



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



75  
Azadi Ka  
Amrit Mahotsav



# NeSDA -Way Forward

Monthly Report for States/UTs | April 2023

Department of Administrative Reforms  
and Public Grievances

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# 1. 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 Ministries/Departments participate. This monthly report institutionalises the nation's endeavours for improved delivery of e-services and prepare States/UTs for NeSDA 2023

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

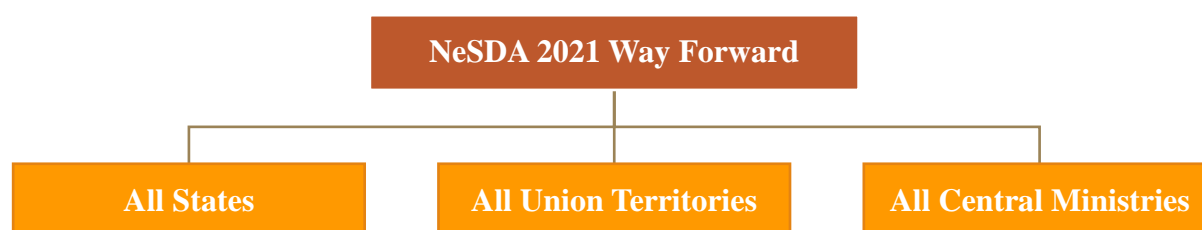
Monitor improvement in the number of services provided facelessly, i.e., without any physical visits, paperwork and human intervention. Provision of e-services to the citizens as per their entitlement, based on their socio-economic status

## C. Identification of bottlenecks in the implementation of recommendations process

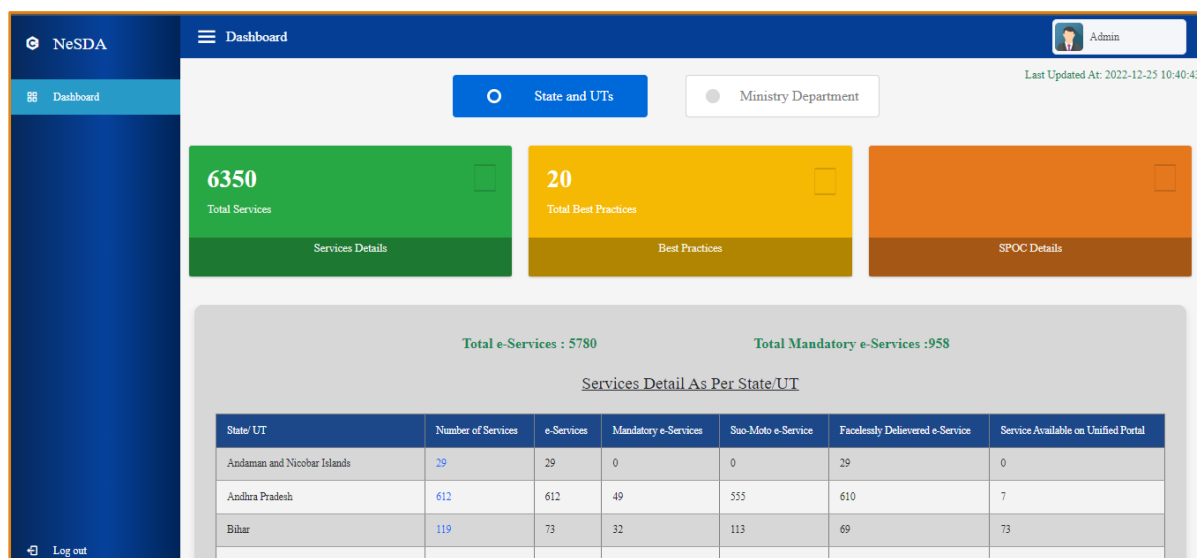
Recognize the existing knowledge gaps and bring government and citizens closer through next generation administrative reforms

## 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



## 2. NeSDA 2021 – Way Forward Dashboard



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

DARPG has designed the NeSDA 2021 – Way Forward dashboard to monitor the status of implementation of recommendations of NeSDA 2021, in line with the focus areas of e-governance. While Central and State Governments are taking utmost care to improve their service delivery through digital channels, this enhanced dashboard aims to create the baseline for online service delivery and build an inclusive digital ecosystem.

The dashboard captures the complete and comprehensive details of all the services delivered by the States/UTs, that may help to develop a framework for benchmarking of e-services.

The States/UTs and Ministries were sensitized about the dashboard and its process for data submission.

NeSDA 2021 – Way Forward dashboard captures the following inputs:

- SPOC Details
- Service Details
- Best Practices

The key features/sections presented in the dashboard are discussed subsequently.

The *SPOC Details* feature collates the list of single point of contact from all States/UTs.

The *Best Practices* feature guides all States/UTs to culminate their seamless online service delivery. It provides a platform to share their various unique initiatives for e-governance and digital service delivery. States/UTs can learn from best practices presented in the NeSDA Way Forward Monthly Report, and identify areas of strength and challenges in e-governance service delivery and outline future policies and strategies in these areas.

The *Service Details* feature captures the comprehensive details of the services provided by the States/UTs. It also maps the services with the 56 identified mandatory e-services, along with an update on the special features of suo-moto delivery, faceless delivery, and services that can be availed from the unified portal.

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



The aim is to create a superset of services that projects the potential of maximum number of services that can be provided/delivered by all the states/UTs facelessly and reach the last mile through seamless delivery of service.

**The NeSDA Way Forward Monthly Report for States/UTs, April 2023 is based on the inputs provided by States/UTs on NeSDA 2021 – Way Forward dashboard, as of 25<sup>th</sup> May, 2023.**

### 3. Key Highlights

#### General

- A meeting was convened on 12<sup>th</sup> April, 2023 under the Chairmanship of Secretary, DARPG with Principal Secretaries (AR)/ Secretaries (AR)/ SPOCs of all States/UTs through VC to review the status of implementation of recommendations of NeSDA 2021
- NeSDA 2021 – Way Forward dashboard was made live for States/UTs. 35 States/UTs added their inputs on the dashboard, respectively

