



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



NeSDA Way Forward

Monthly Report for States/UTs

JUNE
2025

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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, 26 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 etc. Since December 2024, the Monthly reports are highlighting the commendable efforts of the RTS Commissions through their framework for enhancing e-Service delivery.

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, June 2025 is based on the inputs provided by States/UTs on *NeSDA – Way Forward* dashboard, as of 30th June, 2025.

2. Key Highlights

Status of Implementation

- **22,478** e-services provided across States/UTs. **Karnataka** provides maximum e-services (2089). Maximum e-services (**7,800**) pertain to 'Local Governance & Utility Services' sector
- A total of **1,416 e-Services added** since last report, by States/UTs across the country
- **1,677** of 2124 mandatory e-services (59*36 States/UTs) available, making saturation ~**79%**
- **11 States/UTs achieved >90% saturation** while Maharashtra, Gujarat, Kerala, Madhya Pradesh, Uttar Pradesh, Andhra Pradesh, Uttarakhand, Tamil Nadu and Himachal Pradesh achieved **100% saturation**

Unified Service Delivery Portal

- **Karnataka, Jammu & Kashmir, Kerala, Uttarakhand, Assam and Odisha** provide **100%** of their services through their identified Unified Service Delivery Portal i.e., **Seva Sindhu (2089), e-UNNAT (1164), e-Sevanam (939), Apuni Sarkar (936), Sewa Setu (813)** and **Odisha One (404)**, respectively.

Enhancing e-Service Delivery with Right to Service Model

- This edition highlights the transformative initiatives undertaken by **RTSC Maharashtra** to enhance service delivery and improve citizen satisfaction *(New)*

Best Practice: Unified Service Delivery Portal

- Comprehensive unified service delivery portal of Tripura (**SWAAGAT – Single Window Approval by All Government Agencies in Tripura**) has been highlighted as example of best practice

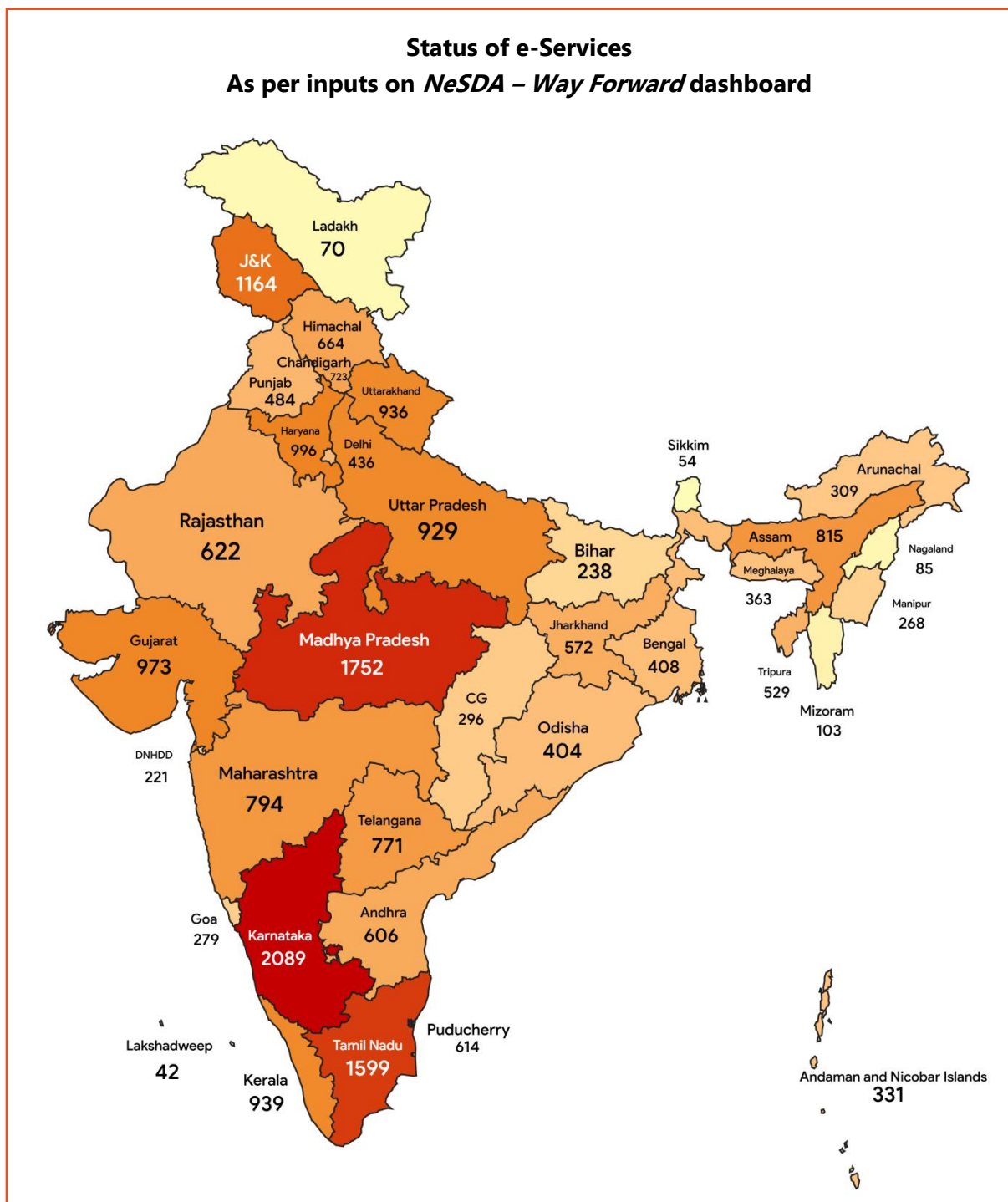
Best Practices: City Level e-Governance

- 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 **Surat** and **Shimla**

AAKLAN: Benchmarking and Ranking Tool

- This edition presents results from assessments conducted using the AAKLAN tool for States/UT portals categorised under '**Northeastern and Hilly States/UTs**' *(New)*

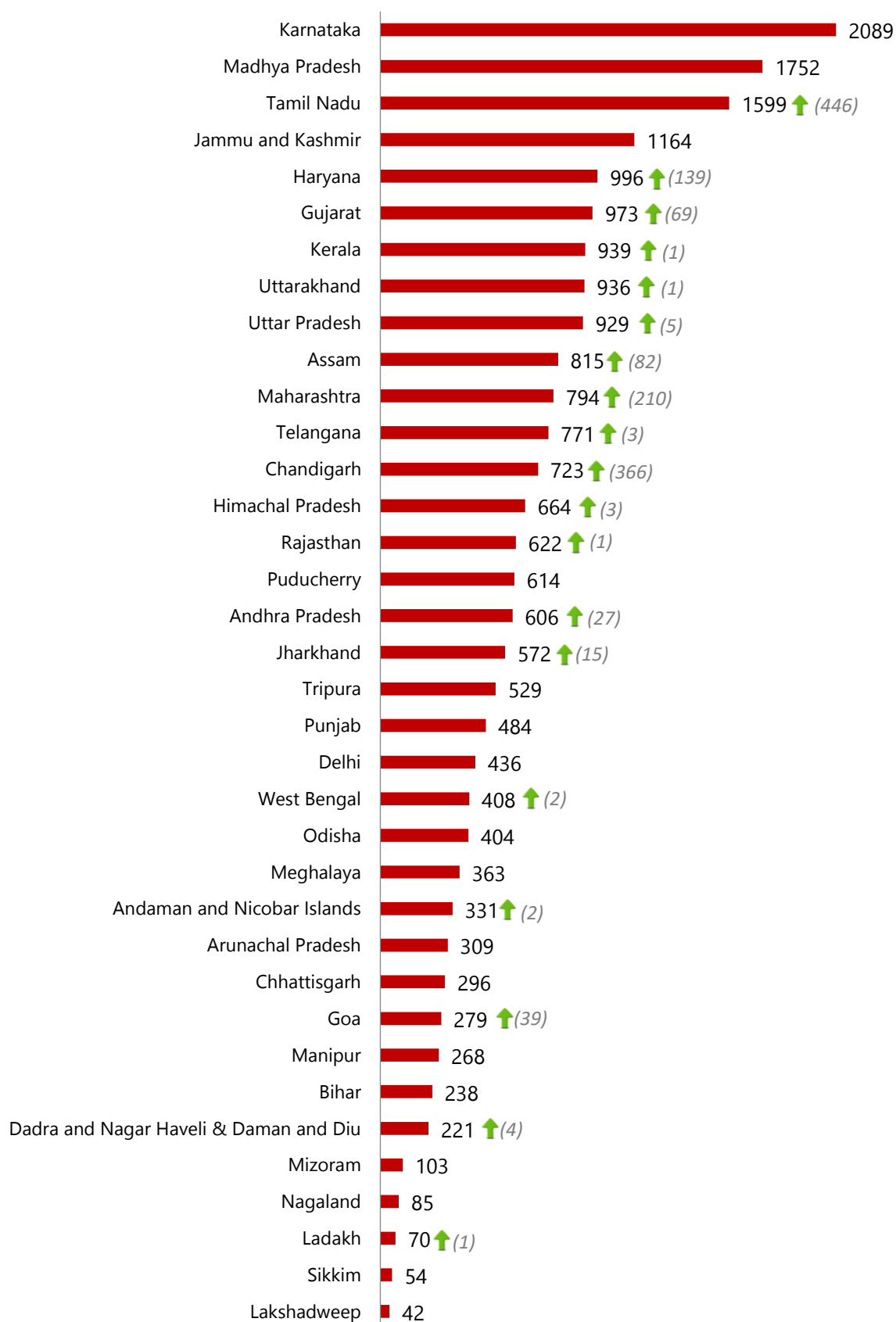
3. Review of Status of Implementation in States/UTs



