



WELCOME

Digitalization of Municipal Services for augmenting Municipal Revenues

25th April, 2023

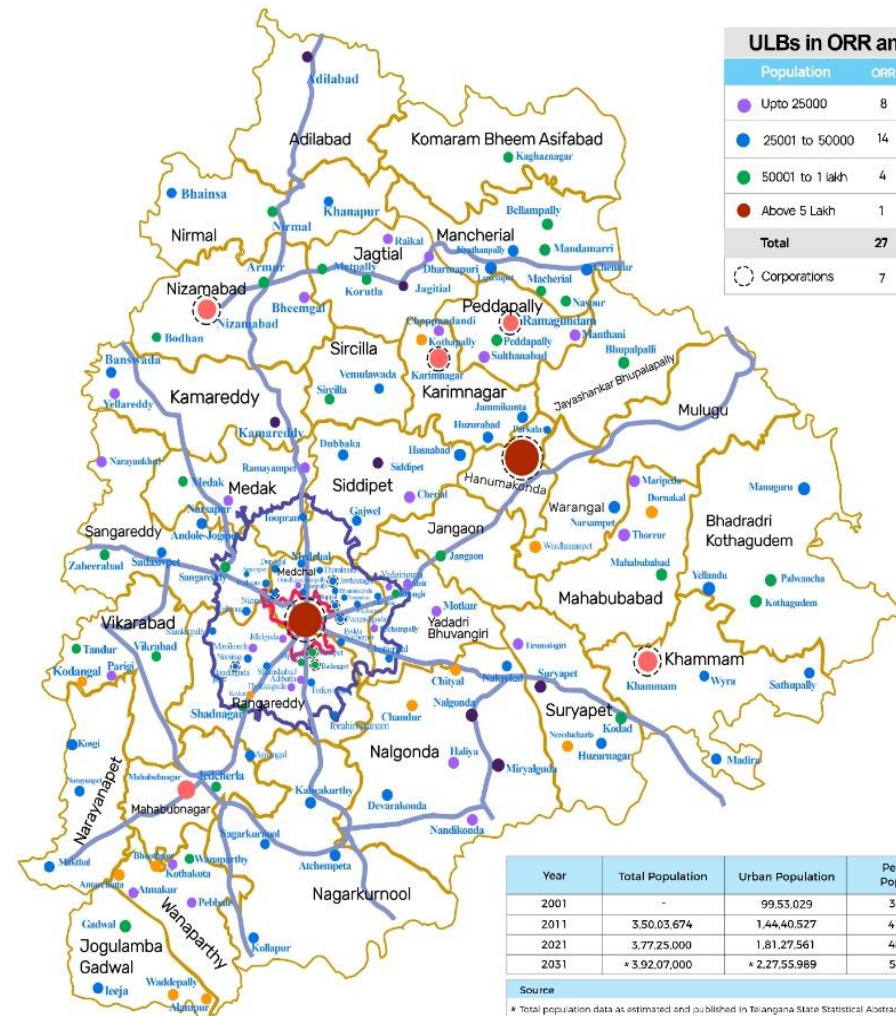
**DR.N.SATYANARAYANA, IAS.,
DIRECTOR OF MUNICIPAL ADMINISTRATION
GOVERNMENT OF TELANGANA**



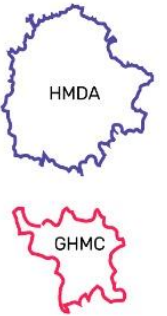
Urban Profile -Telangana

- **Total no. of Districts : 33**
- **Total no. of ULBs : 142**
(13 Corpns + 129 Mplts)
- **Total no. of Wards: 3618**
- **Total urban population (2011 Census):1.45 Cr**
- **% of Urban pop to State pop (2011): 41.26**
- **Total estimated population 2021 : ~ 1.81 Crs**
(48.05%)
- **Total estimated population 2031 : ~ 2.27 Crs**
(58.02%)

142 Mplties (129) & Corpns (13) of Telangana



LEGEND



Population	No of ULBs	Cum
Upto 15,000	12	-
15,001 to 19,999	28	40
20,000 to 49,999	57	97
50,000 to 99,999	31	128
100,000 to 2 lakh	7	135
200001 to 5 lakh	5	140
Above 5 lakh	2	142
Total	142	
Corporations	13	

