



Catalyse achievement of SDGs
through the co-creation of
digital public infrastructure

DIGIT is an open source platform with foundational capabilities needed by governments, markets & civil society to work together to deliver public service outcomes that help in the achievement of SDGs.

It consists of well defined specifications, standardised code, open APIs, and knowledge assets that can be freely leveraged by multiple partners to create, collaborate and innovate

250 million

Citizens impacted

3.5 million

Grievances resolved

₹150 billion

Revenue generated

280+

Tech resources enabled

Our Supporters



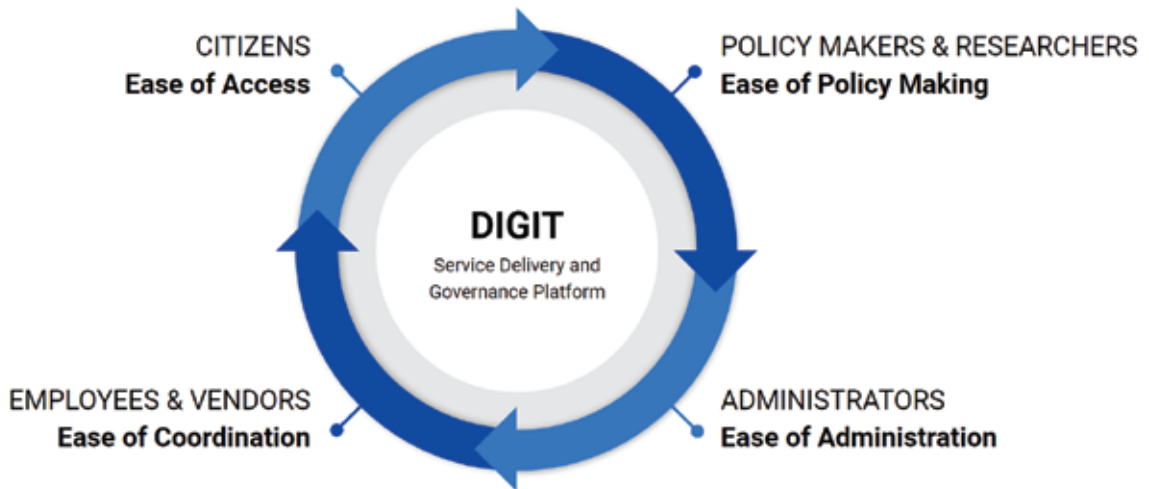
TATA TRUSTS

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WHAT IS DIGIT?



DIGIT (Digital Infrastructure for Governance, Impact and Transformation) is an open source platform that helps governments deliver public services reliably. DIGIT enables effortless collaboration within and across government bodies, provides administrators and policymakers with the data needed for decision-making, and helps frontline employees and government contractors with the information and tools needed on the ground. DIGIT continuously evolves with the needs and requirements of governments to serve the changing needs and aspirations of their citizens.



Best in Class Technology

DIGIT is built using cutting-edge technologies and frameworks, including microservices architecture, cloud computing, mobile-first and web accessible interfaces that also power global digital companies like Netflix and LinkedIn.



Wide Ecosystem of Partners

DIGIT is supported by a wide ecosystem of commercial and non-profit partners who support governments in leveraging DIGIT to improve service delivery from strategy and policy design to execution and change management.



Powering Transformation in Multiple Domains

Digit powers digital transformation across urban and rural administration, sanitation, healthcare, and public finance management, and is being leveraged by partners in other domains.



Urban/rural governance



Sanitation



Health



Public Finance Management

Certified as a Digital Public Good (DPG)

DIGIT is certified by the Digital Public Goods Alliance (DPGA) as a DPG that can accelerate the attainment of the sustainable development goals. DPGs are a key element of the UN Secretary General's Roadmap for Digital Cooperation. DIGIT is also aligned with key building blocks of the Global GovStack Initiative.



Digital
Public
Goods
Alliance



DIGIT helps



Bridge the gap between government and citizens



Deliver mission-centric services for digital empowerment – current missions include urban, health, sanitation, and public finance



Improve delivery of public services to citizens



Improve transparency, accountability, and operational efficiency within governing agencies

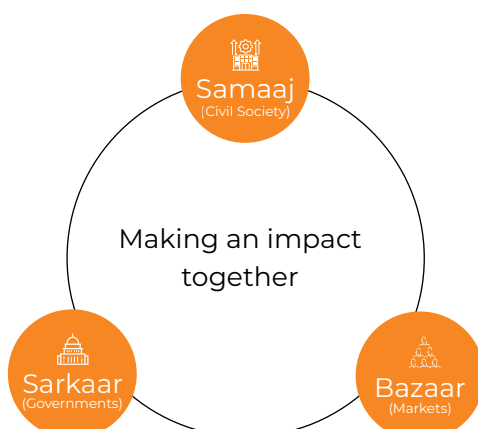


Improve citizen experience by reducing time, effort, and cost in availing public services