Total e-Services
22,478

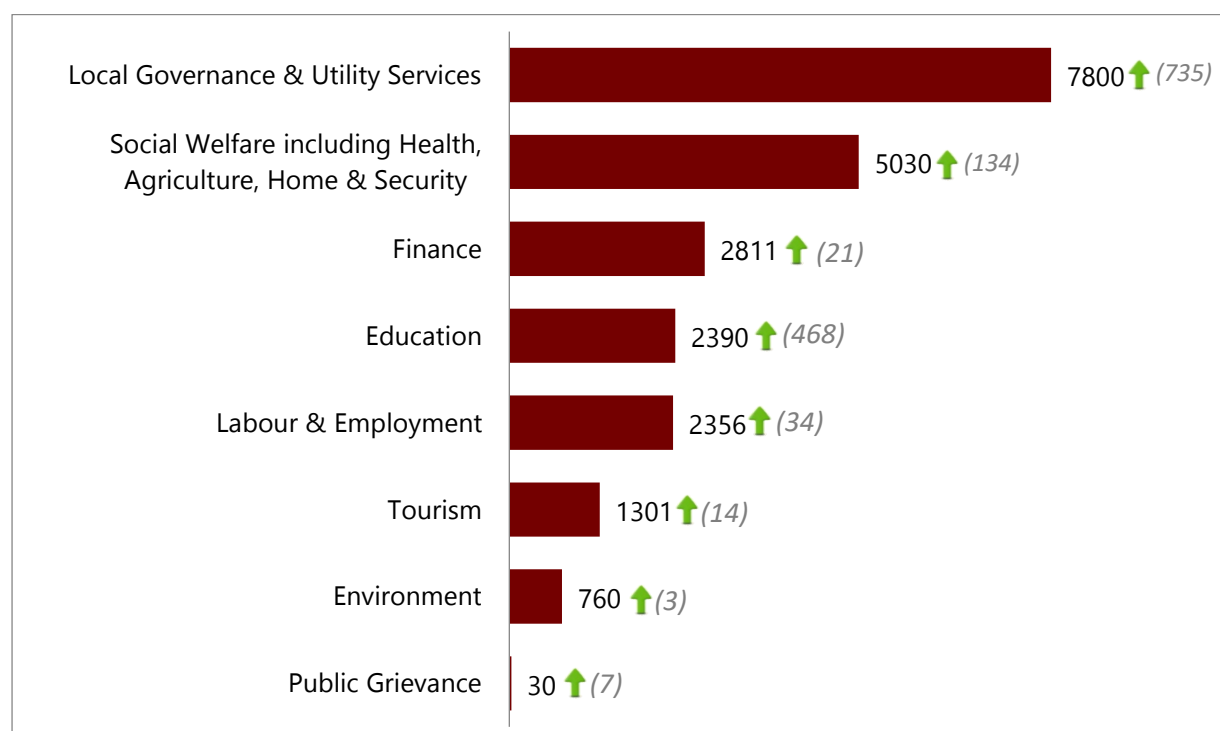
Note: The aforementioned figures are uploaded by States/UTs as of 30/06/2025.

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

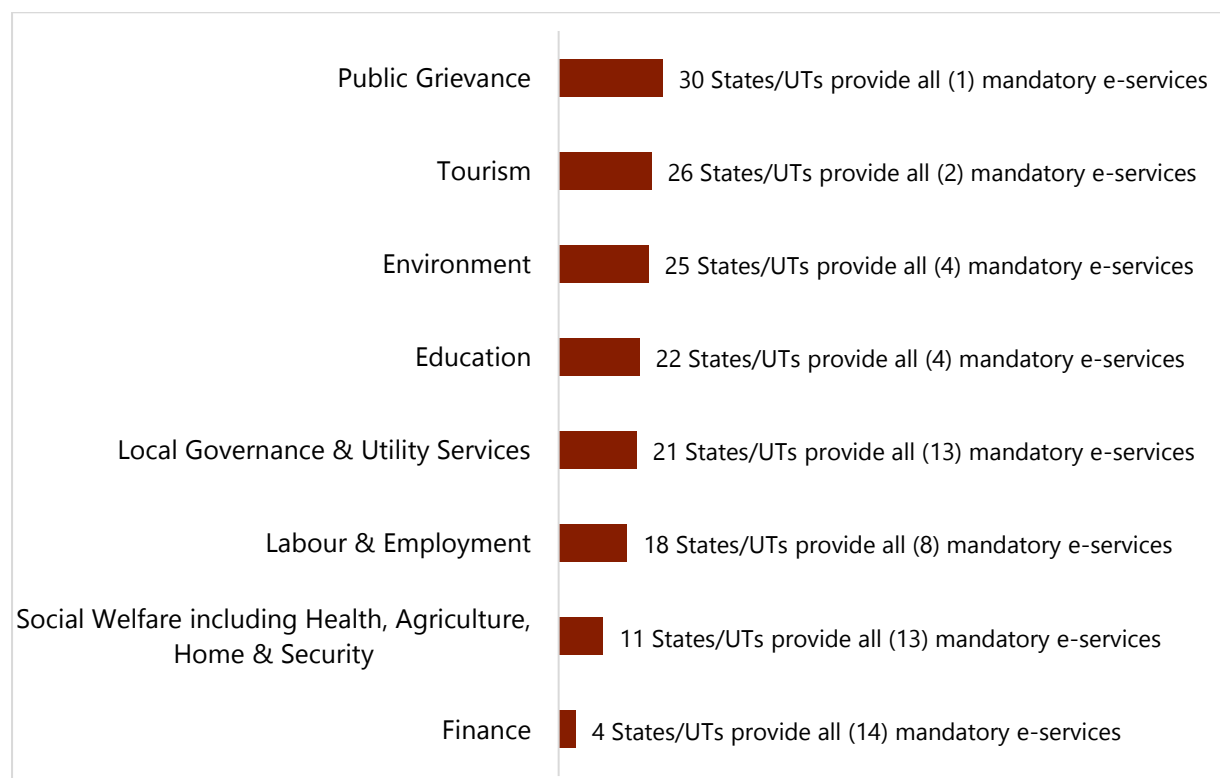


Monthly progress of status of e-services across States/UTs is attached in **Annexure 9.1**

