

FIJI Island

900,000 + Citizens

13 Municipal Councils



















If you are the Authority

How
do you
Know



ManKiwwa

If you are a Citizen

What
would
you
do



ManKiwwa













JAN
2019

FIJI

THE ESSENTIAL HEADLINE DATA YOU NEED TO UNDERSTAND MOBILE, INTERNET, AND SOCIAL MEDIA USE



TOTAL
POPULATION



915.5
THOUSAND

URBANISATION:

57%

MOBILE
SUBSCRIPTIONS



1.19
MILLION

vs. POPULATION:

130%

INTERNET
USERS



550.0
THOUSAND

PENETRATION:

60%

ACTIVE SOCIAL
MEDIA USERS



550.0
THOUSAND

PENETRATION:

60%

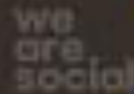
MOBILE SOCIAL
MEDIA USERS



530.0
THOUSAND

PENETRATION:

58%



SOURCES: POPULATION: UNITED NATIONS; U.S. CENSUS BUREAU; **MOBILE:** GSMA INTELLIGENCE; **INTERNET:** INTERNETWORLDSTATS; ITU; WORLD BANK; CIA WORLD FACTBOOK; EUROSTAT; LOCAL GOVERNMENT BODIES AND REGULATORY AUTHORITIES; MIDEASTMEDIA.ORG; REPORTS IN REFUSABLE MEDIA; **SOCIAL MEDIA:** PLATFORMS' SELF-SERVE ADVERTISING TOOLS; PRESS RELEASES AND INVESTOR EARNINGS ANNOUNCEMENTS; ARAB SOCIAL MEDIA REPORT; TECHRASA; NING AG HALL; ROSE.RU (ALL LATEST AVAILABLE DATA IN JANUARY 2019).



Hootsuite



ManKiwwa





ManKiwwa

මංකිව්වා



Available on the
App Store



Get it on
Google play



ManKiwwa

1. OPEN
2. CLICK
3. REPORT



BRIDGING THE GAP BETWEEN PEOPLE AND POWER



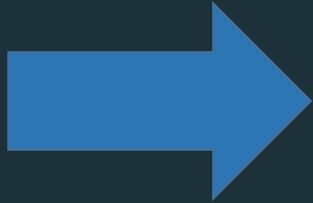
“ManKiwwa” is a,

Service

What
authorities
get?



ManKiwwa



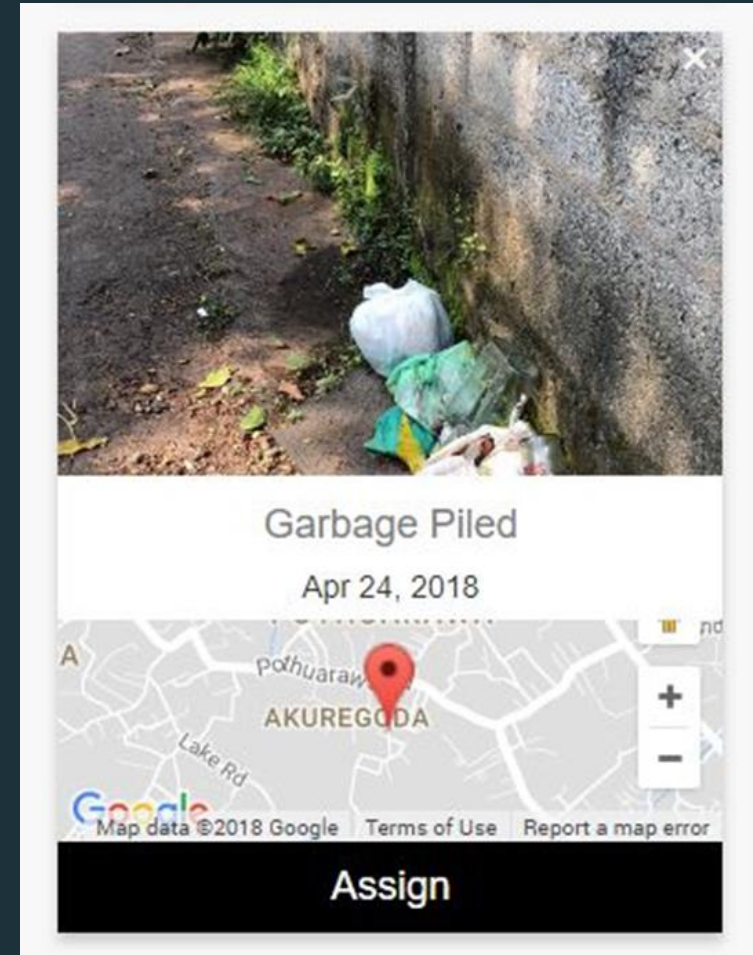
Garbage Piled 25	Accident 20	Broken Road 10	Heavy Rain 9	Fire 6
Fight 5	No Electricity 5	Flood 5	Landslide 5	Fallen Tree 4
Blown Street Lamp 4	Illegal Activity 3	Lost/Missing Person 2	Dead/Collapsed 2	Dengue 2
Help Me 2	Broken Water Pipe 2	Broken Sewage 2	Blocked Canal 2	Unrecognized Parcel 1
Earthquake 1	Robbery 1	Shooting 1	Animal Attack 1	Insurance 1

