NeSDA - Way Forward

Monthly Report for States/UTs

November 2024

Department of Administrative Reforms and Public Grievances

Contents

1. Introduction

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

In view of encouraging findings of NeSDA 2021, NeSDA Way Forward PMU was setup to monitor the monthly progress in e-service delivery across States/UTs. DARPG monitors the progress made in e-service delivery and rise in integrated service delivery portals across States/UTs through inputs provided by States/UTs on NeSDA Way Forward Dashboard developed by DARPG, NeSDA Way Forward monthly reports and regular review meetings with SPoCs from States/UTs. So far, 18 NeSDA Way Forward Monthly Reports and Annual Report 2023 have been published to monitor the status of e-service delivery, across States/UTs.

The Monthly Reports released for States/UTs in 2023 especially featured deep analysis of e-services in each of the seven-focus sector, viz Tourism (May), Environment (June), Education (July), Labour & Employment (August), Finance (September), Social Welfare including Agriculture, Health & Home Security (October) and Local Governance & Utility Services (November).

The upcoming monthly aims to institutionalise the nation's endeavours for improved delivery of e-services and prepare States/UTs for the biennial NeSDA.

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

A. Saturation of e-services

- Provision of all identified 56 mandatory e-services
- Increase in delivery of total number of e-services provided
- Provision of identified common services

B. Promote faceless and suo-moto entitlement-based delivery of services

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

C. Strengthening of Unified Service Delivery Portals

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

D. Identification of bottlenecks and dissemination of best practices

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

The NeSDA Way Forward Monthly Report for States/UTs, November 2024 is based on the inputs provided by States/UTs on *NeSDA – Way Forward* dashboard, as of 30th November, 2024.

Status of Implementation	Unified Service Delivery Portal	Quality of Service Delivery

2. Key Highlights

Status of Implementation

- **18,335**-services are provided across States/UTs

- **Karnataka** provides maximum e-services (1414)

- Maximum e-services (**5,844**) lie in the sector – Local Governance & Utility Services

- **1,579** out of 2,016 mandatory e-services (56*36 States/UTs) are available, making saturation at **78%**

- **Himachal Pradesh, Madhya Pradesh, Punjab, Rajasthan, Tamil Nadu, Uttar Pradesh, Uttarakhand, Kerala, Gujarat** and **Karnataka** have achieved **100%** saturation of 56 mandatory e-services

Unified Service Delivery Portal

- **Jammu and Kashmir, Kerala, Assam** and **Odisha** provide **100%** of their services through their identified Single Unified Service Delivery Portal i.e., **e-UNNAT (1164), e-Sevanam (938), Sewa Setu (725)** and **Odisha One (404),** respectively

Saturation of Mandatory e-Service Delivery

- This Monthly Report focuses on a significant aspect of the NeSDA Framework, i.e. Mandatory e-Services. This chapter delves into the details of mandatory e-services associated with the four of the seven focus areas, **'Finance', 'Environment', 'Education'** and, **'Tourism'**. It further focuses on the states/UTs with the highest potential to enhance their provision of overall mandatory e-services.

3. Review of Status of Implementation in States/UTs

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

State/UT	e-Services
Ladakh	49
J&K	1164
Himachal	504
Chandigarh	236
Punjab	484
Uttarakhand	889
Haryana	855
Delhi	436
Rajasthan	606
Uttar Pradesh	822
Sikkim	54
Arunachal	309
Assam	725
Nagaland	64
Meghalaya	363
Manipur	40
Bihar	238
Jharkhand	404
Bengal	401
Tripura	272
Mizoram	103
Gujarat	894
Madhya Pradesh	1016
CG	296
Odisha	404
DNHDD	131
Maharashtra	534
Telangana	768
Goa	240
Karnataka	1414
Andhra	579
Lakshadweep	42
Puducherry	610
Tamil Nadu	1128
Kerala	938
Andaman and Nicobar Islands	323

Total e-Services
18,335

Note: The aforementioned figures are uploaded by States/UTs as of 30/11/2024.

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

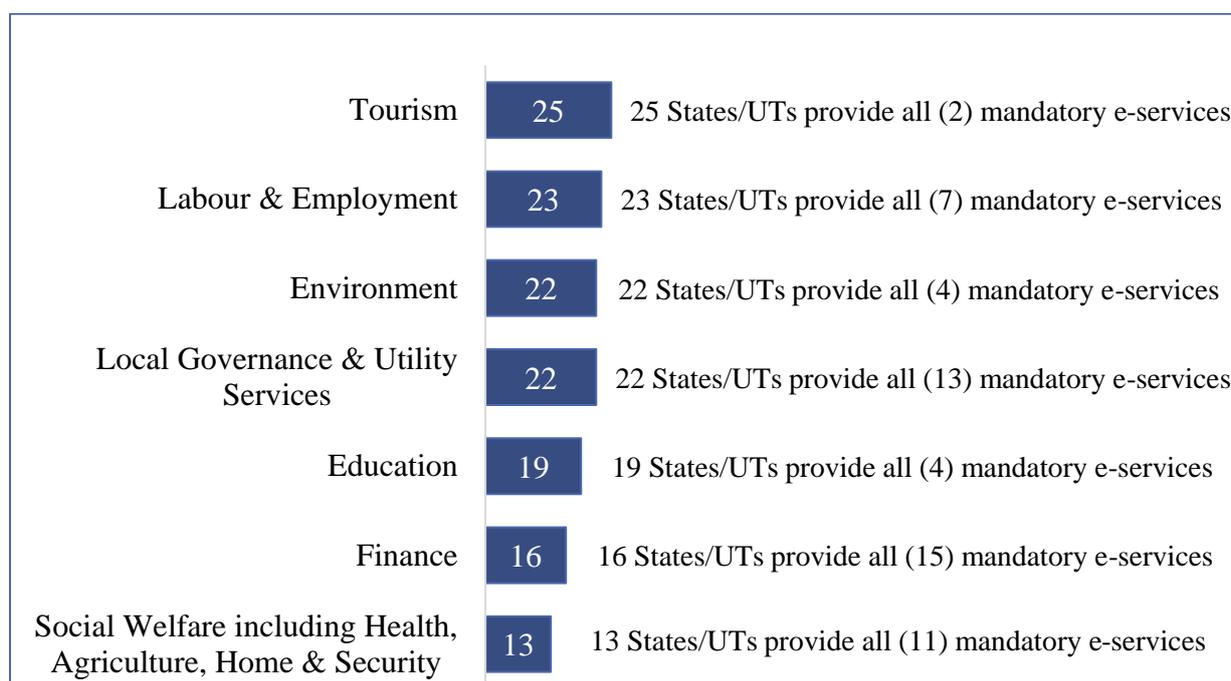| State/UT	Value
Karnataka	1414
Jammu and Kashmir	1164
Tamil Nadu	1128
Madhya Pradesh	1016
Kerala	938
Gujarat	894
Uttarakhand	889
Haryana	855
Uttar Pradesh	822
Telangana	768
Assam	725
Puducherry	610
Rajasthan	606
Andhra Pradesh	579
Maharashtra	534
Himachal Pradesh	504
Punjab	484
Delhi	436
Odisha	404
Jharkhand	404
West Bengal	401
Meghalaya	363
Andaman and Nicobar Islands	323
Arunachal Pradesh	309
Chhattisgarh	296
Tripura	272
Goa	240
Bihar	238
Chandigarh	236
Dadra and Nagar Haveli & Daman and Diu	131
Mizoram	103
Nagaland	64
Sikkim	54
Ladakh	49
Lakshadweep	42
Manipur	40

Monthly progress of status of e-services across States/UTs is attached in **Annexure 6.1.**

Note: The aforementioned figures are uploaded by States/UTs as of 30/11/2024.