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

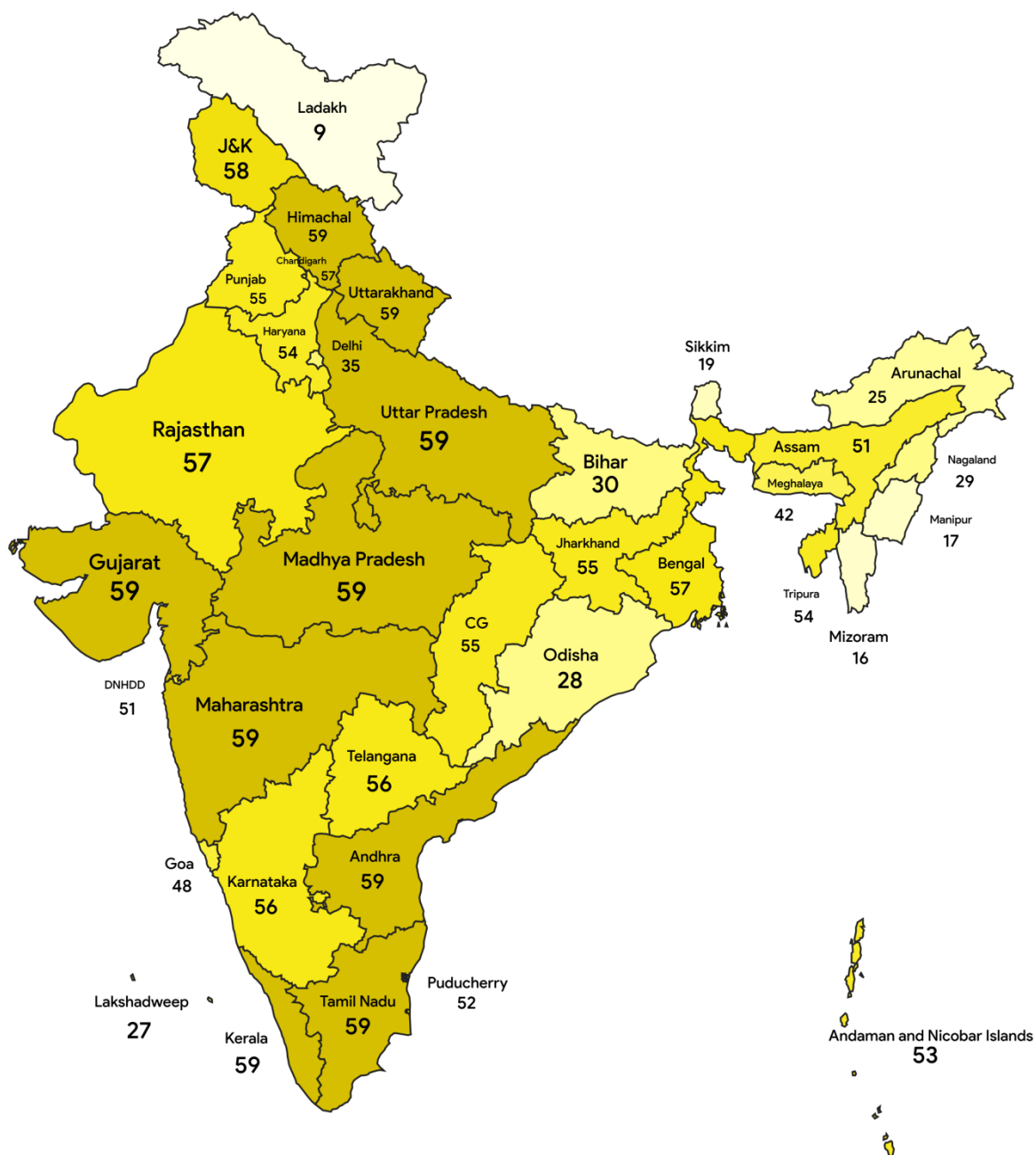


Sector-wise saturation status of mandatory e-services across States/UTs



Note: The aforementioned figures are uploaded by States/UTs as of 30/06/2025.

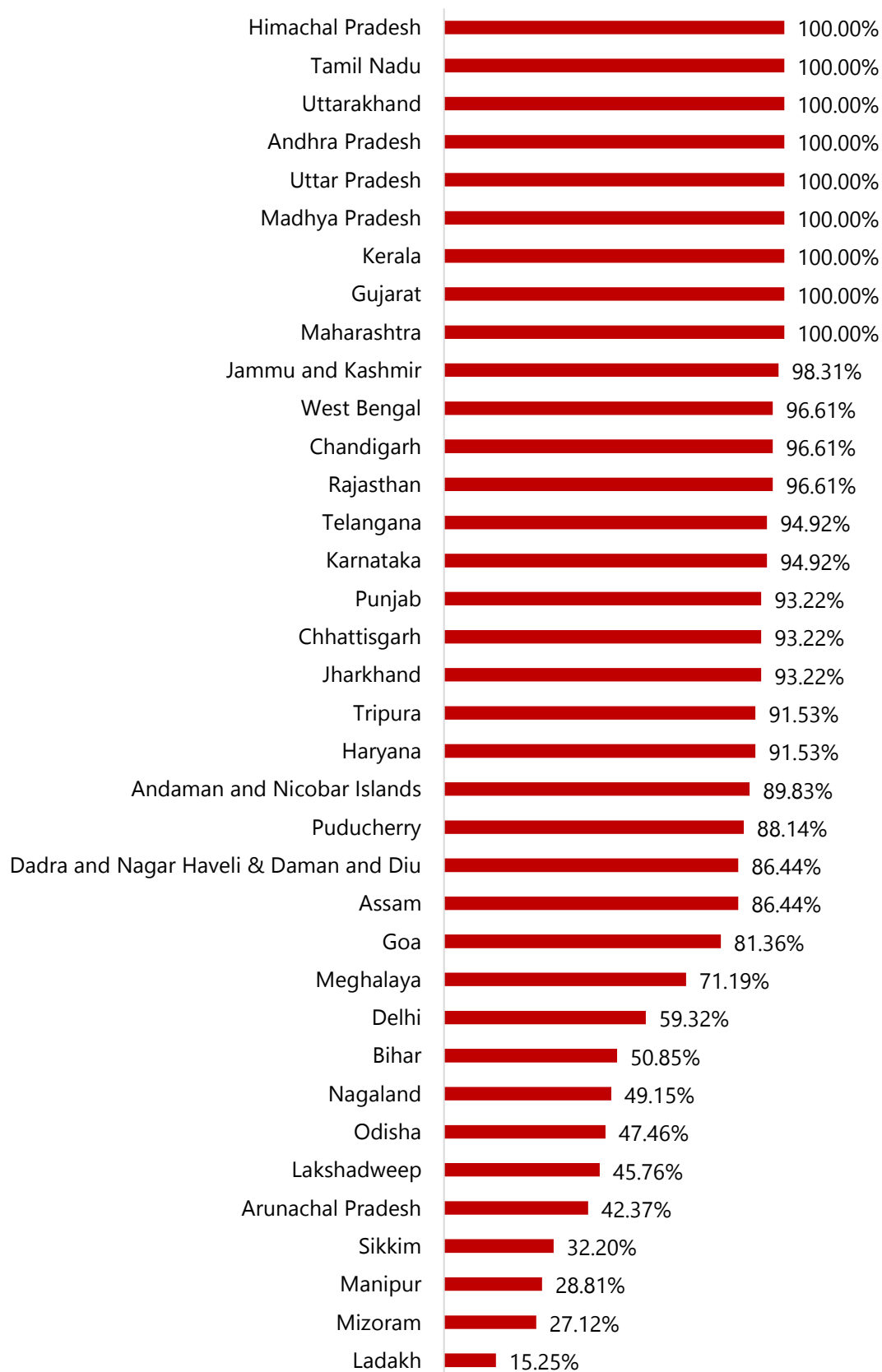
Status of 59 Mandatory e-Services
As per inputs on *NeSDA – Way Forward* dashboard



Mandatory e-Services
1,677

Note: The aforementioned figures are uploaded by States/UTs as of 30/06/2025.

