"The future of Governance is data-driven and Indian cities are beginning to adopt this change in their functioning."

Data-Smart Cities Framework,

Ministry of Housing and Urban Affairs (MoHUA)

Contents

- India’s Urban Governance
- Present Scenario
- UPYOG Components – National and State Dashboard
- Standardize Format of Collecting Data
- Granular Data Monitoring at all levels of Governance
- Efficient Data Collation System
- Effective Monitoring of Services
- Benchmarking of SLA’s and Comparison of States (Insights)
- UMEED Dashboard
- Status of Services on National Dashboard
- National Dashboard Coverage
- Benefits
- Circular Case Process
- Future Roadmap

India's Urban Governance

Strong need of Digital First Approach

RBI report on Municipal Finances (November 2022)

1. Municipal revenues stagnated at ~ 1% of GDP (7.4% - Brazil and 6% - South Africa)

2. 9 / 14 states have adopted NMAM and Municipal Accounts Manual.

Budget Speech 2023-24

1. Property tax governance reforms and ring-fencing user charges, cities will be incentivized to improve their credit worthiness.

2. All cities and towns will be enabled for 100 per cent mechanical desludging of septic tanks and sewers.

National Conference of Chief Secretaries 15th – 17th June 2022 Dharmshala

Hon'ble Prime Minister stated the need for generating competition amongst municipal bodies in the matter of finances. Finances comprising Tax and Non-Tax revenue can be improved by adoption of technology and digitalization of processes

World Bank Report

Property Tax collections are < 0.25% of GDP (OECD – 1%, US-UK-Canada - ~ 2 – 3 %).

NITI AAYOG report (January 2023) on " Transition to Accrual accounting in ULBs"

Only a few States have managed to sustain the change to move to Accrual based accounting.

The approach recommended is Digital First.

Present Scenario

States/UTs and cities are progressing towards Digital Urban Service Delivery however, most of them are yet to unlock the full potential of their existing revenue sources due to absence of a unified data viewing platform, let alone tap into new streams.

Current Challenges

- Poor Quality Data
- Limited Granularity of Data
- Non-availability aggregated of Data
- Data Discrepancies and inaccuracies
- Lack of National Level Benchmarking for SLAs & Services

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

Standardize Format of Collecting Data

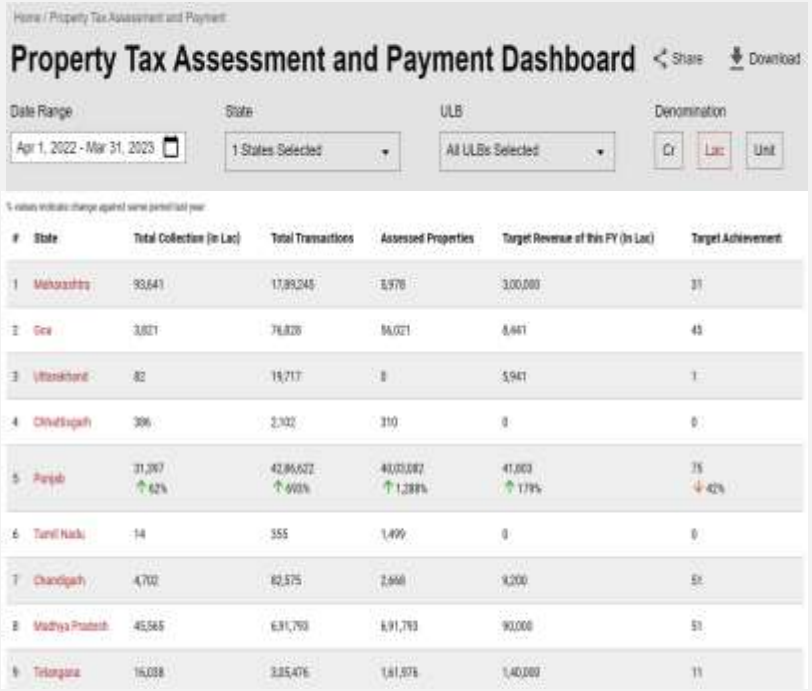
The data collected from states follows Standard Labels to ensure uniformity, prevent confusion, and maintain a standardized format for data collection.

