



सत्यमेव जयते

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

NeSDA Way Forward

Monthly Report for State/UTs



NeSDA WAY FORWARD

February 2025

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1. Introduction

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

In view of encouraging findings of NeSDA 2021, NeSDA Way Forward PMU was setup to monitor the monthly progress in e-service delivery across States/UTs. DARPG monitors the progress made in e-service delivery and in the integrated service delivery portals 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, 22 NeSDA Way Forward Monthly Reports and Annual Report 2023 have been published to monitor the status of e-service delivery, across States/UTs.

In 2023, besides the regular monitoring across all sectors, the monthly reports released between the months of May and November, featured deep analysis of e-services in each of the seven-focus sectors, 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).

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

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

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

A. Saturation of e-services

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

B. Promote faceless and suo-moto entitlement-based delivery of services

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

C. Strengthening of Unified Service Delivery Portals

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

D. Identification of bottlenecks and dissemination of best practices

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

The NeSDA Way Forward Monthly Report for States/UTs, February 2025 is based on the inputs provided by States/UTs on *NeSDA – Way Forward* dashboard, as of 03rd March, 2025.



2. Key Highlights

Status of Implementation

- **20,250** e-services are provided across States/UTs. **Karnataka** provides maximum e-services (2089). Maximum e-services (**6,796**) lie in the sector – Local Governance & Utility Services
- **1,584** 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

- **Karnataka, Jammu & Kashmir, Kerala, Assam** and **Odisha** provide **100%** of their services through their identified Single Unified Service Delivery Portal i.e., **Seva Sindhu (2089)**, **e-UNNAT (1164)**, **e-Sevanam (938)**, **Sewa Setu (731)** and **Odisha One (404)**, respectively

Improvement in Quality of Service Delivery

- This Monthly Report focuses on the significant aspects of ‘**Leveraging Emerging Technologies**’ as a progressive parameter and highlights the level of compliance achieved by various states and Union Territories (*New: Leveraging Emerging Technologies*)

Enhancing e-Service Delivery with Right to Service Model

- This edition highlights how the (Meghalaya Right to State Public Services Act) MRTPS Act, 2020 ensures timely service delivery, while the MSPSDC Portal enables seamless online applications, enhancing efficiency and accessibility (*New: MRTPS Act*)

Deeper Look into City Level e-Governance

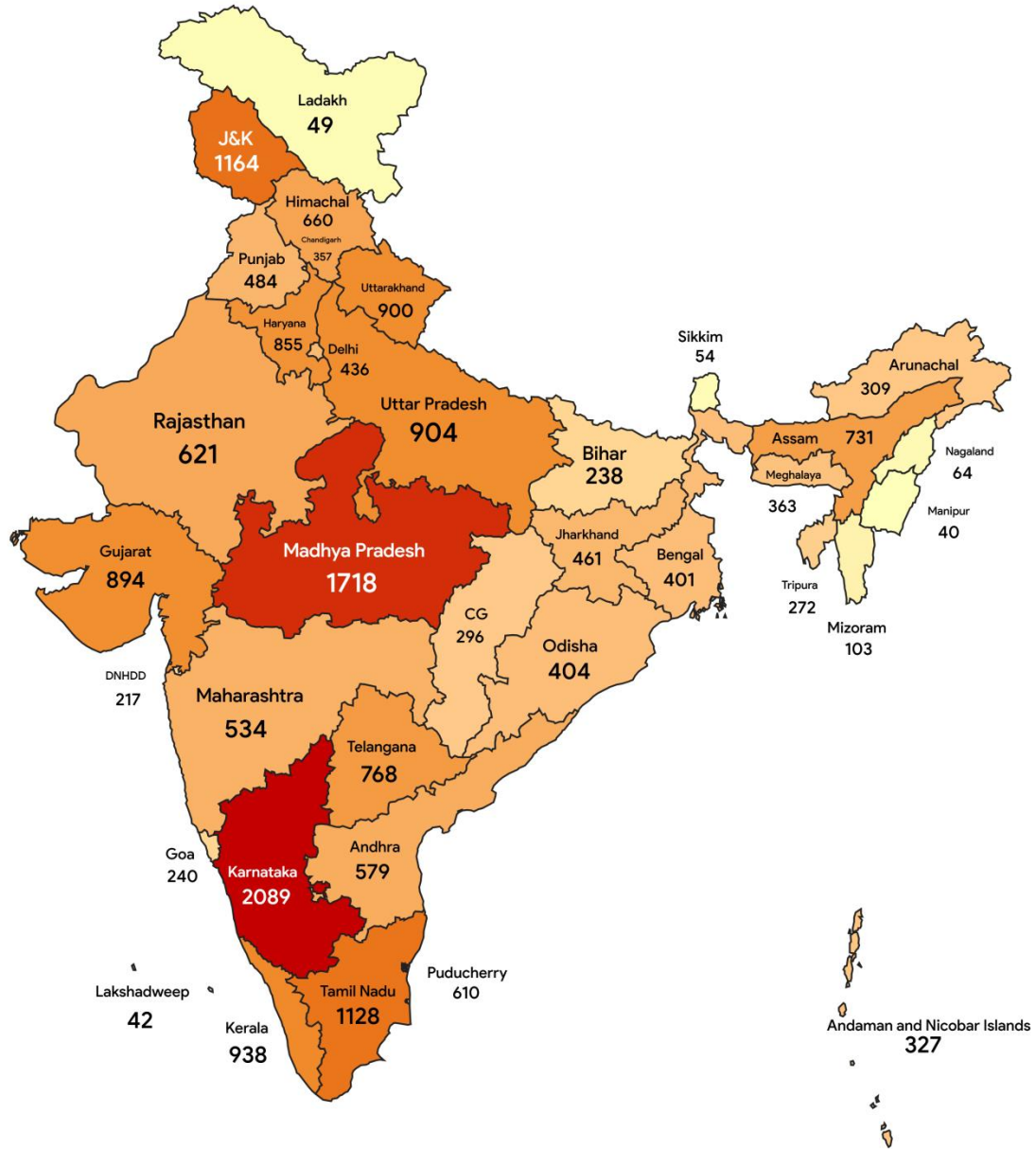
- As citizen interactions largely occur at the municipal level, this chapter highlights how city-level digital platforms are transforming service delivery along with showcasing few best practices from select city portals (*New: Best Practices from City Portals*)

Best Practices

- Comprehensive Service Delivery Portals associated with the Central Government Ministries/Departments have been highlighted to showcase some of the best practices (*New: Best Practices from GoI based Portals*)

