



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF  
ADMINISTRATIVE REFORMS &  
PUBLIC GRIEVANCES



75  
Azadi Ka  
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*Local  
Governance &  
Utility Services  
Sector*

# NeSDA - Way Forward

Monthly Report for States/UTs | November 2023

Department of Administrative Reforms and Public Grievances

## Contents

<b>1. Objective .....</b>	<b>3</b>
<b>2. Introduction.....</b>	<b>4</b>
<b>3. Key Highlights .....</b>	<b>5</b>
<b>4. Review of Status of Implementation in States/UTs .....</b>	<b>7</b>
<b>5. e-Services under Local Governance &amp; Utility Services Sector (<i>New</i>) .....</b>	<b>12</b>
5.1. Identified Common Themes of Services ( <i>New</i> ) .....	12
5.2. List of Themes of e-services ( <i>New</i> ) .....	13
5.3. State/UT-wise List of Themes of e-Services ( <i>New</i> ).....	14
5.4. Key Analysis of Theme: Governance and Civic Services ( <i>New</i> ) .....	16
5.5. Key Analysis of Theme: Power & Water Supply ( <i>New</i> ) .....	17
5.6. Key Analysis of Theme: Transportation ( <i>New</i> ) .....	18
5.7. Key Analysis of Theme: Other Utility Services ( <i>New</i> ).....	19
<b>6. Best Practices.....</b>	<b>20</b>
6.1. Sikkim Go .....	21
6.2. Chhattisgarh e-District .....	22
6.3. Aaple Sarkar, Maharashtra.....	23

<b>7. Guiding Factors for NeSDA 2023 (New)</b>	<b>24</b>
7.1. Citizen Survey of NeSDA 2023 (New)	24
<b>8. Unified Service Delivery Portal (New)</b>	<b>26</b>
8.1. Key Features of Unified Service Delivery Portal (New)	26
8.2. Saturation Status of Unified Service Delivery Portal	28
<b>9. Media Outreach</b>	<b>30</b>
<b>10. Appendix</b>	<b>32</b>
10.1. Monthly Progress of Status of e-Services across States/UTs	32

## 1. Objective

DARPG monitors the implementation of recommendations given in the NeSDA 2021 report through regular review meetings and *NeSDA Way Forward* monthly reports for States/UTs. 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 through a single unified service delivery 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 November Monthly Report for States/UTs incorporates sector-wise analysis of e-services approach and presents deeper insights into services of *Local Governance & Utility Services* sector. The report highlights the key themes of e-services in *Local Governance & Utility Services* sector and the number of e-services provided by each State/UT under each theme.**

The common citizen-centric themes of e-services in Local Governance & Utility Services 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 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, November 2023 is based on the inputs provided by States/UTs on *NeSDA – Way Forward* dashboard, as of 5<sup>th</sup> December, 2023.**



### 3. Key Highlights

#### e-Services

- **16,088** e-services are provided across States/UTs, which is an **increase of 5.2%** (220) services from the October Report
- Maximum e-services (**5,130**) lie in the sector – Local Governance & Utility Services
- **1,528** out of 2,016 mandatory e-services (56\*36 States/UTs) are available, making saturation at **76%**
- 23 out of 36 States/UTs have achieved **saturation of mandatory e-services** in the **Tourism sector**, followed by **Environment and Labour & Employment sector** (20 out of 36 States/UTs). The complete sector-wise saturation status of mandatory e-services across States/UTs is mentioned in Section 4
- **Jammu and Kashmir, Kerala, Assam and Odisha** provide **100%** of their services through their identified Single Unified Service Delivery Portal i.e., **e-UNNAT (1097), e-Sevanam (911), Sewa Setu (469) and Odisha One (404)**, respectively. Saturation Status of Unified Service Delivery Portal is attached in Section 9

#### e-Services in Local Governance & Utility Services Sector

- **5,130 e-services** are mapped under the Local Governance & Utility Services Sector  
Identified themes of e-services are:
  - 1336 e-services under ***Governance and Civic Services (Certificates, Licenses & Permissions)***
  - 1050 e-services under ***Power & Water Supply***
  - 1101 e-services under ***Transportation***
  - 1631 e-services under ***Other Utility Services***
  - 30 e-services under ***Other***
- **Out of 25 types of distinct themes of e-services identified** under the Local Governance & Utility Services Sector, **Jammu and Kashmir (24), Kerala (24), Haryana (22), and Madhya Pradesh (22)** provide the maximum types of e-services

### **Best Practices (as reported by States/UTs)**

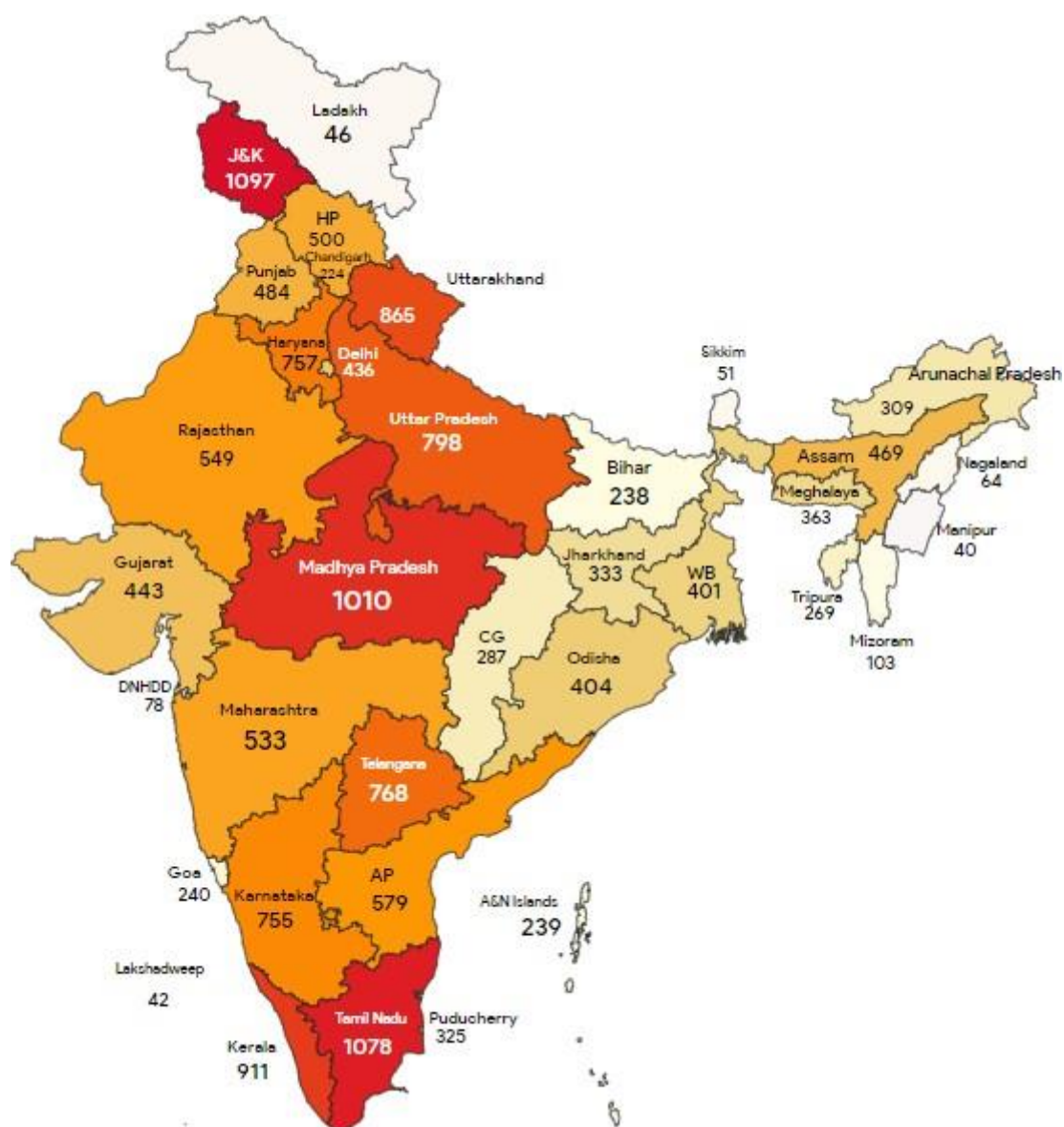
- The **Government of Sikkim** has built **Sikkim GO** that enables Citizens to access all the services integrated with it in a Single Platform using a Single Username and Password.
- The **Government of Chhattisgarh** launched the **e-District** portal is that delivers 118 G2C services online, clocking more than 3 lakh transactions per month with a total of 2.17 crore transactions since Feb 2015.
- The **Government of Maharashtra** has developed **Aaple Sarkar** Portal, wherein, citizens can apply for online services and also file first and second appeal with senior officers within the department and third and final appeal can be filed before the Maharashtra State Commission for Right to Services.

