

CASE STUDY



Revolutionizing Governance: The UMANG Initiative



Introduction

The National e-Governance Division (NeGD), under the Ministry of Electronics and Information Technology (MeitY), is a pioneering force in the Digital India ecosystem. A core mandate of NeGD is Capacity Building (CB), which involves creating a repository of knowledge by documenting the conception, challenges, and execution of transformative e-Governance initiatives that redefine citizen-service delivery.

This case study, **"Revolutionizing Governance: The UMANG Initiative"**, chronicles the journey of one of India's most successful and impactful mobile governance platforms. It provides an in-depth analysis of how a simple idea—to unify fragmented government services into a single, citizen-centric application—was transformed into a national movement that serves millions of Indians every day.

This study has been developed through a rigorous process that included meticulous research, analysis of project data, and, most critically, interviews with the key architects, leaders, and team members who were instrumental in UMANG's journey from a nascent idea to a cornerstone of Digital India. Their firsthand insights provide an authentic and compelling narrative of the strategic, technical, and human challenges overcome to achieve this remarkable feat.

This document is designed to serve as an essential learning resource for policymakers, digital governance practitioners, and students, offering valuable lessons in innovation, stakeholder management, and scalable platform design.

Acknowledgment

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We are immensely thankful to the visionary leaders and the dedicated team at NeGD who conceived and built UMANG. Special thanks are due to **Mr. Neeraj Kumar**, former Director, NeGD; **Ms. S. Radha Chauhan**, former President & CEO, NeGD; **Mr. Anil Agarwal**, Additional Director (UMANG); and **Mr. Debabrata Nayak**, Director (UMANG), for generously sharing their time, experiences, and invaluable insights that form the core of this narrative.

We also acknowledge the contributions of the numerous Ministries, Departments, and Organizations (MDOs) at the Central and State levels whose trust and collaboration were pivotal in onboarding their services onto the UMANG platform.

Furthermore, we thank the internal experts at NeGD for their diligent review and feedback, which significantly enhanced the depth and clarity of this case study.

Disclaimer

This case study has been developed by the National e-Governance Division (NeGD) under its Capacity Building mandate for the purpose of knowledge sharing and academic reference. The information presented herein has been compiled from official government sources, project documents, and interviews with relevant stakeholders involved.

While every effort has been made to ensure the accuracy and reliability of the information, this document is intended for educational and illustrative purposes only. It should not be interpreted as an official policy statement or a guideline for implementation. The views and conclusions expressed are those of the author and contributors based on their analysis and do not necessarily reflect the official position of the Ministry of Electronics & Information Technology (MeitY) or the National e-Governance Division (NeGD).

The commercial use of this material is strictly prohibited. This case study is meant to be used as a learning tool for government officials, trainees, and individuals interested in e-Governance and public policy.

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Title of the Case: Revolutionizing Governance: The UMANG Initiative

On a late winter evening in January 2015, Mr Neeraj Kumar, Director at the National e-Governance Division (NeGD), was wrapping up a busy day when a young office assistant approached him hesitantly for support. The young man had struggled to access his father's pension details and was overwhelmed by confusing websites and endless paperwork required to do so. His question – "*Is there an easier way?*" – had resonated deeply with Mr Neeraj. It dawned on him that regardless of whether it was a young assistant in a government office, a farmer in a remote village, a young woman in the city, or countless others, navigating numerous government websites was a complex and disjointed experience.

Motivated to bridge this gap, Mr Neeraj and the National e-Governance Division (NeGD), Ministry of Electronics and Information Technology (MeitY), Government of India (GoI) envisioned UMANG (Unified Mobile Application for New Age Governance), a single mobile app designed to unify government services and simplify the lives of 1.48 billion Indians. UMANG has truly transformed the way citizens now interact with various departments/entities. As of March 31st 2025, UMANG provides access to twenty-one hundred thirty two (2,132) government services, covering a wide range of needs from various government departments/entities (Exhibit 1). An in-depth examination of the Unified App's development by the NeGD team from conception in 2015 to the present highlights its pivotal role in revolutionizing citizen interactions with government services, establishing it as a cornerstone of the Digital India Programme.

Exhibit 1: UMANG at a Glance (Data captured on February 1, 2025) (Source : <https://web.umang.gov.in/landing/>)





Popular Service

Explore the popularly used government services!