3. Review of Status of Implementation in States/UTs

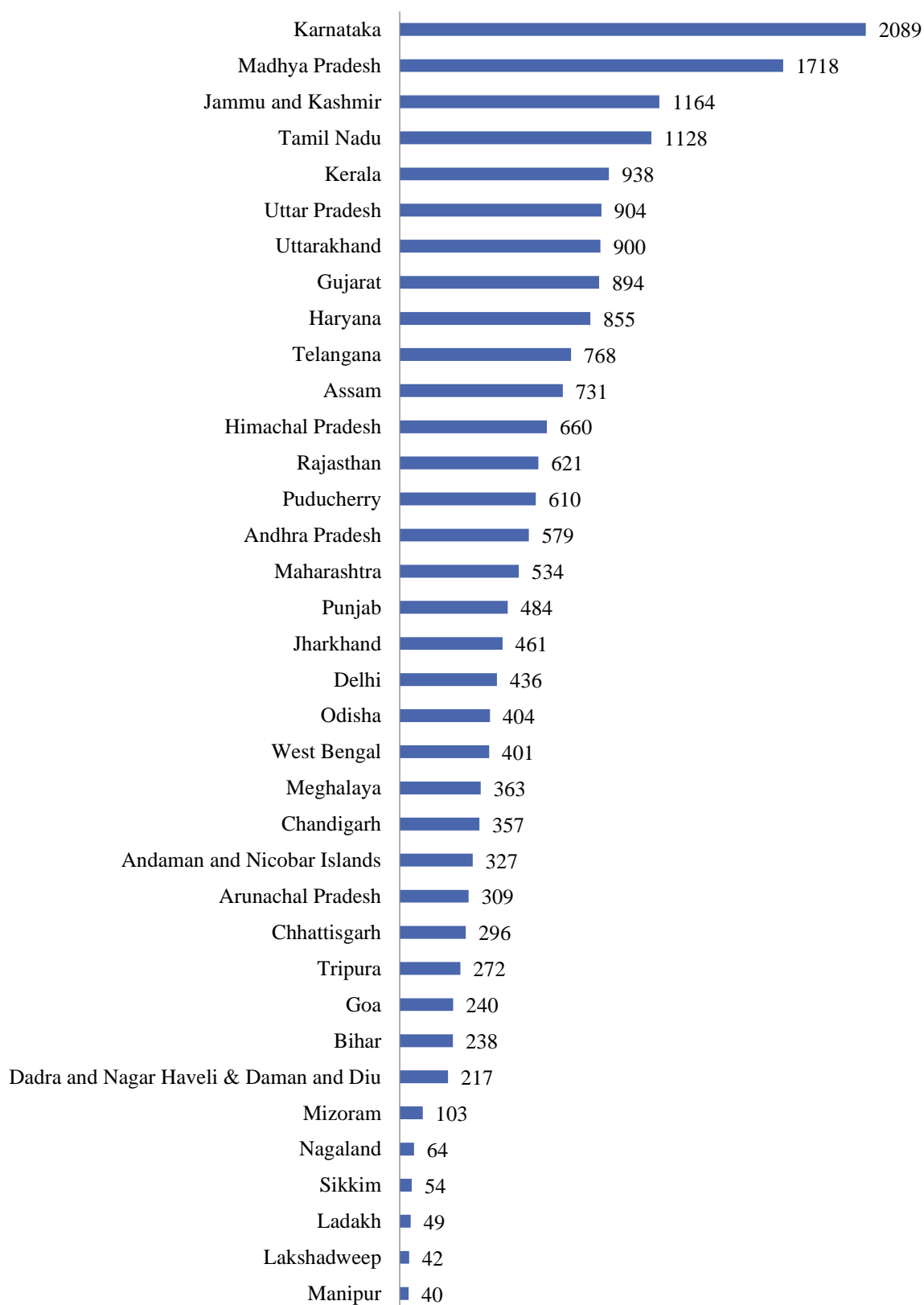
Status of e-Services
As per inputs on *NeSDA – Way Forward* dashboard



Total e-Services
20,250

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

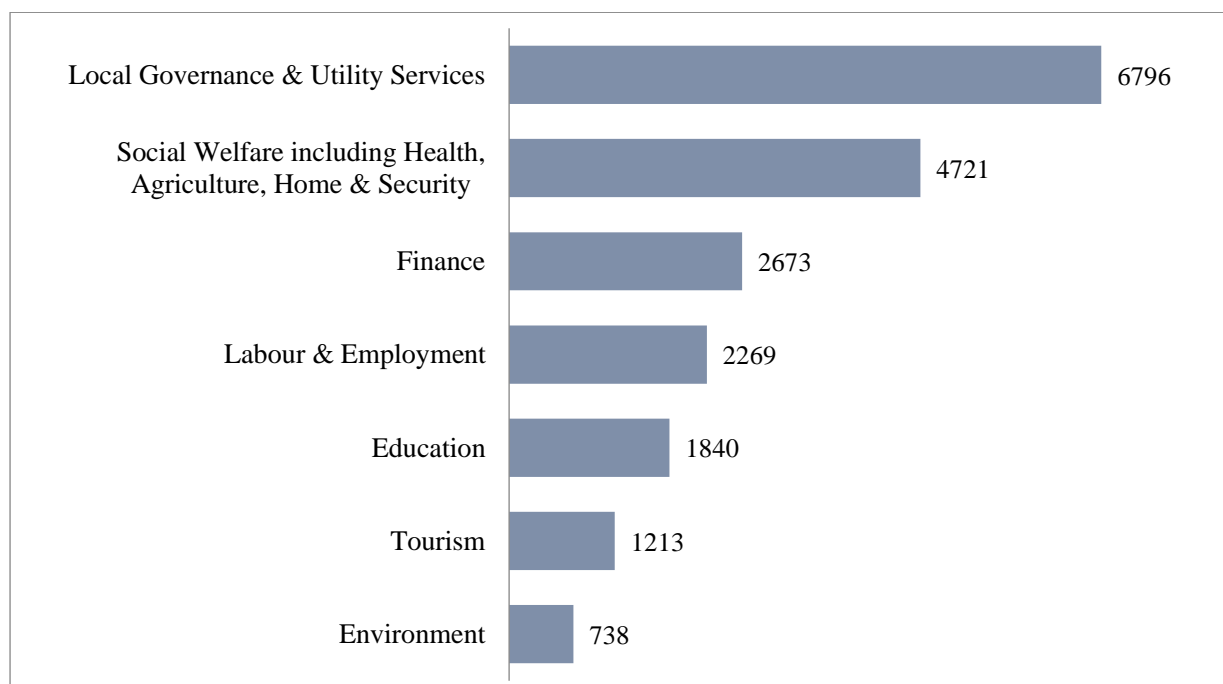
**Status of e-Services
As per inputs on NeSDA – Way Forward dashboard**



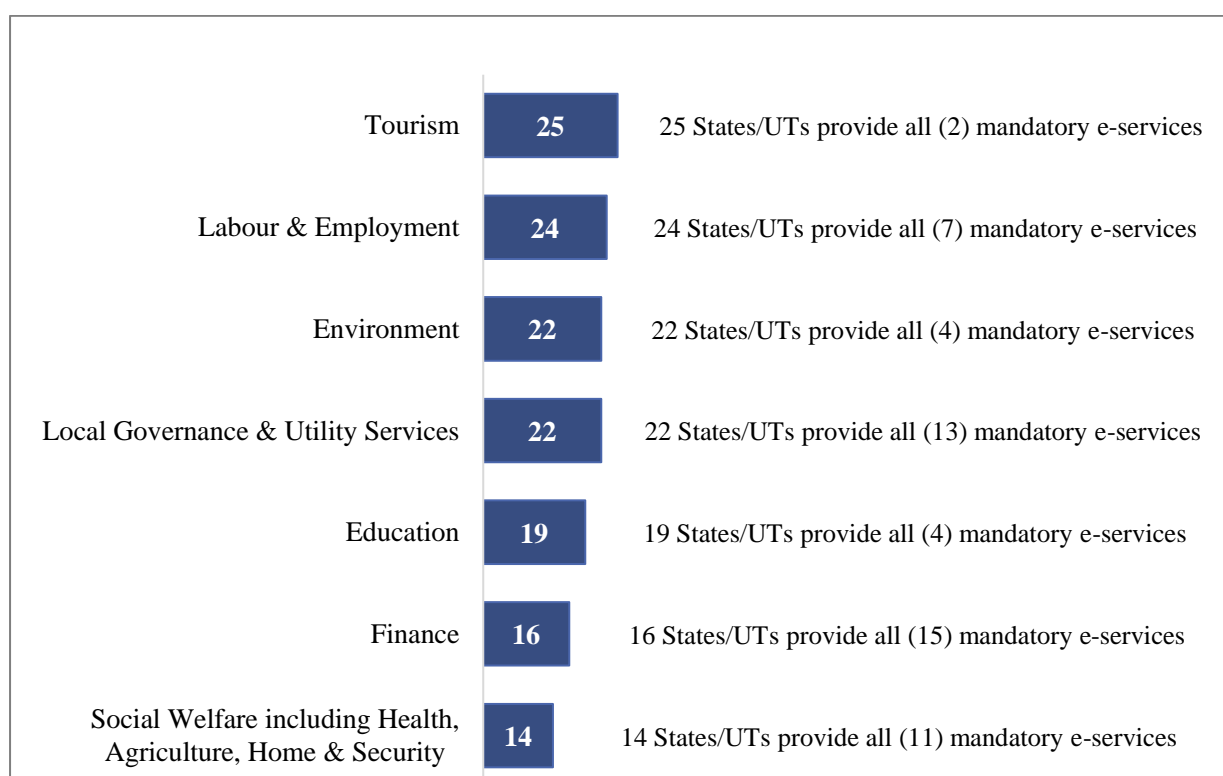
Monthly progress of status of e-services across States/UTs is attached in **Annexure 9.1**.

