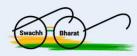


Azadi Ka Amrit Mahotsay Swach Bharat





BRIEF PROFILE



- The Imperial Delhi Committee constituted on 25th March, 1913
- Raisina Municipal Committee formed in 1916
- New Delhi Municipal Committee formed as a 1st Class Municipality in 1932
- After commencement of the NDMC Act 1994, the Committee renamed as New Delhi Municipal Council
- Area: 42.7 sq.km
- Resident Population: 0.25 million
- Floating Population: 1.6-2.0 million/ day
- Population Density: 5850 pers. / sq. km
- 48% green cover against Delhi's 21 %
- Cleanest & greenest part of the capital



NDMC BEING DIGITAL MUNICIPAL ORGANIZATION



Digital India program, an initiative by Hon'ble Prime Minister emerged with the idea to provide government services to citizens electronically, create digitally literate citizens, and eventually transform India into a digitally empowered economy.

NEW DELHI MUNICIPAL COUNCIL is working with the aim of transforming itself into Digital Municipal Organization.

New Delhi Municipal Council (NDMC) has taken several IT based initiatives through technology intervention for strengthening of e-Governance and m-Governance to improve efficiency and effectiveness in providing civic services in an equitable, non-discretionary and transparent manner.



OBJECTIVES...



- Developing Citizen Centric web applications and Mobile applications to minimize the physical contact with the citizen.
- Developing Employees friendly applications for improving work efficiency.
- ☐ To make web applications and Database more secure and robust to avoid cyber attack.



Various e-Services offered by NDMC



G₂C Government to Citizen

- Online Birth / Death Certificate
- Online Payment of Utility Bills
- Online Name Inclusion for New Born
- Online Barat Ghar / Venue Booking
- LoveMyTree: QR Code on Tree
- UMANG
- Online Medical StoreStock Monitoring
- E-Hospital
- Online Inoculation Slot Booking (Yellow Fever Vaccination)
- Property Tax
- E-Waste

G2B Government to Businesses

- Building Plan Approval
- Online Mutation of Property
- Online Health Trade License
- Bill Tracking System (Vendor Payment Tracking)
- Online Road cutting permission

G₂E Government to Employee

- PensionerPortal
- Pay-slip / Form 16 / GPF / Payslip etc.
- Online Vigilance NOC
- GIS Mapping

Short-Term Applications as per requirements

- Yoga Day Registration
- Swachh Survekshan Pledge
- SwachaSurvekshanSurvey
- School Admission Registration
- Online JR/SR Doctor Vacancy



Birth and Death

This service with in-built QR Code has been implemented free of cost, Further, inclusion of name in birth certificate after authentication of details using Aadhar details has also been started online to facilitate citizens. Till date 5 Lac plus birth & death certificates have been issued through online system.

The turnaround time for getting the certificates got reduced by 99%, from 7-10 days before online service was implemented to less than 5 minutes now.

Electricity and Water connections

The process of applying for electricity and water connections in NDMC has been digitized with definite timelines within which the departments concerned to grant sanctions to citizens applying for these services. This project has been designed to ease the application process and to prevent the citizen from having to run from pillar to post.

Physical interactions with site Engineers have been eliminated.



Online Payment Facilities

As a part of Digital India Initiative of Government of India, NDMC has implemented various modes of online payment system like UPI, BHIM enabled Bharat QR, BBPS, NEFT/RTGS and Debit/Credit Cards.

Hassle free online payment. Enhancement of transparency.

Online Booking of NDMC Venues

The booking of NDMC Barat Ghars, water tankers, Community Centres, and different NDMC venues for Public Events has been made online.

Hassle free online registration without coming to NDMC facility centre physically. Till date 2061 consumers have been availed this facility.



e-Hospital NDMC has implemented e-Hospital application in collaboration which covers all the NDMCs Hospitals, Dispensaries, Poly-clinics, AYUSH Centres and Central Medical Store, and have modules such as Patient Registration (OPD & Emergency), Billing, ORS (Online Registration System), Lab, IPD (Admission/Transfer/ Discharge), Pharmacy & Central Medical Store, etc.