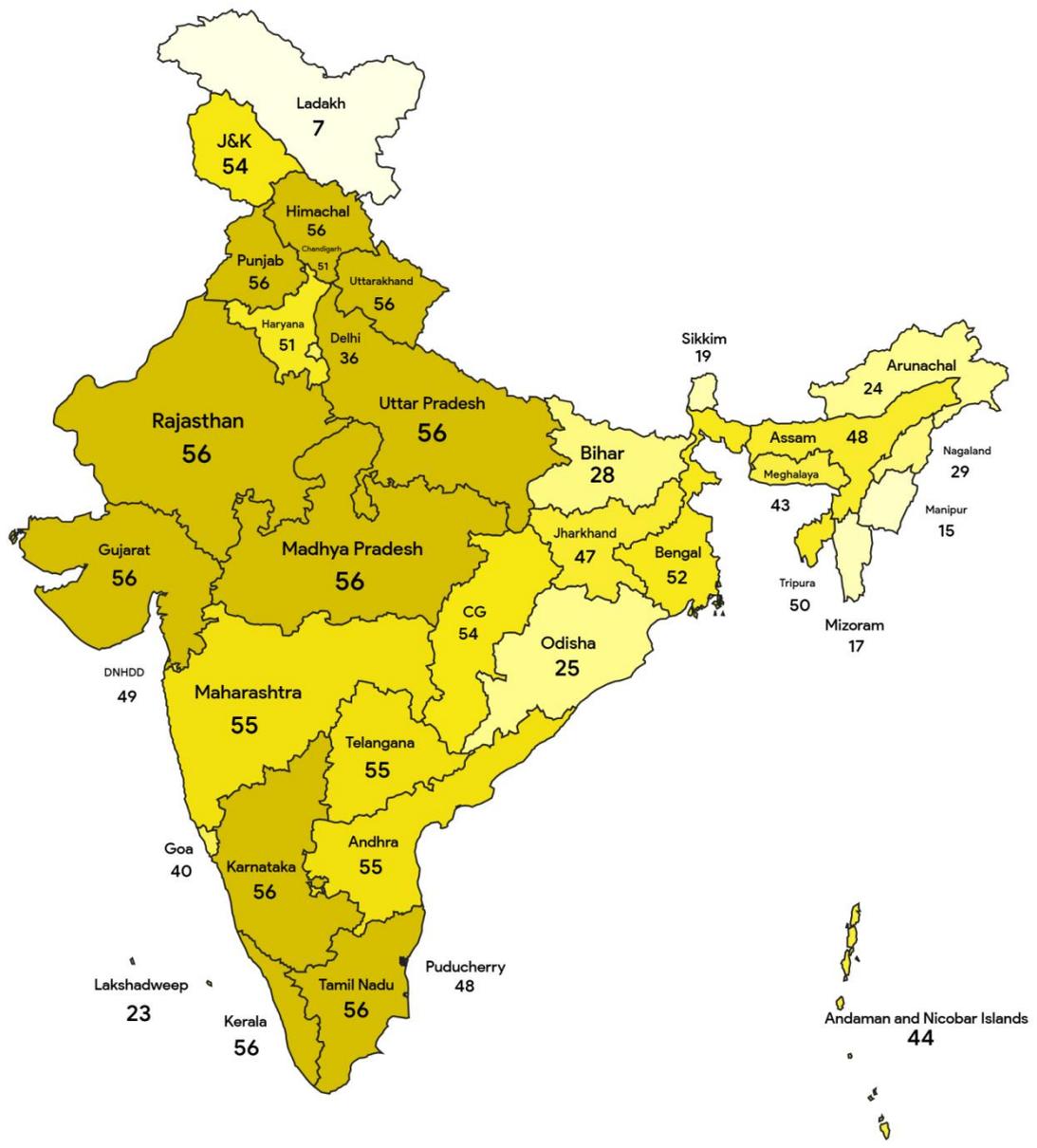**Sector-wise consolidated status of e-services across States/UTs**

Sector	Value
Local Governance & Utility Services	5844
Social Welfare including Health, Agriculture, Home & Security	4251
Finance	2572
Labour & Employment	2181
Education	1591
Tourism	1179
Environment	717
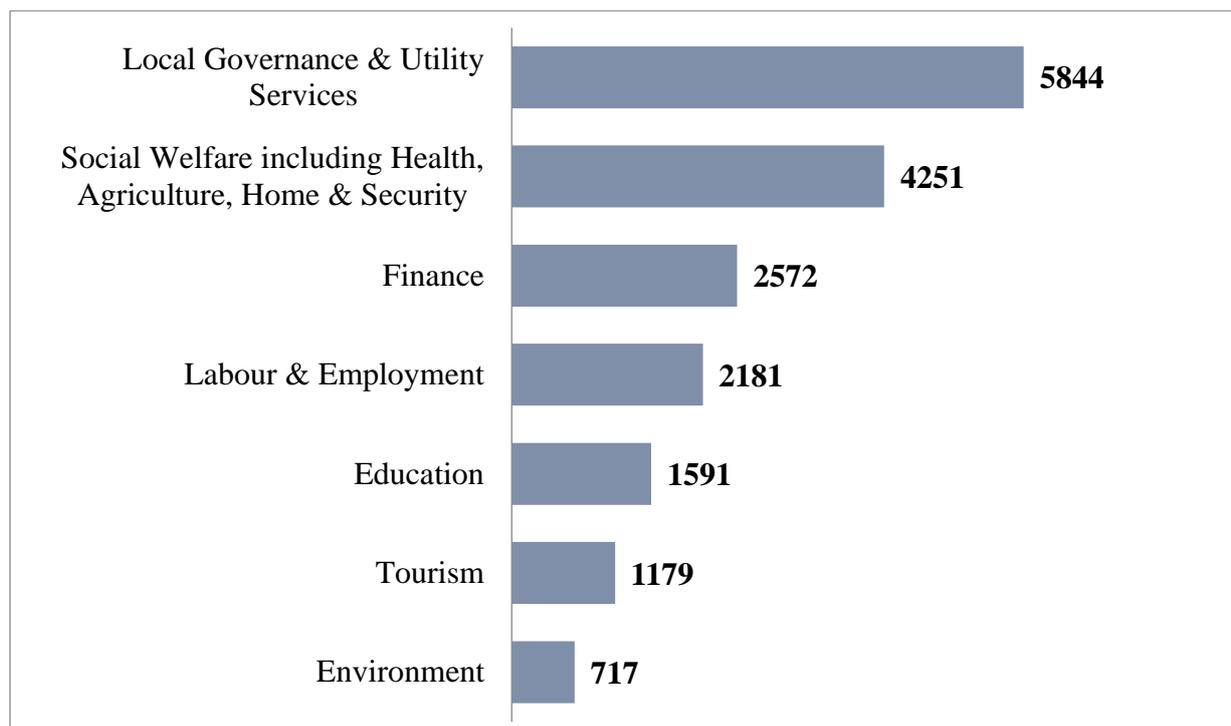
Sector-wise saturation status of mandatory e-services across States/UTs

Sector	Value	Description
Tourism	25	25 States/UTs provide all (2) mandatory e-services
Labour & Employment	23	23 States/UTs provide all (7) mandatory e-services
Environment	22	22 States/UTs provide all (4) mandatory e-services
Local Governance & Utility Services	22	22 States/UTs provide all (13) mandatory e-services
Education	19	19 States/UTs provide all (4) mandatory e-services
Finance	16	16 States/UTs provide all (15) mandatory e-services
Social Welfare including Health, Agriculture, Home & Security	13	13 States/UTs provide all (11) mandatory e-services

Note: The aforementioned figures are uploaded by States/UTs as of 30/11/2024.

