



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



NeSDA Way Forward

Monthly Report for States/UTs

APRIL
2025

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1. Introduction

The Department of Administrative Reforms and Public Grievances (DARPG) formulated the National e-Governance Service Delivery Assessment (NeSDA) Framework in 2019 to assess States/UTs and Central Ministries with regard to the delivery of their e-services as a benchmarking exercise, covering seven sectors. DARPG intends to conduct the NeSDA study biennially.

In view of encouraging findings of NeSDA 2021, NeSDA Way Forward PMU was setup to monitor monthly progress in e-service delivery across States/UTs. DARPG monitors the progress made in e-service delivery across States/UTs through inputs provided by States/UTs on NeSDA Way Forward Dashboard, NeSDA Way Forward monthly reports and regular review meetings with SPoCs from States/UTs. So far, 24 NeSDA Way Forward Monthly Reports and Annual Report 2023 have been published to monitor the status of e-service delivery, across States/UTs.

In 2023, besides the regular monitoring across all sectors, the monthly reports from May to November, featured deep analysis of e-services in each of the seven-focus sectors – Tourism, Environment, Education, Labour & Employment, Finance, Social Welfare including Agriculture, Health & Home Security and Local Governance & Utility Services.

In 2024, alongside reporting the progress in overall delivery of e-services, the monthly editions featured sections on e-service delivery in the northeastern states, progressive parameters under the NeSDA framework, Assessment parameters for State/UT Portals as well as Service Portals, e-Services by Panchayati Raj Institutions, focus sector wise mandatory e-services, Advancements under Right to Service Commission, Best Practices in e-service delivery etc.

The upcoming monthly report aims to institutionalise the nation's endeavours for improved delivery of e-services and prepare States/UTs for the biennial NeSDA by providing regular status on e-services across States and UTs, introducing new sections each month assisting states/UTs to enhance their respective e-services. The report further serves as a platform for dissemination of best practices in e-service delivery, providing scope for replication of these practices.

The enhanced objectives of NeSDA Way Forward Monthly Reports are as follows:

A. Saturation of e-services

- Provision of identified 56 mandatory e-services by all states/UTs
- Increase in delivery of total number of e-services provided
- Increase in the number of mandatory e-services

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. Strengthening of Unified Service Delivery Portals

- Strengthening of unified Service delivery portal especially in North Eastern States
- Integration with other government platforms like *Service Plus*, *MyScheme*, *Umang*, etc.

D. Identification of bottlenecks and dissemination of best practices

- Recognize the existing gaps and improve scores in NeSDA assessment parameters
- Learn from best practices to leverage emerging technologies

The NeSDA Way Forward Monthly Report for States/UTs, March 2025 is based on the inputs provided by States/UTs on *NeSDA – Way Forward* dashboard, as of 30th April, 2025.

2. Key Highlights

Status of Implementation

- **20,638** e-services provided across States/UTs. **Karnataka** provides maximum e-services (2089). Maximum e-services (**6,885**) lie in the sector – Local Governance & Utility Services
- A total of **323 e-Services added** since last report, by States/UTs across the country while Manipur added majority of e-services across all focus sectors
- **1,592** out of 2,016 mandatory e-services (56*36 States/UTs) available, making saturation over **78%**
- **Himachal Pradesh, Madhya Pradesh, Punjab, Rajasthan, Tamil Nadu, Uttar Pradesh, Uttarakhand, Kerala, Gujarat, Karnataka** and **Maharashtra** achieved **100%** saturation of 56 mandatory e-services

Unified Service Delivery Portal

- **Karnataka, Jammu & Kashmir, Kerala, Assam** and **Odisha** provide **100%** of their services through their identified Single Unified Service Delivery Portal i.e., **Seva Sindhu (2089), e-UNNAT (1164), e-Sevanam (938), Sewa Setu (733)** and **Odisha One (404)**, respectively

Enhancing e-Service Delivery with Right to Service Model

- This edition highlights how the **RTS framework in Haryana** contributed to improving service delivery in the State. It also highlights Successful initiatives under RTS that streamlined service delivery and enhanced citizen satisfaction **(New)**

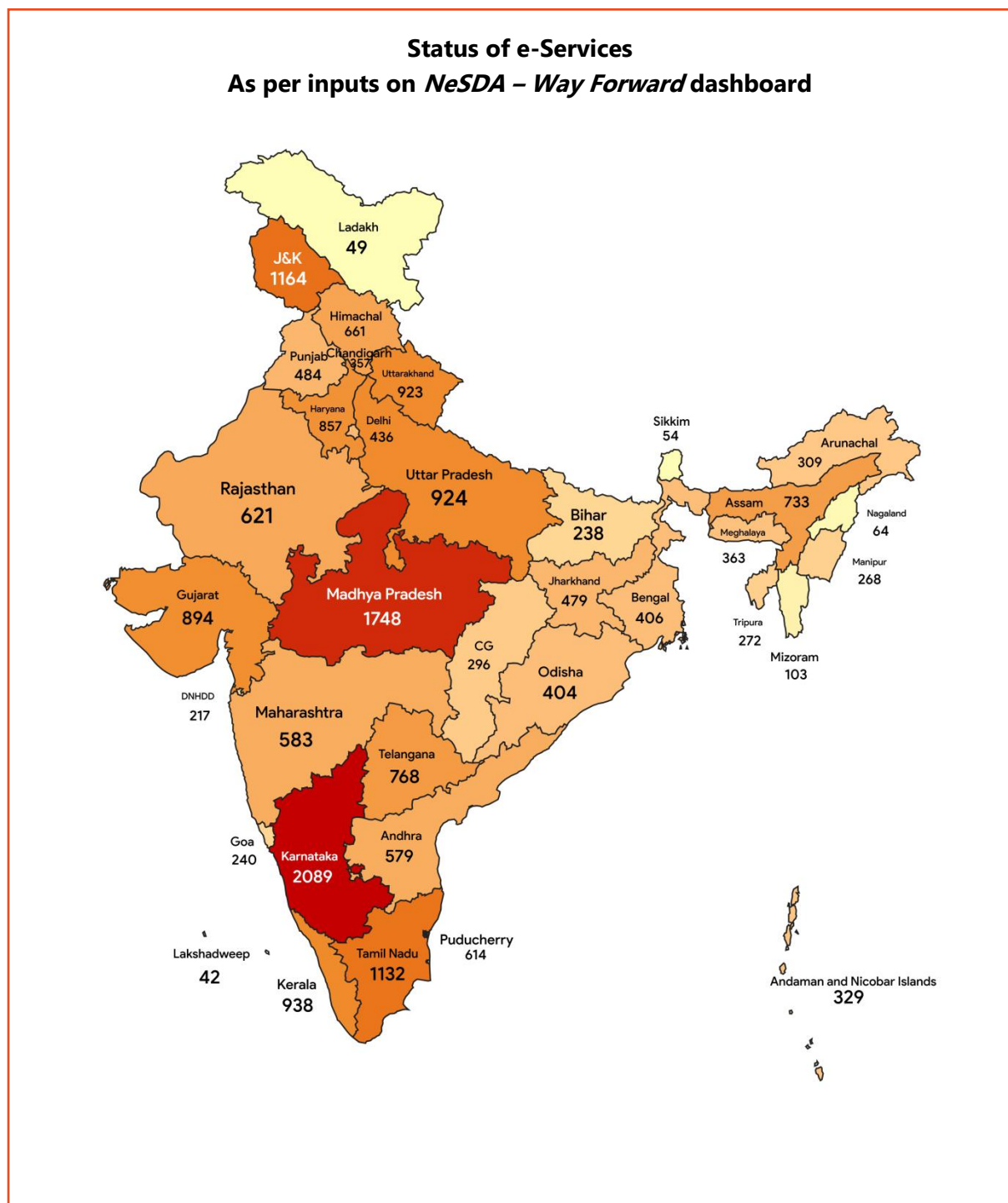
Best Practices: Central Government Departments/Ministries

- Comprehensive **Service Delivery Portals associated with the Central Government Ministries/Departments** have been highlighted to showcase some of the best practices

Best Practices: City Level e-Governance

- As citizen interactions largely occur at the municipal level, this chapter highlights **how city-level digital platforms are transforming service delivery** along with showcasing few best practices from select city portals

