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Corporation gets software to manage civic issues

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The Chennai Corporation will commission a comprehensive digital dashboard to manage civic issues using real-time data.

The civic body has initiated talks with organisations such as IBM, SAP and Oracle to put in place the digital dashboard, a single screen displaying problem areas in civic preparedness.

"It is a kind of abstract of the entire operations of the Chennai Corporation. It will be a single screen pointing to the problem areas we should concentrate on, on a particular day," said an official of the Corporation.

A public grievance dashboard, for example, may show key performance indicators related to resolution of civic issues in real time. Similarly, a civic development works' dashboard will

show key performance indicators relating to roads, bridges, footpaths, parks, playgrounds, streetlights, hospitals and stormwater drains developed by Chennai Corporation.

The official can go down to the last detail to take specific action in real time. "The digital dashboard will provide analysis in a simplified manner. More than 95 per cent of the decisions of the civic body will be made based on information from the dashboard. It is more of a proactive than reactive approach," said the official.

The existing modules cover property tax management system, works management system, personnel information and pay roll management system, public grievance redress management system, asset management system, and trade licences, among others.