— National Highway
— District Boundary

MAP NOT TO SCALE

Major Reforms in MA & UD in Telangana

- After Formation of Telangana, ULBs increased from 68 to 142
- Enactment of unified Act – Telangana Municipalities Act, 2019 for both Municipalities and Municipal Corporations (except GHMC)
- Creation of Additional Collector, Local Bodies for every District to strengthen the functioning of Urban Local Bodies.
- 10% Green Budget and mandatory 85% survival of plantations
- Unified service Rules
- TSbPASS – Online / Instant / single window building approvals on self certification
- **E-centric and Citizen centric services of Municipal Services – Made mandatory in the Act.**
- Focus to planned development by taking up critical town wide infrastructure through TUFIDC funding and Pattana Pragathi funding



Digitization & Augmentation of Municipal Finances

- ❑ Providing of digital services is mandatory in the new Telangana Municipalities Act, 2019- Section -58
- ❑ All the Municipal services are provided in digital format in all the ULBs in the State.
- ❑ System driven improvement in municipal finances.
- ❑ Complying with norms of EoDB and NUDM.



Digital Services in ULBs

emunicipaltelangana	Municipal Services – CGG
UBD	Birth & Death Services – NIC
TSbPASS	Building & Layout Permissions – TSbPASS team
Citizen Buddy App & CSCs	Services & Grievance Redressal system
DEABAS	Municipal Accounting System – CGG
eprocurement	Tenders – IT Deptt
IFMIS	Budget estimate, budget distribution, salary disbursement, employee profiles, PD accounts, Cheque generations, reconciliation, pension payments, regular contingent claims – Finance Deptt.
eoffice	Filing system – NIC
PPTMS	Toilet Monitoring – ASCI
PPCMS	Citizen Monitoring System – ASCI
FSMS	Desludging Monitoring system - ASCI



Municipal Revenue & Online Digital Services



Municipal Revenue

○ Taxes

○ Non-Taxes

Taxes		Main categories of Non-Taxes	
Property Tax		Water charges	
Vacant Land Tax		Trade License fee	
		Building permission fee	
		Encroachment fee	
		Better & Devpt. Charges	
		Contributions to water supply connections	
		Rents from commercial complexes	
		Fees from Market and Slaughter houses	
		Signage license for Advertisement	



Municipal Revenue

Other various Non Taxes / receipts

Contractors and Agencies etc (Empanelment & Registration Charges - Contractors Agencies etc)	Birth and Death
Other Penalties and Fines	Sale of Compost
Connection/Disconnection charges (Water Supply and Sewerage)	UGD Donation Charges
Mutation Fees	UGD monthly charges/Drainage user charges
Garbage Collection Charges	Sale of Scrap
Water Supply/Donation	Thai Bazar
Water Tanker	Sale of treated affluent / sludge
Road Cutting and Restoration Charges	Miscellaneous charges / fees
NOC of Public Health/ Town Planning Section	Burial ground charges
Water Supply - Tap Estimation Charges	Impact Fee
Tender Schedules	



Online Statutory Municipal Services

- As per Section 58(2) of the Act, Schedule-III provided SLA to deliver Municipal Services:

S.No	Name of the Municipal Service	Documents required	Time line	Officers involved in this process	Approval by
1	Property Tax – Property Tax Assessment of building	Registered Document / Court Decree / Affidavit, Building Permission Number	Instant	Online	—
2	Vacancy remission	Assessment copy / proof of vacancy	15 days	Online	Municipal Commissioner
3	Revision Petition	Application with Assessment Number details	15 days	Online	Municipal Commissioner
4	Appeal	Application with Review Petition orders	15 days	Authorized person	Regional Director concerned
5	Certified Copy of Assessment Register	Free download of assessment details			—
6	Vacant Land Assessment	Registered Document / Court Decree / Affidavit	instant	Online	—
7	Water Tap Connection	Application	14 days	Online	Mission Baghiratha
8	Trade License	Application with self certification	Instant	Online	—
9	Trade Renewal	Application with self certification	Instant	Online	—
10	Mutation	On registration, application get auto transfer from Registration Department to Municipality and makes auto title transfer instantly.			
11	Certified copy of Building permission	Instant download from website	Instant	Authorized person	—

