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

आज़ादी का अमृत महोत्सव

NeSDA Way Forward

ANNUAL REPORT 2023

"

India has taken significant strides in empowering people through digital transformation and timely policy interventions. We will soon become the world's third largest economy and good governance is crucial to continue the journey towards a higher growth trajectory.

The years till 2047 are an opportunity to realize the vision of building a strong, inclusive and developed India. For India 'Yahi samay hai, sahi samay hai'.

**- Prime Minister Narendra Modi's message
at the third Sushashan Saptah, 2023**

"

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BACKGROUND

DARPG had formulated the National e-Governance Service Delivery Assessment (NeSDA) Framework to assess States/UTs and Central Ministries with regard to their delivery of e-services as a benchmarking exercise, covering seven sectors.

NeSDA 2021 assessed 69% of all possible mandatory e-services which have been delivered by States/UTs up from 48% in NeSDA 2019.

The major objective of NeSDA is to analyze India's e-governance journey, to increase the number of e-services and rise in use of integrated / centralized portals.

The Framework helps to measure the depth and effectiveness of existing e-governance service delivery mechanisms from the citizen's perspective. This was based on the Online Service Index (OSI) of UNDESA eGovernment Survey, customized for the Indian federal structure and the e-Governance landscape of the States/UTs.

DARPG intends to conducts the NeSDA study biennially. Two NeSDA Reports (NeSDA 2019 & 2021) have been released, the third report (NeSDA 2023) is in pipeline.

In view of encouraging findings of NeSDA 2021, NeSDA Way Forward PMU was setup to monitor the monthly progress in e-service delivery, across States/UTs. DARPG has built NeSDA Way Forward Dashboard to collate timely data inputs from States/UTs.

OBJECTIVES OF NESDA WAY FORWARD

DARPG monitors the progress made in e-service delivery and rise in integrated service delivery portals, across States/UTs through NeSDA Way Forward monthly reports, regular review meetings and collaboration with RTS Commission.

The objectives of NeSDA Way Forward monthly report are:

Saturation of e-Services

- Identification and increase in delivery of total e-Services
- Set benchmark of variety of services that can be provided, in each focus sector
- Recognise the existing knowledge gaps and learn from best practices

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

- Adoption of integrated service delivery through single unified portal that provides multiple benefits including faster rollout of services, consistent interfaces, single view of all services and increased trust

Rise in use of Unified / Centralized Portals for delivery of e-Services

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

HIGHLIGHTS OF THE YEAR 2023

The NeSDA Way Forward Annual Report 2023 highlights the initiatives taken by DARPG towards enhancing e-service delivery. The data presented here are based on the inputs provided by States/UTs on **NeSDA – Way Forward dashboard**, as of **6th January, 2024.**

- **3 Regional Conferences were organized on e-Governance in Bhopal, Mumbai and Guwahati, respectively. Hon'ble MoSPP and senior dignitaries of State Governments** addressed the Regional Conferences

- **9** NeSDA Way Forward Monthly Reports were published to monitor the status of e-service delivery, across States/UTs

- **16,487 Total e-services** are provided across States/UTs

- **Jammu and Kashmir** provides the maximum (1117) number of e-Services, across States/UTs.

- **76% Mandatory e-services** are available i.e., 1,528 out of 2,016 (56*36 States/UTs), an increase from 69% under NeSDA 2021

- **Jammu and Kashmir, Kerala, Assam and Odisha provide 100% of their services** through their identified Single Unified Service Delivery Portal i.e., **e-UNNAT, e-Sevanam, Sewa Setu** and **Odisha One,** respectively

- **Tourism** sector has achieved the highest saturation for provision of all mandatory e-services in 23 out of 36 States/UTs. This is followed by **Environment** and **Labour & Employment** sector in 20 out of 36 States/UTs

- Maximum e-services are provided in the sector – **Local Governance & Utility Services**

- **7** NeSDA Way Forward Monthly Reports featured **detailed sector-wise analysis of e-services** Tourism (May), Environment (June), Education (July), Labour & Employment (August), Finance (September), Social Welfare including Agriculture, Health & Home Security (October) and Local Governance & Utility Services (November)

- 2 Virtual meetings were held with **RTS Act Chief Commissioners / Appellate Officers** on 06.06.2023 and 09.10.2023, respectively on **improving e-service delivery**, across States/UTs

- **Monthly review meetings** by Secretary DARPG with the SPoCs of States/UTs to monitor the status of implementation on NeSDA Way Forward Dashboard

- A **brainstorming session** was conducted on 04.01.2024 on the theme- **Emerging and Future e-Governance Initiatives, e-Commerce Initiatives, and Emerging Technologies**

- **40+ Best practices** in e-service delivery were featured in the monthly reports

- **230+ Tweets, 13 PIBs** were issued by the department on e-Governance and NeSDA Way Forward

OVERVIEW OF STATUS OF IMPLEMENTATION

Total
e-Services
16,487

Mandatory
e-Services
1,528

Best Practices
Featured
40+

e-Services Mapped on NeSDA Way Forward Dashboard

Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
11,614	11,902	13,051	13,867	14,736	15,075	15,295	16,088	16,487
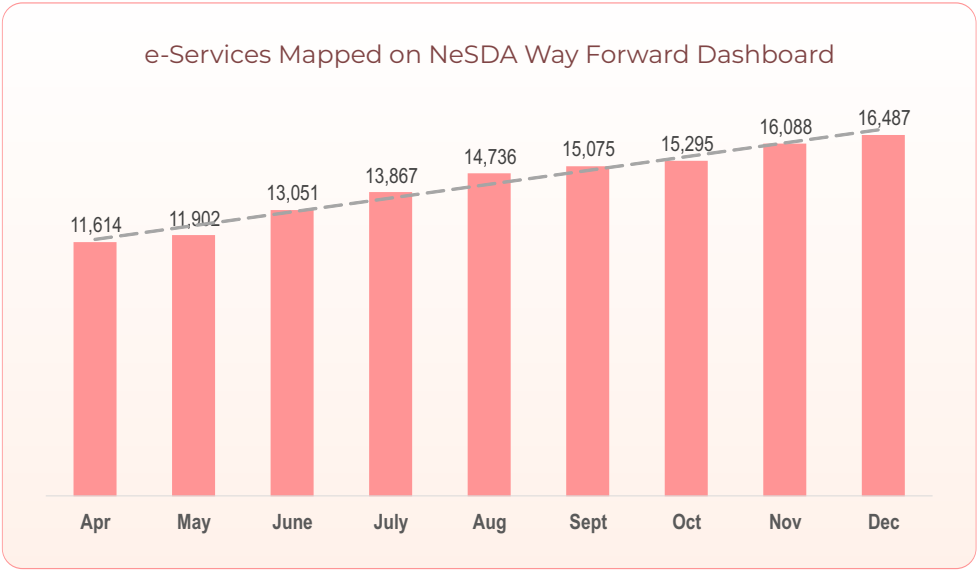
TOTAL e-SERVICES

42% Rise in mapping of Total e-Services on **NeSDA Way Forward Dashboard** from **April to December 2023**
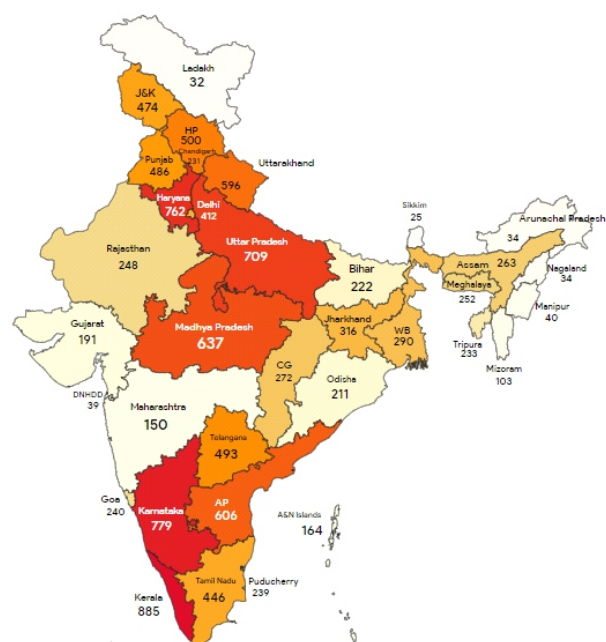
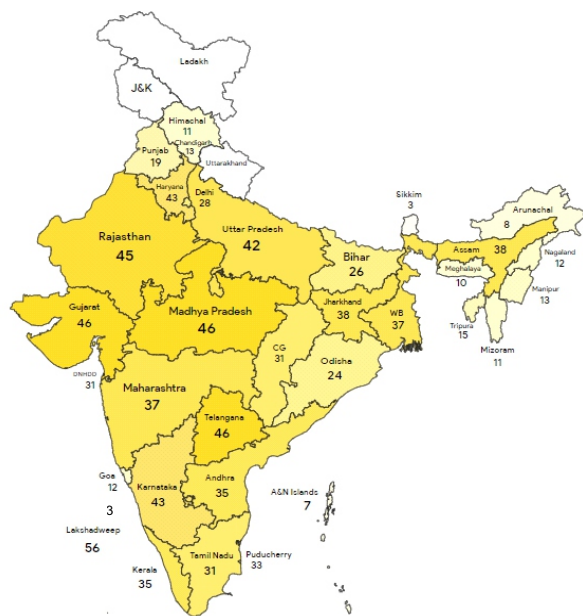11,614 Total e-Services mapped on NeSDA Way Forward Dashboard, April 2023

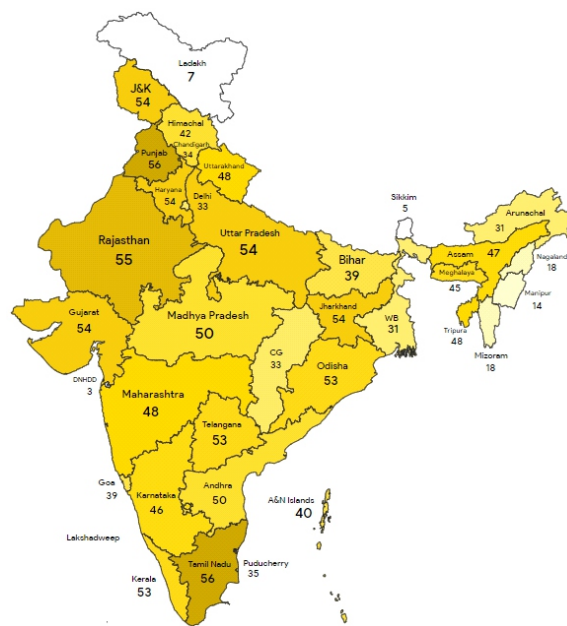16,487 Total e-Services mapped on NeSDA Way Forward Dashboard, December 2023

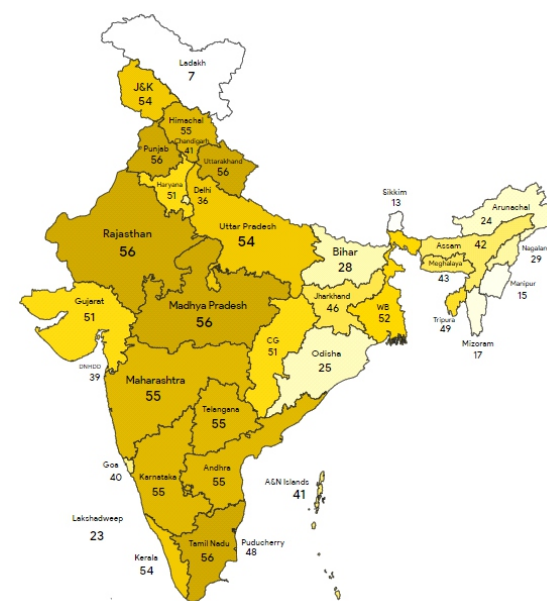| State/UT	Value
J&K	1117
Tamil Nadu	1101
Madhya Pradesh	1010
Kerala	911
Uttarakhand	865
Uttar Pradesh	798
Telangana	768
Haryana	757
Karnataka	755
Puducherry	605
Andhra Pradesh	579
Rajasthan	549
Maharashtra	533
Himachal Pradesh	500
Punjab	484
Assam	469
Gujarat	443
Delhi	436
Odisha	404
West Bengal	401
Meghalaya	363
Jharkhand	333
A&I Islands	321
Arunachal Pradesh	309
Chhattisgarh	287
Tripura	263
Goa	240
Bihar	238
Chandigarh	224
Mizoram	103
DNHDD	78
Nagaland	64
Sikkim	51
Ladakh	46
Lakshadweep	42
Manipur	40

MANDATORY e-SERVICES

Rise in Saturation of Mandatory e-Services from **48% in NeSDA 2019** to **69% in NeSDA 2021** to **76% in NeSDA Way Forward, December 2023**

Map 1 (NeSDA 2019):
Ladakh, J&K, Himachal 11, Chandigarh 13, Punjab 19, Uttarakhand, Haryana 43, Delhi 28, Sikkim 3, Arunachal 8, Assam 38, Nagaland 12, Rajasthan 45, Uttar Pradesh 42, Bihar 26, Meghalaya 10, Manipur 13, Gujarat 46, Madhya Pradesh 46, Jharkhand 38, WB 37, Tripura 15, Mizoram 11, CG 31, Odisha 24, DNHDD 31, Maharashtra 37, Telangana 46, Goa 12, Karnataka 43, Andhra 35, A&N Islands 7, Lakshadweep 56, Kerala 35, Tamil Nadu 31, Puducherry 33

