K-15016/80/2018-SC-1
Government of India
Ministry of Housing and Urban Affairs
Nirman Bhawan, New Delhi
Dated: 25th October 2018

To,

The CEOs

72 Smart cities (as per attached list)

Subject:- Stage II Questionnaire for Smart Cities Digital Payment Awards 2018.

The undersigned is directed to refer to this Ministry's OM of even number dated 4th October 2018 (copy enclosed) forwarding therewith the list of 72 cities shortlisted Cities in Stage I of the Smart Cities Digital Payment Awards (SCDPA) 2018 as well as draft Questionnaire for Stage II for comments.

2.   Inputs/feedbacks received from Cities have since been considered in this Ministry and accordingly, the draft Questionnaire for Stage II has been revised and attached as Annexure-I.   Further, some cities also sought certain clarifications on which response of this Ministry is attached at Annexure-II.

3.   As already conveyed vide aforesaid mention OM dated 4th October 2018, Stage II of SCDPA 2018 will cover the period July 1, 2018 to October 31, 2018 and a closer look will be taken at the implementation of various digital payment options in the city and their impact on the life of citizens. Stage II submissions are to be made by cities by 8th November, 2018. It is, therefore, requested that the shortlisted cities may participate in Stage II and submit their response to the Stage II Questionnaire within the stipulated time.

Encl.: As above.

(Sanjay Sharma)
Under Secretary to the Govt. of India
Tel:- 23062908/23062742
sanjay.ksharma72@nic.in

Copy to:-

1) Principal Secretaries (UD&MA) of concerned States
2) Director (Finance), MoHUA
3) Smt. Geeta Kathpalia, Scientist 'G', MEITY

Copy also forwarded to:-

i)   Sr. PPS to Secretary (HUA)
ii)   PS to JS & FA
iii)   PS to JS (SC)
iv)   Director (NIUA) to arrange to upload it on SmartNet portal.

K-15016/80/2018-SC-1
Government of India
Ministry of Housing and Urban Affairs

Nirman Bhawan, New Delhi
Dated: 4th October 2018

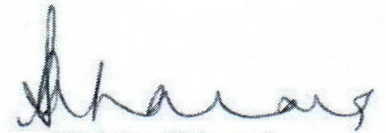To,

The CEOs 72 Smart cities (as per attached list)

Subject:-   Stage II Questionnaire for Smart Cities Digital Payment Awards 2018.

The undersigned is directed to refer to this Ministry's Letter of even number dated 4th October 2018 vide which the names of 72 cities shortlisted during Stage I of the Smart Cities Digital Payment Awards (SCDPA) 2018 were communicated to the cities. These cities are eligible to participate in Stage II of the Challenge.

2.   Stage II of SCDPA 2018 will cover the period July 1, 2018 to October 31, 2018. During Stage II, a closer look will be taken at the implementation of various digital payment options in the city and their impact on the life of citizens. Stage II submissions are to be made by cities by 8th November, 2018.

3.   The questionnaire to be used for assessment of Stage II has been designed keeping in mind the large variations in size, stage of digitisation and institutional set-up across cities. Considering the complexity of the situation and to ensure that the basis of evaluation is fair for all, an opportunity is being given to the cities to give their feedback on the questionnaire. Draft questionnaire for Stage II is accordingly enclosed. Cities are requested to send their comments at **a.mittal34@gov.in** with a copy to **d.abhishek@pwc.com**, latest by October 11, 2018, so that the final questionnaire incorporating their inputs can be circulated by October 15, 2018. A copy of the draft questionnaire is also being uploaded on the SmartNet portal for easy access.

Encl.: As above.