S.No	Name of the Municipal Service	Documents required	Time line	Officers involved in this process	Approval by
12	Land use certificate as per master plan	Application	7days	Online	Municipal Commissioner
13	Birth Certificate	Application	instant	Online	Municipal Commissioner
14	Child name inclusion in birth Certificate	Application	7days	Online	Municipal Commissioner
15	Name of correction in birth certificate	Application, self declaration	7days	Online	Municipal Commissioner
16	Non-availability of Birth Certificate	Application, self declaration	7days	Online	Municipal Commissioner
17	Death Certificate	Application along with documents prescribed	7days	Online	Municipal Commissioner
18	Name correction in Death Certificate	Application, self declaration	7days	Online	Municipal Commissioner
19	Non availability in Death Certificate	Application, self declaration	7days	Online	Municipal Commissioner
20	Sanitary Certificate for Educational Institutions	Registration and recognised certificate form school education department and application	7days	Authorized person	Municipal Commissioner
21	Any other services as prescribed by the Government				

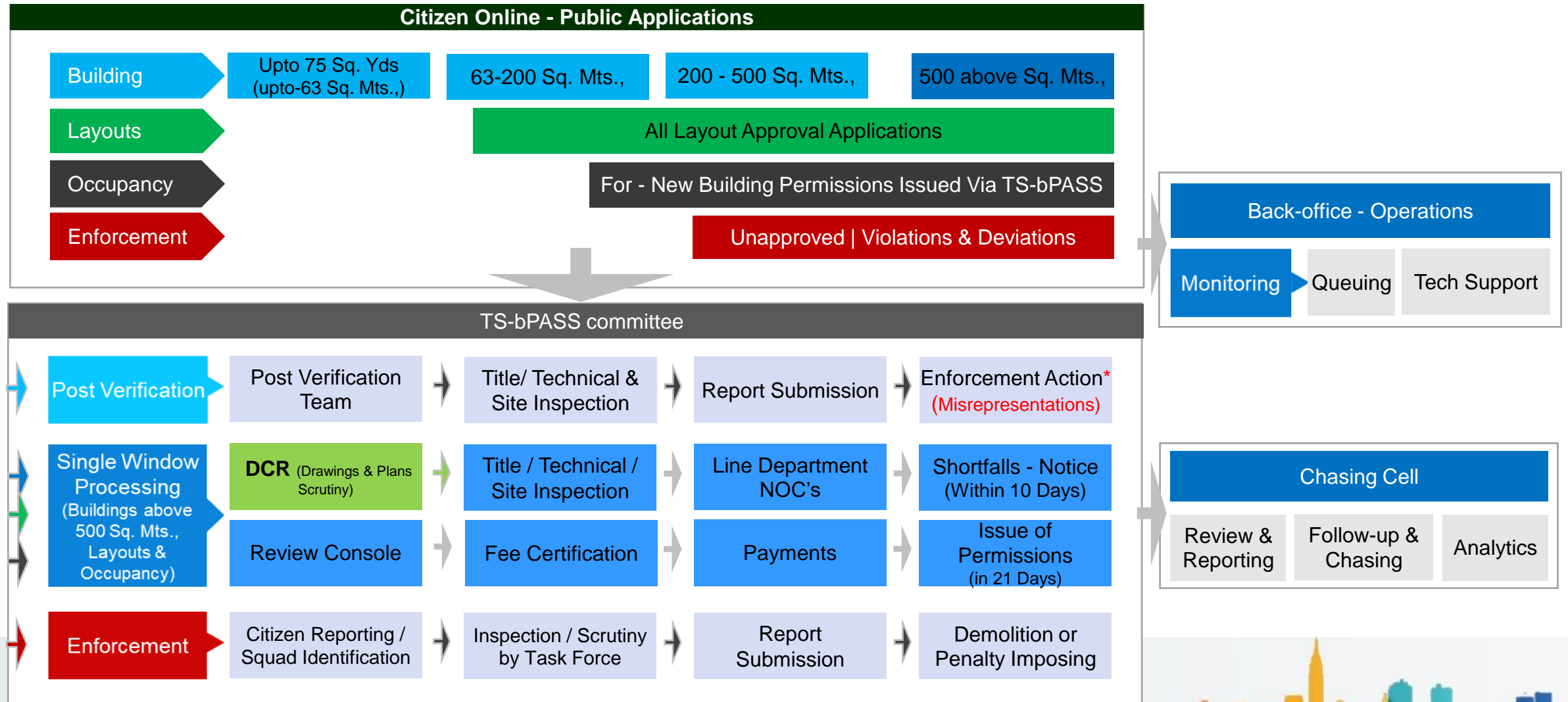


TS-bPASS – Processing Workflow

Telangana State Building Permission Approval and Self Certification System



TS-bPASS



Digital Platforms for services

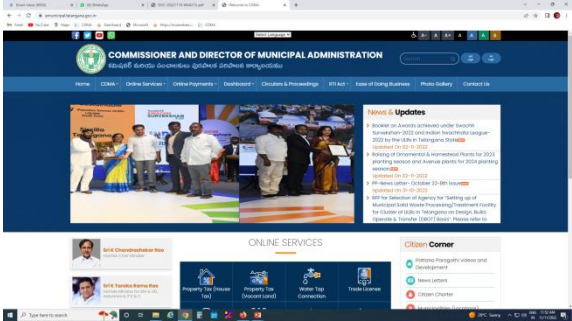
Web Service
(CDMA/ULB)

