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

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NeSDA - Way Forward
Monthly Report for States/UTs
August 2024

Department of Administrative Reforms and Public Grievances

Contents

1. Introduction

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

In view of encouraging findings of NeSDA 2021, NeSDA Way Forward PMU was setup to monitor the monthly progress in eservice delivery across States/UTs. DARPG monitors the progress made in e-service delivery and rise in integrated service delivery portals across States/UTs through NeSDA Way Forward monthly reports and regular review meetings with SPoCs from States/UTs. So far, 15 NeSDA Way Forward Monthly Reports and Annual Report 2023 have been published to monitor the status of e-service delivery, across States/UTs.

The Monthly Reports released for States/UTs in 2023 especially featured deep analysis of e-services in each of the seven focus sector, viz Tourism (May), Environment (June), Education (July), Labour & Employment (August), Finance (September), Social Welfare including Agriculture, Health & Home Security (October) and Local Governance & Utility Services (November).

The upcoming monthly aims to institutionalise the nation's endeavours for improved delivery of e-services and prepare States/UTs for the biennial NeSDA.

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

A. Saturation of e-services

- Provision of all identified 56 mandatory e-services
- Increase in delivery of total number of e-services provided
- Provision of identified common 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, August 2024 is based on the inputs provided by States/UTs on *NeSDA – Way Forward* dashboard, as of 5th September, 2024.

| Status of Implementation | Unified Service Delivery Portal | Quality of Service Delivery |

2. Key Highlights

Status of Implementation

- **17,138**-services are provided across States/UTs
- **Jammu & Kashmir** provides maximum e-services (1164)
- Maximum e-services (**5,417**) lie in the sector – Local Governance & Utility Services
- **1,553** out of 2,016 mandatory e-services (56*36 States/UTs) are available, making saturation at **77%**
- **Himachal Pradesh, Madhya Pradesh, Punjab, Rajasthan, Tamil Nadu, Uttar Pradesh, Uttarakhand** and **Kerala** have achieved **100%** saturation of 56 mandatory e-services

Unified Service Delivery Portal

- **Jammu and Kashmir, Kerala, Assam** and **Odisha** provide **100%** of their services through their identified Single Unified Service Delivery Portal i.e., **e-UNNAT (1164), e-Sevanam (916), Sewa Setu (628)** and **Odisha One (404),** respectively

Enhancing Coverage: Expanding e-Service Delivery

- Highlights provided for following key sessions held in **NCeG 2024**, corresponding with the objectives of the NeSDA Way Forward:
    1. **Use of AI in Governance**
    2. **Shaping Service Delivery for Tomorrow**
    3. **Innovation and Future Trends in RTS**
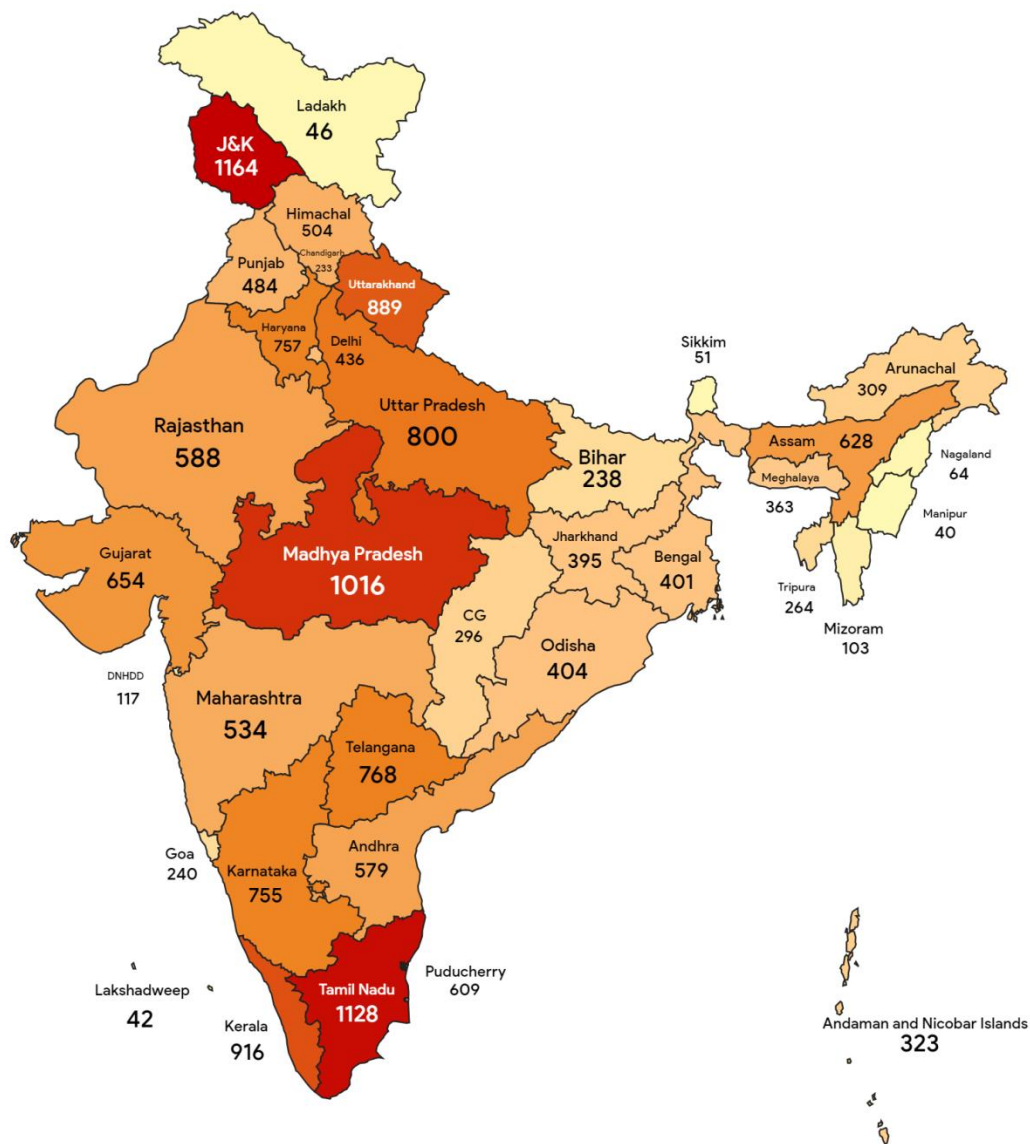
Improvement in Quality-of-Service Delivery

- This edition of Monthly Report delves into the critical dimensions of the parameters – '**Ease of Use**' and '**Information Security and Privacy**' within the NeSDA biennial assessment framework

Media Outreach

- The report gives highlights of the social media coverage by DARPG with regards to the overall e-Service delivery ecosystem

3. Review of Status of Implementation in States/UTs

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

Ladakh	46
J&K	1164
Himachal	504
Punjab	484
Chandigarh	233
Uttarakhand	889
Haryana	757
Delhi	436
Rajasthan	588
Uttar Pradesh	800
Sikkim	51
Arunachal	309
Assam	628
Nagaland	64
Bihar	238
Meghalaya	363
Manipur	40
Gujarat	654
Madhya Pradesh	1016
Jharkhand	395
Bengal	401
Tripura	264
CG	296
Mizoram	103
DNHDD	117
Odisha	404
Maharashtra	534
Telangana	768
Goa	240
Karnataka	755
Andhra	579
Lakshadweep	42
Puducherry	609
Tamil Nadu	1128
Kerala	916
Andaman and Nicobar Islands	323

Total e-Services
17,138

Note: The aforementioned figures are uploaded by States/UTs as of 05/09/2024.

Status of e-Services
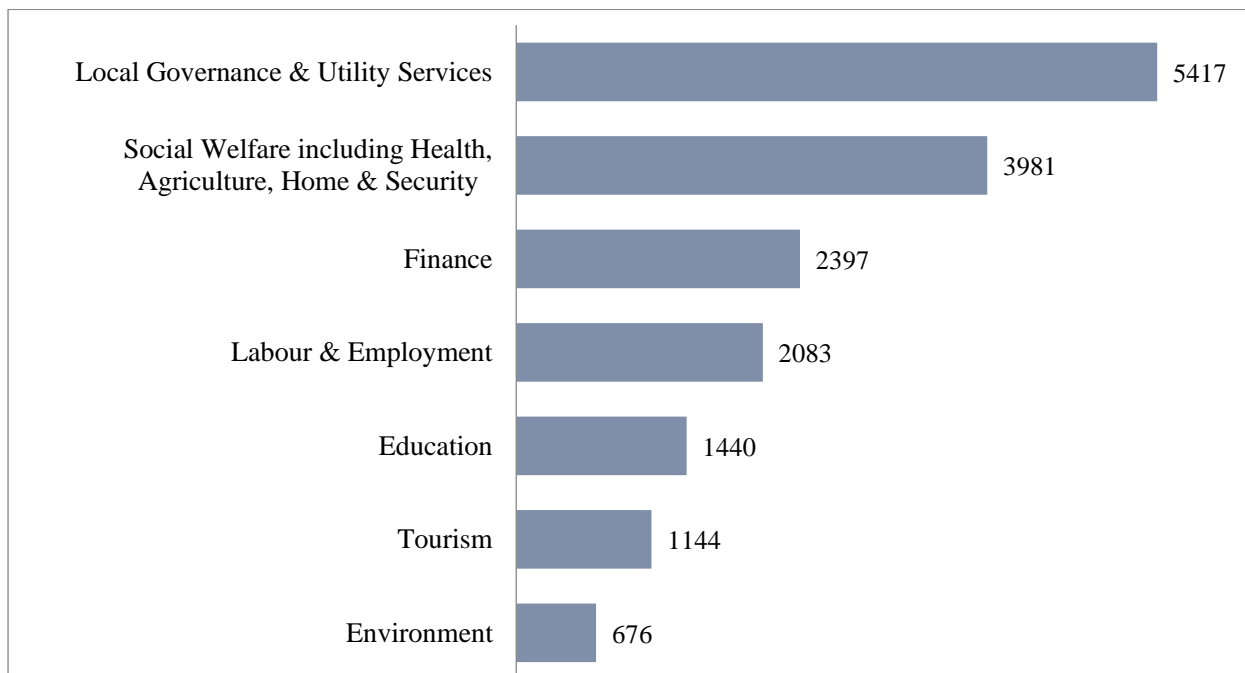### As per inputs on N*eSDA – Way Forward* dashboard

