



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



NeSDA Way Forward

Monthly Report for States/UTs

JULY
2025

Contents

1. Introduction	2
2. Key Highlights	4
3. Review of Status of Implementation in States/UTs	5
4. Unified Service Delivery Portal – Saturation Status	10
5. Best Practices – Central Government Ministries/Departments	12
5.1 Online Registration System (ORS)	13
5.2 Parivahan Sewa	15
6. City Level e-Governance	17
6.1 Nagar Nigam Mathura Vrindavan	18
6.2 Bhopal Municipal Corporation	20
7 AAKLAN: Benchmarking and Ranking Tool	22
8 Appendix	26
8.1 Monthly Progress of Status of e-Services across States/UTs	26
8.2 Status of overall Mandatory e-Services provision across States/UTs	27
8.3 URLs of official State/UT portals evaluated through the AAKLAN Tool	28

1. Introduction

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

In view of encouraging findings of NeSDA 2021, NeSDA Way Forward PMU was setup to monitor monthly progress in e-service delivery across States/UTs. DARPG monitors the progress made in e-service delivery across States/UTs through inputs provided by States/UTs on NeSDA Way Forward Dashboard, NeSDA Way Forward monthly reports and regular review meetings with SPoCs from States/UTs. So far, 27 NeSDA Way Forward Monthly Reports and Annual Report 2023 have been published to monitor the status of e-service delivery, across States/UTs.

This series of NeSDA Monthly Reports distinguishes itself through its comprehensive scope and regular frequency. Being the only government publication systematically monitoring and evaluating the scale and quality of e-Services provided across all States and Union Territories since its inception in April 2023, the update has consistently reported on three key categories of online services each month: all e-Services, mandatory e-Services, and those delivered through a unified portal.

In 2023, besides the regular monitoring across all sectors, the monthly reports from May to November, featured deep analysis of e-services in each of the seven-focus sectors – Tourism, Environment, Education, Labour & Employment, Finance, Social Welfare including Agriculture, Health & Home Security and Local Governance & Utility Services.

In 2024, alongside reporting the progress in overall delivery of e-services, the monthly editions featured sections on e-service delivery in the northeastern states, progressive parameters under the NeSDA framework, Assessment parameters for State/UT Portals as well as Service Portals, e-Services by Panchayati Raj Institutions, focus sector wise mandatory e-services, Advancements under Right to Service Commission, Best Practices in e-service delivery, while in 2025 the reports expanded to include best practices from city and municipality portals and introduced the monthly presentation of group-wise results from the AAKLAN tool assessment of State/UT portals as a key initiative.

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

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

A

Saturation of e-services

- Provision of identified 59 mandatory e-services by all states/UTs
- Increase in delivery of total number of e-services provided
- Increase in the number of mandatory e-services



B

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

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



C

Strengthening of Unified Service Delivery Portals

- Strengthening of unified Service 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 2025 is based on the inputs provided by States/UTs on *NeSDA – Way Forward* dashboard, as of 31st July, 2025.

2. Key Highlights

Status of Implementation

- **23,230** e-services provided across States/UTs. **Karnataka** provides maximum e-services (2,092). Maximum e-services (**8,104**) pertain to 'Local Governance & Utility Services' sector
- A total of **752 e-Services added** since last report, by States/UTs across the country
- **1,693** of 2124 mandatory e-services (59*36 States/UTs) available, making saturation ~**80%**
- **20 States/UTs achieved >90% saturation** while Maharashtra, Gujarat, Rajasthan, Kerala, Madhya Pradesh, Uttar Pradesh, Andhra Pradesh, Uttarakhand, Tamil Nadu, Karnataka and Himachal Pradesh achieved **100% saturation**

Unified Service Delivery Portal

- **Karnataka, Jammu & Kashmir, Uttarakhand, Kerala, Assam and Odisha** provide **100%** of their services through their identified Unified Service Delivery Portal i.e., **Seva Sindhu (2092), e-UNNAT (1164), Apuni Sarkar (951), e-Sevanam (939), Sewa Setu (814)** and **Odisha One (404)**, respectively.

Best Practice: Central Government Departments/Ministries

- Comprehensive service delivery portals of Central Government Ministries/Departments, the **Online Registration System (ORS)** and **Parivahan Sewa** Portal have been highlighted as examples of best practices

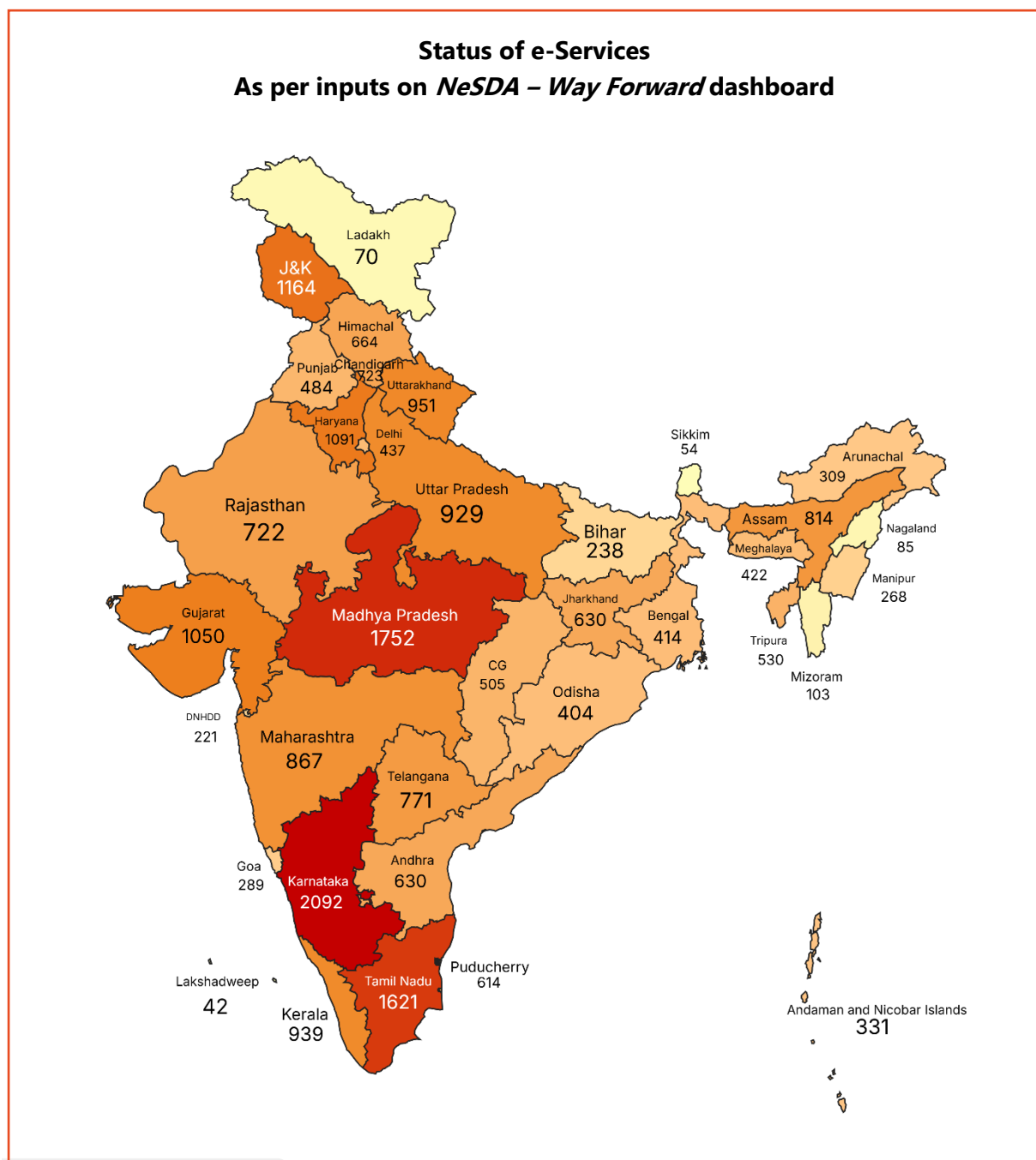
Best Practices: City Level e-Governance

- As citizen interactions largely occur at the municipal level, this chapter highlights **how city-level digital platforms are transforming service delivery** along with showcasing few best practices from select city portals of **Mathura** and **Bhopal**

