



# AutoDCR Application Case Study— Municipal Corporation of Greater Mumbai

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## Organization

Planning department, Municipal Corporation of Greater Mumbai (MCGM)

## Industry: Government

**Client Information :** The Mumbai Metropolis has a historic tradition of strong civic activism dedicated to the cause of a better life for all its citizens. And it's the Municipal Corporation of Greater Mumbai (MCGM), the primary agency responsible for urban governance in Greater Mumbai.

From the time of its establishment in 1882 as India's first municipal corporation, numerous non-political groups, NGO's and organizations of citizens have worked closely with the civic body in the fields of education, public health, creation of urban amenities, art and culture, heritage conservation, etc.

MCGM is one of the largest local governments in the Asian continent.

**Modules Implemented :** CAD scrutiny Engine & Workflow Management

## Objective:

- To reinvent, redefine the government-public interface, optimize government resources, and enable decision support systems to shape the city's future.
- Provide the citizens better access to information and services.
- Finding out the status of proposal or locating a file of a particular proposal within rigid hierarchy and complicated procedures in corporation can be a very perplexing experience. Provide a simple mechanism to search proposals.

**Project Description:** AutoDCR Solution has been implemented to have a smooth proposal submission, scrutiny of the drawings, incorporate all the necessary information, track the proposal and finally approval of the proposal.

## Issue and Challenges:

There were several issues and challenges that MCGM sought to overcome and decided to go for a Building Plan Approval System for Building plan department.

- Complex nature of land records and many rules interrelated to each other
- Authorities engaged were interpreting the rules as per their understanding thus leading to a lot of subjectivity of the interpretation
- Revenue target achievement for corporations remained elusive due to procedural delays
- Mal-practices were unavoidable due to lack of standardization
- No standard process for determining the efficiency of the staff

**Solution:** SoftTech has implemented AutoDCR system in MCGM for Building Plan department and this system has been successfully rolled out in all Zones and ward Offices across Mumbai and **currently has 48 officials and 2000+ architects** are using the system.



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