### **NeSDA 2023**

- As part of the NeSDA assessment, a citizen survey is conducted to gauge the satisfaction levels, experiences, and feedback of citizens utilizing e-governance services. Key suggestions for States/UTs to enhance citizen outreach for NeSDA 2023 Citizen Survey has been provided.

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

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



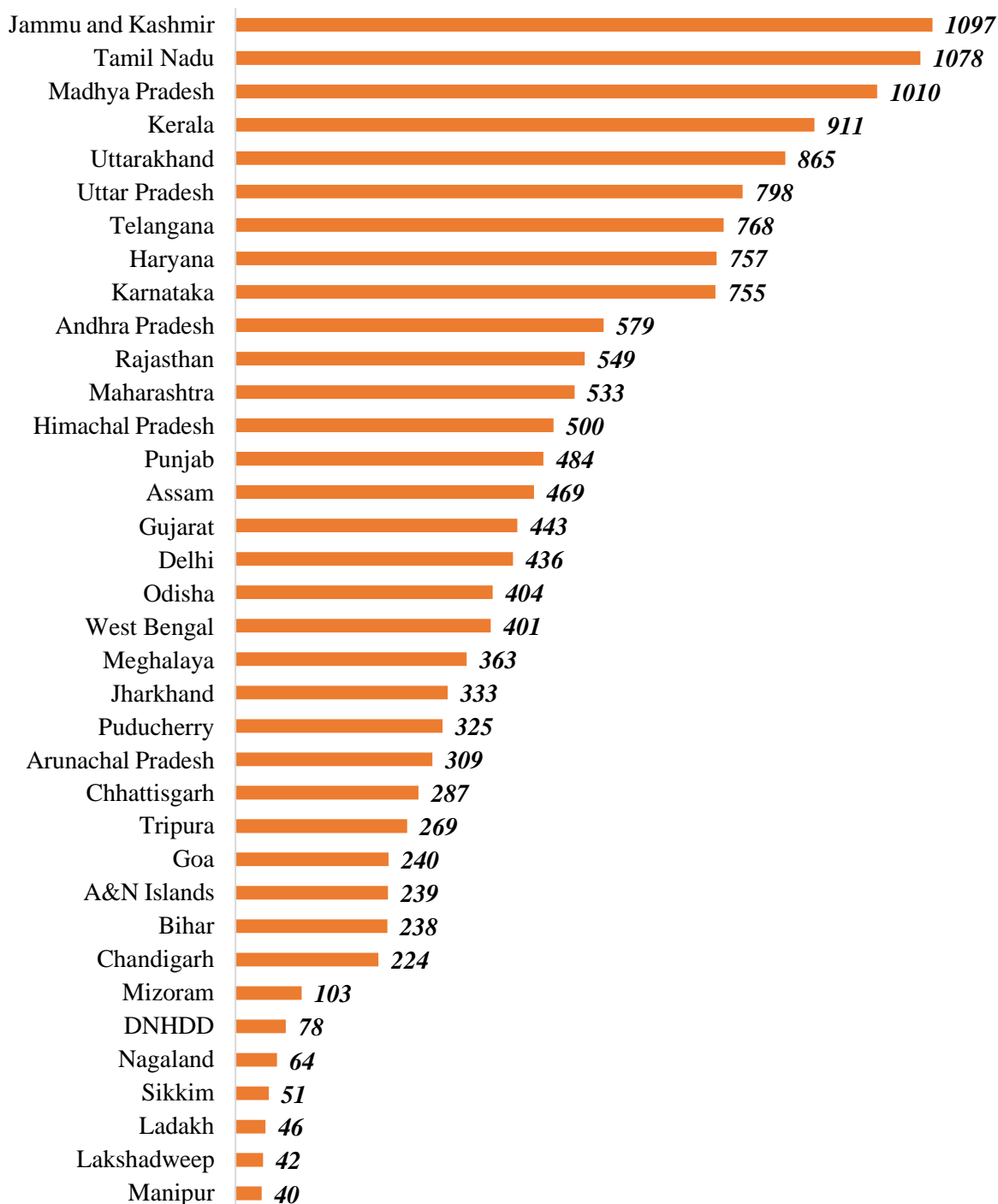
**Total e-Services**  
**16,088**

Graphical Representation of the status of e-services is continued in next page.

*Note: The aforementioned figures are uploaded by States/UTs as of 05/12/2023.*



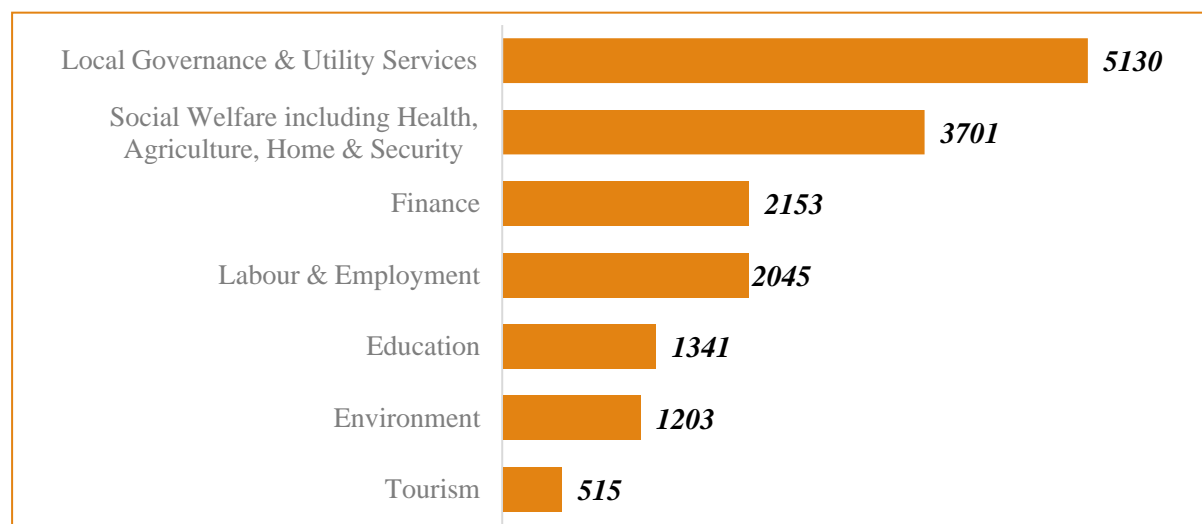
**Status of e-Services**  
**As per inputs on NeSDA – Way Forward dashboard**



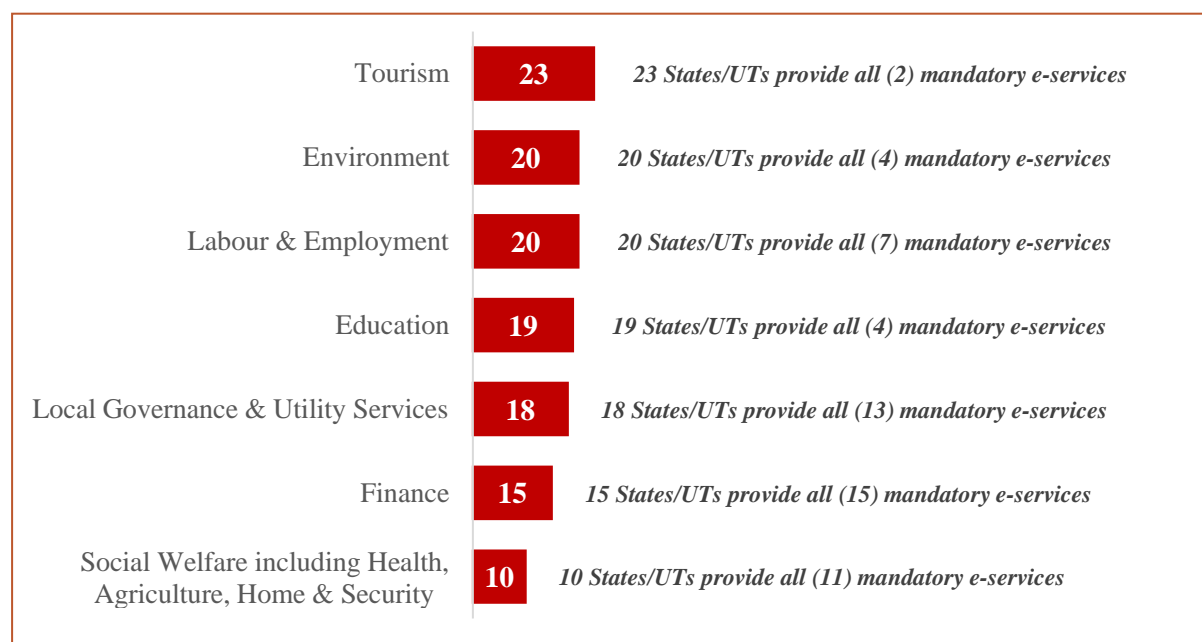
Monthly progress of status of e-services across States/UTs is attached in **Annexure 10.1**.

