# Urban Governance Transformation

at Scale and Speed

# DIGIT Summary

DIGIT
by eGov Foundation

- Rapid statewide implementation
- Proven platform across 900 cities
- Easy to build new applications
- No vendor lock-ins
- Free of cost
- National government certified
- Access to innovative solutions across the country
- Born in cloud

# eGov's Platform (DIGIT) – Enabling Creation of multiple Solutions at Scale through Shared Digital Infra

DIGIT
by eGov Foundation

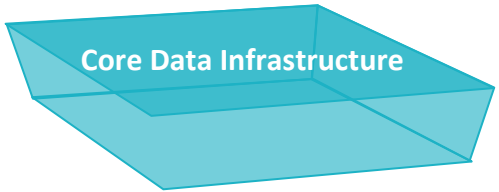
ANDROID

Property Tax | Trade License | Public Grievance

Whatsapp | Image Gallery | Paytm

Collection Service | Billing Service | Location Service

Camera Service | Notification Service | Location Service




Property Registry | Employee Registry | User Registry

Number Registry | Device Registry | Image Registry

# Platform services for citizens, gov employees and city administrators

DIGIT
by eGov Foundation

# The platform comes with ready to deploy applications that capture 90% of citizen transactions & 80% of ULBs revenue

## Dashboards
- Actionable Insight
- Real Time

## Finance
- Double Entry
- Real Time

## Property Tax
- Self-Assess Property
- Pay Online

## Building Plan Approval
- Apply Online
- Access Anywhere
- Ease of Payment

## Public Grievance
- Click a Picture
- Submit Complaint
- Track Status

## Trade License
- Apply Online
- Pay License Fees
- Download License

## Water
- Apply Online
- Regular Updates
- Pay Online

## Sewerage
- Apply Online
- Regular Updates
- Pay Online

## Fire NOC
- Apply Online
- Download Certificates

## ULB Portal
- Apply Online
- Access Anywhere
- Ease of Payment

# Citizen Services

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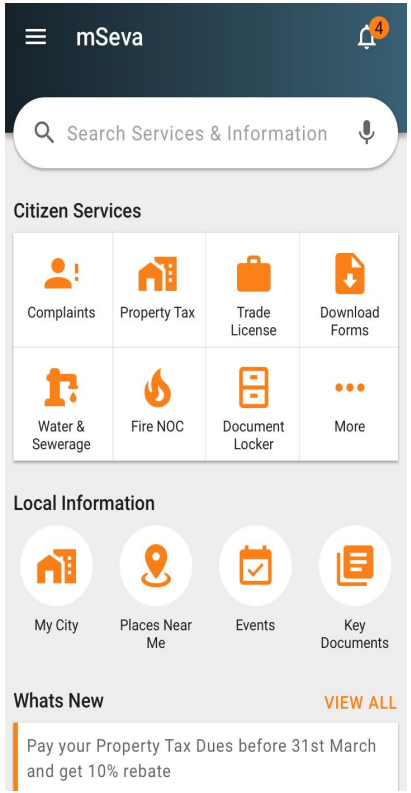
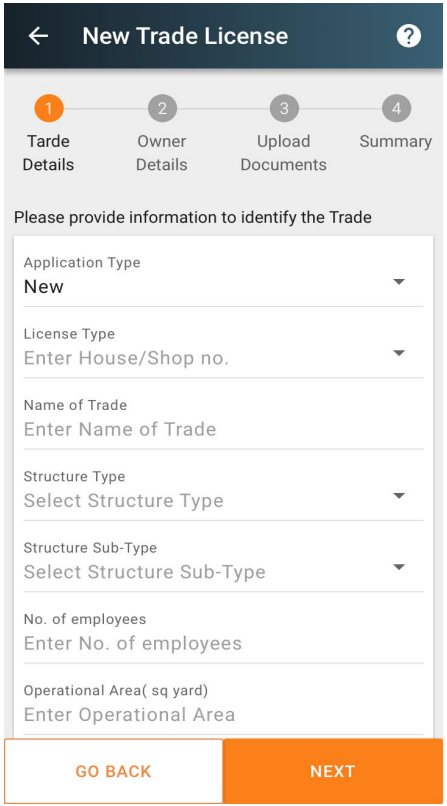
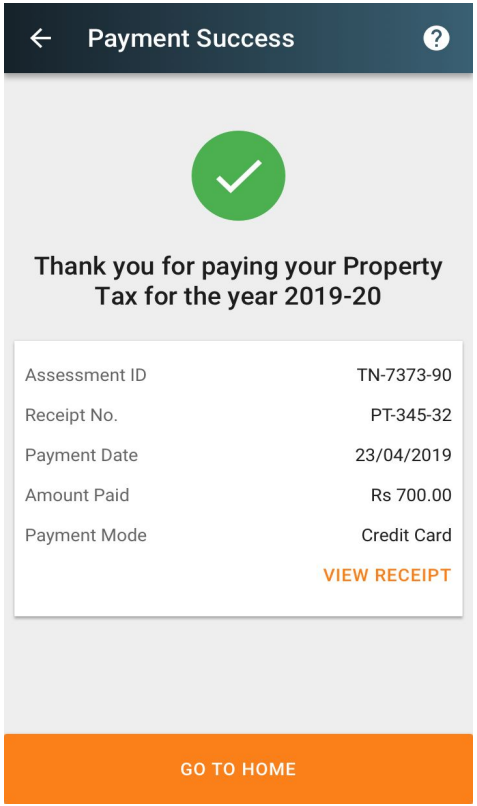
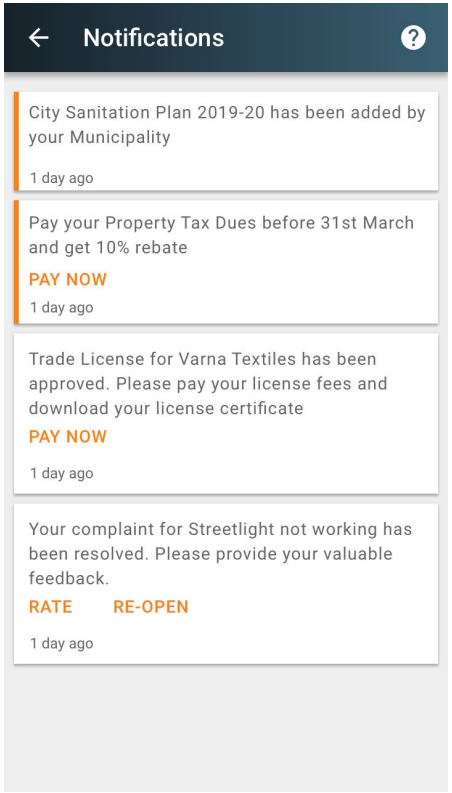



