



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF  
ADMINISTRATIVE REFORMS &  
PUBLIC GRIEVANCES



# NeSDA - Way Forward

## Monthly Report for States/UTs

### December 2024

Department of Administrative Reforms and Public Grievances

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# 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 conduct the NeSDA study biennially.

In view of encouraging findings of NeSDA 2021, NeSDA Way Forward PMU was setup to monitor the monthly progress in e-service delivery across States/UTs. DARPG monitors the progress made in e-service delivery and rise in integrated service delivery portals across States/UTs through inputs provided by States/UTs on NeSDA Way Forward Dashboard developed by DARPG, NeSDA Way Forward monthly reports and regular review meetings with SPoCs from States/UTs. So far, 19 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, December 2024 is based on the inputs provided by States/UTs on *NeSDA – Way Forward* dashboard, as of 03<sup>rd</sup> December, 2024.**



## 2. Key Highlights

### Status of Implementation

- **19,177** e-services are provided across States/UTs
- **Karnataka** provides maximum e-services (2025)
- Maximum e-services (**6,173**) lie in the sector – Local Governance & Utility Services
- **1,581** out of 2,016 mandatory e-services (56\*36 States/UTs) are available, making saturation over **78%**
- **Himachal Pradesh, Madhya Pradesh, Punjab, Rajasthan, Tamil Nadu, Uttar Pradesh, Uttarakhand, Kerala, Gujarat and Karnataka** 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 (938), Sewa Setu (725) and Odisha One (404)**, respectively

### Saturation of Mandatory e-Service Delivery

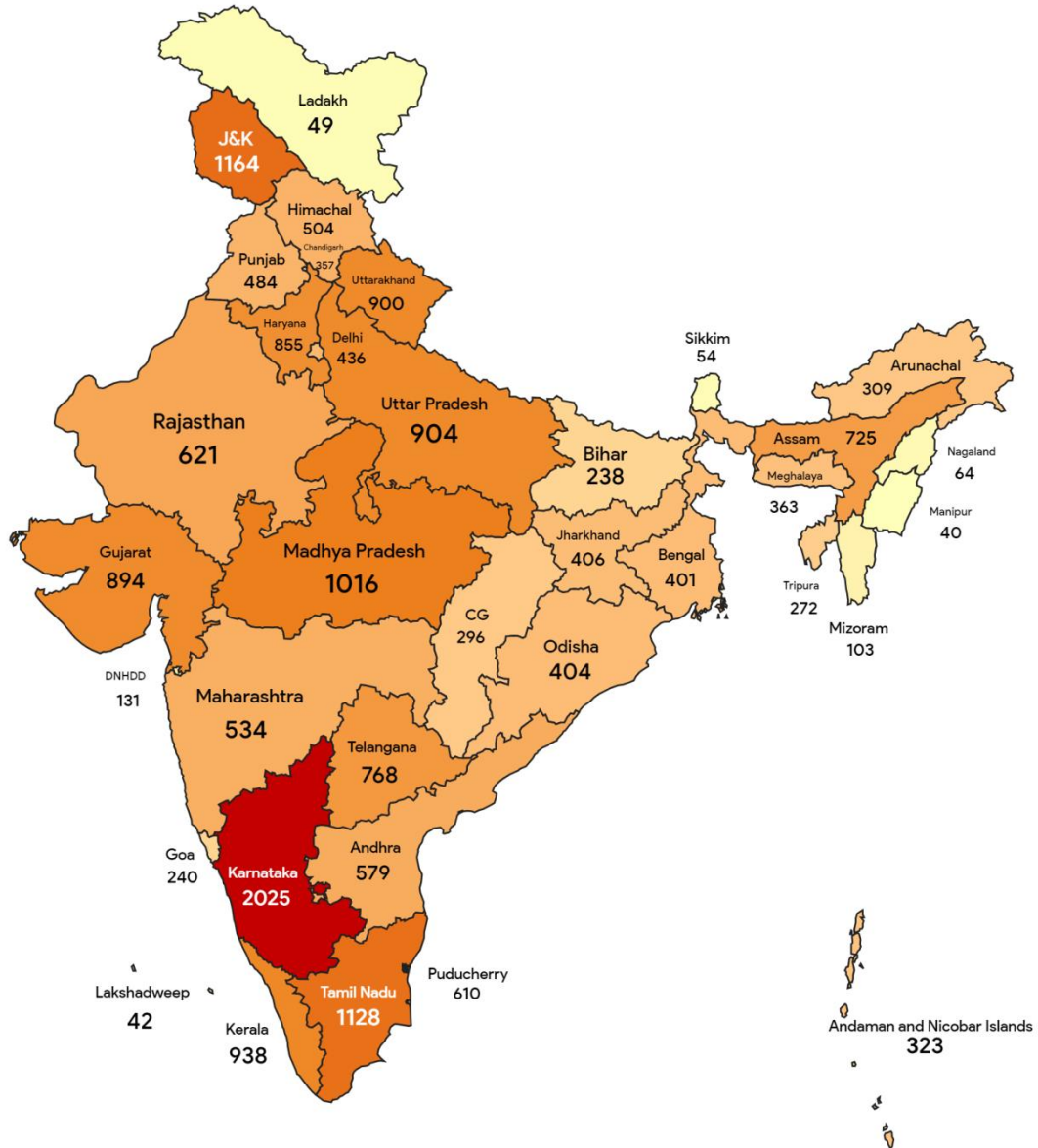
- This Monthly Report focuses on a significant aspect of the NeSDA Framework, i.e. Mandatory e-Services. This chapter delves into the details of mandatory e-services associated with the three of the seven focus areas, ‘**Local Governance and Utility**’, ‘**Labour and Employment**’ and ‘**Social Welfare (including Health, Agriculture, and Home Security)**’. It further focuses on the states/UTs with the highest potential to enhance their provision of overall mandatory e-services.

### Progress in State RTS Commission

- This edition highlights the collaborative efforts of DARPG with state **Right to Service (RTS) Commissions** to enhance e-service delivery across India, particularly under the NeSDA framework. In this context, **Haryana's** implementation of the **Auto Appeal System** through its **Antyodaya Saral** platform has been highlighted as a best practice.

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

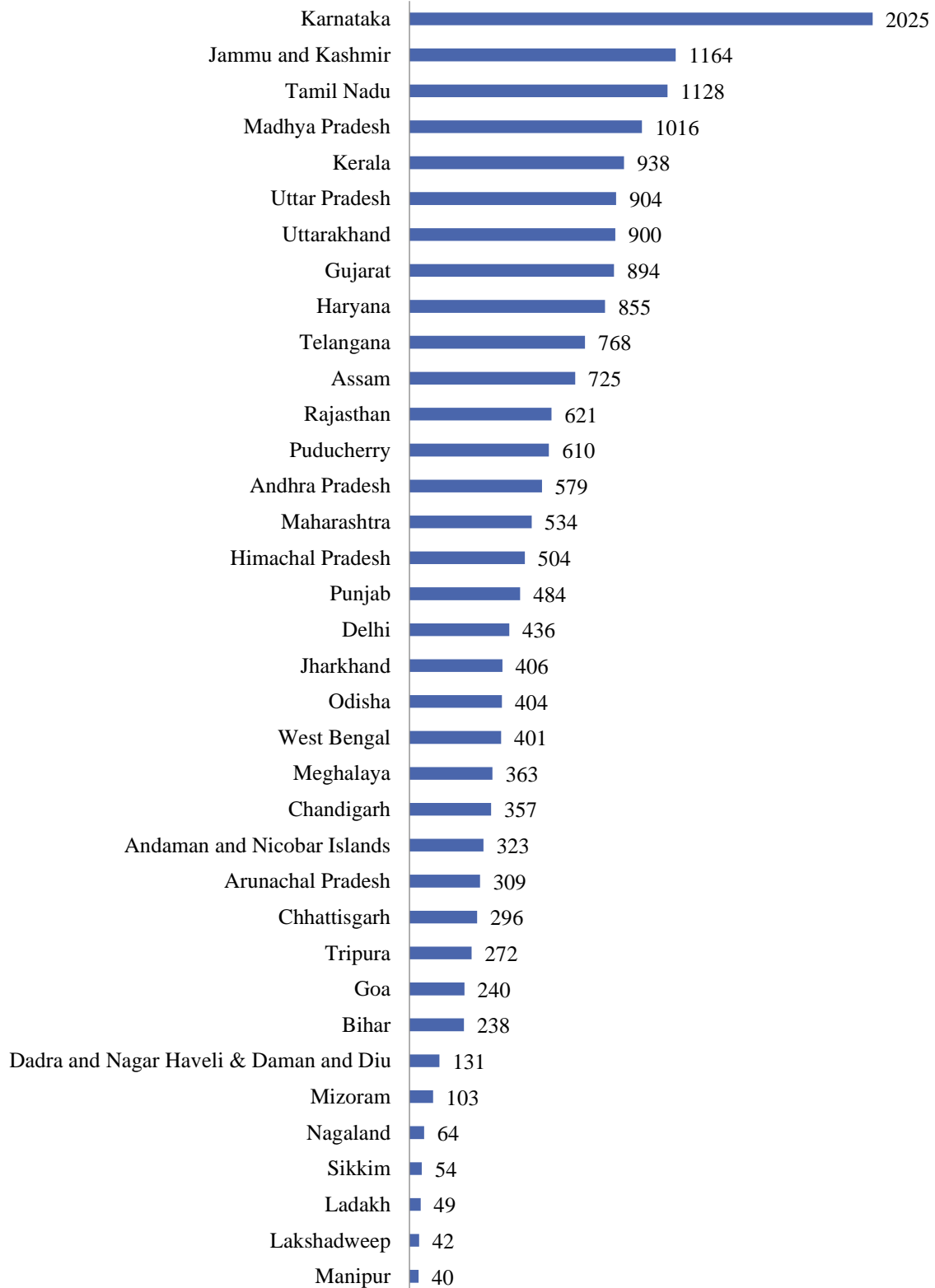
**Status of e-Services**  
As per inputs on *NeSDA – Way Forward* dashboard



**Total e-Services**  
**19,177**

*Note: The aforementioned figures are uploaded by States/UTs as of 03/01/2025.*

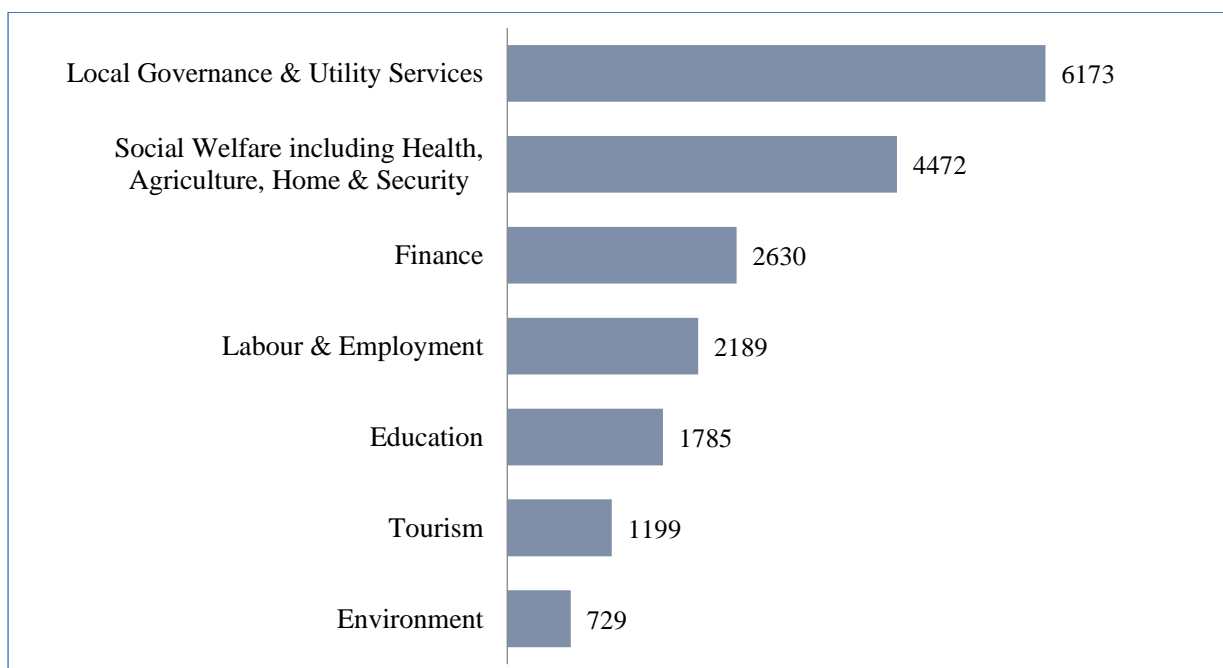
**Status of e-Services  
As per inputs on NeSDA – Way Forward dashboard**



