

# **1 Project Profile of e-Municipality**

## **1.1 Background:**

The National Mission Mode Project (NMMP) for Municipalities is one of the Mission Mode Projects that has significant citizen interaction, since municipalities provide a large number of basic services for millions of citizen living in India's urban centers. It is envisaged that MMP for municipalities would provide a major fillip to the Government of India's Ministry of Urban Development's urban reform agenda. The vision for the National Mission Mode Project for e-Governance in Municipalities is to leverage the ICT opportunities for sustained improvement in efficiency and effectiveness of delivery of municipal service to citizens.

Broad objective of MMP on e-Governance in Municipalities is the application of electronic means to improve the efficiency and effectiveness in the interaction between local Government and its citizens as well as other interest groups like NGOs, CBOs, RWAs, private sector, etc. It also aims at boosting internal Government operations to support and stimulate good governance system.

## **1.2 Urban Governance in Odisha:**

The project termed as "e-Municipality" is aimed at simplifying processes, bringing in transparency& accountability, providing need based quality and timely information to all the urban citizens.

"OULBAS" a centralized application software is a part of the Transaction Processing System (TPS), which is catering to all the functionality of ULB for providing and maintaining the basic civic services to the citizens. The software has various sub-modules, which are interacting with each other to fetch relevant data/information and generate reports. All these sub-modules have facility of external interfacing for allowing the citizens or other interested stakeholders to post on-line applications, make queries, lodge complaints, view progress/response and also provision for making on-line payments.

The integrated system provides following services to common citizen of Orissa through a workflow platform in a hassle free manner.

- i. Online Birth and Death Registration from Hospitals for hassles free delivery of certificate
- ii. Collection of Holding tax
- iii. Easy to track the traders and collection of Trade license fees for better service delivery

- iv. Grievance Redresses and tracking module makes easy way of solving grievances raised by citizen
- v. Smart way of cleaning the city through Solid waste management module
- vi. Monitoring of Beneficiaries and related payment across the ULB through Welfare scheme Management
- vii. Collection of Water tax and connection through Water Connection Management system
- viii. Proper Monitoring of the Services and collection
- ix. User friendly and easy access to common citizen

### **1.3 Integration of e-Municipality Application with Odisha Online Portal:**

It has also been decided that, e-Municipality Application will be integrated with Odisha Online portal. In order to avail the above services through e-Municipality applications by the citizens, user fees can also be collected through various payment modes like net banking, debit & credit cards or through off line service module like Odisha Online Jana Seva Centers or through Common Service Center.

#### **Following e-Municipality modules are already implemented in Puri Municipality**

- 1.Trade License**
- 2.Grievance Redressal Management**
- 3.Marriage registration**
- 4.Birth & Death Registration**
- 5.Accounts & Audit**
- 6.Stakeholder Information System**
- 7.Municipality Information System**
- 8.Holding Tax**

#### **Following e-Municipality modules are not functioning currently with reason**

- 9. Welfare Scheme Management Module:** This module will start shortly; training to concerned person is going on.
- 10.UC Management System:** Master data not yet shared to M/s TCS Ltd

**11. Building Plan Approval Module:** Building Plan Approval Module is not directly look by Municipality. This section is managed by P.K.D.A. Necessary separate instruction will be given to PKDA to implement the module under e-municipality.

**11. Water Connection Module:** Water Connection Module is not directly look by Municipality. This section is managed by P.H.D. Necessary separate instruction will be given to PHEO to implement the module under e-municipality.

**12. Solid Waste Management Module:** This module will start shortly; training to concerned person is going on.