Introduction to E-Government

Exercise: 6
Subject: OOP Process & Core Components for UMANG to Comply with SDGR

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Agenda

❖ Overview of UMANG Project

❖ Show how UMANG supports the Once-Only Principle (OOP)

❖ Illustrate process and actors using BPMN and UML

❖ Align system with SDGR for cross-border public service delivery

Project Overview – UMANG (Federal level)

➢ UMANG (Unified Mobile Application for New-age Governance) was launched by the Ministry of Electronics and IT

➢ Offers access to 1,700+ services from 210+ departments on a single platform

➢ Targets simplification and digitization of citizen-government interaction

➢ Supports regional languages and rural access via mobile

Services include:

• Filing income tax returns
• Booking gas cylinders
• Paying utility bills and traffic fines
• Accessing health records and pension data

https://web.umang.gov.in/landing/

Once-Only Principle Implementation In UMANG

Show how UMANG supports the Once-Only Principle (OOP)

Illustrate process and actors using BPMN and UML

Align system with SDGR for cross-border public service delivery

Why SDGR Matters?

- Single Digital Gateway Regulation (SDGR) enables cross-border digital services in the EU.

- UMANG could extend OOP internationally (e.g., Indian professionals seeking jobs in the EU).

Process Flow

Actors & Data Flow:

- Job Seeker (Citizen/User) → Logs in via Aadhaar

- UMANG Platform → Requests consent & aggregates data

- DigiLocker (Data Provider)

- Skill India Platform (Certification Data Provider)

- National Career Service (Job Listing Provider)
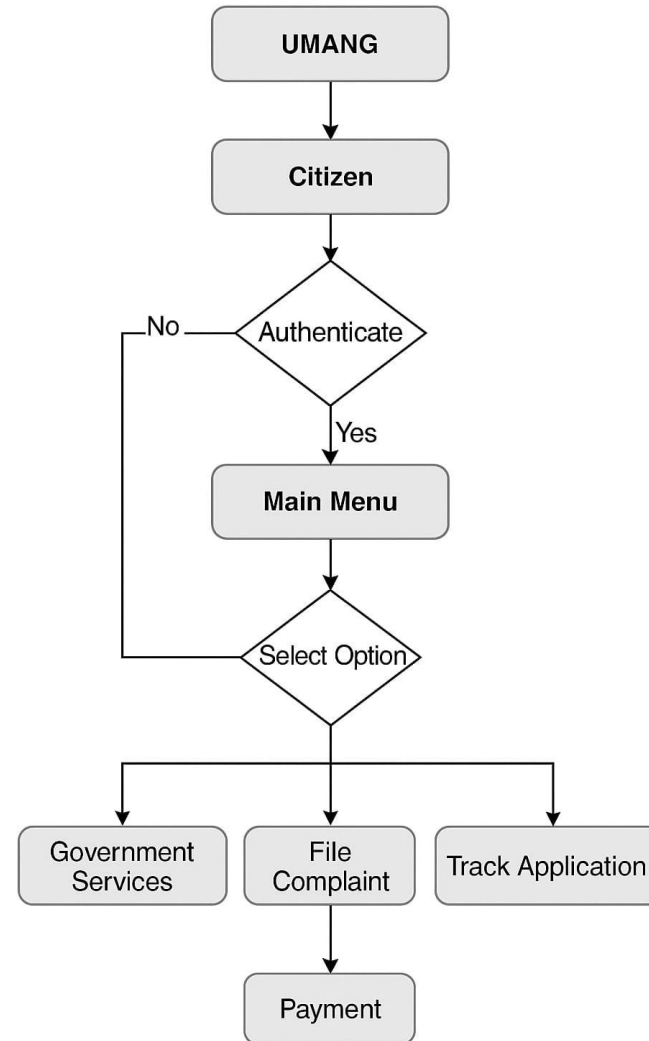
Process Flow

Data Required:

- Aadhaar number for authentication

- Degree certificates from DigiLocker

- Skill credentials from Skill India
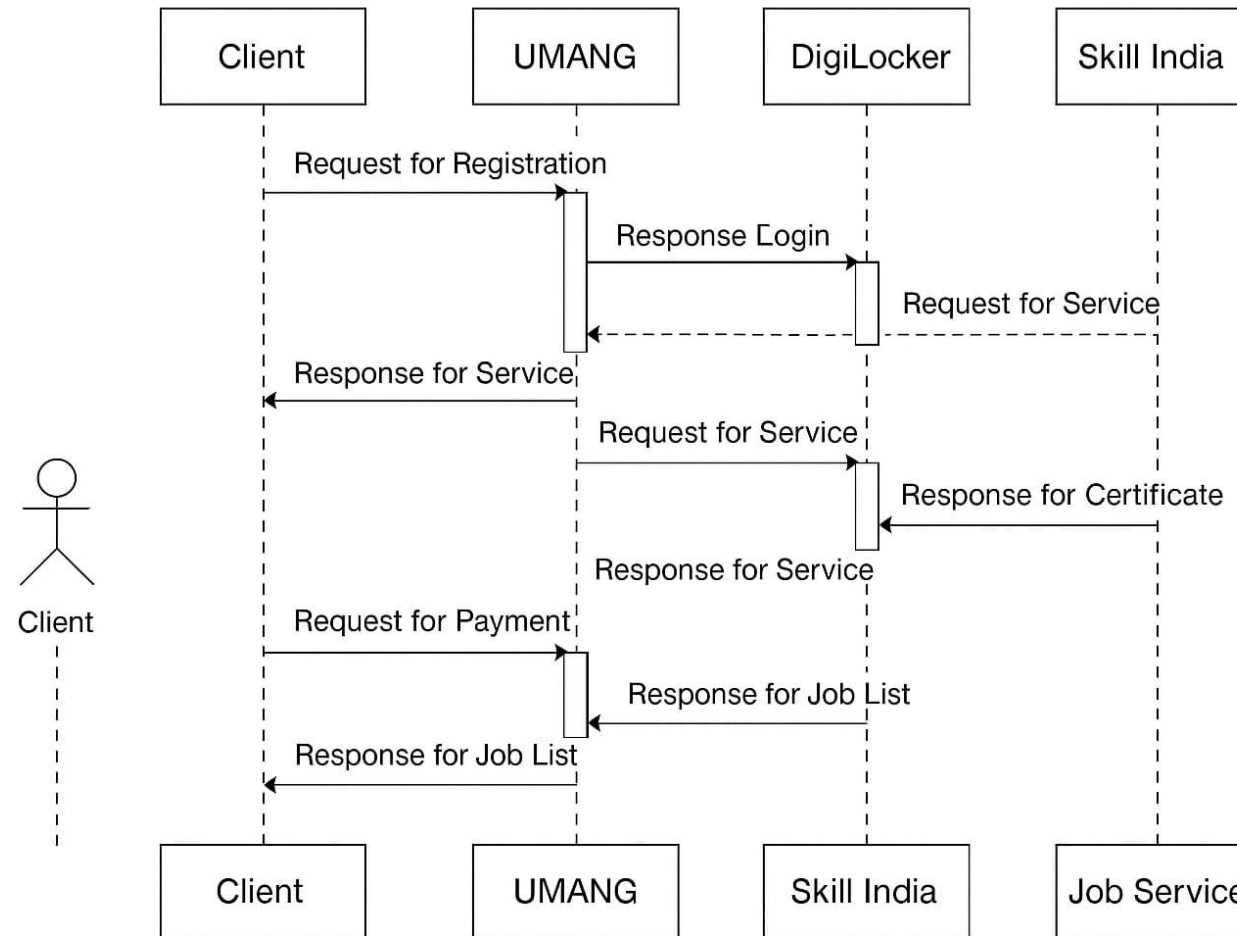
- Work history if available

Key Steps:

Authentication → Consent → Data Request → Aggregation → Job Application

Example: A job seeker's Skill India certifications auto-fill job applications in Germany via SDGR.

Process Flow

UML Sequence Diagram (Request/Response Flow)

SDGR Review & Key Components

Application Components:

- Central Identity Provider (Aadhaar + eIDAS compatibility)

- UMANG Gateway with SDGR Adapter (EU-standard APIs)

- National Contact Point (India) ↔ EU Member State Contact Point

- Consent Management System (GDPR-compliant)

Technology Components:

- eIDAS Node (Secure EU authentication)

- Semantic Interoperability Layer (Converts Indian qualifications to Europass)

- Secure Data Transmission (TLS, encryption)