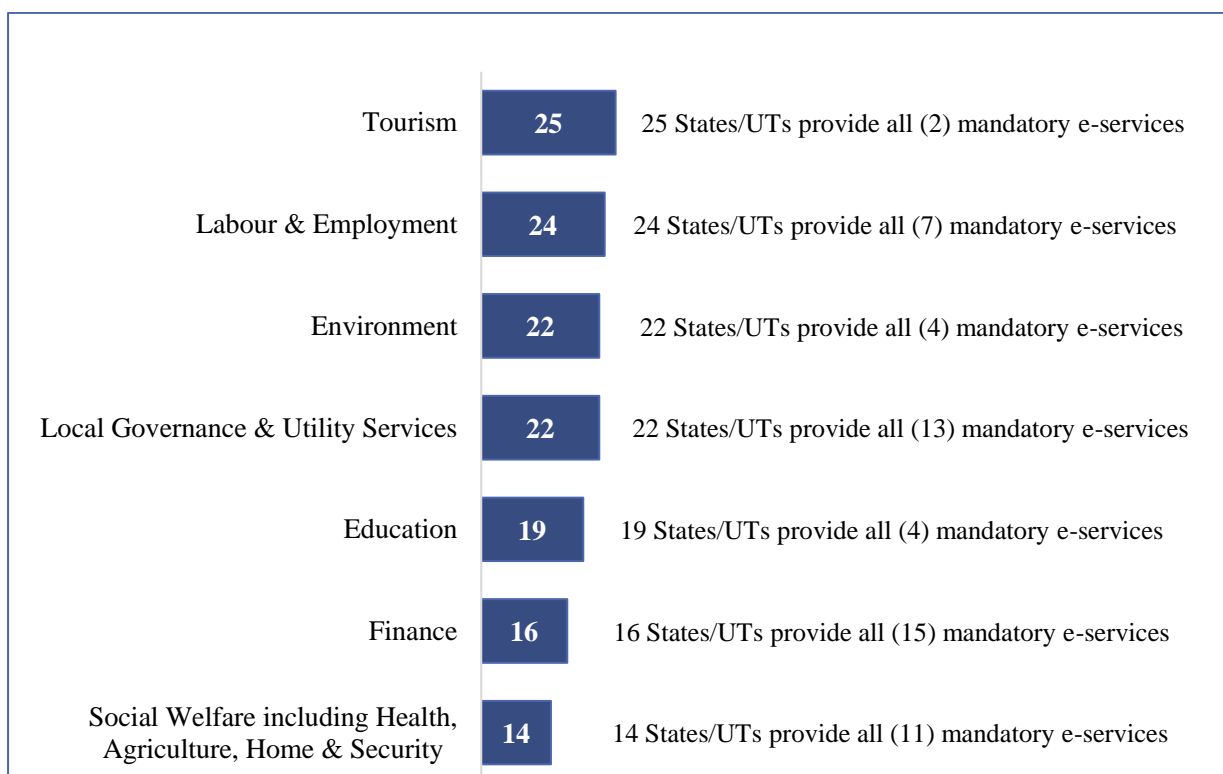
Monthly progress of status of e-services across States/UTs is attached in **Annexure 7.1**.

*Note: The aforementioned figures are uploaded by States/UTs as of 03/01/2025.*

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



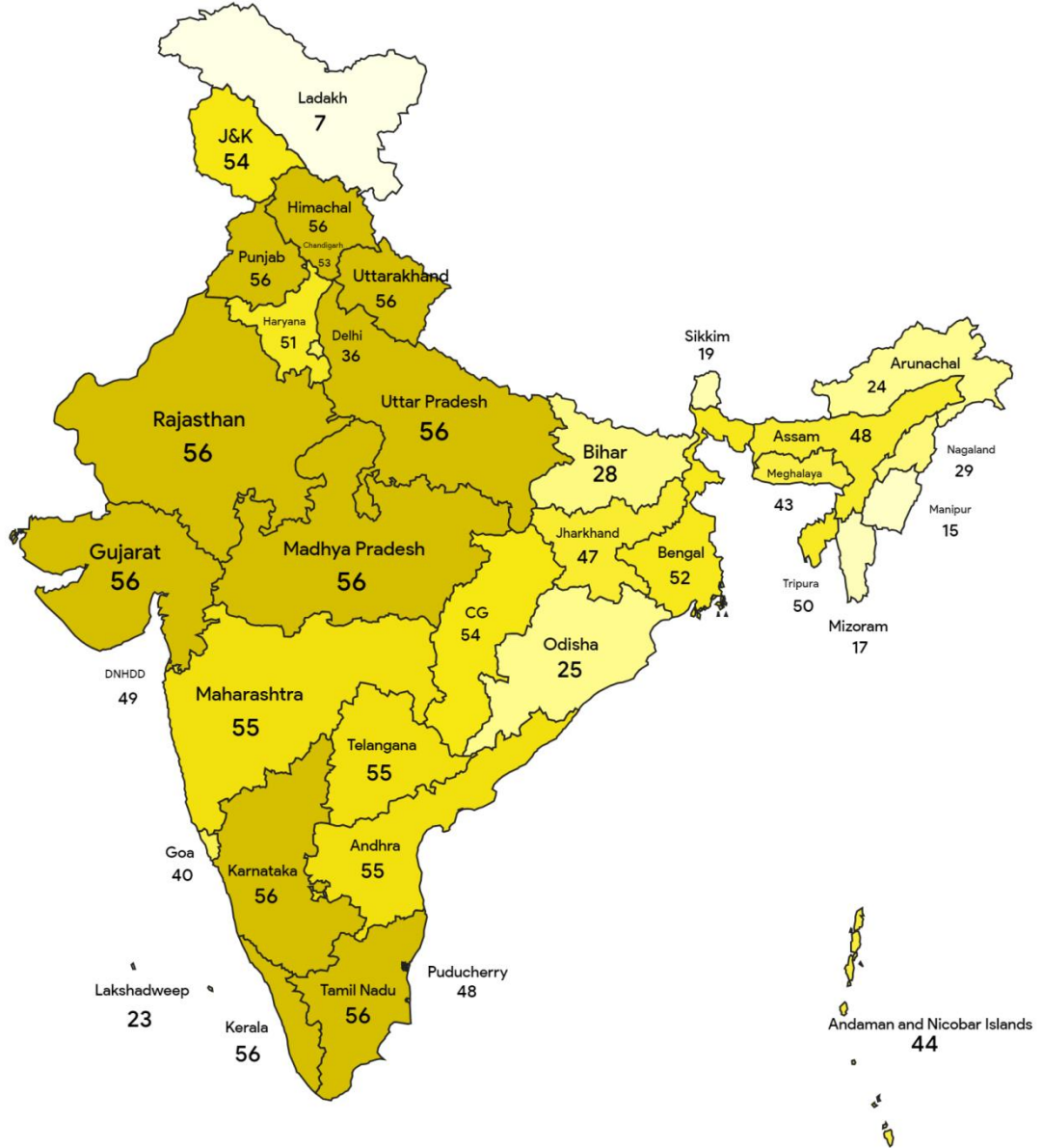
## Sector-wise saturation status of mandatory e-services across States/UTs



*Note: The aforementioned figures are uploaded by States/UTs as of 03/01/2025.*



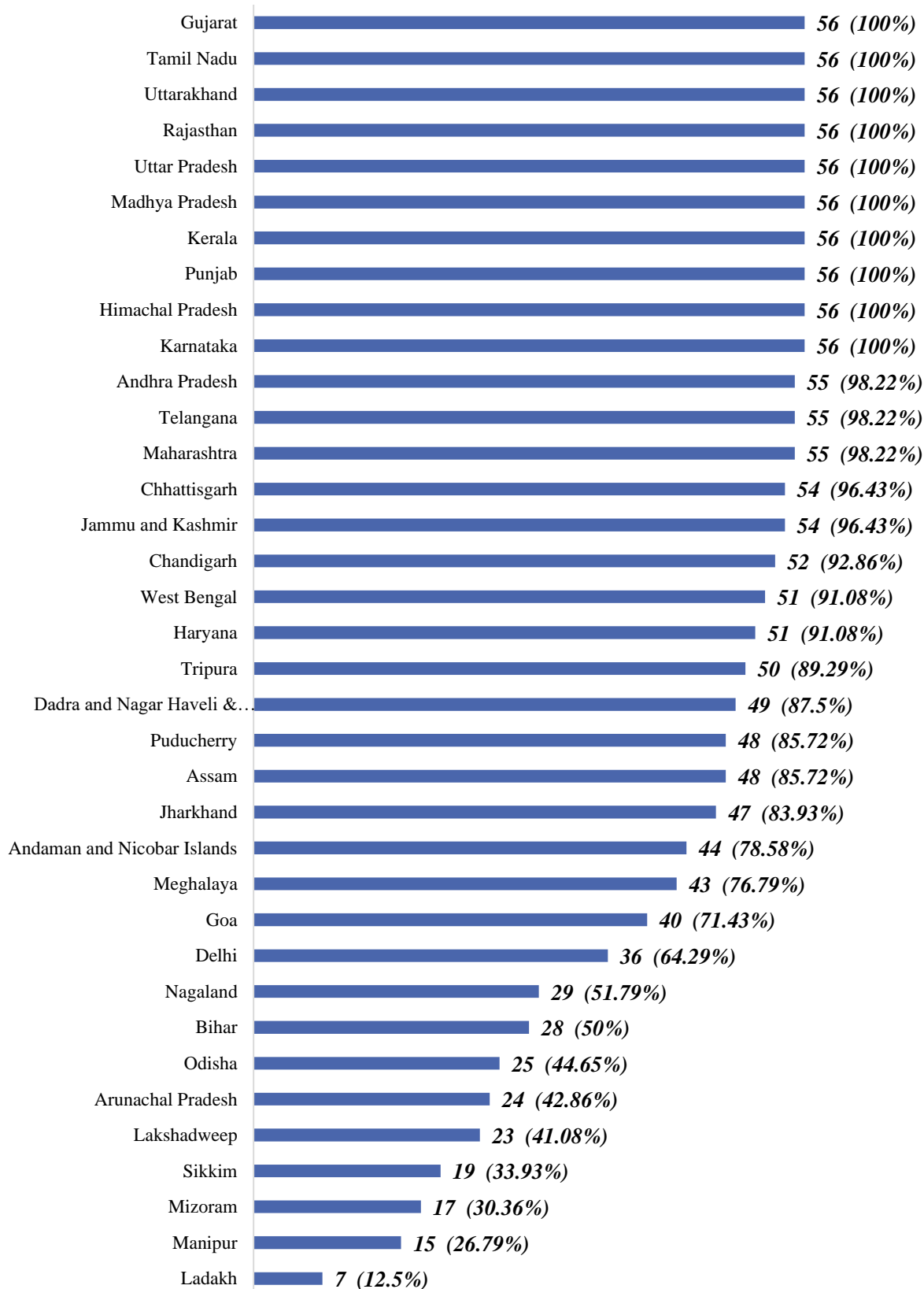
**Status of 56 Mandatory e-Services  
As per inputs on NeSDA – Way Forward dashboard**



