

*Concept Note of*  
**Smart City Mobile App**  
*“For Smarter Cities”*



# Executive Summary

- For a fast growing city, it is imperative that its Municipal Government must manage performance of the **strategic mission of government** as a whole.
- It requires the capability of driving transparency and accountability by gathering and **opening up information** to all stake holders including citizens.
- It is very important to provide a **simple and approachable medium** to the citizens to get the benefits of the city's services.
- In today's times, the best and easy way to connect to the citizens is by **Mobility** i.e. through the Mobile Apps used by smart phones.
- The use of smart technology aids the municipal governments to **bridge the gap** between the common people and the government functionaries.
- In this concept note, we suggest the use of such a solution based on **Mobile App technology**.

# How to Access

Get access to entire city's information & services in two simple steps

Step1



Download Free App from Google Play Store

Step2

मोबाइल नं दर्ज करें:



नाम दर्ज करें:



आगे >

One Time Register  
"Name" & "Number"

That's It...



# Highlights

- ✓ Information in a click
- ✓ Picture Gallery
- ✓ Interactive Forms
- ✓ Instant Picture aided complaints
- ✓ GPS integration
- ✓ Automated Alerts
- ✓ Social Media Connects
- ✓ Feedbacks

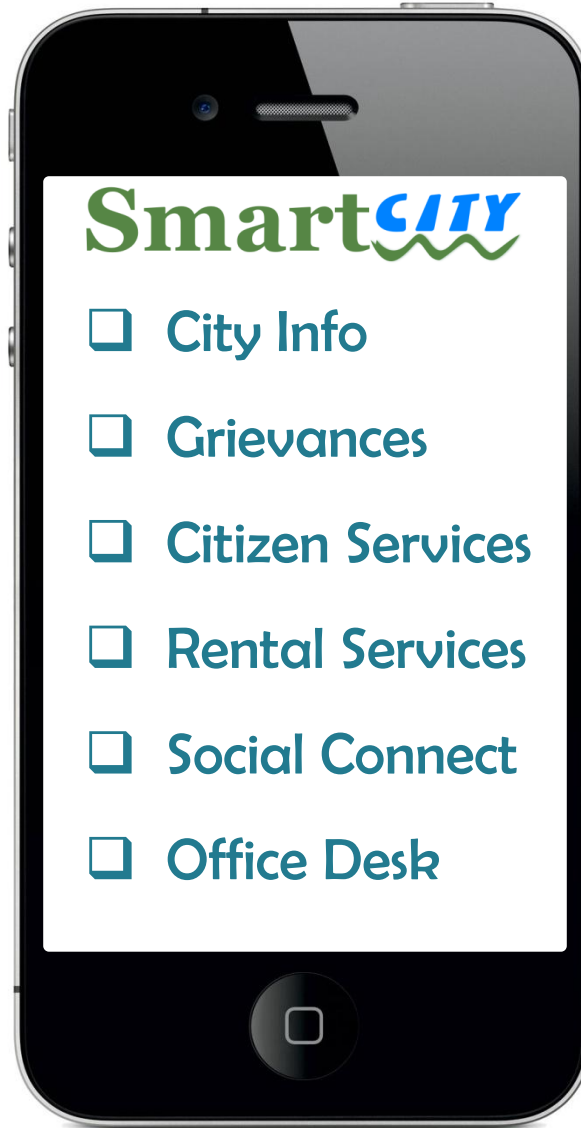


# The Grid



The interactive grid view as seen to users

# Modules



Each Module has a Group of Services

# City Info Module



Overview of City



Message from the  
Commissioner

Message from the  
Municipal Commissioner



Message from the  
Mayor

Message from the City  
Mayor



News / Media

Media Snippets



Events

List of Upcoming Events  
in the City



Contacts

Important Contact  
Information of the city



Photo Gallery

Gallery

Interactive Photo Gallery  
of prime locations

# City Info Module



List of upcoming health camps & their locations



List of facilities offered by the city



List of Notices issued by the local authority



List of job opportunities within the city office



List of open tenders



List of Upcoming Projects with their Locations



Details of City Public Transport & its schedule

# Grievances – Services Included



Garbage & Waste

Complains related to solid waste, garbage & cleaning



Garden Department

Complains related to Gardens & fallen trees



Street Light

Complains related to Street Lights



Road Repair

Complains related to Road Repairs



Water Supply

Complains related to Water Supply Problems



Encroachment

Complains related to encroachments



Stray Animals

Complains related to Stray Animals

# Grievances – Services Included



Hoardings

Complains related to illegal hoardings



Traffic Signals

Complains related to traffic signal malfunctioning



Food Adulteration

Complains related to Food Adulteration



Hospitals & Dispensaries

Complains related to Hospitals & Dispensaries



Mosquitoes & Insects

Complains related to Mosquitoes & Insects



Ponds

Complains related to cleaning of Ponds



others

Complains related to any other problems

# Grievances – Sub Categories

## Garbage & Waste

- ✓ Cleaning of drain
- ✓ Cleaning of garbage from public places
- ✓ Cleaning of garbage vegetable waste
- ✓ Cleaning of jam bridge
- ✓ Cleaning of private septic tank
- ✓ Cleaning of public toilets and urinals
- ✓ Cleaning of septic tank of public toilets
- ✓ Cleaning of sewer
- ✓ Cleaning of street roads
- ✓ Collection and removal of garbage
- ✓ Removal of dead animals
- ✓ Removal of debris

