



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



NeSDA Way Forward

Monthly Report for States/UTs

AUGUST
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 conducts 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, 28 NeSDA Way Forward Monthly Reports and Annual Report 2023 have been published to monitor the status of e-service delivery, across States/UTs.

This series of NeSDA Monthly Reports distinguishes itself through its comprehensive scope and regular frequency. Being the only government publication systematically monitoring and evaluating the scale and quality of e-Services provided across all States and Union Territories since its inception in April 2023, the update has consistently reported on three key categories of online services each month: all e-Services, mandatory e-Services, and those delivered through a unified portal.

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, while in 2025 the reports expanded to include best practices from city and municipality portals and introduced the monthly presentation of group-wise results from the AAKLAN tool assessment of State/UT portals as a key initiative.

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 59 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 citizens as per their entitlement, based on socio-economic status



C

Strengthening of Unified Service Delivery Portals

- Strengthening of unified Service 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, August 2025 is based on the inputs provided by States/UTs on *NeSDA – Way Forward* dashboard, as of 31st August, 2025.

2. Key Highlights

Status of Implementation

- **23,402** e-services provided across States/UTs. **Karnataka** provides maximum e-services (2,092). Maximum e-services (**8,189**) pertain to 'Local Governance & Utility Services' sector
- A total of **172 e-Services added** since last report, by States/UTs across the country
- **1,699** of 2124 mandatory e-services (59*36 States/UTs) available, making saturation ~**80%**
- Maharashtra, Tamil Nadu, Andhra Pradesh, Karnataka, Gujarat, Kerala, Haryana, Himachal Pradesh, Uttar Pradesh, Rajasthan, Uttarakhand and Madhya Pradesh achieved **100% saturation** of 59 mandatory e-services while 20 States/UTs achieved **>90% saturation**

Unified Service Delivery Portal

- **Karnataka, Jammu & Kashmir, Uttarakhand, Kerala, Assam and Odisha** provide **100%** of their services through their identified Unified Service Delivery Portal i.e., **Seva Sindhu (2092), e-UNNAT (1164), Apuni Sarkar (951), e-Sevanam (939), Sewa Setu (814)** and **Odisha One (404)**, respectively.

Best Practice: Central Government Departments/Ministries

- Comprehensive service delivery portals of Central Government Ministries/Departments, the **SWAYAM** and **e-NAM** Portals have been highlighted as examples of best practices

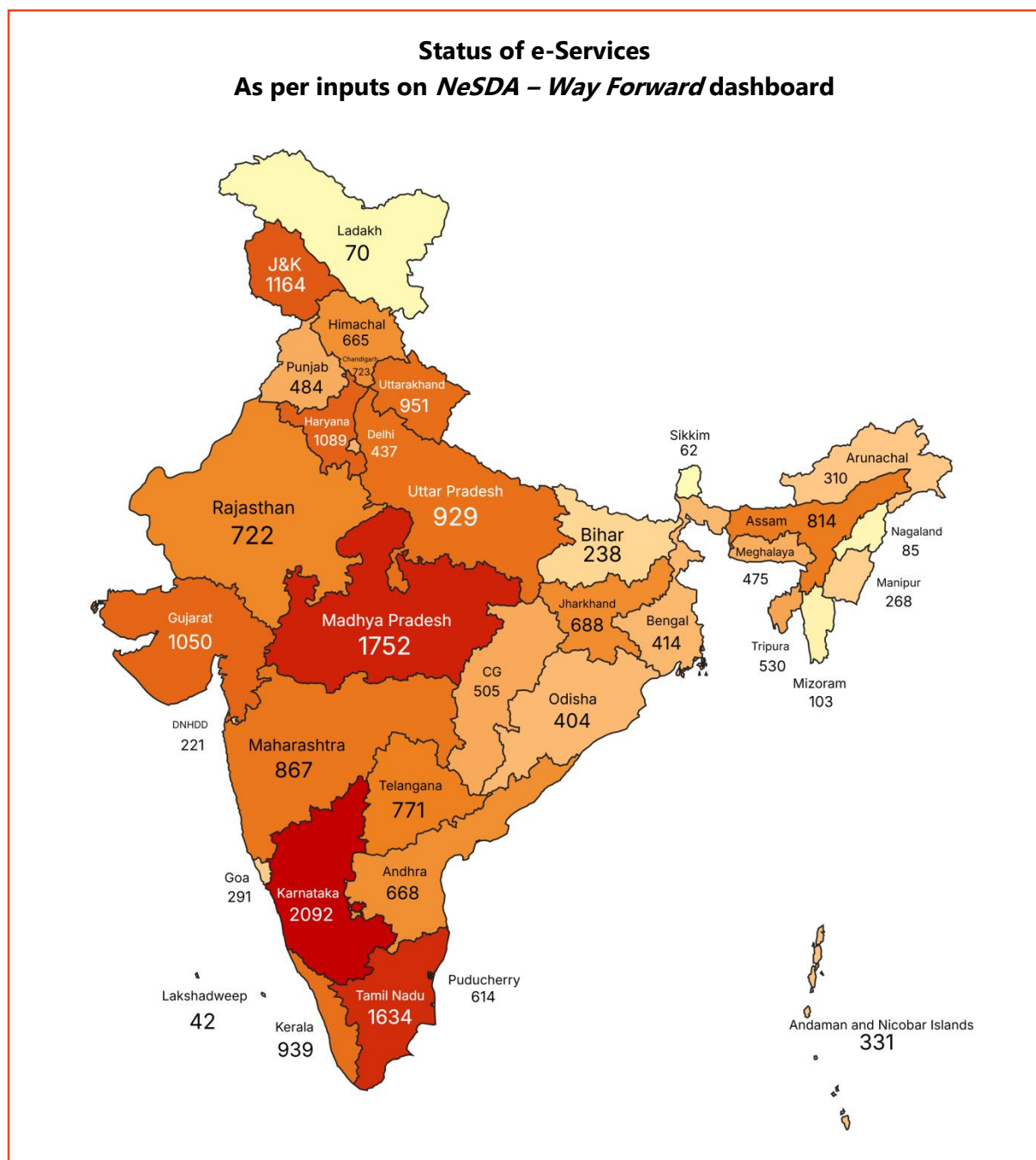
Best Practices: State/UT Level e-Governance

- This edition highlights 2 State/UT level e-Governance initiatives that strengthen citizen-centric service delivery: **Mari Yojana Portal, Government of Gujarat** and **Integrated Grievance Redressal System (IGRS), Government of Andhra Pradesh**

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 of **Patna** and **Nagpur**

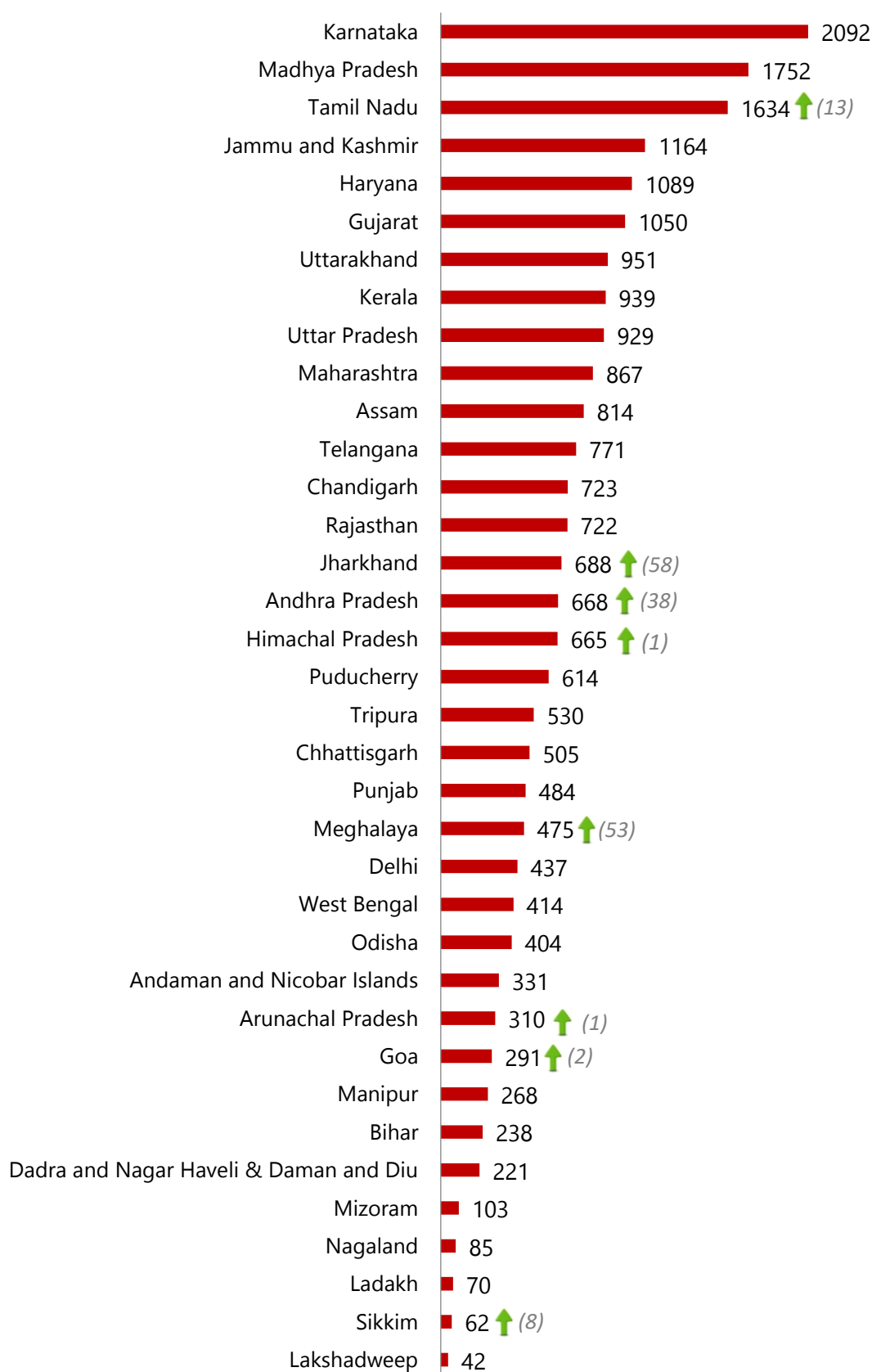
3. Review of Status of Implementation in States/UTs