**Mandatory e-Services  
1,581**

*Note: The aforementioned figures are uploaded by States/UTs as of 03/01/2025.*

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

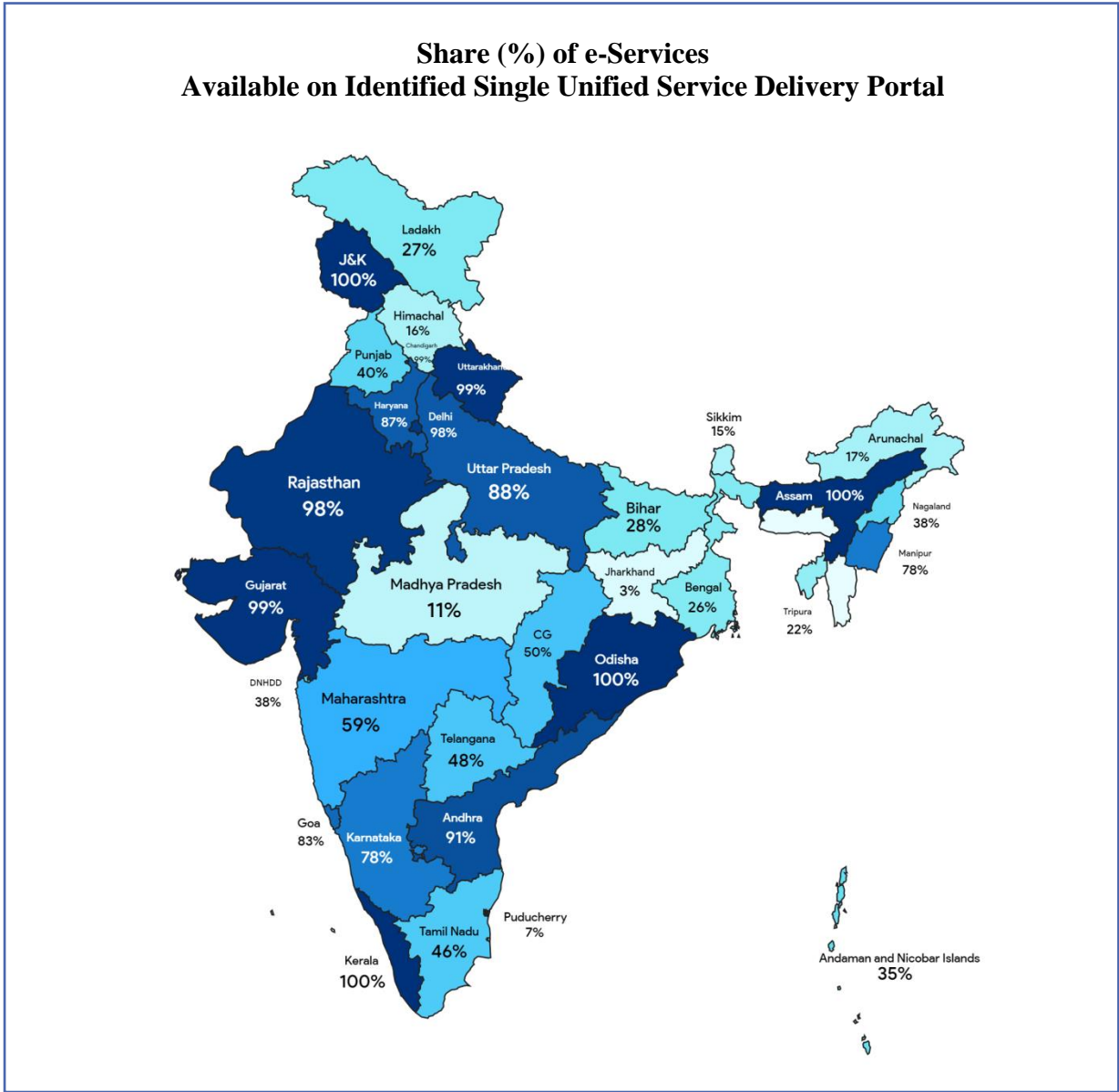


*Note: The aforementioned figures are uploaded by States/UTs as of 03/01/2025.*

## 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)
<b>Jammu and Kashmir</b>	e-UNNAT	eunnat.jk.gov.in	<b>100% (1164)</b>
<b>Odisha</b>	Odisha One	odishaone.gov.in	<b>100% (404)</b>
<b>Kerala</b>	e-Sevanam	services.kerala.gov.in	<b>100% (938)</b>
<b>Assam</b>	Sewa Setu	sewasetu.assam.gov.in	<b>100% (725)</b>
<b>Gujarat</b>	Digital Gujarat	digitalgujarat.gov.in	<b>99% (887)</b>
<b>Uttarakhand</b>	Apuni Sarkar	eservices.uk.gov.in	<b>99% (890)</b>
<b>Chandigarh</b>	e-District	eservices.chd.gov.in	<b>99% (354)</b>
<b>Delhi</b>	e-District	edistrict.delhi.gov.in	<b>98% (426)</b>
<b>Rajasthan</b>	e-Mitra	emitra.rajasthan.gov.in	<b>98% (608)</b>
<b>Andhra Pradesh</b>	AP Seva	vswsonline.ap.gov.in	<b>91% (524)</b>
<b>Uttar Pradesh</b>	Nivesh Mitra & e-District	niveshmitra.up.nic.in & edistrict.up.gov.in	<b>88% (793)</b>
<b>Haryana</b>	Saral Haryana	saralharyana.gov.in	<b>87% (747)</b>
<b>Goa</b>	Goa Online	goaonline.gov.in	<b>83% (199)</b>
<b>Karnataka</b>	Seva Sindhu	sevasindhu.karnataka.gov.in	<b>78% (1584)</b>
<b>Manipur</b>	e-District	eservicesmanipur.gov.in	<b>78% (31)</b>
<b>Maharashtra</b>	Aaple Sarkar	aaplesarkar.mahaonline.gov.in	<b>59% (315)</b>
<b>Chhattisgarh</b>	e-District	edistrict.cgstate.gov.in	<b>50% (149)</b>
<b>Telangana</b>	MeeSeva	ts.meeseva.telangana.gov.in	<b>48% (365)</b>
<b>Tamil Nadu</b>	e-Sevai	tnesevai.tn.gov.in	<b>46% (524)</b>
<b>Punjab</b>	Connect Punjab	connect.punjab.gov.in	<b>40% (196)</b>
<b>Dadra and Nagar Haveli &amp; Daman and Diu</b>	Single Window Portal	swp.dddgov.in	<b>38% (50)</b>
<b>Nagaland</b>	e-District	edistrict.nagaland.gov.in	<b>38% (24)</b>
<b>Andaman and Nicobar Islands</b>	e-District	edistrict.andaman.gov.in	<b>35% (114)</b>
<b>Bihar</b>	RTPS Bihar	serviceonline.bihar.gov.in	<b>28% (66)</b>
<b>Ladakh</b>	e-Seva	eseva.ladakh.gov.in	<b>27% (13)</b>
<b>West Bengal</b>	e-District	edistrict.wb.gov.in	<b>26% (105)</b>
<b>Tripura</b>	e-District	edistrict.tripura.gov.in	<b>22% (61)</b>
<b>Arunachal Pradesh</b>	Arunachal e-Service	eservice.arunachal.gov.in	<b>17% (53)</b>
<b>Himachal Pradesh</b>	e-District	edistrict.hp.gov.in	<b>16% (83)</b>
<b>Sikkim</b>	Sikkim SSO	sso.sikkim.gov.in	<b>15% (8)</b>
<b>Madhya Pradesh</b>	MP Online	mponline.gov.in	<b>11% (109)</b>
<b>Puducherry</b>	e-District	edistrict.py.gov.in	<b>7% (44)</b>
<b>Jharkhand</b>	Jharsewa	jharsewa.jharkhand.gov.in	<b>3% (12)</b>
<b>Meghalaya</b>	Meghalaya Online	meghalayaonline.gov.in	<b>-</b>

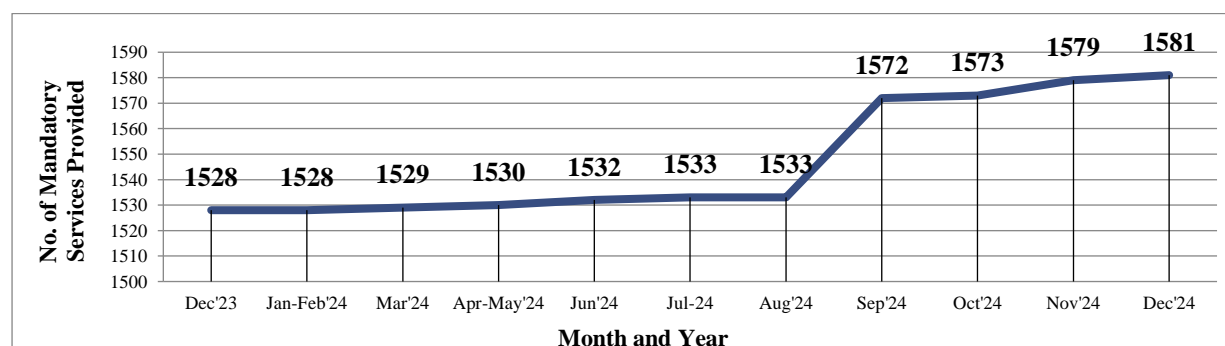
*Note: The aforementioned details of single unified portals are as informed and uploaded by States/UTs on NeSDA – Way Forward dashboard, as of 03/01/2025. Lakshadweep and Mizoram do not have a single unified services portal. States that have not uploaded their services' URL through their single unified service portal on NeSDA – Way Forward dashboard are marked (-)*

## 5. Enhancing Coverage: Saturation of Mandatory e-Services

NeSDA Way Forward plays a pivotal role in evaluating and advancing the nation's e-governance landscape. A core objective of NeSDA is to promote the saturation of mandatory e-services, expand the range of e-services, and encourage the adoption of centralized service delivery platforms. To align with these objectives, the Department has been actively working to enhance e-service delivery, particularly in the North Eastern states, aiming to improve their overall NeSDA scores.

To achieve the goal of saturating of **56 mandatory e-services** in states/UTs with significant growth potential, particularly those with tough terrain and unique challenges in service delivery, including the North Eastern region, the Department has implemented targeted initiatives. These include conducting interactive workshops, focused meetings, and brainstorming sessions with state representatives to foster collaborative solutions and knowledge exchange.

Prior to delving into details, the following graph provides a visual representation of the overall growth in the delivery of the identified mandatory e-services across all states/UTs achieved in the previous 12 months.