Citizen Service
Centers at
ULBs

Meeseva
Centers in
town

Citizen Buddy
Mobile APP

WhatsApp
based Chatbot




Citizen
Buddy



Online services - @ emunicipaltelangana.gov.in

2 (2) WhatsApp x Welcome to CDMA x +


← → ↻ emunicipal.telangana.gov.in


 **COMMISSIONER AND DIRECTOR OF MUNICIPAL ADMINISTRATION**
కమిషనర్ మరియు సంచాలకులు పురపాలక పరిపాలన కార్యాలయము

Search

Home CDMA Online Services Online Payments Dashboard Circulars & Proceedings RTI Act Ease of Doing Business More

Property Tax (House Tax) ▶
Property Tax (Vacant Land)
Water Tap Connections
Trade License
Renewal of Trade License
Signage License for Advertisement
Mobile Tower Approval
Mutations
Building Permissions
Road Cutting Permissions





News & Updates

- ▶ Raising of Ornamental & Homestead Plants for 2023 planting season and Avenue plants for 2024 planting season.^{new}
Updated On 02-11-2022
- ▶ PP-News Letter- October 22-8th issue^{new}
Updated On 31-10-2022
- ▶ RFP for Selection of Agency for "Setting up of Municipal Solid Waste Processing/Treatment Facility for Cluster of ULBs in Telangana on Design, Build, Operate & Transfer (DBOT) Basis". Please refer to [https://eprocurement.telangana.gov.in/#\(tenderid:261000\)](https://eprocurement.telangana.gov.in/#(tenderid:261000)) for further details.

