



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

NeSDA Way Forward

Monthly Report for State/UTs



NeSDA WAY FORWARD

January 2025

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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, 20 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, January 2025 is based on the inputs provided by States/UTs on *NeSDA – Way Forward* dashboard, as of 03rd February, 2025.



2. Key Highlights

Status of Implementation

- **19,834** e-services are provided across States/UTs
- **Karnataka** provides maximum e-services (2025)
- Maximum e-services (**6,535**) 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 and Kashmir, Kerala, Assam, and Odisha** provide **100%** of their services through their identified Single Unified Service Delivery Portal i.e., **Seva Sindhu (2025), e-UNNAT (1164), e-Sevanam (938), Sewa Setu (725) and Odisha One (404)**, respectively

Improvement in Quality of Service Delivery

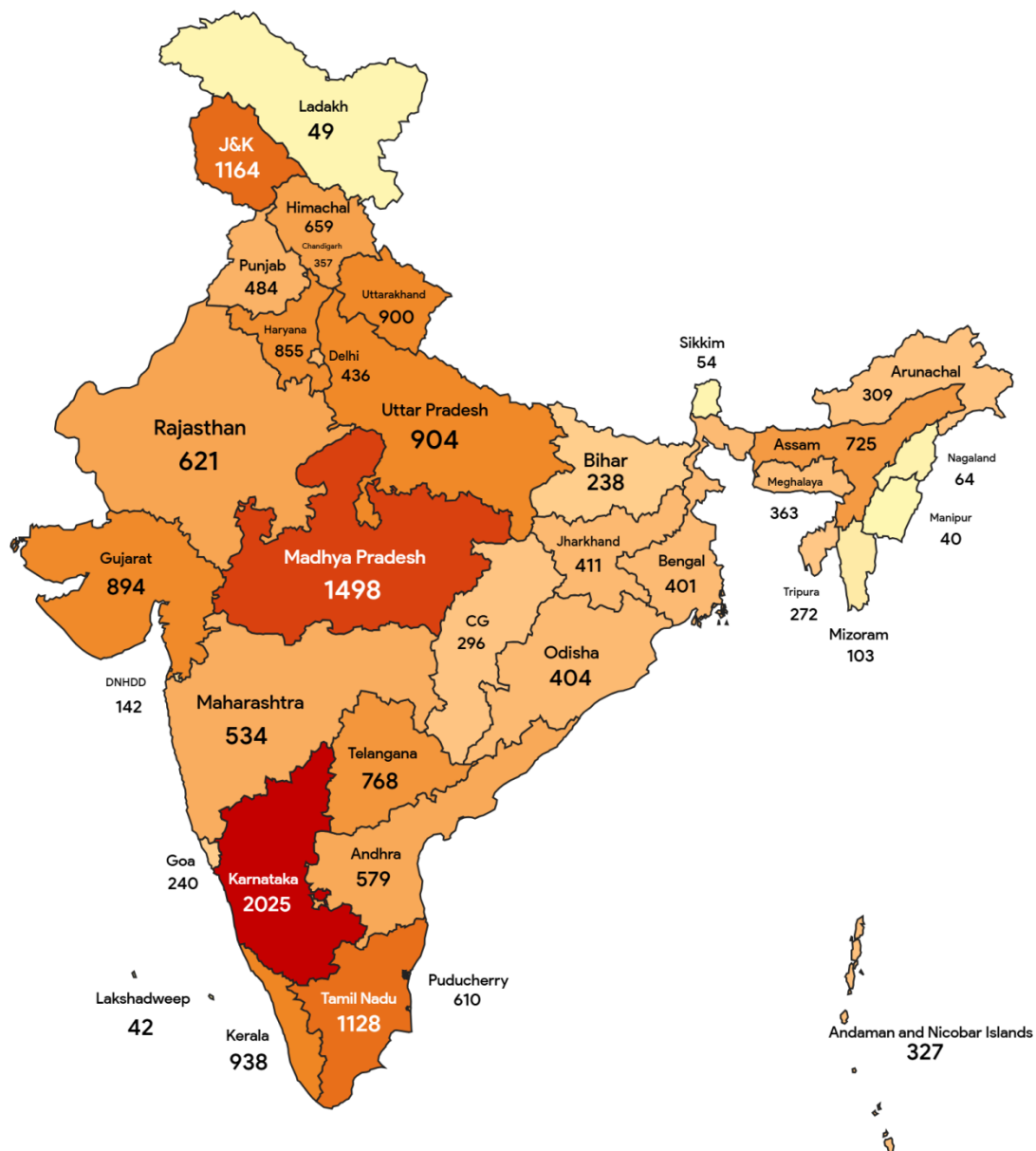
- This Monthly Report focuses on the significant aspects of '**e-Participation**' as a progressive parameter and highlights the level of compliance achieved by various states and Union Territories

Progress in e-Service Delivery through Right to Service Model

- 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, **Rajasthan Sampark Helpline 181**, and **Bihar Right to Public Services** have been highlighted as best practices

3. Review of Status of Implementation in States/UTs

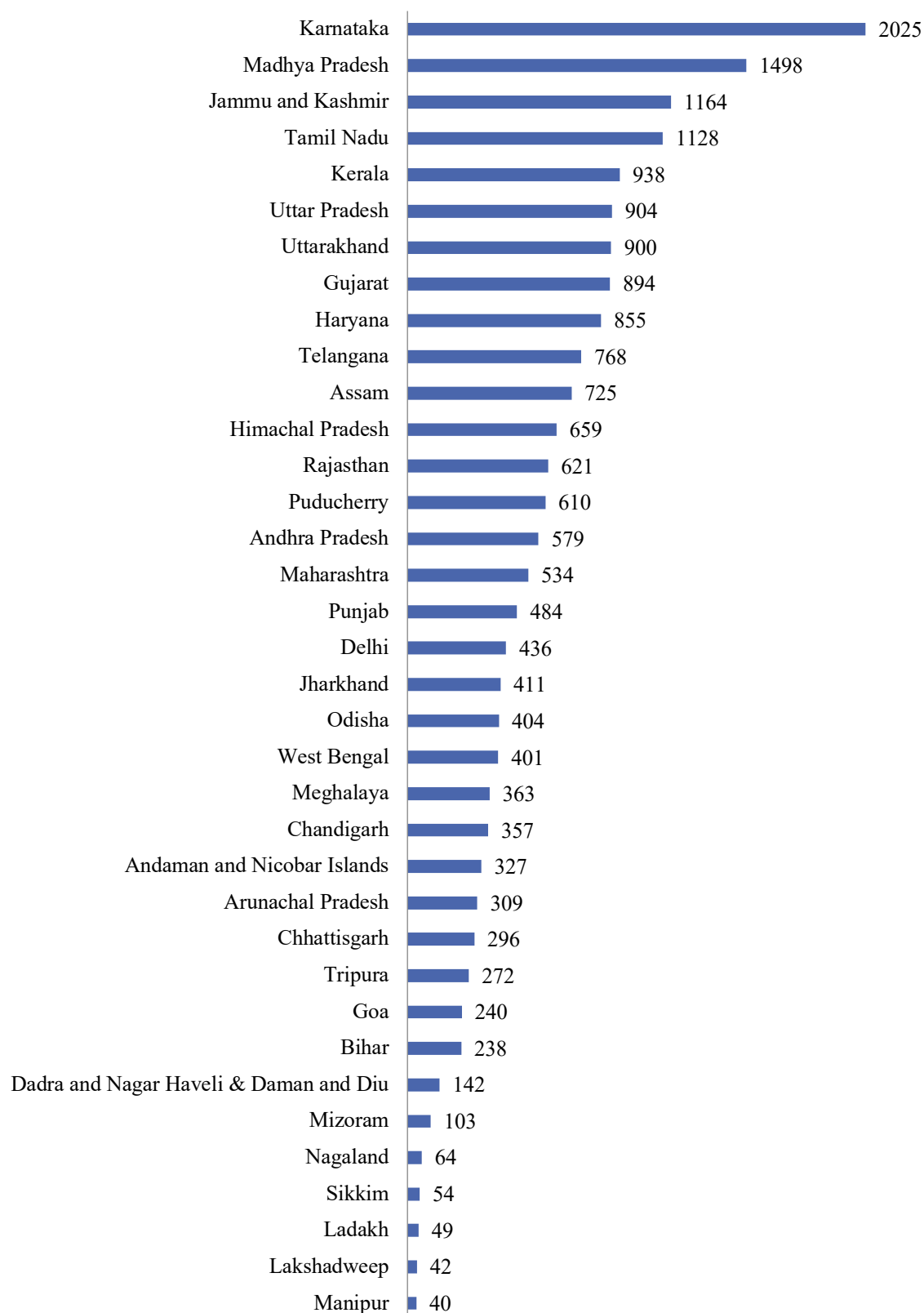
Status of e-Services
As per inputs on *NeSDA – Way Forward* dashboard



Total e-Services
19,834

Note: The aforementioned figures are uploaded by States/UTs as of 03/02/2025.