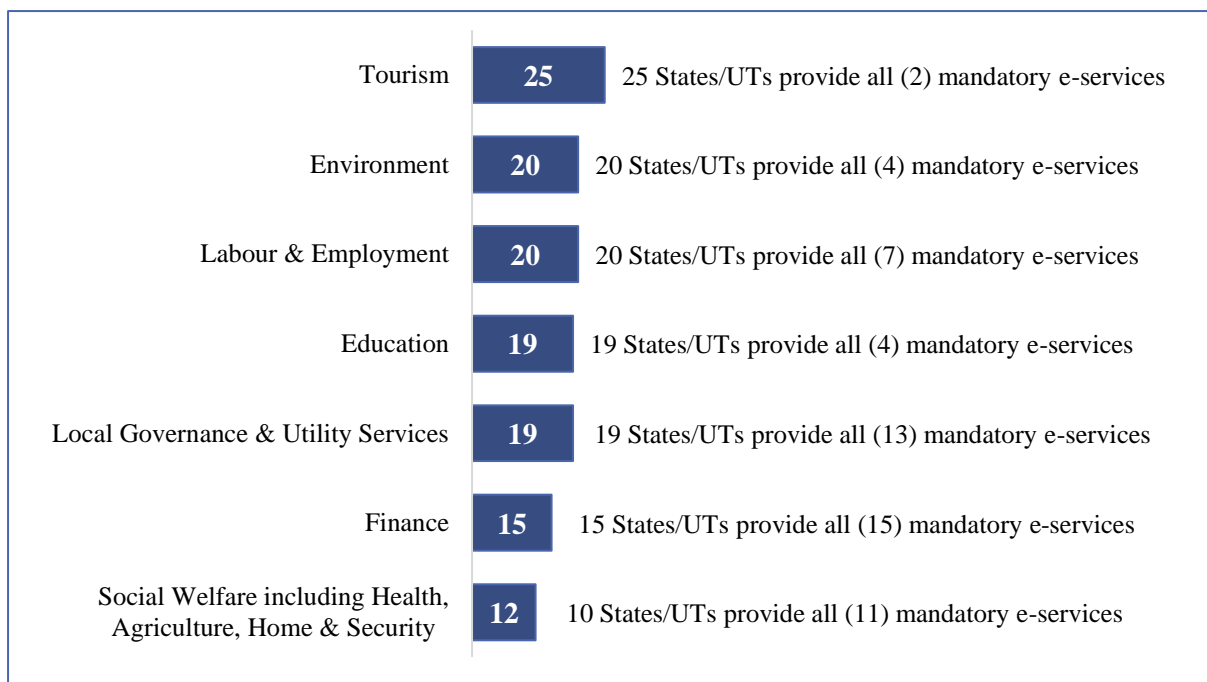| State/UT	Count
Jammu and Kashmir	1164
Tamil Nadu	1128
Madhya Pradesh	1016
Kerala	916
Uttarakhand	889
Uttar Pradesh	800
Telangana	768
Haryana	757
Karnataka	755
Gujarat	654
Assam	628
Puducherry	609
Rajasthan	588
Andhra Pradesh	579
Maharashtra	534
Himachal Pradesh	504
Punjab	484
Delhi	436
Odisha	404
West Bengal	401
Jharkhand	395
Meghalaya	363
Andaman and Nicobar Islands	323
Arunachal Pradesh	309
Chhattisgarh	296
Tripura	264
Goa	240
Bihar	238
Chandigarh	233
Dadra and Nagar Haveli & Daman and Diu	117
Mizoram	103
Nagaland	64
Sikkim	51
Ladakh	46
Lakshadweep	42
Manipur	40

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 05/09/2024.

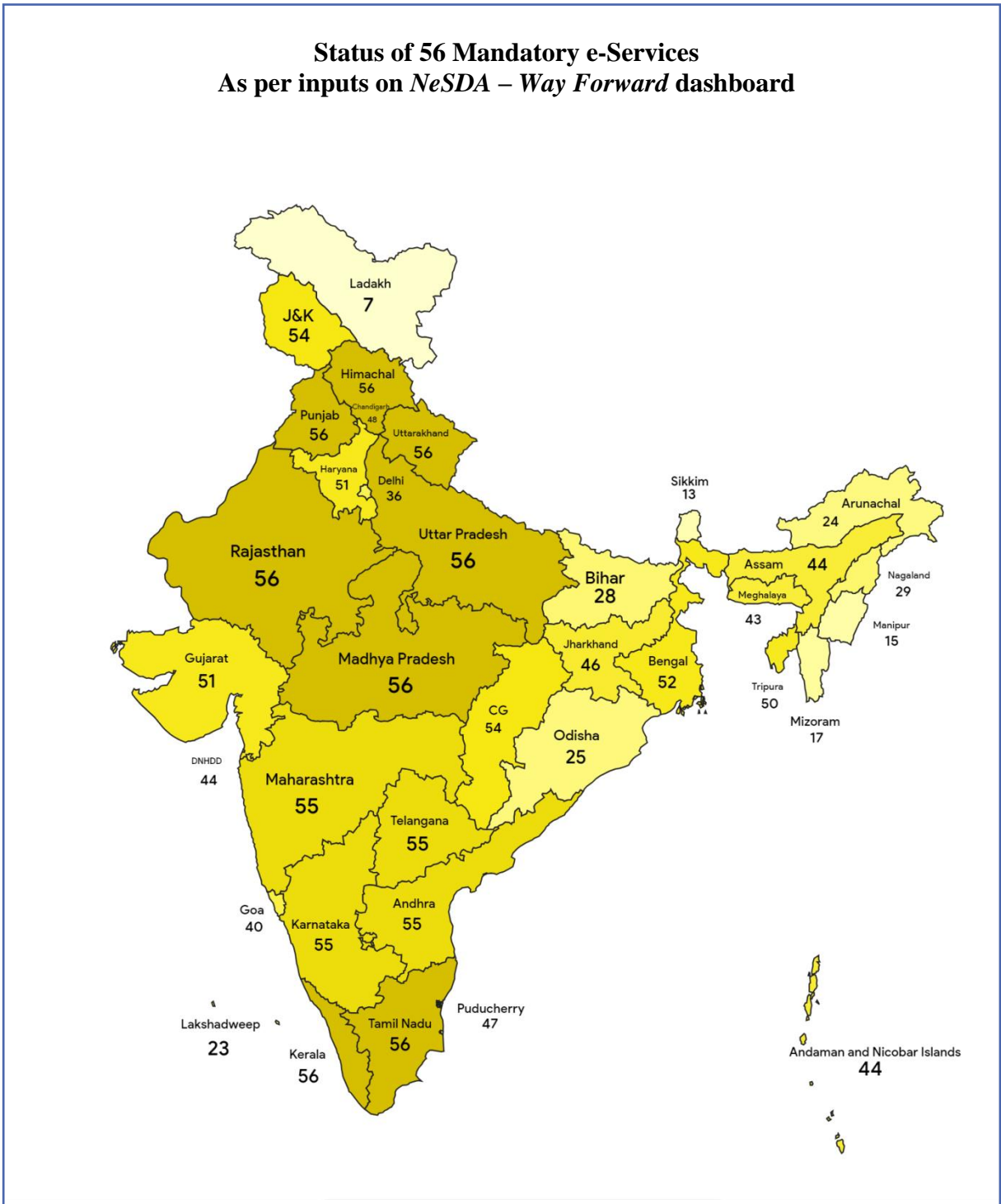## Sector-wise consolidated status of e-services across States/UTs

Sector	Count
Local Governance & Utility Services	5417
Social Welfare including Health, Agriculture, Home & Security	3981
Finance	2397
Labour & Employment	2083
Education	1440
Tourism	1144
Environment	676

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

Sector	Count	Description
Tourism	25	25 States/UTs provide all (2) mandatory e-services
Environment	20	20 States/UTs provide all (4) mandatory e-services
Labour & Employment	20	20 States/UTs provide all (7) mandatory e-services
Education	19	19 States/UTs provide all (4) mandatory e-services
Local Governance & Utility Services	19	19 States/UTs provide all (13) mandatory e-services
Finance	15	15 States/UTs provide all (15) mandatory e-services
Social Welfare including Health, Agriculture, Home & Security	12	10 States/UTs provide all (11) mandatory e-services

Note: The aforementioned figures are uploaded by States/UTs as of 05/09/2024.

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

Ladakh
7

J&K
54

Himachal
56

Punjab
56

Chandigarh
48

Uttarakhand
56

Haryana
51

Delhi
36

Rajasthan
56

Uttar Pradesh
56

Sikkim
13

Arunachal
24

Assam
44

Nagaland
29

Bihar
28

Meghalaya
43

Manipur
15

Gujarat
51

Madhya Pradesh
56

Jharkhand
46

Bengal
52

Tripura
50

Mizoram
17

DNHDD
44

CG
54

Odisha
25

Maharashtra
55

Telangana
55

Goa
40

Karnataka
55

Andhra
55

Lakshadweep
23

Puducherry
47

Tamil Nadu
56

Kerala
56

Andaman and Nicobar Islands
44

Mandatory e-Services
1,553

Note: The aforementioned figures are uploaded by States/UTs as of 05/09/2024.

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

State/UT	Value
Madhya Pradesh	56 (100%)
Kerala	56 (100%)
Uttarakhand	56 (100%)
Punjab	56 (100%)
Uttar Pradesh	56 (100%)
Himachal Pradesh	56 (100%)
Rajasthan	56 (100%)
Tamil Nadu	56 (100%)
Telangana	55 (98.22%)
Andhra Pradesh	55 (98.22%)
Karnataka	55 (98.22%)
Maharashtra	55 (98.22%)
Chhattisgarh	54 (96.43%)
Jammu and Kashmir	54 (96.43%)
West Bengal	52 (92.86%)
Haryana	51 (91.08%)
Gujarat	51 (91.08%)
Tripura	50 (89.29%)
Chandigarh	48 (85.72%)
Puducherry	47 (83.93%)
Jharkhand	46 (82.15%)
Dadra and Nagar…	44 (78.58%)
Assam	44 (78.58%)
Andaman and Nicobar…	44 (78.58%)
Meghalaya	43 (76.79%)
Goa	40 (71.43%)
Delhi	36 (64.29%)
Nagaland	29 (51.79%)
Bihar	28 (50%)
Odisha	25 (44.65%)
Arunachal Pradesh	24 (42.86%)
Lakshadweep	23 (41.08%)
Mizoram	17 (30.36%)
Manipur	15 (26.79%)
Sikkim	13 (23.22%)
Ladakh	7 (12.5%)

Note: The aforementioned figures are uploaded by States/UTs as of 05/09/2024.