					
Generate Life Certificate	Weather Report	E-Books	Know your CIBIL Score	Refill Order	Register Grievance
					
Blood Availability	ESIC Center				







Trending

				
Jeevan Pramaan	Indian Railways	Bhashini	Delhi Metro	EPFO



Benefits of UMANG

An initiative by National e-Governance Division (NeGD), Ministry of Electronics and Information Technology (MeitY). UMANG strives to be the one stop gateway to all government schemes and services through different channels like Mobile Application(iOS, Android), Chatbot, Voice Bot and Website.

 <p>All Services at one place</p> <ul style="list-style-type: none"> Central Government Utility Bills State Government 	 <p>All Documents at one place</p> <ul style="list-style-type: none"> Aadhaar Driving License PAN Vehicle RC and many more from Digilocker
 <p>All Engagements at one place</p> <ul style="list-style-type: none"> Feedback & Rating Notifications Customer Support Live Chat Chatbot Voicebot 	 <p>All Transactions at one place</p> <ul style="list-style-type: none"> Status Bills Applications and many more



Categories

UMANG has innumerable services offered by many Government bodies and organisations. To ease the job of finding services relevant for you, we have categorised these State and central Government Bodies into different groups such as Students, Health, etc.

Health & Wellness

To know more about Government Health schemes or availing health services like Vaccination, Health category will help you become aware and informed.

Travel

UMANG offers seamless access to various travel related services such as Indian Railways, Delhi Metro, NHAI and many more.

Social Security & Pensioners

To know more about the programmes and schemes related to pensions and social assistance.

Public Grievance

Submitting grievances can be daunting but having information about it and quick access to important links can help ease the process. For learning more about the same, the Public Grievance category will come in handy.

Farmers

To enhance efficiency and productivity in farming, UMANG onboarded a range of agriculture services on its platform. Farmers can use an array of digital services on a single mobile platform.

BFSI

Managing money is important whether personal or professional. It is important to have knowledge about the Indian government's schemes and regulations. The Banking and Finance category will give you information about.

4.3 Mobile Application Rating

Data captured till March 2025

Background

The Digital India Programme was launched on July 1, 2015, by the Government of India (GoI) to digitally empower citizens of India by delivering public services electronically. This led to the mushrooming of various public service delivery sites and mobile applications (popularly referred to as 'Apps') by different Ministries, Departments, and Organisations of the Union and states (henceforth, in the study Ministries, Departments, and Organisations of the Union and states would be referred to only as 'MDOs' or maybe 'entities' or 'departments' too, depending on the context). However, disconnected platforms and a lack of unified digital access were barriers holding back the potential of Digital India.

With over a billion citizens to serve and the average citizen interacting with public services 30 to 50 times in a lifetime, the dream of a citizen-centric digital governance seemed far away. Given these challenges and propelled by the government, NeGD, MeitY, Government of India (GoI) in 2015–2016, recognised the need for a 'one-stop' digital solution.

In the same period, a subtle change occurred in the national landscape. The mobile users in India had reached an impressive count of approximately¹ 1,033.63 Million acc to ` TRAI report in 2015–2016, and the behaviour of Indian consumers was also leaning towards using digital platforms. At the same time 'Mobile First' emphasis of the Government of India (GoI) too was catching momentum. *"By 2015–16, Indian consumers had willingly accepted the usage of unified e-commerce platforms such as Amazon and Flipkart. Therefore, there was no reason for them not to accept a similar aggregated interface that would deliver multiple government services."* recounted Mr. Neeraj, one of the pioneers of UMANG at NeGD.

The idea of a unified public service delivery app was born!

The App was christened UMANG, roughly translating to 'joy' in English which is also an acronym for 'Unified Mobile Application for New Age Governance'. With just one UMANG registration, citizens can avail multiple services from the government. UMANG

¹ Source : page no.-18 (https://www.trai.gov.in/sites/default/files/2024-10/TRAI_Report2015-16%20ENG24_4_2017.pdf)

aligned well with the national vision of 'Minimum Government, Maximum Governance' ; it principally embodied the fundamental spirit of 'citizen–centricity' and was geared to achieve a 'Whole of Government' approach to public service delivery .

