

Salient Points for Tehsil Divas computerization software

1. The software will be available in online (web based) as well as in offline Mode.
2. To use the online version of the software, the user will be validated by predefined userid and password.
3. Presently, 3 types (levels) of users are available per district.
4. Level 1 user will be at district level and only single userid and password will be available for each and every district. This super user will be created at State Unit for each and every district NIC officers. The facilities provided to Level 1 type of users are -
 - a) District wise officer creation/deletion/updation etc.
 - b) Tehsil wise user creation for the vendors for data entry purpose.
 - c) District level administration user creation.
 - d) All the passwords of the users of the district may be administered.
5. Level 2 user is of administration type and is again a district level user. This type of user will be created by NIC district officer using the super user functionality. All the key status of the existing complaints can be modified Viz.
 - a) The user can modify the status (Action to Mark) of the complaint of the district .
 - b) The action already fed on the complaint can be modified.
 - c) The Marked officer of the complaint can be changed.
6. Level 3 user is used for the vendors of tehsil level. The facilities provided are
 - a) Feed the complaint.
 - b) Mark the complaint
 - c) Action Taken on the complaint
 - d) Multiple Marking of the complaint
7. Beside this a bunch of the reports are available on various parameters with all the levels of the users.
8. The complaint is having 3 types of status
 - a) Unmarked
 - b) Marked
 - e) Disposed
9. The offline version is having only the option of feeding the complaints. The other features are
 - a) Add/Edit/Update the complaint.
 - b) List of the complaints.
 - c) Text file creation of the complaint.
10. Once the text file will be created, The tehsil level vendor will login to the online version and upload the text file on the Tehsil Divas server. After Uploading the text file, the vendor will mark the complaints through online version only.