AAKLAN: Benchmarking and Ranking Tool

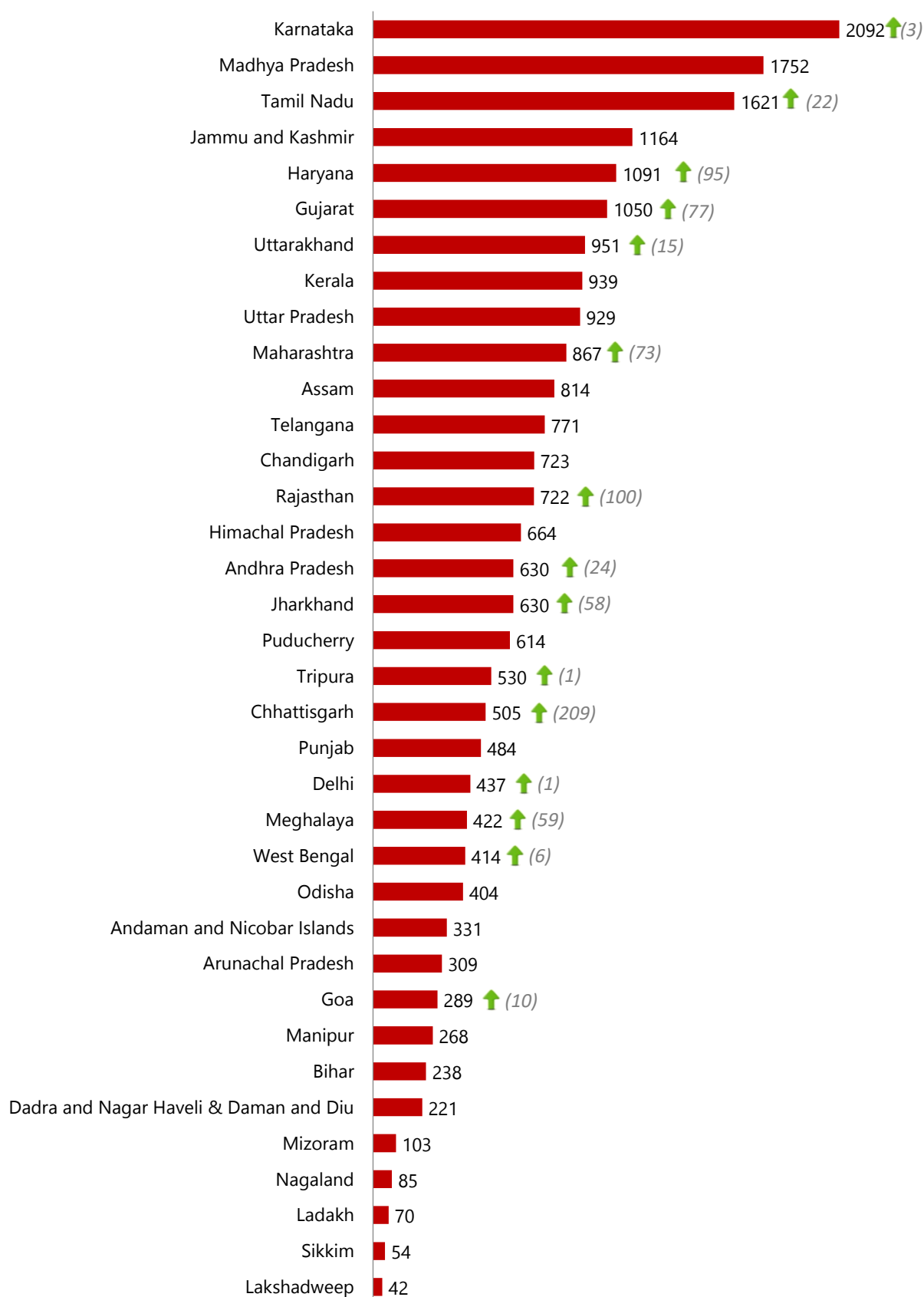
- This edition presents results from assessments conducted using the AAKLAN tool for States/UT portals categorised under '**Union Territories**'

3. Review of Status of Implementation in States/UTs



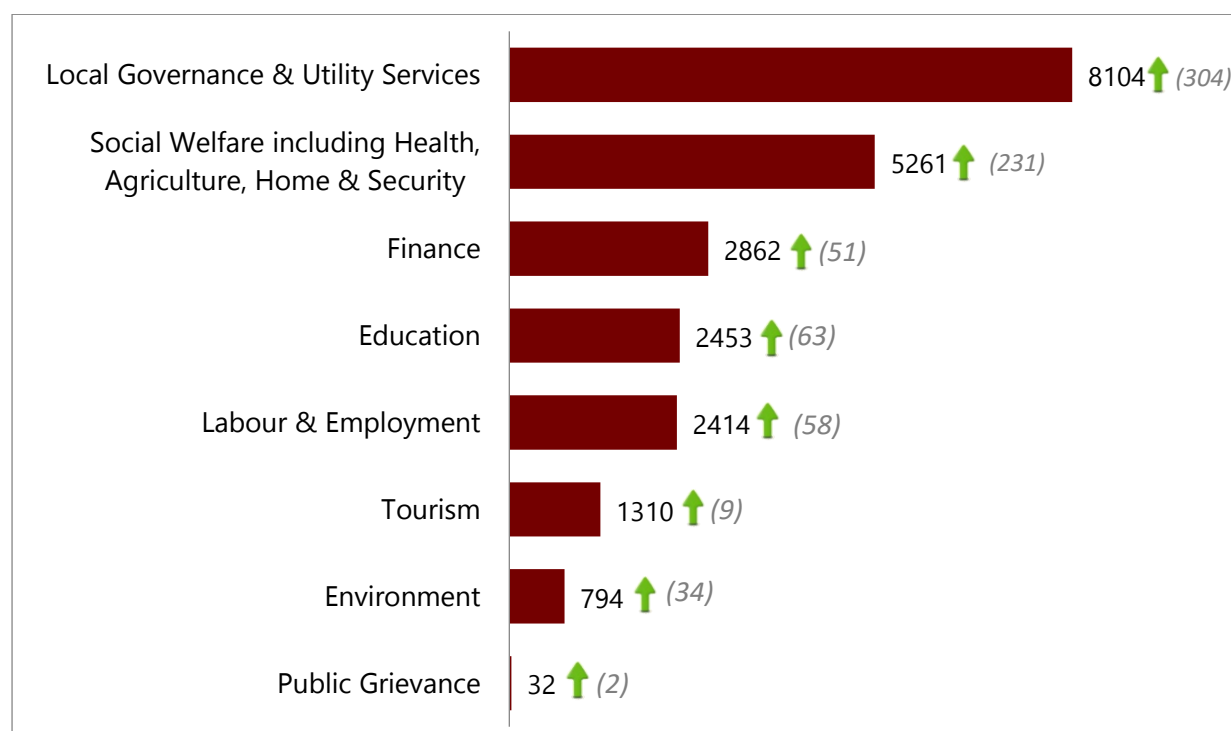
Note: The aforementioned figures are uploaded by States/UTs as of 31/07/2025.

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

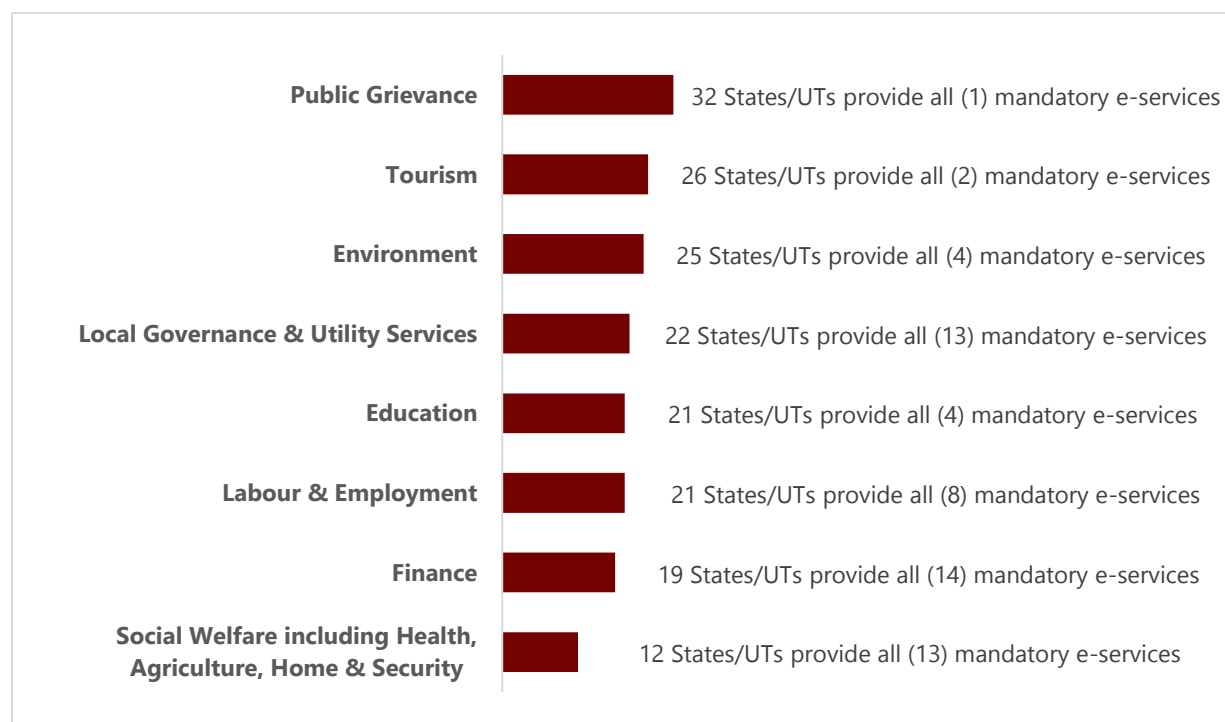


Monthly progress of status of e-services across States/UTs is attached in **Annexure 8.1**

