



प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES
GOVERNMENT OF INDIA



75
Azadi Ka
Amrit Mahotsav



NeSDA - Way Forward

Monthly Report for States/UTs | March 2023

Department of Administrative Reforms
and Public Grievances

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1. About NeSDA

Department of Administrative Reforms & Public Grievances (DARPG) had formulated the National e-Governance Service Delivery Assessment (NeSDA) in 2019 as part of its mandate to boost the e-governance endeavours and drive digital government excellence. The biennial study assesses States, Union Territories (UTs), and focus Central Ministries on the effectiveness of e-governance service delivery. NeSDA helps the respective governments improve their delivery of citizen centric services and shares best practices across the country for all States, UTs and Central Ministries to emulate.

The portals assessed were classified into one of two categories. State / UT / Central Ministry Portal, the designated portal of the respective government that provides a single window access to information and service links, is the first category. These portals were assessed on four parameters, viz., Accessibility, Content Availability, Ease of Use, and Information Security & Privacy. The second category comprises of the State / UT / Central Ministry Services Portals which focus on the digital delivery of services and provide service-related information. The Services Portals were assessed on additional three parameters, viz., End-service Delivery, Integrated Service Delivery, and Status & Request Tracking.

In 2021, the NeSDA framework covered G2C and G2B services across seven sectors, viz., Finance, Labour & Employment, Education, Local Governance & Utility Services, Social Welfare (including Health, Agriculture & Home Security), Environment (including Fire) and Tourism sectors. A total of 56 mandatory services were assessed for every State & UT and 27 services were assessed for Central Ministries.

NeSDA has followed the Good Governance Index 2021 grouping of the States and UTs. North-East and Hill States make up the first group while Union Territories make up the second group. The remaining states of India have been classified into two states as Remaining States – Group A and Remaining States – Group B.

NeSDA 2021 assessed 1400 services across all States and UTs as compared to 872 in 2019 and reported an increase of over 60% e-services. 69% of all possible mandatory e-Services were delivered by States and UTs, up from 48% in NeSDA 2019. 74% respondents of the nationwide citizen survey conducted during the study had stated that they are satisfied with the e-services provided by the States and UTs. The e-services of Finance and Local Governance & Utility Services sectors were the most widely used by citizens. The rising trend of e-services

delivery shifting from single silo departmental portals to integrated / unified portals has resulted in higher citizen satisfaction.

While NeSDA 2021 report provided encouraging findings for the journey of e-services excellence across India, there continues to be room for improvement in digital service delivery. Going forward, the report also delivers recommendations to improve assessment parameters, incorporate learnings from global digital government trends practices and evolve NeSDA framework.

The improvement of the country's e-Governance landscape was summarised into following key takeaways:

1. Increase in number of e-Services delivered across all States and UTs

Significant strides have been taken to deliver increased number of e-services to build an inclusive digital ecosystem. Delivery of mandatory services across the seven sectors focusses on sustained development and improving the quality of life of the citizens.

2. Rise in use of Integrated / Unified Portals for delivery of e-Services

As a step towards Digital India Mission, integrated services delivery platforms have provided multiple benefits including faster rollout of services, consistent interfaces, reduced friction and increased trust, leading to an overall better experience for citizens. It has also improved accessibility for higher uptake.

3. Improvement in scores of all seven assessment parameters of NeSDA framework

Improved scores across all parameters reflects the work done towards adoption of standards for uniformity in governance

2. Rankings of NeSDA 2021

Ranking of State / UT Portals:

Rank	North-East and Hill States	Remaining States – Group A	Remaining States – Group B	Union Territories
1	Nagaland	Kerala	Odisha	Jammu & Kashmir
2	Meghalaya	Tamil Nadu	Uttar Pradesh	Andaman & Nicobar Islands
3	Assam	Punjab	Bihar	Puducherry
4	Sikkim	Karnataka	Jharkhand	Delhi
5	Tripura	Telangana	West Bengal	Chandigarh
6	Himachal Pradesh	Goa	Madhya Pradesh	Ladakh
7	Uttarakhand	Haryana	Chhattisgarh	
8	Mizoram	Andhra Pradesh	Rajasthan	
9	Arunachal Pradesh	Maharashtra		
10	Manipur	Gujarat		

Note: In 2021, the UTs of Lakshadweep and Dadra & Nagar Haveli and Daman & Diu have not provided adequate data for assessment of their UT Portals. and hence they are not considered for analysis.

Ranking of State / UT Services Portals:

Rank	North-East and Hill States	Remaining States – Group A	Remaining States – Group B	Union Territories
1	Meghalaya	Punjab	Rajasthan	Jammu & Kashmir
2	Tripura	Tamil Nadu	Uttar Pradesh	Andaman & Nicobar Islands
3	Assam	Haryana	Madhya Pradesh	Delhi
4	Uttarakhand	Telangana	Odisha	Chandigarh
5	Himachal Pradesh	Gujarat	West Bengal	Puducherry
6	Nagaland	Kerala	Jharkhand	Ladakh
7	Arunachal Pradesh	Karnataka	Bihar	Dadra & Nagar Haveli and Daman & Diu
8	Mizoram	Goa	Chhattisgarh	
9	Manipur	Andhra Pradesh		
10	Sikkim	Maharashtra		

Note: In 2021, the UT of Lakshadweep has not provided adequate data for assessment of their UT Services Portals and hence it is not considered for analysis.

Ranking of Central Ministries:

Rank	Ministry Portal	Ministry Services Portal
1	Home Affairs	Finance – Central Public Procurement Portal (CPPP)
2	Rural Development	Home Affairs - Digital Police
3	Education	Personnel, Public Grievances & Pensions – Bhavishya Portal
4	Environment, Forest & Climate Change	Finance – Central Board of Direct Taxes (CBDT)
5	Personnel, Public Grievances & Pensions	Environment, Forest & Climate Change
6	Commerce & Industry	Finance - Central Board of Indirect Taxes and Customs (CBIC)
7	Labour & Employment	Commerce & Industry - Government e-Marketplace (GeM)
8	Social Justice & Empowerment	Labour & Employment
9	Health & Family Welfare	Education
10	Finance	Health & Family Welfare
11	Agriculture	Rural Development
12		Agriculture

Note: The Ministry of Social Justice & Empowerment has not provided adequate data for assessment of their services portal in 2021.

3. Objective

DARPG monitors the implementation of recommendations given in the NeSDA 2021 report through monthly review meetings and e-governance conferences in which all States/UTs/Central Governments participate. This monthly report institutionalises the nation's endeavours for improved delivery of e-services.

The objective of the monthly progress report is as follows:

A. Saturation of e-services

- Provision of all identified 56 mandatory e-services in all States/UTs
- Increase in delivery of total number of e-services provided
- Identification of all G2B and G2C services provided

B. Promote faceless and suo-moto entitlement-based delivery of services

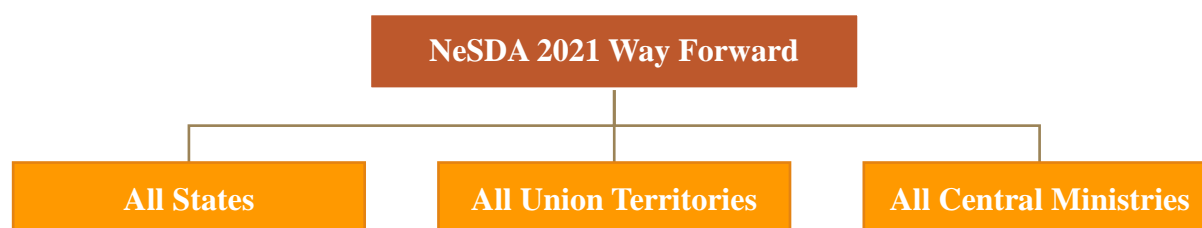
Monitor improvement in the number of services provided facelessly, i.e., without any physical visits, paperwork and human intervention. Provision of e-services to the citizens as per their entitlement, based on their socio-economic status

C. Identification of bottlenecks in the implementation of recommendations process

Recognize the existing knowledge gaps and bring government and citizens closer through next generation administrative reforms

D. Dissemination of best practices

Learn from best practices to inspire and upgrade the existing e-service delivery mechanisms in place. Also, motivate to boost performance, productivity and leverage technology



4. Key Highlights

General

- Hon'ble CM Shri Eknath Shinde inaugurated the two-day Regional Conference on e-Governance in Mumbai on 23rd – 24th January, 2023. The conference focused on digital transformation of institutions and digital empowerment of citizens. 500 delegates from 20 States/ UT's participated in the conference (*schedule of the workshop is attached in annexure*)
- Hon'ble MOS Dr. Jitendra Singh inaugurated the two-day Regional Conference on Good Governance in Bhopal on 6th – 7th March, 2023. He emphasized on technology-driven e-Governance for reaching last mile. Officials from 20 States/UTs and 33 speakers participated in the conference. Two out of nine plenary sessions, namely Digital Secretariats – Way Forward and e-Service Delivery were chaired by Joint Secretary, DARPG and DG, NCGG, respectively. States of Karnataka (Seva Sindhu), Telangana (T App Folio) and Rajasthan (e-Mitra) shared their e-service delivery best practices in the conference (*schedule of the workshop is attached in annexure*)
- Review meetings regarding roadmap for timely implementation of NeSDA 2021 recommendations with all Principal Secretaries (AR)/ Secretaries (AR) on 7th December, 2022 and 9th January, 2023. States of Kerala, Nagaland, J&K, Meghalaya, Tamil Nadu, Haryana, Rajasthan, Karnataka, Bihar, Uttar Pradesh, Telangana, Goa, and Odisha shared their insights on expansion of e-services and shift from single silo departmental portals to integrated portals/unified portals
- NeSDA 2021 – Implementation Status Dashboard was introduced and its credentials were shared with all States/UTs for regular monitoring by DARPG. All States/UTs are required to update/upload their data by 25th of every month

e-Services

- Departments across States/UTs provide **15,601 services**
- 12,561 out of 15,601 services are provided online, i.e., **12,561 e-services** are provided across States/UTs
- **80.5% of the services are digitized** across States/UTs

