



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

### June 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, 9 NeSDA Way Forward Monthly Reports and Annual Report 2023 have been published to monitor the status of e-service delivery, across States/UTs.

The Monthly Reports released for States/UTs in 2023 especially featured deep analysis of e-services in each of the seven focus sector, viz Tourism (May), Environment (June), Education (July), Labour & Employment (August), Finance (September), Social Welfare including Agriculture, Health & Home Security (October) and Local Governance & Utility Services (November).

The upcoming monthly aim to 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, June 2024 is based on the inputs provided by States/UTs on *NeSDA – Way Forward* dashboard, as of 2<sup>nd</sup> July, 2024.**



## 2. Key Highlights

### Status of Implementation

- **16,761**-services are provided across States/UTs
- **Jammu & Kashmir** provides maximum e-services (1140)
- Maximum e-services (**5,321**) lie in the sector – Local Governance & Utility Services
- **1,532** out of 2,016 mandatory e-services (56\*36 States/UTs) 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

### 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 (1140), e-Sevanam (911), Sewa Setu (469)** and **Odisha One (404)**, respectively

### Right To Service Portals

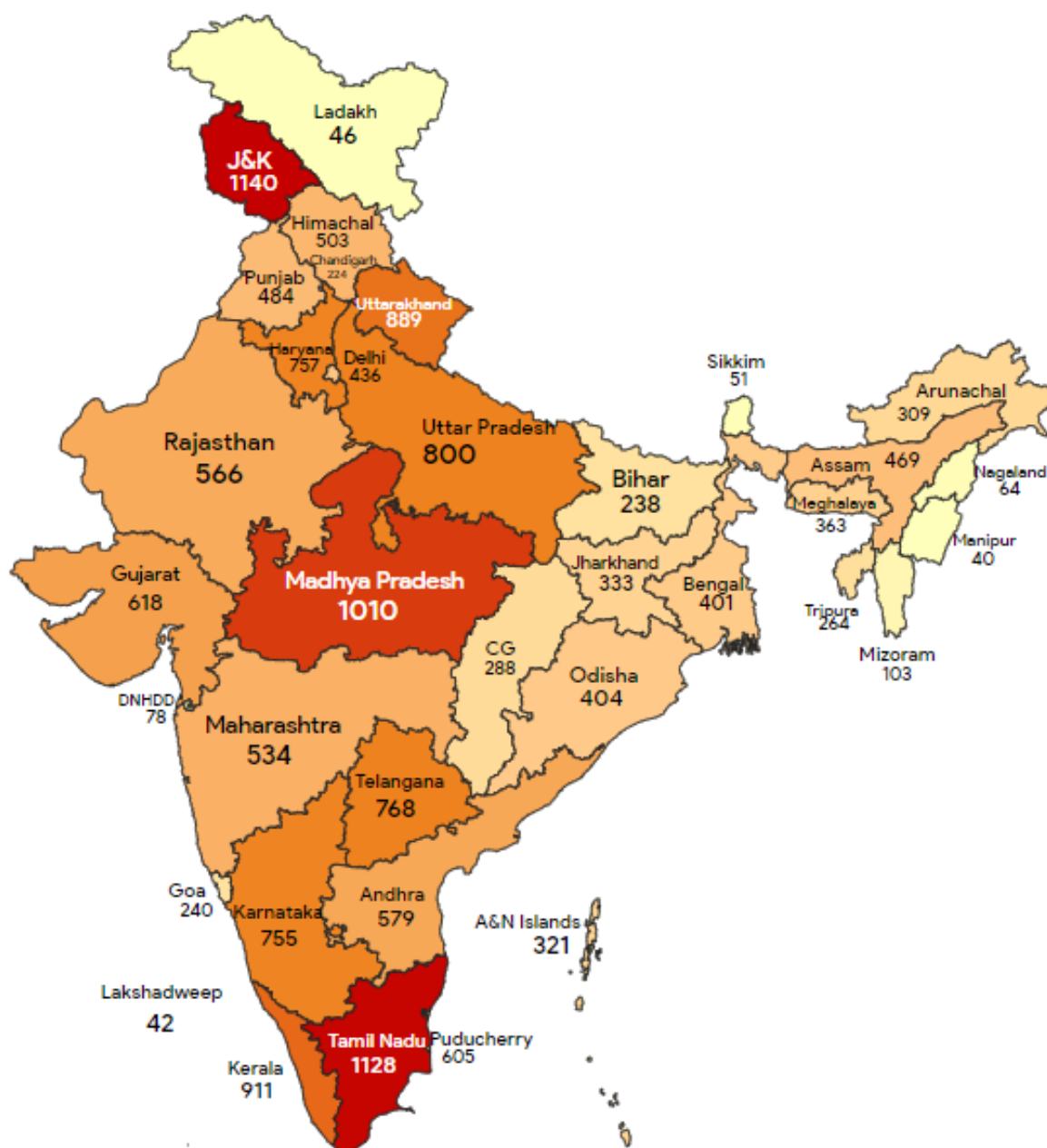
- **Maharashtra (Aaple Sarkar):** The Aaple Sarkar portal enables citizens to access services under the RTS Act, with provisions for filing appeals in case of service delivery delays
- **Haryana (RTS Commission):** The RTS Haryana website ensures time-bound, transparent delivery of government services, embodying efficiency and citizen-centric governance
- **West Bengal (WBRTPS Portal):** The WBRTPS Portal facilitates transparent and accountable public service delivery under the West Bengal Right to Public Services Act, 2013
- **Meghalaya (RTS Portal):** The Meghalaya RTS Portal promotes timely public service delivery under the Meghalaya Right to Public Services Act, 2020, ensuring accountability and efficiency

### Improvement in Quality-of-Service Delivery

- This edition of Monthly Report provides comprehensive understanding of New ***Progressive Parameters*** i.e., *Open Government Data, e-Participation* and *Leveraging Emerging Technologies* along with elaborative guidelines for inputs by States/UTs to be provided on the NeSDA Way Forward dashbaord

### 3. Review of Status of Implementation in States/UTs

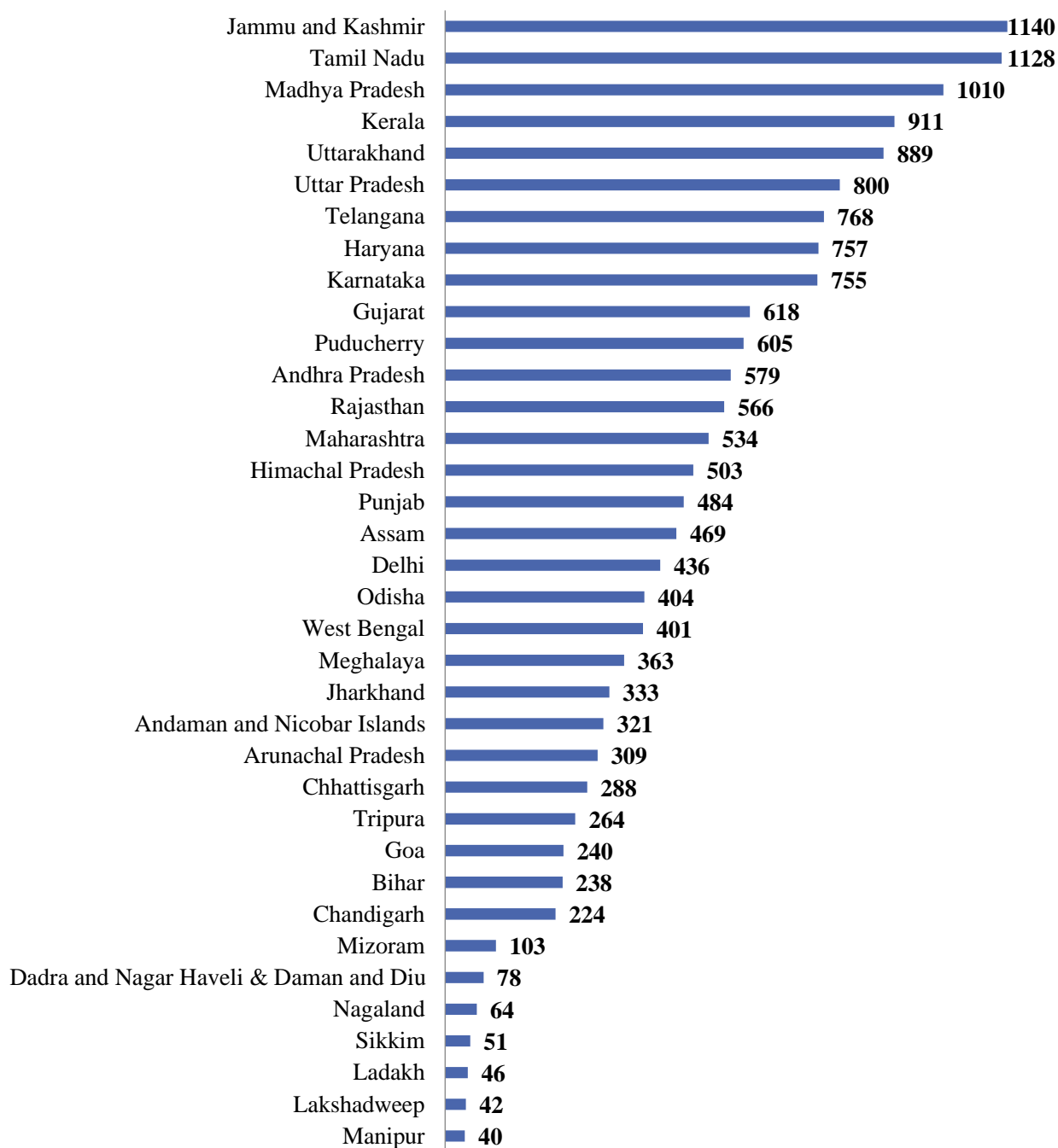
**Status of e-Services**  
As per inputs on *NeSDA – Way Forward* dashboard



**Total e-Services**  
**16,761**

*Note: The aforementioned figures are uploaded by States/UTs as of 02/07/2024.*

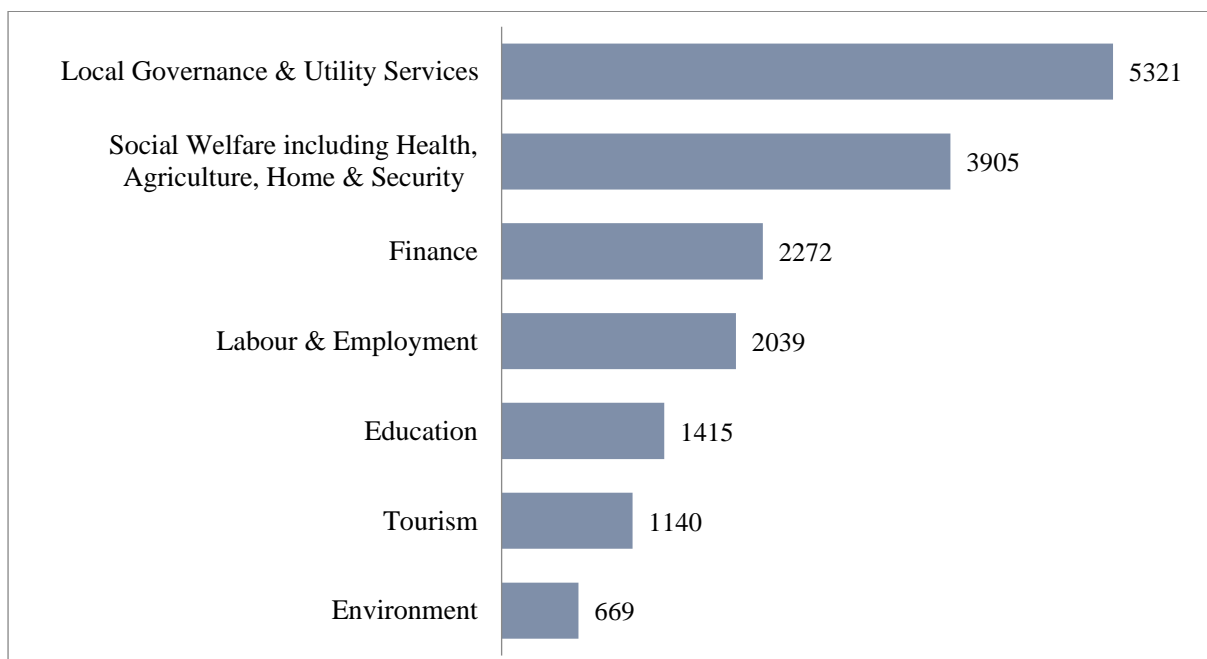
**Status of e-Services**  
**As per inputs on NeSDA – Way Forward dashboard**



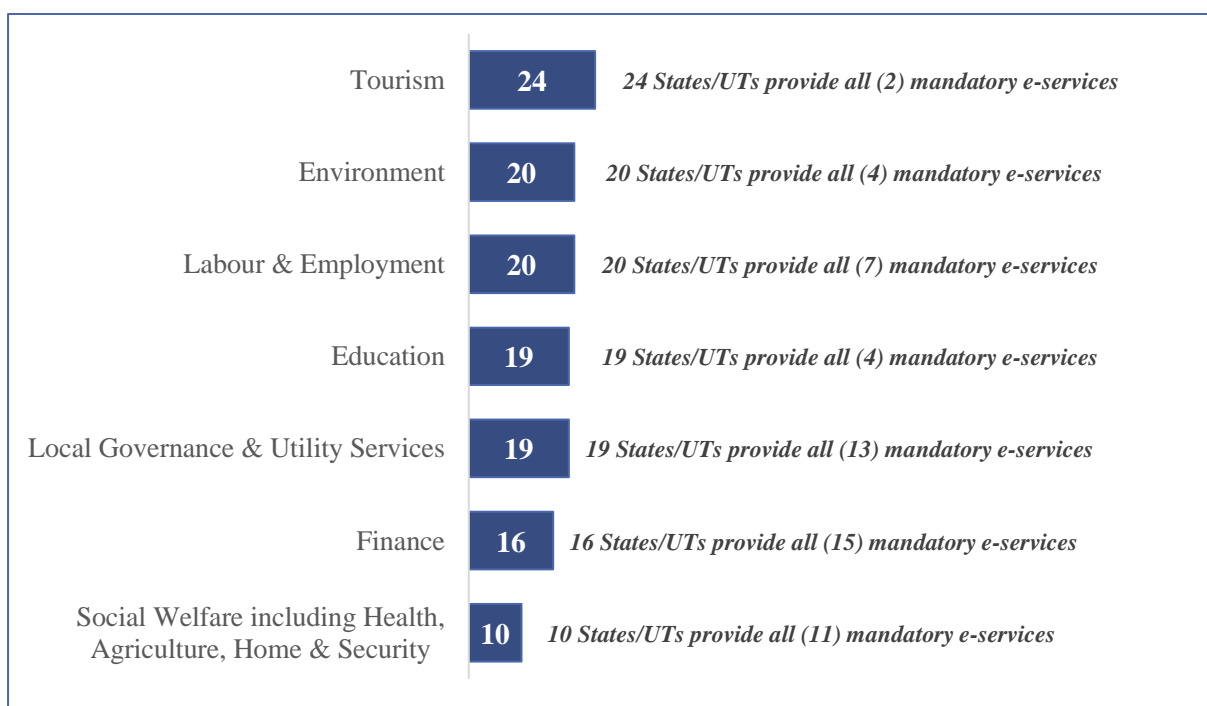
Monthly progress of status of e-services across States/UTs is attached in **Annexure 8.1**.

