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

सत्यमेव जयते

Azadi Ka Amrit Mahotsav

NeSDA - Way Forward

Monthly Report for States/UTs

January and February 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 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, 9 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 aim to institutionalises 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, January & February 2024 is based on the inputs provided by States/UTs on *NeSDA – Way Forward* dashboard, as of 5th March, 2024.

2. Key Highlights

Status of Implementation

- **16,517**e-services are provided across States/UTs
- **Tamil Nadu** provides maximum e-services (1128)
- Maximum e-services (**5,288**) lie in the sector – Local Governance & Utility Services
- **1,528** out of 2,016 mandatory e-services (56*36 States/UTs) are available, making saturation at **76%**
- **Madhya Pradesh, Punjab, Rajasthan, Tamil Nadu** and **Uttarakhand** have achieved **100%** saturation of 56 mandatory e-services

Unified Service Delivery Portal

- **Tamil Nadu, Jammu and Kashmir, Kerala, Assam** and **Odisha** provide **100%** of their services through their identified Single Unified Service Delivery Portal i.e., **tnesevai (1128), e-UNNAT (1119), e-Sevanam (911), Sewa Setu (469)** and **Odisha One (404),** respectively
- The **Government of Goa** has developed **Goa Online** to make all government services accessible to the common citizen in their locality through common service delivery outlet
- The **Government of Maharashtra** has designed RTS Maharashtra mobile app or **Aaple Sarkar** Web Portal to allow citizens access to information regarding services available under RTS Act
- The **Government of Chhattisgarh** has launched **e-District**, which provides 24/7 access to government services for applications, status checks, downloads, and contact information (mobile app available)
- The **Government of Telangana** designed **MeeSeva**, that offers G2C and G2B services with online, kiosk, and mobile app access
- The **Government of Andaman and Nicobar Islands** developed the **e-District** project established under the National e-Governance Plan (NeGP), providing high-volume citizen services at district and sub-district levels
- The **Government of Bihar** designed the **e-District** project which is executed by the Department of Information Technology (DIT) using ServicePlus framework for efficient service delivery

Strengthening e-Service Delivery in North Eastern States

- DARPG facilitated 2-days of meetings on February 19-20, 2024 between Senior Officials of **Government of Manipur** and **Government of Jammu & Kashmir** in strengthening the unified service delivery portal of Manipur

Common e-Services

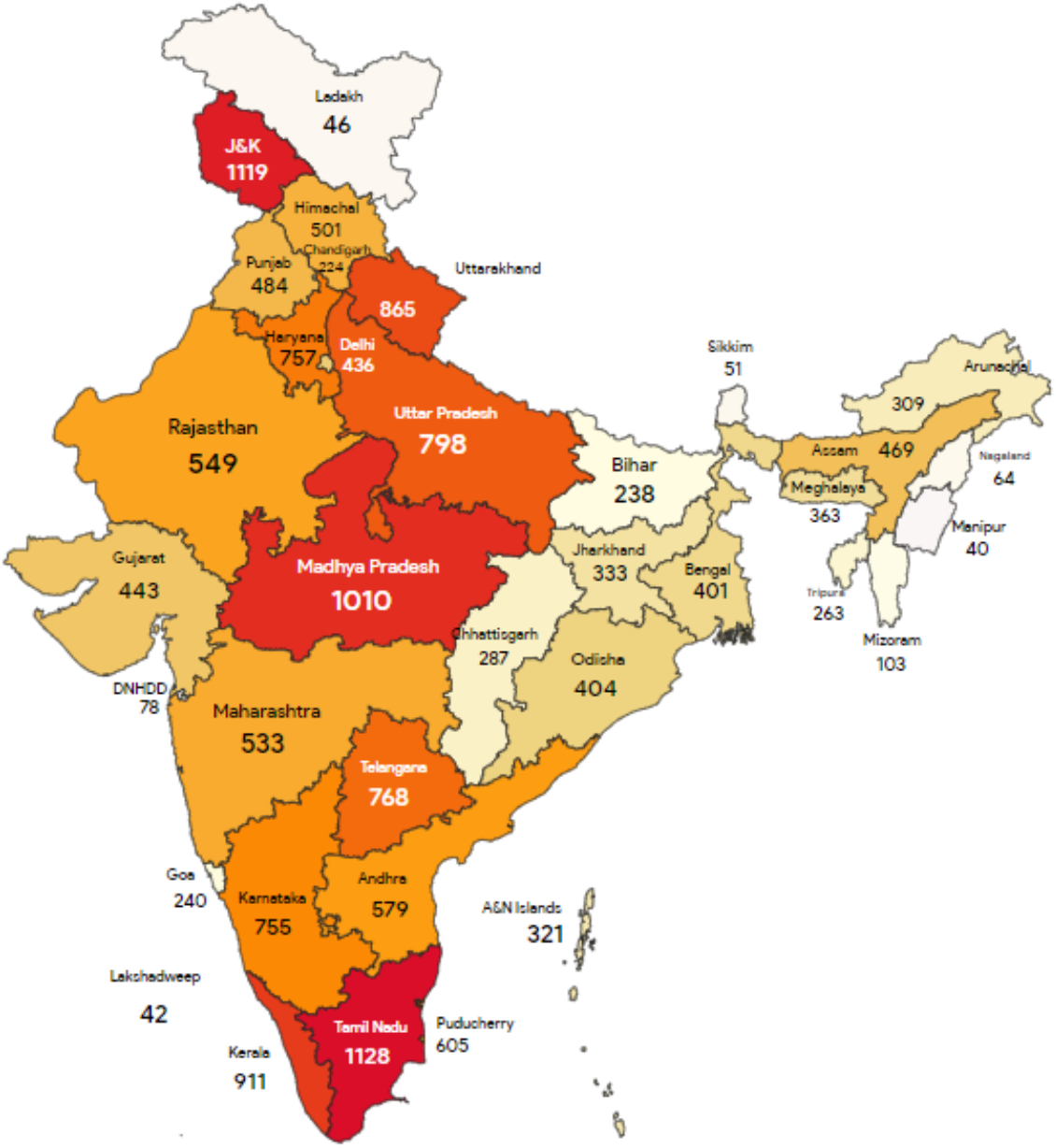
- **9** States/UTs have mapped their common e-services on NeSDA Way Forward Dashboard
- List of **Identified Common e-Services** is attached in **Annexure 9.2**

Improvement in Quality of Service Delivery

- Aligning with the contemporary digital government trends across the world and citizens' need, three new additional assessment parameters have been included in NeSDA framework, namely, **Open Government Data, e-Participation** and **Leveraging Emerging Technologies**

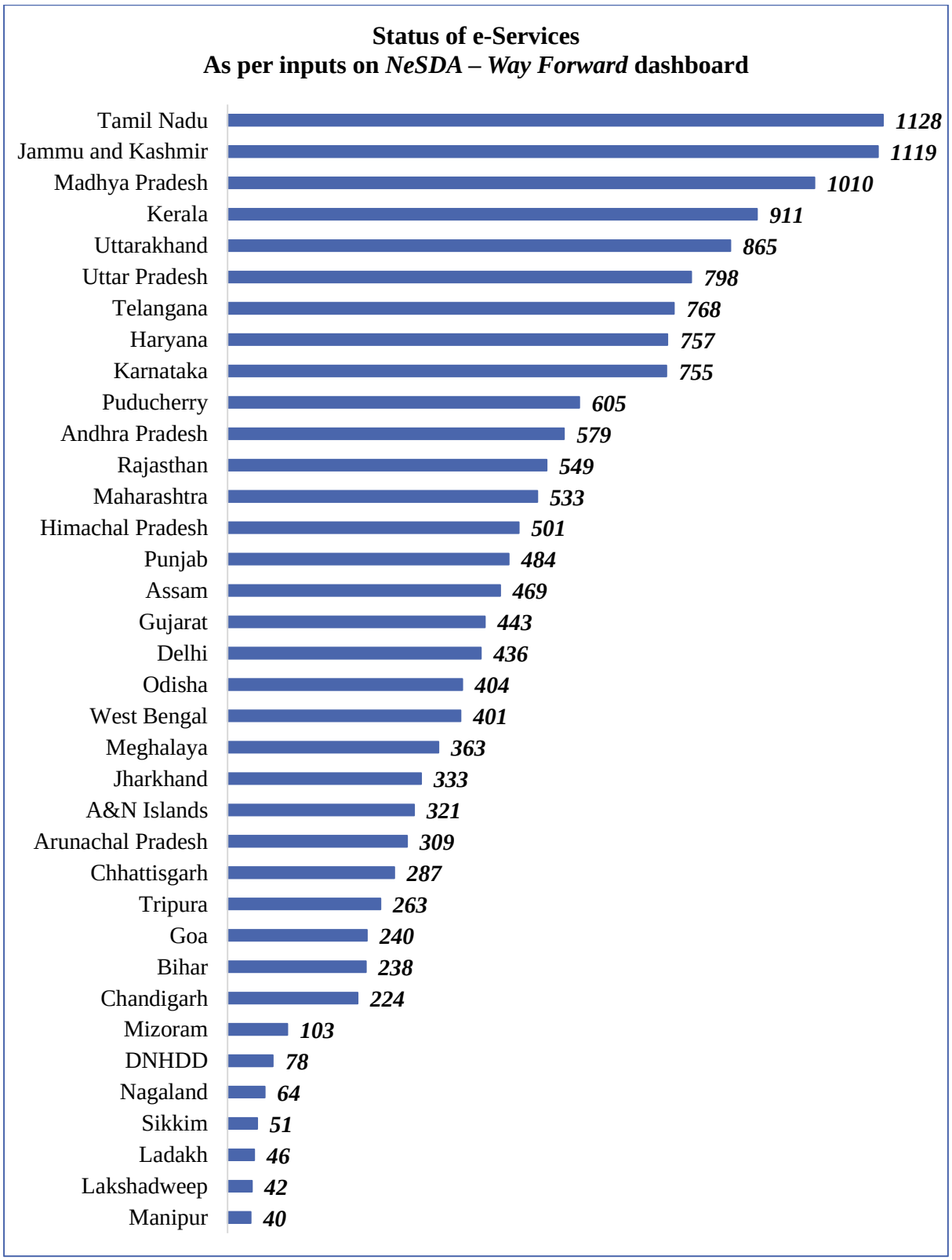
3. Review of Status of Implementation in States/UTs

