Title	City Solve
Organisation	Midvaal Local Municipality, Gauteng Province
Innovation	City Solve integrates the entire application process for land use, site development, and building plan approvals into a single, seamless, web-based platform. The following are its key features: • Automation of complex processes: City Solve automates the end-to-end application process, from submission to final approval. It employs advanced algorithms to automatically check applications for compliance with municipal regulations, reducing the need for manual intervention and minimising errors. • Real time communication and transparency: The system provides real-time updates and notifications to applicants, keeping them informed at every stage of the process. • Integrated reporting and analytics: City Solve includes a robust reporting and analytics module that offers real-time insights into application statuses, processing times, and departmental performance. • Scalability and accessibility: The system is built on scalable, cloud-based infrastructure and can be accessed on any device internet connection.
Impact	• Improved turn-around time: By streamlining workflows and eliminating bottlenecks, City Solve has reduced the time required to process applications. This efficiency not only meets, but improves service delivery targets, enhancing citizen satisfaction. Application approvals were reduced from several weeks to less than 10 days. • Data-driven decision making: City Solves' integrated reporting and analytics module provides the municipality with real-time insight into application statuses, processing times, and departmental performance. • Increased number of beneficiaries: Since implementing City Solve, the municipality has processed over 2,400 applications annually, up from 1500 before its introduction. • Cost savings: By automating manual tasks, City Solve has reduced the need for overtime and manual data entry, saving the municipality approximately 20% in operational costs related to these processes.