Realtime updates about the issues

Image of the Issue

Location of the Issue

Reported date & time



Dashboard

All Events



Garbage Piled

25

Accident

20

Broken Road

10

Heavy Rain

9

Fire

6

Fight

5

No Electricity

5

Flood

5

Landslide

5

Fallen Tree

4

Blown Street Lamp

4

Illegal Activity

3

Lost/Missing Person

2

Dead/Collapsed

2

Dengue

2

Help Me

2

Broken Water Pipe

2

Broken Sewage

2

Blocked Canal

2

Unrecognized Parcel

1

Earthquake

1

Robbery

1

Shooting

1

Animal Attack

1

Insurance

1





Garbage Piled

Apr 24, 2018



Assign



Garbage Piled

Apr 24, 2018

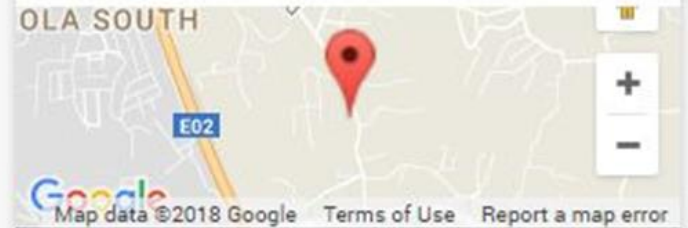


Assign



Garbage Piled

Apr 22, 2018



Assign

Work Order Form



Garbage Piled

ID : #379
Reported on 2018-04-24 08:45 AM

Assign To

Department

Public Service

Comment





Garbage Piled

May 10, 2018



On Progress



Garbage Piled

May 10, 2018

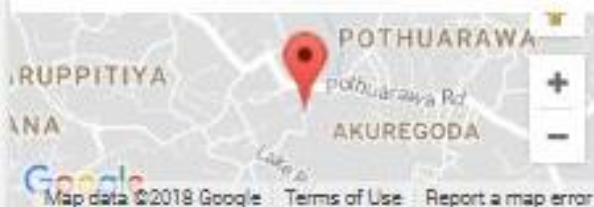


On Hold



Garbage Piled

May 10, 2018



Assign



Garbage Piled

May 10, 2018



On Progress



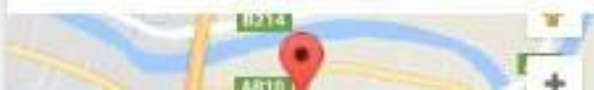
Garbage Piled

May 10, 2018



Garbage Piled

May 7, 2018



Garbage Piled

May 5, 2018

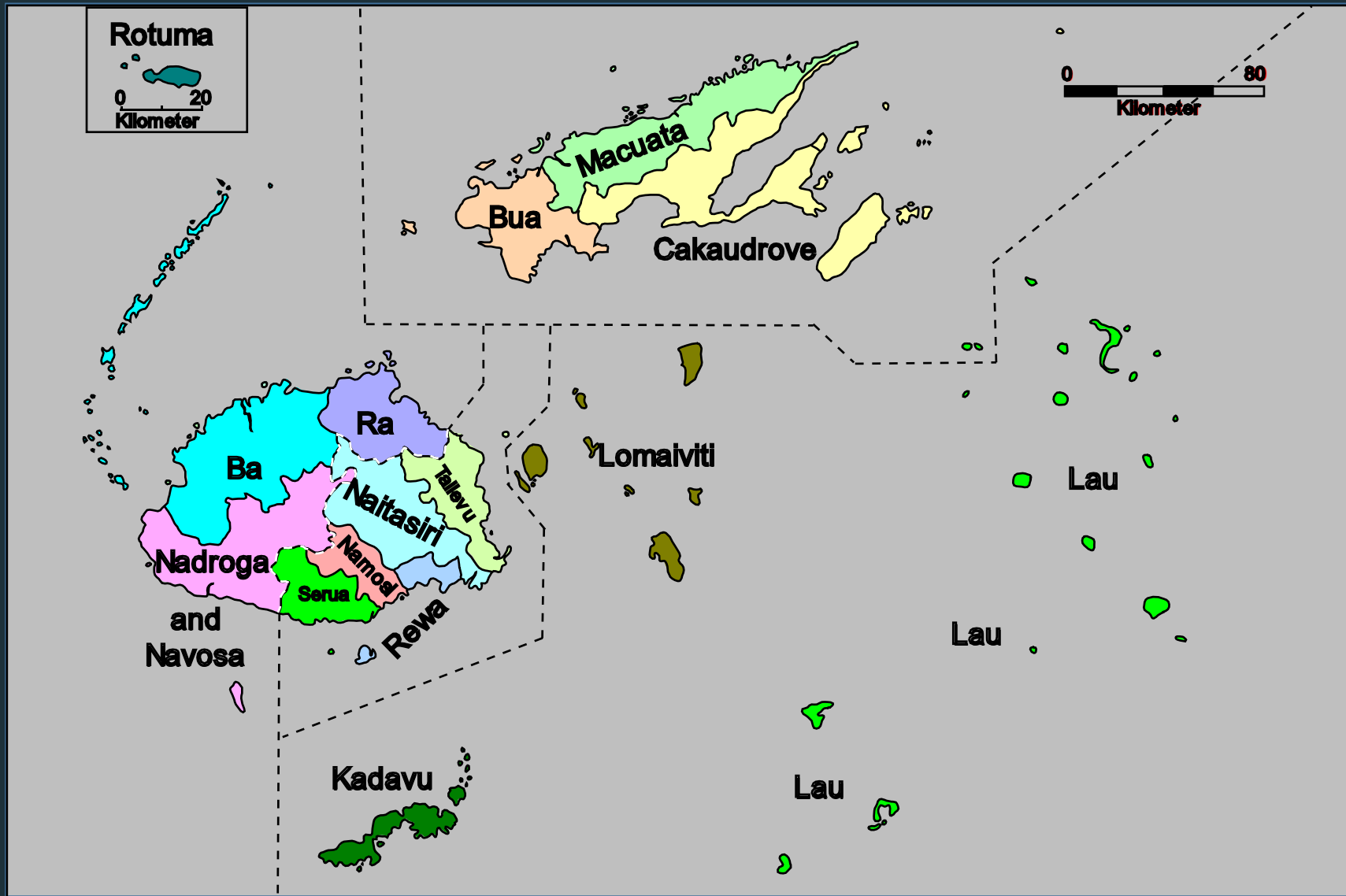


Garbage Piled

May 4, 2018



Uniqueness of the Solution





Type your message here

Send



Mankiwwa

Report issues from the App



Help the Authorities
Help them back

TO BE

SUCCESSFUL



ManKiwwa







ManKiwwa

BY UWIN LUGODA

A major breakthrough in the technological field was the introduction of applications. From the very beginning, apps were used to bring convenience and efficiency to people's day-to-day lives, covering a wide scope of areas. This concept, however, was elevated to a whole new level in recent years, as apps were launched for everything from transport to finding a date. But what about an app that not only makes our everyday lives easier, but also fixes the issues we face daily? This is where "ManKiwwa" comes in.

