

Project Details: NAeG/14-15/00119

Project id -	NAeG/14-15/00119
Name of The Project	Virtual Civic Center - Anywhere Anytime Civic Center
Category of Award Applying for	Incremental Innovations in existing projects
From :	21-12-2012
To :	15-07-2013
Year of National e-Governance Award	2007
Summary/Objective of the project	<p>The Virtual Civic Center of SMC aims to attain the following objectives: - To extend the services offered from Physical Civic Centers through Virtual Civic Center (online through www.suratmunicipal.gov.in) with a view to offer easy and convenient channel for service delivery to citizens. - To empower the citizen by offering various services at their doorstep. It is an extension of the physical city civic center. It is an alternate channel of service delivery. Services of Virtual Civic Center are accessible from www.suratmunicipal.gov.in. With Virtual Civic Center the services of SMC are now accessible from anywhere at anytime. Moreover, the services are offered free of cost. Maximum inclusion has been ensured by incorporating more than 110 payment options covering all major banks, debit cards and credit cards. The Virtual Civic Center offers most of the services that are offered through physical City Civic Center. It overcomes various constrains attached with physical mode of service delivery in terms of geographical presence, time constrain, one-to-one service, etc.</p> <p>Surat is a city with about 4.46 million population (census 2011) spread across 326 square kms. As per the estimates the current population might be over 5 million. The Virtual Civic Center is beneficial to all those who want to access the services of Surat Municipal Corporation. It is beneficial to all the citizens of the Surat city. The services which were earlier available through physical civic centers within the city are now accessible from any part of city, state, country or outside.</p>
Beneficiary of the project	
Details of Project Head	
Name	Milind Torawane (IAS)
Designation	Municipal Commissioner
Gender	Male
Address	Surat Municipal Corporation Gordhandas Chokhawala Marg, Muglisara, Surat
Pincode	395003
State	Gujarat
Phone Number	2612423750
Mobile Number	9724345000
Email-ID	commissioner@suratmunicipal.org
Details of team members, if any, other than Project Head:-	
Name(1st team member)	C Y Bhatt
Designation(1st team member)	Deputy Commissioner
Name(2nd team member)	Devang Patel
Designation(2nd team member)	Executive Assistant (ISD)
Name(3rd team member)	Jigar Patel
Designation(3rd team member)	Assistant Engineer (Computer)
Name(4th team member)	Rakesh Rana
Designation(4th team member)	Assistant Engineer (Computer)
Name(5th team member)	Manish Tankaria
Designation(5th team member)	Assistant Engineer (Electronics)
Name(6th team member)	Chitrang Parmar
Designation(6th team member)	Assistant Engineer (Electronics)
Supporting documents:-	<p>Document proof of previous award</p> <p>Award Specific Form</p> <p>Self Certification by the Project Head</p>