



Discover . Connect . Empower



**Unleash the Power of
Citizen Engagement
for a Resilient and
Secure Future**



In today's rapidly evolving world, the efficient delivery of essential utilities and citizen services in most cities remains disintegrated and chaotic. Scattered distribution of services, coupled with disjointed information and complex procedures, hinders citizen engagement and impedes effective access to vital resources. This not only affects the overall efficiency of services and resource utilization but also leaves citizens isolated and disengaged.

Additionally, the fragmented channels for incident reporting and emergency response, coupled with lengthy grievance-handling processes, lead to inefficiencies and distrust among citizens.

These challenges highlight the necessity of a citizen engagement portal to centralize service distribution, streamline reporting, improve grievance handling, facilitate local collaboration, and enhance information dissemination to gain active citizen participation in governance and decision-making.



A dynamic web portal strategically crafted to foster enhanced communication between various governmental bodies and citizens over a single, unified platform



NEC Mi-City: NEC's Citizen Engagement Portal is a transformative solution, revolutionizing citizen services, and promoting active citizen engagement. By centralizing utilities, simplifying procedures, and providing accessible information, all in one place, you can empower citizens to actively participate in governance and decision-making.

Forge stronger communities, where every citizen's voice matters, and the progress is driven by collaboration, transparency, and inclusivity.



Easy on-the-go access to essential services and information
Mobile App for both iOS and Android devices



User-friendly interface
Puts all the resources citizens need at citizens' fingertips



Ease like never before
Applying for permits and licenses, paying utility bills, accessing vital documents and information - replacing the long queues and the long wait!



Strong community collaboration
Real-time updates, live news, and local events, and participate in community initiatives

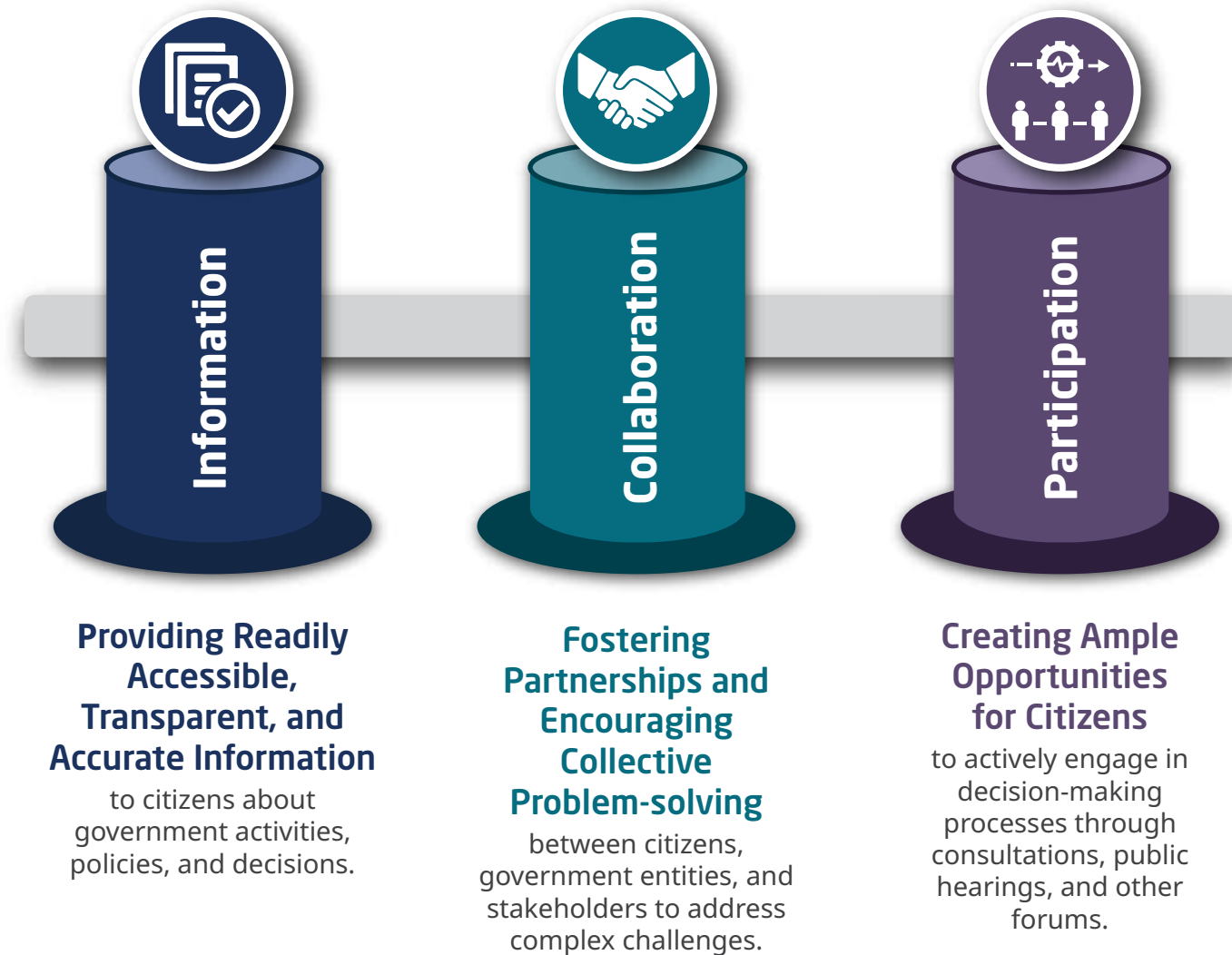


Comprehensive reporting mechanisms and data analytics
Enabling efficient service distribution and resource utilization

