INTRODUCTION

Ministry of Electronics and IT, under the ambit of Digital India programme, has initiated several technology-led transformations towards improving ‘Ease-of-living’ for citizens. Mobile governance i.e. providing services through mobile phones was one of the key focus areas. Project UMANG was inspired from the vision of the Hon’ble Prime Minister and UMANG mobile application was envisaged to have a transformative and historic impact on the lives of citizens by allowing them to avail digital services on 24*7 basis, without any intermediary.

On November 23, 2017, the Hon’ble Prime Minister dedicated UMANG Mobile app to the Nation with 163 services. Within a short period of its successful running, the mobile app bagged four major awards:
• Best m-Government Service award at 6th World Government Summit held at Dubai, UAE, in February 2018
• IDC Digital Transformation Awards 2018 in August, under the category Omni-experience Innovator, which recognized it as a pioneering initiative
• Digital India Jury choice award 2018-19
• DARPG Gold award 2018-19 for Excellence in providing Citizen Centric Delivery
UMANG mobile app aggregates major government services of the Centre, the States, local bodies and important utility services to facilitate single point access anytime, anywhere. UMANG supports 13 languages, requires about 30 MB space, helps in discovery of relevant services for a user and bookmarks them for frequent use. All DigiLocker documents are available on the home page and a scanner has been made available for document scanning while applying for a service. Government departments can integrate with UMANG in just weeks without the need to hire any agency for development & integration.

Core integrations of UMANG, such as Aadhaar, Payment Gateway, DigiLocker, Feedback System, SMS and email gateway are available to all departments. With its vast learning, UMANG is helping departments with GPR (Government Process Re-engineering) and upgradation of their individual platforms. On the one hand, UMANG team handholds the user, tries to understand his/her pain points and on the other hand, interacts with departments to improve the overall experience of end users.

UMANG app has reached a level of more than 3.2 crore downloads and ~2.35 crore registered users while maintaining an average Play Store rating of 4+ from more than 100K user feedback. On a daily basis, about 25,000 - 30,000 new users are registering on UMANG.

UMANG’s ‘Assisted Mode’ enables services delivery through 3.75 lakh Common Service Centres (CSCs).

The international version of UMANG mobile app is being made available in countries, such as USA, UK, Canada, Netherlands, Australia, New Zealand, Singapore and UAE from November 23, 2020.

Since its launch, UMANG has come a long way. The mobile application’s services count has now reached 2,039 (373 from Centre, 487 from 27 States and 1,179 utility bill payment services). This can be seen from the following graph:
Improving ease of living during covid-19 pandemic
Gold in "National Awards for e-Governance 2018-19"
Hon'ble Minister Dr. Jitendra Singh, Secretary DARPG with UMANG team (Feb 27, 2019)

Digital India Jury Choice Award - Hon'ble Minister Shri Ravi Shankar Prasad; Secretary, MeitY & UMANG team (Feb 22, 2019)

"Best m-Government Service Award 2018" by UAE Government at Dubai during 6th World Government Summit. HH Sheikh Bin Zayed Al Nahyan, Deputy Prime Minister & Minister of Interior, & Shri Neeraj Kumar, Project Director, UMANG (Feb 11, 2018)

"IDC Digital Transformation Awards 2018" under "Omni-experience Innovator" category. Shri Neeraj Kumar, Project Director, UMANG (Aug 18, 2018) receives award
Shri Ajay Sawhney, Secretary, MeitY with UMANG team

Shri M.S. Rao, Former P&CEO, NeGD with UMANG team

Shri Sanjeev Gupta, Former P&CEO, NeGD with UMANG team

Smt. Aruna Sundarajan, Secretary DoT with UMANG team
Current P&CEO, NeGD, CEO, MyGov and CEO & MD, Digital India Corporation, Shri Abhishek Singh at the launch of UMANG’s revamped version on July 1, 2020
Hon’ble Minister Shri Ravi Shankar Prasad handing over the UMANG reference RFP to Hon’ble PM of Sri Lanka