## Street Light

- ✓ Repair of fused bulbs
- ✓ Repair of street light
- ✓ Street light operates day n night

## Garden Department

- ✓ Fallen Tree on road
- ✓ Illegal cutting of tree
- ✓ Trimming of Branches
- ✓ Garden not maintained
- ✓ Suspicious persons in Garden
- ✓ Chair/Gate broken

## Water Supply

- ✓ Illegal connection
- ✓ Illegal pump
- ✓ No water supply in the connection
- ✓ Rectification of pollution in drinking water
- ✓ Repair of leakages of main pipe line
- ✓ Repair of leakages of pipe line
- ✓ Repair to hand pump
- ✓ Repair to tube well power pump
- ✓ Water tanker

## Encroachment

- ✓ Encroachment on municipal land-road/footpath
- ✓ Unauthorized Hawkers on footpath/road
- ✓ Demolish unauthorized structures and houses on roads
- ✓ Remove unauthorized vendors and hawkers from roads
- ✓ Illegal Construction and encroachment
- ✓ Regarding the closing of gallery in the society

## Road Repair

- ✓ Repairing potholes on road
- ✓ Repairing pothole around Drains
- ✓ Clearing water logging on road
- ✓ Parking line required
- ✓ Repair of Island/ footpath
- ✓ Repair re-surfacing of road/ footpaths

## Stray Animals

- ✓ Catching stray dogs/cats/cattle
- ✓ Stray animal nuisance
- ✓ Stray dogs nuisance

## Mosquitoes & Insects

- ✓ Fogging not done
- ✓ No insecticides measure taken
- ✓ Mosquito breeding site

## Traffic Signals

- ✓ New Signal Required
- ✓ Remove Signal Pole
- ✓ Signal Not Working

Note: This is an indicative list of few of the services only

# Citizen Services Module



Application for Trade License



Payment of Property Tax



Payment of Water Tax



Payment of Professional Tax

Note: This is an indicative list of few of the services only

# Rental Services Module



Community Halls

Community Halls Rentals

To order water tanker service



Water Tankers



Grounds

Bookings of community grounds



Gardens

Bookings of Community Gardens



Stadiums

Bookings of Stadiums

**Note:** Each of the application form is aided with available dates in calendar format

# Office Desk Module - Services



Attendance

To take & track employee's attendance



Grievance Redressals

To view & action on registered complains



TL cases

List & details of TL cases



Approve Rentals

To approve the bookings and rental applications



Legal Cases

List & details of ongoing legal cases



Site Progress Tracker

To track the status of ongoing sites



Mortgage

List of mortgaged properties with GPS tracker



Service Verification

To view and action on the citizen service applications

# Office Desk Module - Highlights

- ✓ Role based access to Departmental Users
- ✓ Dashboard View for higher authorities
- ✓ Secured login for each user
- ✓ MIS reports for each services
- ✓ Parallel Web Portal for convenience

# Social Connect Module



Feedback

To get feedbacks & suggestions from Citizens



Facebook

Link to City's Facebook Page



Refer A Friend

To refer the App to friends



Twitter

Link to City's Twitter Page



Official Website

To access the official website of the city



You Tube

Link to City's You Tube Channel



App Info

Information about the App and how to access the services

# About Entit

- ✓ **Entit Consultancy Services Private Limited** is a Raipur based ITES company formed by a group of three experienced IT professionals having worked in different leading IT companies in India & abroad across multiple platforms.
- ✓ Entit has a pool of resources trained and experienced in Development & Implementation of various websites & web based applications.
- ✓ Entit Deals in End-to-End IT services.
- ✓ Entit is a business Partner with big names like **IBM, Dell, Ricoh, Honeywell Securities** and **New Horizons** Learning Center.
- ✓ Entit employs variety of resources like Engineers, MBAs, MCAs, and Commerce & Arts Graduates etc.
- ✓ Entit is an **ISO 9001:2008 Certified Company**.
- ✓ **Entit's** Smart City Mobile App is currently operational in various Urban Local Bodies in the country including Municipal Corporations, Municipalities & Nagar Panchayats.

# Thank You



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