



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF  
ADMINISTRATIVE REFORMS &  
PUBLIC GRIEVANCES



# NeSDA Way Forward

Monthly Report for States/UTs

**MAY**  
2025

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## 1. Introduction

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

DARPG monitors the progress made in e-service delivery across States/UTs through inputs provided by States/UTs on NeSDA Way Forward Dashboard, NeSDA Way Forward monthly reports and regular review meetings with SPoCs from States/UTs. So far, 25 NeSDA Way Forward Monthly Reports and Annual Report 2023 have been published to monitor the status of e-service delivery, across States/UTs.

This series of NeSDA Monthly Reports systematically monitors and evaluates the scale and quality of e-Services provided across all States and Union Territories since its inception in April 2023, the update has consistently reported on three key categories of online services each month: all e-Services, mandatory e-Services, and those delivered through a unified portal.

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

In 2024, alongside reporting the progress in overall delivery of e-services, the monthly editions featured sections on e-service delivery in the northeastern states, progressive parameters under the NeSDA framework, Assessment parameters for State/UT Portals as well as Service Portals, e-Services by Panchayati Raj Institutions, focus sector wise mandatory e-services, Advancements under Right to Service Commission, Best Practices in e-service delivery etc. Since December 2024, the Monthly reports are highlighting the commendable efforts of the RTS Commissions through their framework for enhancing e-Service delivery.

The upcoming monthly report aims to institutionalise the nation's endeavours for improved delivery of e-services and prepare States/UTs for the biennial NeSDA by providing regular status on e-services across States and UTs, introducing new sections each month assisting states/UTs

to enhance their respective e-services. The report further serves as a platform for dissemination of best practices in e-service delivery, providing scope for replication of these practices.

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

**A**

#### **Saturation of e-services**

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



**B**

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

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



**C**

#### **Strengthening of Unified Service Delivery Portals**

- Strengthening of unified Service portal especially in North Eastern States
- Integration with other government platforms like Service Plus, MyScheme, Umang, etc



**D**

#### **Identification of bottlenecks and dissemination of best practices**

- Recognize the existing gaps and improve scores in NeSDA assessment parameters
- Learn from best practices to leverage emerging technologies



The NeSDA Way Forward Monthly Report for States/UTs, May 2025 is based on the inputs provided by States/UTs on *NeSDA – Way Forward* dashboard, as of 31<sup>st</sup> May, 2025.

## 2. Key Highlights

### Status of Implementation

- **21,062** e-services provided across States/UTs. **Karnataka** provides maximum e-services (2089). Maximum e-services (**7,065**) lie in the sector – Local Governance & Utility Services
- A total of **424 e-Services added** since last report, by States/UTs across the country while Tripura added majority of e-services across all focus sectors
- **1,599** of 2,016 mandatory e-services (56\*36 States/UTs) available, making saturation **>79%**
- From May 2025, 5 new mandatory services added and 2 excluded. **1618** of 2124 (**59\*36** States/UTs) mandatory e-Services available. *(New)*
- **16 States/UTs** achieved **>90%** saturation while **Maharashtra** and **Uttarakhand** achieved **100%** saturation

### Unified Service Delivery Portal

- **Karnataka, Jammu & Kashmir, Kerala, Uttarakhand, Assam** and **Odisha** provide **100%** of their services through their identified Unified Service Delivery Portal i.e., **Seva Sindhu (2089), e-UNNAT (1164), e-Sevanam (938), Apuni Sarkar (935), Sewa Setu (733)** and **Odisha One (404)**, respectively.
- **Uttarakhand** achieved 100% saturation during May 2025

### Enhancing e-Service Delivery with Right to Service Model

- This edition highlights Chandigarh's commitment to strengthening public service delivery through the RTS framework. It also brings attention to ongoing efforts to unify service delivery and ensure real-time transparency for citizens. *(New)*

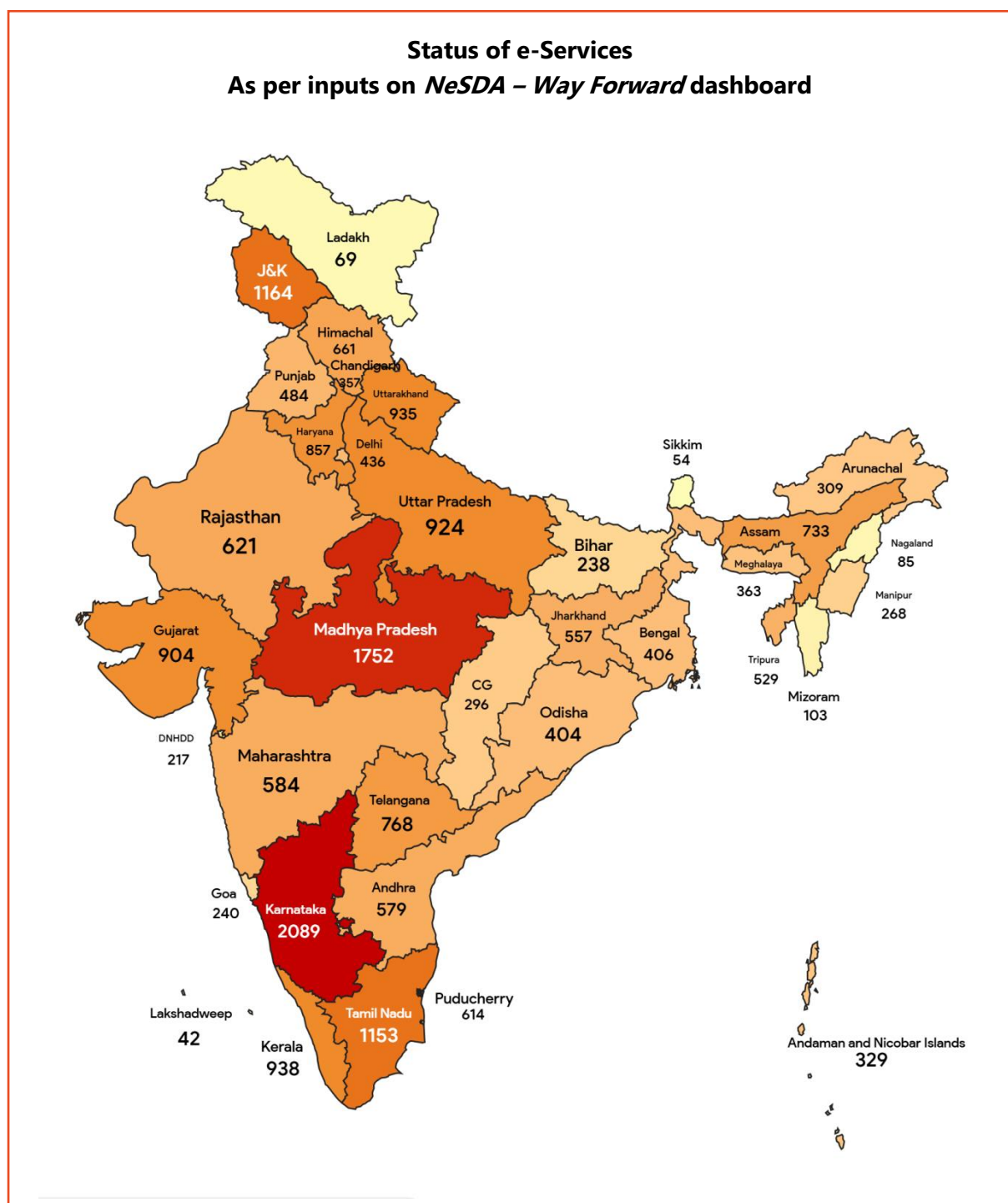
### Best Practices: Central Government Departments/Ministries

- Comprehensive service delivery portals of Central Government Ministries/Departments, the **Goods and Services Tax Portal** and **National Cyber Crime Reporting Portal** have been highlighted as examples of best practices.

