Memorandum of Understanding (MoU)

Between

National e-Governance Division (NeGD)

(Independent Business Division under Digital India Corporation, a Section 8 Company under Ministry of Electronics & Information Technology)

And

<Company Name>

For

Agent Assisted Delivery of UMANG Services

(UMANG - Unified Mobile Application for New-age Governance)

For and or behalf of NeGD	For and on behalf of *<Company Name>*
Signature:	Signature:
Name:	Name:
Designation:	Designation:
Date:	Date:

This Memorandum of Understanding (hereinafter referred to as "**MoU**") is entered into as of the *<Day>* of *<Month>*, *<202X>* (the "**Effective Date**")

by and between

National e-Governance Division (NeGD), an Independent Business Division under the Digital India Corporation, having its office at 4th Floor, Electronics Niketan, 6 CGO Complex, Lodhi Road, New Delhi, hereinafter referred to as **"NeGD"** (which expression shall, unless it is repugnant to the context or meaning thereof, be deemed to mean and include its successors and permitted assigns) of the **First Party**;

And

<Company Name>, an entity 'incorporated as a Company under Companies Act 1956 (or 2013) or under LLP Act 2008' OR 'registered as a Society under Societies Registration Act 1860', and having its office located at <…address…>, represented by <Name of Authorised Signatory> designated as <title/ designation of authorised signatory> (hereinafter referred to as "**Partner**" which expression shall, unless it be repugnant to the context or meaning thereof be deemed to mean and include their successors and executors) of the **Second Party**;

NeGD and Partner shall hereinafter be referred individually as **"Party"** and as specified hereinabove and jointly as **"Parties".**

Whereas,

A. NeGD was created by the Ministry of Electronics & Information Technology *(MeitY)* as an Independent Business Division under the Digital India Corporation *(erstwhile Media Lab Asia)*, a section-8 company of the Government of India. Since 2009, NeGD has been playing a pivotal role in supporting the MeitY in program management and implementation of e-Governance projects and initiatives undertaken by Ministries/ Departments, both at Central and State levels.

B. NeGD has developed UMANG mobile app, a kind of government services mobile aggregation platform, delivering hundreds of Govt. services to the nation through a single mobile app on Android, iOS and Web and some services on KaiOS. UMANG facilitates citizens with single-point access, through mobile, to various services of Central Government, State Governments, local bodies, their agencies and, even those from the private sector. NeGD desires to increase the reach of UMANG services to a larger user base through some assistive modes like agents or Human Assisted Platform.

C. <Partner Company Name> is an entity incorporated as a <public limited/ private limited/ limited liability partnership> company under Companies Act 1956 (or 2013) or under LLP Act 2008' OR registered as a society under Societies Registration Act 1860' , with an objective to <relevant objectives from MoA/ AoA of the company> (e.g. provide a range of services through Internet enabled service centres and the agents in rural and urban areas including public services and business services).

D. <Partner Company Name> is delivering services through online portal named <Portal Name>, <"web link/url>" (hereinafter referred to as "<Entity> PORTAL"). There are presently approximately <123> service centres across India or <State Name>. List of Service Centres with Postal Address and Contact Numbers is at Annexure-V.

E. <Partner Company Name> has requested NeGD to allow delivering select UMANG services through its service centres in an assisted mode through agents/ VLEs and whereas NEGD has agreed to the same on a non-exclusive basis, subject to the conditions mentioned herein.

F. The Partner may opt for any or all of the services from the list of services (Annexure-II) for delivery to end-users through assisted mode. The list will be regularly updated and will be made available on UMANG website.

G. Both the parties have agreed to sign this MoU on non-exclusive and at no cost basis (clause 3; introductory offer for the duration of this MoU), to provide the UMANG Services through agents and/or Human Assisted Platform to the citizens and residents of India.

H. The Partner agrees to ensure provisioning of select UMANG services within 2 months from the effective date of this MoU.

I. The Partner understands and agrees to use UMANG front-end of NeGD to deliver selected/chosen services through its agents or Human Assisted Platform. NeGD shall provide the "UMANG front-end" interface to the Partner through the integration layer to offer select services. Requirements of technical integration and other details between the Partner platform and UMANG are furnished in Annexure-III.

J. The Partner agrees to submit an undertaking from its Head that the <Partner Company Name> will take all possible measures to ensure smooth delivery of services through its authorized agents.

K. NeGD will not levy any charge for these services to citizens and <Partner Company Name> or its affiliates will also not levy any additional charge to citizens and service seekers for UMANG related services, except those that are already permissible for online services and printing of documents.

L. The Partner shall be responsible for the marketing, advertising etc. of these services at its own cost; NeGD shall be under no obligation (official & legal) to market & advertise the services chosen for Assisted Mode delivery under this MoU. NeGD will not be liable for any cost under any circumstances whatsoever. However, at all such promotions, the official logo of UMANG and Digital India should be used.

M. The Partner agrees to appoint a "Grievance/ Nodal Officer" for handling and proper/ timely disposal of the complaints/ grievances of stakeholders, primarily the end-users. Name and contact details of such officer(s) shall be published on the Partner's website and displayed prominently at all its service centers as well as on the 'service receipts' provided to the end-users.

N. The Partner acknowledges and agrees that in case of large scale complaints from users, particularly, of the nature of fraud/ cheating/ overcharging etc. NeGD reserves the right to forfeit the PBG without prejudice to other actions permissible under the law.

O. The Partner and its associates/ agents shall comply with the "Do's & Don'ts" furnished in Annexure-I.

1. PURPOSE OF THE DOCUMENT

Partner having agreed in principle to use UMANG front-end of NeGD to deliver select services through its agents or Human Assisted Platform. NeGD has decided to provide the "UMANG front-end" interface to the Partner through the integration layer to offer select services. This document captures the requirements of technical integration and other details between the platform of Partner and UMANG (refer to Annexure-II). The document also lays down the broad roles & responsibilities of both parties and other terms & conditions.

2. ROLES & RESPONSIBILITIES OF PARTIES

A. Responsibilities of NeGD

(i) UMANG team to provide UMANG front-end interface to the Partner through integration layer for various services to be delivered.

(ii)   UMANG team to ensure complete control over all the data exchanged in the communication from UMANG services through the Partner's platform. This includes data validation, transmission, tracking & reporting which streamlines communication with the Partner.

(iii) UMANG O&M Support Team to notify Partner for any planned and unplanned downtime.

(iv)   To coordinate and provide necessary support and ensure and help in integration of UMANG portal with that of the Partner.

(v)   To provide all information and details as required for reconciliations with the Partner's Transactions.

B. Responsibilities of the Partner

(i)   Ensure compliance to UMANG Privacy Policy (refer to Annexure-IV), UIDAI guidelines and all related regulations as applicable for the services delivered through UMANG

(ii)   Ensure that the users availing service through Partner agents or Human Assisted Platform are treated at par with the ones accessing directly through UMANG/ department's mobile app/website, in every aspect, particularly, quality of service delivery, SLA and complaints/grievance resolution.

(iii) Partner to ensure the protection of data against unauthorized access, modification, destruction, loss, disclosure, or transfer, whether accidental or intentional.

(iv)   Partner to ensure that the end-users are not charged anything for the delivery of UMANG services through their platform, since UMANG is providing its services at no cost basis.

(v)   Partner to assign a Single Point of Contact (SPOC) for all business & technical support for UMANG.

(vi)   To Coordinate and provide necessary support and ensure help in integration of UMANG portal with that of the Partner.

(vii) Partner can collect charges from end user or citizens for services as per rates decided by it, which shall not be more than the rates prescribed by any statutory authorities for services if any. It is reiterated that there should be no additional costs for UMANG services, as NeGD is providing UMANG services free of cost.

3. COMMERCIALS

3.1 Charges/ Fees Applicable *(exclusive of GST)*

    3.1.1 Connectivity Fee – Onetime fee for allowing integration with UMANG

- "No connectivity f*ee*", as an introductory offer

    3.1.2 Annual Maintenance Fee *(recurring)* – Applicable after one year of operations

- "No maintenance charges", as an introductory offer for the duration of the MOU

    3.1.3 Transaction Charges – Based on Service(s) and/or API hits

- "No transactions charges", as an introductory offer for the duration of the MOU

3.2 PBG (Performance Bank Guarantee)

The Partner shall have to furnish a PBG of Rs. 5 Lakh valid for 30 (24+6) months. The PBG shall be renewed every time with the MoU renewal.

NeGD reserves the right to terminate the introductory offer at any time; however, it shall not have impact on this MoU for its duration.

4. DURATION

This MoU will come into effect on and from the date of furnishing the PBG (Performance Bank Guarantee) by the Partner and remain valid for 24 months. However, NeGD reserves the right to terminate the MoU with prior notice of 60 days.

Renewal or extension of the MoU can be considered for 2 years at a time, provided

(i) The performance of the Partner is satisfactory

(ii) There are no large scale complaints against the Partner from the users/ stakeholders

(iii) Partner agrees to pay the charges, as may be prescribed by NeGD and/or as per the prevailing policy at the time of renewal

5. CONFIDENTIALITY

5.1 Each Party acknowledges that they shall hold in trust any confidential information received from the other Party. Each Party specifically agrees not to disclose the Confidential Information to any third party during and after the currency of this MoU.

"Confidential Information" shall include all Information or Data, whether electronic, written or oral, relating to disclosing Party's *(including end-users/ citizens & other stakeholder)* business, operations, financials, services, facilities, processes, methodologies, technologies, intellectual property, trade secrets, research and development, trade names, Personal Data, Sensitive Personal Data, methods and procedures of operation, business or marketing plans, licensed document know-how, ideas, concepts, designs, drawings, flow charts, diagrams, quality manuals, checklists, aggregates, guidelines, processes, formulae, source code materials, specifications, programs, software packages/ codes, clients and suppliers, partners, principals, employees, consultants and authorized agents and any information which is of a manifestly confidential nature, that is supplied by disclosing Party to receiving Party or otherwise acquired/ accessed by the other Party during the course of dealings between the Parties or otherwise in connection with the Purpose. Confidential Information may also include the Confidential Information of Disclosing Party's clients, licensors, alliances, contractors and advisors.

"Personal Data" and "Sensitive Personal Data" shall have the meaning as ascribed to them as per applicable laws of India as amended from time to time.

5.2 The confidentiality obligations set out in clause 5.1 above shall not apply concerning the following set of Information:

  (i)   which was in the public domain prior to the Parties having entered into this MoU.

  (ii) is released from the confidentiality with the written consent of disclosing Party

  (iii) which was obtained from a third party with no known duty to maintain its confidentiality; or

  (iv) is required to be disclosed by applicable laws, judicial, administrative or arbitral process or by any governmental instrumentalities, provided that for any such disclosure receiving Party shall to the extent permitted by law give disclosing Party, prompt written notice, and use reasonable efforts to ensure that such disclosure is accorded confidential treatment;

Disclosing Party shall have the burden of proving herein above (i to iv) applicable to the confidential information in its possession.

6. INDEMNIFICATION

Either Party agrees to protect, defend, indemnify and hold harmless the other Party and its employees, officers, directors, agents or representatives from and against any liabilities, damages, fines, penalties and costs (including legal fees and disbursements) arising from or relating to:

(i)   Any breach of any statute, regulation, direction, orders or standards from any governmental body, agency, telecommunications operator or regulator applicable to such Party;

(ii)   Any breach of the terms and conditions in this MoU by the Partner.

(iii)   Any claim of any infringement of any intellectual property right or any other right of any third party or of law by the Partner.

(iv)   Any claim made by any third party arising out of the use of the services and arising in connection with interruption or degradation of service to NeGD's users caused solely by the Partner.

This clause shall survive the termination or expiry of this MoU.

7. BINDING

The terms and conditions of this MoU shall inure to the benefit of and be binding upon the respective successors and assigns of the parties. Nothing in this MoU, expressed or implied, is intended to confer upon any third party any rights, remedies, obligations, or liabilities under or by reason of this MoU, except as expressly provided in this MoU.

8. DIRECTIONS/ GUIDELINES FROM LICENSOR/ REGULATOR OR ANY GOVERNMENT STATUTORY BODY

NeGD shall have the right to direct, to warn, to block the services for the Partner or terminate the MoU after considering any report of conduct or antecedents detrimental to the interests of NeGD/ MeitY/ UMANG or its users. The decision of NeGD in this regard following Government of India directions shall be final and binding. In any case, the Partner shall bear all liabilities in the matter and keep NeGD informed for all claims, cost, charges or damages in this respect.

Following TRAI Directions, no messages or calls shall be made to the users who have registered for DND and not registered for UMANG.

9. ARBITRATION

In the event of any question, dispute or difference arising under this MoU or in connection therewith (except as to the matters, the decision to which is specifically provided under this MoU), the same shall be referred to the sole arbitration of the President & CEO, NeGD, New Delhi.

<div align="center">OR</div>

In case his/ her designation is changed, or his/ her office is abolished, then to the sole arbitration of the officer for the time being entrusted (whether in addition to his duties or otherwise) with the functions of the President & CEO, NeGD.

<div align="center">OR</div>

By whatever designation such an officer may be called (hereinafter referred to as the said officer)

<div align="center">AND</div>

If the President & CEO, NeGD or the said officer is unable or unwilling to act as such, then to the sole arbitration of some other person appointed by the Secretary, MeitY or the said officer. The MoU to nominate an arbitrator will be in accordance with the Arbitration and Conciliation Act 1996.