*Note: The aforementioned figures are uploaded by States/UTs as of 05/12/2023.*

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

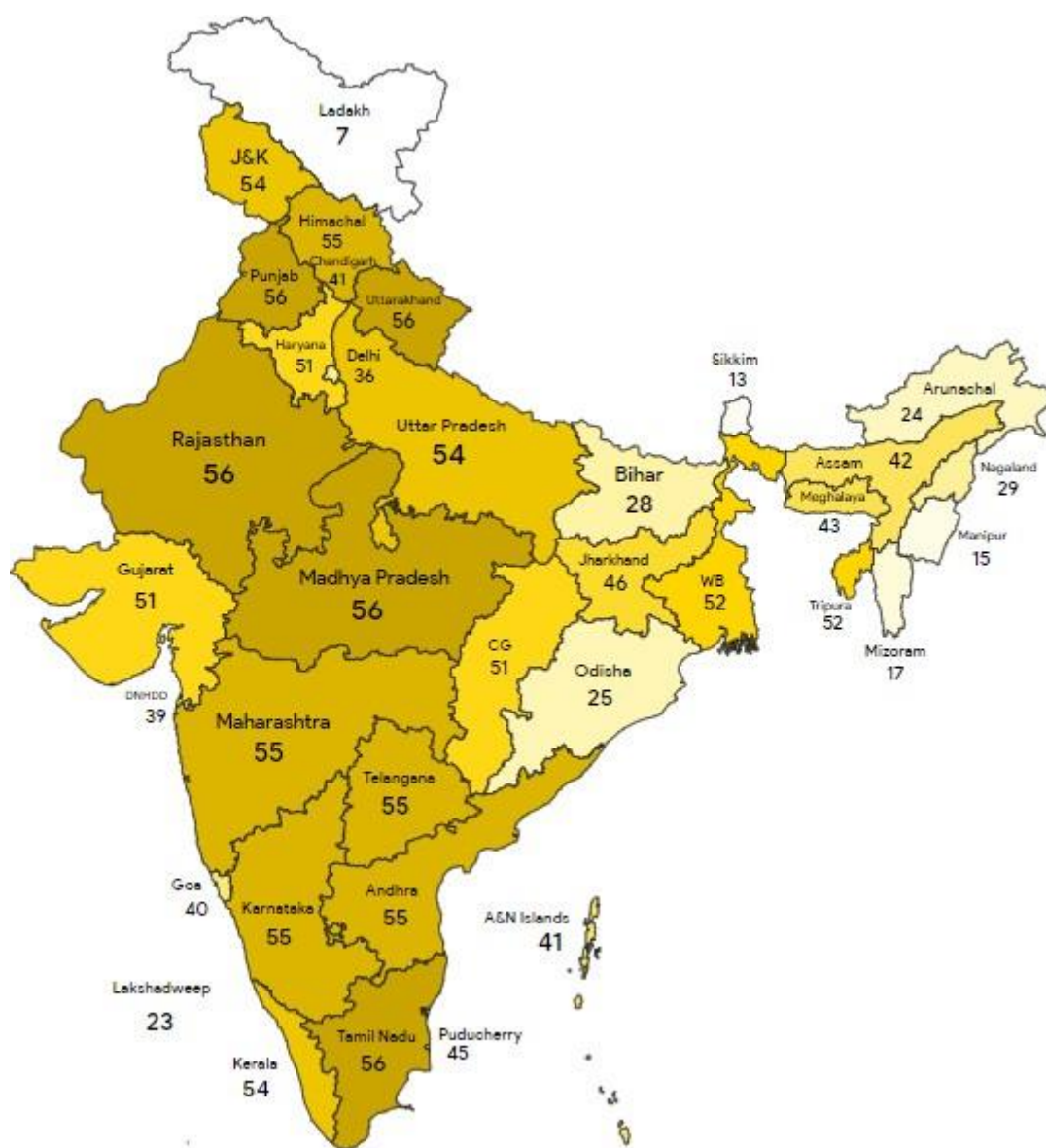


## Sector-wise saturation status of mandatory e-services across States/UTs



Note: The aforementioned figures are uploaded by States/UTs as of 05/12/2023.

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

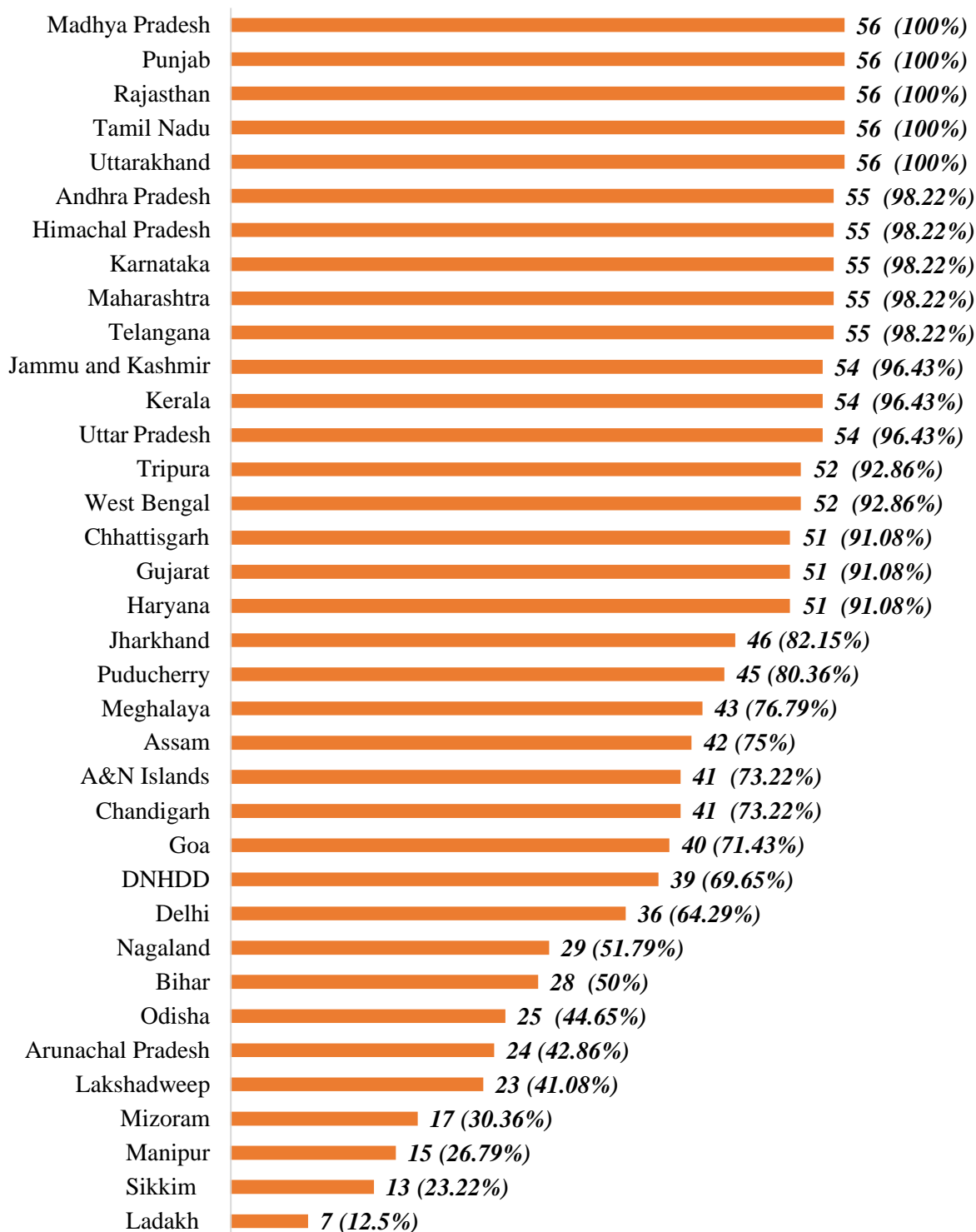


**Mandatory e-Services**  
**1,528**

Graphical Representation of the status of 56 mandatory e-services is continued in next page.

