

# e-Sabha Application for Smart Cities

Project Funded by: The Asia Foundation

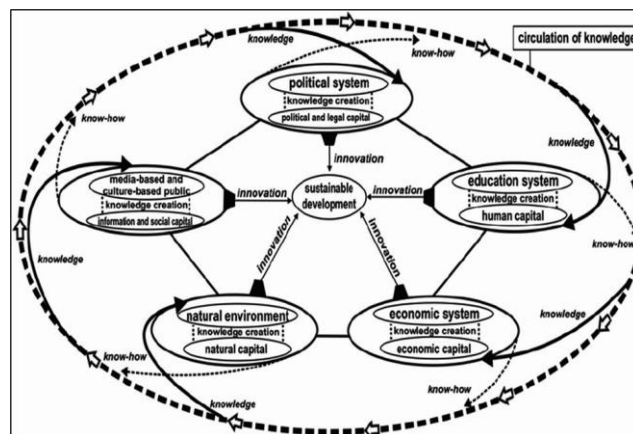


Figure 1- Quintuple Helix Model

“Right to Voice Project” is a people’s campaign working group-supporting multilateral community Intervention for strengthening democracy & governance capacity of local authorities in Galle District. Project has two main overall goals to achieve.

They are,

- Vision -Sustainably Developed Galle District with active citizen participation in local governance.
- Goal- Active and engaged citizenry informing and influencing local governance.

Based on that, e-Sabha App introduce into the Galle Municipal Council, Hikkaduwa Urban Council, Bope-Poddala Pradeshiya Sabha, Akmeemana Pradeshiya Sabha, Baddegama Pradeshiya Sabha, Rajgama Pradeshiya Sabha, Yakkalamulla Pradeshiya Sabha, Nagoda Pradeshiya Sabha, Welivitiya-Divithura Pradeshiya Sabha and Habaraduwa Pradeshiya Sabha.

e-Sabha app mainly targets for inform of community issues & development proposals into Local Government via community and increase responsiveness of community issues and complains by Local Government.

A **smart city concept** is a designation given to a city that incorporates information and communication technologies (ICT) to enhance the quality and performance of urban services such as energy, transportation and utilities in order to reduce resource consumption, wastage and overall costs. The overarching aim of a smart city is to enhance the quality of living for its citizens through smart technology.

The **Quintuple Helix** is a model of innovation that can tackle existing challenges of global through the application of knowledge and know-how as it focuses on the social (societal) exchange and transfer of knowledge inside the subsystems of a specific state or nation-state (see Barth [2011a], pp. 5–7).

According to the smart city concept through e-Sabha Mobile App create good relationship among Local Government and community. Community can download app via Google Play Store and Enter phone number click proceed. Receive an OTP via SMS (Yet to implement with mobitel). Insert OTP and sign in. If the user is not a registered member, they will be prompted to the registration screen and will have to input First Name, Last name, Email and the NIC. After registration the user will be prompted to the onboarding tutorial. Then after that the home screen.

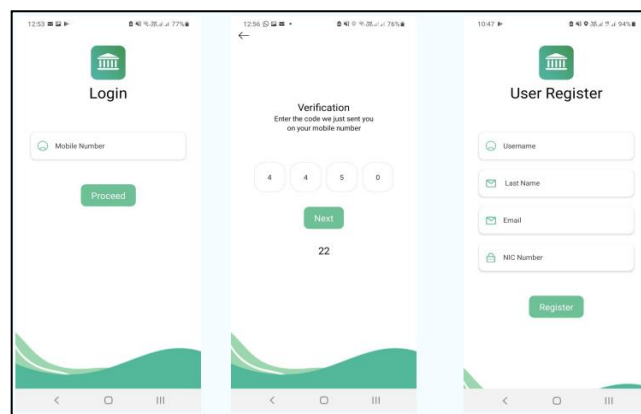


Figure 2- e-Sabha App Login

App's home screen is containing some summaries and the types of complaints that can be made. Community can change the language to Sinhala from settings and all screens will change language into Sinhala. The app works with both Sinhala and English. The bottom navigation contains Home, Ratings, New complaint, Messages and Settings respectively.

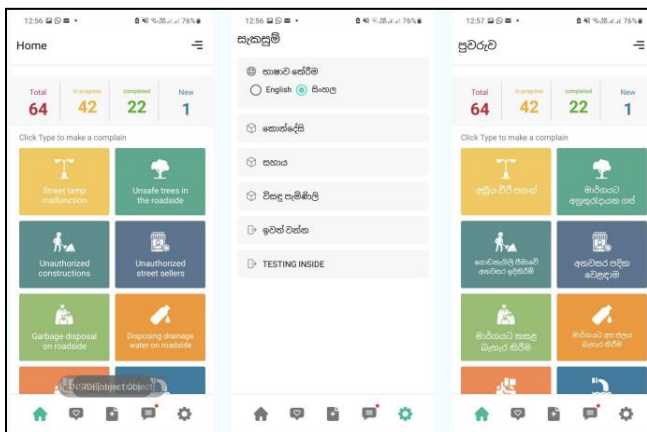


Figure 3- e-Sabha App Home screen

Ratings screen contains reviews and community can select one council to check the comments and ratings left.

