



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

### March 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, March 2024 is based on the inputs provided by States/UTs on *NeSDA – Way Forward* dashboard, as of 2<sup>nd</sup> April, 2024.**



## 2. Key Highlights

### Status of Implementation

- **16,536**-services are provided across States/UTs
- **Tamil Nadu** provides maximum e-services (1128)
- Maximum e-services (**5,297**) lie in the sector – Local Governance & Utility Services
- **1,529** 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** 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 (1119), e-Sevanam (911), Sewa Setu (469)** and **Odisha One (404)**, respectively
- The **Government of Ladakh** launched the **Ladakh e-Seva** portal during 4th Ladakh Development Conclave at Leh in 2022
- The **Government of Manipur** provides e-services through **e-District Manipur** and is in process of revamping the portal
- The **Government of Gujarat** has built a Common Services Portal- **Digital Gujarat** that envisions to provide one-stop solution for all G2C Services to the citizens
- The **Government of Arunachal Pradesh** has developed **Arunachal e-Services** portal to bring all government services within easy reach of the common citizen in their local communities, through a network of common service delivery outlets
- The **Government of Dadra and Nagar Haveli and Daman and Diu** has designed **Single Window Portal, DNHDD** to streamline the process of obtaining industrial clearances
- The **Government of Chandigarh** delivers high volume government services through **e-District Chandigarh** portal, aligned with the National e-Governance Plan (NeGP)

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

- A virtual meeting was conducted with the **Government of Meghalaya** on April 4, 2024 to review the status of implementation of e-service delivery in the State
- Meghalaya's strategic initiatives include the development of a Unified Service Portal overseen by the Planning Department, targeting digitization of approximately 600-700 services
- To address the challenges of digital divide, difficult terrain and language barriers, Meghalaya is implementing innovative approaches like appointing *Village Data Volunteers*, building *household ID systems*, and developing *AI-based language translation models*

### Common e-Services

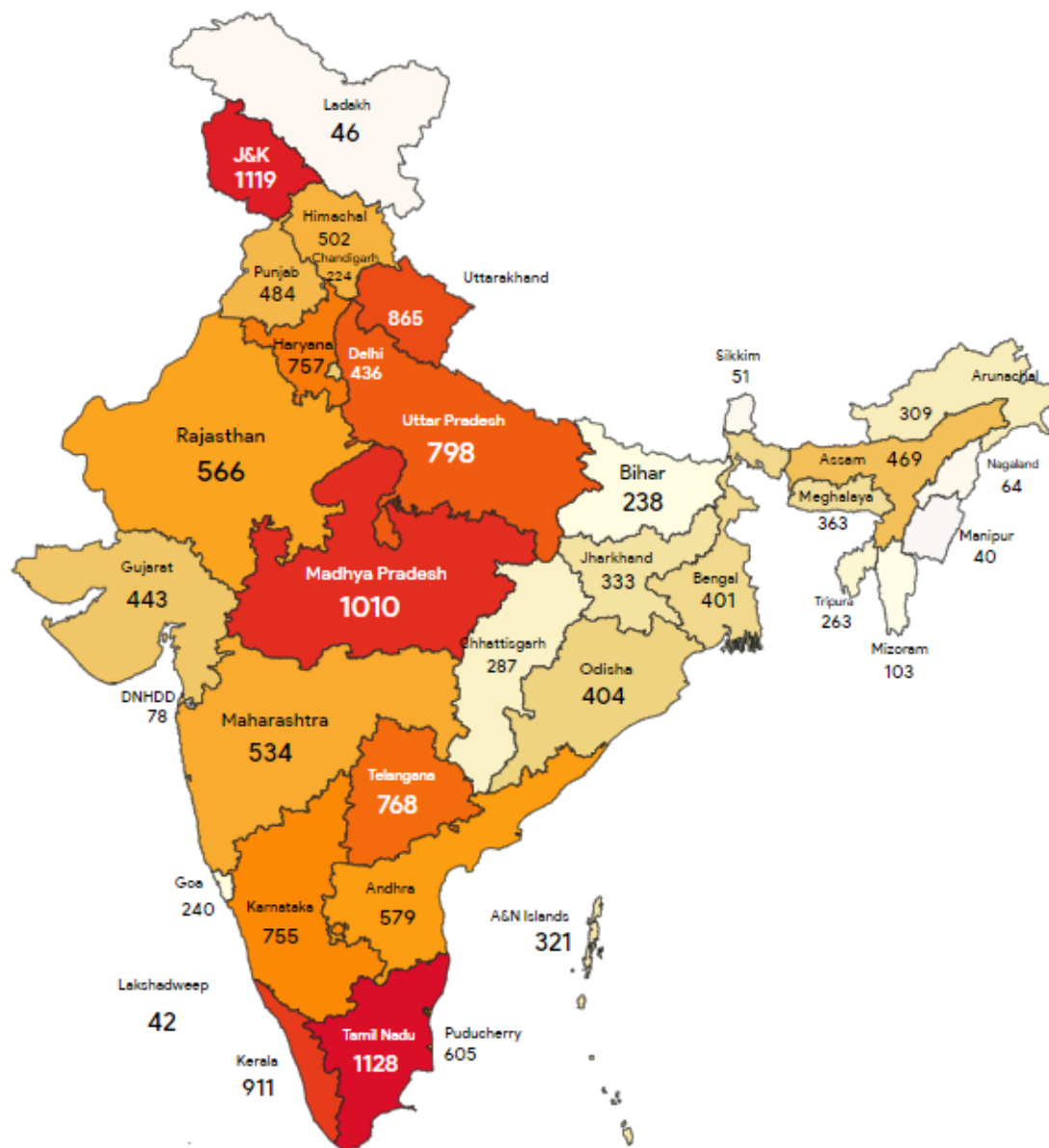
- **9** States/UTs have mapped their common e-services on NeSDA Way Forward Dashboard
- **Uttarakhand (91)** and **Tripura (80)** have mapped the highest number of common e-services
- List of **Identified Common e-Services** is attached in **Annexure 9.2**

### Improvement in Quality of Service Delivery

- New ***Progressive Parameters* tab** has been introduced on ***NeSDA Way Forward dashboard*** to monitor the progress made under the three new assessment parameters i.e., *Open Government Data*, *e-Participation* and *Leveraging Emerging Technologies*

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

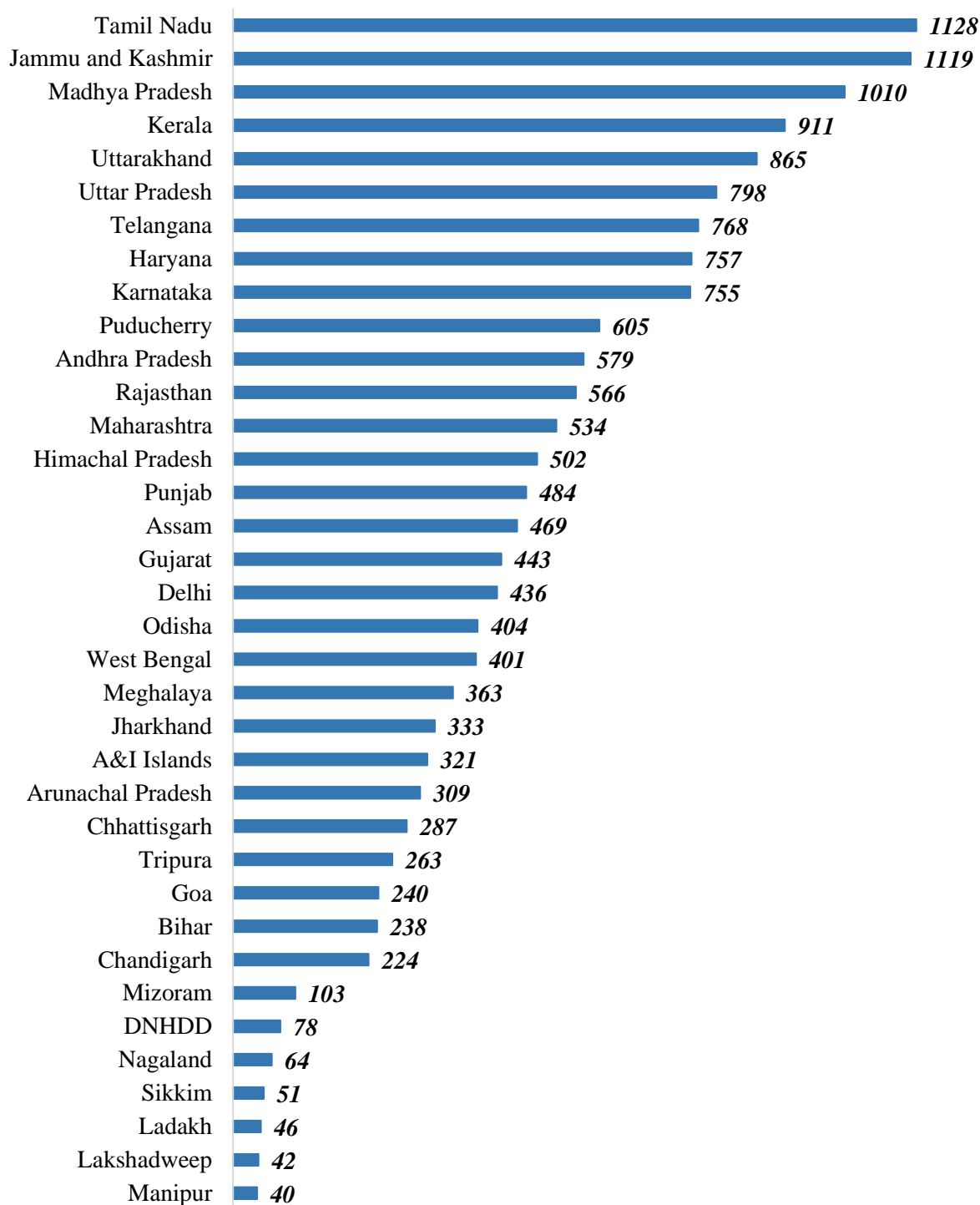
**Status of e-Services**  
As per inputs on *NeSDA – Way Forward* dashboard