Single Interface on Mobile and web

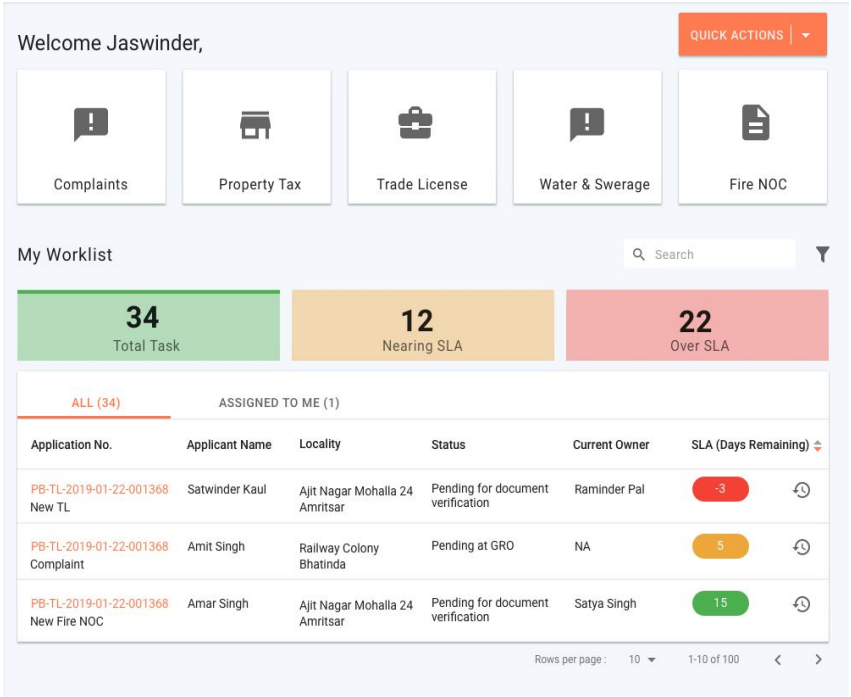
Easy to apply for licenses and applications

