



प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES

75
Azadi Ka
Amrit Mahotsav



NeSDA - Way Forward

Monthly Report for States/UTs

July 2024

Department of Administrative Reforms and Public Grievances

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1. Introduction

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

In view of encouraging findings of NeSDA 2021, NeSDA Way Forward PMU was setup to monitor the monthly progress in e-service delivery, across States/UTs. DARPG monitors the progress made in e-service delivery and rise in integrated service delivery portals, across States/UTs through NeSDA Way Forward monthly reports and regular review meetings with SPoCs from States/UTs. So far, 14 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, July 2024 is based on the inputs provided by States/UTs on *NeSDA – Way Forward* dashboard, as of 12th August, 2024.



2. Key Highlights

Status of Implementation

- **16,963**-services are provided across States/UTs
- **Jammu & Kashmir** provides maximum e-services (1164)
- Maximum e-services (**5,404**) lie in the sector – Local Governance & Utility Services
- **1,553** out of 2,016 mandatory e-services (56*36 States/UTs) are available, making saturation at ~77%
- **Himachal Pradesh, Madhya Pradesh, Punjab, Rajasthan, Tamil Nadu, Uttar Pradesh, Uttarakhand** and **Kerala** have achieved **100%** saturation of 56 mandatory e-services

Unified Service Delivery Portal

- **Jammu and Kashmir, Kerala, Assam** and **Odisha** provide **100%** of their services through their identified Single Unified Service Delivery Portal i.e., **e-UNNAT (1164), e-Sevanam (916), Sewa Setu (472)** and **Odisha One (404)**, respectively

Enhancing Coverage: Expanding e-Service Delivery

- Highlights provided for the review meeting convened on July 30, 2024 under the chairmanship of Secretary, DARPG with all states and Union Territories to assess progress and chart a path forward

Improvement in Quality-of-Service Delivery

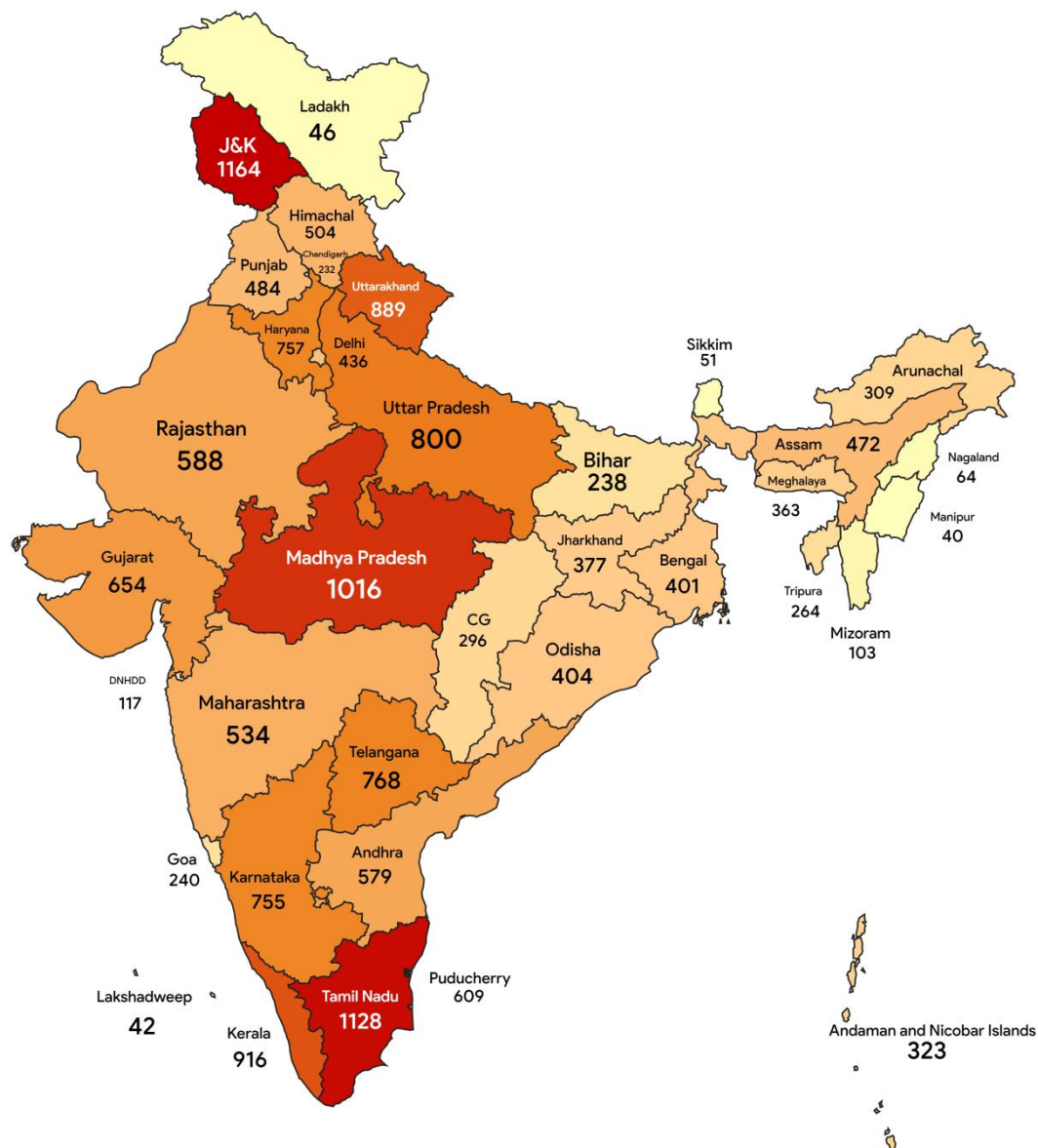
- This edition of Monthly Report delves into the critical dimensions of the parameters – ‘Accessibility’ and ‘Content Availability’ within the NeSDA biennial assessment framework

Media Outreach

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

3. Review of Status of Implementation in States/UTs

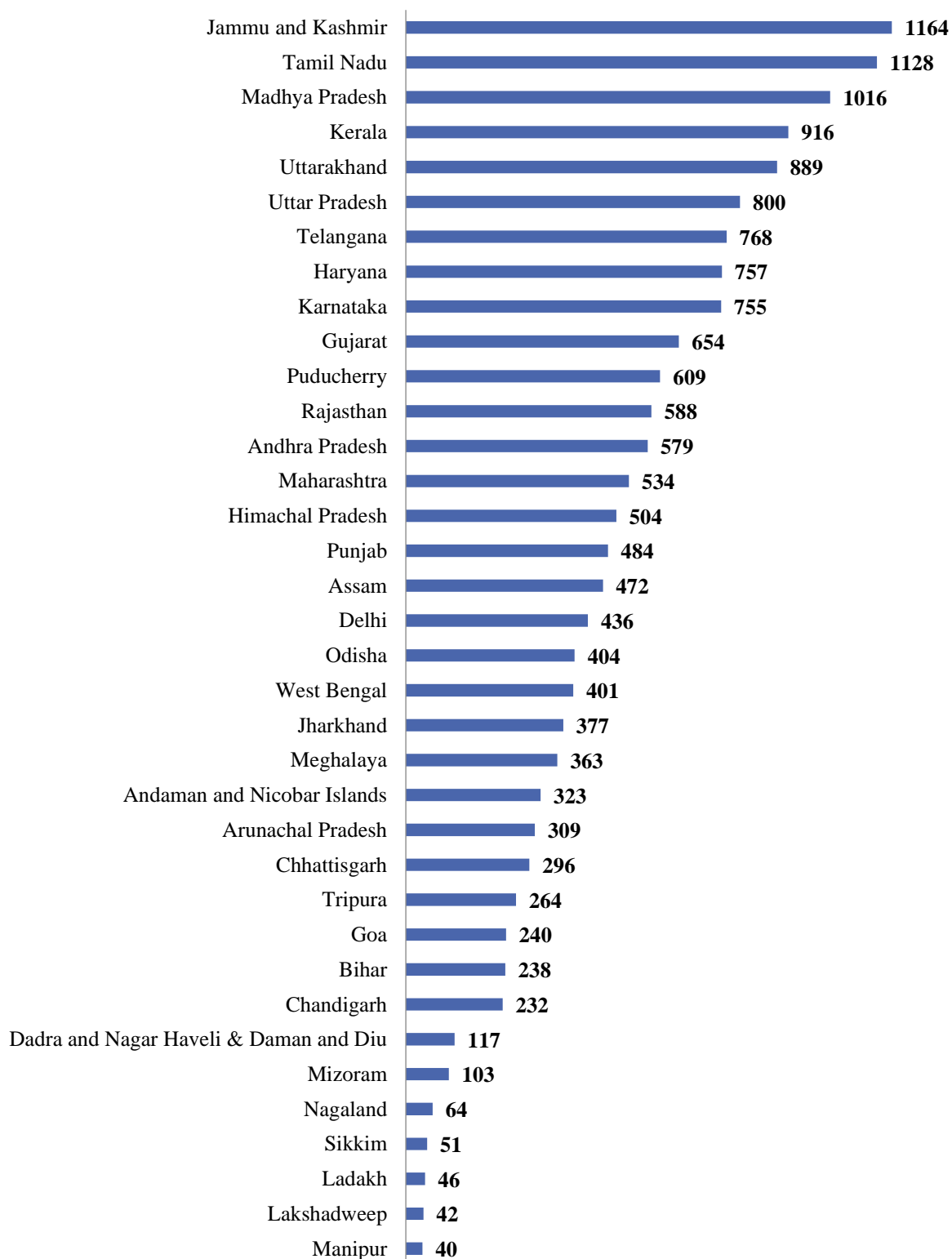
Status of e-Services As per inputs on NeSDA – Way Forward dashboard



Total e-Services
16,963

Note: The aforementioned figures are uploaded by States/UTs as of 12/08/2024.

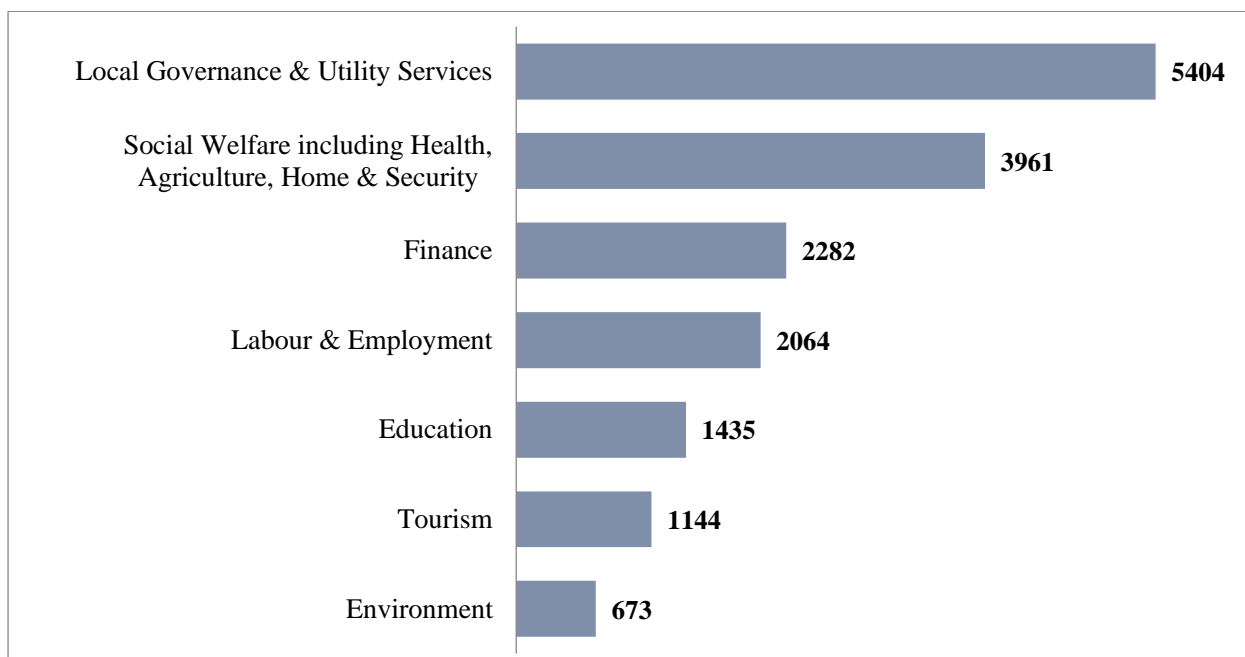
Status of e-Services
As per inputs on NeSDA – Way Forward dashboard