Increase ease of doing business with accessible digitised services

Co-creation with the ecosystem

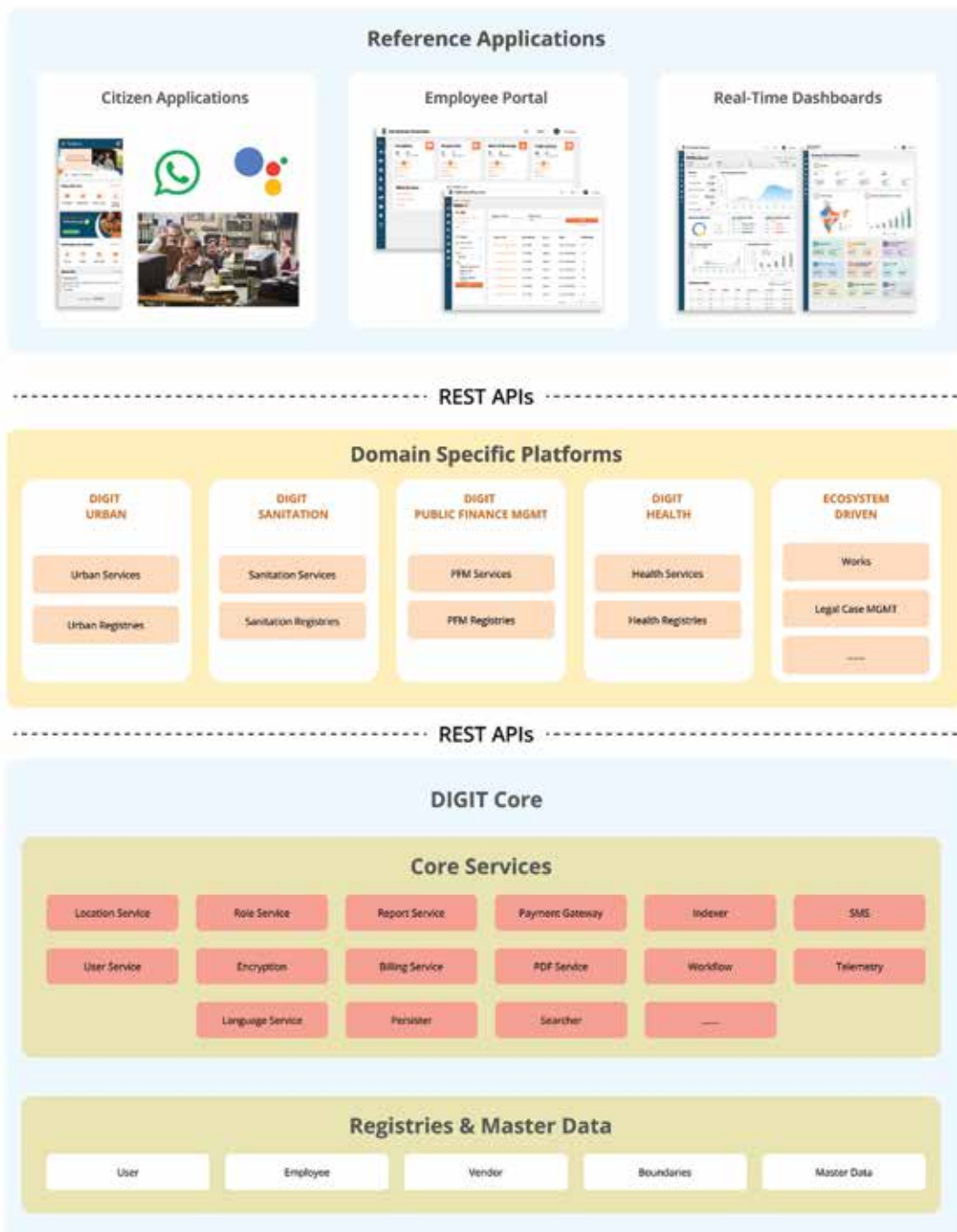


Our open digital ecosystem of 100+ partners enables us to build capacity at a system level to run programmes that improve ease of living, facilitate local solutions, and accelerate impact on the ground.

DIGIT is built using platform principles that enable seamless sharing of data and interoperability through well-defined building blocks. The building blocks can be leveraged to create products to deliver services and experiences across different contexts.



DIGIT Stack



DIGIT Principles



Interoperable

Improve ease of integration, accelerate sharing of information, enhance visibility and reduce cost of coordination



Unbundle

Break down into smaller pieces that can be reused, scaled and evolved independently



Minimal

Minimal functionality that is highly configurable, extensible for reuse in varied context and reduce cost



Scalable

Cost-effective scalability of system as well as operations



Open and Standards Driven

Prevent vendor lock in and inability to extract, extend and integrate in a cost effective manner



Secure and Reliable

Design to create fine balance between data enablement and security & privacy



Ease of Use

Ensure ease of deployment, development and operations keeping in mind state capacity



Inclusive

Inclusive Ensure design is channel agnostic, enables multi-modal interaction and build in support for multi-language etc.