*Note: The aforementioned figures are uploaded by States/UTs as of 05/12/2023.*

**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 05/12/2023.*

## 5. e-Services under Local Governance & Utility Services Sector

The Local Governance & Utility Services sector encompasses a range of essential services that directly impact the daily lives of residents within a locality. This sector plays a crucial role in maintaining the overall well-being and functionality of the society.

The sector-wise analysis aims to assess and compare the e-services provided across all States/UTs in the Local Governance & Utility Services sector, through identification of citizen-centric themes and highlighting state-specific opportunities to transition offline services to online platforms. The preceding NeSDA Way Forward Monthly Report comprehensively addresses the analysis and categorization of services within the domains of Social Welfare (including Agriculture, Health & Home Security), finance, labour and employment, environment, education and tourism sector.

### 5.1. Identified Common Themes of Services

Theme	e-Services Included
<b>Governance and Civic Services (Certificates, Licenses &amp; Permissions)</b>	Local Governance (Certificates, Licenses & Permits) covers crucial services like birth/death certificates, permits, licenses (business, trade, weights/measures), property tax, legal/court services, and marriage certificates
<b>Power &amp; Water Supply</b>	This theme integrates e-services from multiple departments, offering Billing, Contractor Registration, License, and Installation (Lift), Electricity Connection, Technical Services (Faults, Repairs, Meter Complaints), Water Connection, and Sewerage Infrastructure
<b>Transportation</b>	Theme Transportation covers critical facets such as vehicle authorization/registration, certificate of hypothecation, endorsement to drive hazardous materials, fitness certificates, driving license services, vehicle permit services, and vehicle financing and taxation services
<b>Other Utility Services</b>	The Other Utility Services theme cover various Departments responsible for urban development, Local Development, Housing, Food and Civil Supplies, Governance and Administrative Services which are instrumental in shaping the infrastructure, amenities, and overall environment of cities

## 5.2. List of Themes of e-services

Based on the study of service details of Local Governance & Utility Services sector, the following general citizen centric themes of e-services have been identified where online services can be provided across all States/UTs:

Key	Sub-theme	Theme
1	Birth/Death Certificate and Related Services	<b>Governance and Civic Services (Certificates, Licenses &amp; Permissions)</b>
2	Building or Development Permit / License, Lease and Mortgage	
3	Business, Trade and Licenses	
4	Certificate (No Due, Completion, Occupancy Etc.)	
5	Land, Plot Related & Property Tax and Assessment Services	
6	Legal and Court Services	
7	License to Dealers/manufacture of Weight or Measures	
8	Marriage Certificate and Services	
9	Billing and Payment Services	<b>Power &amp; Water Supply</b>
10	Contractor Registration, License and Installation (Lift) Services	
11	Electricity Connection and Updating Services	
12	Technical Services (Faults and Repairs, Meter-related Complaint)	
13	Water Connection Services and Sewerage Infrastructure	
14	Authorization/ Registration	<b>Transportation</b>
15	Certificate of Hypothecation	
16	Endorsement to Drive Hazardous Material	
17	Fitness Certificate	
18	License Services	
19	Permit Services	
20	Vehicle Financing, Taxation Services	
21	Local Development Services	<b>Other Utility Services</b>
22	Food and Civil Supplies	
23	Administrative Services	
24	Information Technology and Electronics Services	
25	Cultural Heritage, Handloom, Sport Awards etc.	

*Note: State/UT-wise representation of the above Themes/Sub-Themes of e-Services under Local Governance & Utility Services sector is followed on next page.*

### 5.3. State/UT-wise List of Themes of e-Services

Theme	Governance and Civic Services (Certificates, Licenses & Permissions)								Power & Water Supply				
Sub-theme	1	2	3	4	5	6	7	8	9	10	11	12	13
Jammu and Kashmir	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Kerala	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Haryana	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Madhya Pradesh	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y
A&N Islands	Y	Y	Y		Y	Y	Y	Y	Y		Y		Y
Andhra Pradesh	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y
Bihar	Y	Y	Y	Y	Y				Y	Y	Y	Y	Y
Karnataka	Y	Y	Y	Y	Y		Y		Y	Y	Y	Y	Y
Arunachal Pradesh	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y
Chhattisgarh	Y	Y	Y	Y	Y	Y		Y	Y		Y	Y	Y
Goa	Y	Y	Y	Y	Y	Y	Y		Y		Y	Y	Y
Himachal Pradesh	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y		Y
Telangana	Y	Y	Y	Y	Y	Y	Y		Y		Y	Y	Y
Uttarakhand	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y
Delhi	Y	Y	Y		Y	Y	Y	Y	Y		Y	Y	Y
Jharkhand	Y	Y	Y	Y	Y		Y		Y	Y	Y	Y	Y
Puducherry	Y	Y		Y	Y				Y		Y	Y	Y
Tripura	Y	Y	Y	Y	Y	Y			Y	Y	Y	Y	Y
Uttar Pradesh	Y	Y	Y	Y	Y		Y		Y	Y	Y	Y	Y
Assam	Y	Y	Y	Y	Y		Y		Y	Y	Y	Y	Y
Punjab	Y	Y	Y	Y	Y	Y			Y		Y	Y	Y
Odisha	Y				Y		Y	Y	Y	Y	Y		Y
Rajasthan	Y	Y	Y	Y	Y	Y	Y		Y		Y	Y	Y
Tamil Nadu	Y	Y	Y	Y	Y				Y	Y	Y	Y	Y
Meghalaya	Y		Y		Y		Y		Y	Y	Y		Y
West Bengal	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y
Chandigarh	Y	Y		Y	Y				Y		Y	Y	Y
Maharashtra	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
DNHDD	Y			Y	Y		Y		Y		Y	Y	Y
Gujarat	Y	Y		Y	Y				Y		Y	Y	Y
Ladakh	Y	Y	Y						Y				Y
Sikkim					Y	Y	Y		Y				
Lakshadweep	Y								Y		Y	Y	
Mizoram		Y							Y				
Nagaland	Y					Y			Y		Y	Y	
Manipur	Y								Y				

\*Continued in next page

### 5.3. State/UT-wise List of Themes of e-Services

Theme	Transportation							Other Utility Services					Gap
Sub-theme	14	15	16	17	18	19	20	21	22	23	24	25	
Jammu and Kashmir	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	1
Kerala	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	1
Haryana	Y	Y		Y	Y	Y		Y	Y	Y	Y		3
Madhya Pradesh	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y		3
A&N Islands	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	4
Andhra Pradesh	Y		Y		Y	Y	Y	Y	Y	Y	Y		4
Bihar	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	4
Karnataka	Y	Y		Y	Y	Y	Y	Y	Y	Y		Y	4
Arunachal Pradesh	Y	Y		Y	Y	Y		Y	Y	Y			5
Chhattisgarh	Y	Y	Y	Y	Y	Y	Y		Y	Y			5
Goa	Y				Y	Y	Y	Y	Y	Y	Y	Y	5
Himachal Pradesh	Y		Y	Y	Y	Y	Y	Y	Y	Y			5
Telangana	Y			Y	Y	Y	Y	Y	Y	Y	Y		5
Uttarakhand	Y			Y	Y	Y	Y	Y	Y	Y			5
Delhi	Y	Y		Y	Y	Y	Y		Y	Y			6
Jharkhand	Y			Y	Y	Y	Y	Y	Y	Y			6
Puducherry	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	6
Tripura	Y				Y	Y	Y	Y	Y	Y	Y		6
Uttar Pradesh	Y	Y			Y	Y		Y	Y	Y	Y		6
Assam	Y	Y		Y	Y			Y	Y	Y			7
Punjab	Y		Y	Y	Y		Y	Y	Y	Y			7
Odisha	Y	Y		Y	Y	Y	Y		Y	Y	Y		8
Rajasthan	Y				Y			Y	Y	Y	Y		8
Tamil Nadu					Y		Y	Y	Y	Y	Y	Y	8
Meghalaya	Y	Y			Y	Y	Y	Y	Y	Y			9
West Bengal								Y	Y	Y	Y		9
Chandigarh	Y	Y		Y	Y	Y	Y		Y				10
Maharashtra								Y	Y				10
DNHDD					Y			Y		Y			14
Gujarat	Y							Y			Y		14
Ladakh	Y	Y		Y	Y			Y	Y				14
Sikkim								Y	Y	Y	Y		17
Lakshadweep								Y		Y			19
Mizoram	Y				Y	Y				Y			19
Nagaland											Y		19
Manipur										Y			22

*Note:* Service Type name is as per the **key** in section 5.2 table.

