

**GOVERNMENT OF INDIA  
MINISTRY OF HOUSING AND URBAN AFFAIRS  
RAJYA SABHA  
UNSTARRED QUESTION NO. 2598  
ANSWERED ON 16/03/2026**

**DIGITAL GOVERNANCE AND URBAN TECHNOLOGY**

**2598. SHRI MASTHAN RAO YADAV BEEDHA:  
DR. PARMAR JASHVANTSINH SALAMSINH:  
SHRI KESRIDEVSINH JHALA:  
SHRI S. SELVAGANABATHY:  
SHRI AMAR PAL MAURYA:  
SHRI NARAYANA KORAGAPPA:  
SHRI UJJWAL DEORAO NIKAM:**

**Will the Minister of Housing and Urban Affairs be pleased to state:**

- (a) the specific citizen services that have been digitised under the Urban Platform for delivery of Online Governance (UPYOG) platform till date;
- (b) the manner in which the National Urban Digital Mission (NUDM) supports the use of modern technology in solving complex urban challenges;
- (c) whether the UPYOG platform has successfully enhanced transparency and accountability in city governance;
- (d) if so, the details thereof; and
- (e) by when the NUDM-UPYOG framework will be expanded to create better synergy among all city-level departments?

**ANSWER**

**THE MINISTER OF STATE IN THE MINISTRY OF HOUSING AND URBAN AFFAIRS  
(SHRI TOKHAN SAHU)**

(a): Under the Urban Platform for delivery of Online Governance (UPYOG) developed as part of the National Urban Digital Mission (NUDM) pilot, a suite of 18 core municipal e-governance services has been developed to support digitisation of key Urban Local Body (ULB) functions and enhance citizen-centric service delivery. These services include:

1. Property Tax
2. Fire No Objection Certificate (Fire NOC)
3. Online Building Plan Approval System (OBPAS)
4. Trade Licence (TL)
5. Accounting & Finance
6. Water and Sewerage Services
7. Asset Management
8. Pet Registration
9. Street Vendors Management
10. Community Hall / Venue Booking
11. Construction & Demolition (C&D) Waste Management
12. e-Waste Management
13. Desludging Services (Sanitation / Septage Management)
14. Advertisement / Hoarding Permissions
15. Citizen Service Requests
16. User Charges / Miscellaneous Collections / Challans
17. Municipal Grievance Redressal
18. Birth and Death Registration

...2/-

(b): The National Urban Digital Mission (NUDM) is in pilot mode and promotes the use of modern technologies in urban governance through the development of the UPYOG platform, which is an open-source, micro services-based and modular digital platform. This architecture enables

interoperability, easy customisation, and seamless integration with existing State and municipal systems.

UPYOG allows integration with key digital building blocks of the Government of India such as Aadhaar, e-Sign, and Meri Pehchaan. The modular design also enables Urban Local Bodies to easily adopt emerging technologies such as Artificial Intelligence and data analytics to improve service delivery and address complex urban challenges.

(c) & (d): Under the National Urban Digital Mission (NUDM) (Pilot), the UPYOG platform aims to enhance transparency and accountability in urban governance by enabling digital, standardised and traceable delivery of municipal services.

During the current pilot phase of NUDM, the primary focus has been on stabilising the central platform and offering it to States for adoption. As part of this effort, 17 States/UTs are currently in various stages of implementation of select municipal services developed under the UPYOG platform across their Urban Local Bodies. The digital delivery of these services enables online applications, digital payments, and status tracking, thereby improving transparency, efficiency and accountability in municipal service delivery.

(e): The contours of the proposed scheme for scaling up the National Urban Digital Mission (NUDM) and the UPYOG framework are currently under deliberation in the Ministry.

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