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

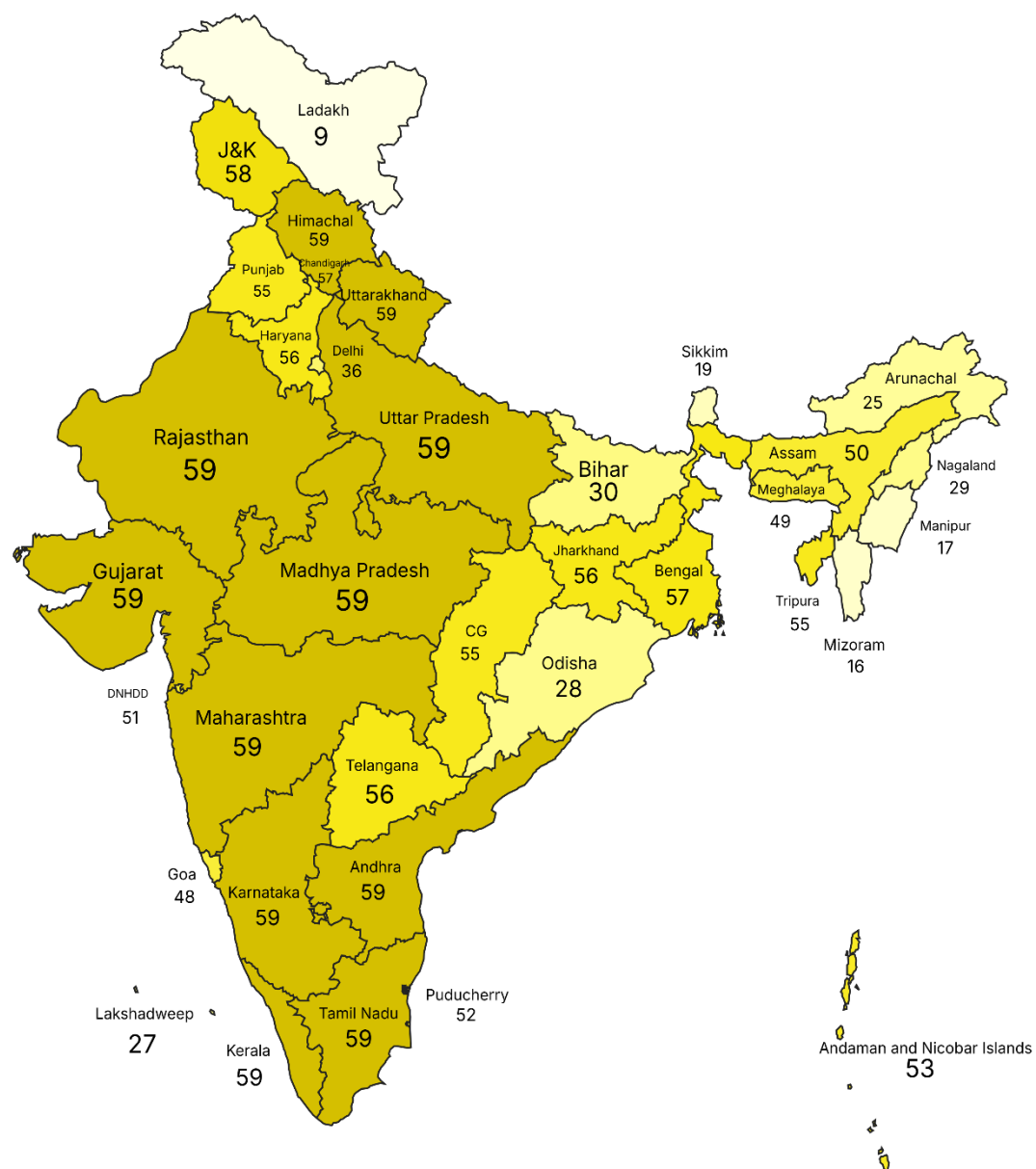


Sector-wise saturation status of mandatory e-services across States/UTs



Note: The aforementioned figures are uploaded by States/UTs as of 31/07/2025.

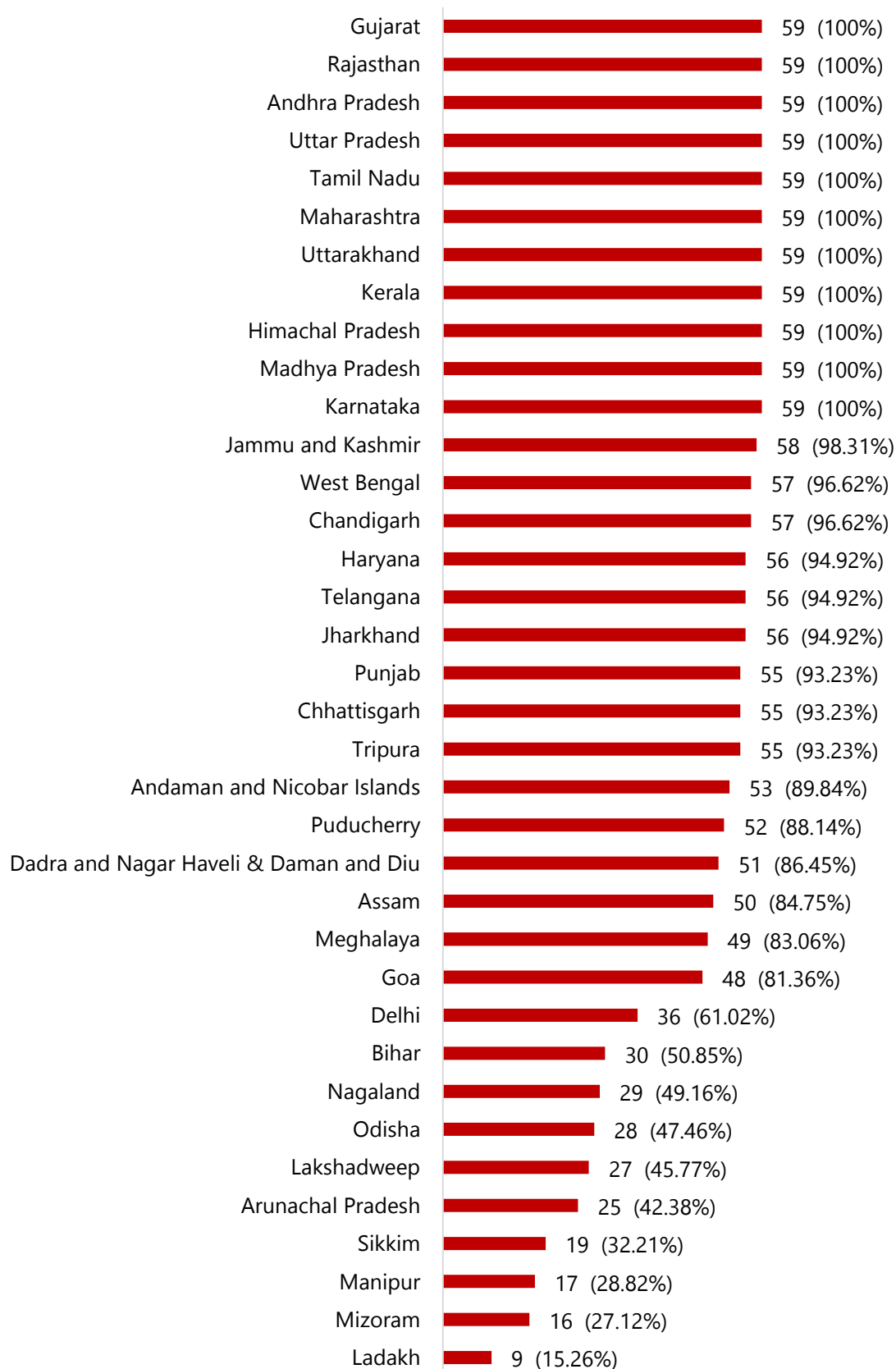
Status of 59 Mandatory e-Services
As per inputs on *NeSDA – Way Forward* dashboard



Mandatory e-Services
1,693

Note: The aforementioned figures are uploaded by States/UTs as of 31/07/2025.