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

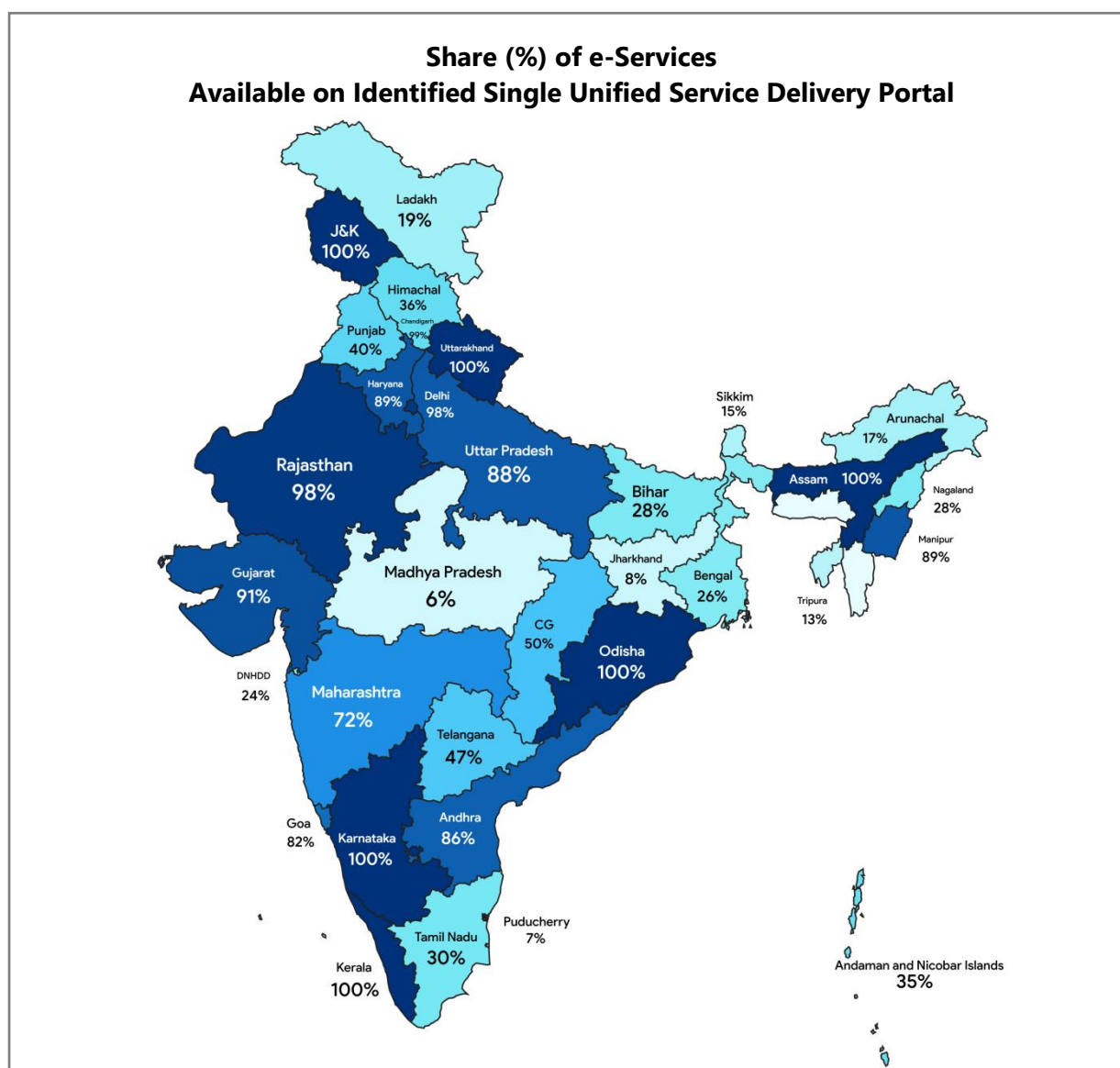


Note: The aforementioned figures are uploaded by States/UTs as of 30/06/2025.

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.



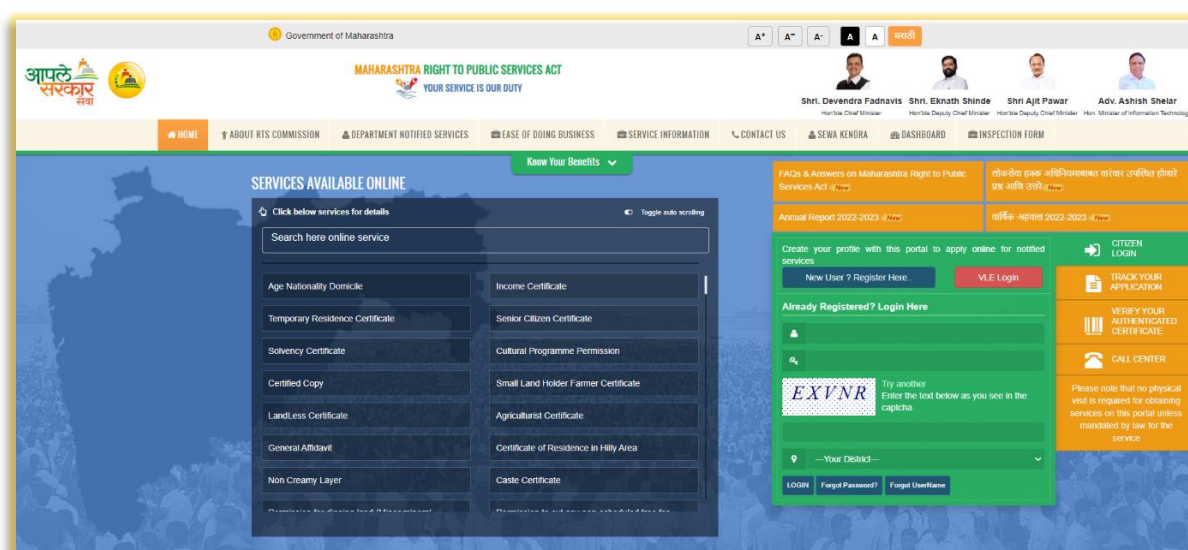
State/ UT	Identified Single Unified Portal	URL	e-Services on Single Unified Portal % (count)
Karnataka	Seva Sindhu	sevasindhu.karnataka.gov.in	100% (2089)
Jammu and Kashmir	e-UNNAT	eunnat.jk.gov.in	100% (1164)
Kerala	e-Sevanam	services.kerala.gov.in	100% (939)
Uttarakhand	Apuni Sarkar	eservices.uk.gov.in	100% (936)
Assam	Sewa Setu	sewasetu.assam.gov.in	100% (813)
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% (609)
Delhi	e-District	edistrict.delhi.gov.in	98% (426)
Gujarat	Digital Gujarat	digitalgujarat.gov.in	91% (890)
Haryana	Saral Haryana	saralharyana.gov.in	89% (885)
Manipur	Manipur USP	uspmanipur.mn.gov.in	89% (238)
Uttar Pradesh	Nivesh Mitra & e-District	niveshmitra.up.nic.in & edistrict.up.gov.in	88% (822)
Andhra Pradesh	AP Seva	vswsonline.ap.gov.in	86% (524)
Goa	Goa Online	goaonline.gov.in	82% (230)
Maharashtra	Aaple Sarkar	aaplesarkar.mahaonline.gov.in	72% (571)
Chhattisgarh	e-District	edistrict.cgstate.gov.in	50% (149)
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% (240)
A&N Islands	e-Seva	anieseva.andaman.gov.in	35% (117)
Tamil Nadu	e-Sevai	tnesevai.tn.gov.in	30% (524)
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	26% (105)
DNHDD	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)
Jharkhand	Jharsewa	jharsewa.jharkhand.gov.in	8% (43)
Puducherry	e-District	edistrict.py.gov.in	7% (44)
Madhya Pradesh	MP Online	mponline.gov.in	6% (112)
Meghalaya	Meghalaya Online	meghalayaonline.gov.in	- (-)

Note: The aforementioned details of single unified portals are as informed and uploaded by States/UTs on NeSDA – Way Forward dashboard, as of 30/06/2025. Lakshadweep and Mizoram do not have a single unified services portal. States that have not uploaded their services' URL through their single unified service portal on NeSDA – Way Forward dashboard are marked (-)

5. Enhancing e-Service Delivery through RTS Commissions

DARPG has embarked on a collaborative initiative with the Chief Commissioners and Appellate Officers of the Right to Service (RTS) Act across various states to leverage the RTS framework and enhance e-service delivery nationwide, in line with the NeSDA Way Forward objectives.

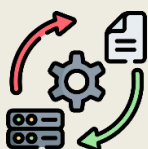
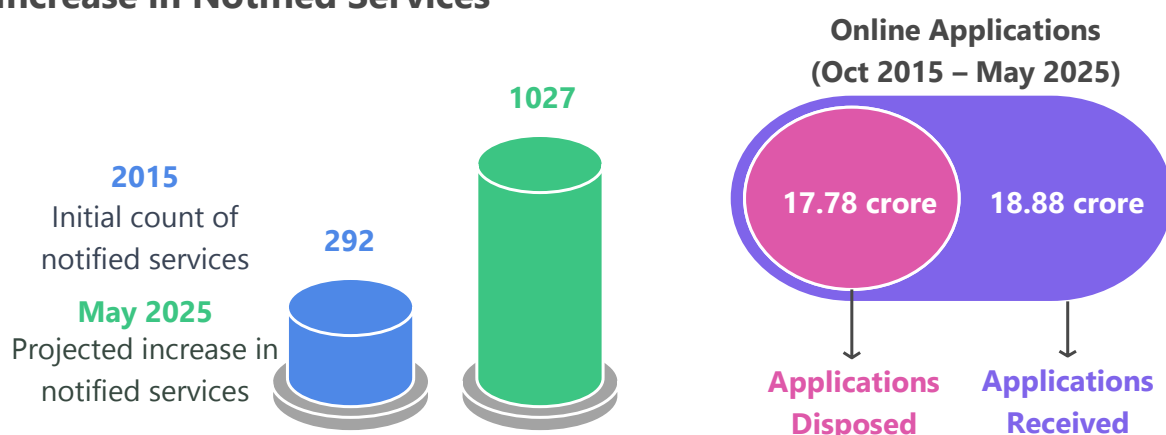
State Right to Service (RTS) Commissions have played a pivotal role in strengthening citizen service delivery across India. In recent editions of the NeSDA Way Forward Monthly Report, we have highlighted the commendable efforts of the RTS mechanisms in Haryana, Bihar, Assam, Chandigarh, and Meghalaya. This edition highlights the transformative initiatives undertaken by RTS Maharashtra to enhance service delivery and improve citizen satisfaction.