Y- e-Service is available, (**blank**)- e-Service is not available, Gap- Potential to increase the missing services



#### 5.4. Key Analysis of Theme: Governance and Civic Services

The Key observations on eight distinct sub-themes of citizen-centric e-services under **Governance and Civic Services (Certificates, Licenses & Permissions)** theme are given below:

Key	Sub-theme	Key Observations
1	Birth/Death Certificate and Related Services	<ul style="list-style-type: none"><li>• <b>Jammu and Kashmir, Haryana and 32 other States/UTs</b> allow online application for birth and death certificates</li></ul>
2	Building or Development Permit / License, Lease and Mortgage	<ul style="list-style-type: none"><li>• <b>Andaman and Nicobar, Gujarat and 25 other States/UTs</b> facilitate digital issuance of building permits and licenses. Additionally, the integration of lease and mortgage services online facilitates property transactions and ensures legal compliance</li></ul>
3	Business, Trade and Licenses	<ul style="list-style-type: none"><li>• <b>Andhra Pradesh, Kerala and 24 other States/UTs</b> enable entrepreneurs to apply for licenses, renewals, and permits for their Businesses (like Cinema, restaurant, Mobile Tower Permit etc) seamlessly</li></ul>
4	Certificate (No Due, Completion, Occupancy Etc.)	<ul style="list-style-type: none"><li>• <b>Arunachal Pradesh, Karnataka and 24 other States/UTs</b> facilitate issuance of various certificates, such as No Due, Completion, and Occupancy, etc.,</li></ul>
5	Land, Plot Related & Property Tax and Assessment Services	<ul style="list-style-type: none"><li>• <b>Sikkim, Maharashtra and 30 other States/UTs</b> provide online services for land and property tax, issuance of Deed, Plot Allotments etc</li></ul>
6	Legal and Court Services	<ul style="list-style-type: none"><li>• <b>Nagaland, Meghalaya and 17 other States/UTs</b> allow online case filing, document submission, RTI queries, Legal Aid and tracking legal proceedings</li></ul>
7	License to Dealers/manufacture of Weight or Measures	<ul style="list-style-type: none"><li>• <b>Rajasthan, Assam and 21 other States/UTs</b> facilitates digital issuance of licenses for dealers and manufacturers of weight or measures to ensures compliance with standards</li></ul>

8	Marriage Certificate and Services	<ul style="list-style-type: none"> <li>• <b>Odisha, Delhi and 9 other States/UTs</b> provides online services for marriage certificates to simplify the registration process</li> </ul>
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States UTs may provide these services to achieve saturation and contribute to enhancing efficiency, customer satisfaction, and ensuring sustainable service delivery.

### 5.5. Key Analysis of Theme: Power & Water Supply

The Key observations on five distinct sub-themes of citizen-centric e-services under the **Power Water Supply** theme are given below:

Key	Sub-theme	Key Observations
9	Billing and Payment Services	<ul style="list-style-type: none"> <li>• <b>All States/UTs</b> provide online billing and payment services to streamline the financial processes, reducing manual errors and ensuring timely payments</li> </ul>
10	Contractor Registration, License and Installation (Lift) Services	<ul style="list-style-type: none"> <li>• <b>Uttar Pradesh, Tripura and 16 other States/UTs</b> allow online registration, licensing, and project tracking, ensuring compliance with industry standards</li> </ul>
11	Electricity Connection and Updating Services	<ul style="list-style-type: none"> <li>• <b>Nagaland, Lakshadweep and 29 other States/UTs</b> facilitate online electricity connection services and updation of existing ones</li> </ul>
12	Technical Services (Faults and Repairs, Meter-related Complaint)	<ul style="list-style-type: none"> <li>• <b>Uttarakhand, Telangana and 26 other States/UTs</b> provide online platforms for fault reporting and repairs to expedite the resolution process</li> </ul>
13	Water Connection Services and Sewerage Infrastructure	<ul style="list-style-type: none"> <li>• <b>Chandigarh, Tamil Nadu and 29 other States/UTs</b> facilitate efficient water connection services and well-maintained sewerage infrastructure facility services which are essential for public health</li> </ul>

States UTs may provide these services to achieve saturation and contribute to enhancing efficiency, customer satisfaction, and ensuring sustainable service delivery.

## 5.6. Key Analysis of Theme: Transportation

The Key observations on seven distinct sub-themes of citizen-centric e-services under the **Transportation** theme are given below:

Key	Sub-theme	Key Observation
14	Authorization/ Registration	• <b>Mizoram, Ladakh and 26 other States/UTs</b> provide Online vehicle registration services
15	Certificate of Hypothecation	• <b>Meghalaya, Uttar Pradesh and 14 other States/UTs</b> provide online issuance of certificates of hypothecation
16	Endorsement to Drive Hazardous Material	• <b>Punjab, Puducherry and 6 other States/UTs</b> provide online services for endorsement to transport hazardous materials to maintain safety and regulatory compliance
17	Fitness Certificate	• <b>Himachal Pradesh, Chhattisgarh and 18 other States/UTs</b> facilitate issuance of vehicle fitness certificates online to ensure road safety
18	License Services	• <b>Himachal Pradesh, Chhattisgarh and 27 other States/UTs</b> facilitate digital application and renewal process which expedites the issuance of licenses and the overall efficiency of monitoring driver qualifications
19	Permit services	• <b>Mizoram, Jharkhand and 21 other States/UTs</b> provide online vehicle permit services to streamline the application and approval process for transporting goods or passengers across different regions
20	Vehicle Financing, Taxation Service	• <b>Mizoram, Jharkhand and 19 other States/UTs</b> provide online services in vehicle financing and taxation to contribute to a transparent and accountable financial ecosystem within the transportation sector

States UTs may provide these services to achieve saturation and contribute to enhancing efficiency, customer satisfaction, and ensuring sustainable service delivery.

## 5.7. Key Analysis of Theme: Other Utility Services

The Key observations on five distinct sub-themes of citizen-centric e-services under the **Other Utility Services** theme are given below:

Key	Sub-theme	Key Observation
21	Local Development Services	<ul style="list-style-type: none"> <li><b>Rajasthan, Uttarakhand and 27 other States/UTs</b> provide online services related to urban and rural development, housing, planning, etc., through Urban, Rural development, Panchayat, Housing, PWD, Municipal and Local Bodies</li> </ul>
22	Food and Civil Supplies	<ul style="list-style-type: none"> <li><b>Goa, Bihar and 28 other States/UTs</b> provide online services related to civil supplies, consumer affairs, food safety, and related areas through various departments such as Civil Supplies, Consumer Affairs, Food Safety, Processing and Drug Administration</li> </ul>
23	Administrative Services	<ul style="list-style-type: none"> <li><b>Manipur, Sikkim and 29 other States/UTs</b> ensure effective online administration, providing citizen services through various departments like, Administrative Reforms, Secretariat, Election, Planning and UIDAI, etc</li> </ul>
24	Information Technology and Electronics Services	<ul style="list-style-type: none"> <li><b>Jammu and Kashmir, Nagaland and 14 other States/UTs</b> facilitate Digital Transformation and Innovation in Governance through various departmental structure such as e-Gov, Information Technology and Electronics, Communication Infrastructure, Smart City Initiatives etc</li> </ul>
25	Cultural Heritage, handloom, Sport Awards etc.	<ul style="list-style-type: none"> <li><b>Andaman and Nicobar, Goa and 6 other States/UTs</b> encompass several departments that play a crucial role in fostering cultural activities, preserving heritage, promoting sports, empowering youth, and supporting various artistic endeavours</li> </ul>

States UTs may provide these services to achieve saturation and contribute to enhancing efficiency, customer satisfaction, and ensuring sustainable service delivery.