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



Total e-Services
16,517

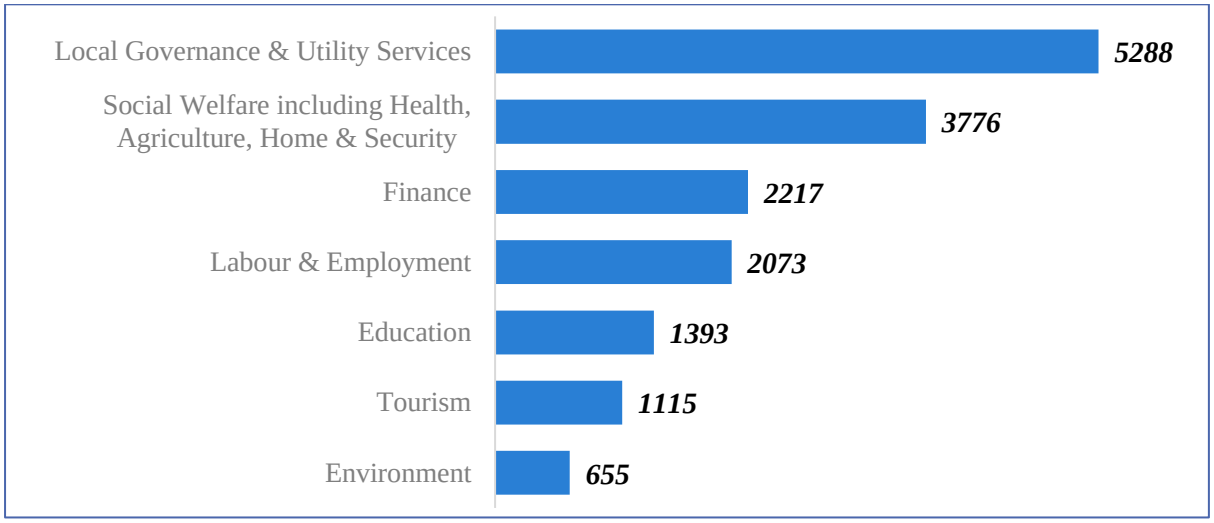
Note: The aforementioned figures are uploaded by States/UTs as of 05/03/2024.



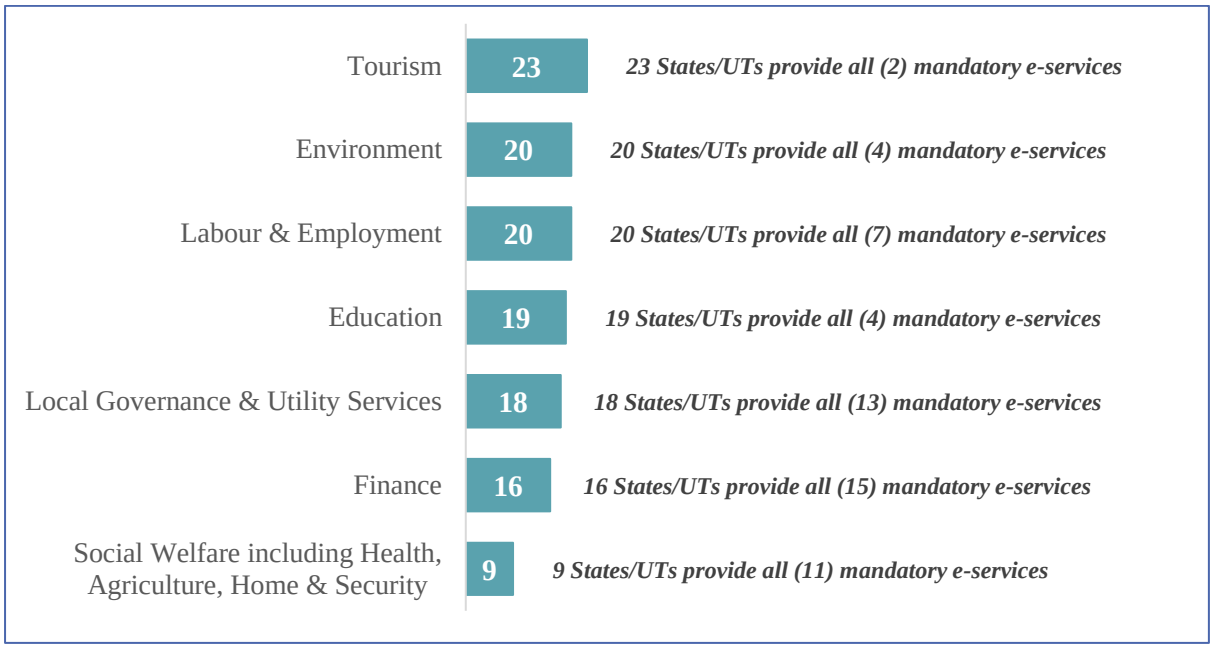
Monthly progress of status of e-services across States/UTs is attached in **Annexure 9.1.**

Note: The aforementioned figures are uploaded by States/UTs as of 05/03/2024.