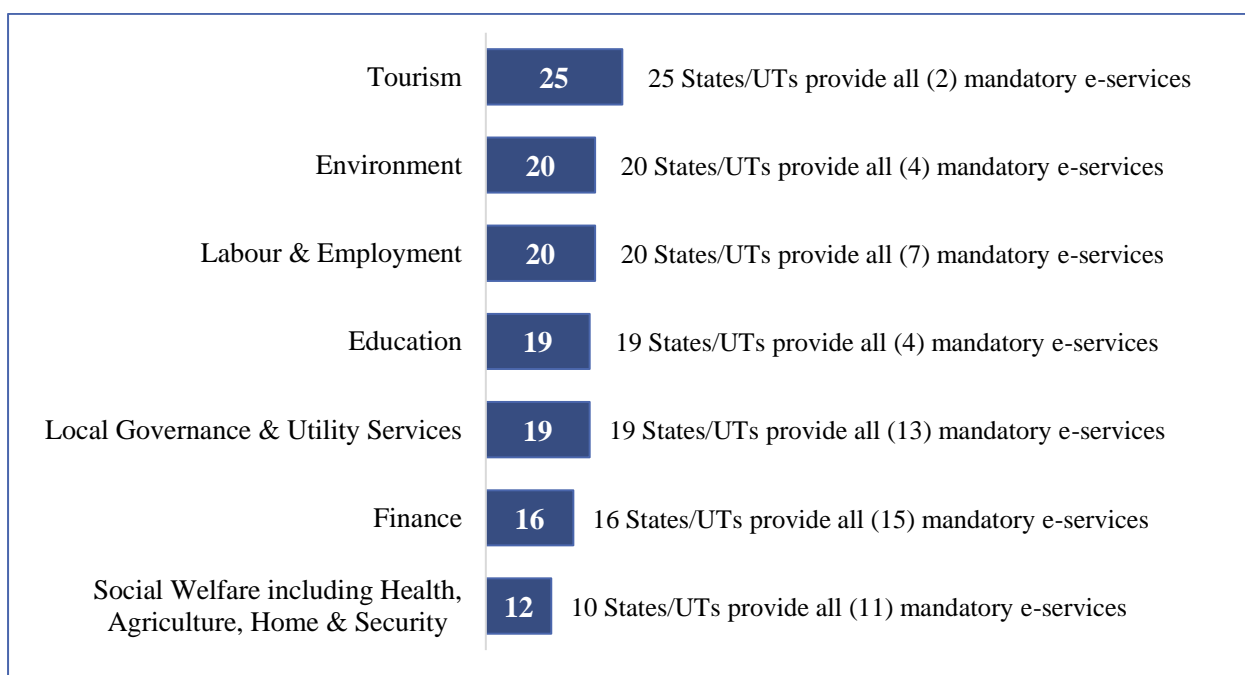
Monthly progress of status of e-services across States/UTs is attached in **Annexure 8.1**.

Note: The aforementioned figures are uploaded by States/UTs as of 12/08/2024.

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

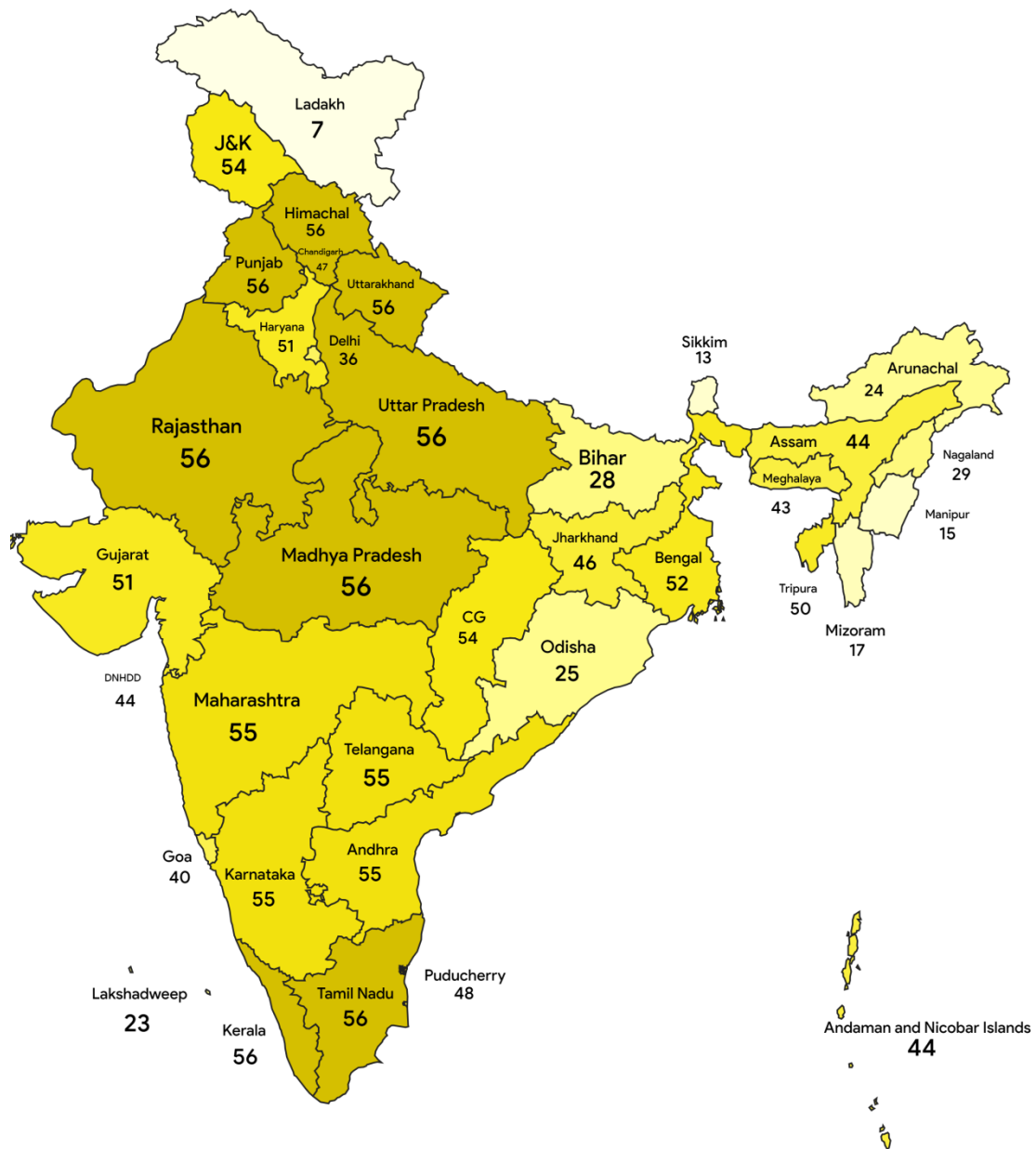


Sector-wise saturation status of mandatory e-services across States/UTs



Note: The aforementioned figures are uploaded by States/UTs as of 12/08/2024.

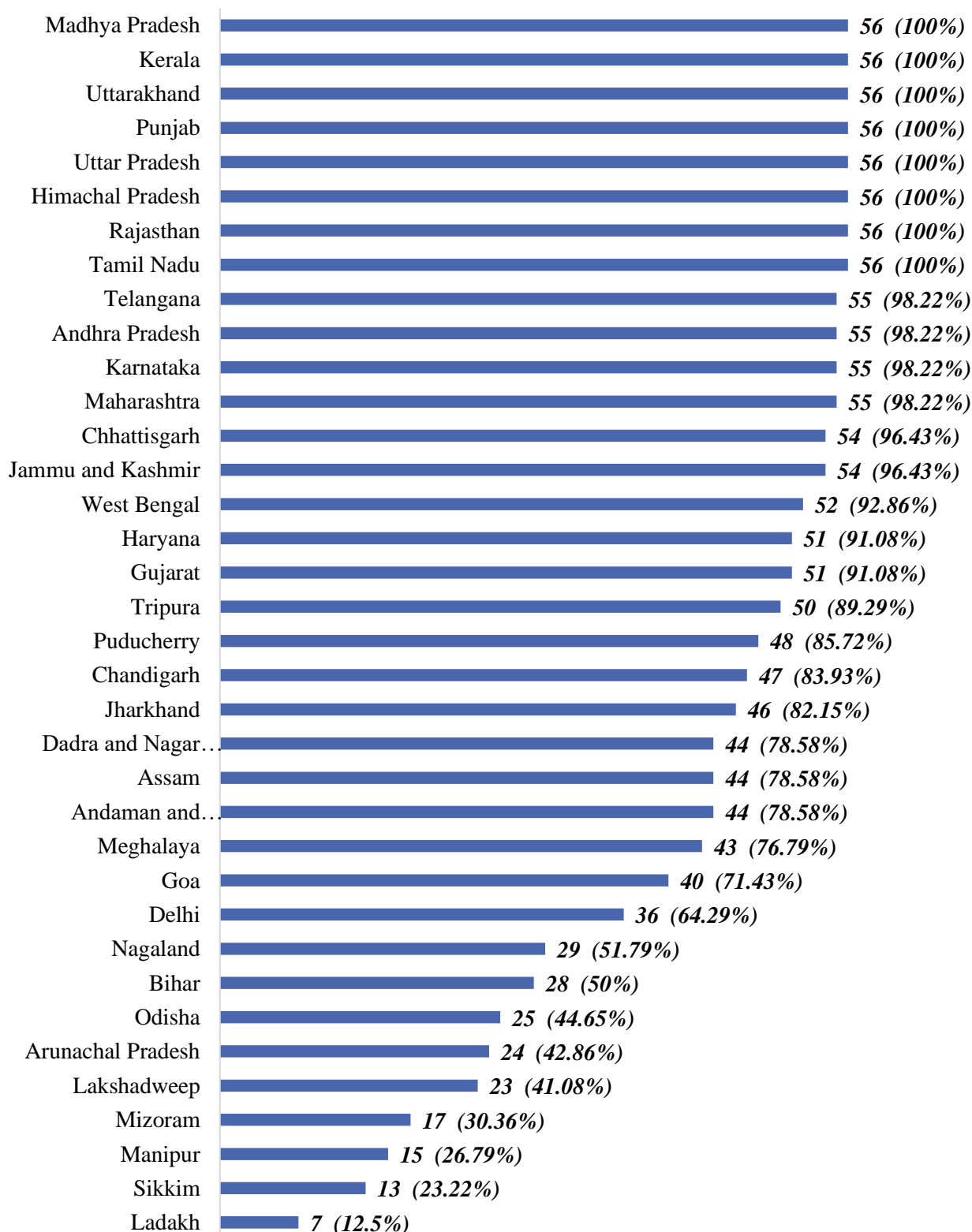
**Status of 56 Mandatory e-Services
As per inputs on NeSDA – Way Forward dashboard**



**Mandatory e-Services
1,553**

Note: The aforementioned figures are uploaded by States/UTs as of 12/08/2024.

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



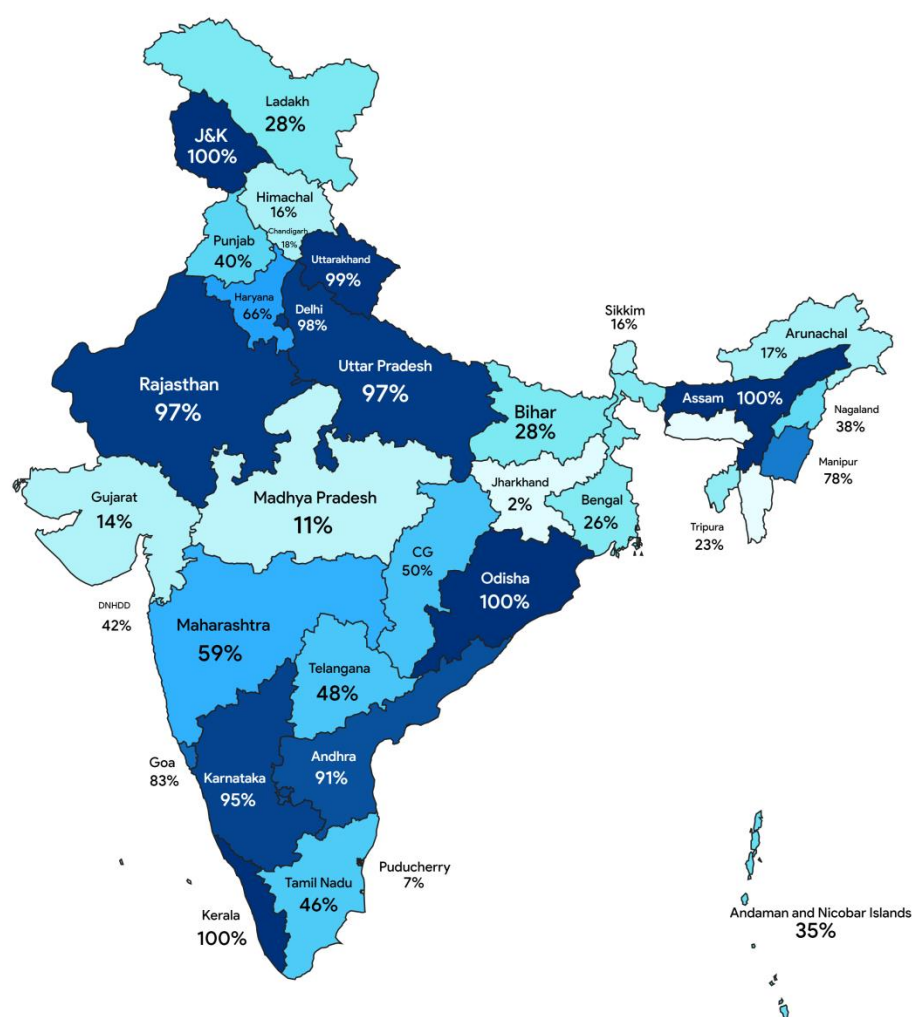
Note: The aforementioned figures are uploaded by States/UTs as of 12/08/2024.

4. Unified Service Delivery Portal – Saturation Status

DARPG actively encourages States/UTs to enhance their e-service delivery capabilities through provision of e-services through a single unified service delivery portal.

