

DigiGOV™ urban local body solution

Drive transparent, centralized, efficient citizen services and improve decision making

Public services



To gain better resource visibility, governments have been nudging municipal corporations, urban local bodies, and development authorities to focus on certain performance yardsticks. The heightened demand for monitoring, evaluating, and managing the performance of small to medium federal agencies has necessitated a surge of technology modernization and dedicated systems and tools to effectively and efficiently carry out resource utilization and monitoring of both citizens and funds. Urban local bodies, considered as growth engines of a country, are now competing globally to become smarter and manage resources efficiently. This drives the need for a unified, omnichannel platform that enables seamless delivery of government to citizen (G2C), government to business (G2B), and government to government(G2G) services.

TCS believes that the best way to strengthen the public services framework is to connect governments directly to citizens and communities, offering endless possibilities to all stakeholders. TCS' DigiGOV™ Urban Local Body portal enables transparent, accountable, and efficient governance, and ensures effortless management and administration of public services. It provides a strong foundation to city councils for the longer term digital transformation journey toward the final goal of smart cities.

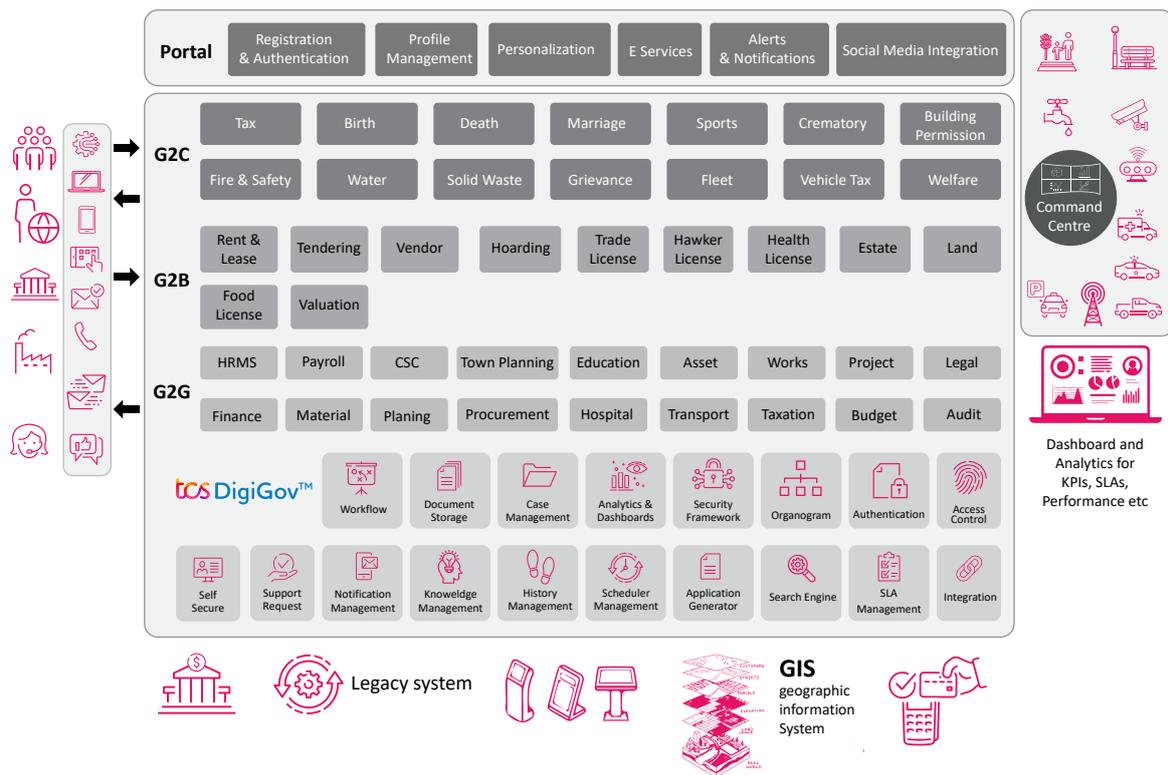
Overview

Public sector IT services are gaining momentum because of need for cost-effective transparency, efficient service delivery, and convenience. Moreover, each city has different challenges depending on its cultural, social, historical, geographical, and economic conditions. Add to this, the continuous migration from rural to urban areas has heightened the need for world-class infrastructure in cities.

SLA management of urban local bodies requires real-time insights for informed decision-making and efficient law enforcement. There is also an evident need for cross-integration between independent departmental systems and coordination between agencies for citizen services facilitation.

The Internet of Things (IoT) has surfaced as the most promising technology to drive connectedness and innovate various services. It has opened unlimited opportunities for city authorities to build world-class solutions and optimize resource utilization. TCS' DigiGOV Urban Local Body solution provides the base to build end-to-end solutions to digitally transform local governments, enabling online access to municipal services for citizens as well as businesses. It helps drive human resource management, financial management, resource optimization, and digital transformation through a secure, centralized multi-tenant platform.