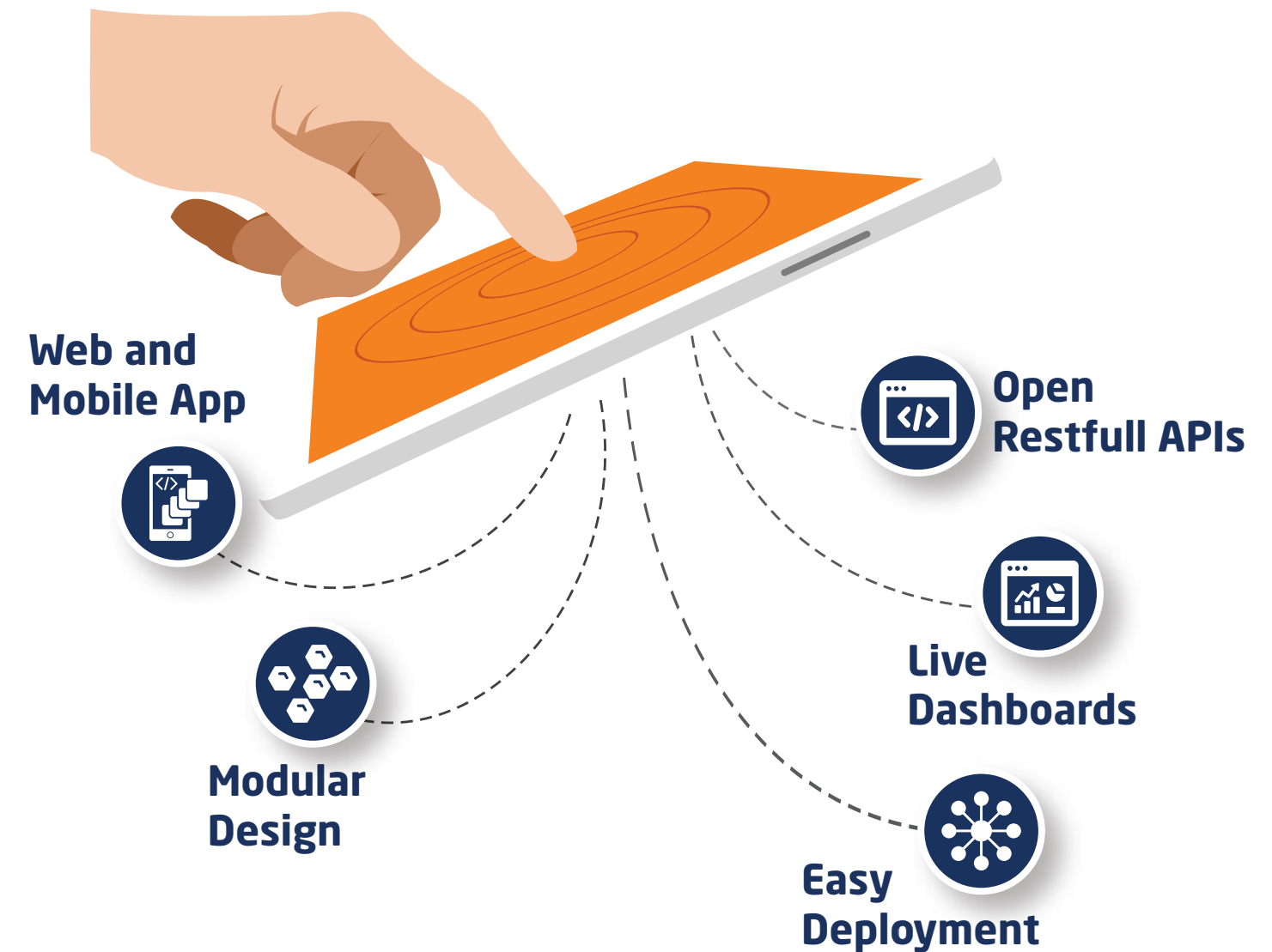


Simple grievance reporting and addressal procedures
Save time, effort, and build higher citizen trust

Three Pillars of Continuous Citizen Engagement



NEC Mi-City - Key Highlights



Improved Efficiency

Streamlines processes and reduces turnaround time, ensuring faster resolution of civil grievances faced by citizens.