*Note: The aforementioned Key Analysis of various themes is based on e-services mapped under Local Governance & Utility Services sector that are uploaded by States/UTs on NeSDA – Way Forward dashboard, as of 05/12/2023. The department has categorised the mentioned e-services into various Local Governance & Utility Services specific themes.*

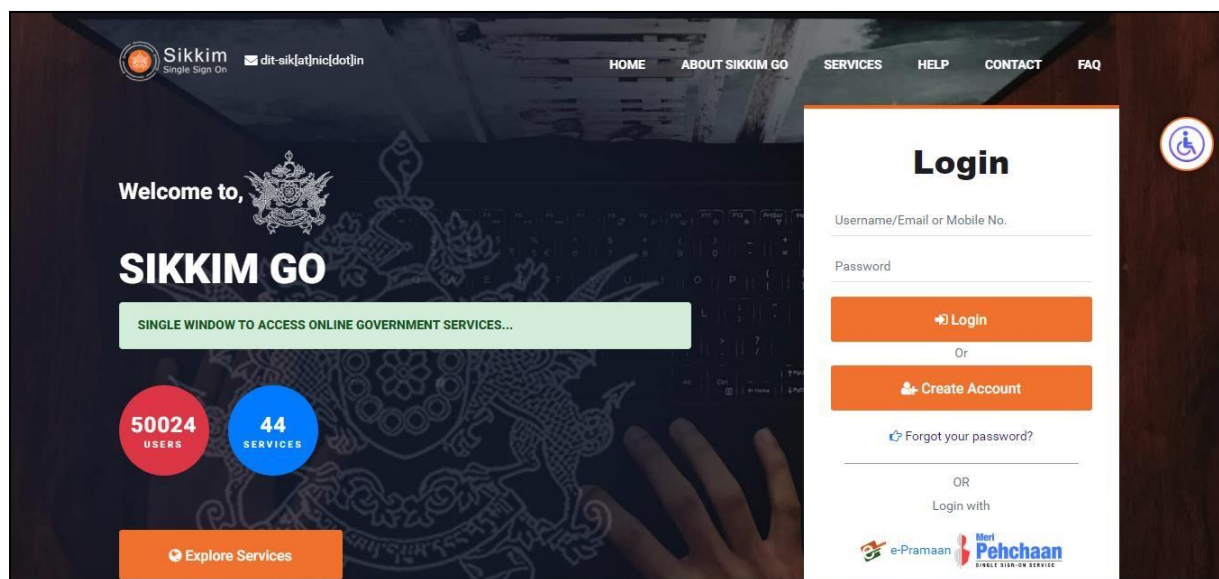
## 6. Best Practices

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/UTs. These provide users a unified access point for a variety of services and lie in the best practices that NeSDA encourages. By seamlessly integrating services across departments or jurisdictions, they provide better governance and service availability. These also help ensure that all citizen entitlements are portable and available on the cloud. Many of these portals have also digitally transformed services to enhance ease of doing business at the 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, as reported by the States/UTs are as follows:

S.No.	Theme	State/UT	Initiative Name
1	Integrated Service Delivery Platform	Sikkim	Sikkim Go
2	Integrated Service Delivery Platform	Chhattisgarh	Chhattisgarh e-District
3	Integrated Service Delivery Platform	Maharashtra	Aaple Sarkar

## 6.1. Sikkim Go



<https://sso.sikkim.gov.in/>

The Government of Sikkim has built Sikkim GO that enables Citizens to access all the services integrated with it in a Single Platform using a Single Username and Password.

Single Sign On to login and access all services

Integrated payment Gateway for digital transactions

User manual and FAQs available for guidances

Help and contact available for quick resolution of any grievances

Friendly for people with disability



**50,000+**  
Registered Users

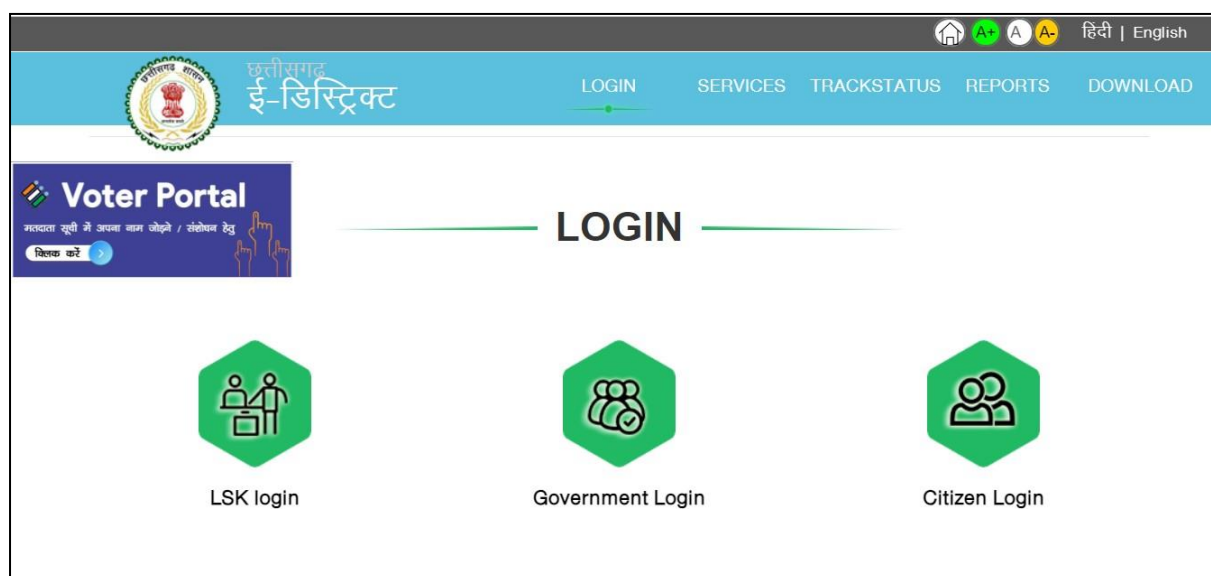


**44**  
Services



**15**  
Departments Onboarded

## 6.2. Chhattisgarh e-District



<https://edistrict.cgstate.gov.in/PACE/login.do>

The Government of Chhattisgarh launched the e-District Project in February, 2015. Presently e-District portal is delivering 118 G2C services online, clocking more than 3 lakh transactions per month with a total of 2.17 crore transactions since Feb 2015. Major services offered are income, domicile, caste certificates and Marriage Registration. Citizens can access the services from Citizen Kiosks (CSC/Lok Sewa Kendra), Web Portal and Mobile App. •

Implemented in all 33 Districts and 256 Tehsil

24 government departments provide services through e-District workflow for services

Standardize common workflow for all services

Anytime anywhere access to major citizen-centric services

Service Level monitoring for each Service as per Lok Sewa Guarantee Act 2011.

ICT enablement offices Id offices at District and Sub-Division








## 6.3. Aaple Sarkar, Maharashtra

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

The Government of Maharashtra has developed *Aaple Sarkar* Portal, wherein, citizens can apply for online services. In case of delay in providing the services or denial of the services without adequate justification, citizens can also file first and second appeal with senior officers within the department and third and final appeal can be filed before the Maharashtra State Commission for Right to Services.

Login/Register	Real-time Dashboard	Track Application Status	Verify Authenticated Certificates
Contact and FAQs	Integrated with Aadhar	Integrated with Digital Locker	Service Information

 <b>38</b> Departments Onboarded	 <b>438</b> e-Services Available	 <b>76%</b> Services Delivered timely
 <b>1521,77,886</b> Applications Received	 <b>1441,72,196</b> Applications Disposed	



## 7. Guiding Factors for NeSDA 2023

### 7.1. Citizen Survey of NeSDA 2023

As part of the NeSDA assessment, a citizen survey is conducted to gauge the satisfaction levels, experiences, and feedback of citizens utilizing e-governance services. The purpose of the survey is to gain insight on the citizens' experience in availing e-services from respective State/UT.

The citizen survey conducted as part of the National e-Governance Service Delivery Assessment 2021 revealed a positive overall sentiment towards e-governance services. While satisfaction levels were generally high, there is room for improvement in areas such as user feedback facility and alerts due to unauthorized changes in the portal. The feedback provided by citizens through this survey offers valuable insights that can be used to enhance the design, delivery, and user experience of e-governance services in the future.

#### **Suggestions for States / UTs to enhance citizen outreach for NeSDA 2023 Citizen Survey:**

Publish advertisement in local newspapers inviting citizens to participate in the survey.

Share the Survey link on official Social Media handles of State/UT.

e-Mail & SMS the Survey link to the contacts registered under different Schemes/Programs.

Place standees/fliers at key locations in Secretariat/DC offices/CSCs with high footfall.

Leverage the CSC operators to encourage citizens to participate in the Citizen Survey.

Publish the Citizen Survey link on the homepage of State/UT's Service Portals.

Publish the Citizen Survey link on the MyGov instance of the State.

Senior Government Officials may share the Survey link on their social media handles.

## Inputs Captured in Citizen Survey of NeSDA 2023

**The Citizen survey covers the feedback of the Citizens on the scale of Very Satisfied to Very Dissatisfied of the e-governance services:**

#	Criteria for Assessment of e-governance services	VD	D	N	S	VS
1	Ability of the portal to support multiple languages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Access to the portal through multiple devices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Regular updates of information on the portal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	User feedback facility on the portal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Search feature on the portal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	e-Services user manual and FAQs on the portal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Online payment facility of the portal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Social media integration of the portal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Tracking of eService applications and grievances logged	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Status updates and alerts for e-services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Alerts due to unauthorized changes in user profile	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Password recovery and reset facility on the portal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Availability of e-services within specified timelines on the portal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Availability of end service online without manually visiting a government office/Kiosk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Helpline/Call Centre/Help Desk facility provided to resolve queries/complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Ease of access to the relevant content on the portal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Chatbot services provided on the portal to respond to queries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**The Citizen survey also undertake the reason(s) of not availing e-governance services on the below points:**

- ☐ Not familiar with online services
- ☐ No regular access to internet
- ☐ Data Security or privacy issues/concerns
- ☐ Online service portals are not user-friendly
- ☐ No gadgets/electronic devices to access online services
- ☐ Security concerns about making online payments
- ☐ Bad experiences in the past while availing e-Services
- ☐ Do not trust/believe in online services
- ☐ Lack of proficiency in using a computer
- ☐ Others: Please Specify

## 8. Unified Service Delivery Portal

### 8.1. Key Features of Unified Service Delivery Portal

A unified service delivery portal is identified as the flagship service delivery portal, wherein, citizens can view and avail all government services of a State/UT.