Total e-Services
23,402

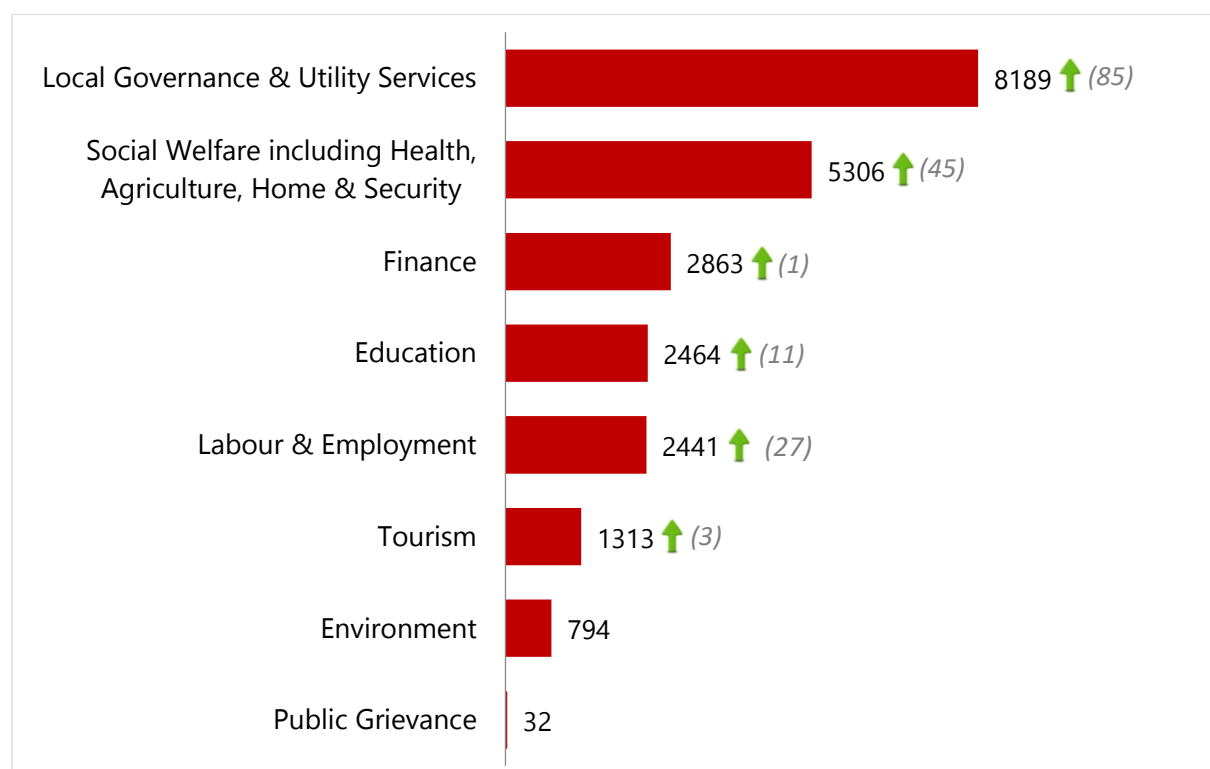
Note: The aforementioned figures are uploaded by States/UTs as of 31/08/2025.

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

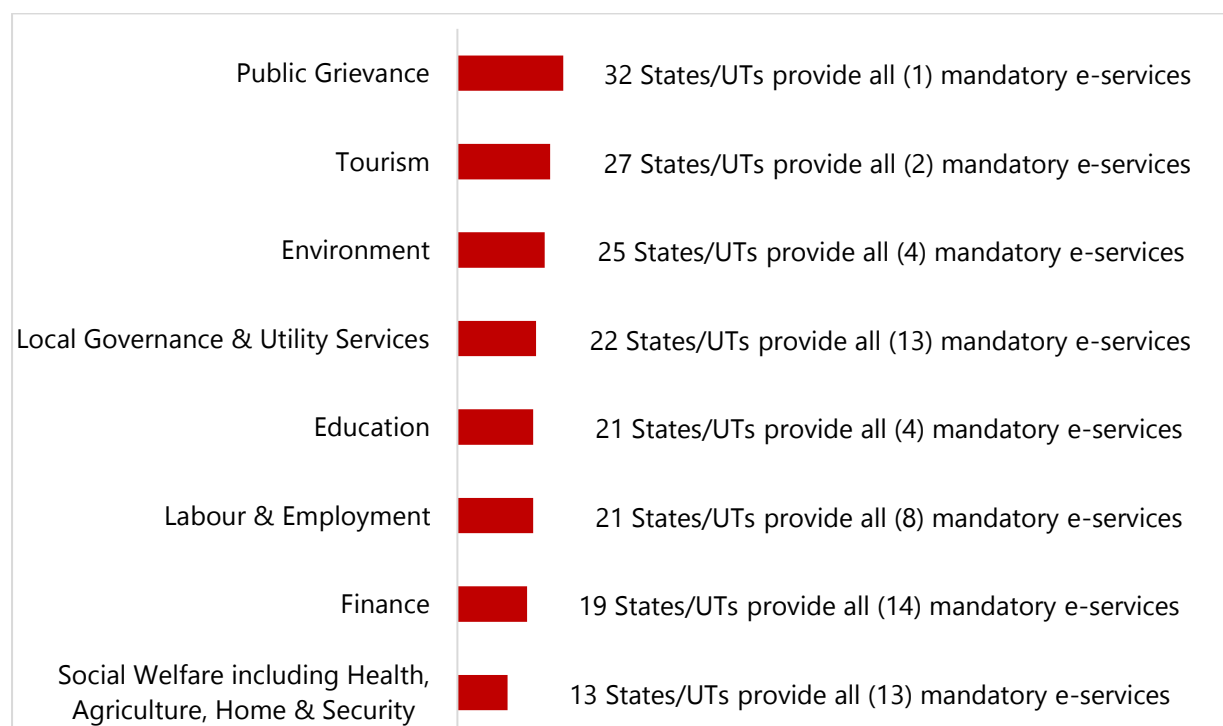


Monthly progress of status of e-services across States/UTs is attached in **Annexure 8.1**