### Best Practices: City Level e-Governance

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

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



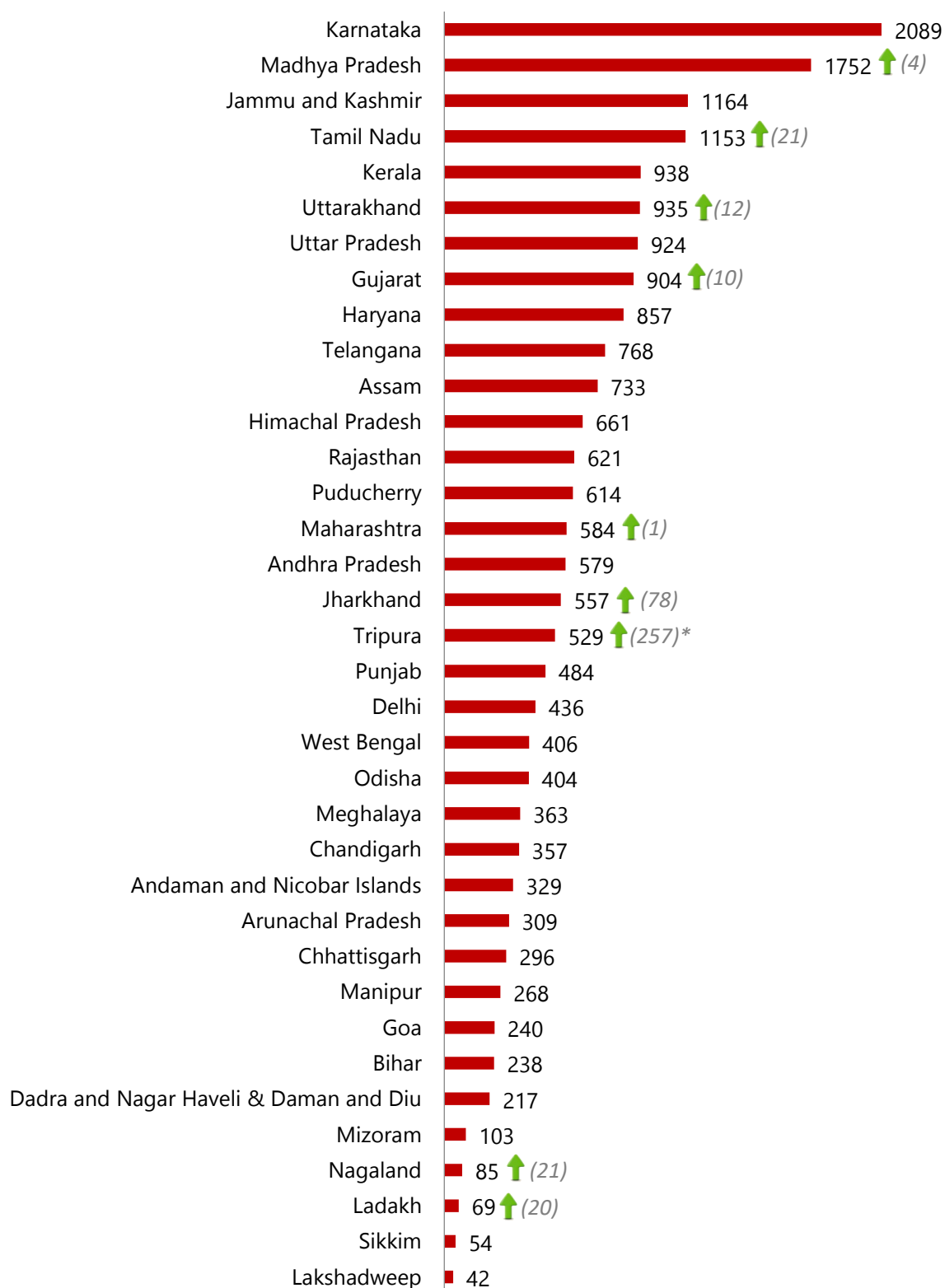
**Total e-Services**

**21,062**

*Note: The aforementioned figures are uploaded by States/UTs as of 31/05/2025.*



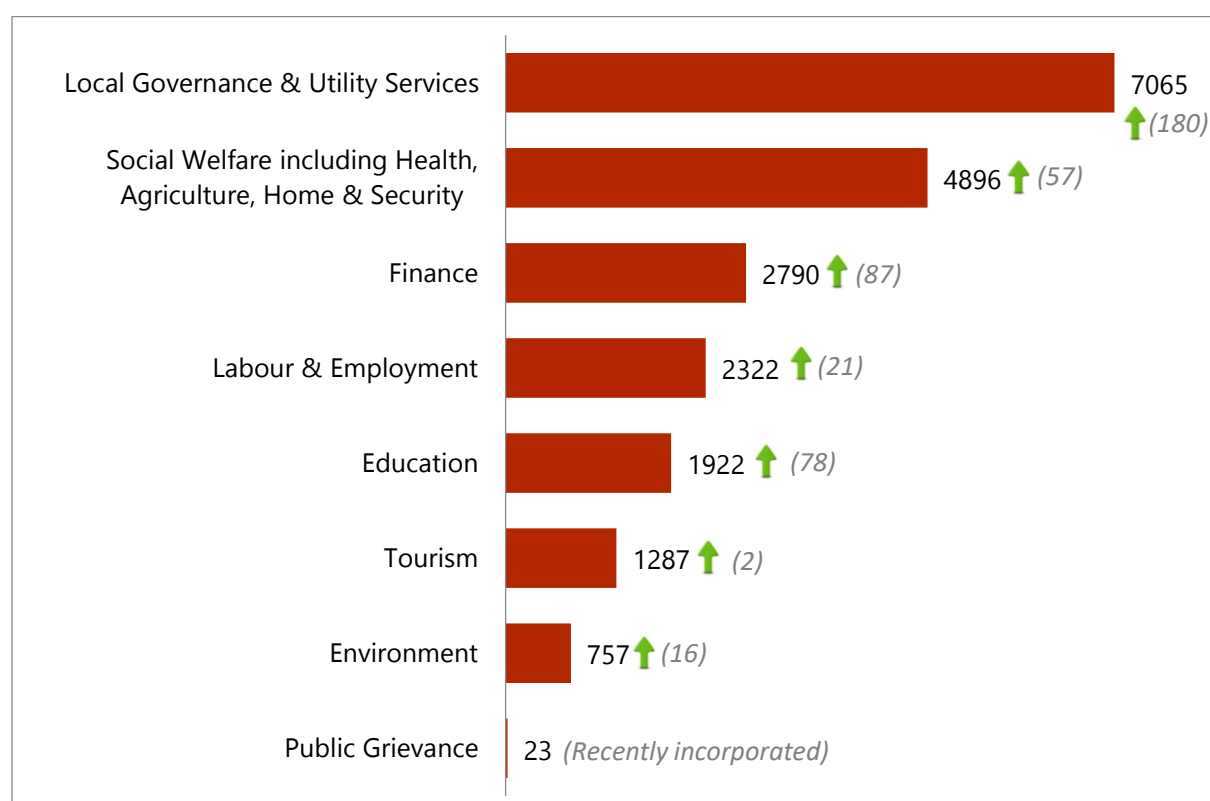
### Status of e-Services As per inputs on NeSDA – Way Forward dashboard



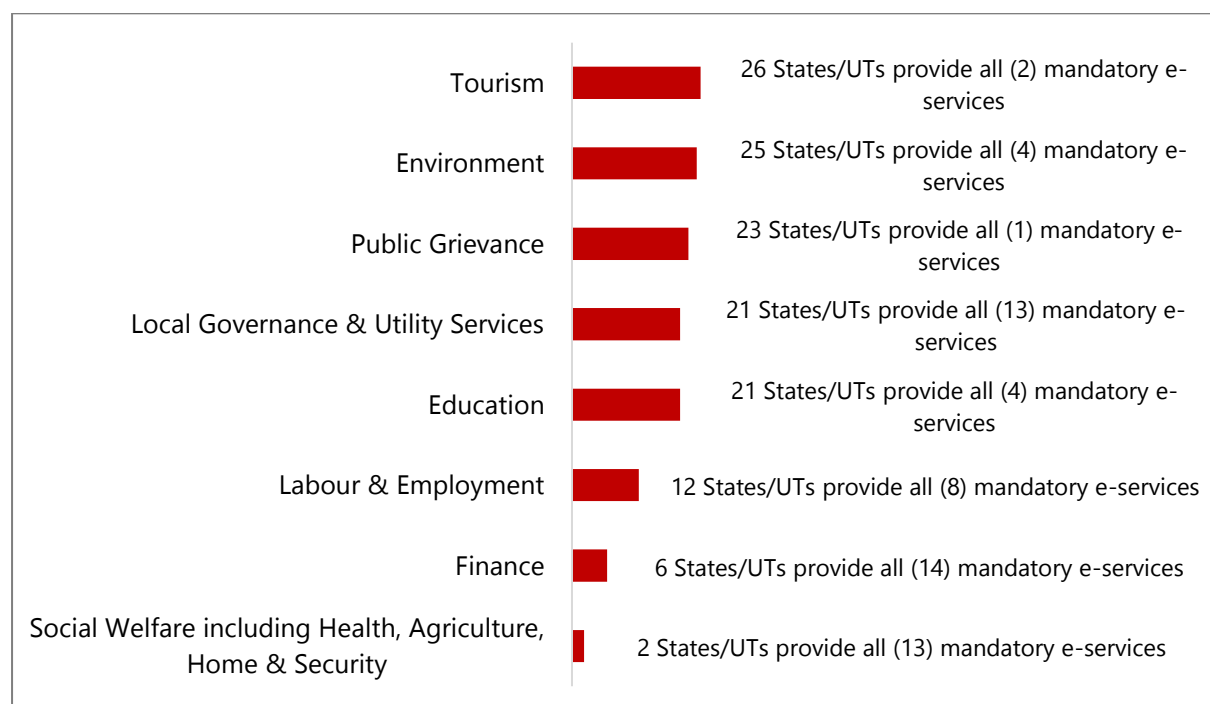
Monthly progress of status of e-services across States/UTs is attached in **Annexure 8.1**