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.

Share (%) of e-Services
Available on Identified Single Unified Service Delivery Portal
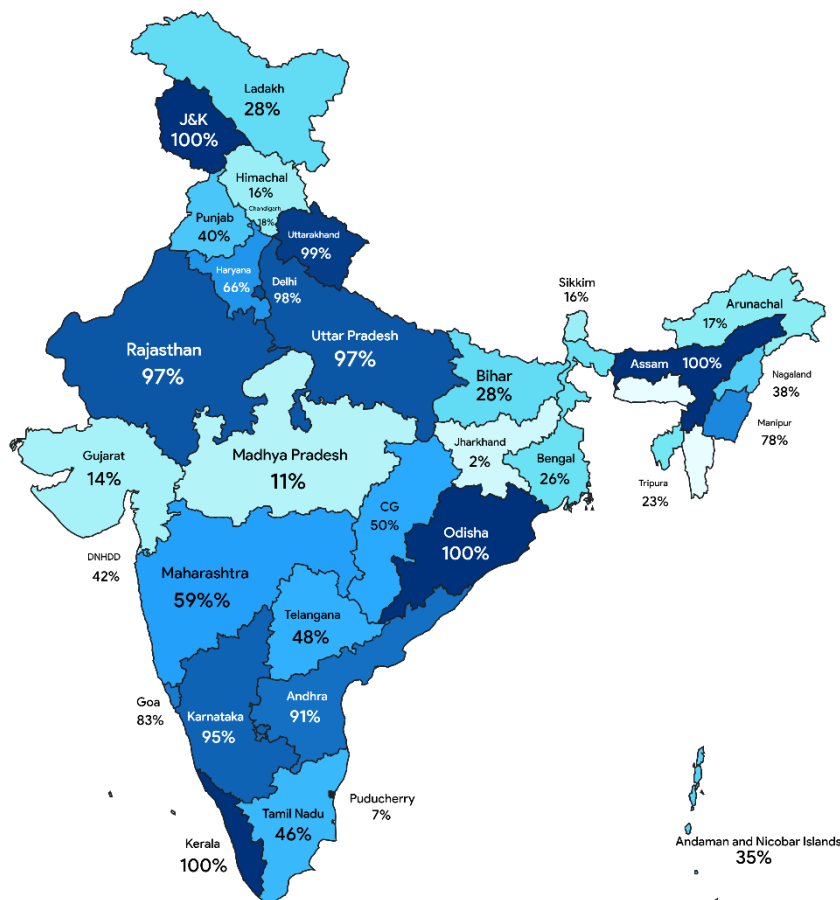
State/ UT	Identified Single Unified Portal	URL	e-Services on Single Unified Portal % (count)
Jammu & Kashmir	e-UNNAT	eunnat.jk.gov.in	100% (1164)
Odisha	Odisha One	odishaone.gov.in	100% (404)
Kerala	e-Sevanam	services.kerala.gov.in	100% (916)
Assam	Sewa Setu	sewasetu.assam.gov.in	100% (628)
Uttarakhand	Apuni Sarkar	eservices.uk.gov.in	99% (879)
Delhi	e-District	edistrict.delhi.gov.in	98% (426)
Uttar Pradesh	Nivesh Mitra & e-District	niveshmitra.up.nic.in & edistrict.up.gov.in	97% (774)
Rajasthan	e-Mitra	emitra.rajasthan.gov.in	97% (568)
Karnataka	Seva Sindhu	sevasindhu.karnataka.gov.in	95% (721)
Andhra Pradesh	AP Seva	vswsonline.ap.gov.in	91% (524)
Goa	Goa Online	goaonline.gov.in	83% (199)
Manipur	e-District	eservicesmanipur.gov.in	78% (31)
Haryana	Saral Haryana	saralharyana.gov.in	66% (503)
Maharashtra	Aaple Sarkar	aaplesarkar.mahaonline.gov.in	59% (315)
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)
DDNDH	Single Window Portal	swp.dddgov.in	42% (49)
Punjab	Connect Punjab	connect.punjab.gov.in	40% (196)
Nagaland	e-District	edistrict.nagaland.gov.in	38% (24)
A&N Islands	e-District	edistrict.andaman.gov.in	35% (114)
Ladakh	e-Seva	eseva.ladakh.gov.in	28% (13)
Bihar	RTPS Bihar	serviceonline.bihar.gov.in	28% (66)
West Bengal	e-District	edistrict.wb.gov.in	26% (105)
Tripura	e-District	edistrict.tripura.gov.in	23% (60)
Chandigarh	Service Plus	serviceonline.gov.in	18% (42)
Arunachal Pradesh	Arunachal e-Service	eservice.arunachal.gov.in	17% (53)
Himachal Pradesh	e-District	edistrict.hp.gov.in	16% (83)
Sikkim	Sikkim SSO	sso.sikkim.gov.in	16% (8)
Gujarat	Digital Gujarat	digitalgujarat.gov.in	14% (93)
Madhya Pradesh	MP Online	mponline.gov.in	11% (109)
Puducherry	e-District	edistrict.py.gov.in	7% (44)
Jharkhand	Jharsewa	jharsewa.jharkhand.gov.in	2% (8)
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 05/09/2024. 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 Coverage: Expanding e-Service Delivery

Following the progress made by the NeSDA Way Forward initiative, the Department of Administrative Reforms and Public Grievances (DARPG) hosted the National Conference on e-Governance (NCeG) 2024 on September 3rd and 4th in Mumbai. This year's NCeG 2024 focused on enhancing the e-Governance landscape across India and curated several sessions aligned with the objectives of the NeSDA Way Forward. This chapter outlines how the discussions from these sessions align with the NeSDA Way Forward's goals to enhance e-service delivery across states/ UTs. Key takeaways included:

1.   Use of AI in Governance

The discussion explored the intersection of AI and public administration, focusing on topics such as AI development, its impact on public value, legal considerations, and its potential applications in areas like predictive analytics and participatory governance.

The discussions emphasized AI's potential to transform governance, economy, and social sectors by refining data into valuable insights and predictive models. As India leads the Global Partnership on AI (GPAI), it is contributing to global frameworks for AI governance. Although there are concerns about job displacement, AI is expected to create up to 47 lakh new jobs by 2027 and could add a trillion dollars to India's economy. India's strong AI capabilities are supported by vast datasets from digital initiatives like Aadhar and UPI, positioning it as a global leader in AI.

However, challenges exist, such as reliance on foreign AI models that may not suit local contexts, data silos across sectors like agriculture and healthcare, and a slowdown in AI startup financing. The India AI Mission, launched in 2024, aims to tackle these challenges through initiatives like a national data platform, compute infrastructure, and many scalable AI applications in sectors such as healthcare and agriculture. Further, AI's role in governance was highlighted as critical to improving the Government Effectiveness Index, a key factor influencing investment and growth.

The panel also discussed AI's use in participatory governance, as seen in Meghalaya, where an AI-driven citizens' portal provides real-time responses and feedback, helping improve public schemes. The importance of managing data privacy, security, and transparency was stressed to ensure public trust.

From an academic viewpoint, it was noted that while AI in governance has advanced significantly, there is a need for more expertise and better data accessibility. AI models must be tailored to specific contexts, with strong regulatory frameworks to manage high-risk applications.

In summary, AI has vast potential in governance but requires a balanced approach of innovation and regulation. Addressing challenges related to infrastructure, data, and regulations will be crucial for leveraging AI to enhance governance and public service delivery.

2.   Shaping Service Delivery for Tomorrow

The panel discussion on "Shaping Service Delivery for Tomorrow," part of the National Conference on e-Governance held in September in Mumbai, focused on critical themes such as the Centralized Public Grievance Redress And Monitoring System (CPGRAMS), digitalization of public financial management systems, AI in public service delivery, the National e-Governance Services Delivery Assessment (NeSDA), and enhancing local governance.

The session began with an overview of digital advancements in e-governance. Maharashtra, for example, expanded the UMANG platform from 650 services in 2019 to over 2,300 services, while the number of e-services across India reached 16,500. NeSDA has set a benchmark for states to provide 56 mandatory e-services, with almost all states reaching this target by 2024. Notably, Jammu and Kashmir increased significantly.

Key discussions highlighted the need for citizen-centric governance and effective public grievance redressal systems. Enhanced digital systems like CPGRAMS have been pivotal in addressing these needs, aligning with the broader vision for e-governance.

Presentations by various speakers emphasized the role of technology and AI in improving service delivery. Examples included the digitization of processes like building plan approvals, which can be expedited significantly, and AI-based systems that can prioritize grievances.

The NeSDA framework was also discussed, emphasizing its role in measuring the maturity, best practices, and gaps in e-governance service delivery. This assessment helps identify areas for improvement and promotes the replication of successful models across states.

The session concluded by underscoring the importance of technological advancements, data-driven insights, and continuous improvements in e-governance to achieve efficient and citizen-focused service delivery in India.

3.   Innovation and Future Trends in RTS

This session involved key innovations and challenges regarding the RTS Act's implementation across various states.

The RTS Act, a significant legislative innovation, aims to empower citizens by ensuring timely government service delivery. Panelists highlighted diverse approaches from states like Maharashtra, Haryana, Karnataka, and Assam. Maharashtra, for example, introduced innovative practices such as a public competition

for the RTS logo and tagline, the "Aaple Sarkar" portal, and over 40,000 service centers. Other innovations include a color-coded evaluation system for monitoring service delivery, engaging women self-help groups to manage service centers in remote areas etc.

