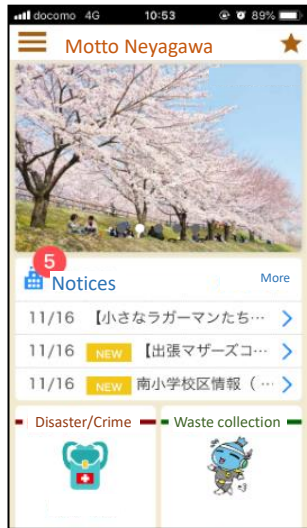
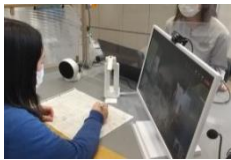


Neyagawa Model — Provision of online administrative services

Neyagawa City



City's official app 'Motto Neyagawa'



Three-party communication tool

Situation (background, aims, etc.)

Neyagawa City is striving to make life more convenient and efficient through its 'Smart Neyagawa' initiative. By leveraging digital technology, the city aims to resolve social challenges and unlock new possibilities.

Some specific initiatives include; extending municipal office hours from 8:00 to 20:00 to reduce congestion; and offering more administrative tasks online, eliminating the need for residents to visit offices in person, saving time and also reducing the inconvenience of travel.

Details (project outline, etc.)

◆ The city's official app 'Motto Neyagawa'

Examples:

- 'Notification function' using push notifications
- 'Report posting' function allowing residents to provide us with information
- 'What type of waste is it?' function allowing residents to provide images of waste, enabling us to advise on what type of waste is pictured

◆ 'No visiting' incentive: reduces the need of residents to visit municipal offices with these options:

- Online consultations
- A booking system for service counters at public facilities
- Digitisation of administrative tasks

◆ 'No waiting' incentive: saves residents time by using a service counter booking system reducing the need to wait

◆ 'No need to move around' incentive: residents do not have to move to different service counters, as they can use a three-party communication tool

◆ Smartphone classes for elderly people

Results (features and innovations, future developments, etc.)

- The city's official app 'Motto Neyagawa' has been installed approximately 70,000 times
- Digitisation of administrative tasks
- The percentage of administrative procedures applied for online by residents:
 - End of fiscal year 2021: 36.3 %
 - End of fiscal year 2022: 42.2 %
- Administrative procedures have adapted to residents' lifestyles, resulting in less time spent commuting and waiting time by residents, and less time spent by staff in dealing with the customers