Municipal Corporation of Greater Mumbai re-platforms existing ArcGIS solution to improve citizen

Client
Development Plan Department of the Municipal Corporation of Greater Mumbai (MCGM)

Website
www.mcgm.gov.in

Location
Mumbai, Maharashtra

Industry
Urban and Municipal Government

Organization Profile
The Municipal Corporation of Greater Mumbai (MCGM) is the primary civic body responsible for urban governance in Greater Mumbai. The Development Plan Department of the MCGM works with NGOs and citizen organizations in the fields of education, public health, creation of urban amenities, art and culture, heritage conservation, etc.

Solution
ArcGIS for Server

Highlights
Esri India helped MCGM's Development Plan Department by:
- Improving staff productivity and efficiency
- Generating Map and Document reports within minutes
- Centralizing enterprise MCGM data

Project Summary

MCGM is one of the largest local governments in the Asian continent. From the time of its establishment in 1882 as India's first municipal corporation, numerous non-political groups, NGOs and organizations of citizens have worked closely with the body providing several benefits to Indian citizens.

The Development Plan Department of the MCGM was facing several problems related to the deployment and use of existing GIS technology, which were leading to poor citizen services. It required a simplified enterprise web GIS application for DP Remarks generation with minimal manual intervention.

Esri India implemented an ArcGIS Server based enterprise web GIS solution for DP departmental users in an intranet environment which enabled the organization to improve the quality of its services.

Challenges

The Development Plan Department of the MCGM was facing challenges in several areas. To begin with, it was heavily dependent on entry-level staff, which did not have enough knowledge of GIS to be able to generate DP Remarks Reports. Besides, these were based on a previously customized ArcGIS desktop-based application.

Non availability of PCs, power outages, and paucity of ArcGIS Desktop licenses was leading to delays in serving citizen requests and the 'queue culture'. Service levels were being further impacted owing to the fact that the application vendor had left following the deployment of the system, leading to poor maintenance support and frequent failures.

The Development Plan Department was receiving many RTIs and letters of complaint regarding the huge delays in service delivery to citizens. The new state government's regulation for delivering services to the public within seven days was placing an additional pressure on the Department to deploy a simplified enterprise web GIS application that could meet its need for DP Remarks Generation with minimum manual intervention. MCGM required a system that could do without skilled manpower to deliver the service.

Solution

Esri India implemented an ArcGIS Server based enterprise web GIS solution for DP departmental users in an intranet environment. The system could be operated by non-technical staff and since the work was distributed and automated, manual intervention was kept to a minimum. The key features of the solution included challan generation, DP Remarks Report Generation and management of fees.

The web-based GIS application now helps MCGM users to view, query and generate map and map-based reports. GIS enabled web-based apps is being deployed by 16 departments including Solid Waste Management, Development Planning, Roads and Traffic, Sewage, Water, Property Tax, Vigilance, Disaster Management Planning, Tree Authority, Healthcare, among others.
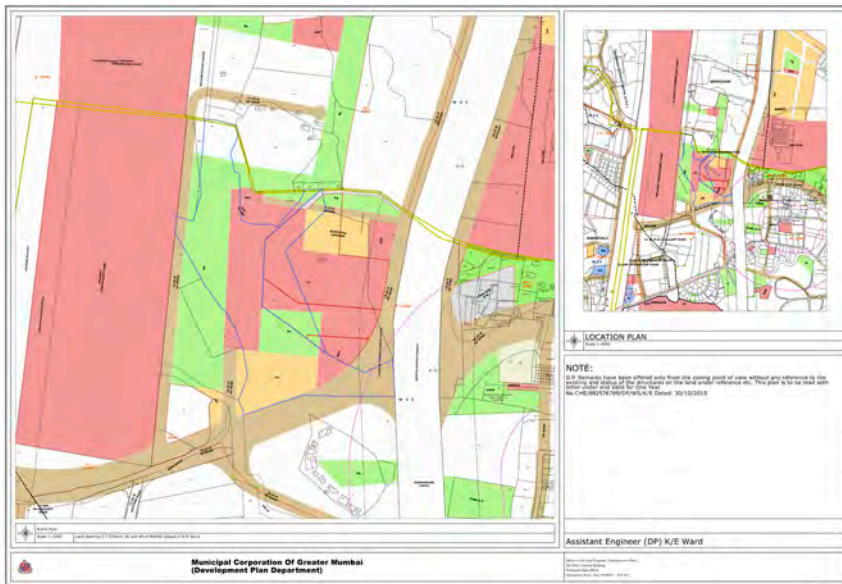
Customer speak

" *The offered system has helped us to deliver the desired services to the citizen well within 7 days specified by the State Government with the help of departmental staff without knowing GIS technology. This has also helped us to achieve considerable time reduction for service delivery to citizen in line of the Hon. Prime Minister's vision of making systems user friendly under "Ease of Doing Business".* "

-**Mr. Sanjay Nirmal**
(Assistant Engineer (DP) R North Ward)

Benefits

The new re-platformed system, based on cutting-edge Esri technology distributed work—that was earlier dependent on one person—to different non-GIS user experts.

The Development Plan Department of MCGM is now able to:
- Generate the challans through the clerk, addressing the needs of users on the same day, as opposed to 2-3 months, as was the case earlier
- Have the clerk manage all form fees and DP Remarks fees, which have been centralized to monitor the revenue
- Vastly improve the productivity of the Department's staff
- Have the sub-engineer generate and download both Map and Document reports within 2-3 minutes, which earlier took months. The sub-engineer can focus on other work than issuing DP Remarks
- Generate user-based reports to track their performance based on period selection
- Allow users, based on their allocation to access the centralized enterprise MCGM data
- Make GIS data management, editing and handling more efficient
- Serve citizens well while conforming to the government's stipulated service delivery criteria