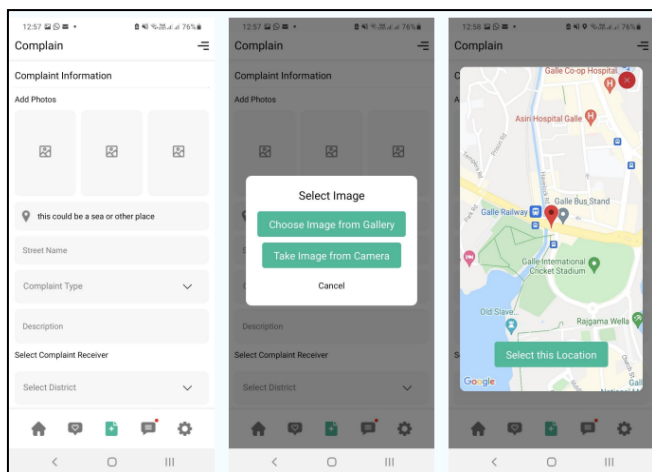


Figure 4- e-Sabha App Complain Process

Main area is complaint process. App contains list of issues. They are, street lamp malfunction, unsafe trees in the roadside, unauthorized constructions, unauthorized street sellers, garbage disposal on roadside, disposing drainage water on roadside and etc.

Complaint process can be select three images related to issues, select location with adding information of the issue occur and selecting relevant local authority.

Based on that local authority can access complaint and they can download it as document via Application.

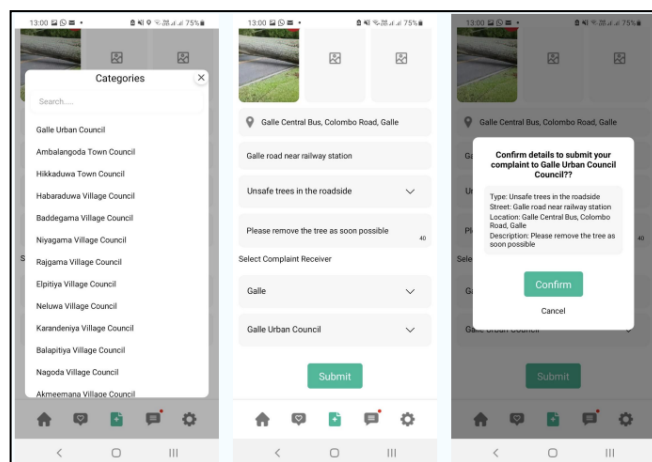


Figure 4- e-Sabha App Complaint Process

This can be effective way to built bridge among Local Government and community with increase to relationship.

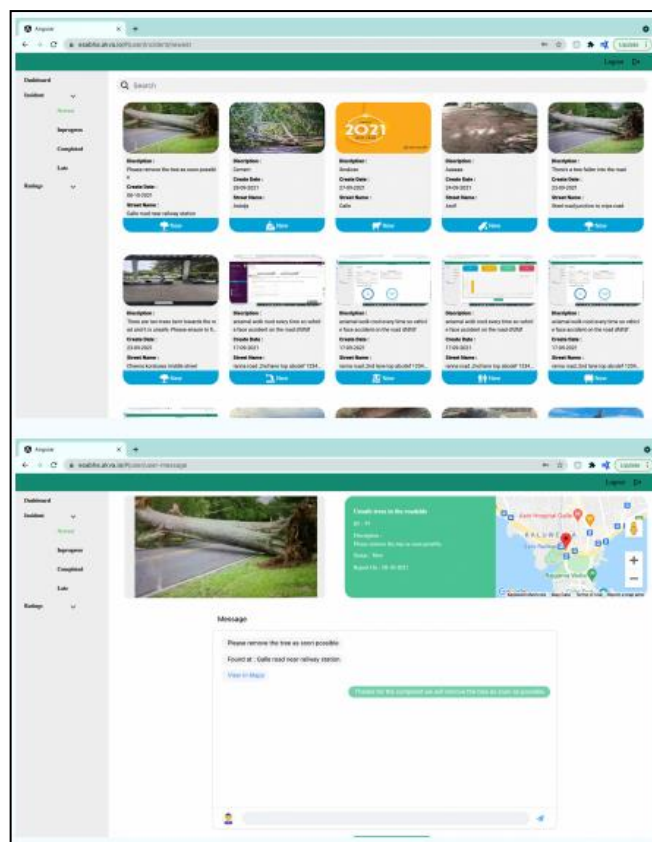


Figure 5- Officers and Admin Login

Technology, which brings together tools to promote development, use and information exchange, has as its main objective of making tasks easier and the solving of many problems of mankind. The development of new technologies helps to save lives; it improves work and makes the world better.