



प्रशासनिक सुधार और लोक शिकायत विभाग  
DEPARTMENT OF  
ADMINISTRATIVE REFORMS &  
PUBLIC GRIEVANCES



75  
Azadi Ka  
Amrit Mahotsav



**Featuring  
Tourism  
Sector**

# NeSDA -Way Forward

Monthly Report for States/UTs | May 2023

Department of Administrative Reforms and Public Grievances

## Contents

1. Objective .....	3
2. Introduction .....	4
3. Key Highlights .....	5
4. Review of Status of Implementation in States/UTs .....	6
5. e-Services in Tourism sector <i>(New)</i> .....	11
5.1. The identified common sub-themes of tourism sector across States/UTs <i>(New)</i> .....	11
5.2. State/UT- wise categorisation of e-services in tourism sector across sub-themes <i>(New)</i> ..	13
5.3. Masterlist of e-services in tourism sector <i>(New)</i> .....	14
5.4. State/UT-wise masterlist of e-services in tourism sector <i>(New)</i> .....	15
5.5. Key Analysis: Accommodation and Transportation (G2C) sub-theme <i>(New)</i> .....	16
5.6. Key Analysis: Tour Package and Tourist Attraction (G2C) sub-theme <i>(New)</i> .....	17
5.7. Key Analysis: Permits/Pass and Event Registration sub-theme <i>(New)</i> .....	18
5.8. Key Analysis: Registration/Recognition/Renewal of Service Provider sub-theme <i>(New)</i> ..	19
6. Best Practices .....	20
6.1. Apuni Sarkar .....	21
6.2. SWAAGAT .....	22
6.3. SARAL .....	23
7. Media Outreach .....	25

<b>8. Appendix.....</b>	<b>27</b>
<b>8.1. List of unified service delivery portals of States/UTs .....</b>	<b>27</b>
<b>8.2. List of e-Services mapped under tourism sector (<i>New</i>) .....</b>	<b>28</b>
<b>8.3. List of e-services that are delivered in suo-moto manner .....</b>	<b>34</b>
<b>8.4. Sector-wise list of 56 identified mandatory e-services in NeSDA 2021 .....</b>	<b>36</b>

# 1. Objective

DARPG monitors the implementation of recommendations given in the NeSDA 2021 report through monthly review meetings and e-governance conferences in which all States/UTs/Central Ministries/Departments participate. This monthly report institutionalises the nation's endeavours for improved delivery of e-services and prepare States/UTs for NeSDA 2023

The objective of the monthly progress report is as follows:

## A. Saturation of e-services

- Provision of all identified 56 mandatory e-services in all States/UTs
- Increase in delivery of total number of e-services provided
- Identification of all G2B and G2C services provided

## 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. Unified Portal

Encourage provision of all e-services in a State/UT through a single unified portal

## D. Identification of bottlenecks and dissemination of best practices

Recognize the existing knowledge gaps and bring government and citizens closer through next generation administrative reforms. Learn from best practices to inspire and upgrade the existing e-service delivery mechanisms in place



## 2. Introduction

DARPG has designed the *NeSDA – Way Forward* dashboard to monitor the status of implementation of recommendations of NeSDA 2021, in line with the focus areas of e-governance. The NeSDA framework covers G2C and G2B services across seven sectors, viz., Finance, Labour & Employment, Education, Local Governance & Utility Services, Social Welfare (including Health, Agriculture & Home Security), Environment (including Fire) and Tourism.

**The May Monthly Report for States/UTs incorporates sector-wise analysis of e-services approach and presents deeper insights into services of tourism sector. The report highlights the sub-themes of e-services in tourism sector and the number of e-services provided by each State/UT under each sub-theme.**

The common citizen-centric sub-themes of e-services in tourism sector are identified across all States/UTs which encompass a wide range of e-services.

The aim of sector-wise analysis is to:

- Identify the major sub-themes/categories of e-services in each sector that may be provided by all States/UTs
- Set benchmark of the number of e-services that can be provided in a State/UT
- Enable all States/UTs to increase their number of e-services through information dissemination

**The NeSDA Way Forward Monthly Report for States/UTs, May 2023 is based on the inputs provided by States/UTs on *NeSDA – Way Forward* dashboard, as of 2<sup>nd</sup> June, 2023.**



### 3. Key Highlights

#### e-Services

- **11,902** e-services are provided across States/UTs
- Maximum number of e-services (**4,420**) lie in sector – local governance & utility services
- **1,354** out of **2,016** mandatory e-services (56\*36 States/UTs) are available, making saturation at **67%**
- **55%** i.e., **20** out 36 States/UTs have achieved saturation of mandatory e-services in tourism sector. This is followed by environment sector that have achieved saturation of mandatory e-series in **42%** i.e., **15** out of 36 States/UTs

#### e-Services in Tourism Sector

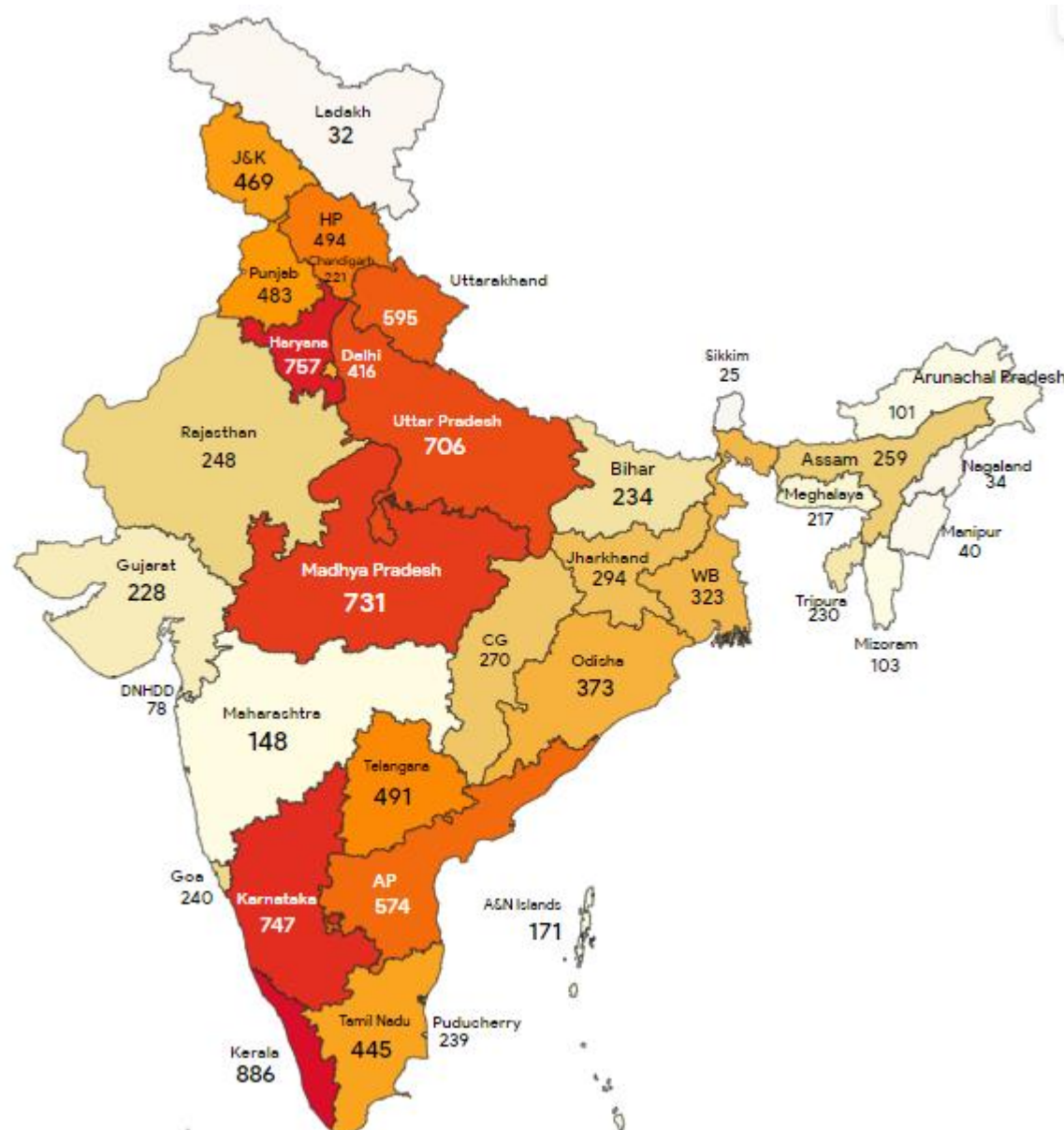
- **183 e-services** are mapped under tourism sector
- Identified sub-themes of e-services in tourism sector are
  - 11 e-services under *Accommodation and Transportation (G2C)*
  - 105 e-services under *Registration/Recognition/Renewal of Service Provider (G2B)*
  - 16 e-services under *Permits/Pass and Event Registration (G2C)*
  - 36 e-services under *Tour Package and Tourist Attraction (G2C)*
- Madhya Pradesh provides the maximum e-services in tourism sector (**34**), which is followed by Himachal Pradesh (**16**), Goa (**14**) and Mizoram (**14**)

#### Best Practices

- Government of Uttarakhand has introduced the citizen centric service delivery platform e-Services **Apuni Sarkar** to enable all services under one umbrella
- Government of Tripura has developed a **Single Window Approval by All Government Agencies in Tripura (SWAAGAT)** which aims to simplify the processes, accelerate application processing of clearances to setup industries and create investor friendly environment in the State
- Government of Haryana has initiated **Antyodaya-SARAL** (Simple, All-Inclusive, Real Time, Action Oriented, Long Lasting) which envisions to create a unified platform to deliver and track all Government-to-Citizen (G2C) services/schemes across the state