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

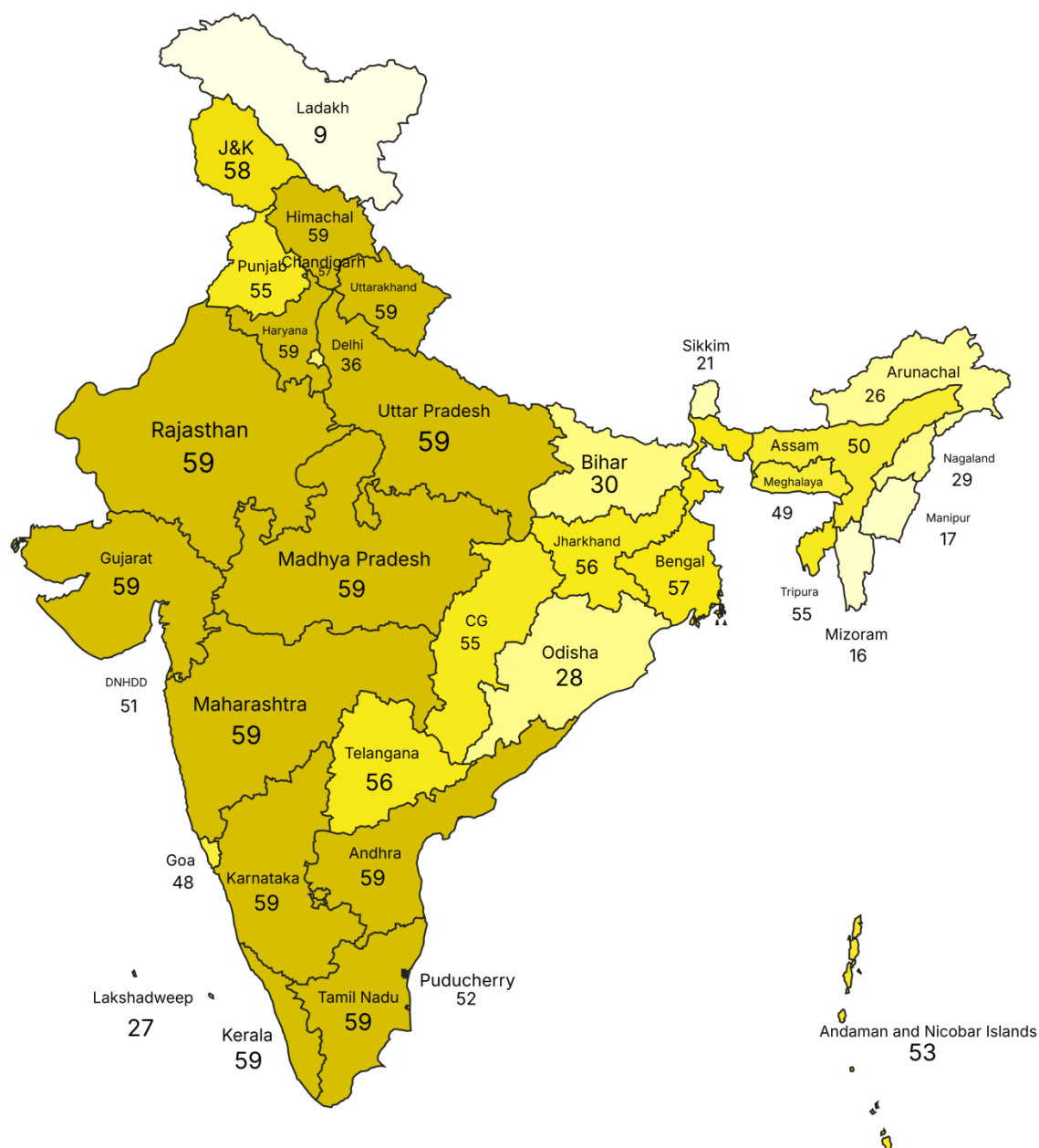


Sector-wise saturation status of mandatory e-services across States/UTs



Note: The aforementioned figures are uploaded by States/UTs as of 31/08/2025.

Status of 59 Mandatory e-Services
As per inputs on *NeSDA – Way Forward* dashboard

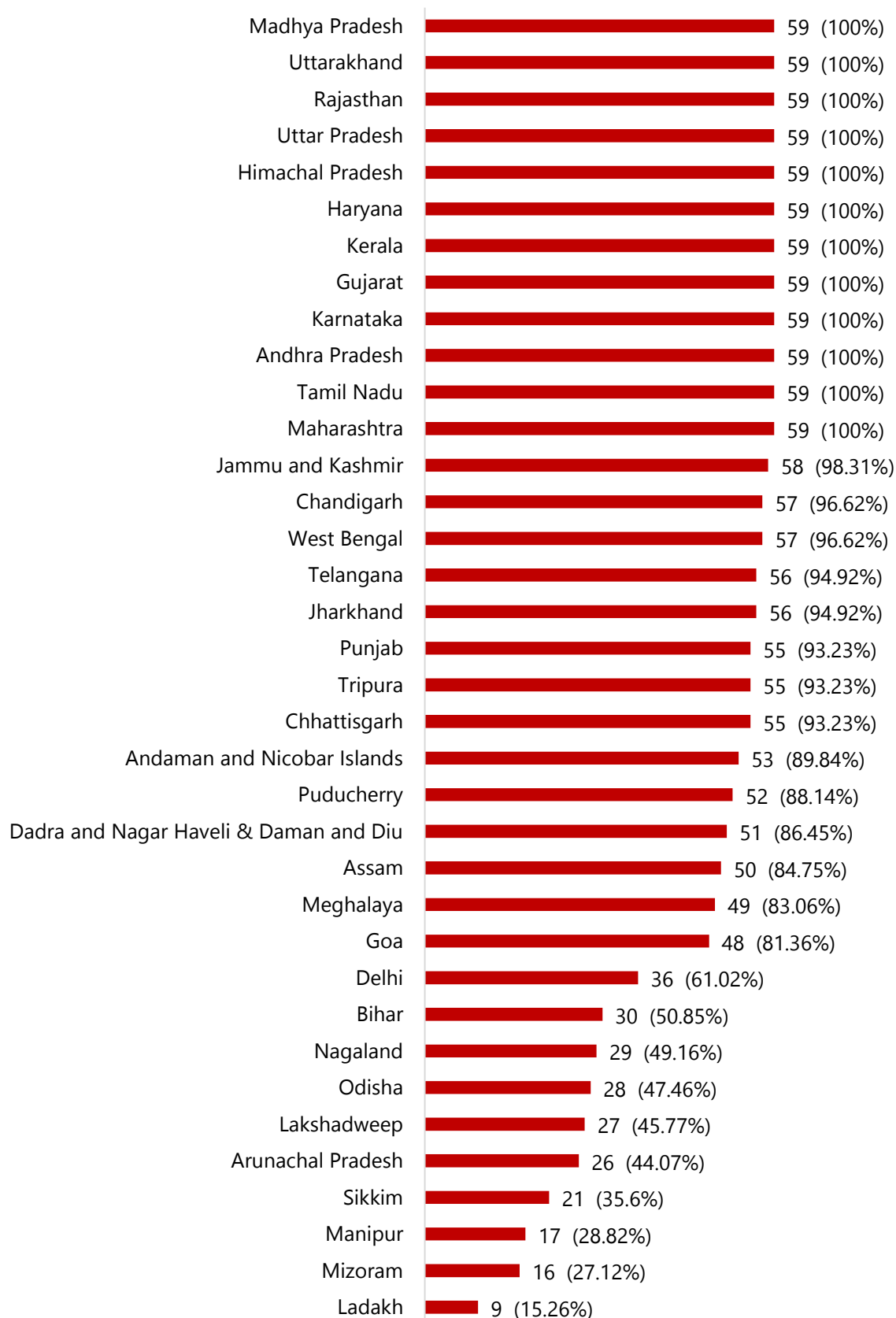


Mandatory e-Services

1,699

Note: The aforementioned figures are uploaded by States/UTs as of 31/08/2025.

Status of 59 Mandatory e-Services
As per inputs on *NeSDA – Way Forward* dashboard

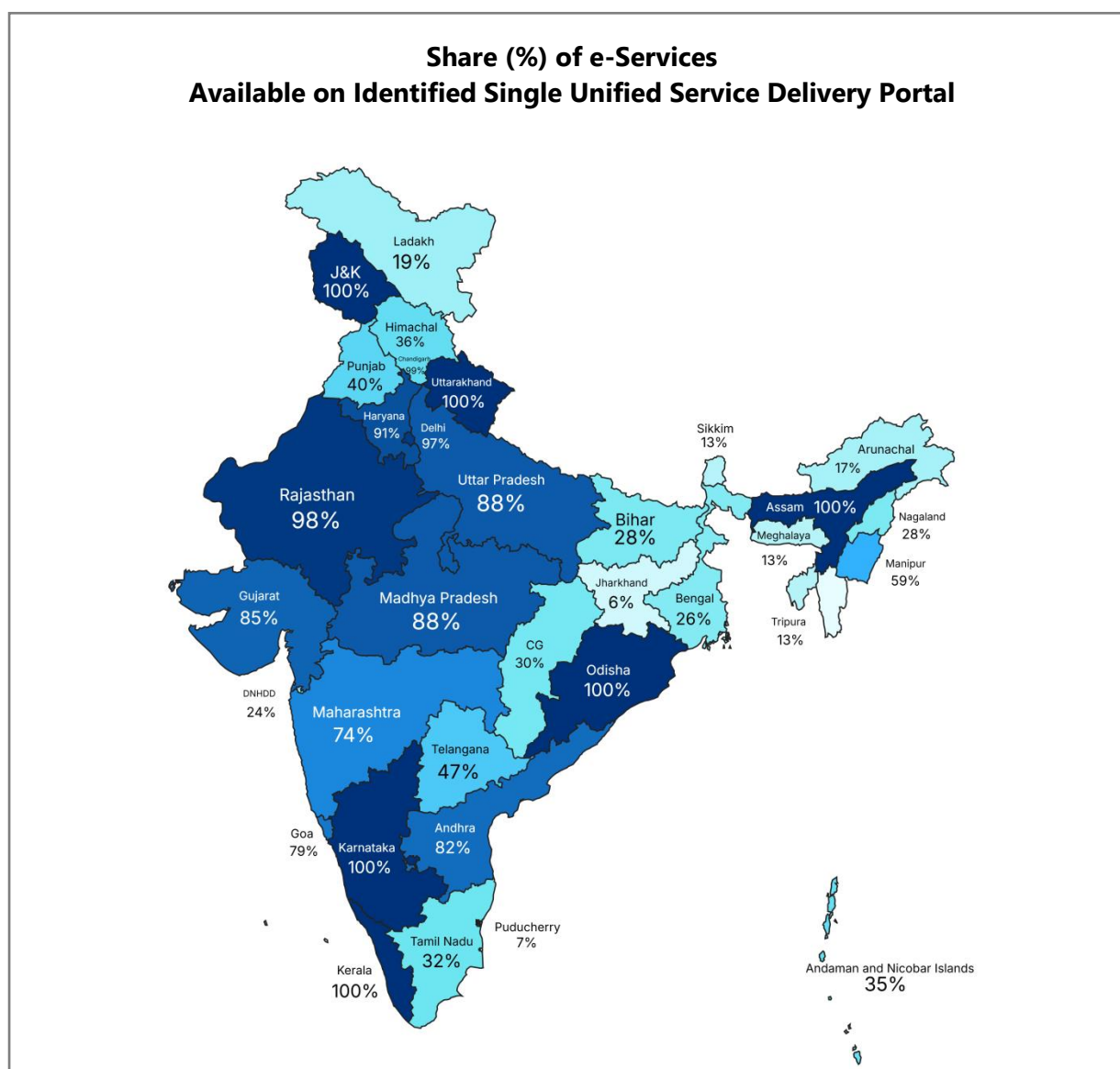


Monthly progress of mandatory e-services across States/UTs is given in **Annexure 8.2**

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. These centralised platforms integrate services from multiple departments, providing citizens with a single, user-friendly interface to access information, submit applications and avail services. Features like digital authentication, single sign-on and online payments further streamline the process, reducing the need for physical visits or navigating multiple websites.