Long queue in registration for OPD have been reduced. Citizen can view the stock position of medicine in real time. In last six months, total 2,99,114 patients have been registered through e-Hospital.

GIS

A geographic information system (GIS) is a system designed to capture, store, manipulate, analyze, manage and present spatial or geographic data. For visualization and better planning of services, NDMC launched GIS portal with 256 layers of different services. One can easily locate a Public Toilet, Clinics/Dispensaries, Litterbins, Metro Stations, Police Stations, Pharmacies, ATMs etc.

Helping in Smart Planning to built citizen centric infrastructure like public toilet units. By using GIS Map & complaint received on App311, heat maps are being generated to find out the vulnerable area for vector borne disease like dengue & chikungunya. With this analysis, preemptive steps are taken to increase insecticide spraying to avoid hotspots resulting in fewer cases of chikungunya & dengue in the succeeding years.



Public Toilet Unit

- Successfully implemented a feedback mechanism in all PTU's (350+) maintained by NDMC for effective governance.
- A Complaint is raised on 3 successive bad review's through PTU's.
- Turnaround Time is defined for resolution of the complaints.
- Complaints can be raised using both touch interface and QR Code at PTU's

- Total No. of Complaints raised in FY 2021-22 : ~11K+
- 90% complaints resolved as per defined SLA
- Consistent improvement in the complaint resolution time and compliance, as accountability improves
- Significant improvements in the PTU cleanliness index

Single Sign On

SSO will enable both the citizens and NDMC Employees who to use single user ID password to access various citizen centric applications.

- Improve Security level.
- Hassle free access of Multiple services.
- Centralized monitoring.



E-Waste Collection

- NDMC is a pioneer in implementing e-Waste Collections from Residents/ Government & Private offices in the NDMC Area.
- Improper disposal of e-Waste is harmful to the environment because of the radiations emitted and the hazardous chemicals used.
- This proper disposal saves residents from said hazards.

- Transparent & Efficient Transaction: Customers can avail the facility by selling e-Waste, including computers, mobile phones, Air conditioners, Fridge, and Cables etc., on NDMC approved rates using mapplication.
- Real Time electronic transfer of funds to the customer on collection of e-Waste
- No lower limit on the number of eWaste items to be disposed
- Customer Dashboard to gives update to the resident (Collection Date, Reimbursement)

e-Administration Initiatives



e-Office

- Enhance transparency Increase accountability
- Assure data security and data integrity.
- Provide a platform for re-inventing and re-engineering the Government.
- Promote greater collaboration in the workplace and effective knowledge management.

e-Sparrow

The APARs would be generated and transmitted online to the concerned officers for filling up of the self appraisal. The officer can then submit the self appraisal online through Digitally Signed Signature (DSC) or through E-sign.

e-HRMS

The e-HRMS application was to facilitate the proper monitoring, manpower planning, recruitments, Postings, Promotion, Transfer based on employee skill set, service history which was earlier being done manually consuming lot of time and manpower in Government system.

Online Attendance

- Online Monitoring of daily attendance of employee
- Timely disbursement of salary
- Enhanced Transparency

Integrated Command and Control Centre (ICCC)





ICCC

It is nodal point of availability of all online data and information related to online Services. It is established at Head Quarter Building, Palika Kendra. This state of the art and first of its kind ICCC, at present integrates twenty municipal services. This has brought in a paradigm change in delivery of citizen services.

Better management of all services. The ICCC w.e.f. 1st April 2019 to 31st December 2021 has received 69K complaints and the disposed rate for the same is equal to 98%+.

Mobile App for Citizen Centric Services







What is 311?

Why
NDMC 311
was
required?

What is 311?

Open Protocol for non-emergency service response used world wide

Why NDMC 311 was required?

- Redressal of civic grievances
- Information dissemination
- Permanent solution to recurring problem

Smart Vision for Smart Governance

A brief of NDMC Citizen Interface (NDMC - 311)







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 NDMC (mapped with RFID)
- Pay for all Utilities, Taxes, services etc.