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

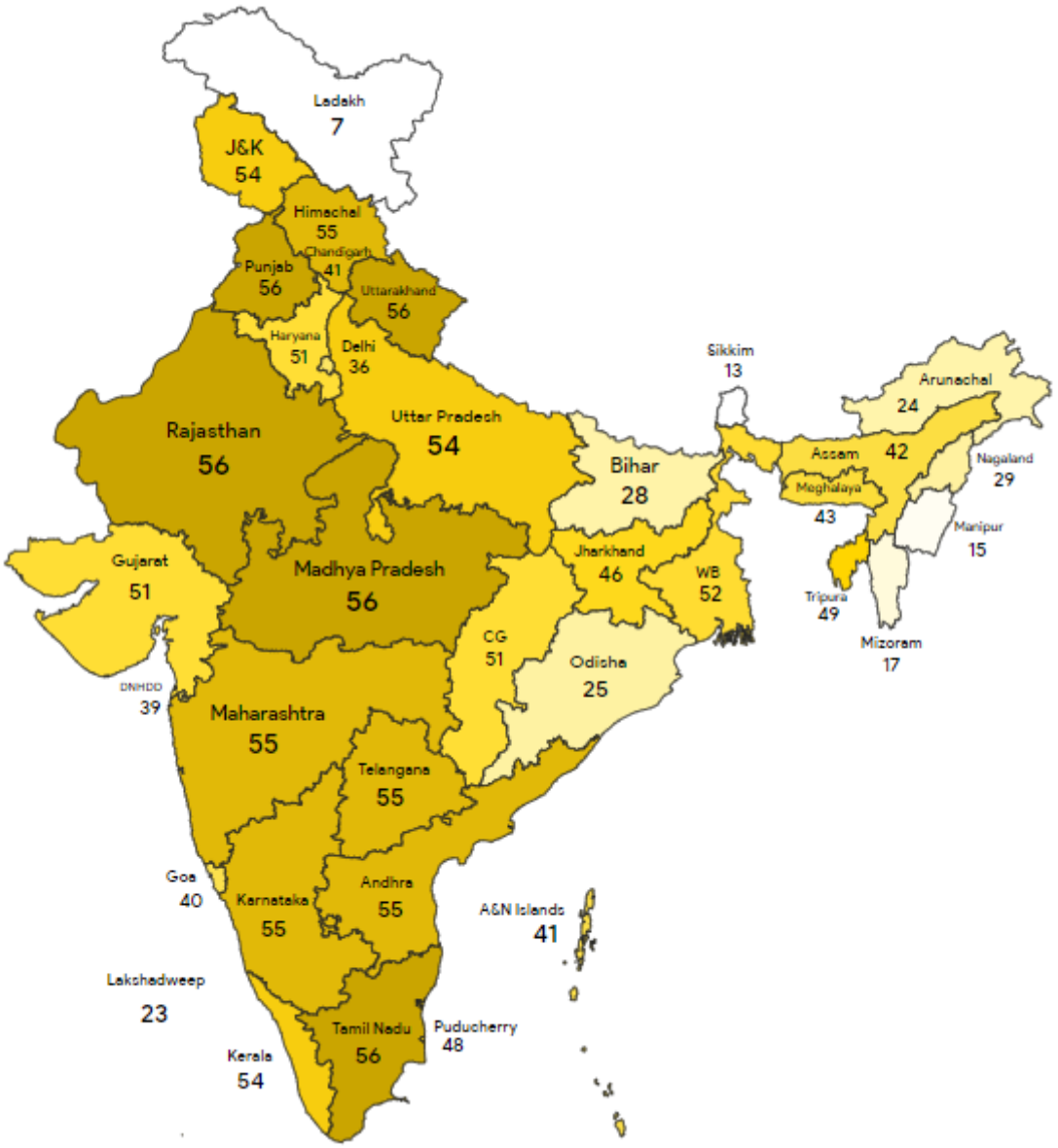


Sector-wise saturation status of mandatory e-services across States/UTs



Note: The aforementioned figures are uploaded by States/UTs as of 05/03/2024.

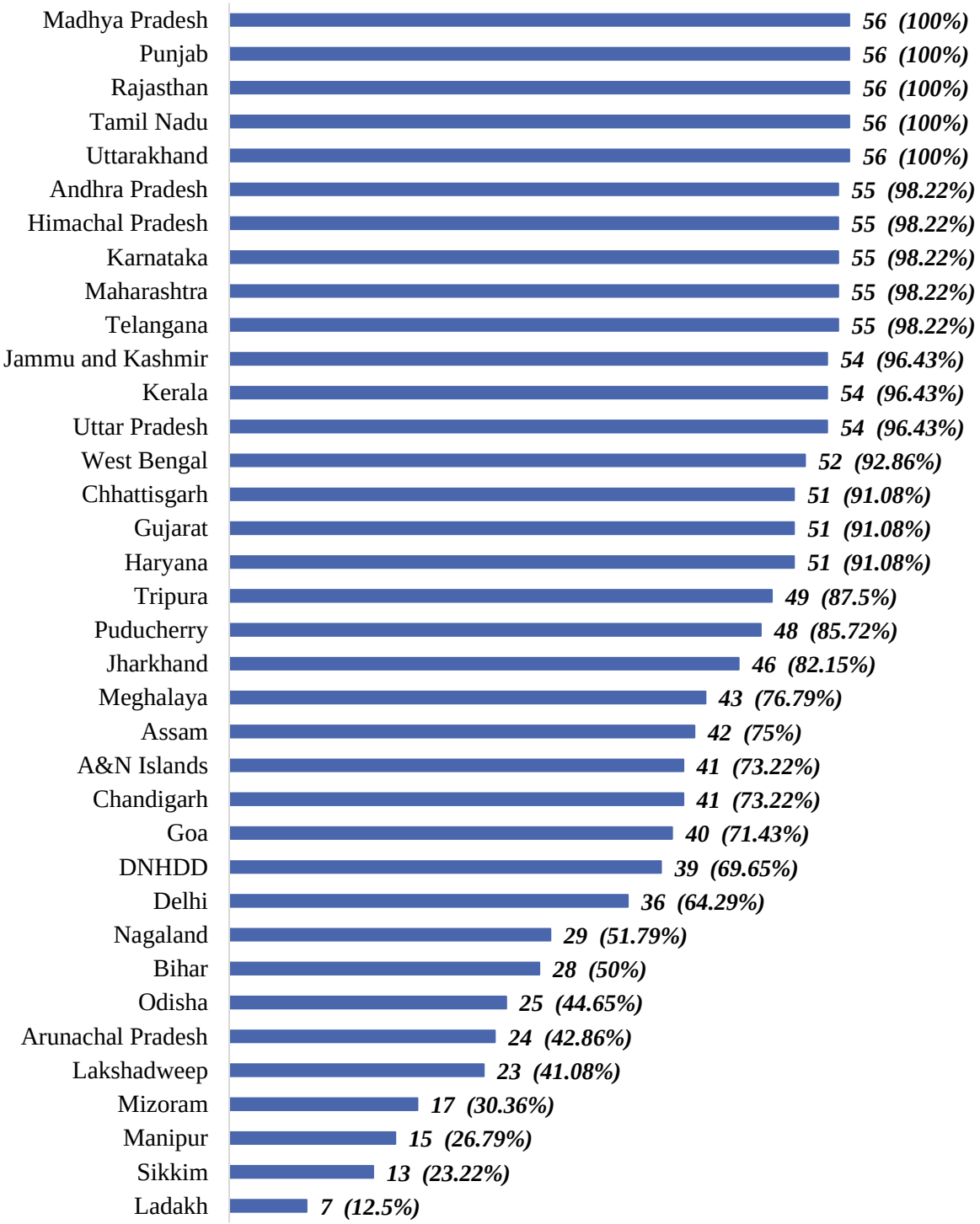
Status of 56 Mandatory e-Services
As per inputs on *NeSDA – Way Forward* dashboard



Mandatory e-Services
1,528

<u>Note:</u> The aforementioned figures are uploaded by States/UTs as of 05/03/2024.

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 05/03/2024.

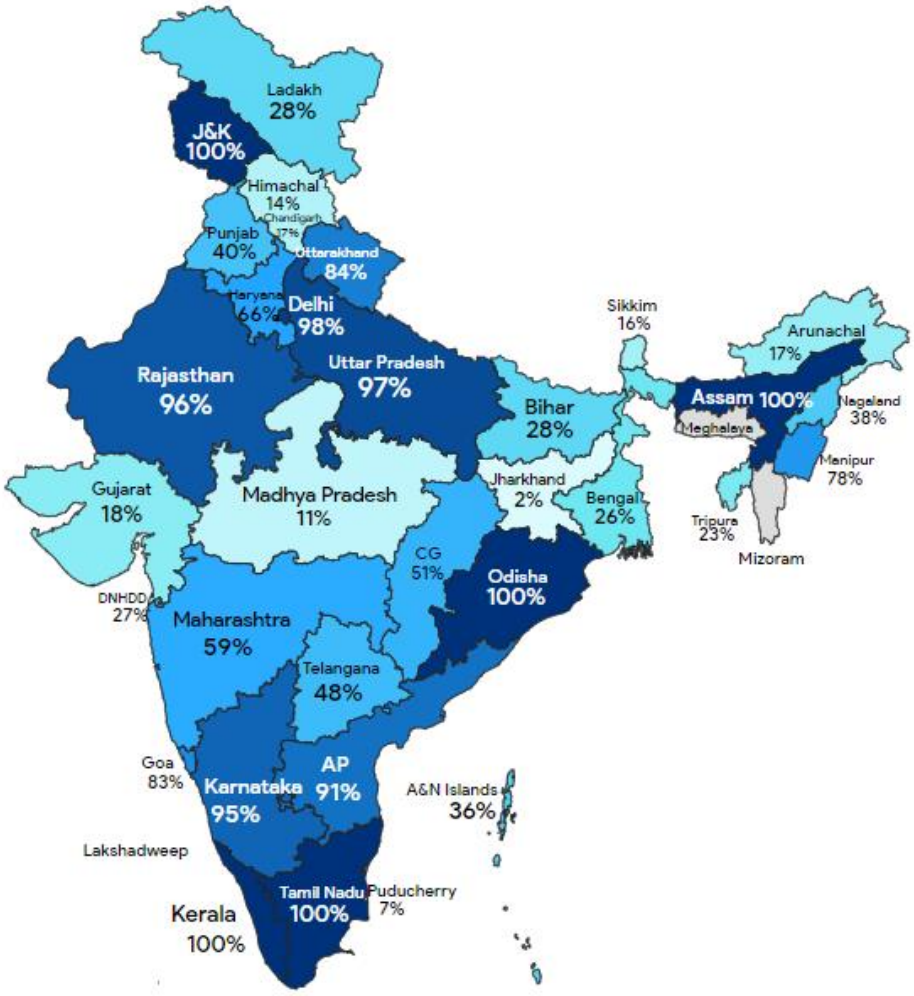
4. Unified Service Delivery Portal

4.1. Saturation Status

DARPG actively encourages States/UTs to enhance their e-service delivery capabilities and promote the provision of e-services through a unified service delivery portal with the objective of promotion of faceless and suo-moto entitlement based delivery of services to bring citizens and Government closer using technology.