Note: The aforementioned figures are uploaded by States/UTs as of 02/07/2024.

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

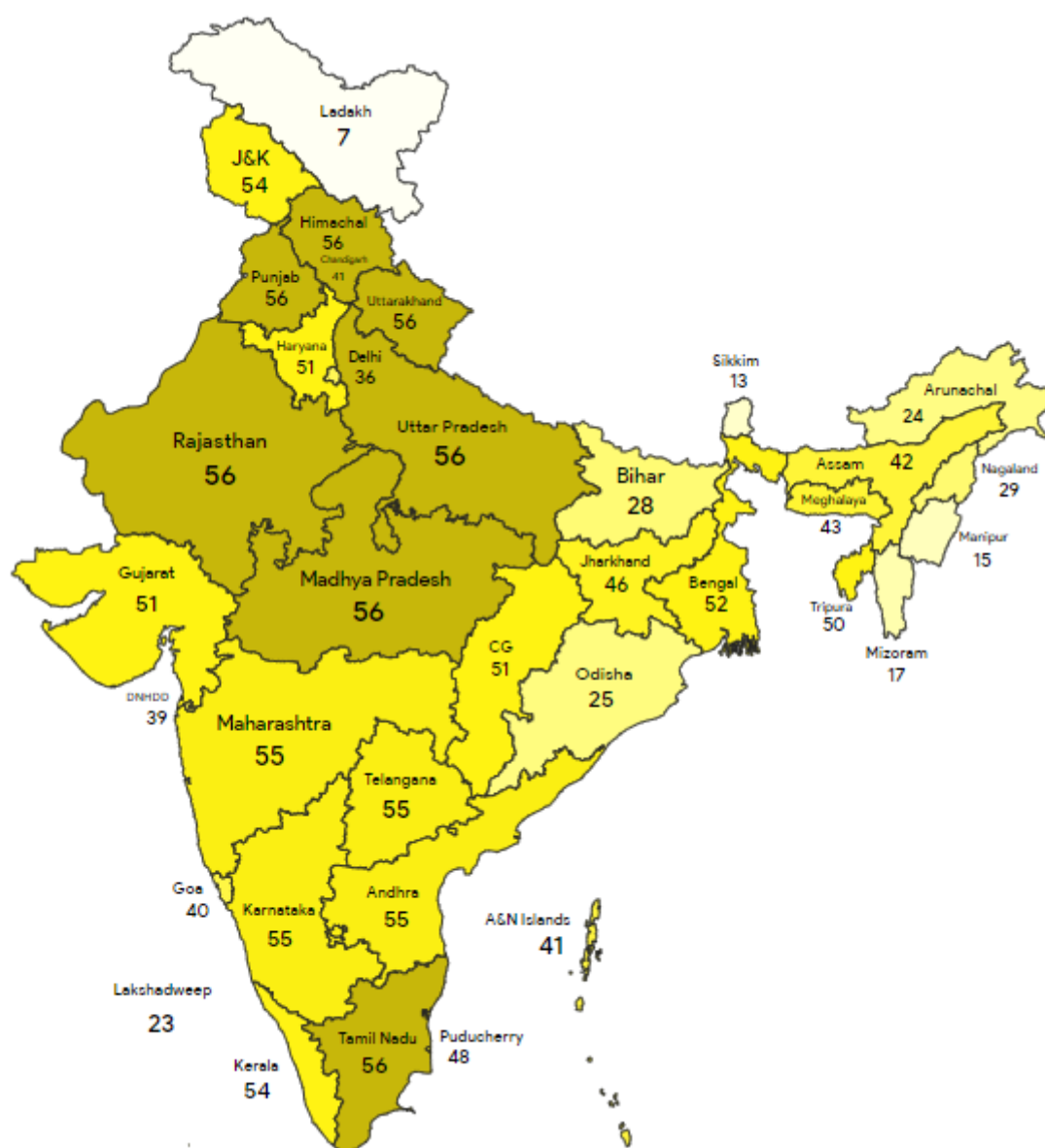


## Sector-wise saturation status of mandatory e-services across States/UTs



Note: The aforementioned figures are uploaded by States/UTs as of 02/07/2024.

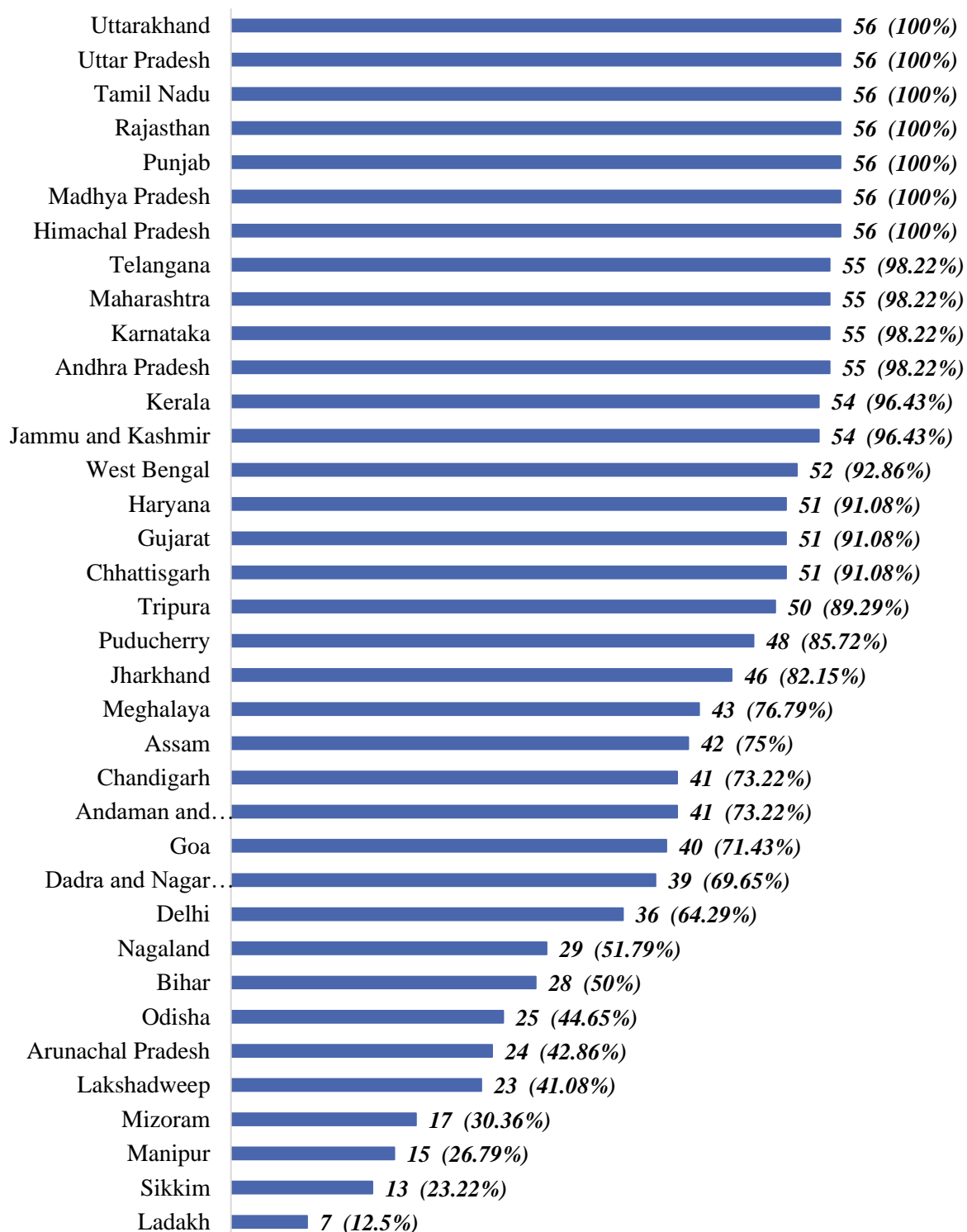
**Status of 56 Mandatory e-Services**  
**As per inputs on NeSDA – Way Forward dashboard**



**Mandatory e-Services**  
**1,532**

*Note: The aforementioned figures are uploaded by States/UTs as of 02/07/2024.*

**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 02/07/2024.*

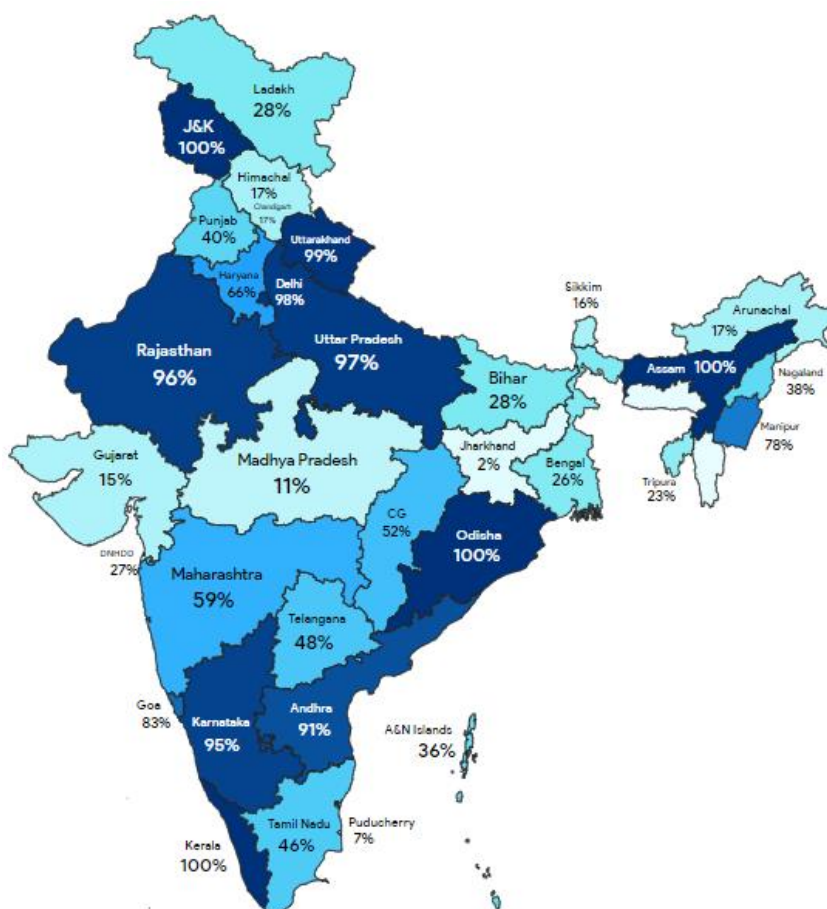
## 4. Unified Service Delivery Portal

### 4.1. 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)
<b>J&amp;K</b>	e-UNNAT	eunnat.jk.gov.in	<b>100% (1140)</b>
<b>Kerala</b>	e-Sevanam	services.kerala.gov.in	<b>100% (911)</b>
<b>Assam</b>	Sewa Setu	sewasetu.assam.gov.in	<b>100% (469)</b>
<b>Odisha</b>	Odisha One	odishaone.gov.in	<b>100% (404)</b>
<b>Uttarakhand</b>	Apuni Sarkar	eservices.uk.gov.in	<b>99% (879)</b>
<b>Delhi</b>	e-District	edistrict.delhi.gov.in	<b>98% (426)</b>
<b>Uttar Pradesh</b>	Nivesh Mitra & e-District	niveshmitra.up.nic.in & edistrict.up.gov.in	<b>97% (774)</b>
<b>Rajasthan</b>	e-Mitra	emitra.rajasthan.gov.in	<b>96% (546)</b>
<b>Karnataka</b>	Seva Sindhu	sevasindhu.karnataka.gov.in	<b>95% (721)</b>
<b>Andhra Pradesh</b>	AP Seva	vswsonline.ap.gov.in	<b>91% (524)</b>
<b>Goa</b>	Goa Online	goaonline.gov.in	<b>83% (199)</b>
<b>Manipur</b>	e-District	eservicesmanipur.gov.in	<b>78% (31)</b>
<b>Haryana</b>	Saral Haryana	saralharyana.gov.in	<b>66% (503)</b>
<b>Maharashtra</b>	Aaple Sarkar	aaplesarkar.mahaonline.gov.in	<b>59% (315)</b>
<b>Chhattisgarh</b>	e-District	edistrict.cgstate.gov.in	<b>52% (149)</b>
<b>Telangana</b>	MeeSeva	ts.meeseva.telangana.gov.in	<b>48% (365)</b>
<b>Tamil Nadu</b>	e-Sevai	tnesevai.tn.gov.in	<b>46% (524)</b>
<b>Punjab</b>	Connect Punjab	connect.punjab.gov.in	<b>40% (196)</b>
<b>Nagaland</b>	e-District	edistrict.nagaland.gov.in	<b>38% (24)</b>
<b>A &amp; N Islands</b>	e-District	edistrict.andaman.gov.in	<b>36% (114)</b>
<b>Ladakh</b>	e-Seva	eseva.ladakh.gov.in	<b>28% (13)</b>
<b>Bihar</b>	RTPS Bihar	serviceonline.bihar.gov.in	<b>28% (66)</b>
<b>DNHDD</b>	Single Window Portal	swp.dddgov.in	<b>27% (21)</b>
<b>West Bengal</b>	e-District	edistrict.wb.gov.in	<b>26% (105)</b>
<b>Tripura</b>	e-District	edistrict.tripura.gov.in	<b>23% (60)</b>
<b>Gujarat</b>	Digital Gujarat	digitalgujarat.gov.in	<b>15% (93)</b>
<b>Chandigarh</b>	Service Plus	serviceonline.gov.in	<b>17% (39)</b>
<b>Arunachal Pradesh</b>	Arunachal e-Service	eservice.arunachal.gov.in	<b>17% (53)</b>
<b>Himachal Pradesh</b>	e-District	edistrict.hp.gov.in	<b>17% (83)</b>
<b>Sikkim</b>	Sikkim SSO	sso.sikkim.gov.in	<b>16% (8)</b>
<b>Madhya Pradesh</b>	MP Online	mponline.gov.in	<b>11% (109)</b>
<b>Puducherry</b>	e-District	edistrict.py.gov.in	<b>7% (44)</b>
<b>Jharkhand</b>	Jharsewa	jharsewa.jharkhand.gov.in	<b>2% (8)</b>
<b>Meghalaya</b>	Meghalaya Online	meghalayaonline.gov.in	<b>-</b>