In January 2016, the ideation of UMANG was hailed as an 'innovative digital governance model' in London at the inaugural meeting of the India–UK Joint Working Group on Public Administration and Governance Reforms . Doubts or misgivings, if any, about UMANG's nature and scale completely vanished . Reflecting fondly, Ms . S . Radha Chauhan², the erstwhile President and CEO of NeGD from 2016 to 2017, remarked, "*UMANG was an idea whose time had come; looking back, we know we were not wrong*" . Nevertheless, how would hundreds of public services (hereafter referred to as 'services') , provided by over a hundred Union MDOs and thousands of state MDOs/ entities, be digitally unified into a 'one–stop'?

The road was rocky, but the vision of 'citizen–centricity' beckoned .

The journey of creating UMANG had begun, successfully transcending both the pre–launch phase (Oct 2016 – Oct 2017) and the post–launch phase (Nov 2017 – till now) .

A. Pre–Launch Phase of UMANG (Oct 2016– Oct 2017)

As confirmed from official sources, a total budget of INR 52 .04 crore³ was approved in the year 2016 (vide NeGD' s letter dated July 21, 2016) , initially for three years which was again extended by another two years till July 2021 (vide NeGD' s letter dated August 23, 2019) to conceptualize and implement UMANG . NeGD, headed by Ms Chauhan as its President and CEO, constituted a NeGD team (henceforth also referred to as 'the team') of four members, with Mr Neeraj as the Director leading the initiative . Development of the proposed platform was initiated on October 4, 2016, when a work order for technical design and development was awarded to the vendor . The RFP (Request for Proposal) required five services, including core and ancillary modules, for the platform's delivery and launch on app stores by the vendor, with a contractual delivery date of March 2017 . The team had barely six months to

² 1988 batch IAS officer

³ Approximately equivalent to USD 5 .99 million

conceptualise, develop, test, and deploy the platform and populate it with five Government-to-Citizen (G2C) services (also referred as 'services' for the ease of reference) .

Was this a mammoth task? "Yes, it was indeed! Typically, achieving these targets demands one to two years", clarified Mr Neeraj . However, that did not deter the NeGD team . Mr Anil Agarwal, currently serving as Additional Director (UMANG) at NeGD, was brought on board at NeGD in August 2016 . He added ardently, "*The entire team was driven entirely by purpose (of citizen-centricity), passion (of doing something new for the country), and perseverance (to achieve our vision of a unified app)* ." The team worked tirelessly, often putting in 14 to 16 hours per day, seven days a week . Some team members even forgone the perks they could have received from lucrative postings elsewhere . "We were all fuelled by a common focus – citizen convenience", reminisced Ms Chauhan – the President and CEO chaperoning the initiative at NeGD . Initially, the team attempted to contact their known officers to convince them about the project . They commenced focused one-on-one meetings with heads of various government entities to persuade them about being integrated into UMANG, but to little avail !

An icebreaking was happening with these entities, but no tangible gains were visible .

To break this stalemate, the NeGD team brainstormed again and revamped their tactic for identifying, approaching and integrating newer entities on UMANG .

Learning from others: First and foremost, the team decided to explore the existing ecosystem to learn from prevailing best practices . "*Karnataka-One was one such option,*" said Mr Neeraj . However, the team soon realised that UMANG's mandate was much more extensive as they had to unify services at the national level . After all, as per government resources (*india.gov.in*), there are approximately 53 ministries and 50 departments at the central level, as well as 1470 departments across 28 states and eight union territories in India .

Focus on a select few MDOs: To streamline their efforts, the team categorised G2C services of various MDOs as per the consumer/ community groups of these services, such as identifying various services that were required by 'farmers', 'women and children', 'pensioners' and so on . For instance, farmer communities require soil health cards, seed subsidies, fertilisers, equipment, direct income support, crop insurance, etc . Further, the team chose to work particularly with those MDOs that were 'Digital-First' meaning those who