A unified service delivery portal seamlessly integrates services across Departments to provide better governance and service availability. These help ensure that all citizen entitlements are available on the cloud, enhance the ease of doing business, and integrate a number of technologies for development activities.

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)
Tamil Nadu	e-Sevai	tnesevai.tn.gov.in	**100% (1128)**
J&K	e-UNNAT	eunnat.jk.gov.in	**100% (1119)**
Kerala	e-Sevanam	services.kerala.gov.in	**100% (911)**
Assam	Sewa Setu	sewasetu.assam.gov.in	**100% (469)**
Odisha	Odisha One	odishaone.gov.in	**100% (404)**
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	**96% (529)**
Karnataka	Seva Sindhu	sevasindhu.karnataka.gov.in	**95% (721)**
Andhra Pradesh	AP Seva	vswsonline.ap.gov.in	**91% (524)**
Uttarakhand	Apuni Sarkar	eservices.uk.gov.in	**84% (724)**
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% (314)**
Chhattisgarh	e-District	edistrict.cgstate.gov.in	**51% (147)**
Telangana	MeeSeva	ts.meeseva.telangana.gov.in	**48% (365)**
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	**36% (114)**
Ladakh	e-Seva	eseva.ladakh.gov.in	**28% (13)**
Bihar	RTPS Bihar	serviceonline.bihar.gov.in	**28% (66)**
DNHDD	Single Window Portal	swp.dddgov.in	**27% (21)**
West Bengal	e-District	edistrict.wb.gov.in	**26% (105)**
Tripura	e-District	edistrict.tripura.gov.in	**23% (60)**
Gujarat	Digital Gujarat	digitalgujarat.gov.in	**18% (81)**
Chandigarh	Service Plus	serviceonline.gov.in	**17% (39)**
Arunachal Pradesh	Arunachal e-Service	eservice.arunachal.gov.in	**17% (53)**
Sikkim	Sikkim SSO	sso.sikkim.gov.in	**16% (8)**
Himachal Pradesh	e-District	edistrict.hp.gov.in	**14% (69)**
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 05/03/2024. 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 (-)

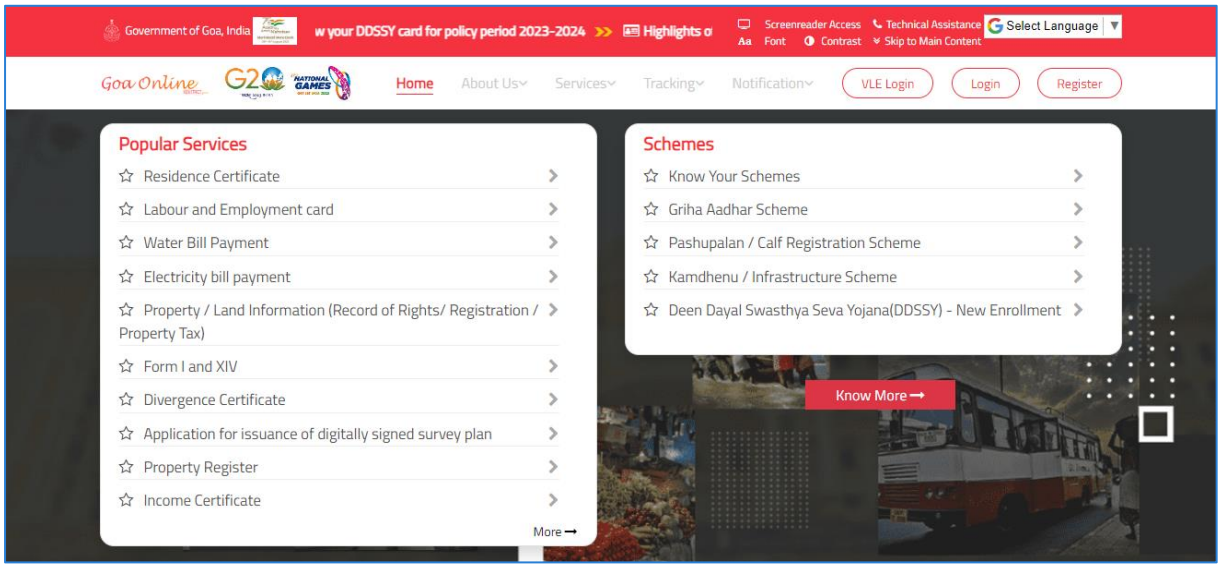
4.2. Best Practices – Unified Service Delivery Portal

A trend has been observed towards integration of portals for citizen service delivery as unified portals for service delivery have been developed by several nationalities and States/UTs. These provide users a unified access point for a variety of services and lie in the best practices that NeSDA encourages. By seamlessly integrating services across departments or jurisdictions, they provide better governance and service availability. These also help ensure that all citizen entitlements are portable and available on the cloud. Many of these portals have also digitally transformed services to enhance ease of doing business at the National/ State / UT level and unified a variety of technologies, both established and emerging, for decision support and development activities.

Unified and seamless delivery of services is a core tenet of the NeSDA framework and strengthening such portals will enhance the digital empowerment of citizens. Some of the portals and digital initiatives that are highlighted in this section for best practices in unified service delivery include the following:

S.No.	State/UT	Initiative Name
1	Goa	Goa Online
2	Maharashtra	Aaple Sarkar
3	Chhattisgarh	Chhattisgarh e-District
4	Telangana	MeeSeva
5	A&N Islands	Andaman e-District
6	Bihar	Service Online

4.2.1. Goa Online



https://goaonline.gov.in/

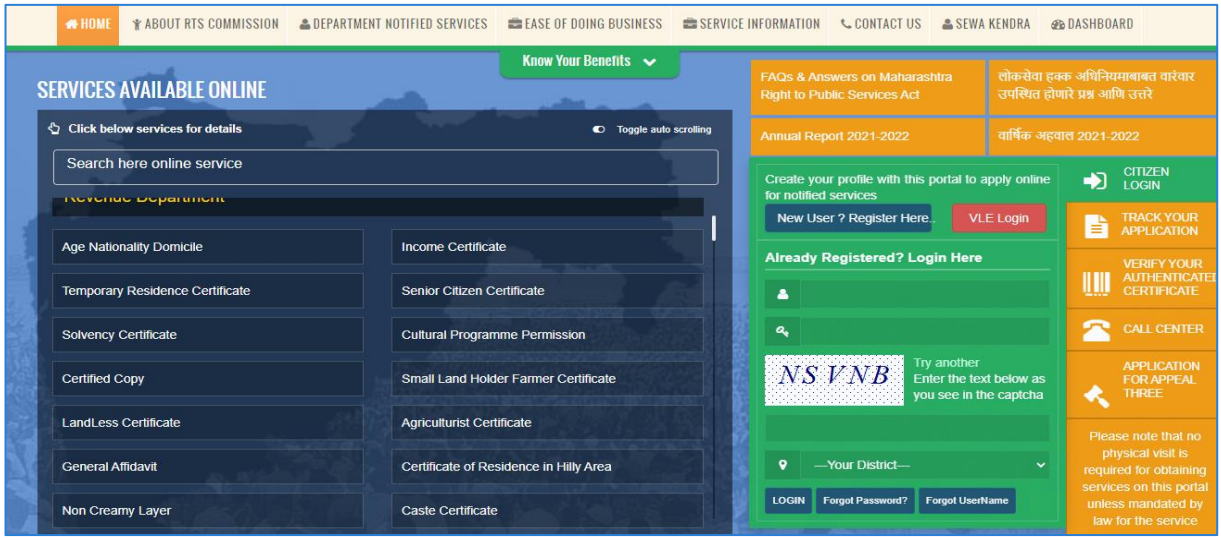
The Government of Goa has developed Goa Online to make all government services accessible to the common citizen in their locality through common service delivery outlets.

