

### 1 About - ABM Knowledgeware Ltd.

We at **ABM Knowledgeware Ltd. (ABM)**, IT Company listed on Bombay Stock Exchange, is one of the few IT companies in India with exclusive focus on E-governance since 1998.

#### Brief highlights about ABM:

- Proven track record and exclusive focus on e-Governance since 1998
- Unique distinction of most state-wide projects in India
- 10 fold increase in Citizen Engagement in Pan-India projects within a decade
- Serving 1000+ Urban Local Bodies and 28+ smart cities
- Unique blend of skill-set coupled with technical and subject matter expertise in the e-Governance domain
- Acknowledged and recognised by Industry, Case Studies, National and International Media, State as well as Central Governments
- ABM stands out with a large number of successfully sustained projects despite e-governance projects being perceived as high-risk by the industry

ABM has obtained **CMMi Level 4 Certification** along with **ISO 27001:2013**, **ISO 20000-1:2011** and **ISO 9001:2015** quality certification for Design, Development, Implementation, Consulting and technical support of software and related Information Technology Services & management of information security.

**ABM is credited with the conceptualization and launch of the Citizen Facilitation Centers (CFC) way back in 1999.** CFCs were conceptualized around idea of **Single Window Service to Citizens** in a time bound, transparent and objective manner. CFC concept was extrapolated to Udyog Setu around Year 2000 and implemented in an Industrial Area near Mumbai in collaboration with the Industry Body. Today with more than 700 Urban Centres using ABM solutions covering having almost 1,200 CFCs, ABM's packaged offering has evolved into a matured, tried and tested e- Governance solution.

#### Key Projects

- ✓ e-Municipality (MAINet) Pilot Project @ Kalyan Dombivili Municipal Corporation & adopted by the State of Maharashtra
- ✓ Mumbai Municipality – Largest SAP Implementation in Asia
- ✓ PAN India Accounting Reforms for Cantonment Boards, Ministry of Defence
- ✓ Madhya Pradesh e-Nagarpalika state-wide implementation
- ✓ Chhattisgarh State-wide implementation & roll-out of MAINet 2.0
- ✓ MAINet 2.0 @ Thane Smart City @ Aligarh Smart City @ Dehradun Smart City
- ✓ Maharashtra State Road Development Corporation – 5D BIM Digital Project Management Platform
- ✓ Bihar e-Nagar Seva state-wide implementation using MAINet 2.0
- ✓ Tourism Portal & Central Reservation System for the State of Maharashtra
- ✓ Common Web Portal @ Information and Public Relation Department, Bihar

- ✓ Automated Building Plan Approval implementation in Punjab

## 2 Introduction – MAINet® 2.0

- ABM MAINet® 2.0 is an integrated suite of application products that can manage the complete working of a typical municipality and Smart City of any size.
- MAINet® 2.0 is designed & developed by ABM with meticulous study of municipal councils /corporations processes and incorporates the best practices to create a truly e-governed municipality.
- MAINet® 2.0 has rich citizen interfaces to enable the ULBs to deliver services online using Web Portal, through service centers designated as ‘Citizen Facilitation Centers (CFCs)’ or even using Mobile App.
- MAINet® 2.0 provides configurable workflows through Workflow and Rule Engine to accommodate processes or rules specific to a municipality or smart city.
- MAINet® 2.0 is designed such that it can cater to any such change in rules and processes which can be configured easily using work-flow and rules engine.
- MAINet® 2.0 as a product has matured over **ABM’s 20 years of experience** in the domain.
- We at ABM ensure that our product is put to actual use. Sustenance is the key to success. This also gives us opportunity for Account mining.