872 Mandatory e-services
48% Saturation in NeSDA 2019

Map 2 (NeSDA 2021):
Ladakh 7, J&K 54, Himachal 42, Chandigarh 34, Punjab 56, Uttarakhand 48, Haryana 54, Delhi 33, Sikkim 5, Arunachal 31, Assam 47, Meghalaya 45, Nagaland 18, Rajasthan 55, Uttar Pradesh 54, Bihar 39, Manipur 14, Gujarat 54, Madhya Pradesh 50, Jharkhand 54, WB 31, Tripura 48, Mizoram 18, CG 33, Odisha 53, DNHDD 3, Maharashtra 48, Telangana 53, Goa 39, Karnataka 46, Andhra 50, A&N Islands 40, Lakshadweep, Kerala 53, Tamil Nadu 56, Puducherry 35

1400 Mandatory e-services
69% Saturation in NeSDA 2021

Map 3 (NeSDA Way Forward, December 2023):
Ladakh 7, J&K 54, Himachal 55, Chandigarh 41, Punjab 56, Uttarakhand 56, Haryana 51, Delhi 36, Sikkim 13, Arunachal 24, Assam 42, Meghalaya 43, Nagaland 29, Rajasthan 56, Uttar Pradesh 54, Bihar 28, Manipur 15, Gujarat 51, Madhya Pradesh 56, Jharkhand 46, WB 52, Tripura 49, Mizoram 17, CG 51, Odisha 25, DNHDD 39, Maharashtra 55, Telangana 55, Goa 40, Karnataka 55, Andhra 55, A&N Islands 41, Lakshadweep 23, Kerala 54, Tamil Nadu 56, Puducherry 48
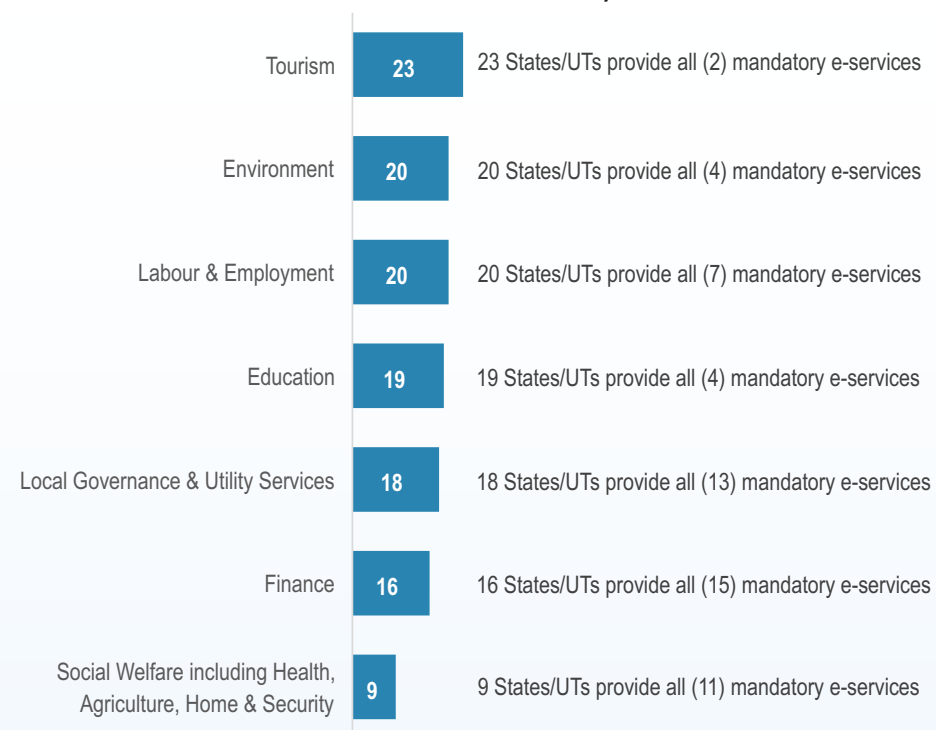
1528 Mandatory e-services
76% Saturation in NeSDA Way Forward, December 2023

SECTOR-WISE ANALYSIS OF e-SERVICES

Sector-wise consolidated status of e-services across States/UTs

Sector	Count
Local Governance & Utility Services	5277
Social Welfare including Health, Agriculture, Home & Security	3772
Finance	2208
Labour & Employment	2071
Education	1389
Environment	1232
Tourism	538
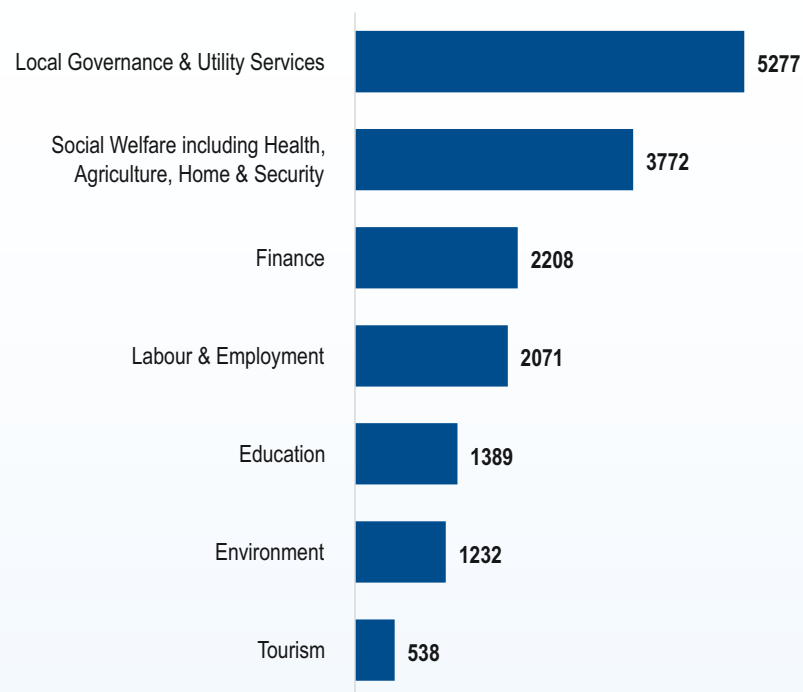
Sector-wise saturation status of mandatory e-services across States/UTs

Sector	Count	
Tourism	23	23 States/UTs provide all (2) mandatory e-services
Environment	20	20 States/UTs provide all (4) mandatory e-services
Labour & Employment	20	20 States/UTs provide all (7) mandatory e-services
Education	19	19 States/UTs provide all (4) mandatory e-services
Local Governance & Utility Services	18	18 States/UTs provide all (13) mandatory e-services
Finance	16	16 States/UTs provide all (15) mandatory e-services
Social Welfare including Health, Agriculture, Home & Security	9	9 States/UTs provide all (11) mandatory e-services

SECTOR-WISE ANALYSIS OF e-SERVICES

Provision of number of sub-themes of e-Services out of total identified sub-themes, for each focus sector in NeSDA Way Forward monthly reports, across States

State	Tourism (20)	Environment (24)	Education (25)	Labour & Employment (26)	Finance (20)	Social Welfare* (29)	Local Gov. & Utility Services (25)
Andhra Pradesh	2	4	9	11	14	19	21
Arunachal Pradesh	1	6	8	2	9	12	20
Assam	3	11	5	6	14	16	18
Bihar	2	1	2	15	15	9	21
Chandigarh	4	8	3	10	13	13	15
Chhattisgarh	1	6	9	11	13	18	20
Goa	6	14	3	5	16	7	20
Gujarat	2	8	13	6	15	16	11
Haryana	0	14	9	22	13	23	22
Himachal Pradesh	11	14	10	6	17	24	20
Jharkhand	0	10	4	15	14	15	19
Karnataka	2	8	22	14	17	26	21
Kerala	4	7	17	13	19	24	24
Jharkhand	0	10	4	15	14	15	19
Karnataka	2	8	22	14	17	26	21
Kerala	4	7	17	13	19	24	24

Including Agriculture, Health and Home Security

SECTOR-WISE ANALYSIS OF e-SERVICES

Provision of number of sub-themes of e-Services out of total identified sub-themes, for each focus sector in NeSDA Way Forward monthly reports, across States

State	Tourism (20)	Environment (24)	Education (25)	Labour & Employment (26)	Finance (20)	Social Welfare* (29)	Local Gov. & Utility Services (25)
Madhya Pradesh	9	15	17	15	18	22	22
Maharashtra	2	12	12	13	18	23	15
Manipur	NA	NA	2	3	9	3	3
Meghalaya	4	7	6	19	14	17	16
Mizoram	8	NA	1	2	10	2	6
Nagaland	1	NA	4	3	10	5	6
Odisha	5	6	11	8	13	18	17
Punjab	2	4	12	11	16	21	18
Rajasthan	5	11	13	13	17	24	17
Sikkim	1	1	2	1	7	5	8
Tamil Nadu	2	13	14	15	18	20	17
Telangana	6	5	14	10	19	16	20
Tripura	0	10	7	12	17	18	19
Uttar Pradesh	1	15	11	7	17	24	19
Uttarakhand	6	12	12	13	17	25	20
West Bengal	8	15	2	10	17	15	16

Including Agriculture, Health and Home Security

SECTOR-WISE ANALYSIS OF e-SERVICES

Provision of number of sub-themes of e-Services out of total identified sub-themes, for each focus sector in NeSDA Way Forward monthly reports, Across UTs

State	Tourism (20)	Environment (24)	Education (25)	Labour & Employment (26)	Finance (20)	Social Welfare* (29)	Local Gov. & Utility Services (25)
A&N Islands	5	7	4	5	13	14	20
Chandigarh	4	8	3	10	13	13	15
DNHDD	3	NA	1	5	12	6	11
Delhi	7	NA	12	7	14	8	19
J&K	8	6	20	15	17	27	24
Ladakh	1	NA	NA	NA	4	1	11
Lakshadweep	1	1	2	2	8	8	6
Puducherry	0	10	8	9	16	17	19

Including Agriculture, Health and Home Security

UNIFIED SERVICE DELIVERY PORTAL

A unified service delivery portal seamlessly integrates services across Departments to provide better governance and service availability. These help ensure that all citizen entitlements are available on the cloud, enhance the ease of doing business, and integrate a number of technologies for development activities.

Top 10 States/UTs with Highest Share (%) of e-Services Available on the Identified Single Unified Service Delivery Portal

#	State/UT	Share (%)	Unified Service Delivery Portal
1	Jammu & Kashmir	100% (1117)	e-UNNAT
2	Kerala	100% (911)	e-Sevanam
3	Assam	100% (469)	Sewa Setu
4	Odisha	100% (404)	Odisha One
5	Delhi	98% (426)	e-District
6	Uttar Pradesh	97% (774)	Nivesh Mitra & e-District
7	Rajasthan	96% (529)	e-Mitra
8	Karnataka	95% (721)	Seva Sindhu
9	Andhra Pradesh	91% (524)	AP Seva
10	Goa	83% (199)	Goa Online

Share (%) of e-Services Available on the Identified Single Unified Service Delivery Portal

UNIFIED SERVICE DELIVERY PORTAL

Major Key Features in an Ideal Unified ServiceDelivery Portal

- Single Sign-On (SSO)
- Real Time Dashboards (Personalized & Public)
- Mobile Responsive
- Status Tracking & Notifications
- Accessibility Compliance
- Scalability & Upgradability
- Chatbot
- Service CatLog
- Multilingual Support
- Integrated Payment Gateway
- Help Section, Knowledge Base & FAQs
- Secure Authentication
- Key Call Center Contact Available
- Feedback Mechanism
- Operated by Nominated State/UT Data Officer
- Integration with Service Plus

BEST PRACTICE

Unified and seamless delivery of services is a core tenet of the NeSDA framework and strengthening such portals will enhance the digital empowerment of citizens.

Suo-moto delivery of services refers to provision of e-services to the citizens by the Government of their own without any application/request by the citizen. Such services are provided to the entitled and eligible beneficiaries.