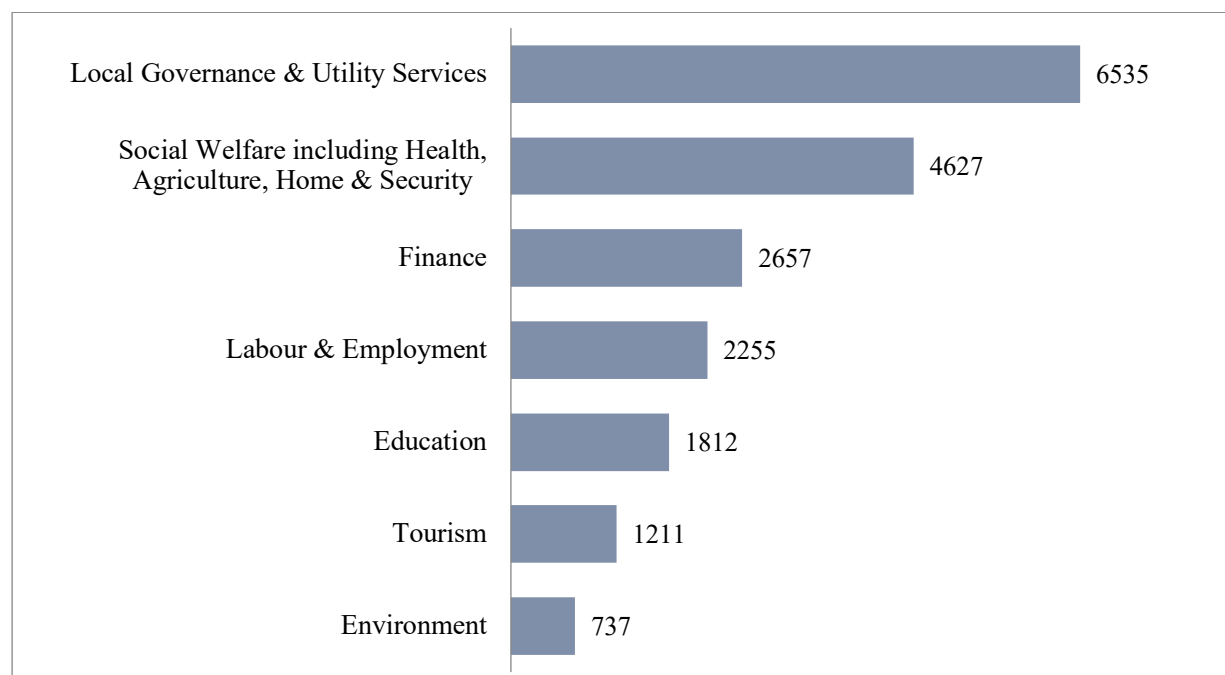
Status of e-Services
As per inputs on NeSDA – Way Forward dashboard



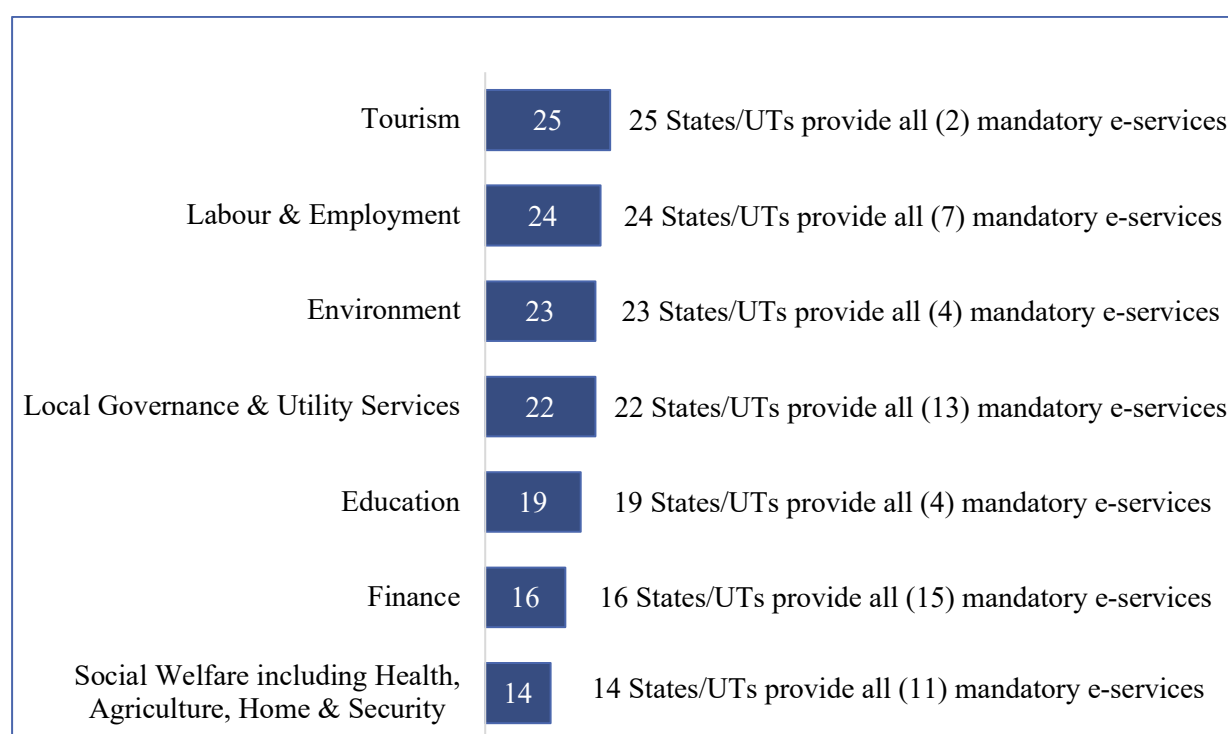
Monthly progress of status of e-services across States/UTs is attached in **Annexure 7.1**.

Note: The aforementioned figures are uploaded by States/UTs as of 03/02/2025.