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

Maharashtra has demonstrated remarkable progress in institutionalizing citizen-centric service delivery through the Maharashtra Public Services Rights Act (MPRTS), 2015, which came into effect on 28th April 2015. The Act has acted as a catalyst in shifting service delivery from fragmented, department-centric models to a unified digital interface, driving faceless, time-bound and accountability in service access across the state. Before the enactment of MPRTS, most services in the state were delivered offline or through department-level portals. With the implementation of the RTS Act, the scope of notified services expanded significantly.

Increase in Notified Services



As of May 2025, this number has grown more than threefold to 1,027 notified services across 32 departments of the state government. Of these, over **819 services**, covering both G2C and G2B interactions, are now available **online**

These numbers reflect rising citizen awareness and trust in digital governance platforms. Moreover, Maharashtra has also institutionalized RTS Foundation Day Celebrations every year on 28th April at state, district, taluka and panchayat levels, for activities such as media campaigns for mass awareness, facilitating government functionaries for good performance by Guardian Ministers etc.

A. Sevadoot Project – Wardha District

Designed for senior citizens, persons with disabilities and time-constrained citizens, this initiative offers doorstep digital service delivery through Sevadoot portal. Key features of the Sevadoot Project are:

- Registration of requirement of service by the citizen through the CSC/VLE
- Availability of doorstep delivery of government services
- Online application filling by Sevadoots on the tablet
- Delivery of requisite permissions/certificates/NOCs/Approvals at doorstep
- Information on supporting documents required to obtain the services
- Information on process flow and timelines

B. Feedback Cell – Yavatmal District

In Yavatmal district, the administration has established a Feedback Cell to proactively collect and analyse citizen feedback on RTS services. This cell operates through outbound and inbound calls, and QR codes placed in government offices, allowing citizens to easily access service information and share their experiences. The feedback system is structured around three core questions, charges paid, delivery time, and staff behaviour, and is analysed at the tehsil level.

In just three months since its launch in November 2024, the initiative led to the reduction in overcharging and delays, and improved service delivery at Atal Seva Kendras (ASSKs).

Key outcomes

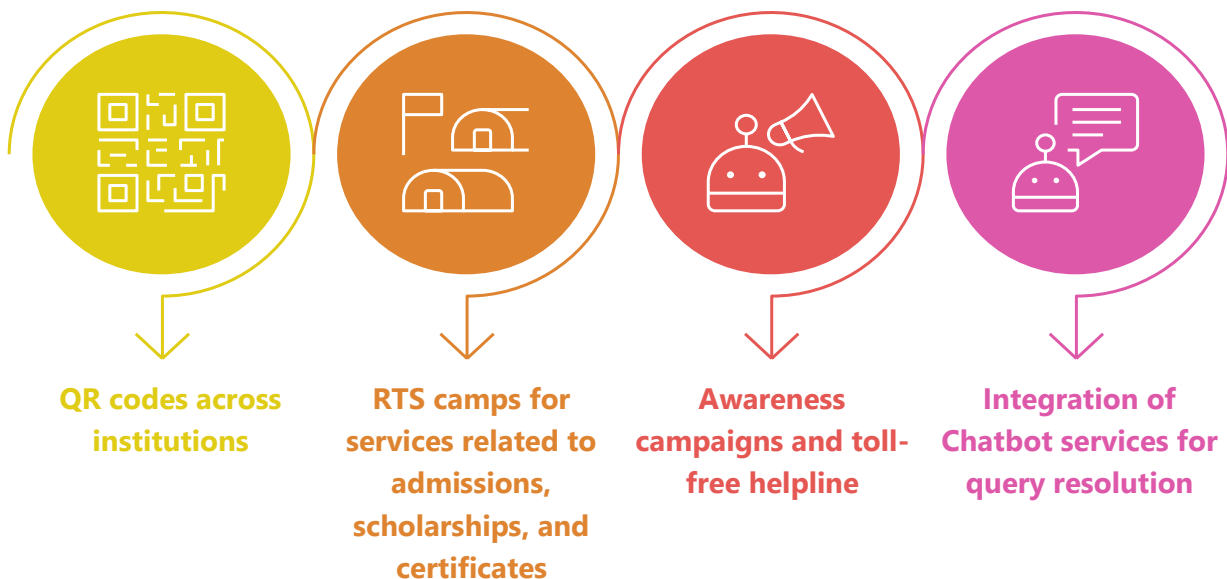
(in 3 months since Nov 2024)



C. Pathdarshi Project – Kolhapur District

Launched on 15th August 2024, this project focuses on awareness about delivery of notified services to students and marginalized groups on the campus through chatbot and toll free helpline numbers. This model, like Sevadoot and the Feedback Cell, is now being scaled to other districts. Some of the key components of this project include putting QR codes in all government departments and educational institutions, launching awareness campaign etc.

Key Components of Pathdarshi Project:



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.

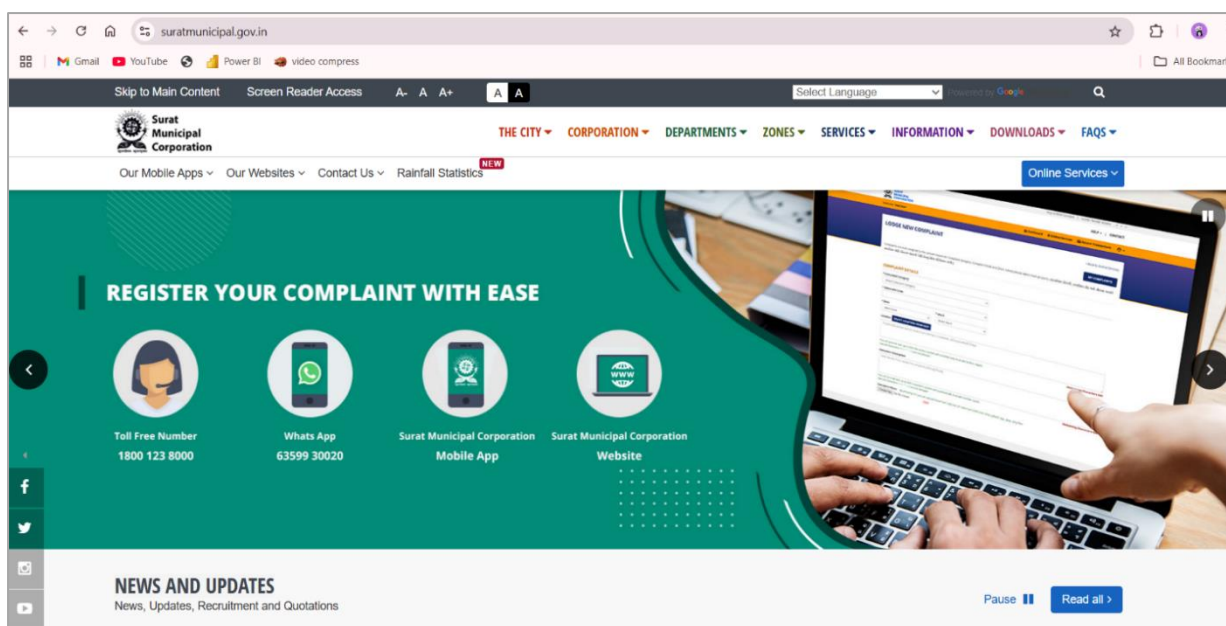
With rapid urbanization, the demand for efficient local governance and seamless service delivery is rising. Establishing robust digital platforms for urban local bodies is no longer a choice but a necessity. Recognizing this, India's Smart Cities Mission and the 2022 UN e-Government Survey have underscored 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
Surat (Gujarat) <i>(Population: Up to 5 Lakhs)</i>	Surat Municipal Corporation
Shimla (Himachal Pradesh) <i>(Population: More than 20 Lakhs)</i>	Municipal Corporation of Shimla (e-Nigam 1.0.1)

6.1. Surat Municipal Corporation



<https://suratmunicipal.gov.in>

The official portal of the Surat Municipal Corporation (SMC) serves as a comprehensive digital platform designed to enhance citizen engagement and streamline access to a multitude of civic services. It embodies the SMC's commitment to e-governance, aiming to provide convenient, transparent, and efficient interactions between citizens and the municipal body.