Simple payment options for taxes and fees

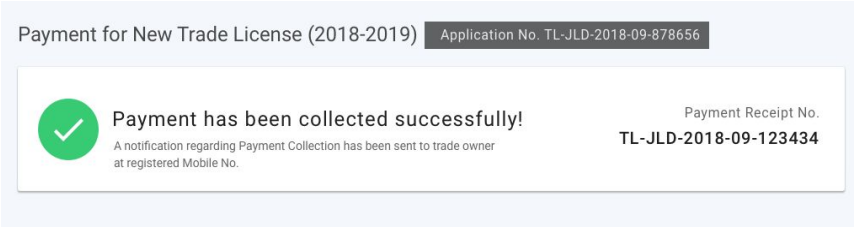
Fast tracking and notification options

egov FOUNDATION

# Employee Convenience

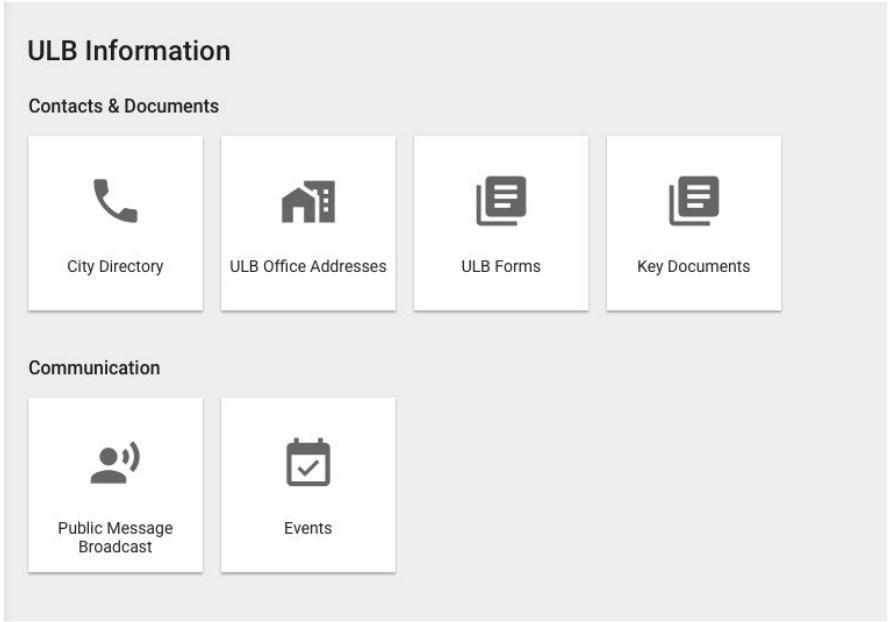


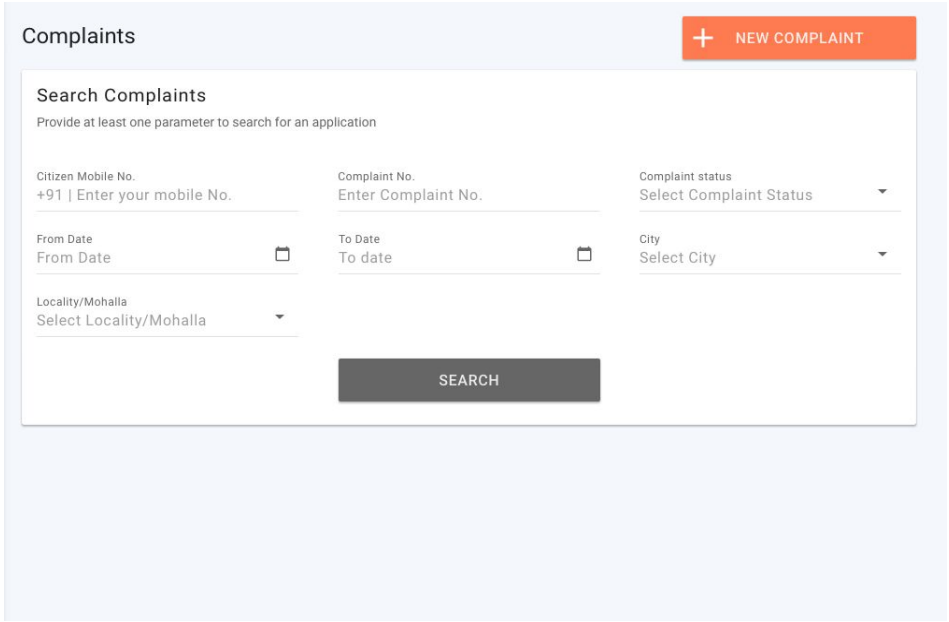

Personalised Dashboard for all applications




Simple web interface to assist citizens at counters

# Employee Efficiency

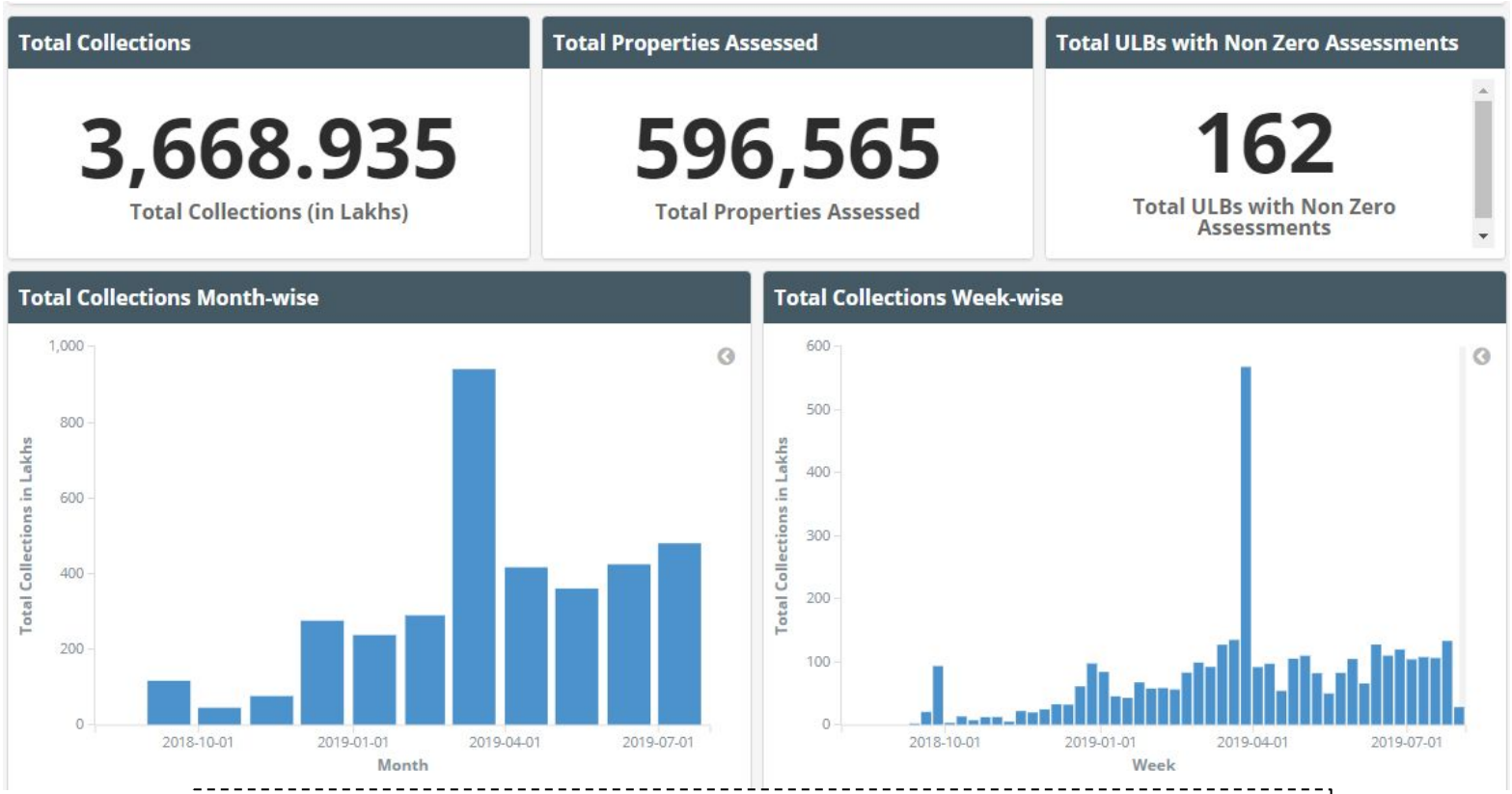



Easy access to all required information

Efficient Search options

# Administrator View- State wide Dashboards




Dashboards for driving transparency, accountability and better planning

# Administrator View- District and ULB Details

Andhra Pradesh Municipal Administration Grievance Dashboard

State : **ANDHRA PRADESH** District : **YSR KADAPA** ULB : **Kadapa** Department : PUBLIC HEALTH AND SANITATION

| S.No | Functionary | No. of Complaints | | | | | SLA | |
|---|---|---|---|---|---|---|---|---|
| | | Total | Closed | Closed (%) | Open | Open (%) | Within SLA (%) | Outside SLA(%) |
| 1 | T Venkataramana : Sanitary Inspector (9849907903) | 954 | 936 | 98.11% | 18 | 1.89% | 34.49% | 65.51% |
| 2 | S LAKSHMI NARAYANA : Sanitary Inspector (9849907472) | 638 | 618 | 96.87% | 20 | 3.13% | 19.91% | 80.09% |
| 3 | T Nagaraju : Sanitary Inspector (9949828768) | 475 | 467 | 98.32% | 8 | 1.68% | 13.26% | 86.74% |
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| 10 | Mallela Gangadhar : Sanitary Inspector (9182050516) | 155 | 148 | 95.48% | 7 | 4.52% | 16.13% | 83.87% |
| 11 | B Muni Swamy : Manager (9849907467) | 67 | 67 | 100.00% | 0 | 0.00% | 22.39% | 77.61% |
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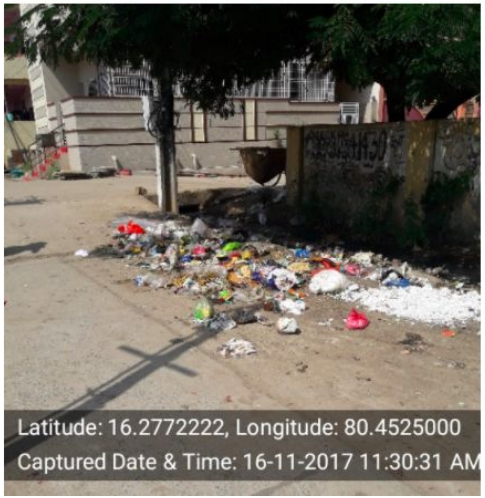
| 13 | K Mallikarajun : Sanitary Inspector (9908956715) | 24 | 24 | 100.00% | 0 | 0.00% | 0.00% | 100.00% |
| 14 | P.Chandra Mouliswara Reddy : Commissioner (9849905862) | 19 | 19 | 100.00% | 0 | 0.00% | 0.00% | 100.00% |

# Administrator View- Transaction Details

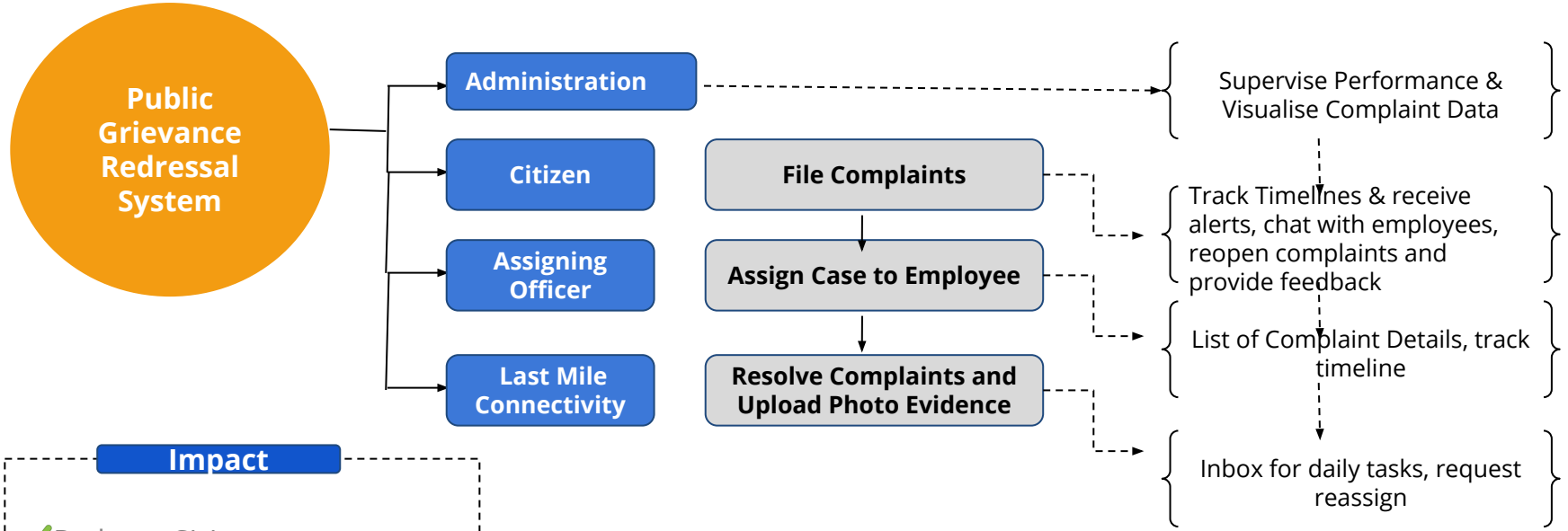
## Grievance Information

08138-2017-NT

| | | | |
|---|---|---|---|
| Name | Perumalla Gowri Sireesha | Phone Number | 9502046096 |
| CRN | 08138-2017-NT | Grievance Date | 16/Nov/2017 11:33 AM |
| Grievance Department | PUBLIC HEALTH AND SANITATION | Next Escalation Date | 18/Nov/2017 11:52 AM |
| Grievance Type | Removal of garbage | Filed via | Puraseva App |
| Grievance Details | చెత్త ను సేకరించుటలేదు. పందులు సంచారం ఎక్కువగా ఉన్నది | Receiving Center Details | N/A |
| Photos/Video |  | | |