were already offering online services and were also the provider of majority of the services, following the 80:20 principle. Mr Agarwal clarified, “*We first pursued those 20% of entities that were digitally providing 80% of all the G2C services required by the community*”. For instance, 80% of the farmer services were identified to be provided by the erstwhile Ministry of Agriculture (MoA), Government of India, which had also pioneered the e-NAM App; therefore, the team prioritised MoA. Similarly, entities such as the Central Board of Secondary Education (CBSE) and the National Council of Educational Research and Training (NCERT) dealing with students were identified and short-listed. The team started organising UMANG demonstrations for such shortlisted entities on a priority basis, conveying the advantages of being integrated with UMANG. The team persistently convinced the entities that they could quickly roll out the mobile version on UMANG by bypassing complex bidding processes, with all costs covered by NeGD. Further, the additional benefits of UMANG included the availability of identity management through *Aadhar*, integration with several payment gateways, provision of Digilocker facilities, and even the availability of Rapid Assessment Systems in UMANG. They also emphasised that the entities would save on maintenance, marketing, and awareness campaigns and that their G2C services would attract more users on a unified national app rather than individual ones. “*After all, UMANG was lowering the nation's overall expenditure*”, Mr Neeraj asserted. The tireless efforts of the NeGD team yielded results.

Some milestones were achieved, but goals were raised further: By February 3, 2017, several MDOs / entities were integrated. By this time, as confirmed by official sources, UMANG was offering 37 services, including 14 education services provided by CBSE, NCERT, and All India Council for Technical Education (AICTE), four services for farmers provided by Soil Health Card (SHC) and Crop Insurance (CI), and so on. However, the higher authorities suggested that UMANG needed to attain more significant numbers - “*about 150 services from about 30 MDOs/entities*”, ruminated Mr Agarwal, before the formal launch of UMANG could be initiated. The NeGD team initially felt overwhelmed but remained undeterred. Newer services were to be integrated, and the team now set ambitious targets for incorporating services from other untapped MDOs such as tourism, income tax, railways, passports, income tax, EPFO, and *Kendriya Vidyalaya*⁴. On May 28, 2017, the team

⁴ *Kendriya Vidyalaya* is a Hindi word to denote all Central Schools in India

successfully rolled out UMANG for Android, and just a month or two later, it was rolled out on iOS, too .

Change is always challenging : Change management theories (for instance, Piderit, 2000)⁵ caution about resistance to any change from employees due to fear of the unknown, loss of control, or disruption of routine . The team faced some headwinds from some entities, a challenge accompanying any transition . UMANG was deemed a disruption in the status quo by several MDOs / entities, and some even wrongly presumed that their earlier investments in digital services would be compromised . Entities took evident pride in their digitisation efforts and felt they might not receive proper credit if they were onboarded on UMANG . Some entities hesitated to share their APIs⁶ or data, fearing potential data breaches . The technological heterogeneity was also significant, as each MDO utilised different technologies—some outdated or incompatible with UMANG's platform . Therefore, the next front of the revamped strategic approach was strengthening the stakeholders' trust through regular and recursive communication .

Building trust through sustained external and internal communication : To resolve these reservations, Ms Chauhan, the President and CEO of NEGD herself, took the command to univocally reassure all such MDOs that UMANG would amplify the outreach of their services most conveniently and securely and will not take over their autonomy . A series of formal and informal meetings was recursively conducted with the leaders of these entities to address their specific reservations directly . NeGD went a step further . Mr Agarwal added, “*We started offering co-branding opportunities to help preserve departmental identities*”. This arrangement meant that while services would be accessible through UMANG but MDOs would still manage them as they always had . They were also reassured that they could set their logos and configure their service pages as per their choice . The successful on boarding of CBSE also fostered trust and confidence among other proposed entities . Extensive regular progress reviews were undertaken within UMANG too . These internal meetings and regular follow-ups ensured that strategic decisions and technical advancements remained in sync .