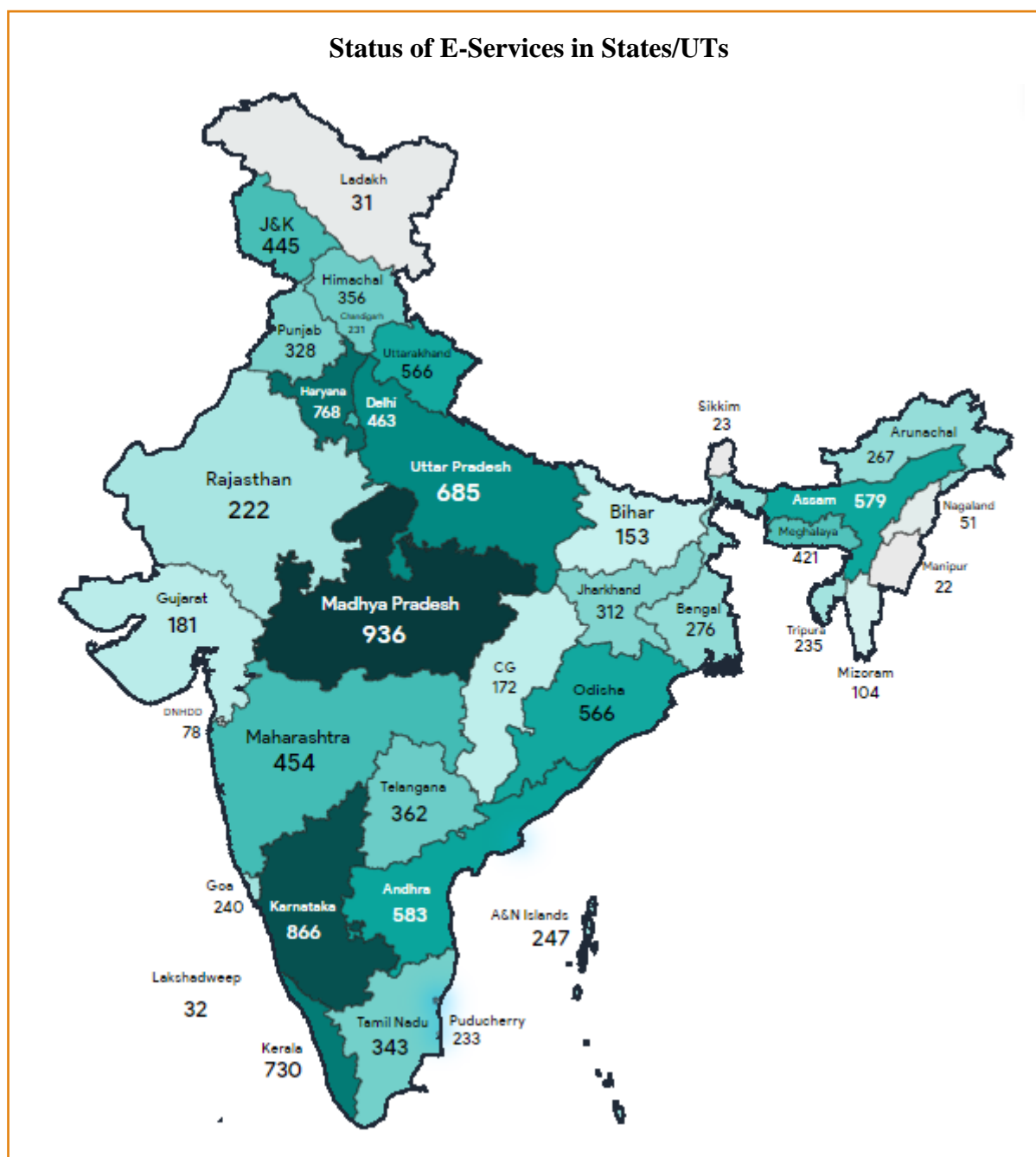
- **1,400 out of 2,016 mandatory e-services** (56*36 States/UTs) are available, making saturation at **69.4%**

Note: The aforementioned count of services are cumulative and tentative in nature, and are provided by States/UTs as of 25/03/2023. Count of mandatory e-services is taken as per NeSDA 2021.

Best Practices

- Government of Karnataka has initiated **Seva Sindhu** which provides G2C services from multiple departments and their related information on a single integrated platform
- Government of Karnataka has developed **Grama One** as a single-point assistance centre for **citizen-centric activities at village level** with the feature to **track the Application status** and estimated delivery time
- Government of Karnataka's flagship programme **Jan Sevaka** provides doorstep delivery of services through their website, helpline number and **MobileOne Application**
- **eUNNAT** Portal of Jammu and Kashmir has incorporated **National Single Sign-On (NSSO)** called **Meri Pehchan** and is integrated with Rapid Assessment System (RAS)
- Government of Rajasthan has setup an e-governance platform, **e-Mitra** which is **accessible** to people visual/ audio/motor disabilities and provides **data privacy**
- Government of Uttar Pradesh has built a dedicated single window system, **Nivesh Mitra** to **facilitate ease of doing business** in the state
- Indore Municipal Corporation has launched **Indore-311 mobile application** which exhibits **location agnostic user interface**
- The **Kerala Geoportal** initiative under Kerala state IT Mission is worldwide accepted OGC-compliant web gateway to access geospatial data and imagery with facility of geo-processing