There will be no objection to any such appointment on the ground that the Arbitrator is a MeitY/ NeGD resource or that he/ she has to deal with the matter to which the MoU relates or that in the course of his/ her duties as a MeitY/ NeGD resource he/she has expressed his/her views on all or any of the matters in dispute. The award of the Arbitrator shall be final and binding on both the parties to the MoU. In the event of such an arbitrator to whom the matter is referred initially, being transferred or vacating his/her office or being unable to act for any reason whatsoever, the President & CEO, NeGD or the said officer shall appoint another person to act as an arbitrator following terms of the MoU and the person so appointed shall be entitled to proceed from the stage at which his/ her predecessors left it.

The Arbitrator may from time to time with the consent of both the parties enlarge the time frame for making and publishing the award. Subject to the aforesaid, Arbitration and Conciliation Act, 1996 and the rules made thereunder, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause.

The venue of the arbitration proceeding shall be the office premises of the Arbitrator or such other places as the Arbitrator may decide.

10. NOTICES

All notices given under this MoU must be in writing. A notice is effective upon receipt by the recipient Party and shall be sent via one of the following methods: delivery in person, courier service, certified or registered mail, postage prepaid, return receipt requested, addressed to the Party to be notified at the below address or email:

For NeGD:

Director, UMANG, NeGD

NeGD, 4th Floor, Electronics Niketan

6, CGO Complex, Lodhi Road, New Delhi - 03

Email address: *neeraj@digitalindia.gov.in*

For Partner:

<Name of the authorised official>, <designation/title>,

<postal address>, <locality/ area>,

<City>, <State>, <PIN Code>

Email address: <xyz@abc.com/org/in>

11. MISCELLANEOUS

11.1 **Amendment:** This MoU may be amended or modified with mutual consent, only with a written amendment and duly signed by both the Parties.

11.2 **Entire MoU:** This MoU constitutes the entire understanding between the Parties regarding the subject matter hereof and supersedes any prior MoUs and/or arrangements between the Parties both oral and/or written, representations and other understanding between the Parties, regarding the said subject matter.

11.3 **Relationship:** Neither Party is an agent, representative, or Partner of the other Party. Neither Party shall have any right, power, or authority to enter into any MoU for, or on behalf of, or incur any obligation or liability of, or to otherwise bind, the other Party. No joint venture, partnership or agency relationship exists between NeGD and the Partner or any third-party as a result of this MoU.

11.4 **Dispute Resolution and Jurisdiction:** If any difference or dispute arises between the Parties in connection with the validity, interpretation, implementation or alleged breach of any provision of this MoU such dispute shall be interpreted in accordance with and governed by the applicable laws of India.

Parties hereby consent to the exclusive jurisdiction of the Courts of New Delhi to entertain disputes, if any.

11.5 **Severability:** In the event that any provision of this MoU is held to be invalid, illegal or unenforceable in whole or in part, the remaining provisions shall not be affected and shall continue to be valid, legal and enforceable as though the invalid, illegal or unenforceable parts had not been included in this MoU.

11.6 **Force Majeure:** In the event of delay in fulfilment of or non-fulfilment of any of the terms and conditions of this MoU due to any reason of force majeure namely fires, wars, riots, strikes, natural calamities or any other cause beyond the control of the affected Party, etc., neither Party shall be held responsible for any loss or damage or delay in fulfilment or non-fulfilment due to Force Majeure reasons.

11.7 **Intellectual Property:** Each Party owns and will continue to own all rights, title and interest in and to the intellectual property rights/interest that it holds prior to this MoU or which each Party created or acquired independently of its obligations pursuant to this MoU.

11.8 **Privacy:** Each Party represents that it shall abide by the statutory laws pertaining to Data Privacy as applicable in India and as amended from time to time. Each Party affirms that the Data as per the terms of this MoU shall at all times remain within the territorial Jurisdiction of India only.

11.9 **Publicity:** Partner shall not use the trademarks and/or IPR of NeGD without the prior written consent of NeGD, except for promotion of the assisted services delivery through its agents. Partner shall not publish or permit to be published, either alone or in conjunction with any other person, any press release, information, article, photograph, illustration or any other material of whatever kind relating to this MOU or the business of the Parties without prior reference to and approval in writing from NeGD. Also, the content of any publication shall be agreed and approved by NeGD before any public sharing and dissemination. However, services of the Partner may be promoted on UMANG mobile app or website or otherwise by NeGD at the discretion of NeGD.

11.10 **Headings:** Headings are used in this MoU for convenience only and shall not affect the interpretation of this MoU.

11.11 NeGD reserves the right to provide the UMANG services on its own directly through UMANG web or UMANG mobile app on Android/ iOS/ KaiOS as is being done today or through AI based Chat/Voice Bot as is planned or to enter into MoU with other service providers/ companies for providing similar services in any State/UT or the whole Country or in other countries from time to time in future without any restriction on number of such providers.

IN WITNESS WHEREOF, both the Parties have set and subscribed their respective hands to this MoU on the date and place first mentioned above, in the presence of following witnesses.

For and on behalf of NeGD	For and on behalf of <Company Name>
Signature: Name: <Authorised Signatory Name> Designation: P&CEO Date:	Signature: Name: <Authorised Signatory Name> Designation: <Designation> Date:
In the presence of: Signature: Name: Designation: Date:	In the presence of: Signature: Name: Designation: Date:

Do's and Don'ts for the Company & the VLEs/ Agents

A. For Agents/VLEs *(Village Level Entrepreneur)*

Do's

1. Communicate all relevant information to customer including fees, charges and transaction limits, terms and conditions for the service
2. Brief user about the services and process of applying for the particular services including documents requirement.
3. Pay attention to the customer and clear all their doubts and queries with the best effort.
4. Total applicable service charges including the convenience fee must be communicated to the user prior to providing the service to the user.
5. Give receipt of the money charged
6. Take only those details from the user which are necessary for delivery of the asked services at that moment and protect the physical security of user data/documents.
7. Ensure to return all hardcopies or delete the scanned copies of the documents taken from the user.
8. Ensure to demonstrate or confirm the user that VLEs/Agent has logged out from their account(s), if any.
9. Any dispute or transaction errors at the counter shall be resolved or raised to the grievance officer of the company before the Customer leaves the counter.
10. Properly control access to your work areas and computers.
11. In your shop/establishment limit access to information, strictly to those with a legitimate official/ business reason for seeking that information
12. VLEs shall at all times comply with instructions, directions, guidelines and policies issued by NeGD through the agency, from time to time relating to the performance and their obligations.
13. Follow all the advisories provided by NeGD from time to time at the respective page of services in the UMANG portal/mobile app.
14. Personal dignity, privacy, and personal rights of every individual should be maintained.
15. Maintain honesty and transparency at every stage of delivering the Services.

Don'ts:

1. Do not keep data/record/documents shared by the user in any form.

2. Do not store user personal information on your device and do not misuse the identity of any customer in any form.

3. Do not use data shared by the user for any other purpose except for delivering the asked service at that moment.

4. Do not overcharge the user

5. Do not indulge in any fraudulent activity.

6. Do not mislead or use user vulnerability for illegal purposes.

7. Do not discriminate, harass or offend any user by any means.

8. Do not disclose the username and password to anyone.

9. Do not share sensitive financial details, like password, etc through email

10. Do not indulge in trade of any product or service, which is not in compliance with the applicable laws and regulations of Government of India or States or Municipalities.

B. For Agency/Company

Do's:

1. Ensure to provide UMANG reference links and UMANG promotional content on agency/company websites.
   - Android-*https://play.google.com/store/apps/details?id=in.gov.umang.negd.g2c*
   - iOS   - *https://apps.apple.com/in/app/umang/id1236448857*
   - Website - *https://https://web.umang.gov.in/*

2. Prominently display the below information at each center and at the Entity's website:
   - all services, offered in assisted mode, are also available on UMANG mobile app & web **FREE OF COST** in self-use mode.
   - UMANG can be downloaded by giving a missed-call on <9718397183> OR from the play store & app store link on UMANG website at https://web.umang.gov.in/landing/
   - Convenience Fees applicable for different categories/ groups of services
   - Charges are applicable only for 'Assisted Mode' to cover the VLE cost for providing assistance
   - Name and contact details (mobile/telephone number, email id, postal address) of the Entity's Grievance Officer & Nodal Officer
   - Above information and customer grievance redressal policy and the complaint redressal mechanism shall also be displayed on the Entity's website.

3. Have monitoring mechanism for behavior of all agents and hold them accountable for their actions / inactions

4. Be responsive to users' complaints/ suggestions and feedback.

5. Have a grievance redressal mechanism and policy which includes appointment of nodal officers to record and manage such grievances/complaints, and give summary report of such grievances to NeGD in a periodic manner.

6. Resolve the customer grievances and further take appropriate corrective action for systemic improvement or take necessary action including warning, show cause notice, penalty or suspension of services based on severity of violations against the concerned officials/VLEs/agents based on severity of the grievance/complaint.

7. Perform surprise visits to observe the adherence to NeGD guidelines and to monitor the customer satisfaction/ information and specifically about overcharging and user data confidentiality.

8. Transparently inform users of applicable charges for each service.

9. Train the agents periodically for the latest updates or upgrades of the services on UMANG and to handle the users sensitively and with empathy.

10. At all times comply with instructions, directions, guidelines and policies issued by NeGD.

Don'ts:

1. Do not indulge in any unlawful activity which include financial matters such as overcharging or misleading users, keeping and misusing users sensitive data/ records such as user credentials, users financial data, personal documents etc.

2. Do not harvest users data for any other business/ purpose.

3. Do not mislead any user in any way.

4. Do not spam the users later on for unnecessary promotions of any other service or product.

5. Do not indulge in any type of malpractices affecting users or reputation of NeGD/ MeitY/ Government.

ANNEXURE-II

List of Services Subscribed for Assisted Mode Delivery

*(**Note:** Below is the list of all services available for subscription towards 'Assisted Mode Delivery', as on **July 31, 2021**, but in the MoU this shall be reduced to only the subscribed ones)*

S. No.	State/ Center	State Name	Department Name	Application Name on UMANG	Service Name
1	State	Andhra Pradesh	AKPS - Andhra Pradesh	AKPS - Andhra Pradesh	Talk to Expert
2	State	Andhra Pradesh	AKPS - Andhra Pradesh	AKPS - Andhra Pradesh	Create Query
3	State	Andhra Pradesh	AKPS - Andhra Pradesh	AKPS - Andhra Pradesh	Profiles
4	State	Andhra Pradesh	AKPS - Andhra Pradesh	AKPS - Andhra Pradesh	Registration
5	State	Andhra Pradesh	AKPS - Andhra Pradesh	AKPS - Andhra Pradesh	Q&A
6	State	Andhra Pradesh	AKPS - Andhra Pradesh	AKPS - Andhra Pradesh	Message
7	State	Andhra Pradesh	AKPS - Andhra Pradesh	AKPS - Andhra Pradesh	Manage Service
8	State	Andhra Pradesh	AKPS - Andhra Pradesh	AKPS - Andhra Pradesh	Listen Best Practice
9	State	Assam	GAD	e-District - Assam	Track Status
10	State	Assam	GAD	e-District - Assam	Next of Kin certificate
11	State	Assam	Health	e-District - Assam	Permission of delayed death registration
12	State	Assam	Health	e-District - Assam	Permission of delayed birth registration
13	State	Assam	Political	e-District - Assam	Permanent Residence certificate
14	State	Assam	WPT& BC	e-District - Assam	Non-creamy layer certificate
15	State	Assam	Revenue	e-District - Assam	Application of Stamp vendor license
16	State	Assam	Revenue	e-District - Assam	Non-Encumbrance certificate
17	State	Assam	GAD	e-District - Assam	Download Certificate
18	State	Assam	Home	e-District - Assam	Fairs Certificate
19	State	Assam	Home	e-District - Assam	Special Event certificate
20	State	Assam	Revenue	e-District - Assam	Bakijai Certificate
21	State	Assam	GAD	e-District - Assam	Senior Citizen Certificate
22	State	Assam	Revenue	e-District - Assam	Income certificate
23	State	Assam	Home	e-District - Assam	Explosive Certificate
24	State	Assam	Election	e-District - Assam	Electoral roll certificate
25	State	Assam	WPT& BC	e-District - Assam	Caste Certificate
26	State	Chandigarh	e-District - Chandigarh	e-District - Chandigarh	Application Status

S. No.	State/ Center	State Name	Department Name	Application Name on UMANG	Service Name
27	State	Chandigarh	e-District - Chandigarh	e-District - Chandigarh	Verify Certificate
28	State	Chandigarh	e-District - Chandigarh	e-District - Chandigarh	Daily Cause List
29	State	Chandigarh	Engineering	e-Sampark	Pay– electricity bill
30	State	Chandigarh	Engineering	e-Sampark	Duplicate Receipt
31	State	Chandigarh	Municipal Corporation	e-Sampark	Pay– water bill
32	State	Chhattisgarh	Revenue	e-District	Req. of Nakkal of Docs
33	State	Chhattisgarh	Revenue	e-District	Court order certificate
34	State	Chhattisgarh	Social - Urban Administration	e-District	Track Status
35	State	Chhattisgarh	Social - Urban Administration	e-District	Registration
36	State	Chhattisgarh	Economics and Statistics	e-District	Birth Certificate
37	State	Chhattisgarh	Economics and Statistics	e-District	Death Certificate
38	State	Chhattisgarh	Revenue	e-District	Domicile Certificate
39	State	Chhattisgarh	Revenue	e-District	Income Certificate
40	State	Chhattisgarh	Social Welfare	e-District	Indira Gandhi Old age pension
41	State	Chhattisgarh	Revenue	e-District	OBC certificate
42	State	Chhattisgarh	Revenue	e-District	SC/ ST certificate
43	State	Chhattisgarh	Social - Urban Administration	e-District	App. For Water tap connection
44	State	Chhattisgarh	Social - Urban Administration	e-District	Marriage registration & certificate
45	State	Delhi	Police	Delhi Police	Missing Mobile service
46	State	Delhi	Police	Delhi Police	Stolen vehicle service
47	State	Delhi	Police	Delhi Police	Unclaimed / Seized Vehicle
48	State	Delhi	Police	Delhi Police	Missing Person
49	State	Delhi	Police	Delhi Police	Unidentified Person
50	State	Delhi	Police	Delhi Police	Unidentified Dead body
51	State	Delhi	Police	Delhi Police	Delhi Police Important Contact
52	State	Delhi	Police	Delhi Police	Traffic Advisory
53	State	Delhi	Police	Delhi Police	Traffic Alert
54	State	Delhi	Police	Delhi Police	Towed Vehicle
55	State	Delhi	Police	Delhi Police	Traffic Complaint
56	State	Delhi	Police	Delhi Police	View Lost Report Document and FAQs
57	State	Delhi	Police	Delhi Police	Helpline Numbers
58	State	Delhi	e-District - Delhi	e-District	Verify Certificate
59	State	Delhi	e-District - Delhi	e-District	Track Application

