

Jabalpur's mobile app for citizen's accountability

Summary:

Jabalpur Municipal Corporation sought to make civic services easily accessible for its increasing population. To address this, Jabalpur Smart City has launched a citizen centric mobile app (Jabalpur311) to enable citizens access a range of civic services using their smartphone. This is a one-stop solution to manage, supervise and regularise cities, using smart phones (compatible with both Android and iPhone). The app is designed for the convenience of citizens as well as the officers of the Corporation regarding various day-to-day government information tasks. Using Jabalpur 311 app citizens can directly avail the facilities and services from the Corporation through their mobiles. The app contains an administrative module namely Smart City 311 for the Corporation Officers.

Objectives and rationale:

- To enable citizens of the city to access a range of civic services using a smartphone like - Online Application for Birth and Death Certifications, Property Tax, Water bill payment, Helplines for Jabalpur Police, ambulance service, women helpline, children helpline, senior citizen helpline, etc.

Key stakeholders:

- Jabalpur Municipal Corporation
- Jabalpur Smart City Ltd

Implementation strategy:

This mobile app enables online application, tracking and service request fulfilment for services such as - birth and death certificates, payment of property tax, water bill, building plan approval, applying for ration card, police helpline, ambulance service, request for water tanker, booking a community hall, helpline for women, children and senior citizens. Apart from these real time traffic conditions and parking information, etc. can also be tracked through the app. Developed at a cost of around Rs. 1 crore, this app is a pioneer in m-Governance services and being accountable towards citizens. The prime objectives are:

- Helpdesk facility to contact all the emergency contact numbers.
- Availing the online services for the various facilities/ activities available under the Corporation.
- Real time data related to city traffic for best route options leads to saving of time.
- Facilitate services available in nearby localities.
- Facilitate logging of complaints and taking feedbacks and suggestions for the advancements and betterment of the localities.
- Integration with the social networking modes to make available the facility of contacting also through such medium.
- Users can lodge complaints regarding water supply, electricity, garbage collection, streets, encroachments, etc. and can also provide suggestions on various government schemes.
- Nearby services information is available for public toilets, police stations, bus stand, taxi stand, hospitals, 24x7 pharmacy stores, schools, ATMs, registered plumbers /carpenters /contractors/ electricians, etc.

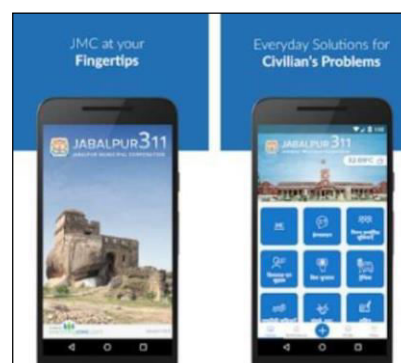
Using Smart city 311 administrative module the officers can track and monitor the status of various projects and could take necessary actions on them effectively as needed. This module further has sub-modules for field inspection, GPS based attendance, GPS based road checking, project tracking, work-flow management system and a central support system for logging complaints and monitoring the resolution via window ticketing management.

Resource utilization:

The initiative has costed around Rs. 1 crore which has been financed through Smart City Mission.

Impact:

As of September 2020, this application has been downloaded by more than 10,000 citizens. The grievance resolution rate has been more than 90 per cent (MoHUA, 2018).



Lessons Learnt:

Simple steps towards citizen accountability like launching a mobile application for service requests and grievance redressal are easily replicable solutions. *Source: (URAIA, Smart city solutions, n.d.)*

Replicability and Sustainability:

Similar m-governance applications can be replicated by other smart cities to enable online citizen centric services to their citizens.

Fact Sheet:

Thematic area	Citizen accountability, m-governance
First-year of the program	2016
Responsible Institution	Jabalpur Smart City Ltd.
Target audience	Citizens of Jabalpur
Coverage	Pan-city: Jabalpur, Madhya Pradesh