

‘Sobar Dhaka’: DNCC launches app to ensure citizen services

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Dhaka: To make access to citizen services easier, Dhaka North City Corporation (DNCC) on January 11 introduced an app -- "Sobar Dhaka".

"Residents of DNCC will be able to enjoy the civic facilities through the app easily," said Mayor Atiqul Islam at a launch event.

Local Government and Rural Development (LGRD) Minister Md Tazul Islam inaugurated the app at the capital's Krishibid Institute auditorium at a programme to commemorate Bangabandhu's Homecoming Day.

The mayor said the app will help improve the accountability of government services. "As a mayor, I, along with councillors, have to be accountable to citizens," he said.

The main objective of the app is to improve the living standard of DNCC residents by ensuring that services are delivered and accurate information is provided.

The app lets residents make complaints to [DNCC](#) directly on eight issues -- mosquito, road, street lights, garbage, waterlogging, public toilets, drainage and illegal structures.

Users will also be able to advise the city corporation through the app to help build a healthy, moveable and modern city, the mayor said.

The process involves a user posting a comment with a relevant picture. This will in turn reach the relevant authorities of DNCC wards and zones, said Atiqul.

The app will allow residents of DNCC to be able to identify the area of their problems through GPS tracking. It also includes an emergency service where people will get national emergency helpline numbers like 999 and 333. There will be a special feature for children named "Emergency Alert", and emergency numbers of different government agencies.

A section of the app, "Ajker Dhaka", will let citizens get information about the day's events like exhibitions, training and different social programmes.

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