S. No.	State/ Center	State Name	Department Name	Application Name on UMANG	Service Name
60	State	Delhi	e-District - Delhi	e-District	Download Certificate
61	State	Delhi	LG Listening Post	LG Listening Post	Submit Grievance
62	State	Delhi	LG Listening Post	LG Listening Post	View Status
63	State	Delhi	LG Listening Post	LG Listening Post	Helpline
64	State	Delhi	LG Listening Post	LG Listening Post	email us
65	State	Delhi	Municipal Corporation	NDMC	Barat-Ghar – Check Availability &online booking
66	State	Delhi	Municipal Corporation	NDMC	Yellow fever vaccination: –Online book appointment
67	State	Delhi	Municipal Corporation	NDMC	Birth Certificate: – Download/Save in PDF
68	State	Delhi	Municipal Corporation	NDMC	Death Certificate: – Download/Save in PDF
69	State	Delhi	Municipal Corporation	NDMC	Pay Electricity Bill
70	State	Delhi	Municipal Corporation	NDMC	Pay Water Bill
71	State	Delhi	LG Listening Post	LG Listening Post	Registration
72	State	Goa	Municipal Corporation	Municipal Administration GOA	Goa Municipality – Transfer of House Tax
73	State	Goa	Municipal Corporation	Municipal Administration GOA	Birth Certificate
74	State	Goa	Municipal Corporation	Municipal Administration GOA	Death Certificate
75	State	Goa	Municipal Corporation	Municipal Administration GOA	Rent
76	State	Goa	Municipal Corporation	Municipal Administration GOA	House Tax
77	State	Goa	Municipal Corporation	Municipal Administration GOA	Signboard license fee
78	State	Gujarat	Revenue	e-District - Gujarat	Track certificate
79	State	Gujarat	eDhara Land Records - Gujarat	eDhara Land Records - Gujarat	Check Land records – • VF6 Entry Details • VF7 Entry Details • VF8 Entry Details
80	State	Gujarat	Departments of Government of Gujarat	OJAS - Gujarat	Notice Board
81	State	Gujarat	Departments of Government of Gujarat	OJAS - Gujarat	Current Advertisement
82	State	Gujarat	Departments of Government of Gujarat	OJAS - Gujarat	Print Application Form
83	State	Gujarat	Departments of Government of Gujarat	OJAS - Gujarat	Examination Call Letter

S. No.	State/ Center	State Name	Department Name	Application Name on UMANG	Service Name
84	State	Gujarat	Special Secretary Revenue Department	SSRD - Gujarat	Know your revenue case
85	State	Haryana	Revenue and Disaster Management	e-District - Haryana	Backward Class Certificate
86	State	Haryana	Revenue and Disaster Management	e-District - Haryana	Economically Backward General Caste
87	State	Haryana	Revenue and Disaster Management	e-District - Haryana	Income Certificate (for Education Purpose)
88	State	Haryana	Revenue and Disaster Management	e-District - Haryana	OBC Certificate
89	State	Haryana	Revenue and Disaster Management	e-District - Haryana	Residence Certificate
90	State	Haryana	Revenue and Disaster Management	e-District - Haryana	Rural Area Certificate
91	State	Haryana	Revenue and Disaster Management	e-District - Haryana	Scheduled Caste Certificate
92	State	Haryana	Revenue and Disaster Management	e-District - Haryana	Special Backward Class Certificate
93	State	Haryana	Revenue and Disaster Management	e-District - Haryana	Tapriwas
94	State	Haryana	Revenue and Disaster Management	e-District - Haryana	VimuktJati
95	State	Haryana	Revenue and Disaster Management	e-District - Haryana	Income Certificate for Other Purpose
96	State	Haryana	Revenue and Disaster Management	e-District - Haryana	Dogra Certificate
97	State	Haryana	Revenue and Disaster Management	e-District - Haryana	View and Download
98	State	Haryana	Revenue and Disaster Management	e-District - Haryana	Check Status
99	State	Haryana	ParivahanSewa - VAHAN - Haryana	ParivahanSewa - VAHAN - Haryana	Road Tax – Pay Tax
100	State	Haryana	ParivahanSewa - VAHAN - Haryana	ParivahanSewa - VAHAN - Haryana	Road Tax – Check Pending Transaction
101	State	Haryana	ParivahanSewa - VAHAN - Haryana	ParivahanSewa - VAHAN - Haryana	Road Tax – Tax Receipts

S. No.	State/ Center	State Name	Department Name	Application Name on UMANG	Service Name
102	State	Haryana	Public Health Engineering	PHED	Lodge complaint
103	State	Haryana	Public Health Engineering	PHED	Track Status of Application
104	State	Haryana	Public Health Engineering	PHED	Track Status of Complaint
105	State	Haryana	Public Health Engineering	PHED	Apply – Water/Sewerage connection
106	State	Haryana	Public Health Engineering	PHED	Bill Payment for new connection
107	State	Haryana	SARAL	SARAL - Haryana	SARAL–Track your application
108	State	Haryana	SARAL	SARAL - Haryana	SARAL-Services
109	State	Haryana	Revenue and Disaster Management	e-District - Haryana	Registration
110	State	Himachal Pradesh	Revenue	e-District - HP	Track Application
111	State	Himachal Pradesh	Revenue	e-District - HP	Drafted Application
112	State	Himachal Pradesh	Revenue	e-District - HP	Agriculturist Certificate – Apply
113	State	Himachal Pradesh	Revenue	e-District - HP	Backward Area Certificate – Apply
114	State	Himachal Pradesh	Revenue	e-District - HP	BonafideHimachali Certificate – Apply
115	State	Himachal Pradesh	Revenue	e-District - HP	Caste(SC/ST) Certificate – Apply
116	State	Himachal Pradesh	Revenue	e-District - HP	Character Certificate – Apply
117	State	Himachal Pradesh	Revenue	e-District - HP	Dogra Certificate – Apply
118	State	Himachal Pradesh	Revenue	e-District - HP	Domicile Certificate – Apply
119	State	Himachal Pradesh	Revenue	e-District - HP	Income Certificate – Apply
120	State	Himachal Pradesh	Revenue	e-District - HP	Indigent (Needy Person) Certificate – Apply
121	State	Himachal Pradesh	Revenue	e-District - HP	Minority Community Certificate – Apply
122	State	Himachal Pradesh	Revenue	e-District - HP	Legal Heirs Certificate – Apply
123	State	Himachal Pradesh	Revenue	e-District - HP	OBC Certificate – Apply
124	State	Himachal Pradesh	Revenue	e-District - HP	Rural Area Certificate – Apply
125	State	Himachal Pradesh	Revenue	e-District - HP	Freedom Fighter Certificate – Apply

S. No.	State/ Center	State Name	Department Name	Application Name on UMANG	Service Name
126	State	Himachal Pradesh	Revenue	e-District - HP	Application for Registration under MGNREGA
127	State	Himachal Pradesh	Revenue	e-District - HP	Application for work under MGNREGA
128	State	Himachal Pradesh	Revenue	e-District - HP	Beti Hai Anmol Yojana
129	State	Himachal Pradesh	Revenue	e-District - HP	Copy of Pariwar Registration
130	State	Himachal Pradesh	Revenue	e-District - HP	CM Bestowing Plan
131	State	Himachal Pradesh	ParivahanSewa - VAHAN - Himachal Pradesh	ParivahanSewa - VAHAN - Himachal Pradesh	Road Tax – Pay Tax
132	State	Himachal Pradesh	ParivahanSewa - VAHAN - Himachal Pradesh	ParivahanSewa - VAHAN - Himachal Pradesh	Road Tax – Check Pending Transaction
133	State	Himachal Pradesh	Parivahan Sewa - VAHAN - Himachal Pradesh	ParivahanSewa - VAHAN - Himachal Pradesh	Road Tax – Tax Receipts
134	State	Jammu & Kashmir	ParivahanSewa - VAHAN - Jammu & Kashmir	ParivahanSewa - VAHAN - Jammu & Kashmir	Road Tax – Pay Tax
135	State	Jammu & Kashmir	ParivahanSewa - VAHAN - Jammu & Kashmir	ParivahanSewa - VAHAN - Jammu & Kashmir	Road Tax – Check Pending Transaction
136	State	Jammu & Kashmir	ParivahanSewa - VAHAN - Jammu& Kashmir	ParivahanSewa - VAHAN - Jammu & Kashmir	Road Tax – Tax Receipts
137	State	Jharkhand	ParivahanSewa - VAHAN - Jharkhand	ParivahanSewa - VAHAN - Jharkhand	Road Tax – Pay Tax
138	State	Jharkhand	ParivahanSewa - VAHAN - Jharkhand	ParivahanSewa - VAHAN - Jharkhand	Road Tax – Check Pending Transaction
139	State	Jharkhand	ParivahanSewa - VAHAN - Jharkhand	ParivahanSewa - VAHAN - Jharkhand	Road Tax – Tax Receipts
140	State	Madhya Pradesh	Police	MP E-Cop	Missing person
141	State	Madhya Pradesh	Police	MP E-Cop	Telephone Directory
142	State	Madhya Pradesh	Police	MP E-Cop	Lost/Missing Vehicle
143	State	Madhya Pradesh	Police	MP E-Cop	Unidentified body
144	State	Madhya Pradesh	Police	MP E-Cop	Seized vehicle
145	State	Madhya Pradesh	Labour	ShramSeva	Track Complaint status

S. No.	State/ Center	State Name	Department Name	Application Name on UMANG	Service Name
146	State	Madhya Pradesh	Labour	ShramSeva	Track Application Status
147	State	Madhya Pradesh	Land Records	MP Land Records	Khasra
148	State	Madhya Pradesh	Land Records	MP Land Records	Map
149	State	Madhya Pradesh	BSE	MP Mobile (BSE)	MP BSE – Know your results
150	State	Madhya Pradesh	MSME	MP Mobile (MSME)	MP MSME – Track Application
151	State	Madhya Pradesh	RCMS	MP Mobile (RCMS)	MP RCMS – Cause list
152	State	Madhya Pradesh	RCMS	MP Mobile (RCMS)	MP RCMS – Status of Case
153	State	Madhya Pradesh	RCMS	MP Mobile (RCMS)	MP RCMS – Search Final order
154	State	Madhya Pradesh	Transport	MP Mobile (Transport)	MP Transport – Find Vehicle details
155	State	Madhya Pradesh	Transport	MP Mobile (Transport)	MP Transport – Driving License details
156	State	Madhya Pradesh	Transport	MP Mobile (Transport)	MP Transport – Learning License details
157	State	Madhya Pradesh	Transport	MP Mobile (Transport)	MP Transport – Receipt Details
158	State	Madhya Pradesh	Transport	MP Mobile (Transport)	MP Transport – Tax Assessment
159	State	Madhya Pradesh	Transport	MP Mobile (Transport)	MP Transport – Tax details
160	State	Madhya Pradesh	Transport	MP Mobile (Transport)	MP Transport – Temporary Registration
161	State	Madhya Pradesh	Municipal Corporation	MP e-Nagar Palika	Status
162	State	Madhya Pradesh	Municipal Corporation	MP e-Nagar Palika	Service – Litter Collection Charges
163	State	Madhya Pradesh	Municipal Corporation	MP e-Nagar Palika	Service – Fire Extinguisher and Evidence
164	State	Madhya Pradesh	Municipal Corporation	MP e-Nagar Palika	Service – Septic Tank and Sewerage Cleaning Charges
165	State	Madhya Pradesh	Municipal Corporation	MP e-Nagar Palika	Service – Funeral Van (Hearse) Charges
166	State	Madhya Pradesh	Municipal Corporation	MP e-Nagar Palika	Service – Ambulance
167	State	Madhya Pradesh	Municipal Corporation	MP e-Nagar Palika	Complaint – Create Complaint
168	State	Madhya Pradesh	Municipal Corporation	MP e-Nagar Palika	Complaint – View any Complaint
169	State	Madhya Pradesh	Municipal Corporation	MP e-Nagar Palika	Complaint – View my Complaint