⁵ Piderit, S. K. (2000). Rethinking resistance and recognizing ambivalence: A multidimensional view of attitudes toward an organizational change. *The Academy of Management Review*, 25(4), 783–794. <https://doi.org/10.2307/2592061>(<https://psycnet.apa.org/record/2001-14443-006>)

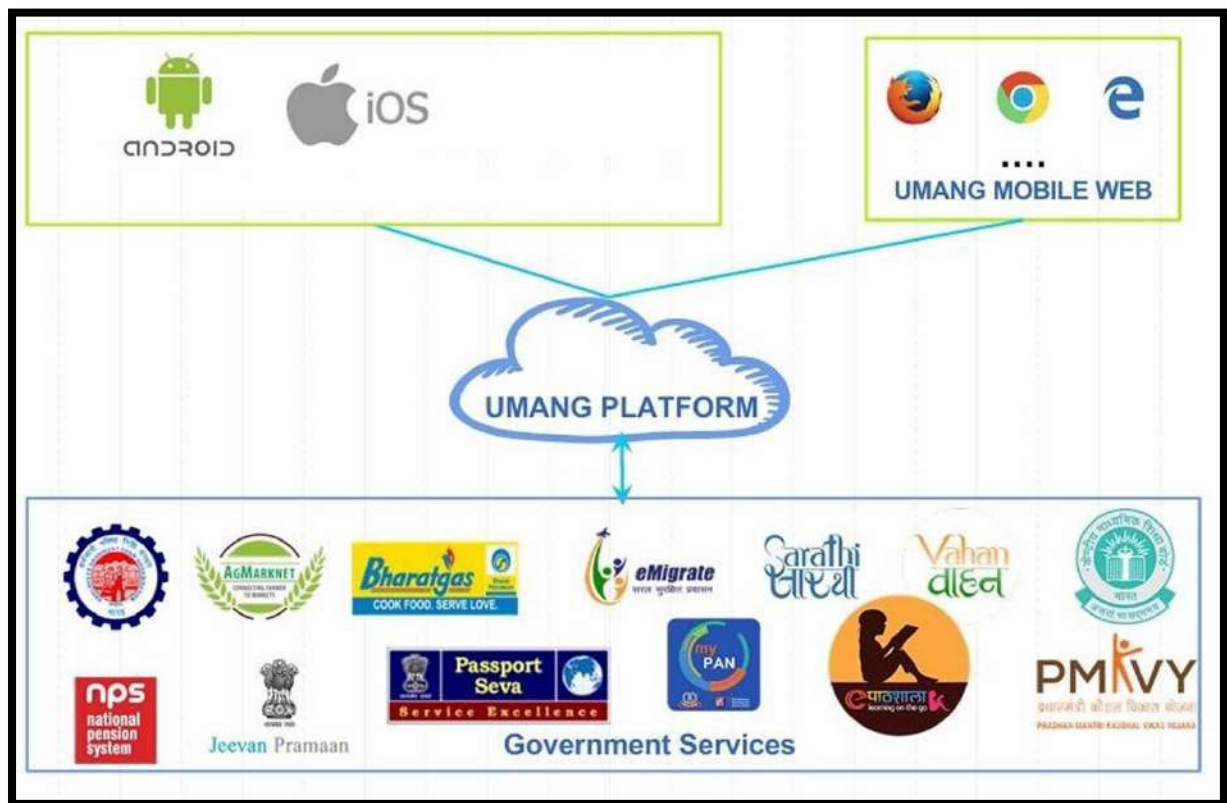
⁶ API is the acronym for application programming interface — a software intermediary that allows two applications to talk to each other. APIs are an accessible way to extract and share data within and across organizations.

“Such regular meetings were time-consuming but helped us maintain complete transparency in decision-making and allowed quicker problem-solving, avoiding unnecessary delays ”, Mr Neeraj said. As the clock was ticking, another layer of priority criteria was added – to focus on those MDOs/ entities that boasted of *“proactive leaders”* who were *“open to new ideas”* and *“were not hesitant to be onboarded on a unified platform that they did not own”* shared Ms Chauhan.

Impressive counts achieved : By November 2017, UMANG’s efforts had paid off; UMANG was offering around 162 ‘high impact’ services from 32 MDOs across the Union and three states of Haryana, Gujarat, and Delhi in barely three years (Source: <https://meity.dashboard.nic.in/DashboardF.aspx>). It integrated education services through CBSE, NCERT, AICTE, *Kendriya Vidyalaya Sanghatan* (KVS)⁷, and the National Scholarship Portal. For farmers, UMANG now provided services including AgriMarket, Crop Insurance (CI), Soil Health Card (SHC), *Kisan Suvidha*, Extension Reforms, Farm Mechanization, m4Agri, and *Annapurna Krishi Prasar Seva* (AKPS). (Exhibit 2)