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

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



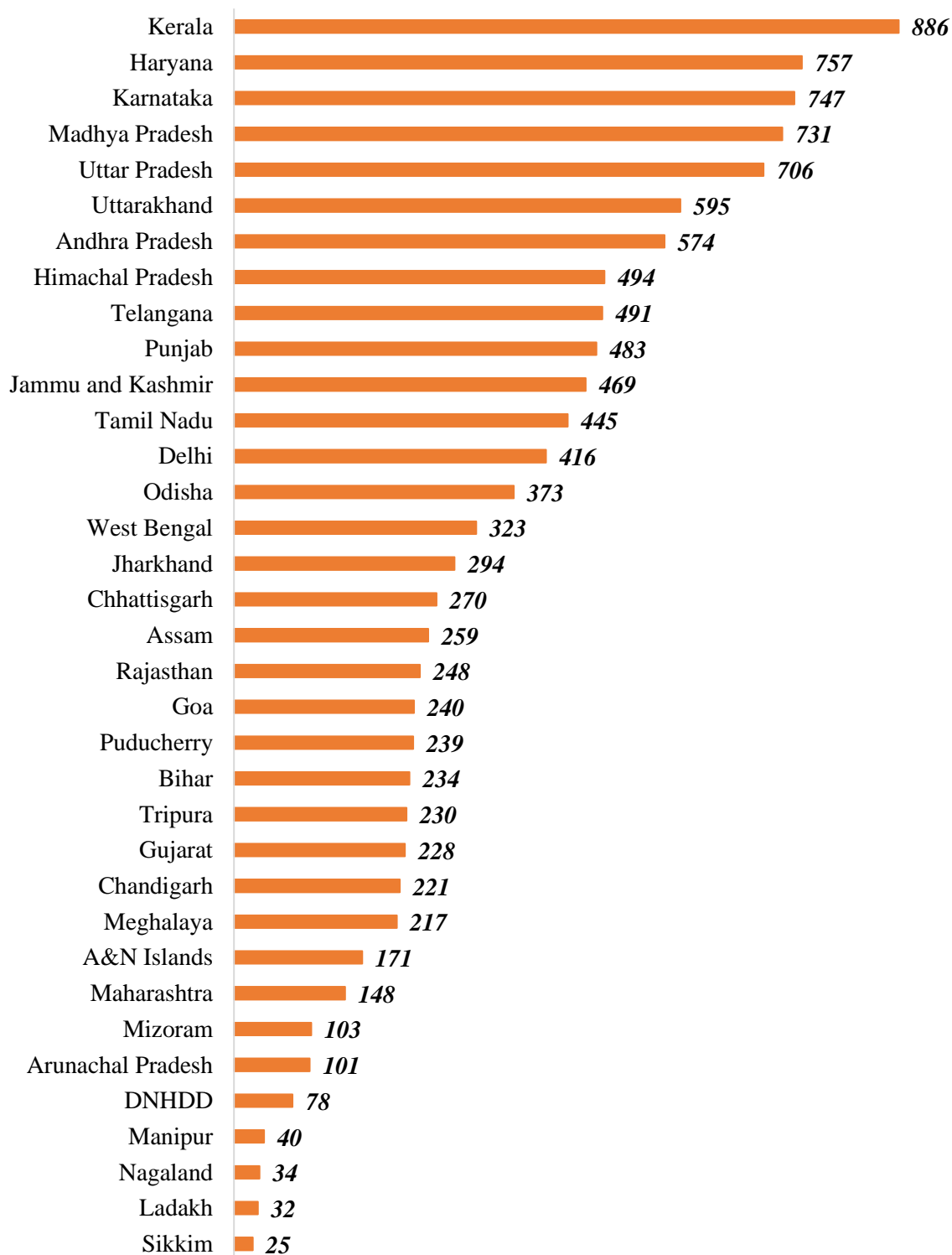
**Total e-Services**  
**11,902**



**Mandatory e-Services**  
**1,354**

*Note: The aforementioned figures are uploaded by States/UTs as of 02/06/2023. Lakshadweep has not uploaded their data on NeSDA – Way Forward dashboard, hence they are not considered for analysis.*

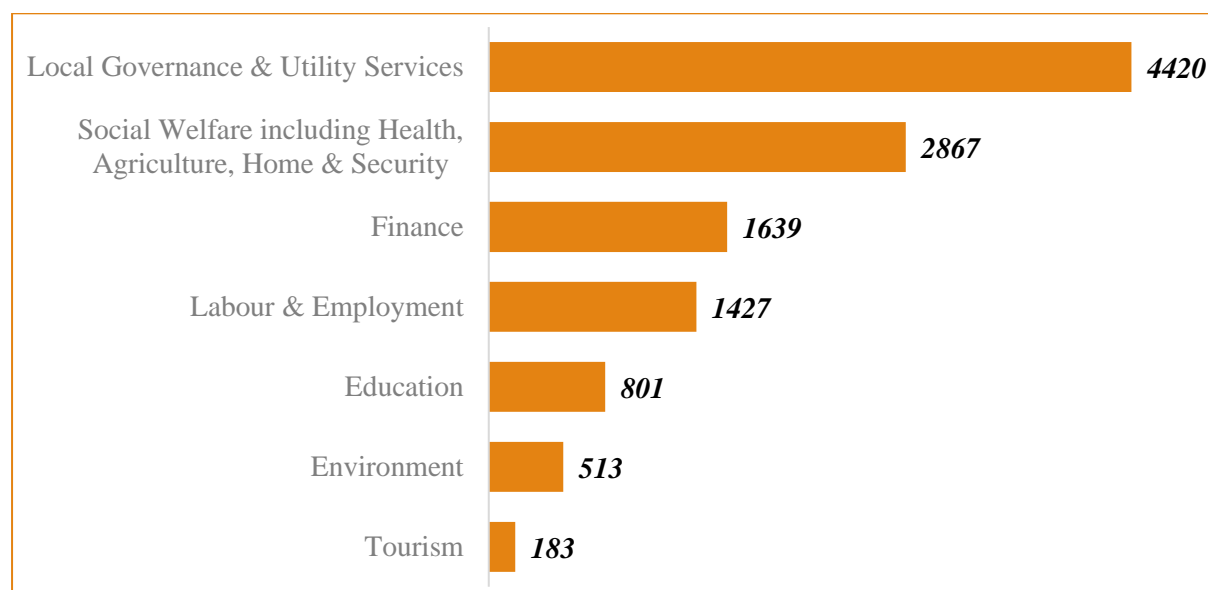
**Status of e-Services**  
**As per inputs on NeSDA – Way Forward dashboard**



*Note: The aforementioned figures are uploaded by States/UTs as of 02/06/2023. Lakshadweep has not uploaded their data on NeSDA – Way Forward dashboard, hence they are not considered for analysis.*



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



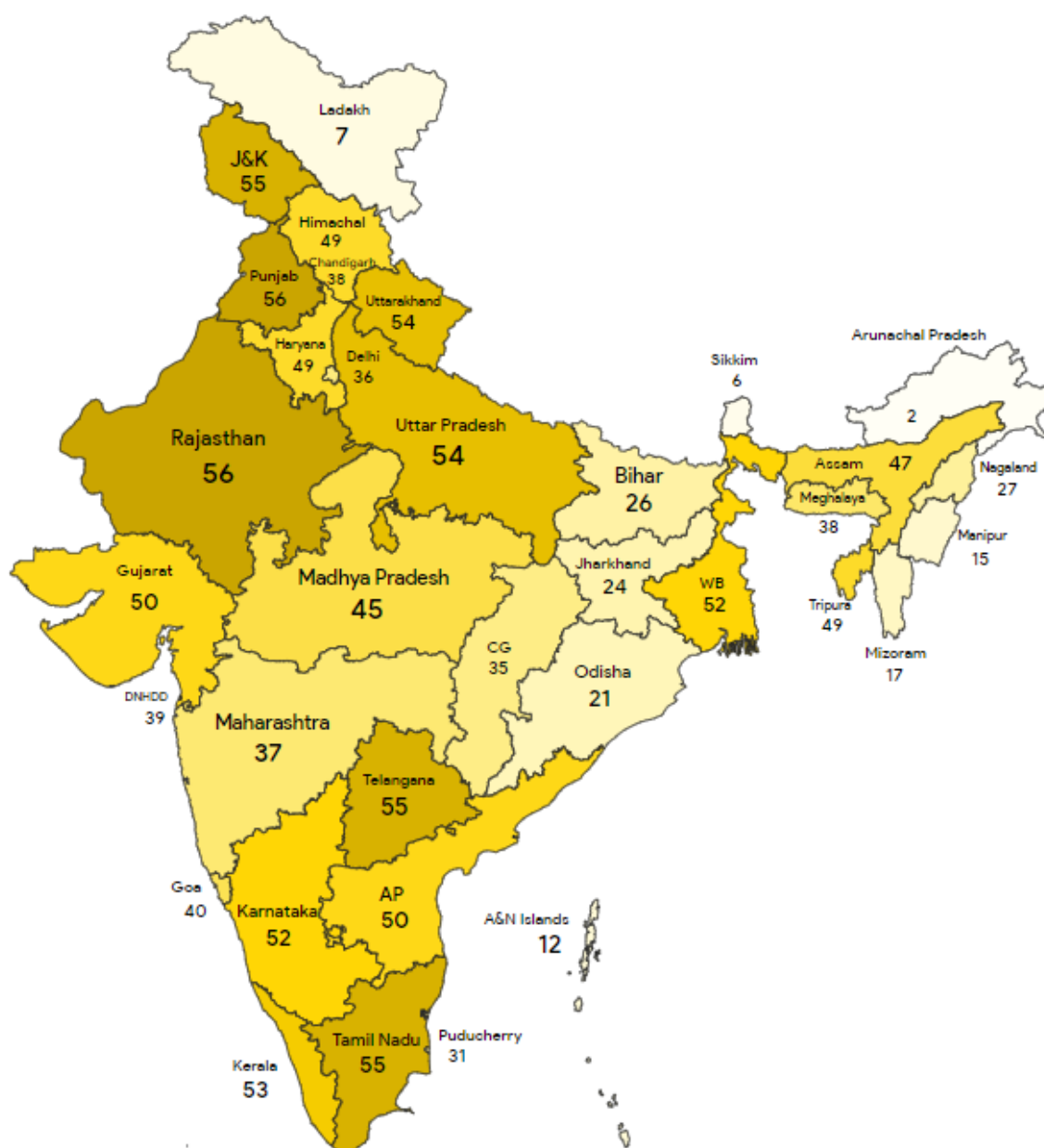
## Sector-wise saturation status of mandatory e-services across States/UTs

Tourism	20	20 States/UTs provide all (2) mandatory e-services
Environment	15	15 States/UTs provide all (4) mandatory e-services
Finance	13	13 States/UTs provide all (15) mandatory e-services
Education	13	13 States/UTs provide all (4) mandatory e-services
Local Governance & Utility Services	13	13 States/UTs provide all (13) mandatory e-services
Labour & Employment	12	12 States/UTs provide all (7) mandatory e-services
Social Welfare including Health, Agriculture, Home & Security	7	7 States/UTs provide all (11) mandatory e-services

***Note:** The aforementioned figures are uploaded by States/UTs as of 02/06/2023. Lakshadweep has not uploaded their data on NeSDA – Way Forward dashboard, hence they are not considered for analysis.*