5. Review of Status of Implementation in States/UTs



Total Services
15,601



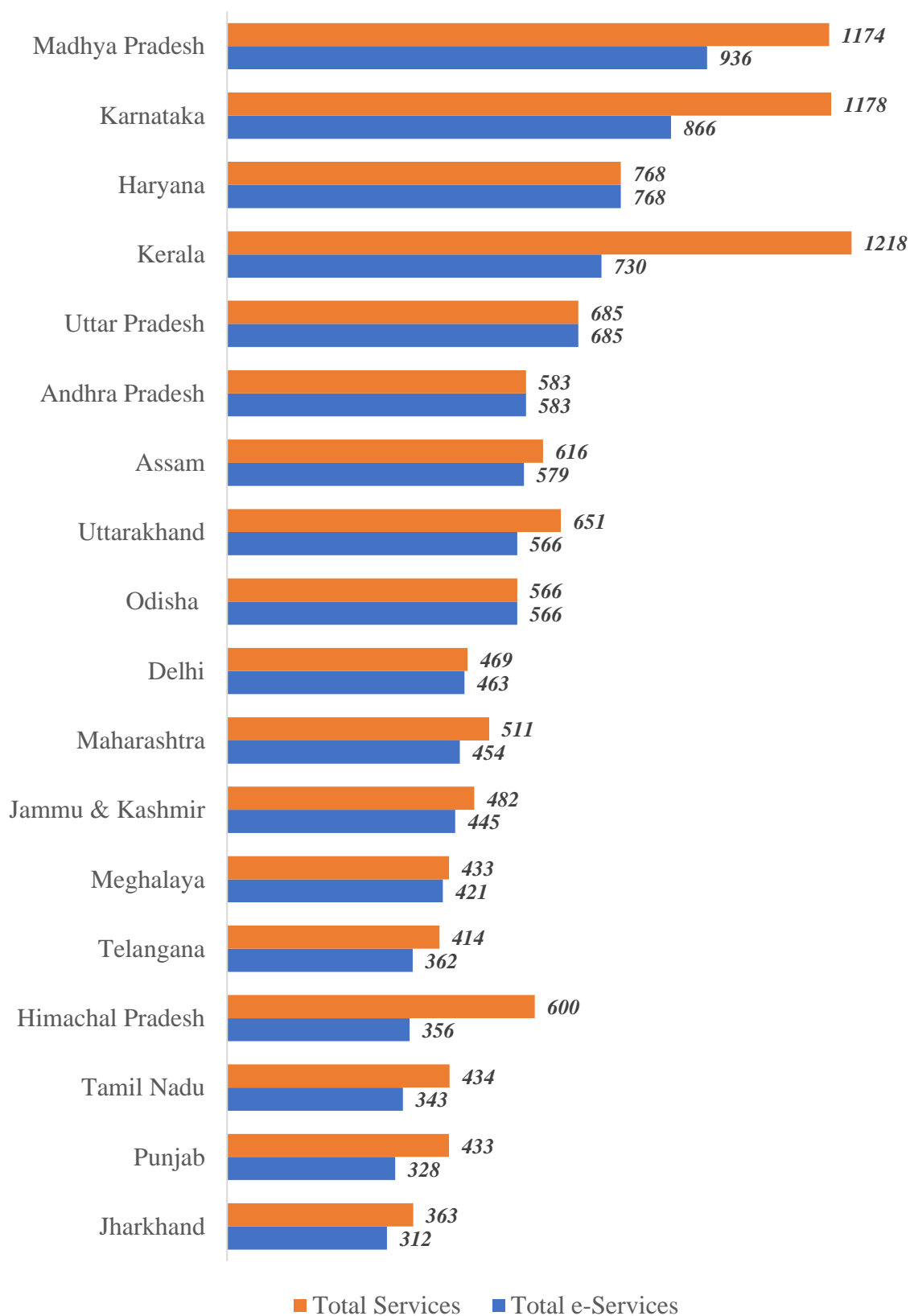
Total E-Services
12,561



Mandatory E-Services
1400

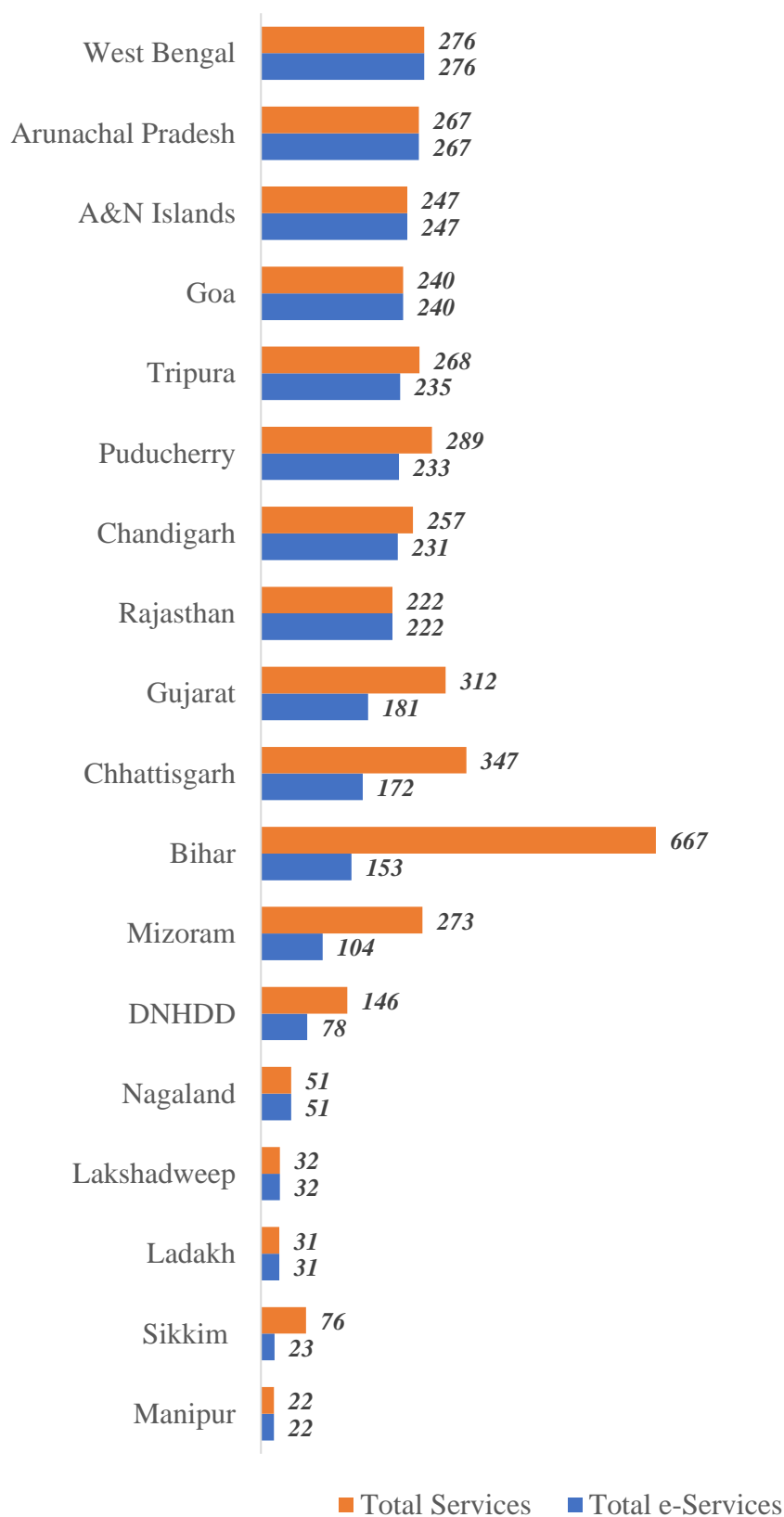
Note: The aforementioned count of services are cumulative and tentative in nature, and are provided by States/UTs as of 25/03/2023. Count of mandatory e-services is taken as per NeSDA 2021.

Status of E-Services in States/UTs



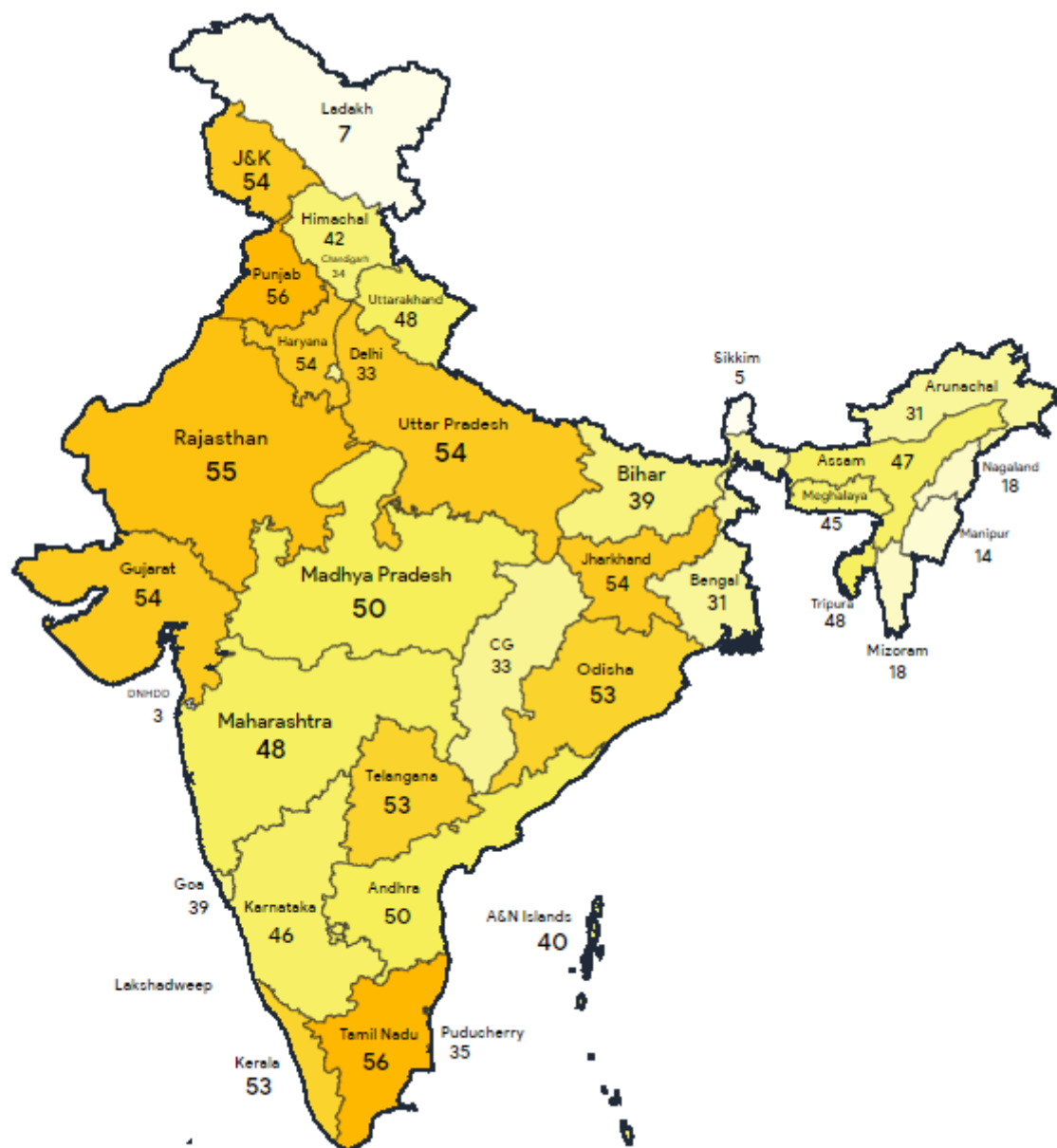
Note: The aforementioned count of services are cumulative and tentative in nature, and are provided by States/UTs as of 25/03/2023. Count of mandatory e-services is taken as per NeSDA 2021.