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

Ladakh
7

J&K
54

Himachal
56

Punjab
56

Chandigarh
51

Uttarakhand
56

Haryana
51

Delhi
36

Sikkim
19

Arunachal
24

Assam
48

Meghalaya
43

Nagaland
29

Manipur
15

Rajasthan
56

Uttar Pradesh
56

Bihar
28

Jharkhand
47

Bengal
52

Tripura
50

Gujarat
56

Madhya Pradesh
56

CG
54

Odisha
25

Mizoram
17

DNHDD
49

Maharashtra
55

Telangana
55

Goa
40

Andhra
55

Karnataka
56

Puducherry
48

Lakshadweep
23

Tamil Nadu
56

Kerala
56

Andaman and Nicobar Islands
44

Mandatory e-Services
1,579

Note: The aforementioned figures are uploaded by States/UTs as of 30/11/2024.

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

State/UT	Status
Gujarat	56 (100%)
Tamil Nadu	56 (100%)
Uttarakhand	56 (100%)
Rajasthan	56 (100%)
Uttar Pradesh	56 (100%)
Madhya Pradesh	56 (100%)
Kerala	56 (100%)
Punjab	56 (100%)
Himachal Pradesh	56 (100%)
Karnataka	55 (98.22%)
Andhra Pradesh	55 (98.22%)
Telangana	55 (98.22%)
Maharashtra	55 (98.22%)
Chhattisgarh	54 (96.43%)
Jammu and Kashmir	54 (96.43%)
West Bengal	52 (92.86%)
Chandigarh	51 (91.08%)
Haryana	51 (91.08%)
Tripura	50 (89.29%)
Dadra and Nagar…	49 (87.5%)
Puducherry	47 (83.93%)
Assam	47 (83.93%)
Jharkhand	44 (78.58%)
Andaman and…	44 (78.58%)
Meghalaya	43 (76.79%)
Goa	40 (71.43%)
Delhi	36 (64.29%)
Nagaland	29 (51.79%)
Bihar	28 (50%)
Odisha	25 (44.65%)
Arunachal Pradesh	24 (42.86%)
Lakshadweep	23 (41.08%)
Sikkim	19 (33.93%)
Mizoram	17 (30.36%)
Manipur	15 (26.79%)
Ladakh	7 (12.5%)

Note: The aforementioned figures are uploaded by States/UTs as of 30/11/2024.

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.

A unified service delivery portal is a centralized online platform that integrates all the government services from multiple departments, offering citizens a single point of access to a wide range of services. By consolidating services on one user-friendly interface, citizens can conveniently access information, submit applications, and avail services without navigating through multiple departmental websites / physical offices. Additionally, they often incorporate features such as digital authentication, single sign on, online payment gateways, etc., to further streamline the process.

Share (%) of e-Services
Available on Identified Single Unified Service Delivery Portal
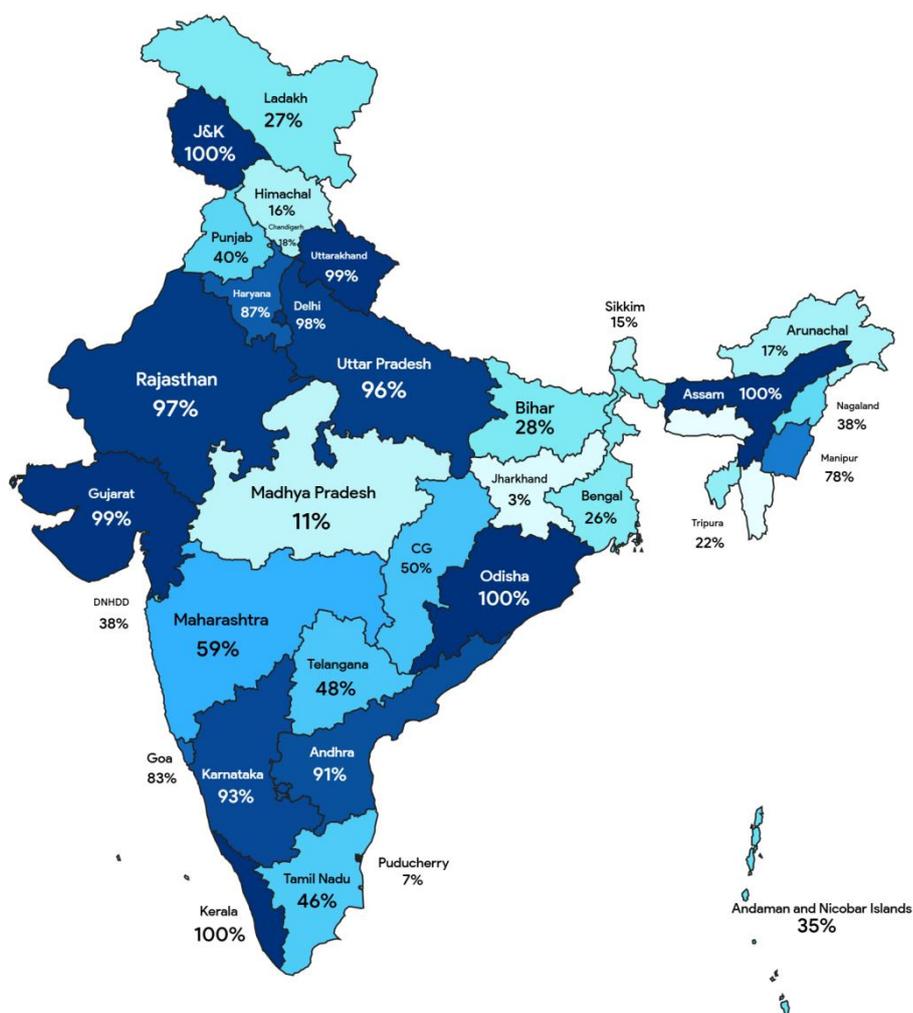
State/ UT	Identified Single Unified Portal	URL	e-Services on Single Unified Portal % (count)
Jammu and Kashmir	e-UNNAT	eunnat.jk.gov.in	100% (1164)
Odisha	Odisha One	odishaone.gov.in	100% (404)
Kerala	e-Sevanam	services.kerala.gov.in	100% (938)
Assam	Sewa Setu	sewasetu.assam.gov.in	100% (725)
Gujarat	Digital Gujarat	digitalgujarat.gov.in	99% (887)
Uttarakhand	Apuni Sarkar	eservices.uk.gov.in	99% (879)
Delhi	e-District	edistrict.delhi.gov.in	98% (426)
Rajasthan	e-Mitra	emitra.rajasthan.gov.in	97% (586)
Uttar Pradesh	Nivesh Mitra & e-District	niveshmitra.up.nic.in & edistrict.up.gov.in	96% (793)
Karnataka	Seva Sindhu	sevasindhu.karnataka.gov.in	93% (1314)
Andhra Pradesh	AP Seva	vswsonline.ap.gov.in	91% (524)
Haryana	Saral Haryana	saralharyana.gov.in	87% (747)
Goa	Goa Online	goaonline.gov.in	83% (199)
Manipur	e-District	eservicesmanipur.gov.in	78% (31)
Maharashtra	Aaple Sarkar	aaplesarkar.mahaonline.gov.in	59% (315)
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	46% (524)
Punjab	Connect Punjab	connect.punjab.gov.in	40% (196)
Dadra and Nagar Haveli & Daman and Diu	Single Window Portal	swp.dddgov.in	38% (50)
Nagaland	e-District	edistrict.nagaland.gov.in	38% (24)
Andaman and Nicobar Islands	e-District	edistrict.andaman.gov.in	35% (114)
Bihar	RTPS Bihar	serviceonline.bihar.gov.in	28% (66)
Ladakh	e-Seva	eseva.ladakh.gov.in	27% (13)
West Bengal	e-District	edistrict.wb.gov.in	26% (105)
Tripura	e-District	edistrict.tripura.gov.in	22% (61)
Chandigarh	Service Plus	serviceonline.gov.in	18% (42)
Arunachal Pradesh	Arunachal e-Service	eservice.arunachal.gov.in	17% (53)
Himachal Pradesh	e-District	edistrict.hp.gov.in	16% (83)
Sikkim	Sikkim SSO	sso.sikkim.gov.in	15% (8)
Madhya Pradesh	MP Online	mponline.gov.in	11% (109)
Puducherry	e-District	edistrict.py.gov.in	7% (44)
Jharkhand	Jharsewa	jharsewa.jharkhand.gov.in	3% (11)
Meghalaya	Meghalaya Online	meghalayaonline.gov.in	-

Note: The aforementioned details of single unified portals are as informed and uploaded by States/UTs on NeSDA – Way Forward dashboard, as of 30/11/2024. Lakshadweep and Mizoram do not have a single unified services portal. States that have not uploaded their services' URL through their single unified service portal on NeSDA – Way Forward dashboard are marked (-)

5. Enhancing Coverage: Saturation of Mandatory e-Services

NeSDA Way Forward plays a pivotal role in evaluating and advancing the nation's e-governance landscape. A core objective of NeSDA is to promote the saturation of mandatory e-services, expand the range of e-services, and encourage the adoption of centralized service delivery platforms. To align with these objectives, the Department has been actively working to enhance e-service delivery, particularly in the North Eastern states, aiming to improve their overall NeSDA scores.