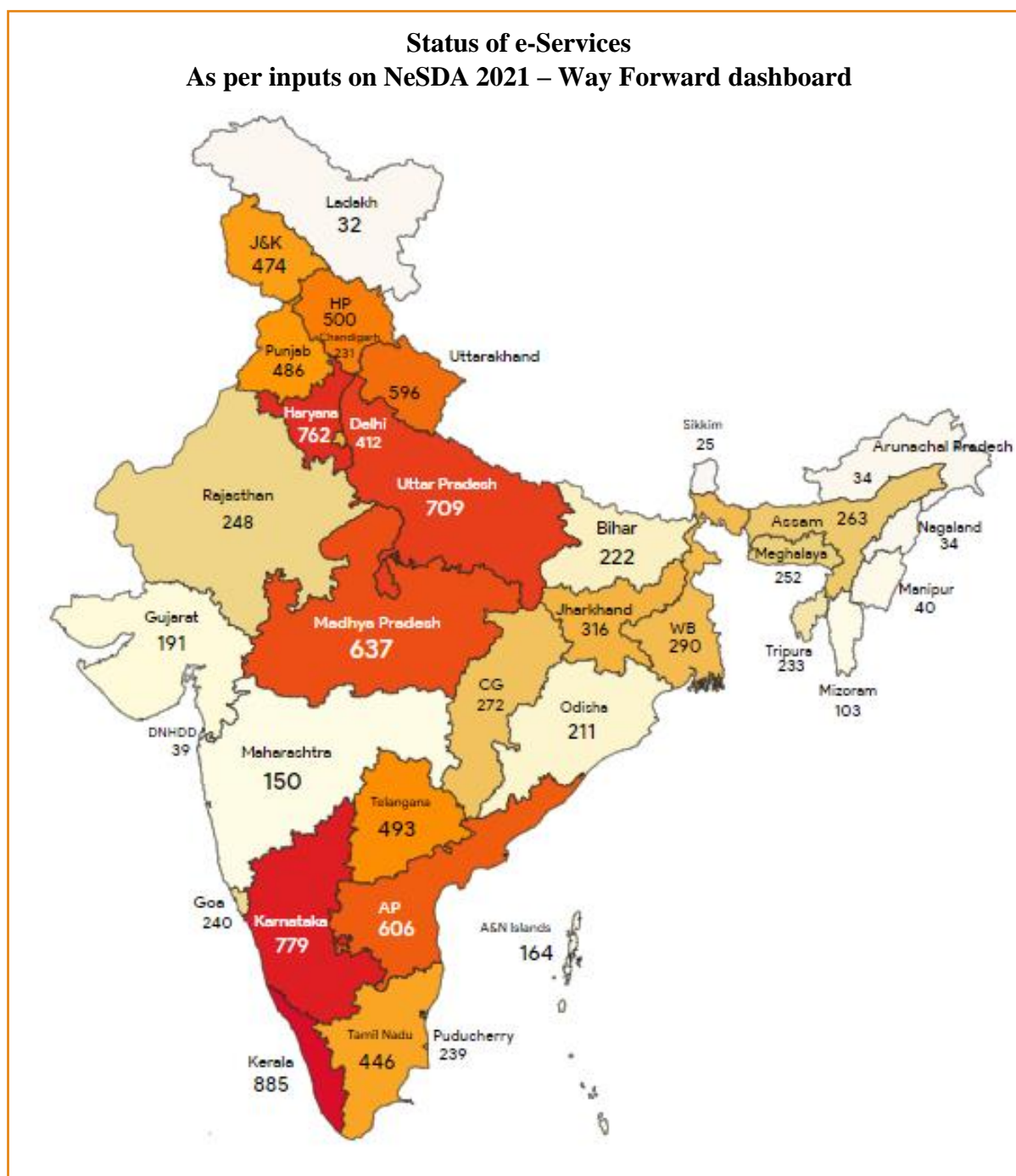
#### e-Services

- **11,614** e-services are provided across States/UTs
- Maximum number of e-services (**4,346**) lie in sector – local governance & utility services
- **1,331** out of **2,016** mandatory e-services (56\*36 States/UTs) are available, making saturation at **66%**
- **55%** i.e., **20** out 36 States/UTs have achieved saturation of mandatory e-services in tourism sector. This is followed by finance, environment and education sectors that have achieved saturation of mandatory e-series in **36%** i.e., **13** out of 36 States/UTs

#### Best Practices

- Government of Andhra Pradesh has launched **AP Seva portal** which provides doorstep-delivery of services to remote villages
- Government of Andhra Pradesh has developed **Spandana portal** which is a one-stop public grievance redressal platform for the citizens of Andhra Pradesh
- Government of Meghalaya has launched implementation of Meghalaya Enterprise Architecture (MeghEA) in the form of state-wide rolling out of **eProposal System (ePS)**. This has replaced the manual mode of proposal making with an integrated online proposal preparation and approval system
- Government of Bihar has configured its **Bihar e-LokSeva** service delivery portal with Service Plus. Bihar e-LokSeva provides door-step delivery of services through ICT tools and also generates MIS reports for decision support
- Government of Puducherry has built **Unified Data Hub (UDH)** which enables government to have a database of beneficiaries of all government schemes