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

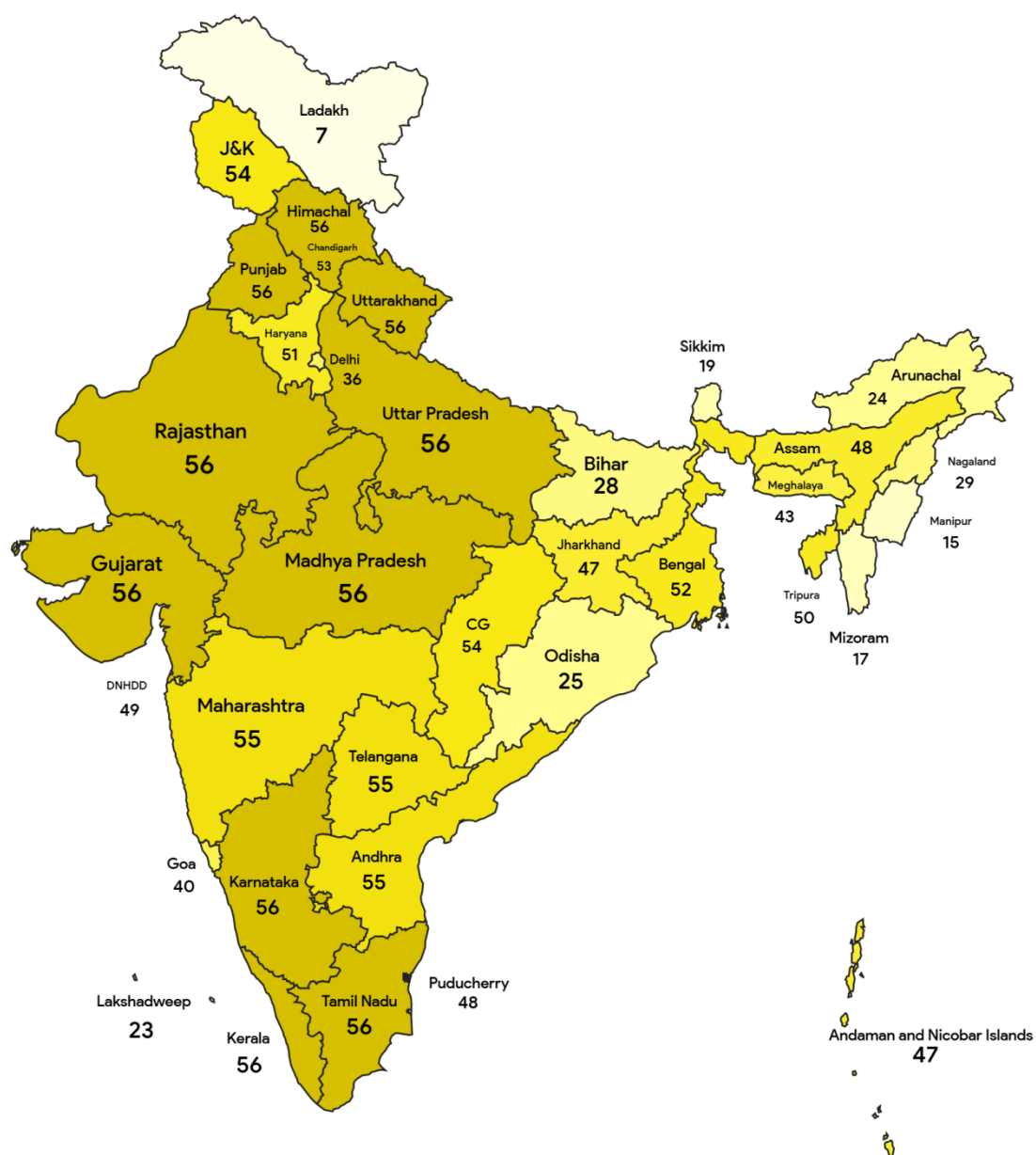


Sector-wise saturation status of mandatory e-services across States/UTs



Note: The aforementioned figures are uploaded by States/UTs as of 03/02/2025.

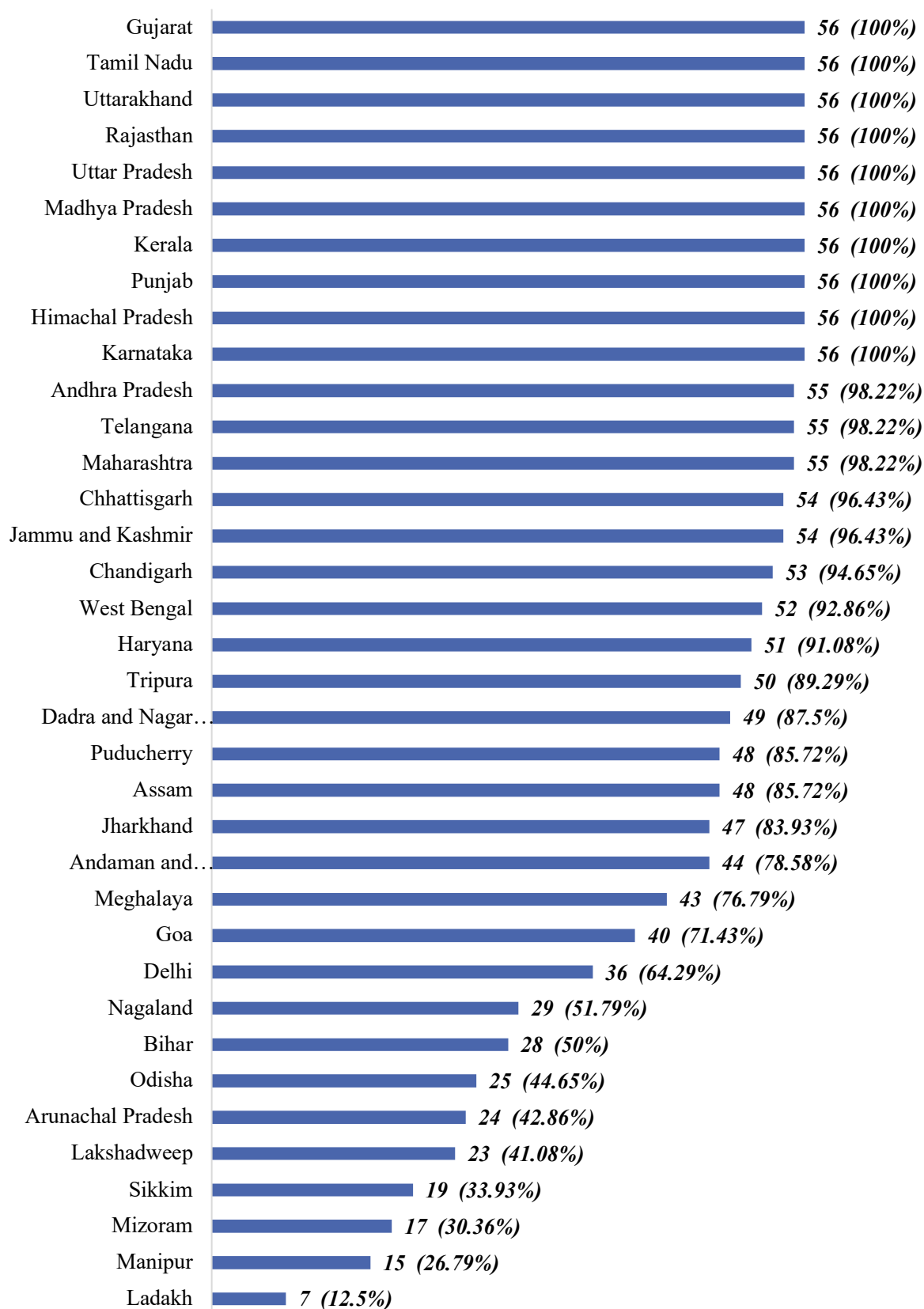
Status of 56 Mandatory e-Services **As per inputs on NeSDA – Way Forward dashboard**



Mandatory e-Services
1,584

Note: The aforementioned figures are uploaded by States/UTs as of 03/02/2025.