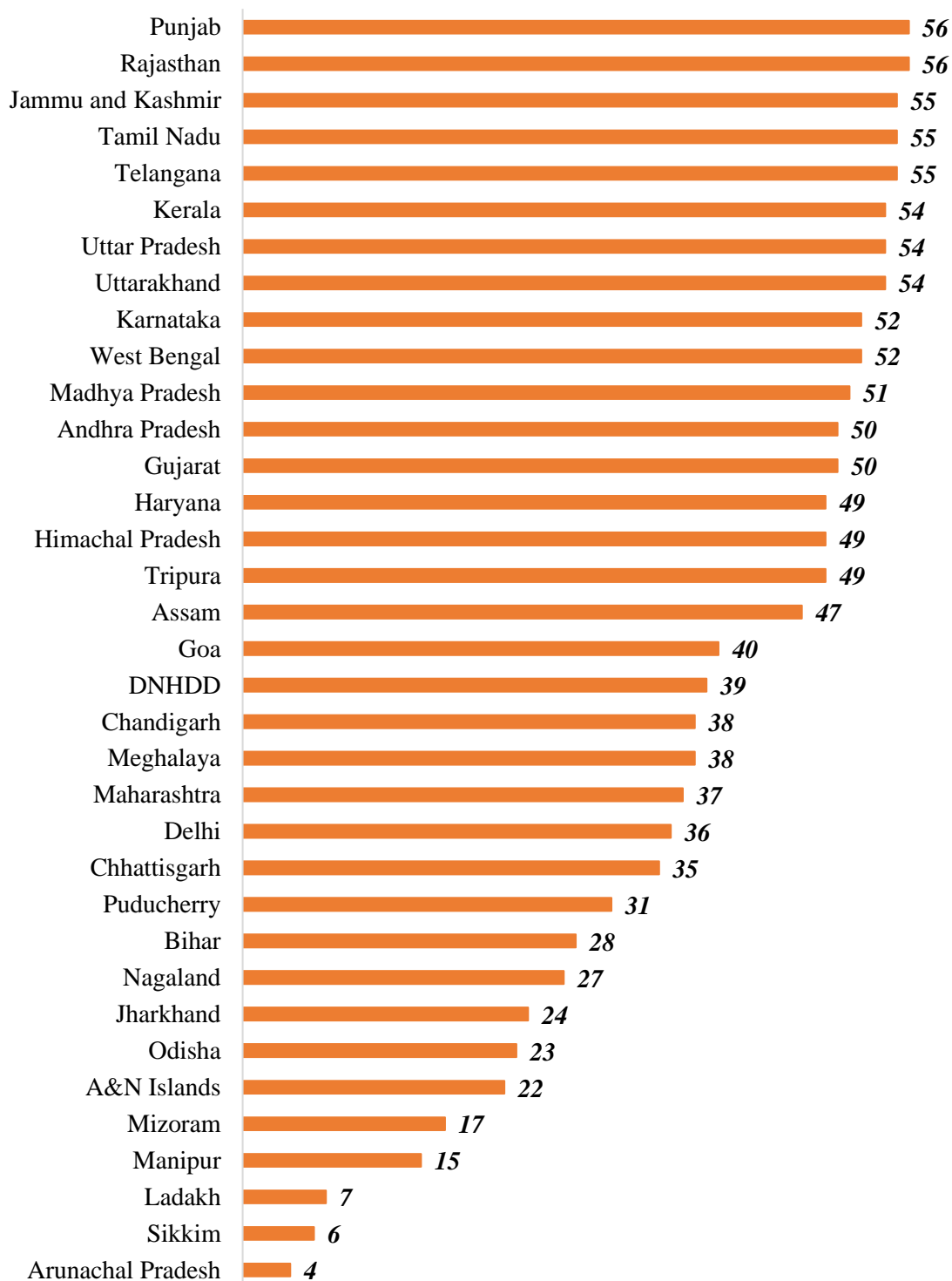
*\*Focus sector of 50 e-services are not marked on NeSDA – Way Forward dashboard. The concerned States/UTs are requested to upload the same.*

**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 02/06/2023. Lakshadweep has not uploaded their data on NeSDA – Way Forward dashboard, hence they are not considered for analysis.*

**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 02/06/2023. Lakshadweep has not uploaded their data on NeSDA – Way Forward dashboard, hence they are not considered for analysis.*

## 5. e-Services in Tourism sector

Out of the seven identified sectors of NeSDA framework, tourism sector plays a vital role in promoting economic growth, cultural exchange, and enhancing the quality of life for citizens. In an increasingly digital world, integration of all e-services has become essential to maximize efficiency, convenience, and accessibility.

The sector-wise analysis aims to assess and compare the e-services provided across all States/UTs in tourism sector through identification of citizen-centric sub-themes and highlighting state-specific opportunities to transition offline services to online platforms.

In order to achieve saturation of e-services, States/UTs may focus on providing comprehensive online solutions across all identified sub-themes of tourism sector while capitalizing on state-specific opportunities. Embracing digital technologies and fostering partnerships between government agencies, tourism service providers, and technology companies is crucial to realize the full potential of online services in the tourism sector. This may significantly enhance the overall tourism e-service delivery experience.

List of e-Services mapped under tourism sector by all States/UTs on *NeSDA – Way Forward* dashboard and their allocated sub-theme is attached in Annexure 7.2.

### 5.1. The identified common sub-themes of tourism sector across States/UTs

Sub theme	e-Services Included
<b>Accommodation and Transportation (G2C)</b>	Bookings done by citizens for accommodation places such as home stays, guest houses, hostels, hotels, farmhouses, resorts, etc.,  Bookings done by citizens for transportation services such as taxi, bus, helicopter, etc.,
<b>Registration/Recognition/Renewal of Service Provider (G2B)</b>	Registration/Recognition/Renewal of tourist service providers such as: <ul style="list-style-type: none"><li>• Accommodation</li><li>• Activities/ Recreational Infrastructure</li></ul>

	<ul style="list-style-type: none"> <li>• Allotment</li> <li>• Photographer</li> <li>• Porter</li> <li>• Tour Operator/Agent/Dealer/Guide</li> <li>• Certification/Grading</li> <li>• Restaurant</li> </ul>
<b>Permits/Pass and Event Registration (G2B and G2C)</b>	Permissions/license taken by citizens to shoot movie, conduct performance, issue travel pass permits or register an event at a tourist place
<b>Tour Package and Tourist Attraction (G2C)</b>	Bookings done by citizens for tour packages and tourist attractions such as temples, museums, parks, etc.,
<b>Other</b>	Other miscellaneous e-services that are marked in tourist sector by States/UTs

## 5.2. State/UT- wise categorisation of e-services in tourism sector across sub-themes

Sub-theme/ State/UT	Accommodation and Transportation	Tour Package and Tourist Attraction	Permits/ Pass and Event Registration	Registration/ Recognition/ Renewal of Service Provider	Other	Total
<b>Madhya Pradesh</b>		19	4	10	1	<b>34</b>
<b>Himachal Pradesh</b>	4	2	6	2	2	<b>16</b>
<b>Mizoram</b>		1		13		<b>14</b>
<b>Goa</b>			1	12	1	<b>14</b>
<b>Jammu &amp; Kashmir</b>	2	1		8	1	<b>12</b>
<b>West Bengal</b>	2	1	2	5	1	<b>11</b>
<b>Kerala</b>				11		<b>11</b>
<b>Telangana</b>		8		2		<b>10</b>
<b>Delhi</b>	1	1		6		<b>8</b>
<b>Bihar</b>				4	3	<b>7</b>
<b>Rajasthan</b>	1			5		<b>6</b>
<b>Uttarakhand</b>	1	1		4		<b>6</b>
<b>Tamil Nadu</b>				2	3	<b>5</b>
<b>Chandigarh</b>		1	1	1	1	<b>4</b>
<b>Punjab</b>				4		<b>4</b>
<b>DNHDD</b>			1	3		<b>4</b>
<b>Meghalaya</b>				3		<b>3</b>
<b>Haryana</b>					2	<b>2</b>
<b>Gujarat</b>				2		<b>2</b>
<b>Maharashtra</b>				2		<b>2</b>
<b>Andhra Pradesh</b>				2		<b>2</b>
<b>Karnataka</b>				2		<b>2</b>
<b>Odisha</b>		1				<b>1</b>
<b>Arunachal Pradesh</b>			1			<b>1</b>
<b>Assam</b>				1		<b>1</b>
<b>Tripura</b>				1		<b>1</b>
<b>Grand Total</b>	<b>11</b>	<b>36</b>	<b>16</b>	<b>105</b>	<b>15</b>	<b>183</b>

*Note: The aforementioned figures of e-services mapped under tourism sector are uploaded by States/UTs on NeSDA – Way Forward dashboard, as of 02/06/2023. The department has categorised the mentioned e-services into various tourism specific sub-themes.*

### 5.3. Masterlist of e-services in tourism sector

Based on the study of service details of Tourism Sector, the following general citizen centric sub-themes and master list of tourism sector e-services have been identified where online services can be provided across all states and UTs:

#	Sub-theme Service	Sub-theme
1	Accommodation Booking	Accommodation and Transportation
2	Bus Booking Service	
3	Car Rental Service	
4	Entry tax	
5	Helicopter Service	
6	Booking Tour package	Tour Package and Tourist Attraction
7	Registration/booking for Tourist activity	
8	Registration/ticket booking for tourist venue/monument (museum/temple)	
9	Movie/Film Shooting Permission / Booking Payment	Permits/Pass and Event Registration
10	Permit License to Host Event/ Registration of event (G2B)	
11	Permit/Pass for citizen to travel through specific area / Inner Line Permit	
12	Tourist Card/Pass	
13	Permit/Pass for events/cultural performance/exhibition	
14	Accommodation	Registration/ Recognition/ Renewal of Service Provider
15	Activities/ Recreational Infrastructure	
16	Allotment	
17	Certification/Grading	
18	Photographer/Porter	
19	Restaurant	
20	Tour Operator/Agent/Dealer/Guide	

#### 5.4. State/UT-wise masterlist of e-services in tourism sector

Sub Themes	Accomodation and Transportation					Tour Package/To urist Attrc.			Permits/Pass and Event Registration					Registration/Recognition/ Renewal of Service Provider						
State/UT	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
Andhra Pradesh														✓						✓
Arunachal Pradesh											✓									
Assam																				✓
Bihar														✓						✓
Chandigarh							✓		✓					✓						
DNHDD										✓				✓						✓
Delhi			✓			✓								✓		✓	✓			✓
Goa										✓				✓	✓		✓	✓		✓
Gujarat														✓						✓
Haryana																				
Himachal Pradesh	✓	✓		✓	✓		✓				✓	✓		✓						✓
J&K	✓						✓							✓						✓
Karnataka														✓						✓
Kerala														✓	✓		✓		✓	
Madhya Pradesh						✓	✓	✓	✓	✓				✓						✓
Maharashtra														✓						✓
Meghalaya														✓			✓			✓
Mizoram						✓								✓		✓	✓	✓	✓	✓
Odisha						✓														
Punjab														✓						✓
Rajasthan		✓										✓		✓						✓
Tamil Nadu														✓						✓
Telangana						✓		✓						✓						✓
Tripura														✓						
Uttarakhand					✓			✓						✓						✓
West Bengal	✓	✓				✓						✓	✓	✓						✓

##### Key of e-Services:

- |                           |  |  |                                       |
|---------------------------|--|--|---------------------------------------|
| 1 - Accommodation Booking | 6 - Booking Tour package   | 11 - Permit/Pass for citizen to travel through specific area / Inner Line Permit | 16 - Allotment                        |
| 2 - Bus Booking Service   | 7 - Registration/booking for Tourist activity                              | 12 - Tourist Card/Pass   | 17 - Certification/Grading            |
| 3 - Car Rental Service    | 8 - Registration/ticket booking for tourist venue/monument (museum/temple) | 13 - Permit/Pass for events/cultural performance/exhibition                      | 18 - Photographer/Porter              |
| 4 - Entry tax             | 9 - Movie/Film Shooting Permission / Booking Payment                       | 14 - Accommodation   | 19 - Restaurant                       |
| 5 - Helicopter Service    | 10 - Permit Licence to Host Event/Registration of event(G2B)               | 15 - Activities/ Recreational Infrastructure                                     | 20 - Tour Operator/Agent/Dealer/Guide |



## 5.5. Key Analysis: Accommodation and Transportation (G2C) sub-theme

Implementing robust online booking platforms for accommodation places such as hotels, guesthouses, homestays, and other accommodations to streamline the reservation process. Offering online service to citizens for transportation services such as taxi, bus, helicopter etc., Digital booking platforms offer tourists an extensive array of accommodation and transportation options.

