

INTRODUCTION

The Bhopal Smart City Development Corporation Limited (BSCDCL) has undertaken initiatives to bring a paradigm shift to deliver effective governance and efficient government performance outcomes for citizens of Bhopal.

Objective:

BSCDCL with a vision to fundamentally change and enhance the way public services, government citizen interaction, and redressal of citizen grievances were being provided in the city Bhopal through a variety of interventions under a citizen-centric approach for smart implementation of technology to work towards a 'Smart Bhopal' rolled out the 'Bhopal Plus' project. As part of the initiative, the services offered under the **Bhopal Plus** has the sole goal to make citizen engagement an integral part of the governance policy/scheme, project planning and implementation.

BSCDCL has implemented a web and mobility solution providing a bouquet of services for public service delivery, provision for government citizen engagement, grievance redressal, and a public dashboard for dissemination of live city feeds. There is a 24x7 toll free call centre support for Bhopal Plus. The implemented solution would be leveraged by authorities in citizen consultations, citizen feedback, public service delivery, and redressal for multiple service offerings. This platform is intended to be used for delivering services through various channels such as web/mobile, crowd sourcing citizen suggestions, and feedback for improving governance models/schemes and practices.

Bhopal Plus serves as a single platform for the citizens to engage with the government, avail services, receive issue resolution, and learn about governance schemes, projects, and initiatives. The four main components of the proposed platform are *Citizen Collaboration*, *Grievance redressal*, *Citizen Service delivery (G2C & B2C services)* and *Public dashboard*. Bhopal Plus receives grievances and inputs from both citizen and the Government, using multiple channels (including external social media) to drive the different redressal services, and in turn disseminate information using external media and the platform itself as channels. The solution also boasts of a robust analytical engine, a dedicated team to monitor and update the collaboration platform and BSCDCL stakeholders about the citizen sentiment/feedback on various discussion topics/polls on regular intervals.

BSCDCL appointed PwC for the implementation, roll-out and maintenance of Bhopal Plus application which is available on *Google Play store*, *Apple store* and has a *dedicated web portal* as well. .

Details about Bhopal Plus services/features:

Bhopal Plus key Services & Features	
Services currently available on Bhopal Plus	Services to be integrated in next release
<ul style="list-style-type: none"> Property tax payment Water tax payment Electricity bill payment Birth registration Marriage registration Request for death certificate Live bus route planner service Payment gateways and wallets from Paytm, Mobikwik, etc. for paid services Search for local clinics and hospitals Request for installation of solar plant for domestic use Government citizen collaboration platform Live city dashboard Grievance registration and tracking mechanism 	<ul style="list-style-type: none"> Mayor express (Booking plumber, carpenter, electrician, etc. through Bhopal Plus) Near me service (To locate nearest ATM's, police stations, etc.) Booking appointments with local doctors using Practo services Report an incident- With this feature, users can directly report any municipal or traffic related issues to the administration Report lost article- Using Report Lost Article, users can register complaint for lost articles like mobile phone, PAN card, passport and others. Users can also look up complaints made by them using the complaint number Inform Police- Domestic helper/servant, tenant information, character verification- This feature allows users to perform character verification, tenant verification, domestic helper / servant verification and more using the app Vehicle Search- It will be possible to give users a way to verify authenticity of second hand vehicles Towed Vehicle Search- This feature requires association with Traffic Police Department of Bhopal. Help Me- This feature allows user to seek help in Emergency situations. The SOS message gets communicated to police department as well as saved contacts of the user. Call Administration- The feature provides a list of officials in the region along with their contact number. Users can directly get in touch with them and communicate their issues.

Challenges faced before roll-out of Bhopal Plus:

- Availability of necessary API's for integration with various Government departments was a major bottle neck
- Providing service support after integration is a major challenge
- Overwhelming amount of data for sentiment analytics
- Due to digital divide and lack of IT awareness amongst the local citizens was a major challenge to increase the penetration of Bhopal Plus amongst the citizens
- Absence of convenient methods to register and track grievances with city municipality



Project impact:

- Single unified platform for citizen participation, direct dialogues with the Government and availing B2C and G2C services
- The Bhopal Municipal Corporation help line call centre has been integrated with Bhopal Plus application by introducing a Grievance Redressal module. Wherein, citizens register their grievance related to BMC via Bhopal Plus using the mobile app, call centre or web portal. They can also track the status of Grievance
- Bus route planner service is a very essential service for the citizens of Bhopal, as they can track live status and estimated time of arrival of BRTS buses at a bus stop within Bhopal city
- Leveraging the collaboration platform, we invited suggestions on introducing new bus routes and station for public bike sharing. As per the suggestions received on Bhopal Plus, we have tried to introduce new bus routes and stations for public bike sharing
- BSCDCL is in the process of introducing a new service called Mayor Express on Bhopal Plus, which will allow the citizens to book plumbers, carpenters, electrician, etc. through Bhopal Plus
- The collaboration platform consists of opinions/discussions, polls/surveys, blogs, citizen participation for volunteering initiatives which are specific to the 'groups' created within the collaboration platform and is also a gateway for public sentiment analytics
- Dissemination of real-time feeds of 'Bhopal' (Weather, pollution levels, local news, etc.) through the City Dashboard
- Obtain public inputs/feedback on policies, governance and generate public awareness
- Providing decision makers and policy makers with practical suggestions/feedback for creating more accountable, transparent, and efficient services