Launch of UMANG services, Tamil Nadu by Hon’ble Chief Minister Shri E.K. Palaniswami
Launch of TRAI services on UMANG - Shri R.S. Sharma, Chairman, TRAI, Shri Ajay Sawhney, Secretary, MeitY, Shri M.S. Rao, Former P&CEO, NeGD and Shri S.K. Gupta, Secretary TRAI

Launch of Pensioners Portal on UMANG by Hon'ble Minister Dr Jitendra Singh
UMANG workshop at Vijayawada, A.P.  
(Feb 11, 2020)

UMANG workshop, UP Government, Lucknow.  
Inauguration by Dr Dinesh Sharma,  
Hon’ble Dy CM (Dec 29, 2018)

UMANG workshop, MP Government,  
Bhopal (Dec 19, 2017)

UMANG workshop, MP Government,  
Bhopal (Dec 19, 2017)
UMANG workshop, Haryana Government, Chandigarh (Jan 17, 2020)

UMANG workshop, Haryana Government, Chandigarh (Jan 17, 2020)

UMANG workshop, Tripura Government (March 7, 2019)

UMANG workshop, Bihar Government, Patna (March 08, 2019)
2,039 Services

1,179 Utility Bill Services from Bharat BillPay

373 Central Government Services

487 State Government Services

487 State Government Services are from 27 States
Farmers
mKisan
Through Buyer/Seller - mKisan service on UMANG, farmers can buy & sell products, create & share product carts and interact among themselves. Thus, a farmer gets the negotiating power and he can sell the product at a better price.

ePashuhaat
Through ‘ePashuhaat’ service on UMANG, users can view the details of live animals, frozen embryos, frozen semen by current location, State and pincode. Details of AI Technicians across India can also be viewed.

Crop Insurance
Farmers can calculate the insurance premium amount for their crops by specifying their crop details.
**Kisan Suvidha - PM-Kisan**
Farmers can get financial support from the Government through PM Kisan Yojana by registering through PM Kisan services in Kisan Suvidha on UMANG. You can also check the status of payment.

**Kisan Suvidha - Soil Health**
Soil Health Card service to farmers is available on UMNAG.

**Kisan Suvidha - Farm Machinery**
Farmers can use this service on UMANG for sale & purchase of farm machinery and to:
- Know about Manufacturer and Dealer
- Calculate subsidy
- Track your Application Status

**Kisan Suvidha - Fertiliser**
Farmers can check the fertilizers stock position and fertilizer prices across states through PM Kisan services via UMANG.

**Kisan Suvidha - Seeds**
Through Kisan Suvidha - seeds service on UMANG, farmers can check about Seeds
- Dealers &
- Varieties

**Kisan Suvidha - Kisan Rath**
Farmers can search for transport vehicles for transportation for movement of agriculture using Kisan Rath on UMANG.
Social Security & Pensioners
Employee Provident Fund Organization (EPFO)

On UMANG, users (~6.5 crore private employees) can
- Check PF balance & passbook
- Raise claim - withdraw funds from EPF
- Find EPFO office address and
- Apply for Jeevan Pramaan certificate

Anyone can apply for UAN allotment even before becoming an employee

Employees' State Insurance Corporation (ESIC)

On UMANG users (~4.5 crore employees) can
- Check contributions & claim status
- View entitlement for various benefits
- Find ESIC hospitals in specific state or district
- Lodge & track grievances
- Search employer name to self-verify enrollment status with employer and ESIC

Jeevan Pramaan

By connecting an STQC approved biometric device through Android mobile phone, UMANG app users (pensioners) can
- Generate life certificate instantly, anytime anywhere
- Can view, download and share the generated life certificate
**National Pension System (NPS)**
- Policyholders on UMANG can
  - Check account details, current holdings & transaction details
  - Raise request to change scheme or
  - Update address

**Atal Pension Yojana**
- The Scheme provides pension to eligible citizens age of 60. On UMANG users can
  - Check account details, current holdings & transaction details
  - Raise grievance request & track status