The key analysis of citizen-centric e-services of tourism sector on the basis of **Accommodation and Transportation (G2C)** sub-theme are mentioned below:

Sub-theme Service	Key Observations
<b>Accommodation Booking</b>	<ul style="list-style-type: none"><li>Himachal Pradesh, Jammu Kashmir and West Bengal provide a dedicated online platform for accommodation services, enabling online hotel and property bookings*</li></ul>
<b>Bus Booking Service</b>	<ul style="list-style-type: none"><li>Himachal Pradesh, Rajasthan, West Bengal State Tourism provide exclusive online services for bus bookings</li></ul>
<b>Car Rental Service</b>	<ul style="list-style-type: none"><li>Delhi Tourism and Transportation Development Corporation (DTTDC) provides a dedicated transport booking service, offering convenient options for car rentals and taxi bookings</li></ul>
<b>Helicopter Service</b>	<ul style="list-style-type: none"><li>Transportation services in Uttarakhand and Himachal Pradesh encompass helicopter services, like catering to pilgrims visiting Kedarnath Temple</li></ul>
<b>Entry Tax</b>	<ul style="list-style-type: none"><li>Himachal Pradesh provides the facility to pay the Manali Green Tax for the entry in advance</li></ul>

*Note: The aforementioned figures of e-services mapped under tourism sector are uploaded by States/UTs on NeSDA – Way Forward dashboard, as of 02/06/2023. The department has categorised the mentioned e-services into various tourism specific sub-themes.*

*\*Mizoram's Thnezawl Golf Resort, Odisha's Eco Resort, and Telangana's Temple facility offer room booking services. It is worth noting that these services fall under the sub-theme of booking tour packages, as they provide a comprehensive range of tour package amenities in addition to accommodation facilities*

## 5.6. Key Analysis: Tour Package and Tourist Attraction (G2C) sub-theme

States/UTs offering online ticketing services for popular tourist attractions, museums, national parks, and historical sites and e-services through online portals for tourism to promote and sell various tour packages. This enables citizens to book tour packages and explore various tourist attractions conveniently. Online booking platforms can make tour packages and tourist attractions more accessible to citizens.

The key analysis of citizen-centric e-services of tourism sector on the basis of **Tour Package and Tourist Attraction (G2C)** sub-theme are mentioned below:

Sub-theme Service	Key Observations
<b>Booking Tour package</b>	<ul style="list-style-type: none"><li>Madhya Pradesh, Delhi, West Bengal, Telangana, Odisha, and Mizoram provide exclusive online services for booking tour packages. These services cover diverse options such as safari bookings, visits to national parks, tours of tiger reserves, eco resort tours, temple tours, and a combination of different tour packages</li></ul>
<b>Registration/booking for Tourist activity</b>	<ul style="list-style-type: none"><li>Jammu and Kashmir, Madhya Pradesh, Chandigarh, and Himachal Pradesh provide exclusive facilities for booking tickets or registering for a variety of tourist activities. These services encompass bookings for trekking, Gulmarg Gondola rides, Kalagram, etc.</li></ul>
<b>Registration/ticket booking for tourist venue/monument (museum/temple)</b>	<ul style="list-style-type: none"><li>Madhya Pradesh, Uttarakhand, and Telangana provide dedicated online booking services for numerous temples and tourist venues. These services cover a diverse array of options, enabling visitors to easily book their visits to these significant monuments</li></ul>

*Note: The aforementioned figures of e-services mapped under tourism sector are uploaded by States/UTs on NeSDA – Way Forward dashboard, as of 02/06/2023. The department has categorised the mentioned e-services into various tourism specific sub-themes.*

### 5.7. Key Analysis: Permits/Pass and Event Registration sub-theme

e-Service platforms for permits/pass and event registration enhance accessibility for individuals planning to visit specific destinations or participate in events. Citizens can easily access the online portals, gather necessary information, and complete the required documentation, ensuring a hassle-free experience. This accessibility encourages greater participation and engagement in tourism activities.

The key analysis of citizen-centric e-services of tourism sector on the basis of **Permits/Pass and Event Registration (G2B and G2C)** sub-theme are mentioned below:

Sub-theme Service	Key Observation
<b>Movie/Film Shooting Permission / Booking Payment</b>	<ul style="list-style-type: none"><li>Chandigarh and Madhya Pradesh offer this e-service. This enables filmmakers and tourists to obtain necessary permissions required for shooting films in concerned areas</li></ul>
<b>Permit License to Host Event/ Registration of event</b>	<ul style="list-style-type: none"><li>DNHDD, Goa, and Madhya Pradesh offer an online facility for event registration applications like performance license for events</li></ul>
<b>Permit/Pass for citizen to travel through specific area / Inner Line Permit</b>	<ul style="list-style-type: none"><li>Arunachal Pradesh offers Inner Line Permit (ILP), which is issued to facilitate the inward travel of Indian citizens into protected areas for a restricted duration</li><li>Himachal Pradesh provides online permit to visit different routes/ pass (such as Rohtang, Hamta Pass etc.) for tourism purposes</li></ul>
<b>Special Tourist Card/Pass</b>	<ul style="list-style-type: none"><li>Rajasthan, West Bengal, and Himachal Pradesh offer access to avail special tourist cards or state tourism transport cards.</li></ul>
<b>Permit/Pass to attend event/cultural performance/exhibition</b>	<ul style="list-style-type: none"><li>The online booking of permits/passes for events, cultural performances, and exhibitions is a critical feature that can be used in major cultural events such as the Kumbh Mela, the Jagannath Rath Yatra and similar large-scale events. To date, only West Bengal has provided online service details for Durga Puja pass booking</li></ul>

*Note: The aforementioned figures of e-services mapped under tourism sector are uploaded by States/UTs on NeSDA – Way Forward dashboard, as of 02/06/2023. The department has categorised the mentioned e-services into various tourism specific sub-themes.*

## 5.8. Key Analysis: Registration/ Recognition/ Renewal of Service Provider sub-theme

The digital platforms enable streamlined processes for service providers to register, demonstrate compliance, and renew their certifications, ensuring adherence to quality standards and regulatory requirements.

The key analysis of citizen-centric e-services of tourism sector on the basis of **Registration/ Recognition/ Renewal of Service Provider** sub-theme are mentioned below:

Sub-theme Service	Key Observation
<b>Accommodation</b>	<ul style="list-style-type: none"><li>• 22 States/UTs offer online registration, recognition, and renewal of tourist accommodation service providers such as hotels, guest houses, hostels, homestay, etc.,</li></ul>
<b>Activities/ Recreational Infrastructure</b>	<ul style="list-style-type: none"><li>• Goa, Kerala state offer online services for registration, renewal of tourist activities and recreational infrastructure such as adventure sports, ayurvedic centres, amusement parks and spice plantation</li></ul>
<b>Allotment</b>	<ul style="list-style-type: none"><li>• Delhi, Mizoram enable citizens to book allotted spaces and sites</li></ul>
<b>Certification/Grading</b>	<ul style="list-style-type: none"><li>• Delhi, Goa, Kerala, Meghalaya, and Mizoram offer online certification and classification services for various service providers</li><li>• Delhi provides a specialized facility for site grading services</li></ul>
<b>Photographer/Porter</b>	<ul style="list-style-type: none"><li>• Goa and Mizoram offer facility to book a photographer online</li><li>• Mizoram offers facility to book a porter online</li></ul>
<b>Restaurant</b>	<ul style="list-style-type: none"><li>• Kerala and Mizoram allow registration and renewal of restaurant licence</li></ul>
<b>Tour Operator/ Agent/ Dealer/Guide</b>	<ul style="list-style-type: none"><li>• 20 States/UTs offer online registration, recognition, and renewal of tout operator, agent, dealer or guide</li></ul>

*Note: The aforementioned figures of e-services mapped under tourism sector are uploaded by States/UTs on NeSDA – Way Forward dashboard, as of 02/06/2023. The department has categorised the mentioned e-services into various tourism specific sub-themes.*

## 6. Best Practices

A trend has been observed towards integration of portals for citizen service delivery as unified portals for service delivery have been developed by several States and UTs. These provide users a unified access point for a variety of services and tie into 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 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 that are highlighted in this section for best practices in unified service delivery include the following:

S.No.	Theme	State/UT	Initiative Name
1	Unified Service Delivery Portal	Uttarakhand	Apuni Sarkar
2	Single Window for Industries	Tripura	SWAAGAT
3	Unified Service Delivery Portal	Haryana	Antyodya SARAL

## 6.1. Apuni Sarkar

<https://eservices.uk.gov.in/>

Information Technology Development Agency (ITDA), Department of Information and Science Technology, Government of Uttarakhand has introduced the citizen centric service delivery platform e-Services Apuni Sarkar to enable all services under one umbrella. Apuni Sarkar carries a vision to transform the State into a digitally empowered society and deliver citizen centric services in a faceless, paperless and cashless manner under a solitary platform. It ensures easy access to services through web portal, mobile application, e-District Centre, and Common Service Centre (CSC).

User ID/Password based login

Track applications through system, SMS and email notification

Integrated with digital payment gateways

Portal is accessible to people with visual impairments

36 Organisations provide 356 services on the portal

Provides real time status of services through statistics dashboard



**35.83 lakhs**  
Applications Received

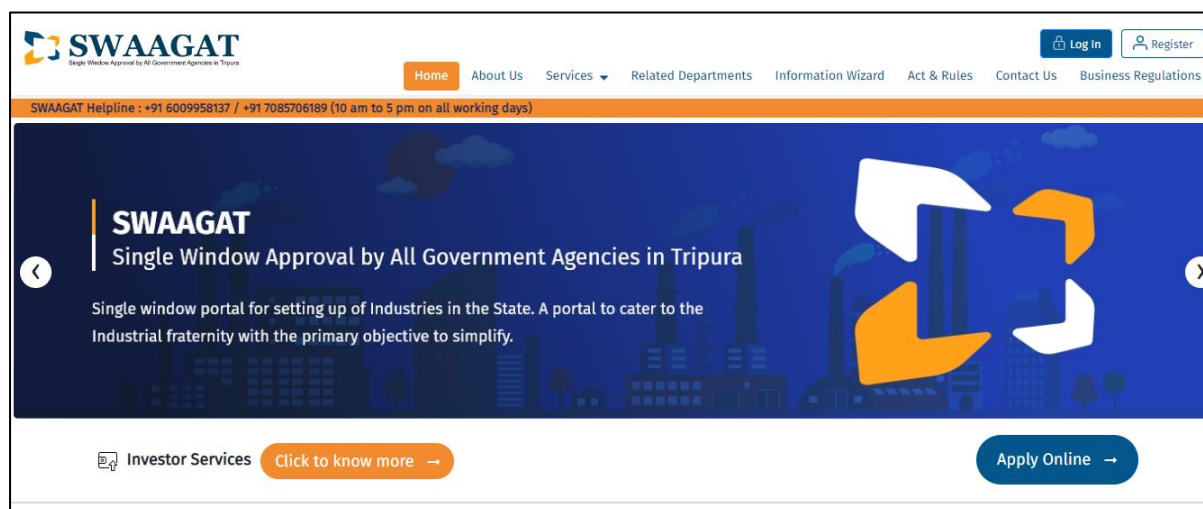


**35.28 lakhs**  
Applications Processed



**9 days**  
Average Approval Time

## 6.2. SWAAGAT



<https://swaagat.tripura.gov.in/#/page/home>

Government of Tripura has developed a Single Window Approval by All Government Agencies in Tripura (SWAAGAT). The portal caters to the 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.