# Products overview

# Public Grievance Redressal (PGR) Overview

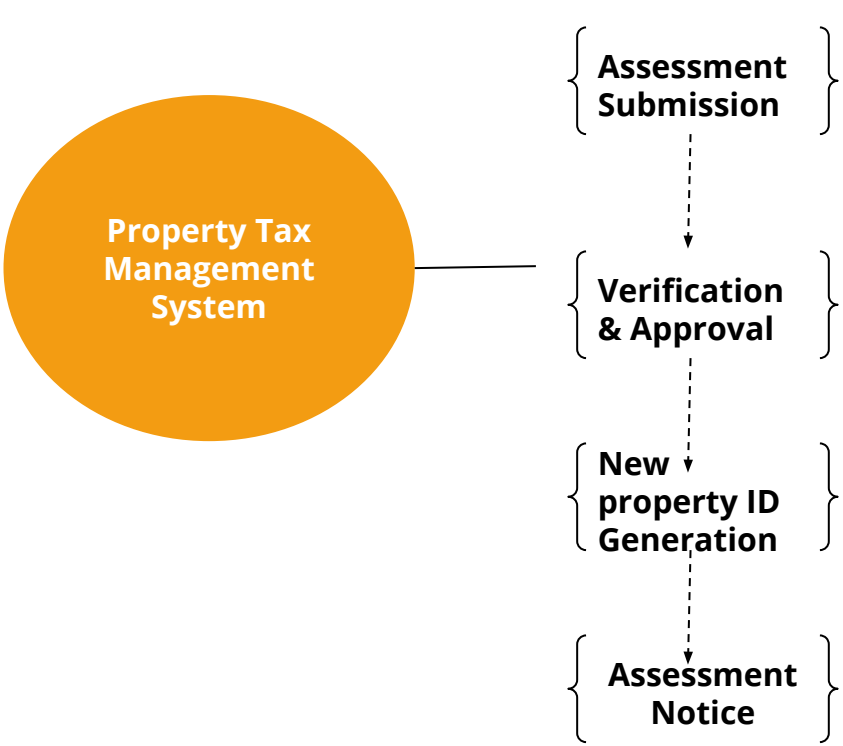



Sample Workflow

**Impact**

- ✔ Reduces SLA.
- ✔ Improves citizen satisfaction.
- ✔ Improves employee performance

# Property Tax Overview

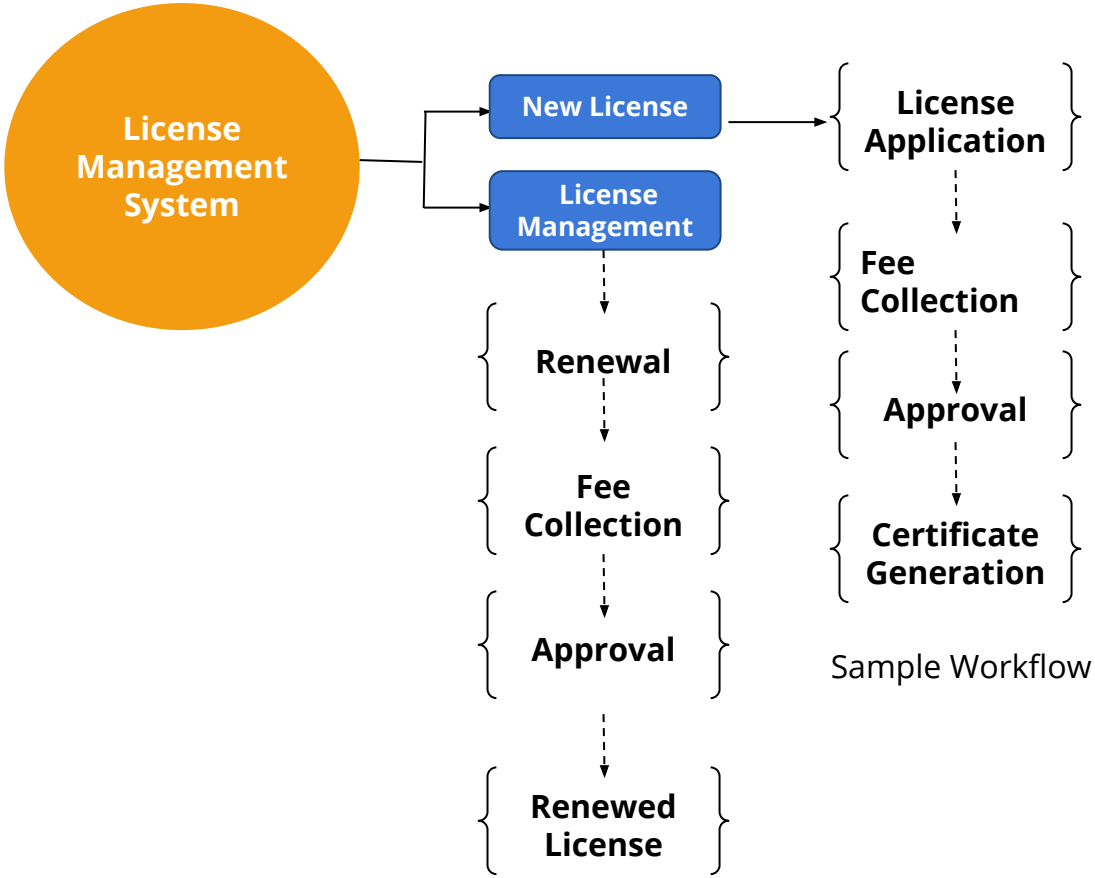



Sample Workflow

**Impact**

- ✔ Increases ease of doing business ranking
- ✔ Increases revenue.
- ✔ Digitisation of properties.
- ✔ Multichannel access for citizens.