Our Solution



An Overview of TCS' DigiGOV™ Urban Local Body Solution

A unified platform for hassle-free G2B, G2C, and G2G service delivery, the solution is based on TCS DigiGOV™ and offers advanced capabilities in file management, knowledge management, payroll, accounting, taxation, and human resource management. Key features include:

- Mobile-enabled to drive anytime-anywhere access
- Multi-tenancy and cloud-enabled architecture for heightened scalability and data security
- Robust analytics engine to provide 360-degree understanding of citizens
- Built using open standards that are compatible with all integration protocols
- Easily integrated with a host of applications, including finance core, command and control platform, geographic information system (GIS), POS, smart cards, as well as external entities such as banks
- Single sign-on (SSO) enabled and can be easily integrated with enterprise applications
- Digital signature enabled and barcode enabled

Benefits

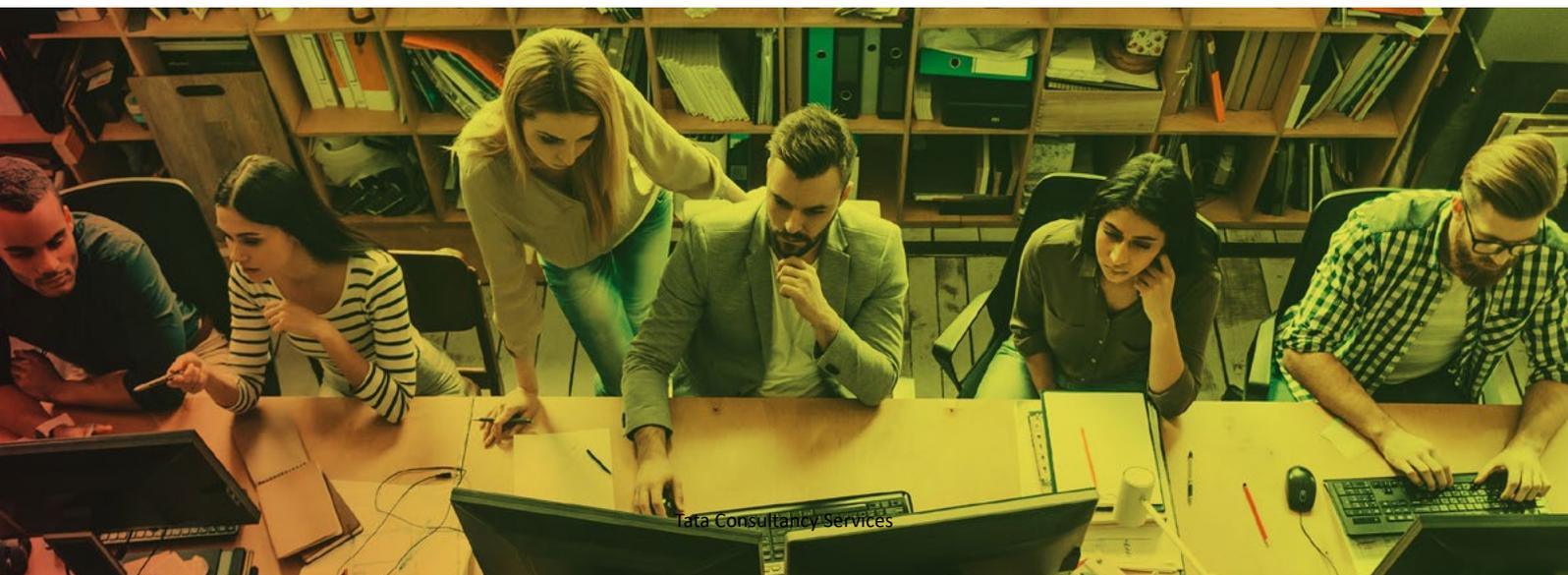
With TCS' solution, government agencies can standardize processes across all urban local bodies and improve local governance through:

- **Malpractice reduction:** The solution uses secure, transparent online processing mechanism with configurable approval cycle and audit trail.
- **Faster and streamlined service delivery:** The average turnaround time (TAT) of service completion can be reduced to days compared to months. Approximately 95% of applications can be delivered within three days.
- **Improved efficiency of revenue collection through taxes and user charges:** The solution enables faster tax billing cycle with accurate revenue and auto-fee calculation.
- **Informed decision making:** Integrated with a sophisticated query engine and smart reporting tools, TCS' solution provides the executive management of government agencies with the right information at the right time, enabling timely and accurate decisions.
- **Enhanced user experience:** Citizens are kept updated on relevant services and events through automated mailers, SMS notifications and reminders
- **On-demand access:** Anytime, anywhere, access with easy approvals and auto-scheduling of bookings ensure seamless omnichannel experience.
- **Flexibility and customizability:** The solution offers the flexibility to build new solutions to meet the diverse requirements of users and is easily customizable to the unique needs of an organization.

The TCS advantage

Leveraging our domain expertise and contextual knowledge of the customer processes, TCS has re-engineered the coordination and information exchange between different departments and agencies to simplify and standardize local governance. Key advantages of partnering with TCS are:

- We provide cradle-to-grave citizen services that are proactively made available through predictive analysis which is based on service access, life events, and understanding of customers and relations.
- TCS has deep domain expertise backed by years of on-ground experience and strong contextual knowledge of customer processes.



Awards and accolades



Contact

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About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is a purpose-led transformation partner to many of the world's largest businesses. For more than 50 years, it has been collaborating with clients and communities to build a greater future through innovation and collective knowledge. TCS offers an integrated portfolio of cognitive powered business, technology, and engineering services and solutions. The company's 500,000 consultants in 46 countries help empower individuals, enterprises, and societies to build on belief.

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