
AGENCY AND ENGAGEMENT

Urban Local Body / Municipality

WHAT THIS INSTITUTION IS

The Urban Local Body (ULB) is the municipal government for towns and cities. Depending on population, it may be a Nagar Panchayat (small town), Nagar Palika / Municipality (medium town), or Nagar Nigam / Municipal Corporation (large city). It provides civic services – water, sanitation, roads, street lights – and administers trade licences, vendor permits, and urban livelihood schemes like D-JAY(S). If you live in a town, the ULB is where civic complaints, business permits, and urban welfare programmes are handled.

WHY THIS MATTERS TO YOU

If you want a trade licence to start a business, need a vendor certificate, want to access PM SVANidhi loans, or need to register a civic complaint about water, sanitation, or roads, this is the office that handles it.



GOVERNANCE

LAW / POLICY	SCOPE
74th Constitutional Amendment	Establishes Urban Local Bodies and their functions
Municipal Corporation / Municipal Acts (state-specific)	State-specific rules for ULB governance
Model Municipal Law, 2003	Model bill issued by MoUD (now MoHUA) for States to align their Municipal Acts with the 74th Amendment
URDPFI Guidelines, 2014	MoHUA technical planning norms (Urban and Regional Development Plan Formulation and Implementation) for ULBs to prepare Master Plans / Development Plans
Street Vendors Act, 2014	Protects vendor livelihoods; mandates vending zones and identity cards
D-JAY(S) Guidelines (MoHUA)	Urban livelihood support through municipal bodies
AMRUT / AMRUT 2.0 Guidelines	Urban water and sewerage infrastructure

- **Centre:** Ministry of Housing and Urban Affairs (MoHUA) – scheme guidelines and funding. MoHUA's National Urban Digital Mission (launched February 2021 with MeitY) provides the central digital framework for ULB e-governance, with MoUs signed with most States/UTs for NUDM/UPYOG adoption; UPYOG (Urban Platform for deliverY of Online Governance) is the open-source platform many states are migrating to for trade licences, property tax, water/sewerage connections, building-plan approvals, and grievance redressal.
- **State:** State Urban Development Department
- **City/Town:** ULB headed by elected Mayor/Chairperson; executive power with Municipal Commissioner (corporations) or Executive Officer (smaller municipalities)
- **Ward:** Elected ward councillors represent individual wards
- **Funding:** Own revenue (property tax, fees) + state grants + 16th Finance Commission grants (2026-31: ULB grants of Rs 3.56 lakh crore, split 80% basic / 20% performance, plus Special Infrastructure Grants and Urbanisation Premium Grants for peri-urban integration) + central scheme funds

KEY POSITIONS

POSITION	RESPONSIBILITY
Executive Officer / Municipal Commissioner	Administrative head – day-to-day operations
Ward Councillor	Elected representative for ward – most accessible politician for local issues
City Mission Manager / NULM cell	Legacy DAY-NULM mission concluded reporting at 30 September 2024. Successor scheme – Deendayal Jan Aajeevika Yojana (D-JAY(S)) on Urban Poverty Alleviation – is in pilot in 25 cities (October 2024 onwards) with nationwide extension proposed. Where active, this cell handles SHGs, skills training, street vendor schemes, and shelter for the urban homeless
Trade Licence / Revenue section	Business permits and property tax
Town Vending Committee (TVC)	Decides vending zones and issues vendor identity cards under the Street Vendors Act



MANDATED SERVICES

- Provide civic services: water supply, sewerage, solid waste management, street lighting, roads, drainage
- Issue trade licences for businesses and vendor certificates under the Street Vendors Act
- Administer PM SVANidhi: working capital loans for street vendors (up to Rs 50,000); ULBs (or the TVC where applicable) issue the Certificate of Vending / ID Card / Letter of Recommendation within 15 days of application; constitute the ULB-level Monitoring Committee chaired by the Commissioner / EO; engage Resource Persons for vendor handholding
- Implement D-JAY(S): self-employment training, Self-Help Group (SHG) formation, shelters for homeless, skills training
- Process building permissions and town planning applications
- Register births and deaths

LINKED SCHEMES

- **D-JAY(S) (Deendayal Jan Aajeevika Yojana, Shehari)** – urban livelihoods successor to DAY-NULM. Pilot in 25 diverse cities (October 2024 launch; ~Rs 180 crore outlay), focused on six vulnerable occupational groups (construction, domestic, care, transport, waste, gig workers) via SHGs, skills training, financial inclusion, and social-infrastructure support. Nationwide roll-out proposed but not yet operational
- **PM SVANidhi** – working capital loans (Rs 15,000 / Rs 25,000 / Rs 50,000) for street vendors
- **AMRUT / AMRUT 2.0** – urban water and sewerage infrastructure for selected cities
- **Swachh Bharat Mission (Urban)** – sanitation infrastructure and waste management
- **Urban Challenge Fund (UCF)** – MoHUA blended-finance scheme (Rs 1 lakh crore, 2025-26 to 2030-31) for transformative projects in Tier-2 and Tier-3 cities; central assistance acts as catalytic capital alongside market debt and credit guarantees
- **16th Finance Commission Grants (2026-31)** – tied and untied grants conditional on property tax collection and published accounts

HOW TO LOCATE

Portal: pmsvanidhi.mohua.gov.in for vendor loan data; nulm.gov.in for NULM status by city/town; cityfinance.in (MoHUA) for ULB-level audited annual accounts, budgets, financial-performance dashboards, and the FC grant management system covering 4,000+ ULBs

Also: Search "[town name] nagar palika" or "nagar nigam" – the municipal office is usually near the main market or bus stand

KEY FACILITIES

A municipal office should have: a functioning citizen service counter for trade licences and certificates, a NULM cell (where the scheme is active), and accessible information about available services. For PM SVANidhi, the ULB should have a desk or process for vendor identification and loan facilitation.



WHAT A FUNCTIONING ULB LOOKS LIKE

- PM SVANidhi is being implemented – a street vendor can get a loan processed here
- A NULM cell exists with evidence of SHG formation or skills training in the current year
- A young person can get a trade licence without multiple visits
- The Town Vending Committee has been constituted and street vendors are aware of their rights
- Citizen services (birth certificate, trade licence) are available online or through a clear single-window process
- Civic complaints can be raised through a helpline, app, or in-person counter

GRIEVANCE REDRESSAL

During service delivery. The first point of contact is the Municipal Commissioner / Executive Officer / Chief Officer. For ward-level issues, the elected corporator / councillor is a parallel front-line. Ward-sabha meetings are a statutory forum for public grievance.

After service. Escalation is to the State Directorate of Urban Development and the District Collector. For state-specific urban-service guarantees under Right to Public Services Acts, appeals go to the designated appellate officer.

External. Centralised Public Grievance Redress and Monitoring System (CPGRAMS) (pgportal.gov.in) handles MoHUA complaints. Swachh Bharat Mission-Urban grievances go to sbmurban.org. AMRUT and Smart City grievances route through the respective national mission dashboards. For property-tax disputes, the state municipal tribunal (where constituted) is the forum. The State Urban Local Body Ombudsman (in states that have created one) is the statutory escalation.