Key features/ mechanism of the given unified portals and suo-moto initiatives have been highlighted:

Initiative	State/UT	Theme
eUNNAT	Jammu & Kashmir	Unified Service Delivery Portal
Nivesh Mitra	Uttar Pradesh	Ease of Doing Business
Odisha One	Odisha	Unified Service Delivery Portal
SWAAGAT	Tripura	Ease of Doing Business
Seva Sindhu	Karnataka	Unified Service Delivery Portal
e-Sevanam	Kerala	Unified Service Delivery Portal
Sewa Setu	Assam	Unified Service Delivery Portal
e-Mitra	Rajasthan	Unified Service Delivery Portal
e-Sevai	Tamil Nadu	Unified Service Delivery Portal
Parivar Pehchan Patra	Haryana	Suo-moto e-Service Delivery
Cyber Tehsil	Madhya Pradesh	Suo-moto e-Service Delivery

BEST PRACTICE - eUNNAT

eUNNAT – Jammu & Kashmir (eunnat.jk.gov.in)

Value	Label
1,120	Total e-Services
2,83,274	Website visit count
55,26,245	Total Applications
8,61,796	Applications Processed
12,87,533	Certificated Delivered (within PSGA)
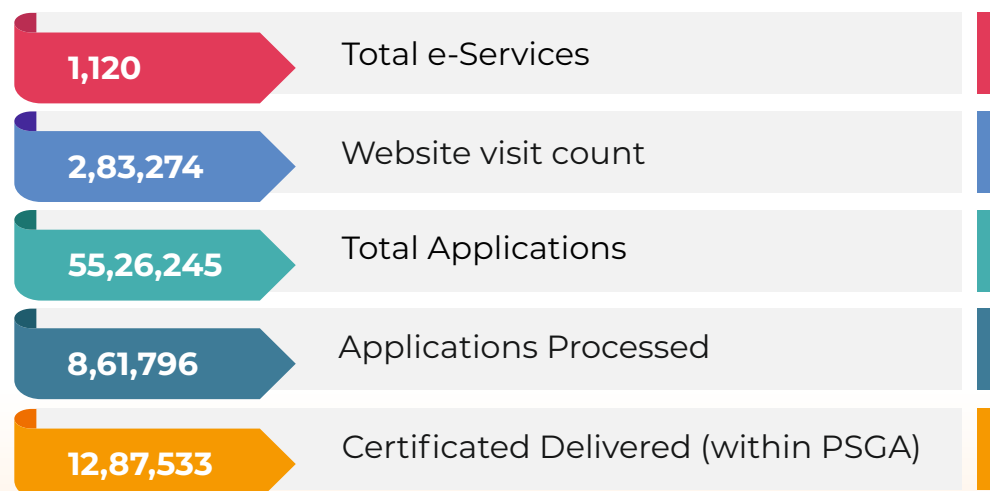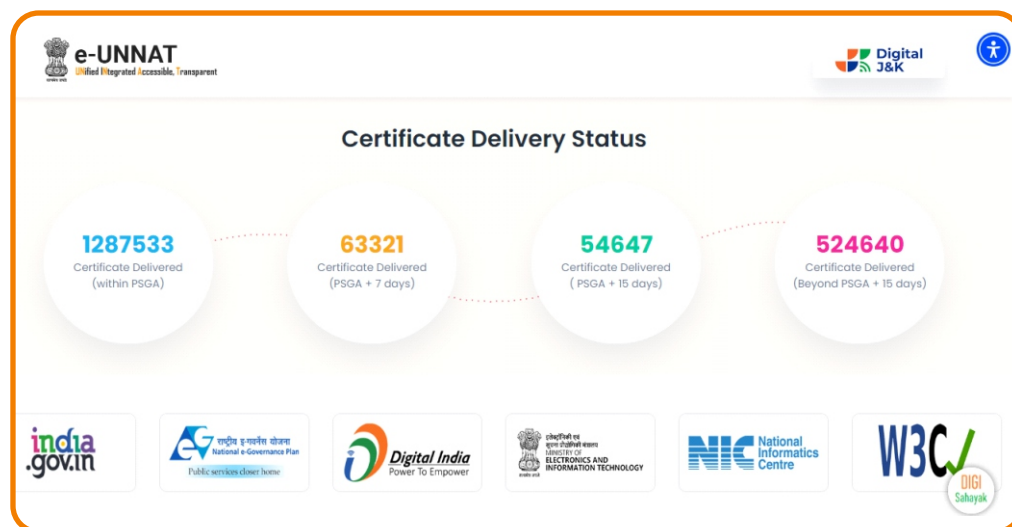
KEY FEATURES

- ✓ Integrated with:
  - MeriPehchaan – National Single Sign-On (NSSO) / JanParichay
  - DigiLocker
  - Service Plus
  - Rapid Assessment System (RAS)
  - Digi Sahayak Chatbot available in English, Hindi and Urdu
  - myScheme to find eligible schemes
- ✓ Detailed Accessibility menu available, making it dyslexic/visibility friendly
- ✓ Department-wise categorized e-services and their details available
- ✓ Highlights newly launched e-services and Top 5 visited e-services
- ✓ Provides real-time status of applications received & certificated delivered
- ✓ Provision to give feedback
- ✓ Compliant with W3C
- ✓ Provides count of visitors on the website

BEST PRACTICE - NIVESH MITRA

Nivesh Mitra – Uttar Pradesh (niveshmitra.up.nic.in)

454	Total e-Services
3,07,96,393	Total Visitors
88%	Licenses/NOCs Issued
89%	User Feedback Summary - Satisfied
94%	Applications Disposed

BEST PRACTICE - ODISHA ONE

Odisha One – Odisha (odishaone.gov.in)

640	Total e-Services
70,20,245	Page Views
2,95,115	Users Registered
73,94,766	Services Applied
65,75,892	Services Delivered

BEST PRACTICE - SWAAGAT

SWAAGAT – Tripura (swaagat.tripura.gov.in)

54	Total e-Services
19302	Applications Submitted
17774	Online NOC issued
100%	Investor Query Responded %
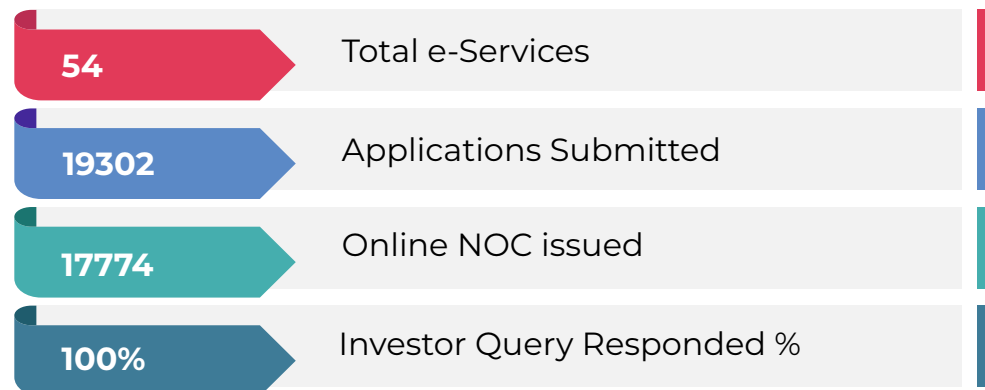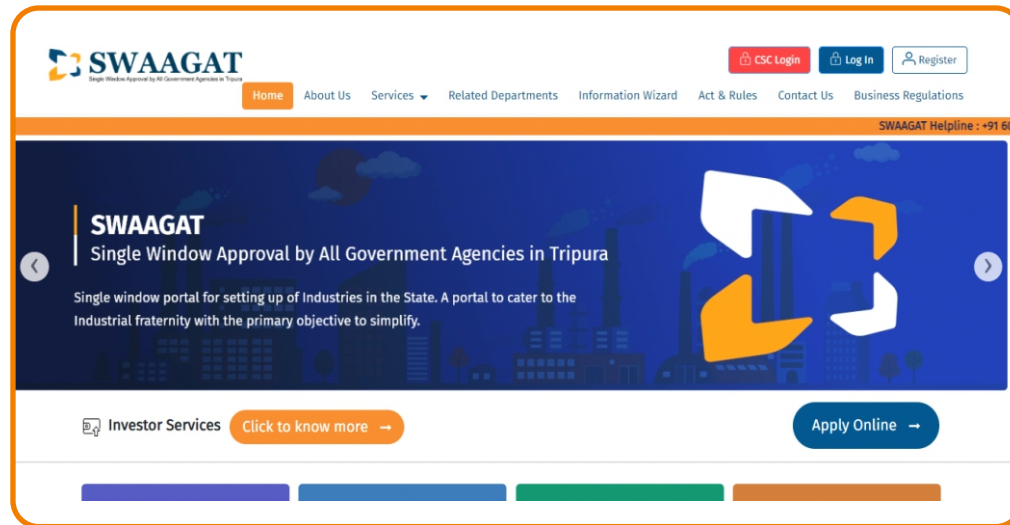
KEY FEATURES

- ✓ Enabled Certificate/License/NOC verification
- ✓ Provision of real-time MIS reports
- ✓ Logins for Citizens and CSCs
- ✓ Online submission of application through Combined Application Form (CAF) and integration with payment gateways
- ✓ Detailed repository of Acts, policies, business regulations, Department orders, Notifications, Industrial Area/Estates, etc.,
- ✓ Rationalization of Inspections through an online Central Inspection System
- ✓ Provision of SWAAGAT Helpline number
- ✓ Contacts of all concerned departments available
- ✓ Provision to give feedback/ raise queries
- ✓ Features What's New section
- ✓ Compliant with W3C

BEST PRACTICE - SEVA SINDHU

Seva Sindhu – Karnataka (sevasindhu.karnataka.gov.in)
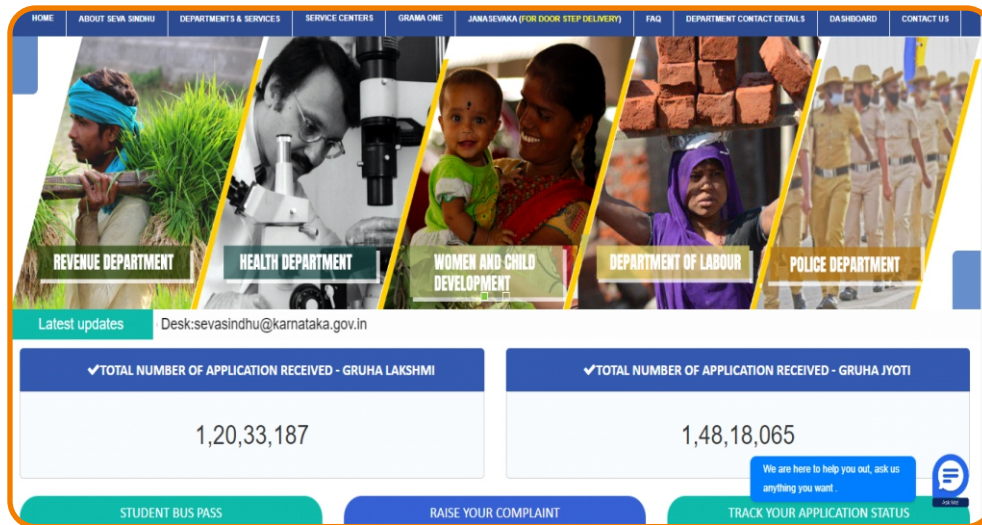
700	Total e-Services
8,30,02,561	Website Visitor Count
1000+	Applications received in a Day
3,60,45,171	Transactions

- ✓ Integrated all the services with Service Plus
- ✓ Department-wise & sector-wise categorized e-services and their details available
- ✓ Provision to raise complaint and track Application status
- ✓ Chatbot available in English and Kannada
- ✓ Detailed dashboard view available
- ✓ Facility to avail instant performance reports
- ✓ Available in English and Kannada
- ✓ Provision to Contact and seek FAQs
- ✓ Provision to track Application status, using application/mobile number
- ✓ Available links for Open Government Data (OGD) Platform
- ✓ Compliant with W3C
- ✓ Provides website visitor count
- ✓ Features What's New and Lates Update sections

BEST PRACTICE - eSEVANAM

eSevanam – Kerala (services.kerala.gov.in)
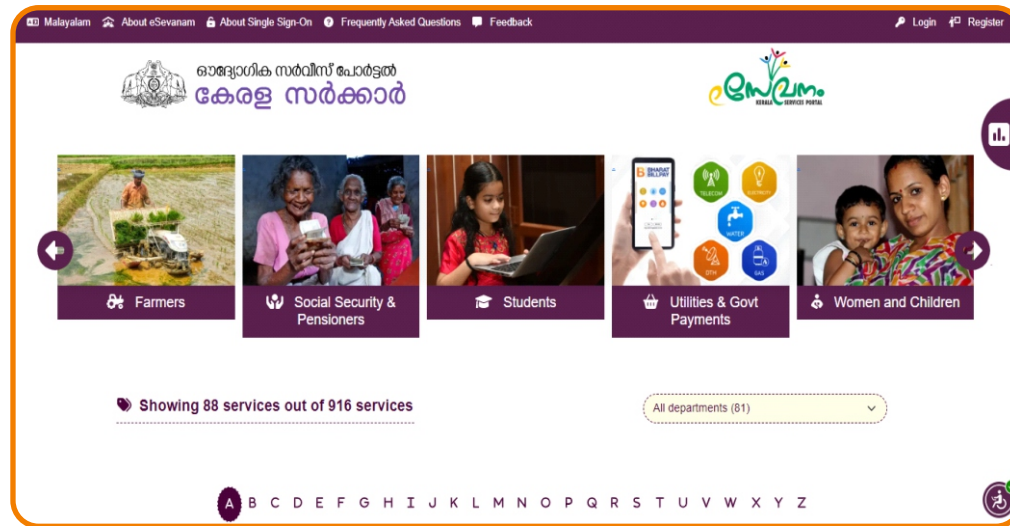
916	Total e-Services
1,,9+ Lakhs	Users Availed the Services (within year)

✓ Integrated with:
- MeriPehchaan – National Single Sign-On (NSSO) / JanParichay
- DigiLocker
- Service Plus

✓ Detailed Accessibility menu available, making it dyslexic/visibility friendly

✓ Department-wise & sector-wise categorized e-services and their details available