Module Name	Screen Name	Existing Nomenclature in the State	Standardized Nomenclature in the State
Property Tax	Search Property	Unique Property ID	Property ID
Property Tax	Search Results	Name	Owner Name
Property Tax	Search Results	Property Address	Address
Property Tax	Bill Details	Unique Property ID	Property ID
Property Tax	Bill Details	Total Amount Due	Property Tax Amount
Property Tax	My Bills	Unique Property ID	Property ID
Property Tax	My Bills	Property Address	Address
Property Tax	My Bills	Property Tax	Assessed Value
Property Tax	My Bills	Total Amount Due	Property Tax Amount
Property Tax	Payment Acknowledgement	Payer Name	Owner Name
Property Tax	Payment Acknowledgement	Payer Contact	Owner Contact
Property Tax	Payment Acknowledgement	Total Bill Amount	Total Property Tax Amount
Property Tax	My Payments	Consumer ID	Property ID
Property Tax	My Payments	Payer Name	Owner Name
Property Tax	My Payments	Payer Contact	Owner Contact
Property Tax	My Payments	Total Bill Amount	Property Tax Amount
Property Tax	Type of Property	Type of Ownership	Ownership

Granular Data Monitoring at all levels of governance

National level Data

Granular Data Monitoring at all levels of governance



Home / Property Tax Assessment and Payment

Property Tax Assessment and Payment Dashboard

Share | Download

Date Range: Apr 1, 2022 - Mar 31, 2023 | State: 1 States Selected | ULB: All ULBs Selected | Denomination: Cr | Lac | Unit

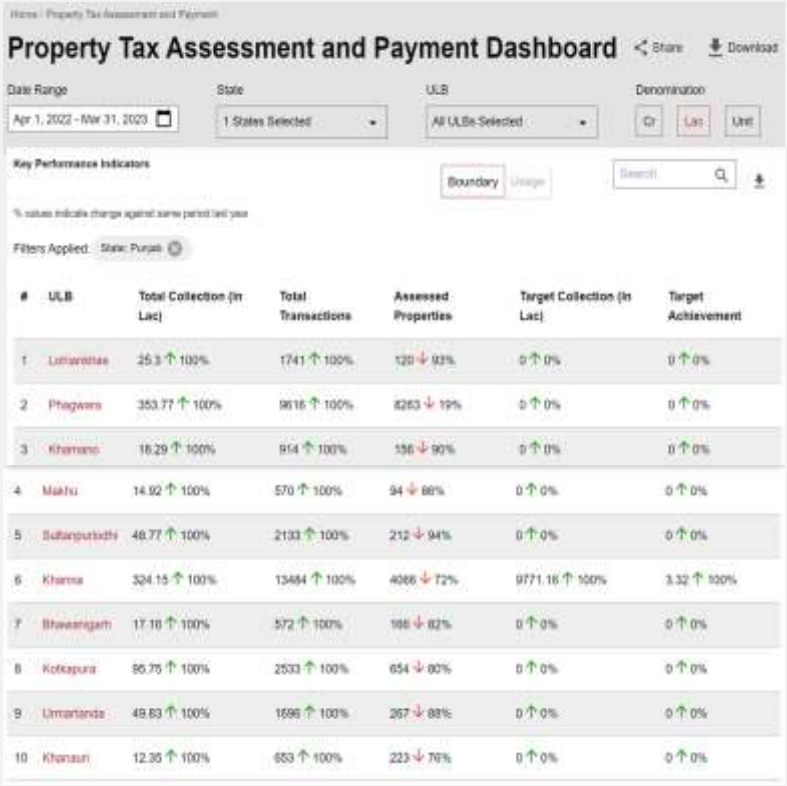
% values indicate change against same period last year