Status of 59 Mandatory e-Services
As per inputs on *NeSDA – Way Forward* dashboard

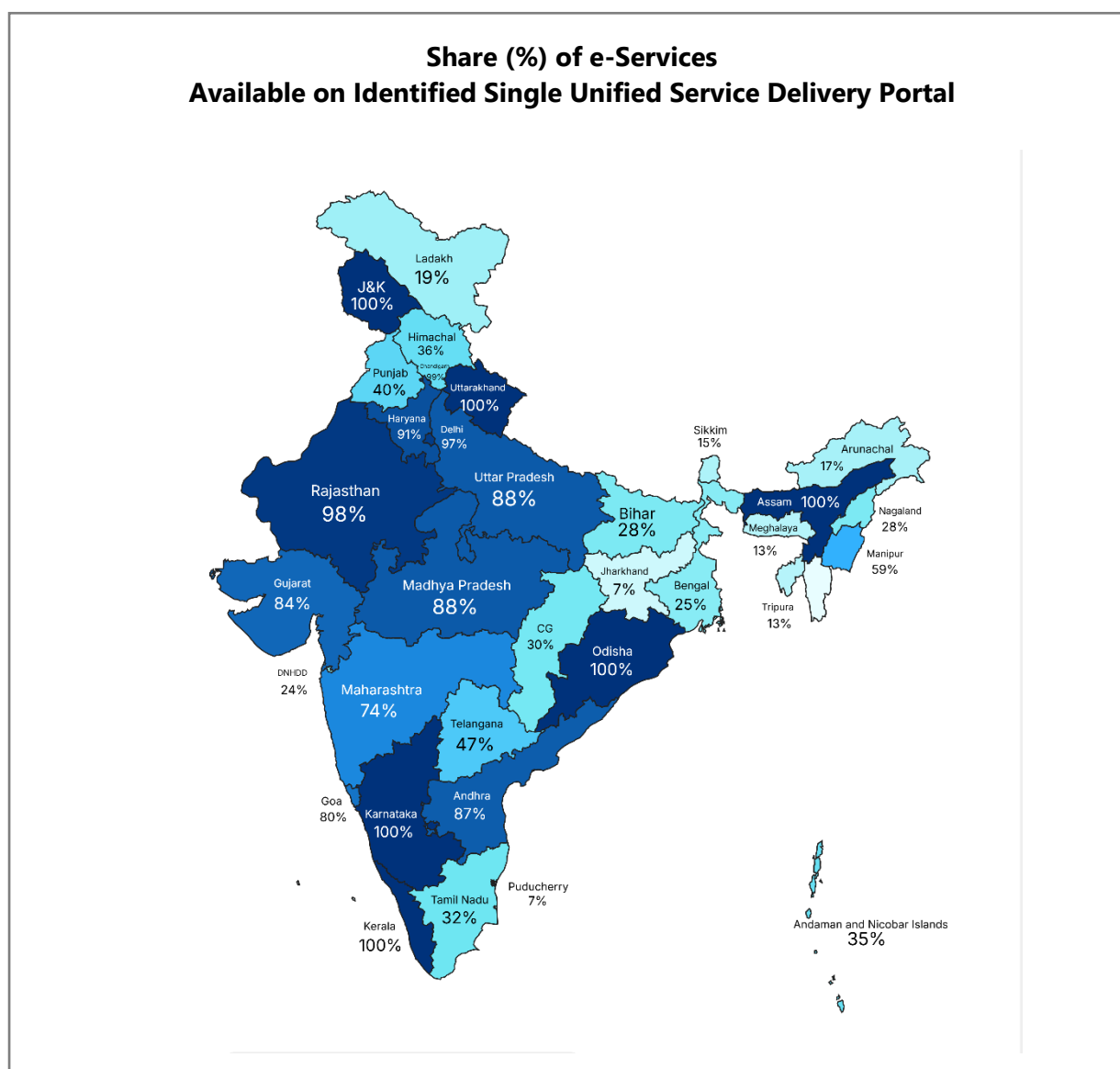


Note: The aforementioned figures are uploaded by States/UTs as of 31/07/2025.

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. These centralised platforms integrate services from multiple departments, providing citizens with a single, user-friendly interface to access information, submit applications and avail services. Features like digital authentication, single sign-on and online payments further streamline the process, reducing the need for physical visits or navigating multiple websites.

6 States/UTs have achieved 100% integration through their unified service delivery portals. Additionally, 4 more States/UTs have crossed the 90% mark, reflecting strong adoption of the unified service delivery model. However, nearly half of the States/UTs remain below the 50% mark, indicating scope for further enhancement in unified service delivery.



State/ UT	Identified Single Unified Portal	URL	e-Services on Single Unified Portal % (count)
Karnataka	Seva Sindhu	sevasindhu.karnataka.gov.in	100% (2092)
Jammu and Kashmir	e-UNNAT	eunnat.jk.gov.in	100% (1164)
Uttarakhand	Apuni Sarkar	eservices.uk.gov.in	100% (951)
Kerala	e-Sevanam	services.kerala.gov.in	100% (939)
Assam	Sewa Setu	sewasetu.assam.gov.in	100% (814)
Odisha	Odisha One	odishaone.gov.in	100% (404)
Chandigarh	e-District	eservices.chd.gov.in	99% (717)
Rajasthan	e-Mitra	emitra.rajasthan.gov.in	98% (709)
Delhi	e-District	edistrict.delhi.gov.in	97% (426)
Haryana	Saral Haryana	saralharyana.gov.in	91% (991)
Uttar Pradesh	Nivesh Mitra & e-District	niveshmitra.up.nic.in & edistrict.up.gov.in	88% (822)
Madhya Pradesh	MP e-Service	services.mp.gov.in	88% (1539)
Andhra Pradesh	AP Seva	vswsonline.ap.gov.in	87% (548)
Gujarat	Digital Gujarat	digitalgujarat.gov.in	84% (887)
Goa	Goa Online	goaonline.gov.in	80% (230)
Maharashtra	Aaple Sarkar	aaplesarkar.mahaonline.gov.in	74% (644)
Manipur	Manipur USP	uspmanipur.mn.gov.in	59% (158)
Telangana	MeeSeva	ts.meeseva.telangana.gov.in	47% (365)
Punjab	Connect Punjab	connect.punjab.gov.in	40% (196)
Himachal Pradesh	e-District	edistrict.hp.gov.in	36% (239)
Andaman and Nicobar Islands	e-Seva	anieseva.andaman.gov.in	35% (117)
Tamil Nadu	e-Sevai	tnesevai.tn.gov.in	32% (524)
Chhattisgarh	e-District	edistrict.cgstate.gov.in	30% (151)
Nagaland	e-District	edistrict.nagaland.gov.in	28% (24)
Bihar	RTPS Bihar	serviceonline.bihar.gov.in	28% (66)
West Bengal	e-District	edistrict.wb.gov.in	25% (105)
Dadra and Nagar Haveli & Daman and Diu	Single Window Portal	swp.dddgov.in	24% (53)
Ladakh	e-Seva	eseva.ladakh.gov.in	19% (13)
Arunachal Pradesh	Arunachal e-Service	eservice.arunachal.gov.in	17% (53)
Sikkim	Sikkim SSO	sso.sikkim.gov.in	15% (8)
Tripura	e-District	edistrict.tripura.gov.in	13% (71)
Meghalaya	Meghalaya Online	meghalayaone.gov.in	13% (56)
Puducherry	e-District	edistrict.py.gov.in	7% (44)
Jharkhand	Jharsewa	jharsewa.jharkhand.gov.in	7% (43)

Note: The aforementioned details of single unified portals are as informed and uploaded by States/UTs on NeSDA – Way Forward dashboard, as of 31/07/2025. Lakshadweep and Mizoram do not have a single unified services portal.

5. Best Practices – Central Government Ministries/Departments

In the evolving landscape of public service delivery, digital platforms have played a transformative role in enhancing efficiency, transparency, and accessibility. This chapter of the NeSDA Way Forward report focuses on service delivery portals of the Central government and platforms that provide unified access to services across multiple states and departments. It highlights selected central government service delivery portals and digital initiatives that were part of the NeSDA study and have demonstrated promising practices in enhancing accessibility, interoperability, and service excellence. Through these insights, NeSDA Way Forward continues its mission of promoting scalable and impactful e-Governance solutions that enhance the citizen experience.

Service delivery portals of the Central government serve as a cornerstone of digital governance, enabling seamless service delivery by integrating diverse government functions under a single platform. These portals leverage technology and innovation to simplify administrative processes, enhance citizen engagement, and ensure timely delivery of public services on a national scale.