*Note: The aforementioned details of single unified portals are as informed and uploaded by States/UTs on NeSDA – Way Forward dashboard, as of 02/07/2024. Lakshadweep and Mizoram do not have a single unified services portal. States that have not uploaded their services' URL through their single unified service portal on NeSDA – Way Forward dashboard are marked (-)*

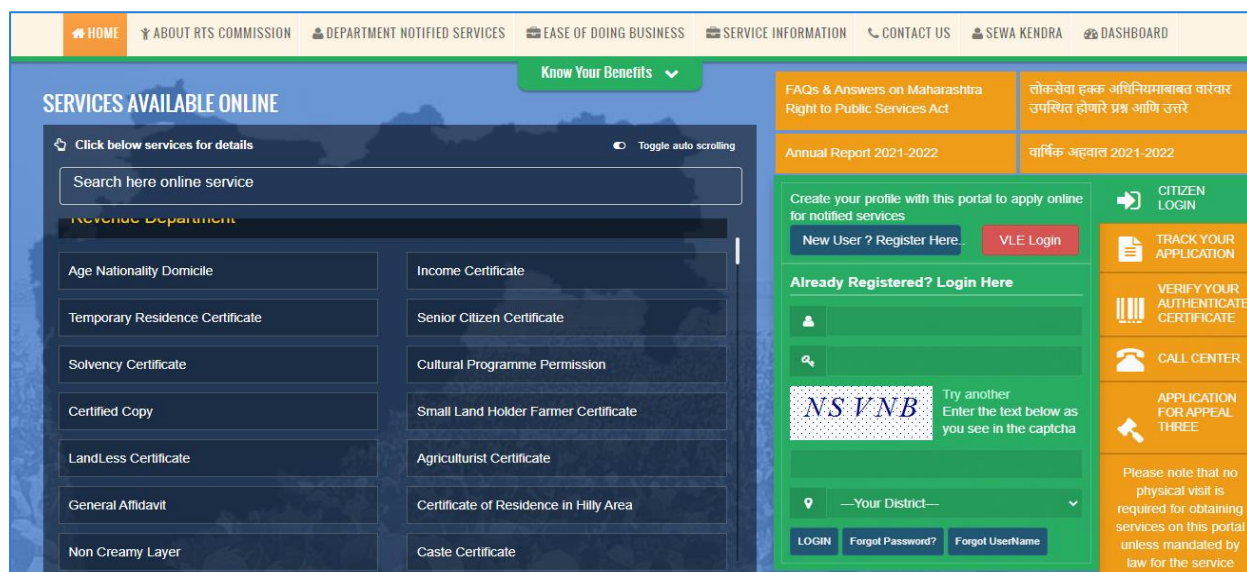
## 4.2 Best Practices – Right to Services (RTS) Portal

A noticeable shift has been observed towards ensuring prompt and accountable service delivery through the implementation of Right to Service Acts by various states and Union Territories (UTs), complemented by the establishment of Right to Services Portals. These acts and portals are designed to guarantee citizens' right to timely service delivery by creating a transparent and responsible framework. They exemplify the best practices that the National e-Governance Service Delivery Assessment (NeSDA) promotes. By defining explicit timelines and incorporating grievance redressal mechanisms, these initiatives enhance governance and ensure efficient service availability. They help to ensure that all citizen requests are processed within defined periods, with continuous status updates and notifications. The Right to Services Portals provide a digital interface for these acts, allowing citizens to easily apply for services, track their requests, and receive updates online. By utilizing both established and emerging technologies, they improve decision support and operational efficiency.

Timely and transparent service delivery is a fundamental principle of the NeSDA framework, and reinforcing such acts and portals will significantly boost the accountability and effectiveness of government services. Some of the Right to Services Portals and digital initiatives showcased in this section for best practices in accountable service delivery include the following:

State/UT
<b>Maharashtra</b>
<b>Haryana</b>
<b>West Bengal</b>
<b>Meghalaya</b>

## 4.2.1. Aaple Sarkar



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

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

### Key Features

- ✓ Login and Dashboard for Citizen and VLE (Village Level Entrepreneur)
- ✓ Integrated with DigiLocker, Aadhaar, and Pay Gov India for secure and streamlined services
- ✓ Department-wise categorized e-services with detailed descriptions for easy access
- ✓ Facility to locate nearby Sewa Kendra (service centers) for in-person assistance
- ✓ Provision to track application status using a unique Application ID
- ✓ Detailed information on EoDB (Ease of Doing Business) Acts, Policies, and Reforms
- ✓ Detailed dashboard view of statistics for informed decision making
- ✓ Compliant with W3C and GIGW standards for a user-friendly experience
- ✓ Available to download the mobile app on Android (Google Play Store) and iOS (App Store)

**453**  
e-Services

**1642,47,057**  
Applications Received

**1553,29,623**  
Application Disposed

## 4.2.2. Haryana Right to Service Commission



<https://haryana-rtsc.gov.in/>

The RTS Haryana website is a dedicated platform established under the Haryana Right to Service Act, 2014, aimed at ensuring time-bound delivery of government services with transparency and accountability. It provides citizens of Haryana seamless access to a wide range of government services through an efficient and user-friendly online portal. The RTS Haryana website embodies the principles of efficiency and citizen-centric governance, aiming to meet public expectations by delivering services promptly and transparently.

### Key Features


- ✓ Easily find information and apply for notified services offered by different departments
- ✓ A detailed dashboard provides real-time updates on the status of your applications submitted through the Auto Appeal System (AAS)
- ✓ Stay informed with the latest government notifications and press releases displayed prominently on the website
- ✓ Easily access contact details, helpline numbers, and FAQs for assistance
- ✓ Provide valuable feedback to improve the website's functionality and user experience
- ✓ Adjust screen font size and contrast for a comfortable browsing experience
- ✓ Track website visitor count to understand portal usage and popularity
- ✓ Explore the sitemap for a clear structure and find relevant information quickly
- ✓ Apply directly for various services covered under the RTSC through online forms



**439**  
e-Services

**1279982**  
Applications Received


**1261842**  
Application Disposed

### 4.2.3. West Bengal Right to Service Commission

**Right to Public Services**  
Government of West Bengal



HomeAbout +Act & Rules +NotificationsMediaIEC +FormsContactsLink SitesWBRTPS PortalsFAQFeedback

**West Bengal Right to Public Service Commission**

The West Bengal Right to Public Service Commission has been constituted on 18.09.2015 in terms of sub sec. 1 read with sub sec. 2 of section 12 of the West Bengal Right to Public Services Act, 2013.

The West Bengal Right to Public Services Act, 2013 has been enacted with a mission to provide public services within a stipulated time-frame and after constitution of the West Bengal Right to Public Service Commission, the three- tier system of ensuring rights of general citizen to obtain public service has been completed.

Chief Commissioner	
Smt. Rina Mitra, IPS (Retd.)	
Address	4th Floor of Kreta Suraksha Bhawan, 11A, Mirza Ghalib Street, Kolkata - 700 087
Phone	033 22093724

Commissioner	
Address	4th Floor of Kreta Suraksha Bhawan, 11A, Mirza Ghalib Street, Kolkata - 700 087
Phone	2209 3725

Officer-On Special Duty	
Nikhilesh Mondal, WBCS (Exe)	
Address	4th Floor of Kreta Suraksha Bhawan, 11A, Mirza Ghalib Street, Kolkata - 700 087
Phone	2209 3727

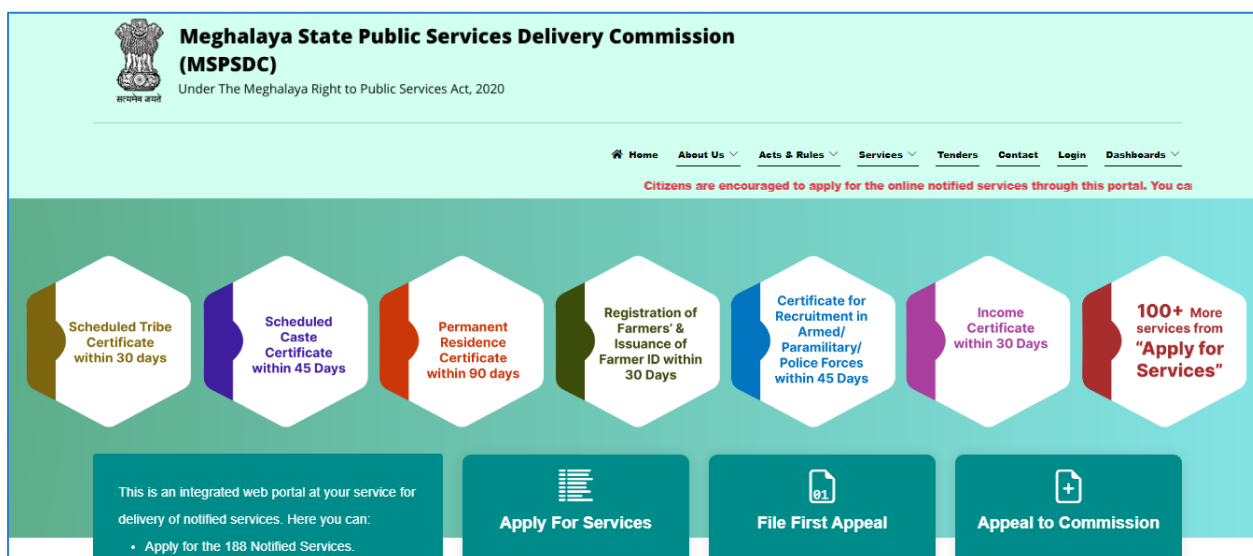
<https://wbconsumers.gov.in/WBRTPS/>

The West Bengal Right to Public Services (WBRTPS) Portal is an essential platform developed by the Consumer Affairs Department of West Bengal to facilitate the implementation of the West Bengal Right to Public Services Act, 2013. This Act aims to enhance the delivery of public services to citizens, ensuring transparency, accountability, and timely provision of services across various government departments, directorates, local bodies, authorities, corporations, and public sector undertakings (PSUs). The portal serves as a comprehensive interface for citizens to access essential services, file appeals, and provide feedback.

#### Key Features

- ✓ Displays important notifications issued by the government, ensuring citizens are informed about relevant updates and changes
- ✓ Provides essential contact information and a helpline number for citizens to seek assistance regarding their queries and issues related to public services
- ✓ A section dedicated to addressing common queries and concerns, helping users navigate the portal and understand the processes better
- ✓ Allows citizens to provide feedback on the functionality of the portal, contributing to its continuous improvement and user-friendliness
- ✓ Offers downloadable forms required for various public services, making it easier for citizens to access and submit necessary documentation
- ✓ An organized layout of the portal, helping users easily locate different sections and services available on the platform
- ✓ Lists all public authorities, along with the designated officers responsible for providing specific services, ensuring clarity and accountability

## 4.2.4. Meghalaya State Public Service Delivery Commission



<https://mspsdc.meghalaya.gov.in/>

The Meghalaya Right to Public Services (RTS) Portal is an innovative platform developed by the Government of Meghalaya to facilitate the implementation of the Meghalaya Right to Public Services Act, 2020. This Act ensures the citizens' right to time-bound delivery of notified services from various government offices, promoting accountability and efficiency in public service delivery. The Meghalaya Public Service Delivery Commission (MPSDC) oversees the execution of this Act, ensuring that citizens receive entitled services within the stipulated time frame and imposing penalties on delinquent public officers when necessary. The portal serves as a user-friendly interface for both citizens and administrators, providing easy access to essential services and information.

### Key Features

- ✓ Facilities for citizens and administrators to access services and management tools
- ✓ Department-wise categorization of notified services with detailed information for easy navigation and application
- ✓ Track and manage the status of service requests efficiently
- ✓ Important updates and changes issued by the government are displayed
- ✓ Essential contact information and helpline number for assistance with queries and issues
- ✓ A dedicated section for addressing common queries to help users navigate the portal
- ✓ Displays the number of visitors to indicate the portal's usage and reach
- ✓ Monitor and provide insights into the efficiency and responsiveness of public service delivery
- ✓ Penalty and Incentive Mechanisms along with Public Awareness and IT Utilization

**48547**  
Applications Received

**30577**  
Application Disposed

## 5. Strengthening e-Service Delivery in North Eastern States

NeSDA plays a crucial role in evaluating nation's advancement in e-governance. A core objective of NeSDA is to encourage the expansion of e-services and the adoption of centralized service platforms. In alignment with this objective, the department is actively working to improve the e-service delivery landscape in the North Eastern states. These initiatives aim to facilitate improvements in their overall NeSDA scores.