*Note: The aforementioned figures are uploaded by States/UTs as of 31/05/2025.*

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



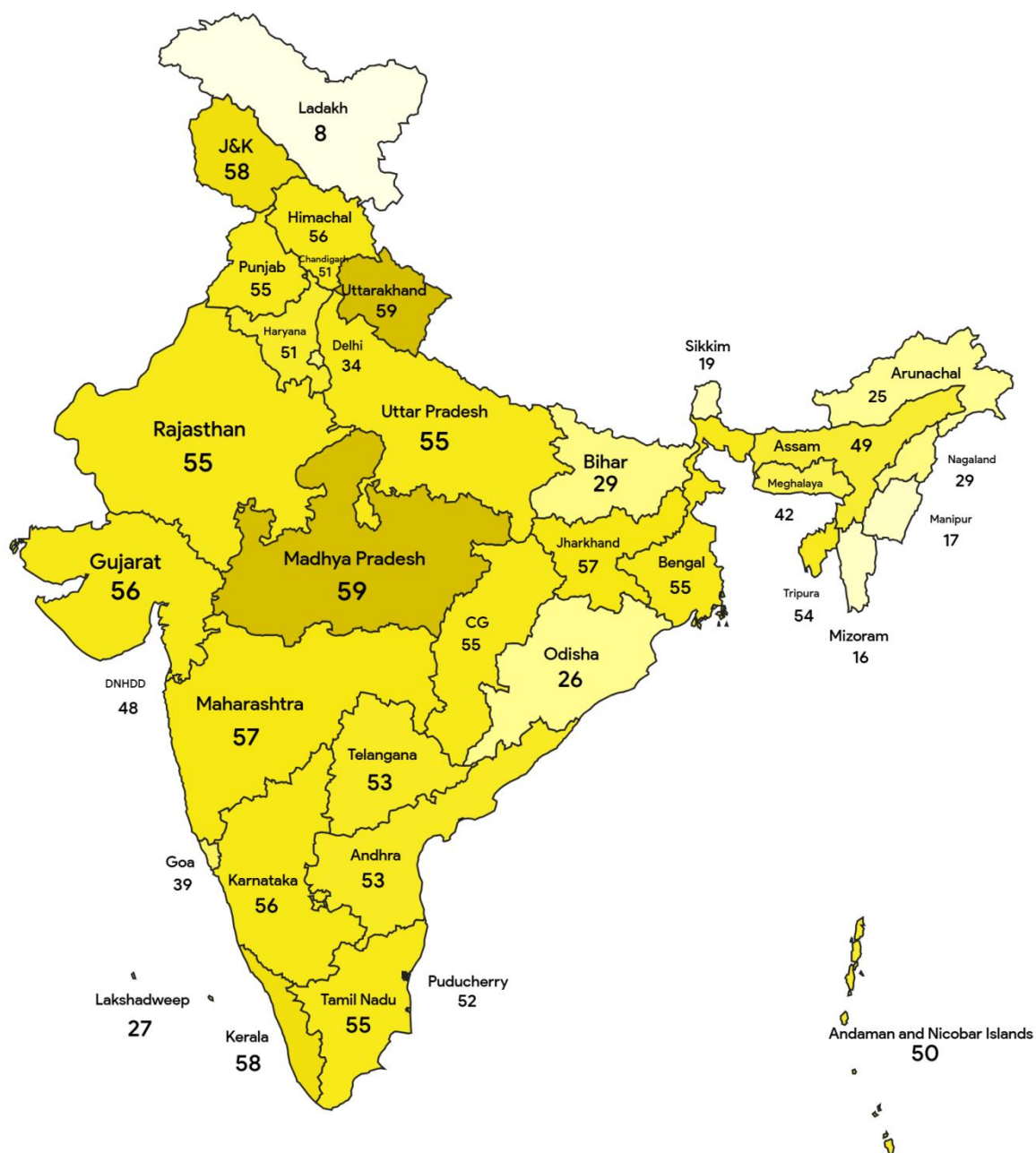
## Sector-wise saturation status of mandatory e-services across States/UTs



*Note: The aforementioned figures are uploaded by States/UTs as of 31/05/2025.*



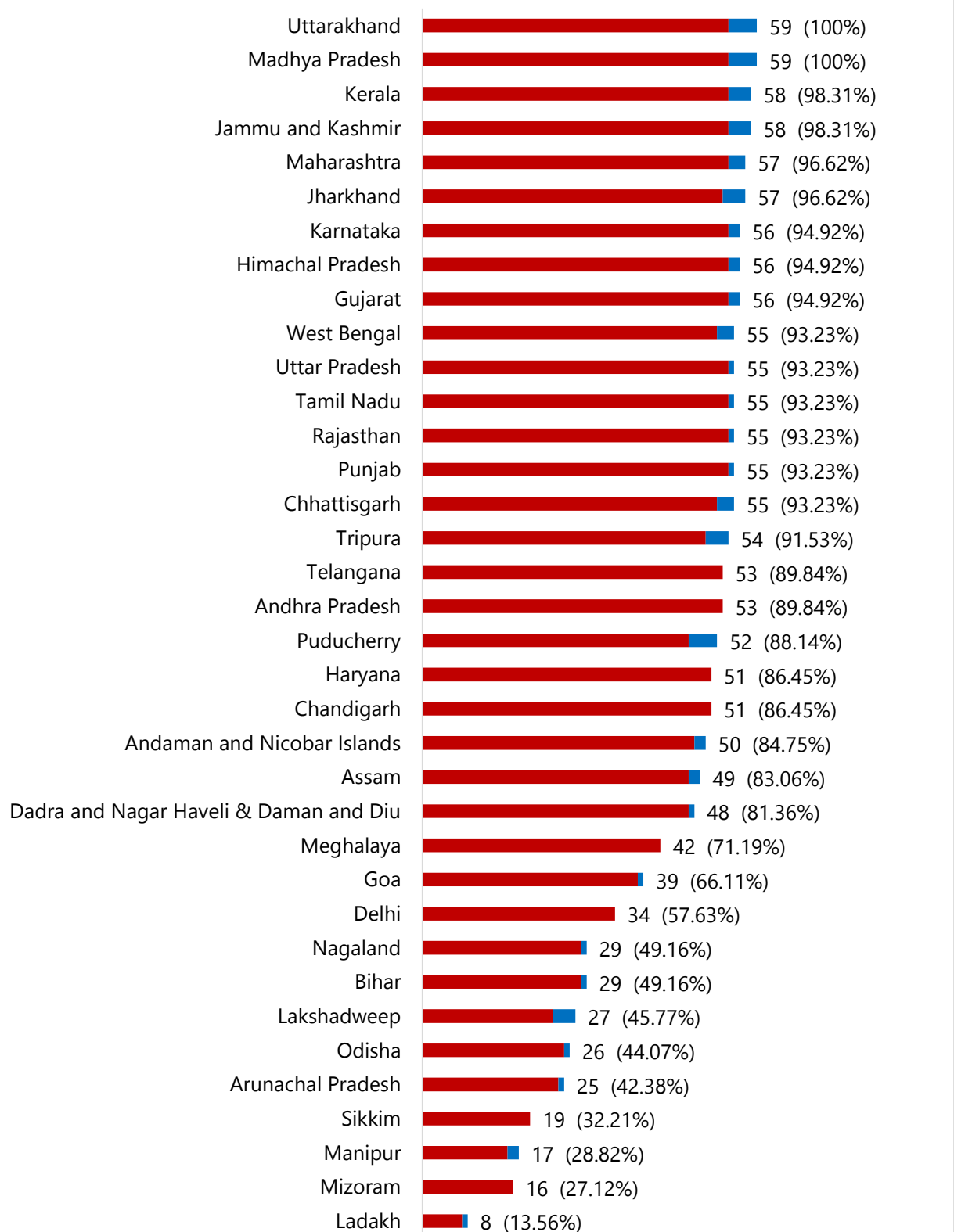
**Status of 59 Mandatory e-Services**  
**As per inputs on *NeSDA – Way Forward* dashboard**