The subsequent section provides a comprehensive overview of the mandatory e-services within three of the seven established focus sectors, namely **‘Local Governance and Utility’**, **‘Labour and Employment’** and **‘Social Welfare (including Health, Agriculture, and Home Security)’**. It also outlines the delivery channels utilized by states for the delivery of these services. This resource serves as a guide for states and UTs, outlining the relevant services, associated departments, and platforms used for delivery.

The final section highlights actionable focus areas for states with untapped potential in mandatory e-services. With a focus on the aforementioned sectors, it emphasizes on remaining gaps, aiming for complete saturation and improved service delivery nationwide.

## 5.1 Overview of Mandatory e-Services

In this chapter, we discuss the mandatory e-services offered within the ‘Local Governance and Utility’, ‘Labour & Employment’, and ‘Social Welfare (including Health, Agriculture, and Home Security)’ sectors, three of the seven established focus areas of the NeSDA framework. The chapter also highlights the delivery channels employed by states for the provision of these services. Subsequent monthly editions of this report shall expand to cover the remaining focus sectors of the NeSDA framework.



### LOCAL GOVERNANCE AND UTILITY

#### 1. Property Tax Online Payment

Property tax payment by online through net banking, e-wallet, debit card or credit card for local tax payment collected by the municipal authorities from the property owners



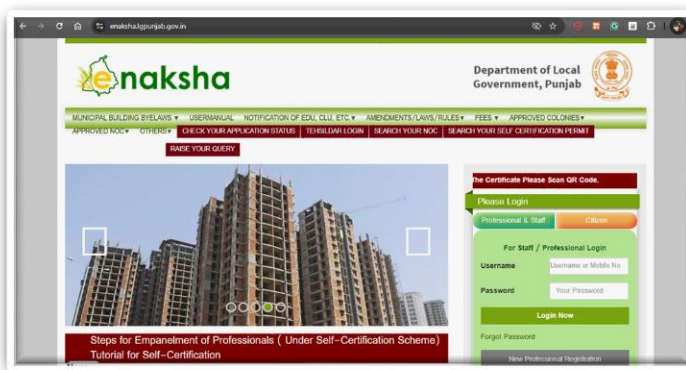
[https://emunicipality.tripura.gov.in/propertytax/Property\\_online/frm\\_self\\_ass\\_payment.aspx](https://emunicipality.tripura.gov.in/propertytax/Property_online/frm_self_ass_payment.aspx)

#### Tripura

- Provided on the ‘e-Municipality’ by D/o Urban Development
- Designed and developed by National Informatics Centre (NIC)
- Personalized dashboard for both citizens and administrators available
- Detailed dashboard and MIS view available
- Provision to apply services and track application
- Provision of Property Tax Calculator available
- Relevant contact details and helpline number available

## 2. Building or Development Permit

Online application for building permit which is the official approval issued by the local governmental agency that allows you or your contractor to proceed with a construction or remodelling project on your property intended to ensure that the project plans to comply with local standards for land use, zoning, and construction and to ensure the safety of current and future owners and occupants providing enforcement of zoning and land use policies



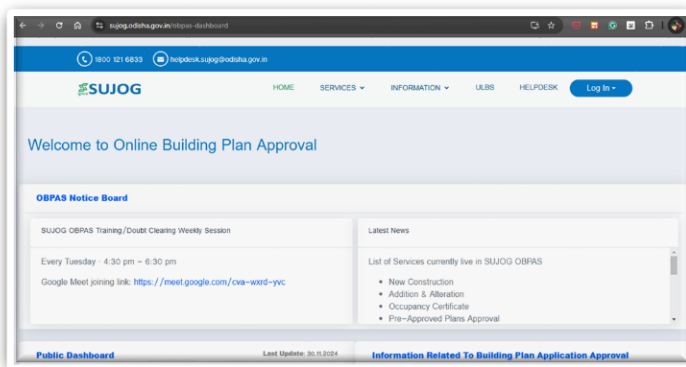
<https://enaksha.lgpunjab.gov.in/>

### Punjab

- Provided on the 'e-naksha portal' by department of local government
- Login and personalized dashboard for both citizens and administrators
- Available contact details, helpline number
- Provision to track application status

## 3. Application for NOC for Building (Plan) Construction

Viewing of process, procedure, documents required and online application for No Objection Certificates, approvals and licenses required for an establishment before construction, during construction and after construction like fire NOC, CLU, building plan, firefighting scheme, etc.



<https://sujog.odisha.gov.in/obpas-dashboard>

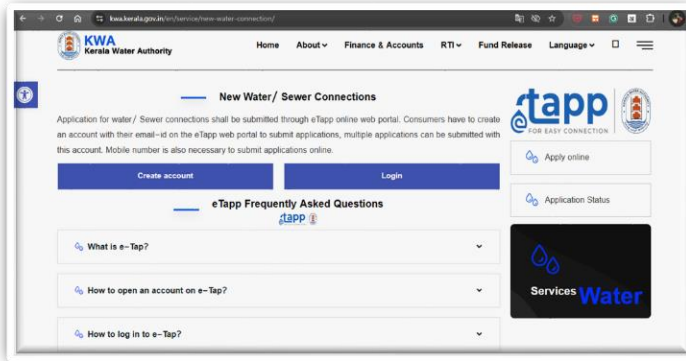
### Odisha

- Provided by SUJOG (Sustainable Urban Services in a Jiffy)
- Available section for latest News and Public Dashboard for services
- Available contact details, helpline number



#### 4. Application for Water Connection (Business)

Online application form for water supply connection for business/commercial/industrial use by creating new registration, login with registered user name, online payment to buy application form, fill in application form and upload of required documents such as sanctioned building plan, khata certificate, road cutting permission, photographs of building, owner, and rain water harvesting system, receipt of GBWASP payment, occupancy certificate



<https://kwa.kerala.gov.in/en/service/new-water-connection/>

#### Kerala

- Provided on the eTapp online web portal by Kerala Water Authority
- Developed and maintained by IT Wing, KWA
- Available in both English and Malayalam
- Available contact details, helpline number, and FAQs

#### 5. Birth Certificate

Online application form for the mandatory birth certificate to register every birth in which registration must be done within 21 days of the birth, which provides details on date of birth, place of birth, name, guardian's names, etc



[https://eolakh.gujarat.gov.in/Download\\_Certificate.aspx#appointment](https://eolakh.gujarat.gov.in/Download_Certificate.aspx#appointment)

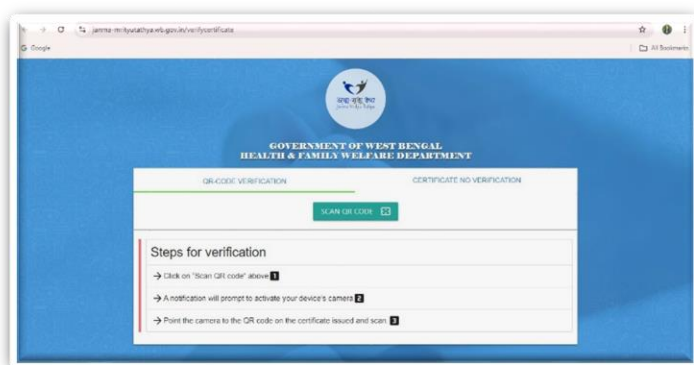
#### Gujarat

- Provided and managed by the health and family welfare department
- Provision to download certificate using Application: No



## 6. Death Certificate

Online application for death certificate serving as a document issued to the nearest relatives of the deceased stating the date, fact and cause of death



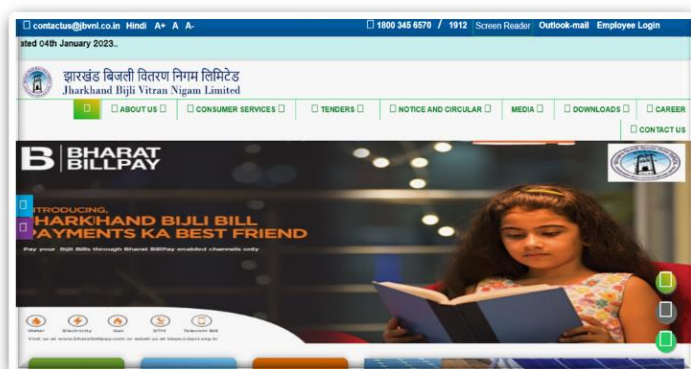
<https://janma-mrityutathya.wb.gov.in/>

### West Bengal

- Provided on the 'Janma mrityu tathya Portal' by Health and family Welfare Department
- Login and personalized dashboard for citizens
- Available Rule amendment, Guidelines & Notifications

## 7. e-Payment of Electricity Bills (Business)

Online electricity bill payment by businesses/commercial enterprises on respective electricity department website by logging in through contract account number, verifying bill details and making payment through credit/debit card/other available online payment methods



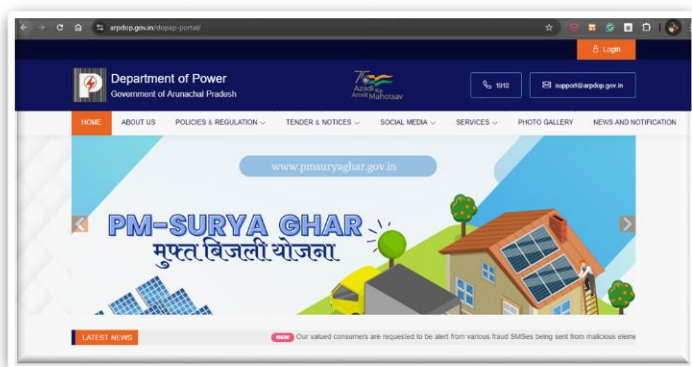
<https://jbvnl.co.in/>

### Jharkhand

- Provided by Jharkhand Bijli Vitran Nigam Limited
- Available section for latest News and Tenders
- Available Quick bill payment provision
- Available links of mobile app to avail services

## 8. e-Payment of Electricity Bills (Citizen)

Online electricity bill payment by citizens on the respective electricity department website by logging in through contract account number, verifying bill details and making payment through credit/debit card/other available online payment methods



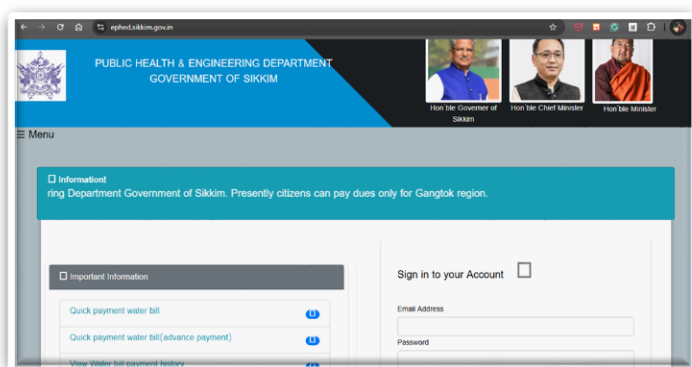
<https://www.arpdop.gov.in/dopap-portal/>

### Arunachal Pradesh

- Provided by Department of Power
- Provision to view bill and pay bill
- Available section for latest News & Notifications
- Available contact details, helpline number
- Available links of the mobile apps

## 9. e-Payment of Water Bills

E-payment service through water bill payment system by entering consumer id/mobile number/email id to preview the latest bill, proceed to payment option and make the payment online through the payment gateway by selecting the desired option from the available methods



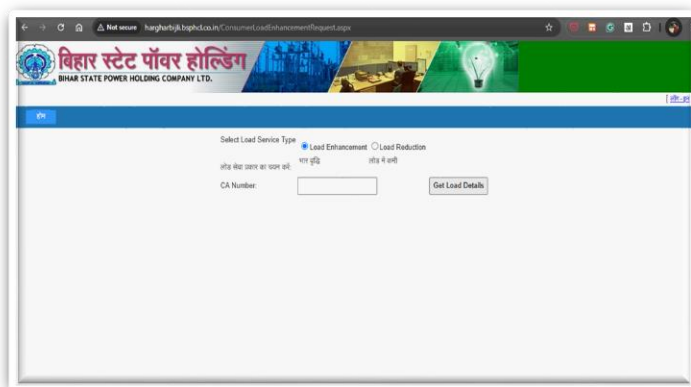
<https://ephed.sikkim.gov.in/>

### Sikkim

- Provided by Public Health & Engineering Department
- Developed and Hosted by National Informatics Centre (NIC)
- Content Owned and Managed by PHED Department

## 10. Load change/ Category change

Online application for addition or reduction of load in respect of electricity service connection through the respective web portal by filling in the required details of type as per applicant category of load addition or load reduction, consumer number, region code and other details such as name, billing address, mobile number, email id, etc.



