



TRANSFORMATION OF ADMINISTRATION IN GHMC THROUGH DIGITAL INDIA INITIATIVES

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ABSTRACT

The study mainly aimed to present the transformation of administration using Information and Communication Technology in day-to-day GHMC activities which help the citizens ease and paperless. The study determines that sincere participation and performance-driven government are now promoted since citizens actively evaluate services. Cyber security flaws and digital inequalities persist in older urban areas despite progress. Multilingual apps, Wi-Fi hotspots, and awareness campaigns all address these problems. One of the best examples of how Digital India has improved administration's efficiency, equity, and inclusivity is GHMC. By growing IoT, block chain, and predictive warnings, it will become a national standard, ensuring equitable urban growth.

Keywords: GHMC, Revolution, Management, Digital India.

INTRODUCTION

In order to improve the service delivery, encourage transparency, and empower residents, Telangana has quickly adopted digital governance measures. Since its creation in 2014, the Government of Telangana has boarded on a transformative journey employing ICT to bridge the gap between government and residents, expedite administrative processes, and stimulate inclusive growth. The goal of this study is to examine the Government of Telangana's digital governance activities, emphasizing important tactics, projects, and their effects on citizen involvement, public service delivery, and governance. From e-governance platforms to innovative digital solutions, Telangana has made significant strides in leveraging technology to create an administration that is more efficient and responsive.

REVIEW OF LITERATURE

Venkatesh (2025)¹ analyzes how Telangana leverages digital technologies to enhance public services, boost transparency, and foster citizen engagement. The "Digital Telangana" program aims to empower residents in the digital sphere and make digital services accessible to all. Important initiatives like the Dharani portal, which digitizes property records, and the T-App Folio, which offers government information, have

significantly improved accessibility and efficiency. To ensure long-term success, though, problems like digital literacy and last-mile connection must be resolved.

Praveen, Shushma and Rahul (2024)² explored the role of digital transformation in Indian governance, analysing the evolution of E-governance, its impact on efficiency, and key initiatives like Aadhaar, Digital India, and BharatNet. The research highlights how E-governance facilitates transparency, efficiency, and inclusivity while addressing challenges like digital literacy and linguistic diversity. By examining India's digital transformation journey, this study contributes to understanding the potential of E-governance in fostering effective governance and equitable development.

Khari and Agawane (2024) talked about how important parties, including government organizations, legislators, and tech developers, might use digital innovation to advance administrative changes and enhance governance results.

Kamalakar and Kamala (2024)³ assessed the government's efforts, which include more citizen participation, increased openness, and improved service delivery. The article offers insightful information about Telangana's digital governance environment and highlights the state's initiatives to use technology to create an administration that is more effective, responsive, and focused on its citizens. According to the study's findings, Telangana's digital governance initiatives mark a substantial advancement in the use of technology for effective governance, openness, and citizen participation. The state has shown via a number of projects that it is committed to using digital solutions to solve governance issues and improve citizen service delivery.

Sushil Prakash and Ilaventhana Gunalan (2019)⁴ first demonstrated through technical research that the government must create an appropriate framework for the implementation and assessment of its digital transformation programs. The organized, goal-based, data-centric framework for program management of the States of India's e-governance project portfolio is then presented. In order to show that a structured framework can efficiently monitor, assess, and expedite the nation's digital transformation process, the article concludes by validating this successfully implemented framework.

With particular reference to GHMC in Telangana State, Sunil, Chitta, and Soni (2019)⁵ investigated and evaluated the usage of ICTs in governance. The article focuses on the Greater Hyderabad Municipal Corporation's (GHMC) recent endeavor to use and integrate ICTs in its services in Hyderabad, the capital city of the newly established State Telangana. The case study approach is used since the GHMC's ICT project offers a wide range of services that are constantly evolving. This article examines the function of ICTs at GHMC, which was awarded the Swachhta Award in 2018.

G.H.M.C. ADMINISTRATION SYSTEM

The former Municipal Corporation of Hyderabad (MCH) and twelve neighboring municipalities were merged to become the Greater Hyderabad Municipal Corporation (GHMC) in April 2007, encompassing an area of 650 square kilometers. Under the GHMC Act of 1955, it functions as Hyderabad's principal civic management authority.

Background & Formation: The GHMC merged 100 wards of the former MCH with 12 neighboring municipalities in order to oversee the growing metropolitan area. Hyderabad, Ranga Reddy, Medchal–Malkajgiri, and Sangareddy are its four districts of operation.