## 4. Review of Status of Implementation in States/UTs



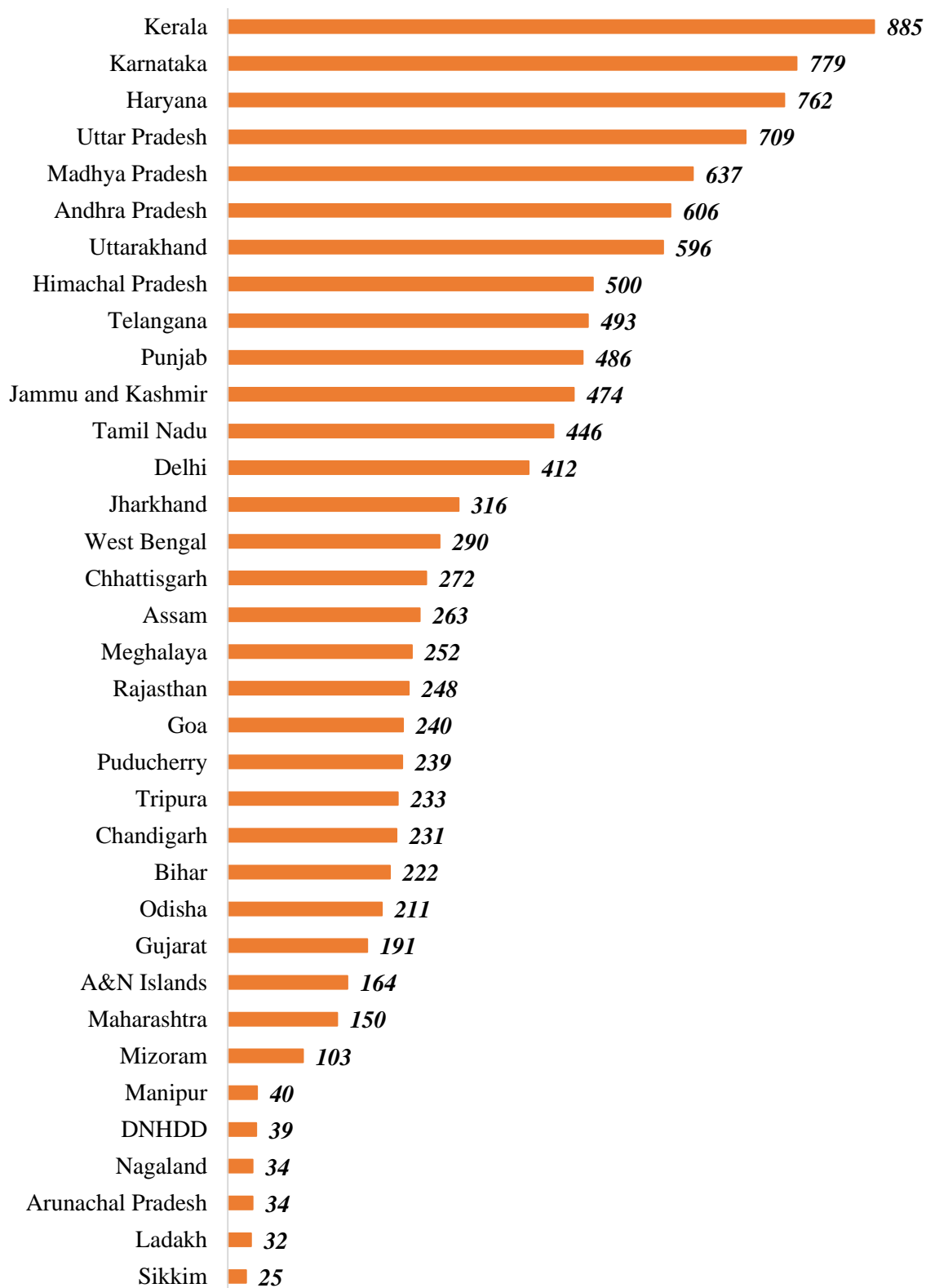
**Total e-Services**  
**11,614**



**Mandatory e-Services**  
**1,331**

*Note: The aforementioned figures are uploaded by States/UTs as of 25/05/2023. Lakshadweep has not uploaded their data on NeSDA 2021 – Way Forward dashboard, hence they are not considered for analysis.*

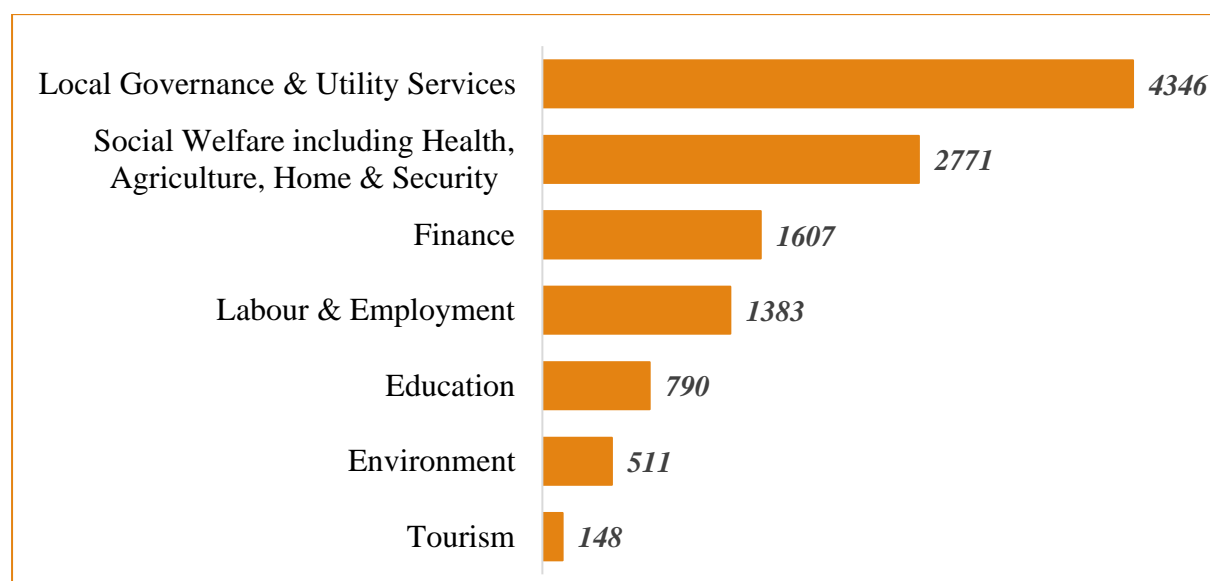
**Status of e-Services**  
**As per inputs on NeSDA 2021 – Way Forward dashboard**



*Note: The aforementioned figures are uploaded by States/UTs as of 25/05/2023. Lakshadweep has not uploaded their data on NeSDA 2021 – Way Forward dashboard, hence they are not considered for analysis.*