With the 100-day agenda focusing on the saturation of mandatory services in the Northeastern States, DARPG is committed to improving the e-service delivery infrastructure in this region. This initiative aligns with the vision of Government of India to enhance public service accessibility and efficiency within the first 100 days of commencement of Government.

To achieve the goal of saturating mandatory e-services across the North Eastern States, the Department has undertaken significant initiatives. These efforts include facilitating interactive sessions such as workshops, focused meetings, and brainstorming sessions with representatives from the North Eastern States. The following section provides a detailed overview of the current status of 56 mandatory e-service provision in the Northeastern region.

Mandatory Services	Arunachal Pradesh	Assam	Manipur	Meghalaya	Mizoram	Nagaland	Sikkim	Tripura
Application for License of a Contractor (s) for recruitment of migrant workmen (G2B)	Y	Y		Y		Y		Y
Application for NoC for Building (Plan) Construction (G2B)		Y						Y
Application for Registration of Shops and Establishment (G2B)				Y		Y	Y	Y
Application for Water Connection (business) (G2B)	Y	Y		Y				Y
Apply online for Encumbrance Certificate (G2C)	Y	Y	Y	Y				
Appointment for Registrations under Indian Registration Act (G2C)				Y				
Birth Certificate (G2C)		Y	Y	Y		Y		Y
Building or development permit (G2B)		Y			Y			Y
Check examination results online/Online result display (G2C)				Y		Y		Y
Child Registration (G2B)				Y				Y
Death Certificate (G2C)		Y	Y	Y		Y		Y
Domicile Certificate (G2C)	Y	Y	Y	Y	Y	Y		Y
Employee Registration (G2C)	Y		Y	Y	Y	Y		Y
Employer Registration (G2B)		Y		Y	Y	Y		Y
e-Payment of Bills (Business) (G2B)	Y	Y		Y		Y	Y	Y
e-Payment of Bills (G2C)		Y	Y		Y			
e-Payment of Electricity Bills (Citizen) (G2C)	Y	Y	Y	Y	Y	Y	Y	Y
e-Return Filing (G2B)				Y	Y	Y		Y

Mandatory Services	Arunachal Pradesh	Assam	Manipur	Meghalaya	Mizoram	Nagaland	Sikkim	Tripura
Final No Objection Certificate / Plan Approval for Occupancy Certificate (business) (G2B)	Y	Y						Y
Final No Objection Certificate / Plan Approval for Occupancy Certificate (citizen) (G2C)	Y	Y						Y
Financial Aid/Assistance (for differently abled / widows / disabled / handicapped etc.) (G2C)				Y		Y		Y
Initial No Objection Certificate / Plan Approval for Building Permit (business) (G2B)	Y	Y		Y				Y
Initial No Objection Certificate / Plan Approval for Building Permit (citizen) (G2C)	Y	Y					Y	Y
Issuance of statutory forms (G2B)		Y						
Issuance of the Certificate of Recognition as Provisional / Approved State Tour Operator (G2B)		Y		Y	Y			
Job Seeker Registration (G2C)		Y		Y	Y	Y		Y
Job Skill Development (G2C)				Y		Y		Y
Load change/ Category change (G2B)		Y				Y		Y
Missing Person Registration (G2C)	Y	Y		Y				Y
Mutation of Revenue Records (G2C)		Y	Y			Y		Y
New connection (business) (G2B)		Y				Y		Y
NOC for new establishments (G2B)								Y
NOC for Schools (G2B)		Y		Y				Y
Occupancy Certificate (G2B)		Y						Y
Online application for Scholarship (G2C)	Y		Y	Y		Y		Y
Online application of Caste Certificate (G2C)	Y	Y	Y	Y	Y	Y	Y	Y
Online application of Income certificate (G2C)	Y	Y		Y	Y	Y	Y	Y
Online application of Marriage Certificate (G2C)	Y	Y	Y	Y		Y		Y
Online Bid / Proposal Submission (G2B)	Y	Y	Y	Y	Y	Y	Y	Y
Online Bidder Enrolment (G2B)	Y	Y	Y	Y	Y	Y	Y	Y
Online Complaint Registration (G2C)	Y	Y		Y		Y	Y	Y
Online Registration System for OPD Appointment (G2C)				Y				Y
Patient Registration (G2C)				Y				Y
Pension (any type) (G2C)	Y	Y		Y		Y	Y	Y
Permission for Water Connections (G2C)		Y		Y				Y
Pregnant women assistance (including Benefit transfers) (G2C)				Y				Y
Property tax online payment (G2C)		Y		Y				Y
Record of Rights (ROR) (G2C)		Y	Y			Y		Y
Registration and Licensing - Motor Transport Workers Act (G2B)		Y		Y				Y
Registration of Hotels Guest houses/ tourist Accommodation units/ etc. (G2B)		Y		Y	Y			
Registration of partnership firms under Partnership Firms Act (G2B)		Y		Y				Y
Registration of societies under Societies Registration Act (G2B)	Y	Y		Y		Y		Y
Request for FIR copy (G2C)	Y	Y		Y				Y
Scholarships for students (G2C)	Y			Y	Y	Y	Y	Y
School Registration (G2B)		Y		Y	Y		Y	Y
Tender Result Announcement (G2B)	Y	Y	Y	Y	Y	Y	Y	Y
<b>Grand Total</b>	<b>24</b>	<b>42</b>	<b>15</b>	<b>43</b>	<b>17</b>	<b>29</b>	<b>13</b>	<b>50</b>

## 6. Enhancing Coverage: Expanding e-Service Delivery

Building on the North-East initiative, the Department is committed to elevating e-service delivery across India through the NeSDA Way Forward by continuously monitoring and regular meetings. This chapter, "Enhancing Coverage," outlines the strategic plan to focus on states/UTs with significant potential for improvement with guided support. This targeted approach aims to significantly improve the e-services delivered across the states/UTs and achieve saturation of mandatory services.

DARPG will prioritize states/UTs identified through the NeSDA Way Forward Dashboard as having a potential to enhance the number of online services with minimal guidance and support. Department will conduct monthly meetings with representatives from the identified states/UTs. These meetings will focus on:

- Discussing strategies to enhance online service delivery
- Identifying bottlenecks and challenges faced by the states/UTs
- Providing guidance and support for expanding online service offerings
- Developing state-specific action plans with clear timelines for implementation
- Focus on promoting of best practices and good work being done in e-governance

The NeSDA Way Forward team will provide continuous guidance to states/UTs on enhancing their e-service delivery. Support will include technical assistance, policy advice, and facilitation of inter-state knowledge exchanges. The outcomes of regular meetings will be documented in the NeSDA Way Forward Monthly reports under this section in the upcoming editions, which will highlight:

- Exemplary work done by states/UTs in expanding online services
- Action plans formulated during the meetings
- Progress made by states/UTs in implementing their action plans

This collaborative approach may create a positive environment for rapid improvement across the nation. Further, if required, Workshops and training sessions may be organized to build the capacity of state/UT officials in e-governance. Emphasis will be on leveraging technology to streamline service delivery processes.

The "Enhancing Coverage" initiative is a critical step in our continuous effort to improve e-service delivery. Through regular monitoring, support, and knowledge sharing, DARPG aims to significantly improve the online service delivery landscape across all Indian states and UTs. This will ultimately lead to increased accessibility, efficiency, and transparency in public service delivery, fulfilling a key objective of the NeSDA Way Forward.

## 7. Improvement in Quality of Service Delivery

The NeSDA framework has been updated to include three new parameters, namely Open Government Data, e-Participation, and Leveraging Emerging Technologies. These additions are meant to improve transparency, citizen involvement, and innovation in government services. All states and territories are requested to follow these new guidelines.

To help states comply, a new "Progressive Parameters" tab has been created on the NeSDA Way Forward portal. This tab has sections for each of the three new parameters and includes guidelines states/UTs can follow. In order to respond to the questions, states/UTs may mark if they follow a guideline or not, they shall be required further to upload relevant images to show compliance. For each of the three new parameters, a guiding manual is provided as follows. These manuals outline the steps for providing with responses on the NeSDA Way Forward Portal and verifying authenticity. Further, these include a sample screenshot as a reference for completing the form.

The screenshot shows the NeSDA Way Forward dashboard. The header includes the Government of India logo and the text 'NeSDA WAY FORWARD STATUS OF IMPLEMENTATION'. The sidebar on the left lists various categories, with 'Progressive Parameters' highlighted. The main content area is titled 'Open Government Data' and includes a status of implementation section with radio buttons for 'Open Government Data', 'E-Participation', and 'Leveraging Emerging Technologies'. Below this, there are sections for 'Add Document' (with a 'Choose File' button) and 'Add Comment' (with a text area). The form is annotated with steps A through E.

### Steps for Providing Information in the NeSDA Way Forward Dashboard:

<b>Step A</b>	Login to the NeSDA Way Forward Dashboard, once logged in, navigate to the section labelled "Progressive Parameters"
<b>Step B</b>	Within "Progressive Parameters," identify the specific parameter for which you are providing information. (e.g., Open Government Data)
<b>Step C</b>	Locate the form section corresponding to the chosen parameter. Select the appropriate response based on the availability of the feature on your state portal. Choose "Yes/No" based on availability of the feature
<b>Step D</b>	This step is only applicable if you selected "Yes" in Step 3, click the designated button to upload a relevant file (Screenshot of the Portal/ Document/ Policy)
<b>Step E</b>	In the designated comment field, provide a brief justification for your selection in Step 3 and Step 4, explain how the uploaded file supports your answer

## 7.1 Open Government Data (OGD)

The Open Government Data is unrestricted data available to everyone for access, use, and sharing. This means there are no copyright, patent, or other intellectual property restrictions on the data. This commitment to openness by the government fosters transparency and accountability. Open data fosters a data-driven approach to public service delivery which allows for targeted resource allocation, streamlined processes, and ultimately, a more efficient and effective service experience for citizens. The Department of Administrative Reforms and Public Grievances (DARPG) emphasises on transparency and accountability to enhance the e-service delivery and overall e-governance landscape across states/UTs. Hence, based on Online Service Index (OSI) of UNDESA eGovernment Survey<sup>1</sup>, availability/access to OGD on the State/UT Portal is considered to be crucial.

The Right to Information (RTI) Act, 2005, lays the foundation for transparency by empowering citizens with access to information controlled by public authorities to promote transparency and accountability in the working of every public authority, which further complements the concept of open government data. In 2012, India took a significant step towards open government and citizen empowerment with the launch of the National Data Sharing and Accessibility Policy (NDSAP)<sup>2</sup>. This policy promotes transparency by making government data readily available to the public. Subsequent to releasing NDSAP, a centralized platform, data.gov.in, was established to empower citizens with easy access to a vast repository of government data.

While NDSAP sets the national framework, individual states and UTs in India have varying levels of implementation and adherence to open data principles however the overall aim aligns with the national policy's focus on transparency and citizen participation. By making data available, states/UTs aim to improve transparency and empower citizens.

The data currently provided by various states and UTs ranges across all sectors. Some examples of datasets made accessible to public are:

- Livestock Census;
- Performance of Public Health Facilities;
- Procurement Data;
- Top causes of deaths in Empowered Action Group (EAG) States;

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<sup>1</sup> <https://desapublications.un.org/sites/default/files/publications/2022-09/Annexes%2B%20cover.pdf>

<sup>2</sup> <https://dst.gov.in/sites/default/files/gazetteNotificationNDSAP.pdf>

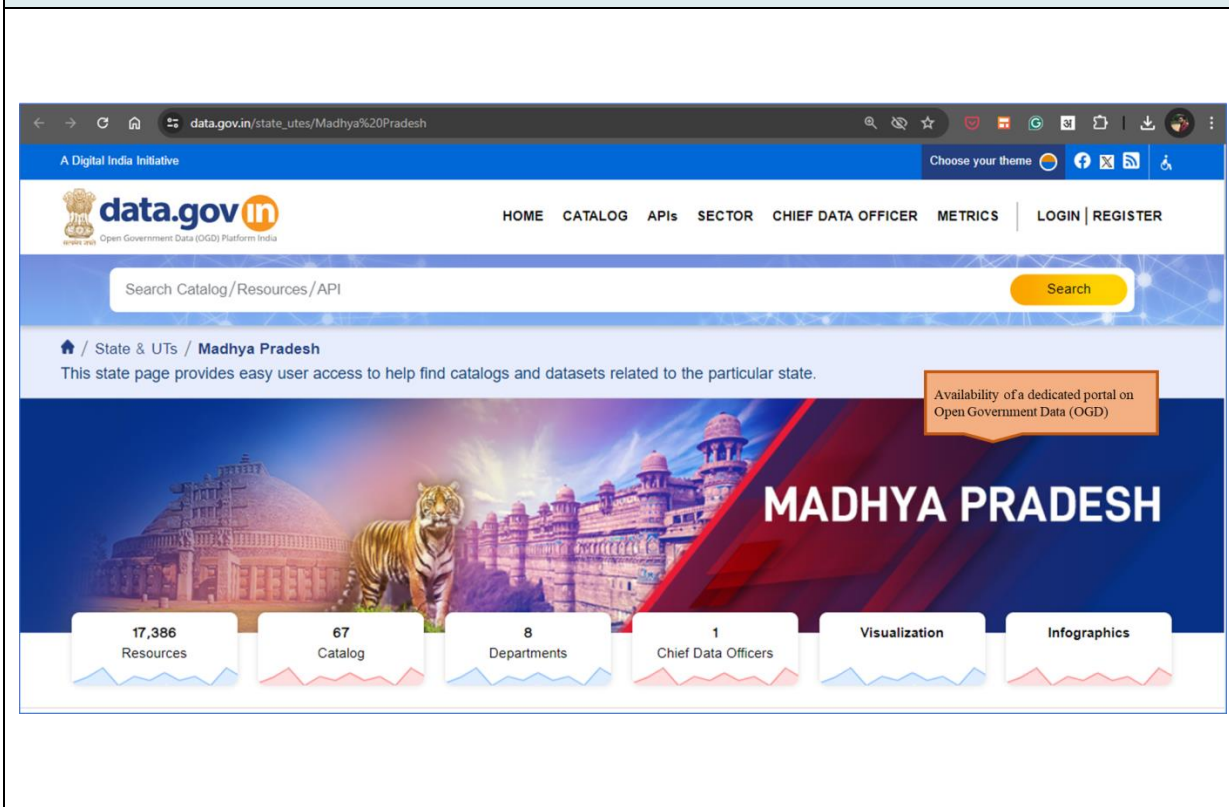
- Data related to registered Motor Vehicles;
- Data related to Public Distribution System and Fair Price Shops;
- Expenditure under schemes; etc.