Microservice Architecture



DIGIT is a microservices-based platform built to scale and is broken into multiple small components or services. Services can be designed, developed, and deployed independently without compromising the integrity of the application



Developers can build applications from multiple components and programs – each component in the language best suited to its function



DIGIT architecture also scales to cater to its clients' sudden spike in demand



Optimizing software down to application components helps DIGIT developers increase the quality of the products

30

Services

5

Guides

2

Accelerator libraries

Open APIs



DIGIT applies the API-first design approach wherein data specs/models are created for all key entities.



This ensures interoperability through open APIs and open standards.

Ecosystem-driven

Due to its API-based and event-driven architecture, DIGIT can be integrated with any existing stack. Wherever appropriate, DIGIT also provides out-of-box integrations with crucial stacks or platforms.

Read more about DIGIT stack at www.core.digit.org

100+
Partners

14+
Services built

10+
Services built by partners

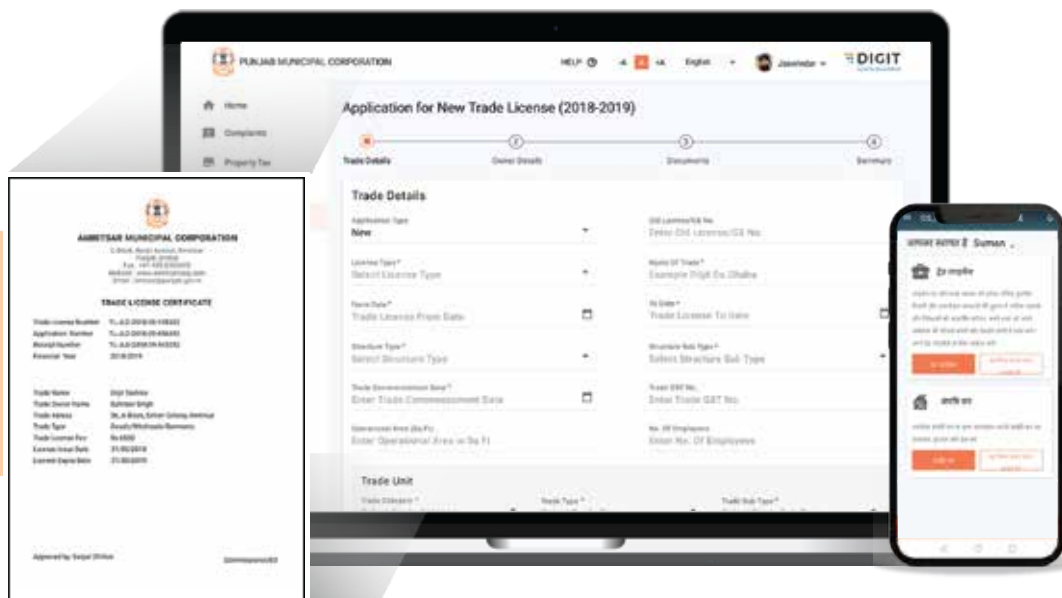
DIGIT - ONLINE BUILDING PERMISSION SYSTEM

DIGIT-Online Building Permission System (OBPS) enables local government to bring in transparency, accountability and time-bound service for the public. With DIGIT-OBPS, professionals like architects, engineers, supervisors can seek permission for the construction of a building from any urban local body/district town and country planning/centre for municipal administration with a speedy, hassle-free and user-friendly procedure, online.