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

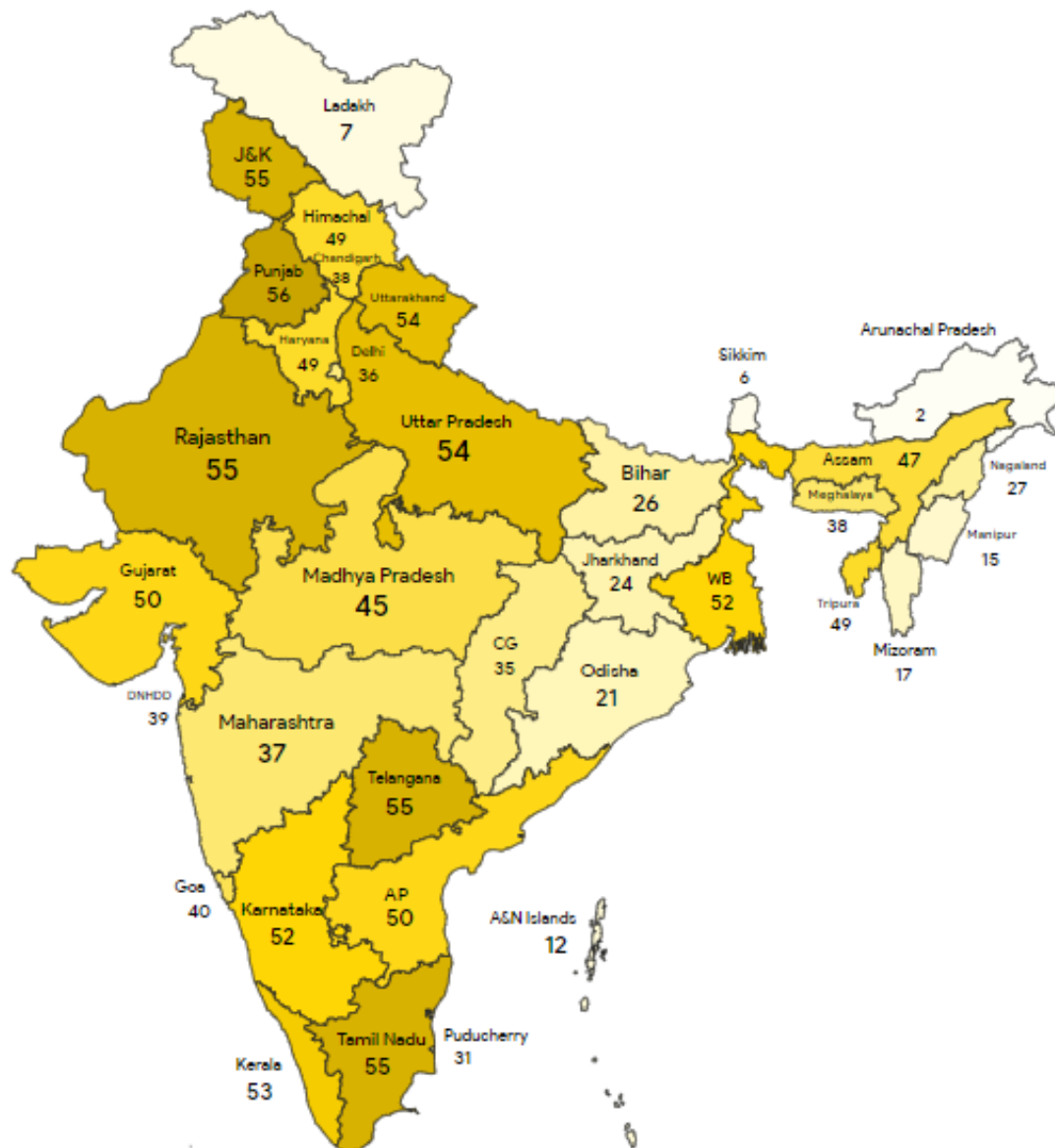


## Sector-wise saturation status of mandatory e-services across States/UTs

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

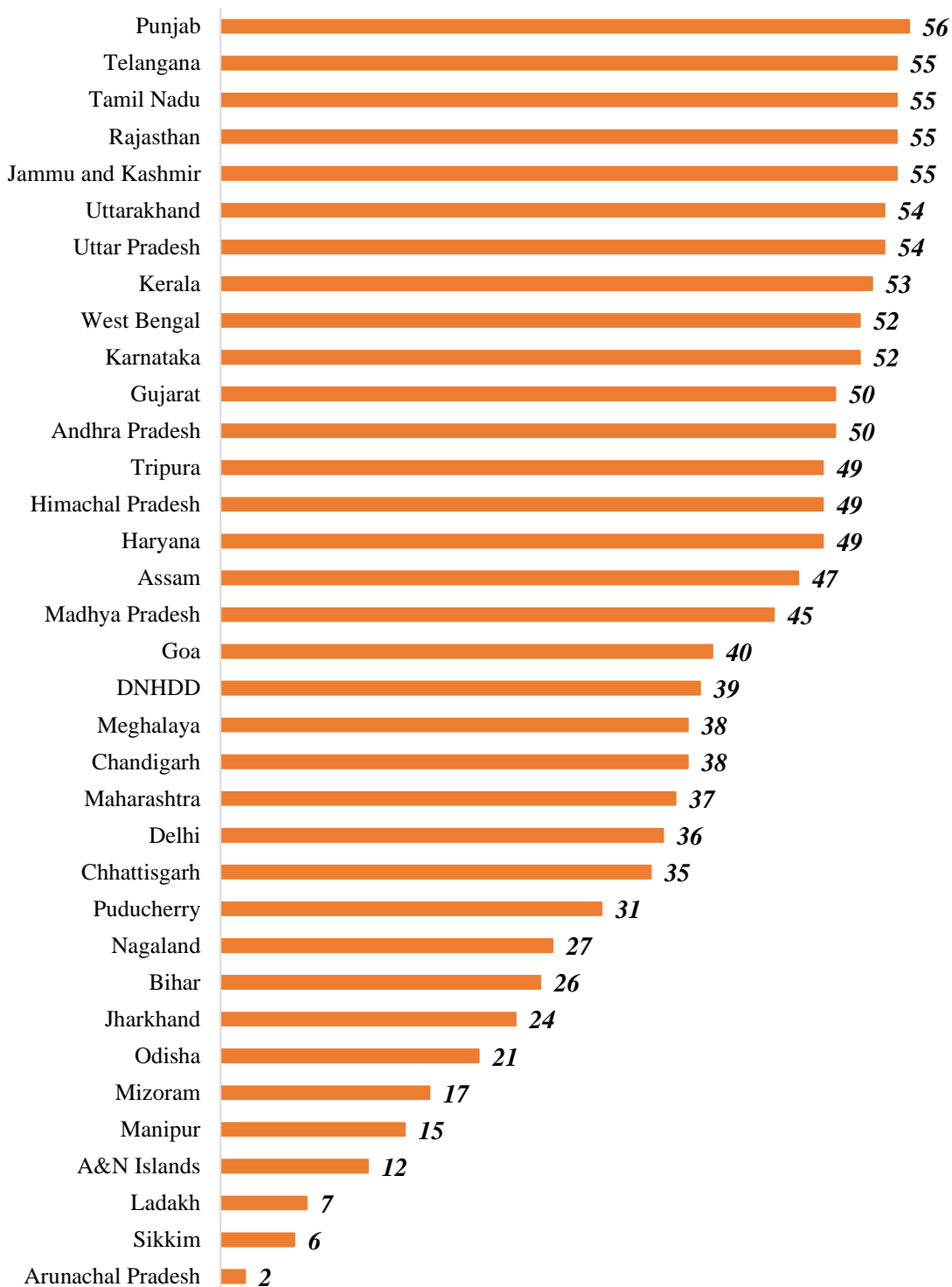
*Note:* The aforementioned figures are uploaded by States/UTs as of 25/05/2023. Lakshadweep has not uploaded their data on NeSDA 2021 – Way Forward dashboard, hence they are not considered for analysis

**Status of 56 Mandatory e-Services**  
**As per inputs on NeSDA 2021 – Way Forward dashboard**



*Note: The aforementioned figures are uploaded by States/UTs as of 25/05/2023. Lakshadweep has not uploaded their data on NeSDA 2021 – Way Forward dashboard, hence they are not considered for analysis*

**Status of 56 Mandatory e-Services**  
**As per inputs on NeSDA 2021 – Way Forward dashboard**



*Note: The aforementioned figures are uploaded by States/UTs as of 25/05/2023. Lakshadweep has not uploaded their data on NeSDA 2021 – Way Forward dashboard, hence they are not considered for analysis.*

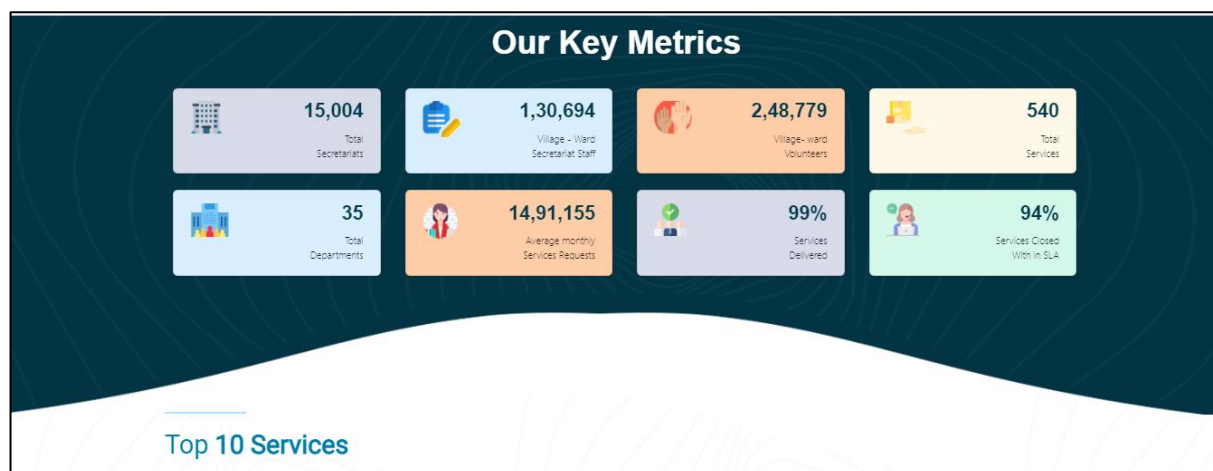
## 5. Best Practices

A trend has been observed towards integration of portals for citizen service delivery as unified 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 unified a variety of technologies, both established and emerging, for decision support and development activities.