**Mandatory e-Services**  
**1,618**

*Note: The aforementioned figures are uploaded by States/UTs as of 31/05/2025.*

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



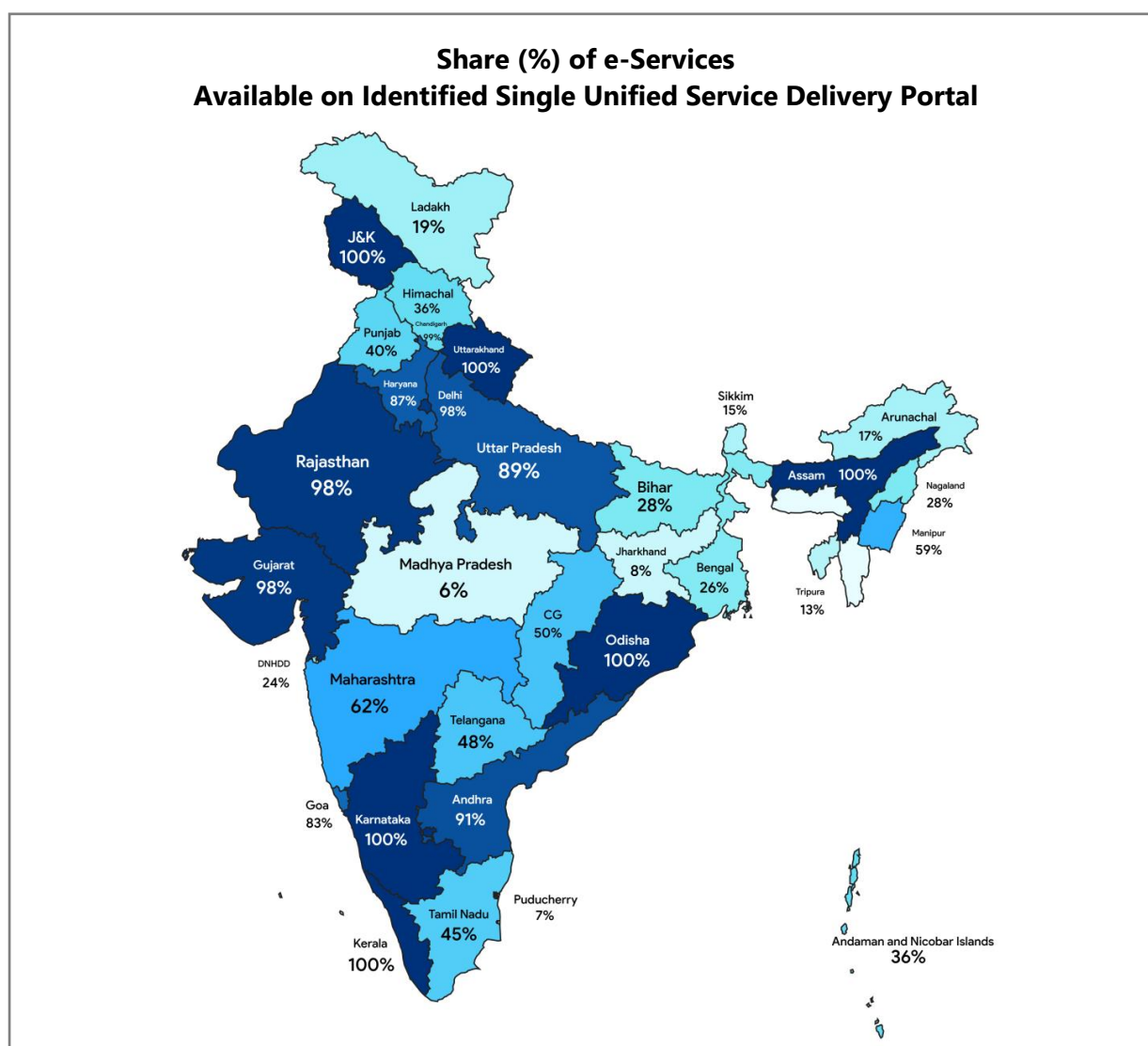
■ Provision out of 54 mandatory e-Services (56-2)
 ■ Provision out of 5 newly added mandatory e-Services

*Note: The aforementioned figures are uploaded by States/UTs as of 31/05/2025.*

#### 4. Unified Service Delivery Portal – Saturation Status

DARPG actively encourages States/UTs to enhance their e-service delivery capabilities through provision of e-services through a single unified service delivery portal. These centralised platforms integrate services from multiple departments, providing citizens with a single, user-friendly interface to access information, submit applications and avail services. Features like digital authentication, single sign-on and online payments further streamline the process, reducing the need for physical visits or navigating multiple websites.

6 States/UTs have achieved 100% integration through their unified service delivery portals. Notably, Uttarakhand is the most recent to reach full integration. Additionally, 5 more States/UTs have crossed the 90% mark, reflecting strong adoption of the unified service delivery model. However, nearly half of the States/UTs remain below the 50% mark, indicating scope for further enhancement in unified service delivery.



State/ UT	Identified Single Unified Portal	URL	e-Services on Single Unified Portal % (count)
Karnataka	Seva Sindhu	sevasindhu.karnataka.gov.in	100% (2089)
Jammu and Kashmir	e-UNNAT	eunnat.jk.gov.in	100% (1164)
Kerala	e-Sevanam	services.kerala.gov.in	100% (938)
Uttarakhand	Apuni Sarkar	eservices.uk.gov.in	100% (935)
Assam	Sewa Setu	sewasetu.assam.gov.in	100% (733)
Odisha	Odisha One	odishaone.gov.in	100% (404)
Chandigarh	e-District	eservices.chd.gov.in	99% (354)
Gujarat	Digital Gujarat	digitalgujarat.gov.in	98% (887)
Rajasthan	e-Mitra	emitra.rajasthan.gov.in	98% (608)
Delhi	e-District	edistrict.delhi.gov.in	98% (426)
Andhra Pradesh	AP Seva	vswsonline.ap.gov.in	91% (524)
Uttar Pradesh	Nivesh Mitra & e-District	niveshmitra.up.nic.in & edistrict.up.gov.in	89% (820)
Haryana	Saral Haryana	saralharyana.gov.in	87% (749)
Goa	Goa Online	goaonline.gov.in	83% (199)
Maharashtra	Aaple Sarkar	aaplesarkar.mahaonline.gov.in	62% (363)
Manipur	Manipur USP	uspmanipur.mn.gov.in	59% (158)
Chhattisgarh	e-District	edistrict.cgstate.gov.in	50% (149)
Telangana	MeeSeva	ts.meeseva.telangana.gov.in	48% (365)
Tamil Nadu	e-Sevai	tnesevai.tn.gov.in	45% (524)
Punjab	Connect Punjab	connect.punjab.gov.in	40% (196)
Himachal Pradesh	e-District	edistrict.hp.gov.in	36% (239)
A&N Islands	e-Seva	anieseva.andaman.gov.in	36% (117)
Nagaland	e-District	edistrict.nagaland.gov.in	28% (24)
Bihar	RTPS Bihar	serviceonline.bihar.gov.in	28% (66)
West Bengal	e-District	edistrict.wb.gov.in	26% (105)
DNHDD	Single Window Portal	swp.dddgov.in	24% (53)
Ladakh	e-Seva	eseva.ladakh.gov.in	19% (13)
Arunachal Pradesh	Arunachal e-Service	eservice.arunachal.gov.in	17% (53)
Sikkim	Sikkim SSO	sso.sikkim.gov.in	15% (8)
Tripura	e-District	edistrict.tripura.gov.in	13% (71)
Jharkhand	Jharsewa	jharsewa.jharkhand.gov.in	8% (43)
Puducherry	e-District	edistrict.py.gov.in	7% (44)
Madhya Pradesh	MP Online	mponline.gov.in	6% (98)
Meghalaya	Meghalaya Online	meghalayaonline.gov.in	- (-)

