



PUNE MUNICIPAL CORPORATION



**PMC
CARE**

सहज संवाद महापालिकेशी



ASSISTANCE RESPONSE & ENGAGEMENT





What is PMC CARE?



“PMC CARE will help Pune-kars voice their grievances, share their ideas and co-create a better world-class city, along with the Pune Municipal Corporation.”

Shri. Prashant Jagtap
Hon. Mayor, Pune Municipal Corporation



“While doing our best to provide responsive governance, striving to make Pune a world class city tops our agenda. With metropolitan expansion, Pune stands at critical crossroads of development. PMC CARE will provide multi-channel single window framework to all segments of civic society to deliver responsive governance. I would encourage every Pune-kar to embrace PMC CARE for easier, faster and hassle free service delivery.”

Shri. Kunal Kumar
Hon. Commissioner, Pune Municipal Corporation

PMC CARE is a 360-degree framework by PMC to extend various delivery channels to its citizens for effective and responsive governance.

CARE stands for Citizen Assistance Response and Engagement. A digitally driven, citizen-centric initiative, PMC CARE has been conceived keeping various segments of civic society in mind. It showcases PMC efforts to better the lives of its citizens on every parameter of civic services.

PMC CARE aims at providing multi-channel single window delivery mechanism to provide assistance and response in more efficient way than ever before. And will all of this, PMC CARE aims to bring city administration one step closer to Pune-kars!



The Need for PMC CARE



Pune Municipal Corporation (PMC) has always been a forward-thinking civic body. PMC wants to enrich the life of each Puneekar by enhancing quality of service delivery. PMC realised that addressing grievances is not enough for providing responsive governance. Assistance, Response and Engagement are the three key pillars of our CARE framework to bring civic administration one step closer to Puneekars.

Being one of India's biggest IT cities, Pune is home to world leading IT companies. Keeping in mind the needs of citizens, PMC proposes to embrace technology to harness the power of digital channels in addition to existing ones. PMC CARE aims to provide multiple channels for all segments of citizens in Pune. PMC CARE also acts as a 360-degree framework where the primary focus is citizen satisfaction on every aspect of service delivery of civic administration. PMC CARE also aims to capture citizens' feedback to improve service delivery continuously.

THE VARIOUS TOUCHPOINTS UNDER PMC CARE

 Toll Free No: **1800 1030 222**

  **96 89 90 00 02**   /pmcfmc  @pmcpune   / PuneConnect

 www.complaint.punecorporation.org  feedback@punecorporation.org



Citizen

Citizens are at the core of our CARE framework. Pune-kars have always been proactive citizens. And now, they can avail multiple services on the go, provide feedback over a call or via the web, or use social media platforms through mobile phones to report issues. Citizens' collaboration and engagement would be the key to success for responsive governance. For digitally savvy citizens social media channels are available while for others SMS facility and call centre number is present. With PMC CARE, PMC aims to cater to every citizen across several socio-economic sections.



Assistance

Looking for assistance? Try the FAQs under PMC CARE. PMC has tried to capture all its processes and information related to civic administration under FAQs. FAQs are an innovative way of dissemination of information under Right of Information Act, 2015. FAQs are available to citizens 24*7 over the web and mobile for immediate response round the clock. If a citizens are not satisfied with the FAQs, PMC urges them to help the concerned team to improve the FAQs by providing constructive feedback.



- Citizen
- Assistance
- Response
- Engagement



Response

Beyond FAQ assistance, various channels are available to citizens under the PMC CARE framework. Facilities such as a call centre and SMS number are available for citizens to communicate with PMC. For digitally native citizens, PMC CARE has a full-fledged social media presence through an app, Facebook page, Twitter handle, Google Plus handle and even a Whatsapp number. So, now PMC is just a call or few clicks away!




Engagement

PMC CARE is a step towards empowering every Punekar. Often, citizens have good ideas and suggestions which can help PMC in the development of the city. The framework of PMC CARE has an in-built feedback mechanism through which citizens' concerns and suggestions can be better understood. Accordingly, even the facilities under Assistance and Response can be tweaked to suit citizens' needs.





Call Centre

 Toll Free No: **1800 1030 222**

Many a times, citizens are in a time crunch due to busy schedules. It is not possible to visit a ward office or the PMC building to explain your feedback or concern in detail. To facilitate this, PMC has a dedicated call centre. The citizen CARE executives are trained to take feedback or complaint and raise a ticket for the same. This ticket can be tracked later to check its progress.



