manacle
"A Bond to deliver Success"

MANACLE TECHNOLOGIES

PRIVATE LIMITED



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About Us ⓘ

- Established in year 2010, in NOIDA UP.
- Manacle Technologies Pvt. Ltd. is a Delhi based software development company providing customized software solutions to organizations. Its proven credentials and commitment to quality services give Manacle an edge over the others in meeting IT and Software demands of the clients. We, at Manacle Technologies, value customer satisfaction and our dedicated team of Software developers always strives to maintain it.

Our Mission

- Empowering Sales Teams with Data-Driven Efficiency and Intelligent Automation. The traditional sales process is no longer enough in today's fast-paced, hyper-connected marketplace. To stay competitive, businesses must reinvent how their sales force operates shifting from manual, intuition-based selling to agile, data-powered strategies. By integrating cutting-edge automation tools, CRM platforms, and AI-driven insights, companies can enhance productivity, personalize customer engagement, and accelerate the entire sales lifecycle.

OUR PRODUCTS



mSELL

Sales Force Management Solution & DMS Solution

mERP

Organization Centric Solution for Modern Manufacturing & Distribution

Citizen Connect

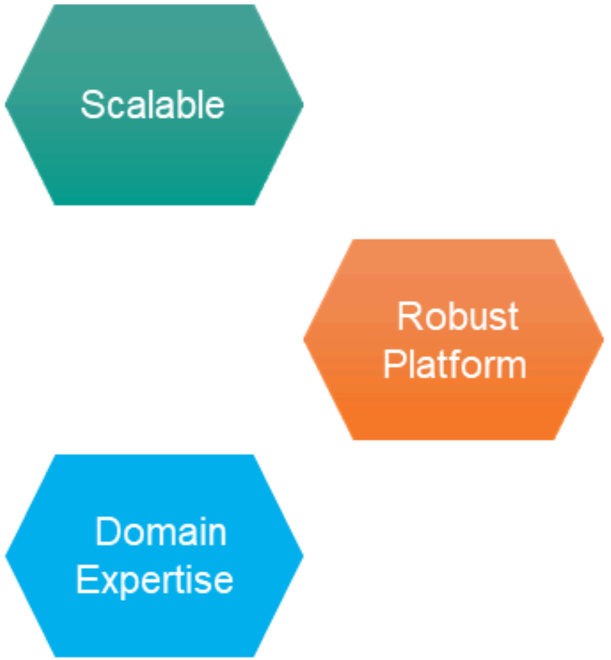
Citizen Centric Solution for – Urban development body;Ajmer,MCF,NDMC won PM Award for using this solution

mEDU

University Management System

Our Credentials

- **FOUNDED IN 2009**
- **REGISTERED AS PRIVATE LIMITED IN 2010**
- **ISO 9001:2015 & 27001 Certified**
- **CMMI Dev 1.3 Level 3 Certified**
- **Registered as MSME in NSIC**
- **10+ Government/PSU/State Govt. Clients**
- **150 + Trusted Customer in Corporate/Private**



- ✓ Agile workplace
- ✓ 95% qualified technical staff
- ✓ Business offices in 5 states
- ✓ Secured & scalable infrastructure

MEET OUR LEADERSHIP

SLOGON HERE

manacle
"A Bond to deliver Success"



DR RISHI MOHAN BHATNAGAR

DIRECTOR

MORE THAN 25+ YEARS OF EXPERIENCE IN LEADING IT COMPANIES IN INDIA AND ABROAD



DR KAMLESH RAGHUVANSHI

INDEPENDENT DIRECTOR

DOCTRATE IN COMPUTE SCIENCE, HAVING MORE THAN 20 YEARS OF INDUSTRY EXPERIENCE



BHOOPENDRA NATH PANDEY

COO AND DIRECTOR

14+ YEARS OF EXPERIENCE HAVING SUCCESSFUL IMPLEMENTATION FOR MORE THAN 150 + CUSTOMERS

CERTIFICATIONS


Certificate

This is to Certify that the Quality Management System of

Manacle Technologies Pvt. Ltd.

243/10, 2nd Floor, Amritpuri-B , East of Kailash, New Delhi -110065, India

Has been independently assessed and is compliant with the requirements of

ISO 9001:2015

This certificate is applicable to the following product or service ranges:

Software, Mobile and Web Application Development, Facility Management Services for Application Software, Website Development & IT Consultancy

Certificate No : IN623IA

Date of this Initial Registration	30 March 2018
Date of this certificate	30 March 2018
Surveillance audit on or before	25 March 2019
Recertification Due/ Certification expiry	29 March 2021

Director

Accreditation

IAF


CERTIFICATE

This is to certify that

Manacle Technologies Pvt. Ltd.

SOFTWARE DEVELOPMENT DEPARTMENT

Have successfully undergone SCAMPI Class A Appraisal completed on

December 01, 2018

& been appraised to be operating at

CMMI® -DEV V 1.3 ML 3

Valid up to December 01, 2021

CMMI®-DEV ML 3

Appraisal ID Number 1574

Rajat Panda

CMMI Institute Certified SCAMPI Class A Lead Appraiser

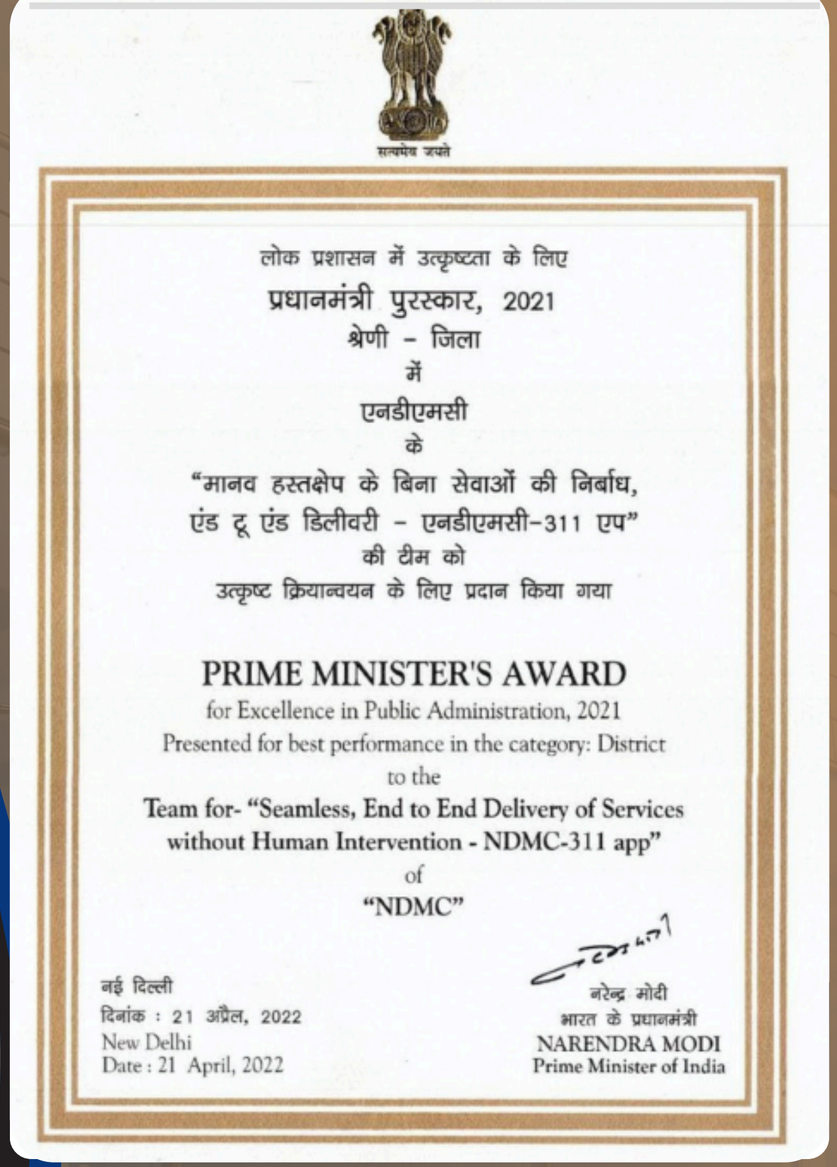
IA ID: 170102-03

QualityWaves Benchmark LLP.