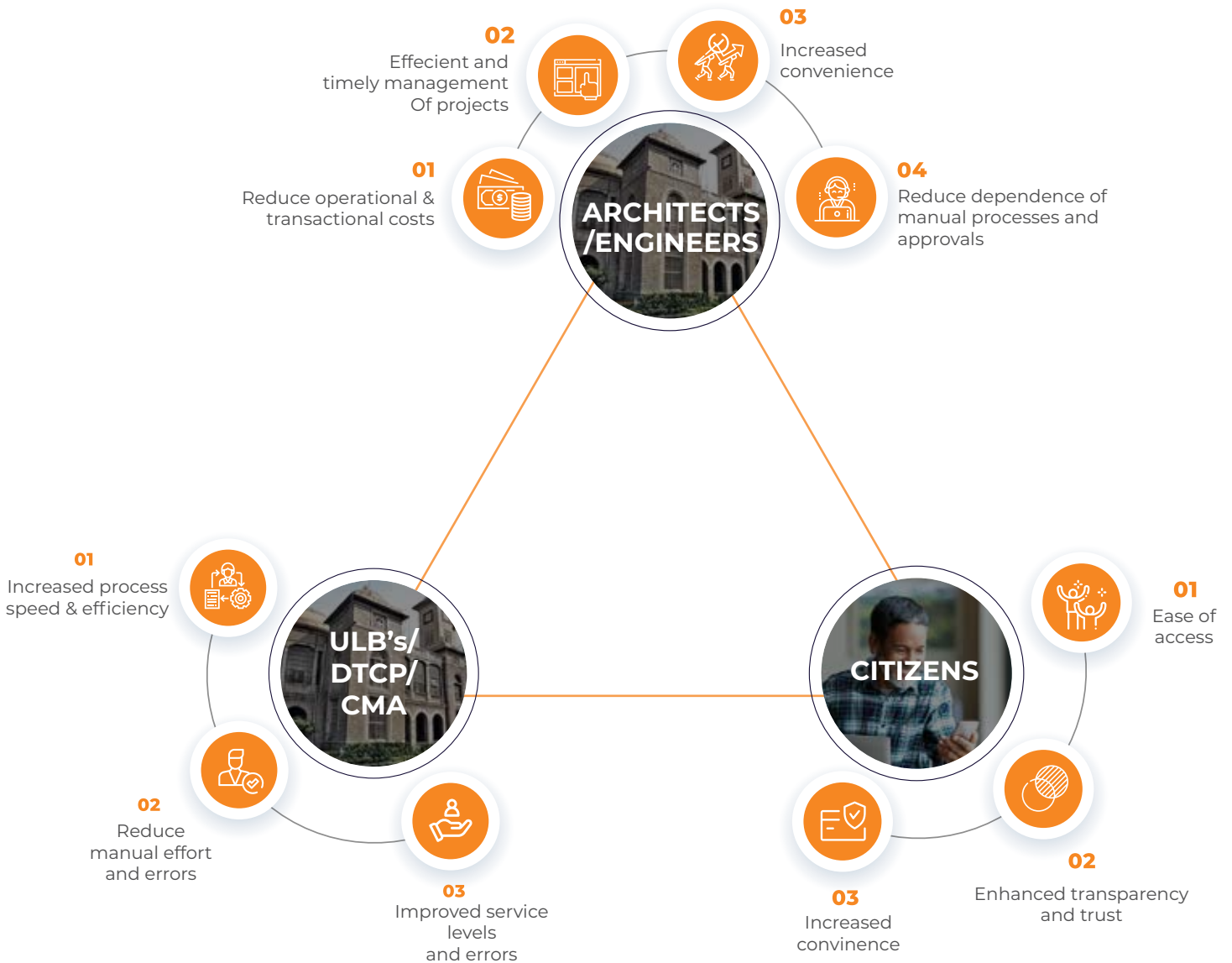


Features

- Online Registration of Professionals**
 Register and add new professionals to the system and renew the existing registrations
- Online Submission and Application Processing**
 Submit application, verify and generate permit post approval or generate permit on submit of application on based on the risk type, validate the application where approval flow includes document scrutiny, NOC approval and field inspection
- Generate Notices**
 Notices, acknowledgement letters, approval letters, deviation or the rejection letters will be system generated with e-sign
- Online Fee Payment**
 Integration with the payment gateways for online payments and facilitate fee calculation & collection
- Online Single Window System**
 Integration with all internal and external agencies required to provide applicable NOCs/approvals
- Maintain Audit Log**
 Extraction of system logs to excel/PDF formats for internal analysis of cases
- Online eDCR Scrutiny of Drawing/Plan**
 Real-time scrutiny of the plan in few seconds against the state by-laws and generation of scrutiny report
- Generate Certificate**
 Download certificates having e-sign/digital signature and QR code
- Support and Service**
 Online handbook, user manual and FAQs to aid in registration and application flow



Value Proposition



Streamline the process of
Building Plan Approvals

75,000+

Building plans approved

40%

Reduction in Processing Time

DIGIT - PROPERTY TAX

DIGIT-Property Tax is a self-serve web and mobile based, easy-to-use and configurable digital application that addresses the objectives of municipal corporations and local governments to automate all property tax operations, thus providing property tax assessment and payment services to citizens in real-time.



Features



User Profile and Role-Based Access

Create personalised profiles (citizens and employees), role-based access to employees



Filling an Assessment for a Property

Self-assessment of a new property with status tracking



Search Properties Online

Search and track incomplete assessments, filter properties to view details and pending dues



Modifications to a Property

Capture details of mutation, alteration, bifurcation and amalgamation of properties



Generate Demand Notice

Automatically generate demand notice for a financial year, send notification to citizens



Payments collection and Receipts

Pay complete or partial payment via preferred payment options, issue receipts



Dashboards and Reports

Monitor property tax collections, assessments and other information at a state and ULB level