To achieve the goal of saturating of **56 mandatory e-services** in states/UTs with significant growth potential, particularly those with tough terrain and unique challenges in service delivery, including the North Eastern region, the Department has implemented targeted initiatives. These include conducting interactive workshops, focused meetings, and brainstorming sessions with state representatives to foster collaborative solutions and knowledge exchange.

Prior to delving into details, the following graph provides a visual representation of the overall growth in the delivery of the identified mandatory e-services across all states/UTs achieved in the previous 12 months.

The subsequent section provides a comprehensive overview of the mandatory e-services within four of the seven established focus sectors, namely **'Finance'**, **'Environment', 'Education'** and **'Tourism'**. It also outlines the delivery channels utilized by states for the delivery of these services. This resource serves as a guide for states and UTs, outlining the relevant services, associated departments, and platforms used for delivery.

The final section highlights actionable focus areas for states with untapped potential in mandatory e-services. With a focus on the aforementioned sectors, it emphasizes on remaining gaps, aiming for complete saturation and improved service delivery nationwide.

5.1 Overview of Mandatory e-Services

In this chapter, we discuss the mandatory e-services offered within the **'Finance'**, **'Environment', 'Education'** and**, 'Tourism'** sectors, four of the seven established focus areas of the NeSDA framework. The chapter also highlights the delivery channels employed by states for the provision of these services. Subsequent monthly editions of this report shall expand to cover the remaining focus sectors of the NeSDA framework.

FINANCE

1. Record of Rights (RoR)

ROR is an extract from the land records registers which contains complete information about the history of holders of land indicating the legal status of a property.

https://landrecords.jk.gov.in/

Jammu and Kashmir

- Login and personalized dashboard available for both citizens and administrators
- Designed and Developed by: RAMTECH
- Contact details, helpline number, and FAQs available
- Available Related Links of Department Portal and 'What's New' Section

2. Mutation of Revenue Records

Mutation of revenue records is the transfer or change of title entry in revenue records due to reasons like death of the original owner and subsequent transfer of the ownership due to inheritance or succession.

https://bhulekh.uk.gov.in/
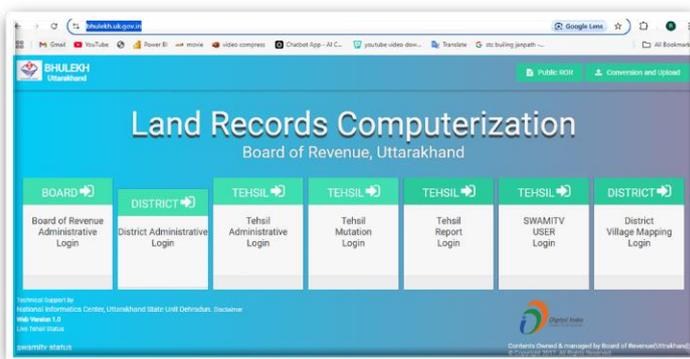
Uttarakhand

- Login and personalized dashboard available for both citizens and administrators
- Technical Support by NIC Uttarakhand State Unit Dehradun
- Contents Owned & managed by Board of Revenue(Uttarakhand)

3. Domicile Certificate

Domicile or residence certificate is issued to prove that the person bearing the certificate is a resident of the state/UT by which the certificate is being issued.
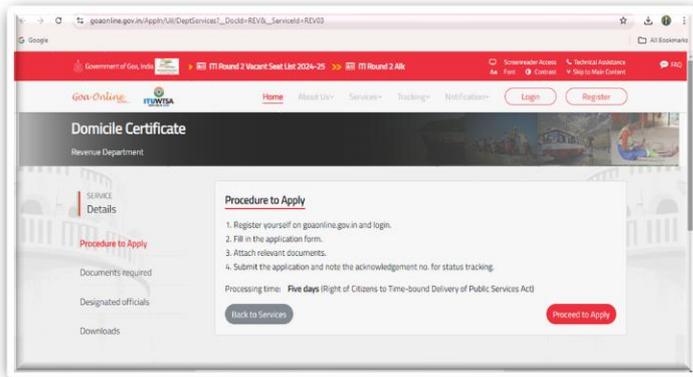

https://goaonline.gov.in/Appln/Uil/DeptServices?__DocId=REV&__ServiceId=REV03

Goa

- Login and Dashboard for Citizen and Administrator
- Site Designed, Developed & Maintained by GOA ELECTRONICS LIMITED
- Department-wise categorized e-services and their details available
- Application status tracking
- Integrated with DigiLocker
- Detailed dashboard view available for e-service application status
- Provision to give feedback

4. Online application of Marriage Certificate

Marriage certificate is a valid legal document that confirms the marital status of a couple.

https://enagar.gujarat.gov.in/DIGIGOV/
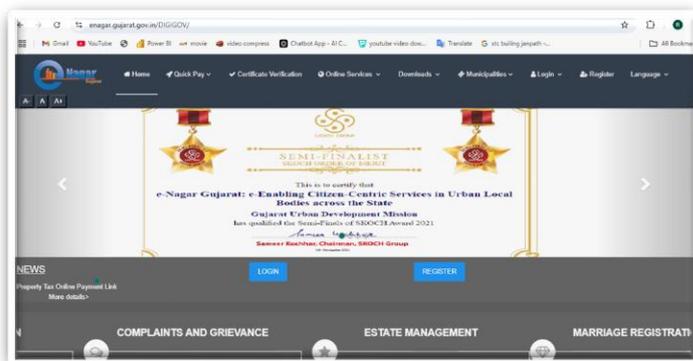
Gujarat

- Login and personalized dashboard for both citizens and Department
- Adjustable screen font size and contrast for improved user experience
- Available in English and Gujarati
- Provision to provide feedback
- Available Android & IOS mobile app Link
- Available Quick Pay functionality
- Provision available for verify Certificate
- Provision available for download Forms, Receipt and Reports

5. Online application of Caste Certificate

Caste certificate is the proof of one's belonging to a particular caste, especially in case one belongs to any of the 'Scheduled Castes' as specified in the Indian Constitution.

https://castcertificatewb.gov.in/
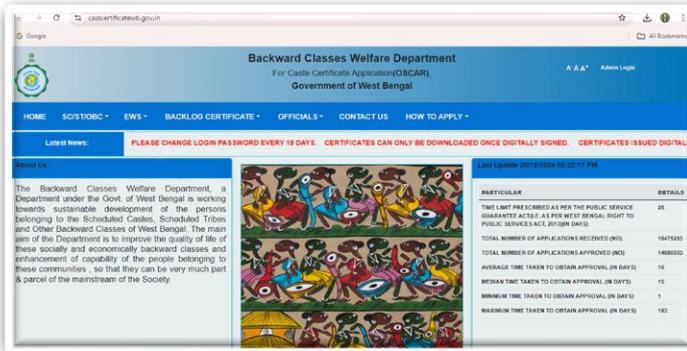
West Bengal