Several states have gone beyond the national policy by creating their own open data policies. This extra step ensures greater transparency and accessibility of government data within their jurisdictions. By establishing these independent policies, these states are fostering innovation and data-driven decision making at the local level. Some of the Key Aspects of the said policies are as follows:

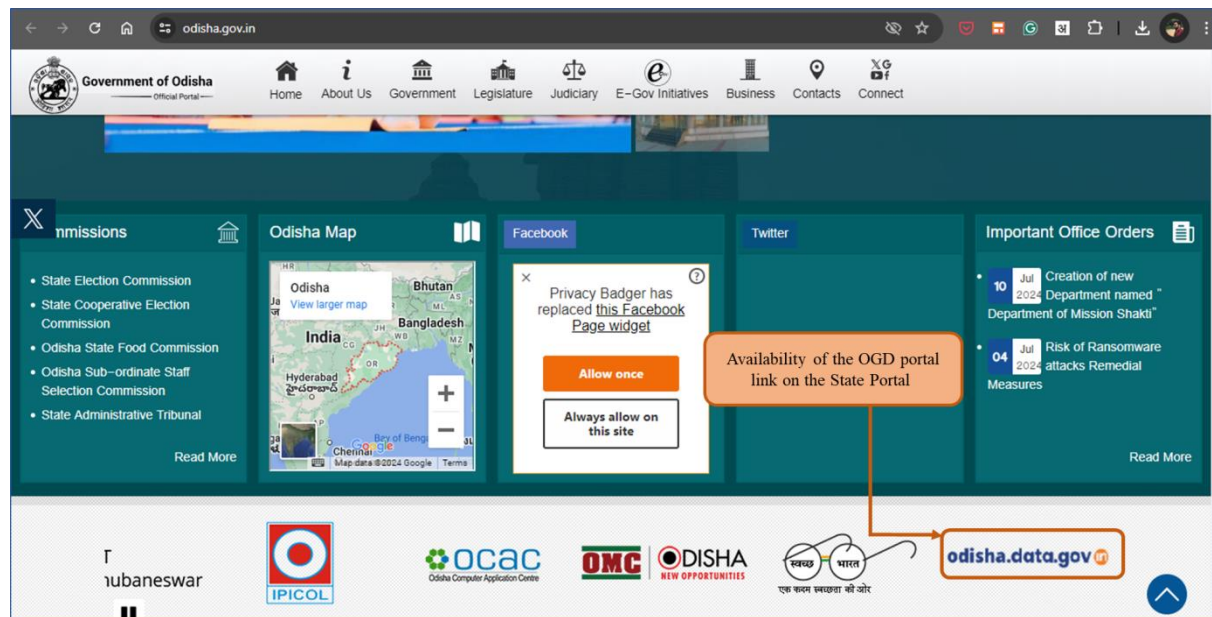
Openness and Flexibility	Privacy	Transparency	Legal Conformity	Protection of Intellectual Property	Formal Responsibility	Professionalism
Standards	Interoperability	Quality	Security	Efficiency	Accountability	Sustainability

### Sample Screenshots for Open Government Data section related reference:

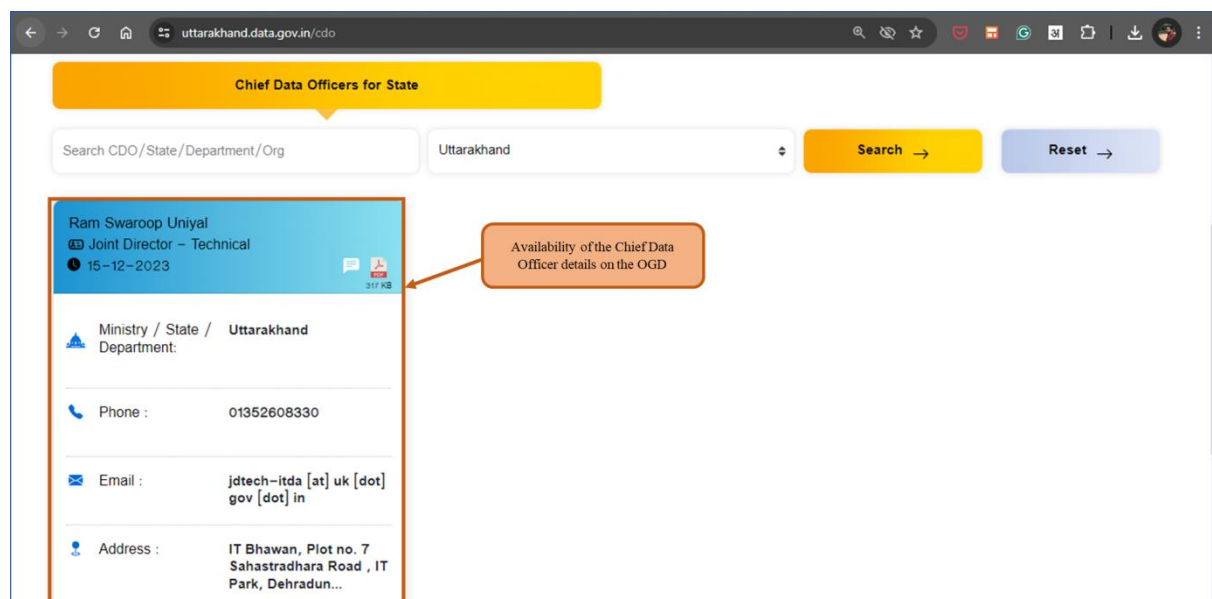
#### 1. Dedicated portal on Open Government Data (OGD):



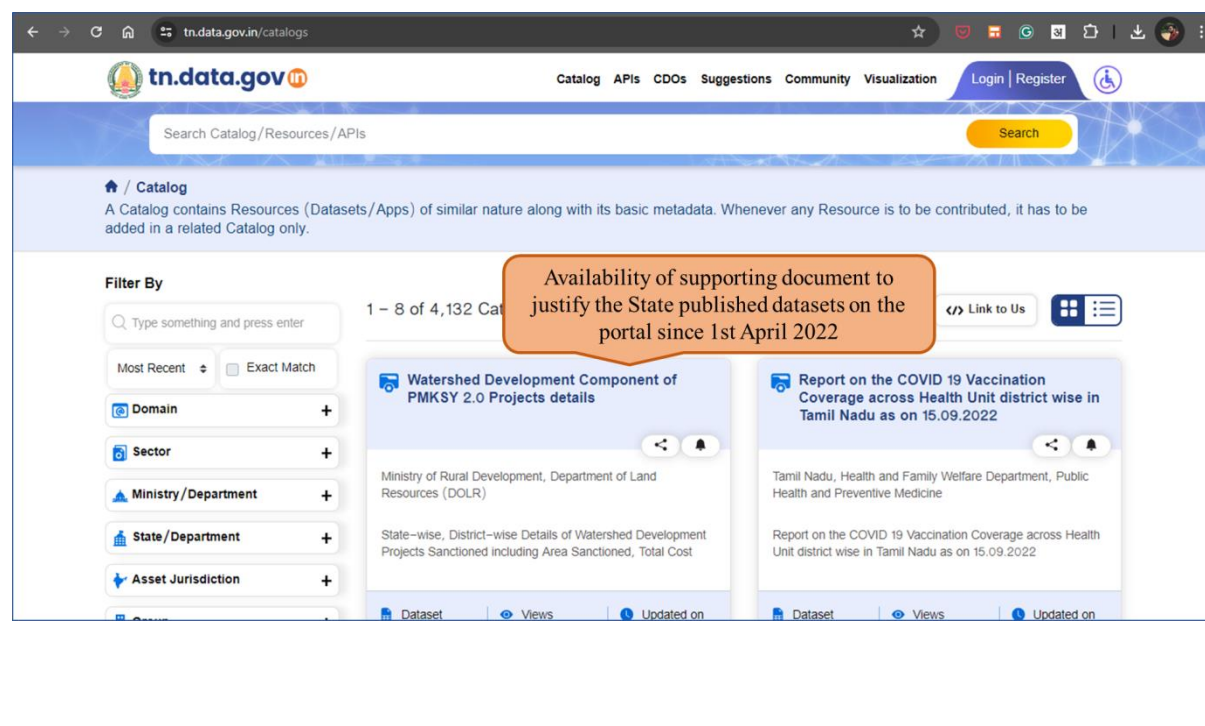
## 2. Link of the OGD portal available on the State Portal



## 3. Appointment of Chief Data Officer



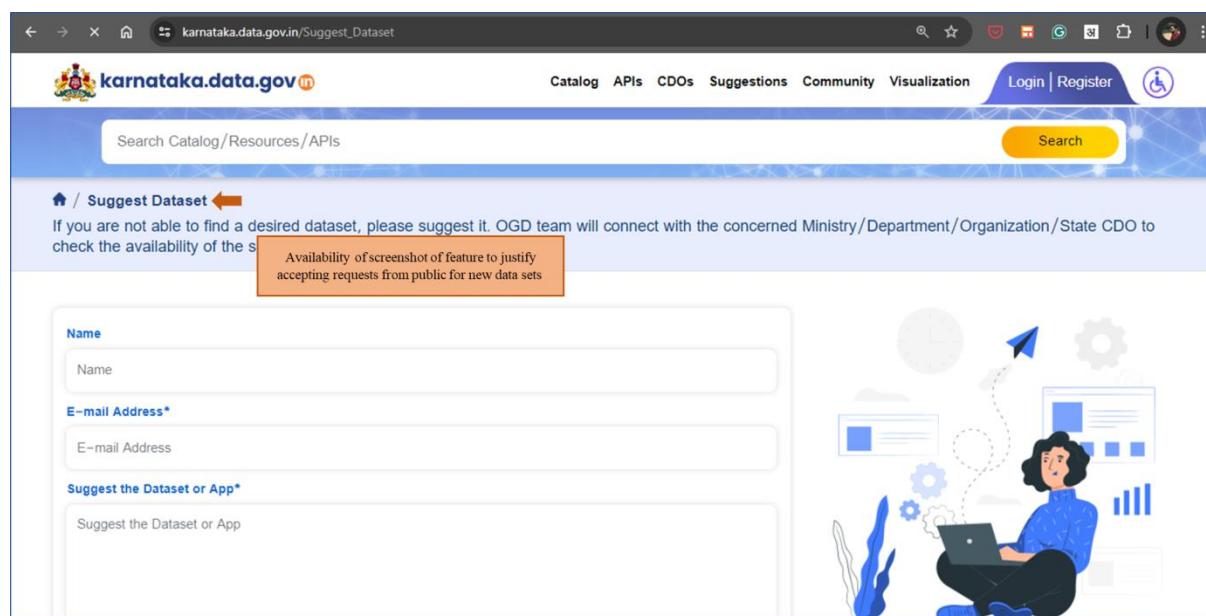
#### 4. Published datasets which are accessible to the general public on the portal, since April 2022