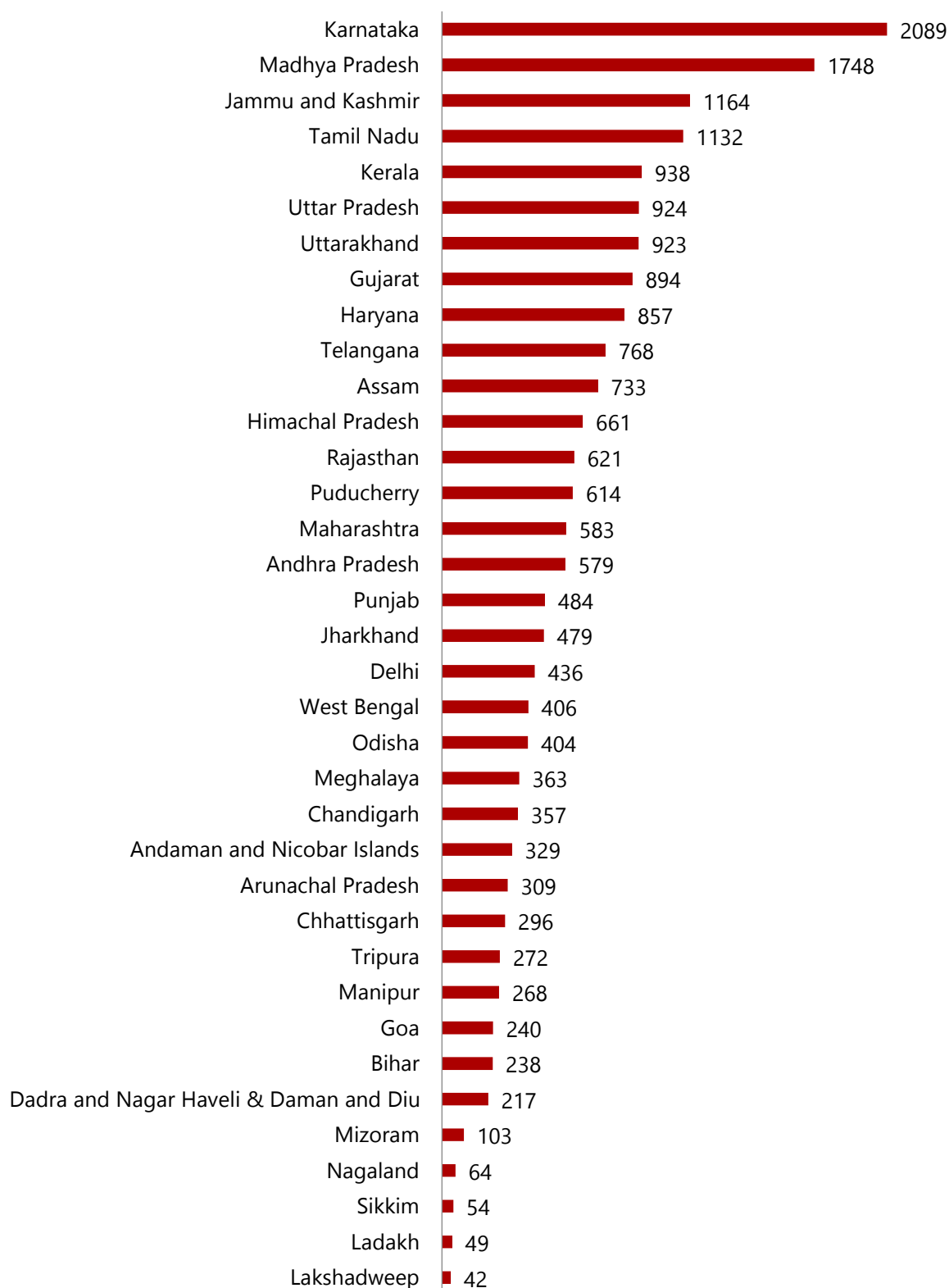
3. Review of Status of Implementation in States/UTs



Total e-Services
20,638

Note: The aforementioned figures are uploaded by States/UTs as of 30/04/2025.

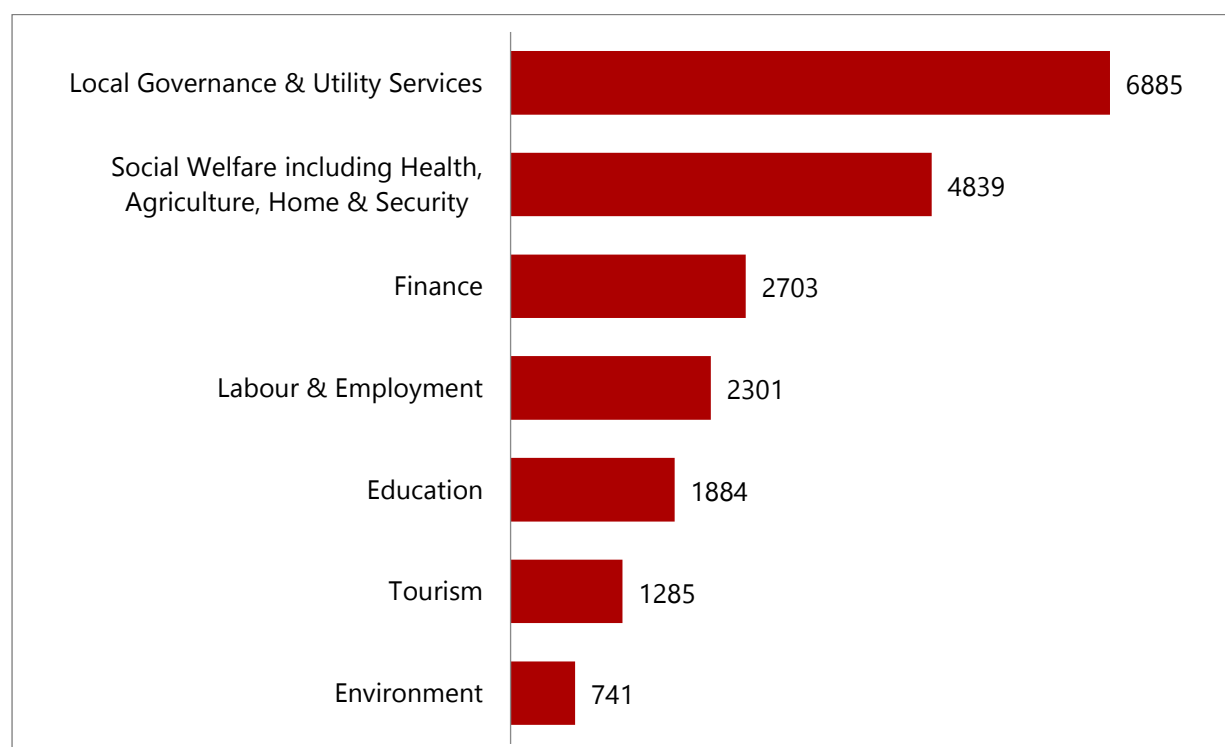
Status of e-Services As per inputs on NeSDA – Way Forward dashboard



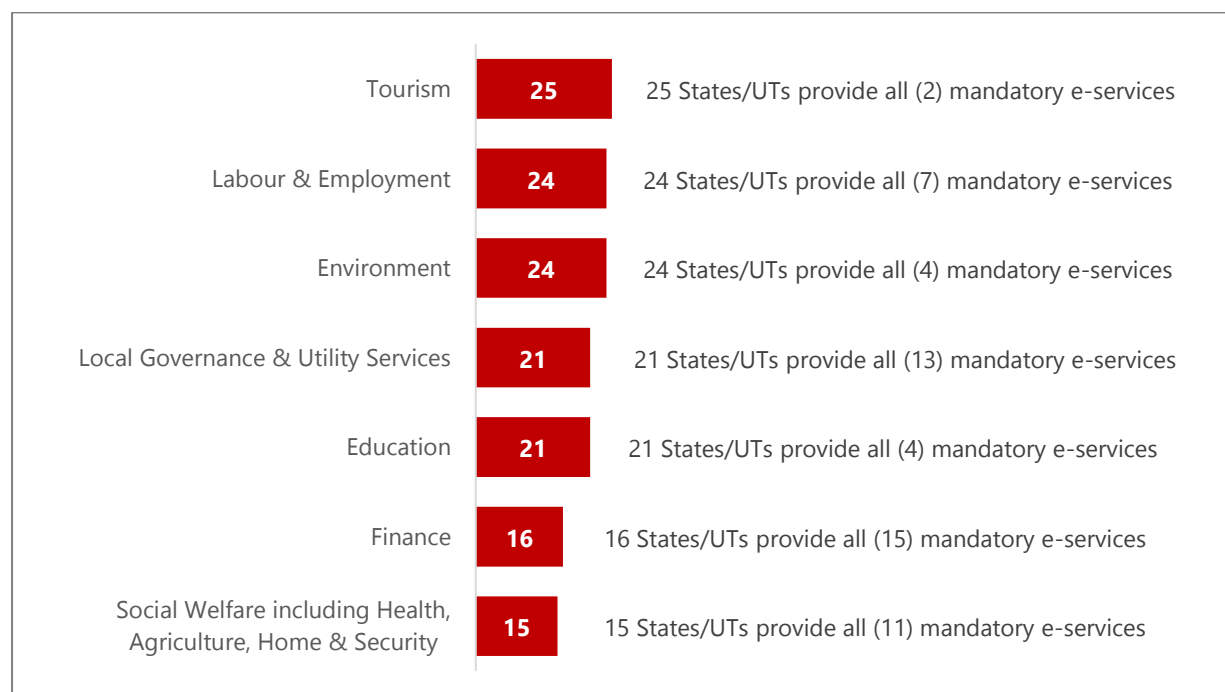
Monthly progress of status of e-services across States/UTs is attached in **Annexure 8.1**.