51, HUDA Enclave, Ashire Hills, Hyderabad-500133, India

Details at - https://sas.cmmiinstitute.com/pars/pars.aspx

QualityWaves


सत्यमेव जयते

लोक प्रशासन में उत्कृष्टता के लिए

प्रधानमंत्री पुरस्कार, 2021

श्रेणी - जिला

में

एनडीएमसी

के

"मानव हस्तक्षेप के बिना सेवाओं की निर्बाध, एंड टू एंड डिलीवरी - एनडीएमसी-311 एप"

की टीम को

उत्कृष्ट क्रियान्वयन के लिए प्रदान किया गया

PRIME MINISTER'S AWARD

for Excellence in Public Administration, 2021

Presented for best performance in the category: District

to the

Team for- "Seamless, End to End Delivery of Services without Human Intervention - NDMC-311 app"

of

"NDMC"

नई दिल्ली

दिनांक : 21 अप्रैल, 2022

New Delhi

Date : 21 April, 2022

नरेन्द्र मोदी

भारत के प्रधानमंत्री

NARENDRA MODI

Prime Minister of India


pwc | Hewlett Packard Enterprise | GyanSys | Smart City

ETGovernment

GLOBAL SMART CITIES FORUM 2019

CONFERENCE | AWARDS | EXPO

Powered By DELTA

November 15, 2019 | New Delhi

ETGovernment.com is pleased to announce

New Delhi Municipal Council

has been selected as the Winner under the Category

Best Mobile App by a Smart City

for the initiative

NDMC Mobile App

at ETGovernment.com Global Smart City Awards 2019.

Congratulations!

T Radhakrishna

Editor

ETGovernment.com

Amit Kumar Gupta

Business Head

Economic Times Business Verticals


KVQA

Certificate of Registration

(IT Service Management System)

KVQA CERTIFICATION SERVICES PVT. LTD.

This is to certify that the IT Service Management System of

Oracle

MANACLE TECHNOLOGIES PVT. LTD.

243/10, Second Floor, Amritpuri-B, East of Kailash, New Delhi-110065

Has been found to fulfill the IT Service Management System Standard

ISO/IEC 20000-1:2011

This certificate is valid for the following product or service range

Mobile Application, Software Development, IT Managed Services, Manpower Outsourcing Services, System Integration, Facilities Management, Support and Maintenance Services.

1st Surveillance Due On: 25/02/2020 Done On:

2nd Surveillance Due On: 25/02/2021 Done On:

Certificate No: ITSMS-005

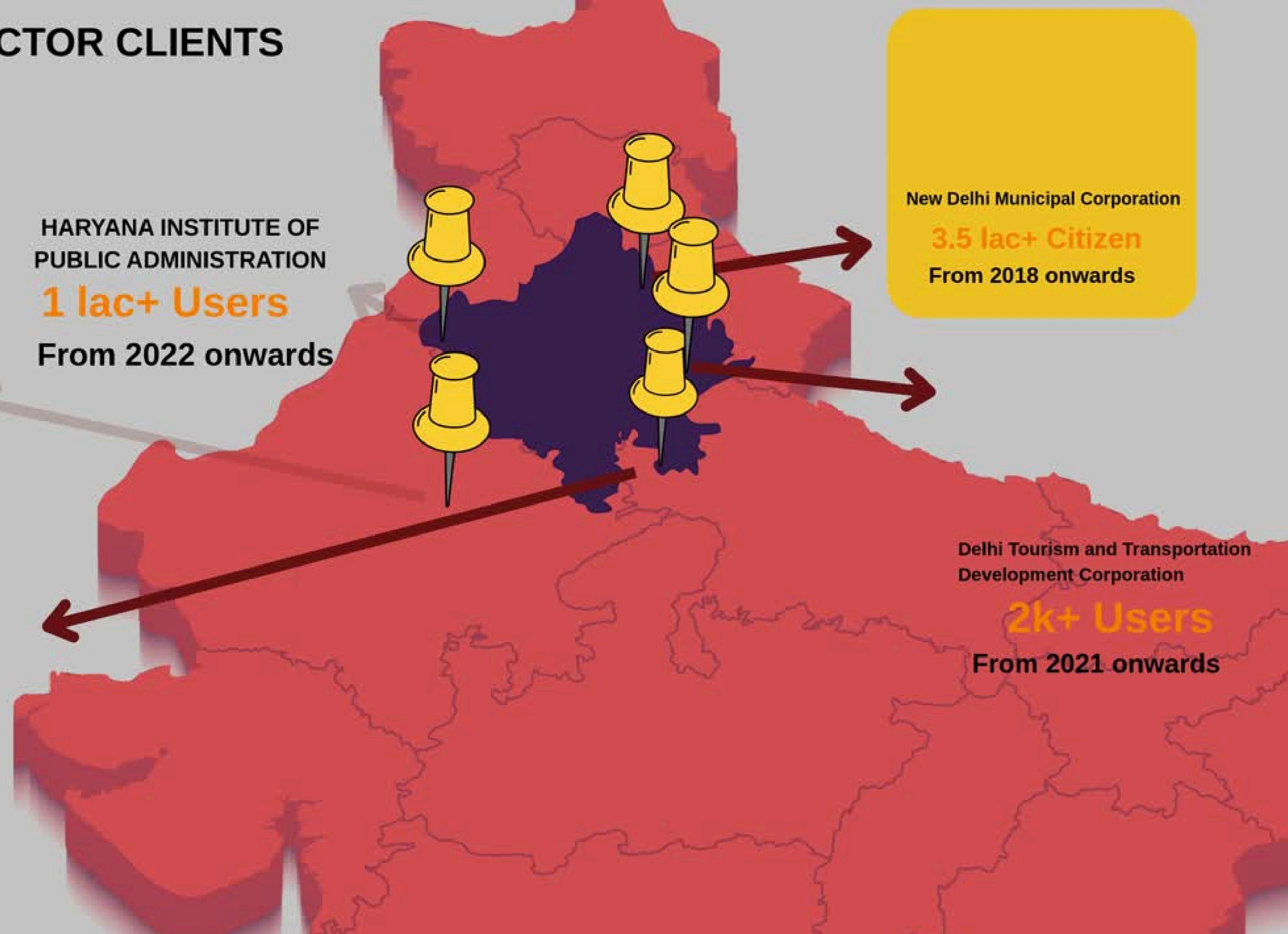
Date Of Issue: 25 March, 2019

Valid till: 24 March, 2022

Issued by

Authorised signatory KVQA

GOVERNMENT SECTOR CLIENTS



HARYANA INSTITUTE OF PUBLIC ADMINISTRATION

1 lac+ Users

From 2022 onwards

New Delhi Municipal Corporation

3.5 lac+ Citizen

From 2018 onwards

AJMER MUNICIPAL CORPORATION

20k+ Users

From 2020 - 2023

Delhi Tourism and Transportation Development Corporation

2k+ Users

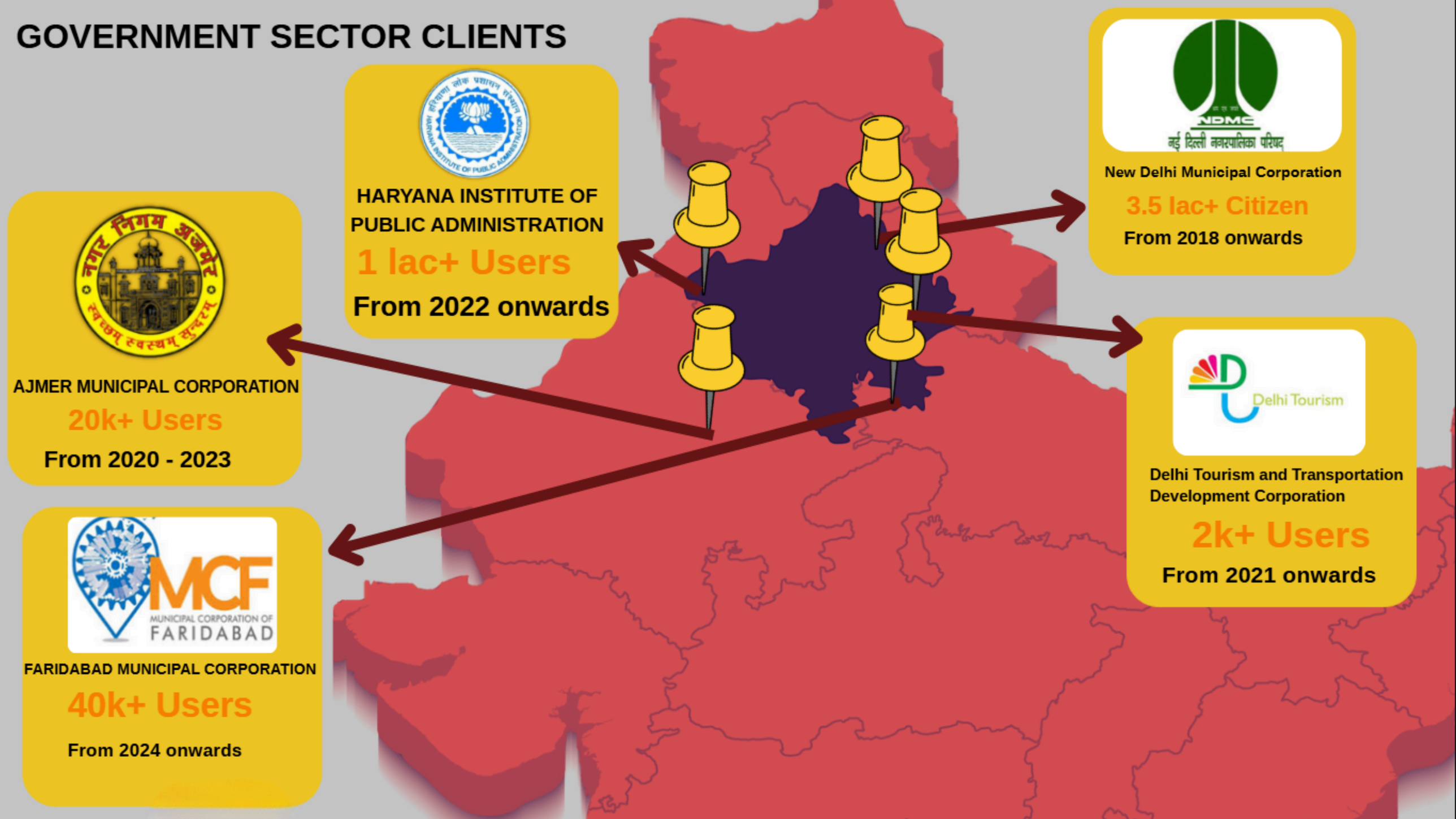
From 2021 onwards

FARIDABAD MUNICIPAL CORPORATION

40k+ Users

From 2024 onwards

GOVERNMENT SECTOR CLIENTS



HARYANA INSTITUTE OF PUBLIC ADMINISTRATION

1 lac+ Users

From 2022 onwards

New Delhi Municipal Corporation

3.5 lac+ Citizen

From 2018 onwards

AJMER MUNICIPAL CORPORATION

20k+ Users

From 2020 - 2023

Delhi Tourism and Transportation Development Corporation

2k+ Users

From 2021 onwards

FARIDABAD MUNICIPAL CORPORATION

40k+ Users

From 2024 onwards

INTEGRATED COMMAND & CONTROL CENTER (ICCC)

CITIZEN-CONNECT APP

HORTICULTURE
- Solid Waste Management
- Surveillance

GRIEVANCE & UTILITY SERVICES
- Grievance Redressal System
- Utility Payments (Electricity, LPG, Water)
- Online FIR & Status Check
- Transport/NHAI Services
- (Toll Info, Highway Feedback, Complaints)
- Property Tax
- NOC

Certificates & Legal Documents
- Birth, Income, Character, Domicile, Caste Certificates
- Ration Card & Nearby Ration Shops
- e-District Services
- Medical Certificates
- Online Public Notices & Announcements

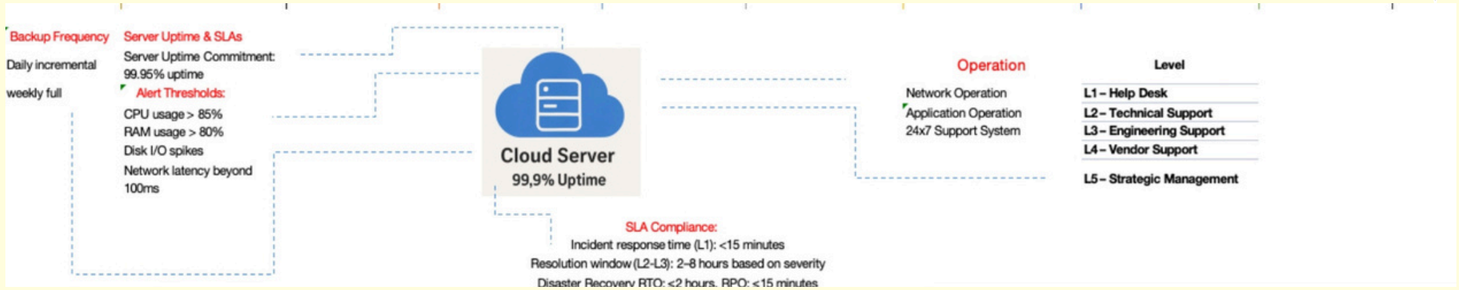
Government Schemes
- Eligibility Check for Govt Schemes
- Medical, Health & Social Welfare Schemes
- Election Booth Management

Environmental Information
- Environmental Awareness & Alerts
- Horticulture Information System
- Cremation Ground Management
- Air-Pollution Control System
- Vector-borne Disease Control
- Yellow Fever Vaccination
- Vehicle Management System

Healthcare & Emergency
- Bed Management
- Biomedical Waste Management
- Blood Management
- Tuberculosis Control
- Water-borne Disease Control
- Medical Care
- SBM (Swachh Bharat Mission) Waste Management

Revenue Department
- Trade Licenses
- Transport / Licensing
- Hawking License Management
- Toll Management / Toll Tax
- Property Tagging & Survey Management
- Project Tracking

Civil / Estate Services
- Building Plan Approval
- Project Management
- Advertisement Management System
- Town Planning Information Management



Integrated Command & Control Center

Citizen

Channel - Call | App | Social Media | Website | Verbal

Horticulture	Grievance & Utility Services	Certificates & Legal Docs	Govt/Schemes	Education, Employment & Research	Enviornmental Information	Healthcare & Emergency	Pensioner & Welfare Services	Revenue Department	Civil / Estate Services
Solid Waste Management	Grievance Redressal System	Birth, Income, Character, Domicile, Caste Certificates	Check Eligibility for Published Govt Schemes	Education, Skill Development	Environmental Awareness & Alerts	Bed Management	Pension Calculation	Trade licenses	Building Plan Approval
Survillance	Utility Payments: Electricity, LPG, Water	Ration Card & Nearby Ration Shops	Medical, Health & Social Welfare Schemes	Employment Services	Horticulture Information System	Biomedical waste management	Pensioner Login & Dashboard	Transport / Licensing	Project Management
	Online FIR System & FIR Status Check	e-District Services	Election Booth Management	Research Paper Access Portal	Cremation Ground Management	Blood management	Medical Schemes for Pensioners	Hawking License Management System	Advertisment Management System
	Transport/NHAI Services: Toll Info, Highway Feedback, Complaint	Medical Certificates			Air Pollution Controlling System	Tuberculosis Control	Community Hall & Barat Ghar Booking	Toll Management System/Toll Tax	Town Planning Information Management System
	Property Tax	Online Public Notices & Announcements			Vector Borne Disease Control	Water Borne Disease Control	Insurance Services	Property Tagging / Survey Management	
	NOC				Yellow Fever Vaccination	Medical care	HRMS		
					Vehicle Management System	SBM(Swachh Bharat Mission)/Waste Management	Traning & Conferences	Project Tracking	
							Asset Management		