*Note: The aforementioned details of single unified portals are as informed and uploaded by States/UTs on NeSDA – Way Forward dashboard, as of 31/05/2025. Lakshadweep and Mizoram do not have a single unified services portal. States that have not uploaded their services' URL through their single unified service portal on NeSDA – Way Forward dashboard are marked (-)*


## 5. Enhancing e-Service Delivery through RTS Commissions

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

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



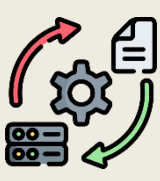
The Chandigarh Right to Service Commission (RTS Commission) has been driving reforms in service delivery by regularly holding review meetings with Administrative Secretaries and Heads of Departments responsible for public service delivery in the Union Territory. Through these consultative meetings, the Commission evaluates services and recommends inclusion or exclusion of specific services under the Right to Service Act, ensuring alignment with citizen needs and administrative feasibility.

Under the guidance of the Commission, NIC UT Chandigarh has been taking concrete steps to streamline and enhance online service delivery. A key initiative includes the development of a Unified Service Delivery Portal ( <https://eservices.chd.gov.in>).

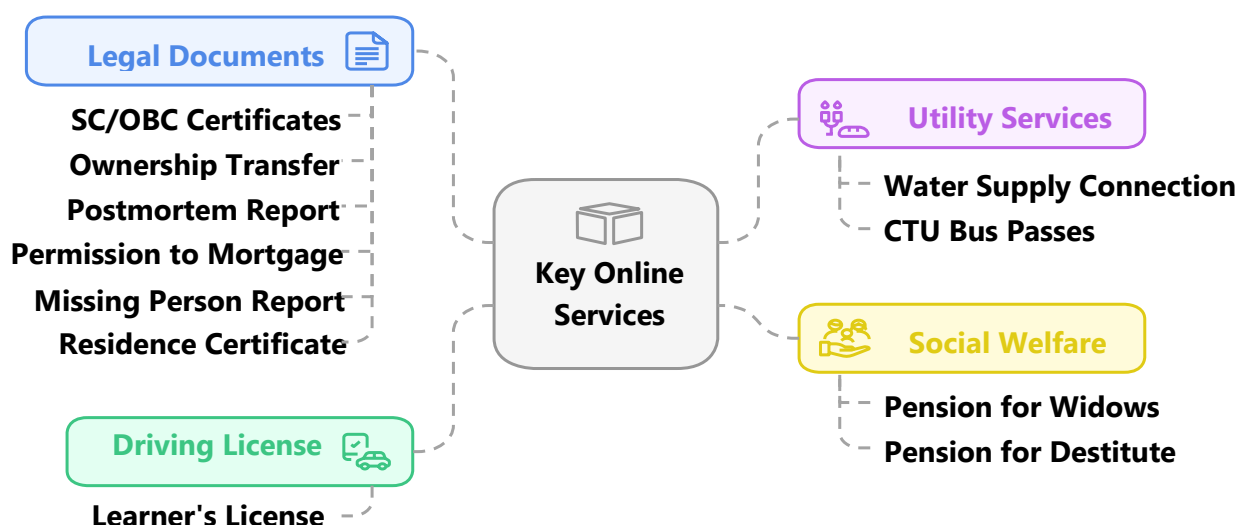


The Right to Service Commission ensures timely service delivery by imposing penalties on officials for delays. Key services where penalties were enforced in the past three years include **issuance of caste certificates**, **transfer of ownership** (property and vehicles), **supply of FIR/DDR copies**, and **NOCs for lease transfers**, reflecting the Commission's focus on accountability and citizen-centric governance.

The RTS Commission is also working to onboard all services onto a common online platform, with a focus on real-time status tracking.



In Chandigarh, as of now, 441 services from 31 departments have been notified under the Chandigarh Right to Service Act. Out of these, **364 services (approximately 83%)** have been digitized and are being delivered in a **faceless** manner.





## 6. City Level e-Governance

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

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

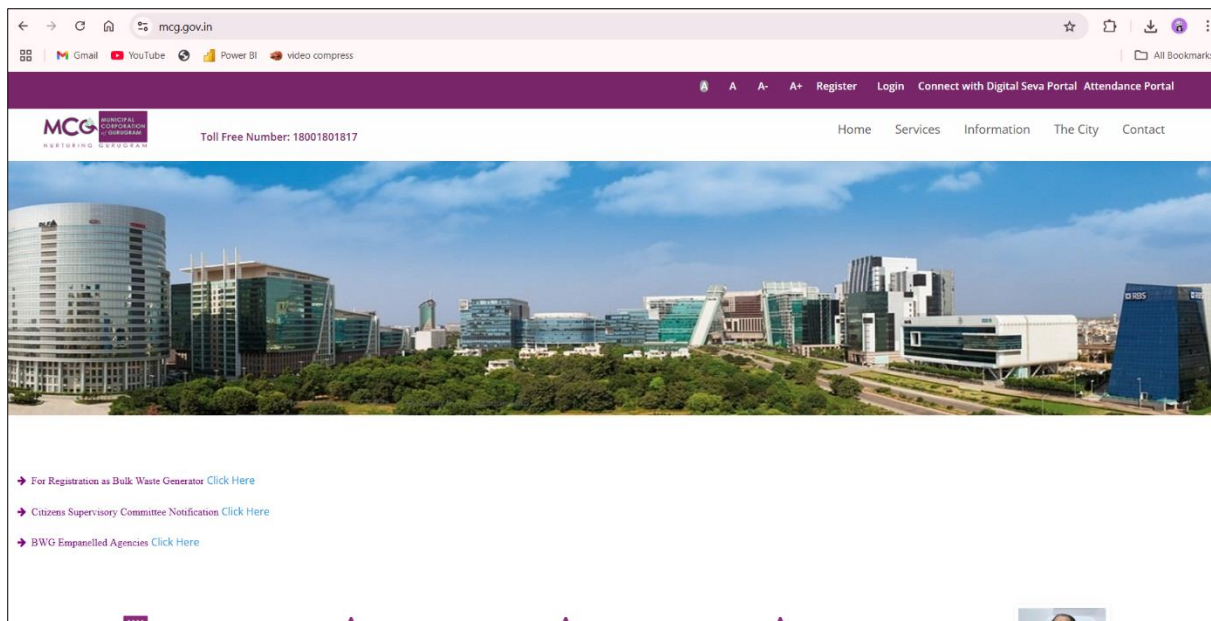
Cities serve as hubs of economic development, and city-based service delivery platforms have significant potential to transform the overall governance landscape. Given the unique governance challenges faced at the city level, these platforms play a crucial role not only in the efficient delivery of services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

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

City (State/UT)	Portal Name
Gurugram (Haryana) (Population: 05 to 20 Lakhs)	Municipal Corporation of Gurugram
Agartala (Tripura) (Population: Up to 05 Lakhs)	Agartala Municipal Corporation



## 6.1. Municipal Corporation of Gurugram



<https://www.mcg.gov.in/default.aspx>

The Municipal Corporation of Gurugram (MCG), often referred to as the Municipal Corporation of Gurgaon, is the pivotal urban local body responsible for the civic administration and development of Gurugram. Through its comprehensive citizen-centric portal, MCG offers a wide array of e-services aimed at enhancing transparency, efficiency, and ease of access. From paying property taxes and applying for birth certificates to tracking application statuses and accessing grievance redressal, the portal serves as a platform delivering essential municipal services.

The range of e-services available to citizens through the portal is as follows:

### Range of e-Services Available

- **Property Tax Management:** Citizens can calculate, view outstanding dues, and pay their property tax online for residential, commercial and vacant properties. Facility of property self-certification is also available to ensure accurate property data and tax billing
- **Birth and Death Registration:** Online application and issuance of birth and death certificates, simplifying a crucial civil service

## Range of e-Services Available

Contd.

