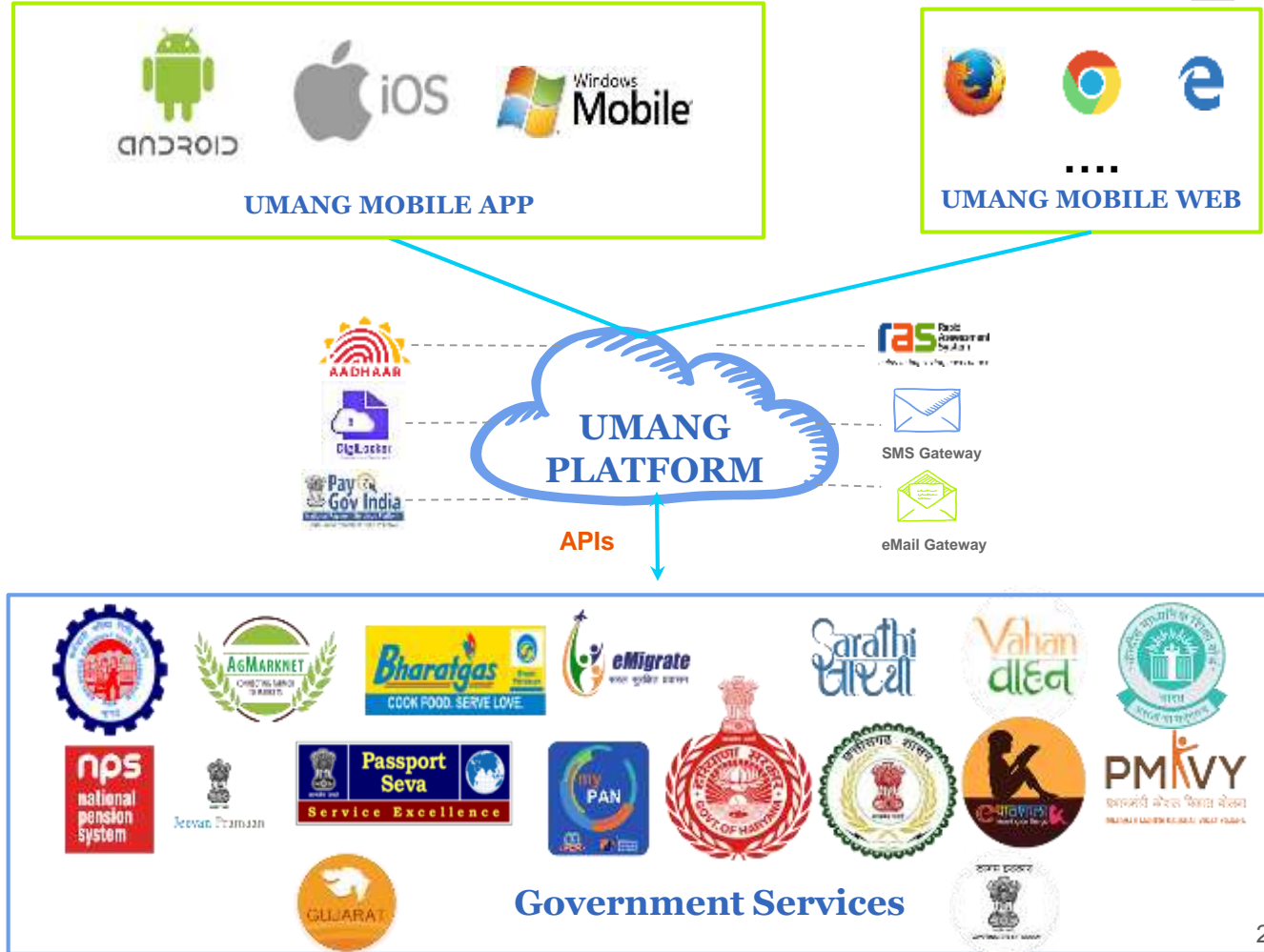




Unified Mobile Application for New-Age Governance

One Mobile App
For many Government Services

Overview



Project objective

Act as an enabler and facilitator in developing overall mobile based service delivery ecosystem in India

Provide easy access for citizens to various services via single Mobile Application

Provide easy discoverability of services, easy manageability and standardization of service delivery

Provide for quick mobile enablement of e-Gov applications/services of Government departments through easy and fast integration, on-boarding, mobile front-end rollout by bringing their services on this mobile application platform.

Provide multilingual support covering official Indian languages, in addition to English. Also, provide support for voice interaction in local languages.

