Development ERP with GIS Platform & Advanced Grievance Redressal System

1. **Name of the Project:** ERP with GIS Platform & Advanced Grievance Redressal System

2. **Background:** Surat Municipal Corporation (SMC) has an objective to turn into more efficient and less paperbased organization in last few years. Both citizen-centric as well as inter and intra-departmental operations are being digitized. At the same time, there is a need of organization being able to generate actionable insights from the data already captured or will be captured post digitization with a single aim of serving its citizens in a more transparent andefficient manner with optimum utilization of its resources.

3. **Vision:** To provide integrated solutions on a common technology platform to address process automation needs of Surat Municipal Corporation.

4. **Sector:** Information Technology

5. **Cost and financing:**

   SCP Cost   : Rs. 109.00 Cr

   Tender estimated cost   : Rs. 70.00 Cr

6. **Brief Description (Technical Details):**- In order to provide the best of services to the employees and citizens SMC want to implement an Integrated Municipal Operations System or Enterprise Resource Planning (ERP) software.The solution will be a modular framework consisting of several integrated applications built for security and scalability.ERP implementation and post-implementation support at SMC aims to best utilize latest technology for SMC operations and envisages to take the computerization of the corporation to the next level. It is envisaged to undertake Enterprise Wide Resource Planning approach, enabling SMC to use various data in most optimal way and provide services to citizens in efficient and effective manner.

7. Implementation Plan: Bid Evaluation is in Process. Implementation will be according to timeline define in RFP. It will be Phase wise approach and expected to complete by Jul 2019.

- **Current status:**

8. Impact/ Envisaged Impact of the project:

The solution will ensure municipality wide legislative & municipal policy compliance and will deliver stakeholder specific reports and performance analysis. The Integrated Solutions covering various domain applications of SMC will help in reducing duplication of work and efforts which will eventually help in saving of resources spent on them. The Integrated back office operations and information flow between departments could reduce time taken by citizens to avail SMC services.