Backup Frequency

Daily incremental

weekly full

Server Uptime & SLAs

Server Uptime Commitment: 99.95% uptime

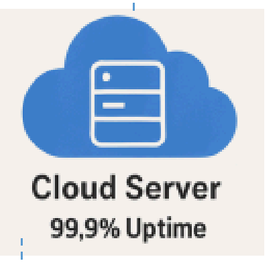
Alert Thresholds:

CPU usage > 85%

RAM usage > 80%

Disk I/O spikes

Network latency beyond 100ms



SLA Compliance:

Incident response time (L1): <15 minutes

Resolution window (L2-L3): 2–8 hours based on severity

Disaster Recovery RTO: ≤2 hours, RPO: ≤15 minutes

Operation

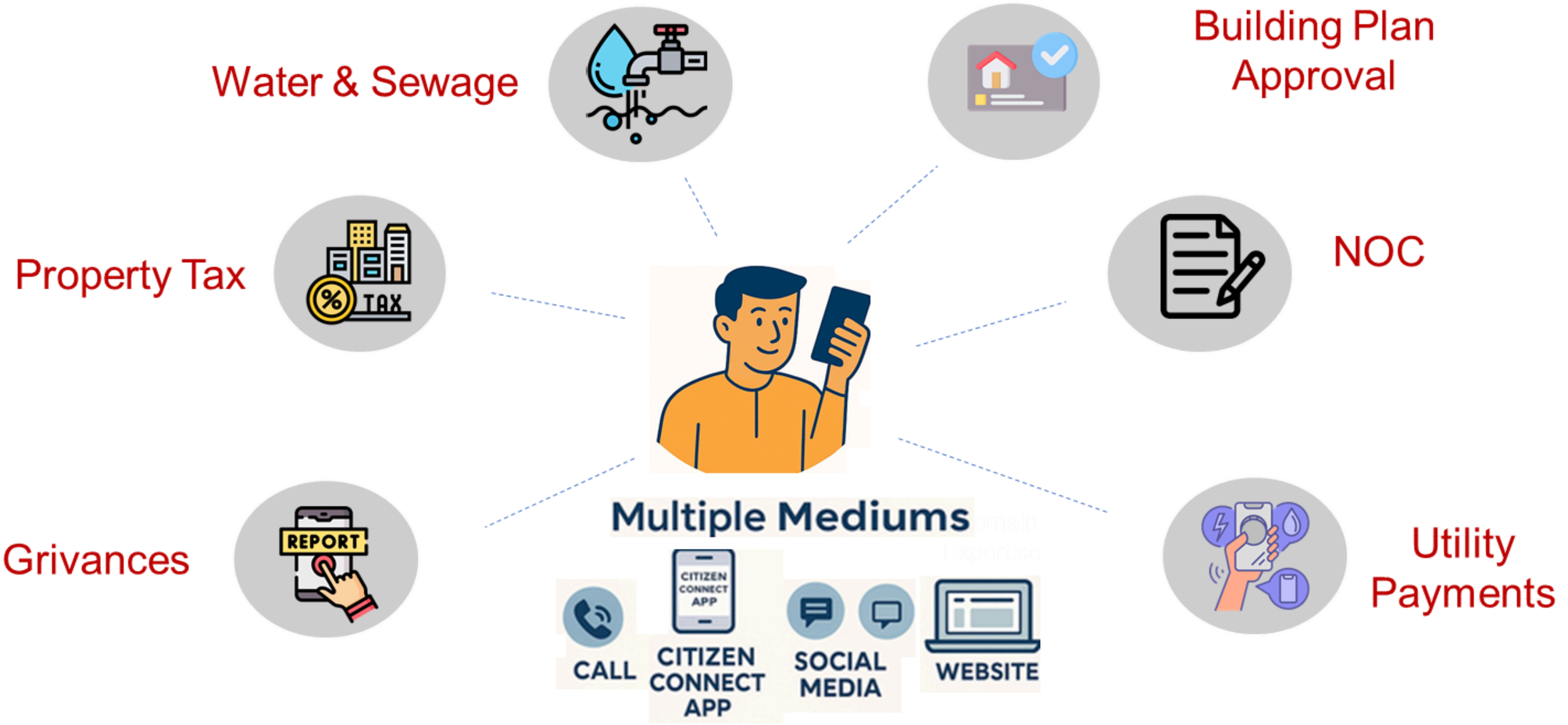
Network Operation

Application Operation

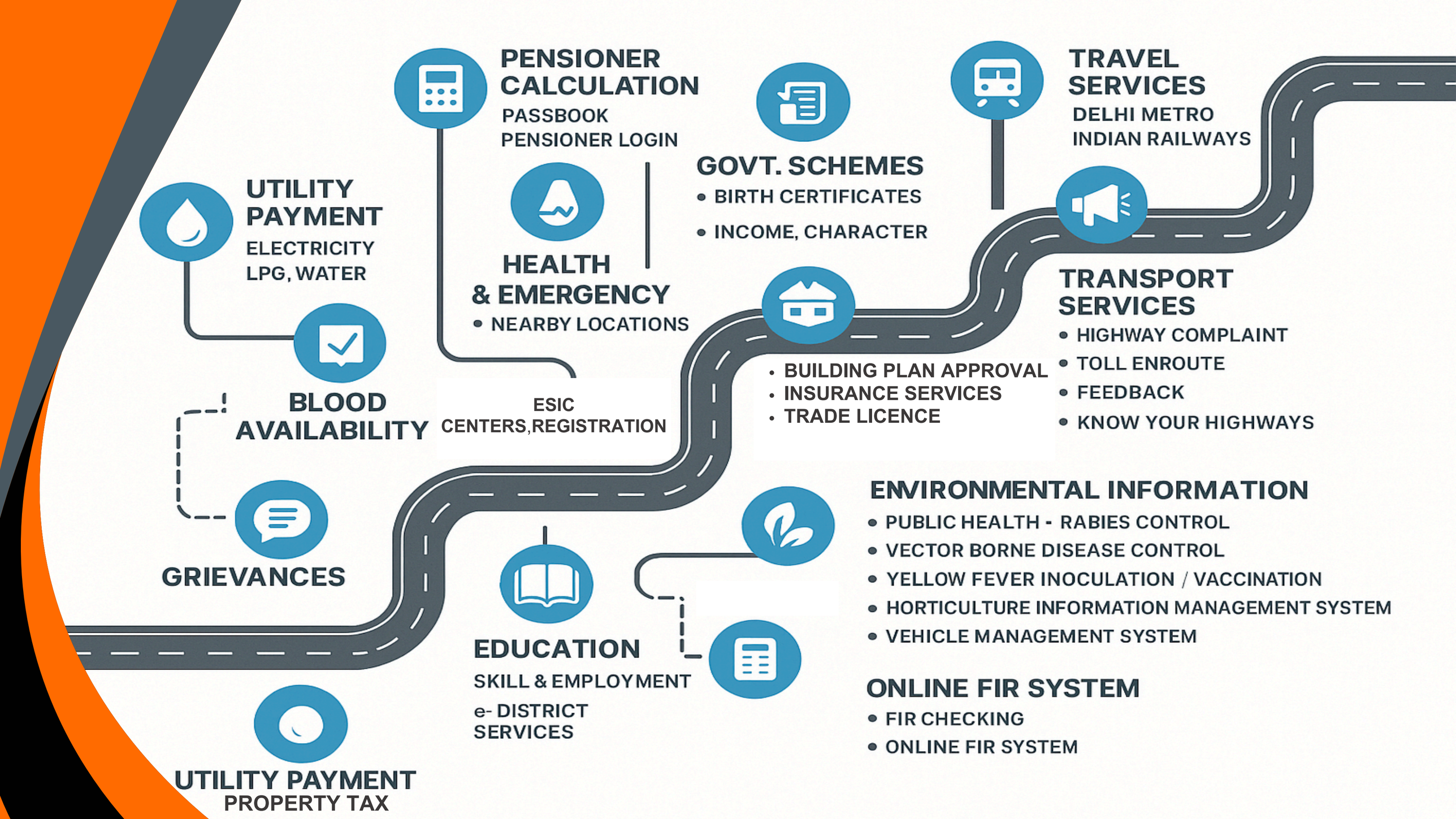
24x7 Support System

Level
L1 – Help Desk
L2 – Technical Support
L3 – Engineering Support
L4 – Vendor Support
L5 – Strategic Management