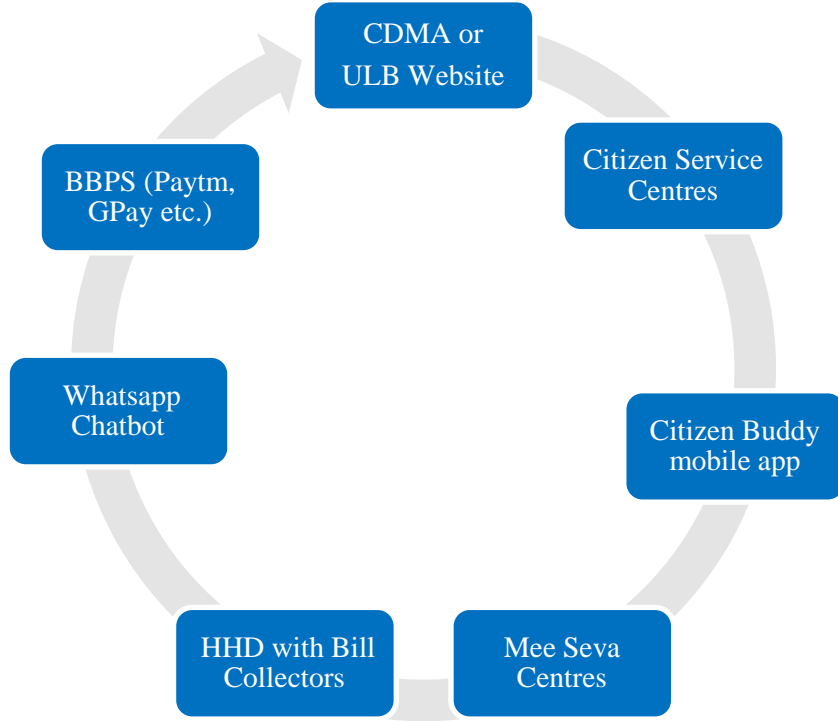
https://emunicipal.telangana.gov.in

ONLINE SERVICES

Type here to search

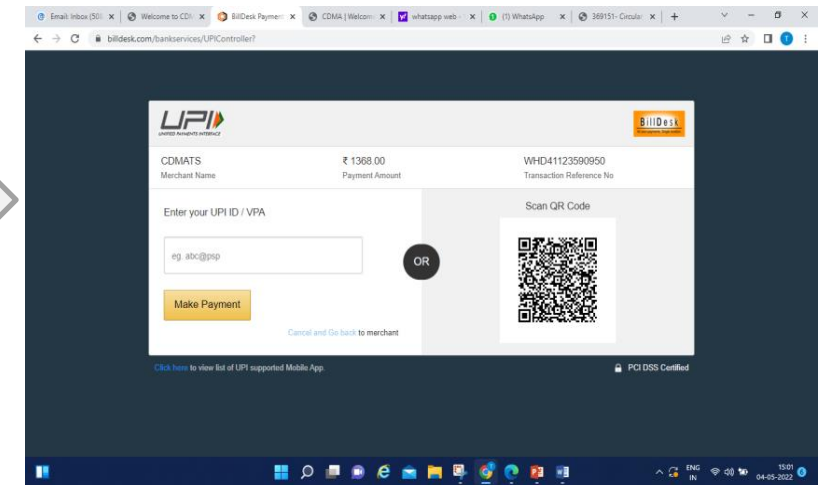
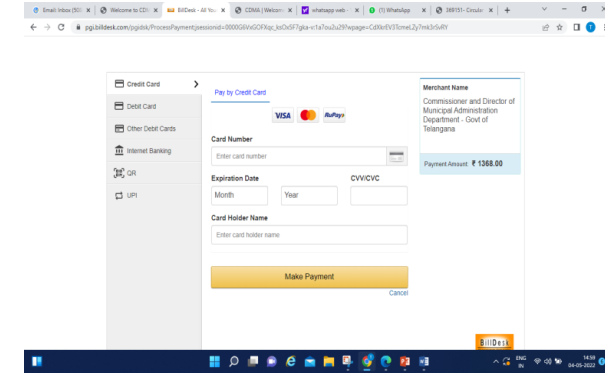
29°C Clear 19:50 22-04-2023

Digital payment Options



PAYMENT METHODS

- Internet Banking
- Debit card / Credit Card
- UPI payments
- QR code payments for services
- Cash/Card/UPI in HHD



Support Services

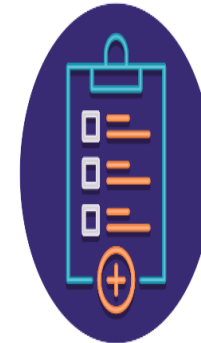
For any queries for ULB staff and Citizens-

- A **call center** is established, where queries will be answered. **040-23120410**
- Also can raise **ticket in ULB login** to get resolve the issues.
- Can send mail request to cdmasupport@cgg.gov.in



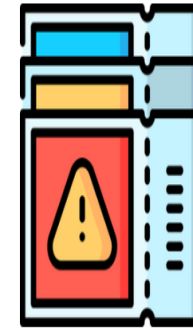
Establishment of CDMA Call Center

CDMA Call Center was established to provide seamless customer experience, proper guidance and timely resolution of issues to citizens.



Development of tracker application

Developed tracker application to track and resolve issues raised by the ULBs and Citizens



Resolution of tickets

Tickets raised by ULB and Call Centre (for citizens) are resolved within SLA (Service Level Agreement) period of 48 hours.



Feedback form for Citizens

Feedback form is given in website to take feedback from Citizens



PROPERTY TAX ASSESSMENT

- ❏ Self Assessment of Property Tax
- ❏ ULB based RI/RO/MC login based Property Tax assessment
- ❏ Instant Assessment of Property Tax at the time of registration @ SRO
- ❏ Instant Assessment of Property Tax at the time of building permission @TSbPASS