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

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

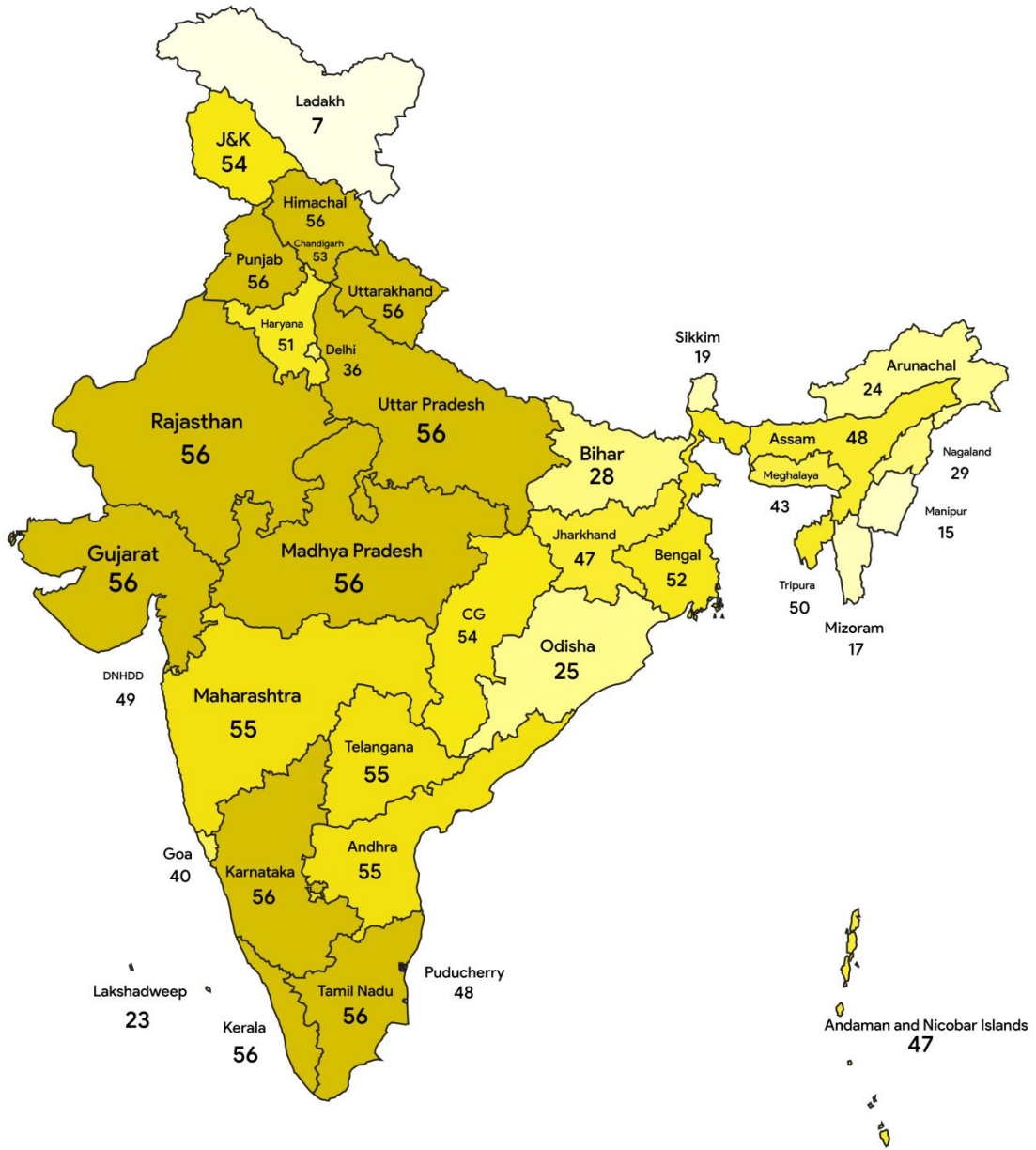


Sector-wise saturation status of mandatory e-services across States/UTs



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

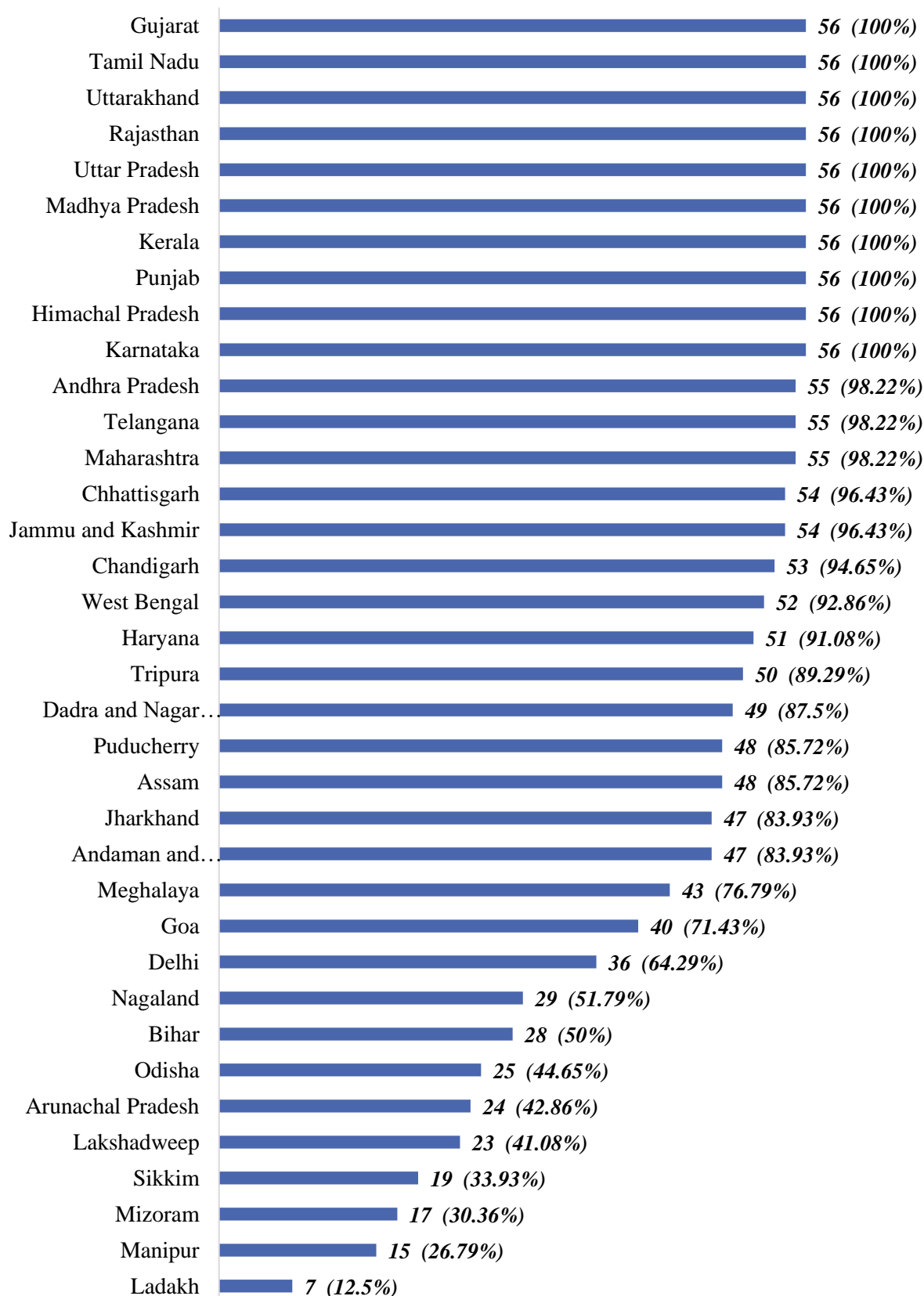
**Status of 56 Mandatory e-Services
As per inputs on NeSDA – Way Forward dashboard**



