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SMC Mobile App

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SMC Mobile App

Surat Municipal Corporation is a local self-government which has come into being under the Bombay Provincial Municipal Act, 1949. It carries out all the obligatory functions and discretionary functions entrusted by the BPMC Act, 1949. It became one of the first municipalities of India in 1852 AD, and a municipal corporation in 1966.

The administration of SMC with the help of the people and elected members of the city has transformed Surat to one of the cleanest city of India from one of the filthiest. SMC has taken all necessary steps to make the city a better place to live in with all amenities.

SMC has taken various path breaking initiatives and utilization of Information Technology is not an exception. Surat Municipal Corporation has harnessed the power of IT before it became ubiquitous and a necessity for organization of its size. SMC is one of the very few local self-governments to adopt computerization in its early phase and initiated its use for better governance.

SMC is the first Urban Local Self Government to:

- Start computerization in 1979.
- Develop and implement computerized payroll, property tax, vehicle tax and pension systems during 1982-85.
- Make the property tax system online in 1990.
- Have computerized accrual based double entry accounting system in 1992.

- Have a website of more than 1500 pages; awarded certificate of Merit by NIUA and FIRE [D] for the most comprehensive website in the country in the year 2001.
- Has its Information Technology Policy and Plan.
- Has its own Mobile App and Virtual Civic Center providing comprehensive information and services to citizens.

Background:-

SMC has set up 18 city civic centers for providing various citizen centric services. The city civic centers set up by SMC have a high level of usage.

There has been steady rise in the number of transactions carried out through these centers. The number of transactions increases substantially during the rebate period and billing period. During this period, citizens need to stand in queue to pay their dues. As a practice, the number of collection counters are increased during this period so as to handle the rush and reduce the transaction processing time. Despite of opening additional counters, the city civic center staff faced difficulty in handling this rush and they face problems in meeting the expectations of the people. Moreover, the working hours of Municipal Corporation and that of business and working employee overlaps, at times this makes it difficult for citizen to visit city civic centers.

Apart from above, citizens often look for various facilities like auditorium, community halls & party plots, fire & emergency service, libraries & reading rooms, swimming pools, Urban Health Centers & Maternity Homes, etc. At times, citizen may not be aware regarding one or more of such facilities. Moreover, they also need to have access to the contact details of nearest zone office, ward office and other officials (admin wing) and elected members. Citizen also need to register their complaints / grievances to the municipal corporation. It was required to facilitate citizen with easy availability of such information.

SMC is adoptive to the use of emerging IT tools for better service delivery. The number of people having smart phones has surpassed the number of people with desktops and laptops. Looking at this, it was thought to use and leverage this emerging technology as an alternate channel of service delivery.

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👉 **Objective:-**

SMC Mobile App was planned and launched to achieve the following objectives:

- To take the existing m-governance initiative to the next level.
- To offer the services of SMC on the go in a very easy and convenient manner.
- To adopt and keep pace with emerging technology.
- To reach to the maximum number of people by using various service delivery channels.
- To offer the services at no extra charge.

To achieve above state objectives, SMC launched its mobile app and became the first ULB in India to have its mobile app offering not only informative service but also interactive and transactional services.

👉 **Start of m-Governance:-**

SMC had started implementing m-Governance taking into consideration high penetration of mobile phones. The m-Governance was started in 2009 with a unique and noble concept of Vaccination Alert System. SMC was the first to start Vaccination Alert System and later on the concept was replicated by others.

VACCINATION ALERT SYSTEM

Under the Vaccination Alert system, parents that provide their mobile number at the time of registering the birth of their child (a statutory requirement) are issued alerts to vaccinate their child according to the vaccination schedule prescribed under the National Immunization program. The alerts are issued automatically by the system on the day prior to the scheduled date for vaccination. The alerts are specific for each child based on the date of birth and hence, have the potential to generate more desired response action (visit to vaccination center) as compared to general print and electronic advertisements.

Vaccination Alert SMS intimates & informs:

- The Birth Registration No. of child and from where the first Birth Certificate can

be obtained

- BCG & Polio Vaccination required after birth
- DPT & Polio Vaccination required after
 - 1.5 months of birth
 - 2.5 months of birth
 - 3.5 months of birth
- Measles vaccine & Vitamin-A dose required after 9 months of birth

SERVICES THROUGH SMS

After the successful start of the Vaccination Alert System, the span of m-Governance has been expanded with a view to provide the benefit to larger section of society. SMC started 'Services through SMS' where in citizens can avail various useful information by sending the structured SMS.