- Application Status Tracking through unique application numbers
- Provision available for downloading certificate
- Designed and Developed by: NIC
- Contact details, helpline number available
- Available News & Update section
- Total Number of applications received : 16475293
- Total Number of applications approved : 14686593

6. Online application of Income Certificate

Income certificate is issued to the citizen by the Government as evidence confirming their annual income and testifying all sources of the income.


https://edistrict.kerala.gov.in/

Kerala

- Implemented & Managed by NIC Kerala State IT Mission
- Login and Dashboard for Citizen and Administrator
- Available in language English and Malayalam
- Application Status Tracking
- Provision available for Certificate Verification using certificate no
- Detailed Accessibility menu available, making it user friendly

7. Apply online for Encumbrance Certificate

Encumbrance certificate is an evidence of ownership title with the records assuring that the property is free from any legal or monetary dues such as uncleared loans or mortgages.

https://igrsup.gov.in
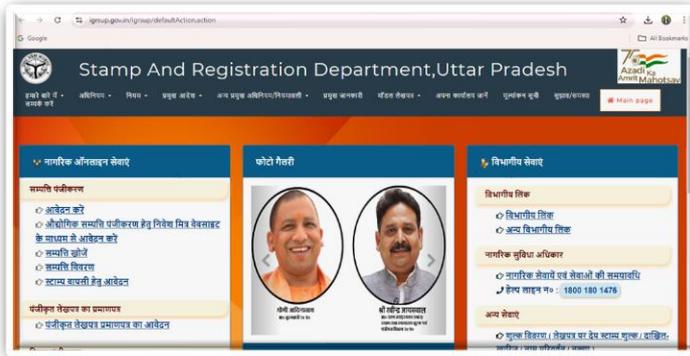
Uttar Pradesh

- Login and personalized dashboard available for users
- Available in English and Hindi languages
- Provision available to calculate stamp registration fee
- State property registration dashboard detailed available
- Contact details, helpline number available

8. Appointment for Registrations under Indian Registration Act

Booking an appointment under the Registration Act, 1908 to provide a method of public registration of documents to give information to people regarding legal rights and obligations arising or affecting a particular property and to perpetuate documents which may afterwards be of legal importance and to prevent fraud

https://garvi.gujarat.gov.in/

Gujarat

- Login and personalized dashboard available for both citizens and Administrator
- Detailed dashboard views available for users
- Provision available schedule an appointment
- Available contact details and helpline number
- Available News & Update and Important Links section
- Available in languages English and Gujarati

9. Registration of societies under Societies Registration Act

In order to societies to operate they should register under The Society Registration Act. This act is implemented with the purpose of augmenting the legal stipulations of society registration for the advancement of literature, fine arts, science or distribution of awareness for bountiful purposes

https://swp.dddgov.in/societies-registration-dnhdd

Dadra & Nagar Haveli and Daman & Diu

- Login and personalized dashboard for both citizens and administrators
- Department-wise categorized e-services and details available
- Functionality to verify the authenticity of issued certificates
- Single window displaying notified services with timeframes and designated authorities
- Mechanism for citizens to provide feedback on services

10. Registration of partnership firms under Partnership Firms Act

Registration under the Indian Partnership Act, 1932, for a creation of a partnership which is the relation between persons who have agreed to share profits of a business carried on by all or any of them acting for all.

https://sewasetu.assam.gov.in/site/service-apply/registrations-of-partnership-firms-under-indian-partnership-act-1932-section-58-rules-42-of-ip-act-1932

Assam

- Integrated with MeriPehchaan, DigiLocker and Service Plus
- Chatbot available in English, Assamese and Bangla
- Provision to file appeal/ lodge grievances and locate PFCs
- Department-wise & sector-wise categorized eservices Highlights popular e-services
- Available in English, Assamese and Bangla
- Provision to track Application status, using reference number

11. e-Return Filing

e-Return filing is the process of electronically filing income tax returns online.

https://vat.goa.gov.in/comtaxeservices/

Goa

- Managed by Department of Commercial Taxes
- Developed and Hosted by National Informatics Centre, Goa
- Login and personalized dashboard for users
- Provision to Contact and seek FAQs
- Available user manual and e-forms demo

12. Issuance of statutory forms

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.

https://eservices.uk.gov.in/service/issuance-of-statutory-forms
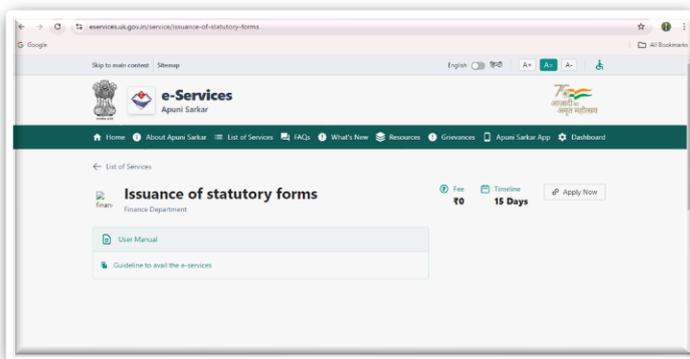
Uttarakhand

- Integrated with e-Pehchaan and Jan Parichay
- Department-wise categorization of e-services for easy navigation
- Application status tracking
- Comprehensive dashboards providing real-time tracking and monitoring of application statuses
- W3C compliant with adjustable screen font size and contrast
- Available in English and Hindi
- Easily accessible contact details, helpline number, FAQs, and updates on new portal features

13. Online Bidder Enrolment

Online facility for corporates / vendors / bidders to enrol themselves on the procurement portal to participate in the tenders published by the government departments / agencies.


https://sppp.rajasthan.gov.in/
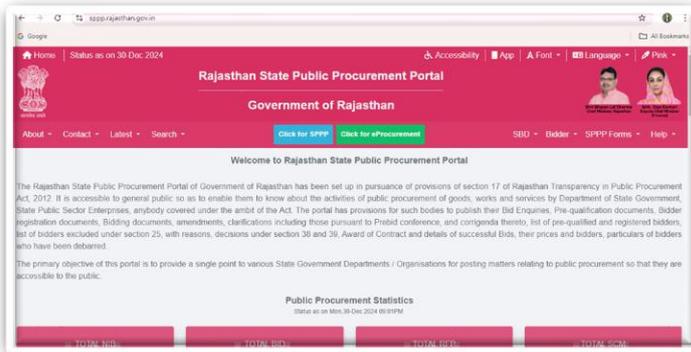
Rajasthan

- Available in language English and Hindi
- Detailed dashboard view available for users
- Website designed, developed and maintained by NIC
- Website is best viewed in Mozilla, Chrome, Microsoft Edge, IE 10 or latest web browsers
- Provision to Contact and seek FAQs
- Available links to download the SPPP Mobile App

14. Online Bid / Proposal Submission

Online facility for the enrolled bidders to submit their bid / proposal on the procurement portal for the tenders published by the government departments / agencies.

https://kppp.karnataka.gov.in/#/portal/portal-home
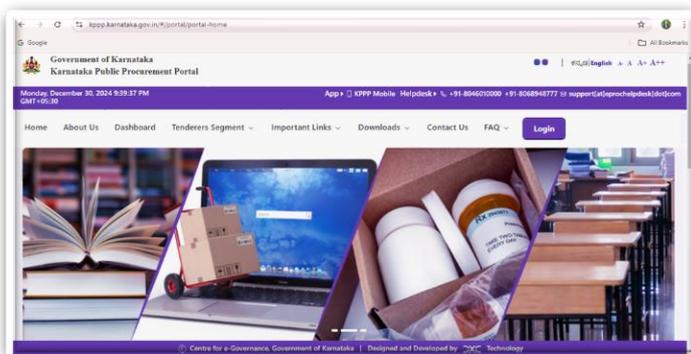
Karnataka

