

14. PUNECONNECT MOBILE APP – PUNE

“Enabling easier, faster and hassle free service delivery”

– CARE (Citizen Assistance Response and Engagement) framework
of Pune Municipal Corporation

CONTEXT

Pune an IT hub of Maharashtra has a population of 5,057,709 and is the second largest city of the state. Mercer's Quality of living ranking of 2017, places Pune second amongst Indian cities. Pune has been continuously striving to enhance the quality of life of its citizens through smart and sustainable solutions.

Pune Municipal Corporation (PMC) is responsible for multiple civic needs of the citizens spread across an area span of 237 sq.km. Most of the service-oriented functions of the corporation are computerized. There are 144 wards and 42 Citizen Facilitation Centres (CFC's) across Pune, which helps in bring various services close to the citizens.

Despite successful implementation of the above initiatives, it was felt that there is a wide scope to leveraging technology for closer citizen engagement with PMC on matters related to services, complaint resolution, and civic information support etc.

THE INTERVENTION

Project description

In order to bring services even closer to the citizens and enhance citizen participation, PMC has developed a single city app. This app – PuneConnect mobile app, has been launched under PMC CARE framework, i.e. Citizen Assistance Response and Engagement, to provide governance at the fingertips of citizens and its stakeholders. The app is used by residents of Pune as well as visitors to avail services, information & city updates.

PuneConnect mobile app provides the following services:

- PMC CARE: log and track grievance on the go
- Property Tax: add properties, check dues and pay tax
- Water Bill: add consumer number, get bills, check dues and pay bills
- Emergency Information: key emergency numbers
- Perception Survey: an online survey to capture the feedback/ perception of citizens and tourists of Pune

- Directory: PMC office directory covering all municipal departments
- Facility Finder: helps locate key landmarks/ facilities such as schools, hospitals, temples, parks etc.
- Who's Who: provides contact information for key personnel such as Commissioner, Mayor, Cooperators, Deputy Mayor, Chairperson of Standing Committee etc.

Key outputs/ outcomes

Over 10,000 citizens are using the app for the intended purposes including grievance redressal; over 30,000 complaints have been made by the citizens using PuneConnect over the last 12 months.

Impacts

Over 10,000 citizens are now more closely connected to PMC with PuneConnect mobile app. This has helped in better access to services, transparency and accountability for citizens with respect to municipal services.

Support and mobilized resources

The initiative has a costs outlay of around INR 1 crore, which has been financed through Smart City Mission (SCM) funds.

A snapshot of the Pune Connect App