Note: The aforementioned figures are uploaded by States/UTs as of 30/04/2025.

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

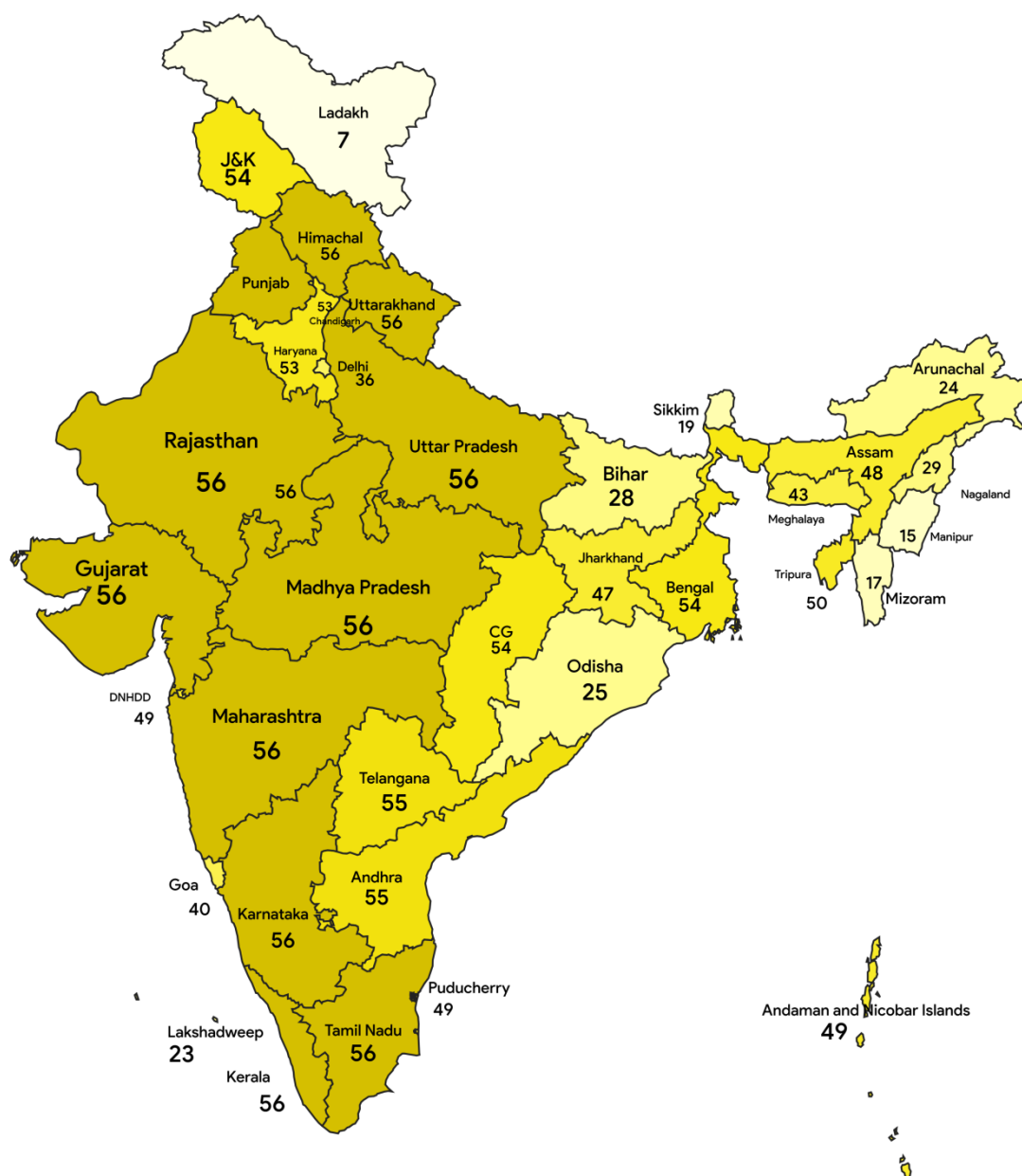


Sector-wise saturation status of mandatory e-services across States/UTs



Note: The aforementioned figures are uploaded by States/UTs as of 30/04/2025.

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

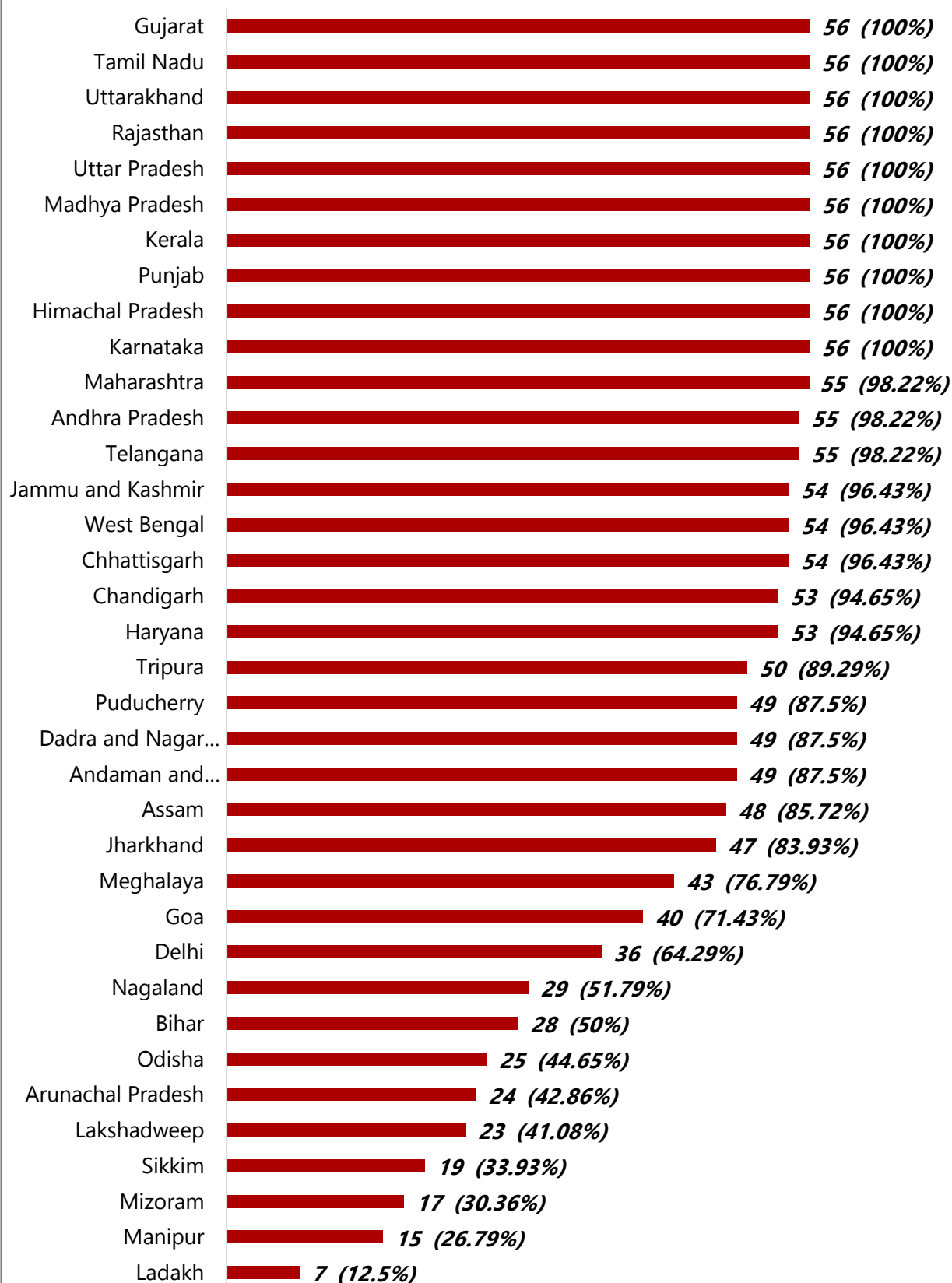


Mandatory e-Services

1,592

Note: The aforementioned figures are uploaded by States/UTs as of 30/04/2025.