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



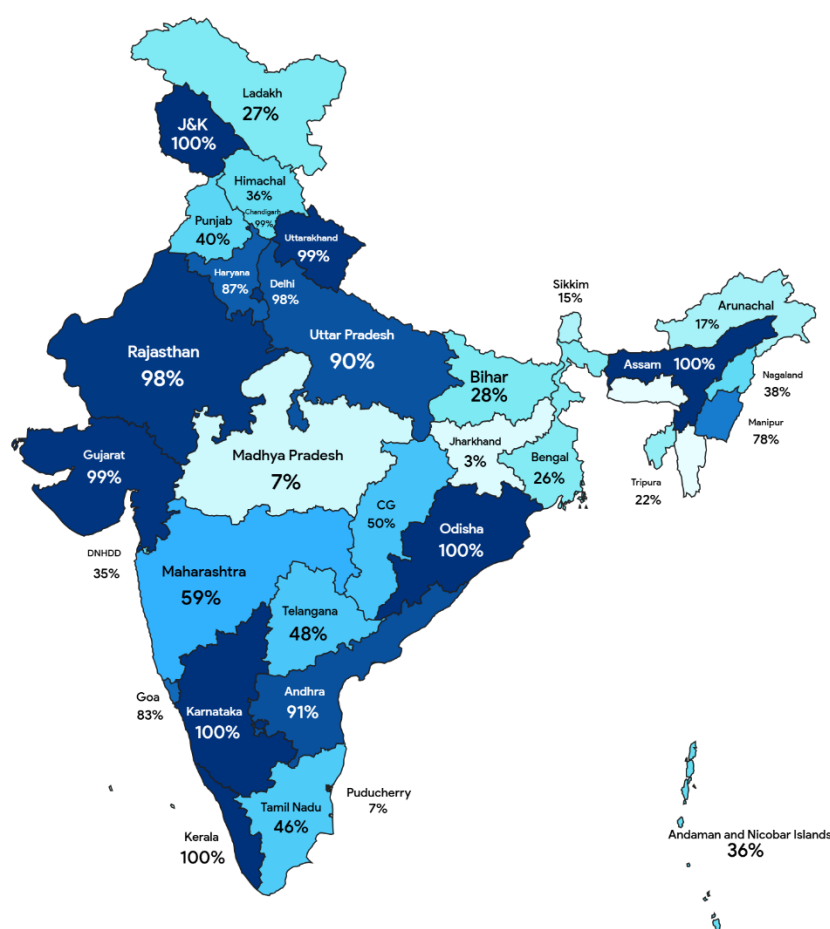
Note: The aforementioned figures are uploaded by States/UTs as of 03/02/2025.

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% (2025)
Jammu and Kashmir	e-UNNAT	eunnat.jk.gov.in	100% (1164)
Odisha	Odisha One	odishaone.gov.in	100% (404)
Kerala	e-Sevanam	services.kerala.gov.in	100% (938)
Assam	Sewa Setu	sewasetu.assam.gov.in	100% (725)
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&N Islands	e-Seva	anieseva.andaman.gov.in	36% (117)
DNHDD	Single Window Portal	swp.dddgov.in	35% (50)
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)
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)
Madhya Pradesh	MP Online	mponline.gov.in	7% (109)
Puducherry	e-District	edistrict.py.gov.in	7% (44)
Jharkhand	Jharsewa	jharsewa.jharkhand.gov.in	3% (12)
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 03/02/2025. 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 addition of three new parameters, namely Open Government Data, e-Participation, and Leveraging Emerging Technologies. These additions aim to promote transparency, facilitate citizen involvement, and encourage the adoption of innovative technologies in government service delivery.

Among these three parameters is e-Participation, which refers to leveraging Information and Communication Technologies (ICTs) to strengthen civic engagement and open governance. This approach empowers citizens by improving access to information and public services, while also strengthening collaboration between governments and individuals. The Department of Administrative Reforms and Public Grievances (DARPG) emphasises on engaging citizens for public policy-making, implementation and evaluation to enhance the e-service delivery and overall e- governance landscape across states/UTs.

This section of NeSDA Way Forward emphasises the comprehensive implementation of all components that constitute Progressive Parameters. The current edition focuses on the parameter ‘e-Participation’ parameter

The ‘e-Participation’ parameter consists of 7 components each of which are listed below against the respective reference codes. The reference codes are further used to present the status of state wise compliance of the aforementioned parameter.

Reference Code	Components for Compliance
EP 1	Presence of an e-Participation policy
EP 2	Availability of a dedicated portal or sub-site for e-Participation to invite and obtain public opinion
EP 3	Inclusion of the e-Participation portal link on the State Portal
EP 4	Publication of outcomes from each e-Participation initiative
EP 5	Publication of a calendar for upcoming e-Participation activities
EP 6	Tutorials for using e-Participation portal on State/e-Participation portal
EP 7	Organising promotional campaigns for e-Participation

5.1 Status of Compliance¹

1. Availability of E-Participation policy on the State Portal



- All Union Territories follow the Citizen Engagement Policy by the Department of Electronics and Information Technology, Government of India, under the National e-Governance Plan. Governments of Uttarakhand and Nagaland have also adopted this policy.
- Karnataka has developed and implemented its own e-Participation policy. Similarly, Punjab has implemented a detailed and comprehensive policy.

¹ The compliance status, inferred through secondary research by the NeSDA Way Forward Team, is subject to change based on updates or further validation and communication

2. Availability of a dedicated portal or sub-site for e-Participation to invite and obtain public opinion



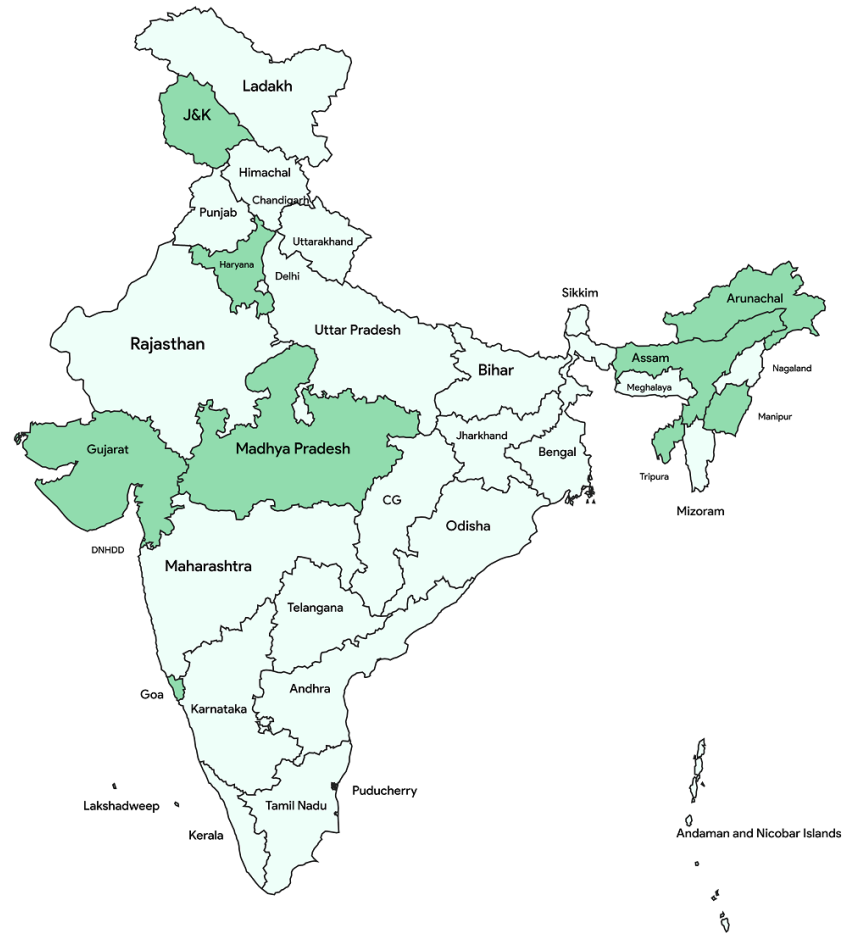
- In an effort to enhance citizen engagement, 24 states/ UTs have established dedicated e-participation platform within the broader MyGov framework. This framework offer a valuable avenue for states/ UTs to not only invite public comment but also systematically collect and analyse public opinion, contributing to more informed and participatory governance.

3. Availability of e-Participation portal link on the State Portal



- The states of Assam, Goa, Himachal Pradesh, Jammu & Kashmir, Jharkhand, Karnataka, Madhya Pradesh, Nagaland, and Uttarakhand have provided e-participation portal links on their respective state portals.
- This provision facilitates better accessibility and easier citizen engagement.