6 States/UTs have achieved 100% integration through their unified service delivery portals. Additionally, 4 more States/UTs have crossed the 90% mark, reflecting strong adoption of the unified service delivery model. However, nearly half of the States/UTs remain below the 50% mark, indicating scope for further enhancement in unified service delivery.



State/ UT	Identified Single Unified Portal	URL	e-Services on Single Unified Portal % (count)
Karnataka	Seva Sindhu	sevasindhu.karnataka.gov.in	100% (2092)
Jammu and Kashmir	e-UNNAT	eunnat.jk.gov.in	100% (1164)
Uttarakhand	Apuni Sarkar	eservices.uk.gov.in	100% (951)
Kerala	e-Sevanam	services.kerala.gov.in	100% (939)
Assam	Sewa Setu	sewasetu.assam.gov.in	100% (814)
Odisha	Odisha One	odishaone.gov.in	100% (404)
Chandigarh	e-District	eservices.chd.gov.in	99% (717)
Rajasthan	e-Mitra	emitra.rajasthan.gov.in	98% (709)
Delhi	e-District	edistrict.delhi.gov.in	97% (426)
Haryana	Saral Haryana	saralharyana.gov.in	91% (996)
Uttar Pradesh	Nivesh Mitra & e-District	niveshmitra.up.nic.in & edistrict.up.gov.in	88% (822)
Madhya Pradesh	MP e-Service	services.mp.gov.in	88% (1539)
Gujarat	Digital Gujarat	digitalgujarat.gov.in	85% (889)
Andhra Pradesh	AP Seva	vswsonline.ap.gov.in	82% (551)
Goa	Goa Online	goaonline.gov.in	79% (230)
Maharashtra	Aaple Sarkar	aaplesarkar.mahaonline.gov.in	74% (644)
Manipur	Manipur USP	uspmannipur.mn.gov.in	59% (158)
Telangana	MeeSeva	ts.meeseva.telangana.gov.in	47% (365)
Punjab	Connect Punjab	connect.punjab.gov.in	40% (196)
Himachal Pradesh	e-District	edistrict.hp.gov.in	36% (239)
Andaman and Nicobar Islands	e-Seva	anieseva.andaman.gov.in	35% (117)
Tamil Nadu	e-Sevai	tnesevai.tn.gov.in	32% (524)
Chhattisgarh	e-District	edistrict.cgstate.gov.in	30% (151)
Nagaland	e-District	edistrict.nagaland.gov.in	28% (24)
Bihar	RTPS Bihar	serviceonline.bihar.gov.in	28% (66)
West Bengal	e-District	edistrict.wb.gov.in	26% (106)
Dadra and Nagar Haveli & Daman and Diu	Single Window Portal	swp.dddgov.in	24% (53)
Ladakh	e-Seva	eseva.ladakh.gov.in	19% (13)
Arunachal Pradesh	Arunachal e-Service	eservice.arunachal.gov.in	17% (53)
Tripura	e-District	edistrict.tripura.gov.in	13% (71)
Sikkim	Sikkim SSO	sso.sikkim.gov.in	13% (8)
Meghalaya	Meghalaya Online	meghalayaone.gov.in	13% (61)
Puducherry	e-District	edistrict.py.gov.in	7% (44)
Jharkhand	Jharsewa	jharsewa.jharkhand.gov.in	6% (43)

Note: The aforementioned details of single unified portals are as informed and uploaded by States/UTs on NeSDA – Way Forward dashboard, as of 31/08/2025. Lakshadweep and Mizoram do not have a single unified services portal.

5. 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. This chapter of the NeSDA Way Forward report focuses on service delivery portals of the Central government and platforms that provide unified access to services across multiple states and departments. It 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. The service delivery portals of the central government and digital initiatives featured in this section include:

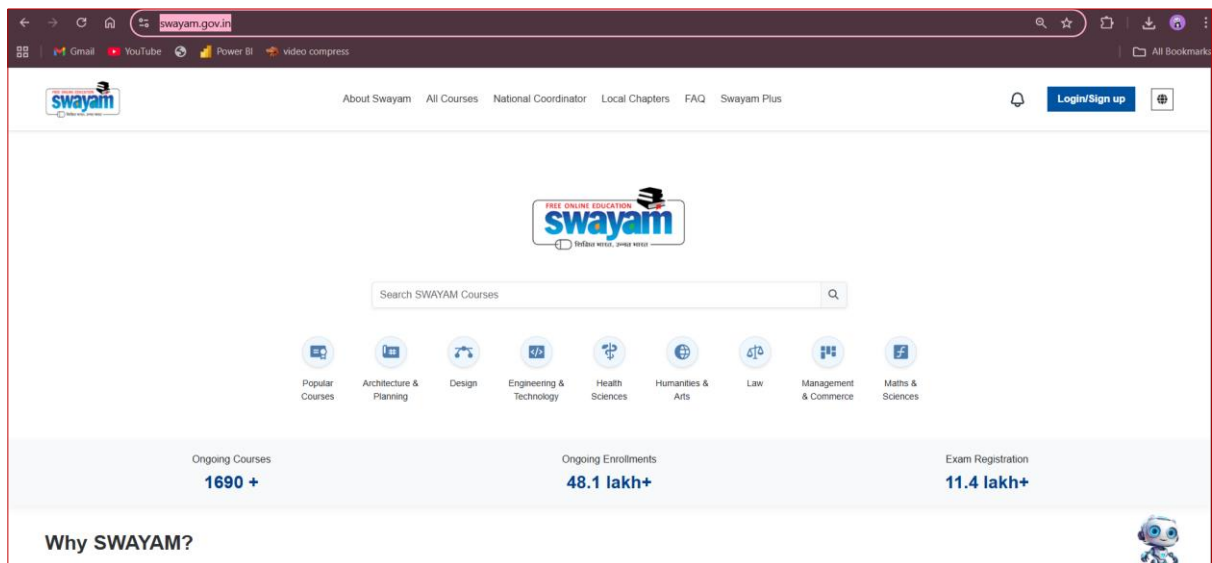
Study Webs of Active-Learning for Young Aspiring Minds (SWAYAM)

e-National Agriculture Market (e-NAM)

SWAYAM (Study Webs of Active-Learning for Young Aspiring Minds) is a digital learning platform offering free online courses across diverse subjects, enabling learners to access quality education anytime, anywhere

e-NAM (e-National Agricultural Market) is a digital trading platform that integrates agricultural markets, connects farmers to buyers, empowering the farmers with transparent price discovery and wider market access.

5.1 SWAYAM



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

An initiative by the Ministry of Education, Government of India, SWAYAM (Study Webs of Active-Learning for Young Aspiring Minds) is a programme designed to achieve the three cardinal principles of Education Policy viz. access, equity and quality. The objective of this effort is to take the best teaching learning resources to all, including the most disadvantaged. SWAYAM seeks to bridge the digital divide for students who have hitherto remained untouched by the digital revolution and have not been able to join the mainstream of the knowledge economy. SWAYAM platform is developed by Ministry of Education and NPTEL, IIT Madras with the help of Google Inc. and Persistent Systems Ltd.

The SWAYAM portal's services are built on a "four-quadrant" approach to ensure a complete learning experience. These quadrants are:

Video Lectures

Courses include high-quality, interactive video lectures delivered by expert faculty from premier Indian institutions like the IITs, IIMs, and various universities

Specially Prepared Reading Material

Learners are provided with downloadable and printable e-content, such as e-books and articles, to facilitate self-paced study

Self-Assessment Tests

Features quizzes, tests, and assignments for continuous self-evaluation and to help learners reinforce their understanding of the material

Online Discussion Forum

A dedicated forum allows students to interact with peers and course instructors to clarify doubts and engage in discussions



