Manual 3
[Section 4(1)(b)(iii)]
Procedure Followed In Decision-Making Process

The procedure can be described both in narrative form and through Flow Process Chart. In narrative form, the stages through which a proposal passes, the levels at which it gets examined and the final authority to which it has to go for approval may be explained.

Flow Process Chart for some Activities of IT Department

S.No.	Activity	Level of Action	Time Frame
1.	Development of Application Software for various departments of NDMC according to their need	Study of requirements/ activities of the concerned department by contracted software agency / In-house development team and submit a technical document SRS (Software Requirements Specification) to IT Department and concerned department. Acceptance of SRS by the concerned department Contracted Software Agency / in-house development team initiates the Software development activity followed by testing. Implementation & Acceptance of Software by user department	Depends upon the nature of the software.
2.	Maintenance of software & hardware	On the basis of complaints received from users in respect of particular computer/software, the engineers from the contracting agency are deputed to attend to the software/system defects.	Most of the complaints are attended on the same day. In case of serious complaints, more time is specified.
3.	Management of Server Room	Day to day maintenance of Servers i.e. Database server, Exchange server, Web server, Antivirus server & Application servers are carried out by Programmers of I.T. Deptt.	Continuing process
4.	Management of NDMC Network / Lease / ISDN Lines	Day to day maintenance is done by our Programmers	Continuing process