✓ Provides instructions to the departments for registering services

✓ Highlights top 10 searched Departments and preferred e-services

✓ Available in English and Malayalam

✓ Provision to give feedback and seek FAQs

✓ Available links of the mobile apps

BEST PRACTICE - SEWA SETU

Sewa Setu – Assam (sewasetu.assam.gov.in)
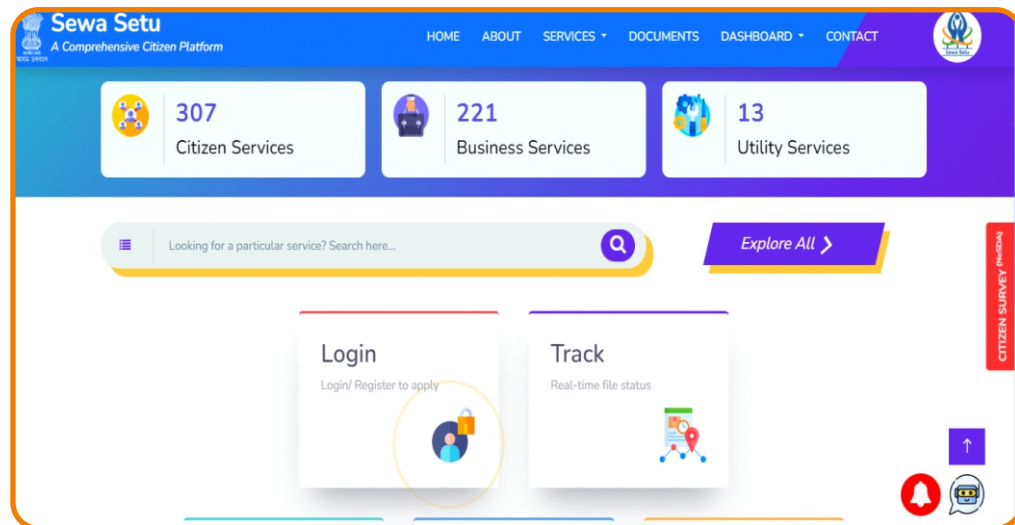
541	Total e-Services
2,03,43,607	Total Visitors

- ✓ Integrated with:
  - MeriPehchaan – National Single Sign-On (NSSO)
  - DigiLocker
  - Service Plus
  - Chatbot available in English, Assamese and Bangla
- ✓ Logins and Dashboards for Citizens, PFC, CSC, Officials
- ✓ Provision to file appeal/ lodge grievances and locate PFCs
- ✓ Department-wise & sector-wise categorized e-services
- ✓ Highlights popular e-services
- ✓ Available in English, Assamese and Bangla
- ✓ Provision to Contact and seek FAQs
- ✓ Provision to track Application status, using reference number
- ✓ Provides count of total visitors

BEST PRACTICE - e-MITRA

E-Mitra – Rajasthan (emitra.rajasthan.gov.in)

624	Total e-Services
2328515	Website visit count
6+Cr	Transactions in 2023
80k+	Total Kiosks
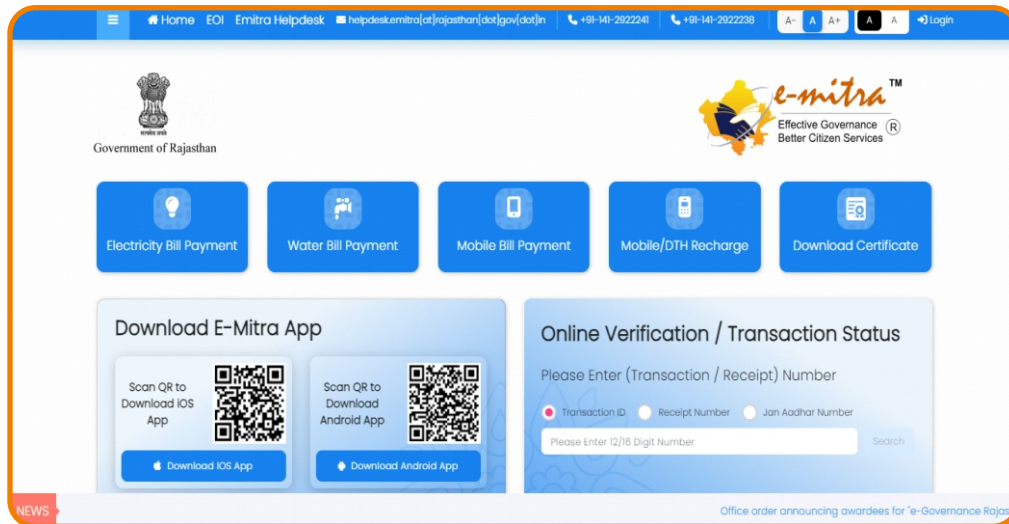
✓ Integrated with: MeriPehchaan – National Single Sign-On (NSSO)

✓ Seamless and quick payment of utility services and facility to download Bonafede & Character certificates

✓ Link of e-Mitra App available for iOS and android users

✓ Provision for online verification / transaction status using transition ID / receipt no. / Jan Aadhar no.

✓ Displays district-wise statistics report

✓ Displays transactions history

✓ Department-wise categorized e-services and their details available

✓ Accessible to PWDs

✓ Available contact and helpdesk details

✓ Compliant with GIGW and W3C

✓ Provides count of visitors on the website

BEST PRACTICE - e-SEVAI

e-Sevai – Tamil Nadu (tnesevai.tn.gov.in/)
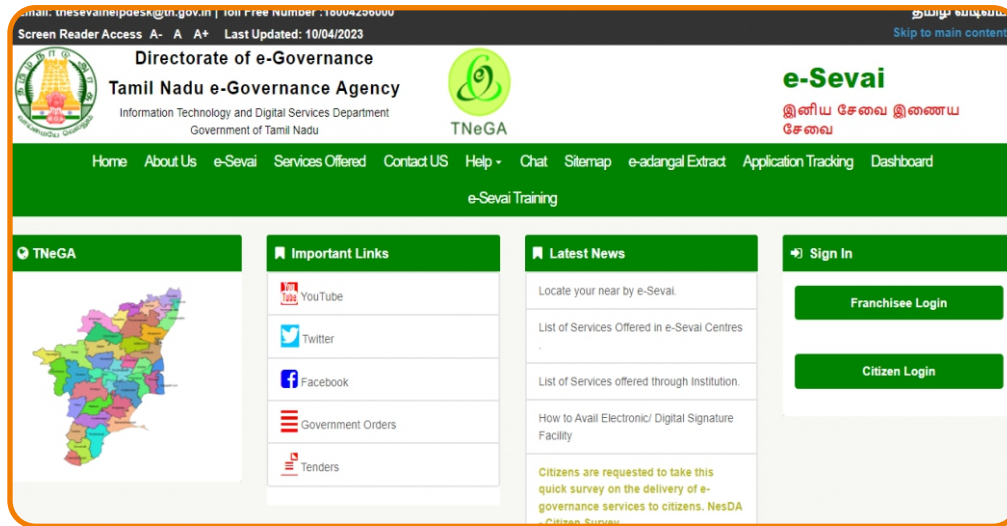
157	Total e-Services

4,00,53,086	Website visit count

- ✓ Department-wise categorized e-services and their details available
- ✓ Chatbot available in Tamil and English
- ✓ Logins for citizens and franchisee
- ✓ Enables:
  - • Locate nearby CSC
  - • extraction of e-adangal reports
  - • tracking of applications
  - • access to dashboard and LMS portal
- ✓ Website available in Tamil and English
- ✓ Compliant with W3C
- ✓ Provides count of visitors on the website
- ✓ Available contact and helpdesk details

BEST PRACTICE – PARIVAR PEHCHAN PATRA OF HARYANA

Parivar Pehchan Patra (PPP) digitally records essential family data (consensually) in Haryana, assigning each family an eight-digit Family ID. This ID is linked to vital life events like Birth, Death, and Marriage records for automatic updates. It integrates with existing schemes, ensuring consistency and enabling automatic beneficiary selection. Once the beneficiaries are authenticated, they not submit additional documents.

Number of beneficiaries

Old Age Samman Allowance	1,62,444
SC Certificate	8,00,873
BC Certificate	5,44,972
OBC Certificate	27,101
Tapriwas Certificate	999
Income Certificate	11,41,485
Vivah Shagun	17,397
Ration Card	42 Lakh+ families (data shared with Food & Civil Supplies)
Ayushman Card	42 Lakh+ families (data shared with NHM)

PROCESS FLOW

PPP identifies eligible beneficiaries based on data in the Family Information Data Repository (FIDR)

Requisite data points of identified beneficiaries are sent for verification (as required by the scheme), if not already verified

Data of eligible beneficiaries, post-verification, is shared with the relevant department

For benefit disbursement schemes

Citizen consent is obtained before adding them as beneficiaries

For certificate related services

Citizen provide their PPP Number, receiving it in real-time, if already verified in FIDR

BEST PRACTICE – CYBER TEHSIL OF MADHYA PRADESH

Madhya Pradesh government has taken an initiative where the buyer and seller of Land are not required to apply for mutation of Land. This is done under Initiative called "Cyber Tehsil" under Revenue Case Management system with an aim to provide the faceless and contactless facility of suo moto mutation of land.

The pilot run of the project started in June 2022 and subsequently it was scaled up to 12 districts in July 2023. At present, the project has been rolled out for all the 55 districts of the State.

Earlier, the buyer of the land had to visit to respective Tehsil office to submit the mutation request after completing the registry of Land.

Now, the mutation cases are registered in RCMS automatically, as soon as the land/plot is registered. The whole mutation process is completed within 15 days, which is 100% improvement from 30 days.

PROCESS FLOW _ CYBER TEHSIL
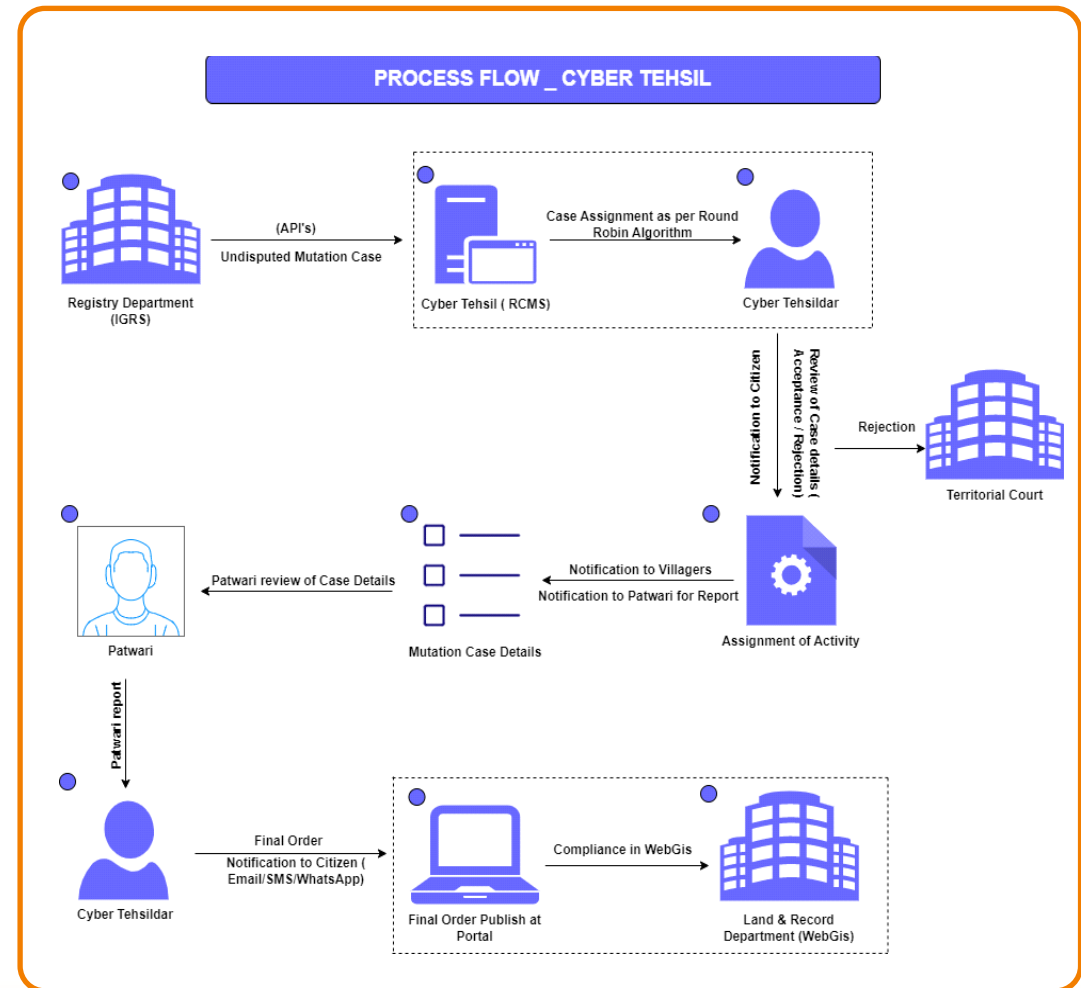
DISSEMINATION OF BEST PRACTICES-REGIONAL CONFERENCES ON E-GOVERNANCE

DARPG organized four Regional Conferences (RC) on e-governance in 2023-24. The main objective of the conference is to bring Central and State governments on the same platform to share experiences in innovations in public administration, improving quality of life, good governance, e-Governance, Digital Governance, etc.

**RC, Guwahati in Jan'24**

RC, Bhopal in Mar'23

RC, Jaipur in Oct'23

RC, Mumbai in Jan'23

COLLABORATION WITH RIGHT TO SERVICE (RTS)COMMISSIONERS

The DARPG has embarked on a collaborative initiative with the Chief Commissioners and Appellate Officers of the Right to Service (RTS) Act across various States/UTs. The department held two virtual meetings on 16.06.2023 and 09.10.2023, respectively.