## 3 Modules Offered

### 3.1 Citizen Centric

Web Portal	<ul style="list-style-type: none"> <li>• Compliant to MoICT, Government of India prescribed Standards like Data Structures, Web 2.0, Unicode Compliance, GIGW compliant</li> <li>• Web Portal with inbuilt easy to configure and manage Content Management System</li> <li>• Responsive design to enable any device access</li> </ul>
Birth & Death	<ul style="list-style-type: none"> <li>• Online Birth &amp; Death Registration facility with all required citizen services and reports required by central authorities</li> </ul>
Right To Services Act (RTS)	<ul style="list-style-type: none"> <li>• Allows citizens or businesses can apply online for availing services notified under Right to Service Act</li> </ul>
Right To Information (RTI)	<ul style="list-style-type: none"> <li>• This covers end to and processes such as RTI Application to hearing and final response as per Right to Information Act Guidelines</li> </ul>
Grievances Management	<ul style="list-style-type: none"> <li>• Department wise and Service wise registration of Complaints, Auto-escalation of complaint to higher authorities as configured.</li> </ul>
Welfare Schemes	<ul style="list-style-type: none"> <li>• Manage various programs, schemes, defining schemes, budget preparation for such schemes, registration of beneficiaries, expenditure recording, monitoring progress of work and generates various reports and the MIS reports related to scheme performance, beneficiaries, etc.</li> </ul>
Marriage Registration	<ul style="list-style-type: none"> <li>• Application for Marriage Certificate, issuance of Marriage Certificate, etc.</li> </ul>