# Trade License Overview




Sample Workflow

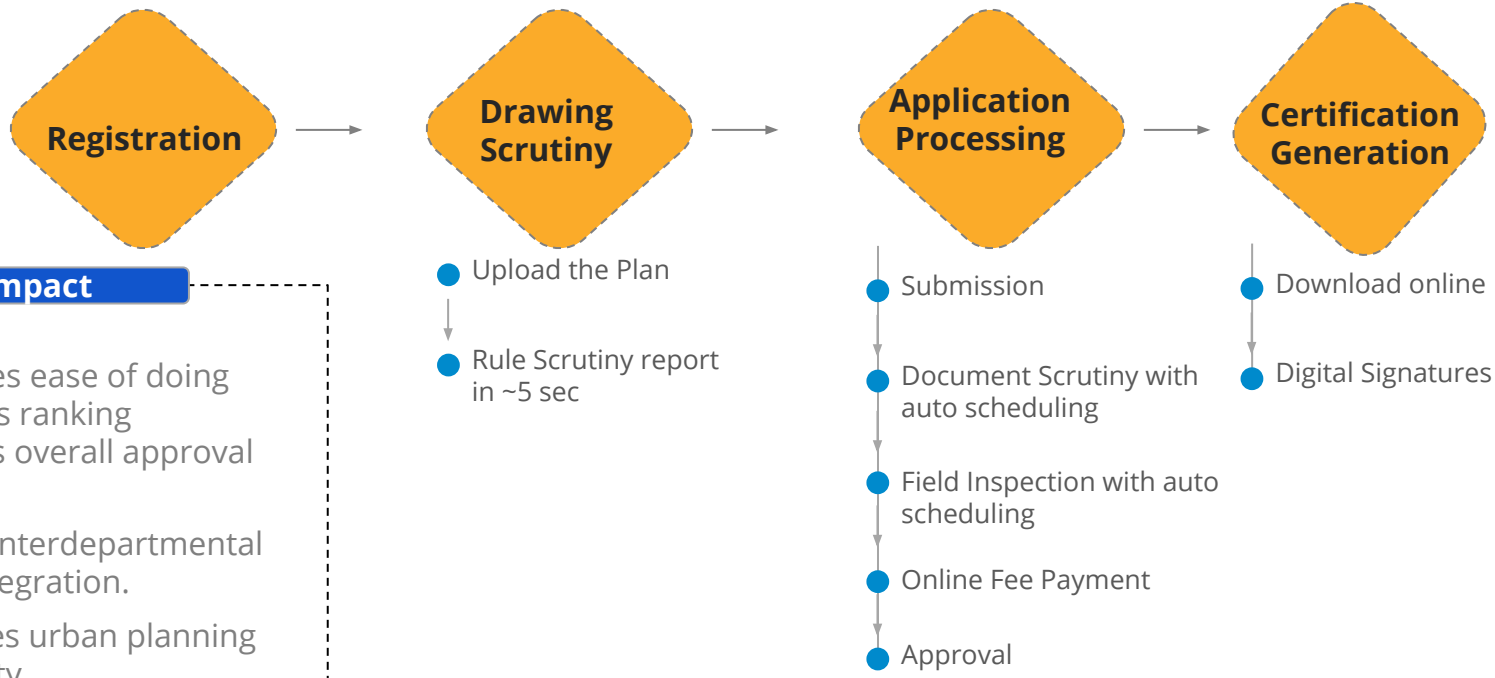
**Impact**

- ✔ Simpler license verification process.
- ✔ Improves business environment.
- ✔ Increases trust in the economy.

# Online Building Permission System (OBPS) Overview

DIGIT by eGov Foundation

## Process Flow



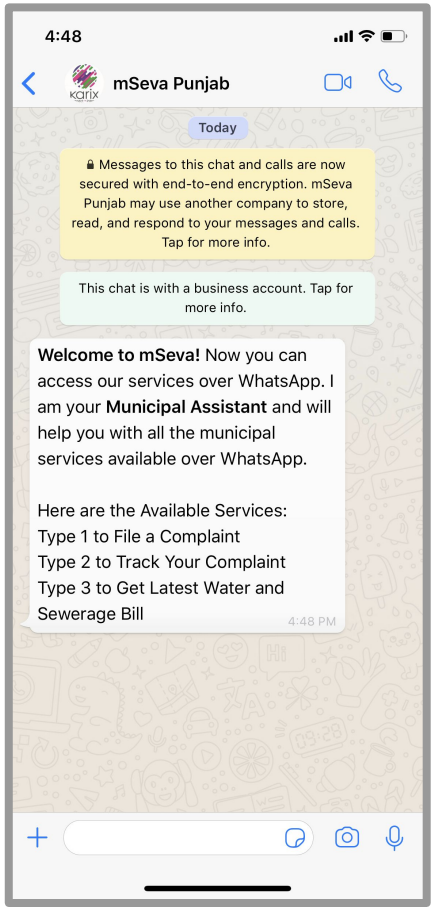

## Impact

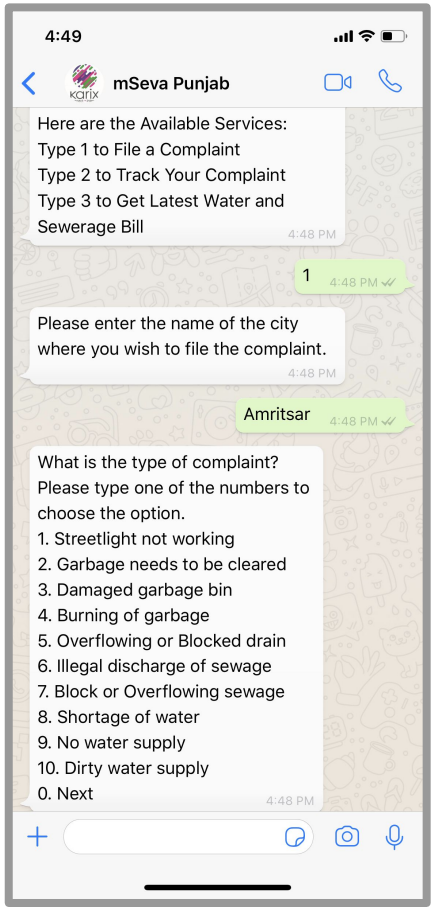
- ✔ Increases ease of doing business ranking
- ✔ Reduces overall approval time.
- ✔ Simple interdepartmental NOC integration.
- ✔ Improves urban planning capability.