Online submission of application through Combined Application Form (CAF)

Provision of online payment of fees

Electronic transfer of the fees and application by attaching the relevant enclosures, certificates, attachments etc. to respective Government agencies for processing.

Real time tracking, approval of applications and delivery of services

Send automated notifications/alerts through SMS or e-mail when clearances breach the stipulated timelines specified under Act

Rationalized inspections through an online central inspection system



**11,565**

Applications Submitted



**10,486**

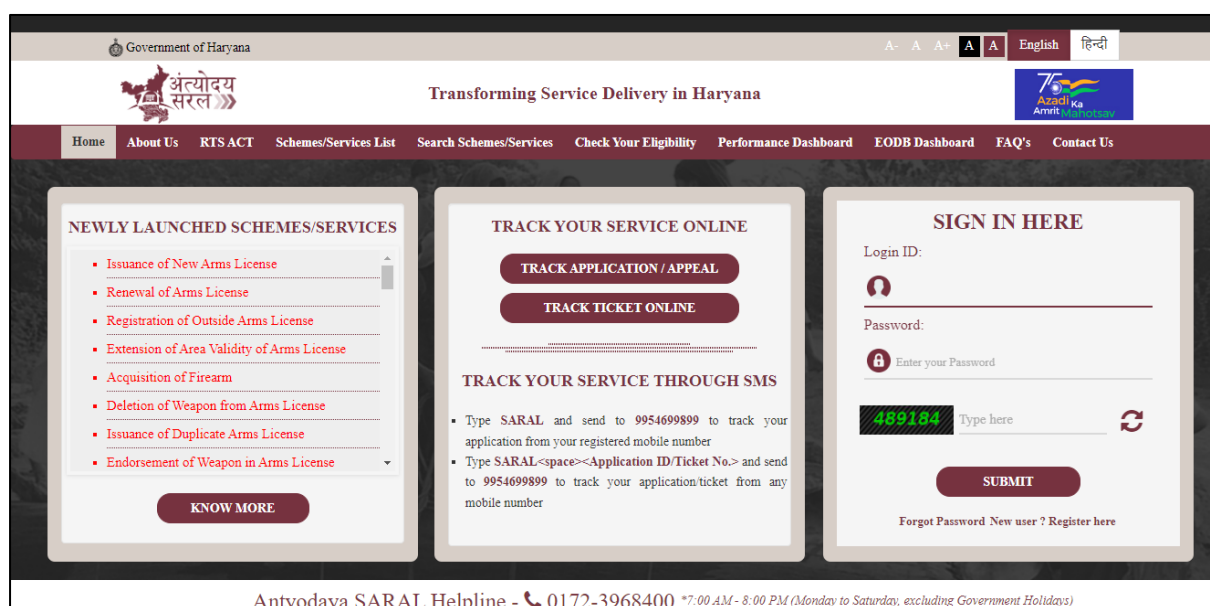
Online NOCs issued



**26**

Investor Queries  
submitted & responded

## 6.3. SARAL



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

Government of Haryana has initiated Antyodaya-SARAL (Simple, All-Inclusive, Real Time, Action Oriented, Long Lasting) which aims to transform citizen service delivery in Haryana through complete digitization of over 600+ services. The vision for Antyodaya-SARAL is a unified platform to deliver and track Government-to-Citizen (G2C) services/schemes across the state.

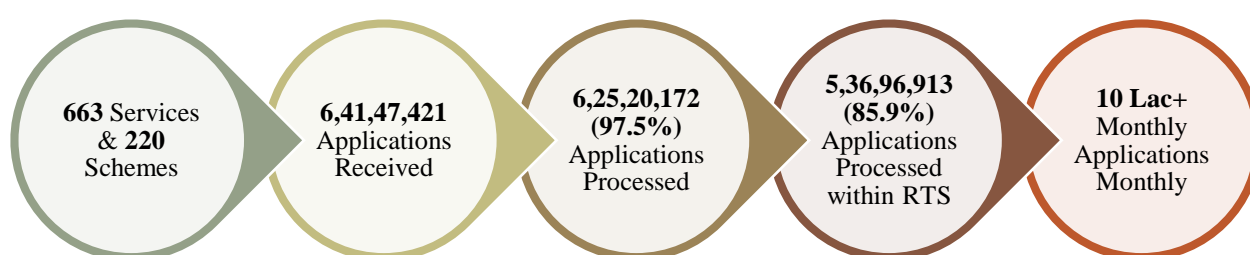
Live tracking of status of service requests through SARAL and e-ticketing dashboard

Complete digitization of citizen services/schemes

Integrated with Parivar Pehchan Patra (PPP) for auto filling verified details of citizen

No need to refer to identification and address proofs from SARAL applicants

Integrated with Jansahayak Mobile App





### **SARAL Dashboard**

- Review departments based on performance (Based on RTS compliance, customer rating and delays)
- State-wise and District-wise view of performance
- Bottleneck report

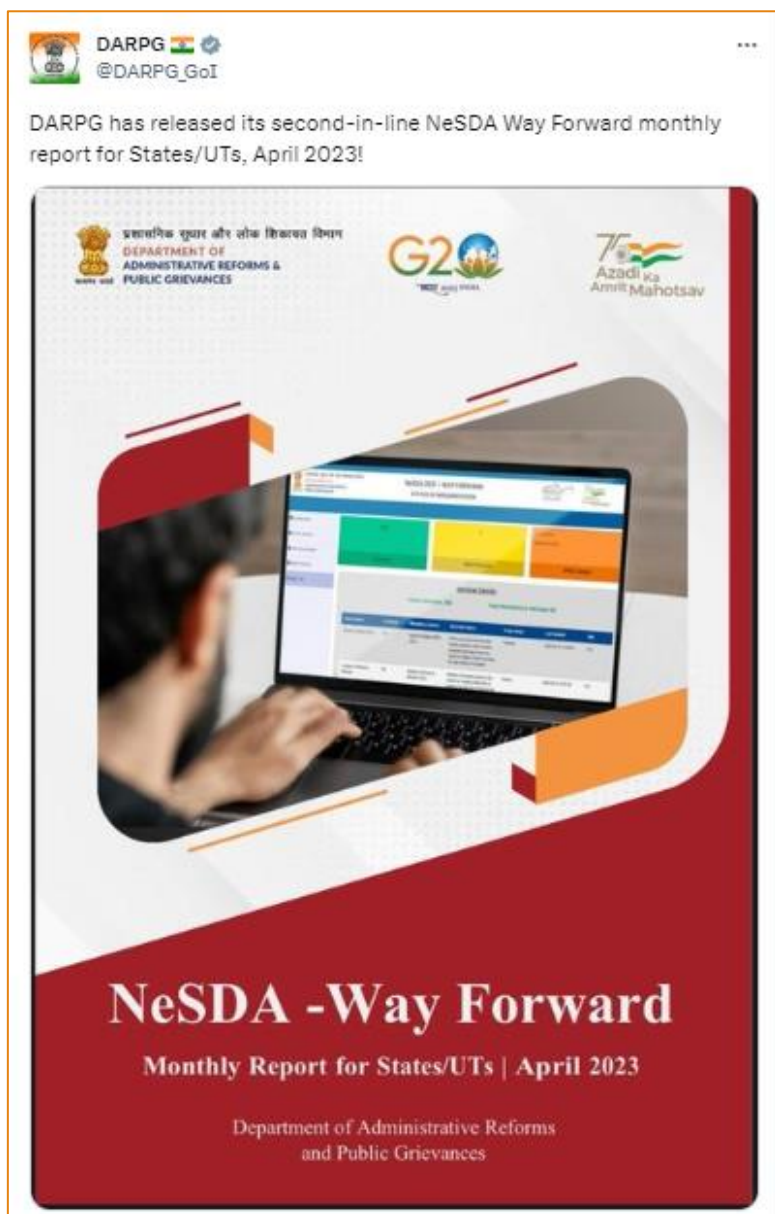
### **Auto Appeal System**

- Automatic Appeal filed to First Grievance Redressal Authority (GRA), in case of time breach
- Auto escalation to Second GRA
- Penalty maybe imposed on the concerned grievance redressal officer

### **SARAL Helpline**

- Call Centre set up to answer citizens queries/grievances
- Register and track grievance status on behalf of citizen
- File and track appeal status on behalf of citizen

## 7. Media Outreach



**DARPG** @DARPG\_GoI

Setting New benchmarks in e-governance!

DARPG Monthly Report for States/UT's for April 2023 institutionalizes nations endeavors for improved delivery of e-services and prepare States/UT's for NeSDA 2023.

It promotes dissemination of best practices across Ministries/Dept.



**Fostering Governance through Digitalization!**

e-Services fostering facilitating decision making across various sectors in States/UT's

- 11,614 e-services are provided across States/UT's
- Maximum number of e-services (4,346) lie in sector – local governance & utility services
- 1331, out of 2,016 mandatory e-services (56\*36) are available, making saturation at 66%

PMO India and 9 others

**DARPG** @DARPG\_GoI

Facilitating inclusive e-governance eco-system!

Monthly progress report published by NeSDA in April 2023, has highlighted the progress made by states of India in providing door step delivery of services in remote and far-flung villages.

#DigitalIndia #egovernance



**Delivering Innovation Through e-Governance**

Innovation & cutting edge e-Services boosting the productivity across Sectors in States/UT's

- 55% i.e. 20 out of 36 States/UT's have achieved saturation of mandatory e-services in tourism sector
- Finance, Environment and Education sectors have achieved saturation of mandatory e-services in 36% i.e. 13 out of 36 States/UT's

PMO India and 9 others

**DARPG** @DARPG\_GoI

Bridging the gap through e-governance!

Monthly progress report published by NeSDA has highlighted the administrative reforms undertaken by various states of our country.

#DigitalIndia #smartgovernance



**Engaging every citizen Through e-governance**

- Government of Andhra Pradesh has developed Spandana portal which is a one stop public grievance redressal platform for the citizens of Andhra Pradesh
- Government of Puducherry has built Unified Data Hub (UDH) which enables government to have a database of beneficiaries of all government schemes

PMO India and 9 others

**DARPG** @DARPG\_GoI

Empowering every citizen of our country through e-governance!

NeSDA- Way Forward, Monthly Report for States/UT's published in April 2023, encourages best practices in administrative reforms.

