, drivers, and available actions)
- Real-time dashboard may not be considered for complex or advanced data visualizations.

Security Services

- 1 Directory Services:** A directory service is the software system that stores, organizes and provides access to information in a directory. A directory in software systems is a map between names and values. It allows the lookup of values given a name, similar to a dictionary.
- 2 User Authentication & Role-based Access:** It is used for authentication & authorization purpose. Authentication identifies the user. Post authentication, authorization is used for analyzing if the user is permitted to access the resources. User authentication is done by providing evidence that it holds a specific digital identity such as an identifier and the corresponding credentials.

Role based access control is an approach to restricting system access to restricted users. For various business functions, roles need to be defined in the Tea Board applications and permissions to perform certain operations are assigned to specific roles. A user can be assigned one or multiple roles.

- 3 Role Management:** Role management deals with managing authorization, which enables administrators to specify the resources that users in your application are allowed to access. Role management treats groups of users as a unit by assigning users to roles such as HOD (Head of the Department), AO (Accounts Office), and so on. Users can belong to more than one role.

Roles give the flexibility to change permissions and add and remove users without having to make changes throughout the site. Access rules can be defined in ICT system based on role management – such rules can be made independent from individual applications.

- 4 Single Sign-On:** Single sign-on (SSO) is a property of access control of multiple related, but independent software systems. With this property a user logs in once and gains access to all systems without being prompted to log in again at each of them.

Typical functionalities include:

- Define user repository
- Configure Identity Management Tool

- 5 Audit Trail:** It is used for tracking and maintaining history of activities of application access & usage by users.

Typical functionalities include:

1. Identity data items/functional module to be audited
2. Identify auditing attributes
3. Log audit details with timestamp and user details

Performance and SOA Governance

SOA Governance

- 1 Service Bus:** A service bus is a software architecture model used for designing and implementing the interaction and communication between mutually interacting software applications in Service Oriented Architecture.

As software architecture model for distributed computing it is a variant of the more general client server software architecture model and promotes strictly asynchronous message oriented design for communication and interaction between applications. Its primary use is in Enterprise Application Integration of heterogeneous and complex landscapes.

- 2 Web Services:** A web service is a software system designed to support interoperable machine-to-machine interaction over a network. It has an interface described in a machine process-able format (specifically Web Services Description Language, known by the acronym WSDL). Other systems interact with the Web service in a manner prescribed by its description using SOAP messages, typically conveyed using HTTP with an XML serialization in conjunction with other Web-related standards.
- 3 Messaging:** Messaging system is a set of published Enterprise-wide standards that allows organizations to send semantically precise messages between computer systems. These are facilitated by the use of XML messaging, SOAP and web services.

Performance Management

- 1 Performance Analysis & Reporting:** Performance analysis will help in determining the load levels, finding pain areas & bottlenecks. It will help in making the portal and applications run smooth, optimization of resources and for capacity planning.

Reporting feature will be helpful in monitoring the processes and will provide decision making information for higher management.

Typical Reporting features include:

- Provide facility to drill down from highly summarized view to detail level view of the available data.
- Ability to have Ad-hoc analysis, given that the required data structure is available
- Ability to provide dashboard feature to view snapshot of highly summarized set of information at a single glance

2 Site Analytics:

Site Analytics is the process of analysing the behaviour of visitors to the Tea Board website. This will enable Tea Board to attract more visitors, retain or attract new users. There are two categories of web analytics: off-site and on-site

- Off-site refers to web measurement and analysis regardless of whether you own or maintain a website. It includes the measurement of a website's potential audience (opportunity), share of voice (visibility), and buzz (comments) that is happening on the Internet as a whole.
- On-site analytics will measure the visitor's journey once on the Tea Board website. This measures the performance in a commercial context and the data is typically compared against key performance indicators for performance.

3 Scalability, Availability & Fault Tolerance:

Scalability is the ability of a system, network, or process, to handle growing amounts of work in a graceful manner or its ability to be enlarged to accommodate that growth.

Availability is a system design approach and associated service implementation that ensures a prearranged level of operational performance will be met during a contractual measurement period.

Fault-tolerance or graceful degradation is the property that enables a system (often computer-based) to continue operating properly in the event of the failure of (or one or more faults within) some of its components.