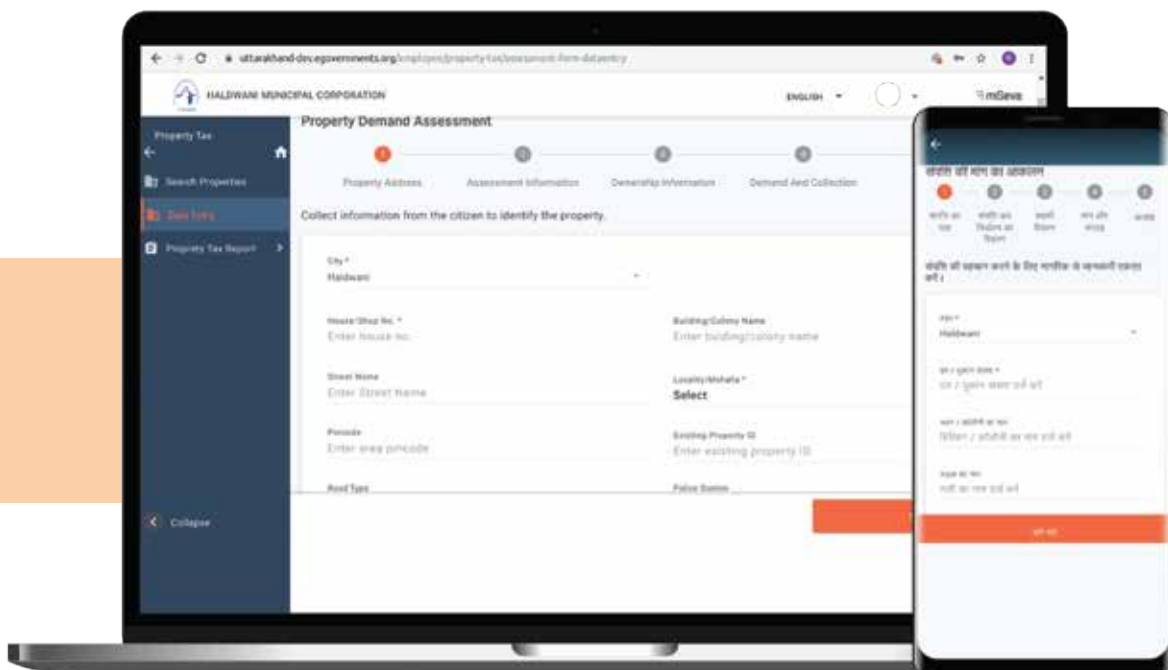
Real-Time Notifications

Keep the citizens notified at each stage of the transaction with timely alerts via SMS, WhatsApp, and Email



Legacy Data Migration

Migrate legacy data of existing properties along with the demand and collection details for subsequent demand generation



Value Proposition



Facilitate citizens with **'ease of paying tax'**
and civic employees with **'ease of managing the property tax system'**

120 Bn+

Total revenue collections till date

6 Mn+

Total Properties Assessed till Date

20.86 Bn+










Total Collection (2019-2020)

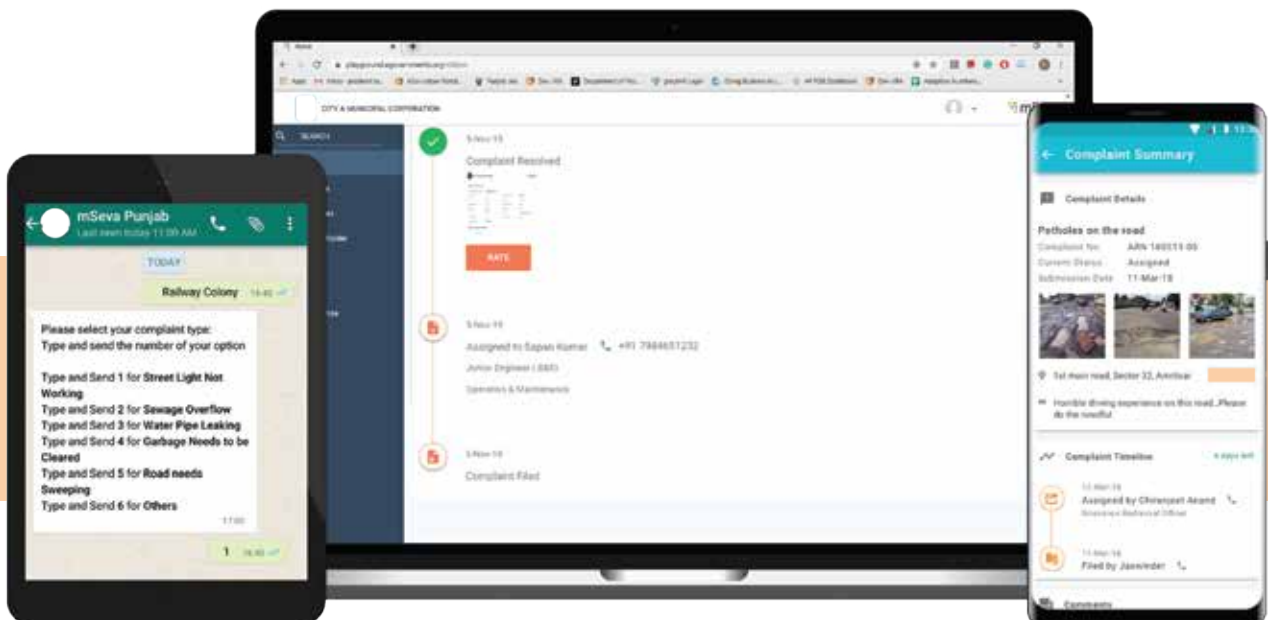
DIGIT - PUBLIC GRIEVANCE REDRESSAL

DIGIT-Public Grievance Redressal (PGR) is a self-serve web and mobile based, easy-to-use and configurable product for submission of grievances by the citizens from anywhere, anytime. DIGIT-PGR facilitates municipal employees with speedy and efficient resolution of civic-related complaints. DIGIT-PGR enables the citizens to report the issues real-time and enables municipal employees with easy identification of the issues, besides helping them to initiate corrective actions, without any delay.