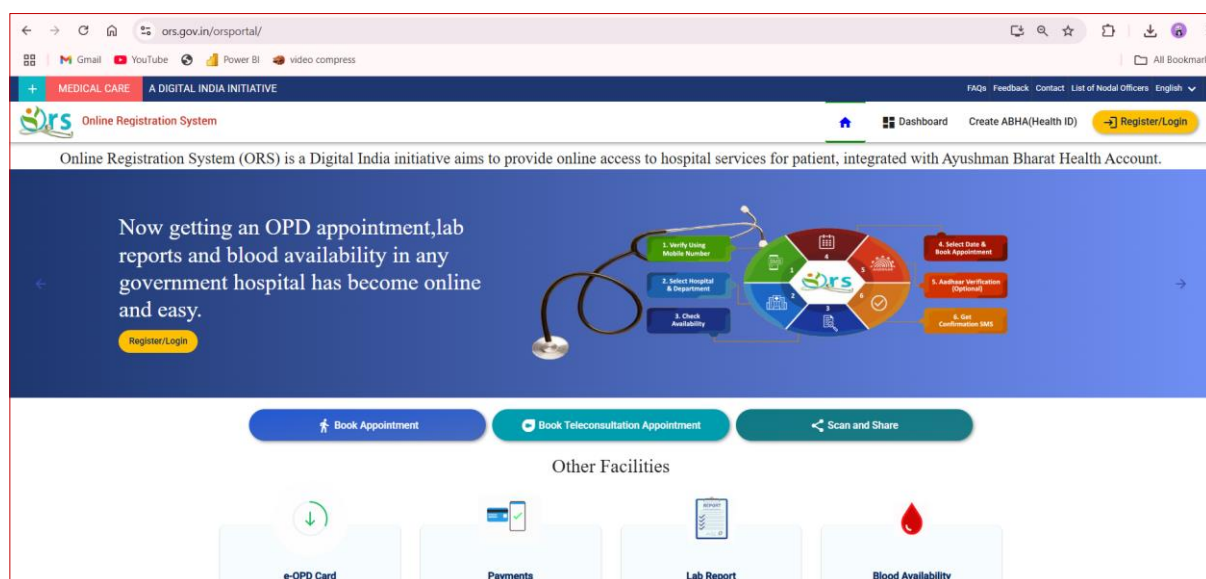
By examining their features and functionalities, this section aims to showcase how central portals are setting benchmarks in accountable, efficient, and citizen-centric governance. The service delivery portals of the central government and digital initiatives featured in this section include:

	ONLINE REGISTRATION SYSTEM (ORS)
	PARIVAHAN SEWA

ORS enables online, patient registration, OPD appointments and access to health records, integrated with ABHA. It offers citizens 24x7 access from anywhere to selected government hospitals, improving efficiency in healthcare e-service delivery.

Parivahan Sewa Portal provides e- access to vehicle registration, driving licenses, permits, and related services. It has facilitated faster issuance of licenses and registrations, reduced visit requirements to RTOs and enabled real-time verification of vehicle and driver details.

5.1 Online Registration System (ORS)



<https://ors.gov.in/orsportal/>

The ORS Portal is a Digital India initiative that provides online access to various hospital services, integrated with the Ayushman Bharat Health Account (ABHA). By enabling patients to book appointments, register for OPD services, and access health records 24x7 from anywhere, it extends their reach to hospitals across the country. The platform currently connects citizens to selected government hospitals that have been onboarded, thereby digitalizing hospital workflows and simplifying healthcare management for both patients and hospitals.



Key Services Offered

- **Online Appointment Booking:** Patients can seek appointments for OPD consultations 24x7 from anywhere by selecting a hospital, department, and other details, after verifying themselves with their ABHA.
- **Tele-consultations:** The "Stay Home e-OPD" service facilitates remote medical consultations.
- **Access to Digital Records:** Patients can seamlessly access their digital lab reports, prescriptions, and diagnoses from verified healthcare professionals.
- **Blood Availability Information:** The portal provides information on blood availability in government hospitals.



Key Services Offered

- **e-OPD Cards and Payment Options:** It offers features like digital OPD cards and online payment functionalities.
- **ABHA Integration:** The integration with ABHA is crucial for creating secure digital health records, enhancing interaction with healthcare providers, and establishing a unified health identity.
- **Hospital Management:** The platform assists hospitals in managing registration and appointment processes and monitoring patient flow.
- **Dashboard Reports:** The portal offers reports displaying the total number of hospitals available for online appointments, their departments, and detailed information about new and old patients using the service.

Key Features

User Feedback

Provides a dedicated feature for users to submit feedback .

Personalised Dashboard for User

Allows new applicants to register and existing users to log in securely to access personalized dashboards.

Help and Support

Offers Frequently Asked Questions, user manuals and comprehensive contact details for nodal officers of various registered hospitals, for user assistance.

Multilingual Support

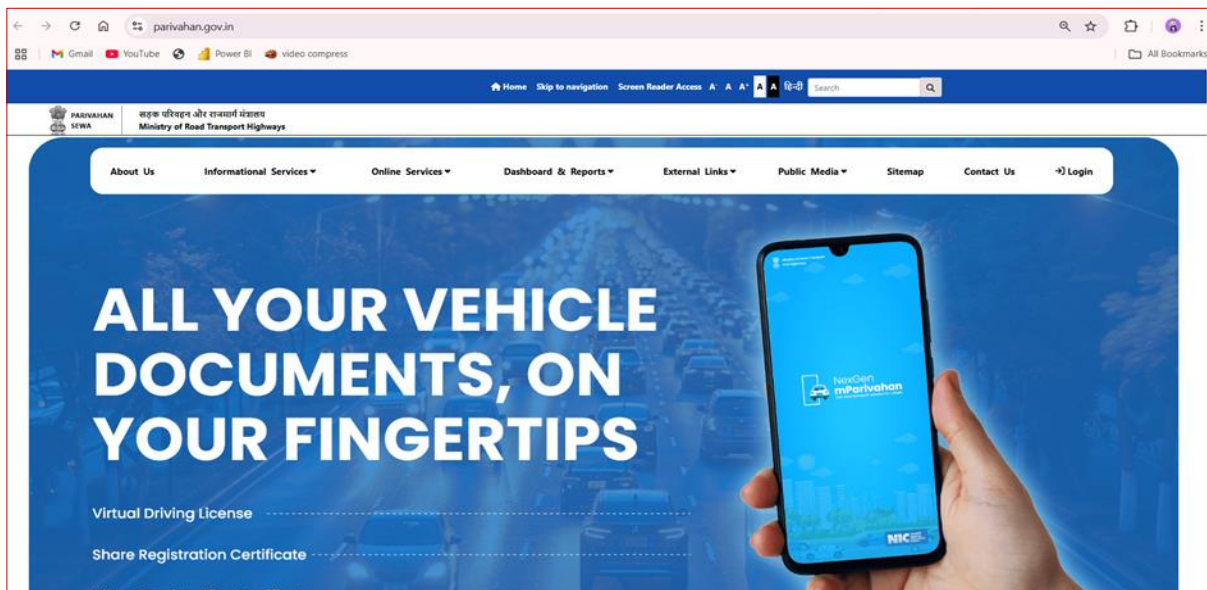
Portal is integrated with Bhashini, a Digital India initiative, to provide multilingual support.

Number of Registered Hospitals on the portal: **1,525**

Total e-Appointments made till 1 August 2025: **11,832,261**

Total Teleconsultations till 1 August 2025: **94,503**

5.2 Parivahan Sewa



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

The Parivahan Sewa portal hosted by the Ministry of Road Transport and Highways, Government of India, is a comprehensive platform designed to provide various transport-related services to users. The portal provides services related to road transportation, vehicle registration, licensing, and road safety. It aims to streamline processes and improve transparency in road transport services. The primary users include vehicle owners, drivers, and citizens looking for information on road transport regulations and services. It empowers citizens by providing e-access to services, reducing the need for physical visits to Regional Transport Offices saving on time and cost. Parivahan Sewa is integrated with DigiLocker, allowing citizens to easily access legally valid digital versions of their Driving License and Registration Certificate.



Key Services Offered

- **Vehicle Registration:** Users can apply for vehicle registration online, check registration status, and access related services.
- **Driving License Services:** Portal offers facilities for applying for, renewing, and checking the status of driving licenses.
- **Temporary Registration:** Applying for temporary vehicle registration.
- **Trade Certificate:** Applying for a trade certificate for vehicle dealers.
- **Fitness Certificate:** Booking appointments and applying for vehicle fitness tests.



Key Services Offered

- **Tax Payment:** Online payment of various motor vehicle taxes.
- **Fancy Number Booking:** Option to book preferred/fancy registration numbers online (in some States).
- **Vehicle Recall Information:** Providing information about vehicle recalls by manufacturers.
- **Information Repository:** Serves as a knowledge base for laws, regulations and guidelines related to road transport in India.

Key Features

Easy Navigation

User-friendly website, with easy navigation to different well categorised services (Vehicle Related, Driving License, Permits etc.).

Search Functionality

Provision of a search bar to find specific information or services.

Bilingual Support

Available primarily in English and Hindi, catering to a wider audience.

Integration with Aadhaar

Integration with Aadhaar for authentication and streamlining processes.

Integration with DigiLocker

Promotes the use of digital documents and reduces the need for physical copies.

Mobile Accessibility

The mParivahan app extends accessibility to mobile users. The mobile app has over 5 Cr+ downloads from Google Play Store.

Information Repository

Provides access to Motor Vehicles Act, rules, notifications, forms, and FAQs along with contact information as well as Help & support options for users.

6. City Level e-Governance

As NeSDA Way Forward evolves, it is essential to expand the focus beyond state-level service delivery and examine the digital transformation happening at the city level. Most citizen interactions with government services occur at the municipal or urban local body level, making it crucial to strengthen online service delivery platforms in cities.