A unified service delivery portal is a centralized online platform that integrates all the government services from multiple departments, offering citizens a single point of access to a wide range of services. By consolidating services on one user-friendly interface, citizens can conveniently access information, submit applications, and avail services without navigating through multiple departmental websites / physical offices. Additionally, they often incorporate features such as digital authentication, single sign on, online payment gateways, etc., to further streamline the process.

**Share (%) of e-Services
Available on Identified Single Unified Service Delivery Portal**



State/ UT	Identified Single Unified Portal	URL	e-Services on Single Unified Portal % (count)
Jammu 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% (916)
Assam	Sewa Setu	sewasetu.assam.gov.in	100% (472)
Uttarakhand	Apuni Sarkar	eservices.uk.gov.in	99% (879)
Delhi	e-District	edistrict.delhi.gov.in	98% (426)
Uttar Pradesh	Nivesh Mitra & e-District	niveshmitra.up.nic.in & edistrict.up.gov.in	97% (774)
Rajasthan	e-Mitra	emitra.rajasthan.gov.in	97% (568)
Karnataka	Seva Sindhu	sevasindhu.karnataka.gov.in	96% (721)
Andhra Pradesh	AP Seva	vswsonline.ap.gov.in	91% (524)
Goa	Goa Online	goaonline.gov.in	83% (199)
Manipur	e-District	eservicesmanipur.gov.in	78% (31)
Haryana	Saral Haryana	saralharyana.gov.in	66% (503)
Maharashtra	Aaple Sarkar	aaplesarkar.mahaonline.gov.in	59% (315)
Chhattisgarh	e-District	edistrict.cgstate.gov.in	50% (149)
Telangana	MeeSeva	ts.meeseva.telangana.gov.in	48% (365)
Tamil Nadu	e-Sevai	tnesevai.tn.gov.in	46% (524)
DNHDD	Single Window Portal	swp.dddgov.in	42% (49)
Punjab	Connect Punjab	connect.punjab.gov.in	41% (196)
Nagaland	e-District	edistrict.nagaland.gov.in	38% (24)
A & N Islands	e-District	edistrict.andaman.gov.in	35% (114)
Ladakh	e-Seva	eseva.ladakh.gov.in	28% (13)
Bihar	RTPS Bihar	serviceonline.bihar.gov.in	28% (66)
West Bengal	e-District	edistrict.wb.gov.in	26% (105)
Tripura	e-District	edistrict.tripura.gov.in	23% (60)
Chandigarh	Service Plus	serviceonline.gov.in	18% (42)
Arunachal Pradesh	Arunachal e-Service	eservice.arunachal.gov.in	17% (53)
Himachal Pradesh	e-District	edistrict.hp.gov.in	16% (83)
Sikkim	Sikkim SSO	sso.sikkim.gov.in	16% (8)
Gujarat	Digital Gujarat	digitalgujarat.gov.in	14% (93)
Madhya Pradesh	MP Online	mponline.gov.in	11% (109)
Puducherry	e-District	edistrict.py.gov.in	7% (44)
Jharkhand	Jharsewa	jharsewa.jharkhand.gov.in	2% (8)
Meghalaya	Meghalaya Online	meghalayaonline.gov.in	-

Note: The aforementioned details of single unified portals are as informed and uploaded by States/UTs on NeSDA – Way Forward dashboard, as of 12/08/2024. Lakshadweep and Mizoram do not have a single unified services portal. States that have not uploaded their services' URL through their single unified service portal on NeSDA – Way Forward dashboard are marked (-)

5. Enhancing Coverage: Expanding e-Service Delivery

The DARPG is committed to elevate the e-service delivery across India through NeSDA Way Forward by continuously monitoring and regular meetings. Through regular monitoring, support, and knowledge sharing, the department aims to significantly improve the online service delivery landscape across all Indian states and UTs. The goal is to create a more accessible, efficient, and accountable e-Services ecosystem, thereby realizing a key tenet of the NeSDA Way Forward.

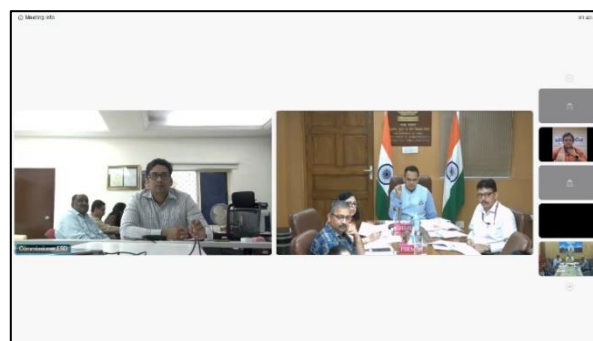
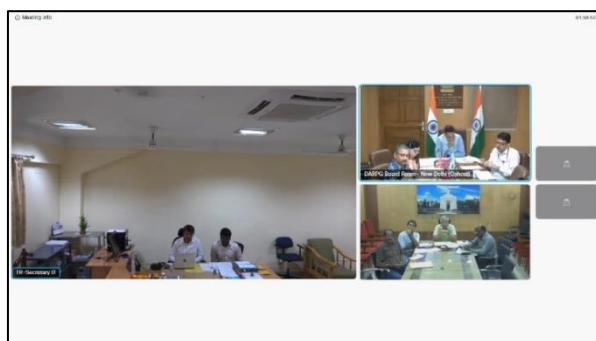
Enhancing coverage and broadening the reach of e-services to every corner of the nation is a paramount goal. With this objective, a comprehensive review meeting was convened on July 30, 2024 under the chairmanship of Secretary, DARPG with all states and Union Territories to assess progress and chart a path forward. The agenda of the meeting was as follows:



- Discussion on progress of e-Services in states/UTs as per NeSDA WF report, June 2024
- Review status of mandatory e-Services in States/UTs as per NeSDA WF Report, June 2024
- Discussion on the new 3 Progressive Assessment Parameters

The meeting primarily focused on:

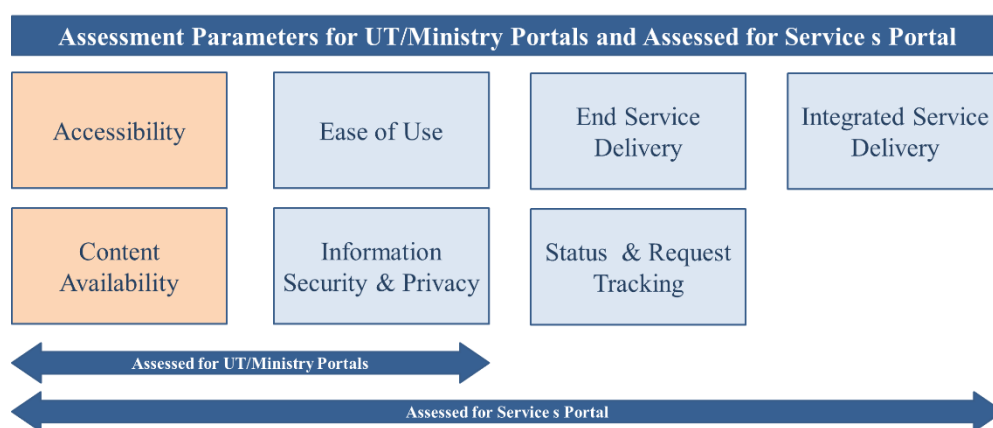
- **Evaluating progress:** States and UTs shared their accomplishments in expanding online services and digitizing government processes to drive further advancements in e-governance.
- **Identifying challenges:** Participants shared about respective challenges faced by them and about the pathway ahead.
- **Setting new goals:** Progress on compliance of three progressive parameters was shared by states/UTs.



The Secretary outlined the next steps, including the saturation of services, the establishment of a unified portal, and the provision of data for the new progressive parameters. He concluded the meeting by expressing appreciation for the collective efforts of states and UTs in advancing e-governance.

6. Improvement in Quality of Service Delivery

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



The current report examines the critical dimensions of accessibility and content availability within the NeSDA biennial assessment framework. Subsequent editions of this report shall similarly analyse the remaining parameters.

Accessibility, a cornerstone of inclusive design, encompasses a broad range of factors, including but not limited to, compatibility with assistive technologies, clear and concise language, and adherence to accessibility standards.

Content availability, on the other hand, pertains to the comprehensiveness of information provided through online channels so that citizens and businesses can easily find the information they need, in a format that is understandable and relevant. Timely updates and accurate content are crucial for building trust and confidence in government services. Moreover, the availability of content in multiple languages can enhance inclusivity and accessibility for diverse populations.

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

6.1 Accessibility

In an era marked by rapid digital transformation, ensuring that government services are accessible to all citizens is imperative. NeSDA recognises this principle and has incorporated accessibility as a crucial parameter.

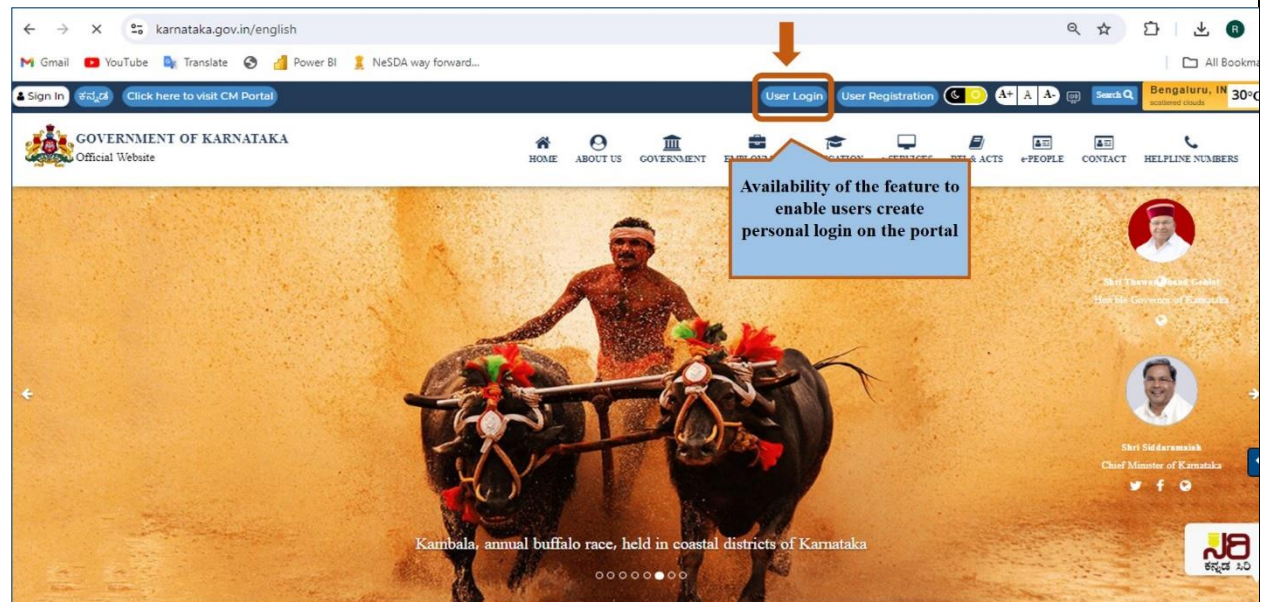
Accessibility is the extent to which a user is able to access a portal and its services irrespective of the device in use, technology or ability. Accessibility covers indicators related to the availability of multiple navigation routes for services and information, availability of features for users to create personal login on the portal, availability of information about compatible browsers and best screen resolutions, listing of service links on State portal, and availability of features to enable access for people with physical disabilities among others. Improvement on Accessibility parameter is important to enhance user perceptions and improve citizen participation for e-Services.

Assessment under this parameter is undertaken based on the following features and provisions:

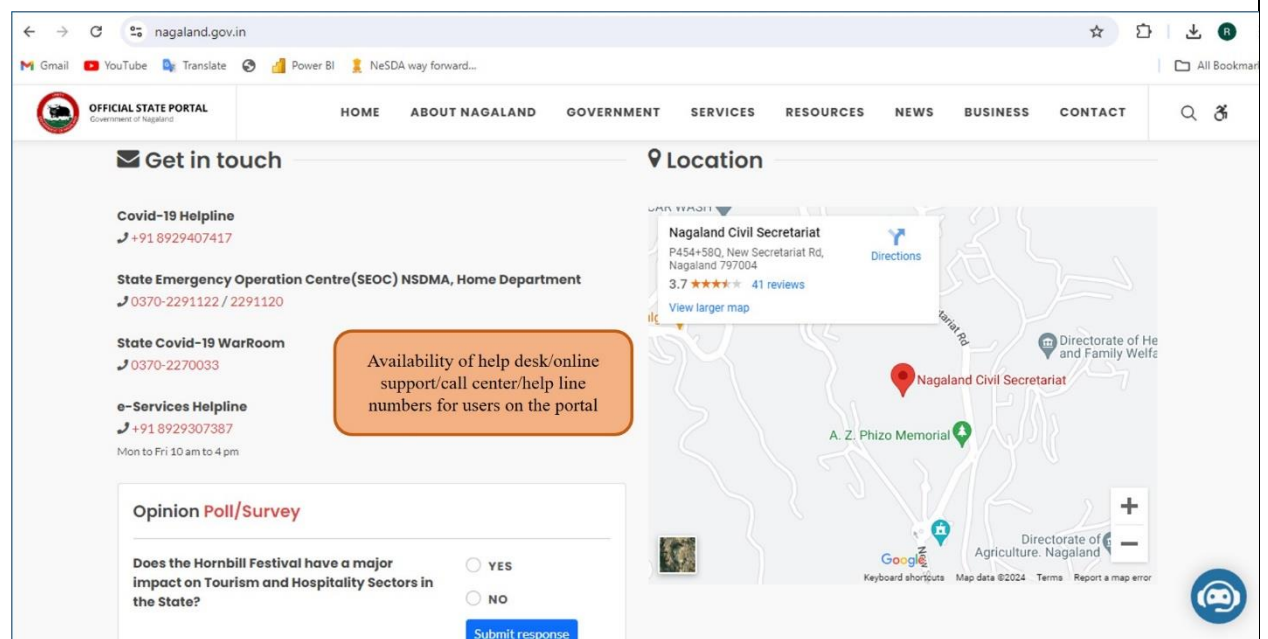
- The state holiday list is provided on the portal.
- A section on the portal lists State Departments along with contact details for Ministers and senior officials.
- Another section provides contact details of District Magistrates and senior officials across various districts.
- A separate Frequently Asked Questions (FAQs) section is available on the portal.
- Information on the last updated date and time stamp is displayed on each page of the portal.
- The portal ensures the last updated timestamp reflects the current year.
- The portal provides statistics on website usage, including the number of visitors and average time spent per visitor.
- Features are available for users to receive non-service SMS alerts, confirmations about portal activities, e-Participation activities, updates, and e-Gov marketing.
- A separate 'Contact Us' section is available on the portal.
- A "What's New" section is prominently featured on the portal.
- The portal offers a facility for users to provide feedback and comments.
- Information about the results of user feedback and comments is available on the portal.