**Total e-Services**  
**16,536**

*Note: The aforementioned figures are uploaded by States/UTs as of 02/04/2024.*

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

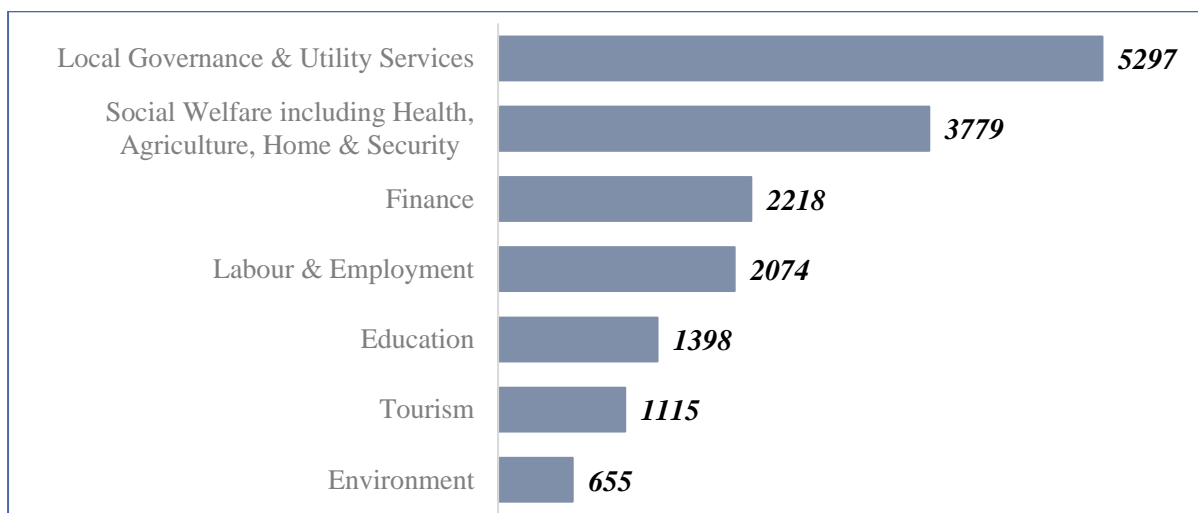


Monthly progress of status of e-services across States/UTs is attached in **Annexure 9.1**.

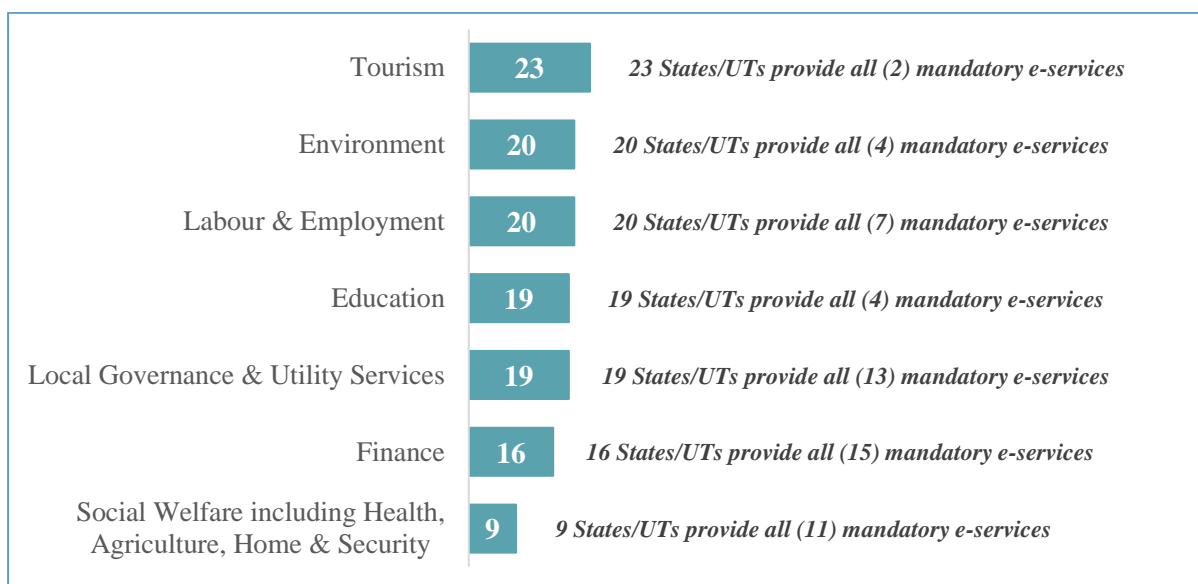
*Note: The aforementioned figures are uploaded by States/UTs as of 02/04/2024.*