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. Some of the portals that are highlighted in this section for best practices in unified service delivery include the following:

S.No.	Theme	State/UT	Initiative Name
1	Unified Service Delivery Portal	Andhra Pradesh	AP Seva
2	Grievance Redressal Portal	Andhra Pradesh	Spandana
3	Single Window for e-Proposal Submission	Meghalaya	e-Proposal System (ePS)
4	Unified Service Delivery Portal	Bihar	Bihar e-LokSeva
5	Database Repository	Puducherry	Unified Data Hub

## 5.1. AP Seva



<https://vswsonline.ap.gov.in/>

AP Seva portal 2.0 was launched by the Chief Minister of Andhra Pradesh in January, 2022. The portal is an improved version of the citizen service portal for better delivery of government services to citizens. Officials from village/ward secretariat to top authority use the portal.

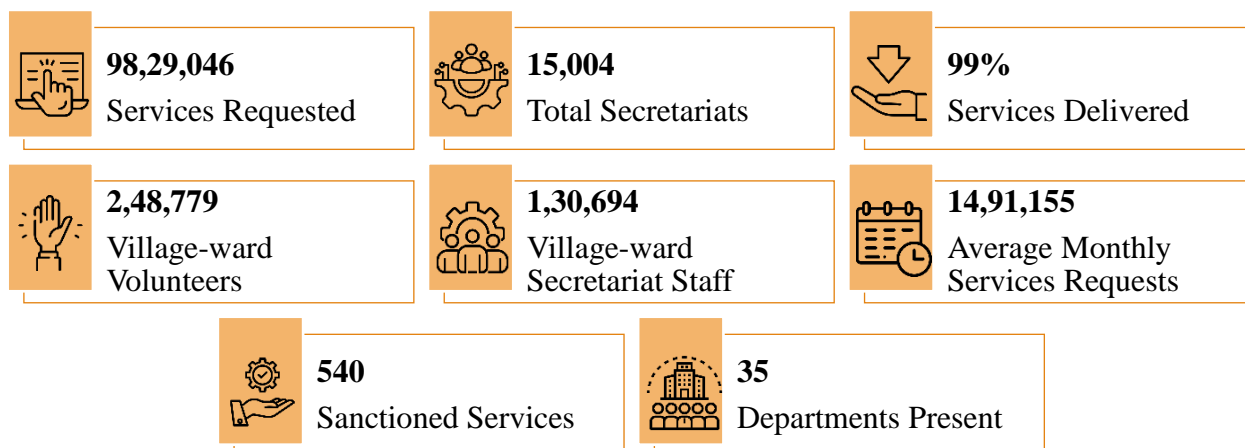
Track application status and receive updates via SMS

Enabled integrated payment gateway

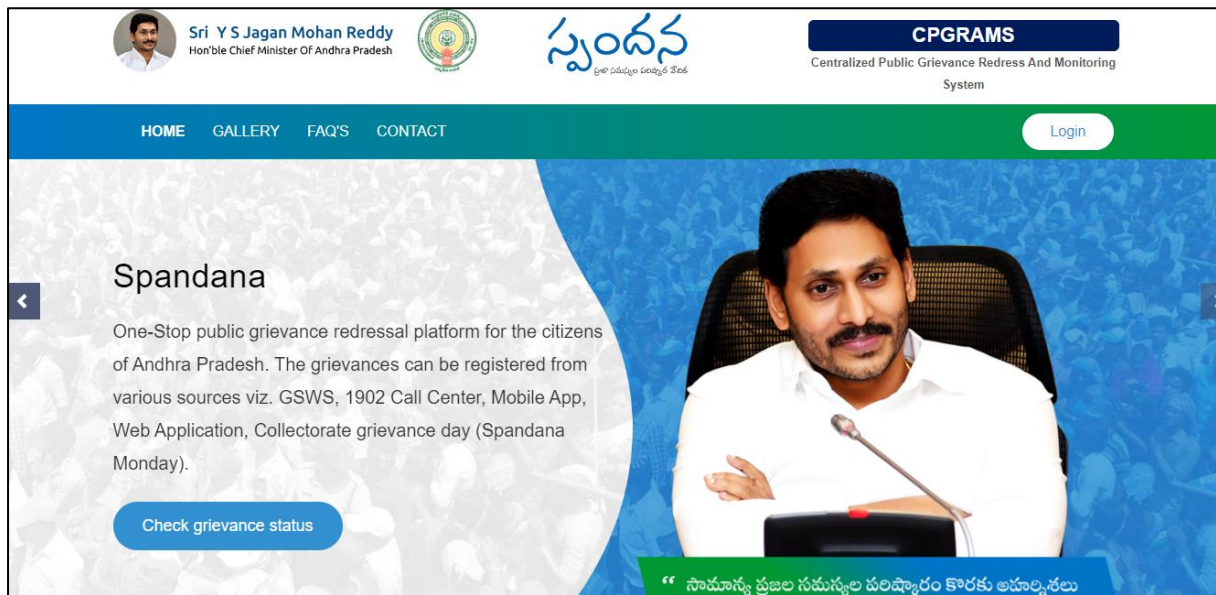
Doorstep delivery of services to remote villages