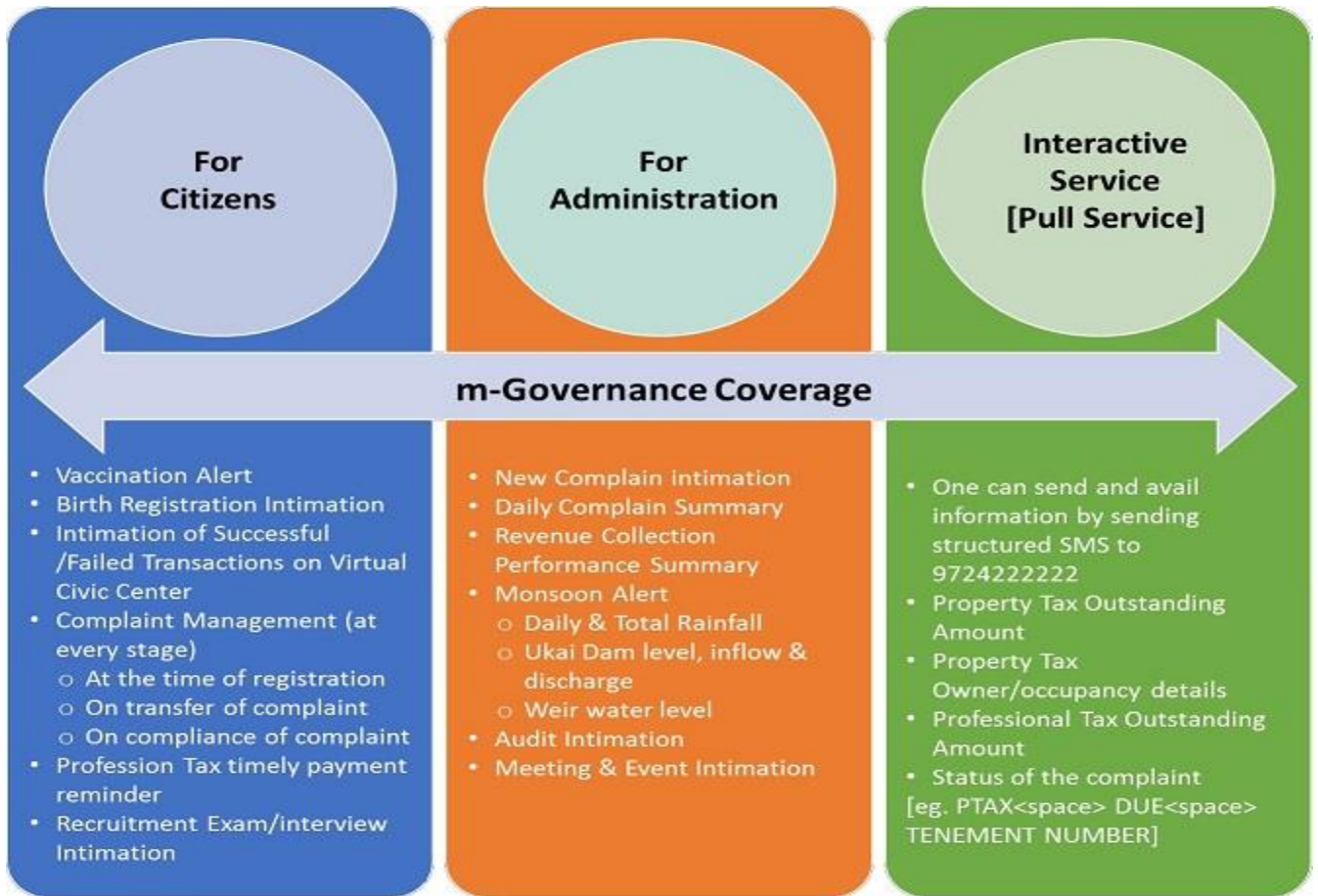
Citizen can avail the following information by sending structured SMS to 9724222222

- Property Tax Outstanding Amount
- Property Tax Owner/occupancy details
- Professional Tax Outstanding Amount
- Status of the complaint

SMC was to first to start such services and later on the same got replicated elsewhere.

