

View results

Respondent

34 Anonymous

52:43

Time to complete

City and Country

1. City name *

Mumbai

2. Country name *

Republic of India

I. Institutional Framework

3. What is the official e-government portal of the city/municipality? If more than one exists, please list all. *

E-government or digital government will be used interchangeably in this Survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs).

<https://portal.mcgm.gov.in/irj/portal/anonymous>

This is the Brihanmumbai Municipal Corporation's official portal, which provides a single window access to the information and services being provided to its citizens and other stakeholders.

4. Please provide link(s) for portal(s) providing following services/features:

E-services or similar

A specific portal where you can see the list of all online services available to the public.

<https://portal.mcgm.gov.in/irj/portal/anonymous> This is a one stop portal which provides information related to Brihanmumbai Municipal Corporation's organization, work, online services provided to citizens and other stakeholders also used by BMC for their employees (like Human Resource management services etc). It also has the following linked micro-sites for specific services Property tax I) <https://ptax.mcgm.gov.in/PropertyTax/#/login> Building permissions ii) <https://autodcr.mcgm.gov.in/bpamsclient2/Login.aspx> Water billing iii) <https://aquaptax.mcgm.gov.in/aqua/CitizenHome.html> Covid 19 Information iv) <https://stopcoronavirus.mcgm.gov.in/key-updates-trends> Mumbai Zoo V) <https://themumbaizoo-ticket.mcgm.gov.in/> Swimming Pool Vi) <https://swimmingpool.mcgm.gov.in/>

5. E-participation or similar:

E-Participation is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

https://portal.mcgm.gov.in/irj/portal/anonymous This citizen-centric platform empowers people to connect with the BMC & contribute towards good governance. i) Open Data and Transparency: The BMC portal enables citizens to access information (eg. related to Annual budget published yearly, BMC procurements like purchase of medicines, engineering items, chemicals, stationary items etc) ii) Social Media Engagement: Social media platforms plays a significant role in e-participation by providing channels for public engagement and discussion. BMC often utilize social media platforms to share information, gather feedback and address concerns raised by citizens from it's twitter primary account "@mybmc", "@mybmcit" and each department too has its own social media account. The are analyzed on daily basis for prompt action. A unified Omni channel Chatbot connected to complaint management system under implementation for automation and data analysis of social media, Portal and Mobile app for centralised information through SAP CRM

6. Open government data:

Open Government Data allows citizens to monitor data streams and thereby improves the accountability and transparency of government. OGD also allows citizens to be aware of important issues and to be part of the decision-making process to address policy issues (e-participation).

https://portal.mcgm.gov.in/irj/portal/anonymous BMC published documents (Annul Budget), services (Licenses health, permission etc) to public/citizen use. Also allow feedback gathering on its services from the perspective of open government data.

7. Public procurement:

gem.gov.in https://portal.mcgm.gov.in/irj/portal/anonymous https://mahatenders.gov.in/nicgep/app BMC uses SAP Supply Relationship Management system, Government e-Marketplace portal and Maharashtra Government Tender Information Systems for all procurement. The online procurement contributes in the following area: 1.Transparency: Providing visibility into procurement data. 2.Efficiency: Streamlining and automating procurement processes. 3.Competition: Enabling fair competition among suppliers. 4.Integrity: Enforcing ethical practices and compliance. 5.Accessibility: Allowing remote access and collaboration. 6.Accountability: Documenting and tracking procurement activities. 7.Sustainability: Incorporating sustainability criteria in supplier evaluations.