Introduced a volunteer system, wherein ~4lakh people provide about 540 services

3.46 Cr government services were provided through village/ward secretariat, since 2020

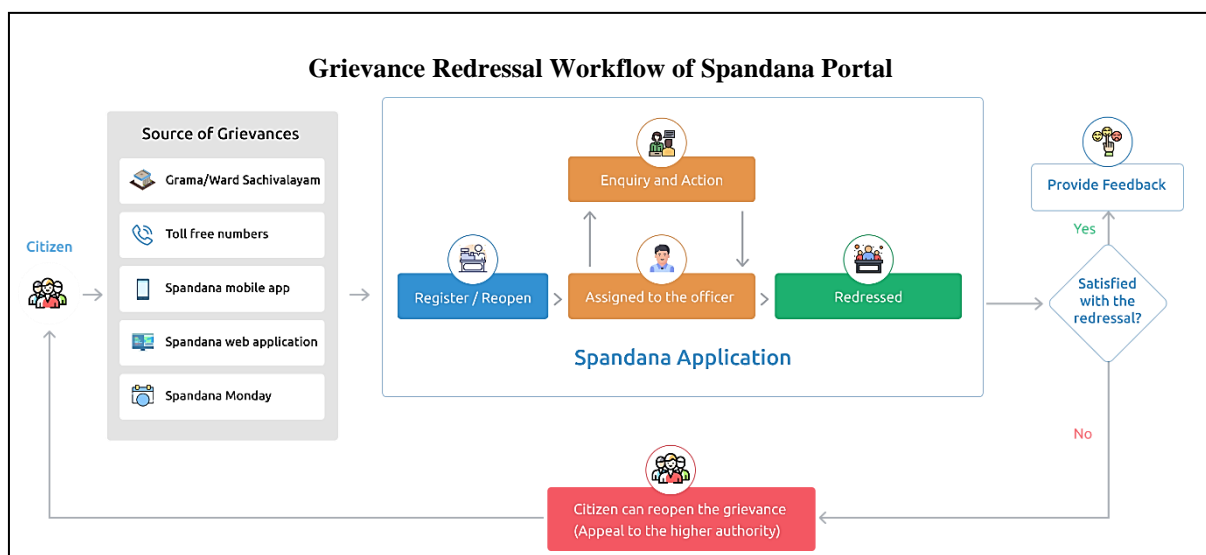


## 5.2. Spandana



<https://spandana.ap.gov.in/>

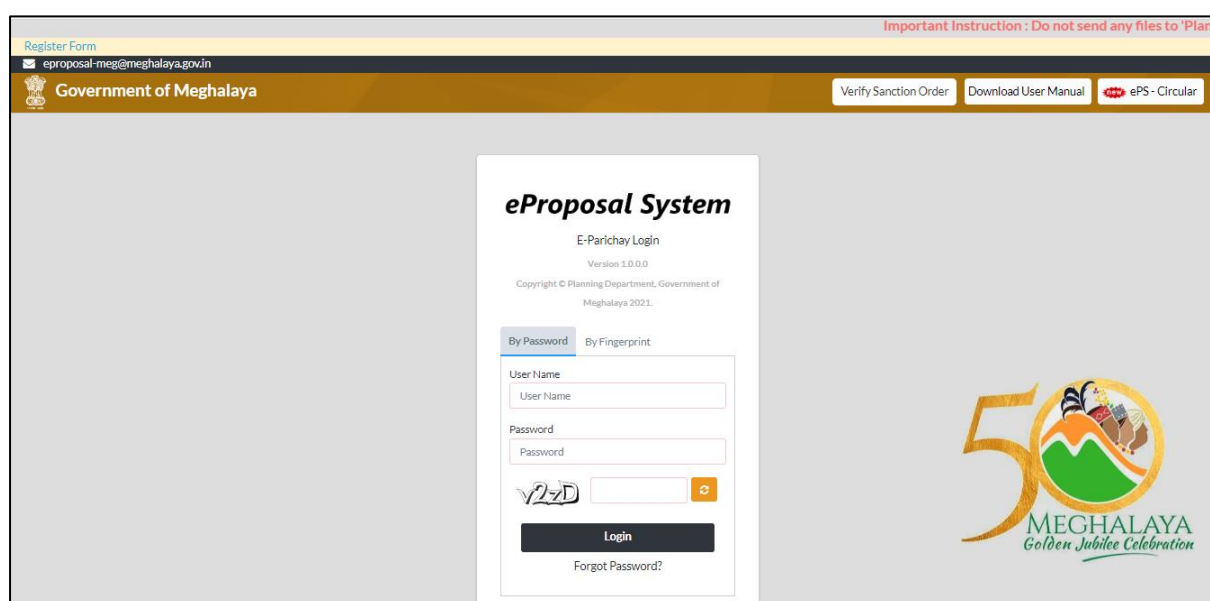
Government of Andhra Pradesh has developed Spandana portal which is a one-stop public grievance redressal platform for the citizens of Andhra Pradesh. The grievances can be registered from various sources viz. Grama/Ward Sachivalayam, call center, mobile app, web application, collectorate grievance day (Spandana Monday). Each registered grievance generates a YSR (Your Spandana Request Number) which gets assigned to the concerned grievance redressal officer (GRO). Since, June, 2019, the new Spandana portal has redressed 96.8% (7,28,580) of the grievances whereas, the old Spandana portal has redressed 99.2% (26,71,110) of the grievances.



 *Call center numbers available for multiple issues*

<b>1902</b> General grievances	<b>14500</b> Sand and excise related grievances (SEB)	<b>14400</b> Corruption/Bribe related grievances	<b>1907</b> YSR Rythu Bharosa and agriculture related grievances	<b>14417</b> School education and monitoring related Issues
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### 5.3. e-Proposal System (ePS)



<https://eproposals.megplanning.gov.in/login>

Meghalaya Enterprise Architecture (MeghEA) is a flagship program of the Government of Meghalaya aimed towards enabling digital service delivery from government to citizens, businesses and employees. An extensive study was carried out to assess over 1200+ services of which approximately 800 services have been identified for implementation and 300 services have been prioritized for reforms in Phase I. Based on MeghEA recommendations, these systems were rearchitected and integrated to each other through state integration platform.

In February, 2022, the Chief Minister of Meghalaya launched implementation of MeghEA in the form of state-wide rolling out of eProposal System for all departments and directorates across the entire state. With an automated workflow, the eProposal System replaces the manual

mode of proposal making with an integrated online proposal preparation and approval system, thereby making the government system much more efficient.

e-Proposal has also won the coveted UN Award – World Summit on the Information Society Forum (WSIS) Prizes 2022.

Faster and seamless sanctions and disbursement of funds

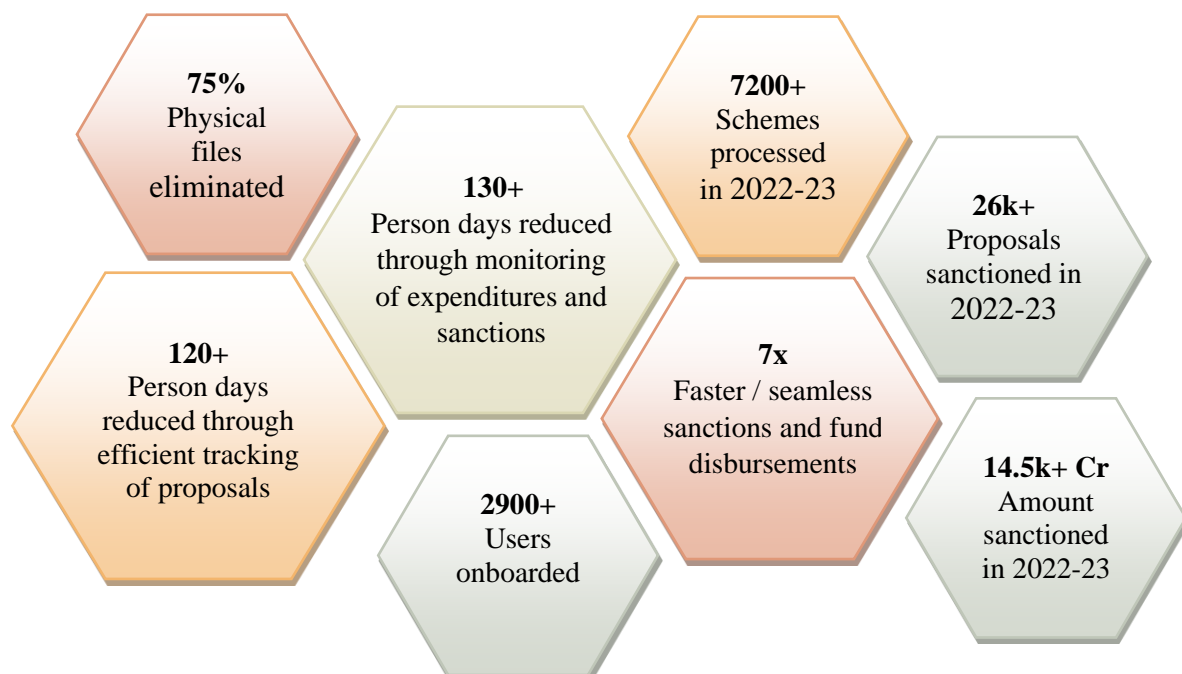
Tracking proposals through system, SMS and email notification