**Pradhan Mantri Vaya Vandana Yojana (PMVVY)**
- Pension scheme for senior citizens
- UMANG users can
  - Check policy details, loan & policy payments
  - Download statement

**Pensioner's Portal - Department of Pension & Pensioners' Welfare (DoPPW)**
- Pensioners through UMANG can
  - Check process road map
  - Calculate pension
- Lodge grievance through CPENGRAMS (Centralized Pension Grievances Redress And Monitoring System)
Students
**National Digital Library of India**

Education material in the form of more than 5 crore digital resources (text/audio/video format), journals, lectures etc. for primary to postgraduate students & readers in all areas like Technology, Social Science, Literature, Law and Medical etc, is accessible on UMANG.

---

**ePathshala**

4000 e-Contents of NCERT in the form of audio/videos lectures & presentations, 600 textbooks - for students of class 1 to 12, teachers and parents is available on UMANG.

---

**AICTE**

UMANG users (30+ lakh students) can check PAN-India list of approved institutes, faculty details along with course curriculum.

---

**Swayam Prabha**

Content by NPTEL, IITs, UGC, CEC, IGNOU, NCERT and NIOS is available on UMANG. Students (~2+ Mn) can access 34 DTH channels having ~3 lakh titles, anytime anywhere.

---

**National Scholarship Portal (NSP)**

Students can search & apply for more than 80 scholarships and check disbursement details, which is credited to their bank accounts via UMANG.

---

**University Grants Commission (UGC)**

On UMANG, users can check their profile, scholarship status and 5 years schedule of scholarship disbursement.
**Tribal Affairs - National Fellowship Scheme**
Grants fellowship to 750 fresh ST students for pursuing M.Phil. and Ph.D. courses.

Apply for the National fellowship scheme after registration and check the status of your application on UMANG.

**Augmenting Writing Skills for Articulating Research (AWSAR)**
Ph.D. Scholars and Post-Doctoral Fellows in Science and Technology streams are encouraged to write at least one popular science article during the tenancy of their fellowship, and to participate in a national competition.

Use resource kits, request for webinar registration and submit stories on UMANG.

**Innovation in Science Pursuit for Inspired Research - Million Minds Augmenting National Aspirations and Knowledge (INSPIRE Manak)**
INSPIRE scheme of Department of Science & Technology is targeting one million original ideas rooted in science & societal applications to foster a culture of creativity and innovative thinking among school children.

Check award sanctions, school-wise awardees, authority contact details & various inspiring videos/FAQs on UMANG.
Central Board of Secondary Education (CBSE)
Locate schools, exam centers and check exam results of 10th & 12th class students every year. Also, Marksheets can be seen through digiLocker on UMANG homepage.

Biotechnology JRF (Junior Research Fellowship)
JRF provides fellowships to biotech students for research, selected through Biotechnology Eligibility Test.

Check status of your application on UMANG.
Culture
Indian Culture

7,804 Rare books, 24,205 eBooks, 28,373 photo archives, 98,724 Indian images, 26 stories (such as the story of ‘Kohinoor Diamond’) with all supporting original scanned documents, cuisine of 18 States, 49 paintings are available. So young Indians, NRIs and foreigners can connect with the rich Indian culture and heritage through UMANG.
Health
Jan Aushadhi Sugam
This service lets you search for 700 products (generic medicines) at about 6700 Jan Aushadhi Kendras. You can search nearby Jan Aushadhi stores via GPS location or by entering name, pin code and city on UMANG.

Pharma Sahi Daam (NPPA)
Helpful for patients, chemists and doctors alike. Through this service, you can search for authentic substitutes of medicines (scheduled/ non-scheduled) along with prices instantly on UMANG.

e-Raktkosh
Search availability of any blood group or blood component anywhere in India on UMANG.
Online Registration System (ORS)
Using ORS on UMANG, book appointments at any public hospital. You can also check for blood availability, contact details of blood banks in many States and lab reports issued by government hospitals.