#### 5. Published datasets on the portal identified under at least 4 focus sectors of NeSDA, since April 2022

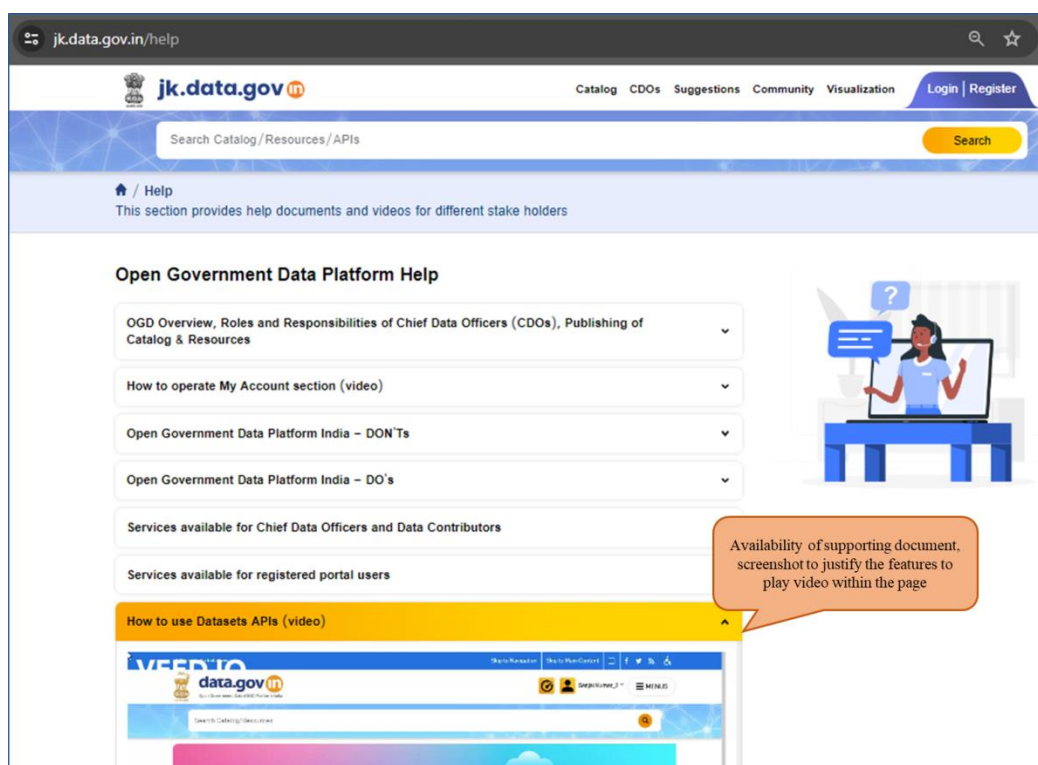


## 6. Facility to accept public requests for new datasets



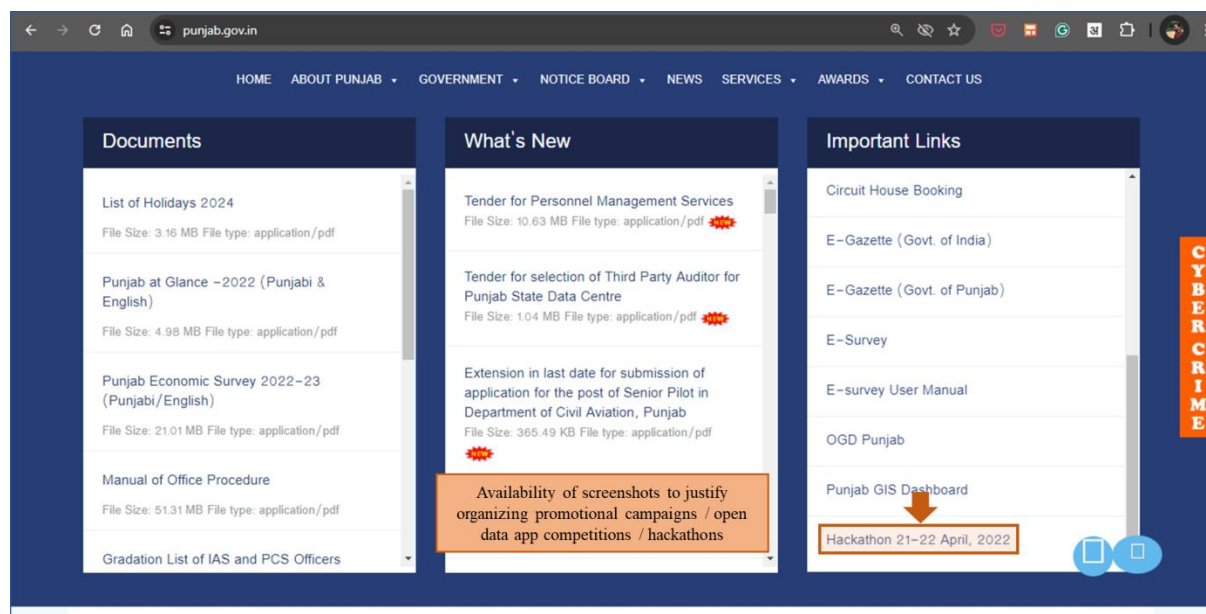
The screenshot shows the 'Suggest Dataset' page on the karnataka.data.gov.in website. The page has a header with the logo, navigation links (Catalog, APIs, CDOs, Suggestions, Community, Visualization), and a search bar. Below the header, there is a section titled 'Suggest Dataset' with a sub-header 'If you are not able to find a desired dataset, please suggest it. OGD team will connect with the concerned Ministry/Department/Organization/State CDO to check the availability of the s'. A callout box points to the text 'Availability of screenshot of feature to justify accepting requests from public for new data sets'. The form contains three input fields: 'Name', 'E-mail Address\*', and 'Suggest the Dataset or App\*'. To the right of the form is an illustration of a person sitting on the floor, working on a laptop, with various icons (clock, gear, paper plane, bar chart) floating around them.

## 7. Are the tutorials / guidance / videos for using the OGD portal available on the State/OGD portal? Presence of tutorials and guidance videos for using the OGD portal available on the State OGD portal

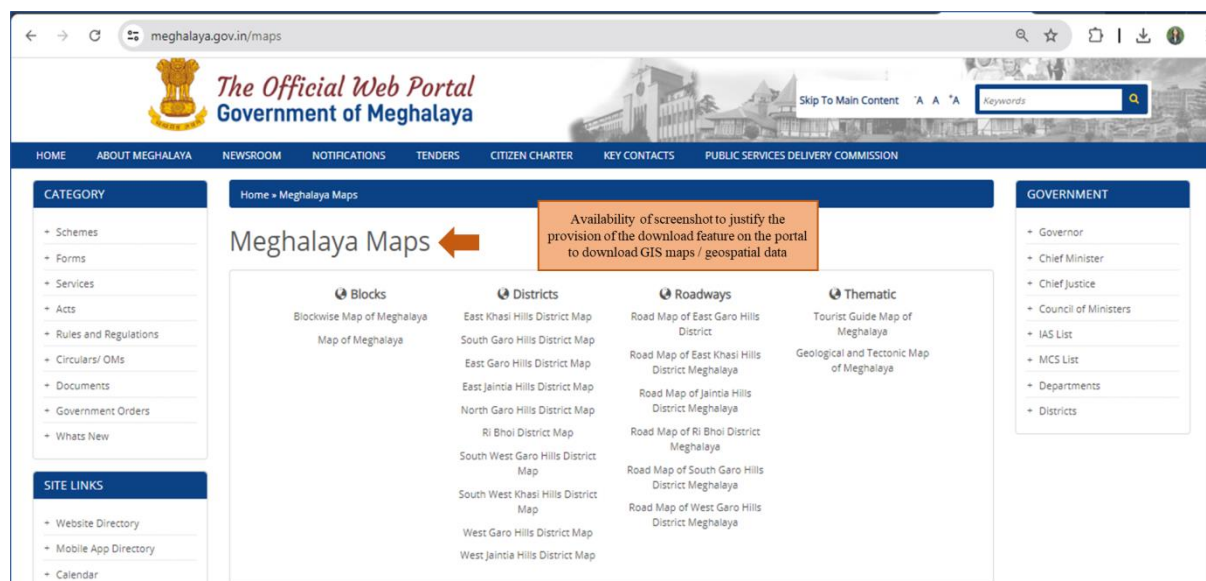


The screenshot shows the 'Help' page on the jk.data.gov.in website. The page has a header with the logo, navigation links (Catalog, CDOs, Suggestions, Community, Visualization), and a search bar. Below the header, there is a section titled 'Help' with a sub-header 'This section provides help documents and videos for different stake holders'. The main content area is titled 'Open Government Data Platform Help' and contains a list of links to various help documents and videos. A callout box points to the 'How to use Datasets APIs (video)' link, stating 'Availability of supporting document, screenshot to justify the features to play video within the page'. To the right of the list is an illustration of a person sitting at a desk, working on a laptop, with a question mark icon above them.

## 8. Organisation of any promotional campaigns/open data app competitions/hackathons to engage with the developer community



## 9. Facility to download GIS maps/geospatial data



## 7.2 e-Participation

E-participation, or electronic participation, 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. E-participation serves as a key component of e-governance, ultimately aiming to make government operations more efficient, transparent and responsive. Department of Administrative Reforms and Public Grievances (DARPG) recognises the significance of engaging citizens for public policy-making, implementation and evaluation. E-Participation is a key element for good governance, and as per Online Service Index (OSI) of UNDESA e-Government Survey, e-Participation is considered as a significant factor among other parameters.

Engaging citizens offers significant benefits to the government throughout the public policy process. Initially, involving the public helps in defining problems more accurately and identifying viable policy options. During the implementation stages, ongoing dialogue fosters policy inclusiveness. Furthermore, receiving feedback during the monitoring and evaluation phases of public policy programs is crucial for continuous improvements in the delivery of public services. E-participation empowers citizens by fostering a sense of ownership and responsibility. By providing accessible platforms for engagement, citizens can directly participate in shaping their communities. This involvement not only increases their understanding of local challenges and policy options, but also cultivates a sense of duty to contribute to positive change. This translates into a more active citizenry, willing to take initiative and hold authorities accountable for the delivery of essential services and the successful implementation of development programs.

Established by the United Nations, the E-Participation Index (EPI)<sup>3</sup> as a comprehensive framework constitutes the following three broad elements:

<b>E-Participation Framework</b>	<b>E-information</b>	Supporting citizen engagement by providing open access to public information, both proactively and upon request
	<b>E-consultation</b>	Getting citizens involved in shaping public policy and services
	<b>E-decision-making</b>	Breaking down silos and co-creating solutions with citizens for better policy and service outcomes

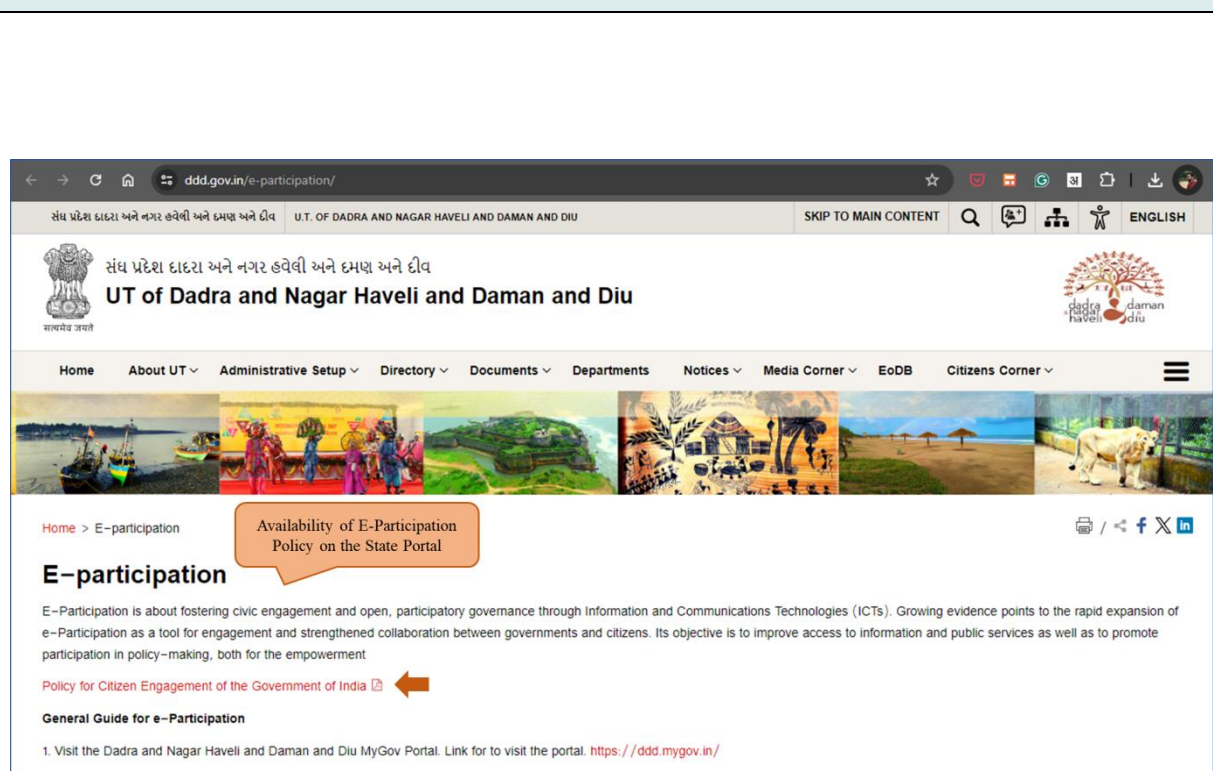
<sup>3</sup> <https://publicadministration.un.org/egovkb/en-us/About/Overview/E-Participation-Index>

In order to facilitate and enable this engagement, the Government of India and several state governments have developed and implemented their own e-participation policies. The MyGov initiative as a collaborative platform has enabled citizen participation and contribution towards nation building through dialogues, polls, quizzes, online discussions, blogs, talks and citizen submissions.