INSTANT ASSEMENT OF PROPERTY TAX- New Initiative

Instant Assessment @ SRO w.e.f 8.3.2022

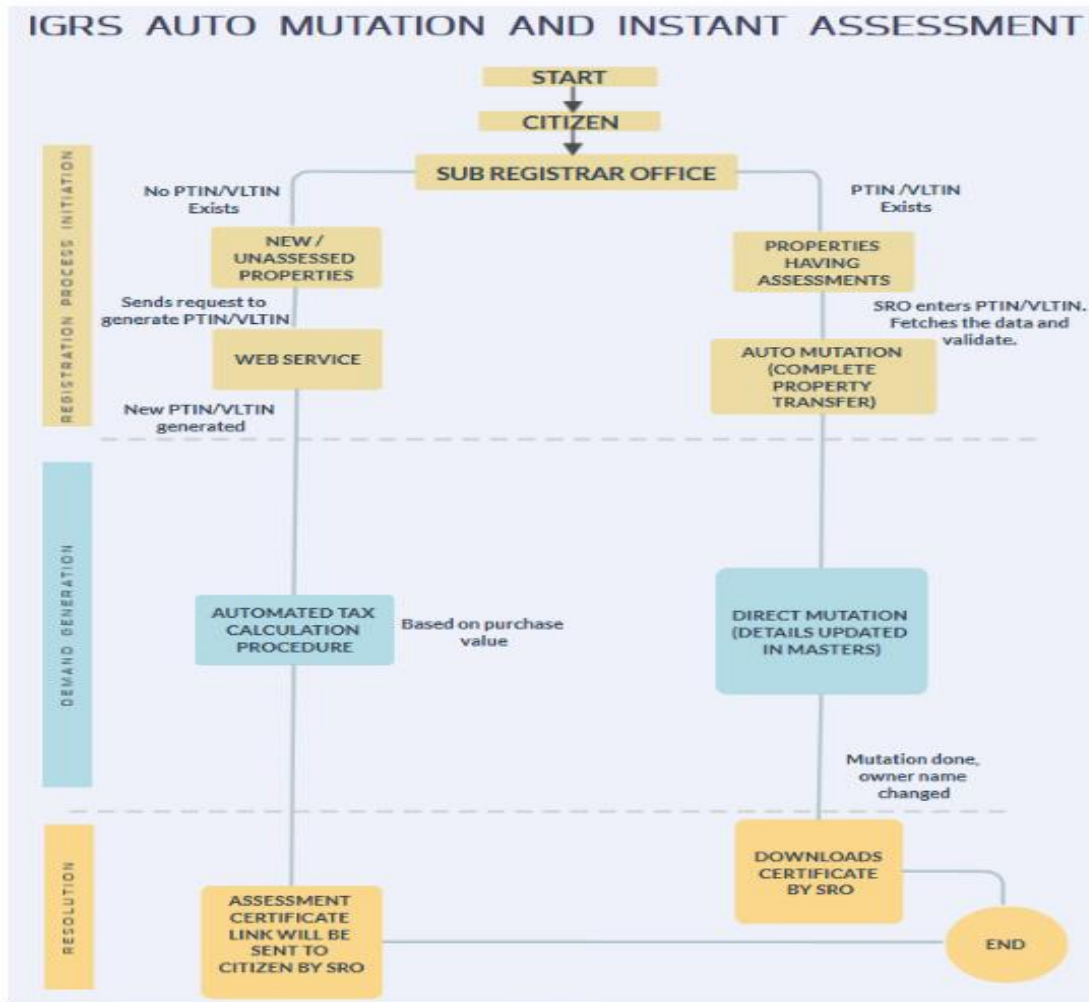
New PTINs	Amount raised in lakhs	New VLTINs	Amount raised in lakhs	Total TINs	Amount raised in lakhs
40,799	3717.77	2,34,201	3124.68	2,75,000	6842.45

Instant Assessment at TSbPASS at the time of Building w.e.f.15.3.2022

New PTINs	Amount raised in lakhs	New VLTINs	Amount raised in lakhs	Total TINs	Amount raised in lakhs
37,402	6090.79	83,175	7332.55	1,20,577	13423.34



Auto Mutation - New Initiative



Payment of mutation fee at
Registration time of
Registration

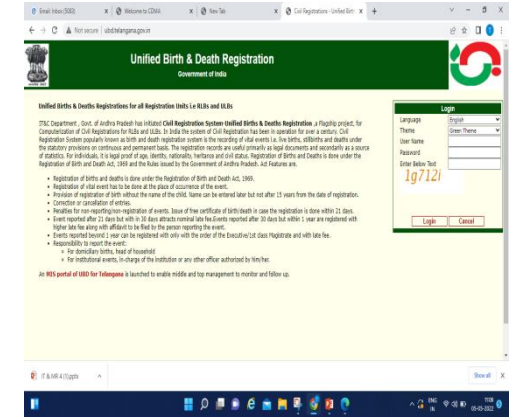
Capture of Property Information
and automatic transfer of data
property database.