- Login and personalized dashboard for users
- Available in English and Kannada
- Available links to download the KPPP mobile app
- Downloadable user manual tenders and registration forms
- Available contact details ,helpline number and FAQ
- Detailed dashboard view available for users
- Designed and Developed by: DXC Technology

| 🌱 | **ENVIRONMENT** |

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1. Initial No Objection Certificate / Plan Approval for Building Permit (Citizen)

Online application for initial No Objection Certificate (NOC), approvals and licenses required including the fire-fighting scheme in the pre-construction stage of commercial establishment

https://tcpharyana.gov.in/
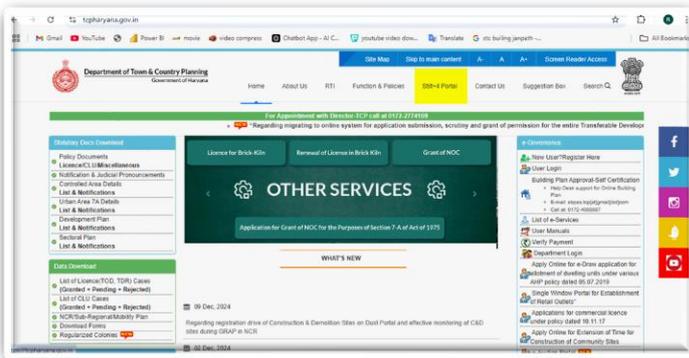
Haryana

- Provided by D/o Town and Centre Planning
- Designed and Developed by IT-Cell of TCP Haryana
- Personalized dashboard for all users
- Available contact details, helpline number & FAQs
- Last updated on: Aug 09, 2024
- Total Visitors: 4899949
- Nodal officer detail available

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2. Initial No Objection Certificate / Plan Approval for Building Permit (Business)

Online application for initial No Objection Certificate (NOC), approvals and licenses required including the firefighting scheme in the pre-construction stage of commercial establishment


https://www.mpenagarpalika.gov.in/irj/portal/anonymous/CitizenServices/FireBrigade/qlFire2BrigadeForm

Madhya Pradesh

- Provided through 'eNagarPalika Portal',
- Technical support by ABM Knowledgeware Ltd.
- Available in both English and Hindi
- Adjustable screen font size and contrast for improved user experience
- Last updated on : 26 December, 2024
- Total Visitors : 9812270

3. .Final No Objection Certificate / Plan Approval for Occupancy Certificate (Citizen)

Final fire No Objection Certificate (NOC) for residential buildings subject to conforming with the mentioned guidelines in the NBC (National Building Code) of India, 2016 including details of fire prevention, firefighting and evacuation measures by filling in building details, tower details, applicant details, upload of documents, upload of firefighting equipment photographs, etc

https://mahavastu.maharashtra.gov.in/
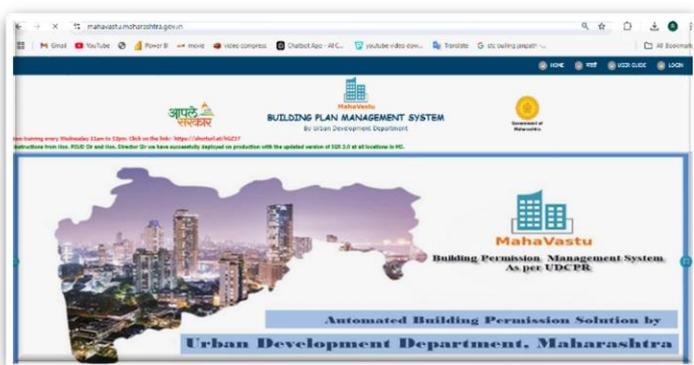
Maharashtra

- Provided through Building Plan Management System by Urban Development Department
- Powered by Maharashtra IT Corporation Ltd.
- Login and personalized dashboard for citizens
- Available in English and Marathi
- Powered by: Maharashtra IT Corporation Ltd
- Provision to provide feedback

4. Final No Objection Certificate / Plan Approval for Occupancy Certificate (Business)

Final fire No Objection Certificate (NOC) for hotels, hospitals, education buildings, multiplex buildings, industrial buildings, business buildings, etc. subject to conforming with the mentioned guidelines in the NBC (National Building Code) of India, 2016 including details of fire prevention, firefighting and evacuation measures by filling in building details, tower details, applicant details, upload of documents, upload of firefighting equipment photographs, etc.
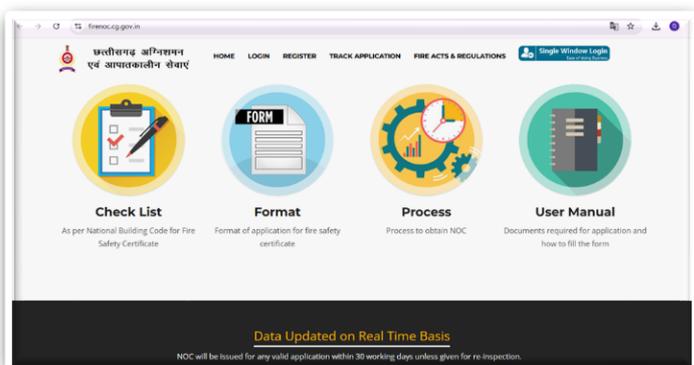

https://firenoc.cg.gov.in/

Chhattisgarh

- Provided on the 'Chhattisgarh Fire and Emergency Services'
- Powered by Hackshade Technologies Pvt. Ltd.
- Available in English and Hindi
- Total Visitors : 9812270
- Technical support by ABM Knowledgeware Ltd.

🎓	**EDUCATION**

1. Check examination results online/Online result display

Users to view results online of various examinations conducted by CBSE, ICSE, State Educational Boards, SSC, UPSC, etc.

https://results.cg.nic.in/
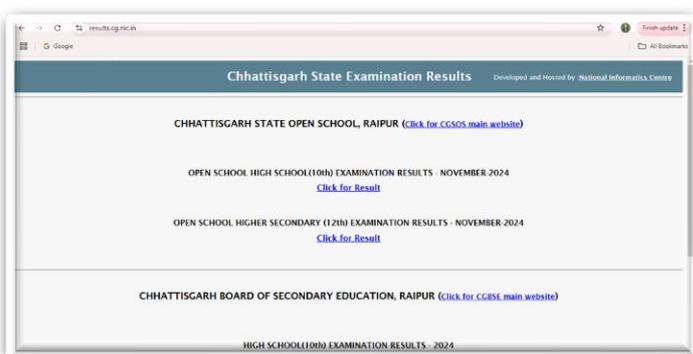
Chhattisgarh

- Provided on the 'Chhattisgarh State Examination Results',
- Developed by NIC
- Login and personalized dashboard for users

2. Online application for Scholarship

Online student application for availing various scholarship schemes

https://scholarships.sikkim.gov.in/
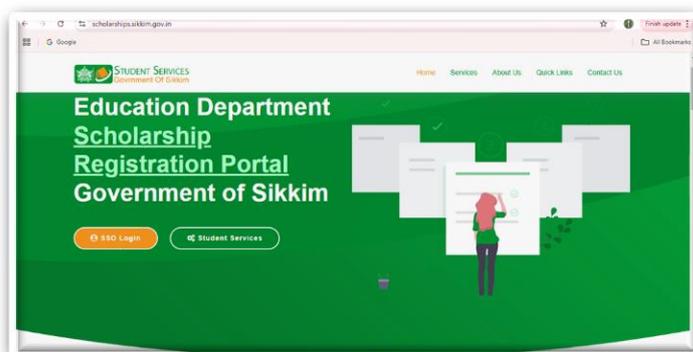
Sikkim

- Provided through 'is provided on the 'Education Department Scholarship Registration Portal'
- Designed and Developed by Department of Information and Technology
- Single sign-on (SSO) Login and personalized dashboard for users
- Available contact details, helpline number
- Collection of helpful links for information on govt services

