

Innovative Digital Initiative: Delhi Cantonment Board launches Swachhata Monitoring & Automated Reporting Tool

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The Delhi Cantonment Board (DCB) has launched Swachhata Monitoring & Automated Reporting Tool (SMART) for enhanced effectiveness and transparency in the monitoring of sanitation & civic services across the area. This innovative digital solution addresses the challenges faced by DCB due to manual reporting, delayed data collection, and fragmented monitoring. SMART automates data collection, streamlines reporting and strengthens performance monitoring. Its key features and benefits include:

- **Real-Time Monitoring:** Enables real-time tracking of works carried out by staff across sanitation, horticulture, civil, and electrical departments.
- **Automated Reporting:** Reduces manual effort by generating accurate and timely reports for informed decision-making.
- **User Role Management:** Provides secure, role-based access aligned with user responsibilities.
- **Centralised Dashboard:** Offers a single platform for monitoring key performance indicators across all departments.
- **Enhanced Accountability:** Improves operational workflows by ensuring timely submission of verified data.

The tool features a four-tier monitoring system *i.e.*, CEO, Officer In-Charge, ASI and Supervisors, which ensures timely submission, verification and review of all departmental works. Supervisors submit daily updates, ASIs act as backup, Officers In-Charge track performance, and the CEO leverages consolidated reports for strategic interventions.

To further enhance the efficiency and effectiveness of the SMART software, AI-enabled analytical capabilities are being integrated into the system as a pilot initiative. These capabilities will enable SMART to minimise human intervention, analyse operational data, identify recurring issues and support proactive decision-making. Through AI-driven analytics, the system will automatically highlight problem areas and prioritise locations requiring immediate intervention. The AI module will also assist in automated issue classification, intelligent alerts, and performance analytics, enabling senior officials to monitor trends, evaluate staff productivity, and deploy resources more efficiently.

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