4 Workflow & Business Process Management:

Workflow management defines and manages sequence of tasks for achieving an business outcome. At each stage of the workflow there is a task to be performed by individual or group with defined organizational role who is responsible for the task. Workflow management should have the feature of notifying and reminding the individuals who are responsible for the subsequent task.

Business process management is used for managing lifecycle of business processes of an organization. It helps managers organize resources in terms of processes, and subordinates software applications to the achievement of business process goals. It helps in optimizing the processes and identifying redundant processes for reducing the process lead time.

Other Services

- 1 **Biometric Attendance System Integration:** Biometric attendance systems facilitate employee attendance management and secure access control system. For recognizing the identity of user biometric system scans the fingerprint etc. The system is accurate, less time consuming and is secure than manual practices.

It should be capable of securely storing user information, generating required reports.

Tea Board already has a biometric attendance system , the feasibility of integrating the same has to be checked.

- 2 **Master Data Management:** The following are the functionalities of Master Data Management

- Data Collection
- Data Transformation
- Normalization
- Data Consolidation
- Taxonomy Service

- 3 **Grievance Redressal:** Tea Board receives grievances from internal stakeholders from time to time. The redressal mechanism may involve collection and presentation of information from one/more departments.

This module will be responsible for managing the Grievances redressal process of Tea Board.

5. Technical and Non-Functional Requirements

The technical and non-functional requirements relating to performance, availability, deployment, implementation, operations and others are listed in the subsequent subsection. Based on the assessment of the requirements listed below, SI shall prepare System Requirement Specifications (SRS) and obtain a formal sign-off before proceeding with the design and implementation of the solution.

a) Technical Solution Architecture Requirements	
1.	The TBAS solution needs to be architected using robust and proven software and hardware technologies like Service-Oriented Architecture (SOA) and open industry standards
2.	The solution architecture should be built on sound architectural principles enabling fault-tolerance, high-performance, and scalability both on the software and hardware levels
3.	The system should be designed to have good performance even from offices connected on low bandwidth
4.	Portal and Web applications should be responsive and supported on the mobile browsers of Android, iOS and Windows mobile platforms
5.	The system should be developed to be deployed in a 3-tier data centre architecture
6.	The system should support SSL encrypted connections
7.	The system should be designed for access through browser based systems and must impose minimal requirements on the client device
8.	The system should support secure VPN connections
9.	The system should use HTTPS as the communication protocol
10.	The system should run perfectly on all common browsers
11.	The system should be compliant with W3C, WCAG and other GoI guidelines
12.	The system must be available to users: 24/7 (on all days of the week)
13.	The planned downtime of the system should not exceed 6 hours per rolling 3 months period. The same should be carried out during off peak hours at night.
14.	There should be no single point of failure and adequate level of redundancy should be built in to meet the system uptime requirement. Data backup till the last transaction occurring in the system should be ensured. The following RTO and RPO objectives should be met: - Peak Hours: Zero RPO and Zero RTO - Non-Peak Hours: Zero RPO and RTO <= 60 minutes
b) Software Architecture Requirements	
1.	Software architecture must support web services standards including XML, SOAP, UDDI and WSDL
2.	Customized or bespoke applications, if any, should be design with minimum 3-tier architecture with UI layer, Business layer and Data Access layer segregated
3.	UI framework should follow standard model-view-controller (MVC) design
4.	Software architecture must support appropriate load balancing for scalability and performance
5.	Software architecture must support flexibility in adding functionalities or applications.
6.	Software architecture components should utilize the high availability, clustering, and load