**Mandatory e-Services
1,584**

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

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



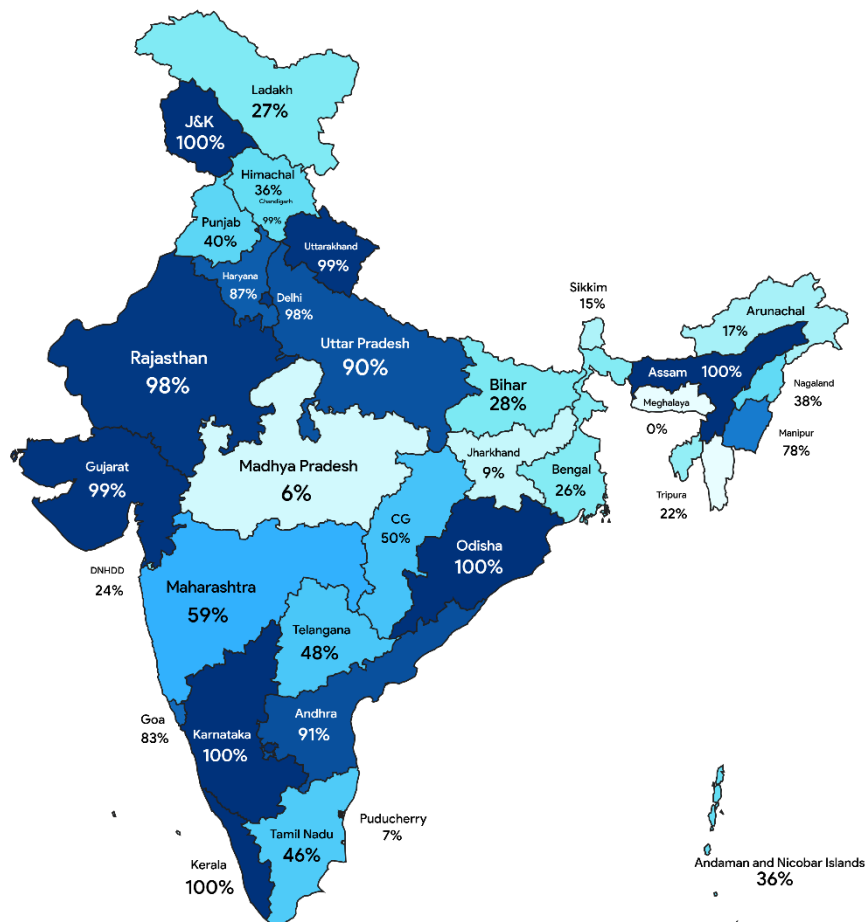
Note: The aforementioned figures are uploaded by States/UTs as of 03/03/2025.

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.

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)
Karnataka	Seva Sindhu	sevasindhu.karnataka.gov.in	100% (2089)
Jammu and Kashmir	e-UNNAT	eunnat.jk.gov.in	100% (1164)
Kerala	e-Sevanam	services.kerala.gov.in	100% (938)
Assam	Sewa Setu	sewasetu.assam.gov.in	100% (731)
Odisha	Odisha One	odishaone.gov.in	100% (404)
Gujarat	Digital Gujarat	digitalgujarat.gov.in	99% (887)
Chandigarh	e-District	eservices.chd.gov.in	99% (354)
Uttarakhand	Apuni Sarkar	eservices.uk.gov.in	99% (890)
Rajasthan	e-Mitra	emitra.rajasthan.gov.in	98% (608)
Delhi	e-District	edistrict.delhi.gov.in	98% (426)
Andhra Pradesh	AP Seva	vswsonline.ap.gov.in	91% (524)
Uttar Pradesh	Nivesh Mitra & e-District	niveshmitra.up.nic.in & edistrict.up.gov.in	90% (811)
Haryana	Saral Haryana	saralharyana.gov.in	87% (747)
Goa	Goa Online	goaonline.gov.in	83% (199)
Manipur	e-District	eservicesmanipur.gov.in	78% (31)
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)
Punjab	Connect Punjab	connect.punjab.gov.in	40% (196)
Nagaland	e-District	edistrict.nagaland.gov.in	38% (24)
Himachal Pradesh	e-District	edistrict.hp.gov.in	36% (238)
A&I Islands	e-Seva	anieseva.andaman.gov.in	36% (117)
Bihar	RTPS Bihar	serviceonline.bihar.gov.in	28% (66)
Ladakh	e-Seva	eseva.ladakh.gov.in	27% (13)
West Bengal	e-District	edistrict.wb.gov.in	26% (105)
DNHDD	Single Window Portal	swp.dddgov.in	24% (53)
Tripura	e-District	edistrict.tripura.gov.in	22% (61)
Arunachal Pradesh	Arunachal e-Service	eservice.arunachal.gov.in	17% (53)
Sikkim	Sikkim SSO	sso.sikkim.gov.in	15% (8)
Jharkhand	Jharsewa	jharsewa.jharkhand.gov.in	9% (43)
Puducherry	e-District	edistrict.py.gov.in	7% (44)
Madhya Pradesh	MP Online	mponline.gov.in	6% (98)
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 03/03/2025. 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. Improvement in Quality of Service Delivery

The NeSDA framework has been updated with the inclusion of three new assessment parameters: Open Government Data (OGD), e-Participation, and Leveraging Emerging Technologies. These additions aim to enhance transparency, promote citizen engagement, and drive the adoption of innovative technologies in government service delivery.

Among these, '**Leveraging Emerging Technologies**' plays a crucial role in transforming governance by integrating advanced digital solutions into public service delivery. The rapid evolution of emerging technologies such as Artificial Intelligence (AI), Blockchain, Internet of Things (IoT), and Cloud Computing has significantly reshaped the way governments function, interact with citizens, and provide essential services. These advancements have the potential to enhance efficiency, optimize decision-making, and improve accessibility.

DARPG recognizes the transformative power of these technologies in driving efficiency, reducing administrative bottlenecks, and delivering seamless services. Therefore, based on Online Service Index (OSI) of UNDESA eGovernment Survey, Leveraging Emerging Technologies by the States/UTs is considered to be critical.

This section of NeSDA Way Forward emphasises the comprehensive implementation of all components that constitute Progressive Parameters. The current edition focuses on the parameter '**Leveraging Emerging Technologies**' parameter.

The '**Leveraging Emerging Technologies**' parameter consists of 5 components each of which are listed below against the respective reference codes.

Reference Code	Components for Compliance
LET 1	Presence of strategy on leveraging Artificial Intelligence
LET 2	Availability of strategy on leveraging other emerging technologies - Block Chain, IoT, AR, VR, Robotics, etc.
LET 3	Availability of AI based Chatbot service on the portal to assist users
LET 4	Availability of AI based Chatbot service in both English and local language
LET 5	Adoption of other emerging technologies in service delivery

The State and Union Territory governments in India have begun strategically integrating emerging technologies such as Artificial Intelligence, Blockchain, IoT, AR/VR, and Robotics into their service delivery frameworks. While this adoption is in its initial stages, several states have taken significant steps by formulating policies and strategies to guide implementation. However, to fully leverage these technologies for enhancing citizen-centric services, a more structured and comprehensive approach is needed.

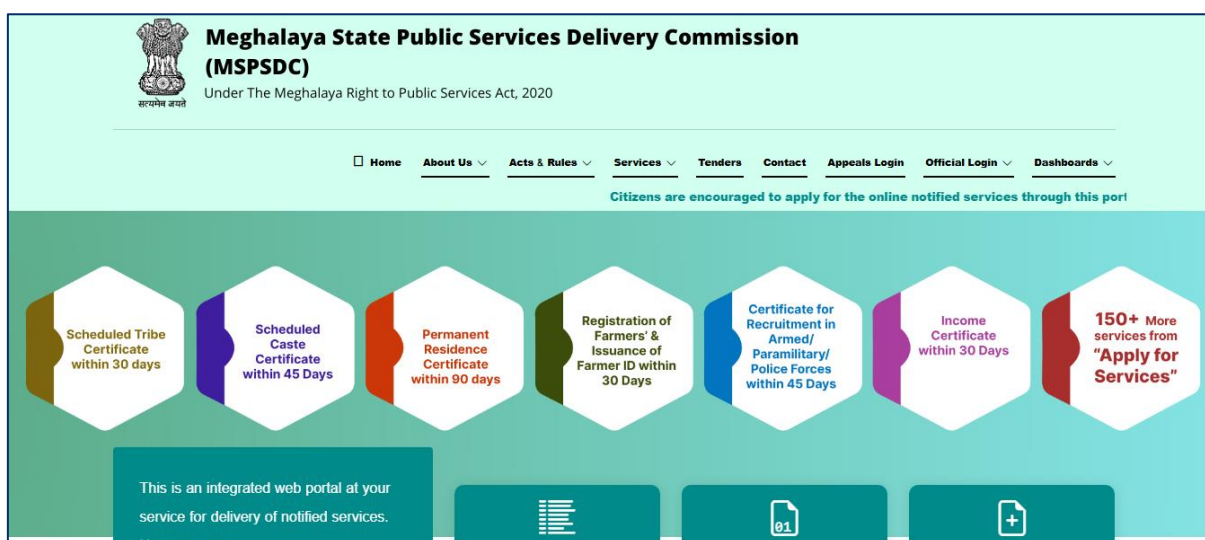
Key areas for advancement include the formulation of dedicated AI strategies, adoption of emerging technologies and the deployment of AI-based chatbot services in both English and local languages. Additionally, expanding the use of emerging technologies in service delivery will be crucial for improving efficiency, transparency, and accessibility. Achieving this requires sustained commitment, investment, and a clear roadmap for integration.

