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भारत सरकार
आवासन और शहरी कार्य मंत्रालय
निर्माण भवन, नई दिल्ली-110011
GOVERNMENT OF INDIA
MINISTRY OF HOUSING & URBAN AFFAIRS
NIRMAN BHAWAN, NEW DELHI-110011
नई दिल्ली-110011, तारीख 20
New Delhi-110011, Dated the 20

D.O. No. JS(SCM)/UPYOG/NUDM/Feb

Date 19 February 2024

Dear Sir,

Please refer to the D.O. letter of even no. dated 10 May 2022 regarding the Tripartite Memorandum of Understanding (MoU) between Ministry of Housing and Urban Affairs (MoHUA), National Institute of Urban Affairs (NIUA) and State/UT Authority.

The National Urban Digital Mission (NUDM) is one of the key initiatives of MoHUA, with the objective of leveraging IT for improving transparency, governance, Ease of Living (EoL) and Ease of Doing Business (EoDB) and capacity building. NUDM aims to support States and Union Territories (UTs) in the electronic delivery of municipal services, and supplement the digital initiatives of the State/UT Governments.

MoHUA has developed a national reference platform for municipal services named **Urban Platform for delivery of Online Governance (UPYOG)** as a key offering under NUDM to every State and UT. UPYOG is an open-source, shared digital platform to enable the rollout of municipal e-Governance services. It includes 10 reference modules for most commonly used urban services including grievance redressal, online building plan approval and property tax among others. The state-wise dashboard on UPYOG will display an integrated view of services at the State/ UT level such as the number of properties in State / UT or ULBs, the total demand of property tax, the percentage of tax collected, and other key performance indicators. UPYOG will support data-driven governance, streamlining workflows and processes.

Implementation under NUDM is already underway with the preparation and/or release of RFPs, and/or development of select modules on UPYOG at different stages in at least 15 States / UTs including Kerala, Karnataka, Punjab, Uttarakhand, Chhattisgarh, Maharashtra (BMC), Himachal Pradesh, Manipur, Assam, Bihar, Delhi (NDMC), Ladakh, Uttar Pradesh, Haryana and Tamil Nadu.

The continuous efforts to enhance the UPYOG IT Platform with new services and features by the technical team at NIUA resulted in the release of the UPYOG Platform - Version 2.1 in Dec, 2023. As part of our vision for further enhancements to the platform, **I feel happy to inform you that we are now embarking on development of Android and iOS Mobile App for UPYOG.**

Given the maturity of your State in implementing the digitalization of municipal service delivery, **inputs from your State shall be valuable during the development phase of the proposed Mobile App, ensuring ease of implementation. After discussion with important**

stakeholders, following officials have been aligned from your respective States in this regard:

- a. **Kerala - Dr K.P. Noufal**, Deputy Director (R&D), IKM
- b. **Odisha - Shri Susanta Kumar Mishra**, Joint Secretary, Department of Housing & Urban Development, Government of Odisha
- c. **Punjab - Smt. Simarjeet Kaur**, Senior Manager eSewa (IT), PMIDC, Government of Punjab
- d. **Uttarakhand - Dr. Lalit Narayan Mishra**, Additional Director, Urban Development Directorate, Uttarakhand

To enable the development process and initiate exchange of ideas, I request you to direct identified officials to reach out to Shri Manpreet Singh, Chief Program Officer, NUDM or Shri. Manish Sharma, Product Manager, NUDM at cdg-contact@niua.org.

With Regards.

Yours Sincerely,



(Kunal Kumar)

To,

Principal Secretaries (UDs) of Kerala, Odisha, Punjab and Uttarakhand

Cc:

1. Dr K.P. Noufal, Deputy Director (R&D), IKM
2. Shri Susanta Kumar Mishra, Joint Secretary, Department of Housing & Urban Development, Government of Odisha
3. Smt. Simarjeet Kaur, Senior Manager eSewa (IT), PMIDC, Government of Punjab
4. Dr. Lalit Narayan Mishra, Additional Director, Urban Development Directorate, Uttarakhand