Total Services and E-Services

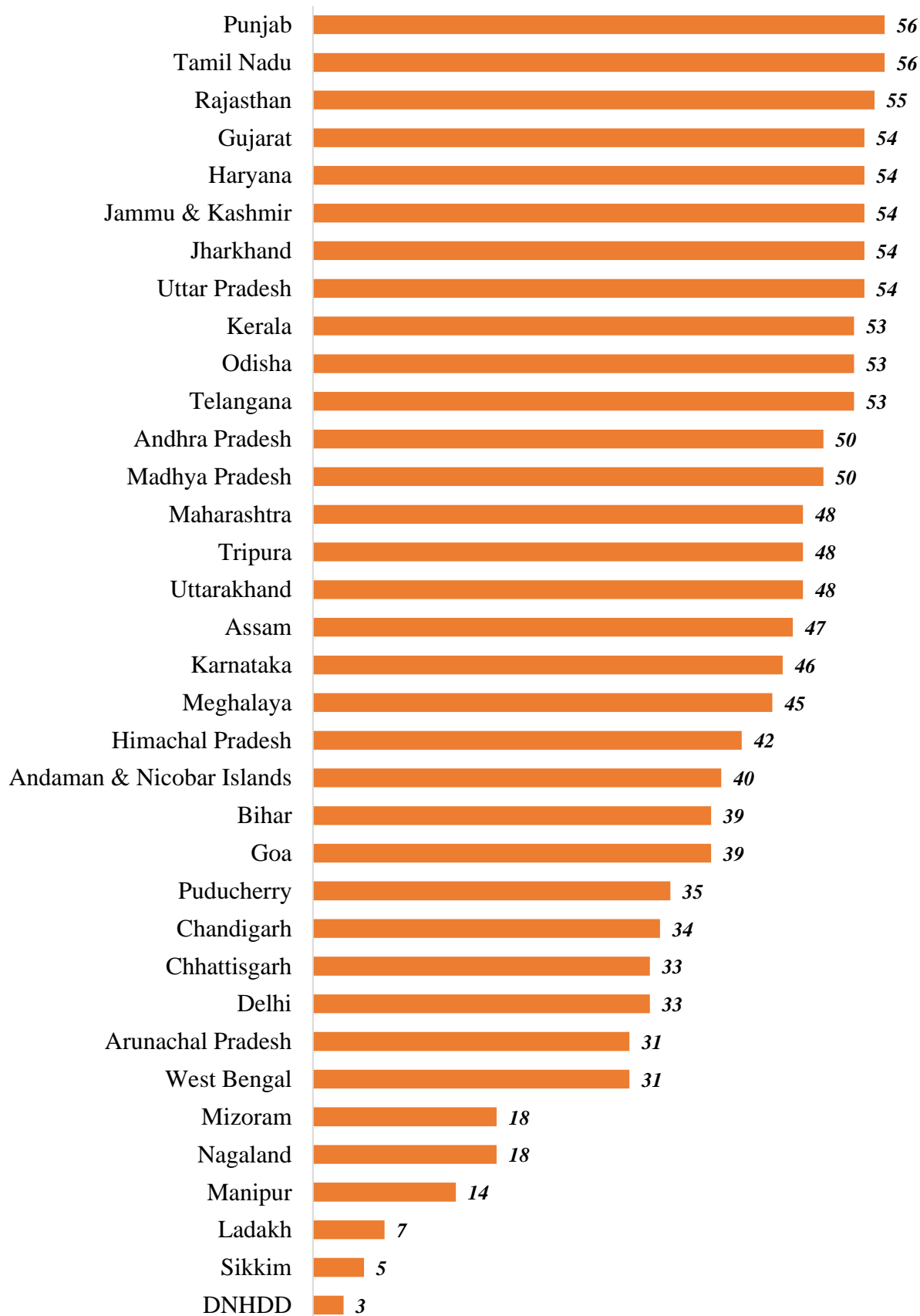


Note: The aforementioned count of services are cumulative and tentative in nature, and are provided by States/UTs as of 25/03/2023. Count of mandatory e-services is taken as per NeSDA 2021

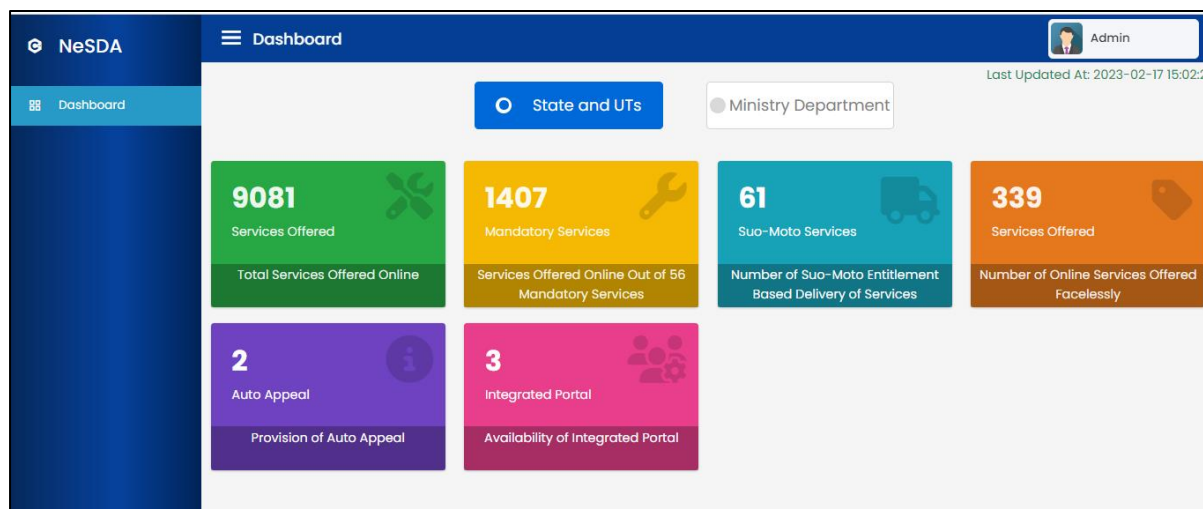
Provision of 56 Mandatory e-Services, as per NeSDA 2021 Report



56 Mandatory E-Services



6. NeSDA Way Forward – Implementation Status Dashboard



<https://goicharters.nic.in/nesda/public/>

DARPG has developed NeSDA 2021 – Implementation Status Dashboard to monitor the monthly progress of States/UTs/Central Ministries towards e-service delivery. All States/UTs/Central Ministries are requested to update the following details by 25th of every month:

- SPOC Details
- Service Portal Details
- Best Practices

The dashboard will help to extract focussed State/UT/ Ministry wise, month wise, sector wise, Department wise reports that would assist DARPG to monitor monthly progress. By analysis and interpretation of the uploaded data on NeSDA 2021 – Implementation Status Dashboard, the following deliverables will be provided:



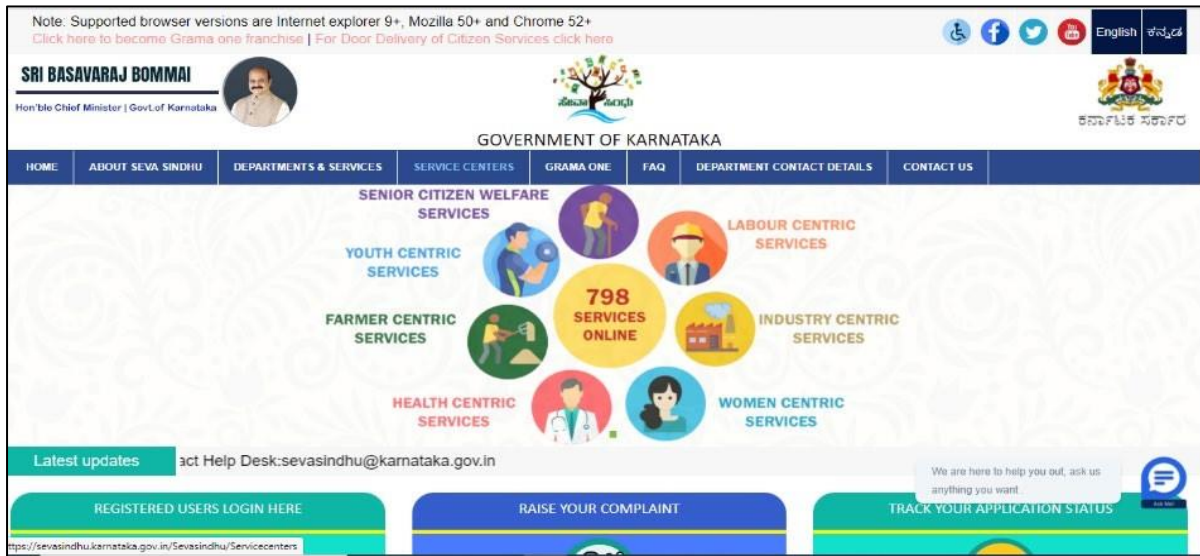
7. Best Practices

A trend has been observed towards integration of portals for citizen service delivery as integrated portals for service delivery have been developed by several States and UTs. These provide users a unified access point for a variety of services and tie into the best practices that NeSDA encourages. By seamlessly integrating services across departments or jurisdictions, they provide better governance and service availability. These also help ensure that all citizen entitlements are portable and available on the cloud. Many of these portals have also digitally transformed services to enhance ease of doing business at the State / UT level and integrated a variety of technologies, both established and emerging, for decision support and development activities.

Integrated and seamless delivery of services is a core tenet of the NeSDA framework and strengthening such portals will enhance the digital empowerment of citizens. Some of the portals that are highlighted in this section for best practices in integrated service delivery include the following –

S.No.	Theme	State/UT	Initiative Name
1	Integrated service delivery platform	Karnataka	Seva Sindhu
2	Integrated service delivery platform	Karnataka	Grama One
3	Integrated service delivery platform	Karnataka	Jana Sevaka
4	Integrated service delivery platform	Goa	Goa Online
5	Integrated service delivery platform	Jammu and Kashmir	eUNNAT
6	Integrated service delivery platform	Rajasthan	e-mitra
7	Integrated service delivery platform	Uttar Pradesh	Nivesh Mitra
8	Mobile application	Madhya Pradesh	Indore 311
9	Digital infrastructure	Kerala	Kerala Geoportal

7.1. Seva Sindhu



<https://sevasindhu.karnataka.gov.in>

Seva Sindhu is an initiative of Govt of Karnataka to deliver the Government services at the doorsteps of the citizens. Seva Sindhu Integrates various service delivery channels of Govt of Karnataka, citizen service centres such as Grama One, Janasevaka, Karnataka One, Bangalore One, CSC and aims to bring to all departmental services on one platform. The objective is to provide Government services in a cashless, faceless and paperless manner. It is step towards provision of accessible, cost-effective, accountable and transparent government services to citizens. It aims to bring all departmental services on one platform. There are 89 Department services available through this portal.