M-GOVERNANCE COVERAGE

M-Governance has been expanded to various other services as well. The existing m-governance coverage is depicted below:



👉 Technology:-

The m-Governance coverage has been taken to next level with the launch of Mobile App.

The architecture of Mobile app was designed in such a way that it is easy to integrate with SMC's existing in-house applications. The Mobile App utilizes a specialized Service Oriented Object Protocol (SOAP) web service client library for constrained Java environments such as Mobile Devices, Applets or J2ME applications along with JavaScript Object Notation (JSON), an open standard format that uses human-readable text to transmit data objects consisting of attribute–value pairs.

- Database : MS SQL 2012
- OS of Database : Windows Server R2
- Front end: Android SDK and Apple SDK for front end

👉 Features:-

- Check and Pay Outstanding or Advance Property Tax and register Mobile number for SMS alerts.
- Check and Pay Profession Tax (EC)
- Check and Pay Water Meter Bills
- Check and obtain Birth Certificate
- Check and obtain Death Certificate
- Check Shops & Establishment Registration Certificate Details
- Complaint Registration
- Share Feedback
- Elected Wing Details (Mayor, Deputy Mayor, Standing statutory committees, ward-wise elected councilors)
- Admin Wing details
- Active Tender information
- Active Recruitment advertisements
- Rainfall information (details of Ukai dam level, e and discharge, status of weir-cum-causeway etc. during monsoon)
- Where can I? (using GPS technology find nearest facility)
- Download Forms pertaining to various services
- Citizen Facilities (details about various facilities of SMC)
- Emergency Toolkit



The Mobile App can be downloaded from Google Play Store and Apple App Store at free of cost.

Benefits:-

The followings are the benefits of Mobile SMC services:

- Citizen empowerment by enabling service delivery and information access through smart phone.
- Better and transparent service delivery by eliminating intervention of SMC employee.

- Easy service access and delivery from anywhere at any time without any additional charge.
- Zero cost involved in obtaining services. Saving of travel cost involved in visiting SMC offices and saving of economically productive time.
- On the spot registration of complaints enables early identification of problem and timely resolution.
- Critical information related to monsoon/flood helps prevent rumours and anxiety amongst citizens.

Sustainability:-

Various aspects and features of the m-Governance initiative makes the initiative sustainable.

Financial Sustainability

The cost to manage and maintain the Mobile App is very minimal as the same is developed and managed in-house. The cost attached with making available in mobile app available in market place through Google Play Store and Apple App Store is also nominal which makes SMC mobile app financially sustainable.

Technological Sustainability

The development platforms for mobile application are well defined and robust in nature. The future upgrades of SMC app will be available at free of cost from the Google and Apple mobile app market place. In the backend, there is a common architecture for supporting different mobile application platforms like android and iOS which makes them easier to manage and it is also scalable in nature so that additional services can be easily incorporated.

Environmental Sustainability

Due to Mobile App, people can access the services anytime from their convenient place. They need not travel to SMC offices. In a larger context, the reduced footprints leads to reduced fuel consumption and reduced pollution.

Social and Cultural Sustainability

The easy user interface and local language support ensures that any person can use the mobile application easily. The mobile app is available for download a free of cost. The reduced prices of smart phone and internet services makes the mobile app accessible to larger section of society. Also the use of smart phone is not limited to youth but it is now being used by people of other age groups as well.

Way Forward:-

SMC is geared up to enrich and enhance the existing mobile app with a view to take it to the next level.

The following features are planned to be incorporated within it in future:

- Complaint Registration
 - Facility to upload geo-tagged image for citizen along with complaint description
- Citizen Dashboard
 - Registration of various Properties, Profession Tax No., Shops & Est. Reg., complaints, etc.
 - Summarized view of above on dashboard.
 - Enable citizen to review status / outstanding for above.
- Heritage Walk
 - Walk through the heritage precincts of the city
 - Integration with IVRS based audio guide
- Employee Corner
 - Check & manage complaints with a feature to upload the image of completed work My Leaves
 - SMC event Calendar
 - MIS reports for various purposes

Media Coverage:-

ARTICLE IN TIMES OF INDIA

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THE TIMES OF INDIA

Surat Municipal Corporation mobile app popular among city residents

Melvyn Reggie Thomas, TNN | Oct 4, 2013, 04:10 PM IST

SURAT: After the huge success of its online services, Surat Municipal Corporation (SMC) has developed a mobile application to offer e-governance services to the 45 lakh population in the Diamond City. Thus, it has become the first municipal corporation in the country to offer e-governance services through mobile.