Sample Screenshots for Accessibility section related reference:

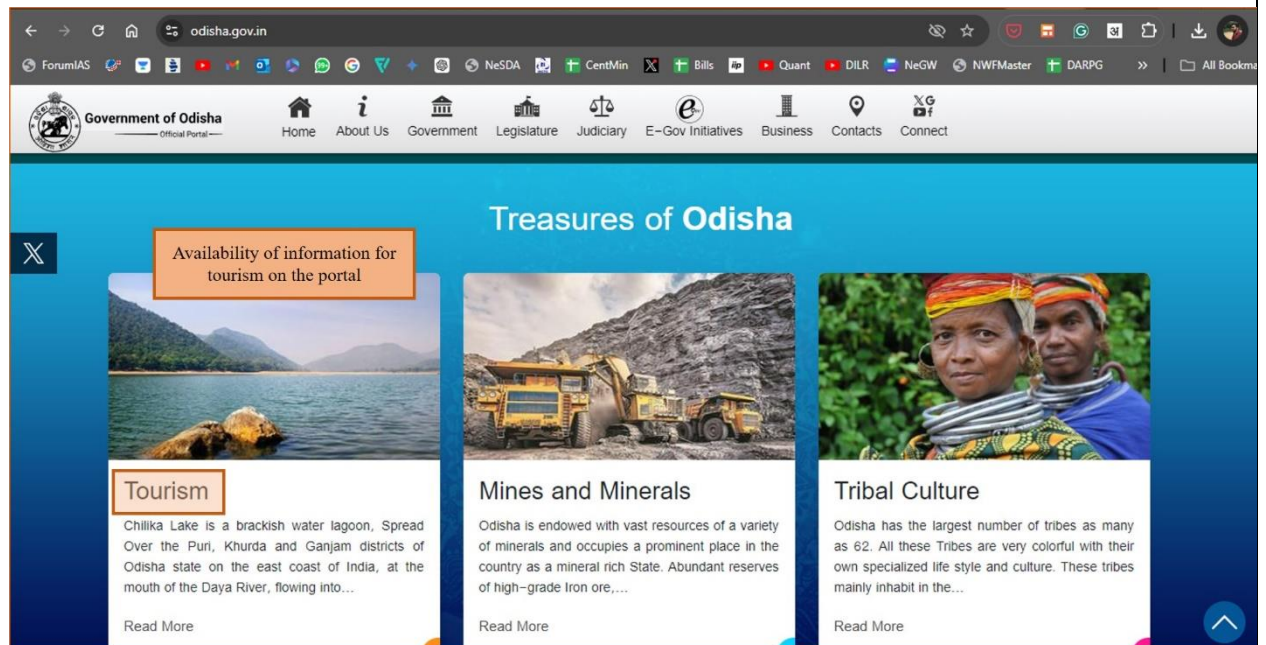
1. Availability of feature for users to create personal login on the portal



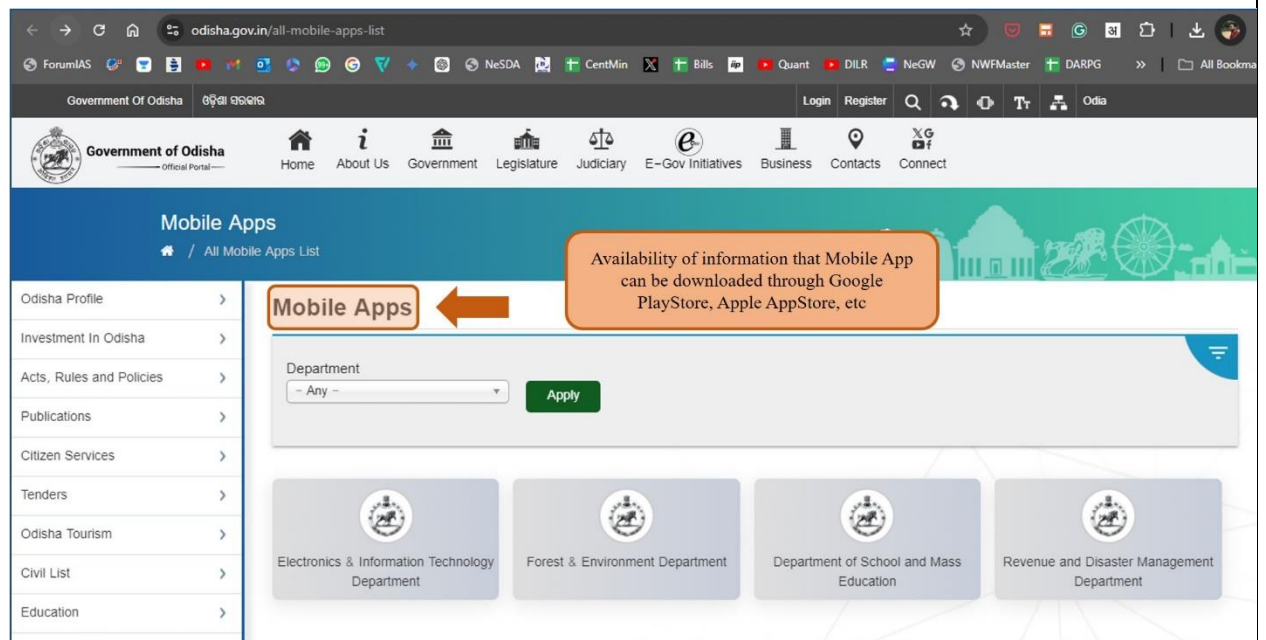
2. The portal provides help desk, online support, call center, and helpline numbers for users:



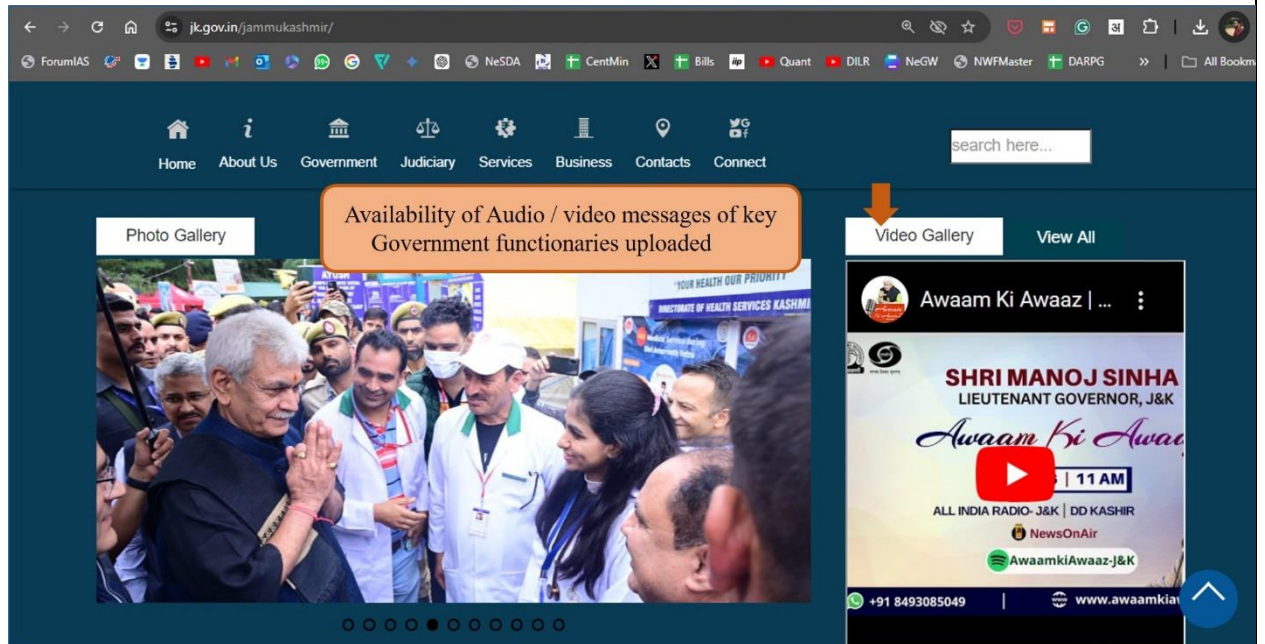
3. Tourist information is prominently linked and visible on the portal:



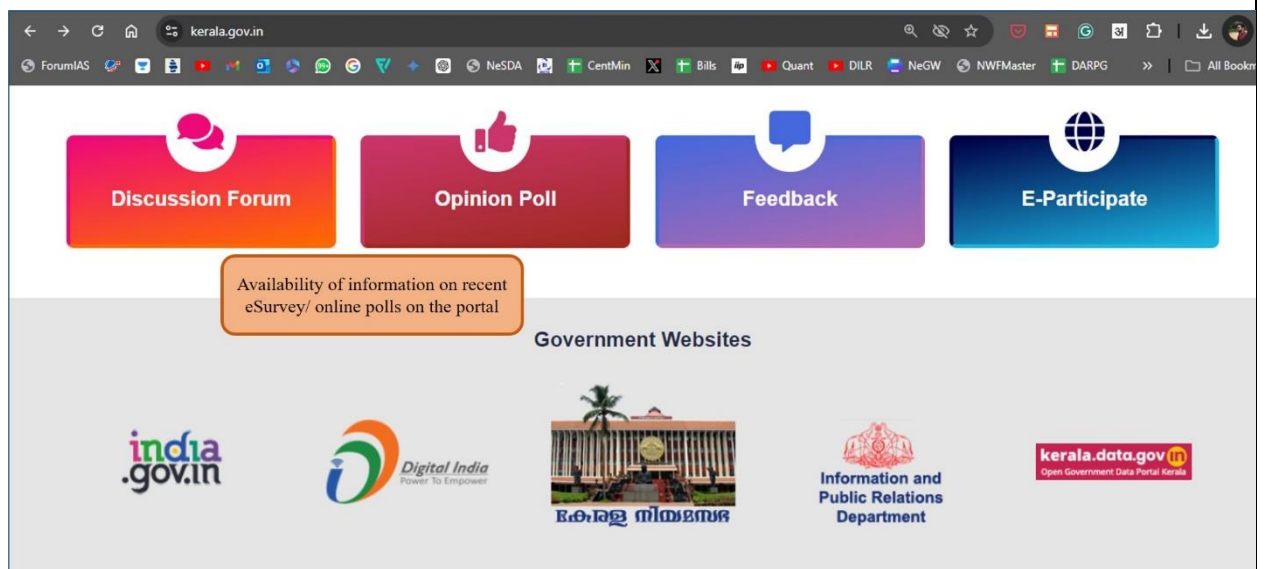
4. Mobile applications are available for providing information and availing services on the portal