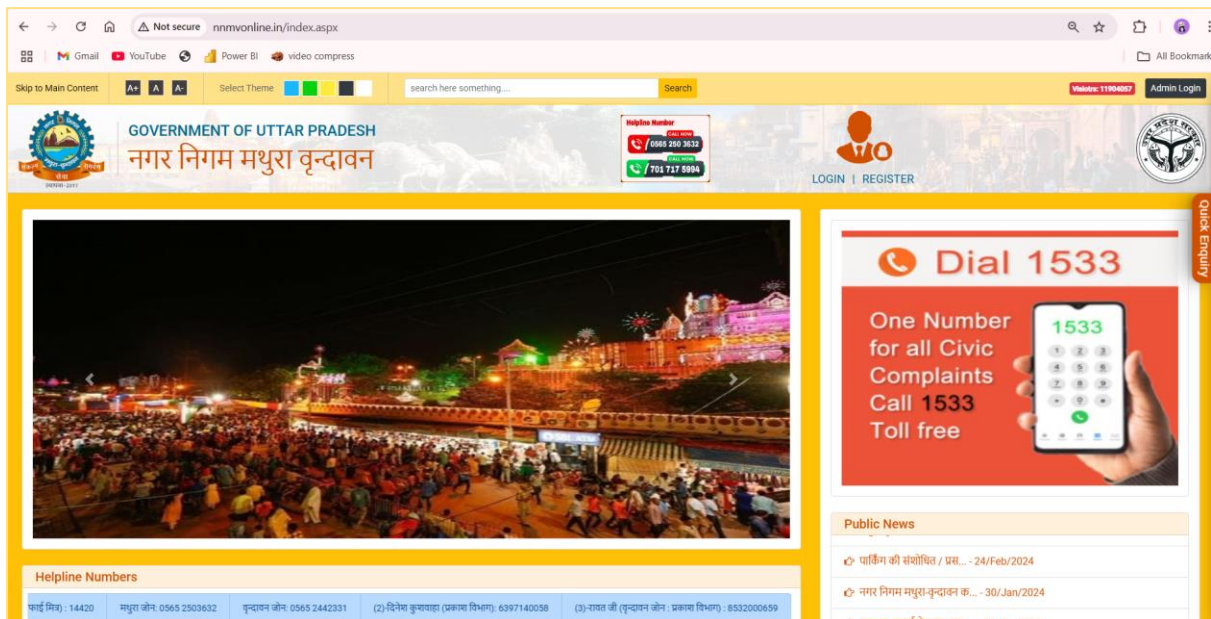
With rapid urbanization, the demand for efficient local governance and seamless service delivery is rising. Establishing robust digital platforms for urban local bodies is no longer a choice but a necessity. Recognizing this, India's Smart Cities Mission and the 2022 UN e-Government Survey have underscored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

Cities serve as hubs of economic development, and city-based service delivery platforms have significant potential to transform the overall governance landscape. Given the unique governance challenges faced at the city level, these platforms play a crucial role not only in the efficient delivery of services but also in fostering citizen engagement. Additionally, they contribute to economic development by enhancing accessibility and streamlining service provision. This chapter highlights the current landscape of online service delivery at the city level, showcasing selected city portals that exemplify best practices in digital governance.

By showcasing city/municipal service delivery portals that have demonstrated commendable performance in the NeSDA study, this chapter aims to bring attention to emerging best practices and replicable models of digital urban governance. These platforms not only enable efficient service provision but also encourage greater citizen participation and administrative transparency. As part of an ongoing effort, the NeSDA Way Forward monthly reports will continue to highlight top-performing city portals across the country. Some of the notable city/municipal service delivery portals and digital initiatives featured in this section include:

City (State/UT)	Portal Name
Mathura (Uttar Pradesh) <i>(Population: Up to 5 Lakhs)</i>	Nagar Nigam Mathura Vrindavan
Bhopal (Madhya Pradesh) <i>(Population: 5 – 20 Lakhs)</i>	Bhopal Municipal Corporation

6.1 Nagar Nigam Mathura Vrindavan



<https://nnmvonline.in/>

The Nagar Nigam Mathura Vrindavan website is an official online platform designed to facilitate easy access to municipal services and information for citizens. It aims to streamline interactions with the Nagar Nigam by digitising various civic functions and providing transparent access to public data.

The platform offers various services to the users. The list of key services provided is given as follows:

Key Services

- **Complaint Filing:** Citizens can register grievances and track their resolution online.
- **Certificates:** Applications for birth and death certificates can be submitted and processed through the portal.
- **E-Tenders:** Information and participation in e-tendering processes for various municipal projects are available.
- **Property Tax Details:** Access to information regarding property tax assessments and payment procedures.
- **Mutation Procedures:** Guidelines and processes for property mutation are outlined



Key Services

- **Updates, Public Information & Other Initiatives:** The list of following information is provided on the platform.
 - **Officer Lists:** A directory of municipal officers and their respective departments.
 - **Public Amenities:** Information on the location of public toilets and dustbins.
 - **AMRUT Yojana:** Details, guidelines, and related galleries for the Atal Mission for Rejuvenation and Urban Transformation (AMRUT) scheme.
 - **Swachh Bharat Abhiyaan:** Information, guidelines, and related galleries for the Swachh Bharat (Clean India) Mission.
 - **Plastic Ban Notifications:** Updates and information regarding plastic ban regulations.
 - **Waste Collection:** Ward-wise driver information for door-to-door waste collection services.
 - **Public News:** Latest news and announcements from the Nagar Nigam.
 - **Office Orders:** Official directives and orders issued by the municipal corporation.
 - **Inspection Reports:** Reports from various departmental inspections.
 - **E-Newsletters:** Digital newsletters providing regular updates & information to citizens.

Other Key Provisions



Mobile Application

Dedicated mobile application to extend its reach, with over 10,000 downloads on Google Play Store

Transparency and Information

Digital access to municipal budgets, expenditure reports, and service standards



Tenders and Quotations

Lists active tenders and quotations, providing opportunities for contractors/suppliers



Updates and Notifications

Regular updates, news, tweets etc. for the users



Information Resources

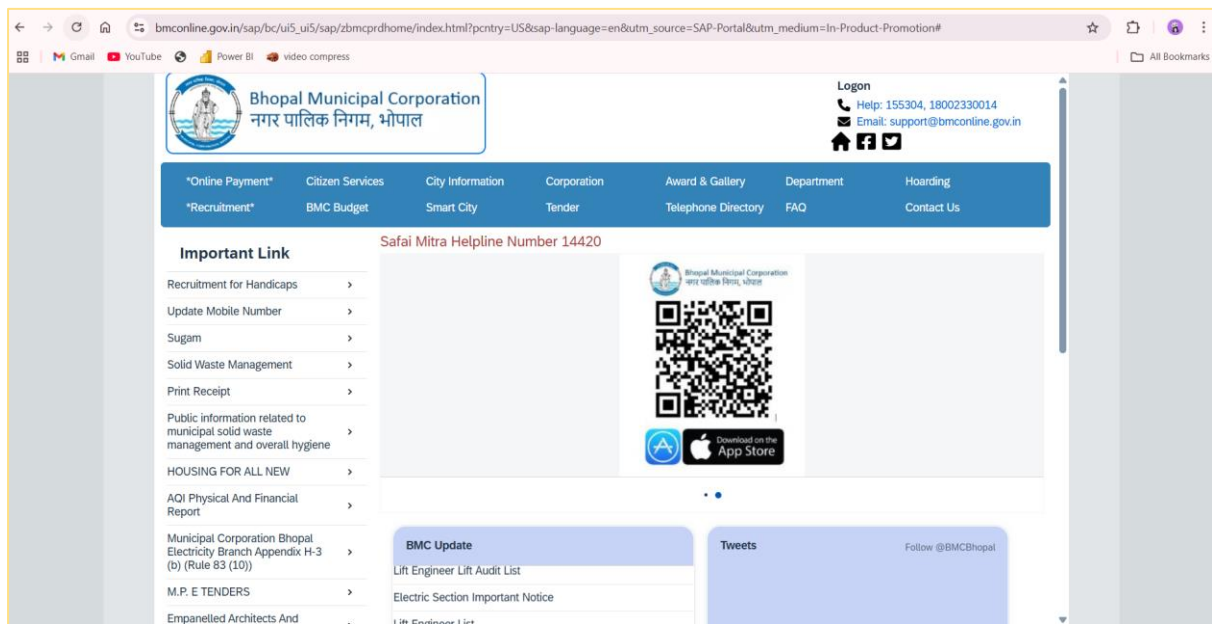
Provision of FAQs and contact details for support

Citizen Feedback

Provision available to give Suggestion for Service related Improvements



6.2 Bhopal Municipal Corporation



<https://www.bmconline.gov.in/>

The Bhopal Municipal Corporation (BMC) portal provides an accessible gateway to a wealth of information, including departmental structures, contact details of key officials, recent announcements, tender notifications, and important urban development projects. By centralizing these resources, this platform significantly improves the ease of interaction between residents and the local government, marking a critical step towards a truly 'Smart City' vision.