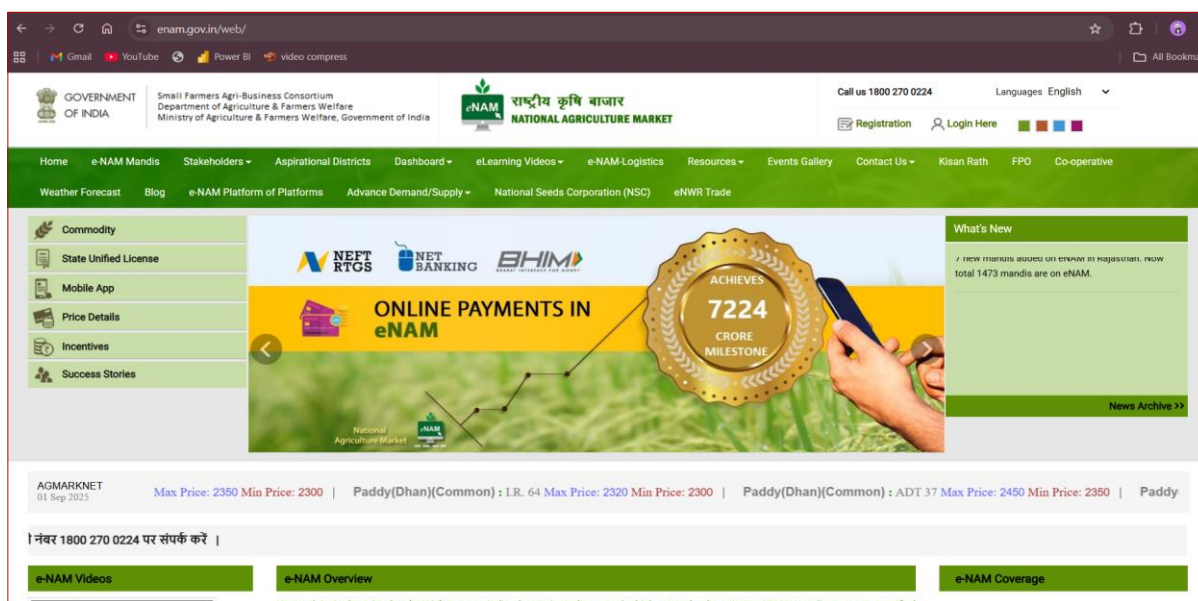
Key Features

- **Quality Assurance:** Content is curated by national coordinators (IITs, NPTEL, UGC, IGNOU, IIMB, AICTE, NCERT, NIOS) and developed with modern pedagogical methods for maximum learner benefit.
- **Credit Transfer and Certification:** While all courses are free to access, students can opt for a proctored, paid examination to receive a certificate upon successful completion. The UGC (University Grants Commission) has also issued regulations that allow for the transfer of credits earned through SWAYAM to a student's academic record at their home institution.
- **Flexible Learning Experience:** Learners study at their own pace, rewatching video lectures, using interactive materials, and joining discussions with peers and faculty, making it possible to balance education with work or other commitments.
- **Diverse Subjects and Multimodal Content:** The portal offers thousands of courses spanning engineering, science, management, social sciences, health, arts, and more, preparing learners for real-world challenges and enhancing professional skills.
- **Mobile and Web Accessibility:** The platform is accessible via web and mobile apps, ensuring learning can happen anytime and anywhere. The app on the Play Store has over **50 Lakh** downloads.
- **User-Friendly Interface:** The portal's user friendly design simplifies navigation and helps users easily access different sections of the site.
- **Assistance and Support:** A dedicated help section and helpline numbers are available to resolve user queries, with frequent updates to FAQs.
- **Multilingual Support:** The portal is available in multiple languages English, Gujarati, Hindi, Kannada, Malayalam, Marathi, Tamil, and Telugu.

SWAYAM's Growth: Key Statistics as per August 2025

There are **16530+** courses, with total enrollments of **over 5.5 crore** and **more than 45.2 lakh** certifications awarded through the SWAYAM portal.

5.2 e-National Agricultural Market (e-NAM)



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

The National Agriculture Market (eNAM) portal is a pan-India electronic trading platform that integrates existing Agricultural Produce Market Committees (APMC) Mandis to create a unified national market for agricultural commodities. It is implemented by the Small Farmers Agribusiness Consortium (SFAC) under the Ministry of Agriculture & Farmers' Welfare, Government of India.



Key Services Offered

- **Online Trading Platform:** e-NAM offers an electronic marketplace where farmers can sell their produce to a wide network of registered traders, buyers, and commission agents. This removes geographical barriers, allowing buyers from different states to participate in bidding.
- **Quality Assaying:** To ensure fair pricing, the platform facilitates quality grading and provides an assaying (quality testing) infrastructure in participating mandis. This guarantees that farmers are paid a price commensurate with the quality of their produce.
- **Real-time Price Information:** Users can access live updates on commodity prices from various integrated mandis. This empowers farmers to make informed decisions about where and when to sell their produce for the best possible price.



Key Services Offered

- **Unified Licensing and Inter-State Trading:** For traders, the platform offers a single trading license valid across all integrated mandis in a state. It also facilitates inter-state trade, allowing traders to bid on and procure commodities from mandis in other states, thereby expanding their market reach.
- **Single-Window Services:** The e-NAM portal serves as a central hub for a variety of services, including information on commodity arrivals, quality and prices, buy and sell offers, and e-payment settlements.
- **e-Payment Facility:** The portal supports direct and secure online payments. Farmers receive the sale proceeds directly into their bank accounts, ensuring timely and transparent transactions and reducing the risk of payment delays or manipulation.

KEY FEATURES

01

Mobile Accessibility

A dedicated eNAM mobile app facilitates convenient access and use of the platform. The Android app on the Play Store has over 1 Lakh downloads

02

User-Friendly Interface

The portal has a user friendly design that simplifies navigation and helps users easily access different sections of the site.

03

User Assistance

A dedicated help section and helpline numbers are available to resolve user queries, with frequent updates to FAQs

04

Multilingual Support

Available in 13 languages including English, Hindi, Gujarati, Marathi, Telugu, Bengali, Tamil, Odia, Punjabi, Malayalam, Kannada, Dogri and Assamese

05

Content and Updates

Available sections on the portal include: What's New, Weather Forecast, e-Learning Videos, and Blogs.

06

Integration with Mandis

Over 1500 Mandis have been integrated with the e-NAM

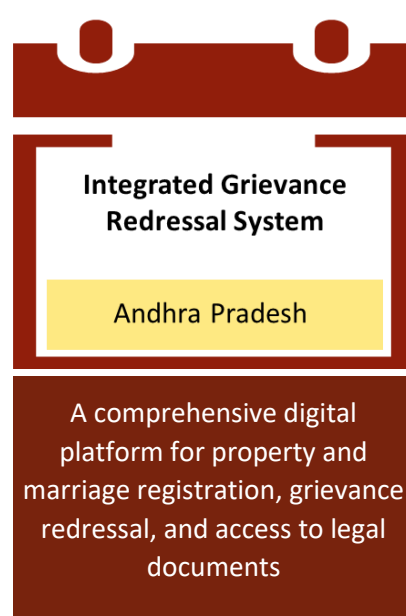
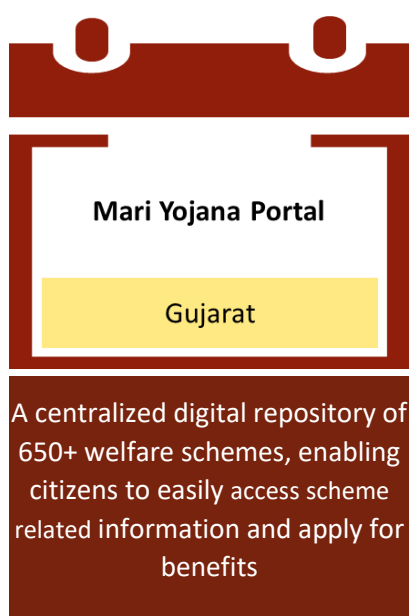
6. Best Practices: State/UT Level e-Governance

As part of India's digital governance journey, State and UT governments play a crucial role in delivering digital services that directly impact citizens across a wide range of sectors. With the growing adoption of technology in governance, State/UT service delivery portals have evolved into unified platforms offering convenient, efficient, and transparent access to government services in areas such as social welfare, education, healthcare, revenue, and property registration. By leveraging technology, these platforms are making services more accessible, transparent, and efficient for citizens.

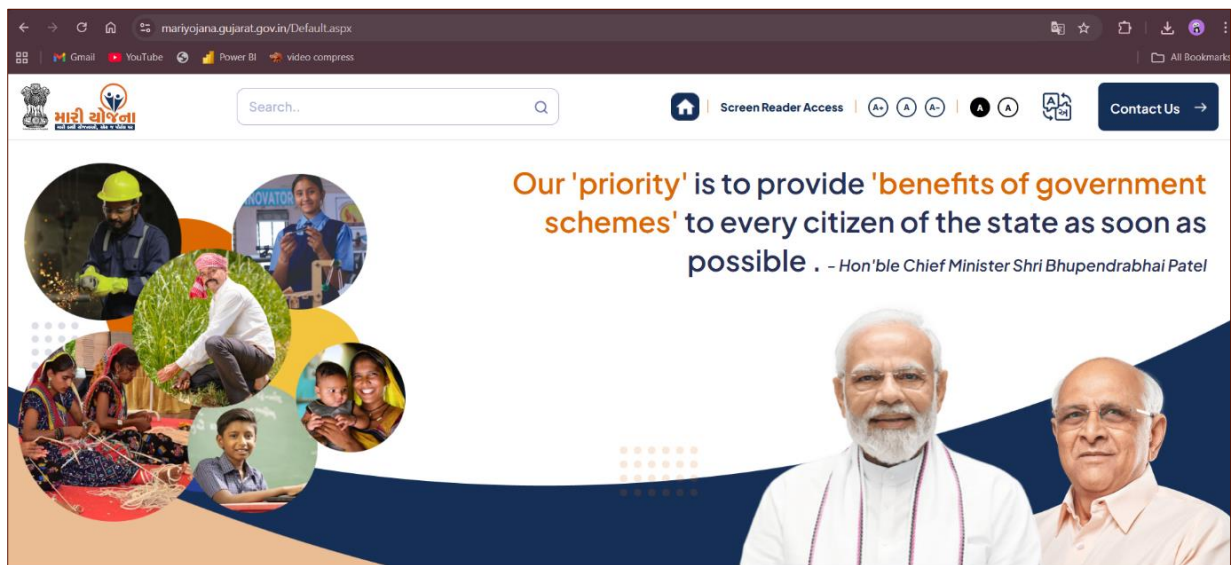
With growing aspirations for timely and seamless service delivery, States and UTs are increasingly adopting innovative digital practices, including integrated portals, bilingual interfaces, mobile-first access, and online grievance redressal systems. These efforts simplify administrative processes but also strengthen accountability and promote citizen trust in governance.