- **Trade Licenses:** Application and renewal processes for various trade licenses, streamlining business operations
- **Marriage Registration:** Provision for online applications for availing marriage certificate
- **Building Plan Approvals:** Submission of applications for approval or revision of building plans, adhering to municipal building bye-laws
- **Utilities Bill Payments:** Online payment facilities for essential services for example: water bills
- **Dog/Pet Registration:** MCG portal provides for dog/pet registration to ensure responsible pet ownership and public safety.
- **Grievance Redressal:** Dedicated mechanism for citizens to lodge complaints related to civic issues
- **e-Procurement:** Provision for online tendering processes, fostering transparency in municipal contracts and purchases
- **NOCs and Certificates:** Provision for availing various No Objection Certificates (NOCs), including fire safety NOCs and occupation certificates
- **Tracking Application Status:** Provision to track the status services applications in real time using application number

## KEY FEATURES



### User Registration and Login

Allows new users (Citizens, Vendor/ Contractor) to register and existing users to login securely to access personalized dashboards with comprehensive filter & search functionalities



### Documents Downloads

Provision available to download documents with filter and search functionalities



### Information and Updates

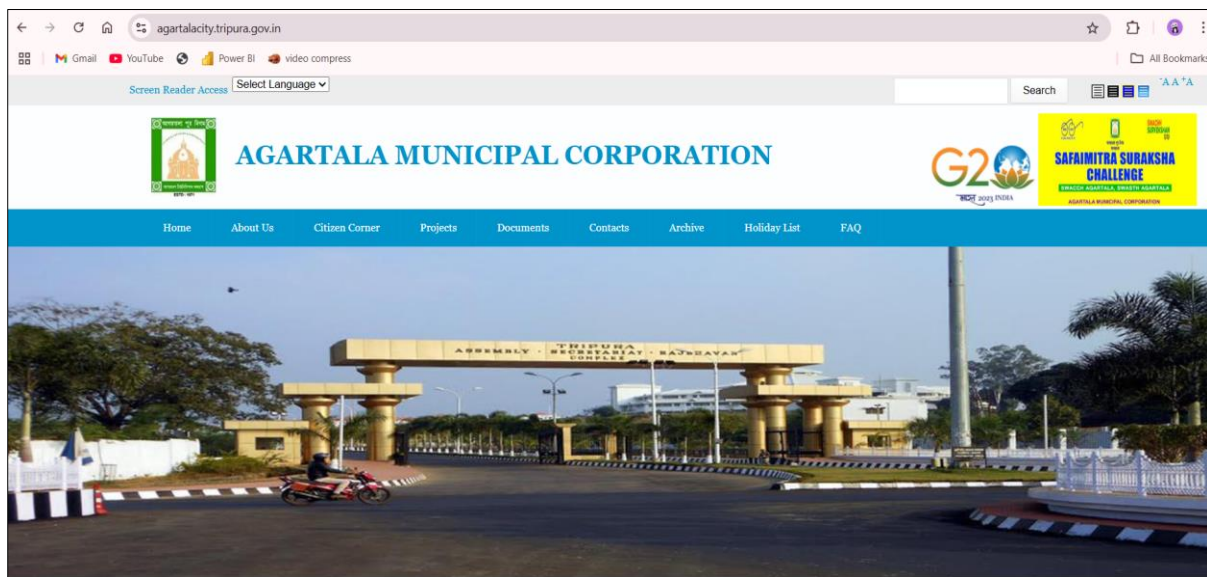
Provision for Notifications, Important Notices and Important links along with contact details for user support available



### Accessibility Features

Feature of font size adjustment and screen reader access available

## 6.2. Agartala Municipal Corporation



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

The Agartala City Portal serves as the primary digital gateway for citizens to interact with the Agartala Municipal Corporation (AMC), the governing body of Agartala, the capital of Tripura. Established in 1871, the AMC is one of the oldest municipal bodies in Northeast India, playing a vital role in the city's development, modernization and civic administration.

### KEY SERVICES AVAILABLE

- **Property Tax Management:** Citizens can view, calculate and pay their property tax online. Provision to search and viewing of property details and procedures for changing/correcting property ownership in tax records are also outlined
- **Trade Licenses:** Online application and renewal of trade licenses for various businesses operating within the AMC's jurisdiction
- **Building Plan/Construction Permits:** Applications for approval of building plans and construction permits, ensuring adherence to urban planning regulations
- **Signage/Hoarding Applications:** Provision for obtaining permissions for outdoor advertisements and hoardings

## KEY SERVICES AVAILABLE

CONTD.

- **Online Touji:** Provision to avail land record or revenue-related online services within the AMC area
- **Septic Tank Clearance Booking:** Provision to book services for septic tank clearance, highlighting AMC's focus on sanitation infrastructure
- **Water Tank Booking:** Provision to book water tanks, an essential service for water supply management
- **Sewer Connection Applications:** Streamlining the process for new sewer connections
- **Grievance Redressal System:** An online mechanism to lodge complaints and provide feedback on various civic issues
- **Littering Fine Details:** Providing information related to fines for littering, promoting civic responsibility and cleanliness
- **Town Hall Booking System:** Online facility for booking the town hall for events or public gatherings

## KEY FEATURES



### Secure Login

Enables login for users via User ID and Password

### Real-Time Updates

Provision of Notifications, Important Notices, and what's new



### Documents & Downloads

Access and download documents & know about ongoing projects



### Information Resources

Provision of FAQs and contact details for support



### Accessibility Features

Font size adjustment and screen reader access available

### Multi Language Support

Available in English, Bengali and Hindi



## 7. Best Practices – Central Government Ministries/Departments

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

Service delivery portals of the Central government serve as a cornerstone of digital governance, enabling seamless service delivery by integrating diverse government functions under a single platform.

These portals leverage technology and innovation to simplify administrative processes, enhance citizen engagement, and ensure timely delivery of public services on a national scale. By examining their features and functionalities, this section aims to showcase how central portals are setting benchmarks in accountable, efficient, and citizen-centric governance. Some of the service delivery portals of the central government and digital initiatives featured in this section include:

01

Goods and Service Tax (GST) Portal

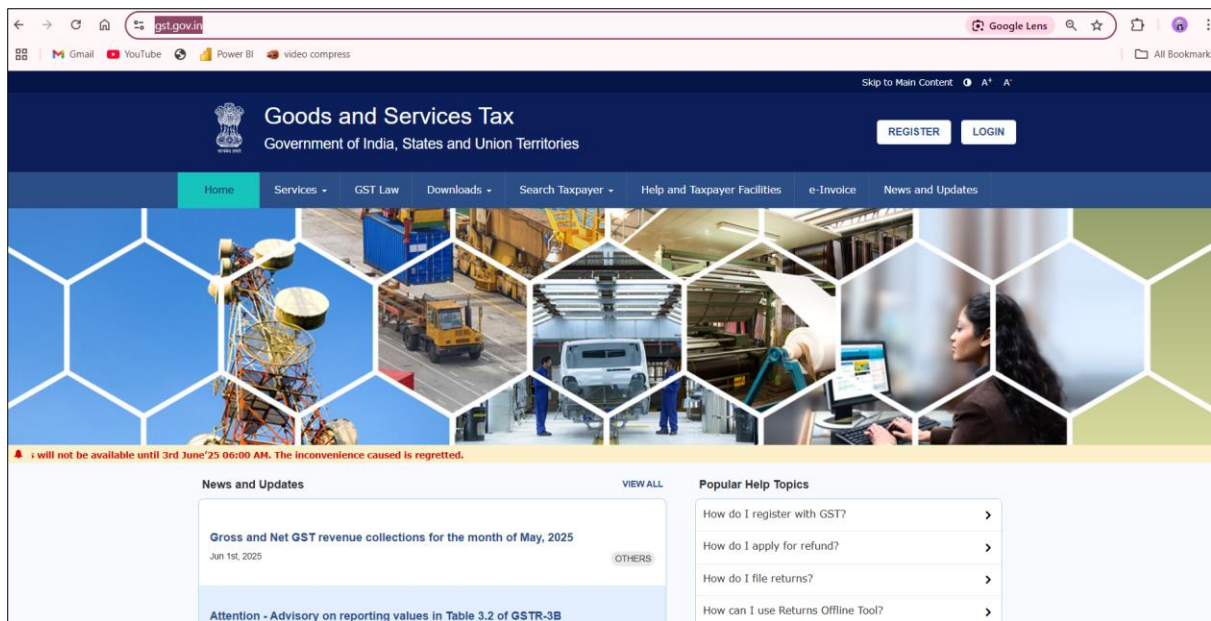
02

National Cyber Crime Reporting Portal

Aforementioned platforms are featured for their comprehensive functionalities that empower users with seamless access to essential public services. The **GST Portal** simplifies tax compliance for individuals and businesses, while the **National Cyber Crime Reporting Portal** enables easy reporting and redressal of cyber offences. Together, they exemplify citizen-first digital governance in action.