INTRODUCING CITIZEN CONNECT



- ✓ A Smart Governance Platform
- ✓ **Citizen Connect : " Empowering Cities. Enabling Citizens."**
- ✓ **A modular, AI-enabled platform for smart governance**


PENSIONER CALCULATION
PASSBOOK
PENSIONER LOGIN
GOVT. SCHEMES
• BIRTH CERTIFICATES
• INCOME, CHARACTER
TRAVEL SERVICES
DELHI METRO
INDIAN RAILWAYS
UTILITY PAYMENT
ELECTRICITY
LPG, WATER
HEALTH & EMERGENCY
• NEARBY LOCATIONS
TRANSPORT SERVICES
• HIGHWAY COMPLAINT
• TOLL ENROUTE
• FEEDBACK
• KNOW YOUR HIGHWAYS
• BUILDING PLAN APPROVAL
• INSURANCE SERVICES
• TRADE LICENCE
BLOOD AVAILABILITY
ESIC CENTERS,REGISTRATION
GRIEVANCES
EDUCATION
SKILL & EMPLOYMENT
e- DISTRICT SERVICES
ENVIRONMENTAL INFORMATION
• PUBLIC HEALTH - RABIES CONTROL
• VECTOR BORNE DISEASE CONTROL
• YELLOW FEVER INOCULATION / VACCINATION
• HORTICULTURE INFORMATION MANAGEMENT SYSTEM
• VEHICLE MANAGEMENT SYSTEM
ONLINE FIR SYSTEM
• FIR CHECKING
• ONLINE FIR SYSTEM
UTILITY PAYMENT
PROPERTY TAX

CITIZEN SERVICES

Grievance & Utility Services



- **Grievance Redressal Services**

•Utility Payments: Electricity, LPG, Water

•Online FIR System & FIR Status Check

•Transport/NHAI Services: Toll Info, Highway Feedback, Complaint

Healthcare & Emergency



- **Emergency Contacts & Services**

•Blood Availability Tracker

•Nearby ESIC Hospitals & OPD Registration

•Rabies Control, Tuberculosis, Vector & Water-Borne Disease Info

Certificates & Legal Docs



•Birth, Income, Character, Domicile, Caste Certificates

•Online Public Notices & Announcements

•Ration Card & Nearby Ration Shops

•e-District Services

•Medical Certificates

CITIZEN SERVICES

🧭 NAVIGATION & NEARBY

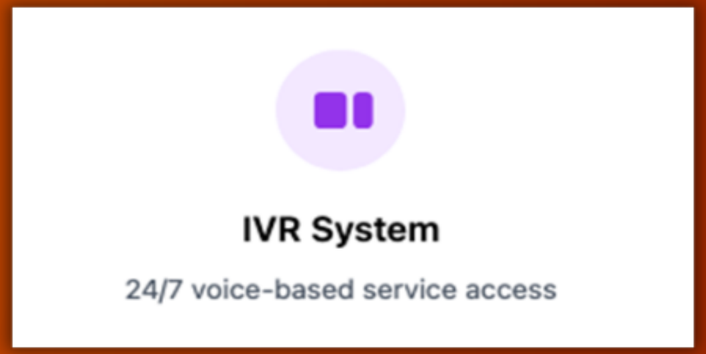
- Nearby Services: Hospitals, Shops, Govt Offices
- Delhi Metro & Indian Railways Info
- Travel Assistance

🎓EDUCATION, EMPLOYMENT & RESEARCH

- Education, Skill Development & Employment Services
- Research Paper Access Portal

🌿 ENVIRONMENT & HORTICULTURE

- Environmental Awareness & Alerts
- Horticulture Information System
- Cremation Ground Management



🧓 PENSIONER & WELFARE SERVICES

- Pension Calculation
- Pensioner Login & Dashboard
- Medical Schemes for Pensioners
- Community Hall & Barat Ghar Booking

SWACHH BHARAT MISSION

- Clean cities and villages
- Sanitation for all
- Elimination of open defecation
- 100% solid and liquid waste management
- Behaviour change through awareness

DIGITAL PLATFORMS & APPLICATIONS

TECH BACKBONE FOR SBM

- Citizen Connect App – complaint lodging, grievance redressal
- Grievance Redressal System – integrated complaint tracking
- Solid Waste Management (SWM) System – route, vehicle, bin tracking
- Health Trade License System
- GPS Vehicle Monitoring System – garbage truck route validation
- Waste to Energy/Dump Yard Monitoring Systems



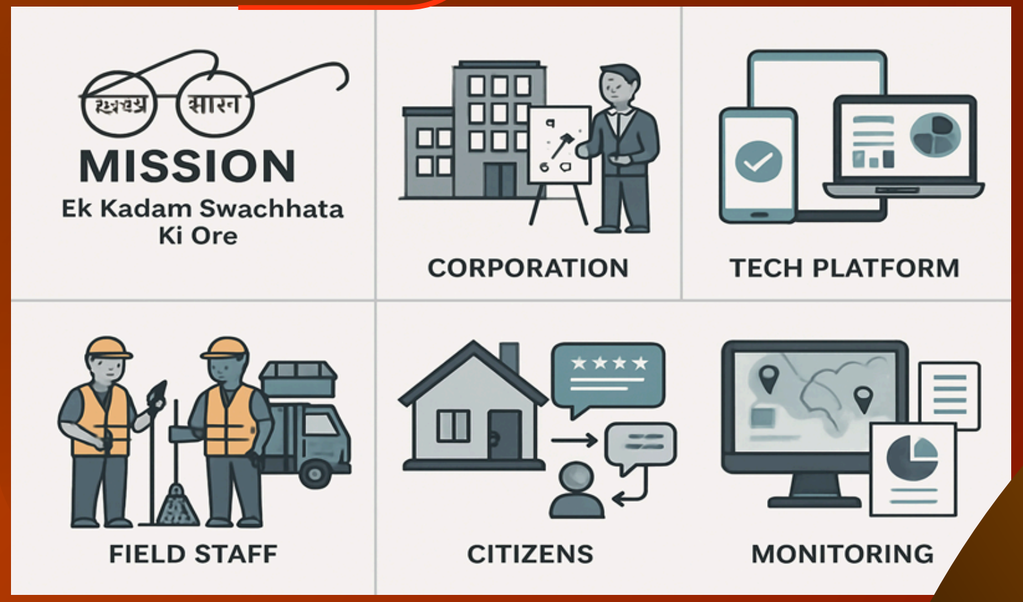
ULB (Urban Local Body)

Roles: Policy, Strategy & Oversight

- Budget Allocation
- Contracting & Monitoring
- SBM Urban Dashboard
- Planning Infrastructure (STPs, compost pits, etc.)