Major key features in an ideal unified service delivery portal are mentioned below:

Feature	Description
<b>User-Friendly Interface</b>	A simple and intuitive design that is easy to navigate and offers a seamless user experience.
<b>Single Sign-On (SSO)</b>	A unified login system to access multiple services with a single set of credentials, reducing the need for multiple logins.
<b>Service Catalog</b>	A comprehensive catalog of government services, categorized sector/department wise, making it easy for users to find the services.
<b>Personalized &amp; Public Dashboards</b>	User-specific and general dashboards to provide overview and display progress.
<b>Secure Authentication</b>	Robust security measures to protect user data, including secure login processes and encryption of sensitive information.
<b>Multilingual Support</b>	Provision for multiple languages to ensure accessibility for citizens who speak different languages within the State/UT.
<b>Mobile Responsiveness</b>	Compatibility with various devices, including smartphones and tablets, to facilitate access on-the-go.
<b>Feedback Mechanism</b>	A built-in feedback system for users to provide input on services, helping authorities to improve service delivery based on citizen feedback.
<b>Status Tracking &amp; Notifications</b>	Real-time updates on the status of service requests, with notifications via email or SMS to keep users informed.
<b>Integrated Payment Gateway</b>	Seamless integration with secure payment gateways for online transactions, for a smooth and secure payment process.
<b>Accessibility Compliance</b>	Adherence to accessibility standards, ensuring that the portal is usable by individuals with disabilities.
<b>Interoperability</b>	Integration with other government databases and systems to reduce redundancy and streamline information sharing.
<b>Knowledge Base &amp; FAQs</b>	Detailed knowledge base and frequently asked questions (FAQs) section to assist users in understanding and navigating the portal effectively.
<b>Scalability &amp; Upgradability</b>	Architecture designed to handle increasing user loads, with regular updates and upgrades to incorporate new services and features as needed.

Outlined below are examples of key features present in the unified service delivery portals implemented across various States/UTs.

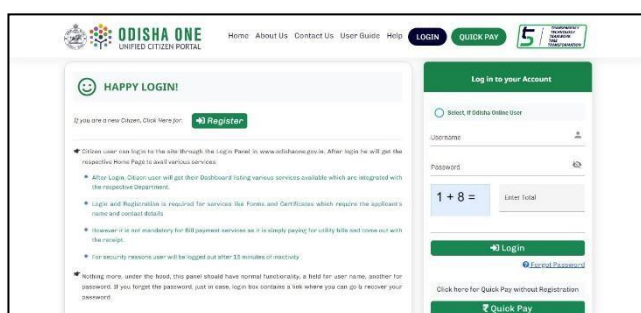
## Service Catalog



### eSevanam of Kerala

Provides sector and department-wise categorization of all the services, available on the portal

## Secure Authentication



### Odisha One of Odisha

Enables secure and authorized access to all services through OTP verification

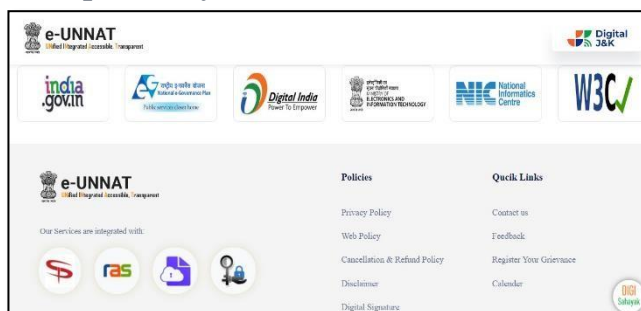
## Status Tracking & Notifications



### Seva Sindhu of Karnataka

Allows real-time tracking of all service requests to users

## Interoperability



### eUNNAT of Jammu & Kashmir

All services are integrated with Service Plus platform

The upcoming report will provide an in-depth overview of features and functionalities of exemplary unified service delivery portals.

## 8.2. Saturation Status of Unified Service Delivery Portal

State/ UT	Identified Single Unified Portal	URL	Total e-Services	e-Services on Single Unified Portal	e-Services on Single Unified Portal (%)
<b>J&amp;K</b>	e-UNNAT	eunnat.jk.gov.in	1097	1097	<b>100%</b>
<b>Kerala</b>	e-Sevanam	services.kerala.gov.in	911	911	<b>100%</b>
<b>Assam</b>	Sewa Setu	sewasetu.assam.gov.in	469	469	<b>100%</b>
<b>Odisha</b>	Odisha One	odishaone.gov.in	404	404	<b>100%</b>
<b>Delhi</b>	e-District	edistrict.delhi.gov.in	436	426	<b>98%</b>
<b>Uttar Pradesh</b>	Nivesh Mitra & e-District	niveshmitra.up.nic.in & edistrict.up.gov.in	798	774	<b>97%</b>
<b>Rajasthan</b>	e-Mitra	emitra.rajasthan.gov.in	549	529	<b>96%</b>
<b>Karnataka</b>	Seva Sindhu	sevasindhu.karnataka.gov.in	755	721	<b>95%</b>
<b>Andhra Pradesh</b>	AP Seva	vswsonline.ap.gov.in	579	524	<b>91%</b>
<b>Goa</b>	Goa Online	goaonline.gov.in	240	199	<b>83%</b>
<b>Uttarakhand</b>	Apuni Sarkar	eservices.uk.gov.in	865	700	<b>81%</b>
<b>Manipur</b>	e-District	eservicesmanipur.gov.in	40	31	<b>78%</b>
<b>Sikkim</b>	Sikkim SSO	sso.sikkim.gov.in	51	38	<b>75%</b>
<b>Tamil Nadu</b>	e-Sevai	tnesevai.tn.gov.in	1078	774	<b>72%</b>
<b>Haryana</b>	Saral Haryana	saralharyana.gov.in	757	503	<b>66%</b>
<b>Maharashtra</b>	Aaple Sarkar	aaplesarkar.mahaonline.gov.in	533	314	<b>59%</b>
<b>Chhattisgarh</b>	e-District	edistrict.cgstate.gov.in	287	147	<b>51%</b>
<b>A&amp;N Islands</b>	e-District	edistrict.andaman.gov.in	239	115	<b>48%</b>
<b>Telangana</b>	MeeSeva	ts.meeseva.telangana.gov.in	768	365	<b>48%</b>
<b>Punjab</b>	Connect Punjab	connect.punjab.gov.in	484	196	<b>40%</b>
<b>Nagaland</b>	e-District	edistrict.nagaland.gov.in	64	24	<b>38%</b>
<b>Ladakh</b>	e-Seva	eseva.ladakh.gov.in	46	13	<b>28%</b>
<b>Bihar</b>	RTPS Bihar	serviceonline.bihar.gov.in	238	66	<b>28%</b>
<b>DNHDD</b>	Single Window Portal	swp.dddgov.in	78	21	<b>27%</b>
<b>West Bengal</b>	e-District	edistrict.wb.gov.in	401	105	<b>26%</b>
<b>Tripura</b>	e-District	edistrict.tripura.gov.in	269	61	<b>23%</b>
<b>Arunachal Pradesh</b>	Arunachal e-Service	eservice.arunachal.gov.in	309	65	<b>21%</b>
<b>Gujarat</b>	Digital Gujarat	digitalgujarat.gov.in	443	81	<b>18%</b>
<b>Chandigarh</b>	Service Plus	serviceonline.gov.in	224	39	<b>17%</b>
<b>Himachal Pradesh</b>	e-District	edistrict.hp.gov.in	500	68	<b>14%</b>
<b>Puducherry</b>	e-District	edistrict.py.gov.in	325	44	<b>14%</b>
<b>Madhya Pradesh</b>	MP Online	mponline.gov.in	1010	109	<b>11%</b>

<b>Jharkhand</b>	Jharsewa	jharsewa.jharkhand.gov.in	333	8	<b>2%</b>
<b>J&amp;K</b>	e-UNNAT	eunnat.jk.gov.in	1097	1097	<b>100%</b>
<b>Kerala</b>	e-Sevanam	services.kerala.gov.in	911	911	<b>100%</b>
<b>Assam</b>	Sewa Setu	sewasetu.assam.gov.in	469	469	<b>100%</b>

All States/UTs are requested to integrated their services with **Service Plus**.