To facilitate monitoring and knowledge-sharing, all States and UTs are encouraged to share updates on their progress in adopting these technologies, including their compliance with the components under the 'Leveraging Emerging Technologies' framework. Regular updates to DARPG will enable the documentation of successful initiatives in upcoming monthly publications, fostering cross-learning and promoting the replication of best practices across other States and UTs.

6. Enhancing e-Service Delivery with Right to Service Model

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

State Right to Service (RTS) Commissions have made significant strides in improving citizen service delivery across India. One of the most promising RTS Commissions is in Meghalaya. This monthly report highlights how RTS Meghalaya is enhancing service delivery.



The Right to Public Services (RTS) framework has played a crucial role in improving service delivery timelines and efficiency in Meghalaya. The **Meghalaya State Public Services Delivery Commission (MSPSDC) Portal** enables citizens to directly apply for notified services online by providing links to the departmental websites, eliminating the need to visit multiple departmental websites. Applicants can track their application status and receive automated SMS and email alerts at every stage, enhancing transparency and reducing uncertainty. The portal is also accessible on both Android and iOS mobile devices for added convenience.

Additionally, the portal provides a facility for filing online appeals and conducting online hearings, ensuring grievances related to service delays or rejections are addressed efficiently. Citizens can file appeals without physical visits, reducing logistical burdens and accelerating dispute resolution.

Since its launch on **15th July 2022**, the portal has seen a significant rise in usage, with **nearly 3 lakh visitors as of 27th February 2025**—an impressive figure for a state with a population of just **35 lakhs**.



Faceless service delivery is a key component of digital governance, minimizing the need for physical interaction between citizens and government officials. In Meghalaya, out of 256 notifiable e-services, 201 services have been notified under the MRTPS Act 2020, and 161 of these are online services, leading to approximately 80% faceless service delivery.

Strategies adopted by Meghalaya RTPS to Overcome Challenges faced in faceless service delivery:

1. Meghalaya is working towards adding **250 more online citizen-centric services** to **broaden the scope of faceless service delivery**.
2. Meghalaya is committed to **improving the quality of existing e-services** by integrating new features into its service delivery portal.
3. To **increase accessibility**, Meghalaya is developing a **dedicated RTPS mobile application** available on both **iOS and Android platforms**.
4. Recognizing the challenges faced in **remote and digitally underserved regions**, the state is deploying **mobile volunteers** to assist citizens in accessing online services

Real-Time Monitoring Facility for Enhanced Service Delivery

Live Dashboard Tracking

- Enables **Appellate Authorities & the Commission** to monitor service delivery at every stage.
- Provides **drill-down insights** into individual applications for real-time issue resolution.

Ensures **accountability & transparency** in service delivery.
 Identifies and resolves **bottlenecks in real-time**.
 Strengthens **citizen trust** by improving efficiency.

Enhanced Governance & Oversight

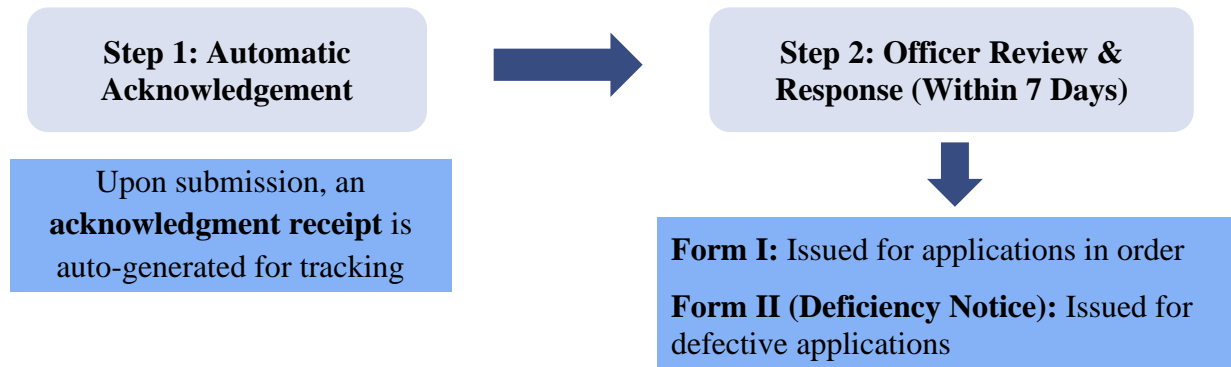
Automated Alerts & Notifications

- SMS & Email Alerts** for service delays sent to:
- ✓ Designated Officers
 - ✓ Appellate Authorities
 - ✓ The Commission

- Dashboards provided to:**
- ✓ Chief Minister
 - ✓ Chief Secretary
 - ✓ All Deputy Commissioners

Access for Key State Functionaries

The Two-Step Acknowledgement Process



Roadmap Ahead: Key Initiatives & Targets

MSPSDC has set the following targets:

- The state of Meghalaya intends to increase State online public services to 500 by September 2025 to expand digital service accessibility
- The state seeks to integrate relevant Central Public Service Portals to ensure seamless coordination between Central government platforms and MSPSDC, enabling real-time monitoring of state-level service delivery.
- The state intends to develop an RTPS Mobile App for citizens, providing an easy-to-use interface for applying for services, tracking status, and receiving updates
- The state of Meghalaya aims to notify at least 450 online services under the MRTPS Act by March 2026, ensuring more services are included within the legal framework for guaranteed timelines
- The state intends to improve the quality of all notified e-services to meet the digital service standards of NeSDA and IndEA (MeitY)
- The state of Meghalaya aims to provide a single sign-on facility for citizens and officials, simplifying access to multiple services with a unified authentication system. This facility will enhance user convenience, reduce login-related issues, and improve the overall user experience
- The state plans to notify all relevant State public services under the MRTPS Act by September 2026, ensuring comprehensive coverage of citizen-centric services

7. Deeper Look into 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.

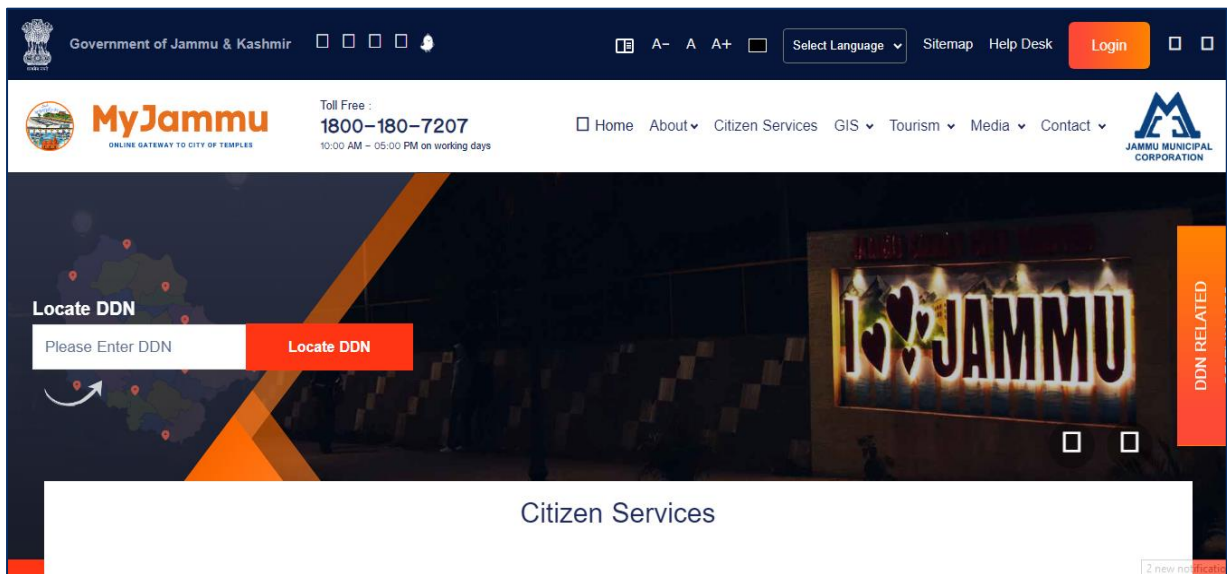
With rapid urbanization, the demand for efficient local governance and seamless service delivery is rising. Establishing robust digital platforms for urban local bodies is no longer a choice but a necessity. Recognizing this, India's Smart Cities Mission and the 2022 UN e-Government Survey have underscored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