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

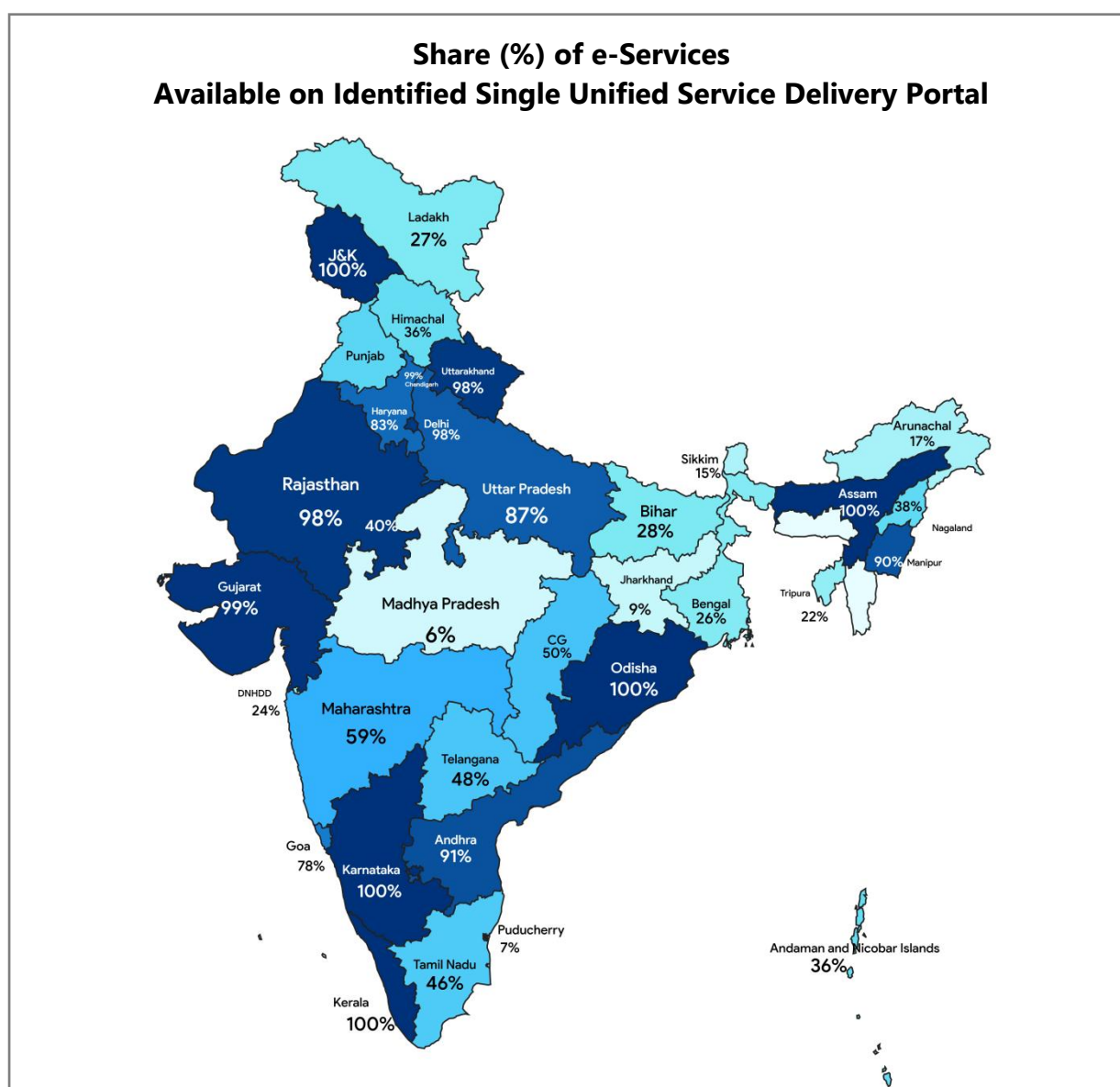


Note: The aforementioned figures are uploaded by States/UTs as of 30/04/2025.

4. Unified Service Delivery Portal – Saturation Status

DARPG actively encourages States/UTs to enhance their e-service delivery capabilities through provision of e-services through a single unified service delivery portal.

A unified service delivery portal is a centralized online platform that integrates all the government services from multiple departments, offering citizens a single point of access to a wide range of services. By consolidating services on one user-friendly interface, citizens can conveniently access information, submit applications, and avail services without navigating through multiple departmental websites / physical offices. Additionally, they often incorporate features such as digital authentication, single sign on, online payment gateways, etc., to further streamline the process.



State/ UT	Identified Single Unified Portal	URL	e-Services on Single Unified Portal % (count)
Karnataka	Seva Sindhu	sevasindhu.karnataka.gov.in	100% (2089)
Jammu and Kashmir	e-UNNAT	eunnat.jk.gov.in	100% (1164)
Kerala	e-Sevanam	services.kerala.gov.in	100% (938)
Assam	Sewa Setu	sewasetu.assam.gov.in	100% (733)
Odisha	Odisha One	odishaone.gov.in	100% (404)
Gujarat	Digital Gujarat	digitalgujarat.gov.in	99% (887)
Chandigarh	e-District	eservices.chd.gov.in	99% (354)
Uttarakhand	Apuni Sarkar	eservices.uk.gov.in	98% (904)
Rajasthan	e-Mitra	emitra.rajasthan.gov.in	98% (608)
Delhi	e-District	edistrict.delhi.gov.in	98% (426)
Andhra Pradesh	AP Seva	vswsonline.ap.gov.in	91% (524)
Manipur	Manipur USP	uspmanipur.mn.gov.in	89% (238)
Uttar Pradesh	Nivesh Mitra & e-District	niveshmitra.up.nic.in & edistrict.up.gov.in	89% (820)
Haryana	Saral Haryana	saralharyana.gov.in	87% (749)
Goa	Goa Online	goaonline.gov.in	83% (199)
Maharashtra	Aaple Sarkar	aaplesarkar.mahaonline.gov.in	62% (363)
Chhattisgarh	e-District	edistrict.cgstate.gov.in	50% (149)
Telangana	MeeSeva	ts.meeseva.telangana.gov.in	48% (365)
Tamil Nadu	e-Sevai	tnesevai.tn.gov.in	46% (524)
Punjab	Connect Punjab	connect.punjab.gov.in	40% (196)
Nagaland	e-District	edistrict.nagaland.gov.in	38% (24)
Himachal Pradesh	e-District	edistrict.hp.gov.in	36% (240)
A&N Islands	e-Seva	anieseva.andaman.gov.in	36% (117)
Bihar	RTPS Bihar	serviceonline.bihar.gov.in	28% (66)
Ladakh	e-Seva	eseva.ladakh.gov.in	27% (13)
West Bengal	e-District	edistrict.wb.gov.in	26% (105)
DNHDD	Single Window Portal	swp.dddgov.in	24% (53)
Tripura	e-District	edistrict.tripura.gov.in	22% (61)
Arunachal Pradesh	Arunachal e-Service	eservice.arunachal.gov.in	17% (53)
Sikkim	Sikkim SSO	sso.sikkim.gov.in	15% (8)
Jharkhand	Jharsewa	jharsewa.jharkhand.gov.in	9% (43)
Puducherry	e-District	edistrict.py.gov.in	7% (44)
Madhya Pradesh	MP Online	mponline.gov.in	6% (112)
Meghalaya	Meghalaya Online	meghalayaonline.gov.in	- (-)

Note: The aforementioned details of single unified portals are as informed and uploaded by States/UTs on NeSDA – Way Forward dashboard, as of 30/04/2025. Lakshadweep and Mizoram do not have a single unified services portal. States that have not uploaded their services' URL through their single unified service portal on NeSDA – Way Forward dashboard are marked (-)

5. Enhancing e-Service Delivery through RTS Commissions

DARPG embarked on a collaborative initiative with the Chief Commissioners and Appellate Officers of the Right to Service (RTS) Act across various states to leverage the RTS framework and enhance e-service delivery nationwide, in line with the NeSDA Way Forward objectives.

The Right to Service (RTS) framework of States and Right to Service Commissions, have pivotal roles in strengthening citizen service delivery in respective states. In recent editions of the NeSDA Way Forward Monthly Report, the commendable efforts of the RTS mechanisms in Assam, Bihar, and Meghalaya have been highlighted. Similarly, the RTS Commission in Haryana is standing out as very promising.

Impact of Right to Public Services on Online Service Delivery in Haryana

Haryana Right to Service (RTS) Act, 2014, mandates time-bound delivery for all notified services. Further, the **Auto Appeal System (AAS)**, launched on 01.09.2021, automates escalation of delayed services, significantly enhancing accountability.

The establishment and strengthening of the Haryana Right to Service Commission (HRTSC) has had a notable impact on improving service delivery within the prescribed RTS timelines.

- **Applications and Compliance till June 2021:** Out of 42,000,000 applications received, 35,000,000 were delivered within the RTS timelines, reflecting a compliance rate of 83.33%.
- **Applications and Compliance - June 2021 to 27-April'25:** Following the operational strengthening of the Commission, 39,242,625 out of 43,148,870 applications were delivered on time, raising the compliance rate to an impressive 90.96%.

The data clearly demonstrates that the interventions by HRTSC have resulted in higher adherence to service timelines, enhancing transparency, efficiency, and citizen satisfaction. The implementation of AAS has demonstrably improved adherence to RTS timelines in several schemes.