#DigitalIndia #smartgovernance



**Reaching The Unreached Through e-governance**

- Government of Andhra Pradesh has launched AP Seva Portal which provides doorstep-delivery of services to remote villages
- Government of Bihar has configured its Bihar eLokSeva service delivery portal with Service Plus.
- Government of Meghalaya has launched implementation of Meghalaya Enterprise Architecture (MeghEA) in the form of state-wide rolling out of eProposal system

PMO India and 9 others

## 8. Appendix

### 8.1. List of unified service delivery portals of States/UTs

#	State/UT	Unified Portal Name
1	Andaman & Nicobar Islands	e-District
2	Andhra Pradesh	AP Seva
3	Arunachal Pradesh	Arunachal e-Service
4	Assam	Ease of Doing Business
5	Bihar	RTPS Assam
6	Chandigarh	e-District
7	Chhattisgarh	e-District
8	Delhi	e-District
9	Goa	Goa Online
10	Gujarat	Digital Seva Setu
11	Haryana	Saral Haryana
12	Himachal Pradesh	e-District
13	Jammu & Kashmir	e-UNNAT
14	Jharkhand	JharSeva
15	Karnataka	Seva Sindhu
16	Kerala	e-Sevanam
17	Ladakh	e-Seva
18	Madhya Pradesh	MP Online
19	Maharashtra	Aaple Sarkar
20	Manipur	e-District Manipur
21	Meghalaya	e-District Meghalaya
22	Nagaland	e-District
23	Odisha	Odisha One
24	Punjab	Connect Punjab
25	Rajasthan	e-Mitra
26	Sikkim	e-District
27	Tamil Nadu	e-Sevai
28	Telangana	MeeSeva
29	Tripura	e-District and Swaagat
30	Uttar Pradesh	e-District and Nivesh Mitra
31	Uttarakhand	Apuni Sarkar
32	West Bengal	e-District and Bangla Sahayata Kendra

## 8.2. List of e-Services mapped under tourism sector by States/UTs on NeSDA – Way Forward dashboard and their allocated sub-theme

#	State/UT	e-Service	Sub-theme
1	Andhra Pradesh	Registration of Hotels Guest houses	Registration/Recognition/Renewal of Service Provider (G2B)
2	Andhra Pradesh	Approved State Tour Operator	Registration/Recognition/Renewal of Service Provider (G2B)
3	Arunachal Pradesh	Application form for issue of Inner Line Permit	Permits/Pass and Event Registration (G2C)
4	Assam	Application for License as Tour Operator.	Registration/Recognition/Renewal of Service Provider (G2B)
5	Bihar	Bihar State Tourism Development Corporation Ltd	Other
6	Bihar	TOURISM	Other
7	Bihar	Environment Forest Climate Change	Other
8	Bihar	Recognition & Renewal of Tour Operators (Renewal)	Registration/Recognition/Renewal of Service Provider (G2B)
9	Bihar	Recognition and Renewal of Hotel (Recognition)	Registration/Recognition/Renewal of Service Provider (G2B)
10	Bihar	Recognition and Renewal of Tour Operators / Agents	Registration/Recognition/Renewal of Service Provider (G2B)
11	Bihar	Recognition and Renewal of Hotel (Renewal)	Registration/Recognition/Renewal of Service Provider (G2B)
12	Chandigarh	Registration of Hotels Guest houses tourist Accommodation units etc. (G2B)	Registration/Recognition/Renewal of Service Provider (G2B)
13	Chandigarh	Seek Movie Shooting Permission	Permits/Pass and Event Registration (G2C)
14	Chandigarh	Kalagram Booking	Tour Package and Tourist Attraction (G2C)
15	Chandigarh	View Property tax	Other
16	DNHDD	Issuance of the Certificate of Recognition as Provisional / Approved State Tour Operator	Registration/Recognition/Renewal of Service Provider (G2B)
17	DNHDD	Registration of Hotels Guest houses/ tourist Accommodation units/ etc..	Registration/Recognition/Renewal of Service Provider (G2B)
18	DNHDD	Registration of Travel Agency	Registration/Recognition/Renewal of Service Provider (G2B)
19	DNHDD	Tourism Event - Performance License	Permits/Pass and Event Registration (G2C)
20	Delhi	Registration of Bread and Breakfast establishments	Registration/Recognition/Renewal of Service Provider (G2B)
21	Delhi	Booking of Tour Package	Tour Package and Tourist Attraction (G2C)
22	Delhi	Booking of Transport	Accommodation and Transportation (G2C)
23	Delhi	Allotment of spaces at Dilli Haats(INA,Pitampura, andJanakpuri)	Registration/Recognition/Renewal of Service Provider (G2B)
24	Delhi	Allotment of Spaces at Garden of five Sence	Registration/Recognition/Renewal of Service Provider (G2B)
25	Delhi	Grading of Guest Houses	Registration/Recognition/Renewal of Service Provider (G2B)
26	Delhi	Approval of Guest Houses	Registration/Recognition/Renewal of Service Provider (G2B)
27	Delhi	Application for license of Tour Operators Travel Agents Excursion Agents Tourist Transport Operator	Registration/Recognition/Renewal of Service Provider (G2B)
28	Goa	Application for Event Registration	Permits/Pass and Event Registration (G2C)
29	Goa	Application for Registration or Renewal of Tourist Guides	Registration/Recognition/Renewal of Service Provider (G2B)
30	Goa	Application for Registration or Renewal of Adventure Sports	Registration/Recognition/Renewal of Service Provider (G2B)



31	Goa	Application for safe travels stamp	Registration/Recognition/Renewal of Service Provider (G2B)
32	Goa	Application for Registration of Private Shack	Registration/Recognition/Renewal of Service Provider (G2B)
33	Goa	Application for Registration or Renewal of Spice Plantation	Registration/Recognition/Renewal of Service Provider (G2B)
34	Goa	Statistics Proforma as per Form XI	Other
35	Goa	Application for Registration or Renewal of Dealers	Registration/Recognition/Renewal of Service Provider (G2B)
36	Goa	Issuance of the Certificate of Recognition as Provisional or Approved State Tour Operator	Registration/Recognition/Renewal of Service Provider (G2B)
37	Goa	Application for Registration or Renewal for Watersports Activities	Registration/Recognition/Renewal of Service Provider (G2B)
38	Goa	Registration of Hotels Guest houses and tourist Accommodation units etc.	Registration/Recognition/Renewal of Service Provider (G2B)
39	Goa	Application for Registration or Renewal of Photographers	Registration/Recognition/Renewal of Service Provider (G2B)
40	Goa	Application for Commencement of Hospitality Business	Registration/Recognition/Renewal of Service Provider (G2B)
41	Goa	Application for Registration or Renewal of Online Tourist Service Provider	Registration/Recognition/Renewal of Service Provider (G2B)
42	Gujarat	Issuance of the Certificate of Recognition as Prov	Registration/Recognition/Renewal of Service Provider (G2B)
43	Gujarat	Registration of Hotels Guest houses/ tourist Accom	Registration/Recognition/Renewal of Service Provider (G2B)
44	Haryana	NOC Application for Height Clearance	Other
45	Haryana	NMA Clearance	Other
46	Himachal Pradesh	Online Hotel Booking System	Accommodation and Transportation (G2C)
47	Himachal Pradesh	Online Bus Booking	Accommodation and Transportation (G2C)
48	Himachal Pradesh	Privilege Card facility	Other
49	Himachal Pradesh	Registration for Trekking	Tour Package and Tourist Attraction (G2C)
50	Himachal Pradesh	Book Udaan II helicopter flight online	Accommodation and Transportation (G2C)
51	Himachal Pradesh	Registration of Hotels Guest houses tourist accommodation units	Registration/Recognition/Renewal of Service Provider (G2B)
52	Himachal Pradesh	Issuance of certificate of recognition as Provisional Approved State Tour Operator	Registration/Recognition/Renewal of Service Provider (G2B)
53	Himachal Pradesh	Rohtang Pass Permit (Permits to visit Rohtang Pass for Tourism Purpose)	Permits/Pass and Event Registration (G2C)
54	Himachal Pradesh	Special Rohtang Pass Permit (Permits to Visit Rohtang Pass for Private Vehicle Only.	Permits/Pass and Event Registration (G2C)
55	Himachal Pradesh	Hamta Pass Permit (Permits to visit Hamta Pass for Tourism Purpose)	Permits/Pass and Event Registration (G2C)
56	Himachal Pradesh	Manali Green Tax Entry (Pay your Manali entry tax well in advance)	Accommodation and Transportation (G2C)
57	Himachal Pradesh	Check Availability (Check availability of Permits for Rohtang Pass.)	Permits/Pass and Event Registration (G2C)
58	Himachal Pradesh	Validate Permit (Validate Permit , Congestion Fees Slip)	Permits/Pass and Event Registration (G2C)
59	Himachal Pradesh	Check Permit Status (Check your Permit, Congestion Fees Slip Status and Re-Print)	Permits/Pass and Event Registration (G2C)
60	Himachal Pradesh	Submit Refund Request (Check your transaction requests and submit refund request. (Refund Request c	Other
61	Himachal Pradesh	Apply online for courses	Tour Package and Tourist Attraction (G2C)

62	J&K	Online registration for sports competition	Other
63	J&K	Issuance of the Certificate of Recognition as Provisional Approved State Tour Operator	Registration/Recognition/Renewal of Service Provider (G2B)
64	J&K	Registration of Hotels Guest house tourist Accommodation units etc.	Registration/Recognition/Renewal of Service Provider (G2B)
65	J&K	Application Form for Registration of a Dealer under Tourist Trade Act.1978 82 2011	Registration/Recognition/Renewal of Service Provider (G2B)
66	J&K	Application Form for Renewal of a Dealer under Tourist Act.1978 82 2011	Registration/Recognition/Renewal of Service Provider (G2B)
67	J&K	Application for Registration of a Taxi Shikara Boat Owner Bathing Boat Owner Dandi Owner Pony wala M	Registration/Recognition/Renewal of Service Provider (G2B)
68	J&K	Application Form for renewal of a Hotel Guest House House Boat Dhaba Tea Stall under Tourist Act.197	Registration/Recognition/Renewal of Service Provider (G2B)
69	J&K	Application for Renewal of a Travel Agent Excursion Agent Adventure and Sport Tour Operator Hajj and	Registration/Recognition/Renewal of Service Provider (G2B)
70	J&K	Application for Renewal of a Taxi Shikara Boat owner Bathing Boat Owner Dandi Owner Pony wala Motor	Registration/Recognition/Renewal of Service Provider (G2B)
71	J&K	Booking of Accommodation through JKTDC Website	Accommodation and Transportation (G2C)
72	J&K	Booking of Tickets for Gulmarg Gondola	Tour Package and Tourist Attraction (G2C)
73	J&K	Room Guest House Booking	Accommodation and Transportation (G2C)
74	Karnataka	Agent Registration	Registration/Recognition/Renewal of Service Provider (G2B)
75	Karnataka	Accommodation Registration	Registration/Recognition/Renewal of Service Provider (G2B)
76	Kerala	RT Classification for Hotels and Resorts	Registration/Recognition/Renewal of Service Provider (G2B)
77	Kerala	Registration of Hotels Guest houses	Registration/Recognition/Renewal of Service Provider (G2B)
78	Kerala	Ayurveda Centres - Approval or Renewal	Registration/Recognition/Renewal of Service Provider (G2B)
79	Kerala	Houseboats - Approval or Renewal	Registration/Recognition/Renewal of Service Provider (G2B)
80	Kerala	Service Provider registration	Registration/Recognition/Renewal of Service Provider (G2B)
81	Kerala	Classification for Serviced Villas	Registration/Recognition/Renewal of Service Provider (G2B)
82	Kerala	Amusement Parks - Approval or Renewal	Registration/Recognition/Renewal of Service Provider (G2B)
83	Kerala	Issuance of the Certificate of Recognition as Provisional Approved State Tour Operator	Registration/Recognition/Renewal of Service Provider (G2B)
84	Kerala	Room reservation Yathri Nivas	Registration/Recognition/Renewal of Service Provider (G2B)
85	Kerala	Homestays - Approval or Renewal	Registration/Recognition/Renewal of Service Provider (G2B)
86	Kerala	Restaurants - Approval or Renewal	Registration/Recognition/Renewal of Service Provider (G2B)
87	Madhya Pradesh	Tickets to visit Monuments\Museum	Tour Package and Tourist Attraction (G2C)
88	Madhya Pradesh	ForestGoldenPass	Tour Package and Tourist Attraction (G2C)
89	Madhya Pradesh	Fresh Application for HomeStay Scheme in Silver Category	Registration/Recognition/Renewal of Service Provider (G2B)