A major challenge discussed was the inconsistent implementation of the RTS Act across states. While some states have active RTS Commissions, others face issues due to inactive commissions or lack of awareness. To address this, Haryana introduced an "Auto Appeal" system, automatically filing appeals for citizens if services are not delivered on time, which has effectively improved service delivery.

Panelists also emphasized the need for technological integration to enhance service delivery. Maharashtra is developing a unified digital portal with cloud-based solutions and API integrations to support nearly 800 services online, addressing previous issues with system overloads. The discussion also focused on cyber security challenges in the evolving digital landscape. The need for real-time security management, robust response strategies, and collaboration among stakeholders was highlighted to build a resilient security ecosystem.

In conclusion, the session underscored the importance of continuous innovation, technological integration, and cyber security preparedness to strengthen the RTS framework and improve public service delivery. Effective implementation of the RTS Act, supported by innovative practices and robust digital infrastructure, is essential for ensuring timely, transparent, and accountable governance.

By integrating the learnings from NCeG 2024, DARPG aims to further expand its support to states/ UTs through the NeSDA Way Forward. The department will continue to prioritize states/ UTs identified as high-potential areas for e-service enhancement, providing them with tailored guidance, resources, and best practices.

The regular meetings with states/UTs, as mentioned in the previous report, will now also focus on the adoption of AI technologies and innovative RTS models. This will be documented in subsequent NeSDA Way Forward Monthly Reports, showcasing:

- Best practices in AI and service delivery innovation

- Progress on state-specific action plans developed post-NCeG 2024

- Collaboration and knowledge-sharing outcomes between states

Through continuous learning and adaptation, the NeSDA Way Forward will keep evolving to meet the future needs of e-Governance, aiming for the ultimate goal of achieving saturation of mandatory e-services and making governance more accessible, transparent, and efficient for all citizens.

6. Improvement in Quality of Service Delivery

The NeSDA framework being a comprehensive one encompasses a wide spectrum of elements critical to effective e-governance service delivery. It assesses all the State/ UT/ Central Ministry Portals on four key parameters namely Accessibility, Content Availability, Ease of Use and Information Security & Privacy. The Service Portals are assessed on additional three parameters, namely End Service Delivery, Integrated Service Delivery and Status & Request Tracking. These facets are intrinsically linked to the overall effectiveness of online government services, impacting the ability of users to interact seamlessly with the digital governance ecosystem.
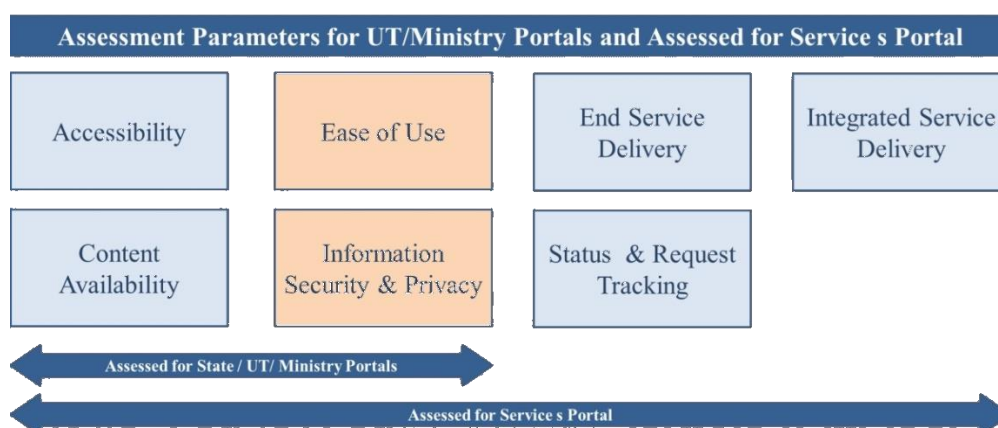
The current report examines the critical dimensions of Ease of Use and Information Security & Privacy within the NeSDA biennial assessment framework. Subsequent editions of this report shall similarly analyse the remaining parameters.

Ease of Use, evaluates how user-friendly the portals are, considering factors like navigation, layout, and accessibility features. A high score in this parameter indicates that the portal is easy to understand and use, even for those who are not tech-savvy.

Information Security & Privacy, on the other hand, evaluates the extent to which personal data is protected and processed securely. Portals require enhancement in data encryption, access controls, and incident response mechanisms. It emphasizes the need for robust security measures to safeguard citizen data and maintain trust in online government services.

A guiding manual is provided in the following sections for each of the two aforementioned parameters. Each recommendation outlines the steps to verify the authenticity. The manual guide also includes a sample screenshot along with the recommendation that may be used as a reference.

6.1 Ease of Use

The present day e-Service delivery landscape aims to enhance efficiency, accessibility, and transparency. However, the success of these platforms hinges on a crucial factor – 'Ease of use' of the e-platforms. If an e-Service delivery platform is too complex to use, it can deter citizens from using it, defeating its intended purpose.

A user-friendly interface, intuitive navigation, and clear instructions are essential to ensure that people can quickly and easily access the services they need.

The 'Ease of Use' parameter assesses the extent to which a user perceives an online service platform to be user-friendly, requiring minimal effort or difficulty in its operation. It includes easy content exploration, search features, help section etc.

This parameter encompasses factors such as the system usability, flexibility, the level of control users have over their interactions, and how well users can adapt to the platform's design and functionality etc. This is a key factor in influencing the user satisfaction and adoption of e-services by them. It also affects their satisfaction, their likelihood of using it again, etc. which helps bridge the digital divide and makes e-services more accessible to all citizens.

Precisely, NeSDA study considers provision of features that include a single sign-on (SSO) feature for seamless authentication, improved search engine optimization for easy discoverability, a grievance logging facility, multiple navigation options for accessing services, a comprehensive search function, a dedicated help section, compatibility with various web browsers, a clear sitemap for navigation, and the provision of unique digital identities for citizens to access services.

By implementing the aforementioned features, e-government platforms can foster greater citizen engagement, improve service delivery, and build trust in the digital government.

To optimize e-service delivery, a focus on creating a positive user experience is required. Going beyond basic features, platforms should be designed for easy use. By prioritizing user-friendliness, e-service platforms can increase satisfaction, and ultimately create a more inclusive and effective e-Service delivery.

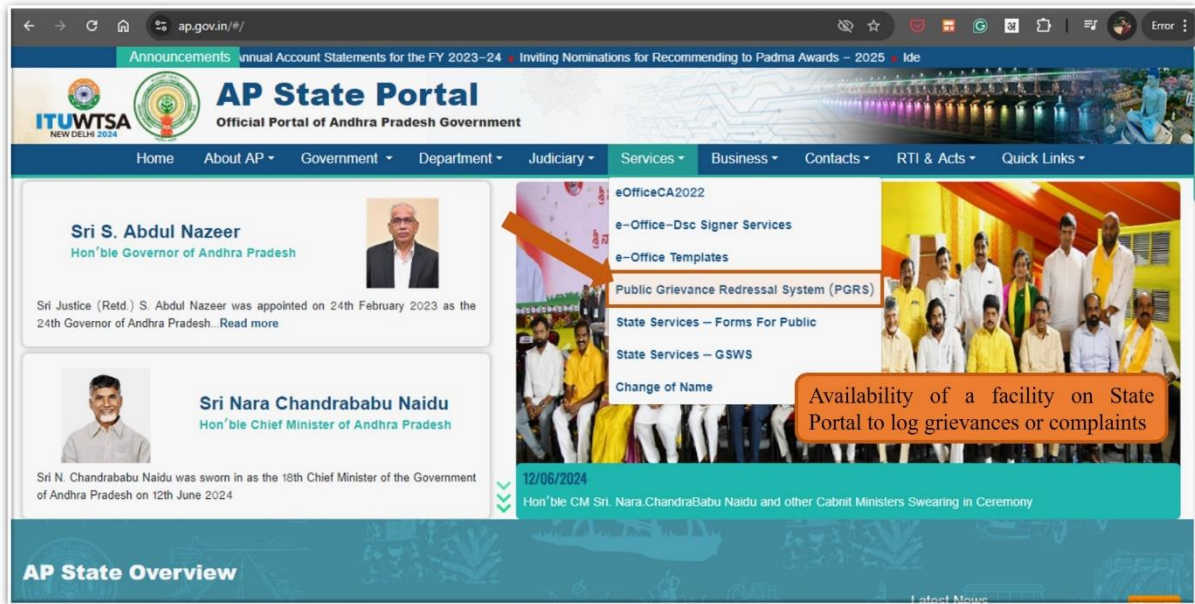**Sample Screenshots for Ease of Use section related reference:**

1. **Availability of Single Sign-On (SSO) feature for users to sign in through an integrated authentication initiative**
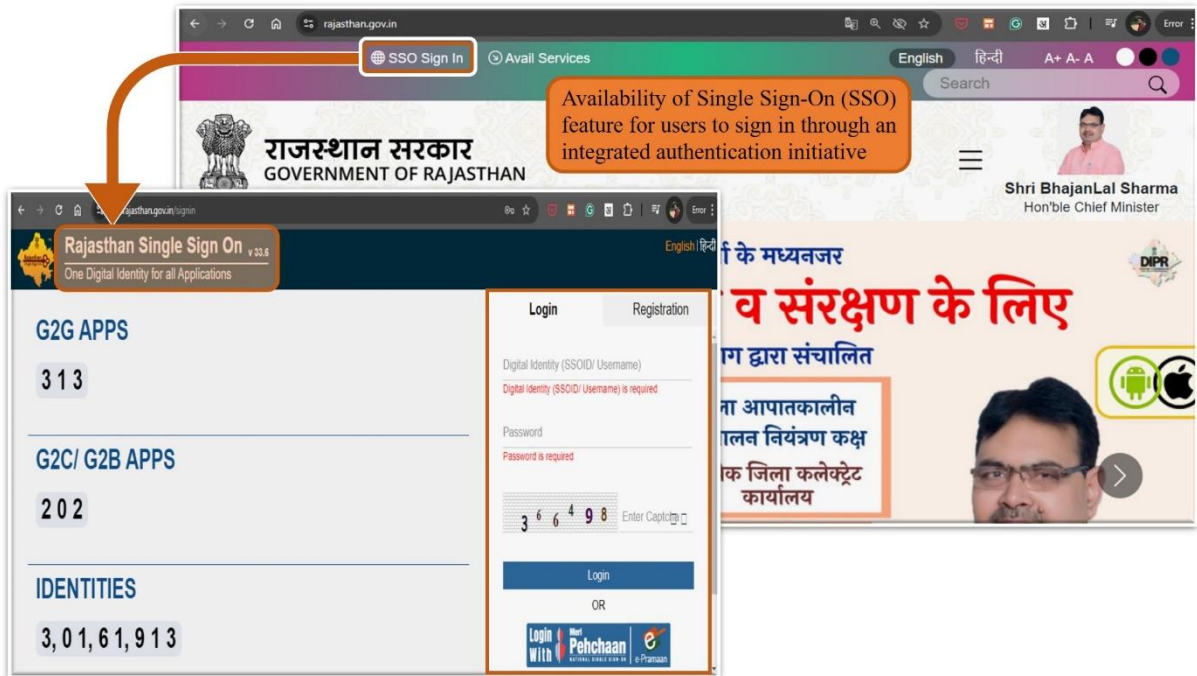