This collaboration aims to leverage the RTS framework and enhance e-service delivery nationwide in line with the NeSDA Way Forward.
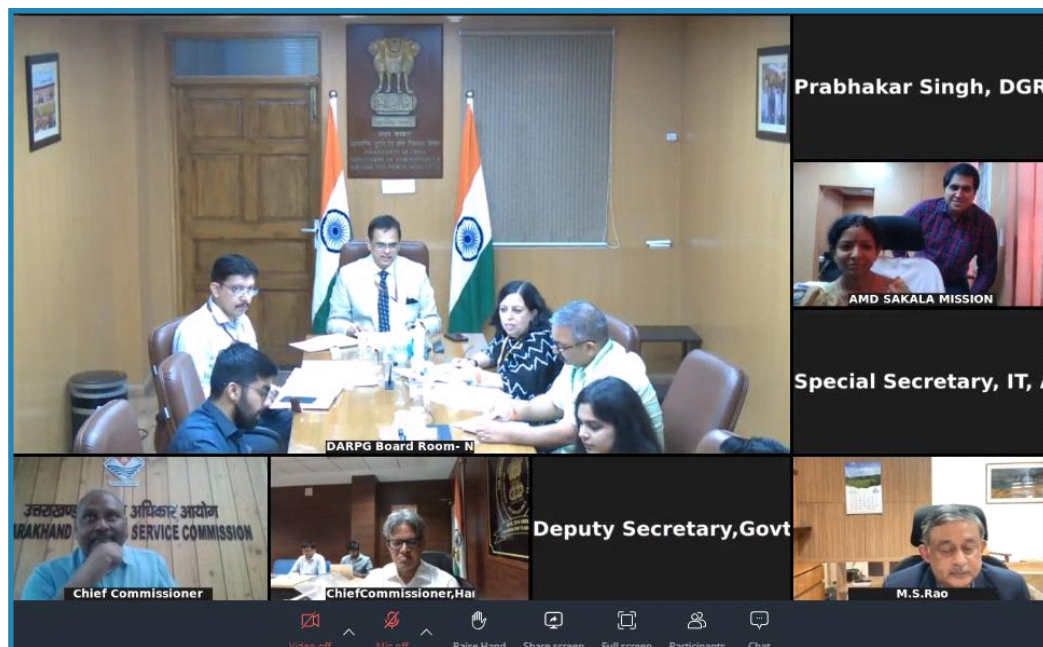
Meeting with Chief Commissioners & Appellate officers of the RTS Act in States/UTs on 09.10.2023

Status of RTS Act across States/UTs

7 States/UTs with established RTS Commission

23 States/UTs with enacted RTS Act without any Established RTS Commission

6 States/UTs with no RTS Act or any Established RTS Commission
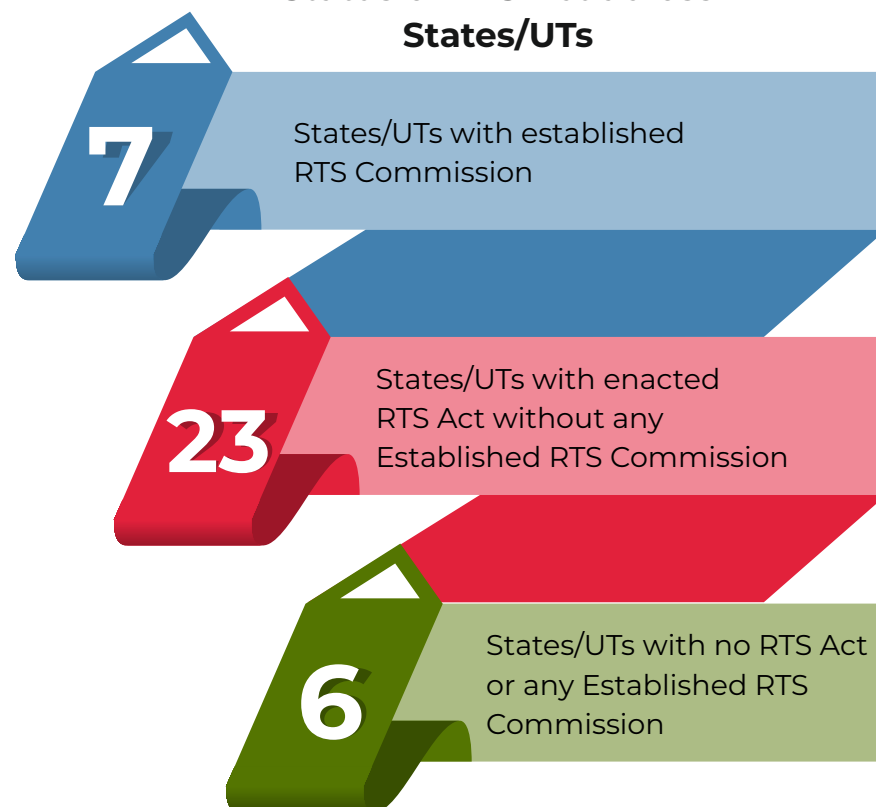
PAVING THE WAY FORWARD- EMERGING AND FUTURE E-GOVERNANCE INITIATIVES, E-COMMERCE INITIATIVES, AND EMERGING TECHNOLOGIES

The DARPG conducted a brainstorming session on the theme- Emerging and Future e-Governance Initiatives, e-Commerce Initiatives, and Emerging Technologies on 04.01.2024 at CSoI, New Delhi.

15 domain experts and distinguished representatives from leading organizations, including PwC, QCI, Primus Partners, KPMG, Deloitte and EY attended the session along with the DARPG officials.

Govt Seeks Ideas to Push AI-Driven eGovernance

Experts suggest AI solutions in areas like crop disease diagnosis, face authentication etc

Anubhuti Vishnoi

New Delhi: As the government looks to scale up AI-backed face authentication across its offices and deepen penetration of e-services delivery to citizens, it is closely looking at how AI can be deployed in future models of e-governance with experts proposing a range of solutions from diagnosis of cataracts to crop diseases besides an Aadhar 2.0 and treating the family as a governance unit.

The Department of Administrative Reforms and Public Grievances (DARPG) recently brainstormed with nearly 15 domain experts from EY to PwC to stay in step with sweeping technology shifts and plan future public service delivery models using AI.

PWC, for instance, has submitted the case of rising cataracts in the country and how diagnosis can be timely simplified and made cost effective through a smartphone app that can be used for both self-diagnosis and by volunteers on a door-to-door basis.

For farmers, a similar 'automated grain quality assessment' is recommended to speed up procurement besides using an AI-powered app to identify crop pests and diseases, and offer personalised farming advice based on climatic conditions, available subsidies, better farming practices and demand-supply trajectory.

PwC has also advocated a generative AI-based WhatsApp conversational assist service for citizen engagement, given India's WhatsApp user base of 487.5 million. KPMG has pitched using generative AI to ensure personalised attention in local languages to students based on previous

New Horizon

Administrative reforms dept brainstormed with 15 domain experts from EY to PwC recently

PWC - Submitted the case of rising cataracts and how diagnosis can be done through an app

KPMG - Pitched an idea to ensure personalised attention in local languages to students using genAI

academic records and test scores to address learning gaps, failure rates and access to accurate learning material.

Similarly, the use of AI for real time monitoring of road construction, sewage and utility mapping as well as vehicle violation detection are cited as potential areas of application. The experts have also suggested augmented reality-based guided tours to boost the potential of India's tourist places. Deloitte, meanwhile, has strongly pitched using genAI to make automated drawing up of

Request for Proposals (RFPs), contracts, statement of work, legislations as well as summarising governmental or policy documents for citizens.

It also says that AI can help check bias in feedback on policy making and if only a particular section/sections are amplifying a viewpoint to influence policy decisions. A 'Virtual Public Servant' has been mooted as well- for a personalised citizen engagement in a natural language and by culling information from myriads of government sources across departments.

"The idea was basically that the government stays updated on technology advancement. We may not always have that expertise in house, hence the need to consult domain experts especially given the demand and need to scale up. For instance, just in the last eight months, over 6,000 eservices have been brought in. We need to saturate this space. Hence the need for face authentication for service delivery, Chat Gpt and e-services- issues discussed with experts," said V. Srinivas, secretary, DARPG.

anubhuti.vishnoi@timesgroup.com

The roadmap forward, following the day long deliberations envisaged :

1. Promotion of Universalized face Authentication processes for simplification of service delivery

2. Incorporation of Bhashini, service plus, etc. in e-governance initiatives

3. Immense potential of increasing the Mandatory e-Services to over 160

4. Focus on e-Office analytics and cyber-security measures

5. Enhanced Usage of AI in grievance redressal

6. Reaching to families, as a unit, through use of technology

7. Push towards e-commerce initiatives
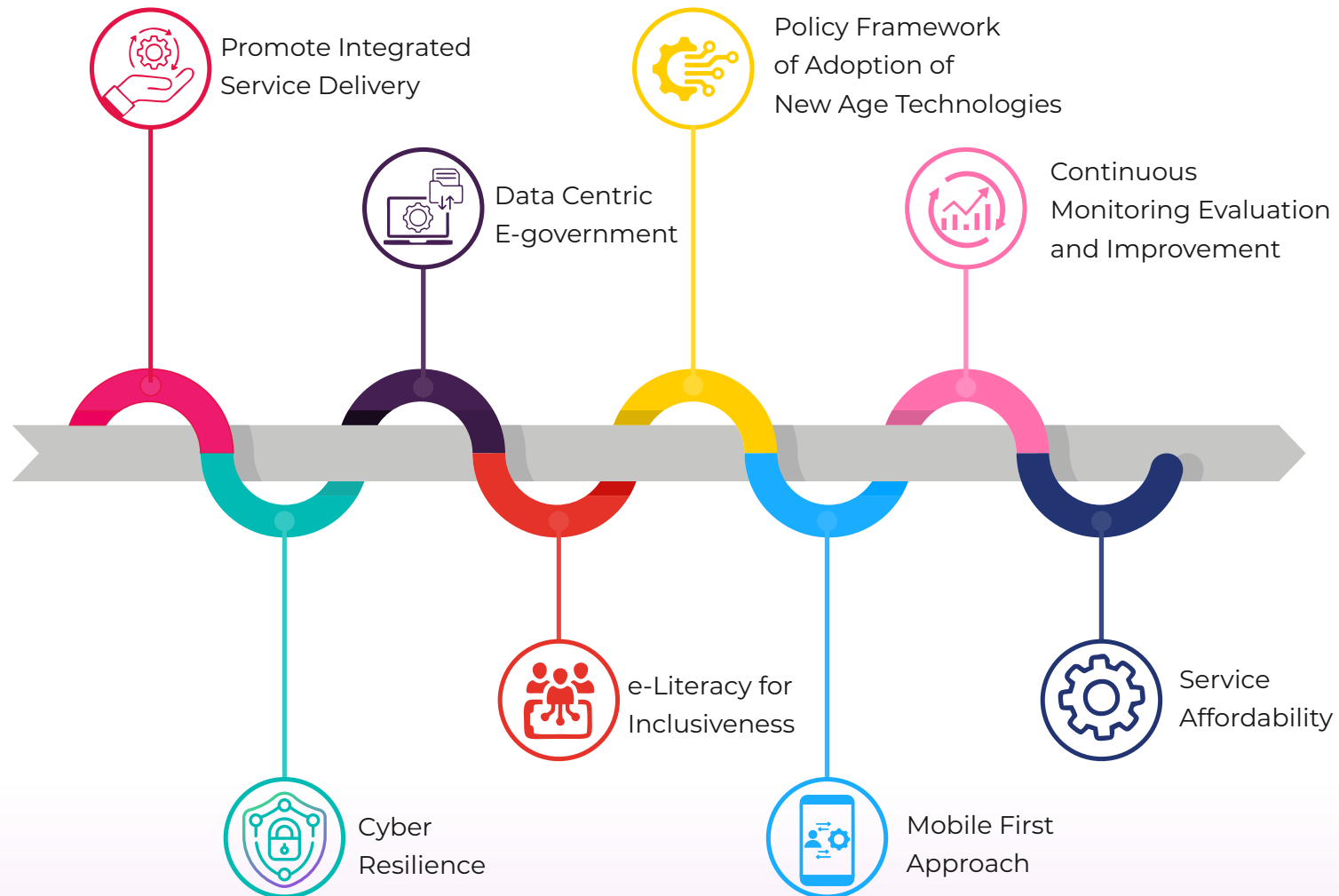
8. Strong media outreach to disseminate best practices

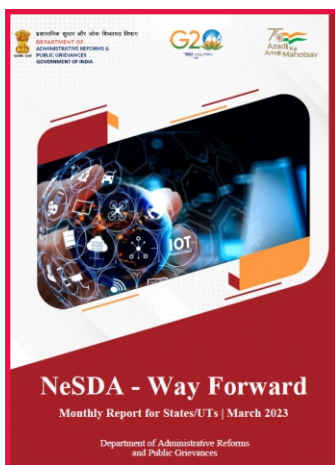9. Collaboration with State/UT Government

10. Need for Hackathons to further learn and disseminate the Gen AI good practices.
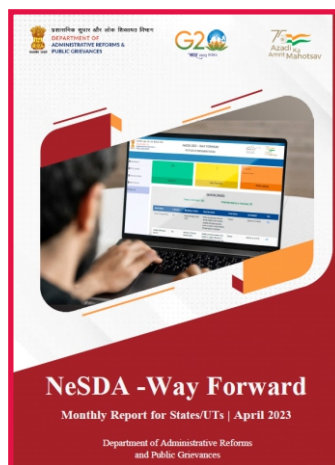
ROADMAP AHEAD