4. Publication of outcomes from e-Participation initiatives



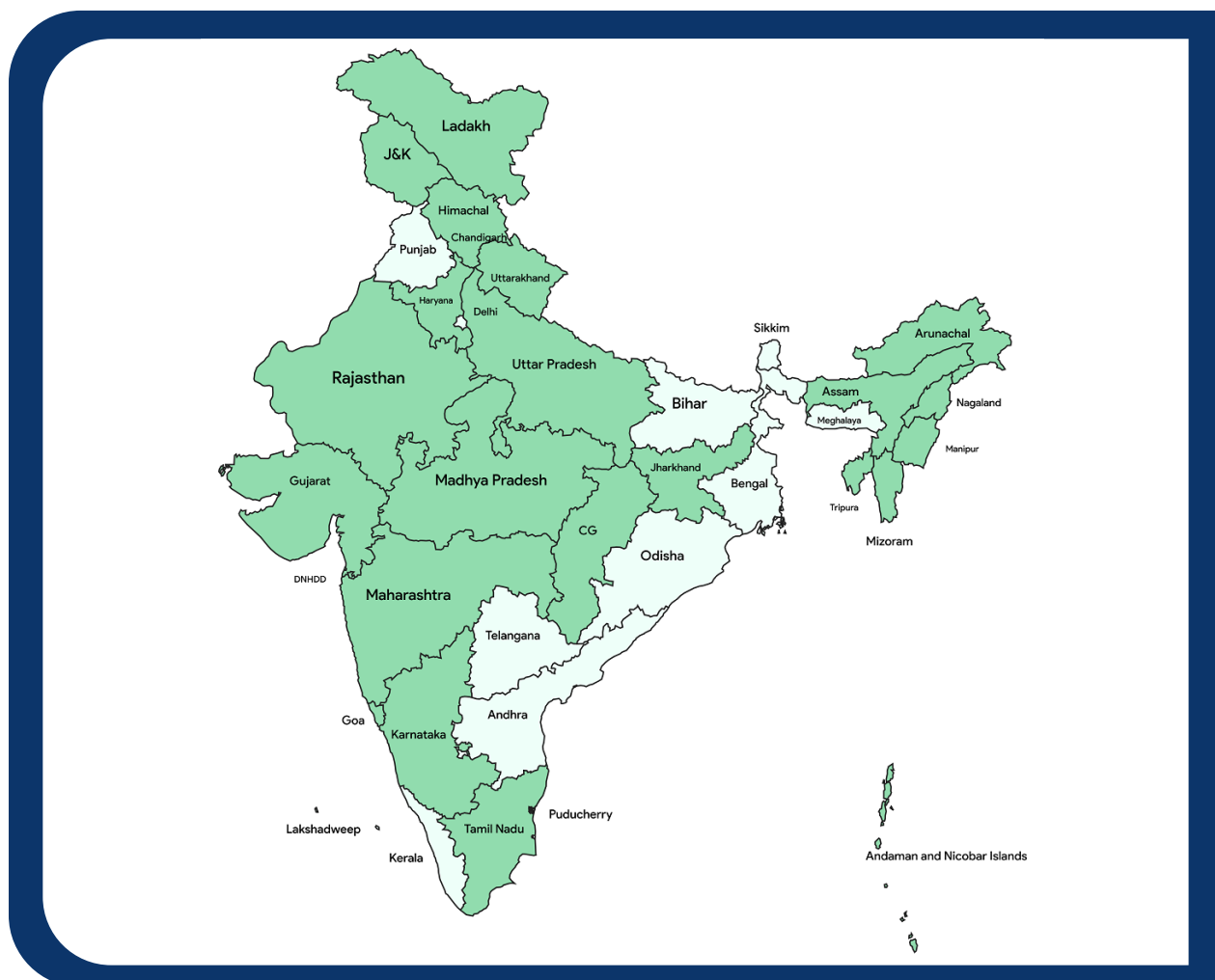
- The governments of Arunachal Pradesh, Assam, Goa, Gujarat, Haryana, Madhya Pradesh, Manipur, and Tripura taken steps to make these outcomes publicly accessible. Through their dedicated State e-Participation, they publish the results and findings from their various e-Participation initiatives.
- This practice allows citizens to understand the impact of their engagement and contributes to a more informed and participatory governance process.

5. Publication of a calendar for upcoming e-Participation activities



- Demonstrating a proactive approach to citizen empowerment and engagement, the Governments of Jammu and Kashmir and Nagaland have published detailed schedules of upcoming e-Participation activities.
- These calendars serve to inform and empower citizens to actively contribute to governance through these digital platforms.

6. Tutorials for using e-Participation portal on State/e-Participation portal



- To facilitate user engagement with their respective e-Participation portals, the Governments of Dadra & Nagar Haveli and Daman & Diu, Jammu and Kashmir, and Nagaland have made available comprehensive tutorials and guidelines directly on their State portal, while rest of the states/UTs have these resources available on their respective e-Participation portal
- These resources are designed to assist citizens for effective navigation

7. Organising promotional campaigns for e-Participation



- States and Union Territories have conducted polls, discussions, and promotional campaigns to encourage citizen engagement through their respective e-participation platforms.
- However, very few States/UTs have additionally utilized their state portals for this purpose.

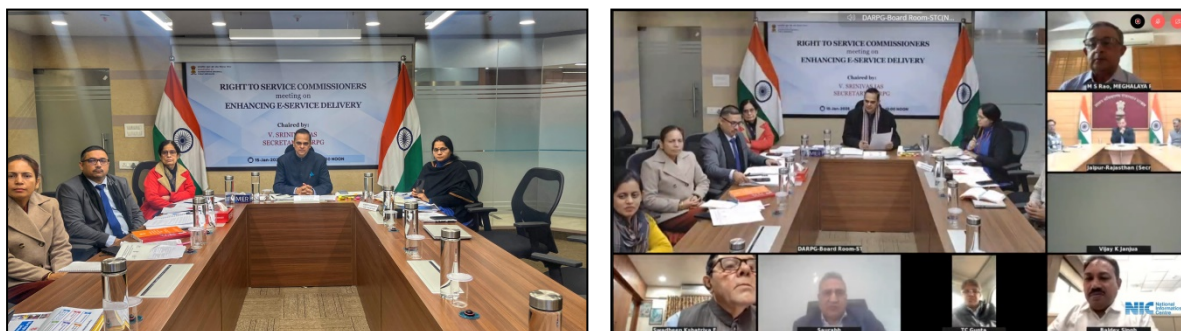
6. Enhancing e-Service Delivery with Right to Service Model

DARPG has embarked on a collaborative initiative with the Chief Commissioners and Appellate Officers of the Right to Service 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. NeSDA way Forward's key objectives are to enhance the total e-services across states and UTs, saturation of identified mandatory e-services, increase in the adoption of unified service delivery portal by states and UTs to enhance the citizen experience. The core objective is to enhance the citizen experience during service delivery through digital platform.

The Right to Service Commissions across States also works in the same line to enhance the service delivery experience of the citizen and build more trust of the government service delivery mechanism. Hence the collaboration of an organic approach to get the best of the two mechanisms.