National Health Authority (NHA) - Aayushman Bharat
PM-JAY provides an insurance cover upto Rs 5 lakh per family, per year for hospitalization. More than 12 crores people can get benefits through Ayushman Bharat scheme by checking their eligibility and finding hospitals on UMANG.

Indian Council of Medical Research
Short Term Studentship Program (ICMR – STS)
Promotes interest and aptitude for research among medical undergraduates. On UMANG, you can view timelines, Instructions & Terms & Condition etc. Results for each STS year are available in pdf format.
Utility
Bharat Bill Payment System (BBPS)
Users can pay utility bills for Gas, Electricity, Water, DTH, Broadband, Mobile postpaid, Landline postpaid through BBPS on UMANG.

Prasar Bharati (Doordarshan)
Users can watch videos in different categories, such as entertainment, news, sports, and many others. Users can also watch trending, latest videos and can add them in Favourite and My Library sections on UMANG.

LPG Gas - HPCL, BPCL & Indane
Users can book to refill cylinders, check profile and cylinder disbursement history. Users can even view and download the Subscription Voucher of LPG connection from Digilocker on UMANG too.
Public Grievances & Citizen Engagement
National Consumer Helpline

On UMANG, users can
- Register complaint, regarding any defect or deficiency in the purchased service or product

MyGov

On UMANG, users can be active partners in nation-building through
- Participation in Tasks, Discussions, Polls, and Talks on MyGov platform

Centralized Public Grievance Redress and Monitoring System (CPGRAMS)

On UMANG, users can
- Register complaint against any department
- Track status of complaint
Finance and Banking
Direct Benefit Transfer Schemes

Users (citizens) on UMANG can
- Apply & track fund transfer to their registered bank accounts in more than 75 DBT schemes

My PAN

Users can apply for new PAN Card or for corrections in name via UMANG

Pay Income Tax

UMANG users can
- Pay for income tax (self/regular assessment & advance tax) using Challan-280 service
- Track Challan Status
Transport
**Parivahan Sewa - VAHAN**
About 23 crore vehicle registration records are available in its repository with 1300+ RTOs.

You can pay road tax for commercial vehicles for a selected duration & view vehicle’s RC through DigiLocker on UMANG.

**eRAHI (NHAI)**
Get PAN-India information of 550+ toll plazas and applicable toll charges on UMANG.
Women & Children
**CHILDLINE - 1098**
India's 24-hour, toll free, phone outreach service for children. UMANG users can view various videos for creating awareness on child protection.

**Khoya Paya**
Through this service, report missing & found children and check about a missing child through the search process on UMANG.

**Women Scientist Scheme**
Department of Science and Technology’s Women Scientists Scheme, provides opportunities to women scientists and technologists (27-57 years), who had a break in career but desire to return. Search projects, check status, view sanctioned projects and other information on UMANG.
Youth, Skills and Employment
Staff Selection Commission (SSC)
For SSC recruitment in the Government of India, youth can see the latest news, vacancies and notices, results and calendar of examinations on UMANG.

Skill India
This scheme is for skill training, learning and employment opportunities.

Aspiring candidates can find training centers through UMANG and after registration, can check the status & download certificate.

Prime Minister Employment Generation Programme (PMEGP)
Scheme generates continuous and sustainable employment opportunities. It targets traditional and prospective artisans, rural and urban unemployed youth through setting up of micro enterprises and to facilitate participation of financial institutions. Through UMANG app, users can register themselves on PMEGP portal.
Deendayal Antyodaya Yojana-National Urban Livelihoods Mission (DAY-NULM)

The scheme helps the poor by providing skill training. Apply for various department schemes on UMANG, such as EST&P, STP-I and check status of training & training center locations.

Tourism & Hospitality Institute Management System (THIMS)

Youth can find various courses of Hospitality and Culinary from Ministry of Tourism and on UMANG, can check the eligibility, perform registration and get notifications for various courses.
Police and Legal
**Lost & Found (CISF)**
Lost any items/belongings at any Airport in India - Report through UMANG app & check lodged complaint status.