5. Audio and video messages from key Government functionaries are uploaded regularly:



6. The portal conducts e-Surveys and online polls to engage users.



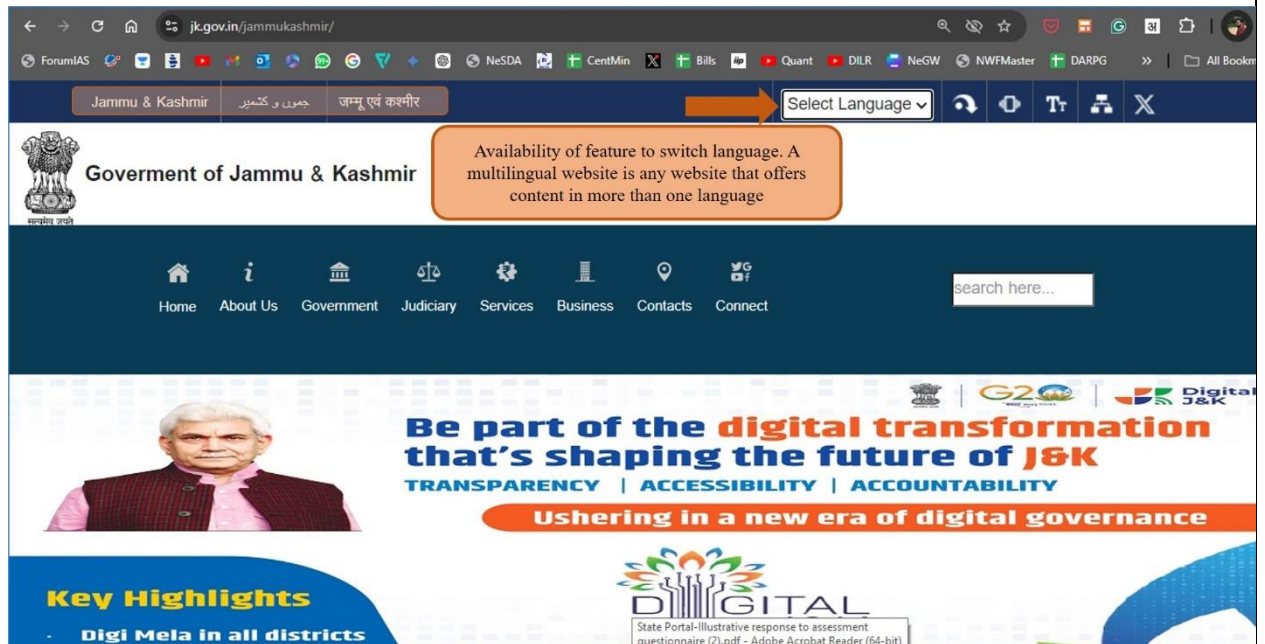
7. The number of state services available on the NGSP is clearly indicated

The screenshot shows the 'services.india.gov.in' website. The header includes a search bar with the text 'Search a GOVERNMENT SERVICE' and a dropdown menu for 'Advanced Search'. Below the header, there's a navigation bar with 'Home >> Services >> Andhra Pradesh'. On the left, a sidebar lists 'Services related to' various states, with 'Andhra Pradesh (1363)' highlighted. The main content area is titled 'Andhra Pradesh' and shows '1363 services'. An orange callout box highlights the text 'Highlight the of no. of services of the State/UT available on the NGSP portal'. Below this, there are service cards for 'Meebhoomi - Online Viewing of Land Records in Andhra Pradesh' and 'Apply for Birth Certificate - Cdma, Andhra Pradesh'. At the bottom, a note states 'Meeseva is a one stop Citizen services online portal of Andhra Pradesh, Citizens may register and login to this'.

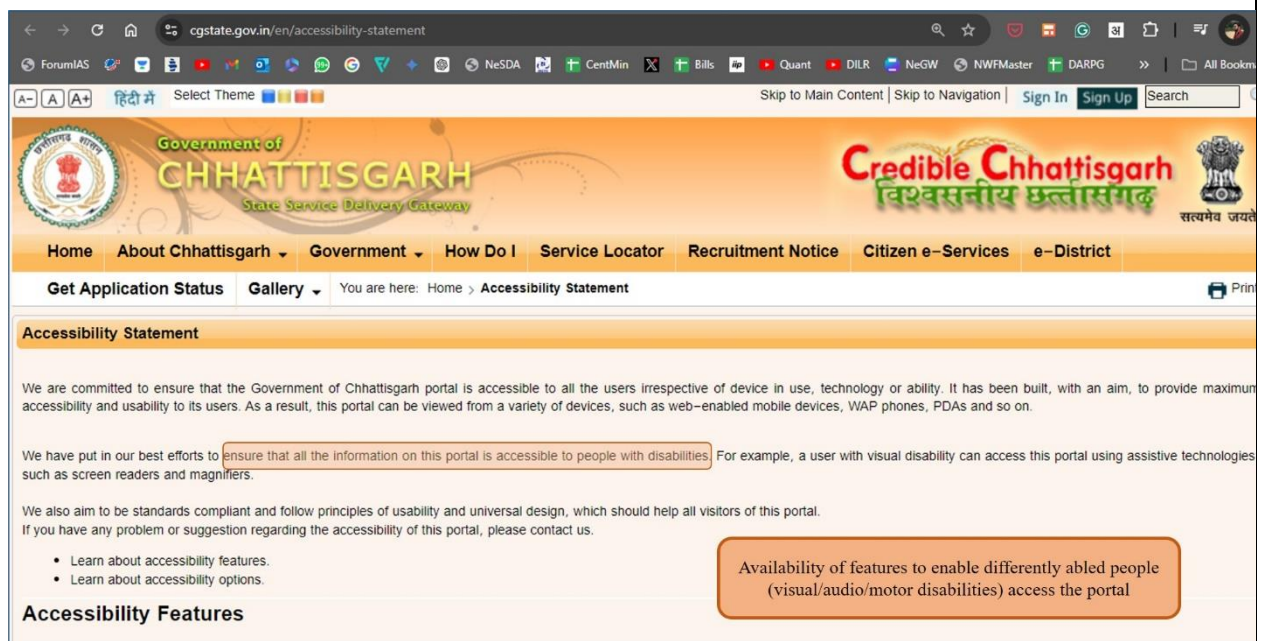
8. Information about compatible browsers and best screen resolutions is provided on the portal.

The screenshot shows the 'odisha.gov.in' website. The header includes the 'Government of Odisha' logo and a navigation bar with links like 'Home', 'About Us', 'Government', 'Legislature', 'Judiciary', 'E-Gov Initiatives', 'Business', 'Contacts', and 'Connect'. Below the header, there's a grid of links for various services like 'e-Procurement', 'Tender.gov.in', 'Sachet.rbi.org.in', 'Excise Policy for the year 2024-25', 'Operational Guidelines for Data Centre Policy-2022', 'Operational Guideline of Odisha IT Policy-2022', 'Operational Guidelines of BPO Policy-2021', 'Operational Guideline of Odisha Electronics Policy-2021', 'ODISHA ELECTRONICS POLICY-2021', 'ODISHA BPO POLICY-2021', 'ICT-Policy-2014', and 'ESDM Roadmap'. An orange callout box points to a section at the bottom that says 'For best experience view the site in 1920x1080 resolution. Support all modern browsers Chrome v64+, Safari 4+, Mozilla Firefox v90+'. Another orange callout box points to a section that says 'Information about Portal Compatibility of browsers and best screen resolutions'. At the bottom, there's a disclaimer and a Creative Commons license notice.

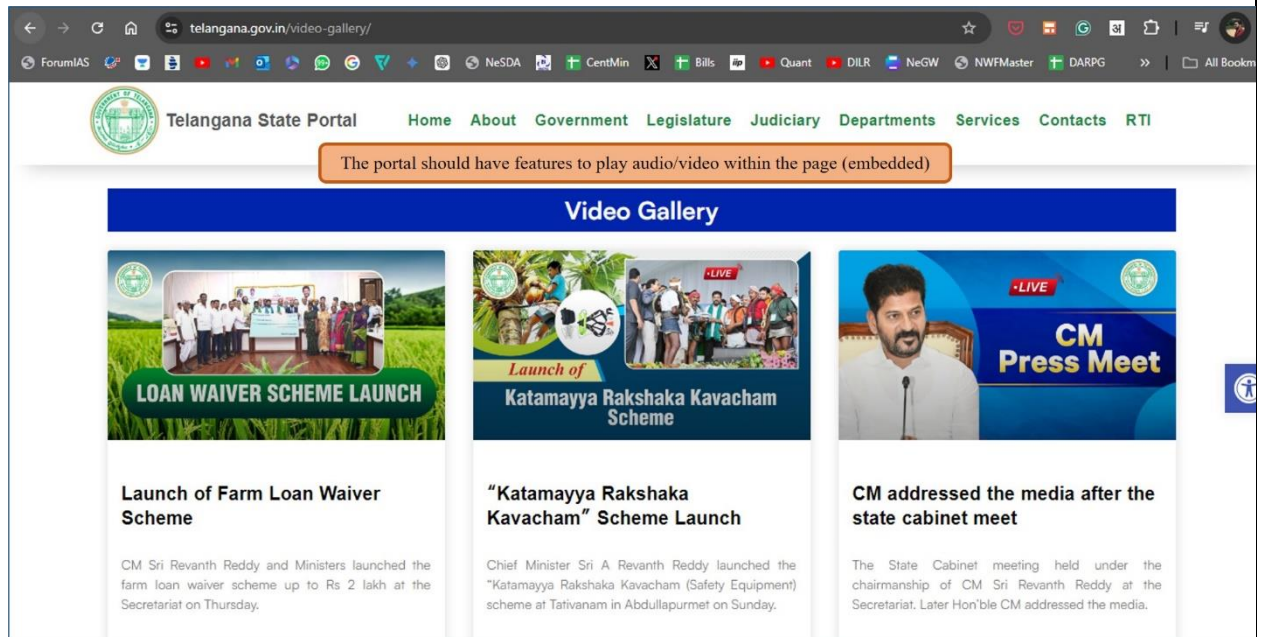
9. The portal is accessible in both English and the local language.



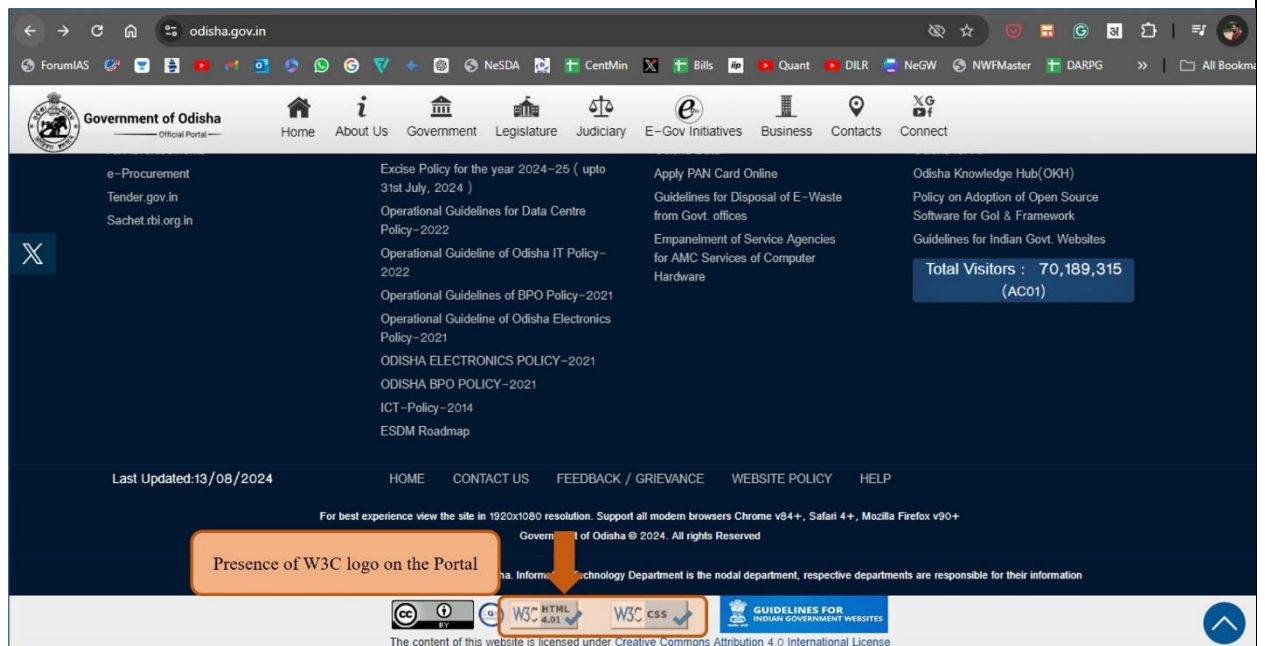
10. Features are available to enable access for people with visual, audio, or motor disabilities.



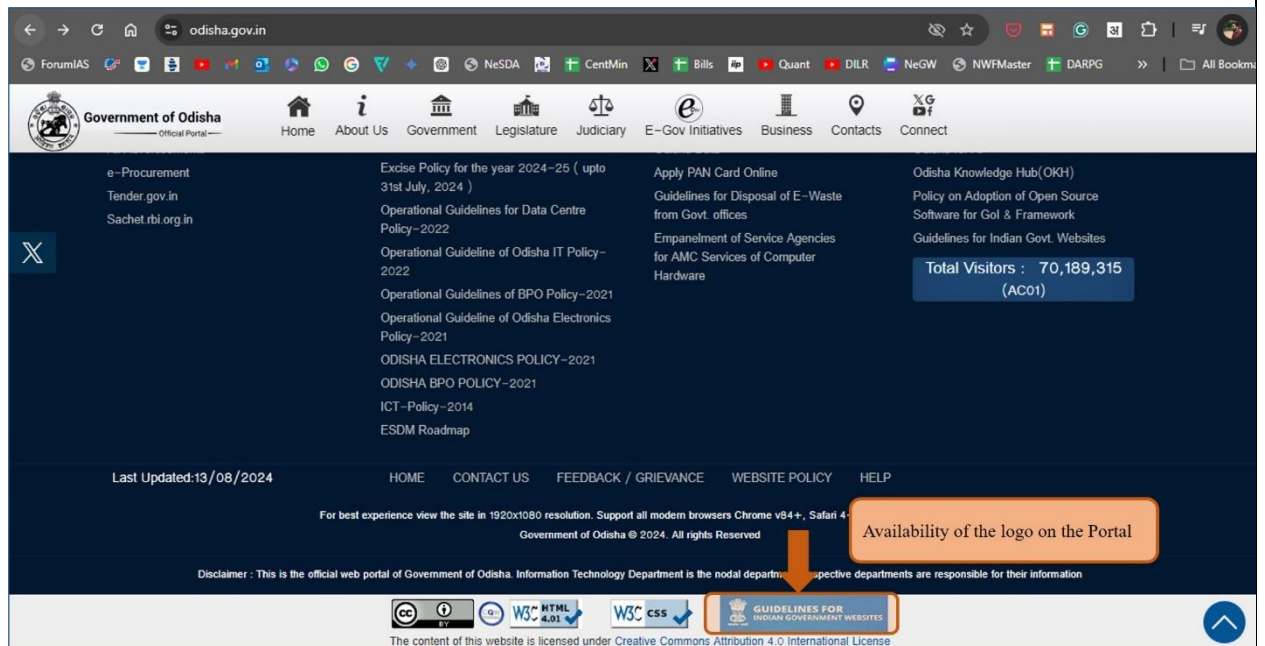
11. The portal supports audio and video playback.