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

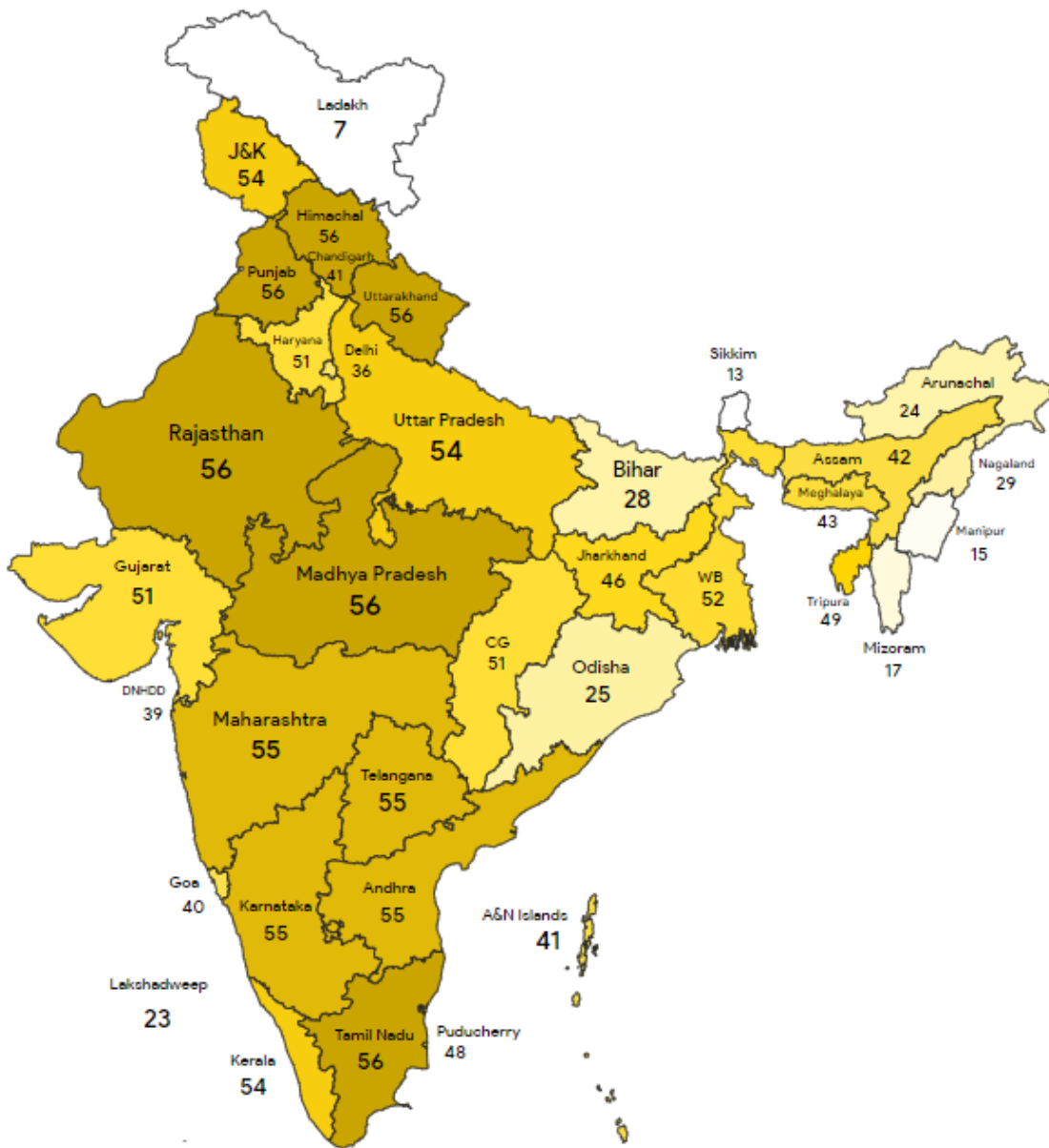


### Sector-wise saturation status of mandatory e-services across States/UTs



*Note: The aforementioned figures are uploaded by States/UTs as of 02/04/2024.*

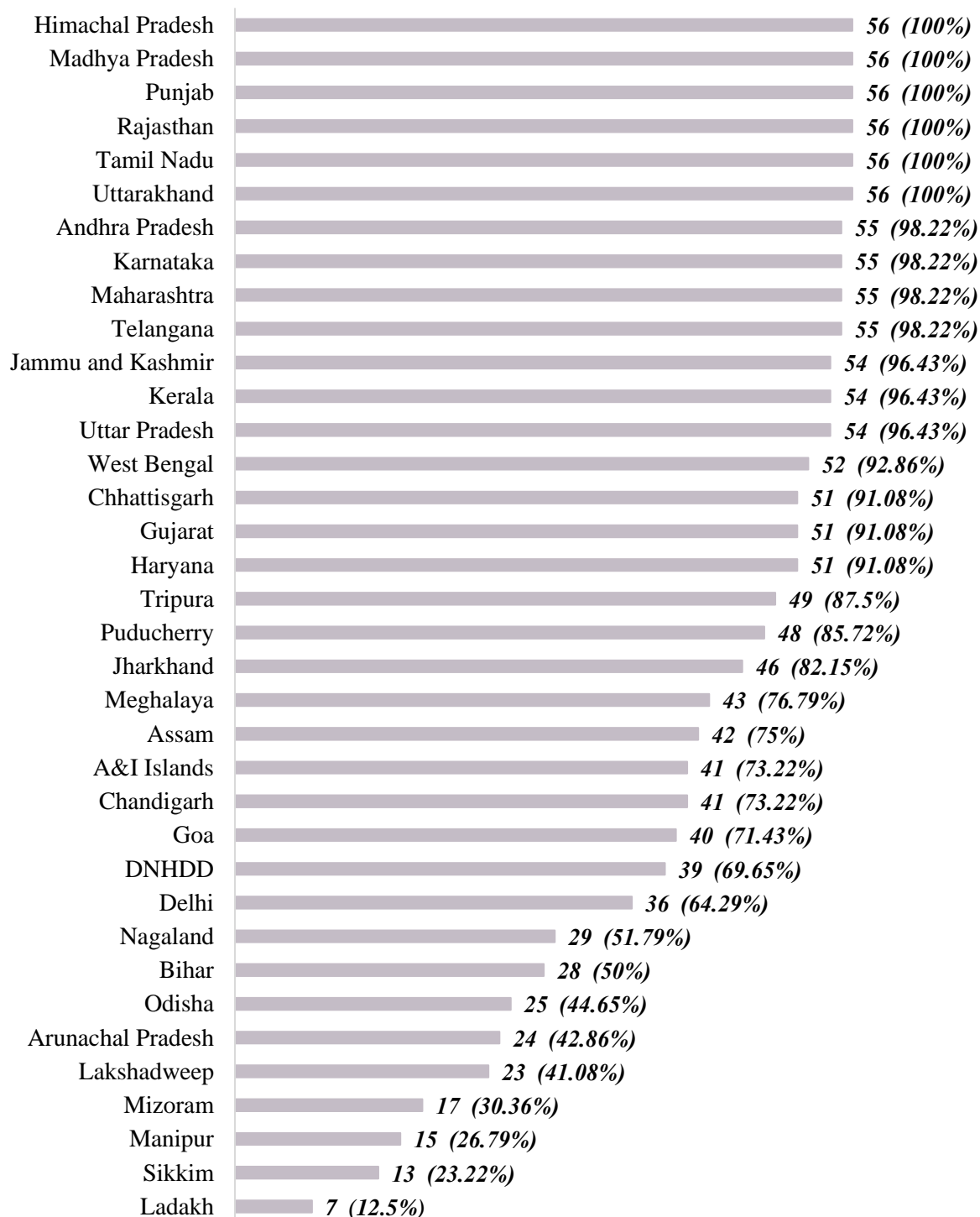
**Status of 56 Mandatory e-Services  
As per inputs on NeSDA – Way Forward dashboard**



**Mandatory e-Services  
1,529**

*Note: The aforementioned figures are uploaded by States/UTs as of 02/04/2024.*

**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 02/04/2024.*

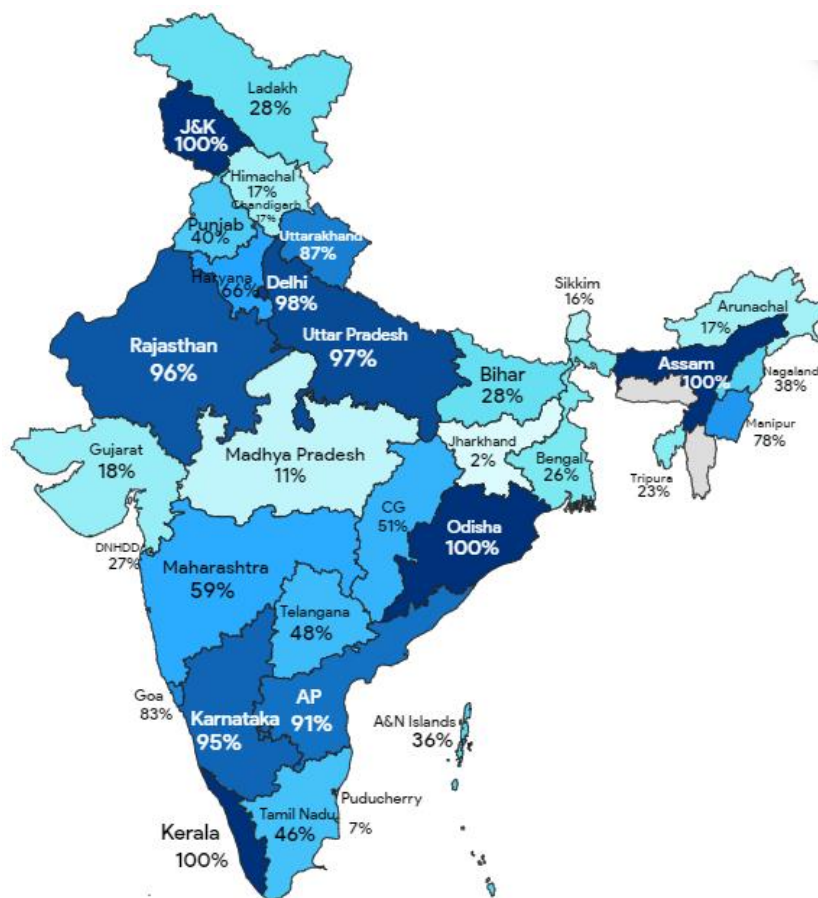
## 4. Unified Service Delivery Portal

### 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% (1119)</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>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>Uttarakhand</b>	Apuni Sarkar	eservices.uk.gov.in	<b>87% (754)</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>51% (147)</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>18% (81)</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 02/04/2024. 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 – Unified Service Delivery Portal

A trend has been observed towards integration of portals for citizen service delivery as unified portals for service delivery have been developed by several nationalities and States/UTs. These provide users a unified access point for a variety of services and lie in the best practices that NeSDA encourages. By seamlessly integrating services across departments or jurisdictions, they provide better governance and service availability. These also help ensure that all citizen entitlements are portable and available on the cloud. Many of these portals have also digitally transformed services to enhance ease of doing business at the National/ State / UT level and unified a variety of technologies, both established and emerging, for decision support and development activities.

Unified and seamless delivery of services is a core tenet of the NeSDA framework and strengthening such portals will enhance the digital empowerment of citizens. Some of the portals and digital initiatives that are highlighted in this section for best practices in unified service delivery include the following:

S.No.	State/UT	Initiative Name
1	Ladakh	Ladakh e-Seva
2	Manipur	e-District Manipur
3	Gujarat	Digital Gujarat
4	Arunachal Pradesh	Arunachal e-Services
5	Dadar and Nagar Haveli, Daman and Diu	Single Window Portal, DNHDD
6	Chandigarh	e-District Chandigarh

## 4.2.1. Ladakh e-Seva

Login with UT of Ladakh

**LADAKH E-SEVA PLATFORM**

**TOTAL ONLINE E-SERVICES**  
14

**TOTAL REGISTERED CITIZENS**  
796

**ISSS SCHEME REGISTRATION**  
9634

**NSAP SCHEME REGISTRATION**  
8011

Pension Scheme | About SSDG | Objective

**1. Integrated Social Security Scheme (ISSS):** is a State/UT Sponsored Scheme for the poor people falling below poverty line (BPL). Under ISSS there are three components namely Old Age Pension (OAP), Women in Distress (WID) and Physically Challenged Person (PCP).

**2. National Social Assistance Programme(NSAP):** is a centrally sponsored schemes for the poor people falling below poverty line (BPL). Under NSAP, there are three components namely IGNOAPS (Indira Gandhi National Old age pension scheme), IGWPS (Indira Gandhi National Widow pension

**Go live services**

**Agriculture**

Application for License of Pesticide for Retailer

[eseva.ladakh.gov.in](http://eseva.ladakh.gov.in)

The Government of Ladakh launched the *e-Seva* portal during 4th Ladakh Development Conclave at Leh in 2022. The portal provides 14 G2C services of five departments, namely, Agriculture, Social Welfare, Health and Medical, Industries and Commerce and Public Health Engineering to the citizens.

### Key Features

- ✓ Login for Citizen
- ✓ Department-wise categorized e-services and their details available
- ✓ Feature to login through e-Pramaan
- ✓ Enables application for Government schemes, Certificates and make online payments
- ✓ Provision to check status of submitted requests

**14**  
e-Services

**796**  
Registered Users

**9,634**  
ISSS Scheme Registration

**8,011**  
NSAP Scheme Registration

## 4.2.2. e-District Manipur

[eservicesmanipur.gov.in](http://eservicesmanipur.gov.in)

The Government of Manipur provides e-services through *e-District Manipur* and is in process of revamping the portal.