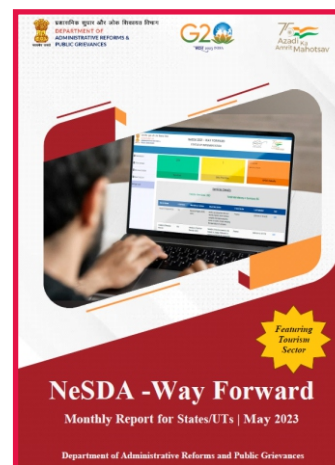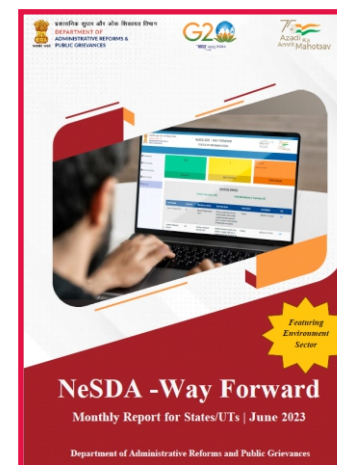**Furthermore, NeSDA Way Forward looks forward to achieve the following objectives:**

Promote Integrated Service Delivery

Policy Framework of Adoption of New Age Technologies

Data Centric E-government

Continuous Monitoring Evaluation and Improvement

e-Literacy for Inclusiveness

Service Affordability

Cyber Resilience

Mobile First Approach

MONTHLY REPORTS RELEASED

March 2023

April 2023

May 2023-Tourism

June 2023-Environment
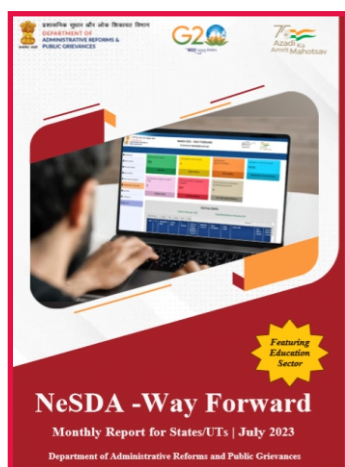
July 2023 – Education
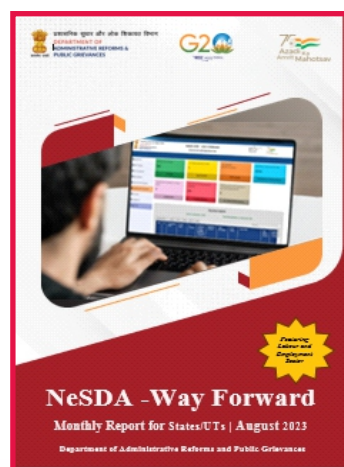
August 2023 – Labour & Employment
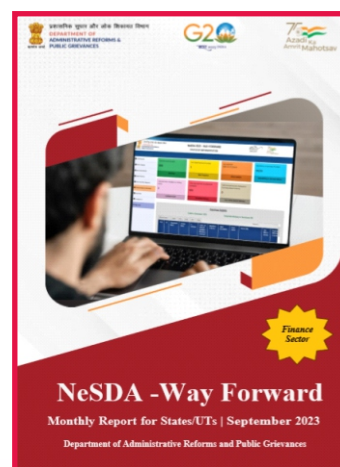
September 2023 – Finance
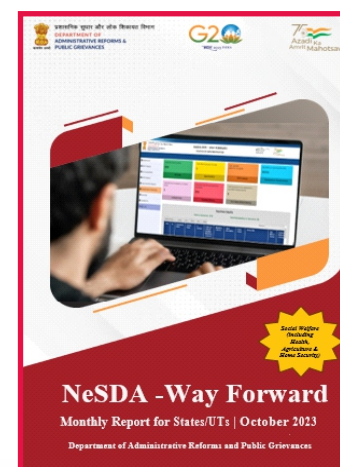
October 2023 – Social Welfare Incl. Agriculture, Health & Home Security
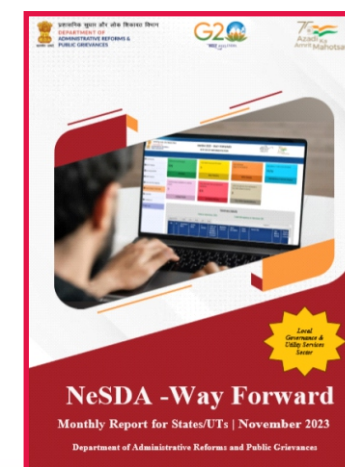
November 2023 – Local Governance & Utility Services

Ministry of Personnel, Public Grievances & Pensions

DARPG to coordinate with Right to Service Commissioners for increased delivery of e.Services

2nd meeting with RTS Chief Commissioners/Commissions of States/UTs held on 9th October, 2023

14,736 e.Services provided by States, 1505 of 2016 mandatory e.Services are provided with saturation of 74.6%

Jammu & Kashmir, Kerala and Odisha provide 100% of their services through identified single Unified service delivery portal e.Unnat (1028), e.Sevanam (911) and Odisha One (404) respectively

Posted On: 09 OCT 2023 7:29PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions

A brainstorming session held on theme of Emerging and Future e-Governance Initiatives, e- Commerce Initiatives, and Emerging Technologies

The sector experts highlighted the future public service delivery models build around responsible AI frameworks

Usage of GenAI to emerge in all Government Sectors for personalized e-Services and optimization of service delivery

Need for managing risks & identity management in GenAI and a focus on citizen privacy, data security and enhanced cyber-security measures

Enhanced usage of Bhashini, service plus, etc in e-governance initiatives

Posted On: 05 JAN 2024 12:28PM by PIB Delhi

The Department of Administrative Reforms and Public Grievances (DARPG) organized a brainstorming session on the theme- *Emerging and Future e-Governance*

Ministry of Personnel, Public Grievances & Pensions

6th Edition of the 'NeSDA – Way Forward Monthly Report for States/UTs' released

Departments across States/UTs provide 14,736 e-services

Jammu & Kashmir (1028) provides the maximum number of e-services

1,505 out of 2,016 mandatory e-services are available, making saturation at 74.6%

Jammu & Kashmir, Kerala and Odisha provide 100% of their services through their identified Single Unified Service Delivery Portal i.e., e-UNNAT, e-Sevanam and Odisha One, respectively

Haryana provides the maximum number of e-services as well as 21 out of 26 distinct e-services, identified under labour and employment sector

Posted On: 23 SEP 2023 6:32PM by PIB Delhi

MEDIA OUTREACH – PIB RELEASE

Ministry of Personnel, Public Grievances & Pensions

Regional Conference on the theme "e- Governance" begins in Guwahati today

Governor of Assam, Shri Gulab Chand Kataria and Union MoS Dr. Jitendra Singh grace inaugural event

PM Modi's governance reforms helped mainstreaming of Northeast: Dr. Jitendra Singh

Posted On: 09 JAN 2024 6:44PM by PIB Delhi

A two-day Regional Conference on the theme "e- Governance" organised by the Department of Administrative Reforms and Public Grievances (DARPG) in collaboration with Government of Assam began in Guwahati today. Governor of Assam, Shri Gulab Chand Kataria and Union MoS Dr. Jitendra Singh graced the inaugural event.

Addressing the gathering in the inaugural session, Dr. Jitendra Singh, Union Minister of State (Independent Charge) Science & Technology, MoS PMO, Personnel, Public Grievances, Pensions, Atomic Energy and Space said that, PM Modi's governance reforms have helped in mainstreaming the Northeast. Path-breaking decisions were taken by this government for the development of Northeast, that are visible in the quality of life of the people of this region. "Northeast today is being cited as an example of Modi's development model," he said.

Ministry of Personnel, Public Grievances & Pensions

Union Minister Dr Jitendra Singh emphasized on technology-driven e-Governance for reaching last mile.

The Minister addresses the Inaugural Session of the 2nd Regional Conference on Good Governance in Bhopal in presence of Madhya Pradesh Chief Minister Shivraj Singh Chouhan

Vision India@2047 on Governance is truly e-Vision India@2047 marked by saturation and benchmarking of high-quality e-services in tune with Prime Minister's "Panch Pran" goal for the next 25 years elucidated in the Union Budget: Dr Jitendra Singh

Dr Jitendra Singh says, Digital innovation will play an important part in the next decade for governance to transform India into a digitally empowered society and knowledge economy

Posted On: 06 MAR 2023 4:59PM by PIB Delhi

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

Mumbai, 23 January 23, 2023

The Chief Minister of Maharashtra Shri Eknath Shinde inaugurated the two-day Regional Conference on "E-Governance" in Mumbai today. This conference has been jointly organized by the Department of Administrative Reforms and Public Grievances (DARPG) in collaboration with the Government of Maharashtra from January 23 to 24, 2023 in Mumbai. The conference is hybrid mode has been attended by 500 delegates from 30 participating States and UTs today.

MEDIA OUTREACH – ARTICLES

Govt officials, industry experts brainstorm on use of AI for public grievances redressal

Text Size | Print This Page | Send by Email

New Delhi, Jan 5 (PTI) Senior government officials and industry experts discussed the use of artificial intelligence (AI) for redressal of public grievances and promotion of universalised face authentication processes for simplification of service delivery during a brainstorming session, said an official statement issued on Friday.

NATIONAL NEWS

5th Edition Of The 'NeSDA – Way Forward Monthly Report For States/UTs' Released

By lednewsdesk — On Aug 21, 2023

Share

Department of Administrative Reforms & Public Grievances (DARPG) has released the fifth edition of 'National e-Governance Service Delivery Assessment (NeSDA) – Way Forward Monthly Report for States/UTs', which provides a detailed overview of status of e-service delivery across States/UTs.

The July monthly report presents the status of e-services, mandatory e-services (as per NeSDA 2021) and highlights the best practices, across States/UTs. It also underlines the saturation level of e-services provided through the State's/UT's single unified service delivery portal. Moreover, the report especially features deeper analysis of e-services provided under education sector.

MEDIA OUTREACH – ARTICLES

THE ECONOMIC TIMES | News

English Edition • | 10 January, 2024, 11:50 AM IST | Today's ePaper

e-Governance delivery report released

ET Bureau • Last Updated: Aug 22, 2023, 12:56:00 AM IST

Synopsis
The report showed that e-services saturation had reached 69 per cent with the maximum e-services reported in the Local governance and Utility services sector. 21 out 36 States/UTs have achieved saturation of mandatory e-services in the Tourism sector while 17 states have achieved saturation in the Environment sector. State Wise assessment showed .

The Department of Administrative Reforms & Public Grievances (DARPG) on Monday released the fifth edition of 'National e-Governance Service Delivery Assessment (NeSDA) - Way Forward Monthly Report for States/UTs' on status of e-service delivery across States/UTs.'

The report showed that e-services saturation had reached 69 per cent with the maximum e-services reported in the Local governance and Utility services sector.

Representative photo.

21 out 36 States/UTs have achieved saturation of mandatory e-services in the Tourism sector while 17 states have achieved saturation in the Environment sector. State Wise assessment showed .

THE WEEK MAGAZINE ∨

HOME INDIA WORLD BUSINESS SPORTS ENTERTAINMENT REVIEWS SCI/TECH

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Govt officials industry experts brainstorm on use of AI for public grievances redressal

PTI | Updated: January 05, 2024 15:39 IST

New Delhi, Jan 5 (PTI) Senior government officials and industry experts discussed the use of artificial intelligence (AI) for redressal of public grievances and promotion of universalised face authentication processes for simplification of service delivery during a brainstorming session, said an official statement issued on Friday.

The session -- 'Emerging and Future e-Governance Initiatives, e-Commerce Initiatives, and Emerging Technologies' -- was organised by the Department of Administrative Reforms and Public Grievances (DARPG) here on Thursday.

DARPG to coordinate with Right to Service Commissioners for better delivery of e-Services

Jammu & Kashmir, Kerala and Odisha provide 100% of their services through their identified Single Unified Service Delivery Portal: e-UNNAT, e-Sevanam and Odisha One.

ET Online Bureau • Agencies
Updated On Oct 9, 2023 at 08:10 PM IST

States and Union Territories to determine the extent of faceless service delivery through RTS.
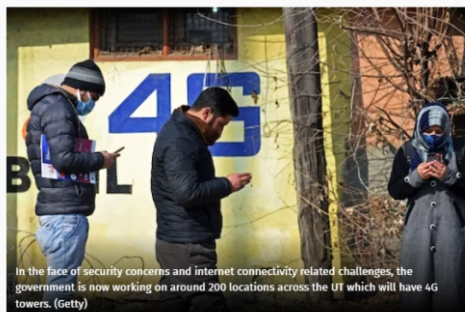
The Department of Administrative Reforms and Public Grievances (DARPG) convened the second meeting with the Right to Service Commissioners of various States and Union Territories in-line with the National e-Governance Service Delivery Assessment's vision of boosting e-governance and improving e-service delivery in the nation on October 9.