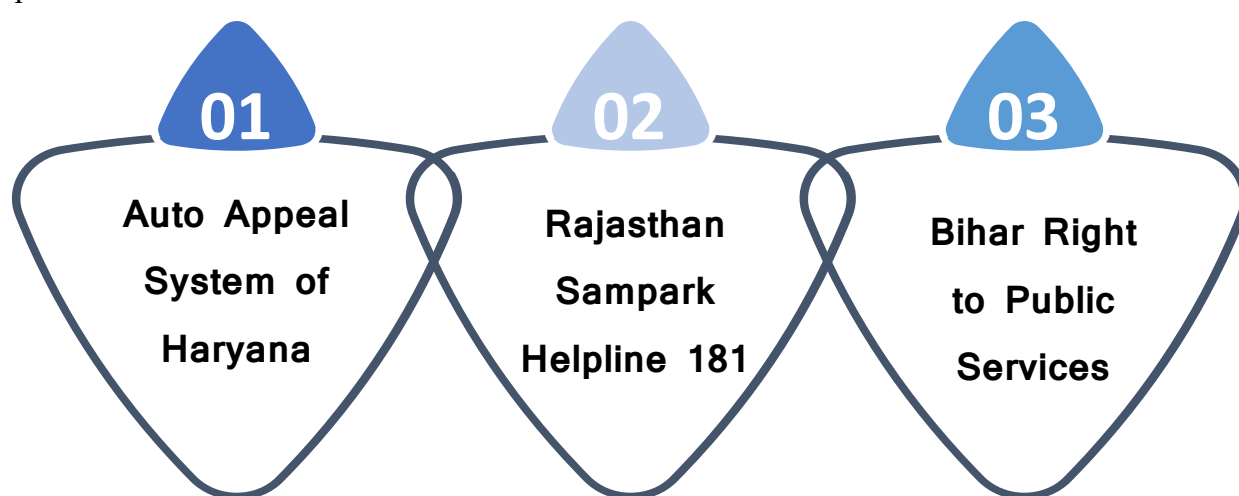
Hence in this line DARPG organised a meeting under the Chairmanship of Secretary, DARPG on 15.01.2025 at 11:00 AM with Right to Service Chief Commissioners from States and UTs through VC to discuss the best practices in service delivery and adoption of technology for enhancing e-service delivery.



During the meeting the progress was tracked through NeSDA Way Forward initiative which now tracks the delivery of over 18,000 e-services being delivered by States and UTs. Further, he emphasized on the importance of sharing best practices and innovations in implementing Right to Services initiatives across States/UTs. The DARPG had curated a plenary session on of RTS Chief Commissioners/ Commissioners at the 27th National e-Governance Conference, held in Mumbai on 3-4 September 2024 and improving e-services are part of the Mumbai

declaration's roadmap for e-Governance. The Secretary focussed on the outcomes of the Mumbai Declaration on enhanced citizen services, public-private partnerships, next-generation grievance redressal mechanisms, and the adoption of emerging technologies such as AI and the transformative potential of these initiatives. He stressed the need to expand the list of mandatory services, under National e-Service Delivery Assessment (NeSDA) framework, beyond the current 56 and to accelerate faceless service delivery. He also encouraged participants to share updates on achievements, innovations, call centre operations, and unified portal advancements as part of a collaborative efforts to strengthen citizen services.

Presentations were made by the senior officers to discuss upon the following three best practices:



Auto Appeal System of Haryana

The Haryana model proactively initiates appeals whenever a service is not delivered within the stipulated timeline. This proactive approach ensures that service delivery timelines are strictly adhered to, thereby addressing under-reporting of service delivery failures, which is a common concern. The effectiveness of system is demonstrated by the significant increase in appeals filed after implementation of the Auto Appeal System. It has led to a positive impact on the service delivery with a 96.5% service delivery rate within the stipulated timeframes. Till now 15 lakhs appeals were raised and disposed off, out of which, 13.8 lakh appeals were raised with first appellate authority, 1.5 lakh appeals raised with second appellate authority and 2810 appeal reached the commission.

The detailed description about the mechanism and flowchart demonstration has been presented in the NeSDA Way Forward, December 2024 edition.

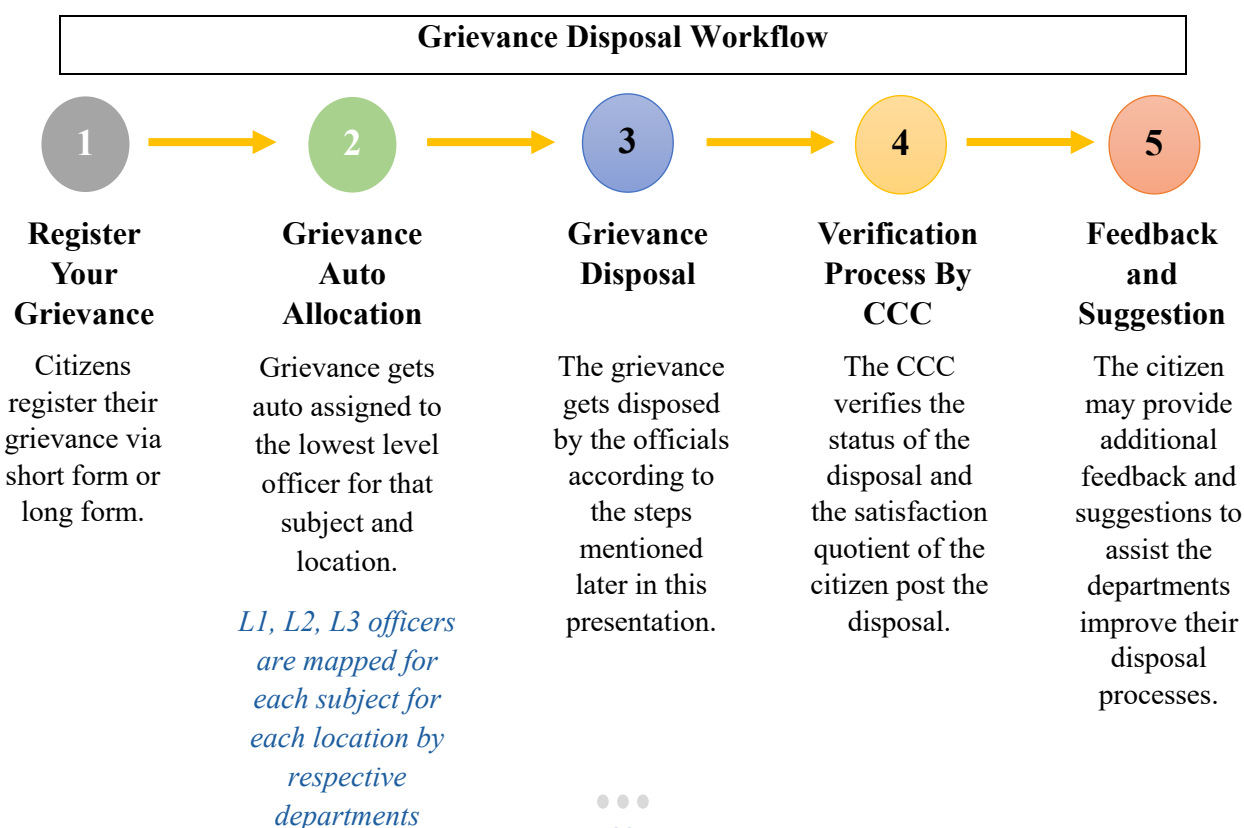
Rajasthan Sampark Helpline 181

Rajasthan Sampark is a one-stop grievance redressal platform where citizens can lodge complaints, track status, send reminders, give feedback, and request reopening. Integrated with CPGRAMS since October 2018, it connects 118 departments, 96 boards and corporations, and 53 institutes. A