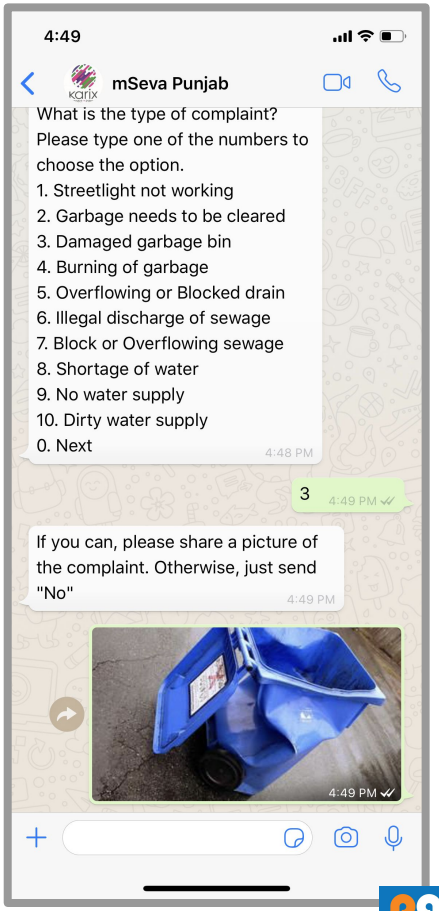
# mSeva on Whatsapp

Scan the QR Code

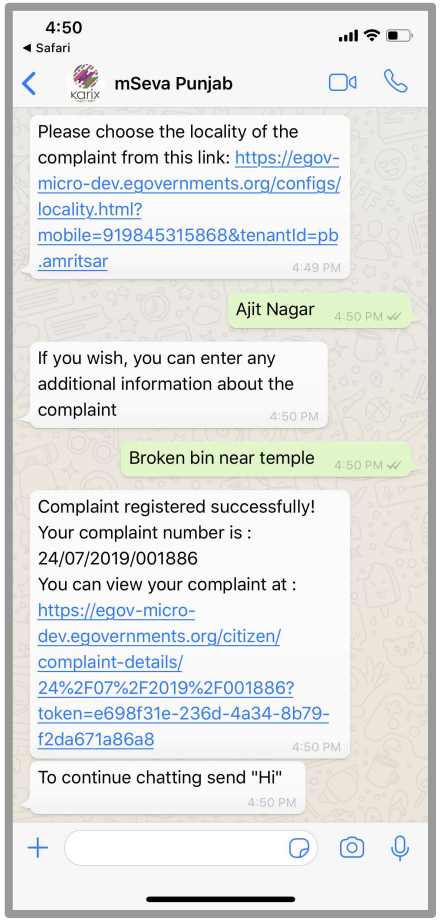
# Whatsapp - PGR Use Case

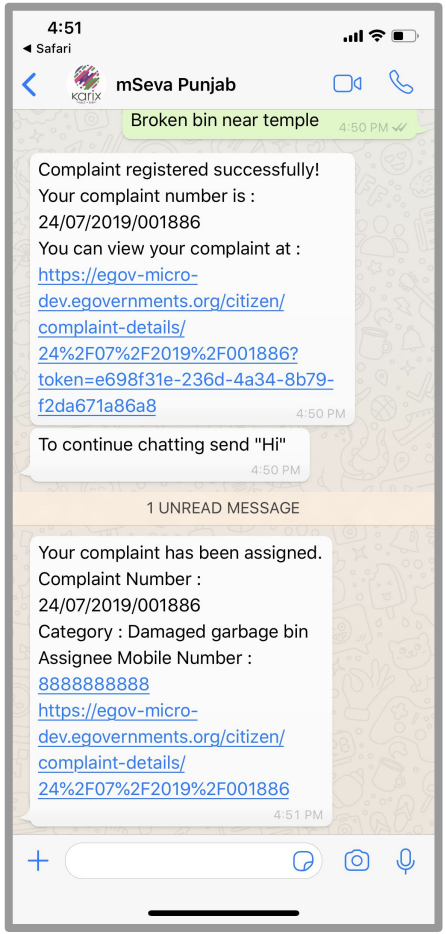


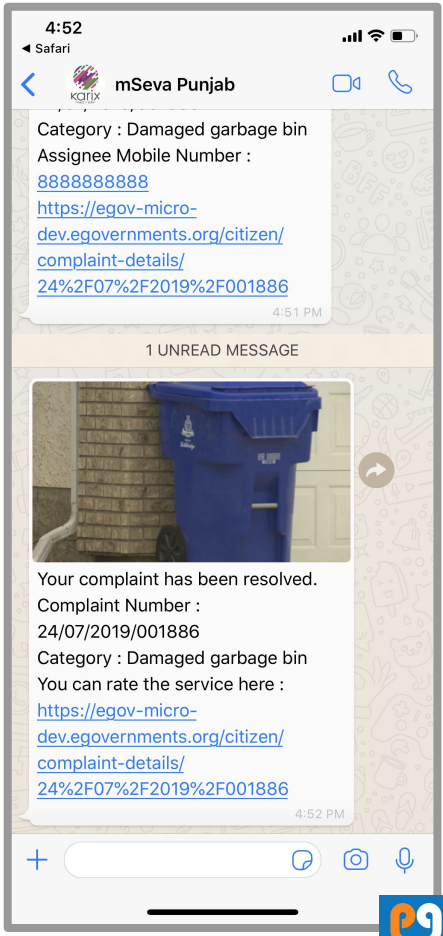



# Whatsapp - PGR Use Case



# Key Features

- **NMAM Compliant** – CoA, Transaction Attributes and Reports.
- **Flexible -** Definition of Financial years and Closure periods
- **Ready API for easy Integrations**
- **Budgeting**
    - **Budgetary Controls** – for Planning and for Transactions. Flexible & Configurable
    - **Budgeting Creation -** Along Accounts & Account Groups. **Uploadable**.
    - **Budget Enforcement -** at transaction level at any stage during expense processing lifecycle
    - **Budget Re-appropriations** – made Easy

# Key Features

- **Processing**
    - **Bill Processing**: Generation of bills for varied items such as purchases, works, and salaries
    - **Payment Processing**: Payments are processed based on type of expense types including Salary, Contingent expense, Purchase and Works.
    - **Receipt Processing**:
        - Facilitates processing of receipts from other eGov modules or integrated with third-party applications
        - Configurable Service Wise Bank Mapping

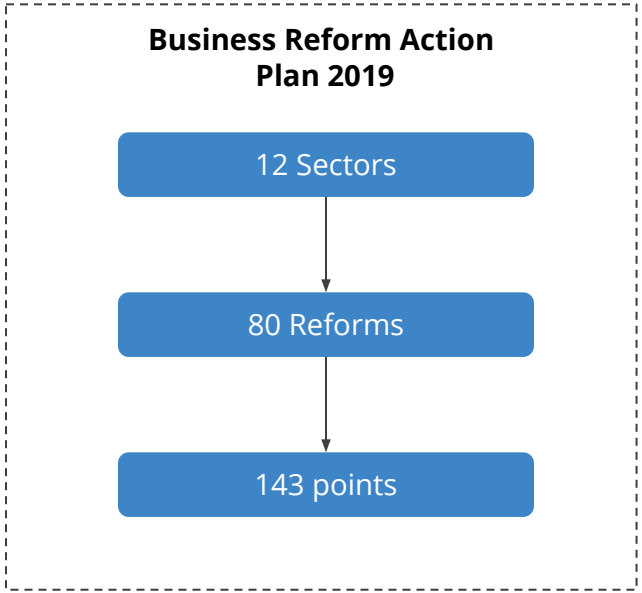
          Configurable Individual wise remittance
- **Bank-reconciliation** – Easy reconciliations with Bank
- **Deduction Management**
        - Deduction of recovery at the time of bill creation
        - Configuration -based recoveries & its remittance

# Key Features

- **Built in Validations / Checks** – to avoid many Common User Mistakes
- **Period End Activities** – Closure of a Period, Transfer of Closing Balances, Opening Balances updates
- **Contra Entry - User friendly**
  - Cash Deposit
    - Transfer from a Cash Account to Bank Account can be done easily
  - Bank Transfer
    - One Bank Account to Another account across banks BUT within the same FUND
  - Inter Fund Transfer
    - Transfer from one fund to another (2 Inter fund related Vouchers generation)
  - Pay-in Slip
    - Deposit of cheques to a bank account
- **Asset Accounting**
  - Asset Categorizations
  - Asset Revaluation
  - Asset Depreciation - Straight-line & Written down value
  - Asset sale and disposal
  - Asset Capitalisation & Improvement

# Impact

# Ease of Doing Business - Impact Assessment




DIGIT

Impact on BRAP 2019

| Product | Direct Impact | |
|---|---|---|
| | Reform | Points |
| Web Portals | 2 | 5 |
| Building permit | 9 | 19 |
| Water and Sewerage | 3 | 3 |
| Trade License/NOC | 1 | 2 |
| Property Tax | 3 | 5 |
| **Total** | **18** | **34** |