#	State	Total Collection (in Lac)	Total Transactions	Assessed Properties	Target Revenue of this FY (In Lac)	Target Achievement
1	Maharashtra	93,641	17,89,245	5,978	3,00,000	31
2	Goa	3,821	76,828	56,021	8,441	43
3	Uttarakhand	82	19,717	0	5,941	1
4	Chhattisgarh	386	2,102	310	0	0
5	Punjab	31,397 ↑ 62%	42,86,622 ↑ 693%	40,03,082 ↑ 1,288%	41,003 ↑ 179%	75 ↓ 42%
6	Tamil Nadu	14	355	1,499	0	0
7	Chandigarh	4,702	82,575	2,668	9,200	51
8	Madhya Pradesh	45,565	6,91,793	6,91,793	90,000	51
9	Telangana	16,038	3,85,476	1,61,976	1,40,000	11

Property Tax Assessment and P

State Level Data

Granular Data Monitoring at all levels of governance



Home / Property Tax Assessment and Payment

Property Tax Assessment and Payment Dashboard

Share | Download

Date Range: Apr 1, 2022 - Mar 31, 2023

State: 1 States Selected

ULB: All ULBs Selected

Denomination: Cr | Lac | Unit

Key Performance Indicators

Boundary | Usage | Search

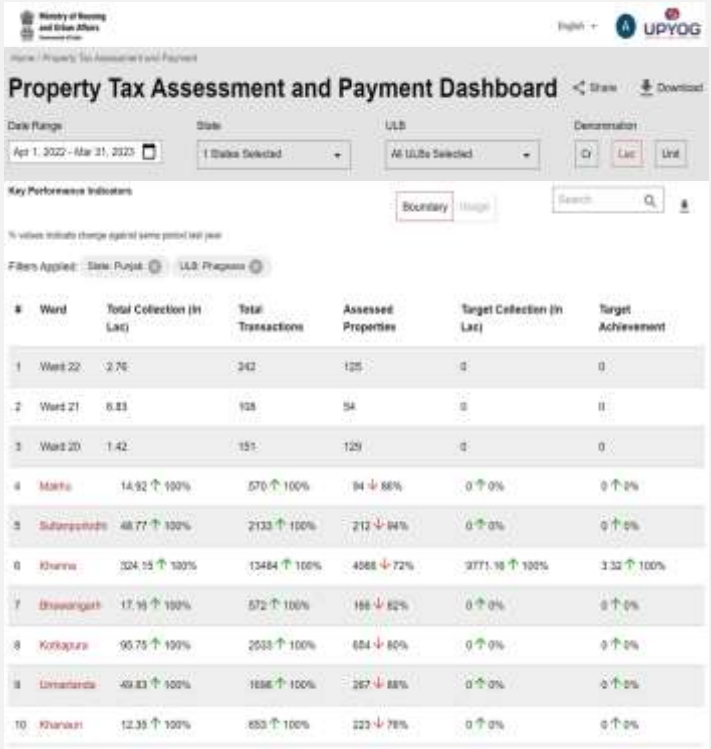
% values indicate change against same period last year

Filters Applied: State: Punjab

#	ULB	Total Collection (in Lac)	Total Transactions	Assessed Properties	Target Collection (in Lac)	Target Achievement
1	Lohankhas	25.3 ↑ 100%	1741 ↑ 100%	120 ↓ 93%	0 ↑ 0%	0 ↑ 0%
2	Phagwara	353.77 ↑ 100%	9616 ↑ 100%	8263 ↓ 19%	0 ↑ 0%	0 ↑ 0%
3	Khamano	16.29 ↑ 100%	914 ↑ 100%	156 ↓ 90%	0 ↑ 0%	0 ↑ 0%
4	Makhu	14.92 ↑ 100%	570 ↑ 100%	94 ↓ 88%	0 ↑ 0%	0 ↑ 0%
5	Sultanpurlodhi	48.77 ↑ 100%	2133 ↑ 100%	212 ↓ 94%	0 ↑ 0%	0 ↑ 0%
6	Khanna	324.15 ↑ 100%	13484 ↑ 100%	4066 ↓ 72%	9771.16 ↑ 100%	3.32 ↑ 100%
7	Bhawanigarh	17.16 ↑ 100%	572 ↑ 100%	166 ↓ 82%	0 ↑ 0%	0 ↑ 0%
8	Kotkapura	95.75 ↑ 100%	2533 ↑ 100%	654 ↓ 80%	0 ↑ 0%	0 ↑ 0%
9	Urmarianda	49.83 ↑ 100%	1696 ↑ 100%	267 ↓ 88%	0 ↑ 0%	0 ↑ 0%
10	Khanauri	12.35 ↑ 100%	653 ↑ 100%	223 ↓ 76%	0 ↑ 0%	0 ↑ 0%