90	Madhya Pradesh	Fresh Application for GramStay Scheme	Registration/Recognition/Renewal of Service Provider (G2B)
91	Madhya Pradesh	Tiger Reserve Cancellation Ticket	Tour Package and Tourist Attraction (G2C)
92	Madhya Pradesh	MP ECO TOURISM BOARD - B2B Registration	Registration/Recognition/Renewal of Service Provider (G2B)
93	Madhya Pradesh	MUSEUM TICKET BOOKING SYSTEM - Citizen Booking of Chhapan Mahal Mandu	Tour Package and Tourist Attraction (G2C)
94	Madhya Pradesh	Citizen Booking of Chhatrasals Tomb and Kamalapati Tomb Dhubela, District Chattarpur	Tour Package and Tourist Attraction (G2C)
95	Madhya Pradesh	Citizen Booking of Garh Kunder ka kila Niwari	Tour Package and Tourist Attraction (G2C)
96	Madhya Pradesh	Citizen Booking of Gohad Fort District Bhind (Old and New fort)	Tour Package and Tourist Attraction (G2C)
97	Madhya Pradesh	Citizen Booking of Islamnagar Smarak Bhopal	Tour Package and Tourist Attraction (G2C)
98	Madhya Pradesh	Citizen booking of Local Museum	Tour Package and Tourist Attraction (G2C)
99	Madhya Pradesh	Citizen Booking of Moti Mahal and other monuments (Raj Bhagat Kothi and Vishnu Mandir) Ramnagar-Mand	Tour Package and Tourist Attraction (G2C)
100	Madhya Pradesh	Citizen Booking of Lal Bagh Palace Indore	Tour Package and Tourist Attraction (G2C)
101	Madhya Pradesh	Citizen Booking of Orchha Group of Monuments	Tour Package and Tourist Attraction (G2C)
102	Madhya Pradesh	MUSEUM TICKET BOOKING SYSTEM - Citizen Booking of chhatree samooh	Tour Package and Tourist Attraction (G2C)
103	Madhya Pradesh	Citizen Booking of vidhansabha hall moti mahal gwalior	Tour Package and Tourist Attraction (G2C)
104	Madhya Pradesh	Citizen Ticket Booking of Shourya Smarak Bhopal	Tour Package and Tourist Attraction (G2C)
105	Madhya Pradesh	Film Permission Department Fee Payment - G2B	Permits/Pass and Event Registration (G2C)
106	Madhya Pradesh	Fresh Application for BnB Scheme	Registration/Recognition/Renewal of Service Provider (G2B)
107	Madhya Pradesh	MP TOURISM HOTELS RESORTS BOOKING	Registration/Recognition/Renewal of Service Provider (G2B)
108	Madhya Pradesh	National Park Reschedule Ticket	Tour Package and Tourist Attraction (G2C)
109	Madhya Pradesh	National Park Reservation Ticket	Tour Package and Tourist Attraction (G2C)
110	Madhya Pradesh	Safari Booking	Tour Package and Tourist Attraction (G2C)
111	Madhya Pradesh	Samardha Package Booking	Tour Package and Tourist Attraction (G2C)
112	Madhya Pradesh	Tour Service Operator Certificate	Registration/Recognition/Renewal of Service Provider (G2B)
113	Madhya Pradesh	Film Permission Portal Fee Payment - G2B	Permits/Pass and Event Registration (G2C)
114	Madhya Pradesh	Fresh Application for FarmStay Scheme	Registration/Recognition/Renewal of Service Provider (G2B)
115	Madhya Pradesh	Hotel Registration	Registration/Recognition/Renewal of Service Provider (G2B)
116	Madhya Pradesh	टूरिज्म सर्विस प्रोवाइडर	Registration/Recognition/Renewal of Service Provider (G2B)
117	Madhya Pradesh	Film Shooting Permission	Permits/Pass and Event Registration (G2C)
118	Madhya Pradesh	होटल रजिस्ट्रेशन	Registration/Recognition/Renewal of Service Provider (G2B)
119	Madhya Pradesh	Performance license for tourism event	Permits/Pass and Event Registration (G2C)



120	Madhya Pradesh	Provisional Registration after MBBS Medical Course	Other
121	Maharashtra	Issuance of the Certificate of Recognition as Provisional - Approved State Tour Operator	Registration/Recognition/Renewal of Service Provider (G2B)
122	Maharashtra	Registration of Hotels Guest houses-tourist Accommodation units etc.	Registration/Recognition/Renewal of Service Provider (G2B)
123	Meghalaya	Issuance of the Certificate of Recognition as Provisional or approved State Tour Operator	Registration/Recognition/Renewal of Service Provider (G2B)
124	Meghalaya	Registration of Hotels Guest houses or tourist Accommodation units, etc.	Registration/Recognition/Renewal of Service Provider (G2B)
125	Meghalaya	Certificate on classification of Hotels Heritage	Registration/Recognition/Renewal of Service Provider (G2B)
126	Mizoram	Thenzawl Golf Resort	Tour Package and Tourist Attraction (G2C)
127	Mizoram	Registration of Outdoor Photographer	Registration/Recognition/Renewal of Service Provider (G2B)
128	Mizoram	Tourist Lodge Booking	Registration/Recognition/Renewal of Service Provider (G2B)
129	Mizoram	Certificate recognition as Tour Operator	Registration/Recognition/Renewal of Service Provider (G2B)
130	Mizoram	Registration of Lodges/Motel/Resort/Guest House	Registration/Recognition/Renewal of Service Provider (G2B)
131	Mizoram	Registration of Hostels & Dormitories	Registration/Recognition/Renewal of Service Provider (G2B)
132	Mizoram	Registration of Hotels	Registration/Recognition/Renewal of Service Provider (G2B)
133	Mizoram	Registration of Homestay Establishment	Registration/Recognition/Renewal of Service Provider (G2B)
134	Mizoram	Allotment of Mooring Sites	Registration/Recognition/Renewal of Service Provider (G2B)
135	Mizoram	Registration of a Restaurant	Registration/Recognition/Renewal of Service Provider (G2B)
136	Mizoram	Application for Issuance of Duplicate Certificate	Registration/Recognition/Renewal of Service Provider (G2B)
137	Mizoram	Application for Renewal of Certificate	Registration/Recognition/Renewal of Service Provider (G2B)
138	Mizoram	Registration of a Dealer	Registration/Recognition/Renewal of Service Provider (G2B)
139	Mizoram	Registration of Tourist Porter	Registration/Recognition/Renewal of Service Provider (G2B)
140	Odisha	Booking of tickets under eco-tourism Odisha	Tour Package and Tourist Attraction (G2C)
141	Punjab	Application for Bread and Breakfast Home Stay Service	Registration/Recognition/Renewal of Service Provider (G2B)
142	Punjab	Application for Farm Tourism Scheme	Registration/Recognition/Renewal of Service Provider (G2B)
143	Punjab	Issuance of the Certificate of Recognition as Provisional, Approved State Tour operator	Registration/Recognition/Renewal of Service Provider (G2B)
144	Punjab	Registration of Hotels Guest houses, tourist Accommodation units etc.	Registration/Recognition/Renewal of Service Provider (G2B)
145	Rajasthan	RSRTC - RFID Card Registration	Registration/Recognition/Renewal of Service Provider (G2B)
146	Rajasthan	Issuance of the Certificate of Recognition	Registration/Recognition/Renewal of Service Provider (G2B)
147	Rajasthan	Registration of Hotels Guest houses/Accommodation	Registration/Recognition/Renewal of Service Provider (G2B)
148	Rajasthan	Rajguide Training Exam	Registration/Recognition/Renewal of Service Provider (G2B)

149	Rajasthan	Commercial applications for approval of a project	Registration/Recognition/Renewal of Service Provider (G2B)
150	Rajasthan	RSRTC Ticket Booking	Accommodation and Transportation (G2C)
151	Tamil Nadu	No Objection Certificate for construction in the vicinity of Heritage Sites	Other
152	Tamil Nadu	Apply for Driving License	Other
153	Tamil Nadu	eChallan Payment	Other
154	Tamil Nadu	Hotel registration	Registration/Recognition/Renewal of Service Provider (G2B)
155	Tamil Nadu	Tourism Operator Registration	Registration/Recognition/Renewal of Service Provider (G2B)
156	Telangana	SRI HANUMAN TEMPLE SEVA BOOKING KONDAGATTU	Tour Package and Tourist Attraction (G2C)
157	Telangana	SRI PEDDAMMA TEMPLE SEVA BOOKING	Tour Package and Tourist Attraction (G2C)
158	Telangana	SRI RAJA RAJESHWARA TEMPLE ROOM BOOKING	Tour Package and Tourist Attraction (G2C)
159	Telangana	SRI RAJA RAJESHWARA TEMPLE SEVA BOOKING	Tour Package and Tourist Attraction (G2C)
160	Telangana	SRIN LAKSHMI NARASIMHA TEMPLE DHARMAPURI	Tour Package and Tourist Attraction (G2C)
161	Telangana	Issuance of the Certificate of Recognition as Provisional Approved State Tour Operator	Registration/Recognition/Renewal of Service Provider (G2B)
162	Telangana	Registration of Hotels Guest houses tourist Accommodation units etc.	Registration/Recognition/Renewal of Service Provider (G2B)
163	Telangana	SRI BHADRAKALI TEMPLE SEVA BOOKING WARANGAL	Tour Package and Tourist Attraction (G2C)
164	Telangana	SRI GNANA SARASWATI DEVASTHANAM ROOM BOOKING BASAR	Tour Package and Tourist Attraction (G2C)
165	Telangana	SRI GNANA SARASWATI DEVASTHANAM SEVA BOOKING BASAR	Tour Package and Tourist Attraction (G2C)
166	Tripura	Application for registration of Private Hotels	Registration/Recognition/Renewal of Service Provider (G2B)
167	Uttarakhand	Registration For CharDham Yatra	Tour Package and Tourist Attraction (G2C)
168	Uttarakhand	Registration For Homestay	Registration/Recognition/Renewal of Service Provider (G2B)
169	Uttarakhand	Registration For Travel Trade	Registration/Recognition/Renewal of Service Provider (G2B)
170	Uttarakhand	Registration of Hotels Guest houses tourist Accommodation units etc.	Registration/Recognition/Renewal of Service Provider (G2B)
171	Uttarakhand	Heli Services To Kedarnath	Accommodation and Transportation (G2C)
172	Uttarakhand	Issuance of the Certificate of Recognition as Provisional and Approved State Tour Operator	Registration/Recognition/Renewal of Service Provider (G2B)
173	West Bengal	Discover Kolkata	Permits/Pass and Event Registration (G2C)
174	West Bengal	Registration of Home Stay	Registration/Recognition/Renewal of Service Provider (G2B)
175	West Bengal	Tourism Incentives	Registration/Recognition/Renewal of Service Provider (G2B)
176	West Bengal	Special Puja Pass, 2022	Permits/Pass and Event Registration (G2C)
177	West Bengal	Recognition of Tourism Service Providers	Registration/Recognition/Renewal of Service Provider (G2B)
178	West Bengal	Kolkata HOHO Bus Service	Accommodation and Transportation (G2C)