Mobile App



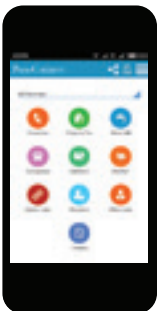
PuneConnect

Since the advent of smartphones, apps were the way to the future. Be it Android or iOS, both have millions of apps catering to a wide variety of needs. As more and more of Pune's citizens use smartphones, it becomes imperative to have a mobile app for PMC CARE. PMC CARE's app is known as 'PuneConnect'.

Through this unique app, you can avail of a host of services from PMC. The app also has the facility to notify citizens based on geographic division, about important things such as water cuts, traffic updates and more. Information about ward offices, details about officer, their contact numbers, etc. are also available via PuneConnect. The power of the ordinary citizen has never before been so extraordinary.

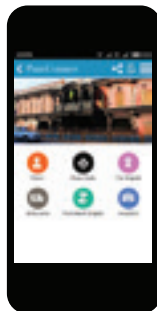


PMC aims to integrate all its services on to the PuneConnect mobile app in the future. More services will also get integrated with the PMConnect app.



Services & Functions

- Grievance Registering
- Property Tax Payment
- Water Bill Payment
- Weather Reports
- Contacts Directory
- Tender Information



Emergency Contacts

- Police
- Blood Bank
- Fire Brigade
- Ambulance
- Heart Brigade
- Hospitals



Feedback System

- Systematic Feedback
- Personalised Suggestions
- Dedicated Feedback Team



Website

www.complaint.punecorporation.org

E: feedback@punecorporation.org

For any major initiative it is imperative to have a fully-functioning website. The PMC CARE website details all the service and facilities that are available to all citizens. A central repository to register citizens' grievances, suggest constructive feedback and monitor the progress of the resolution of complaints; one can do all this and more.



Social Media

  /pmcfmc  @pmcpune

Yes, PMC CARE is on social media too! Citizens can now share their grievances, feedback and suggestions through social media channels too. Social media has become an inseparable part of modern day citizens' lives. From communication to content sharing to even news, social media has taken central stage today. Be it Facebook, Twitter and Google Plus, PMC CARE is active on all these channels. Constant monitoring helps the team keep check of citizens' concerns and provide faster resolutions.





SMS & WhatsApp

  **96 89 90 00 02**

Some citizens prefer to text instead of calling and speaking. PMC CARE realises this and that is why there is a facility of posting your complaints, queries and feedback via SMS and WhatsApp too. It's quick, convenient and effortless. Besides, the call centre has certain operating hours whereas SMS and Whatsapp can be sent at any time of the day, to be monitored at an appropriate time later.





Feedback Management Cell

When PMC CARE was first thought of, a core committee decided that this initiative was a new one for the city, the PMC and also the citizens. It deserved special attention and a dedicated team. We formed a Feedback Management Cell as the perfect co-ordination point between various citizen touchpoints and PMC. Comprising of experienced team members, the cell constantly monitors all PMC CARE touchpoints. Keeping records, raising tickets, helping citizens get faster resolution to problems, suggesting citizens' feedback to concerned authorities are a part of this team's core activities.



Online Citizen Services - Right to Service Act 2015

The core thought behind PMC CARE was to be a citizen-oriented grievance registration and suggestion sharing initiative. With this unique framework the PMC aims to empower every Punekar, by simplifying their daily lives. As part of PMC CARE several services are available to help citizens. To ensure that PMC CARE is widely adopted by every citizen of Pune, the citizen touchpoints to avail these services have been simplified and streamlined.

In order to provide service in a time bound manner through various channels, PMC has also digitised its key services. PMC has also embraced **Right to Service Act, 2015** for assured service delivery by integrating these services with the RTS portal.

PMC plans to integrate all certificates with Digital Locker. Now citizens can say goodbye to queues and frequent trips to avail services.

RTS 2015 - Notified Services



REQUEST SERVICES

- Part Plan
 - Zone Dakhla
 - Drainage Connection
 - Water Connection
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CERTIFICATES

- Commencement Certificate
 - Plinth Certificate
 - Occupancy Certificate
 - Fire NOC
 - Final Fire NOC
 - Marriage Registration
 - Birth Certificate
 - Death Certificate
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PROPERTY TAX

- Property Transfer Form
 - Property Tax Extract
 - Property Tax No-Dues Certificate
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A New Beginning

In the recent Smart Cities Mission unveiled by the Government of India, Pune stood 2nd out of 20 cities across India. PMC was already in the process of building the PMC CARE framework. And this news further strengthened the team's belief and determination. PMC CARE is like a new beginning to one of India's fastest growing cities, Pune. With PMC CARE, every Puneekar will be empowered to participate in civic governance and make a positive difference. This is a foundation for even more citizen participatory programmes and initiatives, in the future.



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