City Level Data

Granular Data Monitoring at all levels of governance

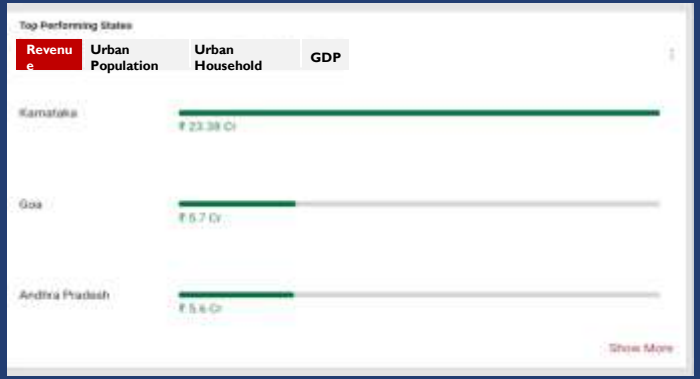


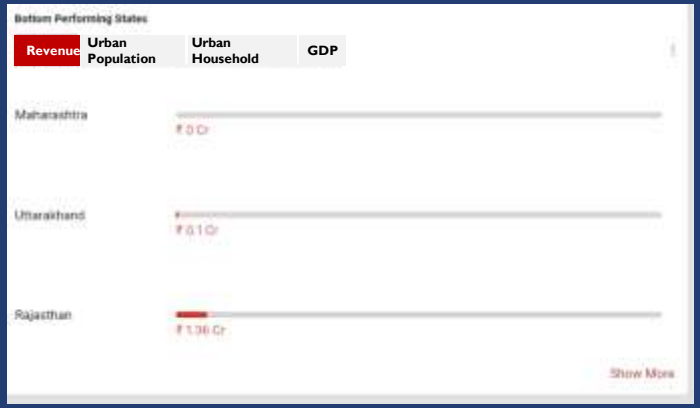
Ward level data

Efficient Data Collation System

More efficient and accurate data collation system, such as:

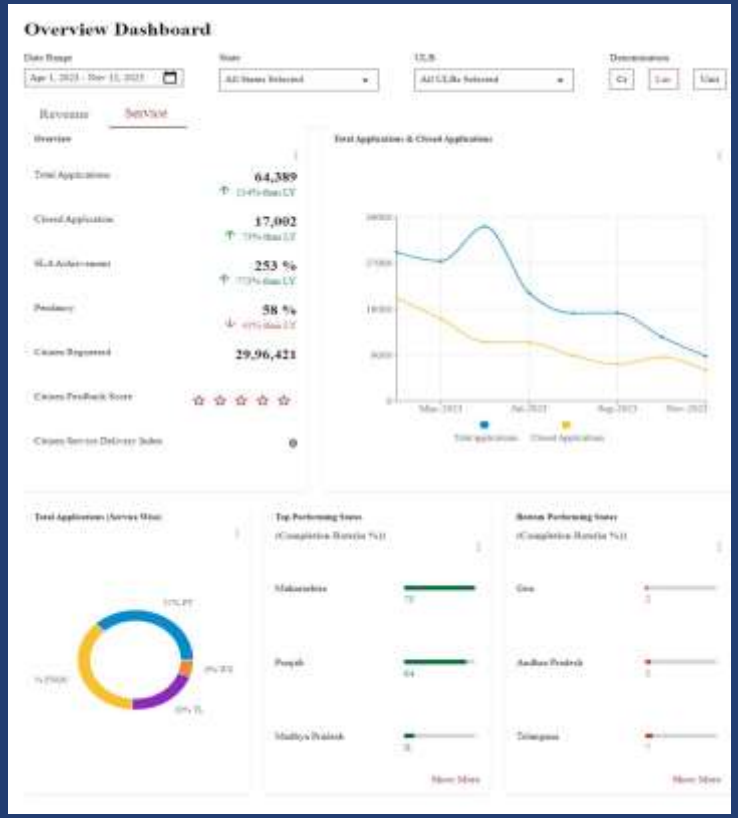
1. Revenue to GDP Ratio,
2. Tax Revenue Per Urban Household,
3. Non-Tax Revenue Per Urban Household,
4. Top and Bottom Performing States,
5. SLA Compliance, along with detailed definitions for each attribute ensuring clarity and transparency.





Effective Monitoring of services

Revenue



Service

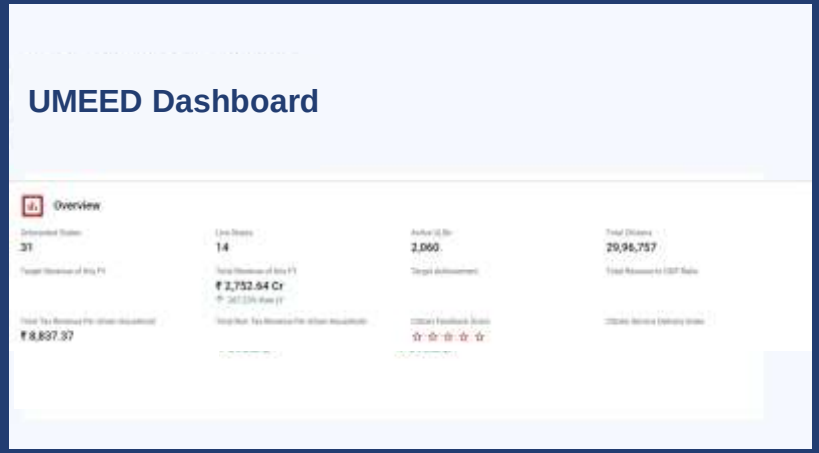
Single source of visualizing various types of Data, aiding in making data driven decisions

Benchmarking of SLAs and Comparison of States

(Insights)

Benchmarking SLAs, GDP & comparing states enables a holistic evaluation, fostering continuous improvement and optimal service standards across regions.

UMEED Dashboard



UMEED – (Urban Monitoring for Efficient and Effective Decision-making) - Dashboard

Key features of the Dashboard include:

1. Broad Overview at National Level.

2. State-wise project status view.

3. Drill down capability of data till ULB level.

4. Synoptic view of major KPIs, both revenue and service-wise

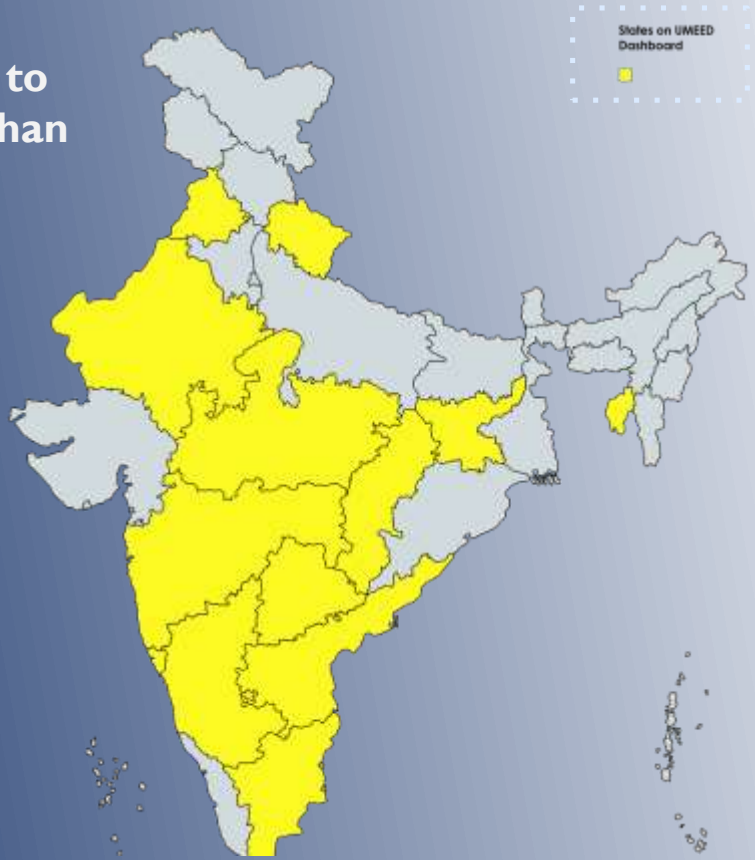
5. Multiple filters, customization options.

6. Shareability.

Status of Services on National Dashboard

ULB's data received from 14 states and credentials have been shared with them to push data on national dashboard other than below states:

1. Punjab
2. Chandigarh
3. Telangana
4. Rajasthan
5. Goa
6. Maharashtra
7. Karnataka
8. Chhattisgarh
9. Uttarakhand
10. Andhra Pradesh
11. Madhya Pradesh
12. Tamil Nadu
13. Tripura
14. Jharkhand



Status of services on National Dashboard

ULB's data received from 14 states and credentials have been shared with them to push data on national dashboard other than below states:

States	Property Tax	Trade License	Water & Sewerage	Misc. collection	NOC	PGR	Birth & Death	BPA
Punjab	✓	✓	✓	✓	✓	✓		
Chandigarh	✓	✓	✓	✓		✓		✓
Telangana	✓	✓	✓					
Rajasthan		✓	✓		✓			
Goa	✓	✓		✓				
Maharashtra	✓	✓	✓	✓	✓			
Karnataka		✓	✓					
Chhattisgarh	✓		✓					
Uttarakhand	✓	✓		✓				
Andhra Pradesh		✓	✓					
Madhya Pradesh	✓							
Tamil Nadu	✓							
Tripura		✓						
Jharkhand	✓							

National Dashboard Coverage

S.No.	States	Total No. of ULBs	Property Tax	Trade Licenses	Water & Sewerage	OBPAS	Fire NOC	PGR	User Charges / Miscellaneous Collection
1	Andhra Pradesh	126		126	113				
2	Chandigarh	1	1	1	1	1		1	1
3	Chattisgarh	170	170		170				
4	Goa	14	14	12					14
5	Karnataka	310		308	260				
6	Madhya Pradesh	414	359						
7	Maharashtra	422	122	14	130		1		243
8	Punjab	167	163	123	14		62	153	165
9	Rajasthan	242	7	92	21		160		
10	Tamil Nadu	160	157						
11	Telangana	141	141	141	141				
12	Uttarakhand	102	44	53					13
13	Tripura	20		1					
14	Jharkhand	50	1						
Total		2339	1184	873	850	1	223	154	436

Benefits

Advantages of using the dashboard for 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.

Benefits

Advantages of using the dashboard for 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.

Benefits

Advantages of using the dashboard for stakeholders

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

Improved decision-making through real-time data access.