8. Other major portals at the city/municipality level:

NA

9. Does your city/municipality have a Chief Information Officer (CIO) to manage its e-Government programs/strategies? CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

*

Yes

No

Contact information of City/Municipality Chief Information Officer (CIO) or equivalent

10. Name *

Shri Sharad Ughade

11. Title *

Director IT

12. Organization *

13. Email *

14. Phone *

15. Is the city/municipality CIO linked to any extent to the national CIO or with any government agency/department/ministry at the national level in charge of e-government? (by mandate or other type of relation) *

II. Legal Framework

Is there any legislation/regulations on digital government such as law on digital service provision or on access to information or data privacy at the

16. National level?

 Yes No

17. Local level?

 Yes No

18. If you answered yes to any of the above two questions in this section, how do you adopt these legislation/regulation in your organization?

1. Information Technology Act, 2008

2. Maharashtra Right to public service Act, 2015

3. Right to Information Act, 2005

III. Strategy and Implementation

19. Is there a city/municipality e-Government Strategy or equivalent? *

- Yes
- No

20. Please check whichever applies to the city/municipal e-Government Strategy or equivalent:

- has an implementation plan.
- is aligned with the national development strategy.
- is aligned with the sustainable development goals (SDGs).
- is aligned with national digital development strategy.
- indicates the existence of shared solutions/platforms provided at the national/regional level.
- makes specific reference to e-Participation and/or digital inclusion/engagement.
- makes specific reference to co-creation mechanisms for citizens.
- makes specific reference to social media.
- makes specific reference to a local digital ID.
- makes specific reference to new technologies such as artificial intelligence, blockchain, big data etc.
- provides other specific measures to ensure e-Government is used by the most vulnerable groups (Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people).
- provides other specific measures for ICT training and digital literacy by government officials.
- makes specific reference to cyber security.
- makes specific reference to mobile government.
- makes specific reference to SDG 11
- makes specific reference to the Sendai Framework for Disaster Risk Reduction 2015-2030, holistic disaster risk management at all levels

21. If city/municipality e-Government Strategy or equivalent exists, and if you checked any of the boxes above, please provide further link and/or details.

BMC has published IT vision 2025 which is aligned with the various National E-Government indexes such as Municipal Performance Index, Ease of Doing Business, Ease of Living Index, Urban Open Data Framework. https://portal.mcgm.gov.in/irj/portal/anonymous/qltdepartment?guest_user=english

22. Does your city/municipality have a dedicated budget for digital government? Please explain by informing on the percentage compared to the total municipality budget. *

Yes
Total municipality budget for financial year 2021- 2022 was Rs. 39038 Cr and IT department budget was Rs 217 Cr
percentage compared to the total municipality budget is 0.69%

23. Do you publish the city/municipality budget online on the portal? Please explain further and provide links. *

Yes. Official Website: <https://portal.mcgm.gov.in/irj/portal/anonymous/qlBudgetapp>

24. Are there any digital initiatives in place in your city/municipality focused on sustainability issues and/or a green economy? Please explain further and provide links. *

1. Internet of Things (IoT) for environmental monitoring: BMC uses IoT devices to monitor and collect data on environmental parameters such as air quality, water quality, temperature.
2. E-learning platforms for sustainability education: Digital learning platforms like virtual classrooms offer courses and resources on sustainability, climate change, and green technologies. These platforms provide accessible and scalable education, raising awareness and knowledge about sustainability issues across various sectors.
3. Blockchain for sustainable supply chains: BMC doing POC with Bharat Electronics which includes blockchain solution for issuance and verification of certificates issued centrally by various BMC department like IT, Health, Fire, Market.

25. Are there any digital initiatives in place in your city/municipality focused on affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links. *

BMC is preparing expression of Interest for Empanelment of auditors for audit of accessibility of physically disabled, handicap, blind on footpath of BMC Roads. BMC has provided the facility on MCGM 24X7 App to enable citizens of Mumbai to register complaints about potholes on the roads in the jurisdiction of BMC. The citizens can directly upload the photograph of potholes through Mobile Application (MCGM 24X7). The citizens can also track the status of their complaints on the said app. <https://play.google.com/store/apps/details?id=com.probity.pothole> Providing mandatory boards, cautionary boards, directional boards, street name and junction name boards on various roads in BMC limits in order to maintain smooth flow of Traffic. The Pedestrian policy formation process is going on.

