

कुणाल कुमार, भा.प्र.से.  
KUNAL KUMAR, IAS

संयुक्त सचिव एवं मिशन निदेशक  
स्मार्ट सिटीज मिशन

Joint Secretary & Mission Directc  
Smart Cities Mission

75  
आज़ादी का  
अमृत महोत्सव



भारत सरकार  
आवासन और शहरी कार्य मंत्रालय

GOVERNMENT OF INDIA  
MINISTRY OF HOUSING & URBAN AFFAIRS

K-14012/101(01)/2022-SC-Desk- (IV) Part-1

Date 05<sup>th</sup> September, 2022

Dear *Sir, Ma'am, colleagues*,

As you aware that National Urban Digital Mission (NUDM) was launched by the Ministry of Housing and Urban Affairs (MoHUA) in February, 2021 to streamline and strengthen the Digital Ecosystem that delivers accessible, inclusive, efficient and citizen centric governance in India's 4500+ towns and cities. One of the key deliverables under NUDM is creation/ adoption of standards for promoting data usage, data driven governance and to enable interoperability of data, processes & systems in ULBs, in a secure manner. The Center for Digital Governance (CDG) under National Institute of Urban Affairs (NIUA) is anchoring the NUDM program.

2. NIUA has recently prepared four (04) Knowledge Standards viz. Municipal Grievance Redressal, Trade License, Water and Sewerage and Fire No Objection Certificates (NOC) (copies enclosed) after wider consultation. These standards will act as guidelines for States/UTs to tackle issues ranging from interoperability, integration, data exchanges, etc. The Standards shall also support in implementation & monitoring of e-governance reforms under various initiatives/missions of MoHUA, such as municipal services (property tax, user charges, birth & death, trade license, grievance redressal, water & sewerage), finance, accounting, improvement on user charges and fees, improving collection efficiency and enhancing citizen centric services.

3. The Ministry is pleased to release these four (04) Knowledge Standards-Guidelines and Specifications to States/ UTs for adoption. States/ UTs are strongly recommended to incorporate these standards while developing their e-governance systems to improve the quality of citizen services and data driven decision making and may advise concerned departments accordingly. More standards creation/adoption is in the pipeline and shall be released in due course of time.

With Regards,

Yours sincerely,

  
(Kunal Kumar)

Encl.: As stated above

To,  
Principal Secretary/ Secretary (UD) of all States/ UTs