ManKiwwa is one of the latest apps to hit the Sri Lankan market and is one of the few apps that help society move forward as a whole. Local authorities are notoriously slow at repairing or upgrading infrastructure-related issues. While there is a myriad of reasons for this, a primary factor is the inefficiency in raising awareness in a timely and consistent manner. This is due to the lack of communication with the public. The lack of communication on the part of the public can be attributed to not knowing whom these problems should be reported to; with around 342 local authorities spread across Sri Lanka, it is easy to confuse which authority one should reach to seek support.

Problems also arise when the authorities don't receive enough information on the problem, i.e. what is broken and where. The current procedure dictates that although a civilian calls/visits the authority and informs them about the problem, the inability to keep tabs on the situation would eventually lead to it being overlooked.

Many solutions in one app

ManKiwwa Founder Shohan Kulasekera created the app to solve these problems by connecting both the public and local authorities on one platform.

"I got the idea when I saw people post public issues on social media platforms like Facebook, but this isn't the proper solution to the

Blocked drains to broken lamps The app that helps fix issues

● **ManKiwwa signs up four local authorities in three months**



problem. I feel people are reluctant to go to the authorities and inform them of an issue if it isn't personally affecting them. ManKiwwa digitises the process of informing the authorities by directly connecting citizens with the relevant authorities, making it convenient for them to play a role towards the betterment of the country in the long run," Kulasekera explained.