The portal offers a diverse portfolio of services catering to the varied needs of its citizens, businesses, and visitors. These services can be broadly categorized as follows:

Key Services

- **Financial and Tax Management:** The portal significantly simplifies financial transactions with the SMC. Citizens can conveniently pay Property Tax, Professional Tax (Both Registration Certificate & Enrollment Certificate payments), Water Meter Bills, Vehicle Tax and e-Challans.
- **Certificates and Documents:** Obtaining crucial certificates has been streamlined through the portal, reducing processing time and effort. Key certificate services include Shops & Establishment Certificates, Birth/Death Certificates and Fire Safety related NOC Applications.



Key Services

(contd.)

- **Booking and Membership Services:** The portal extends its utility to various community and recreational services like Municipal Hall/Auditorium Bookings, Community Hall/Party Plot Bookings, Indoor Sports Stadium Bookings, Ticket Purchases (for events/attractions managed by the SMC), e-Library Membership and Swimming Pool Memberships.
- **Citizen Information and Grievance Redressal:** Transparency and accountability are promoted through dedicated sections for information and feedback. Functionalities include New Complaint Registration, Complaint Status Checking, Citizen information like Recruitment Notices, Press Releases/News, Official meeting documents, details on various public amenities /services, comprehensive information on Right to Information (RTI), including details of Public Information Officers, application forms etc.
- **Business and Development Support:** The portal also serves as a resource for businesses and urban planning by providing services like listing Tenders/Quotations, Geographic Information System (GIS) portal, Data and maps related to urban development plans, Development Permission: Information pertinent to obtaining construction and development permissions and Property Tax related services
- **Other Essential Services:** A range of additional services further enhances the portal's utility, like Pensioner Services, Water Connection Applications, Water Meter and Hydro Water Meter Services, Online Forms (Various downloadable forms for different applications), Surat Money Card Information (Details about SMC's specific payment card), Fire Volunteer Registration and Information on government-backed housing initiatives

KEY FEATURES



Mobile Application

Availability of Mobile application on Android and iOS devices, with over 1 million downloads from the Google Play Store



Contact Details and FAQs

Availability of Contact Details, Toll Free Number, Zone wise Officer contact Details and FAQ's



User Feedback

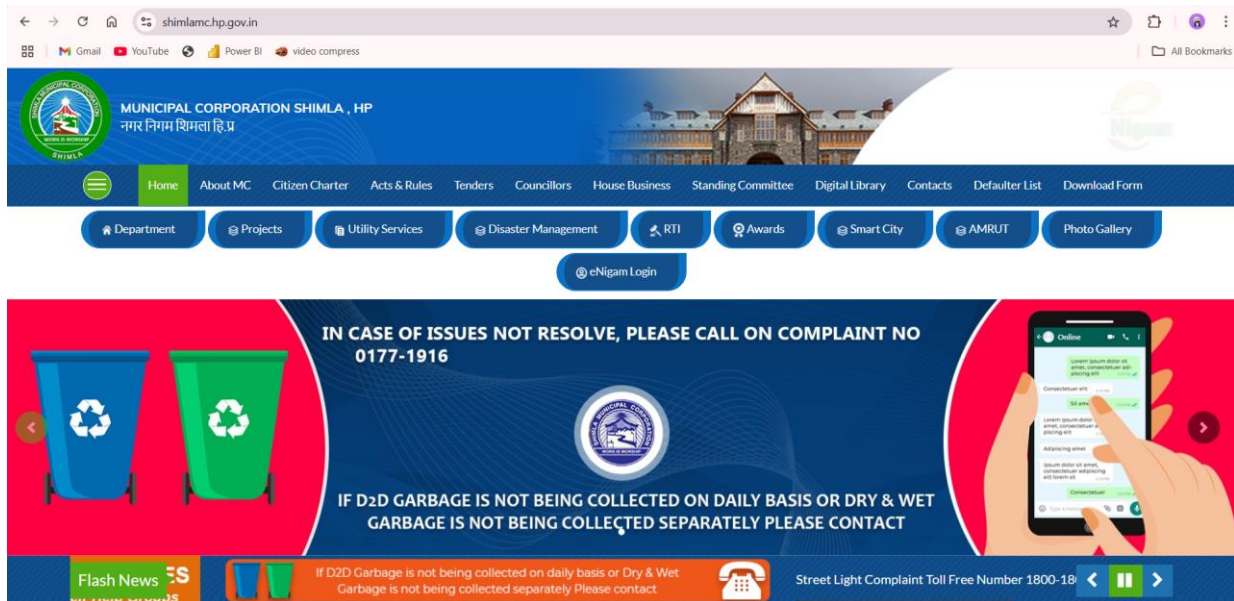
Provision available for the users to give Feedback



Accessibility Features

Feature of font size adjustment and screen reader access available

6.2. Municipal Corporation of Shimla (e-Nigam 1.0.1)



<https://shimlamc.hp.gov.in/>

The "e-Nigam 1.0.1" portal is equipped with a wide range of online utility services, designed to enable citizens to manage their essential civic needs efficiently without the necessity of physical visits to municipal offices. These services are highlighted below, and are critical for the daily functioning of the city and for ensuring citizen convenience.

Key Services

- **NOC for Electricity Connection:** Citizens can apply for NOCs required for obtaining new electricity connections, streamlining the process for utility provisioning.
- **Permission for Muck/Debris Dumping:** The portal facilitates applications for permissions related to the dumping of muck and debris.
- **Permission for Canopy & Other Commercial Spaces:** Businesses and individuals can apply for necessary permissions for erecting canopies and utilizing other commercial spaces, simplifying regulatory compliance and supporting local commerce.
- **Sewerage Connection:** The portal provides an online channel for applying for new sewerage connections, contributing to improved sanitation infrastructure/public health.
- **Water Connection:** Citizens can apply for new water connections through the portal, ensuring access to essential water supply services efficiently.
- **Water Bill Calculator and Payment:** A convenient online tool allows users to calculate their water bills. Residents can easily pay their water bills online, offering hassle-free method for timely payments & reducing need for physical queues.



- **Building Planning Approval:** The portal facilitates online submission and tracking of applications for building plan approvals, streamlining construction and development processes within the municipal limits.
- **Property Tax Payment:** Property owners can conveniently check their outstanding property tax dues and make payments online.
- **Garbage Bill Payment:** The portal allows for online payment of garbage collection bills, contributing to efficient waste management services & promoting cleaner city.
- **NPFA Trade License:** Businesses can apply for/ renew their NPFA (Non-Polluting and Non-Hazardous to Public Health and Amenity) Trade Licenses online, simplifying compliance for commercial activities & fostering a business-friendly environment.
- **Lease Rent Payment:** The portal provides a facility for online payment of lease rents, applicable to properties leased from the Municipal Corporation.
- **Key Development Projects:** The website provides detailed information on significant urban development initiatives such as Jawaharlal Nehru National Urban Renewal Mission, Smart City Mission, Atal Mission for Rejuvenation & Urban Transformation, Swachh Bharat Abhiyan etc.
- **Tenders:** Users can view both active and archived tenders, promoting transparency in procurement processes and allowing contractors and businesses to stay informed about opportunities for municipal projects.
- **Contact Information:** The portal provides comprehensive contact details for municipal departments and officials, including various dedicated helpline numbers.
- **Acts & Rules / Bye-Laws:** Access to various municipal acts, rules, and bye-laws (e.g., Property Tax Bye-Laws, Street Vending Bye-Laws, etc.) provides legal transparency and empowers citizens with knowledge of regulations.
- **Citizen Charter:** Provides an overview of the services offered by the Municipal Corporation, service standards, and grievance redressal mechanisms, ensuring accountability.
- **Digital Library:** A resource center offering various documents, publications, and reports related to the Municipal Corporation.
- A Frequently Asked Questions (FAQs) section is available to resolve common queries of the users

7. Best Practice – Unified Service Delivery Portal

In the evolving landscape of digital governance, the unified delivery of public services through integrated platforms is becoming a defining feature of citizen-centric administration. This chapter of the NeSDA Way Forward report highlights best practices in the development and implementation of unified service delivery portals, which provide citizens with seamless access to a wide array of government services through a single digital interface.