Problems to solve

	Many mobile apps	Aggregation (Power of togetherness)
1	Users overwhelmed with hundreds of mobile apps one or many by each department	Unified, Single Mobile App.
2	Limited storage on handsets. So, competing demand on mobile memory	Single App with low memory(18 Mb) footprint
3	Infrequent requirement of Govt. services. So, no motivation to keep the app. No continuous connect between dept and user.	Many services at one place Unified notification and transactions management
4	Difficulty in discovering relevant mobile apps for respective services	All apps/services at one place with intuitive search and discovery
5	Each app has different UI/UX/navigation. So, a lengthy learning curve	Standardized UI/UX So, shorter learning curve
6	Not all apps are multilingual as it requires a separate dedicated effort.	Single effort for Multilingual Support (13 languages)

UMANG - Features and Benefits

Front-End

Native App

Developed for all platforms - Android, iOS, Windows. Not a container app

Minimal

Only required functionalities and content. Unlike a website which has lots of additional resources

Mobile friendly

Especially designed multi-page forms, offline support

Offline support

Forms can be filled in multiple sessions. Filled data available until submitted e.g. e-District Certificate services

Autofill

Functionality to autofill forms using profile data

Back-end

Deployed on Cloud infra:

Robust, Scalable and Secure

Performance and stress tested.

Support/advice provided to Departments scale-up to the increased load

Self-Care Portal: To manage and inform API level changes so that front-end is kept upto date

Customer Support

12x7 (8am - 8pm)

Live Chat

Click to Call

In-app feedbacks

Call Centre



Stats

19.02.2019

Awards and Recognition

Best m-Government Service at 6th World Government Summit held at Dubai, UAE

IDC Digital Transformation Award under Omni-Experience Innovator Category

Digital India Award – Jury choice

Registered Users: **10 Mn+**

Active Users: **3.7 Mn** (3 months)

Transactions: **48.9 Mn**

Payments: **Rs. 6.6 Cr**

Android

10.6 Mn+

iOS

553 K

Windows

45 K

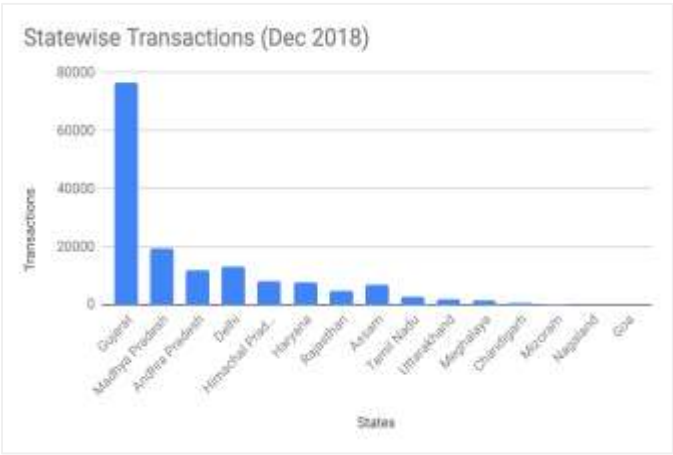
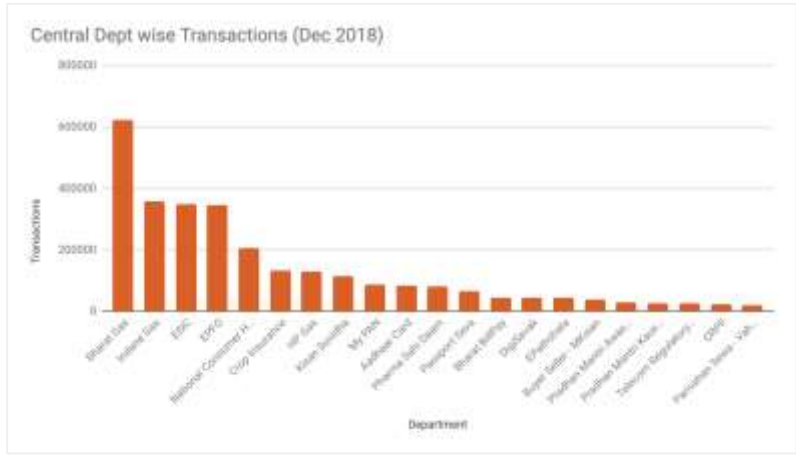
Average Rating

4.45

Rated by ~ 50K+ users

Stats

19.02.2019



Depts/Apps

76

Including Central and States

Services

350

High impact G2C services

States

17

Other States in progress



UMANG Roadmap



Major Services - Snapshot



Central

Education - CBSE, e-Paathshala (NCERT), AICTE, KVS, National Scholarship (NSP), National digital Library, Swayam Prabha