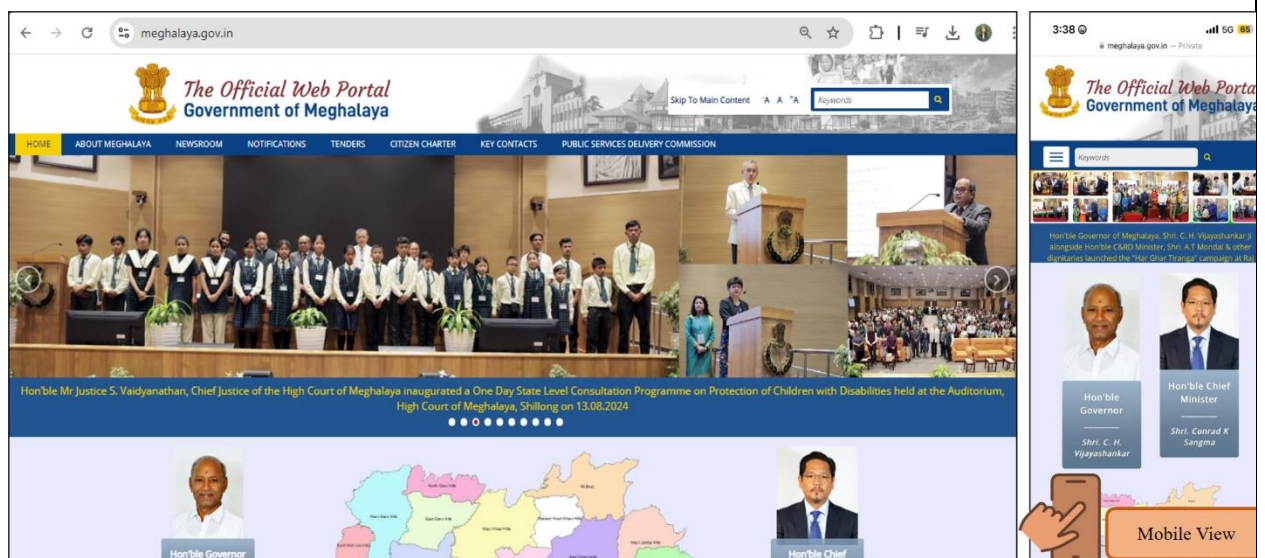
12. The portal displays clear indications of W3C compliance on the Home page.



13. The GIGW logo is clearly indicated on the portal's Home page.



14. The portal is designed to auto-format and adjust to various mobile devices, including tablets, iPads, and mobile phones



6.2 Content Availability

The success of e-governance hinges on the quality and accessibility of information provided to citizens which is comprehensive and accurate. NeSDA recognizes the significance of content availability in delivering efficient and transparent public services.

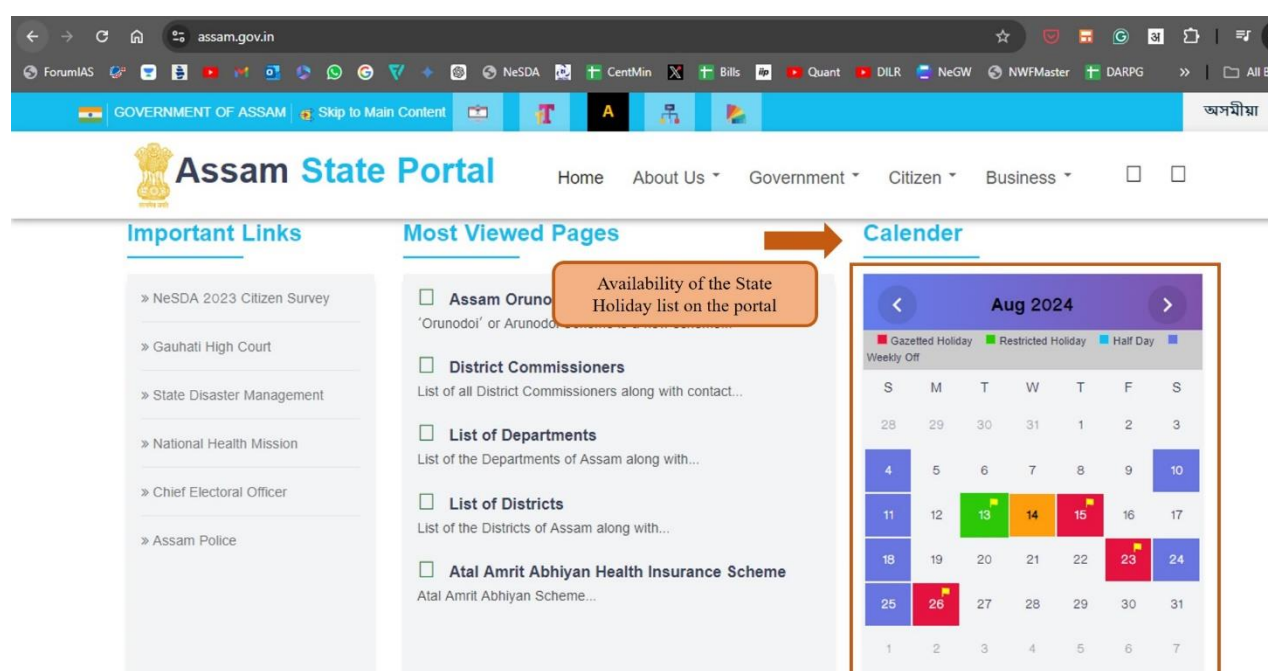
Content Availability refers to the availability of updated, authentic, relevant and user-friendly information in different / local languages, which can be easily understood and shared through multiple sources such as email and social media. Assessment of Content Availability covers questions related to the availability of correct information, availability of statistics about website usage by users, services information, information about policies of privacy and open data, availability of search engine optimization techniques for better content rating, among others. Content availability helps enhance user satisfaction with e-Services and improves citizen participation. Opening up government data can lead to more efficient use of resources and improved service delivery.

Assessment under this parameter is undertaken based on the following features and provisions:

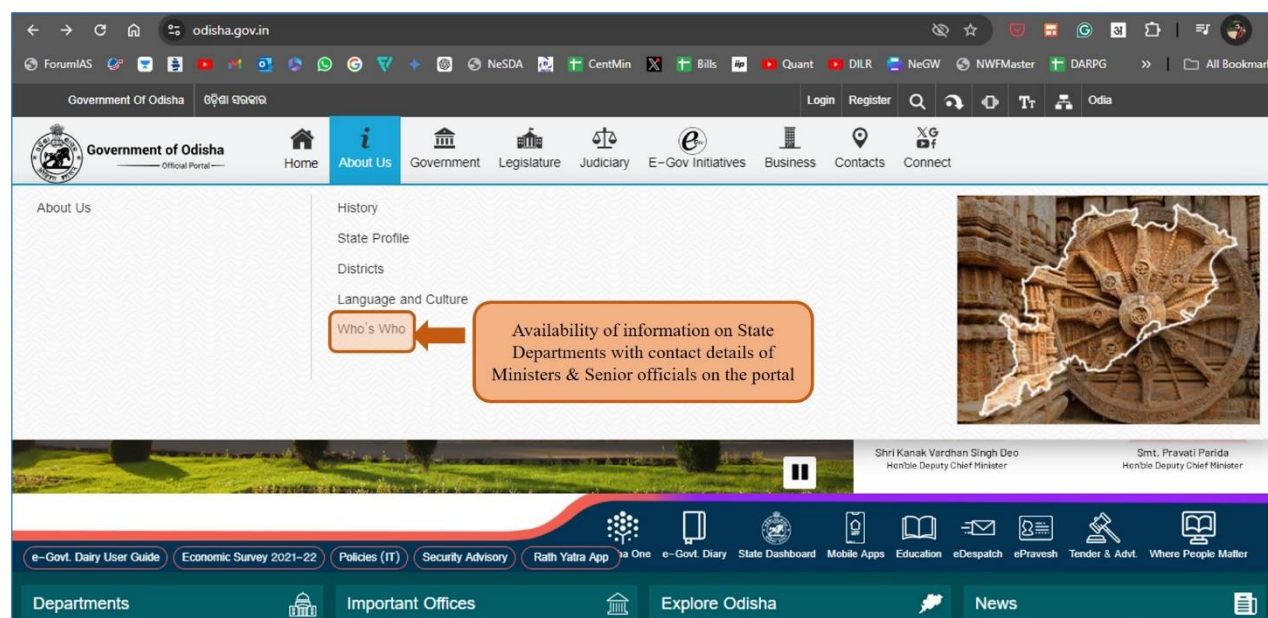
- The state portal URL is listed on the NGSP (<https://services.india.gov.in/>).
- The portal offers a feature for users to create personal logins.
- Mobile applications are available for providing information and availing services on portal.
- The portal is designed to auto-format and adjust to various mobile devices, including tablets, iPads, and mobile phones.
- The portal provides help desk, online support, call center, and helpline numbers for users.
- Tourist information is prominently linked and visible on the portal.
- Audio and video messages from key Government functionaries are uploaded regularly, with recent updates within the last month.
- The portal conducts e-Surveys and online polls to engage users.
- The number of state services available on the NGSP is clearly indicated.
- Information about compatible browsers and best screen resolutions is provided on the portal.
- The portal is accessible in both English and the local language.
- Features are available to enable access for people with visual, audio, or motor disabilities.
- The portal supports audio and video playback.
- The portal displays clear indications of W3C compliance on the Home page.
- The GIGW logo is clearly indicated on the portal's Home page.

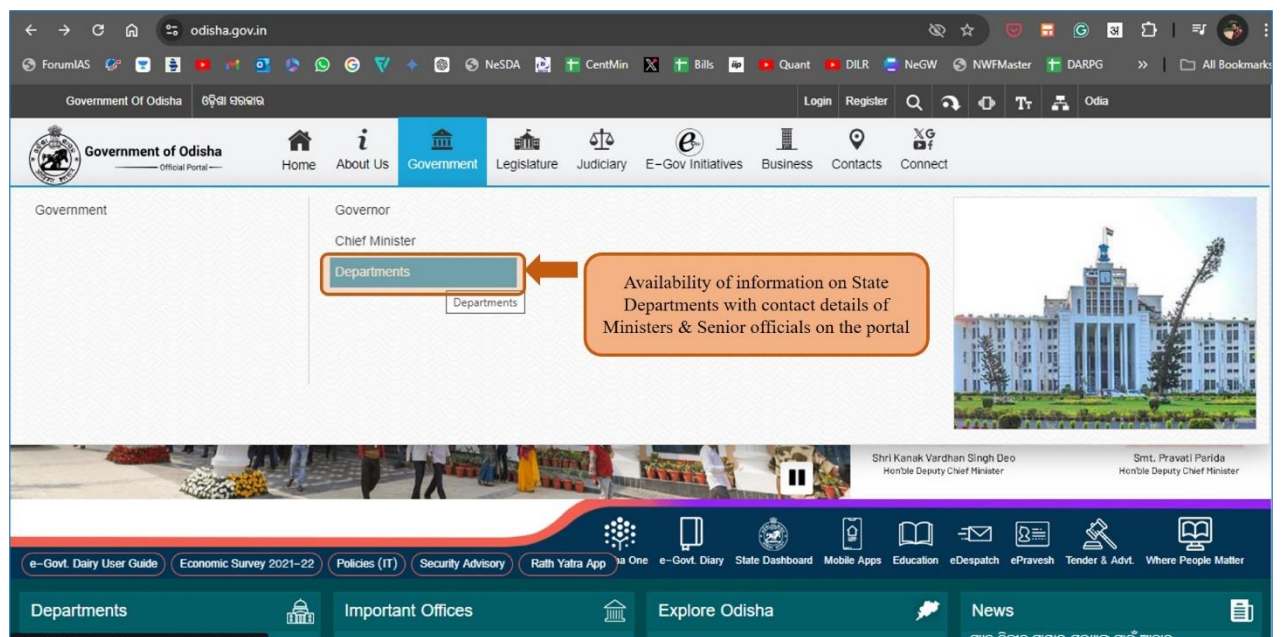
Sample Screenshots for Content Availability section related reference:

1. The state holiday list is provided on the portal.



2. A section on the portal lists State Departments along with contact details for Ministers and senior officials

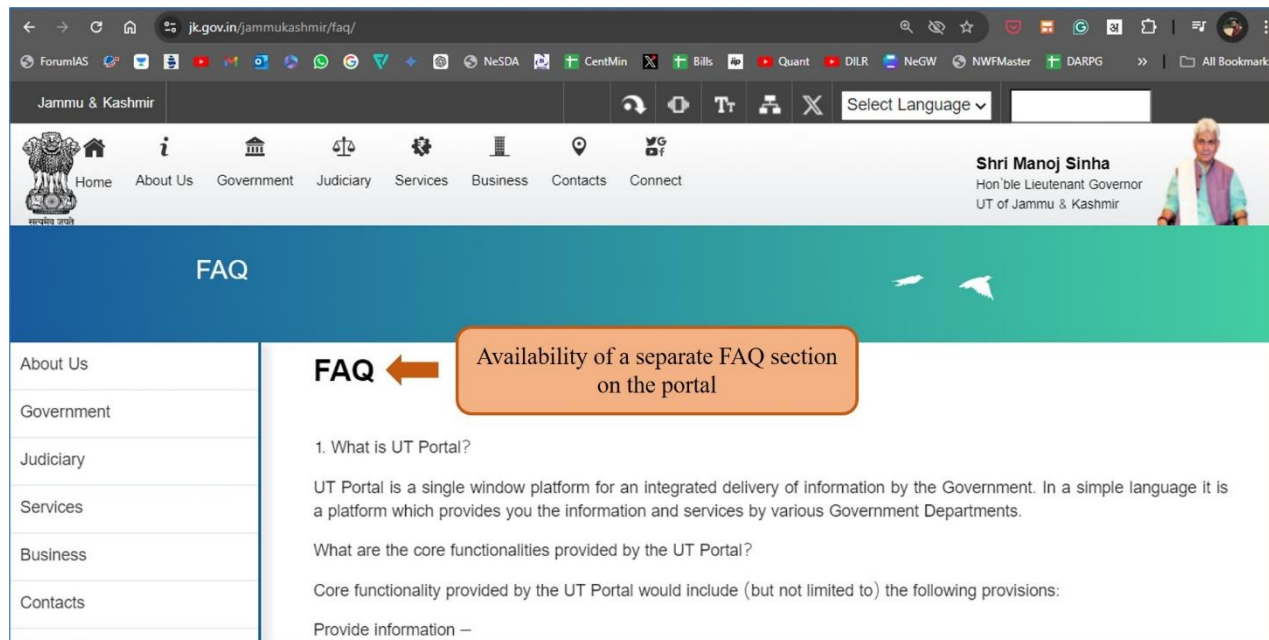




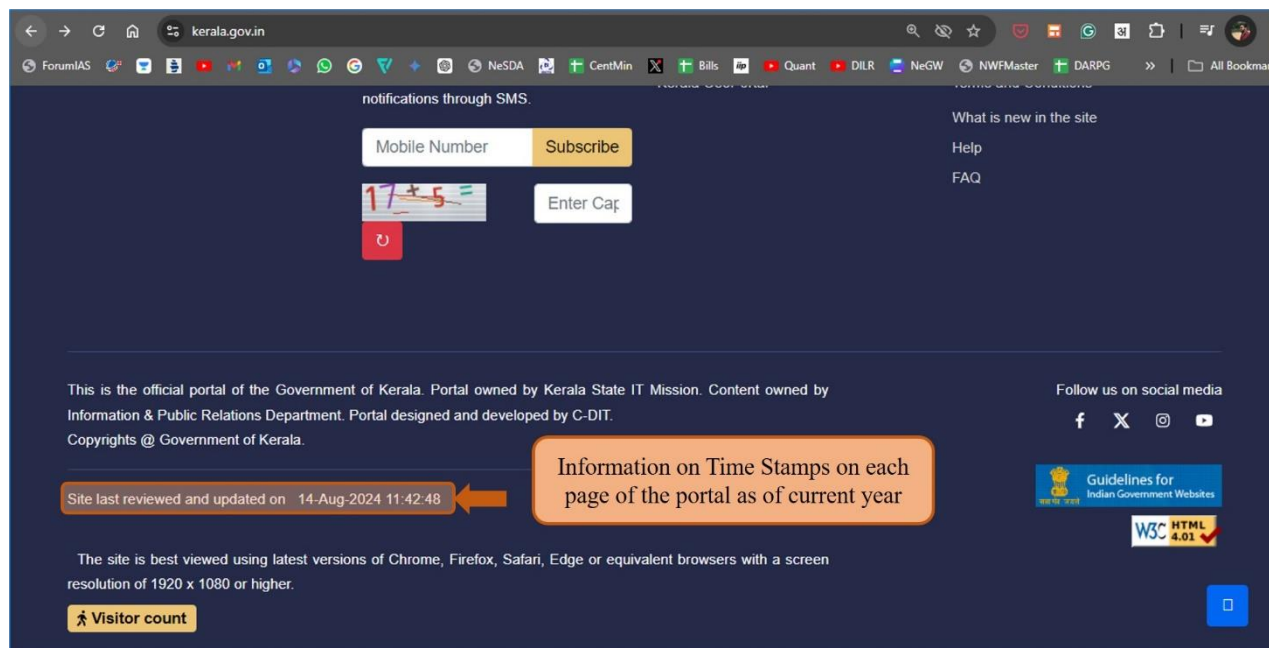
- Another section provides contact details of District Magistrates and senior officials across various districts

Bal Bhavan	Director	Opposite Parade Ground, Campal, Panaji – Goa – 403 001	goabalbhavan[at]yahoo[dot]in
Bicholim Government Industrial Training Institute	Principal	Bicholim Government Industrial Training Institute, Valshi Bicholim – Goa 403504	bicholim[hyphen]iti[dot]goa[at]nic[dot]in
Cacora Government Industrial Training Institute	Principal	Cacora Government Industrial Training Institute, Cacora, Curchorem – Goa, 403706	cacora[hyphen]iti[dot]goa[at]nic[dot]in
Canacona Government Industrial Training Institute	Principal	Canacona Government Industrial Training Institute, Mastimol, Canacona Goa – 403702	canacona[hyphen]iti[dot]goa[at]nic[dot]in
Captain Of Ports Department	Captain of Ports	Captain of Ports Department, Dayanand Bandodkar Road, Panaji – Goa	cpt[hyphen]port[dot]goa[at]nic[dot]in
Collectorate North Goa	Collector	North Goa District Collectorate Building, Margao, Goa	
Collectorate South Goa	Collector	Office of the Collector, District, Mathany Saldanha Administrative Complex, Margao, Goa	

4. A separate Frequently Asked Questions (FAQ) section is available on the portal.



5. Information on the last updated date and time stamp is displayed on each page of the portal.



6. The portal provides statistics on website usage, including the number of visitors and average time spent per visitor.

The screenshot shows the Government of Odisha portal. A callout box points to the 'Total Visitors : 70,189,315 (AC01)' statistic. Another callout box points to the 'Availability of Statistics about website usage by users like no. of visitors/average time spent per visitor etc.' text.

Government of Odisha Official Portal

Home About Us Government Legislature Judiciary E-Gov Initiatives Business Contacts Connect

IMPORTANT LINKS

- All Tenders/Quotations call Notices
- All Advertisements
- e-Procurement
- Tender.gov.in
- Sachet.rbi.org.in

OTHER LINKS

- Odisha Semiconductor Manufacturing and Fabless Policy -2023
- Excise Policy for the year 2024-25 (upto 31st July, 2024)
- Operational Guidelines for Data Centre Policy-2022
- Operational Guidelines for Data Centre Policy-2022
- Operational Guidelines for Data Centre Policy-2022
- ODISHA ELL
- ODISHA BPO POLICY-2021
- ICT-Policy-2014
- ESDM Roadmap

RELATED LINKS

- Hackathon 2022
- Odisha Data
- Apply PAN Card Online
- Guidelines for Disposal of E-Waste from Govt. offices
- Empanelment of Service Agencies

Hackathon 2023

- Odisha for AI
- Odisha Knowledge Hub (OKH)
- Policy on Adoption of Open Source Software for Govt. & Framework
- Guidelines for Indian Govt. Websites

Total Visitors : 70,189,315 (AC01)

Last Updated:13/08/2024

HOME CONTACT US FEEDBACK / GRIEVANCE WEBSITE POLICY HELP

For best experience view the site in 1920x1080 resolution. Support all modern browsers Chrome v84+, Safari 4+, Mozilla Firefox v90+

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7. Features are available for users to receive non-service SMS alerts, confirmations about portal activities, e-Participation activities, updates, and eGov marketing.

The screenshot shows the Kerala Government portal. A callout box points to the 'Receive Notification' form, which includes a 'Mobile Number' field, a 'Subscribe' button, and a CAPTCHA. Another callout box points to the 'Availability of features to receive non-service SMS alerts and confirmations about portal activities, e-Participation activities, updates on portal, e-Gov Marketing etc.' text.

Get In Touch With Us

Saankethika,
Vrindavan Gardens,
Pattom.P.O, Thiruvananthapuram -
695004
Tel: +91 471 2525444, 2525430

Our Mobile App

Download our mobile Applications

Receive Notification

Provide your mobile number for receiving notifications through SMS.

Mobile Number Subscribe

17+5= Enter Cap

Availability of features to receive non-service SMS alerts and confirmations about portal activities, e-Participation activities, updates on portal, e-Gov Marketing etc.

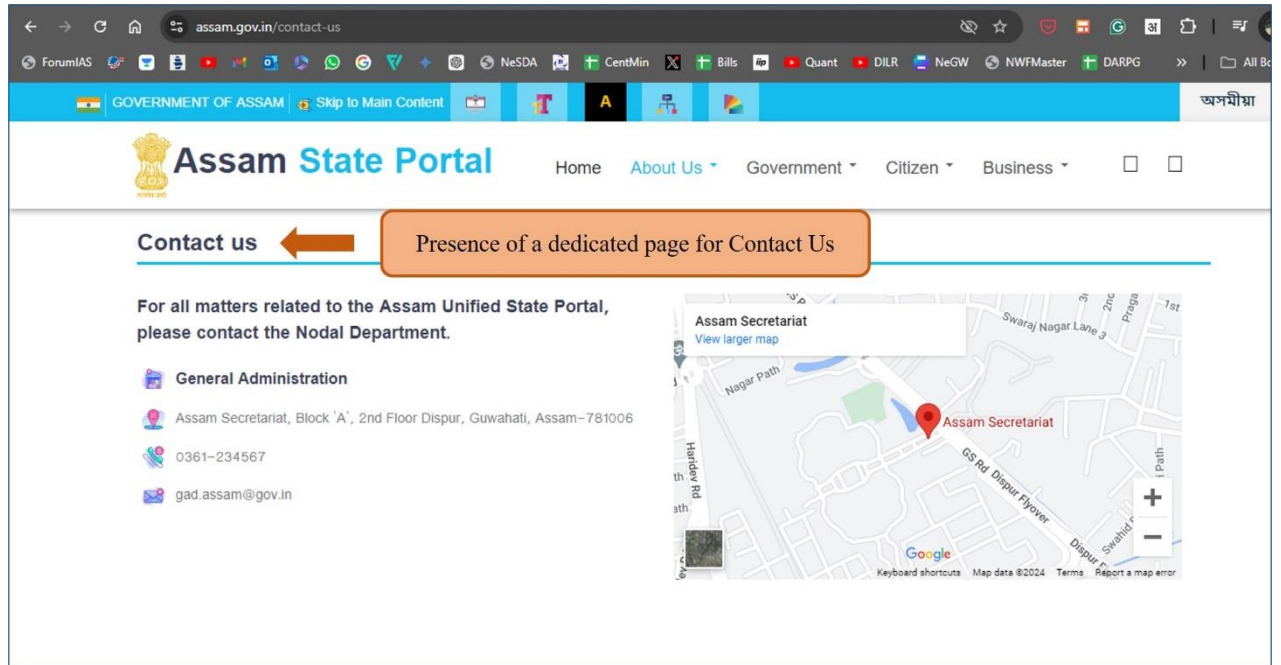
About the Government

- Kerala Startup Mission
- Technopark Trivandrum
- IT Mission
- Kerala IT
- Kerala Open Data
- Kerala G