Implementation of Faceless Service Delivery in the State

Haryana has made significant advancements in delivering services online, with an estimated over **90%** of services on the SARAL platform being faceless. Examples of faceless Services being delivered are: Issue of Income Certificate, Schedule Caste Certificate, Old Age Pension etc. The key enablers are given as follows:

- **SARAL Platform-** A unified portal offering over services and schemes across departments/organisations. It has a high user adoption with over 8.84 crore applications received and 97.9% processed successfully
- **Proactive Service Delivery-** Leveraging the Parivar Pehchan Patra (PPP) to identify and deliver services automatically to eligible beneficiaries. Through Integration of SARAL and PPP, SARAL Portal automatically fetches data from PPP to auto-fill particulars of applicants

While Haryana is making significant strides in faceless service delivery, a balanced approach is opted that incorporates individual level intervention like physical verification where necessary for legal compliance, fraud prevention, and the nature of the service is crucial.

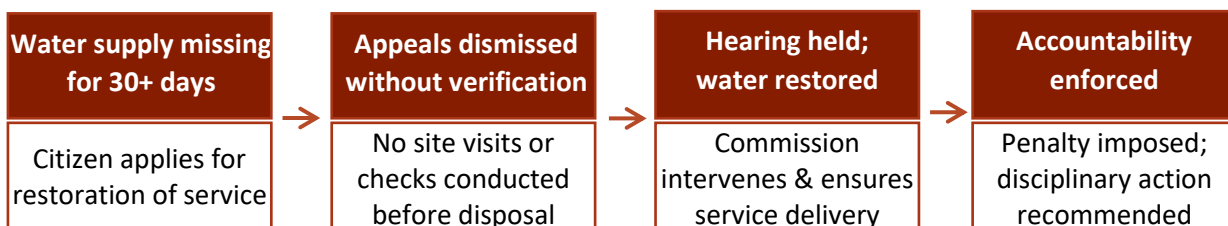
The Commission has written letters to all Departments on 28.01.2025 to ensure that their services are integrated on SARAL — to realise the vision of a unified single window platform. As an impact, the number of services accessible on SARAL has jumped from **415** to **869** post the Commission's intervention.

Case Studies under RTS that streamlined service delivery & enhanced citizen satisfaction

01

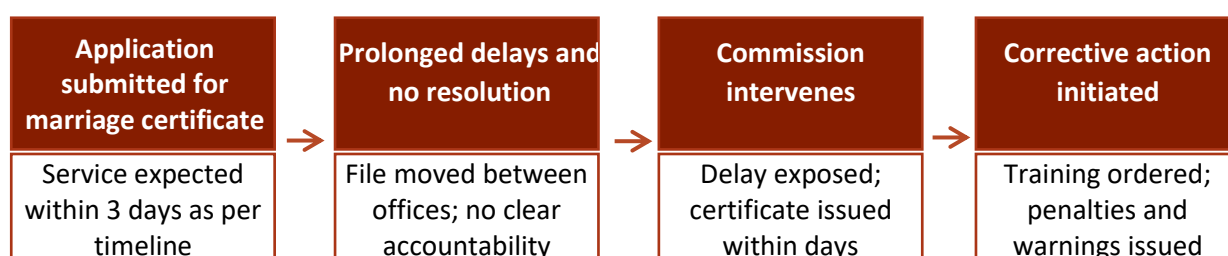
Effective Intervention by RTS Commission for Water Restoration in Panipat

In a village in Panipat, a citizen faced a prolonged disruption in water supply despite official records showing the service as completed. Initial appeals were dismissed without field verification, highlighting gaps in accountability and ground-level monitoring. A revision petition was filed before the State Commission and corrective action was taken. The service was restored, responsibility was fixed and a penalty was imposed on erring officials. This case underscores the critical role of digital grievance systems and oversight institutions in ensuring timely and verified service delivery.



RTS Commission's Action in the case of Issuance of Marriage Certificate in Jind

An application for a marriage certificate in Jind district experienced an inordinate delay of over ten months, far exceeding the notified service timeline, despite complete documentation, causing hardship to the applicant. The intervention of the State Commission led to swift issuance of the certificate, identification of procedural lapses and corrective measures including staff training and accountability. This case highlights the role of commission in process reengineering and inter departmental coordination.



Leveraging Emerging Technologies to enhance e-governance

The Commission is in the process of creating a **WhatsApp Chatbot** and a **Mobile Application for AAS** — which will give citizens alternate avenues to submit their grievances and track the status of their applications. The implementation of technologies like AI and blockchain falls under the domain of the Department of Information Technology (DITECH), Haryana. The Commission is open to considering their use in specific areas where they can support our oversight role. One such area is the analysis of reports and datasets related to service delivery timelines, appeal outcomes and grievance trends.

For instance, data analytics could help identify patterns such as repeated delays in particular services or departments where appeal volumes are consistently high. This can assist the Commission in making targeted observations and advising the concerned authorities more precisely. The Commission believes that technology can be used as a supporting tool, helping streamline internal assessments and sharpening the focus of our interventions.

6. City Level e-Governance

As NeSDA Way Forward evolves, it is essential to expand the focus beyond state-level service delivery and examine the digital transformation happening at the city level. Most citizen interactions with government services occur at the municipal or urban local body level, making it crucial to strengthen online service delivery platforms in cities.

With rapid urbanization, the demand for efficient local governance and seamless service delivery is rising. Establishing robust digital platforms for urban local bodies is no longer a choice but a necessity. Recognizing this, India's Smart Cities Mission and the 2022 UN e-Government Survey have underscored the importance of strengthening city-level e-Governance.

Cities serve as hubs of economic development, and city-based service delivery platforms have significant potential to transform the overall governance landscape. Given the unique governance challenges faced at the city level, these platforms play a crucial role not only in the efficient delivery of services but also in fostering citizen engagement. Additionally, they contribute to economic development by enhancing accessibility and streamlining service provision. This chapter highlights the current landscape of online service delivery at the city level, showcasing selected city portals that exemplify best practices in digital governance.

By showcasing city/municipal service delivery portals that have demonstrated commendable performance in the NeSDA study, this chapter aims to bring attention to emerging best practices and replicable models of digital urban governance. These platforms not only enable efficient service provision but also encourage greater citizen participation and administrative transparency. As part of an ongoing effort, the NeSDA Way Forward monthly reports will continue to highlight top-performing city portals across the country. Some of the notable city/municipal service delivery portals and digital initiatives featured in this section include:

City (State/UT)	Portal Name
Jaipur (Rajasthan)	Jaipur Municipal Corporation (Greater)
Ranchi (Jharkhand)	Ranchi Municipal Corporation

6.1. Jaipur Municipal Corporation



https://jaipurmc.org/Jp_HomePagemain.aspx

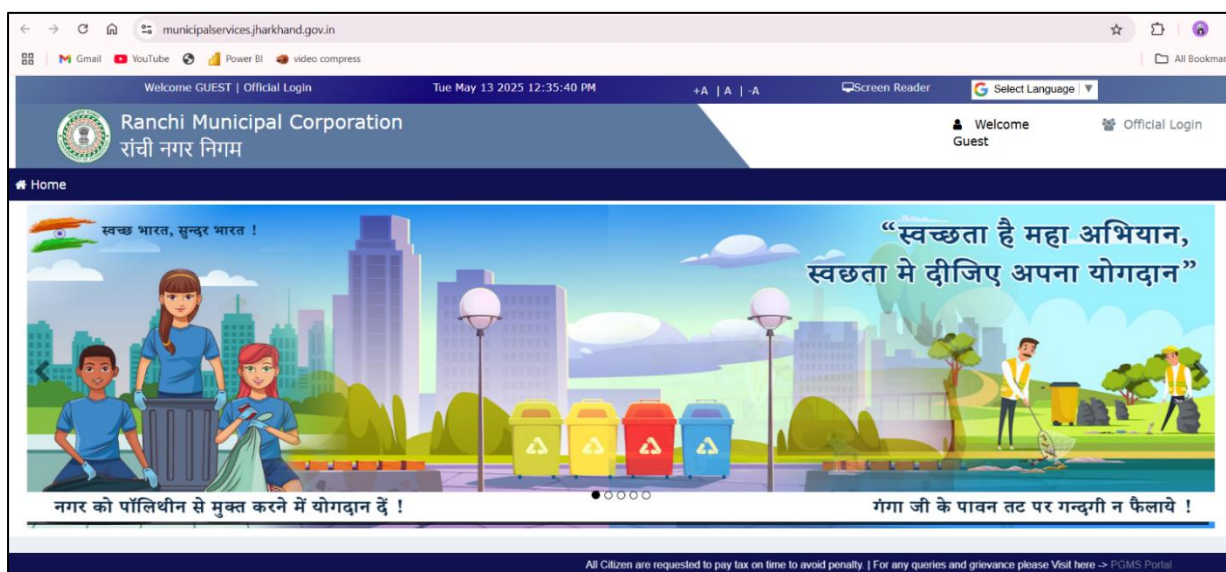
The Jaipur Municipal Corporation (JMC) portal is a comprehensive online platform designed to facilitate access to municipal services for the residents of Jaipur. The portal aims to enhance transparency, improve citizen engagement, and provide essential information.