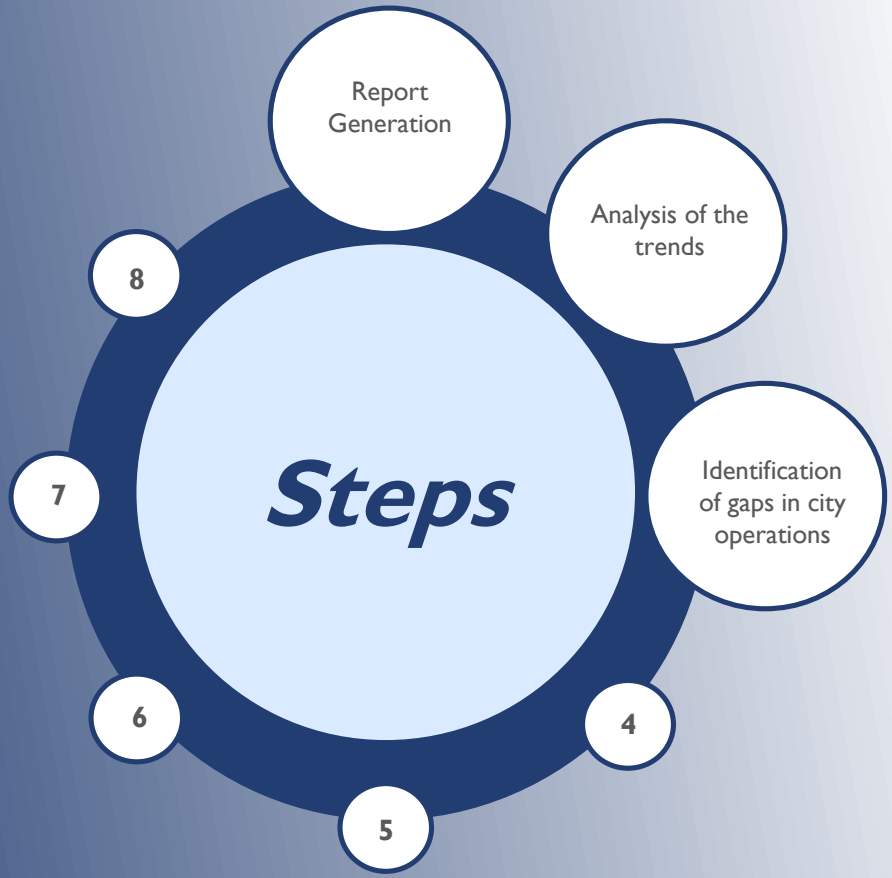
Potential for revenue optimization and resource allocation.

Unlocking the full potential of city revenues

A Circular Case Process

A Circular Case Process

A Circular Case Process



A Circular Case Process

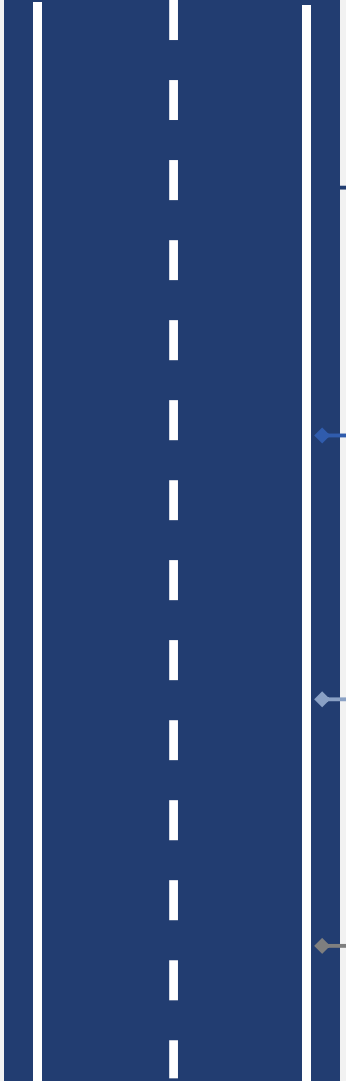
A Circular Case Process

A Circular Case Process

A Circular Case Process

A Circular Case Process

Future Roadmap



State/City Dashboard

ULB Benchmarking

City Specific KPIs

Expanding to other Urban domains

Thank You

National Urban Digital Mission

Scan to Connect