

## Mor Raipur App - Empowering Citizen and RMC Officials

### Overview of MOR Raipur App

The Mor Raipur App is contributing remarkably to the smart city ecosystem in a fantastic manner. It's a nationally award-winning app that not only prioritizes citizen-centric facilities but also focuses on enhancing the ease for Municipal Corporation officers. Additionally, it has seen a significant surge in revenue.



### Key Features of MOR Raipur App

This innovative endeavour embraces a multitude of key features including:

- Property Tax
- Mutation
- New Water Connection
- BPMS
- DDN
- Complaints
- Informative Services
- Near Me



### Outcomes/Impact

- **Total Grievances (01/01/2023 to 31/12/2023) :**
  - Total Grievances received through app : 1,653
  - Solved Grievances : 1,653
- **Property Tax Collection :**
  - Total No of Tax Payer: 328991
  - Total Online Collections: 31,28,70,459
  - Total Payment By Mor Raipur App: 2,35,75,737
- **Online Mutation :**
  - Total Application Received: 6438
  - Total Approved Application: 5523
  - Total Fee Received: 2575200\*
  - \*Application charges Rs 400 only
- **Water Connection :**
  - Total Application Received: 450
  - Total Approved Application: 450
  - Application charges Rs 10 only

### Revolutionizing of Mor Raipur App

The Mor Raipur App has revolutionized citizen services, leading to several key improvements:

- ✓ Reduced Cost,
- ✓ Time Saving,
- ✓ Easy Reach,
- ✓ Improved Services,
- ✓ Online Payment,
- ✓ Data Security.