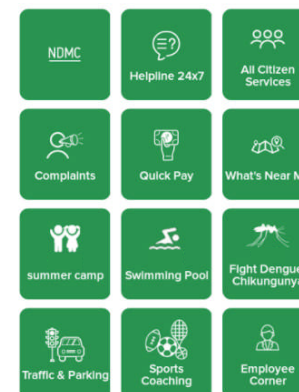# NDMC Citizen App – Brief Overview

Citizen Corner

- Raise Complaints related to the municipality function
- Book Citizen Facilities
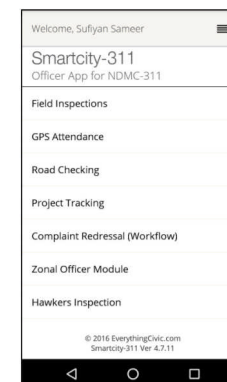- Pay for all services including Utilities

- BaratGhar, Swimming Pool, Inoculation Slot Booking, Birth and Death Certificate
- Nearest Parking Space, Navigation to locations in the NDMC area (mapped with RFID)
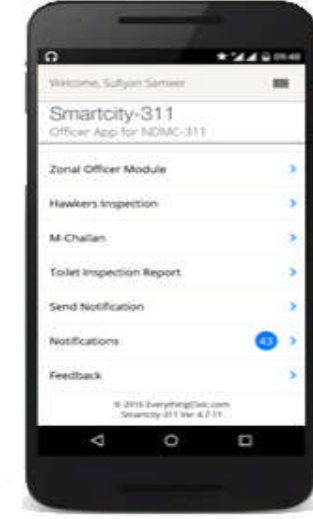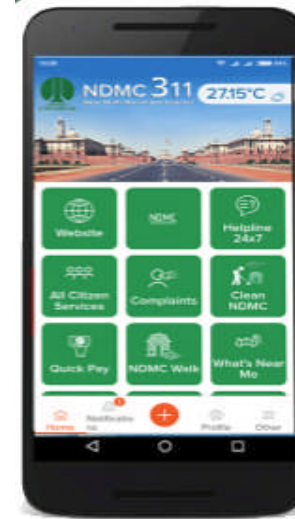- Pay for all Utilities, Taxes, services etc.

Officer Corner

- Unified dashboard of all complaints raised
- Efficient tracking of complaint resolutions
- Governance of officers

- Assigning responsibilities
- Attendance System (integrated with GPS)
- Feature to generate m-Challan
- Integration of Complaints with CRM

NDMC Citizen App – Unique Value Proposition

- NDMC's Citizen Centric App acts as a one stop solution to all Citizen Centric Grievances

- While a lot of Smart Cities and Municipalities extend Citizen Centric Applications with all services integrated, NDMC has taken a **step further** by doing the following:

    - Integration of Officer Portal, for effective complaint redressal and governance of officers.

    - **Seamless integration** of interfaces of Swatch Bharat, CPCN etc. for effective timely redressal in the officer portal of the Citizen App.

20652 complaints received in FY 18-19

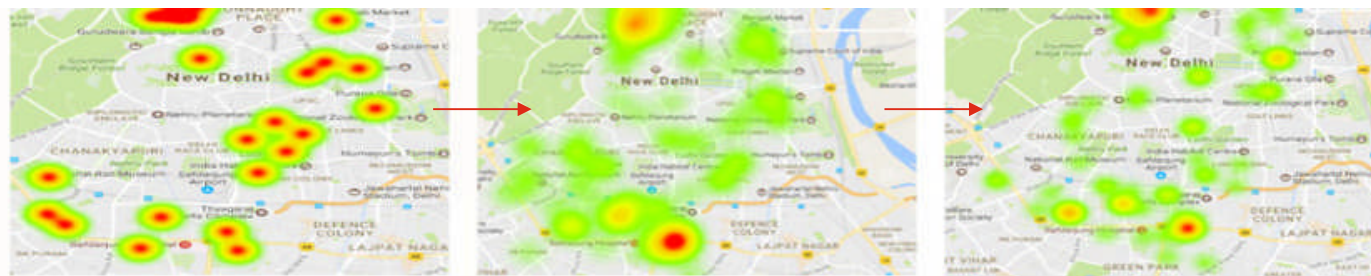**87680 inspection reports in FY 18-19**

Citizen Centric Services

NDMC's Citizen Application extends the complete spectrum of services to its Citizens for improved ease of living and efficient and transparent redressal of all complaints.

Some of the facilities that are extended to the Citizens are:

Fight Dengue / Chikangunya

- Dengue and Chikangunya have over the past years been spreading like an epidemic and known to cause a high number of fatalities.
- NDMC took up the task of resolving this issue by ingenious combination of use of the citizen application and heat maps.
- The 2 technologies mentioned above were used to map out the places from where the maximum complaints / cases of the diseases were reported.
- The same analyzed to see patterns over the previous years and preemptively plan out the necessary arrangements around cleanliness for avoiding recurrence.

Heat Map over the last 3 years: Effective planning helped in reduction of diseases

Citizen Centric Services

Resident Issue Redressal
- Integrated the grievance collection and redressal platform on the Citizen App
- Click and Upload
- 24x7 helpline for complete peace of mind for residents
- Complete dashboard and tracking of the complaints raised
- Integration of feeds from various government agencies

All facilities / services booking and payment
- Information of all facilities provided by NDMC
- Booking and extraction of all facilities such as Online Birth & Death Certificate, Online Slot Booking for Yellow Fever vaccination, BaratGhar booking.
- Online Payment for all services including BaratGhar Utilities, Taxes etc.

Near Me
- NDMC has extended the facility of finding public convenience facilities such as Toilets, Dustbins, hospitals, parking etc. at the click of a button.