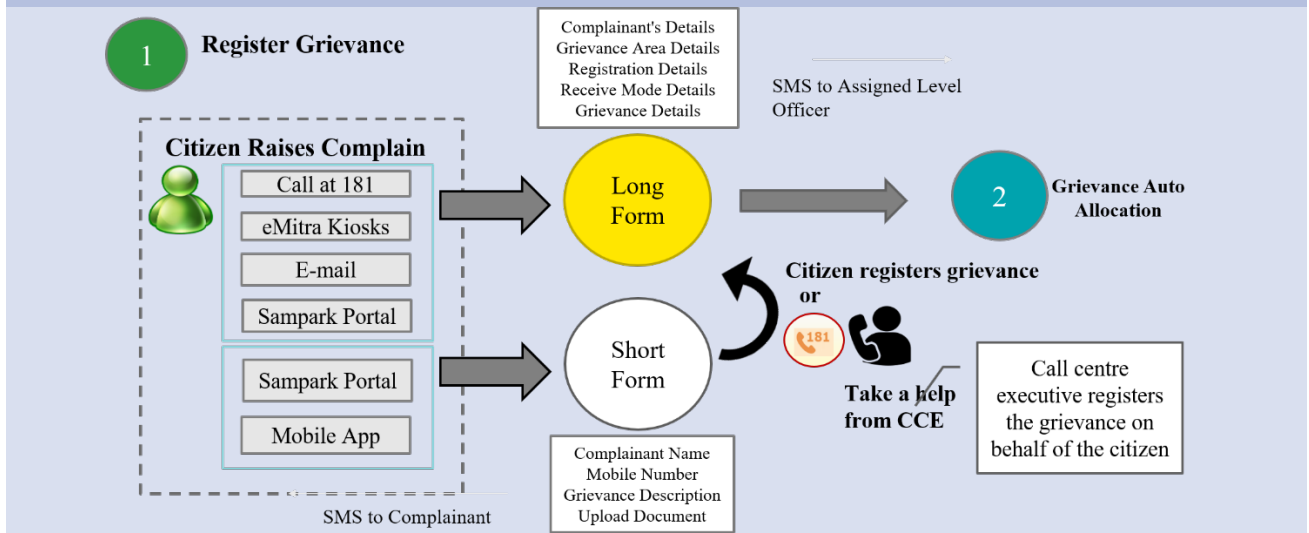


centralized real-time dashboard enables effective monitoring, while multiple complaint registration modes ensure seamless, end-to-end grievance management.

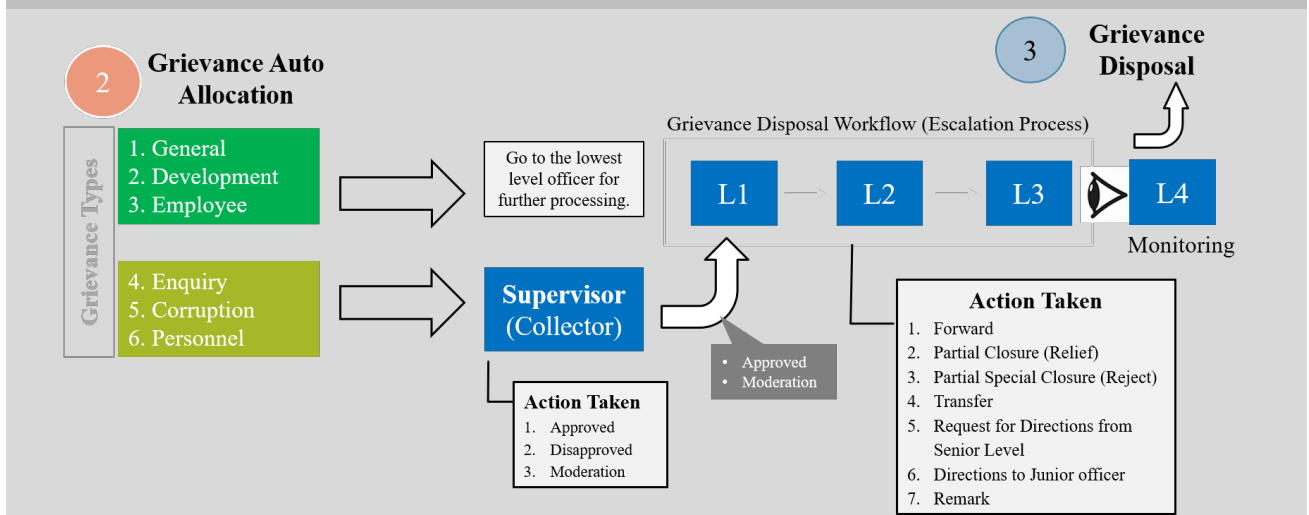
Rajasthan Sampark is an integrated platform for citizen and departmental user-centric services that includes the following components:



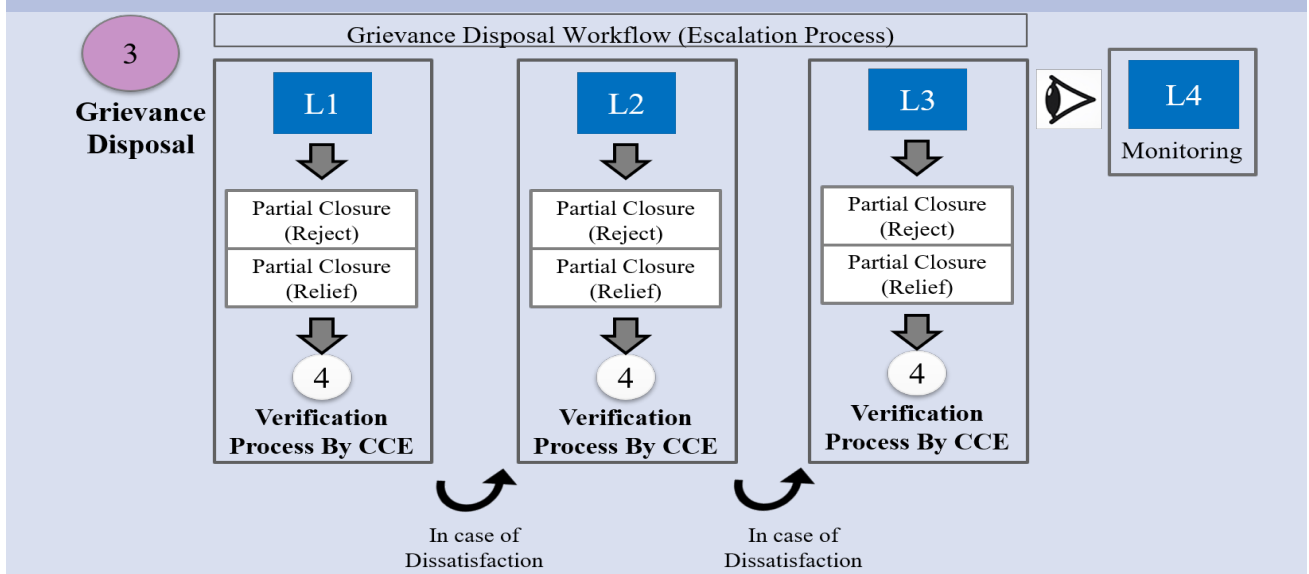
Grievance Disposal Workflow - Register Your Grievance



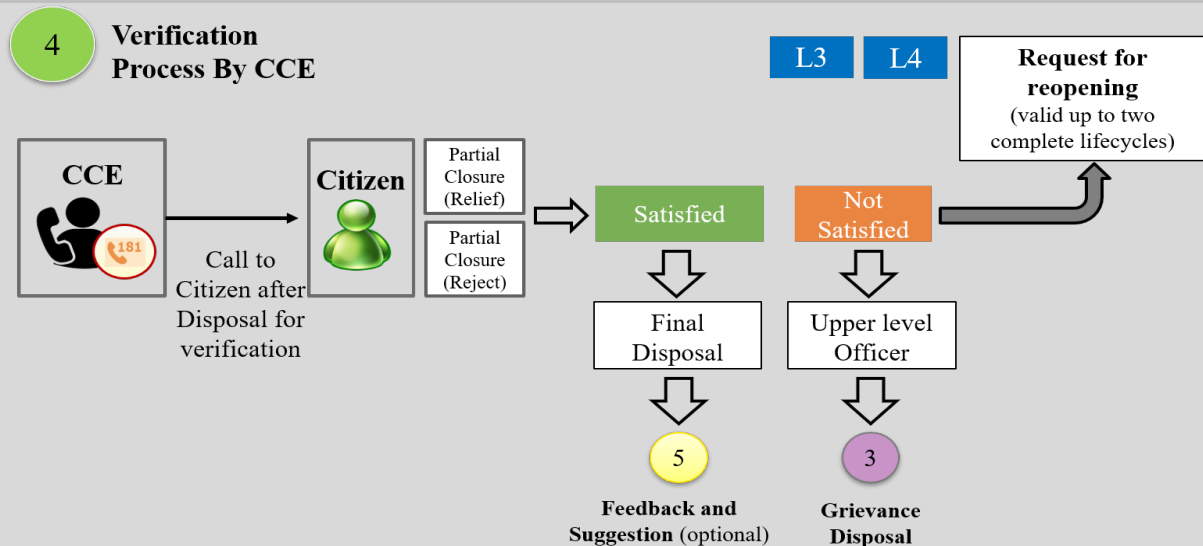
Grievance Disposal Workflow - Action Taken