### Key Features

- ✓ Login for Citizen/CSC and Department
- ✓ Department/category-wise categorized e-services and their details available
- ✓ District-wise list of CSCs available
- ✓ Provision to track Application status using Application ID and Verify Certificate
- ✓ Displays important Government notifications
- ✓ Quick links available that redirects to department portals
- ✓ Available Contact and FAQs
- ✓ Available Site visitor count

**35**  
e-Services

**12,80,661**  
Site Visitors



## 4.2.3. Digital Gujarat

The screenshot shows the Digital Gujarat website interface. At the top, there is a navigation bar with the Digital Gujarat logo on the left and the Government of Gujarat emblem in the center. To the right of the emblem, there are links for 'English ગુજરાતી A- A+ Register Login' and a red 'NEW' badge for 'Institutional stipend for ITI Trainee'. Below the navigation bar, there is a 'Popular Services' section with four service cards: 'Addition Of Name In ration Card', 'Widow Certificate', 'Domicile Certificate (By Birth)', and 'Senior Citizen Certificate'. Below this, there is a 'What's New' section with a list of links: 'Gujarat At A Glance', 'Gujarat History', 'Gujarat Fact File', 'Getting To Gujarat', 'Copyright', 'Site Map', 'Help', 'Contact Us', 'Terms Of Use', 'Privacy Policy', and 'Hyperlinking Policy'. On the right side of the footer, there is a QR code and the logo for the Department of Science & Technology, Government of Gujarat.

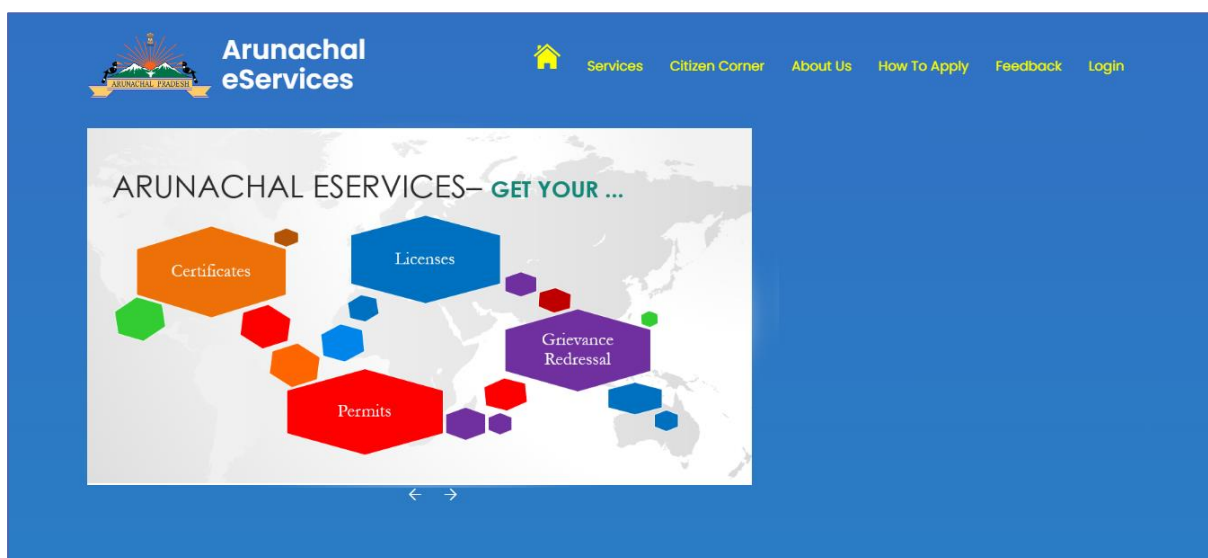
[digitalgujarat.gov.in](http://digitalgujarat.gov.in)

The Government of Gujarat has built a Common Services Portal- *Digital Gujarat* that envisions to provide one-stop solution for all G2C Services to the citizens. The departments intended to integrate are Home Department, Women & Child Development, Food, Civil Supplies & Consumer Affairs, Revenue Department, Education Department and Social Justice and Empowerment Department.

### Key Features

- ✓ Login for Citizen, Office and School/Institution
- ✓ Enabled Digi Locker
- ✓ Application Status Tracking
- ✓ Highlights popular services
- ✓ Integrated with scholarship portal
- ✓ Provision to make online payments
- ✓ Available in English and Gujarati
- ✓ Displays important policies
- ✓ Available Site visitor count, Sitemap and Contact

## 4.2.4. Arunachal e-Services



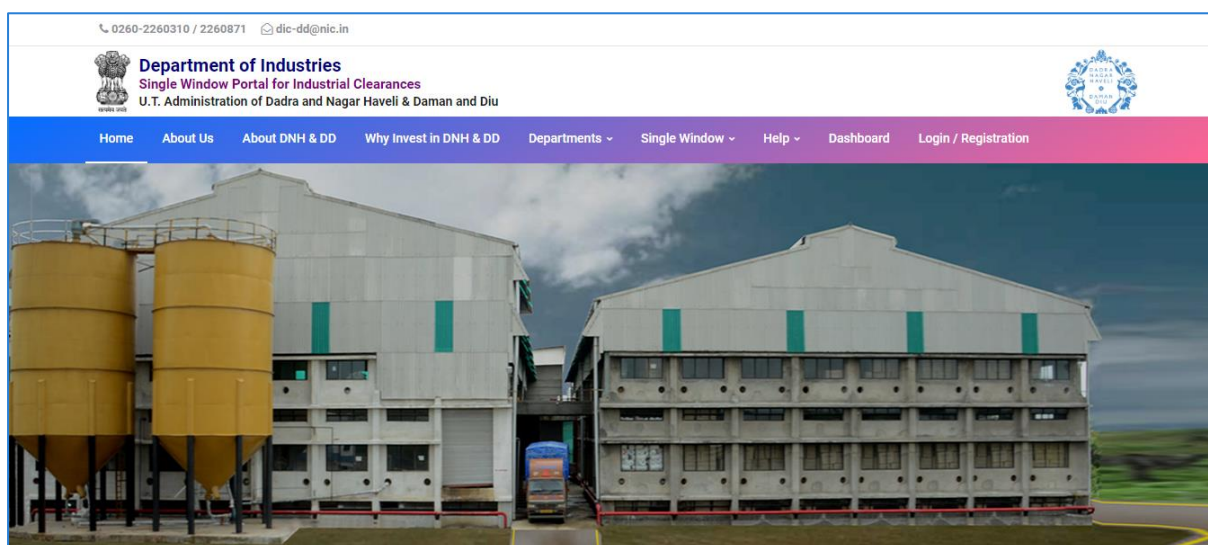
[eservice.arunachal.gov.in](http://eservice.arunachal.gov.in)

The Government of Arunachal Pradesh has developed *e-Services* portal to bring all government services within easy reach of the common citizen in their local communities, through a network of common service delivery outlets. Aligned with the National e-Governance Plan (NeGP), this endeavour aims to provide accessible and efficient government services to citizens across the state. Embracing the NeGP's vision of making government services easily available, the *Service Plus* platform has been leveraged for building the portal.

### Key Features

- ✓ Integrated with Government platforms like *Service Plus* and *Digi Locker* etc,
- ✓ Provides login functionality and personalized dashboards for citizens
- ✓ Department-wise categorized e-services and their details available
- ✓ Application Status Tracking through unique application numbers
- ✓ Authentication and verification of issued e-Certificates
- ✓ Provision to share their feedback and suggestions
- ✓ Offers dedicated contact information, a helpline number, and FAQ section

## 4.2.5. Single Window Portal, DNHDD



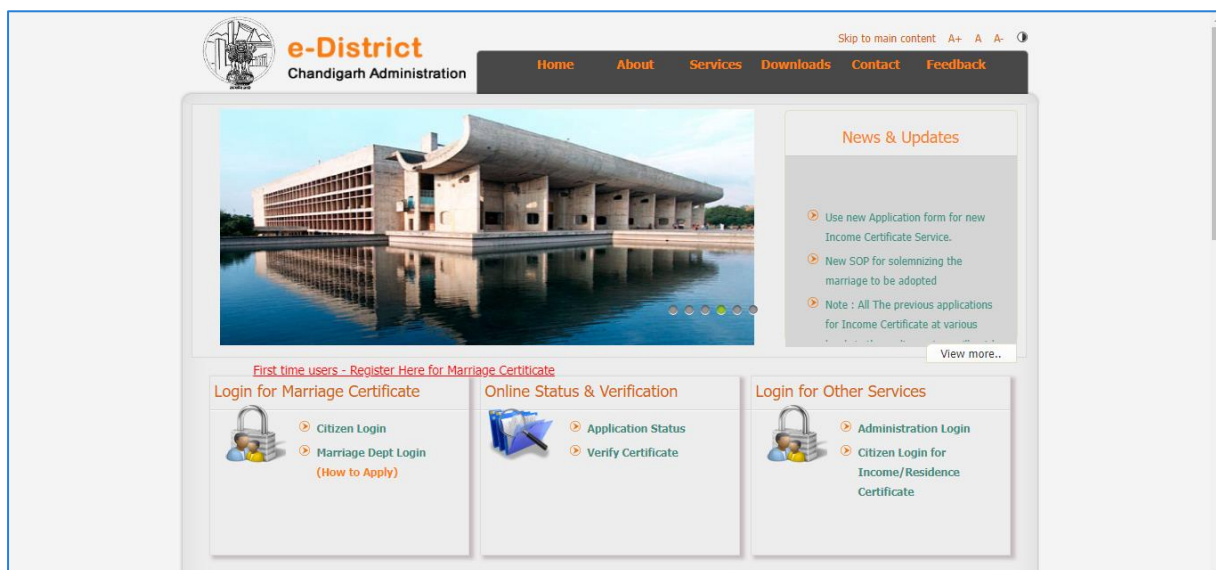
<https://swp.dddgov.in/>

The Government of DNHDD have designed *Single Window Portal* to streamline the process of obtaining industrial clearances. This eliminates the need for industries to approach multiple departments and simplifies the overall process.