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1173181/2018/US-II()SC-I

List of 72 Cities selection in Stage 1

sno	State	City Name
1	Andaman and Nicobar Island	Port Blair
2	Andhara Pradesh	Amaravati
3	Andhara Pradesh	Vishakhapatnam
4	Andhara Pradesh	Tirupati
5	Andhara Pradesh	Kakinada
6	Arunachal Pradesh	Itanagar
7	Bihar	Patna
8	Bihar	Biharsharif
9	Bihar	Muzaffarpur
10	Chandigarh	Chandigarh
11	Chhattisgarh	Raipur
12	Chhattisgarh	Bilaspur
13	Dadra and Nagar Haveli	Silvassa
14	Daman and Diu	Diu
15	Delhi	NDMC
16	Goa	Panaji
17	Gujarat	Surat
18	Gujarat	Ahmedabad
19	Gujarat	Vadodara
20	Gujarat	Rajkot
21	Gujarat	Gandhinagar
22	Gujarat	Dahod
23	Haryana	Faridabad
24	Haryana	Karnal
25	Himachal Pradesh	Shimla
26	Jharkhand	Ranchi
27	Karnataka	Tumakuru
28	Karnataka	Belagavi
29	Karnataka	Bengaluru
30	Kerala	Kochi
31	Madhya Pradesh	Ujjain
32	Madhya Pradesh	Gwalior
33	Madhya Pradesh	Indore
34	Madhya Pradesh	Jabalpur
35	Madhya Pradesh	Satna
36	Madhya Pradesh	Sagar
37	Madhya Pradesh	Bhopal
38	Maharashtra	Pimpri Chinchwad
39	Maharashtra	Pune
40	Maharashtra	Solapur
41	Maharashtra	Thane
42	Maharashtra	Kalyan Dombivali
43	Maharashtra	Nagpur
44	Maharashtra	Nashik

1173181/2018/US-II()SC-I

45	Odisha	Bhubaneswar
46	Odisha	Rourkela
47	Puducherry	Puducherry
48	Punjab	Ludhiana
49	Rajasthan	Jaipur
50	Rajasthan	Udaipur
51	Rajasthan	Kota
52	Tamil Nadu	Coimbatore
53	Tamil Nadu	Chennai
54	Tamil Nadu	Erode
55	Tamil Nadu	Tiruchirapalli
56	Tamil Nadu	Tiruppur
57	Tamil Nadu	Thoothukudi
58	Tamil Nadu	Salem
59	Tamil Nadu	Tirunelveli
60	Tamil Nadu	Thanjavur
61	Telangana	Karimnagar
62	Telangana	Greater Warangal
63	Tripura	Agartala
64	Uttar Pradesh	Bareilly
65	Uttar Pradesh	Kanpur
66	Uttar Pradesh	Agra
67	Uttar Pradesh	Jhansi
68	Uttar Pradesh	Aligarh
69	Uttar Pradesh	Varanasi
70	Uttar Pradesh	Moradabad
71	Uttar Pradesh	Lucknow
72	West Bengal	New Town Kolkata

Category 1- Best Digital Payments Adopter

#	Enablement: Has the corporation enabled payment Instruments across the channels for Municipal taxes and other municipal services:							Marks	Proof Required
1		Cards (Credit, Debit, prepaid,City Card)	Net Banking	UPI / BHIM	Wallets	BHIM QR	QR codes	10 Marks	(supporting documents for each channel- additional proofs may be furnished, if available) - all documents to be self-certified by Municipal Commissioner
	- City Webpage	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No	1.5 Marks (.25 Marks for each instruments)	- City webpage link - Photographs / screenshots
	- City Mobile App	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No	1.5 Marks (.25 Marks for each instruments)	City Mobile app link, Photographs / screenshots
	- Deployment of PoS / mobile PoS at physical government locations	Total locations enabled /Total no. of government locations						2.5 (max for 100%-proportionately as per %))	Details of POS machines installed at government locations with address v/s total number of touchpoints
	- Onboarding of water billers on BBPS	Yes/No						1.5	Copy of agreements
	- Doorstep delivery of services to citizens	Yes/No	NA	Yes/No	Yes/No	NA	Yes/No	1.5 Marks (.37 Marks for each instruments)	Copy of agreements
	- Enablement of markets-list systemic interventions undertaken by the city such as specific clauses introduced in Agreements etc.	List specific interventions						1.5 Marks	Supporting documents