Key Features

- ✓ **User-Friendly Interface:** Portal's compartmentalised design for its content
- ✓ **Information Hub:** Provision of information about municipal departments, ongoing projects and achievements of the corporation
- ✓ **Citizen Engagement:** Users can find various initiatives and programs launched by the JMC to engage and support the community
- ✓ **Real-Time Updates:** Provision of Notifications, Public News, Important Notices, Important links and Public Notices
- ✓ **Information Resources:** Provision of FAQs and contact details for support
- ✓ **Accessibility Features:** Font size adjustment and screen reader access available
- ✓ **Mobile app** available on Android (Google Play Store) and iOS (App Store) devices
- ✓ Availability of Contact Details, Helpline Number and Nodal Officer Details

6.2. Ranchi Municipal Corporation



<https://municipalservices.jharkhand.gov.in/>

The Ranchi Municipal Corporation (RMC) provides a range of online services to citizens, aiming to improve convenience and efficiency.



Services and Features

Property Tax: This service simplifies tax collection processes, promotes timely payments, and reduces manual workload for citizens. The users can View their property tax details, Pay property taxes online using unique house number and mobile number's last 4 digits, Download receipts and invoices, Track history of tax payments and Receive notifications about dues and deadlines

Water User Charge: This service ensures better management of water resources and efficient service delivery for citizens. The users have following provisions: Application for new water connections, Payment of water bills (by selecting ward no. and consumer no.), Reporting of water supply issues and Tracking of request status

Municipal License: The portal offers online applications for various licenses, including New Trade licence, Tobacco licence etc., Renewal of licence, Surrender of licence and Amendment of licence

Forms and Downloads: Various forms to avail services and booklets for information to citizens are available on the portal like Property related documents and information (Rain water harvesting structure information, Self-assessment form, Ward wise Tax Collector details etc.) as well as Water related documents (WCF -1 for New Connection, Meter Installation Form etc.)

7. Best Practices – Central Government Ministries/Departments

In the evolving landscape of public service delivery, digital platforms have played a transformative role in enhancing efficiency, transparency, and accessibility. Until now, the NeSDA Way Forward report has primarily highlighted best practices from State service delivery portals. This chapter shifts focus to service delivery portals of the Central government and platforms that provide unified access to services across multiple states and departments.

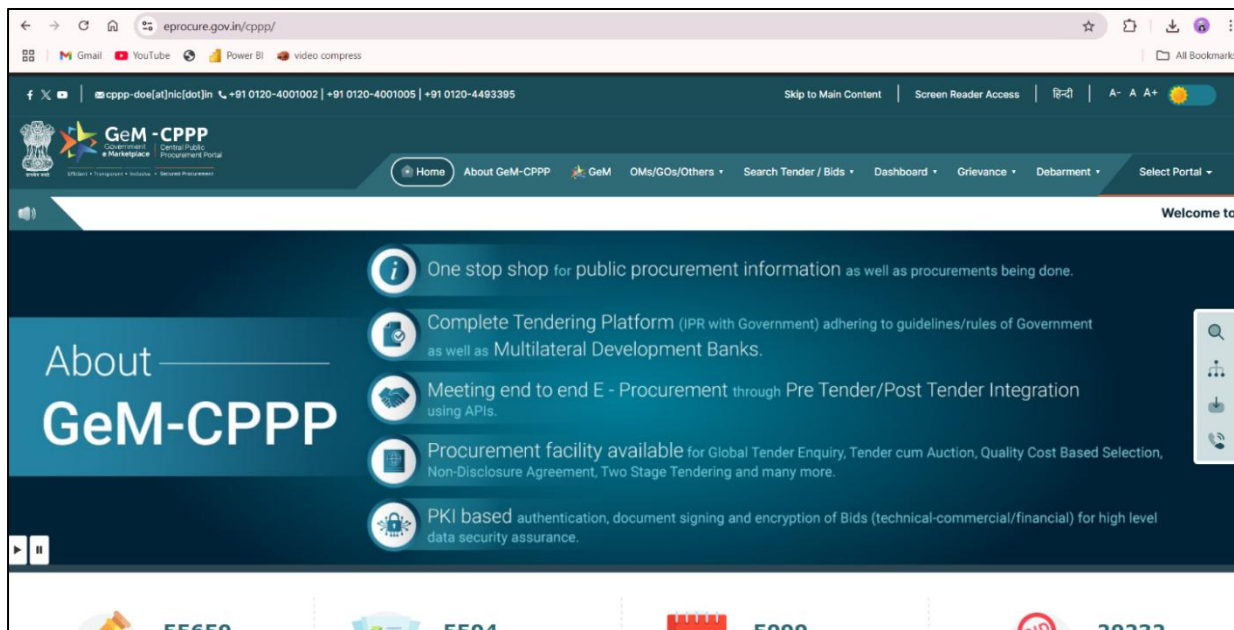
This chapter highlights selected central government service delivery portals and digital initiatives that were part of the NeSDA study and have demonstrated promising practices in enhancing accessibility, interoperability, and service excellence. Through these insights, NeSDA Way Forward continues its mission of promoting scalable and impactful e-Governance solutions that enhance the citizen experience.

Service delivery portals of the Central government serve as a cornerstone of digital governance, enabling seamless service delivery by integrating diverse government functions under a single platform. These portals leverage technology and innovation to simplify administrative processes, enhance citizen engagement, and ensure timely delivery of public services on a national scale. By examining their features and functionalities, this section aims to showcase how central portals are setting benchmarks in accountable, efficient, and citizen-centric governance.

Some of the service delivery portals of the central government and digital initiatives featured in this section include:

S. No.	Central Initiatives
1	Central Public Procurement Portal (CPPP)
2	Employee Provident Fund Organisation (EPFO)
3	Jeevan Pramaan Portal

7.1. Central Public Procurement Portal (CPPP)



<https://eprocure.gov.in/cppp/>

CPPP (Central Public Procurement Portal) is an initiative by the Government of India to facilitate the procurement process across various sectors in a transparent, efficient and secure manner. The portal aims to streamline the tendering process for both government departments and suppliers through a digital platform.



Reporting

Analysis of procurement trends and impact through comprehensive dashboards



Online Submission

Electronic submission of bids by vendors, reducing paperwork and time spent



Bid Tracking

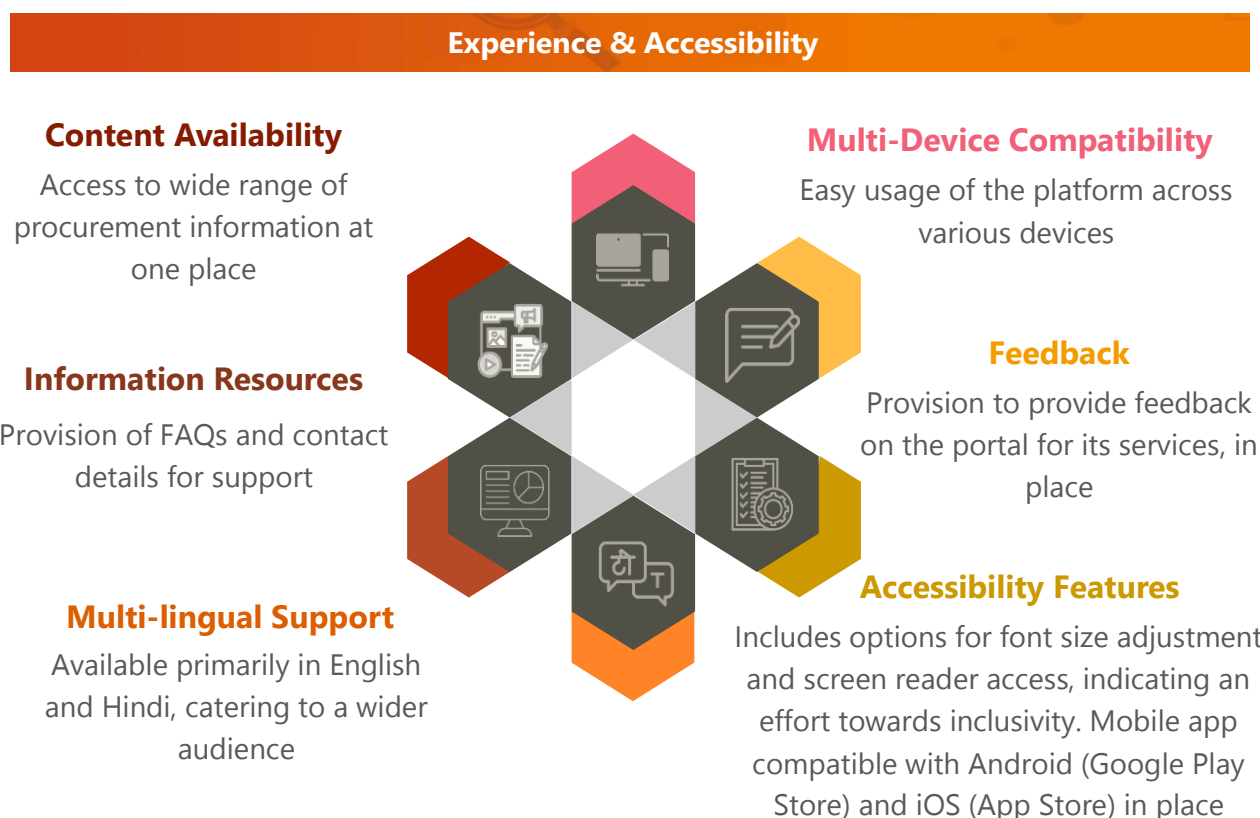
Status tracking of submitted bids in real-time by participants, reducing uncertainty in the procurement process



Tender Information

Provision of comprehensive list of active tenders across different departments, including details like specifications, deadlines, eligibility criteria etc.