### Key Features

- ✓ Login and personalized dashboard for both citizens and administrators
- ✓ Department-wise categorized e-services and their details available
- ✓ Online application and tracking system for Grievance Redressal
- ✓ Functionality to verify the authenticity of issued certificates
- ✓ Single window displaying notified services with timeframes and designated authorities
- ✓ Contact and helpdesk details readily available
- ✓ Mechanism for citizens to provide feedback on services
- ✓ Regularly updated dashboard reflecting queries, grievances, application status, and approvals

## 4.2.6. e-District Chandigarh



<http://chdservices.gov.in/>

The Government of Chandigarh delivers high volume government services through *e-District* portal, aligned with the National e-Governance Plan (NeGP). The project focuses on back-end computerization to enable service delivery through Common Service Centers (CSCs).

### Key Features

- ✓ Login and personalized dashboard for both citizens and administrators
- ✓ Access to a list of government e-services with detailed information
- ✓ Track the status of submitted applications using unique application numbers
- ✓ Verify the authenticity of issued certificates
- ✓ Available News & Update section for latest news and updates relevant to the services
- ✓ Access a collection of helpful links for further information on government services.
- ✓ Provision to provide feedback to improve the portal's functionality
- ✓ Adjustable screen font size and contrast for improved user experience
- ✓ Available contact details, helpline number, and FAQs
- ✓ Supported on major browsers like Firefox, Chrome, Safari, and Internet Explorer (Edge)

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

One of the primary objectives of NeSDA is to analyze India's e-governance progress, promoting the expansion of e-services and the utilization of centralized service platforms. In line with NeSDA, DARPG is taking continuous efforts to overhaul the e-service delivery landscape in North Eastern States, facilitating enhancements in their overall NeSDA scores.

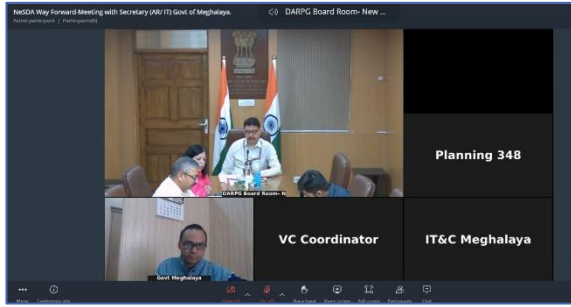
To achieve this goal, the North Eastern States may consolidate all e-services under their flagship one-stop portals to ensure ease of access and efficient delivery. With this aim, DARPG organized a virtual meeting with the Government of Meghalaya on April 04, 2024, to discuss strategies aimed at enhancing online service delivery, wherein the following emerging e-governance initiatives were highlighted.

The Government of Meghalaya is actively pursuing the development of their Unified Service Portal to streamline citizen access to government services. The Planning Department has been designated as the nodal agency for overseeing infrastructure and architecture. A comprehensive review identified approximately 600-700 services suitable for digitization. Following the conclusion of the general election process, the state plans for a phased launch, introducing 50 services per quarter on the Unified Service Portal.

To bridge the digital divide in geographically dispersed areas, Meghalaya is exploring a two-pronged approach. Village Data Volunteers (VDVs) trained on the Meghalaya One app will provide doorstep service delivery. Additionally, the state is developing a statewide household ID system within the same app, facilitating targeted service delivery. Recognizing the challenge of financial inclusion, Meghalaya will leverage V DVs alongside a hub-and-spoke model of CM facilitation centers for service access. These centers will also serve as points for V DVs to update their apps, ensuring efficient service provision.

Another significant hurdle identified is the lack of automatic translation features for local languages like Garo and Khasi. To address this, the state is collaborating developing an AI-based language translation model, especially for government service applications and portals.

Meghalaya One app, VDV network, and Unified Service Portal will be integrated under the CM Connect umbrella. The existing platform already offers a call center and WhatsApp chatbot for grievance redressal, demonstrating its effectiveness in resolving citizen concerns digitally. Efforts are ongoing to streamline village IDs and master data for optimal service mapping and delivery.



*Meeting of Senior Officials of Government of Meghalaya, on 04<sup>th</sup> March 2024*

Following the recommendations from the discussion, Meghalaya State may prioritize the digitization of mandatory e-services on a priority basis. This would be followed by the expansion of other e-services, ultimately leading to the integration of all e-services on their unified service delivery portal.

The collaborative efforts between DARPG and Meghalaya have culminated in a comprehensive roadmap for achieving these e-governance goals.

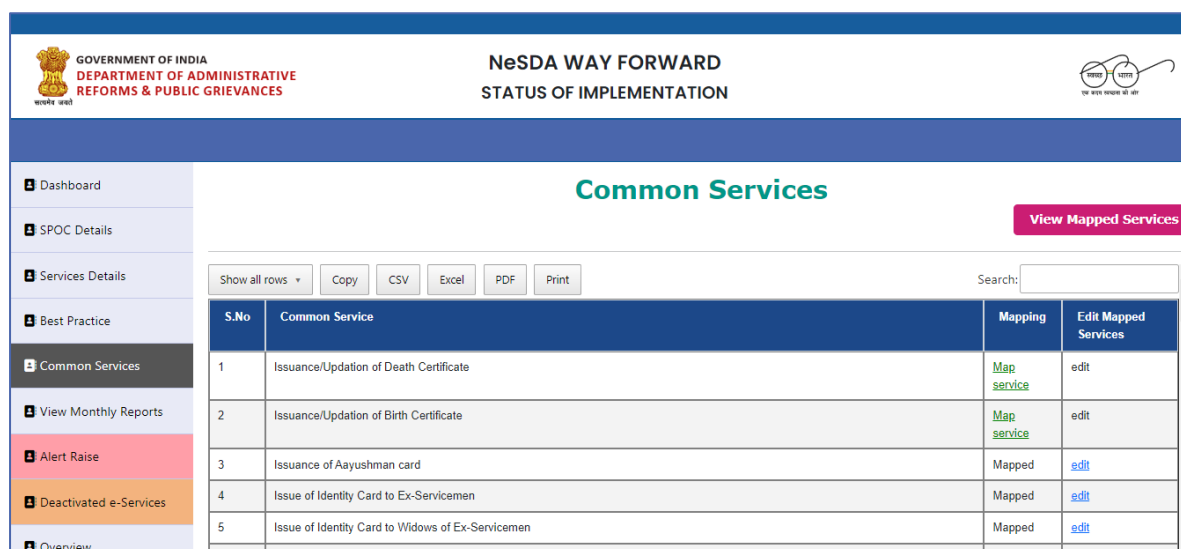
## 6. Common e-Services

In line with the objective of NeSDA Way Forward to the enhance the e-service delivery experience nationwide, DARPG has embarked on a collaborative initiative with the Chief Commissioners and Appellate Officers of the Right to Service (RTS) Act across various States/UTs. The department held two virtual meetings on 16.06.2023 and 09.10.2023, respectively.

As per the deliberations with RTS Chief Commissioners, the initiative was taken to identify and maximise the scope of mandatory e-services and help States/UTs to expand the provision of high-volume e-services. DARPG has identified a set of 154 Common e-Services, and introduced it on the *Common Services* Tab on the *NeSDA Way Forward* dashboard, in September 2023.

9 States/UTs have mapped their common e-services on NeSDA Way Forward Dashboard, wherein, **Uttarakhand (91)** and **Tripura (80)** have mapped the highest number of common e-services.

**All States/UTs are requested to map their common services on NeSDA Way Forward Dashboard.**

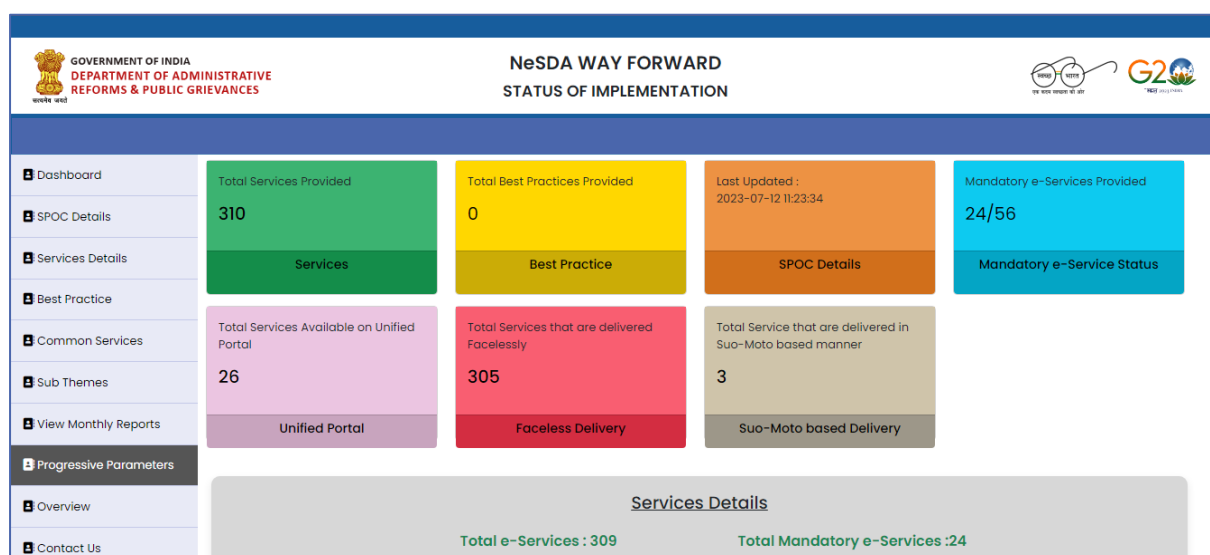


S.No	Common Service	Mapping	Edit Mapped Services
1	Issuance/Updation of Death Certificate	<a href="#">Map service</a>	<a href="#">edit</a>
2	Issuance/Updation of Birth Certificate	<a href="#">Map service</a>	<a href="#">edit</a>
3	Issuance of Aayushman card	Mapped	<a href="#">edit</a>
4	Issue of Identity Card to Ex-Servicemen	Mapped	<a href="#">edit</a>
5	Issue of Identity Card to Widows of Ex-Servicemen	Mapped	<a href="#">edit</a>

*Common Services Tab on NeSDA Way Forward Dashboard*

## 7. Improvement in Quality of Service Delivery

Aligning with contemporary global trends in digital governance and citizen needs, the NeSDA framework has been expanded to include three new assessment parameters: *Open Government Data*, *e-Participation*, and *Leveraging Emerging Technologies*. These parameters are recognized as critical elements in promoting transparency, fostering citizen engagement, and driving innovation in government services. Therefore, it is imperative that all States/UTs integrate these parameters into their respective State/UT portal, as per the guidelines mentioned below.