**Nyaya Bandhu**
Marginalised individuals, seeking quality legal advice and counsel can use this service on UMANG to connect with volunteer ‘Advocates’.

**Computerization and Computer Networking of Consumer Forums in Country (CONFONET)**
On UMANG, users can
- Check status of cases in Consumer Forums
- View Cause List, Orders & Judgements of the district forum, state commission & national level

**eCourts**
UMANG users can check case status, cause list and daily orders and judgements of District and Taluka Courts of India.
Emigration Services
(Ministry of External Affairs)
**eMigrate**

UMANG user can
- Avail Overseas Traveller Registration service
- Track their application status
- Verify emigration clearance status including office orders

**MADAD (Consular Services Management System)**

On MADAD, users can register grievances related to consular services offered by Indian Missions abroad.

Use UMANG to:
- Track grievance status
- View details of Missions/ Posts for help

**Passport Seva**

Applicants of passport can avail various services on UMANG related to passport, such as, Locate Center, Application Status Tracker, Check Appointment Availability, Doc Advisor, Fee Calculator.
Indian Meteorological Department (IMD)

All UMANG users can view the status of current weather, short range forecast, city forecast and rainfall information. Also, tourism forecasts and cyclone related information can be checked. Warnings related to expected severe weather for public & disaster managers can be viewed.

Swachh Bharat Mission - Individual Household Latrine (SBM – IHHL)

Through SBM, on UMANG, users can register, apply for scheme and check application status.
States Services on UMANG

487 Citizen Centric Services from 101 Departments of 27 States
487 Citizen centric services from 101 departments of 27 States are available on UMANG. Users can avail all these services anytime (24x7), anywhere just on the click of a button.

Vahan & sarthi services related to vehicles and driving licences are live for some States and will be gradually made available for the remaining States.

Following is the list of some important services and service categories. Details can be explored on UMANG mobile app;

- Users can register with different departments of State governments for availing different services
- Apply for various types of certificates issued by the Government, such as Birth, Death, Domicile, Income, Caste (OBC/ SC/ ST) etc.
- Apply for various property related documents/ certificates, such as certified copy of Jamabandi, copy of Registered Sale Deeds, Mutation of Property Ownership, Non-Encumbrance Certificate, duplicate Allotment Letter, Transfer of Property in case of death etc.
- Apply for various types of registrations, such as for marriage, Cooperative Society with limited liability etc.
- Apply for various Ration Card services
- Avail municipality related services, such as apply for new water & sewer connections
- Lodge complaint related to water, sewage, flood water, water bills
- Avail services of MP, TN, UK & Delhi Police, such as view details of missing mobiles/ vehicles/ persons, traffic advisory/ alerts, lodge traffic complaints, lodge & view lost reports and check important contacts/ helpline numbers
- In J&amp;K and Ladakh, under AICTE PMSSS (Prime Minister’s Special Scholarship Scheme), students can apply for scholarship & track status
Impact on Users/ Beneficiaries
UMANG touches all segments of the society, such as farmers, students, health, women & children, youth, employees, retired persons/pensioners and provides citizen-centric services across the country. UMANG has simplified a citizen’s life in many ways, some of which are listed below:

a) Users can avail services anytime anywhere, thus, saving time, money, productivity
b) Users experience is enhanced due to excellent search facility, filter and categorization
c) Users can mark services as ‘Favourite’ for default personalized home page

Efficiency Enhancements
UMANG is contributing in enhancing transparency and efficiency in services delivery and bringing down the overall cost of promotion.

Way Forward
UMANG targets to bring major services that are remaining of the Central and the State government departments in the next 2 years. To increase the reach of UMANG beyond smartphone users, enhance accessibility to the differently-abled and less educated and service delivery through ‘Artificial Intelligence based Voice Assistant’ is being planned.
This e-book is a compilation of major events and major services offered by UMANG App that help citizens in improving ‘Ease of Living’.

National e-Governance Division,
Digital India Corporation,
Ministry of Electronics & Information Technology,
Government of India