S. No.	State/ Center	State Name	Department Name	Application Name on UMANG	Service Name
170	State	Madhya Pradesh	Municipal Corporation	MP e-Nagar Palika	Service – Debris Collection Charges
171	State	Madhya Pradesh	Municipal Corporation	MP e-Nagar Palika	Service – Mobile Toilet
172	State	Madhya Pradesh	Municipal Corporation	MP e-Nagar Palika	Service – Water Tanker
173	State	Madhya Pradesh	Municipal Corporation	MP e-Nagar Palika	Registration
174	State	Madhya Pradesh	Municipal Corporation	MP e-Nagar Palika	Water Connection and Bill Payment
175	State	Madhya Pradesh	Municipal Corporation	MP e-Nagar Palika	Pay for Service
176	State	Madhya Pradesh	Municipal Corporation	MP e-Nagar Palika	My Transactions
177	State	Madhya Pradesh	e-District - MP	MP – e-District	क़ानूनी बाध्यता के कारण स्थानीय निवासी प्रमाण-पत्र जारी करना
178	State	Madhya Pradesh	e-District - MP	MP – e-District	क़ानूनी बाध्यता के कारण आय प्रमाण पत्रप्रदाय करना
179	State	Madhya Pradesh	e-District - MP	MP – e-District	जहाॅं तकनीकि रूप में साध्य हो वहाॅं नवीन नल कनेक्शन प्रदान कियाजाना
180	State	Madhya Pradesh	e-District - MP	MP – e-District	गरीबी रेखा के नीचे के परिवारों की सूची में नाम जोड़ना (नगरीयक्षेत्र)
181	State	Madhya Pradesh	e-District - MP	MP – e-District	पानी पीने योग्य है या नही संबंधी जांच कर रिपोर्ट देना
182	State	Madhya Pradesh	e-District - MP	MP – e-District	नगरीय क्षेत्रों के हैंडपंपों एवं ट्यूबवेल का सुधार करने संबंधीनिर्देश
183	State	Madhya Pradesh	e-District - MP	MP – e-District	नल जल योजना के तहत ग्रामीण क्षेत्रों जहाॅं तकनीकि रूप से साध्यहो, वहाँ नवीन नल कनेक्शन के लिए मांग पत्र प्रस्तुत किया जाना ।
184	State	Madhya Pradesh	e-District - MP	MP – e-District	नल जल योजना के तहत मांग पत्र अनुसार राशि जमा करने पर नवीन नलकनेक्शन प्रदाय करना
185	State	Madhya Pradesh	e-District - MP	MP – e-District	जन्म के 1 वर्ष के पश्चात पंजीयन के लिए अनुमति

S. No.	State/ Center	State Name	Department Name	Application Name on UMANG	Service Name
186	State	Madhya Pradesh	e-District - MP	MP – e-District	मृत्यु के 1 वर्ष के पश्चात पंजीयन के लिए अनुमति
187	State	Madhya Pradesh	e-District - MP	MP – e-District	Track & Download
188	State	Rajasthan	e-Mitra - Rajasthan	e-Mitra - Rajasthan	Track Status
189	State	Rajasthan	e-Mitra - Rajasthan	e-Mitra - Rajasthan	Verify Certificate
190	State	Rajasthan	ParivahanSewa - VAHAN - Rajasthan	ParivahanSewa - VAHAN - Rajasthan	Road Tax– Pay Tax
191	State	Rajasthan	ParivahanSewa - VAHAN - Rajasthan	ParivahanSewa - VAHAN - Rajasthan	Road Tax– Check Pending Transaction
192	State	Rajasthan	ParivahanSewa - VAHAN - Rajasthan	ParivahanSewa - VAHAN - Rajasthan	Road Tax– Tax Receipts
193	State	Tamilnadu	TN Police	TN Police	Complaint Status
194	State	Tamilnadu	TN Police	TN Police	FIR Status
195	State	Tamilnadu	TN Police	TN Police	CSR Status
196	State	Tamilnadu	TN Police	TN Police	Vehicle Status
197	State	Tamilnadu	Revenue	e-District - Tamilnadu	Revenue Dept.– Track Status
198	State	Tamilnadu	Revenue	e-District - Tamilnadu	Revenue Dept.– View Download certificate
199	State	Tamilnadu	Revenue	e-District - Tamilnadu	Revenue Dept.– Apply– Community certificate
200	State	Tamilnadu	Revenue	e-District - Tamilnadu	Revenue Dept.– Apply Nativity certificate
201	State	Tamilnadu	Revenue	e-District - Tamilnadu	Revenue Dept.– Apply Income certificate
202	State	Tamilnadu	Revenue	e-District - Tamilnadu	Registration
203	State	Tamilnadu	Revenue	e-District - Tamilnadu	Revenue Dept.– My Profile
204	State	Telangana	AKPS - Telangana	AKPS - Telangana	Talk to Expert
205	State	Telangana	AKPS - Telangana	AKPS - Telangana	Create Query
206	State	Telangana	AKPS - Telangana	AKPS - Telangana	Profiles
207	State	Telangana	AKPS - Telangana	AKPS - Telangana	Registration
208	State	Telangana	AKPS - Telangana	AKPS - Telangana	Q&A
209	State	Telangana	AKPS - Telangana	AKPS - Telangana	Message
210	State	Telangana	AKPS - Telangana	AKPS - Telangana	Manage Service
211	State	Telangana	AKPS - Telangana	AKPS - Telangana	Listen Best Practice
212	State	Uttar Pradesh	Health and Welfare	e-District - Uttar Pradesh	Handicap Certificate
213	State	Uttar Pradesh	Panchayati Raj	e-District - Uttar Pradesh	Birth Certificate
214	State	Uttar Pradesh	Panchayati Raj	e-District - Uttar Pradesh	Death Certificate
215	State	Uttar Pradesh	Panchayati Raj	e-District - Uttar Pradesh	Track Status

S. No.	State/ Center	State Name	Department Name	Application Name on UMANG	Service Name
216	State	Uttar Pradesh	Revenue	e-District - Uttar Pradesh	Caste Certificate
217	State	Uttar Pradesh	Revenue	e-District - Uttar Pradesh	Domicile Certificate
218	State	Uttar Pradesh	Revenue	e-District - Uttar Pradesh	Income Certificate
219	State	Uttar Pradesh	ParivahanSewa - VAHAN - Uttar Pradesh	ParivahanSewa - VAHAN - Uttar Pradesh	Road Tax– Pay Tax
220	State	Uttar Pradesh	ParivahanSewa - VAHAN - Uttar Pradesh	ParivahanSewa - VAHAN - Uttar Pradesh	Road Tax– Check Pending Transaction
221	State	Uttar Pradesh	ParivahanSewa - VAHAN - Uttar Pradesh	ParivahanSewa - VAHAN - Uttar Pradesh	Road Tax– Tax Receipts
222	State	Uttarakhand	e-District - Uttarakhand	e-District - Uttarakhand	Track Application
223	State	Uttarakhand	e-District - Uttarakhand	e-District - Uttarakhand	Download Certificate
224	State	Uttarakhand	Police	UKCCTNS - Uttarakhand Crime and Criminal Tracking Network and Systems	Track Status
225	State	Uttarakhand	Police	UKCCTNS - Uttarakhand Crime and Criminal Tracking Network and Systems	View FIR
226	State	Uttarakhand	Police	UKCCTNS - Uttarakhand Crime and Criminal Tracking Network and Systems	Registration
227	State	Uttarakhand	Police	UKCCTNS - Uttarakhand Crime and Criminal Tracking Network and Systems	Complaint Register
228	State	Uttarakhand	Police	UKCCTNS - Uttarakhand Crime and Criminal Tracking Network and Systems	PG/ Tenant Verification
229	State	Uttarakhand	Police	UKCCTNS - Uttarakhand Crime and Criminal Tracking Network and Systems	Cyber Crime Complaint Register
230	State	Uttarakhand	Police	UKCCTNS - Uttarakhand Crime and Criminal	Event/Performance request

S. No.	State/ Center	State Name	Department Name	Application Name on UMANG	Service Name
				Tracking Network and Systems	
231	State	Uttarakhand	Police	UKCCTNS - Uttarakhand Crime and Criminal Tracking Network and Systems	Employee Verification
232	State	Uttarakhand	Police	UKCCTNS - Uttarakhand Crime and Criminal Tracking Network and Systems	Protest Strike Request
233	State	Uttarakhand	Police	UKCCTNS - Uttarakhand Crime and Criminal Tracking Network and Systems	Procession Request
234	State	Uttarakhand	Police	UKCCTNS - Uttarakhand Crime and Criminal Tracking Network and Systems	Lost Property Registration
235	State	Uttarakhand	Power	Power Corporation - Uttarakhand (UKUPCL)	Bill History
236	State	Uttarakhand	Power	Power Corporation - Uttarakhand (UKUPCL)	Registration
237	State	Uttarakhand	Power	Power Corporation - Uttarakhand (UKUPCL)	Payment History
238	State	Uttarakhand	Power	Power Corporation - Uttarakhand (UKUPCL)	Connection Details
239	State	Uttarakhand	Power	Power Corporation - Uttarakhand (UKUPCL)	Complaint History
240	Center		AICTE	AICTE	Approved Institutions
241	Center		AICTE	AICTE	Approved Course Details
242	Center		AICTE	AICTE	Faculty Details
243	Center		Bharat Bill Pay (BBPS)	Bharat Bill Pay (BBPS)	Pay Bills
244	Center		Bharat Bill Pay (BBPS)	Bharat Bill Pay (BBPS)	Transaction Inquiry – For Transaction inquiry
245	Center		Bharat Bill Pay (BBPS)	Bharat Bill Pay (BBPS)	Complaint Status– For checking of the complaint Status
246	Center		Bharat Bill Pay (BBPS)	Bharat Bill Pay (BBPS)	Raise Grievance – For raising a new grievance.
247	Center		Bharat Gas (BPCL)	Bharat Gas (BPCL)	Refill Order

S. No.	State/ Center	State Name	Department Name	Application Name on UMANG	Service Name
248	Center		Bharat Gas (BPCL)	Bharat Gas (BPCL)	Refill History
249	Center		Bharat Gas (BPCL)	Bharat Gas (BPCL)	DBC Request
250	Center		Buyer/Seller	Buyer/Seller	Profile Registration
251	Center		Buyer/Seller	Buyer/Seller	Buy Product
252	Center		Buyer/Seller	Buyer/Seller	Sell product
253	Center		Buyer/Seller	Buyer/Seller	Product cart
254	Center		CBSE	CBSE	10th/12th– School Locator
255	Center		CBSE	CBSE	10th/12th– Exam Centre Locator
256	Center		CBSE	CBSE	10thResults
257	Center		CBSE	CBSE	JEEResults
258	Center		CBSE	CBSE	12thResults
259	Center		CHILDLINE	CHILDLINE - 1098	Call 1098
260	Center		CHILDLINE	CHILDLINE - 1098	Childline Videos
261	Center		CISF	CISF	Lost and Found
262	Center		CISF	CISF	Complaint Status
263	Center		CISF	CISF	Consultancy
264	Center		Confonet	Confonet	Case Status
265	Center		Confonet	Confonet	Display Board
266	Center		Confonet	Confonet	Cause List
267	Center		Confonet	Confonet	Order &Judgment
268	Center		CPGRAMS	CPGRAMS	Lodge Grievance
269	Center		CPGRAMS	CPGRAMS	Registration
270	Center		CPGRAMS	CPGRAMS	View Status –Send Reminder –Send Feedback
271	Center		CPGRAMS	CPGRAMS	View Status – Pending – Closed
272	Center		Crop Insurance	Crop Insurance	Premium calculator
273	Center		CRPF	CRPF	Personal Information
274	Center		CRPF	CRPF	Salary details
275	Center		CRPF	CRPF	GPF details
276	Center		CRPF	CRPF	Telephone Directory
277	Center		CRPF	CRPF	Reach your HOO
278	Center		CyberCrime Reporting Portal	CyberCrime Reporting Portal	Report Complaint
279	Center		CyberCrime Reporting Portal	CyberCrime Reporting Portal	Report Complaint Anonymously
280	Center		CyberCrime Reporting Portal	CyberCrime Reporting Portal	Track Complaint
281	Center		DAY-NULM	DAY-NULM	Register for training (New/ Edit)
282	Center		DAY-NULM	DAY-NULM	Locate Training Centre

S. No.	State/ Center	State Name	Department Name	Application Name on UMANG	Service Name
283	Center		DAY-NULM	DAY-NULM	Track Status
284	Center		DMI	DMI	Market Price
285	Center		DMI	DMI	Market Near me
286	Center		E-migrate	e-Migrate	Overseas Traveler registration
287	Center		E-migrate	e-Migrate	Verify EC Status
288	Center		E-migrate	e-Migrate	Track ARN Status/Current Issues
289	Center		E-migrate	e-Migrate	Office order service
290	Center		E-Pathshala	E-Pathshala	e-Books
291	Center		E-Pathshala	E-Pathshala	Audio/Video
292	Center		E-Pathshala	E-Pathshala	Teaching Instructions
293	Center		E-Pathshala	E-Pathshala	Curricular Resources
294	Center		E-Pathshala	E-Pathshala	Educator-Periodicals
295	Center		E-Raktkosh	E-Raktkosh	My Donations
296	Center		E-Raktkosh	E-Raktkosh	Blood Availability
297	Center		E-Raktkosh	E-Raktkosh	Blood Bank Search
298	Center		E-Raktkosh	E-Raktkosh	Camp Schedule
299	Center		e-Courts	e-Courts	CNR
300	Center		e-Courts	e-Courts	Case Status (Case number, case type, Filling Number, Party name)
301	Center		e-Courts	e-Courts	MyCase
302	Center		e-Courts	e-Courts	Cause List
303	Center		ePashuhaat	ePashuhaat	Live Stock
304	Center		ePashuhaat	ePashuhaat	Frozen Semen
305	Center		ePashuhaat	ePashuhaat	Embryos
306	Center		ePashuhaat	ePashuhaat	FAQs
307	Center		ePashuhaat	ePashuhaat	AI Technicians
308	Center		ePashuhaat	ePashuhaat	Live Stock
309	Center		EPFO	EPFO	Employee Centric Services– View Passbook
310	Center		EPFO	EPFO	Employee centric services– Raise Claim
311	Center		EPFO	EPFO	Employee Centric Services– Track claim
312	Center		EPFO	EPFO	General Services– Search Establishment
313	Center		EPFO	EPFO	General Services–Search EPFO office
314	Center		EPFO	EPFO	General Services– Know your claim Status
315	Center		EPFO	EPFO	General Services– Account detail on SMS
316	Center		EPFO	EPFO	General Services– Account details on Missed calls

