



SUCCESS STORY

Unthinkable Helps NeGD To Maximize E-Governance By Unifying 2500+ Government Services On A Single Super App: UMANG

Customer

NeGD (National E-Governance Division)

Country

India

Industry

Government



ABOUT THE CLIENT



UMANG (Unified Mobile Application for New-age Governance) is a marquee programme of NeGD that aims to provide a single platform for all Indian citizens to access e-Gov services ranging from central to state government bodies.

CHALLENGES AND REQUIREMENTS

Citizens in India often had to interact with multiple government touchpoints to complete routine tasks such as accessing driver's licence, checking pension details, or accessing official documents. With each department operating its own portal or requiring in-person visits, the overall experience became time-consuming and inefficient.

Limited digital accessibility posed another major challenge. Many portals were not mobile-friendly, lacked multilingual support, or required high-speed internet, making it difficult for rural populations and less tech-savvy users to access services.

These gaps collectively highlighted the need for a centralized, secure, and user-friendly super app, designed to bring multiple services from central and state departments together and improve the overall service delivery experience.

To achieve this ambitious vision, NeGD needed a technology partner with strong expertise in scalable and secure application development.

Unthinkable Solutions and NeGD outlined a set of requirements, which included:

KEY REQUIREMENTS

1. Taking over all existing application code, documents, and related artifacts.
2. Building an action plan and architecture for integrating application forms and data from 1500+ disparate government services from the central and state governments, and amalgamating them with the existing UMANG application.
3. Scaling the platform to support an increase from 500 to over 2000+ services while maintaining high performance and responsiveness.
4. Redesigning the UI/UX of the application to enhance the user experience and ensure ease of use across diverse user bases, making it compatible with different devices and platforms.
5. Optimizing performance to efficiently manage increased user traffic and data volumes, ensuring the platform operates optimally under heavy load.
6. Complying with government standards and regulations like Digital Personal Data Protection (DPDP) Act, 2023, regarding data handling, privacy, and service delivery.
7. Ensuring ongoing maintenance and monitoring so the platform stays stable, fast, and up to date.

THE SOLUTION

Unthinkable Solutions worked closely with NeGD to modernize, scale, and streamline the UMANG platform. The team began by taking over all existing systems, codebases, and documentation to ensure a smooth transition without disrupting day-to-day operations.

To support UMANG's expansion, Unthinkable designed a clear roadmap and a scalable architecture that could integrate data and forms from more than 2,500+ government services. This architecture made it possible to bring services from central, state, and local bodies onto a single platform in a structured and predictable way.

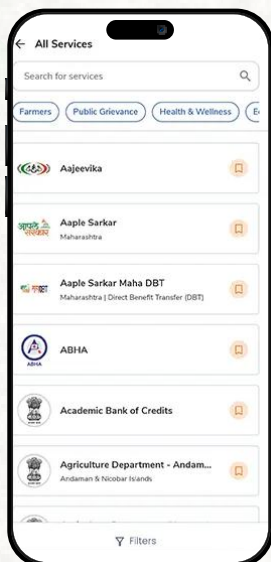
The platform was then upgraded to handle a service increase from 500+ to over 2,000+ services. Optimization was made across the application to improve speed, responsiveness, and load-handling so users could access services without delays, even during peak traffic.

A complete UI/UX redesign was carried out to make UMANG easier to use across different devices and user groups. The new interface offers simple navigation, clear service categories, and a more intuitive flow for completing tasks. The team also implemented a unified login system, allowing citizens to access multiple services with one secure account.

To ensure long-term reliability, Unthinkable introduced continuous monitoring, performance tuning, and regular maintenance practices. All upgrades and integrations were aligned with government standards for security, privacy, and compliance.

Migration To AngularJS For Faster, Modular Development

The team moved the front end from Java to AngularJS. This shift enabled the use of reusable components, reduced development time for new services, and made the interface easier to maintain and scale as the platform grew.

