



National Urban Digital Mission (NUDM)



WHAT IS NUDM

A mission to support digitalization of urban citizen services using shared digital infrastructure across the country.

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- The diagram consists of a central white circle with the text "National Urban Digital Mission" in bold black. Surrounding this center are four segments, each containing a title and a list of bullet points:
- National Level Platform**
 - Ready to use, customizable IT Platform to support rapid deployment of urban citizen services in States / UT's.
 - Hand-holding Support**
 - Cloud services, empanelled agencies, Fellows, capacity building
 - Standards**
 - Domain and tech Standards, API documents
 - Toolkits**
 - Program Guidelines, dashboards, model RFP etc.

Our Offerings



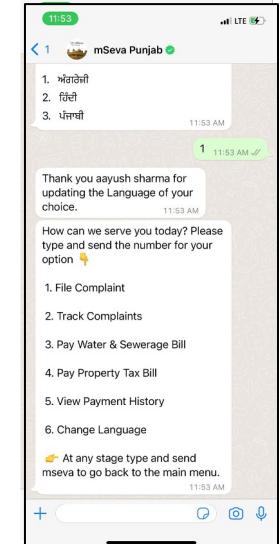
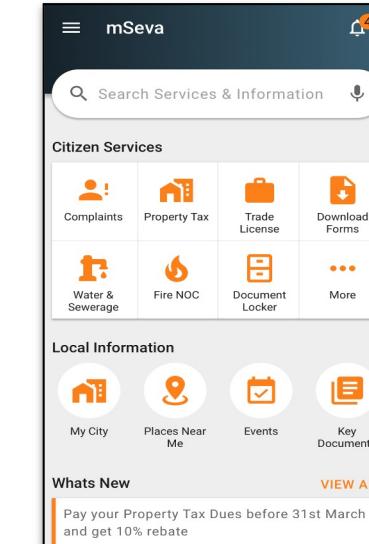


UPYOG

- Urban Platform for online delivery of Governance (UPYOG) is an open-source digital platform for e-governance

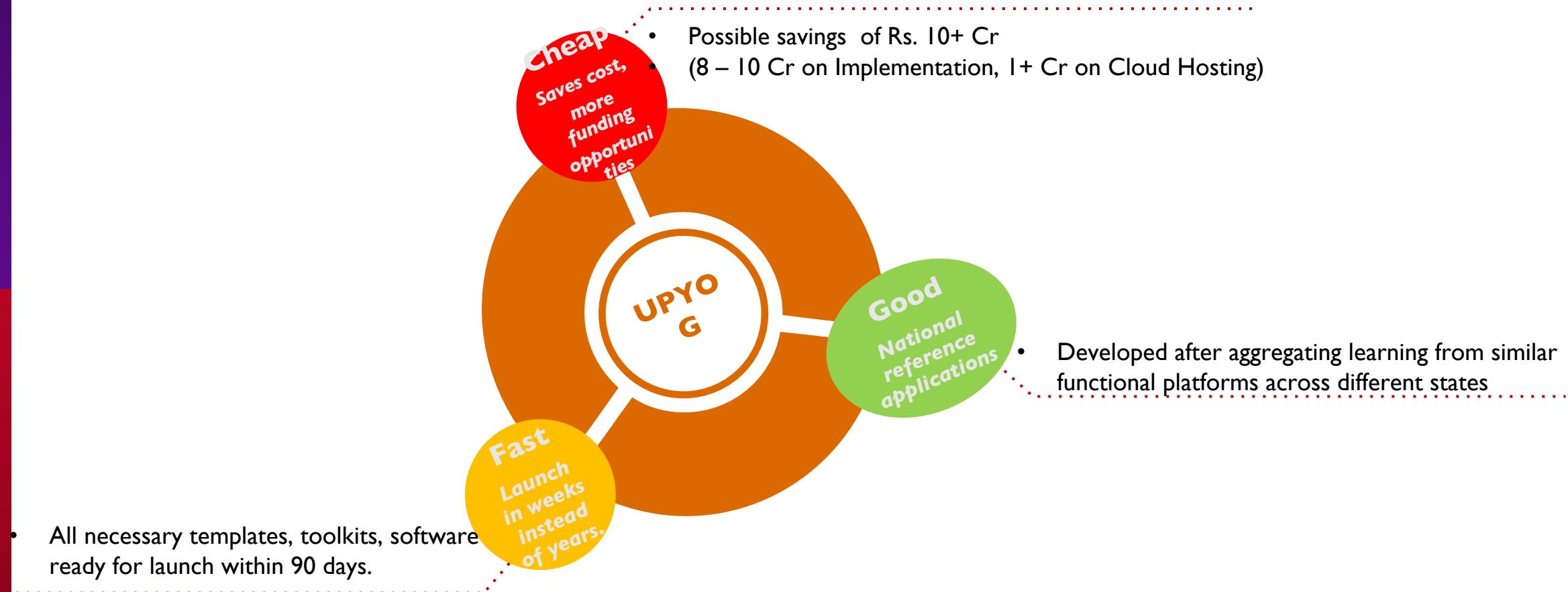


9 “ready-to-use” reference applications





UPYOG – FAST, CHEAP & GOOD!





