

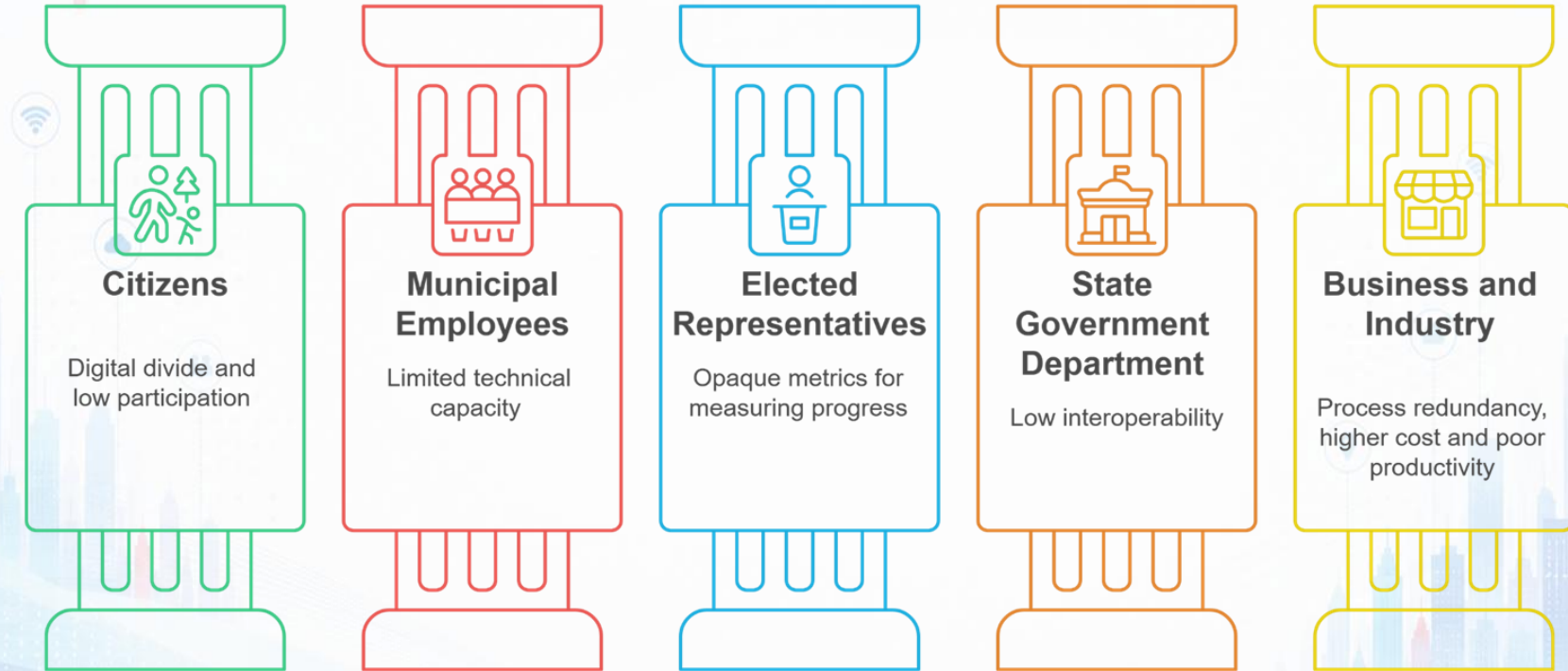


Ministry of Housing and Urban Affairs
Government of India

NATIONAL URBAN DIGITAL MISSION (PILOT)



Key Stakeholders and Challenges in Urban Governance



Launched By **MoHUA** in February 2021 in Pilot Mode
Housed at the Centre for Digital Governance (CDG),
National Institute of Urban Affairs (NIUA)

VISION OF THE MISSION



People



Process



Platform

To enhance **ease of living (EoL)** and **ease of doing business (EoDB)**, and financial sustainability of ULBs aided by a national urban digital ecosystem that provides **accessible, inclusive, efficient urban service** delivery across India's 4,900+ towns and cities.