MEDIA OUTREACH – ARTICLES

Internet Shutdowns No Obstacle as J&K Tops List With Maximum e-Services for Citizens

Reported By: **Madhuparna Das** • Edited By: **Apoorva Misra** • **News18.com** • Last Updated: SEPTEMBER 27, 2023, 12:51 IST • Jammu and Kashmir, India

Post abrogation of Article 370 in 2019, J&K has been witnessing a 30-times rise in the number of e-services. Over the past three years, the UT administration has been able to take the number from 15 services in 2019 to 1,080 in 2023

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In the face of security concerns and internet connectivity related challenges, the government is now working on around 200 locations across the UT which will have 4G towers. (Getty)

Odisha Provides 100% Of Its Services Through 'Odisha One': NeSDA Report

6th Edition of 'NeSDA – Way Forward Monthly Report for States/UTs' released

By Pragativadi News Se… — On **Sep 23, 2023**

Share   👁 66

New Delhi: Odisha provides 100% of its services through the identified Single Unified Service Delivery Portal- 'Odisha One', as per the August monthly report of NeSDA.

Apart from Odisha, Jammu & Kashmir, and Kerala provide 100% of their services through their identified Single Unified Service Delivery Portal i.e., e-UNNAT, and e-Sevanam Odisha One, respectively.

The Department of Administrative Reforms & Public Grievances (DARPG) has released the sixth edition of the National e-Governance Service Delivery Assessment (NeSDA) – Way Forward Monthly Report for States/UTs, which provides a detailed overview of status of e-service delivery across States/UTs.

J&K tops in e-Governance service delivery, has 1028 online services: NeSDA report

Under the Digital J&K programme launched last year, the number of online services has increased exponentially from 35 services in 2019 to 1,028 services as on date, according to the report released by DARPG.
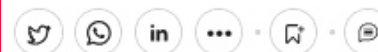
Online Bureau • Agencies
Published On Sep 25, 2023 at 07:29 AM IST

In the area of e-governance service delivery, Jammu and Kashmir has achieved a significant milestoneby providing over 1,028 services in online mode to citizens, institutions and business establishments, according to an official release issued on Sunday.

In the National e-services Delivery Assessment (NeSDA) report released by

JAMMU & KASHMIR

Chief Secretary Arun Kumar Mehta said the achievement

MEDIA OUTREACH – ARTICLES

BW BUSINESSWORLD
January 10, 2024

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J&K Leads With 100% E-Service Delivery: Report

*A total of 1,505 out of 2,016 mandatory e-services (56*36 States/UTs) are available, achieving a saturation rate of 74.6 per cent*

ThePrint

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Home › India › J&K on forefront of e-Governance service delivery, has 1,028 online services

India

J&K on forefront of e-Governance service delivery, has 1,028 online services

PTI 24 September, 2023 10:03 pm IST

जम्मू-कश्मीर ई-गवर्नेंस सर्विस के मामले में नंबर 1: 1028 डिलीवरी सर्विस शुरू कीं; लिस्ट में MP दूसरे, केरल तीसरे पायदान पर

श्रीनगर   4 महीने पहले

Business Standard

Govt officials, experts brainstorm on use of AI for grievance redressal

Fifteen domain experts and distinguished representatives from leading organisations, including Deloitte, PwC, Primus Partners, KPMG, QCI, and EY attended the session

Press Trust of India | New Delhi

INDIA@100 | E-GOVERNANCE AI SOLUTIONS

GOODBYE TO PAPERWORK

FOR GOVERNMENTS AND CITIZENRY ALIKE, DATA-DRIVEN INITIATIVES WILL ENSURE INFORMED DECISION-MAKING AND EASE OF ACCESS

Important papers stolen? Or, worse, destroyed in a fire? Soon, such events will be things of the past. Artificial Intelligence, with its ability to archive and analyse vast amounts of data, will 'dematerialise' documentation, and thus, revolutionise policymaking and service delivery. Whether it's a record of your land or health, your Aadhaar identity or your driving licence, everything will soon have a digital footprint, sans fear of destruction. Data privacy/security remains an area that needs urgent attention: this must harness the auto-corrective features that the technology itself contains so as to minimise or eliminate the scope of corruption or theft.

WHY IT IS A GAME CHANGER

In India, every state must mandatorily provide 56 digital services to the citizens. Though the implementation rate has been 67 per cent, the success of these and other offline services depends on the grievance redressal mechanism. Most governments do have online platforms allowing aggrieved citizens to file their complaints. But in a country with a population of 1.4 billion, scanning the large volume of complaints and acting on them is an exercise in futility, given the time it consumes and the lack of manpower. However, the use of AI is not only making the grievance redressal system faster and more accountable, it's also helping government agencies detect systemic flaws and map socio-economic issues in various geographic locations. The most shining example has been the Integrated Grievance Management System (IGMS) developed by the Department of Administrative Reforms and Public Grievances (DARPG), which Prime Minister Narendra Modi handles directly.

The use of AI facilitates instant categorisation of complaints, summarisation, and routing to the departments concerned. It can easily do keyword and semantic searches, point out oversight whenever required and display complaints in a dashboard in real time. The IGMS uses the same technology that powers ChatGPT. "The categorisation helps us identify and analyse the policy interventions required if similar complaints keep reappearing. We can also detect if there is inefficiency on the part of any department or officer. Prime Minister Modi is very serious about the effective implementation of this mechanism and often checks the dashboard," says V. Srinivas, Secretary, DARPG.

WHAT INDIA NEEDS TO MASTER

The AI-powered IGMS has been in use for all central government ministries and departments since February 2023. Such initiatives should now spread to all states as well. Digital infrastructure and services are not uniformly spread across all states in India. For instance, if Kerala offers 886 e-services, Rajasthan extends only 248, Bihar 234 and Gujarat 228. Smaller states such as Manipur, Nagaland and Sikkim don't even offer 50 such services. If states such as Andhra Pradesh are using blockchain to map land records, many states have not rolled out even the mandatory 56 digital services. Only 13 states have all 15 mandatory financial services online, while 13 others have the 13 mandatory services related to local governance and utility.

To ensure uniform and efficient services across the country, the government must first strengthen the digital infrastructure. On August 6, the Union cabinet approved Rs 1.39 lakh crore for BharatNet Project, its flagship project to enhance local internet connectivity. The next important step will be to ensure that all Common Services Centres (CSC) remain functional throughout the year. In most remote areas, people cannot access these facilities because of lack of manpower and poor infrastructure.

Another key component in the efficient functioning of e-government services is trained manpower to handle these utilities. In several states, government officials are either not trained to use these digital innovations effectively or the frequency of training does not keep up with the speed of technological evolutions impacting these services. That's why the government built a trained human resource for last-mile delivery of digital services. The Centre has made it mandatory that every officer must undergo 50 hours of training on emerging technologies. States also must follow suit.

"The IGMS helps us identify the required policy interventions if similar complaints keep reappearing. We can also detect if there is inefficiency on the part of any department or officer"
— V. SRINIVAS
Secretary, DARPG

Illustration by NILANJAN DASAI

THE CHANGE-MAKERS

DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES

Directly under PM Modi, it has been spearheading the use of new emerging technologies in e-governance applications all government agencies use

56
No. of digital services states have to mandatorily provide to the people. These include financial services as well as those related to local government and utility

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THE ECONOMIC TIMES | News

English Edition • | 10 January, 2024, 02:03 PM IST | Today's ePaper

Govt officials, industry experts brainstorm on use of AI for public grievances redressal

PTI - Last Updated: Jan 05, 2024, 04:07:00 PM IST

Synopsis
New Delhi: In a brainstorming session organized by the Department of Administrative Reforms and Public Grievances (DARPG), senior government officials and industry experts discussed the use of artificial intelligence (AI) for public grievances and universal face authentication. The Secretary of DARPG highlighted the significant increase in e-service delivery across the country, with many states achieving 100% saturation. The session concluded with a focus on universalized face authentication, AI in grievance redressal, e-commerce initiatives, and media outreach.

New Delhi: Senior government officials and industry experts discussed the use of artificial intelligence (AI) for redressal of public grievances and promotion of universalised face authentication processes for simplification of service delivery during a brainstorming session, said an official statement issued on Friday. The session -- 'Emerging and Future e-Governance Initiatives, e-Commerce Initiatives, and Emerging Technologies' -- was organised by the Department of Administrative Reforms and Public Grievances (DARPG) here on Thursday.

NATIONAL NEWS

Brainstorming Session Focuses On Emerging And Future E-Governance Initiatives, E-Commerce Strategies, And Advanced Technologies

By lednewsdesk — On Jan 5, 2024

Share

The Department of Administrative Reforms and Public Grievances (DARPG) organized a brainstorming session on the theme- *Emerging and Future e-Governance Initiatives, e-Commerce Initiatives, and Emerging Technologies* on January 4th, 2024 at CSol, KG Marg, New Delhi.

The session marked a significant effort to promote knowledge exchange among key players in the realm of e- service delivery, e-Governance, and innovative technology implementation. 15 domain experts and distinguished representatives from leading organizations, including Deloitte, PwC, Primus Partners, KPMG, QCI, and EY attended the session along with the DARPG officals.

PHOTO GALLERY

Governor of Assam, Sh. Gulab Chand Kataria and Hon'ble MoS released "Journey of 25 Regional Conferences and e-journal MGMG (July – Dec, 2023) at the Regional Conference on "e-Governance" in Guwahati

Maharashtra CM Sh Eknath Shinde inaugurates two-day Regional Conference on "e-Governance" in Mumbai

Hon'ble MoS inaugurates two-day Regional Conference on "e-Governance" in Bhopal

Governor of Assam, Sh. Gulab Chand Kataria at the Regional Conference on "e-Governance" in Guwahati
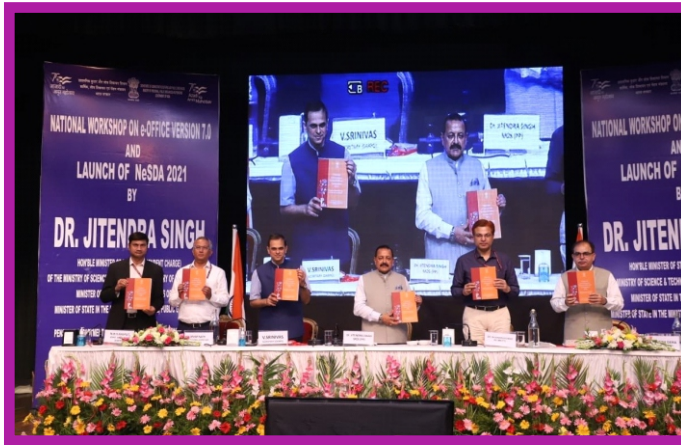

Sh Devendra Fadnavis, Hon'ble Deputy Chief Minister, Govt. of Maharashtra at the Regional Conference on "e-Governance" at Mumbai

Hon'ble MoS, other dignitaries with DARPG officials at the Regional Conference on "e-Governance" in Bhopal

PHOTO GALLERY

Hon'ble MoS releasing the NeSDA 2021 Report
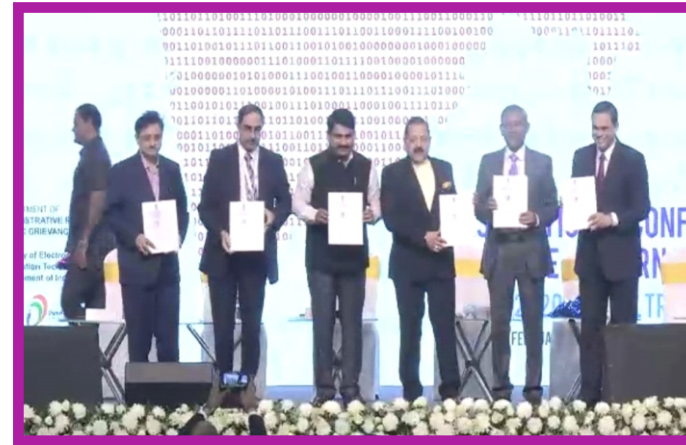
Hon'ble MoS releasing the NeSDA 2019 Report

Hon'ble MoS reviewing the NeSDA Way forward Monthly Reports under Digital DARPG initiative

Brainstorming Session on theme, Emerging and Future e-Governance Initiatives, e-Commerce initiatives, and Emerging Technologies on 04.01.2024

ANNEXURE - TOURISM SECTOR

The Identified Distinct Themes/Sub-Themes of e-Services in Tourism Sector, as per NeSDA Way Forward May Report, which may be provided across all states and UTs:
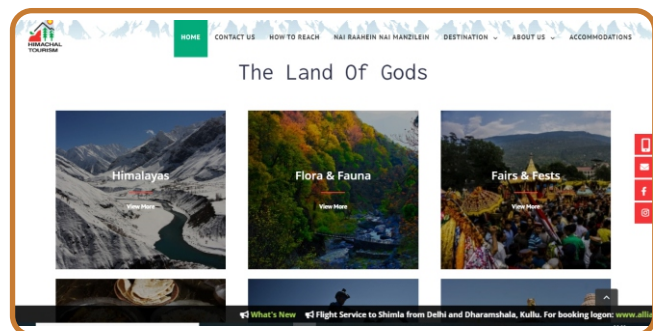

Himachal Tourism - Himachal Pradesh

#	Sub-theme Service	Sub-theme
1	Accommodation Booking	Accommodation and Transportation
2	Bus Booking Service	
3	Car Rental Service	
4	Entry tax	
5	Helicopter Service	
6	Booking Tour package	Tour Package and Tourist Attraction
7	Registration/booking for Tourist activity	
8	Registration/ticket booking for tourist venue/monument (museum/temple)	
9	Movie/Film Shooting Permission / Booking Payment	Permits/Pass and Event Registration
10	Permit License to Host Event/ Registration of event (G2B)	
11	Permit/Pass for citizen to travel through specific area / Inner Line Permit	
12	Tourist Card/Pass	
13	Permit/Pass for events/cultural performance/exhibition	
14	Accommodation	Registration/ Recognition/ Renewal of Service Provider
15	Activities/ Recreational Infrastructure	
16	Allotment	
17	Certification/Grading	
18	Photographer/Porter	
19	Restaurant	
20	Tour Operator/Agent/Dealer/Guide	