Grievance Disposal Workflow - Verification Process By CCC



Grievance Disposal Workflow - Verification process by Call Center



Salient Features of Rajasthan Sampark:

Defined Uniform process across all departments for all subjects – Four level of officers

Module for defining subjects and mapping of departmental users

Auto allocation of Grievances to L1 officers

Defined Timelines for all subjects for each level of officers

Auto Escalation of grievance

Verification of disposed grievance through outbound calling by call center executive

Reopening of Grievances

Mapping of users based on locations / departments / subjects

Bihar Right to Public Services Act

The Bihar Right to Public Services Act (enacted in 2011) mandates the timely delivery of specified public services, assigns accountability to designated public servants, and ensures transparency in its implementation. It provides a two-tier appeals process for instances of

unjustified delay or denial, with provisions for penalties on responsible officials. Envisioned to reflect the core pillars of good governance, the Act was incorporated into the 2010 Sushasan (Good Governance) agenda as a top priority, recognizing citizens' legal right to public services.



Bihar Right to Public Services Workflow

Disposal of Applications	Appeal to Appellate Authority	Appeal to Reviewing Authority
<p>Receive applications (online/offline) and provide acknowledgement.</p> <p>DPS must deliver services within the stipulated timeframe or face penalties:</p> <ul style="list-style-type: none"> Denial: Rs 500 – Rs 5,000 Delay: Rs 250/day (max Rs 5,000) 	<p>Applicant may appeal within 60 days of denial or delay.</p> <p>State Government may refer applications directly (Section 10)</p> <p>Authority has civil court powers (Section 6(5))</p> <p>Non-compliance can lead to misconduct charges and disciplinary action (Section 8)</p>	<p>If the appeal is rejected, the applicant may file a review within 60 days.</p> <p>Reviewing Authority has civil court powers (Section 6(5))</p> <p>Penalized DPS may also appeal within 60 days.</p>

Bihar Right to Public Services Act – Key Features

Multiple Application Modes:

- Lok Seva Kendras at Blocks, Districts, and key locations
- Online Platforms via Service Plus (<https://serviceonline.bihar.gov.in/>)
- Kiosks in 8,000+ Panchayat Sarkar Bhavans
- 40,000+ Common Service Centres (CSCs)

Digitally Signed Certificates:

- QR Code verification for authenticity

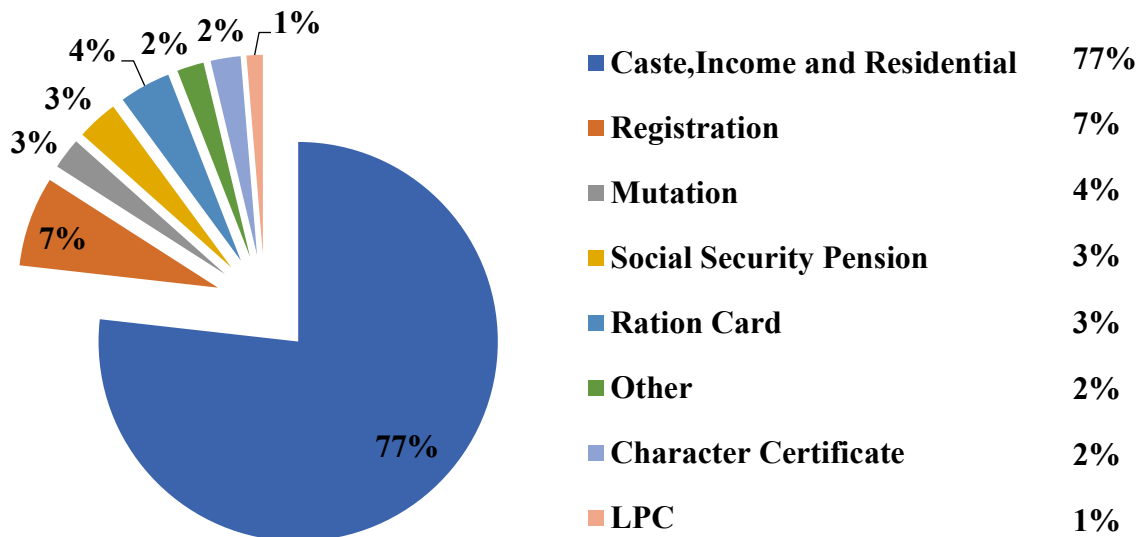
Blockchain Integration:

- Automated, secure, and immutable certificates

DigiLocker Integration:

- Secure storage and anytime access to certificates

Service Delivery Status



Till now, a total of 43.10 crore applications have been received against which 42.86 crore (99.44%) applications have been disposed of.

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	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
Karnataka	779	747	752	752	752	752	752	755	755	755	755	755	755	755	755	755	755	1414	2025	2025
MP	637	731	948	1000	1010	1010	1010	1010	1010	1010	1010	1010	1010	1016	1016	1016	1016	1016	1016	1498
J&K	474	469	469	470	1028	1034	1075	1097	1117	1119	1119	1140	1140	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
Kerala	885	886	911	911	911	911	911	911	911	911	911	911	911	916	916	916	916	938	938	938
UP	709	706	713	714	714	714	798	798	798	798	798	798	800	800	800	800	800	822	904	904
Uttarakhand	596	595	595	725	782	826	831	865	865	865	865	887	889	889	889	889	889	889	900	900
Gujarat	191	228	444	443	443	443	443	443	443	443	443	443	618	654	654	682	643	894	894	894
Haryana	762	757	757	757	757	755	757	757	757	757	757	757	757	757	757	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
Assam	263	259	259	259	259	452	469	469	469	469	469	469	469	472	628	628	628	725	725	725
HP	500	494	500	500	500	500	500	500	500	501	502	503	503	504	504	504	504	504	504	659
Rajasthan	248	248	248	525	536	547	549	549	549	549	566	566	566	588	588	606	606	606	621	621
Puducherry	239	239	239	239	246	247	247	325	605	605	605	605	605	609	609	609	609	610	610	610
AP	606	574	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
Punjab	486	483	484	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	436
Jharkhand	316	294	310	311	333	333	333	333	333	333	333	333	333	377	395	396	401	404	406	411
Odisha	211	373	383	383	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
Meghalaya	252	217	223	223	249	306	340	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
A&N Islands	164	171	171	199	200	206	239	239	321	321	321	321	321	323	323	323	323	323	323	327
AR	34	101	298	298	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
Tripura	233	230	251	262	267	270	269	269	263	263	263	264	264	264	264	264	264	272	272	272
Goa	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
DNHDD	39	78	78	78	78	78	78	78	78	78	78	78	78	117	117	131	131	131	131	142
Mizoram	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
Sikkim	25	25	36	36	43	51	51	51	51	51	51	51	51	51	51	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
Lakshadweep	-	-	-	-	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
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

7.2 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
A&N Islands	41	41	41	41	44	44	44	44	44	44	47
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	44	44	44	44	48	48	48
Bihar	28	28	28	28	28	28	28	28	28	28	28
Chandigarh	41	41	41	41	47	48	51	51	51	53	53
Chhattisgarh	51	51	51	51	54	54	54	54	54	54	54
DNHDD	39	39	39	39	44	44	49	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	55	56	56	56	56
Haryana	51	51	51	51	51	51	52	51	51	51	51
HP	55	56	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	47	47	47	47
Karnataka	55	55	55	55	55	55	55	55	56	56	56
Kerala	54	54	54	54	56	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	47	47	47	48	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	19	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	50	50	50	50	50	50	50	50	50
Uttar Pradesh	54	54	54	56	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
TOTAL	1528	1529	1530	1532	1553	1553	1572	1573	1579	1581	1584

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