### 3.2 Revenue Centric

Property Tax Assessment & Billing	<ul style="list-style-type: none"> <li>• Maintains the details of the properties in the corporation area and facilitates the calculation of tax based on Rateable Value or Capital Value method for a property. It also allows Self-Assessment by Citizen and covers generation of bills, maintaining details regarding the collection of bills, generation and maintenance of record against the</li> </ul>
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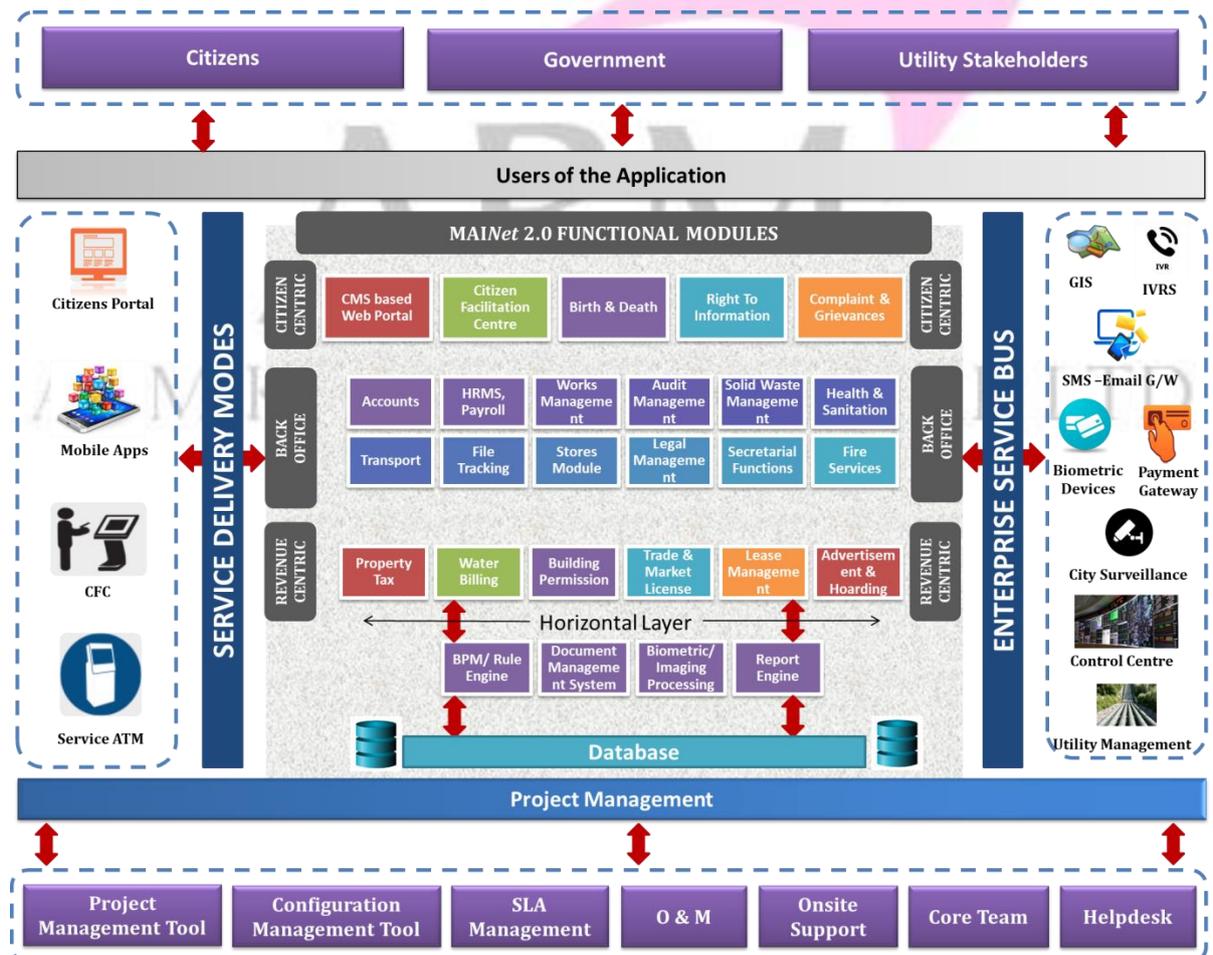
	<p>various notices issued to the Property holders</p>
Water and Sewerage Tax	<ul style="list-style-type: none"> <li>Maintains the details of the metered and non-metered Water Connections in the corporation area. This module executes the process for Issuance of New Connection, generation of bills, maintaining details regarding the collection of bills, other activities such as Closing of Connection, reconnection, change of usage etc. Some of the recent features added are water meter photo on bill, door to door online collection etc.</li> </ul>
Trade & Market License	<ul style="list-style-type: none"> <li>Deals with maintaining the records regarding the various types of Market related licenses issued by the corporation, renewal, transfer, and change of name of the licenses. It also handles other processes like onsite inspection, hearing, show cause notice etc.</li> </ul>
Solid Waste Management	<ul style="list-style-type: none"> <li>Maintains details of Locations, collection points, area wise population, vehicles to be used, vendors (in case work is outsourced), disposal sites etc. and helps tracking of garbage collection by ULB employees of vendor's staff by capturing the details such as Trip Sheet. It allows setting target for garbage collection. It also allows entry of inspection and gives reports like comparison garbage collection to the target defined etc.</li> </ul>
Land & Estate Management	<ul style="list-style-type: none"> <li>Deals with proposal and scrutiny of land acquisition, valuation of land, transfer of land, defining of Land and Estate. It helps maintaining Land and Estate Register for the municipality.</li> </ul>
Advertisement & Hoardings	<ul style="list-style-type: none"> <li>Keeps record of various types of hoarding within the municipal area. It allows online application for booking of hoarding, setup of new hoardings, renewal of such bookings. Module also maintains contract records. It also handles billing/ demand, collection and keeps records of the outstanding of such demand generated.</li> </ul>
Rent & Lease	<ul style="list-style-type: none"> <li>Deals with giving out municipal estate on rent or lease. It maintains records of municipal properties like Municipal Markets etc. It allows online booking of estate, renewal and approval of the same, contract records of estates given on lease is also maintained. It also handles billing/ demand, collection and keeps records of the outstanding of such demand generated.</li> </ul>

**3.3 Back Office**

HRMS, Payroll & Pension Administration	<ul style="list-style-type: none"> <li></li> </ul>
Financial Accounting	<ul style="list-style-type: none"> <li>Accounts module is designed as per the guidelines of National Municipal Accounting Manual (NMAM) and is apt for full automation of any municipal body. It covers areas like defining Chart of Accounts, Banks, and Vendors etc. Allows transactions like Receipts, Payments, Journal Voucher, and Contra Voucher. Deposit management, Loans management, Grants management, Investment management. Facilitates tracking of Bills/ invoices received from vendor for approval and payment. Facilitated Budget definition, re-appropriation, validates budget at the time of payment and thus implement full budget control.</li> <li>It is seamlessly integration with all other modules and can also be integrated with third party software/ modules.</li> </ul>
Works / Project Management	<ul style="list-style-type: none"> <li>The Engineering / Works Management Module maintain the details regarding the projects carried out by the corporation. It starts with Project definition, approval, technical sanction, administrative approval, measurement bill entry, running account bill, completion etc.</li> </ul>
Municipal Asset Management	<ul style="list-style-type: none"> <li>Maintain the details regarding assets such as location, current status, cost of procuring assets, asset related documentation, etc.</li> </ul>
Contract Management	<ul style="list-style-type: none"> <li>Maintain records pertaining to various contracts, related documents,</li> </ul>

