

ORGANIZATION	National Institute of Urban Affairs (NIUA)
FUNCTIONAL TITLE	Business Analyst
LOCATION	New Delhi

Swachh Bharat Mission-Urban (SBM-U):

Swachh Bharat Mission-Urban (SBM-U) 2.0 aims to achieve:

- Garbage-Free cities through Sustainable Solid Waste Management
- Sustainable Sanitation and treatment of used Water
- Awareness creation and,
- Creation of institutional capacity

Building on the success of the first phase, Swachh Bharat Mission 2.0 aims to expand the efforts on several aspects related to sanitation and public health. In the past seven years of Swachh Bharat Mission, around 63 lakh individual household latrines (IHHLs) and over 6.3 lakh community toilets (CTs) and public toilets (PTs) have been built across India.

In order to sustain the Open Defecation Free (ODF) status and ensure that no slippage occurs, the Ministry of Housing and Urban Affairs (MoHUA) has introduced the ODF+ and ODF++ protocols and Water+ protocols. ODF++ protocol focuses on addressing safe containment, evacuation, transportation and processing of fecal sludge from toilets and ensuring that no untreated sludge is discharged into open drains, water bodies or open fields. Water+ protocol helps ensure that no untreated waste (used) water is discharged into the open environment or water bodies.

About the National Institute of Urban Affairs (NIUA):

Established in 1976, the National Institute of Urban Affairs (NIUA) is a premier institute of the Ministry of Housing and Urban Affairs, Government of India, for research and capacity building for the urban sector in India. NIUA's broad objective is to bridge the gap between research and practice on issues related to urbanization. For more than 40 years now, NIUA has been the vanguard for contributing to and building the urban narrative for a fast-evolving urban India. The Institute has been actively working on bringing forth key areas of concern for urban India in order to build the urban discourse at various urban scales. It has utilized its competencies in research, knowledge management, policy advocacy and capacity building to address urban challenges and

continuously striving to develop sustainable, inclusive and productive urban ecosystems in the country. It has emerged as a thought leader and knowledge hub for urban development in India and is sought after by both Indian and international organizations for collaborations and partnerships in India's urban transformation journey. NIUA is committed towards aligning its efforts towards achieving Sustainable Development Goals (SDGs) through all its initiatives and programmes.

National Urban Digital Mission (NUDM):

In this context, it may be noted that MoHUA has launched the National Urban Digital Mission (NUDM) in February 2021 to digitalize the urban citizen services in the country with the intent of improving transparency, governance, Ease of Living (EoL) and Ease of Doing Business (EoDB). National Institute of Urban Affairs (NIUA) has been nominated as the anchor institution for implementation of NUDM and works closely with all the States / UTs for Mission implementation. The NUDM currently anchored by the Centre for Digital Governance (CDG) Team at NIUA shall become the vehicle for activating the proposed initiative under Swachh Bharat Mission, ensuring necessary convergence of the programs/schemes for achieving positive transformation in delivery of citizen services.

To facilitate the online delivery of urban services in the States / UTs, a shared Digital Public infrastructure in the form of Urban Platform for Delivery of Online Governance - UPYOG has already been developed with ready-to-use 18 reference applications for providing Government to Citizens (G2C), Government to Business (G2B) and Government to Government (G2G) services for improving Ease of Living, Ease of Doing Business and internal efficiencies of ULBs. These 18 reference applications include Property Tax Assessment and Payment, Online Building Plan Approval System, Public Grievance Redressal, Trade License Issuance and Payment, No-Objection Certificate Issuance, Water and Sewerage Connection Management, NMAM-Compliant Municipal Accounting and Finance, Birth and Death Certificates, Miscellaneous Collections and Desludging Service, Pet Registration, Community Hall Booking, Advertisement/Hoardings, Asset Management, E-waste Management, Street Vendors Management.

The development and rollout of the proposed Integrated Service and Information Management Infrastructure for Desludging shall therefore leverage the UPYOG platform, owing to the availability of existing infrastructure.

Responsibilities:

- Requirement Gathering & Analysis:
 - Elicit, document, and validate business, functional, and non-functional requirements.
 - Conduct workshops, stakeholder interviews, and process mapping exercises.
- Process Mapping & Documentation:
 - Analyze current business processes and identify gaps, inefficiencies, or areas for improvement.
 - Develop detailed Business Requirement Documents (BRDs), Functional Requirement Specifications (FRS), and User Stories.
- Stakeholder Management:
 - Collaborate with internal and external stakeholders including business teams, product owners, and technical teams.
 - Facilitate communication between business and IT to ensure alignment on requirements.
- Solution Design Support:
 - Assist in designing solutions that meet business requirements and align with organizational objectives.
 - Participate in creating wireframes, mockups, and workflows to support solution design.
- Testing & Quality Assurance:
 - Develop and review test cases, test scripts, and acceptance criteria.
 - Support User Acceptance Testing (UAT) and validate solutions against business requirements.
- Change Management & Implementation:
 - Support rollout of solutions including training materials, user manuals, and process transition plans.
 - Monitor solution effectiveness post-implementation and gather feedback for continuous improvement.

Skills, Qualifications & Experience:

- Bachelor's degree in Computer Science, Software Engineering, or a related field (or equivalent experience).
- Proven experience of 3-8 Years as a Business Analyst or similar role, with a strong portfolio showcasing past projects.
- Experience in working with Agile, Scrum, or Waterfall methodologies.

- Strong understanding of business processes, workflows, and system integrations.
- Proficiency in documentation tools (MS Office, Google Workspace) and requirement management tools (JIRA, Confluence, Trello, or similar).
- Good knowledge of SQL, data analysis, and ability to work with large datasets.
- Experience in preparing BRD, FRD, Use Cases, User Stories, and Process Flow Diagrams.
- Ability to conduct stakeholder interviews, workshops, and requirements elicitation sessions.
- Familiarity with UML, BPMN, or similar modeling techniques.
- Detail-oriented with strong documentation and presentation skills.
- Ability to adapt quickly to new technologies, business domains, and priorities.
- Team collaboration and cross-functional coordination.

Desired Skills:

- Strong ability to analyze and optimize business processes and workflows.
- Experience working in Agile, Scrum, or Waterfall project management frameworks.
- Proficiency in creating wireframes, mockups, and workflows for solution design.
- Experience in developing test cases, test scripts, and acceptance criteria for quality assurance.
- Ability to support change management activities, including training, user manuals, and process transition.
- Knowledge of data visualisation tools and techniques to present complex data insights.
- Excellent skills in facilitating communication between business and technical teams.
- Familiarity with modelling techniques like UML and BPMN for documenting processes.
- Strong critical thinking and problem-solving skills to identify and address process inefficiencies.
- Ability to ensure solutions are user-centric and aligned with business needs.

Remuneration: Upto INR 1,00,000/- (approx)

Last Date to Apply: 13 November, 2025

Application process: Submit your application through the NIUA Job Portal.

****Note:*** *The final offer may vary based on the candidate's profile and performance during the selection process, subject to approval by the competent authority.*