Issue online certificate

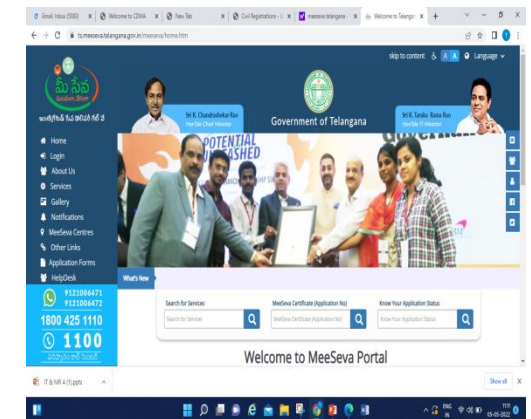
PTINs	VTINs	Total TINs
1,76,775	3,72,635	5,49,410

Birth & Death Certificates

UBD Portal



Meeseva Portal



- Birth & Death Certificates are issued through Meeseva Centres.
- The ubd.Telangana.gov portal is supported by NIC.
- Birth & Death shall be reported within 21 days of event.
- If reported beyond 21 days and within one year of event, late fee to be collected.
- Beyond 1 year, the event can be registered with the orders of 1st class Magistrate (RDO & above rank).
- The amount received at Meeseva is transferred in T+4 days to ULBs in ICICI account.
- Governed under Registration of Birth & Death Rules, 1999 issued in G.O.Ms.No.655 HMFw, dt.29.12.1999
- For support please mail to ubdsupport-cdma@Telangana.gov.in

Sl. No	Services
1	Birth Certificate
2	Child Name inclusion in Birth Certificate
3	Name correction in Birth Certificate
4	Non-availability Certificate for Birth
5	Death Certificate
6	Name correction in Death Certificate
7	Non-availability Certificate for Death

Online app - Birth & Death Certificate and Burial Ground – New initiative

- Service developed for Instant issue of Birth & Death Certificates on registration of events at Hospitals.
- Provided Hospitals logins for recording Birth & Death Events
- A total of 3888 hospitals are integrated.
- On entry of records by Hospitals, SMS will be sent to citizens to download certificate.

SMS to Citizen (Birth at Hospital)

Dear Citizen, As per the information received from **Hospital the Birth certificate** is approved. Please make a note of Reference (regn no.) 141/2023 Please download certificate using below link <http://ubd.telangana.gov.in/Bcertprint.jsp?regno=141®year=2023&officeid=3514> . MC Manikonda

Status

Births	1,09,833
Deaths	10,466
Death Certificates issued through Mobile App	3,928

SMS to Citizen (Death at Hospital)

Dear Citizen, As per the information received from Hospital the Death certificate is approved. Please make a note of Reference (regn no.) 1356/2023 Please download certificate using below link <http://ubd.telangana.gov.in/Dcertprint.jsp?regno=1356®year=2023&officeid=50106> - MC Khammam



SMS to Citizen (mobile app)

Dear Citizen, As per the information received from Graveyard the **Death certificate** is approved. Please make a note of Reference (regn no.) 42/2023 Please download certificate using below link <http://ubd.telangana.gov.in/Dcertprint.jsp?regno=42®year=2023&officeid=1743> . MC Kyathanpally