2. **The portal is easy to find in top search engines through the use of search engine optimization techniques**
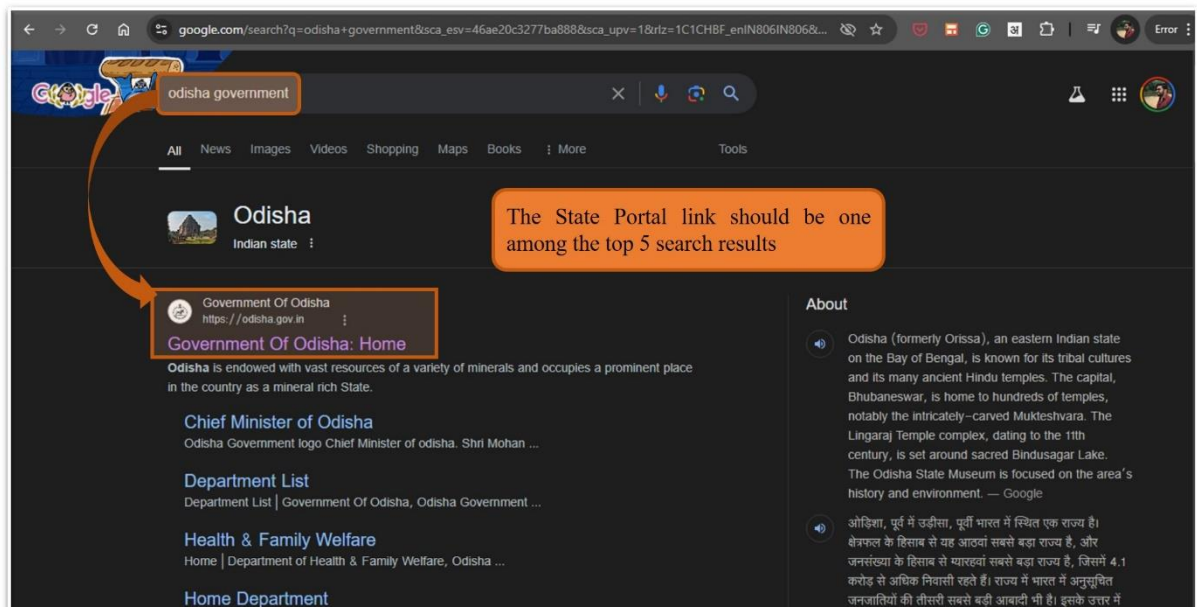
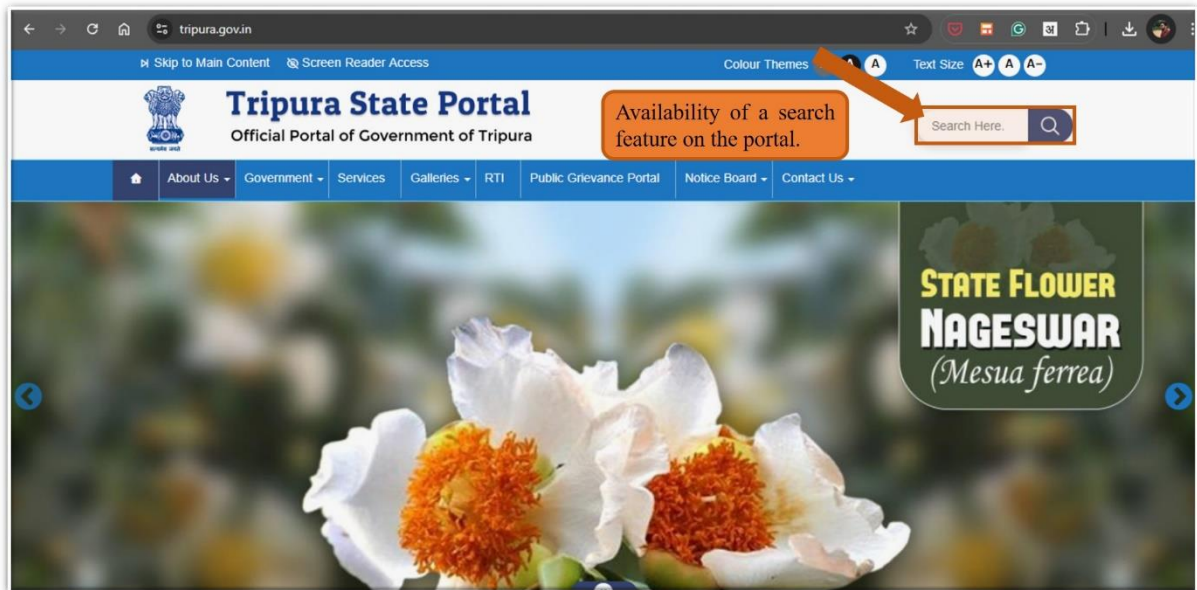**3. Availability of a facility to log grievances or complaints on the portal**