ANNEXURE - ENVIRONMENT SECTOR

The Identified Distinct Themes/Sub-Themes of e-Services in Environment Sector, as per NeSDA Way Forward June Report, which may be provided across all states and UTs:
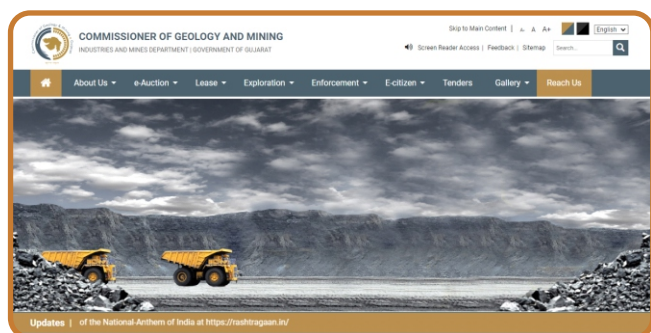

Commissioner of Geology and Mining - Gujarat

Key	Sub-theme Service	Sub-theme
1	Consent to Establish/Operate	Environmental
2	Mine/Quarry/Extraction/Excavation permissions	
3	Issue Clearance	
4	Renewable Energy	
5	White Category Registration	
6	Green Star Rating	
7	No increase in Pollution Load	
8	Hazardous and other waste	Waste Management Authorization
9	Bio-medical waste	
10	e-Waste and Battery management	
11	Solid waste	
12	Plastic management	
13	Construction and Demolition waste	
14	Forest Trade/Other License	Forest and Wildlife
15	Tree felling/ cutting/ transit permission for Forest/ Non-Forest Land	
16	Tourism	
17	NOC for Forest/Non-Forest Land	
18	Compensation and Wildlife clearance	
19	Letter for distance from Forest	
20	Farm forestry/Forest Nursery	
21	NoC / Plan Approval for Building Permission (business)	Plan Approval
22	NoC / Plan Approval for Building Permission (citizen)	
23	NoC / Plan Approval for Occupancy Certificate (citizen)	
24	NoC / Plan Approval for Occupancy Certificate (business)	

ANNEXURE - EDUCATION SECTOR

The Identified Distinct Themes/Sub-Themes of e-Services in Education Sector, as per NeSDA Way Forward July Report, which may be provided across all states and UTs:
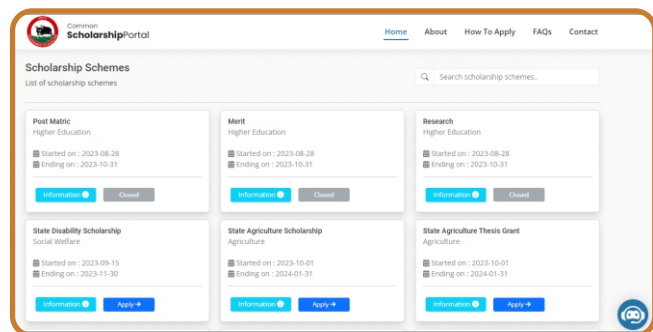
Common Scholarship Portal - Nagaland

Key	Sub Theme Services	Sub Theme
1	Age Certificate	Document Management and Certificate Issuance
2	Bonafide Certificate	
3	Character Certificate	
4	Degree / Provisional/ Passing certificate Application	
5	Document Verification	
6	Eligibility Certificate	
7	Marksheet / Answer-sheet / Transcript	
8	Migration / Transfer Certificate	
9	New/ Renew Identity Card	
10	No Dues Certificate	
11	No Objection Certificate (NOC)	
12	Admission, Registration, Recruitment, Enrollment, Counseling, and Support Services	Education Institute Services and Support
13	Check Examination Results Online	
14	Degree, Marksheet, Certificate and Document Correction and Update Services	
15	Fee Payment Transactions and Refund Services	
16	Information Assess/ Course Brochure/Exam Study Material	
17	Online Classes / Exam	
18	Revaluation of Marks / Answer script	
19	Category Based Scholarship/Financial Aid	Financial Aid Schemes and Scholarships
20	Financial Assistance and Reimbursement Aid	
21	Online application for Scholarship	
22	Skill / Scheme Based Scholarship	
23	Institute Development Fund	Institute Registration and Regulation
24	NOC for Schools	
25	School Registration	

ANNEXURE - LABOUR & EMPLOYMENT SECTOR

The Identified Distinct Themes/Sub-Themes of e-Services in Labour & Employment Sector, as per NeSDA Way Forward August Report, which may be provided across all states and UTs:


Labour Department – Uttar Pradesh

Key	Sub Theme Services	Sub Theme
1	Employee Registration	Employment related
2	Grievances/Court-case/Notice	
3	Job Skill Development	
4	Payments/Returns	
5	Registration of Employer/Job Seeker/both	
6	Trade Union	
7	Boilers	Industry/Factory
8	Brand/Label/Bonded Warehouse	
9	Certification/Verification/Regulation	
10	Incentives/Investment/grants/subsidy	
11	License - Distillery/Liquor/Brewery/Winery/Bottling-plant	
12	License - Firecracker Manufacture/Storage/Sale	
13	License - Petroleum and related products	
14	License (others) - Canteen, molasses, chemist	
15	Mineral/Excavate/Brick/Stone/Sand	
16	MSME	
17	Plot Allotment / Letter of Intent	
18	Registration/Licensing/Building Plan/Safety under Factories Act	
19	Children/Education/Scholarship	Labour Scheme Beneficiaries
20	Marriage/Maternity/Paternity	
21	Social Security	
22	Tools/Equipments/Sewing machines/Cycles	
23	Welfare/Health/Assistance	
24	Beedi and Cigar Workers Act	Workers and Labour Acts
25	Contract Labour and Inter-State Migrant Workmen Act	
26	Motor Transport Workers Act	
27	Plantation Labour Act	
28	Shop and Establishment Act	

ANNEXURE - FINANCE SECTOR

The Identified Distinct Themes/Sub-Themes of e-Services in Finance Sector, as per NeSDA Way Forward September Report, which may be provided across all states and UTs:
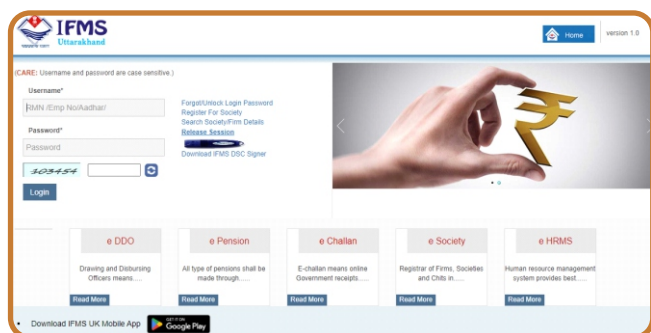
IFMS – Uttarakhand

Key	Sub-theme	Theme
1	Caste & Community Certification	Finance related Certificates & Documentation
2	Domicile or Residence Certificate	
3	Encumbrance/Solvency Certification	
4	Income Certification	
5	Issuance of Statutory Forms	
6	Marriage Application, and other Certification	
7	Mutation of Revenue Records	
8	Property and Land Management	
9	ROR (Records of Rights)	
10	e-Return Filing	Financial Facilitation, Excise Management and Taxation Support
11	Excise: Licensing and Permit Management	
12	Employee Welfare and Administrative Services	
13	Banking: Investment, Lending / Loan Facilitation	
14	Financial Facilitation	
15	Taxation: Registration, Regulatory Compliance	
16	Cooperative Society: Registration, Financial Regulation	Partnership, Co-operative and Society
17	Legal: Documentation & Regulatory Compliance	
18	Partnership/ Business/ Property: Registration and Document Management Services	
19	Bidding, Allotment and Proposal Submission	Tender Management
20	Tender Management and Vendor Operations	

ANNEXURE - SOCIAL WELFARE* SECTOR

The Identified Distinct Themes/Sub-Themes of e-Services in Social Welfare* Sector, as per NeSDA Way Forward October Report, which may be provided across all states and UTs:

**e-Nam – Department of Agriculture and Farmers Welfare
(27 States/UTs onboarded)**


*(including Health, Agriculture & Home Security)

Key	Sub-theme	Theme
1	Agricultural Produce (Marketing, Storage, Procurement, License)	Agriculture (including Animal Husbandry & Dairying and Fisheries)
2	Application/Assistance for Infrastructure, Transport, Irrigation, Crops and Farmer's welfare	
3	Fisheries	
4	Insecticides/Pesticides/Fertilizers/Micronutrient/Compost	
5	Nursery/Seed (licensing, trading, distribution, registration, etc.,)	
6	Poultry, livestock and Dairy	
7	Quality Control through Soil sampling/conservation/ Leaf Analysis / Animal health certification or advisory	
8	Registration of Farmer/ Farmer Profile/ Agriculturist/ Reeler / Small Farmer/ Agriculture labour	
9	Certificates (Age, Fitness, Discharge, Medical, etc.,)	Health
10	Child Registration	
11	Health Card	
12	Healthcare Professional (doctor, nurse, council, pharmacist, technician, etc.,)	
13	Manufacture/Store/Distribution/Sale of drug and medical device	
14	NoC/Registration of Establishment (Blood bank, Clinic, Hospital, etc.,)	
15	Patient Registration/ Appointment Booking	
16	Pregnant women/Child care assistance	
17	Complaint Registration/Grievance Redressal/ Request Information/ Appeal	Home Security
18	FIR Registration/Request of copy	
19	Fire Safety	
20	Licence Arms and Weapons	
21	NORI/Foreigner/Citizenship/Passport	
22	Permissions	
23	Report to Police	
24	Traffic Violation/ Challan Payment	
25	Verification	
26	Certificate/Register- Disability/ Senior Citizen/ Ex-servicemen/ Widow	Specific Social Groups
27	Education Scholarship/Assistance and Student Accommodation	
28	Financial Aid/Assistance (for PwDs / widows / destitute children / backward classes / other minorities, etc.)	
29	Pension	

ANNEXURE - LOCAL GOVERNANCE & UTILITY SERVICES SECTOR

The Identified Distinct Themes/Sub-Themes of e-Services in Local Governance Sector, as per NeSDA Way Forward November Report, which may be provided across all states and UTs:
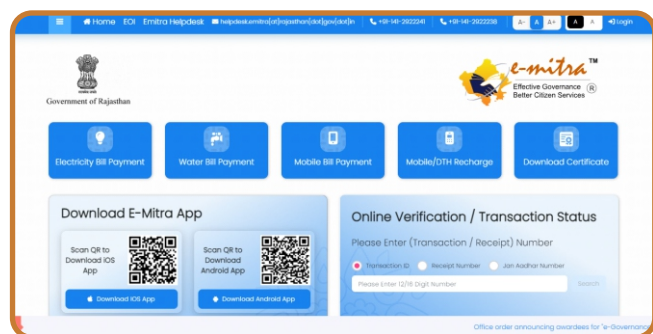
e-Mitra – Rajasthan
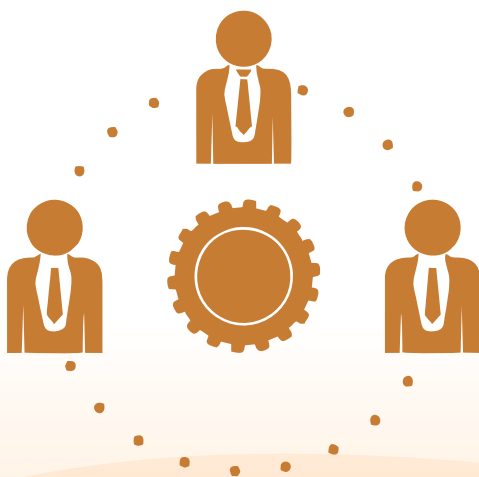
Key	Sub-theme	Theme
1	Birth/Death Certificate and Related Services	Local Governance (Certificates, Licenses & Permits)
2	Building or Development Permit / License, Lease and Mortgage	
3	Business, Trade and Licenses	
4	Certificate (No Due, Completion, Occupancy Etc.)	
5	Land, Plot Related & Property Tax and Assessment Services	
6	Legal and Court Services	
7	License to Dealers/manufacturer of Weight or Measures	
8	Marriage Certificate and Services	
9	Billing and Payment Services	Power & Water Supply
10	Contractor Registration, License and Installation (Lift) Services	
11	Electricity Connection and Updating Services	
12	Technical Services (Faults and Repairments, Meter-related Complaint)	
13	Water Connection Services and Sewerage Infrastructure	
14	Authorization/ Registration	Transportation
15	Certificate of hypothecation	
16	Endorsement to Drive Hazardous Material	
17	Fitness Certificate	
18	License Services	
19	Permit services	
20	Vehicle Financing, Taxation Service	
21	Local Development and Housing Services	Other Utility Services
22	Food and Civil Supplies	
23	Governance and Administrative Services	
24	Information Technology and Electronics Services	
25	Cultural Heritage, Handloom, Sport Awards etc.	

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

GOVERNMENT OF INDIA

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