State Ranking 2017-18 for DIGIT States

DIGIT Embedded | Andhra Pradesh 1 | Karnataka 8 | Punjab 20

# Citizen Impact

DIGIT by eGov Foundation

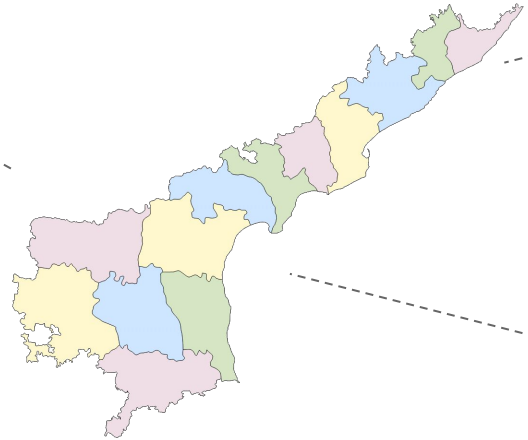
***Citizens survey results***

## Access

**85%** see greater access to Government

## Tangible Impact

**85%** see life improvement due to Puraseva



## Improved Governance

**79%** see enhanced service delivery

## Perception

**69%** has an improved perception of Government

**58%** of users live on less than $6 a day

Source:March 2018 Lean Data Survey conducted with 354 citizens in AP

# Efficiency Improvement of employees across supply chain

***Employee Survey Result***

## Increased Efficiency

**69%**

experienced significant reduction in workload

## Improved Work Quality

**81%**

see significant improvement in ability to serve citizens

## Enhanced Productivity

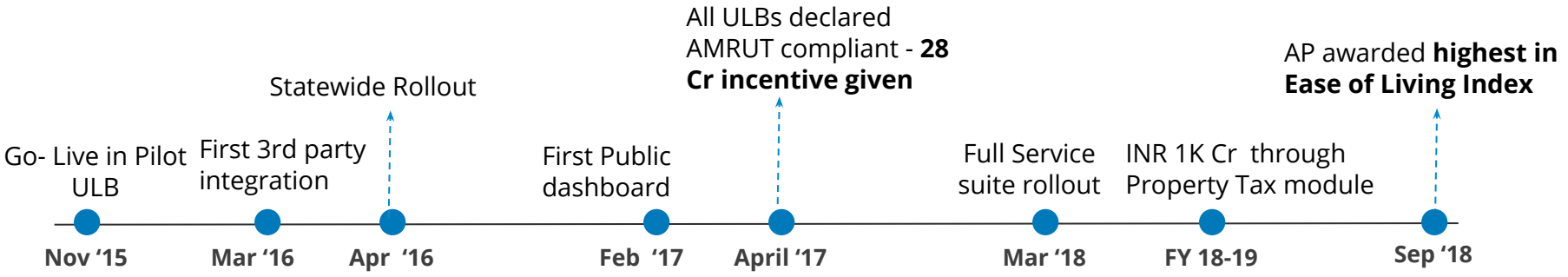
**19**hrs

saved per employee week

Source: Lean Data Survey conducted with 151 employees in AP

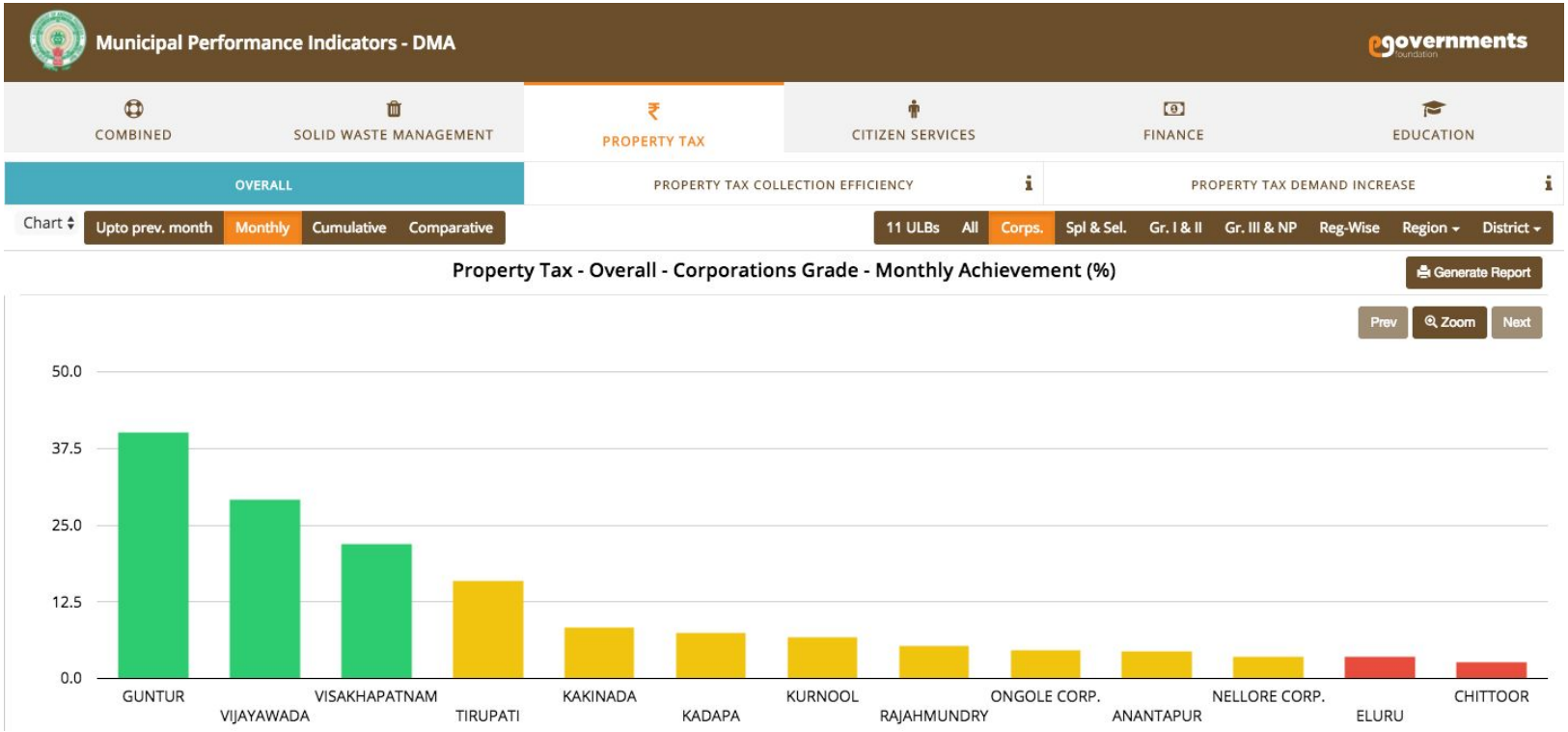
# Impact Case Study - Andhra Pradesh

# Transformation Journey in AP



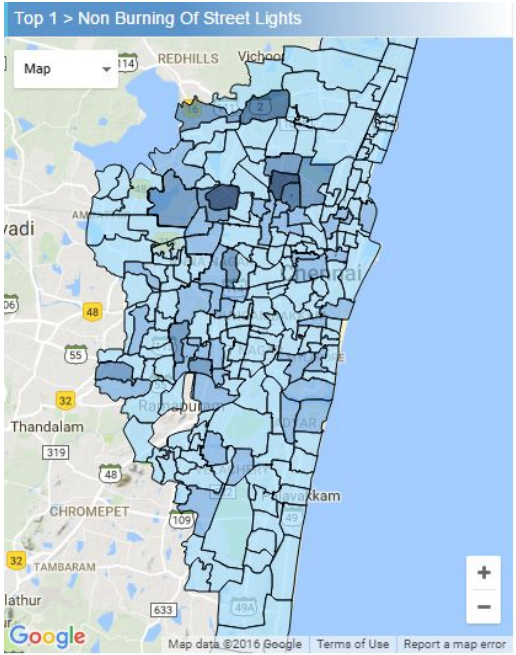
# Real Time and Public Dashboards to Drive Performance

Our statewide architecture enables integrated dashboards at all levels of govt.