S. No.	State/ Center	State Name	Department Name	Application Name on UMANG	Service Name
317	Center		EPFO	EPFO	Employee Centric Services–UAN Activation
318	Center		EPFO	EPFO	Employer Centric Services– Get Details by Establishment ID & Financial Year
319	Center		EPFO	EPFO	Employer Centric services– Get TRRN Status
320	Center		EPFO	EPFO	e-KYC services– Aadhaar Seeding
321	Center		EPFO	EPFO	Pensioner Services– View Passbook
322	Center		EPFO	EPFO	Pensioner Services– Update Jeevan Pramaan
323	Center		eRAHI (NHAI)	eRAHI (NHAI)	Toll Plaza at a glance
324	Center		eRAHI (NHAI)	eRAHI (NHAI)	FAQ
325	Center		ESIC	ESIC	My Profile
326	Center		ESIC	ESIC	Contributions
327	Center		ESIC	ESIC	Benefits
328	Center		ESIC	ESIC	Claim Status
329	Center		ESIC	ESIC	Feedback
330	Center		ESIC	ESIC	Co-Worker IPs
331	Center		ESIC	ESIC	Lodge Grievance
332	Center		ESIC	ESIC	Grievance History
333	Center		ESIC	ESIC	ESI Centers
334	Center		ESIC	ESIC	Knowledge Bank
335	Center		ESIC	ESIC	About ESI Schemes
336	Center		Extension Reforms	Extension Reforms	View Extension Functionaries
337	Center		GSTN	GSTN	Search Taxpayer
338	Center		HP Gas (HPCL)	HP Gas (HPCL)	Refill Order (Cash on Delivery)
339	Center		HP Gas (HPCL)	HP Gas (HPCL)	Refill Order (Online payment)
340	Center		HP Gas (HPCL)	HP Gas (HPCL)	Refill History
341	Center		HP Gas (HPCL)	HP Gas (HPCL)	Opt out of Subsidy
342	Center		HP Gas (HPCL)	HP Gas (HPCL)	Consumer Subsidy Information DBTL
343	Center		Jeevan Pramaan	Jeevan Pramaan	Generate Life Certificate
344	Center		Jeevan Pramaan	Jeevan Pramaan	View Jeevan Pramaan Certificate
345	Center		Kendriya Vidyalaya Sangathan (KVS)	Kendriya Vidyalaya Sangathan (KVS)	School Locator
346	Center		Khoya Paya- Women and Child development	Khoya Paya	Sighted a Child

S. No.	State/ Center	State Name	Department Name	Application Name on UMANG	Service Name
347	Center		Khoya Paya-Women and Child development	Khoya Paya	Missing Child
348	Center		Khoya Paya-Women and Child development	Khoya Paya	Search a Child
349	Center		Khoya Paya-Women and Child development	Khoya Paya	My Account
350	Center		Farm Mechanization	Farm Mechanization	Farm Machinery– Product vise search
351	Center		Farm Mechanization	Farm Mechanization	Farm Machinery–State/District/Block vise Manufacturer/Importer Search
352	Center		Farm Mechanization	Farm Mechanization	Farm Machinery–State/District/Block vise Dealer Search
353	Center		Kisan Suvidha	Kisan Suvidha	Agro Advisory
354	Center		Kisan Suvidha	Kisan Suvidha	Dealer Information – Pesticides – Fertilizer – Seed
355	Center		Kisan Suvidha	Kisan Suvidha	Weather Forecast
356	Center		Madad	Madad	Track Grievance status
357	Center		Madad	Madad	Locate Mission/Post
358	Center		Ministry of Petroleum & Natural Gas	Ministry of Petroleum & Natural Gas	Ministry of Petroleum & Natural Gas
359	Center		My Pan	My Pan	New PAN Card (49 A) – e-KYC
360	Center		My Pan	My Pan	New PAN Card (49 A) – e-Sign
361	Center		My Pan	My Pan	New PAN Card (49 A) – Physical
362	Center		My Pan	My Pan	Correction/Change in Pan Card (CSF) – e-Sign
363	Center		My Pan	My Pan	Correction/Change in Pan Card (CSF) – Physical
364	Center		My Pan	My Pan	PAN Query– Track PAN Card
365	Center		My Pan	My Pan	PAN Query–Download Forms
366	Center		My Pan	My Pan	Other Services– Direct Payment
367	Center		My Pan	My Pan	Other Services– Direct e-Sign
368	Center		My Pan	My Pan	Other Services– Direct e-KYC
369	Center		My Pan	My Pan	Locate Nearest centre

S. No.	State/ Center	State Name	Department Name	Application Name on UMANG	Service Name
370	Center		My Pan	My Pan	Other Services– Direct Aadhaar for Physical
371	Center		My Pan	My Pan	Other Services– Regenerate Objection Clearance (49 A)
372	Center		My Pan	My Pan	Other Services– Regenerate Objection Clearance (CSF)
373	Center		MyGOV	MyGOV	DO
374	Center		MyGOV	MyGOV	Discuss
375	Center		MyGOV	MyGOV	Talk
376	Center		MyGOV	MyGOV	Poll Survey
377	Center		National Consumer Helpline	National Consumer Helpline	Register Complaint
378	Center		National Consumer Helpline	National Consumer Helpline	Complaint History
379	Center		National Consumer Helpline	National Consumer Helpline	Registration
380	Center		National Consumer Helpline	National Consumer Helpline	Upload Documents
381	Center		National Consumer Helpline	National Consumer Helpline	Contact Details
382	Center		National Consumer Helpline	National Consumer Helpline	Knowledge Base
383	Center		National Consumer Helpline	National Consumer Helpline	Related Videos
384	Center		National Scholarship Portal (NSP)	National Scholarship Portal (NSP)	Check Eligible status
385	Center		National Scholarship Portal (NSP)	National Scholarship Portal (NSP)	Track Application Status
386	Center		NDLI	NDLI	Library
387	Center		NDLI	NDLI	My Files
388	Center		NDLI	NDLI	My Profile
389	Center		NDLI	NDLI	FAQ
390	Center		NPS	NPS	Current Holdings
391	Center		NPS	NPS	Email transaction statement
392	Center		NPS	NPS	Account details.
393	Center		NPS	NPS	Recent Contributions
394	Center		NPS	NPS	Notifications
395	Center		NPS	NPS	Scheme Change
396	Center		NPS	NPS	Address Change
397	Center		ORS	ORS	Book Appointment
398	Center		ORS	ORS	Blood Availability
399	Center		ORS	ORS	My Appointments

S. No.	State/ Center	State Name	Department Name	Application Name on UMANG	Service Name
400	Center		ORS	ORS	My Lab Reports
401	Center		ParivahanSewa - VAHAN	ParivahanSewa - VAHAN	View RC from Digilocker
402	Center		ParivahanSewa - VAHAN - Jammu & Kashmir	ParivahanSewa - VAHAN - Jammu & Kashmir	Fitness Certificate Application
403	Center		ParivahanSewa - VAHAN - Jammu & Kashmir	ParivahanSewa - VAHAN - Jammu & Kashmir	Fitness Fees Receipt
404	Center		ParivahanSewa - VAHAN - Jammu & Kashmir	ParivahanSewa - VAHAN - Jammu & Kashmir	Track Fitness Status
405	Center		ParivahanSewa - VAHAN - Jammu & Kashmir	ParivahanSewa - VAHAN - Jammu & Kashmir	Check Pending Transaction
406	Center		Passport Seva	Passport Seva	Locate Centre
407	Center		Passport Seva	Passport Seva	Fee Calculator
408	Center		Passport Seva	Passport Seva	Status/Current Issues Tracker
409	Center		Passport Seva	Passport Seva	Document Advisor
410	Center		Passport Seva	Passport Seva	Check Appointment Availability
411	Center		Pay Income Tax	Pay Income Tax	Challan 280
412	Center		Pay Income Tax	Pay Income Tax	Track Status/Current Issues
413	Center		Pensioner's Portal-DoPPW	Pensioner's Portal-DoPPW	CPENGRAMS –Lodge Your Grievance
414	Center		Pensioner's Portal-DoPPW	Pensioner's Portal-DoPPW	CPENGRAMS – Send Reminder/Clarification
415	Center		Pensioner's Portal-DoPPW	Pensioner's Portal-DoPPW	CPENGRAMS –View Your Grievance Status
416	Center		Pensioner's Portal-DoPPW	Pensioner's Portal-DoPPW	CPENGRAMS –Feedback
417	Center		Pensioner's Portal-DoPPW	Pensioner's Portal-DoPPW	Bhavishya
418	Center		Pensioner's Portal-DoPPW	Pensioner's Portal-DoPPW	Calculator– Pension Calculator
419	Center		Pensioner's Portal-DoPPW	Pensioner's Portal-DoPPW	Calculator– Gratuity Calculator
420	Center		Pensioner's Portal-DoPPW	Pensioner's Portal-DoPPW	Pension Process Road Map
421	Center		Pensioner's Portal-DoPPW	Pensioner's Portal-DoPPW	What is new?
422	Center		Pharma Sahi Dham (NPPA)	Pharma Sahi Dham (NPPA)	Search Medicine
423	Center		Pharma Sahi Dham (NPPA)	Pharma Sahi Dham (NPPA)	Other Medicine Details

S. No.	State/ Center	State Name	Department Name	Application Name on UMANG	Service Name
424	Center		Pharma Sahi Dham (NPPA)	Pharma Sahi Dham (NPPA)	Get NPPA Price
425	Center		Pharma Sahi Dham (NPPA)	Pharma Sahi Dham (NPPA)	FAQs
426	Center		PMAY- Urban	PMAY- Urban	Statistics
427	Center		PMAY- Urban	PMAY- Urban	About PMAY
428	Center		PMAY- Urban	PMAY- Urban	Application Status
429	Center		PMAY- Urban	PMAY- Urban	CLSS Subsidy Calculator
430	Center		PMKVY	Pradhan Mantri Kaushal Vikas Yojana	Add Candidate
431	Center		PMKVY	Pradhan Mantri Kaushal Vikas Yojana	View Registered Candidate
432	Center		PMKVY	Pradhan Mantri Kaushal Vikas Yojana	Training Centre
433	Center		PMKVY	Pradhan Mantri Kaushal Vikas Yojana	Search Professional
434	Center		Prasar Bharati (Doordarshan)	Prasar Bharati (Doordarshan)	Video on Demand
435	Center		Soil Health Card	Soil Health Card	View Soil Health Card using Mobile Number
436	Center		Soil Health Card	Soil Health Card	View Soil Health Card using Location
437	Center		Swayamprabha	Swayam Prabha	Programs Schedules and Feedback
438	Center		Swayamprabha	Swayam Prabha	View Archive Videos
439	Center		Swayamprabha	Swayam Prabha	FAQ's
440	Center		Swayamprabha	Swayam Prabha	Channel and Allocation
441	Center		TRAI	TRAI	DND Registration and status
442	Center		TRAI	TRAI	UCC Complaint status
443	Center		TRAI	TRAI	Report SMS UCC
444	Center		TRAI	TRAI	Report Voice UCC
445	Center		TRAI	TRAI	My Calls – Your Ratings
446	Center		TRAI	TRAI	My Calls – Rate Calls
447	Center		TRAI	TRAI	My Speed
448	Center		NTRP (Non-Tax Receipt Portal)	NTRP (Non-Tax Receipt Portal)	Track your Payment
449	Center		NTRP (Non-Tax Receipt Portal)	NTRP (Non-Tax Receipt Portal)	Current Receipts available for Deposit
450	Center		NTRP (Non-Tax Receipt Portal)	NTRP (Non-Tax Receipt Portal)	FAQs
451	Center		IMD - India Meteorological Department	IMD - India Meteorological Department	Current Weather

S. No.	State/ Center	State Name	Department Name	Application Name on UMANG	Service Name
452	Center		IMD - India Meteorological Department	IMD - India Meteorological Department	NowCast
453	Center		IMD - India Meteorological Department	IMD - India Meteorological Department	Rainfall Information
454	Center		IMD - India Meteorological Department	IMD - India Meteorological Department	Tourism Forecast
455	Center		IMD - India Meteorological Department	IMD - India Meteorological Department	Warning
456	Center		Jan Aushdhi	Jan Aushdhi Sugam	Search Medicine
457	Center		Jan Aushdhi	Jan Aushdhi Sugam	Near By Store
458	Center		Jan Aushdhi	Jan Aushdhi Sugam	Feedback
459	Center		Jan Aushdhi	Jan Aushdhi Sugam	Quality Assurance
460	Center		EPFO	EPFO	Covid 19
461	Center		PMCares	PMCares	PMCares
462	Center		IMD - India Meteorological Department	IMD - India Meteorological Department	Cyclone
463	Center		IMD - India Meteorological Department	IMD - India Meteorological Department	City Forecast
464	Center		SSC	SSC	Latest News
465	Center		SSC	SSC	Notice of Examinations
466	Center		SSC	SSC	Result of Examinations
467	Center		SSC	SSC	Calendar
468	Center		SSC	SSC	Vacancies
469	Center		National Scholarship Portal (NSP)	National Scholarship Portal (NSP)	Fresh Registration
470	Center		National Scholarship Portal (NSP)	National Scholarship Portal (NSP)	Scheme Information
471	Center		National Scholarship Portal (NSP)	National Scholarship Portal (NSP)	Apply for Fresh
472	Center		National Scholarship Portal (NSP)	National Scholarship Portal (NSP)	Important Documents
473	Center		National Scholarship Portal (NSP)	National Scholarship Portal (NSP)	Apply for Renewal
474	Center		PMAY- Urban	PMAY- Urban	CLSS Tracker
475	Center		National Health Authority (NHA) - Aayushman Bharat	National Health Authority (NHA) - Aayushman Bharat	Check Eligibility