The platform offers the following key services:

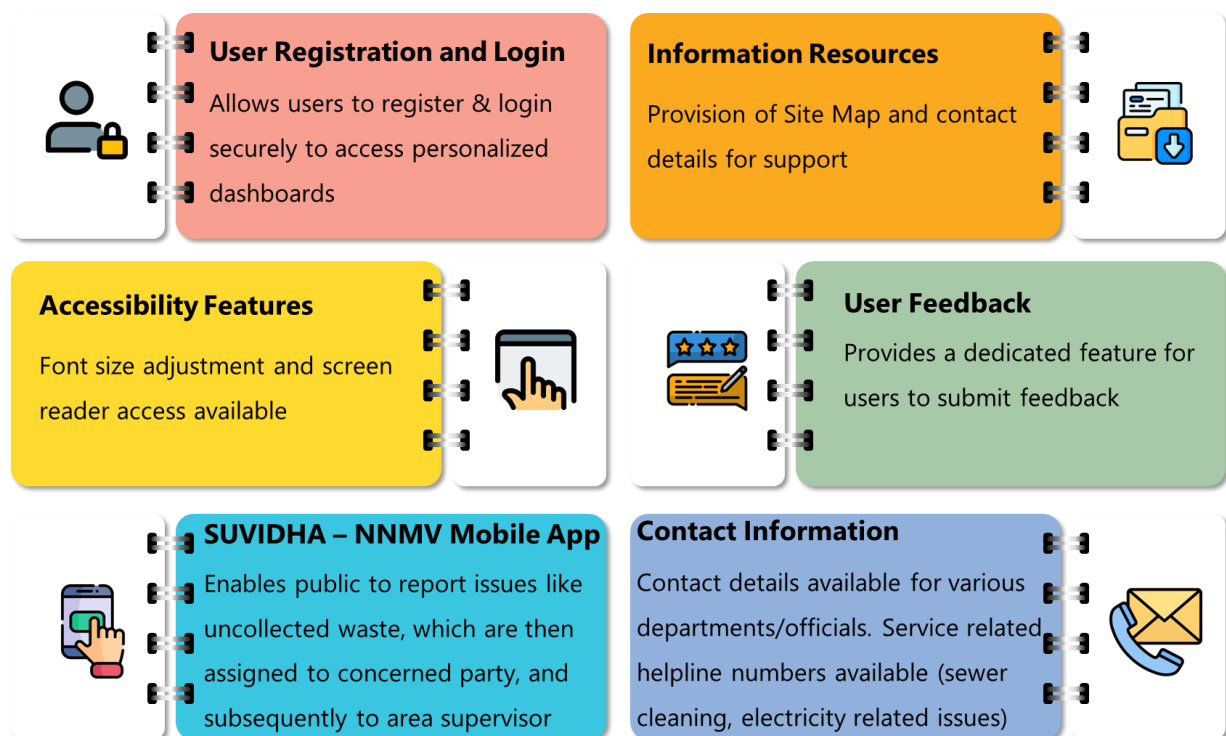
Key Services

- **Property/Holding Tax Payment:** Citizens can easily check their outstanding property tax dues, view their assessment details, and make online payments. This streamlines revenue collection and ensures timely compliance.
- **Water Connection Services:** Facilities are available for new water connection and paying water consumption bills online, promoting efficient utility management.
- **Birth & Death Certificates:** Online applications are available for obtaining birth and death certificates, critical civil registration documents, often with provisions for downloading certified copies.

Key Services

- **Marriage Certificate Registration:** Citizens can apply for and track the registration of marriages and obtain certificates online.
- **Building Plan Approval System (BPAS-Online):** This robust system allows property owners, architects, and builders to submit applications for building plan approvals online. It facilitates the entire approval lifecycle, from submission and scrutiny to final approval, enhancing transparency and reducing processing time. This is a significant step towards ease of doing business and construction.
- **Trade License (New/Renewal):** A streamlined process for applying for new trade licenses and renewing existing ones, vital for legal commercial operations.

Other Key Provisions



7 AAKLAN: Benchmarking and Ranking Tool

In line with the Government of India's harmonization initiative to ensure that all government websites adhere to consistent digital standards, remain citizen-centric, and offer improved usability and accessibility, DARPG, through its ongoing initiatives like NeSDA and NeSDA Way Forward, continues to strengthen e-Governance and digital service delivery across States and Union Territories.

To further this objective, the AAKLAN (Automated Assessment of Government Websites) segment has been integrated into the NeSDA Way Forward monthly reports. This automated, data-driven evaluation mechanism allows States/UTs and Central Ministries to monitor and enhance the quality of their digital service platforms without additional manual intervention.

Following the introductory coverage of Northeastern and Hilly States/UTs in the June 2025 report, this month's edition focuses on the 6 out of 8 Union Territories of India, Chandigarh, Dadra and Nagar Haveli and Daman and Diu, Jammu and Kashmir, Ladakh, Lakshadweep, and Puducherry. The AAKLAN tool has assessed their official portals against nine key parameters through a standardized and objective methodology, ensuring consistency in measurement, identification of parameter-wise strengths, overall rankings, and tracking of score trends.

The evaluation framework is based on the Analytic Hierarchy Process (AHP), which ensures balanced weightage across parameters. Automated tests are executed against predefined criteria, and the raw scores (out of 70) are normalized to a scale of 100 for comparability. The parameters with their respective weightages are shared in the June 2025 Monthly report.

The table below presents the normalized scores for each UT portal, based on automated testing conducted under AAKLAN. With the inclusion of the AAKLAN chapter in the NeSDA Way Forward Monthly reports, results from assessments conducted using the tool will continue to be presented for States and UTs in specific groups. For this edition, the assessment was carried out for official portals of States/UTs categorised under '**Union Territories**', and the scores are provided in the table below:

Union Territory	Accessibility	Brand and Visual Identity	Content and Information	Integration and Service	Interactivity & Engagement	Mobile Responsiveness	Navigation	Performance and Technical	Security and Privacy
(Maximum Score)	(19.2)	(11.3)	(6.2)	(6.2)	(6.2)	(6.2)	(6.2)	(19.2)	(19.2)
Chandigarh	12.67	11.29	5.04	2.34	0.73	3.60	6.2	3.02	19.2
DNHDD	16.51	11.29	3.51	5.28	2.06	3.60	5.81	3.02	19.2
Jammu and Kashmir	10.75	11.29	4.27	4.61	2.06	3.60	6.2	3.02	19.2
Ladakh	15.74	11.29	4.65	2.42	2.06	3.60	5.81	3.02	19.2
Lakshadweep	14.20	11.29	4.2	5.36	2.06	3.60	5.81	3.02	19.2
Puducherry	12.28	11.29	4.65	5.36	2.06	3.60	5.81	3.02	19.2

Note: Refer to *Annexure 8.3* for URLs of State/UT portals evaluated through AAKLAN Tool

Out of the eight Union Territories, assessments were conducted for six UT portals. The official portal of Delhi and Andaman and Nicobar Islands could not be tested as they are not hosted on the NICNET server, and therefore could not be accessed through the automated testing environment used by the AAKLAN tool.

The AAKLAN assessment for the month of July 2025 reveals notable variations in the performance of Union Territory portals. Across all UTs, the Security & Privacy parameter consistently received the maximum possible score, reflecting strong compliance with secure access protocols, data protection measures, and privacy standards. However, the assessment also highlights a common area of concern, Interactivity & Engagement, where all UT portals recorded relatively low scores, indicating limited presence of interactive features such as feedback forms, chat support, or dynamic user engagement mechanisms. Additionally, while Accessibility scores were generally strong for UTs like Dadra & Nagar Haveli and Daman & Diu (16.51) and Ladakh (15.74), other portals showed scope for improvement in ensuring inclusive access for differently-abled users. Performance & Technical scores remained modest across the board, suggesting the need for optimization in loading speeds, responsiveness, and backend efficiency. These findings collectively underscore the importance of targeted enhancements in engagement features, accessibility, and technical optimization to further elevate the quality and user-friendliness of UT portals.

RECOMMENDATIONS

Drawing from the scores obtained by States across the assessed parameters, the following set of recommendations is proposed to support targeted improvements across areas with significant scope of improvement:

Security and Privacy

Implement strong encryption, secure authentication, and regular vulnerability assessments to safeguard user data. Adhere to national cybersecurity standards and privacy regulations. Clearly communicate privacy policies and ensure user consent for data collection and storage. Monitor for threats continuously and respond swiftly to incidents to maintain trust.

Performance and Technical

Optimize website speed and uptime by employing reliable hosting, CDN, and efficient backend architecture. Regularly test and update for compatibility across browsers and devices. Minimize code bloat and compress assets to ensure rapid page loads, aiming for a sub-3-second target. Proactively monitor analytics for performance bottlenecks.