Real-time reporting, digital workflow implementation and monitoring of expenditure

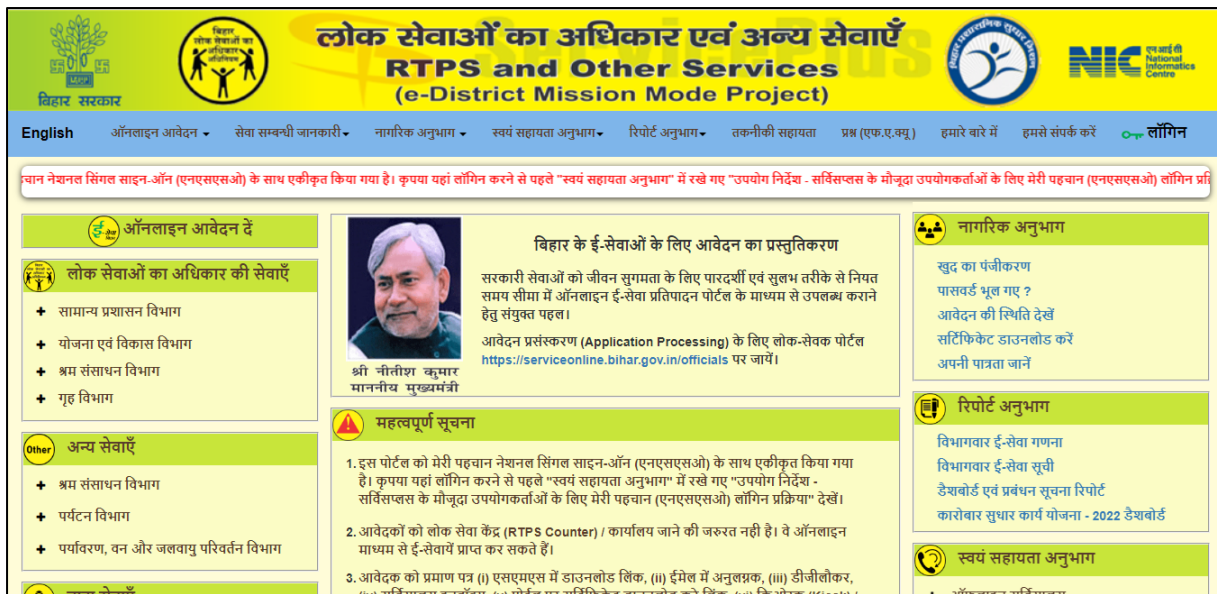
Generate minutes of meeting and sanction orders in pre-defined templates

Single Login for multiple roles to act upon files from various departments

Integration with finance systems like BEAMS, e-billing, etc.







<https://serviceonline.bihar.gov.in/>

General Administration Department (GAD) of Government of Bihar has developed Bihar e-Lokseva which provides public services to citizens, facelessly. Right to Public Service (RTPS) services of GAD are configured on ServicePlus. The e-Services are being provided through a unified portal for application submission and processing through multiple work-flow players.



**25,61,158**  
Visitors/Registrations



**7,50,15,674**  
Services provided



**6,69,94,274**  
Services delivered

## 5.5. Unified Data Hub



<https://udh.py.gov.in/>

Government of Puducherry has developed Unified Data Hub (UDH) which enables government to have a golden database of all beneficiaries of all government schemes. This ensures effective and targeted delivery of public services and reduction in inclusion/exclusion errors while determining the beneficiaries. All the welfare departments are the stakeholders of this portal. A common data field format comprising all welfare departments have been adopted in the portal. The Real time de-duplication, online validation of beneficiaries list and cross reference facilities to compare the scheme beneficiary lists are provided to all the welfare departments to generate the eligible beneficiary list for their exemption and inclusion criteria.

Encompasses a dual interface, i.e., a website for the government to access database and a self-care portal for citizens to verify and update their personal information

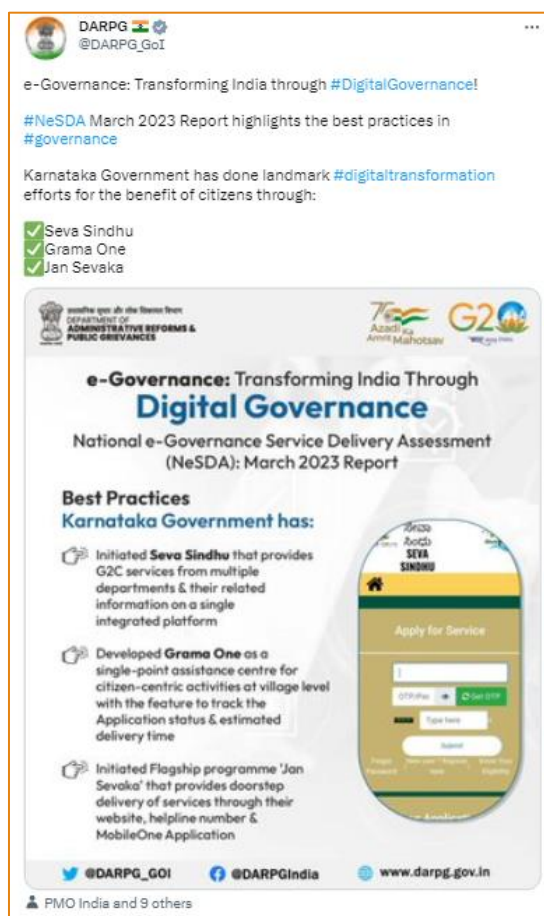
Provides a 360-degree view of the beneficiaries

The system sends alerts for typographical errors or invalid numbers, etc.