4. Availability of multiple portal navigation routes for services and information, such as an A to Z services index, State Department-wise service groups, and service type groups
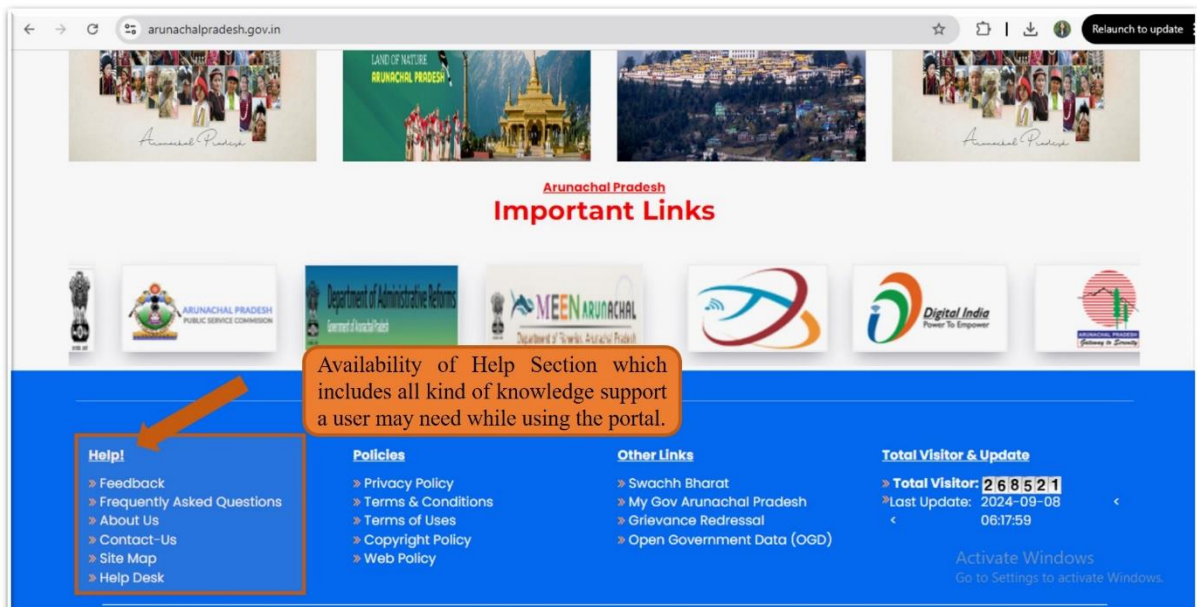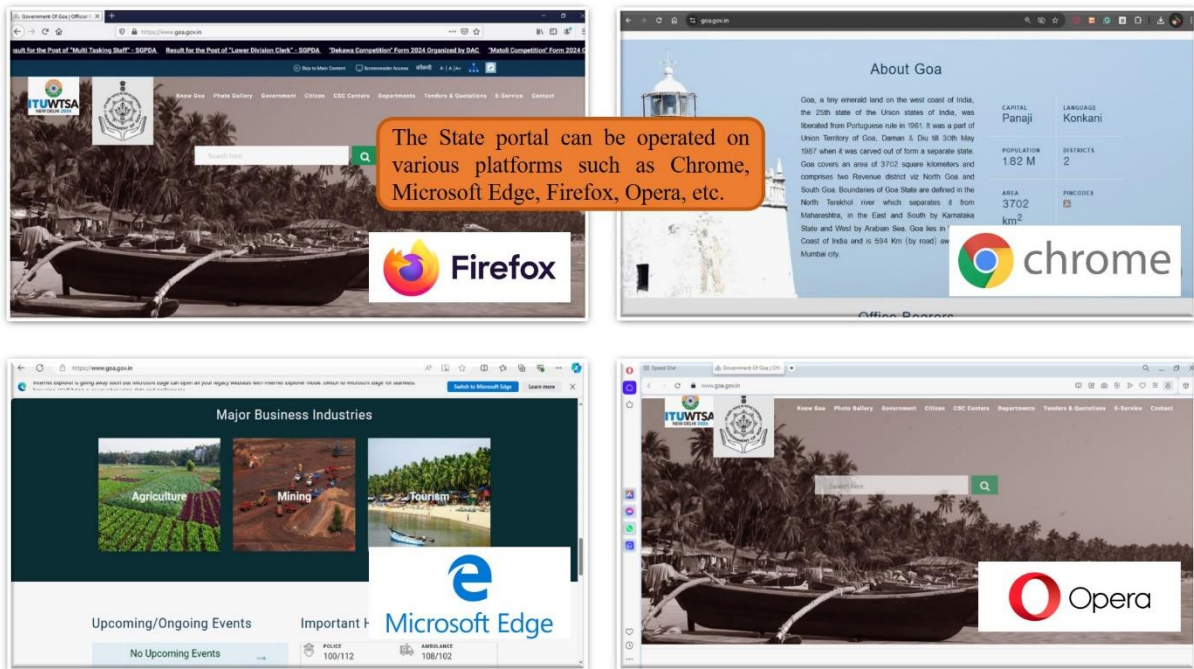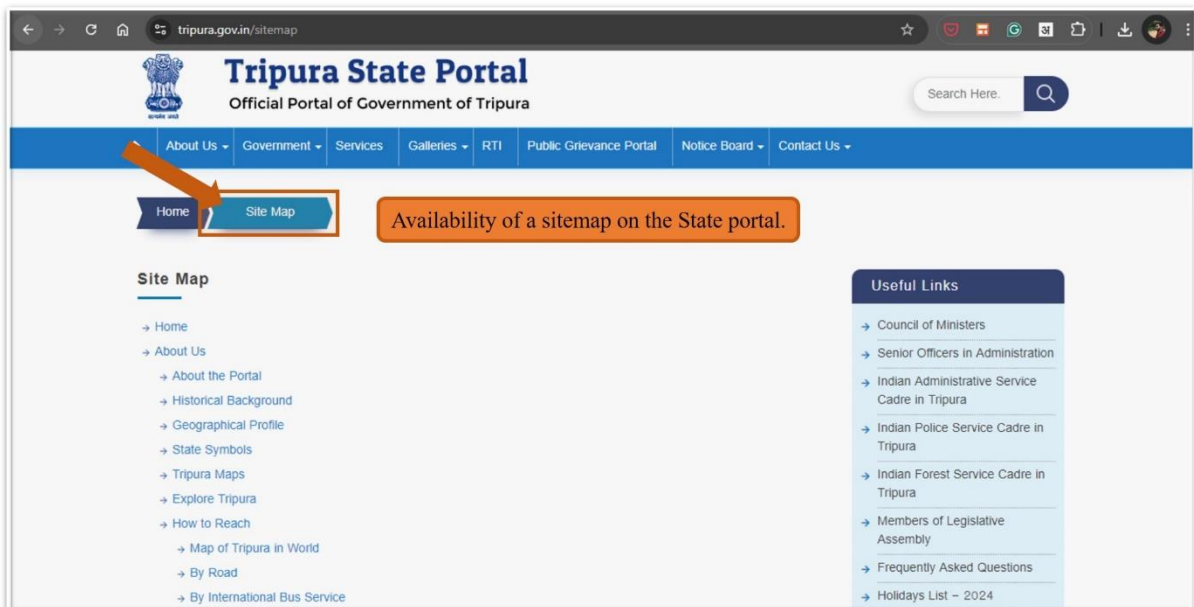
5. Availability of a search feature on the portal
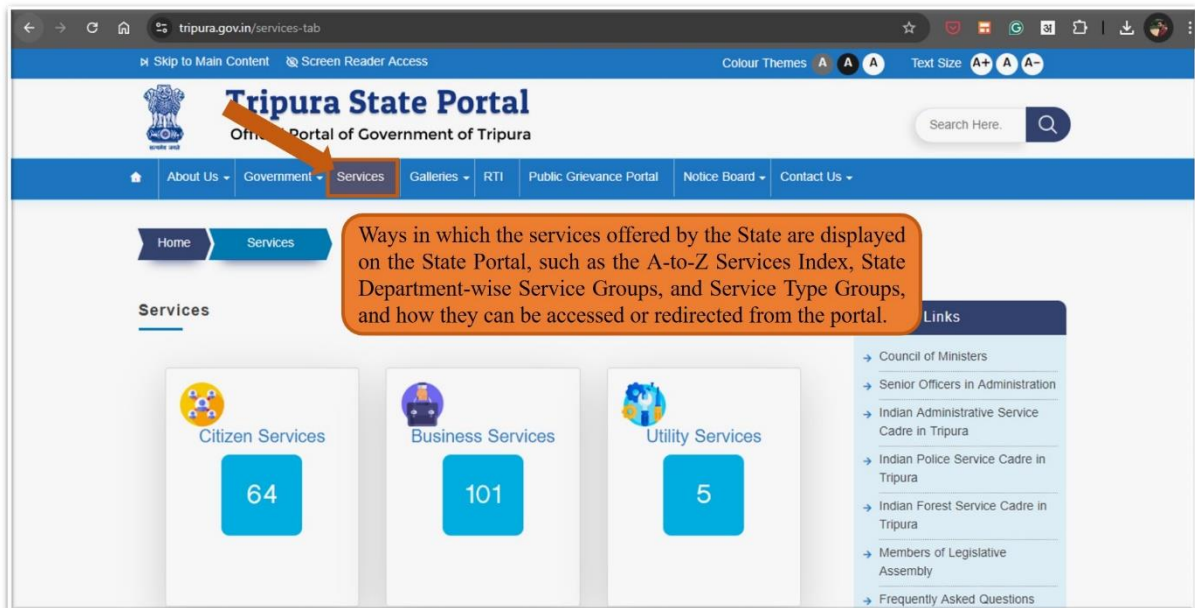
Availability of a search feature on the portal.

6. Existence of a separate section for Help on the portal

Availability of Help Section which includes all kind of knowledge support a user may need while using the portal.

7. The portal is available on different front-end tools, such as Internet Explorer, Chrome, Mozilla Firefox, etc.

The State portal can be operated on various platforms such as Chrome, Microsoft Edge, Firefox, Opera, etc.

8. Availability of a sitemap of the portal

Availability of a sitemap on the State portal.

6.2 Information Security and Privacy

In today's digital age, where personal data is increasingly collected and shared online, information security and privacy has become paramount concern. As governments transition to digital platforms for service delivery, citizens expect their sensitive information to be protected from unauthorized access, misuse, and disclosure.

To ensure public trust and confidence in these digital platforms, it is imperative to establish robust information security measures and adhere to stringent privacy regulations. This chapter delves into the critical aspects of information security and privacy, exploring the expectations of citizens, the legal and regulatory frameworks in place, and the best practices for safeguarding sensitive data in the context of e-service delivery.

'Information Security' is the safety and integrity of information transacted upon e-Government platforms at all the times (achieved through a robust technical architecture while ensuring ease of access at the user interface level).

'Information Privacy' is the strength of e-Government platforms to eliminate any threats to information. It increases the trust of citizens in any e-Government service delivery, which in turn increases adoption and helps improve reach and coverage.

To ensure a secure online environment, e-Service platforms should implement various security measures, which NeSDA study considers too. These include using HTTPS encryption, displaying a lock symbol in the browser, and prominently showcasing affiliations with third-party security alliances.

Additionally, clear copyright statements should be visible on the portal, reflecting the current year. A comprehensive disclaimer and privacy policy must be provided to inform users about how their data is collected, used, and protected.
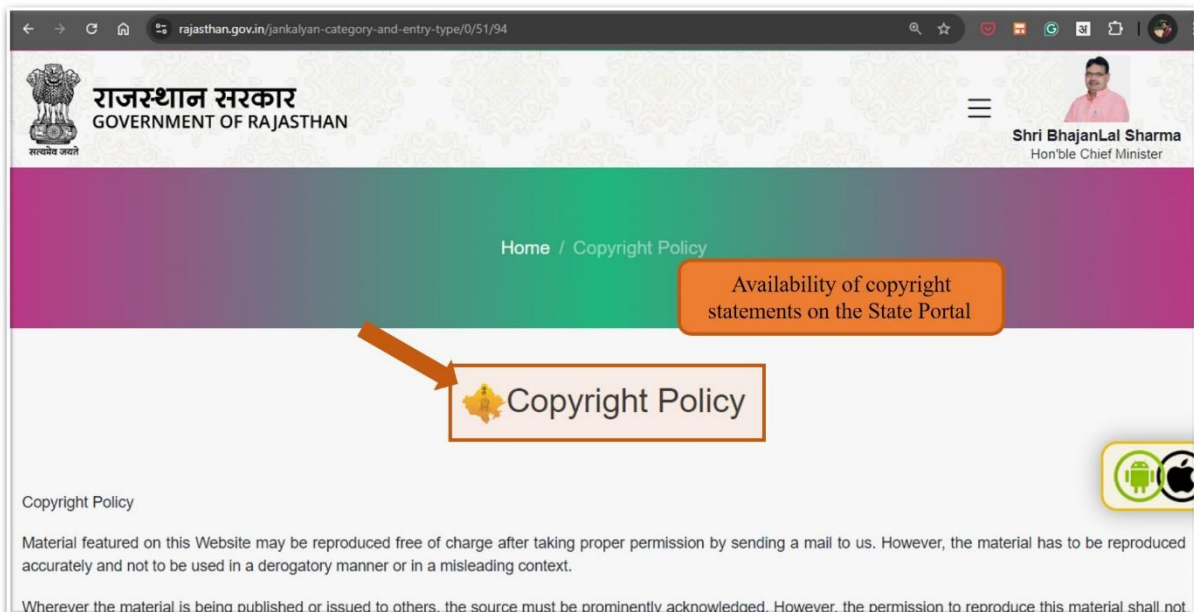
For user convenience, a password recovery and reset facility should be available, and users should be notified via email or SMS about password expiry, resets, changes, and profile updates. As an extra layer of protection, alerts should be sent to users via SMS or email in the event of unauthorized access to their profiles or password changes

Sample Screenshots for Information Security and Privacy section related reference:

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1. **Clear indication on the online security measures implemented on the web page, such as HTTPS, a lock symbol on the browser, and symbols for third-party security alliances**