STANDARDS

Urban citizen services related standards for the processes and terminology to enable common data formats, exchange and benchmarking.

Published

- Municipal Governance Reference Architecture
- Property Tax

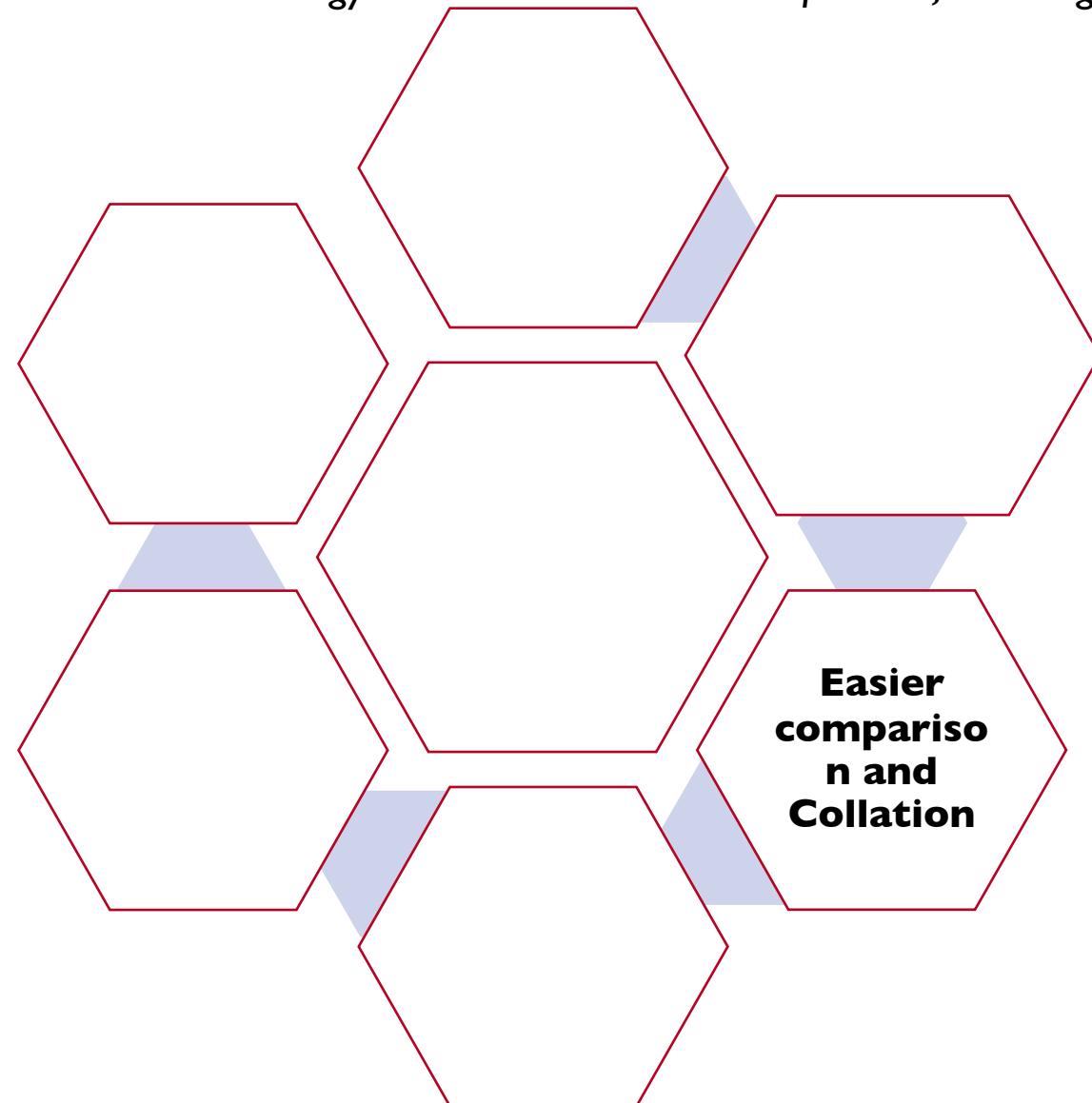
Consultations Completed

In Finalization Stage

- Municipal Grievance Redressal
- Trade Licenses
- Fire NOC
- Water and Sewerage

Draft Preparation

- Birth and Death
- Municipal Accounting
- Technical Standards





MICRO-SERVICES

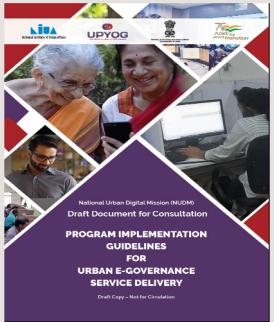
Micro-services help integration, quick launch and development of new processes rapidly and at large scale