Accessibility

Ensure web content follows WCAG guidelines so all users, including those with disabilities, can access information and services. Use proper text alternatives for media, maintain readable contrast ratios, and enable keyboard navigation. Regular accessibility audits and user testing help identify and resolve barriers.

Branding and Visual Identity

Maintain consistent use of colors, logos, fonts, and layout elements per branding guidelines. Give the site a professional, recognizable appearance that reinforces your organization's identity. Regularly update visuals to keep them contemporary and coherent, enhancing credibility and user recognition.

Integration and Services

Seamlessly connect with internal and external systems (CRM, payment gateways, e-governance platforms) through secure APIs and interfaces. Ensure online forms, applications, and transactional services are reliable, easy to use, and regularly tested for errors. Keep integrations up to date for uninterrupted service.

Mobile Responsiveness

Design using a mobile-first approach to guarantee an optimal viewing and interactive experience across smartphones and tablets. Test on multiple devices and screen sizes, ensuring smooth navigation, readable text, and rapid load times. Prioritize touch-friendly elements and adaptive layouts.

Content and Information

Maintain accurate, timely, and comprehensive content that addresses users' needs. Use plain language, organize information logically, and update pages regularly. Incorporate search functionality and clear CTAs to direct users to key resources. Periodically review for outdated or irrelevant material.

Interactivity and Engagement

Incorporate features like feedback forms, polls, and social media integration to encourage user participation. Reply promptly to queries and comments. Use interactive tutorials, chatbots, or support widgets to enhance user engagement and facilitate self-help for common issues.

Navigation

Build intuitive, hierarchical menus and site structures that allow users to find content quickly. Employ breadcrumb trails, prominent search bars, and logical categorization. Keep navigation consistent across pages, and conduct periodic usability studies to refine user journeys.

8 Appendix

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

State/UT	Jul' 24	Aug' 24	Sep' 24	Oct' 24	Nov' 24	Dec' 24	Jan' 25	Feb' 25	Mar' 25	Apr' 25	May' 25	Jun' 25	Jul' 25
Karnataka	755	755	755	755	1414	2025	2025	2089	2089	2089	2089	2089	2092
Madhya Pradesh	1016	1016	1016	1016	1016	1016	1498	1718	1748	1748	1752	1752	1752
Tamil Nadu	1128	1128	1128	1128	1128	1128	1128	1128	1128	1132	1153	1599	1621
Jammu & Kashmir	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164
Haryana	757	757	855	855	855	855	855	855	857	857	857	996	1091
Gujarat	654	654	682	643	894	894	894	894	894	894	904	973	1050
Uttarakhand	889	889	889	889	889	900	900	900	917	923	935	936	951
Kerala	916	916	916	916	938	938	938	938	938	938	938	939	939
Uttar Pradesh	800	800	800	800	822	904	904	904	904	924	924	929	929
Maharashtra	534	534	534	534	534	534	534	534	535	583	584	794	867
Assam	472	628	628	628	725	725	725	731	733	733	733	815	814
Telangana	768	768	768	768	768	768	768	768	768	768	768	771	771
Chandigarh	232	233	236	236	236	357	357	357	357	357	357	723	723
Rajasthan	588	588	606	606	606	621	621	621	621	621	621	622	722
Himachal Pradesh	504	504	504	504	504	504	659	660	660	661	661	664	664
Andhra Pradesh	579	579	579	579	579	579	579	579	579	579	579	606	630
Jharkhand	377	395	396	401	404	406	411	461	468	479	557	572	630
Puducherry	609	609	609	609	610	610	610	610	614	614	614	614	614
Tripura	264	264	264	264	272	272	272	272	272	272	529	529	530
Chhattisgarh	296	296	296	296	296	296	296	296	296	296	296	296	505
Punjab	484	484	484	484	484	484	484	484	484	484	484	484	484
Delhi	436	436	436	436	436	436	436	436	436	436	436	436	437
Meghalaya	363	363	363	363	363	363	363	363	363	363	363	363	422
West Bengal	401	401	401	401	401	401	401	401	401	406	406	408	414
Odisha	404	404	404	404	404	404	404	404	404	404	404	404	404
A&N Islands	323	323	323	323	323	323	327	327	329	329	329	331	331
Arunachal Pradesh	309	309	309	309	309	309	309	309	309	309	309	309	309
Goa	240	240	240	240	240	240	240	240	240	240	240	279	289
Manipur	40	40	40	40	40	40	40	40	40	268	268	268	268
Bihar	238	238	238	238	238	238	238	238	238	238	238	238	238
DNH&DD	117	117	131	131	131	131	142	217	217	217	217	221	221
Mizoram	103	103	103	103	103	103	103	103	103	103	103	103	103
Nagaland	64	64	64	64	64	64	64	64	64	64	85	85	85
Ladakh	46	46	46	46	49	49	49	49	49	49	69	70	70
Sikkim	51	51	54	54	54	54	54	54	54	54	54	54	54
Lakshadweep	42	42	42	42	42	42	42	42	42	42	42	42	42
Total	16963	17138	17303	17269	18335	19177	19834	20250	20315	20638	21062	22478	23230

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

State/UT	Jul' 24	Aug' 24	Sep' 24	Oct' 24	Nov' 24	Dec' 24	Jan' 25	Feb' 25	Mar' 25	Apr' 25	May' 25	Jun' 25	Jul' 25
	Based on 56 identified Mandatory e-Services										Based on 59 Mandatory e-Services		
MP	56	56	56	56	56	56	56	56	56	56	59	59	59
Uttarakhand	56	56	56	56	56	56	56	56	56	56	59	59	59
Kerala	56	56	56	56	56	56	56	56	56	56	58	59	59
Maharashtra	55	55	55	55	55	55	55	55	56	56	57	59	59
Gujarat	51	51	55	56	56	56	56	56	56	56	56	59	59
Tamil Nadu	56	56	56	56	56	56	56	56	56	56	55	59	59
Uttar Pradesh	56	56	56	56	56	56	56	56	56	56	55	59	59
Andhra Pradesh	55	55	55	55	55	55	55	55	55	55	53	59	59
HP	56	56	56	56	56	56	56	56	56	56	56	59	59
Rajasthan	54	54	54	54	54	54	54	54	54	54	58	58	59
Karnataka	56	56	56	56	56	56	56	56	56	56	55	57	59
J&K	52	52	52	52	52	52	52	52	52	54	55	57	58
West Bengal	47	48	51	51	51	53	53	53	53	53	51	57	57
Chandigarh	55	55	55	55	56	56	56	56	56	56	56	56	57
Telangana	55	55	55	55	55	55	55	55	55	55	53	56	56
Jharkhand	46	46	46	47	47	47	47	47	47	47	57	55	56
Haryana	56	56	56	56	56	56	56	56	56	56	55	55	56
Punjab	54	54	54	54	54	54	54	54	54	54	55	55	55
Chhattisgarh	50	50	50	50	50	50	50	50	50	50	54	54	55
Tripura	51	51	52	51	51	51	51	51	53	53	51	54	55
A&N Islands	44	44	44	44	44	44	47	47	49	49	50	53	53
Puducherry	48	47	47	47	48	48	48	48	49	49	52	52	52
DNHDD	44	44	44	44	48	48	48	48	48	48	49	51	51
Assam	44	44	49	49	49	49	49	49	49	49	48	51	50
Meghalaya	40	40	40	40	40	40	40	40	40	40	39	48	49
Goa	43	43	43	43	43	43	43	43	43	43	42	42	48
Delhi	36	36	36	36	36	36	36	36	36	36	34	35	36
Bihar	28	28	28	28	28	28	28	28	28	28	29	30	30
Nagaland	29	29	29	29	29	29	29	29	29	29	29	29	29
Odisha	25	25	25	25	25	25	25	25	25	25	26	28	28
Lakshadweep	23	23	23	23	23	23	23	23	23	23	27	27	27
AR	24	24	24	24	24	24	24	24	24	24	25	25	25
Sikkim	13	13	19	19	19	19	19	19	19	19	19	19	19
Manipur	15	15	15	15	15	15	15	15	15	15	17	17	17
Mizoram	17	17	17	17	17	17	17	17	17	17	16	16	16
Ladakh	7	7	7	7	7	7	7	7	7	7	8	9	9
TOTAL	1553	1553	1572	1573	1579	1581	1584	1584	1590	1592	1618	1677	1693

8.3 URLs of official State/UT portals evaluated through the AAKLAN Tool

S. No.	State/UTs	State/UT portal URLs
1	Chandigarh	https://chandigarh.gov.in
2	Dadra & Nagar Haveli and Daman & Diu	https://ddd.gov.in
3	Jammu & Kashmir	https://jk.gov.in
4	Ladakh	https://ladakh.gov.in
5	Lakshadweep	https://lakshadweep.gov.in
6	Puducherry	https://py.gov.in

For any suggestions, kindly contact the undersigned:

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