The system is fully automated requiring zero human involvement. All one has to do is take a picture of the problem, for example a blocked drain or a broken traffic light, select the issue, and send it. Then, the app automatically geotags the area via Google Maps after which the app sends the information to the closest relevant authorities. The app also keeps the reporter anonymous to both the authorities as well as the app developers to ensure complete privacy. The citizen will then receive updates on the status of the problem, allowing a two-way communication between the authority and the citizen



ManKiwwa Founder Shohan Kulasekera

– a feature soon to be available with the app's next update. "Sometimes, when an individual reports something like a broken lamp post, there could be a small delay from the authority's side for reasons like not having the particular type of bulb needed at that moment. In that case, the app allows that authority to message the citizen to inform them of the issue. This assures the citizen that the problem isn't overlooked,"

Kulasekera added.

This app looks to make processes convenient for the local authorities as well. The relevant authority gets an email once a citizen sends a problem. This email will be sent to the head of the authority, commissioner, and department heads, making sure the issue gets the attention it needs. The app then provides the authority with a dashboard containing the location, the issue, and the photograph uploaded by the citizen. This gives all relevant officers of the authority the information necessary to understand the problem and decide who to assign to fix it. The process is taken a step further by updating the citizen whenever a task is completed.

Since its launch in April last year, four authorities have signed up with the app – Gampaha Municipal Council, Negombo Municipal Council, Attanagalla Pradeshiya Sabha (PS), and Kuliyaipitiya Urban Council – with the Biyagama PS and Kuliyaipitiya PS also looking to join this month.

"The app first launched in April, but I started earlier this year because I had to do a lot of research and testing. It took me six months to convince one authority."