Moving forward, upcoming reports will further assess the status of mandatory online services at the city level, providing a comprehensive view of how urban e-Governance is evolving across India. By identifying and promoting successful models, this initiative aims to support cities in developing inclusive and responsive digital governance frameworks that cater to the growing needs of urban populations. Some of the notable city/municipal service delivery portals and digital initiatives featured in this section include:

City (State/UT)	Portal Name
Jammu (Jammu & Kashmir)	My Jammu
Dehradun (Uttarakhand)	Nagar Nigam Dehradun
Itanagar (Arunachal Pradesh)	Itanagar Municipal Council
Port Blair (Andaman & Nicobar)	Port Blair Municipal Corporation




7.1. My Jammu



<https://myjammu.in/>

The Jammu portal has been developed as a single point of access for citizens seeking information. A key objective of this government portal is to facilitate the cooperation and integration of various types of state government taxes. Through this portal, citizens can conveniently access information related to different taxes. Further, the portal provides a range of services, including tax payments, issuance of income certificate, land registration etc.

Key Highlights of the Platform

	<p>The portal provides the users with help desk/online support/call center/help line numbers</p>
	<p>Information on availability of features to receive non-service SMS alerts and confirmations to users about portal activities, e-Participation activities are provided</p>
	<p>The portal is W3C Compliant, and the details are clearly indicated on the Home page of the portal</p>

Password recovery & reset facility for the portal available for the user

The users are provided a facility to provide feedback/comments to communicate

A section providing the list of local body Departments with contact details of government officials are present on the website

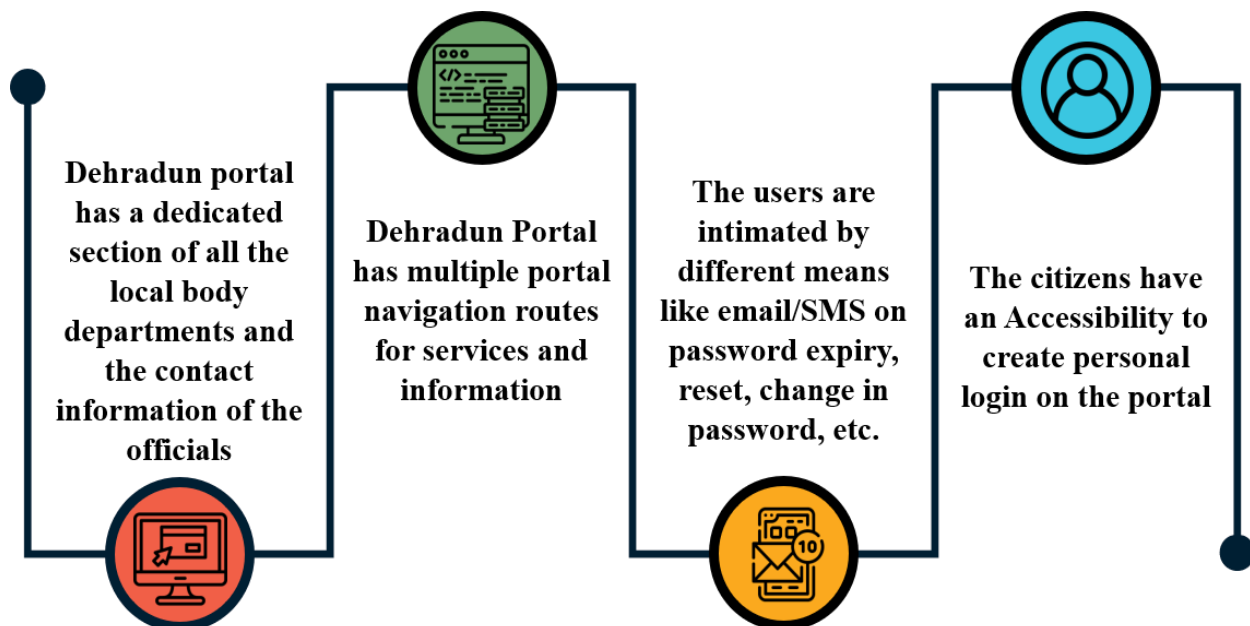
7.2. Nagar Nigam Dehradun



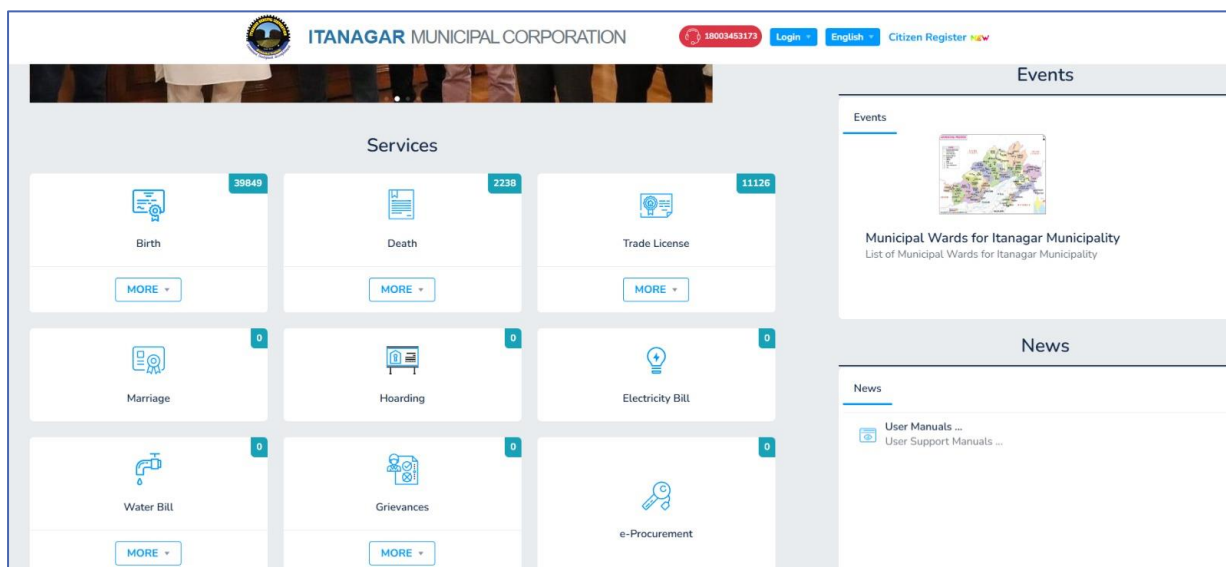
<http://www.nagarnigamdehradun.com/>

Dehradun portal serves as a unified point of access for citizens seeking information. One of the primary objectives of this government portal is to facilitate the cooperation and integration of various types of state government taxes. Through this portal, citizens can conveniently access information related to different taxes. The portal provides a range of services, including property/water/trade tax payments, and other services like license for pet dogs, applications for mutation, grievance redressal etc.

Key Highlights of the Platform



7.3. Itanagar Municipal Council



<https://imc.arunachal.gov.in/index.html>

The Itanagar portal has been developed as a unified digital interface to provide citizens with streamlined access to government services and information. A fundamental objective of this initiative is to enhance interdepartmental coordination and facilitate the seamless integration of various state government tax structures. Besides facility of various categories of tax payments, the portal provides access to many other services like payment of electricity Bill, e-Procurement, Services related to Building Plan etc.

Key Highlights of the Platform

The portal has the recent Audio /video messages of key Government functionaries

Itanagar portal has a section with a list of local body Departments with contact details of the officials



The city portal is equipped with the sitemap of the Portal for easy navigation

The portal provides alerts (SMS/email) for unauthorized access to user profile, password changes etc.

7.4. Port Blair Municipal Corporation



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

Port Blair portal serves as a single point of access for citizens seeking information. One of the primary objectives of this government portal is to facilitate the cooperation and integration of various types of state government taxes. Through this portal, citizens can conveniently access information related to different taxes. The portal provides a range of services, including property tax payments, water tax payments, trade tax payments, other services like application for new water connection, grievance redressal, assessment of property etc.