ArchiMate View – Components for SDGR Alignment
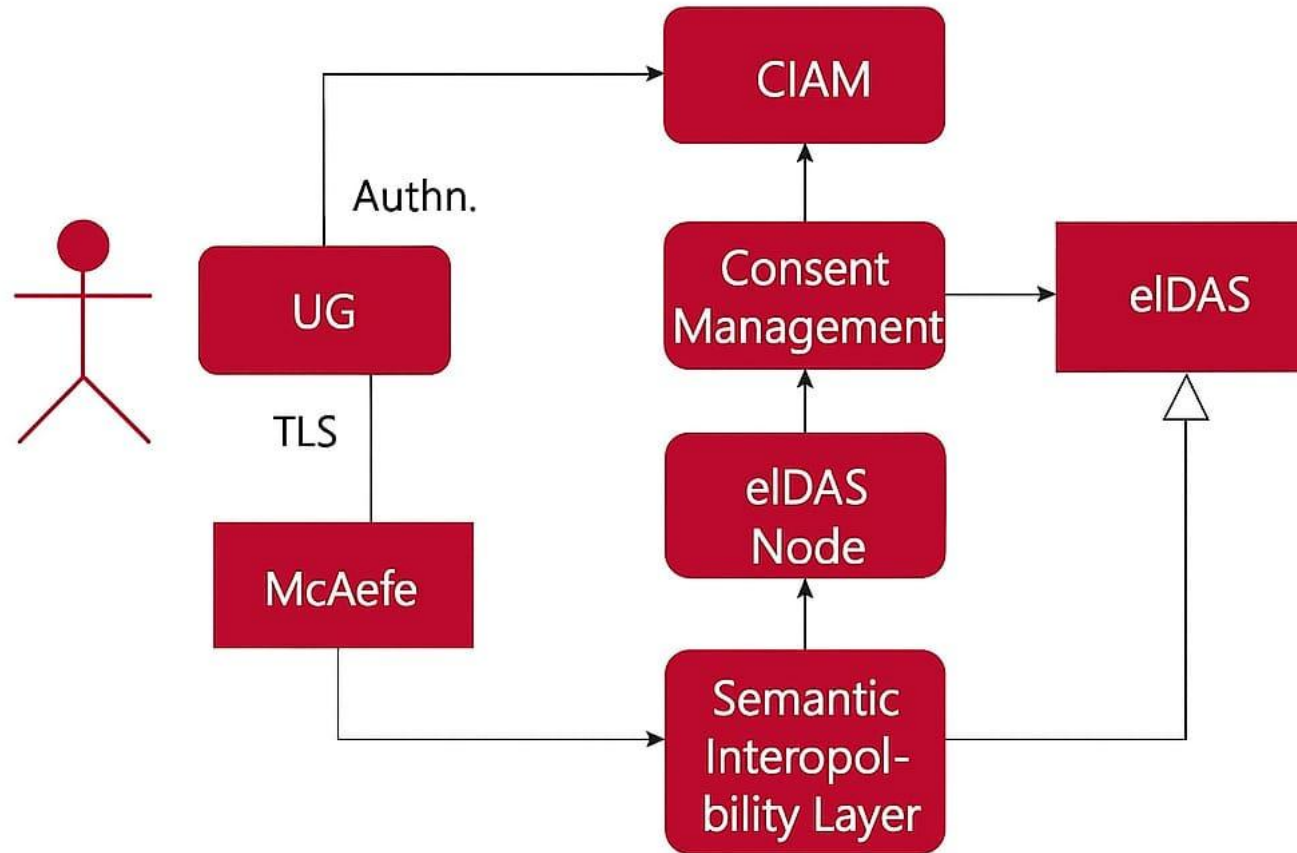
Conclusion & Recommendations

UMANG aligns with OOP through:

✓ Already reuses data across departments

✓ Supports real-time data exchange

✓ Integrates Aadhaar and DigiLocker effectively

Recommendations:

✓ Phase-wise SDGR Integration (Start with employment services)

✓ Stronger Consent Mechanisms (Granular user control over shared data)

✓ EU-India Digital Partnership (Joint working group on interoperability)

Reference

UMANG
https://web.umang.gov.in/

Skill India on UMANG - Details about the Skill India initiative accessible through the UMANG platform.
https://web.umang.gov.in/landing/department/skill-india.html

National Career Service (NCS) – Directorate General of Employment
https://dge.gov.in/dge/ncs

EPFO Services on UMANG - Access to EPFO services such as checking PF balance, raising claims, and more via UMANG.
https://web.umang.gov.in/landing/department/epfo.html

eShram Portal Integration with UMANG and NCS - Press release detailing the integration of eShram with UMANG and NCS to provide job opportunities to unorganized workers.
https://pib.gov.in/PressReleseDetail.aspx?PRID=1887384

SDGR Regulation
https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32018R1724

TOOP Project:
https://www.toop.eu/

Thank you for your attention !!!

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