BMC On Maps

OVERVIEW

- Brihanmumbai Municipal Corporation (BMC) has always focused on providing ease & superior experience for citizens.
- To easily avail BMC related facilities, services & amenities like BMC wards, BMC ward offices, BMC hospitals, gardens, etc. for citizens BMC's IT department has provided **BMC on Maps** an intuitive web application on BMC portal which helps citizens find BMC related services.
- Map is the simplest & easiest way to capture easy way to capture all citizen centric services/ facilities in Mumbai.
- Hence, it was decided to provide a Map based app which will cover different services & facilities provided by BMC to its citizens.
- This application was integrated with BMC's popular MyBMC Assist WhatsApp Chatbot application to reach wider audience.
- Citizen can simply select Amenities Near Me from MyBMC Assist WhatsApp Chatbot and avail range of services like know BMC ward boundary, BMC offices, Bus stops, Bus depot, BMC hospitals, BMC special hospitals, Funeral sites, Gardens, On-street parking, off-street parking, Schools, etc. User needs to share their current locations and the MyBMC Assist WhatsApp Chatbot searches relevant facilities & show result in simple text & location format for citizens to navigate to that place.
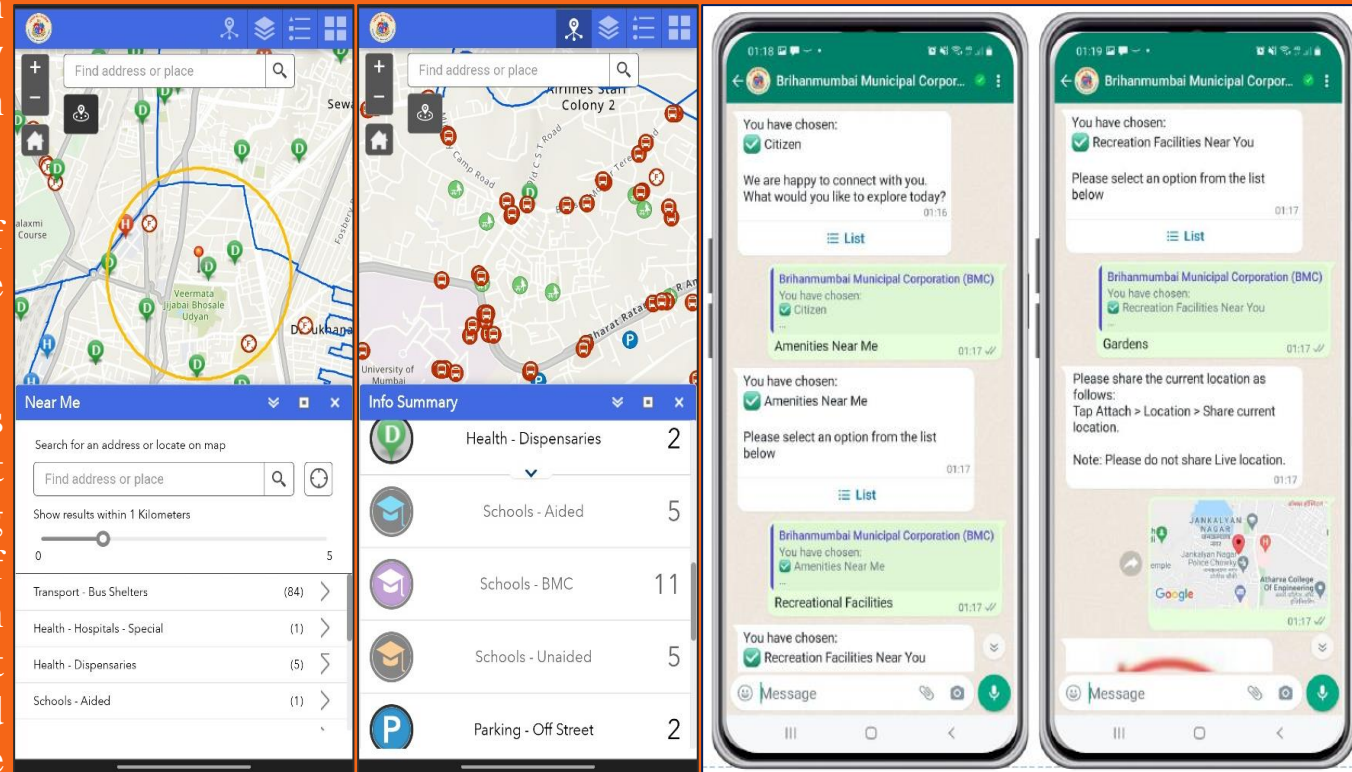
PURPOSE

1. Provide simple & intuitive application to citizen to find services and facilities in Mumbai and around their home or work location.

2. Extend the services and facilities to popular MyBMC Assist WhatsApp Chatbot so that the facilities reach wider set of audience.

THE IMPORTANT FEATURES AND FUNCTIONALITIES

1. Near Me tool: This tool allows citizens to search for nearest facilities & services in their vicinity starting from 200meters & till 5kms. User can alternatively drop a pin on any location in Mumbai and apply buffer as per their requirements and view nearest facilities & services. Fig.1 shows Near me tool with results displayed for 1km buffer.

2. Info Summary tool: Info summary tool provide the total count of each facility or services in the current map extent of the device screen. Fig. 2 shows the Info Summary tool below.

3. Fig.3 shows the BMC WhatsApp Chatbot application "Amenities Near me" feature. This feature can be activated by selecting it from the options in WhatsApp Chatbot main menu. On selecting the option the user will be prompted to select which type of service or facility they wish to find. Then the chatbot application will ask user to share their current location. Based on the current location of the user, a buffer with preselected value will be fired on the Web Map API and locations of the services will be displayed to the user. The results are hyperlinked and by clicking on the result, the location would open in the default navigation app of the mobile device.

METHODOLOGY

1. Identifying datasets

2. Data quality check

3. Selection of suitable Web GIS platform

4. Publishing GIS Web App

5. Extending GIS webservices to integrate it with MyBMC Assist WhatsApp Chatbot

KEY BENEFITS

1. Citizens can search for nearest facilities & services in their vicinity starting from 200meters & till 5kms.

2. Integration with MyBMC Assist WhatsApp Chatbot has helped to reach wider audience

3. Real time Information

4. Simple & Intuitive application

5. Helps citizens locate various BMC services & facilities like BMC Wards and Offices, Parking lots, Toilets, Schools, Gardens and open spaces, BMC hospitals.

ACHIEVEMENTS

BMC has won Special Mention in "**Urban Sector - Social Infrastructure Mapping**" for BMC's innovative **BMC on Map & WhatsApp Chatbot - Discover Amenities Near me** solution. BMC had participated in "**Urban Geospatial Data Stories Challenge 2022**" event organized by the **Ministry of Housing and Urban Affairs (MoHUA)**.

This event was organized by MoHUA as part of **Azadi ka Amrit Mahotsav (AKAM)** is an initiative of the Government of India to celebrate and commemorate 75 years of progressive India and the glorious history of its people, culture, and achievements.

This event called upon all storytellers, innovators, and disruptors to propose innovative solutions that address pressing urban challenges faced by Indian cities.