	Collections : Value and Volume of Collections (Taxes,License Charges, NoC, Service fees etc.) through Online channels (Non-cash/ Non-cheque/DD) across all departments of municipal services : 45 Marks					
2		April 2018 to October 2018			Scoring Mechanism	Proof Required
	Value of Collections (In Crores) : 20 Marks	Total	Digital	Digital %	If City Digital Collection % is 40%, then it will Score= 9 marks (50% of Total Marks allocated i.e.18)	- Bank statements clearly showing cash deposited and digital payment entries / system generated reports
		April 2018 to October 2018			Scoring Mechanism	Proof Required
	Volume of Collections (Digital transactions in Thousands) : 25 Marks	Total	Digital	Digital %	For Ex; City Digital Transaction % is 40%, then it will Score= 10 marks (40% of Total Marks allocated i.e. 25)	- Bank statements clearly showing cash deposited and digital payment entries / system generated reports

	Payments : Value and Volume of Payments (excluding salaries of employees) through Online channels (Non-cash/ Non-cheque/DD) across all departments of Municipal Corporation : 25 Marks					
3		April 2018 to October 2018			Scoring Mechanism	Proof Required
	Value of Payments (In Crores) : 10 Marks	Total	Digital	Digital %	If City Digital Payments % is 40%, then it will Score= 4 marks (40% of Total Marks allocated i.e. 10)	- Bank statements clearly showing cash deposited and digital payment entries / system generated reports
		April 2018 to October 2018			Scoring Mechanism	Proof Required
	Volume of Payments (Digital transactions in Thousands) : 15 marks	Total	Digital	Digital %	If Digital Transaction % is 40%, then it will Score= 6 marks (40% of Total Marks allocated i.e. 15)	- Bank statements clearly showing cash deposited and digital payment entries / system generated reports

		Marks	Proof Required
4	Explain the Strategy adopted by the City Corporation to increase digital payments (Implementation Approach, Communication strategy including use of social media, efforts made for increasing citizen trust and inducing change of behavior towards digital payments, incentivisation strategy, Grievance Support mechanism and Reconciliation system, any other aspects of strategy - in 200 words max.): **10 marks**		-Self certification by Municipal Commissioner
5	Roadmap for the future to achieve 100% digital payments (in 200 words maximum): 10 **marks**		-Self certification by Municipal Commissioner
	Total	**100 Marks**	

Category 2- Best Digital Payments Innovator

Questions in the below section are subjective and needs to be described in detail. Provide supporting data and documents such as screenshots, quantitative data, reports, agreement copies etc wherever possible. Also, please provide supporting documents self-certified by Municipal Commissioner for the below questions.

1	Explain detailed concept of Innovation* adopted by the Corporation to achieve growth in digital payments and explain why it is considered innovative? -in max 300 words	25	
2	Give details of feasibility studies conducted/proof of concept/implementation base of innovation (in max 200 words)	10	-Self certification by Municipal Commissioner
3	Cost-effectiveness of the innovation (cost-benefit analysis) -in max 200 words	15	
2	What has been the impact of the innovation in the digital payment ecosystem and why/how? -in max 300 words (Increase in digital payments transaction value/volume, Reduction in total time taken to process/reconcile the payments, Reduction in Technical issues, Increased trust of users over digital payments over cash, customer feedback, any other impact)- in max 300 words	25	

| 3 | What is the roadmap for scaling up and sustaining the innovation for achieveing 100% digital payments in the city? Give details of problems expected/pre-conditions to be met in scaling up and strategy for their resolution - in max 300 words) | 25 | |

*Innovation here is defined as an original idea of the Municipal Corporation, or a first-time implementation in the city government context or customisation of an idea, method or product etc. to suit local requirements with the objective of enabling the digital payments ecosystem

Category 3-Fastest growing Smart City focusing on digital payments

Questions in the below section needs to be answered with growth in digital payment transactions in the city during the challenge period of July to October, 2018.Provide supporting data and documents such as screenshots, quantitative data, reports, agreement copies etc wherever possible. Also, please provide supporting documents self-certified by Municipal Commissioner for the below questions.