Key Highlights of the Platform

01

The portal has a facility for the citizens to create personal login on the portal and is accessible from different devices like (tabs, mobiles etc).

02

A dedicated section on Frequently Asked Questions (FAQ) are available on the portal to resolve the queries of the users

03

Port Blair portal has multiple portal navigation routes for services and information (E.g., A to Z services Index, city , Service type groups etc.)

04

The users are notified by email/SMS on password expiry, reset, change in password, change in user profile etc.

8. Best Practices - Service Delivery Platforms of Central Government Ministries/Departments

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

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 the 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.

This chapter highlights select service delivery portals of the central government and digital initiatives that exemplify best practices in fostering 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.

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

S. No.	Central Initiatives
1	Sanchar Saathi
2	Digi Yatra
3	CPGRAMS

8.1. Sanchar Saathi

The screenshot displays the Sanchar Saathi website interface. At the top, it features the Government of India logo and the Department of Telecommunications (DoT) logo. The main navigation bar includes links for Home, Citizen Centric Services, About, Keep Yourself Aware, FAQs, Mobile App, In Social Media, Image Gallery, and Useful Links. The central banner promotes the Sanchar Saathi Mobile App, showing QR codes for Google Play and the App Store, along with the text 'SANCHAR SAATHI MOBILE APP'. Below the banner, a statistics section is divided into three columns: 'BLOCK YOUR LOST / STOLEN MOBILE HANDSET' (28,76,852 mobiles blocked, 17,18,084 mobiles traced), 'KNOW MOBILE CONNECTIONS IN YOUR NAME' (1,53,13,067 requests received, 1,22,21,713 requests resolved), and 'CHAKSHU - REPORT SUSPECTED FRAUD COMMUNICATION' (2,44,588 inputs received, 5,41,156 action taken). The website URL 'www.sancharsaathi.gov.in' is displayed at the bottom of the banner.

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

Sanchar Saathi is a citizen centric initiative of Department of Telecommunications (DoT) to empower mobile subscribers, strengthen their security and increase awareness about citizen centric initiatives of the Government. Sanchar Saathi is available in form of Mobile App and web portal (www.sancharsaathi.gov.in). Sanchar Saathi provides various citizen centric services.

Key Features

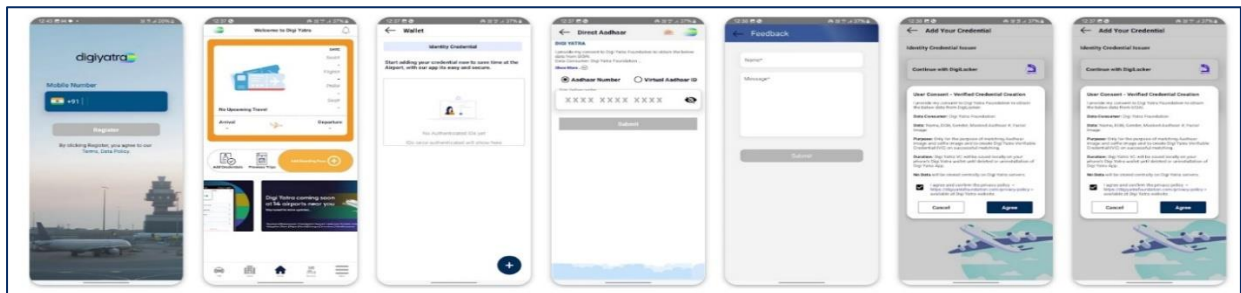
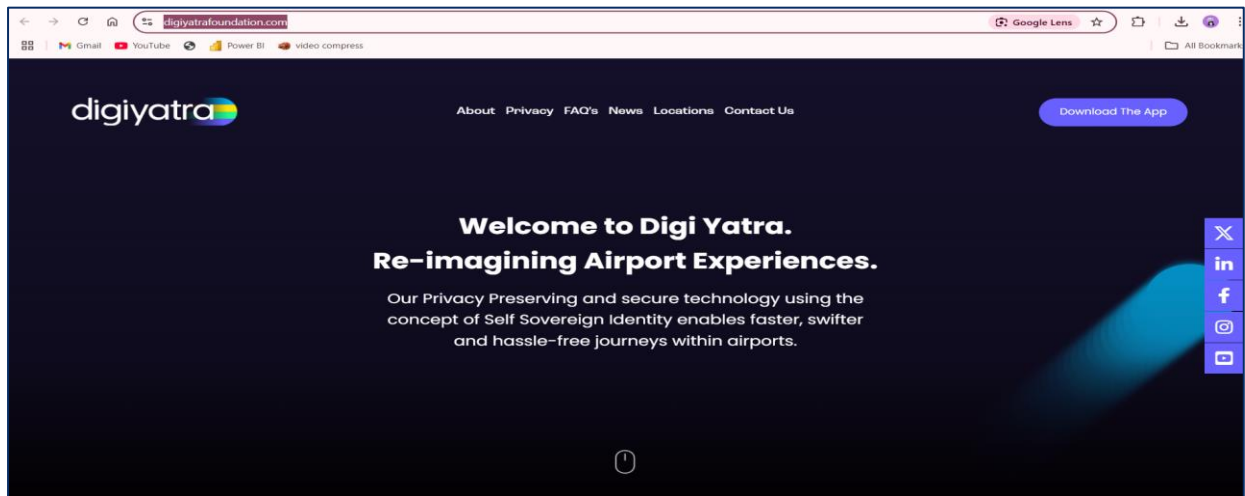
- ✓ Provision available to apply for Citizen Centric Services
- ✓ Provision available to give Feedback
- ✓ Available links of mobile app on Android (Google Play Store) and iOS (App Store)
- ✓ Available in multiple languages using Google Translate
- ✓ Available Contact, Helpline and FAQs
- ✓ Available social media latest updates, along with a site map and useful links
- ✓ Displays important notifications and gallery
- ✓ Designed and Developed by Centre for Development of Telematics (C-DOT)
- ✓ Website best viewed in Chrome 90+ and Firefox 90+
- ✓ Adjustable screen font size and contrast for improved user experience

10,98,57,625
Visitor Count

5,41,965
Suspected Fraud Connection Action
Taken

17,28,875
Stolen Mobile Traced

8.2. Digi Yatra

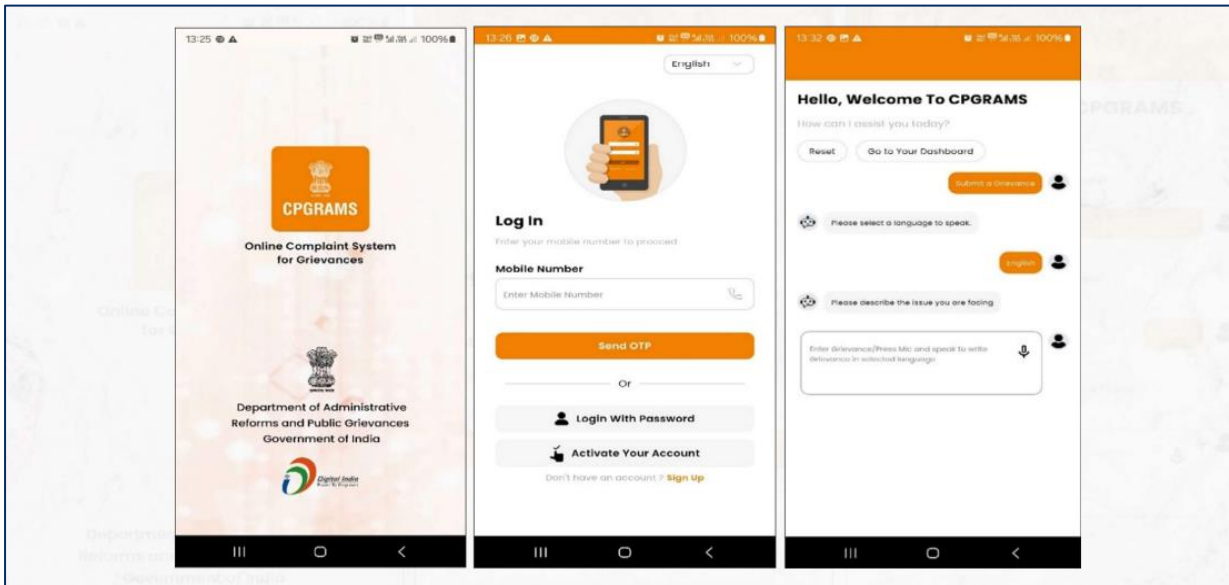


DigiYatra uses facial recognition technology to enable paperless and hassle-free travel. Passengers can pass through checkpoints like entry gates, security checks, and boarding without showing physical documents.