3. School Registration

Registration of schools under necessary boards through online

https://eservices.uk.gov.in/
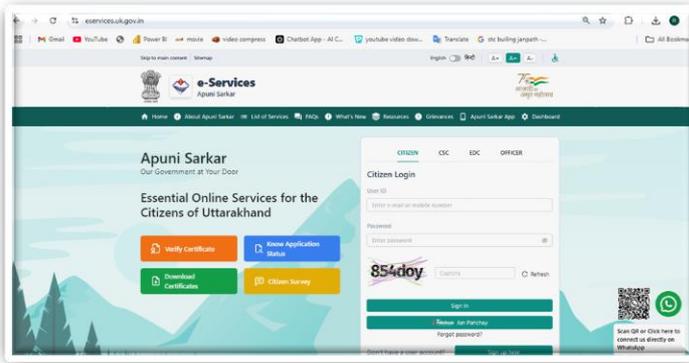
Uttarakhand

- Provided on 'Apuni Sarkar', the Unified Portal of Uttarakhand
- Developed and managed by Information Technology Development Agency (ITDA), Department of IT, Good Governance & Science Technology, Government of Uttarakhand

4. NOC for Schools

Issuance of a No Objection Certificate for CBSE/ICSE affiliation, ensuring the school meets RTE Act recognition guidelines

https://sewasetu.assam.gov.in/site/service-apply/application-for-prior-permission-to-establish-and-run-private-educational-institutions-secondary-education
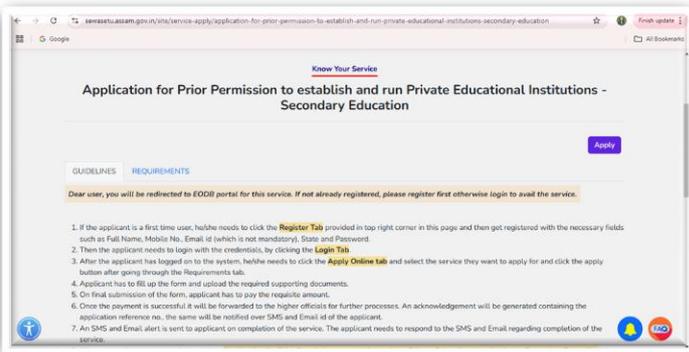
Assam

- Provided on 'Sewa Setu', the Unified Portal of Assam
- Designed & Developed by National Informatics Centre, Assam, Nodal Department is Information Technology Department, Govt. of Assam

⛩	**TOURISM**

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1. Issuance of the Certificate of Recognition as Provisional / Approved State Tour Operator

Online facility for Tour Operators to get necessary approvals from the Department to issue Certificate of Recognition as Provisional / Approved State Tour Operator

https://swp.dddgov.in/tourism-department-dnhdd
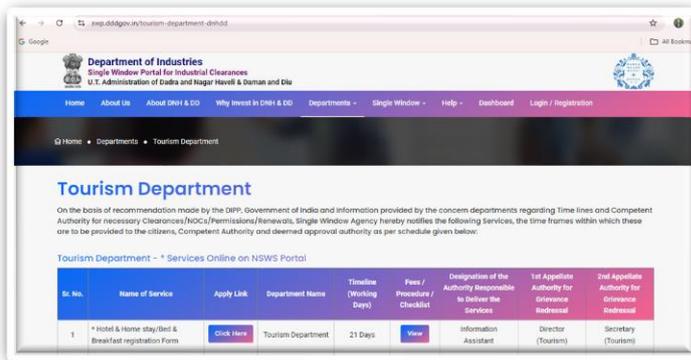
Dadra & Nagar Haveli and Daman & Diu

- Provided on the 'Single Window Portal for Industrial Clearance Portal' by D/o Industries
- Developed by NIC
- Available in both English and Hindi
- Adjustable screen font size and contrast for improved user experience
- Total Visitors: 9812270
- Technical support by ABM Knowledgeware Ltd

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2. Registration of Hotels Guest houses/ tourist Accommodation units

Online registration facility for Hotels, Guest Houses, Tourist Accommodation units, etc. to get necessary approvals from the Department to operate.

https://eservices.himachaltourism.gov.in/
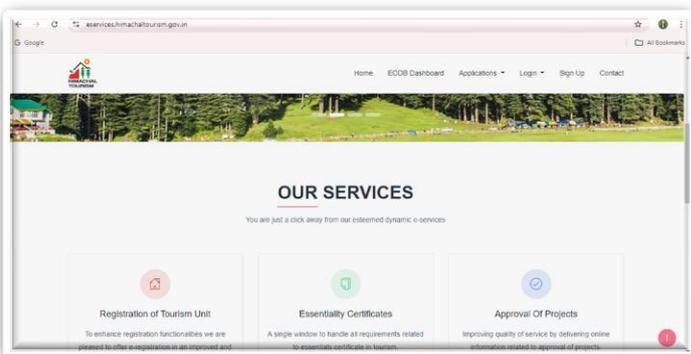
Himachal Pradesh

- Provided by the Himachal Tourism Department,
- Powered BY Netgen IT Solutions
- Provides real-time status of applications
- Available contact details
- Powered By Netgen It Solution
- Total Applications: 15973

5.2 Strengthening Mandatory e-Services Delivery

The NeSDA framework provides a comprehensive assessment of G2C and G2B services within seven focus sectors: Finance, Labour and Employment, Education, Local Governance and Utility Services, Social Welfare (including Health, Agriculture, and Home Security), Environment and Tourism. The framework places particular emphasis on the 56 identified mandatory e-services, which are vital for enhancing citizen and business interactions with the government.

While the Chapter 3 of this report outlines the status of provision of the identified mandatory e-services across all sectors, the current section identifies states/UTs with significant untapped potential in mandatory e-service delivery. The following table presents a detailed analysis of the mandatory e-services within the focus sectors of **'Finance', 'Environment', 'Education' and, 'Tourism'**, focusing on the states/UTs with the highest potential to enhance their provision of overall mandatory services.

Sr. no.	List of Mandatory Services	Ladakh	Manipur	Mizoram	Lakshadweep	Sikkim	Odisha	Bihar	Nagaland	Arunachal Pradesh	Delhi
1	Check examination results online/Online result display (G2C)				Y				Y		
2	NOC for Schools (G2B)										
3	Online application for Scholarship (G2C)		Y		Y	Y	Y		Y	Y	
4	School Registration (G2B)			Y		Y		Y			
5	Final No Objection Certificate / Plan Approval for Occupancy Certificate (G2B)									Y	
6	Final No Objection Certificate / Plan Approval for Occupancy Certificate (G2C)				Y					Y	

Sr. no.	List of Mandatory Services	Ladakh	Manipur	Mizoram	Lakshadweep	Sikkim	Odisha	Bihar	Nagaland	Arunachal Pradesh	Delhi
7	Initial No Objection Certificate / Plan Approval for Building Permit (G2B)									Y	
8	Initial No Objection Certificate / Plan Approval for Building Permit (G2C)					Y				Y	
9	Apply online for Encumbrance Certificate (G2C)		Y			Y	Y	Y		Y	
10	Appointment for Registrations under Indian Registration Act (G2C)							Y			
11	Domicile Certificate (G2C)		Y	Y	Y			Y	Y	Y	Y
12	e-Return Filing (G2B)			Y					Y		Y
13	Issuance of statutory forms (G2B)										Y
14	Mutation of Revenue Records (G2C)		Y		Y	Y	Y	Y	Y		Y
15	Online application of Caste Certificate (G2C)		Y	Y	Y	Y	Y	Y	Y	Y	Y
16	Online application of Income certificate (G2C)			Y	Y	Y	Y	Y	Y	Y	Y
17	Online application of Marriage Certificate (G2C)		Y		Y		Y		Y	Y	Y
18	Online Bid / Proposal Submission (G2B)	Y	Y	Y	Y	Y		Y	Y	Y	Y
19	Online Bidder Enrolment (G2B)	Y	Y	Y		Y			Y	Y	Y