Positive responses

At the moment, ManKiwwa does not have any key performance indicators (KPI). Choosing to solely focus on getting the authorities to join at present, Kulasekera stated that KPIs will be introduced later, adding: "We cannot overrule the authorities, so we have to just work with them, introduce this app, and then show them the importance of this solution. We can then focus on the KPIs."

The ManKiwwa team not only helps local authorities incorporate the app into their systems, but also trains them on how to use it and helps them transition from the old method. This led ManKiwwa to one of its biggest challenges – getting local authorities to join the initiative. It took Kulasekera six months to convince officials at one authority the Gampaha Municipal Council – to come on board with ManKiwwa. However, since then, the council responded positively to the app and has acknowledged its usefulness and value addition.

Kulasekera mentioned that 95% of the responses from the local authorities were positive, with a very few people being hard to convince. But with tremendous positive responses from the public and 2,000-plus downloads, he believes it will be easier to convince the remaining 5%.

"Because of ManKiwwa, authorities can now speed up their process. For example, a broken street light which would have taken at least a couple of days to get fixed can now be fixed in a day."

Another challenge Kulasekera wants to overcome is getting people to use the app for reports, rather than posting it on social media.

Although posting on sites like Facebook and Instagram garners a lot of attention, it rarely gets the job done, often leading to the problem being completely overlooked and forgotten. He went on to say that this creates a lapse since the information usually does not reach the right people in these authorities. Therefore, he said, it was important the citizens played an active role in using the app to get the work done by helping the authorities help themselves.

While the app is free to download for the public, he expects to charge a subscription fee from the authorities as the service provided by the app goes well beyond merely presenting the app. The subscriptions are set to be allotted for maintenance and future developments of the app.

"This is going to be a service from me where I give year-round support. I will be involved in the whole process, with both the people and the authorities."

Future prospects

Speaking about the future of ManKiwwa, Kulasekera stated that there will be a lot more value-added features and AI involvement in the app. The second phase of the app will see it gathering data to estimate future problems and help authorities plan ahead to face them. He also stated that he hopes to make the app usable islandwide by getting the rest of the authorities on board within the next two years.

"This is not only part of introducing a solution – this is part of transforming the government authorities as well. We don't simply provide the solution and a platform. We sit with them, we work with them, and we train them on how to use it. So it's a bigger role than what you see or assume because just providing people the mobile app is not going to solve any problems," Kulasekera concluded.

ManKiwwa App: Empowering citizen-led reporting, bags 3 national innovation awards

MANKIWWA, Sri Lanka's only self-help citizen-led governing app bags three awards for innovation and social impact at Sri Lanka's top ICT awards. ManKiwwa won Silver award at National Best Quality ICT Award (NBQSA) 2018 organised by BCS Sri Lanka, won Merit award for Inclusion and Empowerment at eSwabhimani 2018, Digital Social Impact Awards organised by ICTA and 1st Runner up award for Best Use of Mobile in the Information Industry at the SLT 01 Awards organised by Sri Lanka Telecom.



ManKiwwa is a public incident, emergency reporting and call for help app developed by Kubeira IT Park Ltd. The app is built to empower the public to take initiative and action on a number of incidents and emergency situations that may seem helpless. It is also built to provide security and protection to the public in emergency or dangerous situations where they can call for immediate help.

"This app addresses most of the day-to-day concerns we face as citizens and helps bring them to the attention of those who can be of assistance," said Shohan Kulasekera, Founder ManKiwwa and Director Kubeira IT Park Ltd. and Kubeira Holdings Ltd.

He said that the biggest barrier for authorities to help citizens is the disconnection between them and the citizens. By bridging this gap with ManKiwwa, authorities can swiftly engage multiple types of resources to manage and address different types of incidents at a fraction of time. "It's just simple, the public can download the 'ManKiwwa' app from App store or Play store for free and just start reporting," Kulasekera said.