Ready re-usable components available rapidly launch citizen services									
Data Services	Chatbot	Access Control Service	Encryption Service	File Store	ID generation Service	Indexer Service	Localization Service	Master Data Management service	Notification Mail Service
Core Services	Notification SMS service	OTP Service	Persister Service	Payment Gateway	Searcher Service	Telemetry Service	URL Shortening Service	User Service	Workflow-v2 Service
Business Services	PDF Service	Report Service	User OTP Service	Zuul API Gateway Service	Chatbot Service	NLP Engine Service	Billing Service	Collection Service	Dashboard Analytics Service
Municipal Services	Dashboard Ingest Service	EGF Instrument Service	EGF Master Service	Apportion Service	HRMS Service	Dashboard Ingest Service	EGF Instrument Service	Building Plan Approval Calculator	Building Plan Approval service
	User Event Services	Fire NOC Calculator	Fire NOC Services	Land Services	NOC Services	Public Grievance Redressal	Property Services	Property Tax Services	Public Grievance Redressal
	FSM Services	Vendor Services	Vehicle Services	Solid Waste Calculator Services	TL Calculator Service	TL Service	Water Sewerage Calculator	Water Sewerage Services	Property Tax Calculator
		Inbox Service	eChallan Service	eChallan Calculator	Others		