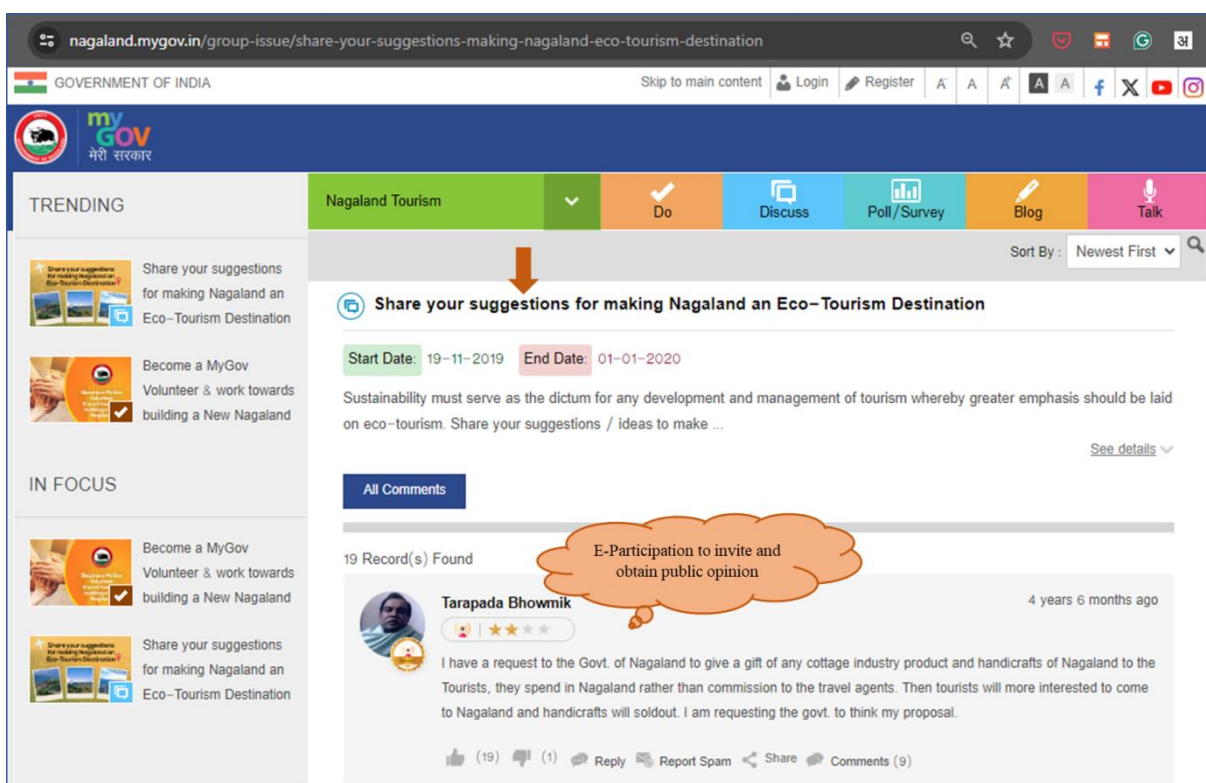
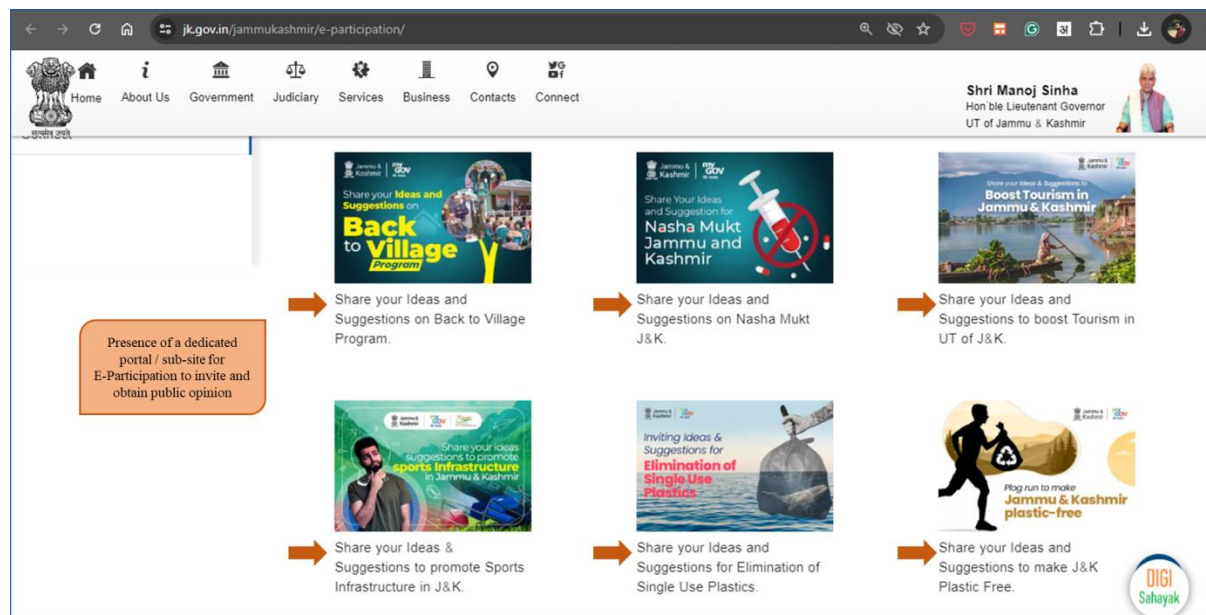
MyGov has launched State instances in the following 23 States/UTs: Himachal Pradesh, Haryana, Maharashtra, Madhya Pradesh, Arunachal Pradesh, Assam, Manipur, Tripura, Chhattisgarh, Jharkhand, Nagaland, Uttarakhand, Goa, Tamil Nadu, Uttar Pradesh, Jammu & Kashmir, Karnataka, Gujarat, Dadra and Nagar Haveli & Daman and Diu, Mizoram, Rajasthan, Ladakh and Andaman & Nicobar Islands.

### Sample Screenshots for e-Participation section related reference:

#### 1. e-Participation policy of the State/UT



## 2 . Dedicated portal/sub-site for e-participation to invite and obtain public opinion



### 3. Link of the e-participation portal available on the State Portal

The screenshot shows the Nagaland State Portal at [nagaland.gov.in/pages/e-participation](https://nagaland.gov.in/pages/e-participation). The page features a navigation bar with links: HOME, ABOUT NAGALAND, GOVERNMENT, SERVICES, RESOURCES, NEWS, BUSINESS, and CONTACT. The main content area includes a paragraph stating that the Government of Nagaland has adopted the Policy for Citizen Engagement of the Government of India and launched the MyGovNagaland Platform. It provides the link <https://nagaland.mygov.in> for more information. Below this, there is a section for 'Upcomming Events' with a table listing events like 'Beautiful Nagaland #beautifulNagaland' and 'Hornbill Festival Inaugural Function 2023'. A 'General Guide for e-Participation' section follows, with a list of steps: 1. Visit the Nagaland MyGov Portal, 2. Check the various open Events and guidelines for each event, and 3. Note the hashtags for events conducted through Social Media. An orange callout box points to the link in the first step, stating 'Availability of link of E-Participation on the portal'.

Towards this end the Government of Nagaland has adopted the Policy for Citizen Engagement of the Government of India and launched the MyGovNagaland Platform which enables citizen participation in nation building through online discussions, polls, dialogues and citizen submissions. For more information please visit <https://nagaland.mygov.in>

**Upcomming Events**

Beautiful Nagaland #beautifulNagaland	On-going
Hornbill Festival Inaugural Function 2023	1st December 2023 (Live stream on DIPR youtube channel)

**General Guide for e-Participation**

1. Visit the Nagaland MyGov Portal
2. Check the various open Events and guidelines for each event.
3. Note the hashtags for events conducted through Social Media

### 4. Publication of outcomes of each e-Participation/e-Consultation

The screenshot shows the Assam MyGov portal at [assam.mygov.in/en/home/blog/](https://assam.mygov.in/en/home/blog/). The page features a navigation bar with links: Skip to main content, Login, Register, and social media icons. The main content area includes a 'TRENDING' section with articles like 'Digital Education: How to make the best out of it' and 'Help your child overcome their exam stress'. Below this, there is a section for 'All Blogs Under MyGov' with a grid of blog posts. An orange callout box points to the 'Blog' button in the navigation bar, stating 'Availability of the evidence / outcomes of each E-Participation / E-Consultation online'.

GOVERNMENT OF INDIA

Skip to main content Login Register A A A A English অসমীয়া

**myGov** মই গভ

**TRENDING**

- Digital Education: How to make the best out of it
- Help your child overcome their exam stress

**IN FOCUS**

- The History of Nazirakhat Ruins
- Have you recovered from

**All Blogs Under MyGov**

- Flora in Bohag Bihu
- Cybersecurity: Everyone's responsibility
- Olympics and Assam

Posted on: 29 Jul 2021

## 5. Publication of upcoming e-Participation/e-Consultation activities

The screenshot shows the website [jk.gov.in/jammukashmir/e-participation/](http://jk.gov.in/jammukashmir/e-participation/). The header includes navigation links: Home, About Us, Government, Judiciary, Services, Business, Contacts, and Connect. A profile of Shri Manoj Sinha, Hon'ble Lieutenant Governor of Jammu & Kashmir, is displayed on the right. An orange arrow points to the 'Upcoming E-Participation Events' section. Below this, there is a search bar and a table of events.

Calendar showing upcoming E-Participation / E-Consultation activities

Search:

Sr. No.	Upcoming Event Name	Event Date
1	Yug Parivartan – Badita Jammu and Kashmir	12th August 2023

Showing 1 to 4 of 4 entries [Previous](#) [Next](#)

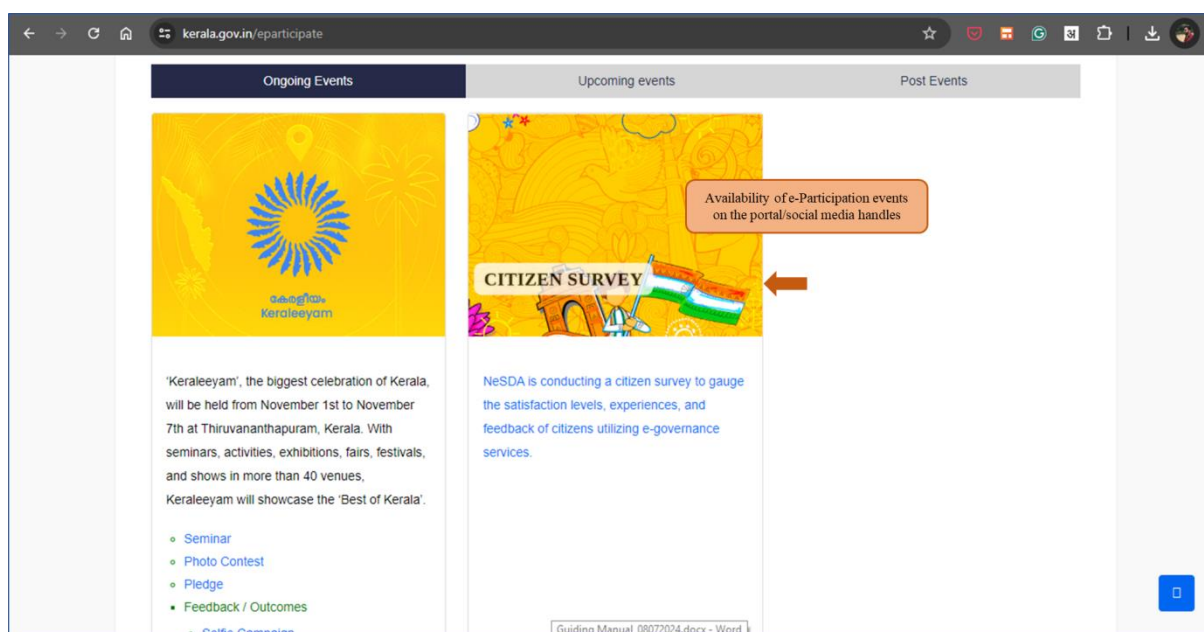
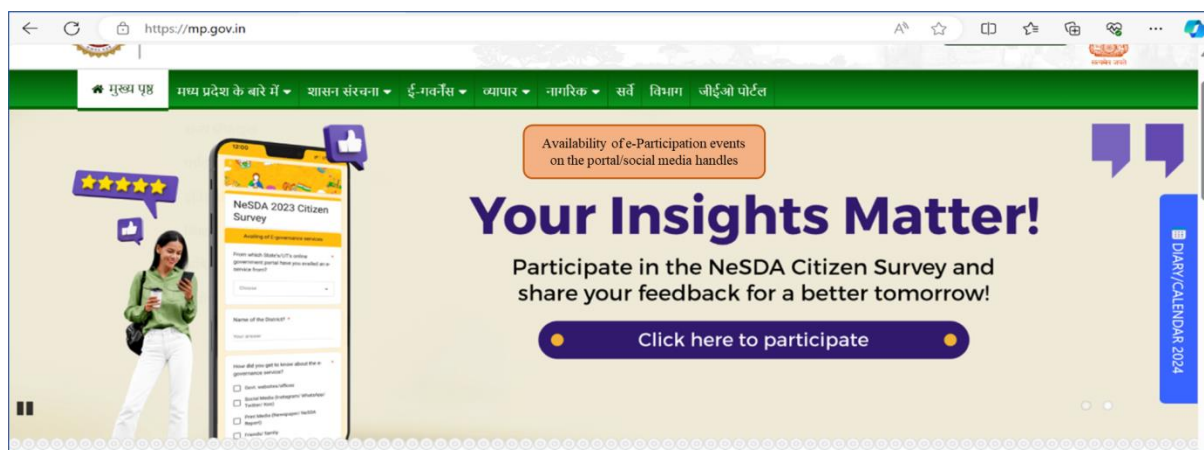
Last Updated on August 9, 2023

Logos at the bottom: india.gov.in, Digital India, eGazette, and DIGI Sahayak.

## 6. Presence of tutorials/guidance/videos for using the e-participation portal available on the State/e-participation portal

The screenshot shows the website [karnataka.gov.in/epeople/en](http://karnataka.gov.in/epeople/en). The header includes 'Sign In' and 'Click here to visit CM Portal' buttons, along with 'User Login' and 'User Registration' links. The main navigation bar lists: HOME, ABOUT US, GOVERNMENT, EMPLOYMENT, EDUCATION, e-SERVICES, RTI & ACTS, e-PEOPLE, CONTACT, and HELPLINE NUMBERS. The 'e-People' section is highlighted with a blue banner. Below the banner, there are four icons: Survey, e-Participation, Video Guide, and Upcoming Events. An orange arrow points to the 'Video Guide' icon, with a text box stating: 'Availability of the information such as the tutorials / guidance / videos for using the E-Participation portal'. The Karnataka State Emblem and logo are visible at the bottom right.

## 7. Organisation of any promotional campaigns regarding e-Participation/e-Consultation



## 7.3 Leveraging Emerging Technologies

A notable transformatory trend within the domain of Information Technology employed in central/state administration is witnessed by the nation. This shift is primarily driven by the rapid evolution and integration of emerging technologies. These advancements are fundamentally changing how governments operate, interact with citizens, and deliver essential services. Department of Administrative Reforms and Public Grievances (DARPG) recognizes the potential of emerging technologies to revolutionize how government services are delivered, leading to faster, more efficient processes. Therefore, based on Online Service Index (OSI) of UNDESA eGovernment Survey, Leveraging Emerging Technologies by the States/UTs is considered to be critical.

States/UTs are increasingly turning to emerging technologies to improve efficiency, transparency, and citizen services. Technologies like Internet of Things (IoT), Cyber Security, Artificial Intelligence, Machine Learning, Blockchain, Big Data Analytics, Drones, Quantum computing etc. are being leveraged for transformation across varied areas like Smart City Initiatives, Fin-tech, Market Research, Smart Mobility and Transportation, Economic and National Security etc.