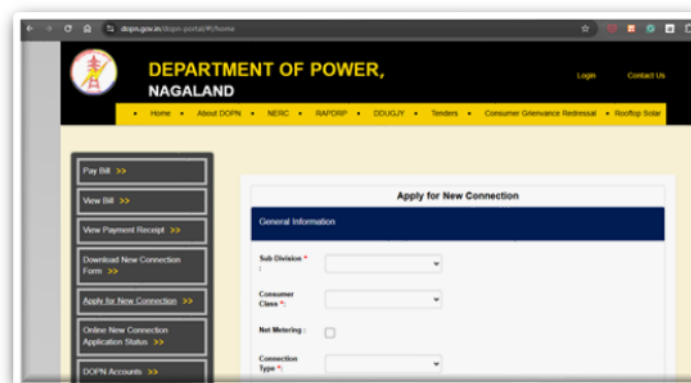
[http://hargharbijli.bsphcl.co.in/  
ConsumerLoadEnhancementRequest.aspx](http://hargharbijli.bsphcl.co.in/ConsumerLoadEnhancementRequest.aspx)

### Bihar

- Provided by Bihar state power holding company
- Provision to view bill and pay bill
- Available section for latest News & Event

## 11. New electricity Supply Connection (Business)

Online application by businesses/commercial enterprises for new electricity service connection through filling in details required in the non-domestic supply form as per the type of new service, district, service category, type of ownership of property, name, billing address, mobile number, e-mail id, etc. and upload the required supporting documents attested by the company secretary/director for a new connection



<https://www.dopn.gov.in/dopn-portal/>

### Nagaland

- Provided by Department of Power
- Provision to apply for new connection and track application status
- Provision to view bill and pay bill
- Available consumption calculator in portal
- Available contact details, helpline number, and FAQs

## 12. Occupancy Certificate

Applicant can submit an online application for occupancy certificate that is issued by the local municipal authorities or by the building proposal department declaring that the construction of the building is in accordance with the approved plans when a building is constructed and is ready to be occupied implying that the building has proper civic infrastructures like water, sanitation and electricity



<https://www.jkhuddobps.in/>

### Jammu and Kashmir

- Provided on the 'Online Building Permission System and CLU Application Portal' by Housing and Urban Development Department
- Chatbot available

## 13. Permission for Water Connections

Online application for new domestic water service connection for installation of water and sewer connection by the water supply and sewerage board



<https://www.hyderabadwater.gov.in/en/index.php/services/prospective-consumer-services/apply-water-and-sewerage-connection>

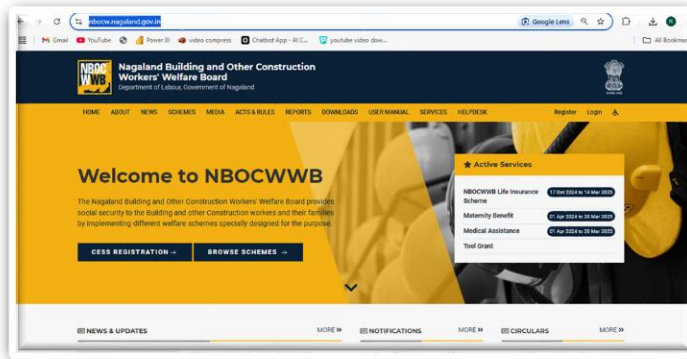
### Hyderabad

- Provided by Hyderabad Metropolitan Water Supply and Sewerage Board
- Access to a list of e-services with detailed information
- Provision to apply for new connection and track application status
- Provision to provide feedback



## 1. Application for License of a Contractor (s) for recruitment of migrant workmen (G2B)

Registering and grant of license under the Motor Transport Workers Act, 1961, for regulating the varied employment conditions enforced to present special rights to motor transport workers for their welfare and to provide them with amicable working conditions



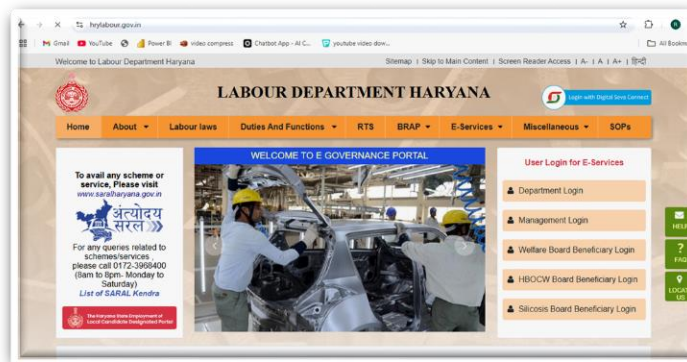
<https://nbcow.nagaland.gov.in/>

### Nagaland

- Logins and Dashboards for Citizens, CSC Officials
- Contact details, helpline number, FAQs & create ticket available
- Circulars, Notifications & latest news and update section in place
- Website Content Maintained by NBCOWWB
- Available External Links of Department Portal
- Available in language English and Hindi

## 2. Application for Registration of Shops and Establishment (G2B)

Applying under the Shop & Establishment Act, that regulates payment of wages, hours of work, terms of service, wages for holidays, leave policy, work conditions, overtime work, interval for meals and rest, prohibition for employment of children, employment of young persons or women, maternity leave and benefits thereof, opening and closing hours, closed days, weekly holiday, dismissal, cleanliness, lighting and ventilation, fire safety and precautions, accidents, record keeping, etc. within the prescribed number of days from date of commencement in the prescribed form along with prescribed fees



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

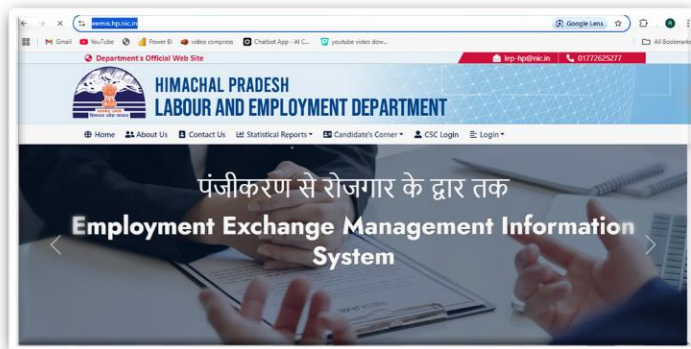
### Haryana

- Logins and Dashboards for Citizens and departments
- e-services & details available
- Functionality to change screen font size and contrast
- Available in language English and Hindi
- Provision to verify certificate
- Available Daily Orders, Notification and latest news and update section
- Contact details, helpline number and FAQs available



### 3. Employee Registration (G2C)

Online registration facility provided by the State / UT to allow their employees to register with the government -register by providing necessary details



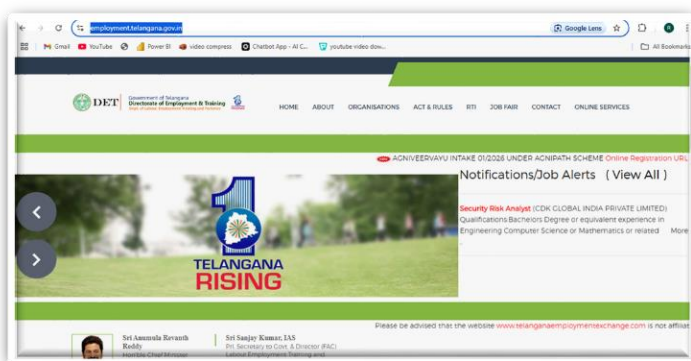
<https://eemis.hp.nic.in/>

#### Himachal Pradesh

- Logins and Dashboards for Candidate, Employee, Organization
- Detailed dashboard with Statistical Reports view available for users
- Available Employment Exchange MIS Analytical Dashboard and Upcoming Job Vacancies section
- Available Important Links of Department Portal
- Designed and developed by NIC HP
- Available contact details and helpline number

### 4. Employer Registration (G2B)

Online registration of employer with the department to avail the facility of finding the right candidate to fill vacancies by the posting of job vacancies and searching the candidate database for suitable resumes



<https://employment.telangana.gov.in/>

#### Telangana

- Login and personalized dashboard for Job Seekers', Employers and administrators
- Available Latest Job's list with details
- Detailed dashboard view available for users
- Available guidelines, contact details, helpline number and FAQs
- Available Useful Links, Notification and latest news and update section
- Developed by Beulah Software Solution

## 5. Job Seeker Registration (G2C)

Online registration facility provided by the State / UT for the job seekers register by providing necessary details



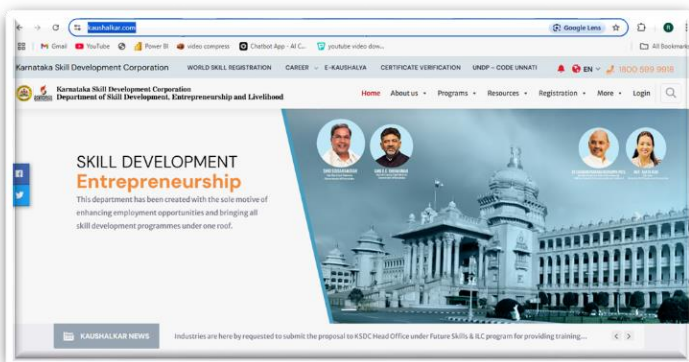
<https://sewayojan.up.nic.in/>

### Uttar Pradesh

- Logins and Dashboards for Candidate
- Provision available to search and apply government jobs and Private jobs
- Available Useful Links, Notification and latest news and update section
- Functionality to change screen font size and contrast
- Available in language English and Hindi
- Available guidelines, contact details, helpline number and FAQ
- Website is designed, developed, maintained and hosted by NIC

## 6. Job Skill Development (G2C)

Enhancing skills through institutional training, infrastructure, convergence, trainers, overseas employment, sustainable livelihoods and leveraging public infrastructure



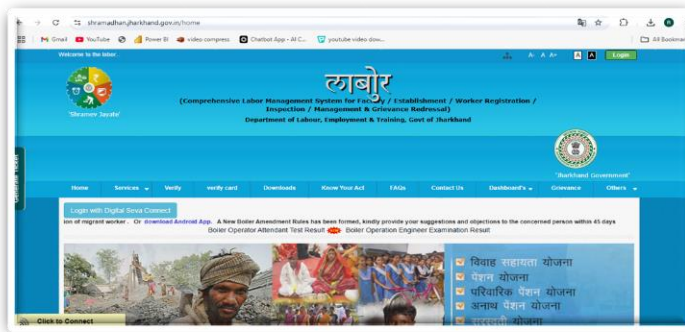
<https://www.kaushalkar.com/>

### Karnataka

- Login and personalized dashboard for both citizens and administrators
- Available in language English and kannada
- Available Events, Success Stories, Featured article section and Useful Links
- Registered Training Partners 4834+
- Registered Students 1370750+
- Trained Students 318364+
- Trained Faculty 13022+
- Available contact details and helpline number

## 7. Registration and Licensing - Motor Transport Workers Act (G2B)

Registering and grant of license under the Motor Transport Workers Act, 1961, for regulating the varied employment conditions enforced to present special rights to motor transport workers for their welfare and to provide them with amicable working conditions.