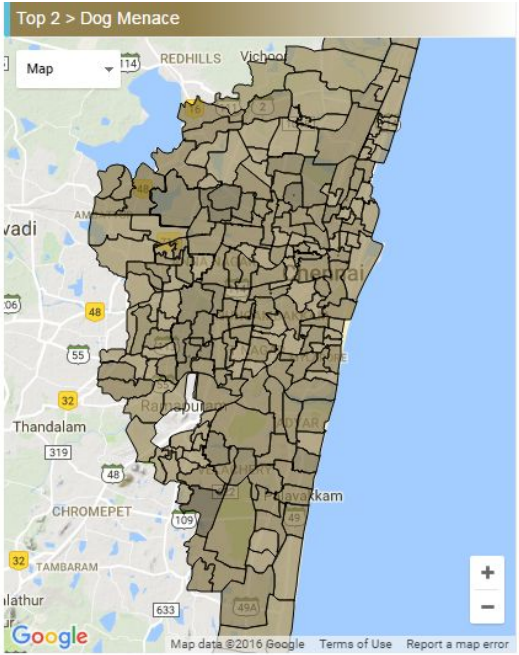


# Dashboards Pinpoint Issues at Ward & Street Level

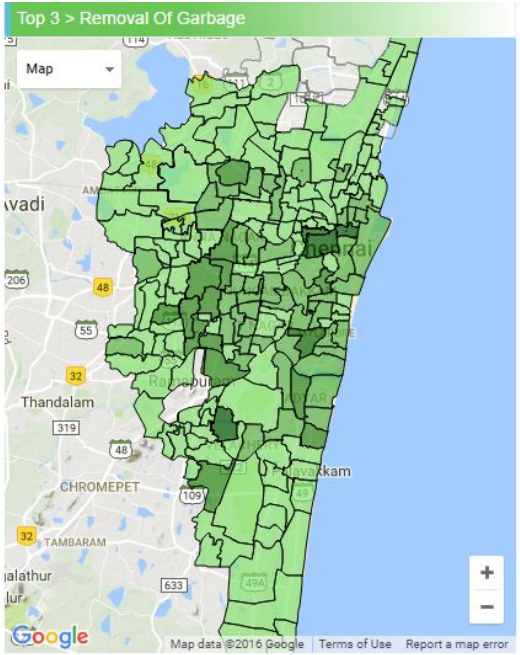
i) Non working street light




ii) Dog Menace




iii) Removal of Garbage



# Drive Accountability & Actions Real Time – Employee

DIGIT by eGov Foundation

Andhra Pradesh Municipal Administration Grievance Dashboard

State : **ANDHRA PRADESH** District : **YSR KADAPA** ULB : **Kadapa** Department : PUBLIC HEALTH AND SANITATION

| S.No | Functionary | No. of Complaints | | | | | SLA | |
|---|---|---|---|---|---|---|---|---|
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| 1 | T Venkataramana : Sanitary Inspector (9849907903) | 954 | 936 | 98.11% | 18 | 1.89% | 34.49% | 65.51% |
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# Drive Accountability & Actions Real Time – Drill Down

DIGIT by eGov Foundation

## Grievance Information

| | | | |
|---|---|---|---|
| Name | Kamarajugadda Samba Siva Rao | Phone Number | 9100953508 |
| CRN | 02366-2017-EO | Grievance Date | 15/Nov/2017 08:41 AM |
| Grievance Department | PUBLIC HEALTH AND SANITATION | Next Escalation Date | 16/Nov/2017 08:41 AM |
| Grievance Type | Removal of garbage | Filed via | Puraseva App |
| Grievance Details | garbage on road side | Receiving Center Details | N/A |
| Photos/Video | | | |

# Data Driven Governance has improved Efficiency and Service Delivery

AP Govt Announces Compensation for Delay

Civic bodies to compensate denizens for dragging feet

Govt Orders Municipal Officials To Abide By Citizens' Charter

SamdaniLMN@timesgroup.com

Amaravati: Residents tired of making endless rounds of the municipal office for getting their work done now have something to cheer - the state government has tightened the screws on the civic administration, clarifying that the civic body would compensate applicants for any delay caused besides ensuring that it abides by the citizens' charter.

The government has sent a clear message to civic authorities by not giving them any say in the imple-

CRACKING DOWN ON INCOMPETENCE

Total complaints received till date 3,63,691

Total service requests attended 2,71,249

Service requests yet to be attended 92,442

| Service Category | Total Complaints/ Requests Received | Yet to Attend |
|---|---|---|
| Property Tax | 2,04,272 | 31,163 |
| Trade License | 1,26,009 | 44,822 |
| Water Charges | 32,300 | 15,939 |
| Advertisement Tax | 1,001 | 484 |
| Marriage Registration | 114 | 25 |

For delaying property tax requests (new assessments), the fine that is to be paid by civic body is ₹22.34 crore in total. Similarly, for delaying service requests relating to transfer of ownership, total fine that has to be paid is ₹8.47 crore. Delaying water charge service requests (new

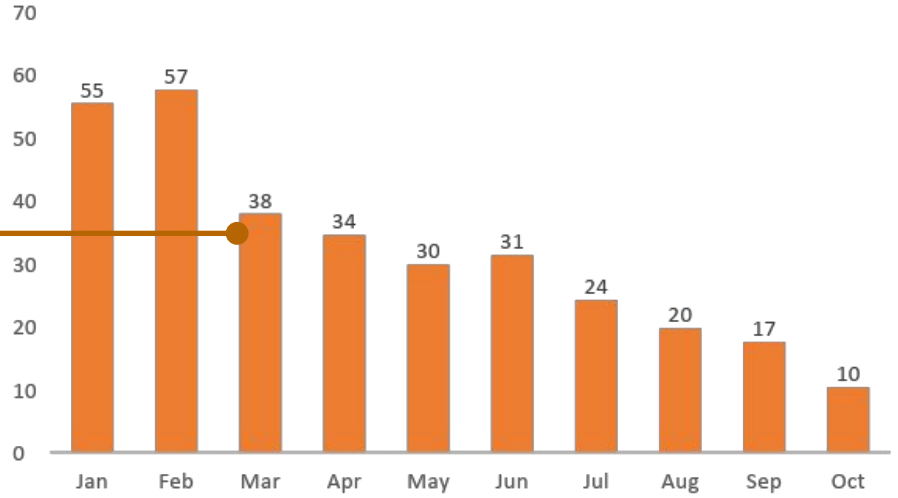
CM Chandrababu Naidu directs municipal administration department that there should not be

WATER CHARGES

(New Assessment) ₹9.26 crore

Trade Licenses

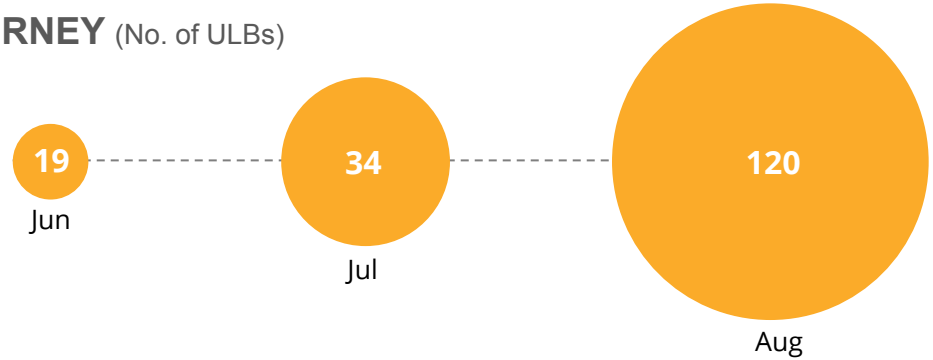
Elapsed Days for Completing Service Request ( 2017 data)



# New Paradigm - 120 ULBs live in 100 Days

DIGIT
by eGov Foundation

## JOURNEY (No. of ULBs)




## IMPACT

| 50+ | 100+ Crores | 20K+ | 40+ | 300+ |
|---|---|---|---|---|
| Services Digitised | Revenue | Complaints Resolved | Training Sessions | Employee Trained |

## SCALE

| 8 | 50 | 166 |
|---|---|---|
| Products | Services | ULBs |

egov FOUNDATION

# Not Just Scale but Also Speed – Time to 100 ULBs in Months

**45 MINS** TO SETUP ULB

**CREATE ULB CONF**

Tenant
Boundary Generation
DB

15 Mins

**VERIFY ULB DATA**

Departments
Designations
Employees

15 Mins

**UPLOAD & RESTART SERVICE**

ULB Data Upload
Activate ULB
MDMS restart

15 Mins