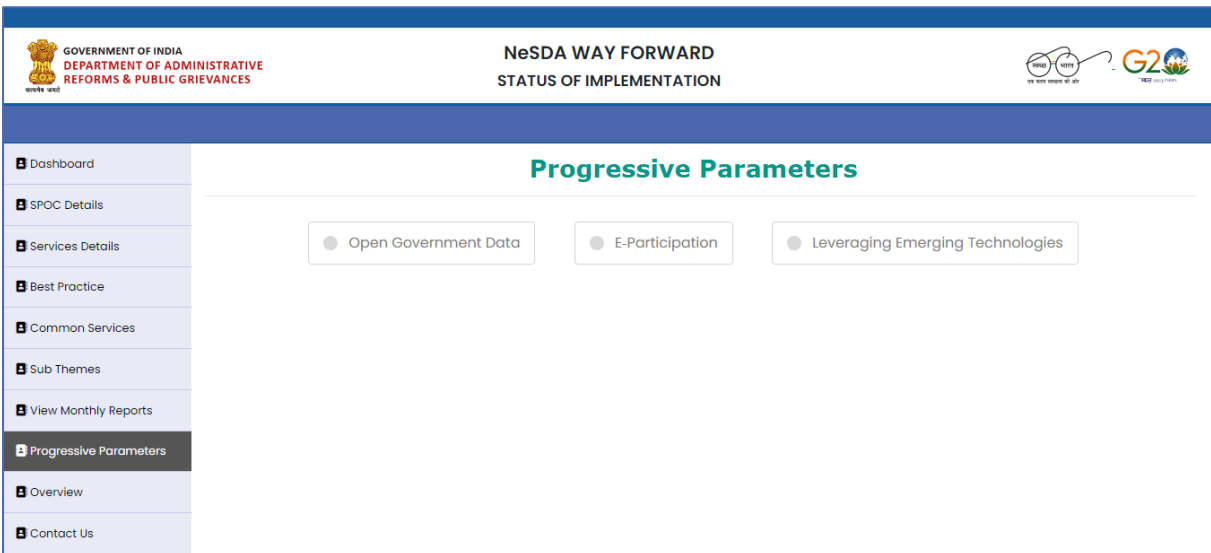
*Progressive Parameters Tab on NeSDA Way Forward Dashboard*

To facilitate the monitoring of these parameters, *Progressive Parameters* tab has been introduced. The tab includes three dedicated sections, each corresponding to the three new parameters i.e., *Open Government Data*, *e-Participation* and *Leveraging Emerging Technologies*.

Each section comprises of guidelines that maybe incorporated on the State/UT portal, with a provision to mark *Yes*, *No*, and *Not Applicable*. Marking *Yes* to a guideline may require uploading a relevant screenshot or document, as stipulated by the question itself.

These parameters assess the overall qualitative aspects of the three new parameters, reflecting the adoption levels achieved by States/UTs.





*The three new assessment parameters in Progressive Parameters Tab on NeSDA Way Forward Dashboard*

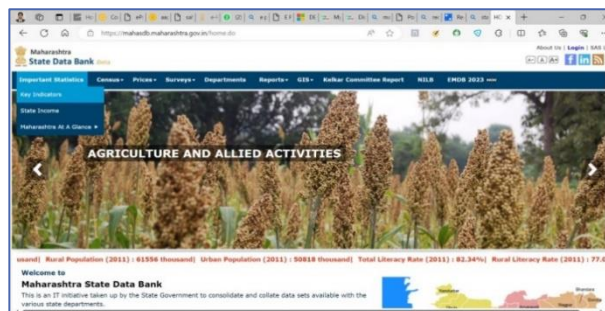
A guiding manual is provided below for each of the three additional parameters. Each recommendation outlines the steps to verify the authenticity. The manual guide also includes a sample screenshot along with the recommendation that can be used as a reference for completing the form.

These three additional parameters will now be monitored in the *NeSDA Way Forward*, which serves as a preparatory platform for NeSDA 2025. The provision to update the status of implementation of these parameters is enabled on *NeSDA Way Forward* Dashboard.

## 1. Open Government Data (OGD)

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

States/UTs are advised to ensure that their official portals prominently feature a dedicated section or link specifically labelled as "Open Government Data," "Open Data," or similar terms. This section should serve as the central hub for accessing and exploring open datasets published by the government.



### 1b. Link of the OGD portal available on the State Portal

States/UTs should make certain that the link to the OGD portal is easily accessible from the main navigation menu of the State/UT portal. Additionally, it should be included in the website footer or within relevant information pages such as those pertaining to the Right to Information (RTI) act.

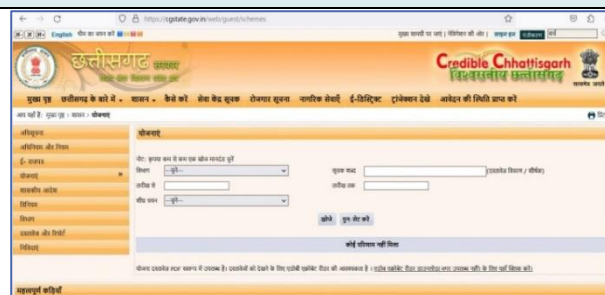


### 1c. Appointment of Chief Data Officer

States/UTs are encouraged to appoint a Chief Data Officer or a designated official responsible for overseeing Open Data initiatives. Information regarding this appointment should be clearly outlined in the "About Us" or "Contact Us" section of the OGD portal.

### 1d. Published datasets which are accessible to the general public on the portal, since April 2022

States/UTs should regularly publish datasets on the OGD portal that are accessible to the general public. Users should be able to easily download or view these datasets, ensuring transparency and accessibility.

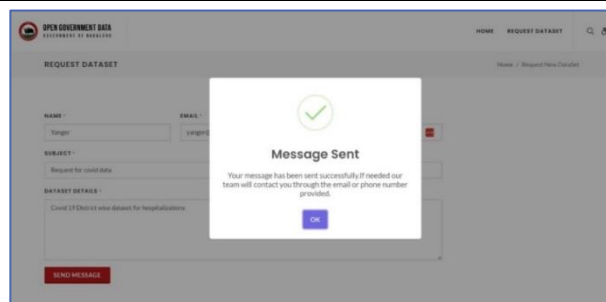


### 1e. Published datasets on the portal identified under at least 4 focus sectors of NeSDA, since April 2022?

Refer to the National e-Governance Service Delivery Assessment (NeSDA) to identify the focus sectors. States/UTs should ensure that datasets published on the OGD portal align with at least four of these focus sectors, with updates made after April 1, 2022.

### 1f. Facility to accept public requests for new datasets

States/UTs should feature a dedicated section on the OGD portal where the public can submit requests for new datasets. This section should provide clear instructions on how to submit requests and should actively engage with user feedback.



### 1g. Presence of tutorials and guidance videos for using the OGD portal available on the State OGD portal

States/UTs should provide comprehensive tutorials, FAQs, and guidance videos on using the OGD portal. These resources should be easily accessible within the portal, offering assistance to users in navigating and utilizing the available datasets.

### 1h. Organisation of any promotional campaigns/open data app competitions/hackathons to engage with the developer community

States/UTs are encouraged to organize promotional campaigns, open data app competitions, and hackathons to engage with the developer community and promote the use of open data. Information about such initiatives shall be prominently featured on the OGD portal and shared through official social media channels and news platforms. States/UTs may also consider announcements, results or news sections within the OGD portal.

### 1i. Facility to download GIS maps/geospatial data

States/UTs should ensure that GIS maps and geospatial data are available for download on the OGD portal. These datasets should be categorized appropriately and accessible to users interested in utilizing geospatial information for various purposes.



## 2. e-Participation

### 2a. e-Participation policy of the State/UT

Upload a copy of States/UTs e-participation policy document as a screenshot or PDF file. If States/UTs policy is available online, States/UTs can include the link in the designated field within the questionnaire.

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

Provide a screenshot of the dedicated e-participation portal or sub-site on States/UTs portal. If the portal is hosted on a separate platform, include the link within the questionnaire.

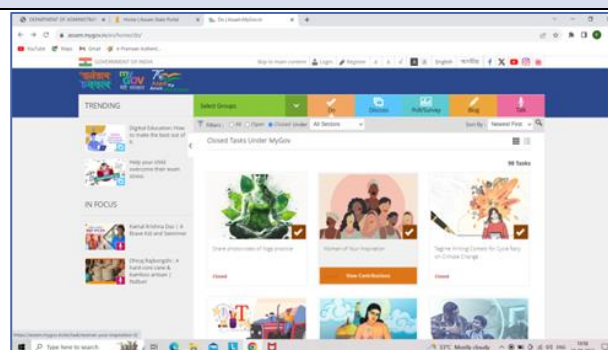
### 2c. Link of the e-participation portal available on the State Portal

Capture a screenshot of the state portal homepage showcasing the link to the e-participation platform.



### 2d. Publication of outcomes of each e-Participation/e-Consultation

Provide a screenshot or document demonstrating the publication of e-participation/e-consultation outcomes. This could showcase a specific project or a designated page listing all outcomes.