<https://shramadhan.jharkhand.gov.in/home.action>

### Jharkhand

- Login and personalized dashboard for citizens
- Available contact details, helpline number and FAQs
- Provision available provide grievance
- Detailed MIS Report and dashboard view available for users
- Provision available to verify worker card using Id-Card No / Application Id
- Designed & Developed by JAP-IT
- Functionality to change screen font size and contrast





## SOCIAL WELFARE (Including Health, Agriculture, and Home Security)

### 1. Child Registration (G2B)

Child birth registration is the official recording of the child's birth by the government administrative processes as a permanent and certified record. This official recording of birth is done by the hospital with the concerned health authorities.



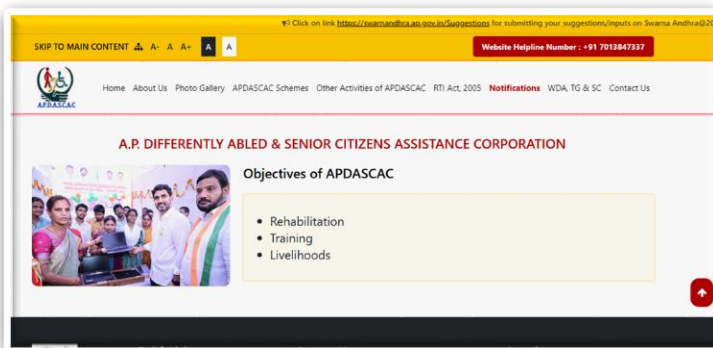
<https://crsorgi.gov.in/web/index.php/auth/login>

#### Maharashtra

- Login and personalized dashboard for both citizens and Department
- Available contact details, helpline number and FAQs
- Provision available to download report and Forms
- Available News & Update section

### 2. Financial Aid/Assistance (for differently abled / widows / disabled / handicapped etc.) (G2C)

Users can access details on schemes such as Assistance to Disabled Persons for Purchase/Fitting of Aids and Appliances (ADIP Scheme), Deendayal Disabled Rehabilitation Scheme to promote voluntary action for persons with Disabilities (DDRS Scheme), National Awards and National Scholarships for persons with disabilities, Trust Fund for empowerment of persons with disabilities and schemes arising out of the implementation of related programmes



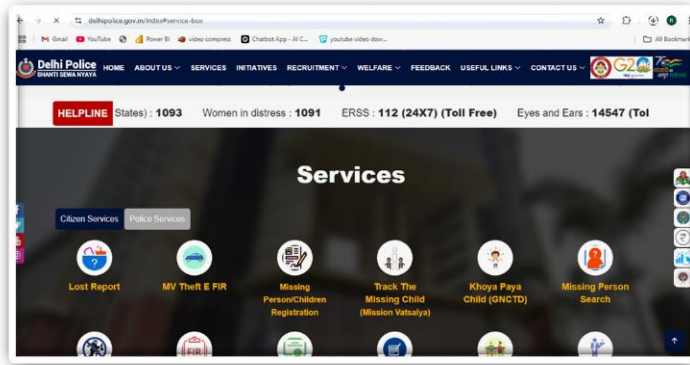
<https://apdascac.ap.gov.in/>

#### Andhra Pradesh

- Provision available to check application status using application number
- Functionality to change screen font size and contrast
- Available contact details and helpline number
- Website Visitors Count: 0135937
- Designed & Developed by krify.co

### 3. Missing Person Registration (G2C)

Online facility for citizens to report cases of missing persons



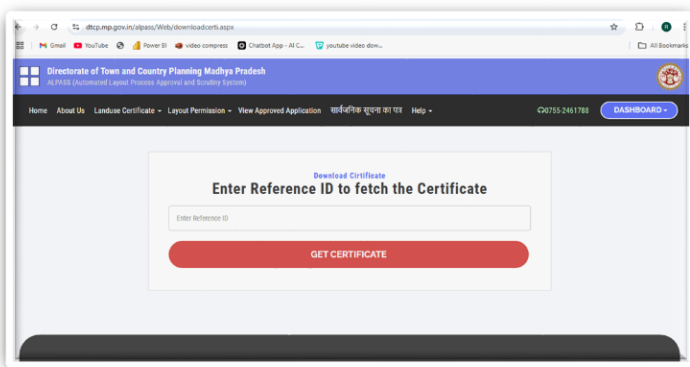
<https://delhipolice.gov.in/index#service-box>

#### Delhi

- Available links to download the TATPAR Mobile app
- Available Latest Events & Notification and Important Links section
- Available contact details and helpline number
- Provision available to check police station near by
- Provision available provide feedback
- Available in language English and Hindi
- Designed & Developed by NeGD

### 4. NOC for new establishments (G2B)

No Objection Certificate (NOC) for new hospital buildings subject to conforming with the mentioned guidelines in the NBC (National Building Code) of India, 2016 including the details of fire prevention, firefighting and evacuation measures



<https://dtcp.mp.gov.in/alpass/Web/downloadcerti.aspx>

#### Madhya Pradesh

- Detailed dashboard view available for users
- Available contact details, helpline number and FAQs
- Provision available to view, apply and download certificate
- Provision available to check application approved details
- Designed & Developed by MPSSDI, MPSEDO

## 5. Online Complaint Registration (G2C)

Online facility for citizens to lodge complaints with the police department



<https://cctnsup.gov.in/Citizenportal/Login.aspx>

### Uttar Pradesh

- Login and personalized dashboard for citizens and Integrated with Meri Pehchaan – Single Sign-On (SSO)
- Provision available to apply services
- Provision available for verify certificate
- Essential Guidelines, Important Information and latest news/update section Available
- UPCOP android mobile app to avail services Available

## 6. Online Registration System for OPD Appointment (G2C)

Online Registration System for OPD appointment is the framework to link various hospitals for Aadhar based online registration and appointment system for patients in which OPD registration and appointment system through HMIS (Hospital Management Information System) has been digitalized, enabling the patient to book online appointments with various departments of different hospitals using eKYC data/Aadhar number/UHID number



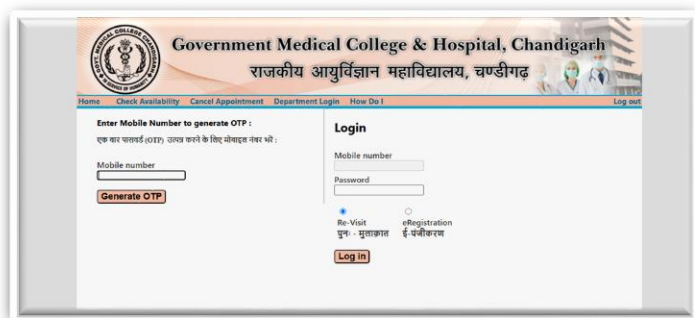
<https://rghs.rajasthan.gov.in/RGHS/home/>

### Rajasthan

- Integrated with Meri Pehchaan – Single Sign-On (SSO)
- Direct links to download the RGHS Connect mobile app for on-the-go access
- Contact details, helpline number and FAQs available
- Related Links of Department Portal and Recent Updates Section Available

## 7. Patient Registration (G2C)

Online patient registration through Aadhaar-linked mobile number verification



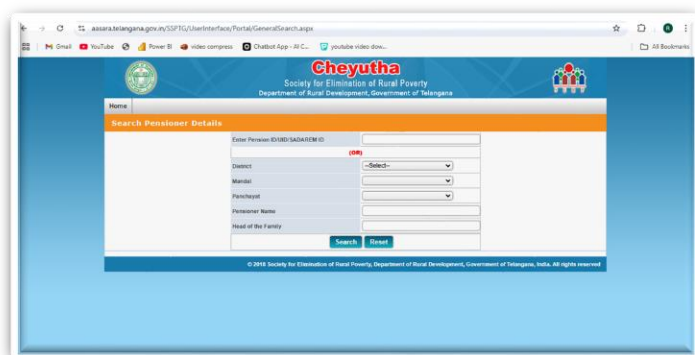
<http://admser.chd.nic.in/gmchjul/>

### Chandigarh

- Login and personalized dashboard for both citizens and Department
- Provision available to check availability and book appointment
- Functionality to change screen font size and contrast
- Available contact details and helpline number

## 8. Pension (any type) (G2C)

Pension through the e-National Pension System (eNPS) to open pension account and make contributions to the account with the objective to provide social security to the citizens of India, regulated by the PFRDA



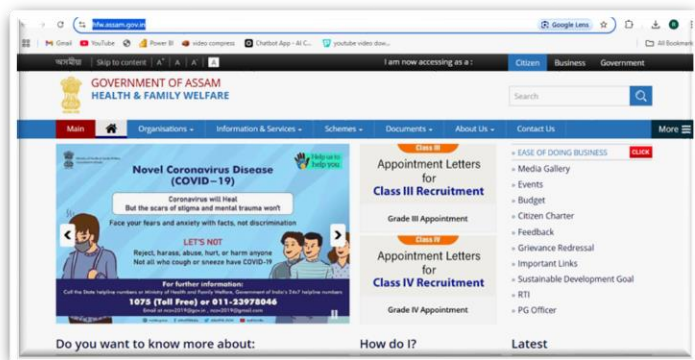
<https://www.aasara.telangana.gov.in/SSPTG/UserInterface/Portal/GeneralSearch.aspx>

### Telangana

- Login and personalized dashboard for both citizens and Department
- Provision available for Quick Search
- Available contact details and helpline number

## 9. Pregnant women assistance (including Benefit transfers) (G2C)

Schemes that are assisting pregnant women to avail benefits Ex: -Under the JSY (Janani Suraksha Yojana), eligible pregnant women are entitled for cash assistance in a government or accredited private health facility along with DBT (Direct Benefit Transfers) being rolled out in various districts to reduce maternal and infant mortality by promoting institutional delivery



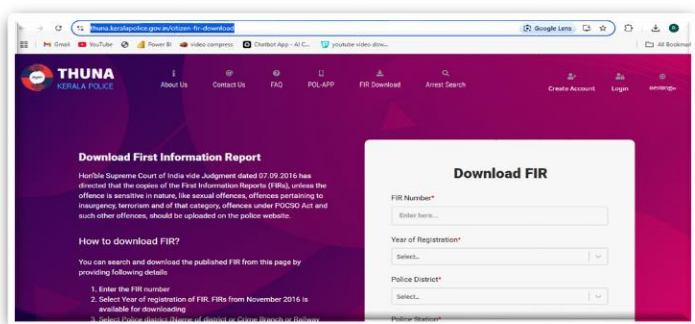
<https://hfw.assam.gov.in/>

### Assam

- Provision to give feedback
- Available in language English and Assamese
- Available Related Links of Department Portal, Information & services
- Functionality to change screen font size and contrast
- Available contact details, helpline number and FAQ
- Designed & Developed by: National Informatics Centre (NIC)