Features

- **User Profile and Role Based Access**
Create personalised profiles (citizens and employees), role-based access to employees
- **Lodge Complaints**
Report civic grievances supported with relevant pictures and location details
- **Track Complaint Status**
View and track the list of complaints in a timeline view with their status
- **Assign Complaints**
Assign and re-assign complaints to employee from a department-wise list
- **Complaint Resolution**
Share complaint details via whatsapp, email and SMS with contractors, Resolve grievances, upload images & comments for records
- **Manage Complaints**
View list of complaints, auto-prioritisation of the list, complaint resolution rating by citizens
- **Dashboards and Reports**
Monitor the volume of complaints being received and the performance of the civic employees in addressing them
- **Real-Time Notifications**
Keep the citizens notified at each stage of the transaction with timely alerts via SMS, Whatsapp and Email
- **Auto Routing & Escalation**
Auto-routing across all stages of grievance resolution; escalation of non-resolved cases with defined timeline to the ULB/concerned head



Value Proposition



Seamless, Prompt, Transparent and Effective Resolution of the Complaints Received

500+

ULBs
DIGIT - PGR

3.5 Mn+

Complaints Filed By
Citizens through DIGIT

96%

Complaint Resolution
Rate

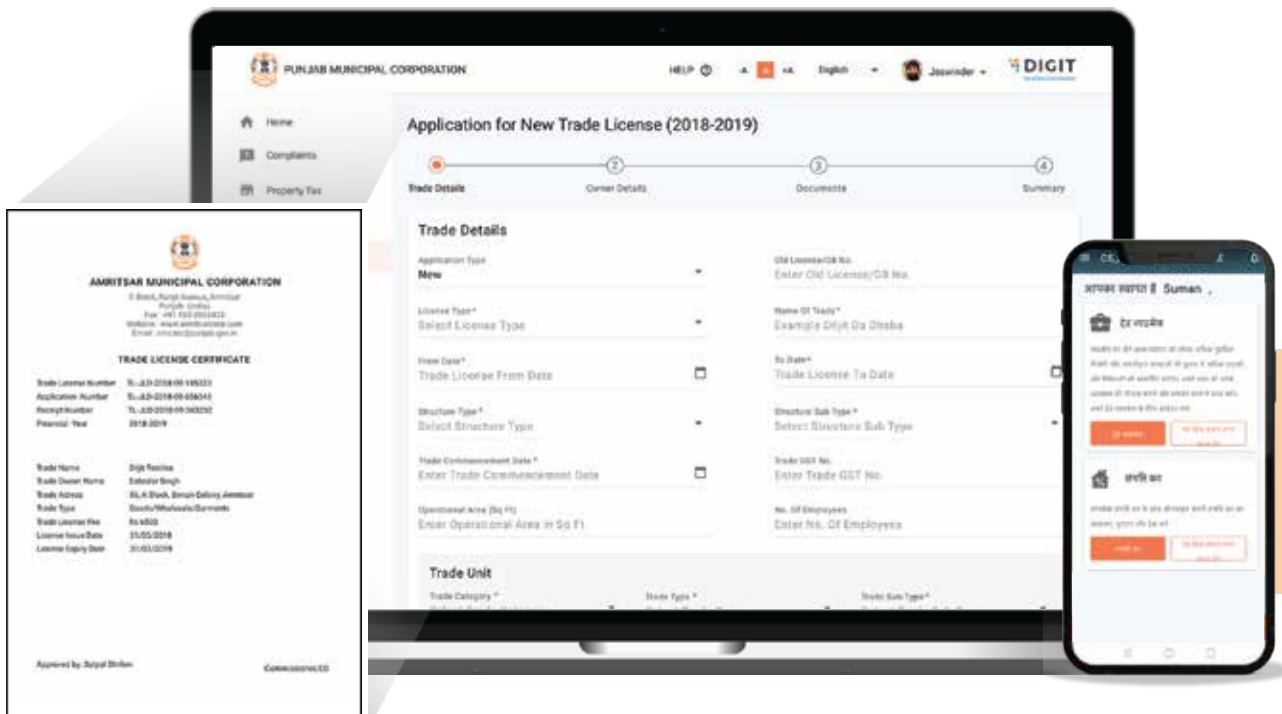
DIGIT - TRADE LICENSE

DIGIT-Trade License (TL) enables local government to regulate the trade and protect the interest of the public at large against the health hazard and inconvenience which a business may cause. With DIGIT-TL traders can obtain the trade certificate in a simplified manner and ensure compliance with rules and safety guidelines issued by the government.