COORDINATION WITH:

- MoHUA (SBM Urban)
- State Mission Directors



Overview

Category	Count / Details
Total Districts	50
Total Cities/Towns	~222 Urban Local Bodies (ULBs)
Rural Population	~75% of total population (~57 million)
Urban Population	~25% (~19 million)
Total Villages	~49,000+
Gram Panchayats	~11,000+
Municipal Corporations	~11 (Jaipur, Jodhpur, Udaipur, etc.)
Smart Cities	4 (Jaipur, Udaipur, Kota, Ajmer)

Governance & Escalation Workflow

- Define complaint categories & SLA (e.g., 24-48 hrs resolution)
- Auto-escalation to higher officers if not resolved in time
- District-level dashboards for collector/SP reviews
- Monthly performance reports to Chief Minister Dashboard

Phase	Coverage Area	Implementation Notes
Phase 1	4 Smart Cities (Jaipur, Kota, Udaipur, Ajmer)	Use as pilot projects with full integration
Phase 2	Remaining 7 Municipal Corporations & 50 Nagar Parishads	Cover all urban regions, integrate with ULB dashboards
Phase 3	Gram Panchayats & Rural Areas	Tie-up with Panchayati Raj Department, provide mobile offline support

Key Success Metrics

- Number of complaints received/resolved
- Average time to resolve
- User satisfaction rating
- Coverage in rural vs urban
- Repeat usage by citizens

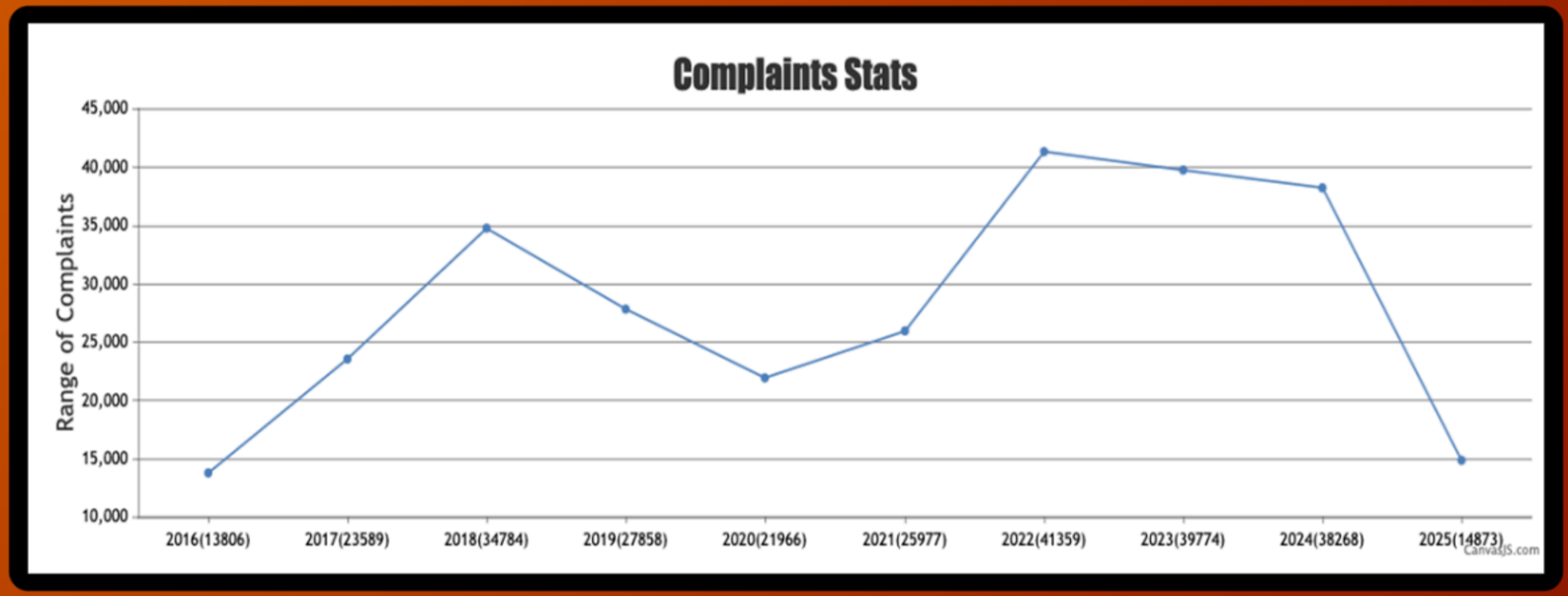
CASE STUDY – NDMC

NDMC (New Delhi Municipal Council)

- TENURE: 6 YEARS
- SERVING 3 LAKH+ CITIZENS
- 30,000+ COMPLAINTS RESOLVED IN THE PAST 1 YEAR
- 87,000+ INSPECTION REPORTS FILED IN THE PAST YEAR
- ACHIEVED A 98.5% GRIEVANCE RESOLUTION RATE

NATIONAL RECOGNITION

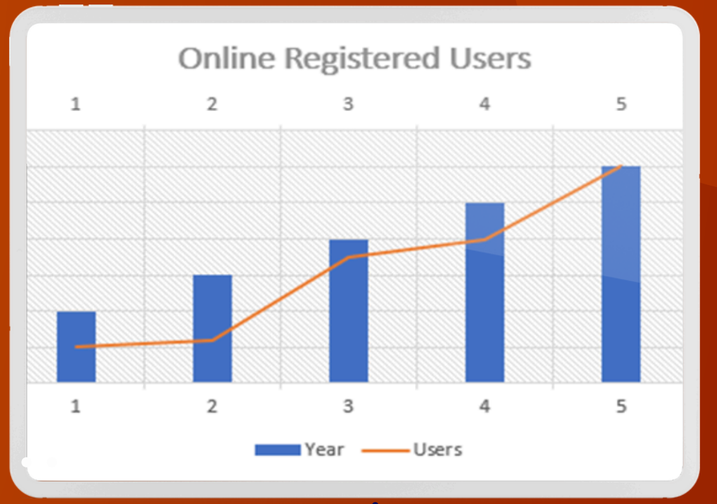
- Honored with the Prime Minister's Award for Excellence in Public Administration
- Recognized for innovation in e-Governance and citizen service delivery