Leverages emerging technologies like artificial intelligence and block chain

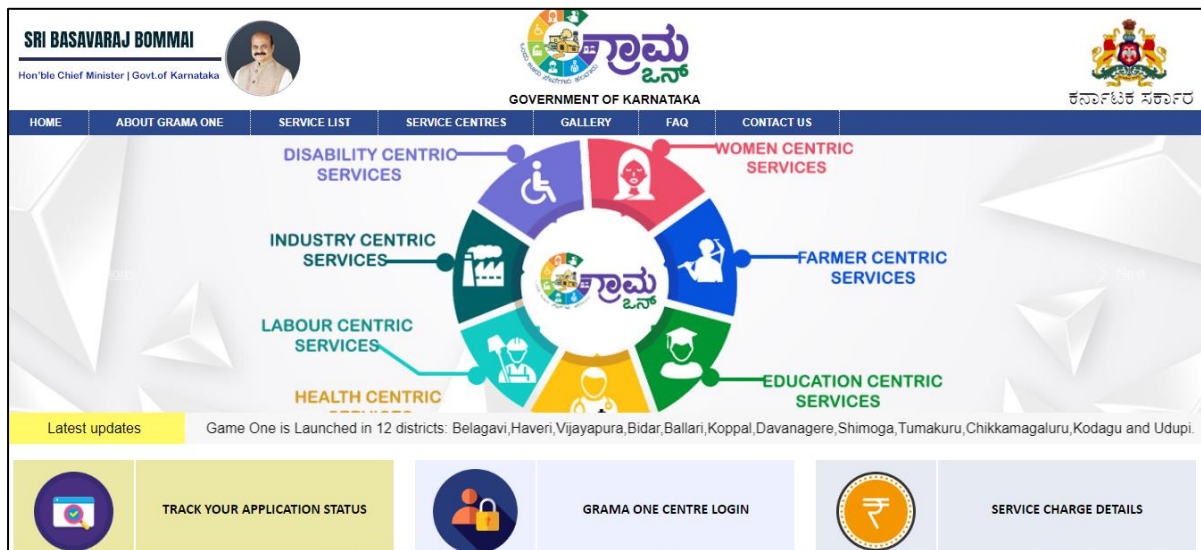
State have an E-Participation policy

Updated SDG official contact details

Link of these policy / regulation / guidelines available on the State Portal

Chatbot service available on the portal to assist the users

7.2. Grama One



<https://gramaone.karnataka.gov.in/>

Grama One is the flagship program of the government of Karnataka aimed at delivering citizen services of all the departments to the rural citizens at their own village. Grama One is envisaged to be single point assistance centre for all citizen centric activities at village level which include G2C services, Banking services, RTI queries etc. There are around 850+ services being offered to citizens via 7000+ Grama one centres. The portal provides the citizens with list of available services, eligibility criteria, application fee, supporting documents, estimated delivery time, Grama one franchise name and contact no. of all the Grama One centres in the state

**Number of
Visitors**

5,58,479

**Number of
clicks made**

59,010

**Number of Services
Provided**

850+

**User
Engagement**

5,06,347

Citizen Feedback and FAQs

Application status tracking

Links to important govt websites and social media handles

Supports Multilingual-English and Kannada

7.3. Jan Sevaka



https://janasevaka.karnataka.gov.in/index_eng.html

Jana Sevaka is a flagship programme of Government of Karnataka for doorstep delivery of citizens services. It is being implemented in all 198 Wards of BBMP Limits in Bangalore. Currently 80 citizen centric services from 9 Departments are being delivered to citizens at their home. Citizens can use helpline number, mobile number or MobileOne App to book a slot. The portal provides the citizens with list of available services, eligibility criteria, application fee, supporting documents and estimated delivery time.

Slot booking

Integration with Google Maps

MIS Reports for admin

Links to important govt websites

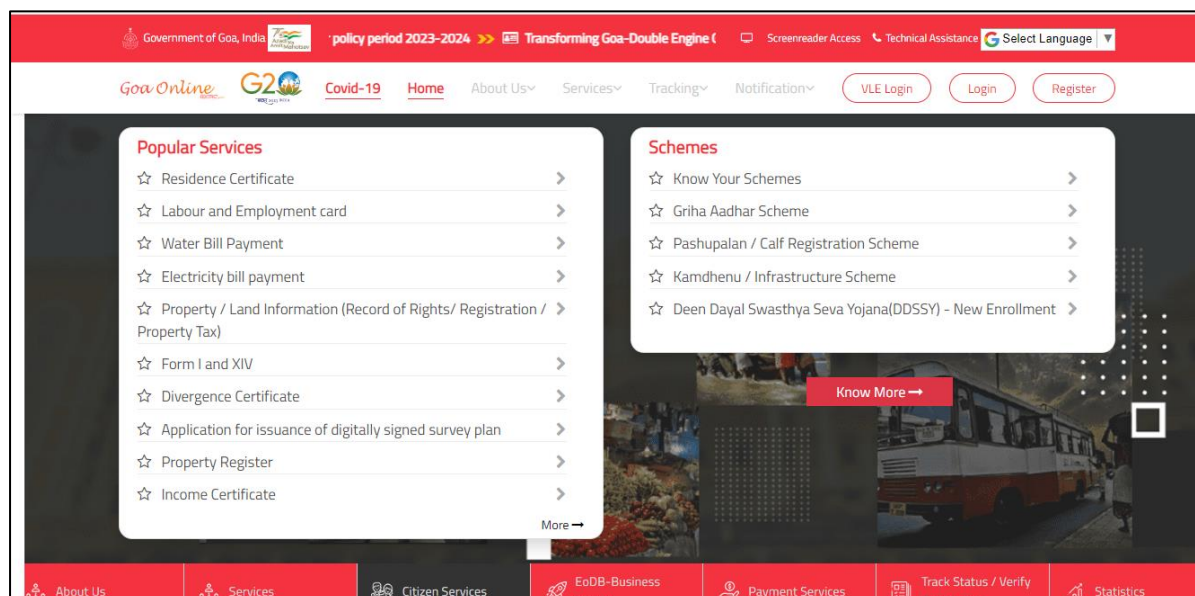
Chatbot & FAQs

Multilingual-English and Kannada

Application status tracking

Links to social media handles

7.4. Goa Online



www.Goaonline.gov.in

E-District Goa is an initiative taken by Government of Goa, which provides easy, anywhere and anytime access to all Government Services of Goa (both information and transactional) through a single window to ensure reliability, efficiency, transparency and accountability.

34 Departments and 219 Services are on e-District

As on date **23 Lakh+ applications** received (includes utility services) wherein **12 Lakh+ certificates** processed and **10 Lakh + utility bill payments** carried online

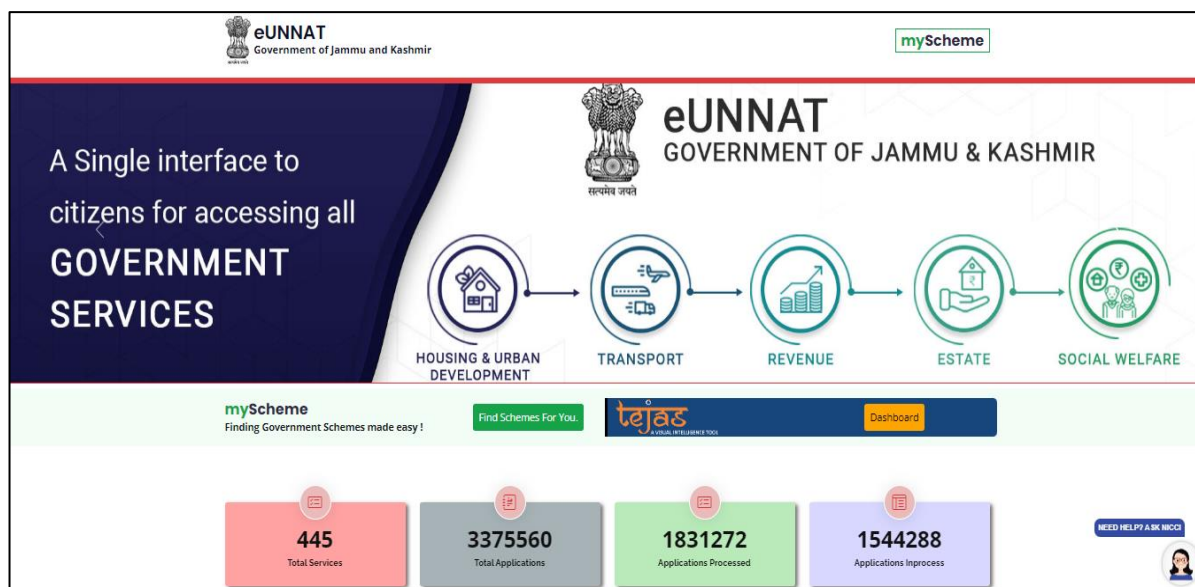
As on date **6.9 Lakh+ users** registered

7 CSCs, 609 registered VLEs with **270 active VLEs** under **CSC-SPV** provide assisted access to online services

89% positive feedback from users through CSC linked with GoaOnline.gov.in

35472 certificates linked to DigiLocker

7.5. eUNNAT- Unified Integrated, Accessible & Transparent



<http://eunnat.jk.gov.in>

eUNNAT is an initiative by Government of Jammu and Kashmir that endeavours to not only make all G2C services available at one platform but also to integrate all the services with e-Payment, e-Mail, SMS, RAS, UMANG, Digi-Locker etc. The portal prominently displays newly added services as well as top visited services and has also enabled digital payments for faceless transaction.

Over 128726 visitors on the portal

Enabled single National Single Sign-On (NSSO) called Meri Pehchan

35 Departments and 445 services on eUNNAT

43 Service Plus services integrated with Jan Paricy (SSO)

301 Services integrated with Rapid Assessment System (RAS)

Integration with 35 services of UMANG and 62 services of Digi Locker

Delivered more than 3375560 application for Digital Documents

eMail, SMS, Payment Gateway Integration with all Service Plus services

Integrated NICCI Chatbot for quick responses

7.6. e-Mitra Portal



<http://emitra.rajasthan.gov.in>

E-Mitra portal of Rajasthan is committed to quick and convenient delivery of citizen services, Government of Rajasthan set up the e-Mitra platform of e-Governance in the year 2004. Currently, over 250 G2C and B2C services are being provided through this platform across all rural & urban areas in 33 districts of the State. The main objective of the portal is to provide a wide range of services of various government & private organizations in a citizen-friendly manner under one roof, so that citizens can overcome the inconvenience faced in moving around various offices. The Portal also helps in generating employment opportunities for people till the grassroot level.