Officers 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

Birth and Death Certificate (with QR Code) Integrated with Blockchain Technology

Electricity and Water Bill Payment Waste & e-Waste Management

e-Hospital

Online Venue Booking of Community Hall / Barat Ghar Viewing available parking spots in NDMC area

40+ services integrated on NDMC 311, with Single Sign On for seamless User Experience

NDMC Citizen App – Unique Value Proposition



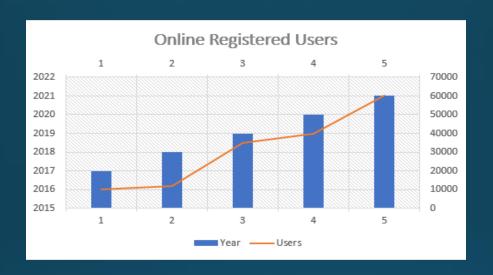
- NDMC's Citizen Centric App acts as a one stop solution to all Citizen Centric Grievances
- While a lot of Smart Cities and Municipalities extend Citizen Centric Applications with all services integrated, NDMC has taken a step further by doing the following:
 - ✓ Integration of Officer Portal, for effective complaint redressal and governance of officers.
 - ✓ Seamless integration of interfaces of Swatch Bharat, UMANG etc. for effective timely redressal in the officer portal of the Citizen App.

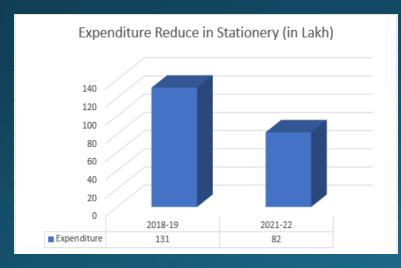


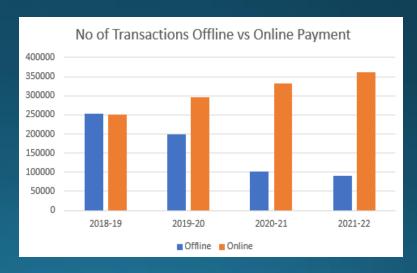
30,000+ complaints received in FY 2021-22 6000+ inspection reports in FY 2021-22

Impact of 311 App









Benefits of various IT based initiatives



Empowerment

Without the use of technology, the municipality used to suffer from a slew of issues including lack of transparency, ineffective governance and poor accountability of resident grievances. After implementing IT based solutions, resident is now empowered to demand his public services in a transparent and efficient manner.

Improvement

Service improvement is one of the cornerstones of digital transformation. Citizens enjoy a better service and their needs are met faster and more completely.

Convenience

Paperless processes provide constituents with on-demand access to applications, information and other services that traditionally require a trip to govt. offices. By digitizing operations, governments can more efficiently process claims, applications and license requests, resulting in higher public satisfaction.

Remote Work & Business Continuity

Even on days when government offices are closed, e-services continue to be delivered. One can submit applications also. Enable employees to access crucial data, from any location, through any device, at any time.

Cut Cost

Digital document management eliminates the cost of printing and mailing documents to citizens. Online payment options also reduce transactions processing costs. Increased productivity resulting from digitization defers cost over the workforce.

Some other benefits



- All the services of NDMC are now at Doorstep of citizens and can also be access through mobile on single click.
- Citizen need not to come to any offices of NDMC for their work. The services can be access from anywhere anytime.
- Faster delivery of services
- Number of Citizen facilitation centre has been reduced to 5 number to 2 number.
- Payment collection centres which were located at different location across NDMC area has been permanently closed.
- Footfall at existing citizen facilitation centre has also been reduced more than 50%.
- Transparency has been increased which subsequently has increased accountability.

Citizen Feedback



23.

Name: kumar bablu

Email: bablupandit1985@gmail.com
Department: Horticulture Department
Created at: Sep 16, 2022 08:20:22 PM

Feedback: Good job I am satisfied

25.