Situational Intelligence

Empowers authorities with real-time data to understand and address citizens' issues effectively, enhancing overall governance and response mechanisms.



Citizen Engagement

Fosters an open and ongoing conversation with citizens to gauge their opinions, needs, and satisfaction levels, ensuring continuous improvement of services and policies.



Customer Satisfaction

Serves as a single window for service delivery, offering citizens a conventional and efficient way to access a wide range of government services. This integrated approach enhances customer satisfaction by minimizing bureaucratic processes and providing a seamless experience for citizens.

NEC Mi-City - Enabling a 360° Citizen Engagement

Unified Citizen Services Web Portal

- Convenient and efficient platform for citizens
- Centralized access to government services and information
- Streamlines processes and reduces bureaucracy
- Empowers citizens to easily navigate through services
- Saves time and effort for citizens

Unified Citizen Services Mobile App

- Services and information in citizens' hands
- On-the-go access to government services
- Interaction with local authorities
- Timely updates and notifications
- Instant engagement in community activities
- Enhanced convenience and connectivity and superior user experience

Incident Reporting & Tracking

- Report incidents, emergencies, or concerns
- Direct communication with relevant authorities
- Progress tracking of reported incidents
- Updates provided to citizens
- Improves response times
- Enhances overall safety

Booking & Payment System

- Simplifies scheduling appointments, facility reservations, and payments
- Eliminates manual paperwork
- Reduces queues
- Convenient online management of appointments and transactions for citizens

Chatbot

- Instant assistance and information
- Automated responses and intelligent algorithms
- Real-time support for citizens
- Ready list of frequently asked questions
- Guides citizens through processes
- Ensures prompt and accessible service 24/7

Integration with Smart Elements & Existing Applications

- Creates a connected ecosystem
- Seamlessly integrates with smart city infrastructure, IoT devices, and government applications
- Enables citizens to access and control services
- Monitors resources and promotes sustainability
- Encourages citizen participation in initiatives
- Fosters a smart and sustainable community

Analytics

- Provides valuable insights into citizen behaviour, preferences, and service usage patterns
- Enables data-driven decision-making for government entities
- Identifies areas for improvement
- Customizes the services to meet citizens' needs effectively
- Leads to more responsive and citizen-centric governance



NEC Mi-City – Best Suited For

Citizens

- **Ready Citizens' information** and service needs at fingertips
- **User-friendly platform** for individuals of all ages and backgrounds
- Provides **crucial information about local government**
- **Offers details** about government services, programs, events, and initiatives
- **Empowers citizens** to make informed decisions

Government Employees

- **Valuable tool** for government employees
- **User-friendly platform** for individuals of all ages and backgrounds
- **Enhances controllability** (as per the defined approval management system), and access (a part of CMS)
- **Improves productivity and effectiveness** of employees' day-to-day functioning
- **Streamlines internal processes**
- Supports the **delivery of quality services** to citizens

Business Owners

- **Facilitates interactions** between local government and business owners
- **Dedicated section for business owners to access** information on regulations, permits, licenses, and procurement opportunities
- Enables **access to information and participation** in discussions
- **Simplifies procedures** for businesses
- Fosters a **conducive environment for business growth** and entrepreneurship
- Encourages **economic growth and development**

Researchers and Academics

- **Rich source of information and data** for researchers and academics
- Provides **easy anytime-anywhere access** to reports, statistics, and historical data
- Provides **crucial information about local government**
- Enables **in-depth analysis and evidence-based decision-making**
- **Enhances transparency** in government policies and programs
- Supports the development of **innovative solutions to societal challenges**

Tourists and Visitors

- Provides **ready information** on local events, attractions, and services
- **Easy access** to details about upcoming events, popular tourist spots, transportation options, and amenities
- **Enhances visitor experience**
- **Promotes tourism** in the area generating higher income, employment, and growth opportunities
- **Boosts local economy** and overall area development

Non-Profit Organizations

- **Platform for collaboration** with government agencies and stakeholders
- **Enables access** to information and participation in discussions
- **Facilitates partnerships** between organizations and government for joint initiatives
- **Enhances efficiency and effectiveness** of service delivery
- **Promotes social welfare** and community development



The NEC Advantage

NEC is a leader in the integration of IT and network technologies and brings more than 120 years of expertise in technological innovation to provide solutions for empowering people, businesses, and society.

NEC Mi-City, Citizen Engagement Portal serves as a digital hub where citizens can actively participate in shaping the policies, programs, and decisions that affect their lives. With our Citizen Engagement Portal, citizens will have the power to connect with fellow community members, exchange ideas, and contribute to the development and improvement of the city, region, and the nation. Whether the citizens have innovative solutions, concerns, or suggestions, this platform empowers them to make their voice heard.





Orchestrating a brighter world

NEC



Mi-City

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For a Resilient and Secure Future**



NEC

1899
Established

160+
Countries

106K
Employees

49K+
Patents

For further queries & demonstration, please contact

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