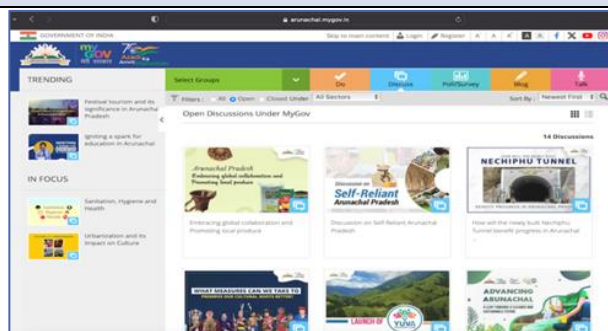


### 2e. Publication of upcoming e-Participation/e-Consultation activities

Upload a screenshot or document displaying the calendar of upcoming e-participation/e-consultation activities. If the calendar is available online, include the link.

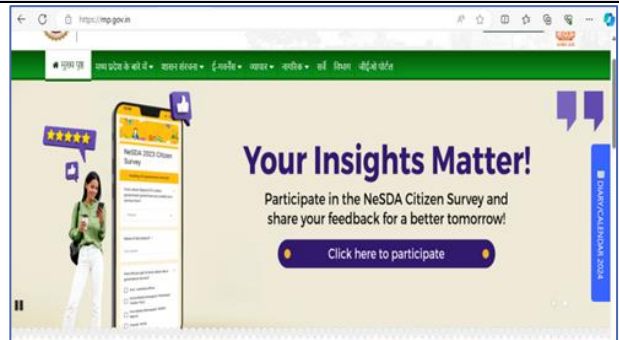
### 2f. Presence of tutorials/guidance/videos for using the e-participation portal available on the State/e-participation portal?

Capture a screenshot showcasing the section on the portal where users can access tutorials, guidance documents, or videos on using the platform.



## 2g. Organisation of any promotional campaigns regarding e-Participation/e-Consultation

Provide evidence of promotional campaigns, such as screenshots of website banners, press releases, or social media posts.



### 3. Leveraging Emerging Technologies

#### 3a. Strategy on leveraging Artificial Intelligence (AI)

The State/UT may develop and publish a clear strategy document outlining its approach to utilizing AI for citizen services. This document must be easily accessible on the state/UT portal. Key components of the strategy may include:

- Specific goals and objectives for AI implementation.
- Areas of focus where AI can enhance service delivery.
- A roadmap for integrating AI into existing and future initiatives.

#### 3b. 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.

Similar to the AI strategy, the state/UT may develop a document outlining its plan for utilizing other emerging technologies. This document/ Note may also be available on the portal



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

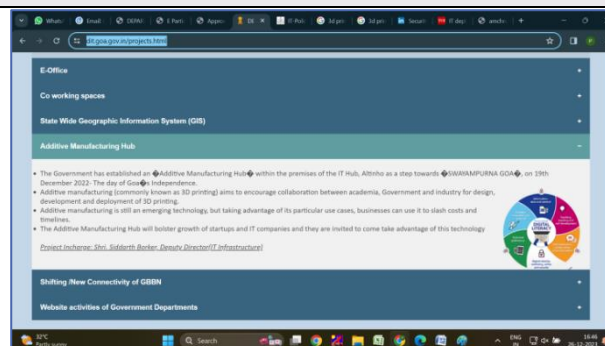
Implement a user-friendly AI-powered chatbot service on the portal that offers information, answers queries, and guides users through functionalities. Ensure seamless integration with the portal's design and user experience.

#### 3d. Availability of AI-based Chatbot service in both English and the local language

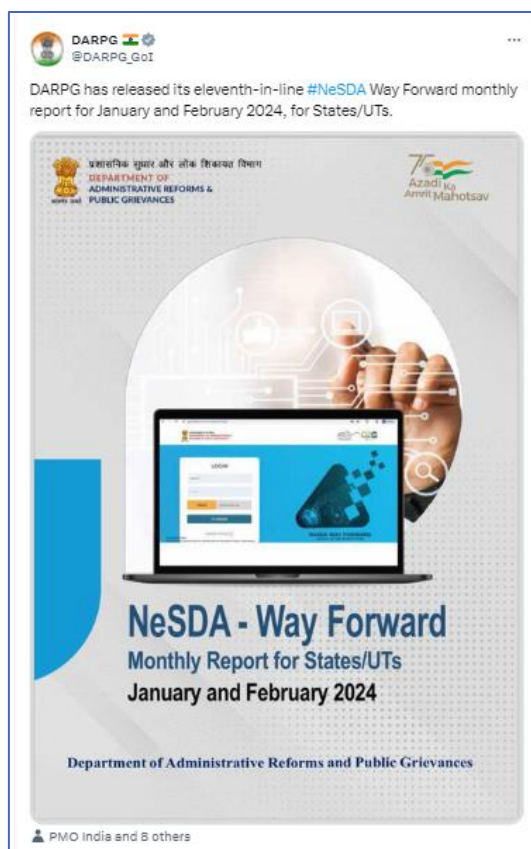
Make the chatbot service multilingual, supporting English and predominant local language(s) spoken within the state/UT. This promotes accessibility and inclusivity for all citizens.

#### 3e. Adoption of any other emerging technologies in its service delivery

The state/UT may develop a report detailing its use of other emerging technologies beyond AI (e.g., online appointment scheduling, document e-verification). This report may be accessible on the state/UT portal and highlight benefits and impact on citizen service delivery.



## 8. Media Outreach



Ministry of Personnel, Public Grievances & Pensions

### 11th Edition of the NeSDA – Way Forward Monthly Report for States/UTs released

Departments across States/UTs provide 16,517 e-services. Tamil Nadu provides maximum e-services  
Madhya Pradesh, Punjab, Rajasthan, Tamil Nadu and Uttarakhand achieved saturation of 56 mandatory e-services

Tamil Nadu, Jammu and Kashmir, Kerala, Assam and Odisha provide 100% of their services through their identified Single Unified Service Delivery Portal

Posted On: 15 MAR 2024 5:32PM by PIB Delhi

Department of Administrative Reforms & Public Grievances (DARPG) has released the eleventh edition of monthly report of National e-Governance Service Delivery Assessment (NeSDA) Way Forward for States/UTs, January and February 2024 which provides a detailed overview of status of e-service delivery across States/UTs.

**The Report for January and February, 2024 has been released and is available at [https://darpg.gov.in/sites/default/files/NeSDA\\_Jan\\_Feb\\_2024.pdf](https://darpg.gov.in/sites/default/files/NeSDA_Jan_Feb_2024.pdf)**

The key highlights entailed in the report are as follows:

## 9. Appendix

### 9.1. 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
Tamil Nadu	446	445	445	445	446	446	446	1078	1101	1128	1128
J&K	474	469	469	470	1028	1034	1075	1097	1117	1119	1119
MP	637	731	948	1000	1010	1010	1010	1010	1010	1010	1010
Kerala	885	886	911	911	911	911	911	911	911	911	911
Uttarakhand	596	595	595	725	782	826	831	865	865	865	865
Uttar Pradesh	709	706	713	714	714	714	798	798	798	798	798
Telangana	493	491	582	757	768	768	768	768	768	768	768
Haryana	762	757	757	757	757	755	757	757	757	757	757
Karnataka	779	747	752	752	752	752	752	755	755	755	755
Puducherry	239	239	239	239	246	247	247	325	605	605	605
Andhra Pradesh	606	574	579	579	579	579	579	579	579	579	579
Rajasthan	248	248	248	525	536	547	549	549	549	549	566
Maharashtra	150	148	337	441	521	533	533	533	533	533	534
HP	500	494	500	500	500	500	500	500	500	501	502
Punjab	486	483	484	484	484	484	484	484	484	484	484
Assam	263	259	259	259	259	452	469	469	469	469	469
Gujarat	191	228	444	443	443	443	443	443	443	443	443
Delhi	412	416	416	436	436	436	436	436	436	436	436
Odisha	211	373	383	383	404	404	404	404	404	404	404
West Bengal	290	323	401	401	401	401	401	401	401	401	401
Meghalaya	252	217	223	223	249	306	340	363	363	363	363
Jharkhand	316	294	310	311	333	333	333	333	333	333	333
A&N Islands	164	171	171	199	200	206	239	239	321	321	321
AR	34	101	298	298	309	309	309	309	309	309	309
Chhattisgarh	272	270	284	284	284	284	287	287	287	287	287
Tripura	233	230	251	262	267	270	269	269	263	263	263
Goa	240	240	240	240	240	240	240	240	240	240	240
Bihar	222	234	238	238	237	237	237	238	238	238	238
Chandigarh	231	221	221	224	224	224	224	224	224	224	224
Mizoram	103	103	103	103	103	103	103	103	103	103	103
DNHDD	39	78	78	78	78	78	78	78	78	78	78
Nagaland	34	34	64	64	64	64	64	64	64	64	64
Sikkim	25	25	36	36	43	51	51	51	51	51	51
Ladakh	32	32	32	46	46	46	46	46	46	46	46
Lakshadweep	-	-	-	-	42	42	42	42	42	42	42
Manipur	40	40	40	40	40	40	40	40	40	40	40
<b>Total</b>	<b>11,614</b>	<b>11,902</b>	<b>13,051</b>	<b>13,867</b>	<b>14,736</b>	<b>15,075</b>	<b>15,295</b>	<b>16,088</b>	<b>16,487</b>	<b>16,517</b>	<b>16,536</b>