Objectives



**Ease of
Living**



**Ease of
Doing
Business**



**Financial
Sustainability of
ULBs**



**Availability of
Shared Technical
Infra & Open
Stack**



**Government
Efficiency &
Effectiveness**



**Strengthening
Urban Systems
driven by
technology and
platform**



SHIFT FROM NUIS TO NUDM TO UPYOG

NUIS in brief:

Create an open, interoperable digital infrastructure for urban India

Led by:

MoHUA with ecosystem collaboration,
Inspired by India Stack

Key Elements:

- Registries (property, services)
- APIs, data exchanges
- Open standards

Role:

Strategic foundation for future digital urban governance

NUIS National Urban Innovation Stack



Strategy

- Conceptual blueprint
- Vision and architecture

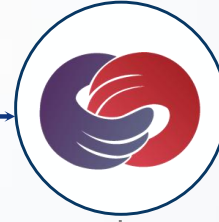
NUDM National Urban Digital Mission



Policy

- Mission-driven framework
- Institutionalize digital transformation

UPYOG Urban Platform for Delivery of Online Governance



Execution

- Technology implementation
- Deliver real-time urban services

UPYOG

- MoU Signed with 33 States/UTs
- Services adopted across **18 States/UTs**
- **20 Urban Services Available**



National Dashboard- UMEED

- **Data aggregation** for 16 States/UTs
- 2300+ ULBs on Dashboard
- Regular upgradation of National Dashboard

Standards

- Standardized taxonomy of data nationwide
- Key guidelines and practices for States and UTs
- Standards for 14 urban services published, along with 1 reference architecture

Support to States/UTs

- **Central Cloud Infrastructure** procured and enabled for States/UTs
- 65+ Implementation Partners empanelled
- Continued Technical and Programmatic support to the States

NUDM (PILOT)- UPYOG SERVICES

Government to Citizen (G2C) Services

Property Tax

Water and Sewerage Connection
Management

Waste Management: E-waste

Waste Management: Desludging Service

Waste Management: Construction &
Demolition Waste

Online Building Plan Approval System

Miscellaneous Collections

Fire NOC

Community Hall Booking

Pet Registration

All Citizen Request

Municipal Grievance Redressal

Birth & Death

No-Dues Certificates

Challan Generation

Government to Business (G2B) Services

Trade License

Advertisement/Hoardings

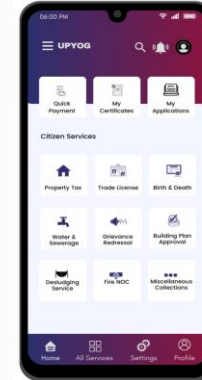
Street Vendors Management

Government to Government (G2G) Services

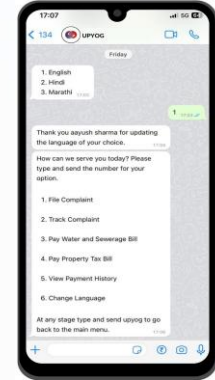
NMAM Compliant Municipal
Accounting and Finance

Asset Management

Mobile App & Whatsapp



Mobile App

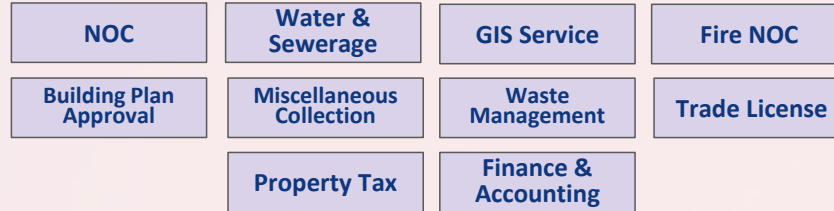


WhatsApp

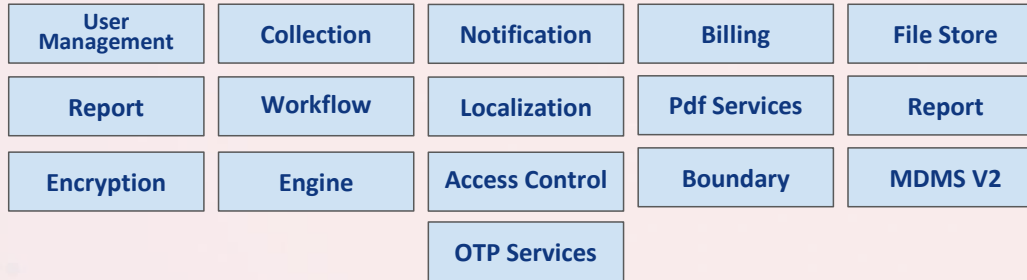
Open-source, microservices based architecture; 20 ready-to-use reference modules

