

UNIFIED MOBILE APPLICATION FOR NEW-AGE GOVERNANCE (UMANG)

In a nutshell: UMANG is a mobile application that aggregates citizen-centric government services on a single platform.

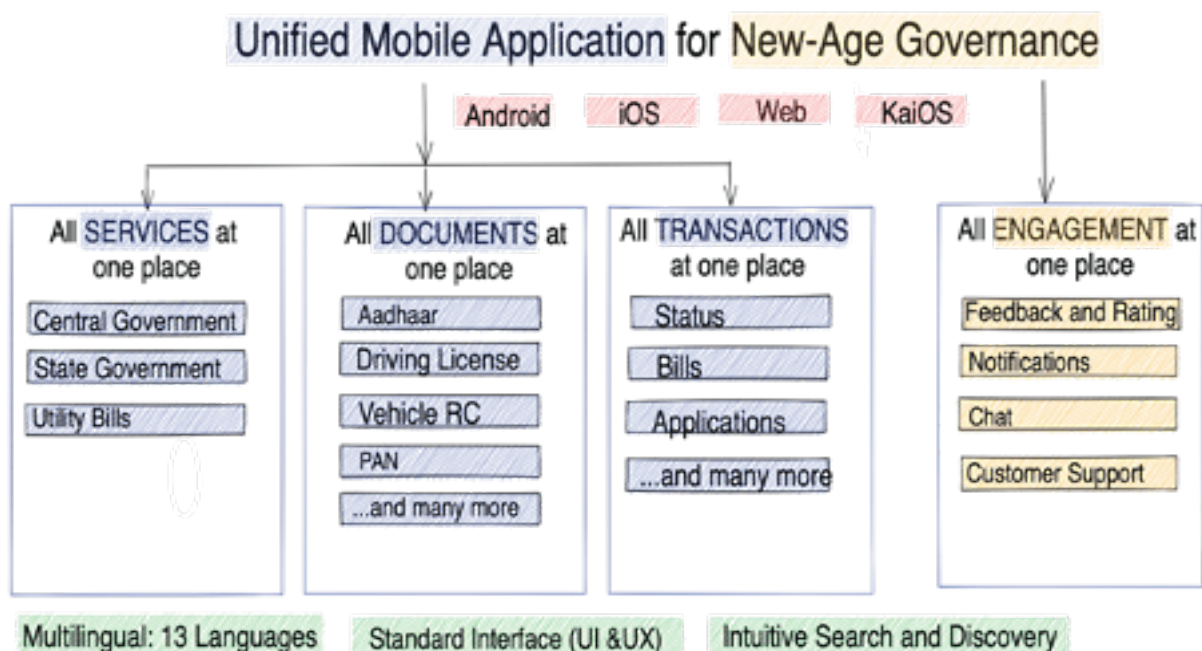
Nodal Agency: National e-Governance Division, Ministry of Electronics and Information Technology.

To improve the ease of access to government services, National e-Governance Division has conceptualized the unified mobile application for new-age governance (UMANG) mobile app, which aggregates major citizen centric services of Central and State governments and local bodies on a single mobile app.

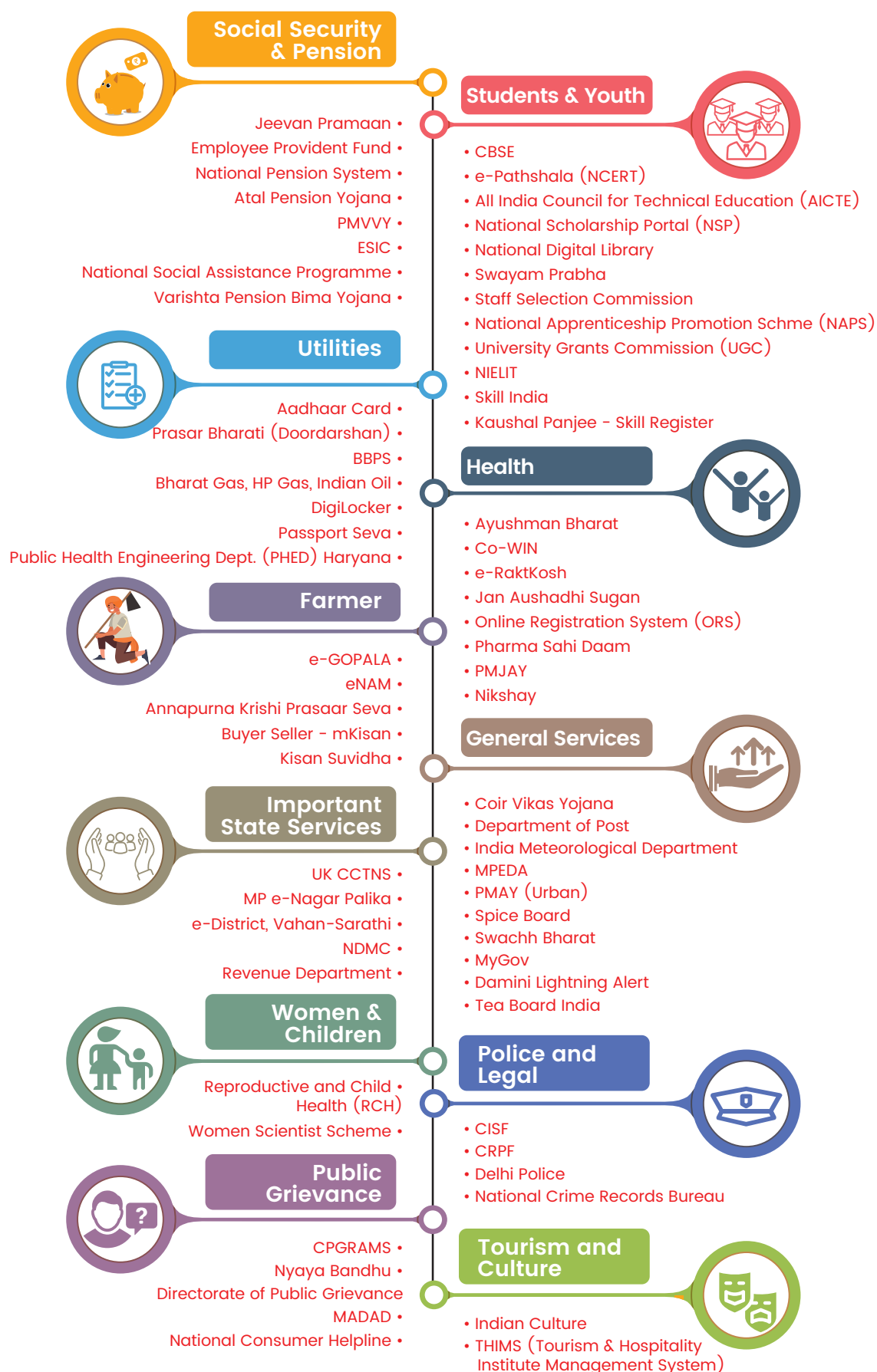
UMANG provides 1300+ services from 265 departments of the Central government, 32 State/UT Governments and 20,000+ bill payment services on a single platform. As of October 2021, UMANG had 3.8 crore registered users, while maintaining an average Google Play Store rating of 4.2 and with more than ₹200 crore transactions.