S. No.	State/ Center	State Name	Department Name	Application Name on UMANG	Service Name
476	Center		National Health Authority (NHA) - Aayushman Bharat	National Health Authority (NHA) - Aayushman Bharat	Search Hospital
477	Center		EPFO	EPFO	UAN Activation
478	Center		PMAY- Urban	PMAY- Urban	Subsidy Calculator
479	Center		SBM - IHHL	SBM - IHHL	Check Status
480	Center		Atal Pension Yojana	Atal Pension Yojana	Current holdings
481	Center		Atal Pension Yojana	Atal Pension Yojana	Account details
482	Center		Atal Pension Yojana	Atal Pension Yojana	Transaction statement
483	Center		Atal Pension Yojana	Atal Pension Yojana	Recent contribution
484	Center		Atal Pension Yojana	Atal Pension Yojana	Download e-Pran
485	Center		National Scholarship Portal (NSP)	National Scholarship Portal (NSP)	Search Institution
486	Center		IOCL	IOCL	Consumer Profile
487	Center		IOCL	IOCL	Locate Retail Outlet
488	Center		IOCL	IOCL	LPG Bookings (previous bookings)
489	Center		IOCL	IOCL	Locate Distributors
490	Center		Dept of Science & Technology	INSPIRE Manak	Award sanction By DST
491	Center		Dept of Science & Technology	INSPIRE Manak	Authority Contact detail
492	Center		Dept of Science & Technology	INSPIRE Manak	School Wise Awardee
493	Center		Dept of Science & Technology	INSPIRE Manak	Inspire Video
494	Center		Dept of Science & Technology	INSPIRE Manak	FAQ
495	Center		Dept of Science & Technology	INSPIRE Manak	About Us
496	Center		DAY-NULM	DAY-NULM	Submit Application
497	Center		DAY-NULM	DAY-NULM	Track Status
498	Center		ICMR	ICMR - STS	About Us
499	Center		ICMR	ICMR - STS	STS timeline
500	Center		ICMR	ICMR - STS	Application Submission
501	Center		ICMR	ICMR - STS	Report submission
502	Center		ICMR	ICMR - STS	Result
503	Center		ICMR	ICMR - STS	Contact details
504	Center		ICMR	ICMR - STS	FAQ
505	Center		ICMR	ICMR - STS	Spotlight

20th May 2020

Assistive Model Integration Approach
V 3.0

Document Change History

Document Version	Change Log	Clause	Description	Date
0.1	First Draft		Integration Approach	May 21, 2020
1.0	First Revision		Partner Integration Approaches	May 27, 2020
2.0	Second Revision		Partner On boarding and Integration	June 19, 2020
3.0	Final Document		Partner On boarding and Integration	Aug 05, 2020

Contents

Introduction

Under Digital India Programme, NeGD has developed Unified Mobile Application for New-Age Governance (UMANG) which is a unified platform with a single mobile app (on Android, iOS, KaiOS and Windows) and web (www.UMANG.gov.in). It aims to provide single point access to major government services from the Central Government, State/UT Governments and local bodies as well as from their agencies from mobile. It was envisaged to integrate with 200 government applications to provide around 1200+ high impact services.

UMANG has been created with a thought to add convenience to citizen's lifestyle. UMANG will revolutionize the way how an Indian citizen avails government services today, because it leverages the current accelerated internet and smart-phone penetration in our country.

Objective

The main objective of this document is to outline and define the processes, approach of Integration between UMANG eco-system & Partner apps hence, to ensure easy delivery of UMANG services to the Partner Users.

Key Concepts

Concept	Description
API	An Application Programming Interface (API) is a defined and documented software interface that a software program will use to interact with a system or a specific sub-system or feature of a system.
Integration	Integration is the process of inter-connecting one system with another system in order to provide a useful exchange of information, data and/or control between the systems.
Interface	An interface is a point where interaction occurs between two systems, programs, etc. This can include display screen with which a user interacts with an application or a website.
Partner Onboarding	Registering of Partners into UMANG Platform
Partner Token	A 64-bit string generated token to identify partner's identity onboarded on UMANG
Tenant	A tenant in UMANG API Hub is a logically isolated entity. A tenant can be mapped as an organizational unit, partner, etc. This enables such organizational units/partners to share the same API Manager deployment and the respective resources.

Integration Methodology & Approaches

Application Integration is the sharing of processes and data among different applications in an enterprise. It has become critical priority to connect and leverage application collaboration across the enterprises in order to enhance and reduce IT costs.

UMANG recommends "Assistive Approach" as an integration method, grounded on the key characteristics depicted in Figure1 aiding in designing the methodologies for integration approach.
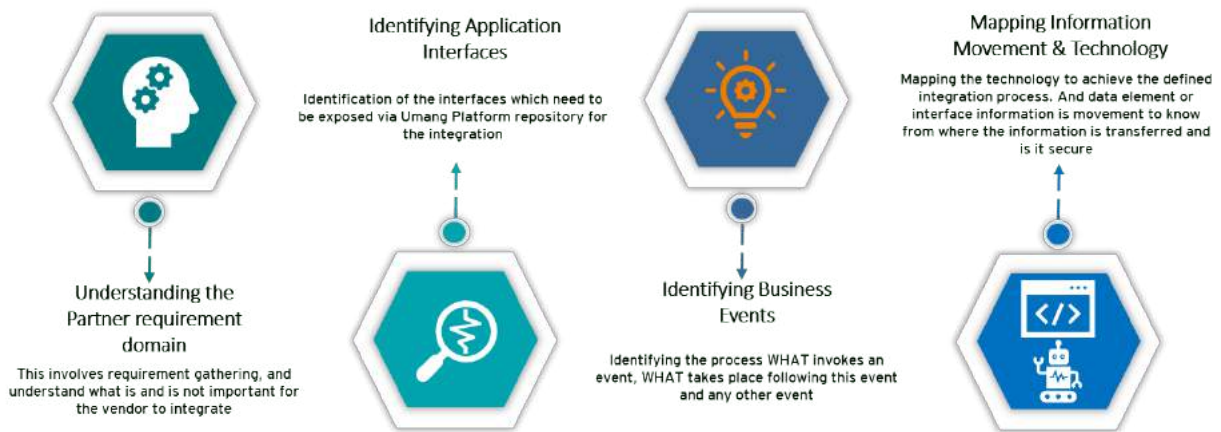

Figure 1: Key characteristics for modelling integration approach

Assistive Model Approach

"Assistive Model" is a very generic or umbrella term that covers technologies, services, systems and processes used by people to overcome their social, infrastructural and other dependencies and carrying out the activities safely and easily.

UMANG defines "Assistive Model" as an integration approach built on the blend of "User Interface Integration" and "API Based Integration" that has been specifically designed to enable:

- ➢ Easy accessibility of the services (UMANG core/ Department services) to the citizens via Partner's app.
- ➢ Secured environment to the Partner Application, who wants to integrate with UMANG ecosystem.

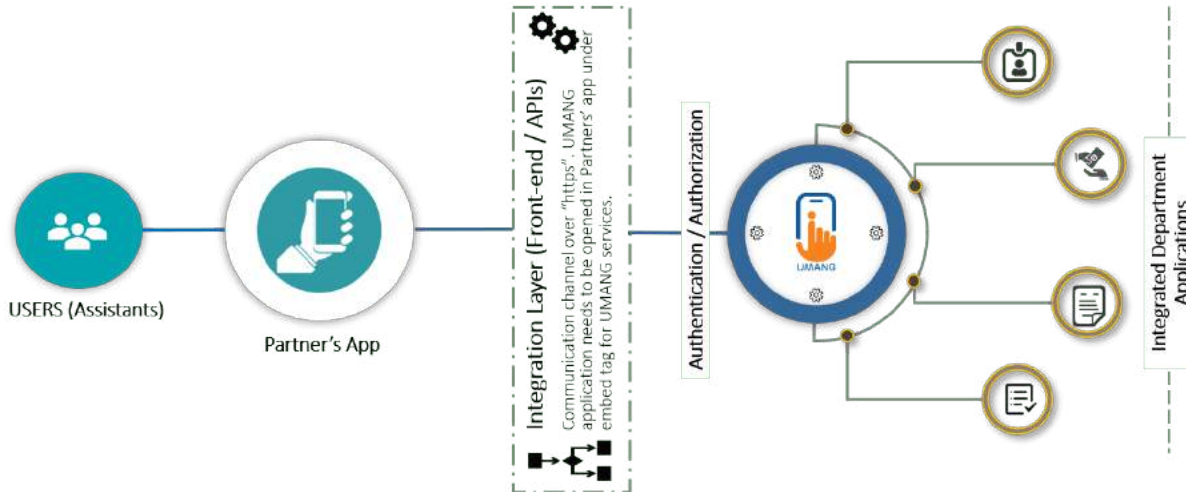Figure-2 illustrates high level technical overview of Assistive model approach.

Figure 2: High Level Assistive Model Technical Flow

Various actors involved in this approach:

1. **Users (Assistants):** Users (will be acting as assistants for Indian citizens) are the users of the Partner's application.
2. **Partner:** Any organization/entity who wants to integrate the UMANG front-end and leverage the services provided via UMANG ecosystem through their existing application.
3. **UMANG:** UMANG will provide the "UMANG front-end" interface to the Partner through integration layer to provide the services.

Communication Among Partners:

UMANG eco-system uses well defined formats for exchanging information enabling seamless communication between UMANG& Partner application.

1. **Data Exchange:** UMANG data exchange guarantees complete control over, all the data exchanged in the communication from UMANG core services to department services with every partner. This includes data validation, transmission, tracking & reporting which streamlines communication with the Partners.

2. **Security Consideration (Limited Accessibility):** The integration layer of UMANG eco-system backed by the security layer involves protection of data against unauthorized access, modification, destruction, loss, disclosure, or transfer whether accidental or intentional. Important data security considerations are:
   - Backup
   - Archival Storage
   - Disposal of data

Umang Security Layer

UMANG security layer provides, end to end security to any Partner integrating with UMANG eco-system.

| Partner Apps | Proxies & Firewall | Security Key Validation | UMANG Services |
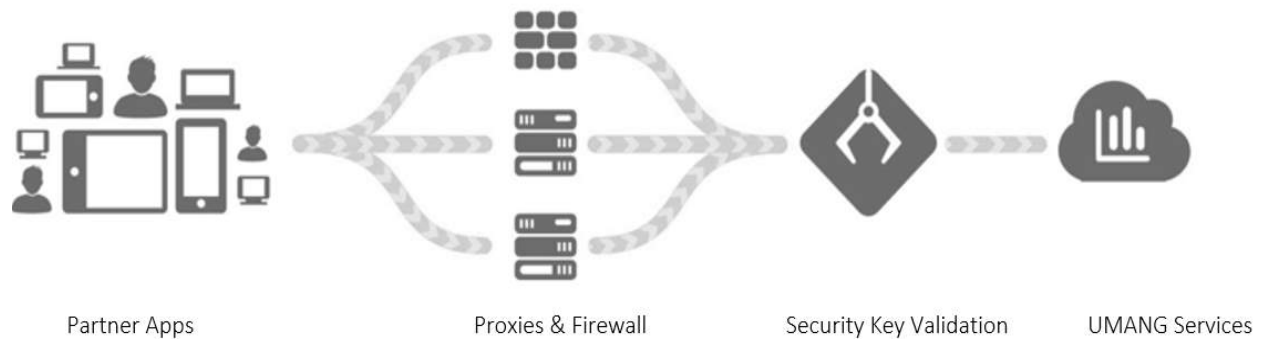
- ➤ All the data transmission will take place through the HTTPS protocol.
- ➤ All sensitive data will be kept in encrypted form using SHA-256 encryption.
- ➤ All the Information will be logged on to the system with the timestamp and date.
- ➤ Transaction logs will be created against each transaction of information/data.
- ➤ Partner Users accessing the department services will be authenticated against the UMANG User Management Module using form-based authentication.

