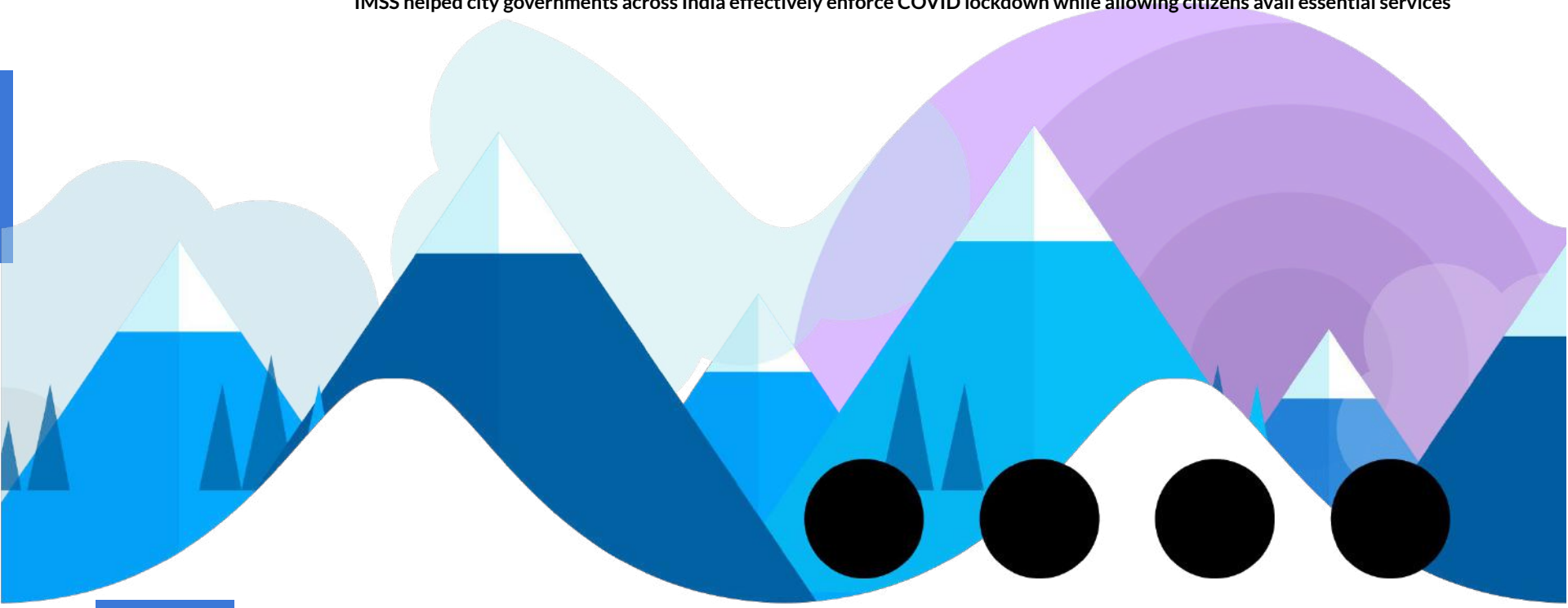




A Case Study

IMSS automates lockdown pass issuance for citizen movement

IMSS helped city governments across India effectively enforce COVID lockdown while allowing citizens avail essential services



Client Profile

The client is a City Municipal Authority in India.

The client is an urban local body that administers a city of population of over 2 million. It interacts directly with the state government, though it is administratively part of the district it is located in.



Summary

The City Municipal Authority in India needs to authorize the movement of essential services and delivery executives of various service providers (Amazon, 1mg, Flipkart, Zomato, Swiggy etc.)

The service provider's managers must send a bulk list of essential personnel to state agencies for Lockdown ePass approval generation. The State Agency accordingly issues curfew passes to designated personnel.

IMSS designed and developed UiPath bots that helped speed up this process significantly offloading manual process from government teams and allowing essential services organizations to quickly receive the lockdown passes.

Opportunity

Due to COVID-19 Pandemic, there is mammoth task before the Government agencies to Collate, Monitor, Track and Report data around various aspects of the Pandemic Surveillance and Controlling.

Due to the lockdown, there is a huge surge in requests for curfew pass generation and issuance. Turn-around time for this activity was critical and the government officials were overloaded with many other critical operations. Hence it was essential to speed up this process significantly, offload manual processes from Government teams and allow essential service organizations to quickly receive the curfew passes.

Solution

- IMSS implemented UiPath bots to extract designated emails from issuance list and automatically generate a curfew pass with necessary details in their required template.
- A QR Code is also generated and the link is shared with the pass holder via SMS to the registered mobile number.
- The Bots then populate a report detailing the number of personnel whom the passes are issued to. This allows government authorities to monitor and manage the total number of people authorized for movement in their cities.

Customer Testimonial

“Partnering with IMSS

Automate Garage resulted in significant time saving for our team during the pandemic. The automation is really helping us focus on other important aspects of the crisis while the BOTs deliver great speed and accuracy.”

— **The Office of the Collector**
District Collectorate

Results

The Municipality receives hundreds of epass requests in a day. Typically an official takes a minimum of 5 minutes to create one ePass when done manually thus 100 passes would take more than 8 hours. The UiPath RPA BOT implemented is able to create 100 ePasses in 30 minutes.

Apart from the fast turnaround time, following are the other benefits from the solution:

- Enable movement of essential services personnel around curfew
- Process passes in bulk
- Relieve stressed teams from manual processing
- Visibility to monitor city movement

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Integra Micro Software Services (P) Ltd.
#4, Bellary Road, 12th km, Jakkur,
Bangalore - 560 064, Karnataka, India

Phone: +91-80-28565801
Fax: +91-80-28565800
Email: business@imss.work

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