TOOL-KITS AND FRAMEWORKS

1



*Program
Implementation
Guideline*

2



*Assessment
Framework*

3



Model RFP's

4



*Empanelled
Agencies*

5



*National Urban
Innovation Stack
and Blueprint*

6



*Technical
Guidelines*

How will UPYOG benefit States and Union Territories



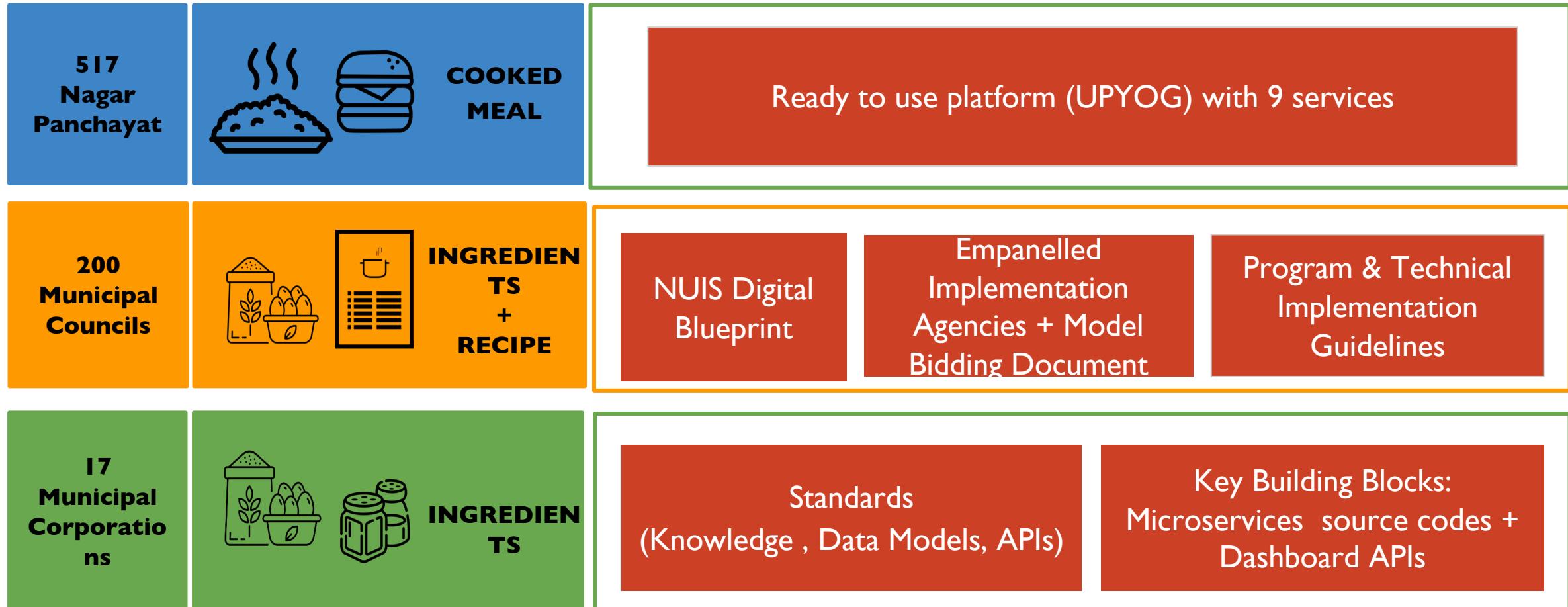


How UPYOG WILL FAST TRACK THE URBAN SERVICE DELIVERY IN STATES AND UNION TERRITORIES

Parameter	Existing Scenario	Under NUDM	Impact
Launch Time/Effort	9 urban services needs 12-18 months New service takes 3-5 months	<ul style="list-style-type: none"> • 3-6 months development time • Any new services will take only 1-2 months 	Saves approx. 12 months time.
Cost of Digitalisation	10 Crore / year approx.	1-2 Crore / year approx.	7-8 crore / year of savings
Funds for Implementation	<ul style="list-style-type: none"> • Limited State Budgets • Limited ULB Budgets 	<ul style="list-style-type: none"> • SCM/AMRUT A&OE funds • Proposed Pilot funding NUDM • Special Assistance to States for Capital Investment 	200+ Crores of budgetary support available
Financial Reforms	<ul style="list-style-type: none"> • Lack of relevant KPIs / Dashboards • Limited Data for Benchmarking • Limited Financial Transparency 	<ul style="list-style-type: none"> • Municipal accounting module ready • Tech enablement like GIS, WhatsApp to improve financial collections 	<ul style="list-style-type: none"> • Increased collections • National level revenue monitoring
Data Benchmarking & Dashboards	<ul style="list-style-type: none"> • Lack of relevant KPIs / Dashboards • Limited Data for Benchmarking 	<ul style="list-style-type: none"> • Readily configurable KPIs / Dashboards • National benchmarking data 	Improved service monitoring



Multiple options under UPYOG for States



Proposed Road Ahead



Dashboard





Comparison of Inter-City Performance is Possible



English ▾



DSS / Property Tax

Property Tax Dashboard

[Share](#)[Download](#)

Date Range

FY21 -22

State

Punjab

ULB

All

Denomination

Cr

Lac

Unit

- [Overview](#)
- [Property Tax](#)
- [Trade License](#)
- [Municipal Grievances](#)
- [Water & Sewerage](#)
- [Building Permissions](#)
- [NOC](#)
- [User Charges](#)
- [Finance](#)
- [Birth & Death Certificates](#)

Key Performance Indicators

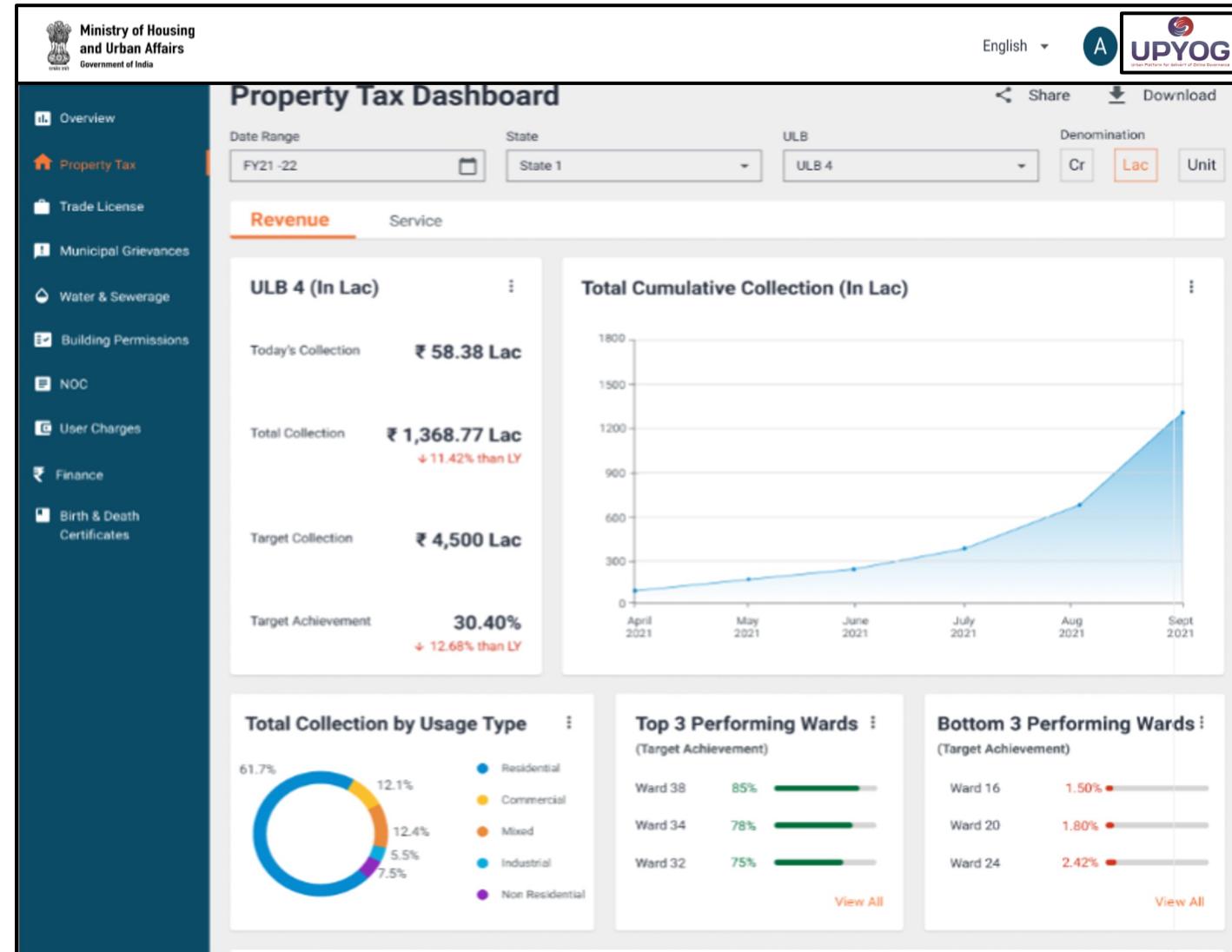
% values indicate change against same period last year[Boundary](#)[Usage](#)[Search](#)

