

# ***Introduction to E-Government***

## **Exercise: 5**

### **Subject: ANALYSING PROJECTS REGARDING ONCE-ONLY PRINCIPLE**

#### **Group No. A6**

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# Agenda

- ❖ Overview of UMANG Project
- ❖ Once-Only Principle Implementation In UMANG
- ❖ Enablers of OOP in UMANG
- ❖ Benefits Achieved
- ❖ Limitations & Challenges
- ❖ Proposed Expansion: UMANG for Employment
- ❖ Conclusion & Recommendations

# 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

## Centralized Data Hub:

- ✓ Aadhaar-based authentication ensures a unique identity

## Pre-filled Forms:

- ✓ Reuses existing data from previous submissions across services

## Interlinked Services:

- ✓ Example: Taxpayer PAN details used in passport applications
- ✓ Health insurance applications pull income records from tax data

## Data Sharing via APIs:

- ✓ APIs allow secure, controlled data flow across ministries
- ✓ Reduces manual verification steps

# Enablers of OOP in UMANG

## **Aadhaar Infrastructure:**

- ✓ Verifiable digital identity with minimal error

## **API Gateway:**

- ✓ Real-time communication between UMANG and government services

## **Cloud & Hosting Backbone:**

- ✓ Maintained by NIC (National Informatics Centre)
- ✓ Ensures high availability, scalability

## **Unified Login System:**

- ✓ SSO for all departments – once logged in, access is seamless

## **DigiLocker & eKYC:**

- ✓ Citizens can store, retrieve, and authorize official documents securely

# Benefits Achieved

## **Reduced Redundancy:**

- ✓ Fewer repetitive form submissions and fewer in-person visits

## **Faster Turnaround Time:**

- ✓ Real-time form submission and approvals

## **Cost Efficiency:**

- ✓ Saves administrative time and resource cost

## **Increased Trust and Transparency:**

- ✓ Clear consent mechanisms and data visibility

## **Inclusivity:**

- ✓ Rural reach through mobile access; supports multiple Indian languages

# Limitations & Challenges

## **Departmental Silos:**

- ✓ Not all ministries have exposed APIs or digitized backend systems

## **Consent Management:**

- ✓ Currently lacks granular user control over which department accesses what

## **Data Privacy Concerns:**

- ✓ Public awareness of data policies and opt-in transparency is low

## **Infrastructure Limitations:**

- ✓ Rural areas with poor mobile or internet connectivity face issues

## **Interoperability Gaps:**

- ✓ Legacy systems and newer platforms often misalign

# Expansion Scenario – “UMANG for Employment”

## New Initiative: UMANG Integration with Employment Services

**Objective:** Create an OOP-centric job and employment ecosystem

### Integrated Platforms:

- Skill India (training & certification)
- National Career Service (NCS)
- EPFO (pension fund) & ESIC (insurance)

### Citizen Journey:

- Aadhaar-based registration
- Auto-import qualifications, job history from Digilocker/Skill India
- One-click job applications with no re-uploads
- Seamless tracking of PF & ESIC after employment



# How Scenario Enhances OOP

## **Cross-Department Data Flow:**

- ✓ Skill certifications → matched with job profiles on NCS
- ✓ Education records from DigiLocker → shared with EPFO for verification

## **Improved Efficiency:**

- ✓ No need to submit physical copies to each employer or job portal

## **Example Flow:**

- ✓ Degree uploaded once → validated by education board → used for job, tax benefits, skill upgrades

## **Dynamic Profile Updates:**

- ✓ Job switch triggers updates in EPFO, ESIC, and income tax records automatically

# Conclusion & Recommendations

## **UMANG aligns with OOP through:**

- ✓ Unified access
- ✓ Cross-agency integration
- ✓ Aadhaar-backed identity & data reuse

## **Recommendations:**

- ✓ Extend OOP to sectors like employment, education loans, transport permits
- ✓ Strengthen data protection laws and user control
- ✓ Incentivize backend digitization in lagging ministries
- ✓ Improve UI/UX and language accessibility for wider adoption

# 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/departement/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/departement/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/PressReleaseDetail.aspx?PRID=1887384>

**Research Article: E-governance evolution: India's digital leap from files to cloud -**

<https://journals.sagepub.com/doi/10.1177/20438869251334257>

➤ **Thank you for your attention !!!**

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