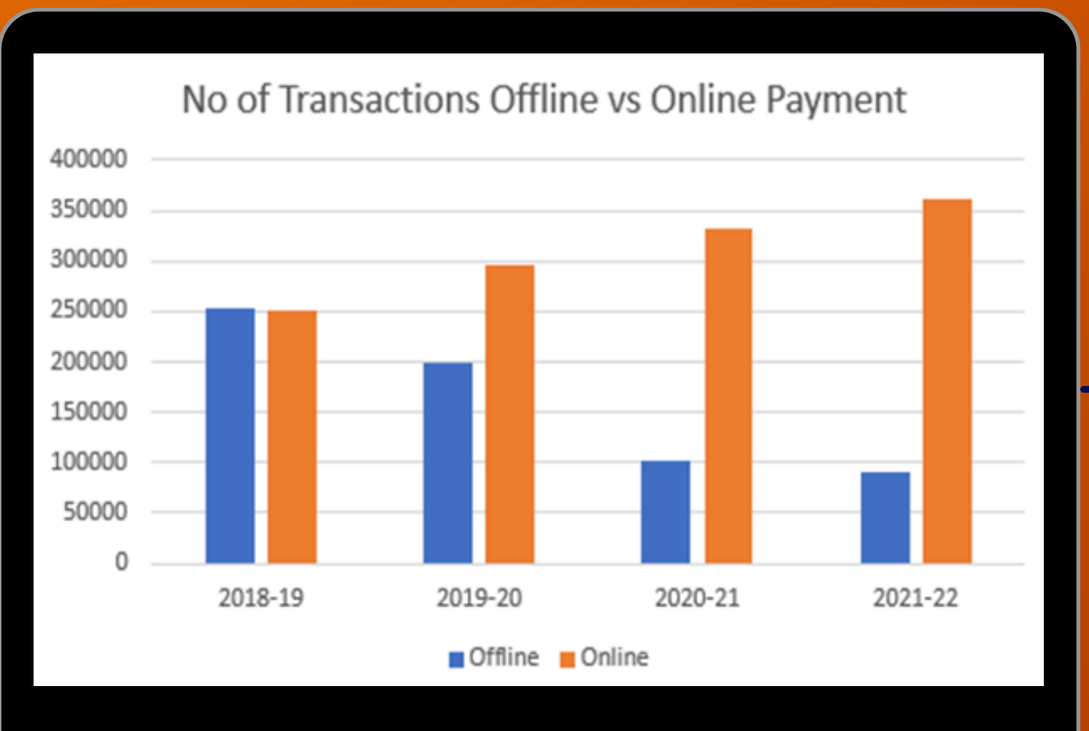


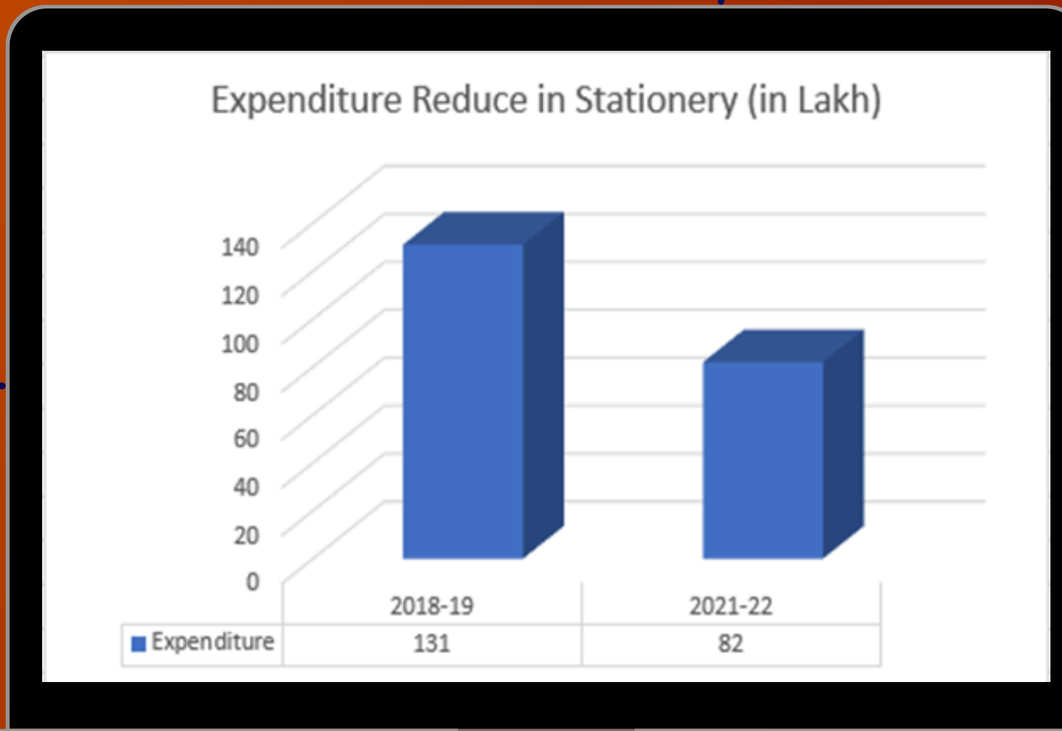
CITIZEN CONNECT IMPACT

🎯 OUTCOME ACROSS CLIENTS:

- REDUCED CITIZEN FOOTFALL AT GOVERNMENT OFFICES
- INCREASED TRANSPARENCY & ACCOUNTABILITY
- CONSOLIDATED AND DIGITIZED FACILITATION CENTERS
- IMPROVED SERVICE DELIVERY AND CITIZEN SATISFACTION







CITIZEN CONNECT IMPACT

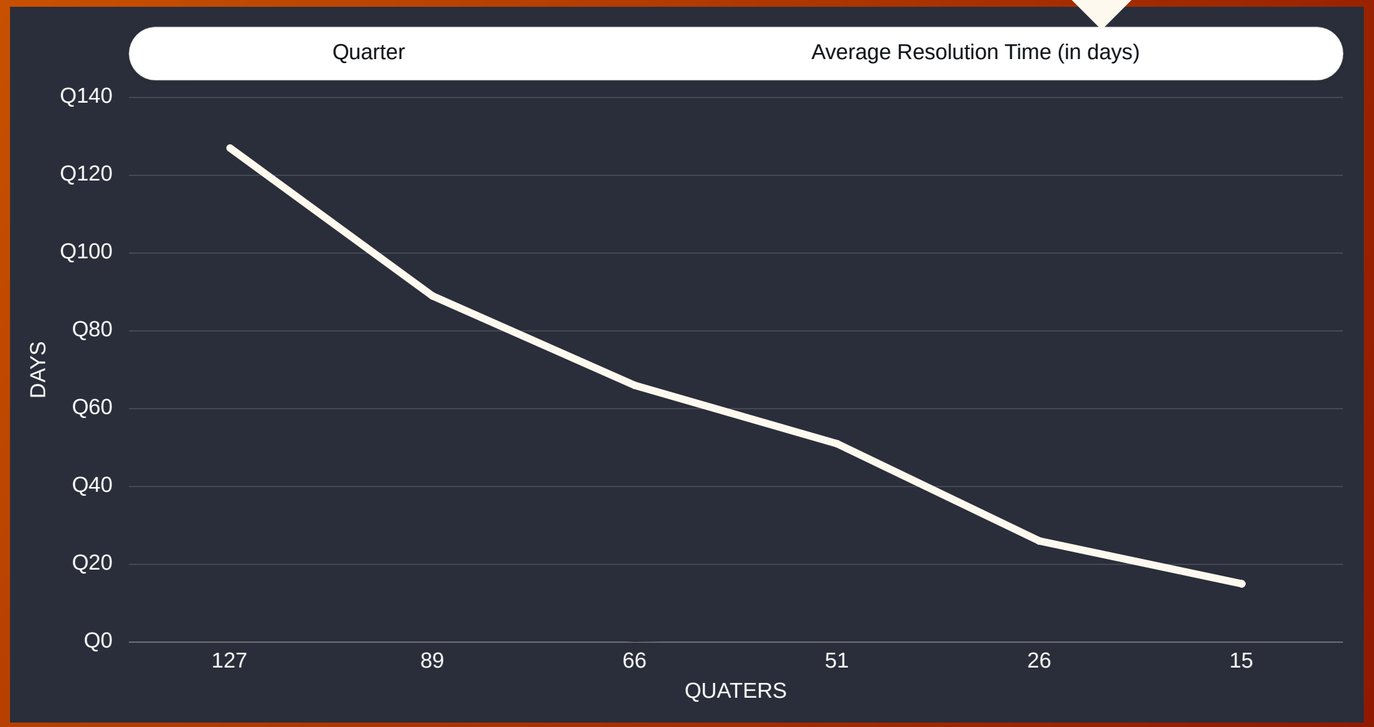
FARIDABAD SMART CITY



- TENURE: 1 YEAR
- ENABLED DIGITAL INSPECTIONS AND M-CHALLAN WORKFLOWS
- UNIFIED DASHBOARD AND OFFICER TRACKING

🎯 OUTCOME ACROSS CLIENTS:

- REDUCED CITIZEN FOOTFALL AT GOVERNMENT OFFICES
- CONSOLIDATED AND DIGITIZED FACILITATION CENTERS
- INCREASED TRANSPARENCY & ACCOUNTABILITY
- IMPROVED SERVICE DELIVERY AND CITIZEN SATISFACTION