Exhibit 2: Integration of Government Services on the UMANG Platform (Source: NeGD presentation dated November 6, 2017)

⁷ *Kendriya Vidyalaya Sanghatan* means a ‘Consortium of Central Schools’ in English



Scaling technical excellence: On the technical front, UMANG boasted of a unified, robust, scalable cloud-based platform at the back end and provided built-in analytics, intuitive discovery of the MDOs, and powerful search capabilities to the citizens. The App expanded to multiple devices—phones, tablets, and desktops—while improving its user interface for greater ease. The user experience (UX) was further enhanced with 8/7 (10 am to 6pm) customer support in 11 regional languages, plus Hindi and English. Undoubtedly, by November 2017, UMANG had earned a review score of 4.5/5 and saw nearly 490,000 registered users and over 537,000 downloads (Source: NeGD)

The feather in the cap: On November 23, 2017, Hon'ble Prime Minister Narendra Modi launched the UMANG app at the Global Conference on Cyberspace in New Delhi by which the App was teaming with 18 lakh registered users, "162 services from 2 states and 30 central government departments" (Source: <https://meity.dashboard.nic.in/DashboardF.aspx>). The Prime Minister exhorted all the MDOs and said, "I urge you to explore ways to provide as many services as possible through mobiles. Let us bring the world into our mobile phones!" This, too, provided a special impetus to the drive.

They had won the race against time—but this was only the first lap! UMANG had to now race to be a “one-stop solution for ALL the public services” in India.

B. Post Launch Phase – Nov 2017 onwards

Once again, following the 80:20 principle, the team resorted to their time-tested strategies of compiling a list of “high impact” MDOs and organised recursive demonstrations and workshops for these MDOs. The team extensively travelled nationwide and passionately advocated for UMANG's advantages to state-level MDOs. The early adopters of UMANG, such as CBSE and EPFO, served as ideal use cases to highlight UMANG's advantages to other potential entities. Support also came from the top leadership. The Government zealously encouraged hesitant departments to take integration more seriously.

“But our journey did not stop at winning them; it started from there”, Ms. Chauhan exclaimed!

The technical strategies to push UMANG beyond its beginner's luck: Once a department confirmed its willingness to join UMANG, the team broke the technical work into small, manageable tasks, focusing on specific modules or services during each sprint. Subsequently, the UMANG team diligently supported these MDOs throughout the technical integration journey while addressing and resolving their strategic concerns. At the state level, the team collaborated with the National Informatics Centre (NIC) and State Informatics Officers (SIOs). Real-time monitoring tools were implemented to enhance reliability further. This strategy continues to this day. The present Director of UMANG since 2021, Mr. Debabrata Nayak, added, *“Robust encryption protocols and third-party security audits are now standard practices to address data security concerns.”*

This proactive approach helped keep UMANG updated and reduced the likelihood of service disruptions, aligning with literature calls for adaptive, responsive governance models (Mengistu *et al.*, 2009). Resultantly, several new MDOs, including CRPF, NDMC, NPPA, and several G2C services, including Sarathi, Vahan, mKisan, BBPS, eMigrate, DAY-NULM, m4AgriNEI, and AKPS (Annapurna Krishi Prasar Seva), along with several states, were integrated onto UMANG during 2017–2018.

The world sat up and noticed.

Several laurels sparkle: UMANG was bequeathed “*Best m-Government Service*” at the World Government Summit in Dubai in February 2018. In the same year, in August 2018, it also bagged the *Omni-Experience Innovator Award* at the IDC Digital Transformation Summit held in India. Just a few months later, in February 2019, the prestigious National Award for e-Governance (Gold) in the country, too, came their way.

Newer challenges: Inexplicable service disruptions were reported in some services for uncertain periods. After deep diving, it was understood that certain MDOs failed to share this information with UMANG’s technical team while implementing technical changes at their respective ends. Consequently, the services sometimes became out of sync with the UMANG App. Therefore, a dire need was understood, which remains relevant for all times to come that all the departments must proactively inform the respective changes made by them to UMANG, to ensure a seamless one-stop service user experience. Proactively resolving such challenges could further enhance citizens' trust in UMANG as a dependable gateway to government services.