Key Features

- ✓ Login and Dashboard for Citizen and Administrator
- ✓ Facility to help in choosing services and know the applicable services
- ✓ Department-wise categorized e-services and their details available
- ✓ Provision to track Application status using acknowledgement number
- ✓ Integrated with DigiLocker
- ✓ Detailed dashboard view available for e-service application status
- ✓ Available contact and helpdesk details
- ✓ Provision to give feedback
- ✓ Functionality to change screen font size and contrast
- ✓ Detailed Accessibility menu available, making it user friendly

225+ e-Services	**23 Lakhs+** No. of e-Transactions
12 Lakhs+ Certificates Issues	**7 Lakhs+** Registered Users

4.2.2. Aaple Sarkar



https://aaplesarkar.mahaonline.gov.in/

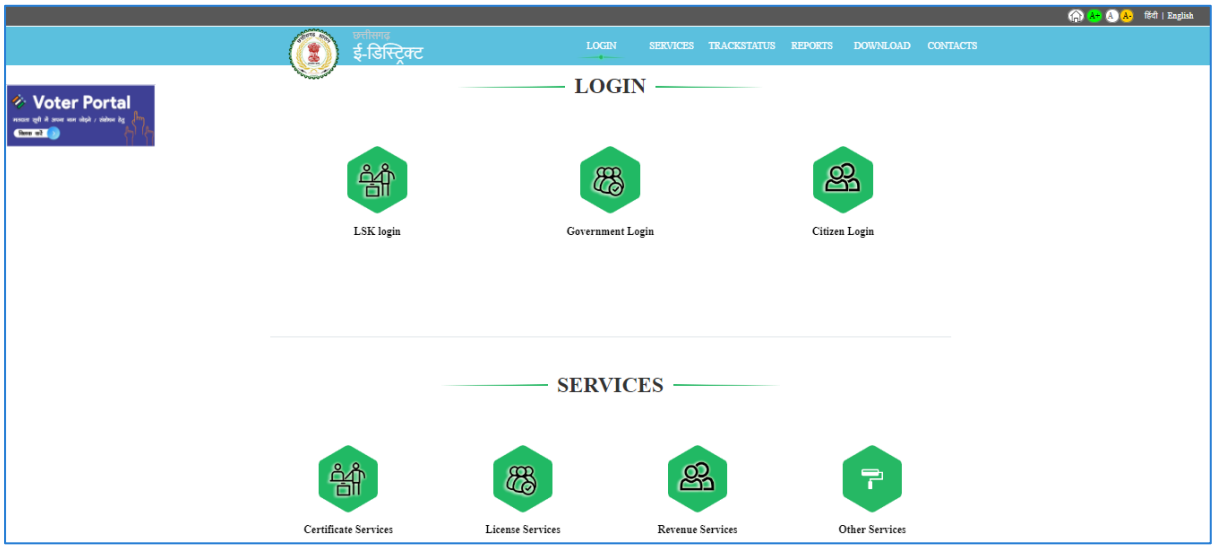
The Government of Maharashtra has designed *RTS Maharashtra* mobile app or *Aaple Sarkar* Web Portal to allow citizens access to information regarding services available under RTS Act. In case of delay in service delivery without adequate justification, citizens can file first and second Appeal with senior officers within the department and third and final Appeal can be filed before the Commission.

Key Features

- ✓ Login and Dashboard for Citizen and VLE
- ✓ Integrated with DigiLocker, Aadhaar and Pay Gov India
- ✓ Department-wise categorized e-services and their details available
- ✓ Facility to locate Sewa Kendra
- ✓ Provision to track Application status using Application ID
- ✓ Detailed information on EoDB Acts, Policies and Reforms
- ✓ Detailed dashboard view of statistics
- ✓ Compliant with W3C
- ✓ Available links of mobile app on Android (Google Play Store) and iOS (App Store)
- ✓ Available in English, Marathi
- ✓ Available Contact, Helpline and FAQs

426 e-Services	**1387,04,656** Applications Received	**13,18,33,860** Application Disposed

4.2.3. Chhattisgarh e-District



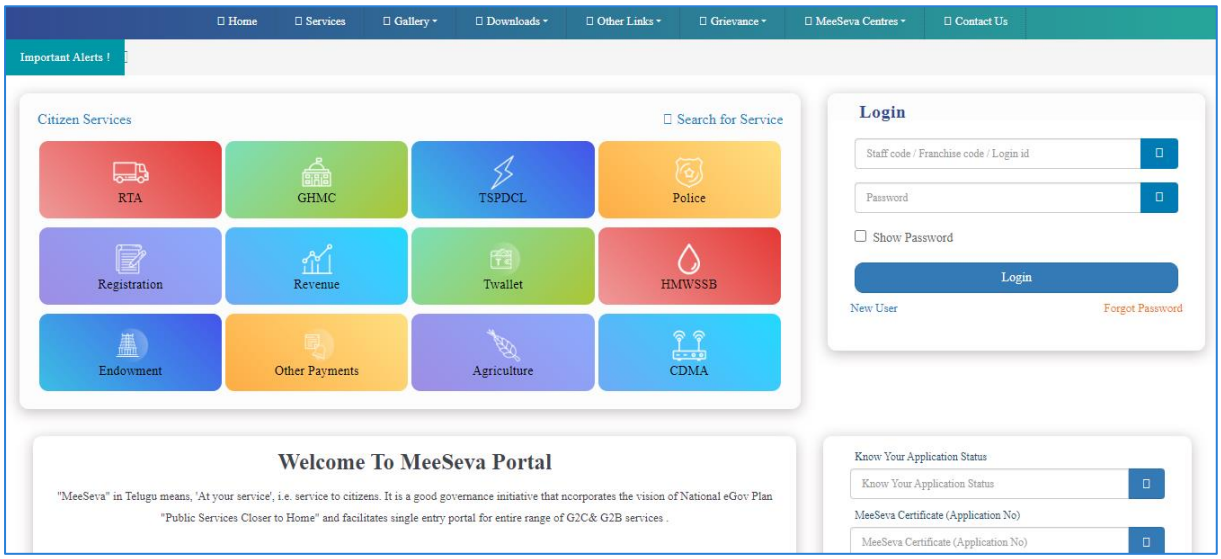
https://edistrict.cgstate.gov.in/

The Government of Chhattisgarh has embarked on an e-governance initiative within the state. This initiative, known as the Chhattisgarh e-District project, aims to enhance transparency, efficiency, and deliver high-quality and timely services to its citizens. The project was officially launched on February 27th, 2015. The website offers services including applications, status reports, downloads, and contact information, and the services are available 24/7 and there is a mobile app.

Key Features

- ✓ Integrated with Chhattisgarh Right to Service (RTS) Act
- ✓ Service Level Monitoring as per the standards set by the Lok Sewa Guarantee Act 2011
- ✓ Application Status Tracking
- ✓ Citizen Login and Service Access
- ✓ System-generated SMS alerts
- ✓ Statewide Service Status Dashboard
- ✓ Dashboards and reports are updated daily
- ✓ Multilingual Support
- ✓ Mobile App Availability
- ✓ Easy access to Citizen Service rules
- ✓ Currently, 126 services are available through the Chhattisgarh e-District portal

4.2.4. MeeSeva



https://ts.meeseva.telangana.gov.in/

MeeSeva, meaning "At Your Service" in Telugu, embodies the Government of Telangana's commitment to good governance. Aligned with the National eGov Plan's vision of "Public Services Closer to Home," MeeSeva offers a single, unified portal for a comprehensive range of Government-to-Citizen (G2C) and Government-to-Business (G2B) services. Citizens can access MeeSeva services through various channels - the online portal, MeeSeva service centers, or the T App Folio mobile application.