## 7.1. Goods and Service Tax (GST) Portal



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

The GST (Goods and Services Tax) portal is a cornerstone of India's unified indirect tax system. Developed and maintained by the Goods and Services Tax Network (GSTN), it serves as a comprehensive online platform for taxpayers, businesses and other stakeholders to fulfil their GST compliance obligations and access various related services. The portal is designed to streamline processes, enhance transparency and reduce the human interface in tax administration.



### Services and Features

#### • Registration and Login

- **New Registration:** Users initiate the process by providing basic details (PAN, mobile number, email) and verifying them via OTP. A Temporary Reference Number (TRN) is generated, which is then used to complete the detailed application, upload supporting documents and receive the final GSTIN
- **Login:** Existing users login with username (often GSTIN or a user-created one) and password, along with a CAPTCHA. First-time users are guided through setting a new username and password after provisional login



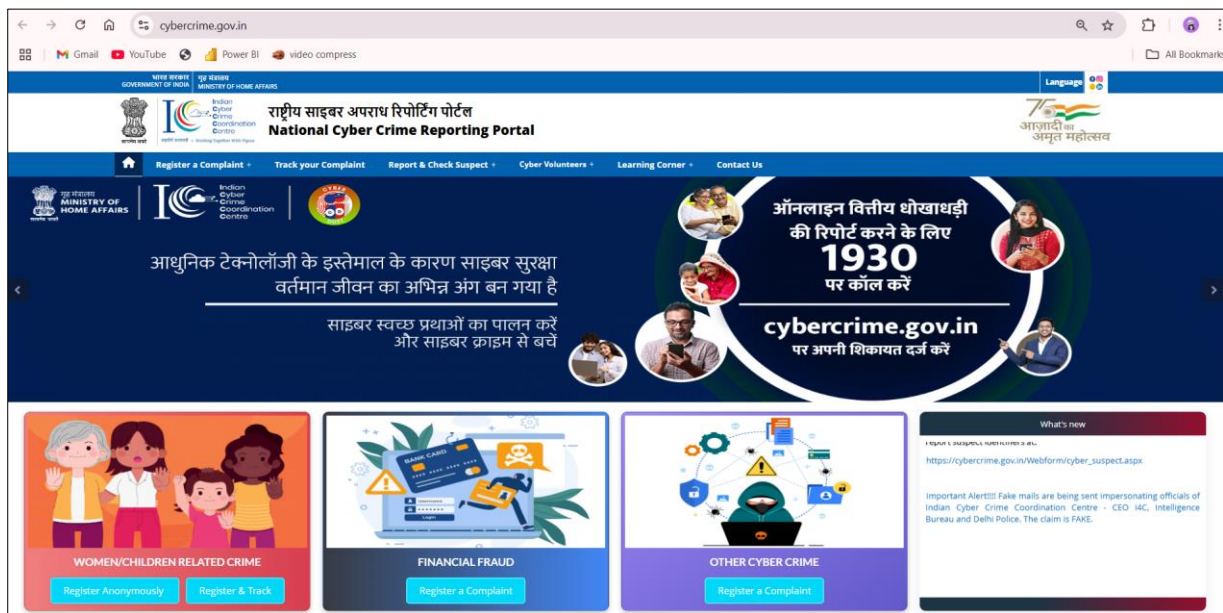
## Services and Features

Contd.

- **Payments:** Users can generate Challan for GST payments and make tax payments online through various modes like internet banking, NEFT/RTGS, or over-the-counter payments. They can also track the status of payments and view their e-Cash, e-Liability and e-Credit Ledgers
- **Refunds:** The portal enables users to apply for GST refunds and track status of their refund applications
- **e-Way Bill System:** Provision to access and guidance related to e-Way Bills, required for the movement of goods
- **e-Invoicing:** Provision of functionalities related to e-invoicing, including enabling for e-invoice, downloading JSONs and exemption declarations
- **Ledger Management:** Users can view and manage their electronic cash, credit, and liability ledgers, getting a real-time summary of their tax balances
- **Search Taxpayer:** Any user can search for a taxpayer using their GSTIN/UIN or PAN to verify their registration status and details, enhancing transparency and due diligence
- **User Services:** This section includes various helpful quick links, such as finding a GST Practitioner, tracking application status (for registration and refunds), and accessing FAQs & user manuals
- **Communication with Tax Authorities:** The portal serves as a medium for receiving and responding to notices from tax authorities, and for communication between taxpayers
- **Grievance Redressal:** Dedicated mechanism allows taxpayers to lodge complaints or raise tickets regarding any issues or problems faced while using GST portal, aiming for quick resolution
- **Download Center:** Access to offline tools for return filing, GST statistics, and various forms and templates
- **Updates & Notifications:** Provision for regular updates on tax laws, key government announcements, and deadlines
- **Help and Support:** A dedicated "Help" section with comprehensive FAQs, user manuals, video tutorials, system requirements, and advisories on new features. This self-help mechanism is crucial for users to resolve common issues and understand complex processes
- **GSTN e-Services Mobile App:** The 'GSTN e-Services' app is a comprehensive mobile application that includes the 'e-Invoice QR Code Verifier Mobile App'. Designed to enhance user experience with additional services and improved functionalities, the Android version on the Play Store has over **5k+** downloads



## 7.2. National Cyber Crime Reporting Portal



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

The National Cybercrime Reporting Portal is the official platform by the Government of India, under the Ministry of Home Affairs' Indian Cyber Crime Coordination Centre (I4C), designed to allow citizens to report cybercrime incidents. From a user's perspective, the portal offers several key features, involves specific technical interactions to facilitate the reporting process, and offers a user-friendly interface to ensure accessibility for individuals with varying levels of technical expertise.

### Key Services Available

- **Categorized Complaint Filing:** Users can select specific type of cybercrime they wish to report, categorized broadly into:
  - **Crimes against Women/Children:** Cases like online harassment, cyber stalking, child pornography and sexually explicit content, also allowing for anonymous reporting to protect the victim's privacy.
  - **Financial Frauds:** Allows for immediate reporting of scams involving unauthorized online transactions, phishing, UPI frauds, card frauds, etc. This enables quick action to prevent the siphoning of funds.
  - **Other Cybercrimes:** This covers a broader spectrum of offenses, including hacking, identity theft, data breaches, ransomware, online trafficking, crypto currency-related crimes, and social media-related offenses

## Key Services Available

Contd.

- **Report & Check Suspect Feature:** A unique and proactive feature that allows users to:
  - **Search a Suspect Repository:** Citizens can search a database of identifiers (like contact details, bank account numbers) linked to cybercriminals. This helps users verify if a contact they are suspicious of has a history of fraudulent activity.
  - **Report Suspect Identifiers:** Users can contribute to a safer cyber ecosystem by reporting suspicious identifiers (e.g., website URLs, WhatsApp numbers, Telegram handles, SMS headers) that they encounter.
- **Complaint Status Tracking:** After filing complaint, users receive unique complaint ID, that they can use to track real-time status and progress of their reported incident.
- **Learning Corner:** This section provides valuable resources for users to enhance their cyber awareness and safety, including:
  - **Citizen Manual:** A document detailing the functionalities and workflow of the portal for reporting cybercrimes
  - **Cyber Safety Tips:** Guidelines on best practices to stay safe online, such as using strong passwords, enabling two-factor authentication, being cautious of suspicious links, and regularly updating software
  - **Cyber Awareness Material:** Educational content to help users understand common cyber threats and how to act responsibly in cyberspace
- **National Helpline Number (1930):** While not directly part of portal's technical interface, this toll-free helpline number operates in conjunction with the portal. Users can call this number for immediate assistance, especially for financial frauds, and receive guidance on how to file a complaint online.  
(For financial frauds, it enables quick reporting to the financial institutions involved to freeze the fraudulent transactions)