#	ULB	Total Collection (In Lac)	Transactions	Assessed Properties	Target Collection (In Lac)	Target Achievement
1	Mohali	838 ↓ 100%	9,863 ↓ 100%	57,243 ↑ 100%	6,600 ↓ 28%	12.7% ↑ 13%
2	Ludhiana	629 ↑ 44%	36,677 ↓ 42%	1,46,831 ↓ 40%	5,349 ↑ 42%	11.8% ↓ 43%
3	Jalandhar	592 ↑ 44%	28,733 ↑ 44%	1,14,582 ↑ 40%	3,943 ↑ 37%	16.8% ↑ 35%
4	Ferozepur	476 ↑ 35%	21,946 ↑ 51%	1,00,034 ↓ 54%	2,821 ↓ 43%	15.2% ↓ 32%
5	Amritsar	372 ↓ 31%	13,634 ↓ 25%	57,160 ↑ 51%	2,444 ↑ 53%	12.8% ↑ 43%
6	Bathinda	280 ↓ 45%	14,909 ↑ 45%	66,688 ↑ 51%	2,177 ↓ 35%	14.6% ↓ 29%
7	Hoshiarpur	227 ↓ 29%	14,036 ↑ 25%	64,044 ↓ 24%	1,548 ↑ 46%	14.6% ↓ 25%
8	Moga	188 ↑ 29%	10,299 ↓ 19%	48,552 ↓ 14%	1,900 ↓ 62%	9.9% ↑ 29%
9	Phagwara	176 ↑ 52%	6,154 ↑ 57%	19,830 ↓ 45%	456 ↑ 36%	38.5% ↓ 51%
10	Pathankot	175 ↓ 29%	9,417 ↑ 36%	36,244 ↑ 21%	8 ↑ 45%	67% ↑ 24%

Rows 10 ▾ 1 - 10 of 10 |< < > >|



Monitor Performance of Urban Services in Real Time





Performance benchmarking with other states

Key Performance Indicators

% values indicate change against same period last year

#	State	Total Collection (In Lac)	Total Transactions	Assessed Properties	Target Collection (In Lac)	Target Achievement
1	Uttar Pradesh	0.1 ↑ 0%	45 ↑ 0%	60 ↑ 0%	1.91 ↓ 50%	5.23 ↑ 100%
2	Punjab	3.22 ↑ 564%	970 ↑ 151%	1089 ↑ 560%	2.87 ↑ 50%	112.13 ↑ 343%
3	Odisha	0.57 ↓ 28%	367 ↓ 14%	351 ↑ 222%	2.87 ↑ 200%	19.78 ↓ 76%
4	Uttarakhand	0.57 ↓ 31%	367 ↓ 5%	355 ↑ 226%	1.91 ↑ 0%	29.91 ↓ 31%

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Tax Heads

Boundary Usage Search



Citizen service wise data at state level / city level

National Urban Real-Time Dashboard

From Apr 01, 2021 to Mar 16, 2022

Overview

Onboarded States	Under Implementation	Live States	Live ULBs
1	1	2	18
Total Collection	Target Achievement	Total Applications	Total Citizens
₹118.98 Lac	131.00 %	15,268	2,500
↑ 111% than LY	↑ 138% than LY	↑ 109% than LY	↑ 67% than LY
SLA Achievement			
75.00 %			
↑ 15% than LY			

Project Status

Pan India: Onboarded Vs Live ULBs

Month	Onboarded ULBs	Live ULBs
Nov-2021	2	16
Dec-2021	13	18
Jan-2022	15	18
Feb-2022	15	18

State Urban Real-Time Executive (SURE) Dashboard

Service

Total Collection	Target Achieved	Total Applications	SLA Achievement
₹33 Lac	100 %	85	30 %
↑ 16833.93% than LY	↑ 4400.37% than LY		