Key Features

- ✓ Prominent Alert Messages are clearly highlighted to keep users informed
- ✓ Department-Specific Search to find relevant services
- ✓ Government orders, policy documents, and other helpful materials are readily available
- ✓ Open access to the MeeSeva cyber security policy and the Telangana open data policy
- ✓ MeeSeva Center Locator, an interactive map
- ✓ Homepage Highlights the latest updates and announcements
- ✓ MeeSeva Request Tracking System (MRTS) allows to track status of the applications
- ✓ Process Reopening of a closed application by providing the application number
- ✓ Citizen needs to create an account to avail various government service through portal

157 e-Services	**43** Departments	**1,194** No. of Centers
18,50,91,290 Total Requested	**9,00,61,781** Total Approved	

4.2.5. Andaman e-District

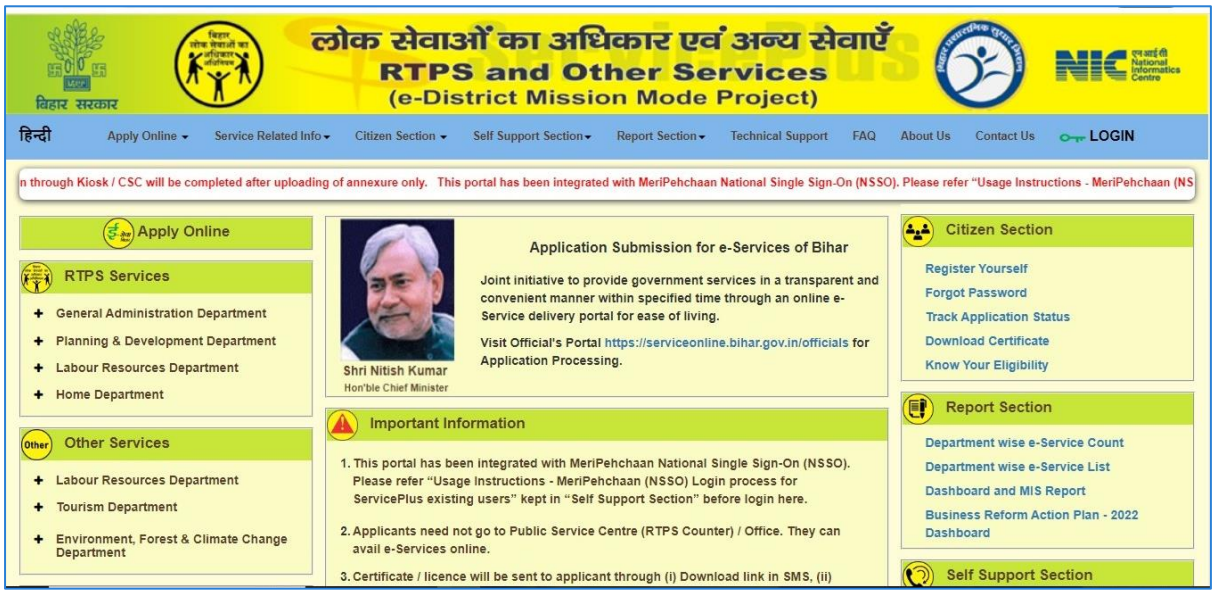
https://edistrict.andaman.gov.in/

In the Andaman and Nicobar Islands, the e-District project is a Mission Mode Project (MMP) established under the national National e-Governance Plan (NeGP) which is implemented by SOVTECH. This MMP specifically targets high-volume citizen-centric services delivered at the district and sub-district levels that are not covered under other Mission Mode Projects. As part of the project's implementation, 78 identified citizen services across various departments are planned for development and deployment in the Andaman and Nicobar Islands.

Key Features

- ✓ Login and personalized dashboards provide citizens with a convenient and organized experience for accessing services
- ✓ Department-wise categorization of e-services with detailed descriptions
- ✓ Citizens can track the application status using their unique application number
- ✓ Feedback mechanism allows users to provide valuable insights for improvement
- ✓ Query raising provision enables citizens to seek clarification on specific services
- ✓ Dedicated contact information, a helpline number, and a Frequently Asked Questions (FAQ)
- ✓ The portal adheres to W3C standards, ensuring accessibility and optimal user experience across different browsers
- ✓ Supported browsers include Firefox (version 24.0 and above), Google Chrome (version 35.0 and above), and Safari (version 6.0 and above)

4.2.6. Service Online



https://serviceonline.bihar.gov.in/

e-District Bihar is a Mission Mode Project (MMP) implemented under the National e-Governance Plan (NeGP) of the Ministry of Electronics & Information Technology (MeitY), Government of India. This initiative focuses on delivering government services conveniently to citizens and businesses, acting as a one-stop shop accessible from anywhere.

The project is executed in Bihar by the Department of Information Technology (DIT), grievance redressal software framework developed by the National Informatics Centre (NIC) of India. This framework allows for a streamlined and efficient implementation of the e-District project in Bihar.

Key Features

- ✓ Integrated with various government platforms: MeriPehchaan (National Single Sign-On), Service Plus, NIC e-Mail, C-DAC SMS service, Aadhaar demographics, UIDAI OTP authentication, OGRAS payment gateway, DigiLocker, DSCSign, e-Sign, RAS, and e-Taal
- ✓ Login and personalized dashboards for citizens
- ✓ Department and sector-wise categorization of e-services
- ✓ Multilingual Accessibility
- ✓ Citizens can track the application status using a unique reference number

65 e-Services	**121,315,110** Application Received	**106,279,778** Application Delivered

5. Strengthening e-Service Delivery in North Eastern States

One of the primary objectives of NeSDA is to analyse India's e-governance progress, promoting the expansion of e-services and the utilization of unified service delivery portals. In line with NeSDA, DARPG aims to overhaul the e-service delivery landscape in North Eastern States, facilitating enhancements in their overall NeSDA scores.

To achieve this goal, the North Eastern States may consolidate all e-services under their flagship unified service delivery portals to ensure ease of access and efficient delivery. This can be done by identifying and addressing the challenges faced in integrating e-services and seeking solutions collaboratively by conducting meetings to integrate with Service Plus/My Scheme (Ministry of Electronics and Information Technology) for portal infrastructure, if necessary.

With this aim, on the request from the Government of Manipur, DARPG coordinated 2-days of meetings on February 19-20, 2024 between Senior Officials of Government of Manipur and Government of Jammu & Kashmir to strengthen the unified service delivery portal of Manipur. Senior Officials of MeITY and DARPG also participated in the 2-day deliberations. Following extensive discussions, the roadmap for improvements and increase in e-services in Government of Manipur was formulated. Government of Manipur aims to enhance its e-governance infrastructure to improve public service delivery efficiency, to significantly expand its online service portfolio, from 35 to 150 in the first phase covering the Departments of Revenue, Home, Industry & Commerce, Social Welfare, PWD, and PHED. By broadening the scope of online services, Manipur aims to enhance accessibility and efficiency, thereby improving the overall experience for citizens interacting with government agencies. The collaborative efforts between Manipur and Jammu & Kashmir have resulted in the development of a comprehensive roadmap.

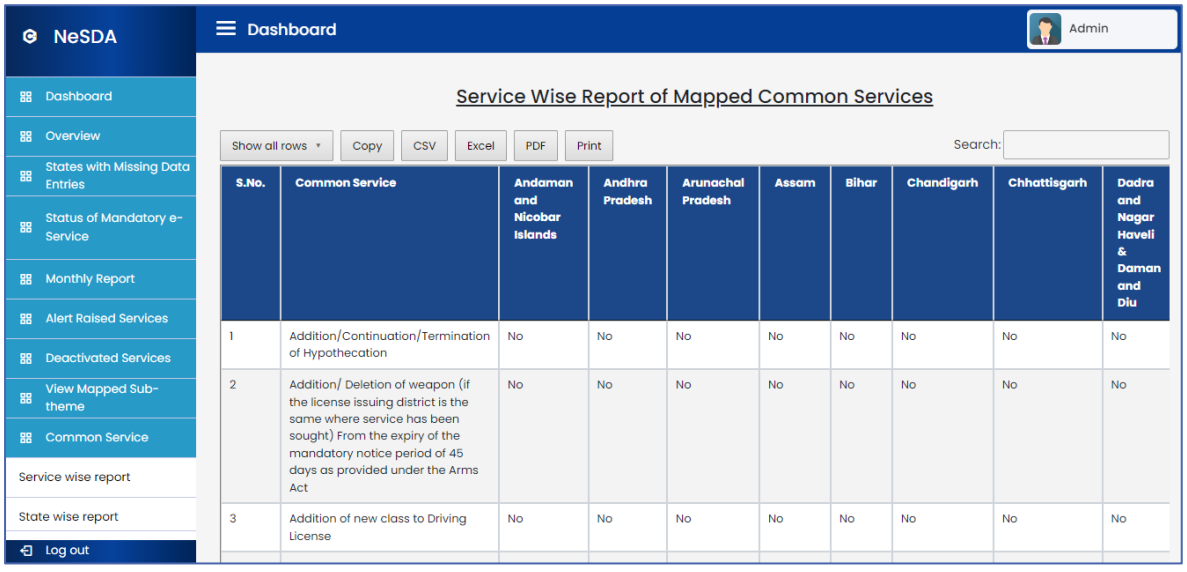
Meeting of Senior Officials of Government of Manipur and Government of Jammu & Kashmir on 19th February 2024

6. Common e-Services

In line with the objective of NeSDA Way Forward to the enhance the e-service delivery experience nationwide, DARPG has embarked on a collaborative initiative with the Chief Commissioners and Appellate Officers of the Right to Service (RTS) Act across various States/UTs. The department held two virtual meetings on 16.06.2023 and 09.10.2023, respectively.