In just one month of its launch, the SMC android mobile application has created a ripple among the technology-friendly residents with more than 30,000 of them having downloaded it.

Details about property tax with outstanding amount, profession tax, water meter connection, birth and death registration and shop and establishment registration certificates can be checked by users. They can also register complaint and also share feedback on rainfall and water level at Ukai dam, etc.

The mobile application, the brainchild of municipal commissioner MK Das has been developed by SMC assistant computer engineer, Jigar Patel.

C Y Bhatt, deputy commissioner, told TOI, "Over 30,000 mobile phone users have downloaded the application in a record time during the recent rains and floods in the city. The mobile application was providing accurate information on the rainfall data, Ukai dam level, inflow and outflow of water."

Official sources said the civic body plans to modify the application to facilitate the denizens to directly pay their property, profession and other taxes using their mobile phones.

Pradip Pandya, an executive residing in Ramnagar, said, "The mobile application of civic body is informative. It has all the past records on birth and death registration. I searched for my father's birth registration and got an accurate result."

ARTICLE IN GUJARAT GARDIAN

મનપાની સેવાઓની મોબાઈલ પર જાણકારી આપતી SMC APPનો પણ શુભારંભ કરાયો

સુરત, તા.૩૧
આજરોજ ઈન્ટરેર એડિયમ ખાતે મનપા પ્રકલ્પોના લોકાર્પણ, ખાતમુહૂર્ત કાર્યક્રમમાં સ્વાગત પ્રવચન કરતા કમિ. દાસે જણાવ્યું હતું કે, સુરત મનપાને લોકોને ઘરબેઠા, સર્વિસ સેન્ટર (નાગરિક સુવિધા કેન્દ્ર)ની સેવાઓ ઉપરાંત ઠરીયાઈ પ્રતિબાવની પણ ઓનલાઈન સુવિધા મળી રહે એ હેતુથી ભારતભરમાં પ્રથમ એવી મોબાઈલ એપ, સુરત મ્યુનિસિપલ કોર્પોરેશન તૈયાર કરી છે. આ સાથે જ સુરત મનપા એવી દેશની એવી પ્રથમ સરકારી સ્વાયત સંસ્થા બની છે. જે ડિજિટલ અને એન્ડ્રોઈડ યુગમાં પ્રવેશી હોય.

આંગણવાડી તથા મનપા સંચાલિત શિક્ષણ સમિતિના બાળકોને કુપોષણથી મુક્ત કરવા તેઓના વજન, આહાર, સ્વાસ્થ્યનું નિયમિત માપ લઈ રેકોર્ડ રાખવા માટે જનબાગીદારીથી



(તસવીર : નિર્ભય કામડીયા)

મનપાને ડિજિટલ વેઈંગ સેલ મળ્યા છે, જે કોપીઆરએસથી પણ સજજ છે. પેન-ટ્રાઈવ દ્વારા પણ એમા ડેટા નાંખી શકાય, લઈ શકાય એવી વ્યવસ્થા છે. મુખ્ય સર્વરમાં તમામ બાળકોના ડેટા કાયમી સચવાશે.

ARTICLE IN DIVYA BHASKAR



ARTICLE IN GUJARAT SAMACHAR



e-Governance News

Training under Capacity Building Scheme

1. Training on E-Governance STeP training programme held at Hotel Narayani, Gandhinagar, in Sep-14.

Total 26 participants were attended the Training of E-Governance STeP training Programme.



2. Training on E-Governance STeP training programme held at Hotel Narayani, Gandhinagar, in Aug-14.

Total 27 participants were attended the Training of E-Governance STeP training Programme.



Web Corner

<https://www.suratmunicipal.gov.in>

<https://play.google.com/store/apps/details?id=in.smc&hl=en>

<https://itunes.apple.com/in/app/surat-municipal-corporation/id766167352>

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