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	balancing features available in the proposed hardware architecture to increase system performance and scalability features.
7.	Software architecture must support trace logging, error notification, issue resolution and exception handling.
8.	The system should provide for role based control for the functionality within the system
9.	All error messages produced by the System must be meaningful, so that they can be appropriately acted upon by the users who are likely to see them.
10.	The search results should be fetched from the database in batches. The batch size should be configurable in the system.
11.	Records should be displayed on screen in batches/paged manner. The number of records in a page should be configurable in the system.
12.	If a user is inactive for a specified period of time, the user session should expire. The inactivity period should be configurable in the system with a default value of 10 minutes.
c) Hardware Architecture Requirements	
1.	Hardware architecture at DC must provide redundancy and high availability capabilities at the hardware level; this includes servers, etc. However, the hardware infrastructure for the DR can be as per the requirement.
2.	All servers and systems must be configured with no single point of failure.
3.	Hardware architecture should be capable of consolidating several applications / workloads in a number of servers as required.
4.	Servers must be placed within proper security infrastructure for the Solution.
5.	Hardware architecture must support existing Storage Area Network (SAN) & backup solution (at DC)
6.	The technical solution architecture for TBAS should be sound and complete with high performance, redundancy, and scalability.
d) Development, Testing, Staging, and Production Requirements	
1.	Appropriate development, test, and staging hardware environments should be provided and explained how they are related to production environment. This must be supported by explanations on how the development, test, and staging environment support the implementation activities of TBAS Solution.
2.	Development and test environment should include configuration management capabilities and tools for system configuration, versioning scheme, documentation, change control processes and procedures to manage deployment of solution deployment.
3.	The test, development, and staging environment should include required workstations, desktops, and tools appropriate to support development, testing, and staging, and deployment tasks.
4.	The development, test, and staging hardware environments must include similar operating systems, software components, products, and tools to those of production environment.
5.	The development, test, and staging environments should be independent logically and physically from the production environment and of each other.
6.	The development environment should be used for development and should be configured to allow access for developers' workstations.
7.	The staging environment should be used for functional and user acceptance testing, stress testing, and performance benchmarking.
8.	The test environment should be used as a testing environment of TBAS Solution and its software

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	components and products. The test environment should be a scaled-down configuration of the production environment.
e) Security Requirements	
1.	A secure system should be provided at the hardware infrastructure level, software level, and access level.
2.	Authentication, Authorization & Access Control 2 factors (User ID & Password and Digital Signature) security mechanisms should be implemented to enable secure login and authorized access to portal information and services.
3.	Confidentiality of sensitive information and data of users and portal information should be ensured.
4.	Appropriate mechanisms, protocols, and algorithms necessary to protect sensitive and confirmation data and information both during communication and storage should be implemented.
5.	The system should ensure high standards of security and access control through the following at a minimum: • Prevent cross site scripting • Validate and encode the incoming data /user request • Prevent SQL injection • Prevent cross frame scripting, URL modification and any type of man in the middle attack • Sanitize the user inputs • Do not allow hard delete and perform only soft tagging the row for deletion • Sensitive information like username, password etc. should not be visible in the url
6.	The system should maintain audit trail for all critical actions taken in the system and the system should allow to implement the data retention and classification policies of the board as applicable to restrict the storage of data and access/publication of data
7.	The proposed system should include design and implementation of a comprehensive IS security policy in line with ISO 27001 standards.
8.	The proposed system should provide security including identification, authentication, authorization, access control, administration and audit and support for industry standard protocols
9.	The proposed system should have a security architecture which adheres to the security standards and guidelines such as • ISO 27001 • Information security standards framework and guidelines standards under eGovernance standards (http://egovstandards.gov.in) • Information security guidelines as published by Data Security Council of India (DSCI) • Guidelines for Web Server Security, Security IIS 6.00 Web-Server, Auditing and Logging as recommended by CERT-In (www.cert-in.org.in) • System shall comply with IT (Amendment) Act 2008
10.	The proposed system should support the below Integration security standards: • Authentication • Authorization • Encryption • Secure Conversation • Non-repudiation