As per the deliberations with RTS Chief Commissioners, the initiative was taken to identify and maximise the scope of mandatory e-services and help States/UTs to expand the provision of high-volume e-services. DARPG has identified a set of 154 Common e-Services, and introduced it on the *Common Services* Tab on the *NeSDA Way Forward* dashboard, in September 2023.

All States/UTs are requested to map their common services on NeSDA Way Forward Dashboard.



Common Services Tab on NeSDA Way Forward Dashboard

7. Improvement in Quality of Service Delivery

Aligning with the contemporary digital government trends across the world and citizens' need, three new additional assessment parameters have been included in NeSDA framework, namely, *Open Government Data*, *e-Participation* and *Leveraging Emerging Technologies*.

These parameters have been identified as crucial components in advancing transparency, citizen engagement, and innovation in government services. Therefore, it is imperative that all States/UTs integrate these parameters into their respective State/UT portal, as per the guidelines mentioned below.

1. **Open Government Data (OGD):** Proactive access to government-owned shareable data and its usage information in-line with regulatory frameworks
   - A dedicated OGD portal or published datasets on OGD platform (data.gov.in)
   - Integration of the OGD platform link on the State/UT portal
   - Appointment of a Chief Data Officer that oversees data-related initiatives
   - Highlighted & publicly accessible datasets of at least four sectors of NeSDA 2023
   - Provision for downloading GIS maps and geospatial data
   - Allow public to request for new datasets
   - Presence of tutorials, guidance materials, and videos on using the OGD portal
   - Documentation of events organized by the State/UT to engage the developer community on the OGD portal and State/UT portal

2. **e-Participation:** The interaction between governments and citizens through *ICTs* to empower citizens to co-design policies and services
   - Published e-Participation policy on the State/UT portal
   - Establishment of a dedicated e-Participation portal or sub-site in MyGov portal
   - Integration of the e-Participation portal link on the homepage of the State/UT portal
   - Inclusion of calendar and outcomes of all upcoming e-Participation and e-Consultation activities on the homepage of the e-Participation portal
   - Presence of tutorials, guidance materials, and videos on using the portal
   - Documentation of events organized by the State/UT to raise awareness about e-Participation and e-Consultation initiatives on e-Participation portal & State/UT portal

3. **<u>Leveraging Emerging Technologies:</u>** The strategic adoption of emerging technologies for digital government development and enhanced service delivery
    - Presence of the State/UT's strategy document/approach for leveraging *AI* and other emerging technologies like *Blockchain, IoT, Big Data, Robotics, Augmented Reality, Virtual Reality* or *5G* on State/UT portal
    - Provision of AI-based Service Chatbot (English & local language) on State/UT portal
    - Documentation of any other emerging technologies adopted in service delivery on State/UT portal

These three additional parameters will now be monitored in the NeSDA Way Forward, which serves as a preparatory platform for NeSDA 2025. The provision to update the status of implementation of these parameters will be enabled on the NeSDA Way Forward Dashboard shortly.

8. Media Outreach

Azadi Ka Amrit Mahotsav

G20 भारत 2023 INDIA

DARPG releases the Annual NeSDA Way Forward Report for 2023 – Significant progress achieved in e-Services Delivery by States/ UTs

3 Regional Conferences organized on e-Governance in Bhopal, Mumbai and Guwahati

16,487 Total e-services are provided across States/UTs

9 NeSDA Way Forward Monthly Reports for States/UTs published

Jammu and Kashmir provides the maximum (1117) number of e-Services, across States/UTs

76% Mandatory e-services are available i.e., 1,528 out of 2,016 (56*36 States/UTs), an increase from 69% under NeSDA 2021

Meetings with RTS Commissioners / Appellate Officers for improving e-Services delivery

A brainstorming session was conducted on 04.01.2024 on the theme- Emerging and Future e-Governance Initiatives, e-Commerce Initiatives, and Emerging Technologies

Posted On: 08 FEB 2024 1:34PM by PIB Delhi

DARPG
@DARPG_GoI

DARPG coordinates collaboration between Governments of Manipur and Jammu & Kashmir for Enhanced e-Service Delivery through saturation of e-services and promote the utilization of unified service delivery portals in Manipur.
#Collaboration #NeSDA #NorthEast

PMO India and 8 others

Azadi Ka Amrit Mahotsav

G20 भारत 2023 INDIA

DARPG coordinates collaboration between Governments of Manipur and Jammu & Kashmir for Enhanced e-Service Delivery through saturation of e-services and promote the utilization of unified service delivery portals in Manipur

2-days of meetings between Senior Officials of DARPG, Governments of Manipur and Jammu & Kashmir held on 19- 20 February 2024

The objective is to significantly expand Government of Manipur's online service portfolio from 35 to 150, in the first phase

Senior Officers from Service Plus and UMANG teams of Ministry of Electronics and Information Technology (MeitY) provided valuable insights on service integration and utilization of existing cost-effective digital infrastructure

Posted On: 20 FEB 2024 5:36PM by PIB Delhi

Digital India • 2 Min Read

NeSDA Way Forward: DARPG coordinates digital collaboration between Manipur, J&K

Following extensive discussions, the roadmap for improvements and increase in e-services in Government of Manipur was formulated.

Online Bureau • Agencies
Updated On Feb 21, 2024 at 08:19 AM IST

Read by:
2274 Industry Professionals

DARPG coordinated two days of meetings on February 19-20 between senior officials of Manipur and Jammu & Kashmir in strengthening the unified service delivery portal of Manipur.

The Department of Administrative Reforms and Public Grievances (DARPG) has undertaken the National e-Governance Service Delivery Assessment (NeSDA) way forward with the aim to saturate e-services and promote the utilization of unified service delivery portals.

The Indian EXPRESS
JOURNALISM OF COURAGE

News / India / Jammu & Kashmir tops in delivering e-services, Manipur at the bottom: Report

Jammu & Kashmir tops in delivering e-services, Manipur at the bottom: Report

The 'Annual NeSDA Way Forward Report 2023', released by the Department of Administrative Reforms and Public Grievances, shows that Jammu & Kashmir dominated with 1,117 e-services, followed by Tamil Nadu , Madhya Pradesh and Kerala.

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	Sept' 23	Oct' 23	Nov' 23	Dec' 23	Jan & Feb'24
1	Tamil Nadu	446	445	445	445	446	446	446	1078	1101	1128
2	J&K	474	469	469	470	1028	1034	1075	1097	1117	1119
3	Madhya Pradesh	637	731	948	1000	1010	1010	1010	1010	1010	1010
4	Kerala	885	886	911	911	911	911	911	911	911	911
5	Uttarakhand	596	595	595	725	782	826	831	865	865	865
6	Uttar Pradesh	709	706	713	714	714	714	798	798	798	798
7	Telangana	493	491	582	757	768	768	768	768	768	768
8	Haryana	762	757	757	757	757	755	757	757	757	757
9	Karnataka	779	747	752	752	752	752	752	755	755	755
10	Puducherry	239	239	239	239	246	247	247	325	605	605
11	Andhra Pradesh	606	574	579	579	579	579	579	579	579	579
12	Rajasthan	248	248	248	525	536	547	549	549	549	549
13	Maharashtra	150	148	337	441	521	533	533	533	533	533
14	Himachal Pradesh	500	494	500	500	500	500	500	500	500	501
15	Punjab	486	483	484	484	484	484	484	484	484	484
16	Assam	263	259	259	259	259	452	469	469	469	469
17	Gujarat	191	228	444	443	443	443	443	443	443	443
18	Delhi	412	416	416	436	436	436	436	436	436	436
19	Odisha	211	373	383	383	404	404	404	404	404	404
20	West Bengal	290	323	401	401	401	401	401	401	401	401
21	Meghalaya	252	217	223	223	249	306	340	363	363	363
22	Jharkhand	316	294	310	311	333	333	333	333	333	333
23	A&N Islands	164	171	171	199	200	206	239	239	321	321
24	Arunachal Pradesh	34	101	298	298	309	309	309	309	309	309
25	Chhattisgarh	272	270	284	284	284	284	287	287	287	287
26	Tripura	233	230	251	262	267	270	269	269	263	263
27	Goa	240	240	240	240	240	240	240	240	240	240
28	Bihar	222	234	238	238	237	237	237	238	238	238
29	Chandigarh	231	221	221	224	224	224	224	224	224	224
30	Mizoram	103	103	103	103	103	103	103	103	103	103
31	DNHDD	39	78	78	78	78	78	78	78	78	78
32	Nagaland	34	34	64	64	64	64	64	64	64	64
33	Sikkim	25	25	36	36	43	51	51	51	51	51
34	Ladakh	32	32	32	46	46	46	46	46	46	46
35	Lakshadweep	-	-	-	-	42	42	42	42	42	42
36	Manipur	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**