26. Are there any digital initiatives in place in your city/municipality focused on affordable housing and basic services to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links. *

YES BMC is providing digital platform for paying online property tax, Licenses for shops renewal facility available online also rent collection for housing. Property tax I) <https://ptax.mcgm.gov.in/PropertyTax/#/login>

27. Are there any digital initiatives in place in your city/municipality focused on universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities? Please explain further and provide links. *

Yes BMC had facilitated citizens by declaring WhatsApp number which provides handy information regarding Gardens, Recreational Grounds and play grounds nearby to citizens residential location. All BMC Garden, Recreational grounds and play grounds area open to all with free and easy access to women, children and older persons. Currently Gardens are mapped on GIS system which helps to find out exact location of nearby gardens and playground for every citizen.

28. Does your city/municipality include partnerships with other national or international cities and/or private sector, civil society? Please explain further and provide links. *

BMC has collaborated with institutions like Indian Institute of Technology Bombay, as well as various third party private providers like NASCOM, AWS etc. Advisory committee formed at department level.

BMC has signed MOU's with civil society for its Civic-Tech Business Incubation Centre with IITB's incubation center, SINE as "technology partner" and Bombay Chambers of Commerce and Industry as "industry partners". Home :: S.M.I.L.E - Web Portal (mcgm.gov.in)

Chief – Business Development of BMC is the Focal Point @UNESCO Creative City Network (UCCN), representing Mumbai as a "Creative City of Film" - Mumbai | Creative Cities Network (unesco.org) collaborating with Film cluster cities on various projects under this network. BMC is collaborating with various Film associations & Institutions (like Producers Guild, Marathi Chitrapat Mandal, Kashish Festival, Film Heritage Foundation, Kala Ghoda Association, Whistling Woods amongst others) in Mumbai for to implement UCCN activities.

IV. Usage of online services

29. What is the percentage of city/municipality services offered online (municipality website)? Please explain and provide links.

Total services 114 percentage 100%

<https://portal.mcgm.gov.in/irj/portal/anonymous>

30. What is the percentage of city/municipality services offered through dedicated mobile means (mobile applications)? Please explain and provide links. *

Total service 39 Percentage 100%

For Android devices: <https://play.google.com/store/apps/details?id=in.cdac.gov.mgov.mcgm>

For IOS devices: <https://apps.apple.com/in/app/mybmc/id982888250>

31. Do you collect usage statistics of e-Government services? *

Yes

No

32. If yes, do you publish the results online and share those with the public institutions concerned?

BMC published the statistics for building permissions, water bill payments etc systems Building permissions --

<https://autodcr.mcgm.gov.in/bpamsclient2/Login.aspx> Disaster management - <https://dm.mcgm.gov.in/disaster-data-and-statistics> Covid -19 pandemics -

<https://stopcoronavirus.mcgm.gov.in/key-updates-trends>

V. User Satisfacton

33. Do you measure the satisfaction of citizens with the e-Government services provided? *

Yes

No

Other

34. If yes, do you publish the results online and share those with the public institutions concerned? Please explain further. *

It is in process

35. What is the percentage of the population satisfied with their last experience of online public services? Please explain further.

NA

VI. Social Media

36. Do you use social media at the city/municipality level to interact with and engage people in e-government activities? Please explain further.

Yes. Social Media Platforms: BMC uses Twitter as a social media platform to share information, gather feedback and address concerns raised by citizens from it's twitter accounts "@mybmc", Instagram account @my_bmc, Facebook account @MyBMC, YouTube Channel – <https://youtube.com/@MyBMCMyMumbai>.

VII. Crisis/Emergency Response and Recovery

37. Is there a specific local government portal or a dedicated section of the city/municipality portal addressing crisis/emergency situations (e.g. natural disasters, pandemics and similar)? Please explain further and provide links.