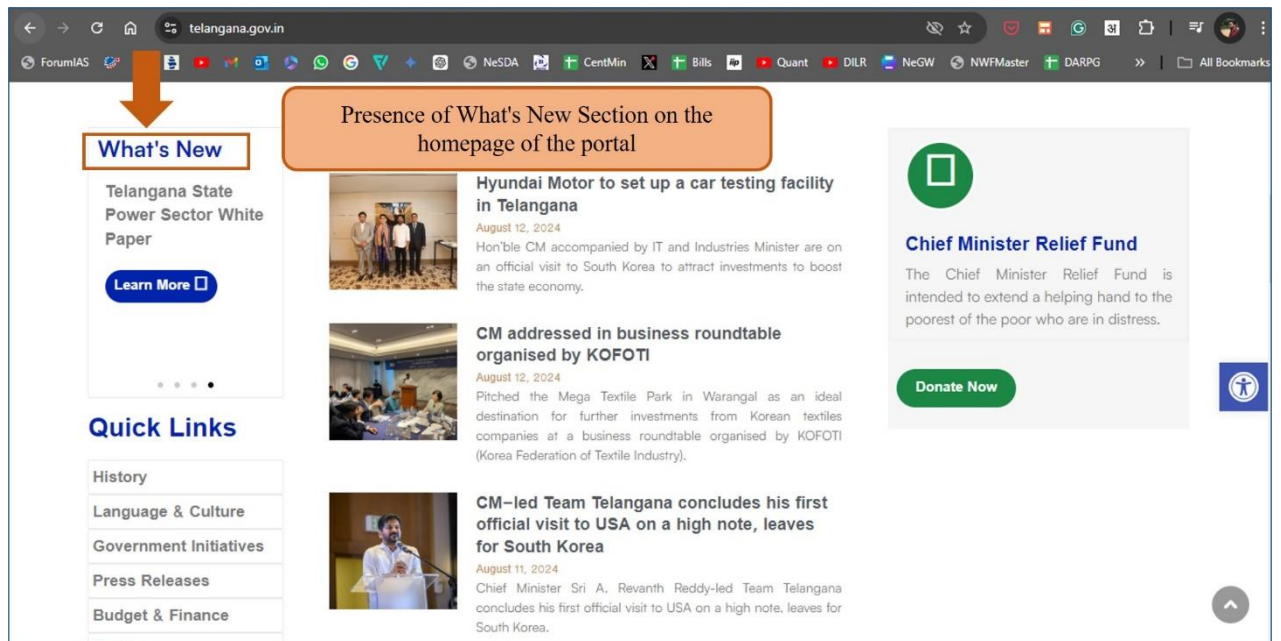
Information

- About the portal
- Hyperlink policy
- Privacy policy
- Disclaimer
- Copyright Policy

8. A separate 'Contact Us' section is available on the portal.



9. A "What's New" section is prominently featured on the portal.



10. The portal offers a facility for users to provide feedback and comments.
--

The screenshot shows the official web portal of the Government of Kerala. The browser address bar displays 'kerala.gov.in/feedback'. The page header includes the state emblem and the text 'Official web portal GOVERNMENT OF KERALA'. A search bar is located in the top right. The navigation menu contains links for Home, Know Kerala, My Government, Invest Kerala, Documents, Noticeboard, Cyber Resilience, eSevanam, and Contact Us. The main content area features a 'Feedback' button, which is highlighted by an orange callout box with the text: 'The portal should have feature to comment or give a feedback on/within the page'. Below the button is a form with fields for Name, Email, Mobile, and Subject. A 'Back' link is visible in the top right corner of the content area.

11. Information about the results of user feedback and comments is available on the portal.

The portal should have the feedbacks/comments posted on/within the page OR Availability of information about the results of user feedback/comment.

Feedbacks

I have a humble suggestion regarding the bus travelling is that seat belt should be made mandatory in all types of Buses.

a large pile of plastics basically all food related covers every week . Do we have solution to this. humbly request to see this as very important problem globally facing.

hai good and awsome website

1
As a representative of college students, Can I know what is the reason of not taking online classes while this pandemic, or you really wish to see us dead

put a metal barrier on shallow path of idduki river, this supported by steel aloy columns on both sides of river....act as a sub dam to main daam preventing surge in case of excessive rains...

;
The website designing is just awesome. Congrats C-DIT Team and Govt. Of Kerala. I have a few search and found that the link of www.ksidc.org (Invest Kerala> Finanace your project, etc.) is not working and leads wrong. Please rectify the link. Please do needful.

7 Media Outreach

DARPG @DARPG_GoI

MSPSDC: A Comprehensive Citizen Platform for Effortless Public Service Delivery

The Meghalaya State Public Services Delivery Commission(MSPSDC) portal is an integrated web platform for the efficient and timely delivery of public services.

Through this portal citizens can:

- ✓ Access 188 notified government services
- ✓ Submit appeals to the Appellate Authority in case of delays or denials
- ✓ Track the status of their applications & appeals and more.

Empowering citizens with transparency and convenience, MSPSDC ensures they stay informed every step of the way.

The report is available at: darpg.gov.in/sites/default/...

#DigitalIndia #eGovernance #CitizenServices #NeSDA #GoodGovernance

Meghalaya Right to Public Services Portal
Enhancing Accountability and Transparency in Public Service Delivery!

Features:

- Facilitates citizens and administrators with access to services and management tools
- Department-wise categorization of notified services
- Track and manage the status of service requests efficiently
- Dedicated section for addressing common queries to help users navigate the portal
- Provides insights into the efficiency and responsiveness of public service delivery

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PMO India and 9 others

DARPG @DARPG_GoI

RTS Haryana: Revolutionizing Accountable and Accessible Public Services for All!

The Government of Haryana launched the Right to Service(RTS) Haryana web portal to provide a platform for the timely, hassle-free, and transparent delivery of public services from various state departments, promoting transparency and accountability.

✓The services are provided within the prescribed time limits and without any hassle, thereby enhancing the credibility of Government functioning. This also meets the public's expectations for efficient service delivery by the government.

The report is available at: darpg.gov.in/sites/default/...

#GoodGovernance #PublicServiceDelivery #NeSDA #e-Services #RTSHaryana #eGovernance

RTS Haryana
Fostering Time-bound Public Service Delivery

Features:

- Detailed dashboard provides real-time updates on application status submitted through Auto Appeal System (AAS)
- The sitemap helps in finding relevant information quickly
- Citizens can apply directly for various services covered under the Right to Service Commission (RTSC) through online forms

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WBRTPS: Strengthening and Improving the Public Service Delivery Mechanism

The West Bengal Right to Public Services (WBRTPS) Portal is empowering citizens with timely, transparent, accountable, and improved delivery of public services.

✓Citizens can access various Government services, file appeals, and give feedback with ease through this portal, thereby, enhancing ease of living and fostering #GoodGovernance.

The report is available at: darpg.gov.in/sites/default/...

#DigitalIndia #NeSDA #eGovernance

West Bengal Right to Public Services (WBRTPS)
Transforming Public Service Delivery Through Transparency & Accountability

Features:

- Provides essential contact information and a helpline for assistance with public services
- Addresses common queries and concerns to help users navigate the portal
- Allows citizens to provide feedback for continuous improvement
- Downloadable forms for various public services
- List of all public authorities and designated officers for specific services.

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4:35 PM · Aug 8, 2024 · 229 Views

DARPG @DARPG_GoI

Empowering Citizens and Transforming Governance with Aaple Sarkar!

The Government of Maharashtra has introduced the RTS Maharashtra mobile app and the Aaple Sarkar Web Portal, allowing citizens to conveniently access information regarding services available under the RTS Act.

The report is available at: darpg.gov.in/sites/default/...

#NeSDA #eGovernance #WayForward #eGovernance #RTSMaharashtra

Aaple Sarkar: Elevating Access to Effective Service Delivery in Maharashtra!

Features:

- Login and Dashboard for Citizen and VLE (Village Level Entrepreneur)
- Integrated with DigiLocker, Aadhaar, and Pay Gov India for secure and streamlined services
- Department-wise categorized e-services with detailed descriptions
- Detailed information on EoB (Ease of Doing Business) Acts, Policies, and Reforms
- Detailed dashboard view of statistics for informed decision making

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PMO India and 9 others

5:58 PM · Aug 6, 2024 · 279 Views

DARPG  @DARPG_GoI

Unified Service Delivery Portal: Facilitating Speedy and Convenient Public Service Delivery!

A Unified Service Delivery Portal is a comprehensive platform that serves as a single access point for citizens to engage with various government agencies, organizations, and service providers. This portal allows users to request, track, and receive government or public services seamlessly.

The report is available at: darpg.gov.in/sites/default/...

#NeSDA #eGovernance #UnifiedServiceDelivery



Elevating e-Service Delivery through Unified Service Delivery Portal!

Jammu & Kashmir, Kerala, Assam, and Odisha provide 100% of their services through their identified Single Unified Service Delivery Portal i.e., e-UNNAT (1140), e-Savaniam (911), Sewa Setu (469) and Odisha One (404), respectively

*As per NeSDA Way Forward monthly report for States/UTs June 2024

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Significant progress achieved in mandatory e-Services delivery by States/UTs!

To boost e-governance at all levels, States & UTs are providing 1,532 out of 2,016 mandatory e-services (56*38 States/UTs), making saturation at 76%.

✓Himachal Pradesh, Madhya Pradesh, Punjab, Rajasthan, Tamil Nadu, Uttar Pradesh, and Uttarakhand have achieved 100% saturation of 56 mandatory e-services.

The NeSDA Way Forward June Month report is available at: darpg.gov.in/sites/default/...

#NeSDA #eGovernance #MandatoryServices #WayForward



Enhancing Efficiency and Accessibility through e-Service Delivery!

- 1,532 out of 2,016 mandatory e-services are available, making saturation at 76%
- Himachal Pradesh, Madhya Pradesh, Punjab, Rajasthan, Tamil Nadu, Uttar Pradesh and Uttarakhand have achieved 100% saturation of 56 mandatory e-services

*As per NeSDA Way Forward monthly report for States/UTs June 2024

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Revolutionizing Governance. Empowering Citizens!

The adoption of e-services by States/UTs is fostering efficiency, transparency, and accessibility for citizens thus enabling e-governance.

✓The NeSDA Way Forward monthly report showcases substantial growth in the implementation of e-services among States/UTs.

The NeSDA Way Forward June Month report is available at: darpg.gov.in/sites/default/...

#NeSDA #e-Services #eGovernance #GoodGovernance



Quantum Leap in e-Service Adoption!

- 16,761 e-services are provided across States/UTs
- Jammu & Kashmir provides the maximum e-services, with a total of 1,140

*As per NeSDA Way Forward monthly report for States/UTs June 2024

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DARPG has released its fourteenth-in-line #NeSDA Way Forward monthly report for June 2024, for States/UTs.

The report presents the status of e-services provided through the State's/UT's Single Unified Portal, total e-services, and Mandatory e-services status. The report also provides a comprehensive understanding of New Progressive Parameters i.e., Open Government Data, e-Participation, and Leveraging Emerging Technologies.

#OGO #EmergingTechnologies #OnlineParticipation

Read the Report here: darpg.gov.in/sites/default/...

#UnifiedPortal #NeSDA #WayForward



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

Department of Administrative Reforms and Public Grievances

DARPG  @DARPG_GoI

Secretary, DARPG, Shri V. Srinivas, chaired the NeSDA Way Forward Review Meeting on 30th July 2024 with all States and UTs.

✓Officials from States/UTs showcased their progress and presented action plans for the new progressive parameters incorporated by NeSDA Way Forward.

✓The Secretary emphasized enhancing e-service delivery across States/UTs and the significant progress in saturating mandatory e-services.

#NeSDA #eGovernance #MandatoryServices #WayForward #eServices



Last edited 8:01 PM - Jul 30, 2024 648 Views

8 Appendix

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

State/UT	Apr' 23	May' 23	Jun' 23	Jul' 23	Aug' 23	Sept' 23	Oct' 23	Nov' 23	Dec' 23	Jan & Feb'24	Mar'24	Apr & May'24	June' 24	July' 24
J&K	474	469	469	470	1028	1034	1075	1097	1117	1119	1119	1140	1140	1164
Tamil Nadu	446	445	445	445	446	446	446	1078	1101	1128	1128	1128	1128	1128
MP	637	731	948	1000	1010	1010	1010	1010	1010	1010	1010	1010	1010	1016
Kerala	885	886	911	911	911	911	911	911	911	911	911	911	911	916
Uttarakhand	596	595	595	725	782	826	831	865	865	865	865	887	889	889
UP	709	706	713	714	714	714	798	798	798	798	798	798	800	800
Telangana	493	491	582	757	768	768	768	768	768	768	768	768	768	768
Haryana	762	757	757	757	757	755	757	757	757	757	757	757	757	757
Karnataka	779	747	752	752	752	752	752	755	755	755	755	755	755	755
Puducherry	239	239	239	239	246	247	247	325	605	605	605	605	605	609
AP	606	574	579	579	579	579	579	579	579	579	579	579	579	579
Rajasthan	248	248	248	525	536	547	549	549	549	549	566	566	566	588
Maharashtra	150	148	337	441	521	533	533	533	533	533	534	534	534	534
HP	500	494	500	500	500	500	500	500	500	501	502	503	503	504
Punjab	486	483	484	484	484	484	484	484	484	484	484	484	484	484
Assam	263	259	259	259	259	452	469	469	469	469	469	469	469	472
Gujarat	191	228	444	443	443	443	443	443	443	443	443	443	618	654
Delhi	412	416	416	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
West Bengal	290	323	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
Jharkhand	316	294	310	311	333	333	333	333	333	333	333	333	333	377
A&N Islands	164	171	171	199	200	206	239	239	321	321	321	321	321	323
AR	34	101	298	298	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
Tripura	233	230	251	262	267	270	269	269	263	263	263	264	264	264
Goa	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
Chandigarh	231	221	221	224	224	224	224	224	224	224	224	224	224	232
Mizoram	103	103	103	103	103	103	103	103	103	103	103	103	103	103
DNHDD	39	78	78	78	78	78	78	78	78	78	78	78	78	117
Nagaland	34	34	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
Ladakh	32	32	32	46	46	46	46	46	46	46	46	46	46	46
Lakshadweep	-	-	-	-	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
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

For any suggestions, kindly contact the undersigned:

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सत्यमेव जयते

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Government of India