Agriculture – AgriMarket, Crop Insurance, Soil Health Card, Kisan Suvidha (Agro-advisories, Weather forecast), Buyer/Seller-mkisan, Farmer friend details, Equipment/Dealers info., m4Agri(AKPS)- Advisory services

Health – ORS, Pharma Sahi Daam, e-Raktkosh

Skill – PMKVY, Digisevak, DAY-NULM

Transport – eRahi, VAHAN

Pension – NPS, DoPPW, Jeevan Pramaan

LPG – Bharat Gas, Indane, HPCL

Housing – PMAY, CLSS

Income Tax - PAN, Pay Income Tax (Challan 280)

MEA - eMigrate, MADAD, Passport

BBPS- Utility Bill Payment

Digilocker - RC, DL, Aadhaar Card, Gas Subscription

Employees - EPFO, ESIC

Others - Found (CISF), ESIC, TRAI, ChildLine, Khoya Paya (WCD), Consumer Affairs, Prasar Bharti (Doordarshan)

States

Haryana - Revenue Department Services, PHED

Gujarat - SSRD, Revenue Dept, OJAS, eDHARA

Delhi - NDMC, Pay tax- Commercial vehicles

Assam, Mizoram - e-District Apply, Track certificates

Jharkhand, UP - Pay tax- Commercial vehicles

Uttarakhand - e-District – Track, Download certificates

Madhya Pradesh - MPBSE, MSME, RCMS, Transport, MP ULB

Rajasthan - Track Status, Verify Certificate

Chandigarh - e Sampark, e-District(Track & verify certificate)

Tamil Nadu, Himachal Pradesh, Chhattisgarh, Nagaland, Manipur - (e-District Apply, Track certificate)

Goa - View and Edit Certificate (Birth & Death)

Pay House Tax, Rent, Signboard License fee

GPR/Value Addition in Specific Services

01	Punjab	<ul style="list-style-type: none">• Self Declaration Process through signed paper done away with
02	Gas Booking	<ul style="list-style-type: none">• Provided seamless access through registered mobile number
03	CISF	<ul style="list-style-type: none">• Consultancy on existing processes through Online mode• Lost items reporting services added on mobile platform
04	Soil health Card	<ul style="list-style-type: none">• View Soil health card via phone number - No need to remember any Sample/tracking number
05	Tamil Nadu – workflow process	<ul style="list-style-type: none">• Suggested Payment be delinked with the Application submission to enhance the user experience and avoid repetition of form filling on payment failure
06	Haryana	<ul style="list-style-type: none">• Patwaris not issuing certificates to state residents. Relentlessly followed up with Haryana Government and all patwaris were distributed Tablets to verify application and issue certificate



Impact -

Synergy in Government Delivery of Services

- EPFO
 - Has done away with its Mobile App
 - Their major services are delivered through UMANG only
 - Advertised by department on Radio/Television etc.
- Many departments have shelved their initiative for developing new mobile apps
 - ESIC
 - CISF
 - CRPF
 - PMAY
 - Buyer/Seller - mKisan
 - ePashuhaat

Testimonials

1

My employer and contractor were cutting my PF amount from my salary but were not crediting to my EPF account. I raised a public grievance addressing to labor ministry through CPGRAMS using UMANG since. Within a week's time my complete PF amount was credited to my account. Thanks to UMANG APP 😊. Thanks to labor ministry for such fast action. -A Google user, September 9, 2018

2

...He is bed ridden and. I requested three to four Jeevan Pramaan Centers to kindly come to my home and generate the digital life certificate of my father. But no one accepted my request even though I promised to pay their charges. I find this app., it solved my problem and successfully generated the life certificate of my father without the help of others. Thank you team Umang. -VENKATA SAIRAM KUMAR Vuriti, May 24, 2018

3

Installed the #umang app after reading that one can lodge consumer complaints. Was pleasantly surprised at the fairly good quality #UI. The government seems to have made a small services store inside the app. No idea if the services work as well. Update: I was really tickled to see everything from EPF, Passport, Cooking gas agency, Pensioner services, Income tax, Pan card, mKisan to CISF to child helpline services and cybercrime etc. in one place, and was about to change my opinion about the bureaucratic efficiency till I hit my state government page which was "Coming soon". So, good. But still not as good as the private sector :) - Satyarth Priyadarshi, Dec 26, 18

4

One place for all government documents is such a huge relief. Please include a link to my income tax paid accounts OR enable me a section to print my ITR V forms- Gopal Krishna Tharoor, May 27, 20

Thank you.

Download Now

Missed Call: 97183-97183

UMANG Film:

https://www.youtube.com/watch?v=XLYO0nnF_o

UMANG Inaugural by Hon'ble PM:

<https://www.youtube.com/watch?v=nwd07mc8NgA>