---
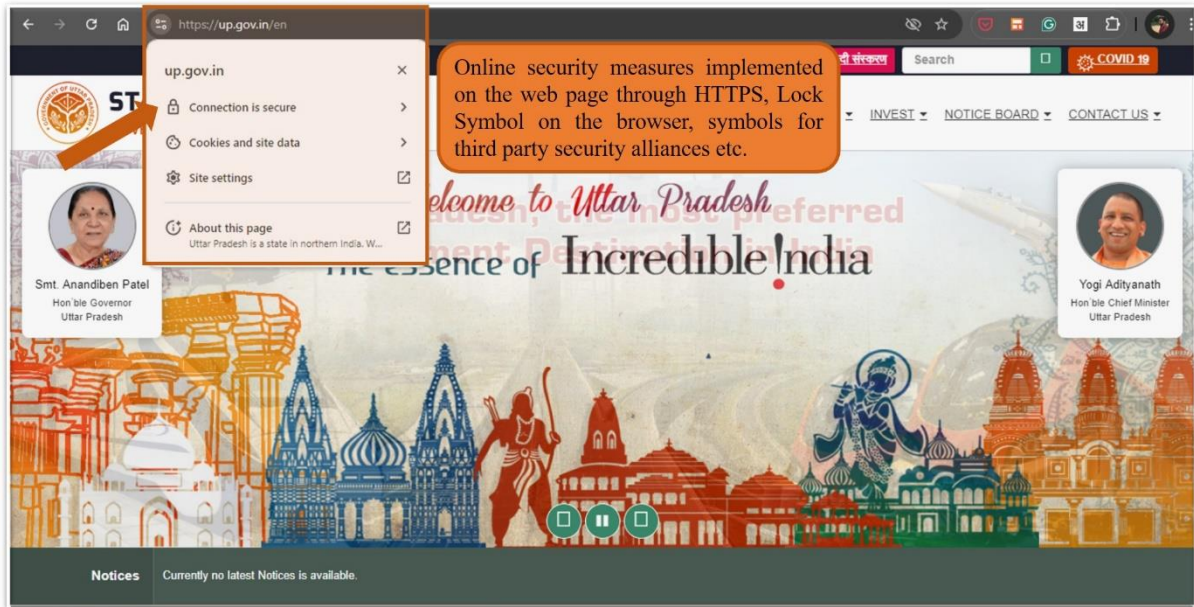
2. **Ensure copyright statements are available on the portal**

3. Availability of the copyright statements reflecting the current year.

Availability of copyright Year on the State Portal

Copyright © 2024 Department of Information and Technology, Government of Sikkim.   Last Update : 09-09-2024
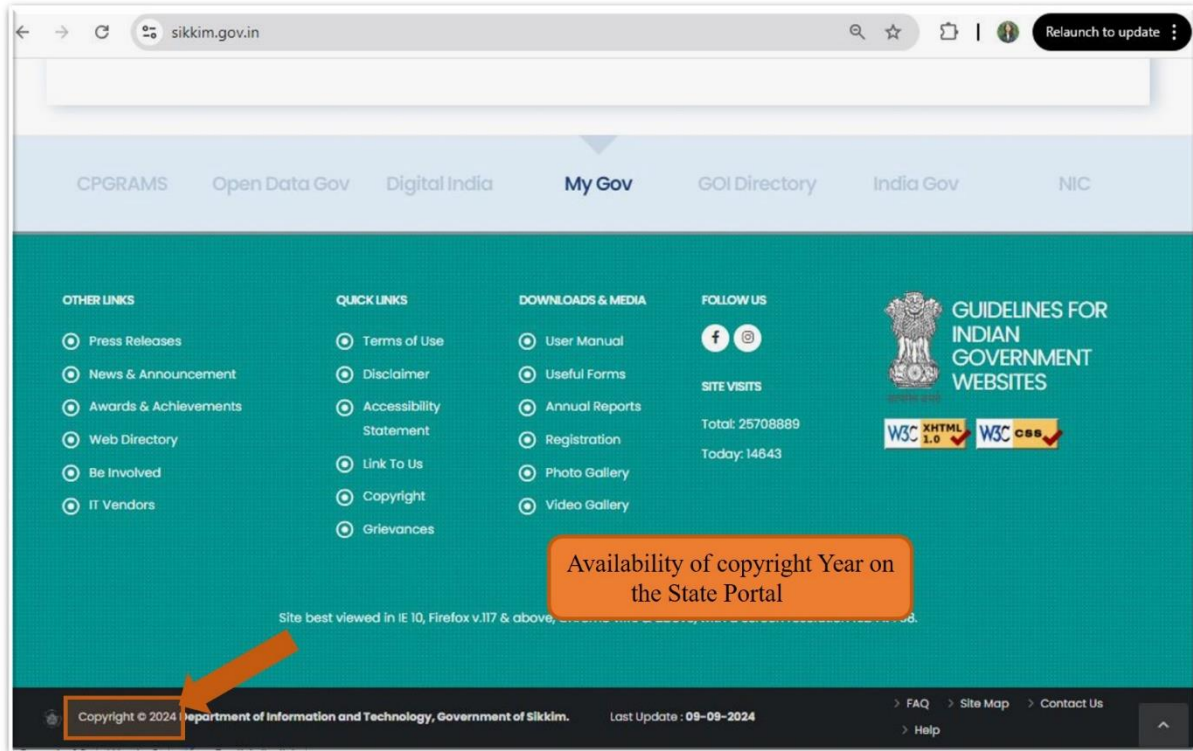
4. Inclusion of a disclaimer and privacy policy for user data on the State portal

Availability of disclaimer & privacy policy for user data available online
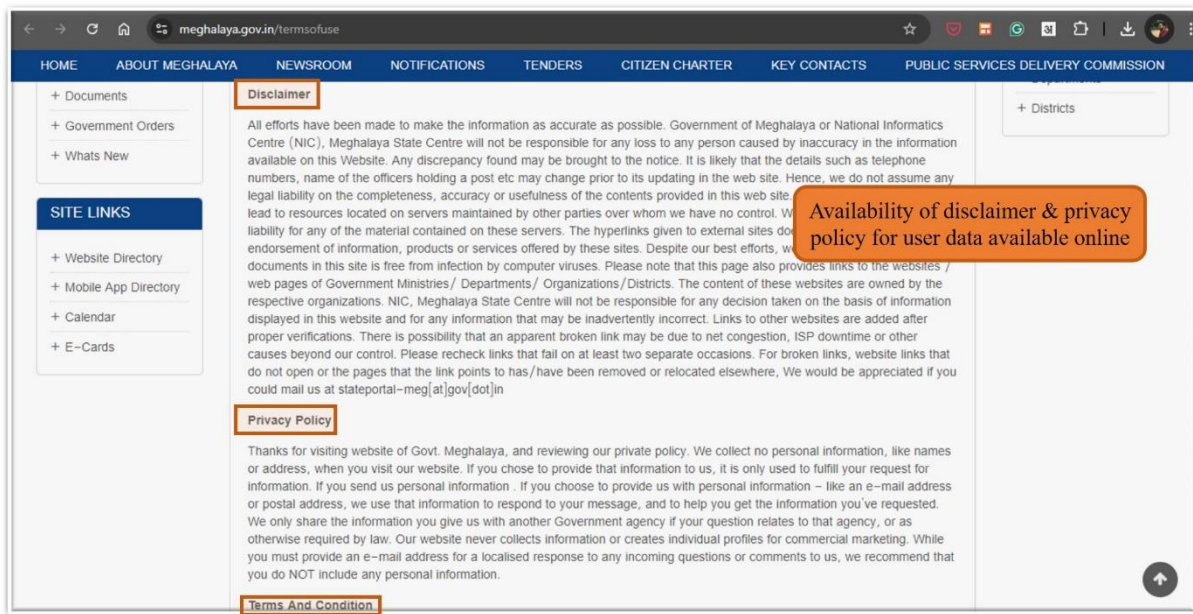
5. Provide a password recovery and reset facility for users

Availability of the facility to recover and reset password by the user
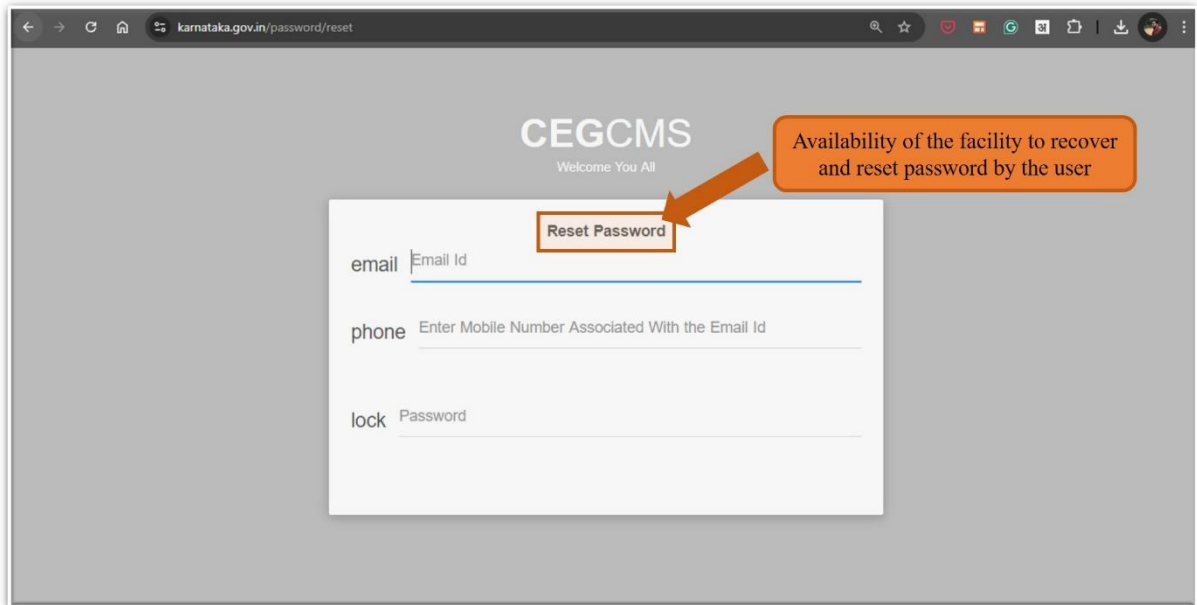
6. Notify users via email or SMS about password expiry, reset, changes in password, and updates to user profiles