179	West Bengal	Online Package Booking	Tour Package and Tourist Attraction (G2C)
180	West Bengal	Submission of Feedback	Other
181	West Bengal	Apply for Incentive Scheme	Registration/Recognition/Renewal of Service Provider (G2B)
182	West Bengal	Online Properties Booking	Accommodation and Transportation (G2C)
183	West Bengal	Tourist Guide Certification Scheme 2021	Registration/Recognition/Renewal of Service Provider (G2B)

### 8.3. List of e-services that are delivered in suo-moto manner by States/UTs, as per inputs on NeSDA – Way Forward dashboard

#	State/UT	Count of suo moto e-services	Name of suo-moto e-services
1	Chandigarh	4	<ul style="list-style-type: none"> <li>• Tender result announcement</li> <li>• Death certificate</li> <li>• Birth certificate</li> <li>• Registration of new vehicle</li> </ul>
2	DNHDD	3	<ul style="list-style-type: none"> <li>• Online Bidder Enrolment</li> <li>• e-Return Filing</li> <li>• Issuance of statutory forms</li> </ul>
3	Haryana	12	<ul style="list-style-type: none"> <li>• Online application of caste certificate</li> <li>• Online application of income certificate</li> <li>• Schdeule caste certificate</li> </ul>
4	Jammu and Kashmir	15	<ul style="list-style-type: none"> <li>• Online application of Marriage Certificate</li> <li>• App for Lice of a Contractor (s) for Recrt Mig Wor</li> <li>• Regt of partnership firms under Partnership firms</li> <li>• Online Bid / Proposal Submission</li> <li>• Mutation of Revenue Records</li> <li>• Record of Rights (ROR)</li> <li>• Online Bidder Enrolment</li> <li>• Domicile Certificate</li> <li>• Online application of Income Certificate</li> <li>• Reg of societies under Societies Regt Act</li> <li>• Online application of Caste Certificate</li> <li>• Appt for Registrations under Indian Regt Act</li> <li>• Tender Result Announcement</li> <li>• Apply online for Encumbrance Certificate</li> <li>• Reg and Licng - Motor Transport Workers act</li> </ul>
5	Jharkhand	12	<ul style="list-style-type: none"> <li>• Distribution Line for LT Service Single Phase, Service Line, Meter, Other Materials for Installation</li> <li>• Issuance of caste certificate - (on receipt of application directly)</li> <li>• Issuing Caste Certificate (District Level)</li> <li>• Issuing caste certificate (On receipt of applications with the recommendation of regional workers)</li> <li>• Issuing Local Residence Certificate</li> <li>• LT Service 3 Phase 30 Kilowatt Distribution Line, Service Line, Meter, Other Materials for Install..</li> <li>• LT Service 3 Phase above 30 kilowatt Distribution line, Service Line, Meter, Other Materials for Ins</li> </ul>

			<ul style="list-style-type: none"> <li>• LT Service Extension Installation of DSS, Upgradation The combination of electric charges of singl</li> <li>• LT Service Extension Installation of DSS, Upgradation The combination of electric charges of Three</li> <li>• Power Connector Inspection on Receipt of the Application, Issuance of Notices for EHT Service</li> <li>• Power connector inspection on receipt of the application, issuance of notices for HT Service</li> <li>• Power Connector Inspection on Receipt of the Application, Issuance of Notices for LT Service 3 Phase</li> </ul>
6	Kerala	3	<ul style="list-style-type: none"> <li>• Death Certificate</li> <li>• Pension (any type)</li> <li>• Birth Certificate</li> </ul>
7	Madhya Pradesh	1	<ul style="list-style-type: none"> <li>• Abolition of interest subvention</li> </ul>
8	Maharashtra	2	<ul style="list-style-type: none"> <li>• Landless Labour Certificate</li> <li>• Small Land Holder Certificate</li> </ul>
9	Manipur	3	<ul style="list-style-type: none"> <li>• RCMS portal - ration card</li> <li>• Online application of Caste Certificate -(G2C)</li> <li>• e-Payment of Electricity Bills</li> </ul>
10	Meghalaya	7	<ul style="list-style-type: none"> <li>• All Consumers other than Conventional Prepaid Meter.</li> <li>• Consumers with Conventional Prepaid Meters.</li> <li>• e-Payment of Bills</li> <li>• Online application for Scholarship</li> <li>• Online Registration System for OPD Appointment</li> <li>• Registration of Hotels Guest houses or tourist Accommodation units, etc.</li> <li>• Tenders Results Announcement</li> </ul>
11	Mizoram	1	<ul style="list-style-type: none"> <li>• Application for Learner License Application</li> </ul>
12	Puducherry	1	<ul style="list-style-type: none"> <li>• Deletion of Member from Ration Card</li> </ul>
13	Punjab	3	<ul style="list-style-type: none"> <li>• Mobile Update</li> <li>• Senior Citizens Identity Card</li> <li>• Apply for Disability Certificate/UDID card renewal</li> </ul>
14	Rajasthan	2	<ul style="list-style-type: none"> <li>• Application for MukyaMantri Chiranjivi</li> <li>• Horticulture - Pack House</li> </ul>
15	Sikkim	6	<ul style="list-style-type: none"> <li>• Social Justice &amp; Welfare Scholarships</li> <li>• e-District SC Certificate</li> <li>• e-District Income Certificate</li> <li>• Education Department Scholarships</li> <li>• Land Stability Reports</li> <li>• e-District ST Certificate</li> </ul>
16	Tamil Nadu	9	<ul style="list-style-type: none"> <li>• Addition of New Family Member in Ration Card</li> <li>• Application for Registration of Tenancy Agreement</li> <li>• Apply for Driving License</li> <li>• Apply Lift Erection Permission</li> <li>• Change of Address in Ration Card</li> <li>• Family Head Member Change</li> <li>• Removal of Family Member in Ration Card</li> <li>• Re-Print of Smartcard Application</li> <li>• Scholarships for students</li> </ul>
17	Telangana	1	<ul style="list-style-type: none"> <li>• AADHAAR</li> </ul>

18	Tripura	1	• Partnership Firm Registration and Change
19	Uttar Pradesh	1	• Pradhan Mantri Jan Arogya Yojna
20	West Bengal	1	• Pension

#### 8.4. Sector-wise list of 56 identified mandatory e-services in NeSDA 2021

#	Focus Sector	Service Name
1	Finance	Record of Rights (ROR) (G2C)
2	Finance	Mutation of Revenue Records (G2C)
3	Finance	Domicile Certificate (G2C)
4	Finance	Online application of Marriage Certificate (G2C)
5	Finance	Online application of Caste Certificate (G2C)
6	Finance	Online application of Income certificate (G2C)
7	Finance	Apply online for Encumbrance Certificate (G2C)
8	Finance	Appointment for Registrations under Indian Registration Act (G2C)
9	Finance	Registration of societies under Societies Registration Act (G2B)
10	Finance	Registration of partnership firms under Partnership Firms Act (G2B)
11	Finance	Issuance of statutory forms (G2B)
12	Finance	e-Return Filing (G2B)
13	Finance	Online Bidder Enrolment (G2B)
14	Finance	Online Bid / Proposal Submission (G2B)
15	Finance	Tender Result Announcement (G2B)
16	Labour & Employment	Registration and Licensing - Motor Transport Workers Act (G2B)
17	Labour & Employment	Application for License of a Contractor (s) for recruitment of migrant workmen (G2B)
18	Labour & Employment	Application for Registration of Shops and Establishment (G2B)
19	Labour & Employment	Employee Registration (G2C)
20	Labour & Employment	Job Seeker Registration (G2C)
21	Labour & Employment	Job Skill Development (G2C)
22	Labour & Employment	Employer Registration (G2B)
23	Education	Online application for Scholarship (G2C)
24	Education	Check examination results online/Online result display (G2C)
25	Education	School Registration (G2B)
26	Education	NOC for Schools (G2B)
27	Social Welfare including Health, Agriculture, Home & Security	Online Registration System for OPD Appointment (G2C)
28	Social Welfare including Health, Agriculture, Home & Security	Patient Registration (G2C)
29	Social Welfare including Health, Agriculture, Home & Security	Pregnant women assistance (including Benefit transfers) (G2C)
30	Social Welfare including Health, Agriculture, Home & Security	Child Registration (G2B)
31	Social Welfare including Health, Agriculture, Home & Security	NOC for new establishments (G2B)
32	Social Welfare including Health, Agriculture, Home & Security	Financial Aid/Assistance (for differently abled / widows / disabled / handicapped etc.) (G2C)
33	Social Welfare including Health, Agriculture, Home & Security	Scholarships for students (G2C)

34	<b>Social Welfare including Health, Agriculture, Home &amp; Security</b>	Pension (any type) (G2C)
35	<b>Social Welfare including Health, Agriculture, Home &amp; Security</b>	Online Complaint Registration (G2C)
36	<b>Social Welfare including Health, Agriculture, Home &amp; Security</b>	Missing Person Registration (G2C)
37	<b>Social Welfare including Health, Agriculture, Home &amp; Security</b>	Request for FIR copy (G2C)
38	<b>Local Governance &amp; Utility Services</b>	Birth Certificate (G2C)
39	<b>Local Governance &amp; Utility Services</b>	Death Certificate (G2C)
40	<b>Local Governance &amp; Utility Services</b>	Property tax online payment (G2C)
41	<b>Local Governance &amp; Utility Services</b>	Permission for Water Connections (G2C)
42	<b>Local Governance &amp; Utility Services</b>	Building or development permit (G2B)
43	<b>Local Governance &amp; Utility Services</b>	Occupancy Certificate (G2B)
44	<b>Local Governance &amp; Utility Services</b>	Application for NoC for Building (Plan) Construction (G2B)
45	<b>Local Governance &amp; Utility Services</b>	e-Payment of Electricity Bills (Citizen) (G2C)
46	<b>Local Governance &amp; Utility Services</b>	New connection (business) (G2B)
47	<b>Local Governance &amp; Utility Services</b>	e-Payment of Bills (Business) (G2B)
48	<b>Local Governance &amp; Utility Services</b>	Load change/ Category change (G2B)
49	<b>Local Governance &amp; Utility Services</b>	e-Payment of Bills (G2C)
50	<b>Local Governance &amp; Utility Services</b>	Application for Water Connection (business) (G2B)
51	<b>Environment</b>	Initial No Objection Certificate / Plan Approval for Building Permit (citizen) (G2C)
52	<b>Environment</b>	Final No Objection Certificate / Plan Approval for Occupancy Certificate (citizen) (G2C)
53	<b>Environment</b>	Initial No Objection Certificate / Plan Approval for Building Permit (business) (G2B)
54	<b>Environment</b>	Final No Objection Certificate / Plan Approval for Occupancy Certificate (business) (G2B)
55	<b>Tourism</b>	Issuance of the Certificate of Recognition as Provisional / Approved State Tour Operator (G2B)
56	<b>Tourism</b>	Registration of Hotels Guest houses/ tourist Accommodation units/ etc. (G2B)

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

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