ManKiwwa app supports a variety of situation

and personal emergencies promptly notifying the relevant authorities in concern. Some possible situations include robbery, fights, dengue suspects, shooting, violence, blown street lamps, piled garbage, dead or collapsed persons, broken roads, floods, cyclones, landslides, earthquake, illegal activities, heavy rain, broken water pipes or sewage, anonymous parcels, lost and missing persons, even personal emergencies such as animal attacks, electricity breakdowns or notify your loved ones in an emergency.

The app allows image and video capturing and reporting to relevant local authority or emergency services, while identifying the geo location of the incident or emergency. The app also allows response monitoring for users and a host of planning, activating and response management features for authorities.

One of the key features of the ManKiwwa app is it's an anonymous reporting feature where users do not require to disclose any information about themselves. However, the user can type personal information in the description section if they wish.

This feature has been built in to encourage citizens to take initiative and to promote a reporting culture.

The information is reported real time without delays to activate responses from authorities. Currently, response to incident reports take hours to be activated and in some instances days. The company believes that this new app will cut down

this delay to a few minutes thereby ensuring speedier assistance in any personal or public emergency.

"We believe in the concept of citizen led government in this day and age and empowering citizens to report incidents as and when they happen. At the same time, empower the authorities to swiftly act on those situations to solve and help," Kulasekera said. "We provide this service free to the public as a social responsibility towards the nation and hope the Government authorities will accept this platform to manage the public issues."

Kubeira IT Park has tied up with the Gampaha Municipal Council to provide this innovative service and plans to activate responses from local and Government authorities as well as emergency and disaster management services island-wide to provide speedy responses to ManKiwwa reports.



ManKiwwa



BY KAMANTHI WICKRAMASINGHE

Broken pipelines, potholes, lampposts with no bulbs, uncollected garbage and clogged drains are sites that we encounter on a daily basis. While we expect authorities to attend to them, part of our responsibility lies in reporting these issues to the relevant people. Today, we have a tendency to click a photo and post it on social media. This way, it has become much quicker to bring it to their attention. This was what inspired **Shohan Kulasuriya**, a software expert to create the latest mobile application **'Man Kiwwa'**.

"The App is connected to the authorities," he explained in an interview with the Daily Mirror Life. "So far the feedback has been very positive from them. My company provides software solutions and which are sometimes customised as per the customers' requests. Therefore, developing the App was quite easy when compared to the application process which was difficult. I had to ensure that the authorities responded because otherwise, the App will not

have any credibility." Shohan's mission is to make authorities responsible for their issues and through this platform that can respond to public queries. "The main feature of this App is that the reporter can remain anonymous," he continued. "We initiated it in Gampaha and have included the Negombo and Attanagalle Pradeshiya Sabha offices. In addition to that the Kuliyaipitiya Urban Council came aboard and the latest addition would be the Kuliyaipitiya and

Biyyagama Pradeshiya Sabhas. 'Man Kiwwa' which translates to 'I Told' aptly suits this App and by using it, users can take pride in the fact that they are responsible citizens.

The process is quite simple. You only have to take a photograph and forward it to the relevant authority via the App. The App notifies the reporter about the solution given by the authority. So far the App has won three awards including a silver award at the National ICTA Awards ceremony in 2018, a merit award at the 2018 e-Swabhimani Awards ceremony and the 1st Runner-up at the SLT 01 Awards 2018.

The App connects several other authorities including the Water Board, Ceylon Electricity Board and so on. In future, Shohan and his team would be conducting public awareness campaigns and educating the public on how it could be used. It is available on Google Store and App Store.

Man Kiwwa

An App to report on issues in your area



The App connects several other authorities including the Water Board, Ceylon Electricity Board and so on



Recognition

Best Social Innovation of the Year National ICT Awards 2019



Recognition

Highest Social Impact Innovation
of the year awards

Disrupt Asia 2019



ManKiwwa

Recognition

Winner – Inclusion & Empowerment at e-Swabhimani 2019

and many more.....



ManKiwwa