Yes BMC have portal for Covid -19 pandemics and disaster management <https://stopcoronavirus.mcgm.gov.in/key-updates-trends> <https://dm.mcgm.gov.in>

VIII. Smart City and New Technologies

38. Do you have a specific city/municipality strategy on new technologies? (e.g. Artificial Intelligence, IoT, Blockchain, Smart City, 5G, Virtual/Augmented Reality, Robotics, 3D Printing) If yes, please explain further and provide links.

Yes BMC has published IT vision 2025 document which have specific strategy on new technologies like AI, IoT, block chain, Smart City etc.

BMC's Hydraulic Engineering department has recommended use of Smart Water meters (Ultrasonic/ Electromagnetic) in Mumbai. Considering vast expanse, unique field conditions of Mumbai, BMC has undertaken a pilot project for the installation of smart water meters and test smart water meters & various networks / alternatives (Lora WAN, SIGFOX, NB IoT) available for monitoring of water consumption and water reading data transmission.

BMC's Hydraulic Engineering department uses SCADA (Supervisory Control And Data Acquisition) System for the monitoring of water supply in Mumbai. With the help of SCADA, inflows to & water levels in reservoirs, flow through pipelines, pressures, lake levels etc. is monitored.

In BMC's Solid Waste Management department following initiatives towards smart city is being incorporated

1. Online building plan approval system– <https://autodcr.mcgm.gov.in/bpamsclient2/Login.aspx> AutoDCR has been devised under the One Window system for Building proposal permissions and C&D transportation NOC/ Debris Management Plan which is the part of SWM department is also comes under the same portal.

2. My Waste App – <https://swm.mcgm.gov.in/mywaste/#/login> My waste app has been developed with the motive of MIS generation of Bulk Waste Generators (BWGs) that process their waste and to provide a platform for registering and applying for rebate in the General Tax component of Property Tax to these BWGs.

3. IoT based Combo Sanitary Vending & Incinerator Machine- Web base application with dashboard under preparation. Online monitoring of machine status, Napkin stock information, cash collected, incinerator

progress etc.

4.VTMS Vehicle Tracking and Monitoring System Online tracking of Contractual Vehicle is being done to monitor services of vehicles. The vehicles are tracked with the help of Global Positioning System(GPS) and Radio Frequency Identification & Detection (RFID) technology. The Tracking devices are installed on 1909 vehicles of SWM department and 3452 tags are installed on community bins of 24 wards in MCGM.

In BMC's Roads and traffic department following initiatives towards smart city is being incorporated

BMC to go "DIGITAL" for maintaining Mumbai roads. BMC is transforming from its conventional O & M methodology to advanced LIDAR + AI/ML based Digital Technology for assuring pothole free Mumbai roads. The entire road network of Mumbai comprising of 2050 km will be digitized by using LIDAR pint cloud technology, entire road assets including all read utilities and road furniture's will be mapped by LIDAR technology along with its contour levels. The digitized road network asset bank will then be used for monitoring road network condition by AI/ML technology.

Mumbaikars now will be able to visualize condition of roads on a GIS map and will be able to convey their grievances to BMC via a citizen mobile application. All Mumbai roads will be scanned for its road condition twice a year that is pre and post monsoon via AI/ML based digitized application, the technology will identify all road effects and will alert it on centralized map which will be visualized in 5 war rooms spread across the city. Road defects identified will be rectified.

IX. Contact information

39. Your name *

Shri Dennis Fernandes

40. Title *

Assistant Engineer

41. Email *

Se04.it@mcgm.gov.in

42. Organization *

Brihanmumbai Municipal Corporation

43. Submission Date *

10/07/2023



44. Please select whichever applies *

- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other

THANK YOU

Thank you for taking the time to fill out the Local Government Questionnaire (LGQ) 2022. We appreciate your participation.