At the backend, UMANG integrates with the department services through APIs, while the frontend (interface to the end users) is developed afresh, following the design guidelines to maintain consistency in the UI/UX across all services. Transactions typically happen between the end-user and the concerned department(s), with no data/details saved at UMANG.

UMANG: At a glance

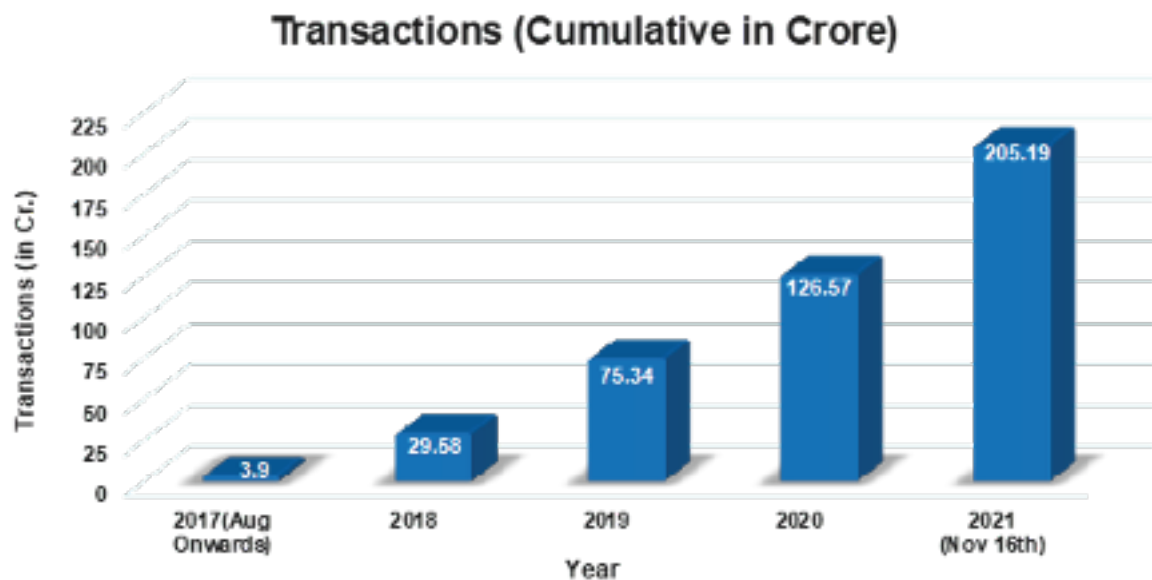


Major services offered by UMANG



Impact

- Many government entities (such as EPFO, e-District Assam, Dept. of Science) that were planning to have their own mobile apps have shelved the plan and have onboarded their services on UMANG.
- Entities such as AICTE (PMSSS, PG Scholarship), PMVVY, Dept. of Sports (incl. Youth), DAY- NULM, Ministry of Tribal Affairs etc. got on mobile, for the first time, through UMANG
- Increase in Year-over-Year transaction growth in UMANG



Way forward

Having bagged the Best m-Government Service Award 2018 at the 6th World Government Summit in Dubai, UMANG now plans to expand its horizons by adding more services into its fold, make it accessible to the visually challenged and use big data analytics for further improvement of services.