The initiatives featured in this chapter are drawn from the entries submitted by States/UTs on the NeSDA Way Forward Dashboard under the 'Best Practices' tab. DARPG encourages all States/UTs to regularly upload details of their innovative digital initiatives on the dashboard, enabling such noteworthy practices to be featured in the report and shared for wider learning. By showcasing these initiatives, the report aims to bring attention to scalable and replicable models of e-Governance that can inspire improvements across other States/UTs.

Some of the notable State/UT level e-governance service delivery initiatives featured in this section include the following:



6.1. Mari Yojana Portal, Gujarat



<https://mariyojana.gujarat.gov.in/Default.aspx>

The 'Mari Yojana' portal is a user-friendly digital platform providing primary information about various government public welfare schemes through a single digital platform. It aims to make it easy and convenient for citizens to access information about the government benefits available to them. The salient features of the Mari Yojana Portal are given below:



Key Services and Features

- **Comprehensive Scheme Database:** The portal provides a centralized repository of more than 650+ public welfare schemes. This includes a wide range of initiatives covering sectors like education, healthcare, agriculture, social welfare, and employment.
- **Detailed Information:** For each scheme, the portal offers detailed information including:
 - **Summary:** A brief overview of the scheme
 - **Eligibility Criteria:** Clear guidelines on who is eligible to apply
 - **Benefits:** List of specific benefits and financial assistance provided
 - **Required Documents:** Comprehensive list of necessary documents



Key Services and Features

- **Bilingual Support:** To ensure accessibility for a wider audience, all information on the portal is available in both English and Gujarati.
- **User Feedback:** Provides a dedicated feature for users to submit feedback.
- **Grievance Redressal:** Offers a mechanism for users to register and track grievances related to schemes.
- **Contact Information:** Providing contact details and Help support.
- **Accessibility Features:** Font size adjustment and screen reader access available.

Benefits for Users

1

Convenience and Time-Saving

The portal eliminates need for citizens to visit multiple government offices or search different websites to find information about schemes. All necessary details are available in one place, accessible 24/7 from home, saving both time and effort.

2

Increased Transparency and Trust

By providing detailed and accurate information on schemes, the portal fosters transparency in government operations. Citizens can easily see the criteria and processes, which builds trust in the welfare programs.

3

Digital Empowerment

The user-friendly interface is designed to be accessible even for those with minimal technical knowledge. This promotes digital inclusion and empowers every citizen to stay informed about and apply for the benefits they are entitled to.

4

Simplified Application Process

The platform streamlines the process of applying for schemes, making it easier for citizens to avail the benefits they deserve.

5

Personalized Search

The portal allows users to search for schemes based on multiple personal criteria, making it easier to find programs most relevant to their specific needs and socio-economic situation.

6.2. Integrated Grievance Redressal System Portal, Andhra Pradesh

The screenshot displays the IGRS portal interface. At the top, it identifies the 'REGISTRATION & STAMPS DEPARTMENT' of the 'GOVERNMENT OF ANDHRA PRADESH'. The header also features the names of the Hon'ble Chief Minister (Sri. Nara Chandrababu Naidu) and the Hon'ble Minister for Revenue (Sri. Anagani Satya Prasad). A navigation menu includes links for 'About Us', 'Act & Rules', 'Legal Module', 'FAQs', 'Values & Rates', 'RTI Act', 'Tenders', 'Download', 'EC & CC Services', 'Find SRO', 'Document Templates', 'E-Stamp', and 'Circulars'. A 'Latest Updates' section mentions 'Complaints online from 1st January 2023' and advises citizens to use the Public Data Entry (PDE) link. The 'Online Services' section lists various digital services: Document Entry & Registration, Societies, Firms, Hindu Marriage Registration, Special Marriage Registration, e-Chits, Notary, Grievance Redressal, Payment, EC, CC & MV Assistance, and Slot Booking Service. The 'Statistics For The Financial Year (2025-26)' section provides key performance indicators: Total Revenue (4,306.6 Cr), Previous Day Revenue (20.56 Cr), Total Registrations (890043), Previous Day Registrations (6005), Average Time Per Registration (2.56 Hours), Minimum Time Per Registration (1.57 Min), and Auto Mutation (155306). The footer shows a 'Visitors' counter, copyright information, and social media links.

<https://registration.ap.gov.in/igrs>

The Andhra Pradesh Integrated Grievance Redressal System (IGRS) portal, managed by the Registration and Stamps Department, is a digital platform designed to streamline property registration and related services. It offers a range of essential services, including Encumbrance Certificate searches, online registration of property documents, stamp duty and registration fee calculators, market value assessments, and access to certified copies of registered documents, all within one integrated system. By consolidating these services, IGRS simplifies property transactions, reduces the need for in-person visits, and enhances transparency and convenience for citizens.



Key Services and Features

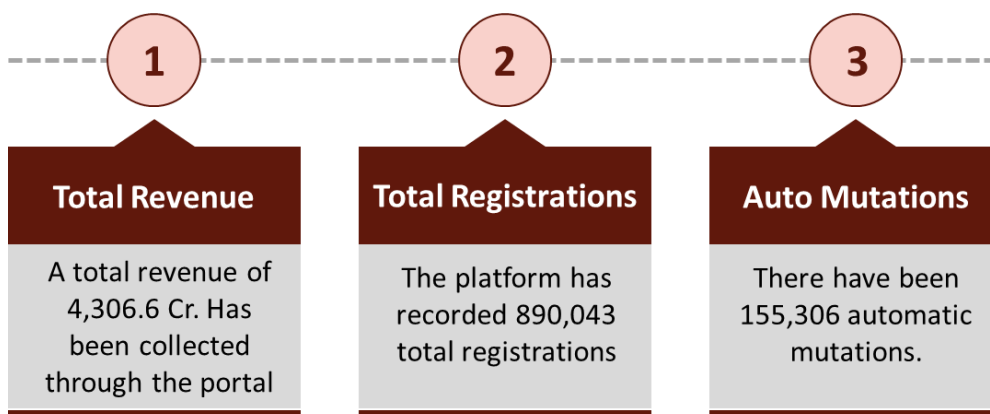
- **Encumbrance Certificate (EC) Search:** A key feature, the EC search allows citizens to check if a property has any financial or legal liabilities, such as mortgages/liens. Users can obtain digital copy of the EC, which is a crucial document for legal due diligence before buying or selling a property.
- **Online calculators:** The portal provides accurate estimations for stamp duty and registration fees.
- **Market Value Assessment:** The portal provides a tool to calculate the official market value of a property based on its location (district, mandal, village, and survey number).



Key Services and Features

- **Payment Gateway:** Secure online payment options for registration fees, stamp duty, and other charges.
- **Grievance Redressal:** A dedicated system for citizens to submit and track complaints related to property registration and other services, ensuring that their concerns are addressed promptly and transparently.
- **Property Registration:** Enables citizens to register properties including sale deeds, gift deeds, lease agreements, mortgages, partitions, settlements, etc., fully online, reducing paperwork and in-person visits.
- **Marriage Registration:** Many IGRS portals offer online application and appointment scheduling for marriage registration under various acts, such as the Hindu Marriage Act.
- **Special Marriage Registration:** Permits citizens to register marriages under special marriage acts recognized by the Govt. of Andhra Pradesh.
- **Document Search and Download:** Allows access to all registered property documents and certified copies, supporting transparent records.
- **Public Information and User Support:** The portal acts as a hub for official information, including SRO contact details, acts, rules, and public notices. It also offers FAQs, user manuals and contact details for user assistance
- **Guidelines and Notifications:** Updates, notifications, and guidelines related to land registration processes.
- **User Feedback:** Provides a dedicated feature for users to submit feedback.

Key Statistics



7. Best Practices: 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.

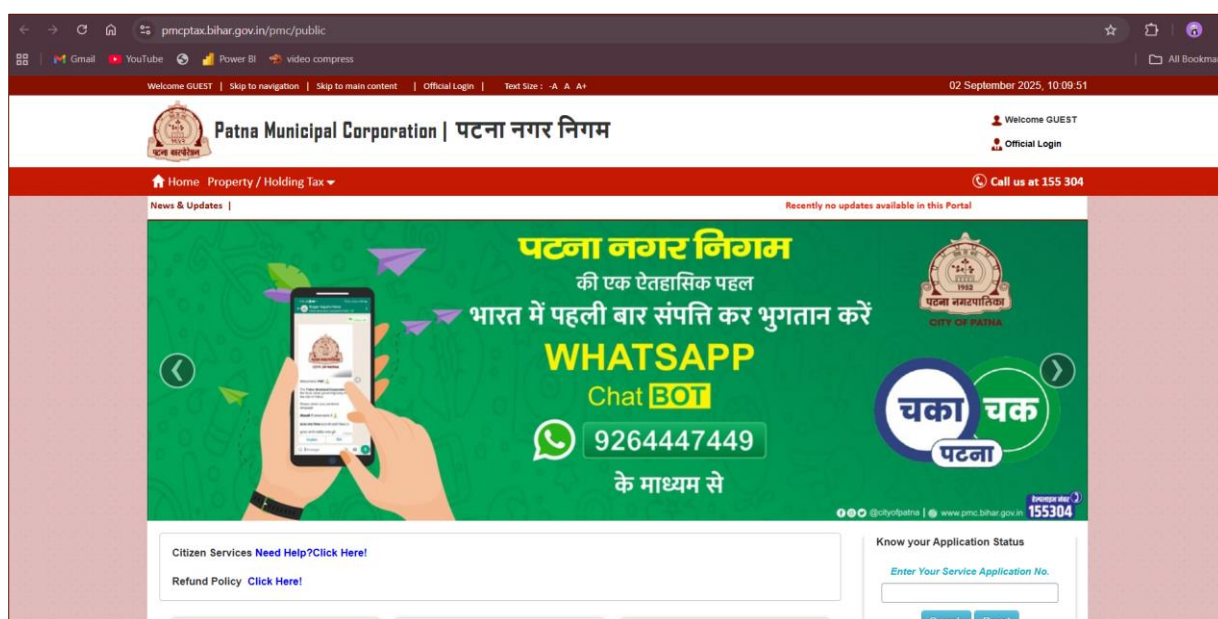
With rapid urbanization, the demand for efficient local governance and seamless service delivery is rising. Establishing robust digital platforms for urban local bodies is no longer a choice but a necessity. Recognizing this, India's Smart Cities Mission and the 2022 UN e-Government Survey have underscored 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
Patna (Bihar) (Population: 5 – 20 Lakhs)	Patna Municipal Corporation
Nagpur (Maharashtra) (Population: More than 20 Lakhs)	Nagpur Municipal Corporation

7.1 Patna Municipal Corporation



<https://pmcptax.bihar.gov.in/pmc/public>

The Patna Municipal Corporation Portal is an online platform designed to simplify the management and payment of property taxes for residents and property owners in Patna. It aims to promote transparency, convenience, and efficiency in municipal tax administration.