Stores & Inventory Management	<p>payment milestones, etc.</p> <ul style="list-style-type: none"> <li>Various master for management of Item, Stores, location, Bin Definition, and Asset, Initiating the Purchase Requisition and Purchase Order, Receiving the Items through Goods Received Note and lead to inspection of material, Recommend to Payment for Vendors for their supply of materials, Various MIS Reports</li> </ul>
Audit & Vigilance	<ul style="list-style-type: none"> <li>This facilitates keeping records of Internal and External Audits. It allows preparing Audit Plan and Schedule. Entry of Audit Observations, Response from Departments, Half Margin Report and various other such reports</li> </ul>
Legal Management	<ul style="list-style-type: none"> <li>This module facilitates maintaining details of Advocates associated with the municipality. It allows online registration of advocates. Court details, judge details and case details are also maintained. Court hearing dates, proceedings of the court and final decision are captured in the module that can be used later as a knowledge repository for other similar cases</li> </ul>
Council Management	<ul style="list-style-type: none"> <li>Handles listing of members of General Body and Standing Committee. It facilitated preparation of agenda for the meeting, preparation of minutes of the meeting and compensation to be paid for the committee members</li> </ul>

**4 Solution Landscape**



## 5 Return of Investment with MAINet® 2.0

Below are some of the quantifiable benefits gained by our customers by implementing MAINet® or some of the modules of MAINet® in their corporations.

### 5.1 Water Billing and Metering

- Our Water Billing and Metering **gives 1% Incremental Revenue** as additional Interest Income every year. 2 Crore investment in our solution helped one of the biggest municipalities in Mumbai gain additional revenue of 10 crores in 1 year along with lot of data and insights.
- Time taken from Application to Work Order for a new water connection service decreased from 60 to 15 days which is 75% reduction in time taken.
- Manpower deployed decreased from 24 days to 14 days post computerization which is 41%.
- New water connections increased from 1500 to 5500 post implementation which is 266%.

### 5.2 Implementation of Citizen Facilitation Center (CFC)

- Implementation cost is recovered in the 1<sup>st</sup> year of Implementation through additional revenue gained in one of the biggest Municipalities in Mumbai.
- Subsequently, INR 5.6 Crores revenue was gained through CFC project in the first year of implementation v/s its cost of implementation INR 5.48 Crores for implementation.

### 5.3 Assessment of Property Tax

- In one of the biggest Municipalities in Mumbai, Time taken for Assessment of the Property decreased from 110 days to 21 days post implementation which is reduction by 81%.
- In this municipality, Manpower deployed decreased from 62 to 24 post computerization which is 61%.
- Percentage of objection on bills decreased from 25% to 2%.

## 6 Awards and Recognitions for MAINet® 2.0

- Conferred the Skoch Award-Silver for E-Municipality Solutions & Services to Patna ULB (e-Municipality Project in Bihar), 2017.
- Project “Implementation of Municipal Administrative Information Network MAINet® 2.0 an ERP solution for Municipal Corporation” has been awarded as a “Best Government to Citizen Initiative of the Year” at e-World Forum Conference, 2012.
- Conferred the prestigious Digital Inclusion Award 2011 (Skoch) under the Technology-in-Service-Delivery category for its eMunicipality Solution MAINet® that is currently being rolled out in 231 Urban Local bodies across Maharashtra.
- ABM’s e Municipal Solution MAINet® implemented in KDMC bagged “e- Governance Champion Award” for outstanding contribution in the domain of e-Governance by Dataquest, 2006.



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