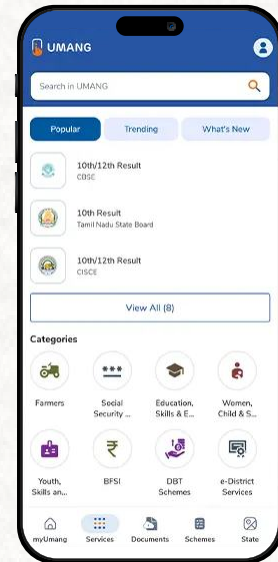


Simplified UI/UX And Optimized Workflows

High-traffic user journeys were redesigned to reduce long and complex flows. Most services now complete within two to three screens instead of five, eliminating redundant steps and duplicate data entry. These improvements increased task completion rates and boosted app ratings across Android and iOS.

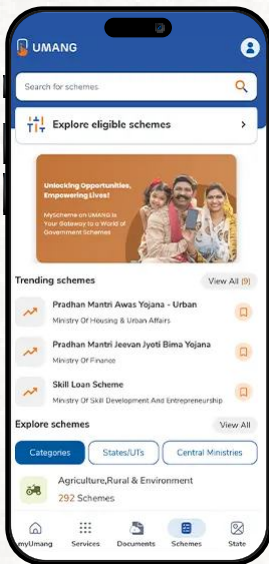
Rapid Service Integration And Scalable Expansion

With a target of onboarding 60+ services each quarter, the team leveraged reusable components and coordinated closely with government departments to integrate up to 100+ services efficiently. The platform demonstrated strong scalability, handling peak loads such as CBSE result days with over 40,800 users per minute and nearly 2 million daily users without performance issues.



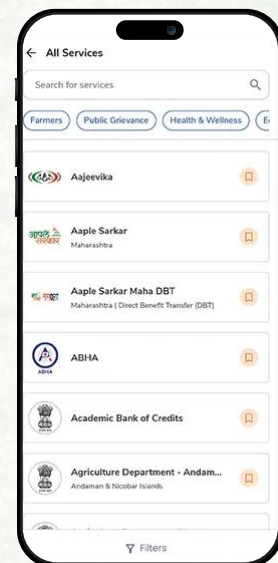
Enhanced Security And Real-Time Monitoring

Continuous security monitoring was implemented to detect vulnerabilities such as injection flaws, cross-site scripting, and misconfigurations. A 24x7 server monitoring setup now tracks frontend errors, network failures, and performance issues, helping maintain a secure and stable platform.



Reliable Support And Ongoing Maintenance

Unthinkable ensures UMANG remains fast, stable, and compatible with new devices through structured maintenance processes. Dedicated test and live environments support safe rollouts, while a responsive help desk handles issues like login failures, OTP errors, and service-related problems quickly, ensuring uninterrupted citizen access.



IMPACT

Since its launch, UMANG has been used by more than **100+ million users**, and supports over **20+ regional languages**.

UMANG has been internationally recognized and earned the prestigious **Best m-Government Service Award at the 6th World Government Summit in Dubai, UAE**, highlighting its excellence in mobile government services.

The **DNPA award** recognized UMANG's achievements in Mobile Governance and Administrative Reform, and Ease of Living category for demonstrating unparalleled excellence respectively.

It now serves as a single mobile gateway for citizens to access **2,500+ digital services from 250+ departments** across sectors such as healthcare, finance, education, housing, energy, agriculture, transport, utilities, and employment.

By modernizing the front end, simplifying user journeys, and standardizing how services are integrated, UMANG has turned a complex, fragmented experience into a single, easy-to-use app. Citizens can now find and complete key services in just a few steps with one secure login, while departments gain a stable, scalable platform that is easier to maintain and faster to extend with new services.

NUMBERS THAT SHOWCASE THE IMPACT

2500+

Services Aggregated

250+

Departments Integrated

100M+

Downloads

**HAVE A SOFTWARE
PRODUCT VISION IN MIND?**

Set up a personalized consultation with our technology expert

Let's Talk 



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