Property Tax

Total Collection	Total Properties A:
₹3 Lac	16

Trade License

Total Collection	Total Applications
₹2 Lac	8

Public Grievances

Total Complaints	SLA Achievement
29	100 %
↑ 2800% than LY	↑ 0% than LY

Water & Sewerage

Total Collection	Total Connections
₹4 Lac	10
↑ 1860% than LY	

mCollect

Total Collection	Total Receipts
₹24 Lac	14

Fire NOC

Total Collection	Total NOCs Issued
₹10,080	6

Online Building Pla

Total Collections	Total permits issued
₹8,090	1



Impact case study : usage of Platform Based Digital Solution in Punjab State



Total Applications available in Platform-based system in Punjab



Property Tax



Sewerage - Apply
& User charges



Miscellaneous
Collections



ULB Portals



Public Grievance



Water - Apply
& User charges



Birth & Death*



Dashboards



Trade
License



Accounting and
Finance



Fire Noc



Mobile
Application



Online Building
Plan management
System



Street Vendor
registration



Pet Registration



mSeva GIS
Integration

*Birth and death module is integrated with eDistrict



1100+ Cr

Total Collections



164

ULBs Live



94%

Complaints
Resolution Rate



7 Cr

Total Project Cost Vs
120+ Cr RFPs floated in
2017



60

Micro-Services



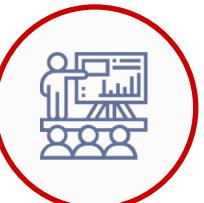
16+ Lakh

Unique Citizens
Registered



4+ K

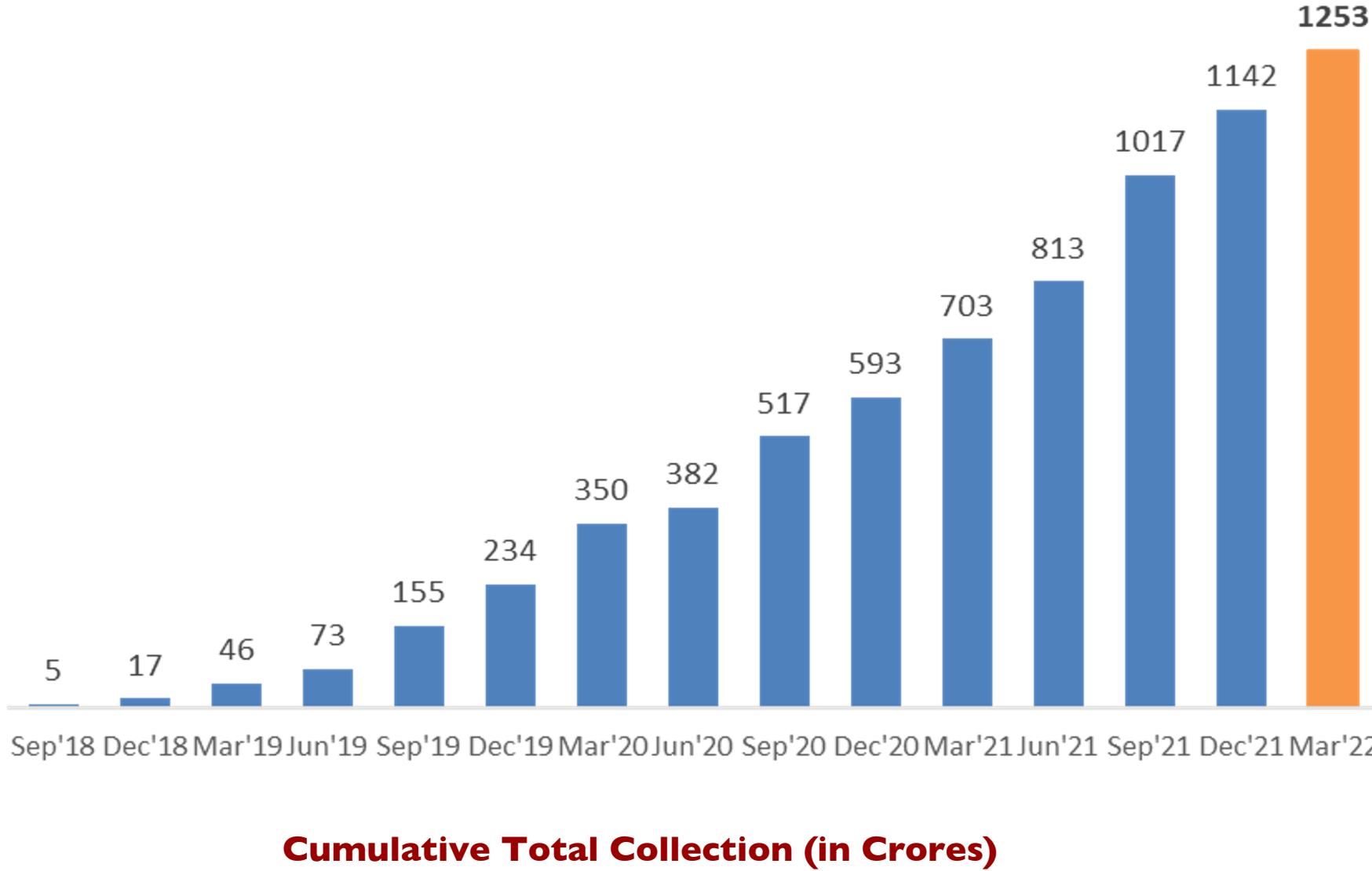
Employees
Trained



Journey So Far



Statistics: Total Revenue on Platform based system



IMPACT

Total Collection

1250+

Crores

Registered Citizens

19+

Lakhs

Complaints Resolved

1.47+

Lakhs

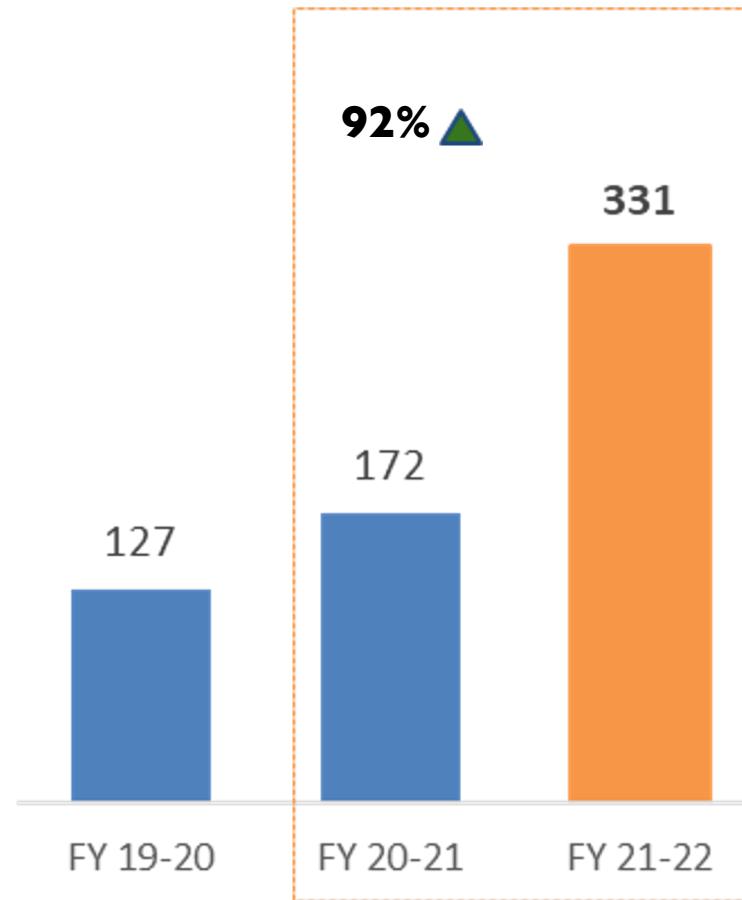
Live ULBS

164

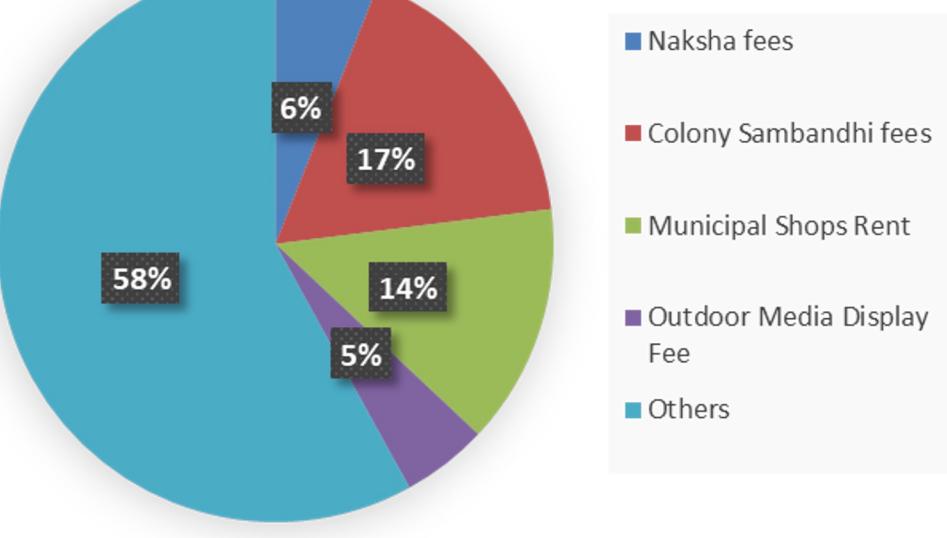


Status: Miscellaneous Collections

630+ Crores collections since Sep '19



Year wise Collection (in Crores)