## 10. Request for FIR copy (G2C)

Online service for citizens to request a copy of an FIR by submitting required details



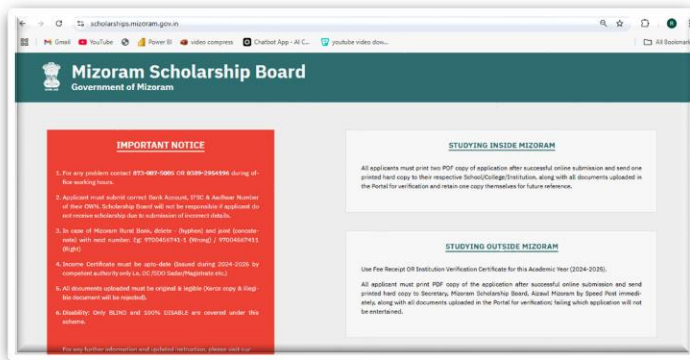
<https://thuna.keralapolice.gov.in/citizen-fir-download>

### Kerala

- Login and personalized dashboard for citizens
- Available in language English and Malayalam
- Provision to Contact and seek FAQs
- Related Links of Department Portal, District website and government websites available
- Site Developed and Maintained by CCTNS Division, Kerala Police
- Link of POL-App available for iOS and android users

## 11. Scholarships for students (G2C)

Students can apply for scholarships for the categories of pre-matric scholarship scheme, post matric scholarship scheme, top class scholarship scheme and merit cum means (MCM) scholarship scheme through the online portal



<https://scholarships.mizoram.gov.in/>

### Mizoram

- Provision to verify application using application ID number, available
- Important notices, news & updates section available
- Website compatible in all modern browsers
- Best Screen Resolution to view: 1280x1048 pixels
- Provided by Department of Information & Communication Technology Government of Mizoram



## 5.2 Strengthening Mandatory e-Services Delivery

The NeSDA framework provides a comprehensive assessment of G2C and G2B services within seven focus sectors: Finance, Labour and Employment, Education, Local Governance and Utility Services, Social Welfare (including Health, Agriculture, and Home Security), Environment and Tourism. The framework places particular emphasis on the 56 identified mandatory e-services, which are vital for enhancing citizen and business interactions with the government.

While the Chapter 3 of this report outlines the status of provision of the identified mandatory e-services across all sectors, the current section identifies states/UTs with significant untapped potential in mandatory e-service delivery. The following table presents a detailed analysis of the mandatory e-services within the focus sectors of ‘Local Governance and Utility’, ‘Labour & Employment’ and ‘Social Welfare (including Health, Agriculture, and Home Security)’, focusing on the states/UTs with the highest potential to enhance their provision of overall mandatory services.

State/UT	Ladakh	Manipur	Mizoram	Sikkim	Arunachal Pradesh	Lakshadweep	Odisha	Bihar	Nagaland	Goa
Application for License of a Contractor (s) for recruitment of migrant workmen (G2B)					Y		Y	Y	Y	Y
Application for Registration of Shops and Establishment (G2B)				Y				Y	Y	Y
Employee Registration (G2C)		Y	Y	Y	Y		Y		Y	
Employer Registration (G2B)			Y				Y	Y	Y	
Job Seeker Registration (G2C)			Y					Y	Y	Y
Job Skill Development (G2C)								Y	Y	
Registration and Licensing - Motor Transport Workers Act (G2B)							Y	Y		Y

Application for NoC for Building (Plan) Construction (G2B)								Y		Y
Application for Water Connection (business) (G2B)					Y					Y
Birth Certificate (G2C)	Y	Y				Y	Y	Y	Y	Y
Building or development permit (G2B)	Y		Y							Y
Death Certificate (G2C)	Y	Y				Y	Y	Y	Y	Y
e-Payment of Bills (Business) (G2B)				Y	Y	Y			Y	Y
e-Payment of Bills (G2C)		Y	Y	Y		Y				Y
e-Payment of Electricity Bills (Citizen) (G2C)		Y	Y	Y	Y	Y	Y	Y	Y	Y
Load change/ Category change (G2B)								Y	Y	Y
New connection (business) (G2B)						Y	Y	Y	Y	Y
Occupancy Certificate (G2B)								Y		Y
Permission for Water Connections (G2C)							Y			Y
Property tax online payment (G2C)							Y	Y		Y
Child Registration (G2B)								Y		
Financial Aid/Assistance (for differently abled / widows / disabled / handicapped etc.) (G2C)	Y					Y			Y	
Missing Person Registration (G2C)					Y	Y				
NOC for new establishments (G2B)										



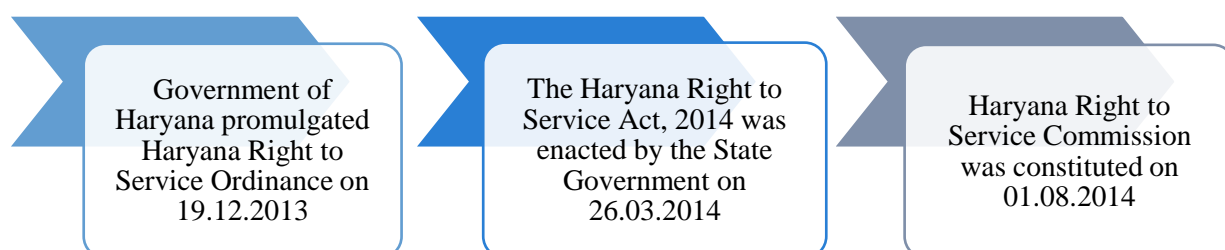
Online Complaint Registration (G2C)				Y	Y	Y	Y		Y	Y
Online Registration System for OPD Appointment (G2C)						Y				
Patient Registration (G2C)						Y				
Pension (any type) (G2C)				Y	Y		Y		Y	
Pregnant women assistance (including Benefit transfers) (G2C)						Y				
Request for FIR copy (G2C)					Y	Y	Y			Y
Scholarships for students (G2C)			Y	Y	Y		Y		Y	

## 6. Progress in State RTS Commission

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

State Right to Service (RTS) Commissions have made significant advancements in improving citizen service delivery across India. One standout example of this progress is the exemplary work done by the Haryana RTS Commission. Through its strategic initiatives, Haryana has enhanced the efficiency and transparency of public service delivery, ensuring that citizens have access to essential government services within stipulated timelines.

The Haryana Right to Service Act, 2014 was legislated with a vision to establish a robust service delivery mechanism for people.



### Legislative Journey of Haryana Right to Service Act, 2014

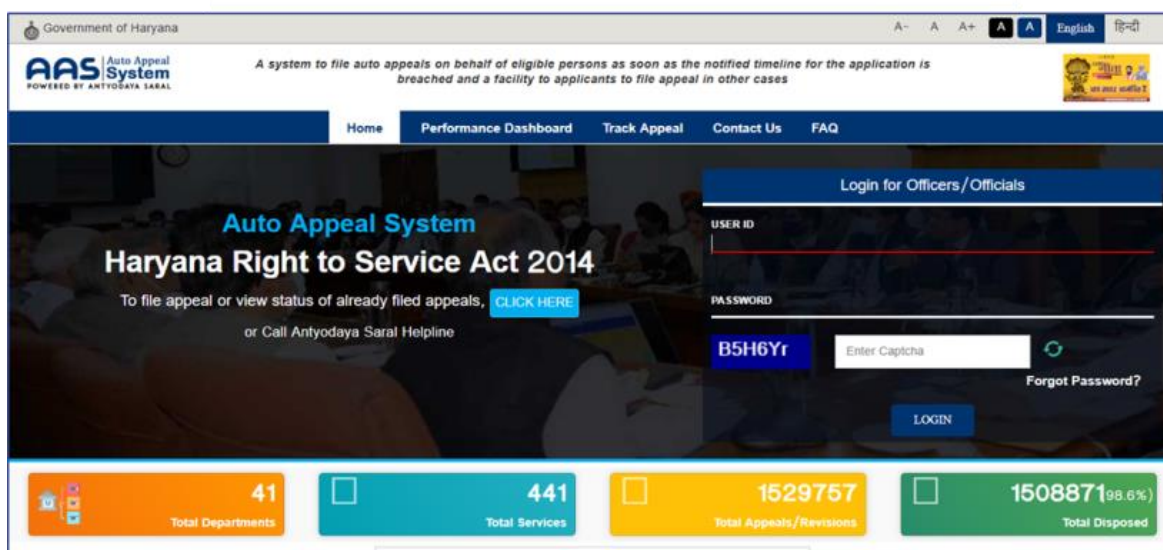
There was a provision of manual filing of appeals, in the event of delay in delivery of service, within the Act by the persons eligible to avail benefit of notified services of Departments/organizations but the same was cumbersome leading to citizens not coming ahead for filing appeals.

Auto Appeal System was finally launched by the Hon'ble Chief Minister Haryana, Sh. Manohar Lal in September 2021.



# AAS | Auto Appeal System

POWERED BY ANTYODAYA SARAL



The Auto Appeal Software (AAS) introduced by the State of Haryana marks a significant innovation in administrative justice and citizen engagement within the realm of public service delivery. It streamlines the appeals process for various service/ scheme related grievances by leveraging digital technologies to improve accessibility, transparency, and efficiency.

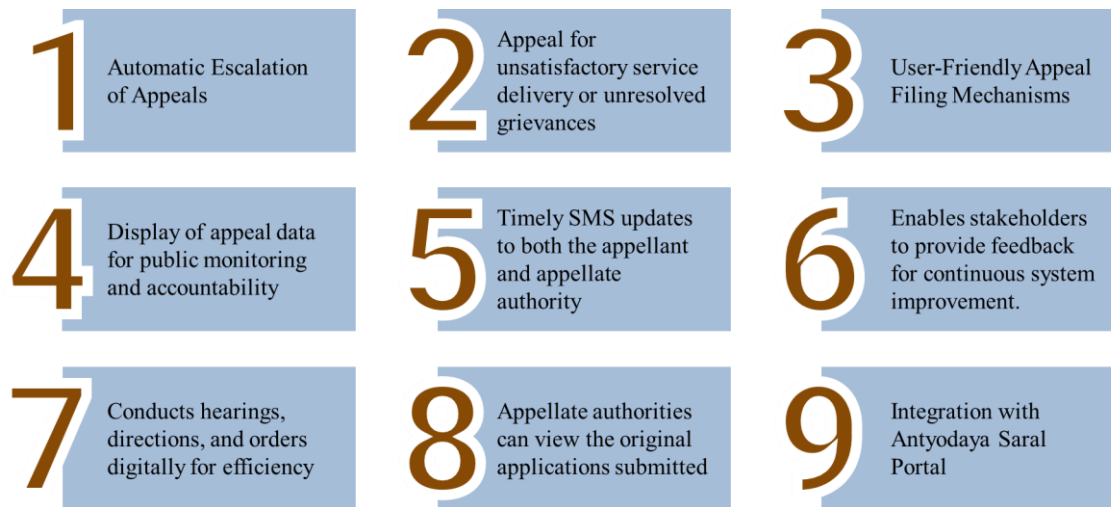
By automating and digitizing key aspects of the appeals procedure, the system not only aims to reduce bureaucratic hurdles but also seeks to empower citizens by providing a user-friendly interface to lodge appeals and track their status in real-time.

The Haryana Right to Service Act enacted on March 26, 2014, aims to establish accountability and transparency by ensuring government departments deliver services within specified timeframes. Under this Act, the Designated Officer (DO) is responsible for timely service delivery. The Act includes a three-tier appellate mechanism for individuals who do not receive services within stipulated timelines.

