

My City My Pride

Bhubaneswar Municipal Corporation (BMC) has taken the initiative for an innovative citizen centric service called BMC Sampark (www.bmcsampark.in / www.mycitymypride.org). The service reinforces and supports the Swaccha Bhubaneswar Abhijan. The service includes facility for the citizens to register certain complaints relating to civic amenities such as i) sanitation, ii) street lighting, iii) drinking water, & iv) sewerage and to take corrective actions for the same by the concerned officials while enabling the aggrieved parties to track their grievances and complaints.

BMC Sampark enables the citizens to register their complaints in four modes;

- Call on a toll-free number (1800-345-0061)
- Send an e-Mail
- Register on the web portal (www.bmcsampark.in/ www.mycitymypride.org)
- Register through mobile application

The initiative comes as a handy tool for the citizens. And in the era of mobility, the mobile app (available across platforms such as Android, iOS, Blackberry, Windows) comes as an added bonus. The citizen centric mobile app named BMCSampark enables the citizens to register four categories of complaints as specified above. Once the complaint is registered, it is forwarded to the Action Taking Authorities with specific escalation procedures for ensuring appropriate and quick remedial actions. The complainant is issued with a unique complaint ID to help the party track the complaint.

BMC has also ensured that its officials are armed to deal with the complaints and update the status on a real time basis through another mobile app specifically for the officials called BMC M-Office. The officials are to view and take actions against the complaints that have been assigned to them through the mobile app. The status is updated by the concerned officials as the complaint gets resolved.

This move by BMC comes as a welcome initiative for the citizens for easy and hassle-free means of registering their complaints and quick redressal while ensuring real time tracking of the complaints.