It allows vendors from across the country to access tender notifications and submit bids from anywhere, thus increasing competition and accessibility in the procurement process. The system reduces the chances of corruption by providing a transparent mechanism where all stakeholders can access information regarding tenders, bids, and contracts. The digital format accelerates the entire procurement process, enabling faster decision-making and efficient use of resources.



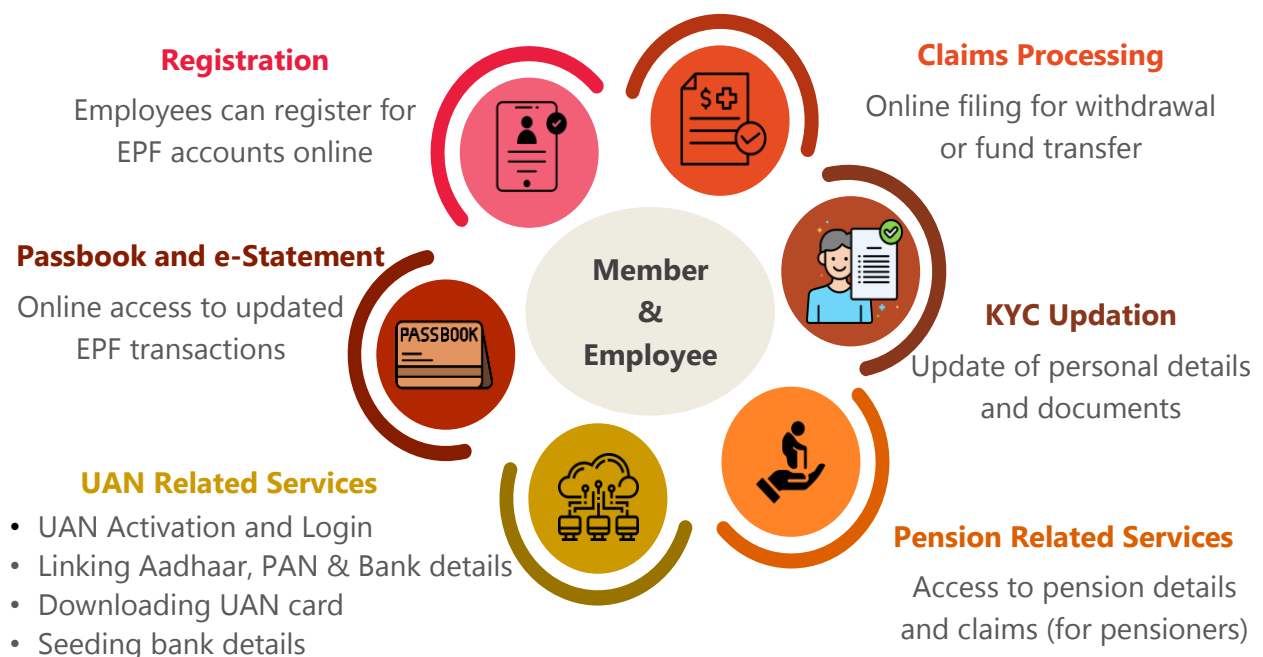
7.2. Employee Provident Fund Organisation (EPFO)



https://www.epfindia.gov.in/site_en/index.php

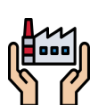
Employee Provident Fund Organisation (EPFO) portal is a significant online platform in India primarily dedicated to managing the retirement savings of employees.

The EPFO portal facilitates the management of the Employee Provident Fund (EPF), which is a retirement benefits scheme tailored for employees in the organised sector in India. It aims to provide financial security and stability after retirement. It serves both employers and employees, allowing them to manage EPF accounts efficiently.



Key Features

- **Interface:** User-friendly interface catering to all users
- **Accessibility:** Clearly presented information for easy navigation
- **Bilingual Support:** Available in English and Hindi
- **Mobile Accessibility:** Services accessible via website and mobile app
- **Integration with UMANG App:** Services also available via the UMANG app
- **Contact Details and Helpdesk:** FAQs and support information available
- **Information and Resources:** Detailed EPF scheme guidelines, FAQs, and help content
- **Grievance Registration:** Facility to register and track grievances
- **Grievance Redressal:** System in place for complaint handling
- **Payroll Management:** Employers manage contributions and EPF compliance



7,75,72,903

Contributing Establishments
During last One Year

7,89,146

Contributing Members
during last One Year



81,84,410

Total Pensioners



44,821

Self Generated UAN



7,71,89,995

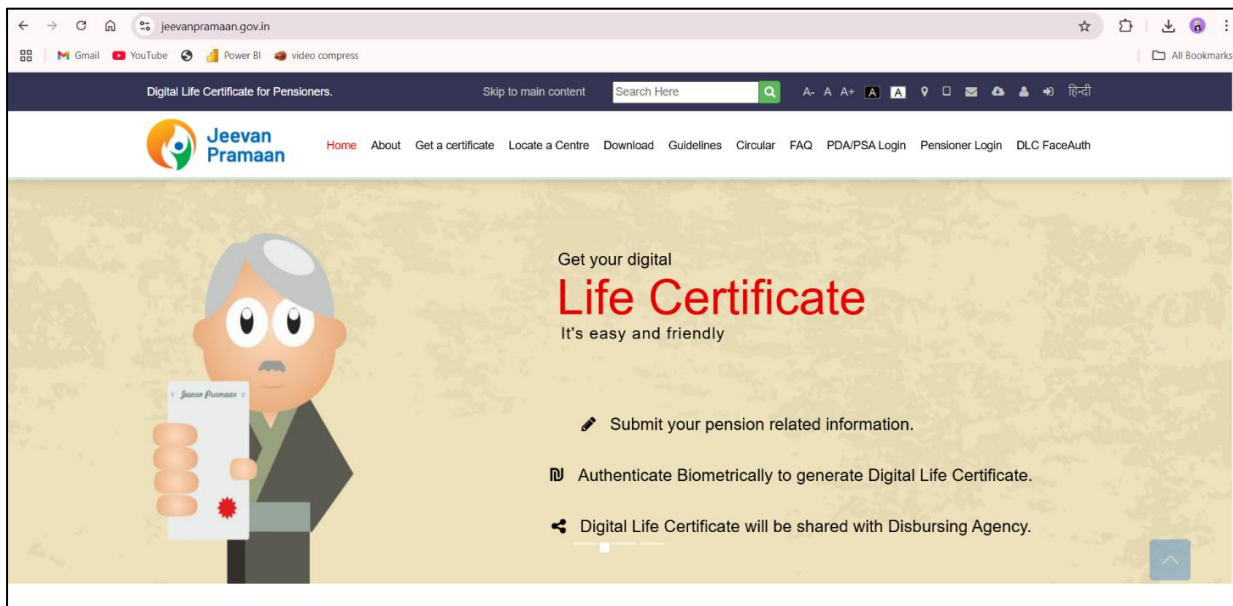
KYC Status: Aadhaar validated
Contributing Members