Collections : Value and Volume of revenue collections (Taxes,License Charges, NoC, Service fees etc.) through Online channels (Non-cash/ Non-cheque/DD) across all departments of municipal services : 100 Marks

1		April 2018 to June 2018			July 2018 to October 2018			QoQ Growth(Y-X)	Proof Required
		Total	Digital	Digital % (X)	Total		Digital		
	1A. Value of Collections (In Crores) : 40 Marks							For Every 1% increase in collection , 0.4 marks would be alloted. For Eg : 30% score would earn (30*0.4=12 Marks)	- Bank statements clearly showing cash deposited and digital payment entries / system generated reports - Self certification by Municipal Commissioner
		April 2018 to June 2018			July 2018 to October 2018			QoQ Growth(Y-X)	Proof Required
		Total	Digital	Digital % (X)	Total		Digital		
	1B. Volume of Collections (Digital transactions in Thousands) : 60 Marks							For Every 1% increase in collection , 0.6 marks would be alloted. For Eg : 30% score would earn (30*0.6=18 Marks)	- Bank statements clearly showing cash deposited and digital payment entries / system generated reports - Self certification by Municipal Commissioner

Payments : Value and Volume of Payments through Online channels (Non-cash/ Non-cheque/DD) across all departments of Municipal Corporation : 30 Marks

2		April 2018 to June 2018			July 2018 to October 2018			QoQ Growth(Y-X)	Proof Required
		Total	Digital	Digital % (X)	Total		Digital		
	2A.Value of Payments (In Crores) : 10 Marks							For Every 1% increase in collection , 0.1 marks would be alloted. For Eg : 30% score would earn (30*0.1=3 Marks)	- Bank statements clearly showing cash deposited and digital payment entries / system generated reports - Self certification by Municipal Commissioner
		April 2018 to June 2018			July 2018 to October 2018			QoQ Growth (Y-X)	Proof Required
		Total	Digital	Digital % (X)	Total		Digital		
	2B. Volume of Payments (Digital transactions In Thousands) : 20 Marks							For Every 1% increase in collection , 0.2 marks would be alloted. For Eg : 30% score would earn (30*0.2= 6Marks)	- Bank statements clearly showing cash deposited and digital payment entries / system generated reports - Self certification by Municipal Commissioner

			Proof Required
3	**Provide details of steps taken to increase digital Collection/payments of/by Municipal Corporation (Digital Payments Channels/Instruments onboarding, Stakeholders onboarding, Incentive and Communication drive, Publicity and use of social media for promotion and creation of awareness among citizens to influence change of behavior, grievance-handling and trust-building mechanism (max limit : 300 Words)**	10 Marks	
			-Self certification by Municipal Commissioner
4	**Provide detailed writeup to showcase future roadmap for increasing digital collections and payments through digital channels (max limit : 300 Words)**	10 Marks	Proof Required
			-Self certification by Municipal Commissioner
Total - Category 3			**150 Marks**

Response to the queries received from cities against the draft Questionnaire for Stage II