Availability of the feature providing SMS/email alerts for unauthorized access to user profiles, password changes etc.
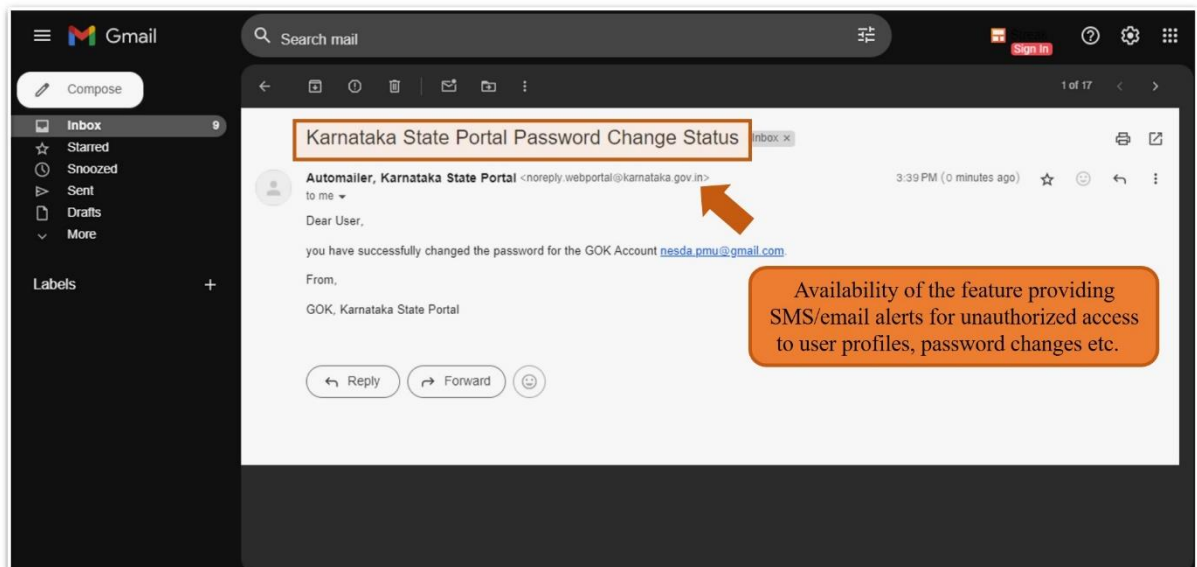
DARPG 🇮🇳 ✔
@DARPG_GoI

"We're trying to create a unified digital portal that is compatible not only with all the districts and state portals of various departments but also with the various national portals that are available in various departments like revenue, transports, or health."

- Shri Baldev Singh, IAS (Retd.), State Commissioner RTS, Konkan Revenue Division during the breakout session on Innovation and Future Trends in RTS at 27th #NCeG in Mumbai.

#NCEG2024 #NAeG #GoodGovernance #ViksitBharat

👤 PMO India and 8 others

5:16 PM · Sep 4, 2024 · **847** Views

DARPG 🇮🇳 ✔
@DARPG_GoI

"The Right to Services Act itself is an innovation because it empowers the citizens and gives them a right rather than restricting the citizens."

- Shri Swadheen S. Kshatriya, Ex-Chief Secretary and Ex-Chief Commissioner, RTS, Maharashtra during the breakout session on Innovation and Future Trends in RTS at 27th #NCeG in Mumbai.

#NCEG2024 #NAeG #GoodGovernance #ViksitBharat

👤 PMO India and 9 others

Last edited 5:06 PM · Sep 4, 2024 · **789** Views

DARPG 🇮🇳 ✔
@DARPG_GoI

"The Commission under the Right to Services Act in Uttrakhand has had a goal to make the commission user-friendly and as relevant as possible. The aim was to work on how to ramp up the services to a respectable number, cut down procedural delays through the use of technology and how to ensure accountability."

- Shri S. Ramaswamy, IAS (Retd.), Chief Commissioner, Uttarakhand during the breakout session on Innovation and Future Trends in RTS at 27th #NCeG in Mumbai.

#NCEG2024 #NAeG #GoodGovernance #ViksitBharat

Last edited 5:03 PM · Sep 4, 2024 · **197** Views

DARPG 🇮🇳 ✔
@DARPG_GoI

"The Right to Services Act is the most interesting act, and it concerns each citizen who has taken birth in India and is a citizen living in the country or abroad. For each and every service that the citizen needs the solution is in the Right to Services Act."

- Shri. T.C. Gupta, IAS (Retd.), Chief Commissioner, Haryana during the breakout session on Innovation and Future Trends in RTS at 27th #NCeG in Mumbai.

#NCEG2024 #NAeG #GoodGovernance #ViksitBharat

👤 PMO India and 9 others

4:45 PM · Sep 4, 2024 · **231** Views

DARPG 🇮🇳 ✔
@DARPG_GoI

"Service delivery is not a function of what you deliver but it is the function of when you deliver and what is the current state of mind when the citizen consumed the services."

-Shri. NSN Murty, Partner, @Deloitte during the plenary session on "Shaping Service Delivery for Tomorrow" at 27th #NCeG in Mumbai.

#NCEG2024 #eGovernance #AIinGovernance #ServiceDelivery #SmartGovernance #InnovationInGovernance #PublicFinance

👤 PMO India and 9 others

5:38 PM · Sep 3, 2024 · **312** Views

DARPG 🇮🇳 ✔
@DARPG_GoI

"The outcome of NESDA can be understood through three components that are, how do you see the maturity of e-services going up, how to bring best practices to citizen's knowledge and how to highlight and nudge the gap for improvement by state governments."

-Shri. Santosh Mishra, Partner, @PwC during the plenary session on "Shaping Service Delivery for Tomorrow" at 27th #NCeG in Mumbai.

#NCEG2024 #eGovernance #AIinGovernance #ServiceDelivery #SmartGovernance #InnovationInGovernance #PublicFinance

👤 PMO India and 9 others

5:35 PM · Sep 3, 2024 · **359** Views

DARPG 🇮🇳 ✔
@DARPG_GoI

"The movement towards adoption of more and more e-services has necessitated stronger examination on how the digital portals and platforms are being formulated."

-Shri V. Srinivas, Secretary, DARPG during the plenary session on "Shaping Service Delivery for Tomorrow" at 27th #NCeG in Mumbai.

#NCEG2024 #eGovernance #AIinGovernance #ServiceDelivery #SmartGovernance #InnovationInGovernance #PublicFinance

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5:33 PM · Sep 3, 2024 · **396** Views

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7:39 PM · Sep 1, 2024 · **3,066** Views

8 Appendix

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

State/UT	Apr' 23	May' 23	Jun' 23	Jul' 23	Aug' 23	Sept' 23	Oct' 23	Nov' 23	Dec' 23	Jan & Feb'24	Mar' 24	Apr & May'24	June' 24	July' 24	Aug' 24
J&K	474	469	469	470	1028	1034	1075	1097	1117	1119	1119	1140	1140	1164	1128
Tamil Nadu	446	445	445	445	446	446	446	1078	1101	1128	1128	1128	1128	1128	1164
MP	637	731	948	1000	1010	1010	1010	1010	1010	1010	1010	1010	1010	1016	1016
Kerala	885	886	911	911	911	911	911	911	911	911	911	911	911	916	916
Uttarakhand	596	595	595	725	782	826	831	865	865	865	865	887	889	889	889
UP	709	706	713	714	714	714	798	798	798	798	798	798	800	800	800
Telangana	493	491	582	757	768	768	768	768	768	768	768	768	768	768	768
Haryana	762	757	757	757	757	755	757	757	757	757	757	757	757	757	757
Karnataka	779	747	752	752	752	752	752	755	755	755	755	755	755	755	755
Puducherry	239	239	239	239	246	247	247	325	605	605	605	605	605	609	609
AP	606	574	579	579	579	579	579	579	579	579	579	579	579	579	579
Rajasthan	248	248	248	525	536	547	549	549	549	549	566	566	566	588	588
Maharashtra	150	148	337	441	521	533	533	533	533	533	534	534	534	534	534
HP	500	494	500	500	500	500	500	500	500	501	502	503	503	504	504
Punjab	486	483	484	484	484	484	484	484	484	484	484	484	484	484	484
Assam	263	259	259	259	259	452	469	469	469	469	469	469	469	472	628
Gujarat	191	228	444	443	443	443	443	443	443	443	443	443	618	654	654
Delhi	412	416	416	436	436	436	436	436	436	436	436	436	436	436	436
Odisha	211	373	383	383	404	404	404	404	404	404	404	404	404	404	404
West Bengal	290	323	401	401	401	401	401	401	401	401	401	401	401	401	401
Meghalaya	252	217	223	223	249	306	340	363	363	363	363	363	363	363	363
Jharkhand	316	294	310	311	333	333	333	333	333	333	333	333	333	377	395
A&N Islands	164	171	171	199	200	206	239	239	321	321	321	321	321	323	323
AR	34	101	298	298	309	309	309	309	309	309	309	309	309	309	309
Chhattisgarh	272	270	284	284	284	284	287	287	287	287	287	287	288	296	296
Tripura	233	230	251	262	267	270	269	269	263	263	263	264	264	264	264
Goa	240	240	240	240	240	240	240	240	240	240	240	240	240	240	240
Bihar	222	234	238	238	237	237	237	238	238	238	238	238	238	238	238
Chandigarh	231	221	221	224	224	224	224	224	224	224	224	224	224	232	233
Mizoram	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
DNHDD	39	78	78	78	78	78	78	78	78	78	78	78	78	117	117
Nagaland	34	34	64	64	64	64	64	64	64	64	64	64	64	64	64
Sikkim	25	25	36	36	43	51	51	51	51	51	51	51	51	51	51
Ladakh	32	32	32	46	46	46	46	46	46	46	46	46	46	46	46
Lakshadweep	-	-	-	-	42	42	42	42	42	42	42	42	42	42	42
Manipur	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
Total	**11,614**	**11,902**	**13,051**	**13,867**	**14,736**	**15,075**	**15,295**	**16,088**	**16,487**	**16,517**	**16,536**	**16,581**	**16,761**	**16,963**	**17,138**

For any suggestions, kindly contact the undersigned:

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Department of Administrative Reforms & Public Grievances

Ministry of Personnel, Public Grievances & Pensions

Government of India