Name: Vipin Sharma

Email: romysharma.rs@gmail.com **Department:** Horticulture Department **Created at:** Sep 16, 2022 10:41:36 AM

Feedback: Few days back i had given a complaint regarding destroying of park by doing activities which are prohibited in these park... i am taking about Ayappa Park Hari Enclave..the condition of park was like hell & not in the good condition after. Lodge complaint & action taken by the authorit. Now it is ok



Name: Javed Sehgal

Email: javedsehgal003@gmail.com

Department: Public Health Department **Created at:** Sep 01, 2022 08:53:20 PM

Feedback: Public health department NDMC me No 1 hai very very good job sweeping? cleaning

best?

Citizen Feedback





Name: Bunty Kumar

Email: bunty3071@gmail.com **Department:** Air Pollution

Created at: Sep 15, 2022 08:18:44 AM

Feedback: Good



Name: Civilian Amit

Email: amitamit30914@gmail.com

Department: CIVIL ENGINEERING DEPARTMENT-II

Created at: Sep 22, 2022 01:06:26 PM

Feedback: Humari comments thik ho chuki hai thankyou NDMC



Name: Akhil Akhouri

Email: akhouri.akhil@gmail.com

Department: Public Health Department **Created at:** Sep 21, 2022 10:08:51 AM

Feedback: Fumigation is urgently required

Emerging Technology to be Implemented



Implementation of Block Chain Technology

In first phase, NDMC has implemented Block Chain technology in birth & death application including Hospital interface successfully and same shall be implemented in Property Tax and Estate applications.

- > Security in terms of integrity and authenticity of vital data.
- Malware Resistant.
- > A trust across the parties

Artificial intelligent base CHATBOT

ChatBot facility on NDMC website will enable citizen to get faster response to their quires in a personalized manner with 24X7 availability.

Implementation of Cyber Security Measures in NDMC Data Center



IT Security

Cyber security has proven to be a necessary investment for government organizations because it protects all categories of data from theft and damage. This includes sensitive data, personally identifiable information (PII), protected health information (PHI), intellectual property data and governmental information systems and helps prevent cybercriminals from gaining access to devices or the networks. NDMC is going to implement this for 360 degree cyber security

ISO 27001 Certification On Boarding Cyber Swachhta Kendra

NDMC is taking various steps as per its own cyber security policy to get ISO 27001 Certification

Cyber Swachhta Kendra Government of India's Digital India initiative under the Ministry of Electronics and Information Technology (MeitY) to create a secure cyber Space by detecting botnet infections in India and to notify, enable cleaning and securing systems of end users so as to prevent further infections.

Common Municipalities Smart Service Portal (CMSSP)



CMSSP is a web portal developed and hosted by the NDMC. It is a common knowledge sharing portal to serve as a one-stop information portal that would not only highlight the best practices of various smart city projects in NDMC as well as other Urban Local Bodies (ULBs) of the country and abroad but also document their success and challenges in implementing smart city project.

The portal candidly underscores the project experiences and highlights the steps taken by NDMC to overcome the challenges. The areas that require urgent attention are also pointed out. The portal is created to be interactive by enabling the ULBs to exchange their ideas on a common platform.

The overarching objective is to promote mutual learning for local bodies in the delivery of municipal services and utilities for the overall well-being of the population.

Steps to achieve target of seamless end-to-end delivery of services



- Identify your goals.
- Build-up Networking Infrastructure.
- Digitization of records.
- Develop applications as per the need of various departments.
- Continuous up-gradation of application on feedback of citizens.
- Develop mobile application for wider reach of application.
- Implement latest Technology innovations.

Challenges faced by NDMC during transformation process



- No Change Management Having a strong change management culture is vital for any organization success. Inertia to change is a major road block in implementation of any project.
- Selection of Software & Technology Selection of suitable application and technology as per end user requirement.
- Driving Adoption of New Tools & Processes New process and technologies often present challenges in the form of resistance to change from tenured employees who feel there is nothing wrong with the way they are currently doing things.
- Continuous Evolution of citizen needs Organizations are always evolving and Covid-19 pandemic accelerated this. Therefore digital transformation is not an easy process and intensive transformation efforts can take year to accomplish.
- Lack of Proper computer Skills For successful usage of IT based applications, department required employee having proper computer skills. To train end users intensive training programs for employees are required.

THANK YOU!