Several states/UTs have adopted emerging technologies to enhance their governance processes and improve overall service delivery ecosystem. Some of them are as follows:

<b>Telangana</b>	<p>The Government of Telangana envisions to be a leader in emerging technologies and to translate this vision into a reality. Telangana is the first State to sign Statement of Intent with NITI Aayog to work together in frontier technologies. Among several initiatives within the state, it has created a vertical for emerging technologies and the objective is two-fold, one is to develop the ecosystem required for the industry and the other is to make the government departments leverage or adopt emerging technologies. The government has come up with specific policies for IoT, Cyber Security, Data Analytics and is currently working on bringing out policies for drones and Blockchain. The state has also set up Centers of Excellence (CoEs) in the areas of Cyber Security, e-Waste, Artificial Intelligence &amp; Data Science.</p> <p>The state has also prepared a roadmap, identified relevant use cases, undertaken capacity building programmes and implemented certain pilots in the identified emerging technologies (some of the projects/pilots implemented/ are in pipeline).</p>
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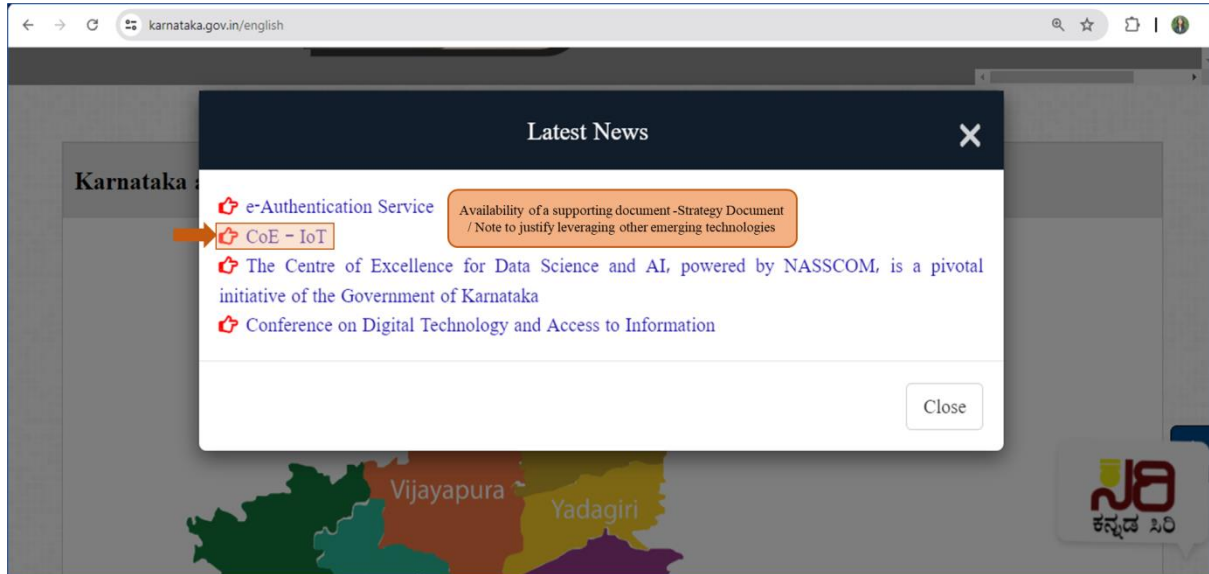
Jammu and Kashmir	<p>The Government of Jammu and Kashmir aspires to be at the forefront of emerging technologies. As the UT has its own Artificial Intelligence Policy in place, it is committed to leveraging Artificial Intelligence and foster social innovation. It has shown a phenomenal growth in IT services in last few years.</p> <p>Digital J&amp;K is an initiative aimed at improving public services and government functions in Jammu and Kashmir through the use of digital and emerging technologies. Its vision is 'to enhance the efficiency, effectiveness, transparency and equitability in the delivery of public services and all the functions of the government and to empower the citizens, by leveraging the power of digital and emerging technologies. As a part of Smart City initiative, an AI based ITMS is implemented in Jammu, which employs Artificial Intelligence to assess traffic in real time. The present functionality involves auto detection of traffic violations. As this is further being explored, the next step is expected to be real time traffic information to the commuters.</p>
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### Sample Screenshots for Leveraging Emerging Technologies section related reference:

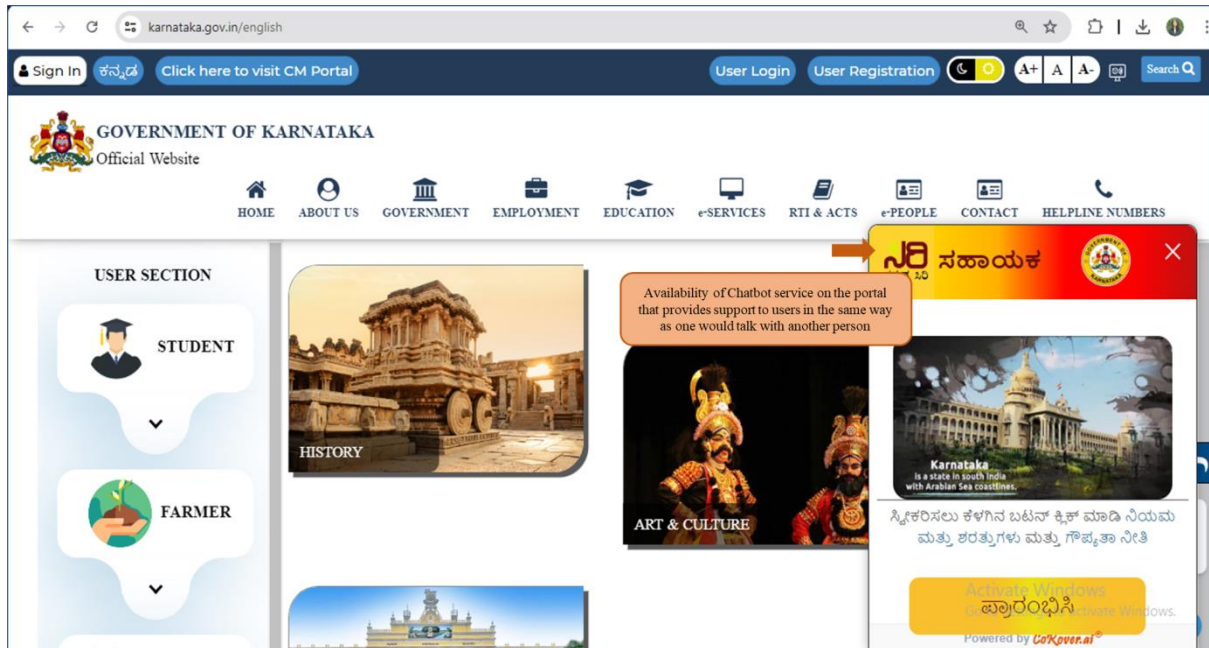
1 . Strategy on leveraging Artificial Intelligence (AI)

The screenshot displays the Karnataka Government website (karnataka.gov.in/english) with a 'Latest News' modal window. The modal lists several initiatives, including 'e-Authentication Service', 'CoE - IoT', 'The Centre of Excellence for Data Science and AI, powered by NASSCOM, is a pivotal initiative of the Government of Karnataka', and 'Conference on Digital Technology and Access to Information'. An orange box highlights the text about the Centre of Excellence, and an orange arrow points to it. The background shows a map of Karnataka with regions like Vijayapura and Yadagiri labeled.

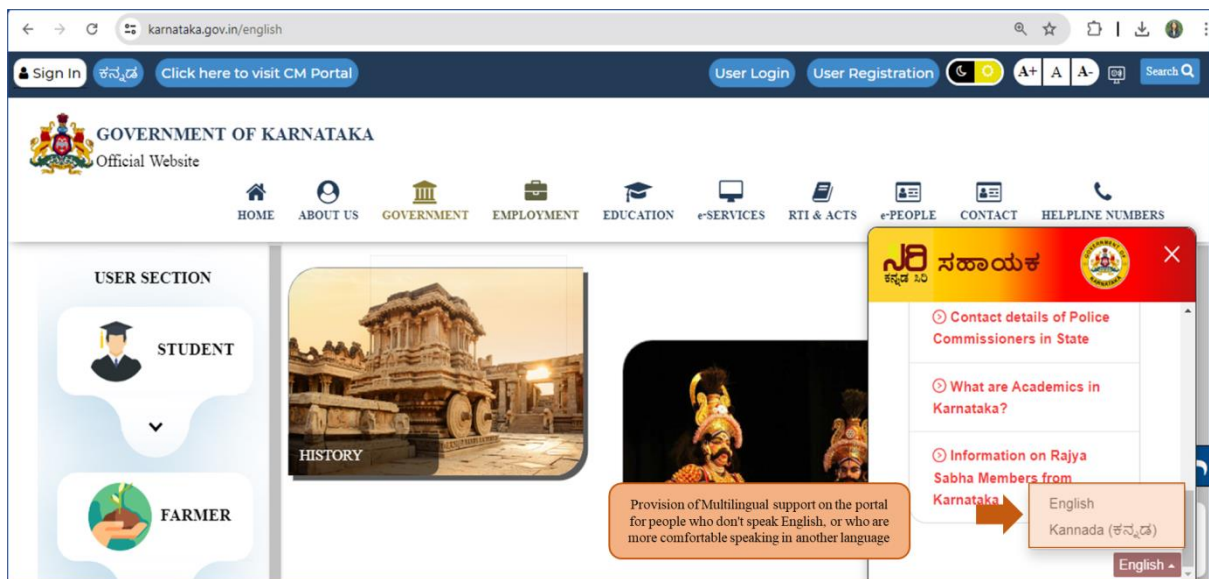
## 2 . Specific strategy on leveraging other emerging technologies such as Blockchain, Internet of Things (IoT), Big Data, Robotics, Augmented Reality (AR), Virtual Reality (VR), 5G, etc.



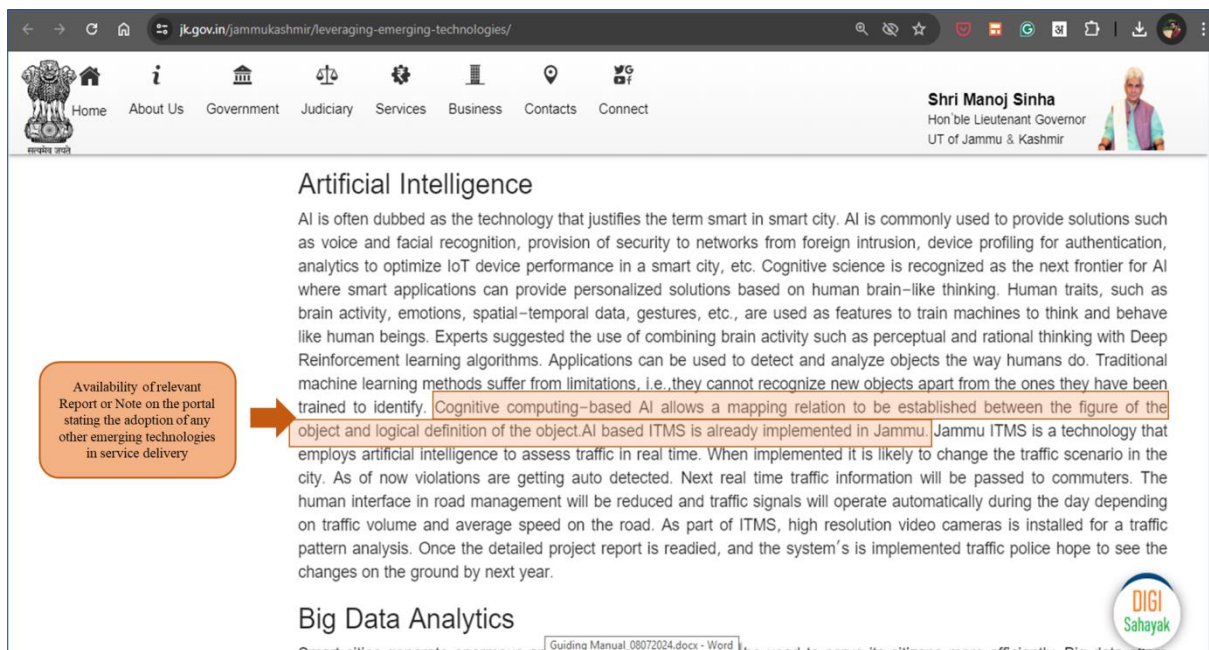
## 3 . Availability of AI-based Chatbot service on the portal to assist users



#### 4 . Availability of AI-based Chatbot service in both English and the local language



#### 5 . Adoption of any other emerging technologies in its service delivery



## 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
J&K	474	469	469	470	1028	1034	1075	1097	1117	1119	1119	1140	1140
Tamil Nadu	446	445	445	445	446	446	446	1078	1101	1128	1128	1128	1128
MP	637	731	948	1000	1010	1010	1010	1010	1010	1010	1010	1010	1010
Kerala	885	886	911	911	911	911	911	911	911	911	911	911	911
Uttarakhand	596	595	595	725	782	826	831	865	865	865	865	887	889
UP	709	706	713	714	714	714	798	798	798	798	798	798	800
Telangana	493	491	582	757	768	768	768	768	768	768	768	768	768
Haryana	762	757	757	757	757	755	757	757	757	757	757	757	757
Karnataka	779	747	752	752	752	752	752	755	755	755	755	755	755
Puducherry	239	239	239	239	246	247	247	325	605	605	605	605	605
AP	606	574	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
Maharashtra	150	148	337	441	521	533	533	533	533	533	534	534	534
HP	500	494	500	500	500	500	500	500	500	501	502	503	503
Punjab	486	483	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
Gujarat	191	228	444	443	443	443	443	443	443	443	443	443	618
Delhi	412	416	416	436	436	436	436	436	436	436	436	436	436
Odisha	211	373	383	383	404	404	404	404	404	404	404	404	404
West Bengal	290	323	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
Jharkhand	316	294	310	311	333	333	333	333	333	333	333	333	333
A&N Islands	164	171	171	199	200	206	239	239	321	321	321	321	321
AR	34	101	298	298	309	309	309	309	309	309	309	309	309
Chhattisgarh	272	270	284	284	284	284	287	287	287	287	287	287	288
Tripura	233	230	251	262	267	270	269	269	263	263	263	264	264
Goa	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
Chandigarh	231	221	221	224	224	224	224	224	224	224	224	224	224
Mizoram	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
Nagaland	34	34	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
Ladakh	32	32	32	46	46	46	46	46	46	46	46	46	46
Lakshadweep	-	-	-	-	42	42	42	42	42	42	42	42	42
Manipur	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

**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**