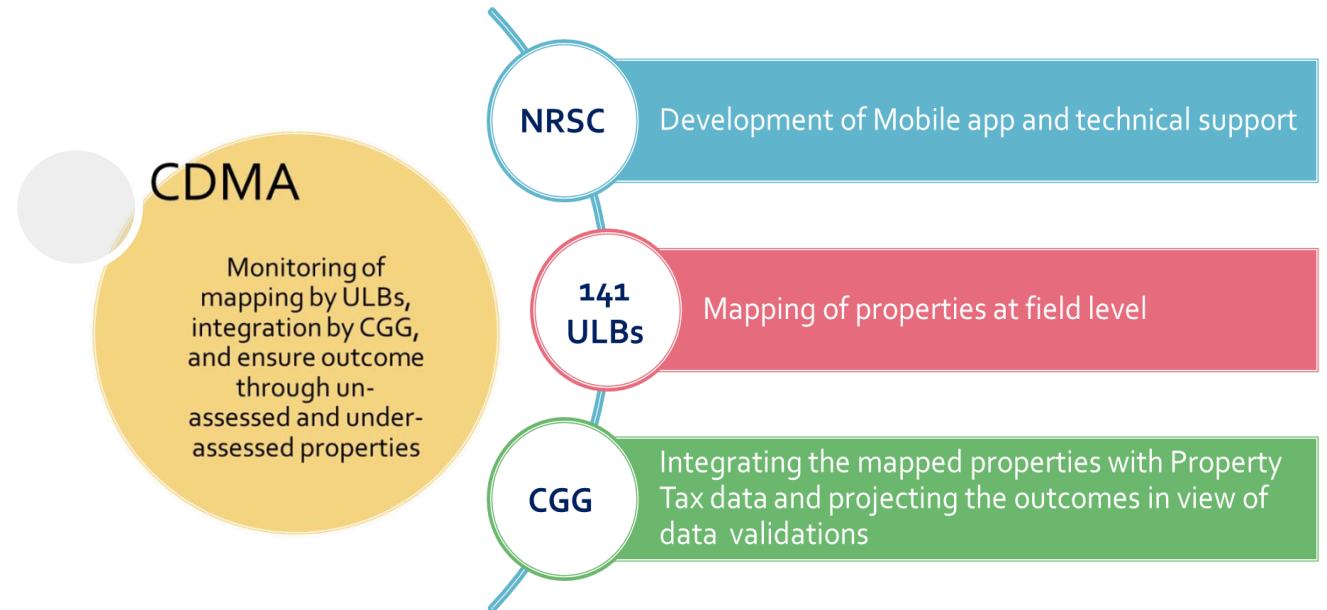
- Service is live since 21.3.2022

Property Mapping – Bhuvan Phase II



Property Mapping – Bhuvan Phase II

- C&DMA has embarked on a task to map all the properties in **141 ULBs** and geotag them as well for reliable, hassle free and transparent property information for citizens.
- Objective was to **integrate geo-spatial data** of properties with the property database and **improve Municipal Revenue** by identifying un-assessed and under-assessed properties without increase in tax rate.
- Key feature is done inhouse and no expenditure incurred towards mapping and also tax rate



Mapping of properties

- It is planned to capture all the attributes that contribute to tax increments in respect of
 - Property Tax assessments - 20.80 lakh assessments
 - Water Tap Connection assessments - 6.79 lakh assessments
 - Trade License assessments - 1.45 lakh assessments
 - Advertisement hoardings - 4k assessments
 - Cell Towers



Property Info @Click

Indian Geo-Platform of ISRO

CDMA Property Tax Data Mapping

Welcome rdma2 Logout

Registration Dashboard Home Tools Link

Field Data Viewer

Field data

Show Telangana Only

District: KHAMMAM

ULB: KHAMMAM

Type: Assessment

Accepted Points Reject

Select Date Validated

Date Mode Day Per

Start Date: dd-mm-yyyy

End Date: dd-mm-yyyy

Remove

SI No: 170209

Assessment Number: 1106056245

District: KHAMMAM

ULB: KHAMMAM

Activity: ExistingAssessment

Ownership Description: Private Buildings-Individual

Owner Name: Venkateswarlu

Door Number: 15-17-111.

Ward: 15

Block: 17

Zone: 2

Locality: Utyara Dwakra Nagar

dismantled: NO

toiletavail: YES

Parameters on Floors, Portions and Usage

Map Satellite Hybrid Terrain

Discussion Forum Send Mail

Indian Geo-Platform of ISRO

CDMA Property Tax Data Mapping

Registration Dashboard Home Tools Link

Field Data Viewer

Search by Assessment Number

Assessment Number: 1107003270

Click on the Assessment to zoom

1107003270(1)

Clear

Download Field Data Collection App for Android

SI No: 382545

Assessment Number: 1107003270

District: BHADRADRI

ULB: KOTHAGUDEM

Activity: ExistingAssessment

Ownership Description: Private Buildings-Individual

Owner Name: K. Arvinda

Door Number: 5-8-57.

Ward: 5

Block: 8

Zone: 2

Locality: M G Road to Lepakshi Hotel Area

dismantled: NO

toiletavail: YES

Parameters on Floors, Portions and Usage

Apartment: NO

Number of Floors: 2

Multiple Portions: NO

Building Usage: Non-Residence

Impact of Initiative

Current Status:-

Existing Assessments	-	20,54,216
Assessments Geotagged	-	17,90,169
New assessments geotagged	-	26,030
% of Geotagging	-	87.15 %
No. of assessments are re-assessed	-	3,84,146
Total increased tax	-	126.87 Cr
% of increase	-	140.25 %

** ULBs need to complete balance geotagging and re-assessed the tax at the earliest.





Thank You All



National Remote Sensing Centre



BillDesk
All your payments. Single location.

CC Avenue®



AXIS BANK

HDFC BANK