Password recovery & reset facility available for the user

Mobile applications for providing information and availing services of portal

Enable access to portal for people with visual/audio/motor disabilities

Tourist information been prominently linked and visible on the portal

Disclaimer & privacy policy for user data available online

7.7. Nivesh Mitra



<https://niveshmitra.up.nic.in>

Nivesh Mitra is a dedicated Single Window System of Govt. of Uttar Pradesh. It is started to collaborate in the holistic development of industry friendly environment through progressive regulatory processes, efficient system and effective measurable timelines. main objective of the system is to enable 'ease of doing business in Uttar Pradesh' through facilitating the entrepreneurs with the electronic based transparent system for online submission and tracking of applications including online fee payment.

More than 29 Department services available

Enables citizens to report the cyber security incidents

Link of E-Participation portal available

Updated SDG official contact details

Existence of a separate section for help

7.8. Indore-311 Application



<https://www.smartcityindore.org/311-app/>

The application was launched by Indore Municipal Corporation on 2nd October 2016 to communicate directly with their community leaders in government to resolve issues in their neighbourhood. Indore 311 application provides citizens a single platform to access information about various public services – Traffic, iBus, Helpline, Complaints, information of nearby places of interest (Banks, Hospital, Bus Stand, Gym, Petrol pumps, Public Toilet, Post Offices, Police Station, etc.).

Allows Citizen to report Indore city civic issues in real-time

Language agnostic user interface

Location aware state-of-the-art Technology

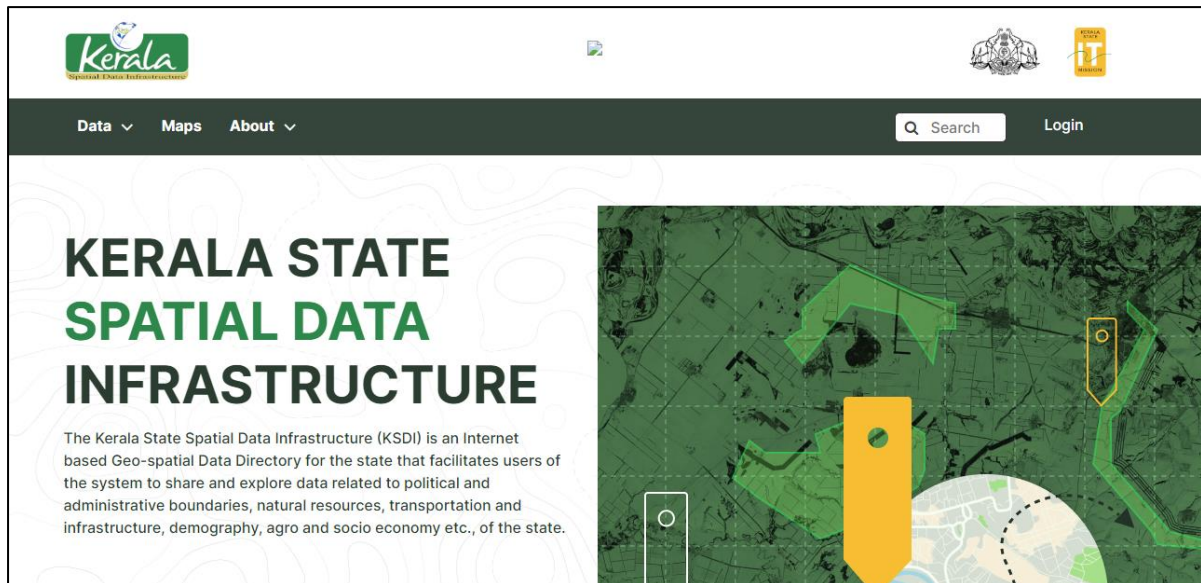
User-friendly public communication system for civic issues

Birth, Death and Marriage Certificate application integrated with mobile app 311

Four easy steps to use



7.9. Kerala Geoportal



<https://opensdi.kerala.gov.in/>

The Kerala Geoportal initiative is led by the Kerala State Spatial Data Infrastructure (KSDI) under the Kerala State IT Mission, that provides access to geospatial data and information. The portal provides a single point of access to the most updated Administrative Boundary, Road Networks, Drainage Networks, Amenities, Natural resources etc. Kerala Geoportal initiatives aim to promote the sharing and use of geospatial data for better decision-making, planning, and management of the state's resources.

Self service facility for approved users allowing them to upload data, access services and download appropriate layers

Encrypted web services to provide access to maps or spatial data layers for stakeholders

Improve document handling of KSDI through integrated document repository Metadata

The comprehensive open geospatial data repository of Govt. of Kerala

Easy access to 250+ layers from 25+ Gov. departments including 80+ seamless layers

Worldwide accepted OGC-compliant web gateway to access geospatial data & imagery with facility of geo-processing like WMS, WMTS, WFS, (and WFS-T)

8. Media Outreach

Ministry of Personnel, Public Grievances & Pensions



Maharashtra CM Shri Eknath Shinde inaugurates two-day Regional Conference on "E-Governance" in Mumbai

The two-day conference being held by the Centre and State Governments is a welcome initiative to update the administrative system and exchange innovative ideas: Maharashtra CM

Good Governance Index of India recognizes Maharashtra's strong performance in several sectors: Secretary, DARPG

Posted On: 23 JAN 2023 7:25PM by PIB Mumbai



Minister of State, Personnel, Public Grievances and Pensions, Dr. Jitendra Singh and Minister, Science & Technology and MSME, MP Govt, Shri Om Prakash Saklecha to inaugurate the 2-day Regional Conference on “Good Governance Practices” at Bhopal

Conference deliberations to focus on Digital initiatives and Digital Empowerment of Citizens

Delegates to discuss ways to improve e-services, digital platforms and e-Governance models in India

Posted On: 05 MAR 2023 5:39PM by PIB Delhi



DARPG, Govt. of India @DARPG_GoI · 5 Mar

Regional Conference on “Good Governance Practices” at Bhopal on 6-7 March 2023 jointly hosted by DARPG and MP Govt, **33 Speakers**, IX Plenary Sessions, officials from 20 States/ UT's to participate
More details: pib.gov.in/PressReleaseDet...
[@PMOIndia](#) [@DrJitendraSingh](#) [@CMMadhyaPradesh](#)





DARPG, Govt. of India @DARPG_GoI · 9 Jan

Second Meeting on formulation of a roadmap with regard to Implementation of Recommendations of NeSDA, 2021 was taken by Secretary, @DARPG_GoI Shri V Srinivas with Secretaries of AR/IT of all States and UTs on 9th January 2023



DARPG, Govt. of India @DARPG_GoI · 7 Dec 2022

Meeting chaired by Secretary @DARPG_GoI Shri V Srinivas with Secretaries of AR/IT of all States and UTs for Timely implementation of #NeSDA 2021 recommendations by collaboration between DARPG and States/ UTs
@PMOIndia @DrJitendraSingh @PIB_India



9. Appendix

9.1. Sector-wise list of 56 identified mandatory e-services in NeSDA 2021:

#	Focus Sector	Service Name
1	Finance	Record of Rights (ROR) (G2C)
2	Finance	Mutation of Revenue Records (G2C)
3	Finance	Domicile Certificate (G2C)
4	Finance	Online application of Marriage Certificate (G2C)
5	Finance	Online application of Caste Certificate (G2C)
6	Finance	Online application of Income certificate (G2C)
7	Finance	Apply online for Encumbrance Certificate (G2C)
8	Finance	Appointment for Registrations under Indian Registration Act (G2C)
9	Finance	Registration of societies under Societies Registration Act (G2B)
10	Finance	Registration of partnership firms under Partnership Firms Act (G2B)
11	Finance	Issuance of statutory forms (G2B)
12	Finance	e-Return Filing (G2B)
13	Finance	Online Bidder Enrolment (G2B)
14	Finance	Online Bid / Proposal Submission (G2B)
15	Finance	Tender Result Announcement (G2B)
16	Labour & Employment	Registration and Licensing - Motor Transport Workers Act (G2B)
17	Labour & Employment	Application for License of a Contractor (s) for recruitment of migrant workmen (G2B)
18	Labour & Employment	Application for Registration of Shops and Establishment (G2B)
19	Labour & Employment	Employee Registration (G2C)
20	Labour & Employment	Job Seeker Registration (G2C)
21	Labour & Employment	Job Skill Development (G2C)
22	Labour & Employment	Employer Registration (G2B)
23	Education	Online application for Scholarship (G2C)
24	Education	Check examination results online/Online result display (G2C)
25	Education	School Registration (G2B)
26	Education	NOC for Schools (G2B)
27	Social Welfare including Health, Agriculture, Home & Security	Online Registration System for OPD Appointment (G2C)
28	Social Welfare including Health, Agriculture, Home & Security	Patient Registration (G2C)
29	Social Welfare including Health, Agriculture, Home & Security	Pregnant women assistance (including Benefit transfers) (G2C)
30	Social Welfare including Health, Agriculture, Home & Security	Child Registration (G2B)
31	Social Welfare including Health, Agriculture, Home & Security	NOC for new establishments (G2B)
32	Social Welfare including Health, Agriculture, Home & Security	Financial Aid/Assistance (for differently abled / widows / disabled / handicapped etc.) (G2C)
33	Social Welfare including Health, Agriculture, Home & Security	Scholarships for students (G2C)
34	Social Welfare including Health, Agriculture, Home & Security	Pension (any type) (G2C)

