



Architecting e-Government

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## **National Mission Mode Project (NMMP) e-Governance in Municipalities as part of JNNURM**

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### **Purpose of this Document**

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This document provides an overview of the National Mission Mode Project (NMMP) e-Governance in Municipalities as part of JNNURM for the purpose of experience sharing. It is expected to provide useful learning for members working in the area of ICT and e-Governance. The document by no means has any commercial intention and is solely developed for the purpose of knowledge sharing.

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## 🚧 1). Project Name

National Mission Mode Project (NMMP) e-Governance in Municipalities as part of JNNURM

## 🚧 2). Client/Initiating Department

Ministry of Urban Development, Government of India

## 🚧 3). Client Challenge

The challenge is implementation of e-Governance in municipalities leading to:

- a.** Focus on clearly identified list of citizen services that would be covered with clearly laid down service levels and outcomes that would be achieved.
- b.** Improve efficiency and effectiveness in interaction between local-government and its citizens and other stakeholders (i.e. Non-governmental organizations (NGOs), community based organizations (CBOs), residents welfare associations (RWAs), private sector, etc.);
- c.** Improve quality of internal local-government operations to support and stimulate good governance;
- d.** Bring about transparency and accountability in the governance of urban local bodies;
- e.** Enhance interface between urban local bodies and citizens; and
- f.** Help improve delivery of services to citizens.

#### **4). Project Highlights**

National Mission Mode Project (NMMP) on e-Governance in Municipalities envisages covering all Urban Local Bodies (ULBs) in 35 cities with population of above 10 lakh as per 2001 census. The list of cities/urban agglomerations to be covered under NMMP on e-Governance is appendix. The coverage to other towns/cities will be expanded based on the outcome of NMMP in the above 35 cities. Services/management functions to be covered in the first phase of the scheme are as under Jawaharlal Nehru National Urban Renewal Mission

- 1.** Registration and Issue of Births/ Deaths Certificate
- 2.** Payment of Property Tax, Utility Bills and Management of Utilities that come under the ULBs.
  - i. Property Tax
  - ii. Water Supply and Other Utilities
- 3.** Grievances and Suggestions
- 4.** Building Approvals
- 5.** Procurement and Monitoring of Projects
  - i. E-procurement
  - ii. Project/ward works
- 6.** Health Programs
  - i. Licenses
  - ii. Solid Waste Management
- 7.** Accounting System
- 8.** Personnel Information System

The cities which have already carried out the reforms relating to e-

governance on above services may consider covering the remaining functions from the list of functions to be transferred to the Urban Local Bodies under the 74th Constitutional Amendment. Such cities may also consider setting up service centres at different locations in urban areas to provide different services under one roof.

## **5). NISG's value proposition**

National Institute for Smart Government (NISG)

- i.** Over-all responsibility for the PMU and its deliverables
- ii.** Program Management and Scope Management
- iii.** Ensuring the quality and timely deliverables
- iv.** Ensuring the incorporation of open standards in the recommended solutions
- v.** Review the work of the PMU consultant on a monthly basis
- vi.** Guide the PMU operations based on its extensive experience in other eGovernment projects
- vii.** Provide high level resources for vetting the PMU deliverables
- viii.** Provide continuity throughout the implementation

## **6). NISG project team**

- 1.** K Sanjay Murthy, VP, NISG
- 2.** K. Bikshapathi GM, NISG
- 3.** Rakesh Malik, M1, NISG
- 4.** K V N Ramesh, M2, NISG