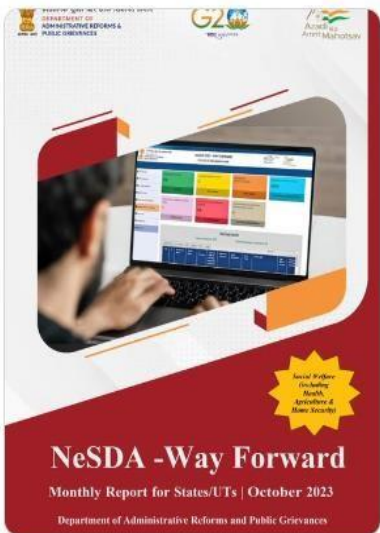
*Note: The aforementioned details of single unified portals are as informed and uploaded by States/UTs on NeSDA – Way Forward dashboard, as of 05/12/2023. Lakshadweep and Mizoram do not have a single unified services portal. States that have not uploaded their services' URL through their single unified service portal on NeSDA – Way Forward dashboard are marked*



## 9. Media Outreach

**DARPG** @DARPG\_GoI - Nov 23

@DARPG\_GoI has released its eighth-in-line #NeSDA Way Forward monthly report for States/UTs, October 2023! This report especially features deeper insights and analysis of e-services in the #SocialWelfare (including #Health, #Agriculture & #HomeSecurity) sector.



PMO India and 8 others

**DARPG** @DARPG\_GoI - Dec 7

Embarking on the Journey of Digital Governance Excellence!

The **NeSDA Way Forward Report** in October highlights increased e-services across States/UTs, with a focus on Local Governance and the utility Sector leading the way.

Saturation of mandatory e-services at 75%.

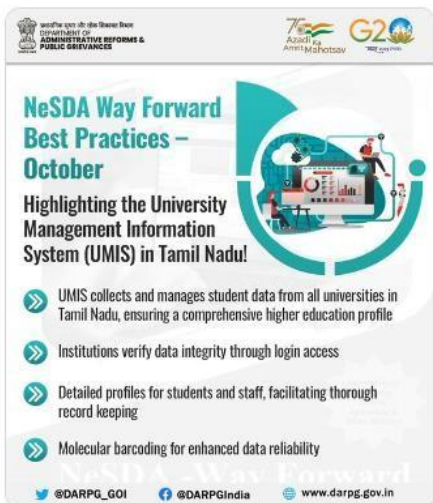


PMO India and 8 others

**DARPG** @DARPG\_GoI - 12h

Transforming Higher Education - University Management Information System!

The Govt. of Tamil Nadu has introduced a single window platform, UMIS, to streamline higher education institutions by consolidating student data & courses and facilitating integration with other platforms.



PMO India and 9 others

**DARPG** @DARPG\_GoI - Dec 8

Urja Pay - Empowering Convenience in Power Management!

The Government of Andaman & Nicobar Islands has launched Urja Pay, which simplifies electricity bill payment, integrating with BharatKosh and achieving substantial growth in transactions and payments in 2023.



PMO India and 8 others

**DARPG** @DARPG\_GoI · Dec 1  
Sewa Setu – Citizen-Centric Service Delivery Platform!

Sewa Setu Portal empowers citizens to apply online for ARTPS-notified services.

It also promotes proactive disclosure related to citizens' entitlements under the Act and procedures for assessing ARTPS services.

**Best Practice – Grievance Redressal System in Assam**  
Sewa Setu – Single Unified Interface for all services to citizens and business entities

**Key Features**

- Online Application of Services
- SMS alerts to the applicant and Designated officials
- Acknowledgement of receipt of application submission
- Dashboard for real-time monitoring

[www.darpg.gov.in](https://www.darpg.gov.in)

PMO India and 9 others

**DARPG** @DARPG\_GoI  
Embracing Digital Transformation!

The **#NeSDA** Way Forward Monthly Report for States/UTs, October 2023 sheds light on the strides taken in the Social Welfare Sector.

Explore a comprehensive overview of e-Services Themes – Health, Agriculture, and Home Security.

**Identified Themes of e-Services**

0:16 / 0:44

**DARPG** @DARPG\_GoI  
Top Performing States – Empowering Citizens Through Innovation!

The report highlights the sub-themes of e-services in the **#Social =Welfare** (including **#Health**, **#Agriculture**, & **#HomeSecurity**) sector and the number of e-services provided by each State/UT under each sub-theme.

**NeSDA Way Forward Key Highlights October 2023**

Out of 29 distinct sub-themes under the 4 themes of e-services identified for the Social Welfare (including Health, Agriculture, & Home Security) sector, following States/UTs provide the maximum types of sub-themes of e-services:

- Jammu & Kashmir – 27**
- Karnataka – 26**
- Uttarakhand – 25**

[www.darpg.gov.in](https://www.darpg.gov.in)

PMO India and 8 others

**DARPG** @DARPG\_GoI  
NeSDA Way Forward monthly report institutionalizes the nation's endeavors for improved delivery of e-services.

The objective of the monthly progress report is as follows:

- ✓ Increase in delivery of the total number of e-services provided

**NeSDA – Way Forward | Expanding e-Service Delivery**

Rise in number of Total e-Services as per NeSDA Way Forward Monthly Reports - April to October 2023 (11.7%)

11,000 Total e-Services as per NeSDA Way Forward, April 2023 Report

12,295 Total e-Services as per NeSDA Way Forward, October 2023 Report

PMO India and 8 others

**DARPG** @DARPG\_GoI  
DARPG monitors the implementation of recommendations given in the NeSDA 2021 report through regular review meetings.

The objective of the monthly progress report is as follows:

- ✓ Provision of all identified Mandatory e-Services in all States/UTs

**NeSDA – Way Forward | Growth in Mandatory e-Services**

100% Mandatory e-Services as per NeSDA Way Forward, April 2023 Report

100% Mandatory e-Services as per NeSDA Way Forward, October 2023 Report

100% Mandatory e-Services as per NeSDA Way Forward, October 2023 Report

PMO India and 8 others



## 10. Appendix

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

#	State/UT	Apr	May	June	July	Aug	Sept	Oct	Nov
1	J&K	474	469	469	470	1028	1034	1075	1097
2	Tamil Nadu	446	445	445	445	446	446	446	1078
3	Madhya Pradesh	637	731	948	1000	1010	1010	1010	1010
4	Kerala	885	886	911	911	911	911	911	911
5	Uttarakhand	596	595	595	725	782	826	831	865
6	Uttar Pradesh	709	706	713	714	714	714	798	798
7	Telangana	493	491	582	757	768	768	768	768
8	Haryana	762	757	757	757	757	755	757	757
9	Karnataka	779	747	752	752	752	752	752	755
10	Andhra Pradesh	606	574	579	579	579	579	579	579
11	Rajasthan	248	248	248	525	536	547	549	549
12	Maharashtra	150	148	337	441	521	533	533	533
13	Himachal Pradesh	500	494	500	500	500	500	500	500
14	Punjab	486	483	484	484	484	484	484	484
15	Assam	263	259	259	259	259	452	469	469
16	Gujarat	191	228	444	443	443	443	443	443
17	Delhi	412	416	416	436	436	436	436	436
18	Odisha	211	373	383	383	404	404	404	404
19	West Bengal	290	323	401	401	401	401	401	401
20	Meghalaya	252	217	223	223	249	306	340	363
21	Jharkhand	316	294	310	311	333	333	333	333
22	Puducherry	239	239	239	239	246	247	247	325
23	Arunachal Pradesh	34	101	298	298	309	309	309	309
24	Chhattisgarh	272	270	284	284	284	284	287	287
25	Tripura	233	230	251	262	267	270	269	269
26	Goa	240	240	240	240	240	240	240	240
27	A&N Islands	164	171	171	199	200	206	239	239
28	Bihar	222	234	238	238	237	237	237	238
29	Chandigarh	231	221	221	224	224	224	224	224
30	Mizoram	103	103	103	103	103	103	103	103
31	DNHDD	39	78	78	78	78	78	78	78
32	Nagaland	34	34	64	64	64	64	64	64
33	Sikkim	25	25	36	36	43	51	51	51
34	Ladakh	32	32	32	46	46	46	46	46
35	Lakshadweep	-	-	-	-	42	42	42	42
36	Manipur	40	40	40	40	40	40	40	40
Total		11,614	11,902	13,051	13,867	14,736	15,075	15,295	16,088

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

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सत्यमेव जयते

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