35	Social Welfare including Health, Agriculture, Home & Security	Online Complaint Registration (G2C)
36	Social Welfare including Health, Agriculture, Home & Security	Missing Person Registration (G2C)
37	Social Welfare including Health, Agriculture, Home & Security	Request for FIR copy (G2C)
38	Local Governance & Utility Services	Birth Certificate (G2C)
39	Local Governance & Utility Services	Death Certificate (G2C)
40	Local Governance & Utility Services	Property tax online payment (G2C)
41	Local Governance & Utility Services	Permission for Water Connections (G2C)
42	Local Governance & Utility Services	Building or development permit (G2B)
43	Local Governance & Utility Services	Occupancy Certificate (G2B)
44	Local Governance & Utility Services	Application for NoC for Building (Plan) Construction (G2B)
45	Local Governance & Utility Services	e-Payment of Electricity Bills (Citizen) (G2C)
46	Local Governance & Utility Services	New connection (business) (G2B)
47	Local Governance & Utility Services	e-Payment of Bills (Business) (G2B)
48	Local Governance & Utility Services	Load change/ Category change (G2B)
49	Local Governance & Utility Services	e-Payment of Bills (G2C)
50	Local Governance & Utility Services	Application for Water Connection (business) (G2B)
51	Environment	Initial No Objection Certificate / Plan Approval for Building Permit (citizen) (G2C)
52	Environment	Final No Objection Certificate / Plan Approval for Occupancy Certificate (citizen) (G2C)
53	Environment	Initial No Objection Certificate / Plan Approval for Building Permit (business) (G2B)
54	Environment	Final No Objection Certificate / Plan Approval for Occupancy Certificate (business) (G2B)
55	Tourism	Issuance of the Certificate of Recognition as Provisional / Approved State Tour Operator (G2B)
56	Tourism	Registration of Hotels Guest houses/ tourist Accommodation units/ etc. (G2B)

9.2. Sector-wise count of mandatory e-services provided by States/UTs:

#	State/UT	Education 4	Local Governance & Utility Service 13	Tourism 2	Finance 15	Labour & Employment 7	Social Welfare 11	Environme nt 4
1	A&N Islands (40)	3	11	2	11	3	8	2
2	Andhra Pradesh (50)	4	13	2	13	7	7	4
3	Arunachal Pradesh (31)	2	5	0	15	2	3	4
4	Assam (47)	4	11	0	13	7	8	4
5	Bihar (39)	4	10	1	13	5	6	0
6	Chandigarh (34)	4	11	0	8	4	5	2
7	Chhattisgarh (33)	2	10	0	14	2	1	4
8	DNHDD (3)	0	0	0	3	0	0	0
9	Delhi (33)	1	11	2	14	3	2	0
10	Goa (39)	0	13	2	14	4	2	4
11	Gujarat (54)	4	13	2	15	6	11	3
12	Haryana (53)	4	13	0	15	7	11	3
13	Himachal Pradesh (42)	3	10	2	13	7	4	3
14	Jammu & Kashmir (56)	4	13	2	15	7	11	4
15	Jharkhand (54)	4	13	2	15	7	9	4
16	Karnataka (46)	2	13	1	14	5	7	4
17	Kerala (53)	4	12	2	15	7	9	4
18	Ladakh (7)	1	0	0	3	0	3	0
19	Lakshadweep (10)	1	4	0	3	1	1	0
20	Madhya Pradesh (50)	4	13	2	14	6	9	2
21	Maharashtra (48)	2	13	2	13	6	10	2
22	Manipur (14)	2	3	1	6	0	2	0
23	Meghalaya (45)	4	7	2	13	6	9	4
24	Mizoram (18)	1	5	0	8	2	0	2
25	Nagaland (18)	1	4	0	8	2	3	0
26	Odisha (53)	4	13	2	15	5	10	4
27	Puducherry (35)	3	11	0	13	4	4	0
28	Punjab (55)	4	13	2	14	7	11	4
29	Rajasthan (55)	4	13	2	14	7	11	4
30	Sikkim (5)	1	1	0	2	0	1	0
31	Tamil Nadu (56)	4	13	2	15	7	11	4
32	Telangana (53)	4	13	2	15	7	8	4
33	Tripura (48)	4	13	0	12	7	8	4
34	Uttar Pradesh (54)	4	13	0	15	7	11	4
35	Uttarakhand (48)	3	13	2	11	7	8	4
36	West Bengal (31)	2	10	1	9	5	0	4

9.3. List of unified service delivery portals of States/UTs:

#	State/UT	Unified Portal Name
1	Andaman & Nicobar Islands	e-District
2	Andhra Pradesh	AP Seva
3	Arunachal Pradesh	Arunachal e-Service
4	Assam	Ease of Doing Business
5	Bihar	RTPS Assam
6	Chandigarh	e-District
7	Chhattisgarh	e-District
8	Delhi	e-District
9	Goa	Goa Online
10	Gujarat	Digital Seva Setu
11	Haryana	Saral Haryana
12	Himachal Pradesh	e-District
13	Jammu & Kashmir	e-UNNAT
14	Jharkhand	JharSeva
15	Karnataka	Seva Sindhu
16	Kerala	e-Sevanam
17	Ladakh	e-Seva
18	Madhya Pradesh	MP Online
19	Maharashtra	Aaple Sarkar
20	Manipur	e-District Manipur
21	Meghalaya	e-District Meghalaya
22	Nagaland	e-District
23	Odisha	Odisha One
24	Punjab	Connect Punjab
25	Rajasthan	e-Mitra
26	Sikkim	e-District
27	Tamil Nadu	e-Sevai
28	Telangana	MeeSeva
29	Tripura	e-District and Swaagat
30	Uttar Pradesh	e-District and Nivesh Mitra
31	Uttarakhand	Apuni Sarkar
32	West Bengal	e-District and Bangla Sahayata Kendra

9.4. Schedule of Mumbai Regional Conference



Regional Conference on “e-Governance”

Minute to Minute Programme



23rd – 24th January, 2022

Venue - Mumbai (M.H.)

Time	DAY-1 (23 rd January)
10.00 AM - 10.45 AM	Inaugural Session <ol style="list-style-type: none"> Welcome Address by Smt. Sujata Saunik, Additional Chief Secretary (A.R.,O.& M.), Government of Maharashtra Introduction by Shri V. Srinivas, Secretary, DARPG, Government of India <ul style="list-style-type: none"> A brief PPT on Manual of Office Procedure of Government of Maharashtra Screening of Film on Year End Review of DARPG Release of e-journal MGMG on e-Governance initiatives Speech by Shri. Eknath Shinde, Hon'ble Chief Minister, Government of Maharashtra Vote of Thanks by Shri. Parrag Jain Nainutia, Principal Secretary, IT, Government of Maharashtra <p>All GAD Secretaries/DG Yashada & Good Governance Committee Members to attend</p>
11.00 AM - 12.30 PM	Session I – Startups and Good Governance Panel Session Chair – Dr Srivatsa Krishna, PS, Department of Personnel and Administrative Reforms, Government of Karnataka <ol style="list-style-type: none"> Srikanth Velamakanni, Fractal Ashwin Damera, Eruditus Aakrit Vaish, Haptik Sidharth Shah, Pharm Easy <p>Hybrid Mode: All IAS Officers, Government of Maharashtra</p>
12.30 PM - 01:30 PM	Session II – e-Governance Awarded Initiatives Session Chair – Dr.S.N.Tripathi, DG IIPA <ol style="list-style-type: none"> Trineta: Integrated Command and Control Center (i3C) - Shri Narasimha Komar, IPS Chairman Task Force on VISWAS & Addl. DG of Police (Law & Order) e-Panchayat Mission Mode Project, MIO Panchayati Raj, GOI, Shri Alok Prem Nagar, Joint Secretary Mine Mitra - Directorate of Geology & Mining, Uttar Pradesh - Shri Vipin Kumar, Spl. Secretary <p>Hybrid Mode: All IAS Officers, Government of Maharashtra</p>
01.30 PM - 02.30 PM	Lunch Break
02.30 PM - 04.00 PM	Session III – e-Governance Awarded Initiatives Session Chair – Shri Amar Nath, Additional Secretary, DARPG, Gol

	<ol style="list-style-type: none"> 1. Street Vendor. Atma Nirbhar Nidhi (PM SVANidhi) - Shri Sanjay Kumar, DG, DMEO. NITI Aayog 2. Analyzing Public Grievances using AI by IIT Kanpur- Prof. Nishith Srivastava, Department of Mathematics & Statistics, IIT Kanpur 3. Gang Canal Regulation Computerization Project - Sri Ganganagar, Rajasthan • Smt. Rukmani Riar Sihag, DM Hanumangarh 4. Online service delivery for data driven governance - Dr. Asha Thomas, Add. Chief Secretary (P&ARD), Kerala
04.00 PM - 05.30 PM	<p>Session — IV: Best Practices of Govt. of Maharashtra Session Chair – Shri S Chockalingam, DG, YASHADA, Pune</p> <ol style="list-style-type: none"> 1. Maharashtra Migration Tracking System by Smt. Mittali Sethi, Director, VANAMATI, Nagpur 2. Artificial Intelligence-Based Road Quality Inspection by Shri. Katthikeyan, Assistant Collector, Pusad Sub Division, Yavatmal 3. FLN Vedh App by Smt. Ashima Mittal, CEO, Nashik 5. e-Governance Initiative in Government Receipts by Smt. Radhika Rastogi, Joint Director, LBSNAA, Mussoorie 6. e-Registration (Self Help Portal) and Document Registration - Shri Shravan Hardikar, IGR, Department of Registration, Govt. of Maharashtra <p>Award-winning PPT's by IAS Officers. GOM All IAS Officers, Government of Maharashtra</p>