## 9.2. List of Identified Common e-Services

#	Common e-Service
1	Addition/Continuation/Termination of Hypothecation
2	Addition/ Deletion of weapon (if the license issuing district is the same where service has been sought) From the expiry of the mandatory notice period of 45 days as provided under the Arms Act
3	Addition of new class to Driving License
4	Application for Education Scholarship (G2C)
5	Application for License of a Contractor (s) for recruitment of migrant workmen (G2B)
6	Application for License to Manufacture and / or Trade Poultry and Livestock Feed
7	Application for Registration of Shops and Establishment (G2B)
8	Application for Senior Citizen Card
9	Application for sports scholarship
10	Application for Water Connection (business) (G2B)
11	Appointment for Registrations under Indian Registration Act (G2C)
12	Approval/Revision of Building Plan
13	Authorization under Bio-Medical Waste Management Rules, 2016
14	Authorization under Construction and Demolition Waste Management Rules, 2016 (as amended)
15	Authorization under E-waste Management Rules, 2016
16	Authorization under Solid Waste Management Rules, 2016 (as amended)
17	Authorization under the Hazardous and Other Waste (Management and Transboundary Movement) Rules, 2016
18	Book Accommodation and Transportation
19	Booking of Community Center
20	Book Tour Package and Tourist Attraction
21	Building or development permit (G2B)
22	Change of Address (DL)
23	Change of address including change of FPS
24	Change of Address (RC)
25	Change of address within same jurisdiction in Ration Card
26	Change of Owner/Occupier in Property Tax Register (Except in death case)
27	Change of Owner/Occupier in Property Tax Register in death case
28	Change of Ownership (other than Death Cases)
29	Character Certificate
30	Character Verification
31	Consent to Establish under the air (Prevention and Control of Pollution) Act, 1981 (Central Act 14 of 1981)
32	Consent to Establish under the water (Prevention and Control of Pollution) Act, 1974 (Central Act 6 of 1974)
33	Consent to operate under the air (Prevention and Control of Pollution) Act, 1981 (Central Act 14 of 1981)
34	Consent to operate under the water (Prevention and Control of Pollution) Act, 1974 (Central Act 6 of 1974)
35	Copy of untraced report in cases pertaining to stolen vehicles
36	Copy of untraced report in road accident cases
37	Copy of untraced report in theft cases
38	Delayed Birth/Death Registration
39	Demarcation of Plot
40	Disability Pension

41	Domestic Help Verification (if resident of local area).
42	Employee Registration (G2C)
43	Employee Verification
44	Employer Registration (G2B)
45	e-Payment of Electricity Bills (Citizen) (G2C)
46	Event/ Performance Request
47	Extension of purchase period of weapon, (within permissible time period and if the license issuing district is the same where services has been sought)
48	Extension of Residential Permit of Foreigners
49	Farm Mechanization
50	Financial Assistance to Destitute Children (FADC)
51	Granting permission for installing communication and connectivity infrastructure
52	Grant of Fresh Arms License
53	Inclusion/ Deletion of family member in Ration Card
54	Issuance/Modification/Renewal of License of Food Business Operators
55	Issuance of Aayushman card
56	Issuance of Caste Certificate (G2C)
57	Issuance of Domicile Certificate (G2C)
58	Issuance of Encumbrance Certificate (G2C)
59	Issuance of Income certificate (G2C)
60	Issuance of Marriage Certificate (G2C)
61	Issuance of new property ID by the Urban Local Body
62	Issuance of NOC for setting up of Petrol Pump, Cinema Hall etc.
63	Issuance/Updation of Birth Certificate
64	Issuance/Updation of Death Certificate
65	Issue/Duplicate Detailed Marks Certificate (DMC)
66	Issue/Duplicate Migration Certificate
67	Issue/Duplicate Passing Degree
68	Issue/Duplicate/Renewal of Ration Card
69	Issue/Duplicate/Renew License for Seed and Pesticide and Fertilizer
70	Issue/Duplicate/Renew Permanent Driving License
71	Issue/Duplicate/Renew Registration Certificate
72	Issue Fitness Certificate
73	Issue of Identity Card to Ex-Servicemen
74	Issue of Identity Card to Widows of Ex-Servicemen
75	Issue of NoC/ Duplicate Allotment/ Re-allotment Letter
76	Issue of No Due Certificate
77	Issue of permission for mortgage
78	Issue/Renewal of Bus Passes (general)
79	Issue/Renewal of Bus Passes to Physically Challenged
80	Issue/Renewal of Bus Passes to School Children
81	Issue/Renewal of Certificate for verification of Weights and Measures etc.
82	Issue/Renewal of Conductor License
83	Issue/Renewal of conveyance deed
84	Issue/Renewal of Fair Price Shop License
85	Issue/Renewal of Fire NOC

<b>86</b>	Issue/Renewal of License for Manufacture and sale of Bricks (After depositing of License Fee and Security Money as prescribed in the Control Order)
<b>87</b>	Issue/Renewal of License for providing accommodation
<b>88</b>	Issue/Renewal of License for Sale of Meat
<b>89</b>	Issue/Renewal of license for the operation of a Blood Bank under Drugs and Cosmetics Act,1940. (Central Act 23 of 1940)
<b>90</b>	Issue/Renewal of License of Dealer
<b>91</b>	Issue/Renewal of License of Manufacturer
<b>92</b>	Issue/Renewal of NoC for Possession and sale of Fireworks from Shop under the Explosive Rules, 2008
<b>93</b>	Issue/Renewal of Occupancy Certificate
<b>94</b>	Issue/Renewal of Registration for operating a drug store in the hospital (both outdoor and indoor pharmacy), under the Drugs and Cosmetics Act, 1940. (Central Act 23 of 1940) and Pharmacy Act, 1948 (Central Act 8 of 1948)
<b>95</b>	Issue/Renewal of Retail Drug License (Pharmacy)
<b>96</b>	Issue/Renewal of Trade License Certificate
<b>97</b>	Issue/Renewal of Wholesale Drug license
<b>98</b>	Issue tourist Permits/Pass
<b>99</b>	Job Seeker Registration (G2C)
<b>100</b>	Learner License for Non-transport vehicle
<b>101</b>	Learner License for transport vehicle
<b>102</b>	Library Membership
<b>103</b>	Load change/ Category change (G2B)
<b>104</b>	Missing Person Registration (G2C)
<b>105</b>	Mutation of Revenue Records (G2C)
<b>106</b>	National family benefits scheme for BPL families
<b>107</b>	New electricity connection (business) (G2B)
<b>108</b>	NOC for Fairs/ Melas/ Exhibition/ Sport Events etc.
<b>109</b>	NOC for issuance/ renewal of License of Arms Dealers
<b>110</b>	NOC for pre-owned vehicles
<b>111</b>	NOC for Schools (G2B)
<b>112</b>	NoC for Storage of Fireworks in storehouse under The Explosive Rules, 2008
<b>113</b>	NoC for the License to Import and Storage of Petrol under The Petroleum Rules, 2002
<b>114</b>	NOC for use of loud speakers (applicable only in case of S. D. M. obtain N. O. C. from the concerned SHO before granting permission)
<b>115</b>	No Objection Certificate for vehicles going outside the State (NOC)
<b>116</b>	No Objection Certificate (NOC) for transfer of vehicles to other states
<b>117</b>	Old Age Allowance
<b>118</b>	Online Complaint Registration to Police (G2C)
<b>119</b>	Online FIR registration/Copy of FIR
<b>120</b>	Online Registration of the Cooperative Societies
<b>121</b>	Online Registration System for OPD Appointment (G2C)
<b>122</b>	Passport Verification
<b>123</b>	Patient Registration (G2C)
<b>124</b>	Permission for Sewage connection
<b>125</b>	Permission for transfer of property
<b>126</b>	Permission for Water Connections (G2C)
<b>127</b>	Permission to construct Brick Kiln (Gaid and Chimney) (After receipt of Application)

<b>128</b>	Police Clearance Certificate
<b>129</b>	Pregnant women assistance (including Benefit transfers) (G2C)
<b>130</b>	Private Security Agency Verification
<b>131</b>	Procession/Protest/ Strike Request
<b>132</b>	Property tax online payment (G2C)
<b>133</b>	Ration Card Data Correction and Household Head modification
<b>134</b>	Record of Rights (ROR) (G2C)
<b>135</b>	Registration and Licensing - Motor Transport Workers Act (G2B)
<b>136</b>	Registration of Foreigners (Arrival and Departure)
<b>137</b>	Registration of fully built transport vehicles through dealer
<b>138</b>	Registration of Non-Transport Vehicles through Dealer
<b>139</b>	Registration of partnership firms under Partnership Firms Act (G2B)
<b>140</b>	Registration of societies under Societies Registration Act (G2B)
<b>141</b>	Registration/ Recognition/ Renewal of Tourism Service Provider
<b>142</b>	Registration under Batteries (Management and Handling) Rules, 2016 (as amended)
<b>143</b>	Registration under Plastic Waste Management Rules, 2016
<b>144</b>	Removal of Solid Waste from Streets/Roads
<b>145</b>	Renewal of Arms License (if the license is presented before the expiry date and the license issuing district is the same where service has been sought)
<b>146</b>	Replacement of Street Lights
<b>147</b>	School Registration (G2B)
<b>148</b>	Seed Distribution
<b>149</b>	Surrender of Fair Price Shop License
<b>150</b>	Tenant Verification (if resident of local area)
<b>151</b>	Transfer of ownership for old vehicles purchased within the state
<b>152</b>	Transfer of property in case of death (uncontested)
<b>153</b>	Transfer of property in case of sale
<b>154</b>	Widow & Destitute Women Pension

**For any suggestions, kindly contact the undersigned:**

**Smt. Sarita Taneja**

Deputy Secretary

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सत्यमेव जयते

**Department of Administrative Reforms & Public Grievances**  
**Ministry of Personnel, Public Grievances & Pensions**  
**Government of India**