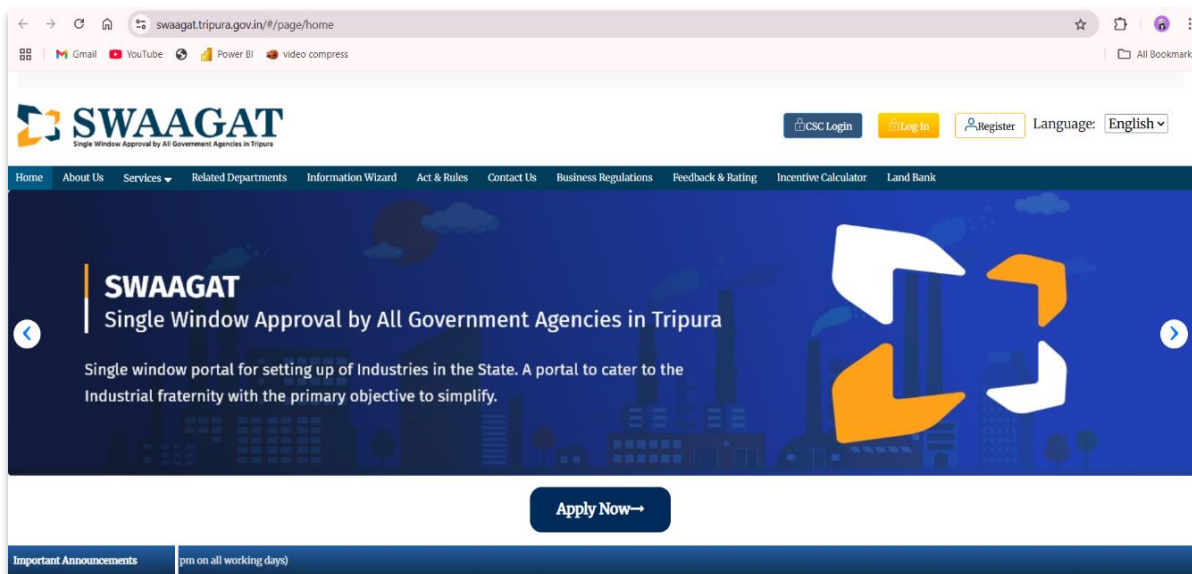
Building upon the momentum of previous monthly review meeting held by DARPG on 19th June 2025, following the release of the NeSDA Way Forward May 2025 report, witnessed several states/UTs presenting their progress and future roadmap toward expanding online service coverage and strengthening their unified platforms. Notably, North-Eastern states shared significant updates on their unified service delivery portals, reflecting promising strides toward integrated and citizen-friendly governance. Recognizing their efforts, DARPG has decided to feature these states in this month's report as examples of innovative and inclusive service delivery.

Across India and in several countries globally, a clear trend has emerged toward consolidating service delivery through unified digital platforms. These platforms bridge departmental silos, offering citizens a consolidated entry point to access a range of services, thereby improving service reach, efficiency, and transparency. Through these insights, NeSDA Way Forward continues its mission to promote scalable, interoperable, and high-impact digital public infrastructure that empowers citizens and strengthens accountability in governance.

01

SWAAGAT (Tripura)

7.1. SWAAGAT (Tripura)



<https://swaagat.tripura.gov.in/>

The Government of Tripura has developed a platform for Single Window Approval by All Government Agencies in Tripura (SWAAGAT). This portal caters to industrial fraternity with the primary objective to simplify the processes, accelerate application processing of clearances to setup industries and create investor friendly environment in the State.

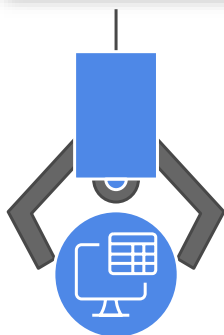
Key Features

- Citizens and Common Service Centres (CSCs) can log in easily, and new users can register themselves on the portal
- Provision of online submission of application through Combined Application Form (CAF)
- All required fees under various government rules and schemes can be paid online in one simple transaction
- Provision of electronic transfer of the fees and application by attaching the relevant enclosures, certificates, attachments etc. to respective Government agencies for processing

Key Services Available

Contd.

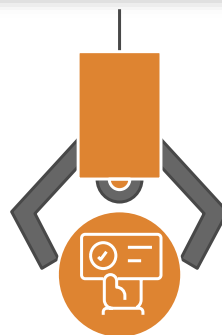
- Provision of sending automated short message service (SMS) or e-mail notification to the respective users of Department/Organization or authority concerned with status information
- Any required inspections are handled through a transparent and centralized online inspection system.
- Citizens can track the real-time status of their applications and receive approvals and services online
- The portal provides real-time MIS reports to ensure transparency and better monitoring.
- Certificates, Licenses, and NOCs issued through the portal can be verified online
- A SWAAGAT helpline number and email are available for citizen support and assistance
- Contact details of the relevant departments are easily accessible for further help
- Users can give feedback, raise queries, and rate the services they receive
- The portal features sections like "What's New," incentive calculators, and useful links for added convenience
- It is accessible to everyone, follows W3C standards, and is available in both English and Bengali



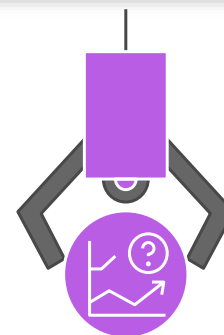
54
Total e-
Services



34,163
Applications
Submitted



31,687
Online NOC
Issued



40 (100%)
Investor
Queries
(Submitted and responded)

8. 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, are citizen-centric, and offer improved usability and accessibility, DARPG with their ongoing initiatives like NeSDA and NeSDA Way Forward, has been consistently working towards enhancing e-Governance and digital service delivery across States and UTs. To further strengthen this objective, a new segment on AAKLAN (Automated Assessment of Government Websites) has been integrated in the NeSDA Way Forward monthly reports. This initiative aims to further strengthen evaluation and improvement of government websites across States, UTs and Central Ministries, building on the foundation already established by the National e-Governance Service Delivery Assessment (NeSDA). This step is in alignment with the NeSDA framework and aims to offer states and UTs an automated, data-driven tool to monitor and improve the quality of their digital service platforms without requiring additional manual effort.

The AAKLAN initiative was also presented during the review meeting held on 30th April 2025, under the chairmanship of Secretary, DARPG, with participation from all States and UTs. States/UTs were informed that initial rollout of AAKLAN will focus on State portals and Unified Service Portals, with potential to gradually expand to departmental websites. Integration of AAKLAN into NeSDA Way Forward monthly reports will enable continuous monitoring and improvement of States/UTs portals, providing regular updates to track progress.

Each parameter under AAKLAN includes sub-parameters comprising of over 100 questions developed to assess the websites. The following table provides a summary of the 9 core assessment parameters, indicating the maximum score allotted to each:

Parameter	Assigned Parameter wise Maximum Scores
Security & Privacy	19.2
Performance & Technical	19.2
Accessibility	19.2
Branding & Visual Identity	11.3
Integration & Services	6.2
Mobile Responsiveness	6.2
Content & Information	6.2
Interactivity & Engagement	6.2
Navigation	6.2

With new editions of the NeSDA Way Forward Monthly reports, through this chapter series, results from assessments conducted using the AAKLAN tool will be presented for States/UTs in specific groups. An initial assessment using the AAKLAN tool was carried out for **official portals of States/UTs** categorised

under '**Northeastern and Hilly States/UTs**', the scores for which are given in the table below:

State/UT	Security and Privacy	Performance and Technical	Integration & Service	Mobile Responsiveness	Accessibility	Content and Information	Interactivity & Engagement	Brand and Visual Identity	Navigation
(Maximum Score)	(19.2)	(19.2)	(6.2)	(6.2)	(19.2)	(6.2)	(6.2)	(11.3)	(6.2)
Arunachal Pradesh	19.2	3	6	3.6	14.59	4.4	0.7	6.7	6.1
Assam	19.2	3	5.168	3.6	13.82	3.9	2.6	11.2	5.9
Himachal Pradesh	19.2	3	3.7	2.7	14.98	5.1	0.7	2.2	5.7
Manipur	19.2	3	0.8	3.6	14.21	3.9	2	6.8	5.7
Meghalaya	19.2	3	3.7	3.6	15.74	5.8	3.3	6.8	6.1
Mizoram	19.2	3	0.8	1.7	14.21	2	0	6.8	4.2
Nagaland	19.2	3	3.7	3.6	14.21	4.3	4.6	11.2	6.1
Sikkim	19.2	3	3.7	3.6	14.59	3.9	3.3	11.3	5.4
Tripura	19.2	3	3.7	2.7	14.21	3.9	2	6.8	6.1
Uttarakhand	19.2	3	4.5	3.6	13.82	5.2	0.7	11.3	5