Configuration for Partner Application Integration

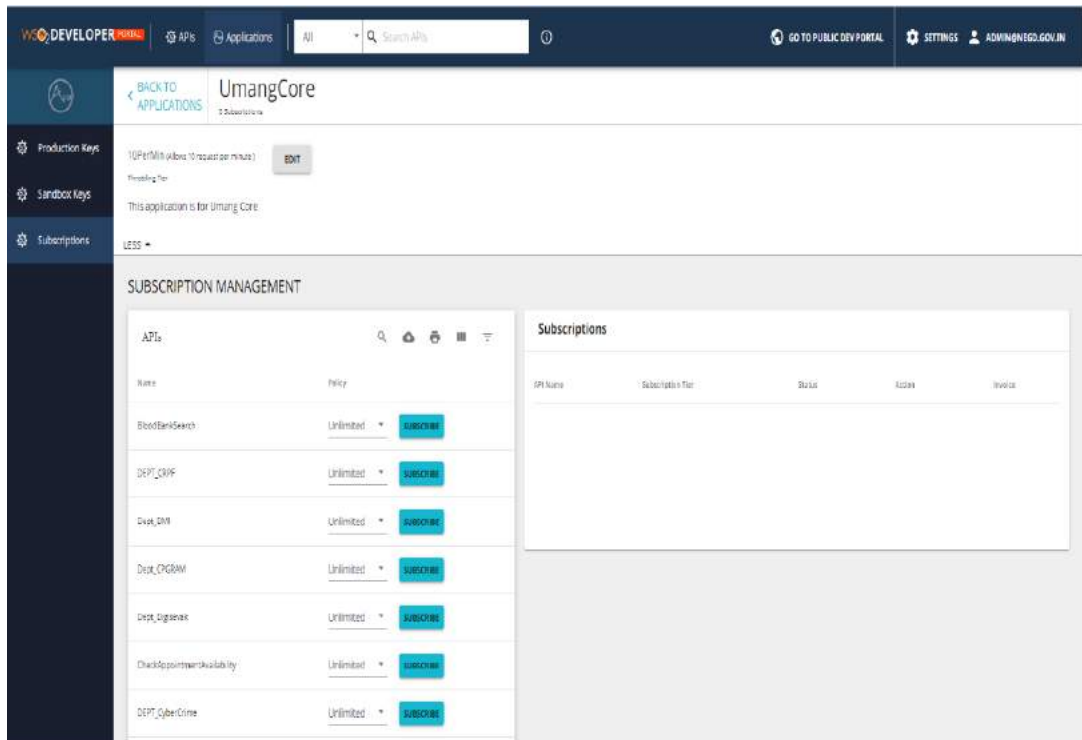1. **Partner Onboarding**: UMANG will onboard Partner as a Tenant on UMANG API Hub.
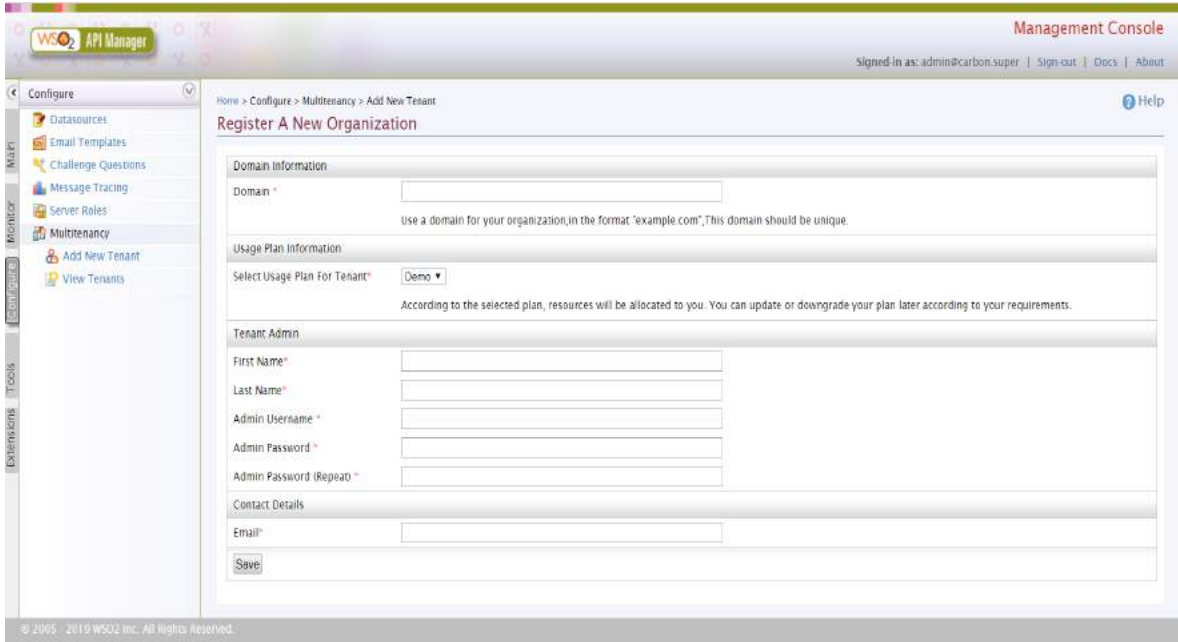
Fields Description:

| Parameter Name	Description	Required
Domain	The domain name for the Partner, which should be unique (e.g., xyz.com). This is used as a unique identifier for Partner domain.	Yes
Select Usage Plan for Tenant	The usage plan defines limitations (such as number of users, bandwidth, etc.) for the tenant. For on-premises deployment, there is only one default plan, i.e., Demo.	Yes
First Name / Last Name	The name of the tenant admin.	Yes
Admin Username	The login username of the tenant admin. The username always ends with the domain name (e.g., admin@xyz.com)	Yes
Admin Password	The password used to log in using the admin username specified.	Yes
Admin Password (Repeat)	Repeat the password to confirm.	Yes
Email	The email address of the admin.	Yes

2. **Department Services Subscription:** UMANG will provide the subscription to the Department services on which UMANG & Partner agreed upon using the API Hub Subscription Management.
    a. Create an Application and enter the name, description, plan and token type as shown in the figure.
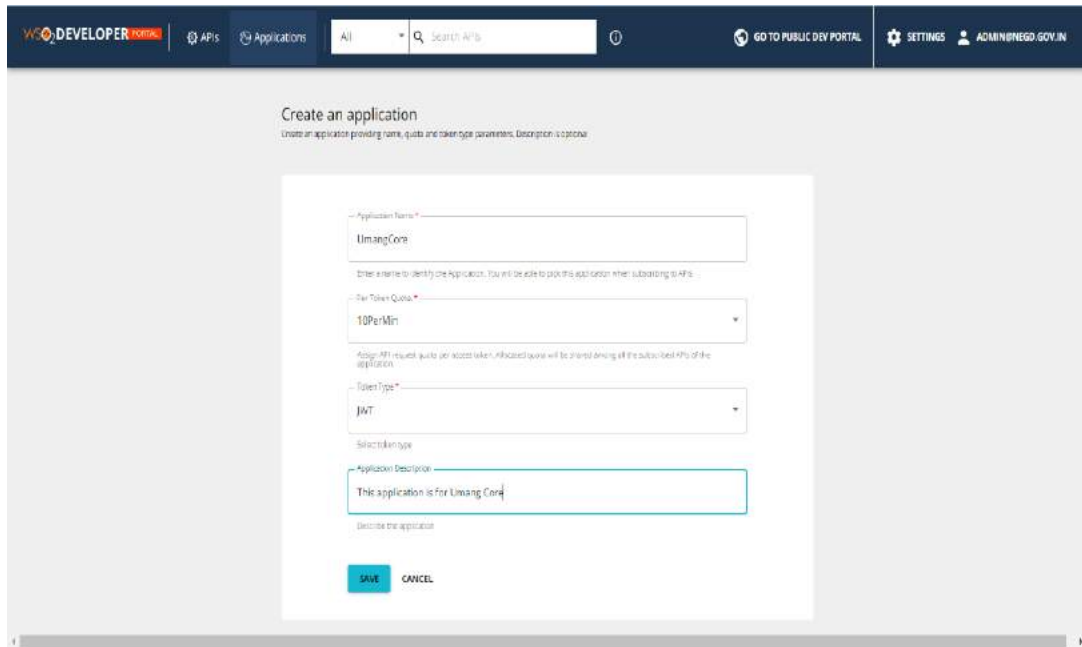
b. Go to subscription and select the API, available policy and click on subscribe.

c. Generate access token, navigate to Production/ Sandbox keys as per the required type and click on generate token.
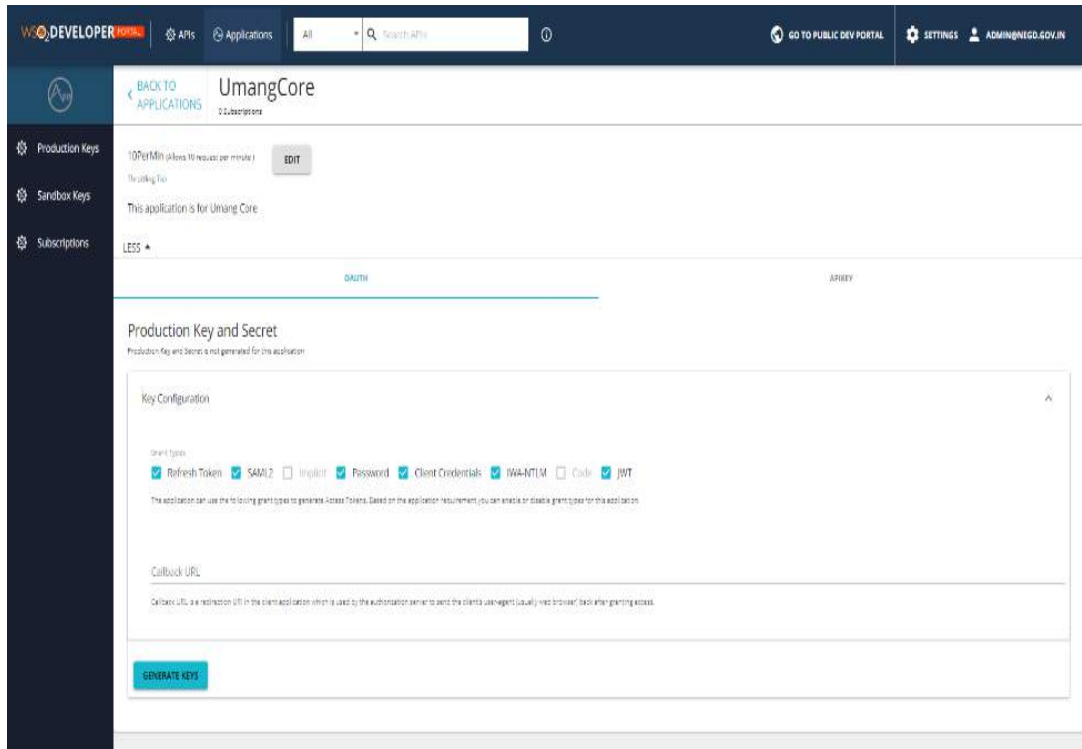
3. **Partner Access Token**: Up on successful onboarding of Partner in UMANG eco-system, UMANG will share a Partner ID and Access token with the Partner which will be used via Partner in the API calls with UMANG. Below are the sample values.

Parameter Name	Value
Partner ID	12
Access Token	maa681b86b-d3ed-4545-9209-c876926cdd4d

4. **Allowed Origins:** As security is one of the important aspects, UMANG will configure and allow only the trusted Partner origin to access the UMANG website using iFrame.

Parameter Name	Value
X-Frame-Options	https://partnerdomain.com

5. **Allowed Services:** UMANG will configure the agreed department services against the Partner ID, and user will be able to see those services once the user logs into UMANG tile.

6. **Partner Call-back API (Transaction Details):** This API will be provided by Partner to UMANG, which will be used to provide the transactional information to the Partner for the auditing purpose.

Call-back API will reside at Partner App and shall be invoked after each transaction completed in UMANG ecosystem. UMANG will share transactions data, based service usage and captured data from department application.

| Transaction Datapoint	Availability in UMANG	Dependency
Department/Service Name	Yes	
Agent ID	No	UMANG doesn't store agent info, Agent ID shall be managed at Partner App.
Date and Time Stamp	Yes	
Unique Transaction Reference No	Yes	
Amount / Charges	No	UMANG doesn't carry out any payment from user. In case department takes charges the same managed at department end.
Status	Yes	
Rejection/ Failure Reason	Yes	Shall be mapped under description key.

Customer Name	No	This varies service to service, if department provides customer info, we will share from our side.
Unique Customer Identification No	No	Department dependent (same as above)
Mobile No	No	Department dependent (same as above)

Below is sample JSON response format shall be shared from UMANG to partner app after completion of each transaction.

API	Response

Status	{
	   "transationId": "sfdfwr-445-sdfs",
	   "timeStamp": "19-06-2020T11:30",
	   "serviceStatus": "success",
	   "partnerID": "12"
	}

Integration Flow

Assistive model approach is to integrate with existing UMANG front-end and display it as a tile via IFrame inside Partner's app. IFrame also called an inline frame is a HTML document embedded inside another html document.
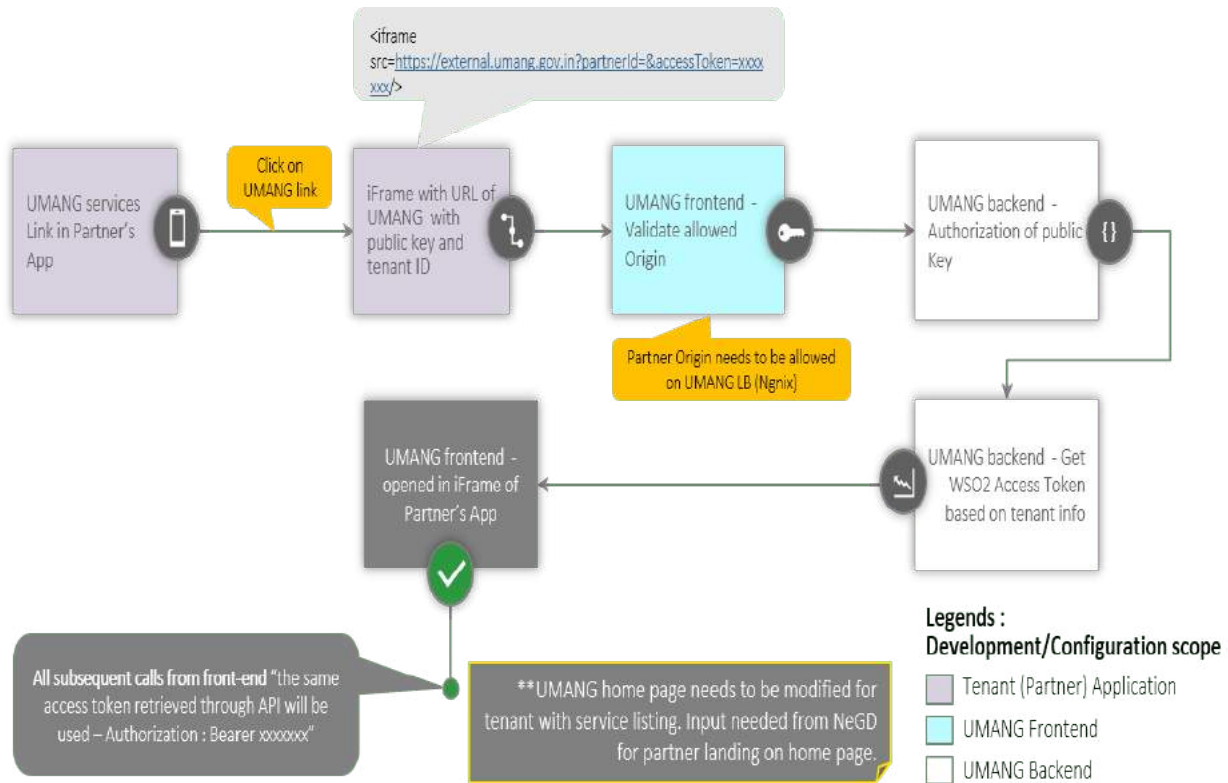
Below are the detailed Steps:

1. Partner's app will embed UMANG front-end as HTML document inside the partner's appby adding the below code.

Parameter Name	Value
iFrame For Production	<iframe src="https://external.umang.gov.in?partnerId=<partnerId>&accessToken=<AccessToken>" width="680" height="480"></iframe>
iFrame for Staging	<iframe src="https://stg.external.umang.gov.in?partnerId=<partnerId>&accessToken=<AccessToken>" width="680" height="480"></iframe>

2. Access Token is the **Partner Token** which is received at the time of Partner onboarding by UMANG eco-system.
3. UMANG front-end will enable the X-Frame-Options for the Partner domain, and validate is the incoming Partner is a trusted Partner
4. On successful verification of the Partner, UMANG tile will be displayed

5. User registration and login into UMANG will be handled through UMANG itself. After successful login/registration user will be able to see the list of services on which UMANG and Partner agreed upon.
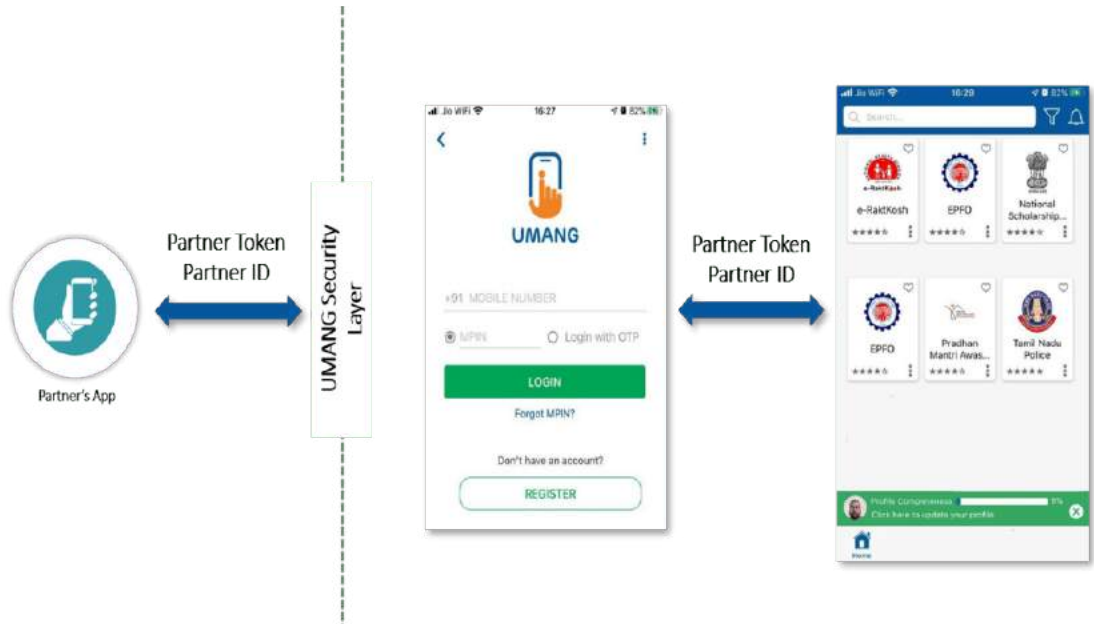
Below are the sequence of steps which will follow:
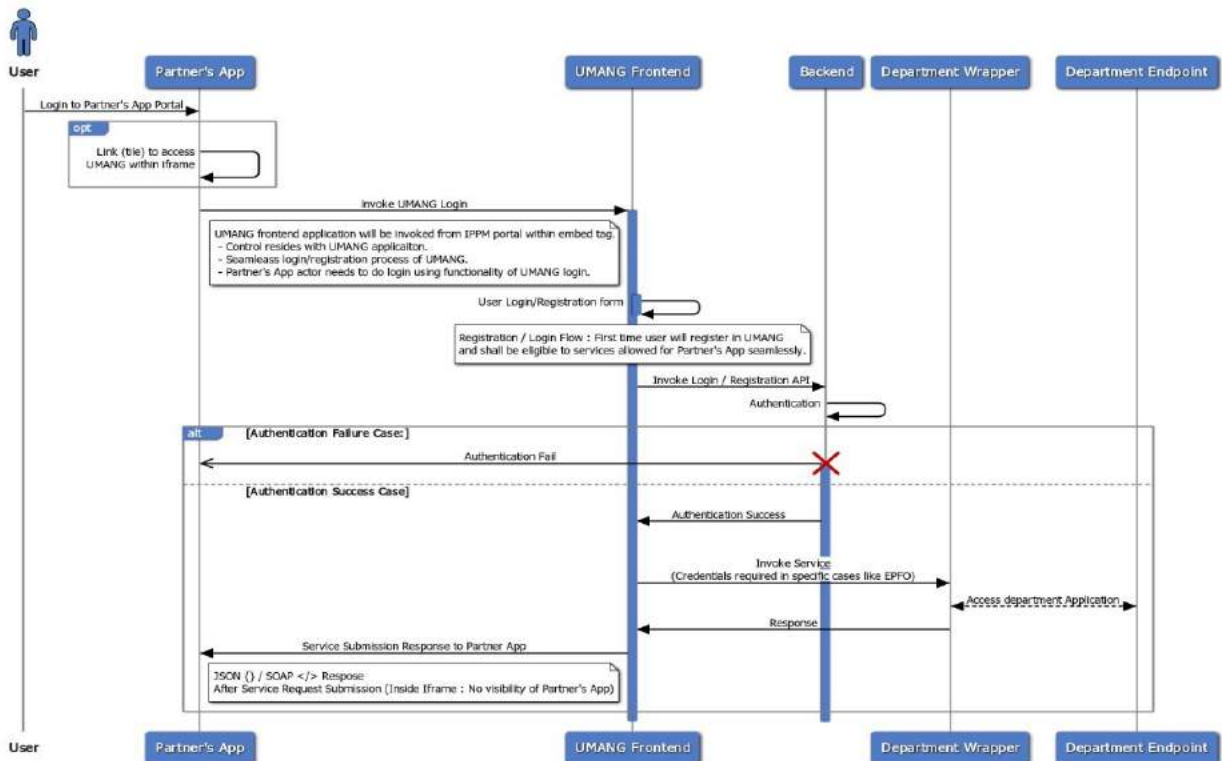
UMANG Privacy Policy

This privacy policy ("**Privacy Policy**") is in this context governs the access and usage of the Unified Mobile Application for New Age Governance (UMANG) mobile application and web portal (https://web.umang.gov.in) is an initiative of National e-Governance Division (NeGD), Ministry of Electronics & Information Technology (MeitY), Government of India.

This Privacy Policy describes and determines how UMANG (referred to as **NeGD** or **MeitY** or **We/Us** or **Our** or **UMANG)** handles and/or deals with your **(referred to as You** or **Your** or **User)** personal and usage information in accordance with the applicable laws of India (hereinafter collectively referred to as "**Personal Information**").

'UMANG' refers to the services being provided through UMANG mobile App, UMANG website - https://www.umang.gov.in, UMANG SMS short code - 155246 and UMANG toll free IVR - 1800-11-5246. Through UMANG, you can access and avail services offered by Central, State, Union Territory Government departments, Local bodies and their agencies and corporate/private bodies (utility services) **(hereinafter referred to as Service Providers)** on-boarded on UMANG. You can use UMANG application in different ways such as, service discovery, availing services, finding out relevant government schemes, what is trending and so on. UMANG allows you to create your favourite list of services and search for services available on UMANG. UMANG aims to provide a personalized experience and recommends services based on your personal and usage details.

This Privacy Policy inter alia determines and explains:

1. **What all types of information are collected from you?**

    i) Your personal, educational, demographic, location, device and other similar information may be collected. The information collected by us shall depend on the services being used by you and may vary from time to time, which will be informed through changes in this policy.

ii) Completing your profile shall help us provide you better user experience such as pre-filled forms with available information (which can be edited), service recommendations based on your personal information etc.

iii) Your usage details may be used for the necessary analytics purpose to enhance your experience such as recommendations based on usage history, reminders for services getting due etc.

2. How do We use Your Personal Information and/or collected usage data/statistics?

i) Your Personal Information shall help us customize the service(s) offering and enhance your experience in future

ii) Device and location information shall help us in adapting the content/display as per your device and/or recommending you the services according to your location, usage etc.

iii) Any Aadhaar related information provided by you to avail Department Services is not stored at UMANG.

3. **How do We handle/manage your Personal Information?**

i) All your personal information shall be stored in encrypted form and shall only be shared with our registered Service Providers on the need basis to deliver the requested services

ii) None of your Personal Information shall be shared with any other individual and/or any other party without your express consent except that required by or under applicable laws

iii) Except for the purposes mentioned above, most of the collected Personal Information shall only be used for user categorization/classifications for the purpose of analytics

This Privacy Policy should be read in conjunction with the Terms of Service/Use available in [Terms of Use]. We collect, receive, possess or store the Personal Information to enable us to serve you effectively and to enable us to provide more personalized and enhanced experience to you. If the terms of this Privacy Policy are not acceptable to you, please do not use UMANG and/or the services provided through it.

i) When you register with UMANG, then you need to provide your personal information such as name, mobile number, e-mail id, address, phone number,

gender, date of birth and any information that may be required by us for allowing you to access the UMANG App/Portal and for availing the services offered on the App/Portal.

ii) We collect information such as Internet Protocol (IP) addresses, domain name, browser type, Operating System, Date and Time of the visit, pages visited, referring URLs, IMEI/IMSI number, device ID, location information, language settings, handset make & model etc. However, no attempt is made to link these with the true identity of individuals visiting the UMANG app or portal.

iii) The UMANG Portal uses cookies and these cookies are used to record current session information to improve the user experience of UMANG and to tailor it to your preference. However, no permanent cookies are used. Further, You can control the cookies through your browser settings and use of other tools. The blocking of cookies may however result in non-continuance of the session. You are advised to close your sessions after use to avoid possible misuse of cookies information.

iv) We do not share/disclose any information with any individual or organization (public or private) unless and until it is required by law or it is authorized by the account holder.

v) We allow you to review any information or content prior to submission with our registered Service Providers for service delivery.

vi) We allow you to delete your account any time you wish. We will remove all your Personal Information from the system so that it is not visible and/or accessible from any regular operation. However, the Personal Information shall be retained in an encrypted manner for the purpose of legal requirements/compliances for a minimum period of three years from the date of deletion/termination.

vii) After deletion, in case you wish to recreate the UMANG profile the same is permissible and none of the previously captured information will be populated automatically. You need to register as a fresh user.

viii) If you simply delete/remove the UMANG application from your mobile device but do not delete your profile or de-register yourself from UMANG, you shall continue to be a registered user of UMANG and we shall continue to send you all promotions/newsletters/notifications that you have opted unless and until you opt-out of such communications.

ix) Personal Information collected may be used by UMANG and its registered Service Providers *inter alia*, for:

- Providing services to you and/or facilitating service deliveries.

- Sending promotional features/materials to you regarding UMANG and services offered from various government organizations and their agencies pan India and private organizations providing important utility services.
- Enhancing the efficiency/quality of services offered on UMANG.
- Resolving any disputes that may arise with respect to the transactions/deals that you may conduct using UMANG.
- Monitoring user activity and preferences as evidence from user's activity on UMANG to provide a better experience in future.
- Detecting, investigating and preventing activities that may violate Our policies or that may be illegal or unlawful.
- Conducting research or analysing of the user preferences and demographics as statistical data and not as individual data.
- Any other purpose required for offering the services on UMANG and/or for enhancing user experience.
- Any other purpose as may be required under applicable laws.

x) Personal information as submitted and/or captured may be shared with law enforcement agencies and other Government departments if MeitY/NeGD has a good faith/belief that access, use, preservation or disclosure of the information is reasonably necessary to:

- Meet any applicable law, regulation, legal process or enforceable government request.
- Enforce applicable Terms of Service, including investigation of potential violations.
- Detect, prevent or otherwise address fraud, security or technical issues.
- Protect against harm to the rights, property or safety of UMANG System, other users or the public as required or permitted by law.

xi) It will be a constant endeavour to protect the system from unauthorized access or unauthorized alterations, disclosure or destruction of information. In particular, all the information will be held in encrypted form and the communication channels for accessing the portal and transfer of data are encrypted using SSL as permissible under the law. Further, multi-factor authentication has been deployed to ensure authenticity of the user.

xii) In case of any grievances, you may send your complaints for redressal to customercare@umang.gov.in.

ANNEXURE-V

List of Partner Service Centres

S. No.	State	City/ Taluka/ Village	Locality/ Area	Contact