Time	DAY-2 (24 th January)
10.00 AM - 11.00 AM	<p>Session V — Digital Institutions - Digital Secretariats Session Chair – Shri. Swadheen Kshatriya, Former Chief Secretary, Govt. of Maharashtra and Chairman, IIPA, Maharashtra</p> <ol style="list-style-type: none"> 1. Mantralaya Upgradation - Smt. Sujata Saunik, ACS, Govt. of Maharashtra 2. e-Office - Smt. Rachna Srivastava, DDG, NIC 3. CSMOP 2022- Shri Parthasarathy Bhaskar, Deputy Secretary, DARPG
11.00 AM - 12.00 AM	<p>Plenary Session</p> <ol style="list-style-type: none"> 1. Welcome Address by Shri. Amar Nath, Additional Secretary, DARPG 2. Address by Shri V.Srinivas, Secretary DARPG <ul style="list-style-type: none"> • Film on Innovation in Govt. of Maharashtra • Release of e-journal MGMG on Special Campaign 2.0 (special edition) • Release of GGW 2022 Coffee Table Book 3. Keynote Address by Shri. Devendra Fadnavis, Hon'ble Deputy Chief Minister, Govt. of Maharashtra 4. Keynote Address by Dr. Jitendra Singh, Hon'bte MOS, Personnel, Public Grievances and Pensions (through VC) 5. Vote of Thanks by Shri N.B.S. Rajput, Joint Secretary DARPG
12:00 PM - 01:00 PM	<p>Session VI – Start-ups in e-Governance Session Chair – Shri. Sandeep Singhal, Co-founder Nexus Venture Partners & Shri. Sanjay Vijayakumar, Co-Founder of Pupilfirst</p> <ol style="list-style-type: none"> 1. Darwinbox - Mr. Rudraditya Bhattacharya, Regional Sales Director 2. Coronasafe Network - Mr. Sanjay Vijayakumar, Co-Founder 3. TrueCopy- Ms. Sonia Soman, Founder and CEO

01:00 PM - 01:30 PM	<p>Session VII – e-Services Delivery in States Session Chair – Shri Abhishek Singh, CEO NeGD</p> <ol style="list-style-type: none"> 1. OTP and Feedback-Based Public Grievance Redressal System- Gujarat, Rajkot - Shri AmitArora, Municipal Commissioner 2. E-Service Delivery of Record Rights Archival - Shri. Ramdas Jagtap, Dy. Collector, Government of Maharashtra
01.30 PM - 02.30 PM	Lunch Break
02.30 PM - 03.15 PM	<p>Session VIII – NeSDA 2021- Way Forward Session Chair – Shri. Mojeebuddin Khan, V P Consulting, North Region, NISG</p> <ol style="list-style-type: none"> 1. Shri. NBS Rajput, Joint Secretary, DARPG 2. Shri. D Mallik, Add. Secretary (AR), Government of Odisha 3. Smt. Rachana Patil, Special Secretary (GAD), Government of Bihar
03.15 PM - 04.15 PM	<p>Session IX – Data-Driven Governance Session Chair – Shri S Chockalingam, DG, Yashada, Pune and Shri. Abhishek Singh, CEO, NeGD/DIC</p> <ol style="list-style-type: none"> 1. IIT Bombay -Shri. Satish Agnihotri, Professor (CTARA) 2. Wadhwani Institute of Technology and Policy - Shri. Prakash Kumar, CEO, WITP 3. Gokhale Institute of Politics and Economics, Pune -Dr. Anurag Aswa, Associate Dean 4. Video Analytics for Safety and compliance applications, 11T Mumbai - Prof. Ganesh Ramakrishnan, Professor, Dept. of CSE, 11T Bombay 5. Vote of thanks by Shri. S Chockalingam, DG, Yashada, Pune

9.5. Schedule of Bhopal Regional Conference



Regional Conference on “Good governance practices”

Minute to Minute Programme



06th – 07th March, 2023

Venue - Bhopal (M.P.)

Time	DAY-1 (6 th March)
09:45 AM - 11.00 AM	Session I – Digital Secretariats-Way Forward Session Chair – Shri NBS Rajput, Joint Secretary, DARPG <ol style="list-style-type: none"> CSMOP-2022-Shri Vadali Rambabu, Deputy Secretary, DoP&T E-Office- Shri N.K. Meena, Director, DARPG Service Plus Portal- Shri Sunil Jain, DDG(NIC) NeSDA, 2021- Smt. Sarita Taneja, Deputy Secretary, DARPG
11:00 AM - 12.00 PM	Session II – e-Service Delivery Session Chair – Shri Bharat Lal, DG, NCGG <ol style="list-style-type: none"> e-Service Delivery in Karnataka – Shri V. Ponnuraj, Secretary to Government, D/o Personnel & Administrative Reforms (e-Governance), Govt. of Karnataka e-Service Delivery in Telangana – Shri Shrinivas P., Joint Director (eGov), Govt. of Telangana e-Mitra in Rajasthan – Shri Umesh Chand Joshi, Joint Director (DOIC), Govt. of Rajasthan (through VC)
12:00 PM - 01.00 PM	Session – III Digital Initiatives at the Grassroots Level Session Chair – Sh. Nikunj Srivastava, Principal Secretary, Science & Technology Deptt., Govt. of M.P. <ol style="list-style-type: none"> DeGS Computer Basic Training (Jharkhand) – Shri Aditya Ranjan, Deputy Commissioner, Koderma District, Jharkhand E-Vivechna App (Madhya Pradesh) – Shri Chanchal Shekhar, Add. DG of Police, State Crime Record Bureau, M.P. Police Ksheerasree Portal (Kerala) – Smt. Rejeetha R., Deputy Director, Dairy Development Department, Kerala (through VC)
01:00 PM - 02:00 PM	Lunch Break
02:00 PM - 02.45 PM	Inaugural Session <ol style="list-style-type: none"> Welcome Address by Shri Vinod Kumar, Addl. Chief Secretary (GAD), Govt. of Madhya Pradesh Introduction by Shri V. Srinivas, Secretary, DARPG, Govt. of India <ul style="list-style-type: none"> Screening of film “DARPG @ 2022” Release of Coffee Table Book- “Digital Footprints of Madhya Pradesh@75” prepared by MPSeDC Address by Shri Om Prakash Saklecha, Hon’ble Minister, Department of Science & Technology and MSME Address by Dr. Jitendra Singh, Hon’ble MoS, Personnel, Public Grievances and Pensions Vote of Thanks by Shri NBS Rajput, Joint Secretary, DARPG

03.00 PM - 03.45 PM	<p>Session – IV Digital Initiatives for Ease of Doing Business</p> <p>Session Chair – Shri Srinath Chakravarthy, Senior VP, NISG</p> <ol style="list-style-type: none"> 1. Goalmart - Smt. Varnali Deka, DM, Kokrajhar, Assam (through VC) 2. EBiz - Sh. Murali K. Bommireddy, Associate VP, NISG
03:45 PM - 05:00 PM	<p>Session V – Digital Initiatives of Madhya Pradesh</p> <p>Session Chair – Shri Vinod Kumar, ACS, Government of Madhya Pradesh</p> <ol style="list-style-type: none"> 1. Digital Initiatives of MP overview- Shri Anshul Gupta, Project Director, State Wide Area Network (SWAN), MPSeDC 2. Cyber Tehsil- Cyber Tahsil- Dr Sanjay Goel, Principal Revenue Commissioner Madhya Pradesh 3. AIML Crop Prediction-Shri M. Selvendran, Commissioner Agriculture Madhya Pradesh
Folk Musical Evening at Tribal Museum followed by dinner at 7.15 PM	

Time	DAY-2 (7 th March)
09.30 AM - 10.30 AM	<p>Session – VI Public Digital Platforms – Central ministries, Departments & States</p> <p>Session Chair – Shri Amar Nath, Addl. Secretary, DARPG</p> <ol style="list-style-type: none"> 1. Intelligent Grievance Monitoring System - Prof Nisheeth Srivastava, IIT, Kanpur (through VC) 2. E-Shram – Shri Amit Nirmal, Deputy DG, M/o Labour & Employment, Govt. of India
10.30 AM - 11.15 PM	<p>Session – VII Data Sharing and Use for Socio Economic Development</p> <p>Session Chair - Prof. Anjali Kaushik, MDI, Gurgaon</p> <ol style="list-style-type: none"> 1. Ms. Alka Mishra, DDG(NIC) 2. Centre for E-Governance - Shri Shreevyas H.M., Project Director, Govt. of Karnataka
11.15 AM - 12.00 PM	<p>Session VIII – Best Web & Mobile Initiatives Complying with GIGW & Accessibility Guidelines</p> <p>Session Chair – Ms Alka Mishra, DDG (NIC)</p> <ol style="list-style-type: none"> 1. S3 WAS - Shri D.P. Mishra, Sr. Tech. Director (NIC) 2. S3 WAS at Bhopal - Ms Maya Awasthi, ADM, Bhopal
12:00 PM - 01:00 PM	<p>Session IX – Digital Initiatives in collaboration with Startups Session Chair – Prof. Prashant Salwan, IIM, Indore</p> <ol style="list-style-type: none"> 1. ZOHO - Startup of IIT Madras - Ms Shubhra Singh 2. DSC - Startup of Maharashtra - Ms Sonia Soman
01:00 PM - 01:25 PM	<p>Valedictory Session</p> <ol style="list-style-type: none"> 1. Address by Shri Amar Nath, Additional Secretary, DARPG 2. Address by Hon'ble Minister, Science & Technology and MSME, Shri Om Prakash Saklecha, Govt. of Madhya Pradesh 3. Vote of Thanks by Sh. Nikunj Srivastava, Principal Secretary, Science & Technology, Govt. of Madhya Pradesh
01:25 PM onwards	Lunch Break

For any suggestions, kindly contact the undersigned:

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