Key Features

- ✓ Available links of mobile app on Android (Google Play Store) and iOS (App Store)
- ✓ App allows users to register their details, including Aadhaar and boarding passes, for a smooth airport experience
- ✓ Implemented DigiLocker that allows passengers to fetch digital copies of their identity documents, such as Aadhaar, securely
- ✓ **Time-Saving** It reduces queuing time and minimizes human intervention, making the process faster
- ✓ **Enhanced Security** system ensures that only authorized passengers access restricted areas, improving overall security
- ✓ Available contact details and FAQs
- ✓ Available latest News and DigiYatra Implementation location section
- ✓ Provision to provide feedback to improve the mobile app functionality
- ✓ From the Play Store, the app has over 5L+ downloads

8.3. CPGRAMS



<https://play.google.com/store/search?q=cpgrams&c=apps>

The CPGRAMS (Centralized Public Grievance Redress and Monitoring System) mobile app is a platform designed to enhance the grievance redressal process for citizens.

Key Features

- ✓ Grievance Filing citizens can lodge complaints related to public services directly through the app, ensuring accessibility and convenience.
- ✓ 24/7 availability app is available round the clock, allowing users to file grievances at their convenience.
- ✓ Tracking each grievance is assigned a unique registration ID, enabling users to track the status of their complaints in real-time.
- ✓ Appeals and Feedback If users are dissatisfied with the resolution, they can file an appeal or provide feedback through the app.
- ✓ Implemented AI-powered voice-to-text functionality, citizens can now effortlessly voice their grievances using the in-built Chatbot.
- ✓ Designed and Developed by Department of Administrative Reforms and Public Grievances (DARPG), Ministry of Electronics and Information Technology (MeitY)
- ✓ From the Play Store, the app has over 500k+ downloads

9. Appendix

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

State/UT	Apr' 23	May' 23	Jun' 23	Jul' 23	Aug' 23	Sep' 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	Jan' 25	Feb' 25
Karnataka	779	747	752	752	752	752	752	755	755	755	755	755	755	755	755	755	755	1414	2025	2025	2089
MP	637	731	948	1000	1010	1010	1010	1010	1010	1010	1010	1010	1010	1016	1016	1016	1016	1016	1016	1498	1718
J&K	474	469	469	470	1028	1034	1075	1097	1117	1119	1119	1140	1140	1164	1164	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	1128	1128
Kerala	885	886	911	911	911	911	911	911	911	911	911	911	911	916	916	916	916	938	938	938	938
Uttar Pradesh	709	706	713	714	714	714	798	798	798	798	798	798	800	800	800	800	800	822	904	904	904
Uttarakhand	596	595	595	725	782	826	831	865	865	865	865	887	889	889	889	889	889	889	900	900	900
Gujarat	191	228	444	443	443	443	443	443	443	443	443	443	618	654	654	682	643	894	894	894	894
Haryana	762	757	757	757	757	755	757	757	757	757	757	757	757	757	757	855	855	855	855	855	855
Telangana	493	491	582	757	768	768	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	725	731
HP	500	494	500	500	500	500	500	500	500	501	502	503	503	504	504	504	504	504	504	659	660
Rajasthan	248	248	248	525	536	547	549	549	549	549	566	566	566	588	588	606	606	606	621	621	621
Puducherry	239	239	239	239	246	247	247	325	605	605	605	605	605	609	609	609	609	610	610	610	610
AP	606	574	579	579	579	579	579	579	579	579	579	579	579	579	579	579	579	579	579	579	579
Maharashtra	150	148	337	441	521	533	533	533	533	533	534	534	534	534	534	534	534	534	534	534	534
Punjab	486	483	484	484	484	484	484	484	484	484	484	484	484	484	484	484	484	484	484	484	484
Jharkhand	316	294	310	311	333	333	333	333	333	333	333	333	333	377	395	396	401	404	406	411	461
Delhi	412	416	416	436	436	436	436	436	436	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	404	404	404	404	404	404
West Bengal	290	323	401	401	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	363	363
Chandigarh	231	221	221	224	224	224	224	224	224	224	224	224	224	232	233	236	236	236	357	357	357
A&N Islands	164	171	171	199	200	206	239	239	321	321	321	321	321	323	323	323	323	323	323	327	327
AR	34	101	298	298	309	309	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	296	296
Tripura	233	230	251	262	267	270	269	269	263	263	263	264	264	264	264	264	264	272	272	272	272
Goa	240	240	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	238	238
DNHDD	39	78	78	78	78	78	78	78	78	78	78	78	78	117	117	131	131	131	131	142	217
Mizoram	103	103	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	64	64
Sikkim	25	25	36	36	43	51	51	51	51	51	51	51	51	51	51	54	54	54	54	54	54
Ladakh	32	32	32	46	46	46	46	46	46	46	46	46	46	46	46	46	46	49	49	49	49
Lakshadweep	-	-	-	-	42	42	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	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	17,303	17,269	18,335	19,177	19,834	20,250

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

State/UT	Jan & Feb'24	Mar' 24	Apr & May'24	June' 24	July' 24	Aug' 24	Sep' 24	Oct' 24	Nov' 24	Dec' 24	Jan' 25	Feb' 25
A&N Islands	41	41	41	41	44	44	44	44	44	44	47	47
Andhra Pradesh	55	55	55	55	55	55	55	55	55	55	55	55
AR	24	24	24	24	24	24	24	24	24	24	24	24
Assam	42	42	42	42	44	44	44	44	48	48	48	48
Bihar	28	28	28	28	28	28	28	28	28	28	28	28
Chandigarh	41	41	41	41	47	48	51	51	51	53	53	53
Chhattisgarh	51	51	51	51	54	54	54	54	54	54	54	54
DNHDD	39	39	39	39	44	44	49	49	49	49	49	49
Delhi	36	36	36	36	36	36	36	36	36	36	36	36
Goa	40	40	40	40	40	40	40	40	40	40	40	40
Gujarat	51	51	51	51	51	51	55	56	56	56	56	56
Haryana	51	51	51	51	51	51	52	51	51	51	51	51
HP	55	56	56	56	56	56	56	56	56	56	56	56
J&K	54	54	54	54	54	54	54	54	54	54	54	54
Jharkhand	46	46	46	46	46	46	46	47	47	47	47	47
Karnataka	55	55	55	55	55	55	55	55	56	56	56	56
Kerala	54	54	54	54	56	56	56	56	56	56	56	56
Ladakh	7	7	7	7	7	7	7	7	7	7	7	7
Lakshadweep	23	23	23	23	23	23	23	23	23	23	23	23
Madhya Pradesh	56	56	56	56	56	56	56	56	56	56	56	56
Maharashtra	55	55	55	55	55	55	55	55	55	55	55	55
Manipur	15	15	15	15	15	15	15	15	15	15	15	15
Meghalaya	43	43	43	43	43	43	43	43	43	43	43	43
Mizoram	17	17	17	17	17	17	17	17	17	17	17	17
Nagaland	29	29	29	29	29	29	29	29	29	29	29	29
Odisha	25	25	25	25	25	25	25	25	25	25	25	25
Puducherry	48	48	48	48	48	47	47	47	48	48	48	48
Punjab	56	56	56	56	56	56	56	56	56	56	56	56
Rajasthan	56	56	56	56	56	56	56	56	56	56	56	56
Sikkim	13	13	13	13	13	13	19	19	19	19	19	19
Tamil Nadu	56	56	56	56	56	56	56	56	56	56	56	56
Telangana	55	55	55	55	55	55	55	55	55	55	55	55
Tripura	49	49	50	50	50	50	50	50	50	50	50	50
Uttar Pradesh	54	54	54	56	56	56	56	56	56	56	56	56
Uttarakhand	56	56	56	56	56	56	56	56	56	56	56	56
West Bengal	52	52	52	52	52	52	52	52	52	52	52	52
TOTAL	1528	1529	1530	1532	1553	1553	1572	1573	1579	1581	1584	1584

For any suggestions, kindly contact the undersigned:

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सत्यमेव जयते

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