Sr. no.	List of Mandatory Services	Ladakh	Manipur	Mizoram	Lakshadweep	Sikkim	Odisha	Bihar	Nagaland	Arunachal Pradesh	Delhi
20	Record of Rights (ROR) (G2C)		Y		Y	Y	Y	Y	Y		Y
21	Registration of partnership firms under Partnership Firms Act (G2B)						Y	Y			Y
22	Registration of societies under Societies Registration Act (G2B)						Y	Y	Y	Y	Y
23	Tender Result Announcement (G2B)	Y	Y	Y		Y			Y	Y	Y
24	Issuance of Certificate of Recognition as Provisional / Approved State Tour Operator (G2B)			Y			Y	Y			Y
25	Registration of Hotels Guest houses/ tourist Accommodation units/ etc. (G2B)			Y			Y	Y			Y

6. Appendix

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

State/UT	Apr' 23	May' 23	Jun' 23	Jul' 23	Aug' 23	Sept' 23	Oct' 23	Nov' 23	Dec' 23	Jan-Feb24	Mar' 24	Apr -May24	Jun' 24	Jul' 24	Aug' 24	Sep' 24	Oct' 24	Nov' 24
Karnataka	779	747	752	752	752	752	752	755	755	755	755	755	755	755	755	755	755	1414
J&K	474	469	469	470	1028	1034	1075	1097	1117	1119	1119	1140	1140	1164	1164	1164	1164	1164
Tamil Nadu	446	445	445	445	446	446	446	1078	1101	1128	1128	1128	1128	1128	1128	1128	1128	1128
MP	637	731	948	1000	1010	1010	1010	1010	1010	1010	1010	1010	1010	1016	1016	1016	1016	1016
Kerala	885	886	911	911	911	911	911	911	911	911	911	911	911	916	916	916	916	938
Gujarat	191	228	444	443	443	443	443	443	443	443	443	443	618	654	654	682	643	894
Uttarakhand	596	595	595	725	782	826	831	865	865	865	865	887	889	889	889	889	889	889
Haryana	762	757	757	757	757	755	757	757	757	757	757	757	757	757	757	855	855	855
UP	709	706	713	714	714	714	798	798	798	798	798	798	800	800	800	800	800	822
Telangana	493	491	582	757	768	768	768	768	768	768	768	768	768	768	768	768	768	768
Assam	263	259	259	259	259	452	469	469	469	469	469	469	469	472	628	628	628	725
Puducherry	239	239	239	239	246	247	247	325	605	605	605	605	605	609	609	609	609	610
Rajasthan	248	248	248	525	536	547	549	549	549	549	566	566	566	588	588	606	606	606
AP	606	574	579	579	579	579	579	579	579	579	579	579	579	579	579	579	579	579
Maharashtra	150	148	337	441	521	533	533	533	533	533	534	534	534	534	534	534	534	534
HP	500	494	500	500	500	500	500	500	500	501	502	503	503	504	504	504	504	504
Punjab	486	483	484	484	484	484	484	484	484	484	484	484	484	484	484	484	484	484
Delhi	412	416	416	436	436	436	436	436	436	436	436	436	436	436	436	436	436	436
Jharkhand	316	294	310	311	333	333	333	333	333	333	333	333	333	377	395	396	401	404
Odisha	211	373	383	383	404	404	404	404	404	404	404	404	404	404	404	404	404	404
West Bengal	290	323	401	401	401	401	401	401	401	401	401	401	401	401	401	401	401	401
Meghalaya	252	217	223	223	249	306	340	363	363	363	363	363	363	363	363	363	363	363
A&N Islands	164	171	171	199	200	206	239	239	321	321	321	321	321	323	323	323	323	323
AR	34	101	298	298	309	309	309	309	309	309	309	309	309	309	309	309	309	309
Chhattisgarh	272	270	284	284	284	284	287	287	287	287	287	287	288	296	296	296	296	296
Tripura	233	230	251	262	267	270	269	269	263	263	263	264	264	264	264	264	264	272
Goa	240	240	240	240	240	240	240	240	240	240	240	240	240	240	240	240	240	240
Bihar	222	234	238	238	237	237	237	238	238	238	238	238	238	238	238	238	238	238
Chandigarh	231	221	221	224	224	224	224	224	224	224	224	224	224	232	233	236	236	236
DNHDD	39	78	78	78	78	78	78	78	78	78	78	78	78	117	117	131	131	131
Mizoram	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
Nagaland	34	34	64	64	64	64	64	64	64	64	64	64	64	64	64	64	64	64
Sikkim	25	25	36	36	43	51	51	51	51	51	51	51	51	51	51	54	54	54
Ladakh	32	32	32	46	46	46	46	46	46	46	46	46	46	46	46	46	46	49
Lakshadweep	-	-	-	-	42	42	42	42	42	42	42	42	42	42	42	42	42	42
Manipur	40	40	40	40	40	40	40	40	40	40	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	16,487	16,517	16,536	16,581	16,761	16,963	17,138	17,303	17,269	18,335

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

State/UT	Nov' 23	Dec' 23	Jan & Feb'24	Mar' 24	Apr & May'24	June' 24	July' 24	Aug' 24	Sep' 24	Oct' 24	Nov' 24
A&N Islands	41	41	41	41	41	41	44	44	44	44	44
Andhra Pradesh	55	55	55	55	55	55	55	55	55	55	55
AR	24	24	24	24	24	24	24	24	24	24	24
Assam	42	42	42	42	42	42	44	44	44	44	48
Bihar	28	28	28	28	28	28	28	28	28	28	28
Chandigarh	41	41	41	41	41	41	47	48	51	51	51
Chhattisgarh	51	51	51	51	51	51	54	54	54	54	54
DNHDD	39	39	39	39	39	39	44	44	49	49	49
Delhi	36	36	36	36	36	36	36	36	36	36	36
Goa	40	40	40	40	40	40	40	40	40	40	40
Gujarat	51	51	51	51	51	51	51	51	55	56	56
Haryana	51	51	51	51	51	51	51	51	52	51	51
Himachal Pradesh	55	55	55	56	56	56	56	56	56	56	56
J&K	54	54	54	54	54	54	54	54	54	54	54
Jharkhand	46	46	46	46	46	46	46	46	46	47	47
Karnataka	55	55	55	55	55	55	55	55	55	55	56
Kerala	54	54	54	54	54	54	56	56	56	56	56
Ladakh	7	7	7	7	7	7	7	7	7	7	7
Lakshadweep	23	23	23	23	23	23	23	23	23	23	23
Madhya Pradesh	56	56	56	56	56	56	56	56	56	56	56
Maharashtra	55	55	55	55	55	55	55	55	55	55	55
Manipur	15	15	15	15	15	15	15	15	15	15	15
Meghalaya	43	43	43	43	43	43	43	43	43	43	43
Mizoram	17	17	17	17	17	17	17	17	17	17	17
Nagaland	29	29	29	29	29	29	29	29	29	29	29
Odisha	25	25	25	25	25	25	25	25	25	25	25
Puducherry	45	48	48	48	48	48	48	47	47	47	48
Punjab	56	56	56	56	56	56	56	56	56	56	56
Rajasthan	56	56	56	56	56	56	56	56	56	56	56
Sikkim	13	13	13	13	13	13	13	13	19	19	19
Tamil Nadu	56	56	56	56	56	56	56	56	56	56	56
Telangana	55	55	55	55	55	55	55	55	55	55	55
Tripura	52	49	49	49	50	50	50	50	50	50	50
Uttar Pradesh	54	54	54	54	54	56	56	56	56	56	56
Uttarakhand	56	56	56	56	56	56	56	56	56	56	56
West Bengal	52	52	52	52	52	52	52	52	52	52	52
TOTAL	1528	1528	1528	1529	1530	1532	1553	1553	1572	1573	1579

For any suggestions, kindly contact the undersigned:

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5th Floor, Sardar Patel Bhawan, New Delhi

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सत्यमेव जयते

Department of Administrative Reforms & Public Grievances

Ministry of Personnel, Public Grievances & Pensions

Government of India