Note: Refer to *Annexure 9.3* for URLs of State/UT portals evaluated through AAKLAN Tool

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:

Performance and Technical

For user experience, States may consider comprehensive cross-browser testing on Chrome, Firefox & Safari to identify and resolve compatibility issues. Website performance may be enhanced by compressing images, minimizing code & utilizing caching strategies to achieve page load times of 0-3 seconds. Performance monitoring tools may be implemented to continuously track load & search response times & make data-driven improvements. Website maybe regularly updated to maintain compatibility & speed across all devices/browsers

Mobile Responsiveness

States may perform thorough testing across all browsers and devices to identify and fix compatibility issues. Optimisation of images & code may be done for enhancing speed. Websites should follow responsive design principles, with flexible layouts and media that adapt to all screen sizes. Forms and inputs must be mobile-friendly, and target areas should meet recommended size guidelines through proper verification. Presence of the Viewport meta tag may be confirmed, and improving mobile performance scores by minimizing layout shifts may be aimed for, reducing load times, and optimizing content for faster rendering. Regular testing and updation may be done to maintain a high-quality mobile experience.

9. Appendix

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

State/UT	Jun' 24	Jul' 24	Aug' 24	Sep' 24	Oct' 24	Nov' 24	Dec' 24	Jan' 25	Feb' 25	Mar' 25	Apr' 25	May' 25	Jun' 25
Karnataka	755	755	755	755	755	1414	2025	2025	2089	2089	2089	2089	2089
Madhya Pradesh	1010	1016	1016	1016	1016	1016	1016	1498	1718	1748	1748	1752	1752
J&K	1140	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164
Tamil Nadu	1128	1128	1128	1128	1128	1128	1128	1128	1128	1128	1132	1153	1599
Kerala	911	916	916	916	916	938	938	938	938	938	938	938	939
Uttar Pradesh	800	800	800	800	800	822	904	904	904	904	924	924	929
Uttarakhand	889	889	889	889	889	889	900	900	900	917	923	935	936
Gujarat	618	654	654	682	643	894	894	894	894	894	894	904	973
Haryana	757	757	757	855	855	855	855	855	855	857	857	857	996
Telangana	768	768	768	768	768	768	768	768	768	768	768	768	771
Assam	469	472	628	628	628	725	725	725	731	733	733	733	815
Himachal Pradesh	503	504	504	504	504	504	504	659	660	660	661	661	664
Rajasthan	566	588	588	606	606	606	621	621	621	621	621	621	622
Puducherry	605	609	609	609	609	610	610	610	610	614	614	614	614
Maharashtra	534	534	534	534	534	534	534	534	534	535	583	584	794
Andhra Pradesh	579	579	579	579	579	579	579	579	579	579	579	579	606
Punjab	484	484	484	484	484	484	484	484	484	484	484	484	484
Jharkhand	333	377	395	396	401	404	406	411	461	468	479	557	572
Delhi	436	436	436	436	436	436	436	436	436	436	436	436	436
West Bengal	401	401	401	401	401	401	401	401	401	401	406	406	408
Odisha	404	404	404	404	404	404	404	404	404	404	404	404	404
Meghalaya	363	363	363	363	363	363	363	363	363	363	363	363	363
Chandigarh	224	232	233	236	236	236	357	357	357	357	357	357	723
A&N Islands	321	323	323	323	323	323	323	327	327	329	329	329	331
Arunachal Pradesh	309	309	309	309	309	309	309	309	309	309	309	309	309
Chhattisgarh	288	296	296	296	296	296	296	296	296	296	296	296	296
Tripura	264	264	264	264	264	272	272	272	272	272	272	529	529
Manipur	40	40	40	40	40	40	40	40	40	40	268	268	268
Goa	240	240	240	240	240	240	240	240	240	240	240	240	279
Bihar	238	238	238	238	238	238	238	238	238	238	238	238	238
DNHDD	78	117	117	131	131	131	131	142	217	217	217	217	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	64	85	85
Sikkim	51	51	51	54	54	54	54	54	54	54	54	54	54
Ladakh	46	46	46	46	46	49	49	49	49	49	49	69	70
Lakshadweep	42	42	42	42	42	42	42	42	42	42	42	42	42
Total	16761	16963	17138	17303	17269	18335	19177	19834	20250	20315	20638	21062	22478

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

State/UT	Jun' 24	Jul' 24	Aug' 24	Sep' 24	Oct' 24	Nov' 24	Dec' 24	Jan' 25	Feb' 25	Mar '25	Apr' 25	May' 25	Jun' 25
	Based on 56 identified Mandatory e-Services											Based on 59 Mandatory e-Services	
Madhya Pradesh	56	56	56	56	56	56	56	56	56	56	56	59	59
Uttarakhand	56	56	56	56	56	56	56	56	56	56	56	59	59
Kerala	54	56	56	56	56	56	56	56	56	56	56	58	59
Maharashtra	55	55	55	55	55	55	55	55	55	56	56	57	59
Gujarat	51	51	51	55	56	56	56	56	56	56	56	56	59
Tamil Nadu	56	56	56	56	56	56	56	56	56	56	56	55	59
Uttar Pradesh	56	56	56	56	56	56	56	56	56	56	56	55	59
Andhra Pradesh	55	55	55	55	55	55	55	55	55	55	55	53	59
HP	56	56	56	56	56	56	56	56	56	56	56	56	59
J&K	54	54	54	54	54	54	54	54	54	54	54	58	58
Rajasthan	56	56	56	56	56	56	56	56	56	56	56	55	57
West Bengal	52	52	52	52	52	52	52	52	52	52	54	55	57
Chandigarh	41	47	48	51	51	51	53	53	53	53	53	51	57
Karnataka	55	55	55	55	55	56	56	56	56	56	56	56	56
Telangana	55	55	55	55	55	55	55	55	55	55	55	53	56
Jharkhand	46	46	46	46	47	47	47	47	47	47	47	57	55
Punjab	56	56	56	56	56	56	56	56	56	56	56	55	55
Chhattisgarh	51	54	54	54	54	54	54	54	54	54	54	55	55
Tripura	50	50	50	50	50	50	50	50	50	50	50	54	54
Haryana	51	51	51	52	51	51	51	51	51	53	53	51	54
A&N Islands	41	44	44	44	44	44	44	47	47	49	49	50	53
Puducherry	48	48	47	47	47	48	48	48	48	49	49	52	52
Assam	42	44	44	44	44	48	48	48	48	48	48	49	51
DNHDD	39	44	44	49	49	49	49	49	49	49	49	48	51
Goa	40	40	40	40	40	40	40	40	40	40	40	39	48
Meghalaya	43	43	43	43	43	43	43	43	43	43	43	42	42
Delhi	36	36	36	36	36	36	36	36	36	36	36	34	35
Bihar	28	28	28	28	28	28	28	28	28	28	28	29	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	25	26	28
Lakshadweep	23	23	23	23	23	23	23	23	23	23	23	27	27
AR	24	24	24	24	24	24	24	24	24	24	24	25	25
Sikkim	13	13	13	19	19	19	19	19	19	19	19	19	19
Manipur	15	15	15	15	15	15	15	15	15	15	15	17	17
Mizoram	17	17	17	17	17	17	17	17	17	17	17	16	16
Ladakh	7	7	7	7	7	7	7	7	7	7	7	8	9
TOTAL	1532	1553	1553	1572	1573	1579	1581	1584	1584	1590	1592	1618	1677

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

S.No.	State/UTs	State/UT portal URLs
1	Arunachal Pradesh	https://arunachalpradesh.gov.in
2	Assam	https://assam.gov.in
3	Himachal Pradesh	https://himachal.nic.in/en-IN/
4	Manipur	https://manipur.gov.in/
5	Meghalaya	https://meghalaya.gov.in/
6	Mizoram	https://mizoram.gov.in/
7	Nagaland	https://nagaland.gov.in/
8	Sikkim	https://sikkim.gov.in/
9	Tripura	https://tripura.gov.in/
10	Uttarakhand	https://uk.gov.in/

For any suggestions, kindly contact the undersigned:

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