Category wise collection distribution till date

IMPACT

Total Collection

630+

Crores

Digital Receipts issued

550+

Thousand

Categories

110+

Live ULBS

164



Status: Public Grievance Redressal

Total grievances filled in platform-based system has reached 1.49 Lakhs



IMPACT

Total Complaints

1.49+

Lakh

Complaints Resolved

1.47+

Thousand

Categories Listed

98.6%

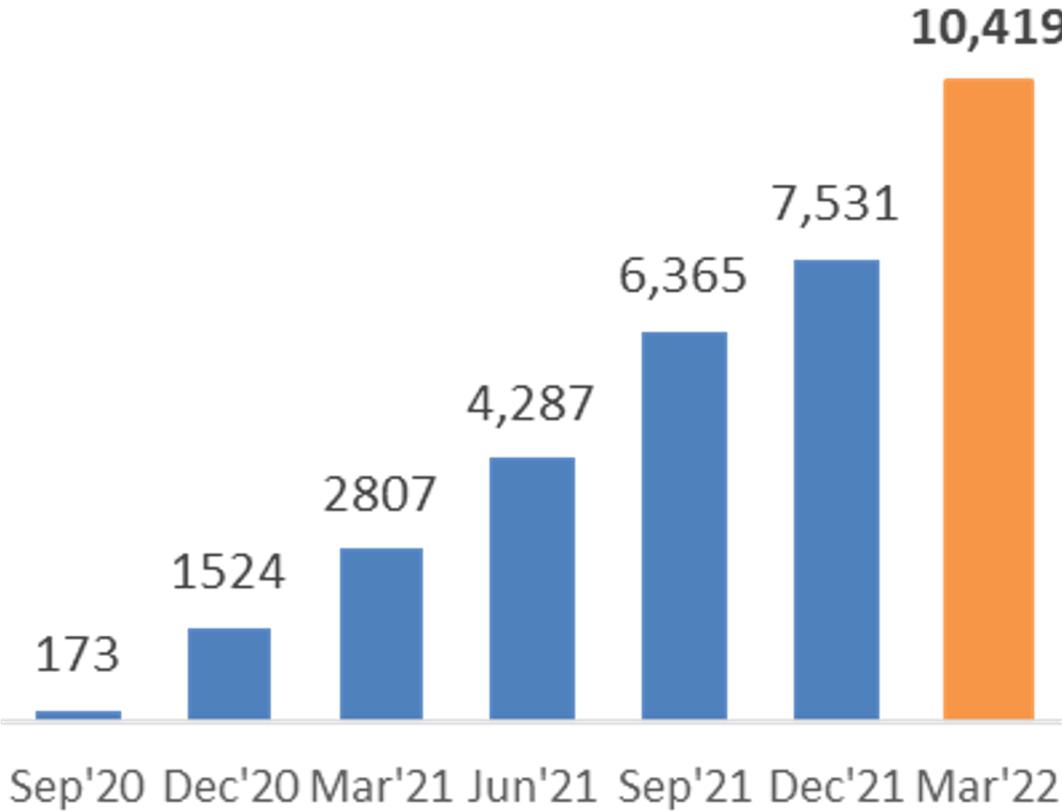
Live ULBS

164

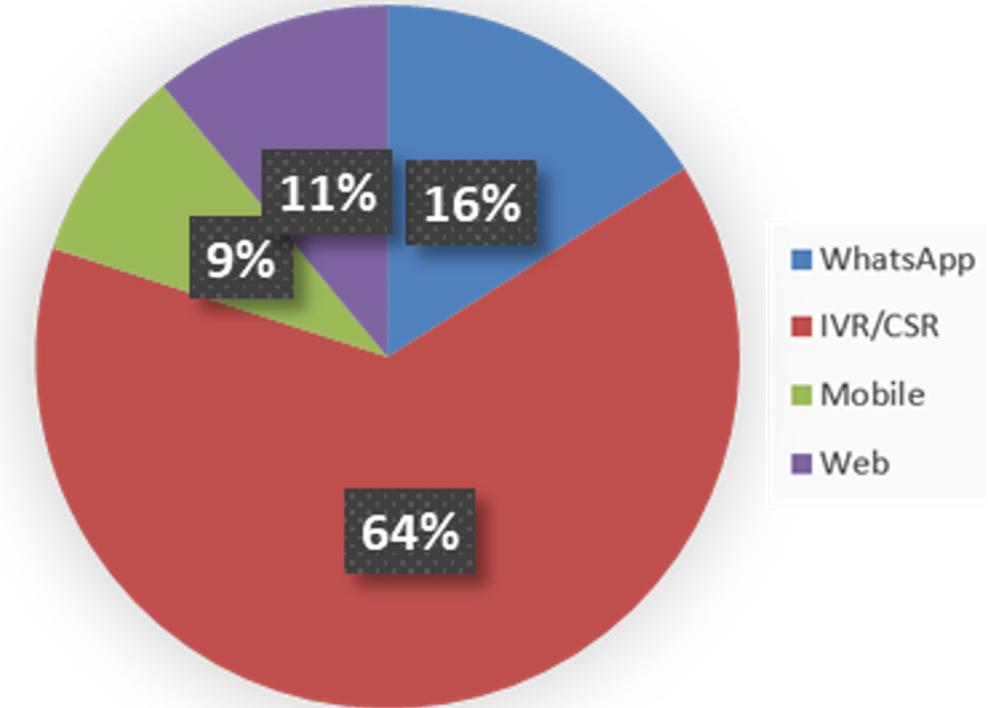


Status: Public Grievance Redressal

Online grievances filed by citizens



Cumulative Complaints via WhatsApp



Channel wise break-up post WhatsApp Launch



Targets for FY 21-22 and Results

10%

of total PT
transaction from
online channels

Current Baseline:
4%

27% +

of total W&S
transactions from
online channels

Current Baseline: 9%

7% +

of total mcollect
transactions from
online channels

Current Baseline: 0%

47% +

of total complaints
from online channels

Current Baseline: 26%



Thank You

“Digital Transformation is more about humans than Digital”