Initially, filing appeals under the Act was cumbersome, with only seven appeals filed in seven years before June 21, 2021, despite over 7 million services being delayed. This low appeal rate stemmed from various factors like public unawareness, inconvenient procedures, and the absence of an IT-enabled platform.

To address these challenges, the Auto Appeal Software (AAS) was conceptualised by Shri Trilok Chand Gupta, IAS (Retd.), Chief Commissioner, Haryana Right to Service Commission (HRTSC), and developed by NIC. Launched on September 1, 2021, by the Hon'ble Chief

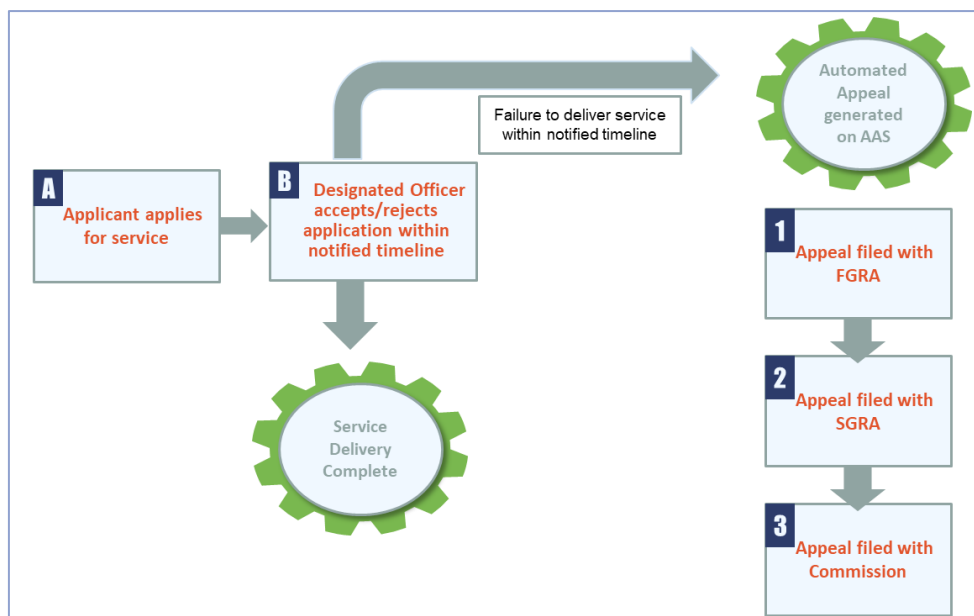
Minister of Haryana, AAS enables automatic appeals. Eligible applicants can file appeals in cases of wrongful rejection or unsatisfactory service, and automatic appeals are initiated if the DO fails to act.



### Salient features of the Auto Appeal System

This initiative aims to streamline the appeals process, making it more accessible and efficient, thereby ensuring that the Haryana Right to Service Act fulfils its intended purpose of improving service delivery for citizens. Resultantly, either the applied-for notified service is satisfactorily delivered or responsibility is fixed.

Once a designated officer fails to meet the stipulated timeframe or provides inadequate justification for rejection, an auto appeal is generated and automatically escalated to higher authorities.



### Process Flow Chart

Since its launch in September 2021, the AAS portal has significantly impacted the appeal process under the Haryana Right to Service Act. **801 services catering to citizens throughout their lifecycle are notified under the Haryana Right to Service Act, 2014.** Here are the latest statistics highlighting its effectiveness:

**Key Statistics of the AAS Portal (as on December 27, 2024)**

- Total appeals raised: 15,16,665
- Total appeals disposed of: 14,95,085 (98.6%)
- Appeals raised with First Grievance Redressal Authority (FGRA): 13,62,974
- Appeals raised with Second Grievance Redressal Authority (SGRA): 1,50,913
- Appeals raised to the Commission: 2,778

**AAS Dashboard for Enhanced Service Delivery Analysis and Reporting**

The AAS dashboard offers data-driven insights and trend analysis to improve service delivery. It enables departments to generate reports, make informed decisions, and implement strategies for continuous improvement; ensuring services align with public needs.



The various types of graphs available on the dashboard are:

- |           |  |           |   |
|-----------|--|-----------|---|
| <b>01</b> | District wise appeals/ revisions                     | <b>04</b> | Authority wise appeals/ revisions                 |
| <b>02</b> | Top 10 department wise appeals/ revisions            | <b>05</b> | Top 10 service wise appeals/ revisions            |
| <b>03</b> | Top 10 department wise appeals/ revisions in process | <b>06</b> | Top 10 service wise appeals/ revisions in process |

## 7. Appendix

### 7.1 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	Jun' 24	July' 24	Aug' 24	Sep' 24	Oct' 24	Nov' 24	Dec' 24
Karnataka	779	747	752	752	752	752	752	755	755	755	755	755	755	755	755	755	755	1414	2025
J&K	474	469	469	470	1028	1034	1075	1097	1117	1119	1119	1140	1140	1164	1164	1164	1164	1164	1164
Tamil Nadu	446	445	445	445	446	446	446	1078	1101	1128	1128	1128	1128	1128	1128	1128	1128	1128	1128
MP	637	731	948	1000	1010	1010	1010	1010	1010	1010	1010	1010	1010	1016	1016	1016	1016	1016	1016
Kerala	885	886	911	911	911	911	911	911	911	911	911	911	911	916	916	916	916	938	938
UP	709	706	713	714	714	714	798	798	798	798	798	798	800	800	800	800	800	822	904
Uttarakhand	596	595	595	725	782	826	831	865	865	865	865	887	889	889	889	889	889	889	900
Gujarat	191	228	444	443	443	443	443	443	443	443	443	443	618	654	654	682	643	894	894
Haryana	762	757	757	757	757	755	757	757	757	757	757	757	757	757	757	855	855	855	855
Telangana	493	491	582	757	768	768	768	768	768	768	768	768	768	768	768	768	768	768	768
Assam	263	259	259	259	259	452	469	469	469	469	469	469	469	472	628	628	628	725	725
Rajasthan	248	248	248	525	536	547	549	549	549	549	566	566	566	588	588	606	606	606	621
Puducherry	239	239	239	239	246	247	247	325	605	605	605	605	605	609	609	609	609	610	610
AP	606	574	579	579	579	579	579	579	579	579	579	579	579	579	579	579	579	579	579
MH	150	148	337	441	521	533	533	533	533	533	534	534	534	534	534	534	534	534	534
HP	500	494	500	500	500	500	500	500	500	501	502	503	503	504	504	504	504	504	504
Punjab	486	483	484	484	484	484	484	484	484	484	484	484	484	484	484	484	484	484	484
Delhi	412	416	416	436	436	436	436	436	436	436	436	436	436	436	436	436	436	436	436
Jharkhand	316	294	310	311	333	333	333	333	333	333	333	333	333	377	395	396	401	404	406
Odisha	211	373	383	383	404	404	404	404	404	404	404	404	404	404	404	404	404	404	404
WB	290	323	401	401	401	401	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	363	363	363	363
Chandigarh	231	221	221	224	224	224	224	224	224	224	224	224	224	232	233	236	236	236	357
A&N Islands	164	171	171	199	200	206	239	239	321	321	321	321	321	323	323	323	323	323	323
AR	34	101	298	298	309	309	309	309	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	296	296	296	296
Tripura	233	230	251	262	267	270	269	269	263	263	263	264	264	264	264	264	264	272	272
Goa	240	240	240	240	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	238	238	238	238
DNHDD	39	78	78	78	78	78	78	78	78	78	78	78	78	117	117	131	131	131	131
Mizoram	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
Nagaland	34	34	64	64	64	64	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	54	54	54	54
Ladakh	32	32	32	46	46	46	46	46	46	46	46	46	46	46	46	46	46	49	49
Lakshadweep	-	-	-	-	42	42	42	42	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	40	40	40	40
<b>Total</b>	<b>11,614</b>	<b>11,902</b>	<b>13,051</b>	<b>13,867</b>	<b>14,736</b>	<b>15,075</b>	<b>15,295</b>	<b>16,088</b>	<b>16,487</b>	<b>16,517</b>	<b>16,536</b>	<b>16,581</b>	<b>16,761</b>	<b>16,963</b>	<b>17,138</b>	<b>17,303</b>	<b>17,269</b>	<b>18,335</b>	<b>19,177</b>

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

State/UT	Dec' 23	Jan & Feb'24	Mar' 24	Apr & May'24	June' 24	July' 24	Aug' 24	Sep' 24	Oct' 24	Nov' 24	Dec' 24
A&N Islands	41	41	41	41	41	44	44	44	44	44	44
Andhra Pradesh	55	55	55	55	55	55	55	55	55	55	55
AR	24	24	24	24	24	24	24	24	24	24	24
Assam	42	42	42	42	42	44	44	44	44	48	48
Bihar	28	28	28	28	28	28	28	28	28	28	28
Chandigarh	41	41	41	41	41	47	48	51	51	51	53
Chhattisgarh	51	51	51	51	51	54	54	54	54	54	54
DNHDD	39	39	39	39	39	44	44	49	49	49	49
Delhi	36	36	36	36	36	36	36	36	36	36	36
Goa	40	40	40	40	40	40	40	40	40	40	40
Gujarat	51	51	51	51	51	51	51	55	56	56	56
Haryana	51	51	51	51	51	51	51	52	51	51	51
HP	55	55	56	56	56	56	56	56	56	56	56
J&K	54	54	54	54	54	54	54	54	54	54	54
Jharkhand	46	46	46	46	46	46	46	46	47	47	47
Karnataka	55	55	55	55	55	55	55	55	55	56	56
Kerala	54	54	54	54	54	56	56	56	56	56	56
Ladakh	7	7	7	7	7	7	7	7	7	7	7
Lakshadweep	23	23	23	23	23	23	23	23	23	23	23
Madhya Pradesh	56	56	56	56	56	56	56	56	56	56	56
Maharashtra	55	55	55	55	55	55	55	55	55	55	55
Manipur	15	15	15	15	15	15	15	15	15	15	15
Meghalaya	43	43	43	43	43	43	43	43	43	43	43
Mizoram	17	17	17	17	17	17	17	17	17	17	17
Nagaland	29	29	29	29	29	29	29	29	29	29	29
Odisha	25	25	25	25	25	25	25	25	25	25	25
Puducherry	48	48	48	48	48	48	47	47	47	48	48
Punjab	56	56	56	56	56	56	56	56	56	56	56
Rajasthan	56	56	56	56	56	56	56	56	56	56	56
Sikkim	13	13	13	13	13	13	13	19	19	19	19
Tamil Nadu	56	56	56	56	56	56	56	56	56	56	56
Telangana	55	55	55	55	55	55	55	55	55	55	55
Tripura	49	49	49	50	50	50	50	50	50	50	50
Uttar Pradesh	54	54	54	54	56	56	56	56	56	56	56
Uttarakhand	56	56	56	56	56	56	56	56	56	56	56
West Bengal	52	52	52	52	52	52	52	52	52	52	52
<b>TOTAL</b>	<b>1528</b>	<b>1528</b>	<b>1529</b>	<b>1530</b>	<b>1532</b>	<b>1553</b>	<b>1553</b>	<b>1572</b>	<b>1573</b>	<b>1579</b>	<b>1581</b>

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

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सत्यमेव जयते

**Department of Administrative Reforms & Public Grievances**

**Ministry of Personnel, Public Grievances & Pensions**

**Government of India**