81,84,410

Claims Settled During
last One Year

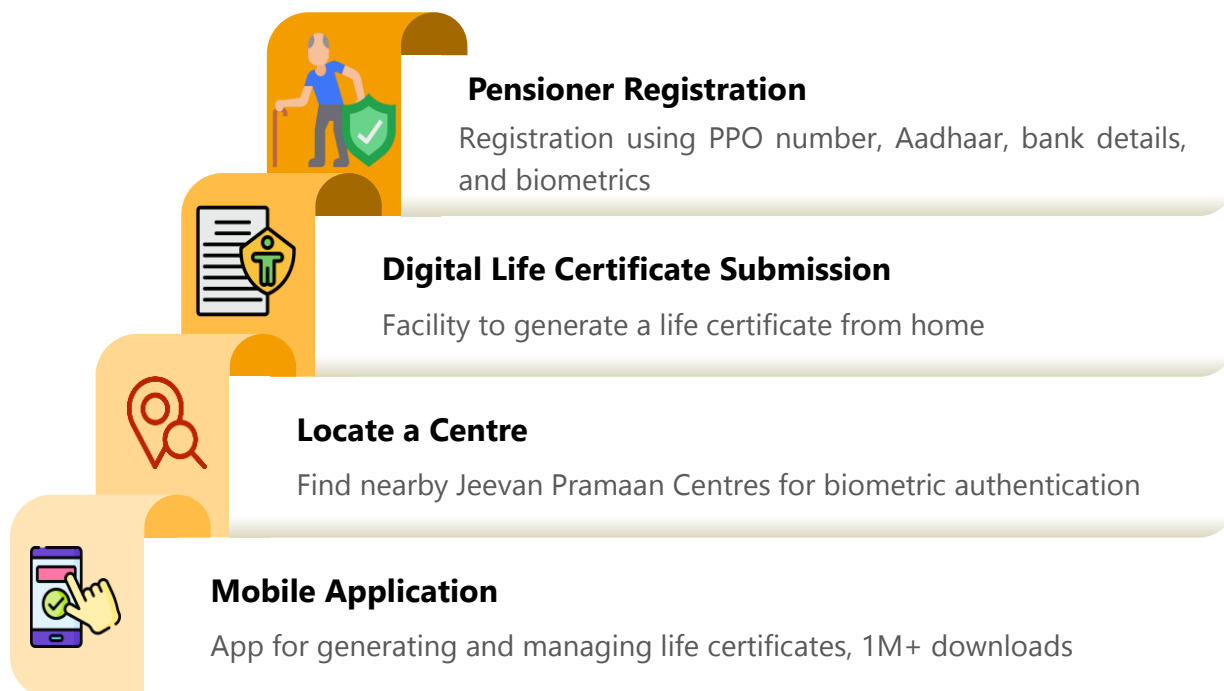


7.3.Jeevan Pramaan



<https://jeevanpramaan.gov.in/>

Jeevan Pramaan portal, an initiative of the Government of India, facilitates the generation of **Digital Life Certificates** for pensioners. This biometric-enabled digital service aims to streamline the process for pensioners to submit their proof of life to pension disbursing agencies, eliminating the need for physical presence or paper-based certificates.



Jeevan Pramaan aims to provide a secure and simplified way for pensioners to prove their existence (life certification) to pension-granting authorities, removing the need for physical certification and enabling easy verification processes.

The portal primarily targets pensioners, especially senior citizens, as well as family pensioners and other beneficiaries who need to authenticate their status to continue receiving their pensions.

KEY FEATURES

- **Use of Biometric Authentication:** Aadhaar-based biometric authentication to verify identity
- **Multiple Authentication Modes:** Flexibility in identity verification beyond biometrics
- **Integration with Aadhaar:** Seamless verification and data integrity via Aadhaar linkage
- **Bilingual Support:** Information available in English and Hindi
- **Information and Downloads:** FAQs, manuals, and biometric software available
- **Support and Contact Details:** Contact points for assistance
- **User Feedback Mechanisms:** Channels for feedback to improve services

Since
2014

Already submitted Digital Life Certificates:
10.22 Crore Jeevan Pramaan

Submitted Digital Life Certificates since 1st Nov, 2024:
141.22 Lakh Jeevan Pramaan

Since
01-Nov
2024

8. Appendix

8.1 Monthly Progress of Status of e-Services across States/UTs

State/UT	Apr-May'24	Jun' 24	Jul' 24	Aug' 24	Sep' 24	Oct' 24	Nov' 24	Dec' 24	Jan' 25	Feb' 25	Mar' 25	Apr' 25
Karnataka	755	755	755	755	755	755	1414	2025	2025	2089	2089	2089
MP	1010	1010	1016	1016	1016	1016	1016	1016	1498	1718	1748	1748
J&K	1140	1140	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164
Tamil Nadu	1128	1128	1128	1128	1128	1128	1128	1128	1128	1128	1128	1132
Kerala	911	911	916	916	916	916	938	938	938	938	938	938
UP	798	800	800	800	800	800	822	904	904	904	904	924
UK	887	889	889	889	889	889	889	900	900	900	917	923
Gujarat	443	618	654	654	682	643	894	894	894	894	894	894
Haryana	757	757	757	757	855	855	855	855	855	855	857	857
Telangana	768	768	768	768	768	768	768	768	768	768	768	768
Assam	469	469	472	628	628	628	725	725	725	731	733	733
HP	503	503	504	504	504	504	504	504	659	660	660	661
Rajasthan	566	566	588	588	606	606	606	621	621	621	621	621
Puducherry	605	605	609	609	609	609	610	610	610	610	614	614
MH	534	534	534	534	534	534	534	534	534	534	535	583
AP	579	579	579	579	579	579	579	579	579	579	579	579
Punjab	484	484	484	484	484	484	484	484	484	484	484	484
Jharkhand	333	333	377	395	396	401	404	406	411	461	468	479
Delhi	436	436	436	436	436	436	436	436	436	436	436	436
West Bengal	401	401	401	401	401	401	401	401	401	401	401	406
Odisha	404	404	404	404	404	404	404	404	404	404	404	404
Meghalaya	363	363	363	363	363	363	363	363	363	363	363	363
Chandigarh	224	224	232	233	236	236	236	357	357	357	357	357
A&N Islands	321	321	323	323	323	323	323	323	327	327	329	329
AR	309	309	309	309	309	309	309	309	309	309	309	309
CG	287	288	296	296	296	296	296	296	296	296	296	296
Tripura	264	264	264	264	264	264	272	272	272	272	272	272
Manipur	40	40	40	40	40	40	40	40	40	40	40	268
Goa	240	240	240	240	240	240	240	240	240	240	240	240
Bihar	238	238	238	238	238	238	238	238	238	238	238	238
DNHDD	78	78	117	117	131	131	131	131	142	217	217	217
Mizoram	103	103	103	103	103	103	103	103	103	103	103	103
Nagaland	64	64	64	64	64	64	64	64	64	64	64	64
Sikkim	51	51	51	51	54	54	54	54	54	54	54	54
Ladakh	46	46	46	46	46	46	49	49	49	49	49	49
Lakshadweep	42	42	42	42	42	42	42	42	42	42	42	42
Total	16,581	16,761	16,963	17,138	17,303	17,269	18,335	19,177	19,834	20,250	20,315	20,638

8.2 Progress of Status of overall Mandatory e-Services provision across States/UTs

State/UT	Apr- May'24	Jun' 24	Jul' 24	Aug' 24	Sep' 24	Oct' 24	Nov' 24	Dec' 24	Jan' 25	Feb' 25	Mar' 25	Apr' 25
Karnataka	55	55	55	55	55	55	56	56	56	56	56	56
MP	56	56	56	56	56	56	56	56	56	56	56	56
Tamil Nadu	56	56	56	56	56	56	56	56	56	56	56	56
Kerala	54	54	56	56	56	56	56	56	56	56	56	56
Uttarakhand	56	56	56	56	56	56	56	56	56	56	56	56
Uttar Pradesh	54	56	56	56	56	56	56	56	56	56	56	56
Gujarat	51	51	51	51	55	56	56	56	56	56	56	56
HP	56	56	56	56	56	56	56	56	56	56	56	56
Rajasthan	56	56	56	56	56	56	56	56	56	56	56	56
Maharashtra	55	55	55	55	55	55	55	55	55	55	56	56
Punjab	56	56	56	56	56	56	56	56	56	56	56	56
Telangana	55	55	55	55	55	55	55	55	55	55	55	55
AP	55	55	55	55	55	55	55	55	55	55	55	55
Chhattisgarh	51	51	54	54	54	54	54	54	54	54	54	54
J&K	54	54	54	54	54	54	54	54	54	54	54	54
Chandigarh	41	41	47	48	51	51	51	53	53	53	53	53
Haryana	51	51	51	51	52	51	51	51	51	51	53	53
West Bengal	52	52	52	52	52	52	52	52	52	52	52	54
Tripura	50	50	50	50	50	50	50	50	50	50	50	50
A&N Islands	41	41	44	44	44	44	44	44	47	47	49	49
DNHDD	39	39	44	44	49	49	49	49	49	49	49	49
Puducherry	48	48	48	47	47	47	48	48	48	48	49	49
Assam	42	42	44	44	44	44	48	48	48	48	48	48
Jharkhand	46	46	46	46	46	47	47	47	47	47	47	47
Meghalaya	43	43	43	43	43	43	43	43	43	43	43	43
Goa	40	40	40	40	40	40	40	40	40	40	40	40
Delhi	36	36	36	36	36	36	36	36	36	36	36	36
Nagaland	29	29	29	29	29	29	29	29	29	29	29	29
Bihar	28	28	28	28	28	28	28	28	28	28	28	28
Odisha	25	25	25	25	25	25	25	25	25	25	25	25
AR	24	24	24	24	24	24	24	24	24	24	24	24
Lakshadweep	23	23	23	23	23	23	23	23	23	23	23	23
Sikkim	13	13	13	13	19	19	19	19	19	19	19	19
Mizoram	17	17	17	17	17	17	17	17	17	17	17	17
Manipur	15	15	15	15	15	15	15	15	15	15	15	15
Ladakh	7	7	7	7	7	7	7	7	7	7	7	7
TOTAL	1530	1532	1553	1553	1572	1573	1579	1581	1584	1584	1590	1592

For any suggestions, kindly contact the undersigned:

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