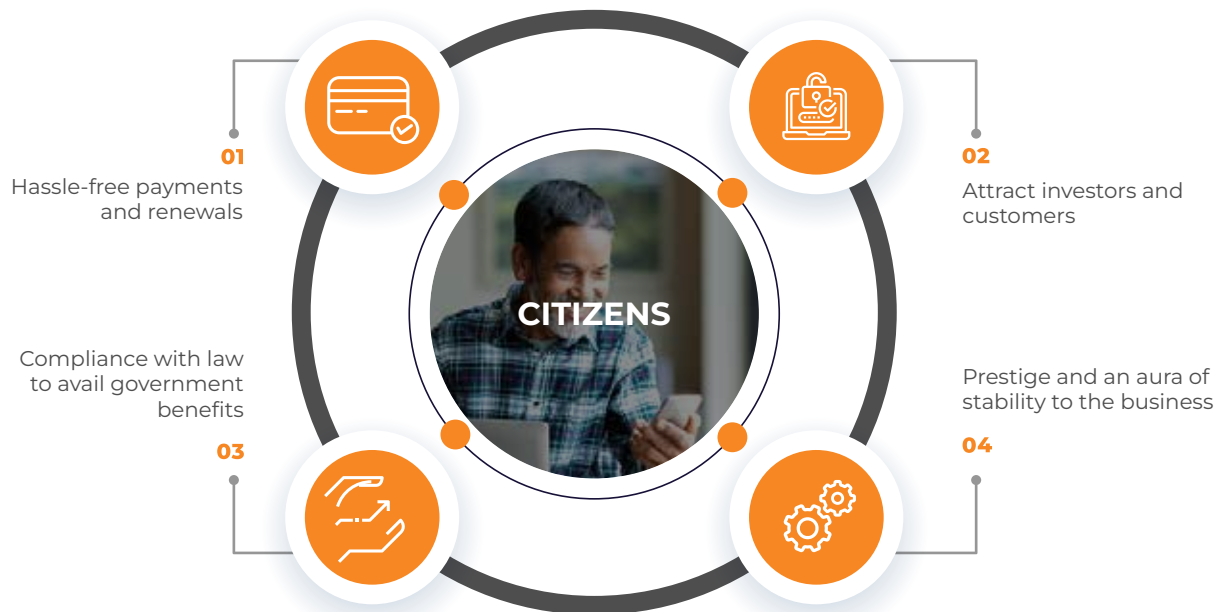


Features

- Anytime, Anywhere Access**
 Access information through mobile, web, or download through text messages and emails, online, offline, or through the app
- Tracking and Managing**
 Track and manage regulatory processes
- Local Insights**
 Get valuable information on the economic activity and employment opportunities in your ULB
- License Management**
 Access new applications, renewal of application, online and offline payments, application modifications
- Data Management**
 Store and organize city boundary data, trade categories, trade structure types, ownership categories and fee matrix
- Online Dashboards**
 Acquire application kpis, payment KPIs and collection trends receipts
- Automation**
 Streamline and automate the business licensing process and setup your business quickly
- Alerts**
 Send approvals and payment alerts through emails and text messages
- Reporting**
 Generate receipts registry, collections, boundary-wise applications



Value Proposition



Enable traders with **'Ease of Doing Business'** and city employees with **'Ease of Streamlined Processes'**