City	Query raised/feedback	MoHUA Response
Category I : Best Digital Payments Adopter		
Gwalior	Q1: Enablement - City mobile app: In what manner should it be incorporated in a mobile app?	Payment gateway provides multiple options of payments on mobile devices to allow consumer to pay using mobile app.
	Q1: Enablement – Deployment of PoS/mobile PoS at physical locations: What is definition of government locations? It is assumed that only locations catering to citizen service delivery need to be counted here, please confirm.	Inclusion: Government Service Delivery Centres in Government offices (Ward Offices, Municipal Buildings etc.) and third party locations e.g. Citizen facilitation Centres, Common Service Centres. Exclusion : Third party private collection centres
	Q1: Enablement- Third Party App/Sites: It is assumed that this point talks about payment services. But if application is already on-boarded on BBPS thereby also being available on 3rd party mobile apps; and if other applications (even if available) are not hosted by city directly (for e.g. 'e-nagarpalika' in MP). City cannot decide on its own and involve 3rd parties to bring these applications on their platform without State taking an initiative centrally.	The question has been removed.
	Q1: Enablement – On premise/Doorstep delivery of Services to citizens: Please help us understand with an example where doorstep delivery of service is done and payment is made through net-banking?	Net-banking option is not applicable to this question.
METIY	Q1: Procurement and deployment of POS may take time and cost is involved; QR code (static or dynamic) is other option which can be included.	QR code was already given in the questionnaire. Also provided additional marks for enabling BHIM QR.
Gwalior	Q2: Collections: It is assumed that either bank statements OR system generated reports are sufficient, pls confirm.	Aggregated summary statement certified by Municipal Commissioner could be uploaded as proof instead of individual bank statements.
	Q2: Collections: It is assumed that the heading instead of 'Digital transaction' must be 'Collection'	For greater clarity, the headings under Collections have been changed to Value and Volume of Collections by digital means.
Nagar Haveli	Q3: Payments: Cheque and DD should	Cheque and DD are not counted

	not be excluded	as digital payment. It is clearly specified in the questionnaire also.
Gwalior	Q4: Roadmap: Basis for marking	To review and assess the depth of City Digital Payments Strategy, it is critical to formulate the roadmap to introduce digital payments across various services extended by departments under City Corporation. Marks would be given on detailed time-bound plan of Municipal Corporation to introduce and promote digital payments.

Category II: Best Digital Payments Innovator

Pune	Q1: What is the time period under consideration?	There is no time bar for this category of awards; however, the innovativeness shall be judged from the present-day perspective.
Gwalior	Q1: Explain Innovation adopted to achieve growth in digital payments: How will marks be awarded to these and other subjective questions?	The questionnaire has been detailed to bring in greater clarity.
Nagar Haveli	Q.1: Explain Innovation: Both innovation adopted or proposed should carry marks	
	Q1: Impact: This question is very subjective and may be removed altogether	
	Q2: Universalisation of Payments: This question is also subjective and marks will depend on writing skill rather than actual strategy	
MEITY	Q2: Grievance/dispute handling mechanism to enhance the trust of citizens in digital payment ecosystem can be given some weightage (may be in category 2)	

Category III: Fastest Growing Smart City focussing on Digital Payments

Gwalior	Q1: Collections: It is mentioned for challenge period july to oct, but below it requires april to oct, kindly confirm period for which data is required.	To gauge the growth during the challenge period, digital payments % data for the previous quarter is also required. Thus it is required to provide data from April-Jun and July-Oct for evaluation purpose.
Nagar Haveli	Overall the challenge period should be increased. The city which has already increased digitalized payment should not be penalised for being proactive.	This category of awards is targeted at cities which have undertaken special efforts during the July to October 2018 period. If a certain city has been undertaking digital payments for some time, it is a fit contender for the other two categories.

Ahmedabad	Q2: Digital payments Only Vendor Payments or can we include employee salaries	Only Vendor Payments would be considered. Clarified in the questionnaire too.
METIY	Publicity and use of social media for promotion and creation of awareness among citizens to influence change of behaviour	Accepted. Suggested Criteria accommodated under Question 3.
	Enablement of in-house has been captured. However some parameters to enable merchants / markets and parking etc. can be considered.	Enablement of markets has been accommodated under Category I.
General Queries		
Pune	The template has asked for data till October, 2018. However, the October is ongoing month and data is not available so far. How to make the reporting in that case.	The final submissions are required to be made by November 8, 2018. Thus, two week shall be available for uploading the October data.
	Supporting documents like Bank statements are required to be uploaded in the 2nd level. PMC has collections from various banks and channels for which different statements are being provided by banks. The same would have individual entries of transactions and amount. In such case, there is no single file which can be attached as supporting document. Please clarify as to how are we expected to upload the statement.	Aggregated summary statement certified by Municipal Commissioner could be uploaded as proof instead of submitted individual bank statements.