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	• XML Firewalls • Security standards support • WS-Security 1.0 • WS-Trust 1.2 • WS-Secure Conversations 1.2 • WS-Basic Security Profile
11.	The proposed system should be monitored by periodic information security audits / assessments performed by or on behalf of the Implementing Authority. The scope of these audits / assessments may include, but are not limited to, a review of: access and authorization procedures, physical security controls, backup and recovery procedures, and program change controls. To the extent that the IA deems it necessary to carry out a program of inspection and audit / assessment to safeguard against threats and hazards to the confidentiality, integrity, and availability of data, the Selected Bidder (SI/ADA) shall provide the IA's representatives access to its facilities, installations, technical resources, operations, documentation, records, databases and personnel. The Selected Bidder must provide IA access to various monitoring and performance measurement systems (both manual and automated). IA has the right to get the monitoring and performance measurement systems (both manual and automated) audited / assessed without prior approval / notice to the Selected Bidder
12.	The proposed system should facilitate system audit for all the information assets to establish detective controls. The selected Bidder is required to facilitate this by producing and maintaining system audit logs for a period agreed to with Tea Board.
13.	The proposed system should ensure that data, especially those pertaining to registration process, transaction process as well as the data that is stored at various points is appropriately secured as per minimum standard 128 Bit AES/3DES encryption.
14.	The proposed system should provide database security mechanism at core level of the database
15.	The proposed system should support native optional database level encryption on the table columns, table spaces or backups.
16.	The database of the proposed system should provide option for secured data storage for historic data changes for compliance and tracking the changes.
17.	The proposed system should be able to ensure the integrity of the system from accidental or malicious damage to data
18.	The proposed system should be able to check the authenticity of the data entering the system
19.	The proposed system should be able to generate a report on all "Authorization Failure" messages per user ID
20.	Retention periods, archival policies and read-only restrictions must be strictly enforceable on all logs maintained in the system
21.	The proposed system should be able to monitor security and intrusions into the system and take necessary preventive and corrective actions.
22.	The proposed system should provide ability to monitor, proactively identify and shutdown the following types of incidents through different modes of communication (email, SMS, phone call, dashboard etc): i. Pharming ii. Trojan iii. Similar Domains (old/new)
23.	The proposed system should have the option to be configured to generate audit trails in and detailed auditing reports
24.	The proposed system must provide ACL objects and a security model that can be configured for enforcement of user rights
25.	The proposed system should be designed to provide for a well-designed security of physical and digital assets, data and network security, backup and recovery and disaster recovery system.

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26.	The proposed system should have tamper proof data storage to prevent unauthorised data tampering
27.	The system should record the ip address of the client machine/device in the audit trail
28.	The proposed system should store User ID's and passwords in an encrypted format. Passwords must be encrypted using MD5 hash algorithm or equivalent
29.	The proposed system should be capable of encrypting the password / other sensitive data during data transmission
30.	The proposed system should have a Business Continuity Plan and a Disaster Recovery Plan prepared and implemented by the selected Bidder before commencement of the operations. Robust backup procedures to be established for the same.
f) Monitoring and Management Requirements	
1.	The TBAS System should provide monitoring and management of the entire Solution including all software components and application.
2.	The monitoring and management should monitor health of software and hardware infrastructure running the TBAS Solution covering operating system, database, software components, applications, servers, and other related software and hardware components. It should provide proactive monitoring, alerting and reporting.
g) Performance and Scalability Requirements	
1.	The design of the TBAS Solution should be scalable to handle increasing number of users.
2.	TBAS Solution should provide measurable and acceptable performance requirements for users, for different connectivity bandwidths.
3.	The TBAS solution should provide optimal and high performance Portal Solution satisfying response time for slow Internet connections and different browsers.
4.	The system should perform well for a minimum of 300 concurrent users
5.	The system should perform well on minimum bandwidth of 64KBPS
h) Implementation Requirements	
1.	The SI/ADA will be required to deploy manpower and other project resources as per the terms & conditions of the Contract
2.	The SI/ADA will be required to work closely with the IA and perform detailed functional requirements and analysis of TBAS Solution to confirm and document functional / system requirement specifications for the portal and its applications to fulfil its objectives.
3.	The SI/ADA will be expected to carry the complete implementation and deployment of the TBAS within the timelines specified in the RFP.
4.	The SI/ADA is expected to develop, test, stage, and deploy all functional modules of the TBAS software and any hardware components of technical & functional requirements
i) Project Management	