UPYOG ARCHITECTURE

Municipal Services*



Core Services



Master Database



Analytics

Revenue

Services

Usage

Grievances



Integrations with India Stack

India Stack

Aadhaar

UPI

DigiLocker



Other Integrations

WhatsApp

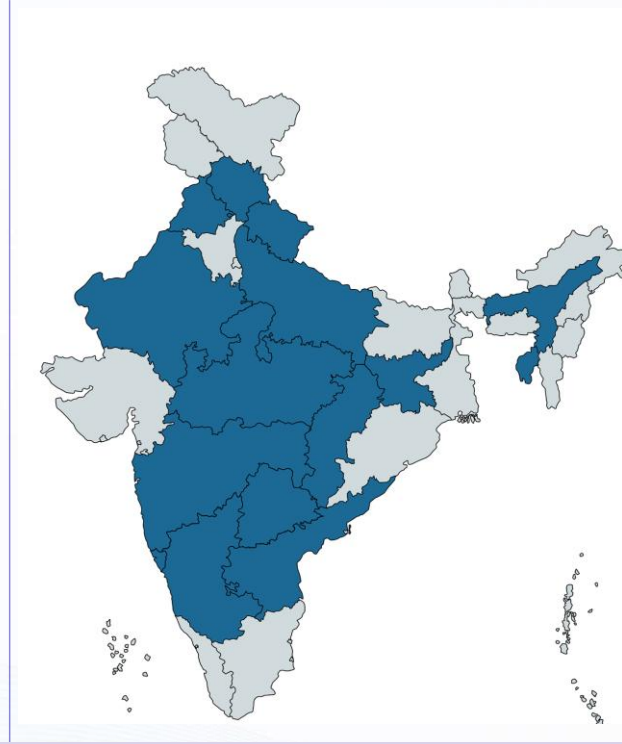
ChatBot

Meri Pehchaan

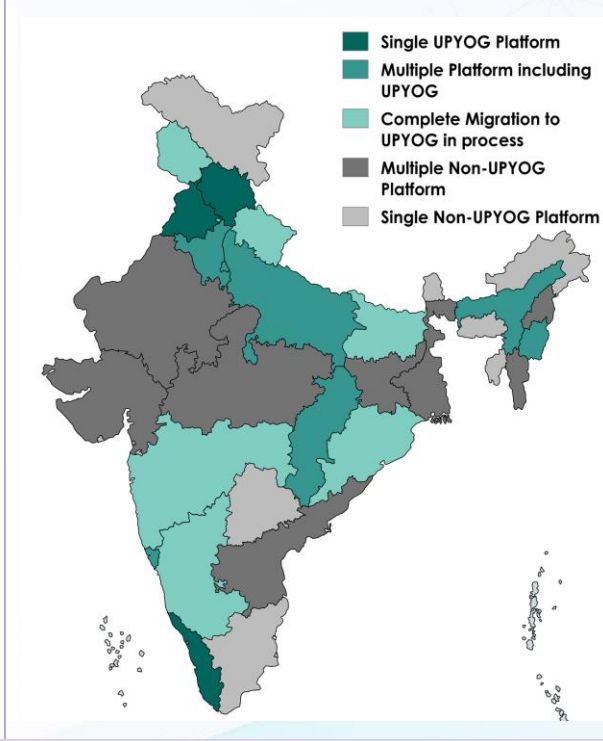
NUDM (PILOT) - PROGRESS IN STATES/UTs



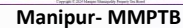
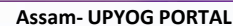
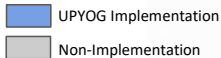
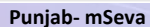
MoU Signed- 33 States



UMEED- 16 States



Current Status



NATIONAL DASHBOARD- FEATURES



Data Integration

Connects data from
states and union
territories



Ward Level Granularity

Provides detailed data
at the ward level



Real Time Data

Offers up-to-the-
minute information



Decision Making

Supports informed
choices for urban
management



Effective Governance

Enhances the
efficiency and impact
of government actions

The Dashboard connects data from states and Union Territories, creating a truly national picture.

Vision

Standardized format of Collecting Data



Granular Data Monitoring at all levels of governance



More efficient and accurate data collation system



Effective Monitoring of services



Benchmarking of SLAs and Comparison of States



Advantages to stakeholders



Institutional Structure of the users (Right from a ULB official to Higher Ranking officials)



Improved decision-making through real-time data access.