600,000+

Trade licenses issued

500+

Cities in India transformed

40%

Growth in trade licenses issued

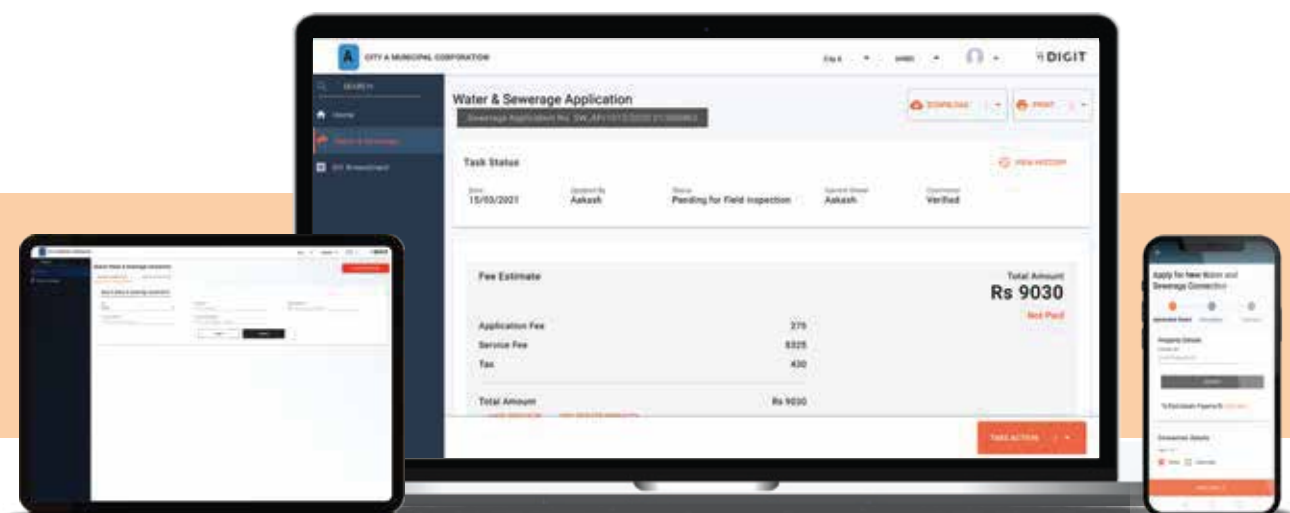
DIGIT - WATER & SEWERAGE

DIGIT- Water & Sewerage (W&S) allows citizens to apply for new connections and pay bills online. With DIGIT - W&S, employees are facilitated with automated processing of new connection requests, update existing connection details, generating water bills, and manage online collection of bill payments.

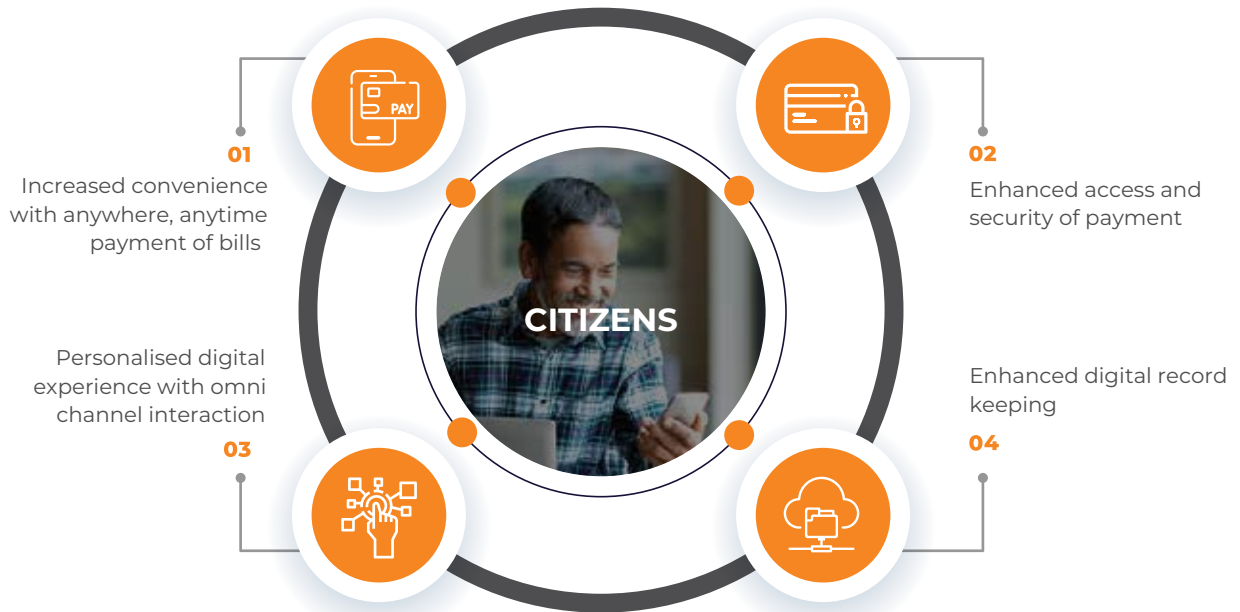


Features

- **Apply For New Connections**
Apply for new water or sewerage connections on behalf of citizens
- **Search Applications or Connections**
Using different search parameters for specific applications & connections
- **Modify Connection Details**
Update property and connection details for specific connections
- **Add Meter Readings**
Capture meter readings for each connection to generate monthly bills based on the recorded usage
- **Activate New Connections**
Post approval and payment of connection charges by the citizen, activate the new connection
- **Collect Bill Payments**
Pay W&S bills for the citizens by adding penalty or rebates to the bill amount
- **Review The Citizen Documents**
Verify the supporting documents uploaded by the citizen with the W&S application and take necessary actions of approval or rejection
- **E-Application For Water Connection By Citizens**
Citizens can apply for new connections, view application and connection details, and check metered readings
- **E-Payment of Water & Sewerage Bills by Citizens**
Pay water or sewerage bills online, view past payment details, and download receipts



Value Proposition



Simplify water and sewage applications
processing, billing and payments for citizens and cities

1 Billion+

Total revenue

500+

Cities in India transformed

5 Days

average time taken to provide new water connection

Recognition for our partners



Punjab won for excellence in government process re-engineering for digital transformation



The e-citizen service delivery category bagged the first place



Andhra Pradesh was awarded for excellence in e-governance



Andhra Pradesh topped the ease of living index rankings in India



Chennai Corporation won the best governance award for efficient use of IT



Nagpur Municipal Corporation was awarded for e-governance



Karnataka was awarded in the government process re-engineering category



Karnataka was awarded for implementing systems, applications in urban local bodies



Chennai Corporation won for its online integrated public grievance & redressal system



Municipal Corporation of Delhi recognised as the best e-governance project



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