9.2. List of Identified Common e-Services

#	Common e-Service
1	Addition/Continuation/Termination of Hypothecation
2	Addition/ Deletion of weapon (if the license issuing district is the same where service has been sought) From the expiry of the mandatory notice period of 45 days as provided under the Arms Act
3	Addition of new class to Driving License
4	Application for Education Scholarship (G2C)
5	Application for License of a Contractor (s) for recruitment of migrant workmen (G2B)
6	Application for License to Manufacture and / or Trade Poultry and Livestock Feed
7	Application for Registration of Shops and Establishment (G2B)
8	Application for Senior Citizen Card
9	Application for sports scholarship
10	Application for Water Connection (business) (G2B)
11	Appointment for Registrations under Indian Registration Act (G2C)
12	Approval/Revision of Building Plan
13	Authorization under Bio-Medical Waste Management Rules, 2016
14	Authorization under Construction and Demolition Waste Management Rules, 2016 (as amended)
15	Authorization under E-waste Management Rules, 2016
16	Authorization under Solid Waste Management Rules, 2016 (as amended)
17	Authorization under the Hazardous and Other Waste (Management and Transboundary Movement) Rules, 2016
18	Book Accommodation and Transportation
19	Booking of Community Center
20	Book Tour Package and Tourist Attraction
21	Building or development permit (G2B)
22	Change of Address (DL)
23	Change of address including change of FPS
24	Change of Address (RC)
25	Change of address within same jurisdiction in Ration Card
26	Change of Owner/Occupier in Property Tax Register (Except in death case)
27	Change of Owner/Occupier in Property Tax Register in death case
28	Change of Ownership (other than Death Cases)
29	Character Certificate
30	Character Verification
31	Consent to Establish under the air (Prevention and Control of Pollution) Act, 1981 (Central Act 14 of 1981)
32	Consent to Establish under the water (Prevention and Control of Pollution) Act, 1974 (Central Act 6 of 1974)
33	Consent to operate under the air (Prevention and Control of Pollution) Act, 1981 (Central Act 14 of 1981)
34	Consent to operate under the water (Prevention and Control of Pollution) Act, 1974 (Central Act 6 of 1974)
35	Copy of untraced report in cases pertaining to stolen vehicles
36	Copy of untraced report in road accident cases
37	Copy of untraced report in theft cases
38	Delayed Birth/Death Registration
39	Demarcation of Plot
40	Disability Pension

41	Domestic Help Verification (if resident of local area).
42	Employee Registration (G2C)
43	Employee Verification
44	Employer Registration (G2B)
45	e-Payment of Electricity Bills (Citizen) (G2C)
46	Event/ Performance Request
47	Extension of purchase period of weapon, (within permissible time period and if the license issuing district is the same where services has been sought)
48	Extension of Residential Permit of Foreigners
49	Farm Mechanization
50	Financial Assistance to Destitute Children (FADC)
51	Granting permission for installing communication and connectivity infrastructure
52	Grant of Fresh Arms License
53	Inclusion/ Deletion of family member in Ration Card
54	Issuance/Modification/Renewal of License of Food Business Operators
55	Issuance of Aayushman card
56	Issuance of Caste Certificate (G2C)
57	Issuance of Domicile Certificate (G2C)
58	Issuance of Encumbrance Certificate (G2C)
59	Issuance of Income certificate (G2C)
60	Issuance of Marriage Certificate (G2C)
61	Issuance of new property ID by the Urban Local Body
62	Issuance of NOC for setting up of Petrol Pump, Cinema Hall etc.
63	Issuance/Updation of Birth Certificate
64	Issuance/Updation of Death Certificate
65	Issue/Duplicate Detailed Marks Certificate (DMC)
66	Issue/Duplicate Migration Certificate
67	Issue/Duplicate Passing Degree
68	Issue/Duplicate/Renewal of Ration Card
69	Issue/Duplicate/Renew License for Seed and Pesticide and Fertilizer
70	Issue/Duplicate/Renew Permanent Driving License
71	Issue/Duplicate/Renew Registration Certificate
72	Issue Fitness Certificate
73	Issue of Identity Card to Ex-Servicemen
74	Issue of Identity Card to Widows of Ex-Servicemen
75	Issue of NoC/ Duplicate Allotment/ Re-allotment Letter
76	Issue of No Due Certificate
77	Issue of permission for mortgage
78	Issue/Renewal of Bus Passes (general)
79	Issue/Renewal of Bus Passes to Physically Challenged
80	Issue/Renewal of Bus Passes to School Children
81	Issue/Renewal of Certificate for verification of Weights and Measures etc.
82	Issue/Renewal of Conductor License
83	Issue/Renewal of conveyance deed
84	Issue/Renewal of Fair Price Shop License
85	Issue/Renewal of Fire NOC

86	Issue/Renewal of License for Manufacture and sale of Bricks (After depositing of License Fee and Security Money as prescribed in the Control Order)
87	Issue/Renewal of License for providing accommodation
88	Issue/Renewal of License for Sale of Meat
89	Issue/Renewal of license for the operation of a Blood Bank under Drugs and Cosmetics Act,1940. (Central Act 23 of 1940)
90	Issue/Renewal of License of Dealer
91	Issue/Renewal of License of Manufacturer
92	Issue/Renewal of NoC for Possession and sale of Fireworks from Shop under the Explosive Rules, 2008
93	Issue/Renewal of Occupancy Certificate
94	Issue/Renewal of Registration for operating a drug store in the hospital (both outdoor and indoor pharmacy), under the Drugs and Cosmetics Act, 1940. (Central Act 23 of 1940) and Pharmacy Act, 1948 (Central Act 8 of 1948)
95	Issue/Renewal of Retail Drug License (Pharmacy)
96	Issue/Renewal of Trade License Certificate
97	Issue/Renewal of Wholesale Drug license
98	Issue tourist Permits/Pass
99	Job Seeker Registration (G2C)
100	Learner License for Non-transport vehicle
101	Learner License for transport vehicle
102	Library Membership
103	Load change/ Category change (G2B)
104	Missing Person Registration (G2C)
105	Mutation of Revenue Records (G2C)
106	National family benefits scheme for BPL families
107	New electricity connection (business) (G2B)
108	NOC for Fairs/ Melas/ Exhibition/ Sport Events etc.
109	NOC for issuance/ renewal of License of Arms Dealers
110	NOC for pre-owned vehicles
111	NOC for Schools (G2B)
112	NoC for Storage of Fireworks in storehouse under The Explosive Rules, 2008
113	NoC for the License to Import and Storage of Petrol under The Petroleum Rules, 2002
114	NOC for use of loud speakers (applicable only in case of S. D. M. obtain N. O. C. from the concerned SHO before granting permission)
115	No Objection Certificate for vehicles going outside the State (NOC)
116	No Objection Certificate (NOC) for transfer of vehicles to other states
117	Old Age Allowance
118	Online Complaint Registration to Police (G2C)
119	Online FIR registration/Copy of FIR
120	Online Registration of the Cooperative Societies
121	Online Registration System for OPD Appointment (G2C)
122	Passport Verification
123	Patient Registration (G2C)
124	Permission for Sewage connection
125	Permission for transfer of property
126	Permission for Water Connections (G2C)
127	Permission to construct Brick Kiln (Gaid and Chimney) (After receipt of Application)

128	Police Clearance Certificate
129	Pregnant women assistance (including Benefit transfers) (G2C)
130	Private Security Agency Verification
131	Procession/Protest/ Strike Request
132	Property tax online payment (G2C)
133	Ration Card Data Correction and Household Head modification
134	Record of Rights (ROR) (G2C)
135	Registration and Licensing - Motor Transport Workers Act (G2B)
136	Registration of Foreigners (Arrival and Departure)
137	Registration of fully built transport vehicles through dealer
138	Registration of Non-Transport Vehicles through Dealer
139	Registration of partnership firms under Partnership Firms Act (G2B)
140	Registration of societies under Societies Registration Act (G2B)
141	Registration/ Recognition/ Renewal of Tourism Service Provider
142	Registration under Batteries (Management and Handling) Rules, 2016 (as amended)
143	Registration under Plastic Waste Management Rules, 2016
144	Removal of Solid Waste from Streets/Roads
145	Renewal of Arms License (if the license is presented before the expiry date and the license issuing district is the same where service has been sought)
146	Replacement of Street Lights
147	School Registration (G2B)
148	Seed Distribution
149	Surrender of Fair Price Shop License
150	Tenant Verification (if resident of local area)
151	Transfer of ownership for old vehicles purchased within the state
152	Transfer of property in case of death (uncontested)
153	Transfer of property in case of sale
154	Widow & Destitute Women Pension

For any suggestions, kindly contact the undersigned:

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