Potential for revenue optimization and resource allocation.

14 Standards, along with 1 Reference Architecture, have been published by the NUDM



**Municipal
Governance
Reference
Architecture**



**Property
Tax**



**Water and
Sewerage**



**Trade
Licence**



**Municipal
Grievance
Redressal**



**Building Plan
Approval**



Fire NOC



**Urban
Analytics**



**Miscellaneous
Collections**



NOCs



**Asset
Management**



**Pet
Registration**



**Desludging
Services
(FSM)**



**Advertisement
and Hoardings**



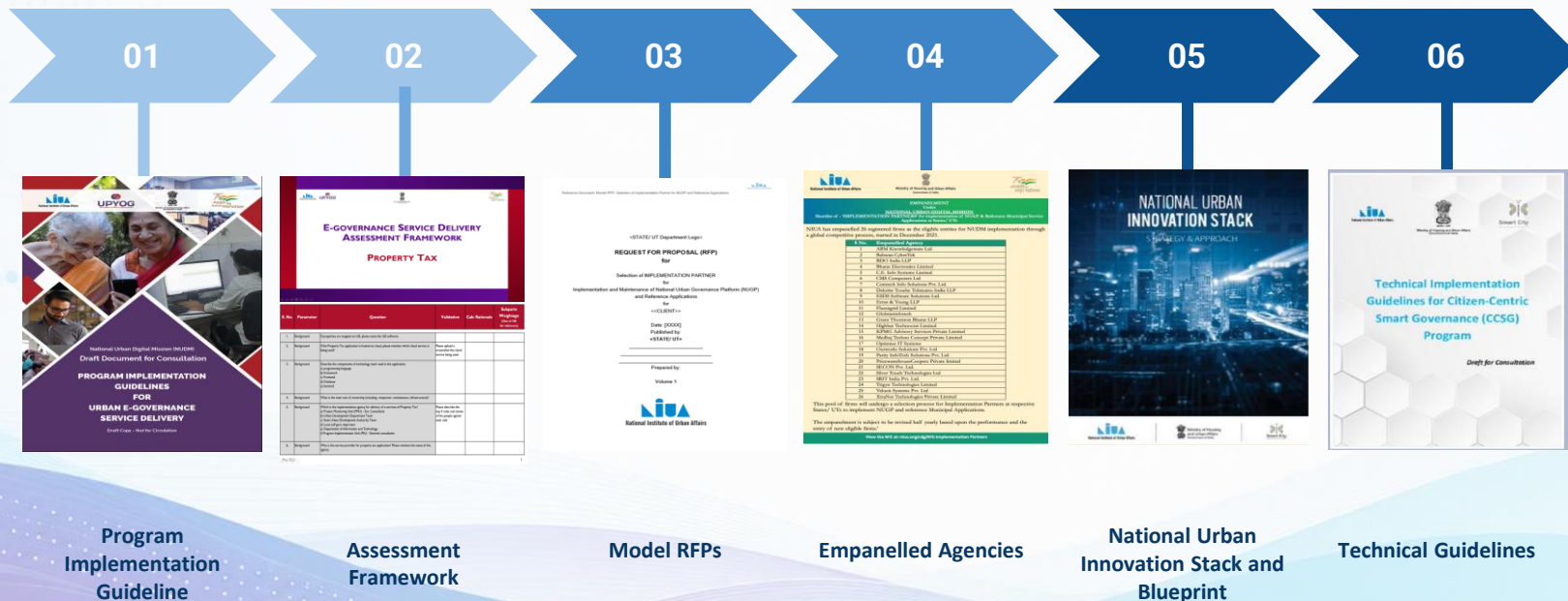
**Venue
Booking**

Reference Architecture

Standards

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

Published Toolkits



Gold Award at DigiTech Awards 2025



UPYOG Registered as a Digital Public Good



Digital
Public
Goods
Alliance

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Urban Platform for DeliverY of Online Governance

UPYOG




Verified DPG

OWNER National Institute of Urban Affairs	TYPE Backend, Web	LICENCE MIT	LAST EVALUATED 27.02.2025
	ORIGIN COUNTRY India	CONTACT manpreet@niuua.org	RELEASE DATE -

- Registered with Digital Public Goods Alliance (DPGA)
- DPGA: UN Endorsed initiative for discovery & deployment of open-source digital initiatives
- Credible product for early adoption & delivery

Thank You



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Mission - NIUA



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