## KEY FEATURES



### NEW USER REGISTRATION

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



### USER FEEDBACK

Provides a dedicated feature for users to submit feedback



### LANGUAGE SUPPORT

Available in both English and Hindi



### UPDATES & NOTIFICATIONS

Regular updates on laws, key government announcements, and deadlines



### HELP & SUPPORT

Offers FAQs, user manuals, videos, & contact details for user assistance

## 8. Appendix

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

State/UT	Apr- May'24	Jun' 24	Jul' 24	Aug' 24	Sep' 24	Oct' 24	Nov' 24	Dec' 24	Jan' 25	Feb' 25	Mar' 25	Apr' 25	May' 25
Karnataka	755	755	755	755	755	755	1414	2025	2025	2089	2089	2089	2089
MP	1010	1010	1016	1016	1016	1016	1016	1016	1498	1718	1748	1748	1752
J&K	1140	1140	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164
Tamil Nadu	1128	1128	1128	1128	1128	1128	1128	1128	1128	1128	1128	1132	1153
Kerala	911	911	916	916	916	916	938	938	938	938	938	938	938
Uttar Pradesh	798	800	800	800	800	800	822	904	904	904	904	924	924
Uttarakhand	887	889	889	889	889	889	889	900	900	900	917	923	935
Gujarat	443	618	654	654	682	643	894	894	894	894	894	894	904
Haryana	757	757	757	757	855	855	855	855	855	855	857	857	857
Telangana	768	768	768	768	768	768	768	768	768	768	768	768	768
Assam	469	469	472	628	628	628	725	725	725	731	733	733	733
HP	503	503	504	504	504	504	504	504	659	660	660	661	661
Rajasthan	566	566	588	588	606	606	606	621	621	621	621	621	621
Puducherry	605	605	609	609	609	609	610	610	610	610	614	614	614
Maharashtra	534	534	534	534	534	534	534	534	534	534	535	583	584
Andhra Pradesh	579	579	579	579	579	579	579	579	579	579	579	579	579
Punjab	484	484	484	484	484	484	484	484	484	484	484	484	484
Jharkhand	333	333	377	395	396	401	404	406	411	461	468	479	557
Delhi	436	436	436	436	436	436	436	436	436	436	436	436	436
West Bengal	401	401	401	401	401	401	401	401	401	401	401	406	406
Odisha	404	404	404	404	404	404	404	404	404	404	404	404	404
Meghalaya	363	363	363	363	363	363	363	363	363	363	363	363	363
Chandigarh	224	224	232	233	236	236	236	357	357	357	357	357	357
A&N Islands	321	321	323	323	323	323	323	323	327	327	329	329	329
AR	309	309	309	309	309	309	309	309	309	309	309	309	309
Chhattisgarh	287	288	296	296	296	296	296	296	296	296	296	296	296
Tripura	264	264	264	264	264	264	272	272	272	272	272	272	529
Manipur	40	40	40	40	40	40	40	40	40	40	40	268	268
Goa	240	240	240	240	240	240	240	240	240	240	240	240	240
Bihar	238	238	238	238	238	238	238	238	238	238	238	238	238
DNHDD	78	78	117	117	131	131	131	131	142	217	217	217	217
Mizoram	103	103	103	103	103	103	103	103	103	103	103	103	103
Nagaland	64	64	64	64	64	64	64	64	64	64	64	64	85
Sikkim	51	51	51	51	54	54	54	54	54	54	54	54	54
Ladakh	46	46	46	46	46	46	49	49	49	49	49	49	69
Lakshadweep	42	42	42	42	42	42	42	42	42	42	42	42	42
Total	16,581	16,761	16,963	17,138	17,303	17,269	18,335	19,177	19,834	20,250	20,315	20,638	21,062

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

State/UT	Apr- May'24	June' 24	July' 24	Aug' 24	Sep' 24	Oct' 24	Nov' 24	Dec' 24	Jan' 25	Feb' 25	Mar' 25	Apr' 25	May'25
	Based on 56 identified Mandatory e-Services												Based on 59 Mandatory e-Services
Madhya Pradesh	56	56	56	56	56	56	56	56	56	56	56	56	59
Uttarakhand	56	56	56	56	56	56	56	56	56	56	56	56	59
Kerala	54	54	56	56	56	56	56	56	56	56	56	56	58
J&K	54	54	54	54	54	54	54	54	54	54	54	54	58
Maharashtra	55	55	55	55	55	55	55	55	55	55	56	56	57
Jharkhand	46	46	46	46	46	47	47	47	47	47	47	47	57
Karnataka	55	55	55	55	55	55	56	56	56	56	56	56	56
Gujarat	51	51	51	51	55	56	56	56	56	56	56	56	56
HP	56	56	56	56	56	56	56	56	56	56	56	56	56
Tamil Nadu	56	56	56	56	56	56	56	56	56	56	56	56	55
Uttar Pradesh	54	56	56	56	56	56	56	56	56	56	56	56	55
Rajasthan	56	56	56	56	56	56	56	56	56	56	56	56	55
Punjab	56	56	56	56	56	56	56	56	56	56	56	56	55
Chhattisgarh	51	51	54	54	54	54	54	54	54	54	54	54	55
West Bengal	52	52	52	52	52	52	52	52	52	52	52	54	55
Tripura	50	50	50	50	50	50	50	50	50	50	50	50	54
Telangana	55	55	55	55	55	55	55	55	55	55	55	55	53
Andhra Pradesh	55	55	55	55	55	55	55	55	55	55	55	55	53
Puducherry	48	48	48	47	47	47	48	48	48	48	49	49	52
Chandigarh	41	41	47	48	51	51	51	53	53	53	53	53	51
Haryana	51	51	51	51	52	51	51	51	51	51	53	53	51
A&N Islands	41	41	44	44	44	44	44	44	47	47	49	49	50
Assam	42	42	44	44	44	44	48	48	48	48	48	48	49
DNHDD	39	39	44	44	49	49	49	49	49	49	49	49	48
Meghalaya	43	43	43	43	43	43	43	43	43	43	43	43	42
Goa	40	40	40	40	40	40	40	40	40	40	40	40	39
Delhi	36	36	36	36	36	36	36	36	36	36	36	36	34
Nagaland	29	29	29	29	29	29	29	29	29	29	29	29	29
Bihar	28	28	28	28	28	28	28	28	28	28	28	28	29
Lakshadweep	23	23	23	23	23	23	23	23	23	23	23	23	27
Odisha	25	25	25	25	25	25	25	25	25	25	25	25	26
AR	24	24	24	24	24	24	24	24	24	24	24	24	25
Sikkim	13	13	13	13	19	19	19	19	19	19	19	19	19
Manipur	15	15	15	15	15	15	15	15	15	15	15	15	17
Mizoram	17	17	17	17	17	17	17	17	17	17	17	17	16
Ladakh	7	7	7	7	7	7	7	7	7	7	7	7	8
TOTAL	1530	1532	1553	1553	1572	1573	1579	1581	1584	1584	1590	1592	1618

### 8.3 Identified mandatory e-Services – Details of Addition and Exclusion

#### 8.3.1 List of newly incorporated e-Services

S.No.	Focus Sector	Service Name	Description
1	Finance	Online Land/ Property Registration	Online facility for land/property registration
2	Labour & Employment	Apply for Government Jobs vacancies online	Online facility to apply for Government job vacancies for the candidates
3	Social Welfare including Health, Home & Security	Online Payment of Traffic Violation	Traffic violation payment by online through net banking , e-wallet, debit card or credit card collected by the State from the violators
4	Social Welfare including Health, Home & Security	Online FIR registration	Online facility for citizens to register FIR by providing the necessary requested details.
5	Public Grievances	Online Grievance Management System	Online platform available to the citizens to lodge their grievances to the public authorities on any subject related to service delivery

#### 8.3.2 List of e-Services excluded from identified mandatory e-Services

S.No.	Focus Sector	Service Name	Description
1	Finance	e-Return Filing (G2B)	e-Return filing is the process of electronically filing income tax returns online
2	Finance	Issuance of statutory forms (G2B)	Issuing CST Statutory forms through Central Repository section for C Form, F Form, H Form, EI Form and EII Form under the Central Sales Tax Act

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

Director,

Department of Administrative Reforms and Public Grievances

5th Floor, Sardar Patel Bhawan, New Delhi

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