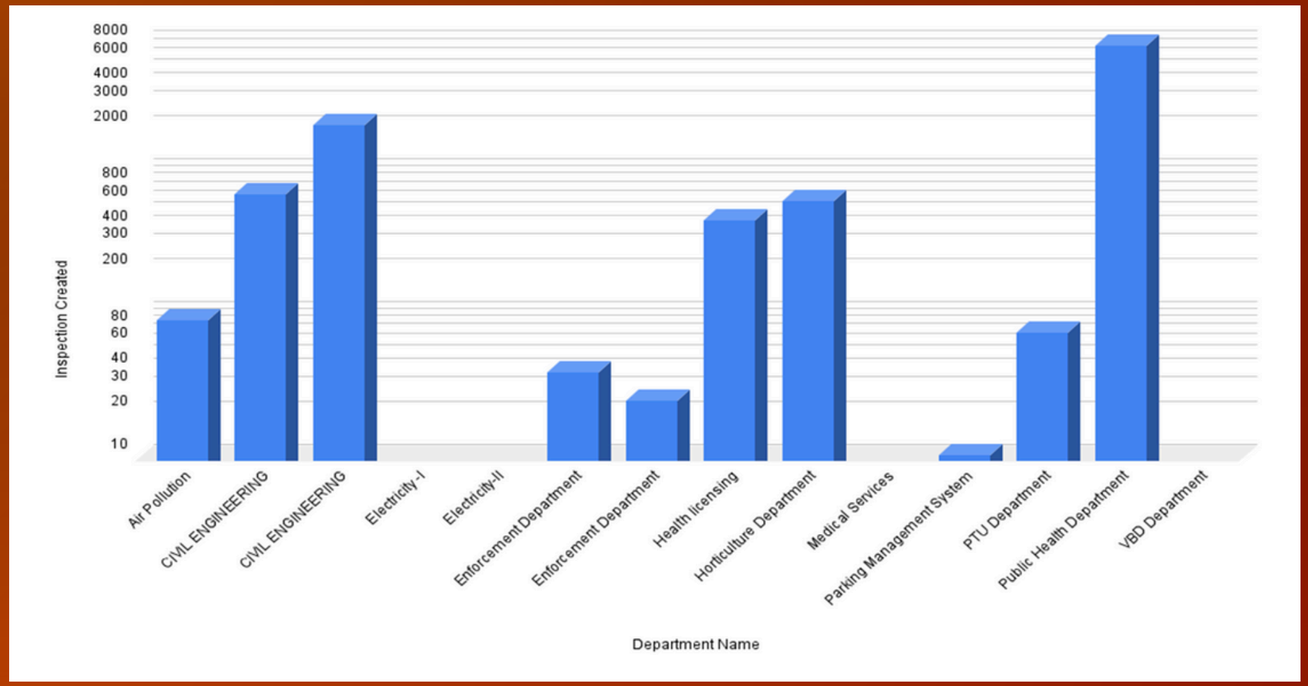


CASE STUDY – NAGAR NIGAM AJMER

NAGAR NIGAM AJMER



- TENURE: 2 YEAR
- STREAMLINED GRIEVANCE REDRESSAL PROCESS
- INTEGRATED CITIZEN AND OFFICER PORTALSARD AND OFFICER TRACKING



FEATURES

FACEBOOK

MULTI-CHANNEL COMPLAINT INTAKE

X

WHATSAPP

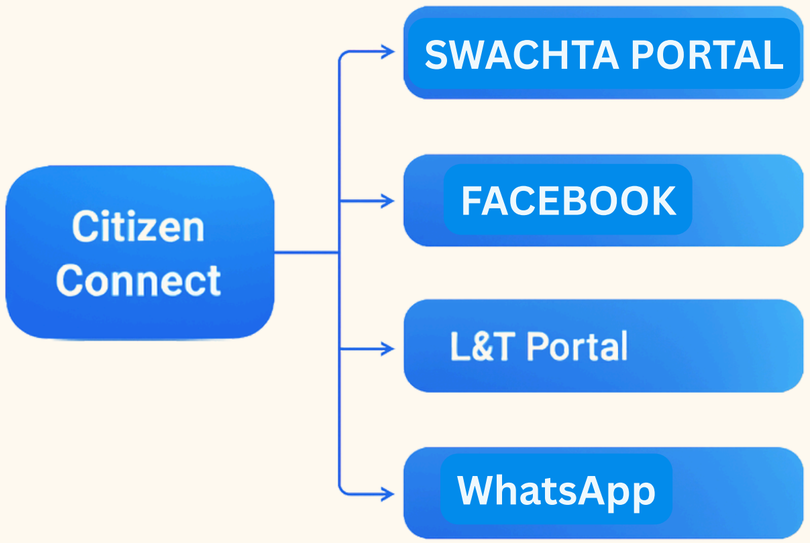
OFFICIAL WEBSITE

CHIEF MINISTER'S OFFICE

CITIZEN CALL CENTERS

FIELD OFFICERS (MOBILE APP)

THIRD-PARTY INTEGRATIONS (E.G., UMANG, SWACHH BHARAT, ETC.)



DEEP INTEGRATION WITH SWACHHATA PORTAL

- Bi-directional sync of complaints between citizen connect and Swachhata portal
- Real-time status updates reflected on both systems
- Comments and resolutions are also mirrored for full transparency
- Enables centralized tracking and faster resolution of sanitation-related grievances

AI & Multilingual Based Grievances

AI & multiling ual

Better Inventory Visibility

Asset Managem ent

Garbage Tracking and Waste Management

Garbage

Civil Registration Services

Services

Utility Payments

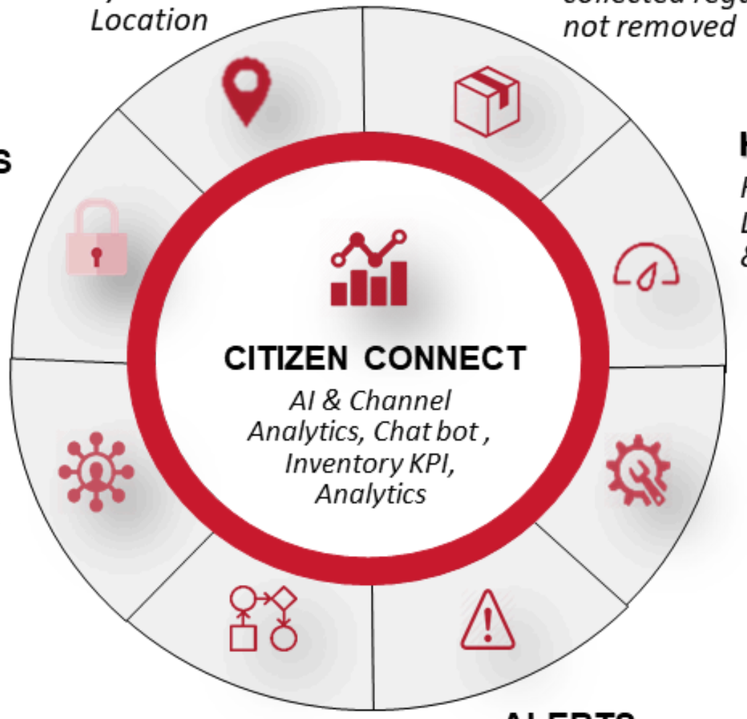
Payment

LOCATION
Geofencing, Maps, Entry & Exit Location

Grievance
Water supply problems,Broken footpaths or dividers,Garbage not collected regularly,Dead animals not removed

ACCESS
Roles Based Access

Hawker Challan
Regulation & Licensing,Penalty & Fine Process



CHAT BOT
Complaint Register, Inquiry,Paym ent issue

CONFIGURATION
Master Data

PROJECT MANAGEMENT
Planning,Allocation,E stimation,Tracking

ALERTS
Challan Based, Attendance Related, Asset Related, Inspection Relates, Location Based

API

Swachh Portal
Google Maps
IVR
ICC
Other Vendor

MOBILE

Inspection
Reporting
Complaints
Chat Bot
Projject Management
Alerts
Challan

WEB

MAP
CRM
Analytics
Dashboard
Reports

BILLING

Pay per User
Subscription

manacle
"A Bond to deliver Success"

Thank You!

CONTACT US



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www.manacle.in

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