Organizational Structure: The corporation is led by a Mayor, who is chosen by corporators, and a Commissioner, who is an IAS official. The administration is divided into 18–30 circles and 5–6 zones (latest reorganizations described in sources indicate further, more granular subdivision). An elected corporator represents each of the 150 municipal wards that make up the city. Health and sanitation, solid waste management, municipal planning, upkeep of parks, lakes, and public areas, and granting trade permits are among the key duties.

Disaster Management: To address urban threats, the GHMC has created a specific Disaster Management Plan (via the Directorate of EV&DM), which includes designated areas for fire and flood response.

Recent Initiatives: GHMC has put the Estate Management System (EMS) into place for asset management and digital lease payments.

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Imagine a period when reporting a pothole required pursuing officials, or when obtaining a birth certificate meant standing in line for hours. The situation at Greater Hyderabad Municipal Corporation (GHMC) is now different. GHMC's administration has undergone a revolution thanks to Digital India, which has transformed paperwork into pixels and citizens into powerful partners.

Digital Foundation: GHMC's technological transformation was made possible by Digital India. BharatNet provided GHMC offices and field teams with high-speed broadband. Launched as a one-stop shop for services like property tax payments, construction permissions, trade licenses, and complaints, the MyGHMC app became the lifeblood.

Citizens may upload documents from home, track status in real time, and pay using UPI—there are no longer any middlemen or bribes. 80% of complaints are resolved via GHMC's online grievance system in less than 48 hours, reducing resolution times from weeks to days. This is in line with the goal of Digital India, which is to provide government whenever and wherever it is needed.

Important Changes in Services: The way property taxes are collected has changed significantly. Every building has a QR-coded profile created by GHMC's GIS-enabled digital registry, enabling immediate verification. In order to reduce errors and evasion, field officers use mobile apps to scan codes for surveys; after digitization, tax collection increased by 25%.

Waste management turned smart: MyGHMC e-waste pickup reservations guarantee doorstep pickup. Requests for mosquito fogging initiate geotagged activities, and residents can see real-time updates. Trade licenses and birth/death certificates are now issued online with MeeSeva integration, reducing processing times from 15 days to less than 72 hours.

Intelligent Instruments for Urban Effectiveness: Under Digital India, GHMC adopted AI. Collaborations such as the Google Cloud pilot GenAI for waste efficiency, traffic modeling, and satellite imagery-based lake encroachment monitoring. By tracking assets like cars and machinery in real time, smart inventory systems reduce theft.

Accountability is ensured via AI-driven cleanliness challans and facial recognition attendance. GHMC's digital war rooms used dashboards to monitor cases during COVID-19, allowing for prompt lockdowns and relief distribution—saving lives through data. Apps are used by the "Clean Hyderabad" effort to dump reports, while WhatsApp bots enable immediate response.

Empowering Employees and Citizens : Digital literacy via PMGDISHA trained 5 lakh+ Hyderabadis, mainly women and youth, to utilize GHMC apps confidently. For those without smartphones, Common Service Centers (CSCs) serve as a bridge.

Employee productivity increased : e-Office's paperless approvals decreased file movement by 70%. Crores were saved through transparent procurement using the GeM platform. These days, citizens use apps to assess services, which contributes to performance metrics—true empowerment.

Obstacles and the Path Ahead: However, challenges still exist, such as the digital gap in older cities and the need to improve cybersecurity. GHMC counters with free Wi-Fi hotspots, cyber awareness campaigns, and multilingual apps in Telugu, Urdu, and English. Future ideas include blockchain for property records, predictive floods alarms, and full IoT for smart bins, making GHMC a model for Digital India.

CONCLUSION

In order to provide seamless connectivity, GHMC made use of Digital India's infrastructure, such as BharatNet, which allowed the MyGHMC app to centralize services including tax payments, licenses, and complaints. This change reduced grievance resolution to less than 48 hours in 80% of cases, eliminated middlemen, and increased property tax collection by 25% with GIS-QR systems. Urban efficiency and accountability were further improved by intelligent tools like COVID dashboards, waste management, and AI-driven inventory. PMGDISHA training and CSCs gave over 5,00,000 Hyderabad residents — particularly women and young people—confidence, e-Office cut paperwork by 70%, and GeM guaranteed transparent procurement. Now that citizens actively review services, genuine engagement and performance-driven governance are encouraged. Despite advancements, cyber security gaps and digital disparities in older urban areas still exist. These issues are addressed by awareness campaigns, Wi-Fi hotspots, and multilingual apps. GHMC is a prime example of how Digital India has made administration more efficient, equitable, and inclusive. It will become a national standard by scaling IoT, blockchain, and predictive warnings, guaranteeing fair urban growth for all Hyderabadis.

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