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1.	Selected SI/ADA is required to provide an implementation plan illustrating all functional analysis, development, testing, staging, and deployment activities.												
2.	Selected SI/ADA is required to specify and describe the different phases and activities of the project. It is very important for the IA that the Selected SI/ADA provide a quality implementation plan covering all aspects of the project. The plan shall clearly specify the start and end dates (relative to contract signing) of each of the project phases specifying key milestones allowing visibility of project progress.												
4.	Selected SI/ADA is required to use standard project management tools such as precedence diagrams, critical path charts, etc. to create and manage implementation plan and schedule. The table below shows the minimum stages and deliverables: <table><tr><th>Stage</th><th>Activities</th><th>Deliverables</th></tr><tr><td>Functional & Requirements Analysis</td><td> - Define Functional Requirements - Requirements management - Prototyping - Documentation - Data Migration Preparation </td><td> - Software Requirements and Specifications Document - Detailed Scope of Work - Work Breakdown Structure - Detailed Project Schedule - Data Migration Plan </td></tr><tr><td>Design</td><td> - Detailed Software Solution Architecture design - Detailed Hardware Solution Architecture Design - Data Schema Design - User Interface Design - Integration & Interfaces Design - Prototyping Design Validation - Documentation </td><td> - Design Specifications Documents of Software solutions - Design Specifications Documents of Hardware solutions - User Interface Design Specifications - Integration Design Specifications - Data design and migration </td></tr><tr><td>Development</td><td> - Software installation, configuration, and customization - Hardware installation and configuration - Development - Unit Testing - Documentation </td><td> - Development Plan - Updated Design Document - Installed software and hardware - Functional modules & Portal Solution - Problem reporting </td></tr></table>	Stage	Activities	Deliverables	Functional & Requirements Analysis	- Define Functional Requirements - Requirements management - Prototyping - Documentation - Data Migration Preparation	- Software Requirements and Specifications Document - Detailed Scope of Work - Work Breakdown Structure - Detailed Project Schedule - Data Migration Plan	Design	- Detailed Software Solution Architecture design - Detailed Hardware Solution Architecture Design - Data Schema Design - User Interface Design - Integration & Interfaces Design - Prototyping Design Validation - Documentation	- Design Specifications Documents of Software solutions - Design Specifications Documents of Hardware solutions - User Interface Design Specifications - Integration Design Specifications - Data design and migration	Development	- Software installation, configuration, and customization - Hardware installation and configuration - Development - Unit Testing - Documentation	- Development Plan - Updated Design Document - Installed software and hardware - Functional modules & Portal Solution - Problem reporting
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	Testing	• System Testing • Integration Testing • Regression Testing • Performance/Stress/Volume Testing • Security Testing including Penetration Testing • User Acceptance Testing • User Acceptance Test Results • DC-DR Failover Testing • Completed Test Cases • Data Migration tests • Documentation	• Complete Test Cases • Test Plan • User Acceptance Criteria • Test Results and Reports • Problem reporting • Problem resolution testing • Data Migration Testing	
	Deployment	• Training courses and sessions • Operations Planning • User Manual • Operations Manuals	• Knowledge Transfer and training plan • User Manual, Training Manual • Operations Plan • Operations Policies and Procedures	
	In addition to the above deliverables, the SI/ADA is required to maintain and update the Requirements Traceability Matrix throughout the project duration.			
5.	Selected SI/ADA is required to describe in detail project management processes, methodologies and procedures.			
6.	Describe what IA resources will be necessary for the project to succeed.			
7.	Describe how IA management will receive up-to-date reports on project status.			
8.	Describe the change management procedures to handle such things as “out-of-scope” requests or changing business needs of IA while the project is underway.			
9.	Describe what procedures will be used to keep the project on track, and what escalation procedures will be employed to address any problems with project progress.			
10.	Describe what quality assurance processes, procedures, formal reviews, etc. will be in place.			
11.	Describe the proposed conflict resolution / escalation process between the SI/ADA and IA to handle project or contractual disputes.			
12.	Selected SI/ADA is required to describe the proposed project structure identifying all project individuals including project manager, business analysts, software developers, QA engineers,			

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	hardware / network engineers, administrators, Change Management experts, and others.
13.	Selected SI/ADA shall provide a comprehensive warranty that covers all components after the issuance of the final acceptance of TBAS. The warranty should cover all materials, licenses, services, and support for both hardware and software. Selected SI/ADA shall administer warranties with serial number and warranty period. Upon final acceptance of the IA, all OEM warranties will be transferred to the IA at no additional charge. All warranty documentation (whether expired or not) will be delivered to IA at the issuance of the final acceptance certificate.
14.	Selected SI/ADA is required to provide Premium Level warranty and support through the vendor for all hardware and software used for TBAS. Selected SI/ADA' warranty must cover all equipment and work activities contained in the contract against all design, manufacturing, and environment faults until the issuance of the final acceptance.
15.	Selected SI/ADA is required to commit to the following warranty terms: • All products / components / parts shall be covered under OEM warranty up to the Implementation Phase and AMC support shall commence after successful implementation. • The warranty shall include the repair or replacement of the products / components / parts during the warranty period by the SI/ADA. The replacement products / components shall meet the related specifications without further repair or modification. • Selected SI/ADA shall be liable for all costs including, but not limited to, the costs of material, labour, travel, transport and living expenses associated with the collection and return of the units covered by the warranty. • The date of manufacture or assembly of any equipment, parts or consumables, shall not be more than six months before delivery. • Selected SI/ADA shall state the location of his repair Centre(s) for all items not being repaired onsite. • IA has the right to require a replacement if the repair is deemed to be impractical. • Selected SI/ADA ensures that replacement components shall be available for any failed component during the warranty period. • Selected SI/ADA shall guarantee the availability of spare parts and technical assistance for all components (or appropriate alternatives) to ensure the equipment would run for at least five (5) years, without major changes, at the completion of final acceptance. Six months advance notice is required on any discontinued part(s) with a suggestion for alternatives. • Selected SI/ADA need to define the process & methodology in their proposal, for achieving the response time of engineers to respond to an incident and also for resolving such incidents as per the SLA.