The platform offers various services to the users. The portal related features and the list of key services provided is given as follows:

Key Features and Services

- **Property Tax Payment:** Enables users to pay property taxes online securely and conveniently.
- **View and Download Receipts:** Users can access their payment history, downloaded receipts, and tax notices.
- **Application Status Tracking:** Users can check any submitted application's progress using the application number, resulting in full transparency for all municipal requests.
- **Property Details & Assessment:** Provides information about property assessments, ownership details, and property maps.
- **Trade License:** Offers a facility for applying for new licenses online, paying application fees, tracking the status, and searching for existing license.
- **Online Application & Services:** Facilitates applications for new property registration, corrections, reassessment, and grievance submissions.

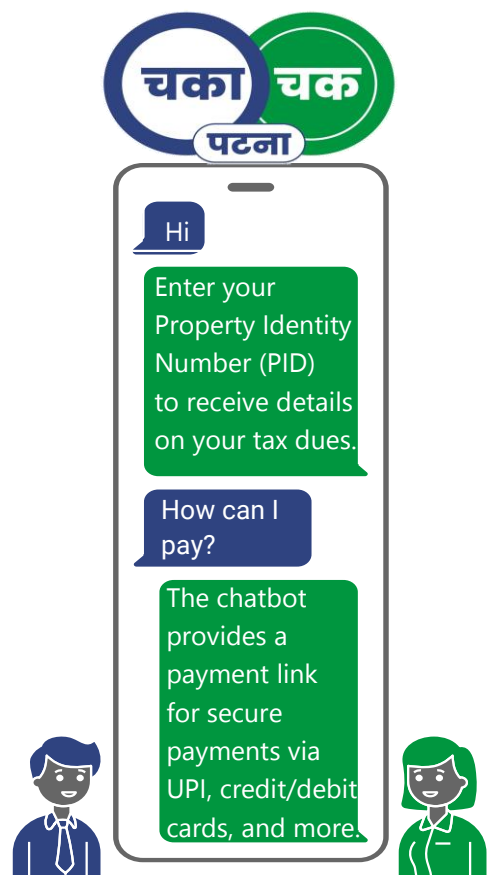
Key Features and Services

- **User Registration & Login:** Secure login options to manage property and tax accounts.
- **Search Functionality:** Search for property details using owner name or property ID.
- **Notifications & Alerts:** Automated reminders and alerts for upcoming payments, notices.
- **Help & Support:** Provision to file complaint or seek help regarding municipal services.
- **Accessibility Features:** Font size adjustment and screen reader access available

Patna Nagar Nigam WhatsApp Chatbot

The services available through the WhatsApp chatbot include locating the nearest ghat for Kartik Chhath Puja, registering complaints, tracking waste collection vehicles, paying property tax, and accessing the C&D Waste Management Program.

The main service of the chatbot is to facilitate property tax payments. Citizens can initiate interaction by sending a "Hi" to the chatbot's number (**9264447449**), after which they can enter their Property Identity Number (PID) to receive details of their tax dues. Within the Property Tax service, the chatbot provides the following facilities: PID-based payment, access to property tax details, requests for property assessment, and retrieval of property tax payment receipts. The chatbot also generates a secure payment link that supports multiple payment methods, including UPI, credit/debit cards, and others.



Key Features of Patna Nagar Nigam WhatsApp Chatbot

Primary Function

Facilitates property tax payments through PID

Information and Tracking

Provides general assistance and tracks waste collection vehicles.

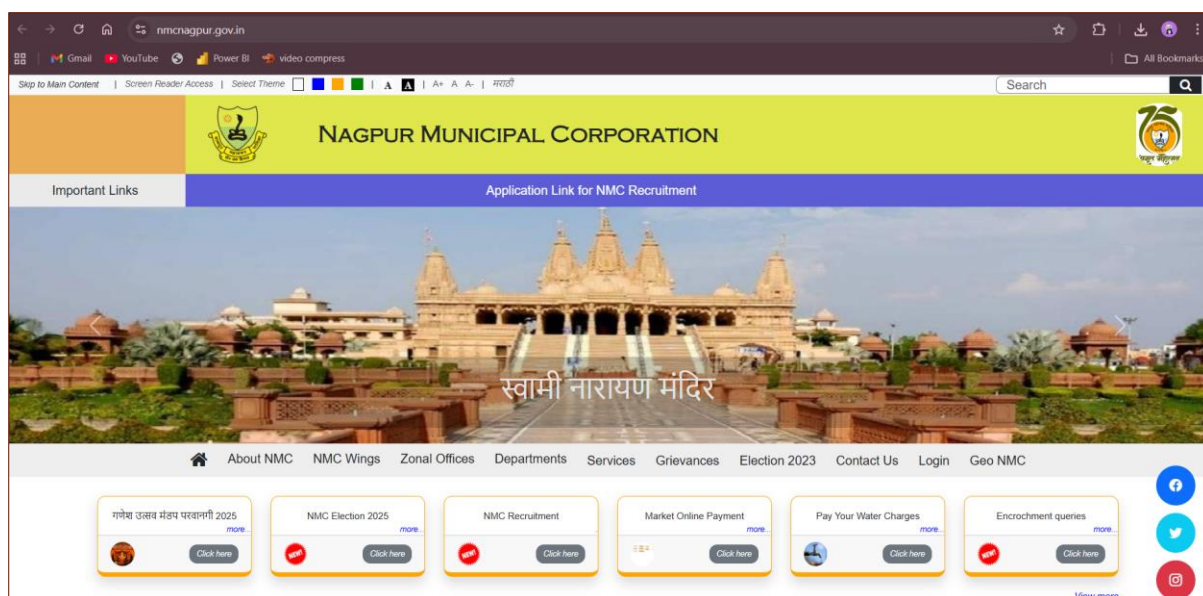
Grievance Redressal

Registers complaints for civic issues like garbage or streetlights

Benefits

Offers convenience, eliminates queues, and improves efficiency.

7.2 Nagpur Municipal Corporation



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

The Nagpur Municipal Corporation's web portal and the 'My Nagpur' mobile app are designed to offer a wide range of citizen-centric e-governance services. These digital platforms provide a single point of access for users to interact with the municipal body, enhancing transparency and efficiency.

Various services are offered to the users. The portal related features and the list of key services provided is given as follows:

Key Features and Services

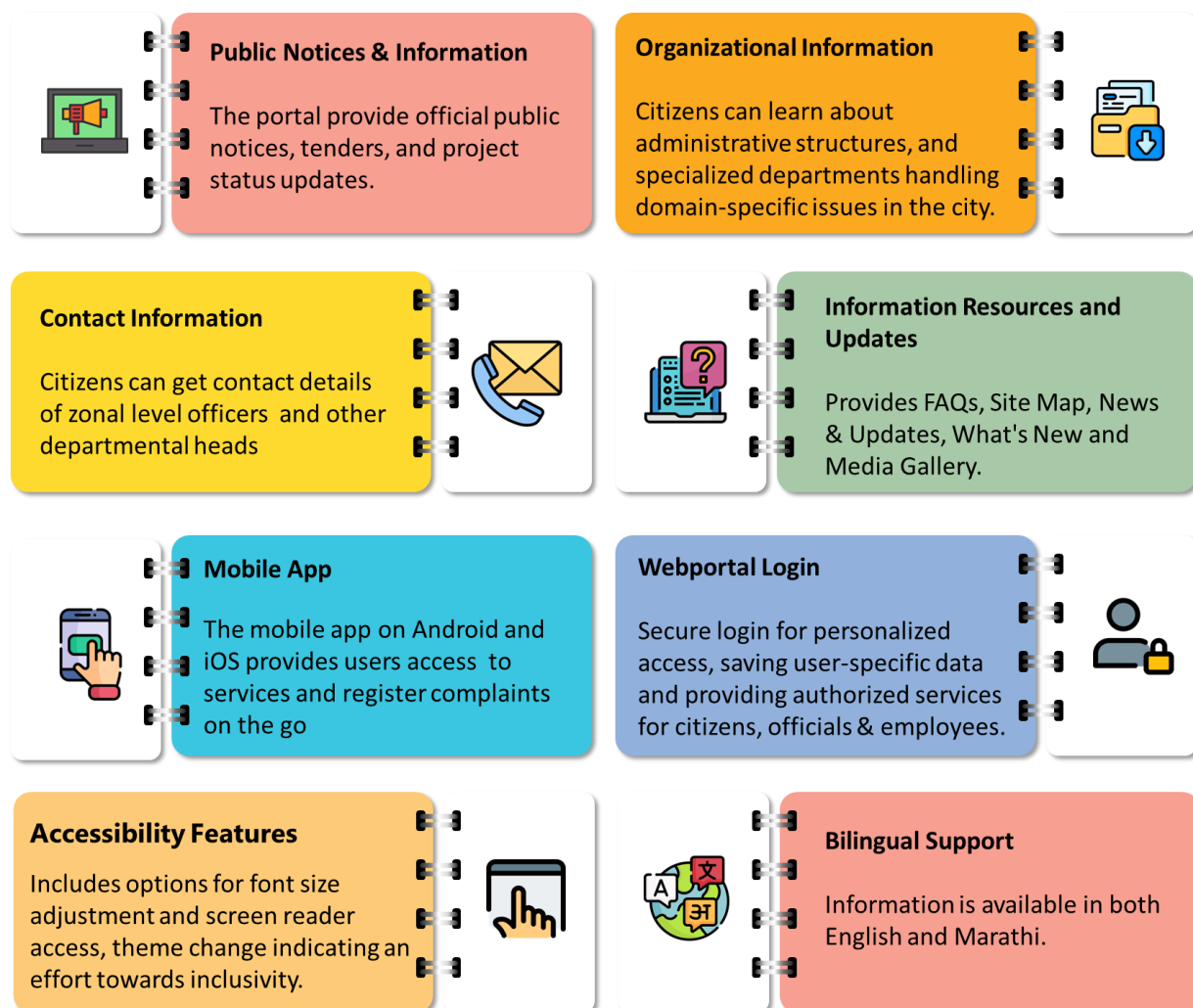
- **Online Payment:** Provision to view & pay property tax online, search for property based on parameters like Property Identity Number (PID), holding number, or owner's name.
- **Services under RTS (Right to Services):** Access to various property-related services, including mutation, obtaining No Objection Certificates (NOCs), and other official documents, all under the state's Right to Services Act for timely delivery.
- **Water Charges and Utility Bill Payments:** The portal facilitates the online payment of water bills, providing a quick and hassle-free way for citizens to clear their dues.
- **Building Plans:** Submission and tracking of building plan approvals help speed up property development and renovations.
- **Birth and Death Registration:** Citizens can register for and obtain birth and death certificates online. This streamlined process simplifies a previously time-consuming procedure.

Key Features and Services

E-Tender: The digital tendering process makes municipal procurement more transparent, competitive, and resistant to corruption, benefiting contractors and public stakeholders.

Hospital Registration: Streamlines registration for hospitals, supporting inclusive service provision and public health.

Other Key Provisions



8 Appendix

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

State/UT	Aug' 24	Sep' 24	Oct' 24	Nov' 24	Dec' 24	Jan' 25	Feb' 25	Mar' 25	Apr' 25	May' 25	Jun' 25	Jul' 25	Aug' 25
Karnataka	755	755	755	1414	2025	2025	2089	2089	2089	2089	2089	2092	2092
Madhya Pradesh	1016	1016	1016	1016	1016	1498	1718	1748	1748	1752	1752	1752	1752
Tamil Nadu	1128	1128	1128	1128	1128	1128	1128	1128	1132	1153	1599	1621	1634
J&K	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164
Haryana	757	855	855	855	855	855	855	857	857	857	996	1091	1089
Gujarat	654	682	643	894	894	894	894	894	894	904	973	1050	1050
Uttarakhand	889	889	889	889	900	900	900	917	923	935	936	951	951
Kerala	916	916	916	938	938	938	938	938	938	938	939	939	939
Uttar Pradesh	800	800	800	822	904	904	904	904	924	924	929	929	929
Maharashtra	534	534	534	534	534	534	534	535	583	584	794	867	867
Assam	628	628	628	725	725	725	731	733	733	733	815	814	814
Telangana	768	768	768	768	768	768	768	768	768	768	771	771	771
Chandigarh	233	236	236	236	357	357	357	357	357	357	723	723	723
Rajasthan	588	606	606	606	621	621	621	621	621	621	622	722	722
Himachal Pradesh	504	504	504	504	504	659	660	660	661	661	664	664	665
Andhra Pradesh	579	579	579	579	579	579	579	579	579	579	606	630	668
Jharkhand	395	396	401	404	406	411	461	468	479	557	572	630	688
Puducherry	609	609	609	610	610	610	610	614	614	614	614	614	614
Tripura	264	264	264	272	272	272	272	272	272	529	529	530	530
Chhattisgarh	296	296	296	296	296	296	296	296	296	296	296	505	505
Punjab	484	484	484	484	484	484	484	484	484	484	484	484	484
Delhi	436	436	436	436	436	436	436	436	436	436	436	437	437
Meghalaya	363	363	363	363	363	363	363	363	363	363	363	422	475
West Bengal	401	401	401	401	401	401	401	401	406	406	408	414	414
Odisha	404	404	404	404	404	404	404	404	404	404	404	404	404
A&N Islands	323	323	323	323	323	327	327	329	329	329	331	331	331
Arunachal Pradesh	309	309	309	309	309	309	309	309	309	309	309	309	310
Goa	240	240	240	240	240	240	240	240	240	240	279	289	291
Manipur	40	40	40	40	40	40	40	40	268	268	268	268	268
Bihar	238	238	238	238	238	238	238	238	238	238	238	238	238
DNHDD	117	131	131	131	131	142	217	217	217	217	221	221	221
Mizoram	103	103	103	103	103	103	103	103	103	103	103	103	103
Nagaland	64	64	64	64	64	64	64	64	64	85	85	85	85
Ladakh	46	46	46	49	49	49	49	49	49	69	70	70	70
Sikkim	51	54	54	54	54	54	54	54	54	54	54	54	62
Lakshadweep	42	42	42	42	42	42	42	42	42	42	42	42	42
Total	17138	17303	17269	18335	19177	19834	20250	20315	20638	21062	22478	23230	23402

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

State/UT	Aug' 24	Sep' 24	Oct' 24	Nov' 24	Dec' 24	Jan' 25	Feb' 25	Mar' 25	Apr' 25	May' 25	Jun' 25	Jul' 25	Aug' 25
	Based on 56 identified Mandatory e-Services									Based on 59 Mandatory e-Services			
Madhya Pradesh	56	56	56	56	56	56	56	56	56	59	59	59	59
Uttarakhand	56	56	56	56	56	56	56	56	56	59	59	59	59
Kerala	56	56	56	56	56	56	56	56	56	59	59	59	59
Maharashtra	55	55	55	55	55	55	55	56	56	59	59	59	59
Gujarat	51	55	56	56	56	56	56	56	56	59	59	59	59
Tamil Nadu	56	56	56	56	56	56	56	56	56	59	59	59	59
Uttar Pradesh	56	56	56	56	56	56	56	56	56	59	59	59	59
AP	55	55	55	55	55	55	55	55	55	59	59	59	59
HP	56	56	56	56	56	56	56	56	56	56	59	59	59
Rajasthan	56	56	56	56	56	56	56	56	56	57	57	59	59
Karnataka	55	55	55	56	56	56	56	56	56	56	56	59	59
J&K	54	54	54	54	54	54	54	54	54	58	58	58	58
West Bengal	52	52	52	52	52	52	52	52	54	57	57	57	57
Chandigarh	48	51	51	51	53	53	53	53	53	57	57	57	57
Telangana	55	55	55	55	55	55	55	55	55	56	56	56	56
Jharkhand	46	46	47	47	47	47	47	47	47	55	55	56	56
Haryana	51	52	51	51	51	51	51	53	53	54	54	56	59
Punjab	56	56	56	56	56	56	56	56	56	55	55	55	55
Chhattisgarh	54	54	54	54	54	54	54	54	54	55	55	55	55
Tripura	50	50	50	50	50	50	50	50	50	54	54	55	55
A&N Islands	44	44	44	44	44	47	47	49	49	50	53	53	53
Puducherry	47	47	47	48	48	48	48	49	49	52	52	52	52
DNHDD	44	49	49	49	49	49	49	49	49	48	51	51	51
Assam	44	44	44	48	48	48	48	48	48	51	51	50	50
Meghalaya	43	43	43	43	43	43	43	43	43	42	42	49	49
Goa	40	40	40	40	40	40	40	40	40	48	48	48	48
Delhi	36	36	36	36	36	36	36	36	36	35	35	36	36
Bihar	28	28	28	28	28	28	28	28	28	30	30	30	30
Nagaland	29	29	29	29	29	29	29	29	29	29	29	29	29
Odisha	25	25	25	25	25	25	25	25	25	28	28	28	28
Lakshadweep	23	23	23	23	23	23	23	23	23	27	27	27	27
AR	24	24	24	24	24	24	24	24	24	25	25	25	26
Sikkim	13	19	19	19	19	19	19	19	19	19	19	19	21
Manipur	15	15	15	15	15	15	15	15	15	17	17	17	17
Mizoram	17	17	17	17	17	17	17	17	17	16	16	16	16
Ladakh	7	7	7	7	7	7	7	7	7	9	9	9	9
TOTAL	1553	1572	1573	1579	1581	1584	1584	1590	1592	1618	1677	1693	1699

For any suggestions, kindly contact the undersigned:

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