Sustained capacity building is the answer: Therefore, from November 2017 onwards, numerous capacity-building workshops were held nationwide to demonstrate the need for recursive communications, UMANG’s security features, robust encryption protocols, and other integration benefits. The process of refining UMANG has thus become a continuous “work in progress”, reminds Ms Chauhan.

C. The Journey Continues

The citizen reigns supreme: UMANG's user interface (UI) and user experience (UX) are continuously and regularly updated based on the citizens’ feedback. The login process has been simplified by introducing a single-step mPIN / OTP-based login. Now, biometric login for Android and Face ID login for iOS are being rolled out to further enhance accessibility. These additions and auto SMS reading aim to make authentication more seamless and intuitive. As these features reach more users, future feedback will help assess how effectively they contribute to citizen convenience and long-term engagement. Recognising *Bharat’s* linguistic diversity, UMANG has been expanded to cover 22 official Indian languages and English. This change has made the platform more inclusive for regional users. Services have also been categorised into community groups such as farmers, women, children, and pensioners, making it easier for users to find relevant services quickly.

Location-based services have also been added to contextualise the content. “*Citizens’ feedback determines UMANG’s journey*”, shared Mr Nayak. Such proactive responsiveness to citizens’ needs and aspirations has yielded rewarding outcomes!

UMANG's user adoption has suddenly soared again. According to the MeitY dashboard, its monthly registered users have increased from around 2.75 crores (27.5 million) in 2021 to over 6.31 crores (63.1 million) in 2024—a threefold rise. This surge far exceeds the team’s initial post-launch expectations.

Therefore, it was no surprise that UMANG took home the Digital News Publishers Association (DNPA) Conclave Award in February 2024.

Envisioning the future: The journey seems to have begun as UMANG continues to evolve into a citizen-centric one-stop platform for all government services. Their shared dreams unite everyone who has shaped UMANG from its inception to the present for its future. Reflecting on years of hard work, Mr Neeraj (the erstwhile Director of UMANG at NeGD, 2014–2021), one of the visionaries of UMANG, reckons it not as an App but more as “*a movement towards a more transparent, efficient, and inclusive governance system*”. Mr Agrawal, currently serving as an Additional Director (UMANG) at NeGD, is committed to making UMANG the ONLY go-to platform for citizens seeking government services. Mr Nayak, the current Director (UMANG) at NeGD, is emphatic in asserting that the NeGD team is dedicated to empowering citizens to engage with UMANG in meaningful ways, not just as users but as active contributors to a collaborative ecosystem. Ms Chauhan, the pioneering UMANG leader and the erstwhile President and CEO of NeGD, says emphatically, “*Our work is not done, but each day brings us one step closer to realising the full potential of Digital India*”.

Exhibit 3 : List of Abbreviations Used in the Case Study

S.No	Abbreviation	Full Form
1	AICTE	All India Council for Technical Education
2	AKPS	Annapurna Krishi Prasaar Seva
3	BBPS	Bharat Bill Payment System
4	CBSE	Central Board of Secondary Education
5	CEO	Chief Executive Officer
6	CI	Crop Insurance
7	CRPF	Central Reserve Police Force
8	DAY-NULM	Deendayal Antyodaya Yojana – National Urban Livelihood Mission
9	DNPA	Digital News Publishers Association
10	eMigrate	e Migrate Portal for overseas employment
11	EPFO	Employees’ Provident Fund Organisation
12	G2C	Government-to-Citizen
13	GoI	Government of India
14	INR	Indian Rupee
15	m4AgriNEI	Mobile-based agro-advisory system for farmers
16	MDOs	Ministries, Departments, and Organisations
17	MeitY	Ministry of Electronics and Information Technology
18	MoA/MoA & FW	Ministry of Agriculture/Ministry of Agriculture and Farmers Welfare

19	m-PIN	Mobile Personal Identification Number
20	MTS	Multi-Tasking Staff
21	NCERT	National Council of Educational Research and Training
22	NDMC	New Delhi Municipal Council
23	NeGD	National e-Governance Division
24	NIC	National Informatics Centre
25	NPPA	National Pharmaceutical Pricing Authority
26	SHC	Soil Health Card
27	SIOs	State Informatics Officers
28	UI	User Interface
29	UMANG	Unified Mobile Application for New Age Governance
30	UX	User Experience

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