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	- Selected SI/ADA is required to provide additional training if the satisfaction levels/ learning does not reach 80% in evaluation/feedback from trainees, and expected to provide additional training, if required. - The TBAS application & infrastructure being provisioned by the selected SI/ADA shall be insured. The Goods supplied under the Contract shall be fully insured against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery for the entire project term. Selected SI/ADA is required to explain their warranty, maintenance procedures, and support to meet the terms and requirements outlined above.
j) Operations Requirements	
1.	The selected SI/ADA is expected to provide the following in support of TBAS operations: Selected SI/ADA shall provide procedure documentation for all operations procedures, and SLA's (based on ITIL best practices) for all the hardware and applications provided including backup procedures, system update procedures, security procedures, failure recovery procedures, upgrade procedures, remote access procedures, user manual, SOP's, etc. All such procedures and documents must be submitted for review and approval by the IA prior to adoption. Such documentation shall be updated during the project term by the SI/ADA as and when required along with the necessary approval. Selected SI/ADA will be required to provide IA with weekly statistics reports on the various services provided to users a mechanism as well as track and log all related statistical reports on the various delivery channels and access patterns. Selected SI/ADA will be required to provide IA with weekly portal performance reports showing health of system operations. Selected SI/ADA will be required to provide IA with Helpdesk for recording all the day to day problems and other technical incidents occur during the O&M phase. This shall also record the resolution of such incidents & problems. Selected SI/ADA will be required to commit to Service Level Agreements (SLAs) that show, among other metrics, appropriate escalation procedures and guarantee corrective actions within a pre-determined time. Selected SI/ADA is required to respond to required levels of accuracy, quality, completeness, timeliness, responsiveness, cost-effectiveness, productivity and user satisfaction that are equal to or higher than the SLA system requirements.
k) Quality Assurance & Acceptance Requirements	
1.	Selected SI/ADA is required to develop and implement quality assurance processes and procedures to ensure that the TBAS development and operations are performed to meet the quality standards that are relevant to each area in all project phases.

2.	Selected SI/ADA is required to use various tools and techniques that can make tests run easily and the results are automatically measured. In this way, testing tools provide a more cost-effective and efficient solution than their manual counterparts. Plus, they minimize the risk of human error during testing.
3.	In order to ensure that such a QA mechanism is effective and acceptance of TBAS, the following tests are required for acceptance: Unit Testing: Basic validation of developed components by developers. Functional / Internal Integration Testing: Validation of developed components against functional requirements and design specifications. System Testing: Validation of both functional and technical requirements for the integrated Solution. This could include external integration if required or it can be separated into testing phases. UAT: User Acceptance Testing (UAT) validation of the Portal Solution and assurance that it meets both functional and technical requirements Stress and Performance Testing: Load testing enabling understanding of performance and behaviour of Portal Solution under large number of users and high-load conditions. Security Testing: Security testing to ensure that the system is secured from external and internal threats DC-DR Failover Testing: Failover testing to ensure that the system is up and running within the stipulated timeframe (Recovery Time Objective) and from the desired point (Recovery Point Objective)
4.	Selected SI/ADA is required to describe their QA and testing approaches and procedures as well as testing tools for conducting various tests in support of the acceptance of the Portal Solution. Selected SI/ADA is expected to follow CMMi level 5 processes.
5.	Furthermore, Selected SI/ADA to describe their documentation standards e.g. Documentation description, documentation identification, content, nomenclature etc. as well.
6.	The SI/IA will support the STQC certification phase in every possible way and ensure that the TBAS project obtains all necessary certifications