2. In addition to the above, queries have also been raised by Pune regarding the population category in which it shall be considered for the award. The break-up of 72 cities shortlisted for Stage II under various announced population categories is as follows:

Population	Count of Cities
Less than 5 Lakh	31
5-10 L	12
10L-40L	24
> 40 L	5

Considering that there are only 5 cities in the >40 lakh category, Cities having population below 40 lakh have been merged in the category with 10-40 lakh population category. List of cities under these three categories is attached.

List of 31 Cities selected in Category 1

sno	State	City Name
1	West Bengal	New Town Kolkata
2	Goa	Panaji
3	Daman and Diu	Diu
4	Arunachal Pradesh	Itanagar
5	Gujarat	Dahod
6	Dadra and Nagar Haveli	Silvassa
7	Andhara Pradesh	Amaravati
8	Andaman and Nicobar Island	Port Blair
9	Himachal Pradesh	Shimla
10	Gujarat	Gandhinagar
11	Tamil Nadu	Thanjavur
12	Tamil Nadu	Thoothukudi
13	Puducherry	Puducherry
14	Delhi	NDMC
15	Telangana	Karimnagar
16	Madhya Pradesh	Sagar
17	Madhya Pradesh	Satna
18	Haryana	Karnal
19	Andhara Pradesh	Tirupati
20	Bihar	Biharsharif
21	Karnataka	Tumakuru
22	Odisha	Rourkela
23	Andhara Pradesh	Kakinada
24	Chhattisgarh	Bilaspur
25	Bihar	Muzaffarpur
26	Tripura	Agartala
27	Tamil Nadu	Tiruppur
28	Madhya Pradesh	Ujjain
29	Rajasthan	Udaipur
30	Tamil Nadu	Tirunelveli
31	Karnataka	Belagavi

List of 12 Cities selected in Category 2

sno	State	City Name
1	Uttar Pradesh	Jhansi
2	Tamil Nadu	Erode
3	Kerala	Kochi
4	Telangana	Greater Warangal
5	Tamil Nadu	Salem
6	Odisha	Bhubaneswar
7	Tamil Nadu	Tiruchirapalli
8	Uttar Pradesh	Aligarh
9	Uttar Pradesh	Moradabad
10	Uttar Pradesh	Bareilly
11	Maharashtra	Solapur
12	Chandigarh	Chandigarh

List of 29 Cities selected in Category 3

sno	State	City Name
1	Rajasthan	Kota
2	Chhattisgarh	Raipur
3	Tamil Nadu	Coimbatore
4	Madhya Pradesh	Gwalior
5	Madhya Pradesh	Jabalpur
6	Jharkhand	Ranchi
7	Uttar Pradesh	Varanasi
8	Maharashtra	Kalyan Dombivali
9	Gujarat	Rajkot
10	Haryana	Faridabad
11	Maharashtra	Nashik
12	Uttar Pradesh	Agra
13	Punjab	Ludhiana
14	Gujarat	Vadodara
15	Bihar	Patna
16	Maharashtra	Pimpri Chinchwad
17	Andhara Pradesh	Vishakhapatnam
18	Madhya Pradesh	Bhopal
19	Maharashtra	Thane
20	Madhya Pradesh	Indore
21	Maharashtra	Nagpur
22	Uttar Pradesh	Kanpur
23	Uttar Pradesh	Lucknow
24	Rajasthan	Jaipur
25	Gujarat	Surat
26	Tamil Nadu	Chennai
27	Maharashtra	Pune
28	Gujarat	Ahmedabad
29	Karnataka	Bengaluru