Removed 15k ineligible people from the PDS scheme which saved Rs 2.6 crore

Identified eligible beneficiaries within 2 hours in Yanam flood region of the UT

## 6. Media Outreach





## 7. Appendix

### 7.1. 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



## 7.2. List of e-services that are delivered in suo-moto manner by States/UTs, as per inputs on NeSDA 2021 – Way Forward dashboard

#	State/UT	Count of suo moto e-services	Name of suo-moto e-services
1	Chandigarh	7	<ul style="list-style-type: none"> <li>• Appointments</li> <li>• Check Payment status</li> <li>• Complete your pending Application</li> <li>• Online LL Test (STALL)</li> <li>• Pay your Tax</li> <li>• Print Application Forms</li> <li>• Upload Document</li> </ul>
2	Dadra and Nagar Haveli & Daman and Diu	3	<ul style="list-style-type: none"> <li>• Online Bidder Enrolment</li> <li>• e-Return Filing</li> <li>• Issuance of statutory forms</li> </ul>
3	Haryana	19	<ul style="list-style-type: none"> <li>• Export Subsidy under Jammu and Kashmir Wool Processing, Handloom, Handicraft Policy 2020</li> <li>• Marketing Support for registration of Crafts on e-platform</li> <li>• Regional Cancer Centre State Cancer Institute Patient Registration</li> <li>• Regt of partnership firms under Partnership firms</li> <li>• Online Bid / Proposal Submission</li> <li>• Reg and Licng - Motor Transport Workers act</li> <li>• App for Lice of a Contractor (s) for Recrt Mig Wor</li> <li>• Online Bidder Enrolment</li> <li>• Tender Result Announcement</li> <li>• e-Ticket for garden entry</li> <li>• Online application of Caste Certificate</li> <li>• Record of Rights (ROR)</li> <li>• Mutation of Revenue Records</li> <li>• Domicile Certificate</li> <li>• Reg of societies under Societies Regt Act</li> <li>• Apply online for Encumbrance Certificate</li> <li>• Online application of Marriage Certificate</li> <li>• Online application of Income Certificate</li> <li>• Appt for Registrations under Indian Regt Act</li> </ul>
4	Jammu and Kashmir	15	<ul style="list-style-type: none"> <li>• Online application of Marriage Certificate</li> <li>• App for Lice of a Contractor (s) for Recrt Mig Wor</li> <li>• Regt of partnership firms under Partnership firms</li> <li>• Online Bid / Proposal Submission</li> <li>• Mutation of Revenue Records</li> <li>• Record of Rights (ROR)</li> <li>• Online Bidder Enrolment</li> <li>• Domicile Certificate</li> <li>• Online application of Income Certificate</li> <li>• Reg of societies under Societies Regt Act</li> <li>• Online application of Caste Certificate</li> <li>• Appt for Registrations under Indian Regt Act</li> <li>• Tender Result Announcement</li> <li>• Apply online for Encumbrance Certificate</li> <li>• Reg and Licng - Motor Transport Workers act</li> </ul>

5	Kerala	5	<ul style="list-style-type: none"> <li>• Death Certificate</li> <li>• Pension (any type)</li> <li>• Birth Certificate</li> <li>• EBT Scholarship for class IX &amp; X students</li> <li>• Death New Registration (Panchayats)</li> </ul>
6	Madhya Pradesh	1	<ul style="list-style-type: none"> <li>• Abolition of interest subvention</li> </ul>
7	Maharashtra	2	<ul style="list-style-type: none"> <li>• Landless Labour Certificate</li> <li>• Small Land Holder Certificate</li> </ul>
8	Manipur	3	<ul style="list-style-type: none"> <li>• RCMS portal - ration card</li> <li>• Online application of Caste Certificate -(G2C)</li> <li>• e-Payment of Electricity Bills</li> </ul>
9	Meghalaya	15	<ul style="list-style-type: none"> <li>• Pensioners Live Certificate Verification using Facial Recognition.</li> <li>• Meghalaya State Food Commission</li> <li>• Computerisation of TPDS, Ration Card Management System</li> <li>• Ration Card Management System-Monthly Report</li> <li>• Online application for Scholarship</li> <li>• Tenders Results Announcement</li> <li>• All Consumers other than Conventional Prepaid Meter.</li> <li>• Consumers with Conventional Prepaid Meters.</li> <li>• e-Payment of Bills</li> <li>• Meghalaya e-GPF</li> <li>• Meghalaya e-Payslip</li> <li>• Registration of Hotels Guest houses or tourist Accommodation units, etc.</li> <li>• Online Registration System for OPD Appointment</li> <li>• Online Reporting of Price and Commodity - National Portal</li> <li>• Meghalaya Farmers Portal</li> </ul>
10	Nagaland	2	<ul style="list-style-type: none"> <li>• Pre-Matric Scholarship for Safai Karamcharis</li> <li>• Online Post Matric Scholarship for ST</li> </ul>
11	Puducherry	1	<ul style="list-style-type: none"> <li>• Deletion of Member from Ration Card</li> </ul>
12	Punjab	3	<ul style="list-style-type: none"> <li>• Mobile Update</li> <li>• Senior Citizens Identity Card</li> <li>• Apply for Disability Certificate/UDID card renewal</li> </ul>
13	Rajasthan	2	<ul style="list-style-type: none"> <li>• Application for MukyaMantri Chiranjivi</li> <li>• Horticulture - Pack House</li> </ul>
14	Sikkim	6	<ul style="list-style-type: none"> <li>• Social Justice &amp; Welfare Scholarships</li> <li>• e-District SC Certificate</li> <li>• e-District Income Certificate</li> <li>• Education Department Scholarships</li> <li>• Land Stability Reports</li> <li>• e-District ST Certificate</li> </ul>
15	Tamil Nadu	9	<ul style="list-style-type: none"> <li>• Addition of New Family Member in Ration Card</li> <li>• Application for Registration of Tenancy Agreement</li> <li>• Apply for Driving License</li> <li>• Apply Lift Erection Permission</li> <li>• Change of Address in Ration Card</li> <li>• Family Head Member Change</li> <li>• Removal of Family Member in Ration Card</li> </ul>

			<ul style="list-style-type: none"> <li>• Re-Print of Smartcard Application</li> <li>• Scholarships for students</li> </ul>
16	Telangana	1	• AADHAAR
17	Tripura	1	• Partnership Firm Registration and Change
18	Uttar Pradesh	1	• Pradhan Mantri Jan Arogya Yojna
19	West Bengal	2	<ul style="list-style-type: none"> <li>• Pension</li> <li>• Details on schemes for Disabled</li> </ul>

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

**For any suggestions, kindly contact the undersigned:**

**Smt. Sarita Taneja**

Deputy Secretary

Department of Administrative Reforms and Public Grievances

5th Floor, Sardar Patel Bhawan, New Delhi

Contact Number: 011- 23401457

Email ID: [sarita.taneja@nic.in](mailto:sarita.taneja@nic.in)



सत्यमेव जयते

Department of Administrative Reforms & Public Grievances

Ministry of Personnel, Public Grievances & Pensions

Government of India